

Provider Notice

To: **PerformCare Provider Network**
From: **PerformCare**
Date: **July 14, 2023**
Subject: **AD 23 114: DEI Provider News regarding CLAS/PAB Committee**

PerformCare initiated a Diversity, Equity, and Inclusion (DEI) Committee in 2022. Our committee goals include providing education within our provider network and ensuring our members receive culturally responsive treatment. We held a DEI Training Series February-July of 2022 and are planning another virtual training event for November 2023. The purpose of the provider bulletin is to keep our provider network informed of initiatives we are leading within this framework and increase awareness of topics related to DEI and behavioral health.

PerformCare instituted a Culturally and Linguistically Appropriate Services-Provider Advisory Board (CLAS-PAB) Committee, as part of PerformCare's efforts to provide culturally and linguistically relevant services, ensure diversity, equity, and inclusion (DEI), and work to reduce healthcare disparities for the communities we serve. PerformCare is tasked with collecting, reporting, and analyzing clinical, quality and member experience measures by race, ethnicity, primary language, sexual orientation, and gender identity and comparing outcomes. PerformCare's initiatives to enhance DEI efforts across our organization and the provider network include community engagement, ensuring access to culturally appropriate services/resources, ensuring access to translation services and provision of materials in various languages, and promoting the use of evidenced based interventions.

The results of these efforts are reported to the CLAS-PAB Committee, who provide guidance on targeted interventions to improve disparities in relevant care measures, continually evaluate the effectiveness of the measures, and report the results to the QI/UM Committee. The CLAS-PAB Committee includes PerformCare representatives, external participants who are representative of in-network providers, Members (or Member advocates), and community supports.

Goals of the CLAS-PAB Committee include identifying race/ethnicity trends and implementing at least one intervention to address identified disparities that exceed a certain threshold in the areas of: Ambulatory follow-up, Denials issued, Member Satisfaction Survey results, Mental Health and Substance Use Disorder Inpatient Readmission rates, Utilization rates, and Substance Use Disorder Initiation and engagement rates.

If you or your organization would like additional information or have any interest in joining the committee, please contact: Barb Miller at bmiller@performcare.org or 717-540-1135.

cc: Lisa Hanzel, Executive Director, PerformCare
Scott Suhring, Capital Area Behavioral Health Collaborative
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