

# YES Rights and Resolutions

COMPLAINTS AND APPEALS  
OCTOBER 1 – DECEMBER 30, 2025  
SFY 2026 Q2

QUALITY MANAGEMENT  
IMPROVEMENT AND  
ACCOUNTABILITY  
MARCH 27, 2026

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# YES Rights and Resolutions Report Introduction

October 1, 2025 – December 31, 2025 (SFY 2026 Q2)

The Youth Empowerment Services (YES) Quality Management Improvement and Accountability (QMIA) Council believes that complaints are a valuable source of information about the YES system of care and that each complaint received offers an opportunity to monitor and improve Idaho's behavioral health system for youth and families.

The YES system of care is complex. It is comprised of multiple partners including the Idaho Department of Health and Welfare divisions of Behavioral Health (DBH), Medicaid, and Children, Youth, and Family Services (CYFS), the Idaho Department of Education (IDE), and the Idaho Department of Juvenile Corrections (IDJC). The YES complaint system has been designed to facilitate youth and families being at the center of their own care. However, the overall complexity of the YES system of care is reflected in the current need for each YES system partners to follow their respective state and/or Federal reporting obligations. Therefore, each partner has their own complaint tracking method and contributes information individually to this report. The QMIA Council continues to work with YES partners to improve complaint reporting and thoroughly understand the complaints themselves with the goal of developing of targeted quality improvement projects to address common issues within the overall YES system.

Youth and families may find there are times when they are not satisfied with the services they receive, do not agree with their provider, or disagree with a decision from the state. When this happens, they may choose to file a complaint or appeal. Youth and families cannot be penalized or retaliated against for filing a complaint or appeal. Youth and families should file a complaint when they think something was not handled correctly. Asking if something can be handled differently or better help to improve the system. Providers can encourage youth and families to file complaints and can help them with their appeals.

The complaints and appeals processes are important tools to help monitor and potentially change how the YES system of care is working. The goal of this report is to look at system and/or policy changes and to demonstrate that IDHW is listening to families and that we care about receiving this information as it helps improve the overall delivery of behavioral health services to Idahoans. The difference between complaints and appeals is outlined below.

A **complaint** is a claim that a situation is unsatisfactory and may be about anything. When a youth or family member is not satisfied with any part of their care within the YES system of care, they may file a complaint. Complaints may be about the quality of care received, services, a provider, an employee of a provider or state agency, the benefit plan through the Department of Health and Welfare. An **appeal** is a request to change a decision. Individuals who disagree or are not satisfied with a mental health decision may want to file an appeal. Decisions are based on the information that has been received. Some types of decisions that are eligible for an appeal include: termination or denial of Medicaid eligibility, termination or denial of Medicaid funded services or supports, denial of payment for Medicaid services or supports, a determination made by the Department of Health and Welfare or its contractor that a youth does not meet criteria for Serious Emotional Disturbance (SED), when requests for eligibility or services are not acted upon within reasonable promptness, or failure of the State to provide a Child & Adolescent Needs and Strengths (CANS) assessment or YES services or supports a youth is entitled to.

## YES COMPLAINTS

A total of 31 complaints were received during Q2 of SFY 2026. The following tables reflect the number of complaints received directly by each team.

Table 1: YES Complaints Q1, Q2, Q3, and Q4

	YES CCT	DBH	Magellan	MTM	Liberty	IDJC	CYFS	Telligen	Total
Q1	5*	1*	2	37	0	1	0	N/A	46*
Q2	2**	1	8**	14	0	6	0	0	31
Q3	0	0	0	0	0	0	0	0	0
Q4	0	0	0	0	0	0	0	0	0
SFY to date	7	2	10	51	0	7	0	0	77

Note: YES CCT is the YES Centralized Complaints Team. Previously reported Medicaid EPSDT and Telligen complaint categories were removed after SFY25 Q1 as the behavioral health services previously managed by these contractors are now managed by Magellan, and therefore any complaints are now being reported to Magellan. The Telligen category was added back SFY26 Q2 to account for any complaints related to Behavioral Intervention services.

\*One complaint was reported to both the YES CCT and DBH. It is counted in both team's totals and in the overall total.

\*\*Two complaints were reported to both the YES CCT and Magellan. They are counted in both teams' totals and in the overall total.

Table 2: Timeliness of Resolution for YES Complaints

	Average Calendar Days to Complaint Closure					Range of Calendar Days to Complaint Closure			
	Q1	Q2	Q3	Q4	SFY	Q1	Q2	Q3	Q4
YES CCT	26	42	-	-	34	10-45	33-49	-	-
DBH	28	34	-	-	31	28	34	-	-
Magellan	11	11	-	-	11	7-14	6-29	-	-
MTM	14	12	-	-	13	5-17	1-18	-	-
Liberty	-	-	-	-	-	-	-	-	-
IDJC	7	6	-	-	7	7	0-16	-	-
Telligen	N/A	-	-	-	-	N/A	-	-	-
CYFS	-	-	-	-	-	-	-	-	-

## DETAILED BREAKOUT OF COMPLAINT REPORTING FOR QUARTER 2 (October 1, 2025 – December 31, 2025)

**YES Centralized Complaints Team (YES CCT):** The category includes all complaints filed via the YES Website, YES voicemail at 208-364-1910, and the [YES@dhw.idaho.gov](mailto:YES@dhw.idaho.gov) inquiry email. Complaints captured in this category may be about any YES service provided by any partner in the YES system of care and may be duplicated by the YES partner in their own report section.

**Definition of Complex:** A complex complaint is one that involves coordination between multiple YES system of care teams to resolve and typically falls into multiple complaint categories, such as quality of care, clinical care, access, rights, etc.

Table 3: YES Centralized Complaints Team

Region	Date of Complaint	Source of Complaint	Category	Complaint Summary	Status at End of Quarter	Outcome	Calendar Days to Closure
1	12-2-25	Website	Clinical Care	Parent reported that their youth was seeing a specific provider for various services. This provider did a CDA and treatment plan for the youth but did not involve the parent in the process at all. Parent was presented with a completed assessment/plan and asked to sign. When parent did not agree with what was in the assessment and plan, provider reportedly became defensive and dismissive of parent's concerns.	Pending – Closed 1-20-26	YES Centralized Complaints Team forwarded complaint to Magellan. YES CCT reached out to parent to obtain permission to share details of complaint with provider, parent agreed. Notified parent that information was passed to Magellan for further investigation. Outcome letters were sent.	49
3	12-9-25	Website	Quality of Care	Parent reported concern over child safety and inability to finish meals due to disruptive behavior from other children. Additionally, monthly reports to parent from staff were reported to be vague making it difficult to gage progress. The parent shared there was no collaboration with intervention services and no family counseling has been offered.	Pending – Closed 1-12-26	The YES Centralized Complaints Team forwarded complaint to Magellan ICC. They are working on finding new placement for child. Outcome letter sent.	34

## Division of Behavioral Health (DBH)

Table 4: This category includes complaints about services and supports provided directly by DBH, vouchered respite, and Treatment Foster Care.

Region	Date of Complaint	Source of Complaint	Category	Complaint Summary	Status at End of Quarter	Outcome	Calendar Days to Closure
Unknown	11-14-25	Website	Quality of Care	Anonymous complaint was submitted about quality of care witnessed in a facility.	Closed	Forwarded complaint to Magellan for investigation. Provided additional contact information for other complaint teams.	34

## Magellan Healthcare

Table 5: Magellan complaints:

Region	Date of Complaint	Source of Complaint	Category	Complaint Summary	Status at End of Quarter	Outcome	Calendar Days to Closure
1	10-1-25	Written	Quality of Care	The family of a YES youth submitted a complaint against a facility about the quality of care the youth received.	Closed	Magellan opened a quality of care review with the provider.	6
5	10-15-25	Written	Customer service	Family submitted a complaint reporting that the provider was rude to them.	Closed	Magellan investigated the report. The complaint was partially substantiated. Magellan opened a quality of care review.	13
3	10-16-25	Verbal	Quality of care	Family submitted a complaint about the quality of care their youth received in a facility.	Closed	Magellan opened a quality of care review with the provider.	12
4	10-20-25	Written	Claims	YES provided submitted a complaint about claims.	Closed	Magellan worked with the provider to address the claims.	10
3	12-3-25	Verbal	Claims	YES provider submitted a complaint about Magellan's claims process.	Closed	Provider was given technical assistance with the claims system.	14

1	12-8-25	Verbal	Customer Service	Member's parent called the Magellan member line to get a list of providers in their area. Parent reported that the providers given were not taking new clients although the list provided by Magellan said they are. Parent reported that provider was rude on the phone and hung up on them.	Closed	Magellan spoke with provider to verify if they were accepting new clients to update their provider search results.	7
3	12-12-25	Written	Quality of Care	Also submitted to YES CCT.  Parent reported concern over child safety and inability to finish meals due to disruptive behavior from other children. Additionally, monthly reports to parent from staff were reported to be vague making it difficult to gage progress. The parent shared there was no collaboration with intervention services and no family counseling has been offered.	Closed	Magellan reviewed the details of the complaint and opened a quality of care review with the provider.	17
1	12-22-25	Written	Quality of Care	Also submitted to YES CCT.  Parent reported that their youth was seeing a specific provider for various services. This provider did a CDA and treatment plan for the youth but did not involve the parent in the process at all. Parent was presented with a completed assessment/plan and asked to sign. When parent did not agree with what was in the assessment and plan, provider reportedly became defensive and dismissive of parent's concerns.	Closed	Magellan reviewed the details of the complaint and opened a quality of care review with the provider.	29

## Liberty Healthcare

Table 6: Liberty Healthcare Idaho Independent Assessment Services complaints:

Region	Date of Complaint	Source of Complaint	Category	Complaint Summary	Status at End of Quarter	Outcome	Calendar Days to Closure
No complaints received this quarter.							

## Telligen

Table 7: Telligen complaints (Behavioral Intervention service):

Region	Date of Complaint	Source of Complaint	Category	Complaint Summary	Status at End of Quarter	Outcome	Calendar Days to Closure
No complaints received this quarter.							

## MTM

Table 8: Medical Transportation Management (MTM) complaints:

Region	Date of Complaint	Source of Complaint	Category	Complaint Summary	Status at End of Quarter	Outcome	Calendar Days to Closure
4	10-13-25	Phone	Access	Member's parent contacted MTM stating that the member was not picked up on 10/10/2025.	Closed	Based on the evidence from the investigation and calls received for the trip date, 10/10/2025, the grievance is substantiated. The transportation provider did not provide any trip logs or GPS to show that their driver had arrived at the pick-up location on 10/10/2025. The transportation provider should	14

						ensure that they are accommodating all trips as requested and only accept trips from the online portal if they can fulfill the request.	
3	10-13-25	Phone	Access	The member's mother contacted MTM on 10/13/2025 stating MTM failed to locate transportation for the trip request. Per mother this is an ongoing issue, and the member keeps missing appointments because of lack of transportation.	Closed	Quality Operations investigated the grievance and determined it to be substantiated. Quality Operations has requested that transportation provider be educated on ensuring they are reviewing their manifest ahead of time, and any trips that cannot be accommodated are returned to MTM more than 24 hours before the scheduled appointment. This will allow MTM sufficient time to secure alternate transportation.	11
4	10-16-25	Phone	Access	The Case Manager contacted MTM on 10/16/2025, stating that the driver picked minor up from school without a Parental Consent being on file.	Closed	Quality Operations investigated the claim and determined it to be substantiated against MTM Dispatch staff. The member is a minor, and a Parental Consent Form (PCF) is required to be signed by the member's guardian, and once approved, is noted in the member's account. The agent did not follow the correct protocols. The representative has been submitted for coaching.	15
4	10-23-25	Phone	Access	The member contacted MTM on 10/23/2025 stating the transportation provider did not arrive for the scheduled pick-up request.	Closed	Quality Operations investigated the grievance and determined it to be substantiated. Transportation provider did not decline the member's trip within 24 hours of being assigned the trip. Transportation provider will be educated to turn back a trip	4

						greater than 24 hours before the scheduled appointment time if they are unable to accommodate the trip.	
4	10-29-25	Phone	Access	The client contacted MTM on 10/29/2025 on behalf of the member to report that MTM was unable to provide any trip information.	Closed	Investigation determined claim is unsubstantiated. The agent assisted the member's Case Manager on 10/29/2025. The call center agent/agents handled the call professionally, assisted the member with great customer service, and followed protocol.	16
4	11-11-25	Phone	Access	The facility contacted MTM on 11/11/25, requesting specific transportation provider be excluded. They do not pick up the member.	Closed	Member's complaint is unsubstantiated. While the member may express a preference for a specific provider, MTM Inc. is not required to direct trips to that provider, nor can it guarantee that the provider will be available to fulfill the request. Likewise with provider exclusions. The member's account, however, will be noted for future reference when scheduling transportation.	1
3	11-12-25	Phone	Access	The facility contacted MTM on 11/12/25, stating the transportation provider arrived late for the pick-up request. The driver arrived at 8:26 am. The appointment is at 9:00 am. The member arrived 15 minutes late for treatment, causing the member not to receive full treatment.	Closed	Quality Operations investigated the claim and determined it to be substantiated. Transportation provider was late on 11/12/2025. As a result, the member arrived late to their appointment. The transportation provider should ensure they are aware of the scheduled routes to and from the scheduled locations to prevent the participant/member from arriving late to their appointments. MTM will closely	9

						monitor the provider's performance moving forward and guide the proper procedures and protocols to ensure compliance with future trip management.	
4	11-17-25	Phone	Access	The member's mother contacted MTM on 11/17/2025 stating the MTM representative was rude during the call. Member's mother stated that MTM representative was very short and seemed irritated. Member's mother stated that MTM representative was not helpful.	Closed	The claim against the MTM Call Center Agent, is unsubstantiated. The call center agent/agents handled the call professionally and followed the correct protocols and procedures on 11/17/2025.	15
4	11-17-25	Phone	Access	The member's mother contacted MTM on 11/17/2025 stating the member disagreed with MTM requiring parental consent form in order for the trip to be set due to trips were cancelled after being set without parental consent on file.	Closed	Quality Operations investigated the claim and determined it to be unsubstantiated. Per Idaho State Medicaid, a Parental Consent Form must be signed by the facility and must be on file due to the member being a minor.  As of 11/18/2025, MTM has not received the signed Parental Consent Form.	1
1	11-17-25	Phone	Access	The member's grandmother contacted MTM on 11/17/2025 stating the transportation provider failed to accommodate the scheduled trip request. She also added nobody called her to notify the provider that they could not accommodate the trip nor that MTM had not found another provider for today. She said if they had been notified earlier maybe they could have found other means of transportation and the member wouldn't have lost her appointment.	Closed	Quality Operations investigated the claim and determined it to be substantiated. Any trips that cannot be accommodated should be returned to MTM more than 24 hours before the scheduled appointment. This will allow MTM sufficient time to secure alternate transportation. MTM Health's Logistics and dispatch were notified of the claim, and an education request was filed.	15
7	11-22-25	Phone	Access	The member's mother contacted MTM on 11/22/2025 stating the MTM	Closed	Quality Operations investigated the claim and determined it to	9

				representative was rude during the call. Member had a request on their account stating that they need to be assigned to a specific provider. They were assigned to a medical transportation provider. Mother called in to get the provider changed. The agent was rude and told the member's mother that they would not do it, that they have no ride of choice. Member's mother has filed a complaint against this agent before. When she asked for a supervisor the agent hung up.		be unsubstantiated. On 11/22/2025, MTM Call Center Agent was not rude to the member's mother. The member's mother, inquired about their own trip and not the member's trip on 11/21/2025.	
5	12-20-25	Phone	Access	The member's mother contacted MTM on 12/20/25 stating the MTM representative was rude during the call. About 15 minutes before my call with a representative.	Closed	The Quality Operations Team searched for an MTM Supervisor by name given. Unfortunately, there is no one by that name.	18
5	12-23-25	Phone	Access	The member's mother contacted MTM on 12/23/2025 stating the transportation provider arrived late for the pickup request. The driver arrived at the appointment at 9am. The driver did not present him/herself in a professional manner.	Closed	Based on the evidence from the investigation and calls received by the member for the trip date, 12/23/2025, the claim is substantiated. Transportation provider mismanaged the member's trip, and as a result, the member arrived late and missed their appointment on 12/23/2025. Quality Operations has requested that the transportation provider be educated on ensuring they review their manifestation ahead of time. Any trips that cannot be accommodated should be returned to MTM more than 24 hours before the scheduled appointment. This will allow MTM sufficient time to secure alternate transportation.	16

4	12-29-25	Phone	Access	Individual contacted MTM on 12/24/2025 on behalf of the member to report an issue with transportation that occurred on 12/24/2025.	Closed	Quality Operations investigated the claim and determined it to be substantiated. Quality Operations has forwarded the issue to transportation provider for review of MTM processes and the member's service area to assess network adequacy. It also ensures the member is informed of their trip arrangements before the appointment time.	14
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Note: Previously reported Medicaid EPSDT and Telligen complaint categories were removed after SFY25 Q1 as the behavioral health services previously managed by these contractors are now managed by Magellan, and therefore any complaints are now being reported to Magellan. The Telligen category was added back SFY26 Q2 to account for any complaints related to Behavioral Intervention services.

### Idaho Department of Juvenile Corrections (IDJC) (YES Class Families/Youth)

There were 6 youth complaints and 0 family complaints received during Q2 of SFY 2026.

Table 9: IDJC Family Complaint Detail, SFY 2026, Q2

Families							
Family members of YES class members whose complaint/concern was directed to the Superintendent							
Region	Date of Complaint	Source of Complaint	Category	Complaint Summary	Status at End of Quarter	Outcome	Calendar Days to Closure
No complaints received this quarter.							

Table 10: IDJC Youth Complaint Detail, SFY 2026, Q2

Youth YES class members whose complaint/concern was formally received by IDJC staff							
Region	Date of Complaint	Source of Complaint	Category*	Complaint Summary	Status at End of Quarter	Outcome	Calendar Days to Closure
3	11/8/2025	Youth		Complained about facial expressions of a staff member when asking for a grievance form. Staff member said that pushing their peers is what keeps causing restraints and why they are arguing with staff.	Closed	Spoke with staff and staff agreed that she could have done things differently or better.	16
3	10/13/2025	Youth		Staff was disrespectful the past few times that they worked with the group. Staff member is mocking the youth, making threats, and creating high tension.	Closed	Spoke to the youth and the staff member about the issue. Did some coaching with the staff member and they will work on how they address issues with the group.	15
3	10/28/2025	Youth		States their rights are being violated and they are forced to go to church when they don't want to.	Closed	Asked the group if they are being forced to sing, answer questions, or read during church or being held accountable for not participating. Youth and the group said no. Staff explained to the youth that providing awareness and sitting quietly in church was not a violation of rights.	0
3	12/13/2025	Youth		A peer keeps challenging people and it is an ongoing behavior.	Closed	Talked with youth and the group. Youth had no specific examples. Spoke to the group about how they can help the peer and about the consequences of their criminal behavior and being committed with others that need help and their responsibilities to help them.	0

3	12/3/2025	Youth		States they cannot speak to the mother of their child.	Closed	Explained the policy and approval process for communication. The treatment team said "no" to this contact. Youth was accepting of this.	0
1	12/26/2025	Youth		A peer threw a pen towards my face/head because the peer does not like them or wants to associate with them.	Closed	Discussed options if this occurs again.	5

\*The complaint category column was added in Q3 2023 and IDJC does not currently specify category; therefore, this column is left blank until IDHW can receive input from IDJC on how they categorize their complaints. As of the writing of this report, the categorization of IDJC complaints had not yet been received.

## YES APPEALS

A total of 19 appeals were received during Q2 of SFY 2026. Appeals are formal requests for a review of decisions made about eligibility for services, denial or reduction of services or supports, and denial of payment for services or supports.

Table 11: YES Appeals Q1, Q2, Q3, and Q4.

	Medicaid	DBH	Magellan	MTM	Telligen	Liberty	Total
Q1	3	0	17	0	N/A	0	20
Q2	2	-	17	-	-	-	19
Q3	-	-	-	-	-	-	-
Q4	-	-	-	-	-	-	-
SFY to date	5	0	34	0	0	0	39

Table 12: Timeliness of Resolution for YES Appeals Q1, Q2, Q3, and Q4.

Note: Previously reported Medicaid EPSDT and Telligen complaint categories were removed after SFY25 Q1 as the behavioral health services previously managed by these contractors are now managed by Magellan, and therefore any complaints are now being reported to Magellan. The Telligen category was added back SFY26 Q2 to account for any complaints related to Behavioral Intervention services.

	Average Calendar Days to Appeal Closure					Range of Calendar Days to Appeal Closure			
	Q1	Q2	Q3	Q4	SFY	Q1	Q2	Q3	Q4
Medicaid	28	30	-	-	29	19-36	30	-	-
DBH	-	-	-	-	-	-	-	-	-
Magellan	15	19	-	-	17	3-28	1-31	-	-
MTM	-	-	-	-	-	-	-	-	-
Telligen	N/A	-	-	-	-	N/A	-	-	-
Liberty	-	-	-	-	-	-	-	-	-

Table 13: Appeals details SFY26 Q2

Team Appeal was Submitted To	Region	Date Submitted	Receipt Method	Decision Being Appealed	Status at end of quarter	Outcome	Date Closed	Calendar Days to Closure	Resulted in State Fair Hearing
Magellan	4	10-2-25	Fax	Medical necessity	Closed	Previous decision upheld	10-28-25	26	No
Magellan	4	10-13-25	Fax	Medical necessity	Closed	Previous decision overturned	10-24-25	11	No
Magellan	4	10-23-25	Email	Medical necessity	Closed	Previous decision overturned	10-24-25	1	No
Magellan	4	10-27-25	Email	Medical necessity	Closed	Previous decision overturned	10-29-25	2	No
Magellan	4	10-20-25	Email	Medical necessity	Closed	Previous decision overturned	11-14-25	25	No
Magellan	4	10-20-25	Email	Medical necessity	Closed	Previous decision upheld	11-14-25	25	No
Magellan	4	10-23-25	Email	Medical necessity	Closed	Previous decision upheld	11-20-25	28	No
Magellan	7	10-30-25	Fax	Administrative	Closed	Previous decision overturned	11-26-25	27	No
Magellan	6	11-11-25	Email	Medical necessity	Closed	Previous decision overturned	12-9-25	28	No

Magellan	4	11-12-25	Fax	Medical necessity	Closed	Previous decision overturned	12-10-25	28	No
Magellan	7	11-14-25	Fax	Administrative	Closed	Previous decision overturned	12-11-25	27	No
Magellan	6	11-21-25	Fax	Medical necessity	Closed	Previous decision upheld	12-18-25	27	No
Magellan	4	11-3-25	Fax	Medical necessity	Closed	Previous decision upheld	12-4-25	31	No
Magellan	4	12-8-25	Fax	Medical necessity	Closed	Previous decision overturned	12-9-25	1	No
Magellan	6	12-11-25	Fax	Medical necessity	Closed	Previous decision upheld	12-19-25	8	No
Magellan	2	12-16-25	Email	Medical necessity	Closed	Previous decision overturned	12-29-25	13	No
Magellan	3	12-31-25	Email	Medical necessity	Closed	Previous decision upheld	1-2-26	2	No
Medicaid	4	11-24-25	Email	Medical necessity	Closed	Withdrawn	12-24-25	30	No
Medicaid	4	11-24-25	Email	Medical necessity	Closed	Previous decision overturned	12-25-25	30	No

## YEAR OVER YEAR COMPARISON

The following table shows the year over year comparison of complaints received by all YES teams. It is broken down by quarter.

Table 14: YES Complaints compared SFY25 to SFY26

	YES CCT		DBH		Magellan		MTM		Liberty		IDJC		CYFS		Telligen	Total	
	SFY25	SFY26	SFY25	SFY26	SFY25	SFY26	SFY25	SFY26	SFY25	SFY26	SFY25	SFY26	SFY25	SFY26	SFY26	SFY25	SFY26
Q1	5	5**	0	1**	6*	2	46	37	0	0	8	1	0	0	N/A	65	46
Q2	5*	2***	0	1	6	8***	34	14	0	-	7	6	0	-	-	52	31
Q3	6	-	0	-	1	-	27	-	0	-	3	-	0	-	-	37	-
Q4	4	-	0	-	3	-	34	-	0	-	11	-	0	-	-	52	-
SFY Totals	20	7	0	2	16	10	141	51	0	0	29	7	0	0	-	206	77

\*One complaint was reported to both the YES Centralized Complaints Team and Magellan. It is counted in the total for both teams and counted twice in the SFY25 total.

\*\*One complaint was reported to both the YES Centralized Complaints team and the DBH team. It is counted in the total for both teams and counted twice in the Q1 and SFY26 totals.

\*\*\* Two complaints were reported to both the YES CCT and Magellan. They are counted in both teams' totals and in the overall total.

Table 15.: YES Appeals compared SFY25 to SFY26.

	Medicaid		DBH		Magellan		MTM		Liberty		Telligen	Total	
	SFY25	SFY26	SFY25	SFY26	SFY25	SFY26	SFY25	SFY26	SFY25	SFY26	SFY26	SFY25	SFY26
Q1	0	3	0	0	1	17	0	0	0	0	N/A	1	20
Q2	0	2	0	-	4	17	0	-	0	-	-	4	19
Q3	0	-	0	-	7	-	0	-	0	-	-	7	-
Q4	0	-	0	-	4	-	0	-	0	-	-	4	-
SFY Total	0	5	0	0	16	34	0	0	0	0	-	16	39