



## Provider Profiling Year-End Report

### Mental Health Outpatient Services (MHOP)

Mental Health Outpatient Therapy  
Psychiatric Evaluations  
Medication Management

7/1/2017 - 6/30/2018

*Provider Profiling is conducted in order to collect and trend data to provide information relating to Provider performance, with the overall intent of improving the quality of care rendered to PerformCare's Members. PerformCare encourages Providers to closely review this information and use this to help inform areas of future development.*

*PerformCare will provide updated Provider Profiling reports twice a year. The first report will be distributed in July, and will provide measures on the first two quarters of the fiscal year (Provider Profiling Mid-Year Report). The second report will be distributed in January, and will provide the entire fiscal year measures (Provider Profiling Year-End Final Report).*

**Measure 1: 7-Day Access for Psychiatric Evaluations and Mental Health Outpatient Therapy**

Measuring access rates is important to ensure that PerformCare Members are able to access services when they need them. This measure calculates the percentage of Members receiving or being offered an appointment within 7 days for Psychiatric Evaluations and Mental Health Outpatient Therapy. This measure reflects claims data for unique Members accessing Psychiatric evaluations or Mental Health Outpatient therapy from 7/1/17-6/30/18.

The rates are calculated as follows:

Denominator: All initial evaluation or therapy assessments, broken out respectively.

Numerator: Number of Members being offered an appointment within 7 days of initial evaluation or therapy assessments.

**Goal**

PerformCare expects MHOP Providers to achieve an access rate of at least 80% for Initial Therapy Assessments and at least 25% for Psychiatric Evaluations.\*

**Network Average**

| Service                 | Total Records | Total In Standard | Total Not In Standard | Quarterly Percentage in Standard |         |         |         | Cumulative Percentage In Standard |
|-------------------------|---------------|-------------------|-----------------------|----------------------------------|---------|---------|---------|-----------------------------------|
|                         |               |                   |                       | 2017-Q3                          | 2017-Q4 | 2018-Q1 | 2018-Q2 |                                   |
| <b>Plan Wide</b>        |               |                   |                       |                                  |         |         |         |                                   |
| Psychiatric Evaluations | 7,737         | 1,164             | 6,573                 | 14%                              | 12%     | 16%     | 18%     | 15%                               |
| MH OP Therapy           | 17,373        | 13,158            | 4,215                 | 77%                              | 76%     | 76%     | 74%     | 76%                               |

**Provider Breakdown**

| Provider | Total Records | Total In Standard | Total Not In Standard | Quarterly Percentage in Standard |         |         |         | Cumulative Percentage In Standard |
|----------|---------------|-------------------|-----------------------|----------------------------------|---------|---------|---------|-----------------------------------|
|          |               |                   |                       | 2017-Q3                          | 2017-Q4 | 2018-Q1 | 2018-Q2 |                                   |

**Psychiatric Evaluations**

| Providers with 100+ Evaluations      | 6,632 | 1,020 | 5,612 | 14%  | 12%  | 16%  | 19%  | 15%  |
|--------------------------------------|-------|-------|-------|------|------|------|------|------|
| BEDFORD-SOMERSET DBHS-BED. MH-CLINIC | 153   | 8     | 145   | 7%   | 5%   | 0%   | 8%   | 5%   |
| BEDFORD-SOMERSET DBHS-SOM. MH-CLINIC | 146   | 3     | 143   | 0%   | 0%   | 3%   | 7%   | 2%   |
| CSG MH-CLINIC                        | 372   | 56    | 316   | 23%  | 12%  | 13%  | 15%  | 15%  |
| ESPERANZA HOPE MH-CLINIC             | 122   | 5     | 117   | 6%   | 14%  | 0%   | 0%   | 4%   |
| FAMILY BEHAVIORAL RES MH-CLINIC      | 210   | 10    | 200   | 7%   | 3%   | 6%   | 3%   | 5%   |
| FRANKLIN FAMILY SERVICES MH-CLINIC   | 298   | 16    | 282   | 6%   | 2%   | 1%   | 9%   | 5%   |
| HERSHEY MED CTR MH-CLINIC            | 180   | 0     | 180   | 0%   | 0%   | 0%   | 0%   | 0%   |
| HOLY SPIRIT HOSP MH-CLINIC           | 315   | 0     | 315   | 0%   | 0%   | 0%   | 0%   | 0%   |
| MERAKEY 2 PENNSYLVANIA MH-CLINIC     | 460   | 180   | 280   | 39%  | 32%  | 36%  | 51%  | 39%  |
| MERAKEY STEVENS CENTER MH-CLINIC     | 176   | 111   | 65    | 48%  | 77%  | 81%  | 58%  | 63%  |
| Momentum Services, LLC MH-Clinic     | 162   | 162   | 0     | 100% | 100% | 100% | 100% | 100% |
| NULTON DIAG & TRT CTR MH-CLINIC      | 177   | 4     | 173   | 3%   | 0%   | 2%   | 4%   | 2%   |
| PA COUNSELING SVCS MH-CLINIC         | 474   | 38    | 436   | 11%  | 8%   | 5%   | 9%   | 8%   |
| PA PSYCHIATRIC INSTITUTE MH-CLINIC   | 187   | 0     | 187   | 0%   | 0%   | 0%   | 0%   | 0%   |
| T W PONESSA AND ASSOC MH-CLINIC      | 821   | 0     | 821   | 0%   | 0%   | 0%   | 0%   | 0%   |
| TEAMCARE BH MH-CLINIC                | 525   | 64    | 461   | 7%   | 7%   | 21%  | 14%  | 12%  |
| WELLSPAN PHILHAVEN MH-CLINIC         | 1,477 | 136   | 1,341 | 6%   | 6%   | 9%   | 13%  | 9%   |
| YOUTH ADVOCATE PROG MH-CLINIC        | 377   | 227   | 150   | 32%  | 43%  | 68%  | 78%  | 60%  |

Measure 1: 7-Day Access for Psychiatric Evaluations and Mental Health Outpatient Therapy

| Providers with 30 to 100 Evaluations           | 891 | 125 | 766 | 18% | 8%   | 16% | 15% | 14% |
|--|-----|-----|-----|-----|------|-----|-----|-----|
| ACRP MH-CLINIC                                 | 99  | 27  | 72  | 38% | 0%   | 33% | 31% | 27% |
| ALDER HEALTH SERVICES MH-CLINIC                | 32  | 0   | 32  | -   | 0%   | 0%  | 0%  | 0%  |
| COMMONWEALTH CLINICAL MH-CLINIC                | 69  | 0   | 69  | 0%  | 0%   | 0%  | 0%  | 0%  |
| DIAKON MH-CLINIC                               | 48  | 0   | 48  | 0%  | 0%   | 0%  | 0%  | 0%  |
| HANES LAURA (SUMMIT PHYSICIANS SERVICES)       | 56  | 0   | 56  | 0%  | 0%   | 0%  | 0%  | 0%  |
| KAUR APWINDER (SUMMIT PHYSICIANS SERVICES)     | 76  | 0   | 76  | 0%  | 0%   | 0%  | 0%  | 0%  |
| LAUREL LIFE SERVICES MH-CLINIC                 | 74  | 2   | 72  | 8%  | 0%   | 0%  | 0%  | 3%  |
| NEW HORIZONS COUNSELING SERVICES INC MH-CLINIC | 36  | 0   | 36  | -   | 0%   | 0%  | 0%  | 0%  |
| NUUESTRA CLINICA MH-CLINIC                     | 80  | 4   | 76  | 18% | 0%   | 0%  | 8%  | 5%  |
| PA COMPREHENSIVE BH SVCS MH-CLINIC             | 38  | 0   | 38  | 0%  | 0%   | 0%  | 0%  | 0%  |
| Pressley Ridge Schools MH-Clinic               | 31  | 28  | 3   | 83% | 100% | 92% | 88% | 90% |
| SYED SYYEDA (SUMMIT PHYSICIANS SERVICES)       | 70  | 0   | 70  | 0%  | 0%   | 0%  | 0%  | 0%  |
| TRUENORTH WELLNESS MH-CLINIC                   | 85  | 64  | 21  | 82% | 78%  | 80% | 64% | 75% |
| WRIGHT LISA (SUMMIT PHYSICIANS SERVICES)       | 97  | 0   | 97  | 0%  | 0%   | 0%  | 0%  | 0%  |

\*Individual contracts may have specific goals outlined. This goal is the network goal for PerformCare Providers across the network and is based on current baseline scores and the network average.

Note: Cells with a dash represent that there were no services delivered to calculate a measure within that quarter and category.  
 Individual Provider rates for Providers with less than 30 initial therapy sessions were not calculated due to the smaller sample of data.  
 Members with Third Party Liability (TPL) are excluded from this report.

**Provider Breakdown**

| Provider | Total Records | Total In Standard | Total Not In Standard | Quarterly Percentage in Standard |         |         |         | Cumulative Percentage In Standard |
|----------|---------------|-------------------|-----------------------|----------------------------------|---------|---------|---------|-----------------------------------|
|          |               |                   |                       | 2017-Q3                          | 2017-Q4 | 2018-Q1 | 2018-Q2 |                                   |

**MH OP Therapy**

| Providers with 100+ Initial Therapy Assessments | 14,509 | 11,763 | 2,746 | 83%  | 81%  | 81%  | 80%  | 81%  |
|---|--------|--------|-------|------|------|------|------|------|
| ACRP MH-CLINIC                                  | 241    | 214    | 27    | 98%  | 91%  | 86%  | 80%  | 89%  |
| BEDFORD-SOMERSET DBHS-BED. MH-CLINIC            | 256    | 156    | 100   | 36%  | 60%  | 70%  | 75%  | 61%  |
| BEDFORD-SOMERSET DBHS-SOM. MH-CLINIC            | 333    | 286    | 47    | 93%  | 88%  | 89%  | 73%  | 86%  |
| COMMONWEALTH CLINICAL MH-CLINIC                 | 279    | 279    | 0     | 100% | 100% | 100% | 100% | 100% |
| CSG MH-CLINIC                                   | 752    | 616    | 136   | 78%  | 77%  | 83%  | 93%  | 82%  |
| DIAKON MH-CLINIC                                | 153    | 114    | 39    | 94%  | 98%  | 83%  | 35%  | 75%  |
| ESPERANZA HOPE MH-CLINIC                        | 175    | 175    | 0     | 100% | 100% | 100% | 100% | 100% |
| FAMILY BEHAVIORAL RES MH-CLINIC                 | 258    | 165    | 93    | 52%  | 69%  | 75%  | 61%  | 64%  |
| FRANKLIN FAMILY SERVICES MH-CLINIC              | 478    | 389    | 89    | 86%  | 79%  | 81%  | 80%  | 81%  |
| GONCHER IAN (PEDIATRIC CARE SPECIALISTS)        | 164    | 164    | 0     | 100% | 100% | 100% | 100% | 100% |
| HERSHEY MED CTR MH-CLINIC                       | 123    | 0      | 123   | 0%   | 0%   | 0%   | 0%   | 0%   |
| LAUREL LIFE SERVICES MH-CLINIC                  | 426    | 251    | 175   | 58%  | 61%  | 56%  | 60%  | 59%  |
| MERAKEY 2 PENNSYLVANIA MH-CLINIC                | 526    | 526    | 0     | 100% | 100% | 100% | 100% | 100% |
| MERAKEY STEVENS CENTER MH-CLINIC                | 191    | 160    | 31    | 85%  | 83%  | 89%  | 75%  | 84%  |
| Momentum Services, LLC MH-Clinic                | 277    | 274    | 3     | 100% | 99%  | 100% | 98%  | 99%  |
| NULTON DIAG & TRT CTR MH-CLINIC                 | 185    | 67     | 118   | 31%  | 30%  | 45%  | 36%  | 36%  |
| PA COUNSELING SVCS MH-CLINIC                    | 2,025  | 1,534  | 491   | 83%  | 74%  | 79%  | 66%  | 76%  |
| PA PSYCHIATRIC INSTITUTE MH-CLINIC              | 265    | 3      | 262   | 0%   | 0%   | 0%   | 6%   | 1%   |
| Pressley Ridge Schools MH-Clinic                | 322    | 322    | 0     | 100% | 100% | 100% | 100% | 100% |
| T W PONESSA AND ASSOC MH-CLINIC                 | 2,859  | 2,859  | 0     | 100% | 100% | 100% | 100% | 100% |
| TEAMCARE BH MH-CLINIC                           | 915    | 721    | 194   | 89%  | 83%  | 74%  | 69%  | 79%  |
| TRUENORTH WELLNESS MH-CLINIC                    | 277    | 151    | 126   | 56%  | 51%  | 62%  | 49%  | 55%  |
| WEIGEL JOHN (WEIGEL COUNSELING ASSOCIATES INC)  | 113    | 113    | 0     | 100% | 100% | 100% | 100% | 100% |
| WELLSPAN PHILHAVEN MH-CLINIC                    | 2,247  | 1,646  | 601   | 69%  | 71%  | 77%  | 75%  | 73%  |
| YOUTH ADVOCATE PROG MH-CLINIC                   | 564    | 521    | 43    | 93%  | 92%  | 91%  | 93%  | 92%  |
| ZEHRUNG DAVID (PATHWAYS COUNSELING SERVICES)    | 105    | 57     | 48    | 62%  | 45%  | 55%  | 52%  | 54%  |

Measure 1: 7-Day Access for Psychiatric Evaluations and Mental Health Outpatient Therapy

| Providers with 30 to 100 Initial Therapy Assessments | 1,529 | 810 | 719 | 47%  | 52%  | 57%  | 56%  | 53%  |
|--|-------|-----|-----|------|------|------|------|------|
| BEAL R JUSTIN (BEAL COUNSELING AND CONSULTING)       | 59    | 59  | 0   | 100% | 100% | 100% | 100% | 100% |
| BEHAVIORAL HEALTHCARE CORP MH-CLINIC                 | 74    | 39  | 35  | 55%  | 50%  | 67%  | 45%  | 53%  |
| Catholic Charities, Inc MH-Clinic                    | 60    | 14  | 46  | 15%  | 54%  | 22%  | 12%  | 23%  |
| Chambersburg Hospital MH-Clinic                      | 97    | 0   | 97  | 0%   | 0%   | 0%   | 0%   | 0%   |
| CLARK RHONDA (RHONDA J CLARK LPC)                    | 33    | 33  | 0   | 100% | 100% | 100% | 100% | 100% |
| COLEMAN CHRISTA (LANCASTER GENERAL HOSPITAL)         | 69    | 0   | 69  | 0%   | 0%   | 0%   | 0%   | 0%   |
| COLLINS JENNIFER (LANCASTER GENERAL HOSPITAL)        | 86    | 0   | 86  | 0%   | 0%   | 0%   | 0%   | 0%   |
| DEROSE CRYSTAL (LANCASTER GENERAL MEDICAL GROUP)     | 44    | 0   | 44  | 0%   | 0%   | 0%   | 0%   | 0%   |
| HERR TINA (NEWPORT COUNSELING CENTER)                | 48    | 48  | 0   | 100% | 100% | 100% | 100% | 100% |
| MALDONADO YVETTE (FOCUS COUNSELING SERVICES LLC)     | 50    | 15  | 35  | 14%  | 83%  | 0%   | 60%  | 30%  |
| MOCK JERRY (MOCK-MAYS ASSOCIATES)                    | 36    | 0   | 36  | 0%   | 0%   | 0%   | 0%   | 0%   |
| MOUSLEY RICHARD (LANCASTER GENERAL MEDICAL GROUP)    | 30    | 0   | 30  | 0%   | 0%   | 0%   | 0%   | 0%   |
| NEW HORIZONS COUNSELING SERVICES INC MH-CLINIC       | 70    | 70  | 0   | 100% | 100% | 100% | 100% | 100% |
| PA COMPREHENSIVE BH SVCS MH-CLINIC                   | 69    | 45  | 24  | 71%  | 52%  | 84%  | 38%  | 65%  |
| PUGH JOHN (NEW LIFE PSYCHOLOGICAL SERVICES LLC)      | 68    | 65  | 3   | 100% | 87%  | 100% | 94%  | 96%  |
| RIGBY ANDREA (HERSHEY MED CTR PHYSICIANS GROUP)      | 48    | 0   | 48  | 0%   | 0%   | 0%   | 0%   | 0%   |
| ROSEN HOWARD (HEMPFIELD BEHAVIORAL HEALTH)           | 45    | 0   | 45  | 0%   | 0%   | 0%   | 0%   | 0%   |
| RUCH LYNNETTE (LIFESPAN PSYCHOLOGICAL SERVICE)       | 96    | 96  | 0   | 100% | 100% | 100% | 100% | 100% |
| SHEARER TOINETTE (CENTER FOR HOPE AND HEALING LLC)   | 61    | 60  | 1   | 94%  | 100% | 100% | 100% | 98%  |
| SMITH HUGH (HUGH S SMITH PHD AND ASSOC)              | 67    | 0   | 67  | 0%   | 0%   | 0%   | 0%   | 0%   |
| STAUFFER CYNTHIA (SUSQUEHANNA PSYCH SVCS)            | 55    | 55  | 0   | 100% | 100% | 100% | 100% | 100% |
| TAYLOR PHILIP (PHILIP L TAYLOR CP)                   | 75    | 75  | 0   | 100% | 100% | 100% | 100% | 100% |
| THOMAS WILLIAM (WILLIAM D THOMAS CP)                 | 43    | 0   | 43  | 0%   | 0%   | 0%   | 0%   | 0%   |
| TIMME LINDA (INTEGRATIVE COUNSELING SERVICES PC)     | 39    | 39  | 0   | -    | -    | 100% | 100% | 100% |
| VisionQuest National Ltd MH-Clinic                   | 39    | 29  | 10  | 77%  | 29%  | 94%  | 50%  | 74%  |
| WATT JOSHUA (PEDIATRIC CARE SPECIALISTS)             | 68    | 68  | 0   | 100% | 100% | 100% | 100% | 100% |

\*Individual contracts may have specific goals outlined. This goal is the network goal for PerformCare Providers across the network and is based on current baseline scores and the network average.

Note: Cells with a dash represent that there were no services delivered to calculate a measure within that quarter and category.

Individual Provider rates for Providers with less than 30 initial therapy sessions were not calculated due to the smaller sample of data.

Members with Third Party Liability (TPL) are excluded from this report.

**Measure 2: MH OP Therapy Engagement in 2 or more Appointments**

After a Member meets with their therapist for their first session, their continued engagement in treatment is vital in helping to support their wellness. This measure examines the number of Members who had their first session with a therapist that also continued to stay engaged in treatment by attending 2 or more therapy appointments within 30 days. This data is based on initial therapy sessions and follow-up appointments from claims submitted for services between 7/1/17-6/30/18.

PerformCare calculates the rates as follows:

Denominator: All initial therapy appointments (1st session with a therapist after an intake assessment).

Numerator: Number of initial therapy appointments that resulted in continued engagement in 2 or more therapy appointments within 30 days. Individual, group and family therapy are treated as valid follow-up appointments following the initial therapy appointment.

**Goal**

PerformCare is providing this measure for informational purposes.

**Network Average**

Plan-wide percentage of initial therapy assessments that engaged in 2 or more therapy sessions within 30 days of assessment.

|   | 2017-Q3 | 2017-Q4 | 2018-Q1 | 2018-Q2 | Cumulative Percentage |
|---|---------|---------|---------|---------|-----------------------|
| <b>Plan-Wide Percentage</b>                 |         |         |         |         |                       |
| % of Members with 2+ follow-up appointments | 69%     | 62.5%   | 64.9%   | 58.9%   | 63.7%                 |

**Provider Breakdown**

Percentage of Members who attended an initial therapy assessment and then engaged in 2 or more therapy sessions within 30 days of assessment.

|   | 2017-Q3    | 2017-Q4    | 2018-Q1    | 2018-Q2    | Cumulative Percentage |
|---|------------|------------|------------|------------|-----------------------|
| <b>Providers with 100+ First Therapy Sessions</b> | <b>70%</b> | <b>63%</b> | <b>65%</b> | <b>59%</b> | <b>64%</b>            |
| ACRP MH-CLINIC                                    | 56%        | 76%        | 71%        | 46%        | 64%                   |
| BEDFORD-SOMERSET DBHS-BED. MH-CLINIC              | 42%        | 33%        | 39%        | 33%        | 37%                   |
| BEDFORD-SOMERSET DBHS-SOM. MH-CLINIC              | 48%        | 25%        | 30%        | 34%        | 34%                   |
| COMMONWEALTH CLINICAL MH-CLINIC                   | 67%        | 83%        | 89%        | 75%        | 79%                   |
| CSG MH-CLINIC                                     | 68%        | 58%        | 69%        | 61%        | 63%                   |
| DIAKON MH-CLINIC                                  | 81%        | 61%        | 70%        | 47%        | 62%                   |
| ESPERANZA HOPE MH-CLINIC                          | 81%        | 71%        | 67%        | 60%        | 68%                   |
| FAMILY BEHAVIORAL RES MH-CLINIC                   | 61%        | 50%        | 51%        | 57%        | 55%                   |
| FRANKLIN FAMILY SERVICES MH-CLINIC                | 68%        | 58%        | 54%        | 49%        | 57%                   |
| LAUREL LIFE SERVICES MH-CLINIC                    | 88%        | 77%        | 86%        | 71%        | 80%                   |
| MERAKEY 2 PENNSYLVANIA MH-CLINIC                  | 65%        | 59%        | 58%        | 57%        | 60%                   |
| Momentum Services, LLC MH-Clinic                  | 71%        | 72%        | 75%        | 79%        | 75%                   |
| PA COUNSELING SVCS MH-CLINIC                      | 81%        | 73%        | 75%        | 74%        | 76%                   |
| PA PSYCHIATRIC INSTITUTE MH-CLINIC                | 40%        | 26%        | 35%        | 43%        | 36%                   |
| Pressley Ridge Schools MH-Clinic                  | 90%        | 79%        | 61%        | 70%        | 75%                   |
| T W PONESSA AND ASSOC MH-CLINIC                   | 79%        | 73%        | 75%        | 63%        | 73%                   |
| TEAMCARE BH MH-CLINIC                             | 70%        | 50%        | 57%        | 47%        | 56%                   |
| TRUENORTH WELLNESS MH-CLINIC                      | 50%        | 58%        | 66%        | 58%        | 58%                   |
| WELLSPAN PHILHAVEN MH-CLINIC                      | 45%        | 38%        | 47%        | 38%        | 42%                   |
| YOUTH ADVOCATE PROG MH-CLINIC                     | 63%        | 56%        | 58%        | 62%        | 60%                   |

| Providers with 30 to 100 First Therapy Sessions    | 72%  | 55%  | 63%  | 66%  | 63% |
|--|------|------|------|------|-----|
| BEAL R JUSTIN (BEAL COUNSELING AND CONSULTING)     | 0%   | 50%  | 17%  | 71%  | 44% |
| BEHAVIORAL HEALTHCARE CORP MH-CLINIC               | 68%  | 80%  | 70%  | 58%  | 69% |
| Catholic Charities, Inc MH-Clinic                  | 75%  | 69%  | 70%  | 82%  | 75% |
| Chambersburg Hospital MH-Clinic                    | 53%  | 21%  | 47%  | 0%   | 33% |
| GONCHER IAN (PEDIATRIC CARE SPECIALISTS)           | 63%  | 58%  | 57%  | 47%  | 56% |
| HERR TINA (NEWPORT COUNSELING CENTER)              | 67%  | 43%  | 46%  | 90%  | 59% |
| HERSHEY MED CTR MH-CLINIC                          | 43%  | 33%  | 69%  | 67%  | 55% |
| MALDONADO YVETTE (FOCUS COUNSELING SERVICES LLC)   | 68%  | 40%  | 50%  | 73%  | 63% |
| MERAKEY STEVENS CENTER MH-CLINIC                   | 50%  | 56%  | 73%  | 75%  | 65% |
| MOCK JERRY (MOCK-MAYS ASSOCIATES)                  | 100% | 62%  | 0%   | 67%  | 71% |
| NEW HORIZONS COUNSELING SERVICES INC MH-CLINIC     | 100% | 50%  | 60%  | 63%  | 60% |
| NUUESTRA CLINICA MH-CLINIC                         | 79%  | 50%  | 56%  | 0%   | 63% |
| NULTON DIAG & TRT CTR MH-CLINIC                    | 38%  | 60%  | 67%  | 12%  | 38% |
| PA COMPREHENSIVE BH SVCS MH-CLINIC                 | 90%  | 60%  | 54%  | 100% | 70% |
| PUGH JOHN (NEW LIFE PSYCHOLOGICAL SERVICES LLC)    | 82%  | 64%  | 53%  | 83%  | 69% |
| RUCH LYNNETTE (LIFESPAN PSYCHOLOGICAL SERVICE)     | 86%  | 35%  | 24%  | 67%  | 52% |
| SHEARER TOINETTE (CENTER FOR HOPE AND HEALING LLC) | 80%  | 100% | 100% | 93%  | 92% |
| STAUFFER CYNTHIA (SUSQUEHANNA PSYCH SVCS)          | 86%  | 54%  | 75%  | 61%  | 65% |
| TIMME LINDA (INTEGRATIVE COUNSELING SERVICES PC)   | -    | -    | 79%  | 81%  | 80% |
| VisionQuest National Ltd MH-Clinic                 | 20%  | 69%  | 82%  | 100% | 69% |
| WEIGEL JOHN (WEIGEL COUNSELING ASSOCIATES INC)     | 73%  | 50%  | 68%  | 55%  | 60% |
| ZEHRUNG DAVID (PATHWAYS COUNSELING SERVICES)       | 91%  | 95%  | 93%  | 69%  | 87% |

*Note: Cells with a dash represent that there were no services delivered to calculate a measure within that quarter and category. Individual Provider rates for Providers with less than 30 first therapy sessions were not calculated due to the smaller sample of data. Members with Third Party Liability (TPL) are excluded from this report.*

**C/FST Survey**

The purpose of the Consumer and Family Satisfaction Team (also referred to as Individual and Family Satisfaction Team) survey is to gather feedback from adult, children, and families that have used Mental Health and/or Substance Use services funded by PerformCare. They are conducted by external agencies in each region and are mainly done through face-to-face interviews. These surveys focus on Members' satisfaction with services and ask questions related to many aspects of treatment.

While the survey tools used in each region are similar, not all questions are the same. The results noted below show results for similar questions that fall into the categories noted. The results are sorted by contract: Capital (which includes Cumberland, Dauphin, Lancaster, Lebanon, and Perry counties), Franklin & Fulton counties, and Bedford & Somerset counties. Providers that are not listed had less than 10 surveys completed for the level(s) of care. Additionally, if a contract is not listed, it indicates that there were no surveys completed for the level(s) of care during this reporting timeframe. It is important to note that while the number of surveys is listed, a Member may not have answered all questions included in the survey.

The agencies who conduct these surveys collect this information on a quarterly basis. The data below is based on information collected during the Fiscal Year 2017-2018 (July 1, 2017 through June 30, 2018).

| Capital Mental Health Outpatient Therapy |                   |   |  |  |                                    |
|--|-------------------|---|--|--|------------------------------------|
| Provider                                 | Number of Surveys | Member is able to get an appointment quickly. | The services provided meet the Member's needs. | Staff are respectful/sensitive to the Member's culture and background. | Member is satisfied with Provider. |
| Behavioral HealthCare Corp               | 18                | 100%  | 83%  | 94%  | 94%                                |
| Capital Region Health System             | 16                | 78%   | 88%  | 75%  | 88%                                |
| Commonwealth Clinical Group Inc          | 12                | 90%   | 67%  | 92%  | 83%                                |
| Community Services Group Inc             | 115               | 88%   | 71%  | 93%  | 85%                                |
| Diakon                                   | 29                | 60%   | 59%  | 90%  | 69%                                |
| Franklin Family Services                 | 42                | 62%   | 52%  | 86%  | 60%                                |
| Geisinger HS                             | 170               | 76%   | 71%  | 96%  | 91%                                |
| Keystone                                 | 10                | 80%   | 60%  | 100%   | 100%                               |
| Laurel Life Services                     | 40                | 79%   | 60%  | 95%  | 78%                                |
| Northwestern Human Services Of PA        | 67                | 84%   | 72%  | 96%  | 91%                                |
| Pa Comprehensive Behavioral Health       | 14                | 85%   | 57%  | 100%   | 71%                                |
| Pennsylvania Counseling Services         | 139               | 84%   | 66%  | 96%  | 89%                                |
| PPI                                      | 34                | 85%   | 77%  | 91%  | 88%                                |
| Philhaven                                | 277               | 76%   | 68%  | 95%  | 85%                                |
| Pressley Ridge Schools                   | 63                | 81%   | 83%  | 94%  | 79%                                |
| Sadler Health Center                     | 15                | 91%   | 60%  | 80%  | 73%                                |
| T W Ponessa                              | 177               | 80%   | 66%  | 92%  | 80%                                |
| Teamcare                                 | 72                | 83%   | 64%  | 97%  | 90%                                |
| Milton S Hershey Medical Center          | 68                | 64%   | 60%  | 91%  | 88%                                |
| Merakey Stevens                          | 69                | 52%   | 64%  | 91%  | 78%                                |
| Truenorth Wellness                       | 19                | 50%   | 58%  | 100%   | 90%                                |
| Welsh Mt Medical                         | 17                | 69%   | 59%  | 88%  | 71%                                |
| Youth Advocate Programs                  | 45                | 77%   | 76%  | 91%  | 87%                                |

| Bedford/Somerset Mental Health Outpatient Therapy     |                   |   |  |  |                                    |
|---|-------------------|---|--|--|------------------------------------|
| Provider  | Number of Surveys | Member is able to get an appointment quickly. | The services provided meet the Member's needs. | Staff are respectful/sensitive to the Member's culture and background. | Member is satisfied with Provider. |
| Alternative Community Resource Program                | 24                | 100%  | 96%  | 96%  | 92%                                |
| Bedford Developmental and Behavioral Health Services  | 42                | 100%  | 100%   | 100%   | 100%                               |
| Family Behavioral Resources                           | 10                | 100%  | 90%  | 100%   | 100%                               |
| Nulton Diagnostic and Treatment Center                | 24                | 96%   | 92%  | 100%   | 100%                               |
| Somerset Developmental and Behavioral Health Services | 28                | 96%   | 93%  | 100%   | 93%                                |

| Franklin/Fulton MH OP Therapy |                   |   |  |  |                                    |
|-------------------------------|-------------------|---|--|--|------------------------------------|
| Provider                      | Number of Surveys | Member is able to get an appointment quickly. | The services provided meet the Member's needs. | Staff are respectful/sensitive to the Member's culture and background. | Member is satisfied with Provider. |
| Family Behavioral Resources   | 11                | 64%   | 100%   | 100%   | 100%                               |
| Keystone Behavioral Health    | 75*               | 68%   | 88%  | 96%  | 96%                                |
| Laurel Life                   | 31                | 65%   | 90%  | 100%   | 97%                                |
| Momentum                      | 15                | 73%   | 80%  | 73%  | 73%                                |
| Pennsylvania Counseling       | 14**              | 71%   | 93%  | 100%   | 92%                                |
| True North                    | 15***             | 60%   | 79%  | 87%  | 80%                                |

\* 75 surveys for questions 1 and 3, 74 surveys for question 2, 72 surveys for question 4. \*\*14 surveys for questions 1, 2, and 3; 12 surveys for question 4. \*\*\*15 surveys for questions 1, 3, and 4; 14 surveys for question 2.

| Franklin/Fulton MH OP Medication Management |                   |   |  |  |                                    |
|---|-------------------|---|--|--|------------------------------------|
| Provider                                    | Number of Surveys | Member is able to get an appointment quickly. | The services provided meet the Member's needs. | Staff are respectful/sensitive to the Member's culture and background. | Member is satisfied with Provider. |
| Keystone Behavioral Health                  | 15*               | 47%   | 67%  | 93%  | 100%                               |

\*15 surveys for questions 1, 2, and 3; 14 surveys for question 4.

| Bedford/Somerset Mental Health Outpatient Medication Management |                   |   |  |  |                                    |
|---|-------------------|---|--|--|------------------------------------|
| Provider  | Number of Surveys | Member is able to get an appointment quickly. | The services provided meet the Member's needs. | Staff are respectful/sensitive to the Member's culture and background. | Member is satisfied with Provider. |
| Alternative Community Resource Program                          | 13                | 92%   | 100%   | 100%   | 92%                                |
| Bedford Developmental and Behavioral Health Services            | 69                | 99%   | 96%  | 99%  | 94%                                |
| Nulton Diagnostic and Treatment Center                          | 40                | 98%   | 93%  | 98%  | 98%                                |
| Somerset Developmental and Behavioral Health Services           | 49                | 96%   | 92%  | 98%  | 94%                                |