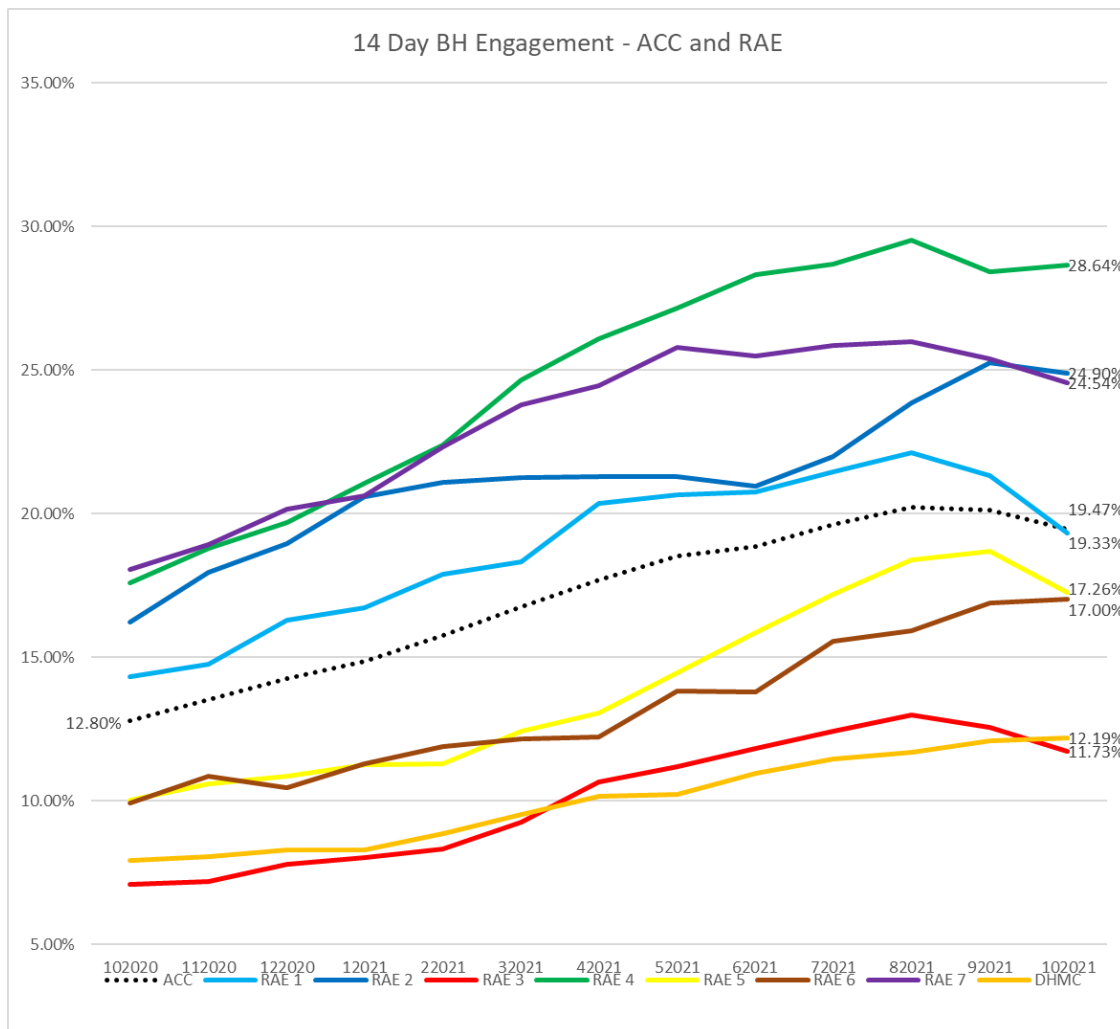
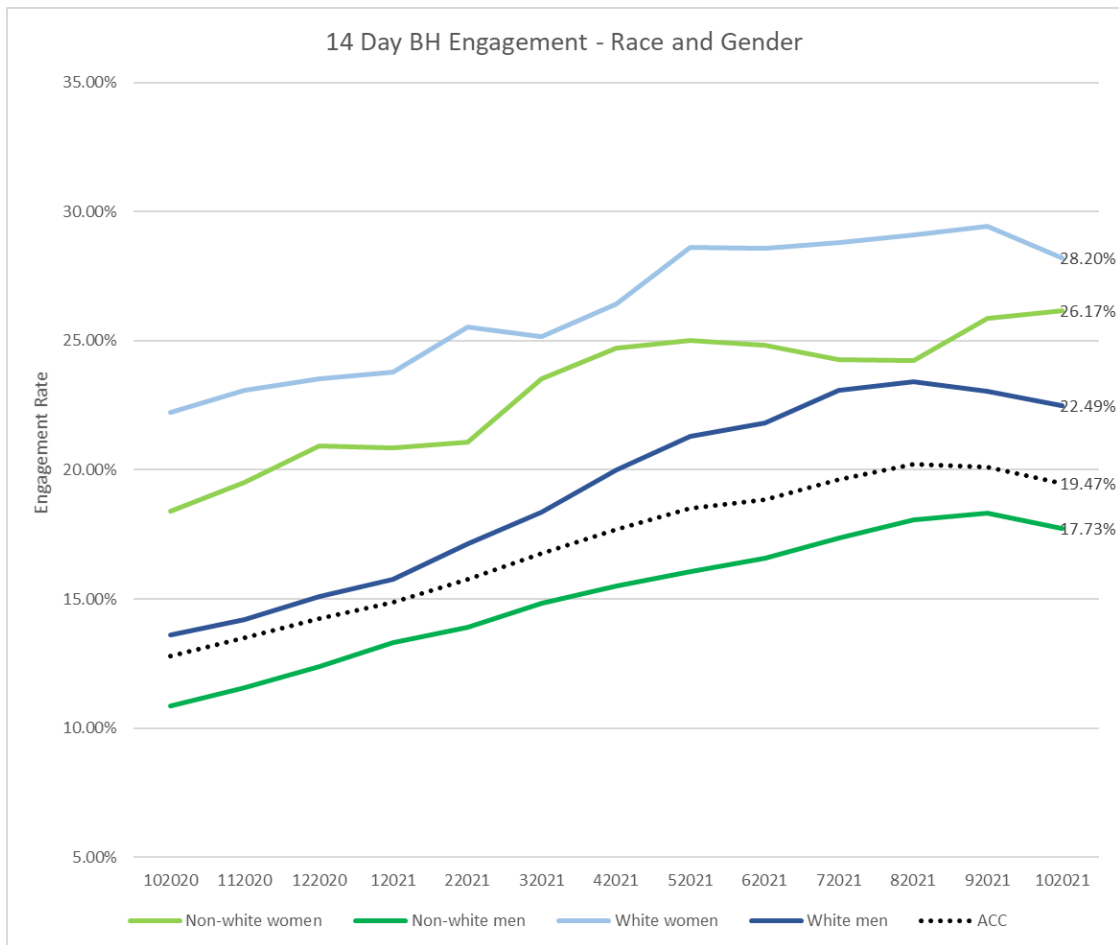
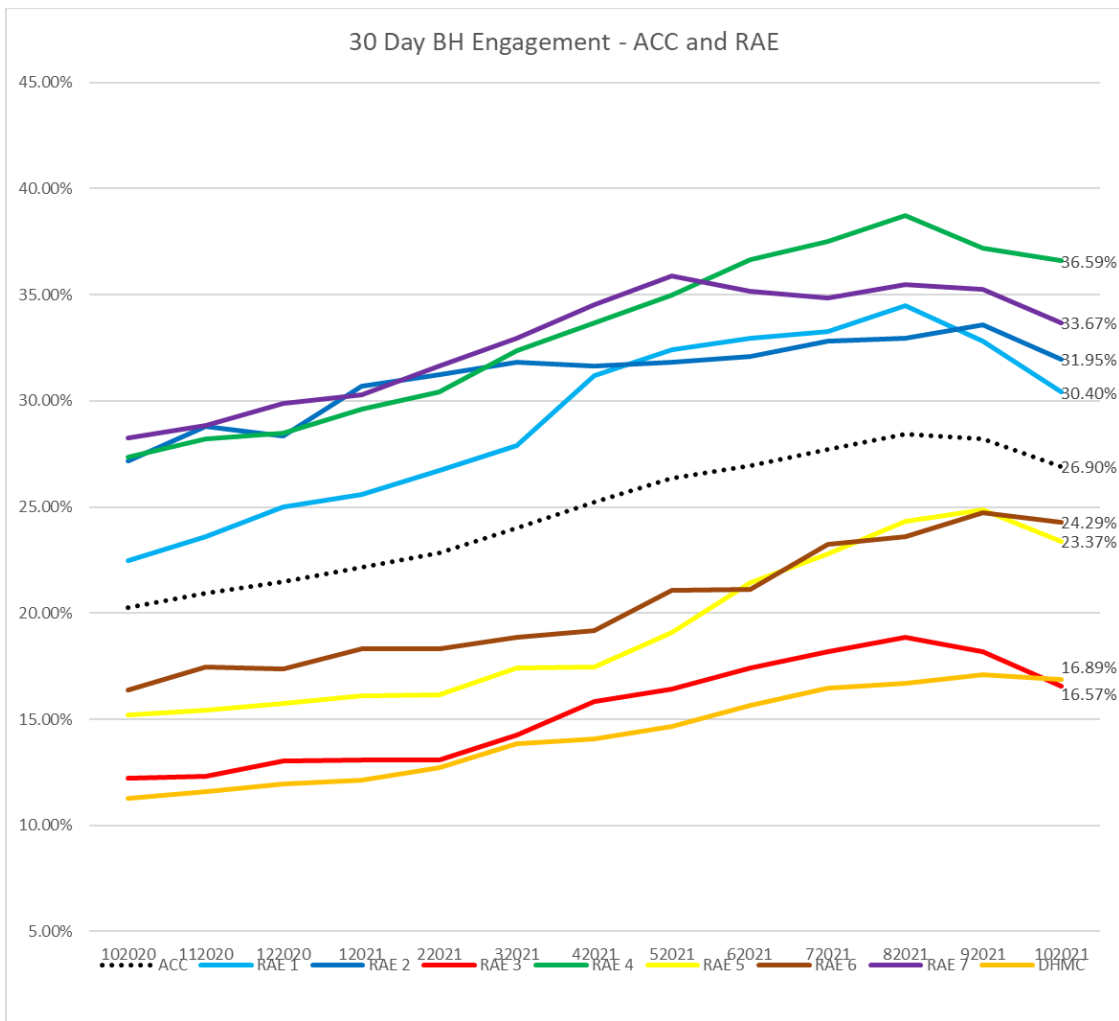


DOC BH Engagement
October 2021

Medicaid Release Volume	Engagement Volume	Performance Rate	Target Rate	Difference (%)	Difference (Members)
5409	1053	19.47%	19.10%	0.37%	20

- Performance this month is 19.47%. Performance has increased by almost 7 percentage points in the past year. Increased engagement indicates the continued impact of the cross-system efficiencies gained under COVID-19, adjustments to the Approved Treatment Provider (ATP) network, RAE coordination with community partners, and DOC referral processes. Claims runout creates some fluctuation and noise in the most recent months.
- Collectively contractors are exceeding the target by 20 members, or about 3 members per contractor over the course of the year.
- Women continue to access care at a higher rate than men, and whites continue to access care at higher rate than non-whites. There appears to be some recent widening in the gap between white members and non-white members. This data does not include members for whom race/ethnicity data is unknown. Engagement rates for women fluctuate more due to the lower volume of releases.
- 12 Month rolling release volumes continued to decrease significantly. Access volumes also decreased somewhat which resulted in slightly lower engagement rates. Lower release numbers appear to be related to more members released as a response to COVID in 2020 resulting in fewer members eligible for release now.
- HCPF, RAEs, DOC and stakeholders continue regular meetings to improve performance on this metric and for justice system involved members.
- The work of implementing SB21-146 continues. Items included in the bill should have a positive influence on these engagement rate metrics.
- DOC continues to work with community providers to reimburse for in-reach appointments while the member is not yet Medicaid eligible.
- Issues related to providers' understanding of medical necessity continues to be addressed. Members who have SUD treatment needs but have not been actively using while incarcerated are particularly impacted.
- Increased collaboration between RAEs and community corrections seems to have had a positive impact on engagement rates and is an area for ongoing work.





12 Month Rolling Monthly Release Count

