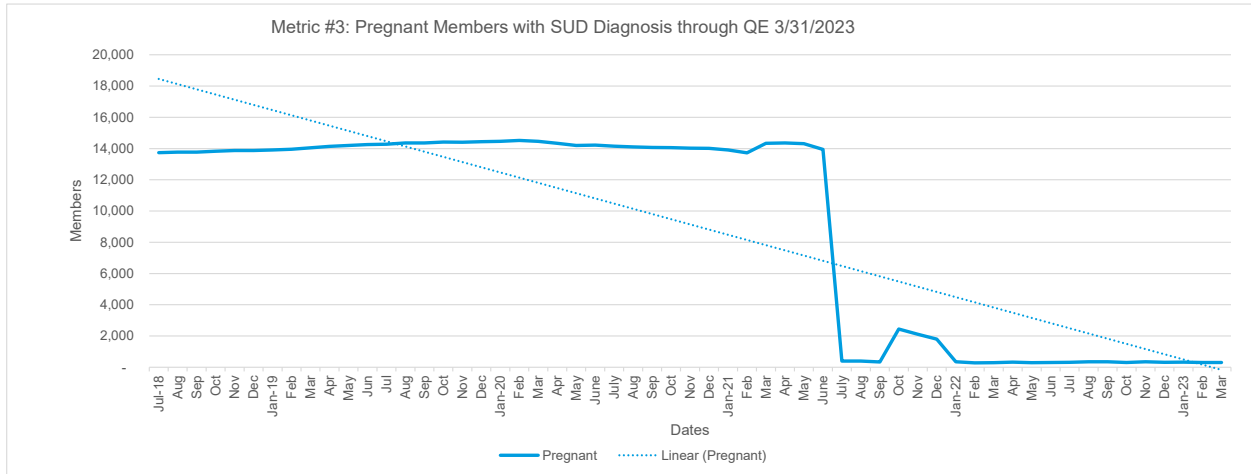
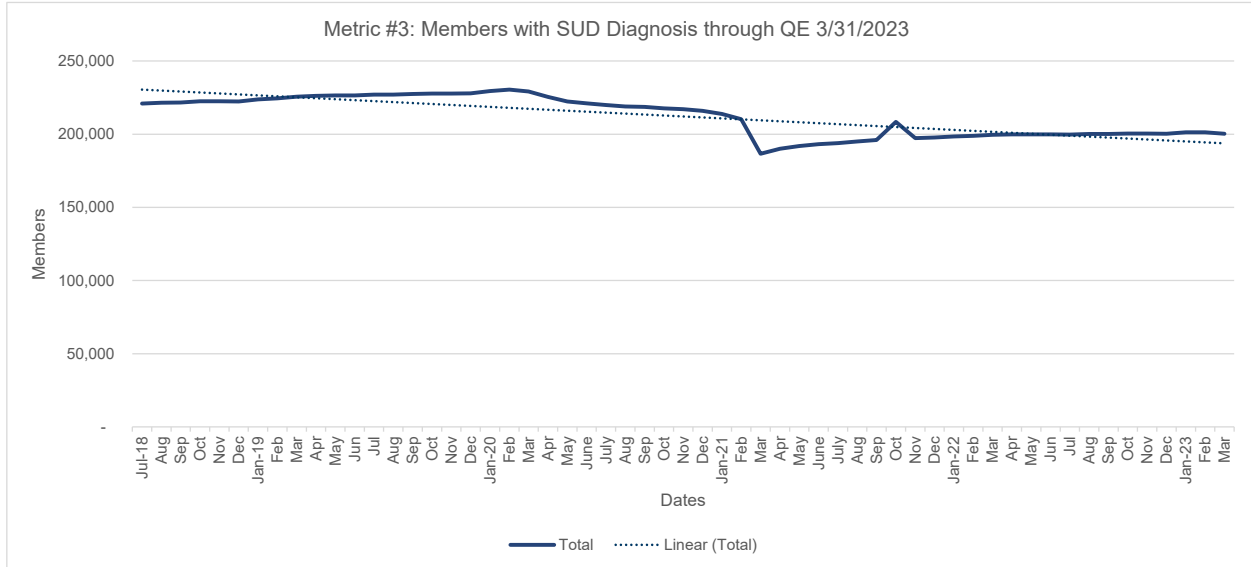


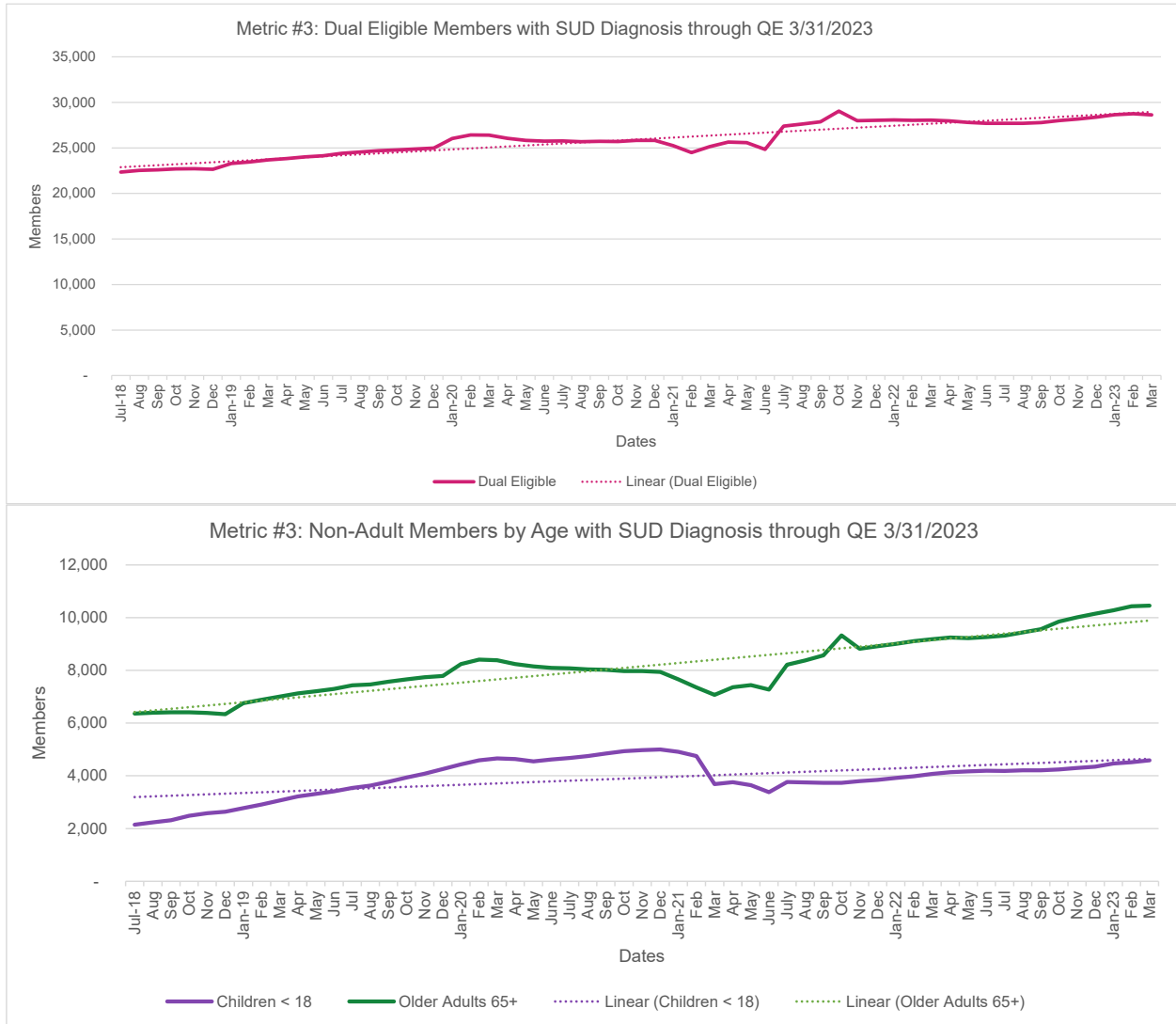
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Appendix: Metric Graphs

1. Assessment of Need and Qualifications for SUD Services

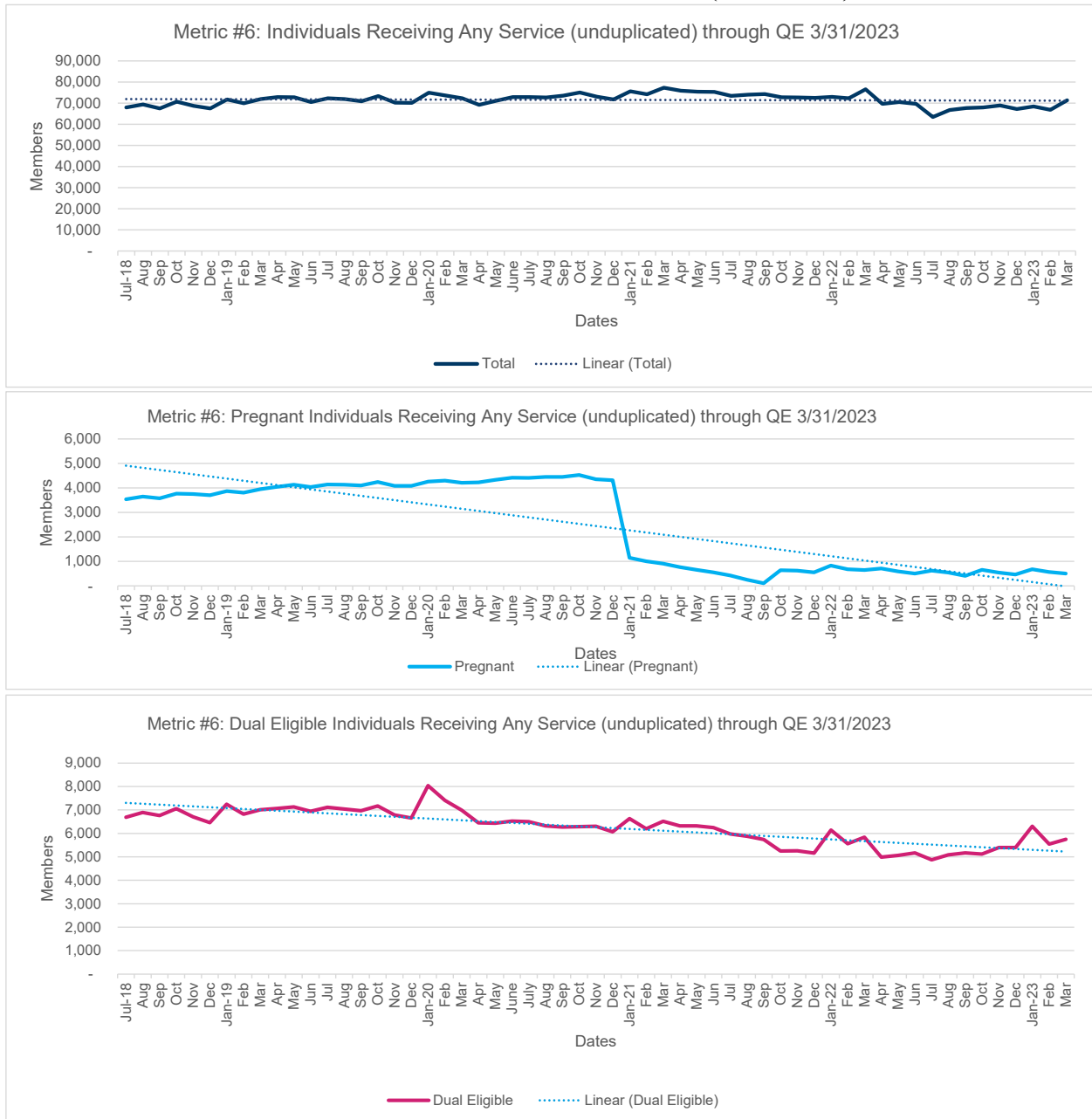


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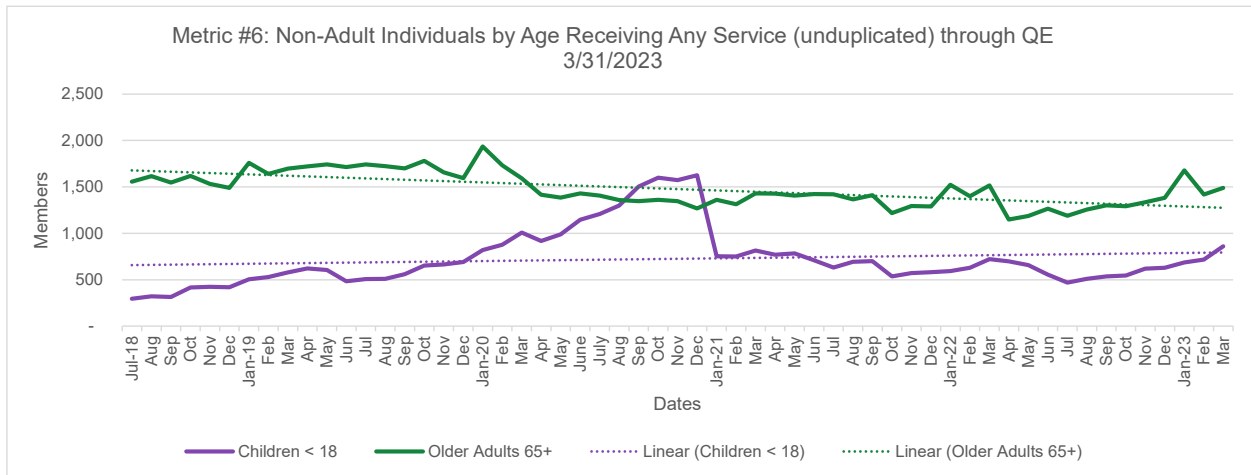


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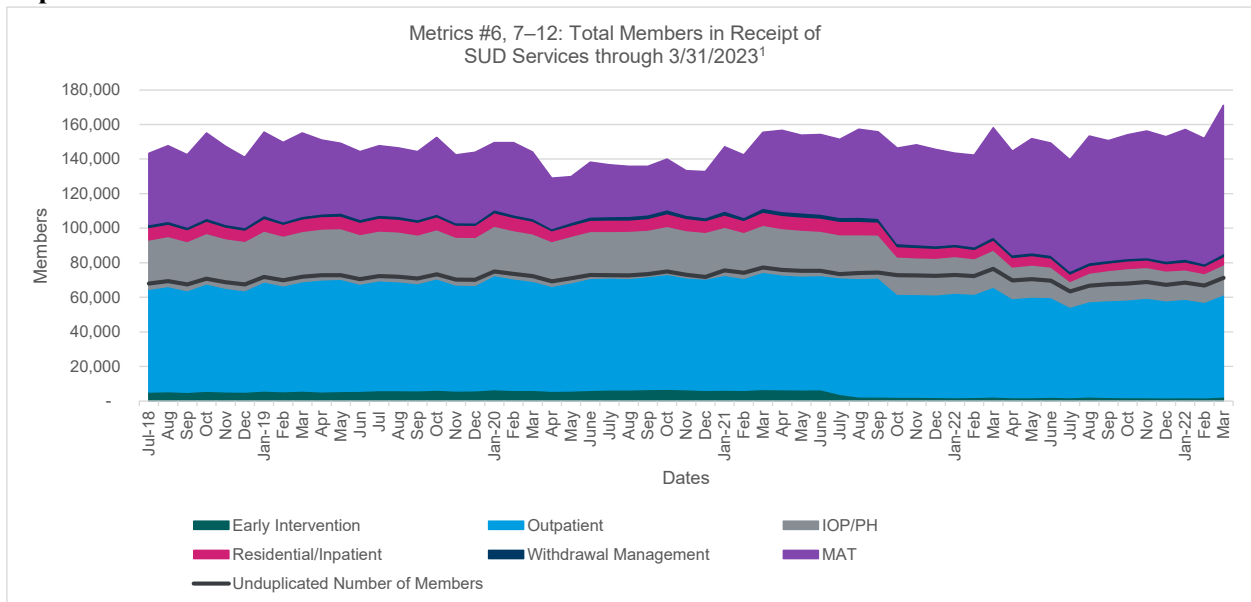
2. Access to Critical Levels of Care for OUD and Other SUDs (Milestone 1)



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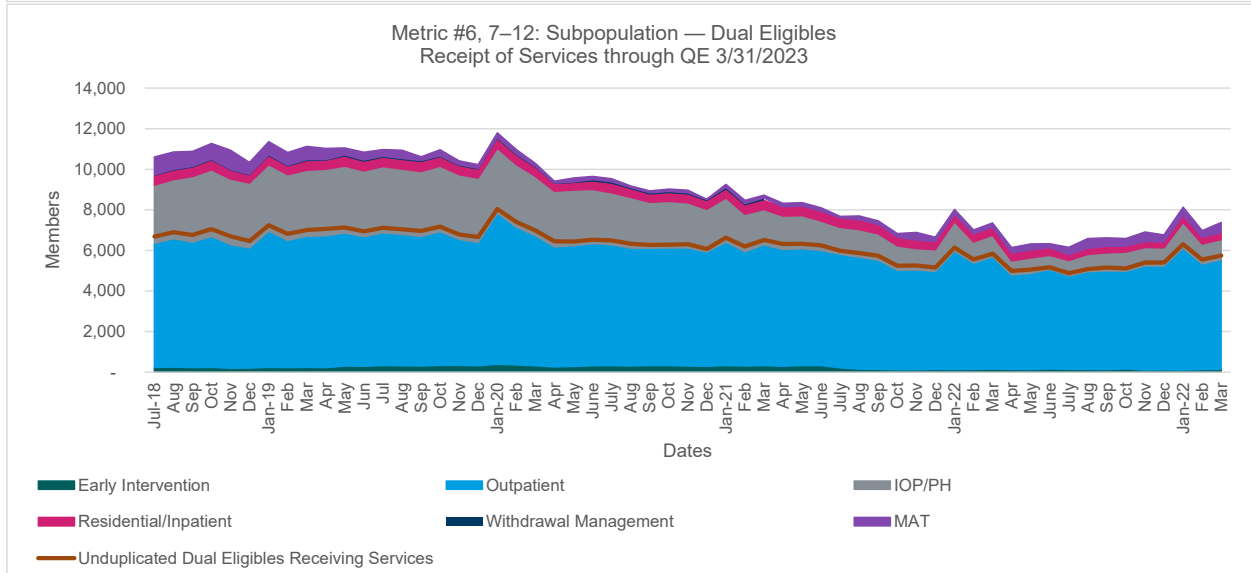
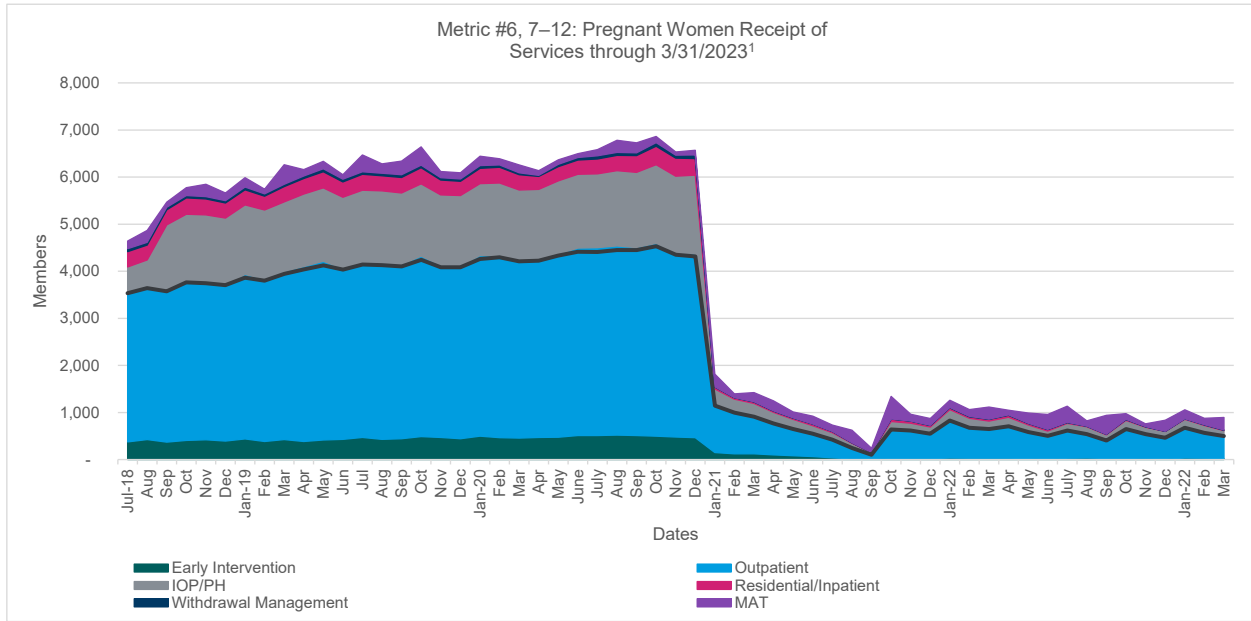


Population Charts

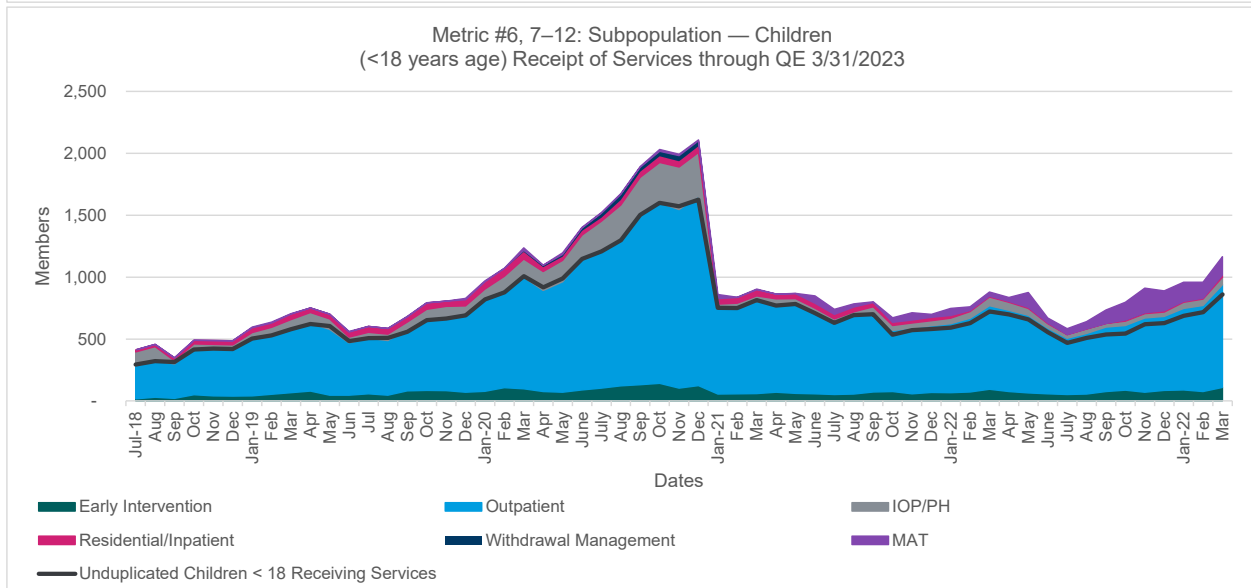
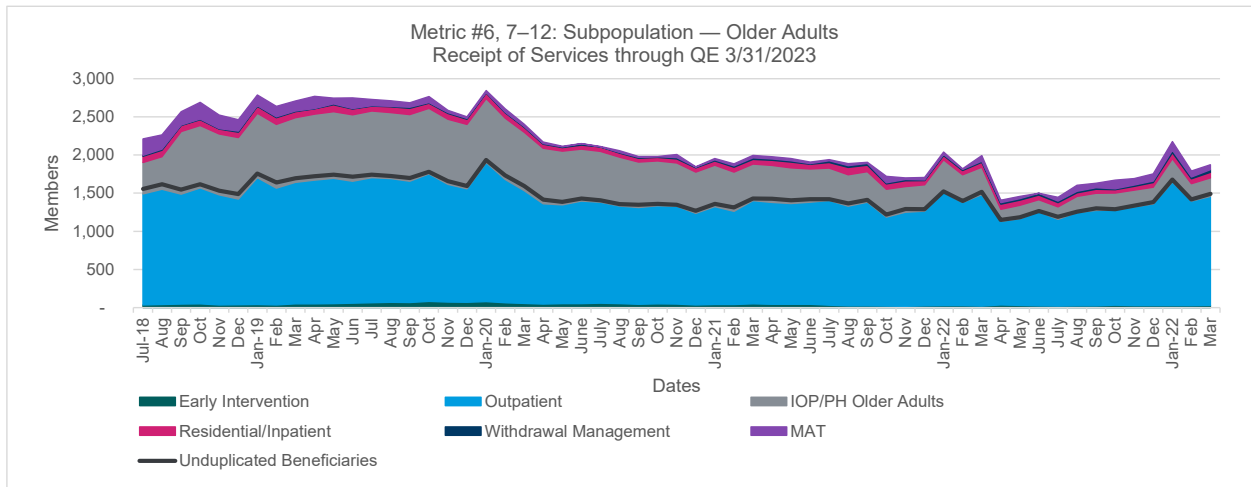


¹Total Members in receipt of SUD services DY1 (Metric #6 Unduplicated number is black line; Metrics #7-12 are in the stacked areas)

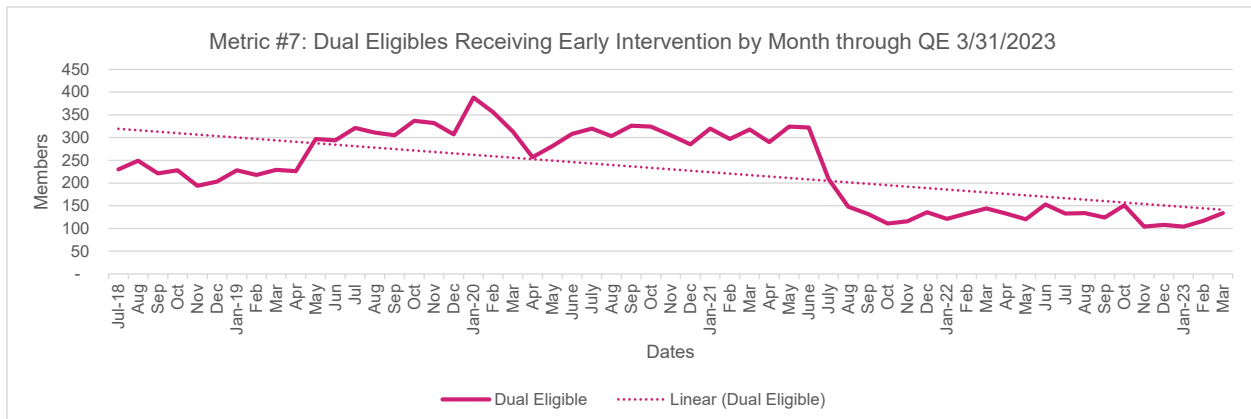
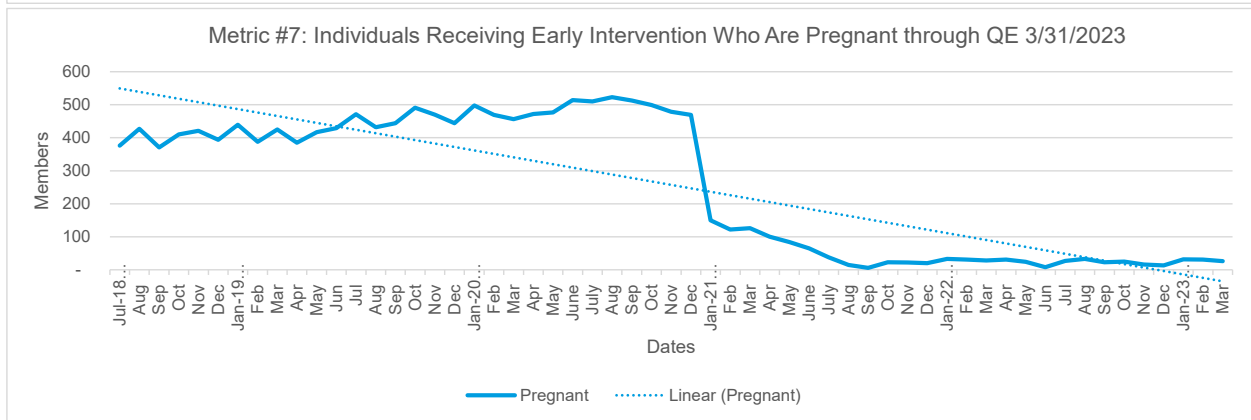
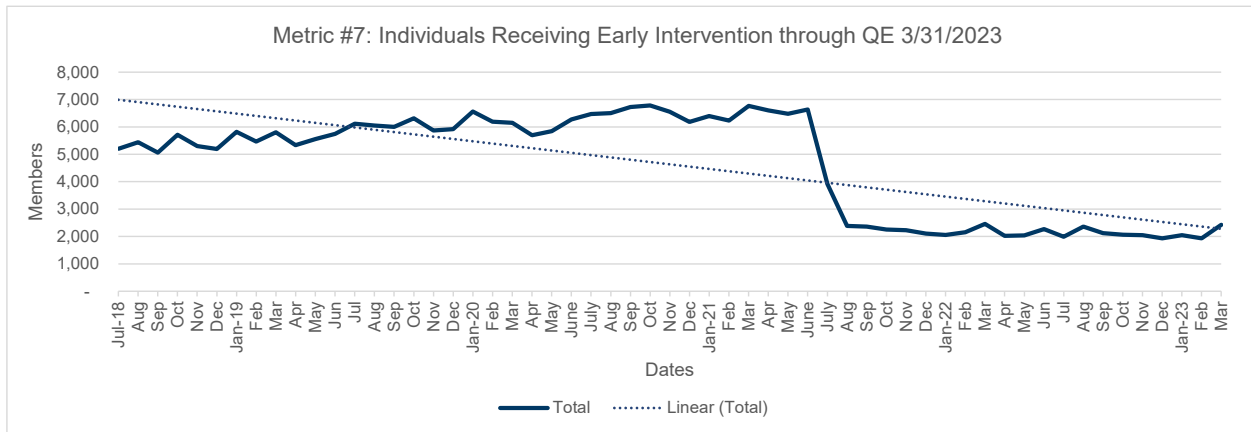
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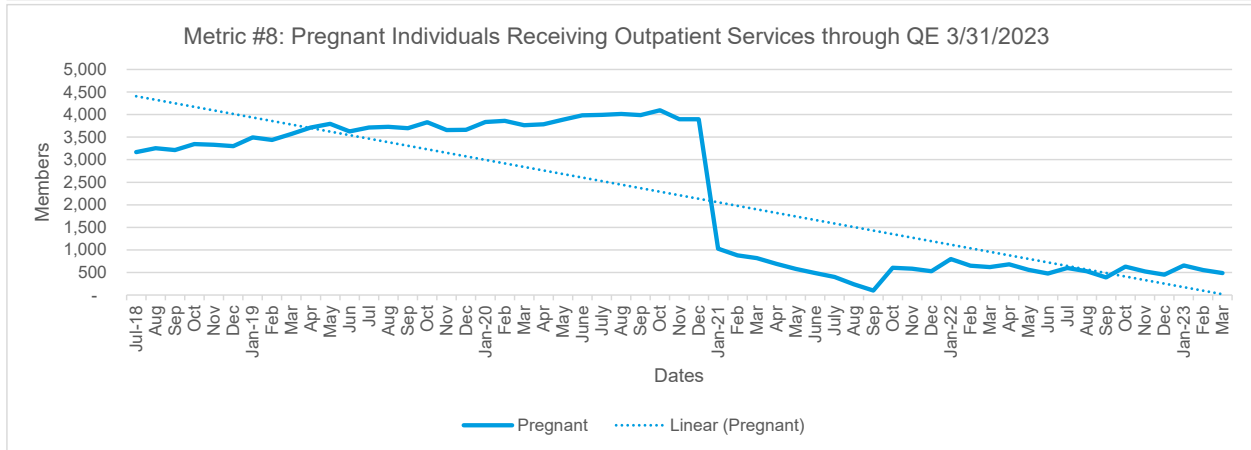
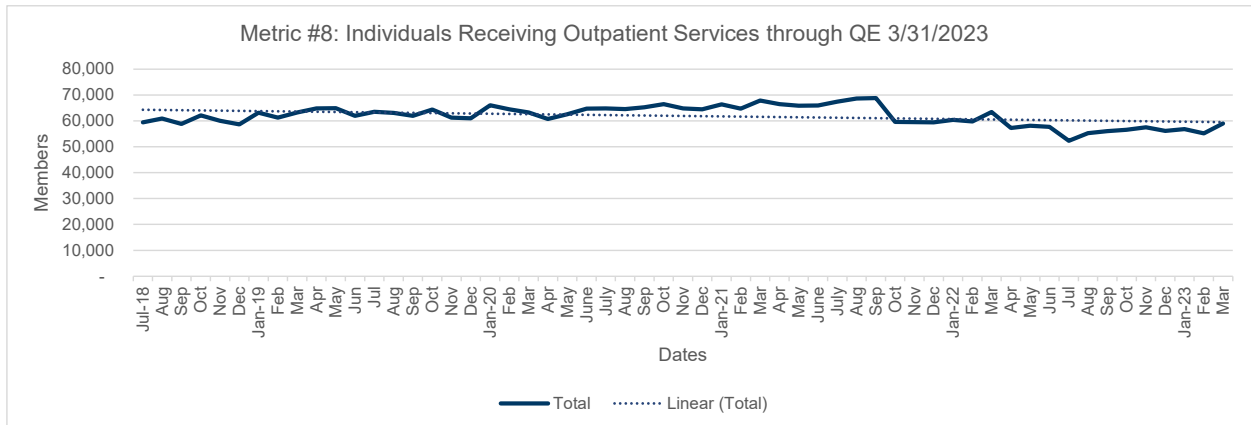
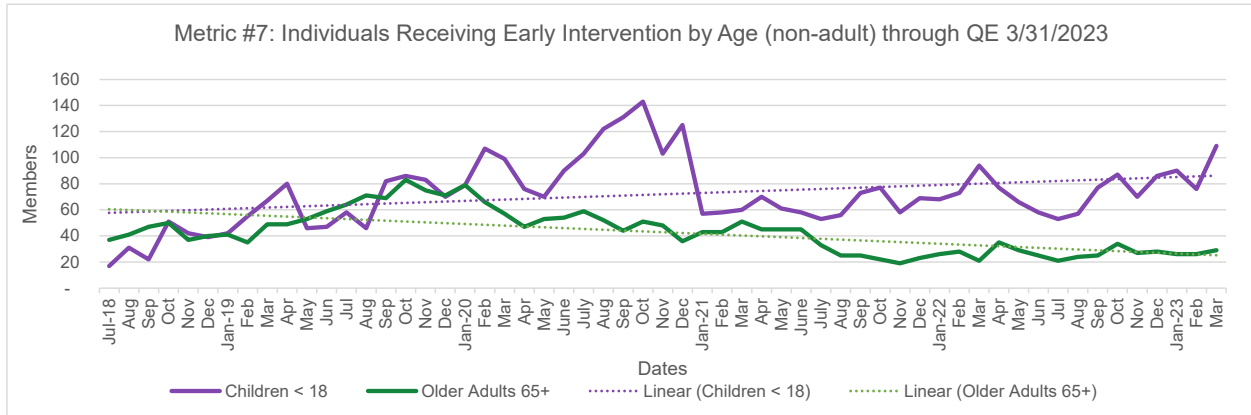
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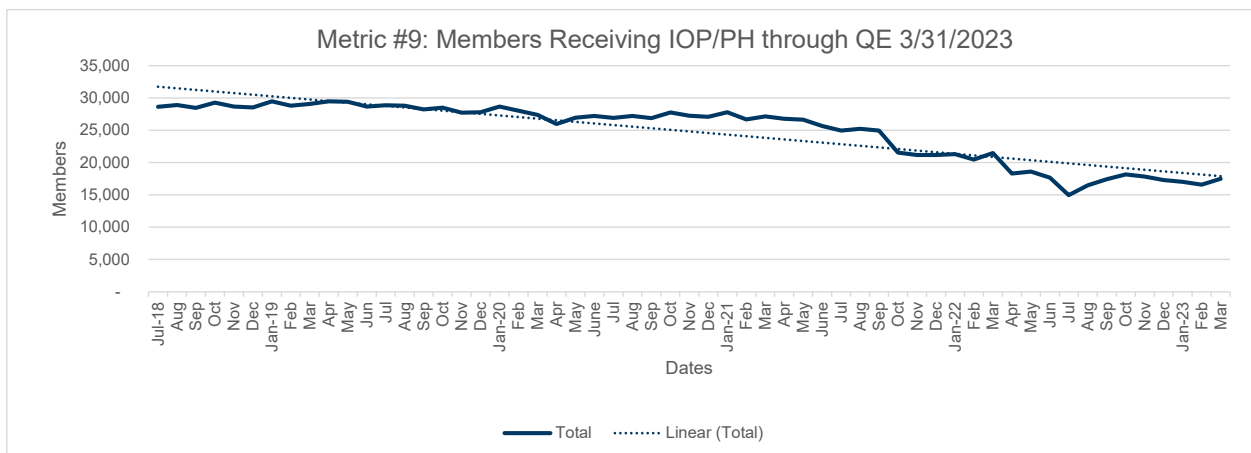
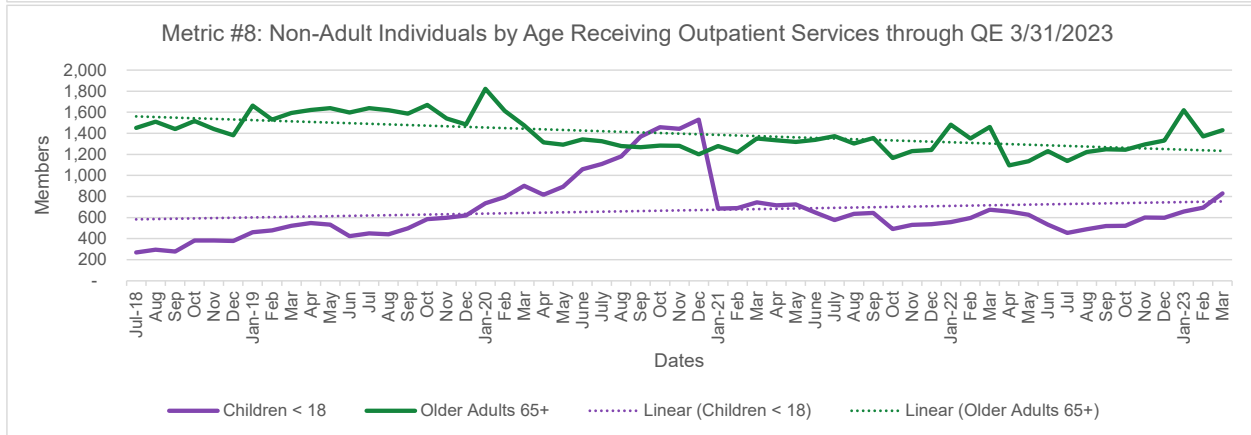
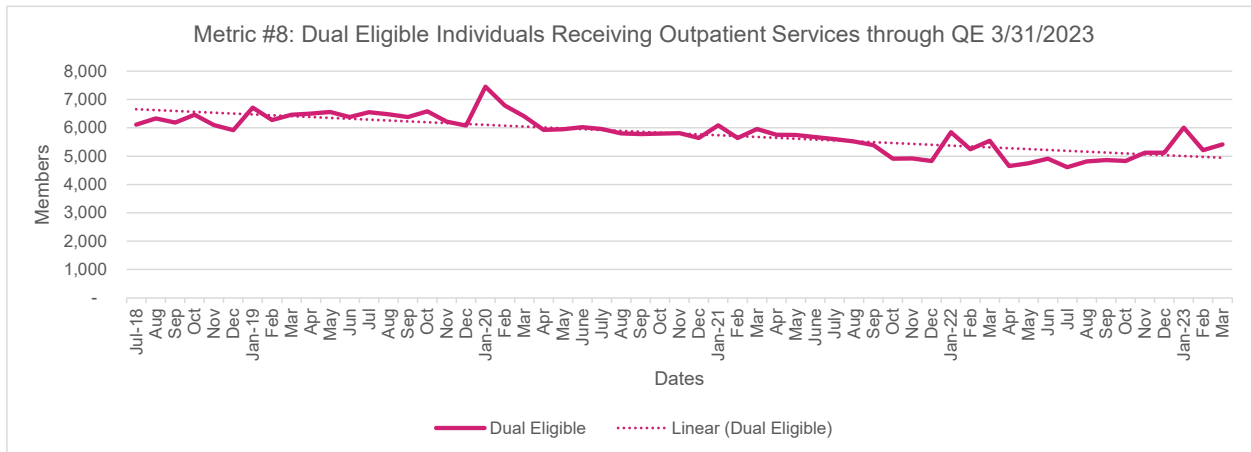
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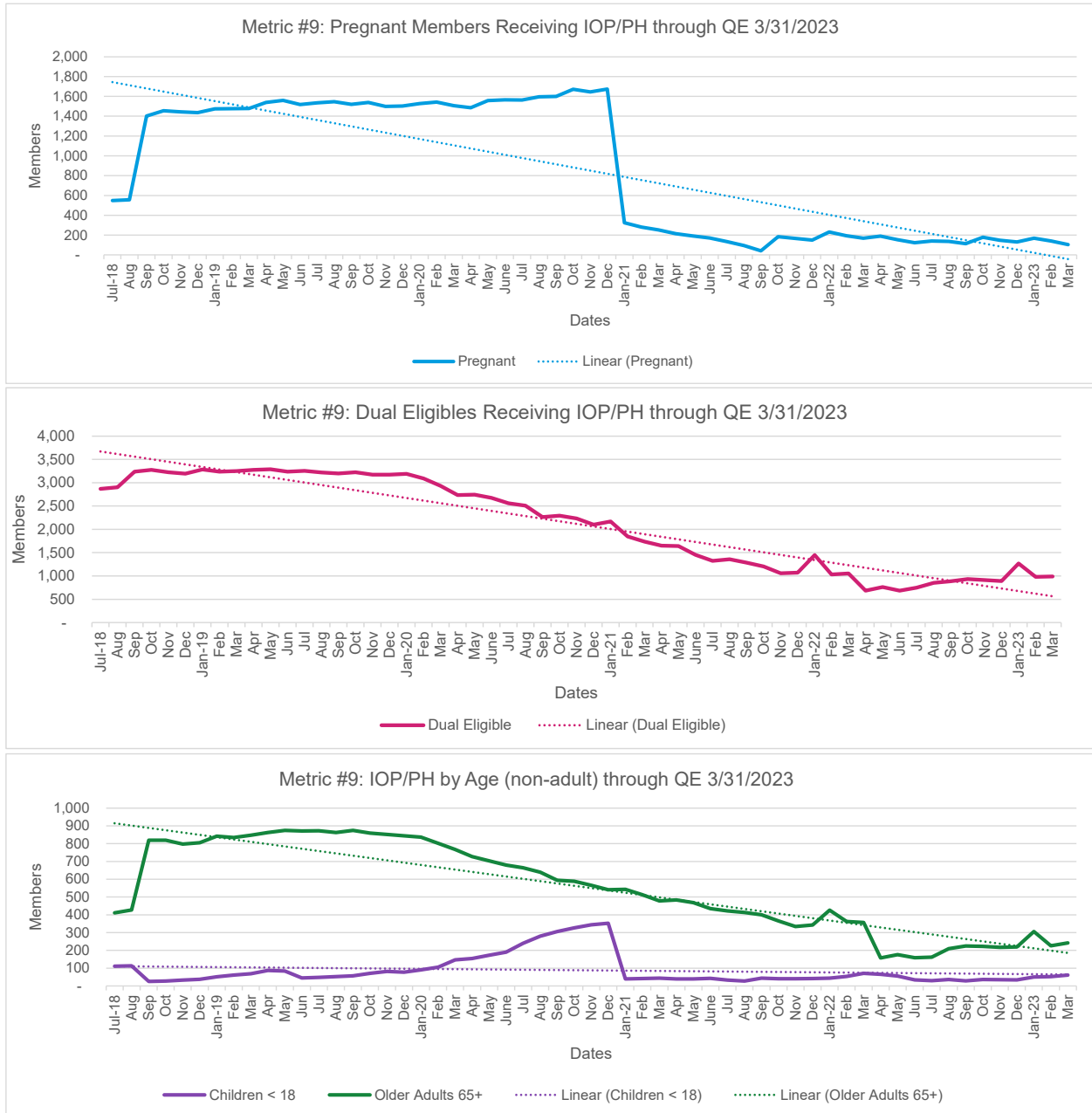
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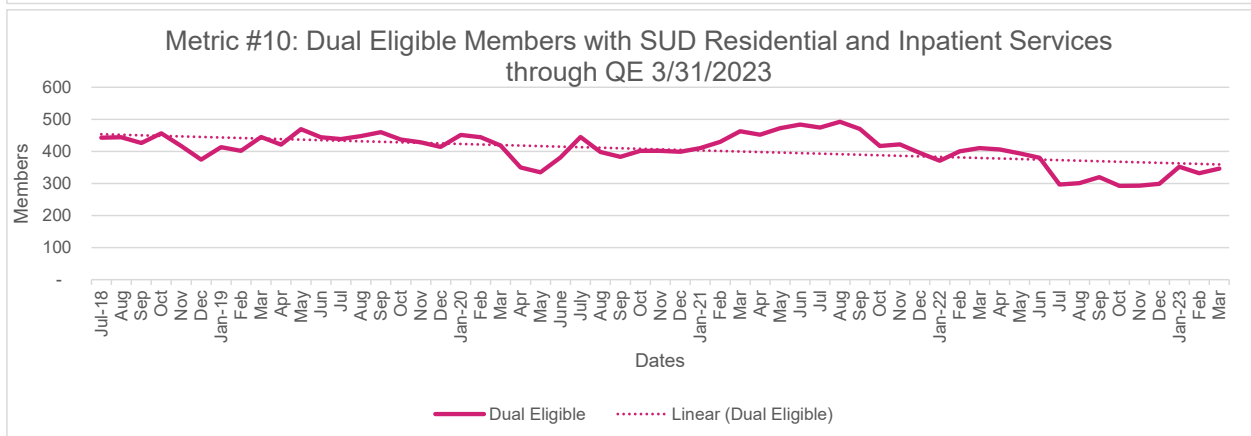
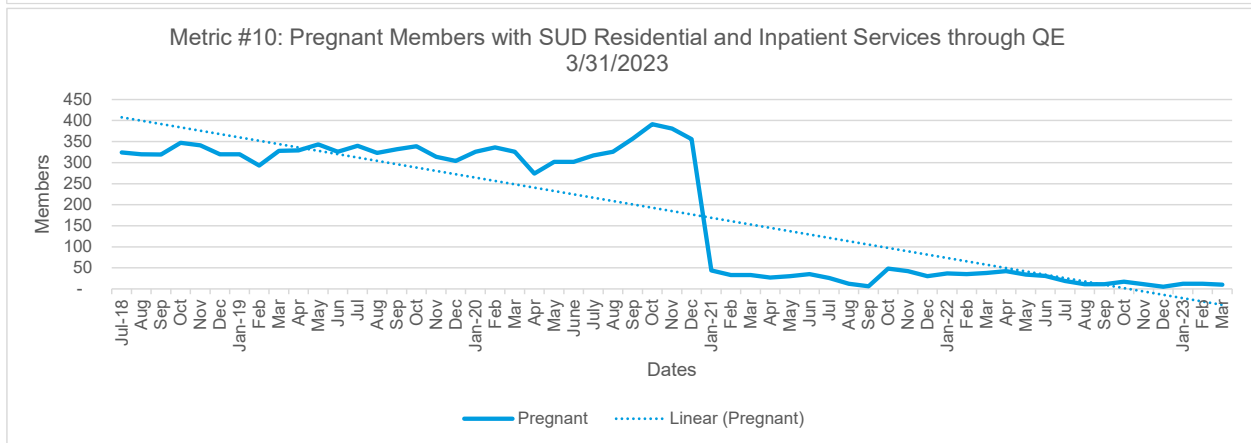
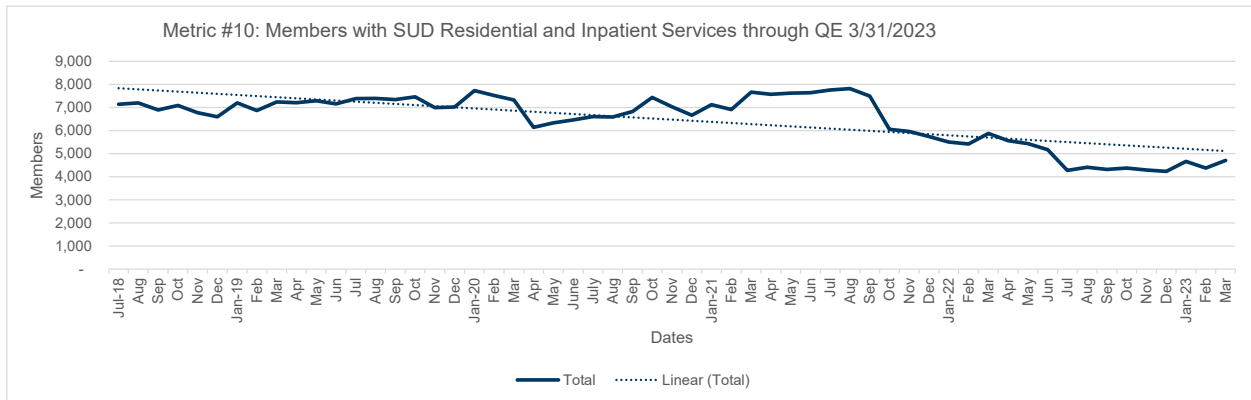
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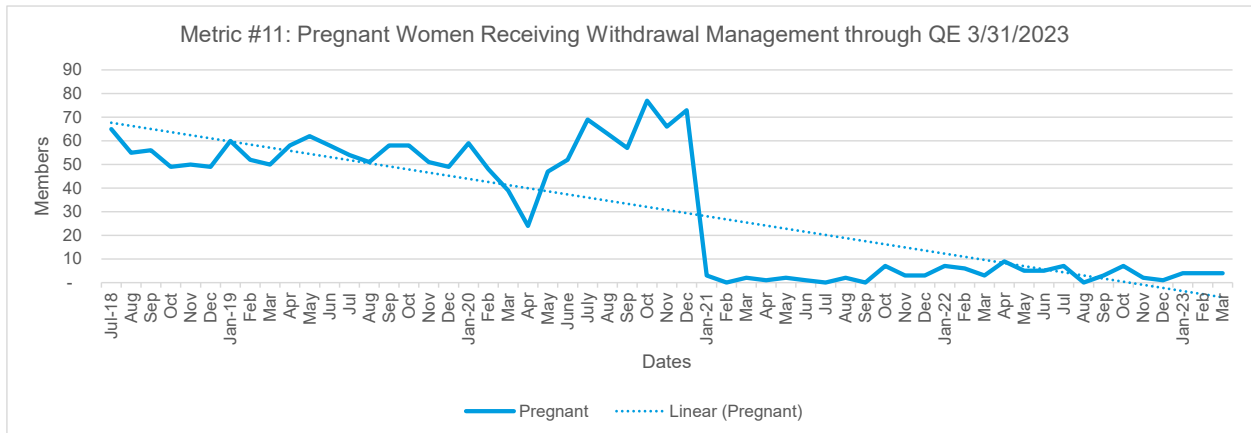
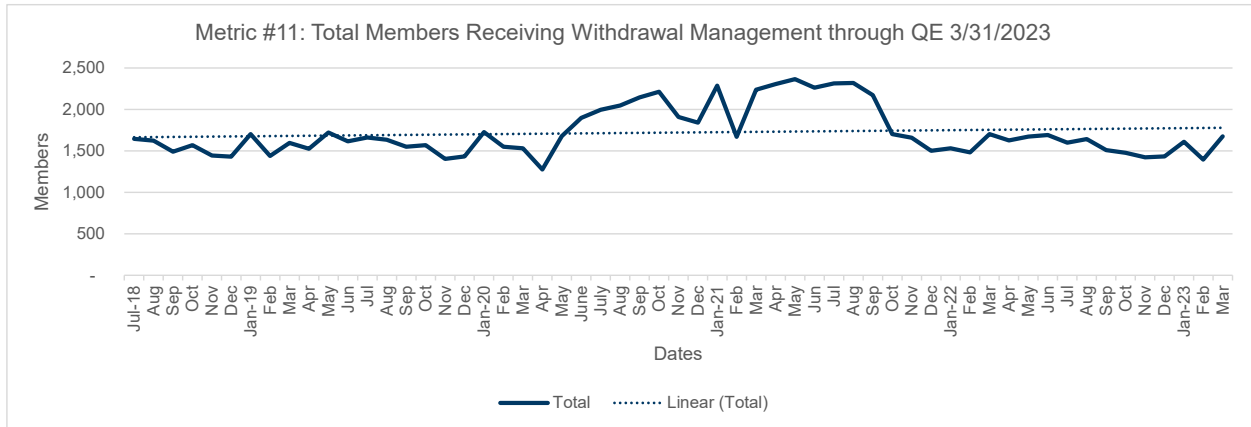
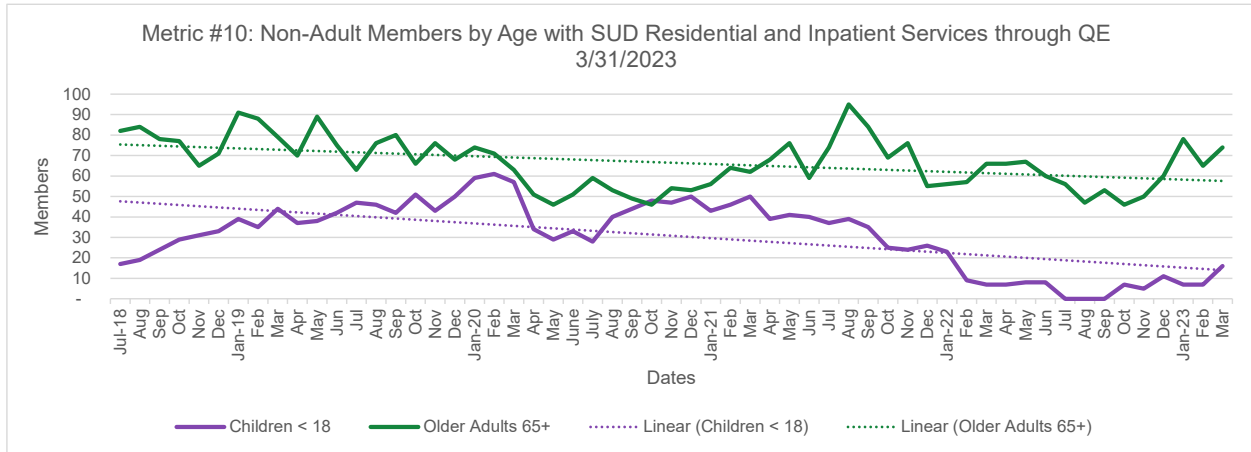
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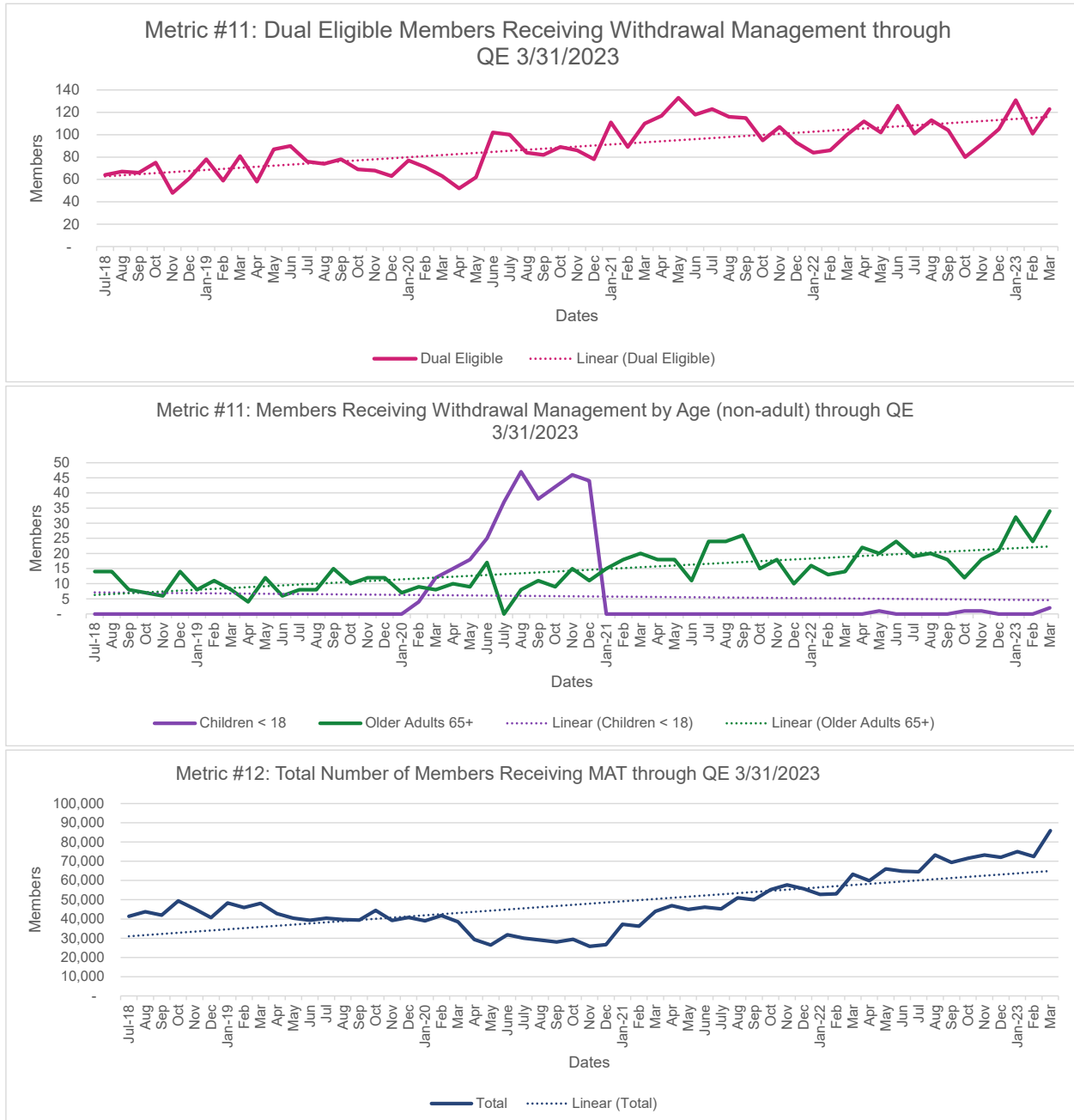
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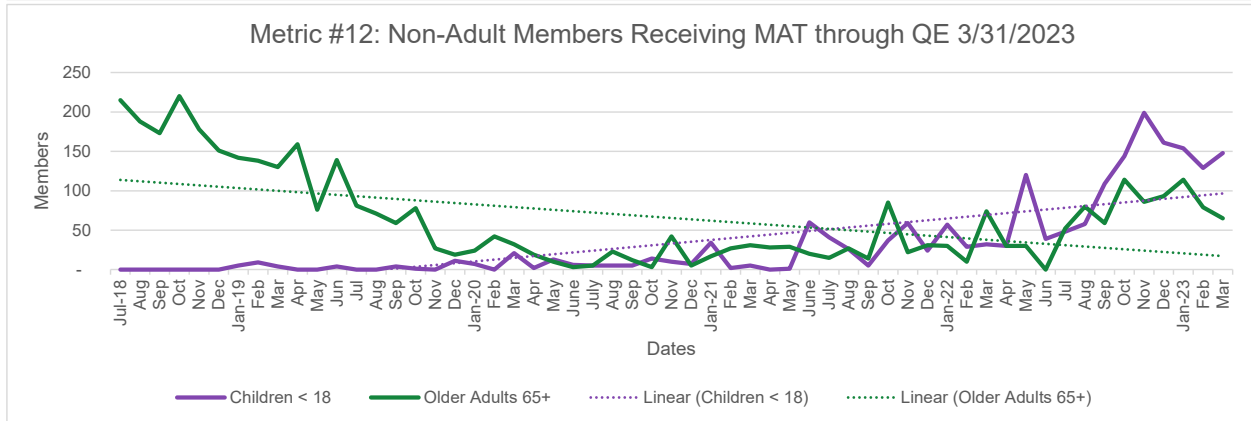
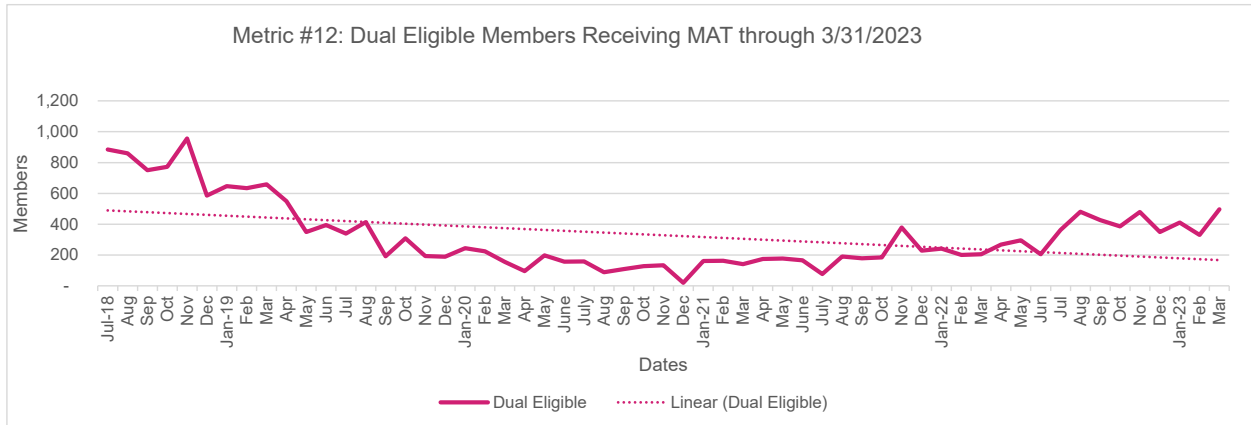
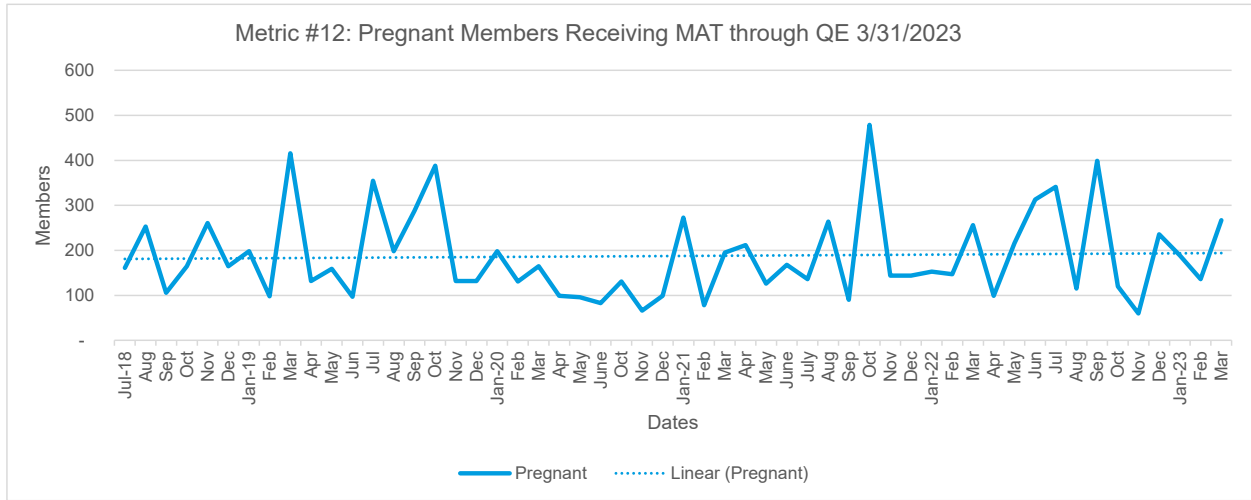
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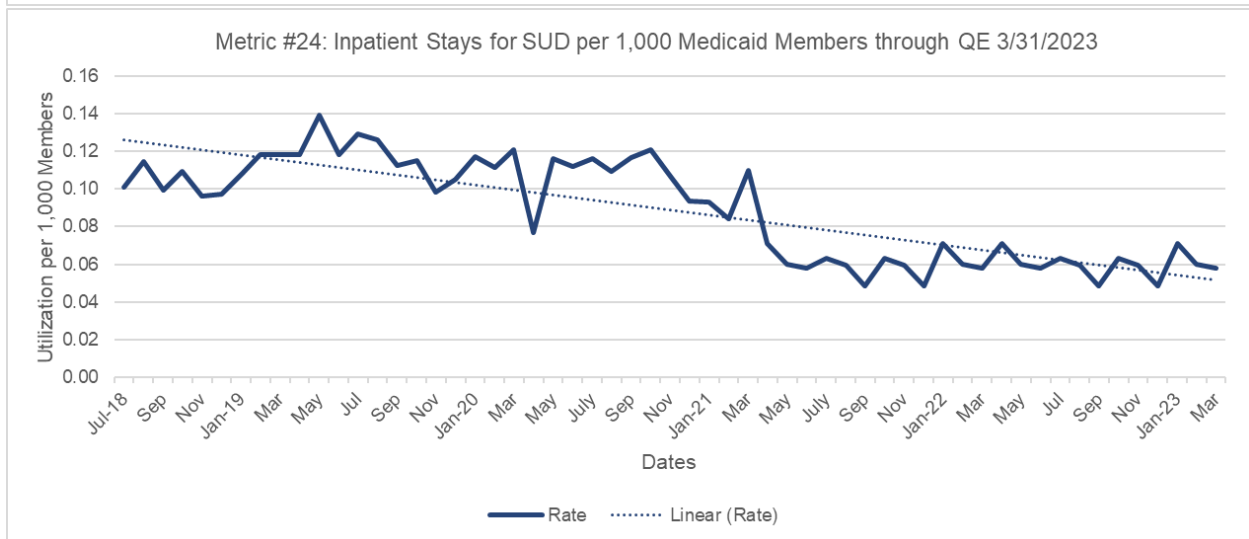
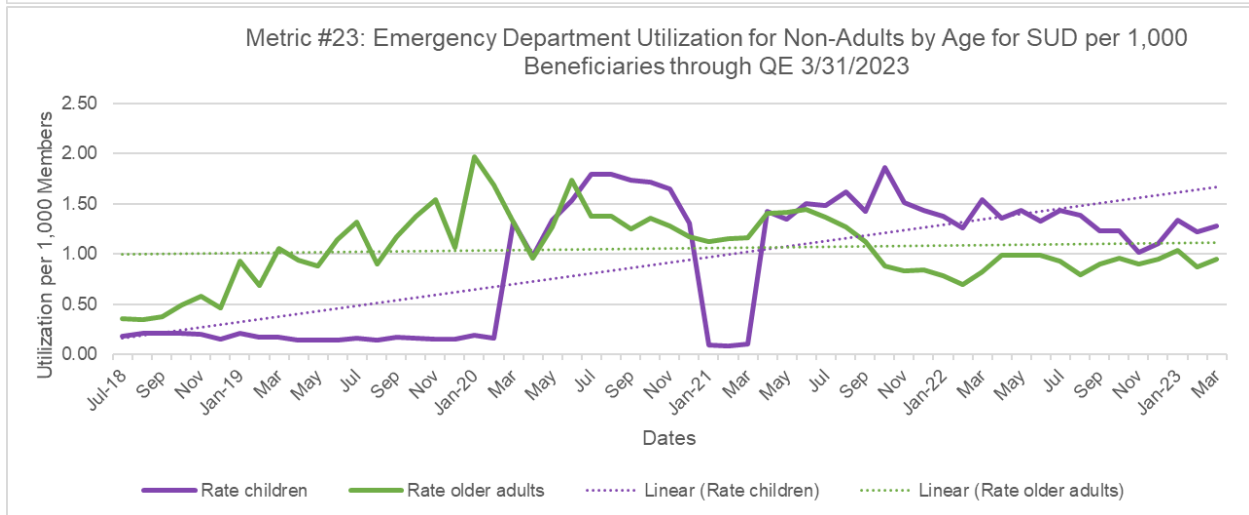
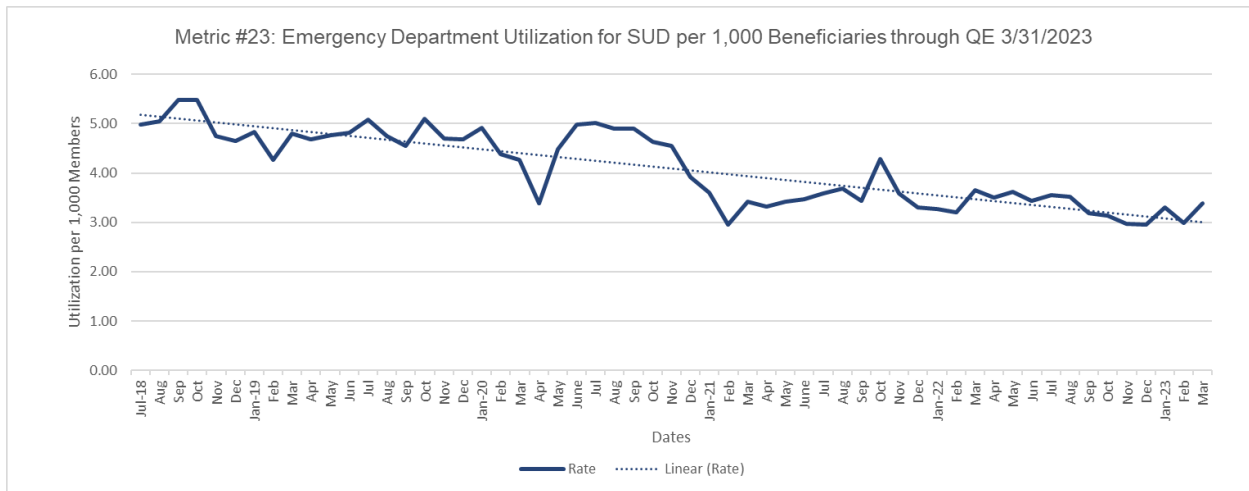
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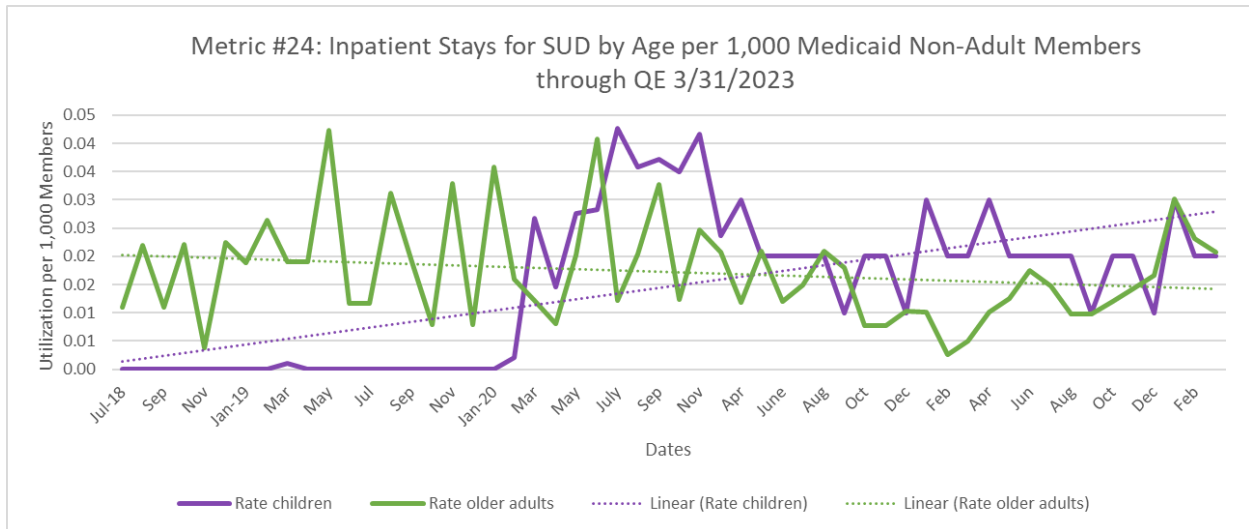
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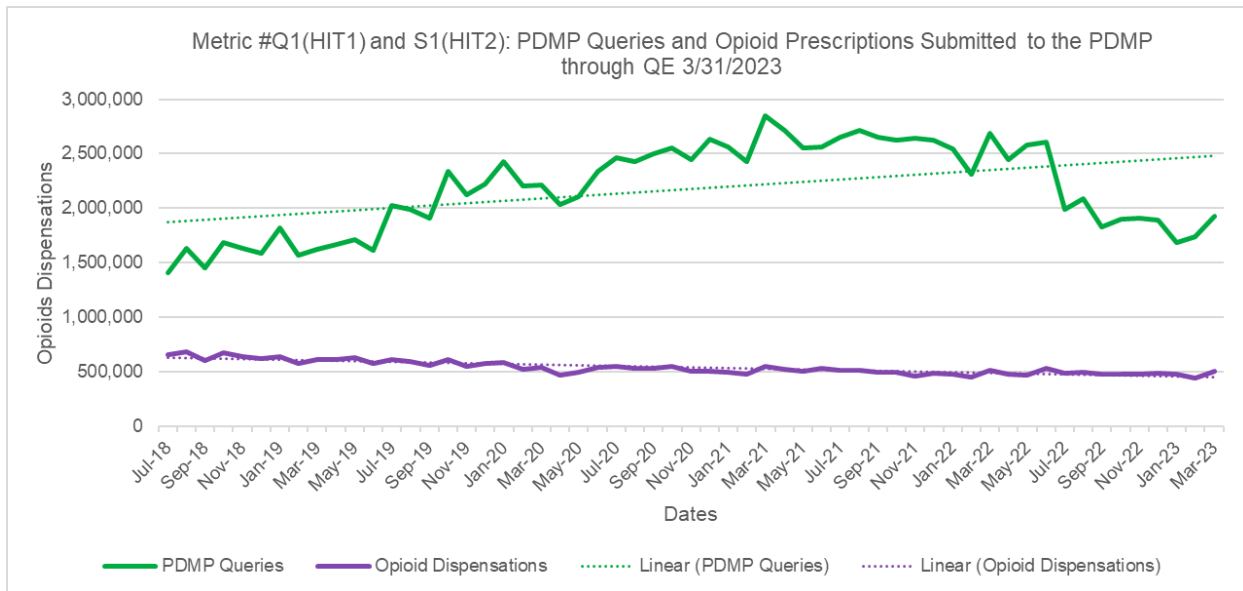


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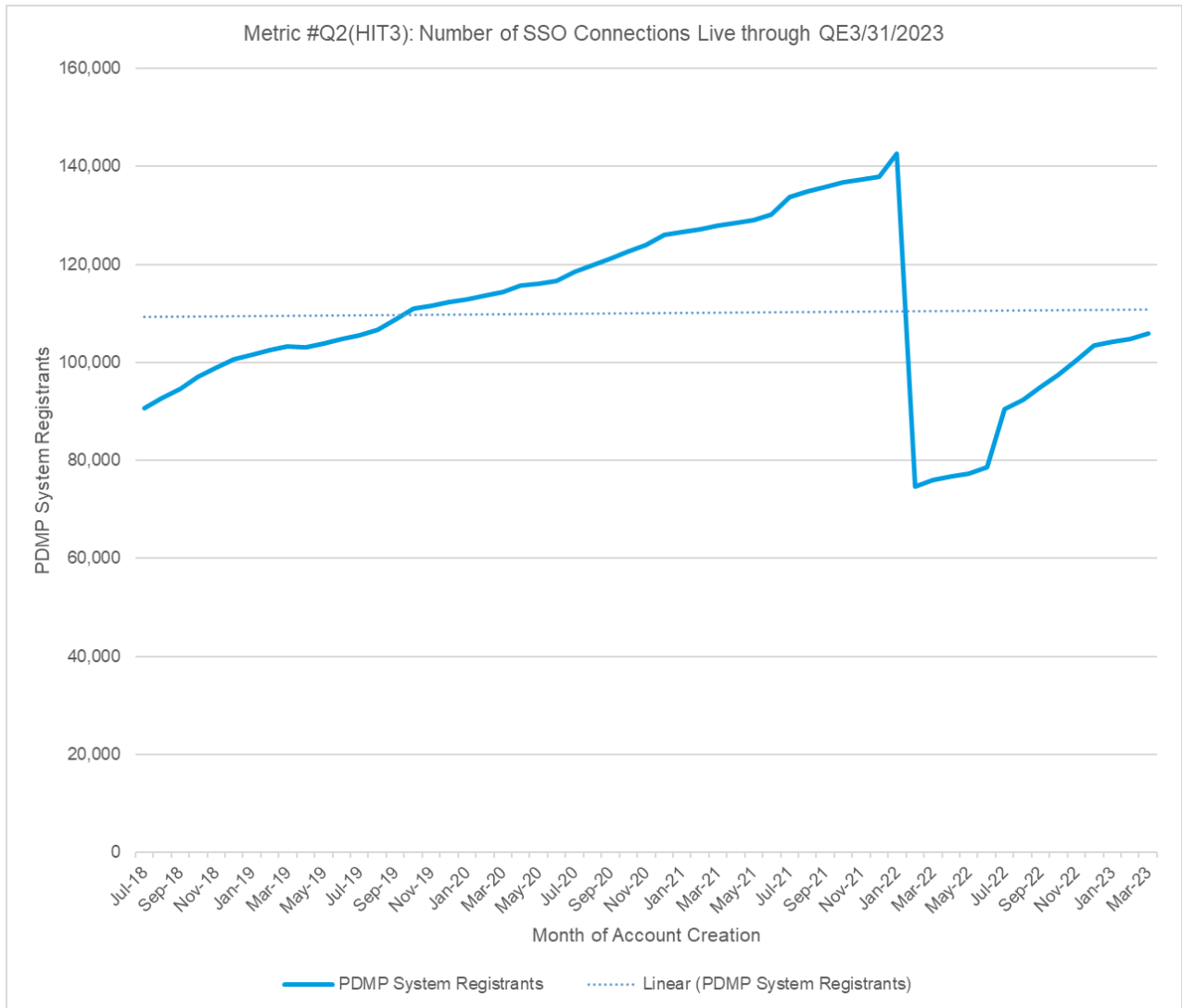


3. SUD Health Information Technology (Health IT)

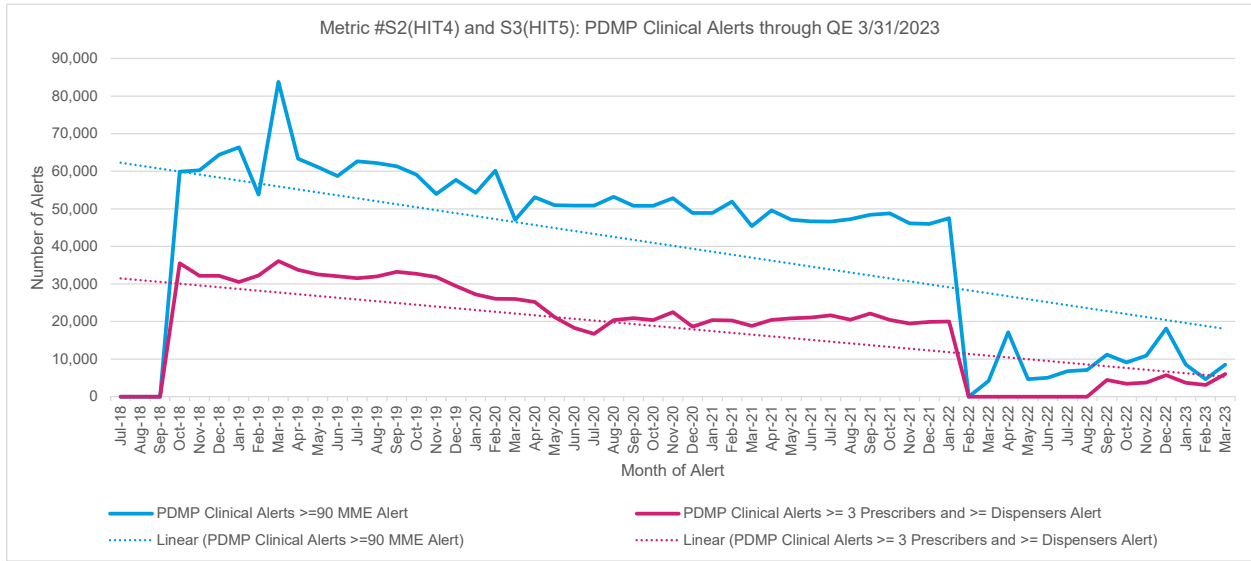
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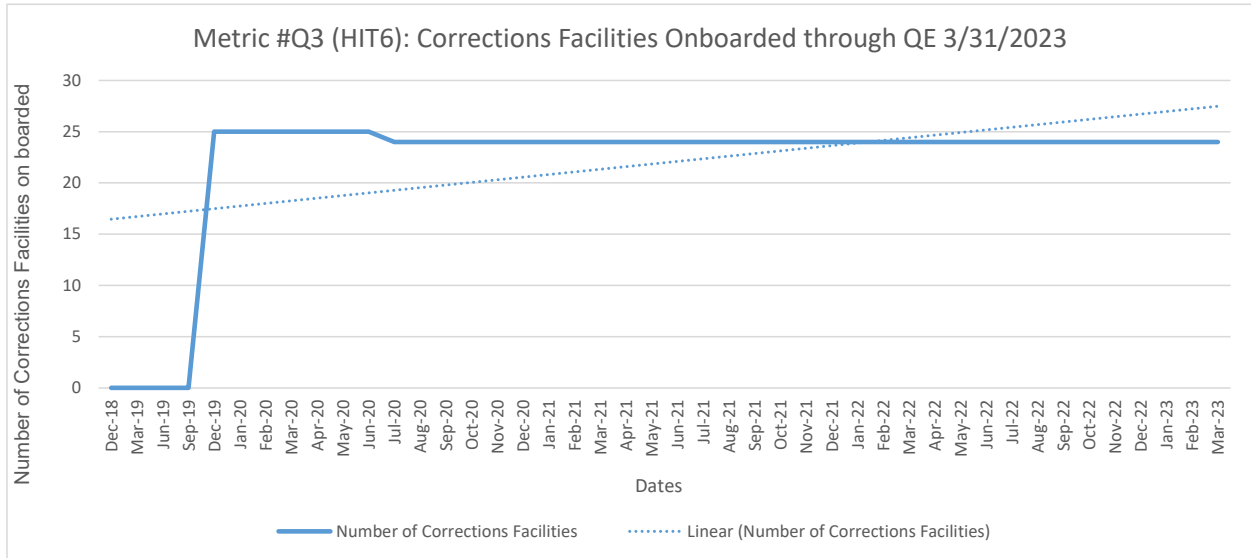
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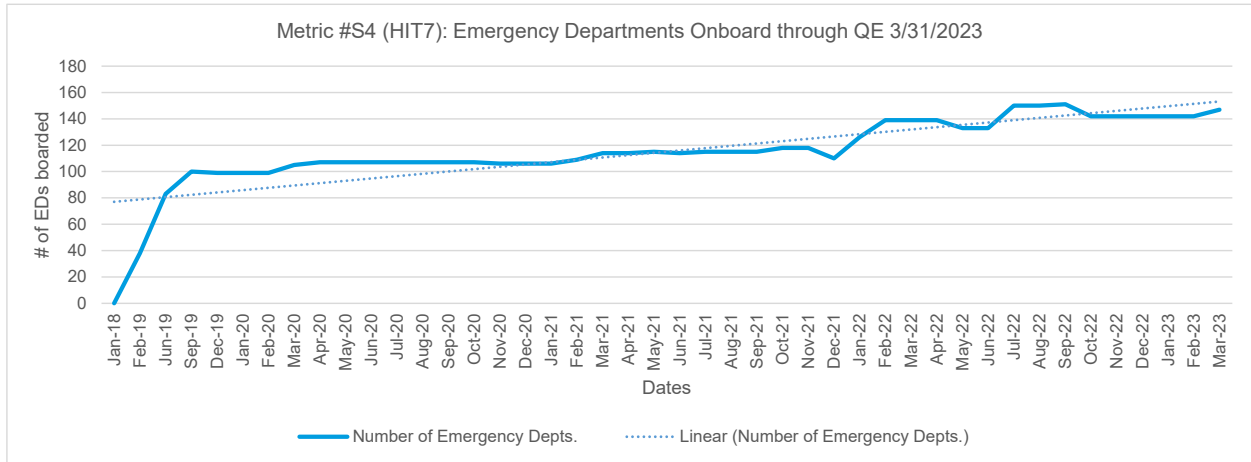
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NOTE: MME/MPE alerts are calculated in a different way in 2022 than with the prior vendor. Trends should **not** be compared pre/post vendor transition. Clinical alerts were not turned on for the new system until fall 2022.



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Grievances and Appeals over time

	SFY 18/19	SFY 19/20	SFY 20/21	SFY 21/22	QE9/30/22	10/1/22-9/30/23	Rate 19-20	Rate 20-21	Rate 21-22	Rate Change		
Grievances	DY1	DY2	DY3	DY4	DY5 (1Q)	DY6	DY1-2	DY2-3	DY3-4	DY4-5(1Q)	DY5-6	Description Note: DY5 is only 1 quarter.
N	729	625	539	454	100	540	-14.30%	-13.80%	-15.8%	-2.97%	35.00%	The number of grievances related to SUD increased in the last year relative to the previous 5 quarters (last 2 demonstration years)
D	2,936	1,987	1,818	1,730	388	1,955	-32.30%	-8.50%	-4.8%	-2.57%	25.97%	The number of grievances related to behavioral health continues increased in the last year relative to the previous 5 quarters (last 2 demonstration years)
Metric	25.00%	31.00%	30.00%	26.24%	25.77%	27.62%	26.70%	-5.70%	-12.5%	-1.8%	7.2%	The percentage of behavioral health grievances related to SUD decreased in the last year relative to the previous demonstration year (1Q)
	SFY 18/19	SFY 19/20	SFY 20/21	SFY 21/22	QE9/30/22	10/1/22-9/30/23	Rate 19-20	Rate 20-21	Rate 21-22			
Appeals	DY1	DY2	DY3	DY4	DY5(1Q)	DY6	DY1-2	DY2-3	DY3-4	DY4-5(1Q)	DY5-6	Description Note: DY5 is only 1 quarter.
N	298	80	5	30	5	61	-73.20%	-93.80%	500.0%	-8.33%	205.00%	The number of appeals related to SUD increased in the last year relative to the previous 5 quarters (last 2 demonstration years)
D	1,761	680	218	236	60	376	-61.40%	-67.90%	8.3%	0.42%	56.67%	The number of appeals related to behavioral health increased in the last year relative to the previous 5 quarters (last 2 demonstration years)
Metric	17.00%	12.00%	2.00%	12.71%	8.33%	16.22%	-30.50%	-80.50%	535.6%	-34.4%	94.7%	The percentage of behavioral health appeals increased in the last year relative to the previous 5 quarters (last 2

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																			demonstration years)
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*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			CY 2022 metrics			Change in Rate		
	Denom	Numerator	Rate	Denom	Numerator	Rate	Denom	Numerator	Rate	Denom	Numerator	Rate	19-20	20-21	21-22
17(1)															
30 Day	96,090	81,005	84.3	90,850	76,397	84.09	97,127	82,837	85.29	89,839	70,469	78.44	0.00	0.01	-0.08
7 Day	96,090	27,880	29.01	90,850	27,737	30.53	97,127	32,678	33.64	89,839	16,675	18.56	0.05	0.1	-0.45
17(2)															
30 Day	179,788	85,091	47.33	191,345	81,749	42.72	196,113	84,493	43.08	174,204	59,296	34.04	-0.1	0.01	-0.21
7 Day	179,788	47,611	26.48	191,345	44,048	23.02	196,113	46,560	23.74	174,204	27,460	15.76	-0.13	0.03	-0.34
18	46,035	8,731	18.97	29,658	5,736	19.34	24,091	4,242	17.61	21,982	3,796	17.27	0.02	-0.09	-0.02
21	46,036	10,816	23.49	26,023	4,305	16.54	19,916	2,758	13.85	18,058	2,110	11.68	-0.3	-0.16	-0.16
22	23,801	11,307	47.51	28,891	12,511	43.3	26,246	11,602	44.2	28,468	11,105	39.01	-0.09	0.02	-0.12
32	214,042	166,909	77.98	218,811	145,755	66.61	231,456	156,442	67.59	230,842	164,554	71.28	-0.15	0.01	0.05

Metric #15		Year	Denominator	Numerator	Rate
1. Initiation of AOD Treatment - Alcohol abuse or dependence (rate 1, cohort 1)	Alcohol	1/1/2022-12/31/2022	48,807	38,137	78.14
2. Initiation of AOD Treatment - Opioid abuse or dependence (rate 1, cohort 2)	Opioid	1/1/2022-12/31/2022	40,301	26,343	65.37
3. Initiation of AOD Treatment - Other drug abuse or dependence (rate 1, cohort 3)	Other	1/1/2022-12/31/2022	64,165	33,466	52.16
4. Initiation of AOD Treatment - Total AOD abuse or dependence (rate 1, cohort 4)	Total	1/1/2022-12/31/2022	113,458	92,144	81.21
5. Engagement of AOD Treatment - Alcohol abuse or dependence (rate 2, cohort 1)	Alcohol	1/1/2022-12/31/2022	38,137	5,426	14.23
6. Engagement of AOD Treatment - Opioid abuse or dependence (rate 2, cohort 2)	Opioid	1/1/2022-12/31/2022	26,343	3,980	15.11

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Metric #15		Year	Denominator	Numerator	Rate
7. Engagement of AOD Treatment - Other drug abuse or dependence (rate 2, cohort 3)	Other	1/1/2022-12/31/2022	33,466	1,294	03.87
8. Engagement of AOD Treatment - Total AOD abuse of dependence (rate 2, cohort 4)	Total	1/1/2022-12/31/2022	92,144	8,939	09.70