



Behavioral Health Services
Denials & Ineligibles FY22 Annual Report
(July 1, 2021 – June 30, 2022)

Region 3 utilizes a mechanism to monitor and ensure network providers do not deny services to individuals who are clinically and financially eligible. This includes, but is not limited to:

- a. Denials of consumers who utilize medications prescribed by a physician and/or appropriately licensed professional.
- b. Denials of consumers who reside in Nebraska who have an inability to pay scheduled fees, including preadmission deposits, co-payments, and/or other payments required from the consumer.

Understanding the reasons why individuals who seek treatment and support through the Region 3 Behavioral Health Services (Region 3) Network are denied admission or deemed ineligible for services assists Region 3 in our role as network manager. This information is also valuable in helping us 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.

An individual is deemed ineligible for service admission by the provider at screening if they do not meet the clinical criteria for the level of service requested.

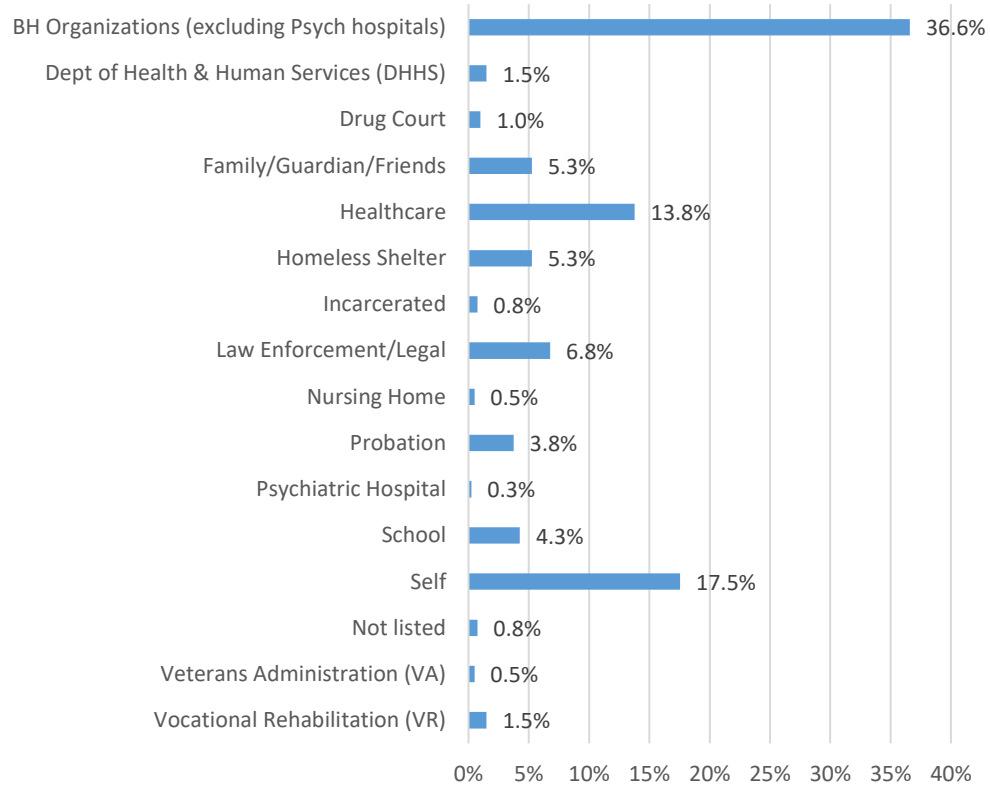
The following information represents Denial and Ineligibility data during the months of July 1, 2021 through June 30, 2022.

Denial Report

There were 399 individuals denied admission for services through the Region 3 Network from July 1, 2021 through June 30, 2022. Table 1 lists the various referral sources, number denied and percentage.

Table 1

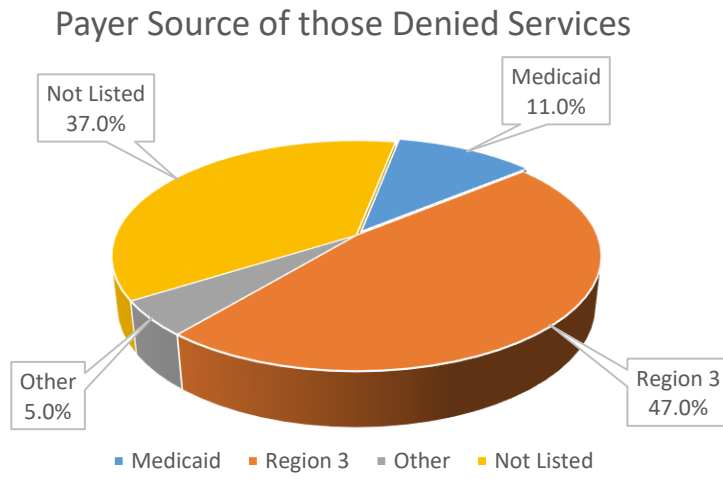
Referral Sources



Referral Source	Number Denied	Percentage
BH Organizations (excluding Psych hospitals)	146	36.6%
Dept of Health & Human Services (DHHS)	6	1.5%
Drug Court	4	1.0%
Family/Guardian/Friends	21	5.3%
Healthcare	55	13.8%
Homeless Shelter	21	5.3%
Incarcerated	3	0.8%
Law Enforcement/Legal	27	6.8%
Nursing Home	2	0.5%
Probation	15	3.8%
Psychiatric Hospital	1	0.3%
School	17	4.3%
Self	70	17.5%
Not listed	3	0.8%
Veterans Administration (VA)	2	0.5%
Vocational Rehabilitation (VR)	6	1.5%
Total	399	

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

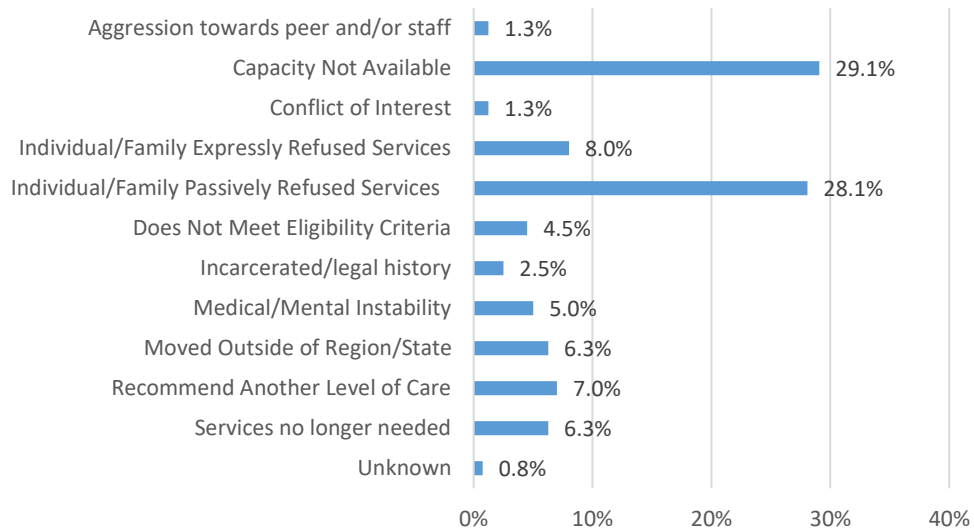
Table 2



Medicaid: 74
Region 3: 179
Other: 18
Not listed: 128

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

Table 3
Reasons for Denial

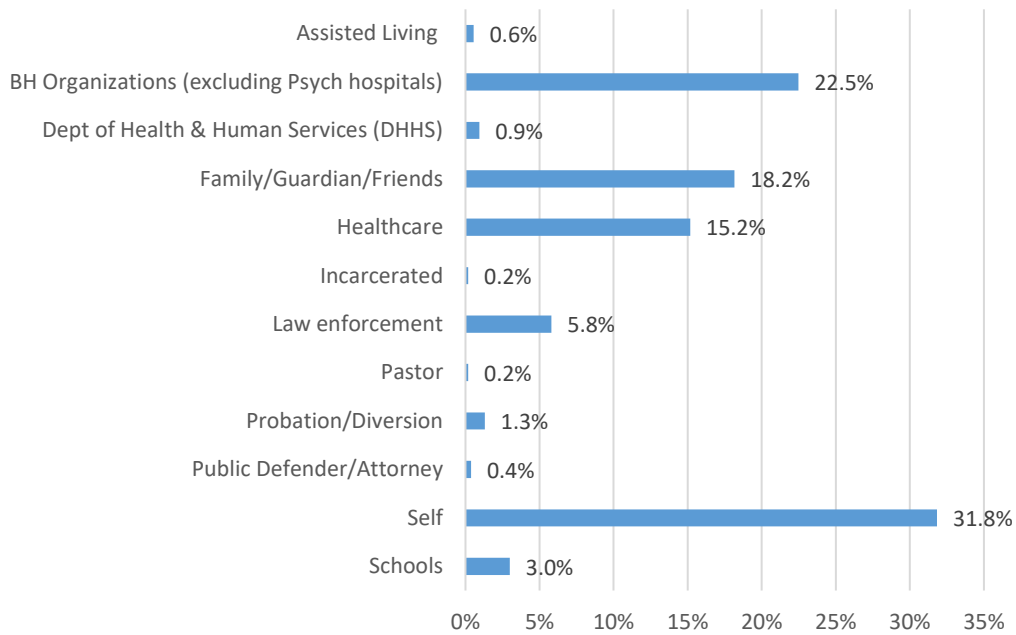


Reason for Denial	Number Denied	Percentage
Aggression towards peer and/or staff	5	1.3%
Capacity Not Available	116	29.1%
Conflict of Interest	5	1.3%
Individual/Family Expressly Refused Services	32	8.0%
Individual/Family Passively Refused Services	112	28.1%
Does Not Meet Eligibility Criteria	18	4.5%
Incarcerated/legal history	10	2.5%
Medical/Mental Instability	20	5.0%
Moved Outside of Region/State	25	6.3%
Recommend Another Level of Care	28	7.0%
Services no longer needed	25	6.3%
Unknown	3	0.8%
Total	399	

Ineligible Report

There were 534 individuals deemed ineligible for services through the Region 3 Network from July 1, 2021 through June 30, 2022. Table 4 below identifies the various referral sources, number found ineligible for services, and percentage of the total.

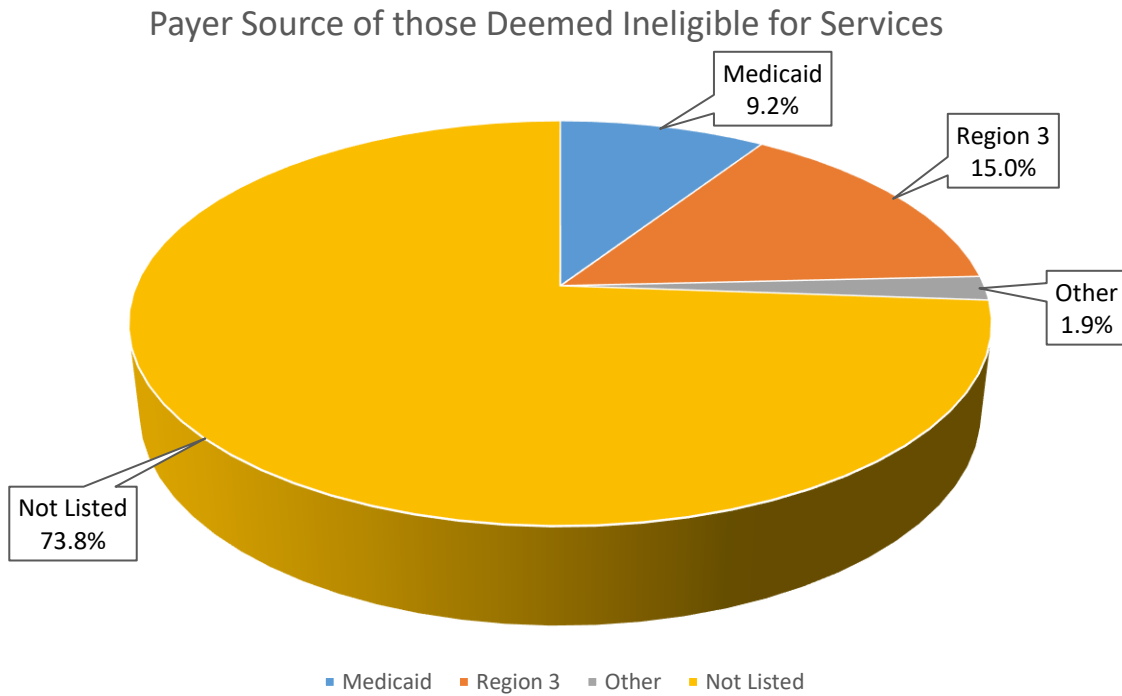
Table 4
Referral Sources



Referral Source	Number Ineligible	Percentage
Assisted Living	3	0.6%
BH Organizations (excluding Psych hospitals)	120	22.5%
Dept of Health & Human Services (DHHS)	5	0.9%
Family/Guardian/Friends	97	18.2%
Healthcare	81	15.2%
Incarcerated	1	0.2%
Law enforcement	31	5.8%
Pastor	1	0.2%
Probation/Diversion	7	1.3%
Public Defender/Attorney	2	0.4%
Self	170	31.8%
Schools	16	3.0%
Total	534	

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

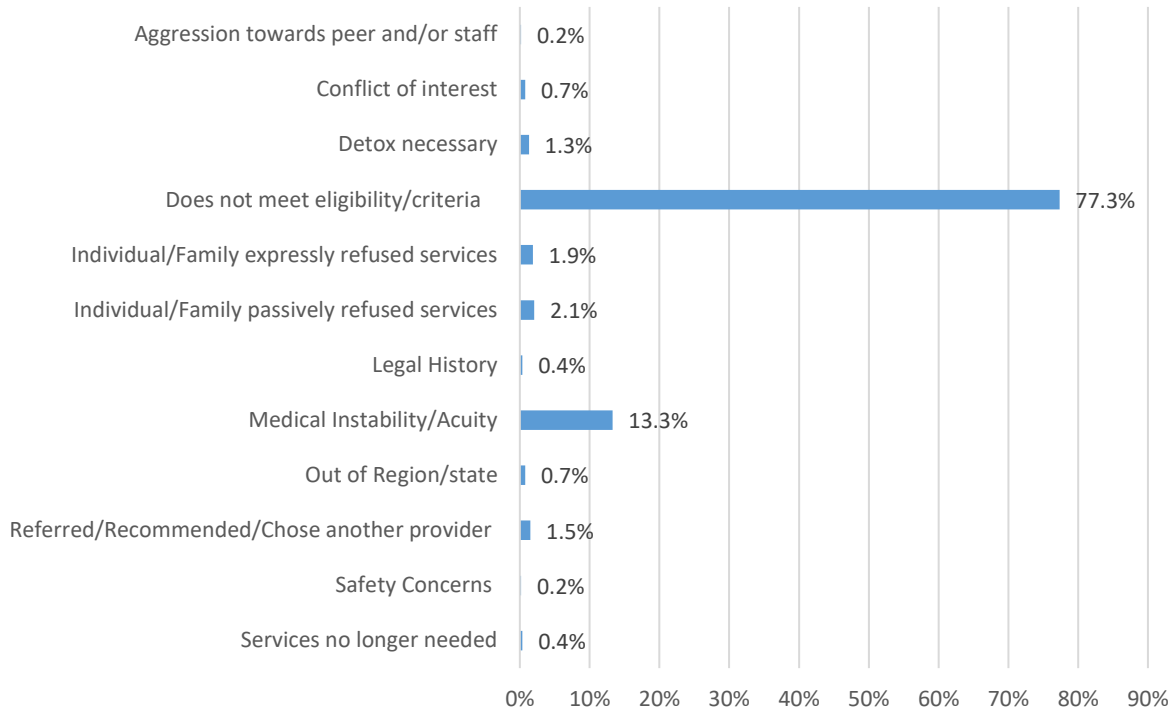
Table 5



Medicaid: 55
Region 3: 77
Other: 15
Not listed: 387

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

Table 6
Reasons for Ineligible



Reason for Ineligible	Number Ineligible	Percentage
Aggression towards peer and/or staff	1	0.2%
Conflict of interest	4	0.7%
Detox necessary	7	1.3%
Does not meet eligibility/criteria	413	77.3%
Individual/Family expressly refused services	10	1.9%
Individual/Family passively refused services	11	2.1%
Legal History	2	0.4%
Medical Instability/Acuity	71	13.3%
Out of Region/state	4	0.7%
Referred/Recommended/Chose another provider	8	1.5%
Safety Concerns	1	0.2%
Services no longer needed	2	0.4%
Total	534	

Revised: 10/12/22