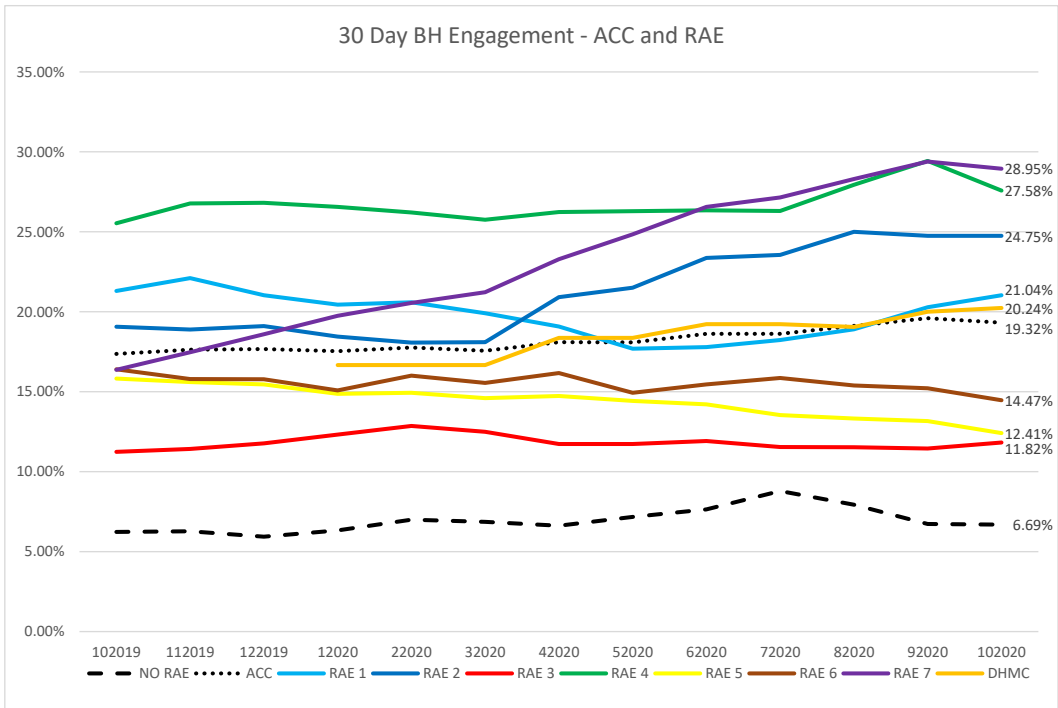
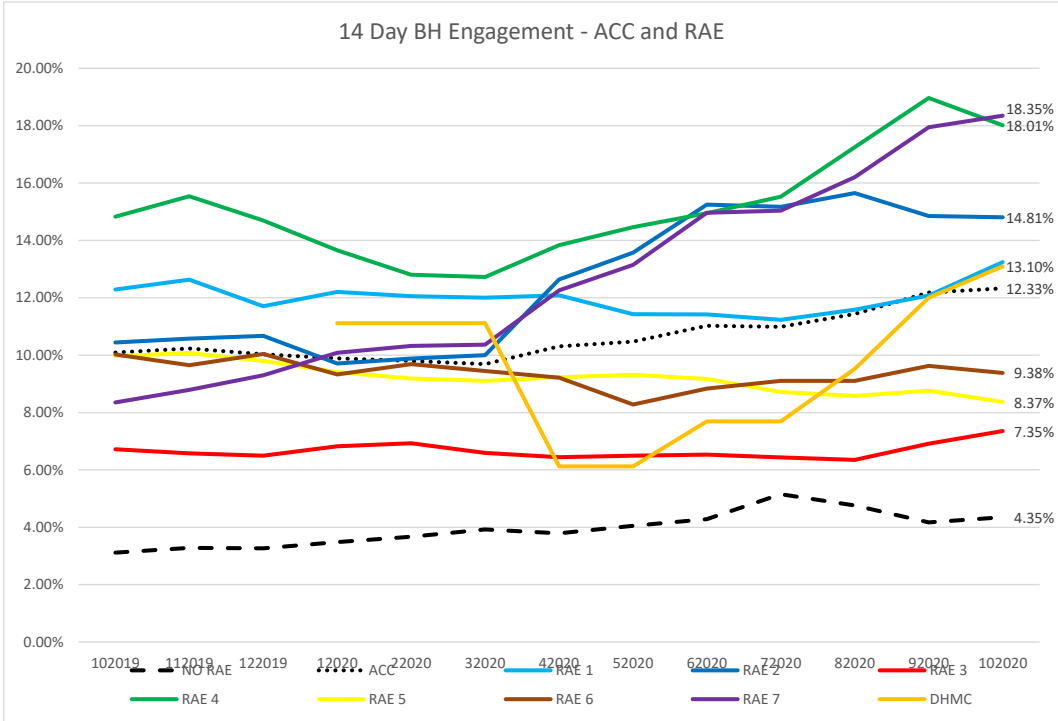


DOC BH Engagement
October 2020

Medicaid Release Volume	Engagement Volume	Performance Rate	Target Rate	Difference (%)	Difference (Members)
7065	871	12.33%	13.39%	-1.06%	75

- Performance increased from 11.78% to 12.33%. The modest trend from March 2020 continues, indicating an impact of the COVID-19 Special Needs Parole Program. A higher positive trend occurs from July 2020 forward, indicating an impact of the adjustments to the Approved Treatment Provider (ATP) Network. Timely filing creates some fluctuation and noise in the most recent months.
- There are four performance cohorts: Cohort 1 (RAEs 4 and 7); Cohort 2 (RAE 2); Cohort 3 (RAE 1 and DHMC), and Cohort 4 (RAEs 3, 5 and 6). RAE 7 is now the leading performer. Each contractor needs to coordinate an additional **0.78 visits per month** to hit the collective target.
- Women continue to access care at a higher rate than men, and whites continue to access care at higher rate than non-whites. White women saw the greatest increase.
- Monthly release and access volumes decreased, however, monthly access rates continue to be greater than pre-COVID rates.



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