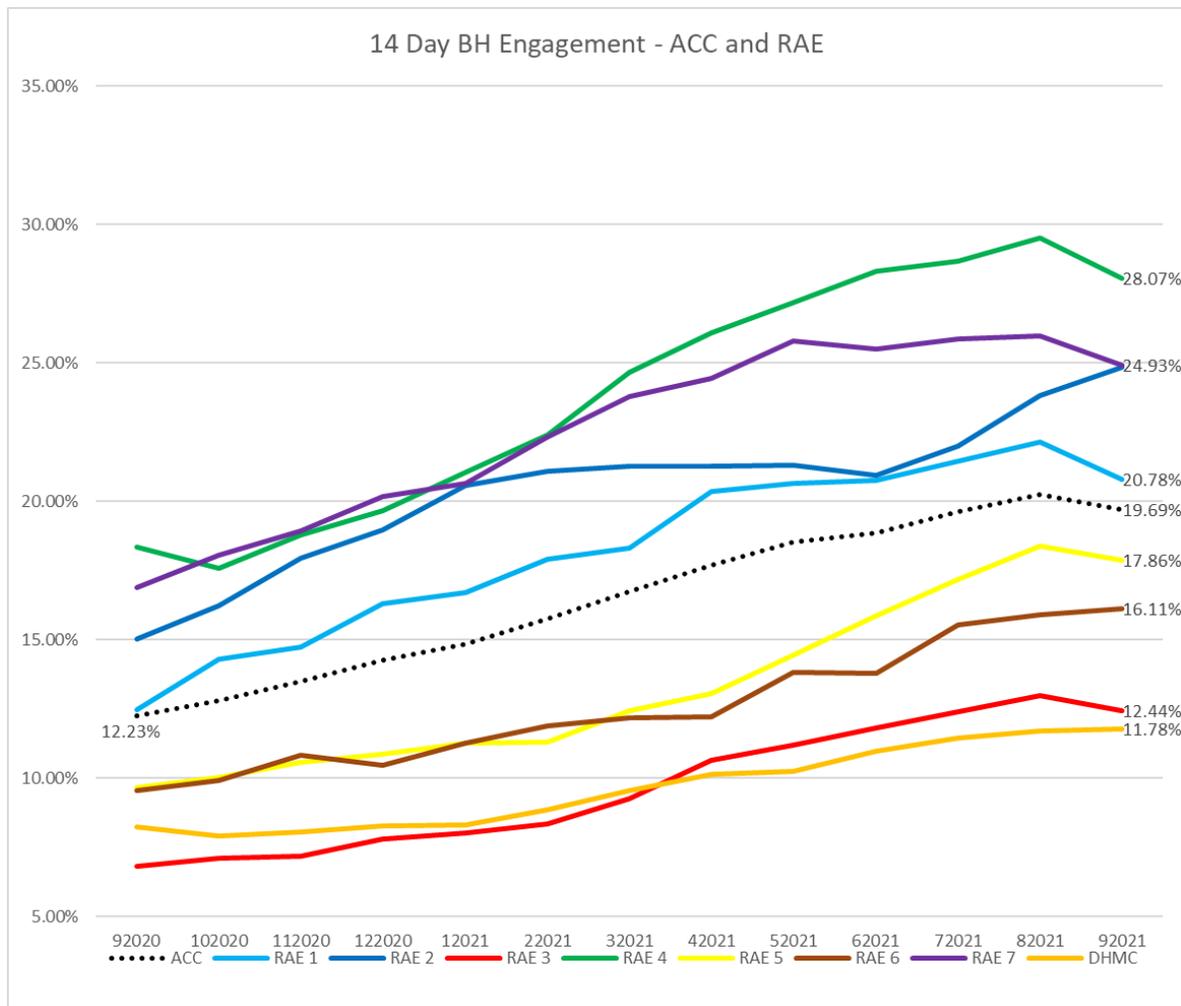


## DOC BH Engagement

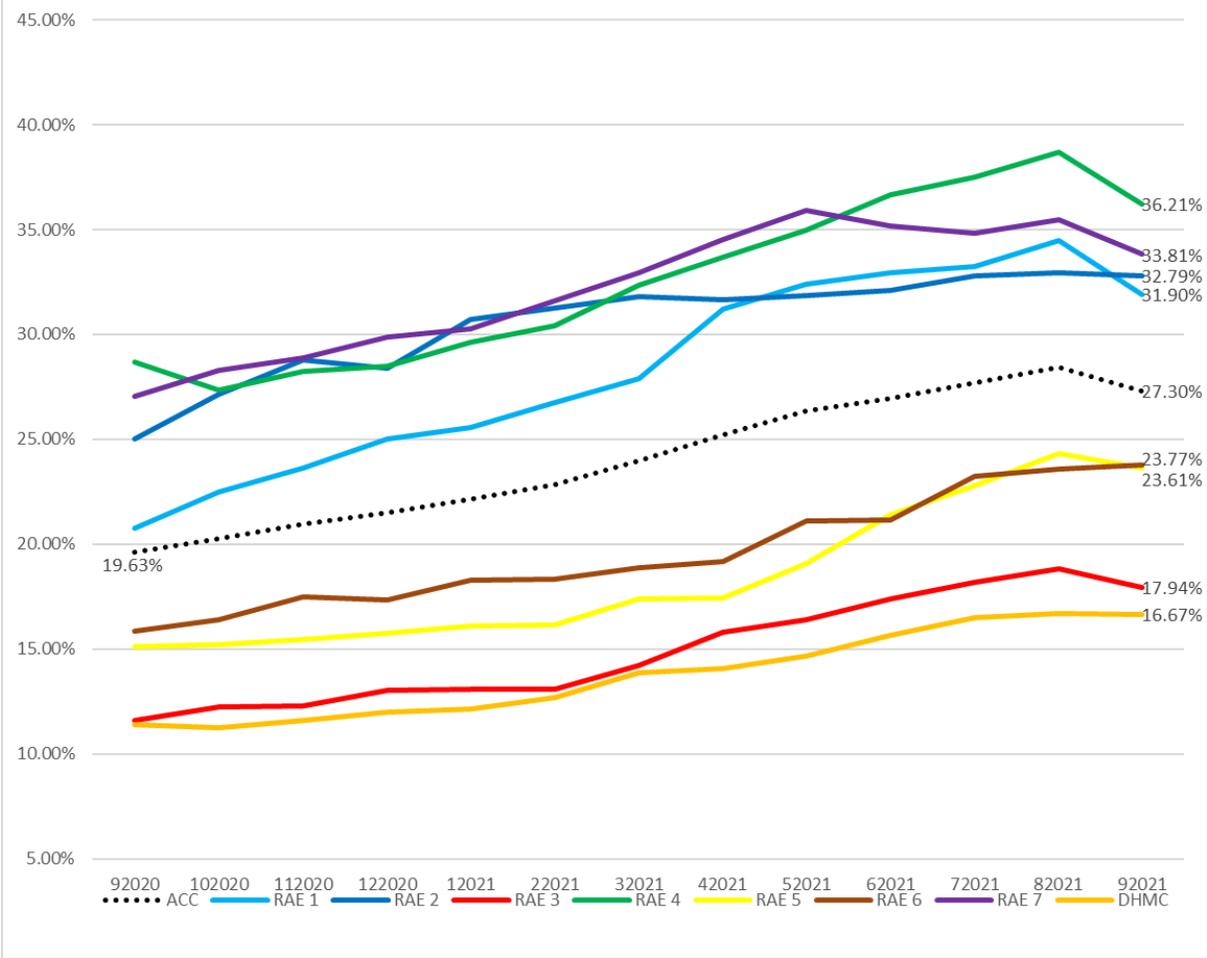
September 2021

Medicaid Release Volume	Engagement Volume	Performance Rate	Target Rate	Difference (%)	Difference (Members)
5501	1083	19.69%	19.10%	0.59%	32

- Performance this month is 19.69%. Performance has increased by over 7 percentage points since September 2020. 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 32 members, or about 4 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.
- 12 Month rolling release volumes continued to decrease significantly but access volumes were more stable thus engagement rates increased. 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. Coordinating in-reach efforts to avoid duplication is an ongoing issue being addressed.
- 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 is a challenge being 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



30 Day BH Engagement - ACC and RAE



14 Day BH Engagement - Race and Gender



### 12 Month Rolling Monthly Release Count

