



**Medi-Cal Fee-For-Service  
Access to Care  
Quarterly Monitoring Report #9  
2013 Quarter 4  
Service Utilization**

**February 2015**

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## Key Points

- Starting with this report, the baseline statistics – or benchmarks – have been recalculated to reflect dates of service between January 1, 2011, and December 31, 2012. The newly established baseline slightly impacted the utilization trends exhibited by children and adults in various aid categories. In particular, the utilization of particular services exhibited by children and adults in the Undocumented aid category, which reached outside of the baseline limits in prior reports, fell within the expected ranges of the new baseline.
- Despite the establishment of a new baseline, the service utilization rates for both children and adults in most aid categories primarily followed the patterns of shifting utilization identified in the previous quarterly access report.
- The continued shifts in utilization observed in this report may be attributable to a combination of factors such as the ongoing change in the population case mix, a declining birthrate, the expansion of County Organized Health Systems (COHS) and Regional/Other managed care models, and the transition of the Healthy Families Program (HFP) into Medi-Cal.

## Introduction

Many factors affect health care utilization and the type of health care services sought by a given population. One of these factors is adequate access to care. Limitations in the scope of benefits provided under a health plan, cost-sharing requirements, and gaps in health plan coverage may all contribute to underutilization of health care services. Other factors that influence health care utilization include the prevalence of chronic disease in the population, provider practice patterns, recommended medical practice guidelines for specific subpopulations (e.g., cancer screenings for women, and immunization schedules and developmental assessments for children), and cultural acceptance of medical practices among the population.

Age is also associated with health care utilization patterns. For example, advanced age increases functional limitations and the prevalence of chronic conditions. The elderly have higher utilization rates for inpatient and long-term care services, many medical procedures, and are prescribed more medications, such as glucose-lowering or antihypertensive drugs. In general, children have lower health care utilization rates than the elderly. However, infants born at low birthweight (<2,500 grams, or 5.5 lbs) and children with chronic health conditions or disabilities have higher rates of health care utilization and use more costly services than their counterparts.

Children in foster care are particularly vulnerable to physical, emotional, and developmental problems stemming from abuse or neglect, substance abuse by their mothers during pregnancy, or their own substance abuse issues. A majority of these children have at least one physical or emotional health problem, and as many as 25% suffer from three or more chronic health conditions. Consequently, examining health care utilization patterns should be undertaken with specific thought given to the characteristics of this population.

## Background

### Assembly Bill 97

In March 2011, Assembly Bill (AB) 97 was signed into law and instituted a 10% reduction in Medi-Cal reimbursements to select providers. Court injunctions delayed the implementation of AB 97 until September 2013.

The reimbursement reductions do not apply to all Medi-Cal providers and services. Providers and services that are exempt from the 10% reduction in Medi-Cal reimbursement rates include but are not limited to:

- Physician services to children ages 0–20;
- Federally Qualified Health Centers (FQHCs);
- Rural Health Clinics (RHCs); and
- Breast and cervical cancer treatment services.<sup>1,2,3</sup>

### Medi-Cal Enrollment Transitions

**Expansion of Medi-Cal Managed Care** – Several subpopulations transitioned from the Fee-for-Service (FFS) health delivery system into managed care plans during the study period. For instance, 81,488 FFS Medi-Cal Only beneficiaries enrolled into a Medi-Cal managed care plan in September 2013 due to the establishment of a County Organized Health System (COHS) in Del Norte, Humboldt, Lake, Lassen, Modoc, Shasta, Siskiyou, and Trinity counties. Another 165,780 FFS Medi-Cal beneficiaries enrolled into managed care plans in November 2013 due to the establishment of managed care in Alpine, Amador, Butte, Calaveras, Colusa, El Dorado, Glenn, Imperial, Inyo, Mariposa, Mono, Nevada, Placer, Plumas, San Benito, Sierra, Sutter, Tehama, Tuolumne and Yuba counties (Table SU-1).

**Table SU-1:** FFS Medi-Cal Only Beneficiaries Transitioned to Medi-Cal Managed Care in September and November 2013

Managed Care Plan Type	Month of Transition	Transition Counties	Approximate Number of Medi-Cal Only Beneficiaries
COHS	September 2013	Del Norte	5,837
COHS	September 2013	Humboldt	19,913
COHS	September 2013	Lake	12,749
COHS	September 2013	Lassen	3,507
COHS	September 2013	Modoc	1,376
COHS	September 2013	Shasta	28,430
COHS	September 2013	Siskiyou	7,736
COHS	September 2013	Trinity	1,940
			<b>Subtotal = 81,488</b>

<sup>1</sup> California Assembly Bill 97, (2011).

<sup>2</sup> California Department of Health Care Services, Implementation of AB97 Reductions. Retrieved from <http://www.dhcs.ca.gov/Documents/AB97ImplementationAnnouncemen081413.pdf>

<sup>3</sup> California Department of Health Care Services, State Plan Amendment, SPA 11-009.

Managed Care Plan Type	Month of Transition	Transition Counties	Approximate Number of Medi-Cal Only Beneficiaries
Regional/Other	November 2013	Alpine	106
Regional/Other	November 2013	Amador	2,522
Regional/Other	November 2013	Butte	28,365
Regional/Other	November 2013	Calaveras	3,817
Regional/Other	November 2013	Colusa	2,820
Regional/Other	November 2013	El Dorado	10,621
Regional/Other	November 2013	Glenn	4,514
Regional/Other	November 2013	Imperial	36,927
Regional/Other	November 2013	Inyo	1,977
Regional/Other	November 2013	Mariposa	1,669
Regional/Other	November 2013	Mono	945
Regional/Other	November 2013	Nevada	6,764
Regional/Other	November 2013	Placer	16,815
Regional/Other	November 2013	Plumas	1,622
Regional/Other	November 2013	Sierra	257
Regional/Other	November 2013	San Benito	5,401
Regional/Other	November 2013	Sutter	14,372
Regional/Other	November 2013	Tehama	10,372
Regional/Other	November 2013	Tuolumne	4,519
Regional/Other	November 2013	Yuba	11,375
			<b>Subtotal = 165,780</b>
			<b>Total = 247,268</b>

**Source:** Created by DHCS Research and Analytic Studies Division using data from the Management Information System/Decision Support System's (MIS/DSS) eligibility tables for December 2013. Data were extracted from the MIS/DSS four months after the corresponding time period to allow for updates to enrollment.

**Healthy Families Transition** – On January 1, 2013, DHCS began the first of four phases in 2013 to transition approximately 860,000 children from the Healthy Families Program (HFP) into Medi-Cal. To ensure minimal disruption to coverage, DHCS assigned certain children presumptive eligibility for Medi-Cal benefits under the FFS health care delivery system until the date of their annual eligibility review for Medi-Cal. These children with presumptive eligibility under FFS are classified under the Other aid category in this report. FFS participation rates for these children are expected to decline throughout 2013 and beyond as they are redetermined into aid codes that require enrollment in a Medi-Cal managed care health plan.

### Determinants of Service Utilization

Numerous environmental and personal factors can influence whether beneficiaries choose to utilize particular services. These factors include but are not limited to:

**Perceived Health Status** – Some beneficiaries believe that they do not need to seek health care services because they are in good health.

**Attitude Towards the Health Care System** – Beneficiaries' level of trust in both the health care process and doctors can affect whether they decide to seek care.

**Health Insurance Coverage** – A beneficiary's ability to cover associated costs can directly influence their decision to utilize health care services.

**Urban Versus Rural Community** – Whether a beneficiary resides in an urban or rural community can impact their health care choices due to the number of readily available physicians, as well as societal perspectives on the practice of medicine.

**Preexisting Health Conditions** – Beneficiaries with a preexisting health condition or disability inherently have greater health care needs, and therefore are more likely to seek care.<sup>4</sup>

## Utilization Paradigms

Changes in beneficiary enrollment and provider capacity are important factors influencing health care utilization trends. When evaluating utilization trends, some basic paradigms should be considered.

**Paradigm One** – If beneficiary participation increases within a subpopulation and the network of health care providers cannot absorb the increased demand, beneficiaries may experience difficulties accessing health care services.<sup>5</sup> In that case, one would expect to detect a decline in service utilization rates as beneficiaries forego health care services.

**Paradigm Two** – If beneficiary participation increases and the network of providers is able to absorb additional demand, then one would expect service utilization rates to remain constant, increase, or to experience no significant decreases.<sup>6</sup>

**Paradigm Three** – If beneficiary participation decreases within a subpopulation and those that remain in FFS have a significantly different case mix than the initial population, one would expect marked changes in health care utilization. For example, if the subpopulation that remains in FFS has significantly greater medical needs than the initial population, one would expect service utilization rates to increase. However, if the subpopulation that remains is healthier, one would expect service utilization rates to decrease. Certain shifts in populations from one health care system to another, such as from FFS to managed care, might result in a significant change in the mix of patients. This in turn may result in significant changes in utilization trends.

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<sup>4</sup> Andersen, R., Newman, J. (2005, December). Societal and Individual Determinants of Medical Care Utilization in the United States. *Milbank Quarterly*, Vol. 83 (Issue 4).

<sup>5</sup> This assumes populations that enroll exhibit similar health needs as those who were previously enrolled. If the newly enrolled individuals are a much healthier population with low health care service utilization, then utilization rates may decline. This decline may be driven more by beneficiaries' health characteristics than access difficulties.

<sup>6</sup> This assumes populations that enroll exhibit similar health needs as those who were previously enrolled.

## Methods

In this report, DHCS examines utilization trends for 10 different provider types:

1. Physician/Clinics
2. Non-Emergency Transportation
3. Emergency Transportation
4. Home Health
5. Hospital Inpatient
6. Hospital Outpatient
7. Nursing Facility
8. Pharmacy Services
9. Other
10. Radiology

Service utilization was measured in various ways, depending on the provider type. The unit of measure for Physician/Clinic, Home Health, Hospital Outpatient, and Radiology services was the number of unique visits or patient encounters. The unit of measure for Pharmacy services was the unit counts of prescriptions. Individual encounters were used as the measure for both Emergency and Non-Emergency Transportation services, while the length of stay as measured in days was the unit of measure for Hospital Inpatient and Nursing Facility service utilization. Service rates were calculated per 1,000 member months for each of these service types, and for FFS Medi-Cal Only beneficiaries. Beneficiaries were classified into broad age groupings (children ages 0–20 and adults ages 21 and older) and aid categories as a proxy for health and disability status, factors which are known to influence utilization patterns.

The DHCS access monitoring system required the development of baseline statistics for trend comparisons. Since the establishment of the original baseline period of 2007–2009, Medi-Cal has undergone dramatic changes spurred by a deep economic recession and continual efforts to restructure its health care delivery system. In some cases, these changes dramatically affected Medi-Cal's FFS population, thus impacting how beneficiaries utilize services. As a result, the baseline metrics that were established during Medi-Cal's transformational period may not always reflect the new reality. Therefore, starting with this report, the baseline statistics — or benchmarks — have been recalculated to reflect dates of service between January 1, 2011 and December 31, 2012. This updated baseline period will enable DHCS to more effectively analyze present service use.

DHCS plotted monthly service utilization rates per 1,000 member months for the study period of January 2013 to December 2013. DHCS used Shewhart control charts to identify whether health care service utilization rates changed over this time period, and compared rates to low and high utilization thresholds calculated from the baseline period of 2011–2012. These thresholds — or control limits — have been set at three standard deviations from the mean, and define the natural range of variability expected from the plotted measures. Upper and lower threshold levels are represented in each control chart, with UCL representing upper control limits, LCL representing lower control limits, and  $\bar{x}$  representing the mean. Comparing the plotted measures to the mean and upper and lower control limits can lead to inferences regarding whether the data are within an expected or predictable range, or whether there are marked changes in the data over time. Potential marked changes include:

- Eight or more consecutive points all either above or below the mean line indicate a shift in utilization patterns.
- Six or more consecutive points all going in the same direction (either up or down) indicate a trend.
- Two or more consecutive points plotted outside of these established limits will provide a signal indicating that health care utilization has deviated markedly from the expected range.

Several factors can impact service utilization. These factors include but are not limited to: birth trends, population case mix, Medi-Cal program changes, and the transition of beneficiaries from FFS into managed care plans. Influential factors that occurred during the study period include the COHS expansion and the HFP transition. The shifts in utilization observed in this report may be attributable to a combination of the factors noted above.

The sections that follow present health care utilization trends for each of the 10 service categories studied. Each section is introduced with a discussion that presents background material related to each unique service category. This background provides the reader with some introductory information regarding the types of services associated with the category and types of providers, where applicable, contained within the service category. In addition, utilization statistics contained in the background sections include utilization associated with beneficiaries dually eligible for both Medi-Cal and Medicare. Following the background information, utilization trends for each service category are presented. The utilization trends display statistics associated with FFS Medi-Cal Only beneficiaries not eligible for Medicare coverage.

## Physician/Clinic Services

### Background

It is important for any health care delivery system to monitor trends in physician service utilization among its patients, because physicians are the first point of contact for most health care needs. Once contact is made in a physician's office, numerous other services may be accessed, such as prescription drugs, lab services, and referrals to specialty care. Receiving regular ambulatory health care services has been widely recognized as a fundamental measure of successful health care access.

In the Medi-Cal program, beneficiaries may see a physician in solo practice, physicians affiliated with a physician group, or those affiliated with an FQHC, RHC, or some other clinical setting.

FQHCs are nonprofit, community-based organizations or public entities that offer primary and preventive health care and related social services to the medically underserved and uninsured population, regardless of their ability to pay. FQHCs receive funding under the Public Health Service Act, Section 330, which is determined by the U.S. Department of Health and Human Services (HHS).

RHCs are organized outpatient clinics or hospital outpatient departments located in rural shortage areas as designated by HHS. To qualify as an RHC, a clinic must be located in a non-urbanized area or area currently designated by the Health Resources and Services Agency (HRSA) as a federally designated or certified shortage area.

Indian Health Services (IHS) Clinics are those authorized by the U.S. Secretary of Health, Education, and Welfare to contract services to tribal organizations. Services available under the IHS provider type are more extensive than under the FQHC or RHC provider types, and include the following services: physician and physician assistant, nurse practitioner and nurse midwife, visiting nurse, clinical psychology and social work, comprehensive perinatal care, Early Periodic Screening, Diagnosis and Treatment (EPSDT), ambulatory, and optometry.

Other clinics in the Medi-Cal program include: Free Clinics, Community Clinics, Surgical Clinics, Clinics Exempt from Licensure, Rehabilitation Clinics, County Clinics not associated with a hospital, and Alternative Birthing Centers. All of these various clinics are included in this analysis.

## Trend Analysis – Children

- Children in the Blind/Disabled aid category placed a greater demand on Physician/Clinic services than most other beneficiary subpopulations.

Among children ages 0–20 in the FFS Medi-Cal health care delivery system, monthly Physician/Clinic service utilization rates ranged from 155.32 to 579.34 visits per 1,000 member months from the first quarter of 2013 to the fourth quarter of 2013.

Physician/Clinic service utilization rates continued to be higher among children in the Blind/Disabled aid category. Utilization rates for children in the Other aid category mostly fell below the expected baseline ranges observed in the baseline period of 2011–12. Additionally, children in the Blind/Disabled and Undocumented aid categories mostly displayed above-average utilization rates during the study period.

Figures SU-1 to SU-5 represent the control charts for children from the first quarter of 2013 to the fourth quarter of 2013.

## Trend Analysis – Adults

- Adults in the Blind/Disabled and Other aid categories exhibited higher utilization rates than adult beneficiaries in other subpopulations.

Monthly Physician/Clinic service utilization rates for adults ages 21 and older ranged from 166.38 to 1,164.55 visits per 1,000 member months from the first quarter of 2013 to the fourth quarter of 2013.

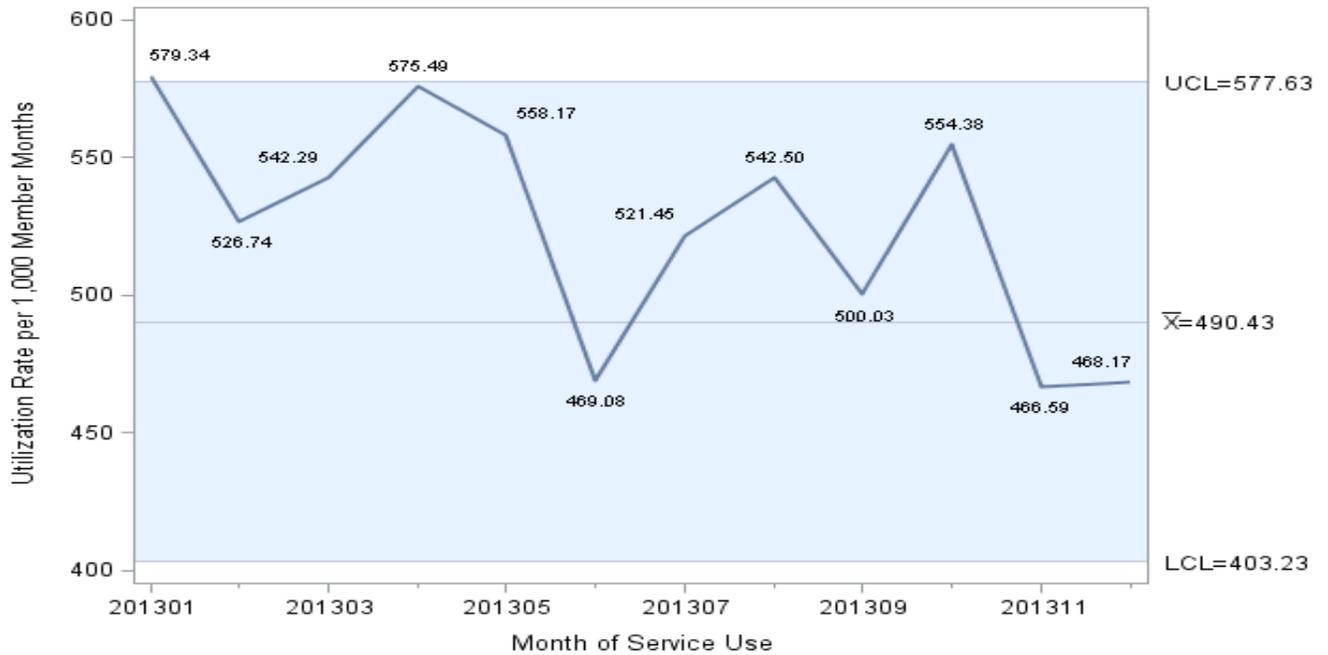
Similar to Physician/Clinic services utilization trends identified in the previous quarterly access reports, adults in the Blind/Disabled and Other aid categories again exhibited higher utilization rates than adult beneficiaries in other subpopulations. Adults in Blind/Disabled aid category exhibited above-average utilization that reached above expected ranges. Additionally, adults in the Aged and Families aid categories exhibited slight downward trends in Physician/Clinic services utilization over the last two quarters of the study period.

Figures SU-6 to SU-10 represent the control chart analysis for adults from the first quarter of 2013 to the fourth quarter of 2013.

### Trends of Monthly Physician/Clinic Services Utilization Rates among Children, January 2013–December 2013

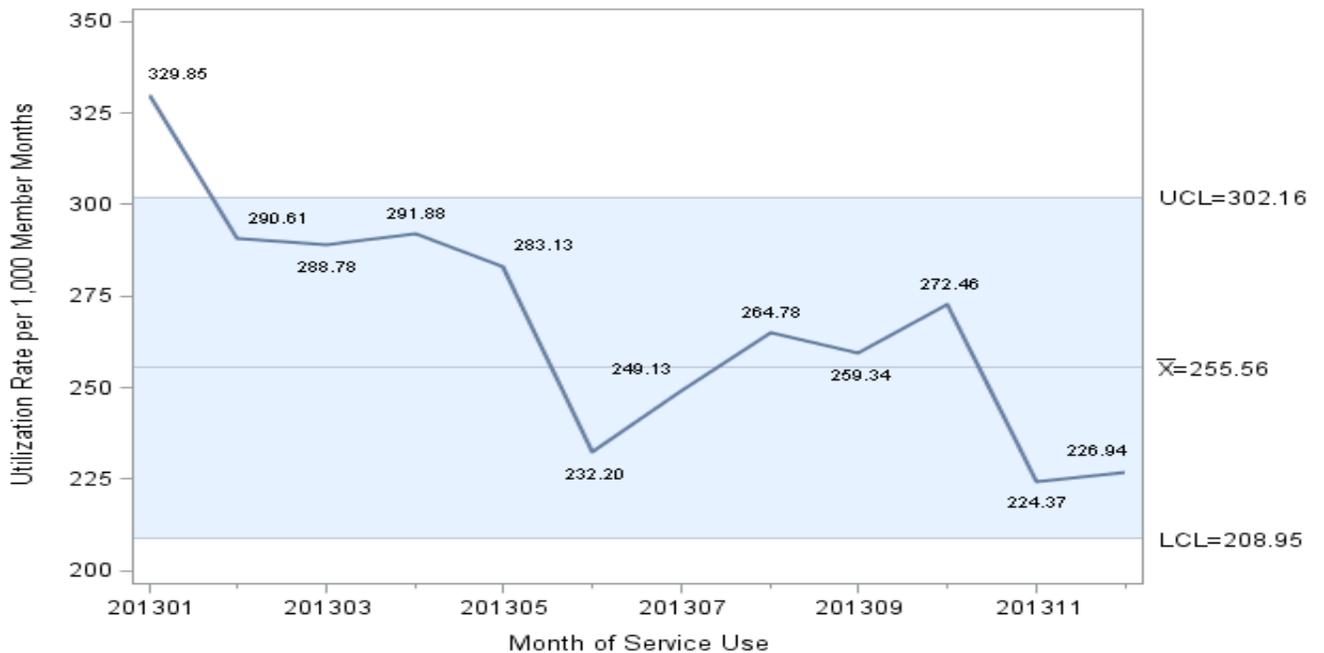
**Figure SU-1:** Physician/Clinic Utilization Rates among Children Ages 0–20 in the Blind/Disabled Aid Category, January 2013–December 2013

Unique User Count = **12,267**

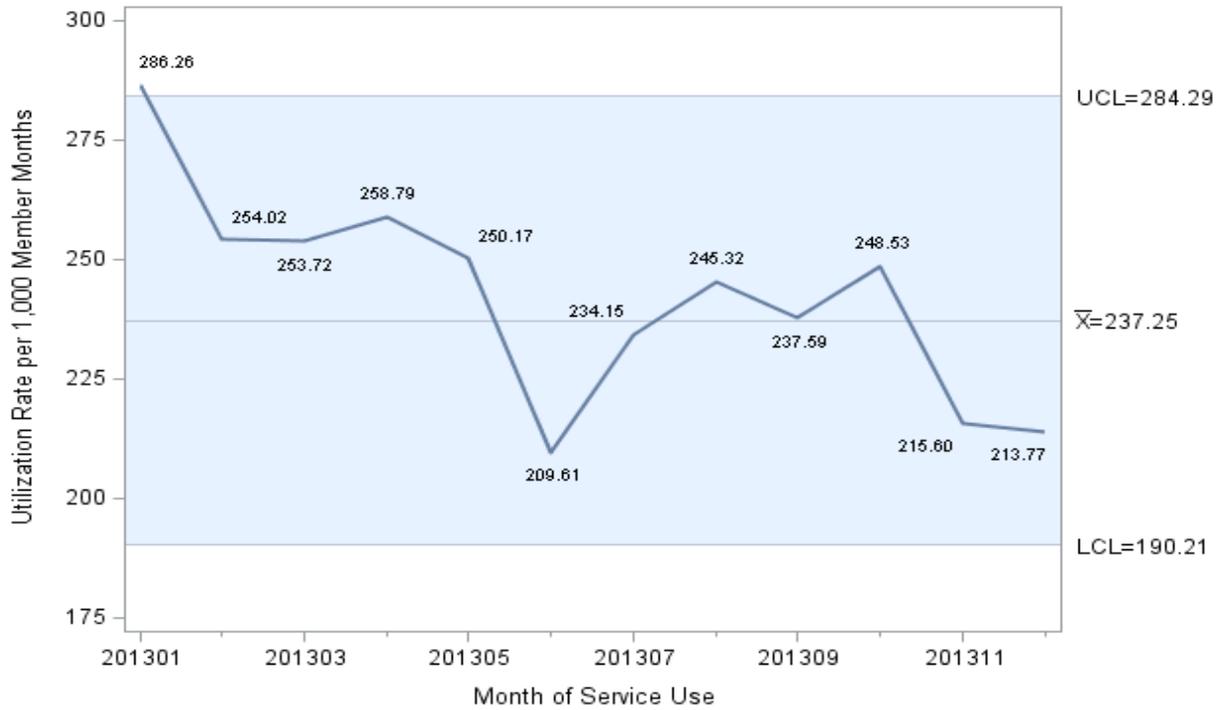


**Figure SU-2:** Physician/Clinic Utilization Rates among Children Ages 0–20 in the Families Aid Category, January 2013–December 2013

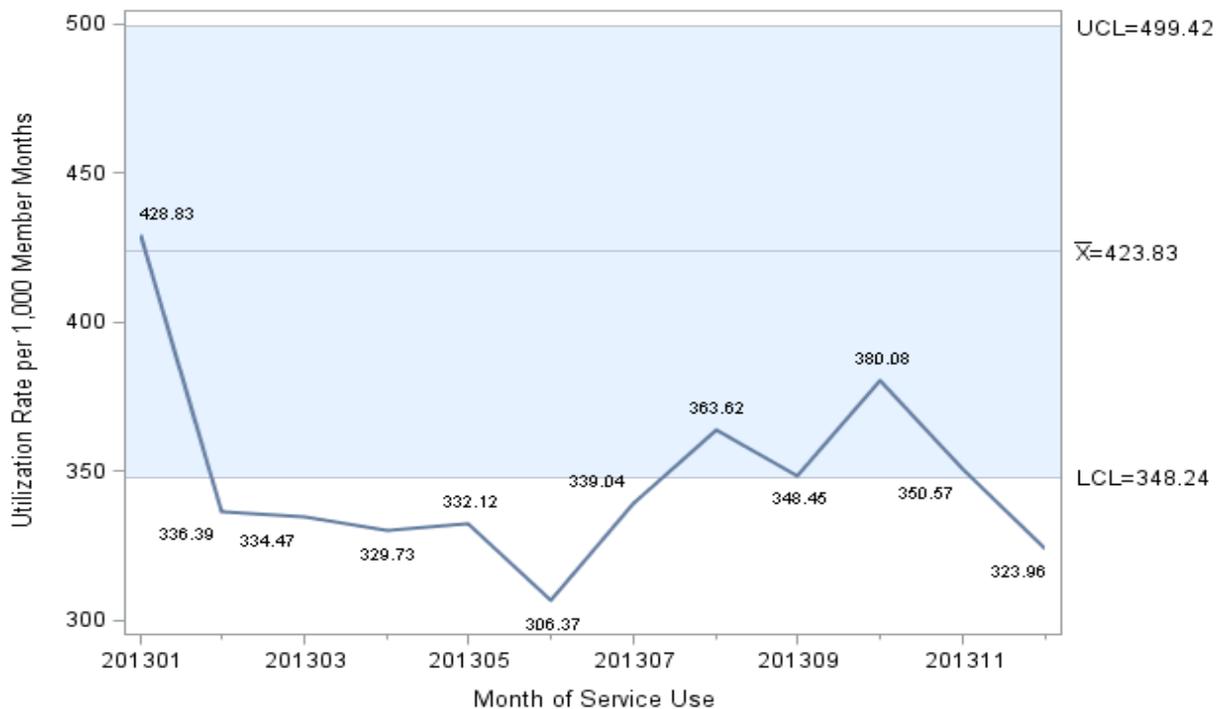
Unique User Count = **101,130**



**Figure SU-3:** Physician/Clinic Utilization Rates among Children Ages 0–20 in the Foster Care Aid Category, January 2013–December 2013 Unique User Count=30,943

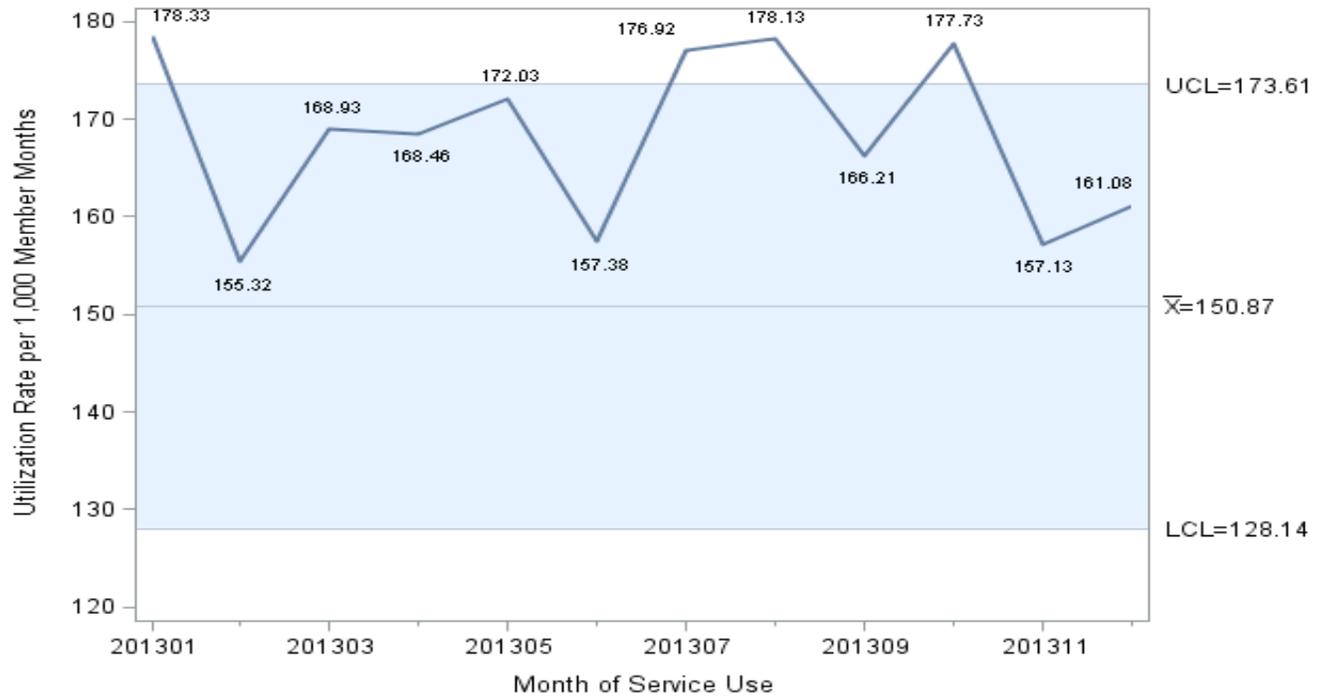


**Figure SU-4:** Physician/Clinic Utilization Rates among Children Ages 0–20 in the Other Care Aid Category, January 2013–December 2013 Unique User Count=140,302



**Figure SU-5:** Physician/Clinic Utilization Rates among Children Ages 0–20 in the Undocumented Aid Category, January 2013–December 2013

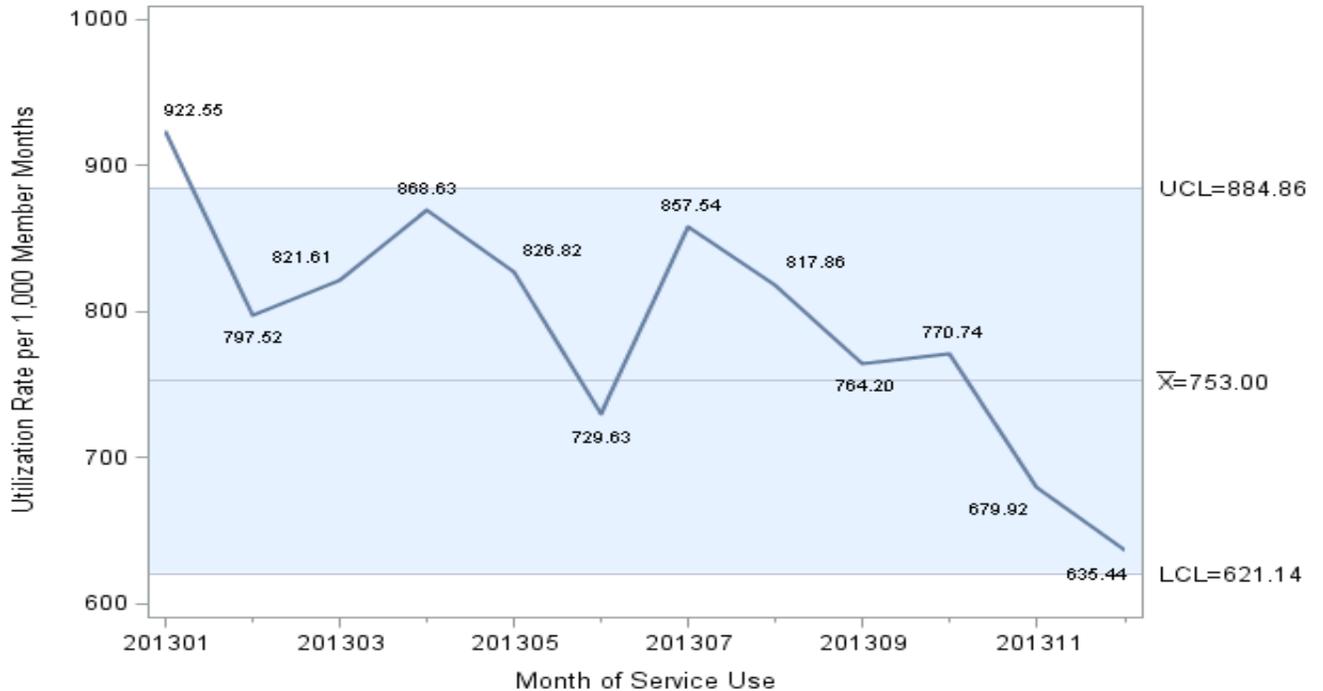
Unique User Count=**22,113**



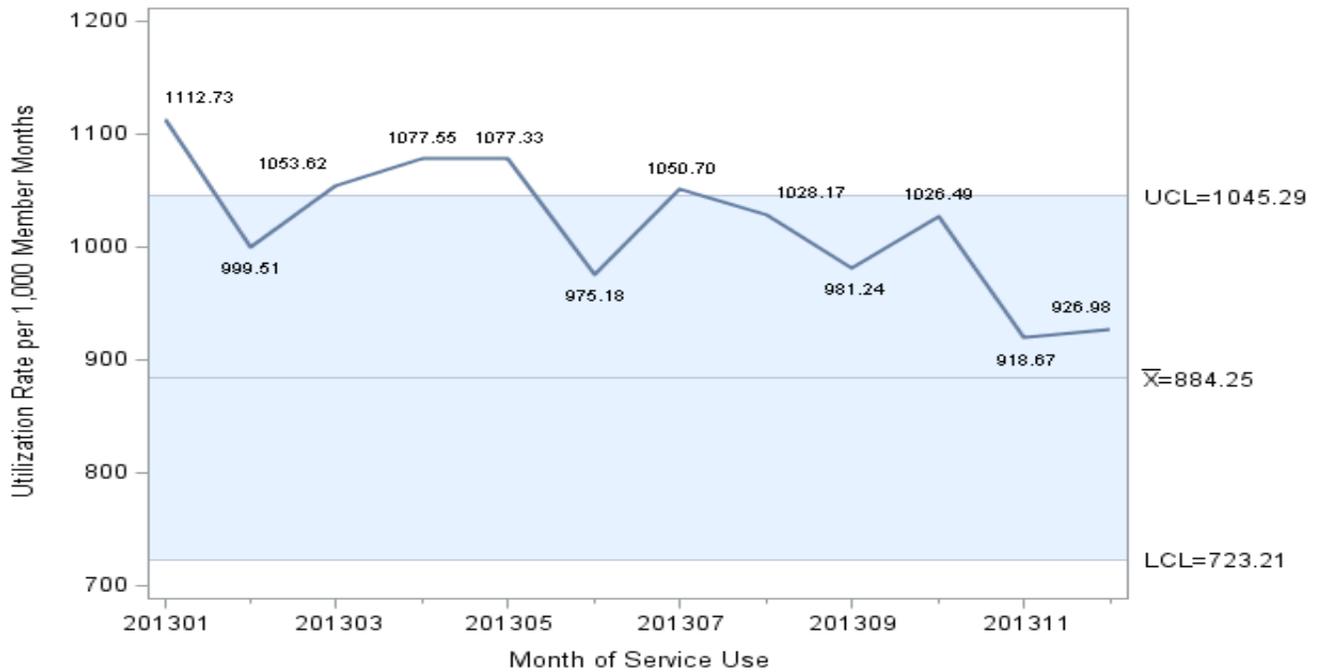
**Source:** Figures SU-1 to SU-5 were created by DHCS Research and Analytic Studies Division using data from the Medi-Cal Management Information System/Decision Support System (MIS/DSS) claims and eligibility tables with dates of service/eligibility from January 2013–December 2013. Data were extracted from MIS/DSS four months after corresponding time period to allow for processing of claims and updates to enrollment.

### Trends of Monthly Physician/Clinic Services Utilization Rates among Adults, January 2013–December 2013

**Figure SU-6:** Physician/Clinic Utilization Rates among Adults Ages 21+ in the Aged Aid Category, January 2013–December 2013 Unique User Count = 6,266

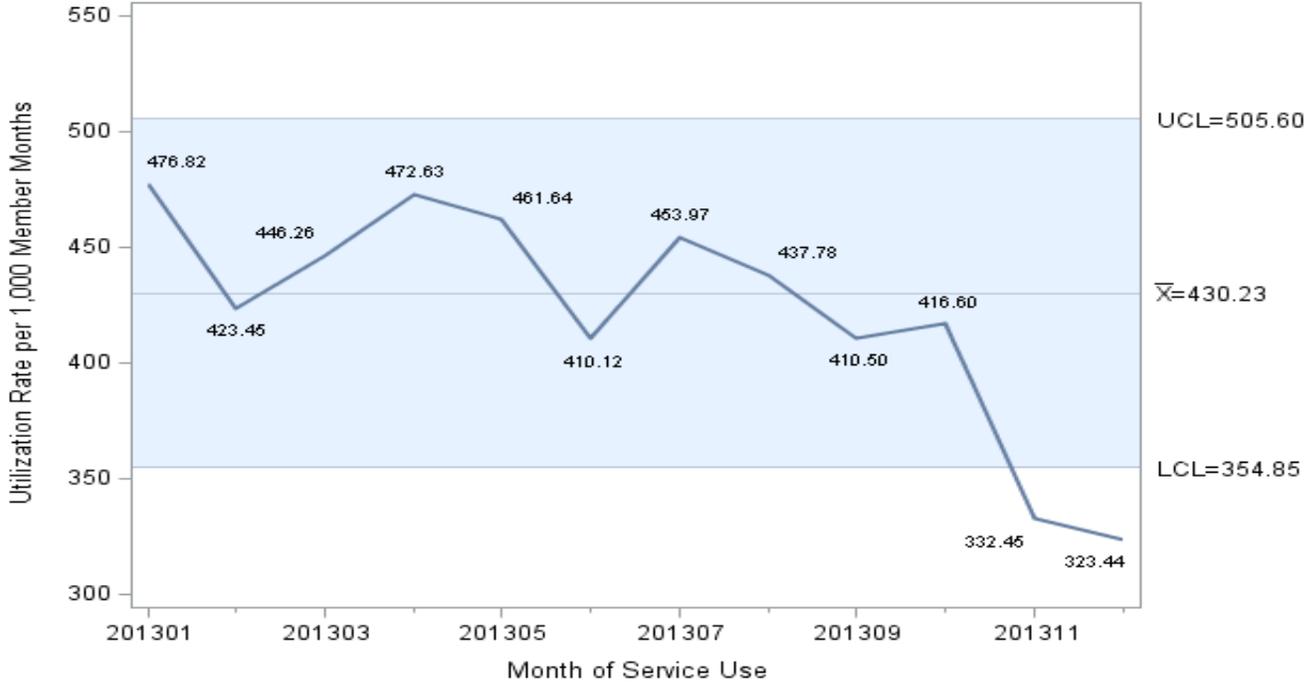


**Figure SU-7:** Physician/Clinic Utilization Rates among Adults Ages 21+ in the Blind/Disabled Aid Category, January 2013–December 2013 Unique User Count = 44,301



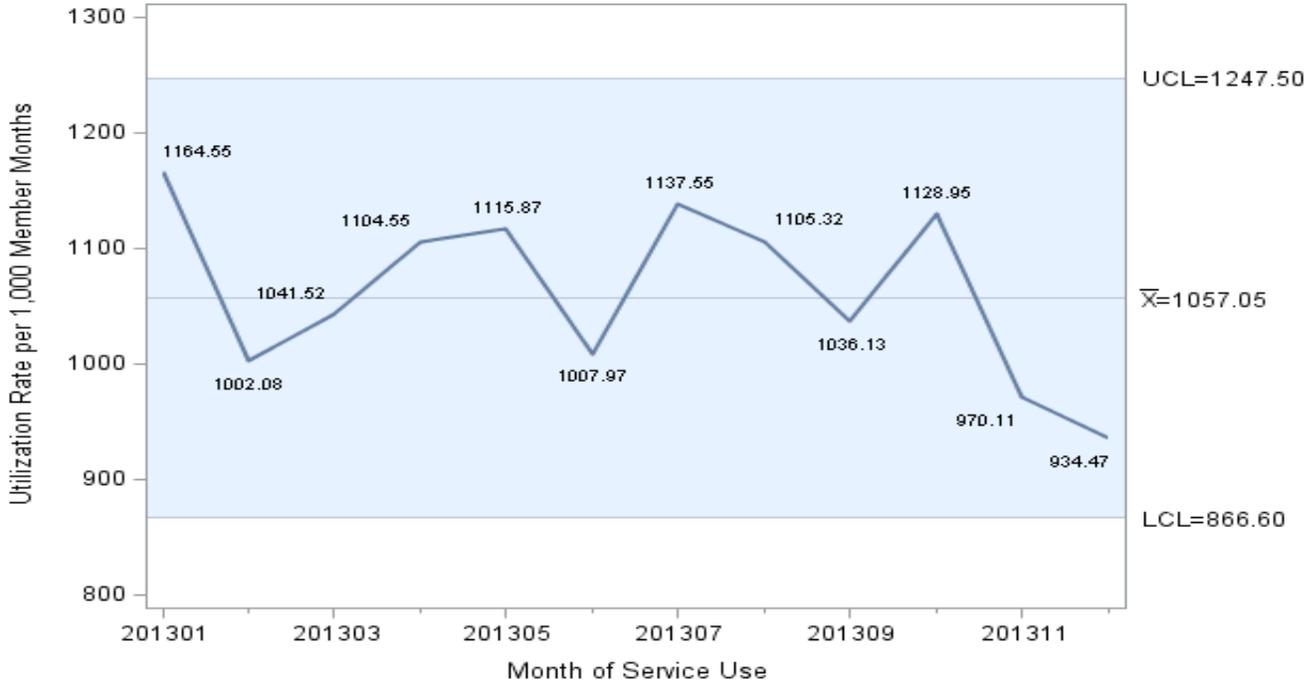
**Figure SU-8:** Physician/Clinic Utilization Rates among Adults Ages 21+ in Families Aid Category, January 2013–December 2013

Unique User Count = **69,160**



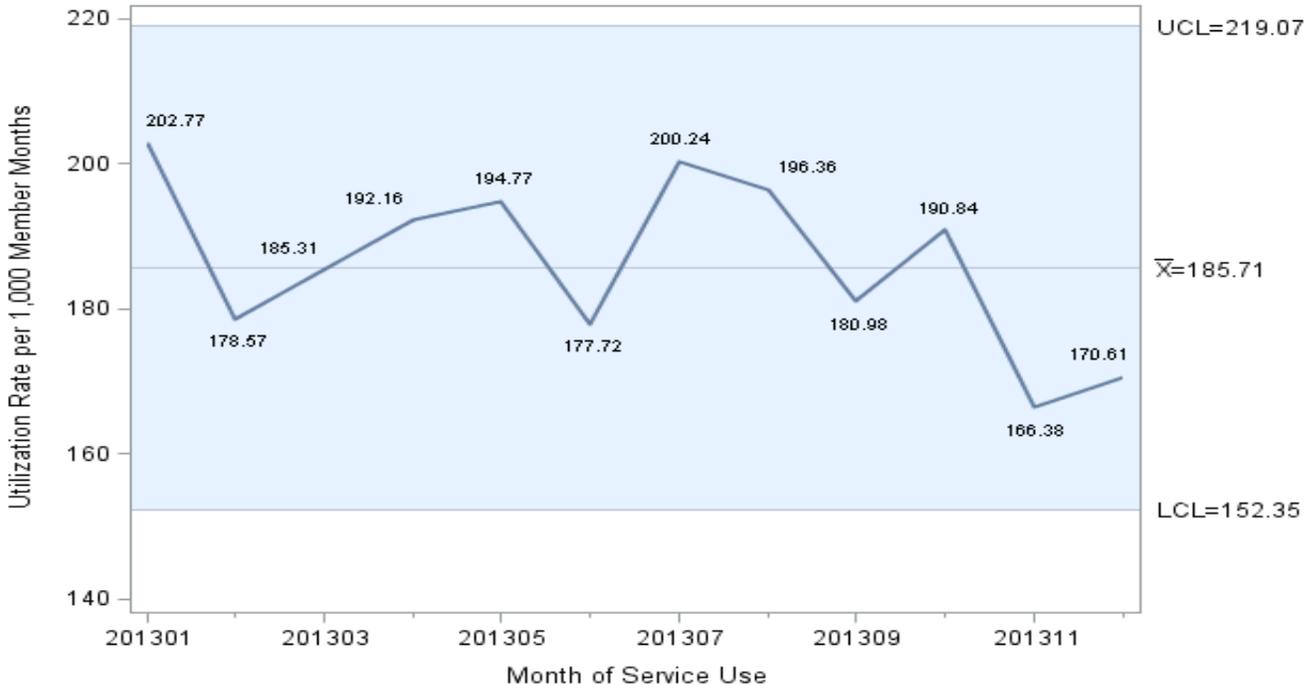
**Figure SU-9:** Physician/Clinic Utilization Rates among Adults Ages 21+ in the Other Aid Category, January 2013–December 2013

Unique User Count = **44,163**



**Figure SU-10:** Physician/Clinic Utilization Rates among Adults Ages 21+ in the Undocumented Aid Category, January 2013–December 2013

Unique User Count = **75,469**



**Source:** Figures SU-6 to SU-10 were created by DHCS Research and Analytic Studies Division using data from the MIS/DSS claims and eligibility tables with dates of service/eligibility from January 2013–December 2013. Data were extracted from the MIS/DSS four months after corresponding time period to allow for processing of claims and updates to enrollment.

## **Non-Emergency Medical Transportation**

### **Background**

Non-emergency transportation is the transportation of sick, injured, invalid, convalescent, infirmed, or otherwise incapacitated persons when access to medical treatment is needed, but when the condition is not immediately life-threatening. An example of non-emergency transportation would be transportation by litter van or wheelchair van to a doctor or clinic. Transportation services are also provided through air ambulance services. For non-emergencies, medical transportation by air is only covered when the medical condition of the patient or practical considerations make ground transportation unviable.

The Medi-Cal program covers medical transportation when a beneficiary cannot obtain medical services using ordinary means of transportation. Non-emergency transportation requires previous authorization and is covered only in certain situations. While most insurance plans apart from Medi-Cal provide their members with emergency medical transportation, non-emergency transportation is only covered by other plans in a limited form. For example, private insurance companies may cover non-emergency transportation when transferring a patient being discharged from a hospital, or when plan members seek specific treatment such as organ transplantation services.

## Trend Analysis – Children

Children in all aid categories were excluded from this analysis because of their relatively small user counts (<500).

## Trend Analysis – Adults

- Due to low user counts for most subpopulations, utilization rates for Non-Emergency Medical Transportation services are only reported for adults in the Blind/Disabled and Other aid categories. Service use rates for these two subpopulations were above expected ranges for the entire study period.

This analysis only focuses on Non-Emergency Medical Transportation services utilization among Medi-Cal adults ages 21 and older participating in the FFS program and enrolled in the Blind/Disabled and Other aid categories. Adults in the Aged and Families aid categories were excluded from this analysis because of their relatively small user counts (<500). Medi-Cal FFS beneficiaries in the Undocumented aid category are not entitled to Non-Emergency Services and, therefore, were excluded from this analysis.

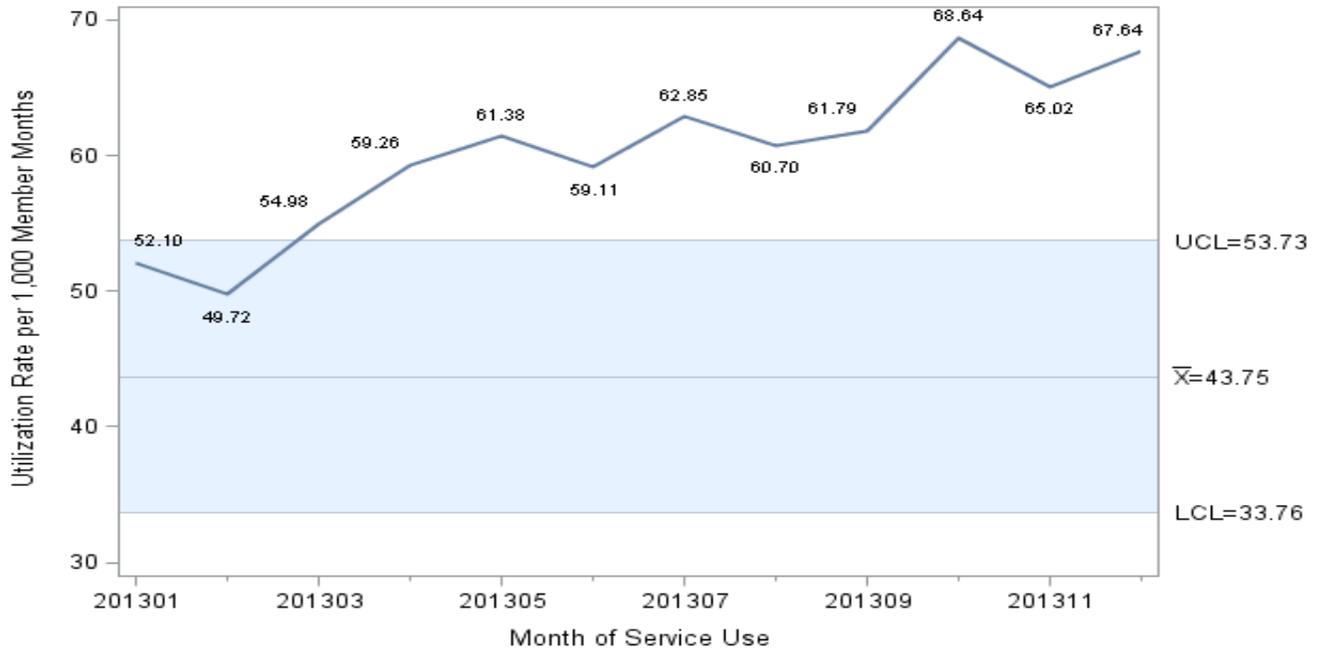
Among adults in these two aid categories, monthly Non-Emergency Medical Transportation service utilization rates ranged from 24.03 to 67.64 visits per 1,000 member months from the first quarter of 2013 to the fourth quarter of 2013.

Non-Emergency Medical Transportation service utilization rates among adults across the analyzed aid categories were similar to results from the previous quarterly access reports. For instance, adults in the Blind/Disabled aid category exhibited noticeably higher utilization, with rates about 1.5 to nearly 3 times higher than for adults in the Other aid category. Adults in the analyzed aid categories again mostly exhibited Non-Emergency Medical Transportation utilization rates above the expected ranges observed in the baseline period of 2011–12.

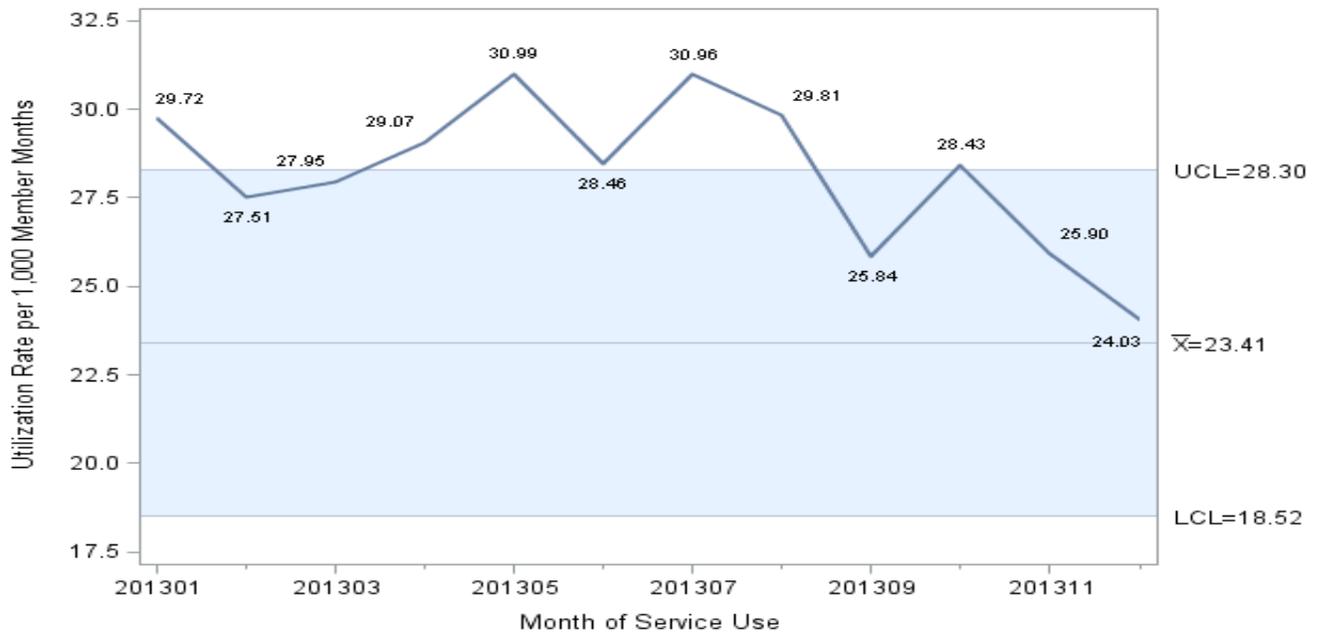
Figures SU-11 and SU-12 represent the control chart analysis for adults from the first quarter of 2013 to the fourth quarter of 2013.

## Trends of Monthly Non-Emergency Medical Transportation Services Utilization Rates among Adults, January 2013–December 2013

**Figure SU-11:** Non-Emergency Transportation Utilization Rates among Adults Ages 21+ in the Blind/Disabled Aid Category, January 2013–December 2013 Unique User Count = 2,379



**Figure SU-12:** Non-Emergency Transportation Utilization Rates among Adults Ages 21+ in the Other Aid Category, January 2013–December 2013 Unique User Count = 910



**Source:** Figures SU-11 and SU-12 created by DHCS Research and Analytic Studies Division using data from the MIS/DSS claims and eligibility tables with dates of service/eligibility from January 2013–December 2013. Data extracted from the MIS/DSS four months after corresponding time period to allow for processing of claims and updates to enrollment.

## **Emergency Medical Transportation**

### **Background**

Emergency transportation is the transportation of sick, injured, invalid, convalescent, infirm, or otherwise incapacitated persons for medical treatment needed in life-threatening situations. Similar to non-emergency transportation, emergency transportation services are provided through air ambulance services and ground medical transportation providers. Transportation by air is covered for emergencies if the medical condition of the patient makes use of other means of transportation inadvisable, or if either the patient or the nearest hospital capable of attending to the patient's medical needs is inaccessible by ground transportation.

Emergency transportation is covered by Medi-Cal. Although this type of transportation does not require prior authorization, each claim must include a justification for the emergency transportation.

## Trend Analysis – Children

- Utilization rates were noticeably higher among children in the Blind/Disabled aid category.

Among children ages 0–20 in the FFS Medi-Cal health care delivery system, monthly Emergency Medical Transportation service utilization rates ranged from 1.51 to 9.34 visits per 1,000 member months from the first quarter of 2013 to the fourth quarter of 2013.

Patterns of service use among children in all of the analyzed aid categories mostly followed those identified in the previous quarterly access reports. For instance, Emergency Medical Transportation services utilization was again noticeably higher among children in the Blind/Disabled aid category, with rates ranging from 7.00 to 9.34 visits per 1,000 member months. In contrast, utilization rates for children in the Families and Other aid categories ranged from 1.86 to 3.51 visits per 1,000 member months. Children in the Foster Care aid category again primarily displayed above-average utilization rates, while those in the Other aid category continued to mostly exhibit utilization below the expected ranges observed in the baseline period of 2011–12.

Figures SU-13 to SU-17 represent the control chart analysis for children from the first quarter of 2013 to the fourth quarter of 2013.

## Trend Analysis – Adults

- Utilization was noticeably higher among adults in the Blind/Disabled aid category with mostly above-average rates that at times reached above the expected ranges.

Adults in the Aged aid category were excluded from this analysis because of their relatively small user counts (<500).

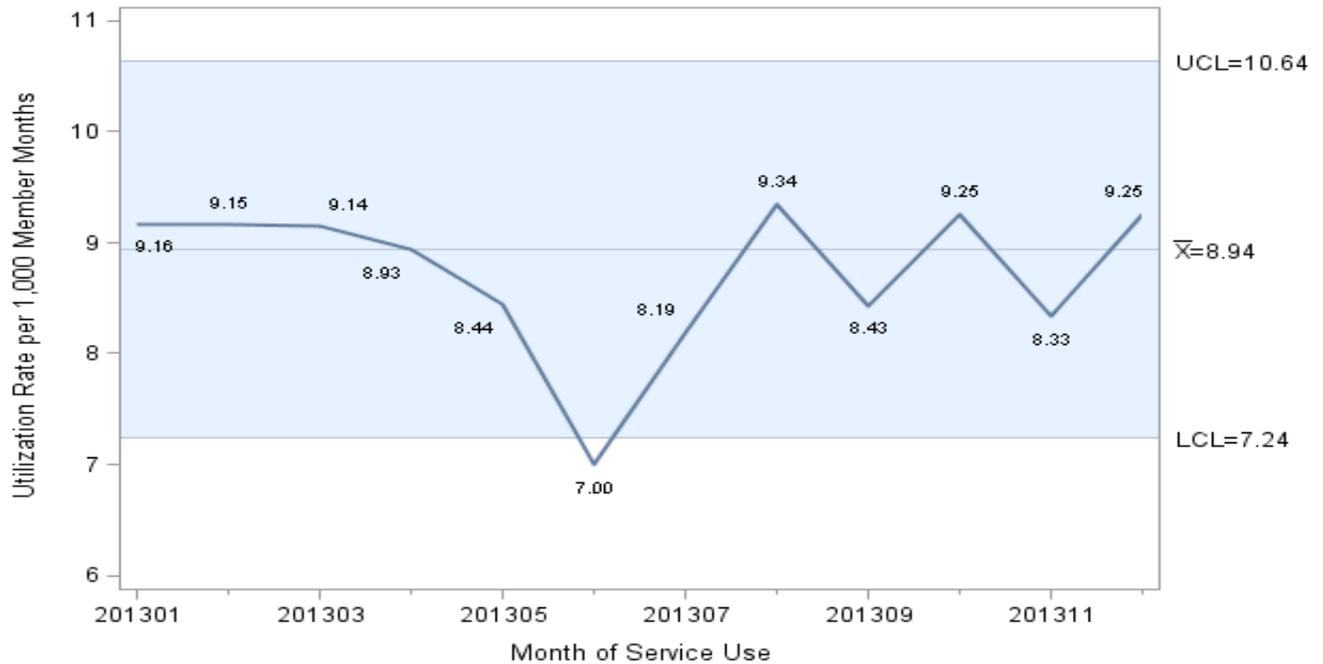
Monthly Emergency Medical Transportation service utilization rates for adults ages 21 and older ranged from 1.83 to 46.00 visits per 1,000 member months from the first quarter of 2013 to the fourth quarter of 2013.

Similar to results from the previous quarterly access reports, Emergency Medical Transportation service utilization rates were noticeably higher for adults in the Blind/Disabled aid category, while adults in the Undocumented aid category rarely utilized these services. Adults in the Families and Other aid categories exhibited mostly below-average service utilization rates, whereas adults in the Blind/Disabled aid category primarily displayed above-average utilization rates. Emergency Medical Transportation service utilization rates for adults in the all analyzed aid categories mostly fell within expected baseline ranges.

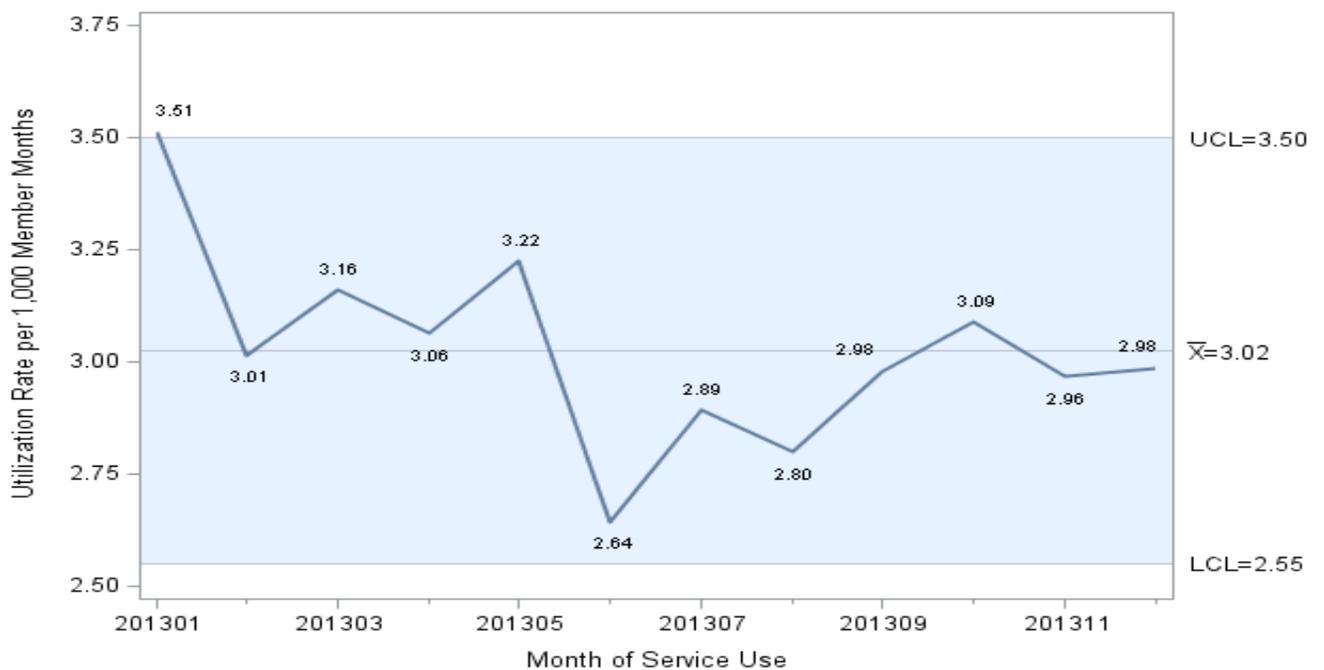
Figures SU-18 to SU-21 represent the control chart analysis for adults from the first quarter of 2013 to the fourth quarter of 2013.

### Trends of Monthly Emergency Medical Transportation Services Utilization Rates among Children, January 2013–December 2013

**Figure SU-13:** Emergency Transportation Utilization Rates among Children Ages 0–20 in the Blind/Disabled Aid Category, January 2013–December 2013 Unique User Count = 587

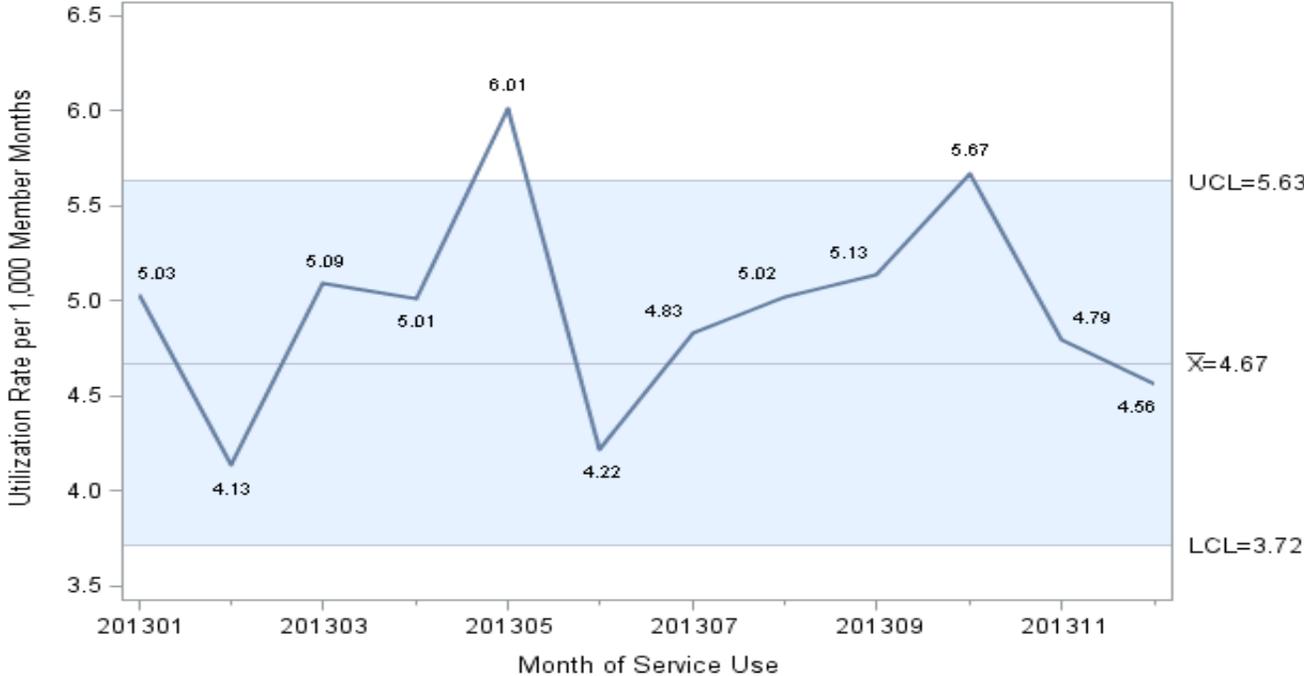


**Figure SU-14:** Emergency Transportation Utilization Rates among Children Ages 0–20 in the Families Aid Category, January 2013–December 2013 Unique User Count = 2,127



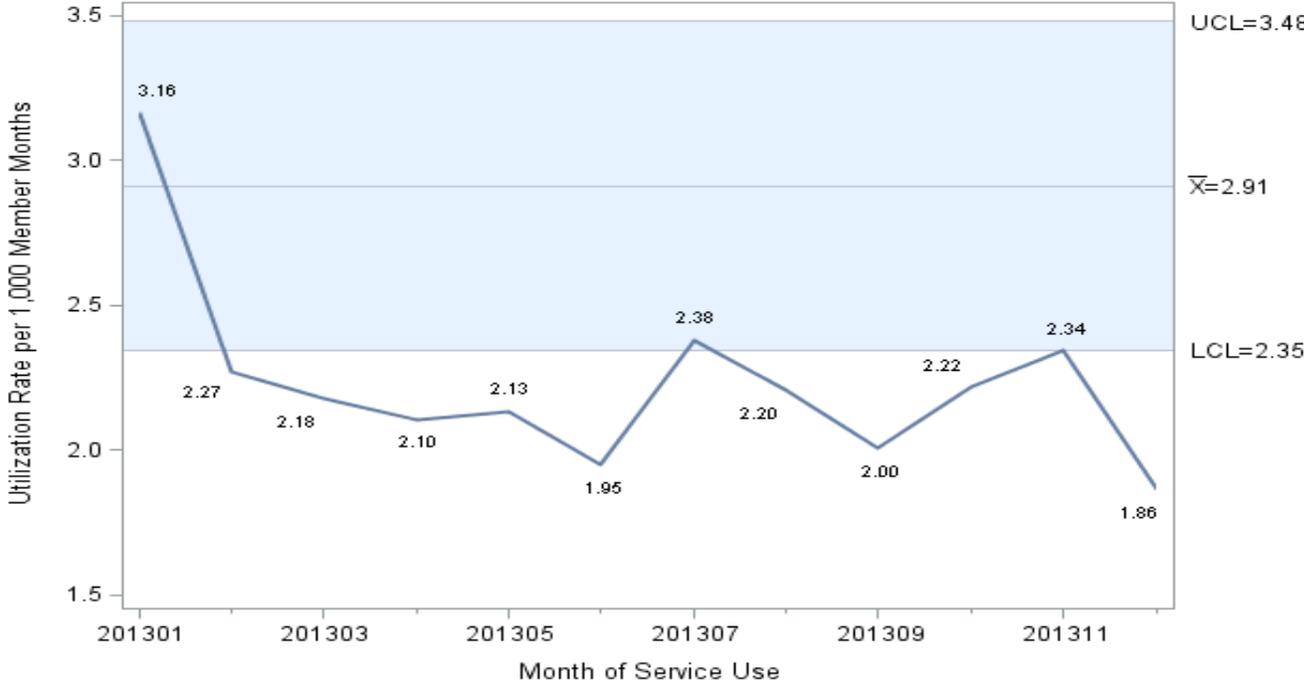
**Figure SU-15:** Emergency Transportation Utilization Rates among Children Ages 0–20 in the Foster Care Aid Category, January 2013–December 2013

Unique User Count = 1,063

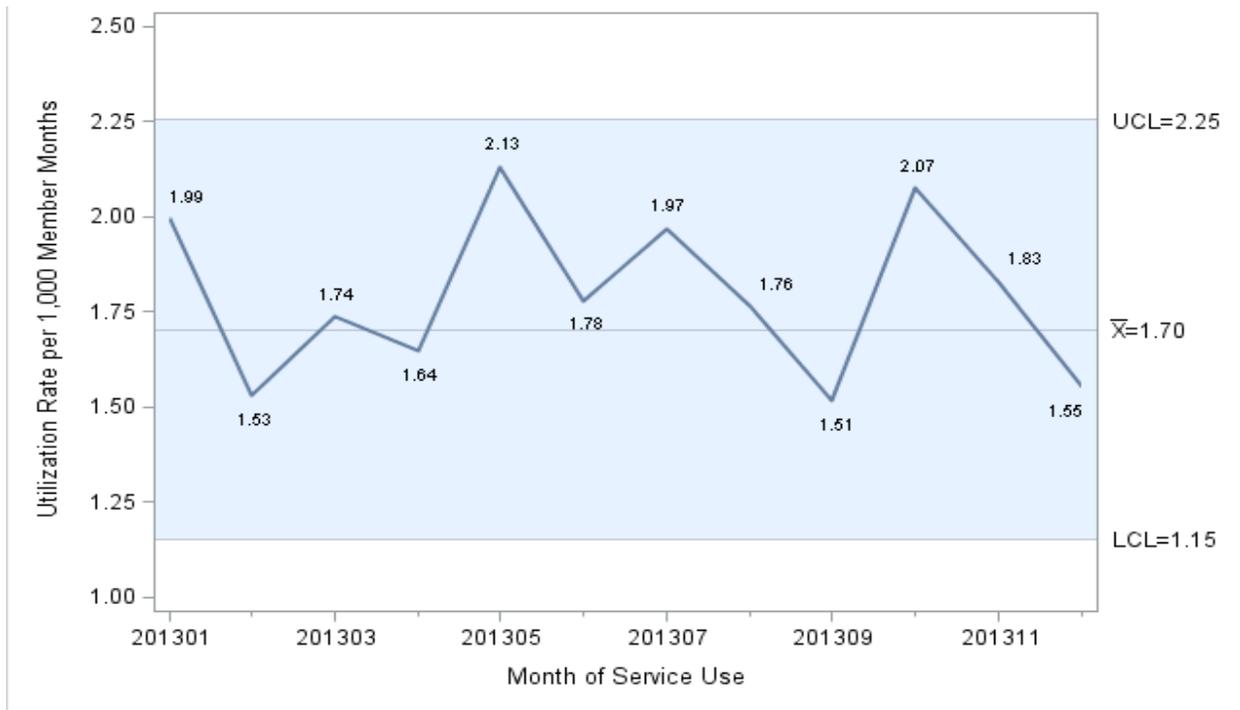


**Figure SU-16:** Emergency Transportation Utilization Rates among Children Ages 0–20 in the Other Aid Category, January 2013–December 2013

Unique User Count = 1,537



**Figure SU-17:** Emergency Transportation Utilization Rates among Children Ages 0–20 in the Undocumented Aid Category, January 2013–December 2013 Unique User Count = 646

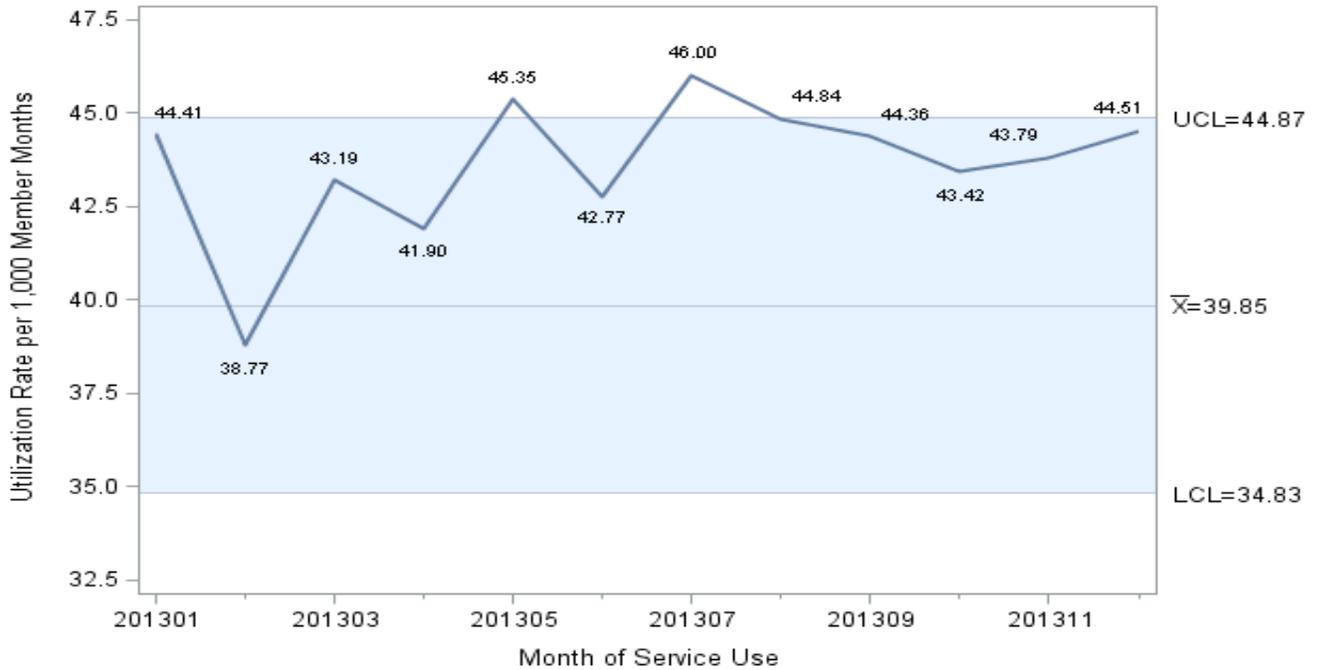


**Source:** Figures SU-13 to SU-17 created by DHCS Research and Analytic Studies Division using data from the MIS/DSS claims and eligibility tables with dates of service/eligibility from January 2013–December 2013. Data extracted from the MIS/DSS four months after corresponding time period to allow for processing of claims and updates to enrollment.

### Trends of Monthly Emergency Transportation Services Utilization Rates among Adults, January 2013–December 2013

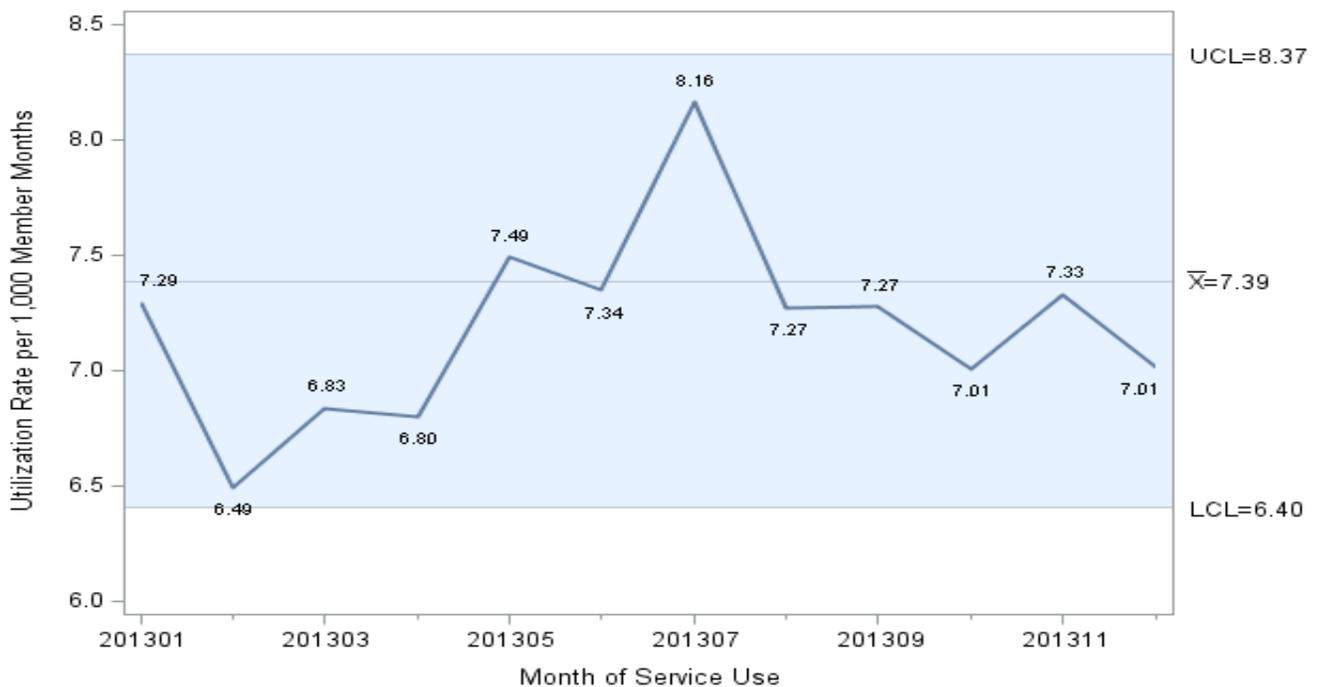
**Figure SU-18:** Emergency Transportation Utilization Rates among Adults Ages 21+ in the Blind/Disabled Aid Category, January 2013–December 2013

Unique User Count = 6,027

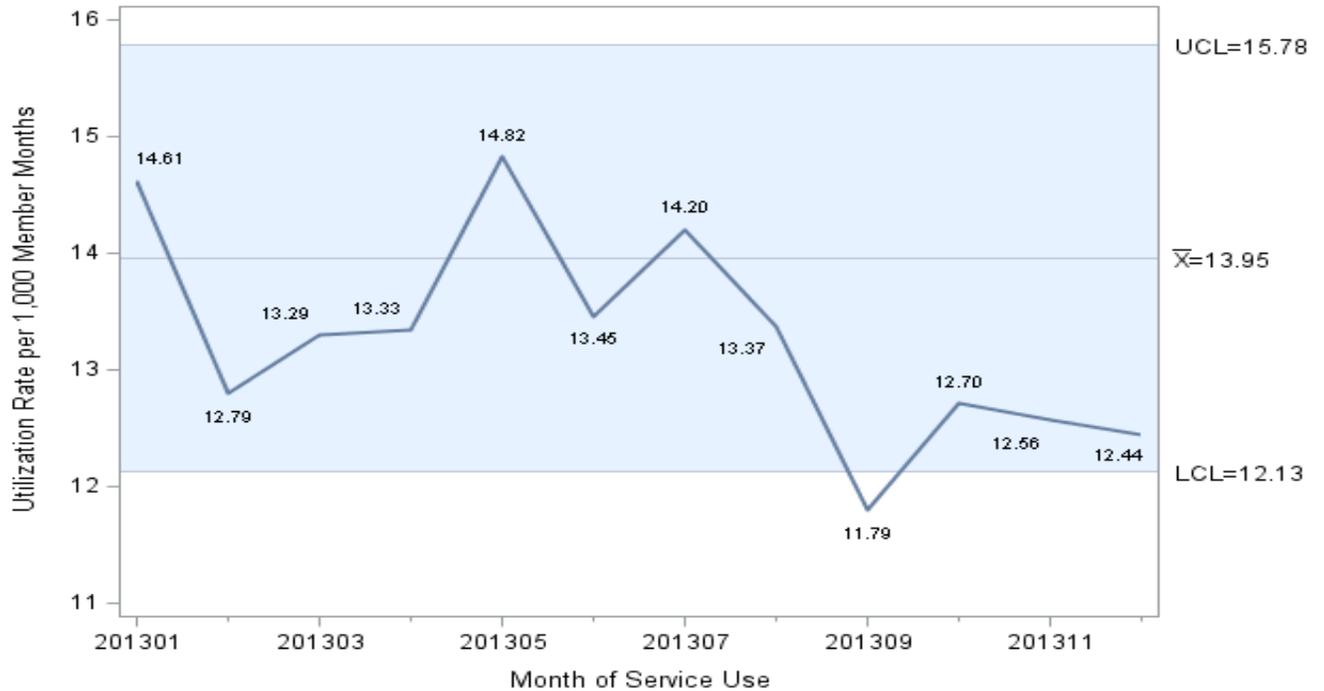


**Figure SU-19:** Emergency Transportation Utilization Rates among Adults Ages 21+ in the Families Aid Category, January 2013–December 2013

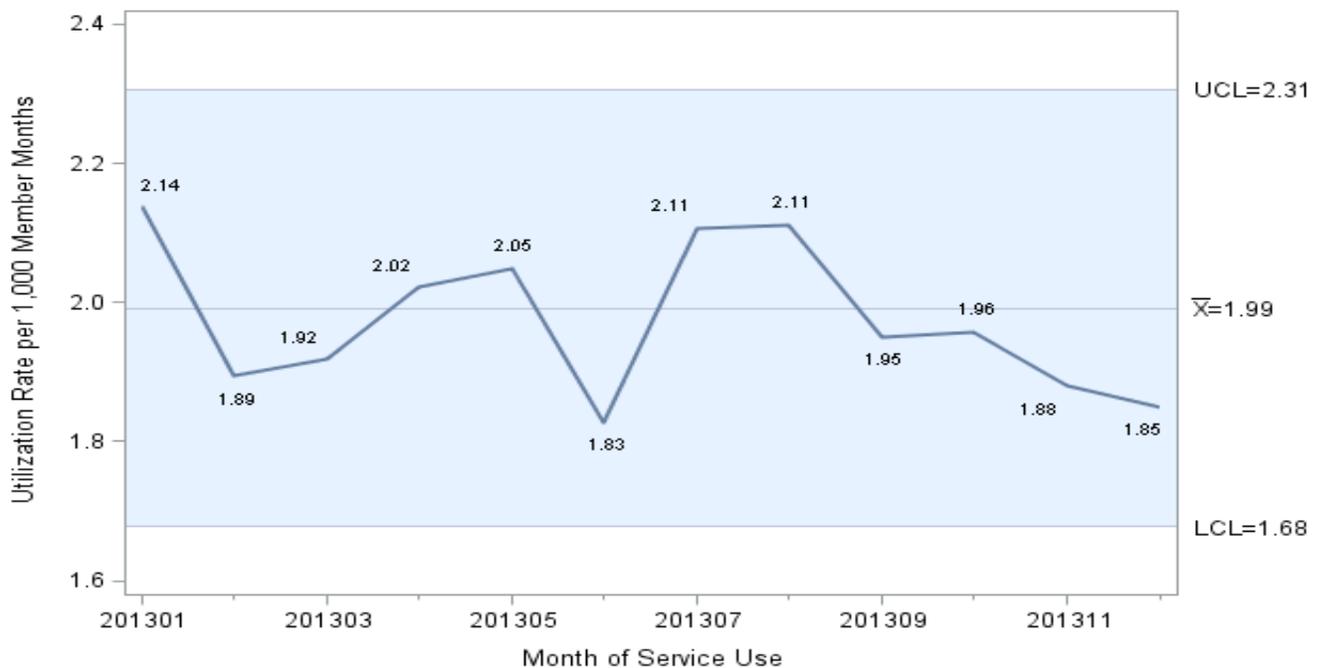
Unique User Count = 2,931



**Figure SU-20:** Emergency Transportation Utilization Rates among Adults Ages 21+ in the Other Aid Category, January 2013–December 2013 Unique User Count = 1,552



**Figure SU-21:** Emergency Transportation Rates among Adults Ages 21+ in the Undocumented Aid Category, January 2013–December 2013 Unique User Count = 2,881



**Source:** Figures SU-18 to SU-21 created by DHCS Research and Analytic Studies Division using data from the MIS/DSS claims and eligibility tables with dates of service/eligibility from January 2013–December 2013. Data extracted from the MIS/DSS four months after corresponding time period to allow for processing of claims and updates to enrollment.

## Home Health Services

### Background

Home Health services provide outpatient care to Medi-Cal beneficiaries on an intermittent or part-time basis. Services include:

- Part-time or intermittent skilled nursing by licensed nursing personnel;
- In-home medical care;
- Physical, occupational, or speech therapy;
- Home health aide;
- Provision of medical supplies, excluding drugs and biological;
- Medical social services; and
- Use of medical appliances.

These services must be prescribed by a physician under a written plan renewed every 60 days, and be provided at the recipient's place of residence. Most services require prior authorization, except for services related to case evaluations and early discharge follow-up visits.

Home Health services paid through FFS Medi-Cal comprise any claim paid under provider type "014–Home Health Agency," which covers a variety of services, including services provided by home health agencies, home and community-based services, residential care and home health under the assisted living waiver, and pediatric palliative care waiver services.

Readers should note that FFS Medi-Cal beneficiaries in the Undocumented aid category are not entitled to Home Health services, and were consequently excluded from this analysis.

## Trend Analysis – Children

- Use of Home Health services is now concentrated among children in the Blind/Disabled aid category.

This analysis focuses only on Home Health service utilization rates among Medi-Cal children ages 0–20 participating in FFS and enrolled in the Blind/Disabled and Other aid categories. Children in the Families, Foster Care, and Other aid categories were excluded because of their relatively small user counts (<500).

Among children in these two aid categories, monthly Home Health service utilization rates ranged from 0.78 to 182.36 visits per 1,000 member months from the first quarter of 2013 to the fourth quarter of 2013. Home Health service utilization rates were noticeably higher for children in the Blind/Disabled aid category, while children in the Other aid category rarely utilized these services. Additionally, children in the Other aid category mostly displayed below-average utilization rates during the study period. In contrast, children in the Blind/Disabled aid category exhibited utilization rates above the expected ranges observed in the baseline period of 2011–12.

Figures SU-22 and SU-23 represent the control chart analysis for children from the first quarter of 2013 to the fourth quarter of 2013.

## Trend Analysis – Adults

- Adults in the Blind/Disabled aid category exhibited much lower Home Health service utilization than children in the same aid category.

This analysis only focuses on Home Health services utilization among adult beneficiaries ages 21 and older enrolled in the Blind/Disabled aid category. Adults in the Aged, Families, and Other aid categories were excluded from this analysis because of their relatively small user counts (<500).

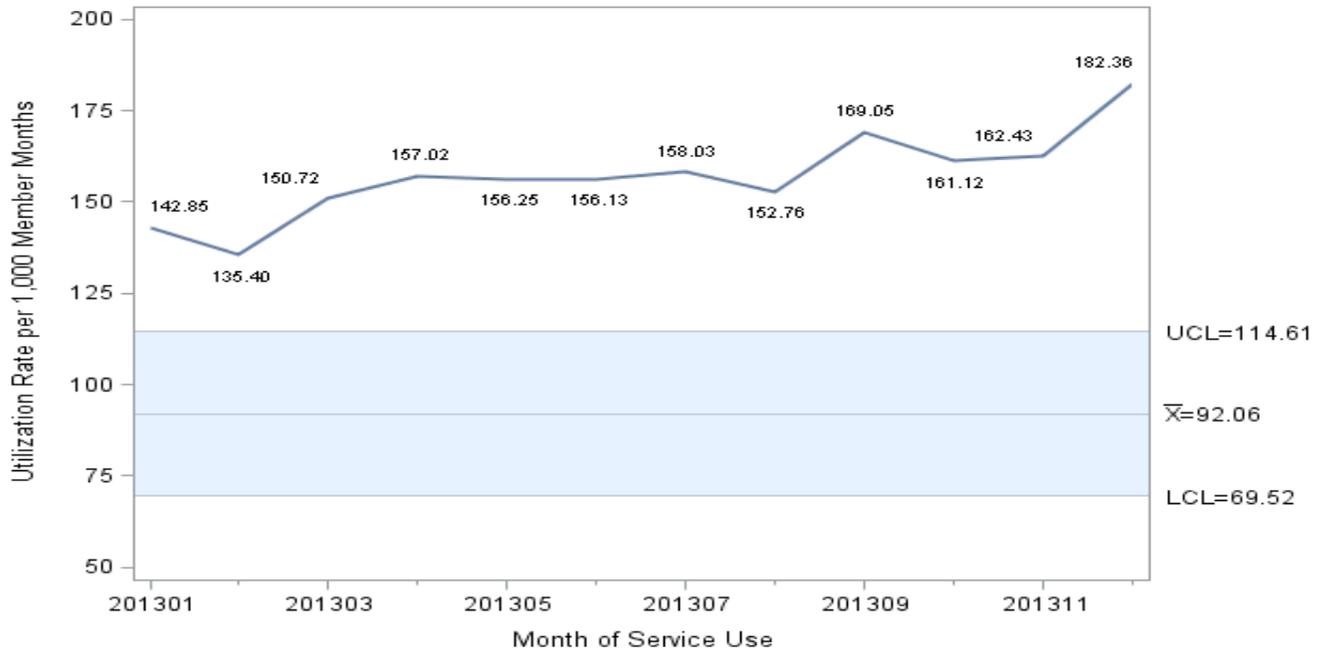
Monthly Home Health service utilization rates for adults in the Blind/Disabled aid category ranged from 11.63 to 14.17 visits per 1,000 member months from the first quarter of 2013 to the fourth quarter of 2013.

Similar to results from the previous quarterly access reports, adults in the Blind/Disabled aid category exhibited much lower overall Home Health service utilization rates than children in the same aid category. Adults in this aid category displayed above-average utilization rates that remained above expected baseline ranges.

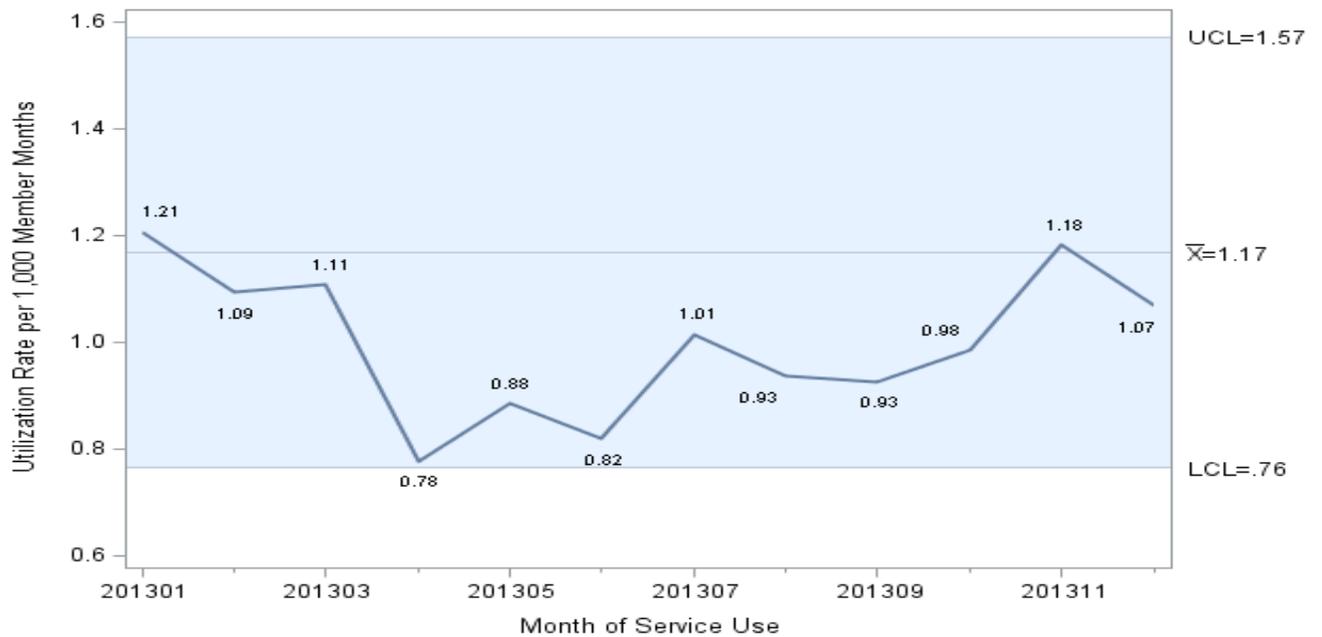
Figure SU-24 represents the control chart analysis for adults from the first quarter of 2013 to the fourth quarter of 2013.

### Trends of Monthly Home Health Services Utilization Rates among Children, January 2013–December 2013

**Figure SU-22:** Home Health Services Utilization Rates among Children Ages 0–20 in the Blind/Disabled Aid Category, January 2013–December 2013 Unique User Count = 1,513



**Figure SU-23:** Home Health Services Utilization Rates Among Children Ages 0–20 in the Other Aid Category, January 2013–December 2013 Unique User Counts=557

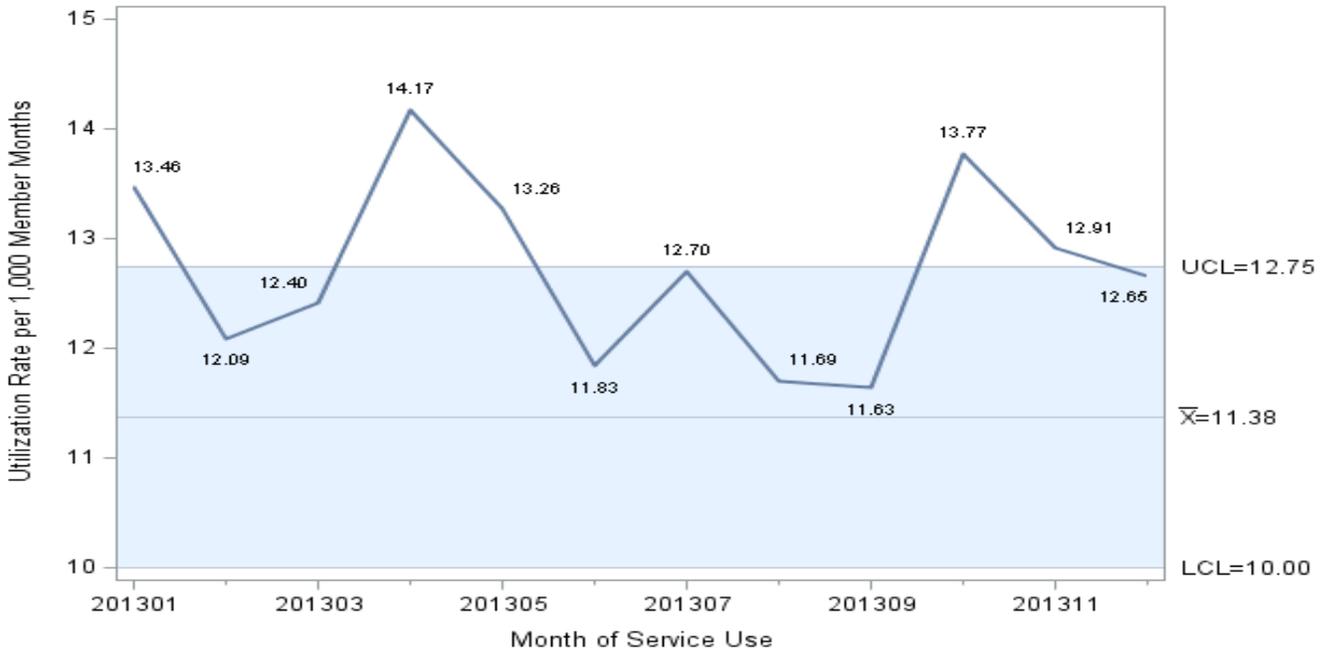


**Source:** Figure SU-22 and SU-23 created by DHCS Research and Analytic Studies Division using data from the MIS/DSS claims and eligibility tables with dates of service/eligibility from January 2013–December 2013. Data extracted from the MIS/DSS four months after corresponding time period to allow for processing of claims and updates to enrollment.

## Trends of Monthly Home Health Services Utilization Rates among Adults, January 2013–December 2013

**Figure SU-24:** Home Health Services Utilization Rates among Adults Ages 21+ in the Blind/Disabled Aid Category, January 2013–December 2013

Unique User Count = 861



**Source:** Figure SU-24 created by DHCS Research and Analytic Studies Division using data from the MIS/DSS claims and eligibility tables with dates of service/eligibility from January 2013–December 2013. Data extracted from the MIS/DSS four months after corresponding time period to allow for processing of claims and updates to enrollment.

## Hospital Inpatient Services

### Background

Hospital Inpatient services refers to patients admitted to a hospital at least overnight, or who are transferred to another facility in the same day. Hospital Inpatient services do not include skilled nursing and intermediate care services furnished by a hospital with a swing-bed approval.

### Trend Analysis – Children

- Children in the Blind/Disabled aid category consistently exhibited high Hospital Inpatient use throughout the study period, while children in the Undocumented aid category displayed the highest rates in the fourth quarter.

Monthly Hospital Inpatient service utilization rates for children ages 0–20 in the FFS Medi-Cal health care delivery system ranged from 14.56 to 151.29 days per 1,000 member months from the first quarter of 2013 to the fourth quarter of 2013. Children in the Blind/Disabled aid category consistently exhibited high Hospital Inpatient use throughout the study period. Children in the Families, Other, and Undocumented aid categories exhibited marked increases in Hospital Inpatient service utilization. These increases are attributable to an administrative change in how pregnancy-related claims are processed. Implementation of the All Patient Refined Diagnosis Related Group (APR-DRG) payment methodology in July 2013 required providers to submit hospital inpatient claims for babies separately from their mothers. This administrative billing change resulted in an increase of inpatient claims while actual utilization of services was consistent with recent trends. Figures SU-25 to SU-29 represent the control chart analysis for children from the first quarter of 2013 to the fourth quarter of 2013.

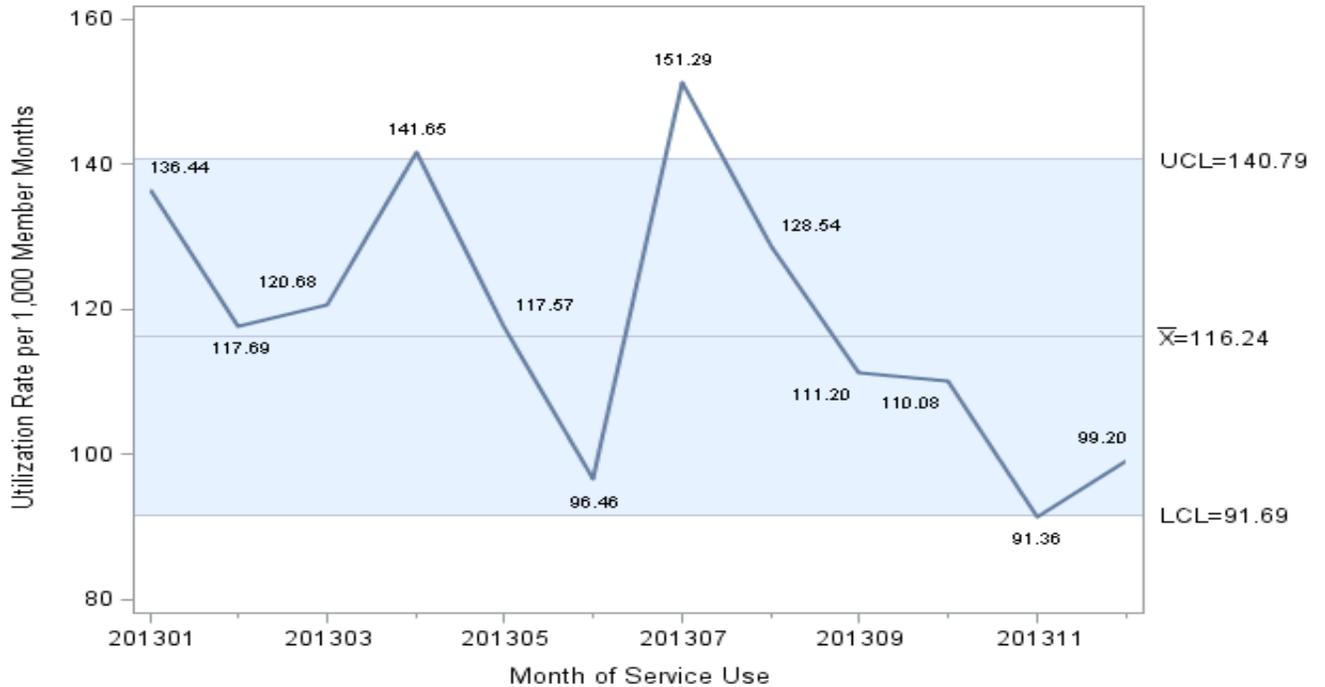
### Trend Analysis – Adults

- Adults in the Aged, Blind/Disabled, and Other aid categories had noticeably higher Hospital Inpatient service use rates than beneficiaries in other aid categories. Service use for adults in the Families, Other, and Undocumented aid categories were mostly below average.

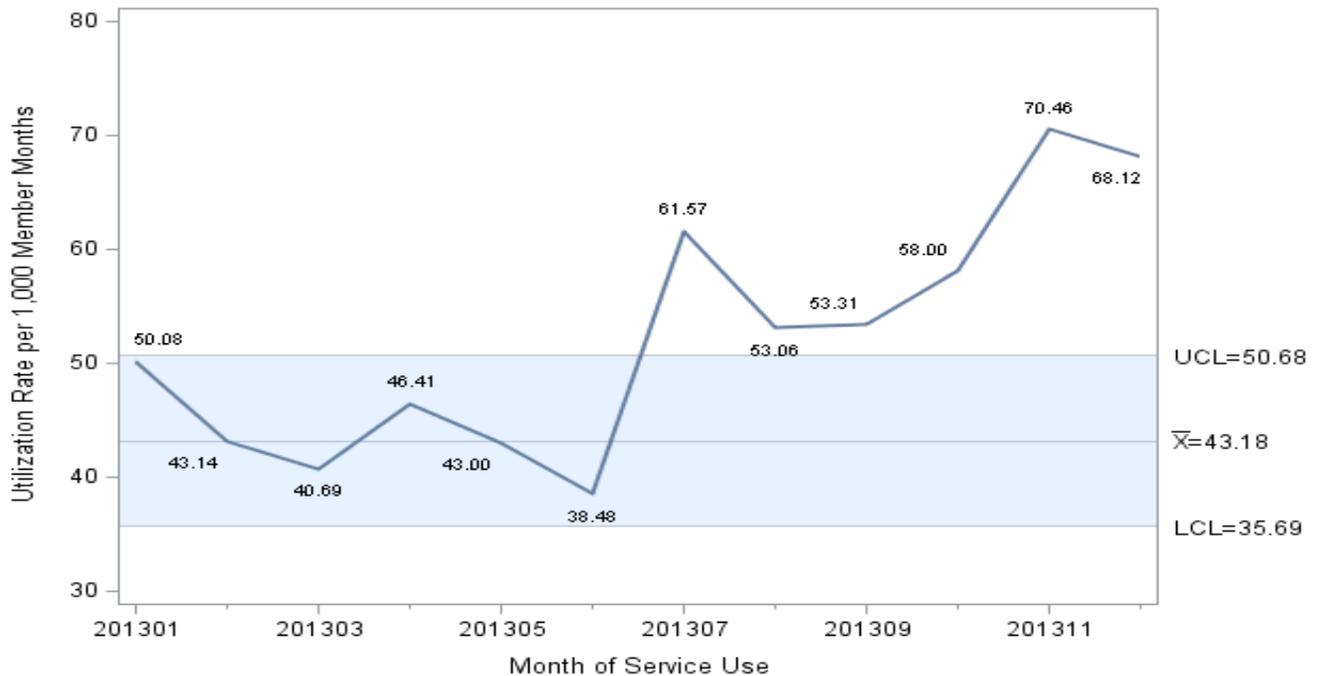
Among adults ages 21 and older, monthly Hospital Inpatient service utilization rates ranged from 29.44 to 321.35 days per 1,000 member months from the first quarter of 2013 to the fourth quarter of 2013. Hospital Inpatient service use was again noticeably higher for adults in the Aged and Blind/Disabled aid categories. Adults in the Aged aid category exhibited above-average utilization that reached levels above the baseline thresholds. In contrast, adults in the Families, Other, and Undocumented aid categories mostly exhibited below-average Hospital Inpatient service utilization rates that often fell below expected ranges. Figures SU-30 to SU-34 represent the control chart analysis for adults from the first quarter of 2013 to the fourth quarter of 2013.

### Trends of Monthly Hospital Inpatient Services Utilization Rates among Children, January 2013–December 2013

**Figure SU-25:** Hospital Inpatient Utilization Rates among Children Ages 0–20 in the Blind/Disabled Aid Category, January 2013–December 2013 Unique User Count = 974

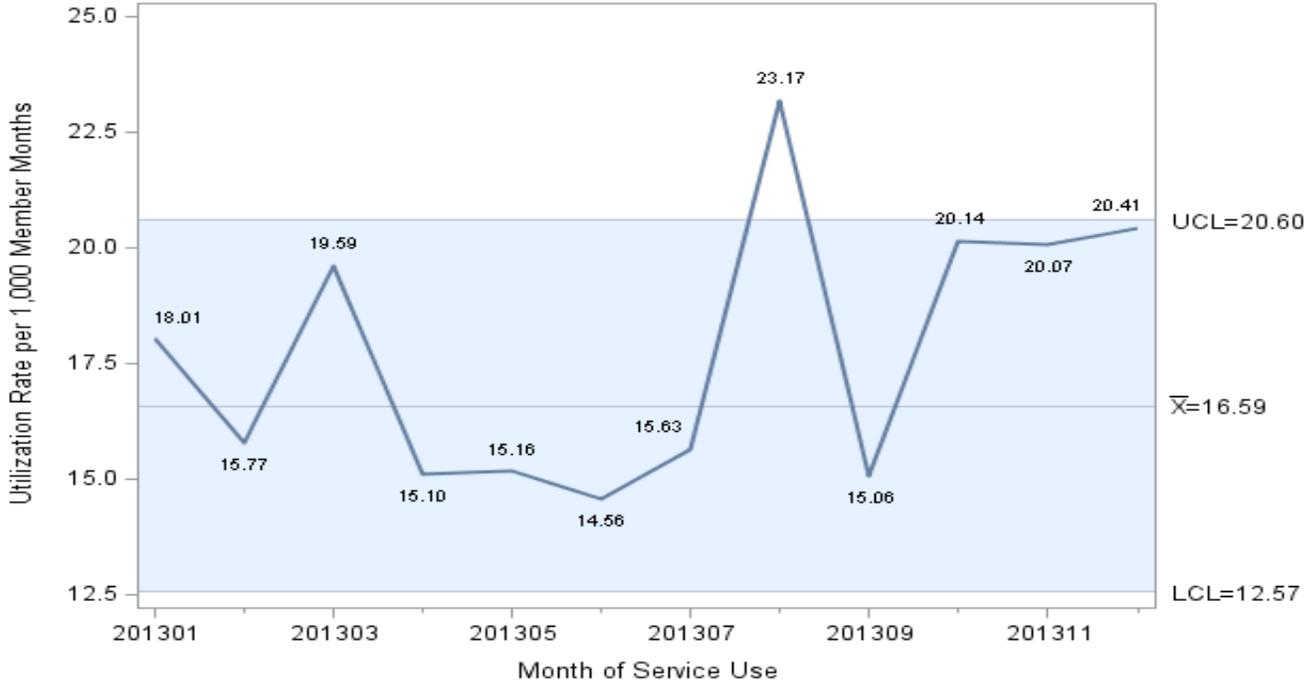


**Figure SU-26:** Hospital Inpatient Utilization Rates among Children Ages 0–20 in the Families Aid Category, January 2013–December 2013 Unique User Count = 7,793



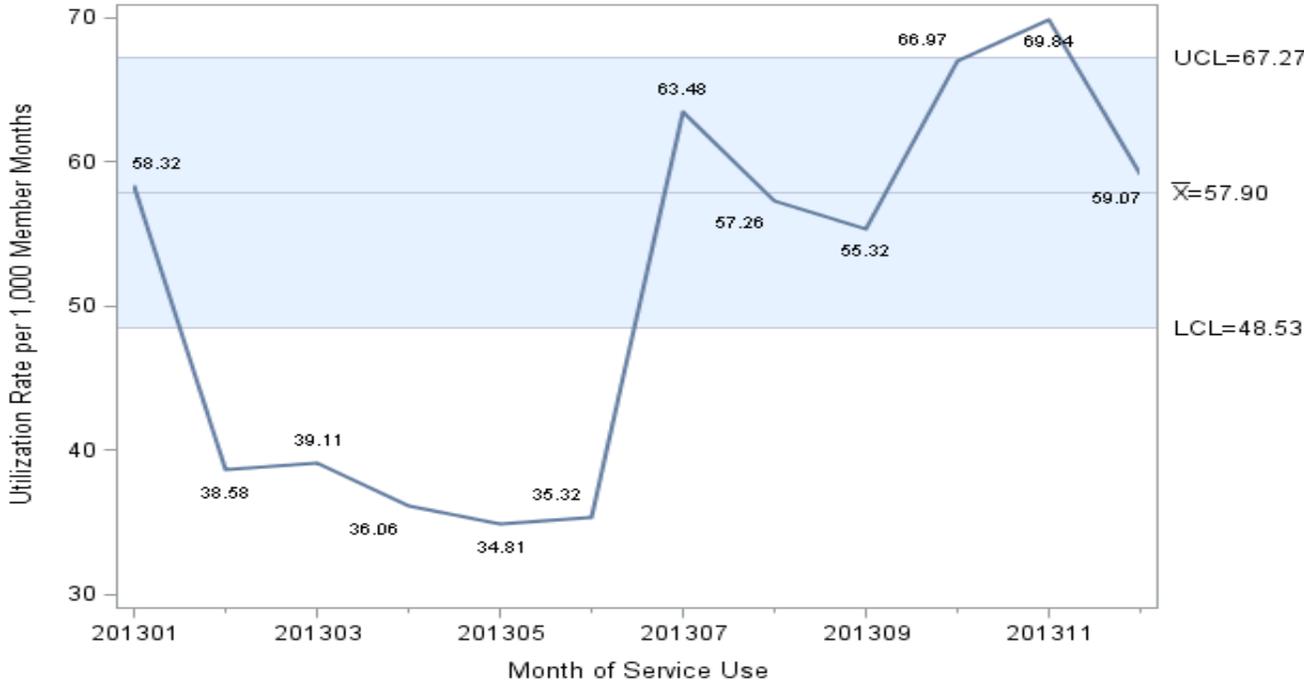
**Figure SU-27:** Hospital Inpatient Utilization Rates among Children Ages 0–20 in the Foster Care Aid Category, January 2013–December 2013

Unique User Count = 758



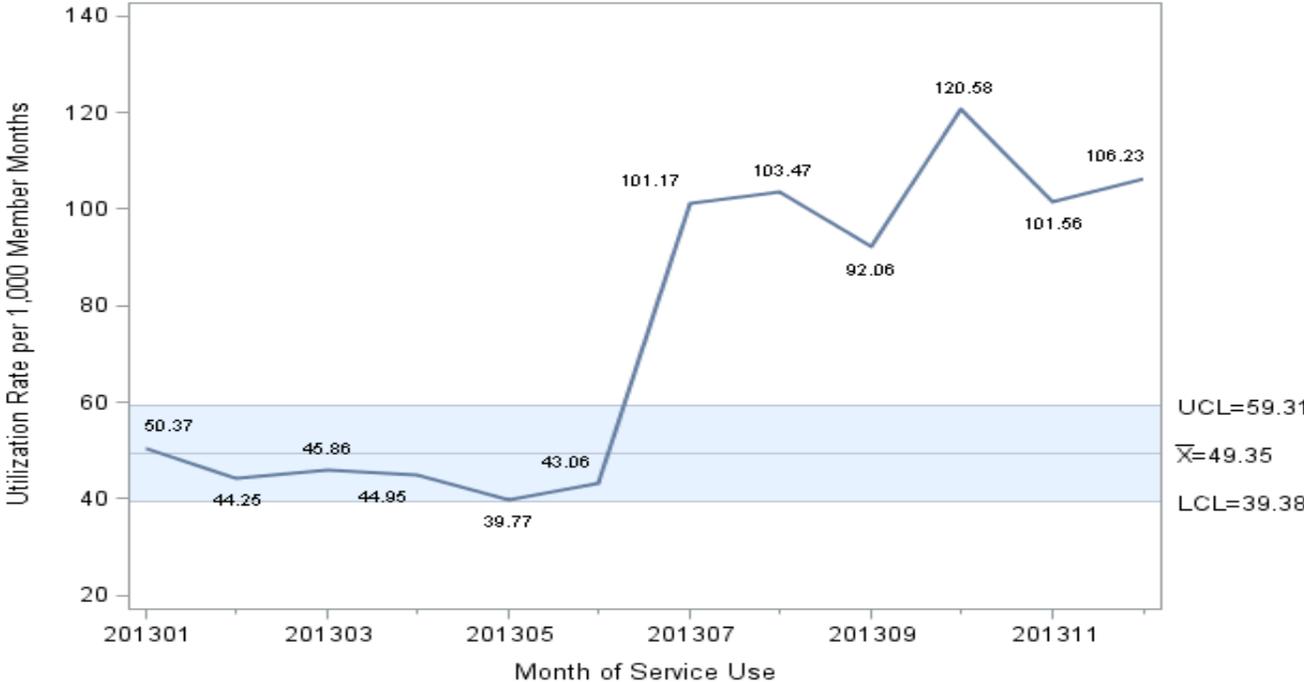
**Figure SU-28:** Hospital Inpatient Utilization Rates among Children Ages 0–20 in the Other Aid Category, January 2013–December 2013

Unique User Count = 12,755



**Figure SU-29:** Hospital Inpatient Utilization Rates among Children Ages 0–20 in the Undocumented Aid Category, January 2013–December 2013

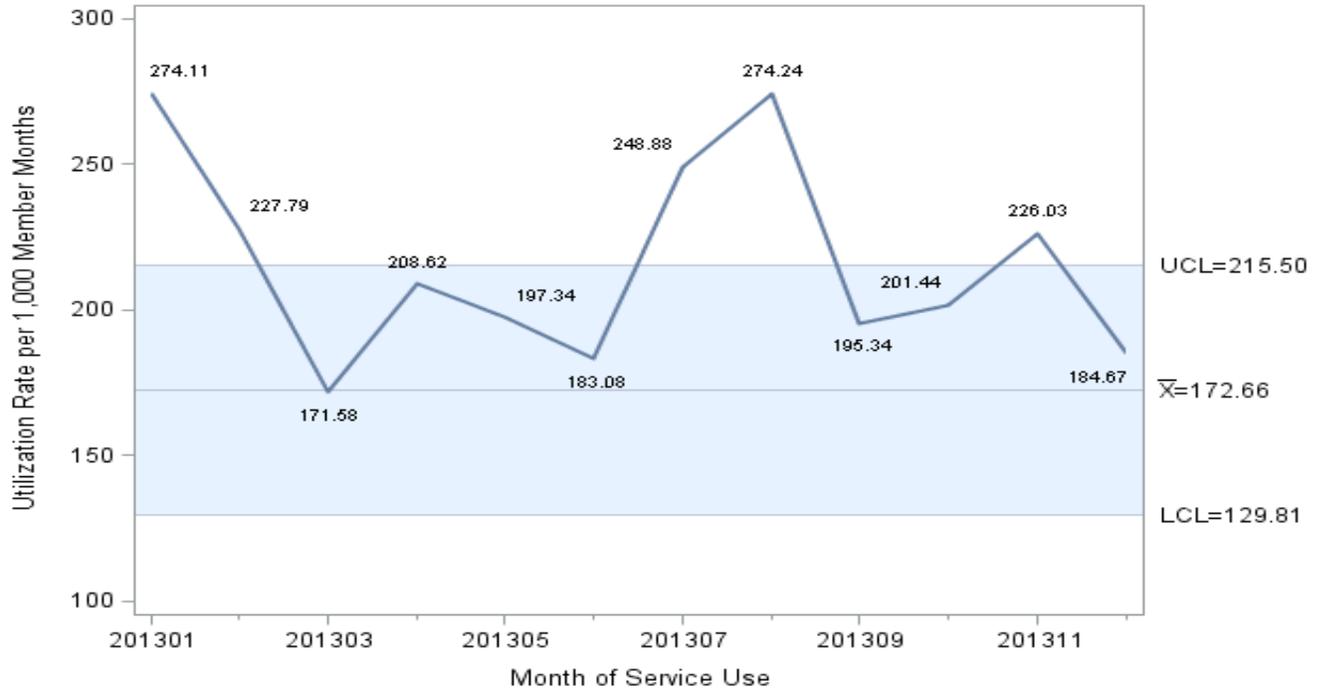
Unique User Count = **13,165**



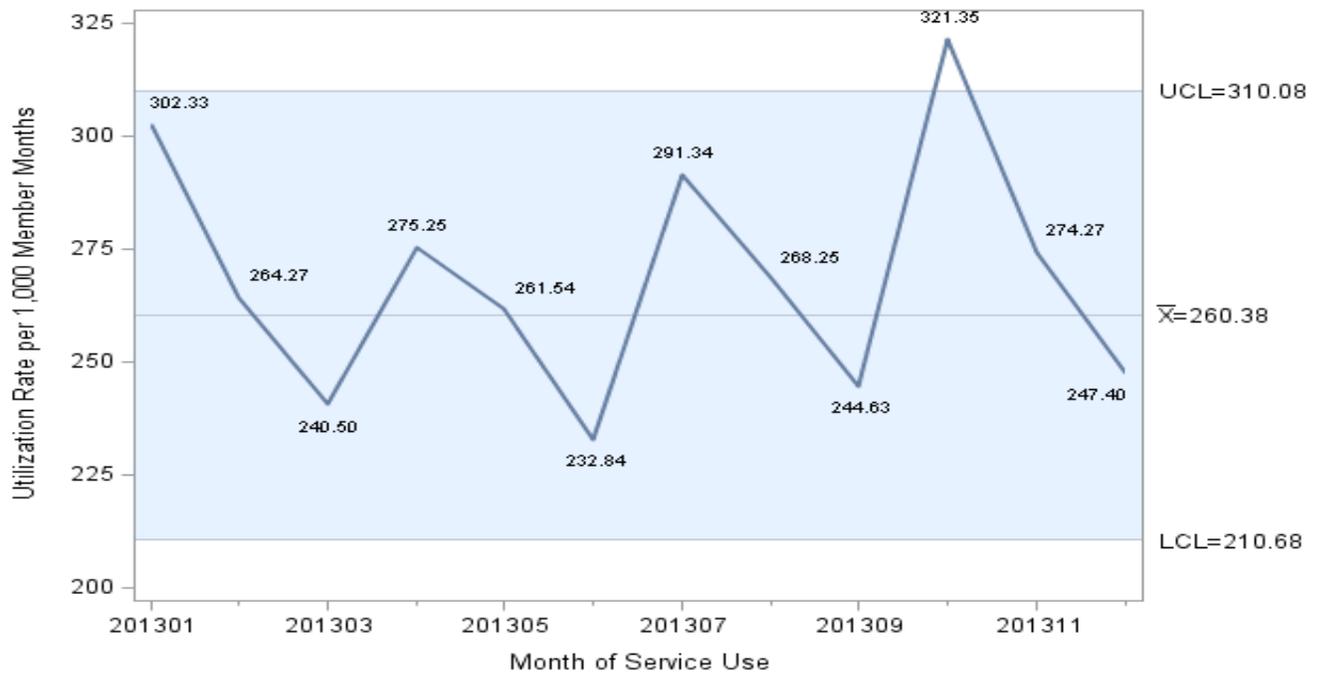
**Source:** Figures SU-25 to SU-29 created by DHCS Research and Analytic Studies Division using data from the MIS/DSS claims and eligibility tables with dates of service/eligibility from January 2013–December 2013. Data extracted from the MIS/DSS four months after corresponding time period to allow for processing of claims and updates to enrollment.

### Trends of Monthly Hospital Inpatient Services Utilization Rates among Adults, January 2013–December 2013

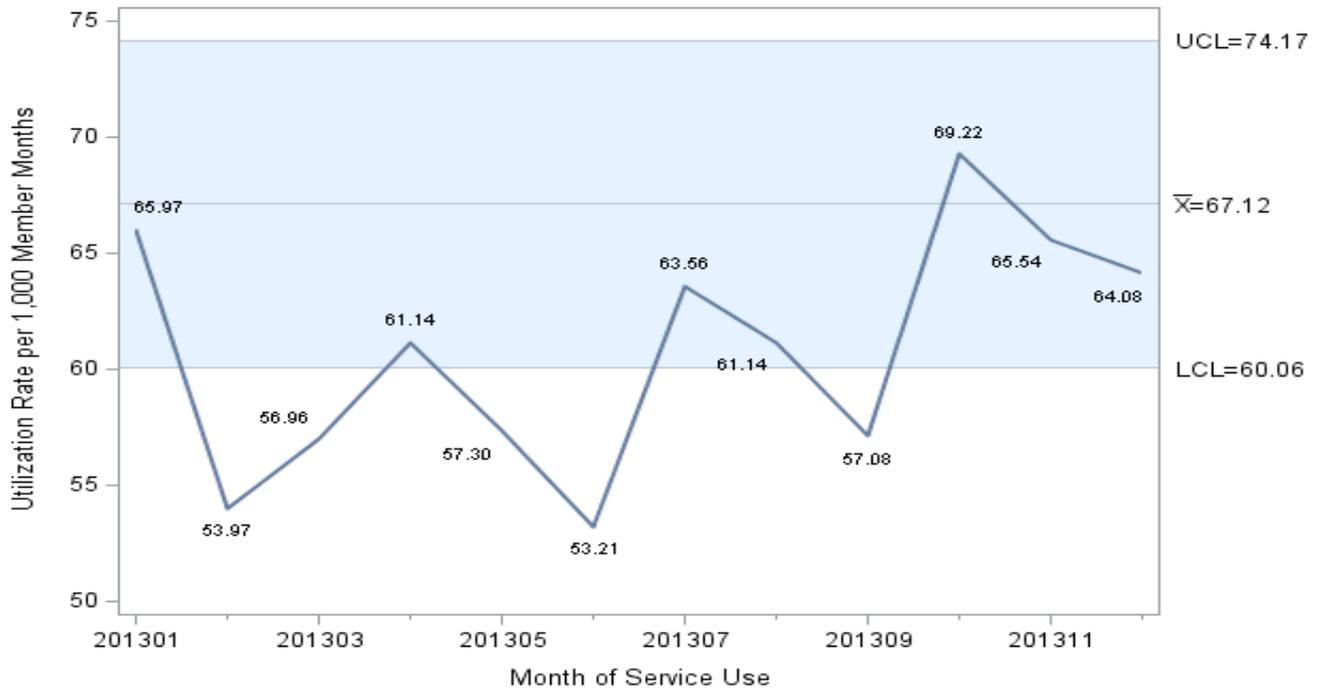
**Figure SU-30:** Hospital Inpatient Utilization Rates among Adults Ages 21+ in the Aged Aid Category, January 2013–December 2013 Unique User Count = 826



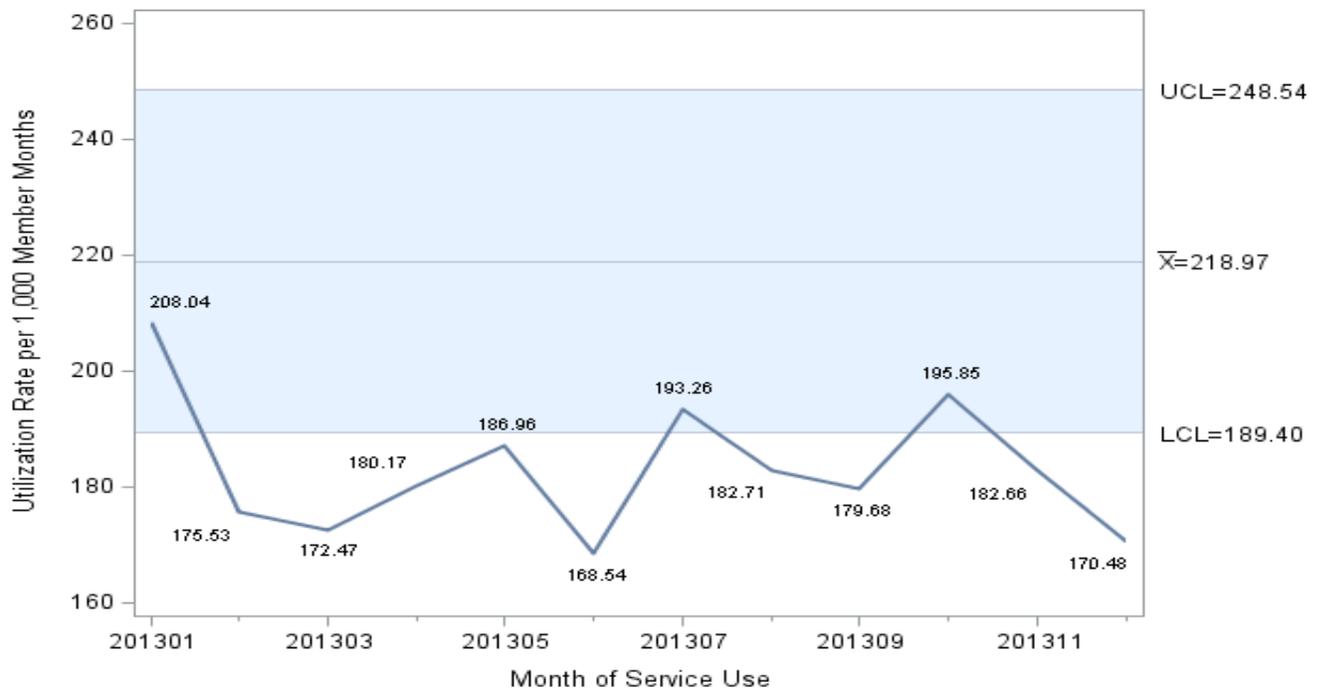
**Figure SU-31:** Hospital Inpatient Utilization Rates among Adults Ages 21+ in the Blind/Disabled Aid Category, January 2013–December 2013 Unique User Count = 6,591



**Figure SU-32:** Hospital Inpatient Utilization Rates among Adults Ages 21+ in the Families Aid Category, January 2013–December 2013 Unique User Count = 7,630

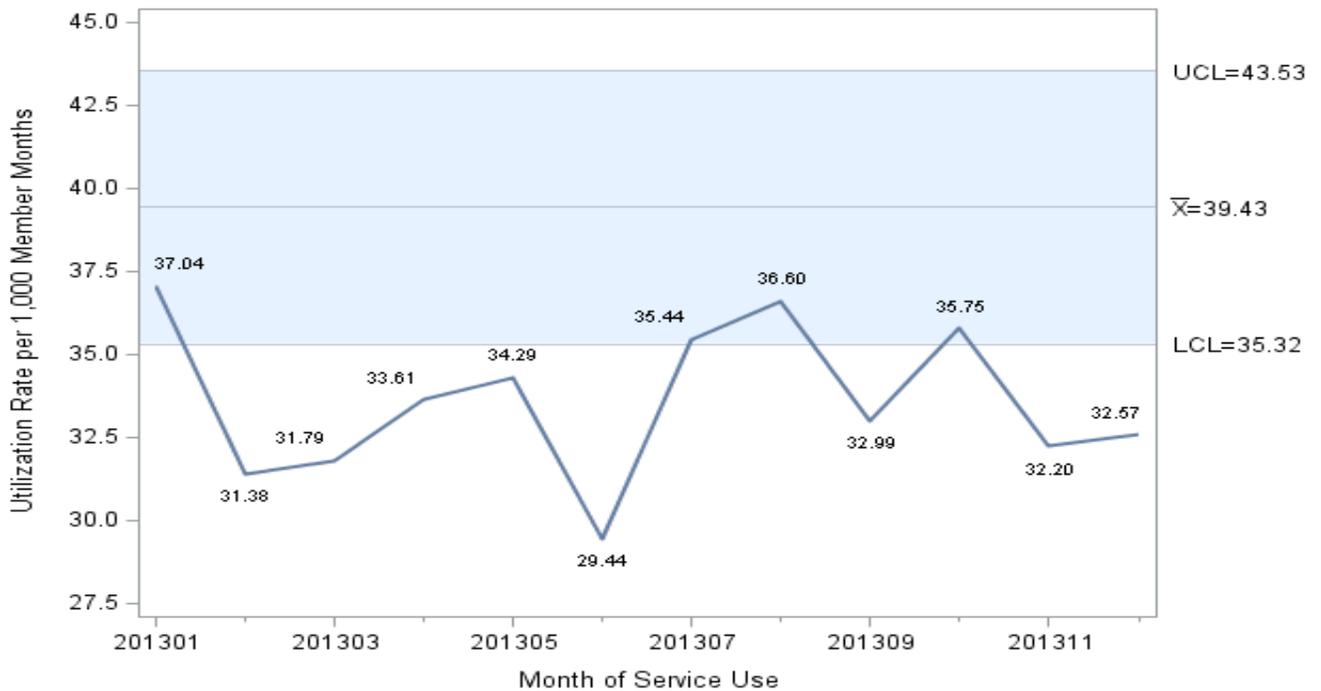


**Figure SU-33:** Hospital Inpatient Utilization Rates among Adults Ages 21+ in the Other Aid Category, January 2013–December 2013 Unique User Count = 11,223



**Figure SU-34:** Hospital Inpatient Utilization Rates among Adults Ages 21+ in the Undocumented Aid Category, January 2013–December 2013

Unique User Count = **19,180**



**Source:** Figures SU-30 to SU-34 created by DHCS Research and Analytic Studies Division using data from the MIS/DSS claims and eligibility tables with dates of service/eligibility from January 2013–December 2013. Data extracted from the MIS/DSS four months after corresponding time period to allow for processing of claims and updates to enrollment.

## Hospital Outpatient Services

### Background

Hospital Outpatient services are diagnostic, preventative, or therapeutic services furnished on an outpatient basis on the premises of a hospital. These services are rendered with the expectation that a patient will not require services beyond a 24-hour period. Hospital Outpatient services may include visits to an emergency room, as well as scheduled procedures that do not require overnight hospitalization.

### Trend Analysis – Children

- Children in the Blind/Disabled aid category used Hospital Outpatient services at rates two to three times higher than children in other aid categories.

Among children ages 0–20 in the FFS Medi-Cal health care delivery system, monthly Hospital Outpatient service utilization rates ranged from 54.78 to 184.14 visits per 1,000 member months from the first quarter of 2013 to the fourth quarter of 2013. Hospital Outpatient service use continued to be higher among children in the Blind/Disabled aid category, with rates ranging from two to three times higher than for children in any other aid category. Children in the Undocumented aid category exhibited mostly above-average utilization, while children in the Blind/Disabled and Foster Care aid categories primarily displayed normal utilization patterns. Additionally, children in the Other aid category displayed utilization below the expected ranges observed in the baseline period of 2011–12.

Figures SU-35 to SU-39 represent the control chart analysis for children from the first quarter of 2013 to the fourth quarter of 2013.

### Trend Analysis – Adults

- Adults in the Blind/Disabled and Other aid categories experienced high utilization rates for Hospital Outpatient services.

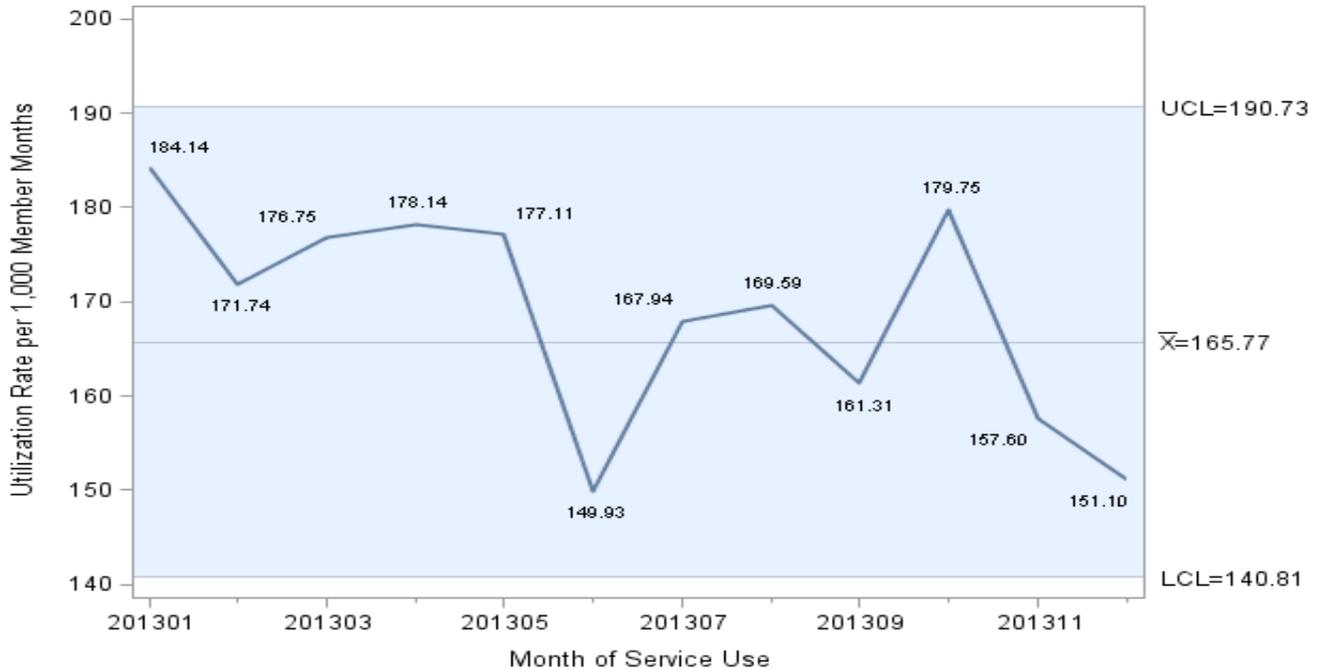
Monthly Hospital Outpatient service utilization rates for adults ages 21 and older ranged from 44.36 to 294.97 visits per 1,000 member months from the first quarter of 2013 to the fourth quarter of 2013. As noted in the previous quarterly access reports, Hospital Outpatient service utilization rates were noticeably higher for adults in the Blind/Disabled and Other aid categories compared to other beneficiaries. Adults in the Blind/Disabled and Undocumented aid categories mostly exhibited above-average use of Hospital Outpatient services, while adults in the Aged, Families, and Other aid categories primary displayed normal utilization patterns. Additionally, service use among adults in the Blind/Disabled aid category often reached levels above expected ranges. Of particular note, Hospital Outpatient service utilization rates for adults in the Families aid category declined below expected baseline ranges in the last two months of the study period.

Figures SU-40 to SU-44 represent the control chart analysis for adults from the first quarter of 2013 to the fourth quarter of 2013.

### Trends of Monthly Hospital Outpatient Services Utilization Rates among Children, January 2013–December 2013

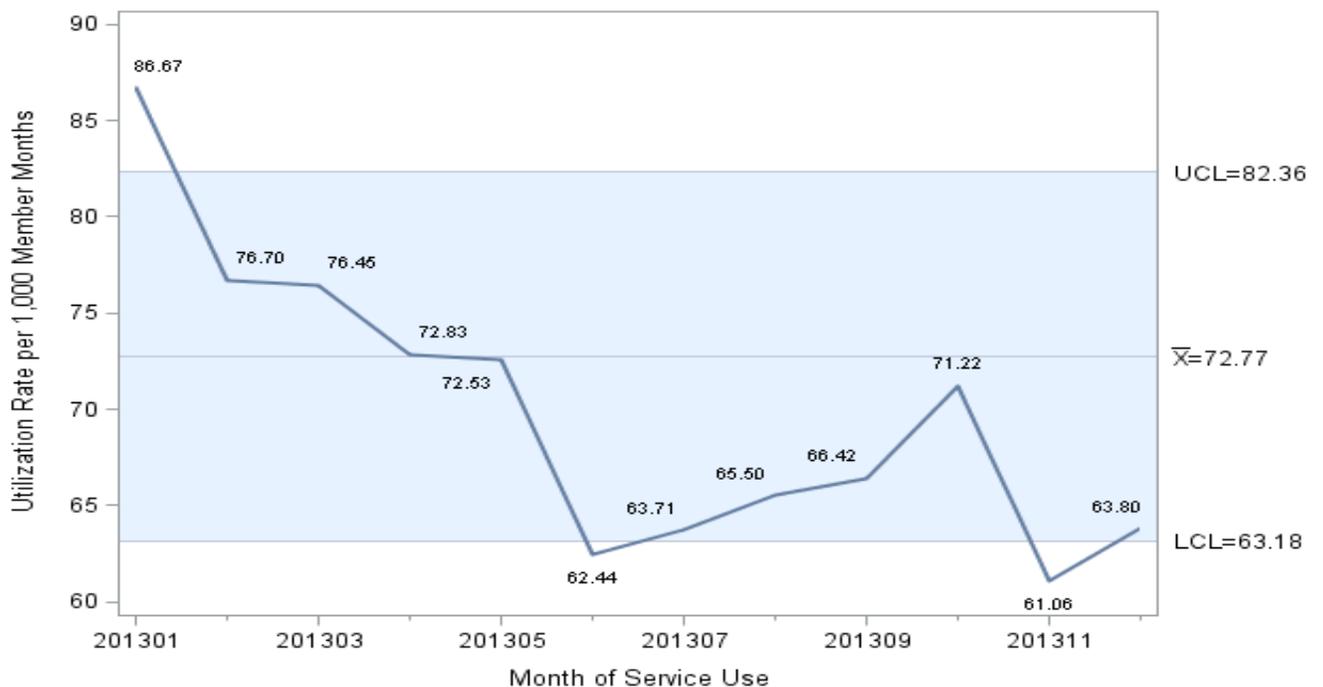
**Figure SU-35:** Hospital Outpatient Utilization Rates among Children Ages 0–20 in the Blind/Disabled Aid Category, January 2013–December 2013

Unique User Count = 6,803



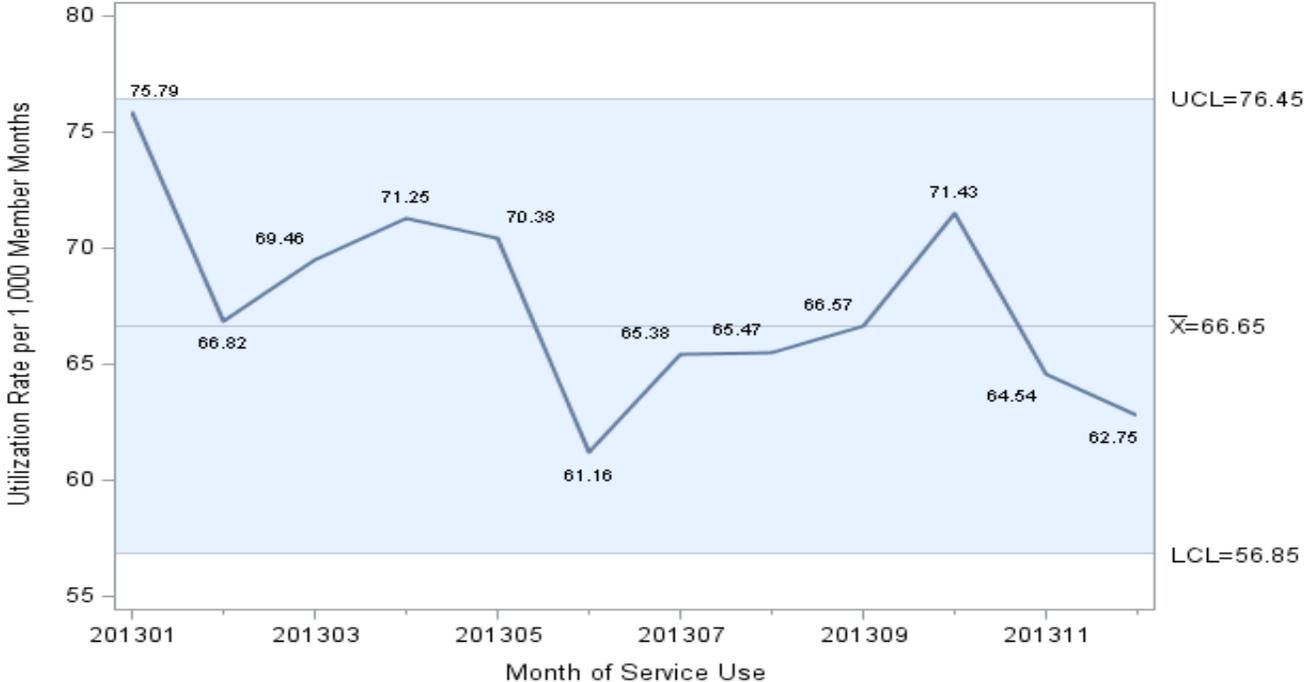
**Figure SU-36:** Hospital Outpatient Utilization Rates among Children Ages 0–20 in the Families Aid Category, January 2013–December 2013

Unique User Count = 39,491



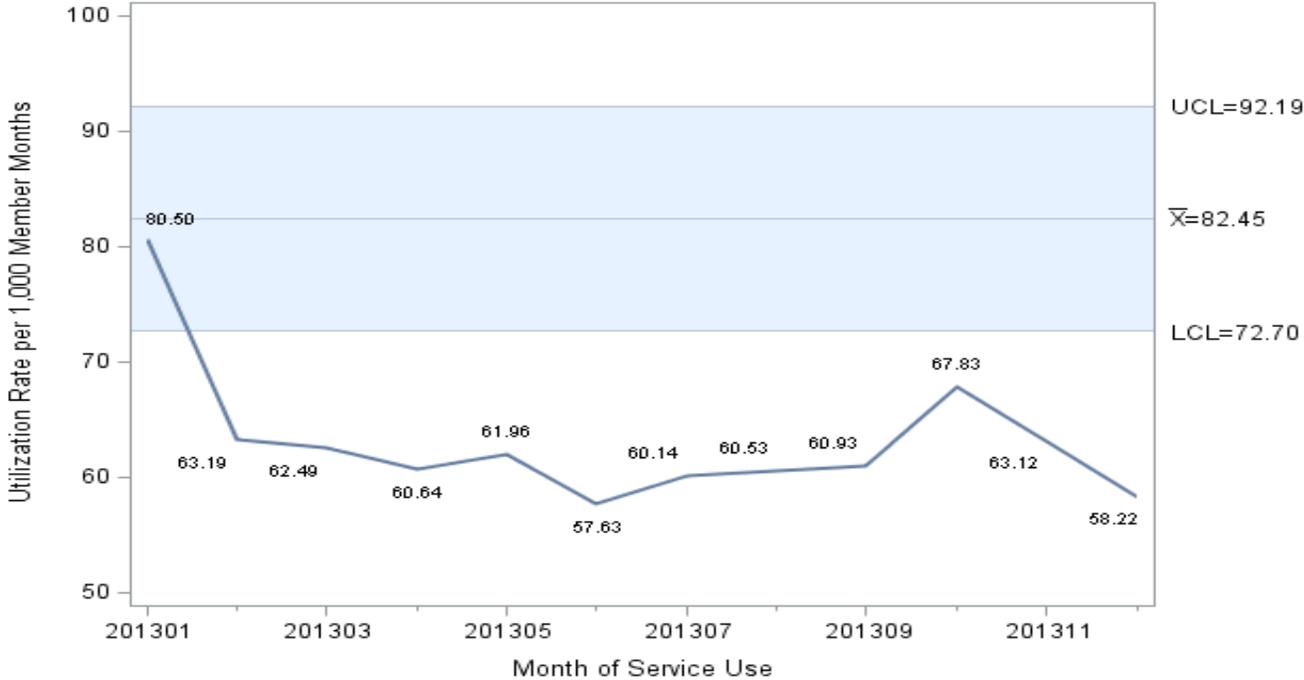
**Figure SU-37:** Hospital Outpatient Utilization Rates among Children Ages 0–20 in the Foster Care Aid Category, January 2013–December 2013

Unique User Count = **11,736**



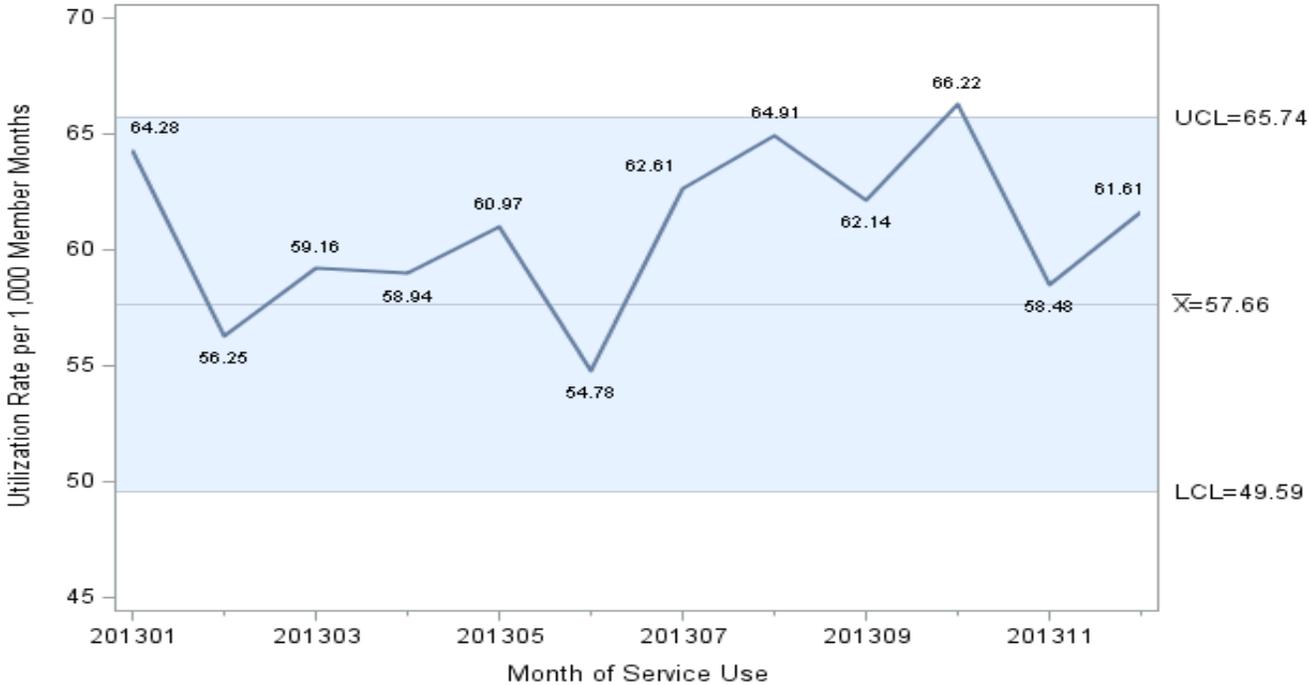
**Figure SU-38:** Hospital Outpatient Utilization Rates among Children Ages 0–20 in the Other Aid Category, January 2013–December 2013

Unique User Count = **37,279**



**Figure SU-39:** Hospital Outpatient Utilization Rates among Children Ages 0–20 in the Undocumented Aid Category, January 2013–December 2013

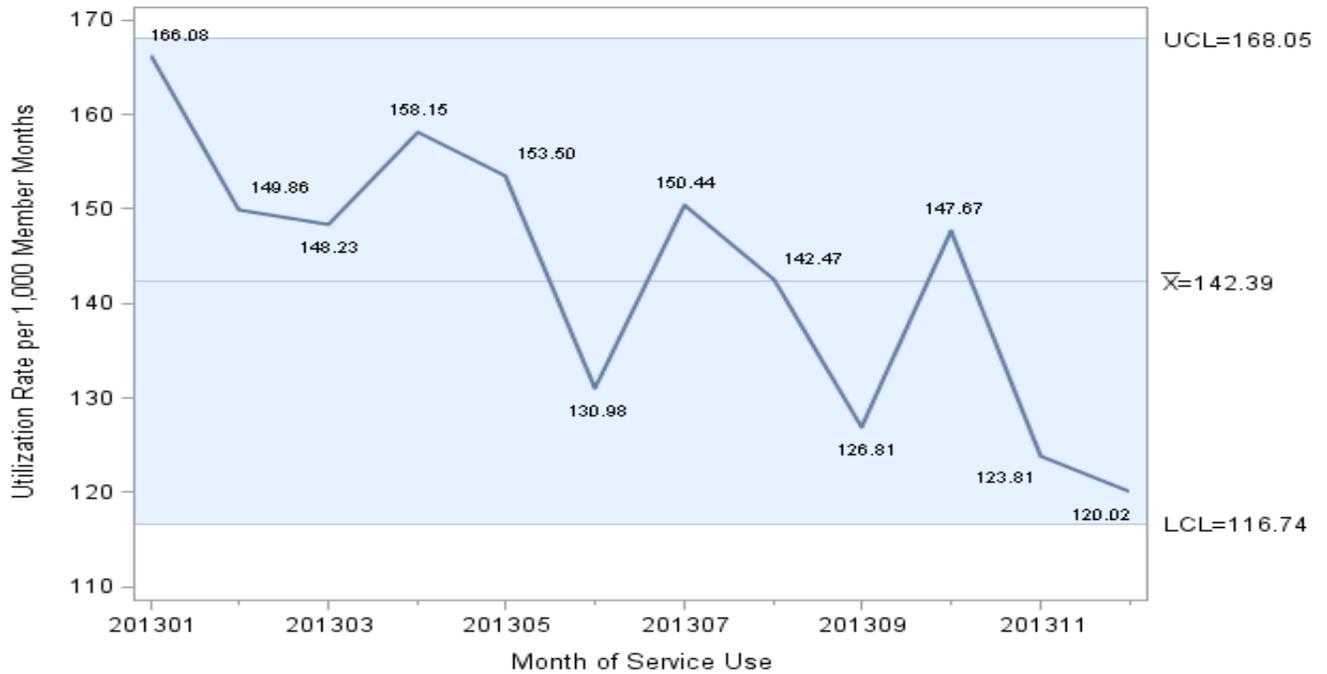
Unique User Count = **18,767**



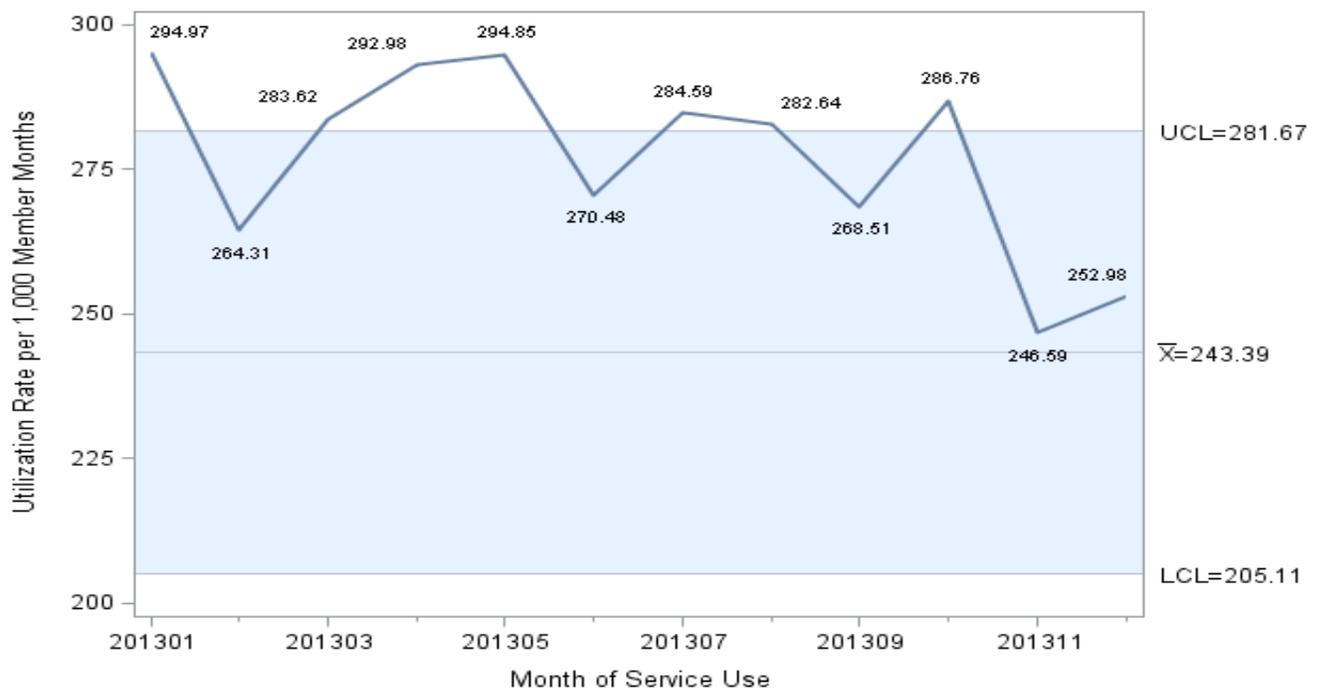
**Source:** Figures SU-35 to SU-39 created by DHCS Research and Analytic Studies Division using data from the MIS/DSS claims and eligibility tables with dates of service/eligibility from January 2013–December 2013. Data extracted from the MIS/DSS four months after corresponding time period to allow for processing of claims and updates to enrollment.

### Trends of Monthly Hospital Outpatient Services Utilization Rates among Adults, January 2013–December 2013

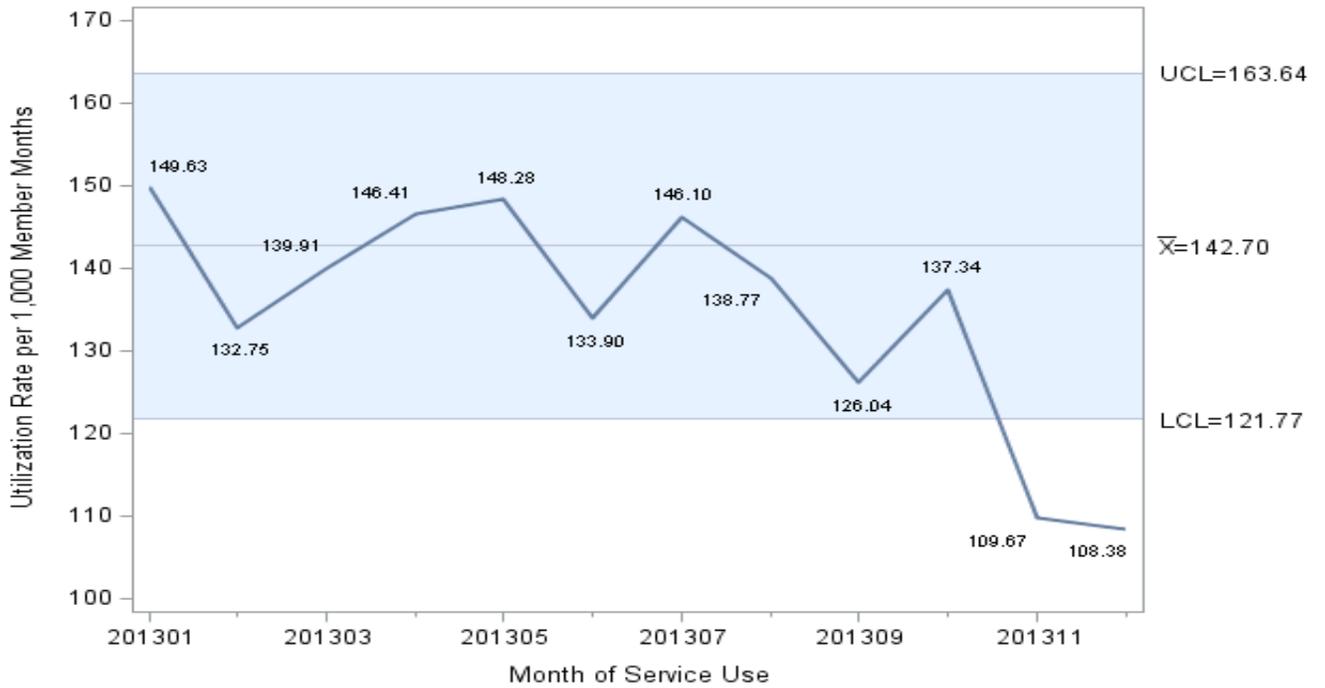
**Figure SU-40:** Hospital Outpatient Utilization Rates among Adults Ages 21+ in the Aged Aid Category, January 2013–December 2013 Unique User Count = 2,236



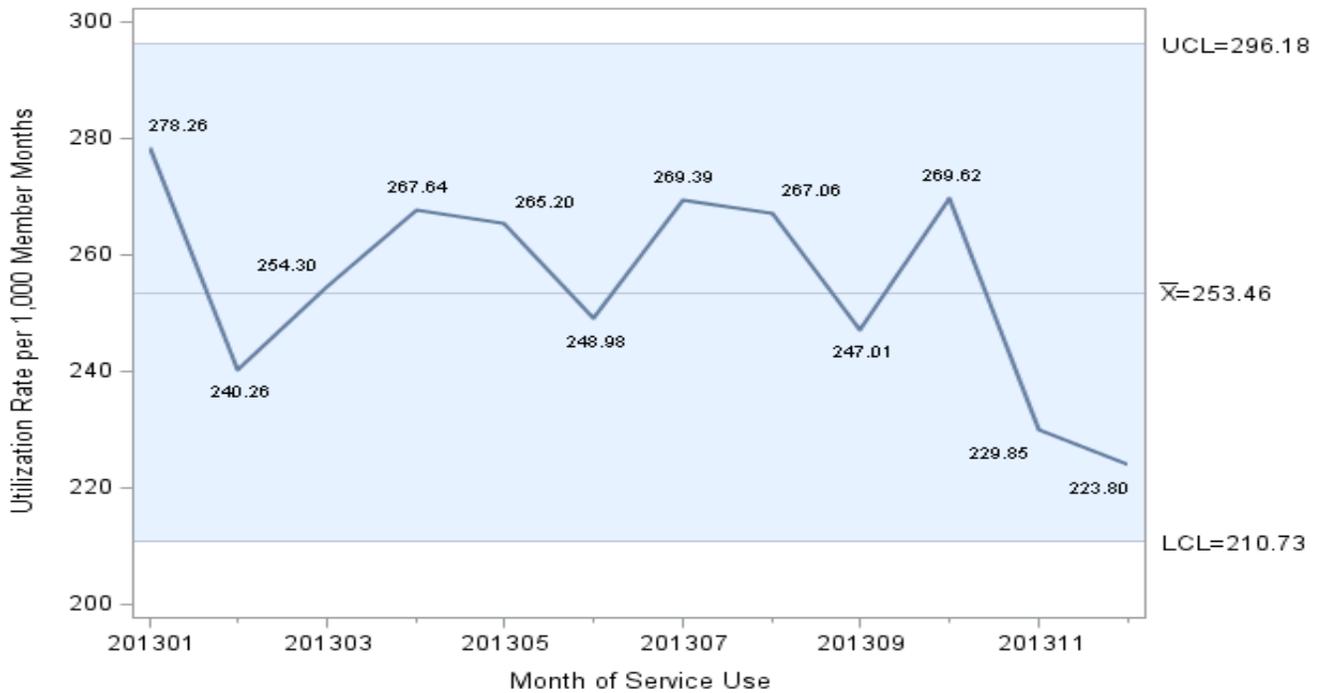
**Figure SU-41:** Hospital Outpatient Utilization Rates among Adults Ages 21+ in the Blind/Disabled Aid Category, January 2013–December 2013 Unique User Count = 24,388



**Figure SU-42:** Hospital Outpatient Utilization Rates among Adults Ages 21+ in the Families Aid Category, January 2013–December 2013 Unique User Count = 35,835

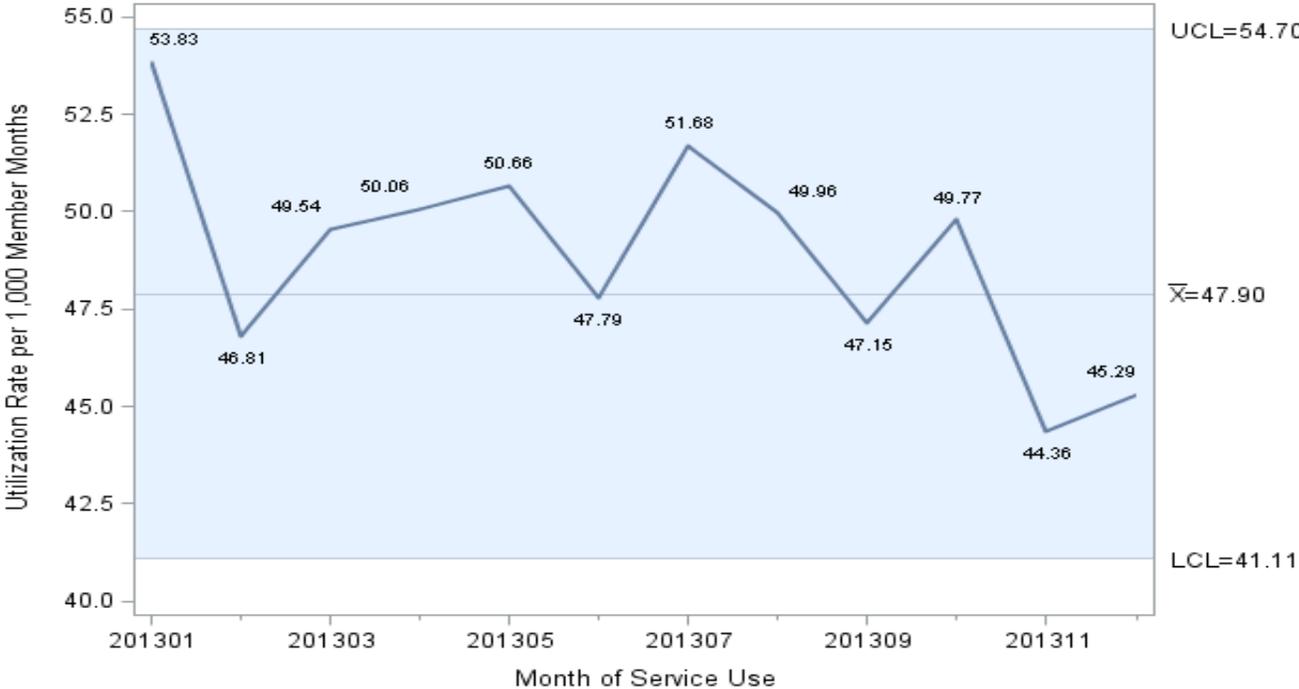


**Figure SU-43:** Hospital Outpatient Utilization Rates among Adults Ages 21+ in the Other Aid Category, January 2013–December 2013 Unique User Count = 20,388



**Figure SU-44:** Hospital Outpatient Utilization Rates among Adults Ages 21+ in the Undocumented Aid Category, January 2013–December 2013

Unique User Count = 50,193



**Source:** Figures SU-40 to SU-44 created by DHCS Research and Analytic Studies Division using data from the MIS/DSS claims and eligibility tables with dates of service/eligibility from January 2013–December 2013. Data extracted from the MIS/DSS four months after corresponding time period to allow for processing of claims and updates to enrollment.

# Nursing Facility Services

## Background

Nursing Facility services offered under the Medi-Cal program encompass a variety of provider types, including intermediate care facilities for the developmentally disabled (ICF/DD), nursing facility Level A and B care, and certified hospice services.

ICF/DD facilities provide 24-hour personal, habilitation, developmental, and supportive health care to clients who need developmental services and who have a recurring but intermittent need for skilled nursing services. There are three types of ICF/DD facilities that are distinguished by the different levels of developmental and skilled nursing services they provide. ICF/DD facilities primarily provide developmental services for individuals who may have a recurring, intermittent need for skilled nursing. ICF/DD–Habilitative facilities provide developmental services to 15 or fewer clients who do not require the availability of continuous skilled nursing care. ICF/DD–Nursing facilities offer the same services as those found in an ICF/DD–Habilitative facility, but focus their services on medically frail persons requiring a greater level of skilled nursing care.

Nursing Facility Level A (NF-A) provides intermediate care for non-developmentally disabled clients. These facilities provide inpatient care to ambulatory or non-ambulatory patients who have a recurring need for skilled nursing supervision and supportive care, but who do not require the availability of continuous skilled nursing care.

Skilled Nursing Facility Level B (SNF-B) provides skilled nursing and supportive care to patients whose primary need is for continuous care on an extended basis, such as those with physical and/or mental limitations and those requiring subacute care.

Certified hospice services are designed to meet the unique needs of terminally ill individuals who opt to receive palliative care versus care to treat their illness. The following providers may render hospice services to program beneficiaries: hospitals; skilled nursing facilities; intermediate care facilities; home health agencies; and licensed Medi-Cal health providers who are certified by Medicare to provide hospice services. Hospice services may include: nursing and physician services; medical social and counseling services; home health aide and homemaker services; bereavement counseling; and any additional service that may otherwise be paid under the Medi-Cal program.

FFS Medi-Cal beneficiaries in the Undocumented aid category are not eligible for Nursing Facility Services and were consequently excluded from this analysis.

## Trend Analysis – Children

Children in all aid categories were excluded from this analysis because of their relatively small user counts (<500).

## Trend Analysis – Adults

- Nursing Facility use is now concentrated among three beneficiary subpopulations: adults in the Blind/Disabled, Aged, and Other aid categories.

This analysis only focuses on Nursing Facility services utilization among FFS Medi-Cal adults ages 21 and older enrolled under the Aged, Blind/Disabled, and Other aid categories. Adults in the Families aid category were excluded due to their relatively small user counts (<500).

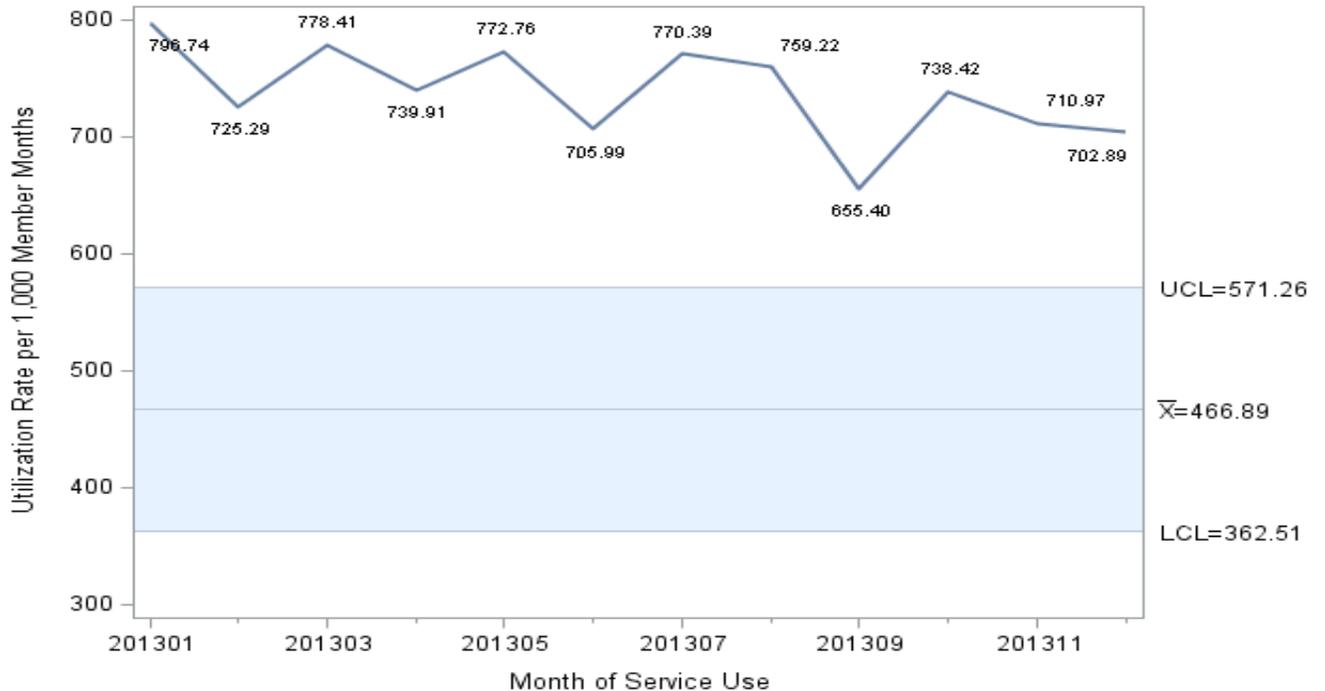
Among adults in these aid categories, monthly Nursing Facility service utilization rates ranged from 655.40 to 2,357.79 days per 1,000 member months from the first quarter of 2013 to the fourth quarter of 2013.

The Nursing Facility service utilization rates were again highest among adults in the Blind/Disabled and Other aid categories. Although displaying high use, adults in the Other aid category continued to exhibit below-average Nursing Facility service utilization that predominantly fell below the expected ranges observed in the baseline period of 2011–12. In contrast, adults in the Aged and Blind/Disabled aid categories displayed above-average utilization of Nursing Facility services that reached levels well above expected ranges throughout the study period.

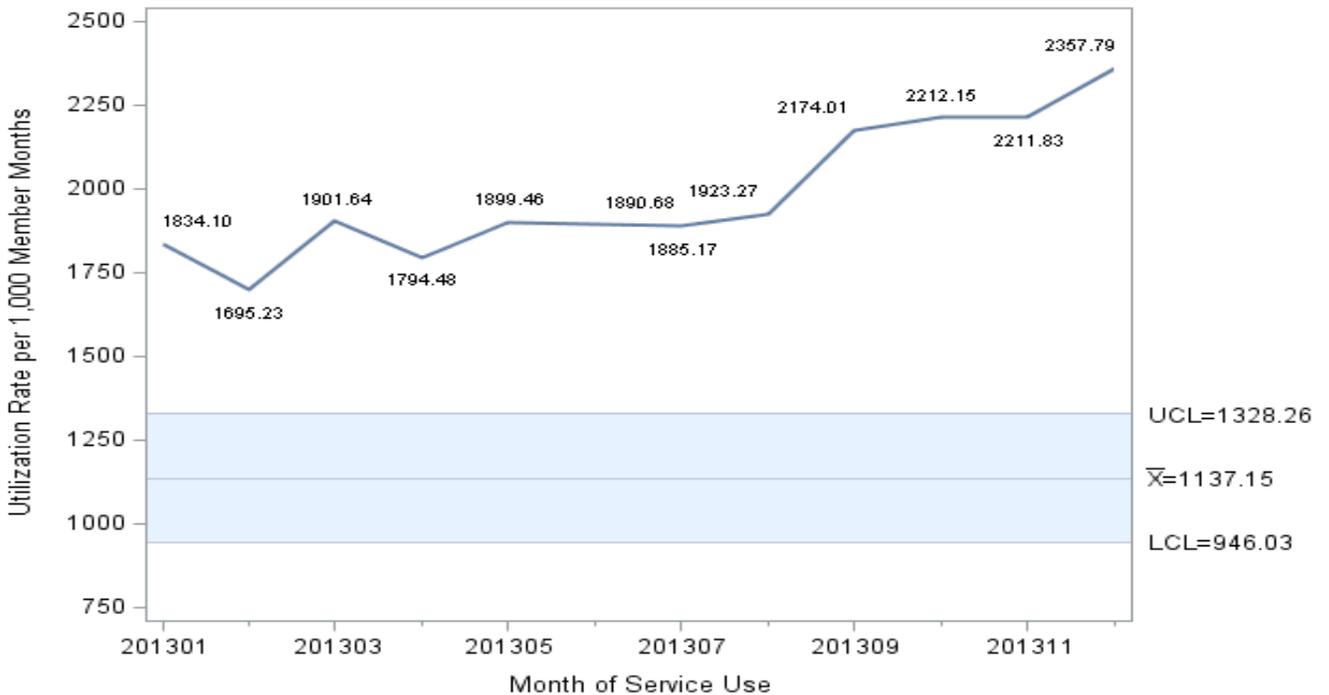
Figures SU-45 to SU-47 represent the control chart analysis for adults from the first quarter of 2013 to the fourth quarter of 2013.

### Trends of Monthly Nursing Facility Services Utilization Rates among Adults, January 2013–December 2013

**Figure SU-45:** Nursing Facility Utilization Rates among Adults Ages 21+ in the Aged Aid Category, January 2013–December 2013\* Unique User Count = 521

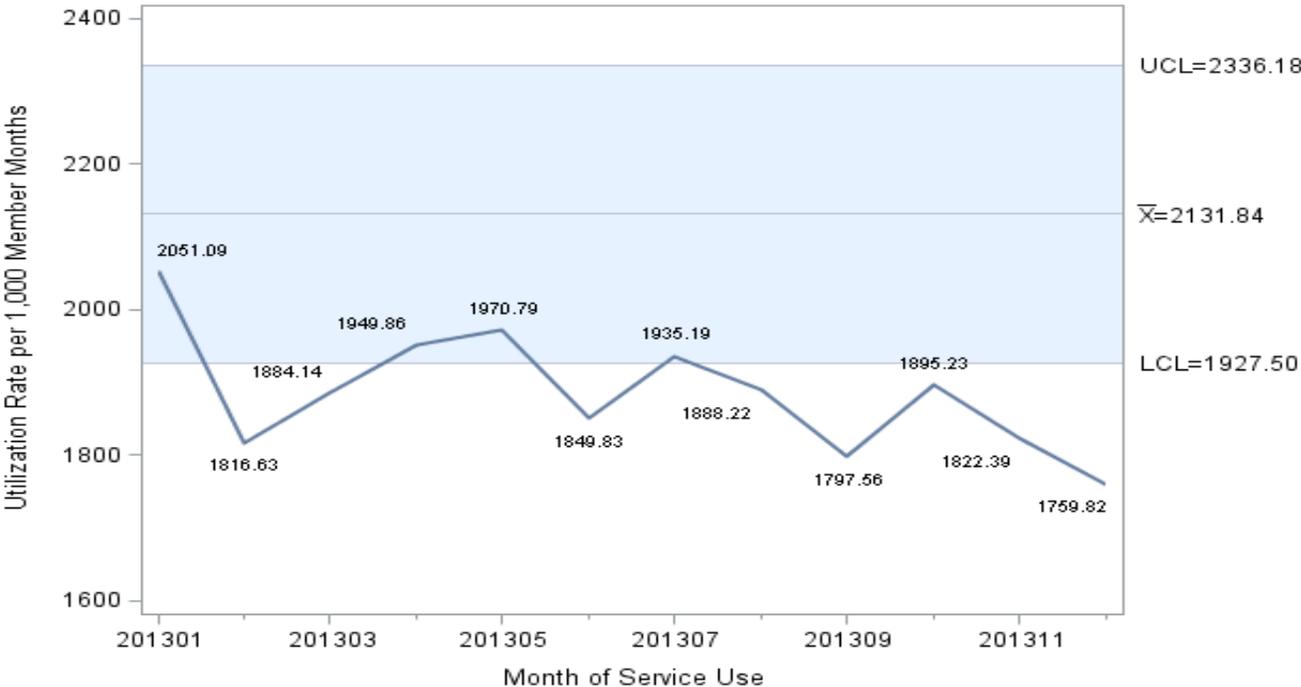


**Figure SU-46:** Nursing Facility Utilization Rates among Adults Ages 21+ in the Blind/Disabled Aid Category, January 2013–December 2013 Unique User Count = 7,253



**Figure SU-47:** Nursing Facility Utilization Rates among Adults Ages 21+ in the Other Aid Category, January 2013–December 2013

Unique User Count = 5,143



**Source:** Figures SU-45 to SU-47 created by DHCS Research and Analytic Studies Division using data from the MIS/DSS claims and eligibility tables with dates of service/eligibility from January 2013–December 2013. Data extracted from the MIS/DSS four months after corresponding time period to allow for processing of claims and updates to enrollment.

\*Figure SU-45: January 2013 = 796.74

## Pharmacy Services

### Background

Pharmacy services are the most frequently used Medi-Cal benefit and the fastest-growing portion of the Medi-Cal budget. Pharmacy coverage represents a significant proportion of the benefits received by the elderly and beneficiaries with a disability, mental illness, or chronic condition.

Pharmacy providers not only dispense prescription drugs, but also bill for over-the-counter drugs, enteral formula, medical supplies, incontinent supplies, and durable medical equipment. Most outpatient prescription drug claims are billed by pharmacy providers. Physicians and clinics may also bill for drugs administered in their office, as well as for prenatal care vitamins that are distributed through Comprehensive Perinatal Services Program providers.

Pharmacy services for beneficiaries eligible for FFS Medi-Cal Only are restricted to six prescriptions per month per beneficiary for most drugs. Prior authorization is needed to obtain coverage beyond the six-prescription cap. A copayment of \$1 per prescription is required for most beneficiaries, although beneficiaries cannot be denied coverage if they can't afford the copayment. Federal law prohibits states from imposing cost-sharing on children, pregnant women, and institutionalized beneficiaries, as well as for family planning services, hospice services, emergencies, and American Indians served by an Indian health care provider.

## Trend Analysis – Children

- Pharmacy service use was two to six times higher among children in the Blind/Disabled aid category than it was for children in other aid categories.

Monthly Pharmacy service utilization rates for children ages 0–20 in the FFS Medi-Cal health care delivery system ranged from 65.64 to 1,372.78 prescriptions per 1,000 member months from the first quarter of 2013 to the fourth quarter of 2013.

Similar to results from the previous quarterly access reports, the utilization of Pharmacy services was noticeably higher among children in the Blind/Disabled aid category, with rates about two times higher than those of children in the Foster Care aid category, and five to six times higher than those of children in the Families and Other aid categories. Children in the Families and Other aid categories primarily displayed below-average Pharmacy service utilization that reached levels below the expected ranges observed in the baseline period of 2011–12. In contrast, children in the Blind/Disabled, Foster Care, and Undocumented aid categories exhibited predominantly normal use patterns. Of particular note, children in the Families, Other, and Undocumented aid categories displayed a downward trend in utilization over the first two quarters of 2013.

Figures SU-48 to SU-52 represent the control chart analysis for children from the first quarter of 2013 to the fourth quarter of 2013.

## Trend Analysis – Adults

- Use of Pharmacy services was highest among adults in the Blind/Disabled aid category.

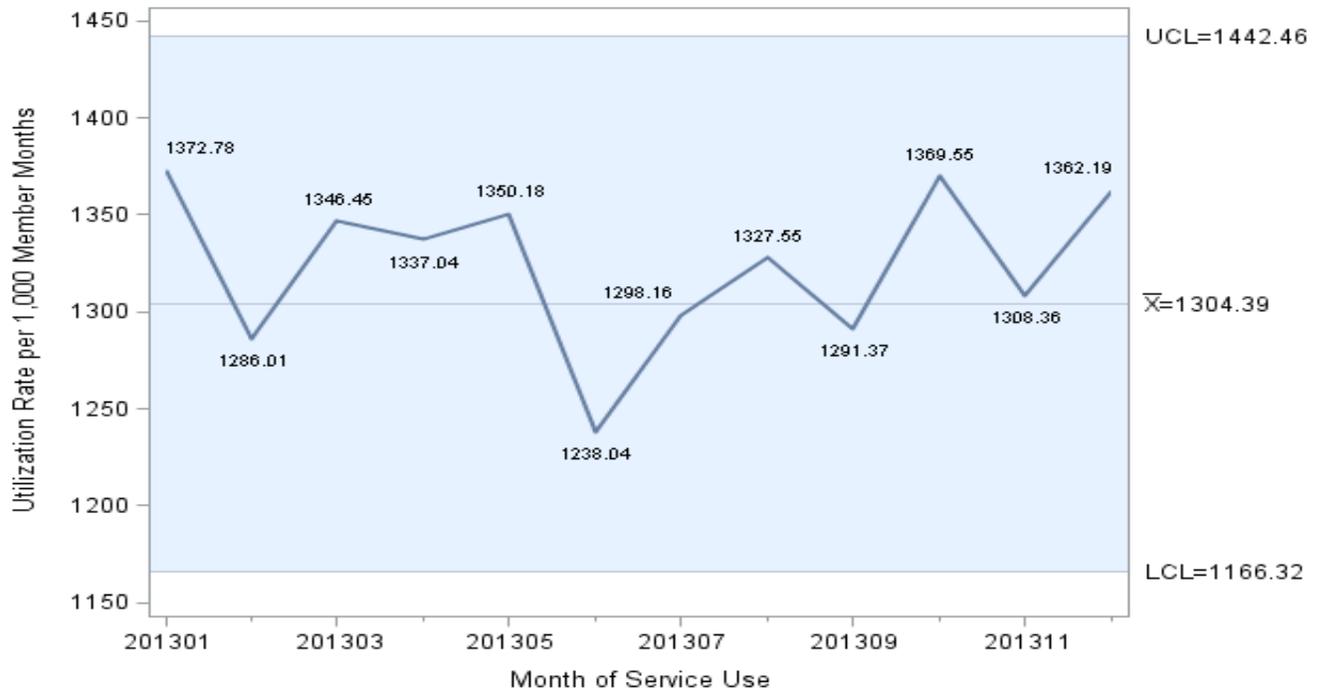
Among adults ages 21 and older, monthly Pharmacy service utilization rates ranged from 179.47 to 3,047.42 prescriptions per 1,000 member months from the first quarter of 2013 to the fourth quarter of 2013.

Similar to the trends identified in previous quarterly access reports, Pharmacy service utilization was again noticeably higher among adults in the Blind/Disabled aid category. Adults in the Aged and Other aid categories exhibited high utilization rates for pharmacy services, while adults in the Undocumented aid category utilized these services at much lower rates. Additionally, adults in the Aged, Blind/Disabled, Families, and Other aid categories mostly displayed below-average Pharmacy service utilization, while adults in the Undocumented aid category mostly displayed normal use patterns. Pharmacy service utilization rates for adults in the Aged, Families, and Other aid categories reached below expected ranges.

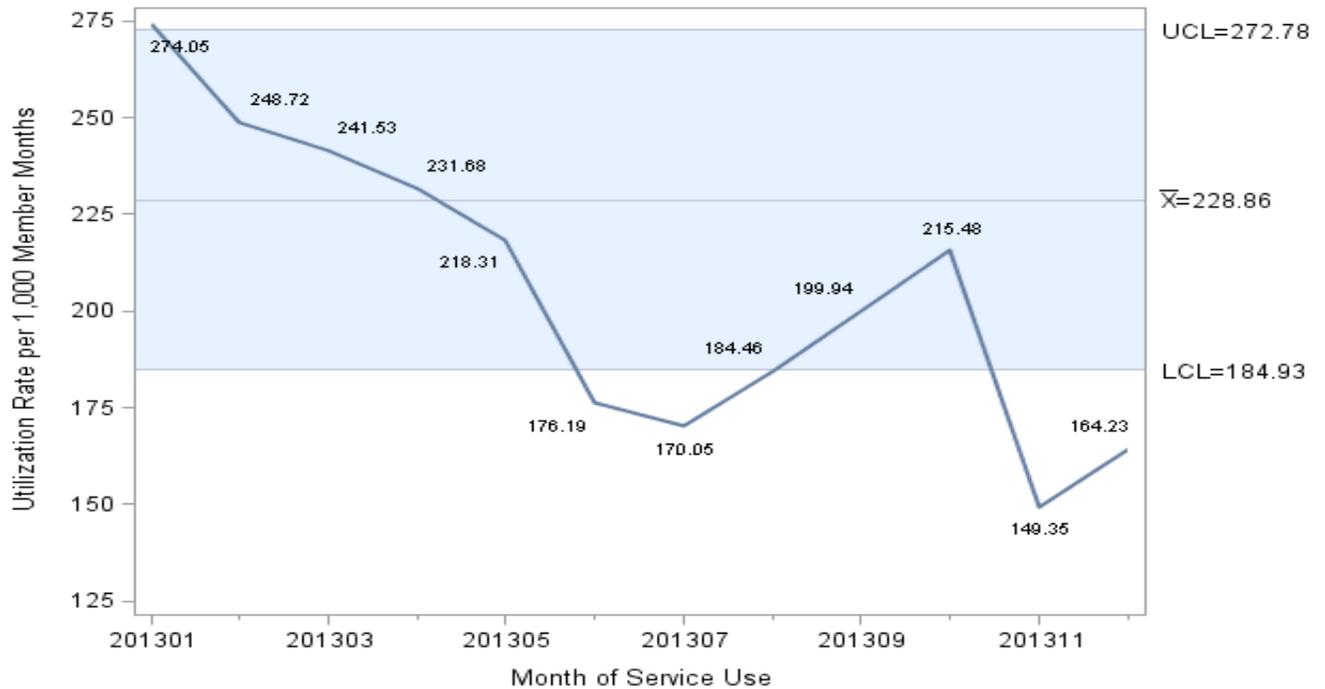
Figures SU-53 to SU-57 represent the control chart analysis for adults from the first quarter of 2013 to the fourth quarter of 2013.

### Trends of Monthly Pharmacy Services Utilization Rates among Children, January 2013–December 2013

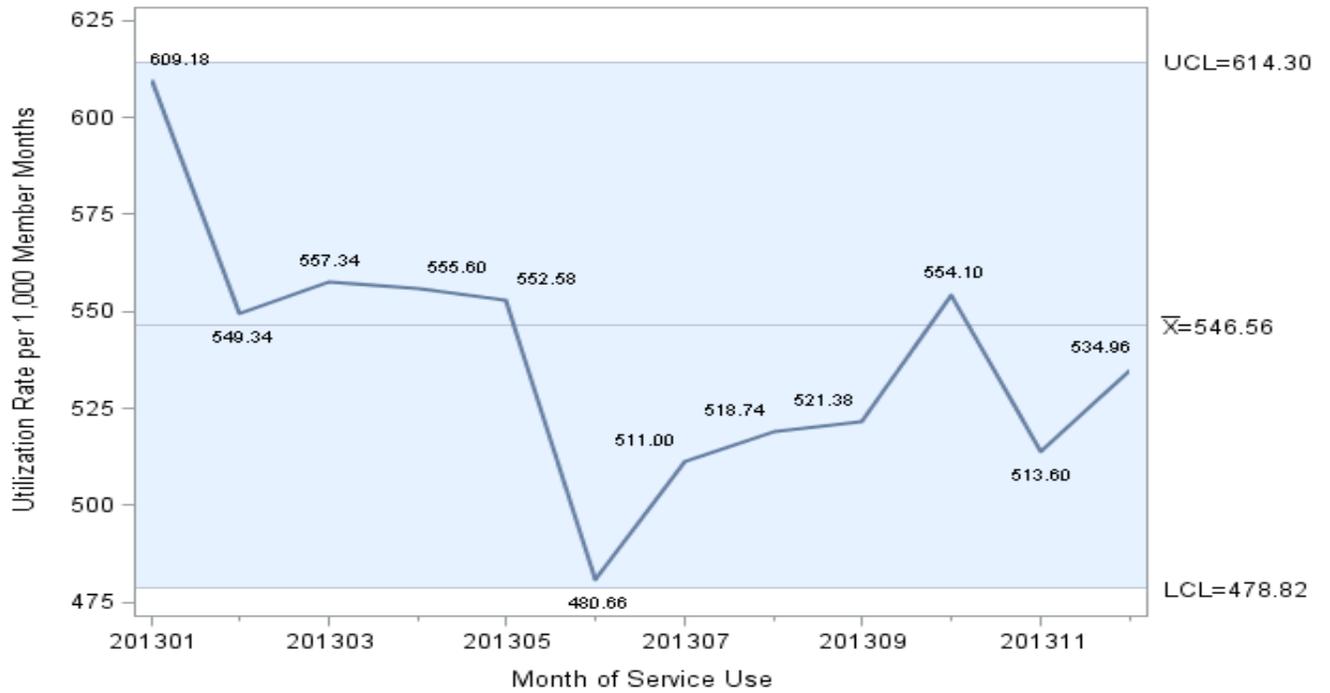
**Figure SU-48:** Pharmacy Utilization Rates among Children Ages 0–20 in the Blind/Disabled Aid Category, January 2013–December 2013 Unique User Count = 17,437



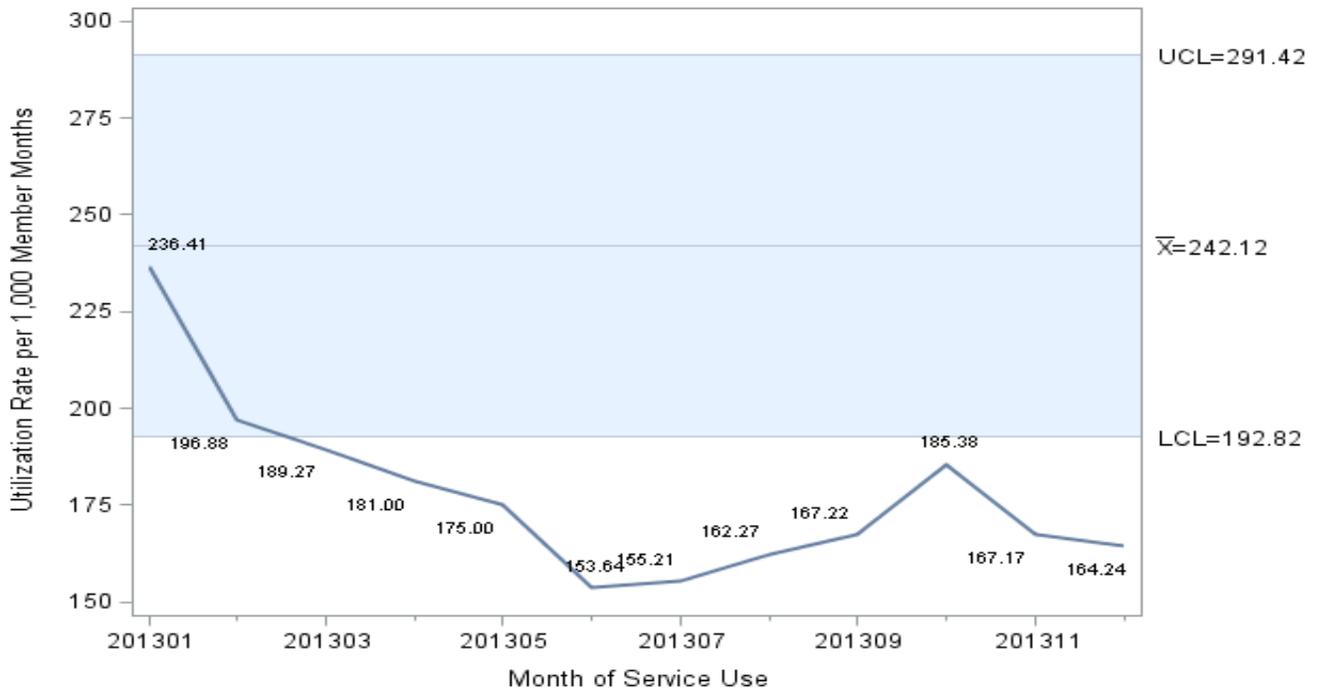
**Figure SU-49:** Pharmacy Utilization Rates among Children Ages 0–20 in the Families Aid Category, January 2013–December 2013 Unique User Count = 66,910



**Figure SU-50:** Pharmacy Utilization Rates among Children Ages 0–20 in the Foster Care Aid Category, January 2013–December 2013 Unique User Count = 33,791

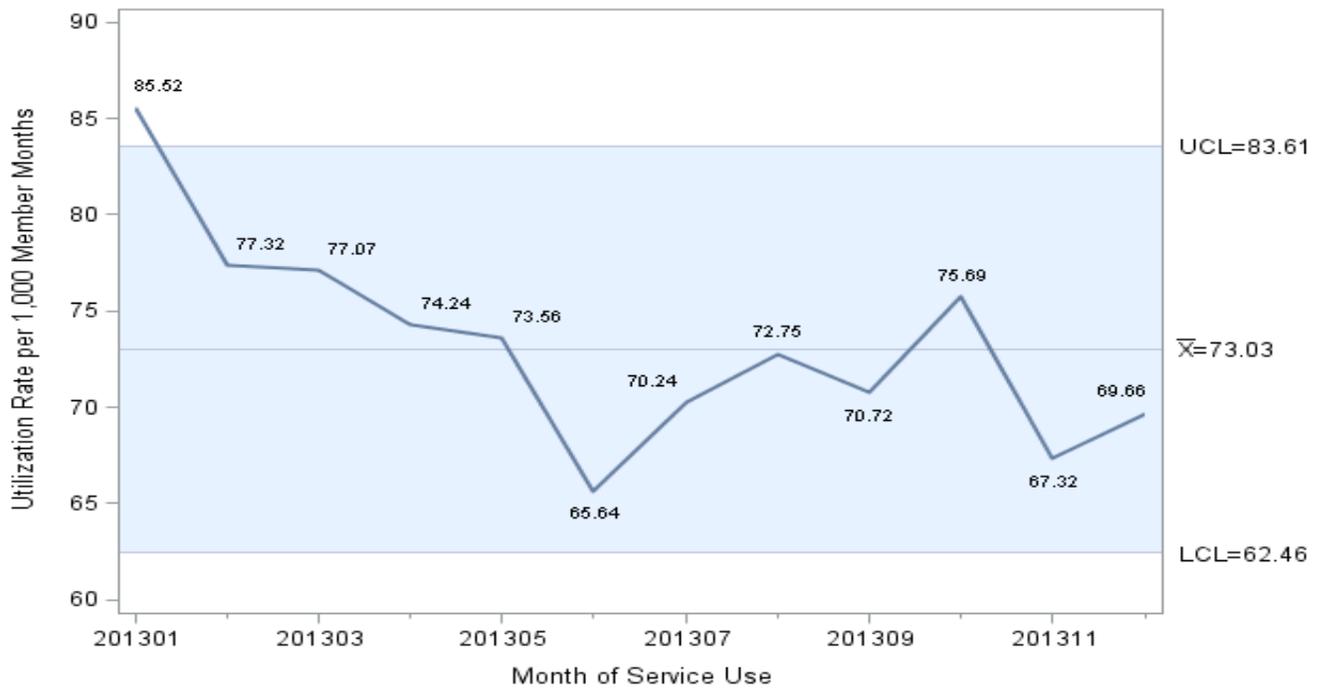


**Figure SU-51:** Pharmacy Utilization Rates among Children Ages 0–20 in the Other Aid Category, January 2013–December 2013\* Unique User Count = 66,005



**Figure SU-52:** Pharmacy Utilization Rates among Children Ages 0–20 in the Undocumented Aid Category, January 2013–December 2013

Unique User Count = **11,230**

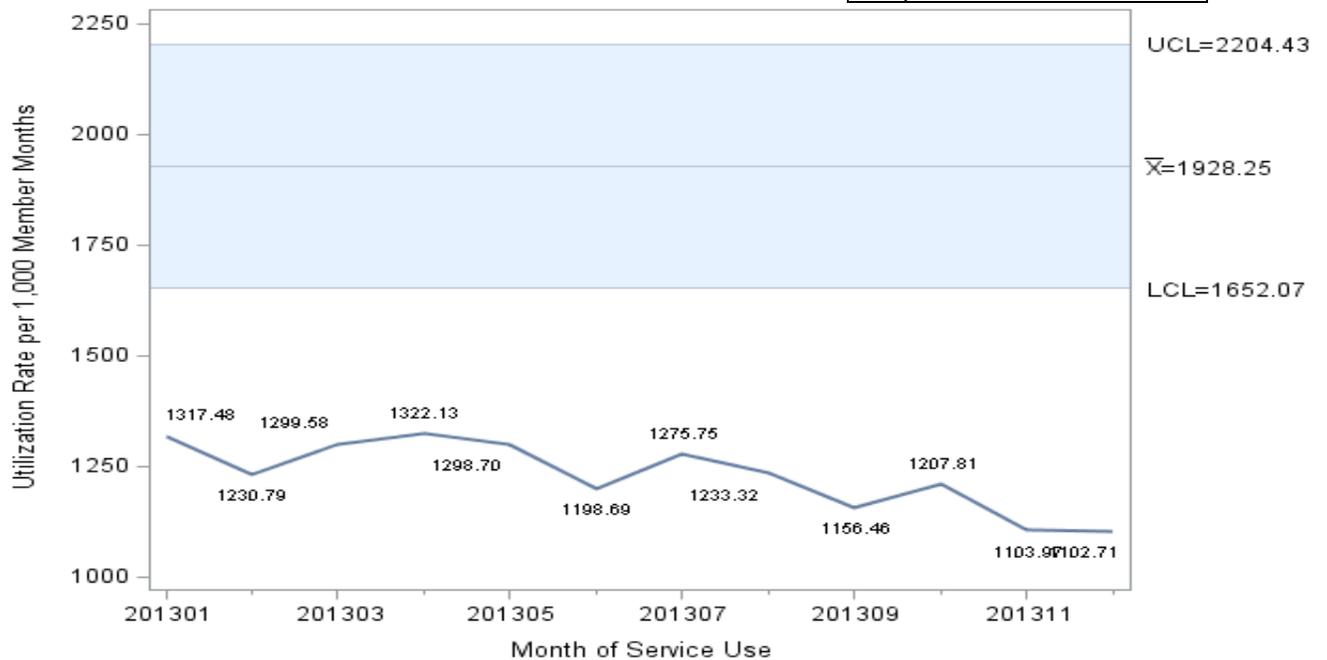


**Source:** Figures SU-48 to SU-52 created by DHCS Research and Analytic Studies Division using data from the MIS/DSS claims and eligibility tables with dates of service/eligibility from January 2013–December 2013. Data extracted from the MIS/DSS four months after corresponding time period to allow for processing of claims and updates to enrollment.

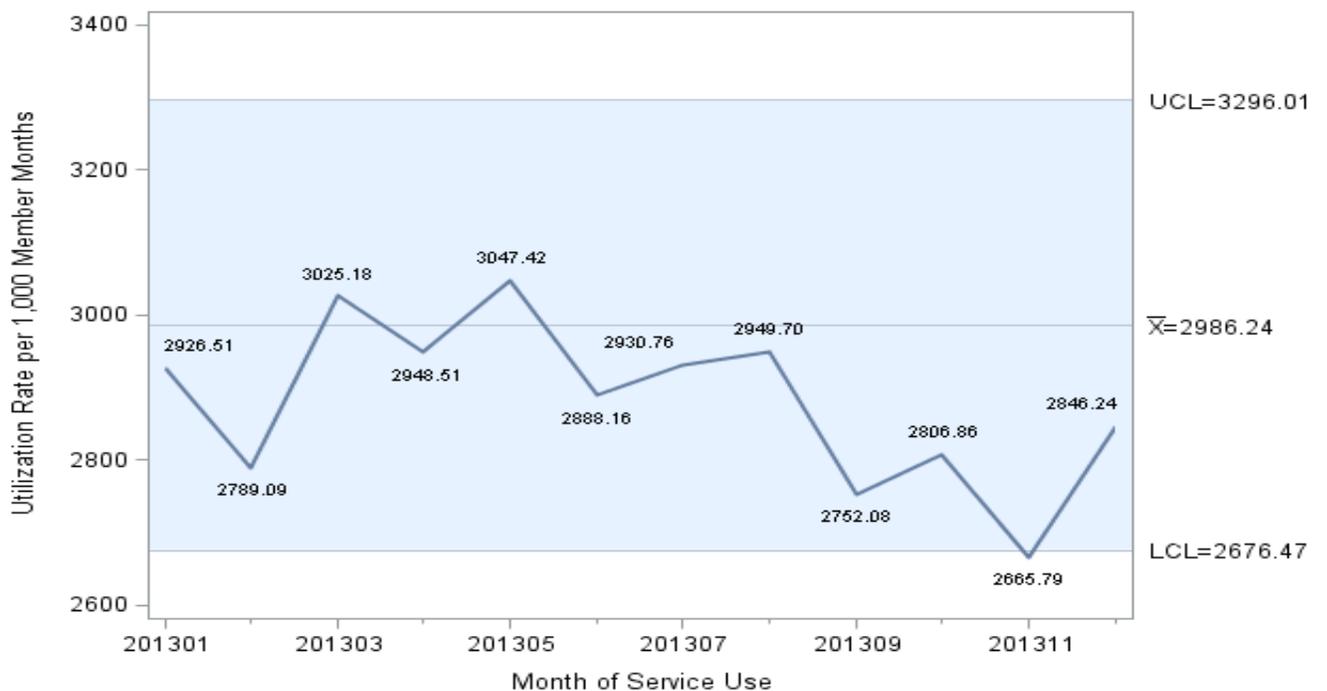
\*Figure SU-51: June 2013 = 153.64, July 2013 = 155.21

### Trends of Monthly Pharmacy Services Utilization Rates among Adults, January 2013–December 2013

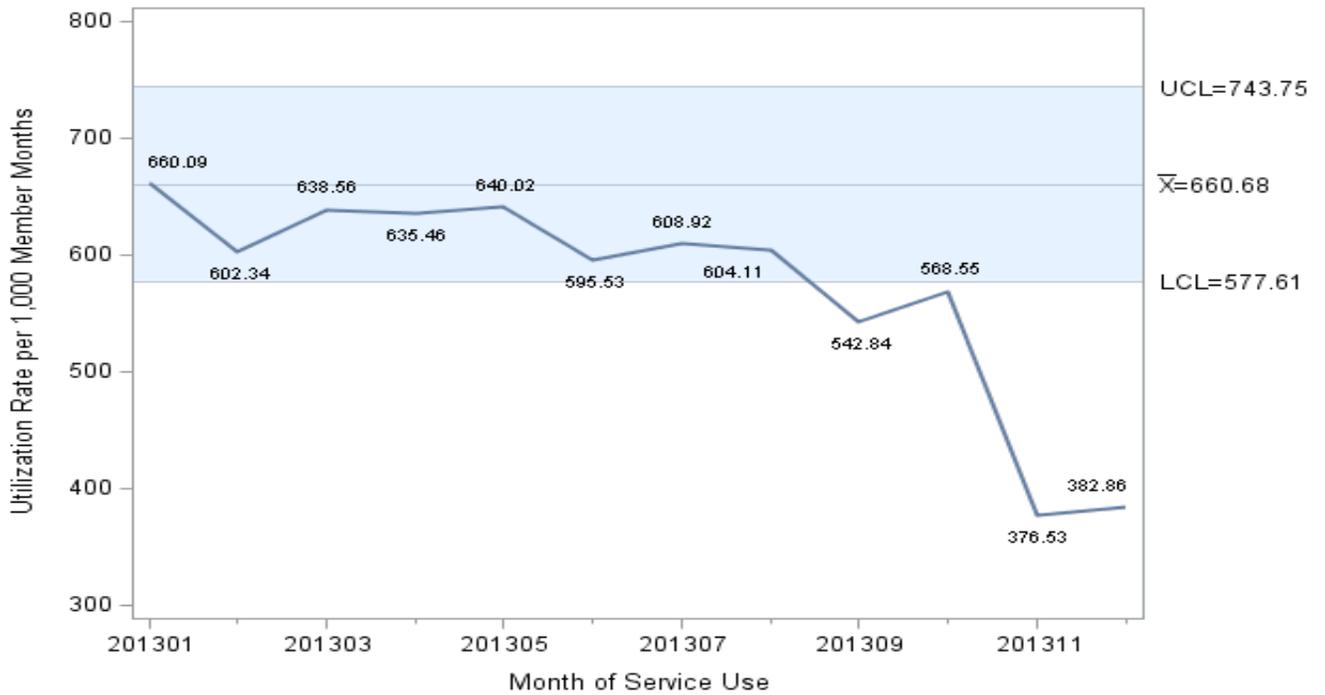
**Figure SU-53:** Pharmacy Utilization Rates among Adults Ages 21+ in the Aged Aid Category, January 2013–December 2013\* Unique User Count = 14,003



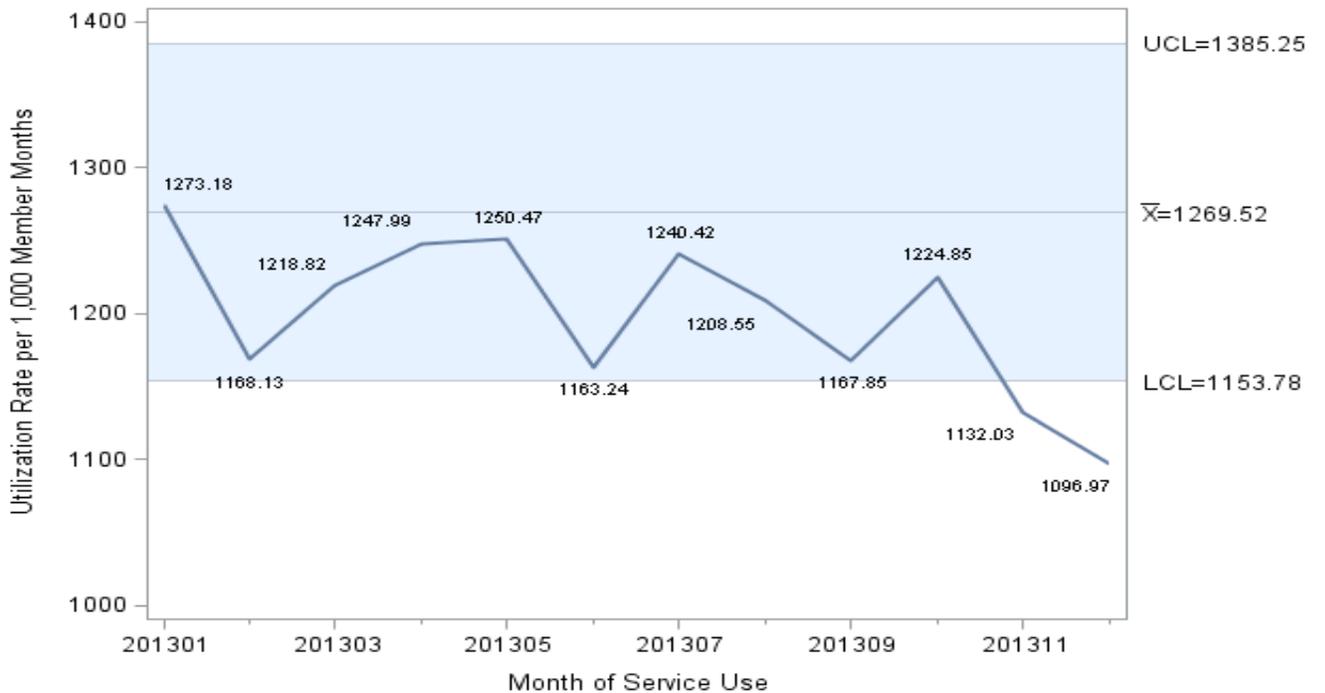
**Figure SU-54:** Pharmacy Utilization Rates among Adults Ages 21+ in the Blind/Disabled Aid Category, January 2013–December 2013 Unique User Count = 65,482



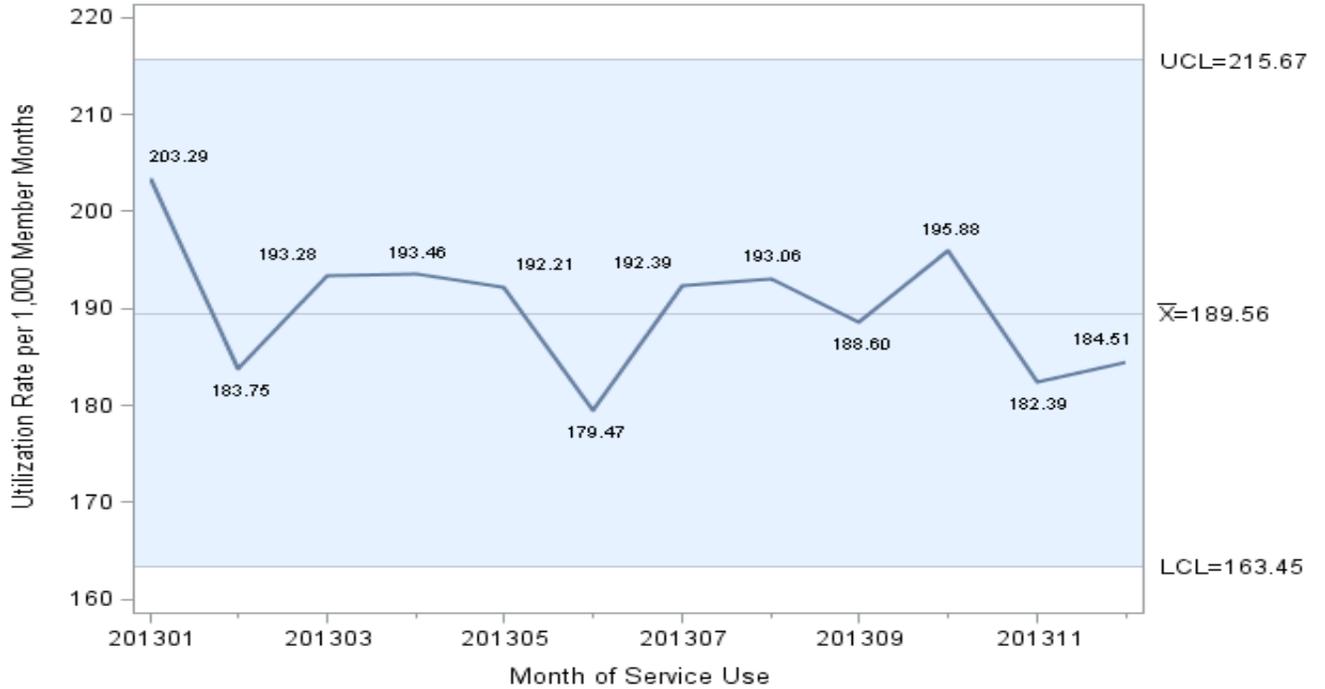
**Figure SU-55:** Pharmacy Utilization Rates among Adults Ages 21+ in the Families Aid Category, January 2013–December 2013 Unique User Count = **63,346**



**Figure SU-56:** Pharmacy Utilization Rates among Adults Ages 21+ in the Other Aid Category, January 2013–December 2013 Unique User Count = **33,577**



**Figure SU-57:** Pharmacy Utilization Rates among Adults Ages 21+ in the Undocumented Aid Category, January 2013–December 2013 Unique User Count = 92,286



**Source:** Figures SU-52 to SU-56 created by DHCS Research and Analytic Studies Division using data from the MIS/DSS claims and eligibility tables with dates of service/eligibility from January 2013–December 2013. Data extracted from the MIS/DSS four months after corresponding time period to allow for processing of claims and updates to enrollment.

\*Figure SU-53: November 2013 = 1,103.97; December 2013 = 1,102.71

## Other Services

### Background

Service providers covered under the Other service category include the following partial list:

- Community-Based Adult Services Program (formerly called Adult Day Health Care)
- Assistive Device and Sick Room Supply Dealers
- Audiologists and Hearing Aid Dispensers
- Certified Nurse Practitioners and Pediatric Nurse Practitioners
- Physical, Occupational, and Speech Therapists
- Orthotists and Prosthetists
- Podiatrists
- Psychologists
- Genetic Disease Testing
- Local Education Agency (LEA)
- Respiratory Care Practitioners
- Early and Periodic Screening, Diagnosis and Treatment (EPSDT) Supplemental Services Providers
- Health Access Program (HAP)

For a full list of provider types, see the [Appendix](#). Beginning in July 2009, several optional benefits were excluded from the Medi-Cal program. These benefits comprise the following list and impact most beneficiaries except those eligible for EPSDT services, beneficiaries in skilled nursing facilities or residing in intermediate care facilities for the developmentally disabled (ICF/DD), and beneficiaries enrolled in the Program of All-Inclusive Care for the Elderly (PACE):

- Acupuncture
- Adult Dental Services
- Audiology Services
- Chiropractic Services
- Incontinence Creams and Washes
- Dispensing Optician Services
- Fabricating Optical Laboratory Services
- Podiatric Services
- Psychology Services
- Speech Therapy

## Trend Analysis – Children

- Utilization rates for Other services was noticeably higher among children in the Blind/Disabled aid category.

Among children ages 0–20 in the FFS Medi-Cal health care delivery system, monthly utilization rates for Other services ranged from 13.64 to 1,529.87 visits per 1,000 member months from the first quarter of 2013 to the fourth quarter of 2013.

Similar to results from the prior reporting period, utilization of Other services was again noticeably higher among children in the Blind/Disabled aid category. Children in the Other and Undocumented aid categories mostly exhibited below-average utilization of Other services. Additionally, children in the Blind/Disabled, Families, and Foster Care aid categories exhibited mostly normal utilization that primarily remained within the expected ranges observed in the baseline period of 2011–12. Of particular note, children in the Blind/Disabled, Families, Foster Care, and Other aid categories exhibited a noticeable decline in utilization during the second quarter of 2013 before increasing in the third quarter of the study period.

Figures SU-58 to SU-62 represent the control chart analysis for children from the first quarter of 2013 to the fourth quarter of 2013.

## Trend Analysis – Adults

- Utilization rates for Other services were noticeably higher among adults in the Aged, Blind/Disabled, and Other aid categories.

Monthly utilization rates for Other services among adults ages 21 and older ranged from 37.13 to 355.23 visits per 1,000 member months from the first quarter of 2013 to the fourth quarter of 2013.

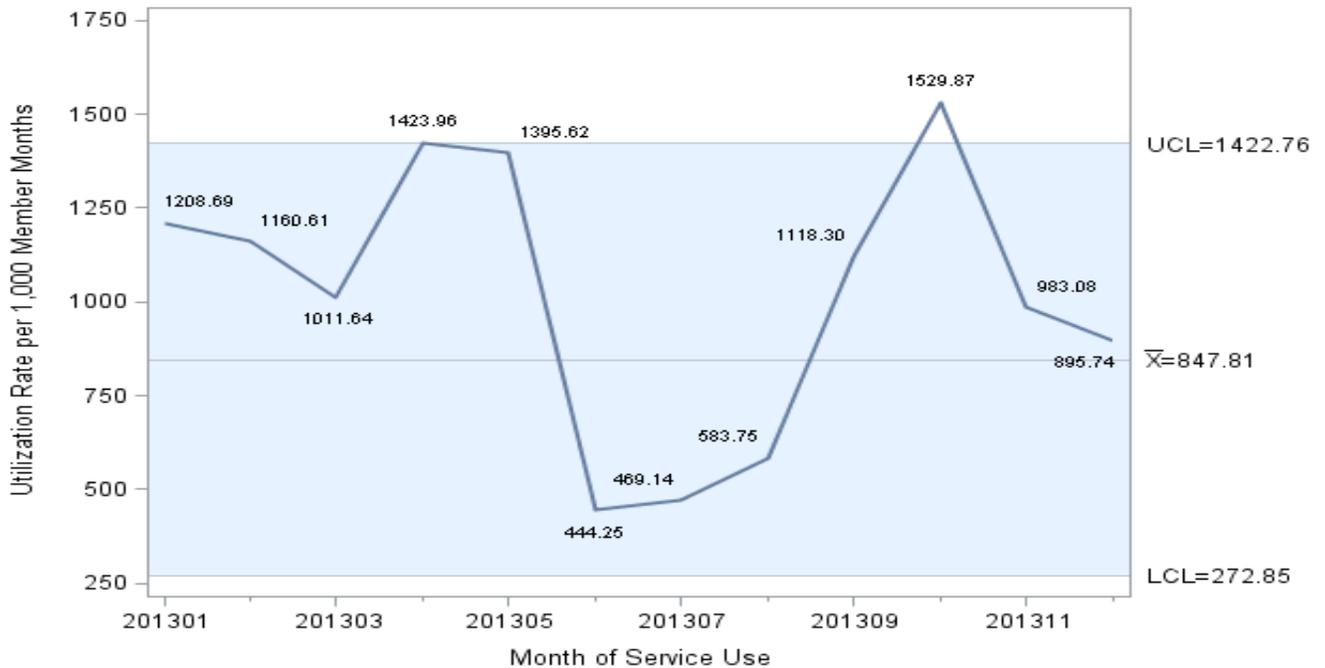
Consistent with the trends identified in previous quarterly access reports, Other service utilization rates were noticeably higher for adults in the Aged, Blind/Disabled, and Other aid categories, and lowest among adults in the Undocumented aid category. Adults in all analyzed aid categories exhibited mostly below-average use of Other services throughout the study period. Additionally, adults in the Aged aid category again displayed utilization rates mostly below expected ranges. Of particular note, adults in all analyzed aid categories exhibited a noticeable increase in utilization during October 2013.

Figures SU-63 to SU-67 represent the control chart analysis for adults from the first quarter of 2013 to the fourth quarter of 2013.

### Trends of Monthly Other Services Utilization Rates among Children, January 2013–December 2013

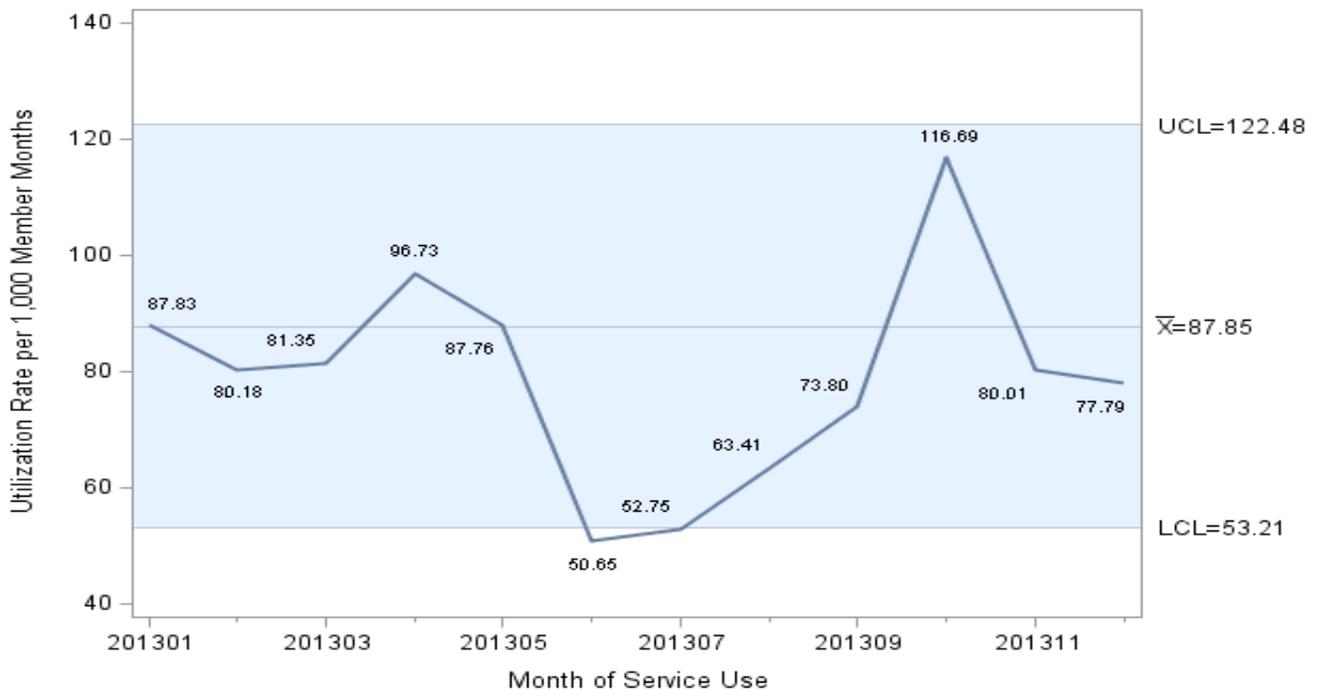
**Figure SU-58:** Other Services Utilization Rates among Children Ages 0–20 in the Blind/Disabled Aid Category, January 2013–December 2013

Unique User Count = **13,394**



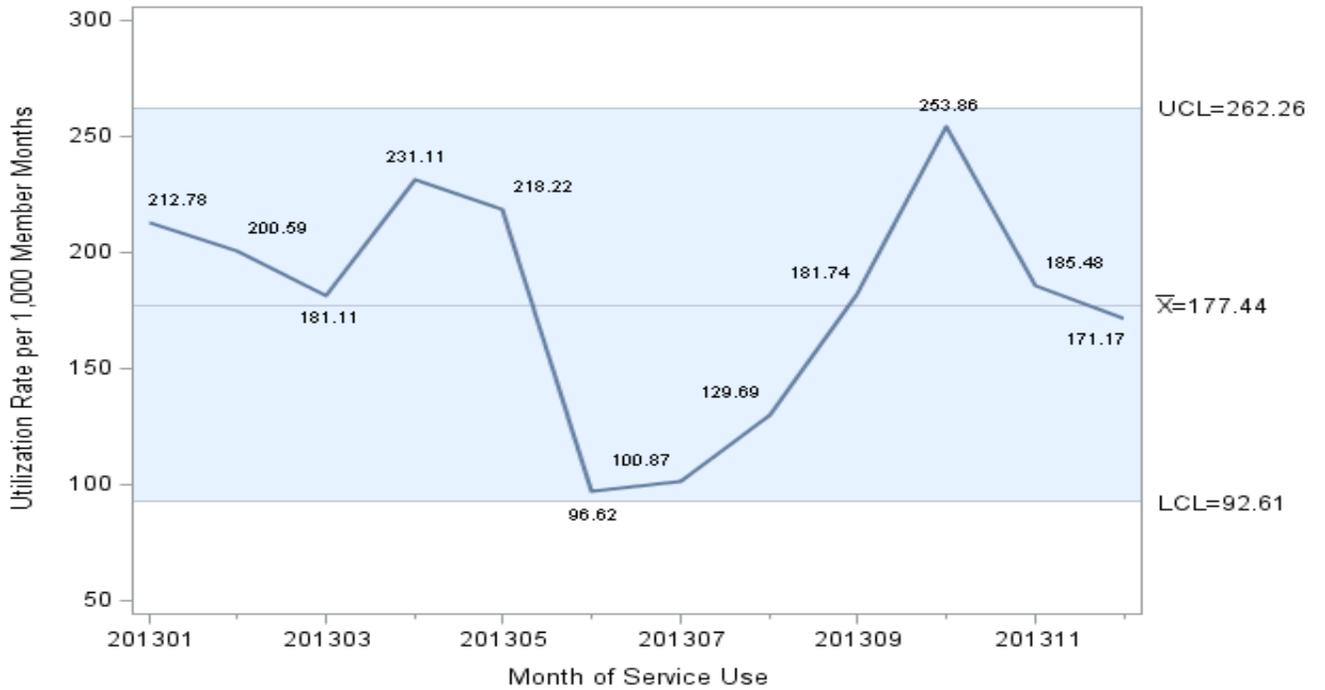
**Figure SU-59:** Other Services Utilization Rates among Children Ages 0–20 in the Families Aid Category, January 2013–December 2013

Unique User Count = **41,698**



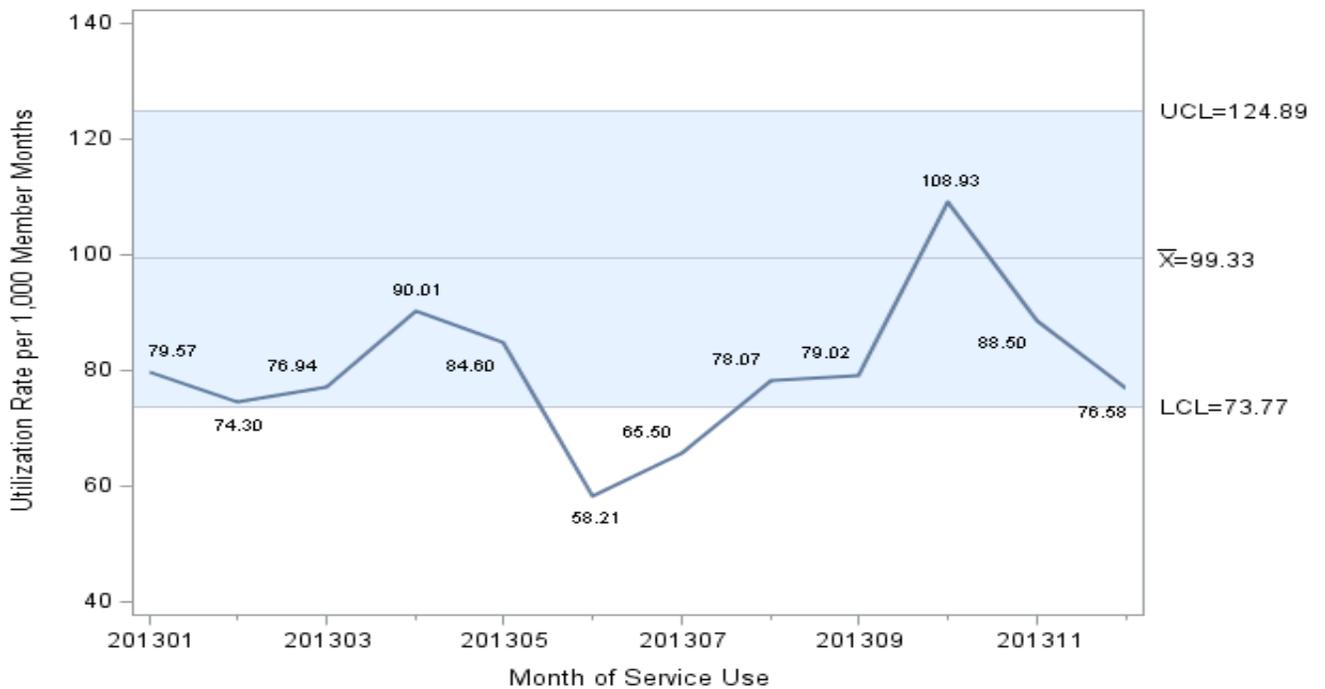
**Figure SU-60:** Other Services Utilization Rates among Children Ages 0–20 in the Foster Care Aid Category, January 2013–December 2013

Unique User Count = **19,015**



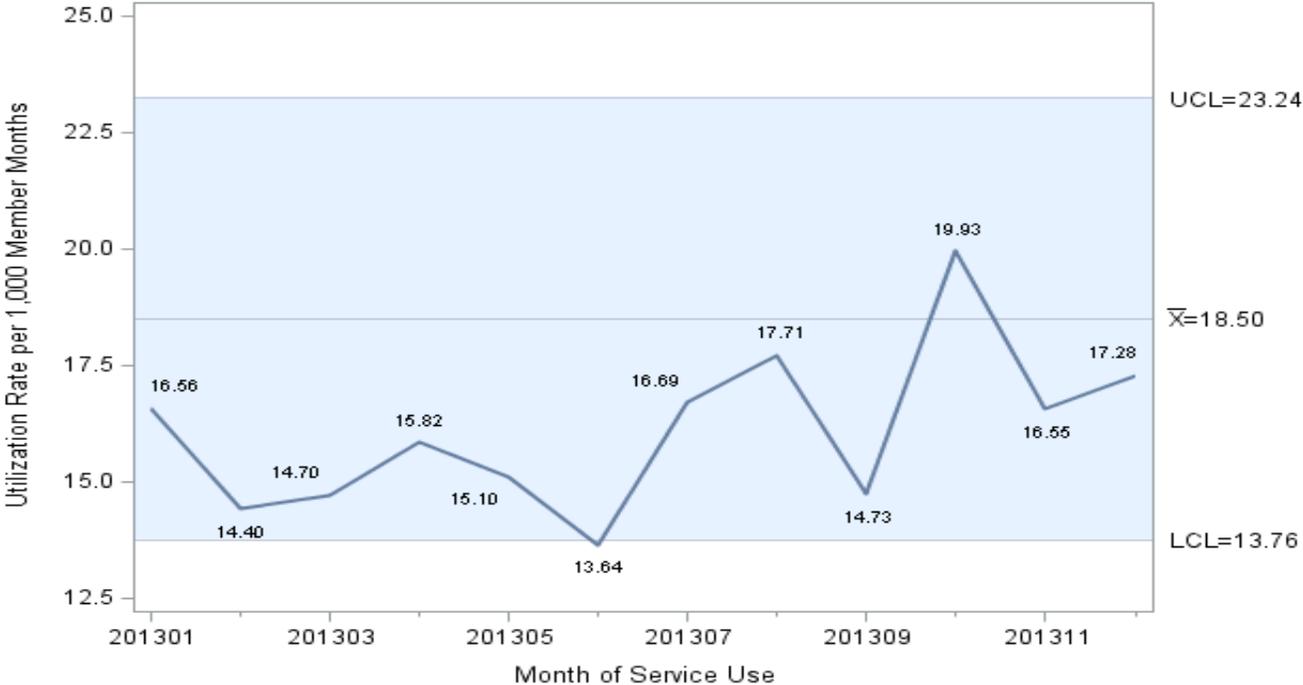
**Figure SU-61:** Other Services Utilization Rates among Children Ages 0–20 in the Other Aid Category, January 2013–December 2013

Unique User Count = **44,137**



**Figure SU-62:** Other Services Utilization Rates among Children Ages 0–20 in the Undocumented Aid Category, January 2013–December 2013

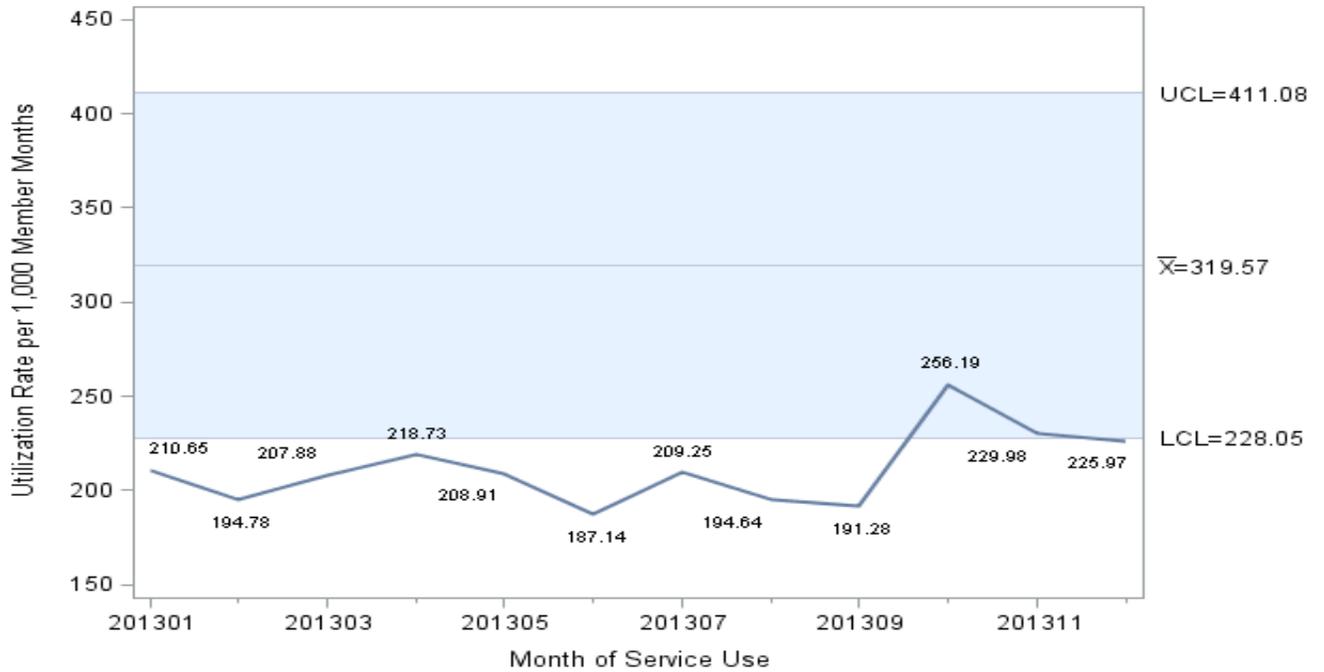
Unique User Count = **4,741**



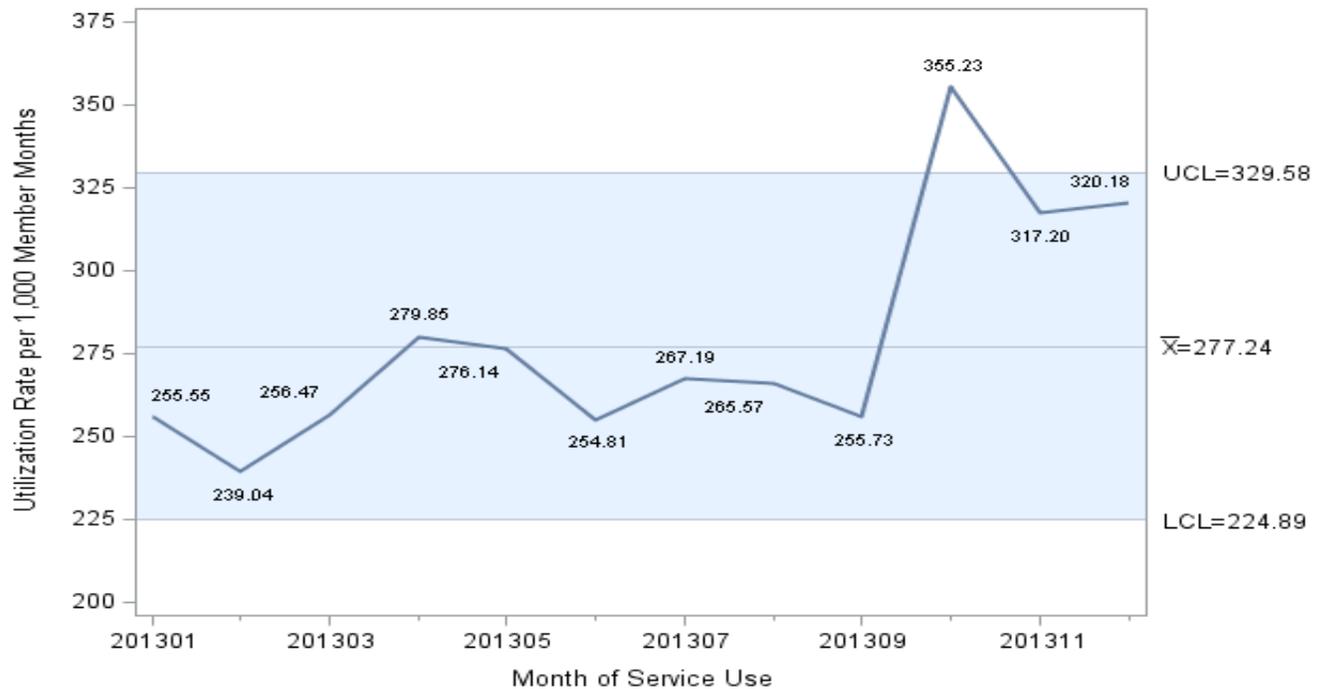
**Source:** Figures SU-58 to SU-62 created by DHCS Research and Analytic Studies Division using data from the MIS/DSS claims and eligibility tables with dates of service/eligibility from January 2013–December 2013. Data extracted from the MIS/DSS four months after corresponding time period to allow for processing of claims and updates to enrollment.

### Trends of Monthly Other Services Utilization Rates among Adults, January 2013–December 2013

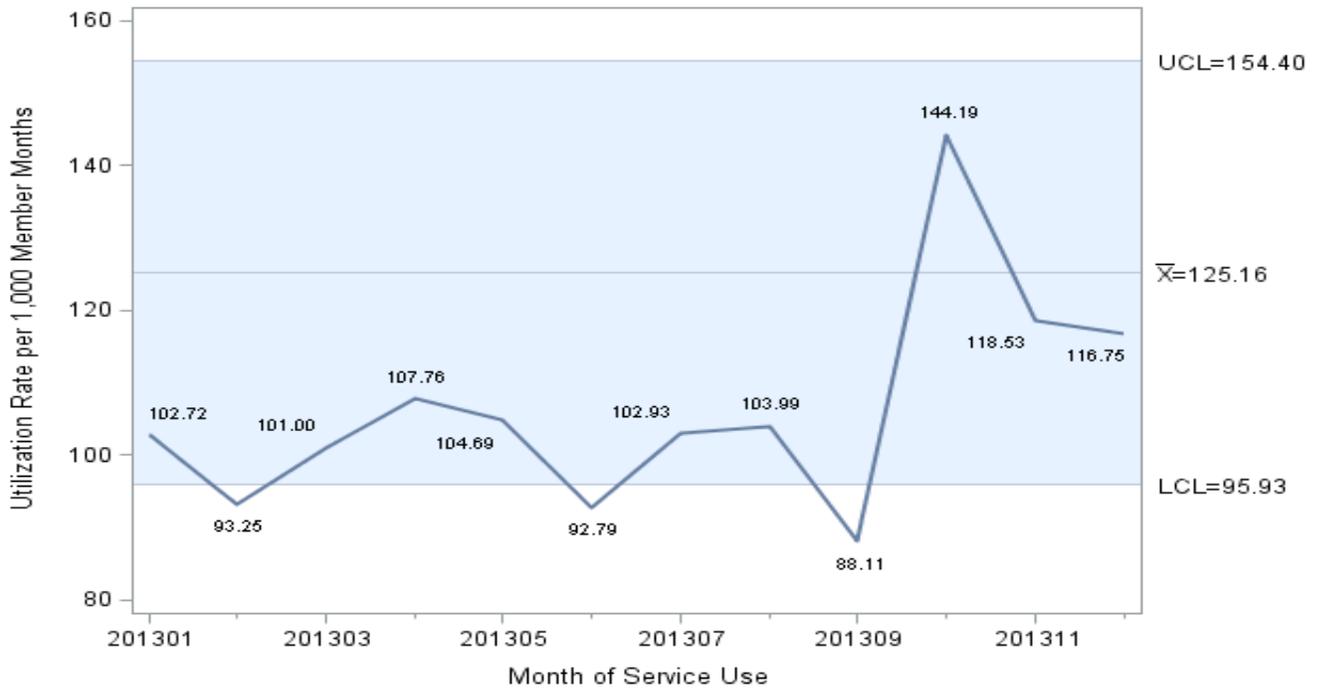
**Figure SU-63:** Other Services Utilization Rates among Adults Ages 21+ in the Aged Aid Category, January 2013–December 2013 Unique User Count = 3,625



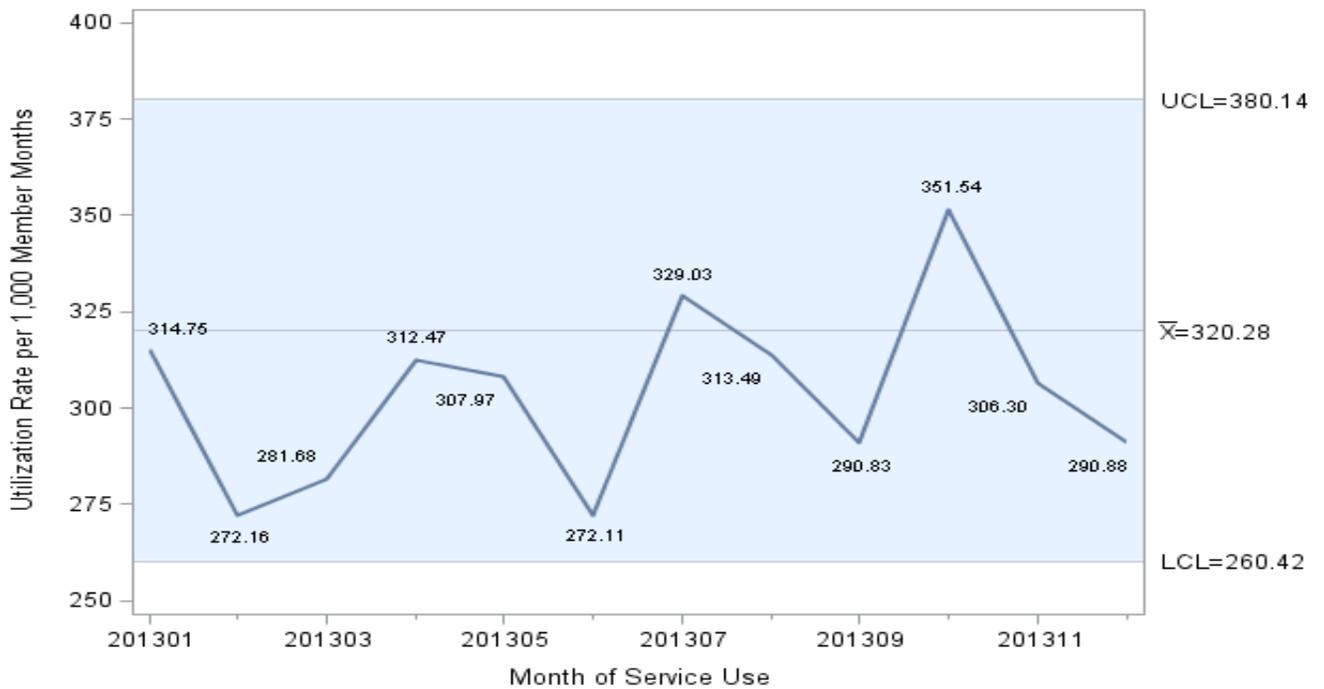
**Figure SU-64:** Other Services Utilization Rates among Adults Ages 21+ in the Blind/Disabled Aid Category, January 2013–December 2013 Unique User Count = 25,824



**Figure SU-65:** Other Services Utilization Rates among Adults Ages 21+ in the Families Aid Category, January 2013–December 2013 Unique User Count = 39,029

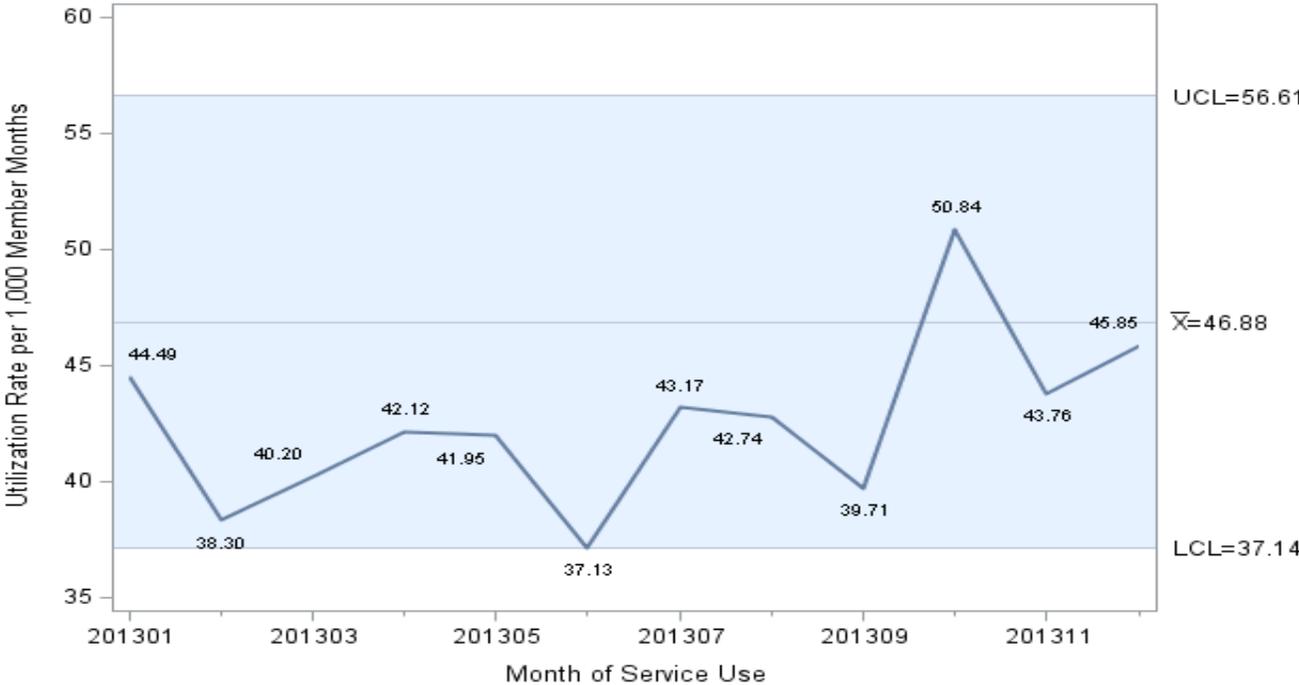


**Figure SU-66:** Other Services Utilization Rates among Adults Ages 21+ in the Other Aid Category, January 2013–December 2013 Unique User Count = 29,837



**Figure SU-67:** Other Services Utilization Rates among Adults Ages 21+ in the Undocumented Aid Category, January 2013–December 2013

Unique User Count = **43,238**



**Source:** Figures SU-63 to SU-67 created by DHCS Research and Analytic Studies Division using data from the MIS/DSS claims and eligibility tables with dates of service/eligibility from January 2013–December 2013. Data extracted from the MIS/DSS four months after corresponding time period to allow for processing of claims and updates to enrollment.

# Radiology Services

## Background

Radiology services are used to diagnose, treat, or manage medical conditions. Radiology services covered by Medi-Cal's State Plan include:

- Computed Tomography (CT) Scans
- Computed Tomography Angiography (CTA) Scans
- Magnetic Resonance Imaging (MRI)
- Magnetic Resonance Angiography
- Magnetic Resonance Cholangiopancreatography (MRCP)
- Fluoroscopy and Esophagus Studies
- Screening and Diagnostic Mammography
- Mammography with Xeroradiography
- Dual Energy X-Ray Absorptiometry (DXA)
- Angiography Services
- Single Photon Emission Computed Tomography (SPECT)
- Positron Emission Tomography (PET) Scans
- Radiation Oncology Procedures
- Other Nuclear Medicine Services
- Ultrasound Services
- X-Ray and Portable X-Ray Services

Radiology services are administered in several medical settings including Inpatient Hospitals, Outpatient Hospitals, Physician/Clinics, and independent clinical laboratories. The federal Clinical Laboratory Improvement Act mandates that all providers must be certified for the types of radiology services that they administer.<sup>7,8</sup>

Radiology services must be medically appropriate for health screening, preoperative evaluation, method surveillance, and complication management, and must be ordered by a Family Planning, Access, Care, and Treatment Program provider, Medi-Cal provider, or their associated practitioners.

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<sup>7</sup> Centers for Medicare and Medicaid Services, Clinical Laboratory Improvement Amendments (<http://www.cms.gov/Regulations-and-Guidance/Legislation/CLIA/downloads/HowObtainCLIACertificate.pdf>).

<sup>8</sup> Additional information on radiology services can be viewed at [www.medi-cal.ca.gov](http://www.medi-cal.ca.gov) under the Publications tab and selecting the [Clinics and Hospitals link](#) under Provider Manuals.

## Trend Analysis – Children

- Utilization rates for children in the Blind/Disabled aid category were two to three times higher than for children in other aid categories.

Among children ages 0–20 in the FFS Medi-Cal health care delivery system, monthly Radiology service utilization rates ranged from 30.45 to 113.88 visits per 1,000 member months from the first quarter of 2013 to the fourth quarter of 2013.

Radiology service utilization was again noticeably higher among children in the Blind/Disabled aid category, with rates ranging from two to three times higher than for children in any other aid category. Children in the Undocumented aid category primarily exhibited above average utilization within the expected ranges. Additionally, children in the Blind/Disabled, Families, and Foster Care aid categories displayed service use rates that primarily fell within baseline ranges, while rates for those in the Other aid category mostly fell below the expected ranges observed in the baseline period of 2011–12.

Figures SU-68 to SU-72 represent the analysis of Radiology service utilization for children from the first quarter of 2013 to the fourth quarter of 2013.

## Trend Analysis – Adults

- Utilization rates were highest among adults in the Blind/Disabled and Other aid categories.

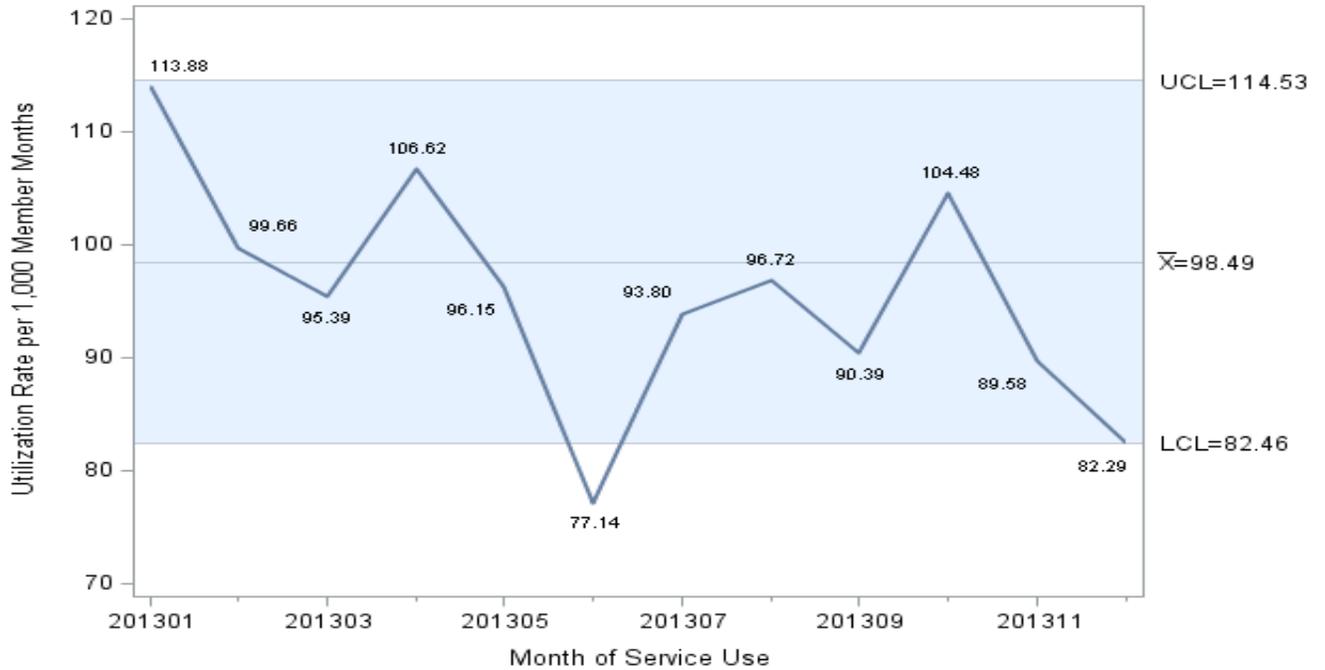
Radiology service utilization rates for adults ages 21 and older ranged from 54.85 to 333.17 visits per 1,000 member months from the first quarter of 2013 to the fourth quarter of 2013.

Service utilization rates were again highest among adults in the Blind/Disabled and Other aid categories, while adults in the Undocumented aid category exhibited markedly lower utilization. Utilization rates for adults in the Aged and Blind/Disabled aid categories continued to be above average and mostly above expected baseline ranges. Radiology utilization rates for adults in the Families, Other, and Undocumented aid categories mostly fell within expected baseline ranges throughout the study period.

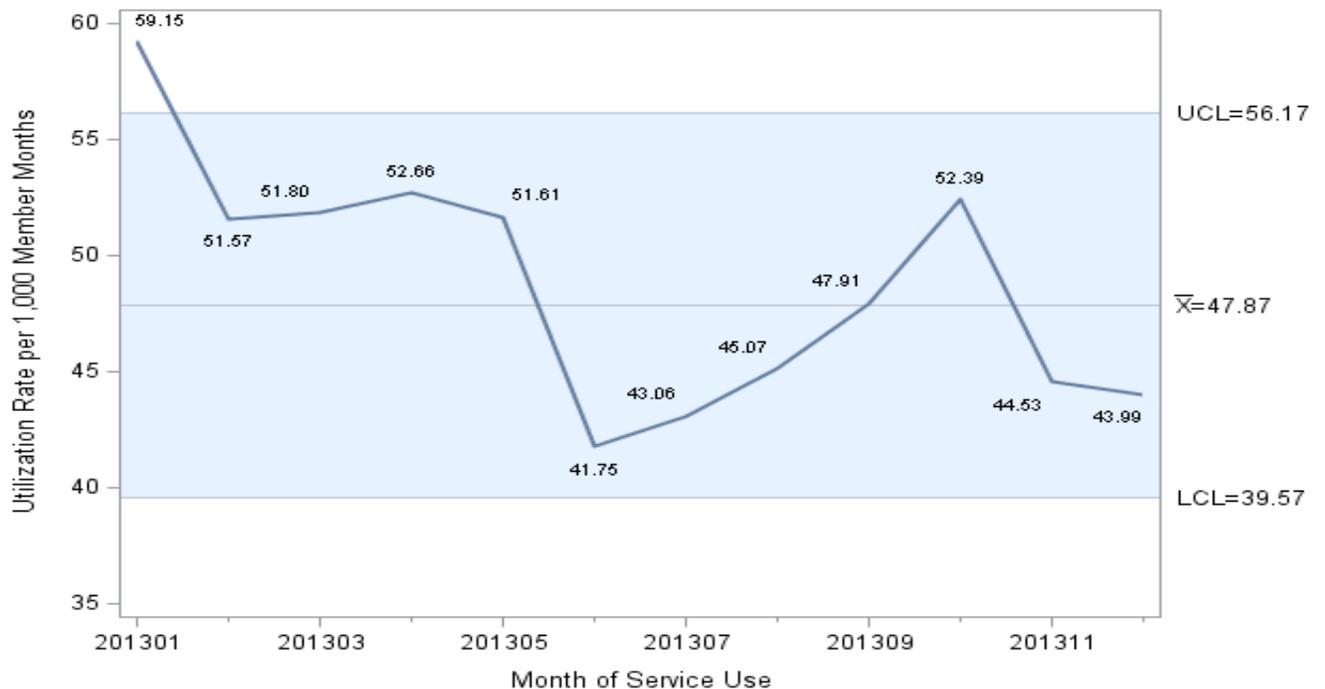
Figures SU-73 to SU-77 represent the analysis of Radiology service utilization for adults from the first quarter of 2013 to the fourth quarter of 2013.

### Trends of Monthly Radiology Services Utilization Rates among Children, January 2013–December 2013

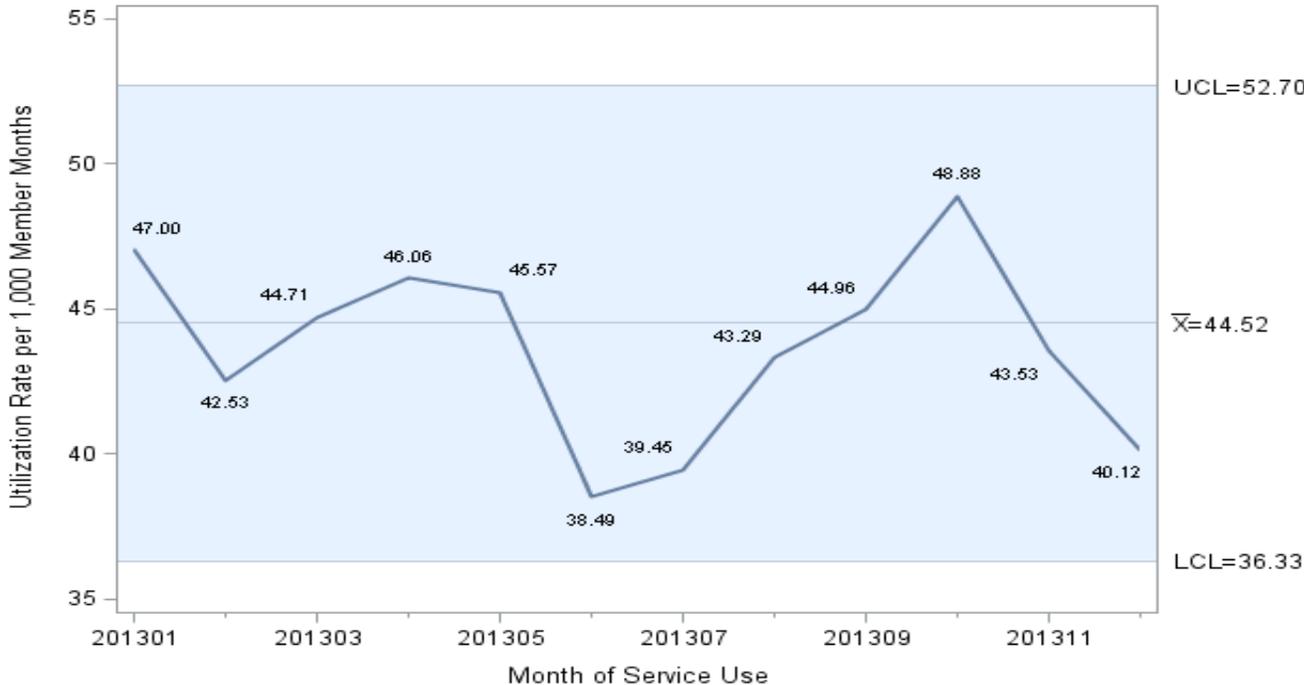
**Figure SU-68:** Radiology Utilization Rates among Children Ages 0–20 in the Blind/Disabled Aid Category, January 2013–December 2013 Unique User Count = 3,252



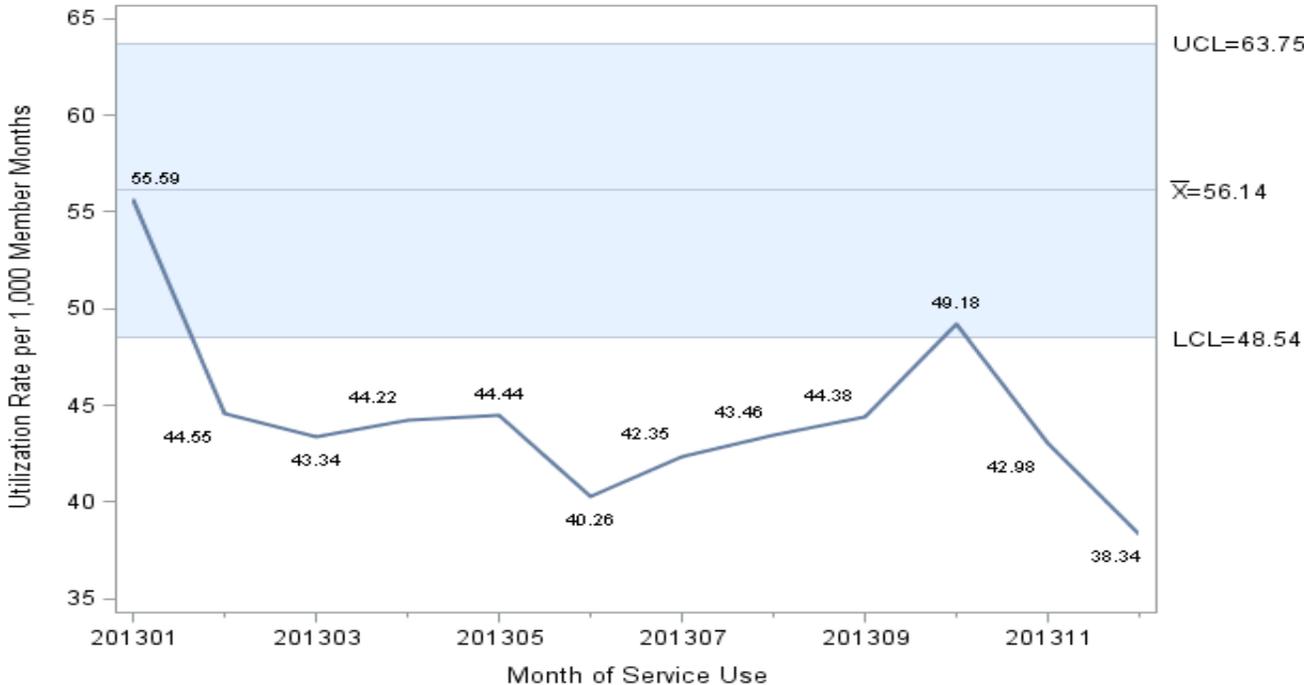
**Figure SU-69:** Radiology Utilization Rates among Children Ages 0–20 in the Families Aid Category, January 2013–December 2013 Unique User Count = 18,238



**Figure SU-70:** Radiology Utilization Rates among Children Ages 0–20 in the Foster Care Aid Category, January 2013–December 2013 Unique User Count = 5,785

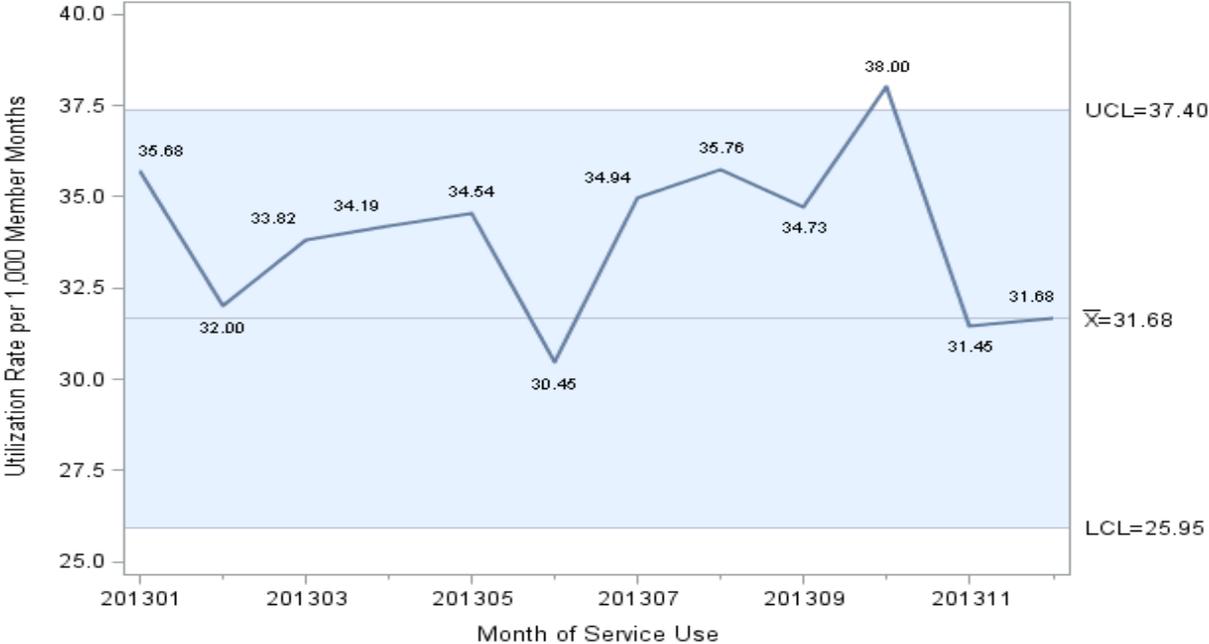


**Figure SU-71:** Radiology Utilization Rates among Children Ages 0–20 in the Other Aid Category, January 2013–December 2013 Unique User Count = 17,590



**Figure SU-72:** Radiology Utilization Rates among Children Ages 0–20 in the Undocumented Aid Category, January 2013–December 2013

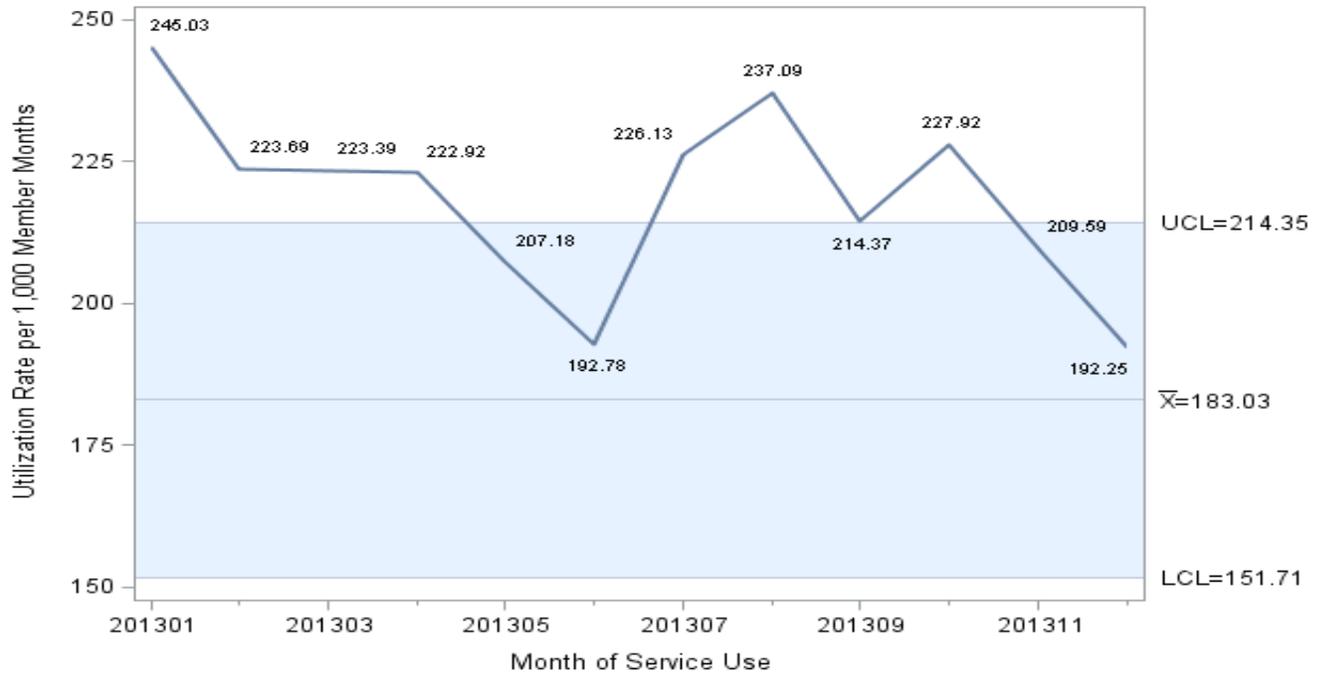
Unique User Count = **6,398**



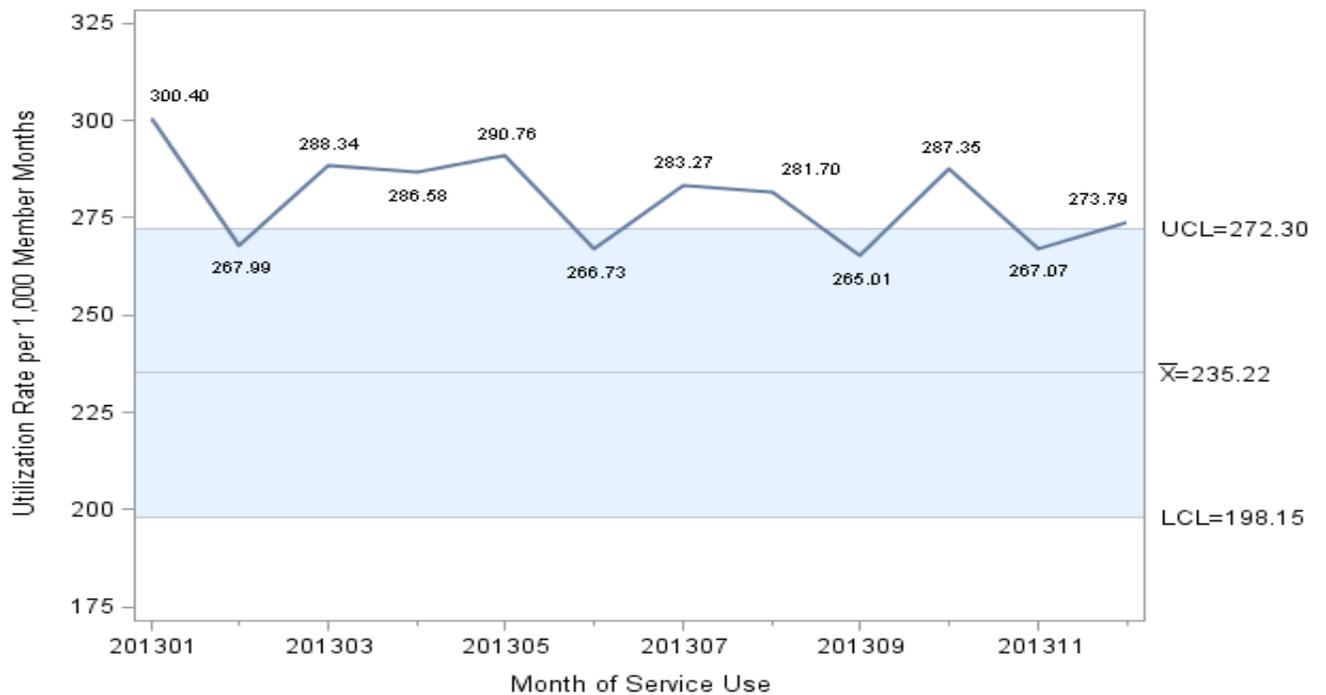
**Source:** Figures SU-68 to SU-72 created by DHCS Research and Analytic Studies Division using data from the MIS/DSS claims and eligibility tables with dates of service/eligibility from January 2013–December 2013. Data extracted from the MIS/DSS four months after corresponding time period to allow for processing of claims and updates to enrollment.

### Trends of Monthly Radiology Services Utilization Rates among Adults, January 2013–December 2013

**Figure SU-73:** Radiology Utilization Rates among Adults Ages 21+ in the Aged Aid Category, January 2013–December 2013 Unique User Count = 2,545

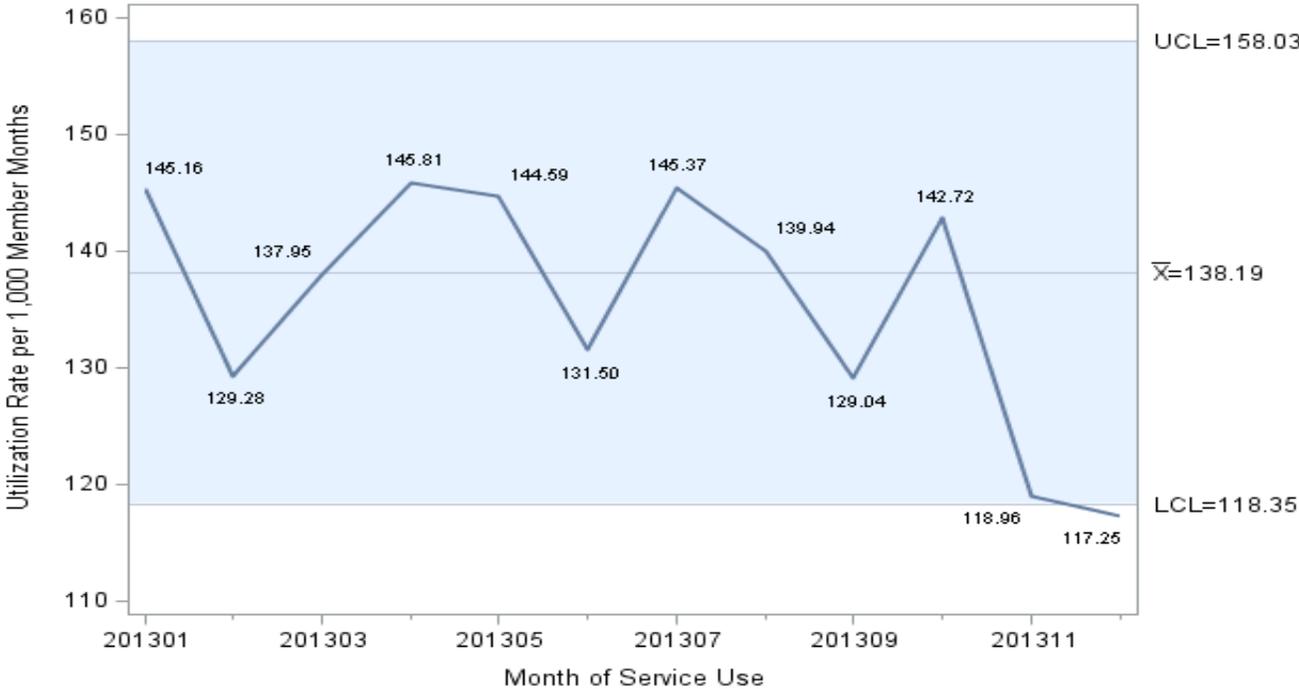


**Figure SU-74:** Radiology Utilization Rates among Adults Ages 21+ in the Blind/Disabled Aid Category, January 2013–December 2013 Unique User Count = 19,863



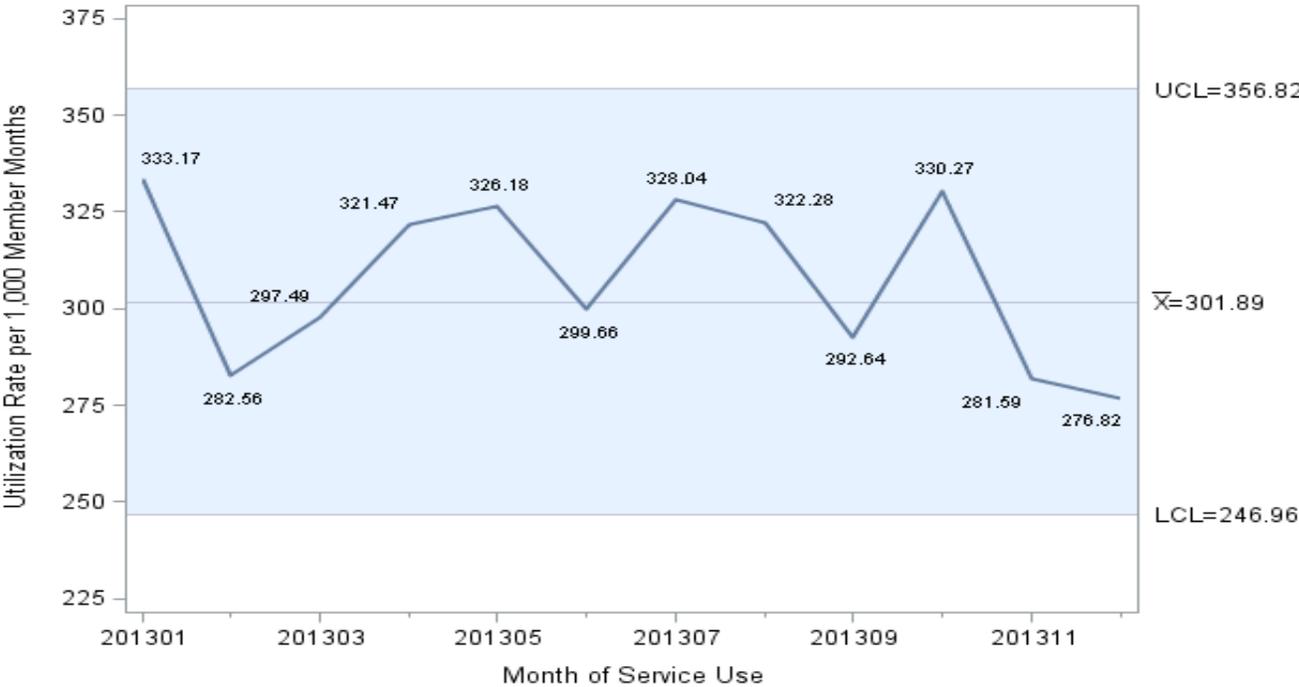
**Figure SU-75:** Radiology Utilization Rates among Adults Ages 21+ in the Families Aid Category, January 2013–December 2013

Unique User Count = **29,950**



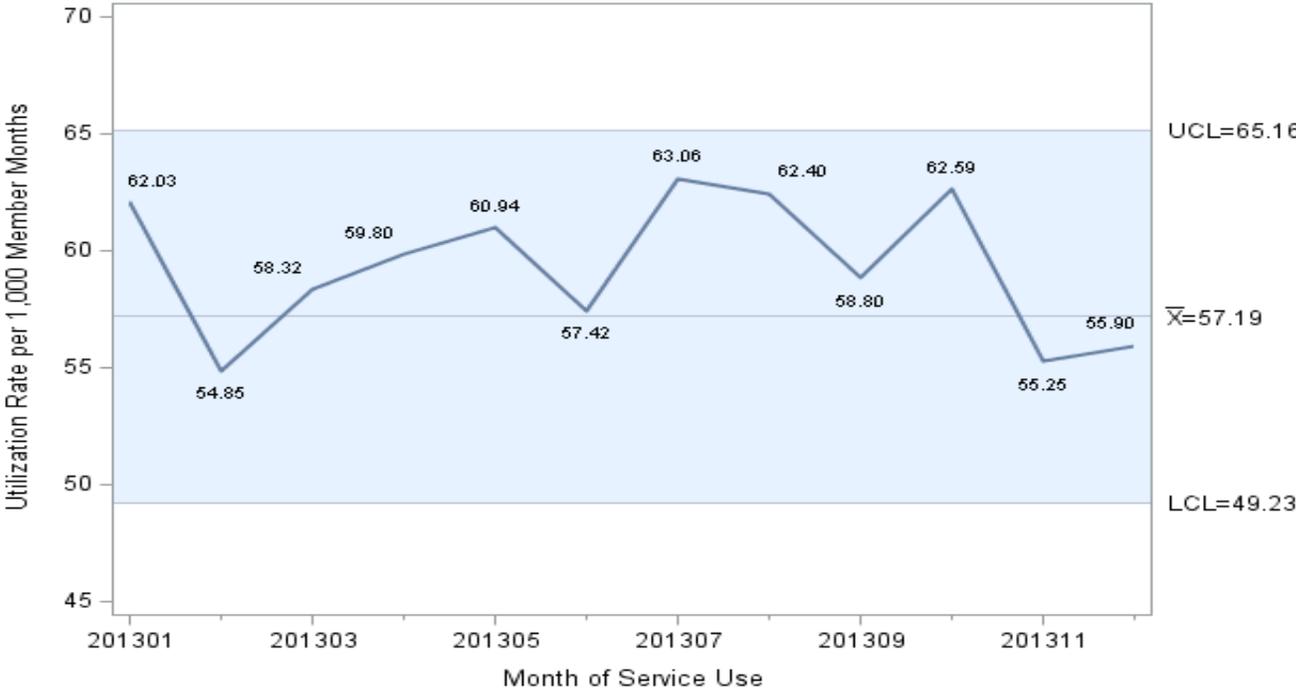
**Figure SU-76:** Radiology Utilization Rates among Adults Ages 21+ in the Other Aid Category, January 2013–December 2013

Unique User Count = **23,785**



**Figure SU-77:** Radiology Utilization Rates among Adults Ages 21+ in the Undocumented Aid Category, January 2013–December 2013

Unique User Count = **45,626**



**Source:** Figures SU-73 to SU-77 created by DHCS Research and Analytic Studies Division using data from the MIS/DSS claims and eligibility tables with dates of service/eligibility from January 2013–December 2013. Data extracted from the MIS/DSS four months after corresponding time period to allow for processing of claims and updates to enrollment.

## Summary Tables

Tables SU-2 and SU-3 present the results of DHCS' analysis of utilization trends among children and adults, by aid and service categories. The tables are color-coded to identify those cases where a particular cell, which presents utilization by aid and service categories, generated a utilization rate that was either lower or higher than the established confidence interval.

- Beige – Represents utilization rates found to be within the expected confidence intervals.
- Green – Represents utilization rates found to be outside of the expected confidence intervals.

In some cases, a rate was found to be greater than expected. As noted above, there are a number of reasons why this might occur, such as changes in population mix.

**Table SU-2:** Summary of Service Utilization Trends among FFS Medi-Cal Children Ages 0–20, by Aid Category and Service Category<sup>9,10</sup>

	Physician/ Clinic Services	Emergency Medical Transportation Services	Home Health Services	Hospital Inpatient Services	Hospital Outpatient Services	Pharmacy Services	Other Services	Radiology Services
<b>Blind/ Disabled Aid Category</b>	Mostly Above Average and Within Expected Range.	Mostly Within Expected Range.	Above Expected Range.	Mostly Within Expected Range.	Within Expected Range.	Within Expected Range.	Mostly Within Expected Range.	Mostly Within Expected Range.
<b>Families Aid Category</b>	Mostly Within Expected Range.	Mostly Within Expected Range.	N/A	Mostly Above Average with 6 Consecutive Months Above Expected Range (Jul 2013–Dec 2013). <sup>11</sup>	Mostly Within Expected Range.	Several Months Below Expected Range. Downward Trend (Jan 2013–Jun 2013).	Mostly Within Expected Range.	Mostly Within Expected Range.
<b>Foster Care Aid Category</b>	Mostly Within Expected Range.	Mostly Above Average and Mostly Within Expected Range.	N/A	Mostly Within Expected Range.	Within Expected Range.	Within Expected Range.	Within Expected Range.	Within Expected Range.
<b>Other Aid Category</b>	Below Average with 6 Consecutive Months Below Expected Range (Feb 2013–Jul 2013).	Mostly Below Expected Range.	Mostly Below Average and Within expected Range.	Mostly Below Expected Range Prior to July 2013 Admin Change. <sup>11</sup>	Mostly Below Expected Range.	Mostly Below Expected Range. Downward Trend (Feb 2013–Jun 2013).	Mostly Below Average and Mostly Within Expected Range.	Mostly Below Expected Range.
<b>Undoc- umented Aid Category</b>	Above Average and Mostly Within Expected Range.	Within Expected Range.	N/A	6 Consecutive Months Above Expected Range (Jul 2013–Dec 2013). <sup>11</sup>	Mostly Above Average and Mostly Within Expected Range.	Mostly Within Expected Range. Downward Trend (Jan 2013–Jun 2013).	Mostly Below Average and Mostly Within Expected Range.	Mostly Above Average and Mostly Within Expected Range.

<sup>9</sup> Children were excluded from analyses of Non-Emergency Medical Transportation and Nursing Facility services utilization due to low user counts (n<500).

<sup>10</sup> Subpopulation user counts can be found in corresponding figures located in the Service Utilization measure.

<sup>11</sup> Within expected range prior to July 2013 admin change which generated claims for infants previously billed on mother's claim. Months shown as above expected range reflect a change in reporting and not a change in utilization.

**Table SU-3:** Summary of Service Utilization Trends among FFS Medi-Cal Adults Ages 21+, by Aid Category and Service Category<sup>12</sup>

	Physician/ Clinic Services	Non-Emergency Transportation Services	Emergency Medical Transportation Services	Home Health Services Services	Hospital Inpatient Services	Hospital Outpatient Services	Nursing Facility Services	Pharmacy Services	Other Services	Radiology Services
<b>Aged Aid Category</b>	Mostly Within Expected Range. Slight Downward Trend (July 2013–December 2013).	N/A	N/A	N/A	Above Average with Five Months Above Expected Range.	Within Expected Range.	Above Expected Range.	Below Expected Range.	Mostly Below Expected Range.	Mostly Above Expected Range.
<b>Blind/ Disabled Aid Category</b>	Above Average with Three Consecutive Months Above Expected Range (Mar 2013–May 2013).	Mostly Above Expected Range.	Mostly Above Average and Mostly Within Expected Range.	Above Average and Above Expected Range.	Mostly Within Expected Range.	Above Average with Several Non- Consecutive Months Above Expected Range	Above Expected Range.	Mostly Below Average and Mostly Within Expected Range.	Mostly Below Average and Mostly Within Expected Range.	Mostly Above Expected Range.
<b>Families Aid Category</b>	Mostly Within Expected Range. Downward Trend (July 2013–December 2013).	N/A	Mostly Below Average and within Expected Range.	N/A	Mostly Below Average with Several Months Below Expected Range.	Mostly Within Expected Range.	N/A	Below Average with 4 Consecutive Months Below Expected Range (Sep 2013–Dec 2013).	Mostly Below Average and Mostly Within Expected Range.	Mostly Within Expected Range.
<b>Other Aid Category</b>	Within Expected Range.	Above Average with Five Consecutive Months Above Expected Range (Apr 2013–Aug 2013).	Mostly Below Average and Mostly Within Expected Range.	N/A	Mostly Below Expected Range.	Within Expected Range.	Below Average and Mostly Below Expected Range.	Below Average and Mostly Within Expected Range.	Mostly Below Average and Within Expected Range.	Within Expected Range.
<b>Undoc- umented Aid Category</b>	Within Expected Range.	N/A	Within Expected Range.	N/A	Mostly Below Expected Range.	Mostly Above Average and Within Expected Range.	N/A	Within Expected Range.	Mostly Below Average and Mostly Within Expected Range.	Mostly Above Average and Within Expected Range.

<sup>12</sup> Subpopulation user counts can be found in corresponding figures located in the Service Utilization measure.

## Conclusions — Service Utilization among Children Participating in FFS Medi-Cal

- Overall, service utilization patterns for children in most aid categories primarily followed the patterns identified in previous quarterly access reports. For example, utilization rates for children in the Foster Care aid group across all analyzed service categories were once more observed to be within expected ranges. Additionally, children in the Blind/Disabled aid category continued to place a disproportionate demand on services of all kinds.
- Children in the Other aid category continued to exhibit utilization of several service categories (e.g., Emergency Medical Transportation, Hospital Inpatient, Hospital Outpatient, Pharmacy, Physician/Clinic, and Radiology) that mostly fell below either the average rates or the expected ranges established during the baseline period. Of particular note, this subpopulation's utilization of Emergency Transportation, Radiology, Pharmacy, and Physician/Clinic services noticeably declined below expected ranges starting in February 2013.
- The newly established baseline impacted the utilization trends exhibited by children in the Undocumented aid category. For instance, this subpopulation's utilization of Other and Physician/Clinic services, which reached outside the baseline limits in previous reports, fell within the expected ranges of the new baseline.
- As beneficiary participation shifted away from the FFS delivery system and into managed care, many service categories (e.g., Non-Emergency Transportation, Home Health, and Nursing Facility Services) again experienced a noticeable decline in user counts that made data unsuitable for analysis.

## Conclusions — Service Utilization among Adults Participating in FFS Medi-Cal

- As noted in previous quarterly access reports, adults in the Blind/Disabled aid category continued to place a high demand on Emergency Transportation, Hospital Outpatient, Non-Emergency Transportation, Nursing Facility, Physician/Clinic, and Radiology services.
- Adults in the Families aid category continued to display below-average utilization of Emergency Transportation and Hospital Inpatient services, as well as a downward trend in Physician/Clinic visits throughout most of the study period.
- The newly established baseline slightly impacted utilization trends exhibited by adults in various aid categories. In particular, adults in the Undocumented aid category exhibited utilization rates in several service categories (e.g., Emergency Transportation, Hospital Outpatient, Other, and Physician/Clinic) that reached outside the baseline limits in prior reports but fell within the expected ranges of the new baseline.
- Adults in all analyzed aid categories exhibited utilization of Other services that mostly fell below either the average rates or the expected ranges established during the baseline period.
- The continued decline in Medi-Cal's FFS population, which is a result of the transition of Medi-Cal beneficiaries into managed care plans, has directly reduced the pool of users for particular services. For instance, the number of adults in the Aged and Families aid categories that utilize Non-Emergency Transportation and Home Health services has declined to levels (<500) that render their use of these service categories inconsequential to the current analysis. The beneficiary subpopulations that continue to use these service categories exhibited utilization patterns at above-average rates that often fell above expected ranges.

## Appendix A — Detailed List of Other Providers

- Community-Based Adult Services Program (formerly called Adult Day Health Care) (PT 001)
- Assistive Device and Sick Room Supply Dealers (PT 002)
- Audiology Services–Audiologists (PT 003), Hearing Aid Dispensers (PT 013)
- Blood Banks (PT 004)
- Certified Nurse Midwife (PT 005)
- Chiropractors (PT 006)
- Certified Nurse Practitioner (PT 007), Group Certified Family/Pediatric Nurse Practitioners (PT 010)
- Christian Science Practitioner (PT 008)
- Fabricating Optical Lab (PT 011), Dispensing Opticians (PT 012), Optometrists (PT 020), and Optometric Groups (PT 023)
- Nurse Anesthetists (PT 018)
- Physical Therapist (PT 025), Occupational Therapist (PT 019), Speech Therapist (PT 037)
- Orthotists (PT 021), Prosthetists (PT 029)
- Podiatrists (PT 027)
- Portable X-Ray (PT 028)
- Psychologists (PT 031)
- Certified Acupuncturist (PT 032)
- Genetic Disease Testing (PT 033)
- Medicare Crossover Provider Only (PT 034)
- Outpatient Heroin Detoxification Center (PT 051)
- Local Education Agency (LEA) (PT 055)
- Respiratory Care Practitioner (056) and Respiratory Care Practitioner Group (PT 062)
- Early and Periodic Screening, Diagnosis and Treatment (EPSDT) Supplemental Services Provider (PT 057)
- Health Access Program (HAP) (PT 058)
- Home and Community-Based Services (HCBS) Waiver Programs (Multiple Provider Types):
  - HCBS Nursing Facility (Congregate Living Health Facilities with Type A licensure) (PT 059)
  - HCBS Licensed Building Contractors (PT 063)
  - HCBS Employment Agency (PT 064)
  - HCBS Personal Care Agency (PT 066)
  - HCBS Benefit Provider (Licensed Clinical Social Worker, Licensed Psychologist, or Marriage and Family Therapist) (PT 068)
  - HCBS Professional Corporation (PT 069)
  - AIDS Waiver (PT 073)
  - Multipurpose Senior Services Program Waiver (PT 074)
  - Assisted Living Waiver-Facility (PT 092)
  - Assisted Living Waiver-Care Coordinator (PT 093)
  - HCBS Private Non-Profit (PT 095)

- Pediatric Subacute Care/LTC (PT 065)
- RVNS Individual Nurse Providers (PT 067)
- CCS/GHPP Non-Institutional Providers (PT 080)
- CCS/GHPP Institutional Providers (PT 081)
- Independent Diagnostic Testing Facility Crossover (PT 084)
- Clinical Nurse Specialist Crossover Provider (PT 085)
- Out-of-State Providers (PT 090)

## Appendix B

### Physician Clinic Visits

**Table SU-4:** Physician/Clinic Services Utilization Rates from January 2013 to December 2013, by Age Group and Aid Category, Baseline Control Limits, and Baseline Mean

Age Group	Aid Category	Month	Service Utilization Rate	Baseline Lower Control Limit	Baseline Mean	Baseline Upper Control Limit
Age 0–20	Blind/Disabled Unique Users=12,267	Jan-13	579.34	403.23	490.43	577.63
		Feb-13	526.74	403.23	490.43	577.63
		Mar-13	542.29	403.23	490.43	577.63
		Apr-13	575.49	403.23	490.43	577.63
		May-13	558.17	403.23	490.43	577.63
		Jun-13	469.08	403.23	490.43	577.63
		Jul-13	521.45	403.23	490.43	577.63
		Aug-13	542.50	403.23	490.43	577.63
		Sep-13	500.03	403.23	490.43	577.63
		Oct-13	554.38	403.23	490.43	577.63
		Nov-13	466.59	403.23	490.43	577.63
		Dec-13	468.17	403.23	490.43	577.63
Age 0–20	Families Unique Users=101,130	Jan-13	329.85	208.95	255.56	302.16
		Feb-13	290.61	208.95	255.56	302.16
		Mar-13	288.78	208.95	255.56	302.16
		Apr-13	291.88	208.95	255.56	302.16
		May-13	283.13	208.95	255.56	302.16
		Jun-13	232.20	208.95	255.56	302.16
		Jul-13	249.13	208.95	255.56	302.16
		Aug-13	264.78	208.95	255.56	302.16
		Sep-13	259.34	208.95	255.56	302.16
		Oct-13	272.46	208.95	255.56	302.16
		Nov-13	224.37	208.95	255.56	302.16
		Dec-13	226.94	208.95	255.56	302.16
Age 0–20	Foster Care Unique Users=30,943	Jan-13	286.26	190.21	237.25	284.29
		Feb-13	254.02	190.21	237.25	284.29
		Mar-13	253.72	190.21	237.25	284.29
		Apr-13	258.79	190.21	237.25	284.29
		May-13	250.17	190.21	237.25	284.29
		Jun-13	209.61	190.21	237.25	284.29
		Jul-13	234.15	190.21	237.25	284.29
		Aug-13	245.32	190.21	237.25	284.29
		Sep-13	237.59	190.21	237.25	284.29
		Oct-13	248.53	190.21	237.25	284.29
		Nov-13	215.60	190.21	237.25	284.29

Age Group	Aid Category	Month	Service Utilization Rate	Baseline Lower Control Limit	Baseline Mean	Baseline Upper Control Limit
	<b>Foster Care</b>	Dec-13	213.77	190.21	237.25	284.29
<b>Age 0–20</b>	<b>Other Unique Users=140,302</b>	Jan-13	428.83	348.24	423.83	499.42
		Feb-13	336.39	348.24	423.83	499.42
		Mar-13	334.47	348.24	423.83	499.42
		Apr-13	329.73	348.24	423.83	499.42
		May-13	332.12	348.24	423.83	499.42
		Jun-13	306.37	348.24	423.83	499.42
		Jul-13	339.04	348.24	423.83	499.42
		Aug-13	363.62	348.24	423.83	499.42
		Sep-13	348.45	348.24	423.83	499.42
		Oct-13	380.08	348.24	423.83	499.42
		Nov-13	350.57	348.24	423.83	499.42
		Dec-13	323.96	348.24	423.83	499.42
<b>Age 0–20</b>	<b>Undocumented Unique Users=22,113</b>	Jan-13	178.33	128.14	150.87	173.61
		Feb-13	155.32	128.14	150.87	173.61
		Mar-13	168.93	128.14	150.87	173.61
		Apr-13	168.46	128.14	150.87	173.61
		May-13	172.03	128.14	150.87	173.61
		Jun-13	157.38	128.14	150.87	173.61
		Jul-13	176.92	128.14	150.87	173.61
		Aug-13	178.13	128.14	150.87	173.61
		Sep-13	166.21	128.14	150.87	173.61
		Oct-13	177.73	128.14	150.87	173.61
		Nov-13	157.13	128.14	150.87	173.61
		Dec-13	161.08	128.14	150.87	173.61
<b>Age 21+</b>	<b>Aged Unique Users=6,266</b>	Jan-13	922.55	621.14	753.00	884.86
		Feb-13	797.52	621.14	753.00	884.86
		Mar-13	821.61	621.14	753.00	884.86
		Apr-13	868.63	621.14	753.00	884.86
		May-13	826.82	621.14	753.00	884.86
		Jun-13	729.63	621.14	753.00	884.86
		Jul-13	857.54	621.14	753.00	884.86
		Aug-13	817.86	621.14	753.00	884.86
		Sep-13	764.20	621.14	753.00	884.86
		Oct-13	770.74	621.14	753.00	884.86
		Nov-13	679.92	621.14	753.00	884.86
		Dec-13	635.44	621.14	753.00	884.86
<b>Age 21+</b>	<b>Blind/Disabled Unique Users=44,301</b>	Jan-13	1,112.73	723.21	884.25	1,045.29
		Feb-13	999.51	723.21	884.25	1,045.29

Age Group	Aid Category	Month	Service Utilization Rate	Baseline Lower Control Limit	Baseline Mean	Baseline Upper Control Limit
	<b>Blind/Disabled</b>	Mar-13	1,053.62	723.21	884.25	1,045.29
		Apr-13	1,077.55	723.21	884.25	1,045.29
		May-13	1,077.33	723.21	884.25	1,045.29
		Jun-13	975.18	723.21	884.25	1,045.29
		Jul-13	1,050.70	723.21	884.25	1,045.29
		Aug-13	1,028.17	723.21	884.25	1,045.29
		Sep-13	981.24	723.21	884.25	1,045.29
		Oct-13	1,026.49	723.21	884.25	1,045.29
		Nov-13	918.67	723.21	884.25	1,045.29
		Dec-13	926.98	723.21	884.25	1,045.29
<b>Age 21+</b>	<b>Families Unique Users=69,160</b>	Jan-13	476.82	354.85	430.23	505.60
		Feb-13	423.45	354.85	430.23	505.60
		Mar-13	446.26	354.85	430.23	505.60
		Apr-13	472.63	354.85	430.23	505.60
		May-13	461.64	354.85	430.23	505.60
		Jun-13	410.12	354.85	430.23	505.60
		Jul-13	453.97	354.85	430.23	505.60
		Aug-13	437.78	354.85	430.23	505.60
		Sep-13	410.50	354.85	430.23	505.60
		Oct-13	416.60	354.85	430.23	505.60
		Nov-13	332.45	354.85	430.23	505.60
		Dec-13	323.44	354.85	430.23	505.60
<b>Age 21+</b>	<b>Other Unique Users=44,163</b>	Jan-13	1,164.55	866.60	1,057.05	1,247.50
		Feb-13	1,002.08	866.60	1,057.05	1,247.50
		Mar-13	1,041.52	866.60	1,057.05	1,247.50
		Apr-13	1,104.55	866.60	1,057.05	1,247.50
		May-13	1,115.87	866.60	1,057.05	1,247.50
		Jun-13	1,007.97	866.60	1,057.05	1,247.50
		Jul-13	1,137.55	866.60	1,057.05	1,247.50
		Aug-13	1,105.32	866.60	1,057.05	1,247.50
		Sep-13	1,036.13	866.60	1,057.05	1,247.50
		Oct-13	1,128.95	866.60	1,057.05	1,247.50
		Nov-13	970.11	866.60	1,057.05	1,247.50
		Dec-13	934.47	866.60	1,057.05	1,247.50
<b>Age 21+</b>	<b>Undocumented Unique Users=75,469</b>	Jan-13	202.77	152.35	185.71	219.07
		Feb-13	178.57	152.35	185.71	219.07
		Mar-13	185.31	152.35	185.71	219.07
		Apr-13	192.16	152.35	185.71	219.07
		May-13	194.77	152.35	185.71	219.07
		Jun-13	177.72	152.35	185.71	219.07

<b>Age Group</b>	<b>Aid Category</b>	<b>Month</b>	<b>Service Utilization Rate</b>	<b>Baseline Lower Control Limit</b>	<b>Baseline Mean</b>	<b>Baseline Upper Control Limit</b>
	<b>Undocumented</b>	Jul-13	200.24	152.35	185.71	219.07
		Aug-13	196.36	152.35	185.71	219.07
		Sep-13	180.98	152.35	185.71	219.07
		Oct-13	190.84	152.35	185.71	219.07
		Nov-13	166.38	152.35	185.71	219.07
		Dec-13	170.61	152.35	185.71	219.07

**Source:** Created by Research and Analytic Studies Division

## Non-Emergency Medical Transportation Services

**Table SU-5:** Non-Emergency Medical Transportation Services Utilization Rates from January 2013 to December 2013, by Age Group and Aid Category, Baseline Control Limits, and Baseline Mean

Age Group	Aid Category	Month	Service Utilization Rate	Baseline Lower Control Limit	Baseline Mean	Baseline Upper Control Limit
<b>Age 21+</b>	<b>Blind/Disabled Unique Users=2,379</b>	Jan-13	52.10	33.76	43.75	53.73
		Feb-13	49.72	33.76	43.75	53.73
		Mar-13	54.98	33.76	43.75	53.73
		Apr-13	59.26	33.76	43.75	53.73
		May-13	61.38	33.76	43.75	53.73
		Jun-13	59.11	33.76	43.75	53.73
		Jul-13	62.85	33.76	43.75	53.73
		Aug-13	60.70	33.76	43.75	53.73
		Sep-13	61.79	33.76	43.75	53.73
		Oct-13	68.64	33.76	43.75	53.73
		Nov-13	65.02	33.76	43.75	53.73
		Dec-13	67.64	33.76	43.75	53.73
<b>Age 21+</b>	<b>Other Unique Users=910</b>	Jan-13	29.72	18.52	23.41	28.30
		Feb-13	27.51	18.52	23.41	28.30
		Mar-13	27.95	18.52	23.41	28.30
		Apr-13	29.07	18.52	23.41	28.30
		May-13	30.99	18.52	23.41	28.30
		Jun-13	28.46	18.52	23.41	28.30
		Jul-13	30.96	18.52	23.41	28.30
		Aug-13	29.81	18.52	23.41	28.30
		Sep-13	25.84	18.52	23.41	28.30
		Oct-13	28.43	18.52	23.41	28.30
		Nov-13	25.90	18.52	23.41	28.30
		Dec-13	24.03	18.52	23.41	28.30

**Source:** Created by DHCS Research and Analytic Studies Division

## Emergency Medical Transportation Services

**Table SU-6:** Emergency Medical Transportation Services Utilization Rates from January 2013 to December 2013, by Age Group and Aid Category, Baseline Control Limits, and Baseline

Age Group	Aid Category	Month	Service Utilization Rate	Baseline Lower Control Limit	Baseline Mean	Baseline Upper Control Limit
Age 0–20	Blind/Disabled Unique Users=587	Jan-13	9.16	7.24	8.94	10.64
		Feb-13	9.15	7.24	8.94	10.64
		Mar-13	9.14	7.24	8.94	10.64
		Apr-13	8.93	7.24	8.94	10.64
		May-13	8.44	7.24	8.94	10.64
		Jun-13	7.00	7.24	8.94	10.64
		Jul-13	8.19	7.24	8.94	10.64
		Aug-13	9.34	7.24	8.94	10.64
		Sep-13	8.43	7.24	8.94	10.64
		Oct-13	9.25	7.24	8.94	10.64
		Nov-13	8.33	7.24	8.94	10.64
		Dec-13	9.25	7.24	8.94	10.64
Age 0–20	Families Unique Users=2,127	Jan-13	3.51	2.55	3.02	3.50
		Feb-13	3.01	2.55	3.02	3.50
		Mar-13	3.16	2.55	3.02	3.50
		Apr-13	3.06	2.55	3.02	3.50
		May-13	3.22	2.55	3.02	3.50
		Jun-13	2.64	2.55	3.02	3.50
		Jul-13	2.89	2.55	3.02	3.50
		Aug-13	2.80	2.55	3.02	3.50
		Sep-13	2.98	2.55	3.02	3.50
		Oct-13	3.09	2.55	3.02	3.50
		Nov-13	2.96	2.55	3.02	3.50
		Dec-13	2.98	2.55	3.02	3.50
Age 0–20	Foster Care Unique Users-1,063	Jan-13	5.03	3.72	4.67	5.63
		Feb-13	4.13	3.72	4.67	5.63
		Mar-13	5.09	3.72	4.67	5.63
		Apr-13	5.01	3.72	4.67	5.63
		May-13	6.01	3.72	4.67	5.63
		Jun-13	4.22	3.72	4.67	5.63
		Jul-13	4.83	3.72	4.67	5.63
		Aug-13	5.02	3.72	4.67	5.63
		Sep-13	5.13	3.72	4.67	5.63
		Oct-13	5.67	3.72	4.67	5.63
		Nov-13	4.79	3.72	4.67	5.63
		Dec-13	4.56	3.72	4.67	5.63
Age 0–20	Other	Jan-13	3.16	2.35	2.91	3.48

Age Group	Aid Category	Month	Service Utilization Rate	Baseline Lower Control Limit	Baseline Mean	Baseline Upper Control Limit
	<b>Other Unique Users=1,537</b>	Feb-13	2.27	2.35	2.91	3.48
		Mar-13	2.18	2.35	2.91	3.48
		Apr-13	2.10	2.35	2.91	3.48
		May-13	2.13	2.35	2.91	3.48
		Jun-13	1.95	2.35	2.91	3.48
		Jul-13	2.38	2.35	2.91	3.48
		Aug-13	2.20	2.35	2.91	3.48
		Sep-13	2.00	2.35	2.91	3.48
		Oct-13	2.22	2.35	2.91	3.48
		Nov-13	2.34	2.35	2.91	3.48
Dec-13	1.86	2.35	2.91	3.48		
<b>Age 0–20</b>	<b>Undocumented Unique Users=646</b>	Jan-13	1.99	1.15	1.70	2.25
		Feb-13	1.53	1.15	1.70	2.25
		Mar-13	1.74	1.15	1.70	2.25
		Apr-13	1.64	1.15	1.70	2.25
		May-13	2.13	1.15	1.70	2.25
		Jun-13	1.78	1.15	1.70	2.25
		Jul-13	1.97	1.15	1.70	2.25
		Aug-13	1.76	1.15	1.70	2.25
		Sep-13	1.51	1.15	1.70	2.25
		Oct-13	2.07	1.15	1.70	2.25
Nov-13	1.83	1.15	1.70	2.25		
Dec-13	1.55	1.15	1.70	2.25		
<b>Age 21+</b>	<b>Blind/Disabled Unique Users=6,027</b>	Jan-13	44.41	34.83	39.85	44.87
		Feb-13	38.77	34.83	39.85	44.87
		Mar-13	43.19	34.83	39.85	44.87
		Apr-13	41.90	34.83	39.85	44.87
		May-13	45.35	34.83	39.85	44.87
		Jun-13	42.77	34.83	39.85	44.87
		Jul-13	46.00	34.83	39.85	44.87
		Aug-13	44.84	34.83	39.85	44.87
		Sep-13	44.36	34.83	39.85	44.87
		Oct-13	43.42	34.83	39.85	44.87
Nov-13	43.79	34.83	39.85	44.87		
Dec-13	44.51	34.83	39.85	44.87		
<b>Age 21+</b>	<b>Families Unique Users=2,931</b>	Jan-13	7.29	6.40	7.39	8.37
		Feb-13	6.49	6.40	7.39	8.37
		Mar-13	6.83	6.40	7.39	8.37
		Apr-13	6.80	6.40	7.39	8.37
		May-13	7.49	6.40	7.39	8.37

Age Group	Aid Category	Month	Service Utilization Rate	Baseline Lower Control Limit	Baseline Mean	Baseline Upper Control Limit
	<b>Families</b>	Jun-13	7.34	6.40	7.39	8.37
		Jul-13	8.16	6.40	7.39	8.37
		Aug-13	7.27	6.40	7.39	8.37
		Sep-13	7.27	6.40	7.39	8.37
		Oct-13	7.01	6.40	7.39	8.37
		Nov-13	7.33	6.40	7.39	8.37
		Dec-13	7.01	6.40	7.39	8.37
<b>Age 21+</b>	<b>Other Unique Users=1,552</b>	Jan-13	14.61	12.13	13.95	15.78
		Feb-13	12.79	12.13	13.95	15.78
		Mar-13	13.29	12.13	13.95	15.78
		Apr-13	13.33	12.13	13.95	15.78
		May-13	14.82	12.13	13.95	15.78
		Jun-13	13.45	12.13	13.95	15.78
		Jul-13	14.20	12.13	13.95	15.78
		Aug-13	13.37	12.13	13.95	15.78
		Sep-13	11.79	12.13	13.95	15.78
		Oct-13	12.70	12.13	13.95	15.78
		Nov-13	12.56	12.13	13.95	15.78
		Dec-13	12.44	12.13	13.95	15.78
<b>Age 21+</b>	<b>Undocumented Unique Users=2,881</b>	Jan-13	2.14	1.68	1.99	2.31
		Feb-13	1.89	1.68	1.99	2.31
		Mar-13	1.92	1.68	1.99	2.31
		Apr-13	2.02	1.68	1.99	2.31
		May-13	2.05	1.68	1.99	2.31
		Jun-13	1.83	1.68	1.99	2.31
		Jul-13	2.11	1.68	1.99	2.31
		Aug-13	2.11	1.68	1.99	2.31
		Sep-13	1.95	1.68	1.99	2.31
		Oct-13	1.96	1.68	1.99	2.31
		Nov-13	1.88	1.68	1.99	2.31
		Dec-13	1.85	1.68	1.99	2.31

Source: Created by DHCS Research and Analytic Studies Division

## Home Health Services

**Table SU-7:** Home Health Services Utilization Rates from January 2013 to December 2013, by Age Group and Aid Category, Baseline Control Limits, and Baseline Mean

Age Group	Aid Category	Month	Service Utilization Rate	Baseline Lower Control Limit	Baseline Mean	Baseline Upper Control Limit
Age 0–20	Blind/Disabled Unique Users=1,513	Jan-13	142.85	69.52	92.06	114.61
		Feb-13	135.40	69.52	92.06	114.61
		Mar-13	150.72	69.52	92.06	114.61
		Apr-13	157.02	69.52	92.06	114.61
		May-13	156.25	69.52	92.06	114.61
		Jun-13	156.13	69.52	92.06	114.61
		Jul-13	158.03	69.52	92.06	114.61
		Aug-13	152.76	69.52	92.06	114.61
		Sep-13	169.05	69.52	92.06	114.61
		Oct-13	161.12	69.52	92.06	114.61
		Nov-13	162.43	69.52	92.06	114.61
		Dec-13	182.36	69.52	92.06	114.61
Age 0–20	Other Unique Users=557	Jan-13	1.21	0.76	1.17	1.57
		Feb-13	1.09	0.76	1.17	1.57
		Mar-13	1.11	0.76	1.17	1.57
		Apr-13	0.78	0.76	1.17	1.57
		May-13	0.88	0.76	1.17	1.57
		Jun-13	0.82	0.76	1.17	1.57
		Jul-13	1.01	0.76	1.17	1.57
		Aug-13	0.93	0.76	1.17	1.57
		Sep-13	0.93	0.76	1.17	1.57
		Oct-13	0.98	0.76	1.17	1.57
		Nov-13	1.18	0.76	1.17	1.57
		Dec-13	1.07	0.76	1.17	1.57
Age 21+	Blind/Disabled Unique Users=861	Jan-13	13.46	10.00	11.38	12.75
		Feb-13	12.09	10.00	11.38	12.75
		Mar-13	12.40	10.00	11.38	12.75
		Apr-13	14.17	10.00	11.38	12.75
		May-13	13.26	10.00	11.38	12.75
		Jun-13	11.83	10.00	11.38	12.75
		Jul-13	12.70	10.00	11.38	12.75
		Aug-13	11.69	10.00	11.38	12.75
		Sep-13	11.63	10.00	11.38	12.75
		Oct-13	13.77	10.00	11.38	12.75
		Nov-13	12.91	10.00	11.38	12.75
		Dec-13	12.65	10.00	11.38	12.75

Source: Created by DHCS Research and Analytic Studies Division

## Hospital Inpatient Services

**Table SU-8:** Hospital Inpatient Services Utilization Rates from January 2013 to December 2013, by Age Group and Aid Category, Baseline Control Limits, and Baseline Mean

Age Group	Aid Category	Month	Service Utilization Rate	Baseline Lower Control Limit	Baseline Mean	Baseline Upper Control Limit
Age 0–20	<b>Blind/Disabled Unique Users=974</b>	Jan-13	136.44	91.69	116.24	140.79
		Feb-13	117.69	91.69	116.24	140.79
		Mar-13	120.68	91.69	116.24	140.79
		Apr-13	141.65	91.69	116.24	140.79
		May-13	117.57	91.69	116.24	140.79
		Jun-13	96.46	91.69	116.24	140.79
		Jul-13	151.29	91.69	116.24	140.79
		Aug-13	128.54	91.69	116.24	140.79
		Sep-13	111.20	91.69	116.24	140.79
		Oct-13	110.08	91.69	116.24	140.79
		Nov-13	91.36	91.69	116.24	140.79
		Dec-13	99.20	91.69	116.24	140.79
Age 0–20	<b>Families Unique Users=7,793</b>	Jan-13	50.08	35.69	43.18	50.68
		Feb-13	43.14	35.69	43.18	50.68
		Mar-13	40.69	35.69	43.18	50.68
		Apr-13	46.41	35.69	43.18	50.68
		May-13	43.00	35.69	43.18	50.68
		Jun-13	38.48	35.69	43.18	50.68
		Jul-13	61.57	35.69	43.18	50.68
		Aug-13	53.06	35.69	43.18	50.68
		Sep-13	53.31	35.69	43.18	50.68
		Oct-13	58.00	35.69	43.18	50.68
		Nov-13	70.46	35.69	43.18	50.68
		Dec-13	68.12	35.69	43.18	50.68
Age 0–20	<b>Foster Care Unique Users=758</b>	Jan-13	18.01	12.57	16.59	20.60
		Feb-13	15.77	12.57	16.59	20.60
		Mar-13	19.59	12.57	16.59	20.60
		Apr-13	15.10	12.57	16.59	20.60
		May-13	15.16	12.57	16.59	20.60
		Jun-13	14.56	12.57	16.59	20.60
		Jul-13	15.63	12.57	16.59	20.60
		Aug-13	23.17	12.57	16.59	20.60
		Sep-13	15.06	12.57	16.59	20.60
		Oct-13	20.14	12.57	16.59	20.60
		Nov-13	20.07	12.57	16.59	20.60
		Dec-13	20.41	12.57	16.59	20.60
Age 0–20	<b>Other</b>	Jan-13	58.32	48.53	57.90	67.27

Age Group	Aid Category	Month	Service Utilization Rate	Baseline Lower Control Limit	Baseline Mean	Baseline Upper Control Limit
	<b>Other</b> <b>Unique Users=12,755</b>	Feb-13	38.58	48.53	57.90	67.27
		Mar-13	39.11	48.53	57.90	67.27
		Apr-13	36.06	48.53	57.90	67.27
		May-13	34.81	48.53	57.90	67.27
		Jun-13	35.32	48.53	57.90	67.27
		Jul-13	63.48	48.53	57.90	67.27
		Aug-13	57.26	48.53	57.90	67.27
		Sep-13	55.32	48.53	57.90	67.27
		Oct-13	66.97	48.53	57.90	67.27
		Nov-13	69.84	48.53	57.90	67.27
		Dec-13	59.07	48.53	57.90	67.27
		<b>Age 0–20</b>	<b>Undocumented</b> <b>Unique Users=13,165</b>	Jan-13	50.37	39.38
Feb-13	44.25			39.38	49.35	59.31
Mar-13	45.86			39.38	49.35	59.31
Apr-13	44.95			39.38	49.35	59.31
May-13	39.77			39.38	49.35	59.31
Jun-13	43.06			39.38	49.35	59.31
Jul-13	101.17			39.38	49.35	59.31
Aug-13	103.47			39.38	49.35	59.31
Sep-13	92.06			39.38	49.35	59.31
Oct-13	120.58			39.38	49.35	59.31
Nov-13	101.56			39.38	49.35	59.31
Dec-13	106.23			39.38	49.35	59.31
<b>Age 21+</b>	<b>Aged</b> <b>Unique Users=826</b>	Jan-13	274.11	129.81	172.66	215.50
		Feb-13	227.79	129.81	172.66	215.50
		Mar-13	171.58	129.81	172.66	215.50
		Apr-13	208.62	129.81	172.66	215.50
		May-13	197.34	129.81	172.66	215.50
		Jun-13	183.08	129.81	172.66	215.50
		Jul-13	248.88	129.81	172.66	215.50
		Aug-13	274.24	129.81	172.66	215.50
		Sep-13	195.34	129.81	172.66	215.50
		Oct-13	201.44	129.81	172.66	215.50
		Nov-13	226.03	129.81	172.66	215.50
		Dec-13	184.67	129.81	172.66	215.50
<b>Age 21+</b>	<b>Blind/Disabled</b> <b>Unique Users=6,591</b>	Jan-13	302.33	210.68	260.38	310.08
		Feb-13	264.27	210.68	260.38	310.08
		Mar-13	240.50	210.68	260.38	310.08
		Apr-13	275.25	210.68	260.38	310.08
		May-13	261.54	210.68	260.38	310.08

Age Group	Aid Category	Month	Service Utilization Rate	Baseline Lower Control Limit	Baseline Mean	Baseline Upper Control Limit
	<b>Blind/Disabled</b>	Jun-13	232.84	210.68	260.38	310.08
		Jul-13	291.34	210.68	260.38	310.08
		Aug-13	268.25	210.68	260.38	310.08
		Sep-13	244.63	210.68	260.38	310.08
		Oct-13	321.35	210.68	260.38	310.08
		Nov-13	274.27	210.68	260.38	310.08
		Dec-13	247.40	210.68	260.38	310.08
<b>Age 21+</b>	<b>Families Unique Users=7,630</b>	Jan-13	65.97	60.06	67.12	74.17
		Feb-13	53.97	60.06	67.12	74.17
		Mar-13	56.96	60.06	67.12	74.17
		Apr-13	61.14	60.06	67.12	74.17
		May-13	57.30	60.06	67.12	74.17
		Jun-13	53.21	60.06	67.12	74.17
		Jul-13	63.56	60.06	67.12	74.17
		Aug-13	61.14	60.06	67.12	74.17
		Sep-13	57.08	60.06	67.12	74.17
		Oct-13	69.22	60.06	67.12	74.17
		Nov-13	65.54	60.06	67.12	74.17
		Dec-13	64.08	60.06	67.12	74.17
<b>Age 21+</b>	<b>Other Unique Users=11,223</b>	Jan-13	208.04	189.40	218.97	248.54
		Feb-13	175.53	189.40	218.97	248.54
		Mar-13	172.47	189.40	218.97	248.54
		Apr-13	180.17	189.40	218.97	248.54
		May-13	186.96	189.40	218.97	248.54
		Jun-13	168.54	189.40	218.97	248.54
		Jul-13	193.26	189.40	218.97	248.54
		Aug-13	182.71	189.40	218.97	248.54
		Sep-13	179.68	189.40	218.97	248.54
		Oct-13	195.85	189.40	218.97	248.54
		Nov-13	182.66	189.40	218.97	248.54
		Dec-13	170.48	189.40	218.97	248.54
<b>Age 21+</b>	<b>Undocumented Unique Users=19,180</b>	Jan-13	37.04	35.32	39.43	43.53
		Feb-13	31.38	35.32	39.43	43.53
		Mar-13	31.79	35.32	39.43	43.53
		Apr-13	33.61	35.32	39.43	43.53
		May-13	34.29	35.32	39.43	43.53
		Jun-13	29.44	35.32	39.43	43.53
		Jul-13	35.44	35.32	39.43	43.53
		Aug-13	36.60	35.32	39.43	43.53
		Sep-13	32.99	35.32	39.43	43.53

Age Group	Aid Category	Month	Service Utilization Rate	Baseline Lower Control Limit	Baseline Mean	Baseline Upper Control Limit
	<b>Undocumented</b>	Oct-13	35.75	35.32	39.43	43.53
		Nov-13	32.20	35.32	39.43	43.53
		Dec-13	32.57	35.32	39.43	43.53

**Source:** Created by DHCS Research and Analytic Studies Division

## Hospital Outpatient Services

**Table SU-9:** Hospital Outpatient Services Utilization Rates from January 2013 to December 2013, by Age Group and Aid Category, Baseline Control Limits, and Baseline Mean

Age Group	Aid Category	Month	Service Utilization Rate	Baseline Lower Control Limit	Baseline Mean	Baseline Upper Control Limit
Age 0–20	<b>Blind/Disabled Unique Users=6,803</b>	Jan-13	184.14	140.81	165.77	190.73
		Feb-13	171.74	140.81	165.77	190.73
		Mar-13	176.75	140.81	165.77	190.73
		Apr-13	178.14	140.81	165.77	190.73
		May-13	177.11	140.81	165.77	190.73
		Jun-13	149.93	140.81	165.77	190.73
		Jul-13	167.94	140.81	165.77	190.73
		Aug-13	169.59	140.81	165.77	190.73
		Sep-13	161.31	140.81	165.77	190.73
		Oct-13	179.75	140.81	165.77	190.73
		Nov-13	157.60	140.81	165.77	190.73
		Dec-13	151.10	140.81	165.77	190.73
Age 0–20	<b>Families Unique Users=39,391</b>	Jan-13	86.67	63.18	72.77	82.36
		Feb-13	76.70	63.18	72.77	82.36
		Mar-13	76.45	63.18	72.77	82.36
		Apr-13	72.83	63.18	72.77	82.36
		May-13	72.53	63.18	72.77	82.36
		Jun-13	62.44	63.18	72.77	82.36
		Jul-13	63.71	63.18	72.77	82.36
		Aug-13	65.50	63.18	72.77	82.36
		Sep-13	66.42	63.18	72.77	82.36
		Oct-13	71.22	63.18	72.77	82.36
		Nov-13	61.06	63.18	72.77	82.36
		Dec-13	63.80	63.18	72.77	82.36
Age 0–20	<b>Foster Care Unique Users=11,736</b>	Jan-13	75.79	56.85	66.65	76.45
		Feb-13	66.82	56.85	66.65	76.45
		Mar-13	69.46	56.85	66.65	76.45
		Apr-13	71.25	56.85	66.65	76.45
		May-13	70.38	56.85	66.65	76.45
		Jun-13	61.16	56.85	66.65	76.45
		Jul-13	65.38	56.85	66.65	76.45
		Aug-13	65.47	56.85	66.65	76.45
		Sep-13	66.57	56.85	66.65	76.45
		Oct-13	71.43	56.85	66.65	76.45
		Nov-13	64.54	56.85	66.65	76.45
		Dec-13	62.75	56.85	66.65	76.45
Age 0–20	<b>Other</b>	Jan-13	80.50	72.70	82.45	92.19

Age Group	Aid Category	Month	Service Utilization Rate	Baseline Lower Control Limit	Baseline Mean	Baseline Upper Control Limit
	<b>Other Unique Users=37,279</b>	Feb-13	63.19	72.70	82.45	92.19
		Mar-13	62.49	72.70	82.45	92.19
		Apr-13	60.64	72.70	82.45	92.19
		May-13	61.96	72.70	82.45	92.19
		Jun-13	57.63	72.70	82.45	92.19
		Jul-13	60.14	72.70	82.45	92.19
		Aug-13	60.53	72.70	82.45	92.19
		Sep-13	60.93	72.70	82.45	92.19
		Oct-13	67.83	72.70	82.45	92.19
		Nov-13	63.12	72.70	82.45	92.19
		Dec-13	58.22	72.70	82.45	92.19
<b>Age 0–20</b>	<b>Undocumented Unique Users=18,767</b>	Jan-13	64.28	49.59	57.66	65.74
		Feb-13	56.25	49.59	57.66	65.74
		Mar-13	59.16	49.59	57.66	65.74
		Apr-13	58.94	49.59	57.66	65.74
		May-13	60.97	49.59	57.66	65.74
		Jun-13	54.78	49.59	57.66	65.74
		Jul-13	62.61	49.59	57.66	65.74
		Aug-13	64.91	49.59	57.66	65.74
		Sep-13	62.14	49.59	57.66	65.74
		Oct-13	66.22	49.59	57.66	65.74
		Nov-13	58.48	49.59	57.66	65.74
Dec-13	61.61	49.59	57.66	65.74		
<b>Age 21+</b>	<b>Aged Unique Users=2,236</b>	Jan-13	166.08	116.74	142.39	168.05
		Feb-13	149.86	116.74	142.39	168.05
		Mar-13	148.23	116.74	142.39	168.05
		Apr-13	158.15	116.74	142.39	168.05
		May-13	153.50	116.74	142.39	168.05
		Jun-13	130.98	116.74	142.39	168.05
		Jul-13	150.44	116.74	142.39	168.05
		Aug-13	142.47	116.74	142.39	168.05
		Sep-13	126.81	116.74	142.39	168.05
		Oct-13	147.67	116.74	142.39	168.05
		Nov-13	123.81	116.74	142.39	168.05
Dec-13	120.02	116.74	142.39	168.05		
<b>Age 21+</b>	<b>Blind/Disabled Unique Users=24,388</b>	Jan-13	294.97	205.11	243.39	281.67
		Feb-13	264.31	205.11	243.39	281.67
		Mar-13	283.62	205.11	243.39	281.67
		Apr-13	292.98	205.11	243.39	281.67
		May-13	294.85	205.11	243.39	281.67

Age Group	Aid Category	Month	Service Utilization Rate	Baseline Lower Control Limit	Baseline Mean	Baseline Upper Control Limit
	<b>Blind/Disabled</b>	Jun-13	270.48	205.11	243.39	281.67
		Jul-13	284.59	205.11	243.39	281.67
		Aug-13	282.64	205.11	243.39	281.67
		Sep-13	268.51	205.11	243.39	281.67
		Oct-13	286.76	205.11	243.39	281.67
		Nov-13	246.59	205.11	243.39	281.67
		Dec-13	252.98	205.11	243.39	281.67
<b>Age 21+</b>	<b>Families Unique Users=35,835</b>	Jan-13	149.63	121.77	142.70	163.64
		Feb-13	132.75	121.77	142.70	163.64
		Mar-13	139.91	121.77	142.70	163.64
		Apr-13	146.41	121.77	142.70	163.64
		May-13	148.28	121.77	142.70	163.64
		Jun-13	133.90	121.77	142.70	163.64
		Jul-13	146.10	121.77	142.70	163.64
		Aug-13	138.77	121.77	142.70	163.64
		Sep-13	126.04	121.77	142.70	163.64
		Oct-13	137.34	121.77	142.70	163.64
		Nov-13	109.67	121.77	142.70	163.64
		Dec-13	108.38	121.77	142.70	163.64
<b>Age 21+</b>	<b>Other Unique Users=20,388</b>	Jan-13	278.26	210.73	253.46	296.18
		Feb-13	240.26	210.73	253.46	296.18
		Mar-13	254.30	210.73	253.46	296.18
		Apr-13	267.64	210.73	253.46	296.18
		May-13	265.20	210.73	253.46	296.18
		Jun-13	248.98	210.73	253.46	296.18
		Jul-13	269.39	210.73	253.46	296.18
		Aug-13	267.06	210.73	253.46	296.18
		Sep-13	247.01	210.73	253.46	296.18
		Oct-13	269.62	210.73	253.46	296.18
		Nov-13	229.85	210.73	253.46	296.18
		Dec-13	223.80	210.73	253.46	296.18
<b>Age 21+</b>	<b>Undocumented Unique Users=50,193</b>	Jan-13	53.83	41.11	47.90	54.70
		Feb-13	46.81	41.11	47.90	54.70
		Mar-13	49.54	41.11	47.90	54.70
		Apr-13	50.06	41.11	47.90	54.70
		May-13	50.66	41.11	47.90	54.70
		Jun-13	47.79	41.11	47.90	54.70
		Jul-13	51.68	41.11	47.90	54.70
		Aug-13	49.96	41.11	47.90	54.70
		Sep-13	47.15	41.11	47.90	54.70

Age Group	Aid Category	Month	Service Utilization Rate	Baseline Lower Control Limit	Baseline Mean	Baseline Upper Control Limit
	<b>Undocumented</b>	Oct-13	49.77	41.11	47.90	54.70
		Nov-13	44.36	41.11	47.90	54.70
		Dec-13	45.29	41.11	47.90	54.70

**Source:** Created by DHCS Research and Analytic Studies Division

## Nursing Facility Services

**Table SU-10:** Nursing Facility Services Utilization Rates from January 2013 to December 2013, by Age Group and Aid Category, Baseline Control Limits, and Baseline Mean

Age Group	Aid Category	Month	Service Utilization Rate	Baseline Lower Control Limit	Baseline Mean	Baseline Upper Control Limit
Age 21+	Aged Unique Users=521	Jan-13	796.74	362.51	466.89	571.26
		Feb-13	725.29	362.51	466.89	571.26
		Mar-13	778.41	362.51	466.89	571.26
		Apr-13	739.91	362.51	466.89	571.26
		May-13	772.76	362.51	466.89	571.26
		Jun-13	705.99	362.51	466.89	571.26
		Jul-13	770.39	362.51	466.89	571.26
		Aug-13	759.22	362.51	466.89	571.26
		Sep-13	655.40	362.51	466.89	571.26
		Oct-13	738.42	362.51	466.89	571.26
		Nov-13	710.97	362.51	466.89	571.26
		Dec-13	702.89	362.51	466.89	571.26
Age 21+	Blind/Disabled Unique Users=7,253	Jan-13	1,834.10	946.03	1,137.15	1,328.26
		Feb-13	1,695.23	946.03	1,137.15	1,328.26
		Mar-13	1,901.64	946.03	1,137.15	1,328.26
		Apr-13	1,794.48	946.03	1,137.15	1,328.26
		May-13	1,899.46	946.03	1,137.15	1,328.26
		Jun-13	1,890.68	946.03	1,137.15	1,328.26
		Jul-13	1,885.17	946.03	1,137.15	1,328.26
		Aug-13	1,923.27	946.03	1,137.15	1,328.26
		Sep-13	2,174.01	946.03	1,137.15	1,328.26
		Oct-13	2,212.15	946.03	1,137.15	1,328.26
		Nov-13	2,211.83	946.03	1,137.15	1,328.26
		Dec-13	2,357.79	946.03	1,137.15	1,328.26
Age 21+	Other Unique Users=5,143	Jan-13	2,051.09	1,927.50	2,131.84	2,336.18
		Feb-13	1,816.63	1,927.50	2,131.84	2,336.18
		Mar-13	1,884.14	1,927.50	2,131.84	2,336.18
		Apr-13	1,949.86	1,927.50	2,131.84	2,336.18
		May-13	1,970.79	1,927.50	2,131.84	2,336.18
		Jun-13	1,849.83	1,927.50	2,131.84	2,336.18
		Jul-13	1,935.19	1,927.50	2,131.84	2,336.18
		Aug-13	1,888.22	1,927.50	2,131.84	2,336.18
		Sep-13	1,797.56	1,927.50	2,131.84	2,336.18
		Oct-13	1,895.23	1,927.50	2,131.84	2,336.18
		Nov-13	1,822.39	1,927.50	2,131.84	2,336.18
		Dec-13	1,759.82	1,927.50	2,131.84	2,336.18

Source: Created by DHCS Research and Analytic Studies Division

## Pharmacy Services

**Table SU-11:** Pharmacy Services Utilization Rates from January 2013 to December 2013, by Age Group and Aid Category, Baseline Control Limits, and Baseline Mean

Age Group	Aid Category	Month	Service Utilization Rate	Baseline Lower Control Limit	Baseline Mean	Baseline Upper Control Limit
Age 0–20	<b>Blind/Disabled Unique Users=17,437</b>	Jan-13	1,372.78	1,166.32	1,304.39	1,442.46
		Feb-13	1,286.01	1,166.32	1,304.39	1,442.46
		Mar-13	1,346.45	1,166.32	1,304.39	1,442.46
		Apr-13	1,337.04	1,166.32	1,304.39	1,442.46
		May-13	1,350.18	1,166.32	1,304.39	1,442.46
		Jun-13	1,238.04	1,166.32	1,304.39	1,442.46
		Jul-13	1,298.16	1,166.32	1,304.39	1,442.46
		Aug-13	1,327.55	1,166.32	1,304.39	1,442.46
		Sep-13	1,291.37	1,166.32	1,304.39	1,442.46
		Oct-13	1,369.55	1,166.32	1,304.39	1,442.46
		Nov-13	1,308.36	1,166.32	1,304.39	1,442.46
		Dec-13	1,362.19	1,166.32	1,304.39	1,442.46
Age 0–20	<b>Families Unique Users=66,910</b>	Jan-13	274.05	184.93	228.86	272.78
		Feb-13	248.72	184.93	228.86	272.78
		Mar-13	241.53	184.93	228.86	272.78
		Apr-13	231.68	184.93	228.86	272.78
		May-13	218.31	184.93	228.86	272.78
		Jun-13	176.19	184.93	228.86	272.78
		Jul-13	170.05	184.93	228.86	272.78
		Aug-13	184.46	184.93	228.86	272.78
		Sep-13	199.94	184.93	228.86	272.78
		Oct-13	215.48	184.93	228.86	272.78
		Nov-13	149.35	184.93	228.86	272.78
		Dec-13	164.23	184.93	228.86	272.78
Age 0–20	<b>Foster Care Unique Users=33,791</b>	Jan-13	609.18	478.82	546.56	614.30
		Feb-13	549.34	478.82	546.56	614.30
		Mar-13	557.34	478.82	546.56	614.30
		Apr-13	555.60	478.82	546.56	614.30
		May-13	552.58	478.82	546.56	614.30
		Jun-13	480.66	478.82	546.56	614.30
		Jul-13	511.00	478.82	546.56	614.30
		Aug-13	518.74	478.82	546.56	614.30
		Sep-13	521.38	478.82	546.56	614.30
		Oct-13	554.10	478.82	546.56	614.30
		Nov-13	513.60	478.82	546.56	614.30
		Dec-13	534.96	478.82	546.56	614.30

Age Group	Aid Category	Month	Service Utilization Rate	Baseline Lower Control Limit	Baseline Mean	Baseline Upper Control Limit
Age 0–20	Other Unique Users=66,005	Jan-13	236.41	192.82	242.12	291.42
		Feb-13	196.88	192.82	242.12	291.42
		Mar-13	189.27	192.82	242.12	291.42
		Apr-13	181.00	192.82	242.12	291.42
		May-13	175.00	192.82	242.12	291.42
		Jun-13	153.64	192.82	242.12	291.42
		Jul-13	155.21	192.82	242.12	291.42
		Aug-13	162.27	192.82	242.12	291.42
		Sep-13	167.22	192.82	242.12	291.42
		Oct-13	185.38	192.82	242.12	291.42
		Nov-13	167.17	192.82	242.12	291.42
		Dec-13	164.24	192.82	242.12	291.42
Age 0–20	Undocumented Unique Users=11,230	Jan-13	85.52	62.46	73.03	83.61
		Feb-13	77.32	62.46	73.03	83.61
		Mar-13	77.07	62.46	73.03	83.61
		Apr-13	74.24	62.46	73.03	83.61
		May-13	73.56	62.46	73.03	83.61
		Jun-13	65.64	62.46	73.03	83.61
		Jul-13	70.24	62.46	73.03	83.61
		Aug-13	72.75	62.46	73.03	83.61
		Sep-13	70.72	62.46	73.03	83.61
		Oct-13	75.69	62.46	73.03	83.61
		Nov-13	67.32	62.46	73.03	83.61
		Dec-13	69.66	62.46	73.03	83.61
Age 21+	Aged Unique Users=2,236	Jan-13	1,317.48	1,652.07	1,928.25	2,204.43
		Feb-13	1,230.79	1,652.07	1,928.25	2,204.43
		Mar-13	1,299.58	1,652.07	1,928.25	2,204.43
		Apr-13	1,322.13	1,652.07	1,928.25	2,204.43
		May-13	1,298.70	1,652.07	1,928.25	2,204.43
		Jun-13	1,198.69	1,652.07	1,928.25	2,204.43
		Jul-13	1,275.75	1,652.07	1,928.25	2,204.43
		Aug-13	1,233.32	1,652.07	1,928.25	2,204.43
		Sep-13	1,156.46	1,652.07	1,928.25	2,204.43
		Oct-13	1,207.81	1,652.07	1,928.25	2,204.43
		Nov-13	1,103.97	1,652.07	1,928.25	2,204.43
		Dec-13	1,102.71	1,652.07	1,928.25	2,204.43
Age 21+	Blind/Disabled Unique Users=65,482	Jan-13	2,926.51	2,676.47	2,986.24	3,296.01
		Feb-13	2,789.09	2,676.47	2,986.24	3,296.01
		Mar-13	3,025.18	2,676.47	2,986.24	3,296.01

Age Group	Aid Category	Month	Service Utilization Rate	Baseline Lower Control Limit	Baseline Mean	Baseline Upper Control Limit
	<b>Blind/Disabled</b>	Apr-13	2,948.51	2,676.47	2,986.24	3,296.01
		May-13	3,047.42	2,676.47	2,986.24	3,296.01
		Jun-13	2,888.16	2,676.47	2,986.24	3,296.01
		Jul-13	2,930.76	2,676.47	2,986.24	3,296.01
		Aug-13	2,949.70	2,676.47	2,986.24	3,296.01
		Sep-13	2,752.08	2,676.47	2,986.24	3,296.01
		Oct-13	2,806.86	2,676.47	2,986.24	3,296.01
		Nov-13	2,665.79	2,676.47	2,986.24	3,296.01
		Dec-13	2,846.24	2,676.47	2,986.24	3,296.01
<b>Age 21+</b>	<b>Families Unique Users=63,346</b>	Jan-13	660.09	577.61	660.68	743.75
		Feb-13	602.34	577.61	660.68	743.75
		Mar-13	638.56	577.61	660.68	743.75
		Apr-13	635.46	577.61	660.68	743.75
		May-13	640.02	577.61	660.68	743.75
		Jun-13	595.53	577.61	660.68	743.75
		Jul-13	608.92	577.61	660.68	743.75
		Aug-13	604.11	577.61	660.68	743.75
		Sep-13	542.84	577.61	660.68	743.75
		Oct-13	568.55	577.61	660.68	743.75
		Nov-13	376.53	577.61	660.68	743.75
		Dec-13	382.86	577.61	660.68	743.75
<b>Age 21+</b>	<b>Other Unique Users=33,577</b>	Jan-13	1,273.18	1,153.78	1,269.52	1,385.25
		Feb-13	1,168.13	1,153.78	1,269.52	1,385.25
		Mar-13	1,218.82	1,153.78	1,269.52	1,385.25
		Apr-13	1,247.99	1,153.78	1,269.52	1,385.25
		May-13	1,250.47	1,153.78	1,269.52	1,385.25
		Jun-13	1,163.24	1,153.78	1,269.52	1,385.25
		Jul-13	1,240.42	1,153.78	1,269.52	1,385.25
		Aug-13	1,208.55	1,153.78	1,269.52	1,385.25
		Sep-13	1,167.85	1,153.78	1,269.52	1,385.25
		Oct-13	1,224.85	1,153.78	1,269.52	1,385.25
		Nov-13	1,132.03	1,153.78	1,269.52	1,385.25
		Dec-13	1,096.97	1,153.78	1,269.52	1,385.25
<b>Age 21+</b>	<b>Undocumented Unique Users=92,286</b>	Jan-13	203.29	163.45	189.56	215.67
		Feb-13	183.75	163.45	189.56	215.67
		Mar-13	193.28	163.45	189.56	215.67
		Apr-13	193.46	163.45	189.56	215.67
		May-13	192.21	163.45	189.56	215.67
		Jun-13	179.47	163.45	189.56	215.67

Age Group	Aid Category	Month	Service Utilization Rate	Baseline Lower Control Limit	Baseline Mean	Baseline Upper Control Limit
	<b>Undocumented</b>	Jul-13	192.39	163.45	189.56	215.67
		Aug-13	193.06	163.45	189.56	215.67
		Sep-13	188.60	163.45	189.56	215.67
		Oct-13	195.88	163.45	189.56	215.67
		Nov-13	182.39	163.45	189.56	215.67
		Dec-13	184.51	163.45	189.56	215.67

**Source:** Created by DHCS Research and Analytic Studies Division

## Other Services

**Table 12:** Other Services Utilization Rates from January 2013 to December 2013, by Age Group and Aid Category, Baseline Control Limits, and Baseline Mean

Age Group	Aid Category	Month	Service Utilization Rate	Baseline Lower Control Limit	Baseline Mean	Baseline Upper Control Limit
Age 0–20	<b>Blind/Disabled Unique Users=13,394</b>	Jan-13	1,208.69	272.85	847.81	1,422.76
		Feb-13	1,160.61	272.85	847.81	1,422.76
		Mar-13	1,011.64	272.85	847.81	1,422.76
		Apr-13	1,423.96	272.85	847.81	1,422.76
		May-13	1,395.62	272.85	847.81	1,422.76
		Jun-13	444.25	272.85	847.81	1,422.76
		Jul-13	469.14	272.85	847.81	1,422.76
		Aug-13	583.75	272.85	847.81	1,422.76
		Sep-13	1,118.30	272.85	847.81	1,422.76
		Oct-13	1,529.87	272.85	847.81	1,422.76
		Nov-13	983.08	272.85	847.81	1,422.76
		Dec-13	895.74	272.85	847.81	1,422.76
Age 0–20	<b>Families Unique Users = 41,698</b>	Jan-13	87.83	53.21	87.85	122.48
		Feb-13	80.18	53.21	87.85	122.48
		Mar-13	81.35	53.21	87.85	122.48
		Apr-13	96.73	53.21	87.85	122.48
		May-13	87.76	53.21	87.85	122.48
		Jun-13	50.65	53.21	87.85	122.48
		Jul-13	52.75	53.21	87.85	122.48
		Aug-13	63.41	53.21	87.85	122.48
		Sep-13	73.80	53.21	87.85	122.48
		Oct-13	116.69	53.21	87.85	122.48
		Nov-13	80.01	53.21	87.85	122.48
		Dec-13	77.79	53.21	87.85	122.48
Age 0–20	<b>Foster Care Unique Users=19,015</b>	Jan-13	212.78	92.61	177.44	262.26
		Feb-13	200.59	92.61	177.44	262.26
		Mar-13	181.11	92.61	177.44	262.26
		Apr-13	231.11	92.61	177.44	262.26
		May-13	218.22	92.61	177.44	262.26
		Jun-13	96.62	92.61	177.44	262.26
		Jul-13	100.87	92.61	177.44	262.26
		Aug-13	129.69	92.61	177.44	262.26
		Sep-13	181.74	92.61	177.44	262.26
		Oct-13	253.86	92.61	177.44	262.26
		Nov-13	185.48	92.61	177.44	262.26
		Dec-13	171.17	92.61	177.44	262.26

Age Group	Aid Category	Month	Service Utilization Rate	Baseline Lower Control Limit	Baseline Mean	Baseline Upper Control Limit
Age 0–20	Other Unique Users=44,137	Jan-13	79.57	73.77	99.33	124.89
		Feb-13	74.30	73.77	99.33	124.89
		Mar-13	76.94	73.77	99.33	124.89
		Apr-13	90.01	73.77	99.33	124.89
		May-13	84.60	73.77	99.33	124.89
		Jun-13	58.21	73.77	99.33	124.89
		Jul-13	65.50	73.77	99.33	124.89
		Aug-13	78.07	73.77	99.33	124.89
		Sep-13	79.02	73.77	99.33	124.89
		Oct-13	108.93	73.77	99.33	124.89
		Nov-13	88.50	73.77	99.33	124.89
		Dec-13	76.58	73.77	99.33	124.89
Age 0–20	Undocumented Unique Users=4,741	Jan-13	16.56	13.76	18.50	23.24
		Feb-13	14.40	13.76	18.50	23.24
		Mar-13	14.70	13.76	18.50	23.24
		Apr-13	15.82	13.76	18.50	23.24
		May-13	15.10	13.76	18.50	23.24
		Jun-13	13.64	13.76	18.50	23.24
		Jul-13	16.69	13.76	18.50	23.24
		Aug-13	17.71	13.76	18.50	23.24
		Sep-13	14.73	13.76	18.50	23.24
		Oct-13	19.93	13.76	18.50	23.24
		Nov-13	16.55	13.76	18.50	23.24
		Dec-13	17.28	13.76	18.50	23.24
Age 21+	Aged Unique Users=3,625	Jan-13	210.65	228.05	319.57	411.08
		Feb-13	194.78	228.05	319.57	411.08
		Mar-13	207.88	228.05	319.57	411.08
		Apr-13	218.73	228.05	319.57	411.08
		May-13	208.91	228.05	319.57	411.08
		Jun-13	187.14	228.05	319.57	411.08
		Jul-13	209.25	228.05	319.57	411.08
		Aug-13	194.64	228.05	319.57	411.08
		Sep-13	191.28	228.05	319.57	411.08
		Oct-13	256.19	228.05	319.57	411.08
		Nov-13	229.98	228.05	319.57	411.08
		Dec-13	225.97	228.05	319.57	411.08
Age 21+	Blind/Disabled Unique Users=25,824	Jan-13	255.55	224.89	277.24	329.58
		Feb-13	239.04	224.89	277.24	329.58
		Mar-13	256.47	224.89	277.24	329.58

Age Group	Aid Category	Month	Service Utilization Rate	Baseline Lower Control Limit	Baseline Mean	Baseline Upper Control Limit
	<b>Blind/Disabled</b>	Apr-13	279.85	224.89	277.24	329.58
		May-13	276.14	224.89	277.24	329.58
		Jun-13	254.81	224.89	277.24	329.58
		Jul-13	267.19	224.89	277.24	329.58
		Aug-13	265.57	224.89	277.24	329.58
		Sep-13	255.73	224.89	277.24	329.58
		Oct-13	355.23	224.89	277.24	329.58
		Nov-13	317.20	224.89	277.24	329.58
		Dec-13	320.18	224.89	277.24	329.58
<b>Age 21+</b>	<b>Families Unique Users=39,029</b>	Jan-13	102.72	95.93	125.16	154.40
		Feb-13	93.25	95.93	125.16	154.40
		Mar-13	101.00	95.93	125.16	154.40
		Apr-13	107.76	95.93	125.16	154.40
		May-13	104.69	95.93	125.16	154.40
		Jun-13	92.79	95.93	125.16	154.40
		Jul-13	102.93	95.93	125.16	154.40
		Aug-13	103.99	95.93	125.16	154.40
		Sep-13	88.11	95.93	125.16	154.40
		Oct-13	144.19	95.93	125.16	154.40
		Nov-13	118.53	95.93	125.16	154.40
		Dec-13	116.75	95.93	125.16	154.40
<b>Age 21+</b>	<b>Other Unique Users=29,837</b>	Jan-13	314.75	260.42	320.28	380.14
		Feb-13	272.16	260.42	320.28	380.14
		Mar-13	281.68	260.42	320.28	380.14
		Apr-13	312.47	260.42	320.28	380.14
		May-13	307.97	260.42	320.28	380.14
		Jun-13	272.11	260.42	320.28	380.14
		Jul-13	329.03	260.42	320.28	380.14
		Aug-13	313.49	260.42	320.28	380.14
		Sep-13	290.83	260.42	320.28	380.14
		Oct-13	351.54	260.42	320.28	380.14
		Nov-13	306.30	260.42	320.28	380.14
		Dec-13	290.88	260.42	320.28	380.14
<b>Age 21+</b>	<b>Undocumented Unique Users=43,238</b>	Jan-13	44.49	37.14	46.88	56.61
		Feb-13	38.30	37.14	46.88	56.61
		Mar-13	40.20	37.14	46.88	56.61
		Apr-13	42.12	37.14	46.88	56.61
		May-13	41.95	37.14	46.88	56.61
		Jun-13	37.13	37.14	46.88	56.61

<b>Age Group</b>	<b>Aid Category</b>	<b>Month</b>	<b>Service Utilization Rate</b>	<b>Baseline Lower Control Limit</b>	<b>Baseline Mean</b>	<b>Baseline Upper Control Limit</b>
	<b>Undocumented</b>	Jul-13	43.17	37.14	46.88	56.61
		Aug-13	42.74	37.14	46.88	56.61
		Sep-13	39.71	37.14	46.88	56.61
		Oct-13	50.84	37.14	46.88	56.61
		Nov-13	43.76	37.14	46.88	56.61
		Dec-13	45.85	37.14	46.88	56.61

**Source:** Created by DHCS Research and Analytic Studies Division

## Radiology Services

**Table SU-13:** Radiology Services Utilization Rates from January 2013 to December 2013, by Age Group and Aid Category, Baseline Control Limits, and Baseline Mean

Age Group	Aid Category	Month	Service Utilization Rate	Baseline Lower Control Limit	Baseline Mean	Baseline Upper Control Limit
Age 0–20	<b>Blind/Disabled Unique Users=3,252</b>	Jan-13	113.88	82.46	98.49	114.53
		Feb-13	99.66	82.46	98.49	114.53
		Mar-13	95.39	82.46	98.49	114.53
		Apr-13	106.62	82.46	98.49	114.53
		May-13	96.15	82.46	98.49	114.53
		Jun-13	77.14	82.46	98.49	114.53
		Jul-13	93.80	82.46	98.49	114.53
		Aug-13	96.72	82.46	98.49	114.53
		Sep-13	90.39	82.46	98.49	114.53
		Oct-13	104.48	82.46	98.49	114.53
		Nov-13	89.58	82.46	98.49	114.53
		Dec-13	82.29	82.46	98.49	114.53
Age 0–20	<b>Families Unique Users=18,238</b>	Jan-13	59.15	39.57	47.87	56.17
		Feb-13	51.57	39.57	47.87	56.17
		Mar-13	51.80	39.57	47.87	56.17
		Apr-13	52.66	39.57	47.87	56.17
		May-13	51.61	39.57	47.87	56.17
		Jun-13	41.75	39.57	47.87	56.17
		Jul-13	43.06	39.57	47.87	56.17
		Aug-13	45.07	39.57	47.87	56.17
		Sep-13	47.91	39.57	47.87	56.17
		Oct-13	52.39	39.57	47.87	56.17
		Nov-13	44.53	39.57	47.87	56.17
		Dec-13	43.99	39.57	47.87	56.17
Age 0–20	<b>Foster Care Unique Users=5,785</b>	Jan-13	47.00	36.33	44.52	52.70
		Feb-13	42.53	36.33	44.52	52.70
		Mar-13	44.71	36.33	44.52	52.70
		Apr-13	46.06	36.33	44.52	52.70
		May-13	45.57	36.33	44.52	52.70
		Jun-13	38.49	36.33	44.52	52.70
		Jul-13	39.45	36.33	44.52	52.70
		Aug-13	43.29	36.33	44.52	52.70
		Sep-13	44.96	36.33	44.52	52.70
		Oct-13	48.88	36.33	44.52	52.70
		Nov-13	43.53	36.33	44.52	52.70
		Dec-13	40.12	36.33	44.52	52.70

Age Group	Aid Category	Month	Service Utilization Rate	Baseline Lower Control Limit	Baseline Mean	Baseline Upper Control Limit
Age 0–20	<b>Other</b> Unique Users=17,590	Jan-13	55.59	48.54	56.14	63.75
		Feb-13	44.55	48.54	56.14	63.75
		Mar-13	43.34	48.54	56.14	63.75
		Apr-13	44.22	48.54	56.14	63.75
		May-13	44.44	48.54	56.14	63.75
		Jun-13	40.26	48.54	56.14	63.75
		Jul-13	42.35	48.54	56.14	63.75
		Aug-13	43.46	48.54	56.14	63.75
		Sep-13	44.38	48.54	56.14	63.75
		Oct-13	49.18	48.54	56.14	63.75
		Nov-13	42.98	48.54	56.14	63.75
		Dec-13	38.34	48.54	56.14	63.75
Age 0–20	<b>Undocumented</b> Unique Users=6,398	Jan-13	35.68	25.95	31.68	37.40
		Feb-13	32.00	25.95	31.68	37.40
		Mar-13	33.82	25.95	31.68	37.40
		Apr-13	34.19	25.95	31.68	37.40
		May-13	34.54	25.95	31.68	37.40
		Jun-13	30.45	25.95	31.68	37.40
		Jul-13	34.94	25.95	31.68	37.40
		Aug-13	35.76	25.95	31.68	37.40
		Sep-13	34.73	25.95	31.68	37.40
		Oct-13	38.00	25.95	31.68	37.40
		Nov-13	31.45	25.95	31.68	37.40
		Dec-13	31.68	25.95	31.68	37.40
Age 21+	<b>Aged</b> Unique Users=2,545	Jan-13	245.03	151.71	183.03	214.35
		Feb-13	223.69	151.71	183.03	214.35
		Mar-13	223.39	151.71	183.03	214.35
		Apr-13	222.92	151.71	183.03	214.35
		May-13	207.18	151.71	183.03	214.35
		Jun-13	192.78	151.71	183.03	214.35
		Jul-13	226.13	151.71	183.03	214.35
		Aug-13	237.09	151.71	183.03	214.35
		Sep-13	214.37	151.71	183.03	214.35
		Oct-13	227.92	151.71	183.03	214.35
		Nov-13	209.59	151.71	183.03	214.35
		Dec-13	192.25	151.71	183.03	214.35
Age 21+	<b>Blind/Disabled</b> Unique Users=19,863	Jan-13	300.40	198.15	235.22	272.30
		Feb-13	267.99	198.15	235.22	272.30
		Mar-13	288.34	198.15	235.22	272.30

Age Group	Aid Category	Month	Service Utilization Rate	Baseline Lower Control Limit	Baseline Mean	Baseline Upper Control Limit
	<b>Blind/Disabled</b>	Apr-13	286.58	198.15	235.22	272.30
		May-13	290.76	198.15	235.22	272.30
		Jun-13	266.73	198.15	235.22	272.30
		Jul-13	283.27	198.15	235.22	272.30
		Aug-13	281.70	198.15	235.22	272.30
		Sep-13	265.01	198.15	235.22	272.30
		Oct-13	287.35	198.15	235.22	272.30
		Nov-13	267.07	198.15	235.22	272.30
Dec-13	273.79	198.15	235.22	272.30		
<b>Age 21+</b>	<b>Families Unique Users=29,950</b>	Jan-13	145.16	118.35	138.19	158.03
		Feb-13	129.28	118.35	138.19	158.03
		Mar-13	137.95	118.35	138.19	158.03
		Apr-13	145.81	118.35	138.19	158.03
		May-13	144.59	118.35	138.19	158.03
		Jun-13	131.50	118.35	138.19	158.03
		Jul-13	145.37	118.35	138.19	158.03
		Aug-13	139.94	118.35	138.19	158.03
		Sep-13	129.04	118.35	138.19	158.03
		Oct-13	142.72	118.35	138.19	158.03
		Nov-13	118.96	118.35	138.19	158.03
		Dec-13	117.25	118.35	138.19	158.03
<b>Age 21+</b>	<b>Other Unique Users= 23,785</b>	Jan-13	333.17	246.96	301.89	356.82
		Feb-13	282.56	246.96	301.89	356.82
		Mar-13	297.49	246.96	301.89	356.82
		Apr-13	321.47	246.96	301.89	356.82
		May-13	326.18	246.96	301.89	356.82
		Jun-13	299.66	246.96	301.89	356.82
		Jul-13	328.04	246.96	301.89	356.82
		Aug-13	322.28	246.96	301.89	356.82
		Sep-13	292.64	246.96	301.89	356.82
		Oct-13	330.27	246.96	301.89	356.82
		Nov-13	281.59	246.96	301.89	356.82
		Dec-13	276.82	246.96	301.89	356.82
<b>Age 21+</b>	<b>Undocumented Unique Users=45,626</b>	Jan-13	62.03	49.23	57.19	65.16
		Feb-13	54.85	49.23	57.19	65.16
		Mar-13	58.32	49.23	57.19	65.16
		Apr-13	59.80	49.23	57.19	65.16
		May-13	60.94	49.23	57.19	65.16
		Jun-13	57.42	49.23	57.19	65.16

Age Group	Aid Category	Month	Service Utilization Rate	Baseline Lower Control Limit	Baseline Mean	Baseline Upper Control Limit
	<b>Undocumented</b>	Jul-13	63.06	49.23	57.19	65.16
		Aug-13	62.40	49.23	57.19	65.16
		Sep-13	58.80	49.23	57.19	65.16
		Oct-13	62.59	49.23	57.19	65.16
		Nov-13	55.25	49.23	57.19	65.16
		Dec-13	55.90	49.23	57.19	65.16

Source: Created by DHCS Research and Analytic Studies Division