

## Provider Notice

To: **PerformCare Providers**  
From: **Dan Eisenhauer, Director of Operations**  
Date: **December 6, 2024**  
Subject: **AD 24 119: Provider Responsibilities Reminder**

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PerformCare understands that our network providers have numerous regulatory and PerformCare specific requirements to meet. Recently, we have observed increasing instances where providers are not following some important PerformCare requirements. This notice serves as a reminder of some critical requirements and responsibilities for network providers. These requirements apply to all network providers. The hyperlinks below contain information regarding each item.

- Critical incident reporting –
  - <https://pa.performcare.org/providers/quality-improvement/critical-incident-reporting.aspx>
  - <https://pa.performcare.org/assets/pdf/providers/policies/QI-CIR-001-02.08.21.pdf>
- Restraint and seclusion reporting –
  - Please note that if there was a restraint with an injury to the Member, the provider should submit both a restraint report and a Critical Incident Report.  
<https://pa.performcare.org/providers/quality-improvement/restraint-seclusion-monitoring.aspx>
  - <https://pa.performcare.org/assets/pdf/providers/policies/QI-CIR-003-09.04.20.pdf>
- Timely Recredentialing documentation submission –
  - <https://pa.performcare.org/assets/pdf/providers/resources-information/ad-21-111-re-credentialing-processes.pdf>
- QOCC (Quality of Care Council Committee) submissions if requested by Quality Improvement(QI) –
  - <https://pa.performcare.org/assets/pdf/providers/policies/QI-004-01.09.23.pdf>
- QIP (Quality Improvement Plan) submissions if requested by QI –
  - <https://pa.performcare.org/assets/pdf/providers/quality-improvement/qi-p3-qips-caps.pdf>
- QIP (Quality Improvement Plan) submissions if requested by Special Investigations Unit
  - <https://pa.performcare.org/assets/pdf/providers/policies/QI-SIU-001-04.26.22.pdf>
- CAP (Corrective Action Plan) submissions if requested by QI –
  - <https://pa.performcare.org/assets/pdf/providers/quality-improvement/qi-p3-qips-caps.pdf>

- Notifications to AEs regarding change in address, ownership, key personnel
  - <https://pa.performcare.org/assets/pdf/providers/resources-information/form-provider-data-update.pdf>
- Adherence to policies and procedures that apply to specific levels of care as well as those that apply to all levels of care-
  - <https://pa.performcare.org/providers/resources-information/policies.aspx>
- Adherence to authorization requirements (outlined starting on page 74 of our provider manual)–
  - <https://pa.performcare.org/assets/pdf/providers/resources-information/provider-manual.pdf>
- PerformCare providers cannot charge or bill Members for services or no shows per our provider contract which notes,
  - C. Provider agrees that in no event, including, but not limited to, nonpayment by PerformCare, the insolvency of PerformCare, or breach of this Agreement, shall Provider bill, charge, collect a deposit from, seek compensation, remuneration or reimbursement from, or have any recourse against a Member or persons other than PerformCare acting on their behalf for Covered Services under this Agreement.
  - As well as outlined on page 42 of our provider manual,
    - <https://pa.performcare.org/assets/pdf/providers/resources-information/provider-manual.pdf>
- Reporting Z codes related to Member SDoH on claims –
  - <https://pa.performcare.org/assets/pdf/providers/education-training/reporting-sdoh-z-codes.pdf>
  - <https://pa.performcare.org/assets/pdf/providers/education-training/sdoh-zcode-webinar-minutes.pdf>
  - <https://pa.performcare.org/assets/pdf/providers/resources-information/ad-22-100-reporting-sdoh-diagnoses.pdf>

If you have any questions, please let your Account Executive know.

cc: Lisa Hanzel, PerformCare  
 Scott Suhring, Capital Area Behavioral Health Collaborative  
 Missy Wileman, Tuscarora Managed Care Alliance  
 PerformCare Account Executives