


Managed Care Program Annual Report (MCPAR) for Pennsylvania: The Office of Mental Health and Substance Abuse Services - Behavioral HealthChoices_2023-06-16 15:05:24

Due date	Last edited	Edited by	Status
06/29/2023	06/27/2023	Amanda Cooney	Submitted

Indicator	Response
Exclusion of CHIP from MCPAR 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.	Not Selected


Point of Contact

 Find in the Excel Workbook
A_Program_Info

Number **Indicator** **Response**

A1	State name Auto-populated from your account profile.	Pennsylvania
A2a	Contact name 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.	Jocelyn Maddox
A2b	Contact email address Enter email address. Department or program-wide email addresses ok.	jomaddox@pa.gov
A3a	Submitter name CMS receives this data upon submission of this MCPAR report.	Amanda Cooney
A3b	Submitter email address CMS receives this data upon submission of this MCPAR report.	amcooney@pa.gov
A4	Date of report submission CMS receives this date upon submission of this MCPAR report.	06/30/2023

Reporting Period

 Find in the Excel Workbook
A_Program_Info

Number	Indicator	Response
A5a	Reporting period start date Auto-populated from report dashboard.	01/01/2022
A5b	Reporting period end date	12/31/2022

Auto-populated from report dashboard.

A6	Program name Auto-populated from report dashboard.	The Office of Mental Health and Substance Abuse Services - Behavioral HealthChoices_2023-06-16 15:05:24
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Add plans (A.7)

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



Find in the Excel Workbook

A_Program_Info

Indicator	Response
Plan name	Beacon Health Options of Pennsylvania (BHO)
	Community Behavioral Health (CBH)
	Community Care Behavioral Health Organization (CCBH)
	Magellan Behavioral Health (MBH)
	PerformCare
	Allegheny HealthChoices, Inc.
	Beaver County HealthChoices
	Berks County
	BHARP (Behavioral Health Alliance of Rural Pennsylvania)
	BHSSBC (Behavioral Health Services Somerset and Bedford Counties)
	Blair Co - Central PA Behavioral Health Collaborative
	Bucks County
	Cambria County
	Capital Area Behavioral Health Collaborative
	Carbon/Monroe/Pike Joinder Board
	Chester County

City of Philadelphia
County of Delaware
Erie County
Fayette County Behavioral Health Administration
Greene County
Lehigh County
Lycoming/Clinton Joinder
Montgomery County
NBHCC (Northeast Behavioral Health Care Consortium)
Northampton County
Northwest Behavioral Health Partnership Inc
Southwest Behavioral Health Management
Tuscarora Managed Care Alliance
York/Adams HealthChoices Joinder Governing Board

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.



Find in the Excel Workbook
A_Program_Info

Indicator	Response
BSS entity name	N/A

Topic I. Program Characteristics and Enrollment



Find in the Excel Workbook

B_State

Number	Indicator	Response
BI.1	Statewide Medicaid enrollment Enter the total number of individuals enrolled in Medicaid as of the first day of the last month of the reporting year. Include all FFS and managed care enrollees, and count each person only once, regardless of the delivery system(s) in which they are enrolled.	3,419,180
BI.2	Statewide Medicaid managed care enrollment Enter the total, unduplicated number of individuals enrolled in any type of Medicaid managed care as of the first day of the last month of the reporting year. Include enrollees in all programs, and count each person only once, even if they are enrolled in more than one managed care program or more than one managed care plan.	3,386,428

Topic III. Encounter Data Report



Find in the Excel Workbook

B_State

Number	Indicator	Response
BIII.1	Data validation entity Select the state agency/division or contractor tasked with	Other, specify – IPRO, Mercer, Gainwell/PROMISe, OMHSAS

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.

Topic X: Program Integrity



Find in the Excel Workbook
B_State

Number	Indicator	Response
BX.1	Payment risks between the state and plans 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.	The Department routinely conducts reviews of the MCO network providers to 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.
BX.2	Contract standard for overpayments Does the state allow plans to retain overpayments, require the return of overpayments, or has established a hybrid system? Select one.	State has established a hybrid system

BX.3	Location of contract provision stating overpayment standard	Overpayment standards are located in multiple places throughout our Agreements. Overpayments are specifically discussed in the HealthChoices Behavioral Health 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.
	Describe where the overpayment standard in the previous indicator is located in plan contracts, as required by 42 CFR 438.608(d)(1)(i).	
BX.4	Description of overpayment contract standard	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.
	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.	
BX.5	State overpayment reporting monitoring	BPI monitors the plans compliance with reporting overpayments to the state through 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.
	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 pieces (whether annually or promptly). This indicator is asking the state how it monitors that reporting.	
BX.6	Changes in beneficiary circumstances	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.
	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).	

DHS also generates files and manually verifies that capitation payments are made in accordance with the CMS approved actuarially sound rate methodology.

BX.7a **Changes in provider circumstances: Monitoring plans**

Yes

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

BX.7b **Changes in provider circumstances: Metrics**

Yes

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

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 requirements for the MCOs quarterly compliance reports.

Describe the metric or indicator that the state uses.

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.

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).	
BX.9b	Website posting of 5 percent or more ownership control: Link	https://www.dhs.pa.gov/HealthChoices/Pages/Managed-Care-Quality-Strategy.aspx
	What is the link to the website? Refer to 42 CFR 602(g)(3).	
BX.10	Periodic audits	https://www.dhs.pa.gov/HealthChoices/HC-Providers/Pages/BH-HealthChoices-Systems-Management.aspx
	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, what is the link(s) to the audit results? Refer to 42 CFR 438.602(e).	

Topic I: Program Characteristics

 Find in the Excel Workbook
C1_Program_Set

Number	Indicator	Response
C1I.1	Program contract	"HealthChoices Behavioral Health Program"
	Enter the title of the contract between the state and plans participating in the managed care program.	

N/A	Enter the date of the contract between the state and plans participating in the managed care program.	01/01/2022
C11.2	Contract URL Provide the hyperlink to the model contract or landing page for executed contracts for the program reported in this program.	https://www.dhs.pa.gov/HealthChoices/HC-Services/Pages/BehavioralHealth-Publications.aspx
C11.3	Program type What is the type of MCPs that contract with the state to provide the services covered under the program? Select one.	Prepaid Inpatient Health Plan (PIHP)
C11.4a	Special program benefits 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. 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.	Behavioral health
C11.4b	Variation in special benefits 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.	N/A
C11.5	Program enrollment Enter the total number of individuals enrolled in the managed care program as of the first day of the last month of the reporting year.	3,451,215
C11.6	Changes to enrollment or benefits Briefly explain any major changes to the population enrolled in or benefits provided	No major changes in enrolled populations and benefits in 2022

by the managed care program during the reporting year.

Topic III: Encounter Data Report




Find in the Excel Workbook

C1_Program_Set

Number	Indicator	Response
C1III.1	Uses of encounter data For what purposes does the state use encounter data collected from managed care plans (MCPs)? Select one or more. 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)).	Quality/performance measurement Monitoring and reporting Contract oversight Program integrity Policy making and decision support Other, specify – Special payment calculations
C1III.2	Criteria/measures to evaluate MCP performance 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. 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).	Timeliness of initial data submissions Timeliness of data corrections Timeliness of data certifications Use of correct file formats Provider ID field complete Overall data accuracy (as determined through data validation)
C1III.3	Encounter data performance criteria contract language 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.	Appendix R

C1III.4	Financial penalties contract language	Appendix R
	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 standards. Use contract section references, not page numbers.	
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.	
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 period.	

Topic IV. Appeals, State Fair Hearings & Grievances

 Find in the Excel Workbook
C1_Program_Set

Number	Indicator	Response
C1IV.1	State's definition of "critical incident," as used for reporting purposes in its MLTSS program	'N/A'
	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.	

C1IV.2 State definition of "timely" resolution for standard appeals

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.

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.

C1IV.3 State definition of "timely" resolution for expedited appeals

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.

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 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).

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.

Topic V. Availability, Accessibility and Network Adequacy

Network Adequacy



Find in the Excel Workbook

C1_Program_Set

Number	Indicator	Response
C1V.1	<p>Gaps/challenges in network adequacy</p> <p>What are the state's biggest challenges? Describe any challenges MCPs have maintaining adequate networks and meeting standards.</p>	<p>The Behavioral Health MCOs experience challenges for the following Levels of Care for certain counties and quadrants within counties: Hospital-based D&A Detoxification (adult and child/adolescent), Hospital-based D&A Rehabilitation (adult and child/adolescent), Mental Health Partial Hospitalization (adult and child/adolescent), Residential Treatment Facility (child/adolescent), Peer Support Services (young adult), Clozaril Support, 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>
C1V.2	<p>State response to gaps in network adequacy</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>


Topic V. Availability, Accessibility and Network Adequacy

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.

 Find in the Excel Workbook
C2_Program_State

Access measure total count: 6

 **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
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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

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

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

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

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

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

Topic IX: Beneficiary Support System (BSS)



Number	Indicator	Response
C1IX.1	BSS website List the website(s) and/or email address that beneficiaries use to seek assistance from the BSS through electronic means. Separate entries with commas.	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.
C1IX.2	BSS auxiliary aids and services 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.	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.
C1IX.3	BSS LTSS program data 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).	N/A
C1IX.4	State evaluation of BSS entity performance What are steps taken by the state to evaluate the quality, effectiveness, and efficiency of the BSS entities' performance?	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.

Topic X: Program Integrity



Find in the Excel Workbook
C1_Program_Set

Number	Indicator	Response
C1X.3	<p>Prohibited affiliation disclosure</p> <p>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).</p>	No

Topic I. Program Characteristics & Enrollment



Find in the Excel Workbook
D1_Plan_Set

Number	Indicator	Response
D1I.1	<p>Plan enrollment</p> <p>What is the total number of individuals enrolled in each plan as of the first day of the last month of the reporting year?</p>	<p>Beacon Health Options of Pennsylvania (BHO) 375,017</p> <p>Community Behavioral Health (CBH) 750,311</p> <p>Community Care Behavioral Health Organization (CCBH) 1,486,977</p> <p>Magellan Behavioral Health (MBH) 458,482</p> <p>PerformCare 338,900</p> <p>Allegheny HealthChoices, Inc.</p>

N/A

Beaver County HealthChoices

N/A

Berks County

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

Bucks County

N/A

Cambria County

N/A

Capital Area Behavioral Health Collaborative

N/A

Carbon/Monroe/Pike Joinder Board

N/A

Chester County

N/A

City of Philadelphia

N/A

County of Delaware

N/A

Erie County

N/A

Fayette County Behavioral Health Administration

N/A

Greene County

N/A

Lehigh County

N/A

Lycoming/Clinton Joinder

N/A

Montgomery County

N/A

NBHCC (Northeast Behavioral Health Care Consortium)

N/A

Northampton County

N/A

Northwest Behavioral Health Partnership Inc

N/A

Southwest Behavioral Health Management

N/A

Tuscarora Managed Care Alliance

N/A

York/Adams HealthChoices Joinder Governing Board

D11.2	Plan share of Medicaid	Beacon Health Options of Pennsylvania (BHO)
	What is the plan enrollment (within the specific program) as a percentage of the state's total Medicaid enrollment?	10.97%
	<ul style="list-style-type: none">• Numerator: Plan enrollment (D1.I.1)• Denominator: Statewide Medicaid enrollment (B.I.1)	Community Behavioral Health (CBH)
		21.94417959861721%
		Community Care Behavioral Health Organization (CCBH)
		43.48928690504741%
		Magellan Behavioral Health (MBH)
		13.409121485268397%
		PerformCare
		9.911733222585532%
		Allegheny HealthChoices, Inc.
	N/A%	
	Beaver County HealthChoices	
	N/A%	
	Berks County	
	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%	

Bucks County

N/A%

Cambria County

N/A%

**Capital Area Behavioral Health
Collaborative**

N/A%

Carbon/Monroe/Pike Joinder Board

N/A%

Chester County

N/A%

City of Philadelphia

N/A%

County of Delaware

N/A%

Erie County

N/A%

**Fayette County Behavioral Health
Administration**

N/A%

Greene County

N/A%

Lehigh County

N/A%

Lycoming/Clinton Joinder

N/A%

Montgomery County

N/A%

NBHCC (Northeast Behavioral Health Care Consortium)

N/A%

Northampton County

N/A%

Northwest Behavioral Health Partnership Inc

N/A%

Southwest Behavioral Health Management

N/A%

Tuscarora Managed Care Alliance

N/A%

York/Adams HealthChoices Joinder Governing Board

N/A%

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)

Beacon Health Options of Pennsylvania (BHO)

11.07%

Community Behavioral Health (CBH)

22.1564137787663%

Community Care Behavioral Health Organization (CCBH)

43.90989561862824%

Magellan Behavioral Health (MBH)

13.538808443587167%

PerformCare

10.007595023428816%

Allegheny HealthChoices, Inc.

N/A%

Beaver County HealthChoices

N/A%

Berks County

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%

Bucks County

N/A%

Cambria County

N/A%

Capital Area Behavioral Health Collaborative

N/A%

Carbon/Monroe/Pike Joinder Board

N/A%

Chester County

N/A%

City of Philadelphia

N/A%

County of Delaware

N/A%

Erie County

N/A%

**Fayette County Behavioral Health
Administration**

N/A%

Greene County

N/A%

Lehigh County

N/A%

Lycoming/Clinton Joinder

N/A%

Montgomery County

N/A%

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

N/A%

Northampton County

N/A%

**Northwest Behavioral Health Partnership
Inc**

N/A%

Southwest Behavioral Health Management

N/A%

Tuscarora Managed Care Alliance

N/A%

Topic II. Financial Performance



Find in the Excel Workbook

D1_Plan_Set

Number	Indicator	Response
D1II.1a	<p>Medical Loss Ratio (MLR)</p> <p>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. 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.</p>	<p>Beacon Health Options of Pennsylvania (BHO) N/A%</p> <p>Community Behavioral Health (CBH) N/A%</p> <p>Community Care Behavioral Health Organization (CCBH) N/A%</p> <p>Magellan Behavioral Health (MBH) N/A%</p> <p>PerformCare N/A%</p> <p>Allegheny HealthChoices, Inc. 89.9%</p> <p>Beaver County HealthChoices 85.6%</p> <p>Berks County 89.6%</p> <p>BHARP (Behavioral Health Alliance of Rural Pennsylvania)</p>

87.0%

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

91.0%

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

85.8%

Bucks County

88.8%

Cambria County

84.7%

**Capital Area Behavioral Health
Collaborative**

84.5%

Carbon/Monroe/Pike Joinder Board

90.3%

Chester County

81.8%

City of Philadelphia

89.5%

County of Delaware

86.2%

Erie County

88.7%

**Fayette County Behavioral Health
Administration**

86.7%

Greene County

73.3%

Lehigh County

87.2%

Lycoming/Clinton Joinder

87.7%

Montgomery County

88.0%

NBHCC (Northeast Behavioral Health Care Consortium)

90.7%

Northampton County

88.8%

Northwest Behavioral Health Partnership Inc

83.3%

Southwest Behavioral Health Management

80.5%

Tuscarora Managed Care Alliance

80.9%

York/Adams HealthChoices Joinder Governing Board

87.6%

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.

Beacon Health Options of Pennsylvania (BHO)

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

Allegheny HealthChoices, Inc.

Program-specific regional

Beaver County HealthChoices

Program-specific regional

Berks County

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

Bucks County

Program-specific regional

Cambria County

Program-specific regional

Capital Area Behavioral Health Collaborative

Program-specific regional

Carbon/Monroe/Pike Joinder Board

Program-specific regional

Chester County

Program-specific regional

City of Philadelphia

Program-specific regional

County of Delaware

Program-specific regional

Erie County

Program-specific regional

**Fayette County Behavioral Health
Administration**

Program-specific regional

Greene County

Program-specific regional

Lehigh County

Program-specific regional

Lycoming/Clinton Joinder

Program-specific regional

Montgomery County

Program-specific regional

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

Program-specific regional

Northampton County

Program-specific regional

**Northwest Behavioral Health Partnership
Inc**

Program-specific regional

Southwest Behavioral Health Management

Program-specific regional

Tuscarora Managed Care Alliance

Program-specific regional

**York/Adams HealthChoices Joinder
Governing Board**

Program-specific regional

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.

**Beacon Health Options of Pennsylvania
(BHO)**

Group VIII expansion, and All Other non-Group VIII expansion

Community Behavioral Health (CBH)

Group VIII expansion, and All Other non-Group VIII expansion

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

Group VIII expansion, and All Other non-Group VIII expansion

Magellan Behavioral Health (MBH)

Group VIII expansion, and All Other non-Group VIII expansion

PerformCare

Group VIII expansion, and All Other non-Group VIII expansion

Allegheny HealthChoices, Inc.

Group VIII expansion, and All Other non-Group VIII expansion

Beaver County HealthChoices

Group VIII expansion, and All Other non-Group VIII expansion

Berks County

Group VIII expansion, and All Other non-Group VIII expansion

BHARP (Behavioral Health Alliance of Rural Pennsylvania)

Group VIII expansion, and All Other non-Group VIII expansion

BHSSBC (Behavioral Health Services Somerset and Bedford Counties)

Group VIII expansion, and All Other non-Group VIII expansion

Blair Co - Central PA Behavioral Health Collaborative

Group VIII expansion, and All Other non-Group VIII expansion

Bucks County

Group VIII expansion, and All Other non-Group VIII expansion

Cambria County

Group VIII expansion, and All Other non-Group VIII expansion

Capital Area Behavioral Health Collaborative

Group VIII expansion, and All Other non-Group VIII expansion

Carbon/Monroe/Pike Joinder Board

Group VIII expansion, and All Other non-Group VIII expansion

Chester County

Group VIII expansion, and All Other non-Group VIII expansion

City of Philadelphia

Group VIII expansion, and All Other non-

Group VIII expansion

County of Delaware

Group VIII expansion, and All Other non-Group VIII expansion

Erie County

Group VIII expansion, and All Other non-Group VIII expansion

Fayette County Behavioral Health Administration

Group VIII expansion, and All Other non-Group VIII expansion

Greene County

Group VIII expansion, and All Other non-Group VIII expansion

Lehigh County

Group VIII expansion, and All Other non-Group VIII expansion

Lycoming/Clinton Joinder

Group VIII expansion, and All Other non-Group VIII expansion

Montgomery County

Group VIII expansion, and All Other non-Group VIII expansion

NBHCC (Northeast Behavioral Health Care Consortium)

Group VIII expansion, and All Other non-Group VIII expansion

Northampton County

Group VIII expansion, and All Other non-Group VIII expansion

Northwest Behavioral Health Partnership Inc

Group VIII expansion, and All Other non-Group VIII expansion

Southwest Behavioral Health Management

Group VIII expansion, and All Other non-Group VIII expansion

Tuscarora Managed Care Alliance

Group VIII expansion, and All Other non-Group VIII expansion

York/Adams HealthChoices Joinder Governing Board

Group VIII expansion, and All Other non-Group VIII expansion

D1II.3

MLR reporting period discrepancies

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

Beacon Health Options of Pennsylvania (BHO)

Yes

Community Behavioral Health (CBH)

Yes

Community Care Behavioral Health Organization (CCBH)

Yes

Magellan Behavioral Health (MBH)

Yes

PerformCare

Yes

Allegheny HealthChoices, Inc.

Yes

Beaver County HealthChoices

Yes

Berks County

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

Bucks County

Yes

Cambria County

Yes

Capital Area Behavioral Health Collaborative

Yes

Carbon/Monroe/Pike Joinder Board

Yes

Chester County

Yes

City of Philadelphia

Yes

County of Delaware

Yes

Erie County

Yes

Fayette County Behavioral Health Administration

Yes

Greene County

Yes

Lehigh County

Yes

Lycoming/Clinton Joinder

Yes

Montgomery County

Yes

NBHCC (Northeast Behavioral Health Care Consortium)

Yes

Northampton County

Yes

Northwest Behavioral Health Partnership Inc

Yes

Southwest Behavioral Health Management

Yes

Tuscarora Managed Care Alliance

Yes

York/Adams HealthChoices Joinder Governing Board

Yes

N/A

Enter the start date.

Beacon Health Options of Pennsylvania (BHO)

01/01/2021

Community Behavioral Health (CBH)

01/01/2021

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

01/01/2021

Magellan Behavioral Health (MBH)

01/01/2021

PerformCare

01/01/2021

Allegheny HealthChoices, Inc.

01/01/2021

Beaver County HealthChoices

01/01/2021

Berks County

01/01/2021

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

01/01/2021

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

01/01/2021

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

01/01/2021

Bucks County

01/01/2021

Cambria County

01/01/2021

**Capital Area Behavioral Health
Collaborative**

01/01/2021

Carbon/Monroe/Pike Joinder Board

01/01/2021

Chester County

01/01/2021

City of Philadelphia

01/01/2021

County of Delaware

01/01/2021

Erie County

01/01/2021

**Fayette County Behavioral Health
Administration**

01/01/2021

Greene County

01/01/2021

Lehigh County

01/01/2021

Lycoming/Clinton Joinder

01/01/2021

Montgomery County

01/01/2021

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

01/01/2021

Northampton County

01/01/2021

**Northwest Behavioral Health Partnership
Inc**

01/01/2021

Southwest Behavioral Health Management

01/01/2021

Tuscarora Managed Care Alliance

01/01/2021

**York/Adams HealthChoices Joinder
Governing Board**

01/01/2021

N/A

Enter the end date.

**Beacon Health Options of Pennsylvania
(BHO)**

12/31/2021

Community Behavioral Health (CBH)

12/31/2021

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

12/31/2021

Magellan Behavioral Health (MBH)

12/31/2021

PerformCare

12/31/2021

Allegheny HealthChoices, Inc.

12/31/2021

Beaver County HealthChoices

12/31/2021

Berks County

12/31/2021

BHARP (Behavioral Health Alliance of Rural Pennsylvania)

12/31/2021

BHSSBC (Behavioral Health Services Somerset and Bedford Counties)

12/31/2021

Blair Co - Central PA Behavioral Health Collaborative

12/31/2021

Bucks County

12/31/2021

Cambria County

12/31/2021

Capital Area Behavioral Health Collaborative

12/31/2021

Carbon/Monroe/Pike Joinder Board

12/31/2021

Chester County

12/31/2021

City of Philadelphia

12/31/2021

County of Delaware

12/31/2021

Erie County

12/31/2021

Fayette County Behavioral Health Administration

12/31/2021

Greene County

12/31/2021

Lehigh County

12/31/2021

Lycoming/Clinton Joinder

12/31/2021

Montgomery County

12/31/2021

NBHCC (Northeast Behavioral Health Care Consortium)

12/31/2021

Northampton County

12/31/2021

Northwest Behavioral Health Partnership Inc

12/31/2021

Southwest Behavioral Health Management

12/31/2021

Tuscarora Managed Care Alliance

12/31/2021

York/Adams HealthChoices Joinder Governing Board

12/31/2021

Topic III. Encounter Data



Find in the Excel Workbook

D1_Plan_Set

Number	Indicator	Response
D1III.1	<p data-bbox="310 107 708 180">Definition of timely encounter data submissions</p> <p data-bbox="310 201 708 453">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="760 107 1385 726">Beacon Health Options of Pennsylvania (BHO)</p> <p data-bbox="760 212 1385 726">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="760 789 1385 1881">Community Behavioral Health (CBH)</p> <p data-bbox="760 852 1385 1881">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. CBH was at 100% timely encounter submission from January '22 – September'22. CBH then informed OMHSAS that they had mapping issues within their system and had to hold encounters during the last calendar quarter of 2022. Once CBH resumed submissions, their encounters were late. A corrective action plan (CAP) or sanction wasn't issued because OMHSAS was aware of the issue. 100% timeliness resumed in Jan 2023 and continued through our most recent reporting.</p> <p data-bbox="760 1944 1385 2013">Community Care Behavioral Health Organization (CCBH)</p>

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 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. MBH had issues with their January '22 - February '22 submissions, which lowered their overall timeliness percentage. OMHSAS reviewed this with MBH at their quarterly call. It is also important to note that the timeliness percentage reporting in MCPAR submission data includes Institutional Inpatient, Medicare Part A Inpatient Crossover, Professional, and Medicare Part B Professional Crossover encounters. Historically, Crossover encounters have not been held to the standards listed in Appendix R, because of the complexity of having a primary payer outside of the Behavioral Health Managed Care Organization's control. OMHSAS is looking at updating Appendix R for the 2024 contract year to explain that Crossover encounters are not held to the timeliness standard. Additionally, Inpatient and Professional encounters are held to two different benchmarks, 95% and 98% respectively. MBH's

Inpatient encounters meet the timeliness standard. A cap or sanction wasn't issued because once accounting for MBH's January and February submission issues and Medicare Part B Professional Crossover encounters, they meet the professional standard at 98.09%.

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

Allegheny HealthChoices, Inc.

N/A

Beaver County HealthChoices

N/A

Berks County

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

Bucks County

N/A

Cambria County

N/A

Capital Area Behavioral Health Collaborative

N/A

Carbon/Monroe/Pike Joinder Board

N/A

Chester County

N/A

City of Philadelphia

N/A

County of Delaware

N/A

Erie County

N/A

Fayette County Behavioral Health Administration

N/A

Greene County

N/A

Lehigh County

N/A

Lycoming/Clinton Joinder

N/A

Montgomery County

N/A

NBHCC (Northeast Behavioral Health Care Consortium)

N/A

Northampton County

N/A

Northwest Behavioral Health Partnership Inc

N/A

Southwest Behavioral Health Management

N/A

Tuscarora Managed Care Alliance

N/A

York/Adams HealthChoices Joinder Governing Board

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 period) met state requirements for timely submission? If the state has not yet received any encounter data file submissions for the entire contract period 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 period.

Beacon Health Options of Pennsylvania (BHO)

98.78%

Community Behavioral Health (CBH)

91.34%

Community Care Behavioral Health Organization (CCBH)

99.96%

Magellan Behavioral Health (MBH)

95.23%

PerformCare

99.84%

Allegheny HealthChoices, Inc.

N/A%

Beaver County HealthChoices

N/A%

Berks County

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%

Bucks County

N/A%

Cambria County

N/A%

Capital Area Behavioral Health Collaborative

N/A%

Carbon/Monroe/Pike Joinder Board

N/A%

Chester County

N/A%

City of Philadelphia

N/A%

County of Delaware

N/A%

Erie County

N/A%

**Fayette County Behavioral Health
Administration**

N/A%

Greene County

N/A%

Lehigh County

N/A%

Lycoming/Clinton Joinder

N/A%

Montgomery County

N/A%

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

N/A%

Northampton County

N/A%

**Northwest Behavioral Health Partnership
Inc**

N/A%

Southwest Behavioral Health Management

N/A%

Tuscarora Managed Care Alliance

N/A%

**York/Adams HealthChoices Joinder
Governing Board**

N/A%

D1III.3

Share of encounter data submissions that were HIPAA compliant

What percent of the plan's encounter data submissions (submitted during the reporting period) 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 period.

Beacon Health Options of Pennsylvania (BHO)

100.00%

Community Behavioral Health (CBH)

99.96%

Community Care Behavioral Health Organization (CCBH)

100.00%

Magellan Behavioral Health (MBH)

99.90%

PerformCare

100.00%

Allegheny HealthChoices, Inc.

N/A%

Beaver County HealthChoices

N/A%

Berks County

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%

Bucks County

N/A%

Cambria County

N/A%

**Capital Area Behavioral Health
Collaborative**

N/A%

Carbon/Monroe/Pike Joinder Board

N/A%

Chester County

N/A%

City of Philadelphia

N/A%

County of Delaware

N/A%

Erie County

N/A%

**Fayette County Behavioral Health
Administration**

N/A%

Greene County

N/A%

Lehigh County

N/A%

Lycoming/Clinton Joinder

N/A%

Montgomery County

N/A%

NBHCC (Northeast Behavioral Health Care Consortium)

N/A%

Northampton County

N/A%

Northwest Behavioral Health Partnership Inc

N/A%

Southwest Behavioral Health Management

N/A%

Tuscarora Managed Care Alliance

N/A%

York/Adams HealthChoices Joinder Governing Board

N/A%

Topic IV. Appeals, State Fair Hearings & Grievances

Appeals Overview



Find in the Excel Workbook

D1_Plan_Set

Number	Indicator	Response
D1IV.1	<p>Appeals resolved (at the plan level)</p> <p>Enter the total number of appeals resolved as of the first day of the last month of the reporting year. 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</p>	<p>Beacon Health Options of Pennsylvania (BHO)</p> <p>89</p> <p>Community Behavioral Health (CBH)</p> <p>53</p>

regardless of whether the beneficiary (or the beneficiary's representative) chooses to file a request for a State Fair Hearing or External Medical Review.

Community Care Behavioral Health Organization (CCBH)

47

Magellan Behavioral Health (MBH)

68

PerformCare

9

Allegheny HealthChoices, Inc.

N/A

Beaver County HealthChoices

N/A

Berks County

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

Bucks County

N/A

Cambria County

N/A

Capital Area Behavioral Health Collaborative

N/A

Carbon/Monroe/Pike Joinder Board

N/A

Chester County

N/A

City of Philadelphia

N/A

County of Delaware

N/A

Erie County

N/A

**Fayette County Behavioral Health
Administration**

N/A

Greene County

N/A

Lehigh County

N/A

Lycoming/Clinton Joinder

N/A

Montgomery County

N/A

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

N/A

Northampton County

N/A

**Northwest Behavioral Health Partnership
Inc**

N/A

Southwest Behavioral Health Management

N/A

Tuscarora Managed Care Alliance

N/A

**York/Adams HealthChoices Joinder
Governing Board**

N/A

D1IV.2

Active appeals

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

Beacon Health Options of Pennsylvania (BHO)

67

Community Behavioral Health (CBH)

67

Community Care Behavioral Health Organization (CCBH)

23

Magellan Behavioral Health (MBH)

60

PerformCare

6

Allegheny HealthChoices, Inc.

N/A

Beaver County HealthChoices

N/A

Berks County

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

Bucks County

N/A

Cambria County

N/A

**Capital Area Behavioral Health
Collaborative**

N/A

Carbon/Monroe/Pike Joinder Board

N/A

Chester County

N/A

City of Philadelphia

N/A

County of Delaware

N/A

Erie County

N/A

**Fayette County Behavioral Health
Administration**

N/A

Greene County

N/A

Lehigh County

N/A

Lycoming/Clinton Joinder

N/A

Montgomery County

N/A

NBHCC (Northeast Behavioral Health Care Consortium)

N/A

Northampton County

N/A

Northwest Behavioral Health Partnership Inc

N/A

Southwest Behavioral Health Management

N/A

Tuscarora Managed Care Alliance

N/A

York/Adams HealthChoices Joinder Governing Board

N/A

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

Beacon Health Options of Pennsylvania (BHO)

N/A

Community Behavioral Health (CBH)

N/A

actively receiving LTSS at the time that the appeal was filed).

Community Care Behavioral Health Organization (CCBH)

N/A

Magellan Behavioral Health (MBH)

N/A

PerformCare

N/A

Allegheny HealthChoices, Inc.

N/A

Beaver County HealthChoices

N/A

Berks County

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

Bucks County

N/A

Cambria County

N/A

Capital Area Behavioral Health Collaborative

N/A

Carbon/Monroe/Pike Joinder Board

N/A

Chester County

N/A

City of Philadelphia

N/A

County of Delaware

N/A

Erie County

N/A

**Fayette County Behavioral Health
Administration**

N/A

Greene County

N/A

Lehigh County

N/A

Lycoming/Clinton Joinder

N/A

Montgomery County

N/A

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

N/A

Northampton County

N/A

**Northwest Behavioral Health Partnership
Inc**

N/A

Southwest Behavioral Health Management

N/A

Tuscarora Managed Care Alliance

N/A

**York/Adams HealthChoices Joinder
Governing Board**

N/A

D1IV.4

Number of critical incidents filed during the reporting period 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 period 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 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

Beacon Health Options of Pennsylvania (BHO)

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

Allegheny HealthChoices, Inc.

N/A

Beaver County HealthChoices

N/A

Berks County

N/A

BHARP (Behavioral Health Alliance of Rural Pennsylvania)

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

BHSSBC (Behavioral Health Services Somerset and Bedford Counties)

N/A

Blair Co - Central PA Behavioral Health Collaborative

N/A

Bucks County

N/A

Cambria County

N/A

Capital Area Behavioral Health Collaborative

N/A

Carbon/Monroe/Pike Joinder Board

N/A

Chester County

N/A

City of Philadelphia

N/A

County of Delaware

N/A

Erie County

N/A

Fayette County Behavioral Health Administration

N/A

Greene County

N/A

Lehigh County

N/A

Lycoming/Clinton Joinder

N/A

Montgomery County

N/A

NBHCC (Northeast Behavioral Health Care Consortium)

N/A

Northampton County

N/A

Northwest Behavioral Health Partnership Inc

N/A

Southwest Behavioral Health Management

N/A

Tuscarora Managed Care Alliance

N/A

York/Adams HealthChoices Joinder Governing Board

N/A

D1IV.5a

Standard appeals for which timely resolution was provided

Enter the total number of standard appeals for which timely resolution was provided by plan during the reporting period.
See 42 CFR §438.408(b)(2) for requirements related to timely resolution of standard appeals.

Beacon Health Options of Pennsylvania (BHO)

87

Community Behavioral Health (CBH)

53

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

45

Magellan Behavioral Health (MBH)

62

PerformCare

9

Allegheny HealthChoices, Inc.

N/A

Beaver County HealthChoices

N/A

Berks County

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

Bucks County

N/A

Cambria County

N/A

**Capital Area Behavioral Health
Collaborative**

N/A

Carbon/Monroe/Pike Joinder Board

N/A

Chester County

N/A

City of Philadelphia

N/A

County of Delaware

N/A

Erie County

N/A

**Fayette County Behavioral Health
Administration**

N/A

Greene County

N/A

Lehigh County

N/A

Lycoming/Clinton Joinder

N/A

Montgomery County

N/A

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

N/A

Northampton County

N/A

**Northwest Behavioral Health Partnership
Inc**

N/A

Southwest Behavioral Health Management

N/A

Tuscarora Managed Care Alliance

N/A

**York/Adams HealthChoices Joinder
Governing Board**

N/A

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

**Beacon Health Options of Pennsylvania
(BHO)**

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

Allegheny HealthChoices, Inc.

N/A

Beaver County HealthChoices

N/A

Berks County

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

Bucks County

N/A

Cambria County

N/A

**Capital Area Behavioral Health
Collaborative**

N/A

Carbon/Monroe/Pike Joinder Board

N/A

Chester County

N/A

City of Philadelphia

N/A

County of Delaware

N/A

Erie County

N/A

**Fayette County Behavioral Health
Administration**

N/A

Greene County

N/A

Lehigh County

N/A

Lycoming/Clinton Joinder

N/A

Montgomery County

N/A

NBHCC (Northeast Behavioral Health Care Consortium)

N/A

Northampton County

N/A

Northwest Behavioral Health Partnership Inc

N/A

Southwest Behavioral Health Management

N/A

Tuscarora Managed Care Alliance

N/A

York/Adams HealthChoices Joinder Governing Board

N/A

D1IV.6a Resolved appeals related to denial of authorization or limited authorization of a service

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

Beacon Health Options of Pennsylvania (BHO)

N/A

Community Behavioral Health (CBH)

N/A

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

Community Care Behavioral Health Organization (CCBH)

N/A

Magellan Behavioral Health (MBH)

N/A

PerformCare

N/A

Allegheny HealthChoices, Inc.

N/A

Beaver County HealthChoices

N/A

Berks County

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

Bucks County

N/A

Cambria County

N/A

Capital Area Behavioral Health Collaborative

N/A

Carbon/Monroe/Pike Joinder Board

N/A

Chester County

N/A

City of Philadelphia

N/A

County of Delaware

N/A

Erie County

N/A

**Fayette County Behavioral Health
Administration**

N/A

Greene County

N/A

Lehigh County

N/A

Lycoming/Clinton Joinder

N/A

Montgomery County

N/A

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

N/A

Northampton County

N/A

**Northwest Behavioral Health Partnership
Inc**

N/A

Southwest Behavioral Health Management

N/A

Tuscarora Managed Care Alliance

N/A

**York/Adams HealthChoices Joinder
Governing Board**

N/A

**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.

**Beacon Health Options of Pennsylvania
(BHO)**

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

Allegheny HealthChoices, Inc.

N/A

Beaver County HealthChoices

N/A

Berks County

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

Bucks County

N/A

Cambria County

N/A

**Capital Area Behavioral Health
Collaborative**

N/A

Carbon/Monroe/Pike Joinder Board

N/A

Chester County

N/A

City of Philadelphia

N/A

County of Delaware

N/A

Erie County

N/A

**Fayette County Behavioral Health
Administration**

N/A

Greene County

N/A

Lehigh County

N/A

Lycoming/Clinton Joinder

N/A

Montgomery County

N/A

NBHCC (Northeast Behavioral Health Care Consortium)

N/A

Northampton County

N/A

Northwest Behavioral Health Partnership Inc

N/A

Southwest Behavioral Health Management

N/A

Tuscarora Managed Care Alliance

N/A

York/Adams HealthChoices Joinder Governing Board

N/A

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 payment for a service that was already rendered.

Beacon Health Options of Pennsylvania (BHO)

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

Allegheny HealthChoices, Inc.

N/A

Beaver County HealthChoices

N/A

Berks County

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

Bucks County

N/A

Cambria County

N/A

**Capital Area Behavioral Health
Collaborative**

N/A

Carbon/Monroe/Pike Joinder Board

N/A

Chester County

N/A

City of Philadelphia

N/A

County of Delaware

N/A

Erie County

N/A

**Fayette County Behavioral Health
Administration**

N/A

Greene County

N/A

Lehigh County

N/A

Lycoming/Clinton Joinder

N/A

Montgomery County

N/A

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

N/A

Northampton County

N/A

**Northwest Behavioral Health Partnership
Inc**

N/A

Southwest Behavioral Health Management

N/A

Tuscarora Managed Care Alliance

N/A

**York/Adams HealthChoices Joinder
Governing Board**

N/A

**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).

**Beacon Health Options of Pennsylvania
(BHO)**

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

Allegheny HealthChoices, Inc.

N/A

Beaver County HealthChoices

N/A

Berks County

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

Bucks County

N/A

Cambria County

N/A

**Capital Area Behavioral Health
Collaborative**

N/A

Carbon/Monroe/Pike Joinder Board

N/A

Chester County

N/A

City of Philadelphia

N/A

County of Delaware

N/A

Erie County

N/A

**Fayette County Behavioral Health
Administration**

N/A

Greene County

N/A

Lehigh County

N/A

Lycoming/Clinton Joinder

N/A

Montgomery County

N/A

NBHCC (Northeast Behavioral Health Care Consortium)

N/A

Northampton County

N/A

Northwest Behavioral Health Partnership Inc

N/A

Southwest Behavioral Health Management

N/A

Tuscarora Managed Care Alliance

N/A

York/Adams HealthChoices Joinder Governing Board

N/A

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 the standard resolution of grievances and appeals.

Beacon Health Options of Pennsylvania (BHO)

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

Allegheny HealthChoices, Inc.

N/A

Beaver County HealthChoices

N/A

Berks County

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

Bucks County

N/A

Cambria County

N/A

**Capital Area Behavioral Health
Collaborative**

N/A

Carbon/Monroe/Pike Joinder Board

N/A

Chester County

N/A

City of Philadelphia

N/A

County of Delaware

N/A

Erie County

N/A

**Fayette County Behavioral Health
Administration**

N/A

Greene County

N/A

Lehigh County

N/A

Lycoming/Clinton Joinder

N/A

Montgomery County

N/A

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

N/A

Northampton County

N/A

**Northwest Behavioral Health Partnership
Inc**

N/A

Southwest Behavioral Health Management

N/A

Tuscarora Managed Care Alliance

N/A

**York/Adams HealthChoices Joinder
Governing Board**

N/A

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).

**Beacon Health Options of Pennsylvania
(BHO)**

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

Allegheny HealthChoices, Inc.

N/A

Beaver County HealthChoices

N/A

Berks County

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

Bucks County

N/A

Cambria County

N/A

Capital Area Behavioral Health Collaborative

N/A

Carbon/Monroe/Pike Joinder Board

N/A

Chester County

N/A

City of Philadelphia

N/A

County of Delaware

N/A

Erie County

N/A

Fayette County Behavioral Health Administration

N/A

Greene County

N/A

Lehigh County

N/A

Lycoming/Clinton Joinder

N/A

Montgomery County

N/A

NBHCC (Northeast Behavioral Health Care Consortium)

N/A

Northampton County

N/A

Northwest Behavioral Health Partnership Inc

N/A

Southwest Behavioral Health Management

N/A

Tuscarora Managed Care Alliance

N/A

York/Adams HealthChoices Joinder Governing Board

N/A

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

Beacon Health Options of Pennsylvania (BHO)

N/A

Community Behavioral Health (CBH)

N/A

denial of an enrollee's request to dispute a financial liability.

Community Care Behavioral Health Organization (CCBH)

N/A

Magellan Behavioral Health (MBH)

N/A

PerformCare

N/A

Allegheny HealthChoices, Inc.

N/A

Beaver County HealthChoices

N/A

Berks County

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

Bucks County

N/A

Cambria County

N/A

Capital Area Behavioral Health Collaborative

N/A

Carbon/Monroe/Pike Joinder Board

N/A

Chester County

N/A

City of Philadelphia

N/A

County of Delaware

N/A

Erie County

N/A

**Fayette County Behavioral Health
Administration**

N/A

Greene County

N/A

Lehigh County

N/A

Lycoming/Clinton Joinder

N/A

Montgomery County

N/A

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

N/A

Northampton County

N/A

**Northwest Behavioral Health Partnership
Inc**

N/A

Southwest Behavioral Health Management

N/A

Tuscarora Managed Care Alliance

N/A

**York/Adams HealthChoices Joinder
Governing Board**

N/A

Topic IV. Appeals, State Fair Hearings & Grievances

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.



Find in the Excel Workbook

D1_Plan_Set

Number	Indicator	Response
D1IV.7a	Resolved appeals related to general inpatient services 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. 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".	Beacon Health Options of Pennsylvania (BHO)
		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

Allegheny HealthChoices, Inc.

N/A

Beaver County HealthChoices

N/A

Berks County

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

Bucks County

N/A

Cambria County

N/A

Capital Area Behavioral Health Collaborative

N/A

Carbon/Monroe/Pike Joinder Board

N/A

Chester County

N/A

City of Philadelphia

N/A

County of Delaware

N/A

Erie County

N/A

**Fayette County Behavioral Health
Administration**

N/A

Greene County

N/A

Lehigh County

N/A

Lycoming/Clinton Joinder

N/A

Montgomery County

N/A

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

N/A

Northampton County

N/A

**Northwest Behavioral Health Partnership
Inc**

N/A

Southwest Behavioral Health Management

N/A

Tuscarora Managed Care Alliance

N/A

**York/Adams HealthChoices Joinder
Governing Board**

N/A

**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".

**Beacon Health Options of Pennsylvania
(BHO)**

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

Allegheny HealthChoices, Inc.

N/A

Beaver County HealthChoices

N/A

Berks County

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

Bucks County

N/A

Cambria County

N/A

Capital Area Behavioral Health Collaborative

N/A

Carbon/Monroe/Pike Joinder Board

N/A

Chester County

N/A

City of Philadelphia

N/A

County of Delaware

N/A

Erie County

N/A

Fayette County Behavioral Health Administration

N/A

Greene County

N/A

Lehigh County

N/A

Lycoming/Clinton Joinder

N/A

Montgomery County

N/A

NBHCC (Northeast Behavioral Health Care Consortium)

N/A

Northampton County

N/A

Northwest Behavioral Health Partnership Inc

N/A

Southwest Behavioral Health Management

N/A

Tuscarora Managed Care Alliance

N/A

York/Adams HealthChoices Joinder Governing Board

N/A

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".

Beacon Health Options of Pennsylvania (BHO)

29

Community Behavioral Health (CBH)

20

Community Care Behavioral Health Organization (CCBH)

32

Magellan Behavioral Health (MBH)

56

PerformCare

Allegheny HealthChoices, Inc.

N/A

Beaver County HealthChoices

N/A

Berks County

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

Bucks County

N/A

Cambria County

N/A

Capital Area Behavioral Health Collaborative

N/A

Carbon/Monroe/Pike Joinder Board

N/A

Chester County

N/A

City of Philadelphia

N/A

County of Delaware

N/A

Erie County

N/A

**Fayette County Behavioral Health
Administration**

N/A

Greene County

N/A

Lehigh County

N/A

Lycoming/Clinton Joinder

N/A

Montgomery County

N/A

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

N/A

Northampton County

N/A

**Northwest Behavioral Health Partnership
Inc**

N/A

Southwest Behavioral Health Management

N/A

Tuscarora Managed Care Alliance

N/A

**York/Adams HealthChoices Joinder
Governing Board**

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".

**Beacon Health Options of Pennsylvania
(BHO)**

0

Community Behavioral Health (CBH)

0

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

2

Magellan Behavioral Health (MBH)

0

PerformCare

1

Allegheny HealthChoices, Inc.

N/A

Beaver County HealthChoices

N/A

Berks County

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

Bucks County

N/A

Cambria County

N/A

Capital Area Behavioral Health Collaborative

N/A

Carbon/Monroe/Pike Joinder Board

N/A

Chester County

N/A

City of Philadelphia

N/A

County of Delaware

N/A

Erie County

N/A

Fayette County Behavioral Health Administration

N/A

Greene County

N/A

Lehigh County

N/A

Lycoming/Clinton Joinder

N/A

Montgomery County

N/A

NBHCC (Northeast Behavioral Health Care Consortium)

N/A

Northampton County

N/A

Northwest Behavioral Health Partnership Inc

N/A

Southwest Behavioral Health Management

N/A

Tuscarora Managed Care Alliance

N/A

York/Adams HealthChoices Joinder Governing Board

N/A

D1IV.7e Resolved appeals related to covered outpatient prescription drugs

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".

Beacon Health Options of Pennsylvania (BHO)

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

Allegheny HealthChoices, Inc.

N/A

Beaver County HealthChoices

N/A

Berks County

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

Bucks County

N/A

Cambria County

N/A

Capital Area Behavioral Health Collaborative

N/A

Carbon/Monroe/Pike Joinder Board

N/A

Chester County

N/A

City of Philadelphia

N/A

County of Delaware

N/A

Erie County

N/A

**Fayette County Behavioral Health
Administration**

N/A

Greene County

N/A

Lehigh County

N/A

Lycoming/Clinton Joinder

N/A

Montgomery County

N/A

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

N/A

Northampton County

N/A

**Northwest Behavioral Health Partnership
Inc**

N/A

Southwest Behavioral Health Management

N/A

Tuscarora Managed Care Alliance

N/A

**York/Adams HealthChoices Joinder
Governing Board**

N/A

**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".

**Beacon Health Options of Pennsylvania
(BHO)**

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

Allegheny HealthChoices, Inc.

N/A

Beaver County HealthChoices

N/A

Berks County

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

Bucks County

N/A

Cambria County

N/A

**Capital Area Behavioral Health
Collaborative**

N/A

Carbon/Monroe/Pike Joinder Board

N/A

Chester County

N/A

City of Philadelphia

N/A

County of Delaware

N/A

Erie County

N/A

**Fayette County Behavioral Health
Administration**

N/A

Greene County

N/A

Lehigh County

N/A

Lycoming/Clinton Joinder

N/A

Montgomery County

N/A

NBHCC (Northeast Behavioral Health Care Consortium)

N/A

Northampton County

N/A

Northwest Behavioral Health Partnership Inc

N/A

Southwest Behavioral Health Management

N/A

Tuscarora Managed Care Alliance

N/A

York/Adams HealthChoices Joinder Governing Board

N/A

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

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".

Beacon Health Options of Pennsylvania (BHO)

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

Allegheny HealthChoices, Inc.

N/A

Beaver County HealthChoices

N/A

Berks County

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

Bucks County

N/A

Cambria County

N/A

Capital Area Behavioral Health Collaborative

N/A

Carbon/Monroe/Pike Joinder Board

N/A

Chester County

N/A

City of Philadelphia

N/A

County of Delaware

N/A

Erie County

N/A

**Fayette County Behavioral Health
Administration**

N/A

Greene County

N/A

Lehigh County

N/A

Lycoming/Clinton Joinder

N/A

Montgomery County

N/A

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

N/A

Northampton County

N/A

**Northwest Behavioral Health Partnership
Inc**

N/A

Southwest Behavioral Health Management

N/A

Tuscarora Managed Care Alliance

N/A

**York/Adams HealthChoices Joinder
Governing Board**

N/A

**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".

**Beacon Health Options of Pennsylvania
(BHO)**

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

Allegheny HealthChoices, Inc.

N/A

Beaver County HealthChoices

N/A

Berks County

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

Bucks County

N/A

Cambria County

N/A

**Capital Area Behavioral Health
Collaborative**

N/A

Carbon/Monroe/Pike Joinder Board

N/A

Chester County

N/A

City of Philadelphia

N/A

County of Delaware

N/A

Erie County

N/A

**Fayette County Behavioral Health
Administration**

N/A

Greene County

N/A

Lehigh County

N/A

Lycoming/Clinton Joinder

N/A

Montgomery County

N/A

NBHCC (Northeast Behavioral Health Care Consortium)

N/A

Northampton County

N/A

Northwest Behavioral Health Partnership Inc

N/A

Southwest Behavioral Health Management

N/A

Tuscarora Managed Care Alliance

N/A

York/Adams HealthChoices Joinder Governing Board

N/A

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

Beacon Health Options of Pennsylvania (BHO)

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

Allegheny HealthChoices, Inc.

N/A

Beaver County HealthChoices

N/A

Berks County

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

Bucks County

N/A

Cambria County

N/A

Capital Area Behavioral Health Collaborative

N/A

Carbon/Monroe/Pike Joinder Board

N/A

Chester County

N/A

City of Philadelphia

N/A

County of Delaware

N/A

Erie County

N/A

**Fayette County Behavioral Health
Administration**

N/A

Greene County

N/A

Lehigh County

N/A

Lycoming/Clinton Joinder

N/A

Montgomery County

N/A

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

N/A

Northampton County

N/A

**Northwest Behavioral Health Partnership
Inc**

N/A

Southwest Behavioral Health Management

N/A

Tuscarora Managed Care Alliance

N/A

**York/Adams HealthChoices Joinder
Governing Board**

N/A

**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, enter "N/A".

**Beacon Health Options of Pennsylvania
(BHO)**

60

Community Behavioral Health (CBH)

7

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

13

Magellan Behavioral Health (MBH)

12

PerformCare

0

Allegheny HealthChoices, Inc.

N/A

Beaver County HealthChoices

N/A

Berks County

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

Bucks County

N/A

Cambria County

N/A

**Capital Area Behavioral Health
Collaborative**

N/A

Carbon/Monroe/Pike Joinder Board

N/A

Chester County

N/A

City of Philadelphia

N/A

County of Delaware

N/A

Erie County

N/A

**Fayette County Behavioral Health
Administration**

N/A

Greene County

N/A

Lehigh County

N/A

Lycoming/Clinton Joinder

N/A

Montgomery County

N/A

NBHCC (Northeast Behavioral Health Care Consortium)

N/A

Northampton County

N/A

Northwest Behavioral Health Partnership Inc

N/A

Southwest Behavioral Health Management

N/A

Tuscarora Managed Care Alliance

N/A

York/Adams HealthChoices Joinder Governing Board

N/A

Topic IV. Appeals, State Fair Hearings & Grievances

State Fair Hearings



Find in the Excel Workbook

D1_Plan_Set

Number	Indicator	Response
D1IV.8a	State Fair Hearing requests Enter the total number of requests for a State Fair Hearing filed during the reporting year by plan that issued the adverse benefit determination.	Beacon Health Options of Pennsylvania (BHO) 7 Community Behavioral Health (CBH) 2

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

1

Magellan Behavioral Health (MBH)

7

PerformCare

0

Allegheny HealthChoices, Inc.

N/A

Beaver County HealthChoices

N/A

Berks County

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

Bucks County

N/A

Cambria County

N/A

**Capital Area Behavioral Health
Collaborative**

N/A

Carbon/Monroe/Pike Joinder Board

N/A

Chester County

N/A

City of Philadelphia

N/A

County of Delaware

N/A

Erie County

N/A

**Fayette County Behavioral Health
Administration**

N/A

Greene County

N/A

Lehigh County

N/A

Lycoming/Clinton Joinder

N/A

Montgomery County

N/A

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

N/A

Northampton County

N/A

**Northwest Behavioral Health Partnership
Inc**

N/A

Southwest Behavioral Health Management

N/A

Tuscarora Managed Care Alliance

N/A

**York/Adams HealthChoices Joinder
Governing Board**

N/A

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.

**Beacon Health Options of Pennsylvania
(BHO)**

0

Community Behavioral Health (CBH)

0

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

0

Magellan Behavioral Health (MBH)

1

PerformCare

0

Allegheny HealthChoices, Inc.

N/A

Beaver County HealthChoices

N/A

Berks County

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

Bucks County

N/A

Cambria County

N/A

**Capital Area Behavioral Health
Collaborative**

N/A

Carbon/Monroe/Pike Joinder Board

N/A

Chester County

N/A

City of Philadelphia

N/A

County of Delaware

N/A

Erie County

N/A

**Fayette County Behavioral Health
Administration**

N/A

Greene County

N/A

Lehigh County

N/A

Lycoming/Clinton Joinder

N/A

Montgomery County

N/A

NBHCC (Northeast Behavioral Health Care Consortium)

N/A

Northampton County

N/A

Northwest Behavioral Health Partnership Inc

N/A

Southwest Behavioral Health Management

N/A

Tuscarora Managed Care Alliance

N/A

York/Adams HealthChoices Joinder Governing Board

N/A

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.

Beacon Health Options of Pennsylvania (BHO)

1

Community Behavioral Health (CBH)

0

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

0

Magellan Behavioral Health (MBH)

2

PerformCare

0

Allegheny HealthChoices, Inc.

N/A

Beaver County HealthChoices

N/A

Berks County

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

Bucks County

N/A

Cambria County

N/A

**Capital Area Behavioral Health
Collaborative**

N/A

Carbon/Monroe/Pike Joinder Board

N/A

Chester County

N/A

City of Philadelphia

N/A

County of Delaware

N/A

Erie County

N/A

**Fayette County Behavioral Health
Administration**

N/A

Greene County

N/A

Lehigh County

N/A

Lycoming/Clinton Joinder

N/A

Montgomery County

N/A

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

N/A

Northampton County

N/A

**Northwest Behavioral Health Partnership
Inc**

N/A

Southwest Behavioral Health Management

N/A

Tuscarora Managed Care Alliance

N/A

**York/Adams HealthChoices Joinder
Governing Board**

N/A

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) prior to reaching a decision.

**Beacon Health Options of Pennsylvania
(BHO)**

6

Community Behavioral Health (CBH)

2

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

1

Magellan Behavioral Health (MBH)

4

PerformCare

0

Allegheny HealthChoices, Inc.

N/A

Beaver County HealthChoices

N/A

Berks County

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

Bucks County

N/A

Cambria County

N/A

**Capital Area Behavioral Health
Collaborative**

N/A

Carbon/Monroe/Pike Joinder Board

N/A

Chester County

N/A

City of Philadelphia

N/A

County of Delaware

N/A

Erie County

N/A

**Fayette County Behavioral Health
Administration**

N/A

Greene County

N/A

Lehigh County

N/A

Lycoming/Clinton Joinder

N/A

Montgomery County

N/A

NBHCC (Northeast Behavioral Health Care Consortium)

N/A

Northampton County

N/A

Northwest Behavioral Health Partnership Inc

N/A

Southwest Behavioral Health Management

N/A

Tuscarora Managed Care Alliance

N/A

York/Adams HealthChoices Joinder Governing Board

N/A

D1IV.9a

External Medical Reviews resulting in a favorable 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 partially or fully favorable to the enrollee. If your state does not offer an external medical

Beacon Health Options of Pennsylvania (BHO)

3

Community Behavioral Health (CBH)

1

review process, enter "N/A".
External medical review is
defined and described at 42
CFR §438.402(c)(i)(B).

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

0

Magellan Behavioral Health (MBH)

5

PerformCare

1

Allegheny HealthChoices, Inc.

N/A

Beaver County HealthChoices

N/A

Berks County

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

Bucks County

N/A

Cambria County

N/A

**Capital Area Behavioral Health
Collaborative**

N/A

Carbon/Monroe/Pike Joinder Board

N/A

Chester County

N/A

City of Philadelphia

N/A

County of Delaware

N/A

Erie County

N/A

**Fayette County Behavioral Health
Administration**

N/A

Greene County

N/A

Lehigh County

N/A

Lycoming/Clinton Joinder

N/A

Montgomery County

N/A

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

N/A

Northampton County

N/A

**Northwest Behavioral Health Partnership
Inc**

N/A

Southwest Behavioral Health Management

N/A

Tuscarora Managed Care Alliance

N/A

**York/Adams HealthChoices Joinder
Governing Board**

N/A

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).

**Beacon Health Options of Pennsylvania
(BHO)**

13

Community Behavioral Health (CBH)

7

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

3

Magellan Behavioral Health (MBH)

16

PerformCare

1

Allegheny HealthChoices, Inc.

N/A

Beaver County HealthChoices

N/A

Berks County

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

Bucks County

N/A

Cambria County

N/A

**Capital Area Behavioral Health
Collaborative**

N/A

Carbon/Monroe/Pike Joinder Board

N/A

Chester County

N/A

City of Philadelphia

N/A

County of Delaware

N/A

Erie County

N/A

**Fayette County Behavioral Health
Administration**

N/A

Greene County

N/A

Lehigh County

N/A

Lycoming/Clinton Joinder

N/A

Montgomery County

N/A

NBHCC (Northeast Behavioral Health Care Consortium)

N/A

Northampton County

N/A

Northwest Behavioral Health Partnership Inc

N/A

Southwest Behavioral Health Management

N/A

Tuscarora Managed Care Alliance

N/A

York/Adams HealthChoices Joinder Governing Board

N/A

Topic IV. Appeals, State Fair Hearings & Grievances

Grievances Overview



Find in the Excel Workbook

D1_Plan_Set

Number	Indicator	Response
D1IV.10	<p data-bbox="313 111 592 138">Grievances resolved</p> <p data-bbox="313 165 722 394">Enter the total number of grievances resolved by the plan during the reporting year. A grievance is "resolved" when it has reached completion and been closed by the plan.</p>	<p data-bbox="760 111 1307 189">Beacon Health Options of Pennsylvania (BHO)</p> <p data-bbox="760 212 813 239">183</p> <p data-bbox="760 317 1263 344">Community Behavioral Health (CBH)</p> <p data-bbox="760 367 813 394">780</p> <p data-bbox="760 472 1252 548">Community Care Behavioral Health Organization (CCBH)</p> <p data-bbox="760 571 813 598">560</p> <p data-bbox="760 676 1235 703">Magellan Behavioral Health (MBH)</p> <p data-bbox="760 726 813 753">218</p> <p data-bbox="760 831 935 858">PerformCare</p> <p data-bbox="760 882 797 909">48</p> <p data-bbox="760 987 1167 1014">Allegheny HealthChoices, Inc.</p> <p data-bbox="760 1037 813 1064">N/A</p> <p data-bbox="760 1142 1170 1169">Beaver County HealthChoices</p> <p data-bbox="760 1192 813 1220">N/A</p> <p data-bbox="760 1297 943 1325">Berks County</p> <p data-bbox="760 1348 813 1375">N/A</p> <p data-bbox="760 1453 1356 1528">BHARP (Behavioral Health Alliance of Rural Pennsylvania)</p> <p data-bbox="760 1551 813 1579">N/A</p> <p data-bbox="760 1656 1255 1732">BHSSBC (Behavioral Health Services Somerset and Bedford Counties)</p> <p data-bbox="760 1755 813 1782">N/A</p> <p data-bbox="760 1860 1294 1936">Blair Co - Central PA Behavioral Health Collaborative</p> <p data-bbox="760 1959 813 1986">N/A</p> <p data-bbox="760 2064 948 2091">Bucks County</p>

N/A

Cambria County

N/A

Capital Area Behavioral Health Collaborative

N/A

Carbon/Monroe/Pike Joinder Board

N/A

Chester County

N/A

City of Philadelphia

N/A

County of Delaware

N/A

Erie County

N/A

Fayette County Behavioral Health Administration

N/A

Greene County

N/A

Lehigh County

N/A

Lycoming/Clinton Joinder

N/A

Montgomery County

N/A

NBHCC (Northeast Behavioral Health Care Consortium)

N/A

Northampton County

N/A

Northwest Behavioral Health Partnership Inc

N/A

Southwest Behavioral Health Management

N/A

Tuscarora Managed Care Alliance

N/A

York/Adams HealthChoices Joinder Governing Board

N/A

D1IV.11

Active grievances

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

Beacon Health Options of Pennsylvania (BHO)

143

Community Behavioral Health (CBH)

837

Community Care Behavioral Health Organization (CCBH)

470

Magellan Behavioral Health (MBH)

203

PerformCare

43

Allegheny HealthChoices, Inc.

N/A

Beaver County HealthChoices

N/A

Berks County

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

Bucks County

N/A

Cambria County

N/A

Capital Area Behavioral Health Collaborative

N/A

Carbon/Monroe/Pike Joinder Board

N/A

Chester County

N/A

City of Philadelphia

N/A

County of Delaware

N/A

Erie County

N/A

**Fayette County Behavioral Health
Administration**

N/A

Greene County

N/A

Lehigh County

N/A

Lycoming/Clinton Joinder

N/A

Montgomery County

N/A

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

N/A

Northampton County

N/A

**Northwest Behavioral Health Partnership
Inc**

N/A

Southwest Behavioral Health Management

N/A

Tuscarora Managed Care Alliance

N/A

**York/Adams HealthChoices Joinder
Governing Board**

N/A

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.

Beacon Health Options of Pennsylvania (BHO)

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

Allegheny HealthChoices, Inc.

N/A

Beaver County HealthChoices

N/A

Berks County

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

Bucks County

N/A

Cambria County

N/A

Capital Area Behavioral Health Collaborative

N/A

Carbon/Monroe/Pike Joinder Board

N/A

Chester County

N/A

City of Philadelphia

N/A

County of Delaware

N/A

Erie County

N/A

Fayette County Behavioral Health Administration

N/A

Greene County

N/A

Lehigh County

N/A

Lycoming/Clinton Joinder

N/A

Montgomery County

N/A

NBHCC (Northeast Behavioral Health Care Consortium)

N/A

Northampton County

N/A

Northwest Behavioral Health Partnership Inc

N/A

Southwest Behavioral Health Management

N/A

Tuscarora Managed Care Alliance

N/A

York/Adams HealthChoices Joinder Governing Board

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 period 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

Beacon Health Options of Pennsylvania (BHO)

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

for any reason, related to any service received (or desired) by an LTSS user.

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.

Allegheny HealthChoices, Inc.

N/A

Beaver County HealthChoices

N/A

Berks County

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

Bucks County

N/A

Cambria County

N/A

Capital Area Behavioral Health Collaborative

N/A

Carbon/Monroe/Pike Joinder Board

N/A

Chester County

N/A

City of Philadelphia

N/A

County of Delaware

N/A

Erie County

N/A

**Fayette County Behavioral Health
Administration**

N/A

Greene County

N/A

Lehigh County

N/A

Lycoming/Clinton Joinder

N/A

Montgomery County

N/A

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

N/A

Northampton County

N/A

**Northwest Behavioral Health Partnership
Inc**

N/A

Southwest Behavioral Health Management

N/A

Tuscarora Managed Care Alliance

N/A

**York/Adams HealthChoices Joinder
Governing Board**

N/A

**D1IV.14 Number of grievances for
which timely resolution was
provided**

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

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

**Beacon Health Options of Pennsylvania
(BHO)**

183

Community Behavioral Health (CBH)

780

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

560

Magellan Behavioral Health (MBH)

218

PerformCare

48

Allegheny HealthChoices, Inc.

N/A

Beaver County HealthChoices

N/A

Berks County

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

Bucks County

N/A

Cambria County

N/A

Capital Area Behavioral Health Collaborative

N/A

Carbon/Monroe/Pike Joinder Board

N/A

Chester County

N/A

City of Philadelphia

N/A

County of Delaware

N/A

Erie County

N/A

Fayette County Behavioral Health Administration

N/A

Greene County

N/A

Lehigh County

N/A

Lycoming/Clinton Joinder

N/A

Montgomery County

N/A

NBHCC (Northeast Behavioral Health Care Consortium)

N/A

Northampton County

N/A

Northwest Behavioral Health Partnership Inc

N/A

Southwest Behavioral Health Management

N/A

Tuscarora Managed Care Alliance

N/A

York/Adams HealthChoices Joinder Governing Board

N/A

Topic IV. Appeals, State Fair Hearings & Grievances

Grievances by Service

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



Find in the Excel Workbook

D1_Plan_Set

Number	Indicator	Response
D1IV.15a	Resolved grievances related to general inpatient services Enter the total number of grievances resolved by the plan during the reporting year that	Beacon Health Options of Pennsylvania (BHO) N/A

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".

Community Behavioral Health (CBH)

N/A

Community Care Behavioral Health Organization (CCBH)

N/A

Magellan Behavioral Health (MBH)

N/A

PerformCare

N/A

Allegheny HealthChoices, Inc.

N/A

Beaver County HealthChoices

N/A

Berks County

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

Bucks County

N/A

Cambria County

N/A

Capital Area Behavioral Health Collaborative

N/A

Carbon/Monroe/Pike Joinder Board

N/A

Chester County

N/A

City of Philadelphia

N/A

County of Delaware

N/A

Erie County

N/A

Fayette County Behavioral Health Administration

N/A

Greene County

N/A

Lehigh County

N/A

Lycoming/Clinton Joinder

N/A

Montgomery County

N/A

NBHCC (Northeast Behavioral Health Care Consortium)

N/A

Northampton County

N/A

**Northwest Behavioral Health Partnership
Inc**

N/A

Southwest Behavioral Health Management

N/A

Tuscarora Managed Care Alliance

N/A

**York/Adams HealthChoices Joinder
Governing Board**

N/A

**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".

**Beacon Health Options of Pennsylvania
(BHO)**

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

Allegheny HealthChoices, Inc.

N/A

Beaver County HealthChoices

N/A

Berks County

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

Bucks County

N/A

Cambria County

N/A

Capital Area Behavioral Health Collaborative

N/A

Carbon/Monroe/Pike Joinder Board

N/A

Chester County

N/A

City of Philadelphia

N/A

County of Delaware

N/A

Erie County

N/A

Fayette County Behavioral Health Administration

N/A

Greene County

N/A

Lehigh County

N/A

Lycoming/Clinton Joinder

N/A

Montgomery County

N/A

NBHCC (Northeast Behavioral Health Care Consortium)

N/A

Northampton County

N/A

Northwest Behavioral Health Partnership Inc

N/A

Southwest Behavioral Health Management

N/A

Tuscarora Managed Care Alliance

N/A

York/Adams HealthChoices Joinder Governing Board

N/A

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

Beacon Health Options of Pennsylvania (BHO)

32

Community Behavioral Health (CBH)

mental health and/or substance use services. If the managed care plan does not cover this type of service, enter "N/A".

121

Community Care Behavioral Health Organization (CCBH)

208

Magellan Behavioral Health (MBH)

36

PerformCare

12

Allegheny HealthChoices, Inc.

N/A

Beaver County HealthChoices

N/A

Berks County

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

Bucks County

N/A

Cambria County

N/A

Capital Area Behavioral Health Collaborative

N/A

Carbon/Monroe/Pike Joinder Board

N/A

Chester County

N/A

City of Philadelphia

N/A

County of Delaware

N/A

Erie County

N/A

**Fayette County Behavioral Health
Administration**

N/A

Greene County

N/A

Lehigh County

N/A

Lycoming/Clinton Joinder

N/A

Montgomery County

N/A

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

N/A

Northampton County

N/A

**Northwest Behavioral Health Partnership
Inc**

N/A

Southwest Behavioral Health Management

N/A

Tuscarora Managed Care Alliance

N/A

**York/Adams HealthChoices Joinder
Governing Board**

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".

**Beacon Health Options of Pennsylvania
(BHO)**

84

Community Behavioral Health (CBH)

249

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

194

Magellan Behavioral Health (MBH)

97

PerformCare

16

Allegheny HealthChoices, Inc.

N/A

Beaver County HealthChoices

N/A

Berks County

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

Bucks County

N/A

Cambria County

N/A

Capital Area Behavioral Health Collaborative

N/A

Carbon/Monroe/Pike Joinder Board

N/A

Chester County

N/A

City of Philadelphia

N/A

County of Delaware

N/A

Erie County

N/A

Fayette County Behavioral Health Administration

N/A

Greene County

N/A

Lehigh County

N/A

Lycoming/Clinton Joinder

N/A

Montgomery County

N/A

NBHCC (Northeast Behavioral Health Care Consortium)

N/A

Northampton County

N/A

Northwest Behavioral Health Partnership Inc

N/A

Southwest Behavioral Health Management

N/A

Tuscarora Managed Care Alliance

N/A

York/Adams HealthChoices Joinder Governing Board

N/A

D1IV.15e Resolved grievances related to coverage of outpatient prescription drugs

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

Beacon Health Options of Pennsylvania (BHO)

N/A

Community Behavioral Health (CBH)

N/A

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

Allegheny HealthChoices, Inc.

N/A

Beaver County HealthChoices

N/A

Berks County

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

Bucks County

N/A

Cambria County

N/A

Capital Area Behavioral Health Collaborative

N/A

Carbon/Monroe/Pike Joinder Board

N/A

Chester County

N/A

City of Philadelphia

N/A

County of Delaware

N/A

Erie County

N/A

**Fayette County Behavioral Health
Administration**

N/A

Greene County

N/A

Lehigh County

N/A

Lycoming/Clinton Joinder

N/A

Montgomery County

N/A

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

N/A

Northampton County

N/A

**Northwest Behavioral Health Partnership
Inc**

N/A

Southwest Behavioral Health Management

N/A

Tuscarora Managed Care Alliance

N/A

**York/Adams HealthChoices Joinder
Governing Board**

N/A

**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".

**Beacon Health Options of Pennsylvania
(BHO)**

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

Allegheny HealthChoices, Inc.

N/A

Beaver County HealthChoices

N/A

Berks County

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

Bucks County

N/A

Cambria County

N/A

**Capital Area Behavioral Health
Collaborative**

N/A

Carbon/Monroe/Pike Joinder Board

N/A

Chester County

N/A

City of Philadelphia

N/A

County of Delaware

N/A

Erie County

N/A

**Fayette County Behavioral Health
Administration**

N/A

Greene County

N/A

Lehigh County

N/A

Lycoming/Clinton Joinder

N/A

Montgomery County

N/A

NBHCC (Northeast Behavioral Health Care Consortium)

N/A

Northampton County

N/A

Northwest Behavioral Health Partnership Inc

N/A

Southwest Behavioral Health Management

N/A

Tuscarora Managed Care Alliance

N/A

York/Adams HealthChoices Joinder Governing Board

N/A

D1IV.15g

Resolved grievances related to long-term services and supports (LTSS)

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

Beacon Health Options of Pennsylvania (BHO)

N/A

Community Behavioral Health (CBH)

N/A

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

Allegheny HealthChoices, Inc.

N/A

Beaver County HealthChoices

N/A

Berks County

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

Bucks County

N/A

Cambria County

N/A

Capital Area Behavioral Health Collaborative

N/A

Carbon/Monroe/Pike Joinder Board

N/A

Chester County

N/A

City of Philadelphia

N/A

County of Delaware

N/A

Erie County

N/A

**Fayette County Behavioral Health
Administration**

N/A

Greene County

N/A

Lehigh County

N/A

Lycoming/Clinton Joinder

N/A

Montgomery County

N/A

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

N/A

Northampton County

N/A

**Northwest Behavioral Health Partnership
Inc**

N/A

Southwest Behavioral Health Management

N/A

Tuscarora Managed Care Alliance

N/A

**York/Adams HealthChoices Joinder
Governing Board**

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".

**Beacon Health Options of Pennsylvania
(BHO)**

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

Allegheny HealthChoices, Inc.

N/A

Beaver County HealthChoices

N/A

Berks County

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

Bucks County

N/A

Cambria County

N/A

**Capital Area Behavioral Health
Collaborative**

N/A

Carbon/Monroe/Pike Joinder Board

N/A

Chester County

N/A

City of Philadelphia

N/A

County of Delaware

N/A

Erie County

N/A

**Fayette County Behavioral Health
Administration**

N/A

Greene County

N/A

Lehigh County

N/A

Lycoming/Clinton Joinder

N/A

Montgomery County

N/A

NBHCC (Northeast Behavioral Health Care Consortium)

N/A

Northampton County

N/A

Northwest Behavioral Health Partnership Inc

N/A

Southwest Behavioral Health Management

N/A

Tuscarora Managed Care Alliance

N/A

York/Adams HealthChoices Joinder Governing Board

N/A

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

Beacon Health Options of Pennsylvania (BHO)

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

Allegheny HealthChoices, Inc.

N/A

Beaver County HealthChoices

N/A

Berks County

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

Bucks County

N/A

Cambria County

N/A

**Capital Area Behavioral Health
Collaborative**

N/A

Carbon/Monroe/Pike Joinder Board

N/A

Chester County

N/A

City of Philadelphia

N/A

County of Delaware

N/A

Erie County

N/A

**Fayette County Behavioral Health
Administration**

N/A

Greene County

N/A

Lehigh County

N/A

Lycoming/Clinton Joinder

N/A

Montgomery County

N/A

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

N/A

Northampton County

N/A

**Northwest Behavioral Health Partnership
Inc**

N/A

Southwest Behavioral Health Management

N/A

Tuscarora Managed Care Alliance

N/A

**York/Adams HealthChoices Joinder
Governing Board**

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, enter "N/A".

**Beacon Health Options of Pennsylvania
(BHO)**

46

Community Behavioral Health (CBH)

284

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

120

Magellan Behavioral Health (MBH)

56

PerformCare

15

Allegheny HealthChoices, Inc.

N/A

Beaver County HealthChoices

N/A

Berks County

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

Bucks County

N/A

Cambria County

N/A

**Capital Area Behavioral Health
Collaborative**

N/A

Carbon/Monroe/Pike Joinder Board

N/A

Chester County

N/A

City of Philadelphia

N/A

County of Delaware

N/A

Erie County

N/A

**Fayette County Behavioral Health
Administration**

N/A

Greene County

N/A

Lehigh County

N/A

Lycoming/Clinton Joinder

N/A

Montgomery County

N/A

NBHCC (Northeast Behavioral Health Care Consortium)

N/A

Northampton County

N/A

Northwest Behavioral Health Partnership Inc

N/A

Southwest Behavioral Health Management

N/A

Tuscarora Managed Care Alliance

N/A

York/Adams HealthChoices Joinder Governing Board

N/A

Topic IV. Appeals, State Fair Hearings & Grievances

Grievances by Reason

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

Find in the Excel Workbook



Number	Indicator	Response
D1IV.16a	<p data-bbox="310 218 716 327">Resolved grievances related to plan or provider customer service</p> <p data-bbox="310 352 716 863">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="760 218 1308 296">Beacon Health Options of Pennsylvania (BHO)</p> <p data-bbox="760 317 776 346">0</p> <p data-bbox="760 422 1263 455">Community Behavioral Health (CBH)</p> <p data-bbox="760 476 776 506">1</p> <p data-bbox="760 581 1252 657">Community Care Behavioral Health Organization (CCBH)</p> <p data-bbox="760 678 792 707">91</p> <p data-bbox="760 783 1235 816">Magellan Behavioral Health (MBH)</p> <p data-bbox="760 837 792 867">31</p> <p data-bbox="760 942 938 976">PerformCare</p> <p data-bbox="760 997 792 1026">10</p> <p data-bbox="760 1102 1170 1136">Allegheny HealthChoices, Inc.</p> <p data-bbox="760 1157 813 1186">N/A</p> <p data-bbox="760 1262 1170 1295">Beaver County HealthChoices</p> <p data-bbox="760 1316 813 1346">N/A</p> <p data-bbox="760 1421 943 1455">Berks County</p> <p data-bbox="760 1476 813 1505">N/A</p> <p data-bbox="760 1581 1357 1656">BHARP (Behavioral Health Alliance of Rural Pennsylvania)</p> <p data-bbox="760 1677 813 1707">N/A</p> <p data-bbox="760 1782 1252 1858">BHSSBC (Behavioral Health Services Somerset and Bedford Counties)</p> <p data-bbox="760 1879 813 1908">N/A</p> <p data-bbox="760 1984 1292 2060">Blair Co - Central PA Behavioral Health Collaborative</p>

N/A

Bucks County

N/A

Cambria County

N/A

Capital Area Behavioral Health Collaborative

N/A

Carbon/Monroe/Pike Joinder Board

N/A

Chester County

N/A

City of Philadelphia

N/A

County of Delaware

N/A

Erie County

N/A

Fayette County Behavioral Health Administration

N/A

Greene County

N/A

Lehigh County

N/A

Lycoming/Clinton Joinder

N/A

Montgomery County

N/A

NBHCC (Northeast Behavioral Health Care Consortium)

N/A

Northampton County

N/A

Northwest Behavioral Health Partnership Inc

N/A

Southwest Behavioral Health Management

N/A

Tuscarora Managed Care Alliance

N/A

York/Adams HealthChoices Joinder Governing Board

N/A

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.

Beacon Health Options of Pennsylvania (BHO)

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

Allegheny HealthChoices, Inc.

N/A

Beaver County HealthChoices

N/A

Berks County

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

Bucks County

N/A

Cambria County

N/A

Capital Area Behavioral Health Collaborative

N/A

Carbon/Monroe/Pike Joinder Board

N/A

Chester County

N/A

City of Philadelphia

N/A

County of Delaware

N/A

Erie County

N/A

**Fayette County Behavioral Health
Administration**

N/A

Greene County

N/A

Lehigh County

N/A

Lycoming/Clinton Joinder

N/A

Montgomery County

N/A

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

N/A

Northampton County

N/A

**Northwest Behavioral Health Partnership
Inc**

N/A

Southwest Behavioral Health Management

N/A

Tuscarora Managed Care Alliance

N/A

**York/Adams HealthChoices Joinder
Governing Board**

N/A

**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.

**Beacon Health Options of Pennsylvania
(BHO)**

0

Community Behavioral Health (CBH)

104

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

27

Magellan Behavioral Health (MBH)

26

PerformCare

0

Allegheny HealthChoices, Inc.

N/A

Beaver County HealthChoices

N/A

Berks County

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

Bucks County

N/A

Cambria County

N/A

Capital Area Behavioral Health Collaborative

N/A

Carbon/Monroe/Pike Joinder Board

N/A

Chester County

N/A

City of Philadelphia

N/A

County of Delaware

N/A

Erie County

N/A

Fayette County Behavioral Health Administration

N/A

Greene County

N/A

Lehigh County

N/A

Lycoming/Clinton Joinder

N/A

Montgomery County

N/A

NBHCC (Northeast Behavioral Health Care Consortium)

N/A

Northampton County

N/A

Northwest Behavioral Health Partnership Inc

N/A

Southwest Behavioral Health Management

N/A

Tuscarora Managed Care Alliance

N/A

York/Adams HealthChoices Joinder Governing Board

N/A

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.

Beacon Health Options of Pennsylvania (BHO)

177

Community Behavioral Health (CBH)

673

Community Care Behavioral Health Organization (CCBH)

392

Magellan Behavioral Health (MBH)

189

PerformCare

Allegheny HealthChoices, Inc.

N/A

Beaver County HealthChoices

N/A

Berks County

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

Bucks County

N/A

Cambria County

N/A

Capital Area Behavioral Health Collaborative

N/A

Carbon/Monroe/Pike Joinder Board

N/A

Chester County

N/A

City of Philadelphia

N/A

County of Delaware

N/A

Erie County

N/A

**Fayette County Behavioral Health
Administration**

N/A

Greene County

N/A

Lehigh County

N/A

Lycoming/Clinton Joinder

N/A

Montgomery County

N/A

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

N/A

Northampton County

N/A

**Northwest Behavioral Health Partnership
Inc**

N/A

Southwest Behavioral Health Management

N/A

Tuscarora Managed Care Alliance

N/A

**York/Adams HealthChoices Joinder
Governing Board**

N/A

**D1IV.16e Resolved grievances related
to plan communications**

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

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.

**Beacon Health Options of Pennsylvania
(BHO)**

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

Allegheny HealthChoices, Inc.

N/A

Beaver County HealthChoices

N/A

Berks County

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

Bucks County

N/A

Cambria County

N/A

Capital Area Behavioral Health Collaborative

N/A

Carbon/Monroe/Pike Joinder Board

N/A

Chester County

N/A

City of Philadelphia

N/A

County of Delaware

N/A

Erie County

N/A

Fayette County Behavioral Health Administration

N/A

Greene County

N/A

Lehigh County

N/A

Lycoming/Clinton Joinder

N/A

Montgomery County

N/A

NBHCC (Northeast Behavioral Health Care Consortium)

N/A

Northampton County

N/A

Northwest Behavioral Health Partnership Inc

N/A

Southwest Behavioral Health Management

N/A

Tuscarora Managed Care Alliance

N/A

York/Adams HealthChoices Joinder Governing Board

N/A

D1IV.16f

Resolved grievances related to payment or billing issues

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

Beacon Health Options of Pennsylvania (BHO)

0

Community Behavioral Health (CBH)

0

Community Care Behavioral Health Organization (CCBH)

25

Magellan Behavioral Health (MBH)

0

PerformCare

0

Allegheny HealthChoices, Inc.

N/A

Beaver County HealthChoices

N/A

Berks County

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

Bucks County

N/A

Cambria County

N/A

Capital Area Behavioral Health Collaborative

N/A

Carbon/Monroe/Pike Joinder Board

N/A

Chester County

N/A

City of Philadelphia

N/A

County of Delaware

N/A

Erie County

N/A

**Fayette County Behavioral Health
Administration**

N/A

Greene County

N/A

Lehigh County

N/A

Lycoming/Clinton Joinder

N/A

Montgomery County

N/A

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

N/A

Northampton County

N/A

**Northwest Behavioral Health Partnership
Inc**

N/A

Southwest Behavioral Health Management

N/A

Tuscarora Managed Care Alliance

N/A

**York/Adams HealthChoices Joinder
Governing Board**

N/A

**D1IV.16g Resolved grievances related
to suspected fraud**

Enter the total number of grievances resolved 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.

**Beacon Health Options of Pennsylvania
(BHO)**

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

Allegheny HealthChoices, Inc.

N/A

Beaver County HealthChoices

N/A

Berks County

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

Bucks County

N/A

Cambria County

N/A

Capital Area Behavioral Health Collaborative

N/A

Carbon/Monroe/Pike Joinder Board

N/A

Chester County

N/A

City of Philadelphia

N/A

County of Delaware

N/A

Erie County

N/A

Fayette County Behavioral Health Administration

N/A

Greene County

N/A

Lehigh County

N/A

Lycoming/Clinton Joinder

N/A

Montgomery County

N/A

NBHCC (Northeast Behavioral Health Care Consortium)

N/A

Northampton County

N/A

Northwest Behavioral Health Partnership Inc

N/A

Southwest Behavioral Health Management

N/A

Tuscarora Managed Care Alliance

N/A

York/Adams HealthChoices Joinder Governing Board

N/A

D1IV.16h Resolved grievances related to abuse, neglect or exploitation

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

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

Beacon Health Options of Pennsylvania (BHO)

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

Allegheny HealthChoices, Inc.

N/A

Beaver County HealthChoices

N/A

Berks County

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

Bucks County

N/A

Cambria County

N/A

Capital Area Behavioral Health Collaborative

N/A

Carbon/Monroe/Pike Joinder Board

N/A

Chester County

N/A

City of Philadelphia

N/A

County of Delaware

N/A

Erie County

N/A

**Fayette County Behavioral Health
Administration**

N/A

Greene County

N/A

Lehigh County

N/A

Lycoming/Clinton Joinder

N/A

Montgomery County

N/A

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

N/A

Northampton County

N/A

**Northwest Behavioral Health Partnership
Inc**

N/A

Southwest Behavioral Health Management

N/A

Tuscarora Managed Care Alliance

N/A

**York/Adams HealthChoices Joinder
Governing Board**

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)

Enter the total number of grievances resolved 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).

Beacon Health Options of Pennsylvania (BHO)

0

Community Behavioral Health (CBH)

1

Community Care Behavioral Health Organization (CCBH)

41

Magellan Behavioral Health (MBH)

13

PerformCare

2

Allegheny HealthChoices, Inc.

N/A

Beaver County HealthChoices

N/A

Berks County

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

Bucks County

N/A

Cambria County

N/A

**Capital Area Behavioral Health
Collaborative**

N/A

Carbon/Monroe/Pike Joinder Board

N/A

Chester County

N/A

City of Philadelphia

N/A

County of Delaware

N/A

Erie County

N/A

**Fayette County Behavioral Health
Administration**

N/A

Greene County

N/A

Lehigh County

N/A

Lycoming/Clinton Joinder

N/A

Montgomery County

N/A

NBHCC (Northeast Behavioral Health Care Consortium)

N/A

Northampton County

N/A

Northwest Behavioral Health Partnership Inc

N/A

Southwest Behavioral Health Management

N/A

Tuscarora Managed Care Alliance

N/A

York/Adams HealthChoices Joinder Governing Board

N/A

D1IV.16j

Resolved grievances related to plan denial of expedited appeal

Enter the total number of grievances resolved 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.

Beacon Health Options of Pennsylvania (BHO)

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

Allegheny HealthChoices, Inc.

N/A

Beaver County HealthChoices

N/A

Berks County

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

Bucks County

N/A

Cambria County

N/A

Capital Area Behavioral Health Collaborative

N/A

Carbon/Monroe/Pike Joinder Board

N/A

Chester County

N/A

City of Philadelphia

N/A

County of Delaware

N/A

Erie County

N/A

**Fayette County Behavioral Health
Administration**

N/A

Greene County

N/A

Lehigh County

N/A

Lycoming/Clinton Joinder

N/A

Montgomery County

N/A

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

N/A

Northampton County

N/A

**Northwest Behavioral Health Partnership
Inc**

N/A

Southwest Behavioral Health Management

N/A

Tuscarora Managed Care Alliance

N/A

**York/Adams HealthChoices Joinder
Governing Board**

N/A

**D1IV.16k Resolved grievances filed for
other reasons**

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

**Beacon Health Options of Pennsylvania
(BHO)**

182

Community Behavioral Health (CBH)

778

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

386

Magellan Behavioral Health (MBH)

200

PerformCare

28

Allegheny HealthChoices, Inc.

N/A

Beaver County HealthChoices

N/A

Berks County

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

Bucks County

N/A

Cambria County

N/A

Capital Area Behavioral Health Collaborative

N/A

Carbon/Monroe/Pike Joinder Board

N/A

Chester County

N/A

City of Philadelphia

N/A

County of Delaware

N/A

Erie County

N/A

Fayette County Behavioral Health Administration

N/A

Greene County

N/A

Lehigh County

N/A

Lycoming/Clinton Joinder

N/A

Montgomery County

N/A

NBHCC (Northeast Behavioral Health Care Consortium)

N/A

Northampton County

N/A

Northwest Behavioral Health Partnership Inc

N/A

Southwest Behavioral Health Management

N/A

Tuscarora Managed Care Alliance

N/A

York/Adams HealthChoices Joinder Governing Board

N/A

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.



Find in the Excel Workbook

D2_Plan_Measures

Quality & performance measure total count: 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, 01/01/2021 - 12/31/2021

D2.VII.8 Measure Description

N/A

Measure results

Beacon Health Options of Pennsylvania (BHO)

43.8

Community Behavioral Health (CBH)

22.8

Community Care Behavioral Health Organization (CCBH)

43.3

Magellan Behavioral Health (MBH)

35.6

PerformCare

36.1

Allegheny HealthChoices, Inc.

N/A

Beaver County HealthChoices

N/A

Berks County

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

Bucks County

N/A

Cambria County

N/A

Capital Area Behavioral Health Collaborative

N/A

Carbon/Monroe/Pike Joinder Board

N/A

Chester County

N/A

City of Philadelphia

N/A

County of Delaware

N/A

Erie County

N/A

Fayette County Behavioral Health Administration

N/A

Greene County

N/A

Lehigh County

N/A

Lycoming/Clinton Joinder

N/A

Montgomery County

N/A

NBHCC (Northeast Behavioral Health Care Consortium)

N/A

Northampton County

N/A

Northwest Behavioral Health Partnership Inc

N/A

Southwest Behavioral Health Management

N/A

Tuscarora Managed Care Alliance

N/A

York/Adams HealthChoices Joinder Governing Board

N/A



Complete

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, 01/01/2021 - 12/31/2021

D2.VII.8 Measure Description

N/A

Measure results

Beacon Health Options of Pennsylvania (BHO)

66.3

Community Behavioral Health (CBH)

37.9

Community Care Behavioral Health Organization (CCBH)

64

Magellan Behavioral Health (MBH)

57.1

PerformCare

57.5

Allegheny HealthChoices, Inc.

N/A

Beaver County HealthChoices

N/A

Berks County

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

Bucks County

N/A

Cambria County

N/A

Capital Area Behavioral Health Collaborative

N/A

Carbon/Monroe/Pike Joinder Board

N/A

Chester County

N/A

City of Philadelphia

N/A

County of Delaware

N/A

Erie County

N/A

Fayette County Behavioral Health Administration

N/A

Greene County

N/A

Lehigh County

N/A

Lycoming/Clinton Joinder

N/A

Montgomery County

N/A

NBHCC (Northeast Behavioral Health Care Consortium)

N/A

Northampton County

N/A

Northwest Behavioral Health Partnership Inc

N/A

Southwest Behavioral Health Management

N/A

Tuscarora Managed Care Alliance

N/A

York/Adams HealthChoices Joinder Governing Board



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

0

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, 01/01/2021 - 12/31/2021

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

Beacon Health Options of Pennsylvania (BHO)

51.8

Community Behavioral Health (CBH)

39.3

Community Care Behavioral Health Organization (CCBH)

53.6

Magellan Behavioral Health (MBH)

46.2

PerformCare

46.7

N/A

Beaver County HealthChoices

N/A

Berks County

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

Bucks County

N/A

Cambria County

N/A

Capital Area Behavioral Health Collaborative

N/A

Carbon/Monroe/Pike Joinder Board

N/A

Chester County

N/A

City of Philadelphia

N/A

County of Delaware

N/A

Erie County

N/A

Fayette County Behavioral Health Administration

N/A

Greene County

N/A

Lehigh County

N/A

Lycoming/Clinton Joinder

N/A

Montgomery County

N/A

NBHCC (Northeast Behavioral Health Care Consortium)

N/A

Northampton County

N/A

Northwest Behavioral Health Partnership Inc

N/A

Southwest Behavioral Health Management

N/A

Tuscarora Managed Care Alliance

N/A

York/Adams HealthChoices Joinder Governing Board

N/A



Complete

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

0

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, 01/01/2021 - 12/31/2021

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

Beacon Health Options of Pennsylvania (BHO)

71.7

Community Behavioral Health (CBH)

54.1

Community Care Behavioral Health Organization (CCBH)

70.7

Magellan Behavioral Health (MBH)

62

PerformCare

65.6

Allegheny HealthChoices, Inc.

N/A

Beaver County HealthChoices

N/A

Berks County

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

Bucks County

N/A

Cambria County

N/A

Capital Area Behavioral Health Collaborative

N/A

Carbon/Monroe/Pike Joinder Board

N/A

Chester County

N/A

City of Philadelphia

N/A

County of Delaware

N/A

Erie County

N/A

Fayette County Behavioral Health Administration

N/A

Greene County

N/A

Lehigh County

N/A

Lycoming/Clinton Joinder

N/A

Montgomery County

N/A

NBHCC (Northeast Behavioral Health Care Consortium)

N/A

Northampton County

N/A

Northwest Behavioral Health Partnership Inc

N/A

Southwest Behavioral Health Management

N/A

Tuscarora Managed Care Alliance

N/A

York/Adams HealthChoices Joinder Governing Board

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

0

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, 01/01/2021 - 12/31/2021

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

Beacon Health Options of Pennsylvania (BHO)

13.1

Community Behavioral Health (CBH)

14.9

Community Care Behavioral Health Organization (CCBH)

12.4

Magellan Behavioral Health (MBH)

PerformCare

12.9

Allegheny HealthChoices, Inc.

N/A

Beaver County HealthChoices

N/A

Berks County

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

Bucks County

N/A

Cambria County

N/A

Capital Area Behavioral Health Collaborative

N/A

Carbon/Monroe/Pike Joinder Board

N/A

Chester County

N/A

City of Philadelphia

N/A

County of Delaware

N/A

Erie County

N/A

Fayette County Behavioral Health Administration

N/A

Greene County

N/A

Lehigh County

N/A

Lycoming/Clinton Joinder

N/A

Montgomery County

N/A

NBHCC (Northeast Behavioral Health Care Consortium)

N/A

Northampton County

N/A

Northwest Behavioral Health Partnership Inc

N/A

Southwest Behavioral Health Management

N/A

Tuscarora Managed Care Alliance

N/A

York/Adams HealthChoices Joinder Governing Board

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.



Find in the Excel Workbook

D3_Plan_Sanctions

Sanction total count: 17



Complete

D3.VIII.1 Intervention type: Corrective action plan

1 / 17

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

Performance improvement	Community Behavioral Health (CBH)
-------------------------	-----------------------------------

D3.VIII.4 Reason for intervention

Community Behavioral Health (CBH) denial notices were not issued to members according to required timeframes and using the required template language.

Sanction details

D3.VIII.5 Instances of non-compliance

12

D3.VIII.6 Sanction amount

\$ N/A

D3.VIII.7 Date assessed

09/06/2022

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

Yes, remediated 02/17/2022

D3.VIII.9 Corrective action plan

Yes



Complete

D3.VIII.1 Intervention type: Corrective action plan

2 / 17

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) did not demonstrate that care managers participated in evidence-based practice (EBP) training at least annually and did not ensure that there was a process in place to assess CMS competencies 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 05/25/2023

D3.VIII.9 Corrective action plan

Yes



Complete

D3.VIII.1 Intervention type: Corrective action plan

3 / 17

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 did not ensure that all Care Managers (CMs) are familiar with IRR testing protocols and expectations. CCBH also did not 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

Remediation in progress

D3.VIII.9 Corrective action plan

Yes



Complete

D3.VIII.1 Intervention type: Corrective action plan

4 / 17

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 Clinical/chart reviews did not reflect the appropriate consistent application of medical necessity criteria and active care management that identify and address quality of care concerns. CCBH must revise its psychological testing request form to include a dedicated space for the specific referral question to be answered through psychological 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

Remediation in progress

D3.VIII.9 Corrective action plan

Yes



Complete

D3.VIII.1 Intervention type: Corrective action plan

5 / 17

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, in collaboration with the PCs, 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

Remediation in progress

D3.VIII.9 Corrective action plan

Yes



Complete

D3.VIII.1 Intervention type: Corrective action plan

6 / 17

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

Performance improvement Community Care Behavioral Health Organization (CCBH)

D3.VIII.4 Reason for intervention

Sign-in sheets are required to be included for each Complaint review meeting that documents the meeting date and time, each participant's name, affiliation, job title, role in the meeting, signature, and acknowledgment of the confidentiality requirement. 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

Remediation in progress

D3.VIII.9 Corrective action plan

Yes



Complete

D3.VIII.1 Intervention type: Corrective action plan

7 / 17

D3.VIII.2 Intervention topic

Performance improvement

D3.VIII.3 Plan name

Community Care Behavioral Health Organization (CCBH)

D3.VIII.4 Reason for intervention

Sign-in sheets are included for each Grievance review meeting that documents the meeting date and time, each participant's name, affiliation, job title, role in the meeting, signature and acknowledgment of the confidentiality requirement. CCBH must consistently ensure requirements for grievance review sign-in sheets are adhered to, including that sign-in sheets are present and correct in the grievance file, and that 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

Remediation in progress

D3.VIII.9 Corrective action plan

Yes



Complete

D3.VIII.1 Intervention type: Corrective action plan

8 / 17

D3.VIII.2 Intervention topic

Performance improvement

D3.VIII.3 Plan name

Community Care Behavioral Health Organization (CCBH)

D3.VIII.4 Reason for intervention

Grievance case files are required to include documentation that Member rights and the Grievance process were reviewed with the Member. CCBH is required to add a dated witness signature and provider plan identification number must be added to its "Authorization for Representation: Member Consent for Provider to File a Grievance" form and ensure that it is consistently completed.

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

Remediation in progress

D3.VIII.9 Corrective action plan

Yes



Complete

D3.VIII.1 Intervention type: Corrective action plan

9 / 17

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 is required to ensure that denial notices adhere to the Office of Mental Health & Substance Abuse Services (OMHSAS) requirements. 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

Remediation in progress

D3.VIII.9 Corrective action plan

Yes



Complete

D3.VIII.1 Intervention type: Corrective action plan

10 / 17

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

Performance improvement

Beacon Health Options of Pennsylvania (BHO)

D3.VIII.4 Reason for intervention

Beacon Health Options (BHO) is required to ensure that the QM Work Plan includes: Objective, Aspect of care/service, Scope of activity, Frequency, Data source, Sample size, Responsible person, Specific, measurable, attainable, realistic and timely performance goals, as applicable. Beacon must clarify goals and activities in the 2022 Work Plan to identify specific and measurable goals.

Sanction details

D3.VIII.5 Instances of non-compliance

1

D3.VIII.6 Sanction amount

\$ N/A

D3.VIII.7 Date assessed

09/02/2022

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

Yes, remediated 03/06/2023

D3.VIII.9 Corrective action plan

Yes



Complete

D3.VIII.1 Intervention type: Corrective action plan

11 / 17

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

Performance improvement

Beacon Health Options of Pennsylvania (BHO)

D3.VIII.4 Reason for intervention

BHO is required to ensure denial notices are issued to members according to required timeframes and use the required template language. BHO must ensure that when requested services are denied, approved services are clearly stated to members in the denial letter.

Sanction details

D3.VIII.5 Instances of non-compliance

8

D3.VIII.6 Sanction amount

\$ N/A

D3.VIII.7 Date assessed

09/02/2023

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

Yes, remediated 02/08/2023

D3.VIII.9 Corrective action plan

Yes



Complete

D3.VIII.1 Intervention type: Corrective action plan

12 / 17

D3.VIII.2 Intervention topic

Reporting

D3.VIII.3 Plan name

County of Delaware

D3.VIII.4 Reason for intervention

The CAP was issued because the Primary Contractor was noncompliant with monthly, quarterly and annual financial reporting submissions.

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

15

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



Complete

D3.VIII.1 Intervention type: Assesment Penalty & Interest

13 / 17

D3.VIII.2 Intervention topic

Late Submission of MCO Assessment

D3.VIII.3 Plan name

Blair Co - Central PA Behavioral Health Collaborative

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

\$ 851.87

D3.VIII.7 Date assessed

02/09/2022

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

Yes, remediated 04/09/2022

D3.VIII.9 Corrective action plan

No



Complete

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

14 / 17

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

Late Submission of MCO Lehigh County
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

\$ 651.19

D3.VIII.7 Date assessed

02/09/2022

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

Yes, remediated 04/28/2022

D3.VIII.9 Corrective action plan

No



Complete

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

15 / 17

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

Late Submission of MCO County of Delaware
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

\$ 869.15

D3.VIII.7 Date assessed

06/30/2022

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

Yes, remediated 01/30/2023

D3.VIII.9 Corrective action plan

No



Complete

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

16 / 17

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

Late Submission of MCO Assessment

NBHCC (Northeast Behavioral Health Care Consortium)

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

\$ 3280.15

D3.VIII.7 Date assessed

06/30/2022

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

Yes, remediated 10/29/2022

D3.VIII.9 Corrective action plan

No



Complete

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

17 / 17

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

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

\$ 14453.57

D3.VIII.7 Date assessed

06/26/2022

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

Yes, remediated 01/30/2023

D3.VIII.9 Corrective action plan

No

Topic X. Program Integrity



Find in the Excel Workbook

D1_Plan_Set

Number	Indicator	Response
D1X.1	Dedicated program integrity staff 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).	Beacon Health Options of Pennsylvania (BHO) 3 Community Behavioral Health (CBH) 17 Community Care Behavioral Health Organization (CCBH) 18 Magellan Behavioral Health (MBH) 6 PerformCare

Allegheny HealthChoices, Inc.

N/A

Beaver County HealthChoices

N/A

Berks County

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

Bucks County

N/A

Cambria County

N/A

Capital Area Behavioral Health Collaborative

N/A

Carbon/Monroe/Pike Joinder Board

N/A

Chester County

N/A

City of Philadelphia

N/A

County of Delaware

N/A

Erie County

N/A

**Fayette County Behavioral Health
Administration**

N/A

Greene County

N/A

Lehigh County

N/A

Lycoming/Clinton Joinder

N/A

Montgomery County

N/A

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

N/A

Northampton County

N/A

**Northwest Behavioral Health Partnership
Inc**

N/A

Southwest Behavioral Health Management

N/A

Tuscarora Managed Care Alliance

N/A

**York/Adams HealthChoices Joinder
Governing Board**

N/A

**D1X.2 Count of opened program
integrity investigations**

How many program integrity
investigations have been
opened by the plan in the past
year?

**Beacon Health Options of Pennsylvania
(BHO)**

43

Community Behavioral Health (CBH)

251

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

109

Magellan Behavioral Health (MBH)

162

PerformCare

49

Allegheny HealthChoices, Inc.

N/A

Beaver County HealthChoices

N/A

Berks County

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

Bucks County

N/A

Cambria County

N/A

Capital Area Behavioral Health Collaborative

N/A

Carbon/Monroe/Pike Joinder Board

N/A

Chester County

N/A

City of Philadelphia

N/A

County of Delaware

N/A

Erie County

N/A

Fayette County Behavioral Health Administration

N/A

Greene County

N/A

Lehigh County

N/A

Lycoming/Clinton Joinder

N/A

Montgomery County

N/A

NBHCC (Northeast Behavioral Health Care Consortium)

N/A

Northampton County

N/A

Northwest Behavioral Health Partnership Inc

N/A

Southwest Behavioral Health Management

N/A

Tuscarora Managed Care Alliance

N/A

York/Adams HealthChoices Joinder Governing Board

N/A

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 per 1,000 beneficiaries enrolled in the plan on the first day of the last month of the reporting year?

Beacon Health Options of Pennsylvania (BHO)

.11:1,000

Community Behavioral Health (CBH)

.330:1,000

Community Care Behavioral Health Organization (CCBH)

.070:1,000

Magellan Behavioral Health (MBH)

.350:1,000

PerformCare

.140:1,000

Allegheny HealthChoices, Inc.

0:1000

Beaver County HealthChoices

0:1000

Berks County

0:1000

BHARP (Behavioral Health Alliance of Rural Pennsylvania)

0:1000

BHSSBC (Behavioral Health Services Somerset and Bedford Counties)

0:1000

Blair Co - Central PA Behavioral Health Collaborative

0:1000

Bucks County

0:1000

Cambria County

0:1000

Capital Area Behavioral Health Collaborative

0:1000

Carbon/Monroe/Pike Joinder Board

0:1000

Chester County

0:1000

City of Philadelphia

0:1000

County of Delaware

0:1000

Erie County

0:1000

**Fayette County Behavioral Health
Administration**

0:1000

Greene County

0:1000

Lehigh County

0:1000

Lycoming/Clinton Joinder

0:1000

Montgomery County

0:1000

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

0:1000

Northampton County

0:1000

**Northwest Behavioral Health Partnership
Inc**

0:1000

Southwest Behavioral Health Management

0:1000

Tuscarora Managed Care Alliance

0:1000

**York/Adams HealthChoices Joinder
Governing Board**

0:1000

**D1X.4 Count of resolved program
integrity investigations**

How many program integrity
investigations have been
resolved by the plan in the past
year?

**Beacon Health Options of Pennsylvania
(BHO)**

134

Community Behavioral Health (CBH)

471

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

355

Magellan Behavioral Health (MBH)

143

PerformCare

65

Allegheny HealthChoices, Inc.

N/A

Beaver County HealthChoices

N/A

Berks County

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

Bucks County

N/A

Cambria County

N/A

Capital Area Behavioral Health Collaborative

N/A

Carbon/Monroe/Pike Joinder Board

N/A

Chester County

N/A

City of Philadelphia

N/A

County of Delaware

N/A

Erie County

N/A

Fayette County Behavioral Health Administration

N/A

Greene County

N/A

Lehigh County

N/A

Lycoming/Clinton Joinder

N/A

Montgomery County

N/A

NBHCC (Northeast Behavioral Health Care Consortium)

N/A

Northampton County

N/A

Northwest Behavioral Health Partnership Inc

N/A

Southwest Behavioral Health Management

N/A

Tuscarora Managed Care Alliance

N/A

York/Adams HealthChoices Joinder Governing Board

N/A

D1X.5

Ratio of resolved program integrity investigations to enrollees

What is the ratio of program integrity investigations resolved by the plan in the past year per 1,000 beneficiaries enrolled in the plan at the beginning of the reporting year?

Beacon Health Options of Pennsylvania (BHO)

.360:1,000

Community Behavioral Health (CBH)

.630:1,000

Community Care Behavioral Health Organization (CCBH)

.240:1,000

Magellan Behavioral Health (MBH)

.310:1,000

PerformCare

.190:1,000

Allegheny HealthChoices, Inc.

0:1000

Beaver County HealthChoices

0:1000

Berks County

0:1000

BHARP (Behavioral Health Alliance of Rural Pennsylvania)

0:1000

BHSSBC (Behavioral Health Services Somerset and Bedford Counties)

0:1000

Blair Co - Central PA Behavioral Health Collaborative

0:1000

Bucks County

0:1000

Cambria County

0:1000

Capital Area Behavioral Health Collaborative

0:1000

Carbon/Monroe/Pike Joinder Board

0:1000

Chester County

0:1000

City of Philadelphia

0:1000

County of Delaware

0:1000

Erie County

0:1000

**Fayette County Behavioral Health
Administration**

0:1000

Greene County

0:1000

Lehigh County

0:1000

Lycoming/Clinton Joinder

0:1000

Montgomery County

0:1000

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

0:1000

Northampton County

0:1000

**Northwest Behavioral Health Partnership
Inc**

0:1000

Southwest Behavioral Health Management

0:1000

Tuscarora Managed Care Alliance

0:1000

**York/Adams HealthChoices Joinder
Governing Board**

0:1000

**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.

**Beacon Health Options of Pennsylvania
(BHO)**

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

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

Berks County

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

Bucks County

Makes referrals to the State Medicaid
Agency (SMA) and MFCU concurrently

Cambria 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

Carbon/Monroe/Pike Joinder Board

Makes referrals to the State Medicaid
Agency (SMA) and MFCU concurrently

Chester 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

County of Delaware

Makes referrals to the State Medicaid
Agency (SMA) and MFCU concurrently

Erie County

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

Lehigh County

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

Montgomery County

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

Northampton County

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

Southwest Behavioral Health Management

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

York/Adams HealthChoices Joinder Governing Board

Makes referrals to the State Medicaid Agency (SMA) and MFCU concurrently

D1X.7

Count of program integrity referrals to the state

Enter the count of program integrity referrals that the plan made to the state in the past year. Enter the count of unduplicated referrals

Beacon Health Options of Pennsylvania (BHO)

22

Community Behavioral Health (CBH)

59

Community Care Behavioral Health Organization (CCBH)

32

Magellan Behavioral Health (MBH)

10

PerformCare

9

Allegheny HealthChoices, Inc.

N/A

Beaver County HealthChoices

N/A

Berks County

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

Bucks County

N/A

Cambria County

N/A

Capital Area Behavioral Health Collaborative

N/A

Carbon/Monroe/Pike Joinder Board

N/A

Chester County

N/A

City of Philadelphia

N/A

County of Delaware

N/A

Erie County

N/A

Fayette County Behavioral Health Administration

N/A

Greene County

N/A

Lehigh County

N/A

Lycoming/Clinton Joinder

N/A

Montgomery County

N/A

NBHCC (Northeast Behavioral Health Care Consortium)

N/A

Northampton County

N/A

Northwest Behavioral Health Partnership Inc

N/A

Southwest Behavioral Health Management

N/A

Tuscarora Managed Care Alliance

N/A

York/Adams HealthChoices Joinder Governing Board

N/A

D1X.8

Ratio of program integrity referral to the state

What is the ratio of program integrity referral listed in the previous indicator made to the state in the past year per 1,000 beneficiaries, using the plan's total enrollment as of the first day of the last month of the reporting year (reported in indicator D1.I.1) as the denominator.

Beacon Health Options of Pennsylvania (BHO)

.060:1,000

Community Behavioral Health (CBH)

.080:1,000

Community Care Behavioral Health Organization (CCBH)

.020:1,000

Magellan Behavioral Health (MBH)

.020:1,000

PerformCare

.030:1,000

Allegheny HealthChoices, Inc.

0:1000

Beaver County HealthChoices

0:1000

Berks County

0:1000

BHARP (Behavioral Health Alliance of Rural Pennsylvania)

0:1000

BHSSBC (Behavioral Health Services Somerset and Bedford Counties)

0:1000

Blair Co - Central PA Behavioral Health Collaborative

0:1000

Bucks County

0:1000

Cambria County

0:1000

Capital Area Behavioral Health Collaborative

0:1000

Carbon/Monroe/Pike Joinder Board

0:1000

Chester County

0:1000

City of Philadelphia

0:1000

County of Delaware

0:1000

Erie County

0:1000

**Fayette County Behavioral Health
Administration**

0:1000

Greene County

0:1000

Lehigh County

0:1000

Lycoming/Clinton Joinder

0:1000

Montgomery County

0:1000

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

0:1000

Northampton County

0:1000

**Northwest Behavioral Health Partnership
Inc**

0:1000

Southwest Behavioral Health Management

0:1000

Tuscarora Managed Care Alliance

0:1000

York/Adams HealthChoices Joinder Governing Board

0:1000

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, for example, 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 438.8(f)(2).

Beacon Health Options of Pennsylvania (BHO)

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 05/15/2021-02/15/2022. The identified dollar amount of overpayments recovered for the specified reporting period is \$253,373.81. 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 0.042%.

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 05/15/2021-02/15/2022. The identified dollar amount of overpayments recovered for the specified reporting period is \$1,182,147.73. 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 0.098%.

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 05/15/2021-02/15/2022. The identified dollar amount of overpayments recovered for the specified reporting period is \$2,099,562.04. 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 0.103%.

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 05/15/2021-02/15/2022. The identified dollar amount of overpayments recovered for the specified reporting period is \$613,810.85. 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 0.053%.

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 05/15/2021-02/15/2022. The identified dollar amount of overpayments recovered for the specified reporting period is \$399,412.23. 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 0.082%.

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.

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.

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.

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.

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.

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.

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.

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.

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.

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.

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.

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.

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.

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.

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.

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.

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.

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.

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.

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.

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.

D1X.10

Changes in beneficiary circumstances

Select the frequency the plan reports changes in beneficiary circumstances to the state.

Beacon Health Options of Pennsylvania (BHO)

Daily

Community Behavioral Health (CBH)

Daily

Community Care Behavioral Health Organization (CCBH)

Daily

Magellan Behavioral Health (MBH)

Daily

PerformCare

Daily

Allegheny HealthChoices, Inc.

Daily

Beaver County HealthChoices

Daily

Berks County

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

Bucks County

Daily

Cambria County

Daily

**Capital Area Behavioral Health
Collaborative**

Daily

Carbon/Monroe/Pike Joinder Board

Daily

Chester County

Daily

City of Philadelphia

Daily

County of Delaware

Daily

Erie County

Daily

**Fayette County Behavioral Health
Administration**

Daily

Greene County

Daily

Lehigh County

Daily

Lycoming/Clinton Joinder

Daily

Montgomery County

Daily

NBHCC (Northeast Behavioral Health Care Consortium)

Daily

Northampton County

Daily

Northwest Behavioral Health Partnership Inc

Daily

Southwest Behavioral Health Management

Daily

Tuscarora Managed Care Alliance

Daily

York/Adams HealthChoices Joinder Governing Board

Daily

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.



Number	Indicator	Response
EIX.1	BSS entity type What type of entity was contracted to perform each BSS activity? Check all that apply. Refer to 42 CFR 438.71(b).	N/A Other, specify – undefined
EIX.2	BSS entity role What are the roles performed by the BSS entity? Check all that apply. Refer to 42 CFR 438.71(b).	N/A Other, specify – undefined