



## Evaluators

Evaluators who were considered high volume based on the total number of initial evaluations completed and submitted during the period were profiled. The high volume criterion for evaluators in the Capital Region was seventy or more initial evaluations submitted. The high volume criterion for the North Central Region was those evaluators who submitted the greatest number of initial evaluations for each region. These criteria resulted in twenty-one profiled evaluators. Please note that an asterisk (\*) denotes a Specialized Evaluator.

### Capital Profiled Providers

1. Brian Andrews\*
2. Michael Boerger\*
3. Julie Gordon-Dueck\*
4. Magdalena Janicka
5. Barbara Kettering\*
6. Casey Lehman\*
7. Karen McClure-Snodgrass\*
8. Rebecca Murray\*
9. Patrick Reiker\*
10. Cynthia Stauffer\*
11. Elicia Stein
12. Mark Zengerle\*
13. Ivan Zook\*

### Blair Profiled Providers

1. Robert Lambert
2. Richard Petroski

### Bedford/Somerset Profiled Providers

1. Colin Blount
2. Kristal Jenkins

### Franklin Fulton Profiled Providers

1. Harold McCoy
2. Eric Miller

### Lycoming/Clinton Profiled Providers

1. Bruce Anderson
2. Bonnie Whipple

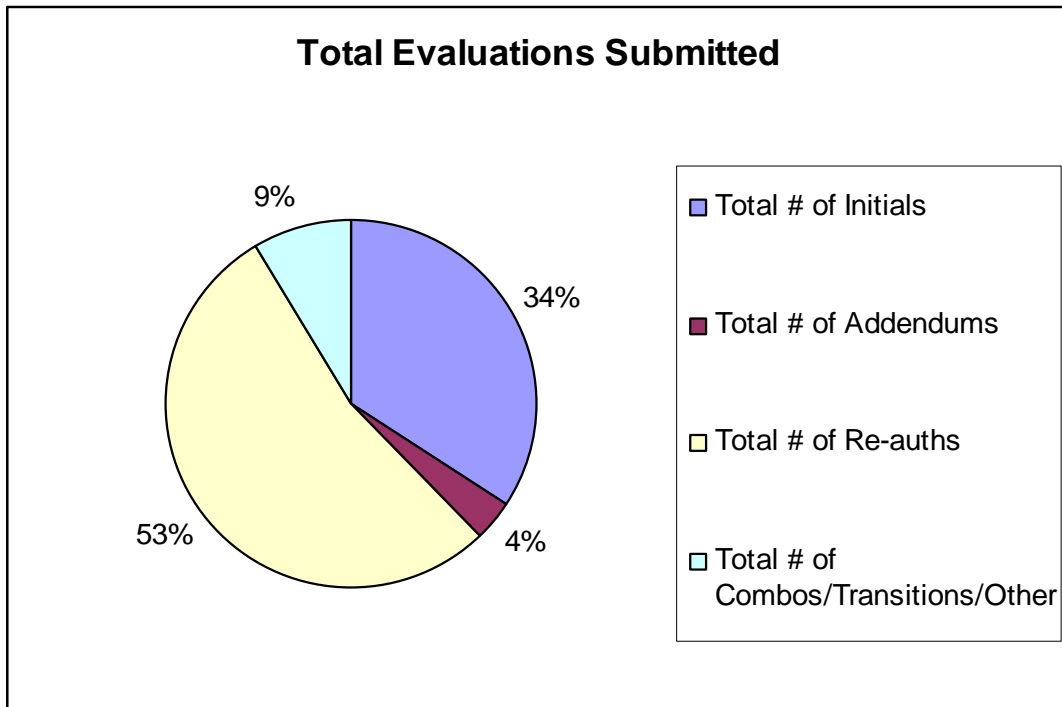
Profiled indicators include utilization, service delivery, evaluations audits and administrative compliance.

## Utilization

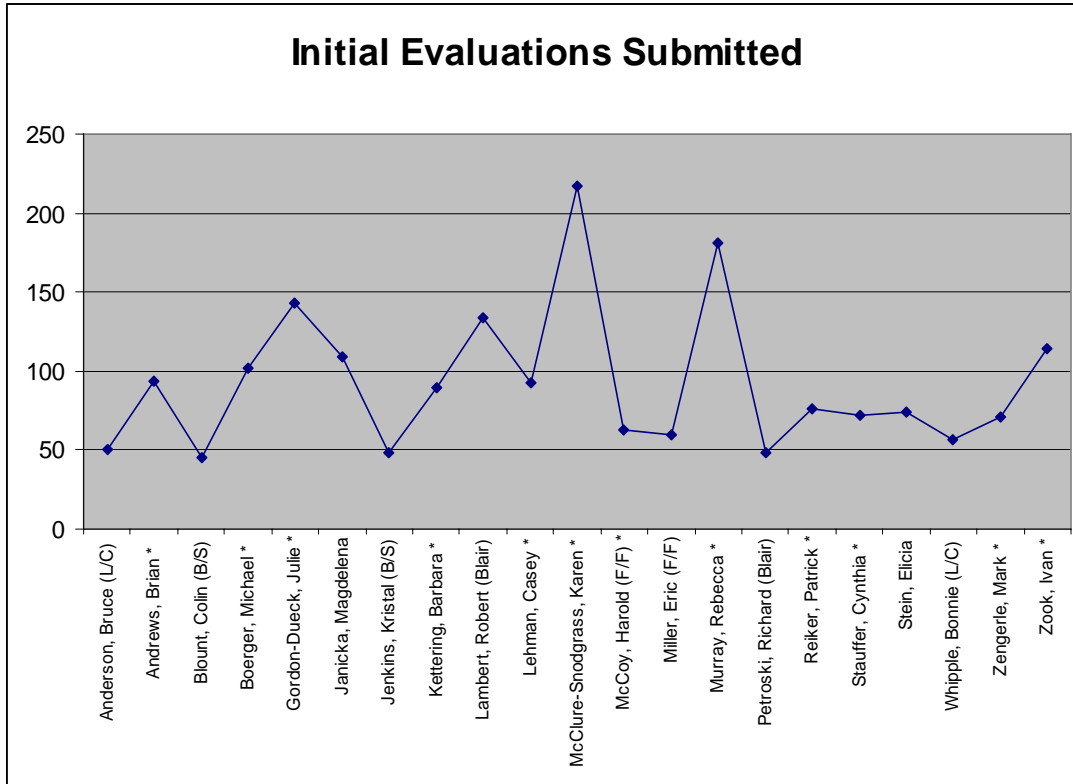
Across the Network there were a total of 16,724 evaluations submitted. Fifty-seven hundred or 34% of the total were initial evaluations, resulting in an average of 475 initial evaluations per month. Of the 16,724 evaluations submitted, 8,954 or 54% were re-authorization evaluations, resulting in an average of 746 re-authorization evaluations per

month. In addition, 640 addendums and 1,430 combo/transition/other evaluations were submitted for the period.

An initial evaluation is one that recommends the initiation or start of a service, and a reauthorization evaluation recommends the continuation of a previously authorized service. An addendum is submitted when there is a correction or revision to the original evaluation. A combo evaluation is one that recommends an initial service, in addition to a continuation of at least one other service. A transition is an evaluation that recommends a change from one service to another. Evaluations that are categorized as “other” are those recommending special extensions or unit increases for specific services.

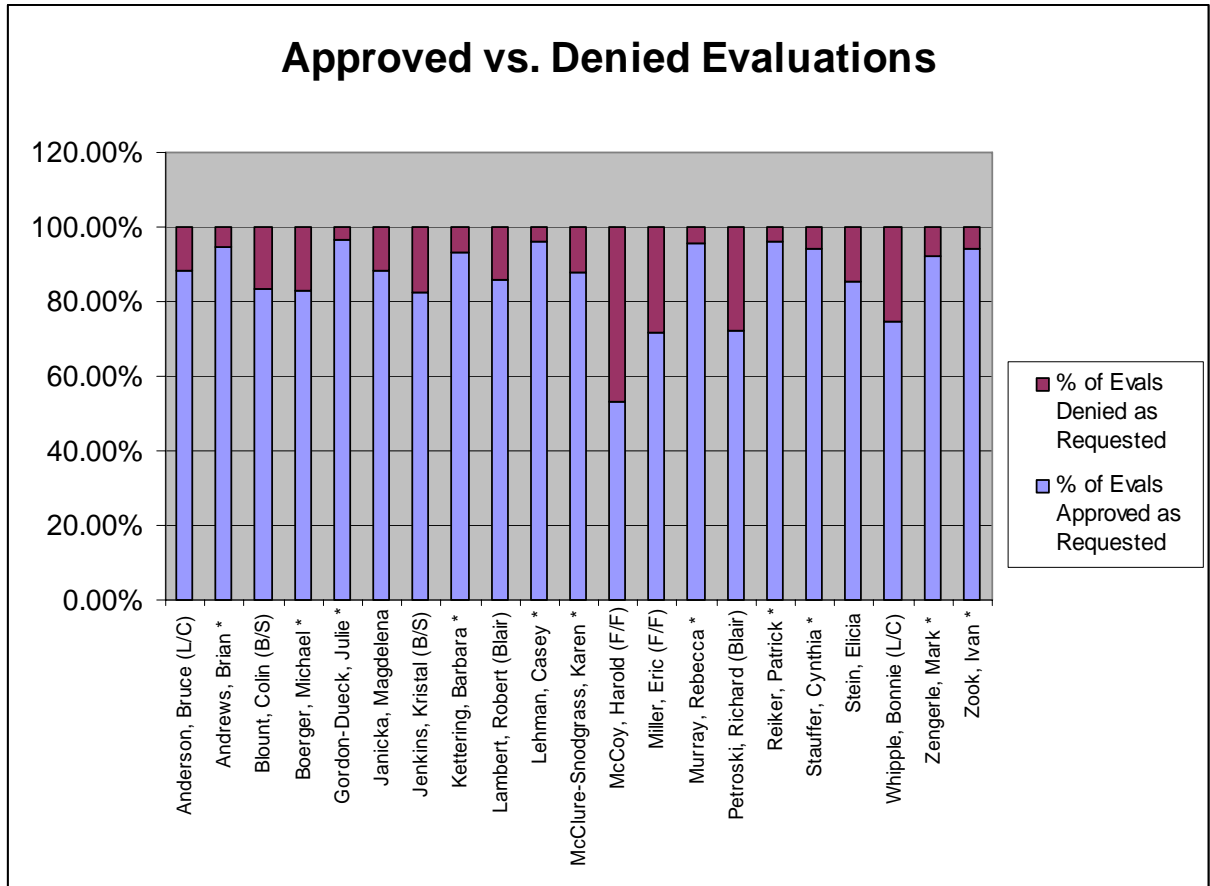


The total number of initial evaluations submitted for each profiled provider ranged from forty-five to 217 for the period.

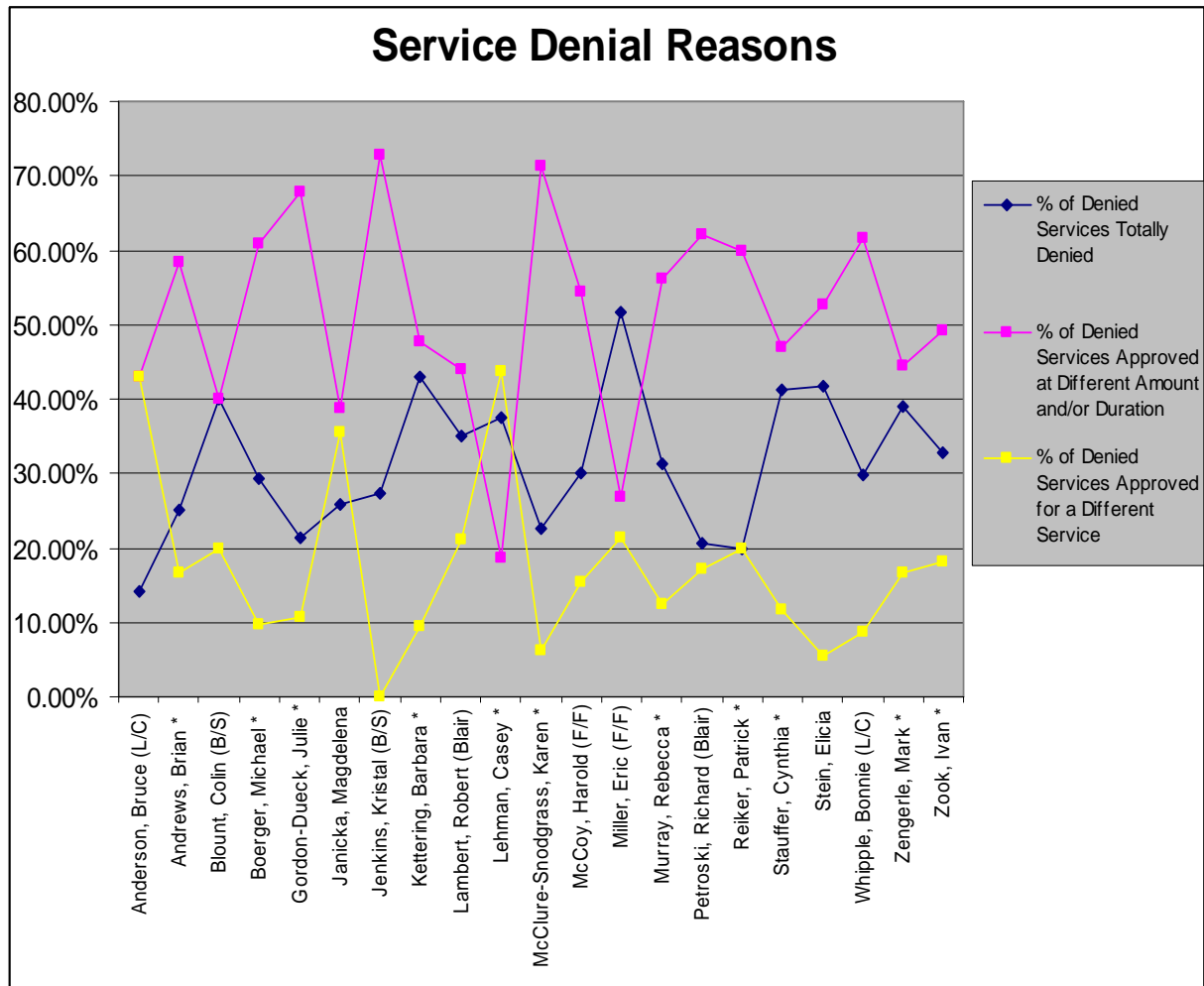


### Service Delivery

Service delivery was measured using indicators of percentage of evaluations approved versus denied, and was further broken down by denial reasons for each service requested within an evaluation. Overall, 87.06% of evaluations were approved as requested across the Network, leaving 12.94% denied as requested.

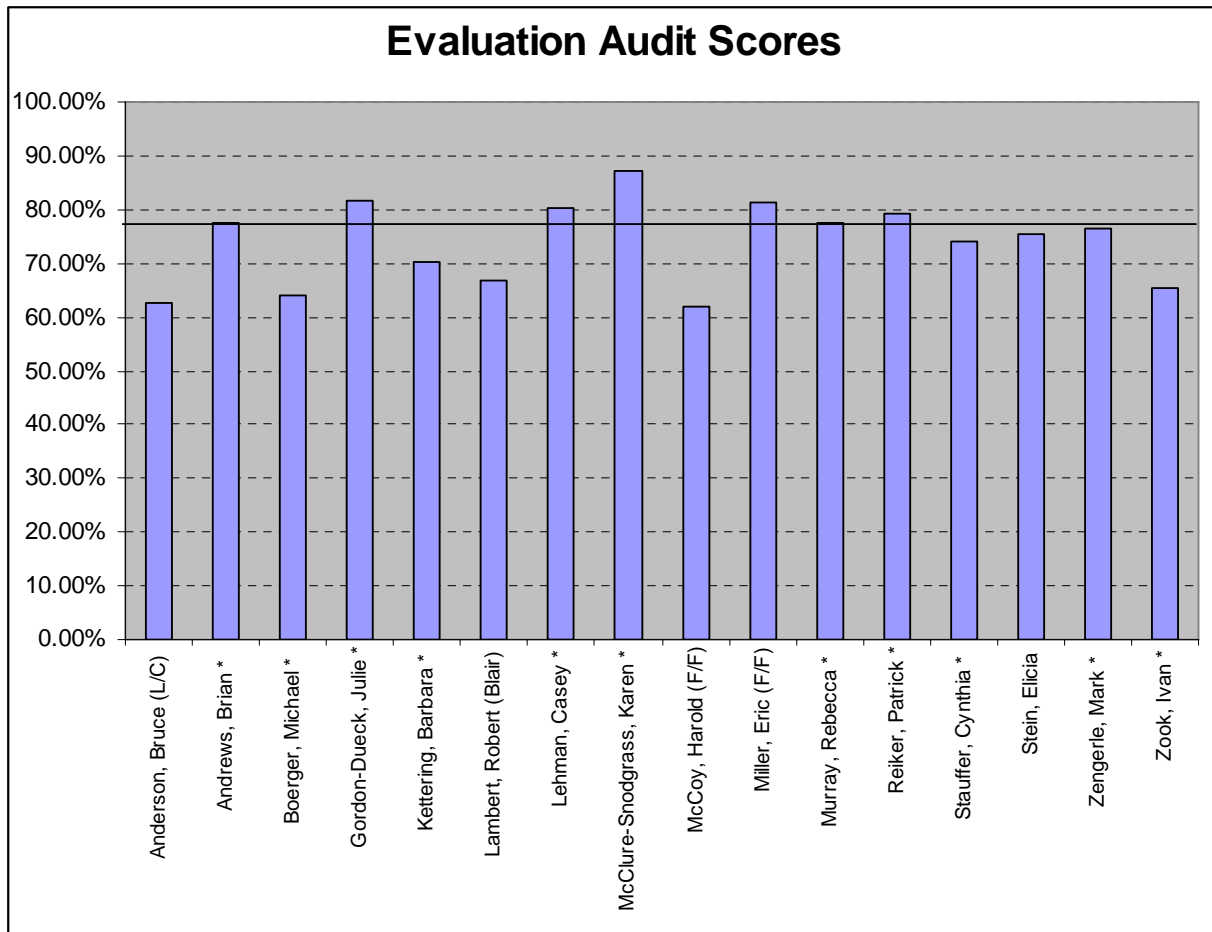


Of the denied evaluations, 30.62% of the requested services were totally denied, 49.48% were denied services that were approved at a different amount and/or duration, and 19.90% were denied services that were approved for a different service.



### Evaluation Audits

Each quarter, a random sampling of submitted initial evaluations are audited and scored based upon an audit tool devised by CBHNP. The intent of the audit is to determine if evaluations are being conducted in a manner that is consistent with best practice standards by providing thorough, meaningful, and thoughtful information that assists in the process of accessing clinically appropriate services for children and adolescents. Across the Network, evaluators scored an average of 77.08%, as indicated by the solid black line in the chart below, with a performance objective of 70%. Of the twenty-one evaluators that were profiled, sixteen were audited and received an overall audit score. These scores are an average of each quarterly audit completed during the profiled period. The profiled evaluators not audited during the period were Colin Blount, Magdalena Janicka, Kristal Jenkins, Richard Petroski and Bonnie Whipple.



### Administrative Compliance

Administrative compliance was measured by each evaluator’s attendance at required trainings and/or meetings. Although all evaluators were invited, only Specialized Evaluators were required to attend the SE initial or refresher trainings. It should be noted that only one evaluator, Elicia Stein, although not a specialized evaluator, attended both meetings.

	Attended SE Initial or Refresher Training	Attended Evaluator Level of Care Meeting
Anderson, Bruce (L/C)	N/A	No
Andrews, Brian *	No	Yes
Blount, Colin (B/S)	N/A	No
Boerger, Michael *	Yes	No
Gordon-Dueck, Julie *	No	No
Janicka, Magdalena	N/A	No
Jenkins, Kristal (B/S)	N/A	No

# CBHNP

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Kettering, Barbara *	Yes	No
Lambert, Robert (Blair)	N/A	No
Lehman, Casey *	No	Yes
McClure-Snodgrass, Karen *	Yes	No
McCoy, Harold (F/F)	Yes	No
Miller, Eric (F/F)	N/A	No
Murray, Rebecca *	Yes	No
Petroski, Richard (Blair)	N/A	No
Reiker, Patrick *	Yes	No
Stauffer, Cynthia *	No	Yes
Stein, Elicia	N/A	Yes
Whipple, Bonnie (L/C)	N/A	No
Zengerle, Mark *	No	Yes
Zook, Ivan *	Yes	No