



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	
Plan Wide								
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								
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								
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								
Providers with 30 to 100 Evaluations	711	230	481	41%	39%	20%	23%	32%
Catholic Charities	32	0	32	0%	0%	0%	0%	0%
Diakon Family Life Services	61	0	61	0%	0%	0%	0%	0%
Esperanza Hope for the Future	61	0	61	0%	0%	0%	0%	0%
Laurel Life Services	95	0	95	0%	0%	0%	0%	0%
Merakey Pennsylvania	52	36	16	87%	88%	63%	52%	69%
Merakey Stevens Center	91	69	22	79%	75%	69%	79%	76%
New Horizons Counseling Services	57	0	57	0%	0%	0%	0%	0%
PA Comprehensive BH Services	49	0	49	0%	0%	0%	0%	0%
Pyramid Healthcare	59	22	37	5%	7%	71%	89%	37%
Youth Advocate Programs	83	81	2	98%	97%	-	-	98%
CHI St Josephs Children Health	71	22	49	64%	54%	0%	0%	31%

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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	11,896	6,263	5,633	52%	50%	55%	53%	53%
Commonwealth Clinical Group	585	581	4	99%	98%	100%	100%	99%
Community Services Group	651	552	99	65%	85%	90%	92%	85%
Diakon Family Life Services	234	111	123	54%	56%	44%	24%	47%
Downtown Counseling Ctr	152	152	0	100%	100%	100%	100%	100%
Esperanza Hope for the Future	120	120	0	100%	100%	100%	100%	100%
Hershey Medical Center	314	0	314	0%	0%	0%	0%	0%
Keystone FQHC**	163	7	156	1%	4%	4%	20%	4%
Lancaster General Hospital	142	0	142	0%	0%	0%	0%	0%
Lancaster General Medical Group	1,045	5	1,040	0%	0%	1%	1%	0%
Laurel Life Services	426	41	385	7%	7%	18%	8%	10%
Meliora Health Services PA	164	0	164	0%	0%	0%	0%	0%
Momentum Services	276	276	0	100%	100%	100%	100%	100%
PA Counseling Services	2,263	1,663	600	72%	65%	73%	83%	73%
PA Psychiatric Institute	123	23	100	0%	-	-	19%	19%
Pinnacle Health Medical Services	102	0	102	0%	0%	0%	0%	0%
Progress Family Care Services PC	94	0	94	0%	0%	0%	0%	0%
Pyramid Healthcare	130	90	40	70%	82%	61%	65%	69%
Restore Counseling Services LLC	255	45	210	3%	6%	24%	21%	18%
Riverside Associates	124	31	93	23%	22%	12%	48%	25%
Sun Point Foundation Inc	134	38	96	50%	63%	42%	8%	28%
Ponessa Behavioral Health	1,664	1,086	578	56%	63%	75%	69%	65%
TEAMCare Behavioral Health	850	842	8	98%	100%	99%	100%	99%
TrueNorth Wellness Services	336	93	243	27%	27%	25%	32%	28%
Wellspan Behavioral Health	340	132	208	39%	38%	40%	37%	39%
Wellspan Philhaven	1,194	204	990	18%	16%	15%	19%	17%
Youth Advocate Programs	178	178	0	100%	100%	-	-	100%

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 30 to 100 Initial Therapy Assessments	1,833	681	1,152	39%	36%	32%	41%	37%
Aliff Counseling Services LLC	69	61	8	76%	100%	94%	90%	88%
Balanced Life Counseling LLC	42	0	42	-	0%	0%	0%	0%
Behavioral Healthcare Corporation	146	26	120	24%	9%	22%	17%	18%
Campbell Psychological Services	111	19	92	32%	20%	0%	8%	23%
Catholic Charities	51	2	49	33%	0%	0%	0%	4%
Center for Hope and Healing LLC	126	27	99	75%	11%	15%	15%	20%
Chambersburg Hospital	48	8	40	10%	0%	0%	35%	17%
COBYS Family Services	29	0	29	0%	0%	0%	0%	0%
Elevated Mental Health Services	39	32	7	78%	63%	100%	86%	82%
Franklin Family Services	40	21	19	60%	33%	42%	78%	53%
Integrative Counseling Services PC	119	100	19	53%	92%	85%	94%	83%
KPB Wewer LLC	68	0	68	0%	0%	0%	0%	0%
Ellie Mental Health	45	0	45	-	0%	0%	0%	0%
L L Mulhollem Counseling and Psychotherapy	59	24	35	0%	54%	57%	81%	41%
Matters of the Heart Counseling	61	0	61	0%	0%	0%	0%	0%
Merakey Pennsylvania	60	60	0	100%	100%	100%	100%	100%
Merakey Stevens Center	99	77	22	81%	87%	59%	75%	78%
New Horizons Counseling Services	93	93	0	100%	100%	100%	100%	100%
New Journey Family Center	53	0	53	0%	0%	0%	0%	0%
Newport Counseling Center	47	47	0	100%	100%	100%	100%	100%
PA Comprehensive BH Services	60	0	60	0%	0%	0%	0%	0%
Pathways Counseling Service	136	75	61	77%	63%	54%	47%	44%
Providence Behavioral Health	39	2	37	10%	9%	0%	0%	5%
Samaritan Counseling Center	68	7	61	33%	27%	9%	0%	10%
Vital Healthcare Solutions	75	0	75	0%	0%	0%	0%	0%
Weigel Counseling Associates	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.

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

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