

# PerformCARE<sup>®</sup>

## Provider Profiling Year-End Report

### Substance Use Outpatient and Partial Hospitalization Services

Substance Use Outpatient Therapy (SU OP)  
Substance Use Intensive Outpatient Program (SU IOP)  
Substance Use Partial Hospitalization Program (SU PHP)

1/1/22 - 12/31/22

*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 Substance Use Outpatient Therapy

Measuring access rates is important to ensure that PerformCare Members are able to access services in a timely manner. This measure calculates the percentage of Members receiving or being offered an appointment within the standard of 7 days for substance use outpatient therapy. This measure reflects claims data for Members accessing substance use 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 records of a compliant follow-up appointment being offered within 7 days of initial evaluation or therapy assessment.

PerformCare calculates this information based on the use of the U7 modifier for claims for outpatient therapy assessments.

This measure excludes Intensive Outpatient (IOP) Services.

Adult- 18+, Child- 0-17.

#### Goal

PerformCare is providing this measure for informational purposes.

Service	Total Records	Total % In Standard	% In Standard by Age		Quarterly Percentage in Standard			
			Adult	Child	2022-Q1	2022-Q2	2022-Q3	2022-Q4
<b>Plan Wide</b>								
SU OP Therapy	4,347	71%	72%	55%	72%	71%	69%	75%

#### Provider Breakdown

Provider	Total Records	Total % In Standard	% In Standard by Age		Quarterly Percentage in Standard			
			Adult	Child	2022-Q1	2022-Q2	2022-Q3	2022-Q4
<b>SU OP Therapy</b>								
<b>Providers with 100+ Initial Therapy Assessments</b>	<b>3,733</b>	<b>74%</b>	<b>74%</b>	<b>69%</b>	<b>74%</b>	<b>75%</b>	<b>71%</b>	<b>76%</b>
Advanced Treatment Systems	122	100%	100%	-	100%	100%	100%	100%
Center for Behavioral Health HA	121	100%	100%	-	100%	100%	100%	100%
Gaudenzia	759	37%	36%	64%	40%	46%	35%	27%
Mazzitti And Sullivan Counseling Services	635	100%	100%	100%	100%	100%	100%	100%
Naaman Center	568	100%	100%	100%	100%	100%	100%	100%
PA Counseling Services	987	60%	60%	48%	58%	61%	52%	70%
Pyramid Healthcare	295	66%	66%	78%	76%	62%	41%	84%
Roxbury Treatment Center	246	100%	100%	-	100%	100%	100%	100%
<b>Providers with 30 to 100 Initial Therapy Assessments</b>	<b>473</b>	<b>56%</b>	<b>60%</b>	<b>17%</b>	<b>58%</b>	<b>50%</b>	<b>53%</b>	<b>67%</b>
Community Care And Addiction Recovery Services	91	100%	100%	100%	100%	100%	100%	100%
Diakon Family Life Services	54	30%	53%	0%	47%	27%	25%	0%
NASR Consultant Group	38	0%	0%	-	0%	0%	0%	0%
New Insights II	96	84%	84%	-	68%	85%	86%	96%
Perry Human Services	37	100%	100%	100%	100%	100%	100%	100%
Supports Coordination Group LLC	87	11%	12%	0%	42%	0%	0%	0%
Ponessa Behavioral Health	39	62%	62%	-	0%	43%	71%	100%
Teen Challenge Training Center	31	23%	23%	-	60%	0%	25%	27%

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 evaluations/assessments were not calculated due to the smaller sample of data.

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

**Measure 2: 7-Day Access for SU IOP**

Measuring access rates is important to ensure that PerformCare Members are able to access services in a timely manner. This measure calculates the percentage of Members receiving or being offered an appointment within the standard of 7 days for Substance Use Intensive Outpatient Program (SU IOP) services. This measure reflects claims data for Members accessing SU IOP services from 1/1/22 - 12/31/22.

The rates are calculated as follows:

Denominator: All requests for SU IOP received within the reporting period.

Numerator: Number of records where service start occurred within 7 days of the request date.

PerformCare calculates this information based on the data stored in Jiva Episode and Authorization tables.

Adult- 18+, Child- 0-17.

**Goal**

PerformCare is providing this measure for informational purposes.

Service	Total Records	Total % In Standard	% In Standard by Age		Quarterly Percentage in Standard			
			Adult	Child	2022-Q1	2022-Q2	2022-Q3	2022-Q4
<b>Plan Wide</b>								
SU IOP Access	1,536	90%	90%	100%	94%	91%	87%	89%

**Provider Breakdown**

Provider	Total Records	Total % In Standard	% In Standard by Age		Quarterly Percentage in Standard			
			Adult	Child	2022-Q1	2022-Q2	2022-Q3	2022-Q4
<b>Providers with 100+ SU IOP Requests</b>								
Blueprints for Addiction Recovery	248	87%	87%	-	95%	100%	76%	79%
Mazzitti And Sullivan Counseling Services	117	97%	97%	100%	95%	97%	100%	97%
PA Counseling Services	268	95%	95%	-	94%	93%	93%	100%
Pyramid Healthcare	265	78%	78%	-	91%	74%	72%	69%
<b>Providers with 30 to 100 SU IOP Requests</b>								
Gaudenzia	39	100%	100%	-	100%	100%	100%	100%
Naaman Center	80	98%	98%	-	96%	100%	100%	93%
Roxbury Treatment Center	92	83%	83%	-	92%	76%	81%	82%
New Insights II	54	96%	96%	-	92%	100%	100%	94%
Rehab After Work	41	98%	98%	-	93%	100%	100%	100%
Teen Challenge Training Center	31	100%	100%	-	100%	100%	100%	100%

*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 requests were not calculated due to the smaller sample of data.
- Members with Third Party Liability (TPL) are excluded from this report.

#### Measure 3: 7-Day Access for SU PHP

Measuring access rates is important to ensure that PerformCare Members are able to access services in a timely manner. This measure calculates the percentage of Members receiving or being offered an appointment within the standard of 7 days for Substance Use Partial Hospitalization Program (SU PHP) services. This measure reflects claims data for Members accessing SU PHP services from 1/1/22-12/31/22.

The rates are calculated as follows:

Denominator: All requests for SU PHP received within the reporting period and had an SU PHP claim.

Numerator: Number of records with matching SU PHP claims where service occurred within 7 days of the request date.

PerformCare calculates this information based on the data stored in Jiva Initial Assessment and Facets Claims tables.

Adult- 18+, Child- 0-17.

#### Goal

PerformCare provides this measure for informational purposes.

Service	Total Records	Total % In Standard	% In Standard by Age		Quarterly Percentage in Standard			
			Adult	Child	2022-Q1	2022-Q2	2022-Q3	2022-Q4
<b>Plan Wide</b>								
SU PHP Access	502	83%	83%	78%	90%	82%	84%	76%

#### Provider Breakdown

Provider	Total Records	Total % In Standard	% In Standard by Age		Quarterly Percentage in Standard			
			Adult	Child	2022-Q1	2022-Q2	2022-Q3	2022-Q4
Blueprints for Addiction Recovery	310	84%	84%	-	90%	83%	88%	71%
Mazzitti And Sullivan Counseling Services	46	78%	79%	71%	92%	100%	73%	60%
New Insights II	61	82%	82%	-	80%	93%	70%	92%
Rehab After Work	16	75%	75%	-	100%	50%	75%	80%
Gaudenzia	44	89%	89%	-	93%	86%	91%	83%

#### 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 5 requests were not calculated due to the smaller sample of data.
- Members with Third Party Liability (TPL) are excluded from this report.

#### Measure 4: SU 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 SU OP therapy 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 1/1/22 - 12/31/22.

PerformCare calculates the rates as follows:

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

Numerator: Number of initial SU OP 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</b>					
% of Members with 2+ Appointments	74%	74%	76%	74%	74%

#### Provider Breakdown

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

Provider	2022-Q1	2022-Q2	2022-Q3	2022-Q4	Cumulative Percentage
<b>Providers with 100+ First Therapy Sessions</b>	<b>77%</b>	<b>74%</b>	<b>76%</b>	<b>73%</b>	<b>75%</b>
Gaudenzia	81%	77%	83%	77%	80%
Naaman Center	88%	90%	88%	86%	88%
PA Counseling Services	70%	62%	66%	67%	66%
Pyramid Healthcare	88%	82%	85%	87%	85%
Roxbury Treatment Center	70%	63%	68%	39%	60%
<b>Providers with 30 to 100 First Therapy Sessions</b>	<b>65%</b>	<b>70%</b>	<b>77%</b>	<b>75%</b>	<b>72%</b>
Advanced Treatment Systems	50%	43%	25%	60%	49%
Center for Behavioral Health HA	64%	79%	70%	57%	68%
Diakon Family Life Services	69%	78%	58%	70%	68%
Mazzitti And Sullivan Counseling Services	77%	54%	86%	79%	73%
Ponessa Behavioral Health	80%	63%	88%	77%	76%
Community Care And Addiction Recovery Services	100%	100%	91%	100%	97%
New Insights II	44%	73%	83%	56%	67%
Supports Coordination Group LLC	63%	67%	59%	64%	62%

#### 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 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 (Jan 1, 2022 through Dec 31, 2022).

Capital Substance Use Intensive Outpatient					
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.
Gaudenzia Harrisburg	12	100%	100%	100%	100%
Mazzitti & Sullivan Harrisburg	20	90%	90%	100%	95%
Naaman Center	16	100%	88%	100%	94%

Capital Substance Use 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.
Community Care & Addiction Recovery	10	100%	92%	100%	80%
Gatehouse	13	100%	92%	100%	100%
Gaudenzia Harrisburg	19	95%	89%	100%	100%
Mazzitti & Sullivan Mechanicsburg	12	100%	100%	100%	100%
PA Counseling Lancaster	10	80%	100%	100%	90%
Ponessa Behavioral Health	13	77%	92%	100%	100%

Franklin/Fulton Substance Use 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.
Pyramid	11	82%	91%	100%	73%