

Who is Northeast Behavioral Health Care Consortium (NBHCC)?

REACHING OUT TO YOU

NBHCC is a non-profit organization which was created by Lackawanna, Luzerne, Susquehanna and Wyoming Counties to manage the HealthChoices behavioral health program in these four counties. HealthChoices is a statewide, mandatory, managed care program serving individuals who receive Medical Assistance. The program started in our counties on July 1, 2006 and currently serves approximately 85, 000 members in the four counties.

NBHCC seeks positive outcomes which are accomplished through an intense and ongoing dialogue with consumers, family members, Providers, community supports, and advocates.

NBHCC does this by:

- Reaching out to consumers, family members and the local behavioral health system to receive input and feedback in order to improve the system and provision of services.
- Conducting satisfaction surveys with consumers and in partnership with the Advocacy Alliance.
- Managing any second level complaints and grievances. (Refer to the Complaint and Grievance Process Fact Sheets for further explanation)
- Focusing on using information collected to create knowledge in order to improve services and make program policy and procedure improvements.
- Overseeing contract requirements with Community Care.
- Meeting contract requirements of the Commonwealth of Pennsylvania and the Department of Public Welfare.
- NBHCC provides monthly reports to local County Leadership on the status of HealthChoices activities.
- Ensuring that the behavioral health service needs of the consumers within NBHCC's four counties together are addressed.



Northeast Behavioral Health Care Consortium

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