



Provider Profiling Year-End Report

Mental Health Outpatient Services (MHOP)

Mental Health Outpatient Therapy
Psychiatric Evaluations
Medication Management

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 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 1/1/23-12/31/23.

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
				2023-Q1	2023-Q2	2023-Q3	2023-Q4	
Plan Wide								
Psychiatric Evaluations	5,966	1,691	4,275	27%	29%	27%	32%	28%
MH OP Therapy	13,494	6,452	7,042	46%	44%	53%	49%	48%

Provider Breakdown

Provider	Total Records	Total In Standard	Total Not In Standard	Quarterly Percentage in Standard				Cumulative Percentage In Standard
				2023-Q1	2023-Q2	2023-Q3	2023-Q4	
Psychiatric Evaluations								
Providers with 100+ Evaluations	5,035	1,566	3,469	29%	32%	29%	36%	31%
Commonwealth Clinical Group	243	0	243	0%	0%	0%	0%	0%
Community Services Group	379	0	379	0%	0%	0%	0%	0%
Franklin Family Services	131	91	40	53%	94%	65%	67%	69%
Holy Spirit Hospital	109	0	109	0%	0%	0%	0%	0%
Hershey Medical Center	226	2	224	3%	0%	0%	0%	1%
Keystone FQHC**	387	2	385	0%	1%	0%	0%	1%
Merakey Stevens Center	122	89	33	76%	76%	61%	81%	73%
Momentum Services	306	305	1	100%	100%	99%	100%	100%
PA Counseling Services	317	18	299	4%	8%	7%	2%	6%
PA Psychiatric Institute	225	16	209	2%	16%	8%	6%	7%
Summit Physicians Services	128	14	114	7%	23%	15%	0%	11%
Ponessa Behavioral Health	740	0	740	0%	0%	0%	0%	0%
TEAMCare Behavioral Health	591	587	4	100%	99%	100%	99%	99%
Wellspan Behavioral Health	347	126	221	33%	42%	24%	47%	36%
Wellspan Philhaven	557	106	451	23%	12%	28%	15%	19%
Youth Advocate Programs	211	211	0	100%	100%	100%	100%	100%
Silverlining Health & Wellness	103	0	103	0%	0%	0%	0%	0%
Lancaster General Medical Group	195	0	195	0%	0%	0%	0%	0%
Pathways Counseling Services	105	1	104	3%	0%	0%	0%	1%

*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

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
				2023-Q1	2023-Q2	2023-Q3	2023-Q4	
Psychiatric Evaluations								
Providers with 30 to 100 Evaluations	736	114	622	21%	12%	17%	10%	15%
Catholic Charities	62	0	62	0%	0%	0%	0%	0%
Diakon Family Life Services	93	0	93	0%	0%	0%	0%	0%
Esperanza Hope for the Future	72	2	70	10%	0%	0%	0%	3%
Laurel Life Services	92	0	92	0%	0%	0%	0%	0%
Merakey Pennsylvania	69	56	13	82%	93%	81%	64%	81%
New Horizons Counseling Services	58	0	58	0%	0%	0%	0%	0%
PA Comprehensive BH Services	33	0	33	0%	0%	0%	0%	0%
Pyramid Healthcare	78	7	71	9%	11%	9%	7%	9%
TrueNorth Wellness Services	77	8	69	9%	4%	25%	7%	10%
CHI St Josephs Children Health	48	0	48	0%	0%	0%	0%	0%
Newton Psychiatric Clinic	54	41	13	74%	57%	91%	100%	76%

*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.

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
				2023-Q1	2023-Q2	2023-Q3	2023-Q4	
MH OP Therapy								
Providers with 100+ Initial Therapy Assessments								
	11,026	5,429	5,597	45%	47%	50%	55%	49%
Commonwealth Clinical Group	433	119	314	7%	12%	17%	83%	27%
Community Services Group	734	413	94	54%	84%	53%	50%	56%
Campbell Psychological Services	107	39	68	22%	22%	32%	63%	36%
Center for Hope and Healing	147	146	1	100%	100%	100%	92%	99%
Diakon Family Life Services	168	96	72	32%	49%	69%	79%	57%
Downtown Counseling Ctr	142	142	0	100%	100%	100%	100%	100%
Esperanza Hope for the Future	171	171	0	100%	100%	100%	100%	100%
Hershey Medical Center	287	0	287	0%	0%	0%	0%	0%
Integrative Counseling Services	172	132	40	59%	64%	93%	74%	78%
Keystone FQHC**	216	8	208	6%	1%	4%	4%	4%
Lancaster General Hospital	358	0	358	0%	0%	0%	0%	0%
Lancaster General Medical Group	1,073	16	1,057	3%	2%	0%	0%	1%
Laurel Life Services	443	21	422	9%	4%	1%	4%	5%
Merakey Stevens Center	121	102	19	85%	85%	77%	90%	84%
Momentum Services	214	213	1	100%	100%	98%	100%	100%
New Horizons Counseling Services	101	101	0	100%	100%	100%	100%	100%
PA Counseling Services	2,081	1,611	470	77%	72%	75%	86%	77%
PA Psychiatric Institute	271	42	229	13%	35%	2%	14%	15%
Progress Family Care Services PC	97	0	97	0%	0%	0%	0%	0%
Pyramid Healthcare	134	92	42	74%	70%	70%	50%	69%
Restore Counseling Services	226	12	214	8%	3%	7%	3%	5%
Riverside Associates	110	10	100	9%	7%	10%	10%	9%
Ponessa Behavioral Health	1,197	782	415	40%	53%	83%	75%	65%
TEAMCare Behavioral Health	916	872	44	93%	97%	96%	95%	95%
TrueNorth Wellness Services	361	81	280	23%	17%	22%	28%	22%
Wellspan Behavioral Health	197	62	135	13%	33%	42%	38%	31%
Wellspan Philhaven	897	179	718	25%	20%	17%	17%	20%
Youth Advocate Programs	294	292	2	100%	100%	98%	99%	99%

** Keystone self-reported data included in 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
				2023-Q1	2023-Q2	2023-Q3	2023-Q4	

MH OP Therapy

Providers with 30 to 100 Initial Therapy Assessments	1,895	883	1,012	48%	49%	49%	39%	47%
Aliff Counseling Services	78	31	47	23%	48%	41%	41%	40%
Behavioral Healthcare Corporation	98	1	97	0%	0%	0%	4%	1%
Carolyn A Mottor-Rivera LPC	42	42	0	100%	100%	100%	100%	100%
Catholic Charities	86	4	82	19%	0%	0%	0%	5%
Wellspring Chambersburg Hospital	97	19	78	6%	42%	6%	11%	20%
Elevated Mental Health Services	31	27	4	75%	88%	100%	89%	87%
Franklin Family Services	68	47	21	67%	79%	67%	67%	69%
Hugh S. Smith PhD & Associates	35	0	35	0%	0%	0%	0%	0%
Kenneth G Small	47	0	47	0%	0%	0%	0%	0%
Kenneth Sutton Crisis Recovery Network	66	65	1	100%	100%	95%	100%	98%
KPB Wewer LLC	45	0	45	0%	0%	0%	0%	0%
L L Mulhollem Counseling and Psychotherapy	38	21	17	86%	50%	0%	-	55%
Life And Love Counseling	54	0	54	0%	0%	0%	0%	0%
Matters of the Heart Counseling	29	0	29	0%	0%	0%	0%	0%
Merakey Pennsylvania	94	93	1	97%	100%	100%	100%	99%
New Journey Family Center	37	2	35	13%	11%	0%	0%	5%
Newport Counseling Center	66	66	0	100%	100%	100%	100%	100%
PA Comprehensive BH Services	68	0	68	0%	0%	0%	0%	0%
Pathways Counseling Service	80	61	19	65%	76%	77%	92%	76%
Family Behavioral Resources	49	18	31	78%	63%	0%	22%	37%
Pinnacle Health Medical Services	59	0	59	0%	0%	0%	0%	0%
Providence Behavioral Health	40	3	37	43%	0%	0%	0%	8%
Summit Physicians Services	48	6	42	8%	6%	14%	33%	13%
The Behavioral Health And Wellness Academy	60	60	0	100%	100%	100%	100%	100%
Weigel Counseling Associates	52	0	52	0%	0%	0%	0%	0%

*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.

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 1/1/2023-12/31/2023.

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.

	2023-Q1	2023-Q2	2023-Q3	2023-Q4	Cumulative Percentage
Plan-Wide Percentage					
% of Members with 2+ follow-up appointments	71%	62%	70%	66%	67%

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.

	2023-Q1	2023-Q2	2023-Q3	2023-Q4	Cumulative Percentage
Providers with 100+ First Therapy Sessions	70%	58%	70%	64%	66%
Commonwealth Clinical Group	63%	51%	75%	63%	62%
Community Services Group	81%	60%	85%	82%	80%
Campbell Psychological Services	91%	86%	93%	91%	91%
Center for Hope and Healing	97%	92%	82%	85%	88%
Diakon Family Life Services	80%	76%	83%	65%	78%
Downtown Counseling Ctr	81%	78%	86%	95%	84%
Esperanza Hope for the Future	91%	77%	71%	70%	79%
Integrative Counseling Services	77%	47%	70%	68%	69%
Hershey Medical Center	54%	34%	56%	51%	49%
Lancaster General Medical Group	38%	22%	27%	17%	25%
Laurel Life Services	75%	77%	83%	86%	80%
Momentum Services	63%	85%	72%	74%	75%
PA Counseling Services	73%	64%	79%	72%	72%
Ponessa Behavioral Health	78%	70%	79%	75%	76%
TEAMCare Behavioral Health	70%	63%	68%	48%	61%
TrueNorth Wellness Services	65%	64%	71%	72%	68%
Wellspan Philhaven	50%	42%	36%	36%	41%
Youth Advocate Programs	53%	51%	30%	35%	40%
Restore Counseling Services	83%	79%	87%	77%	82%

	2023-Q1	2023-Q2	2023-Q3	2023-Q4	Cumulative Percentage
Providers with 30 to 100 First Therapy Sessions	74%	69%	68%	69%	70%
Behavioral Healthcare Corporation	75%	80%	83%	96%	84%
Catholic Charities	82%	86%	100%	71%	86%
Wellspan Chambersburg Hospital	25%	22%	26%	25%	25%
Franklin Family Services	75%	69%	64%	73%	71%
Kenneth G Small	79%	100%	89%	83%	87%
Kenneth Sutton Crisis Recovery Network	93%	93%	90%	100%	94%
Lancaster General Hospital	62%	53%	28%	64%	49%
Merakey Pennsylvania	70%	60%	63%	33%	59%
New Horizons Counseling Services	80%	83%	72%	49%	65%
Newport Counseling Center	56%	50%	77%	75%	65%
PA Comprehensive BH Services	87%	73%	100%	43%	79%
PA Psychiatric Institute	87%	50%	59%	100%	63%
Pathways Counseling Service	76%	79%	50%	76%	69%
Providence Behavioral Health	88%	67%	64%	57%	68%
Pyramid Healthcare	15%	0%	28%	14%	15%
The Behavioral Health And Wellness Academy	93%	88%	83%	73%	87%
Weigel Counseling Associates	80%	100%	79%	64%	78%
Wellspan Behavioral Health	30%	29%	41%	25%	33%
Carolyn A Mottor-Rivera LPC	90%	100%	91%	77%	86%
New Journey Family Center	71%	60%	100%	75%	77%
KPB Wewer LLC	50%	100%	100%	74%	78%
L L Mulhollem Counseling and Psychotherapy	86%	81%	100%	-	83%
Aliff counseling Services	80%	82%	60%	80%	77%
Pinnacle Health Medical Services	56%	67%	44%	77%	62%
Life And Love Counseling	22%	57%	53%	71%	51%
Family Behavioral Resources	70%	86%	83%	73%	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 2023 (January 1, 2023 through December 31, 2023).

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	147	80%	90%	90%	93%
Laurel Life	11	0%	91%	100%	91%
Momentum	22	60%	81%	95%	62%
True North	17	50%	82%	100%	75%

*Keystone had 10 surveys for Question 1; 147 surveys for Questions 2 and 3; 146 surveys for Question 4.
 Laurel Life had 1 survey for Question 1; 11 surveys for Questions 2, 3 and 4.
 Momentum had 5 surveys for Question 1; 21 surveys for Questions 2 and 4; 22 surveys for Question 3.
 True North had 2 surveys for Question 1; 17 surveys for Questions 2 and 3; 16 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	230	75%	77%	91%	87%
Laurel Life	71	83%	96%	97%	90%
Momentum	70	73%	76%	64%	80%
PA Counseling	59	71%	90%	95%	84%
True North	33	83%	84%	82%	88%
Wellspan	56	68%	93%	86%	89%

*Keystone had 65 surveys for Question 1; 229 surveys for Question 2; 230 surveys for Question 3; 224 surveys for Question 4.
 Laurel Life had 23 surveys for Question 1; 71 surveys for Questions 2 and 3; 67 surveys for Question 4.
 Momentum had 22 surveys for Question 1; 70 surveys for Questions 2, 3 and 4.
 PA Counseling had 17 surveys for Question 1; 59 surveys for Questions 2 and 3; 58 surveys for Question 4.
 True North had 12 surveys for Question 1; 32 surveys for Questions 2 and 4; 33 surveys for Question 3.
 Wellspan had 25 surveys for Question 1; 56 surveys for Questions 2, 3 and 4.