

July 10, 2024

Scott Suhring, CEO
CABHC
2300 Vartan Way, Suite 206
Harrisburg, PA 17110

Dear Scott,

Thank you for sharing the results of the CABHC Provider Satisfaction Survey. Provider feedback is a valued source of information and is utilized to enhance and improve upon our services. PerformCare makes every effort to be sure our staff are well trained on all policies and procedures, and always courteous when dealing with customers. We continually look at opportunities to improve and we welcome suggestions and feedback.

I was pleased to see that Providers overall had a positive experience with PerformCare. In general, the nature of managed care can set up a challenging relationship with Providers. PerformCare strives to ensure that Providers understand we are in a partnership with them to help meet the needs of our Members.

I reviewed the CABHC Provider Satisfaction Survey results with all PerformCare departments. While overall the survey demonstrated positive Provider responses, there are a few areas in which PerformCare will be rendering some improvements. Additionally, there are a few general statements in the comments section that PerformCare will be addressing.

- **Communication/Provider Relations** – The survey noted that it can take several days to hear back from Care Managers and Account Executives. PerformCare policy is to return all calls within 2 business days. At the time of this survey, PerformCare was down 2 Account Executives. We are now fully staffed and have added a Business Analyst, which should result in quicker response times. Also, the Clinical Department will enforce the expectation that all calls are returned within 2 business days.
- **Ease of Navigating PerformCare Provider Website** – A provider noted that the PerformCare Provider website is difficult to navigate. PerformCare recently moved all Provider Memo's to be in a location consistent with all other BH-MCO's websites. We also continue to evaluate the Provider Website and are making changes in phases to improve the navigation and design.
- **Provider Manual** – PerformCare did an extensive review and complete rewrite of the Provider Manual in 2023 which included updating IBHS language. We will continue to review the Provider Manual and make changes as needed.

- **Provider Orientation** – It was noted in this section by a provider that they have not received any further training since their initial orientation. PerformCare has revised our Provider Orientation and instituted a refresher to Providers 60 days after the initial orientation. Additionally, PerformCare is currently working on creating specific level of care refresher trainings for providers to help address provider staffing turnover and training issues. This is expected to launch in late 2024.
- **Grievances** - It should be noted that there was a drop in the overall score for grievances. Results are based on a small sample size (7 respondents) and fluctuations should be interpreted with caution. The Grievance process is highly regulated by the State leaving little room for PerformCare to change the process. PerformCare's Provider website does contain information on Grievances and the Complaint & Grievance Coordinators will continue to remind Providers of any recent changes to the process and clarify areas as needed to help improve Provider satisfaction with the grievance process.
- **Administrative Appeals** – There was also a decrease in overall scoring for Administrative Appeals. PerformCare continually reviews the Administrative Appeal process to further refine and look for efficiencies in the process. A revision to the policy is within the approval queue. The policy revision incorporates additions based on feedback from Providers, Network and Claims staff. It is important to note that the administrative appeal process while in place to give Providers an opportunity to request reconsideration of a claims payment issue it also has the clear potential to be viewed negatively by Providers if there is disagreement with the decision outcome of an appeal.

The feedback from this survey is important to us. To ensure transparency, we will share the results in the following meetings or reports:

- PerformCare's monthly Continuous Quality Improvement meeting which includes management and staff;
- The QI/UM Committee;
- Reported on annually in the Program Evaluation; and
- The Credentialing Committee and the Provider Relations Committee meetings.

PerformCare appreciates the time each Provider took in completing the survey and we value their feedback. We are committed to making sure PerformCare continues to make improvements and continually proceed in a positive partnership with our Providers. After all, our goal is the same, Member quality care.

Again, thank you for sharing the results of the CABHC Provider Satisfaction Survey and we look forward to a continued positive relationship with our Provider network.

Sincerely,



Lisa A. Hanzel, MBA
Executive Director, PerformCare