



Behavioral Health Services

**Denials & Ineligibles FY23 Semi-Annual Report
(January 1, 2023 – June 30, 2023)**

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.

The following information represents Denial and Ineligibility data during the months of January 1, 2023 through June 30, 2023.

Denial Report

There were 300 individuals denied admission for services through the Region 3 Network from January 1, 2023 through June 30, 2023. Table 1 lists the various referral sources, number denied and percentage.

Table 1

Referral Source	Number Denied	Percentage
BH Organizations (excluding Psych hospitals)	120	40.0%
Dept of Health & Human Services (DHHS)	4	1.3%
Drug Court	6	2.0%
Family/Guardian/Friends	12	4.0%
Homeless Shelter/Housing Authority	10	3.3%
Hospital	41	13.7%
Law Enforcement/Legal	24	8.0%
Lincoln Regional Center	1	0.3%
Probation	8	2.7%
Psychiatric Hospital	3	1.0%
School	18	6.0%
Self	46	15.3%
Vocational Rehabilitation (VR)	4	1.3%
Unknown	3	1.0%
Total	300	

Table 2 below lists the payer sources of those who were denied services.

Table 2

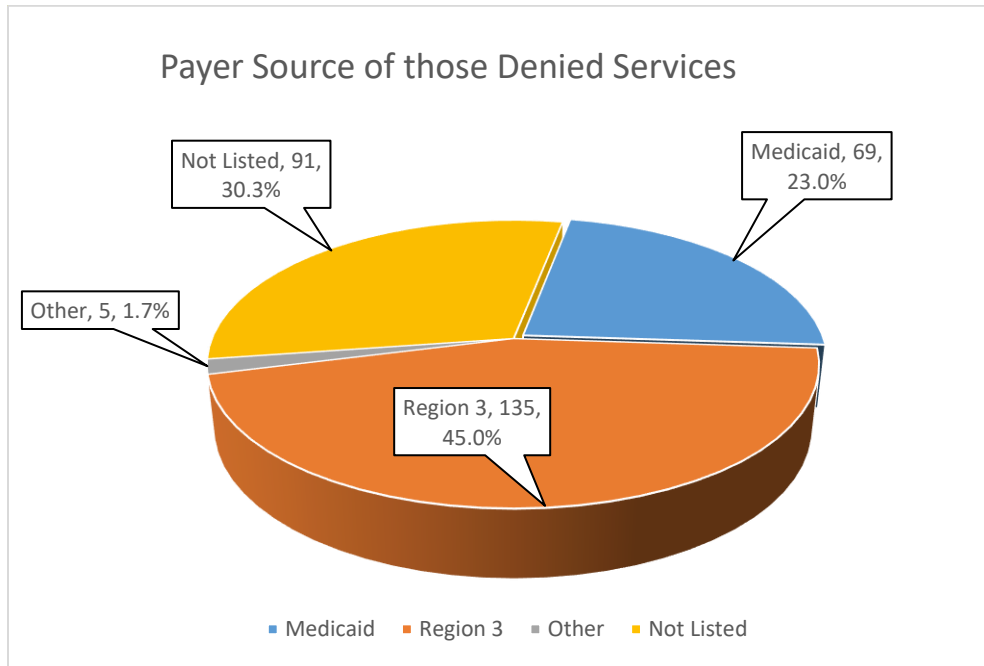


Table 3 below lists the varying reasons for denial of services, the number denied, and the percentage of total denials.

Table 3

Reason for Denial	Number Denied	Percentage
At Capacity (Staff Ratio or Bed)	85	28.3%
Conflict of Interest with Staff	1	0.3%
Does Not Meet Eligibility Criteria	20	6.7%
Extensive MH, Not Managed/Unstable	1	0.3%
Family Expressly Refused Services	10	3.3%
Family Passively Refused Services	23	7.7%
Incarcerated	2	0.7%
Moved Outside State/Region	15	5.0%
Recommend Another Level of Care	35	11.7%
Services No Longer Needed	49	16.3%
Unable to Locate Youth/Family	59	19.7%
Total	300	

Ineligible Report

There were 234 individuals deemed ineligible for services through the Region 3 Network from January 1, 2023 through June 30, 2023. Table 4 below identifies the various referral sources, number found ineligible for services, and percentage of the total.

Table 4

Referral Source	Number Ineligible	Percentage
BH Organizations (excluding Psych hospitals)	54	23.1%
Dept of Health & Human Services (DHHS)	3	1.3%
Diversion	0	0.0%
Family/Guardian/Friends	37	15.8%
Healthcare	44	18.8%
Law enforcement	12	5.1%
Psychiatric Hospital	1	0.4%
Schools	4	1.7%
Self	78	33.3%
Unknown	1	0.4%
Total	234	

Table 5 below lists the various payer sources of those individuals deemed ineligible for services.

Table 5

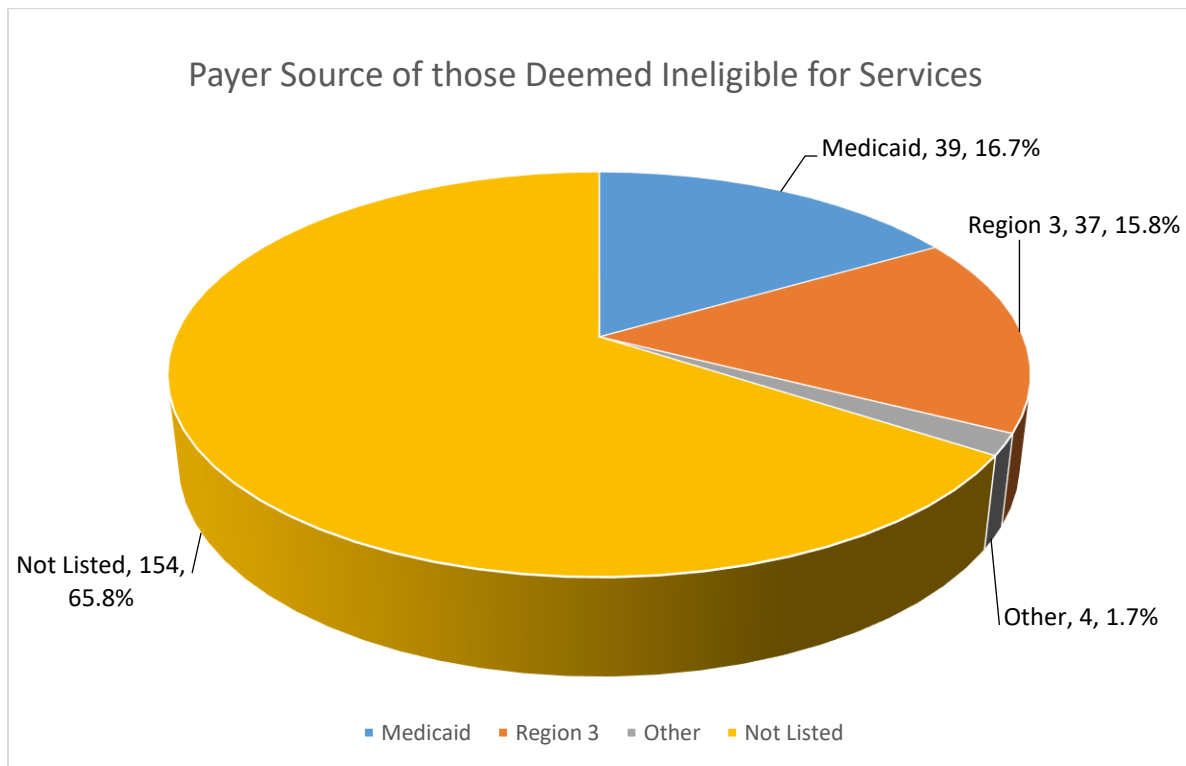


Table 6 below lists the reasons for ineligibility for services in the Region 3 Network.

Table 6

Reason for Ineligible	Number Ineligible	Percentage
Conflict with Peer(s) and/or Staff	4	1.7%
Does Not Meet Eligibility Criteria	171	73.1%
Extensive MH, Not Managed/Unstable	5	2.1%
Individual/Family Expressly Refused Services	18	7.7%
Legal History	1	0.4%
Medically Unstable	27	11.5%
Recommend Another Level of Care	5	2.1%
Unable to Contact/Locate Youth/Family	3	1.3%
Total	234	