



Behavioral Health Services

### Denials & Ineligibles FY24 Annual Report (July 1, 2023 – June 30, 2024)

Region 3 Behavioral Health Services (Region 3) monitors and ensure network providers do not deny services to individuals who are clinically and financially eligible. This information is valuable in helping identify barriers and gaps across the service array.

Denials are decisions made by the network provider at screening to decline serving a referral because of provider established exclusionary criteria. Examples of denials include, but are not limited to, a variety of scenarios such as recent aggression toward staff and/or peers, legal history including sexual offenses, conflicts with peers and/or staff members, and/or unstable behavioral health or medical concerns. Referrals may meet clinical criteria but other factors result in admission denial.

Region 3 also monitors those individuals who are deemed ineligible for services. An individual is considered ineligible for service admission by the provider at screening if they do not meet the clinical criteria for the level of service requested.

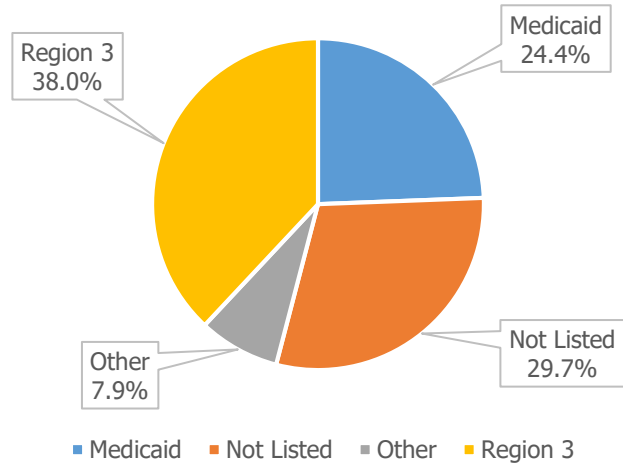
#### Denial Report

There were 455 individuals denied admission for services through the Region 3 Network from July 1, 2023 through June 30, 2024. Below lists the various referral sources, number denied and percentage.

Denial Report		
Referral Source	Number Denied	Percentage
BH Organizations (excluding Psych hospitals)	171	37.6%
Self	93	20.4%
Hospital	48	10.5%
Law Enforcement/Legal	32	7.0%
Family/Guardian/Friends	31	6.8%
School	28	6.2%
Psychiatric Hospital	19	4.2%
Dept of Health & Human Services (DHHS)	11	2.4%
Probation	8	1.8%
Vocational Rehabilitation (VR)	5	1.1%
Lincoln Regional Center	3	0.7%
Drug Court	2	0.4%
Homeless Shelter/Housing Authority	2	0.4%
Unknown	2	0.4%
Total	455	

The graph below lists the payer sources of those who were denied services.

Payer Source of those Denied Services



Below lists the varying reasons for denial of services, the number denied, and the percentage of total denials.

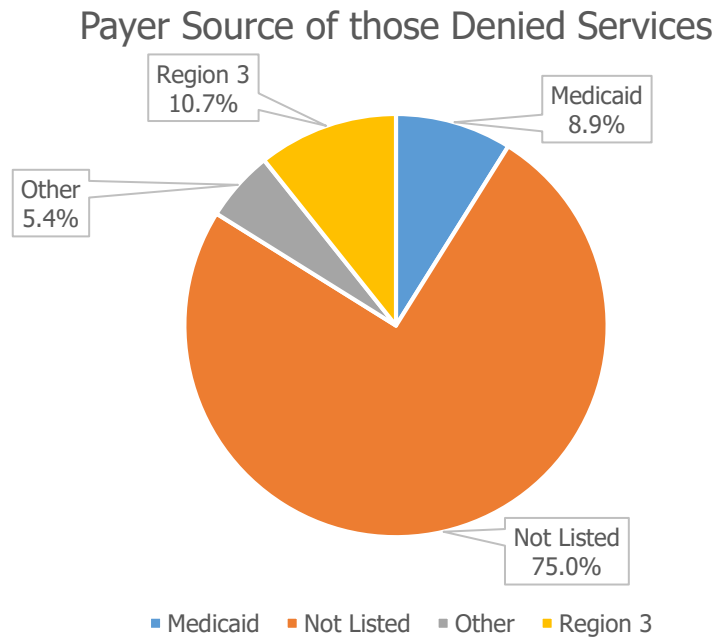
<b>Denial Report</b>		
Reason for Denial	Number Denied	Percentage
At Capacity (staff ratio or bed)	134	29.5%
No Show	87	19.1%
Services No Longer Needed	65	14.3%
Another Level of Care Recommended/Provided	39	8.6%
Individual/Family Passively Refused Services	34	7.5%
Individual/Family Expressly Refused Services	20	4.4%
Moved Out of State/Region	20	4.4%
Legal History	11	2.4%
Does Not Meet Eligibility Criteria	9	2.0%
Aggression Towards Peer(s) and/or Staff	6	1.3%
Medically Unstable	6	1.3%
Incarcerated	5	1.1%
Conflict with Peer(s) and/or Staff	4	0.9%
None	4	0.9%
Safety Concerns	4	0.9%
Extensive MH, not Managed/Unstable	2	0.4%
Homeless	2	0.4%
Unable to Contact/Locate Youth/Family	2	0.4%
Sex Offender	1	0.2%
<b>Total</b>	<b>455</b>	

### Ineligible Report

There were 831 individuals deemed ineligible for services through the Region 3 Network from July 1, 2023 through June 30, 2024. The table below identifies the various referral sources, number found ineligible for services, and percentage of the total.

Ineligible Report		
Referral Source	Number Ineligible	Percentage
Family/Guardian/Friends	244	29.4%
Hospital	171	20.6%
Self	163	19.6%
BH Organizations (excluding Psych hospitals)	154	18.5%
Law Enforcement/Legal	70	8.4%
School	11	1.3%
Dept of Health & Human Services (DHHS)	10	1.2%
Psychiatric Hospital	6	0.7%
Homeless Shelter/Housing Authority	2	0.2%
Total	831	

The graph below lists the various payer sources of those individuals deemed ineligible for services.



The table below lists the reasons for ineligibility for services in the Region 3 Network.

<b>Ineligible Report</b>		
Reason for Ineligible	Number Ineligible	Percentage
Doesn't Meet Admission Criteria	383	46.1%
Medically Unstable	140	16.8%
Doesn't Meet Eligibility	102	12.3%
None	60	7.2%
Individual Denies Suicidal/Homicidal Ideation	56	6.7%
Too Dual	16	1.9%
Doesn't Meet Frequency of Use	15	1.8%
Doesn't Meet Clinical Criteria	13	1.6%
High Acuity	8	1.0%
Residing Out of Region/State	7	0.8%
Acuity	6	0.7%
Doesn't Meet Date of Last Use Criteria	6	0.7%
Doesn't Have Required Functional Deficits	5	0.6%
Developmental Disabilities	4	0.5%
Cognitive Status	3	0.4%
Detox Necessary	2	0.2%
Significant Cognitive Impairment/Level of Functioning	2	0.2%
Toxicology Screen Positive	2	0.2%
Conflict of Interest	1	0.1%
Total	831	