

PerformCARE[®]

Provider Profiling Year-End Report

Family Based Mental Health Services (FBMHS)

1/1/2022 - 12/31/2022

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 January, and will provide measures on the first two quarters of the calendar year (Provider Profiling Mid-Year Report). The second report will be distributed in July, and will provide measures on the entire calendar year (Provider Profiling Year-End Report).

Measure 1: 7-Day Access for FBMHS

Measuring access rates is important to ensure that PerformCare Members are able to access the services when they need them. This measure reports on the percentage of Members that are able to access FBMHS within 7 days of the referral date. This measure is based on the administrative data entered by PerformCare Clinical Support staff. This report also includes the average number of days from referral to start date. The data included in this measure is for unique Members with authorization date in the timeframe of 1/1/2022- 12/31/2022.

To calculate this number PerformCare uses the following:

Numerator: Total number of Members accessing FBMHS within 7 days of authorization.

Denominator: Total number of authorizations for FBMHS in designated timeframe.

Goal

PerformCare expects Providers to be working towards at least 80% of Members gaining access to FBMHS within 7 days. The goal for the average days from authorization to start date is 7 days or less.

Network Average

	Total Records	In Standard	Not In Standard	Average Days to Start	Quarterly Percent In Standard				Cumulative Percent In Standard
					2022-Q1	2022-Q2	2022-Q3	2022-Q4	
7-Day Access for FBMHS									
Plan-Wide	707	605	102	5.28	86%	83%	88%	85%	86%

Provider Breakdown

Provider breakdown of FBMHS access within 7-day standard data.

Provider	Total Records	In Standard	Not In Standard	Average Days to Start	Quarterly Percent In Standard				Cumulative Percent In Standard
					2022-Q1	2022-Q2	2022-Q3	2022-Q4	
7-Day Access for FBMHS									
Diakon FBMH	45	38	7	5.38	100%	92%	79%	57%	84%
Family Care Services FBMH	8	8	0	1.88	100%	100%	100%	100%	100%
Franklin Family Services FBMH	10	6	4	7.60	0%	100%	100%	100%	60%
PA Counseling Svcs FBMH	312	270	42	5.03	90%	77%	91%	88%	87%
Youth Advocate Prog FBMH	33	30	3	5.06	83%	100%	100%	88%	91%
TEAMCare BH FBMH	53	45	8	5.51	73%	94%	86%	83%	85%
Momentum Services FBMH	31	21	10	7.90	69%	80%	43%	100%	68%
Wellspan Philhaven FBMH	81	67	14	5.96	82%	62%	82%	100%	83%
Merakey Stevens Center FBMH	17	12	5	9.06	50%	100%	89%	40%	71%
Jewish Family Service FBMH	20	20	0	1.80	100%	100%	100%	100%	100%
Laurel Life Services FBMH	53	49	4	4.68	100%	93%	100%	73%	92%
CSG FBMH	30	28	2	4.63	100%	100%	100%	83%	93%

Note:
 - Cells with a dash represent that there were no Members present to calculate a measure within that category.
 - Providers with less than 5 records are not shown on the report.

Measure 2: Utilization of FBMHS

The FBMHS team should be providing 2-10 hours per week of treatment to the Member and family. It is important that both Providers and PerformCare monitor this to ensure Members are receiving an appropriate number of hours of FBMHS. This measure shows the average hours of FBMHS provided per week, by Provider. This measure is based on unique Members that were discharged within the timeframe of 1/1/22 - 12/31/22 and will calculate the average by the total number of hours provided over the entire authorization, divided by the number of weeks in service. An average will be calculated per Provider.

Goal

PerformCare is providing this measure for informational purposes.

Network Average

	2022-Q1		2022-Q2		2022-Q3		2022-Q4		CY 2022	
	Average Hours Provided	Unique Members	Average Hours Provided	Unique Members	Average Hours Provided	Unique Members	Average Hours Provided	Unique Members	Average Hours Provided	Unique Members
Plan-Wide										
FBMHS Utilization	4.9	153	4.8	137	4.8	106	6.8	218	5.6	614

Provider Breakdown

Provider	2022-Q1		2022-Q2		2022-Q3		2022-Q4		CY 2022	
	Average Hours Provided	Unique Members	Average Hours Provided	Unique Members	Average Hours Provided	Unique Members	Average Hours Provided	Unique Members	Average Hours Provided	Unique Members
Community Services Group FBMH	4.7	13	4.3	8	4.5	11	3.5	4	4.4	36
Diakon FBMH	4.0	12	3.7	9	6.8	8	6.7	40	5.9	69
Family Care Services FBMH	10.6	4	7.3	1	6.9	1	10.6	12	10.2	18
Franklin Family Services FBMH	1.4	1	5.6	4	4.1	4	6.7	1	4.7	10
Jewish Family Service of Greater Harrisburg FBMH	1.9	4	2.4	3	2.0	5	3.9	4	2.5	16
Laurel Life Services FBMH	6.1	16	6.3	15	5.0	8	7.0	36	6.5	75
Merakey Stevens Center FBMH	2.4	4	3.9	13	3.9	5	6.5	19	4.9	41
Momentum Services FBMH	4.0	9	4.5	7	3.6	5	6.7	33	5.7	54
PA Counseling Services FBMH	5.4	75	5.6	66	5.5	52	7.8	123	6.4	316
TEAMCare BH FBMH	4.1	8	4.4	13	5.2	7	4.9	11	4.6	39
Wellspan Philhaven FBMH	3.7	31	3.3	19	3.6	18	3.3	23	3.5	91
Youth Advocate Programs FBMH	4.9	8	3.9	16	4.6	3	4.6	7	4.3	34

Note: Cells with a dash represent that there were no discharges present to calculate a measure within that category. Providers with less than 5 Members are not shown on the report.

Measure 3: Mental Health Inpatient (MH IP) Hospitalization Rates

Family Based Mental Health Services are unique in that they provide 24/7 crisis support to families. Two primary goals of crisis planning are ensuring the safety of the Member and family, and minimizing the need for hospitalization or other out-of-home treatment. While there are many reasons that a Member would need Mental Health Inpatient treatment, it is important to look at this rate for trends or outliers. This measure identifies the number of Members who required MH IP admission while also receiving FBMHS. This measurement looks at Members who were discharged during the timeframe of 1/1/22 - 12/31/22, and if they also had a MH IP admission during their entire authorization for FBMHS.

Goal

PerformCare is providing this measure for informational purposes.

Network Average

Plan-wide by Discharge Quarter	Members Discharged from FBMHS	Members Admitted to MHIP (while in FBMHS)	MHIP Admission Rate %
2022-Q1	185	22	12%
2022-Q2	174	18	10%
2022-Q3	126	7	6%
2022-Q4	206	22	11%
Total	691	69	10%

Provider Breakdown

MH IP Hospitalization Rates

Provider	Members Discharged from FBMHS	Members Admitted to MHIP (while in FBMHS)	% of Members in MHIP
Community Services Group FBMH	36	7	19%
Diakon FBMH	55	2	4%
Family Care Services FBMH	12	0	0%
Franklin Family Services FBMH	10	0	0%
Jewish Family Service of Greater Harrisburg FBMH	14	4	29%
Laurel Life Services FBMH	61	5	8%
Merakey Stevens Center FBMH	37	2	5%
Momentum Services FBMH	38	2	5%
PA Counseling Services FBMH	272	31	11%
TEAMCare Behavioral Health FBMH	39	3	8%
Wellspan Philhaven FBMH	84	10	12%
Youth Advocate Programs FBMH	34	3	9%

Note: Cells with a dash represent that there were no discharges present to calculate a measure within that category.

Providers with less than 5 discharges are not shown on the report.

Measure 4: Follow-up Levels of Care 30 Days Post-Discharge from FBMHS

Discharge planning should begin at the start of treatment, and the discharge level of care recommendations should build on the family's strengths and skills that were learned during FBMHS. This measure identifies (by Provider and by Level of Care) the Member's follow-up treatment immediately after discharge from FBMHS. This is meant to be an informational measure. PerformCare uses claims data to determine the follow-up level of care within the 30 day timeframe.

Goal

PerformCare is providing this measure for informational purposes.

Network Average

% of total Members discharged to each level of care 30 days post-discharge from FBMHS*:

Levels of Care	2022-Q1	2022-Q2	2022-Q3	2022-Q4	CY 2022
Outpatient	59%	62%	52%	53%	56%
No Claims After Discharge***	25%	19%	30%	26%	25%
Other	7%	10%	6%	13%	9%
IBHS	3%	2%	6%	7%	5%
RTF	6%	6%	5%	2%	5%

Provider Breakdown

% of total Members discharged to each level of care 30 days post-discharge from FBMHS by Provider*:

100+ Discharges	2022-Q1	2022-Q2	2022-Q3	2022-Q4	CY 2022
PA Counseling Services					
Outpatient	57%	55%	60%	45%	53%
No Claims After Discharge***	30%	24%	30%	20%	26%
Other**	2%	10%	3%	24%	11%
IBHS	4%	5%	7%	11%	7%
RTF	6%	5%	0%	0%	3%
Between 30-100 Discharges					
Wellspan Philhaven					
Outpatient	44%	60%	38%	44%	47%
No Claims After Discharge***	33%	13%	38%	22%	27%
RTF	5%	13%	8%	11%	9%
IBHS	11%	0%	15%	11%	9%
Other**	6%	13%	0%	11%	7%
Diakon Family Life Services					
Outpatient	90%	80%	100%	40%	66%
No Claims After Discharge***	10%	20%	0%	53%	31%
IBHS	0%	0%	0%	6%	3%
Community Services Group					
Outpatient	86%	83%	29%	0%	62%
No Claims After Discharge***	0%	0%	43%	100%	18%
RTF	0%	17%	14%	0%	10%
IBHS	0%	0%	14%	0%	5%
Other**	14%	0%	0%	0%	5%

	2022-Q1	2022-Q2	2022-Q3	2022-Q4	CY 2022
Youth Advocate Programs					
Outpatient	50%	75%	0%	33%	50%
No Claims After Discharge***	25%	25%	100%	50%	37%
RTF	25%	0%	0%	17%	13%
TEAMCare Behavioral Health					
Outpatient	60%	68%	25%	56%	56%
No Claims After Discharge***	20%	33%	50%	33%	33%
RTF	20%	0%	0%	11%	7%
Other**	0%	0%	25%	0%	4%
Laurel Life Services					
Outpatient	67%	50%	43%	75%	61%
No Claims After Discharge***	33%	25%	28%	17%	25%
Other**	0%	25%	14%	8%	11%
RTF	0%	0%	14%	0%	3%

Note: Cells with a dash represent that there were no discharges present to calculate a measure within that category.

** Discharges with first follow-up level of care after 30 days are not shown on the report.*

*** Other - levels of care other than IBHS, Outpatient, RTF.*

**** There were no claims from discharge date to report run date. This number may be affected by TPL, Member relocation, Member decision to decline services, or no follow-up service recommended after FBMHS.*

Measure 5: Follow-up Levels of Care 90 Days Post-Discharge from FBMHS

Discharge planning should begin at the start of treatment, and the discharge level of care recommendations should build on the family's strengths and skills that were learned during FBMHS. This measure identifies (by Provider and by Level of Care) the Member's follow-up treatment after discharge from FBMHS. This is meant to be an informational measure and not for any other purpose. PerformCare uses claims data to determine the follow up level of care within the 90 day timeframe.

Goal

PerformCare is providing this measure for informational purposes.

Network Average

% of total Members discharged to each level of care 90 days post-discharge from FBMHS*:

Levels of Care	2022-Q1	2022-Q2	2022-Q3	2022-Q4	CY 2022
Outpatient	65%	68%	61%	61%	64%
No Claims After Discharge***	18%	14%	22%	18%	18%
Other**	8%	8%	6%	12%	9%
IBHS	4%	5%	8%	7%	6%
RTF	4%	5%	3%	2%	4%

Provider Breakdown

% of total Members discharged to each level of care 90 days post-discharge from FBMHS by Provider*:

100+ Discharges	2022-Q1	2022-Q2	2022-Q3	2022-Q4	CY 2022
PA Counseling Services					
Outpatient	63%	64%	67%	58%	63%
No Claims After Discharge***	22%	17%	20%	13%	17%
IBHS	6%	6%	9%	10%	8%
Other**	3%	7%	2%	18%	9%
RTF	5%	6%	2%	0%	3%
Between 30-100 Discharges					
Community Services Group					
Outpatient	89%	88%	45%	50%	69%
No Claims After Discharge***	0%	0%	27%	25%	12%
Other**	11%	0%	9%	25%	9%
RTF	0%	12%	9%	0%	6%
IBHS	0%	0%	9%	0%	3%
Diakon Family Life Services					
Outpatient	92%	88%	80%	53%	73%
No Claims After Discharge***	8%	12%	20%	42%	25%
IBHS	0%	0%	0%	5%	2%
Laurel Life Services					
Outpatient	61%	54%	50%	78%	64%
No Claims After Discharge***	23%	18%	25%	11%	18%
Other**	8%	18%	13%	11%	12%
RTF	0%	9%	12%	0%	4%
IBHS	8%	0%	0%	0%	2%

	2022-Q1	2022-Q2	2022-Q3	2022-Q4	CY 2022
TEAMCare Behavioral Health					
Outpatient	76%	67%	50%	55%	62%
No Claims After Discharge***	12%	25%	33%	27%	24%
RTF	12%	0%	0%	18%	8%
Other**	0%	8%	17%	0%	5%
Wellspan Philhaven					
Outpatient	60%	56%	55%	57%	57%
No Claims After Discharge***	24%	11%	25%	14%	19%
IBHS	8%	11%	15%	7%	10%
RTF	4%	11%	5%	14%	8%
Other**	4%	11%	0%	7%	5%
Youth Advocate Programs					
Outpatient	50%	69%	0%	43%	52%
No Claims After Discharge***	25%	15%	67%	43%	29%
RTF	25%	0%	0%	14%	10%
IBHS	0%	15%	0%	0%	6%
Other**	0%	0%	33%	0%	3%

Note: Cells with a dash represent that there were no discharges present to calculate a measure within that category.

* Discharges with first follow-up level of care after 90 days are not shown on the report.

** Other - levels of care other than IBHS, Outpatient, RTF.

*** There were no claims from discharge date to report run date. This number may be affected by TPL, Member relocation, Member decision to decline services, or no follow-up service recommended after FBMHS.

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 adults, 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), and Franklin & Fulton 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 time frame. 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 calendar year 2022.

Capital Family Based Mental Health Services					
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.
Diakon Child and Family Community Ministries	14	29%	78%	100%	93%
PA Counseling Services	65	71%	69%	95%	95%
TEAMCare	13	62%	46%	85%	85%
WellSpan Philhaven	20	80%	65%	100%	95%