

State Issued Behavioral Health Citations

The state closely monitors Medicaid Managed Care Organizations (MCOs) to ensure they are properly providing behavioral health services to their members. When the State finds a MCO to be noncompliant with a law, regulation, or Medicaid Model Contract requirement, the MCO is issued a citation. Citations are issued through Statements of Deficiency and Statements of Findings.

The state has **147** citations publicly available:

Behavioral Health Claims Denial and Government Rate Compliance (2017-2021)

47 citations

- Affinity (7)
- Amida (10)
- Emblem (10)
- IHA (6)
- MetroPlus (7)
- MVP (7)

Behavioral Health Parity (2018-2021)

91 citations

- Affinity (7)
- Amida Care (7)
- CDPHP (6)
- Emblem (6)
- Excellus (6)
- Fidelis (7)
- Healthfirst (6)
- HealthPlus (6)
- Highmark (6)
- IHA (7)
- MetroPlus (7)
- Molina (6)
- MVP (2)
- UHC (6)
- VNS (6)

Key Staffing Citations (2021)

9 citations

- Affinity (2)
- Emblem (2)
- Fidelis (1)
- MetroPlus (2)
- Molina (2)

The state is also in the process of posting an additional **54** citations:

Behavioral Health Claims Denial and Government Rate Compliance (2021-2024)

12 citations

- Amida Care (6)
- Emblem (3)
- HealthPlus (3)

Behavioral Health Parity (2021-2024)

21 citations

- Amida Care (5)
- Fidelis (1)

- HealthPlus (5)
- MetroPlus (5)

- Molina (5)

Key Staffing Citations (2021-2023)

4 citations

- HealthPlus (2)

- VNS (2)

Behavioral Health Network Adequacy (2023-2024)

17 Citations

- Emblem (5)
- Excellus (2)

- MVP (5)
- UHC (5)

The state anticipates posting another **105** citations that have been issued to MCOs pending further review and approval.

In total, **306** citations have either been issued or are in the process of being issued to MCOs for behavioral health services related violations as of **May 2026**.