



Provider Profiling Year-End Report

Mental Health Partial Hospitalization Program (MH-PHP)

1/1/2023 - 12/31/2023

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 MH-PHP

PerformCare monitors access in order to ensure that our Members are able to access services when they need them. This measure reports on the percentage of Members who were offered MH-PHP date of admission within 7 days of a completed MH-PHP referral. This measure gives information on referrals for MH-PHP made within 1/1/2023-12/31/2023, as well as the average days from referral completion to admission date offer for MH-PHP.

PerformCare uses the following to determine the percentage:

Numerator: The number of Members who were offered a date of admission within 7 calendar days of a completed referral.

Denominator: All Members who had completed referrals for MH-PHP within the reporting period.

Note: This measure is limited to routine referrals and excludes urgent and emergent requests.

Goal

PerformCare expects Providers to achieve a 7-day access rate of 80%.

Network Average

Plan-wide MH-PHP access within 7-day standard data.

	Total Requests	Total In Standard	Total Not In Standard	Average Days Request to Claim	Cumulative Percent In Standard		
					Overall	Adult	Child
MH-PHP Access							
Plan-Wide	932	729	203	7.05	78%	78%	78%

Provider Breakdown

Provider breakdown of MH-PHP access within 7-day standard data.

Provider	Total Requests	Total In Standard	Total Not In Standard	Average Days Request to Claim	Cumulative Percent In Standard		
					Overall	Adult	Child
MH-PHP Access							
CSG MH-PHP	99	87	4	3.8	88%	88%	-
CSG-SB PHP	44	6	23	23.4	14%	0%	14%
Hershey Med Ctr PHP	40	28	7	7.3	70%	68%	83%
Holy Spirit Hosp PHP	21	19	7	7.0	90%	90%	-
Merakey Pennsylvania MH-PHP	25	19	7	6.6	76%	76%	-
Merakey Stevens Center MH-PHP	28	24	5	4.5	86%	86%	-
PA Psychiatric Institute MH-PHP	208	180	5	4.9	87%	54%	94%
Ponessa Behavioral Health MH-PHP	119	80	14	13.8	67%	0%	68%
Wellspan Philhaven MH-PHP	343	281	62	5.1	82%	79%	83%

Note: Cells with a dash represent that there were no events present to calculate a measure. Providers with less than 10 requests were not reported due to the smaller sample of data.

Measure 2: Follow-Up Rates within 7 and 30 Days of Discharge

Follow-up visits after a discharge from MH-PHP are important to support a Member’s continued recovery. This measure reports on the percentage of Members who attended follow-up visits within 7 days and 30 days following discharge from MH-PHP. This measure uses claims data for unique Members discharged from MH-PHP between 1/1/23 - 12/31/23.

This measure includes nationally approved traditional follow-up codes and additional PA codes for follow-up appointments: An outpatient visit with a Mental Health Provider for therapy or medication management. Additional ambulatory appointments that fall within the PA-specific codes for follow-up.

PerformCare uses the following to determine the percentage:

7-Day Numerator: Discharges resulting in a compliant follow-up visit within 7 days of discharge.

30-Day Numerator: Discharges resulting in a compliant follow-up visit within 30 days of discharge.

Denominator: Discharges included for this measure were discharged from MH-PHP and not readmitted within 30 days.

Adults- 18+, Child- 0-17.

Goal

PerformCare is providing this measure for informational purposes.

Network Average

Plan-wide average of follow-up visits within 7 and 30 Days of discharge for all Providers.

	2023-Q1	2023-Q2	2023-Q3	2023-Q4	CY 2023	Average by Age Group	
	Overall by Quarter					Adult	Child
Follow-Up within 7 Days	41.2%	34.5%	39.4%	31.7%	36.6%	32.4%	38.8%
Follow-Up within 30 Days	72.9%	60.3%	73.4%	63.5%	66.9%	59.9%	70.8%

Provider Breakdown

Percentage of follow-up visits within 7 and 30 days of discharge.

	% of Follow-Up within 7 Days			% of Follow-Up within 30 Days		
	Overall	Adult	Child	Overall	Adult	Child
Providers with 100+ Discharges	37%	31%	39%	67%	58%	71%
CSG MH-PHP	28%	20%	50%	49%	44%	63%
PA Psychiatric Institute MH-PHP	45%	56%	43%	73%	72%	73%
Ponessa Behavioral Health MH-PHP	29%	100%	28%	65%	100%	65%
Wellspan Philhaven MH-PHP	35%	23%	39%	68%	57%	71%
Providers with 30 to 100 Discharges	33%	34%	20%	67%	64%	100%
Merakey Pennsylvania MH-PHP	56%	56%	-	75%	75%	-
Hershey Med Ctr PHP	13%	12%	20%	59%	53%	100%

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

Individual Provider rates for Providers with less than 30 discharges were not reported due to the smaller sample of data.

Number of discharges, for the purpose of grouping, is based on overall discharges from MH-PHP level of care for stated reporting period.

Measure 3: Co-Occurring Diagnoses

Many Members with a Mental Health disorder also have a Substance Use disorder, which is known as a “Co-Occurring” diagnosis. It is important for PerformCare and Providers to be aware of this to be able to appropriately assist Members with Co-Occurring disorders in linking them with services to meet all of their needs. This measure reports on the percentage of Members in MH-PHP with co-occurring diagnoses. This measure utilizes diagnosis codes from claims data of those Members discharged between 1/1/2023-12/31/2023 from MH-PHP. The purpose of this measure is to allow for information to be shared with the Provider community and is not intended to be an indicator of severity.

To calculate this number PerformCare uses the following:

Numerator: The number of discharged Members with co-occurring diagnoses.

Denominator: The total number of discharges from MH-PHP.

Goal

PerformCare is providing this measure for informational purposes.

Network Average

Plan-wide average of discharges that have Co-Occurring Diagnoses for all Providers.

	2023-Q1	2023-Q2	2023-Q3	2023-Q4	Average
Plan-Wide					
Adult	34%	35%	41%	28%	35%
Child	13%	14%	8%	8%	11%
Overall Average	20%	21%	22%	15%	19%

Provider Breakdown

Year-end average of discharges that have Co-Occurring Diagnoses by Provider.

	Adult	Child	Overall
Providers with 100+ Discharges	35%	12%	18%
CSG MH-PHP	39%	9%	32%
PA Psychiatric Institute MH-PHP	45%	12%	19%
Ponessa Behavioral Health MH-PHP	0%	6%	6%
Wellspring Philhaven MH-PHP	24%	14%	16%
Providers with 30 to 100 Discharges	32%	0%	29%
Hershey Med Ctr PHP	17%	0%	14%
Merakey Pennsylvania MH-PHP	42%	-	42%
Merakey Stevens Center MH-PHP	39%	-	39%

Note: Providers found to have 0% co-occurring discharges are not shown.

Individual Provider rates for Providers with less than 30 discharges were not reported due to the smaller sample of data.

Number of discharges, for the purpose of grouping, is based on overall discharges from an MH-PHP level of care for stated reporting period.

Measure 4: Follow-up Rates for Members with Co-Occurring Diagnoses - 7 Days and 30 Days

As noted in Measure 1, follow up visits after a discharge from MH-PHP are important to support a Member’s continued recovery. This measure reports on the percentage of Members with Co-Occurring diagnoses who attended follow-up visits within 7 days and 30 days after a Mental Health Partial Hospitalization with either a Mental Health Provider or a Substance Use Provider. This measure uses claims data from Members discharged between 1/1/23-12/31/23, to determine the follow up rates.

This measure includes nationally-approved traditional follow up codes and additional PA codes for follow up appointments:
 An outpatient visit with a Mental Health or Substance Use Provider for therapy or medication management
 Additional ambulatory appointments that fall within the PA-specific codes for follow-up.

To calculate this rate PerformCare uses the following:

7-Day Numerator: Discharges resulting in a compliant follow-up visit within 7 days of discharge.

30-Day Numerator: Discharges resulting in a compliant follow-up visit within 30 days of discharge.

Denominator: Discharges included for this measure were discharged from MH-PHP and had a co-occurring diagnosis, and not readmitted within 30 days.

Adults- 18+, Child- 0-17.

Goal

PerformCare is providing this measure for informational purposes.

Network Average

	2023-Q1	2023-Q2	2023-Q3	2023-Q4	Average	Average by Age Group		
	Overall by Quarter					Overall	Adult	Child
Follow-Up within 7 Days	46%	35%	37%	21%	36%	37%	33%	
Follow-Up within 30 Days	76%	62%	67%	55%	66%	63%	71%	

Provider Breakdown

Percentage of follow-up visits within 7 and 30 days of discharge.

	Discharges	Percentage of Follow-Up within 7 Days			Percentage of Follow-Up within 30 Days		
		Overall	Adult	Child	Overall	Adult	Child
Merakey Pennsylvania MH-PHP	15	73%	73%	-	100%	100%	-
Wellspan Philhaven MH-PHP	64	23%	13%	29%	61%	48%	68%
CSG MH-PHP	42	19%	18%	33%	40%	38%	67%
PA Psychiatric Institute MH-PHP	55	47%	57%	37%	73%	71%	74%
Merakey Stevens Center MH-PHP	13	38%	38%	-	77%	77%	-

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

Individual Provider rates for Providers with less than 10 Members with co-occurring diagnoses discharges were not reported due to the smaller sample of data.

Number of discharges, for the purpose of grouping, is based on overall discharges from MH-PHP for stated reporting period.

Measure 5: Mental Health Inpatient Admission within 30 Days of MH-PHP

MH-PHP is often a level of care used as a step-down from Mental Health Inpatient, or as a level of care used to help prevent a Mental Health Inpatient admission. This measure reports on the percentage of Members who have an admission to Mental Health Inpatient within 30 days of the last claim for MH-PHP. This measure is based on claims data for Members discharged from MH-PHP between 1/1/23-12/31/23.

To calculate this rate PerformCare uses the following:

Numerator: Total number of Members who admitted to Mental Health Inpatient within 30 days of discharge from MH-PHP.

Denominator: Total number of discharges from MH-PHP.

Goal

PerformCare is providing this measure for informational purposes.

Network Average

Plan-wide average discharges from MH-PHP that were admitted to MHIP within 30 days.

	2023-Q1	2023-Q2	2023-Q3	2023-Q4	Average
Plan-Wide					
MHIP Admissions within 30 days of MH-PHP	10%	8%	8%	7%	8%

	Adult	Child	Average
Plan-Wide			
MHIP Admissions within 30 days of MH-PHP	9%	8%	8%

Provider Breakdown

Average of discharges from MH-PHP that were admitted to MHIP within 30 days.

	Discharges	MHIP Admissions	% of MHIP Admissions	% of MHIP Admissions-Adult	% of MHIP Admissions-Child
Providers with 100+ Discharges	950	77	8%	7%	8%
Ponessa Behavioral Health MH-PHP	133	11	8%	0%	8%
Wellspring Philhaven MH-PHP	395	28	7%	7%	7%
PA Psychiatric Institute MH-PHP	297	30	10%	12%	10%
CSG MH-PHP	125	8	6%	4%	13%
Providers with 30 to 100 Discharges	79	8	10%	11%	0%
Merakey Pennsylvania MH-PHP	36	6	17%	17%	-
Hershey Med Ctr PHP	43	2	5%	6%	0%

Note: Individual Provider rates for Providers with less than 30 discharges were not reported due to the smaller sample of data. Number of discharges, for the purpose of grouping, is based on overall discharges from MH-PHP for stated reporting period.

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 2023 (January 1, 2023 through December 31, 2023).

Capital Mental Health Partial Hospitalization 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.
Community Services Group	19	84%	79%	100%	89%
Merakey	15	80%	73%	93%	87%
Pennsylvania Psychiatric Institute	53	83%	66%	94%	83%
Ponessa Behavioral Health	26	73%	54%	92%	81%
Wellspan Philhaven	26	85%	72%	99%	90%