PerformCARE®
8040 Carlson Road
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Executive Summary

The QI/UM Program of PerformCare systematically monitors and evaluates the quality and safety of clinical care and the quality of service provided by PerformCare and network providers. Quality of care is defined as the degree to which healthcare services are consistent with current professional knowledge and industry best practices. This approach looks both *outward* to the provider network and *inward* to the provision of services by PerformCare to Members and providers.

The *2025 Program Evaluation* provides the accomplishments and project details and specifics based on the PerformCare 10 Strategic Clinical Quality Improvement Initiatives.

PerformCare successfully provided all functions, responsibilities and deliverables to its Members, Providers, the State, and our primary contractors throughout the entire calendar year 2025

This Executive Summary provides just a few highlights for Calendar Year 2025:

Competency

- Received full 3-year NCQA Health Equity Accreditation
- Completed and submitted the 2025 quarterly PEPS reviews; PerformCare was compliant with all PEPS reviewed and no OMHSAS CAPs were assigned.
- Complied with any/all changes to the PS&R and provided feedback to the draft 2025 PS&R
- Participated in all QPQM and PIP meetings and submitted required reports timely throughout the year, concluding with the final report
- Initiated planning and submission of the 2026 PIP
- Secured the 2026 NCQA Accreditation Standards for BH- MCO accreditations
- Submitted the certified HEDIS measures completed by Inovalon (certified HEDIS® vendor) with support from Corporate HEDIS team.
- Successfully completed all required 2025 ASAM Alignment audits and provided testing and feedback to the State regarding the ASAM outpatient audit tool
- Coordinated with our vendor {Accreditation Guru} to conduct the 2025 ASAM Alignment infrastructure and chart reviews (follow-ups from 2024)
- Provided ASAM technical assistance to SU providers as request
- Conducted Trauma Informed Care staff trainings

Performance

- Value Based Purchasing was fully operational since 2019 and continued through 2025
- Continued an outreach project focused on reducing Emergency Department Utilization that incorporated TCM, ACT and FQHC providers in diversion efforts

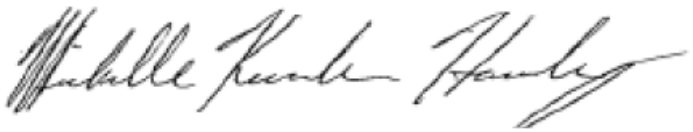
- Held quarterly Integrated Quality meetings with 2 PH-MCO plans focused on improving joint outcomes measures
- Submitted the 2021-2025 Final PEDTAR Performance Improvement Project Report
- Follow-up Specialist successfully engaged Members recently discharged from MH IP and SU IP
- Conducted forty-three (43) TRRs in alignment with the 2025 credentialing cycle.
- Completed the 2024/25 review and revision of all Policies and Procedures
- The 2025 IRR demonstrated a 99.54% average consistency in MNC decision making across all reviewers Ambassador Program members successfully participated in numerous "virtual" and in-person community events
- PerformCare completed annual Member and Provider satisfaction surveys
- The Tobacco Cessation Initiative was updated, submitted, and implemented for 2025
- Telephone service access was 98.00% which met the performance goals of greater than 97%
- MSS achieved the targeted goal of 90% for compliance with combined audits
- Continued discussions to expand Project RED and work with the existing facilities

Safety

- Conducted 223 QOCC reviews and 505 follow-up actions with providers throughout 2025.
- C&G resolved 42 first level dissatisfaction complaints and three second level dissatisfaction complaints throughout 2025.
- Conducted interdepartmental quarterly reviews of QOCC and CIR data to determine trends among individual providers and high-risk Members to provide additional monitoring.
- Expansion of reporting and monitoring of restraints and seclusions

All stakeholders, including Members, providers, counties, the Pennsylvania DHS, and PerformCare employees are encouraged to review and utilize the information contained in the *2025 QI/UM Program Annual Evaluation*. PerformCare strives for full transparency in sharing its HC MCO activities and results.

All QI documents including this evaluation and the *2026 QI/UM Program Description* are available upon request to any stakeholder. This Executive Summary is also shared with providers and Members through the PerformCare website annually.



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