

## Executive Summary

PerformCare's QI/UM Program systematically monitors and evaluates the quality and safety of clinical care, and the quality of service provided by PerformCare and network providers. Quality of care is defined as the degree to which health care services are consistent with current professional knowledge and industry best practices. This approach looks both **outward** to the provider network and **inward** to the provision of services by PerformCare to Members and providers.

The 2024 Program Evaluation provides the accomplishments and project details based on PerformCare's 10 Strategic Clinical Quality Improvement Initiatives.

PerformCare successfully provided all functions, responsibilities, and deliverables to its Members, providers, the state, and our primary contractors throughout the entire calendar year in 2024.

This Executive Summary provides just a few highlights for calendar year 2024:

### Competency

- Received full NCQA Accreditation with a final score of 99.59.
- Completed the 2024 Triennial Review and Annual PEPS reviews. PerformCare was compliant with all PEPS reviewed and no OMHSAS CAPs were assigned.
- Complied with any/all changes to the PS&R and provided feedback to the draft 2024 PS&R.
- Participated in all QPQM and PIP meetings and submitted required reports timely, including the final year-end report.
- Initiated planning and implementation for the 2025 PIP.
- Secured the 2025 NCQA Accreditation Standards for BH-MCO accreditations.
- Submitted the certified HEDIS measures completed by Inovalon (certified HEDIS vendor).
- The AmeriHealth Caritas HEDIS team became fully responsible for PerformCare HEDIS measures.
- Successfully completed all required 2024 ASAM Alignment audits; provided testing and feedback to the state regarding the ASAM outpatient audit tool.

- Contracted and coordinated with a vendor (Accreditation Guru) to conduct the 2024 ASAM Alignment infrastructure and chart reviews.
- Provided ASAM technical assistance to SU providers as requested.
- Conducted trauma-informed care staff training sessions.

### **Performance**

- Value-based purchasing has been fully operational since 2019 and continued through 2024.
- Continued an outreach project focused on reducing Emergency Department Utilization that incorporated TCM, ACT, and FQHC providers in diversion efforts.
- Held quarterly Integrated Quality meetings with two PH-MCO plans focused on improving joint outcomes measures.
- Submitted the 2021 – 2024 PEDTAR Performance Improvement Project Baseline Recalculation and Quarterly Updates/final report.
- Follow-Up Specialist successfully engaged Members recently discharged from MH IP and SU IP.
- Conducted 55 TRRs in alignment with the 2024 credentialing cycle.
- Completed the 2023/24 review and revision of all policies and procedures.
- The 2024 IRR demonstrated a 99.01% average consistency in MNC decision-making across all reviewers.
- Ambassador Program Members successfully participated in numerous virtual and in-person community events.
- PerformCare completed annual Member and provider satisfaction surveys.
- The Tobacco Cessation Initiative was updated, submitted, and implemented for 2024.
- Telephone service access was 96.84%, which did not meet the performance goals of greater than 97%.
- MSS achieved the targeted goal of 90% for compliance with documentation audits.
- Continued discussions to expand Project RED and work with the existing facilities.

### **Safety**

- Conducted 233 QOCC reviews and 550 follow-up actions with providers throughout 2024.
- C&G resolved 45 first-level dissatisfaction complaints, two second-level dissatisfaction complaints, and one 6-Criteria complaint throughout 2024.
- Conducted interdepartmental quarterly review of QOCC and CIR data to determine trends among individual providers and high-risk Members to provide additional monitoring.
- Expansion of reporting and monitoring of restraints and seclusions.

All stakeholders, including Members, providers, counties, the Pennsylvania DHS, and PerformCare employees, are encouraged to review and utilize the information contained in the

2024 QI/UM Program Annual Evaluation. PerformCare strives for full transparency in sharing its HealthChoices managed care organization activities and results.

All QI documents, including this evaluation and the 2025 QI/UM Program Description, are available upon request to any stakeholder. This Executive Summary is also shared annually with providers and Members through the PerformCare website.

A handwritten signature in black ink, reading "Joseph Buttacci". The signature is fluid and cursive, with a large initial "J" and a stylized "B".

Joseph Buttacci, MA, LPC, CAADC  
Director of Quality Improvement