

# Managed Care Program Annual Report (MCPAR) for Pennsylvania: The Office of Mental Health and Substance Abuse Services\_2024-06-14 11:22:23

<b>Due date</b>	<b>Last edited</b>	<b>Edited by</b>	<b>Status</b>
06/28/2024	06/26/2024	Amanda Cooney	Submitted

<b>Indicator</b>	<b>Response</b>
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<b>Exclusion of CHIP from MCPAR</b>	Not Selected
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Enrollees in separate CHIP programs funded under Title XXI should not be reported in the MCPAR. Please check this box if the state is unable to remove information about Separate CHIP enrollees from its reporting on this program.

## Section A: Program Information

### Point of Contact

<b>Number</b>	<b>Indicator</b>	<b>Response</b>
<b>A1</b>	<p><b>State name</b></p> <p>Auto-populated from your account profile.</p>	Pennsylvania
<b>A2a</b>	<p><b>Contact name</b></p> <p>First and last name of the contact person. States that do not wish to list a specific individual on the report are encouraged to use a department or program-wide email address that will allow anyone with questions to quickly reach someone who can provide answers.</p>	Jocelyn Maddox
<b>A2b</b>	<p><b>Contact email address</b></p> <p>Enter email address. Department or program-wide email addresses ok.</p>	jomaddox@pa.gov
<b>A3a</b>	<p><b>Submitter name</b></p> <p>CMS receives this data upon submission of this MCPAR report.</p>	Amanda Cooney
<b>A3b</b>	<p><b>Submitter email address</b></p> <p>CMS receives this data upon submission of this MCPAR report.</p>	amcooney@pa.gov
<b>A4</b>	<p><b>Date of report submission</b></p> <p>CMS receives this date upon submission of this MCPAR report.</p>	06/27/2024

## Reporting Period

<b>Number</b>	<b>Indicator</b>	<b>Response</b>
<b>A5a</b>	<b>Reporting period start date</b> Auto-populated from report dashboard.	01/01/2023
<b>A5b</b>	<b>Reporting period end date</b> Auto-populated from report dashboard.	12/31/2023
<b>A6</b>	<b>Program name</b> Auto-populated from report dashboard.	The Office of Mental Health and Substance Abuse Services_2024-06-14 11:22:23

## **Add plans (A.7)**

Enter the name of each plan that participates in the program for which the state is reporting data.

**Indicator****Response**

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**Plan name**

Carelon Health of PA (Carelon)

Community Behavioral Health (CBH)

Community Care Behavioral Health Organization (CCBH)

Magellan Behavioral Health (MBH)

PerformCare

Bucks County

Chester County

County of Delaware

Montgomery County

City of Philadelphia

Allegheny HealthChoices, Inc.

Beaver County HealthChoices

Fayette County Behavioral Health Administration

Greene County

Southwest Behavioral Health Management

Berks County

Capital Area Behavioral Health Collaborative

Lehigh County

Northampton County

York/Adams HealthChoices Joinder Governing Board

NBHCC (Northeast Behavioral Health Care Consortium)

BHARP (Behavioral Health Alliance of Rural Pennsylvania)

BHSSBC (Behavioral Health Services Somerset and Bedford Counties)

Blair Co - Central PA Behavioral Health Collaborative

Cambria County

Carbon/Monroe/Pike Joinder Board

Northwest Behavioral Health Partnership Inc

## Add BSS entities (A.8)

Enter the names of Beneficiary Support System (BSS) entities that support enrollees in the program for which the state is reporting data. Learn more about BSS entities at [42 CFR 438.71](#) See Glossary in Excel Workbook for the definition of BSS entities.

Examples of BSS entity types include a: State or Local Government Entity, Ombudsman Program, State Health Insurance Program (SHIP), Aging and Disability Resource Network (ADRN), Center for Independent Living (CIL), Legal Assistance Organization, Community-based Organization, Subcontractor, Enrollment Broker, Consultant, or Academic/Research Organization.

Indicator	Response
BSS entity name	Beneficiary Support System (BSS) Entities

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## Section B: State-Level Indicators

### Topic I. Program Characteristics and Enrollment

Number	Indicator	Response
BI.1	<p data-bbox="282 107 565 176"><b>Statewide Medicaid enrollment</b></p> <p data-bbox="282 201 690 514">Enter the average number of individuals enrolled in Medicaid per month during the reporting year (i.e., average member months). Include all FFS and managed care enrollees and count each person only once, regardless of the delivery system(s) in which they are enrolled.</p>	3,378,959
BI.2	<p data-bbox="282 569 690 638"><b>Statewide Medicaid managed care enrollment</b></p> <p data-bbox="282 663 690 1041">Enter the average number of individuals enrolled in any type of Medicaid managed care per month during the reporting year (i.e., average member months). Include all managed care programs and count each person only once, even if they are enrolled in multiple managed care programs or plans.</p>	3,315,717

### Topic III. Encounter Data Report

<b>Number</b>	<b>Indicator</b>	<b>Response</b>
<b>BIII.1</b>	<b>Data validation entity</b> Select the state agency/division or contractor tasked with evaluating the validity of encounter data submitted by MCPs. Encounter data validation includes verifying the accuracy, completeness, timeliness, and/or consistency of encounter data records submitted to the state by Medicaid managed care plans. Validation steps may include pre-acceptance edits and post-acceptance analyses. See Glossary in Excel Workbook for more information.	Other, specify – IPRO, Mercer, Gainwell/PROMISe, OMHSAS

## **Topic X: Program Integrity**

Number	Indicator	Response
<b>BX.1</b>	<p data-bbox="280 107 657 178"><b>Payment risks between the state and plans</b></p> <p data-bbox="280 201 690 863">Describe service-specific or other focused PI activities that the state conducted during the past year in this managed care program. Examples include analyses focused on use of long-term services and supports (LTSS) or prescription drugs or activities that focused on specific payment issues to identify, address, and prevent fraud, waste or abuse. Consider data analytics, reviews of under/overutilization, and other activities. If no PI activities were performed, enter 'No PI activities were performed during the reporting period' as your response. 'N/A' is not an acceptable response.</p>	<p data-bbox="727 107 1344 737">The Department routinely conducts reviews of the MCO network providers in order to identify and mitigate fraud, waste, and abuse issues. Quarterly compliance meetings, quarterly compliance reports, and annual trainings serve to identify and address emerging trends, areas of concern, and determine where additional technical assistance may be needed. Focused PI activities occurred through the use of data analytics and medical record reviews. These focused activities identified overpayments/underpayments, quality of care issues and overprescribing concerns. Analysis and reviews of Federally Qualified Health Clinics, Home and Community Health agency staff to identify vulnerabilities.</p>
<b>BX.2</b>	<p data-bbox="280 915 581 987"><b>Contract standard for overpayments</b></p> <p data-bbox="280 1010 690 1167">Does the state allow plans to retain overpayments, require the return of overpayments, or has established a hybrid system? Select one.</p>	<p data-bbox="727 915 1214 945">State has established a hybrid system</p>
<b>BX.3</b>	<p data-bbox="280 1220 597 1333"><b>Location of contract provision stating overpayment standard</b></p> <p data-bbox="280 1356 690 1514">Describe where the overpayment standard in the previous indicator is located in plan contracts, as required by 42 CFR 438.608(d)(1)(i).</p>	<p data-bbox="727 1220 1344 1535">Overpayment standards are located in multiple places throughout our Agreements. Overpayments are specifically discussed in the Behavioral HealthChoices Agreement, Program Standards and Requirements (and Appendices) at: Part II Section II-3 (H)(2); Section II-5 (I)(1)(h), (4)(e) and (8) . Appendix F and in Appendix 4 of the Rate Setting Methodology.</p>
<b>BX.4</b>	<p data-bbox="280 1587 662 1659"><b>Description of overpayment contract standard</b></p> <p data-bbox="280 1682 690 1934">Briefly describe the overpayment standard (for example, details on whether the state allows plans to retain overpayments, requires the plans to return overpayments, or administers a hybrid system) selected in indicator B.X.2.</p>	<p data-bbox="727 1587 1344 1818">BH-MCOs are permitted to retain overpayment recoveries resulting from audits, reviews or investigations conducted by the BH-MCO or through Network Provider self-audits. Recoveries of overpayments are considered as part of capitation rate setting.</p>
<b>BX.5</b>	<p data-bbox="280 1986 678 2060"><b>State overpayment reporting monitoring</b></p>	<p data-bbox="727 1986 1312 2060">BPI monitors the plans compliance with reporting overpayments to the state through</p>



Describe how the state monitors plan performance in reporting overpayments to the state, e.g. does the state track compliance with this requirement and/or timeliness of reporting?

The regulations at 438.604(a)(7), 608(a)(2) and 608(a)(3) require plan reporting to the state on various overpayment topics (whether annually or promptly). This indicator is asking the state how it monitors that reporting.

routine analysis of the plans quarterly compliance reports. These reports serve to capture the number of referrals made, the overpayments identifies and the timeliness of these actions. Aberrancies will receive follow up actions.

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**BX.6**

**Changes in beneficiary circumstances**

Describe how the state ensures timely and accurate reconciliation of enrollment files between the state and plans to ensure appropriate payments for enrollees experiencing a change in status (e.g., incarcerated, deceased, switching plans).

Every month, DHS staff generate a capitation payment statistical record and eligibility report, which is used to generate the monthly capitation file. Exception reports are used to identify and address participant records that failed editing, were omitted, or duplicated. DHS generates files to identify participants with retroactive dates of death or with other ineligibility reasons to identify and recoup capitation payments issued in error due to eligibility changes. The file is compared to capitation payments to verify that the total capitation paid, member months and participant payment agree. DHS also generates files and manually verifies that capitation payments are made in accordance with the CMS approved actuarially sound rate methodology.

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**BX.7a**

**Changes in provider circumstances: Monitoring plans**

Does the state monitor whether plans report provider “for cause” terminations in a timely manner under 42 CFR 438.608(a)(4)? Select one.

Yes

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**BX.7b**

**Changes in provider circumstances: Metrics**

Does the state use a metric or indicator to assess plan reporting performance? Select one.

Yes

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**BX.7c**

**Changes in provider circumstances: Describe metric**

Each “for cause” termination implemented by the MCO must also have an associated written referral directed to DHS. Additionally, “for cause” terminations are mandatory reporting

Describe the metric or indicator that the state uses.

requirements for the MCOs quarterly compliance reports.

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**BX.8a**      **Federal database checks:  
Excluded person or entities**      No

During the state's federal database checks, did the state find any person or entity excluded? Select one. Consistent with the requirements at 42 CFR 455.436 and 438.602, the State must confirm the identity and determine the exclusion status of the MCO, PIHP, PAHP, PCCM or PCCM entity, any subcontractor, as well as any person with an ownership or control interest, or who is an agent or managing employee of the MCO, PIHP, PAHP, PCCM or PCCM entity through routine checks of Federal databases.

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**BX.9a**      **Website posting of 5 percent  
or more ownership control**      Yes

Does the state post on its website the names of individuals and entities with 5% or more ownership or control interest in MCOs, PIHPs, PAHPs, PCCMs and PCCM entities and subcontractors? Refer to §455.104 and required by 42 CFR 438.602(g)(3).

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**BX.9b**      **Website posting of 5 percent  
or more ownership control:  
Link**      <https://www.pa.gov/en/agencies/dhs/resources/medicaid/managed-care-quality-strategy.html>

What is the link to the website? Refer to 42 CFR 602(g)(3).

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**BX.10**      **Periodic audits**      Please see plan level encounter data validation (EDV) reports.

If the state conducted any audits during the contract year to determine the accuracy, truthfulness, and completeness of the encounter and financial data submitted by the plans, provide the link(s) to the audit results. Refer to 42 CFR 438.602(e). If no audits were conducted, please enter 'No such audits were conducted during the reporting year' as your response. 'N/A' is not an acceptable response.

<https://www.dhs.pa.gov/HealthChoices/HC-Providers/Pages/BH-HealthChoices-Systems-Management.aspx>

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## **Section C: Program-Level Indicators**

### **Topic I: Program Characteristics**

<b>Number</b>	<b>Indicator</b>	<b>Response</b>
<b>C11.1</b>	<p><b>Program contract</b></p> <p>Enter the title of the contract between the state and plans participating in the managed care program.</p>	"HC BH Program Standards and Requirements – Primary Contractor January 1, 2023"
<b>N/A</b>	<p>Enter the date of the contract between the state and plans participating in the managed care program.</p>	01/01/2023
<b>C11.2</b>	<p><b>Contract URL</b></p> <p>Provide the hyperlink to the model contract or landing page for executed contracts for the program reported in this program.</p>	<a href="https://www.dhs.pa.gov/HealthChoices/HC-Services/Documents/2023%20Updated%20Documents/HC%20BH%20PSR%201-1-23.pdf">https://www.dhs.pa.gov/HealthChoices/HC-Services/Documents/2023%20Updated%20Documents/HC%20BH%20PSR%201-1-23.pdf</a>
<b>C11.3</b>	<p><b>Program type</b></p> <p>What is the type of MCPs that contract with the state to provide the services covered under the program? Select one.</p>	Prepaid Inpatient Health Plan (PIHP)
<b>C11.4a</b>	<p><b>Special program benefits</b></p> <p>Are any of the four special benefit types covered by the managed care program: (1) behavioral health, (2) long-term services and supports, (3) dental, and (4) transportation, or (5) none of the above? Select one or more.</p> <p>Only list the benefit type if it is a covered service as specified in a contract between the state and managed care plans participating in the program. Benefits available to eligible program enrollees via fee-for-service should not be listed here.</p>	Behavioral health
<b>C11.4b</b>	<p><b>Variation in special benefits</b></p> <p>What are any variations in the availability of special benefits within the program (e.g. by service area or population)? Enter "N/A" if not applicable.</p>	N/A
<b>C11.5</b>	<p><b>Program enrollment</b></p> <p>Enter the average number of individuals enrolled in this managed care program per</p>	3,369,004

month during the reporting year (i.e., average member months).

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**C11.6**

**Changes to enrollment or benefits**

N/A

Briefly explain any major changes to the population enrolled in or benefits provided by the managed care program during the reporting year. If there were no major changes, please enter 'There were no major changes to the population or benefits during the reporting year' as your response. 'N/A' is not an acceptable response.

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### **Topic III: Encounter Data Report**

Number	Indicator	Response
<b>C1III.1</b>	<p><b>Uses of encounter data</b></p> <p>For what purposes does the state use encounter data collected from managed care plans (MCPs)? Select one or more.</p> <p>Federal regulations require that states, through their contracts with MCPs, collect and maintain sufficient enrollee encounter data to identify the provider who delivers any item(s) or service(s) to enrollees (42 CFR 438.242(c)(1)).</p>	<p>Quality/performance measurement</p> <p>Monitoring and reporting</p> <p>Contract oversight</p> <p>Program integrity</p> <p>Policy making and decision support</p> <p>Other, specify – Special Payment Calculations</p>
<b>C1III.2</b>	<p><b>Criteria/measures to evaluate MCP performance</b></p> <p>What types of measures are used by the state to evaluate managed care plan performance in encounter data submission and correction? Select one or more.</p> <p>Federal regulations also require that states validate that submitted enrollee encounter data they receive is a complete and accurate representation of the services provided to enrollees under the contract between the state and the MCO, PIHP, or PAHP. 42 CFR 438.242(d).</p>	<p>Timeliness of initial data submissions</p> <p>Timeliness of data corrections</p> <p>Timeliness of data certifications</p> <p>Use of correct file formats</p> <p>Provider ID field complete</p> <p>Overall data accuracy (as determined through data validation)</p>
<b>C1III.3</b>	<p><b>Encounter data performance criteria contract language</b></p> <p>Provide reference(s) to the contract section(s) that describe the criteria by which managed care plan performance on encounter data submission and correction will be measured. Use contract section references, not page numbers.</p>	Appendix R
<b>C1III.4</b>	<p><b>Financial penalties contract language</b></p> <p>Provide reference(s) to the contract section(s) that describes any financial penalties the state may impose on plans for the types of failures to meet encounter data submission and quality</p>	Appendix R

standards. Use contract section references, not page numbers.

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**C1III.5 Incentives for encounter data quality**

No direct incentive, but because encounter data is used for risk mitigation and value based payments, the MCOs have an indirect incentive to provide accurate encounter data.

Describe the types of incentives that may be awarded to managed care plans for encounter data quality. Reply with "N/A" if the plan does not use incentives to award encounter data quality.

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**C1III.6 Barriers to collecting/validating encounter data**

No barriers were identified in collecting and validating the data.

Describe any barriers to collecting and/or validating managed care plan encounter data that the state has experienced during the reporting year. If there were no barriers, please enter 'The state did not experience any barriers to collecting or validating encounter data during the reporting year' as your response. 'N/A' is not an acceptable response.

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## **Topic IV. Appeals, State Fair Hearings & Grievances**

Number	Indicator	Response
C1IV.1	<p><b>State's definition of "critical incident," as used for reporting purposes in its MLTSS program</b></p> <p>If this report is being completed for a managed care program that covers LTSS, what is the definition that the state uses for "critical incidents" within the managed care program? Respond with "N/A" if the managed care program does not cover LTSS.</p>	'N/A'
C1IV.2	<p><b>State definition of "timely" resolution for standard appeals</b></p> <p>Provide the state's definition of timely resolution for standard appeals in the managed care program. Per 42 CFR §438.408(b)(2), states must establish a timeframe for timely resolution of standard appeals that is no longer than 30 calendar days from the day the MCO, PIHP or PAHP receives the appeal.</p>	<p>Appendix H – B.2.t and C .2.dd- The BH-MCO must send a written notice of the Appeal (Pennsylvania Complaint or Grievance) decision, using the template supplied by the Department (Appendix H - A.33) to the Member, the Member’s representative, if the Member has designated one in writing, service Provider, and prescribing Provider, if applicable, within thirty (30) days from the date the BH-MCO received the Grievance, unless the time frame for deciding the Grievance, has been extended by up to fourteen (14) days at the request of the Member.</p>
C1IV.3	<p><b>State definition of "timely" resolution for expedited appeals</b></p> <p>Provide the state's definition of timely resolution for expedited appeals in the managed care program. Per 42 CFR §438.408(b)(3), states must establish a timeframe for timely resolution of expedited appeals that is no longer than 72 hours after the MCO, PIHP or PAHP receives the appeal.</p>	<p>Appendix H – B.5.i and C.4.k - The BH-MCO must issue the decision resulting from the expedited Appeal (Pennsylvania Complaint or Grievance) in person or by phone to the Member, the Member’s representative, if the Member has designated one in writing, service Provider, and prescribing Provider, if applicable, within either forty-eight (48) hours of receiving the Provider’s certification or within seventy-two (72) hours of receiving the Member’s request for an expedited review, whichever is shorter, unless the time frame for deciding the expedited review has been extended by up to fourteen (14) days at the request of the Member. In addition, the BH-MCO must mail written notice of the decision to the Member, the Member’s representative, if the Member has designated one in writing, service Provider, and prescribing Provider, if applicable, within two (2) business days of the decision, using the template supplied by the Department (Appendix H - A.33).</p>



**C1IV.4 State definition of "timely" resolution for grievances**

Provide the state's definition of timely resolution for grievances in the managed care program. Per 42 CFR §438.408(b)(1), states must establish a timeframe for timely resolution of grievances that is no longer than 90 calendar days from the day the MCO, PIHP or PAHP receives the grievance.

Appendix H – B.2.t - The BH-MCO must send a written notice of the Grievance (Pennsylvania Complaint) decision, using the template supplied by the Department (Appendix H - A.33) to the Member, the Member's representative, if the Member has designated one in writing, service Provider, if applicable, and prescribing Provider, if applicable, within thirty (30) days from the date the BH-MCO received the Grievance (Pennsylvania Complaint), unless the time frame for deciding the Grievance (Pennsylvania Complaint) has been extended by up to fourteen (14) days at the request of the Member.

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## **Topic V. Availability, Accessibility and Network Adequacy**

### **Network Adequacy**

Number	Indicator	Response
<b>C1V.1</b>	<p><b>Gaps/challenges in network adequacy</b></p> <p>What are the state's biggest challenges? Describe any challenges MCPs have maintaining adequate networks and meeting access standards. If the state and MCPs did not encounter any challenges, please enter 'No challenges were encountered' as your response. 'N/A' is not an acceptable response.</p>	<p>The Behavioral Health MCOs experience challenges for the following Levels of Care for certain counties and quadrants within counties: Medically Managed Intensive Inpatient Withdrawal Management (ASAM Level 4 WM) (adult and child/adolescent), Medically Managed Intensive Inpatient Services (ASAM Level 4) (adult and child/adolescent), Mental Health Inpatient, Mental Health Partial Hospitalization (adult and child/adolescent), Residential Treatment Facility (child/adolescent), Peer Support Services (young adult), Clozaril Support, OUD Centers of Excellence (COE) and Methadone Maintenance (adult). This challenge is most pronounced in rural counties. For some levels of care, there may be several service locations/programs located within the region, but travel time standards cannot be met due to the rural nature of the region. In addition, no or low utilization of certain levels of care precludes the development of in-patient and residential levels of care, which are found in more densely populated areas of the state.</p>
<b>C1V.2</b>	<p><b>State response to gaps in network adequacy</b></p> <p>How does the state work with MCPs to address gaps in network adequacy?</p>	<p>Where geomapping data shows that an MCO does not have the requisite number of providers in a network, the primary contractor may submit a network exception request to OMHSAS. OMHSAS' review of the request includes a review of the geo-access mapping data of the network providers for the service, the utilization of the service, whether there have been any complaints concerning access to service, and the efforts made to bring new providers into network. OMHSAS' responses to the exception request contains its analysis of this review. Network adequacy is monitored on an ongoing basis, including during Quality Improvement/Utilization meetings and quarterly monitoring meetings.</p>

## **Access Measures**

Describe the measures the state uses to monitor availability, accessibility, and network adequacy. Report at the program level.

Revisions to the Medicaid managed care regulations in 2016 and 2020 built on existing requirements that managed care plans maintain provider networks sufficient to ensure adequate access to covered services by: (1) requiring states to develop quantitative network adequacy standards for at least eight specified provider types if covered under the contract, and to make these standards available online; (2) strengthening network adequacy monitoring requirements; and (3) addressing the needs of people with long-term care service needs (42 CFR 438.66; 42 CFR 438.68).

42 CFR 438.66(e) specifies that the MCPAR must provide information on and an assessment of the availability and accessibility of covered services within the MCO, PHIP, or PAHP contracts, including network adequacy standards for each managed care program.



Complete

**C2.V.1 General category: General quantitative availability and accessibility standard**

1 / 6

**C2.V.2 Measure standard**

For inpatient and residential services at least one of two providers must be within 30 minutes travel time in urban areas

**C2.V.3 Standard type**

Maximum time to travel

**C2.V.4 Provider**

Hospital

**C2.V.5 Region**

Urban

**C2.V.6 Population**

Adult and pediatric

**C2.V.7 Monitoring Methods**

Geomapping, Review of grievances related to access, Analysis of Exception Requests

**C2.V.8 Frequency of oversight methods**

Geomapping - Annually, Review of Grievances Related to Access - On-going, Analysis of Exception Requests - Annually, as needed per specific provider requests



Complete

**C2.V.1 General category: General quantitative availability and accessibility standard**

2 / 6

**C2.V.2 Measure standard**

For inpatient and residential services at least one of two providers must be within 60 minutes travel time in rural areas.

**C2.V.3 Standard type**

Maximum time to travel

**C2.V.4 Provider**

Hospital

**C2.V.5 Region**

Rural

**C2.V.6 Population**

Adult and pediatric

**C2.V.7 Monitoring Methods**

Geomapping, Review of grievances related to access, Analysis of Exception Requests

**C2.V.8 Frequency of oversight methods**

Geomapping - Annually, Review of Grievances Related to Access - On-going, Analysis of Exception Requests - Annually, as needed per specific provider requests



Complete

**C2.V.1 General category: General quantitative availability and accessibility standard**

3 / 6

**C2.V.2 Measure standard**

General quantitative availability and accessibility standard Members must have a choice of at least 2 Providers for all state plan services except Crisis Intervention services. A minimum of one (1) provider must be available for Crisis Intervention services (telephone and mobile). For ambulatory services to which the Members travels, the Providers must be: within 30 minutes travel time in urban areas.

**C2.V.3 Standard type**

Maximum time to travel

**C2.V.4 Provider**

Behavioral health

**C2.V.5 Region**

Urban

**C2.V.6 Population**

Adult

**C2.V.7 Monitoring Methods**

Geomapping, Review of grievances related to access, Analysis of Exception Requests

**C2.V.8 Frequency of oversight methods**

Geomapping - Annually, Review of Grievances Related to Access - On-going, Analysis of Exception Requests - Annually, as needed per specific provider requests



Complete

**C2.V.1 General category: General quantitative availability and accessibility standard**

4 / 6

**C2.V.2 Measure standard**

General quantitative availability and accessibility standard Members must have a choice of at least 2 Providers for all state plan services except Crisis Intervention services. A minimum of one (1) provider must be available for Crisis Intervention services (telephone and mobile). For ambulatory services to which the Members travels, the Providers must be: within 30 minutes travel time in urban areas.

**C2.V.3 Standard type**

Maximum time to travel

**C2.V.4 Provider**

Behavioral health

**C2.V.5 Region**

Urban

**C2.V.6 Population**

Pediatric

**C2.V.7 Monitoring Methods**

Geomapping, Review of grievances related to access, Analysis of Exception Requests

**C2.V.8 Frequency of oversight methods**

Geomapping - Annually, Review of Grievances Related to Access - On-going, Analysis of Exception Requests - Annually, as needed per specific provider requests



Complete

**C2.V.1 General category: General quantitative availability and accessibility standard**

5 / 6

**C2.V.2 Measure standard**

Members must have a choice of at least 2 Providers for all state plan services except Crisis Intervention services. A minimum of one (1) provider must be available for Crisis Intervention services (telephone and mobile). For ambulatory services to which the Members travels, the Providers must be: within 60 minutes travel time in Rural areas.

**C2.V.3 Standard type**

Maximum time to travel

**C2.V.4 Provider**

Behavioral health

**C2.V.5 Region**

Rural

**C2.V.6 Population**

Adult

**C2.V.7 Monitoring Methods**

Geomapping, Review of grievances related to access, Analysis of Exception Requests

**C2.V.8 Frequency of oversight methods**

Geomapping - Annually, Review of Grievances Related to Access - On-going, Analysis of Exception Requests - Annually, as needed per specific provider requests



Complete

**C2.V.1 General category: General quantitative availability and accessibility standard**

6 / 6

**C2.V.2 Measure standard**

Members must have a choice of at least 2 Providers for all state plan services except Crisis Intervention services. A minimum of one (1) provider must be available for Crisis Intervention services (telephone and mobile). For ambulatory services to which the Members travels, the Providers must be: within 60 minutes travel time in Rural areas.

**C2.V.3 Standard type**

Maximum time to travel

**C2.V.4 Provider**

Behavioral health

**C2.V.5 Region**

Rural

**C2.V.6 Population**

Pediatric

**C2.V.7 Monitoring Methods**

Geomapping, Review of grievances related to access, Analysis of Exception Requests

**C2.V.8 Frequency of oversight methods**

Geomapping - Annually, Review of Grievances Related to Access - On-going, Analysis of Exception Requests - Annually, as needed per specific provider requests

**Topic IX: Beneficiary Support System (BSS)**

<b>Number</b>	<b>Indicator</b>	<b>Response</b>
<b>C1IX.1</b>	<p><b>BSS website</b></p> <p>List the website(s) and/or email address(es) that beneficiaries use to seek assistance from the BSS through electronic means. Separate entries with commas.</p>	<p>The enrollment broker for the members physical health (HealthChoices) or LTSS (Community HealthChoices) managed care program is responsible for providing assistance to enrollees in understanding managed care and providing choice counseling on the HealthChoices and Community HealthChoices MCOs . Behavioral Health members are assigned a Behavioral Health MCO depending on their county of residence; therefore choice counseling on behavioral health MCOs is not provided.</p>
<b>C1IX.2</b>	<p><b>BSS auxiliary aids and services</b></p> <p>How do BSS entities offer services in a manner that is accessible to all beneficiaries who need their services, including beneficiaries with disabilities, as required by 42 CFR 438.71(b)(2)? CFR 438.71 requires that the beneficiary support system be accessible in multiple ways including phone, Internet, in-person, and via auxiliary aids and services when requested.</p>	<p>Behavioral Health members are assigned a Behavioral Health MCO depending on their county of residence; therefore choice counseling on behavioral health MCOs is not provided.</p>
<b>C1IX.3</b>	<p><b>BSS LTSS program data</b></p> <p>How do BSS entities assist the state with identifying, remediating, and resolving systemic issues based on a review of LTSS program data such as grievances and appeals or critical incident data? Refer to 42 CFR 438.71(d)(4).</p>	<p>Behavioral Health members are assigned a Behavioral Health MCO depending on their county of residence; therefore choice counseling on behavioral health MCOs is not provided.</p>
<b>C1IX.4</b>	<p><b>State evaluation of BSS entity performance</b></p> <p>What are steps taken by the state to evaluate the quality, effectiveness, and efficiency of the BSS entities' performance?</p>	<p>Behavioral Health members are assigned a Behavioral Health MCO depending on their county of residence; therefore choice counseling on behavioral health MCOs is not provided.</p>

## **Topic X: Program Integrity**



<b>Number</b>	<b>Indicator</b>	<b>Response</b>
<b>C1X.3</b>	<b>Prohibited affiliation disclosure</b>  Did any plans disclose prohibited affiliations? If the state took action, enter those actions under D: Plan-level Indicators, Section VIII - Sanctions (Corresponds with Tab D3 in the Excel Workbook). Refer to 42 CFR 438.610(d).	No

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## **Section D: Plan-Level Indicators**

### **Topic I. Program Characteristics & Enrollment**

<b>Number</b>	<b>Indicator</b>	<b>Response</b>
<b>D11.1</b>	<b>Plan enrollment</b>	<b>Carelon Health of PA (Carelon)</b>
	Enter the average number of individuals enrolled in the plan per month during the reporting year (i.e., average member months).	368,729
		<b>Community Behavioral Health (CBH)</b>
		745,318
		<b>Community Care Behavioral Health Organization (CCBH)</b>
		1,466,043
		<b>Magellan Behavioral Health (MBH)</b>
		453,657
		<b>PerformCare</b>
		335,257
		<b>Bucks County</b>
		N/A
		<b>Chester County</b>
		N/A
		<b>County of Delaware</b>
		N/A
		<b>Montgomery County</b>
		N/A
		<b>City of Philadelphia</b>
		N/A
		<b>Allegheny HealthChoices, Inc.</b>
		N/A
		<b>Beaver County HealthChoices</b>
		N/A

**Fayette County Behavioral Health  
Administration**

N/A

**Greene County**

N/A

**Southwest Behavioral Health Management**

N/A

**Berks County**

N/A

**Capital Area Behavioral Health  
Collaborative**

N/A

**Lehigh County**

N/A

**Northampton County**

N/A

**York/Adams HealthChoices Joinder  
Governing Board**

N/A

**NBHCC (Northeast Behavioral Health Care  
Consortium)**

N/A

**BHARP (Behavioral Health Alliance of Rural  
Pennsylvania)**

N/A

**BHSSBC (Behavioral Health Services  
Somerset and Bedford Counties)**

N/A

**Blair Co - Central PA Behavioral Health  
Collaborative**

N/A

**Cambria County**

N/A

**Carbon/Monroe/Pike Joinder Board**

N/A

**Northwest Behavioral Health Partnership Inc**

N/A

**Erie County**

N/A

**Tuscarora Managed Care Alliance**

N/A

**Lycoming/Clinton Joinder**

N/A

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**D11.2**

**Plan share of Medicaid**

What is the plan enrollment (within the specific program) as a percentage of the state's total Medicaid enrollment?

- Numerator: Plan enrollment (D1.I.1)
- Denominator: Statewide Medicaid enrollment (B.I.1)

**Carelon Health of PA (Carelon)**

10.91250293%

**Community Behavioral Health (CBH)**

22.05762189%

**Community Care Behavioral Health Organization (CCBH)**

43.38741607%

**Magellan Behavioral Health (MBH)**

13.42593976%

**PerformCare**

9.921901982%

**Bucks County**

N/A

**Chester County**

N/A

**County of Delaware**

N/A

**Montgomery County**

N/A

**City of Philadelphia**

N/A

**Allegheny HealthChoices, Inc.**

N/A

**Beaver County HealthChoices**

N/A

**Fayette County Behavioral Health  
Administration**

N/A

**Greene County**

N/A

**Southwest Behavioral Health Management**

N/A

**Berks County**

N/A

**Capital Area Behavioral Health  
Collaborative**

N/A

**Lehigh County**

N/A

**Northampton County**

N/A

**York/Adams HealthChoices Joinder  
Governing Board**

N/A

**NBHCC (Northeast Behavioral Health Care  
Consortium)**

N/A

**BHARP (Behavioral Health Alliance of Rural  
Pennsylvania)**

N/A

**BHSSBC (Behavioral Health Services  
Somerset and Bedford Counties)**

N/A

**Blair Co - Central PA Behavioral Health  
Collaborative**

N/A

**Cambria County**

N/A

**Carbon/Monroe/Pike Joinder Board**

N/A

**Northwest Behavioral Health Partnership  
Inc**

N/A

**Erie County**

N/A

**Tuscarora Managed Care Alliance**

N/A

**Lycoming/Clinton Joinder**

N/A

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**D11.3****Plan share of any Medicaid managed care**

What is the plan enrollment (regardless of program) as a percentage of total Medicaid enrollment in any type of managed care?

- Numerator: Plan enrollment (D1.I.1)
- Denominator: Statewide Medicaid managed care enrollment (B.I.2)

**Carelon Health of PA (Carelon)**

11.12064148%

**Community Behavioral Health (CBH)**

22.47833576%

**Community Care Behavioral Health Organization (CCBH)**

44.21496165%

**Magellan Behavioral Health (MBH)**

13.6820181%

**PerformCare**

10.1111464%

**Bucks County**

N/A

**Chester County**

N/A

**County of Delaware**

N/A

**Montgomery County**

N/A

**City of Philadelphia**

N/A

**Allegheny HealthChoices, Inc.**

N/A

**Beaver County HealthChoices**

N/A

**Fayette County Behavioral Health Administration**

N/A

**Greene County**

N/A

**Southwest Behavioral Health Management**

N/A

**Berks County**

N/A

**Capital Area Behavioral Health Collaborative**

N/A

**Lehigh County**

N/A

**Northampton County**

N/A

**York/Adams HealthChoices Joinder Governing Board**

N/A

**NBHCC (Northeast Behavioral Health Care Consortium)**

N/A

**BHARP (Behavioral Health Alliance of Rural Pennsylvania)**

N/A

**BHSSBC (Behavioral Health Services Somerset and Bedford Counties)**

N/A

**Blair Co - Central PA Behavioral Health Collaborative**

N/A



**Cambria County**

N/A

**Carbon/Monroe/Pike Joinder Board**

N/A

**Northwest Behavioral Health Partnership  
Inc**

N/A

**Erie County**

N/A

**Tuscarora Managed Care Alliance**

N/A

**Lycoming/Clinton Joinder**

N/A

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**Topic II. Financial Performance**

Number	Indicator	Response
<b>D1II.1a</b>	<p data-bbox="277 100 690 138"><b>Medical Loss Ratio (MLR)</b></p> <p data-bbox="277 155 690 411">What is the MLR percentage? Per 42 CFR 438.66(e)(2)(i), the Managed Care Program Annual Report must provide information on the Financial performance of each MCO, PIHP, and PAHP, including MLR experience.</p> <p data-bbox="277 411 690 793">If MLR data are not available for this reporting period due to data lags, enter the MLR calculated for the most recently available reporting period and indicate the reporting period in item D1.II.3 below. See Glossary in Excel Workbook for the regulatory definition of MLR. Write MLR as a percentage: for example, write 92% rather than 0.92.</p>	<p data-bbox="727 100 1144 138"><b>Carelon Health of PA (Carelon)</b></p> <p data-bbox="727 155 781 193">N/A</p> <p data-bbox="727 260 1230 298"><b>Community Behavioral Health (CBH)</b></p> <p data-bbox="727 315 781 352">N/A</p> <p data-bbox="727 420 1209 499"><b>Community Care Behavioral Health Organization (CCBH)</b></p> <p data-bbox="727 516 781 554">N/A</p> <p data-bbox="727 621 1201 659"><b>Magellan Behavioral Health (MBH)</b></p> <p data-bbox="727 676 781 714">N/A</p> <p data-bbox="727 781 917 819"><b>PerformCare</b></p> <p data-bbox="727 835 781 873">N/A</p> <p data-bbox="727 940 922 978"><b>Bucks County</b></p> <p data-bbox="727 995 808 1033">81.4%</p> <p data-bbox="727 1100 946 1138"><b>Chester County</b></p> <p data-bbox="727 1155 808 1192">86.4%</p> <p data-bbox="727 1255 998 1293"><b>County of Delaware</b></p> <p data-bbox="727 1310 808 1348">83.9%</p> <p data-bbox="727 1415 1019 1453"><b>Montgomery County</b></p> <p data-bbox="727 1470 808 1507">85.5%</p> <p data-bbox="727 1575 990 1612"><b>City of Philadelphia</b></p> <p data-bbox="727 1629 808 1667">90.3%</p> <p data-bbox="727 1734 1133 1772"><b>Allegheny HealthChoices, Inc.</b></p> <p data-bbox="727 1789 808 1827">86.9%</p> <p data-bbox="727 1894 1136 1932"><b>Beaver County HealthChoices</b></p> <p data-bbox="727 1948 808 1986">85.7%</p>

**Fayette County Behavioral Health  
Administration**

86.8%

**Greene County**

N/A

**Southwest Behavioral Health Management**

76.7%

**Berks County**

88.5%

**Capital Area Behavioral Health  
Collaborative**

81.4%

**Lehigh County**

80%

**Northampton County**

90.3%

**York/Adams HealthChoices Joinder  
Governing Board**

87.3%

**NBHCC (Northeast Behavioral Health Care  
Consortium)**

91.1%

**BHARP (Behavioral Health Alliance of Rural  
Pennsylvania)**

88.9%

**BHSSBC (Behavioral Health Services  
Somerset and Bedford Counties)**

90.1%

**Blair Co - Central PA Behavioral Health  
Collaborative**

85.9%

**Cambria County**

85.5%

**Carbon/Monroe/Pike Joinder Board**

95.5%

**Northwest Behavioral Health Partnership Inc**

82.2%

**Erie County**

88.8%

**Tuscarora Managed Care Alliance**

81.1%

**Lycoming/Clinton Joinder**

87.1%

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**D1II.1b**

**Level of aggregation**

What is the aggregation level that best describes the MLR being reported in the previous indicator? Select one.  
As permitted under 42 CFR 438.8(i), states are allowed to aggregate data for reporting purposes across programs and populations.

**Carelon Health of PA (Carelon)**

Program-specific regional

**Community Behavioral Health (CBH)**

Program-specific regional

**Community Care Behavioral Health Organization (CCBH)**

Program-specific regional

**Magellan Behavioral Health (MBH)**

Program-specific regional

**PerformCare**

Program-specific regional

**Bucks County**

Program-specific regional

**Chester County**

Program-specific regional

**County of Delaware**

Program-specific regional

**Montgomery County**

Program-specific regional

**City of Philadelphia**

Program-specific regional

**Allegheny HealthChoices, Inc.**

Program-specific regional

**Beaver County HealthChoices**

Program-specific regional

**Fayette County Behavioral Health  
Administration**

Program-specific regional

**Greene County**

Program-specific regional

**Southwest Behavioral Health Management**

Program-specific regional

**Berks County**

Program-specific regional

**Capital Area Behavioral Health  
Collaborative**

Program-specific regional

**Lehigh County**

Program-specific regional

**Northampton County**

Program-specific regional

**York/Adams HealthChoices Joinder  
Governing Board**

Program-specific regional

**NBHCC (Northeast Behavioral Health Care  
Consortium)**

Program-specific regional

**BHARP (Behavioral Health Alliance of Rural  
Pennsylvania)**

Program-specific regional

**BHSSBC (Behavioral Health Services  
Somerset and Bedford Counties)**

Program-specific regional

**Blair Co - Central PA Behavioral Health  
Collaborative**

Program-specific regional

**Cambria County**

Program-specific regional

**Carbon/Monroe/Pike Joinder Board**

Program-specific regional

**Northwest Behavioral Health Partnership  
Inc**

Program-specific regional

**Erie County**

Program-specific regional

**Tuscarora Managed Care Alliance**

Program-specific regional

**Lycoming/Clinton Joinder**

Program-specific regional

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**D1II.2****Population specific MLR description**

Does the state require plans to submit separate MLR calculations for specific populations served within this program, for example, MLTSS or Group VIII expansion enrollees? If so, describe the populations here. Enter "N/A" if not applicable.  
See glossary for the regulatory definition of MLR.

**Carelon Health of PA (Carelon)**

N/A

**Community Behavioral Health (CBH)**

N/A

**Community Care Behavioral Health Organization (CCBH)**

N/A

**Magellan Behavioral Health (MBH)**

N/A

**PerformCare**

N/A

**Bucks County**

N/A

**Chester County**

N/A

**County of Delaware**

N/A

**Montgomery County**

N/A

**City of Philadelphia**

N/A

**Allegheny HealthChoices, Inc.**

N/A

**Beaver County HealthChoices**

N/A

**Fayette County Behavioral Health Administration**

N/A

**Greene County**

N/A

**Southwest Behavioral Health Management**

N/A

**Berks County**

N/A

**Capital Area Behavioral Health Collaborative**

N/A

**Lehigh County**

N/A

**Northampton County**

N/A

**York/Adams HealthChoices Joinder Governing Board**

N/A

**NBHCC (Northeast Behavioral Health Care Consortium)**

N/A

**BHARP (Behavioral Health Alliance of Rural Pennsylvania)**

N/A

**BHSSBC (Behavioral Health Services Somerset and Bedford Counties)**

N/A

**Blair Co - Central PA Behavioral Health Collaborative**

N/A



**Cambria County**

N/A

**Carbon/Monroe/Pike Joinder Board**

N/A

**Northwest Behavioral Health Partnership Inc**

N/A

**Erie County**

N/A

**Tuscarora Managed Care Alliance**

N/A

**Lycoming/Clinton Joinder**

N/A

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**D1II.3**

**MLR reporting period discrepancies**

Does the data reported in item D1.II.1a cover a different time period than the MCPAR report?

**Carelon Health of PA (Carelon)**

Yes

**Community Behavioral Health (CBH)**

Yes

**Community Care Behavioral Health Organization (CCBH)**

Yes

**Magellan Behavioral Health (MBH)**

Yes

**PerformCare**

Yes

**Bucks County**

Yes

**Chester County**

Yes

**County of Delaware**

Yes

**Montgomery County**

Yes

**City of Philadelphia**

Yes

**Allegheny HealthChoices, Inc.**

Yes

**Beaver County HealthChoices**

Yes

**Fayette County Behavioral Health  
Administration**

Yes

**Greene County**

Yes

**Southwest Behavioral Health Management**

Yes

**Berks County**

Yes

**Capital Area Behavioral Health  
Collaborative**

Yes

**Lehigh County**

Yes

**Northampton County**

Yes

**York/Adams HealthChoices Joinder  
Governing Board**

Yes

**NBHCC (Northeast Behavioral Health Care  
Consortium)**

Yes

**BHARP (Behavioral Health Alliance of Rural  
Pennsylvania)**

Yes

**BHSSBC (Behavioral Health Services  
Somerset and Bedford Counties)**

Yes

**Blair Co - Central PA Behavioral Health  
Collaborative**

Yes

**Cambria County**

Yes

**Carbon/Monroe/Pike Joinder Board**

Yes

**Northwest Behavioral Health Partnership  
Inc**

Yes

**Erie County**

Yes

**Tuscarora Managed Care Alliance**

Yes

**Lycoming/Clinton Joinder**

Yes

01/01/2022

**Community Behavioral Health (CBH)**

01/01/2022

**Community Care Behavioral Health  
Organization (CCBH)**

01/01/2022

**Magellan Behavioral Health (MBH)**

01/01/2022

**PerformCare**

01/01/2022

**Bucks County**

01/01/2022

**Chester County**

01/01/2022

**County of Delaware**

01/01/2022

**Montgomery County**

01/01/2022

**City of Philadelphia**

01/01/2022

**Allegheny HealthChoices, Inc.**

01/01/2022

**Beaver County HealthChoices**

01/01/2022

**Fayette County Behavioral Health  
Administration**

01/01/2022

**Greene County**

01/01/2022

**Southwest Behavioral Health Management**

01/01/2022

**Berks County**

01/01/2022

**Capital Area Behavioral Health  
Collaborative**

01/01/2022

**Lehigh County**

01/01/2022

**Northampton County**

01/01/2022

**York/Adams HealthChoices Joinder  
Governing Board**

01/01/2022

**NBHCC (Northeast Behavioral Health Care  
Consortium)**

01/01/2022

**BHARP (Behavioral Health Alliance of Rural  
Pennsylvania)**

01/01/2022

**BHSSBC (Behavioral Health Services  
Somerset and Bedford Counties)**

01/01/2022

**Blair Co - Central PA Behavioral Health  
Collaborative**

01/01/2022

**Cambria County**

01/01/2022

**Carbon/Monroe/Pike Joinder Board**

01/01/2022

**Northwest Behavioral Health Partnership  
Inc**

01/01/2022

**Erie County**

01/01/2022

**Tuscarora Managed Care Alliance**

01/01/2022

**Lycoming/Clinton Joinder**

01/01/2022

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**N/A**

Enter the end date.

**Carelon Health of PA (Carelon)**

12/31/2022

**Community Behavioral Health (CBH)**

12/31/2022

**Community Care Behavioral Health  
Organization (CCBH)**

12/31/2022

**Magellan Behavioral Health (MBH)**

12/31/2022

**PerformCare**

12/31/2022

**Bucks County**

12/31/2022

**Chester County**

12/31/2022

**County of Delaware**

12/31/2022

**Montgomery County**

12/31/2022

**City of Philadelphia**

12/31/2022

**Allegheny HealthChoices, Inc.**

12/31/2022

**Beaver County HealthChoices**

12/31/2022

**Fayette County Behavioral Health  
Administration**

12/31/2022

**Greene County**

12/31/2022

**Southwest Behavioral Health Management**

12/31/2022

**Berks County**

12/31/2022

**Capital Area Behavioral Health  
Collaborative**

12/31/2022

**Lehigh County**

12/31/2022

**Northampton County**

12/31/2022

**York/Adams HealthChoices Joinder  
Governing Board**

12/31/2022

**NBHCC (Northeast Behavioral Health Care Consortium)**

12/31/2022

**BHARP (Behavioral Health Alliance of Rural Pennsylvania)**

12/31/2022

**BHSSBC (Behavioral Health Services Somerset and Bedford Counties)**

12/31/2022

**Blair Co - Central PA Behavioral Health Collaborative**

12/31/2022

**Cambria County**

12/31/2022

**Carbon/Monroe/Pike Joinder Board**

12/31/2022

**Northwest Behavioral Health Partnership Inc**

12/31/2022

**Erie County**

12/31/2022

**Tuscarora Managed Care Alliance**

12/31/2022

**Lycoming/Clinton Joinder**

12/31/2022



Number	Indicator	Response
D1III.1	<p data-bbox="277 100 672 178"><b>Definition of timely encounter data submissions</b></p> <p data-bbox="277 197 672 453">Describe the state's standard for timely encounter data submissions used in this program. If reporting frequencies and standards differ by type of encounter within this program, please explain.</p>	<p data-bbox="727 100 1360 987"><b>Carelon Health of PA (Carelon)</b></p> <p data-bbox="727 159 1360 987">Appendix R All encounters must be HIPAA Compliant and submitted and approved in PROMISe™ (i.e., pass PROMISe™ edits) within 90 days following the date that the BH-MCO paid/adjudicated the provider’s claim or encounter. The Primary Contractor and its subcontractor(s) shall be responsible for maintaining appropriate systems and mechanisms to obtain all necessary data from its health care providers to ensure its ability to comply with the Department’s encounter data reporting requirements. Carelon met overall institutional and professional standards for every month in 2023 except for May. Carelon reported issues with their internal system in May which resulted in widespread timeliness issues across their four county primary contractors. Carelon’s system issues have since been corrected. A corrective action plan (CAP) or sanction wasn’t issued because OMHSAS was aware of the issue.</p> <p data-bbox="727 1056 1360 1585"><b>Community Behavioral Health (CBH)</b></p> <p data-bbox="727 1115 1360 1585">Appendix R All encounters must be HIPAA Compliant and submitted and approved in PROMISe™ (i.e., pass PROMISe™ edits) within 90 days following the date that the BH-MCO paid/adjudicated the provider’s claim or encounter. The Primary Contractor and its subcontractor(s) shall be responsible for maintaining appropriate systems and mechanisms to obtain all necessary data from its health care providers to ensure its ability to comply with the Department’s encounter data reporting requirements.</p> <p data-bbox="727 1654 1360 2060"><b>Community Care Behavioral Health Organization (CCBH)</b></p> <p data-bbox="727 1749 1360 2060">Appendix R All encounters must be HIPAA Compliant and submitted and approved in PROMISe™ (i.e., pass PROMISe™ edits) within 90 days following the date that the BH-MCO paid/adjudicated the provider’s claim or encounter. The Primary Contractor and its subcontractor(s) shall be responsible for maintaining appropriate systems and</p>

mechanisms to obtain all necessary data from its health care providers to ensure its ability to comply with the Department's encounter data reporting requirements

### **Magellan Behavioral Health (MBH)**

Appendix R All encounters must be HIPAA Compliant and submitted and approved in PROMISe™ (i.e., pass PROMISe™ edits) within 90 days following the date that the BH-MCO paid/adjudicated the provider's claim or encounter. The Primary Contractor and its subcontractor(s) shall be responsible for maintaining appropriate systems and mechanisms to obtain all necessary data from its health care providers to ensure its ability to comply with the Department's encounter data reporting requirements. Magellan met overall institutional and professional standards for every month in 2023 except for December. In 2023, DHS made retroactive coding changes for psychiatric outpatient services (professional). The implementation of these changes affected several departments within Magellan and, as a result, many of the professional psychiatric outpatient service claims were not implemented until April 2023. This created a backlog of encounters that needed to be submitted with the new service categories and code combinations. Magellan made the decision to include all of records that were out of timeliness in the December 2023 submission. A corrective action plan (CAP) or sanction wasn't issued because OMHSAS was aware of the issue.

### **PerformCare**

Appendix R All encounters must be HIPAA Compliant and submitted and approved in PROMISe™ (i.e., pass PROMISe™ edits) within 90 days following the date that the BH-MCO paid/adjudicated the provider's claim or encounter. The Primary Contractor and its subcontractor(s) shall be responsible for maintaining appropriate systems and mechanisms to obtain all necessary data from its health care providers to ensure its ability to comply with the Department's encounter data reporting requirements

**Bucks County**

N/A

**Chester County**

N/A

**County of Delaware**

N/A

**Montgomery County**

N/A

**City of Philadelphia**

N/A

**Allegheny HealthChoices, Inc.**

N/A

**Beaver County HealthChoices**

N/A

**Fayette County Behavioral Health  
Administration**

N/A

**Greene County**

N/A

**Southwest Behavioral Health Management**

N/A

**Berks County**

N/A

**Capital Area Behavioral Health  
Collaborative**

N/A

**Lehigh County**

N/A

**Northampton County**

N/A

**York/Adams HealthChoices Joinder  
Governing Board**

N/A

**NBHCC (Northeast Behavioral Health Care  
Consortium)**

N/A

**BHARP (Behavioral Health Alliance of Rural  
Pennsylvania)**

N/A

**BHSSBC (Behavioral Health Services  
Somerset and Bedford Counties)**

N/A

**Blair Co - Central PA Behavioral Health  
Collaborative**

N/A

**Cambria County**

N/A

**Carbon/Monroe/Pike Joinder Board**

N/A

**Northwest Behavioral Health Partnership  
Inc**

N/A

**Erie County**

N/A

**Tuscarora Managed Care Alliance**

N/A

**D1III.2****Share of encounter data submissions that met state's timely submission requirements**

What percent of the plan's encounter data file submissions (submitted during the reporting year) met state requirements for timely submission? If the state has not yet received any encounter data file submissions for the entire contract year when it submits this report, the state should enter here the percentage of encounter data submissions that were compliant out of the file submissions it has received from the managed care plan for the reporting year.

**Carelon Health of PA (Carelon)**

97.07%

**Community Behavioral Health (CBH)**

100%

**Community Care Behavioral Health Organization (CCBH)**

99.98%

**Magellan Behavioral Health (MBH)**

97.29%

**PerformCare**

99.69%

**Bucks County**

N/A

**Chester County**

N/A

**County of Delaware**

N/A

**Montgomery County**

N/A

**City of Philadelphia**

N/A

**Allegheny HealthChoices, Inc.**

N/A

**Beaver County HealthChoices**

N/A

**Fayette County Behavioral Health  
Administration**

N/A

**Greene County**

N/A

**Southwest Behavioral Health Management**

N/A

**Berks County**

N/A

**Capital Area Behavioral Health  
Collaborative**

N/A

**Lehigh County**

N/A

**Northampton County**

N/A

**York/Adams HealthChoices Joinder  
Governing Board**

N/A

**NBHCC (Northeast Behavioral Health Care  
Consortium)**

N/A

**BHARP (Behavioral Health Alliance of Rural  
Pennsylvania)**

N/A

**BHSSBC (Behavioral Health Services  
Somerset and Bedford Counties)**

N/A

**Blair Co - Central PA Behavioral Health  
Collaborative**

N/A

**Cambria County**

N/A

**Carbon/Monroe/Pike Joinder Board**

N/A

**Northwest Behavioral Health Partnership Inc**

N/A

**Erie County**

N/A

**Tuscarora Managed Care Alliance**

N/A

**Lycoming/Clinton Joinder**

N/A

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**D1III.3**

**Share of encounter data submissions that were HIPAA compliant**

What percent of the plan's encounter data submissions (submitted during the reporting year) met state requirements for HIPAA compliance? If the state has not yet received encounter data submissions for the entire contract period when it submits this report, enter here percentage of encounter data submissions that were compliant out of the proportion received from the managed care plan for the reporting year.

**Carelon Health of PA (Carelon)**

100%

**Community Behavioral Health (CBH)**

100%

**Community Care Behavioral Health Organization (CCBH)**

99.91%

**Magellan Behavioral Health (MBH)**

100%

**PerformCare**

100%

**Bucks County**

N/A

**Chester County**

N/A

**County of Delaware**

N/A

**Montgomery County**

N/A

**City of Philadelphia**

N/A

**Allegheny HealthChoices, Inc.**

N/A

**Beaver County HealthChoices**

N/A

**Fayette County Behavioral Health  
Administration**

N/A

**Greene County**

N/A

**Southwest Behavioral Health Management**

N/A

**Berks County**

N/A

**Capital Area Behavioral Health  
Collaborative**

N/A

**Lehigh County**

N/A

**Northampton County**



N/A

**York/Adams HealthChoices Joinder  
Governing Board**

N/A

**NBHCC (Northeast Behavioral Health Care  
Consortium)**

N/A

**BHARP (Behavioral Health Alliance of Rural  
Pennsylvania)**

N/A

**BHSSBC (Behavioral Health Services  
Somerset and Bedford Counties)**

N/A

**Blair Co - Central PA Behavioral Health  
Collaborative**

N/A

**Cambria County**

N/A

**Carbon/Monroe/Pike Joinder Board**

N/A

**Northwest Behavioral Health Partnership  
Inc**

N/A

**Erie County**

N/A

**Tuscarora Managed Care Alliance**

N/A

**Lycoming/Clinton Joinder**

N/A

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## **Topic IV. Appeals, State Fair Hearings & Grievances**

### **Appeals Overview**

Number	Indicator	Response
<b>D1IV.1</b>	<p data-bbox="276 94 690 178"><b>Appeals resolved (at the plan level)</b></p> <p data-bbox="276 199 690 315">Enter the total number of appeals resolved during the reporting year.</p> <p data-bbox="276 325 690 745">An appeal is "resolved" at the plan level when the plan has issued a decision, regardless of whether the decision was wholly or partially favorable or adverse to the beneficiary, and regardless of whether the beneficiary (or the beneficiary's representative) chooses to file a request for a State Fair Hearing or External Medical Review.</p>	<p data-bbox="714 94 1234 262"><b>Carelon Health of PA (Carelon)</b> 100</p> <p data-bbox="714 262 1234 367"><b>Community Behavioral Health (CBH)</b> 63</p> <p data-bbox="714 367 1234 577"><b>Community Care Behavioral Health Organization (CCBH)</b> 43</p> <p data-bbox="714 577 1234 682"><b>Magellan Behavioral Health (MBH)</b> 59</p> <p data-bbox="714 682 1234 892"><b>PerformCare</b> 6</p> <p data-bbox="714 892 1234 1039"><b>Bucks County</b> N/A</p> <p data-bbox="714 1039 1234 1186"><b>Chester County</b> N/A</p> <p data-bbox="714 1186 1234 1333"><b>County of Delaware</b> N/A</p> <p data-bbox="714 1333 1234 1480"><b>Montgomery County</b> N/A</p> <p data-bbox="714 1480 1234 1627"><b>City of Philadelphia</b> N/A</p> <p data-bbox="714 1627 1234 1774"><b>Allegheny HealthChoices, Inc.</b> N/A</p> <p data-bbox="714 1774 1234 1980"><b>Beaver County HealthChoices</b> N/A</p>

**Fayette County Behavioral Health  
Administration**

N/A

**Greene County**

N/A

**Southwest Behavioral Health Management**

N/A

**Berks County**

N/A

**Capital Area Behavioral Health  
Collaborative**

N/A

**Lehigh County**

N/A

**Northampton County**

N/A

**York/Adams HealthChoices Joinder  
Governing Board**

N/A

**NBHCC (Northeast Behavioral Health Care  
Consortium)**

N/A

**BHARP (Behavioral Health Alliance of Rural  
Pennsylvania)**

N/A

**BHSSBC (Behavioral Health Services  
Somerset and Bedford Counties)**

N/A

**Blair Co - Central PA Behavioral Health  
Collaborative**

N/A

**Cambria County**

N/A

**Carbon/Monroe/Pike Joinder Board**

N/A

**Northwest Behavioral Health Partnership  
Inc**

N/A

**Erie County**

N/A

**Tuscarora Managed Care Alliance**

N/A

**Lycoming/Clinton Joinder**

N/A

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**D1IV.2**

**Active appeals**

Enter the total number of appeals still pending or in process (not yet resolved) as of the end of the reporting year.

**Carelon Health of PA (Carelon)**

8

**Community Behavioral Health (CBH)**

7

**Community Care Behavioral Health  
Organization (CCBH)**

3

**Magellan Behavioral Health (MBH)**

8

**PerformCare**

1

**Bucks County**

N/A

**Chester County**

N/A

**County of Delaware**

N/A

**Montgomery County**

N/A

**City of Philadelphia**

N/A

**Allegheny HealthChoices, Inc.**

N/A

**Beaver County HealthChoices**

N/A

**Fayette County Behavioral Health  
Administration**

N/A

**Greene County**

N/A

**Southwest Behavioral Health Management**

N/A

**Berks County**

N/A

**Capital Area Behavioral Health  
Collaborative**

N/A

**Lehigh County**

N/A

**Northampton County**

N/A

**York/Adams HealthChoices Joinder  
Governing Board**

N/A

**NBHCC (Northeast Behavioral Health Care  
Consortium)**

N/A

**BHARP (Behavioral Health Alliance of Rural  
Pennsylvania)**

N/A

**BHSSBC (Behavioral Health Services  
Somerset and Bedford Counties)**

N/A

**Blair Co - Central PA Behavioral Health  
Collaborative**

N/A

**Cambria County**

N/A

**Carbon/Monroe/Pike Joinder Board**

N/A

**Northwest Behavioral Health Partnership  
Inc**

N/A

**Erie County**

N/A

**Tuscarora Managed Care Alliance**

N/A

**Lycoming/Clinton Joinder**

N/A

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**D1IV.3****Appeals filed on behalf of  
LTSS users**

Enter the total number of appeals filed during the reporting year by or on behalf of LTSS users. Enter "N/A" if not applicable.

An LTSS user is an enrollee who received at least one LTSS service at any point during the reporting year (regardless of whether the enrollee was actively receiving LTSS at the time that the appeal was filed).

**Carelon Health of PA (Carelon)**

N/A

**Community Behavioral Health (CBH)**

N/A

**Community Care Behavioral Health  
Organization (CCBH)**

N/A

**Magellan Behavioral Health (MBH)**

N/A

**PerformCare**

N/A

**Bucks County**

N/A

**Chester County**

N/A

**County of Delaware**

N/A

**Montgomery County**

N/A

**City of Philadelphia**

N/A

**Allegheny HealthChoices, Inc.**

N/A

**Beaver County HealthChoices**

N/A

**Fayette County Behavioral Health  
Administration**



N/A

**Greene County**

N/A

**Southwest Behavioral Health Management**

N/A

**Berks County**

N/A

**Capital Area Behavioral Health Collaborative**

N/A

**Lehigh County**

N/A

**Northampton County**

N/A

**York/Adams HealthChoices Joinder Governing Board**

N/A

**NBHCC (Northeast Behavioral Health Care Consortium)**

N/A

**BHARP (Behavioral Health Alliance of Rural Pennsylvania)**

N/A

**BHSSBC (Behavioral Health Services Somerset and Bedford Counties)**

N/A

**Blair Co - Central PA Behavioral Health Collaborative**

N/A

**Cambria County**

N/A

**Carbon/Monroe/Pike Joinder Board**

N/A

**Northwest Behavioral Health Partnership Inc**

N/A

**Erie County**

N/A

**Tuscarora Managed Care Alliance**

N/A

**Lycoming/Clinton Joinder**

N/A

**D1IV.4****Number of critical incidents filed during the reporting year by (or on behalf of) an LTSS user who previously filed an appeal**

For managed care plans that cover LTSS, enter the number of critical incidents filed within the reporting year by (or on behalf of) LTSS users who previously filed appeals in the reporting year. If the managed care plan does not cover LTSS, enter "N/A".

Also, if the state already submitted this data for the reporting year via the CMS readiness review appeal and grievance report (because the managed care program or plan were new or serving new populations during the reporting year), and the readiness review tool was submitted for at least 6 months of the reporting year, enter "N/A".

The appeal and critical incident do not have to have been "related" to the same issue - they only need to have been filed by (or on behalf of) the

**Carelon Health of PA (Carelon)**

N/A

**Community Behavioral Health (CBH)**

N/A

**Community Care Behavioral Health Organization (CCBH)**

N/A

**Magellan Behavioral Health (MBH)**

N/A

**PerformCare**

N/A

**Bucks County**

N/A

**Chester County**

same enrollee. Neither the critical incident nor the appeal need to have been filed in relation to delivery of LTSS — they may have been filed for any reason, related to any service received (or desired) by an LTSS user.

To calculate this number, states or managed care plans should first identify the LTSS users for whom critical incidents were filed during the reporting year, then determine whether those enrollees had filed an appeal during the reporting year, and whether the filing of the appeal preceded the filing of the critical incident.

N/A

**County of Delaware**

N/A

**Montgomery County**

N/A

**City of Philadelphia**

N/A

**Allegheny HealthChoices, Inc.**

N/A

**Beaver County HealthChoices**

N/A

**Fayette County Behavioral Health Administration**

N/A

**Greene County**

N/A

**Southwest Behavioral Health Management**

N/A

**Berks County**

N/A

**Capital Area Behavioral Health Collaborative**

N/A

**Lehigh County**

N/A

**Northampton County**

N/A

**York/Adams HealthChoices Joinder  
Governing Board**

N/A

**NBHCC (Northeast Behavioral Health Care  
Consortium)**

N/A

**BHARP (Behavioral Health Alliance of Rural  
Pennsylvania)**

N/A

**BHSSBC (Behavioral Health Services  
Somerset and Bedford Counties)**

N/A

**Blair Co - Central PA Behavioral Health  
Collaborative**

N/A

**Cambria County**

N/A

**Carbon/Monroe/Pike Joinder Board**

N/A

**Northwest Behavioral Health Partnership  
Inc**

N/A

**Erie County**

N/A

**Tuscarora Managed Care Alliance**

N/A

**Lycoming/Clinton Joinder**

N/A

**provided**

96

Enter the total number of standard appeals for which timely resolution was provided by plan within the reporting year.

See 42 CFR §438.408(b)(2) for requirements related to timely resolution of standard appeals.

**Community Behavioral Health (CBH)**

58

**Community Care Behavioral Health Organization (CCBH)**

41

**Magellan Behavioral Health (MBH)**

55

**PerformCare**

6

**Bucks County**

N/A

**Chester County**

N/A

**County of Delaware**

N/A

**Montgomery County**

N/A

**City of Philadelphia**

N/A

**Allegheny HealthChoices, Inc.**

N/A

**Beaver County HealthChoices**

N/A

**Fayette County Behavioral Health Administration**

N/A

**Greene County**

N/A

**Southwest Behavioral Health Management**

N/A

**Berks County**

N/A

**Capital Area Behavioral Health Collaborative**

N/A

**Lehigh County**

N/A

**Northampton County**

N/A

**York/Adams HealthChoices Joinder Governing Board**

N/A

**NBHCC (Northeast Behavioral Health Care Consortium)**

N/A

**BHARP (Behavioral Health Alliance of Rural Pennsylvania)**

N/A

**BHSSBC (Behavioral Health Services Somerset and Bedford Counties)**

N/A

**Blair Co - Central PA Behavioral Health Collaborative**

N/A

**Cambria County**

N/A

**Carbon/Monroe/Pike Joinder Board**

N/A

**Northwest Behavioral Health Partnership Inc**

N/A

**Erie County**

N/A

**Tuscarora Managed Care Alliance**

N/A

**Lycoming/Clinton Joinder**

N/A

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**D1IV.5b**

**Expedited appeals for which timely resolution was provided**

Enter the total number of expedited appeals for which timely resolution was provided by plan within the reporting year.

See 42 CFR §438.408(b)(3) for requirements related to timely resolution of standard appeals.

**Carelon Health of PA (Carelon)**

1

**Community Behavioral Health (CBH)**

0

**Community Care Behavioral Health Organization (CCBH)**

0

**Magellan Behavioral Health (MBH)**

0

**PerformCare**

0

**Bucks County**

N/A

**Chester County**

N/A

**County of Delaware**

N/A

**Montgomery County**

N/A

**City of Philadelphia**

N/A

**Allegheny HealthChoices, Inc.**

N/A

**Beaver County HealthChoices**

N/A

**Fayette County Behavioral Health  
Administration**

N/A

**Greene County**

N/A

**Southwest Behavioral Health Management**

N/A

**Berks County**

N/A

**Capital Area Behavioral Health  
Collaborative**

N/A

**Lehigh County**

N/A

**Northampton County**

N/A

**York/Adams HealthChoices Joinder  
Governing Board**



N/A

**NBHCC (Northeast Behavioral Health Care Consortium)**

N/A

**BHARP (Behavioral Health Alliance of Rural Pennsylvania)**

N/A

**BHSSBC (Behavioral Health Services Somerset and Bedford Counties)**

N/A

**Blair Co - Central PA Behavioral Health Collaborative**

N/A

**Cambria County**

N/A

**Carbon/Monroe/Pike Joinder Board**

N/A

**Northwest Behavioral Health Partnership Inc**

N/A

**Erie County**

N/A

**Tuscarora Managed Care Alliance**

N/A

**Lycoming/Clinton Joinder**

N/A

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**D1IV.6a**

**Resolved appeals related to denial of authorization or limited authorization of a service**

**Carelon Health of PA (Carelon)**

0

Enter the total number of appeals resolved by the plan during the reporting year that were related to the plan's denial of authorization for a service not yet rendered or limited authorization of a service.

(Appeals related to denial of payment for a service already rendered should be counted in indicator D1.IV.6c).

**Community Behavioral Health (CBH)**

0

**Community Care Behavioral Health Organization (CCBH)**

0

**Magellan Behavioral Health (MBH)**

0

**PerformCare**

6

**Bucks County**

N/A

**Chester County**

N/A

**County of Delaware**

N/A

**Montgomery County**

N/A

**City of Philadelphia**

N/A

**Allegheny HealthChoices, Inc.**

N/A

**Beaver County HealthChoices**

N/A

**Fayette County Behavioral Health Administration**

N/A

**Greene County**

N/A

**Southwest Behavioral Health Management**

N/A

**Berks County**

N/A

**Capital Area Behavioral Health Collaborative**

N/A

**Lehigh County**

N/A

**Northampton County**

N/A

**York/Adams HealthChoices Joinder Governing Board**

N/A

**NBHCC (Northeast Behavioral Health Care Consortium)**

N/A

**BHARP (Behavioral Health Alliance of Rural Pennsylvania)**

N/A

**BHSSBC (Behavioral Health Services Somerset and Bedford Counties)**

N/A

**Blair Co - Central PA Behavioral Health Collaborative**

N/A

**Cambria County**

N/A

**Carbon/Monroe/Pike Joinder Board**

N/A

**Northwest Behavioral Health Partnership Inc**

N/A

**Erie County**

N/A

**Tuscarora Managed Care Alliance**

N/A

**Lycoming/Clinton Joinder**

N/A

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**D1IV.6b**

**Resolved appeals related to reduction, suspension, or termination of a previously authorized service**

Enter the total number of appeals resolved by the plan during the reporting year that were related to the plan's reduction, suspension, or termination of a previously authorized service.

**Carelon Health of PA (Carelon)**

100

**Community Behavioral Health (CBH)**

60

**Community Care Behavioral Health Organization (CCBH)**

40

**Magellan Behavioral Health (MBH)**

58

**PerformCare**

0

**Bucks County**

N/A

**Chester County**

N/A

**County of Delaware**

N/A

**Montgomery County**

N/A

**City of Philadelphia**

N/A

**Allegheny HealthChoices, Inc.**

N/A

**Beaver County HealthChoices**

N/A

**Fayette County Behavioral Health  
Administration**

N/A

**Greene County**

N/A

**Southwest Behavioral Health Management**

N/A

**Berks County**

N/A

**Capital Area Behavioral Health  
Collaborative**

N/A

**Lehigh County**

N/A

**Northampton County**

N/A

**York/Adams HealthChoices Joinder  
Governing Board**

N/A

**NBHCC (Northeast Behavioral Health Care Consortium)**

N/A

**BHARP (Behavioral Health Alliance of Rural Pennsylvania)**

N/A

**BHSSBC (Behavioral Health Services Somerset and Bedford Counties)**

N/A

**Blair Co - Central PA Behavioral Health Collaborative**

N/A

**Cambria County**

N/A

**Carbon/Monroe/Pike Joinder Board**

N/A

**Northwest Behavioral Health Partnership Inc**

N/A

**Erie County**

N/A

**Tuscarora Managed Care Alliance**

N/A

**Lycoming/Clinton Joinder**

N/A

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**D1IV.6c**

**Resolved appeals related to payment denial**

Enter the total number of appeals resolved by the plan during the reporting year that were related to the plan's denial, in whole or in part, of

**Carelon Health of PA (Carelon)**

0

**Community Behavioral Health (CBH)**

3

payment for a service that was already rendered.

**Community Care Behavioral Health Organization (CCBH)**

3

**Magellan Behavioral Health (MBH)**

1

**PerformCare**

0

**Bucks County**

N/A

**Chester County**

N/A

**County of Delaware**

N/A

**Montgomery County**

N/A

**City of Philadelphia**

N/A

**Allegheny HealthChoices, Inc.**

N/A

**Beaver County HealthChoices**

N/A

**Fayette County Behavioral Health Administration**

N/A

**Greene County**

N/A

**Southwest Behavioral Health Management**

N/A

**Berks County**

N/A

**Capital Area Behavioral Health Collaborative**

N/A

**Lehigh County**

N/A

**Northampton County**

N/A

**York/Adams HealthChoices Joinder Governing Board**

N/A

**NBHCC (Northeast Behavioral Health Care Consortium)**

N/A

**BHARP (Behavioral Health Alliance of Rural Pennsylvania)**

N/A

**BHSSBC (Behavioral Health Services Somerset and Bedford Counties)**

N/A

**Blair Co - Central PA Behavioral Health Collaborative**

N/A

**Cambria County**

N/A

**Carbon/Monroe/Pike Joinder Board**

N/A



**Northwest Behavioral Health Partnership  
Inc**

N/A

**Erie County**

N/A

**Tuscarora Managed Care Alliance**

N/A

**Lycoming/Clinton Joinder**

N/A

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**D1IV.6d**

**Resolved appeals related to  
service timeliness**

Enter the total number of  
appeals resolved by the plan  
during the reporting year that  
were related to the plan's  
failure to provide services in a  
timely manner (as defined by  
the state).

**Carelon Health of PA (Carelon)**

0

**Community Behavioral Health (CBH)**

0

**Community Care Behavioral Health  
Organization (CCBH)**

0

**Magellan Behavioral Health (MBH)**

0

**PerformCare**

0

**Bucks County**

N/A

**Chester County**

N/A

**County of Delaware**

N/A

**Montgomery County**

N/A

**City of Philadelphia**

N/A

**Allegheny HealthChoices, Inc.**

N/A

**Beaver County HealthChoices**

N/A

**Fayette County Behavioral Health  
Administration**

N/A

**Greene County**

N/A

**Southwest Behavioral Health Management**

N/A

**Berks County**

N/A

**Capital Area Behavioral Health  
Collaborative**

N/A

**Lehigh County**

N/A

**Northampton County**

N/A

**York/Adams HealthChoices Joinder  
Governing Board**

N/A

**NBHCC (Northeast Behavioral Health Care  
Consortium)**

N/A

**BHARP (Behavioral Health Alliance of Rural Pennsylvania)**

N/A

**BHSSBC (Behavioral Health Services Somerset and Bedford Counties)**

N/A

**Blair Co - Central PA Behavioral Health Collaborative**

N/A

**Cambria County**

N/A

**Carbon/Monroe/Pike Joinder Board**

N/A

**Northwest Behavioral Health Partnership Inc**

N/A

**Erie County**

N/A

**Tuscarora Managed Care Alliance**

N/A

**Lycoming/Clinton Joinder**

N/A

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**D1IV.6e**

**Resolved appeals related to lack of timely plan response to an appeal or grievance**

Enter the total number of appeals resolved by the plan during the reporting year that were related to the plan's failure to act within the timeframes provided at 42 CFR §438.408(b)(1) and (2) regarding

**Carelon Health of PA (Carelon)**

0

**Community Behavioral Health (CBH)**

0

the standard resolution of grievances and appeals.

**Community Care Behavioral Health Organization (CCBH)**

0

**Magellan Behavioral Health (MBH)**

0

**PerformCare**

0

**Bucks County**

N/A

**Chester County**

N/A

**County of Delaware**

N/A

**Montgomery County**

N/A

**City of Philadelphia**

N/A

**Allegheny HealthChoices, Inc.**

N/A

**Beaver County HealthChoices**

N/A

**Fayette County Behavioral Health Administration**

N/A

**Greene County**

N/A

**Southwest Behavioral Health Management**

N/A

**Berks County**

N/A

**Capital Area Behavioral Health Collaborative**

N/A

**Lehigh County**

N/A

**Northampton County**

N/A

**York/Adams HealthChoices Joinder Governing Board**

N/A

**NBHCC (Northeast Behavioral Health Care Consortium)**

N/A

**BHARP (Behavioral Health Alliance of Rural Pennsylvania)**

N/A

**BHSSBC (Behavioral Health Services Somerset and Bedford Counties)**

N/A

**Blair Co - Central PA Behavioral Health Collaborative**

N/A

**Cambria County**

N/A

**Carbon/Monroe/Pike Joinder Board**

N/A

**Northwest Behavioral Health Partnership  
Inc**

N/A

**Erie County**

N/A

**Tuscarora Managed Care Alliance**

N/A

**Lycoming/Clinton Joinder**

N/A

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**D1IV.6f**

**Resolved appeals related to  
plan denial of an enrollee's  
right to request out-of-  
network care**

Enter the total number of appeals resolved by the plan during the reporting year that were related to the plan's denial of an enrollee's request to exercise their right, under 42 CFR §438.52(b)(2)(ii), to obtain services outside the network (only applicable to residents of rural areas with only one MCO).

**Carelon Health of PA (Carelon)**

0

**Community Behavioral Health (CBH)**

0

**Community Care Behavioral Health  
Organization (CCBH)**

0

**Magellan Behavioral Health (MBH)**

0

**PerformCare**

0

**Bucks County**

N/A

**Chester County**

N/A

**County of Delaware**

N/A

**Montgomery County**

N/A

**City of Philadelphia**

N/A

**Allegheny HealthChoices, Inc.**

N/A

**Beaver County HealthChoices**

N/A

**Fayette County Behavioral Health  
Administration**

N/A

**Greene County**

N/A

**Southwest Behavioral Health Management**

N/A

**Berks County**

N/A

**Capital Area Behavioral Health  
Collaborative**

N/A

**Lehigh County**

N/A

**Northampton County**

N/A

**York/Adams HealthChoices Joinder  
Governing Board**

N/A

**NBHCC (Northeast Behavioral Health Care  
Consortium)**

N/A

**BHARP (Behavioral Health Alliance of Rural Pennsylvania)**

N/A

**BHSSBC (Behavioral Health Services Somerset and Bedford Counties)**

N/A

**Blair Co - Central PA Behavioral Health Collaborative**

N/A

**Cambria County**

N/A

**Carbon/Monroe/Pike Joinder Board**

N/A

**Northwest Behavioral Health Partnership Inc**

N/A

**Erie County**

N/A

**Tuscarora Managed Care Alliance**

N/A

**Lycoming/Clinton Joinder**

N/A

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**D1IV.6g****Resolved appeals related to denial of an enrollee's request to dispute financial liability**

Enter the total number of appeals resolved by the plan during the reporting year that were related to the plan's denial of an enrollee's request to dispute a financial liability.

**Carelon Health of PA (Carelon)**

0

**Community Behavioral Health (CBH)**

0

**Community Care Behavioral Health Organization (CCBH)**

0

**Magellan Behavioral Health (MBH)**

0

**PerformCare**

0

**Bucks County**

N/A

**Chester County**

N/A

**County of Delaware**

N/A

**Montgomery County**

N/A

**City of Philadelphia**

N/A

**Allegheny HealthChoices, Inc.**

N/A

**Beaver County HealthChoices**

N/A

**Fayette County Behavioral Health Administration**

N/A

**Greene County**

N/A

**Southwest Behavioral Health Management**

N/A

**Berks County**

N/A

**Capital Area Behavioral Health Collaborative**

N/A

**Lehigh County**

N/A

**Northampton County**

N/A

**York/Adams HealthChoices Joinder Governing Board**

N/A

**NBHCC (Northeast Behavioral Health Care Consortium)**

N/A

**BHARP (Behavioral Health Alliance of Rural Pennsylvania)**

N/A

**BHSSBC (Behavioral Health Services Somerset and Bedford Counties)**

N/A

**Blair Co - Central PA Behavioral Health Collaborative**

N/A

**Cambria County**

N/A

**Carbon/Monroe/Pike Joinder Board**

N/A

**Northwest Behavioral Health Partnership  
Inc**

N/A

**Erie County**

N/A

**Tuscarora Managed Care Alliance**

N/A

**Lycoming/Clinton Joinder**

N/A

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**Appeals by Service**

Number of appeals resolved during the reporting period related to various services.  
Note: A single appeal may be related to multiple service types and may therefore be counted in multiple categories.

Number	Indicator	Response
<b>D1IV.7a</b>	<b>Resolved appeals related to general inpatient services</b>	<b>Carelon Health of PA (Carelon)</b>
	Enter the total number of appeals resolved by the plan during the reporting year that were related to general inpatient care, including diagnostic and laboratory services.	N/A
	Do not include appeals related to inpatient behavioral health services - those should be included in indicator D1.IV.7c. If the managed care plan does not cover general inpatient services, enter "N/A".	<b>Community Behavioral Health (CBH)</b>
		N/A
		<b>Community Care Behavioral Health Organization (CCBH)</b>
		N/A
		<b>Magellan Behavioral Health (MBH)</b>
		N/A
		<b>PerformCare</b>
		N/A
		<b>Bucks County</b>
		N/A
		<b>Chester County</b>
		N/A
		<b>County of Delaware</b>
		N/A
		<b>Montgomery County</b>
		N/A
		<b>City of Philadelphia</b>
		N/A
		<b>Allegheny HealthChoices, Inc.</b>
		N/A
		<b>Beaver County HealthChoices</b>
		N/A

**Fayette County Behavioral Health  
Administration**

N/A

**Greene County**

N/A

**Southwest Behavioral Health Management**

N/A

**Berks County**

N/A

**Capital Area Behavioral Health  
Collaborative**

N/A

**Lehigh County**

N/A

**Northampton County**

N/A

**York/Adams HealthChoices Joinder  
Governing Board**

N/A

**NBHCC (Northeast Behavioral Health Care  
Consortium)**

N/A

**BHARP (Behavioral Health Alliance of Rural  
Pennsylvania)**

N/A

**BHSSBC (Behavioral Health Services  
Somerset and Bedford Counties)**

N/A

**Blair Co - Central PA Behavioral Health  
Collaborative**

N/A

**Cambria County**

N/A

**Carbon/Monroe/Pike Joinder Board**

N/A

**Northwest Behavioral Health Partnership Inc**

N/A

**Erie County**

N/A

**Tuscarora Managed Care Alliance**

N/A

**Lycoming/Clinton Joinder**

N/A

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**D1IV.7b**

**Resolved appeals related to general outpatient services**

Enter the total number of appeals resolved by the plan during the reporting year that were related to general outpatient care, including diagnostic and laboratory services. Please do not include appeals related to outpatient behavioral health services - those should be included in indicator D1.IV.7d. If the managed care plan does not cover general outpatient services, enter "N/A".

**Carelon Health of PA (Carelon)**

N/A

**Community Behavioral Health (CBH)**

N/A

**Community Care Behavioral Health Organization (CCBH)**

N/A

**Magellan Behavioral Health (MBH)**

N/A

**PerformCare**

N/A

**Bucks County**

N/A

**Chester County**

N/A

**County of Delaware**

N/A

**Montgomery County**

N/A

**City of Philadelphia**

N/A

**Allegheny HealthChoices, Inc.**

N/A

**Beaver County HealthChoices**

N/A

**Fayette County Behavioral Health  
Administration**

N/A

**Greene County**

N/A

**Southwest Behavioral Health Management**

N/A

**Berks County**

N/A

**Capital Area Behavioral Health  
Collaborative**

N/A

**Lehigh County**

N/A

**Northampton County**

N/A

**York/Adams HealthChoices Joinder  
Governing Board**

N/A

**NBHCC (Northeast Behavioral Health Care  
Consortium)**

N/A

**BHARP (Behavioral Health Alliance of Rural  
Pennsylvania)**

N/A

**BHSSBC (Behavioral Health Services  
Somerset and Bedford Counties)**

N/A

**Blair Co - Central PA Behavioral Health  
Collaborative**

N/A

**Cambria County**

N/A

**Carbon/Monroe/Pike Joinder Board**

N/A

**Northwest Behavioral Health Partnership  
Inc**

N/A

**Erie County**

N/A

**Tuscarora Managed Care Alliance**

N/A

**Lycoming/Clinton Joinder**

N/A

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**D1IV.7c Resolved appeals related to inpatient behavioral health services**

Enter the total number of appeals resolved by the plan during the reporting year that were related to inpatient mental health and/or substance use services. If the managed care plan does not cover inpatient behavioral health services, enter "N/A".

**Carelon Health of PA (Carelon)**

5

**Community Behavioral Health (CBH)**

17

**Community Care Behavioral Health Organization (CCBH)**

6

**Magellan Behavioral Health (MBH)**

6

**PerformCare**

1

**Bucks County**

N/A

**Chester County**

N/A

**County of Delaware**

N/A

**Montgomery County**

N/A

**City of Philadelphia**

N/A

**Allegheny HealthChoices, Inc.**

N/A

**Beaver County HealthChoices**

N/A

**Fayette County Behavioral Health Administration**

N/A

**Greene County**

N/A

**Southwest Behavioral Health Management**

N/A

**Berks County**

N/A

**Capital Area Behavioral Health Collaborative**

N/A

**Lehigh County**

N/A

**Northampton County**

N/A

**York/Adams HealthChoices Joinder Governing Board**

N/A

**NBHCC (Northeast Behavioral Health Care Consortium)**

N/A

**BHARP (Behavioral Health Alliance of Rural Pennsylvania)**

N/A

**BHSSBC (Behavioral Health Services Somerset and Bedford Counties)**

N/A

**Blair Co - Central PA Behavioral Health Collaborative**

N/A

**Cambria County**

N/A

**Carbon/Monroe/Pike Joinder Board**

N/A

**Northwest Behavioral Health Partnership Inc**

N/A

**Erie County**

N/A

**Tuscarora Managed Care Alliance**

N/A

**Lycoming/Clinton Joinder**

N/A

**D1IV.7d****Resolved appeals related to outpatient behavioral health services**

Enter the total number of appeals resolved by the plan during the reporting year that were related to outpatient mental health and/or substance use services. If the managed care plan does not cover outpatient behavioral health services, enter "N/A".

**Carelon Health of PA (Carelon)**

0

**Community Behavioral Health (CBH)**

0

**Community Care Behavioral Health Organization (CCBH)**

0

**Magellan Behavioral Health (MBH)**

0

**PerformCare**

0

**Bucks County**

N/A

**Chester County**

N/A

**County of Delaware**

N/A

**Montgomery County**

N/A

**City of Philadelphia**

N/A

**Allegheny HealthChoices, Inc.**

N/A

**Beaver County HealthChoices**

N/A

**Fayette County Behavioral Health  
Administration**

N/A

**Greene County**

N/A

**Southwest Behavioral Health Management**

N/A

**Berks County**

N/A

**Capital Area Behavioral Health  
Collaborative**

N/A

**Lehigh County**

N/A

**Northampton County**

N/A

**York/Adams HealthChoices Joinder  
Governing Board**

N/A

**NBHCC (Northeast Behavioral Health Care  
Consortium)**

N/A

**BHARP (Behavioral Health Alliance of Rural  
Pennsylvania)**

N/A

**BHSSBC (Behavioral Health Services  
Somerset and Bedford Counties)**

N/A

**Blair Co - Central PA Behavioral Health  
Collaborative**

N/A

**Cambria County**

N/A

**Carbon/Monroe/Pike Joinder Board**

N/A

**Northwest Behavioral Health Partnership  
Inc**

N/A

**Erie County**

N/A

**Tuscarora Managed Care Alliance**

N/A

**Lycoming/Clinton Joinder**

N/A

**prescription drugs**

N/A

Enter the total number of appeals resolved by the plan during the reporting year that were related to outpatient prescription drugs covered by the managed care plan. If the managed care plan does not cover outpatient prescription drugs, enter "N/A".

**Community Behavioral Health (CBH)**

N/A

**Community Care Behavioral Health Organization (CCBH)**

N/A

**Magellan Behavioral Health (MBH)**

N/A

**PerformCare**

N/A

**Bucks County**

N/A

**Chester County**

N/A

**County of Delaware**

N/A

**Montgomery County**

N/A

**City of Philadelphia**

N/A

**Allegheny HealthChoices, Inc.**

N/A

**Beaver County HealthChoices**

N/A

**Fayette County Behavioral Health Administration**

N/A

**Greene County**

N/A

**Southwest Behavioral Health Management**

N/A

**Berks County**

N/A

**Capital Area Behavioral Health Collaborative**

N/A

**Lehigh County**

N/A

**Northampton County**

N/A

**York/Adams HealthChoices Joinder Governing Board**

N/A

**NBHCC (Northeast Behavioral Health Care Consortium)**

N/A

**BHARP (Behavioral Health Alliance of Rural Pennsylvania)**

N/A

**BHSSBC (Behavioral Health Services Somerset and Bedford Counties)**

N/A

**Blair Co - Central PA Behavioral Health Collaborative**

N/A

**Cambria County**

N/A

**Carbon/Monroe/Pike Joinder Board**

N/A

**Northwest Behavioral Health Partnership Inc**

N/A

**Erie County**

N/A

**Tuscarora Managed Care Alliance**

N/A

**Lycoming/Clinton Joinder**

N/A

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**D1IV.7f**

**Resolved appeals related to skilled nursing facility (SNF) services**

Enter the total number of appeals resolved by the plan during the reporting year that were related to SNF services. If the managed care plan does not cover skilled nursing services, enter "N/A".

**Carelon Health of PA (Carelon)**

N/A

**Community Behavioral Health (CBH)**

N/A

**Community Care Behavioral Health Organization (CCBH)**

N/A

**Magellan Behavioral Health (MBH)**

N/A

**PerformCare**

N/A

**Bucks County**

N/A

**Chester County**

N/A



**County of Delaware**

N/A

**Montgomery County**

N/A

**City of Philadelphia**

N/A

**Allegheny HealthChoices, Inc.**

N/A

**Beaver County HealthChoices**

N/A

**Fayette County Behavioral Health  
Administration**

N/A

**Greene County**

N/A

**Southwest Behavioral Health Management**

N/A

**Berks County**

N/A

**Capital Area Behavioral Health  
Collaborative**

N/A

**Lehigh County**

N/A

**Northampton County**

N/A

**York/Adams HealthChoices Joinder  
Governing Board**

N/A

**NBHCC (Northeast Behavioral Health Care Consortium)**

N/A

**BHARP (Behavioral Health Alliance of Rural Pennsylvania)**

N/A

**BHSSBC (Behavioral Health Services Somerset and Bedford Counties)**

N/A

**Blair Co - Central PA Behavioral Health Collaborative**

N/A

**Cambria County**

N/A

**Carbon/Monroe/Pike Joinder Board**

N/A

**Northwest Behavioral Health Partnership Inc**

N/A

**Erie County**

N/A

**Tuscarora Managed Care Alliance**

N/A

**Lycoming/Clinton Joinder**

N/A

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**D1IV.7g Resolved appeals related to long-term services and supports (LTSS)**

**Carelon Health of PA (Carelon)**

N/A

Enter the total number of appeals resolved by the plan during the reporting year that were related to institutional LTSS or LTSS provided through home and community-based (HCBS) services, including personal care and self-directed services. If the managed care plan does not cover LTSS services, enter "N/A".

**Community Behavioral Health (CBH)**

N/A

**Community Care Behavioral Health Organization (CCBH)**

N/A

**Magellan Behavioral Health (MBH)**

N/A

**PerformCare**

N/A

**Bucks County**

N/A

**Chester County**

N/A

**County of Delaware**

N/A

**Montgomery County**

N/A

**City of Philadelphia**

N/A

**Allegheny HealthChoices, Inc.**

N/A

**Beaver County HealthChoices**

N/A

**Fayette County Behavioral Health Administration**

N/A

**Greene County**

N/A

**Southwest Behavioral Health Management**

N/A

**Berks County**

N/A

**Capital Area Behavioral Health Collaborative**

N/A

**Lehigh County**

N/A

**Northampton County**

N/A

**York/Adams HealthChoices Joinder Governing Board**

N/A

**NBHCC (Northeast Behavioral Health Care Consortium)**

N/A

**BHARP (Behavioral Health Alliance of Rural Pennsylvania)**

N/A

**BHSSBC (Behavioral Health Services Somerset and Bedford Counties)**

N/A

**Blair Co - Central PA Behavioral Health Collaborative**

N/A

**Cambria County**

N/A

**Carbon/Monroe/Pike Joinder Board**

N/A

**Northwest Behavioral Health Partnership Inc**

N/A

**Erie County**

N/A

**Tuscarora Managed Care Alliance**

N/A

**Lycoming/Clinton Joinder**

N/A

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**D1IV.7h**

**Resolved appeals related to dental services**

Enter the total number of appeals resolved by the plan during the reporting year that were related to dental services. If the managed care plan does not cover dental services, enter "N/A".

**Carelon Health of PA (Carelon)**

N/A

**Community Behavioral Health (CBH)**

N/A

**Community Care Behavioral Health Organization (CCBH)**

N/A

**Magellan Behavioral Health (MBH)**

N/A

**PerformCare**

N/A

**Bucks County**

N/A

**Chester County**

N/A

**County of Delaware**

N/A

**Montgomery County**

N/A

**City of Philadelphia**

N/A

**Allegheny HealthChoices, Inc.**

N/A

**Beaver County HealthChoices**

N/A

**Fayette County Behavioral Health  
Administration**

N/A

**Greene County**

N/A

**Southwest Behavioral Health Management**

N/A

**Berks County**

N/A

**Capital Area Behavioral Health  
Collaborative**

N/A

**Lehigh County**

N/A

**Northampton County**

N/A

**York/Adams HealthChoices Joinder  
Governing Board**

N/A

**NBHCC (Northeast Behavioral Health Care Consortium)**

N/A

**BHARP (Behavioral Health Alliance of Rural Pennsylvania)**

N/A

**BHSSBC (Behavioral Health Services Somerset and Bedford Counties)**

N/A

**Blair Co - Central PA Behavioral Health Collaborative**

N/A

**Cambria County**

N/A

**Carbon/Monroe/Pike Joinder Board**

N/A

**Northwest Behavioral Health Partnership Inc**

N/A

**Erie County**

N/A

**Tuscarora Managed Care Alliance**

N/A

**Lycoming/Clinton Joinder**

N/A

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**D1IV.7i**

**Resolved appeals related to non-emergency medical transportation (NEMT)**

Enter the total number of appeals resolved by the plan during the reporting year that were related to NEMT. If the

**Carelon Health of PA (Carelon)**

N/A

**Community Behavioral Health (CBH)**

N/A

managed care plan does not cover NEMT, enter "N/A".

**Community Care Behavioral Health Organization (CCBH)**

N/A

**Magellan Behavioral Health (MBH)**

N/A

**PerformCare**

N/A

**Bucks County**

N/A

**Chester County**

N/A

**County of Delaware**

N/A

**Montgomery County**

N/A

**City of Philadelphia**

N/A

**Allegheny HealthChoices, Inc.**

N/A

**Beaver County HealthChoices**

N/A

**Fayette County Behavioral Health Administration**

N/A

**Greene County**

N/A

**Southwest Behavioral Health Management**



N/A

**Berks County**

N/A

**Capital Area Behavioral Health Collaborative**

N/A

**Lehigh County**

N/A

**Northampton County**

N/A

**York/Adams HealthChoices Joinder Governing Board**

N/A

**NBHCC (Northeast Behavioral Health Care Consortium)**

N/A

**BHARP (Behavioral Health Alliance of Rural Pennsylvania)**

N/A

**BHSSBC (Behavioral Health Services Somerset and Bedford Counties)**

N/A

**Blair Co - Central PA Behavioral Health Collaborative**

N/A

**Cambria County**

N/A

**Carbon/Monroe/Pike Joinder Board**

N/A

**Northwest Behavioral Health Partnership  
Inc**

N/A

**Erie County**

N/A

**Tuscarora Managed Care Alliance**

N/A

**Lycoming/Clinton Joinder**

N/A

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**D1IV.7j**

**Resolved appeals related to  
other service types**

Enter the total number of appeals resolved by the plan during the reporting year that were related to services that do not fit into one of the categories listed above. If the managed care plan does not cover services other than those in items D1.IV.7a-i paid primarily by Medicaid, enter "N/A".

**Carelon Health of PA (Carelon)**

95

**Community Behavioral Health (CBH)**

46

**Community Care Behavioral Health  
Organization (CCBH)**

37

**Magellan Behavioral Health (MBH)**

53

**PerformCare**

5

**Bucks County**

N/A

**Chester County**

N/A

**County of Delaware**

N/A

**Montgomery County**

N/A

**City of Philadelphia**

N/A

**Allegheny HealthChoices, Inc.**

N/A

**Beaver County HealthChoices**

N/A

**Fayette County Behavioral Health  
Administration**

N/A

**Greene County**

N/A

**Southwest Behavioral Health Management**

N/A

**Berks County**

N/A

**Capital Area Behavioral Health  
Collaborative**

N/A

**Lehigh County**

N/A

**Northampton County**

N/A

**York/Adams HealthChoices Joinder  
Governing Board**

N/A

**NBHCC (Northeast Behavioral Health Care  
Consortium)**

N/A

**BHARP (Behavioral Health Alliance of Rural Pennsylvania)**

N/A

**BHSSBC (Behavioral Health Services Somerset and Bedford Counties)**

N/A

**Blair Co - Central PA Behavioral Health Collaborative**

N/A

**Cambria County**

N/A

**Carbon/Monroe/Pike Joinder Board**

N/A

**Northwest Behavioral Health Partnership Inc**

N/A

**Erie County**

N/A

**Tuscarora Managed Care Alliance**

N/A

**Lycoming/Clinton Joinder**

N/A

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**State Fair Hearings**

Number	Indicator	Response
<b>D1IV.8a</b>	<b>State Fair Hearing requests</b> Enter the total number of State Fair Hearing requests filed during the reporting year with the plan that issued an adverse benefit determination.	<p><b>Carelon Health of PA (Carelon)</b> 21</p> <p><b>Community Behavioral Health (CBH)</b> 4</p> <p><b>Community Care Behavioral Health Organization (CCBH)</b> 1</p> <p><b>Magellan Behavioral Health (MBH)</b> 3</p> <p><b>PerformCare</b> 0</p> <p><b>Bucks County</b> N/A</p> <p><b>Chester County</b> N/A</p> <p><b>County of Delaware</b> N/A</p> <p><b>Montgomery County</b> N/A</p> <p><b>City of Philadelphia</b> N/A</p> <p><b>Allegheny HealthChoices, Inc.</b> N/A</p> <p><b>Beaver County HealthChoices</b> N/A</p>

**Fayette County Behavioral Health  
Administration**

N/A

**Greene County**

N/A

**Southwest Behavioral Health Management**

N/A

**Berks County**

N/A

**Capital Area Behavioral Health  
Collaborative**

N/A

**Lehigh County**

N/A

**Northampton County**

N/A

**York/Adams HealthChoices Joinder  
Governing Board**

N/A

**NBHCC (Northeast Behavioral Health Care  
Consortium)**

N/A

**BHARP (Behavioral Health Alliance of Rural  
Pennsylvania)**

N/A

**BHSSBC (Behavioral Health Services  
Somerset and Bedford Counties)**

N/A

**Blair Co - Central PA Behavioral Health  
Collaborative**

N/A

**Cambria County**

N/A

**Carbon/Monroe/Pike Joinder Board**

N/A

**Northwest Behavioral Health Partnership Inc**

N/A

**Erie County**

N/A

**Tuscarora Managed Care Alliance**

N/A

**Lycoming/Clinton Joinder**

N/A

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**D1IV.8b**

**State Fair Hearings resulting in a favorable decision for the enrollee**

Enter the total number of State Fair Hearing decisions rendered during the reporting year that were partially or fully favorable to the enrollee.

**Carelon Health of PA (Carelon)**

2

**Community Behavioral Health (CBH)**

2

**Community Care Behavioral Health Organization (CCBH)**

0

**Magellan Behavioral Health (MBH)**

1

**PerformCare**

0

**Bucks County**

N/A

**Chester County**

N/A

**County of Delaware**

N/A

**Montgomery County**

N/A

**City of Philadelphia**

N/A

**Allegheny HealthChoices, Inc.**

N/A

**Beaver County HealthChoices**

N/A

**Fayette County Behavioral Health  
Administration**

N/A

**Greene County**

N/A

**Southwest Behavioral Health Management**

N/A

**Berks County**

N/A

**Capital Area Behavioral Health  
Collaborative**

N/A

**Lehigh County**

N/A

**Northampton County**



N/A

**York/Adams HealthChoices Joinder  
Governing Board**

N/A

**NBHCC (Northeast Behavioral Health Care  
Consortium)**

N/A

**BHARP (Behavioral Health Alliance of Rural  
Pennsylvania)**

N/A

**BHSSBC (Behavioral Health Services  
Somerset and Bedford Counties)**

N/A

**Blair Co - Central PA Behavioral Health  
Collaborative**

N/A

**Cambria County**

N/A

**Carbon/Monroe/Pike Joinder Board**

N/A

**Northwest Behavioral Health Partnership  
Inc**

N/A

**Erie County**

N/A

**Tuscarora Managed Care Alliance**

N/A

**Lycoming/Clinton Joinder**

N/A

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**D1IV.8c****State Fair Hearings resulting in an adverse decision for the enrollee**

Enter the total number of State Fair Hearing decisions rendered during the reporting year that were adverse for the enrollee.

**Carelon Health of PA (Carelon)**

6

**Community Behavioral Health (CBH)**

0

**Community Care Behavioral Health Organization (CCBH)**

0

**Magellan Behavioral Health (MBH)**

0

**PerformCare**

0

**Bucks County**

N/A

**Chester County**

N/A

**County of Delaware**

N/A

**Montgomery County**

N/A

**City of Philadelphia**

N/A

**Allegheny HealthChoices, Inc.**

N/A

**Beaver County HealthChoices**

N/A

**Fayette County Behavioral Health Administration**

N/A

**Greene County**

N/A

**Southwest Behavioral Health Management**

N/A

**Berks County**

N/A

**Capital Area Behavioral Health Collaborative**

N/A

**Lehigh County**

N/A

**Northampton County**

N/A

**York/Adams HealthChoices Joinder Governing Board**

N/A

**NBHCC (Northeast Behavioral Health Care Consortium)**

N/A

**BHARP (Behavioral Health Alliance of Rural Pennsylvania)**

N/A

**BHSSBC (Behavioral Health Services Somerset and Bedford Counties)**

N/A

**Blair Co - Central PA Behavioral Health Collaborative**

N/A

**Cambria County**

N/A

**Carbon/Monroe/Pike Joinder Board**

N/A

**Northwest Behavioral Health Partnership Inc**

N/A

**Erie County**

N/A

**Tuscarora Managed Care Alliance**

N/A

**Lycoming/Clinton Joinder**

N/A

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**D1IV.8d**

**State Fair Hearings retracted prior to reaching a decision**

Enter the total number of State Fair Hearing decisions retracted (by the enrollee or the representative who filed a State Fair Hearing request on behalf of the enrollee) during the reporting year prior to reaching a decision.

**Carelon Health of PA (Carelon)**

6

**Community Behavioral Health (CBH)**

0

**Community Care Behavioral Health Organization (CCBH)**

0

**Magellan Behavioral Health (MBH)**

2

**PerformCare**

0

**Bucks County**

N/A

**Chester County**

N/A

**County of Delaware**

N/A

**Montgomery County**

N/A

**City of Philadelphia**

N/A

**Allegheny HealthChoices, Inc.**

N/A

**Beaver County HealthChoices**

N/A

**Fayette County Behavioral Health  
Administration**

N/A

**Greene County**

N/A

**Southwest Behavioral Health Management**

N/A

**Berks County**

N/A

**Capital Area Behavioral Health  
Collaborative**

N/A

**Lehigh County**

N/A

**Northampton County**

N/A

**York/Adams HealthChoices Joinder  
Governing Board**

N/A

**NBHCC (Northeast Behavioral Health Care  
Consortium)**

N/A

**BHARP (Behavioral Health Alliance of Rural  
Pennsylvania)**

N/A

**BHSSBC (Behavioral Health Services  
Somerset and Bedford Counties)**

N/A

**Blair Co - Central PA Behavioral Health  
Collaborative**

N/A

**Cambria County**

N/A

**Carbon/Monroe/Pike Joinder Board**

N/A

**Northwest Behavioral Health Partnership  
Inc**

N/A

**Erie County**

N/A

**Tuscarora Managed Care Alliance**

N/A

**Lycoming/Clinton Joinder**

N/A

**decision for the enrollee**

5

If your state does offer an external medical review process, enter the total number of external medical review decisions rendered during the reporting year that were partially or fully favorable to the enrollee. If your state does not offer an external medical review process, enter "N/A". External medical review is defined and described at 42 CFR §438.402(c)(i)(B).

**Community Behavioral Health (CBH)**

1

**Community Care Behavioral Health Organization (CCBH)**

0

**Magellan Behavioral Health (MBH)**

7

**PerformCare**

1

**Bucks County**

N/A

**Chester County**

N/A

**County of Delaware**

N/A

**Montgomery County**

N/A

**City of Philadelphia**

N/A

**Allegheny HealthChoices, Inc.**

N/A

**Beaver County HealthChoices**

N/A

**Fayette County Behavioral Health Administration**

N/A

**Greene County**

N/A

**Southwest Behavioral Health Management**

N/A

**Berks County**

N/A

**Capital Area Behavioral Health Collaborative**

N/A

**Lehigh County**

N/A

**Northampton County**

N/A

**York/Adams HealthChoices Joinder Governing Board**

N/A

**NBHCC (Northeast Behavioral Health Care Consortium)**

N/A

**BHARP (Behavioral Health Alliance of Rural Pennsylvania)**

N/A

**BHSSBC (Behavioral Health Services Somerset and Bedford Counties)**

N/A

**Blair Co - Central PA Behavioral Health Collaborative**

N/A

**Cambria County**



N/A

**Carbon/Monroe/Pike Joinder Board**

N/A

**Northwest Behavioral Health Partnership Inc**

N/A

**Erie County**

N/A

**Tuscarora Managed Care Alliance**

N/A

**Lycoming/Clinton Joinder**

N/A

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**D1IV.9b**

**External Medical Reviews resulting in an adverse decision for the enrollee**

If your state does offer an external medical review process, enter the total number of external medical review decisions rendered during the reporting year that were adverse to the enrollee. If your state does not offer an external medical review process, enter "N/A".

External medical review is defined and described at 42 CFR §438.402(c)(i)(B).

**Carelon Health of PA (Carelon)**

18

**Community Behavioral Health (CBH)**

12

**Community Care Behavioral Health Organization (CCBH)**

3

**Magellan Behavioral Health (MBH)**

5

**PerformCare**

0

**Bucks County**

N/A

**Chester County**

N/A

**County of Delaware**

N/A

**Montgomery County**

N/A

**City of Philadelphia**

N/A

**Allegheny HealthChoices, Inc.**

N/A

**Beaver County HealthChoices**

N/A

**Fayette County Behavioral Health  
Administration**

N/A

**Greene County**

N/A

**Southwest Behavioral Health Management**

N/A

**Berks County**

N/A

**Capital Area Behavioral Health  
Collaborative**

N/A

**Lehigh County**

N/A

**Northampton County**

N/A

**York/Adams HealthChoices Joinder  
Governing Board**

N/A

**NBHCC (Northeast Behavioral Health Care Consortium)**

N/A

**BHARP (Behavioral Health Alliance of Rural Pennsylvania)**

N/A

**BHSSBC (Behavioral Health Services Somerset and Bedford Counties)**

N/A

**Blair Co - Central PA Behavioral Health Collaborative**

N/A

**Cambria County**

N/A

**Carbon/Monroe/Pike Joinder Board**

N/A

**Northwest Behavioral Health Partnership Inc**

N/A

**Erie County**

N/A

**Tuscarora Managed Care Alliance**

N/A

**Lycoming/Clinton Joinder**

N/A

<b>Number</b>	<b>Indicator</b>	<b>Response</b>
<b>D1IV.10</b>	<b>Grievances resolved</b>	<b>Carelon Health of PA (Carelon)</b>
	Enter the total number of grievances resolved by the plan during the reporting year.	162
	A grievance is "resolved" when it has reached completion and been closed by the plan.	<b>Community Behavioral Health (CBH)</b>
		735
		<b>Community Care Behavioral Health Organization (CCBH)</b>
		554
		<b>Magellan Behavioral Health (MBH)</b>
		196
		<b>PerformCare</b>
		49
		<b>Bucks County</b>
		N/A
		<b>Chester County</b>
		N/A
		<b>County of Delaware</b>
		N/A
		<b>Montgomery County</b>
		N/A
		<b>City of Philadelphia</b>
		N/A
		<b>Allegheny HealthChoices, Inc.</b>
		N/A
		<b>Beaver County HealthChoices</b>
		N/A

**Fayette County Behavioral Health  
Administration**

N/A

**Greene County**

N/A

**Southwest Behavioral Health Management**

N/A

**Berks County**

N/A

**Capital Area Behavioral Health  
Collaborative**

N/A

**Lehigh County**

N/A

**Northampton County**

N/A

**York/Adams HealthChoices Joinder  
Governing Board**

N/A

**NBHCC (Northeast Behavioral Health Care  
Consortium)**

N/A

**BHARP (Behavioral Health Alliance of Rural  
Pennsylvania)**

N/A

**BHSSBC (Behavioral Health Services  
Somerset and Bedford Counties)**

N/A

**Blair Co - Central PA Behavioral Health  
Collaborative**

N/A

**Cambria County**

N/A

**Carbon/Monroe/Pike Joinder Board**

N/A

**Northwest Behavioral Health Partnership Inc**

N/A

**Erie County**

N/A

**Tuscarora Managed Care Alliance**

N/A

**Lycoming/Clinton Joinder**

N/A

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**D1IV.11**

**Active grievances**

Enter the total number of grievances still pending or in process (not yet resolved) as of the end of the reporting year.

**Carelon Health of PA (Carelon)**

17

**Community Behavioral Health (CBH)**

48

**Community Care Behavioral Health Organization (CCBH)**

50

**Magellan Behavioral Health (MBH)**

16

**PerformCare**

1

**Bucks County**

N/A

**Chester County**

N/A

**County of Delaware**

N/A

**Montgomery County**

N/A

**City of Philadelphia**

N/A

**Allegheny HealthChoices, Inc.**

N/A

**Beaver County HealthChoices**

N/A

**Fayette County Behavioral Health  
Administration**

N/A

**Greene County**

N/A

**Southwest Behavioral Health Management**

N/A

**Berks County**

N/A

**Capital Area Behavioral Health  
Collaborative**

N/A

**Lehigh County**

N/A

**Northampton County**

N/A

**York/Adams HealthChoices Joinder  
Governing Board**

N/A

**NBHCC (Northeast Behavioral Health Care  
Consortium)**

N/A

**BHARP (Behavioral Health Alliance of Rural  
Pennsylvania)**

N/A

**BHSSBC (Behavioral Health Services  
Somerset and Bedford Counties)**

N/A

**Blair Co - Central PA Behavioral Health  
Collaborative**

N/A

**Cambria County**

N/A

**Carbon/Monroe/Pike Joinder Board**

N/A

**Northwest Behavioral Health Partnership  
Inc**

N/A

**Erie County**

N/A

**Tuscarora Managed Care Alliance**

N/A

**Lycoming/Clinton Joinder**

N/A

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**D1IV.12****Grievances filed on behalf of LTSS users**

Enter the total number of grievances filed during the reporting year by or on behalf of LTSS users.

An LTSS user is an enrollee who received at least one LTSS service at any point during the reporting year (regardless of whether the enrollee was actively receiving LTSS at the time that the grievance was filed). If this does not apply, enter N/A.

**Carelon Health of PA (Carelon)**

N/A

**Community Behavioral Health (CBH)**

N/A

**Community Care Behavioral Health Organization (CCBH)**

N/A

**Magellan Behavioral Health (MBH)**

N/A

**PerformCare**

N/A

**Bucks County**

N/A

**Chester County**

N/A

**County of Delaware**

N/A

**Montgomery County**

N/A

**City of Philadelphia**

N/A

**Allegheny HealthChoices, Inc.**

N/A

**Beaver County HealthChoices**

N/A

**Fayette County Behavioral Health Administration**

N/A

**Greene County**

N/A

**Southwest Behavioral Health Management**

N/A

**Berks County**

N/A

**Capital Area Behavioral Health Collaborative**

N/A

**Lehigh County**

N/A

**Northampton County**

N/A

**York/Adams HealthChoices Joinder Governing Board**

N/A

**NBHCC (Northeast Behavioral Health Care Consortium)**

N/A

**BHARP (Behavioral Health Alliance of Rural Pennsylvania)**

N/A

**BHSSBC (Behavioral Health Services Somerset and Bedford Counties)**

N/A

**Blair Co - Central PA Behavioral Health Collaborative**

N/A

**Cambria County**

N/A

**Carbon/Monroe/Pike Joinder Board**

N/A

**Northwest Behavioral Health Partnership Inc**

N/A

**Erie County**

N/A

**Tuscarora Managed Care Alliance**

N/A

**Lycoming/Clinton Joinder**

N/A

**D1IV.13****Number of critical incidents filed during the reporting period by (or on behalf of) an LTSS user who previously filed a grievance**

For managed care plans that cover LTSS, enter the number of critical incidents filed within the reporting year by (or on behalf of) LTSS users who previously filed grievances in the reporting year. The grievance and critical incident do not have to have been "related" to the same issue - they only need to have been filed by (or on behalf of) the same enrollee. Neither the critical incident nor the grievance need to have been filed in relation to delivery of LTSS - they may have been filed for any reason, related to any service received (or desired) by an LTSS user.

**Carelon Health of PA (Carelon)**

N/A

**Community Behavioral Health (CBH)**

N/A

**Community Care Behavioral Health Organization (CCBH)**

N/A

**Magellan Behavioral Health (MBH)**

N/A

**PerformCare**

N/A

**Bucks County**

N/A

**Chester County**

If the managed care plan does not cover LTSS, the state should enter "N/A" in this field. Additionally, if the state already submitted this data for the reporting year via the CMS readiness review appeal and grievance report (because the managed care program or plan were new or serving new populations during the reporting year), and the readiness review tool was submitted for at least 6 months of the reporting year, the state can enter "N/A" in this field. To calculate this number, states or managed care plans should first identify the LTSS users for whom critical incidents were filed during the reporting year, then determine whether those enrollees had filed a grievance during the reporting year, and whether the filing of the grievance preceded the filing of the critical incident.

N/A

**County of Delaware**

N/A

**Montgomery County**

N/A

**City of Philadelphia**

N/A

**Allegheny HealthChoices, Inc.**

N/A

**Beaver County HealthChoices**

N/A

**Fayette County Behavioral Health Administration**

N/A

**Greene County**

N/A

**Southwest Behavioral Health Management**

N/A

**Berks County**

N/A

**Capital Area Behavioral Health Collaborative**

N/A

**Lehigh County**

N/A

**Northampton County**

N/A

**York/Adams HealthChoices Joinder  
Governing Board**

N/A

**NBHCC (Northeast Behavioral Health Care  
Consortium)**

N/A

**BHARP (Behavioral Health Alliance of Rural  
Pennsylvania)**

N/A

**BHSSBC (Behavioral Health Services  
Somerset and Bedford Counties)**

N/A

**Blair Co - Central PA Behavioral Health  
Collaborative**

N/A

**Cambria County**

N/A

**Carbon/Monroe/Pike Joinder Board**

N/A

**Northwest Behavioral Health Partnership  
Inc**

N/A

**Erie County**

N/A

**Tuscarora Managed Care Alliance**

N/A

**Lycoming/Clinton Joinder**

N/A

**provided**

139

Enter the number of grievances for which timely resolution was provided by plan during the reporting year.

**Community Behavioral Health (CBH)**

688

See 42 CFR §438.408(b)(1) for requirements related to the timely resolution of grievances.

**Community Care Behavioral Health Organization (CCBH)**

526

**Magellan Behavioral Health (MBH)**

187

**PerformCare**

47

**Bucks County**

N/A

**Chester County**

N/A

**County of Delaware**

N/A

**Montgomery County**

N/A

**City of Philadelphia**

N/A

**Allegheny HealthChoices, Inc.**

N/A

**Beaver County HealthChoices**

N/A

**Fayette County Behavioral Health Administration**

N/A

**Greene County**

N/A

**Southwest Behavioral Health Management**

N/A

**Berks County**

N/A

**Capital Area Behavioral Health Collaborative**

N/A

**Lehigh County**

N/A

**Northampton County**

N/A

**York/Adams HealthChoices Joinder Governing Board**

N/A

**NBHCC (Northeast Behavioral Health Care Consortium)**

N/A

**BHARP (Behavioral Health Alliance of Rural Pennsylvania)**

N/A

**BHSSBC (Behavioral Health Services Somerset and Bedford Counties)**

N/A

**Blair Co - Central PA Behavioral Health Collaborative**

N/A

**Cambria County**

N/A

**Carbon/Monroe/Pike Joinder Board**

N/A

**Northwest Behavioral Health Partnership  
Inc**

N/A

**Erie County**

N/A

**Tuscarora Managed Care Alliance**

N/A

**Lycoming/Clinton Joinder**

N/A

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**Grievances by Service**

Report the number of grievances resolved by plan during the reporting period by service.



Number	Indicator	Response
<b>D1IV.15a</b>	<p data-bbox="282 100 691 180"><b>Resolved grievances related to general inpatient services</b></p> <p data-bbox="282 197 691 642">Enter the total number of grievances resolved by the plan during the reporting year that were related to general inpatient care, including diagnostic and laboratory services. Do not include grievances related to inpatient behavioral health services — those should be included in indicator D1.IV.15c. If the managed care plan does not cover this type of service, enter "N/A".</p>	<p data-bbox="729 100 1149 138"><b>Carelon Health of PA (Carelon)</b></p> <p data-bbox="729 155 786 193">N/A</p> <p data-bbox="729 260 1235 298"><b>Community Behavioral Health (CBH)</b></p> <p data-bbox="729 315 786 352">N/A</p> <p data-bbox="729 420 1214 499"><b>Community Care Behavioral Health Organization (CCBH)</b></p> <p data-bbox="729 516 786 554">N/A</p> <p data-bbox="729 621 1206 659"><b>Magellan Behavioral Health (MBH)</b></p> <p data-bbox="729 676 786 714">N/A</p> <p data-bbox="729 781 922 819"><b>PerformCare</b></p> <p data-bbox="729 835 786 873">N/A</p> <p data-bbox="729 940 930 978"><b>Bucks County</b></p> <p data-bbox="729 995 786 1033">N/A</p> <p data-bbox="729 1100 954 1138"><b>Chester County</b></p> <p data-bbox="729 1155 786 1192">N/A</p> <p data-bbox="729 1255 1003 1293"><b>County of Delaware</b></p> <p data-bbox="729 1310 786 1348">N/A</p> <p data-bbox="729 1415 1024 1453"><b>Montgomery County</b></p> <p data-bbox="729 1470 786 1507">N/A</p> <p data-bbox="729 1575 995 1612"><b>City of Philadelphia</b></p> <p data-bbox="729 1629 786 1667">N/A</p> <p data-bbox="729 1734 1138 1772"><b>Allegheny HealthChoices, Inc.</b></p> <p data-bbox="729 1789 786 1827">N/A</p> <p data-bbox="729 1894 1141 1932"><b>Beaver County HealthChoices</b></p> <p data-bbox="729 1948 786 1986">N/A</p>

**Fayette County Behavioral Health  
Administration**

N/A

**Greene County**

N/A

**Southwest Behavioral Health Management**

N/A

**Berks County**

N/A

**Capital Area Behavioral Health  
Collaborative**

N/A

**Lehigh County**

N/A

**Northampton County**

N/A

**York/Adams HealthChoices Joinder  
Governing Board**

N/A

**NBHCC (Northeast Behavioral Health Care  
Consortium)**

N/A

**BHARP (Behavioral Health Alliance of Rural  
Pennsylvania)**

N/A

**BHSSBC (Behavioral Health Services  
Somerset and Bedford Counties)**

N/A

**Blair Co - Central PA Behavioral Health  
Collaborative**

N/A

**Cambria County**

N/A

**Carbon/Monroe/Pike Joinder Board**

N/A

**Northwest Behavioral Health Partnership Inc**

N/A

**Erie County**

N/A

**Tuscarora Managed Care Alliance**

N/A

**Lycoming/Clinton Joinder**

N/A

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**D1IV.15b**

**Resolved grievances related to general outpatient services**

Enter the total number of grievances resolved by the plan during the reporting year that were related to general outpatient care, including diagnostic and laboratory services. Do not include grievances related to outpatient behavioral health services — those should be included in indicator D1.IV.15d. If the managed care plan does not cover this type of service, enter "N/A".

**Carelon Health of PA (Carelon)**

N/A

**Community Behavioral Health (CBH)**

N/A

**Community Care Behavioral Health Organization (CCBH)**

N/A

**Magellan Behavioral Health (MBH)**

N/A

**PerformCare**

N/A

**Bucks County**

N/A

**Chester County**

N/A

**County of Delaware**

N/A

**Montgomery County**

N/A

**City of Philadelphia**

N/A

**Allegheny HealthChoices, Inc.**

N/A

**Beaver County HealthChoices**

N/A

**Fayette County Behavioral Health  
Administration**

N/A

**Greene County**

N/A

**Southwest Behavioral Health Management**

N/A

**Berks County**

N/A

**Capital Area Behavioral Health  
Collaborative**

N/A

**Lehigh County**

N/A

**Northampton County**

N/A

**York/Adams HealthChoices Joinder  
Governing Board**

N/A

**NBHCC (Northeast Behavioral Health Care  
Consortium)**

N/A

**BHARP (Behavioral Health Alliance of Rural  
Pennsylvania)**

N/A

**BHSSBC (Behavioral Health Services  
Somerset and Bedford Counties)**

N/A

**Blair Co - Central PA Behavioral Health  
Collaborative**

N/A

**Cambria County**

N/A

**Carbon/Monroe/Pike Joinder Board**

N/A

**Northwest Behavioral Health Partnership  
Inc**

N/A

**Erie County**

N/A

**Tuscarora Managed Care Alliance**

N/A

**Lycoming/Clinton Joinder**

N/A

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**D1IV.15c Resolved grievances related to inpatient behavioral health services**

Enter the total number of grievances resolved by the plan during the reporting year that were related to inpatient mental health and/or substance use services. If the managed care plan does not cover this type of service, enter "N/A".

**Carelon Health of PA (Carelon)**

34

**Community Behavioral Health (CBH)**

125

**Community Care Behavioral Health Organization (CCBH)**

140

**Magellan Behavioral Health (MBH)**

34

**PerformCare**

14

**Bucks County**

N/A

**Chester County**

N/A

**County of Delaware**

N/A

**Montgomery County**

N/A

**City of Philadelphia**

N/A

**Allegheny HealthChoices, Inc.**

N/A

**Beaver County HealthChoices**

N/A

**Fayette County Behavioral Health Administration**

N/A

**Greene County**

N/A

**Southwest Behavioral Health Management**

N/A

**Berks County**

N/A

**Capital Area Behavioral Health Collaborative**

N/A

**Lehigh County**

N/A

**Northampton County**

N/A

**York/Adams HealthChoices Joinder Governing Board**

N/A

**NBHCC (Northeast Behavioral Health Care Consortium)**

N/A

**BHARP (Behavioral Health Alliance of Rural Pennsylvania)**

N/A

**BHSSBC (Behavioral Health Services Somerset and Bedford Counties)**

N/A

**Blair Co - Central PA Behavioral Health Collaborative**

N/A

**Cambria County**

N/A

**Carbon/Monroe/Pike Joinder Board**

N/A

**Northwest Behavioral Health Partnership Inc**

N/A

**Erie County**

N/A

**Tuscarora Managed Care Alliance**

N/A

**Lycoming/Clinton Joinder**

N/A

**D1IV.15d****Resolved grievances related to outpatient behavioral health services**

Enter the total number of grievances resolved by the plan during the reporting year that were related to outpatient mental health and/or substance use services. If the managed care plan does not cover this type of service, enter "N/A".

**Carelon Health of PA (Carelon)**

58

**Community Behavioral Health (CBH)**

214

**Community Care Behavioral Health Organization (CCBH)**

198

**Magellan Behavioral Health (MBH)**

60

**PerformCare**

14

**Bucks County**

N/A

**Chester County**



N/A

**County of Delaware**

N/A

**Montgomery County**

N/A

**City of Philadelphia**

N/A

**Allegheny HealthChoices, Inc.**

N/A

**Beaver County HealthChoices**

N/A

**Fayette County Behavioral Health  
Administration**

N/A

**Greene County**

N/A

**Southwest Behavioral Health Management**

N/A

**Berks County**

N/A

**Capital Area Behavioral Health  
Collaborative**

N/A

**Lehigh County**

N/A

**Northampton County**

N/A

**York/Adams HealthChoices Joinder  
Governing Board**

N/A

**NBHCC (Northeast Behavioral Health Care  
Consortium)**

N/A

**BHARP (Behavioral Health Alliance of Rural  
Pennsylvania)**

N/A

**BHSSBC (Behavioral Health Services  
Somerset and Bedford Counties)**

N/A

**Blair Co - Central PA Behavioral Health  
Collaborative**

N/A

**Cambria County**

N/A

**Carbon/Monroe/Pike Joinder Board**

N/A

**Northwest Behavioral Health Partnership  
Inc**

N/A

**Erie County**

N/A

**Tuscarora Managed Care Alliance**

N/A

**Lycoming/Clinton Joinder**

N/A

**prescription drugs**

N/A

Enter the total number of grievances resolved by the plan during the reporting year that were related to outpatient prescription drugs covered by the managed care plan. If the managed care plan does not cover this type of service, enter "N/A".

**Community Behavioral Health (CBH)**

N/A

**Community Care Behavioral Health Organization (CCBH)**

N/A

**Magellan Behavioral Health (MBH)**

N/A

**PerformCare**

N/A

**Bucks County**

N/A

**Chester County**

N/A

**County of Delaware**

N/A

**Montgomery County**

N/A

**City of Philadelphia**

N/A

**Allegheny HealthChoices, Inc.**

N/A

**Beaver County HealthChoices**

N/A

**Fayette County Behavioral Health Administration**

N/A

**Greene County**

N/A

**Southwest Behavioral Health Management**

N/A

**Berks County**

N/A

**Capital Area Behavioral Health Collaborative**

N/A

**Lehigh County**

N/A

**Northampton County**

N/A

**York/Adams HealthChoices Joinder Governing Board**

N/A

**NBHCC (Northeast Behavioral Health Care Consortium)**

N/A

**BHARP (Behavioral Health Alliance of Rural Pennsylvania)**

N/A

**BHSSBC (Behavioral Health Services Somerset and Bedford Counties)**

N/A

**Blair Co - Central PA Behavioral Health Collaborative**

N/A

**Cambria County**

N/A

**Carbon/Monroe/Pike Joinder Board**

N/A

**Northwest Behavioral Health Partnership Inc**

N/A

**Erie County**

N/A

**Tuscarora Managed Care Alliance**

N/A

**Lycoming/Clinton Joinder**

N/A

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**D1IV.15f**

**Resolved grievances related to skilled nursing facility (SNF) services**

Enter the total number of grievances resolved by the plan during the reporting year that were related to SNF services. If the managed care plan does not cover this type of service, enter "N/A".

**Carelon Health of PA (Carelon)**

N/A

**Community Behavioral Health (CBH)**

N/A

**Community Care Behavioral Health Organization (CCBH)**

N/A

**Magellan Behavioral Health (MBH)**

N/A

**PerformCare**

N/A

**Bucks County**

N/A

**Chester County**

N/A

**County of Delaware**

N/A

**Montgomery County**

N/A

**City of Philadelphia**

N/A

**Allegheny HealthChoices, Inc.**

N/A

**Beaver County HealthChoices**

N/A

**Fayette County Behavioral Health  
Administration**

N/A

**Greene County**

N/A

**Southwest Behavioral Health Management**

N/A

**Berks County**

N/A

**Capital Area Behavioral Health  
Collaborative**

N/A

**Lehigh County**

N/A

**Northampton County**

N/A

**York/Adams HealthChoices Joinder  
Governing Board**

N/A

**NBHCC (Northeast Behavioral Health Care Consortium)**

N/A

**BHARP (Behavioral Health Alliance of Rural Pennsylvania)**

N/A

**BHSSBC (Behavioral Health Services Somerset and Bedford Counties)**

N/A

**Blair Co - Central PA Behavioral Health Collaborative**

N/A

**Cambria County**

N/A

**Carbon/Monroe/Pike Joinder Board**

N/A

**Northwest Behavioral Health Partnership Inc**

N/A

**Erie County**

N/A

**Tuscarora Managed Care Alliance**

N/A

**Lycoming/Clinton Joinder**

N/A

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**D1IV.15g Resolved grievances related to long-term services and supports (LTSS)**

**Carelon Health of PA (Carelon)**

N/A

Enter the total number of grievances resolved by the plan during the reporting year that were related to institutional LTSS or LTSS provided through home and community-based (HCBS) services, including personal care and self-directed services. If the managed care plan does not cover this type of service, enter "N/A".

**Community Behavioral Health (CBH)**

N/A

**Community Care Behavioral Health Organization (CCBH)**

N/A

**Magellan Behavioral Health (MBH)**

N/A

**PerformCare**

N/A

**Bucks County**

N/A

**Chester County**

N/A

**County of Delaware**

N/A

**Montgomery County**

N/A

**City of Philadelphia**

N/A

**Allegheny HealthChoices, Inc.**

N/A

**Beaver County HealthChoices**

N/A

**Fayette County Behavioral Health Administration**

N/A

**Greene County**



N/A

**Southwest Behavioral Health Management**

N/A

**Berks County**

N/A

**Capital Area Behavioral Health Collaborative**

N/A

**Lehigh County**

N/A

**Northampton County**

N/A

**York/Adams HealthChoices Joinder Governing Board**

N/A

**NBHCC (Northeast Behavioral Health Care Consortium)**

N/A

**BHARP (Behavioral Health Alliance of Rural Pennsylvania)**

N/A

**BHSSBC (Behavioral Health Services Somerset and Bedford Counties)**

N/A

**Blair Co - Central PA Behavioral Health Collaborative**

N/A

**Cambria County**

N/A

**Carbon/Monroe/Pike Joinder Board**

N/A

**Northwest Behavioral Health Partnership Inc**

N/A

**Erie County**

N/A

**Tuscarora Managed Care Alliance**

N/A

**Lycoming/Clinton Joinder**

N/A

---

**D1IV.15h Resolved grievances related to dental services**

Enter the total number of grievances resolved by the plan during the reporting year that were related to dental services. If the managed care plan does not cover this type of service, enter "N/A".

**Carelon Health of PA (Carelon)**

N/A

**Community Behavioral Health (CBH)**

N/A

**Community Care Behavioral Health Organization (CCBH)**

N/A

**Magellan Behavioral Health (MBH)**

N/A

**PerformCare**

N/A

**Bucks County**

N/A

**Chester County**

N/A

**County of Delaware**

N/A

**Montgomery County**

N/A

**City of Philadelphia**

N/A

**Allegheny HealthChoices, Inc.**

N/A

**Beaver County HealthChoices**

N/A

**Fayette County Behavioral Health  
Administration**

N/A

**Greene County**

N/A

**Southwest Behavioral Health Management**

N/A

**Berks County**

N/A

**Capital Area Behavioral Health  
Collaborative**

N/A

**Lehigh County**

N/A

**Northampton County**

N/A

**York/Adams HealthChoices Joinder  
Governing Board**

N/A

**NBHCC (Northeast Behavioral Health Care Consortium)**

N/A

**BHARP (Behavioral Health Alliance of Rural Pennsylvania)**

N/A

**BHSSBC (Behavioral Health Services Somerset and Bedford Counties)**

N/A

**Blair Co - Central PA Behavioral Health Collaborative**

N/A

**Cambria County**

N/A

**Carbon/Monroe/Pike Joinder Board**

N/A

**Northwest Behavioral Health Partnership Inc**

N/A

**Erie County**

N/A

**Tuscarora Managed Care Alliance**

N/A

**Lycoming/Clinton Joinder**

N/A

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**D1IV.15i**

**Resolved grievances related to non-emergency medical transportation (NEMT)**

Enter the total number of grievances resolved by the plan during the reporting year that were related to NEMT. If the

**Carelon Health of PA (Carelon)**

N/A

**Community Behavioral Health (CBH)**

N/A

managed care plan does not cover this type of service, enter "N/A".

**Community Care Behavioral Health Organization (CCBH)**

N/A

**Magellan Behavioral Health (MBH)**

N/A

**PerformCare**

N/A

**Bucks County**

N/A

**Chester County**

N/A

**County of Delaware**

N/A

**Montgomery County**

N/A

**City of Philadelphia**

N/A

**Allegheny HealthChoices, Inc.**

N/A

**Beaver County HealthChoices**

N/A

**Fayette County Behavioral Health Administration**

N/A

**Greene County**

N/A

**Southwest Behavioral Health Management**

N/A

**Berks County**

N/A

**Capital Area Behavioral Health Collaborative**

N/A

**Lehigh County**

N/A

**Northampton County**

N/A

**York/Adams HealthChoices Joinder Governing Board**

N/A

**NBHCC (Northeast Behavioral Health Care Consortium)**

N/A

**BHARP (Behavioral Health Alliance of Rural Pennsylvania)**

N/A

**BHSSBC (Behavioral Health Services Somerset and Bedford Counties)**

N/A

**Blair Co - Central PA Behavioral Health Collaborative**

N/A

**Cambria County**

N/A

**Carbon/Monroe/Pike Joinder Board**

N/A

**Northwest Behavioral Health Partnership  
Inc**

N/A

**Erie County**

N/A

**Tuscarora Managed Care Alliance**

N/A

**Lycoming/Clinton Joinder**

N/A

---

**D1IV.15j**

**Resolved grievances related  
to other service types**

Enter the total number of grievances resolved by the plan during the reporting year that were related to services that do not fit into one of the categories listed above. If the managed care plan does not cover services other than those in items D1.IV.15a-i paid primarily by Medicaid, enter "N/A".

**Carelon Health of PA (Carelon)**

70

**Community Behavioral Health (CBH)**

396

**Community Care Behavioral Health  
Organization (CCBH)**

216

**Magellan Behavioral Health (MBH)**

102

**PerformCare**

21

**Bucks County**

N/A

**Chester County**

N/A

**County of Delaware**

N/A

**Montgomery County**

N/A

**City of Philadelphia**

N/A

**Allegheny HealthChoices, Inc.**

N/A

**Beaver County HealthChoices**

N/A

**Fayette County Behavioral Health  
Administration**

N/A

**Greene County**

N/A

**Southwest Behavioral Health Management**

N/A

**Berks County**

N/A

**Capital Area Behavioral Health  
Collaborative**

N/A

**Lehigh County**

N/A

**Northampton County**

N/A

**York/Adams HealthChoices Joinder  
Governing Board**

N/A

**NBHCC (Northeast Behavioral Health Care  
Consortium)**



N/A

**BHARP (Behavioral Health Alliance of Rural Pennsylvania)**

N/A

**BHSSBC (Behavioral Health Services Somerset and Bedford Counties)**

N/A

**Blair Co - Central PA Behavioral Health Collaborative**

N/A

**Cambria County**

N/A

**Carbon/Monroe/Pike Joinder Board**

N/A

**Northwest Behavioral Health Partnership Inc**

N/A

**Erie County**

N/A

**Tuscarora Managed Care Alliance**

N/A

**Lycoming/Clinton Joinder**

N/A

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**Grievances by Reason**

Report the number of grievances resolved by plan during the reporting period by reason.

Number	Indicator	Response
<b>D1IV.16a</b>	<p data-bbox="282 100 683 216"><b>Resolved grievances related to plan or provider customer service</b></p> <p data-bbox="282 237 683 751">Enter the total number of grievances resolved by the plan during the reporting year that were related to plan or provider customer service. Customer service grievances include complaints about interactions with the plan's Member Services department, provider offices or facilities, plan marketing agents, or any other plan or provider representatives.</p>	<p data-bbox="729 100 1149 138"><b>Carelon Health of PA (Carelon)</b></p> <p data-bbox="729 159 769 197">14</p> <p data-bbox="729 264 1235 302"><b>Community Behavioral Health (CBH)</b></p> <p data-bbox="729 323 769 361">47</p> <p data-bbox="729 424 1214 499"><b>Community Care Behavioral Health Organization (CCBH)</b></p> <p data-bbox="729 520 769 558">20</p> <p data-bbox="729 621 1206 659"><b>Magellan Behavioral Health (MBH)</b></p> <p data-bbox="729 680 753 718">4</p> <p data-bbox="729 781 922 819"><b>PerformCare</b></p> <p data-bbox="729 840 753 877">6</p> <p data-bbox="729 940 930 978"><b>Bucks County</b></p> <p data-bbox="729 999 786 1037">N/A</p> <p data-bbox="729 1100 954 1138"><b>Chester County</b></p> <p data-bbox="729 1159 786 1197">N/A</p> <p data-bbox="729 1260 1003 1297"><b>County of Delaware</b></p> <p data-bbox="729 1318 786 1356">N/A</p> <p data-bbox="729 1419 1024 1457"><b>Montgomery County</b></p> <p data-bbox="729 1478 786 1516">N/A</p> <p data-bbox="729 1579 995 1617"><b>City of Philadelphia</b></p> <p data-bbox="729 1638 786 1675">N/A</p> <p data-bbox="729 1738 1138 1776"><b>Allegheny HealthChoices, Inc.</b></p> <p data-bbox="729 1797 786 1835">N/A</p> <p data-bbox="729 1898 1141 1936"><b>Beaver County HealthChoices</b></p> <p data-bbox="729 1957 786 1995">N/A</p>

**Fayette County Behavioral Health  
Administration**

N/A

**Greene County**

N/A

**Southwest Behavioral Health Management**

N/A

**Berks County**

N/A

**Capital Area Behavioral Health  
Collaborative**

N/A

**Lehigh County**

N/A

**Northampton County**

N/A

**York/Adams HealthChoices Joinder  
Governing Board**

N/A

**NBHCC (Northeast Behavioral Health Care  
Consortium)**

N/A

**BHARP (Behavioral Health Alliance of Rural  
Pennsylvania)**

N/A

**BHSSBC (Behavioral Health Services  
Somerset and Bedford Counties)**

N/A

**Blair Co - Central PA Behavioral Health  
Collaborative**

N/A

**Cambria County**

N/A

**Carbon/Monroe/Pike Joinder Board**

N/A

**Northwest Behavioral Health Partnership Inc**

N/A

**Erie County**

N/A

**Tuscarora Managed Care Alliance**

N/A

**Lycoming/Clinton Joinder**

N/A

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**D1IV.16b**

**Resolved grievances related to plan or provider care management/case management**

Enter the total number of grievances resolved by the plan during the reporting year that were related to plan or provider care management/case management.

Care management/case management grievances include complaints about the timeliness of an assessment or complaints about the plan or provider care or case management process.

**Carelon Health of PA (Carelon)**

0

**Community Behavioral Health (CBH)**

3

**Community Care Behavioral Health Organization (CCBH)**

1

**Magellan Behavioral Health (MBH)**

0

**PerformCare**

0

**Bucks County**

N/A

**Chester County**

N/A

**County of Delaware**

N/A

**Montgomery County**

N/A

**City of Philadelphia**

N/A

**Allegheny HealthChoices, Inc.**

N/A

**Beaver County HealthChoices**

N/A

**Fayette County Behavioral Health  
Administration**

N/A

**Greene County**

N/A

**Southwest Behavioral Health Management**

N/A

**Berks County**

N/A

**Capital Area Behavioral Health  
Collaborative**

N/A

**Lehigh County**

N/A

**Northampton County**

N/A

**York/Adams HealthChoices Joinder  
Governing Board**

N/A

**NBHCC (Northeast Behavioral Health Care  
Consortium)**

N/A

**BHARP (Behavioral Health Alliance of Rural  
Pennsylvania)**

N/A

**BHSSBC (Behavioral Health Services  
Somerset and Bedford Counties)**

N/A

**Blair Co - Central PA Behavioral Health  
Collaborative**

N/A

**Cambria County**

N/A

**Carbon/Monroe/Pike Joinder Board**

N/A

**Northwest Behavioral Health Partnership  
Inc**

N/A

**Erie County**

N/A

**Tuscarora Managed Care Alliance**

N/A

**Lycoming/Clinton Joinder**

N/A

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**D1IV.16c Resolved grievances related to access to care/services from plan or provider**

Enter the total number of grievances resolved by the plan during the reporting year that were related to access to care. Access to care grievances include complaints about difficulties finding qualified in-network providers, excessive travel or wait times, or other access issues.

**Carelon Health of PA (Carelon)**

11

**Community Behavioral Health (CBH)**

77

**Community Care Behavioral Health Organization (CCBH)**

22

**Magellan Behavioral Health (MBH)**

9

**PerformCare**

0

**Bucks County**

N/A

**Chester County**

N/A

**County of Delaware**

N/A

**Montgomery County**

N/A

**City of Philadelphia**

N/A

**Allegheny HealthChoices, Inc.**

N/A

**Beaver County HealthChoices**

N/A

**Fayette County Behavioral Health Administration**

N/A

**Greene County**

N/A

**Southwest Behavioral Health Management**

N/A

**Berks County**

N/A

**Capital Area Behavioral Health Collaborative**

N/A

**Lehigh County**

N/A

**Northampton County**

N/A

**York/Adams HealthChoices Joinder Governing Board**

N/A

**NBHCC (Northeast Behavioral Health Care Consortium)**

N/A

**BHARP (Behavioral Health Alliance of Rural Pennsylvania)**

N/A

**BHSSBC (Behavioral Health Services Somerset and Bedford Counties)**

N/A

**Blair Co - Central PA Behavioral Health Collaborative**

N/A



**Cambria County**

N/A

**Carbon/Monroe/Pike Joinder Board**

N/A

**Northwest Behavioral Health Partnership Inc**

N/A

**Erie County**

N/A

**Tuscarora Managed Care Alliance**

N/A

**Lycoming/Clinton Joinder**

N/A

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**D1IV.16d**

**Resolved grievances related to quality of care**

Enter the total number of grievances resolved by the plan during the reporting year that were related to quality of care. Quality of care grievances include complaints about the effectiveness, efficiency, equity, patient-centeredness, safety, and/or acceptability of care provided by a provider or the plan.

**Carelon Health of PA (Carelon)**

15

**Community Behavioral Health (CBH)**

258

**Community Care Behavioral Health Organization (CCBH)**

6

**Magellan Behavioral Health (MBH)**

0

**PerformCare**

15

**Bucks County**

N/A

**Chester County**

N/A

**County of Delaware**

N/A

**Montgomery County**

N/A

**City of Philadelphia**

N/A

**Allegheny HealthChoices, Inc.**

N/A

**Beaver County HealthChoices**

N/A

**Fayette County Behavioral Health  
Administration**

N/A

**Greene County**

N/A

**Southwest Behavioral Health Management**

N/A

**Berks County**

N/A

**Capital Area Behavioral Health  
Collaborative**

N/A

**Lehigh County**

N/A

**Northampton County**

N/A

**York/Adams HealthChoices Joinder  
Governing Board**

N/A

**NBHCC (Northeast Behavioral Health Care  
Consortium)**

N/A

**BHARP (Behavioral Health Alliance of Rural  
Pennsylvania)**

N/A

**BHSSBC (Behavioral Health Services  
Somerset and Bedford Counties)**

N/A

**Blair Co - Central PA Behavioral Health  
Collaborative**

N/A

**Cambria County**

N/A

**Carbon/Monroe/Pike Joinder Board**

N/A

**Northwest Behavioral Health Partnership  
Inc**

N/A

**Erie County**

N/A

**Tuscarora Managed Care Alliance**

N/A

**Lycoming/Clinton Joinder**

N/A

Enter the total number of grievances resolved by the plan during the reporting year that were related to plan communications.

2

Plan communication grievances include grievances related to the clarity or accuracy of enrollee materials or other plan communications or to an enrollee's access to or the accessibility of enrollee materials or plan communications.

0

**Community Behavioral Health (CBH)**

**Community Care Behavioral Health Organization (CCBH)**

2

**Magellan Behavioral Health (MBH)**

0

**PerformCare**

0

**Bucks County**

N/A

**Chester County**

N/A

**County of Delaware**

N/A

**Montgomery County**

N/A

**City of Philadelphia**

N/A

**Allegheny HealthChoices, Inc.**

N/A

**Beaver County HealthChoices**

N/A

**Fayette County Behavioral Health Administration**

N/A

**Greene County**

N/A

**Southwest Behavioral Health Management**

N/A

**Berks County**

N/A

**Capital Area Behavioral Health Collaborative**

N/A

**Lehigh County**

N/A

**Northampton County**

N/A

**York/Adams HealthChoices Joinder Governing Board**

N/A

**NBHCC (Northeast Behavioral Health Care Consortium)**

N/A

**BHARP (Behavioral Health Alliance of Rural Pennsylvania)**

N/A

**BHSSBC (Behavioral Health Services Somerset and Bedford Counties)**

N/A

**Blair Co - Central PA Behavioral Health Collaborative**

N/A

**Cambria County**

N/A

**Carbon/Monroe/Pike Joinder Board**

N/A

**Northwest Behavioral Health Partnership Inc**

N/A

**Erie County**

N/A

**Tuscarora Managed Care Alliance**

N/A

**Lycoming/Clinton Joinder**

N/A

---

**D1IV.16f Resolved grievances related to payment or billing issues**

Enter the total number of grievances resolved by the plan during the reporting year that were filed for a reason related to payment or billing issues.

**Carelon Health of PA (Carelon)**

4

**Community Behavioral Health (CBH)**

1

**Community Care Behavioral Health Organization (CCBH)**

10

**Magellan Behavioral Health (MBH)**

0

**PerformCare**

0

**Bucks County**

N/A

**Chester County**

N/A

**County of Delaware**

N/A

**Montgomery County**

N/A

**City of Philadelphia**

N/A

**Allegheny HealthChoices, Inc.**

N/A

**Beaver County HealthChoices**

N/A

**Fayette County Behavioral Health  
Administration**

N/A

**Greene County**

N/A

**Southwest Behavioral Health Management**

N/A

**Berks County**

N/A

**Capital Area Behavioral Health  
Collaborative**

N/A

**Lehigh County**

N/A

**Northampton County**

N/A

**York/Adams HealthChoices Joinder  
Governing Board**

N/A

**NBHCC (Northeast Behavioral Health Care Consortium)**

N/A

**BHARP (Behavioral Health Alliance of Rural Pennsylvania)**

N/A

**BHSSBC (Behavioral Health Services Somerset and Bedford Counties)**

N/A

**Blair Co - Central PA Behavioral Health Collaborative**

N/A

**Cambria County**

N/A

**Carbon/Monroe/Pike Joinder Board**

N/A

**Northwest Behavioral Health Partnership Inc**

N/A

**Erie County**

N/A

**Tuscarora Managed Care Alliance**

N/A

**Lycoming/Clinton Joinder**

N/A

---

**D1IV.16g**

**Resolved grievances related to suspected fraud**

Enter the total number of grievances resolved by the plan

**Carelon Health of PA (Carelon)**

0



during the reporting year that were related to suspected fraud.

Suspected fraud grievances include suspected cases of financial/payment fraud perpetrated by a provider, payer, or other entity. Note: grievances reported in this row should only include grievances submitted to the managed care plan, not grievances submitted to another entity, such as a state Ombudsman or Office of the Inspector General.

**Community Behavioral Health (CBH)**

1

**Community Care Behavioral Health Organization (CCBH)**

5

**Magellan Behavioral Health (MBH)**

9

**PerformCare**

0

**Bucks County**

N/A

**Chester County**

N/A

**County of Delaware**

N/A

**Montgomery County**

N/A

**City of Philadelphia**

N/A

**Allegheny HealthChoices, Inc.**

N/A

**Beaver County HealthChoices**

N/A

**Fayette County Behavioral Health Administration**

N/A

**Greene County**

N/A

**Southwest Behavioral Health Management**

N/A

**Berks County**

N/A

**Capital Area Behavioral Health Collaborative**

N/A

**Lehigh County**

N/A

**Northampton County**

N/A

**York/Adams HealthChoices Joinder Governing Board**

N/A

**NBHCC (Northeast Behavioral Health Care Consortium)**

N/A

**BHARP (Behavioral Health Alliance of Rural Pennsylvania)**

N/A

**BHSSBC (Behavioral Health Services Somerset and Bedford Counties)**

N/A

**Blair Co - Central PA Behavioral Health Collaborative**

N/A

**Cambria County**

N/A

**Carbon/Monroe/Pike Joinder Board**

N/A

**Northwest Behavioral Health Partnership Inc**

N/A

**Erie County**

N/A

**Tuscarora Managed Care Alliance**

N/A

**Lycoming/Clinton Joinder**

N/A

---

**D1IV.16h**

**Resolved grievances related to abuse, neglect or exploitation**

Enter the total number of grievances resolved by the plan during the reporting year that were related to abuse, neglect or exploitation.

Abuse/neglect/exploitation grievances include cases involving potential or actual patient harm.

**Carelon Health of PA (Carelon)**

0

**Community Behavioral Health (CBH)**

4

**Community Care Behavioral Health Organization (CCBH)**

0

**Magellan Behavioral Health (MBH)**

0

**PerformCare**

1

**Bucks County**

N/A

**Chester County**

N/A

**County of Delaware**

N/A

**Montgomery County**

N/A

**City of Philadelphia**

N/A

**Allegheny HealthChoices, Inc.**

N/A

**Beaver County HealthChoices**

N/A

**Fayette County Behavioral Health  
Administration**

N/A

**Greene County**

N/A

**Southwest Behavioral Health Management**

N/A

**Berks County**

N/A

**Capital Area Behavioral Health  
Collaborative**

N/A

**Lehigh County**

N/A

**Northampton County**

N/A

**York/Adams HealthChoices Joinder  
Governing Board**

N/A

**NBHCC (Northeast Behavioral Health Care Consortium)**

N/A

**BHARP (Behavioral Health Alliance of Rural Pennsylvania)**

N/A

**BHSSBC (Behavioral Health Services Somerset and Bedford Counties)**

N/A

**Blair Co - Central PA Behavioral Health Collaborative**

N/A

**Cambria County**

N/A

**Carbon/Monroe/Pike Joinder Board**

N/A

**Northwest Behavioral Health Partnership Inc**

N/A

**Erie County**

N/A

**Tuscarora Managed Care Alliance**

N/A

**Lycoming/Clinton Joinder**

N/A

---

**D1IV.16i**    **Resolved grievances related to lack of timely plan response to a service authorization or appeal (including requests to expedite or extend appeals)**

**Carelon Health of PA (Carelon)**

3

**Community Behavioral Health (CBH)**

7

Enter the total number of grievances resolved by the plan during the reporting year that were filed due to a lack of timely plan response to a service authorization or appeal request (including requests to expedite or extend appeals).

**Community Care Behavioral Health Organization (CCBH)**

17

**Magellan Behavioral Health (MBH)**

5

**PerformCare**

0

**Bucks County**

N/A

**Chester County**

N/A

**County of Delaware**

N/A

**Montgomery County**

N/A

**City of Philadelphia**

N/A

**Allegheny HealthChoices, Inc.**

N/A

**Beaver County HealthChoices**

N/A

**Fayette County Behavioral Health Administration**

N/A

**Greene County**

N/A

**Southwest Behavioral Health Management**

N/A

**Berks County**

N/A

**Capital Area Behavioral Health Collaborative**

N/A

**Lehigh County**

N/A

**Northampton County**

N/A

**York/Adams HealthChoices Joinder Governing Board**

N/A

**NBHCC (Northeast Behavioral Health Care Consortium)**

N/A

**BHARP (Behavioral Health Alliance of Rural Pennsylvania)**

N/A

**BHSSBC (Behavioral Health Services Somerset and Bedford Counties)**

N/A

**Blair Co - Central PA Behavioral Health Collaborative**

N/A

**Cambria County**

N/A

**Carbon/Monroe/Pike Joinder Board**

N/A

**Northwest Behavioral Health Partnership  
Inc**

N/A

**Erie County**

N/A

**Tuscarora Managed Care Alliance**

N/A

**Lycoming/Clinton Joinder**

N/A

---

**D1IV.16j**

**Resolved grievances related  
to plan denial of expedited  
appeal**

Enter the total number of grievances resolved by the plan during the reporting year that were related to the plan's denial of an enrollee's request for an expedited appeal. Per 42 CFR §438.408(b)(3), states must establish a timeframe for timely resolution of expedited appeals that is no longer than 72 hours after the MCO, PIHP or PAHP receives the appeal. If a plan denies a request for an expedited appeal, the enrollee or their representative have the right to file a grievance.

**Carelon Health of PA (Carelon)**

0

**Community Behavioral Health (CBH)**

2

**Community Care Behavioral Health  
Organization (CCBH)**

0

**Magellan Behavioral Health (MBH)**

0

**PerformCare**

0

**Bucks County**

N/A

**Chester County**

N/A

**County of Delaware**

N/A

**Montgomery County**



N/A

**City of Philadelphia**

N/A

**Allegheny HealthChoices, Inc.**

N/A

**Beaver County HealthChoices**

N/A

**Fayette County Behavioral Health  
Administration**

N/A

**Greene County**

N/A

**Southwest Behavioral Health Management**

N/A

**Berks County**

N/A

**Capital Area Behavioral Health  
Collaborative**

N/A

**Lehigh County**

N/A

**Northampton County**

N/A

**York/Adams HealthChoices Joinder  
Governing Board**

N/A

**NBHCC (Northeast Behavioral Health Care  
Consortium)**

N/A

**BHARP (Behavioral Health Alliance of Rural Pennsylvania)**

N/A

**BHSSBC (Behavioral Health Services Somerset and Bedford Counties)**

N/A

**Blair Co - Central PA Behavioral Health Collaborative**

N/A

**Cambria County**

N/A

**Carbon/Monroe/Pike Joinder Board**

N/A

**Northwest Behavioral Health Partnership Inc**

N/A

**Erie County**

N/A

**Tuscarora Managed Care Alliance**

N/A

**Lycoming/Clinton Joinder**

N/A

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**D1IV.16k**

**Resolved grievances filed for other reasons**

Enter the total number of grievances resolved by the plan during the reporting year that were filed for a reason other than the reasons listed above.

**Carelon Health of PA (Carelon)**

113

**Community Behavioral Health (CBH)**

335

**Community Care Behavioral Health  
Organization (CCBH)**

471

**Magellan Behavioral Health (MBH)**

169

**PerformCare**

27

**Bucks County**

N/A

**Chester County**

N/A

**County of Delaware**

N/A

**Montgomery County**

N/A

**City of Philadelphia**

N/A

**Allegheny HealthChoices, Inc.**

N/A

**Beaver County HealthChoices**

N/A

**Fayette County Behavioral Health  
Administration**

N/A

**Greene County**

N/A

**Southwest Behavioral Health Management**

N/A

**Berks County**

N/A

**Capital Area Behavioral Health Collaborative**

N/A

**Lehigh County**

N/A

**Northampton County**

N/A

**York/Adams HealthChoices Joinder Governing Board**

N/A

**NBHCC (Northeast Behavioral Health Care Consortium)**

N/A

**BHARP (Behavioral Health Alliance of Rural Pennsylvania)**

N/A

**BHSSBC (Behavioral Health Services Somerset and Bedford Counties)**

N/A

**Blair Co - Central PA Behavioral Health Collaborative**

N/A

**Cambria County**

N/A

**Carbon/Monroe/Pike Joinder Board**

N/A

**Northwest Behavioral Health Partnership  
Inc**

N/A

**Erie County**

N/A

**Tuscarora Managed Care Alliance**

N/A

**Lycoming/Clinton Joinder**

N/A

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## **Topic VII: Quality & Performance Measures**

Report on individual measures in each of the following eight domains: (1) Primary care access and preventive care, (2) Maternal and perinatal health, (3) Care of acute and chronic conditions, (4) Behavioral health care, (5) Dental and oral health services, (6) Health plan enrollee experience of care, (7) Long-term services and supports, and (8) Other. For composite measures, be sure to include each individual sub-measure component.



**D2.VII.1 Measure Name: Follow-up After Hospitalization for Mental Illness 7-Day**

1 / 5

**D2.VII.2 Measure Domain**

Behavioral health care

**D2.VII.3 National Quality Forum (NQF) number**

576

**D2.VII.4 Measure Reporting and D2.VII.5 Programs**

Program-specific rate

**D2.VII.6 Measure Set**

HEDIS

**D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range**

No, 01/01/2022 - 12/31/2022

**D2.VII.8 Measure Description**

N/A

**Measure results**

**Carelon Health of PA (Carelon)**

41.05

**Community Behavioral Health (CBH)**

29.1

**Community Care Behavioral Health Organization (CCBH)**

40.59

**Magellan Behavioral Health (MBH)**

38.38

**PerformCare**

29.81

**Bucks County**

N/A

**Chester County**

N/A

**County of Delaware**

N/A

**Montgomery County**

N/A

**City of Philadelphia**

N/A

**Allegheny HealthChoices, Inc.**

N/A

**Beaver County HealthChoices**

N/A

**Fayette County Behavioral Health Administration**

N/A

**Greene County**

N/A

**Southwest Behavioral Health Management**

N/A

**Berks County**

N/A

**Capital Area Behavioral Health Collaborative**

N/A

**Lehigh County**

N/A

**Northampton County**

N/A

**York/Adams HealthChoices Joinder Governing Board**

N/A

**NBHCC (Northeast Behavioral Health Care Consortium)**

N/A

**BHARP (Behavioral Health Alliance of Rural Pennsylvania)**

N/A

**BHSSBC (Behavioral Health Services Somerset and Bedford Counties)**

N/A

**Blair Co - Central PA Behavioral Health Collaborative**

N/A

**Cambria County**

N/A

**Carbon/Monroe/Pike Joinder Board**

N/A

**Northwest Behavioral Health Partnership Inc**

N/A

**Erie County**

N/A

**Tuscarora Managed Care Alliance**

N/A





**D2.VII.1 Measure Name: Follow-up After Hospitalization for Mental Illness 30-Day**

2 / 5

**D2.VII.2 Measure Domain**

Behavioral health care

**D2.VII.3 National Quality Forum (NQF) number**

576

**D2.VII.4 Measure Reporting and D2.VII.5 Programs**

Program-specific rate

**D2.VII.6 Measure Set**

HEDIS

**D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range**

No, 01/01/2022 - 12/31/2022

**D2.VII.8 Measure Description**

N/A

**Measure results**

**Carelon Health of PA (Carelon)**

63.53

**Community Behavioral Health (CBH)**

45.86

**Community Care Behavioral Health Organization (CCBH)**

62.21

**Magellan Behavioral Health (MBH)**

55.45

**PerformCare**

48.69

**Bucks County**

N/A

**Chester County**

N/A

**County of Delaware**

N/A

**Montgomery County**

N/A

**City of Philadelphia**

N/A

**Allegheny HealthChoices, Inc.**

N/A

**Beaver County HealthChoices**

N/A

**Fayette County Behavioral Health Administration**

N/A

**Greene County**

N/A

**Southwest Behavioral Health Management**

N/A

**Berks County**

N/A

**Capital Area Behavioral Health Collaborative**

N/A

**Lehigh County**

N/A

**Northampton County**

N/A

**York/Adams HealthChoices Joinder Governing Board**

N/A

**NBHCC (Northeast Behavioral Health Care Consortium)**

N/A

**BHARP (Behavioral Health Alliance of Rural Pennsylvania)**

N/A

**BHSSBC (Behavioral Health Services Somerset and Bedford Counties)**

N/A

**Blair Co - Central PA Behavioral Health Collaborative**

N/A

**Cambria County**

N/A

**Carbon/Monroe/Pike Joinder Board**

N/A

**Northwest Behavioral Health Partnership Inc**

N/A

**Erie County**

N/A

Tuscarora Managed Care Alliance

N/A

Lycoming/Clinton Joinder

N/A



**D2.VII.1 Measure Name: PA-Specific Follow-up After Hospitalization for Mental Illness 7-Day** 3 / 5

**D2.VII.2 Measure Domain**

Behavioral health care

**D2.VII.3 National Quality Forum (NQF) number**

N/A

**D2.VII.4 Measure Reporting and D2.VII.5 Programs**

Program-specific rate

**D2.VII.6 Measure Set**

State-specific

**D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range**

No, 01/01/2022 - 12/31/2022

**D2.VII.8 Measure Description**

Pennsylvania (PA) specific indicator measures the percentage of discharges for members six years of age and older who were hospitalized for treatment of selected mental health disorders and who had with a follow-up visit with a mental health practitioner or peer support within 7 days.

**Measure results**

**Carelon Health of PA (Carelon)**

48.75

**Community Behavioral Health (CBH)**

39.52

**Community Care Behavioral Health Organization (CCBH)**

46.92

**Magellan Behavioral Health (MBH)**

44.77

**PerformCare**

29.77

**Bucks County**

N/A

**Chester County**

N/A

**County of Delaware**

N/A

**Montgomery County**

N/A

**City of Philadelphia**

N/A

**Allegheny HealthChoices, Inc.**

N/A

**Beaver County HealthChoices**

N/A

**Fayette County Behavioral Health Administration**

N/A

**Greene County**

N/A

**Southwest Behavioral Health Management**

N/A

**Berks County**

N/A

**Capital Area Behavioral Health Collaborative**

N/A

**Lehigh County**

N/A

**Northampton County**

N/A

**York/Adams HealthChoices Joinder Governing Board**

N/A

**NBHCC (Northeast Behavioral Health Care Consortium)**

N/A

**BHARP (Behavioral Health Alliance of Rural Pennsylvania)**

N/A

**BHSSBC (Behavioral Health Services Somerset and Bedford Counties)**

N/A

**Blair Co - Central PA Behavioral Health Collaborative**

N/A

**Cambria County**

N/A

**Carbon/Monroe/Pike Joinder Board**

N/A

**Northwest Behavioral Health Partnership Inc**

N/A

**Erie County**

N/A

**Tuscarora Managed Care Alliance**

N/A

**Lycoming/Clinton Joinder**

N/A



**D2.VII.1 Measure Name: PA-Specific Follow-up After Hospitalization for Mental Illness 30-Day** 4 / 5

**D2.VII.2 Measure Domain**

Behavioral health care

**D2.VII.3 National Quality Forum (NQF) number**

N/A

**D2.VII.4 Measure Reporting and D2.VII.5 Programs**

Program-specific rate

**D2.VII.6 Measure Set**

State-specific

**D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range**

No, 01/01/2022 - 12/31/2022

**D2.VII.8 Measure Description**

Pennsylvania (PA) specific indicator measures the percentage of discharges for members six years of age and older who were hospitalized for treatment of selected mental health disorders and who had with a follow-up visit with a mental health practitioner or peer support within 30 days.

**Measure results**

**Carelon Health of PA (Carelon)**

69.78

**Community Behavioral Health (CBH)**

54.5

**Community Care Behavioral Health Organization (CCBH)**

65.39

**Magellan Behavioral Health (MBH)**

60.87

**PerformCare**

46.88

**Bucks County**

N/A

**Chester County**

N/A

**County of Delaware**

N/A

**Montgomery County**

N/A

**City of Philadelphia**

N/A

**Allegheny HealthChoices, Inc.**

N/A

**Beaver County HealthChoices**

N/A

**Fayette County Behavioral Health Administration**

N/A

**Greene County**

N/A

**Southwest Behavioral Health Management**



N/A

**Berks County**

N/A

**Capital Area Behavioral Health Collaborative**

N/A

**Lehigh County**

N/A

**Northampton County**

N/A

**York/Adams HealthChoices Joinder Governing Board**

N/A

**NBHCC (Northeast Behavioral Health Care Consortium)**

N/A

**BHARP (Behavioral Health Alliance of Rural Pennsylvania)**

N/A

**BHSSBC (Behavioral Health Services Somerset and Bedford Counties)**

N/A

**Blair Co - Central PA Behavioral Health Collaborative**

N/A

**Cambria County**

N/A

**Carbon/Monroe/Pike Joinder Board**

N/A

**Northwest Behavioral Health Partnership Inc**

N/A

**Erie County**

N/A

**Tuscarora Managed Care Alliance**

N/A

**Lycoming/Clinton Joinder**

N/A



Complete

**D2.VII.1 Measure Name: PA-Specific Readmission within 30 days of an Inpatient Psychiatric Discharge**

5 / 5

**D2.VII.2 Measure Domain**

Behavioral health care

**D2.VII.3 National Quality Forum (NQF) number**

N/A

**D2.VII.4 Measure Reporting and D2.VII.5 Programs**

Program-specific rate

**D2.VII.6 Measure Set**

State-specific

**D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range**

No, 01/01/2022 - 12/31/2022

**D2.VII.8 Measure Description**

Pennsylvania (PA) specific indicator measures the percentage of members who were discharged from an acute inpatient facility to an ambulatory setting who were readmitted within 30 days without a substance abuse diagnosis during the initial stay.

**Measure results**

**Carelon Health of PA (Carelon)**

11.43

**Community Behavioral Health (CBH)**

16.03

**Community Care Behavioral Health Organization (CCBH)**

12.45

**Magellan Behavioral Health (MBH)**

12.84

**PerformCare**

12.59

**Bucks County**

N/A

**Chester County**

N/A

**County of Delaware**

N/A

**Montgomery County**

N/A

**City of Philadelphia**

N/A

**Allegheny HealthChoices, Inc.**

N/A

**Beaver County HealthChoices**

N/A

**Fayette County Behavioral Health Administration**

N/A

**Greene County**

N/A

**Southwest Behavioral Health Management**

N/A

**Berks County**

N/A

**Capital Area Behavioral Health Collaborative**

N/A

**Lehigh County**

N/A

**Northampton County**

N/A

**York/Adams HealthChoices Joinder Governing Board**

N/A

**NBHCC (Northeast Behavioral Health Care Consortium)**

N/A

**BHARP (Behavioral Health Alliance of Rural Pennsylvania)**

N/A

**BHSSBC (Behavioral Health Services Somerset and Bedford Counties)**

N/A

**Blair Co - Central PA Behavioral Health Collaborative**

N/A

**Cambria County**

N/A

**Carbon/Monroe/Pike Joinder Board**

N/A

**Northwest Behavioral Health Partnership Inc**

N/A

**Erie County**

N/A

**Tuscarora Managed Care Alliance**

N/A

**Lycoming/Clinton Joinder**

N/A

## **Topic VIII. Sanctions**

Describe sanctions that the state has issued for each plan. Report all known actions across the following domains: sanctions, administrative penalties, corrective action plans, other. Include any pending or unresolved actions.

42 CFR 438.66(e)(2)(viii) specifies that the MCPAR include the results of any sanctions or corrective action plans imposed by the State or other formal or informal intervention with a contracted MCO, PIHP, PAHP, or PCCM entity to improve performance.



Complete

**D3.VIII.1 Intervention type: Assessment Penalty & Interest**

1 / 30

**D3.VIII.2 Intervention topic**    **D3.VIII.3 Plan name**

Late Submission of MCO Assessment    Tuscarora Managed Care Alliance

**D3.VIII.4 Reason for intervention**

The penalty and interest was issued in accordance with regulation requiring payment by due date

**Sanction details**

**D3.VIII.5 Instances of non-compliance**

1

**D3.VIII.6 Sanction amount**

\$575.82

**D3.VIII.7 Date assessed**

06/27/2023

**D3.VIII.8 Remediation date non-compliance was corrected**

Yes, remediated 10/25/2023

**D3.VIII.9 Corrective action plan**

No



Complete

**D3.VIII.1 Intervention type: Assessment Penalty & Interest**

2 / 30

**D3.VIII.2 Intervention topic**    **D3.VIII.3 Plan name**

Late Submission of MCO Assessment    Northampton County

**D3.VIII.4 Reason for intervention**

The penalty and interest was issued in accordance with regulation requiring submission by due date

**Sanction details**

**D3.VIII.5 Instances of non-compliance**

1

**D3.VIII.6 Sanction amount**

\$1,000

**D3.VIII.7 Date assessed**

06/27/2023

**D3.VIII.8 Remediation date non-compliance was corrected**

Yes, remediated 10/27/2023

**D3.VIII.9 Corrective action plan**

No



Complete

**D3.VIII.1 Intervention type: Assessment Penalty & Interest**

3 / 30

**D3.VIII.2 Intervention topic**    **D3.VIII.3 Plan name**Late Submission of MCO    City of Philadelphia  
Assessment**D3.VIII.4 Reason for intervention**

The penalty and interest was issued in accordance with regulation requiring payment by due date

**Sanction details****D3.VIII.5 Instances of non-compliance**

1

**D3.VIII.6 Sanction amount**

\$32,882.95

**D3.VIII.7 Date assessed**

06/27/2023

**D3.VIII.8 Remediation date non-compliance was corrected**

Yes, remediated 10/25/2023

**D3.VIII.9 Corrective action plan**

No



Complete

**D3.VIII.1 Intervention type: Corrective action plan**

4 / 30

**D3.VIII.2 Intervention topic**    **D3.VIII.3 Plan name**Late Submission of    County of Delaware  
Financial Reports**D3.VIII.4 Reason for intervention**

Submission of Financial Reports were submitted past the deadline

**Sanction details****D3.VIII.5 Instances of non-compliance**

5

**D3.VIII.6 Sanction amount**

N/A

**D3.VIII.7 Date assessed**

12/19/2022

**D3.VIII.8 Remediation date non-compliance was corrected**

Remediation in progress

**D3.VIII.9 Corrective action plan**

Yes

**D3.VIII.1 Intervention type: Corrective action plan**

5 / 30

**D3.VIII.2 Intervention topic**

Performance improvement

**D3.VIII.3 Plan name**

Community Behavioral Health (CBH)

**D3.VIII.4 Reason for intervention**

This is the second Triennial Review cycle addressing licensure. Therefore, Community Behavioral Health (CBH) must develop a plan to require and assist with transitioning existing license eligible care managers to achieve licensure within the expected timeframe. Monitoring processes must be in place to ensure staff are licensed within the expected timeframe.

**Sanction details****D3.VIII.5 Instances of non-compliance**

1

**D3.VIII.6 Sanction amount**

N/A

**D3.VIII.7 Date assessed**

11/21/2023

**D3.VIII.8 Remediation date non-compliance was corrected**

Remediation in progress

**D3.VIII.9 Corrective action plan**

Yes

**D3.VIII.1 Intervention type: Corrective action plan**

6 / 30

**D3.VIII.2 Intervention topic**

Performance improvement

**D3.VIII.3 Plan name**

Community Behavioral Health (CBH)

**D3.VIII.4 Reason for intervention**



From the Medical Necessity Audit (MNA), CBH must ensure that clinical documentation supports each criteria in an authorization for a specific level of care, determine best practices for clinical documentation, Policies & Procedures (P&Ps) are revised to support adequate clinical documentation, and conduct Case Manager (CM) training to implement best practices in clinical documentation.

#### Sanction details

**D3.VIII.5 Instances of non-compliance**

6

**D3.VIII.6 Sanction amount**

N/A

**D3.VIII.7 Date assessed**

11/21/2023

**D3.VIII.8 Remediation date non-compliance was corrected**

Remediation in progress

**D3.VIII.9 Corrective action plan**

Yes



Complete

#### D3.VIII.1 Intervention type: Corrective action plan

7 / 30

**D3.VIII.2 Intervention topic**

Performance improvement

**D3.VIII.3 Plan name**

Community Behavioral Health (CBH)

**D3.VIII.4 Reason for intervention**

This is the second Triennial Review cycle addressing management of crisis calls. Customer Service Representatives (CSRs) must promptly engage the assistance of trained CBH clinicians or county crisis line clinicians once determining the caller is in crisis. Callers in crisis should never be placed on hold while securing the assistance of a trained clinician. Even when the CSR anticipates the need to call 911 or dispatch a mobile team, clinical support should be immediately accessed. P&Ps governing this process should be reviewed and revised as necessary. New and existing CSRs must be trained and monitored on P&P for handling callers in crisis.

#### Sanction details

**D3.VIII.5 Instances of non-compliance**

1

**D3.VIII.6 Sanction amount**

N/A

**D3.VIII.7 Date assessed**

11/21/2023

**D3.VIII.8 Remediation date non-compliance was corrected**

Remediation in progress

**D3.VIII.9 Corrective action plan**

Yes



Complete

**D3.VIII.1 Intervention type: Corrective action plan**

8 / 30

**D3.VIII.2 Intervention topic**

Performance improvement

**D3.VIII.3 Plan name**

Community Behavioral Health (CBH)

**D3.VIII.4 Reason for intervention**

Based on the interview with the Complaint Manager(s)- CBH Complaint and Grievance Managers must develop a monitoring process that ensures adequate and organized case documentation on reviewing Members Rights.

**Sanction details****D3.VIII.5 Instances of non-compliance**

1

**D3.VIII.6 Sanction amount**

N/A

**D3.VIII.7 Date assessed**

11/21/2023

**D3.VIII.8 Remediation date non-compliance was corrected**

Remediation in progress

**D3.VIII.9 Corrective action plan**

Yes



Complete

**D3.VIII.1 Intervention type: Corrective action plan**

9 / 30

**D3.VIII.2 Intervention topic**

Performance improvement

**D3.VIII.3 Plan name**

Community Behavioral Health (CBH)

**D3.VIII.4 Reason for intervention**

Based on the Complaint case files review- CBH Complaint and Grievance Managers must develop a monitoring process that ensures adequate and organized case documentation on reviewing Members Rights.

**Sanction details****D3.VIII.5 Instances of non-compliance****D3.VIII.6 Sanction amount**

N/A

1

**D3.VIII.7 Date assessed**

11/21/2023

**D3.VIII.8 Remediation date non-compliance was corrected**

Remediation in progress

**D3.VIII.9 Corrective action plan**

Yes



Complete

**D3.VIII.1 Intervention type: Corrective action plan**

10 / 30

**D3.VIII.2 Intervention topic**

Performance improvement

**D3.VIII.3 Plan name**

Community Behavioral Health (CBH)

**D3.VIII.4 Reason for intervention**

Based on the Grievance case files review- CBH Complaint and Grievance Managers must develop a monitoring process that ensures adequate and organized case documentation on reviewing Members Rights.

**Sanction details**

**D3.VIII.5 Instances of non-compliance**

1

**D3.VIII.6 Sanction amount**

N/A

**D3.VIII.7 Date assessed**

11/21/2023

**D3.VIII.8 Remediation date non-compliance was corrected**

Remediation in progress

**D3.VIII.9 Corrective action plan**

Yes



Complete

**D3.VIII.1 Intervention type: Corrective action plan**

11 / 30

**D3.VIII.2 Intervention topic**

Performance improvement

**D3.VIII.3 Plan name**

PerformCare

**D3.VIII.4 Reason for intervention**

PerformCare must establish processes to ensure claims are controlled and entered into the system in a timely manner and meet departments

standards of clean claims each of the 12 months, 90% at 30 days and 100% at 45 days.

**Sanction details**

**D3.VIII.5 Instances of non-compliance**

9

**D3.VIII.6 Sanction amount**

N/A

**D3.VIII.7 Date assessed**

11/21/2023

**D3.VIII.8 Remediation date non-compliance was corrected**

Remediation in progress

**D3.VIII.9 Corrective action plan**

Yes



**D3.VIII.1 Intervention type: Corrective action plan**

12 / 30

**D3.VIII.2 Intervention topic**

Performance improvement

**D3.VIII.3 Plan name**

Community Care Behavioral Health Organization (CCBH)

**D3.VIII.4 Reason for intervention**

Community Care Behavioral Health (CCBH) must ensure that CMs participate in Evidence Based Practice (EBP) trainings at least annually and must ensure a process to assess CMS competences and knowledge of EBPs.

**Sanction details**

**D3.VIII.5 Instances of non-compliance**

3

**D3.VIII.6 Sanction amount**

N/A

**D3.VIII.7 Date assessed**

09/08/2022

**D3.VIII.8 Remediation date non-compliance was corrected**

Yes, remediated 11/07/2023

**D3.VIII.9 Corrective action plan**

Yes



**D3.VIII.1 Intervention type: Corrective action plan**

13 / 30

**D3.VIII.2 Intervention topic**

**D3.VIII.3 Plan name**

Performance improvement

Community Care Behavioral Health Organization (CCBH)

**D3.VIII.4 Reason for intervention**

CCBH must ensure that all CMs are familiar with inter-rater reliability (IRR) testing protocols and expectations.

**Sanction details**

**D3.VIII.5 Instances of non-compliance**

1

**D3.VIII.6 Sanction amount**

N/A

**D3.VIII.7 Date assessed**

09/08/2022

**D3.VIII.8 Remediation date non-compliance was corrected**

Yes, remediated 11/07/2023

**D3.VIII.9 Corrective action plan**

Yes



Complete

**D3.VIII.1 Intervention type: Corrective action plan**

14 / 30

**D3.VIII.2 Intervention topic**

Performance improvement

**D3.VIII.3 Plan name**

Community Care Behavioral Health Organization (CCBH)

**D3.VIII.4 Reason for intervention**

CCBH must ensure that IRR testing results are regularly shared with CMs in a timely manner.

**Sanction details**

**D3.VIII.5 Instances of non-compliance**

1

**D3.VIII.6 Sanction amount**

N/A

**D3.VIII.7 Date assessed**

09/08/2022

**D3.VIII.8 Remediation date non-compliance was corrected**

Yes, remediated 11/07/2023

**D3.VIII.9 Corrective action plan**

Yes



Complete

**D3.VIII.1 Intervention type: Corrective action plan**

15 / 30

**D3.VIII.2 Intervention topic**      **D3.VIII.3 Plan name**

Performance improvement      Community Care Behavioral Health Organization (CCBH)

**D3.VIII.4 Reason for intervention**

CCBH must revise its psychological testing request form to include a dedicated space for the specific referral question to be answered through psychological testing. Consistent with Medical Necessity Criteria (MNC) for psychological testing, this dedicated space should encourage the requesting provider to explain how the psychological testing is expected to answer the referral question or how the referral question could not be answered on the absence of the requested testing.

**Sanction details**

**D3.VIII.5 Instances of non-compliance**

1

**D3.VIII.6 Sanction amount**

N/A

**D3.VIII.7 Date assessed**

09/08/2022

**D3.VIII.8 Remediation date non-compliance was corrected**

Yes, remediated 11/07/2023

**D3.VIII.9 Corrective action plan**

Yes



Complete

**D3.VIII.1 Intervention type: Corrective action plan**

16 / 30

**D3.VIII.2 Intervention topic**      **D3.VIII.3 Plan name**

Performance improvement      Community Care Behavioral Health Organization (CCBH)

**D3.VIII.4 Reason for intervention**

In collaboration with the PCs, the BH-MCO must strengthen network monitoring and oversight to ensure timely access to children's services (e.g., IBHS, child psychiatrists).

**Sanction details**

**D3.VIII.5 Instances of non-compliance**

1

**D3.VIII.6 Sanction amount**

N/A

**D3.VIII.7 Date assessed**

09/08/2022

**D3.VIII.8 Remediation date non-compliance was corrected**

Yes, remediated 04/01/2024

**D3.VIII.9 Corrective action plan**

Yes

**D3.VIII.1 Intervention type: Corrective action plan**

17 / 30

**D3.VIII.2 Intervention topic**

Performance improvement

**D3.VIII.3 Plan name**

Community Care Behavioral Health Organization (CCBH)

**D3.VIII.4 Reason for intervention**

For review meetings, CCBH must consistently ensure each identifying requirement for a participant is captured on a sign-in sheet, as well as the date/time of the meeting, and confidentiality and consent to record agreements, regardless of how the review meeting is conducted.

**Sanction details****D3.VIII.5 Instances of non-compliance**

9

**D3.VIII.6 Sanction amount**

N/A

**D3.VIII.7 Date assessed**

09/08/2022

**D3.VIII.8 Remediation date non-compliance was corrected**

Yes, remediated 11/08/2023

**D3.VIII.9 Corrective action plan**

Yes

**D3.VIII.1 Intervention type: Corrective action plan**

18 / 30

**D3.VIII.2 Intervention topic**

Performance improvement

**D3.VIII.3 Plan name**

Community Care Behavioral Health Organization (CCBH)

**D3.VIII.4 Reason for intervention**

CCBH must consistently ensure Appendix H requirements for grievance review sign-in sheets are adhered to, including that sign-in sheets are

present and correct in the grievance file, and confidentiality and consent to record agreements are accurately documented, regardless of how the review meeting is conducted.

#### Sanction details

**D3.VIII.5 Instances of non-compliance**

6

**D3.VIII.6 Sanction amount**

N/A

**D3.VIII.7 Date assessed**

09/08/2022

**D3.VIII.8 Remediation date non-compliance was corrected**

Yes, remediated 11/08/2023

**D3.VIII.9 Corrective action plan**

Yes



#### D3.VIII.1 Intervention type: Corrective action plan

19 / 30

**D3.VIII.2 Intervention topic**

Performance improvement

**D3.VIII.3 Plan name**

Community Behavioral Health (CBH)

**D3.VIII.4 Reason for intervention**

Based on the interview with the Grievance Manager(s)- CBH Complaint and Grievance Managers must develop a monitoring process that ensures adequate and organized case documentation on reviewing Members Rights.

#### Sanction details

**D3.VIII.5 Instances of non-compliance**

1

**D3.VIII.6 Sanction amount**

N/A

**D3.VIII.7 Date assessed**

11/21/2023

**D3.VIII.8 Remediation date non-compliance was corrected**

Remediation in progress

**D3.VIII.9 Corrective action plan**

Yes



#### D3.VIII.1 Intervention type: Corrective action plan

20 / 30



**D3.VIII.2 Intervention topic**    **D3.VIII.3 Plan name**Performance  
improvementCommunity Care Behavioral Health  
Organization (CCBH)**D3.VIII.4 Reason for intervention**

A dated witness signature and provider plan identification number must be added to CCBH's "Authorization for Representation: Member Consent for Provider to File a Grievance" form and consistently completed to meet Appendix H requirements.

**Sanction details****D3.VIII.5 Instances of non-compliance**

7

**D3.VIII.6 Sanction amount**

N/A

**D3.VIII.7 Date assessed**

09/08/2022

**D3.VIII.8 Remediation date non-compliance was corrected**

Yes, remediated 11/08/2023

**D3.VIII.9 Corrective action plan**

Yes



Complete

**D3.VIII.1 Intervention type: Corrective action plan**

21 / 30

**D3.VIII.2 Intervention topic**    **D3.VIII.3 Plan name**Performance  
improvementCommunity Care Behavioral Health  
Organization (CCBH)**D3.VIII.4 Reason for intervention**

CCBH must ensure that denial rationales are clear and document a member's behaviors, symptoms, clinical needs and/or improvements to form the basis of a medical necessity determination without using unnecessary language that educates, instructs, or case manages.

**Sanction details****D3.VIII.5 Instances of non-compliance**

7

**D3.VIII.6 Sanction amount**

N/A

**D3.VIII.7 Date assessed**

09/08/2022

**D3.VIII.8 Remediation date non-compliance was corrected**

Yes, remediated 03/15/2024

**D3.VIII.9 Corrective action plan**



Complete

**D3.VIII.1 Intervention type: Corrective action plan**

22 / 30

**D3.VIII.2 Intervention topic**Performance  
improvement**D3.VIII.3 Plan name**

Magellan Behavioral Health (MBH)

**D3.VIII.4 Reason for intervention**

MBH must ensure that all clinical staff have awareness of the accurate minimum performance threshold for IRR testing. MBH must ensure new hires complete an IRR activity after six months of employment.

**Sanction details****D3.VIII.5 Instances of non-compliance**

1

**D3.VIII.6 Sanction amount**

\$0

**D3.VIII.7 Date assessed**

11/22/2023

**D3.VIII.8 Remediation date non-compliance was corrected**

Remediation in progress

**D3.VIII.9 Corrective action plan**

Yes



Complete

**D3.VIII.1 Intervention type: Corrective action plan**

23 / 30

**D3.VIII.2 Intervention topic**Performance  
improvement**D3.VIII.3 Plan name**

Magellan Behavioral Health (MBH)

**D3.VIII.4 Reason for intervention**

MBH must modify note templates to elicit documentation for ASAM dimensions 3, 4, 5, and 6, and implement CM training to ensure that all six ASAM dimensions are supported when authorizing SUD services.

**Sanction details****D3.VIII.5 Instances of non-compliance**

1

**D3.VIII.6 Sanction amount**

\$0

**D3.VIII.7 Date assessed**

11/22/2023

**D3.VIII.8 Remediation date non-compliance was corrected**

Remediation in progress

**D3.VIII.9 Corrective action plan**

Yes

**D3.VIII.1 Intervention type: Corrective action plan**

24 / 30

**D3.VIII.2 Intervention topic**

Performance improvement

**D3.VIII.3 Plan name**

Magellan Behavioral Health (MBH)

**D3.VIII.4 Reason for intervention**

All County and BH-MCO staff and review committee members involved in the Complaint and Grievance processes must receive training in the areas related to their responsibility at least annually or more frequently, if needed, as required in the PS&R, Appendix H, § A.10. Complaints: OMHSAS review of Complaint and Grievance training documentation found insufficient documentation to address this need. MBH must include the process of taking a member complaint to include member responses to member rights questions in the training curriculum.

**Sanction details****D3.VIII.5 Instances of non-compliance**

9

**D3.VIII.6 Sanction amount**

\$0

**D3.VIII.7 Date assessed**

11/22/2023

**D3.VIII.8 Remediation date non-compliance was corrected**

Remediation in progress

**D3.VIII.9 Corrective action plan**

Yes

**D3.VIII.1 Intervention type: Corrective action plan**

25 / 30

**D3.VIII.2 Intervention topic**

Performance improvement

**D3.VIII.3 Plan name**

Magellan Behavioral Health (MBH)

**D3.VIII.4 Reason for intervention**

MBH must ensure Complaint letter templates align with current OMHSAS Appendix H and AA Letter Templates.

**Sanction details****D3.VIII.5 Instances of non-compliance**

2

**D3.VIII.6 Sanction amount**

\$0

**D3.VIII.7 Date assessed**

11/22/2023

**D3.VIII.8 Remediation date non-compliance was corrected**

Remediation in progress

**D3.VIII.9 Corrective action plan**

Yes



Complete

**D3.VIII.1 Intervention type: Corrective action plan**

26 / 30

**D3.VIII.2 Intervention topic**

Performance improvement

**D3.VIII.3 Plan name**

Magellan Behavioral Health (MBH)

**D3.VIII.4 Reason for intervention**

Sign-in sheets for 2nd Level Complaint reviews must be completed for all reviews. It should include each member's name, job title/credentials, role for the meeting, signature, and acceptance of the terms of the confidentiality statement. It should also include all members, regardless of whether they are participating in person or via telephone/videoconference. Sign-in sheets must include all of the required information as identified in Appendix H, § B.2.p

**Sanction details****D3.VIII.5 Instances of non-compliance**

1

**D3.VIII.6 Sanction amount**

\$0

**D3.VIII.7 Date assessed**

11/22/2023

**D3.VIII.8 Remediation date non-compliance was corrected**

Remediation in progress

**D3.VIII.9 Corrective action plan**

Yes



Complete

**D3.VIII.1 Intervention type: Corrective action plan**

27 / 30

**D3.VIII.2 Intervention topic      D3.VIII.3 Plan name**

Performance improvement                      Magellan Behavioral Health (MBH)

**D3.VIII.4 Reason for intervention**

Complaint case files must include documentation of any follow-up activities or reference to where the documentation can be found. • Outcomes of follow-up conducted by MBH or the respective County must be included in the case file or reference to where the documentation can be found.

**Sanction details**

**D3.VIII.5 Instances of non-compliance**

3

**D3.VIII.6 Sanction amount**

\$0

**D3.VIII.7 Date assessed**

11/22/2023

**D3.VIII.8 Remediation date non-compliance was corrected**

Remediation in progress

**D3.VIII.9 Corrective action plan**

Yes



Complete

**D3.VIII.1 Intervention type: Corrective action plan**

28 / 30

**D3.VIII.2 Intervention topic      D3.VIII.3 Plan name**

Performance improvement                      Magellan Behavioral Health (MBH)

**D3.VIII.4 Reason for intervention**

MBH must ensure Grievance letter templates align with current OMHSAS Appendix H and AA Letter Templates.

**Sanction details**

**D3.VIII.5 Instances of non-compliance**

2

**D3.VIII.6 Sanction amount**

\$0

**D3.VIII.7 Date assessed**

11/22/2023

**D3.VIII.8 Remediation date non-compliance was corrected**

Remediation in progress

**D3.VIII.9 Corrective action plan**

Yes

**D3.VIII.1 Intervention type: Corrective action plan**

29 / 30

**D3.VIII.2 Intervention topic**

Performance improvement

**D3.VIII.3 Plan name**

Magellan Behavioral Health (MBH)

**D3.VIII.4 Reason for intervention**

Sign-in sheets for Grievance reviews must be completed for all reviews. It should include each member's name, job title/credentials, role for the meeting, signature, and acceptance of the terms of the confidentiality statement. It should also include all members, regardless of whether they are participating in person or via telephone/videoconference. Sign-in sheets must include all of the required information as identified in Appendix H, § C.2.z.

**Sanction details****D3.VIII.5 Instances of non-compliance**

1

**D3.VIII.6 Sanction amount**

\$0

**D3.VIII.7 Date assessed**

11/22/2023

**D3.VIII.8 Remediation date non-compliance was corrected**

Remediation in progress

**D3.VIII.9 Corrective action plan**

Yes

**D3.VIII.1 Intervention type: Corrective action plan**

30 / 30

**D3.VIII.2 Intervention topic**

Performance improvement

**D3.VIII.3 Plan name**

Magellan Behavioral Health (MBH)

**D3.VIII.4 Reason for intervention**

Grievance case files need to include documentation of any follow-up activities that need to occur (or reference to where the documentation can be found). • Outcomes of follow-up conducted by MBH or the respective

County must be included in the case file (or reference to where the documentation can be found).

**Sanction details**

**D3.VIII.5 Instances of non-compliance**

1

**D3.VIII.6 Sanction amount**

\$0

**D3.VIII.7 Date assessed**

11/22/2023

**D3.VIII.8 Remediation date non-compliance was corrected**

Remediation in progress

**D3.VIII.9 Corrective action plan**

Yes

## **Topic X. Program Integrity**

<b>Number</b>	<b>Indicator</b>	<b>Response</b>
<b>D1X.1</b>	<b>Dedicated program integrity staff</b>	<b>Carelon Health of PA (Carelon)</b>
	Report or enter the number of dedicated program integrity staff for routine internal monitoring and compliance risks. Refer to 42 CFR 438.608(a)(1)(vii).	2
		<b>Community Behavioral Health (CBH)</b>
		22
		<b>Community Care Behavioral Health Organization (CCBH)</b>
		18
		<b>Magellan Behavioral Health (MBH)</b>
		18
		<b>PerformCare</b>
		4
		<b>Bucks County</b>
		N/A
		<b>Chester County</b>
		N/A
		<b>County of Delaware</b>
		N/A
		<b>Montgomery County</b>
		N/A
		<b>City of Philadelphia</b>
		N/A
		<b>Allegheny HealthChoices, Inc.</b>
		N/A
		<b>Beaver County HealthChoices</b>
		N/A



**Fayette County Behavioral Health  
Administration**

N/A

**Greene County**

N/A

**Southwest Behavioral Health Management**

N/A

**Berks County**

N/A

**Capital Area Behavioral Health  
Collaborative**

N/A

**Lehigh County**

N/A

**Northampton County**

N/A

**York/Adams HealthChoices Joinder  
Governing Board**

N/A

**NBHCC (Northeast Behavioral Health Care  
Consortium)**

N/A

**BHARP (Behavioral Health Alliance of Rural  
Pennsylvania)**

N/A

**BHSSBC (Behavioral Health Services  
Somerset and Bedford Counties)**

N/A

**Blair Co - Central PA Behavioral Health  
Collaborative**

N/A

**Cambria County**

N/A

**Carbon/Monroe/Pike Joinder Board**

N/A

**Northwest Behavioral Health Partnership Inc**

N/A

**Erie County**

N/A

**Tuscarora Managed Care Alliance**

N/A

**Lycoming/Clinton Joinder**

N/A

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**D1X.2**

**Count of opened program integrity investigations**

How many program integrity investigations were opened by the plan during the reporting year?

**Carelon Health of PA (Carelon)**

44

**Community Behavioral Health (CBH)**

195

**Community Care Behavioral Health Organization (CCBH)**

350

**Magellan Behavioral Health (MBH)**

140

**PerformCare**

64

**Bucks County**

N/A

**Chester County**

N/A

**County of Delaware**

N/A

**Montgomery County**

N/A

**City of Philadelphia**

N/A

**Allegheny HealthChoices, Inc.**

N/A

**Beaver County HealthChoices**

N/A

**Fayette County Behavioral Health  
Administration**

N/A

**Greene County**

N/A

**Southwest Behavioral Health Management**

N/A

**Berks County**

N/A

**Capital Area Behavioral Health  
Collaborative**

N/A

**Lehigh County**

N/A

**Northampton County**

N/A

**York/Adams HealthChoices Joinder  
Governing Board**

N/A

**NBHCC (Northeast Behavioral Health Care  
Consortium)**

N/A

**BHARP (Behavioral Health Alliance of Rural  
Pennsylvania)**

N/A

**BHSSBC (Behavioral Health Services  
Somerset and Bedford Counties)**

N/A

**Blair Co - Central PA Behavioral Health  
Collaborative**

N/A

**Cambria County**

N/A

**Carbon/Monroe/Pike Joinder Board**

N/A

**Northwest Behavioral Health Partnership  
Inc**

N/A

**Erie County**

N/A

**Tuscarora Managed Care Alliance**

N/A

**Lycoming/Clinton Joinder**

N/A

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**D1X.3****Ratio of opened program integrity investigations to enrollees**

What is the ratio of program integrity investigations opened by the plan in the past year to the average number of individuals enrolled in the plan per month during the reporting year (i.e., average member months)? Express this as a ratio per 1,000 beneficiaries.

**Carelon Health of PA (Carelon)**

0.12:1,000

**Community Behavioral Health (CBH)**

0.26:1,000

**Community Care Behavioral Health Organization (CCBH)**

0.24:1,000

**Magellan Behavioral Health (MBH)**

0.31:1,000

**PerformCare**

0.19:1,000

**Bucks County**

0:1,000

**Chester County**

0:1,000

**County of Delaware**

0:1,000

**Montgomery County**

0:1,000

**City of Philadelphia**

0:1,000

**Allegheny HealthChoices, Inc.**

0:1,000

**Beaver County HealthChoices**

0:1,000

**Fayette County Behavioral Health Administration**

0:1,000

**Greene County**

0:1,000

**Southwest Behavioral Health Management**

0:1,000

**Berks County**

0:1,000

**Capital Area Behavioral Health Collaborative**

0:1,000

**Lehigh County**

0:1,000

**Northampton County**

0:1,000

**York/Adams HealthChoices Joinder Governing Board**

0:1,000

**NBHCC (Northeast Behavioral Health Care Consortium)**

0:1,000

**BHARP (Behavioral Health Alliance of Rural Pennsylvania)**

0:1,000

**BHSSBC (Behavioral Health Services Somerset and Bedford Counties)**

0:1,000

**Blair Co - Central PA Behavioral Health Collaborative**

0:1,000

**Cambria County**

0:1,000

**Carbon/Monroe/Pike Joinder Board**

0:1,000

**Northwest Behavioral Health Partnership Inc**

0:1,000

**Erie County**

0:1,000

**Tuscarora Managed Care Alliance**

0:1,000

**Lycoming/Clinton Joinder**

0:1,000

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**D1X.4**

**Count of resolved program integrity investigations**

How many program integrity investigations were resolved by the plan during the reporting year?

**Carelon Health of PA (Carelon)**

37

**Community Behavioral Health (CBH)**

228

**Community Care Behavioral Health Organization (CCBH)**

350

**Magellan Behavioral Health (MBH)**

156

**PerformCare**

58

**Bucks County**

N/A

**Chester County**

N/A

**County of Delaware**

N/A

**Montgomery County**

N/A

**City of Philadelphia**

N/A

**Allegheny HealthChoices, Inc.**

N/A

**Beaver County HealthChoices**

N/A

**Fayette County Behavioral Health  
Administration**

N/A

**Greene County**

N/A

**Southwest Behavioral Health Management**

N/A

**Berks County**

N/A

**Capital Area Behavioral Health  
Collaborative**

N/A

**Lehigh County**

N/A

**Northampton County**

N/A



**York/Adams HealthChoices Joinder  
Governing Board**

N/A

**NBHCC (Northeast Behavioral Health Care  
Consortium)**

N/A

**BHARP (Behavioral Health Alliance of Rural  
Pennsylvania)**

N/A

**BHSSBC (Behavioral Health Services  
Somerset and Bedford Counties)**

N/A

**Blair Co - Central PA Behavioral Health  
Collaborative**

N/A

**Cambria County**

N/A

**Carbon/Monroe/Pike Joinder Board**

N/A

**Northwest Behavioral Health Partnership  
Inc**

N/A

**Erie County**

N/A

**Tuscarora Managed Care Alliance**

N/A

**Lycoming/Clinton Joinder**

N/A

**enrollees**

0.1:1,000

What is the ratio of program integrity investigations resolved by the plan in the past year to the average number of individuals enrolled in the plan per month during the reporting year (i.e., average member months)? Express this as a ratio per 1,000 beneficiaries.

**Community Behavioral Health (CBH)**

0.31:1,000

**Community Care Behavioral Health Organization (CCBH)**

0.24:1,000

**Magellan Behavioral Health (MBH)**

0.37:1,000

**PerformCare**

0.17:1,000

**Bucks County**

0:1,000

**Chester County**

0:1,000

**County of Delaware**

0:1,000

**Montgomery County**

0:1,000

**City of Philadelphia**

0:1,000

**Allegheny HealthChoices, Inc.**

0:1,000

**Beaver County HealthChoices**

0:1,000

**Fayette County Behavioral Health Administration**

0:1,000

**Greene County**

0:1,000

**Southwest Behavioral Health Management**

0:1,000

**Berks County**

0:1,000

**Capital Area Behavioral Health  
Collaborative**

0:1,000

**Lehigh County**

0:1,000

**Northampton County**

0:1,000

**York/Adams HealthChoices Joinder  
Governing Board**

0:1,000

**NBHCC (Northeast Behavioral Health Care  
Consortium)**

0:1,000

**BHARP (Behavioral Health Alliance of Rural  
Pennsylvania)**

0:1,000

**BHSSBC (Behavioral Health Services  
Somerset and Bedford Counties)**

0:1,000

**Blair Co - Central PA Behavioral Health  
Collaborative**

0:1,000

**Cambria County**

0:1,000

**Carbon/Monroe/Pike Joinder Board**

0:1,000

**Northwest Behavioral Health Partnership Inc**

0:1,000

**Erie County**

0:1,000

**Tuscarora Managed Care Alliance**

0:1,000

**Lycoming/Clinton Joinder**

0:1,000

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**D1X.6**

**Referral path for program integrity referrals to the state**

What is the referral path that the plan uses to make program integrity referrals to the state? Select one.

**Carelon Health of PA (Carelon)**

Makes referrals to the State Medicaid Agency (SMA) and MFCU concurrently

**Community Behavioral Health (CBH)**

Makes referrals to the State Medicaid Agency (SMA) and MFCU concurrently

**Community Care Behavioral Health Organization (CCBH)**

Makes referrals to the State Medicaid Agency (SMA) and MFCU concurrently

**Magellan Behavioral Health (MBH)**

Makes referrals to the State Medicaid Agency (SMA) and MFCU concurrently

**PerformCare**

Makes referrals to the State Medicaid Agency (SMA) and MFCU concurrently

**Bucks County**

Makes referrals to the State Medicaid Agency (SMA) and MFCU concurrently

**Chester County**

Makes referrals to the State Medicaid Agency (SMA) and MFCU concurrently

**County of Delaware**

Makes referrals to the State Medicaid Agency (SMA) and MFCU concurrently

**Montgomery County**

Makes referrals to the State Medicaid Agency (SMA) and MFCU concurrently

**City of Philadelphia**

Makes referrals to the State Medicaid Agency (SMA) and MFCU concurrently

**Allegheny HealthChoices, Inc.**

Makes referrals to the State Medicaid Agency (SMA) and MFCU concurrently

**Beaver County HealthChoices**

Makes referrals to the State Medicaid Agency (SMA) and MFCU concurrently

**Fayette County Behavioral Health Administration**

Makes referrals to the State Medicaid Agency (SMA) and MFCU concurrently

**Greene County**

Makes referrals to the State Medicaid Agency (SMA) and MFCU concurrently

**Southwest Behavioral Health Management**

Makes referrals to the State Medicaid Agency (SMA) and MFCU concurrently

**Berks County**

Makes referrals to the State Medicaid Agency (SMA) and MFCU concurrently

**Capital Area Behavioral Health Collaborative**

Makes referrals to the State Medicaid Agency (SMA) and MFCU concurrently

**Lehigh County**

Makes referrals to the State Medicaid Agency (SMA) and MFCU concurrently

**Northampton County**

Makes referrals to the State Medicaid Agency (SMA) and MFCU concurrently

**York/Adams HealthChoices Joinder Governing Board**

Makes referrals to the State Medicaid Agency (SMA) and MFCU concurrently

**NBHCC (Northeast Behavioral Health Care Consortium)**

Makes referrals to the State Medicaid Agency (SMA) and MFCU concurrently

**BHARP (Behavioral Health Alliance of Rural Pennsylvania)**

Makes referrals to the State Medicaid Agency (SMA) and MFCU concurrently

**BHSSBC (Behavioral Health Services Somerset and Bedford Counties)**

Makes referrals to the State Medicaid Agency (SMA) and MFCU concurrently

**Blair Co - Central PA Behavioral Health Collaborative**

Makes referrals to the State Medicaid Agency (SMA) and MFCU concurrently

**Cambria County**

Makes referrals to the State Medicaid Agency (SMA) and MFCU concurrently

**Carbon/Monroe/Pike Joinder Board**

Makes referrals to the State Medicaid Agency (SMA) and MFCU concurrently

**Northwest Behavioral Health Partnership Inc**

Makes referrals to the State Medicaid Agency (SMA) and MFCU concurrently

**Erie County**

Makes referrals to the State Medicaid Agency (SMA) and MFCU concurrently

**Tuscarora Managed Care Alliance**

Makes referrals to the State Medicaid Agency (SMA) and MFCU concurrently

**Lycoming/Clinton Joinder**

Makes referrals to the State Medicaid Agency (SMA) and MFCU concurrently

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**D1X.7**

**Count of program integrity referrals to the state**

Enter the total number of program integrity referrals made during the reporting year.

**Carelon Health of PA (Carelon)**

3

**Community Behavioral Health (CBH)**

30

**Community Care Behavioral Health Organization (CCBH)**

60

**Magellan Behavioral Health (MBH)**

12

**PerformCare**

21

**Bucks County**

N/A

**Chester County**

N/A

**County of Delaware**

N/A

**Montgomery County**

N/A

**City of Philadelphia**

N/A

**Allegheny HealthChoices, Inc.**

N/A

**Beaver County HealthChoices**

N/A

**Fayette County Behavioral Health  
Administration**

N/A

**Greene County**

N/A

**Southwest Behavioral Health Management**

N/A

**Berks County**

N/A

**Capital Area Behavioral Health  
Collaborative**

N/A

**Lehigh County**

N/A



**Northampton County**

N/A

**York/Adams HealthChoices Joinder  
Governing Board**

N/A

**NBHCC (Northeast Behavioral Health Care  
Consortium)**

N/A

**BHARP (Behavioral Health Alliance of Rural  
Pennsylvania)**

N/A

**BHSSBC (Behavioral Health Services  
Somerset and Bedford Counties)**

N/A

**Blair Co - Central PA Behavioral Health  
Collaborative**

N/A

**Cambria County**

N/A

**Carbon/Monroe/Pike Joinder Board**

N/A

**Northwest Behavioral Health Partnership  
Inc**

N/A

**Erie County**

N/A

**Tuscarora Managed Care Alliance**

N/A

**Lycoming/Clinton Joinder**

**D1X.8****Ratio of program integrity referral to the state**

What is the ratio of program integrity referrals listed in indicator D1.X.7 made to the state during the reporting year to the number of enrollees? For number of enrollees, use the average number of individuals enrolled in the plan per month during the reporting year (reported in indicator D1.I.1). Express this as a ratio per 1,000 beneficiaries.

**Carelon Health of PA (Carelon)**

0.01:1,000

**Community Behavioral Health (CBH)**

0.04:1,000

**Community Care Behavioral Health Organization (CCBH)**

0.04:1,000

**Magellan Behavioral Health (MBH)**

0.03:1,000

**PerformCare**

0.06:1,000

**Bucks County**

0:1,000

**Chester County**

0:1,000

**County of Delaware**

0:1,000

**Montgomery County**

0:1,000

**City of Philadelphia**

0:1,000

**Allegheny HealthChoices, Inc.**

0:1,000

**Beaver County HealthChoices**

0:1,000

**Fayette County Behavioral Health  
Administration**

0:1,000

**Greene County**

0:1,000

**Southwest Behavioral Health Management**

0:1,000

**Berks County**

0:1,000

**Capital Area Behavioral Health  
Collaborative**

0:1,000

**Lehigh County**

0:1,000

**Northampton County**

0:1,000

**York/Adams HealthChoices Joinder  
Governing Board**

0:1,000

**NBHCC (Northeast Behavioral Health Care  
Consortium)**

0:1,000

**BHARP (Behavioral Health Alliance of Rural  
Pennsylvania)**

0:1,000

**BHSSBC (Behavioral Health Services  
Somerset and Bedford Counties)**

0:1,000

**Blair Co - Central PA Behavioral Health  
Collaborative**

0:1,000

**Cambria County**

0:1,000

**Carbon/Monroe/Pike Joinder Board**

0:1,000

**Northwest Behavioral Health Partnership Inc**

0:1,000

**Erie County**

0:1,000

**Tuscarora Managed Care Alliance**

0:1,000

**Lycoming/Clinton Joinder**

0:1,000

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**D1X.9**

**Plan overpayment reporting to the state**

Describe the plan's latest annual overpayment recovery report submitted to the state as required under 42 CFR 438.608(d)(3).

Include, at minimum, the following information:

- The date of the report (rating period or calendar year).
- The dollar amount of overpayments recovered.
- The ratio of the dollar amount of overpayments recovered as a percent of premium revenue as defined in MLR reporting under 42 CFR 438.8(f)(2).

**Carelon Health of PA (Carelon)**

The plan's latest annual overpayment recovery report submitted to the state as required under 42 CFR 438.608(d)(3) reflects the reporting period of 01/01/2022-12/31/2022. The identified dollar amount of overpayments recovered for the specified reporting period is \$200,031.14. The ratio of the dollar amount of overpayments recovered as a percent of premium revenue as defined in MLR reporting under 42 CFR 438.8(f)(2) is 0.032%.

**Community Behavioral Health (CBH)**

The plan's latest annual overpayment recovery report submitted to the state as required under 42 CFR 438.608(d)(3) reflects the reporting period of 01/01/2022-12/31/2022. The identified dollar amount of overpayments recovered for the specified reporting period is \$2,182,815.00. The ratio of the dollar amount of overpayments recovered as a percent of

premium revenue as defined in MLR reporting under 42 CFR 438.8(f)(2) is 0.169%.

### **Community Care Behavioral Health Organization (CCBH)**

The plan's latest annual overpayment recovery report submitted to the state as required under 42 CFR 438.608(d)(3) reflects the reporting period of 01/01/2022-12/31/2022. The identified dollar amount of overpayments recovered for the specified reporting period is \$3,479,817.94. The ratio of the dollar amount of overpayments recovered as a percent of premium revenue as defined in MLR reporting under 42 CFR 438.8(f)(2) is 0.144%.

### **Magellan Behavioral Health (MBH)**

The plan's latest annual overpayment recovery report submitted to the state as required under 42 CFR 438.608(d)(3) reflects the reporting period of 01/01/2022-12/31/2022. The identified dollar amount of overpayments recovered for the specified reporting period is \$440,203.86. The ratio of the dollar amount of overpayments recovered as a percent of premium revenue as defined in MLR reporting under 42 CFR 438.8(f)(2) is 0.060%.

### **PerformCare**

The plan's latest annual overpayment recovery report submitted to the state as required under 42 CFR 438.608(d)(3) reflects the reporting period of 01/01/2022-12/31/2022. The identified dollar amount of overpayments recovered for the specified reporting period is \$294,742.31. The ratio of the dollar amount of overpayments recovered as a percent of premium revenue as defined in MLR reporting under 42 CFR 438.8(f)(2) is 0.058%.

### **Bucks County**

N/A - All Program Integrity sections are reported statewide only. Plan Level data for all zone-wide sections is N/A, including D1.X.3, D1.X.5 ,and D1.X.8.

### **Chester County**

N/A - All Program Integrity sections are reported statewide only. Plan Level data for all zone-wide sections is N/A, including D1.X.3, D1.X.5 ,and D1.X.8.

**County of Delaware**

N/A - All Program Integrity sections are reported statewide only. Plan Level data for all zone-wide sections is N/A, including D1.X.3, D1.X.5 ,and D1.X.8.

**Montgomery County**

N/A - All Program Integrity sections are reported statewide only. Plan Level data for all zone-wide sections is N/A, including D1.X.3, D1.X.5 ,and D1.X.8.

**City of Philadelphia**

N/A - All Program Integrity sections are reported statewide only. Plan Level data for all zone-wide sections is N/A, including D1.X.3, D1.X.5 ,and D1.X.8.

**Allegheny HealthChoices, Inc.**

N/A - All Program Integrity sections are reported statewide only. Plan Level data for all zone-wide sections is N/A, including D1.X.3, D1.X.5 ,and D1.X.8.

**Beaver County HealthChoices**

N/A - All Program Integrity sections are reported statewide only. Plan Level data for all zone-wide sections is N/A, including D1.X.3, D1.X.5 ,and D1.X.8.

**Fayette County Behavioral Health Administration**

N/A - All Program Integrity sections are reported statewide only. Plan Level data for all zone-wide sections is N/A, including D1.X.3, D1.X.5 ,and D1.X.8.

**Greene County**

N/A - All Program Integrity sections are reported statewide only. Plan Level data for all

zone-wide sections is N/A, including D1.X.3, D1.X.5 ,and D1.X.8.

### **Southwest Behavioral Health Management**

N/A - All Program Integrity sections are reported statewide only. Plan Level data for all zone-wide sections is N/A, including D1.X.3, D1.X.5 ,and D1.X.8.

### **Berks County**

N/A - All Program Integrity sections are reported statewide only. Plan Level data for all zone-wide sections is N/A, including D1.X.3, D1.X.5 ,and D1.X.8.

### **Capital Area Behavioral Health Collaborative**

N/A - All Program Integrity sections are reported statewide only. Plan Level data for all zone-wide sections is N/A, including D1.X.3, D1.X.5 ,and D1.X.8.

### **Lehigh County**

N/A - All Program Integrity sections are reported statewide only. Plan Level data for all zone-wide sections is N/A, including D1.X.3, D1.X.5 ,and D1.X.8.

### **Northampton County**

N/A - All Program Integrity sections are reported statewide only. Plan Level data for all zone-wide sections is N/A, including D1.X.3, D1.X.5 ,and D1.X.8.

### **York/Adams HealthChoices Joinder Governing Board**

N/A - All Program Integrity sections are reported statewide only. Plan Level data for all zone-wide sections is N/A, including D1.X.3, D1.X.5 ,and D1.X.8.

### **NBHCC (Northeast Behavioral Health Care Consortium)**

N/A - All Program Integrity sections are reported statewide only. Plan Level data for all

zone-wide sections is N/A, including D1.X.3, D1.X.5 ,and D1.X.8.

**BHARP (Behavioral Health Alliance of Rural Pennsylvania)**

N/A - All Program Integrity sections are reported statewide only. Plan Level data for all zone-wide sections is N/A, including D1.X.3, D1.X.5 ,and D1.X.8.

**BHSSBC (Behavioral Health Services Somerset and Bedford Counties)**

N/A - All Program Integrity sections are reported statewide only. Plan Level data for all zone-wide sections is N/A, including D1.X.3, D1.X.5 ,and D1.X.8.

**Blair Co - Central PA Behavioral Health Collaborative**

N/A - All Program Integrity sections are reported statewide only. Plan Level data for all zone-wide sections is N/A, including D1.X.3, D1.X.5 ,and D1.X.8.

**Cambria County**

N/A - All Program Integrity sections are reported statewide only. Plan Level data for all zone-wide sections is N/A, including D1.X.3, D1.X.5 ,and D1.X.8.

**Carbon/Monroe/Pike Joinder Board**

N/A - All Program Integrity sections are reported statewide only. Plan Level data for all zone-wide sections is N/A, including D1.X.3, D1.X.5 ,and D1.X.8.

**Northwest Behavioral Health Partnership Inc**

N/A - All Program Integrity sections are reported statewide only. Plan Level data for all zone-wide sections is N/A, including D1.X.3, D1.X.5 ,and D1.X.8.

**Erie County**



N/A - All Program Integrity sections are reported statewide only. Plan Level data for all zone-wide sections is N/A, including D1.X.3, D1.X.5 ,and D1.X.8.

**Tuscarora Managed Care Alliance**

N/A - All Program Integrity sections are reported statewide only. Plan Level data for all zone-wide sections is N/A, including D1.X.3, D1.X.5 ,and D1.X.8.

**Lycoming/Clinton Joinder**

N/A - All Program Integrity sections are reported statewide only. Plan Level data for all zone-wide sections is N/A, including D1.X.3, D1.X.5 ,and D1.X.8.

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**D1X.10**

**Changes in beneficiary circumstances**

Select the frequency the plan reports changes in beneficiary circumstances to the state.

**Carelon Health of PA (Carelon)**

Daily

**Community Behavioral Health (CBH)**

Daily

**Community Care Behavioral Health Organization (CCBH)**

Daily

**Magellan Behavioral Health (MBH)**

Daily

**PerformCare**

Daily

**Bucks County**

Daily

**Chester County**

Daily

**County of Delaware**

Daily

**Montgomery County**

Daily

**City of Philadelphia**

Daily

**Allegheny HealthChoices, Inc.**

Daily

**Beaver County HealthChoices**

Daily

**Fayette County Behavioral Health  
Administration**

Daily

**Greene County**

Daily

**Southwest Behavioral Health Management**

Daily

**Berks County**

Daily

**Capital Area Behavioral Health  
Collaborative**

Daily

**Lehigh County**

Daily

**Northampton County**

Daily

**York/Adams HealthChoices Joinder  
Governing Board**

Daily

**NBHCC (Northeast Behavioral Health Care Consortium)**

Daily

**BHARP (Behavioral Health Alliance of Rural Pennsylvania)**

Daily

**BHSSBC (Behavioral Health Services Somerset and Bedford Counties)**

Daily

**Blair Co - Central PA Behavioral Health Collaborative**

Daily

**Cambria County**

Daily

**Carbon/Monroe/Pike Joinder Board**

Daily

**Northwest Behavioral Health Partnership Inc**

Daily

**Erie County**

Daily

**Tuscarora Managed Care Alliance**

Daily

**Lycoming/Clinton Joinder**

Daily

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# Section E: BSS Entity Indicators

## Topic IX. Beneficiary Support System (BSS) Entities

Per 42 CFR 438.66(e)(2)(ix), the Managed Care Program Annual Report must provide information on and an assessment of the operation of the managed care program including activities and performance of the beneficiary support system. Information on how BSS entities support program-level functions is on the Program-Level BSS page.

<b>Number</b>	<b>Indicator</b>	<b>Response</b>
<b>EIX.1</b>	<b>BSS entity type</b> What type of entity performed each BSS activity? Check all that apply. Refer to 42 CFR 438.71(b).	<b>Beneficiary Support System (BSS) Entities</b> Other, specify – Behavioral Health members are assigned a Behavioral Health MCO depending on their county of residence; therefore choice counseling on behavioral health MCOs is not provided
<b>EIX.2</b>	<b>BSS entity role</b> What are the roles performed by the BSS entity? Check all that apply. Refer to 42 CFR 438.71(b).	<b>Beneficiary Support System (BSS) Entities</b> Other, specify – Behavioral Health members are assigned a Behavioral Health MCO depending on their county of residence; therefore choice counseling on behavioral health MCOs is not provided.