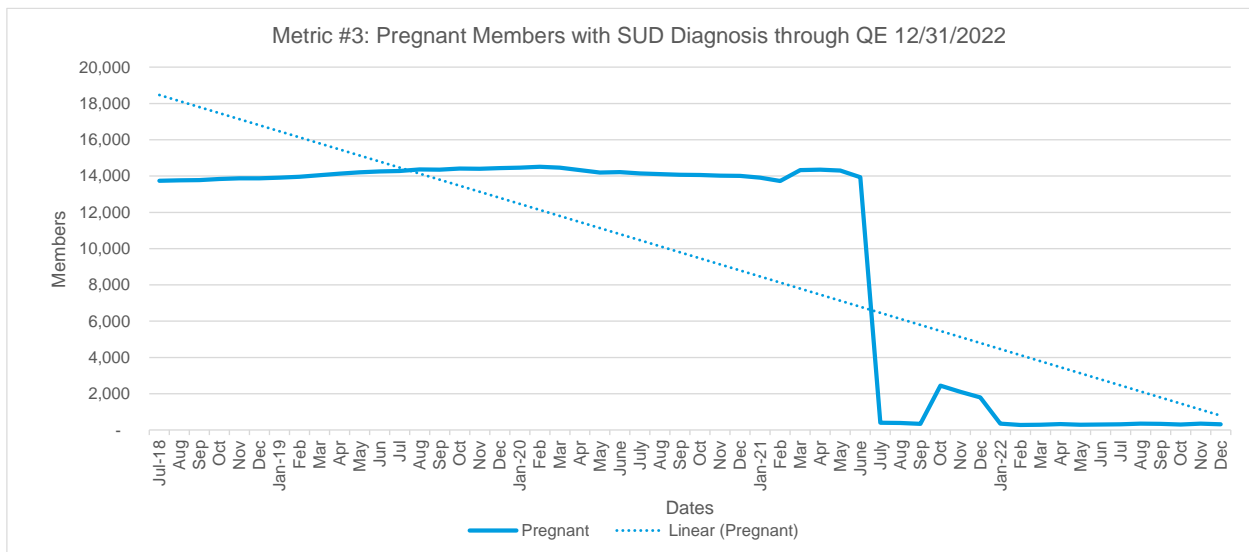
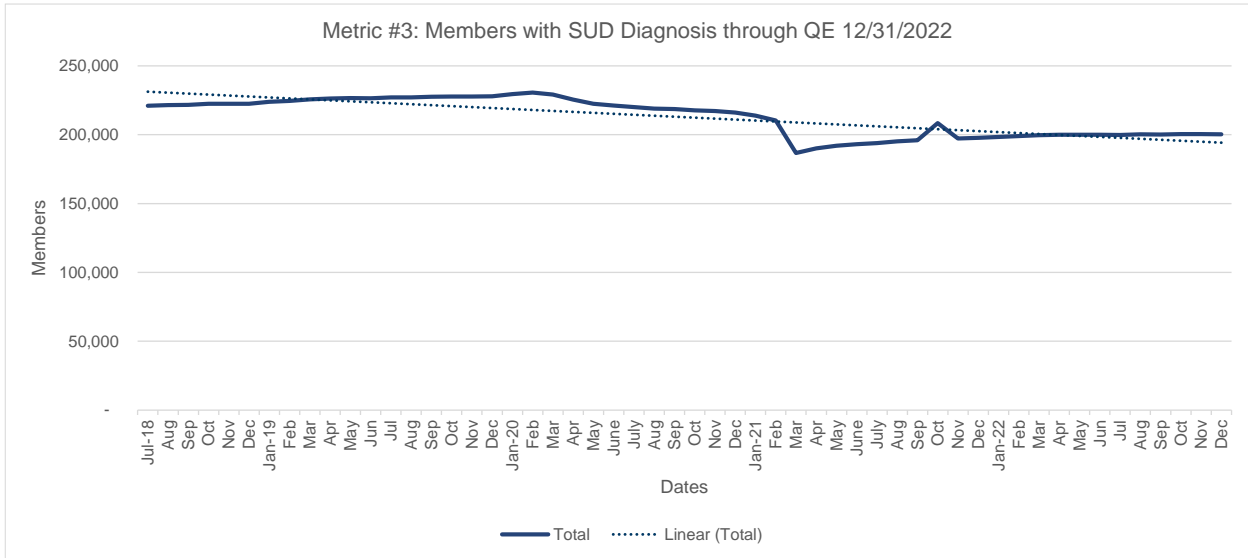


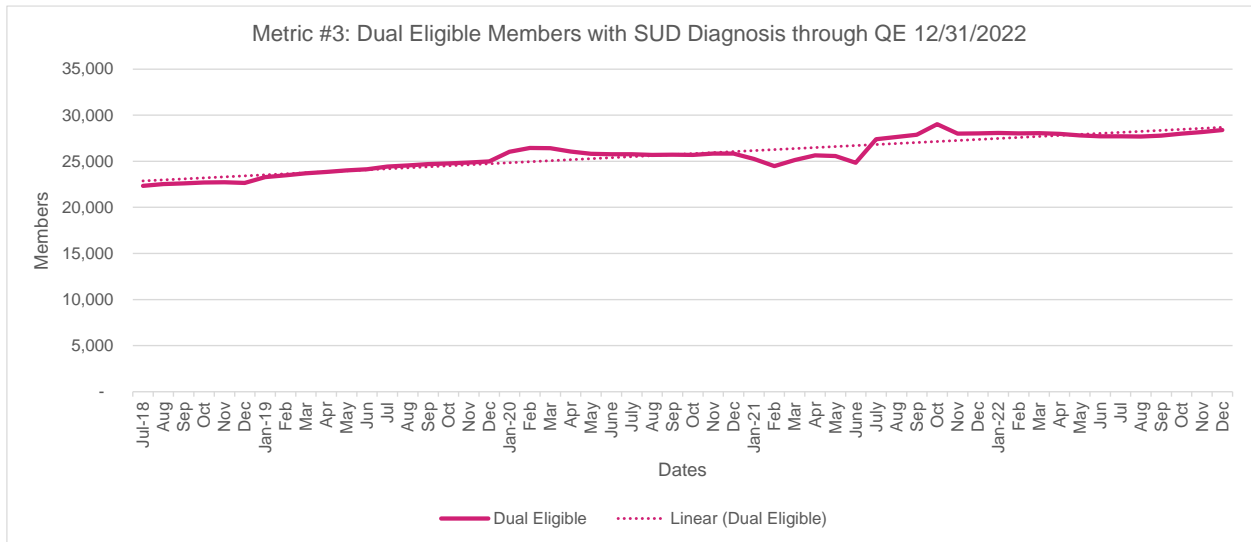
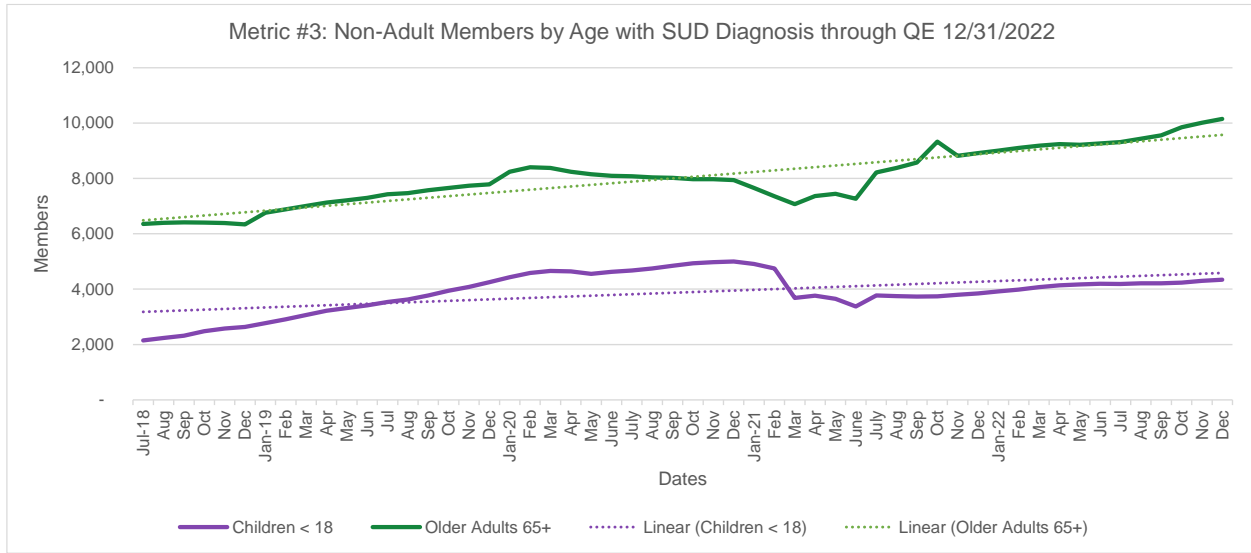
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**Appendix: Metric Graphs**

**1. Assessment of Need and Qualifications for SUD Services**

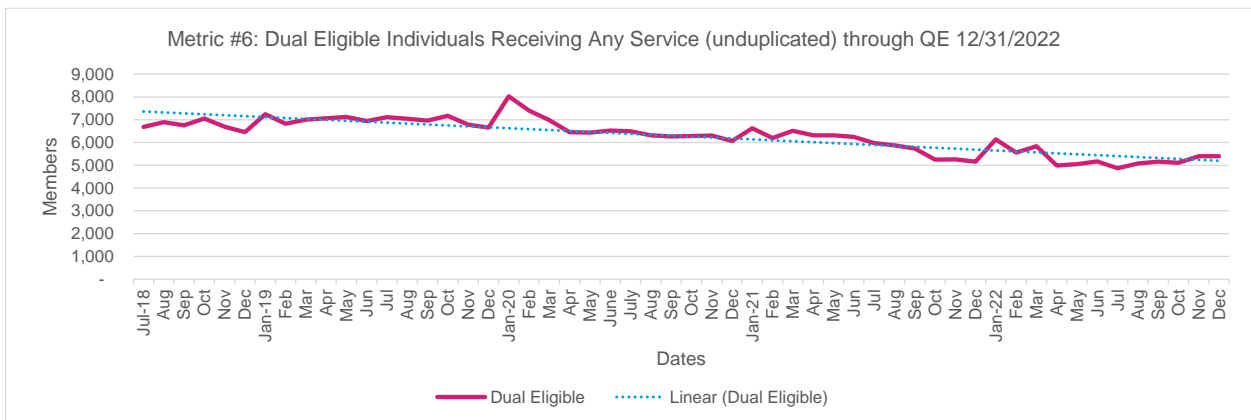
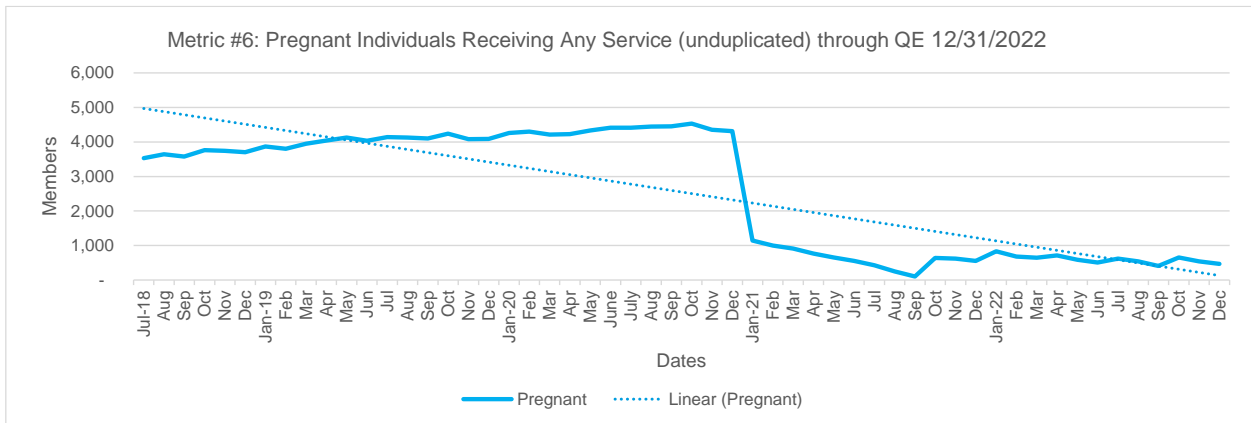
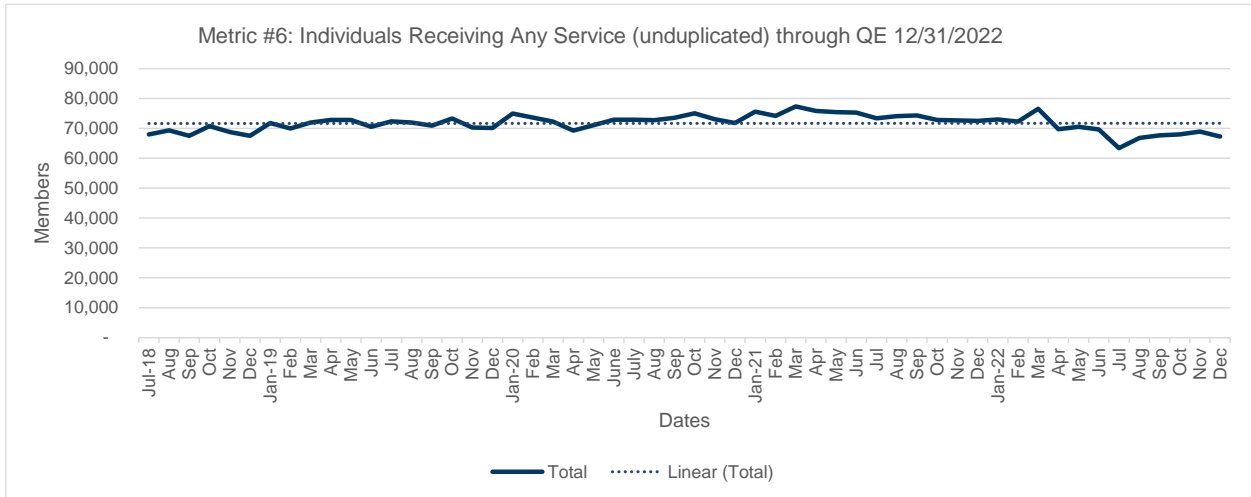


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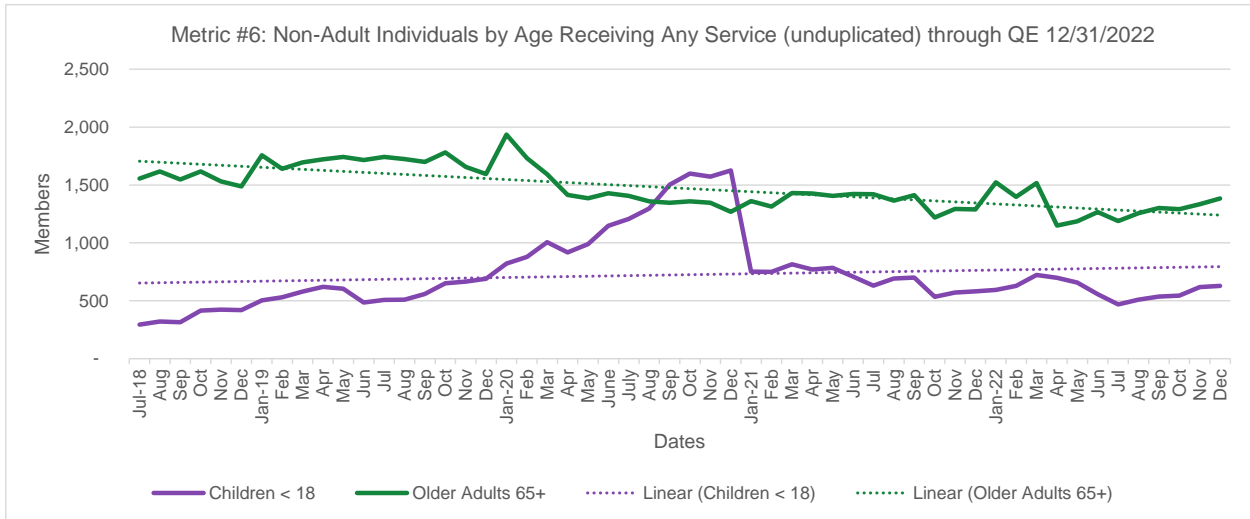


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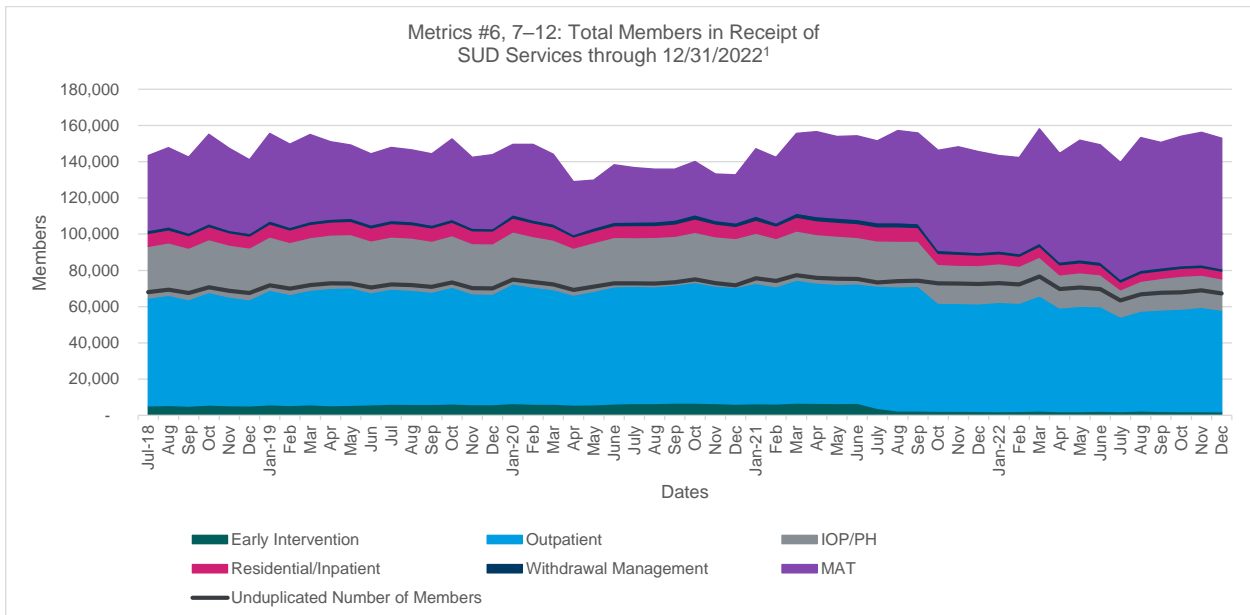
**2. Access to Critical Levels of Care for OUD and Other SUDs (Milestone 1)**



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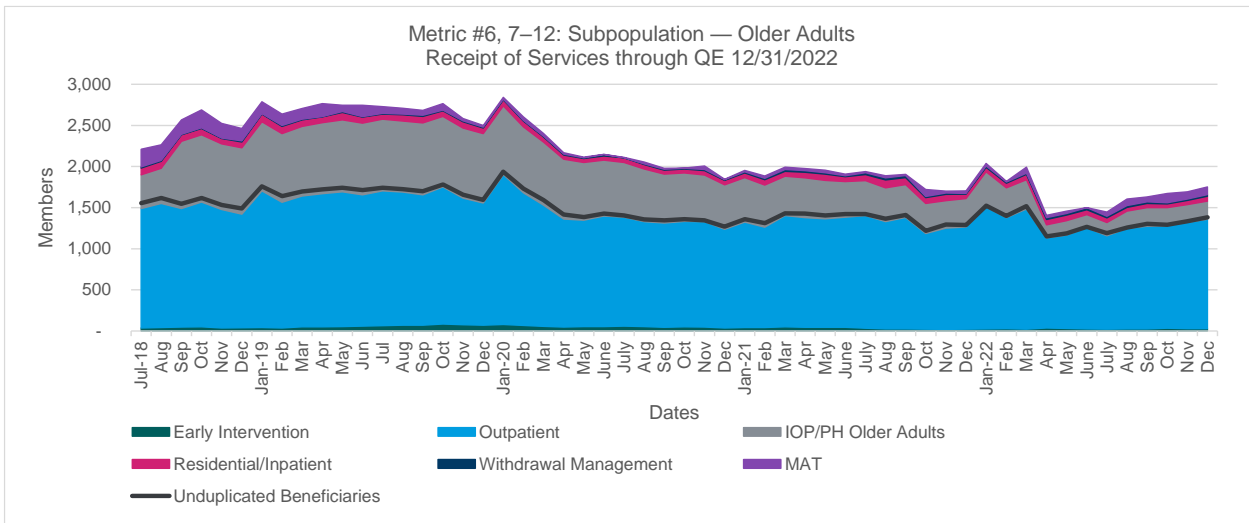
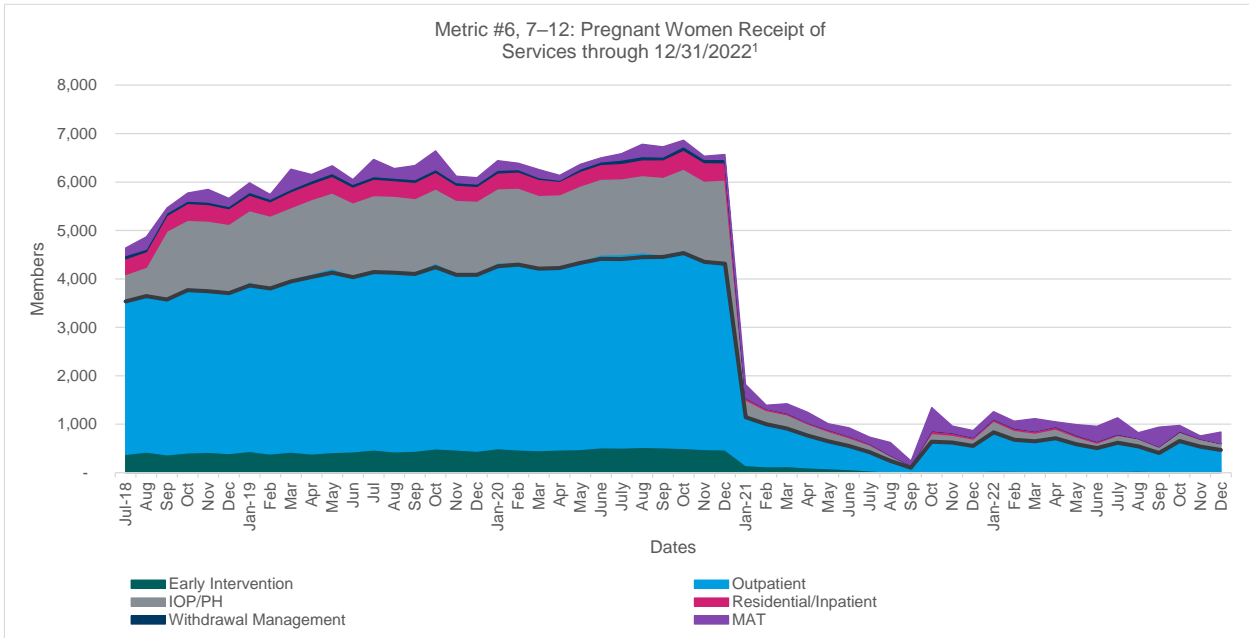


**Population Charts**

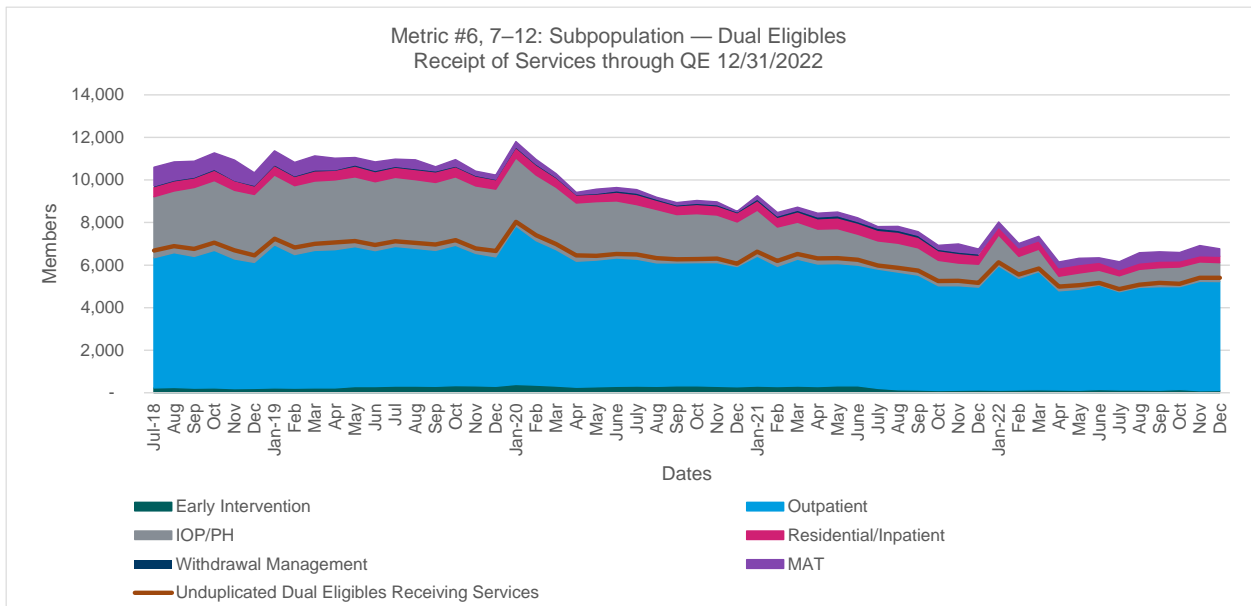
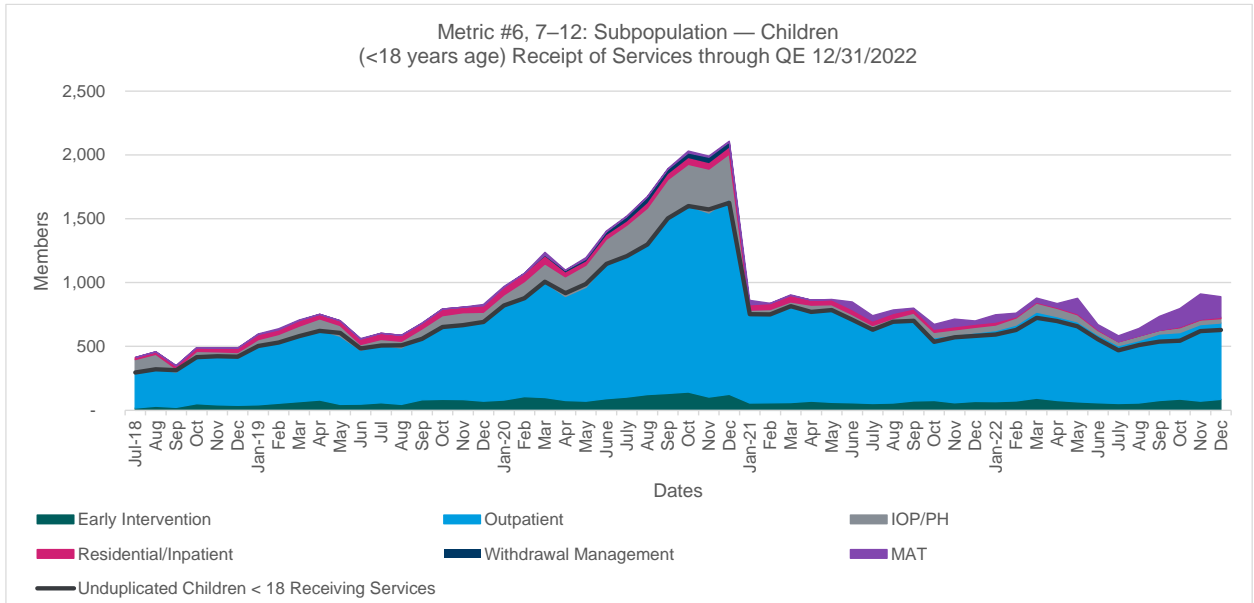


<sup>1</sup>Total Members in receipt of SUD services DY1 (Metric #6 Unduplicated number is black line; Metrics #7-12 are in the stacked areas)

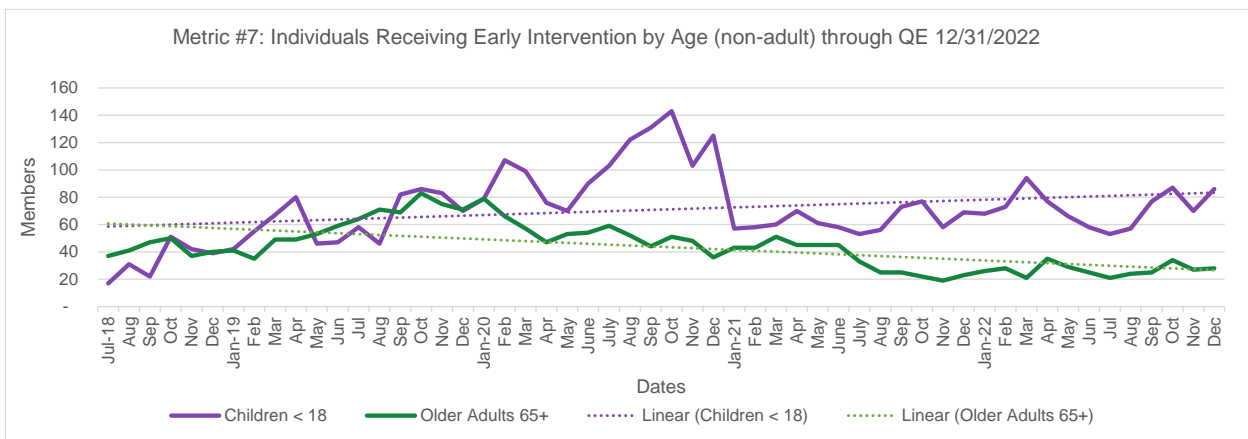
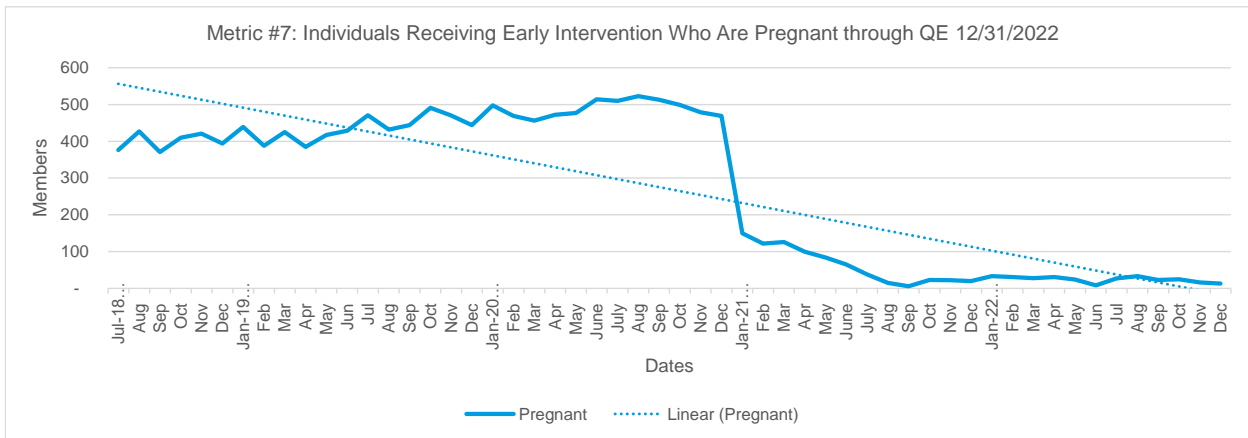
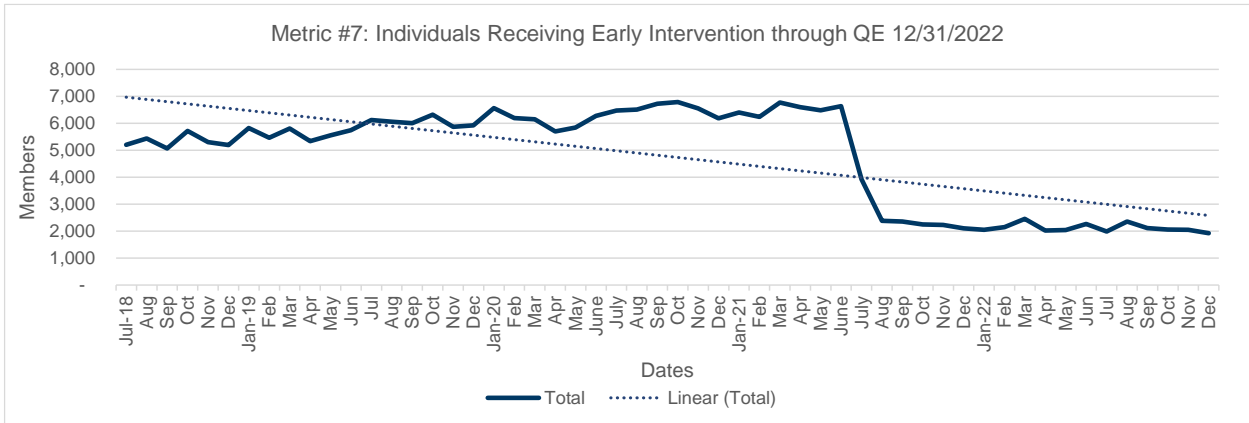
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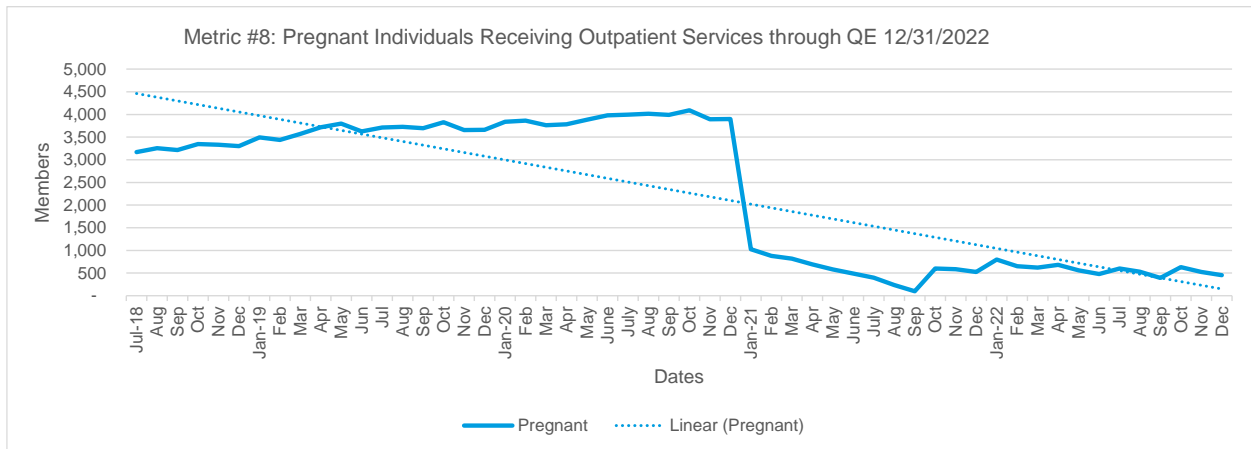
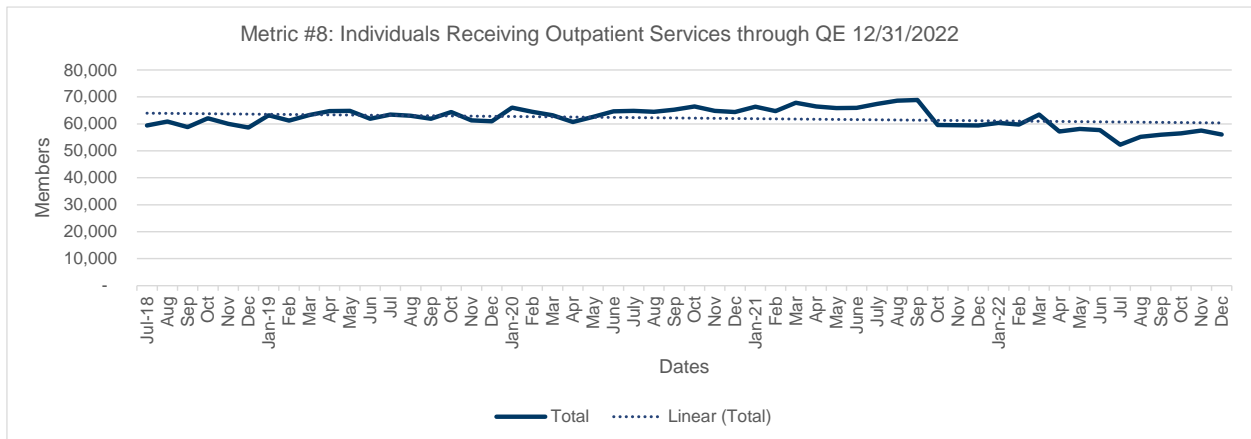
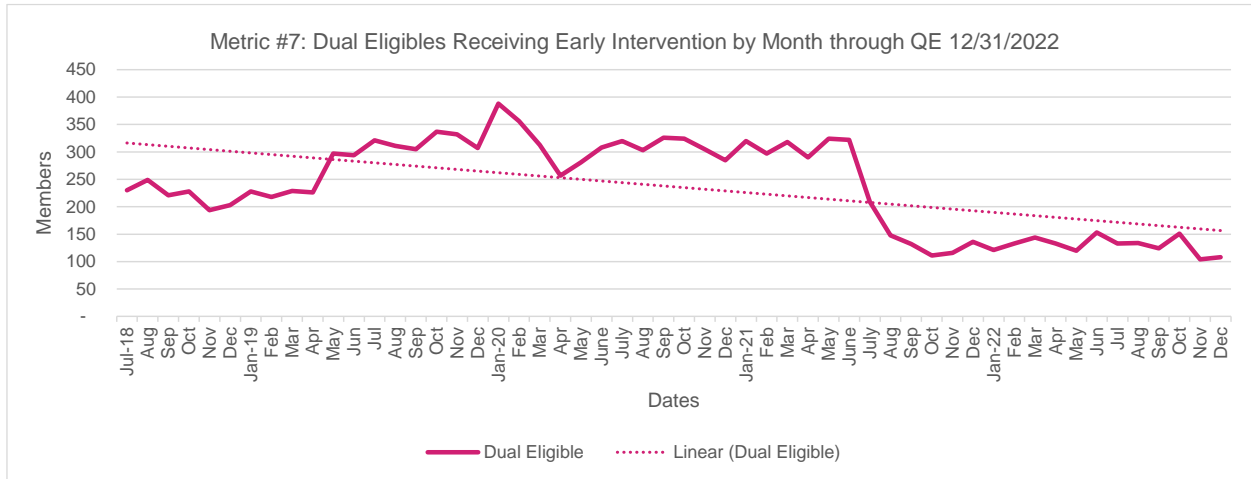
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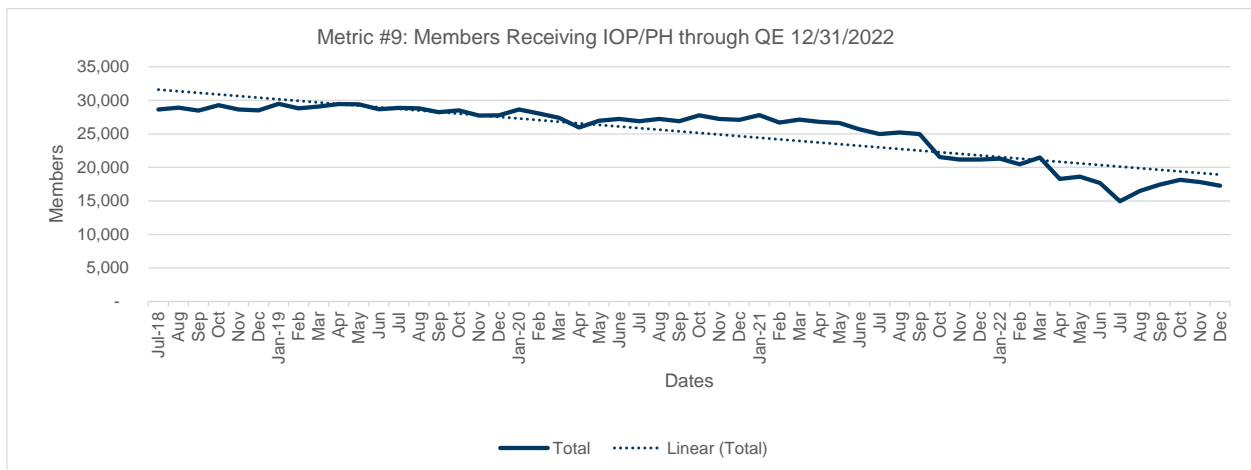
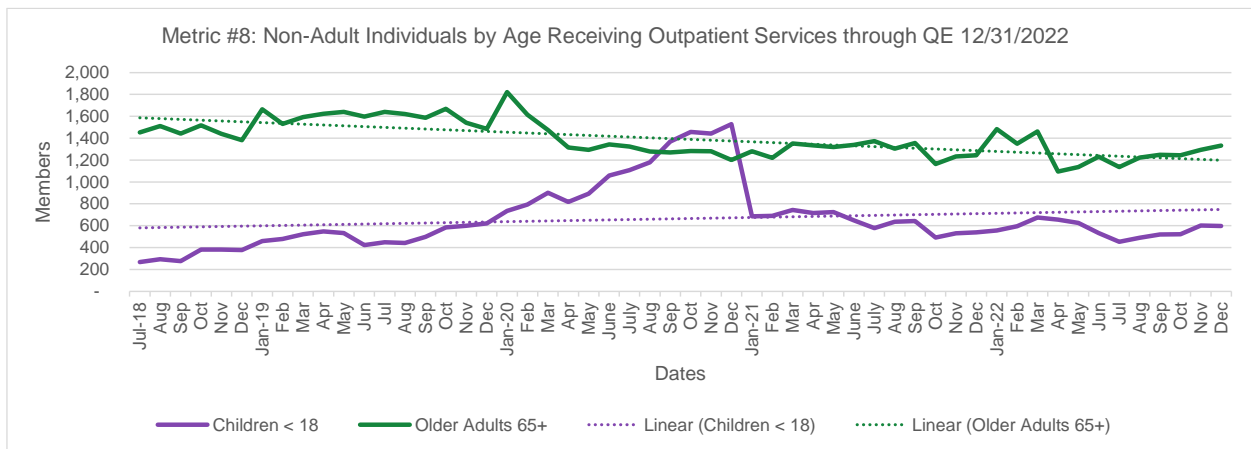
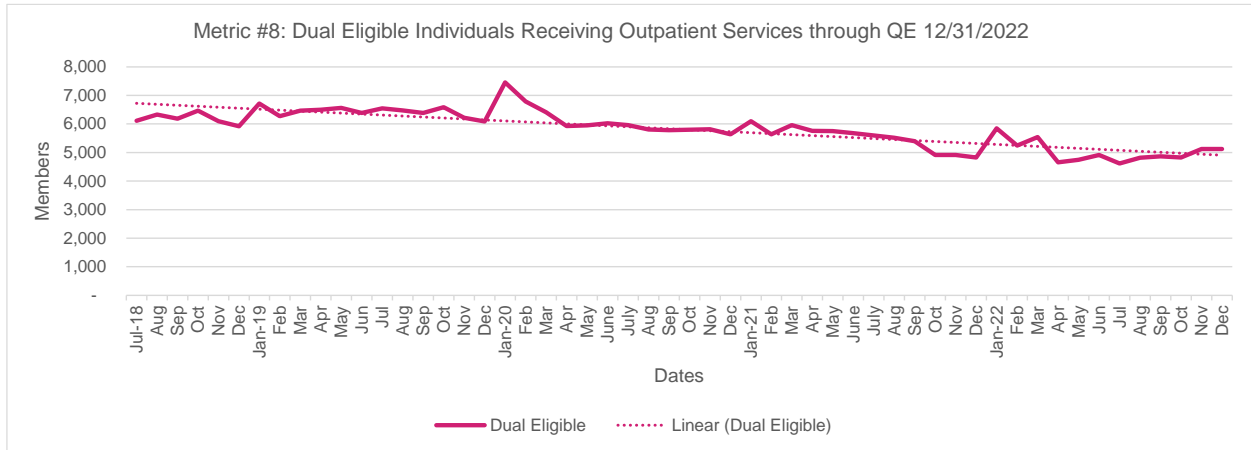


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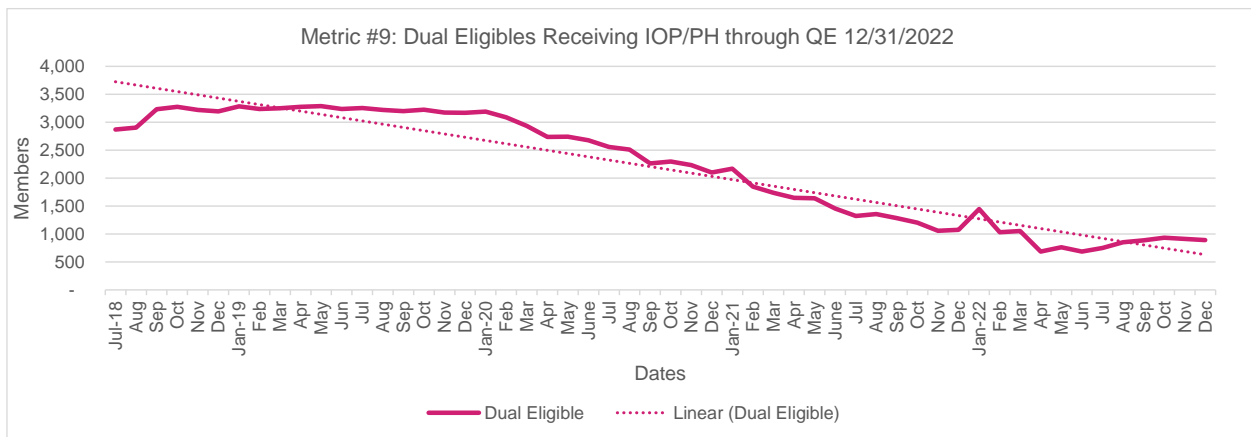
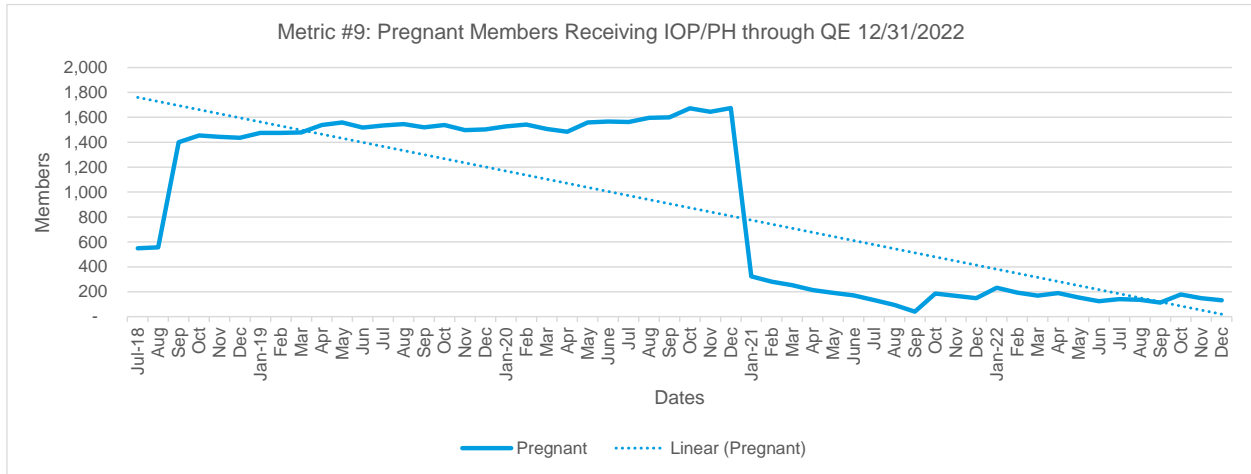




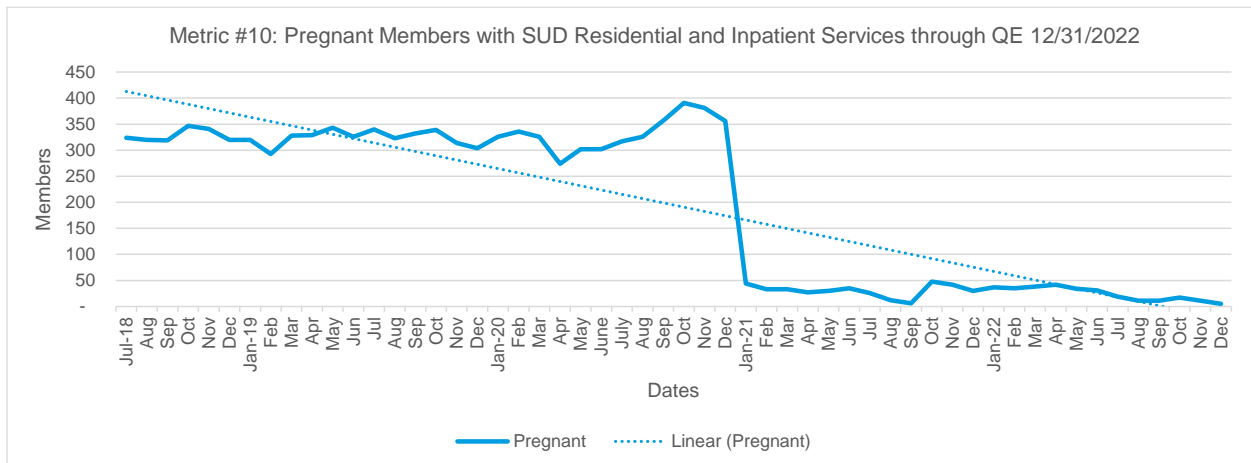
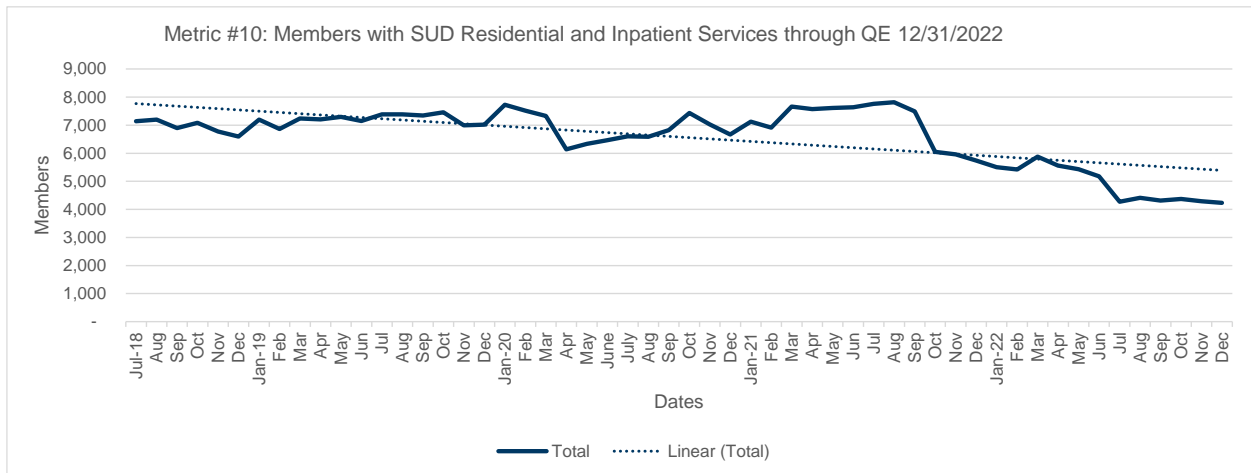
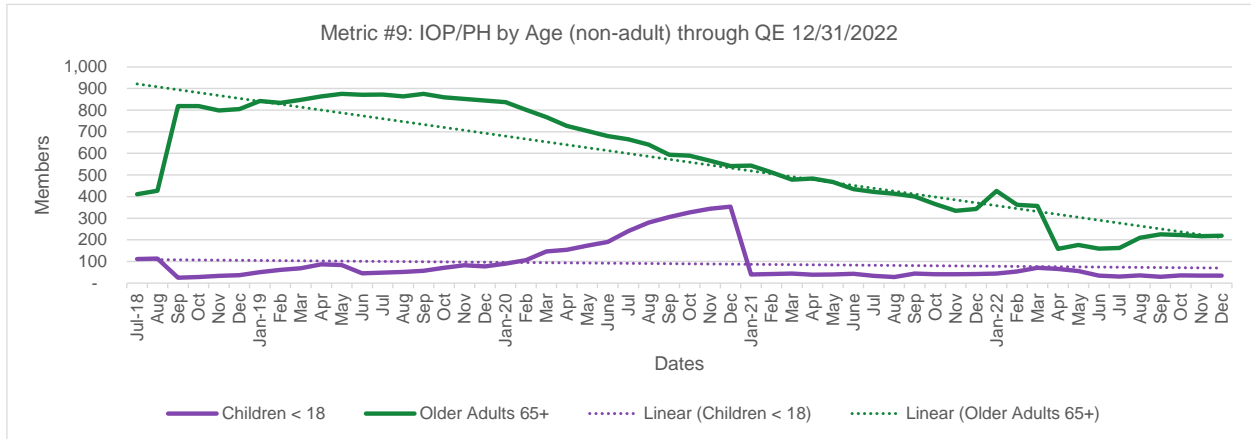
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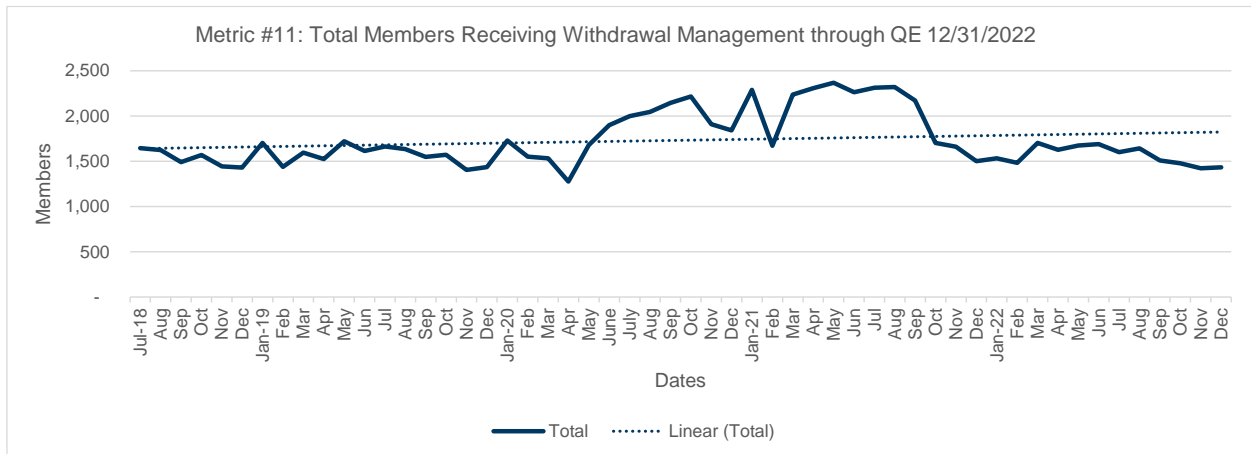
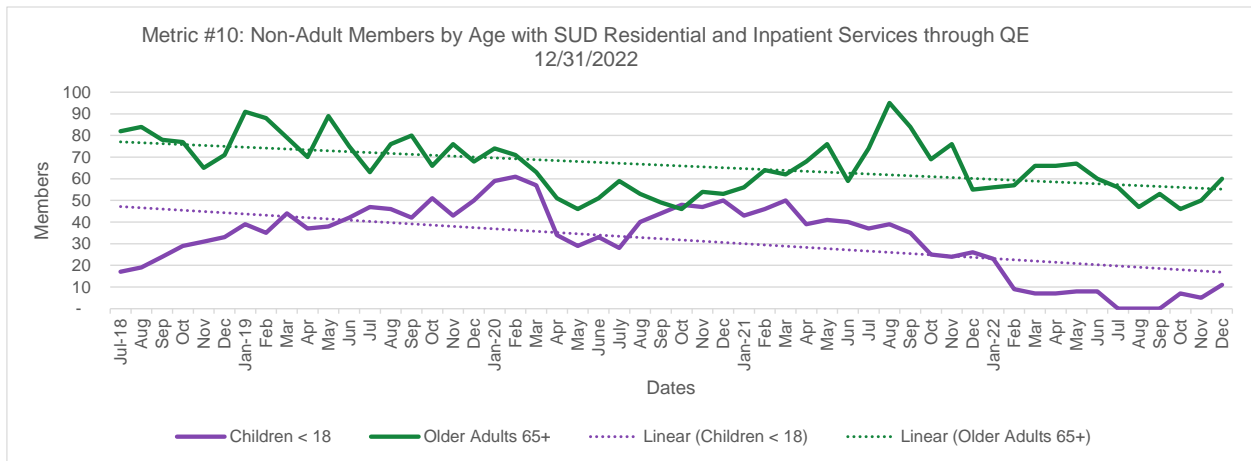
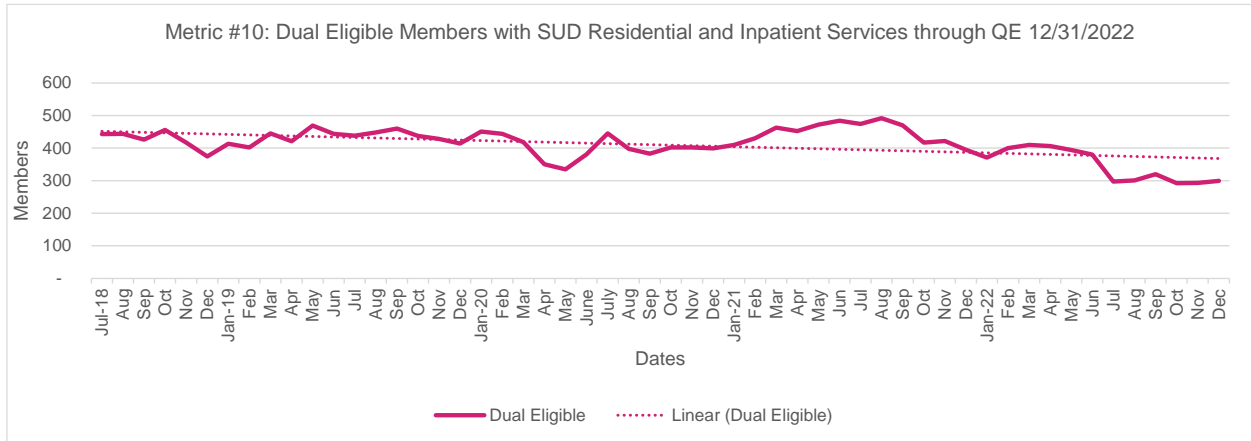
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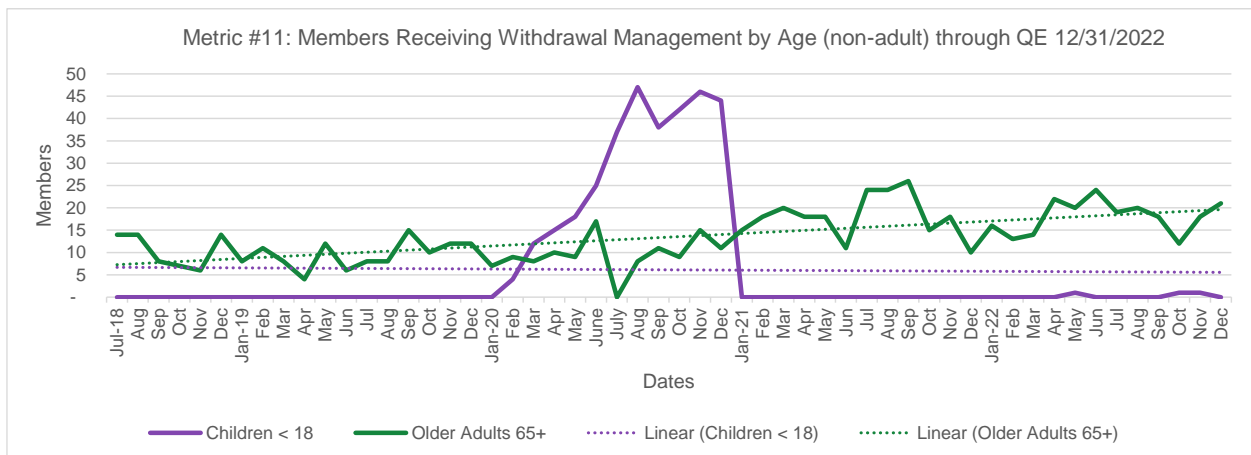
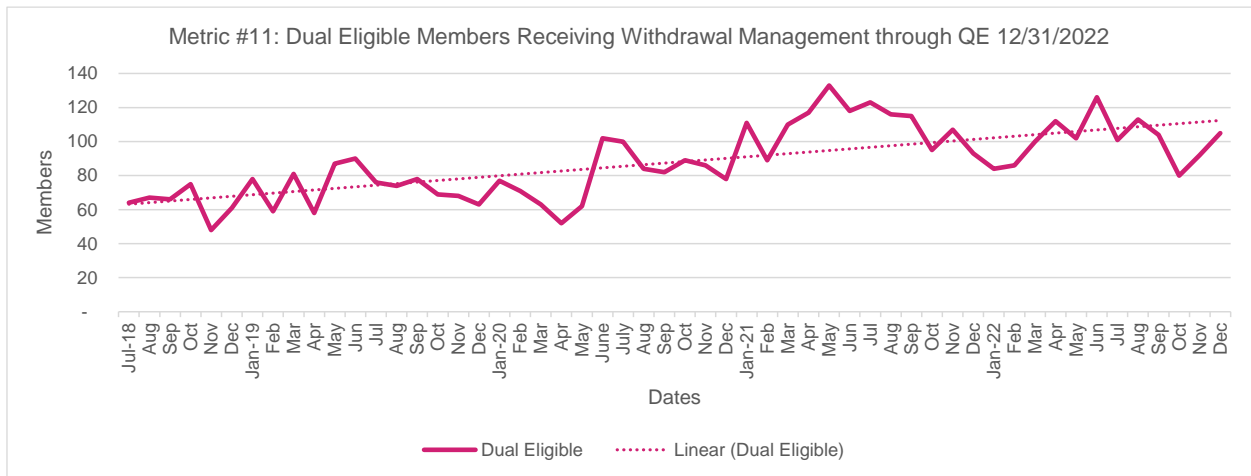
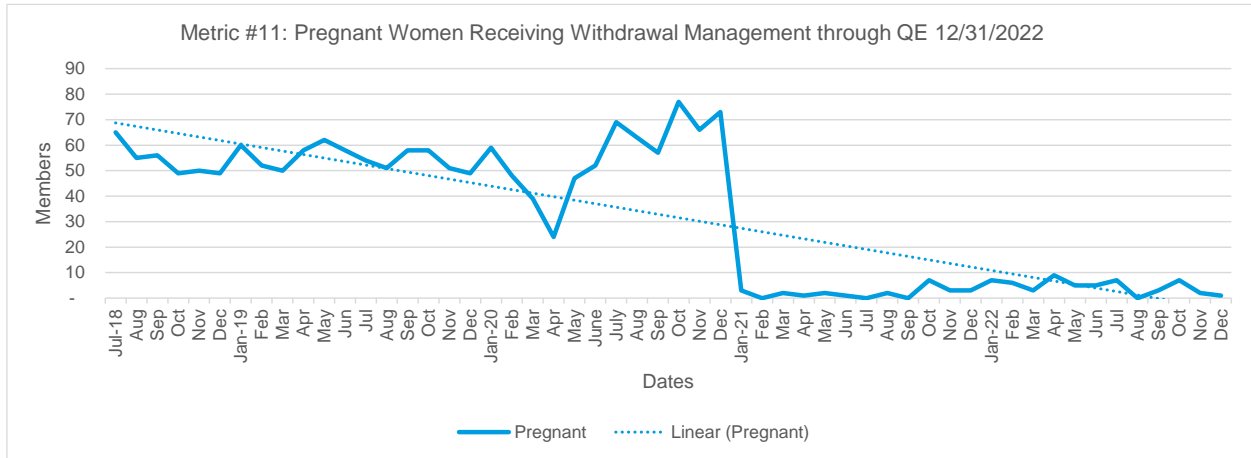
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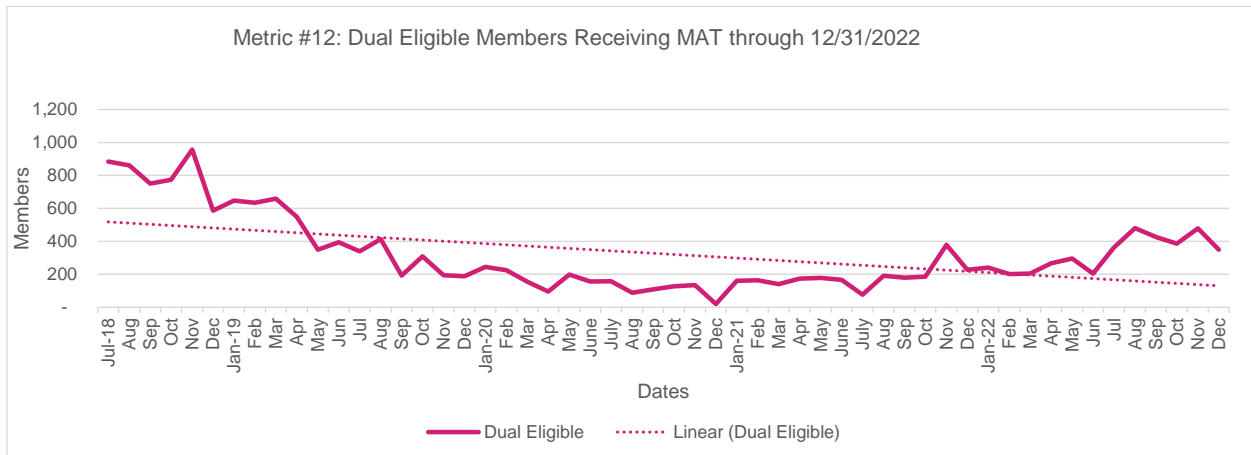
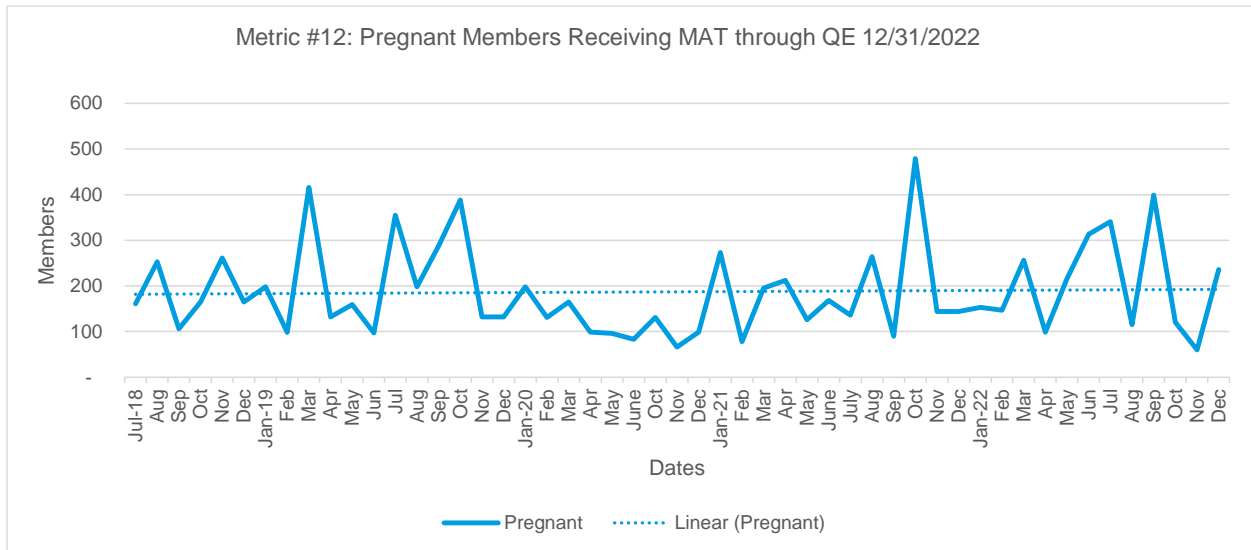
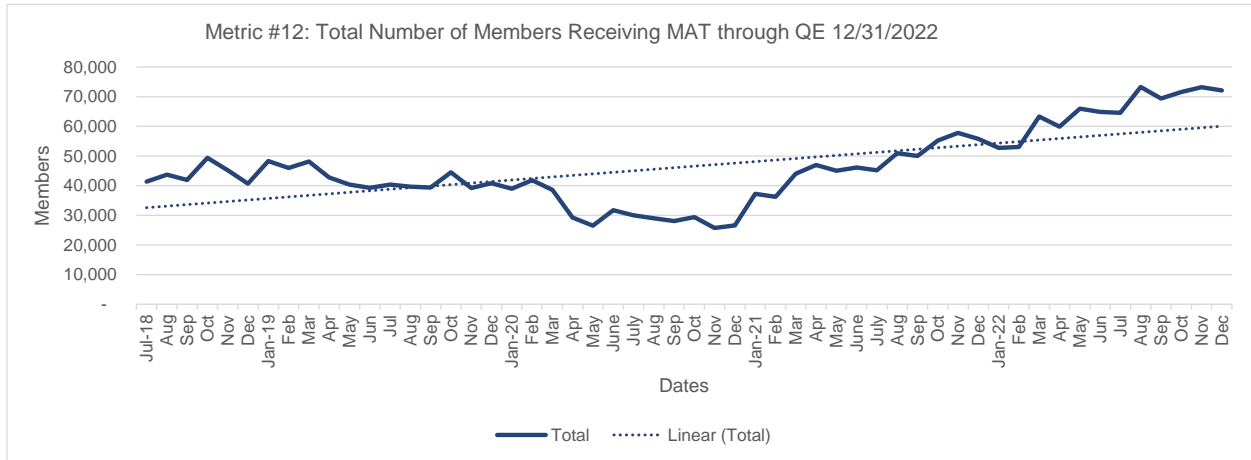
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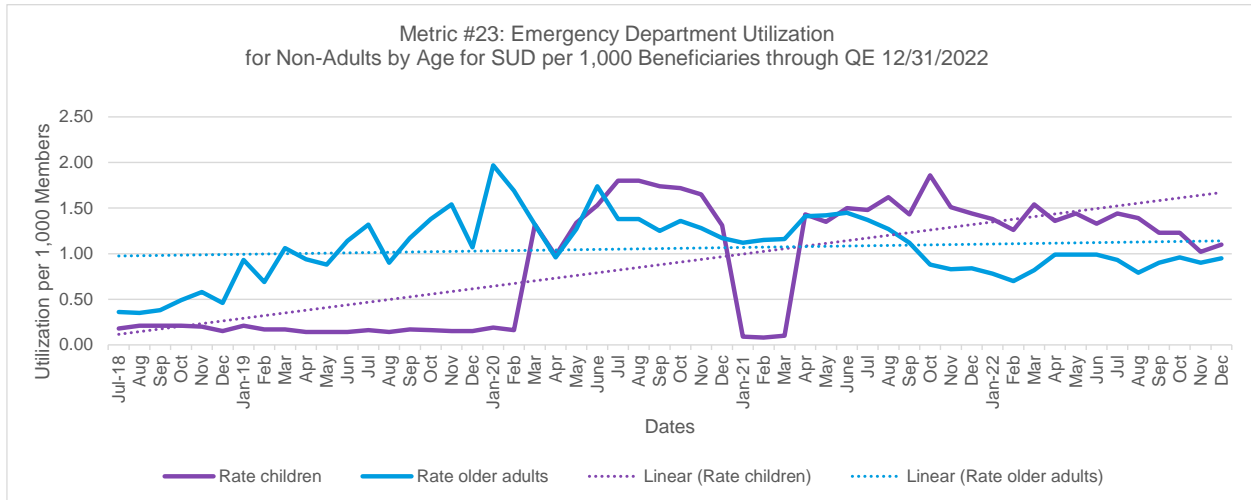
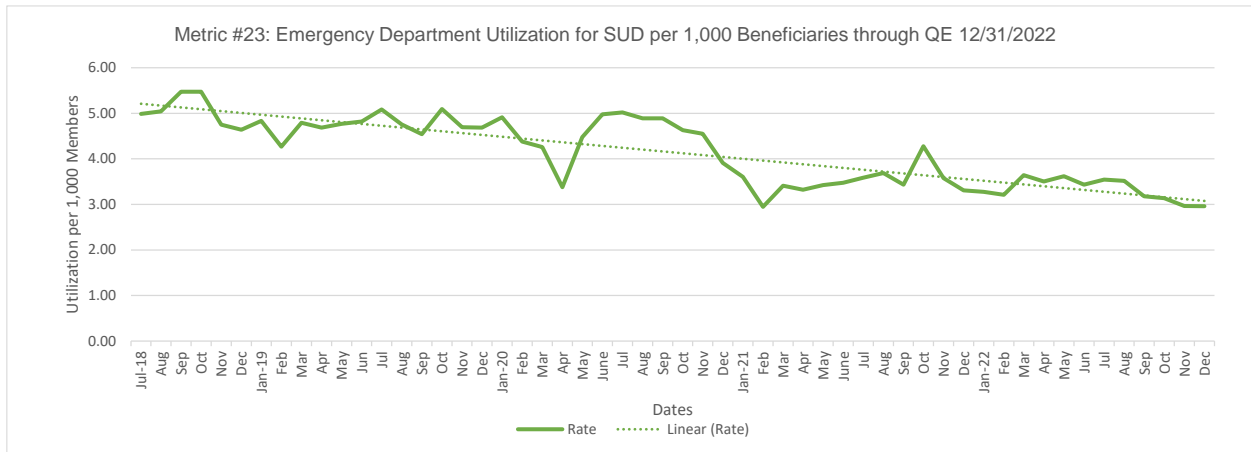
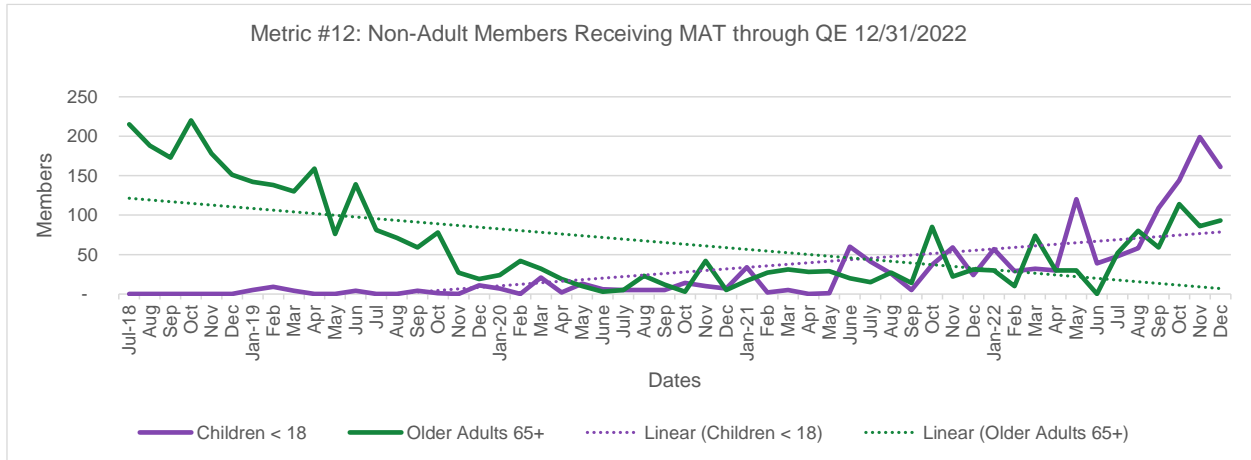
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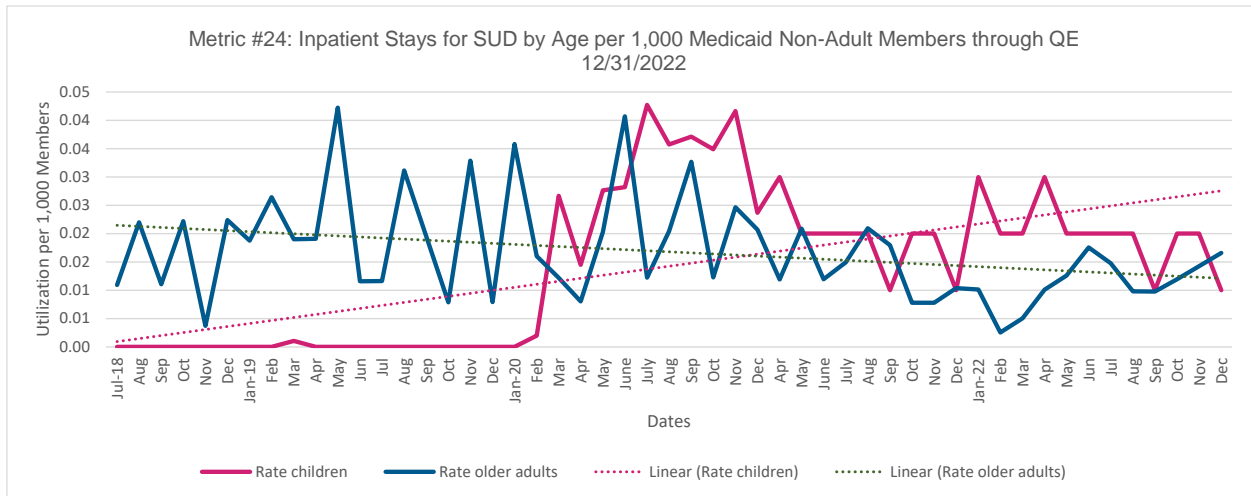
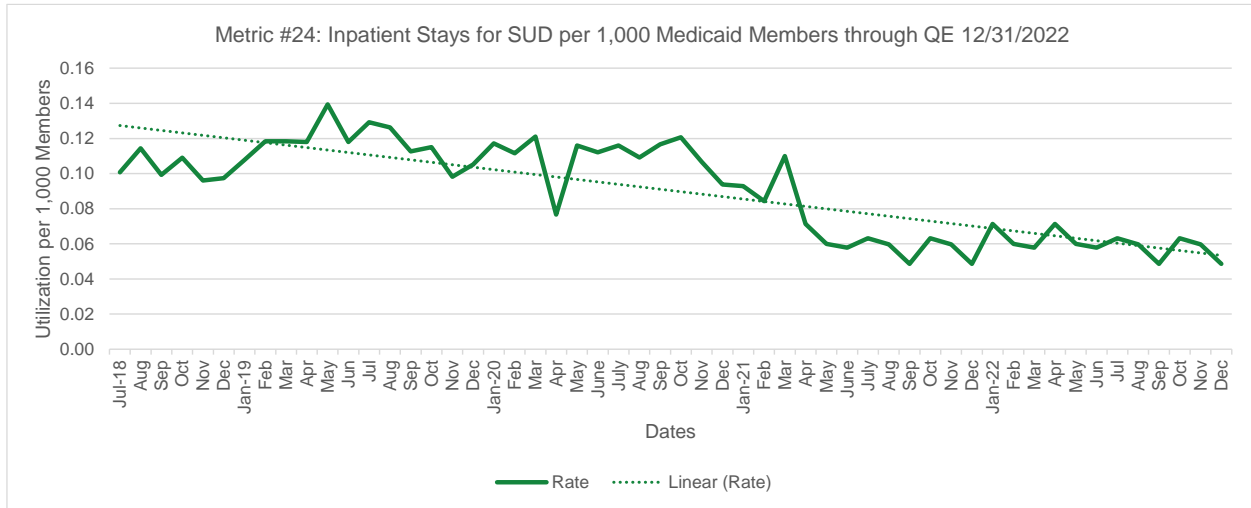
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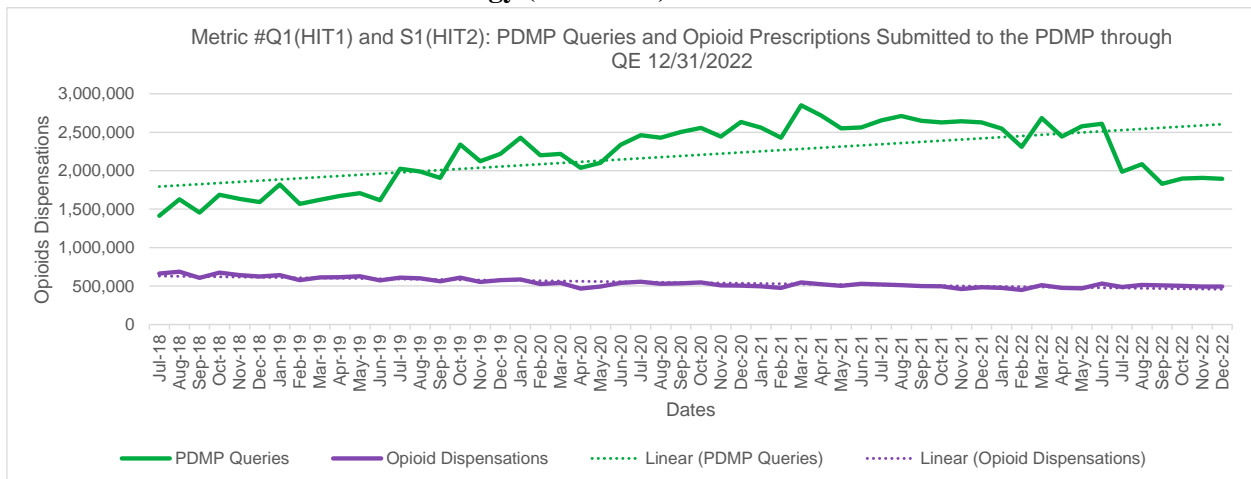
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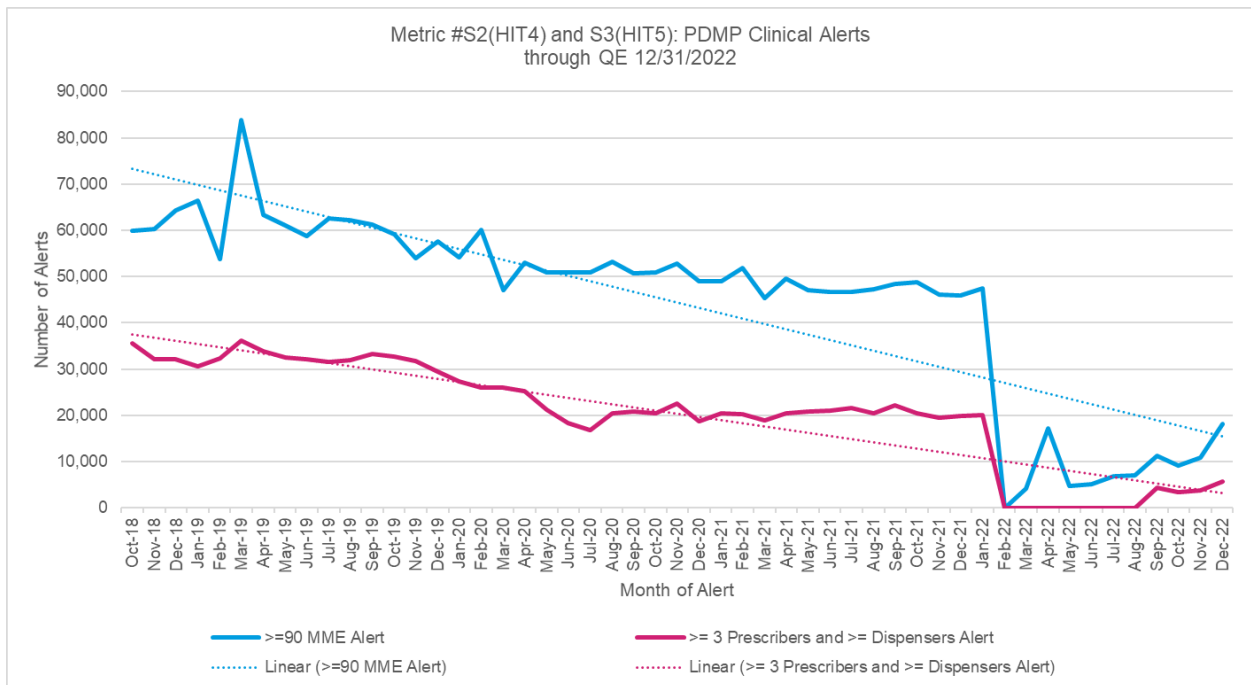
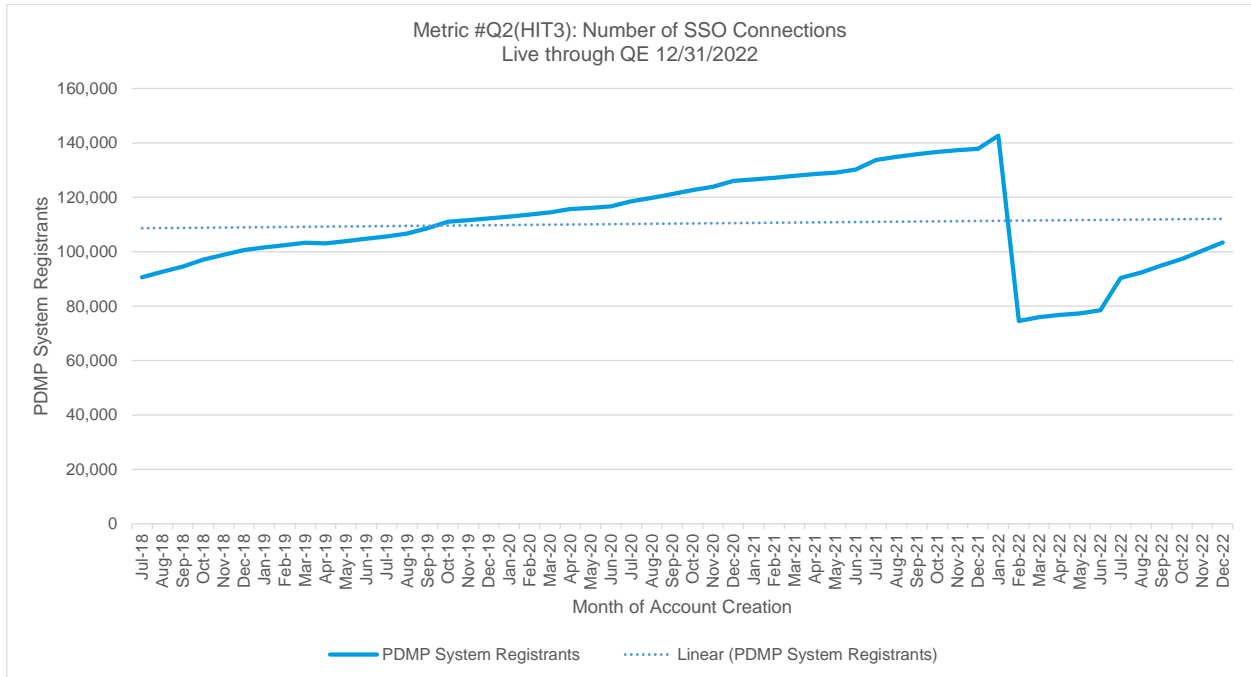


**3. SUD Health Information Technology (Health IT)**



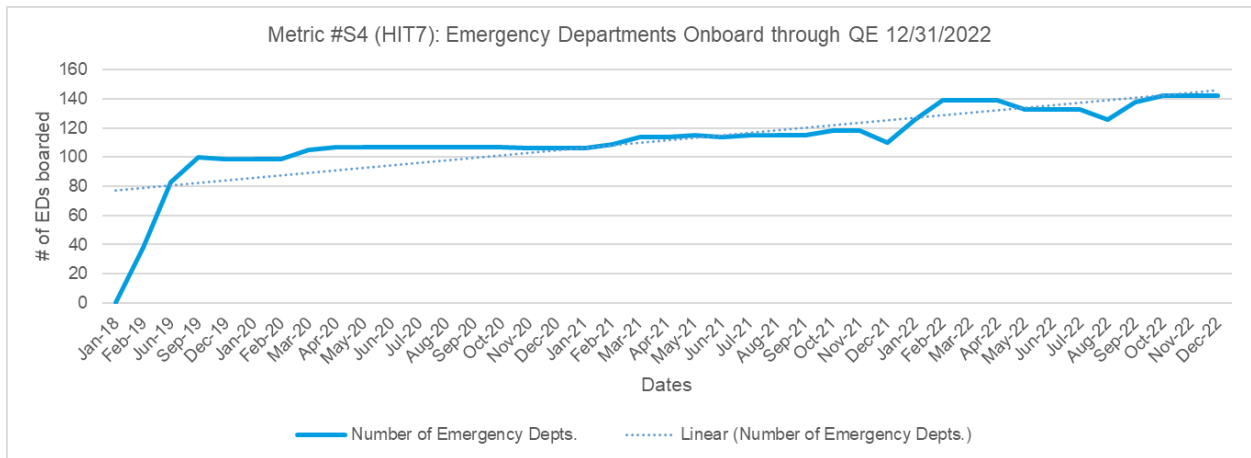
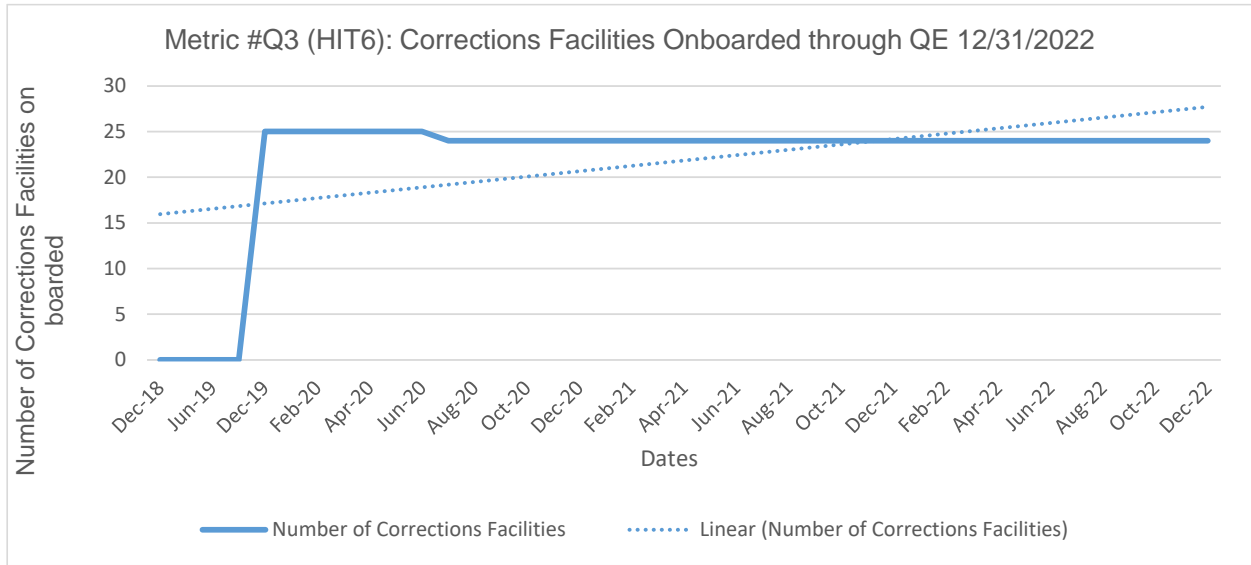


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NOTE: MME/MPE alerts are calculated in a different way in 2022 than with the prior vendor. Trends should **not** be compared pre/post vendor transition. Clinical alerts were not turned on for the new system until fall 2022.

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Grievances	SFY 18/19	SFY 19/20	SFY 20/21	Rate 18/19–19/20	Rate 19/20–20/21	Description
N	729	625	539	-14.3%	-13.8%	The number of grievances related to SUD continues to drop over the life of the demonstration.
D	2,936	,1987	1,818	-32.3%	-8.5%	The number of grievances related to behavioral health continues to drop over the life of the demonstration.
Metric	25.0%	31.0%	30.0%	26.7%	-5.7%	The percentage of behavioral health grievances related to SUD increased in the first year of the demonstration and then slightly decreased in the second year of the demonstration.

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Appeals	SFY 18/19	SFY 19/20	SFY 20/21	Rate	Rate 19/20– 20/21	Description
N	298	80	5	-73.2%	-93.8%	The number of appeals related to SUD continues to drop over the life of the demonstration.
D	1,761	680	218	-61.4%	-67.9%	The number of appeals related to behavioral health continues to drop over the life of the demonstration.
Metric	17.0%	12.0%	2.0%	-30.5%	-80.5%	The percentage of behavioral health grievances related to SUD decreased over the life of the demonstration.

\*SFY 2019–2020 counts have been corrected and no longer include withdrawn or pending grievances and appeals.

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**Demonstration Year Metrics**

	2020 DY Metrics reported to CMS DY3Q2 07/01/2018–06/30/2019			DY2 Metrics reported to CMS DY3Q1 07/01/2019–06/30/2020			DY3 Metrics reported to CMS DY4Q2 07/01/2020–06/30/2021			DY4 Metrics reported to CMS DY6Q1 07/01/2021–06/30/2022		
4		289,120			313,488			308,173			292,096	
5		28,342			59,836			30,859			26,710	
13		6,575			4,643			4,643			4,643	
14		3,694			3,693			3,703			3,732	
25				300	38	0.1267	861	28	0.03252	496	13	0.0262
26		2,620			3,486			5,078			3,895	
27	3,926,077	2,620	6.67333	3,127,360	3,486	1.1147	2,141,928	5,078	2.7	2,371,266	3,895	1.6
36	36,079	229,696	6.366474	31,704	216,713	6.8355	30,389	203,635	6.70094	31,428	221,373	7.04381

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**Calendar Year Metrics**

	CY 2019 metrics				CY 2020 metrics				CY 2021 metrics			
17(1)												
	1/1/2019– 12/31/2019	96,090	81,005	84.3012	1/1/2020– 12/31/2020	90,850	76,397	84.0914	1/1/2021– 12/31/2021	97127	82837	85.29
	1/1/2019– 12/31/2019	96,090	27,880	29.0145	1/1/2020– 12/31/2020	90,850	27,737	30.5305	1/1/2021– 12/31/2021	97127	32678	33.64
17(2)												
	1/1/2019– 12/31/2019	179,788	85,091	47.3285	1/1/2020– 12/31/2020	191,345	81,749	42.7234	1/1/2021– 12/31/2021	196,113	84,493	43.08
	1/1/2019– 12/31/2019	179,788	47,611	26.4817	1/1/2020– 12/31/2020	191,345	44,048	23.0202	1/1/2021– 12/31/2021	196,113	46,560	23.74
18	1/1/2019– 12/31/2019	46,035	8,731	18.9660	1/1/2020– 12/31/2020	29,658	5,736	19.3405	1/1/2021– 12/31/2021	24,091	4,242	17.6082
21	1/1/2019– 12/31/2019	46,036	10,816	23.4947	1/1/2020– 12/31/2020	26,023	4,305	16.5431	1/1/2021– 12/31/2021	19,916	2,758	13.8482
22	1/1/2019– 12/31/2019	23,801	11,307	47.5064	1/1/2020– 12/31/2020	28,891	12,511	43.3041	1/1/2021– 12/31/2021	26,246	11,602	44.2000
32	1/1/2019– 12/31/2019	214,042	166,909	77.9796	1/1/2020– 12/31/2020	218,811	145,755	66.6123	1/1/2021– 12/31/2021	231,456	156,442	67.5904