



Provider Profiling Year-End Report

Family Based Mental Health Services (FBMHS)

1/1/2024 - 12/31/2024

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 FBMHS

Measuring access rates is important to ensure that PerformCare Members are able to access the services when they need them. This measure reports on the percentage of Members that are able to access FBMHS within 7 days of the referral date. This measure is based on the administrative data entered by PerformCare Clinical Support staff. This report also includes the average number of days from referral to start date. The data included in this measure is for unique Members with authorization date in the timeframe of 1/1/2024- 12/31/2024.

To calculate this number PerformCare uses the following:
Numerator: Total number of Members accessing FBMHS within 7 days of authorization.
Denominator: Total number of authorizations for FBMHS in designated timeframe.

Goal

PerformCare expects Providers to be working towards at least 80% of Members gaining access to FBMHS within 7 days. The goal for the average days from authorization to start date is 7 days or less.

Network Average

Total Records	In Standard	Not In Standard	Average Days to Start	Quarterly Percent In Standard				Cumulative Percent In Standard
				2024-Q1	2024-Q2	2024-Q3	2024-Q4	

7-Day Access for FBMHS

Plan-Wide	849	593	256	7.11	69%	71%	80%	62%	70%
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Provider Breakdown

Provider breakdown of FBMHS access within 7-day standard data.

Provider	Total Records	In Standard	Not In Standard	Average Days to Start	Quarterly Percent In Standard				Cumulative Percent In Standard
					2024-Q1	2024-Q2	2024-Q3	2024-Q4	

7-Day Access for FBMHS									
Diakon FBMH	83	60	23	6.34	75%	79%	75%	67%	72%
PA Counseling Services FBMH	313	176	137	8.90	55%	56%	67%	50%	56%
Youth Advocate Prog FBMH	57	34	23	7.56	25%	50%	81%	73%	60%
TEAMCare BH FBMH	51	25	26	9.02	33%	80%	75%	15%	49%
Wellspan Philhaven FBMHS	97	83	14	5.51	85%	63%	100%	93%	86%
Merakey Stevens Center FBMH	26	19	7	7.62	50%	83%	80%	0%	73%
Jewish Family Services FBMH	26	21	5	5.92	100%	82%	80%	50%	81%
Laurel Life Services FBMH	93	87	6	4.53	96%	96%	96%	85%	94%
CSG FBMH	61	54	7	4.75	92%	63%	100%	85%	89%
Momentum Services LLC FBMH	39	32	7	5.18	85%	100%	83%	60%	82%

Measure 2: Mental Health Inpatient (MH IP) Hospitalization Rates

Family Based Mental Health Services are unique in that they provide 24/7 crisis support to families. Two primary goals of crisis planning are ensuring the safety of the Member and family, and minimizing the need for hospitalization or other out-of-home treatment. While there are many reasons that a Member would need Mental Health Inpatient treatment, it is important to look at this rate for trends or outliers. This measure identifies the number of Members who required MH IP admission while also receiving FBMHS. This measurement looks at Members who were discharged during the timeframe of 1/1/24 - 12/31/24, and if they also had a MH IP admission during their entire authorization for FBMHS.

Goal

PerformCare is providing this measure for informational purposes.

Network Average

Plan-wide by Discharge Quarter	Members Discharged from FBMHS	Members Admitted to MHIP (while in FBMHS)	MHIP Admission Rate %
2024-Q1	175	16	9%
2024-Q2	177	21	12%
2024-Q3	168	20	12%
2024-Q4	170	19	11%
Total	690	76	11%

Provider Breakdown

MH IP Hospitalization Rates

Provider	Members Discharged from FBMHS	Members Admitted to MHIP (while in FBMHS)	% of Members in MHIP
Community Services Group	52	8	15%
Diakon Family Life Services	54	6	11%
Laurel Life Services FBMH	60	6	10%
Franklin Family Services	5	1	20%
Jewish Family Services FBMH	26	3	12%
Momentum Services LLC FBMH	34	0	0%
PA Counseling Services	248	24	10%
Merakey Stevens Center FBMH	25	5	20%
TEAMCare BH FBMH	57	7	12%
Youth Advocate Prog FBMH	56	8	14%
Wellspan Philhaven	67	6	9%

Note: Cells with a dash represent that there were no discharges present to calculate a measure within that category.

Providers with less than 5 discharges are not shown on the report.

Measure 3: Follow-up Levels of Care 30 Days Post-Discharge from FBMHS

Discharge planning should begin at the start of treatment, and the discharge level of care recommendations should build on the family's strengths and skills that were learned during FBMHS. This measure identifies (by Provider and by Level of Care) the Member's follow-up treatment immediately after discharge from FBMHS. This is meant to be an informational measure. PerformCare uses claims data to determine the follow-up level of care within the 30 day timeframe.

Goal

PerformCare is providing this measure for informational purposes.

Network Average

% of total Members discharged to each level of care 30 days post-discharge from FBMHS*:

Levels of Care	2024-Q1	2024-Q2	2024-Q3	2024-Q4	CY 2024
Outpatient	40%	40%	44%	41%	41%
No LOC 30	33%	33%	35%	27%	32%
No Claims After Discharge***	14%	14%	15%	17%	15%
Other**	7%	7%	1%	10%	6%
IBHS	3%	3%	3%	4%	3%
RTF	2%	3%	2%	1%	2%

Provider Breakdown

% of total Members discharged to each level of care 30 days post-discharge from FBMHS by Provider*:

100+ Discharges	2024-Q1	2024-Q2	2024-Q3	2024-Q4	CY 2024
PA Counseling Services					
Outpatient	43%	32%	37%	36%	37%
No LOC 30	34%	36%	39%	29%	34%
No Claims After Discharge***	11%	16%	17%	25%	17%
Other**	5%	9%	0%	9%	6%
IBHS	3%	4%	4%	2%	3%
RTF	3%	4%	2%	0%	2%
Between 30-100 Discharges	2024-Q1	2024-Q2	2024-Q3	2024-Q4	CY 2024
Wellspan Philhaven FBMH					
Outpatient	41%	44%	44%	31%	40%
No LOC 30	35%	31%	39%	19%	31%
No Claims After Discharge***	12%	13%	0%	31%	13%
IBHS	6%	6%	11%	19%	10%
Other	6%	6%	0%	0%	3%
RTF	0%	0%	6%	0%	1%
TEAMCare Behavioral Health, LLC.					
Outpatient	18%	55%	67%	50%	50%
No LOC 30	45%	18%	11%	33%	25%
No Claims After Discharge***	27%	18%	17%	17%	19%
Other**	9%	9%	0%	0%	4%
RTF	0%	0%	6%	0%	2%
Momentum Services LLC FBMH					
Outpatient	36%	50%	67%	17%	42%
No LOC 30	36%	38%	17%	50%	35%
No Claims After Discharge***	18%	0%	0%	17%	10%
Other**	9%	0%	17%	17%	10%
IBHS	0%	13%	0%	0%	3%

	2024-Q1	2024-Q2	2024-Q3	2024-Q4	CY 2024
Laurel Life Services FBMH					
Outpatient	29%	53%	38%	35%	40%
No LOC 30	0%	29%	31%	15%	21%
Other**	43%	6%	8%	30%	19%
No Claims After Discharge***	29%	12%	23%	15%	18%
RTF	0%	0%	0%	5%	2%
Diakon FBMH					
Outpatient	55%	50%	46%	50%	50%
No LOC 30	36%	25%	38%	25%	31%
Other**	0%	8%	0%	25%	10%
No Claims After Discharge***	0%	8%	15%	0%	6%
IBHS	9%	0%	0%	0%	2%
RTF	0%	8%	0%	0%	2%
Youth Advocate Prog FBMH					
Outpatient	42%	46%	57%	53%	50%
No LOC 30	17%	46%	36%	27%	31%
No Claims After Discharge***	17%	8%	7%	13%	11%
IBHS	8%	0%	0%	7%	4%
RTF	8%	0%	0%	0%	2%
Other**	8%	0%	0%	0%	2%
CSG FBMH					
Outpatient	40%	30%	40%	71%	43%
No LOC 30	50%	30%	40%	0%	34%
No Claims After Discharge***	10%	20%	15%	14%	15%
IBHS	0%	0%	5%	14%	4%
RTF	0%	10%	0%	0%	2%
Other**	0%	10%	0%	0%	2%

Note: Cells with a dash represent that there were no discharges present to calculate a measure within that category.

* Discharges with first follow-up level of care after 30 days are not shown on the report.

** Other - levels of care other than IBHS, Outpatient, RTF.

*** There were no claims from discharge date to report run date. This number may be affected by TPL, Member relocation, Member decision to decline services, or no follow-up service recommended after FBMHS.

Measure 4: Follow-up Levels of Care 90 Days Post-Discharge from FBMHS

Discharge planning should begin at the start of treatment, and the discharge level of care recommendations should build on the family's strengths and skills that were learned during FBMHS. This measure identifies (by Provider and by Level of Care) the Member's follow-up treatment after discharge from FBMHS. This is meant to be an informational measure and not for any other purpose. PerformCare uses claims data to determine the follow up level of care within the 90 day timeframe.

Goal

PerformCare is providing this measure for informational purposes.

Network Average

% of total Members discharged to each level of care 90 days post-discharge from FBMHS*:

Levels of Care	2024-Q1	2024-Q2	2024-Q3	2024-Q4	CY 2024
Outpatient	55%	51%	60%	59%	56%
No Claims After Discharge***	14%	13%	15%	18%	15%
No LOC 90	14%	14%	15%	6%	12%
Other**	9%	9%	3%	12%	8%
IBHS	7%	7%	4%	5%	6%
RTF	2%	5%	3%	1%	3%

Provider Breakdown

% of total Members discharged to each level of care 90 days post-discharge from FBMHS by Provider*:

100+ Discharges	2024-Q1	2024-Q2	2024-Q3	2024-Q4	CY 2024
PA Counseling Services					
Outpatient	50%	42%	57%	53%	50%
No LOC 90	18%	19%	16%	11%	16%
No Claims After Discharge***	11%	15%	16%	25%	16%
IBHS	11%	10%	6%	4%	8%
Other**	8%	10%	2%	9%	7%
RTF	3%	5%	2%	0%	3%
Between 30-100 Discharges	2024-Q1	2024-Q2	2024-Q3	2024-Q4	CY 2024
CSG FBMH					
Outpatient	80%	50%	60%	75%	65%
No Claims After Discharge***	10%	20%	15%	13%	15%
Diakon FBMH					
Outpatient	83%	58%	69%	63%	68%
No LOC 90	8%	17%	15%	13%	13%
Other**	0%	8%	0%	25%	9%
No Claims After Discharge***	0%	8%	15%	0%	6%
IBHS	8%	0%	0%	0%	2%
RTF	0%	8%	0%	0%	2%
Laurel Life Services FBMH					
Outpatient	29%	72%	54%	40%	52%
Other**	43%	6%	15%	35%	22%
No Claims After Discharge***	29%	11%	23%	15%	17%
No LOC 90	0%	0%	8%	5%	3%
RTF	0%	6%	0%	5%	3%
IBHS	0%	6%	0%	0%	2%

	2024-Q1	2024-Q2	2024-Q3	2024-Q4	CY 2024
Momentum Services LLC FBMH					
Outpatient	45%	44%	57%	50%	48%
No LOC 90	27%	22%	14%	0%	18%
Other**	9%	11%	14%	33%	15%
IBHS	0%	22%	14%	0%	9%
No Claims After Discharge***	18%	0%	0%	17%	9%
TEAMCare BH FBMH					
Outpatient	36%	64%	68%	77%	63%
No Claims After Discharge***	27%	18%	16%	15%	19%
Other**	18%	9%	5%	0%	7%
No LOC 90	18%	9%	0%	0%	6%
RTF	0%	0%	11%	0%	4%
IBHS	0%	0%	0%	8%	2%
Wellspan Philhaven FBMH					
Outpatient	56%	53%	65%	50%	56%
IBHS	11%	12%	15%	15%	13%
No Claims After Discharge***	11%	12%	0%	30%	13%
No LOC 90	17%	12%	15%	0%	11%
Other**	6%	12%	0%	5%	5%
RTF	0%	0%	5%	0%	1%
Youth Advocate Prog FBMH					
No Claims After Discharge***	15%	8%	7%	18%	12%
No LOC 90	8%	15%	14%	0%	9%
IBHS	8%	15%	0%	6%	7%
Other**	8%	0%	0%	6%	4%
RTF	8%	0%	0%	0%	2%

Note: Cells with a dash represent that there were no discharges present to calculate a measure within that category.

* Discharges with first follow-up level of care after 90 days are not shown on the report.

** Other - levels of care other than IBHS, Outpatient, RTF.

*** There were no claims from discharge date to report run date. This number may be affected by TPL, Member relocation, Member decision to decline services, or no follow-up service recommended after FBMHS.

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 2024.

Capital Family Based Mental Health Services					
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.
Community Services Group	13	69%	31%	92%	85%
Diakon	10	80%	80%	90%	90%
PCS	43	65%	73%	100%	98%
TeamCare	12	58%	67%	100%	58%

TMCA Family Based Mental Health Services					
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.
Laurel Life Services FBMH	13	100%	69%	92%	100%