

Managed Care Program Annual Report (MCPAR) for Utah: Utah Medicaid

Due Date	Last edited	Edited By	Status
12/27/2022	01/03/2023	Jennifer Meyer-Smart	In progress

Indicator	Response
<p>Exclusion of CHIP from MCPAR</p> <p>Enrollees in separate CHIP programs funded under Title XXI should not be reported in the MCPAR. Please check this box if the state is unable to remove information about Separate CHIP enrollees from its reporting on this program.</p>	Not Selected

Section A: Program Information

Point of Contact

Number	Indicator	Response
A.1	<p>State name</p> <p>Auto-populated from your account profile.</p>	Utah
A.2a	<p>Contact name</p> <p>First and last name of the contact person. States that do not wish to list a specific individual on the report are encouraged to use a department or</p>	Jennifer Meyer-Smart

Number	Indicator	Response
	program-wide email address that will allow anyone with questions to quickly reach someone who can provide answers.	
A.2b	Contact email address Enter email address. Department or program-wide email addresses ok.	jmeyersmart@utah.gov
A.3a	Submitter name CMS receives this data upon submission of this MCPAR report.	Not Answered
A.3b	Submitter email address CMS receives this data upon submission of this MCPAR report.	Not Answered
A.4	Date of report submission CMS receives this date upon submission of this MCPAR report.	Not Answered

Reporting Period

Number	Indicator	Response
A.5a	Reporting period start date Auto-populated from report dashboard.	07/01/2021
A.5b	Reporting period end date Auto-populated from report dashboard.	06/30/2022
A.6	Program name Auto-populated from report dashboard.	Utah Medicaid

Add plans (A.7)

Indicator	Response
Plan name	Health Choice Utah
	Healthy U
	Molina Healthcare
	SelectHealth Community Care
	Integrated Care Health Choice Utah
	Integrated Care Healthy U
	Integrated Care Molina Healthcare
	Integrated Care SelectHealth Community Care
	MCNA Medicaid Dental
	Premier Access Medicaid Dental
	Bear River Mental Health Services
	Central Utah Counseling Center
	Davis Behavioral Health Services
	Four Corners Community Behavioral Health
	Healthy U Behavioral Health
	Northeastern Counseling Center
	Salt Lake County Behavioral Health Services
	Southwest Behavioral Health Center
	United Behavioral Health, Inc.
	Wasatch Behavioral Health Special Service District
	Weber Human Services

Add BSS entities (A.8)

Indicator	Response
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Indicator	Response
BSS entity name	Utah Medicaid

Section B: State-Level Indicators

Topic I. Program Characteristics and Enrollment

Number	Indicator	Response
B.I.1	<p>Statewide Medicaid enrollment</p> <p>Enter the total number of individuals enrolled in Medicaid as of the first day of the last month of the reporting year.</p> <p>Include all FFS and managed care enrollees, and count each person only once, regardless of the delivery system(s) in which they are enrolled.</p>	471,148
B.I.2	<p>Statewide Medicaid managed care enrollment</p> <p>Enter the total, unduplicated number of individuals enrolled in any type of Medicaid managed care as of the first day of the last month of the reporting year.</p> <p>Include enrollees in all programs, and count each person only once, even if they are enrolled in more than one managed care program or more than one managed care plan.</p>	458,311

Topic III. Encounter Data Report

Number	Indicator	Response
B.III.1	Data validation entity	State Medicaid agency staff

Number	Indicator	Response
	<p>Select the state agency/division or contractor tasked with evaluating the validity of encounter data submitted by MCPs.</p> <p>Encounter data validation includes verifying the accuracy, completeness, timeliness, and/or consistency of encounter data records submitted to the state by Medicaid managed care plans. Validation steps may include pre-acceptance edits and post-acceptance analyses. See Glossary in Excel Workbook for more information.</p>	

Topic X: Program Integrity

Number	Indicator	Response
B.X.1	<p>Payment risks between the state and plans</p> <p>Describe service-specific or other focused PI activities that the state conducted during the past year in this managed care program. Examples include analyses focused on use of long-term services and supports (LTSS) or prescription drugs or activities that focused on specific payment issues to identify, address, and prevent fraud, waste or abuse. Consider data analytics, reviews of under/overutilization, and other activities.</p>	<p>The Utah Office of Inspector General (UOIG) focused on several activities to identify, address, and prevent fraud, waste, and abuse within Utah's managed care plans (MCPs). Using MCP encounter data to identify areas of concern, the UOIG reviewed inpatient data to determine if a member's hospital admission met billing criteria, outpatient data to determine if evaluation and management codes were billed appropriately, and site visits to review medical records of outlier encounters. The UOIG notified the MCPs' special investigation units to recover funds, as necessary.</p>
B.X.2	<p>Contract standard for overpayments</p> <p>Does the state allow plans to retain overpayments, require the return of</p>	<p>State has established a hybrid system</p>

Number	Indicator	Response
	overpayments, or has established a hybrid system? Select one.	
B.X.3	<p>Location of contract provision stating overpayment standard</p> <p>Describe where the overpayment standard in the previous indicator is located in plan contracts, as required by 42 CFR 438.608(d)(1)(i).</p>	Attachment B-Special Provisions, Articles 11.1.6 and 11.1.7.
B.X.4	<p>Description of overpayment contract standard</p> <p>Briefly describe the overpayment standard (for example, details on whether the state allows plans to retain overpayments, requires the plans to return overpayments, or administers a hybrid system) selected in indicator B.X.2.</p>	The plans may retain their overpayment recoveries. If the OIG collects the overpayment it retains its recoveries. The OIG is only responsible to make collections after the plans have had 12 months to make collections.
B.X.5	<p>State overpayment reporting monitoring</p> <p>Describe how the state monitors plan performance in reporting overpayments to the state, e.g. does the state track compliance with this requirement and/or timeliness of reporting? The regulations at 438.604(a)(7), 608(a)(2) and 608(a)(3) require plan reporting to the state on</p>	Per ACO contracts, Attachment B-Special Provisions 6.1.3 and 11.1.5, plans must submit quarterly overpayment reports. The state monitors these quarterly reports, including the timeliness of reporting.

Number	Indicator	Response
	various overpayment pieces (whether annually or promptly). This indicator is asking the state how it monitors that reporting.	
B.X.6	<p data-bbox="269 401 505 527">Changes in beneficiary circumstances</p> <p data-bbox="269 558 578 905">Describe how the state ensures timely and accurate reconciliation of enrollment files between the state and plans to ensure appropriate payments for enrollees experiencing a change in status (e.g., incarcerated, deceased, switching plans).</p>	<p data-bbox="613 401 1377 779">Enrollments are determined daily with the receipt of the Eligibility File from DWS. The system automatically evaluates eligibility for new enrollments or changes in enrollment and takes the appropriate action in the system. An Benefit Enrollment and Maintenance (834) file is sent to each plan daily through the clearinghouse (UHIN) based on member enrollment activity. Any deviation in the expected file or file size would prompt an email from either the Plan or UHIN to the state to confirm. The state also monitors for the complete file transmission to UHIN. In addition, an Audit 834 file is also sent monthly to each plan with a retrospective point in time roster for reconciliation purposes.</p>
B.X.7a	<p data-bbox="269 968 545 1146">Changes in provider circumstances: Monitoring plans</p> <p data-bbox="269 1167 578 1377">Does the state monitor whether plans report provider “for cause” terminations in a timely manner under 42 CFR 438.608(a)(4)? Select one.</p>	<p data-bbox="613 968 651 989">Yes</p> <p data-bbox="613 1031 1308 1062">Changes in provider circumstances: Metrics</p> <p data-bbox="613 1125 651 1146">No</p>
B.X.8a	<p data-bbox="269 1440 553 1566">Federal database checks: Excluded person or entities</p> <p data-bbox="269 1587 578 2009">During the state's federal database checks, did the state find any person or entity excluded? Select one. Consistent with the requirements at 42 CFR 455.436 and 438.602, the State must confirm the identity and determine the exclusion status of the MCO, PIHP, PAHP, PCCM or PCCM entity, any</p>	No

Number	Indicator	Response
	subcontractor, as well as any person with an ownership or control interest, or who is an agent or managing employee of the MCO, PIHP, PAHP, PCCM or PCCM entity through routine checks of Federal databases.	
B.X.9a	<p data-bbox="269 537 574 674">Website posting of 5 percent or more ownership control</p> <p data-bbox="269 695 574 1045">Does the state post on its website the names of individuals and entities with 5% or more ownership or control interest in MCOs, PIHPs, PAHPs, PCCMs and PCCM entities and subcontractors? Refer to §455.104 and required by 42 CFR 438.602(g)(3).</p>	<p data-bbox="613 537 651 564">Yes</p> <p data-bbox="613 606 1198 688">Website posting of 5 percent or more ownership control: Link</p> <p data-bbox="613 747 1377 779">https://medicaid.utah.gov/Documents/pdfs/Ownership%20MCE.pdf</p>
B.X.10	<p data-bbox="269 1104 509 1140">Periodic audits</p> <p data-bbox="269 1167 574 1518">If the state conducted any audits during the contract year to determine the accuracy, truthfulness, and completeness of the encounter and financial data submitted by the plans, what is the link(s) to the audit results? Refer to 42 CFR 438.602(e).</p>	<p data-bbox="613 1104 1377 1308">Audits are conducted to determine the accuracy, truthfulness and completeness of the encounter and financial data submitted by the plans. The State performs quarterly encounter data reviews via email exchanges with the plans. Annual financial (MLR) examination reports can be found at medicaid.utah.gov/managed-care by clicking on the link "Medical Loss Ratio (MLR) Reports".</p>

Section C: Program-Level Indicators

Topic I: Program Characteristics

Number	Indicator	Response
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Number	Indicator	Response
C1.I.1	Program contract Enter the title and date of the contract between the state and plans participating in the managed care program.	Utah Medicaid Accountable Care Organization Contract 07/01/2022
C1.I.2	Contract URL Provide the hyperlink to the model contract or landing page for executed contracts for the program reported in this program.	https://medicaid.utah.gov/managed-care/
C1.I.3	Program type What is the type of MCPs that contract with the state to provide the services covered under the program? Select one.	Managed Care Organization (MCO)
C1.I.4a	Special program benefits Are any of the four special benefit types covered by the managed care program: (1) behavioral health, (2) long-term services and supports, (3) dental, and (4) transportation, or (5) none of the above? Select one or more. Only list the benefit type if it is a covered service as specified in a contract between the state and managed care plans participating in the program. Benefits available to eligible program enrollees via fee-for-service should not be listed here.	Behavioral health Dental
C1.I.4b	Variation in special benefits What are any variations in the availability of special benefits within the program (e.g. by service area or population)? Enter "N/A" if not applicable.	N/A

Number	Indicator	Response
C1.I.5	<p>Program enrollment</p> <p>Enter the total number of individuals enrolled in the managed care program as of the first day of the last month of the reporting year.</p>	458,311
C1.I.6	<p>Changes to enrollment or benefits</p> <p>Briefly explain any major changes to the population enrolled in or benefits provided by the managed care program during the reporting year.</p>	Public Health Emergency impacts only. There were no new benefits.

Topic III: Encounter Data Report

Number	Indicator	Response
C1.III.1	<p>Uses of encounter data</p> <p>For what purposes does the state use encounter data collected from managed care plans (MCPs)? Select one or more.</p> <p>Federal regulations require that states, through their contracts with MCPs, collect and maintain sufficient enrollee encounter data to identify the provider who delivers any item(s) or service(s) to enrollees (42 CFR 438.242(c)(1)).</p>	<p>Rate setting</p> <p>Monitoring and reporting</p> <p>Contract oversight</p> <p>Program integrity</p> <p>Quality/performance measurement</p> <p>Policy making and decision support</p>
C1.III.2	<p>Criteria/measures to evaluate MCP performance</p> <p>What types of measures are used by the state to evaluate managed care plan performance in encounter data submission and correction? Select one or more.</p> <p>Federal regulations also require that states validate that submitted enrollee encounter data they receive is a complete and accurate</p>	<p>Timeliness of initial data submissions</p> <p>Timeliness of data corrections</p> <p>Timeliness of data certifications</p> <p>Use of correct file formats</p> <p>Provider ID field complete</p> <p>Overall data accuracy (as determined through data validation)</p>

Number	Indicator	Response
	representation of the services provided to enrollees under the contract between the state and the MCO, PIHP, or PAHP. 42 CFR 438.242(d).	
C1.III.3	<p>Encounter data performance criteria contract language</p> <p>Provide reference(s) to the contract section(s) that describe the criteria by which managed care plan performance on encounter data submission and correction will be measured. Use contract section references, not page numbers.</p>	Attachment B- Special Provisions- Article 12.3.1 Encounter Data, Generally
C1.III.4	<p>Financial penalties contract language</p> <p>Provide reference(s) to the contract section(s) that describes any financial penalties the state may impose on plans for the types of failures to meet encounter data submission and quality standards. Use contract section references, not page numbers.</p>	Attachment B- Special Provisions- Article 12.3.1 Encounter Data, Generally, and ; Article 14.3.2 Liquidated Damages, per Day Amounts
C1.III.5	<p>Incentives for encounter data quality</p> <p>Describe the types of incentives that may be awarded to managed care plans for encounter data quality. Reply with "N/A" if the plan does not use incentives to award encounter data quality.</p>	N/A
C1.III.6	<p>Barriers to collecting/validating encounter data</p> <p>Describe any barriers to collecting and/or validating managed care plan encounter data that the state has</p>	Barriers include working with multiple agencies with different systems and interpretations.

Number	Indicator	Response
	experienced during the reporting period.	

Topic IV. Appeals, State Fair Hearings & Grievances

Number	Indicator	Response
C1.IV.1	<p>State's definition of "critical incident," as used for reporting purposes in its MLTSS program</p> <p>If this report is being completed for a managed care program that covers LTSS, what is the definition that the state uses for "critical incidents" within the managed care program? Respond with "N/A" if the managed care program does not cover LTSS.</p>	N/A
C1.IV.2	<p>State definition of "timely" resolution for standard appeals</p> <p>Provide the state's definition of timely resolution for standard appeals in the managed care program.</p> <p>Per 42 CFR §438.408(b)(2), states must establish a timeframe for timely resolution of standard appeals that is no longer than 30 calendar days from the day the MCO, PIHP or PAHP receives the appeal.</p>	Attachment B 8.3.4- Timeframes for Standard Appeal Resolution and Notification- (A) The Contractor shall complete each standard Appeal and provide a Notice of Appeal Resolution to the affected parties as expeditiously as the Enrollee's health condition requires, but no later than 30 calendar days from the day the Contractor receives the Appeal request.
C1.IV.3	<p>State definition of "timely" resolution for expedited appeals</p> <p>Provide the state's definition of timely resolution for expedited appeals in the managed care program.</p> <p>Per 42 CFR §438.408(b)(3), states</p>	Attachment B 8.4.6- Timeframes for Expedited Appeal Resolution and Notification- (A) The Contractor shall complete each expedited Appeal and provide a Notice of Appeal Resolution to affected parties as expeditiously as the Enrollee's health condition requires, but no later than 72 hours after the Contractor receives the expedited Appeal request."

Number	Indicator	Response
	must establish a timeframe for timely resolution of expedited appeals that is no longer than 72 hours after the MCO, PIHP or PAHP receives the appeal.	
C1.IV.4	<p>State definition of "timely" resolution for grievances</p> <p>Provide the state's definition of timely resolution for grievances in the managed care program. Per 42 CFR §438.408(b)(1), states must establish a timeframe for timely resolution of grievances that is no longer than 90 calendar days from the day the MCO, PIHP or PAHP receives the grievance.</p>	Attachment B.8.6.4- Timeframes for Grievance Resolution and Notification- (A) The Contractor shall dispose of each Grievance and provide notice to the affected parties as expeditiously as the Enrollee's health condition requires, but not to exceed 90 calendar days from the day the Contractor receives the Grievance."

Topic V. Availability, Accessibility and Network Adequacy

Number	Indicator	Response
C1.V.1	<p>Gaps/challenges in network adequacy</p> <p>What are the state's biggest challenges? Describe any challenges MCPs have maintaining adequate networks and meeting standards.</p>	<p>ACO and UMIC Managed Care Plans: The biggest challenge for Utah is for members residing in rural and frontier counties. In many cases, there are no providers located in the counties in which the members reside. This is also true for some of the counties that are classified as urban. For example, Utah County is an urban county, yet the outskirts of the county are rural and generally with no providers. These network adequacy issues exist for both fee-for-service Medicaid and managed care plans. Prepaid Mental Health Plans (PMHPs): Nationwide, there is a shortage of behavioral health providers and Utah PMHPs also have their challenges with this issue. Dental Managed Care Plans: A big challenge for the dental managed care networks in the rural and frontier counties is finding dental specialists, including endodontists, prosthodontists, and oral surgeons. Many of these specialists are not willing to provide services to Medicaid members.</p>
C1.V.2	<p>State response to gaps in network adequacy</p>	The ACO and UMIC managed care plans address the challenges of network adequacy in rural and frontier areas through use of telemedicine and traveling mobile medical events, and by coordinating with Medicaid's

Number	Indicator	Response
	How does the state work with MCPs to address gaps in network adequacy?	NEMT provider. The PMHPs address the challenge of a shortage of behavioral health providers maintaining open recruitments, offering incentives for providers to relocate rural and frontier areas, offering incentives to providers who are bilingual, providing increased rates for specialized services (e.g., peer support, case management, etc.), assessing possible recruitment of their commercial providers, reducing administrative burdens as much as possible, and by supporting providers through meetings, email blasts, etc. PMHPs also use telemedicine and may provide their own transportation to services in addition to coordinating with Medicaid's NEMT provider. The dental plans address the specialist shortage by helping members find general dentists who can perform speciality care services within the scope of their licensure. Dental plans may have to execute a single case agreements with a non-network provider for speciality care services. They also may pay a higher fee schedule to some of their in-network specialists. For example, dental plans may pay higher fee schedules to endodontists in rural and frontier counties because of a lack of endo providers in rural and frontier counties. The state supports the managed care plans' efforts to address their network adequacy challenges and woks with the plans to identify other corrective measures.


Topic V. Availability, Accessibility and Network Adequacy


Access Measures

Describe the measures the state uses to monitor availability, accessibility, and network adequacy. Report at the program level.

Revisions to the Medicaid managed care regulations in 2016 and 2020 built on existing requirements that managed care plans maintain provider networks sufficient to ensure adequate access to covered services by: (1) requiring states to develop quantitative network adequacy standards for at least eight specified provider types if covered under the contract, and to make these standards available online; (2) strengthening network adequacy monitoring requirements; and (3) addressing the needs of people with long-term care service needs (42 CFR 438.66; 42 CFR 438.68).

42 CFR 438.66(e) specifies that the MCPAR must provide information on and an assessment of the availability and accessibility of covered services within the MCO, PHIP, or PAHP contracts, including network adequacy standards for each managed care program.

 Find in the Excel Workbook
C2_Program_State

 **Complete** **C2.V.3 Standard type: General quantitative availability and accessibility standard** 1 / 18


C2.V.2 Measure standard
Network Adequacy Validation

C2.V.1 General category
Maximum time to travel

C2.V.4 Provider Primary care	C2.V.5 Region Frontier, Rural, Urban	C2.V.6 Population Adult and pediatric
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C2.V.7 Monitoring Methods
EQRO tableau dashboard

C2.V.8 Frequency of oversight methods
Annually

 **Complete** **C2.V.3 Standard type: General quantitative availability and accessibility standard** 2 / 18

C2.V.2 Measure standard
Network Adequacy Validation

C2.V.1 General category
Maximum distance to travel

C2.V.4 Provider Primary care	C2.V.5 Region Frontier, Rural, Urban	C2.V.6 Population Adult and pediatric
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C2.V.7 Monitoring Methods
EQRO tableau dashboard

C2.V.8 Frequency of oversight methods

Annually



C2.V.3 Standard type: General quantitative availability and accessibility standard 3 / 18

C2.V.2 Measure standard

Network Adequacy Validation

C2.V.1 General category

Provider to enrollee ratios

C2.V.4 Provider

Primary care

C2.V.5 Region

Frontier, Rural, Urban

C2.V.6 Population

Adult and pediatric

C2.V.7 Monitoring Methods

EQRO tableau dashboard

C2.V.8 Frequency of oversight methods

Annually



C2.V.3 Standard type: General quantitative availability and accessibility standard 4 / 18

C2.V.2 Measure standard

Network Adequacy Validation

C2.V.1 General category

Minimum number of network providers

C2.V.4 Provider

Primary care

C2.V.5 Region

Frontier, Rural, Urban

C2.V.6 Population

Adult and pediatric

C2.V.7 Monitoring Methods

EQRO tableau dashboard

C2.V.8 Frequency of oversight methods

Annually



C2.V.3 Standard type: General quantitative availability and accessibility standard 5 / 18

C2.V.2 Measure standard

Network Adequacy Validation

C2.V.1 General category

Provider Saturation

C2.V.4 Provider

Primary care

C2.V.5 Region

Frontier, Rural, Urban

C2.V.6 Population

Frontier, Rural, Urban

C2.V.7 Monitoring Methods

EQRO tableau dashboard

C2.V.8 Frequency of oversight methods

Annually



C2.V.3 Standard type: General quantitative availability and accessibility standard

6 / 18

C2.V.2 Measure standard

Network Adequacy Validation

C2.V.1 General category

NAV Trending

C2.V.4 Provider

Primary care

C2.V.5 Region

Frontier, Rural, Urban

C2.V.6 Population

Adult and pediatric

C2.V.7 Monitoring Methods

EQRO tableau dashboard

C2.V.8 Frequency of oversight methods

Annually



C2.V.3 Standard type: General quantitative availability and accessibility standard

7 / 18

C2.V.2 Measure standard

Network Adequacy Validation

C2.V.1 General category

Maximum time to travel

C2.V.4 Provider

Behavioral health

C2.V.5 Region

Frontier, Rural, Urban

C2.V.6 Population

Adult and pediatric

C2.V.7 Monitoring Methods

EQRO tableau dashboard

C2.V.8 Frequency of oversight methods

Annually



C2.V.3 Standard type: General quantitative availability and accessibility standard

8 / 18

C2.V.2 Measure standard

Network Adequacy Validation

C2.V.1 General category

Maximum distance to travel

C2.V.4 Provider

Behavioral health

C2.V.5 Region

Frontier, Rural, Urban

C2.V.6 Population

Adult and pediatric

C2.V.7 Monitoring Methods

EQRO tableau dashboard

C2.V.8 Frequency of oversight methods

Annually



C2.V.3 Standard type: General quantitative availability and accessibility standard

9 / 18

C2.V.2 Measure standard

Network Adequacy Validation

C2.V.1 General category

Provider to enrollee ratios

C2.V.4 Provider

Behavioral health

C2.V.5 Region

Frontier, Rural, Urban

C2.V.6 Population

Adult and pediatric

C2.V.7 Monitoring Methods

EQRO tableau dashboard

C2.V.8 Frequency of oversight methods

Annually



C2.V.3 Standard type: General quantitative availability and accessibility standard 10 / 18

C2.V.2 Measure standard

Network Adequacy Validation

C2.V.1 General category

Minimum number of network providers

C2.V.4 Provider

Behavioral health

C2.V.5 Region

Frontier, Rural, Urban

C2.V.6 Population

Adult and pediatric

C2.V.7 Monitoring Methods

EQRO tableau dashboard

C2.V.8 Frequency of oversight methods

Annually



C2.V.3 Standard type: General quantitative availability and accessibility standard 11 / 18

C2.V.2 Measure standard

Network Adequacy Validation

C2.V.1 General category

Provider Saturation

C2.V.4 Provider

Behavioral health

C2.V.5 Region

Frontier, Rural, Urban

C2.V.6 Population

Adult and pediatric

C2.V.7 Monitoring Methods

EQRO tableau dashboard

C2.V.8 Frequency of oversight methods

Annually

 Complete

C2.V.3 Standard type: General quantitative availability and accessibility standard 12 / 18

C2.V.2 Measure standard

Network Adequacy Validation

C2.V.1 General category

NAV Trending

C2.V.4 Provider

Behavioral health

C2.V.5 Region

Frontier, Rural, Urban

C2.V.6 Population

Adult and pediatric

C2.V.7 Monitoring Methods

EQRO tableau dashboard

C2.V.8 Frequency of oversight methods

Annually

 Complete

C2.V.3 Standard type: General quantitative availability and accessibility standard 13 / 18

C2.V.2 Measure standard

Network Adequacy Validation

C2.V.1 General category

Maximum time to travel

C2.V.4 Provider

Specialists

C2.V.5 Region

Frontier, Rural, Urban

C2.V.6 Population

Adult and pediatric

C2.V.7 Monitoring Methods

EQRO tableau dashboard

C2.V.8 Frequency of oversight methods

Annually

 Complete

C2.V.3 Standard type: General quantitative availability and accessibility standard 14 / 18

C2.V.2 Measure standard

Network Adequacy Validation

C2.V.1 General category

Maximum distance to travel

C2.V.4 Provider

Specialists

C2.V.5 Region

Frontier, Rural, Urban

C2.V.6 Population

Adult and pediatric

C2.V.7 Monitoring Methods

EQRO tableau dashboard

C2.V.8 Frequency of oversight methods

Annually



C2.V.3 Standard type: General quantitative availability and accessibility standard 15 / 18

C2.V.2 Measure standard

Network Adequacy Validation

C2.V.1 General category

Provider to enrollee ratios

C2.V.4 Provider

Specialists

C2.V.5 Region

Frontier, Rural, Urban

C2.V.6 Population

Adult and pediatric

C2.V.7 Monitoring Methods

EQRO tableau dashboard

C2.V.8 Frequency of oversight methods

Annually



C2.V.3 Standard type: General quantitative availability and accessibility standard 16 / 18

C2.V.2 Measure standard

Network Adequacy Validation

C2.V.1 General category

Minimum number of network providers

C2.V.4 Provider

Specialists

C2.V.5 Region

Frontier, Rural, Urban

C2.V.6 Population

Adult and pediatric

C2.V.7 Monitoring Methods

EQRO tableau dashboard

C2.V.8 Frequency of oversight methods

Annually



C2.V.3 Standard type: General quantitative availability and accessibility standard 17 / 18

C2.V.2 Measure standard

Network Adequacy Validation

C2.V.1 General category

Provider Saturation

C2.V.4 Provider

Specialists

C2.V.5 Region

Frontier, Rural, Urban

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Adult and pediatric

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C2.V.8 Frequency of oversight methods

Annually



C2.V.3 Standard type: General quantitative availability and accessibility standard 18 / 18

C2.V.2 Measure standard

Network Adequacy Validation

C2.V.1 General category

NAV Trending

C2.V.4 Provider

Specialists

C2.V.5 Region

Frontier, Rural, Urban

C2.V.6 Population

Adult and pediatric

C2.V.7 Monitoring Methods

EQRO tableau dashboard

C2.V.8 Frequency of oversight methods

Annually

Topic IX: Beneficiary Support System (BSS)

Number	Indicator	Response
C1.IX.1	<p>BSS website</p> <p>List the website(s) and/or email address that beneficiaries use to seek assistance from the BSS through electronic means. Separate entries with commas.</p>	<p>https://medicaid.utah.gov/health-program-representatives/,</p> <p>https://medicaid.utah.gov/mybenefits-login/</p>
C1.IX.2	<p>BSS auxiliary aids and services</p> <p>How do BSS entities offer services in a manner that is accessible to all beneficiaries who need their services, including beneficiaries with disabilities, as required by 42 CFR 438.71(b)(2)?</p> <p>CFR 438.71 requires that the beneficiary support system be accessible in multiple ways including phone, Internet, in-person, and via auxiliary aids and services when requested.</p>	<p>Beneficiaries are able to access support services through a variety of ways. The main access point for beneficiaries is to call our Health Program Representatives (HPRs) Monday - Friday, between 8:00 A.M. and 5:00 P.M. HPRs can receive calls in both English and Spanish. If there are other languages spoken by the beneficiaries, translators can be used in a 3 way call. Relay services can also be used for the hearing impaired. Beneficiaries are able to access their benefit information online by using the MyBenefits portal. In the MyBenefits portal, beneficiaries can see all of their coverage information, including Co-pay information, Medical plan, Dental Plan, Mental Health plan, etc. They can also request a Non-emergency transportation card through the portal. Beneficiaries can also email our HPR team at any time. The email questions and requests are answered daily by the HPR team.</p>
C1.IX.3	<p>BSS LTSS program data</p> <p>How do BSS entities assist the state with identifying, remediating, and resolving systemic issues based on a review of LTSS program data such as grievances and appeals or critical incident data? Refer to 42 CFR 438.71(d)(4).</p>	<p>N/A. The managed care plans are not responsible for LTSS under the contract.</p>
C1.IX.4	<p>State evaluation of BSS entity performance</p>	<p>The State maintains goals for the telephone system. The HPR team has a set goal that the average speed of calls answered will be under 1 minute, 30 seconds. The</p>

Number	Indicator	Response
	What are steps taken by the state to evaluate the quality, effectiveness, and efficiency of the BSS entities' performance?	abandonment rate for calls is to be under 6%. Calls are also monitored and reviewed for accuracy by lead workers and Supervisors.

Topic X: Program Integrity

Number	Indicator	Response
C1.X.3	<p>Prohibited affiliation disclosure</p> <p>Did any plans disclose prohibited affiliations? If the state took action, enter those actions under D: Plan-level Indicators, Section VIII - Sanctions (Corresponds with Tab D3 in the Excel Workbook). Refer to 42 CFR 438.610(d).</p>	No

Section D: Plan-Level Indicators

Topic I. Program Characteristics & Enrollment

Number	Indicator	Response
D1.I.1	<p>Plan enrollment</p> <p>What is the total number of individuals enrolled in each plan as of the first day of the last month of the reporting year?</p>	<p>Health Choice Utah</p> <p>31,058</p> <p>Healthy U</p> <p>68,677</p> <p>Molina Healthcare</p> <p>77,584</p> <p>SelectHealth Community Care</p>

Number	Indicator	Response
		133,267
		Integrated Care Health Choice Utah
		12,757
		Integrated Care Healthy U
		19,019
		Integrated Care Molina Healthcare
		16,987
		Integrated Care SelectHealth Community Care
		33,245
		MCNA Medicaid Dental
		71,506
		Premier Access Medicaid Dental
		161,091
		Bear River Mental Health Services
		26,021
		Central Utah Counseling Center
		14,696
		Davis Behavioral Health Services
		27,743
		Four Corners Community Behavioral Health
		8,813
		Healthy U Behavioral Health
		2,302
		Northeastern Counseling Center

Number	Indicator	Response
		19,260
		Salt Lake County Behavioral Health Services
		121,925
		Southwest Behavioral Health Center
		36,583
		United Behavioral Health, Inc.
		10,818
		Wasatch Behavioral Health Special Service District
		59,648
		Weber Human Services
		31,952
D1.I.2	Plan share of Medicaid	Health Choice Utah
	What is the plan enrollment (within the specific program) as a percentage of the state's total Medicaid enrollment?	7%
	<ul style="list-style-type: none"> Numerator: Plan enrollment (D1.I.1) Denominator: Statewide Medicaid enrollment (B.I.1) 	Healthy U
		15%
		Molina Healthcare
		16%
		SelectHealth Community Care
		28%
		Integrated Care Health Choice Utah
		3%
		Integrated Care Healthy U
		4%

Number	Indicator	Response
		Integrated Care Molina Healthcare 4%
		Integrated Care SelectHealth Community Care 7%
		MCNA Medicaid Dental 15%
		Premier Access Medicaid Dental 34%
		Bear River Mental Health Services 6%
		Central Utah Counseling Center 3%
		Davis Behavioral Health Services 6%
		Four Corners Community Behavioral Health 2%
		Healthy U Behavioral Health 0.01%
		Northeastern Counseling Center 4%
		Salt Lake County Behavioral Health Services 26%
		Southwest Behavioral Health Center 8%

Number	Indicator	Response
		<p>United Behavioral Health, Inc.</p> <p>2%</p>
		<p>Wasatch Behavioral Health Special Service District</p> <p>13%</p>
		<p>Weber Human Services</p> <p>7%</p>
D1.I.3	<p>Plan share of any Medicaid managed care</p> <p>What is the plan enrollment (regardless of program) as a percentage of total Medicaid enrollment in any type of managed care?</p> <ul style="list-style-type: none"> Numerator: Plan enrollment (D1.I.1) Denominator: Statewide Medicaid managed care enrollment (B.I.2) 	<p>Health Choice Utah</p> <p>7%</p> <p>Healthy U</p> <p>15%</p> <p>Molina Healthcare</p> <p>17%</p> <p>SelectHealth Community Care</p> <p>29%</p> <p>Integrated Care Health Choice Utah</p> <p>3%</p> <p>Integrated Care Healthy U</p> <p>4%</p> <p>Integrated Care Molina Healthcare</p> <p>4%</p> <p>Integrated Care SelectHealth Community Care</p> <p>7%</p> <p>MCNA Medicaid Dental</p>

Number	Indicator	Response
		16%
		Premier Access Medicaid Dental
		35%
		Bear River Mental Health Services
		6%
		Central Utah Counseling Center
		3%
		Davis Behavioral Health Services
		6%
		Four Corners Community Behavioral Health
		2%
		Healthy U Behavioral Health
		1%
		Northeastern Counseling Center
		4%
		Salt Lake County Behavioral Health Services
		27%
		Southwest Behavioral Health Center
		8%
		United Behavioral Health, Inc.
		2%
		Wasatch Behavioral Health Special Service District
		13%

Number	Indicator	Response
		Weber Human Services
		7%

Topic II. Financial Performance

Number	Indicator	Response
D1.II.1a	Medical Loss Ratio (MLR)	Health Choice Utah
	What is the MLR percentage? Per 42 CFR 438.66(e)(2)(i), the Managed Care Program Annual Report must provide information on the Financial performance of each MCO, PIHP, and PAHP, including MLR experience. If MLR data are not available for this reporting period due to data lags, enter the MLR calculated for the most recently available reporting period and indicate the reporting period in item D1.II.3 below. See Glossary in Excel Workbook for the regulatory definition of MLR.	88.3%
		Healthy U
		95.51%
		Molina Healthcare
		83.62%
		SelectHealth Community Care
		93.77%
		Integrated Care Health Choice Utah
		97%
		Integrated Care Healthy U
		99%
		Integrated Care Molina Healthcare
		100%
		Integrated Care SelectHealth Community Care
		101%
		MCNA Medicaid Dental
		73%

Number	Indicator	Response
		Premier Access Medicaid Dental 76%
		Bear River Mental Health Services 80.5%
		Central Utah Counseling Center 78.2%
		Davis Behavioral Health Services 96.4%
		Four Corners Community Behavioral Health 82.9%
		Healthy U Behavioral Health N/A%
		Northeastern Counseling Center 80.4%
		Salt Lake County Behavioral Health Services 76.2%
		Southwest Behavioral Health Center 86.3%
		United Behavioral Health, Inc. N/A%
		Wasatch Behavioral Health Special Service District 86.2%
		Weber Human Services

Number	Indicator	Response
		68.2%
D1.II.1b	<p data-bbox="298 302 618 338">Level of aggregation</p> <p data-bbox="298 365 686 495">What is the aggregation level that best describes the MLR being reported in the previous indicator? Select one.</p> <p data-bbox="298 510 703 642">As permitted under 42 CFR 438.8(i), states are allowed to aggregate data for reporting purposes across programs and populations.</p>	<p data-bbox="743 302 1052 338">Health Choice Utah</p> <p data-bbox="743 365 1044 386">Program-specific statewide</p> <p data-bbox="743 449 902 485">Healthy U</p> <p data-bbox="743 510 1044 531">Program-specific statewide</p> <p data-bbox="743 594 1037 630">Molina Healthcare</p> <p data-bbox="743 657 1044 678">Program-specific statewide</p> <p data-bbox="743 741 1222 777">SelectHealth Community Care</p> <p data-bbox="743 804 1044 825">Program-specific statewide</p> <p data-bbox="743 888 1308 924">Integrated Care Health Choice Utah</p> <p data-bbox="743 951 1044 972">Program-specific statewide</p> <p data-bbox="743 1035 1159 1071">Integrated Care Healthy U</p> <p data-bbox="743 1098 1044 1119">Program-specific statewide</p> <p data-bbox="743 1182 1295 1218">Integrated Care Molina Healthcare</p> <p data-bbox="743 1245 1044 1266">Program-specific statewide</p> <p data-bbox="743 1329 1203 1413">Integrated Care SelectHealth Community Care</p> <p data-bbox="743 1440 1044 1461">Program-specific statewide</p> <p data-bbox="743 1524 1109 1560">MCNA Medicaid Dental</p> <p data-bbox="743 1587 1044 1608">Program-specific statewide</p> <p data-bbox="743 1671 1252 1707">Premier Access Medicaid Dental</p> <p data-bbox="743 1734 1044 1755">Program-specific statewide</p> <p data-bbox="743 1818 1282 1854">Bear River Mental Health Services</p> <p data-bbox="743 1881 1044 1902">Program-specific statewide</p> <p data-bbox="743 1965 1247 2001">Central Utah Counseling Center</p>

Number	Indicator	Response
		Program-specific statewide
		Davis Behavioral Health Services Program-specific statewide
		Four Corners Community Behavioral Health Program-specific statewide
		Healthy U Behavioral Health Program-specific statewide
		Northeastern Counseling Center Program-specific statewide
		Salt Lake County Behavioral Health Services Program-specific statewide
		Southwest Behavioral Health Center Program-specific statewide
		United Behavioral Health, Inc. Program-specific statewide
		Wasatch Behavioral Health Special Service District Program-specific statewide
		Weber Human Services Program-specific statewide

D1.II.2

Population specific MLR description

Does the state require plans to submit separate MLR calculations for specific populations served within this program, for example, MLTSS or

Health Choice Utah

The state requires plans to submit separate MLR calculations for its Legacy Medicaid population and Expansion Medicaid population. Legacy Medicaid population includes the eligible membership groups of children 0-18, Foster Care and Subsidized Adoption,

Number	Indicator	Response
	Group VIII expansion enrollees? If so, describe the populations here. Enter "N/A" if not applicable. See glossary for the regulatory definition of MLR.	pregnant women, blind and disabled, aged, members eligible under the cancer program, and adults on Family Medicaid programs. Expansion Medicaid population includes the eligible membership limited to parents and adults without dependent children, earning up to 138% of the federal poverty level. The MLR listed in D1.II.1a is for the legacy population. The MLR for the expansion population is 106.2%

Healthy U

The state requires plans to submit separate MLR calculations for its Legacy Medicaid population and Expansion Medicaid population. Legacy Medicaid population includes the eligible membership groups of children 0-18, Foster Care and Subsidized Adoption, pregnant women, blind and disabled, aged, members eligible under the cancer program, and adults on Family Medicaid programs. Expansion Medicaid population includes the eligible membership limited to parents and adults without dependent children, earning up to 138% of the federal poverty level. The MLR listed in D1.II.1a is for the legacy population. The MLR for the expansion population is 136.7%

Molina Healthcare

The state requires plans to submit separate MLR calculations for its Legacy Medicaid population and Expansion Medicaid population. Legacy Medicaid population includes the eligible membership groups of children 0-18, Foster Care and Subsidized Adoption, pregnant women, blind and disabled, aged, members eligible under the cancer program, and adults on Family Medicaid programs. Expansion Medicaid population includes the eligible membership limited to parents and adults without dependent children, earning up to 138% of the federal poverty level. The MLR listed in D1.II.1a is for the legacy population. The MLR for the expansion population is 95.4%

SelectHealth Community Care

The state requires plans to submit separate MLR calculations for its Legacy Medicaid population and Expansion Medicaid population. Legacy Medicaid population includes the eligible membership groups of children 0-18, Foster Care and Subsidized Adoption, pregnant women, blind and disabled, aged, members eligible under the cancer program, and adults on Family Medicaid programs. Expansion Medicaid population

Number	Indicator	Response
		<p>includes the eligible membership limited to parents and adults without dependent children, earning up to 138% of the federal poverty level. The MLR listed in D1.II.1a is for the legacy population. The MLR for the expansion population is 123.7%</p>
		<p>Integrated Care Health Choice Utah</p>
		<p>The state requires plans to submit separate MLR calculations for its Legacy Medicaid population and Expansion Medicaid population. Legacy Medicaid population includes the eligible membership groups of children 0-18, Foster Care and Subsidized Adoption, pregnant women, blind and disabled, aged, members eligible under the cancer program, and adults on Family Medicaid programs. Expansion Medicaid population includes the eligible membership limited to parents and adults without dependent children, earning up to 138% of the federal poverty level. However, Integrated Care plans only serve the expansion population.</p>
		<p>Integrated Care Healthy U</p>
		<p>The state requires plans to submit separate MLR calculations for its Legacy Medicaid population and Expansion Medicaid population. Legacy Medicaid population includes the eligible membership groups of children 0-18, Foster Care and Subsidized Adoption, pregnant women, blind and disabled, aged, members eligible under the cancer program, and adults on Family Medicaid programs. Expansion Medicaid population includes the eligible membership limited to parents and adults without dependent children, earning up to 138% of the federal poverty level. However, Integrated Care plans only serve the expansion population.</p>
		<p>Integrated Care Molina Healthcare</p>
		<p>The state requires plans to submit separate MLR calculations for its Legacy Medicaid population and Expansion Medicaid population. Legacy Medicaid population includes the eligible membership groups of children 0-18, Foster Care and Subsidized Adoption, pregnant women, blind and disabled, aged, members eligible under the cancer program, and adults on Family Medicaid programs. Expansion Medicaid population includes the eligible membership limited to parents and adults without dependent children, earning up to 138% of the federal poverty level. However, Integrated Care Plans only serve the expansion population.</p>

Number	Indicator	Response
		<p>Integrated Care SelectHealth Community Care</p> <p>The state requires plans to submit separate MLR calculations for its Legacy Medicaid population and Expansion Medicaid population. Legacy Medicaid population includes the eligible membership groups of children 0-18, Foster Care and Subsidized Adoption, pregnant women, blind and disabled, aged, members eligible under the cancer program, and adults on Family Medicaid programs. Expansion Medicaid population includes the eligible membership limited to parents and adults without dependent children, earning up to 138% of the federal poverty level. However, Integrated Care Plans only serve the expansion population.</p>
		<p>MCNA Medicaid Dental</p> <p>N/A</p>
		<p>Premier Access Medicaid Dental</p> <p>N/A</p>
		<p>Bear River Mental Health Services</p> <p>The state requires plans to submit separate MLR calculations for its Legacy Medicaid population and Expansion Medicaid population. Legacy Medicaid population includes the eligible membership groups of children 0-18, Foster Care and Subsidized Adoption, pregnant women, blind and disabled, aged, members eligible under the cancer program, and adults on Family Medicaid programs. Expansion Medicaid population includes the eligible membership limited to parents and adults without dependent children, earning up to 138% of the federal poverty level. In addition, for the Prepaid Mental Health Plans, there are also separate MLR calculations for mental health (MH) and substance use disorder (SUD) services. These are indicated below for this specific PMHP: Legacy MH MLR: 80.5%; Expansion MH MLR: 91.0% (No SUD coverage)</p>
		<p>Central Utah Counseling Center</p> <p>The state requires plans to submit separate MLR calculations for its Legacy Medicaid population and Expansion Medicaid population. Legacy Medicaid population includes the eligible membership groups of children 0-18, Foster Care and Subsidized Adoption, pregnant women, blind and disabled, aged, members</p>

Number	Indicator	Response
		<p>eligible under the cancer program, and adults on Family Medicaid programs. Expansion Medicaid population includes the eligible membership limited to parents and adults without dependent children, earning up to 138% of the federal poverty level. In addition, for the Prepaid Mental Health Plans, there are also separate MLR calculations for mental health (MH) and substance use disorder (SUD) services. These are indicated below for this specific PMHP: Legacy MH MLR: 78.2%; Legacy SUD: 86.8%; Expansion MH MLR: 91.0%; Expansion SUD MLR: 91.0%</p>
		<p>Davis Behavioral Health Services</p>
		<p>The state requires plans to submit separate MLR calculations for its Legacy Medicaid population and Expansion Medicaid population. Legacy Medicaid population includes the eligible membership groups of children 0-18, Foster Care and Subsidized Adoption, pregnant women, blind and disabled, aged, members eligible under the cancer program, and adults on Family Medicaid programs. Expansion Medicaid population includes the eligible membership limited to parents and adults without dependent children, earning up to 138% of the federal poverty level. In addition, for the Prepaid Mental Health Plans, there are also separate MLR calculations for mental health (MH) and substance use disorder (SUD) services. This PMHP does not serve expansion members as they are covered under an Integrated Care Plan. Below are the MLRs this specific PMHP: Legacy MH MLR: 96.4%; Legacy SUD MLR: 64.6%</p>
		<p>Four Corners Community Behavioral Health</p>
		<p>The state requires plans to submit separate MLR calculations for its Legacy Medicaid population and Expansion Medicaid population. Legacy Medicaid population includes the eligible membership groups of children 0-18, Foster Care and Subsidized Adoption, pregnant women, blind and disabled, aged, members eligible under the cancer program, and adults on Family Medicaid programs. Expansion Medicaid population includes the eligible membership limited to parents and adults without dependent children, earning up to 138% of the federal poverty level. In addition, for the Prepaid Mental Health Plans, there are also separate MLR calculations for mental health (MH) and substance use disorder (SUD) services. These are indicated below for this specific PMHP: Legacy MH MLR: 82.9%; Legacy SUD</p>

Number	Indicator	Response
		MLR: 90.4% Expansion MH MLR: 85.0%; Expansion SUD MLR: 91.0%

Healthy U Behavioral Health

The state requires plans to submit separate MLR calculations for its Legacy Medicaid population and Expansion Medicaid population. Legacy Medicaid population includes the eligible membership groups of children 0-18, Foster Care and Subsidized Adoption, pregnant women, blind and disabled, aged, members eligible under the cancer program, and adults on Family Medicaid programs. Expansion Medicaid population includes the eligible membership limited to parents and adults without dependent children, earning up to 138% of the federal poverty level. In addition, for the Prepaid Mental Health Plans, there are also separate MLR calculations for mental health (MH) and substance use disorder (SUD) services. These are indicated below for this specific PMHP: Legacy & Expansion MH & SUD MLR: non-credible-/NA

Northeastern Counseling Center

The state requires plans to submit separate MLR calculations for its Legacy Medicaid population and Expansion Medicaid population. Legacy Medicaid population includes the eligible membership groups of children 0-18, Foster Care and Subsidized Adoption, pregnant women, blind and disabled, aged, members eligible under the cancer program, and adults on Family Medicaid programs. Expansion Medicaid population includes the eligible membership limited to parents and adults without dependent children, earning up to 138% of the federal poverty level. In addition, for the Prepaid Mental Health Plans, there are also separate MLR calculations for mental health (MH) and substance use disorder (SUD) services. These are indicated below for this specific PMHP: Legacy MH MLR: 80.4%; Legacy SUD MLR: 72.6%; Expansion MH MLR: 85.0%; Expansion SUD MLR: 85.0%

Salt Lake County Behavioral Health Services

The state requires plans to submit separate MLR calculations for its Legacy Medicaid population and Expansion Medicaid population. Legacy Medicaid population includes the eligible membership groups of children 0-18, Foster Care and Subsidized Adoption, pregnant women, blind and disabled, aged, members

Number	Indicator	Response
		<p>eligible under the cancer program, and adults on Family Medicaid programs. Expansion Medicaid population includes the eligible membership limited to parents and adults without dependent children, earning up to 138% of the federal poverty level. In addition, for the Prepaid Mental Health Plans, there are also separate MLR calculations for mental health (MH) and substance use disorder (SUD) services. This PMHP does not serve expansion members as they are covered under an Integrated Care Plan. Below are the MLRs this specific PMHP: Legacy MH MLR: 76.2%; Legacy SUD MLR: 59.7%</p>

Southwest Behavioral Health Center

The state requires plans to submit separate MLR calculations for its Legacy Medicaid population and Expansion Medicaid population. Legacy Medicaid population includes the eligible membership groups of children 0-18, Foster Care and Subsidized Adoption, pregnant women, blind and disabled, aged, members eligible under the cancer program, and adults on Family Medicaid programs. Expansion Medicaid population includes the eligible membership limited to parents and adults without dependent children, earning up to 138% of the federal poverty level. In addition, for the Prepaid Mental Health Plans, there are also separate MLR calculations for mental health (MH) and substance use disorder (SUD) services. These are indicated below for this specific PMHP: Legacy MH MLR: 86.3%; Legacy SUD MLR: 79.2%; Expansion MH MLR: 89.1%; Expansion SUD MLR: 91.0%

United Behavioral Health, Inc.

Not a contractor in SFY 2020.

Wasatch Behavioral Health Special Service District

The state requires plans to submit separate MLR calculations for its Legacy Medicaid population and Expansion Medicaid population. Legacy Medicaid population includes the eligible membership groups of children 0-18, Foster Care and Subsidized Adoption, pregnant women, blind and disabled, aged, members eligible under the cancer program, and adults on Family Medicaid programs. Expansion Medicaid population includes the eligible membership limited to parents and adults without dependent children, earning up to 138% of the federal poverty level. In addition, for the Prepaid Mental Health Plans, there are also separate MLR

Number	Indicator	Response
		<p>calculations for mental health (MH) and substance use disorder (SUD) services. These are indicated below for this specific PMHP: Legacy MH MLR: 86.2%; (No SUD coverage)</p> <p>Weber Human Services</p> <p>The state requires plans to submit separate MLR calculations for its Legacy Medicaid population and Expansion Medicaid population. Legacy Medicaid population includes the eligible membership groups of children 0-18, Foster Care and Subsidized Adoption, pregnant women, blind and disabled, aged, members eligible under the cancer program, and adults on Family Medicaid programs. Expansion Medicaid population includes the eligible membership limited to parents and adults without dependent children, earning up to 138% of the federal poverty level. In addition, for the Prepaid Mental Health Plans, there are also separate MLR calculations for mental health (MH) and substance use disorder (SUD) services. These are indicated below for this specific PMHP: Legacy MH MLR: 68.2%; Legacy SUD MLR: 74.0% Expansion MH MLR: non-credible/NA; Expansion SUD MLR: non-credible/NA</p>
D1.II.3	<p>MLR reporting period discrepancies</p> <p>Does the data reported in item D1.II.1a cover a different time period than the MCPAR report?</p>	<p>Health Choice Utah</p> <p>Yes 07/01/2019 06/30/2020</p> <p>Healthy U</p> <p>Yes 07/01/2019 06/30/2020</p> <p>Molina Healthcare</p> <p>Yes 07/01/2019 06/30/2020</p> <p>SelectHealth Community Care</p> <p>Yes 07/01/2019 06/30/2020</p> <p>Integrated Care Health Choice Utah</p> <p>Yes 07/01/2019 06/30/2020</p>

Number	Indicator	Response
		<p>Integrated Care Healthy U</p> <p>Yes 07/01/2019 06/30/2020</p>
		<p>Integrated Care Molina Healthcare</p> <p>Yes 07/01/2019 06/30/2020</p>
		<p>Integrated Care SelectHealth Community Care</p> <p>Yes 07/01/2019 06/30/2020</p>
		<p>MCNA Medicaid Dental</p> <p>Yes 07/01/2019 06/30/2020</p>
		<p>Premier Access Medicaid Dental</p> <p>Yes 07/01/2019 06/30/2020</p>
		<p>Bear River Mental Health Services</p> <p>Yes 07/01/2019 06/30/2020</p>
		<p>Central Utah Counseling Center</p> <p>Yes 07/01/2019 06/30/2020</p>
		<p>Davis Behavioral Health Services</p> <p>Yes 07/01/2019 06/30/2020</p>
		<p>Four Corners Community Behavioral Health</p> <p>Yes 07/01/2019 06/30/2020</p>
		<p>Healthy U Behavioral Health</p> <p>Yes</p>

Number	Indicator	Response
		07/01/2019 06/30/2020
		Northeastern Counseling Center
		Yes 07/01/2019 06/30/2020
		Salt Lake County Behavioral Health Services
		Yes 07/01/2019 06/30/2020
		Southwest Behavioral Health Center
		Yes 07/01/2019 06/30/2020
		United Behavioral Health, Inc.
		Yes 07/01/2019 06/30/2020
		Wasatch Behavioral Health Special Service District
		Yes 07/01/2019 06/30/2020
		Weber Human Services
		Yes 07/01/2019 06/30/2020

Topic III. Encounter Data

Number	Indicator	Response
D1.III.1	Definition of timely encounter data submissions Describe the state's standard for timely encounter data submissions used in this program.	Health Choice Utah To be considered a timely encounter data submission, the encounter must be submitted within 30 calendar days of the service or claim adjudication date. Healthy U

Number	Indicator	Response
	If reporting frequencies and standards differ by type of encounter within this program, please explain.	To be considered a timely encounter data submission, the encounter must be submitted within 30 calendar days of the service or claim adjudication date.
		Molina Healthcare
		To be considered a timely encounter data submission, the encounter must be submitted within 30 calendar days of the service or claim adjudication date.
		SelectHealth Community Care
		To be considered a timely encounter data submission, the encounter must be submitted within 30 calendar days of the service or claim adjudication date.
		Integrated Care Health Choice Utah
		To be considered a timely encounter data submission, the encounter must be submitted within 30 calendar days of the service or claim adjudication date.
		Integrated Care Healthy U
		To be considered a timely encounter data submission, the encounter must be submitted within 30 calendar days of the service or claim adjudication date.
		Integrated Care Molina Healthcare
		To be considered a timely encounter data submission, the encounter must be submitted within 30 calendar days of the service or claim adjudication date.
		Integrated Care SelectHealth Community Care
		To be considered a timely encounter data submission, the encounter must be submitted within 30 calendar days of the service or claim adjudication date.
		MCNA Medicaid Dental
		To be considered a timely encounter data submission, the encounter must be submitted within 30 calendar days of the service or claim adjudication date.
		Premier Access Medicaid Dental

Number	Indicator	Response
		<p>To be considered a timely encounter data submission, the encounter must be submitted within 30 calendar days of the service or claim adjudication date.</p>
		<p>Bear River Mental Health Services</p>
		<p>To be considered a timely encounter data submission, the encounter must be submitted within 30 calendar days of the service or claim adjudication date.</p>
		<p>Central Utah Counseling Center</p>
		<p>To be considered a timely encounter data submission, the encounter must be submitted within 30 calendar days of the service or claim adjudication date.</p>
		<p>Davis Behavioral Health Services</p>
		<p>To be considered a timely encounter data submission, the encounter must be submitted within 30 calendar days of the service or claim adjudication date.</p>
		<p>Four Corners Community Behavioral Health</p>
		<p>To be considered a timely encounter data submission, the encounter must be submitted within 30 calendar days of the service or claim adjudication date.</p>
		<p>Healthy U Behavioral Health</p>
		<p>To be considered a timely encounter data submission, the encounter must be submitted within 30 calendar days of the service or claim adjudication date.</p>
		<p>Northeastern Counseling Center</p>
		<p>To be considered a timely encounter data submission, the encounter must be submitted within 30 calendar days of the service or claim adjudication date.</p>
		<p>Salt Lake County Behavioral Health Services</p>
		<p>To be considered a timely encounter data submission, the encounter must be submitted within 30 calendar days of the service or claim adjudication date.</p>
		<p>Southwest Behavioral Health Center</p>

Number	Indicator	Response
		<p>To be considered a timely encounter data submission, the encounter must be submitted within 30 calendar days of the service or claim adjudication date.</p> <p>United Behavioral Health, Inc.</p> <p>To be considered a timely encounter data submission, the encounter must be submitted within 30 calendar days of the service or claim adjudication date.</p> <p>Wasatch Behavioral Health Special Service District</p> <p>To be considered a timely encounter data submission, the encounter must be submitted within 30 calendar days of the service or claim adjudication date.</p> <p>Weber Human Services</p> <p>To be considered a timely encounter data submission, the encounter must be submitted within 30 calendar days of the service or claim adjudication date.</p>
D1.III.2	<p>Share of encounter data submissions that met state’s timely submission requirements</p> <p>What percent of the plan’s encounter data file submissions (submitted during the reporting period) met state requirements for timely submission?</p> <p>If the state has not yet received any encounter data file submissions for the entire contract period when it submits this report, the state should enter here the percentage of encounter data submissions that were compliant out of the file submissions it has received from the managed care plan for the reporting period.</p>	<p>Health Choice Utah</p> <p>89.92%</p> <p>Healthy U</p> <p>99.68%</p> <p>Molina Healthcare</p> <p>99.29%</p> <p>SelectHealth Community Care</p> <p>96.78%</p> <p>Integrated Care Health Choice Utah</p> <p>92.38%</p> <p>Integrated Care Healthy U</p> <p>99.83%</p> <p>Integrated Care Molina Healthcare</p>

Number	Indicator	Response
		99.67%
		Integrated Care SelectHealth Community Care
		98.29%
		MCNA Medicaid Dental
		97.04%
		Premier Access Medicaid Dental
		99.54%
		Bear River Mental Health Services
		96.61%
		Central Utah Counseling Center
		100%
		Davis Behavioral Health Services
		99.57%
		Four Corners Community Behavioral Health
		99.83%
		Healthy U Behavioral Health
		99.85%
		Northeastern Counseling Center
		99.98%
		Salt Lake County Behavioral Health Services
		41.89%
		Southwest Behavioral Health Center
		99.93%

Number	Indicator	Response
		<p>United Behavioral Health, Inc.</p> <p>42.55%</p>
		<p>Wasatch Behavioral Health Special Service District</p> <p>99.97%</p>
		<p>Weber Human Services</p> <p>99.98%</p>
D1.III.3	<p>Share of encounter data submissions that were HIPAA compliant</p> <p>What percent of the plan's encounter data submissions (submitted during the reporting period) met state requirements for HIPAA compliance? If the state has not yet received encounter data submissions for the entire contract period when it submits this report, enter here percentage of encounter data submissions that were compliant out of the proportion received from the managed care plan for the reporting period.</p>	<p>Health Choice Utah</p> <p>76.25%</p> <p>Healthy U</p> <p>95.24%</p> <p>Molina Healthcare</p> <p>99.76%</p> <p>SelectHealth Community Care</p> <p>88.62%</p> <p>Integrated Care Health Choice Utah</p> <p>86.96%</p> <p>Integrated Care Healthy U</p> <p>95.04%</p> <p>Integrated Care Molina Healthcare</p> <p>100%</p> <p>Integrated Care SelectHealth Community Care</p> <p>93.14%</p> <p>MCNA Medicaid Dental</p> <p>98.33%</p>

Number	Indicator	Response
		Premier Access Medicaid Dental 82.09%
		Bear River Mental Health Services 83.64%
		Central Utah Counseling Center 63.49%
		Davis Behavioral Health Services 92.77%
		Four Corners Community Behavioral Health 64.12%
		Healthy U Behavioral Health 89.5%
		Northeastern Counseling Center 82.14%
		Salt Lake County Behavioral Health Services 59.47%
		Southwest Behavioral Health Center 83.61%
		United Behavioral Health, Inc. 85.29%
		Wasatch Behavioral Health Special Service District 96.69%
		Weber Human Services 89.74%

Number	Indicator	Response
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Topic IV. Appeals, State Fair Hearings & Grievances

Number	Indicator	Response
D1.IV.1	<p>Appeals resolved (at the plan level)</p> <p>Enter the total number of appeals resolved as of the first day of the last month of the reporting year. An appeal is "resolved" at the plan level when the plan has issued a decision, regardless of whether the decision was wholly or partially favorable or adverse to the beneficiary, and regardless of whether the beneficiary (or the beneficiary's representative) chooses to file a request for a State Fair Hearing or External Medical Review.</p>	<p>Health Choice Utah</p> <p>223</p> <p>Healthy U</p> <p>3,483</p> <p>Molina Healthcare</p> <p>275</p> <p>SelectHealth Community Care</p> <p>1,499</p> <p>Integrated Care Health Choice Utah</p> <p>193</p> <p>Integrated Care Healthy U</p> <p>726</p> <p>Integrated Care Molina Healthcare</p> <p>106</p> <p>Integrated Care SelectHealth Community Care</p> <p>433</p> <p>MCNA Medicaid Dental</p> <p>44</p> <p>Premier Access Medicaid Dental</p> <p>220</p>

Number	Indicator	Response
		Bear River Mental Health Services
		0
		Central Utah Counseling Center
		0
		Davis Behavioral Health Services
		6
		Four Corners Community Behavioral Health
		0
		Healthy U Behavioral Health
		1
		Northeastern Counseling Center
		3
		Salt Lake County Behavioral Health Services
		38
		Southwest Behavioral Health Center
		0
		United Behavioral Health, Inc.
		2
		Wasatch Behavioral Health Special Service District
		60
		Weber Human Services
		16

Number	Indicator	Response
D1.IV.2	<p>Active appeals</p> <p>Enter the total number of appeals still pending or in process (not yet resolved) as of the first day of the last month of the reporting year.</p>	<p>Health Choice Utah</p> <p>2</p> <p>Healthy U</p> <p>2</p> <p>Molina Healthcare</p> <p>0</p> <p>SelectHealth Community Care</p> <p>18</p> <p>Integrated Care Health Choice Utah</p> <p>1</p> <p>Integrated Care Healthy U</p> <p>1</p> <p>Integrated Care Molina Healthcare</p> <p>5</p> <p>Integrated Care SelectHealth Community Care</p> <p>11</p> <p>MCNA Medicaid Dental</p> <p>2</p> <p>Premier Access Medicaid Dental</p> <p>0</p> <p>Bear River Mental Health Services</p> <p>0</p> <p>Central Utah Counseling Center</p> <p>0</p>

Number	Indicator	Response
		Davis Behavioral Health Services
		0
		Four Corners Community Behavioral Health
		0
		Healthy U Behavioral Health
		0
		Northeastern Counseling Center
		0
		Salt Lake County Behavioral Health Services
		0
		Southwest Behavioral Health Center
		0
		United Behavioral Health, Inc.
		0
		Wasatch Behavioral Health Special Service District
		0
		Weber Human Services
		0
D1.IV.3	Appeals filed on behalf of LTSS users	Health Choice Utah
	Enter the total number of appeals filed during the reporting year by or on behalf of LTSS users. Enter "N/A" if not applicable.	N/A
	An LTSS user is an enrollee who received at least one LTSS service at	Healthy U
		N/A

Number	Indicator	Response
	any point during the reporting year (regardless of whether the enrollee was actively receiving LTSS at the time that the appeal was filed).	<p data-bbox="743 170 1036 201">Molina Healthcare</p> <p data-bbox="743 233 789 254">N/A</p> <p data-bbox="743 317 1219 348">SelectHealth Community Care</p> <p data-bbox="743 380 789 401">N/A</p> <p data-bbox="743 464 1308 495">Integrated Care Health Choice Utah</p> <p data-bbox="743 527 789 548">N/A</p> <p data-bbox="743 611 1157 642">Integrated Care Healthy U</p> <p data-bbox="743 674 789 695">N/A</p> <p data-bbox="743 758 1295 789">Integrated Care Molina Healthcare</p> <p data-bbox="743 821 789 842">N/A</p> <p data-bbox="743 905 1203 978">Integrated Care SelectHealth Community Care</p> <p data-bbox="743 1010 789 1031">N/A</p> <p data-bbox="743 1094 1109 1125">MCNA Medicaid Dental</p> <p data-bbox="743 1157 789 1178">N/A</p> <p data-bbox="743 1241 1252 1272">Premier Access Medicaid Dental</p> <p data-bbox="743 1304 789 1325">N/A</p> <p data-bbox="743 1388 1284 1419">Bear River Mental Health Services</p> <p data-bbox="743 1451 789 1472">N/A</p> <p data-bbox="743 1535 1247 1566">Central Utah Counseling Center</p> <p data-bbox="743 1598 789 1619">N/A</p> <p data-bbox="743 1682 1263 1713">Davis Behavioral Health Services</p> <p data-bbox="743 1745 789 1766">N/A</p> <p data-bbox="743 1829 1325 1902">Four Corners Community Behavioral Health</p> <p data-bbox="743 1934 789 1955">N/A</p>

Number	Indicator	Response
		<p>Healthy U Behavioral Health</p> <p>N/A</p>
		<p>Northeastern Counseling Center</p> <p>N/A</p>
		<p>Salt Lake County Behavioral Health Services</p> <p>N/A</p>
		<p>Southwest Behavioral Health Center</p> <p>N/A</p>
		<p>United Behavioral Health, Inc.</p> <p>N/A</p>
		<p>Wasatch Behavioral Health Special Service District</p> <p>N/A</p>
		<p>Weber Human Services</p> <p>N/A</p>
D1.IV.4	<p>Number of critical incidents filed during the reporting period by (or on behalf of) an LTSS user who previously filed an appeal</p>	<p>Health Choice Utah</p>
		N/A
		<p>Healthy U</p> <p>N/A</p>
		<p>Molina Healthcare</p> <p>N/A</p>
		<p>SelectHealth Community Care</p> <p>N/A</p>
		<p>Integrated Care Health Choice Utah</p> <p>N/A</p>
	<p>For managed care plans that cover LTSS, enter the number of critical incidents filed within the reporting period by (or on behalf of) LTSS users who previously filed appeals in the reporting year. If the managed care plan does not cover LTSS, enter "N/A".</p> <p>Also, if the state already submitted this data for the reporting year via</p>	

Number	Indicator	Response
	<p>the CMS readiness review appeal and grievance report (because the managed care program or plan were new or serving new populations during the reporting year), and the readiness review tool was submitted for at least 6 months of the reporting year, enter "N/A".</p> <p>The appeal and critical incident do not have to have been "related" to the same issue - they only need to have been filed by (or on behalf of) the same enrollee. Neither the critical incident nor the appeal need to have been filed in relation to delivery of LTSS — they may have been filed for any reason, related to any service received (or desired) by an LTSS user.</p> <p>To calculate this number, states or managed care plans should first identify the LTSS users for whom critical incidents were filed during the reporting year, then determine whether those enrollees had filed an appeal during the reporting year, and whether the filing of the appeal preceded the filing of the critical incident.</p>	<p>Integrated Care Healthy U N/A</p> <p>Integrated Care Molina Healthcare N/A</p> <p>Integrated Care SelectHealth Community Care N/A</p> <p>MCNA Medicaid Dental N/A</p> <p>Premier Access Medicaid Dental N/A</p> <p>Bear River Mental Health Services N/A</p> <p>Central Utah Counseling Center N/A</p> <p>Davis Behavioral Health Services N/A</p> <p>Four Corners Community Behavioral Health N/A</p> <p>Healthy U Behavioral Health N/A</p> <p>Northeastern Counseling Center N/A</p> <p>Salt Lake County Behavioral Health Services N/A</p>

Number	Indicator	Response
		<p>Southwest Behavioral Health Center</p> <p>N/A</p>
		<p>United Behavioral Health, Inc.</p> <p>N/A</p>
		<p>Wasatch Behavioral Health Special Service District</p> <p>N/A</p>
		<p>Weber Human Services</p> <p>N/A</p>
D1.IV.5a	<p>Standard appeals for which timely resolution was provided</p> <p>Enter the total number of standard appeals for which timely resolution was provided by plan during the reporting period. See 42 CFR §438.408(b)(2) for requirements related to timely resolution of standard appeals.</p>	<p>Health Choice Utah</p> <p>215</p> <p>Healthy U</p> <p>3,471</p> <p>Molina Healthcare</p> <p>263</p> <p>SelectHealth Community Care</p> <p>1,501</p> <p>Integrated Care Health Choice Utah</p> <p>186</p> <p>Integrated Care Healthy U</p> <p>712</p> <p>Integrated Care Molina Healthcare</p> <p>104</p>

Number	Indicator	Response
		Integrated Care SelectHealth Community Care
		400
		MCNA Medicaid Dental
		39
		Premier Access Medicaid Dental
		240
		Bear River Mental Health Services
		0
		Central Utah Counseling Center
		0
		Davis Behavioral Health Services
		6
		Four Corners Community Behavioral Health
		0
		Healthy U Behavioral Health
		1
		Northeastern Counseling Center
		3
		Salt Lake County Behavioral Health Services
		38
		Southwest Behavioral Health Center
		0
		United Behavioral Health, Inc.
		2

Number	Indicator	Response
		<p>Wasatch Behavioral Health Special Service District</p> <p>59</p> <p>Weber Human Services</p> <p>16</p>
D1.IV.5b	<p>Expedited appeals for which timely resolution was provided</p> <p>Enter the total number of expedited appeals for which timely resolution was provided by plan during the reporting period. See 42 CFR §438.408(b)(3) for requirements related to timely resolution of standard appeals.</p>	<p>Health Choice Utah</p> <p>1</p> <p>Healthy U</p> <p>5</p> <p>Molina Healthcare</p> <p>17</p> <p>SelectHealth Community Care</p> <p>16</p> <p>Integrated Care Health Choice Utah</p> <p>2</p> <p>Integrated Care Healthy U</p> <p>5</p> <p>Integrated Care Molina Healthcare</p> <p>8</p> <p>Integrated Care SelectHealth Community Care</p> <p>2</p> <p>MCNA Medicaid Dental</p> <p>0</p> <p>Premier Access Medicaid Dental</p> <p>0</p>

Number	Indicator	Response
		Bear River Mental Health Services
		0
		Central Utah Counseling Center
		0
		Davis Behavioral Health Services
		0
		Four Corners Community Behavioral Health
		0
		Healthy U Behavioral Health
		0
		Northeastern Counseling Center
		0
		Salt Lake County Behavioral Health Services
		0
		Southwest Behavioral Health Center
		0
		United Behavioral Health, Inc.
		0
		Wasatch Behavioral Health Special Service District
		0
		Weber Human Services
		0

Number	Indicator	Response
D1.IV.6a	<p>Resolved appeals related to denial of authorization or limited authorization of a service</p> <p>Enter the total number of appeals resolved by the plan during the reporting year that were related to the plan's denial of authorization for a service not yet rendered or limited authorization of a service. (Appeals related to denial of payment for a service already rendered should be counted in indicator D1.IV.6c).</p>	<p>Health Choice Utah 72</p> <p>Healthy U 388</p> <p>Molina Healthcare 123</p> <p>SelectHealth Community Care 161</p> <p>Integrated Care Health Choice Utah 59</p> <p>Integrated Care Healthy U 100</p> <p>Integrated Care Molina Healthcare 35</p> <p>Integrated Care SelectHealth Community Care 61</p> <p>MCNA Medicaid Dental 45</p> <p>Premier Access Medicaid Dental 16</p> <p>Bear River Mental Health Services 0</p> <p>Central Utah Counseling Center 0</p>

Number	Indicator	Response
		Davis Behavioral Health Services
		0
		Four Corners Community Behavioral Health
		0
		Healthy U Behavioral Health
		0
		Northeastern Counseling Center
		0
		Salt Lake County Behavioral Health Services
		18
		Southwest Behavioral Health Center
		0
		United Behavioral Health, Inc.
		2
		Wasatch Behavioral Health Special Service District
		32
		Weber Human Services
		10
D1.IV.6b	Resolved appeals related to reduction, suspension, or termination of a previously authorized service	Health Choice Utah
		0
		Healthy U
		0
	Enter the total number of appeals resolved by the plan during the	

Number	Indicator	Response
	reporting year that were related to the plan's reduction, suspension, or termination of a previously authorized service.	<p>Molina Healthcare</p> <p>0</p>
		<p>SelectHealth Community Care</p> <p>12</p>
		<p>Integrated Care Health Choice Utah</p> <p>0</p>
		<p>Integrated Care Healthy U</p> <p>0</p>
		<p>Integrated Care Molina Healthcare</p> <p>0</p>
		<p>Integrated Care SelectHealth Community Care</p> <p>0</p>
		<p>MCNA Medicaid Dental</p> <p>0</p>
		<p>Premier Access Medicaid Dental</p> <p>0</p>
		<p>Bear River Mental Health Services</p> <p>0</p>
		<p>Central Utah Counseling Center</p> <p>0</p>
		<p>Davis Behavioral Health Services</p> <p>0</p>
		<p>Four Corners Community Behavioral Health</p> <p>0</p>

Number	Indicator	Response
		<p>Healthy U Behavioral Health</p> <p>0</p> <p>Northeastern Counseling Center</p> <p>0</p> <p>Salt Lake County Behavioral Health Services</p> <p>0</p> <p>Southwest Behavioral Health Center</p> <p>0</p> <p>United Behavioral Health, Inc.</p> <p>0</p> <p>Wasatch Behavioral Health Special Service District</p> <p>0</p> <p>Weber Human Services</p> <p>0</p>
D1.IV.6c	<p>Resolved appeals related to payment denial</p> <p>Enter the total number of appeals resolved by the plan during the reporting year that were related to the plan's denial, in whole or in part, of payment for a service that was already rendered.</p>	<p>Health Choice Utah</p> <p>0</p> <p>Healthy U</p> <p>1,809</p> <p>Molina Healthcare</p> <p>69</p> <p>SelectHealth Community Care</p> <p>562</p> <p>Integrated Care Health Choice Utah</p> <p>0</p>

Number	Indicator	Response
		Integrated Care Healthy U 350
		Integrated Care Molina Healthcare 20
		Integrated Care SelectHealth Community Care 102
		MCNA Medicaid Dental 0
		Premier Access Medicaid Dental 0
		Bear River Mental Health Services 0
		Central Utah Counseling Center 0
		Davis Behavioral Health Services 6
		Four Corners Community Behavioral Health 0
		Healthy U Behavioral Health 1
		Northeastern Counseling Center 3
		Salt Lake County Behavioral Health Services 20

Number	Indicator	Response
		<p>Southwest Behavioral Health Center</p> <p>0</p> <p>United Behavioral Health, Inc.</p> <p>0</p> <p>Wasatch Behavioral Health Special Service District</p> <p>27</p> <p>Weber Human Services</p> <p>6</p>
D1.IV.6d	<p>Resolved appeals related to service timeliness</p> <p>Enter the total number of appeals resolved by the plan during the reporting year that were related to the plan's failure to provide services in a timely manner (as defined by the state).</p>	<p>Health Choice Utah</p> <p>0</p> <p>Healthy U</p> <p>221</p> <p>Molina Healthcare</p> <p>0</p> <p>SelectHealth Community Care</p> <p>69</p> <p>Integrated Care Health Choice Utah</p> <p>0</p> <p>Integrated Care Healthy U</p> <p>10</p> <p>Integrated Care Molina Healthcare</p> <p>0</p>

Number	Indicator	Response
		Integrated Care SelectHealth Community Care
		10
		MCNA Medicaid Dental
		0
		Premier Access Medicaid Dental
		0
		Bear River Mental Health Services
		0
		Central Utah Counseling Center
		0
		Davis Behavioral Health Services
		0
		Four Corners Community Behavioral Health
		0
		Healthy U Behavioral Health
		0
		Northeastern Counseling Center
		0
		Salt Lake County Behavioral Health Services
		0
		Southwest Behavioral Health Center
		0
		United Behavioral Health, Inc.
		0

Number	Indicator	Response
		<p>Wasatch Behavioral Health Special Service District</p> <p>0</p> <p>Weber Human Services</p> <p>0</p>
D1.IV.6e	<p>Resolved appeals related to lack of timely plan response to an appeal or grievance</p> <p>Enter the total number of appeals resolved by the plan during the reporting year that were related to the plan's failure to act within the timeframes provided at 42 CFR §438.408(b)(1) and (2) regarding the standard resolution of grievances and appeals.</p>	<p>Health Choice Utah</p> <p>0</p> <p>Healthy U</p> <p>0</p> <p>Molina Healthcare</p> <p>0</p> <p>SelectHealth Community Care</p> <p>0</p> <p>Integrated Care Health Choice Utah</p> <p>0</p> <p>Integrated Care Healthy U</p> <p>0</p> <p>Integrated Care Molina Healthcare</p> <p>0</p> <p>Integrated Care SelectHealth Community Care</p> <p>0</p> <p>MCNA Medicaid Dental</p> <p>0</p> <p>Premier Access Medicaid Dental</p> <p>0</p>

Number	Indicator	Response
		Bear River Mental Health Services
		0
		Central Utah Counseling Center
		0
		Davis Behavioral Health Services
		0
		Four Corners Community Behavioral Health
		0
		Healthy U Behavioral Health
		0
		Northeastern Counseling Center
		0
		Salt Lake County Behavioral Health Services
		0
		Southwest Behavioral Health Center
		0
		United Behavioral Health, Inc.
		0
		Wasatch Behavioral Health Special Service District
		1
		Weber Human Services
		0

Number	Indicator	Response
D1.IV.6f	<p>Resolved appeals related to plan denial of an enrollee's right to request out-of-network care</p> <p>Enter the total number of appeals resolved by the plan during the reporting year that were related to the plan's denial of an enrollee's request to exercise their right, under 42 CFR §438.52(b)(2)(ii), to obtain services outside the network (only applicable to residents of rural areas with only one MCO).</p>	<p>Health Choice Utah N/A</p> <p>Healthy U N/A</p> <p>Molina Healthcare N/A</p> <p>SelectHealth Community Care N/A</p> <p>Integrated Care Health Choice Utah N/A</p> <p>Integrated Care Healthy U N/A</p> <p>Integrated Care Molina Healthcare N/A</p> <p>Integrated Care SelectHealth Community Care N/A</p> <p>MCNA Medicaid Dental N/A</p> <p>Premier Access Medicaid Dental N/A</p> <p>Bear River Mental Health Services 0</p> <p>Central Utah Counseling Center 0</p>

Number	Indicator	Response
		Davis Behavioral Health Services
		0
		Four Corners Community Behavioral Health
		0
		Healthy U Behavioral Health
		0
		Northeastern Counseling Center
		0
		Salt Lake County Behavioral Health Services
		0
		Southwest Behavioral Health Center
		0
		United Behavioral Health, Inc.
		0
		Wasatch Behavioral Health Special Service District
		0
		Weber Human Services
		0
D1.IV.6g	Resolved appeals related to denial of an enrollee's request to dispute financial liability	Health Choice Utah
		0
		Healthy U
		0
	Enter the total number of appeals resolved by the plan during the reporting year that were related to	

Number	Indicator	Response
	the plan's denial of an enrollee's request to dispute a financial liability.	Molina Healthcare 0
		SelectHealth Community Care 6
		Integrated Care Health Choice Utah 0
		Integrated Care Healthy U 0
		Integrated Care Molina Healthcare 0
		Integrated Care SelectHealth Community Care 0
		MCNA Medicaid Dental 0
		Premier Access Medicaid Dental 0
		Bear River Mental Health Services 0
		Central Utah Counseling Center 0
		Davis Behavioral Health Services 0
		Four Corners Community Behavioral Health 0

Number	Indicator	Response
		Healthy U Behavioral Health
		0
		Northeastern Counseling Center
		0
		Salt Lake County Behavioral Health Services
		0
		Southwest Behavioral Health Center
		0
		United Behavioral Health, Inc.
		0
		Wasatch Behavioral Health Special Service District
		0
		Weber Human Services
		0

Topic IV. Appeals, State Fair Hearings & Grievances

Number	Indicator	Response
D1.IV.7a	<p>Resolved appeals related to general inpatient services</p>	Health Choice Utah
		5
	<p>Enter the total number of appeals resolved by the plan during the reporting year that were related to general inpatient care, including diagnostic and laboratory services. Do not include appeals related to inpatient behavioral health services –</p>	Healthy U
		31
		Molina Healthcare
		0

Number	Indicator	Response
	those should be included in indicator D1.IV.7c. If the managed care plan does not cover general inpatient services, enter "N/A".	SelectHealth Community Care 35
		Integrated Care Health Choice Utah 0
		Integrated Care Healthy U 9
		Integrated Care Molina Healthcare 0
		Integrated Care SelectHealth Community Care 19
		MCNA Medicaid Dental N/A
		Premier Access Medicaid Dental N/A
		Bear River Mental Health Services N/A
		Central Utah Counseling Center N/A
		Davis Behavioral Health Services N/A
		Four Corners Community Behavioral Health N/A
		Healthy U Behavioral Health N/A

Number	Indicator	Response
		<p>Northeastern Counseling Center</p> <p>N/A</p> <p>Salt Lake County Behavioral Health Services</p> <p>N/A</p> <p>Southwest Behavioral Health Center</p> <p>N/A</p> <p>United Behavioral Health, Inc.</p> <p>N/A</p> <p>Wasatch Behavioral Health Special Service District</p> <p>N/A</p> <p>Weber Human Services</p> <p>N/A</p>
D1.IV.7b	<p>Resolved appeals related to general outpatient services</p> <p>Enter the total number of appeals resolved by the plan during the reporting year that were related to general outpatient care, including diagnostic and laboratory services. Please do not include appeals related to outpatient behavioral health services – those should be included in indicator D1.IV.7d. If the managed care plan does not cover general outpatient services, enter "N/A".</p>	<p>Health Choice Utah</p> <p>131</p> <p>Healthy U</p> <p>917</p> <p>Molina Healthcare</p> <p>37</p> <p>SelectHealth Community Care</p> <p>292</p> <p>Integrated Care Health Choice Utah</p> <p>129</p> <p>Integrated Care Healthy U</p> <p>187</p>

Number	Indicator	Response
		Integrated Care Molina Healthcare 24
		Integrated Care SelectHealth Community Care 125
		MCNA Medicaid Dental N/A
		Premier Access Medicaid Dental N/A
		Bear River Mental Health Services N/A
		Central Utah Counseling Center N/A
		Davis Behavioral Health Services N/A
		Four Corners Community Behavioral Health N/A
		Healthy U Behavioral Health N/A
		Northeastern Counseling Center N/A
		Salt Lake County Behavioral Health Services N/A
		Southwest Behavioral Health Center N/A

Number	Indicator	Response
		<p>United Behavioral Health, Inc.</p> <p>N/A</p> <p>Wasatch Behavioral Health Special Service District</p> <p>N/A</p> <p>Weber Human Services</p> <p>N/A</p>
D1.IV.7c	<p>Resolved appeals related to inpatient behavioral health services</p> <p>Enter the total number of appeals resolved by the plan during the reporting year that were related to inpatient mental health and/or substance use services. If the managed care plan does not cover inpatient behavioral health services, enter "N/A".</p>	<p>Health Choice Utah</p> <p>N/A</p> <p>Healthy U</p> <p>N/A</p> <p>Molina Healthcare</p> <p>N/A</p> <p>SelectHealth Community Care</p> <p>N/A</p> <p>Integrated Care Health Choice Utah</p> <p>0</p> <p>Integrated Care Healthy U</p> <p>0</p> <p>Integrated Care Molina Healthcare</p> <p>1</p> <p>Integrated Care SelectHealth Community Care</p> <p>13</p>

Number	Indicator	Response
		MCNA Medicaid Dental
		N/A
		Premier Access Medicaid Dental
		N/A
		Bear River Mental Health Services
		0
		Central Utah Counseling Center
		0
		Davis Behavioral Health Services
		5
		Four Corners Community Behavioral Health
		0
		Healthy U Behavioral Health
		0
		Northeastern Counseling Center
		2
		Salt Lake County Behavioral Health Services
		23
		Southwest Behavioral Health Center
		0
		United Behavioral Health, Inc.
		2
		Wasatch Behavioral Health Special Service District
		60

Number	Indicator	Response
		Weber Human Services
		16
D1.IV.7d	Resolved appeals related to outpatient behavioral health services	Health Choice Utah
	Enter the total number of appeals resolved by the plan during the reporting year that were related to outpatient mental health and/or substance use services. If the managed care plan does not cover outpatient behavioral health services, enter "N/A".	N/A
		Healthy U
		N/A
		Molina Healthcare
		N/A
		SelectHealth Community Care
		N/A
		Integrated Care Health Choice Utah
		0
		Integrated Care Healthy U
		12
		Integrated Care Molina Healthcare
		0
		Integrated Care SelectHealth Community Care
		3
		MCNA Medicaid Dental
		N/A
		Premier Access Medicaid Dental
		N/A
		Bear River Mental Health Services
		0

Number	Indicator	Response
		<p>Central Utah Counseling Center</p> <p>0</p> <p>Davis Behavioral Health Services</p> <p>1</p> <p>Four Corners Community Behavioral Health</p> <p>0</p> <p>Healthy U Behavioral Health</p> <p>1</p> <p>Northeastern Counseling Center</p> <p>1</p> <p>Salt Lake County Behavioral Health Services</p> <p>15</p> <p>Southwest Behavioral Health Center</p> <p>0</p> <p>United Behavioral Health, Inc.</p> <p>0</p> <p>Wasatch Behavioral Health Special Service District</p> <p>0</p> <p>Weber Human Services</p> <p>0</p>
D1.IV.7e	<p>Resolved appeals related to covered outpatient prescription drugs</p>	<p>Health Choice Utah</p> <p>2</p>

Number	Indicator	Response
	Enter the total number of appeals resolved by the plan during the reporting year that were related to outpatient prescription drugs covered by the managed care plan. If the managed care plan does not cover outpatient prescription drugs, enter "N/A".	<p>Healthy U 65</p> <p>Molina Healthcare 35</p> <p>SelectHealth Community Care 239</p> <p>Integrated Care Health Choice Utah 6</p> <p>Integrated Care Healthy U 49</p> <p>Integrated Care Molina Healthcare 26</p> <p>Integrated Care SelectHealth Community Care 95</p> <p>MCNA Medicaid Dental N/A</p> <p>Premier Access Medicaid Dental N/A</p> <p>Bear River Mental Health Services N/A</p> <p>Central Utah Counseling Center N/A</p> <p>Davis Behavioral Health Services N/A</p>

Number	Indicator	Response
		<p>Four Corners Community Behavioral Health</p> <p>N/A</p>
		<p>Healthy U Behavioral Health</p> <p>N/A</p>
		<p>Northeastern Counseling Center</p> <p>N/A</p>
		<p>Salt Lake County Behavioral Health Services</p> <p>N/A</p>
		<p>Southwest Behavioral Health Center</p> <p>N/A</p>
		<p>United Behavioral Health, Inc.</p> <p>N/A</p>
		<p>Wasatch Behavioral Health Special Service District</p> <p>N/A</p>
		<p>Weber Human Services</p> <p>N/A</p>
D1.IV.7f	<p>Resolved appeals related to skilled nursing facility (SNF) services</p> <p>Enter the total number of appeals resolved by the plan during the reporting year that were related to SNF services. If the managed care plan does not cover skilled nursing services, enter "N/A".</p>	<p>Health Choice Utah</p> <p>4</p> <p>Healthy U</p> <p>11</p> <p>Molina Healthcare</p> <p>11</p>

Number	Indicator	Response
		SelectHealth Community Care
		110
		Integrated Care Health Choice Utah
		0
		Integrated Care Healthy U
		8
		Integrated Care Molina Healthcare
		10
		Integrated Care SelectHealth Community Care
		16
		MCNA Medicaid Dental
		N/A
		Premier Access Medicaid Dental
		N/A
		Bear River Mental Health Services
		N/A
		Central Utah Counseling Center
		N/A
		Davis Behavioral Health Services
		N/A
		Four Corners Community Behavioral Health
		N/A
		Healthy U Behavioral Health
		N/A

Number	Indicator	Response
		<p>Northeastern Counseling Center</p> <p>N/A</p> <p>Salt Lake County Behavioral Health Services</p> <p>N/A</p> <p>Southwest Behavioral Health Center</p> <p>N/A</p> <p>United Behavioral Health, Inc.</p> <p>N/A</p> <p>Wasatch Behavioral Health Special Service District</p> <p>N/A</p> <p>Weber Human Services</p> <p>N/A</p>
D1.IV.7g	<p>Resolved appeals related to long-term services and supports (LTSS)</p> <p>Enter the total number of appeals resolved by the plan during the reporting year that were related to institutional LTSS or LTSS provided through home and community-based (HCBS) services, including personal care and self-directed services. If the managed care plan does not cover LTSS services, enter "N/A".</p>	<p>Health Choice Utah</p> <p>N/A</p> <p>Healthy U</p> <p>N/A</p> <p>Molina Healthcare</p> <p>N/A</p> <p>SelectHealth Community Care</p> <p>N/A</p> <p>Integrated Care Health Choice Utah</p> <p>N/A</p> <p>Integrated Care Healthy U</p> <p>N/A</p>

Number	Indicator	Response
		Integrated Care Molina Healthcare N/A
		Integrated Care SelectHealth Community Care N/A
		MCNA Medicaid Dental N/A
		Premier Access Medicaid Dental N/A
		Bear River Mental Health Services N/A
		Central Utah Counseling Center N/A
		Davis Behavioral Health Services N/A
		Four Corners Community Behavioral Health N/A
		Healthy U Behavioral Health N/A
		Northeastern Counseling Center N/A
		Salt Lake County Behavioral Health Services N/A
		Southwest Behavioral Health Center N/A

Number	Indicator	Response
		<p>United Behavioral Health, Inc.</p> <p>N/A</p>
		<p>Wasatch Behavioral Health Special Service District</p> <p>N/A</p>
		<p>Weber Human Services</p> <p>N/A</p>
D1.IV.7h	<p>Resolved appeals related to dental services</p> <p>Enter the total number of appeals resolved by the plan during the reporting year that were related to dental services. If the managed care plan does not cover dental services, enter "N/A".</p>	<p>Health Choice Utah</p> <p>N/A</p> <p>Healthy U</p> <p>N/A</p> <p>Molina Healthcare</p> <p>N/A</p> <p>SelectHealth Community Care</p> <p>N/A</p> <p>Integrated Care Health Choice Utah</p> <p>N/A</p> <p>Integrated Care Healthy U</p> <p>N/A</p> <p>Integrated Care Molina Healthcare</p> <p>N/A</p> <p>Integrated Care SelectHealth Community Care</p> <p>N/A</p>

Number	Indicator	Response
		MCNA Medicaid Dental
		45
		Premier Access Medicaid Dental
		220
		Bear River Mental Health Services
		N/A
		Central Utah Counseling Center
		N/A
		Davis Behavioral Health Services
		N/A
		Four Corners Community Behavioral Health
		N/A
		Healthy U Behavioral Health
		N/A
		Northeastern Counseling Center
		N/A
		Salt Lake County Behavioral Health Services
		N/A
		Southwest Behavioral Health Center
		N/A
		United Behavioral Health, Inc.
		N/A
		Wasatch Behavioral Health Special Service District
		N/A

Number	Indicator	Response
		Weber Human Services N/A
D1.IV.7i	Resolved appeals related to non-emergency medical transportation (NEMT) Enter the total number of appeals resolved by the plan during the reporting year that were related to NEMT. If the managed care plan does not cover NEMT, enter "N/A".	Health Choice Utah N/A Healthy U N/A Molina Healthcare N/A SelectHealth Community Care N/A Integrated Care Health Choice Utah N/A Integrated Care Healthy U N/A Integrated Care Molina Healthcare N/A Integrated Care SelectHealth Community Care N/A MCNA Medicaid Dental N/A Premier Access Medicaid Dental N/A Bear River Mental Health Services N/A

Number	Indicator	Response
		<p>Central Utah Counseling Center</p> <p>N/A</p>
		<p>Davis Behavioral Health Services</p> <p>N/A</p>
		<p>Four Corners Community Behavioral Health</p> <p>N/A</p>
		<p>Healthy U Behavioral Health</p> <p>N/A</p>
		<p>Northeastern Counseling Center</p> <p>N/A</p>
		<p>Salt Lake County Behavioral Health Services</p> <p>N/A</p>
		<p>Southwest Behavioral Health Center</p> <p>N/A</p>
		<p>United Behavioral Health, Inc.</p> <p>N/A</p>
		<p>Wasatch Behavioral Health Special Service District</p> <p>N/A</p>
		<p>Weber Human Services</p> <p>N/A</p>
D1.IV.7j	Resolved appeals related to other service types	<p>Health Choice Utah</p> <p>N/A</p>

Number	Indicator	Response
	Enter the total number of appeals resolved by the plan during the reporting year that were related to services that do not fit into one of the categories listed above. If the managed care plan does not cover services other than those in items D1.IV.7a-i, enter "N/A".	<p>Healthy U N/A</p> <p>Molina Healthcare N/A</p> <p>SelectHealth Community Care N/A</p> <p>Integrated Care Health Choice Utah N/A</p> <p>Integrated Care Healthy U N/A</p> <p>Integrated Care Molina Healthcare N/A</p> <p>Integrated Care SelectHealth Community Care N/A</p> <p>MCNA Medicaid Dental N/A</p> <p>Premier Access Medicaid Dental N/A</p> <p>Bear River Mental Health Services N/A</p> <p>Central Utah Counseling Center N/A</p> <p>Davis Behavioral Health Services N/A</p>

Number	Indicator	Response
		Four Corners Community Behavioral Health
		N/A
		Healthy U Behavioral Health
		N/A
		Northeastern Counseling Center
		N/A
		Salt Lake County Behavioral Health Services
		N/A
		Southwest Behavioral Health Center
		N/A
		United Behavioral Health, Inc.
		N/A
		Wasatch Behavioral Health Special Service District
		N/A
		Weber Human Services
		N/A

Topic IV. Appeals, State Fair Hearings & Grievances

Number	Indicator	Response
D1.IV.8a	State Fair Hearing requests	Health Choice Utah
	Enter the total number of requests for a State Fair Hearing filed during the reporting year by plan that	3
		Healthy U

Number	Indicator	Response
	issued the adverse benefit determination.	20
		Molina Healthcare
		51
		SelectHealth Community Care
		57
		Integrated Care Health Choice Utah
		2
		Integrated Care Healthy U
		6
		Integrated Care Molina Healthcare
		6
		Integrated Care SelectHealth Community Care
		8
		MCNA Medicaid Dental
		0
		Premier Access Medicaid Dental
		2
		Bear River Mental Health Services
		0
		Central Utah Counseling Center
		0
		Davis Behavioral Health Services
		0
		Four Corners Community Behavioral Health

Number	Indicator	Response
		0
		Healthy U Behavioral Health
		0
		Northeastern Counseling Center
		0
		Salt Lake County Behavioral Health Services
		2
		Southwest Behavioral Health Center
		0
		United Behavioral Health, Inc.
		2
		Wasatch Behavioral Health Special Service District
		7
		Weber Human Services
		5
D1.IV.8b	State Fair Hearings resulting in a favorable decision for the enrollee	Health Choice Utah
		0
	Enter the total number of State Fair Hearing decisions rendered during the reporting year that were partially or fully favorable to the enrollee.	Healthy U
		2
		Molina Healthcare
		2
		SelectHealth Community Care
		6

Number	Indicator	Response
		Integrated Care Health Choice Utah 0
		Integrated Care Healthy U 0
		Integrated Care Molina Healthcare 0
		Integrated Care SelectHealth Community Care 0
		MCNA Medicaid Dental 0
		Premier Access Medicaid Dental 1
		Bear River Mental Health Services 0
		Central Utah Counseling Center 0
		Davis Behavioral Health Services 0
		Four Corners Community Behavioral Health 0
		Healthy U Behavioral Health 0
		Northeastern Counseling Center 0

Number	Indicator	Response
		<p>Salt Lake County Behavioral Health Services</p> <p>0</p>
		<p>Southwest Behavioral Health Center</p> <p>0</p>
		<p>United Behavioral Health, Inc.</p> <p>0</p>
		<p>Wasatch Behavioral Health Special Service District</p> <p>5</p>
		<p>Weber Human Services</p> <p>3</p>
D1.IV.8c	<p>State Fair Hearings resulting in an adverse decision for the enrollee</p> <p>Enter the total number of State Fair Hearing decisions rendered during the reporting year that were adverse for the enrollee.</p>	<p>Health Choice Utah</p> <p>0</p> <p>Healthy U</p> <p>7</p> <p>Molina Healthcare</p> <p>1</p> <p>SelectHealth Community Care</p> <p>2</p> <p>Integrated Care Health Choice Utah</p> <p>0</p> <p>Integrated Care Healthy U</p> <p>3</p> <p>Integrated Care Molina Healthcare</p> <p>1</p>

Number	Indicator	Response
		Integrated Care SelectHealth Community Care
		1
		MCNA Medicaid Dental
		0
		Premier Access Medicaid Dental
		1
		Bear River Mental Health Services
		0
		Central Utah Counseling Center
		0
		Davis Behavioral Health Services
		0
		Four Corners Community Behavioral Health
		0
		Healthy U Behavioral Health
		0
		Northeastern Counseling Center
		0
		Salt Lake County Behavioral Health Services
		0
		Southwest Behavioral Health Center
		0
		United Behavioral Health, Inc.
		0

Number	Indicator	Response
		<p>Wasatch Behavioral Health Special Service District</p> <p>0</p> <p>Weber Human Services</p> <p>0</p>
D1.IV.8d	<p>State Fair Hearings retracted prior to reaching a decision</p> <p>Enter the total number of State Fair Hearing decisions retracted (by the enrollee or the representative who filed a State Fair Hearing request on behalf of the enrollee) prior to reaching a decision.</p>	<p>Health Choice Utah</p> <p>1</p> <p>Healthy U</p> <p>13</p> <p>Molina Healthcare</p> <p>20</p> <p>SelectHealth Community Care</p> <p>18</p> <p>Integrated Care Health Choice Utah</p> <p>1</p> <p>Integrated Care Healthy U</p> <p>6</p> <p>Integrated Care Molina Healthcare</p> <p>3</p> <p>Integrated Care SelectHealth Community Care</p> <p>4</p> <p>MCNA Medicaid Dental</p> <p>0</p>

Number	Indicator	Response
		Premier Access Medicaid Dental
		0
		Bear River Mental Health Services
		0
		Central Utah Counseling Center
		0
		Davis Behavioral Health Services
		0
		Four Corners Community Behavioral Health
		0
		Healthy U Behavioral Health
		0
		Northeastern Counseling Center
		0
		Salt Lake County Behavioral Health Services
		2
		Southwest Behavioral Health Center
		0
		United Behavioral Health, Inc.
		2
		Wasatch Behavioral Health Special Service District
		1
		Weber Human Services
		2

Number	Indicator	Response
D1.IV.9a	<p>External Medical Reviews resulting in a favorable decision for the enrollee</p> <p>If your state does offer an external medical review process, enter the total number of external medical review decisions rendered during the reporting year that were partially or fully favorable to the enrollee. If your state does not offer an external medical review process, enter "N/A". External medical review is defined and described at 42 CFR §438.402(c)(i)(B).</p>	<p>Health Choice Utah 0</p> <p>Healthy U 2</p> <p>Molina Healthcare 0</p> <p>SelectHealth Community Care 0</p> <p>Integrated Care Health Choice Utah 0</p> <p>Integrated Care Healthy U 0</p> <p>Integrated Care Molina Healthcare 0</p> <p>Integrated Care SelectHealth Community Care 0</p> <p>MCNA Medicaid Dental 0</p> <p>Premier Access Medicaid Dental 0</p> <p>Bear River Mental Health Services 0</p> <p>Central Utah Counseling Center 0</p>

Number	Indicator	Response
		Davis Behavioral Health Services
		0
		Four Corners Community Behavioral Health
		0
		Healthy U Behavioral Health
		0
		Northeastern Counseling Center
		0
		Salt Lake County Behavioral Health Services
		0
		Southwest Behavioral Health Center
		0
		United Behavioral Health, Inc.
		0
		Wasatch Behavioral Health Special Service District
		0
		Weber Human Services
		0

D1.IV.9b	External Medical Reviews resulting in an adverse decision for the enrollee	Health Choice Utah
		0
	If your state does offer an external medical review process, enter the total number of external medical review decisions rendered during	Healthy U
		0

Number	Indicator	Response
	the reporting year that were adverse to the enrollee. If your state does not offer an external medical review process, enter "N/A". External medical review is defined and described at 42 CFR §438.402(c)(i)(B).	<p>Molina Healthcare 0</p> <p>SelectHealth Community Care 0</p> <p>Integrated Care Health Choice Utah 0</p> <p>Integrated Care Healthy U 0</p> <p>Integrated Care Molina Healthcare 0</p> <p>Integrated Care SelectHealth Community Care 0</p> <p>MCNA Medicaid Dental 0</p> <p>Premier Access Medicaid Dental 0</p> <p>Bear River Mental Health Services 0</p> <p>Central Utah Counseling Center 0</p> <p>Davis Behavioral Health Services 0</p> <p>Four Corners Community Behavioral Health 0</p>

Number	Indicator	Response
		Healthy U Behavioral Health
		0
		Northeastern Counseling Center
		0
		Salt Lake County Behavioral Health Services
		0
		Southwest Behavioral Health Center
		0
		United Behavioral Health, Inc.
		0
		Wasatch Behavioral Health Special Service District
		0
		Weber Human Services
		0

Topic IV. Appeals, State Fair Hearings & Grievances

Number	Indicator	Response
D1.IV.10	<p data-bbox="298 1587 618 1623">Grievances resolved</p> <p data-bbox="298 1650 711 1755">Enter the total number of grievances resolved by the plan during the reporting year.</p> <p data-bbox="298 1761 711 1860">A grievance is "resolved" when it has reached completion and been closed by the plan.</p>	<p data-bbox="745 1587 1052 1623">Health Choice Utah</p> <p data-bbox="745 1650 760 1671">8</p> <p data-bbox="745 1734 902 1770">Healthy U</p> <p data-bbox="745 1797 773 1818">28</p> <p data-bbox="745 1881 1039 1917">Molina Healthcare</p> <p data-bbox="745 1944 805 1965">2,600</p>

Number	Indicator	Response
		SelectHealth Community Care
		361
		Integrated Care Health Choice Utah
		11
		Integrated Care Healthy U
		8
		Integrated Care Molina Healthcare
		545
		Integrated Care SelectHealth Community Care
		135
		MCNA Medicaid Dental
		19
		Premier Access Medicaid Dental
		20
		Bear River Mental Health Services
		16
		Central Utah Counseling Center
		2
		Davis Behavioral Health Services
		24
		Four Corners Community Behavioral Health
		8
		Healthy U Behavioral Health
		0

Number	Indicator	Response
		<p>Northeastern Counseling Center</p> <p>8</p>
		<p>Salt Lake County Behavioral Health Services</p> <p>21</p>
		<p>Southwest Behavioral Health Center</p> <p>27</p>
		<p>United Behavioral Health, Inc.</p> <p>0</p>
		<p>Wasatch Behavioral Health Special Service District</p> <p>32</p>
		<p>Weber Human Services</p> <p>24</p>
D1.IV.11	<p>Active grievances</p> <p>Enter the total number of grievances still pending or in process (not yet resolved) as of the first day of the last month of the reporting year.</p>	<p>Health Choice Utah</p> <p>0</p> <p>Healthy U</p> <p>0</p> <p>Molina Healthcare</p> <p>0</p> <p>SelectHealth Community Care</p> <p>1</p> <p>Integrated Care Health Choice Utah</p> <p>1</p> <p>Integrated Care Healthy U</p> <p>0</p>

Number	Indicator	Response
		Integrated Care Molina Healthcare 292
		Integrated Care SelectHealth Community Care 3
		MCNA Medicaid Dental 0
		Premier Access Medicaid Dental 0
		Bear River Mental Health Services 0
		Central Utah Counseling Center 0
		Davis Behavioral Health Services 0
		Four Corners Community Behavioral Health 1
		Healthy U Behavioral Health 0
		Northeastern Counseling Center 0
		Salt Lake County Behavioral Health Services 0
		Southwest Behavioral Health Center 0

Number	Indicator	Response
		<p>United Behavioral Health, Inc.</p> <p>0</p>
		<p>Wasatch Behavioral Health Special Service District</p> <p>0</p>
		<p>Weber Human Services</p> <p>0</p>
D1.IV.12	<p>Grievances filed on behalf of LTSS users</p> <p>Enter the total number of grievances filed during the reporting year by or on behalf of LTSS users. An LTSS user is an enrollee who received at least one LTSS service at any point during the reporting year (regardless of whether the enrollee was actively receiving LTSS at the time that the grievance was filed). If this does not apply, enter N/A.</p>	<p>Health Choice Utah</p> <p>N/A</p> <p>Healthy U</p> <p>N/A</p> <p>Molina Healthcare</p> <p>N/A</p> <p>SelectHealth Community Care</p> <p>N/A</p> <p>Integrated Care Health Choice Utah</p> <p>N/A</p> <p>Integrated Care Healthy U</p> <p>N/A</p> <p>Integrated Care Molina Healthcare</p> <p>N/A</p> <p>Integrated Care SelectHealth Community Care</p> <p>N/A</p>

Number	Indicator	Response
		MCNA Medicaid Dental
		N/A
		Premier Access Medicaid Dental
		N/A
		Bear River Mental Health Services
		N/A
		Central Utah Counseling Center
		N/A
		Davis Behavioral Health Services
		N/A
		Four Corners Community Behavioral Health
		N/A
		Healthy U Behavioral Health
		N/A
		Northeastern Counseling Center
		N/A
		Salt Lake County Behavioral Health Services
		N/A
		Southwest Behavioral Health Center
		N/A
		United Behavioral Health, Inc.
		N/A
		Wasatch Behavioral Health Special Service District
		N/A

Number	Indicator	Response
		<p>Weber Human Services</p> <p>N/A</p>
D1.IV.13	<p>Number of critical incidents filed during the reporting period by (or on behalf of) an LTSS user who previously filed a grievance</p>	<p>Health Choice Utah</p>
		N/A
		<p>Healthy U</p>
		N/A
	<p>For managed care plans that cover LTSS, enter the number of critical incidents filed within the reporting period by (or on behalf of) LTSS users who previously filed grievances in the reporting year. The grievance and critical incident do not have to have been "related" to the same issue - they only need to have been filed by (or on behalf of) the same enrollee. Neither the critical incident nor the grievance need to have been filed in relation to delivery of LTSS - they may have been filed for any reason, related to any service received (or desired) by an LTSS user.</p>	<p>Molina Healthcare</p>
		N/A
		<p>SelectHealth Community Care</p>
		N/A
		<p>Integrated Care Health Choice Utah</p>
		N/A
		<p>Integrated Care Healthy U</p>
		N/A
		<p>Integrated Care Molina Healthcare</p>
		N/A
		<p>Integrated Care SelectHealth Community Care</p>
		N/A
		<p>MCNA Medicaid Dental</p>
		N/A
		<p>Premier Access Medicaid Dental</p>
		N/A
		<p>Bear River Mental Health Services</p>
		N/A

Number	Indicator	Response
	grievance during the reporting year, and whether the filing of the grievance preceded the filing of the critical incident.	<p>Central Utah Counseling Center</p> <p>N/A</p> <p>Davis Behavioral Health Services</p> <p>N/A</p> <p>Four Corners Community Behavioral Health</p> <p>N/A</p> <p>Healthy U Behavioral Health</p> <p>N/A</p> <p>Northeastern Counseling Center</p> <p>N/A</p> <p>Salt Lake County Behavioral Health Services</p> <p>N/A</p> <p>Southwest Behavioral Health Center</p> <p>N/A</p> <p>United Behavioral Health, Inc.</p> <p>N/A</p> <p>Wasatch Behavioral Health Special Service District</p> <p>N/A</p> <p>Weber Human Services</p> <p>N/A</p>
D1.IV.14	Number of grievances for which timely resolution was provided	Health Choice Utah 8

Number	Indicator	Response
	Enter the number of grievances for which timely resolution was provided by plan during the reporting period. See 42 CFR §438.408(b)(1) for requirements related to the timely resolution of grievances.	Healthy U 28
		Molina Healthcare 2,598
		SelectHealth Community Care 361
		Integrated Care Health Choice Utah 11
		Integrated Care Healthy U 8
		Integrated Care Molina Healthcare 545
		Integrated Care SelectHealth Community Care 135
		MCNA Medicaid Dental 19
		Premier Access Medicaid Dental 20
		Bear River Mental Health Services 16
		Central Utah Counseling Center 2
		Davis Behavioral Health Services 24

Number	Indicator	Response
		Four Corners Community Behavioral Health
		8
		Healthy U Behavioral Health
		0
		Northeastern Counseling Center
		8
		Salt Lake County Behavioral Health Services
		21
		Southwest Behavioral Health Center
		27
		United Behavioral Health, Inc.
		0
		Wasatch Behavioral Health Special Service District
		32
		Weber Human Services
		24

Topic IV. Appeals, State Fair Hearings & Grievances

Number	Indicator	Response
D1.IV.15a	Resolved grievances related to general inpatient services	Health Choice Utah
	Enter the total number of grievances resolved by the plan during the	2
		Healthy U

Number	Indicator	Response
	reporting year that were related to general inpatient care, including diagnostic and laboratory services. Do not include grievances related to inpatient behavioral health services — those should be included in indicator D1.IV.15c. If the managed care plan does not cover this type of service, enter "N/A".	0 Molina Healthcare 0 SelectHealth Community Care 0 Integrated Care Health Choice Utah 0 Integrated Care Healthy U 0 Integrated Care Molina Healthcare 6 Integrated Care SelectHealth Community Care 0 MCNA Medicaid Dental N/A Premier Access Medicaid Dental N/A Bear River Mental Health Services N/A Central Utah Counseling Center N/A Davis Behavioral Health Services N/A Four Corners Community Behavioral Health

Number	Indicator	Response
		N/A
		Healthy U Behavioral Health
		N/A
		Northeastern Counseling Center
		N/A
		Salt Lake County Behavioral Health Services
		N/A
		Southwest Behavioral Health Center
		N/A
		United Behavioral Health, Inc.
		N/A
		Wasatch Behavioral Health Special Service District
		N/A
		Weber Human Services
		N/A
D1.IV.15b	Resolved grievances related to general outpatient services	Health Choice Utah
	Enter the total number of grievances resolved by the plan during the reporting year that were related to general outpatient care, including diagnostic and laboratory services. Do not include grievances related to outpatient behavioral health services — those should be included in indicator D1.IV.15d. If the managed care plan does not cover this type of service, enter "N/A".	1
		Healthy U
		2
		Molina Healthcare
		6
		SelectHealth Community Care
		0

Number	Indicator	Response
		Integrated Care Health Choice Utah 0
		Integrated Care Healthy U 4
		Integrated Care Molina Healthcare 27
		Integrated Care SelectHealth Community Care 0
		MCNA Medicaid Dental N/A
		Premier Access Medicaid Dental N/A
		Bear River Mental Health Services N/A
		Central Utah Counseling Center N/A
		Davis Behavioral Health Services N/A
		Four Corners Community Behavioral Health N/A
		Healthy U Behavioral Health N/A
		Northeastern Counseling Center N/A

Number	Indicator	Response
		<p>Salt Lake County Behavioral Health Services</p> <p>N/A</p>
		<p>Southwest Behavioral Health Center</p> <p>N/A</p>
		<p>United Behavioral Health, Inc.</p> <p>N/A</p>
		<p>Wasatch Behavioral Health Special Service District</p> <p>N/A</p>
		<p>Weber Human Services</p> <p>N/A</p>
D1.IV.15c	<p>Resolved grievances related to inpatient behavioral health services</p> <p>Enter the total number of grievances resolved by the plan during the reporting year that were related to inpatient mental health and/or substance use services. If the managed care plan does not cover this type of service, enter "N/A".</p>	<p>Health Choice Utah</p> <p>N/A</p> <p>Healthy U</p> <p>N/A</p> <p>Molina Healthcare</p> <p>N/A</p> <p>SelectHealth Community Care</p> <p>N/A</p> <p>Integrated Care Health Choice Utah</p> <p>N/A</p> <p>Integrated Care Healthy U</p> <p>N/A</p> <p>Integrated Care Molina Healthcare</p> <p>N/A</p>

Number	Indicator	Response
		Integrated Care SelectHealth Community Care
		N/A
		MCNA Medicaid Dental
		N/A
		Premier Access Medicaid Dental
		N/A
		Bear River Mental Health Services
		0
		Central Utah Counseling Center
		0
		Davis Behavioral Health Services
		0
		Four Corners Community Behavioral Health
		0
		Healthy U Behavioral Health
		0
		Northeastern Counseling Center
		0
		Salt Lake County Behavioral Health Services
		0
		Southwest Behavioral Health Center
		0
		United Behavioral Health, Inc.
		0

Number	Indicator	Response
		<p>Wasatch Behavioral Health Special Service District</p> <p>0</p> <p>Weber Human Services</p> <p>0</p>
D1.IV.15d	<p>Resolved grievances related to outpatient behavioral health services</p> <p>Enter the total number of grievances resolved by the plan during the reporting year that were related to outpatient mental health and/or substance use services. If the managed care plan does not cover this type of service, enter "N/A".</p>	<p>Health Choice Utah</p> <p>N/A</p> <p>Healthy U</p> <p>N/A</p> <p>Molina Healthcare</p> <p>N/A</p> <p>SelectHealth Community Care</p> <p>N/A</p> <p>Integrated Care Health Choice Utah</p> <p>N/A</p> <p>Integrated Care Healthy U</p> <p>N/A</p> <p>Integrated Care Molina Healthcare</p> <p>N/A</p> <p>Integrated Care SelectHealth Community Care</p> <p>N/A</p> <p>MCNA Medicaid Dental</p> <p>N/A</p>

Number	Indicator	Response
		Premier Access Medicaid Dental N/A
		Bear River Mental Health Services 16
		Central Utah Counseling Center 2
		Davis Behavioral Health Services 24
		Four Corners Community Behavioral Health 8
		Healthy U Behavioral Health 0
		Northeastern Counseling Center 8
		Salt Lake County Behavioral Health Services 21
		Southwest Behavioral Health Center 27
		United Behavioral Health, Inc. 0
		Wasatch Behavioral Health Special Service District 32
		Weber Human Services 24

Number	Indicator	Response
D1.IV.15e	<p>Resolved grievances related to coverage of outpatient prescription drugs</p> <p>Enter the total number of grievances resolved by the plan during the reporting year that were related to outpatient prescription drugs covered by the managed care plan. If the managed care plan does not cover this type of service, enter "N/A".</p>	<p>Health Choice Utah 1</p> <p>Healthy U 0</p> <p>Molina Healthcare 259</p> <p>SelectHealth Community Care 0</p> <p>Integrated Care Health Choice Utah 0</p> <p>Integrated Care Healthy U 0</p> <p>Integrated Care Molina Healthcare 133</p> <p>Integrated Care SelectHealth Community Care 0</p> <p>MCNA Medicaid Dental N/A</p> <p>Premier Access Medicaid Dental N/A</p> <p>Bear River Mental Health Services N/A</p> <p>Central Utah Counseling Center N/A</p>

Number	Indicator	Response
		Davis Behavioral Health Services
		N/A
		Four Corners Community Behavioral Health
		N/A
		Healthy U Behavioral Health
		N/A
		Northeastern Counseling Center
		N/A
		Salt Lake County Behavioral Health Services
		N/A
		Southwest Behavioral Health Center
		N/A
		United Behavioral Health, Inc.
		N/A
		Wasatch Behavioral Health Special Service District
		N/A
		Weber Human Services
		N/A

D1.IV.15f	Resolved grievances related to skilled nursing facility (SNF) services	Health Choice Utah
		0
	Enter the total number of grievances resolved by the plan during the reporting year that were related to SNF services. If the managed care	Healthy U
		0

Number	Indicator	Response
	plan does not cover this type of service, enter "N/A".	Molina Healthcare 141
		SelectHealth Community Care 0
		Integrated Care Health Choice Utah 0
		Integrated Care Healthy U 0
		Integrated Care Molina Healthcare 28
		Integrated Care SelectHealth Community Care 0
		MCNA Medicaid Dental N/A
		Premier Access Medicaid Dental N/A
		Bear River Mental Health Services N/A
		Central Utah Counseling Center N/A
		Davis Behavioral Health Services N/A
		Four Corners Community Behavioral Health N/A

Number	Indicator	Response
		<p>Healthy U Behavioral Health</p> <p>N/A</p> <p>Northeastern Counseling Center</p> <p>N/A</p> <p>Salt Lake County Behavioral Health Services</p> <p>N/A</p> <p>Southwest Behavioral Health Center</p> <p>N/A</p> <p>United Behavioral Health, Inc.</p> <p>N/A</p> <p>Wasatch Behavioral Health Special Service District</p> <p>N/A</p> <p>Weber Human Services</p> <p>N/A</p>
D1.IV.15g	<p>Resolved grievances related to long-term services and supports (LTSS)</p> <p>Enter the total number of grievances resolved by the plan during the reporting year that were related to institutional LTSS or LTSS provided through home and community-based (HCBS) services, including personal care and self-directed services. If the managed care plan does not cover this type of service, enter "N/A".</p>	<p>Health Choice Utah</p> <p>N/A</p> <p>Healthy U</p> <p>N/A</p> <p>Molina Healthcare</p> <p>N/A</p> <p>SelectHealth Community Care</p> <p>N/A</p> <p>Integrated Care Health Choice Utah</p> <p>N/A</p>

Number	Indicator	Response
		Integrated Care Healthy U N/A
		Integrated Care Molina Healthcare N/A
		Integrated Care SelectHealth Community Care N/A
		MCNA Medicaid Dental N/A
		Premier Access Medicaid Dental N/A
		Bear River Mental Health Services N/A
		Central Utah Counseling Center N/A
		Davis Behavioral Health Services N/A
		Four Corners Community Behavioral Health N/A
		Healthy U Behavioral Health N/A
		Northeastern Counseling Center N/A
		Salt Lake County Behavioral Health Services N/A

Number	Indicator	Response
		<p>Southwest Behavioral Health Center</p> <p>N/A</p>
		<p>United Behavioral Health, Inc.</p> <p>N/A</p>
		<p>Wasatch Behavioral Health Special Service District</p> <p>N/A</p>
		<p>Weber Human Services</p> <p>N/A</p>
D1.IV.15h	<p>Resolved grievances related to dental services</p> <p>Enter the total number of grievances resolved by the plan during the reporting year that were related to dental services. If the managed care plan does not cover this type of service, enter "N/A".</p>	<p>Health Choice Utah</p> <p>N/A</p> <p>Healthy U</p> <p>N/A</p> <p>Molina Healthcare</p> <p>N/A</p> <p>SelectHealth Community Care</p> <p>N/A</p> <p>Integrated Care Health Choice Utah</p> <p>N/A</p> <p>Integrated Care Healthy U</p> <p>N/A</p> <p>Integrated Care Molina Healthcare</p> <p>N/A</p>

Number	Indicator	Response
		Integrated Care SelectHealth Community Care
		N/A
		MCNA Medicaid Dental
		19
		Premier Access Medicaid Dental
		20
		Bear River Mental Health Services
		N/A
		Central Utah Counseling Center
		N/A
		Davis Behavioral Health Services
		N/A
		Four Corners Community Behavioral Health
		N/A
		Healthy U Behavioral Health
		N/A
		Northeastern Counseling Center
		N/A
		Salt Lake County Behavioral Health Services
		N/A
		Southwest Behavioral Health Center
		N/A
		United Behavioral Health, Inc.
		N/A

Number	Indicator	Response
		<p>Wasatch Behavioral Health Special Service District</p> <p>N/A</p> <p>Weber Human Services</p> <p>N/A</p>
D1.IV.15i	<p>Resolved grievances related to non-emergency medical transportation (NEMT)</p> <p>Enter the total number of grievances resolved by the plan during the reporting year that were related to NEMT. If the managed care plan does not cover this type of service, enter "N/A".</p>	<p>Health Choice Utah</p> <p>N/A</p> <p>Healthy U</p> <p>N/A</p> <p>Molina Healthcare</p> <p>N/A</p> <p>SelectHealth Community Care</p> <p>N/A</p> <p>Integrated Care Health Choice Utah</p> <p>N/A</p> <p>Integrated Care Healthy U</p> <p>N/A</p> <p>Integrated Care Molina Healthcare</p> <p>N/A</p> <p>Integrated Care SelectHealth Community Care</p> <p>N/A</p> <p>MCNA Medicaid Dental</p> <p>N/A</p> <p>Premier Access Medicaid Dental</p> <p>N/A</p>

Number	Indicator	Response
		Bear River Mental Health Services N/A
		Central Utah Counseling Center N/A
		Davis Behavioral Health Services N/A
		Four Corners Community Behavioral Health N/A
		Healthy U Behavioral Health N/A
		Northeastern Counseling Center N/A
		Salt Lake County Behavioral Health Services N/A
		Southwest Behavioral Health Center N/A
		United Behavioral Health, Inc. N/A
		Wasatch Behavioral Health Special Service District N/A
		Weber Human Services N/A

Number	Indicator	Response
D1.IV.15j	<p data-bbox="298 191 672 323">Resolved grievances related to other service types</p> <p data-bbox="298 348 708 625">Enter the total number of grievances resolved by the plan during the reporting year that were related to services that do not fit into one of the categories listed above. If the managed care plan does not cover services other than those in items D1.IV.15a-i, enter "N/A".</p>	<p data-bbox="743 191 1049 222">Health Choice Utah</p> <p data-bbox="743 254 789 275">N/A</p> <p data-bbox="743 338 899 369">Healthy U</p> <p data-bbox="743 401 789 422">N/A</p> <p data-bbox="743 485 1036 516">Molina Healthcare</p> <p data-bbox="743 548 789 569">N/A</p> <p data-bbox="743 632 1221 663">SelectHealth Community Care</p> <p data-bbox="743 695 789 716">N/A</p> <p data-bbox="743 779 1308 810">Integrated Care Health Choice Utah</p> <p data-bbox="743 842 789 863">N/A</p> <p data-bbox="743 926 1159 957">Integrated Care Healthy U</p> <p data-bbox="743 989 789 1010">N/A</p> <p data-bbox="743 1073 1295 1104">Integrated Care Molina Healthcare</p> <p data-bbox="743 1136 789 1157">N/A</p> <p data-bbox="743 1220 1205 1304">Integrated Care SelectHealth Community Care</p> <p data-bbox="743 1335 789 1356">N/A</p> <p data-bbox="743 1419 1107 1451">MCNA Medicaid Dental</p> <p data-bbox="743 1482 789 1503">N/A</p> <p data-bbox="743 1566 1253 1598">Premier Access Medicaid Dental</p> <p data-bbox="743 1629 789 1650">N/A</p> <p data-bbox="743 1713 1282 1745">Bear River Mental Health Services</p> <p data-bbox="743 1776 789 1797">N/A</p> <p data-bbox="743 1860 1247 1892">Central Utah Counseling Center</p> <p data-bbox="743 1923 789 1944">N/A</p>

Number	Indicator	Response
		Davis Behavioral Health Services N/A
		Four Corners Community Behavioral Health N/A
		Healthy U Behavioral Health N/A
		Northeastern Counseling Center N/A
		Salt Lake County Behavioral Health Services N/A
		Southwest Behavioral Health Center N/A
		United Behavioral Health, Inc. N/A
		Wasatch Behavioral Health Special Service District N/A
		Weber Human Services N/A

Topic IV. Appeals, State Fair Hearings & Grievances

Number	Indicator	Response
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Number	Indicator	Response
D1.IV.16a	<p data-bbox="298 191 618 365">Resolved grievances related to plan or provider customer service</p> <p data-bbox="298 396 708 779">Enter the total number of grievances resolved by the plan during the reporting year that were related to plan or provider customer service. Customer service grievances include complaints about interactions with the plan's Member Services department, provider offices or facilities, plan marketing agents, or any other plan or provider representatives.</p>	<p data-bbox="743 191 1052 222">Health Choice Utah</p> <p data-bbox="743 254 760 275">3</p> <p data-bbox="743 338 899 369">Healthy U</p> <p data-bbox="743 401 760 422">15</p> <p data-bbox="743 485 1036 516">Molina Healthcare</p> <p data-bbox="743 548 760 569">68</p> <p data-bbox="743 632 1219 663">SelectHealth Community Care</p> <p data-bbox="743 695 760 716">86</p> <p data-bbox="743 779 1308 810">Integrated Care Health Choice Utah</p> <p data-bbox="743 842 760 863">2</p> <p data-bbox="743 926 1159 957">Integrated Care Healthy U</p> <p data-bbox="743 989 760 1010">3</p> <p data-bbox="743 1073 1295 1104">Integrated Care Molina Healthcare</p> <p data-bbox="743 1136 760 1157">40</p> <p data-bbox="743 1220 1203 1304">Integrated Care SelectHealth Community Care</p> <p data-bbox="743 1335 760 1356">33</p> <p data-bbox="743 1419 1109 1451">MCNA Medicaid Dental</p> <p data-bbox="743 1482 760 1503">2</p> <p data-bbox="743 1566 1252 1598">Premier Access Medicaid Dental</p> <p data-bbox="743 1629 760 1650">3</p> <p data-bbox="743 1713 1284 1745">Bear River Mental Health Services</p> <p data-bbox="743 1776 760 1797">4</p> <p data-bbox="743 1860 1247 1892">Central Utah Counseling Center</p> <p data-bbox="743 1923 760 1944">1</p>

Number	Indicator	Response
		Davis Behavioral Health Services
		2
		Four Corners Community Behavioral Health
		1
		Healthy U Behavioral Health
		0
		Northeastern Counseling Center
		1
		Salt Lake County Behavioral Health Services
		1
		Southwest Behavioral Health Center
		6
		United Behavioral Health, Inc.
		0
		Wasatch Behavioral Health Special Service District
		5
		Weber Human Services
		2
D1.IV.16b	Resolved grievances related to plan or provider care management/case management	Health Choice Utah
		0
		Healthy U
		0
	Enter the total number of grievances resolved by the plan during the	

Number	Indicator	Response
	reporting year that were related to plan or provider care management/case management. Care management/case management grievances include complaints about the timeliness of an assessment or complaints about the plan or provider care or case management process.	<p>Molina Healthcare 11</p> <p>SelectHealth Community Care 0</p> <p>Integrated Care Health Choice Utah 0</p> <p>Integrated Care Healthy U 0</p> <p>Integrated Care Molina Healthcare 0</p> <p>Integrated Care SelectHealth Community Care 0</p> <p>MCNA Medicaid Dental 0</p> <p>Premier Access Medicaid Dental 0</p> <p>Bear River Mental Health Services 0</p> <p>Central Utah Counseling Center 0</p> <p>Davis Behavioral Health Services 2</p> <p>Four Corners Community Behavioral Health 0</p>

Number	Indicator	Response
		<p>Healthy U Behavioral Health</p> <p>0</p> <p>Northeastern Counseling Center</p> <p>2</p> <p>Salt Lake County Behavioral Health Services</p> <p>1</p> <p>Southwest Behavioral Health Center</p> <p>2</p> <p>United Behavioral Health, Inc.</p> <p>0</p> <p>Wasatch Behavioral Health Special Service District</p> <p>7</p> <p>Weber Human Services</p> <p>3</p>
D1.IV.16c	<p>Resolved grievances related to access to care/services from plan or provider</p> <p>Enter the total number of grievances resolved by the plan during the reporting year that were related to access to care.</p> <p>Access to care grievances include complaints about difficulties finding qualified in-network providers, excessive travel or wait times, or other access issues.</p>	<p>Health Choice Utah</p> <p>0</p> <p>Healthy U</p> <p>0</p> <p>Molina Healthcare</p> <p>87</p> <p>SelectHealth Community Care</p> <p>17</p> <p>Integrated Care Health Choice Utah</p> <p>0</p>

Number	Indicator	Response
		Integrated Care Healthy U
		1
		Integrated Care Molina Healthcare
		28
		Integrated Care SelectHealth Community Care
		4
		MCNA Medicaid Dental
		1
		Premier Access Medicaid Dental
		0
		Bear River Mental Health Services
		1
		Central Utah Counseling Center
		0
		Davis Behavioral Health Services
		2
		Four Corners Community Behavioral Health
		1
		Healthy U Behavioral Health
		0
		Northeastern Counseling Center
		0
		Salt Lake County Behavioral Health Services
		0

Number	Indicator	Response
		<p>Southwest Behavioral Health Center</p> <p>1</p>
		<p>United Behavioral Health, Inc.</p> <p>0</p>
		<p>Wasatch Behavioral Health Special Service District</p> <p>1</p>
		<p>Weber Human Services</p> <p>2</p>
D1.IV.16d	<p>Resolved grievances related to quality of care</p> <p>Enter the total number of grievances resolved by the plan during the reporting year that were related to quality of care.</p> <p>Quality of care grievances include complaints about the effectiveness, efficiency, equity, patient-centeredness, safety, and/or acceptability of care provided by a provider or the plan.</p>	<p>Health Choice Utah</p> <p>0</p> <p>Healthy U</p> <p>11</p> <p>Molina Healthcare</p> <p>29</p> <p>SelectHealth Community Care</p> <p>32</p> <p>Integrated Care Health Choice Utah</p> <p>7</p> <p>Integrated Care Healthy U</p> <p>0</p> <p>Integrated Care Molina Healthcare</p> <p>4</p>

Number	Indicator	Response
		Integrated Care SelectHealth Community Care
		6
		MCNA Medicaid Dental
		1
		Premier Access Medicaid Dental
		0
		Bear River Mental Health Services
		1
		Central Utah Counseling Center
		0
		Davis Behavioral Health Services
		9
		Four Corners Community Behavioral Health
		1
		Healthy U Behavioral Health
		0
		Northeastern Counseling Center
		3
		Salt Lake County Behavioral Health Services
		18
		Southwest Behavioral Health Center
		1
		United Behavioral Health, Inc.
		0

Number	Indicator	Response
		<p>Wasatch Behavioral Health Special Service District</p> <p>8</p> <p>Weber Human Services</p> <p>5</p>
D1.IV.16e	<p>Resolved grievances related to plan communications</p> <p>Enter the total number of grievances resolved by the plan during the reporting year that were related to plan communications. Plan communication grievances include grievances related to the clarity or accuracy of enrollee materials or other plan communications or to an enrollee's access to or the accessibility of enrollee materials or plan communications.</p>	<p>Health Choice Utah</p> <p>0</p> <p>Healthy U</p> <p>0</p> <p>Molina Healthcare</p> <p>11</p> <p>SelectHealth Community Care</p> <p>0</p> <p>Integrated Care Health Choice Utah</p> <p>0</p> <p>Integrated Care Healthy U</p> <p>0</p> <p>Integrated Care Molina Healthcare</p> <p>36</p> <p>Integrated Care SelectHealth Community Care</p> <p>0</p> <p>MCNA Medicaid Dental</p> <p>0</p> <p>Premier Access Medicaid Dental</p> <p>0</p>

Number	Indicator	Response
		Bear River Mental Health Services
		0
		Central Utah Counseling Center
		0
		Davis Behavioral Health Services
		0
		Four Corners Community Behavioral Health
		0
		Healthy U Behavioral Health
		0
		Northeastern Counseling Center
		0
		Salt Lake County Behavioral Health Services
		0
		Southwest Behavioral Health Center
		0
		United Behavioral Health, Inc.
		0
		Wasatch Behavioral Health Special Service District
		0
		Weber Human Services
		0

Number	Indicator	Response
D1.IV.16f	<p>Resolved grievances related to payment or billing issues</p> <p>Enter the total number of grievances resolved during the reporting period that were filed for a reason related to payment or billing issues.</p>	<p>Health Choice Utah 0</p> <p>Healthy U 0</p> <p>Molina Healthcare 1,311</p> <p>SelectHealth Community Care 226</p> <p>Integrated Care Health Choice Utah 2</p> <p>Integrated Care Healthy U 0</p> <p>Integrated Care Molina Healthcare 302</p> <p>Integrated Care SelectHealth Community Care 94</p> <p>MCNA Medicaid Dental 18</p> <p>Premier Access Medicaid Dental 19</p> <p>Bear River Mental Health Services 0</p> <p>Central Utah Counseling Center 0</p>

Number	Indicator	Response
		Davis Behavioral Health Services
		0
		Four Corners Community Behavioral Health
		0
		Healthy U Behavioral Health
		0
		Northeastern Counseling Center
		0
		Salt Lake County Behavioral Health Services
		0
		Southwest Behavioral Health Center
		0
		United Behavioral Health, Inc.
		0
		Wasatch Behavioral Health Special Service District
		1
		Weber Human Services
		0
D1.IV.16g	Resolved grievances related to suspected fraud	Health Choice Utah
		0
	Enter the total number of grievances resolved during the reporting year that were related to suspected fraud. Suspected fraud grievances include suspected cases of	Healthy U
		0

Number	Indicator	Response
	financial/payment fraud perpetrated by a provider, payer, or other entity. Note: grievances reported in this row should only include grievances submitted to the managed care plan, not grievances submitted to another entity, such as a state Ombudsman or Office of the Inspector General.	<p>Molina Healthcare 10</p> <p>SelectHealth Community Care 0</p> <p>Integrated Care Health Choice Utah 0</p> <p>Integrated Care Healthy U 0</p> <p>Integrated Care Molina Healthcare 0</p> <p>Integrated Care SelectHealth Community Care 0</p> <p>MCNA Medicaid Dental 0</p> <p>Premier Access Medicaid Dental 0</p> <p>Bear River Mental Health Services 0</p> <p>Central Utah Counseling Center 0</p> <p>Davis Behavioral Health Services 0</p> <p>Four Corners Community Behavioral Health 0</p>

Number	Indicator	Response
		<p>Healthy U Behavioral Health</p> <p>0</p> <p>Northeastern Counseling Center</p> <p>0</p> <p>Salt Lake County Behavioral Health Services</p> <p>0</p> <p>Southwest Behavioral Health Center</p> <p>0</p> <p>United Behavioral Health, Inc.</p> <p>0</p> <p>Wasatch Behavioral Health Special Service District</p> <p>0</p> <p>Weber Human Services</p> <p>0</p>
D1.IV.16h	<p>Resolved grievances related to abuse, neglect or exploitation</p> <p>Enter the total number of grievances resolved during the reporting year that were related to abuse, neglect or exploitation.</p> <p>Abuse/neglect/exploitation grievances include cases involving potential or actual patient harm.</p>	<p>Health Choice Utah</p> <p>0</p> <p>Healthy U</p> <p>0</p> <p>Molina Healthcare</p> <p>0</p> <p>SelectHealth Community Care</p> <p>1</p> <p>Integrated Care Health Choice Utah</p> <p>0</p>

Number	Indicator	Response
		Integrated Care Healthy U
		0
		Integrated Care Molina Healthcare
		0
		Integrated Care SelectHealth Community Care
		1
		MCNA Medicaid Dental
		0
		Premier Access Medicaid Dental
		0
		Bear River Mental Health Services
		0
		Central Utah Counseling Center
		0
		Davis Behavioral Health Services
		0
		Four Corners Community Behavioral Health
		0
		Healthy U Behavioral Health
		0
		Northeastern Counseling Center
		0
		Salt Lake County Behavioral Health Services
		0

Number	Indicator	Response
		<p>Southwest Behavioral Health Center</p> <p>0</p> <p>United Behavioral Health, Inc.</p> <p>0</p> <p>Wasatch Behavioral Health Special Service District</p> <p>0</p> <p>Weber Human Services</p> <p>0</p>
D1.IV.16i	<p>Resolved grievances related to lack of timely plan response to a service authorization or appeal (including requests to expedite or extend appeals)</p> <p>Enter the total number of grievances resolved during the reporting year that were filed due to a lack of timely plan response to a service authorization or appeal request (including requests to expedite or extend appeals).</p>	<p>Health Choice Utah</p> <p>0</p> <p>Healthy U</p> <p>0</p> <p>Molina Healthcare</p> <p>0</p> <p>SelectHealth Community Care</p> <p>0</p> <p>Integrated Care Health Choice Utah</p> <p>0</p> <p>Integrated Care Healthy U</p> <p>0</p> <p>Integrated Care Molina Healthcare</p> <p>0</p>

Number	Indicator	Response
		Integrated Care SelectHealth Community Care
		0
		MCNA Medicaid Dental
		0
		Premier Access Medicaid Dental
		0
		Bear River Mental Health Services
		0
		Central Utah Counseling Center
		0
		Davis Behavioral Health Services
		0
		Four Corners Community Behavioral Health
		0
		Healthy U Behavioral Health
		0
		Northeastern Counseling Center
		0
		Salt Lake County Behavioral Health Services
		0
		Southwest Behavioral Health Center
		0
		United Behavioral Health, Inc.
		0

Number	Indicator	Response
		<p>Wasatch Behavioral Health Special Service District</p> <p>0</p> <p>Weber Human Services</p> <p>0</p>
D1.IV.16j	<p>Resolved grievances related to plan denial of expedited appeal</p> <p>Enter the total number of grievances resolved during the reporting year that were related to the plan's denial of an enrollee's request for an expedited appeal.</p> <p>Per 42 CFR §438.408(b)(3), states must establish a timeframe for timely resolution of expedited appeals that is no longer than 72 hours after the MCO, PIHP or PAHP receives the appeal. If a plan denies a request for an expedited appeal, the enrollee or their representative have the right to file a grievance.</p>	<p>Health Choice Utah</p> <p>0</p> <p>Healthy U</p> <p>0</p> <p>Molina Healthcare</p> <p>38</p> <p>SelectHealth Community Care</p> <p>0</p> <p>Integrated Care Health Choice Utah</p> <p>0</p> <p>Integrated Care Healthy U</p> <p>0</p> <p>Integrated Care Molina Healthcare</p> <p>40</p> <p>Integrated Care SelectHealth Community Care</p> <p>0</p> <p>MCNA Medicaid Dental</p> <p>0</p> <p>Premier Access Medicaid Dental</p> <p>0</p>

Number	Indicator	Response
		Bear River Mental Health Services
		0
		Central Utah Counseling Center
		0
		Davis Behavioral Health Services
		0
		Four Corners Community Behavioral Health
		0
		Healthy U Behavioral Health
		0
		Northeastern Counseling Center
		0
		Salt Lake County Behavioral Health Services
		0
		Southwest Behavioral Health Center
		0
		United Behavioral Health, Inc.
		0
		Wasatch Behavioral Health Special Service District
		0
		Weber Human Services
		0

Number	Indicator	Response
D1.IV.16k	<p>Resolved grievances filed for other reasons</p> <p>Enter the total number of grievances resolved during the reporting period that were filed for a reason other than the reasons listed above.</p>	<p>Health Choice Utah 1</p> <p>Healthy U 0</p> <p>Molina Healthcare 632</p> <p>SelectHealth Community Care 0</p> <p>Integrated Care Health Choice Utah 0</p> <p>Integrated Care Healthy U 0</p> <p>Integrated Care Molina Healthcare 203</p> <p>Integrated Care SelectHealth Community Care 0</p> <p>MCNA Medicaid Dental 0</p> <p>Premier Access Medicaid Dental 0</p> <p>Bear River Mental Health Services 10</p> <p>Central Utah Counseling Center 1</p>


Number	Indicator	Response
		Davis Behavioral Health Services
		9
		Four Corners Community Behavioral Health
		5
		Healthy U Behavioral Health
		0
		Northeastern Counseling Center
		2
		Salt Lake County Behavioral Health Services
		1
		Southwest Behavioral Health Center
		17
		United Behavioral Health, Inc.
		0
		Wasatch Behavioral Health Special Service District
		10
		Weber Human Services
		12

Topic VII: Quality & Performance Measures

Report on individual measures in each of the following eight domains: (1) Primary care access and preventive care, (2) Maternal and perinatal health, (3) Care of acute and chronic conditions, (4) Behavioral health care, (5) Dental and oral health services, (6) Health plan enrollee experience of care, (7) Long-term services and supports, and

(8) Other. For composite measures, be sure to include each individual sub-measure component.

 Find in the Excel Workbook
D2_Plan_Measures


Complete

D2.VII.1 Measure Name: CIS: Childhood Immunization Status: Combo 3
1 / 41

D2.VII.2 Measure Domain
 Primary care access and preventative care

<p>D2.VII.3 National Quality Forum (NQF) number 0038</p>	<p>D2.VII.4 Measure Reporting and D2.VII.5 Programs Program-specific rate</p>
<p>D2.VII.6 Measure Set HEDIS</p>	<p>D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range 01/01/2021 - 12/31/2021</p>

D2.VII.8 Measure Description
N/A

Measure results

- Health Choice Utah**
63.3%
- Healthy U**
66.2%
- Molina Healthcare**
56.5%
- SelectHealth Community Care**
71.8%
- Integrated Care Health Choice Utah**
N/A
- Integrated Care Healthy U**

N/A

Integrated Care Molina Healthcare

N/A

Integrated Care SelectHealth Community Care

N/A

MCNA Medicaid Dental

N/A

Premier Access Medicaid Dental

N/A

Bear River Mental Health Services

N/A

Central Utah Counseling Center

N/A

Davis Behavioral Health Services

N/A

Four Corners Community Behavioral Health

N/A

Healthy U Behavioral Health

N/A

Northeastern Counseling Center

N/A

Salt Lake County Behavioral Health Services

N/A

Southwest Behavioral Health Center

N/A

United Behavioral Health, Inc.

N/A

Wasatch Behavioral Health Special Service District

N/A

Weber Human Services

N/A



D2.VII.1 Measure Name: W30: Well-Child Visits 0-15 Months of Life

2 / 41

D2.VII.2 Measure Domain

Primary care access and preventative care

D2.VII.3 National Quality Forum (NQF) number

N/A

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Program-specific rate

D2.VII.6 Measure Set

HEDIS

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

01/01/2021 - 12/31/2021

D2.VII.8 Measure Description

N/A

Measure results

Health Choice Utah

48.15%

Healthy U

42.5%

Molina Healthcare

44.7%

SelectHealth Community Care

58.1%

Integrated Care Health Choice Utah

N/A

Integrated Care Healthy U

N/A

Integrated Care Molina Healthcare

N/A

Integrated Care SelectHealth Community Care

N/A

MCNA Medicaid Dental

N/A

Premier Access Medicaid Dental

N/A

Bear River Mental Health Services

N/A

Central Utah Counseling Center

N/A

Davis Behavioral Health Services

N/A

Four Corners Community Behavioral Health

N/A

Healthy U Behavioral Health

N/A

Northeastern Counseling Center

N/A

Salt Lake County Behavioral Health Services

N/A

Southwest Behavioral Health Center

N/A

United Behavioral Health, Inc.

N/A

Wasatch Behavioral Health Special Service District

N/A

Weber Human Services

N/A



D2.VII.1 Measure Name: W30: Well-Child Visits 15-30 Months of Life

3 / 41

D2.VII.2 Measure Domain

Primary care access and preventative care

D2.VII.3 National Quality Forum (NQF) number

N/A

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Program-specific rate

D2.VII.6 Measure Set

HEDIS

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

01/01/2021 - 12/31/2021

D2.VII.8 Measure Description

N/A

Measure results

Health Choice Utah

60.9%

Healthy U

64.7%

Molina Healthcare

60.8%

SelectHealth Community Care

67.56%

Integrated Care Health Choice Utah

N/A

Integrated Care Healthy U

N/A

Integrated Care Molina Healthcare

N/A

Integrated Care SelectHealth Community Care

N/A

MCNA Medicaid Dental

N/A

Premier Access Medicaid Dental

N/A

Bear River Mental Health Services

N/A

Central Utah Counseling Center

N/A

Davis Behavioral Health Services

N/A

Four Corners Community Behavioral Health

N/A

Healthy U Behavioral Health

N/A

Northeastern Counseling Center

N/A

Salt Lake County Behavioral Health Services

N/A

Southwest Behavioral Health Center

N/A

United Behavioral Health, Inc.

N/A

Wasatch Behavioral Health Special Service District

N/A

Weber Human Services

N/A



D2.VII.1 Measure Name: IMA: Immunization for Adolescents Combo 2

4 / 41

D2.VII.2 Measure Domain

Primary care access and preventative care

D2.VII.3 National Quality Forum (NQF) number

1407

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Program-specific rate

D2.VII.6 Measure Set

HEDIS

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

01/01/2021 - 12/31/2021

D2.VII.8 Measure Description

N/A

Measure results

Health Choice Utah

26.8%

Healthy U

37.2%

Molina Healthcare

26.3%

SelectHealth Community Care

36.6%

Integrated Care Health Choice Utah

N/A

Integrated Care Healthy U

N/A

Integrated Care Molina Healthcare

N/A

Integrated Care SelectHealth Community Care

N/A

MCNA Medicaid Dental

N/A

Premier Access Medicaid Dental

N/A

Bear River Mental Health Services

N/A

Central Utah Counseling Center

N/A

Davis Behavioral Health Services

N/A

Four Corners Community Behavioral Health

N/A

Healthy U Behavioral Health

N/A

Northeastern Counseling Center

N/A

Salt Lake County Behavioral Health Services

N/A

Southwest Behavioral Health Center

N/A

United Behavioral Health, Inc.

N/A

Wasatch Behavioral Health Special Service District

N/A

Weber Human Services

N/A



D2.VII.1 Measure Name: WCV: Child and Adolescent Well-Care Visits

5 / 41

D2.VII.2 Measure Domain

Primary care access and preventative care

D2.VII.3 National Quality Forum (NQF) number

N/A

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Program-specific rate

D2.VII.6 Measure Set

HEDIS

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

01/01/2021 - 12/31/2021

D2.VII.8 Measure Description

N/A

Measure results

Health Choice Utah

39.4%

Healthy U

43.5%

Molina Healthcare

41.4%

SelectHealth Community Care

47.1%

Integrated Care Health Choice Utah

N/A

Integrated Care Healthy U

N/A

Integrated Care Molina Healthcare

N/A

Integrated Care SelectHealth Community Care

N/A

MCNA Medicaid Dental

N/A

Premier Access Medicaid Dental

N/A

Bear River Mental Health Services

N/A

Central Utah Counseling Center

N/A

Davis Behavioral Health Services

N/A

Four Corners Community Behavioral Health

N/A

Healthy U Behavioral Health

N/A

Northeastern Counseling Center

N/A

Salt Lake County Behavioral Health Services

N/A

Southwest Behavioral Health Center

N/A

United Behavioral Health, Inc.

N/A

Wasatch Behavioral Health Special Service District

N/A

Weber Human Services

N/A



D2.VII.1 Measure Name: URI: Appropriate Treatment for Children with Upper Respiratory Infection

D2.VII.2 Measure Domain

Primary care access and preventative care

D2.VII.3 National Quality Forum (NQF) number

0069

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Program-specific rate

D2.VII.6 Measure Set

HEDIS

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

01/01/2021 - 12/31/2021

D2.VII.8 Measure Description

N/A

Measure results

Health Choice Utah

95.6%

Healthy U

95.7%

Molina Healthcare

94.6%

SelectHealth Community Care

96.9%

Integrated Care Health Choice Utah

N/A

Integrated Care Healthy U

N/A

Integrated Care Molina Healthcare

N/A

Integrated Care SelectHealth Community Care

N/A

MCNA Medicaid Dental

N/A

Premier Access Medicaid Dental

N/A

Bear River Mental Health Services

N/A

Central Utah Counseling Center

N/A

Davis Behavioral Health Services

N/A

Four Corners Community Behavioral Health

N/A

Healthy U Behavioral Health

N/A

Northeastern Counseling Center

N/A

Salt Lake County Behavioral Health Services

N/A

Southwest Behavioral Health Center

N/A

United Behavioral Health, Inc.

N/A

Wasatch Behavioral Health Special Service District

N/A

Weber Human Services

N/A



D2.VII.1 Measure Name: WCC: Child/Adolescent BMI Assessment

7 / 41

D2.VII.2 Measure Domain

Primary care access and preventative care

D2.VII.3 National Quality Forum (NQF) number

0024

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Program-specific rate

D2.VII.6 Measure Set

HEDIS

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

01/01/2021 - 12/31/2021

D2.VII.8 Measure Description

N/A

Measure results

Health Choice Utah

57.2%

Healthy U

80.4%

Molina Healthcare

57.4%

SelectHealth Community Care

86.6%

Integrated Care Health Choice Utah

N/A

Integrated Care Healthy U

N/A

Integrated Care Molina Healthcare

N/A

Integrated Care SelectHealth Community Care

N/A

MCNA Medicaid Dental

N/A

Premier Access Medicaid Dental

N/A

Bear River Mental Health Services

N/A

Central Utah Counseling Center

N/A

Davis Behavioral Health Services

N/A

Four Corners Community Behavioral Health

N/A

Healthy U Behavioral Health

N/A

Northeastern Counseling Center

N/A

Salt Lake County Behavioral Health Services

N/A

Southwest Behavioral Health Center

N/A

United Behavioral Health, Inc.

N/A

Wasatch Behavioral Health Special Service District

N/A

Weber Human Services

N/A



D2.VII.1 Measure Name: PPC: Postpartum Care

8 / 41

D2.VII.2 Measure Domain

Maternal and perinatal health

D2.VII.3 National Quality Forum (NQF) number

2902

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Program-specific rate

D2.VII.6 Measure Set

HEDIS

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

01/01/2021 - 12/31/2021

D2.VII.8 Measure Description

N/A

Measure results

Health Choice Utah

64.3%

Healthy U

71.3%

Molina Healthcare

69.6%

SelectHealth Community Care

86%

Integrated Care Health Choice Utah

N/A

Integrated Care Healthy U

N/A

Integrated Care Molina Healthcare

N/A

Integrated Care SelectHealth Community Care

N/A

MCNA Medicaid Dental

N/A

Premier Access Medicaid Dental

N/A

Bear River Mental Health Services

N/A

Central Utah Counseling Center

N/A

Davis Behavioral Health Services

N/A

Four Corners Community Behavioral Health

N/A

Healthy U Behavioral Health

N/A

Northeastern Counseling Center

N/A

Salt Lake County Behavioral Health Services

N/A

Southwest Behavioral Health Center

N/A

United Behavioral Health, Inc.

N/A

Wasatch Behavioral Health Special Service District

N/A

Weber Human Services

N/A



D2.VII.1 Measure Name: PPC: Timeliness of Prenatal Care

9 / 41

D2.VII.2 Measure Domain

Maternal and perinatal health

D2.VII.3 National Quality Forum (NQF) number

2902

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Program-specific rate

D2.VII.6 Measure Set

HEDIS

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

01/01/2021 - 12/31/2021

D2.VII.8 Measure Description

N/A

Measure results

Health Choice Utah

62.8%

Healthy U

85%

Molina Healthcare

66.9%

SelectHealth Community Care

94.3%

Integrated Care Health Choice Utah

N/A

Integrated Care Healthy U

N/A

Integrated Care Molina Healthcare

N/A

Integrated Care SelectHealth Community Care

N/A

MCNA Medicaid Dental

N/A

Premier Access Medicaid Dental

N/A

Bear River Mental Health Services

N/A

Central Utah Counseling Center

N/A

Davis Behavioral Health Services

N/A

Four Corners Community Behavioral Health

N/A

Healthy U Behavioral Health

N/A

Northeastern Counseling Center

N/A

Salt Lake County Behavioral Health Services

N/A

Southwest Behavioral Health Center

N/A

United Behavioral Health, Inc.

N/A

Wasatch Behavioral Health Special Service District

N/A

Weber Human Services

N/A



D2.VII.1 Measure Name: BCS: Breast Cancer Screening

10 / 41

D2.VII.2 Measure Domain

Primary care access and preventative care

D2.VII.3 National Quality Forum (NQF) number

2372

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Cross-program rate: ACO, UMIC

D2.VII.6 Measure Set

HEDIS

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

01/01/2021 - 12/31/2021

D2.VII.8 Measure Description

N/A

Measure results

Health Choice Utah

36.9%

Healthy U

38.3%

Molina Healthcare

35.6%

SelectHealth Community Care

47.8%

Integrated Care Health Choice Utah

38%

Integrated Care Healthy U

47%

Integrated Care Molina Healthcare

36%

Integrated Care SelectHealth Community Care

57%

MCNA Medicaid Dental

N/A

Premier Access Medicaid Dental

N/A

Bear River Mental Health Services

N/A

Central Utah Counseling Center

N/A

Davis Behavioral Health Services

N/A

Four Corners Community Behavioral Health

N/A

Healthy U Behavioral Health

N/A

Northeastern Counseling Center

N/A

Salt Lake County Behavioral Health Services

N/A

Southwest Behavioral Health Center

N/A

United Behavioral Health, Inc.

N/A

Wasatch Behavioral Health Special Service District

N/A

Weber Human Services

N/A



D2.VII.1 Measure Name: CCS: Cervical Cancer Screening

11 / 41

D2.VII.2 Measure Domain

Primary care access and preventative care

D2.VII.3 National Quality Forum (NQF) number

0032

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Cross-program rate: ACO, UMIC

D2.VII.6 Measure Set

HEDIS

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

01/01/2021 - 12/31/2021

D2.VII.8 Measure Description

N/A

Measure results

Health Choice Utah

41.6%

Healthy U

48.7%

Molina Healthcare

46.5%

SelectHealth Community Care

60.8%

Integrated Care Health Choice Utah

31%

Integrated Care Healthy U

40%

Integrated Care Molina Healthcare

36%

Integrated Care SelectHealth Community Care

58%

MCNA Medicaid Dental

N/A

Premier Access Medicaid Dental

N/A

Bear River Mental Health Services

N/A

Central Utah Counseling Center

N/A

Davis Behavioral Health Services

N/A

Four Corners Community Behavioral Health

N/A

Healthy U Behavioral Health

N/A

Northeastern Counseling Center

N/A

Salt Lake County Behavioral Health Services

N/A

Southwest Behavioral Health Center

N/A

United Behavioral Health, Inc.

N/A

Wasatch Behavioral Health Special Service District

N/A

Weber Human Services

N/A



D2.VII.1 Measure Name: AAP: Access to Preventive Ambulatory Health Services

12 / 41

D2.VII.2 Measure Domain

Primary care access and preventative care

D2.VII.3 National Quality Forum (NQF) number

N/A

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Cross-program rate: ACO,UMIC

D2.VII.6 Measure Set

HEDIS

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

01/01/2021 - 12/31/2021

D2.VII.8 Measure Description

N/A

Measure results

Health Choice Utah

73.8%

Healthy U

77.5%

Molina Healthcare

75.9%

SelectHealth Community Care

81%

Integrated Care Health Choice Utah

60%

Integrated Care Healthy U

69%

Integrated Care Molina Healthcare

67%

Integrated Care SelectHealth Community Care

76%

MCNA Medicaid Dental

N/A

Premier Access Medicaid Dental

N/A

Bear River Mental Health Services

N/A

Central Utah Counseling Center

N/A

Davis Behavioral Health Services

N/A

Four Corners Community Behavioral Health

N/A

Healthy U Behavioral Health

N/A

Northeastern Counseling Center

N/A

Salt Lake County Behavioral Health Services

N/A

Southwest Behavioral Health Center

N/A

United Behavioral Health, Inc.

N/A

Wasatch Behavioral Health Special Service District

N/A

Weber Human Services

N/A



D2.VII.1 Measure Name: CDC-D: Diabetes A1c Testing

13 / 41

D2.VII.2 Measure Domain

Primary care access and preventative care

D2.VII.3 National Quality Forum (NQF) number
2603

D2.VII.4 Measure Reporting and D2.VII.5 Programs
Cross-program rate: ACO, UMIC

D2.VII.6 Measure Set
HEDIS

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range
01/01/2021 - 12/31/2021

D2.VII.8 Measure Description
N/A

Measure results

Health Choice Utah
80.5%

Healthy U
86.4%

Molina Healthcare
86.4%

SelectHealth Community Care
92.5%

Integrated Care Health Choice Utah
75%

Integrated Care Healthy U
87%

Integrated Care Molina Healthcare
84%

Integrated Care SelectHealth Community Care
88%

MCNA Medicaid Dental

N/A

Premier Access Medicaid Dental

N/A

Bear River Mental Health Services

N/A

Central Utah Counseling Center

N/A

Davis Behavioral Health Services

N/A

Four Corners Community Behavioral Health

N/A

Healthy U Behavioral Health

N/A

Northeastern Counseling Center

N/A

Salt Lake County Behavioral Health Services

N/A

Southwest Behavioral Health Center

N/A

United Behavioral Health, Inc.

N/A

Wasatch Behavioral Health Special Service District

N/A

Weber Human Services

N/A



D2.VII.1 Measure Name: CDC-G: Diabetes Eye Exam

14 / 41

D2.VII.2 Measure Domain

Primary care access and preventative care

D2.VII.3 National Quality Forum (NQF) number

2609

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Cross-program rate: ACO, UMIC

D2.VII.6 Measure Set

HEDIS

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

01/01/2021 - 12/31/2021

D2.VII.8 Measure Description

N/A

Measure results

Health Choice Utah

44%

Healthy U

50.1%

Molina Healthcare

47.5%

SelectHealth Community Care

64.2%

Integrated Care Health Choice Utah

31%

Integrated Care Healthy U

44%

Integrated Care Molina Healthcare

37%

Integrated Care SelectHealth Community Care

54%

MCNA Medicaid Dental

N/A

Premier Access Medicaid Dental

N/A

Bear River Mental Health Services

N/A

Central Utah Counseling Center

N/A

Davis Behavioral Health Services

N/A

Four Corners Community Behavioral Health

N/A

Healthy U Behavioral Health

N/A

Northeastern Counseling Center

N/A

Salt Lake County Behavioral Health Services

N/A

Southwest Behavioral Health Center

N/A

United Behavioral Health, Inc.

N/A

Wasatch Behavioral Health Special Service District

N/A

Weber Human Services

N/A



D2.VII.1 Measure Name: CBP: Controlling High Blood Pressure

15 / 41

D2.VII.2 Measure Domain

Primary care access and preventative care

D2.VII.3 National Quality Forum (NQF) number

0018

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Cross-program rate: ACO/UMIC

D2.VII.6 Measure Set

HEDIS

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

01/01/2021 - 12/31/2021

D2.VII.8 Measure Description

N/A

Measure results

Health Choice Utah

68.8%

Healthy U

71.7%

Molina Healthcare

48.9%

SelectHealth Community Care

66.8%

Integrated Care Health Choice Utah

60%

Integrated Care Healthy U

62%

Integrated Care Molina Healthcare

44%

Integrated Care SelectHealth Community Care

68%

MCNA Medicaid Dental

N/A

Premier Access Medicaid Dental

N/A

Bear River Mental Health Services

N/A

Central Utah Counseling Center

N/A

Davis Behavioral Health Services

N/A

Four Corners Community Behavioral Health

N/A

Healthy U Behavioral Health

N/A

Northeastern Counseling Center

N/A

Salt Lake County Behavioral Health Services

N/A

Southwest Behavioral Health Center

N/A

United Behavioral Health, Inc.

N/A

Wasatch Behavioral Health Special Service District

N/A

Weber Human Services

N/A



D2.VII.1 Measure Name: LBP: Use of Imaging for Low Back Pain

16 / 41

D2.VII.2 Measure Domain

Primary care access and preventative care

D2.VII.3 National Quality Forum (NQF) number

0315

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Cross-program rate: ACO/UMIC

D2.VII.6 Measure Set

HEDIS

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

01/01/2021 - 12/31/2021

D2.VII.8 Measure Description

N/A

Measure results

Health Choice Utah

78%

Healthy U

70.3%

Molina Healthcare

75.2%

SelectHealth Community Care

75.3%

Integrated Care Health Choice Utah

77%

Integrated Care Healthy U

69%

Integrated Care Molina Healthcare

71%

Integrated Care SelectHealth Community Care

72%

MCNA Medicaid Dental

N/A

Premier Access Medicaid Dental

N/A

Bear River Mental Health Services

N/A

Central Utah Counseling Center

N/A

Davis Behavioral Health Services

N/A

Four Corners Community Behavioral Health

N/A

Healthy U Behavioral Health

N/A

Northeastern Counseling Center

N/A

Salt Lake County Behavioral Health Services

N/A

Southwest Behavioral Health Center

N/A

United Behavioral Health, Inc.

N/A

Wasatch Behavioral Health Special Service District

N/A

Weber Human Services

N/A



D2.VII.1 Measure Name: AMM: Antidepressant Medication Management – 17 / 41 Acute Phase

D2.VII.2 Measure Domain

Primary care access and preventative care

D2.VII.3 National Quality Forum (NQF) number
0105

D2.VII.4 Measure Reporting and D2.VII.5 Programs
Cross-program rate: ACO/UMIC

D2.VII.6 Measure Set
HEDIS

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range
01/01/2021 - 12/31/2021

D2.VII.8 Measure Description
N/A

Measure results

Health Choice Utah
69.1%

Healthy U
59.9%

Molina Healthcare

75%

SelectHealth Community Care

70.2%

Integrated Care Health Choice Utah

58%

Integrated Care Healthy U

60%

Integrated Care Molina Healthcare

40%

Integrated Care SelectHealth Community Care

60%

MCNA Medicaid Dental

N/A

Premier Access Medicaid Dental

N/A

Bear River Mental Health Services

N/A

Central Utah Counseling Center

N/A

Davis Behavioral Health Services

N/A

Four Corners Community Behavioral Health

N/A

Healthy U Behavioral Health

N/A

Northeastern Counseling Center

N/A

Salt Lake County Behavioral Health Services

N/A

Southwest Behavioral Health Center

N/A

United Behavioral Health, Inc.

N/A

Wasatch Behavioral Health Special Service District

N/A

Weber Human Services

N/A



D2.VII.1 Measure Name: SMC: Cardiovascular Disease Screening and Monitoring for People with Schizophrenia or Bipolar Disorder

18 / 41

D2.VII.2 Measure Domain

Behavioral health care

D2.VII.3 National Quality Forum (NQF) number

1927

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Program-specific rate

D2.VII.6 Measure Set

HEDIS

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

01/01/2021 - 12/31/2021

D2.VII.8 Measure Description

N/A

Measure results

Health Choice Utah

N/A

Healthy U

N/A

Molina Healthcare

N/A

SelectHealth Community Care

N/A

Integrated Care Health Choice Utah

100%

Integrated Care Healthy U

Not Reported

Integrated Care Molina Healthcare

Not Reported

Integrated Care SelectHealth Community Care

100%

MCNA Medicaid Dental

N/A

Premier Access Medicaid Dental

N/A

Bear River Mental Health Services

N/A

Central Utah Counseling Center

N/A

Davis Behavioral Health Services

N/A

Four Corners Community Behavioral Health

N/A

Healthy U Behavioral Health

N/A

Northeastern Counseling Center

N/A

Salt Lake County Behavioral Health Services

N/A

Southwest Behavioral Health Center

N/A

United Behavioral Health, Inc.

N/A

Wasatch Behavioral Health Special Service District

N/A

Weber Human Services

N/A



D2.VII.1 Measure Name: SSD: Diabetes Screening for People with Schizophrenia or Bipolar Disorder

19 / 41

D2.VII.2 Measure Domain

Behavioral health care

D2.VII.3 National Quality Forum (NQF) number

1932

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Program-specific rate

D2.VII.6 Measure Set

HEDIS

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

01/01/2021 - 12/31/2021

D2.VII.8 Measure Description

N/A

Measure results

Health Choice Utah

N/A

Healthy U

N/A

Molina Healthcare

N/A

SelectHealth Community Care

N/A

Integrated Care Health Choice Utah

71.3%

Integrated Care Healthy U

72.7%

Integrated Care Molina Healthcare

100%

Integrated Care SelectHealth Community Care

80.8%

MCNA Medicaid Dental

N/A

Premier Access Medicaid Dental

N/A

Bear River Mental Health Services

N/A

Central Utah Counseling Center

N/A

Davis Behavioral Health Services

N/A

Four Corners Community Behavioral Health

N/A

Healthy U Behavioral Health

N/A

Northeastern Counseling Center

N/A

Salt Lake County Behavioral Health Services

N/A

Southwest Behavioral Health Center

N/A

United Behavioral Health, Inc.

N/A

Wasatch Behavioral Health Special Service District

N/A

Weber Human Services

N/A



D2.VII.1 Measure Name: SMD: Diabetes Monitoring for People with Schizophrenia or Bipolar Disorder

20 / 41

D2.VII.2 Measure Domain

Behavioral health care

D2.VII.3 National Quality Forum (NQF) number

1934

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Program-specific rate

D2.VII.6 Measure Set

HEDIS

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

01/01/2021 - 12/31/2021

D2.VII.8 Measure Description

N/A

Measure results

Health Choice Utah

N/A

Healthy U

N/A

Molina Healthcare

N/A

SelectHealth Community Care

N/A

Integrated Care Health Choice Utah

23.5%

Integrated Care Healthy U

64.3%

Integrated Care Molina Healthcare

33.3%

Integrated Care SelectHealth Community Care

57.1%

MCNA Medicaid Dental

N/A

Premier Access Medicaid Dental

N/A

Bear River Mental Health Services

N/A

Central Utah Counseling Center

N/A

Davis Behavioral Health Services

N/A

Four Corners Community Behavioral Health

N/A

Healthy U Behavioral Health

N/A

Northeastern Counseling Center

N/A

Salt Lake County Behavioral Health Services

N/A

Southwest Behavioral Health Center

N/A

United Behavioral Health, Inc.

N/A

Wasatch Behavioral Health Special Service District

N/A

Weber Human Services

N/A



D2.VII.1 Measure Name: FUH: Follow-Up After Emergency Department Visit for Alcohol and Other Drug Abuse or Dependence - within 7 days 1 / 41

D2.VII.2 Measure Domain

Behavioral health care

D2.VII.3 National Quality Forum (NQF) number

0576

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Cross-program rate: UMIC, PMHP

D2.VII.6 Measure Set

HEDIS

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

01/01/2021 - 12/31/2021

D2.VII.8 Measure Description

N/A

Measure results

Health Choice Utah

N/A

Healthy U

N/A

Molina Healthcare

N/A

SelectHealth Community Care

N/A

Integrated Care Health Choice Utah

24.44%

Integrated Care Healthy U

29.54%

Integrated Care Molina Healthcare

28.52%

Integrated Care SelectHealth Community Care

38.24%

MCNA Medicaid Dental

N/A

Premier Access Medicaid Dental

N/A

Bear River Mental Health Services

60.3%

Central Utah Counseling Center

79.1%

Davis Behavioral Health Services

51.6%

Four Corners Community Behavioral Health

50%

Healthy U Behavioral Health

36.4%

Northeastern Counseling Center

60.5%

Salt Lake County Behavioral Health Services

47.9%

Southwest Behavioral Health Center

52%

United Behavioral Health, Inc.

47.5%

Wasatch Behavioral Health Special Service District

61.6%

Weber Human Services

47.2%



D2.VII.1 Measure Name: FUH: Follow-Up After Emergency Department Visit for Alcohol and Other Drug Abuse or Dependence - within 30 days 2 / 41

D2.VII.2 Measure Domain

Behavioral health care

D2.VII.3 National Quality Forum (NQF) number

0576

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Cross-program rate: UMIC, PMHP

D2.VII.6 Measure Set

HEDIS

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

01/01/2021 - 12/31/2021

D2.VII.8 Measure Description

N/A

Measure results

Health Choice Utah

N/A

Healthy U

N/A

Molina Healthcare

N/A

SelectHealth Community Care

N/A

Integrated Care Health Choice Utah

40.44%

Integrated Care Healthy U

50.18%

Integrated Care Molina Healthcare

49.10%

Integrated Care SelectHealth Community Care

56.72%

MCNA Medicaid Dental

N/A

Premier Access Medicaid Dental

N/A

Bear River Mental Health Services

74.4%

Central Utah Counseling Center

92.5%

Davis Behavioral Health Services

78.7%

Four Corners Community Behavioral Health

60.7%

Healthy U Behavioral Health

68.2%

Northeastern Counseling Center

73.3%

Salt Lake County Behavioral Health Services

64.8%

Southwest Behavioral Health Center

64.5%

United Behavioral Health, Inc.

58.4%

Wasatch Behavioral Health Special Service District

77.2%

Weber Human Services

65.5%



D2.VII.1 Measure Name: FUM: Follow-Up After Emergency Department Visit for Mental Illness - within 7 days 3 / 41

D2.VII.2 Measure Domain

Behavioral health care

D2.VII.3 National Quality Forum (NQF) number

3489

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Program-specific rate

D2.VII.6 Measure Set

HEDIS

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

01/01/2021 - 12/31/2021

D2.VII.8 Measure Description

N/A

Measure results

Health Choice Utah

N/A

Healthy U

N/A

Molina Healthcare

N/A

SelectHealth Community Care

N/A

Integrated Care Health Choice Utah

14.90%

Integrated Care Healthy U

24.40%

Integrated Care Molina Healthcare

20.10%

Integrated Care SelectHealth Community Care

34.70%

MCNA Medicaid Dental

N/A

Premier Access Medicaid Dental

N/A

Bear River Mental Health Services

N/A

Central Utah Counseling Center

N/A

Davis Behavioral Health Services

N/A

Four Corners Community Behavioral Health

N/A

Healthy U Behavioral Health

N/A

Northeastern Counseling Center

N/A

Salt Lake County Behavioral Health Services

N/A

Southwest Behavioral Health Center

N/A

United Behavioral Health, Inc.

N/A

Wasatch Behavioral Health Special Service District

N/A

Weber Human Services

N/A



D2.VII.1 Measure Name: FUM: Follow-Up After Emergency Department Visit for Mental Illness - within 30 days 4 / 41

D2.VII.2 Measure Domain

Behavioral health care

D2.VII.3 National Quality Forum (NQF) number

3489

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Program-specific rate

D2.VII.6 Measure Set

HEDIS

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

01/01/2021 - 12/31/2021

D2.VII.8 Measure Description

N/A

Measure results

Health Choice Utah

N/A

Healthy U

N/A

Molina Healthcare

N/A

SelectHealth Community Care

N/A

Integrated Care Health Choice Utah

24.50%

Integrated Care Healthy U

31.80%

Integrated Care Molina Healthcare

29.90%

Integrated Care SelectHealth Community Care

46.90%

MCNA Medicaid Dental

N/A

Premier Access Medicaid Dental

N/A

Bear River Mental Health Services

N/A

Central Utah Counseling Center

N/A

Davis Behavioral Health Services

N/A

Four Corners Community Behavioral Health

N/A

Healthy U Behavioral Health

N/A

Northeastern Counseling Center

N/A

Salt Lake County Behavioral Health Services

N/A

Southwest Behavioral Health Center

N/A

United Behavioral Health, Inc.

N/A

Wasatch Behavioral Health Special Service District

N/A

Weber Human Services

N/A



D2.VII.1 Measure Name: Getting Needed Care (Adult)

25 / 41

D2.VII.2 Measure Domain

Consumer Assessment

D2.VII.3 National Quality Forum (NQF) number

N/A

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Cross-program rate: ACO, UMIC

D2.VII.6 Measure Set

CAHPS

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

01/01/2021 - 12/31/2021

D2.VII.8 Measure Description

N/A

Measure results

Health Choice Utah

80.9%

Healthy U

81%

Molina Healthcare

81.2%

SelectHealth Community Care

84.7%

Integrated Care Health Choice Utah

83.9%

Integrated Care Healthy U

79.6%

Integrated Care Molina Healthcare

84.4%

Integrated Care SelectHealth Community Care

85.8%

MCNA Medicaid Dental

N/A

Premier Access Medicaid Dental

N/A

Bear River Mental Health Services

N/A

Central Utah Counseling Center

N/A

Davis Behavioral Health Services

N/A

Four Corners Community Behavioral Health

N/A

Healthy U Behavioral Health

N/A

Northeastern Counseling Center

N/A

Salt Lake County Behavioral Health Services

N/A

Southwest Behavioral Health Center

N/A

United Behavioral Health, Inc.

N/A

Wasatch Behavioral Health Special Service District

N/A

Weber Human Services

N/A



D2.VII.1 Measure Name: Getting Care Quickly (Adult)

26 / 41

D2.VII.2 Measure Domain

Consumer Assessment

D2.VII.3 National Quality Forum (NQF) number

N/A

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Cross-program rate: ACO, UMIC

D2.VII.6 Measure Set

CAHPS

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

01/01/2021 - 12/31/2021

D2.VII.8 Measure Description

N/A

Measure results

Health Choice Utah

82.4%

Healthy U

76.7%

Molina Healthcare

83.1%

SelectHealth Community Care

83.8%

Integrated Care Health Choice Utah

74.4%

Integrated Care Healthy U

82.8%

Integrated Care Molina Healthcare

77.5%

Integrated Care SelectHealth Community Care

83.9%

MCNA Medicaid Dental

N/A

Premier Access Medicaid Dental

N/A

Bear River Mental Health Services

N/A

Central Utah Counseling Center

N/A

Davis Behavioral Health Services

N/A

Four Corners Community Behavioral Health

N/A

Healthy U Behavioral Health

N/A

Northeastern Counseling Center

N/A

Salt Lake County Behavioral Health Services

N/A

Southwest Behavioral Health Center

N/A

United Behavioral Health, Inc.

N/A

Wasatch Behavioral Health Special Service District

N/A

Weber Human Services

N/A



D2.VII.1 Measure Name: Customer Service (Adult)

27 / 41

D2.VII.2 Measure Domain

Consumer Assessment

D2.VII.3 National Quality Forum (NQF) number

N/A

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Cross-program rate: ACO,UMIC

D2.VII.6 Measure Set

CAHPS

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

01/01/2021 - 12/31/2021

D2.VII.8 Measure Description

N/A

Measure results

Health Choice Utah

82.9%

Healthy U

87.3%

Molina Healthcare

92.1%

SelectHealth Community Care

96.5%

Integrated Care Health Choice Utah

80.8%

Integrated Care Healthy U

95%

Integrated Care Molina Healthcare

87%

Integrated Care SelectHealth Community Care

83.8%

MCNA Medicaid Dental

N/A

Premier Access Medicaid Dental

N/A

Bear River Mental Health Services

N/A

Central Utah Counseling Center

N/A

Davis Behavioral Health Services

N/A

Four Corners Community Behavioral Health

N/A

Healthy U Behavioral Health

N/A

Northeastern Counseling Center

N/A

Salt Lake County Behavioral Health Services

N/A

Southwest Behavioral Health Center

N/A

United Behavioral Health, Inc.

N/A

Wasatch Behavioral Health Special Service District

N/A

Weber Human Services

N/A



D2.VII.1 Measure Name: How Well Doctors Communicate (Adult

28 / 41

D2.VII.2 Measure Domain

Consumer Assessment

D2.VII.3 National Quality Forum (NQF) number

N/A

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Cross-program rate: ACO, UMIC

D2.VII.6 Measure Set

CAHPS

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

01/01/2021 - 12/31/2021

D2.VII.8 Measure Description

N/A

Measure results

Health Choice Utah

96.0%

Healthy U

89.8%

Molina Healthcare

92.8%

SelectHealth Community Care

93.4%

Integrated Care Health Choice Utah

96.7%

Integrated Care Healthy U

89.1%

Integrated Care Molina Healthcare

94.2%

Integrated Care SelectHealth Community Care

94.2%

MCNA Medicaid Dental

N/A

Premier Access Medicaid Dental

N/A

Bear River Mental Health Services

N/A

Central Utah Counseling Center

N/A

Davis Behavioral Health Services

N/A

Four Corners Community Behavioral Health

N/A

Healthy U Behavioral Health

N/A

Northeastern Counseling Center

N/A

Salt Lake County Behavioral Health Services

N/A

Southwest Behavioral Health Center

N/A

United Behavioral Health, Inc.

N/A

Wasatch Behavioral Health Special Service District

N/A

Weber Human Services

N/A



D2.VII.1 Measure Name: Health Care (Adult)

29 / 41

D2.VII.2 Measure Domain

Consumer Assessment

D2.VII.3 National Quality Forum (NQF) number

N/A

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Cross-program rate: ACO, UMIC

D2.VII.6 Measure Set

CAHPS

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

01/01/2021 - 12/31/2021

D2.VII.8 Measure Description

N/A

Measure results

Health Choice Utah

81.1%

Healthy U

79.0%

Molina Healthcare

78.0%

SelectHealth Community Care

70.5%

Integrated Care Health Choice Utah

75.9%

Integrated Care Healthy U

78.0%

Integrated Care Molina Healthcare

74.3%

Integrated Care SelectHealth Community Care

80.5%

MCNA Medicaid Dental

N/A

Premier Access Medicaid Dental

N/A

Bear River Mental Health Services

N/A

Central Utah Counseling Center

N/A

Davis Behavioral Health Services

N/A

Four Corners Community Behavioral Health

N/A

Healthy U Behavioral Health

N/A

Northeastern Counseling Center

N/A

Salt Lake County Behavioral Health Services

N/A

Southwest Behavioral Health Center

N/A

United Behavioral Health, Inc.

N/A

Wasatch Behavioral Health Special Service District

N/A

Weber Human Services

N/A



D2.VII.1 Measure Name: Health Plan (Adult)

30 / 41

D2.VII.2 Measure Domain

Consumer Assessment

D2.VII.3 National Quality Forum (NQF) number

N/A

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Cross-program rate: ACO, UMIC

D2.VII.6 Measure Set

CAHPS

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

01/01/2021 - 12/31/2021

D2.VII.8 Measure Description

N/A

Measure results

Health Choice Utah

81.0%

Healthy U

72.2%

Molina Healthcare

75.8%

SelectHealth Community Care

74.9%

Integrated Care Health Choice Utah

60.6%

Integrated Care Healthy U

79.6%

Integrated Care Molina Healthcare

68.7%

Integrated Care SelectHealth Community Care

82.2%

MCNA Medicaid Dental

N/A

Premier Access Medicaid Dental

N/A

Bear River Mental Health Services

N/A

Central Utah Counseling Center

N/A

Davis Behavioral Health Services

N/A

Four Corners Community Behavioral Health

N/A

Healthy U Behavioral Health

N/A

Northeastern Counseling Center

N/A

Salt Lake County Behavioral Health Services

N/A

Southwest Behavioral Health Center

N/A

United Behavioral Health, Inc.

N/A

Wasatch Behavioral Health Special Service District

N/A

Weber Human Services

N/A



D2.VII.1 Measure Name: Personal Doctor (Adult)

31 / 41

D2.VII.2 Measure Domain

Consumer Assessment

D2.VII.3 National Quality Forum (NQF) number

N/A

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Cross-program rate: ACO, UMIC

D2.VII.6 Measure Set

CAHPS

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

01/01/2021 - 12/31/2021

D2.VII.8 Measure Description

N/A

Measure results

Health Choice Utah

84.8%

Healthy U

83.2%

Molina Healthcare

81.1%

SelectHealth Community Care

82.6%

Integrated Care Health Choice Utah

78.3%

Integrated Care Healthy U

81.1%

Integrated Care Molina Healthcare

81.4%

Integrated Care SelectHealth Community Care

87.7%

MCNA Medicaid Dental

N/A

Premier Access Medicaid Dental

N/A

Bear River Mental Health Services

N/A

Central Utah Counseling Center

N/A

Davis Behavioral Health Services

N/A

Four Corners Community Behavioral Health

N/A

Healthy U Behavioral Health

N/A

Northeastern Counseling Center

N/A

Salt Lake County Behavioral Health Services

N/A

Southwest Behavioral Health Center

N/A

United Behavioral Health, Inc.

N/A

Wasatch Behavioral Health Special Service District

N/A

Weber Human Services

N/A



D2.VII.1 Measure Name: Specialist (Adult)

32 / 41

D2.VII.2 Measure Domain

Consumer Assessment

D2.VII.3 National Quality Forum (NQF) number

N/A

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Cross-program rate: ACO/UMIC

D2.VII.6 Measure Set

CAHPS

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

01/01/2021 - 12/31/2021

D2.VII.8 Measure Description

N/A

Measure results

Health Choice Utah

90.9%

Healthy U

84.3%

Molina Healthcare

81.1%

SelectHealth Community Care

78.3%

Integrated Care Health Choice Utah

Not Reported

Integrated Care Healthy U

82.9%

Integrated Care Molina Healthcare

77.7%

Integrated Care SelectHealth Community Care

83.1%

MCNA Medicaid Dental

N/A

Premier Access Medicaid Dental

N/A

Bear River Mental Health Services

N/A

Central Utah Counseling Center

N/A

Davis Behavioral Health Services

N/A

Four Corners Community Behavioral Health

N/A

Healthy U Behavioral Health

N/A

Northeastern Counseling Center

N/A

Salt Lake County Behavioral Health Services

N/A

Southwest Behavioral Health Center

N/A

United Behavioral Health, Inc.

N/A

Wasatch Behavioral Health Special Service District

N/A

Weber Human Services

N/A



D2.VII.1 Measure Name: Getting Needed Care (Child)

33 / 41

D2.VII.2 Measure Domain

Consumer Assessment

D2.VII.3 National Quality Forum (NQF) number

N/A

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Program-specific rate

D2.VII.6 Measure Set

CAHPS

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

01/01/2021 - 12/31/2021

D2.VII.8 Measure Description

N/A

Measure results

Health Choice Utah

82.2%

Healthy U

81.8%

Molina Healthcare

85.6%

SelectHealth Community Care

92.3%

Integrated Care Health Choice Utah

N/A

Integrated Care Healthy U

N/A

Integrated Care Molina Healthcare

N/A

Integrated Care SelectHealth Community Care

N/A

MCNA Medicaid Dental

N/A

Premier Access Medicaid Dental

N/A

Bear River Mental Health Services

N/A

Central Utah Counseling Center

N/A

Davis Behavioral Health Services

N/A

Four Corners Community Behavioral Health

N/A

Healthy U Behavioral Health

N/A

Northeastern Counseling Center

N/A

Salt Lake County Behavioral Health Services

N/A

Southwest Behavioral Health Center

N/A

United Behavioral Health, Inc.

N/A

Wasatch Behavioral Health Special Service District

N/A

Weber Human Services

N/A



D2.VII.1 Measure Name: Getting Care Quickly (Child)

34 / 41

D2.VII.2 Measure Domain

Consumer Assessment

D2.VII.3 National Quality Forum (NQF) number

N/A

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Program-specific rate

D2.VII.6 Measure Set

CAHPS

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

01/01/2021 - 12/31/2021

D2.VII.8 Measure Description

N/A

Measure results

Health Choice Utah

81.3%

Healthy U

88.5%

Molina Healthcare

88.1%

SelectHealth Community Care

95.7%

Integrated Care Health Choice Utah

N/A

Integrated Care Healthy U

N/A

Integrated Care Molina Healthcare

N/A

Integrated Care SelectHealth Community Care

N/A

MCNA Medicaid Dental

N/A

Premier Access Medicaid Dental

N/A

Bear River Mental Health Services

N/A

Central Utah Counseling Center

N/A

Davis Behavioral Health Services

N/A

Four Corners Community Behavioral Health

N/A

Healthy U Behavioral Health

N/A

Northeastern Counseling Center

N/A

Salt Lake County Behavioral Health Services

N/A

Southwest Behavioral Health Center

N/A

United Behavioral Health, Inc.

N/A

Wasatch Behavioral Health Special Service District

N/A

Weber Human Services

N/A



D2.VII.1 Measure Name: Customer Service (Child)

35 / 41

D2.VII.2 Measure Domain

Consumer Assessment

D2.VII.3 National Quality Forum (NQF) number

N/A

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Program-specific rate

D2.VII.6 Measure Set

CAHPS

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

01/01/2021 - 12/31/2021

D2.VII.8 Measure Description

N/A

Measure results

Health Choice Utah

78.9%

Healthy U

85.2%

Molina Healthcare

88.0%

SelectHealth Community Care

95.2%

Integrated Care Health Choice Utah

N/A

Integrated Care Healthy U

N/A

Integrated Care Molina Healthcare

N/A

Integrated Care SelectHealth Community Care

N/A

MCNA Medicaid Dental

N/A

Premier Access Medicaid Dental

N/A

Bear River Mental Health Services

N/A

Central Utah Counseling Center

N/A

Davis Behavioral Health Services

N/A

Four Corners Community Behavioral Health

N/A

Healthy U Behavioral Health

N/A

Northeastern Counseling Center

N/A

Salt Lake County Behavioral Health Services

N/A

Southwest Behavioral Health Center

N/A

United Behavioral Health, Inc.

N/A

Wasatch Behavioral Health Special Service District

N/A

Weber Human Services

N/A



D2.VII.1 Measure Name: How Well Doctors Communicate (Child)

36 / 41

D2.VII.2 Measure Domain

Consumer Assessment

D2.VII.3 National Quality Forum (NQF) number

N/A

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Program-specific rate

D2.VII.6 Measure Set

CAHPS

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

01/01/2021 - 12/31/2021

D2.VII.8 Measure Description

N/A

Measure results

Health Choice Utah

94.9%

Healthy U

94.6%

Molina Healthcare

96.3%

SelectHealth Community Care

99.5%

Integrated Care Health Choice Utah

N/A

Integrated Care Healthy U

N/A

Integrated Care Molina Healthcare

N/A

Integrated Care SelectHealth Community Care

N/A

MCNA Medicaid Dental

N/A

Premier Access Medicaid Dental

N/A

Bear River Mental Health Services

N/A

Central Utah Counseling Center

N/A

Davis Behavioral Health Services

N/A

Four Corners Community Behavioral Health

N/A

Healthy U Behavioral Health

N/A

Northeastern Counseling Center

N/A

Salt Lake County Behavioral Health Services

N/A

Southwest Behavioral Health Center

N/A

United Behavioral Health, Inc.

N/A

Wasatch Behavioral Health Special Service District

N/A

Weber Human Services

N/A



D2.VII.1 Measure Name: Health Care (Child)

37 / 41

D2.VII.2 Measure Domain

Consumer Assessment

D2.VII.3 National Quality Forum (NQF) number

N/A

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Program-specific rate

D2.VII.6 Measure Set

CAHPS

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

01/01/2021 - 12/31/2021

D2.VII.8 Measure Description

N/A

Measure results

Health Choice Utah

86.8%

Healthy U

84.4%

Molina Healthcare

86.7%

SelectHealth Community Care

91.4%

Integrated Care Health Choice Utah

N/A

Integrated Care Healthy U

N/A

Integrated Care Molina Healthcare

N/A

Integrated Care SelectHealth Community Care

N/A

MCNA Medicaid Dental

N/A

Premier Access Medicaid Dental

N/A

Bear River Mental Health Services

N/A

Central Utah Counseling Center

N/A

Davis Behavioral Health Services

N/A

Four Corners Community Behavioral Health

N/A

Healthy U Behavioral Health

N/A

Northeastern Counseling Center

N/A

Salt Lake County Behavioral Health Services

N/A

Southwest Behavioral Health Center

N/A

United Behavioral Health, Inc.

N/A

Wasatch Behavioral Health Special Service District

N/A

Weber Human Services

N/A



D2.VII.1 Measure Name: Health Plan (Child)

38 / 41

D2.VII.2 Measure Domain

Consumer Assessment

D2.VII.3 National Quality Forum (NQF) number

N/A

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Program-specific rate

D2.VII.6 Measure Set

CAHPS

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

01/01/2021 - 12/31/2021

D2.VII.8 Measure Description

N/A

Measure results

Health Choice Utah

88.3%

Healthy U

88.1%

Molina Healthcare

85.5%

SelectHealth Community Care

89.3%

Integrated Care Health Choice Utah

N/A

Integrated Care Healthy U

N/A

Integrated Care Molina Healthcare

N/A

Integrated Care SelectHealth Community Care

N/A

MCNA Medicaid Dental

N/A

Premier Access Medicaid Dental

N/A

Bear River Mental Health Services

N/A

Central Utah Counseling Center

N/A

Davis Behavioral Health Services

N/A

Four Corners Community Behavioral Health

N/A

Healthy U Behavioral Health

N/A

Northeastern Counseling Center

N/A

Salt Lake County Behavioral Health Services

N/A

Southwest Behavioral Health Center

N/A

United Behavioral Health, Inc.

N/A

Wasatch Behavioral Health Special Service District

N/A

Weber Human Services

N/A



D2.VII.1 Measure Name: Personal Doctor (Child)

39 / 41

D2.VII.2 Measure Domain

Consumer Assessment

D2.VII.3 National Quality Forum (NQF) number

N/A

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Program-specific rate

D2.VII.6 Measure Set

CAHPS

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

01/01/2021 - 12/31/2021

D2.VII.8 Measure Description

N/A

Measure results

Health Choice Utah

93.0%

Healthy U

92.5%

Molina Healthcare

91.6%

SelectHealth Community Care

94.3%

Integrated Care Health Choice Utah

N/A

Integrated Care Healthy U

N/A

Integrated Care Molina Healthcare

N/A

Integrated Care SelectHealth Community Care

N/A

MCNA Medicaid Dental

N/A

Premier Access Medicaid Dental

N/A

Bear River Mental Health Services

N/A

Central Utah Counseling Center

N/A

Davis Behavioral Health Services

N/A

Four Corners Community Behavioral Health

N/A

Healthy U Behavioral Health

N/A

Northeastern Counseling Center

N/A

Salt Lake County Behavioral Health Services

N/A

Southwest Behavioral Health Center

N/A

United Behavioral Health, Inc.

N/A

Wasatch Behavioral Health Special Service District

N/A

Weber Human Services

N/A



D2.VII.1 Measure Name: Specialist (Child)

40 / 41

D2.VII.2 Measure Domain

Consumer Assessment

D2.VII.3 National Quality Forum (NQF) number

N/A

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Program-specific rate

D2.VII.6 Measure Set

CAHPS

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

01/01/2021 - 12/31/2021

D2.VII.8 Measure Description

N/A

Measure results

Health Choice Utah

83.3%

Healthy U

91.7%

Molina Healthcare

86.7%

SelectHealth Community Care

96.8%

Integrated Care Health Choice Utah

N/A

Integrated Care Healthy U

N/A

Integrated Care Molina Healthcare

N/A

Integrated Care SelectHealth Community Care

N/A

MCNA Medicaid Dental

N/A

Premier Access Medicaid Dental

N/A

Bear River Mental Health Services

N/A

Central Utah Counseling Center

N/A

Davis Behavioral Health Services

N/A

Four Corners Community Behavioral Health

N/A

Healthy U Behavioral Health

N/A

Northeastern Counseling Center

N/A

Salt Lake County Behavioral Health Services

N/A

Southwest Behavioral Health Center

N/A

United Behavioral Health, Inc.

N/A

Wasatch Behavioral Health Special Service District

N/A

Weber Human Services

N/A



D2.VII.1 Measure Name: Annual Dental Visit (ADV)

41 / 41

D2.VII.2 Measure Domain

Primary care access and preventative care

D2.VII.3 National Quality Forum (NQF) number

1388

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Program-specific rate

D2.VII.6 Measure Set

HEDIS

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

01/01/2021 - 12/31/2021

D2.VII.8 Measure Description

N/A

Measure results

Health Choice Utah

N/A

Healthy U

N/A

Molina Healthcare

N/A

SelectHealth Community Care

N/A

Integrated Care Health Choice Utah

N/A

Integrated Care Healthy U

N/A

Integrated Care Molina Healthcare

N/A

Integrated Care SelectHealth Community Care

N/A

MCNA Medicaid Dental

55%

Premier Access Medicaid Dental

58.9%

Bear River Mental Health Services

N/A

Central Utah Counseling Center

N/A

Davis Behavioral Health Services

N/A

Four Corners Community Behavioral Health

N/A

Healthy U Behavioral Health

N/A

Northeastern Counseling Center

N/A

Salt Lake County Behavioral Health Services

N/A

Southwest Behavioral Health Center

N/A

United Behavioral Health, Inc.

N/A

Wasatch Behavioral Health Special Service District

N/A

Weber Human Services


N/A

Topic VIII. Sanctions

Describe sanctions that the state has issued for each plan. Report all known actions across the following domains: sanctions, administrative penalties, corrective action plans, other. Include any pending or unresolved actions.

42 CFR 438.66(e)(2)(viii) specifies that the MCPAR include the results of any sanctions or corrective action plans imposed by the State or other formal or informal intervention with a contracted MCO, PIHP, PAHP, or PCCM entity to improve performance.

 Find in the Excel Workbook
D3_Plan_Sanctions


Complete

D3.VIII.1 Intervention type: Corrective action plan 1 / 1

D3.VIII.2 Intervention topic	D3.VIII.3 Plan name
Performance management	MCNA Medicaid Dental
D3.VIII.4 Reason for intervention	
Not submitting corrections to all rejected encounters within 45 days of the date the Department sends notice that the encounter is rejected as outlined in Attachment B Article 12.3 of the MCNA Medicaid contract.	
Sanction details	
D3.VIII.5 Instances of non-compliance	D3.VIII.6 Sanction amount
1	\$ 0
D3.VIII.7 Date assessed	D3.VIII.8 Remediation date non-compliance was corrected
04/07/2021	10/19/2022
D3.VIII.9 Corrective action plan	
No	

Topic X. Program Integrity

Number	Indicator	Response
D1.X.1	<p data-bbox="298 195 602 275">Dedicated program integrity staff</p> <p data-bbox="298 302 704 470">Report or enter the number of dedicated program integrity staff for routine internal monitoring and compliance risks. Refer to 42 CFR 438.608(a)(1)(vii).</p>	<p data-bbox="743 195 1049 226">Health Choice Utah</p> <p data-bbox="743 254 760 275">2</p> <p data-bbox="743 342 899 373">Healthy U</p> <p data-bbox="743 401 776 422">3.5</p> <p data-bbox="743 489 1036 520">Molina Healthcare</p> <p data-bbox="743 548 776 569">1.5</p> <p data-bbox="743 636 1219 667">SelectHealth Community Care</p> <p data-bbox="743 695 760 716">5</p> <p data-bbox="743 783 1308 814">Integrated Care Health Choice Utah</p> <p data-bbox="743 842 760 863">2</p> <p data-bbox="743 930 1157 961">Integrated Care Healthy U</p> <p data-bbox="743 989 776 1010">3.5</p> <p data-bbox="743 1077 1292 1108">Integrated Care Molina Healthcare</p> <p data-bbox="743 1136 776 1157">1.5</p> <p data-bbox="743 1224 1203 1304">Integrated Care SelectHealth Community Care</p> <p data-bbox="743 1331 760 1352">5</p> <p data-bbox="743 1419 1105 1451">MCNA Medicaid Dental</p> <p data-bbox="743 1478 776 1499">13</p> <p data-bbox="743 1566 1252 1598">Premier Access Medicaid Dental</p> <p data-bbox="743 1625 776 1646">31</p> <p data-bbox="743 1713 1281 1745">Bear River Mental Health Services</p> <p data-bbox="743 1772 760 1793">1</p> <p data-bbox="743 1860 1243 1892">Central Utah Counseling Center</p> <p data-bbox="743 1919 776 1940">2.5</p>

Number	Indicator	Response
		<p>Davis Behavioral Health Services</p> <p>3</p>
		<p>Four Corners Community Behavioral Health</p> <p>1</p>
		<p>Healthy U Behavioral Health</p> <p>3.5</p>
		<p>Northeastern Counseling Center</p> <p>1</p>
		<p>Salt Lake County Behavioral Health Services</p> <p>7</p>
		<p>Southwest Behavioral Health Center</p> <p>2</p>
		<p>United Behavioral Health, Inc.</p> <p>5</p>
		<p>Wasatch Behavioral Health Special Service District</p> <p>1</p>
		<p>Weber Human Services</p> <p>1</p>
D1.X.2	<p>Count of opened program integrity investigations</p>	<p>Health Choice Utah</p>
	<p>How many program integrity investigations have been opened by the plan in the past year?</p>	<p>42</p>
		<p>Healthy U</p>
		<p>45</p>

Number	Indicator	Response
		Molina Healthcare
		29
		SelectHealth Community Care
		14
		Integrated Care Health Choice Utah
		50
		Integrated Care Healthy U
		13
		Integrated Care Molina Healthcare
		16
		Integrated Care SelectHealth Community Care
		14
		MCNA Medicaid Dental
		10
		Premier Access Medicaid Dental
		39
		Bear River Mental Health Services
		0
		Central Utah Counseling Center
		0
		Davis Behavioral Health Services
		0
		Four Corners Community Behavioral Health
		0

Number	Indicator	Response
		<p>Healthy U Behavioral Health</p> <p>0</p> <p>Northeastern Counseling Center</p> <p>0</p> <p>Salt Lake County Behavioral Health Services</p> <p>1</p> <p>Southwest Behavioral Health Center</p> <p>0</p> <p>United Behavioral Health, Inc.</p> <p>0</p> <p>Wasatch Behavioral Health Special Service District</p> <p>0</p> <p>Weber Human Services</p> <p>0</p>
D1.X.3	<p>Ratio of opened program integrity investigations to enrollees</p> <p>What is the ratio of program integrity investigations opened by the plan in the past year per 1,000 beneficiaries enrolled in the plan on the first day of the last month of the reporting year?</p>	<p>Health Choice Utah</p> <p>1.35:1,000</p> <p>Healthy U</p> <p>0.66:1,000</p> <p>Molina Healthcare</p> <p>0.37:1,000</p> <p>SelectHealth Community Care</p> <p>0.1:1,000</p> <p>Integrated Care Health Choice Utah</p> <p>3.9:1,000</p>

Number	Indicator	Response
		Integrated Care Healthy U 68:1,000
		Integrated Care Molina Healthcare 0.94:1,000
		Integrated Care SelectHealth Community Care 0.42:1,000
		MCNA Medicaid Dental 0.13:1,000
		Premier Access Medicaid Dental 0.24:1,000
		Bear River Mental Health Services 0:1,000
		Central Utah Counseling Center 0:1,000
		Davis Behavioral Health Services 0:1,000
		Four Corners Community Behavioral Health 0:1,000
		Healthy U Behavioral Health 0:1,000
		Northeastern Counseling Center 0:1,000
		Salt Lake County Behavioral Health Services 0.01:1,000

Number	Indicator	Response
		<p>Southwest Behavioral Health Center</p> <p>0:1,000</p>
		<p>United Behavioral Health, Inc.</p> <p>0:1,000</p>
		<p>Wasatch Behavioral Health Special Service District</p> <p>0:1,000</p>
		<p>Weber Human Services</p> <p>0:1,000</p>
D1.X.4	<p>Count of resolved program integrity investigations</p> <p>How many program integrity investigations have been resolved by the plan in the past year?</p>	<p>Health Choice Utah</p> <p>26</p> <p>Healthy U</p> <p>17</p> <p>Molina Healthcare</p> <p>2</p> <p>SelectHealth Community Care</p> <p>6</p> <p>Integrated Care Health Choice Utah</p> <p>26</p> <p>Integrated Care Healthy U</p> <p>1</p> <p>Integrated Care Molina Healthcare</p> <p>1</p>

Number	Indicator	Response
		Integrated Care SelectHealth Community Care
		3
		MCNA Medicaid Dental
		5
		Premier Access Medicaid Dental
		28
		Bear River Mental Health Services
		0
		Central Utah Counseling Center
		0
		Davis Behavioral Health Services
		0
		Four Corners Community Behavioral Health
		0
		Healthy U Behavioral Health
		0
		Northeastern Counseling Center
		0
		Salt Lake County Behavioral Health Services
		1
		Southwest Behavioral Health Center
		0
		United Behavioral Health, Inc.
		0

Number	Indicator	Response
		<p>Wasatch Behavioral Health Special Service District</p> <p>0</p> <p>Weber Human Services</p> <p>0</p>
D1.X.5	<p>Ratio of resolved program integrity investigations to enrollees</p> <p>What is the ratio of program integrity investigations resolved by the plan in the past year per 1,000 beneficiaries enrolled in the plan at the beginning of the reporting year?</p>	<p>Health Choice Utah</p> <p>0.8:1,000</p> <p>Healthy U</p> <p>0.24:1,000</p> <p>Molina Healthcare</p> <p>0.02:1,000</p> <p>SelectHealth Community Care</p> <p>0.04:1,000</p> <p>Integrated Care Health Choice Utah</p> <p>2.03:1,000</p> <p>Integrated Care Healthy U</p> <p>0.05:1,000</p> <p>Integrated Care Molina Healthcare</p> <p>0.05:1,000</p> <p>Integrated Care SelectHealth Community Care</p> <p>0.09:1,000</p> <p>MCNA Medicaid Dental</p> <p>0.07:1,000</p> <p>Premier Access Medicaid Dental</p> <p>0.17:1,000</p>

Number	Indicator	Response
		Bear River Mental Health Services
		0:1,000
		Central Utah Counseling Center
		0:1,000
		Davis Behavioral Health Services
		0:1,000
		Four Corners Community Behavioral Health
		0:1,000
		Healthy U Behavioral Health
		0:1,000
		Northeastern Counseling Center
		0:1,000
		Salt Lake County Behavioral Health Services
		0.01:1,000
		Southwest Behavioral Health Center
		0:1,000
		United Behavioral Health, Inc.
		0:1,000
		Wasatch Behavioral Health Special Service District
		0:1,000
		Weber Human Services
		0:1,000

Number	Indicator	Response
D1.X.6	<p>Referral path for program integrity referrals to the state</p> <p>What is the referral path that the plan uses to make program integrity referrals to the state? Select one.</p>	<p>Health Choice Utah</p> <p>Makes referrals to the State Medicaid Agency (SMA) and MFCU concurrently</p> <p>Count of program integrity referrals to the state</p> <p>1</p>
		<p>Healthy U</p> <p>Makes referrals to the State Medicaid Agency (SMA) and MFCU concurrently</p> <p>Count of program integrity referrals to the state</p> <p>4</p>
		<p>Molina Healthcare</p> <p>Makes referrals to the State Medicaid Agency (SMA) and MFCU concurrently</p> <p>Count of program integrity referrals to the state</p> <p>1</p>
		<p>SelectHealth Community Care</p> <p>Makes referrals to the State Medicaid Agency (SMA) and MFCU concurrently</p> <p>Count of program integrity referrals to the state</p> <p>4</p>
		<p>Integrated Care Health Choice Utah</p> <p>Makes referrals to the State Medicaid Agency (SMA) and MFCU concurrently</p> <p>Count of program integrity referrals to the state</p> <p>2</p>
		<p>Integrated Care Healthy U</p> <p>Makes referrals to the State Medicaid Agency (SMA) and MFCU concurrently</p>

Number	Indicator	Response
		<p>Count of program integrity referrals to the state</p> <p>0</p>
		<p>Integrated Care Molina Healthcare</p> <p>Makes referrals to the State Medicaid Agency (SMA) and MFCU concurrently</p> <p>Count of program integrity referrals to the state</p> <p>1</p>
		<p>Integrated Care SelectHealth Community Care</p> <p>Makes referrals to the State Medicaid Agency (SMA) and MFCU concurrently</p> <p>Count of program integrity referrals to the state</p> <p>4</p>
		<p>MCNA Medicaid Dental</p> <p>Makes referrals to the State Medicaid Agency (SMA) and MFCU concurrently</p> <p>Count of program integrity referrals to the state</p> <p>0</p>
		<p>Premier Access Medicaid Dental</p> <p>Makes referrals to the State Medicaid Agency (SMA) and MFCU concurrently</p> <p>Count of program integrity referrals to the state</p> <p>14</p>
		<p>Bear River Mental Health Services</p> <p>Makes referrals to the State Medicaid Agency (SMA) and MFCU concurrently</p> <p>Count of program integrity referrals to the state</p> <p>0</p>

Number	Indicator	Response
		<p>Central Utah Counseling Center</p> <p>Makes referrals to the State Medicaid Agency (SMA) and MFCU concurrently</p> <p>Count of program integrity referrals to the state</p> <p>0</p>
		<p>Davis Behavioral Health Services</p> <p>Makes referrals to the State Medicaid Agency (SMA) and MFCU concurrently</p> <p>Count of program integrity referrals to the state</p> <p>0</p>
		<p>Four Corners Community Behavioral Health</p> <p>Makes referrals to the State Medicaid Agency (SMA) and MFCU concurrently</p> <p>Count of program integrity referrals to the state</p> <p>0</p>
		<p>Healthy U Behavioral Health</p> <p>Makes referrals to the State Medicaid Agency (SMA) and MFCU concurrently</p> <p>Count of program integrity referrals to the state</p> <p>0</p>
		<p>Northeastern Counseling Center</p> <p>Makes referrals to the State Medicaid Agency (SMA) and MFCU concurrently</p> <p>Count of program integrity referrals to the state</p> <p>0</p>
		<p>Salt Lake County Behavioral Health Services</p>

Number	Indicator	Response
		<p>Makes referrals to the State Medicaid Agency (SMA) and MFCU concurrently</p> <p>Count of program integrity referrals to the state</p> <p>2</p>
		<p>Southwest Behavioral Health Center</p> <p>Makes referrals to the State Medicaid Agency (SMA) and MFCU concurrently</p> <p>Count of program integrity referrals to the state</p> <p>0</p>
		<p>United Behavioral Health, Inc.</p> <p>Makes referrals to the State Medicaid Agency (SMA) and MFCU concurrently</p> <p>Count of program integrity referrals to the state</p> <p>0</p>
		<p>Wasatch Behavioral Health Special Service District</p> <p>Makes referrals to the State Medicaid Agency (SMA) and MFCU concurrently</p> <p>Count of program integrity referrals to the state</p> <p>0</p>
		<p>Weber Human Services</p> <p>Makes referrals to the State Medicaid Agency (SMA) and MFCU concurrently</p> <p>Count of program integrity referrals to the state</p> <p>0</p>

D1.X.8	Ratio of program integrity referral to the state	Health Choice Utah 0.32
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Number	Indicator	Response
	What is the ratio of program integrity referral listed in the previous indicator made to the state in the past year per 1,000 beneficiaries, using the plan's total enrollment as of the first day of the last month of the reporting year (reported in indicator D1.1.2) as the denominator.	<p>Healthy U 0.06</p> <p>Molina Healthcare 0.01</p> <p>SelectHealth Community Care 0.03</p> <p>Integrated Care Health Choice Utah 0.15</p> <p>Integrated Care Healthy U 0</p> <p>Integrated Care Molina Healthcare 0.05</p> <p>Integrated Care SelectHealth Community Care 0.12</p> <p>MCNA Medicaid Dental 0</p> <p>Premier Access Medicaid Dental 0.86</p> <p>Bear River Mental Health Services 0</p> <p>Central Utah Counseling Center 0</p> <p>Davis Behavioral Health Services 0</p>

Number	Indicator	Response
		<p>Four Corners Community Behavioral Health</p> <p>0</p>
		<p>Healthy U Behavioral Health</p> <p>0</p>
		<p>Northeastern Counseling Center</p> <p>0</p>
		<p>Salt Lake County Behavioral Health Services</p> <p>0.01</p>
		<p>Southwest Behavioral Health Center</p> <p>0</p>
		<p>United Behavioral Health, Inc.</p> <p>0</p>
		<p>Wasatch Behavioral Health Special Service District</p> <p>0</p>
		<p>Weber Human Services</p> <p>0</p>

D1.X.9	<p>Plan overpayment reporting to the state</p> <p>Describe the plan’s latest annual overpayment recovery report submitted to the state as required under 42 CFR 438.608(d)(3). Include, for example, the following information:</p> <ul style="list-style-type: none"> • The date of the report (rating period or calendar year). • The dollar amount of overpayments recovered. 	<p>Health Choice Utah</p> <p>SFY2020 \$348,553.44 Ratio: .00358</p> <p>Healthy U</p> <p>SFY2020 \$486,827.66 Ratio: .00159</p> <p>Molina Healthcare</p> <p>SFY2020 \$1,177,567.70 Ratio: .0052</p>
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Number	Indicator	Response
	<ul style="list-style-type: none"> The ratio of the dollar amount of overpayments recovered as a percent of premium revenue as defined in MLR reporting under 438.8(f)(2). 	<p>SelectHealth Community Care SFY2020 \$11,540,575.61 Ratio: .024</p> <p>Integrated Care Health Choice Utah SFY2020 \$149,711.85 Ratio: .007</p> <p>Integrated Care Healthy U SFY2020 \$320,925.71 Ratio: .012618</p> <p>Integrated Care Molina Healthcare SFY2020 \$520,735.36 Ratio: .026</p> <p>Integrated Care SelectHealth Community Care SFY2020 \$5,541,598.68 Ratio: .155</p> <p>MCNA Medicaid Dental SFY2020 \$0</p> <p>Premier Access Medicaid Dental SFY2020 \$0</p> <p>Bear River Mental Health Services SFY2020 \$73 Ratio: 0.00064</p> <p>Central Utah Counseling Center SFY2020 \$0</p> <p>Davis Behavioral Health Services SFY2020 \$0</p> <p>Four Corners Community Behavioral Health SFY2020 \$0</p> <p>Healthy U Behavioral Health SFY2020 \$1,164.41 Ration 0.19</p>

Number	Indicator	Response
		<p>Northeastern Counseling Center</p> <p>SFY2020 \$0</p>
		<p>Salt Lake County Behavioral Health Services</p> <p>SFY2020 \$38,455.31 Ratio: 0.0595</p>
		<p>Southwest Behavioral Health Center</p> <p>SFY2020 \$5,568.00 Ratio: 0.045</p>
		<p>United Behavioral Health, Inc.</p> <p>SFY2020 Not a contractor in SFY2020</p>
		<p>Wasatch Behavioral Health Special Service District</p> <p>SFY2020 \$0</p>
		<p>Weber Human Services</p> <p>SFY2020 \$0</p>
D1.X.10	<p>Changes in beneficiary circumstances</p> <p>Select the frequency the plan reports changes in beneficiary circumstances to the state.</p>	<p>Health Choice Utah</p> <p>Daily</p> <p>Healthy U</p> <p>Daily</p> <p>Molina Healthcare</p> <p>Daily</p> <p>SelectHealth Community Care</p> <p>Daily</p> <p>Integrated Care Health Choice Utah</p> <p>Daily</p> <p>Integrated Care Healthy U</p> <p>Daily</p>

Number	Indicator	Response
		Integrated Care Molina Healthcare Daily
		Integrated Care SelectHealth Community Care Daily
		MCNA Medicaid Dental Daily
		Premier Access Medicaid Dental Daily
		Bear River Mental Health Services Daily
		Central Utah Counseling Center Daily
		Davis Behavioral Health Services Daily
		Four Corners Community Behavioral Health Daily
		Healthy U Behavioral Health Daily
		Northeastern Counseling Center Daily
		Salt Lake County Behavioral Health Services Daily
		Southwest Behavioral Health Center Daily

Number	Indicator	Response
		United Behavioral Health, Inc. Daily
		Wasatch Behavioral Health Special Service District Daily
		Weber Human Services Daily

Section E: BSS Entity Indicators

Topic IX. Beneficiary Support System (BSS) Entities

Number	Indicator	Response
E.IX.1	BSS entity type What type of entity was contracted to perform each BSS activity? Check all that apply. Refer to 42 CFR 438.71(b).	Utah Medicaid State Government Entity
E.IX.2	BSS entity role What are the roles performed by the BSS entity? Check all that apply. Refer to 42 CFR 438.71(b).	Utah Medicaid Beneficiary Outreach

