



## **Behavioral Health Rehabilitation Services**

CBHNP utilizes a provider profiling process that is an important provider-level quality improvement activity, as well as an opportunity to internally track and trend data over a set period of time to identify possible areas of improvement. It is also a tool to make meaningful comparisons based on a varied data set including claims data, authorization data, quality reports and demographic information. Provider profiling results have been compiled using data from October 1, 2007 to September 30, 2008.

Behavioral Health Rehabilitation Services (BHRS) provides mental health services to children under the age of twenty-one, who are living with families or in family-like settings. BHRS provider profiling compiled data from all BHRS services, but also specifically examined mobile therapy (MT), therapeutic staff support (TSS) and behavioral specialist consultant (BSC) services.

MT services are defined as intensive therapeutic services provided to a child and family in settings other than a provider agency or office.

TSS services, by definition, provider one-on-one interventions to a child or adolescent at home, school, day care, YMCA, emergency room, other community-based program, or community setting when the behavior without this intervention would require a more restrictive treatment or educational setting.

BSC services identify behavioral goals and intervention techniques, and recommend non-aversive behavioral change methods. Services are provided directly to the child and/or family in the home, school, day care, emergency room, or other community program or setting.

Overall, fourteen BHRS providers were profiled based on high volume criteria. The high volume criterion for Capital Region providers was those programs that served greater than 330 unique Members for the period. For the North Central Regions, high volume was defined as those programs that served the greatest number of unique Members for each region. It is important to note that some providers serve Members from both the Capital and the North Central Regions, and these providers are profiled distinctly for each region.

### Capital Profiled Providers

1. Community Services Group
2. Pennsylvania Counseling Services
3. Philhaven
4. Keystone Service Systems, Inc.
5. T.W. Ponessa & Associates
6. Youth Advocate Programs

### Blair Profiled Providers

1. Robert S. Lambert

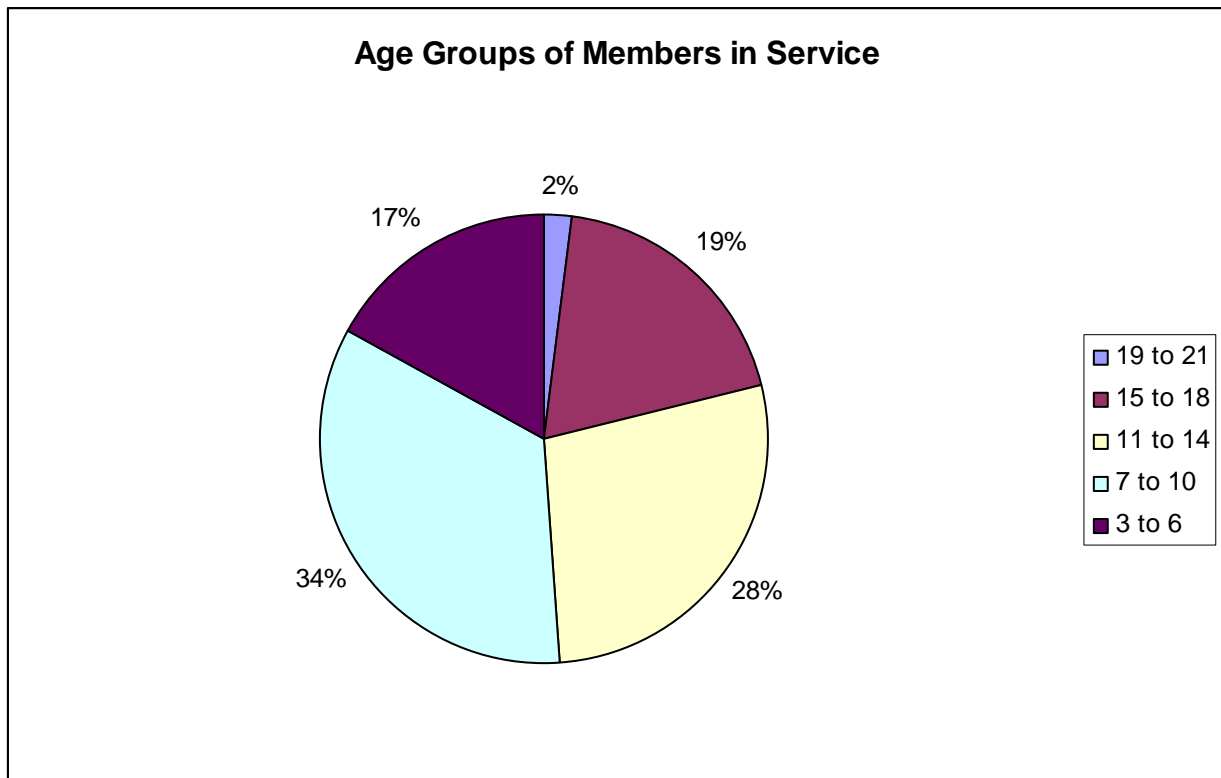
- 2. Northwestern Human Services
- Bedford/Somerset Profiled Providers
- 1. Alternative Community Resource Program
  - 2. Children’s Behavioral Health
- Franklin Fulton Profiled Providers
- 1. Northwestern Human Services
  - 2. Manito
- Lycoming/Clinton Profiled Providers
- 1. Community Services Group
  - 2. Northwestern Human Services

Profiled indicators include demographics, utilization/cost for all BHRS services, utilization/cost for MT, TSS and BSC services only, service delivery, quality, compliance and satisfaction.

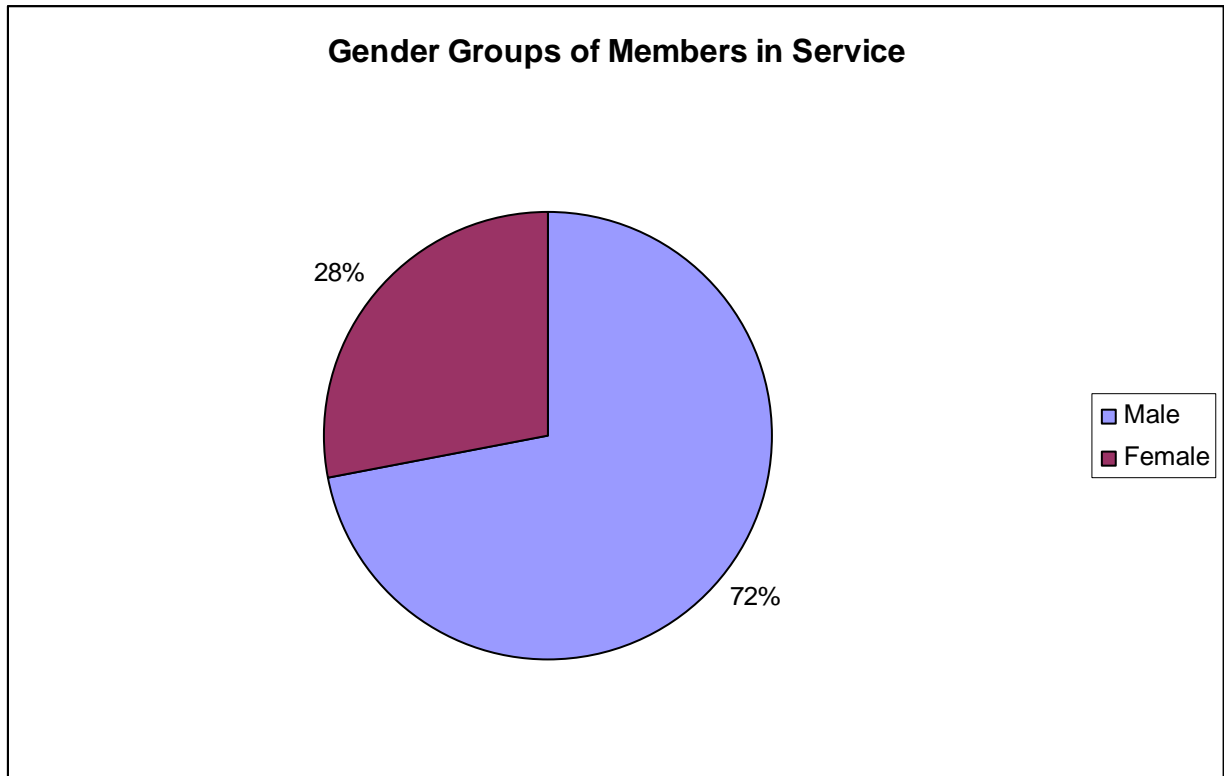
**Demographics**

Demographic information available for Members receiving BHRS services includes age, gender, race and diagnostic data.

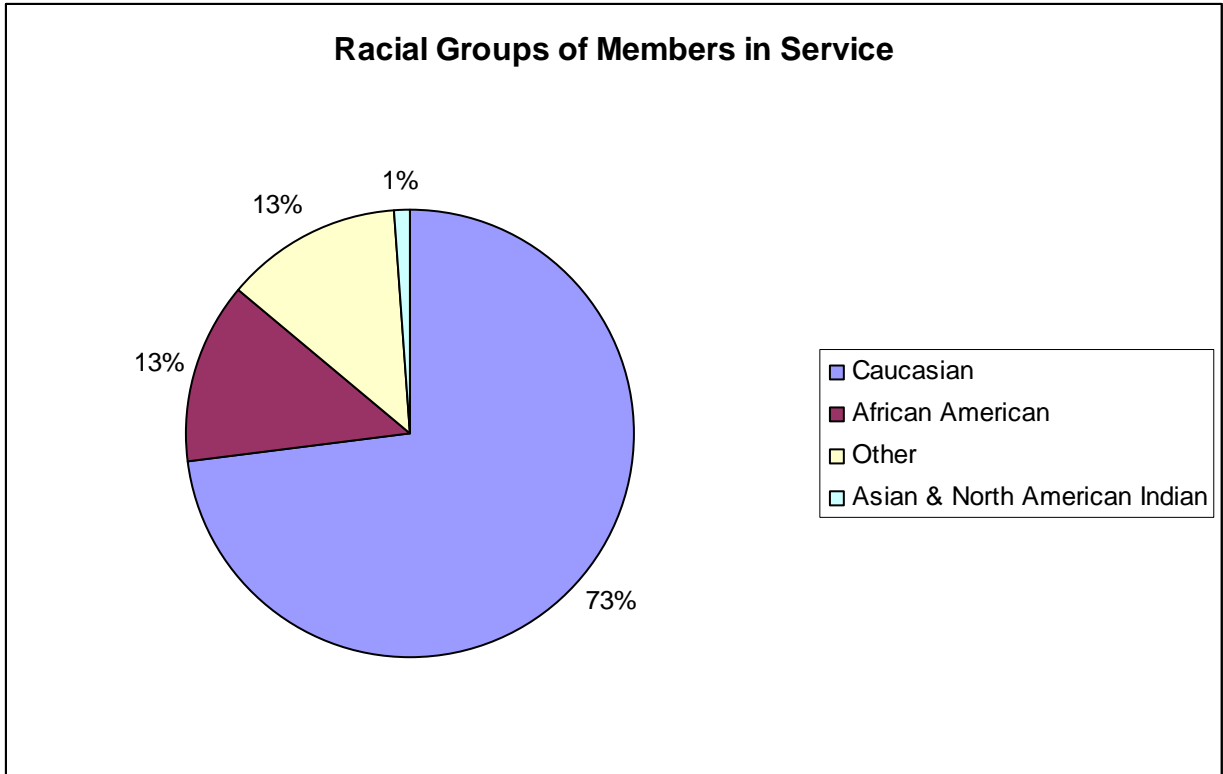
Overall, 2% of the Members were between the ages of nineteen and twenty-one, 19% were between fifteen and eighteen, 28% were between eleven and fourteen, 34% were between seven and nine, and 17% were between three and six years of age.



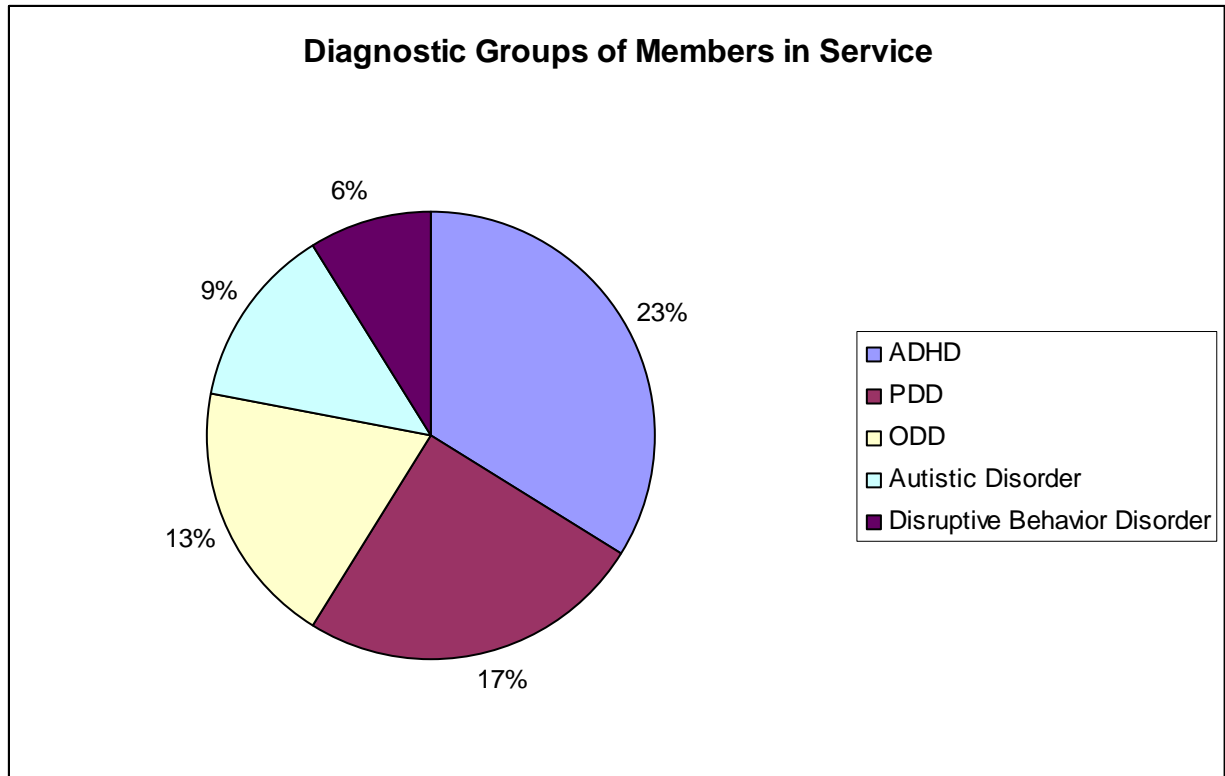
Seventy-two percent of Members receiving this service were male and 28% were female.



Seventy-three percent of these Members were Caucasian, 13% were Other, 13% were African American and less than one percent were Asian and North American Indian.



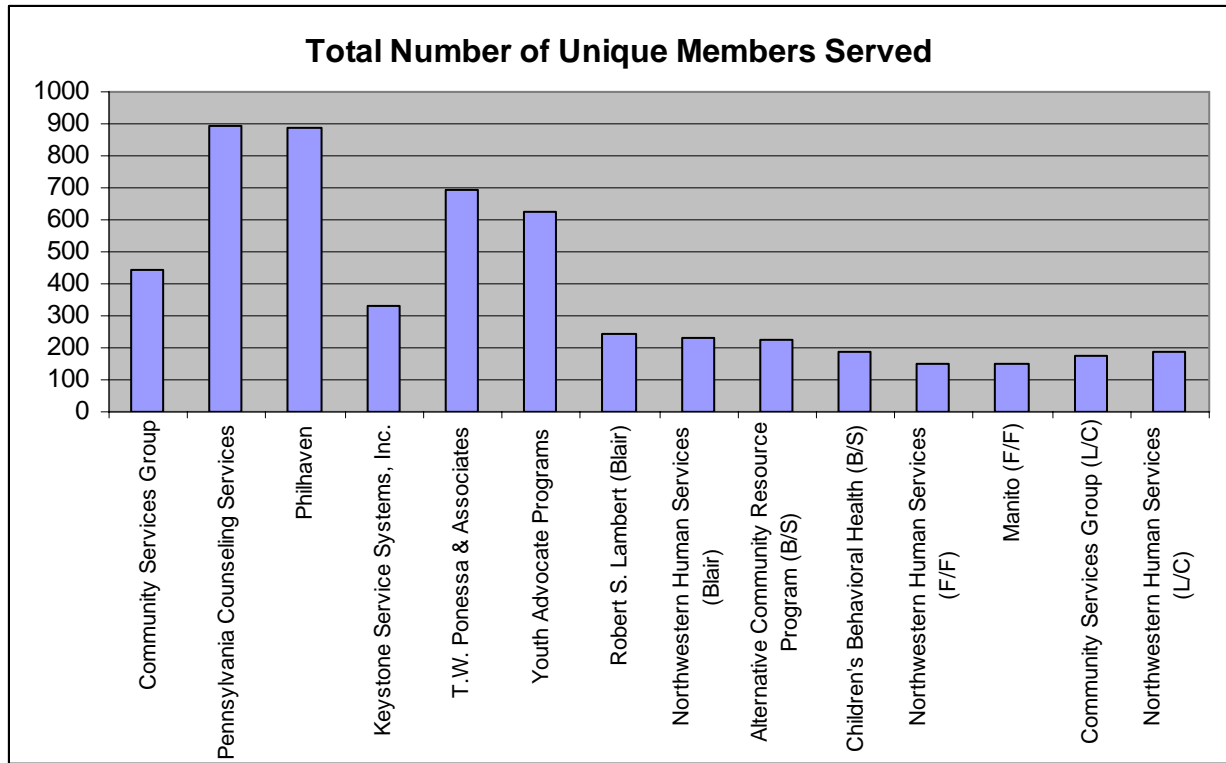
The most common diagnoses of Members receiving Behavioral Health Rehabilitation Services were Attention Deficit Hyperactivity Disorder – 314.01 at 23%, Pervasive Developmental Disorder – 299.80 at 17%, Oppositional Defiant Disorder – 313.81 at 13%, Autistic Disorder – 299.00 at 9%, and Disruptive Behavior Disorder – 312.9 at 6%.



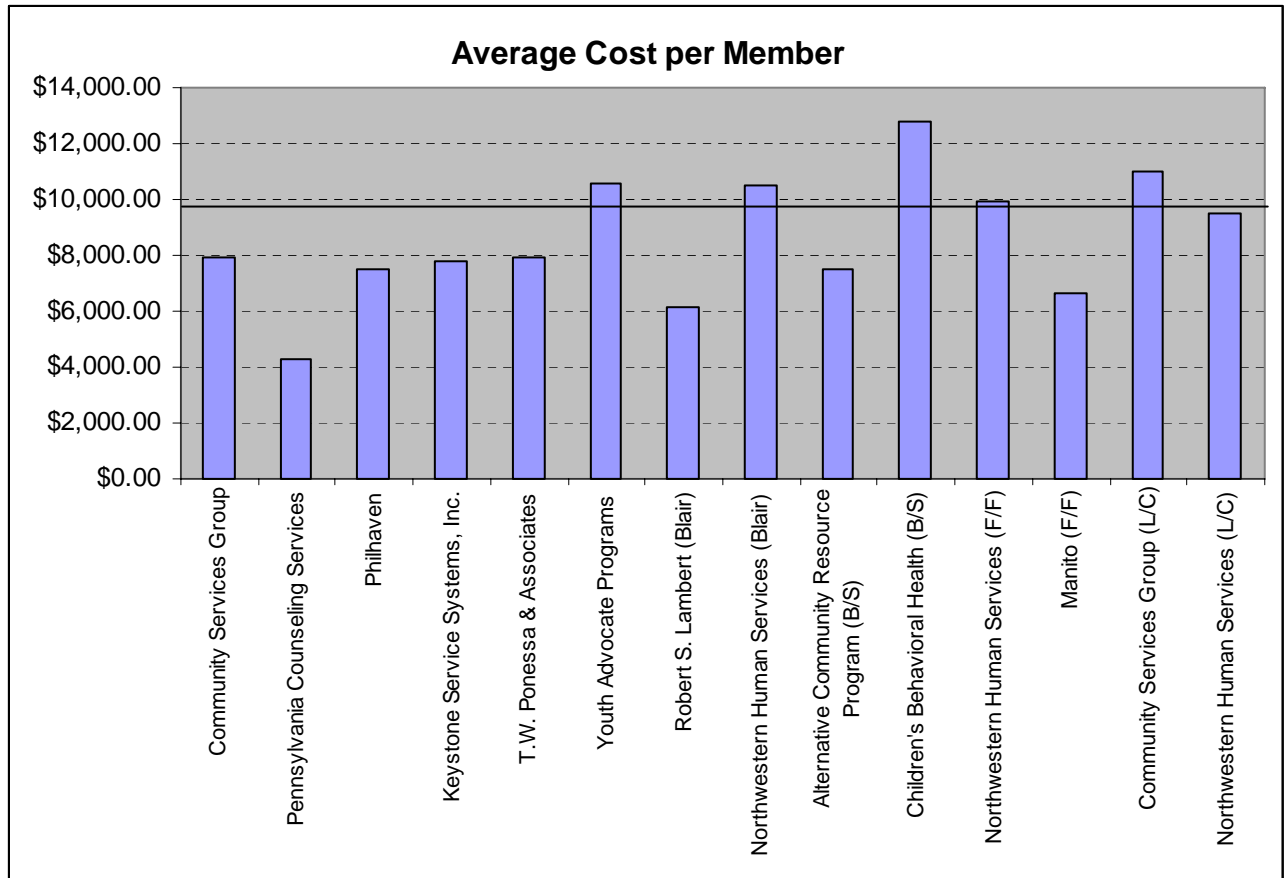
**Total Utilization/Cost**

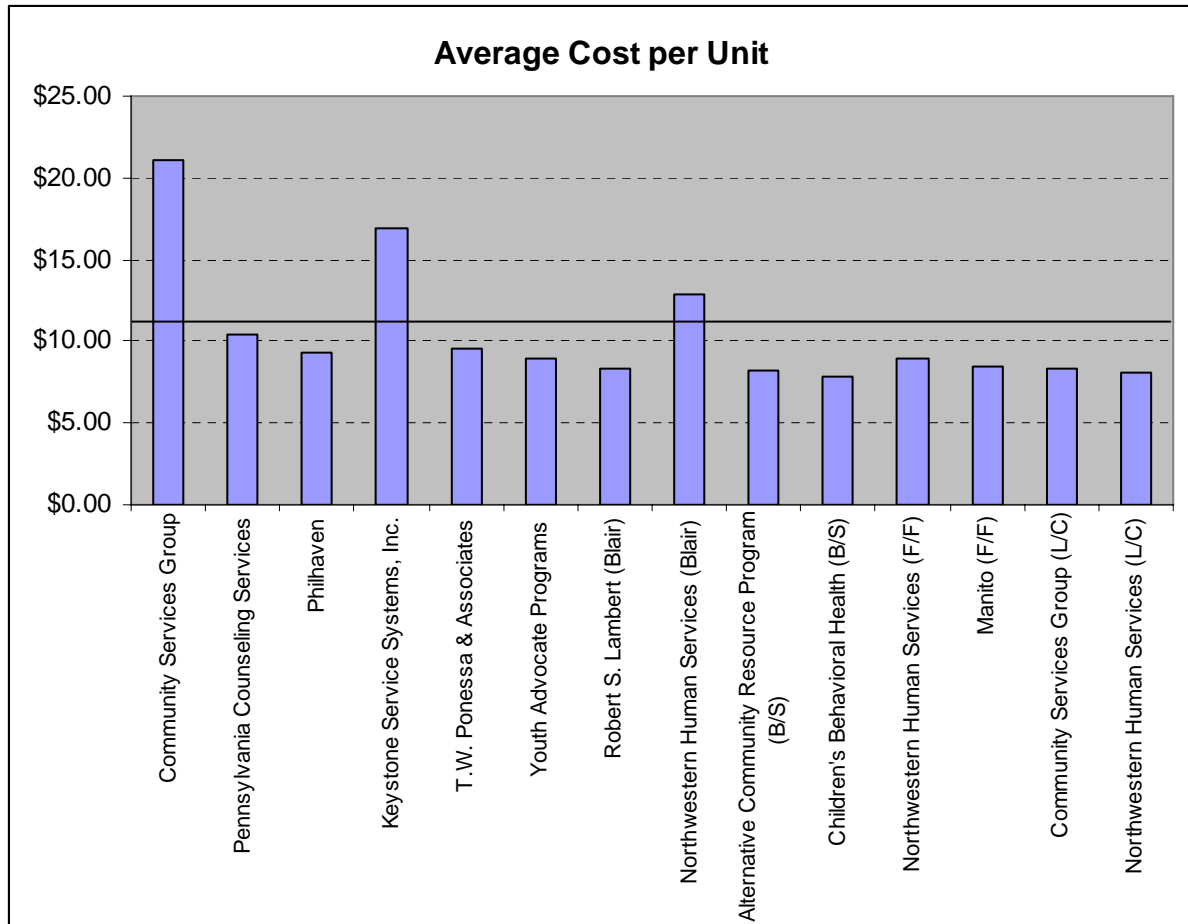
Utilization/cost information available for Members receiving all BHRS services includes the number of unique Members treated, the total average cost per Member and the total average cost per unit. Please note that the information for this section includes data available for all BHRS services, including MT, TSS and BSC, and are not specific to any type of service.

Overall, there were 7,874 unique Members treated across the Network for the period. The number of unique Members treated by the profiled providers ranged from 147 to 893.



The average cost per Member across the Network was \$9,690.63, and the average cost per unit was \$10.67, as indicated by the solid black line in the chart below. Nine of the fourteen providers had an average cost per Member below the Network average, and eleven providers fell below the Network average for cost per unit.

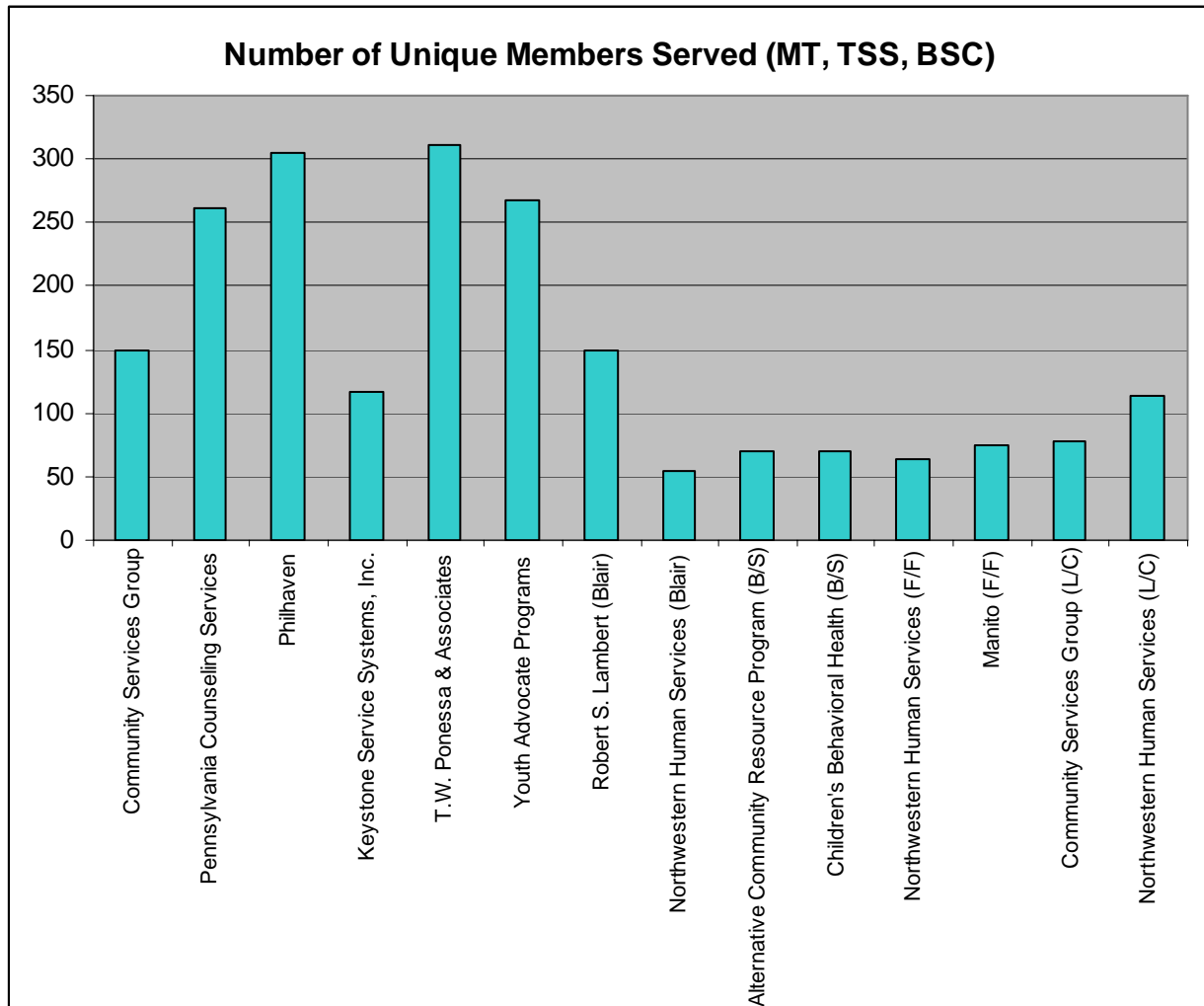




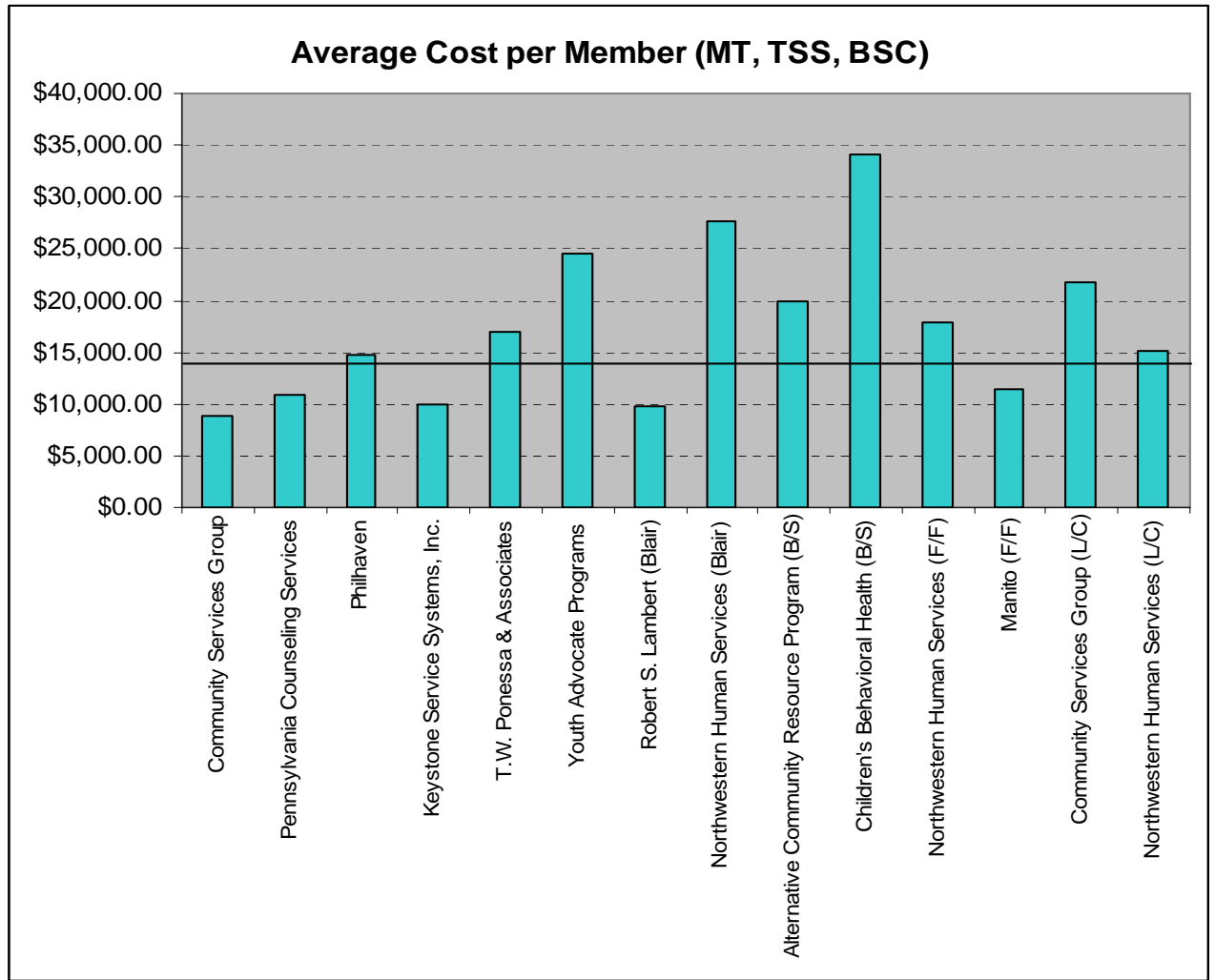
### MT, TSS, BSC Utilization/Cost

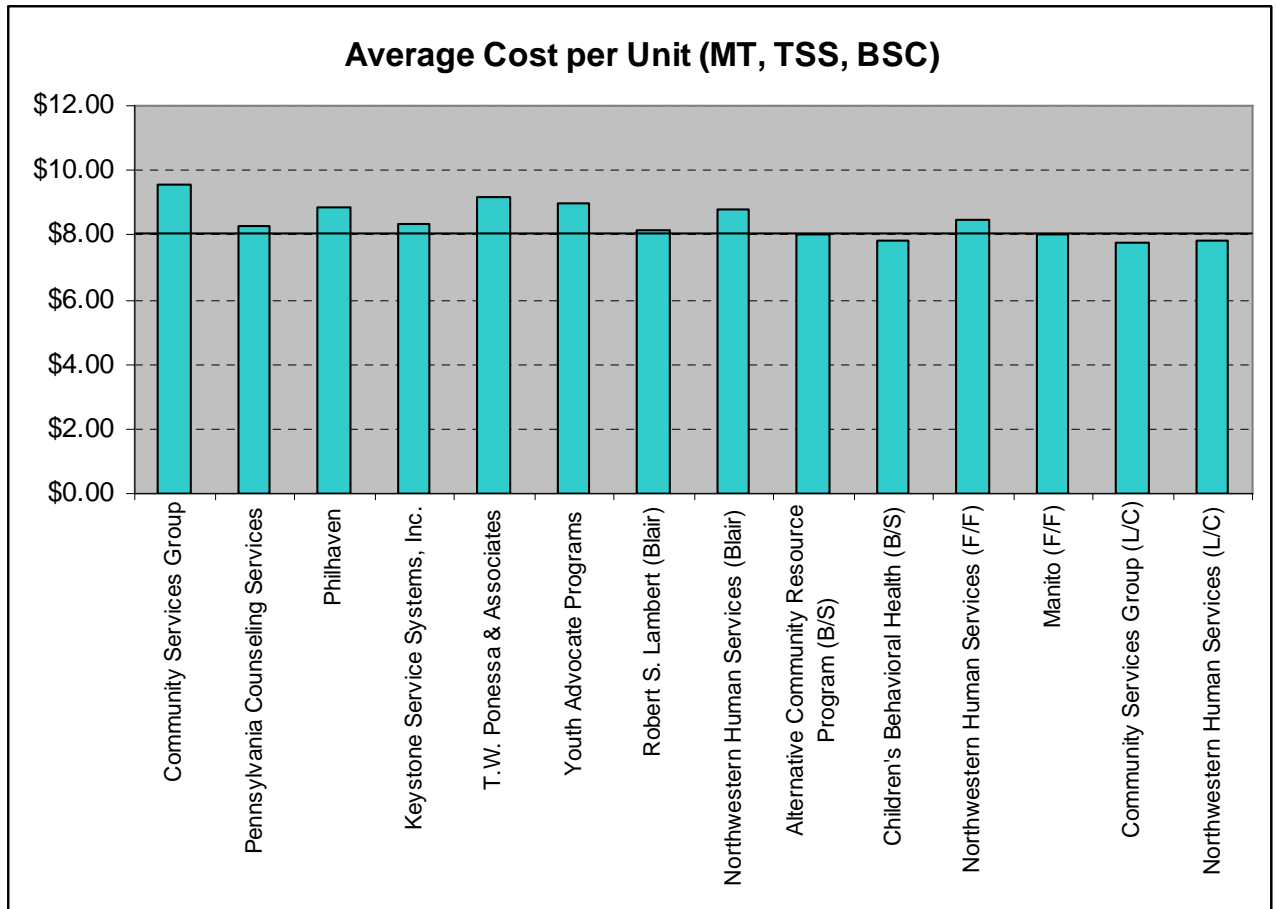
Utilization/cost information available for Members receiving MT, TSS and BSC services includes the number of unique Members treated, the average cost per Member, the average cost per unit, units per Member/per month and the ratio of units to Members. Please note that the information for this section includes data available for MT, TSS and BSC services only.

The total number of unique Members receiving MT, TSS and BSC across the Network was 3,477. The number of unique Members treated by the profiled providers ranged from fifty-four to 305.

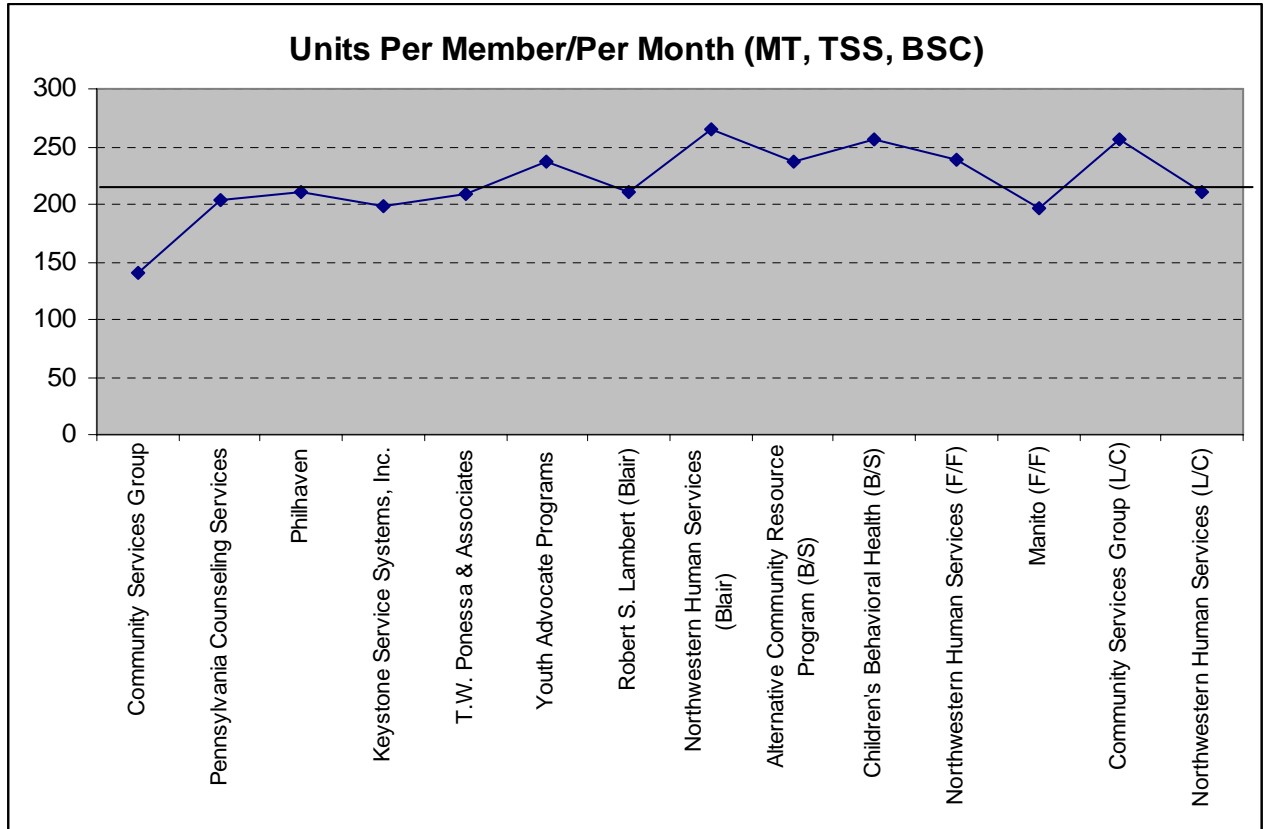


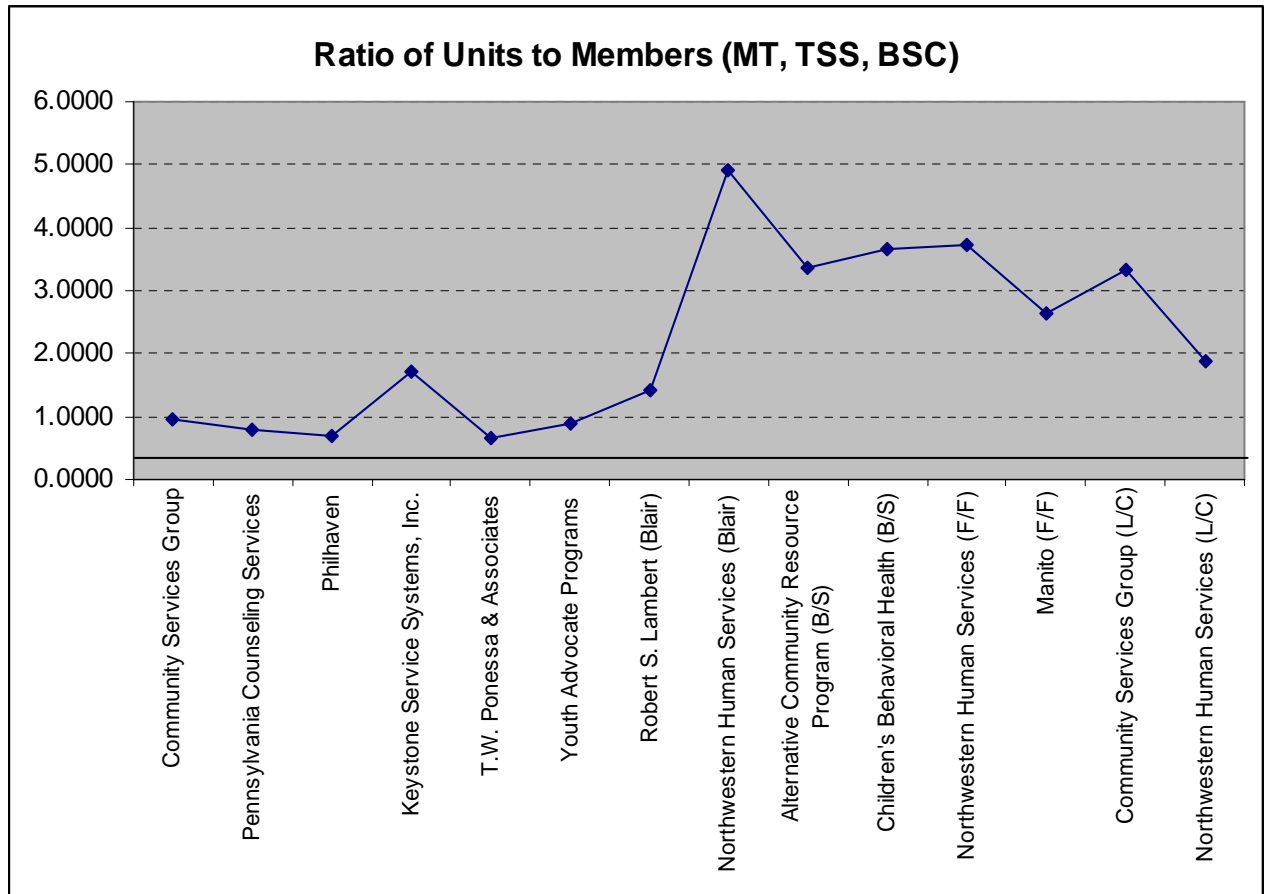
The average cost per Member for MT, TSS and BSC services across the Network was \$14,624.24, and the average cost per unit was \$8.04, as indicated by the solid black lines in the charts below. Six of the fourteen providers had an average cost per Member below the Network average, and five providers fell at or below the Network average for cost per unit.





The average number of units per Member/per month across the Network for MT, TSS and BSC services was 215.87, with a ratio of units to Members of 0.0621, as indicated by the solid black lines in the charts below.

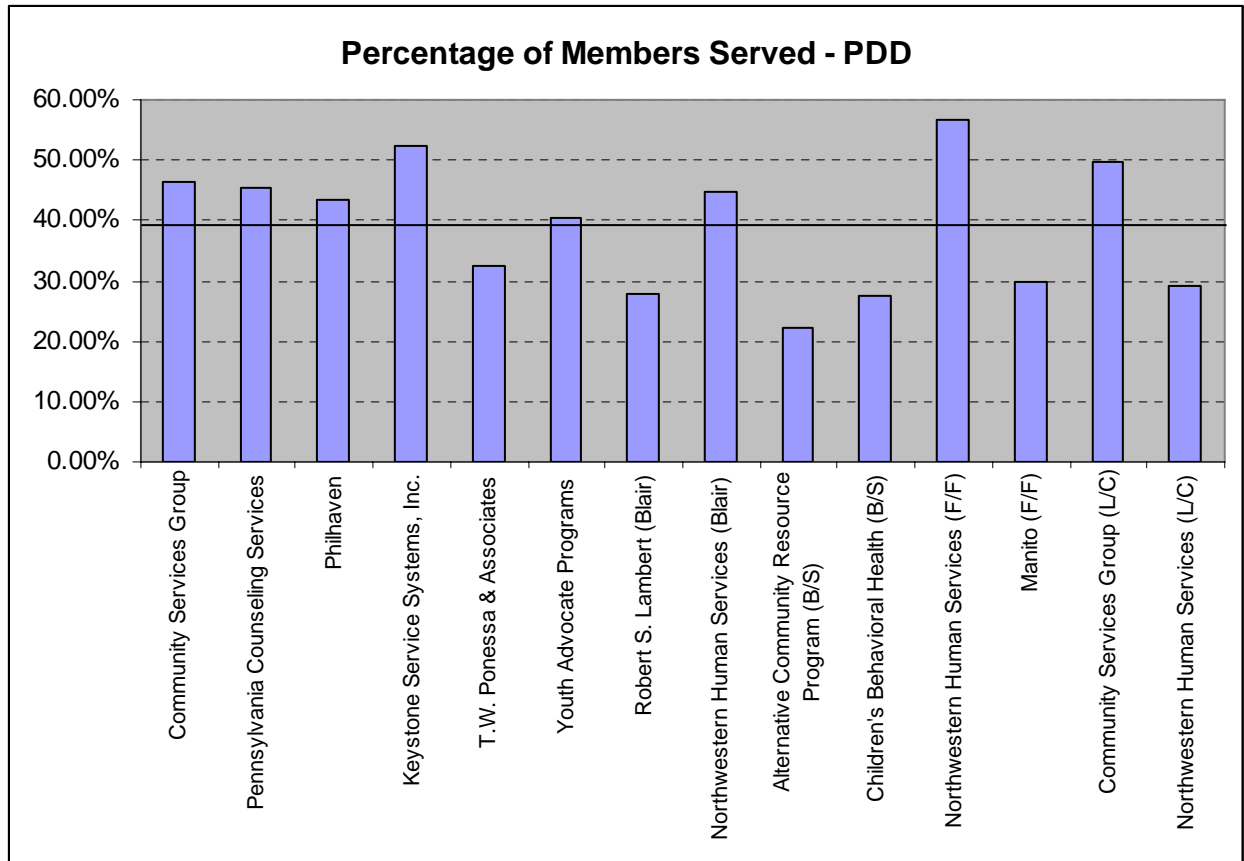




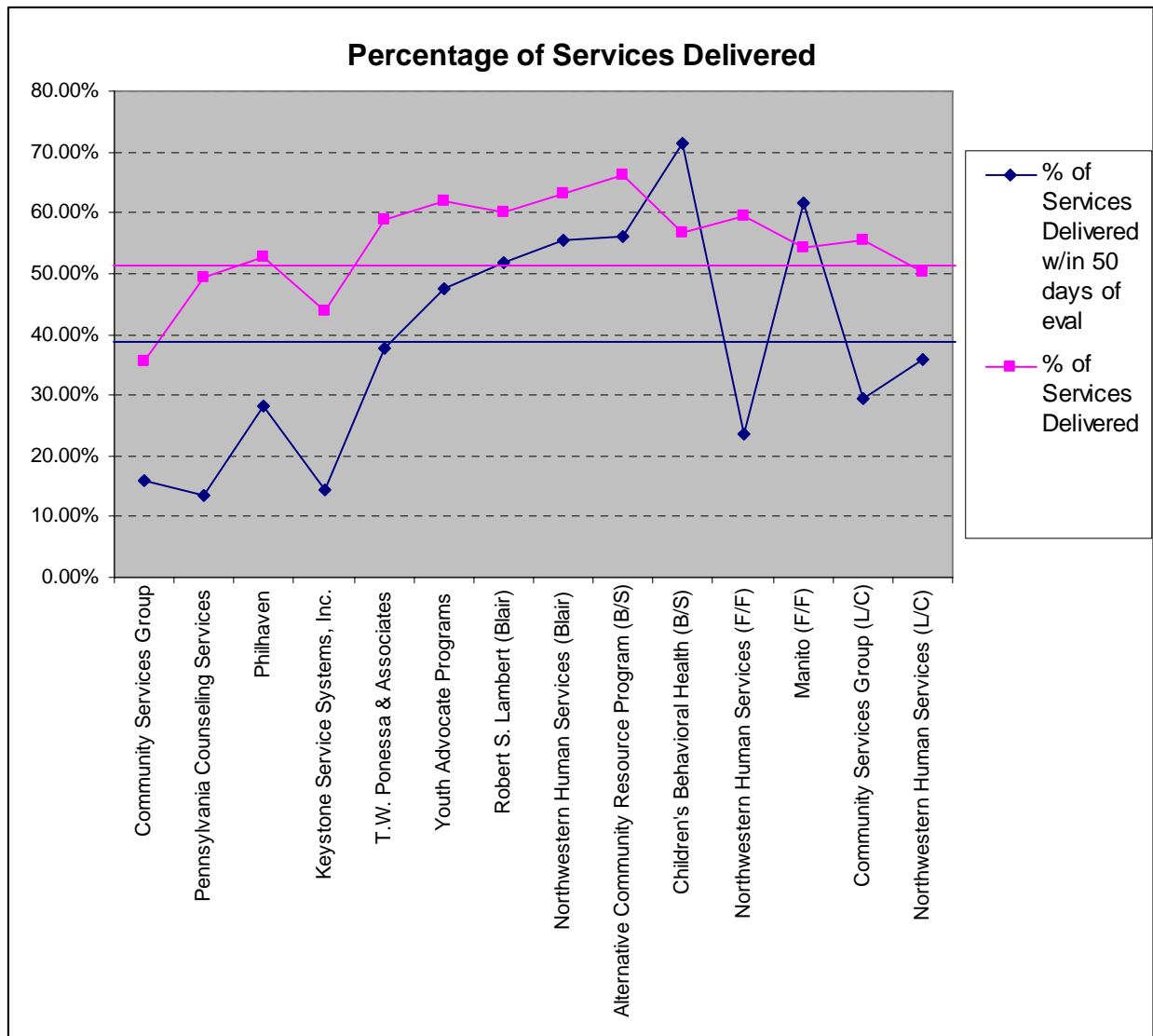
### Service Delivery

Service delivery was measured for all BHRS services by the percentage of Members served with a diagnosis of Pervasive Developmental Disorder (PDD), the percentage of services delivered with fifty days of the evaluation, and the overall percentage of services delivered.

The Network average percentage of Members served with a diagnosis of PDD was 37.90%, as indicated by the solid black line in the chart below. Eight of the profiled providers fell above the Network average.



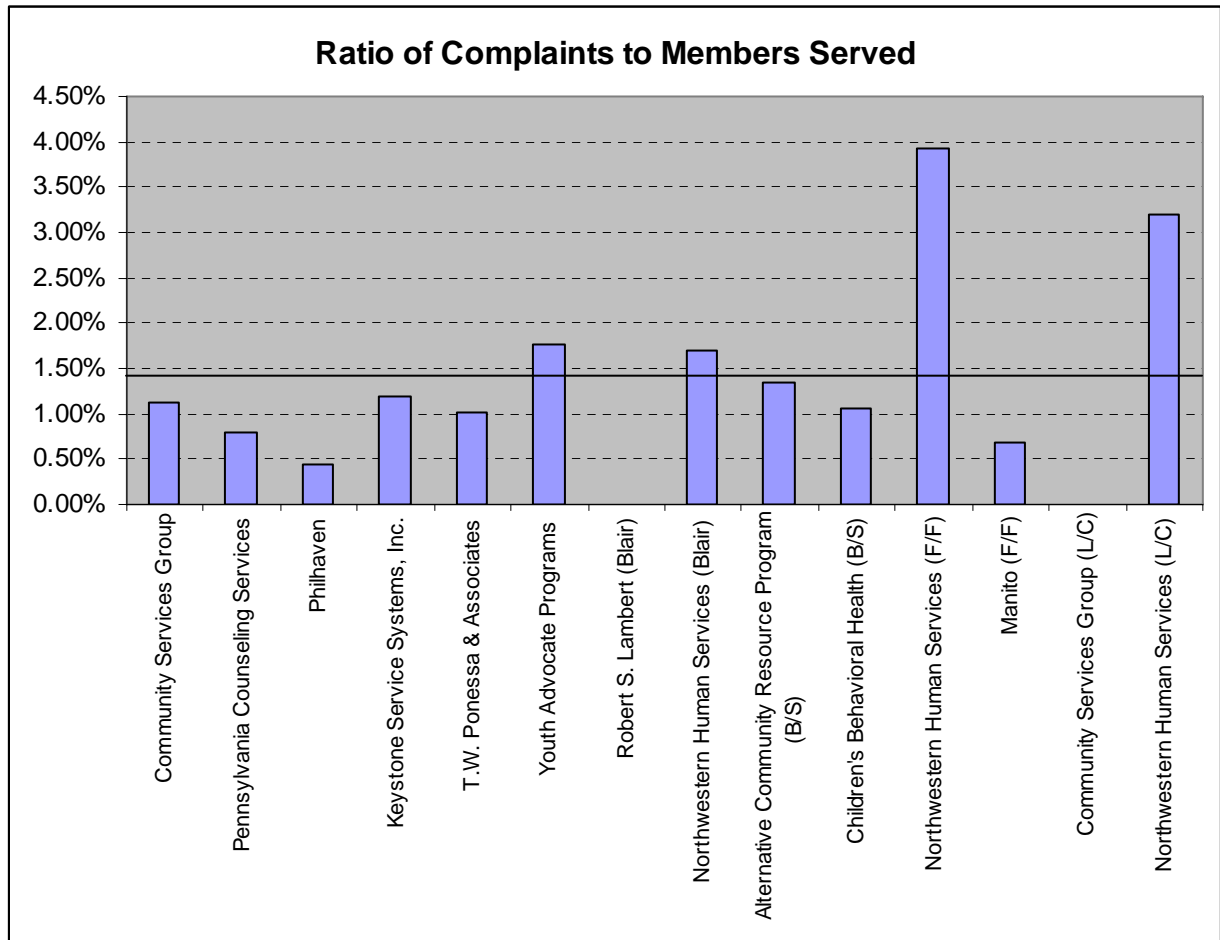
The average percentage of services delivered across the Network was 51.08%, indicated by the solid pink line in the chart below, and the average for services delivered within fifty days of the evaluation was 37.90%, indicated by the solid blue line in the chart below.



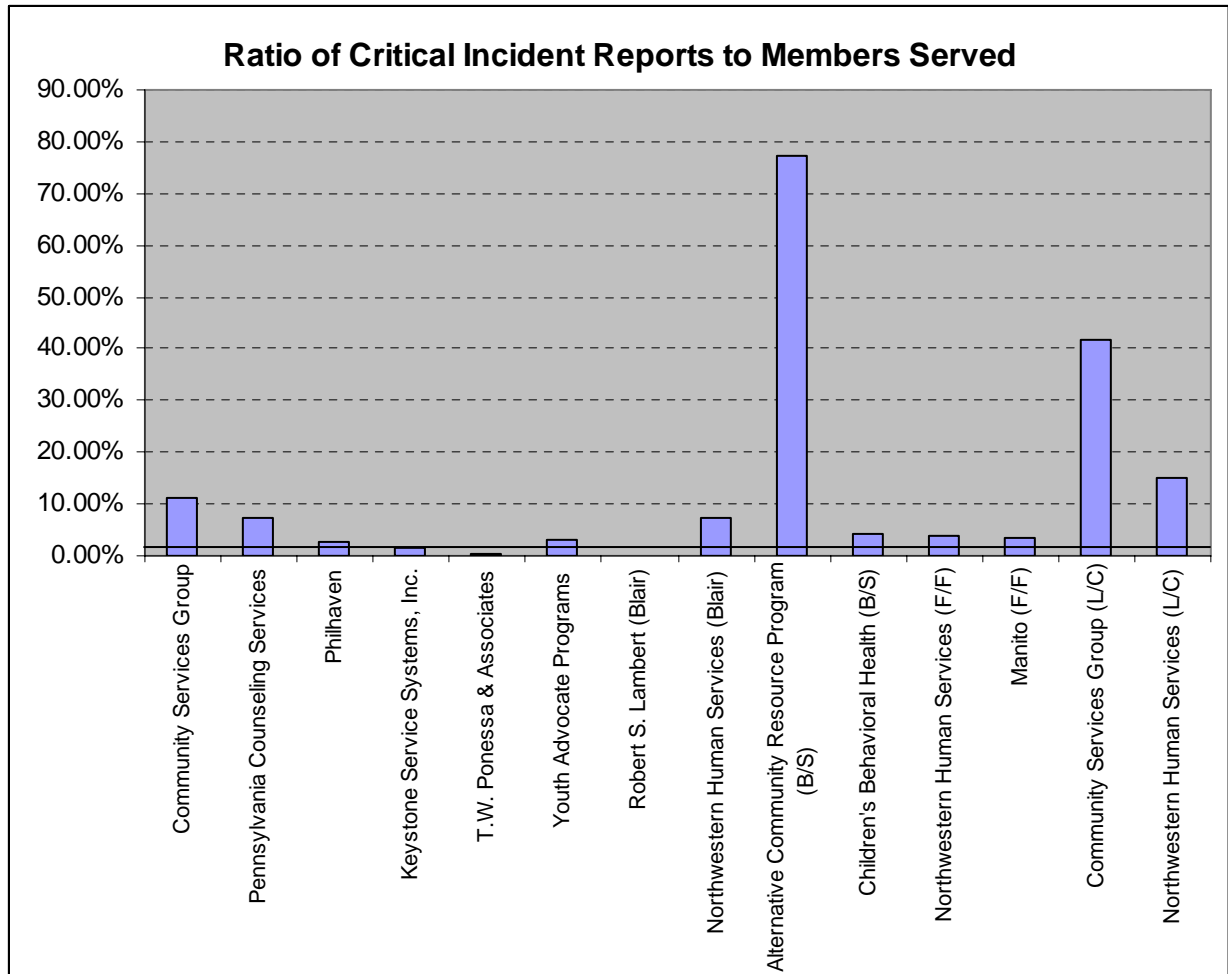
**Quality**

The quality indicators for all BHRS services were measured by the total number of complaints, the total number of critical incident reports submitted by the provider and the provider's Autism Competency score.

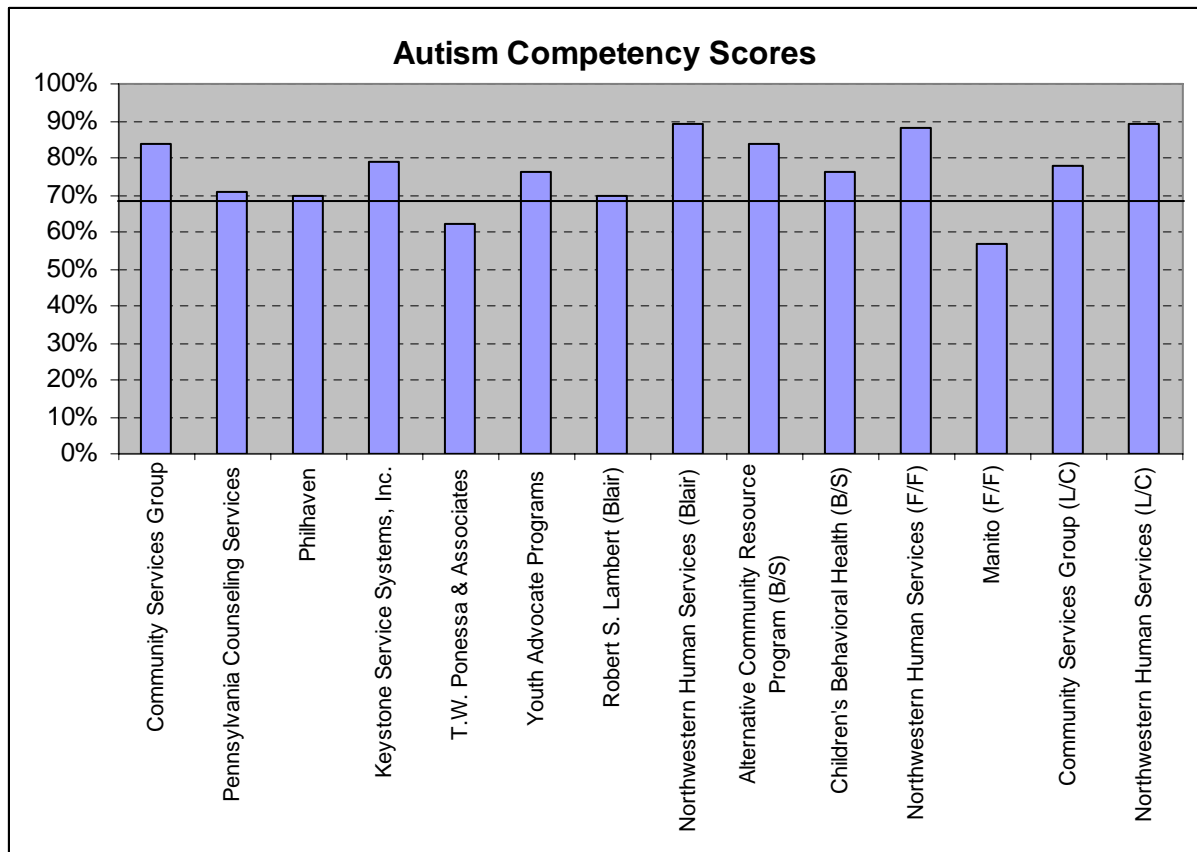
Across the Network there were a total of 113 complaints, resulting in a 1.44% ratio of complaints to Members served, as indicated by the solid black line in the chart below. Two providers, Robert S. Lambert and Community Services Group (L/C), had zero complaints.



There were a total of 999 critical incident reports submitted, resulting in a 12.69% ratio of critical incidents to Members served, as indicated by the solid black line in the chart below. Thirty-eight of the reported incidents resulted in quality of care or safety issues. One provider, Robert S. Lambert (Blair), submitted zero critical incident reports for the period.



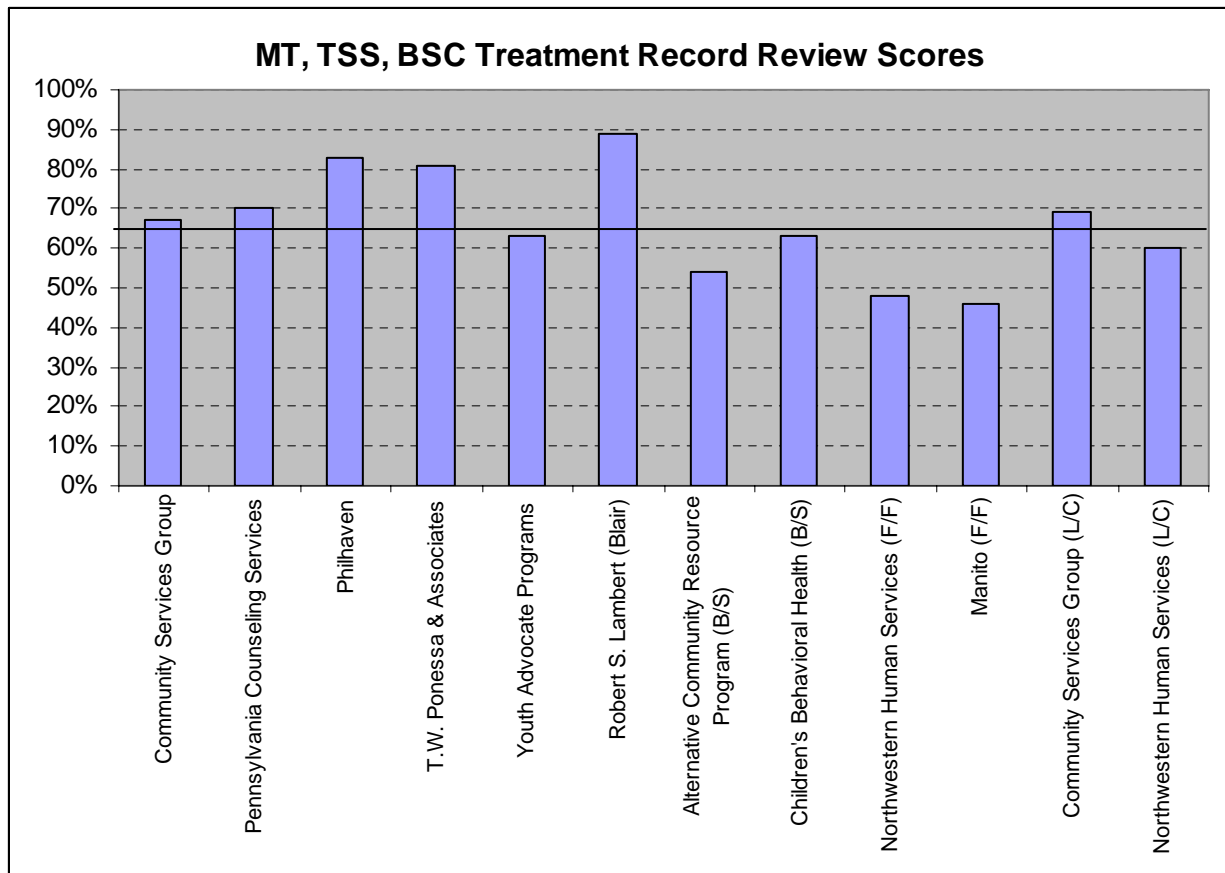
The average Autism Competency score across the Network was 68%, as indicated by the solid black line in the chart below. Twelve of the fourteen providers exceeded this average score.



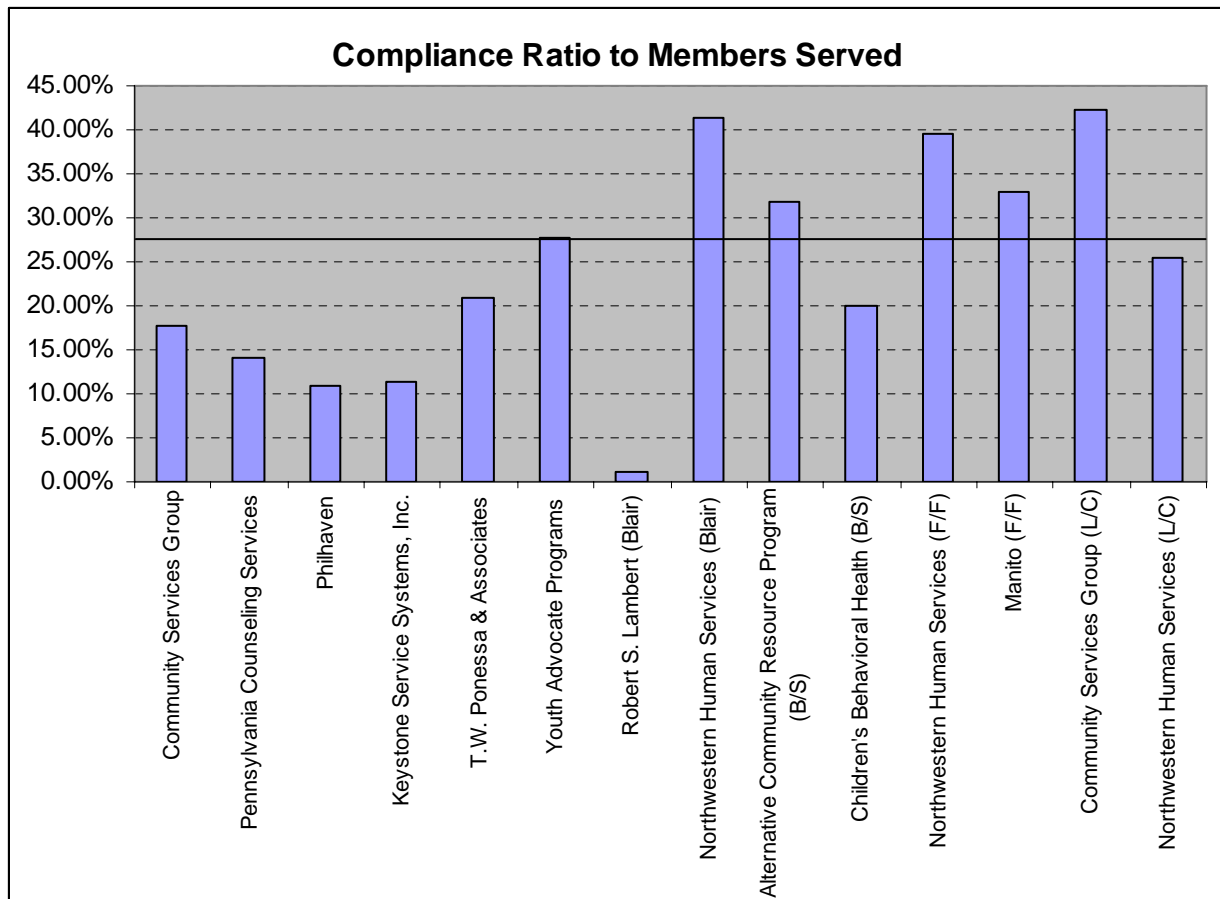
**Compliance**

Compliance indicators were measured using MT, TSS and BSC treatment record review scores, the number of all BHRS denied administrative appeals and the number of provider performance issues reported for all BHRS services for each provider.

The average treatment record review score across the Network was 66.5%, as indicated by the solid black line in the chart below. It should be noted that this percentage reflects the average score of 72% for the Capital Region and 61% for the North Central Regions. Six profiled providers fell below the average score, and two providers, Keystone Service Systems, Inc. and Northwestern Human Services (Blair) were not audited, and therefore do not have a treatment record review score.

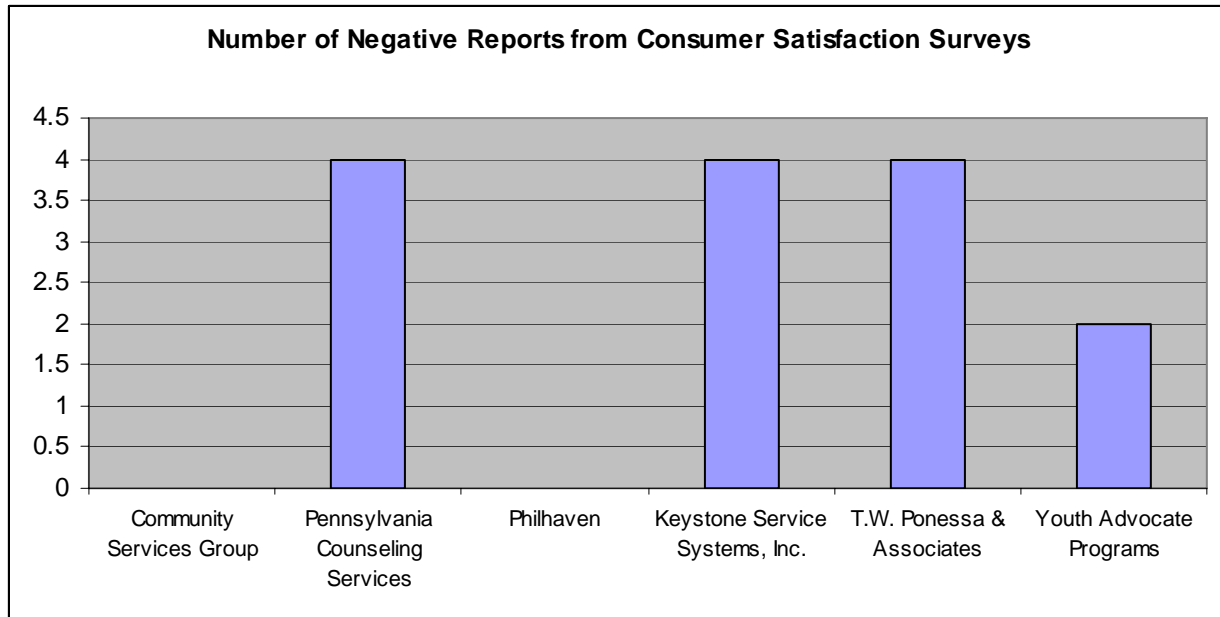


There were 104 denied administrative appeals across the Network for BHRS services, resulting in a 1.32% ratio of denied administrative appeals to Members served. In addition, although provider performance measures are taken using a variety of provider issues, profiling was completed using the issues with the highest volume of documented instances. The issues for BHRS services were provider failure to respond to CBHNP requests and requests submitted with incomplete and/or incorrect information. Across the Network there were 4,192 documented instances, resulting in a 53.24% ratio of provider performance issues to Members served. The ratios of denied administrative appeals and provider performance issues to Members served were combined to produce an overall compliance ratio, which was 27.28% for the Network, as indicated by the solid black line in the chart below.



**Consumer Satisfaction**

Six of the fourteen profiled providers participated in a consumer satisfaction survey process. Those providers included Community Services Group, Pennsylvania Counseling Services, Philhaven, Keystone Service Systems, Inc., T.W. Ponessa & Associates and Youth Advocate Programs. All providers responded accordingly to the comments made by consumers who participated in the survey. Negative reports related to service were documented for each provider and ranged from zero to four.



### Provider Rank

BHRS providers were given an overall rank score for performance based on scores of several profiled indicators. These indicators included scores for ratio of units to Members, percentage of Members served with a diagnosis of PDD, fifty day service delivery percentage, overall service delivery percentage, complaints ratio, Autism Competency score, critical incident reports ratio, treatment record review scores and administrative compliance ratio. The overall ranking is as follows.

Provider	Rank
Robert S. Lambert (Blair)	1
Philhaven	2
Northwestern Human Services (Blair)	3
T.W. Ponessa & Associates	4
Keystone Service Systems, Inc.	5
Children's Behavioral Health (B/S)	6
Youth Advocate Programs	7
Community Services Group (L/C)	8
Community Services Group	9
Pennsylvania Counseling Services	9
Alternative Community Resource Program (B/S)	11
Northwestern Human Services (F/F)	12
Manito (F/F)	13
Northwestern Human Services (L/C)	14