



Family-Based Mental Health Services

Family-Based Mental Health Services (FBMHS) are a comprehensive 24 hour/7 day a week service which includes aspects of treatment, case management and family supports.

All FBMHS providers across the Network with Members in service were profiled during this period, resulting in twenty-three profiled providers. 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. Catholic Charities
2. Community Services Group
3. Covenant Counseling Services
4. Diakon Family Life Services
5. Franklin Family Services
6. Keystone Service Systems, Inc.
7. Pennsylvania Counseling Services
8. Philhaven
9. Steven's Center – Northwestern Human Services
10. Youth Advocate Programs, Inc.

Blair Profiled Providers

1. Altoona Regional Health System
2. Blair Family Solutions
3. Cen Clear Child Services

Bedford/Somerset Profiled Providers

1. Alternative Community Resource Program
2. Bedford/Somerset MH-MR

Franklin Fulton Profiled Providers

1. Catholic Charities
2. Franklin Family Services
3. Manito, Inc.
4. Momentum Services
5. Pennsylvania Counseling Services

Lycoming/Clinton Profiled Providers

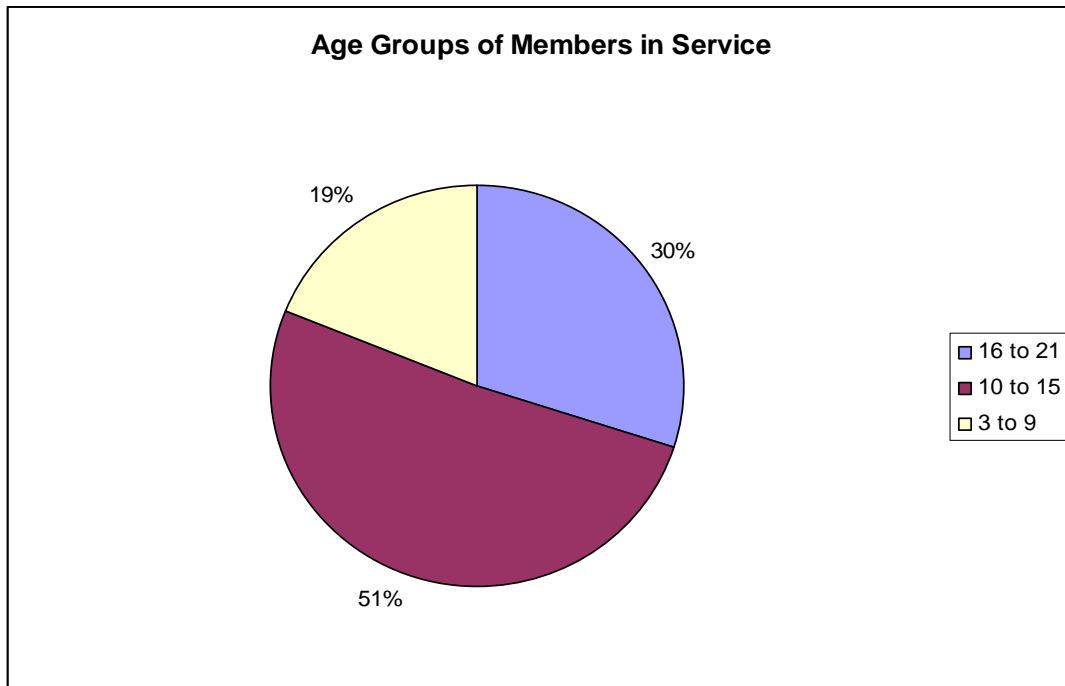
1. Community Services Group
2. Diakon Family Life Services
3. Lycoming/Clinton MH-MR

Profiled indicators include demographics, utilization, cost, quality, performance and compliance.

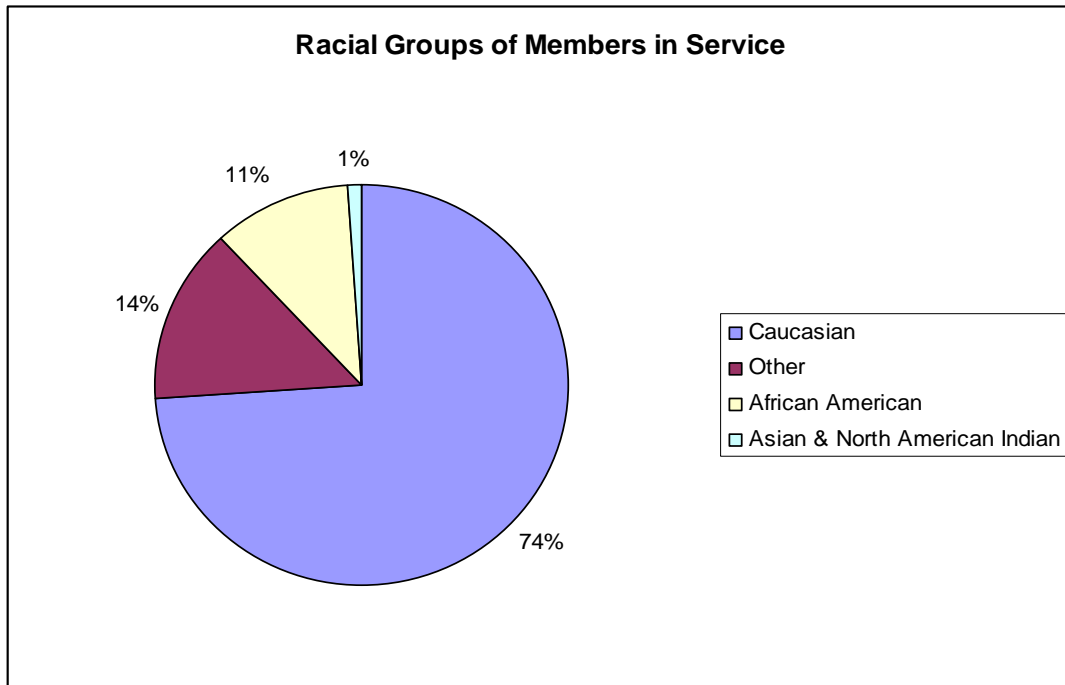
Demographics

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

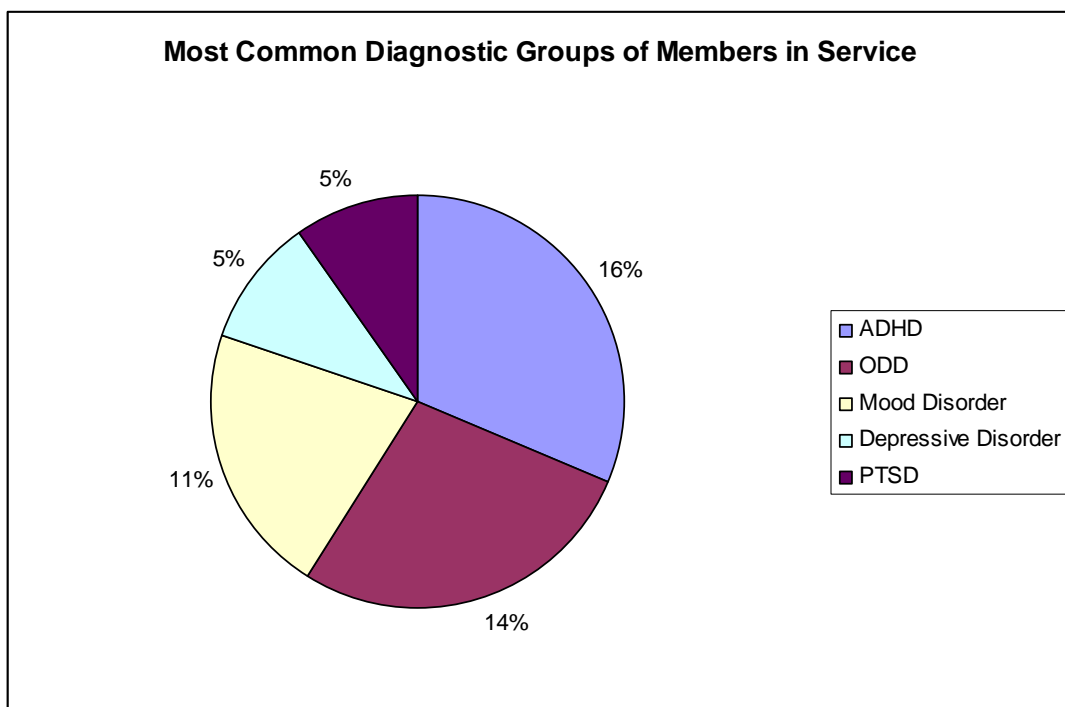
Overall, 30% of the Members receiving FBMHS were between the ages of sixteen and twenty-one, 51% were between ten and fifteen years of age, and 19% were between the ages of three and nine.



Sixty percent of Members receiving this service were male and 40% were female. Seventy-four percent of these Members were Caucasian, 14% were Other, 12 % were African American and less than one percent were Asian and North American Indian.



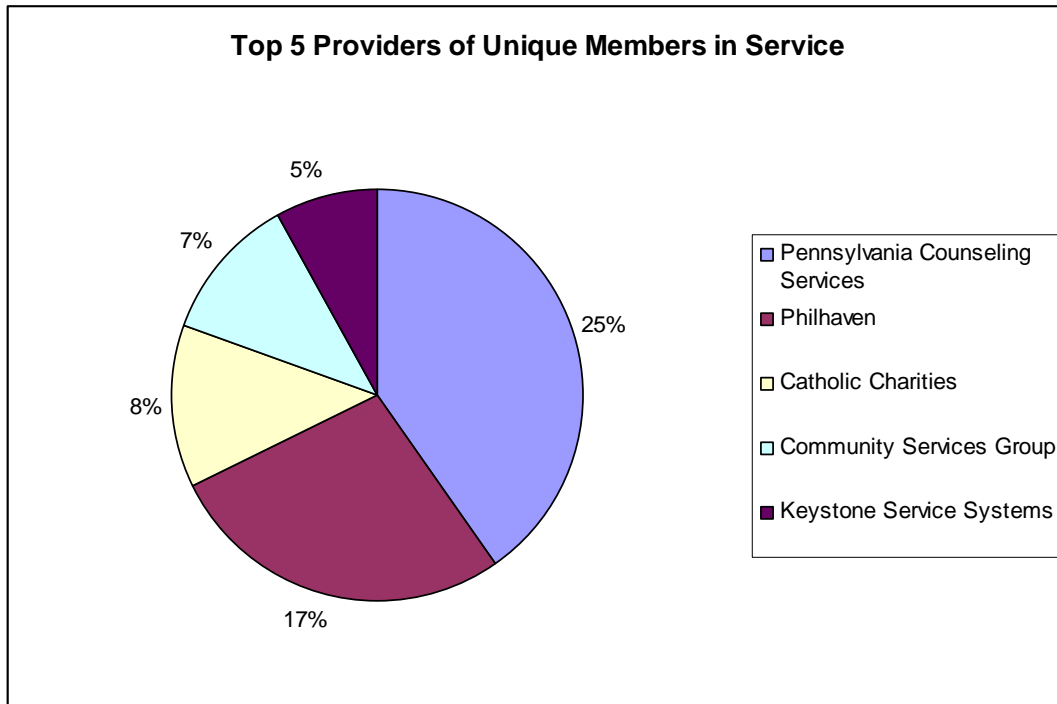
The most common diagnoses of Members receiving Family Based Mental Health Services were Attention Deficit Hyperactivity Disorder – 314.01 at 16%, Oppositional Defiant Disorder – 313.81 at 14%, Unspecified Episodic Mood Disorder – 296.90 at 11%, Depressive Disorder – 311 at 5%, and Posttraumatic Stress Disorder – 309.81 at 5%.



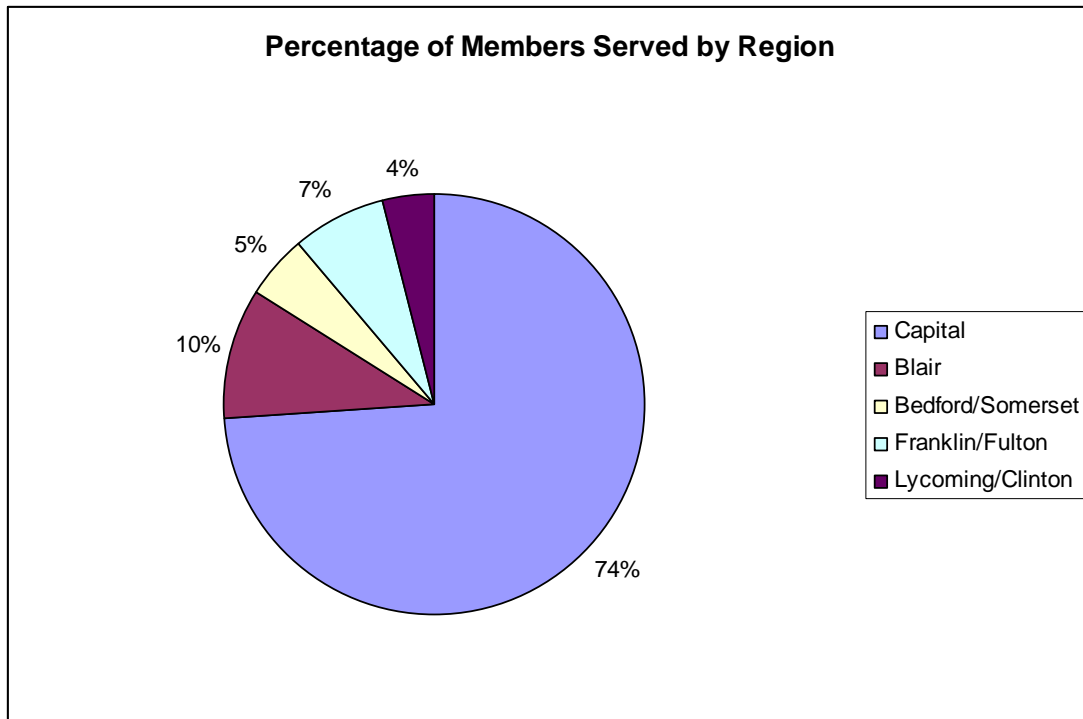
Utilization

Utilization information available for Members receiving FBMHS services includes the number of unique Members, Member months, units authorized, units paid, units per Member/per month, percent utilization and percent team delivered services.

The total number of unique Members served across the Network was 1702. Of the twenty-three providers that were profiled, the top five high volume providers, as indicated by the greatest number of unique Members in service, include Pennsylvania Counseling Services serving 431 Members or 25% of the total population, Philhaven serving 281 Members or 17% of the total population, Catholic Charities serving 141 Members or 8% of the total population, Community Services Group serving 128 Members or 7% of the total population, and Keystone Service Systems serving 89 Members or 5% of the total population.



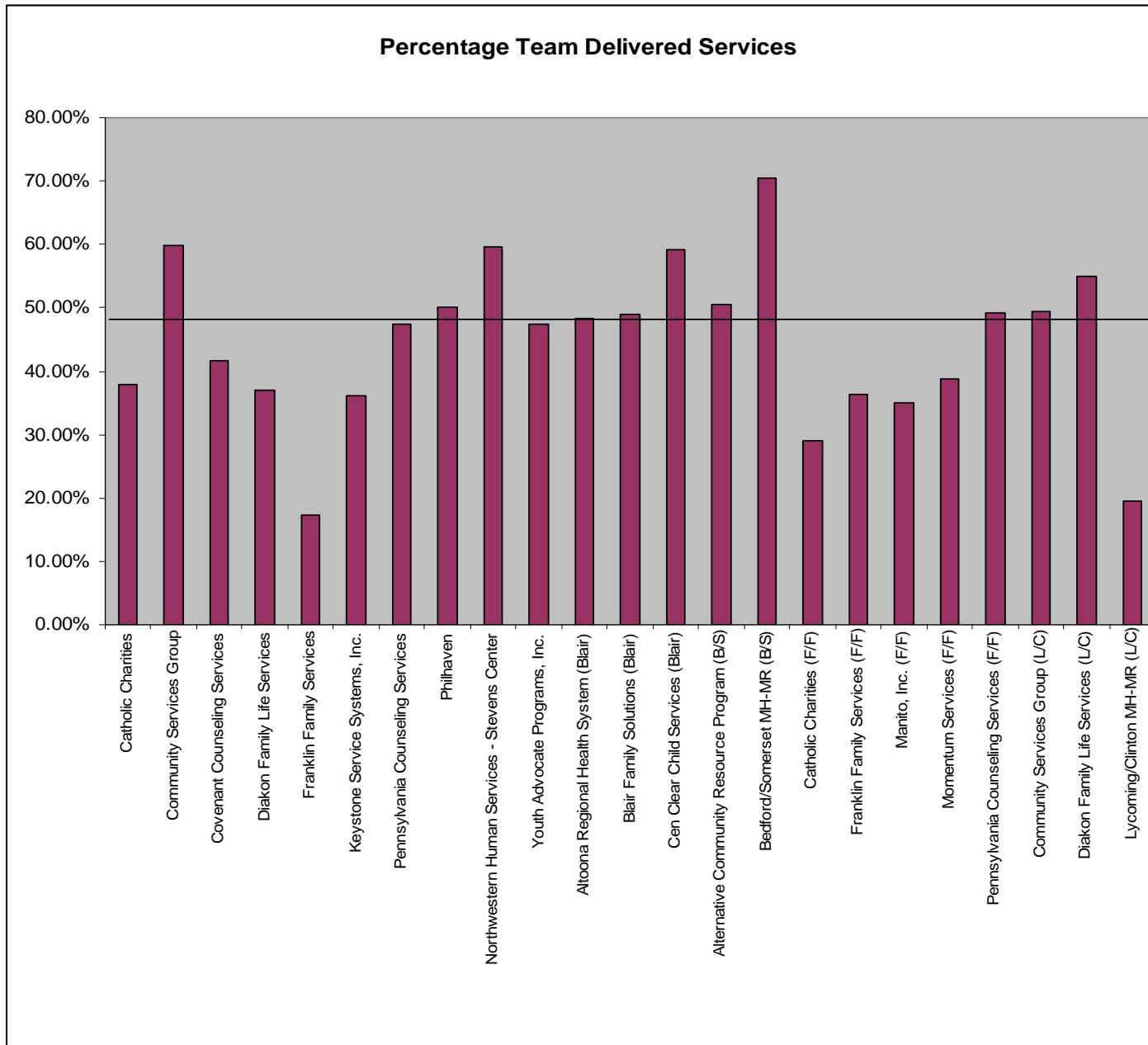
The number of unique Members in service by provider range from five to 431, with the greatest number of unique Members having been served by providers in the Capital Region totaling 1254. Blair County providers served 177 Members, Bedford/Somerset County providers served eighty-three Members, Franklin/Fulton County providers served 112 Members, and Lycoming/Clinton County providers served seventy-six Members.



Across the Network, there were 6828 Member months and 75.26 units per Member/per month. Of the 1,126,582 units authorized, 566,401 were paid, representing an overall utilization average percentage of 50.28%. Six providers fell above the Network average for percent utilization.

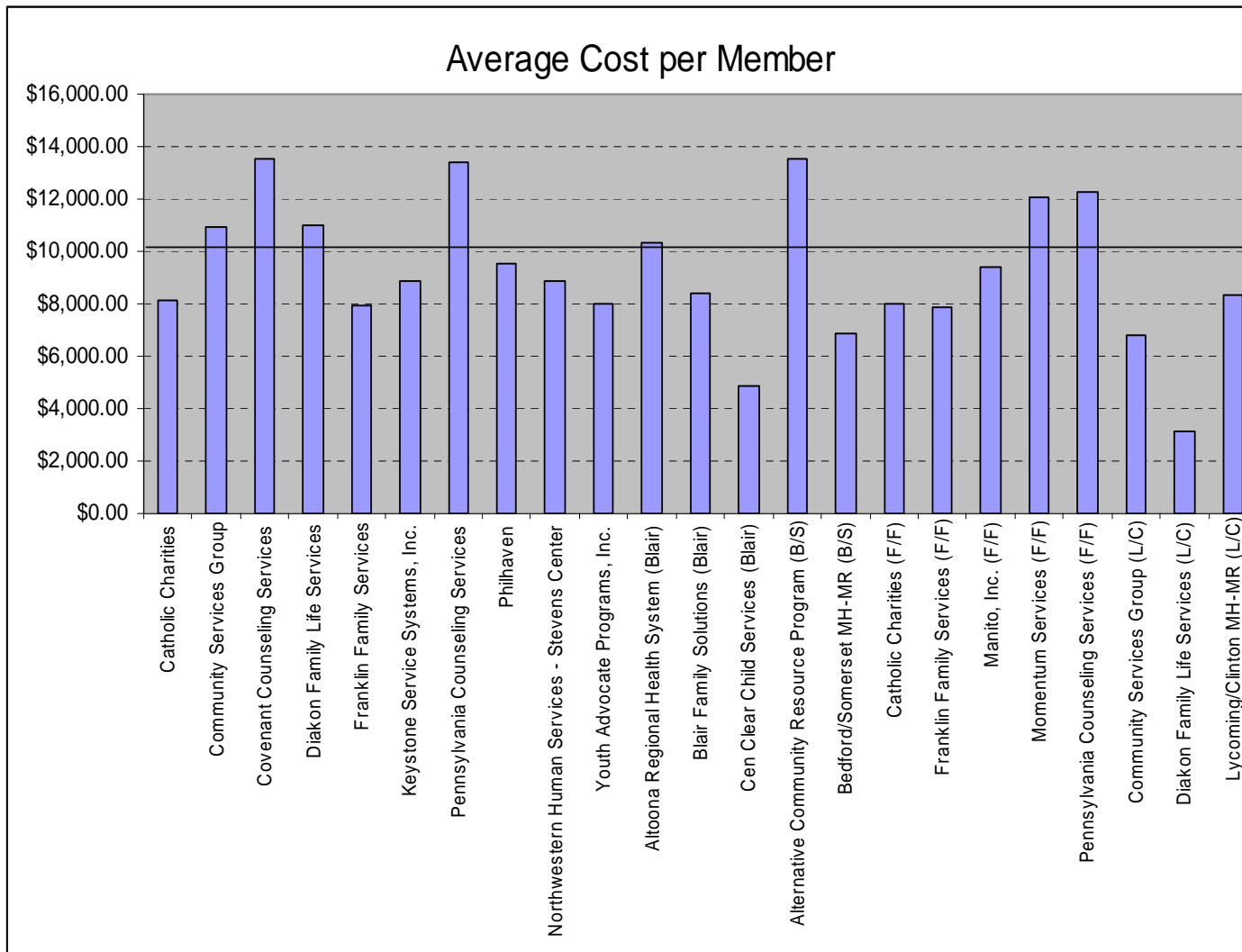
Provider	% Utilization
Franklin Family Services (Cap)	65.21%
Covenant Counseling Services (Cap)	63.17%
Pennsylvania Counseling Services (Cap)	61.13%
Pennsylvania Counseling Services (F/F)	57.10%
Cen Clear Child Services (Blair)	55.46%
Community Services Group (Cap)	53.24%

The Network average of FBMHS team delivered services was 48.29%, as indicated by the solid black line in the chart below, and eleven providers fell above this score, which was one of the target criteria for FBMHS providers.



Cost

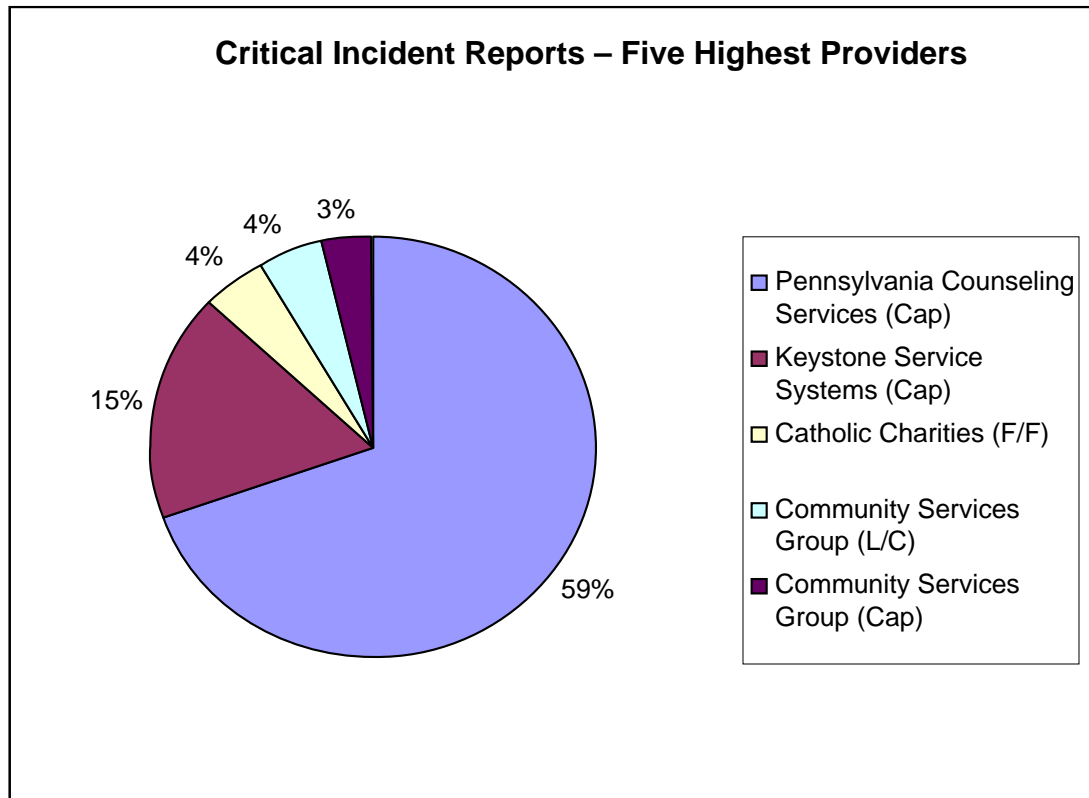
The total amount paid for FBMHS during this time period was \$17,393,542.92, with an average cost per Member across the Network of \$10,219.47, as indicated by the solid black line in the chart below. It is important to note that variations in the program models can affect cost. The fifteen providers that had an average cost per Member below the Network average met another target criterion for FBMHS providers.



Quality

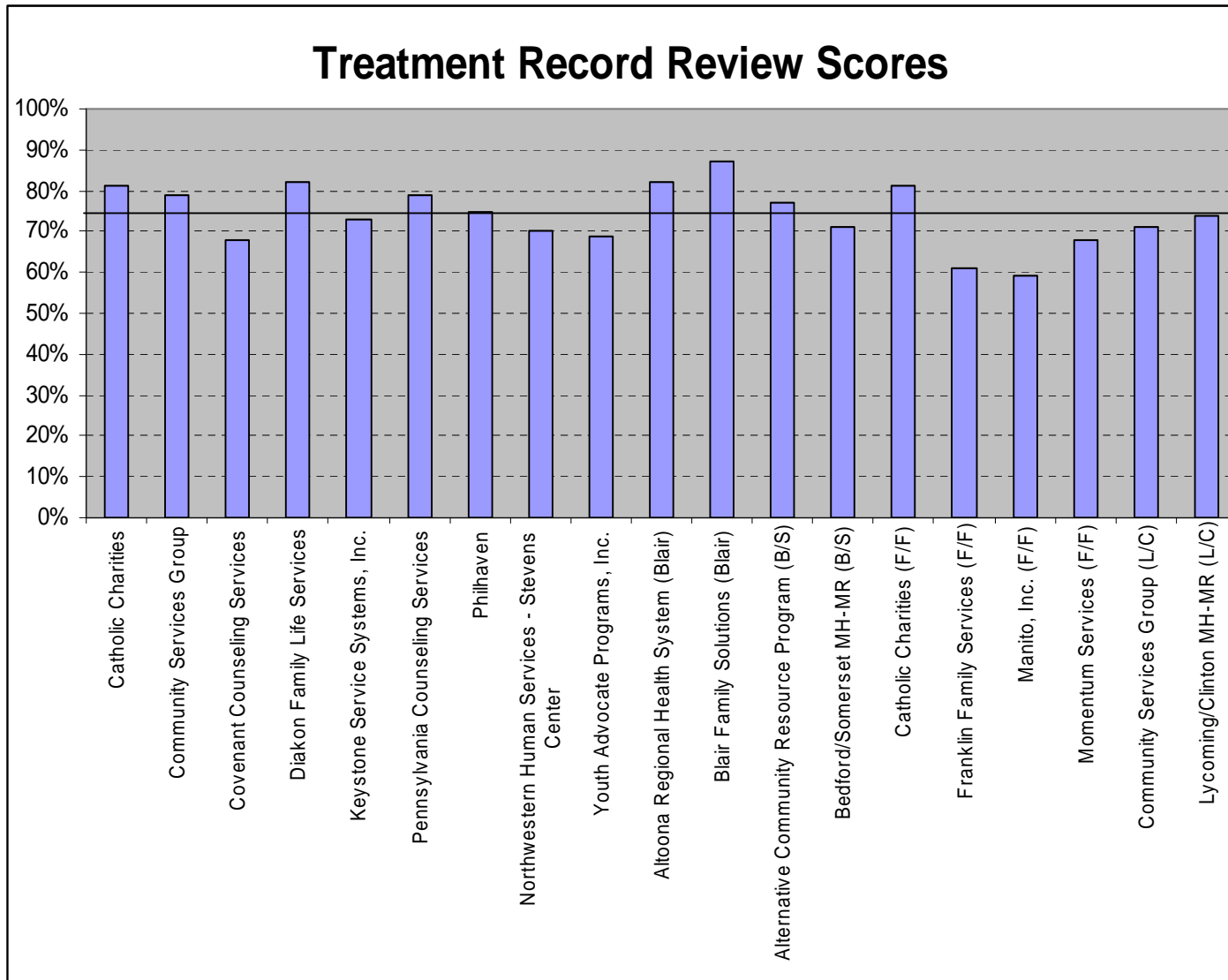
The quality indicators for FBMHS were measured by the total number of complaints filed against each provider and the total number of critical incident reports submitted by the provider. Across the Network, there were only eight complaints filed against five different providers for the period, resulting in a negligible 0.47% ratio of complaints to Members served.

There were a total of 425 critical incident reports filed, with eleven resulting in quality of care or safety issues. The top five providers with the greatest number of critical incident reports filed were Pennsylvania Counseling Services (Cap) with 251 reports, Keystone Service Systems (Cap) with 63 reports, Catholic Charities (F/F) with 18 reports, Community Services Group (L/C) with 18 reports and Community Services Group (Cap) with 13 reports. All other profiled providers fell within the reported number of critical incidents of zero to ten.



Performance

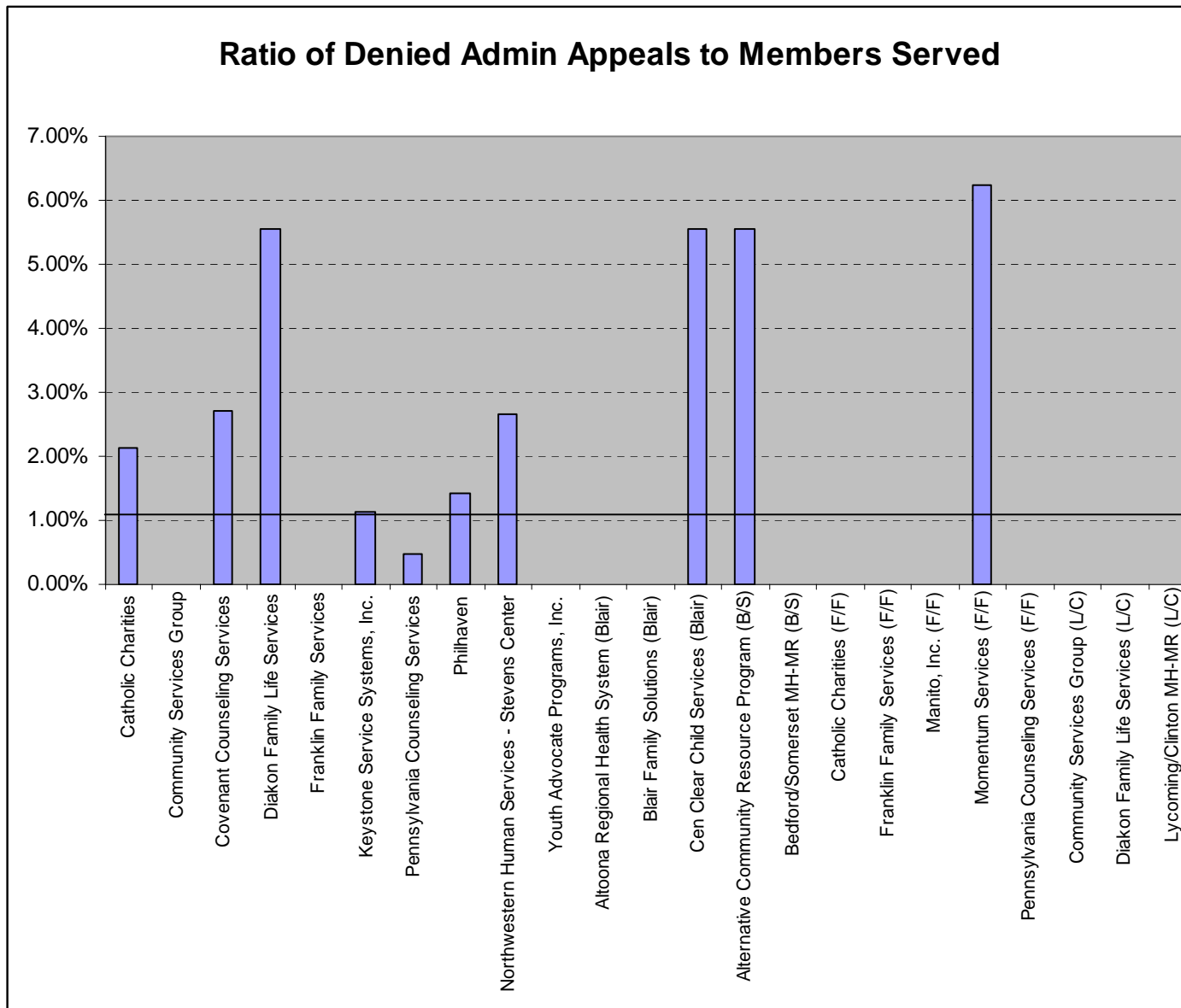
Performance measures for FBMHS providers were profiled using treatment record review scores. Nineteen of the twenty-three FBMHS providers received treatment record review audits during the profiled period. The Network average score was 74%, as indicated by the solid black line in the chart below, and a passing treatment record review score of 72% for Capital providers and 70% for North Central providers was one of the target criterion for FBMHS providers. Seventeen FBMHS providers met this performance objective. Of those seventeen providers, four providers, Franklin Family Services, Cen Clear Child Services (Blair), Pennsylvania Counseling Services (F/F) and Diakon Family Life Services (L/C), were not audited and therefore do not have a treatment record review score.



Compliance

Compliance indicators were measured using the number of denied administrative appeals and the number of provider performance issues reported for each provider. Both indicators were used as target criteria for FBMHS providers.

There were eighteen denied administrative appeals across the Network for the profiled period, which is a 1.06% ratio of denied appeals to Members served, as indicated by the solid black line in the chart below. The target criterion for this indicator was a ratio of denied appeals to Members served less than the Network average. Fourteen providers met this goal.

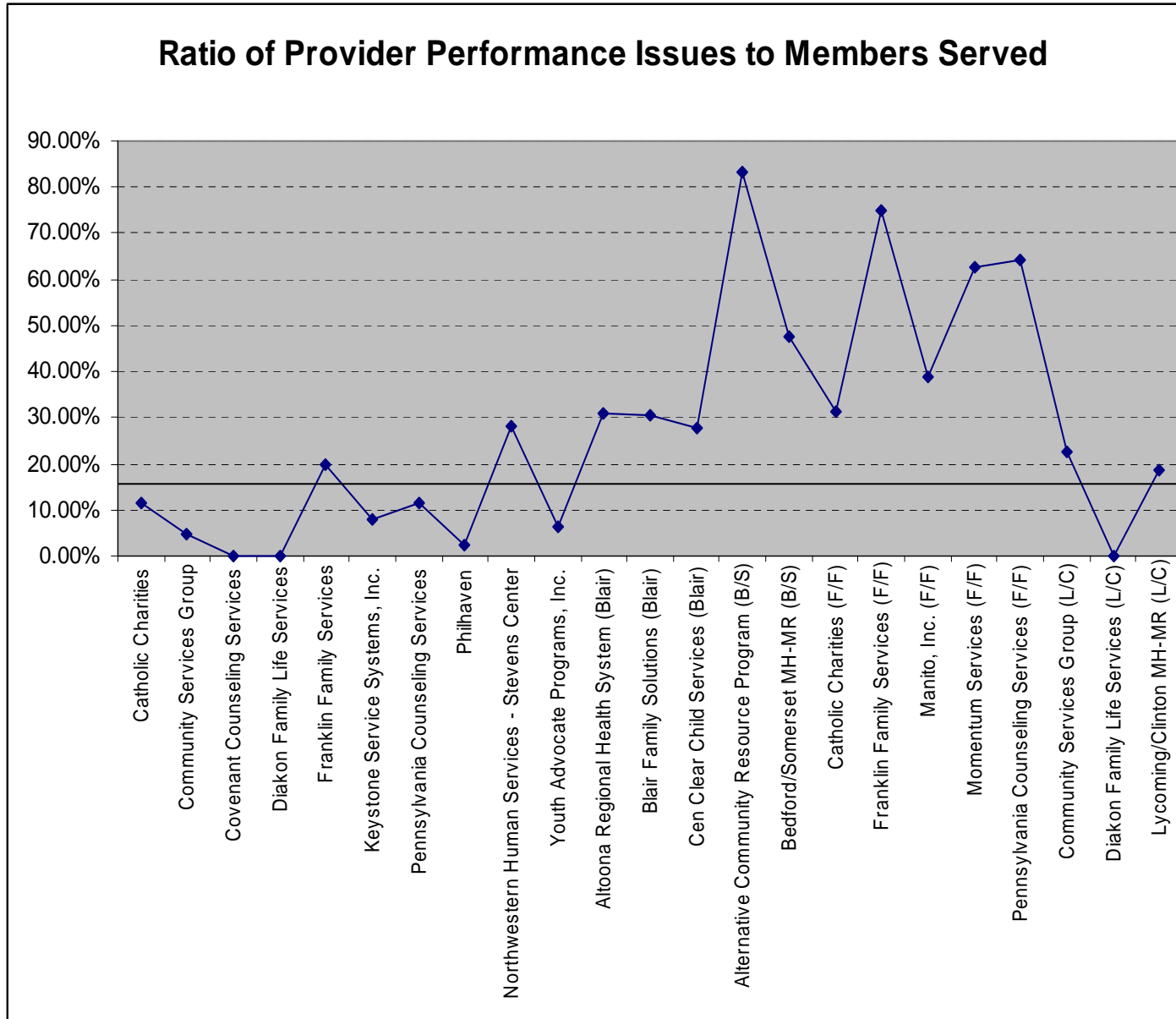


Although provider performance measures are taken using a variety of provider issues, profiling was completed using the two issues with the highest volume of documented instances. These issues included the number of late treatment packets that were submitted and the number of requests or treatment plans that were lacking necessary information. Across the Network there were 280 documented issues, resulting in a ratio of provider performance issues to Members served of 16.45%, as indicated by the solid black line in the chart below. A ratio of provider performance issues to Members served of less than the Network average was the last target criterion for FBMHS providers. Nine providers met this goal.

Provider	
Diakon Family Life Services (L/C)	1
Community Services Group	2



Ratio of Provider Performance Issues to Members Served



Provider Rank

Family-Based Mental Health Services providers were given an overall rank score for performance based on scores of several profiled indicators. These indicators included scores for team delivered services, administrative compliance (i.e. number of denied administrative appeals) and provider performance rank (i.e. number of provider performance issues). The overall ranking is as follows.

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Youth Advocate Programs, Inc.	3
Bedford/Somerset MH-MR (B/S)	4
Community Services Group (L/C)	4
Blair Family Solutions (Blair)	6
Philhaven	7
Altoona Regional Health System (Blair)	8
Pennsylvania Counseling Services (F/F)	9
Covenant Counseling Services	10
Lycoming/Clinton MH-MR (L/C)	10
Franklin Family Services	12
Pennsylvania Counseling Services	12
Cen Clear Child Services (Blair)	14
Northwestern Human Services - Stevens Center	15
Diakon Family Life Services	16
Catholic Charities (F/F)	17
Manito, Inc. (F/F)	17
Catholic Charities	19
Keystone Service Systems, Inc.	19
Franklin Family Services (F/F)	19
Alternative Community Resource Program (B/S)	22
Momentum Services (F/F)	23