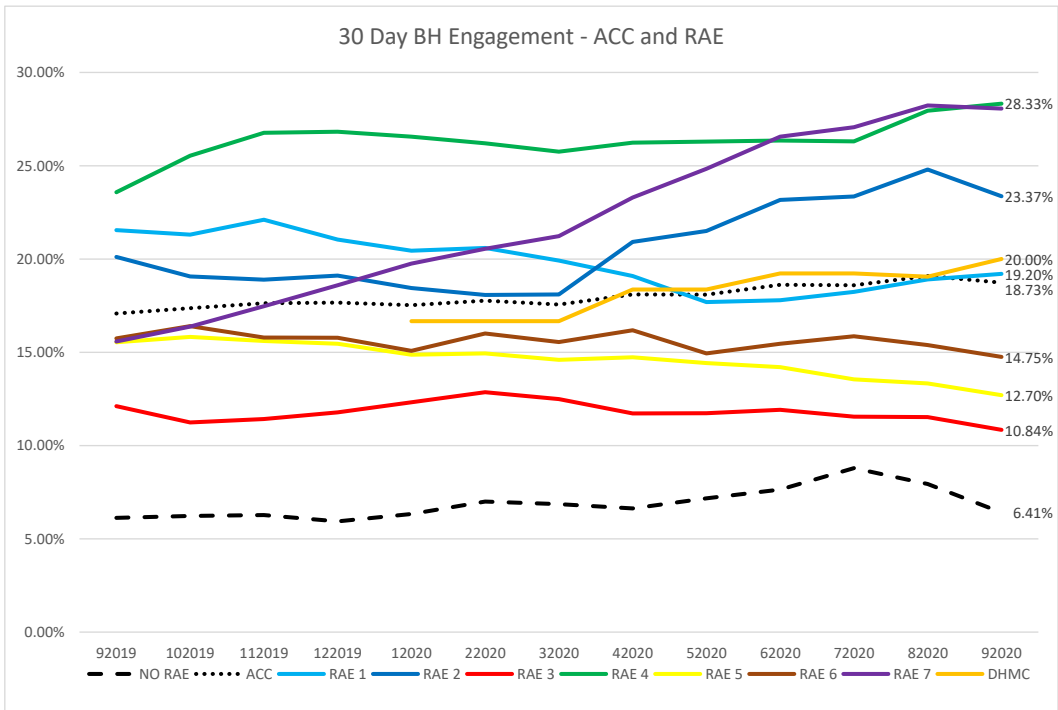
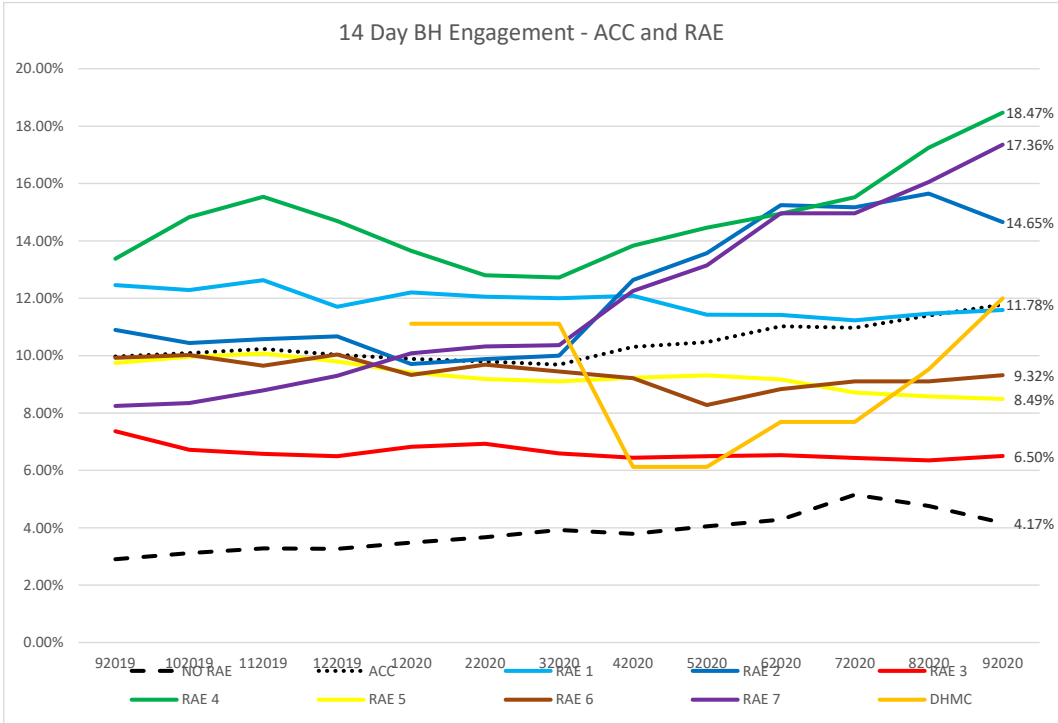


DOC BH Engagement
September 2020

Medicaid Release Volume	Engagement Volume	Performance Rate	Target Rate	Difference (%)	Difference (Members)
7190	847	11.78%	13.39%	-1.61%	116

- Performance increased from 11.13% to 11.78%. 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 3 (RAEs 5 and 6 and DHMC), and Cohort 4 (RAE 3). RAEs 4 and 7 have broken through the 15% ceiling. DHMC also has a substantial positive trend. Each contractor needs to coordinate an additional **1.21 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 volumes were consistent with pre-COVID trends. Monthly access rates continue to be greater than pre-COVID rates.



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