



# Conduent™ CyberAccess & SmartPA Help Desk Behavioral Health Report

October 2021

Executed by CNDTPS\C5077773 at 11/1/2021 2:00:18 AM

## October 2021

	Total	CA Approved	%	SPA Approved	%	CA Crit Not Met	SPA Denied	% All Service Type
ABA Assessment for Intervention Planning	135	0	0.00 %	135	100.00 %	0	0	8.28 %
ABA Continued Intervention	85	0	0.00 %	85	100.00 %	0	0	5.21 %
ABA Intervention	48	0	0.00 %	48	100.00 %	0	0	2.94 %
Family Therapy	77	20	25.97 %	47	61.04 %	10	0	4.72 %
Family Therapy – Continued Services	1	0	0.00 %	0	0.00 %	1	0	0.06 %
Family Therapy w/out Patient Present	27	14	51.85 %	13	48.15 %	0	0	1.66 %
Group Therapy	15	3	20.00 %	12	80.00 %	0	0	0.92 %
Group Therapy–Continued Services	1	0	0.00 %	1	100.00 %	0	0	0.06 %
Individual Therapy	241	47	19.50 %	159	65.98 %	34	1	14.79 %



# Conduent™ CyberAccess & SmartPA Help Desk Behavioral Health Report

October 2021

Executed by CNDTPS\C5077773 at 11/1/2021 2:00:18 AM

Individual Therapy – Continued Services	5	0	0.00 %	0	0.00 %	5	0	0.31 %
Individual Therapy–Continued Services	50	0	0.00 %	50	100.00 %	0	0	3.07 %
Initial Therapy	945	0	0.00 %	945	100.00 %	0	0	57.98 %
<b>Total</b>	<b>1,630</b>	<b>84</b>		<b>1,495</b>		<b>50</b>	<b>1</b>	

## To Date

	Total	CA Approved	%	SPA Approved	%	CA Crit Not Met	SPA Denied	% All Service Type
ABA Assessment for Intervention Planning	3,607	0	0.00 %	3,559	98.67 %	0	48	1.95 %
ABA Continued Intervention	2,919	0	0.00 %	2,904	99.49 %	0	15	1.58 %
ABA Intervention	2,232	0	0.00 %	2,217	99.33 %	0	15	1.21 %
Family Therapy	31,542	7184	22.78 %	23,455	74.36 %	887	16	17.04 %
Family Therapy – Continued Services	29	0	0.00 %	0	0.00 %	29	0	0.02 %



# Conduent™ CyberAccess & SmartPA Help Desk Behavioral Health Report

October 2021

Executed by CNDTPS\C5077773 at 11/1/2021 2:00:18 AM

	Total	CA Approved	%	SPA Approved	%	CA Crit Not Met	SPA Denied	% All Service Type
Family Therapy w/out Patient Present	5,022	1618	32.22 %	3,343	66.57 %	57	4	2.71 %
Family Therapy w/out Patient Present – Continued Services	2	0	0.00 %	0	0.00 %	2	0	0.00 %
Family Therapy w/out Patient Present–Continued Services	18	0	0.00 %	18	100.00 %	0	0	0.01 %
Family Therapy–Continued Services	71	0	0.00 %	71	100.00 %	0	0	0.04 %
Group Therapy	3,093	900	29.10 %	2,114	68.35 %	69	10	1.67 %
Group Therapy – Continued Services	7	0	0.00 %	0	0.00 %	7	0	0.00 %
Group Therapy–Continued Services	1	0	0.00 %	1	100.00 %	0	0	0.00 %
Individual therapy	104,238	31727	30.44 %	70,542	67.67 %	1,849	120	56.32 %
Individual Therapy – Continued Services	278	0	0.00 %	0	0.00 %	278	0	0.15 %
Individual Therapy–Continued Services	796	0	0.00 %	796	100.00 %	0	0	0.43 %



# Conduent™ CyberAccess & SmartPA Help Desk Behavioral Health Report

October 2021

Executed by CNDTPS\C5077773 at 11/1/2021 2:00:18 AM

	Total	CA Approved	%	SPA Approved	%	CA Crit Not Met	SPA Denied	% All Service Type
Initial Therapy	31,069	0	0.00 %	31,069	100.00 %	0	0	16.79 %
Testing	167	76	45.51 %	81	48.50 %	10	0	0.09 %
<b>Total</b>	<b>185,091</b>	<b>41,505</b>		<b>140,170</b>		<b>3,188</b>	<b>228</b>	



# Conduent™ CyberAccess & SmartPA Help Desk Behavioral Health Report

October 2021

Executed by CNDTPS\C5077773 at 11/1/2021 2:00:18 AM

## Approved Precertifications by Source

	10/21	9/21	8/21	7/21	6/21	5/21	4/21	3/21	2/21	1/21	12/20	11/20	10/20
CyberAccess	84	141	87	146	112	115	215	161	128	148	146	125	168
SPA Helpdesk	1,495	1,481	1,505	1,370	1,494	1,236	1,276	1,559	1,299	1,319	1,290	1,208	1,634

## Average # of Approved Precertifications per day (All Sources)



# Conduent™ CyberAccess & SmartPA Help Desk Behavioral Health Report

October 2021

Executed by CNDTPS\C5077773 at 11/1/2021 2:00:18 AM

	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
CyberAccess	124	192	242	102	106	84	93	91	152	66	119	260	97
SPA Helpdesk	1,452	1,487	1,471	1,423	1,440	1,488	1,463	1,817	1,393	1,489	1,759	3,191	2,078



# Conduent™ CyberAccess & SmartPA Help Desk Behavioral Health Report

October 2021

Executed by CNDTPS\C5077773 at 11/1/2021 2:00:18 AM

	8/19	7/19	6/19	5/19	4/19	3/19	2/19	1/19	12/18	11/18	10/18	9/18	8/18
CyberAccess	0	28	224	258	456	488	338	423	317	357	506	553	543
SPA Helpdesk	691	675	2,018	2,225	1,125	1,060	1,145	1,236	957	1,088	1,198	1,045	1,213



# Conduent™ CyberAccess & SmartPA Help Desk Behavioral Health Report

October 2021

Executed by CNDTPS\C5077773 at 11/1/2021 2:00:18 AM

	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
CyberAccess	509	443	382	660	402	522	580	458	458	495	546	660	531
SPA Helpdesk	1,189	1,142	1,133	1,055	1,122	1,081	1,196	1,064	958	1,002	986	1,094	1,106





# Conduent™ CyberAccess & SmartPA Help Desk Behavioral Health Report

October 2021

Executed by CNDTPS\C5077773 at 11/1/2021 2:00:18 AM

	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
CyberAccess	747	675	1,156	1,241	955	1,104	892	971	925	1,019	1,030	961	973
SPA Helpdesk	1,099	1,102	2,224	2,615	2,486	2,600	2,170	2,315	2,368	2,385	2,560	2,352	2,387



# Conduent™ CyberAccess & SmartPA Help Desk Behavioral Health Report

October 2021

Executed by CNDTPS\C5077773 at 11/1/2021 2:00:18 AM

	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
CyberAccess	914	945	1,063	1,000	1,078	963	679	783	891	1,105	1,327	648	413
SPA Helpdesk	2,175	2,418	2,376	2,568	2,699	2,262	1,496	1,925	1,980	2,630	3,307	2,020	1,461



# Conduent™ CyberAccess & SmartPA Help Desk Behavioral Health Report

October 2021

Executed by CNDTPS\C5077773 at 11/1/2021 2:00:18 AM

	4/15	3/15	2/15	1/15	12/14	Total
CyberAccess	510	399	426	778	293	41,505
SPA Helpdesk	1,823	1,805	1,770	5,487	1,384	140,170



# Conduent™ CyberAccess & SmartPA Help Desk Behavioral Health Report

October 2021

Executed by CNDTPS\C5077773 at 11/1/2021 2:00:18 AM

	10/21	9/21	8/21	7/21	6/21	5/21	4/21	3/21	2/21	1/21	12/20
ABA Assessment for Intervention Planning	16	12	16	13	17	15	10	18	19	12	16
ABA Continued Intervention	12	9	11	13	12	10	9	16	13	15	11
ABA Intervention	8	6	7	9	13	6	9	10	10	9	9
Family Therapy	3	3	2	3	3	1	2	3	3	3	3
Family Therapy w/out Patient Present	2	1	1	3	1	1	1	1	2	2	2
Family Therapy w/out Patient Present–Continued Services				1	1				1	1	
Family Therapy–Continued Services		1	1	1	2	1	1	1	1	1	2
Group Therapy	2	1	2	1	5	1	1	4	1		2
Group Therapy–Continued Services	1										
Individual therapy	8	11	10	9	13	11	15	13	11	10	10
Individual Therapy–Continued Services	3	4	4	5	4	3	4	3	5	3	4
Initial Therapy	42	59	43	37	38	46	45	44	41	91	43
Testing		1	1					1	1	1	



## Conduent™ CyberAccess & SmartPA Help Desk Behavioral Health Report

October 2021

Executed by CNDTPS\C5077773 at 11/1/2021 2:00:18 AM

	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	17	12	16	14	12	11	9	5	9	7	7
ABA Continued Intervention	12	8	11	15	14	13	9	9	10	11	12
ABA Intervention	10	8	8	13	7	6	6	3	5	6	7
Family Therapy	3	3	2	3	4	2	3	2	2	2	2
Family Therapy w/out Patient Present	1	2	1	2	2	1	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	2
Group Therapy–Continued Services											
Individual therapy	11	13	11	13	14	11	10	8	9	9	11
Individual Therapy–Continued Services	4	3	3	3	4	4	1	1			
Initial Therapy	41	50	47	45	43	45	52	59	53	72	44
Testing				1				1	1	1	1



# Conduent™ CyberAccess & SmartPA Help Desk Behavioral Health Report

October 2021

Executed by CNDTPS\C5077773 at 11/1/2021 2:00:18 AM

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



# Conduent™ CyberAccess & SmartPA Help Desk Behavioral Health Report

October 2021

Executed by CNDTPS\C5077773 at 11/1/2021 2:00:18 AM

	1/19	12/18	11/18	10/18	9/18	8/18	7/18	6/18	5/18	4/18	3/18
ABA Assessment for Intervention Planning	6	7	5	9	7	7	7	9	6	8	5
ABA Continued Intervention	8	6	9	6	8	7	6	7	6	6	5
ABA Intervention	8	4	5	6	10	4	4	5	7	4	4
Family Therapy	11	8	10	9	11	8	10	8	9	9	9
Family Therapy w/out Patient Present	3	2	2	3	4	2	2	2	2	4	2
Family Therapy w/out Patient Present–Continued Services											
Family Therapy–Continued Services											
Group Therapy	2	1	1	2	3	2	1	2	2	3	2
Group Therapy–Continued Services											
Individual therapy	51	36	49	46	43	42	42	43	43	46	41
Individual Therapy–Continued Services											
Initial Therapy											
Testing	3			2	1		1			1	



# Conduent™ CyberAccess & SmartPA Help Desk Behavioral Health Report

October 2021

Executed by CNDTPS\C5077773 at 11/1/2021 2:00:18 AM

	2/18	1/18	12/17	11/17	10/17	9/17	8/17	7/17	6/17	5/17	4/17
ABA Assessment for Intervention Planning	7	5	8	9	5	3	4	4	5	7	4
ABA Continued Intervention	6	5	4	4	3	2	5	7	4	3	5
ABA Intervention	4	5	3	5	3	3	3	4	2	3	2
Family Therapy	10	10	10	9	10	9	10	10	11	10	30
Family Therapy w/out Patient Present	4	3	2	2	3	2	2	3	2	3	7
Family Therapy w/out Patient Present–Continued Services											
Family Therapy–Continued Services											
Group Therapy	2	2	2	3	1	4	2	2	1	4	5
Group Therapy–Continued Services											
Individual therapy	42	53	44	37	44	44	45	43	51	49	82
Individual Therapy–Continued Services											
Initial Therapy											
Testing	1	1	1		1	1	1	2		1	1





# Conduent™ CyberAccess & SmartPA Help Desk Behavioral Health Report

October 2021

Executed by CNDTPS\C5077773 at 11/1/2021 2:00:18 AM

	3/17	2/17	1/17	12/16	11/16	10/16	9/16	8/16	7/16	6/16	5/16
ABA Assessment for Intervention Planning	5	4	3	1	3	7	3	2	2	2	2
ABA Continued Intervention	3	1	5	3	1	2	2	1	1	1	1
ABA Intervention	1	3	6	3	2	3	3	2	1	1	3
Family Therapy	33	35	33	30	33	30	33	30	34	36	30
Family Therapy w/out Patient Present	7	8	6	5	6	7	6	5	5	4	3
Family Therapy w/out Patient Present–Continued Services											
Family Therapy–Continued Services											
Group Therapy	3	6	2	2	3	4	4	5	3	2	4
Group Therapy–Continued Services											
Individual therapy	95	95	80	74	82	82	85	86	81	92	75
Individual Therapy–Continued Services											
Initial Therapy											
Testing	1	1	1	1	1		1	1	1	1	1



# Conduent™ CyberAccess & SmartPA Help Desk Behavioral Health Report

October 2021

Executed by CNDTPS\C5077773 at 11/1/2021 2:00:18 AM

	4/16	3/16	2/16	1/16	12/15	11/15	10/15	9/15	8/15	7/15	6/15
ABA Assessment for Intervention Planning	3	2	1	2	1						
ABA Continued Intervention											
ABA Intervention	1	1	1	1	4						
Family Therapy	32	33	39	35	28	26	30	31	36	43	25
Family Therapy w/out Patient Present	5	4	3	4	2	2	2	2	3	3	3
Family Therapy w/out Patient Present–Continued Services											
Family Therapy–Continued Services											
Group Therapy	3	3	3	3	2	2	3	4	3	6	3
Group Therapy–Continued Services											
Individual therapy	83	84	100	93	82	63	71	72	88	118	86
Individual Therapy–Continued Services											
Initial Therapy											
Testing	1	1	1	1	1	1	1	1	1		1



# Conduent™ CyberAccess & SmartPA Help Desk Behavioral Health Report

October 2021

Executed by CNDTPS\C5077773 at 11/1/2021 2:00:18 AM

	5/15	4/15	3/15	2/15	1/15	12/14	Total
ABA Assessment for Intervention Planning							8
ABA Continued Intervention							7
ABA Intervention							5
Family Therapy	24	26	25	25	47	40	15
Family Therapy w/out Patient Present	2	3	2	2	4	8	3
Family Therapy w/out Patient Present–Continued Services							1
Family Therapy–Continued Services							1
Group Therapy	3	4	3	3	7	4	2
Group Therapy–Continued Services							1
Individual therapy	51	59	58	64	161	141	47
Individual Therapy–Continued Services							3
Initial Therapy							61
Testing	1	1			1		1



# Conduent™ CyberAccess & SmartPA Help Desk Behavioral Health Report

October 2021

Executed by CNDTPS\C5077773 at 11/1/2021 2:00:18 AM



# Conduent™ CyberAccess & SmartPA Help Desk Behavioral Health Report

October 2021

Executed by CNDTPS\C5077773 at 11/1/2021 2:00:18 AM

## Precertifications Created by CyberAccess (Approved)

	10/21	9/21	8/21	7/21	6/21	5/21	4/21	3/21	2/21	1/21	12/20	11/20	10/20
Family Therapy	20	30	10	33	13	6	10	14	22	18	22	17	22
Family Therapy w/out Patient Present	14	12	3	35	8	2	6	7	8	11	12	13	8
Group Therapy	3	1	3		3	2	1	7	1		1		
Individual therapy	47	98	71	78	88	105	198	133	97	119	111	95	138
Testing													
<b>Total</b>	84	141	87	146	112	115	215	161	128	148	146	125	168



# Conduent™ CyberAccess & SmartPA Help Desk Behavioral Health Report

October 2021

Executed by CNDTPS\C5077773 at 11/1/2021 2:00:18 AM

	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	7/19
Family Therapy	12	25	43	5	16	9	5	9	20	6	11	34	13	3
Family Therapy w/out Patient Present	4	14	26	4	6	2		4	12	2	5	11	3	2
Group Therapy				3	4	1	4	3	7	1	6	2	1	4
Individual therapy	108	153	173	90	80	72	84	75	113	57	97	213	80	19
Testing														
<b>Total</b>	124	192	242	102	106	84	93	91	152	66	119	260	97	28



# Conduent™ CyberAccess & SmartPA Help Desk Behavioral Health Report

October 2021

Executed by CNDTPS\C5077773 at 11/1/2021 2:00:18 AM

	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
Family Therapy	18	5	57	65	37	55	39	44	60	76	67	81	56	57
Family Therapy w/out Patient Present	7	4	25	33	13	21	20	18	32	24	26	29	20	10
Group Therapy	15	4	6	21	8	19	4	8	16	11	17	6	11	11
Individual therapy	184	245	368	368	280	315	254	287	393	442	433	391	356	304
Testing				1		13			5			2		
<b>Total</b>	224	258	456	488	338	423	317	357	506	553	543	509	443	382



# Conduent™ CyberAccess & SmartPA Help Desk Behavioral Health Report

October 2021

Executed by CNDTPS\C5077773 at 11/1/2021 2:00:18 AM

	4/18	3/18	2/18	1/18	12/17	11/17	10/17	9/17	8/17	7/17	6/17	5/17	4/17	3/17
Family Therapy	105	57	72	64	59	64	64	61	86	70	81	73	235	217
Family Therapy w/out Patient Present	33	6	38	39	26	19	31	20	28	26	33	19	57	57
Group Therapy	28	10	12	11	6	19	4	29	19	18	12	21	17	18
Individual therapy	492	329	399	465	366	356	396	436	527	417	621	562	844	949
Testing	2		1	1	1								3	
<b>Total</b>	660	402	522	580	458	458	495	546	660	531	747	675	1,156	1,241





# Conduent™ CyberAccess & SmartPA Help Desk Behavioral Health Report

October 2021

Executed by CNDTPS\C5077773 at 11/1/2021 2:00:18 AM

	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	1/16
Family Therapy	174	215	184	191	191	201	203	193	217	203	165	224	194	202
Family Therapy w/out Patient Present	40	42	35	46	35	41	38	36	31	22	24	31	19	17
Group Therapy	14	15	13	14	10	18	10	29	12	23	12	29	14	25
Individual therapy	722	831	657	719	689	759	777	703	713	665	742	774	770	832
Testing	5	1	3	1			2			1	2	5	3	2
<b>Total</b>	955	1,104	892	971	925	1,019	1,030	961	973	914	945	1,063	1,000	1,078



# Conduent™ CyberAccess & SmartPA Help Desk Behavioral Health Report

October 2021

Executed by CNDTPS\C5077773 at 11/1/2021 2:00:18 AM

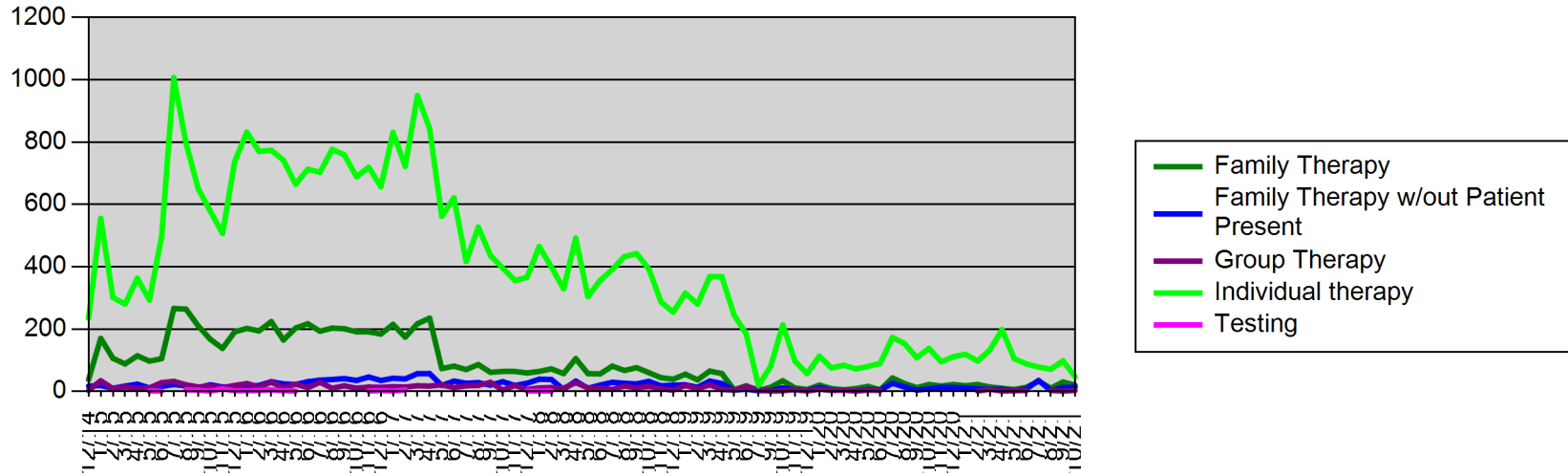
	12/15	11/15	10/15	9/15	8/15	7/15	6/15	5/15	4/15	3/15	2/15	1/15	12/14	Total
Family Therapy	191	138	167	210	264	266	105	97	114	88	106	170	38	7,184
Family Therapy w/out Patient Present	13	14	21	12	18	22	16	11	23	17	10	19	17	1,618
Group Therapy	19	12	16	14	21	32	28	11	10	14	9	34	3	900
Individual therapy	738	507	578	651	797	1,007	498	293	363	280	301	555	235	31,727
Testing	2	8	1	4	5		1	1						76
<b>Total</b>	963	679	783	891	1,105	1,327	648	413	510	399	426	778	293	41,505



# Conduent™ CyberAccess & SmartPA Help Desk Behavioral Health Report

October 2021

Executed by CNDTPS\C5077773 at 11/1/2021 2:00:18 AM





# Conduent™ CyberAccess & SmartPA Help Desk Behavioral Health Report

October 2021

Executed by CNDTPS\C5077773 at 11/1/2021 2:00:18 AM

## Approved Precertifications Created by SmartPA (Helpdesk)

	10/21	9/21	8/21	7/21	6/21	5/21	4/21	3/21	2/21	1/21	12/20	11/20
ABA Assessment for Intervention Planning	135	122	161	145	122	92	73	128	97	73	66	68
ABA Continued Intervention	85	85	99	93	73	60	65	96	69	61	69	50
ABA Intervention	48	65	79	55	78	40	55	63	53	48	39	42
Family Therapy	47	44	34	33	70	26	42	54	37	35	41	37
Family Therapy w/out Patient Present	13	9	7	12	16	11	14	9	16	6	13	8
Family Therapy w/out Patient Present–Continued Services	0	0	0	3	3	0	0	0	1	2	0	1
Family Therapy–Continued Services	0	5	4	7	6	4	1	3	4	3	4	4
Group Therapy	12	3	14	4	42	3	0	6	1	0	3	0
Group Therapy–Continued Services	1	0	0	0	0	0	0	0	0	0	0	0
Individual therapy	159	159	165	131	203	133	178	184	150	142	149	147



# Conduent™ CyberAccess & SmartPA Help Desk Behavioral Health Report

October 2021

Executed by CNDTPS\C5077773 at 11/1/2021 2:00:18 AM

	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
ABA Assessment for Intervention Planning	60	64	99	75	78	29	34	54	50	38	47	50	64
ABA Continued Intervention	44	44	77	73	66	37	46	61	57	60	50	46	51
ABA Intervention	41	42	67	45	45	19	28	35	34	38	27	29	28
Family Therapy	48	38	48	53	46	48	42	31	24	44	37	50	83
Family Therapy w/out Patient Present	16	12	12	17	14	7	8	4	7	9	10	11	23
Family Therapy w/out Patient Present–Continued Services	3	2	2	1	0	0	0	0	0	0	0	0	0
Family Therapy–Continued Services	8	5	6	4	3	0	0	0	0	0	0	0	0
Group Therapy	3	2	5	2	2	3	17	4	1	5	7	3	4
Group Therapy–Continued Services	0	0	0	0	0	0	0	0	0	0	0	0	0
Individual therapy	191	146	170	194	181	138	128	144	130	173	156	205	381



# Conduent™ CyberAccess & SmartPA Help Desk Behavioral Health Report

October 2021

Executed by CNDTPS\C5077773 at 11/1/2021 2:00:18 AM

	9/19	8/19	7/19	6/19	5/19	4/19	3/19	2/19	1/19	12/18	11/18	10/18	9/18
ABA Assessment for Intervention Planning	84	52	58	56	49	66	61	41	43	28	44	54	30
ABA Continued Intervention	60	51	65	41	57	62	54	49	56	27	47	43	34
ABA Intervention	51	29	40	38	33	29	25	25	49	17	32	52	40
Family Therapy	105	97	73	57	93	152	130	158	204	148	161	179	154
Family Therapy w/out Patient Present	26	17	9	10	16	45	50	47	51	34	30	32	62
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	8	14	2	5	6	39	14	25	24	12	15	28	34
Group Therapy–Continued Services	0	0	0	0	0	0	0	0	0	0	0	0	0
Individual therapy	380	431	356	350	381	730	726	799	807	691	759	809	690



# Conduent™ CyberAccess & SmartPA Help Desk Behavioral Health Report

October 2021

Executed by CNDTPS\C5077773 at 11/1/2021 2:00:18 AM

	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
ABA Assessment for Intervention Planning	52	58	37	24	43	29	57	15	42	47	27	18	21
ABA Continued Intervention	55	45	28	24	38	31	61	16	25	23	19	11	26
ABA Intervention	28	42	29	30	20	24	37	17	16	25	18	18	23
Family Therapy	169	182	163	180	169	177	162	204	169	163	170	157	169
Family Therapy w/out Patient Present	34	32	35	42	38	47	38	51	30	30	34	30	29
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	40	20	24	13	27	23	20	30	30	20	20	31	36
Group Therapy–Continued Services	0	0	0	0	0	0	0	0	0	0	0	0	0
Individual therapy	835	809	826	820	719	791	705	863	752	650	711	720	787



# Conduent™ CyberAccess & SmartPA Help Desk Behavioral Health Report

October 2021

Executed by CNDTPS\C5077773 at 11/1/2021 2:00:18 AM

	7/17	6/17	5/17	4/17	3/17	2/17	1/17	12/16	11/16	10/16	9/16	8/16	7/16
ABA Assessment for Intervention Planning	24	25	39	39	22	22	22	11	21	14	27	17	15
ABA Continued Intervention	43	16	15	40	18	7	36	23	9	7	16	1	3
ABA Intervention	24	11	18	24	10	14	36	25	18	14	23	14	10
Family Therapy	191	190	174	549	666	674	685	567	610	591	637	700	625
Family Therapy w/out Patient Present	47	27	50	107	128	112	126	91	102	126	86	98	84
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	18	11	37	69	48	77	36	34	44	69	49	74	29
Group Therapy–Continued Services	0	0	0	0	0	0	0	0	0	0	0	0	0
Individual therapy	757	819	768	1,395	1,722	1,578	1,658	1,419	1,504	1,547	1,543	1,655	1,584





# Conduent™ CyberAccess & SmartPA Help Desk Behavioral Health Report

October 2021

Executed by CNDTPS\C5077773 at 11/1/2021 2:00:18 AM

	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
ABA Assessment for Intervention Planning	19	21	24	16	9	11	1	0	0	0	0	0	0
ABA Continued Intervention	3	2	0	0	0	0	0	0	0	0	0	0	0
ABA Intervention	11	13	1	14	2	1	4	0	0	0	0	0	0
Family Therapy	660	581	657	649	703	717	549	414	561	579	784	866	450
Family Therapy w/out Patient Present	65	56	94	69	44	65	37	39	37	39	65	56	52
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	37	45	44	38	64	19	24	29	33	58	25	80	29
Group Therapy–Continued Services	0	0	0	0	0	0	0	0	0	0	0	0	0
Individual therapy	1,591	1,455	1,597	1,590	1,745	1,886	1,647	1,011	1,292	1,303	1,756	2,305	1,489



# Conduent™ CyberAccess & SmartPA Help Desk Behavioral Health Report

October 2021

Executed by CNDTPS\C5077773 at 11/1/2021 2:00:18 AM

	5/15	4/15	3/15	2/15	1/15	12/14	Total
ABA Assessment for Intervention Planning	0	0	0	0	0	0	3,559
ABA Continued Intervention	0	0	0	0	0	0	2,904
ABA Intervention	0	0	0	0	0	0	2,217
Family Therapy	442	529	492	473	1,170	283	23,455
Family Therapy w/out Patient Present	43	51	34	25	61	44	3,343
Family Therapy w/out Patient Present–Continued Services	0	0	0	0	0	0	18
Family Therapy–Continued Services	0	0	0	0	0	0	71
Group Therapy	38	55	35	24	116	20	2,114
Group Therapy–Continued Services	0	0	0	0	0	0	1
Individual therapy	938	1,186	1,244	1,248	4,139	1,037	70,542



# Conduent™ CyberAccess & SmartPA Help Desk Behavioral Health Report

October 2021

Executed by CNDTPS\C5077773 at 11/1/2021 2:00:18 AM

	10/21	9/21	8/21	7/21	6/21	5/21	4/21	3/21	2/21	1/21	12/20	11/20
Individual Therapy–Continued Services	50	42	72	61	41	26	36	34	34	31	29	57
Initial Therapy	945	945	867	826	840	841	812	980	834	917	877	794
Testing	0	2	3	0	0	0	0	2	3	1	0	0
<b>Total</b>	1,495	1,481	1,505	1,370	1,494	1,236	1,276	1,559	1,299	1,319	1,290	1,208



# Conduent™ CyberAccess & SmartPA Help Desk Behavioral Health Report

October 2021

Executed by CNDTPS\C5077773 at 11/1/2021 2:00:18 AM

	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
Individual Therapy–Continued Services	59	62	51	56	39	15	1	0	0	0	0	0	0
Initial Therapy	1,161	1,035	949	951	949	1,144	1,182	1,129	1,512	1,024	1,155	1,363	2,553
Testing	0	0	1	0	0	0	2	1	2	2	0	2	4
<b>Total</b>	1,634	1,452	1,487	1,471	1,423	1,440	1,488	1,463	1,817	1,393	1,489	1,759	3,191



# Conduent™ CyberAccess & SmartPA Help Desk Behavioral Health Report

October 2021

Executed by CNDTPS\C5077773 at 11/1/2021 2:00:18 AM

	9/19	8/19	7/19	6/19	5/19	4/19	3/19	2/19	1/19	12/18	11/18	10/18	9/18
Individual Therapy–Continued Services	0	0	0	0	0	0	0	0	0	0	0	0	0
Initial Therapy	1,363	0	71	1,460	1,590	0	0	0	0	0	0	0	0
Testing	1	0	1	1	0	2	0	1	2	0	0	1	1
<b>Total</b>	2,078	691	675	2,018	2,225	1,125	1,060	1,145	1,236	957	1,088	1,198	1,045



# Conduent™ CyberAccess & SmartPA Help Desk Behavioral Health Report

October 2021

Executed by CNDTPS\C5077773 at 11/1/2021 2:00:18 AM

	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
Individual Therapy–Continued Services	0	0	0	0	0	0	0	0	0	0	0	0	0
Initial Therapy	0	0	0	0	0	0	0	0	0	0	0	0	0
Testing	0	1	0	0	1	0	1	0	0	0	3	1	3
<b>Total</b>	1,213	1,189	1,142	1,133	1,055	1,122	1,081	1,196	1,064	958	1,002	986	1,094



# Conduent™ CyberAccess & SmartPA Help Desk Behavioral Health Report

October 2021

Executed by CNDTPS\C5077773 at 11/1/2021 2:00:18 AM

	7/17	6/17	5/17	4/17	3/17	2/17	1/17	12/16	11/16	10/16	9/16	8/16	7/16
Individual Therapy–Continued Services	0	0	0	0	0	0	0	0	0	0	0	0	0
Initial Therapy	0	0	0	0	0	0	0	0	0	0	0	0	0
Testing	2	0	1	1	1	2	1	0	7	0	4	1	2
<b>Total</b>	1,106	1,099	1,102	2,224	2,615	2,486	2,600	2,170	2,315	2,368	2,385	2,560	2,352



# Conduent™ CyberAccess & SmartPA Help Desk Behavioral Health Report

October 2021

Executed by CNDTPS\C5077773 at 11/1/2021 2:00:18 AM

	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
Individual Therapy–Continued Services	0	0	0	0	0	0	0	0	0	0	0	0	0
Initial Therapy	0	0	0	0	0	0	0	0	0	0	0	0	0
Testing	1	2	1	0	1	0	0	3	2	1	0	0	0
<b>Total</b>	2,387	2,175	2,418	2,376	2,568	2,699	2,262	1,496	1,925	1,980	2,630	3,307	2,020





# Conduent™ CyberAccess & SmartPA Help Desk Behavioral Health Report

October 2021

Executed by CNDTPS\C5077773 at 11/1/2021 2:00:18 AM

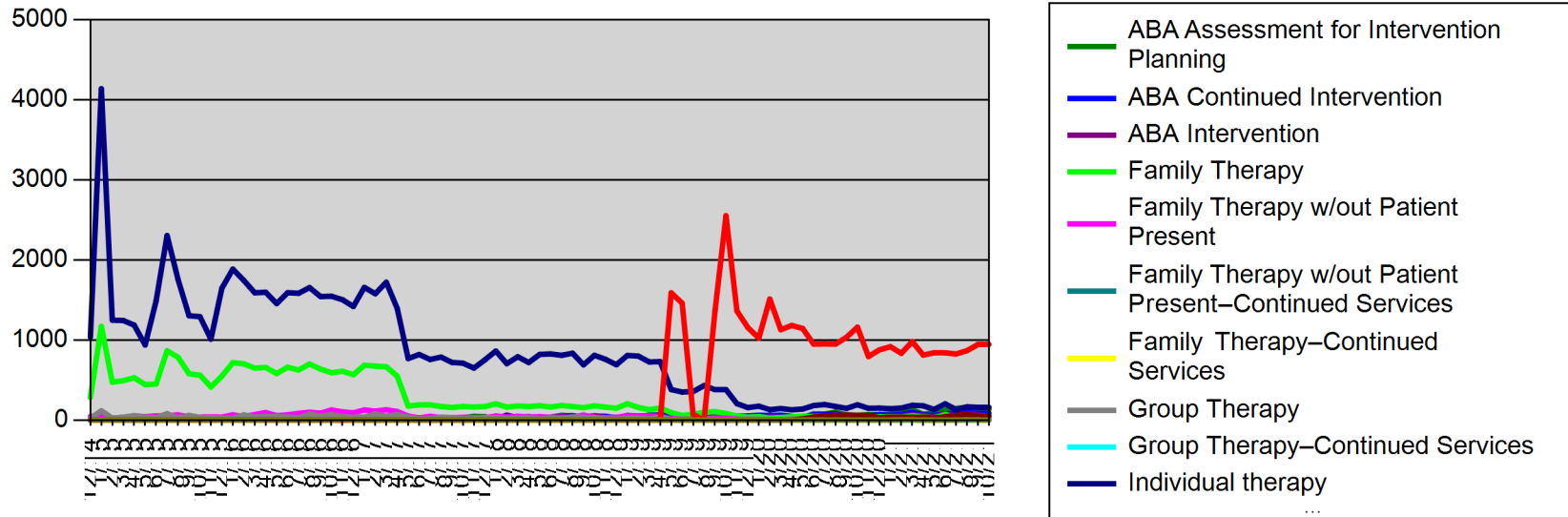
	5/15	4/15	3/15	2/15	1/15	12/14	Total
Individual Therapy–Continued Services	0	0	0	0	0	0	796
Initial Therapy	0	0	0	0	0	0	31,069
Testing	0	2	0	0	1	0	81
<b>Total</b>	1,461	1,823	1,805	1,770	5,487	1,384	140,170



# Conduent™ CyberAccess & SmartPA Help Desk Behavioral Health Report

October 2021

Executed by CNDTPS\C5077773 at 11/1/2021 2:00:18 AM





# Conduent™ CyberAccess & SmartPA Help Desk Behavioral Health Report

October 2021

Executed by CNDTPS\C5077773 at 11/1/2021 2:00:18 AM

## Criteria Not Met Outcomes through CyberAccess

	10/21	9/21	8/21	7/21	6/21	5/21	4/21	3/21	2/21	1/21	12/20	11/20	10/20	9/20	8/20	7/20	6/20
Family Therapy	10	2	0	2	1	1	0	2	3	2	4	0	7	5	4	1	3
Family Therapy – Continued Services	1	2	1	0	1	0	0	0	3	0	1	3	2	1	3	0	0
Family Therapy w/out Patient Present	0	0	0	0	0	0	0	0	0	1	0	0	2	1	0	0	2
Family Therapy w/out Patient Present – Continued Services	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
Group Therapy	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Group Therapy – Continued Services	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0
Individual Therapy	34	32	7	2	4	2	13	8	4	15	9	3	8	5	14	6	2
Individual Therapy – Continued Services	5	11	4	4	4	11	6	12	8	16	9	4	14	17	13	18	9
Testing	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>50</b>	<b>47</b>	<b>12</b>	<b>9</b>	<b>10</b>	<b>14</b>	<b>20</b>	<b>22</b>	<b>18</b>	<b>34</b>	<b>23</b>	<b>10</b>	<b>33</b>	<b>29</b>	<b>34</b>	<b>25</b>	<b>16</b>



# Conduent™ CyberAccess & SmartPA Help Desk Behavioral Health Report

October 2021

Executed by CNDTPS\C5077773 at 11/1/2021 2:00:18 AM

	5/20	4/20	3/20	2/20	1/20	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
Family Therapy	2	1	0	1	4	1	2	4	4	3	2	8	74	7	10	13	7	5
Family Therapy – Continued Services	0	0	1	0	1	0	3	0	2	0	0	0	4	0	0	0	0	0
Family Therapy w/out Patient Present	0	0	0	0	1	1	1	4	0	2	3	1	5	0	0	0	1	1
Family Therapy w/out Patient Present – Continued Services	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0
Group Therapy	1	0	0	0	2	0	0	0	0	0	0	0	0	2	0	0	1	0
Group Therapy – Continued Services	0	0	0	0	0	0	0	1	0	0	1	2	2	0	0	0	0	0
Individual Therapy	8	2	2	9	11	9	9	11	1	6	7	10	28	24	17	22	26	16
Individual Therapy – Continued Services	7	4	3	4	5	6	0	8	17	15	12	15	17	0	0	0	0	0
Testing	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>18</b>	<b>7</b>	<b>6</b>	<b>14</b>	<b>24</b>	<b>17</b>	<b>16</b>	<b>28</b>	<b>24</b>	<b>26</b>	<b>25</b>	<b>36</b>	<b>130</b>	<b>33</b>	<b>27</b>	<b>35</b>	<b>35</b>	<b>22</b>



# Conduent™ CyberAccess & SmartPA Help Desk Behavioral Health Report

October 2021

Executed by CNDTPS\C5077773 at 11/1/2021 2:00:18 AM

	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	10/17	9/17	8/17	7/17	6/17
Family Therapy	5	7	9	12	9	3	2	16	9	8	11	4	7	10	5	13	18	10
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	0	1	0	1	1	0	0	0	0	0	1	0	0	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	0	0	0	1	0	0	0	0	0	0	1	7	2	4
Group Therapy – Continued Services	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Individual Therapy	22	28	28	19	11	11	10	23	23	15	19	12	18	12	13	19	16	18
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	1	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>27</b>	<b>35</b>	<b>38</b>	<b>31</b>	<b>21</b>	<b>15</b>	<b>12</b>	<b>40</b>	<b>33</b>	<b>23</b>	<b>30</b>	<b>17</b>	<b>25</b>	<b>22</b>	<b>19</b>	<b>39</b>	<b>36</b>	<b>32</b>



# Conduent™ CyberAccess & SmartPA Help Desk Behavioral Health Report

October 2021

Executed by CNDTPS\C5077773 at 11/1/2021 2:00:18 AM

	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	4/16	3/16	2/16	1/16	12/15
Family Therapy	10	19	23	17	10	10	8	15	25	15	13	17	9	13	23	28	33	26
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	2	1	0	1	1	0	0	0	0	2	1	0	1	1	1	3	3
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	4	2	2	0	2	0	0	0	0	1	2	0	0	0	0	4	1	6
Group Therapy – Continued Services	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Individual Therapy	26	27	24	14	27	27	31	39	41	28	23	24	43	56	81	103	90	79
Individual Therapy – Continued Services	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Testing	0	1	0	0	0	1	0	1	1	1	0	0	1	2	1	0	0	0
<b>Total</b>	<b>40</b>	<b>51</b>	<b>50</b>	<b>31</b>	<b>40</b>	<b>39</b>	<b>39</b>	<b>55</b>	<b>67</b>	<b>45</b>	<b>40</b>	<b>42</b>	<b>53</b>	<b>72</b>	<b>106</b>	<b>136</b>	<b>127</b>	<b>114</b>



# Conduent™ CyberAccess & SmartPA Help Desk Behavioral Health Report

October 2021

Executed by CNDTPS\C5077773 at 11/1/2021 2:00:18 AM

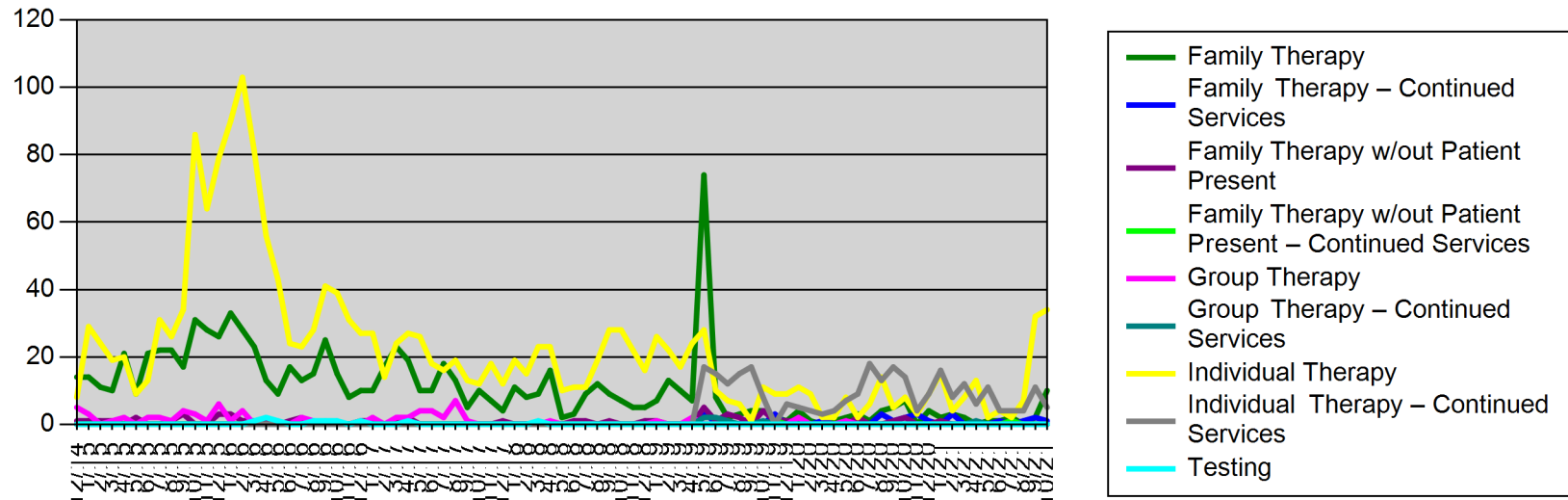
	11/15	10/15	9/15	8/15	7/15	6/15	5/15	4/15	3/15	2/15	1/15	12/14	Total
Family Therapy	28	31	17	22	22	21	9	21	10	11	14	14	887
Family Therapy – Continued Services	0	0	0	0	0	0	0	0	0	0	0	0	29
Family Therapy w/out Patient Present	0	0	3	1	0	0	2	0	1	1	1	1	57
Family Therapy w/out Patient Present – Continued Services	0	0	0	0	0	0	0	0	0	0	0	0	2
Group Therapy	1	3	4	1	2	2	0	2	1	0	3	5	69
Group Therapy – Continued Services	0	0	0	0	0	0	0	0	0	0	0	0	7
Individual Therapy	64	86	34	26	31	13	9	20	19	24	29	8	1,849
Individual Therapy – Continued Services	0	0	0	0	0	0	0	0	0	0	0	0	278
Testing	0	0	0	0	0	0	0	0	0	0	0	0	10
<b>Total</b>	<b>93</b>	<b>120</b>	<b>58</b>	<b>50</b>	<b>55</b>	<b>36</b>	<b>20</b>	<b>43</b>	<b>31</b>	<b>36</b>	<b>47</b>	<b>28</b>	<b>3,188</b>



# Conduent™ CyberAccess & SmartPA Help Desk Behavioral Health Report

October 2021

Executed by CNDTPS\C5077773 at 11/1/2021 2:00:18 AM







# Conduent™ CyberAccess & SmartPA Help Desk Behavioral Health Report

October 2021

Executed by CNDTPS\C5077773 at 11/1/2021 2:00:18 AM

## Denied Precertifications Created by SmartPA (Helpdesk)

	10/21	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
ABA Assessment for Intervention Planning	0	0	0	0	0	0	0	0	1	0	0	2	1	5	2
ABA Continued Intervention	0	0	0	0	0	0	0	0	0	0	3	3	1	3	1
ABA Intervention	0	0	0	0	0	0	1	0	0	1	5	0	1	0	0
Family Therapy	0	0	0	0	0	0	0	1	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	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
Individual therapy	1	0	1	1	1	1	0	1	0	0	0	0	0	0	1
<b>Total</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>8</b>	<b>5</b>	<b>3</b>	<b>8</b>	<b>4</b>



# Conduent™ CyberAccess & SmartPA Help Desk Behavioral Health Report

October 2021

Executed by CNDTPS\C5077773 at 11/1/2021 2:00:18 AM

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



# Conduent™ CyberAccess & SmartPA Help Desk Behavioral Health Report

October 2021

Executed by CNDTPS\C5077773 at 11/1/2021 2:00:18 AM

	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	12/14	Total
ABA Assessment for Intervention Planning	1	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	0	15
ABA Intervention	0	0	0	0	0	0	0	0	0	0	0	0	0	0	15
Family Therapy	1	0	2	0	0	0	1	0	0	0	0	1	1	0	16
Family Therapy w/out Patient Present	0	0	0	0	0	1	0	0	1	0	0	0	0	0	4
Group Therapy	0	0	1	1	0	0	0	0	1	0	0	2	1	1	10
Individual therapy	10	7	5	2	3	1	4	7	12	2	1	0	0	2	120
<b>Total</b>	<b>12</b>	<b>7</b>	<b>8</b>	<b>3</b>	<b>3</b>	<b>2</b>	<b>5</b>	<b>7</b>	<b>14</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>228</b>



# Conduent™ CyberAccess & SmartPA Help Desk Behavioral Health Report

October 2021

Executed by CNDTPS\C5077773 at 11/1/2021 2:00:18 AM

