

DOC BH Engagement
August 2020

Medicaid Release Volume	Engagement Volume	Performance Rate	Target Rate	Difference (%)	Difference (Members)
7161	797	11.13%	13.39%	-2.26%	162

- Performance increased from 10.69% to 11/13%. There is a modest positive trend from March 2020, indicating an impact of the Special Needs Parole Program and the adjustments to the Approved Treatment Provider (ATP) Network. Timely filing creates some fluctuation and noise in the most recent months.
- Four performance cohorts have emerged: Cohort 1 (RAEs 2, 4, and 7); Cohort 2 (RAE 1); Cohort 2 (RAEs 5 and 6 and DHMC), and Cohort 4 (RAE 3). RAE 4 broke through the 15% ceiling and showed the greatest performance to date. DHMC's trend change from the previous month due to an attribution change within the base dataset. Each contractor needs to coordinate an additional **1.69 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.

