REGION 3
BEHAVIORAL HEALTH SERVICES

Denials & Ineligibles FY26 Annual Report
(July 1, 2025 – June 30, 2026)

Region 3 Behavioral Health Services (Region 3) monitors and ensures 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.

Denial Report

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 safety concerns such as recent aggression towards staff and/or peers, legal history, or a provider being at full capacity with full staff or low available capacity due to staff shortage.

There were 150 individuals denied admission for services through the Region 3 Network from July 1, 2025 through June 30, 2026. This is a 79.7% decrease compared to FY25 (740).

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

Denial Report		
Reason for Denial	**Number Denied**	**Percentage**
At Capacity	114	76.0%
Safety Concern	33	22.0%
Legal History	3	2.0%
Total	150	

Below lists the various service types for denial of services, the number denied, and the percentage of total denials.

Denial Report		
Service Type	**Number Denied**	**Percentage**
Acute	117	78.0%
Short-Term Residential	16	10.7%
Crisis Stabilization Unit (MH)	6	4.0%
Psychological Res Rehab	3	2.0%
Halfway House	3	2.0%
Dual Disorder Residential	2	1.3%
Community Support MH	1	0.7%
Crisis Stabilization Unit (SUD)	1	0.7%
Day Rehabilitation	1	0.7%
Total	150	

Below lists the various referral sources, number denied and percentage.

Denial Report		
Referral Source	**Number Denied**	**Percentage**
Hospital	57	38.0%
Self	31	20.7%
BH Organizations (excluding Psych hospitals)	24	16.0%
Law Enforcement/Legal	18	12.0%
Family/Guardian/Friends	13	8.7%
Probation	6	4.0%
Psychiatric Hospital	1	0.7%
Total	150	

Ineligible Report

Region 3 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. Examples of ineligibility include required diagnosis, required functional deficits, or does not meet eligibility to receive Region 3 funding due to financial eligibility, citizenship, payor of last resort, or residing outside the Region 3 service area.

There were 654 individuals deemed ineligible for services through the Region 3 Network from July 1, 2025 through June 30, 2026. This is a 10.0% decrease compared to FY25 (727).

Below lists the reasons for ineligibility for services in the Region 3 Network.

Ineligible Report		
Reason for Ineligible	**Number Ineligible**	**Percentage**
Does not meet Clinical Criteria/ Admission Criteria	639	97.7%
Does not meet Eligibility	15	2.3%
Total	654	

Below lists the various service types for denial of services, the number denied, and the percentage of total denials.

Ineligible Report		
Service Type	**Number Ineligible**	**Percentage**
Acute	493	75.4%
Short-Term Residential	45	6.9%
Housing Assistance Program	44	6.7%
Professional Partner Program	26	4.0%
Community Support MH	12	1.8%
Dual Disorder Residential	8	1.2%
Day Rehabilitation	6	0.9%
Crisis Stabilization Unit (MH)	5	0.8%
Crisis Stabilization Unit (SUD)	5	0.8%
Intensive Outpatient Program	2	0.3%

Psychological Res Rehab	2	0.3%
Supported Employment	2	0.3%
Day Support	1	0.2%
Emergency Community Support	1	0.2%
Halfway House	1	0.2%
Therapeutic Community	1	0.2%
Total	654	

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**
Self/Walk-in	223	34.1%
Family/Guardian/Friends	130	19.9%
BH Organizations (excluding Psych hospitals)	110	16.8%
Hospital	94	14.4%
Law Enforcement/Legal	26	4.0%
School	26	4.0%
Unknown	14	2.1%
Probation	10	1.5%
Homeless Shelter/Housing Authority	8	1.2%
Psychiatric Hospital	5	0.8%
Dept of Health & Human Services (DHHS)	4	0.6%
Drug Court	2	0.3%
Vocational Rehabilitation (VR)	2	0.3%
Total	654	