



Conduent™ CyberAccess & SmartPA Help Desk Behavioral Health Report

December 2020

Executed by HISNT\ssrivastava at 1/4/2021 2:00:32 AM

December 2020

	Total	CA Approved	%	SPA Approved	%	CA Crit Not Met	SPA Denied	% All Service Type
Family Therapy	17	4	23.53 %	10	58.82 %	3	0	6.91 %
Family Therapy w/out Patient Present	1	0	0.00 %	1	100.00 %	0	0	0.41 %
Individual therapy	58	28	48.28 %	28	48.28 %	2	0	23.58 %
Individual Therapy – Continued Services	1	0	0.00 %	0	0.00 %	1	0	0.41 %
Individual Therapy–Continued Services	2	0	0.00 %	2	100.00 %	0	0	0.81 %
Initial Therapy	167	0	0.00 %	167	100.00 %	0	0	67.89 %
Total	246	32		208		6	0	

To Date



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	Total	CA Approved	%	SPA Approved	%	CA Crit Not Met	SPA Denied	% All Service Type
ABA Assessment for Intervention Planning	2,397	0	0.00 %	2,349	98.00 %	0	48	1.42 %
ABA Continued Intervention	2,064	0	0.00 %	2,049	99.27 %	0	15	1.23 %
ABA Intervention	1,610	0	0.00 %	1,595	99.07 %	0	15	0.96 %
Family Therapy	30,892	6995	22.64 %	23,018	74.51 %	863	16	18.35 %
Family Therapy – Continued Services	20	0	0.00 %	0	0.00 %	20	0	0.01 %
Family Therapy w/out Patient Present	4,780	1501	31.40 %	3,219	67.34 %	56	4	2.84 %
Family Therapy w/out Patient Present – Continued Services	1	0	0.00 %	0	0.00 %	1	0	0.00 %
Family Therapy w/out Patient Present–Continued Services	9	0	0.00 %	9	100.00 %	0	0	0.01 %
Family Therapy–Continued Services	30	0	0.00 %	30	100.00 %	0	0	0.02 %
Group Therapy	2,984	879	29.46 %	2,026	67.90 %	69	10	1.77 %



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	Total	CA Approved	%	SPA Approved	%	CA Crit Not Met	SPA Denied	% All Service Type
Group Therapy – Continued Services	6	0	0.00 %	0	0.00 %	6	0	0.00 %
Individual therapy	101,293	30630	30.24 %	68,823	67.94 %	1,721	119	60.17 %
Individual Therapy – Continued Services	189	0	0.00 %	0	0.00 %	189	0	0.11 %
Individual Therapy–Continued Services	345	0	0.00 %	345	100.00 %	0	0	0.20 %
Initial Therapy	21,572	0	0.00 %	21,572	100.00 %	0	0	12.81 %
Testing	156	76	48.72 %	70	44.87 %	10	0	0.09 %
Total	168,348	40,081		125,105		2,935	227	



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Approved Precertifications by Source

	12/20	11/20	10/20	9/20	8/20	7/20	6/20	5/20	4/20	3/20	2/20	1/20	12/19
CyberAccess	32	127	174	133	194	247	103	106	84	94	91	153	66
SPA Helpdesk	208	1,212	1,644	1,456	1,490	1,476	1,426	1,444	1,491	1,466	1,821	1,393	1,491

Average # of Approved Precertifications per day (All Sources)



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	11/19	10/19	9/19	8/19	7/19	6/19	5/19	4/19	3/19	2/19	1/19	12/18	11/18
CyberAccess	119	260	97	0	28	224	258	456	488	338	423	317	357
SPA Helpdesk	1,759	3,192	2,081	692	675	2,018	2,226	1,125	1,060	1,145	1,236	957	1,088



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	10/18	9/18	8/18	7/18	6/18	5/18	4/18	3/18	2/18	1/18	12/17	11/17	10/17
CyberAccess	506	553	543	509	443	382	660	402	522	580	458	458	495
SPA Helpdesk	1,198	1,045	1,213	1,189	1,142	1,133	1,055	1,122	1,081	1,196	1,064	958	1,002



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	9/17	8/17	7/17	6/17	5/17	4/17	3/17	2/17	1/17	12/16	11/16	10/16	9/16
CyberAccess	546	660	531	747	675	1,156	1,241	955	1,104	892	971	925	1,019
SPA Helpdesk	986	1,094	1,106	1,099	1,102	2,224	2,615	2,486	2,600	2,170	2,315	2,368	2,385



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	8/16	7/16	6/16	5/16	4/16	3/16	2/16	1/16	12/15	11/15	10/15	9/15	8/15
CyberAccess	1,030	961	973	914	945	1,063	1,000	1,078	963	679	783	891	1,105
SPA Helpdesk	2,560	2,352	2,387	2,175	2,418	2,376	2,568	2,699	2,262	1,496	1,925	1,980	2,630



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	7/15	6/15	5/15	4/15	3/15	2/15	1/15	12/14	Total
CyberAccess	1,327	648	413	510	399	426	778	293	40,081
SPA Helpdesk	3,307	2,020	1,461	1,823	1,805	1,770	5,487	1,384	125,105



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	12/20	11/20	10/20	9/20	8/20	7/20	6/20	5/20	4/20	3/20	2/20
ABA Assessment for Intervention Planning		17	12	16	14	12	11	9	5	9	7
ABA Continued Intervention		12	8	11	15	14	13	9	9	10	11
ABA Intervention		10	8	8	13	7	6	6	3	5	6
Family Therapy	4	3	3	2	3	4	2	3	2	2	2
Family Therapy w/out Patient Present	1	1	2	1	2	2	1	1	1	1	1
Family Therapy w/out Patient Present–Continued Services		1	1	1	1	1					
Family Therapy–Continued Services		1	1	1	1	1	1				
Group Therapy			1	1	1	2	1	1	3	1	1
Individual therapy	14	11	13	11	13	14	11	10	8	9	9
Individual Therapy–Continued Services	2	4	3	3	3	4	4	1	1		
Initial Therapy	41	41	50	47	45	43	45	52	59	53	72
Testing					1				1	1	1



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	1/20	12/19	11/19	10/19	9/19	8/19	7/19	6/19	5/19	4/19	3/19
ABA Assessment for Intervention Planning	7	7	8	10	16	10	9	9	9	11	8
ABA Continued Intervention	12	6	7	8	12	8	10	6	11	10	10
ABA Intervention	7	3	4	4	10	5	5	6	5	4	5
Family Therapy	2	2	3	4	5	4	4	3	4	8	9
Family Therapy w/out Patient Present	1	1	1	2	2	1	1	1	1	3	3
Family Therapy w/out Patient Present–Continued Services											
Family Therapy–Continued Services											
Group Therapy	2	1	1	1	1	4	2	2	1	2	2
Individual therapy	11	9	13	22	21	19	17	20	25	42	43
Individual Therapy–Continued Services											
Initial Therapy	44	55	64	111	194		71	73	113		
Testing	1		1	1	1		1	1		1	1



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	2/19	1/19	12/18	11/18	10/18	9/18	8/18	7/18	6/18	5/18	4/18
ABA Assessment for Intervention Planning	5	6	7	5	9	7	7	7	9	6	8
ABA Continued Intervention	8	8	6	9	6	8	7	6	7	6	6
ABA Intervention	4	8	4	5	6	10	4	4	5	7	4
Family Therapy	9	11	8	10	9	11	8	10	8	9	9
Family Therapy w/out Patient Present	3	3	2	2	3	4	2	2	2	2	4
Family Therapy w/out Patient Present–Continued Services											
Family Therapy–Continued Services											
Group Therapy	3	2	1	1	2	3	2	1	2	2	3
Individual therapy	44	51	36	49	46	43	42	42	43	43	46
Individual Therapy–Continued Services											
Initial Therapy											
Testing	1	3			2	1		1			1



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	3/18	2/18	1/18	12/17	11/17	10/17	9/17	8/17	7/17	6/17	5/17
ABA Assessment for Intervention Planning	5	7	5	8	9	5	3	4	4	5	7
ABA Continued Intervention	5	6	5	4	4	3	2	5	7	4	3
ABA Intervention	4	4	5	3	5	3	3	3	4	2	3
Family Therapy	9	10	10	10	9	10	9	10	10	11	10
Family Therapy w/out Patient Present	2	4	3	2	2	3	2	2	3	2	3
Family Therapy w/out Patient Present–Continued Services											
Family Therapy–Continued Services											
Group Therapy	2	2	2	2	3	1	4	2	2	1	4
Individual therapy	41	42	53	44	37	44	44	45	43	51	49
Individual Therapy–Continued Services											
Initial Therapy											
Testing		1	1	1		1	1	1	2		1



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	4/17	3/17	2/17	1/17	12/16	11/16	10/16	9/16	8/16	7/16	6/16
ABA Assessment for Intervention Planning	4	5	4	3	1	3	7	3	2	2	2
ABA Continued Intervention	5	3	1	5	3	1	2	2	1	1	1
ABA Intervention	2	1	3	6	3	2	3	3	2	1	1
Family Therapy	30	33	35	33	30	33	30	33	30	34	36
Family Therapy w/out Patient Present	7	7	8	6	5	6	7	6	5	5	4
Family Therapy w/out Patient Present–Continued Services											
Family Therapy–Continued Services											
Group Therapy	5	3	6	2	2	3	4	4	5	3	2
Individual therapy	82	95	95	80	74	82	82	85	86	81	92
Individual Therapy–Continued Services											
Initial Therapy											
Testing	1	1	1	1	1	1		1	1	1	1



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	5/16	4/16	3/16	2/16	1/16	12/15	11/15	10/15	9/15	8/15	7/15
ABA Assessment for Intervention Planning	2	3	2	1	2	1					
ABA Continued Intervention	1										
ABA Intervention	3	1	1	1	1	4					
Family Therapy	30	32	33	39	35	28	26	30	31	36	43
Family Therapy w/out Patient Present	3	5	4	3	4	2	2	2	2	3	3
Family Therapy w/out Patient Present–Continued Services											
Family Therapy–Continued Services											
Group Therapy	4	3	3	3	3	2	2	3	4	3	6
Individual therapy	75	83	84	100	93	82	63	71	72	88	118
Individual Therapy–Continued Services											
Initial Therapy											
Testing	1	1	1	1	1	1	1	1	1	1	



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	6/15	5/15	4/15	3/15	2/15	1/15	12/14	Total
ABA Assessment for Intervention Planning								7
ABA Continued Intervention								7
ABA Intervention								4
Family Therapy	25	24	26	25	25	47	40	17
Family Therapy w/out Patient Present	3	2	3	2	2	4	8	3
Family Therapy w/out Patient Present–Continued Services								1
Family Therapy–Continued Services								1
Group Therapy	3	3	4	3	3	7	4	3
Individual therapy	86	51	59	58	64	161	141	52
Individual Therapy–Continued Services								3
Initial Therapy								67
Testing	1	1	1			1		1



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Precertifications Created by CyberAccess (Approved)

	12/20	11/20	10/20	9/20	8/20	7/20	6/20	5/20	4/20	3/20	2/20	1/20	12/19
Family Therapy	4	18	24	12	25	45	5	16	9	5	9	20	6
Family Therapy w/out Patient Present		14	8	4	14	26	4	6	2		4	12	2
Group Therapy			1				3	4	1	4	3	7	1
Individual therapy	28	95	141	117	155	176	91	80	72	85	75	114	57
Testing													
Total	32	127	174	133	194	247	103	106	84	94	91	153	66



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	11/19	10/19	9/19	7/19	6/19	5/19	4/19	3/19	2/19	1/19	12/18	11/18	10/18	9/18
Family Therapy	11	34	13	3	18	5	57	65	37	55	39	44	60	76
Family Therapy w/out Patient Present	5	11	3	2	7	4	25	33	13	21	20	18	32	24
Group Therapy	6	2	1	4	15	4	6	21	8	19	4	8	16	11
Individual therapy	97	213	80	19	184	245	368	368	280	315	254	287	393	442
Testing								1		13			5	
Total	119	260	97	28	224	258	456	488	338	423	317	357	506	553



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	8/18	7/18	6/18	5/18	4/18	3/18	2/18	1/18	12/17	11/17	10/17	9/17	8/17	7/17
Family Therapy	67	81	56	57	105	57	72	64	59	64	64	61	86	70
Family Therapy w/out Patient Present	26	29	20	10	33	6	38	39	26	19	31	20	28	26
Group Therapy	17	6	11	11	28	10	12	11	6	19	4	29	19	18
Individual therapy	433	391	356	304	492	329	399	465	366	356	396	436	527	417
Testing		2			2		1	1	1					
Total	543	509	443	382	660	402	522	580	458	458	495	546	660	531



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	6/17	5/17	4/17	3/17	2/17	1/17	12/16	11/16	10/16	9/16	8/16	7/16	6/16	5/16
Family Therapy	81	73	235	217	174	215	184	191	191	201	203	193	217	203
Family Therapy w/out Patient Present	33	19	57	57	40	42	35	46	35	41	38	36	31	22
Group Therapy	12	21	17	18	14	15	13	14	10	18	10	29	12	23
Individual therapy	621	562	844	949	722	831	657	719	689	759	777	703	713	665
Testing			3		5	1	3	1			2			1
Total	747	675	1,156	1,241	955	1,104	892	971	925	1,019	1,030	961	973	914



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	4/16	3/16	2/16	1/16	12/15	11/15	10/15	9/15	8/15	7/15	6/15	5/15	4/15	3/15
Family Therapy	165	224	194	202	191	138	167	210	264	266	105	97	114	88
Family Therapy w/out Patient Present	24	31	19	17	13	14	21	12	18	22	16	11	23	17
Group Therapy	12	29	14	25	19	12	16	14	21	32	28	11	10	14
Individual therapy	742	774	770	832	738	507	578	651	797	1,007	498	293	363	280
Testing	2	5	3	2	2	8	1	4	5		1	1		
Total	945	1,063	1,000	1,078	963	679	783	891	1,105	1,327	648	413	510	399



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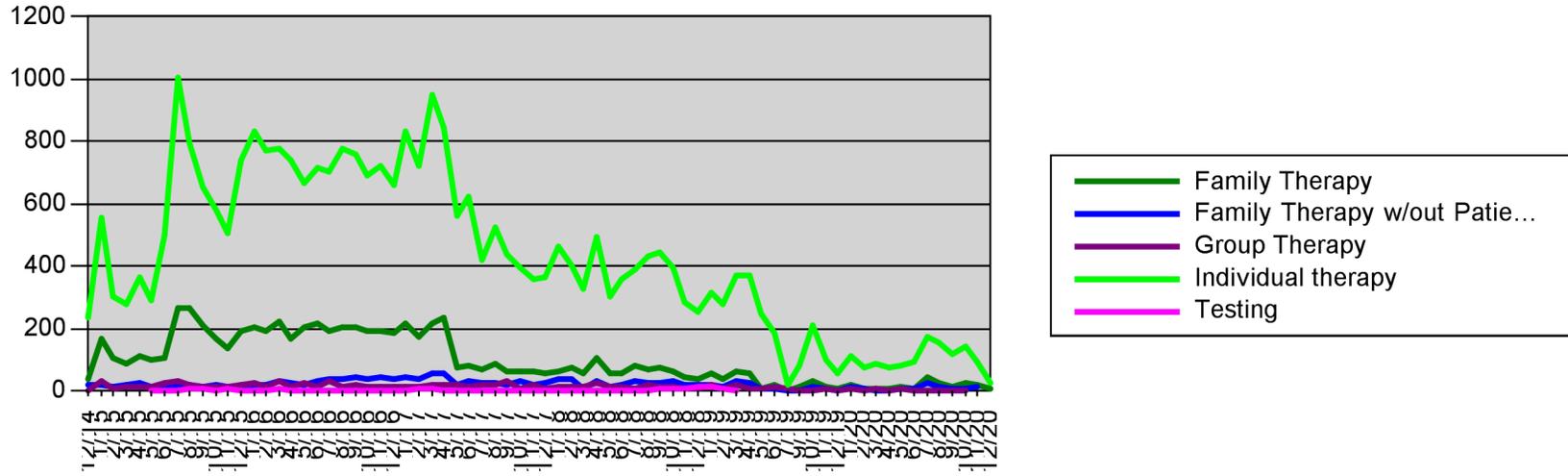
	2/15	1/15	12/14	Total
Family Therapy	106	170	38	6,995
Family Therapy w/out Patient Present	10	19	17	1,501
Group Therapy	9	34	3	879
Individual therapy	301	555	235	30,630
Testing				76
Total	426	778	293	40,081



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Approved Precertifications Created by SmartPA (Helpdesk)

	12/20	11/20	10/20	9/20	8/20	7/20	6/20	5/20	4/20	3/20	2/20	1/20
ABA Assessment for Intervention Planning	0	70	62	64	99	75	78	29	34	54	50	38
ABA Continued Intervention	0	50	44	44	77	73	66	37	46	61	57	60
ABA Intervention	0	42	41	43	67	45	45	19	28	35	34	38
Family Therapy	10	38	51	38	50	55	47	50	42	32	24	44
Family Therapy w/out Patient Present	1	8	16	12	12	17	14	7	9	4	7	9
Family Therapy w/out Patient Present–Continued Services	0	1	3	2	2	1	0	0	0	0	0	0
Family Therapy–Continued Services	0	4	8	5	6	4	3	0	0	0	0	0
Group Therapy	0	0	3	2	5	2	2	3	17	4	1	5
Individual therapy	28	145	191	147	171	195	182	139	128	144	130	173
Individual Therapy–Continued Services	2	57	60	63	52	56	39	15	1	0	0	0



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	12/19	11/19	10/19	9/19	8/19	7/19	6/19	5/19	4/19	3/19	2/19	1/19	12/18
ABA Assessment for Intervention Planning	47	50	64	84	52	58	56	49	66	61	41	43	28
ABA Continued Intervention	50	46	51	60	51	65	41	57	62	54	49	56	27
ABA Intervention	27	29	28	51	29	40	38	33	29	25	25	49	17
Family Therapy	38	50	84	105	98	73	57	94	152	130	158	204	148
Family Therapy w/out Patient Present	10	11	23	26	17	9	10	16	45	50	47	51	34
Family Therapy w/out Patient Present–Continued Services	0	0	0	0	0	0	0	0	0	0	0	0	0
Family Therapy–Continued Services	0	0	0	0	0	0	0	0	0	0	0	0	0
Group Therapy	7	3	4	8	14	2	5	6	39	14	25	24	12
Individual therapy	156	205	381	383	431	356	350	381	730	726	799	807	691
Individual Therapy–Continued Services	0	0	0	0	0	0	0	0	0	0	0	0	0



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	11/18	10/18	9/18	8/18	7/18	6/18	5/18	4/18	3/18	2/18	1/18	12/17	11/17
ABA Assessment for Intervention Planning	44	54	30	52	58	37	24	43	29	57	15	42	47
ABA Continued Intervention	47	43	34	55	45	28	24	38	31	61	16	25	23
ABA Intervention	32	52	40	28	42	29	30	20	24	37	17	16	25
Family Therapy	161	179	154	169	182	163	180	169	177	162	204	169	163
Family Therapy w/out Patient Present	30	32	62	34	32	35	42	38	47	38	51	30	30
Family Therapy w/out Patient Present–Continued Services	0	0	0	0	0	0	0	0	0	0	0	0	0
Family Therapy–Continued Services	0	0	0	0	0	0	0	0	0	0	0	0	0
Group Therapy	15	28	34	40	20	24	13	27	23	20	30	30	20
Individual therapy	759	809	690	835	809	826	820	719	791	705	863	752	650
Individual Therapy–Continued Services	0	0	0	0	0	0	0	0	0	0	0	0	0



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	10/17	9/17	8/17	7/17	6/17	5/17	4/17	3/17	2/17	1/17	12/16	11/16	10/16
ABA Assessment for Intervention Planning	27	18	21	24	25	39	39	22	22	22	11	21	14
ABA Continued Intervention	19	11	26	43	16	15	40	18	7	36	23	9	7
ABA Intervention	18	18	23	24	11	18	24	10	14	36	25	18	14
Family Therapy	170	157	169	191	190	174	549	666	674	685	567	610	591
Family Therapy w/out Patient Present	34	30	29	47	27	50	107	128	112	126	91	102	126
Family Therapy w/out Patient Present–Continued Services	0	0	0	0	0	0	0	0	0	0	0	0	0
Family Therapy–Continued Services	0	0	0	0	0	0	0	0	0	0	0	0	0
Group Therapy	20	31	36	18	11	37	69	48	77	36	34	44	69
Individual therapy	711	720	787	757	819	768	1,395	1,722	1,578	1,658	1,419	1,504	1,547
Individual Therapy–Continued Services	0	0	0	0	0	0	0	0	0	0	0	0	0



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	9/16	8/16	7/16	6/16	5/16	4/16	3/16	2/16	1/16	12/15	11/15	10/15	9/15
ABA Assessment for Intervention Planning	27	17	15	19	21	24	16	9	11	1	0	0	0
ABA Continued Intervention	16	1	3	3	2	0	0	0	0	0	0	0	0
ABA Intervention	23	14	10	11	13	1	14	2	1	4	0	0	0
Family Therapy	637	700	625	660	581	657	649	703	717	549	414	561	579
Family Therapy w/out Patient Present	86	98	84	65	56	94	69	44	65	37	39	37	39
Family Therapy w/out Patient Present–Continued Services	0	0	0	0	0	0	0	0	0	0	0	0	0
Family Therapy–Continued Services	0	0	0	0	0	0	0	0	0	0	0	0	0
Group Therapy	49	74	29	37	45	44	38	64	19	24	29	33	58
Individual therapy	1,543	1,655	1,584	1,591	1,455	1,597	1,590	1,745	1,886	1,647	1,011	1,292	1,303
Individual Therapy–Continued Services	0	0	0	0	0	0	0	0	0	0	0	0	0



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	8/15	7/15	6/15	5/15	4/15	3/15	2/15	1/15	12/14	Total
ABA Assessment for Intervention Planning	0	0	0	0	0	0	0	0	0	2,349
ABA Continued Intervention	0	0	0	0	0	0	0	0	0	2,049
ABA Intervention	0	0	0	0	0	0	0	0	0	1,595
Family Therapy	784	866	450	442	529	492	473	1,170	283	23,018
Family Therapy w/out Patient Present	65	56	52	43	51	34	25	61	44	3,219
Family Therapy w/out Patient Present–Continued Services	0	0	0	0	0	0	0	0	0	9
Family Therapy–Continued Services	0	0	0	0	0	0	0	0	0	30
Group Therapy	25	80	29	38	55	35	24	116	20	2,026
Individual therapy	1,756	2,305	1,489	938	1,186	1,244	1,248	4,139	1,037	68,823
Individual Therapy–Continued Services	0	0	0	0	0	0	0	0	0	345



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	12/20	11/20	10/20	9/20	8/20	7/20	6/20	5/20	4/20	3/20	2/20	1/20
Initial Therapy	167	797	1,165	1,036	948	953	950	1,145	1,184	1,131	1,516	1,024
Testing	0	0	0	0	1	0	0	0	2	1	2	2
Total	208	1,212	1,644	1,456	1,490	1,476	1,426	1,444	1,491	1,466	1,821	1,393



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	12/19	11/19	10/19	9/19	8/19	7/19	6/19	5/19	4/19	3/19	2/19	1/19	12/18
Initial Therapy	1,156	1,363	2,553	1,363	0	71	1,460	1,590	0	0	0	0	0
Testing	0	2	4	1	0	1	1	0	2	0	1	2	0
Total	1,491	1,759	3,192	2,081	692	675	2,018	2,226	1,125	1,060	1,145	1,236	957



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	11/18	10/18	9/18	8/18	7/18	6/18	5/18	4/18	3/18	2/18	1/18	12/17	11/17
Initial Therapy	0	0	0	0	0	0	0	0	0	0	0	0	0
Testing	0	1	1	0	1	0	0	1	0	1	0	0	0
Total	1,088	1,198	1,045	1,213	1,189	1,142	1,133	1,055	1,122	1,081	1,196	1,064	958



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	10/17	9/17	8/17	7/17	6/17	5/17	4/17	3/17	2/17	1/17	12/16	11/16	10/16
Initial Therapy	0	0	0	0	0	0	0	0	0	0	0	0	0
Testing	3	1	3	2	0	1	1	1	2	1	0	7	0
Total	1,002	986	1,094	1,106	1,099	1,102	2,224	2,615	2,486	2,600	2,170	2,315	2,368



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	9/16	8/16	7/16	6/16	5/16	4/16	3/16	2/16	1/16	12/15	11/15	10/15	9/15
Initial Therapy	0	0	0	0	0	0	0	0	0	0	0	0	0
Testing	4	1	2	1	2	1	0	1	0	0	3	2	1
Total	2,385	2,560	2,352	2,387	2,175	2,418	2,376	2,568	2,699	2,262	1,496	1,925	1,980



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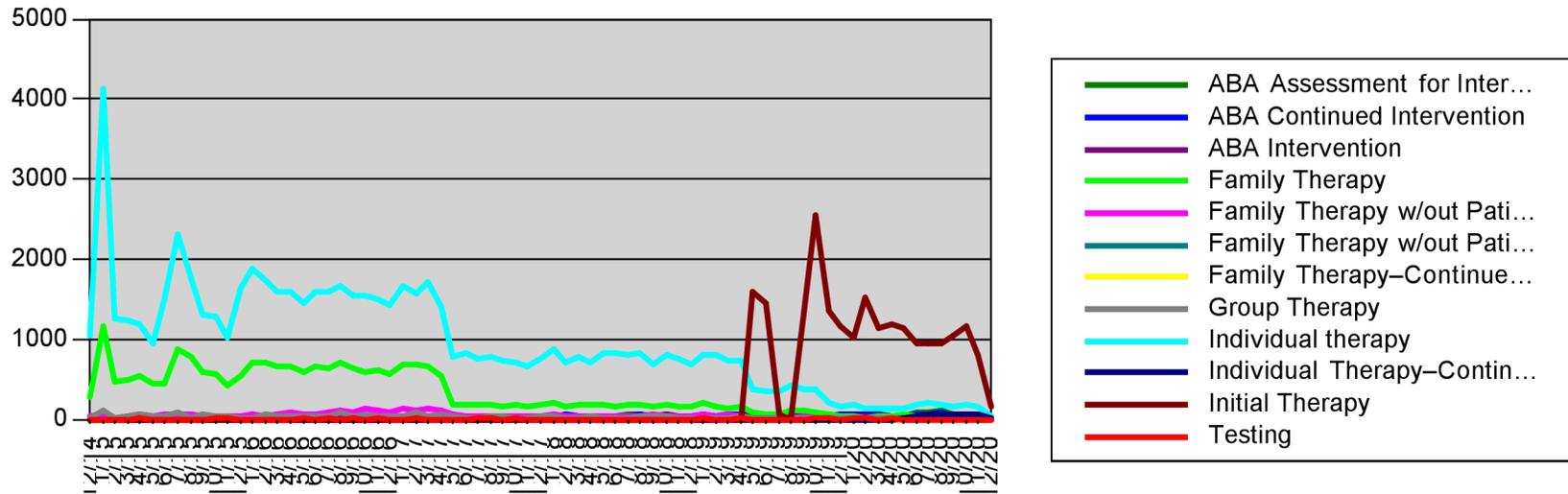
	8/15	7/15	6/15	5/15	4/15	3/15	2/15	1/15	12/14	Total
Initial Therapy	0	0	0	0	0	0	0	0	0	21,572
Testing	0	0	0	0	2	0	0	1	0	70
Total	2,630	3,307	2,020	1,461	1,823	1,805	1,770	5,487	1,384	125,105



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Criteria Not Met Outcomes through CyberAccess



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	12/20	11/20	10/20	9/20	8/20	7/20	6/20	5/20	4/20	3/20	2/20	1/20	12/19	11/19	10/19	9/19	8/19
Family Therapy	3	0	7	5	4	1	3	2	1	0	1	4	1	2	4	4	3
Family Therapy – Continued Services	0	3	2	1	3	0	0	0	0	1	0	1	0	3	0	2	0
Family Therapy w/out Patient Present	0	0	2	1	0	0	2	0	0	0	0	1	1	1	4	0	2
Family Therapy w/out Patient Present – Continued Services	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0
Group Therapy	0	0	0	0	0	0	0	1	0	0	0	2	0	0	0	0	0
Group Therapy – Continued Services	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0
Individual Therapy	2	3	8	5	14	6	2	8	2	2	9	11	9	9	11	1	6
Individual Therapy – Continued Services	1	4	14	17	13	18	9	7	4	3	4	5	6	0	8	17	15
Testing	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	6	10	33	29	34	25	16	18	7	6	14	24	17	16	28	24	26



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	7/19	6/19	5/19	4/19	3/19	2/19	1/19	12/18	11/18	10/18	9/18	8/18	7/18	6/18	5/18	4/18	3/18	2/18
Family Therapy	2	8	74	7	10	13	7	5	5	7	9	12	9	3	2	16	9	8
Family Therapy – Continued Services	0	0	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Family Therapy w/out Patient Present	3	1	5	0	0	0	1	1	0	0	1	0	1	1	0	0	0	0
Family Therapy w/out Patient Present – Continued Services	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Group Therapy	0	0	0	2	0	0	1	0	0	0	0	0	0	0	0	1	0	0
Group Therapy – Continued Services	1	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Individual Therapy	7	10	28	24	17	22	26	16	22	28	28	19	11	11	10	23	23	15
Individual Therapy – Continued Services	12	15	17	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Testing	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0
Total	25	36	130	33	27	35	35	22	27	35	38	31	21	15	12	40	33	23



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	1/18	12/17	11/17	10/17	9/17	8/17	7/17	6/17	5/17	4/17	3/17	2/17	1/17	12/16	11/16	10/16	9/16	8/16
Family Therapy	11	4	7	10	5	13	18	10	10	19	23	17	10	10	8	15	25	15
Family Therapy – Continued Services	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Family Therapy w/out Patient Present	0	1	0	0	0	0	0	0	0	2	1	0	1	1	0	0	0	0
Family Therapy w/out Patient Present – Continued Services	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Group Therapy	0	0	0	0	1	7	2	4	4	2	2	0	2	0	0	0	0	1
Group Therapy – Continued Services	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Individual Therapy	19	12	18	12	13	19	16	18	26	27	24	14	27	27	31	39	41	28
Individual Therapy – Continued Services	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Testing	0	0	0	0	0	0	0	0	0	1	0	0	0	1	0	1	1	1
Total	30	17	25	22	19	39	36	32	40	51	50	31	40	39	39	55	67	45



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	7/16	6/16	5/16	4/16	3/16	2/16	1/16	12/15	11/15	10/15	9/15	8/15	7/15	6/15	5/15	4/15	3/15	2/15
Family Therapy	13	17	9	13	23	28	33	26	28	31	17	22	22	21	9	21	10	11
Family Therapy – Continued Services	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Family Therapy w/out Patient Present	2	1	0	1	1	1	3	3	0	0	3	1	0	0	2	0	1	1
Family Therapy w/out Patient Present – Continued Services	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Group Therapy	2	0	0	0	0	4	1	6	1	3	4	1	2	2	0	2	1	0
Group Therapy – Continued Services	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Individual Therapy	23	24	43	56	81	103	90	79	64	86	34	26	31	13	9	20	19	24
Individual Therapy – Continued Services	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Testing	0	0	1	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	40	42	53	72	106	136	127	114	93	120	58	50	55	36	20	43	31	36



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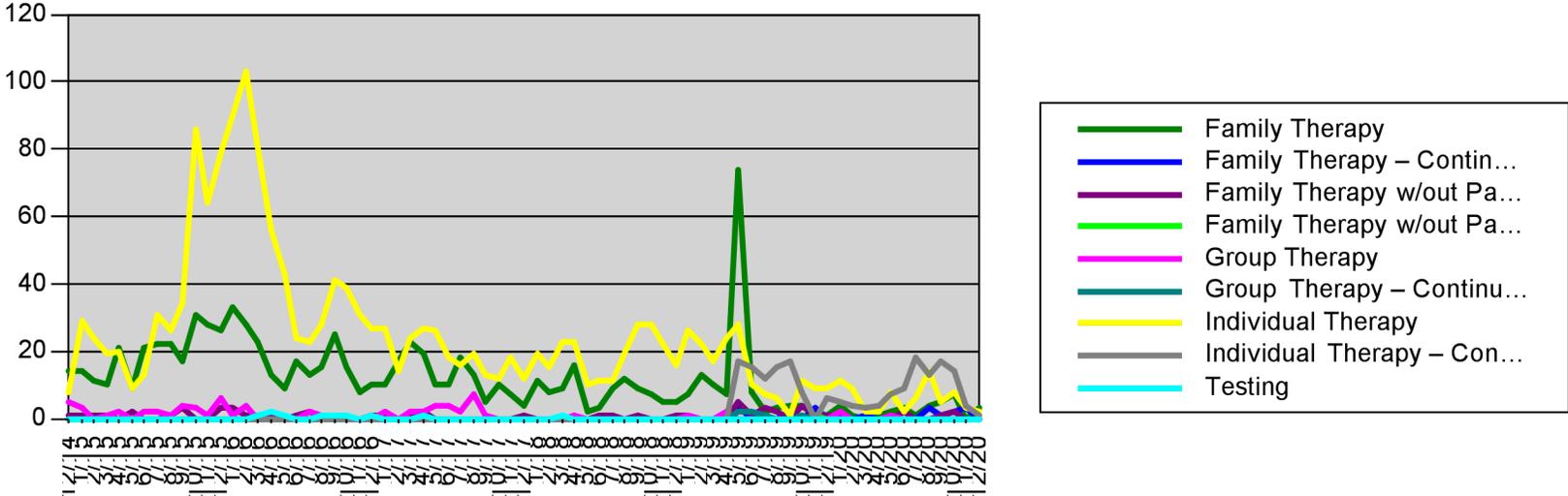
	1/15	12/14	Total
Family Therapy	14	14	863
Family Therapy – Continued Services	0	0	20
Family Therapy w/out Patient Present	1	1	56
Family Therapy w/out Patient Present – Continued Services	0	0	1
Group Therapy	3	5	69
Group Therapy – Continued Services	0	0	6
Individual Therapy	29	8	1,721
Individual Therapy – Continued Services	0	0	189
Testing	0	0	10
Total	47	28	2,935



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Denied Precertifications Created by SmartPA (Helpdesk)

	9/20	6/20	5/19	4/19	1/19	9/18	3/18	12/17	11/17	10/17	9/17	8/17	7/17	6/17	5/17
ABA Assessment for Intervention Planning	0	0	0	0	0	0	0	1	0	0	2	1	5	2	2
ABA Continued Intervention	0	0	0	0	0	0	0	0	0	3	3	1	3	1	0
ABA Intervention	0	0	0	0	0	1	0	0	1	5	0	1	0	0	0
Family Therapy	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0
Family Therapy w/out Patient Present	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Group Therapy	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Individual therapy	0	1	1	1	1	0	1	0	0	0	0	0	0	1	0
Total	1	1	1	1	1	1	2	1	1	8	5	3	8	4	2



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	4/17	3/17	2/17	1/17	12/16	11/16	10/16	9/16	8/16	7/16	6/16	5/16	4/16	3/16	2/16
ABA Assessment for Intervention Planning	2	19	0	0	2	1	0	0	0	0	2	0	2	6	1
ABA Continued Intervention	0	0	0	0	2	0	0	2	0	0	0	0	0	0	0
ABA Intervention	0	0	0	0	0	0	0	4	1	1	0	0	0	1	0
Family Therapy	0	0	0	0	1	0	0	0	0	1	2	1	2	2	1
Family Therapy w/out Patient Present	0	1	0	0	0	0	0	0	1	0	0	0	0	0	0
Group Therapy	0	0	0	0	0	0	0	0	1	0	0	0	1	0	0
Individual therapy	1	0	6	1	0	8	6	2	6	6	6	5	2	8	10
Total	3	20	6	1	5	9	6	8	9	8	10	6	7	17	12



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	1/16	12/15	11/15	10/15	9/15	8/15	7/15	6/15	5/15	4/15	3/15	2/15	12/14	Total
ABA Assessment for Intervention Planning	0	0	0	0	0	0	0	0	0	0	0	0	0	48
ABA Continued Intervention	0	0	0	0	0	0	0	0	0	0	0	0	0	15
ABA Intervention	0	0	0	0	0	0	0	0	0	0	0	0	0	15
Family Therapy	0	2	0	0	0	1	0	0	0	0	1	1	0	16
Family Therapy w/out Patient Present	0	0	0	0	1	0	0	1	0	0	0	0	0	4
Group Therapy	0	1	1	0	0	0	0	1	0	0	2	1	1	10
Individual therapy	7	5	2	3	1	4	7	12	2	1	0	0	2	119
Total	7	8	3	3	2	5	7	14	2	1	3	2	3	227



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