



Provider Profiling

Year-End Report

Mental Health Outpatient Services (MHOP)

Mental Health Outpatient Therapy

Psychiatric Evaluations

Medication Management

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 Psychiatric Evaluations and MH Outpatient Therapy

Measure 1: 7-Day Access for Psychiatric Evaluations and Mental Health Outpatient Therapy

Measuring access rates is important to ensure that PerformCare Members are able to access services when they need them. This measure calculates the percentage of Members receiving or being offered an appointment within 7 days for Psychiatric Evaluations and Mental Health Outpatient Therapy. This measure reflects claims data for Members accessing Psychiatric Evaluations or Mental Health Outpatient Therapy from 1/1/24-12/31/24.

The rates are calculated as follows:

Denominator: All initial evaluation or therapy assessments, broken out respectively.

Numerator: Number of Members being offered an appointment within 7 days of initial evaluation or therapy assessments.

PerformCare calculates this information based on the use of the U7 modifier for claims for Mental Health Outpatient Therapy assessments or Psychiatric Evaluations.

Goal

The Provider Profiling goal for 7-day access for Initial Therapy Assessments is 80%, and for Psychiatric Evaluations is 25%. However, PerformCare expects Providers to continue working towards the OMHSAS goal of 100%.*

Network Average

Service	Total Records	Total In Standard	Total Not In Standard	Quarterly Percentage in Standard				Cumulative Percentage In Standard
				2024-Q1	2024-Q2	2024-Q3	2024-Q4	
Psychiatric Evaluations	5,115	1,401	3,714	30%	28%	26%	25%	27%
MH OP Therapy	14,339	7,111	7,228	49%	48%	51%	50%	50%

Provider Breakdown

Provider	Total Records	Total In Standard	Total Not In Standard	Quarterly Percentage in Standard				Cumulative Percentage In Standard
				2024-Q1	2024-Q2	2024-Q3	2024-Q4	
Psychiatric Evaluations	4,175	1,157	3,018	29%	26%	28%	27%	28%

Psychiatric Evaluations

Providers with 100+ Evaluations	4,175	1,157	3,018	29%	26%	28%	27%	28%
Commonwealth Clinical Group	218	0	218	0%	0%	0%	0%	0%
Community Services Group	311	0	311	0%	0%	0%	0%	0%
Franklin Family Services	114	72	42	72%	67%	52%	67%	63%
Holy Spirit Hospital	110	0	110	0%	0%	0%	0%	0%
Hershey Medical Center	222	0	222	0%	0%	0%	0%	0%
Keystone FQHC**	246	14	232	6%	1%	6%	11%	6%
Momentum Services	302	299	385	99%	98%	100%	99%	99%
PA Counseling Services	353	23	330	5%	3%	8%	11%	7%
PA Psychiatric Institute	163	17	146	0%	11%	7%	16%	10%
Ponessa Behavioral Health	637	0	637	0%	0%	0%	0%	0%
TEAMCare Behavioral Health	577	575	2	100%	100%	99%	99%	100%
TrueNorth Wellness Services	110	39	71	32%	32%	28%	46%	35%
Wellspan Behavioral Health	336	71	265	25%	31%	12%	18%	21%
Wellspan Philhaven	443	55	388	11%	17%	5%	16%	12%
Lancaster General Medical Group	175	0	175	0%	0%	0%	0%	0%
Pathways Counseling Services LLC	104	6	98	3%	13%	8%	0%	6%

*Individual contracts may have specific goals outlined. This goal is the network goal for PerformCare Providers across the network and is based on current baseline scores and the network average.

** Keystone self-reported data included in report

Provider Breakdown		Total Records	Total In Standard	Total Not In Standard	Quarterly Percentage in Standard				Cumulative Percentage In Standard				
Provider					2024-Q1	2024-Q2	2024-Q3	2024-Q4					
Psychiatric Evaluations													
Providers with 30 to 100 Evaluations													
Catholic Charities	711	230	481		41%	39%	20%	23%	32%				
Diakon Family Life Services	32	0	32		0%	0%	0%	0%	0%				
Esperanza Hope for the Future	61	0	61		0%	0%	0%	0%	0%				
Laurel Life Services	61	0	61		0%	0%	0%	0%	0%				
Merakey Pennsylvania	95	0	95		0%	0%	0%	0%	0%				
Merakey Stevens Center	52	36	16		87%	88%	63%	52%	69%				
New Horizons Counseling Services	91	69	22		79%	75%	69%	79%	76%				
PA Comprehensive BH Services	57	0	57		0%	0%	0%	0%	0%				
Pyramid Healthcare	49	0	49		0%	0%	0%	0%	0%				
Youth Advocate Programs	59	22	37		5%	7%	71%	89%	37%				
CHI St Josephs Children Health	83	81	2		98%	97%	-	-	98%				
	71	22	49		64%	54%	0%	0%	31%				

*Individual contracts may have specific goals outlined. This goal is the network goal for PerformCare Providers across the network and is based on current baseline scores and the network average.

Note: Cells with a dash represent that there were no services delivered to calculate a measure within that quarter and category.

Individual Provider rates for Providers with less than 30 initial therapy sessions were not reported due to the smaller sample of data.

Members with Third Party Liability (TPL) are excluded from this report.

Provider Breakdown

Provider	Total Records	Total In Standard	Total Not In Standard	Quarterly Percentage in Standard				Cumulative Percentage In Standard				
				2024-Q1	2024-Q2	2024-Q3	2024-Q4					
MH OP Therapy												
Providers with 100+ Initial Therapy Assessments												
Commonwealth Clinical Group	11,896	6,263	5,633	52%	50%	55%	53%	53%				
Community Services Group	585	581	4	99%	98%	100%	100%	99%				
Diakon Family Life Services	651	552	99	65%	85%	90%	92%	85%				
Downtown Counseling Ctr	234	111	123	54%	56%	44%	24%	47%				
Esperanza Hope for the Future	152	152	0	100%	100%	100%	100%	100%				
Hershey Medical Center	120	120	0	100%	100%	100%	100%	100%				
Keystone FQHC**	314	0	314	0%	0%	0%	0%	0%				
Lancaster General Hospital	163	7	156	1%	4%	4%	20%	4%				
Lancaster General Medical Group	142	0	142	0%	0%	0%	0%	0%				
Laurel Life Services	1,045	5	1,040	0%	0%	1%	1%	0%				
Meliora Health Services PA	426	41	385	7%	7%	18%	8%	10%				
Momentum Services	164	0	164	0%	0%	0%	0%	0%				
PA Counseling Services	276	276	0	100%	100%	100%	100%	100%				
PA Psychiatric Institute	2,263	1,663	600	72%	65%	73%	83%	73%				
Pinnacle Health Medical Services	123	23	100	0%	-	-	19%	19%				
Progress Family Care Services PC	102	0	102	0%	0%	0%	0%	0%				
Pyramid Healthcare	94	0	94	0%	0%	0%	0%	0%				
Restore Counseling Services LLC	130	90	40	70%	82%	61%	65%	69%				
Riverside Associates	255	45	210	3%	6%	24%	21%	18%				
Sun Point Foundation Inc	124	31	93	23%	22%	12%	48%	25%				
Ponessa Behavioral Health	134	38	96	50%	63%	42%	8%	28%				
TEAMCare Behavioral Health	1,664	1,086	578	56%	63%	75%	69%	65%				
TrueNorth Wellness Services	850	842	8	98%	100%	99%	100%	99%				
Wellspan Behavioral Health	336	93	243	27%	27%	25%	32%	28%				
Wellspan Philhaven	340	132	208	39%	38%	40%	37%	39%				
Youth Advocate Programs	1,194	204	990	18%	16%	15%	19%	17%				
	178	178	0	100%	100%	-	-	100%				

Provider Breakdown		Total Records	Total In Standard	Total Not In Standard	Quarterly Percentage in Standard				Cumulative Percentage In Standard				
Provider					2024-Q1	2024-Q2	2024-Q3	2024-Q4					
MH OP Therapy													
Providers with 30 to 100 Initial Therapy Assessments													
Aliff Counseling Services LLC	1,833	681	1,152		39%	36%	32%	41%	37%				
Balanced Life Counseling LLC	69	61	8		76%	100%	94%	90%	88%				
Behavioral Healthcare Corporation	42	0	42		-	0%	0%	0%	0%				
Campbell Psychological Services	146	26	120		24%	9%	22%	17%	18%				
Catholic Charities	111	19	92		32%	20%	0%	8%	23%				
Center for Hope and Healing LLC	51	2	49		33%	0%	0%	0%	4%				
Chambersburg Hospital	126	27	99		75%	11%	15%	15%	20%				
COBYS Family Services	48	8	40		10%	0%	0%	35%	17%				
Elevated Mental Health Services	29	0	29		0%	0%	0%	0%	0%				
Franklin Family Services	39	32	7		78%	63%	100%	86%	82%				
Integrative Counseling Services PC	40	21	19		60%	33%	42%	78%	53%				
KPB Wewer LLC	119	100	19		53%	92%	85%	94%	83%				
Ellie Mental Health	68	0	68		0%	0%	0%	0%	0%				
L L Mulhollem Counseling and Psychotherapy	45	0	45		-	0%	0%	0%	0%				
Matters of the Heart Counseling	59	24	35		0%	54%	57%	81%	41%				
Merakey Pennsylvania	61	0	61		0%	0%	0%	0%	0%				
Merakey Stevens Center	60	60	0		100%	100%	100%	100%	100%				
New Horizons Counseling Services	99	77	22		81%	87%	59%	75%	78%				
New Journey Family Center	93	93	0		100%	100%	100%	100%	100%				
Newport Counseling Center	53	0	53		0%	0%	0%	0%	0%				
PA Comprehensive BH Services	47	47	0		100%	100%	100%	100%	100%				
Pathways Counseling Service	60	0	60		0%	0%	0%	0%	0%				
Providence Behavioral Health	136	75	61		77%	63%	54%	47%	44%				
Samaritan Counseling Center	39	2	37		10%	9%	0%	0%	5%				
Vital Healthcare Solutions	68	7	61		33%	27%	9%	0%	10%				
Weigel Counseling Associates	75	0	75		0%	0%	0%	0%	0%				
	50	0	50		0%	0%	0%	0%	0%				

*Individual contracts may have specific goals outlined. This goal is the network goal for PerformCare Providers across the network and is based on current baseline scores and the network average.

** Keystone self-reported data included in report

Note: Cells with a dash represent that there were no services delivered to calculate a measure within that quarter and category.

Individual Provider rates for Providers with less than 30 initial therapy sessions were not reported due to the smaller sample of data.

Members with Third Party Liability (TPL) are excluded from this report.

Measure 2: MH OP Therapy Engagement in 2 or more Appointments

After a Member meets with their therapist for the first session, continued engagement in treatment is vital in helping to support wellness. This measure examines the number of Members who had their first session with a therapist that also continued to stay engaged in treatment by attending 2 or more therapy appointments within 30 days. This data is based on initial therapy sessions and follow-up appointments from claims submitted for services between 1/1/2024-12/31/2024.

PerformCare calculates the rates as follows:

Denominator: All initial therapy appointments (1st session with a therapist after an intake assessment).

Numerator: Number of initial therapy appointments that resulted in continued engagement in 2 or more therapy appointments within 30 days. Individual, group and family therapy are treated as valid follow-up appointments following the initial therapy appointment.

Goal

PerformCare is providing this measure for informational purposes.

Network Average

Plan-wide percentage of initial therapy assessments that engaged in 2 or more therapy sessions within 30 days of assessment.

	2024-Q1	2024-Q2	2024-Q3	2024-Q4	Cumulative Percentage
Plan-Wide Percentage					
% of Members with 2+ follow-up appointments	72%	66%	70%	67%	69%

Provider Breakdown

Percentage of Members who attended an initial therapy assessment and then engaged in 2 or more therapy sessions within 30 days of assessment.

Providers with 100+ First Therapy Sessions	2024-Q1	2024-Q2	2024-Q3	2024-Q4	Cumulative Percentage
Commonwealth Clinical Group	72%	63%	70%	66%	68%
Community Services Group	71%	66%	67%	63%	66%
Lancaster General Medical Group	85%	67%	87%	79%	81%
Laurel Life Services	20%	17%	32%	32%	26%
PA Counseling Services	85%	80%	81%	75%	80%
Ponessa Behavioral Health	78%	79%	80%	75%	78%
TEAMCare Behavioral Health	81%	70%	80%	79%	78%
TrueNorth Wellness Services	67%	67%	68%	58%	64%
Wellspan Philhaven	79%	73%	81%	68%	75%
	50%	27%	32%	36%	35%

Providers with 30 to 100 First Therapy Sessions	2024-Q1	2024-Q2	2024-Q3	2024-Q4	Cumulative Percentage
Behavioral Healthcare Corporation	67%	70%	67%	69%	69%
Campbell Psychological Services	84%	81%	89%	88%	84%
Diakon Family Life Services	100%	82%	75%	73%	84%
Downtown Counseling Ctr	62%	84%	74%	50%	71%
Esperanza Hope for the Future	86%	82%	86%	91%	86%
Hershey Medical Center	81%	74%	63%	78%	74%
Momentum Services	54%	59%	47%	45%	51%
New Horizons Counseling Services	58%	71%	76%	59%	65%
Pathways Counseling Service	83%	87%	81%	67%	81%
Pyramid Healthcare	87%	83%	80%	81%	82%
Wellspan Behavioral Health	47%	45%	25%	27%	36%
Youth Advocate Programs	26%	17%	40%	30%	31%
KPB Wewer LLC	51%	47%	-	-	50%
L L Mulhollem Counseling and Psychotherapy	81%	84%	58%	25%	73%
Center for Hope and Healing LLC	80%	92%	86%	87%	85%
Restore Counseling Services LLC	86%	88%	82%	91%	87%
Matters of the Heart Counseling	77%	72%	84%	75%	78%
Pinnacle Health Medical Services	52%	46%	71%	50%	55%
Integrative Counseling Services PC	83%	45%	74%	71%	69%
	62%	55%	60%	74%	65%

Note: Cells with a dash represent that there were no services delivered to calculate a measure within that quarter and category.

Individual Provider rates for Providers with less than 30 first therapy sessions were not reported due to the smaller sample of data.

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 (January 1, 2024 through December 31, 2024).

Consumer/Family Satisfaction Team Survey Results**Mental Health Outpatient Services****January 2024 through December 2024**

Capital Mental Health Outpatient Therapy					
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.
Commonwealth Clinical	35	89%	83%	92%	83%
CSG	109	90%	65%	96%	95%
Diakon	22	82%	59%	96%	91%
Esperanza	16	100%	100%	100%	100%
Franklin Family Services	30	90%	57%	97%	87%
Holy Spirit Hospital	34	90%	79%	97%	100%
Laurel Life	46	86%	70%	98%	94%
Merakey Capital	17	100%	76%	94%	88%
Merakey Stevens Ctr	22	81%	86%	95%	100%
Milton Hershey Med Ctr	51	80%	69%	98%	90%
New Horizons	11	91%	73%	100%	100%
PA Comprehensive Behav Health	12	67%	67%	100%	92%
PA Counseling Services	231	87%	74%	97%	95%
PA Psychiatric Institute	63	82%	79%	98%	86%
St Joseph Health Ministries	17	82%	82%	100%	91%
Ponessa Behavioral Health	140	79%	82%	96%	94%
TeamCare Behavioral Health	139	86%	76%	95%	91%
TrueNorth Wellness Services	27	84%	74%	96%	89%
Wellspan Philhaven	233	80%	72%	98%	98%
Youth Advocate Program	40	82%	80%	98%	95%

Franklin/Fulton Mental Health Outpatient Medication Management					
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.
Keystone Behavioral	245	91%	88%	98%	89%
Momentum	28	80%	79%	96%	82%
TrueNorth	20	100%	85%	100%	100%
Wellspan Behavioral Health	15	100%	93%	93%	100%
Pyramid	11	0%	100%	100%	90%

Franklin/Fulton Mental Health Outpatient Therapy					
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.
Keystone Behavioral	163	86%	92%	98%	96%
Momentum	57	75%	86%	93%	79%
Laurel Life Services	49	100%	92%	96%	96%
PA Counseling Services	42	100%	86%	95%	90%
Pyramid	11	100%	86%	90%	86%