

**Provider Notice**

**To: All Network Providers**  
**From: PerformCare**  
**Date: March 14, 2023**  
**Subject: AD 23 105 Administrative and Treatment Quality Concerns—Changing to Administrative Compliance Concerns**

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This Provider Notice serves to inform network providers of changes made to the previously-used Administrative and Treatment Quality Concerns (ATQC) tool. The ATQC tool included several indicators of provider performance in administrative compliance and treatment quality. The revised tool will be re-named Administrative Compliance Concerns (ACC) and will focus on provider performance in administrative compliance. Indicators in the ATQC tool which focused on treatment quality are addressed by other PerformCare processes, and have been eliminated from ACC.

Specific changes include the following:

- The previously-used ATQC tool had 46 indicators which identified ATQC occurrences in the categories of: assessment and referral; treatment planning; crisis prevention; service delivery; care coordination; discharge planning; and failure to respond to PerformCare.
- The revised ACC tool identifies ACC occurrences by the following 5 indicators of failure to respond to PerformCare:
  - *Provider did not respond in a timely manner to a PerformCare request related to a complaint.*
  - *Provider did not respond in a timely manner to a PerformCare request related to a complaint follow-up.*
  - *Provider submitted a request for treatment late.*
  - *Provider submitted a request with incomplete information.*
  - *Provider submitted a request with incorrect information.*

ACC indicators are contained within each PerformCare Member's electronic record in JIVA. PerformCare Associates will continue to identify ACC occurrences during daily reviews and interactions with providers.

ACC goals and follow-up process with providers:

- PerformCare monitors aggregate and individual provider ACC occurrence rates via a quarterly ACC report.
- For the two complaints indicators (*Provider did not respond in a timely manner to a*

*PerformCare request related to a complaint, and Provider did not respond in a timely manner to a PerformCare request related to a complaint follow-up), the goal is zero ACC occurrences per quarter.*

- For all other ACC indicators, PerformCare established an ACC goal of less than 20 ACC occurrences or less than a 10% occurrence rate per quarter. If a provider has 20 or more ACC occurrences per quarter and this equals at least a 10% occurrence rate, the provider will not have met the goal.
- A PerformCare Associate will outreach to any individual Provider who has not met these goals at the end of the quarter.
- The PerformCare Associate will share a detailed ACC report and review ACC issues with the Provider, and will collaborate with the Provider on administrative compliance improvement.
- If the ACC goal is still not met in the following quarter, a PerformCare Associate will outreach again to the Provider. The Provider may be asked to submit a written response to address ACC improvement.
- If there is a pattern of inadequate or ineffective response to address ACC occurrences, the Provider may be subjected to progressive disciplinary action as outlined in *QI-CR-003 Credentialing Progressive Disciplinary Actions for Providers*.

Providers are encouraged to visit PerformCare's website for more information on Administrative Compliance Concerns. Providers may contact Susan Ferry, PerformCare Quality Performance Specialist at [sferry@performcare.org](mailto:sferry@performcare.org) with any questions or comments.

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