

## CMHRS Appeals and Service Authorization Data for CCC Plus

October 2020 – December 2020

DMAS is working with its contracted Managed Care Organizations (MCOs) to implement new processes to meet the General Assembly mandate set forth in Budget Bill HB30, item 313.E.5, for the reporting of Community Mental Health and Rehabilitation Services (CMHRS) data for appeals and service authorization requests. Until those new processes can be implemented, the Department is reporting the data it currently has available relevant to that mandate.

As reported by the MCOs, the following totals are for CCC Plus only for the reporting period October through December 2020:

CCC Plus	Aetna	Anthem	Magellan	Optima	United	VA Premier	Total
CMHRS service authorization requests not processed within NCQA standard turnaround time	0	12	6	8	12	5	43
Appeals received by MCO on behalf of members and related to CMHRS authorization denials or reductions	2	0	0	16	0	18	36