

Name of contracting provider:	
Service address:	
Mailing address: (if different)	
Billing and claims address: (if different)	
Tax address: (if different)	
Executive Director/CEO: (Name and Title)	
Contact person for this contract: (Name and title)	
Telephone number: Fax: Email address: After-hours phone number:	
Quality department contact name: Phone number: Email:	
Is this location smoke free?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Is this location handicap accessible?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Is this a home office?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Are you providing telehealth?	<input type="checkbox"/> Yes <input type="checkbox"/> No (If yes, must be in compliance with OMHSAS 22-02)

**ACCREDITATION AND LICENSES**

- Do you hold any national accreditations? Please check all that apply. (Please include copy of certificate)  
 CARF     JCAHO     NCQA     HRS/OLC     OTHER:
- PA Licensure:  Yes  No If yes, specify licensing agency(s) below.

Please list all that applies related to this agreement. Include copies of current licenses.

Licensing Authority	Licensed Services

- Medical Assistance Identification Number and Provider Type:
- NPI Number that will be used for billing:
- Tax I.D. Number (Provide W-9):

## Out of Network Provider Resource

### NETWORK OPERATION RESOURCES:

- CLAIMS TRAINING: <https://pa.performcare.org/assets/pdf/providers/education-training/claims-submission-overview.pdf>
  - OON providers are permitted and high encouraged to submit claims electronically, paper claims are not required.
- ADMINISTRATIVE APPEAL: <https://pa.performcare.org/providers/claims-billing/admin-appeals.aspx>
- CLAIMS CONTACT CENTER: 1-888-700-7370 Option 1, 8am-4:30pm Monday-Friday
- PROVIDER MANUAL: <https://pa.performcare.org/assets/pdf/providers/resources-information/provider-manual.pdf>
- WANT TO BECOME AN IN-NETWORK PROVIDER: <https://pa.performcare.org/providers/resources-information/contact-network-operations-credentialing.aspx>
- Sign up for iContact alerts: <https://pa.performcare.org/apps/icontact-networknews/index.aspx>

### CLINICAL & QUALITY IMPROVEMENT RESOURCES:

- CRITICAL INCIDENT REPORTING: <https://pa.performcare.org/providers/quality-improvement/critical-incident-reporting.aspx>
- RESTRAINT and SECLUSION REPORTING: <https://pa.performcare.org/providers/quality-improvement/restraint-seclusion-monitoring.aspx>
  - Critical incidents and reports of restraint and seclusion must be reported to PerformCare within 24 hours of the occurrence.
- Upon identification of a quality-of-care concern, the PerformCare Quality Improvement Department may request to review a Member's record and/or request the completion of corrective action to address the concern.
- CLINICAL POLICIES & PROCEDURES (P&P): PerformCare P&Ps can be found on the PerformCare website: <https://pa.performcare.org/providers/resources-information/policies.aspx>. All providers should follow all P&Ps related to their specific level of care.
- UM CONTINUED STAY REVIEW PROCESS (MH IP, MH PHP, SUD): Providers must outreach to PerformCare UM CCM to coordinate a live/telephonic review that will on the last covered day and a live/telephonic discharge review to occur within two business days of the member leaving treatment.
  - Name/Contact information for the IP UR Contact completing continued stay and discharges should be communicated at time of prior auth to facilitate coordination
- FORMS (FBMHS, IBHS, CRR AND RTF): <https://pa.performcare.org/providers/resources-information/forms.aspx>
  - Requests for Children's Services should be faxed, using a submission sheet, to 1-855-707-5823
- Pennsylvania State 3800 Regulations for RTF: <http://www.pacodeandbulletin.gov/Display/pacode?file=/secure/pacode/data/055/chapter3800/chap3800toc.html&d>
- CLINICAL INFORMATION FOR CHILD/ADOLESCENT TREATMENT TEAM MEETINGS: review of individual therapy goals and progress, family therapy goals and progress, family members attending sessions and frequency of sessions, family engagement and discussion of therapeutic leaves, community integration opportunities while in RTF/OTHER LOC, current educational setting and accommodations, restraints or critical incidents, crisis planning, and discharge planning.

Please contact PerformCare at **888-700-7370** if you have questions about any of the above topics. Our Provider services (MSS) department can direct your call to the appropriate department for support which includes, but is not limited to: Provider Claims Services, Quality Improvement/Complaints & Grievances Department, Clinical Department and Provider Relations. Thank you!