



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)**

7/1/17 - 6/30/18

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 Substance Use Outpatient Therapy

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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 unique Members accessing substance use 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 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.

Goal

PerformCare is providing this measure for informational purposes.

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	
Plan Wide								
SU OP Therapy	3,965	2,924	1,041	78%	75%	69%	72%	73.7%

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	
SU OP Therapy								
Providers with 100+ Initial Therapy Assessments	3,467	2,593	874	81%	75%	72%	73%	75%
BEAL COUNSELING & CONSULTING SA-OP	161	161	0	100%	100%	100%	100%	100%
CENTER FOR BEHAVIORAL HEALTH HA SA-OP	108	108	0	100%	100%	100%	100%	100%
GAUDENZIA SAOP	501	159	342	26%	28%	28%	44%	32%
MAZZITTI AND SULLIVAN SA-OP	409	409	0	100%	100%	100%	100%	100%
PA COUNSELING SVCS SA-OP	1,319	941	378	88%	70%	70%	56%	71%
Roxbury Treatment Center SA-OP	156	77	79	67%	25%	24%	63%	49%
T W PONESSA & ASSOC SA-OP	619	619	0	100%	100%	100%	100%	100%
Twin Lakes Center SA-OP	194	119	75	60%	77%	36%	69%	61%
Providers with 30 to 100 Initial Therapy Assessments	324	252	72	78%	87%	71%	74%	78%
Diakon Family Life Services 2 SA-OP	41	31	10	85%	90%	71%	55%	76%
Discovery House CC, LLC SA-OP	65	65	0	100%	100%	100%	100%	100%
PERRY HUMAN SERVICES SA-OP	65	59	6	94%	94%	81%	100%	91%
PYRAMID HEALTHCARE INC SA OP	52	39	13	70%	81%	100%	-	75%
Pyramid Healthcare, Inc. 2 SA-OP	64	31	33	46%	80%	23%	55%	48%
RECOVERY CONCEPTS SA-OP	37	27	10	64%	67%	86%	80%	73%

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 unique Members accessing SU IOP services from 7/1/17-6/30/18.

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.

Goal

PerformCare is providing this measure for informational purposes.

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	
Plan Wide								
SU IOP Access	779	720	59	89%	91%	93%	94%	92%

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	
Providers with 100+ SU IOP Requests								
PA COUNSELING SVCS SA-OP	199	181	18	96%	92%	89%	90%	91%
Providers with 30 to 100 SU IOP Requests								
BLUEPRINTS FOR ADDICTION RECOVERY	77	59	18	67%	63%	78%	88%	77%
GAUDENZIA SAOP	83	79	4	100%	100%	93%	94%	95%
H.S.A. Counseling, Inc. SA-OP	45	41	4	75%	88%	100%	95%	91%
MAZZITTI AND SULLIVAN SA-OP	108	98	10	83%	90%	92%	93%	91%
Naaman Center SA-OP	35	35	0	100%	100%	100%	100%	100%
Pyramid Healthcare, Inc. 2 SA-OP	61	61	0	100%	100%	100%	100%	100%
Roxbury Treatment Center SA-OP	35	33	2	80%	100%	100%	94%	94%
Twin Lakes Center SA-OP	56	55	1	100%	91%	100%	100%	98%

Note:

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- 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 unique Members accessing SU PHP services from 7/1/17-6/30/18.

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.

Goal

PerformCare provides this measure for informational purposes.

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	
Plan Wide								
SU PHP Access	94	75	19	80%	79%	79%	81%	80%

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	
Providers with 30 to 100 SU PHP Requests	94	75	19	80%	79%	79%	81%	80%
BLUEPRINTS FOR ADDICTION RECOVERY	47	40	7	100%	71%	90%	77%	85%
H.S.A. Counseling, Inc. SA-OP	37	29	8	75%	100%	43%	90%	78%
WHITE DEER RUN COVE FORGE SA-NONHOS	10	6	4	0%	50%	100%	67%	60%

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 4: SU OP Therapy Engagement in 2 or more Appointments

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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 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 7/1/17-6/30/18.

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.

	2017-Q3	2017-Q4	2018-Q1	2018-Q2	Cumulative Percentage
Plan-Wide					
% of Members with 2+ Appointments	64%	66%	63%	66%	65%

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	2017-Q3	2017-Q4	2018-Q1	2018-Q2	Cumulative Percentage
Providers with 100+ First Therapy Sessions	68%	68%	63%	66%	66%
BEAL COUNSELING & CONSULTING SA-OP	46%	36%	18%	33%	34%
GAUDENZIA SAOP	54%	68%	70%	67%	65%
MAZZITTI AND SULLIVAN SA-OP	72%	60%	66%	68%	67%
PA COUNSELING SVCS SA-OP	76%	77%	70%	75%	74%
T W PONESSA & ASSOC SA-OP	57%	62%	47%	60%	57%
Providers with 30 to 100 First Therapy Sessions	53%	60%	60%	60%	58%
CENTER FOR BEHAVIORAL HEALTH HA SA-OP	35%	38%	44%	35%	38%
Discovery House CC, LLC SA-OP	23%	67%	50%	50%	46%
PERRY HUMAN SERVICES SA-OP	27%	86%	50%	29%	46%
PYRAMID HEALTHCARE INC SA OP	73%	86%	100%	100%	82%
RECOVERY CONCEPTS SA-OP	100%	75%	100%	88%	91%
Roxbury Treatment Center SA-OP	48%	31%	13%	45%	38%
Twin Lakes Center SA-OP	63%	100%	74%	92%	75%

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).

Franklin/Fulton Substance Use IOP					
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	33*	94%	94%	100%	97%

**33 surveys for questions 2 and 3; 32 surveys for questions 1 and 4*

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	13*	100%	100%	100%	100%

**13 surveys for questions 2, 3, and 4; 12 surveys for question 1.*