

# PerformCARE<sup>®</sup>

## Provider Profiling Year-End Report

### Mental Health Outpatient Services (MHOP)

Mental Health Outpatient Therapy  
Psychiatric Evaluations  
Medication Management

**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 Psychiatric Evaluations and MH Outpatient Therapy

**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 Members accessing Psychiatric Evaluations or Mental Health Outpatient Therapy from 1/1/22-12/31/22.

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.

PerformCare calculates this information based on the use of the U7 modifier for claims for Mental Health Outpatient Therapy assessments or Psychiatric Evaluations.

**Goal**

The Provider Profiling goal for 7-day access for Initial Therapy Assessments is 80%, and for Psychiatric Evaluations is 25%. However, PerformCare expects Providers to continue working towards the OMHSAS goal of 100%.\*

**Network Average**

Service	Total Records	Total In Standard	Total Not In Standard	Quarterly Percentage in Standard				Cumulative Percentage In Standard
				2022-Q1	2022-Q2	2022-Q3	2022-Q4	
<b>Plan Wide</b>								
Psychiatric Evaluations	5,643	1,139	4,504	19%	19%	20%	24%	20%
MH OP Therapy	14,250	6,936	7,314	49%	50%	50%	46%	49%

**Provider Breakdown**

Provider	Total Records	Total In Standard	Total Not In Standard	Quarterly Percentage in Standard				Cumulative Percentage In Standard
				2022-Q1	2022-Q2	2022-Q3	2022-Q4	
<b>Psychiatric Evaluations</b>								
<b>Providers with 100+ Evaluations</b>	<b>4,572</b>	<b>1,078</b>	<b>3,494</b>	<b>22%</b>	<b>21%</b>	<b>23%</b>	<b>28%</b>	<b>24%</b>
Commonwealth Clinical Group	230	0	230	0%	0%	0%	0%	0%
Community Services Group	421	0	421	0%	0%	0%	0%	0%
Franklin Family Services	138	27	111	14%	13%	26%	28%	20%
Hershey Medical Center	204	0	204	0%	0%	0%	0%	0%
Merakey Pennsylvania	144	53	91	15%	24%	76%	31%	37%
Merakey Stevens Center	127	90	37	73%	75%	65%	70%	71%
Momentum Services	331	327	4	99%	99%	96%	100%	99%
PA Counseling Services	332	18	314	7%	4%	5%	6%	5%
PA Psychiatric Institute	385	1	384	0%	0%	0%	1%	0%
Summit Physicians Services	183	0	183	0%	0%	0%	0%	0%
Ponessa Behavioral Health	506	0	506	0%	0%	0%	0%	0%
TEAMCare Behavioral Health	438	265	173	40%	29%	54%	96%	61%
Wellspan Behavioral Health	122	1	121	0%	0%	3%	0%	1%
Wellspan Philhaven	606	2	604	0%	0%	0%	1%	0%
Youth Advocate Programs	283	283	0	100%	100%	100%	100%	100%
Keystone FQHC**	108	7	101	18%	6%	0%	9%	6%
Pathways Counseling Services	122	11	111	0%	6%	25%	4%	9%

\*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.

\*\* Keystone self-reported data included in report

Provider Breakdown								
Provider	Total Records	Total In Standard	Total Not In Standard	Quarterly Percentage in Standard				Cumulative Percentage In Standard
				2022-Q1	2022-Q2	2022-Q3	2022-Q4	
<b>Psychiatric Evaluations</b>								
<b>Providers with 30 to 100 Evaluations</b>	<b>914</b>	<b>60</b>	<b>854</b>	<b>3%</b>	<b>6%</b>	<b>8%</b>	<b>8%</b>	<b>7%</b>
Alder Health Services	89	0	89	0%	0%	0%	0%	0%
Catholic Charities	30	0	30	0%	0%	0%	0%	0%
Diakon Family Life Services	67	0	67	0%	0%	0%	0%	0%
Esperanza Hope for the Future	78	1	77	0%	5%	0%	0%	1%
Holy Spirit Hospital	82	0	82	0%	0%	0%	0%	0%
Laurel Life Services	78	0	78	0%	0%	0%	0%	0%
New Horizons Counseling Services	61	0	61	0%	0%	0%	0%	0%
Nuestra Clinica	36	0	36	0%	0%	0%	0%	0%
PA Comprehensive BH Services	33	1	32	13%	0%	0%	0%	3%
Pyramid Healthcare	55	29	26	0%	50%	95%	-	53%
TrueNorth Wellness Services	90	17	73	23%	10%	14%	28%	19%
Silverlining Health & Wellness	67	0	67	0%	0%	0%	0%	0%
Lancaster General Medical Group	94	0	94	0%	0%	0%	0%	0%
Newton Psychiatric Clinic	54	12	42	-	-	0%	41%	22%

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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 reported due to the smaller sample of data.  
 Members with Third Party Liability (TPL) are excluded from this report.

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

Provider Breakdown

Provider	Total Records	Total In Standard	Total Not In Standard	Quarterly Percentage in Standard				Cumulative Percentage In Standard
				2022-Q1	2022-Q2	2022-Q3	2022-Q4	
<b>MH OP Therapy</b>								
<b>Providers with 100+ Initial Therapy Assessments</b>								
	<b>11,851</b>	<b>5,935</b>	<b>5,916</b>	<b>49%</b>	<b>51%</b>	<b>53%</b>	<b>47%</b>	<b>50%</b>
Behavioral Healthcare Corporation	126	20	106	33%	12%	0%	16%	16%
Campbell Psychological Services	136	42	94	3%	38%	64%	31%	32%
Center For Hope And Healing	157	157	0	100%	100%	100%	100%	100%
Commonwealth Clinical Group	380	260	120	95%	100%	99%	13%	68%
Community Services Group	881	596	285	65%	83%	83%	50%	68%
Diakon Family Life Services	211	74	137	22%	36%	64%	33%	35%
Esperanza Hope for the Future	144	144	0	100%	100%	100%	100%	100%
Franklin Family Services	139	108	31	76%	78%	81%	74%	78%
Integrative Counseling Services	101	99	2	100%	100%	100%	96%	98%
Lancaster General Hospital	358	0	358	0%	0%	0%	0%	0%
Lancaster General Medical Group	935	1	934	0%	0%	0%	0%	0%
Laurel Life Services	524	32	492	15%	0%	3%	2%	6%
Merakey Pennsylvania	162	157	5	100%	100%	91%	94%	97%
Merakey Stevens Center	133	109	24	82%	90%	76%	79%	82%
Momentum Services	220	219	1	100%	100%	98%	100%	100%
New Horizons Counseling Services	145	145	0	100%	100%	100%	100%	100%
PA Counseling Services	2,080	1,447	633	78%	60%	62%	74%	70%
PA Psychiatric Institute	289	8	281	2%	9%	0%	0%	3%
Pathways Counseling Services	105	79	26	86%	77%	76%	68%	75%
Progress Family Care Services PC	125	0	125	0%	0%	0%	0%	0%
Pyramid Healthcare	144	113	31	88%	89%	72%	70%	78%
Restore Counseling Services	145	20	125	14%	0%	21%	9%	14%
Ponessa Behavioral Health	1,842	982	860	43%	59%	58%	55%	53%
TEAMCare Behavioral Health	538	510	28	94%	96%	97%	93%	95%
TrueNorth Wellness Services	290	118	172	45%	41%	43%	33%	41%
Wellspan Behavioral Health	220	2	218	0%	2%	2%	0%	1%
Wellspan Philhaven	978	21	957	1%	3%	3%	2%	2%
Youth Advocate Programs	563	561	2	99%	100%	100%	100%	100%

Provider Breakdown								
Provider	Total Records	Total In Standard	Total Not In Standard	Quarterly Percentage in Standard				Cumulative Percentage In Standard
				2022-Q1	2022-Q2	2022-Q3	2022-Q4	

MH OP Therapy								
Providers with 30 to 100 Initial Therapy Assessments	1,730	835	895	51%	50%	41%	50%	48%
Aliff Counseling Services	98	78	20	70%	86%	94%	75%	80%
Carolyn A Mottor-Rivera LPC	46	46	0	100%	100%	100%	100%	100%
Catholic Charities	72	25	47	20%	0%	85%	29%	35%
Wellspan Chambersburg Hospital	89	0	89	0%	0%	0%	0%	0%
COBYS Family Services	76	0	76	0%	0%	0%	0%	0%
Downtown Counseling Ctr	75	75	0	100%	100%	100%	100%	100%
Elevated Mental Health Services	30	25	5	88%	100%	75%	71%	83%
Hershey Medical Center	75	0	75	0%	0%	0%	0%	0%
Hugh S. Smith PhD & Associates	73	0	73	0%	0%	0%	0%	0%
Kenneth Sutton Crisis Recovery Network	60	60	0	100%	100%	100%	100%	100%
Keystone FQHC**	83	8	75	14%	11%	14%	3%	10%
KPB Wewer LLC	62	0	62	0%	0%	0%	0%	0%
L L Mulhollem Counseling & Psychotherapy	38	35	3	100%	100%	100%	81%	92%
Lancaster-Lebanon IU13	55	0	55	0%	0%	0%	-	0%
Life And Love Counseling	35	0	35	0%	0%	0%	0%	0%
Newport Counseling Center	62	62	0	100%	100%	100%	100%	100%
PA Comprehensive BH Services	47	39	8	100%	93%	50%	0%	83%
Pathways Human Services of PA	84	73	11	86%	89%	81%	100%	87%
Providence Behavioral Health	32	20	12	60%	100%	62%	62%	63%
Riverside Associates	71	10	61	14%	13%	8%	20%	14%
Summit Physicians Services	80	0	80	0%	0%	0%	0%	0%
The Behavioral Health & Wellness Academy	77	72	5	96%	100%	88%	86%	94%
Therapy Group	40	40	0	100%	100%	100%	100%	100%
Weigel Counseling Associates	30	13	17	75%	100%	0%	0%	43%
Williamstown Counseling Center	37	32	5	100%	75%	50%	71%	86%

\*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.

\*\* Keystone self-reported data included in report

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 reported 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 the first session, continued engagement in treatment is vital in helping to support 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 1/1/2022-12/31/2022.

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.

	2022-Q1	2022-Q2	2022-Q3	2022-Q4	Cumulative Percentage
<b>Plan-Wide Percentage</b>					
% of Members with 2+ follow-up appointments	69%	59%	66%	65%	65%

**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.

	2022-Q1	2022-Q2	2022-Q3	2022-Q4	Cumulative Percentage
<b>Providers with 100+ First Therapy Sessions</b>	<b>68%</b>	<b>54%</b>	<b>65%</b>	<b>63%</b>	<b>63%</b>
Commonwealth Clinical Group	79%	68%	80%	54%	69%
Community Services Group	86%	81%	86%	73%	81%
Diakon Family Life Services	54%	49%	72%	73%	60%
Lancaster General Medical Group	37%	23%	31%	21%	27%
Laurel Life Services	71%	74%	81%	77%	75%
PA Counseling Services	75%	64%	67%	65%	68%
Ponessa Behavioral Health	75%	54%	74%	72%	70%
TrueNorth Wellness Services	59%	48%	53%	46%	51%
Wellspan Philhaven	47%	37%	38%	49%	43%
Youth Advocate Programs	58%	55%	51%	61%	56%

	2022-Q1	2022-Q2	2022-Q3	2022-Q4	Cumulative Percentage
<b>Providers with 30 to 100 First Therapy Sessions</b>	<b>67%</b>	<b>70%</b>	<b>66%</b>	<b>69%</b>	<b>68%</b>
Campbell Psychological Services	61%	75%	84%	88%	75%
Center for Hope and Healing	72%	98%	86%	94%	90%
COBYS Family Services	83%	67%	75%	75%	76%
Downtown Counseling Ctr	69%	81%	86%	71%	75%
Esperanza Hope for the Future	77%	74%	76%	83%	77%
Franklin Family Services	68%	77%	41%	58%	62%
Integrative Counseling Services	71%	75%	86%	63%	72%
Momentum Services	74%	67%	79%	71%	74%
New Horizons Counseling Services	14%	40%	46%	67%	40%
PA Psychiatric Institute	40%	45%	57%	73%	53%
Pathways Counseling Services	69%	86%	82%	75%	78%
Pyramid Healthcare	14%	21%	21%	31%	23%
TEAMCare Behavioral Health	76%	75%	60%	65%	68%
Wellspan Behavioral Health	45%	36%	18%	33%	33%
The Behavioral Health & Wellness Academy	83%	94%	100%	94%	91%
Aliff Counseling Services	89%	86%	71%	82%	84%
Restore Counseling Services	68%	81%	84%	78%	78%
Pathways Human Services of PA	80%	84%	69%	70%	76%

*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 reported 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 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 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 Calendar Year 2022 (January 1, 2022 through December 31, 2022).

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.
Alder Health Services	15	78%	80%	100%	87%
Behavioral Healthcare Corporation	23	87%	93%	100%	95%
CHI St Joseph	37	81%	88%	97%	97%
Commonwealth Clinical Group	33	91%	82%	93%	91%
Community Services Group	207	87%	81%	98%	96%
Diakon	43	81%	72%	95%	84%
Esperanza	17	94%	76%	100%	94%
Franklin Family Services	63	84%	68%	92%	92%
Hamilton Health Center	29	76%	69%	100%	90%
Keystone Behavioral Health	27	70%	82%	96%	89%
Laurel Life Services	92	87%	79%	94%	95%
Merakey	63	83%	68%	94%	97%
New Horizons	18	89%	78%	95%	94%
PA Comprehensive Services	15	87%	87%	100%	93%
PA Counseling Services	382	83%	78%	98%	93%
Penn State Medical Group	106	83%	75%	98%	98%
Penn State Holy Spirit	110	76%	80%	96%	92%
PA Psychiatric Institute	154	82%	77%	98%	90%
Ponessa Behavioral Health	417	88%	72%	97%	94%
Sadler Health Center	51	71%	71%	94%	94%
Stevens Center	63	76%	59%	100%	89%
TEAMCare	189	91%	79%	96%	90%
TrueNorth Wellness	34	88%	74%	97%	48%
Union Community Care	39	80%	72%	98%	95%
Wellspan Philhaven	485	81%	73%	96%	96%
Youth Advocate Programs	66	89%	77%	97%	89%



Franklin/Fulton 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.
Keystone Behavioral Health	66*	52%	83%	92%	94%
Momentum	15**	60%	77%	92%	75%
True North	24***	65%	91%	96%	100%
Wellspring	11	82%	100%	91%	100%
*66 surveys for questions 1 & 2; 65 surveys for question 3; 63 surveys for question 4 **15 surveys for question 1; 13 surveys for questions 2 & 3; 12 surveys for question 4 ***24 surveys for questions 1 & 3; 23 surveys for question 2; 21 surveys for question 4					

Franklin/Fulton 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.
Keystone Behavioral Health	127*	81%	79%	98%	92%
Laurel Life	46**	63%	91%	100%	85%
Wellspring	30***	47%	90%	97%	96%
Franklin Family Services	17****	77%	88%	94%	88%
Momentum	54*****	65%	80%	98%	76%
True North	17*****	59%	94%	93%	87%
*127 surveys for question 1; 125 surveys for questions 2 & 3; 124 surveys for question 4 **46 surveys for questions 1, 2, & 4; 47 surveys for question 3 ***30 surveys for question 1; 29 surveys for questions 2 & 3; 28 surveys for question 4 ****17 surveys for question 1; 16 surveys for questions 2, 3, & 4 *****54 surveys for question 1; 52 surveys for question 2; 53 surveys for questions 3 & 4 *****17 surveys for question 1; 16 surveys for question 2; 15 surveys for questions 3 & 4					