

# **Northeast Behavioral Health Care Consortium**

## **HealthChoices Program Annual Report 2019 - 2020**



**Eighteen-month Report  
July 1, 2019 through December 31, 2020**

# Northeast Behavioral Health Care Consortium HealthChoices Annual Report 2019-2020

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## NBHCC Staff

**James Gallagher**  
*Chief Executive Officer*

**Matthew Kalinchok**  
*Chief Administrative Officer*

**Ellen Walsh**  
*Chief Quality Officer*

**Dr. Jyoti Shah**  
*Medical Director*

**Dawn Johnson**  
*Information Technology Manager*

**James Spencer**  
*Children's Service and Inter-System Director*

**Gary Snipes**  
*Quality Management Director*

**Rachel Baldini**  
*Finance Manager*

**Joyce Nichols**  
*Office Manager*



## NBHCC Mission Statement

The Counties of Luzerne, Wyoming, Lackawanna, and Susquehanna have partnered to create the Northeast Behavioral Health Care Consortium (NBHCC).

NBHCC is a regionally focused, non-profit, Behavioral Health Organization serving the medical assistance population.

Our mission is to provide enhanced access to high quality, fiscally responsible, recovery oriented Behavioral Health Services.

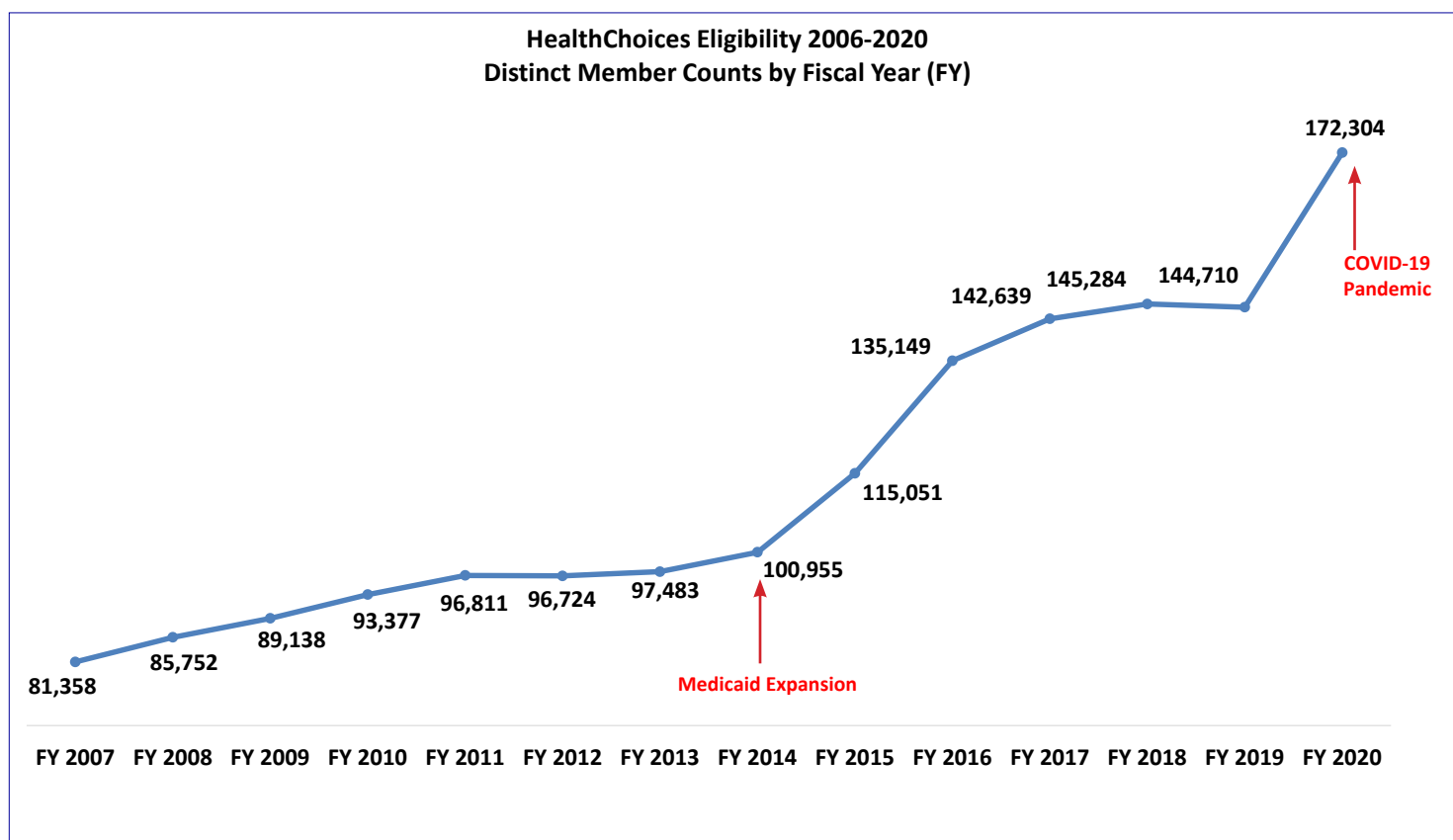
These positive outcomes will be accomplished through an intense, ongoing dialogue including consumers, families, providers and all other stakeholders.

# HealthChoices

HealthChoices is the Commonwealth of Pennsylvania's mandatory Medicaid managed care program administered by the Department of Human Services (DHS). This integrated and coordinated health care delivery system was introduced by the Commonwealth to provide medical, psychiatric, and substance abuse services to Medical Assistance (Medicaid) recipients.

DHS introduced the HealthChoices program incrementally, starting in southeastern Pennsylvania and expanding the program throughout the state over a period of ten years. As of July 1, 2007, the HealthChoices program was fully implemented throughout the Commonwealth. Lackawanna, Luzerne, Susquehanna, and Wyoming Counties accepted the right-of-first-opportunity to manage the local program and entered into a full-risk capitation contract with the Commonwealth. The Counties formed a 501(c)(3) corporation called Northeast Behavioral Health Care Consortium (NBHCC), which has the responsibility for managing the contract with DHS. NBHCC, in turn, sub-contracts with a behavioral managed care organization, Community Care Behavioral Health. Services provided by Community Care include care management, provider network development, quality assurance, member services, and claims management. NBHCC provides oversight and monitoring of all of Community Care's activities to ensure full compliance with its contract with DHS.

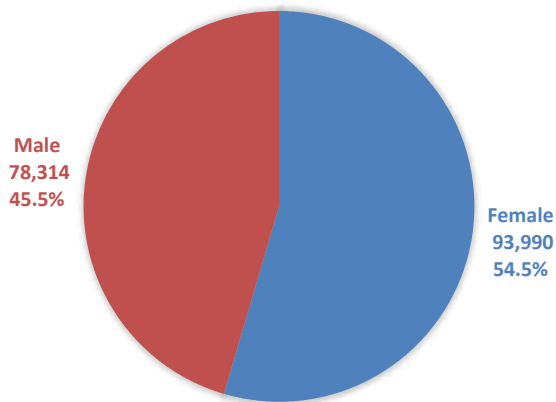
The Affordable Care Act of 2010 included a provision to expand state Medicaid programs. Beginning in 2014, Pennsylvanians, ages 19 to 64 with incomes up to 138% of the Federal Poverty Level became eligible for coverage under Medicaid expansion. As a result of expanding its Medicaid program, over a two-year period an additional 35,000 adults were able to receive health insurance through the HealthChoices program.



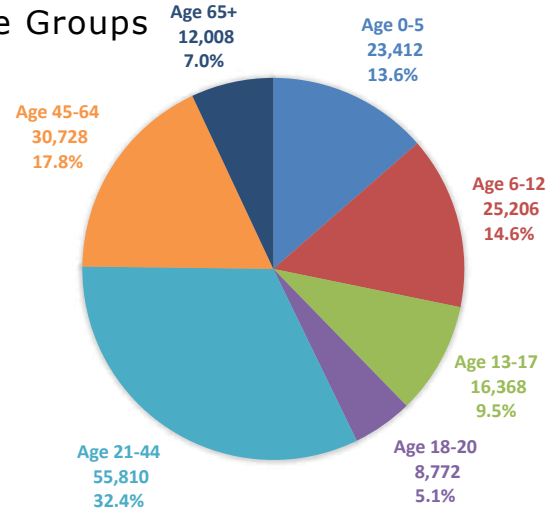
# Enrollment

Total Enrolled: 172,304

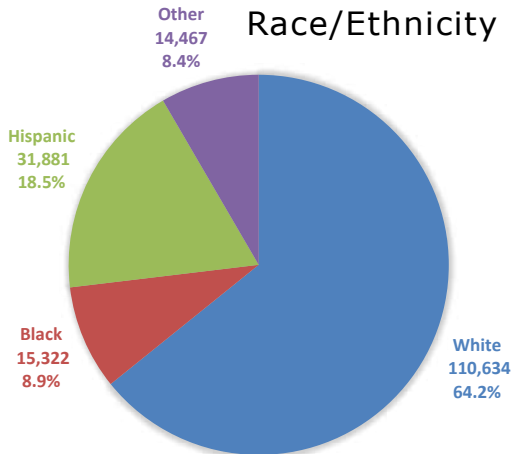
Gender



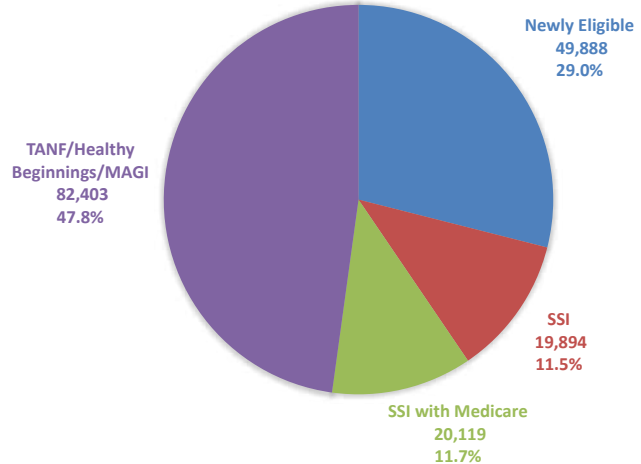
Age Groups



Race/Ethnicity



Category of Aid



"Other" Race includes members who report mixed race/ethnicity.

## Categories of Aid

### Temporary Assistance to Needy Families (TANF)

Assistance to families with dependent children who are deprived of the care or support of one or both parents.

### Modified Adjusted Gross Income (MAGI)

The Affordable Care Act made the tax concept of Modified Adjusted Gross Income (MAGI) the basis for determining Medicaid and CHIP eligibility for nondisabled, nonelderly individuals, effective January 1, 2014.

### Newly Eligible

Medicaid expansion category for adults, ages 21 and older, with household incomes up to 138% of the Federal Poverty Level (FPL), effective January 1, 2015.

### Supplemental Security Income without Medicare

Assistance for people who are aged, blind, or determined disabled for less than two years.

### Supplemental Security Income with Medicare

Assistance for people who are aged, blind or determined disabled for over two years.

The data in this report represent enrollment and utilization occurring during the 2019-2020 operating year. Utilization is based on paid claims for services delivered between July 1, 2019 and December 31, 2020. Percentages may not sum to 100% due to rounding.

# Covered Services

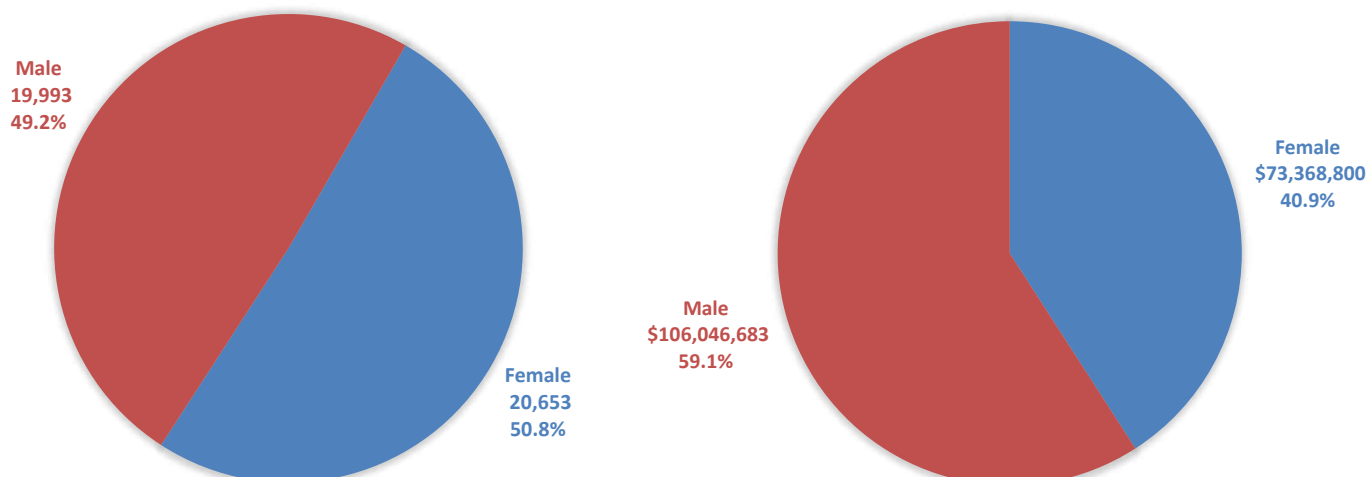
HealthChoices members are eligible to receive in-plan services offered by their choice of at least two service providers, as well as additional services that have been approved for use by the Northeast Region HealthChoices Program.

- Behavioral Health Rehabilitative Services for Children and Adolescents (BHRS) and Intensive Behavioral Health Services (IBHS)
- Children's Services enrolled as Program Exceptions
- Crisis Intervention
- Family Based Mental Health Services
- Inpatient Psychiatric Hospitalization
- Laboratory and Diagnostic Services
- Medication Management and Clozapine Support
- Methadone Maintenance
- Outpatient Mental Health and Drug & Alcohol Counseling
- Peer Support Services
- Psychiatric Evaluation and Psychological Testing
- Psychiatric Partial Hospitalization Services
- Psychosocial Rehabilitation
- Residential Treatment Facilities (RTF)
- School-Based Behavioral Health Services
- Substance Use Inpatient Detoxification, Treatment, Non-Hospital Rehabilitation, and Halfway House
- Substance Use Intensive Outpatient and Partial Hospitalization
- Substance Use Level of Care Assessment
- Substance Use Targeted Case Management
- Targeted Case Management (Intensive Case Management, Resource Coordination, Blended Case Management)

## Utilization

40,646 Served  
\$179,415,483 Spent

### Gender



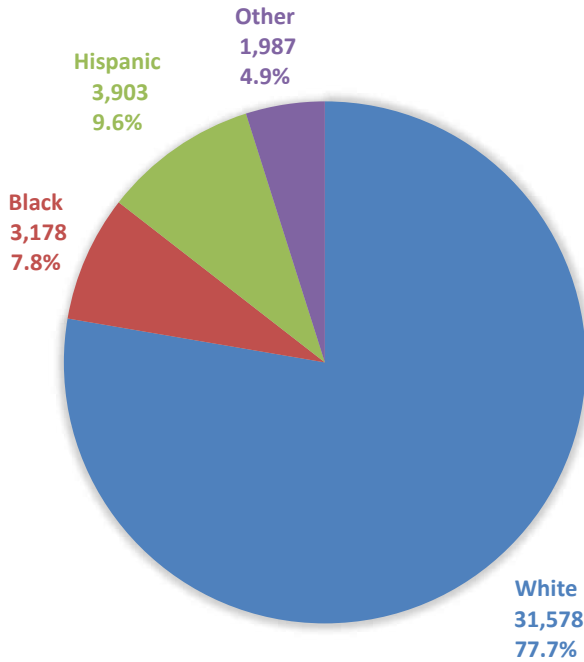
The data in this report represent enrollment and utilization occurring during the 2019-2020 operating year. Utilization is derived from paid claims for services provided between July 1, 2019 and December 31, 2020.

Charts do not include School-Based Behavioral Health Alternative Payment Arrangement (CSBBH-APA) data. In FY 2019-20, \$24,582,526 was paid for CSBBH-APA services. Percentages may not sum to 100% due to rounding.

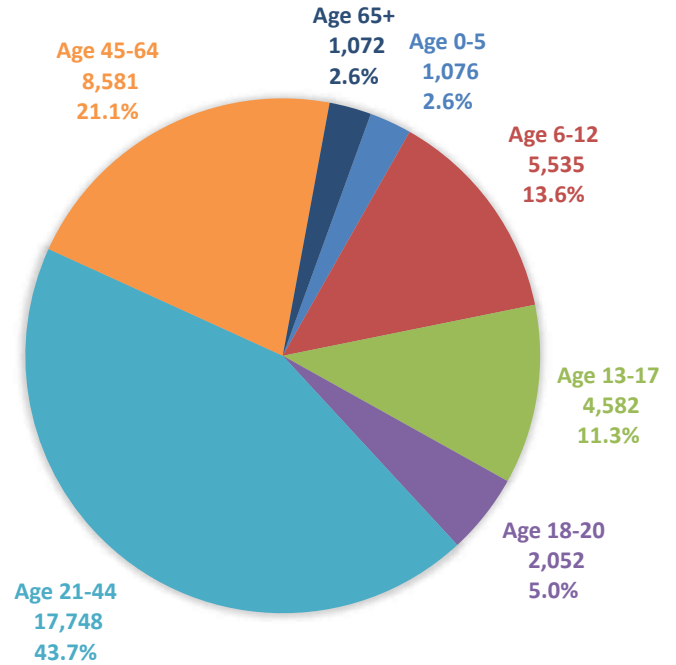
# Utilization

40,646 Served

## Race

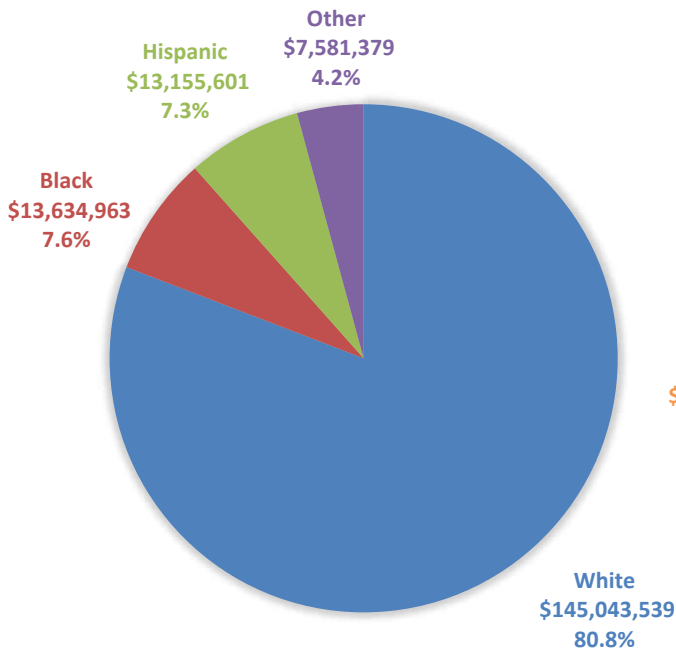


## Age Groups

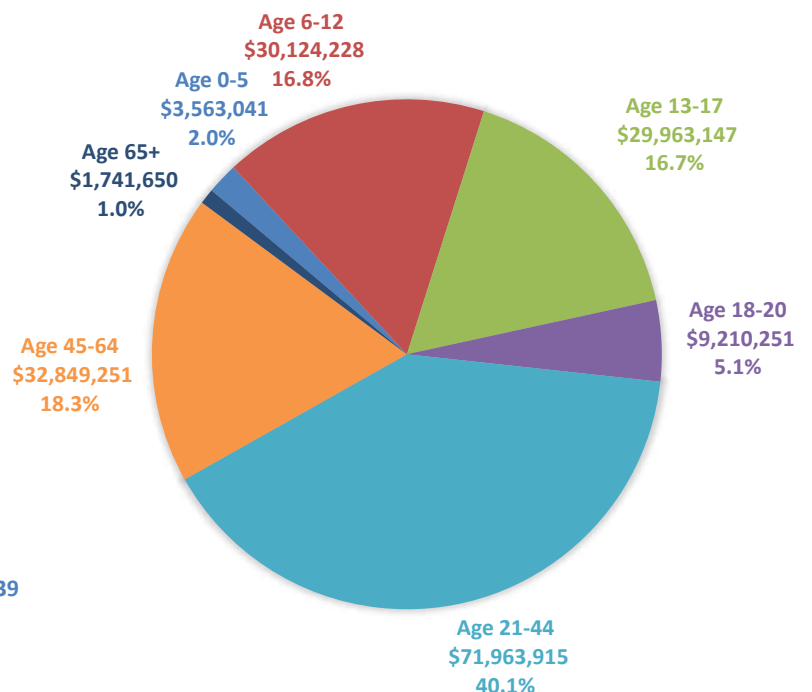


## Expenditures

Fee-for-Service: \$179,415,483  
 CSBBH-APA: \$ 24,582,526  
 Total Expenditures: \$203,998,009



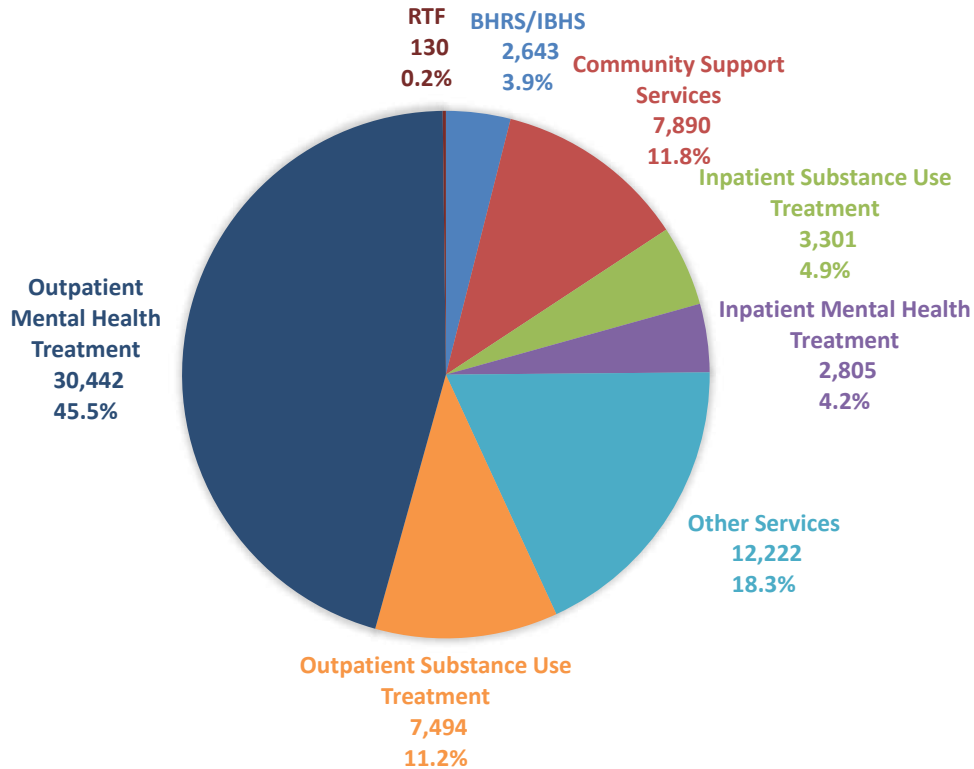
"Other" race includes members who report mixed race.



Charts do not include School-Based Behavioral Health Alternative Payment Arrangement (CSBBH-APA) data. In FY 2019-20, \$24,582,526 was paid for CSBBH-APA services. Percentages may not sum to 100% due to rounding.

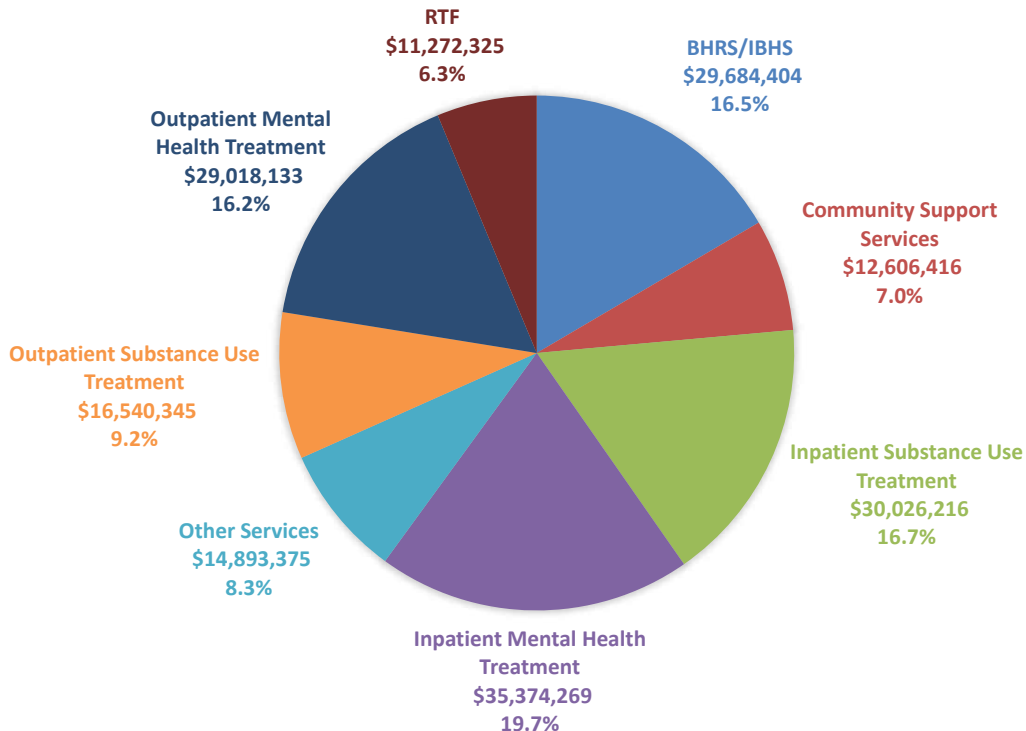
# Utilization Level of Care

All Counties  
40,646 Served



## All Counties

Fee-for-Service: \$179,415,483  
CSBBH-APA: \$24,582,526  
Total Expenditures: \$203,998,009



Members who lived in more than one county or received more than one service during the Fiscal Year are counted in each category.  
BHRS category does not include CSBBH APA data. Percentages may not sum to 100% due to rounding.

# Utilization Level of Care

## Joinder Detail

**Lackawanna-Susquehanna Joinder**  
18,906 Served

**Lackawanna-Susquehanna Joinder**  
\$76,554,271 Paid

Service	Member Count	Percentage
BHRS/IBHS	922	4.9%
Community Support Services	3,223	17.0%
Inpatient Substance Use Treatment	1,522	8.1%
Inpatient Mental Health Treatment	1,073	5.7%
Other Services	6,292	33.3%
Outpatient Substance Use Treatment	3,488	18.4%
Outpatient Mental Health Treatment	14,019	74.2%
RTF	49	0.3%
<b>Total</b>	<b>18,906</b>	<b>100.0%</b>

Service	Amount Paid	Percentage
BHRS/IBHS	\$ 12,710,930	16.6%
Community Support Services	\$ 4,841,264	6.3%
Inpatient Substance Use Treatment	\$ 12,735,651	16.6%
Inpatient Mental Health Treatment	\$ 13,004,492	17.0%
Other Services	\$ 6,686,973	8.7%
Outpatient Substance Use Treatment	\$ 7,728,669	10.1%
Outpatient Mental Health Treatment	\$ 14,192,228	18.5%
RTF	\$ 4,654,064	6.1%
<b>Total</b>	<b>\$ 76,554,271</b>	<b>100.0%</b>

**Luzerne-Wyoming Joinder**  
22,173 Served

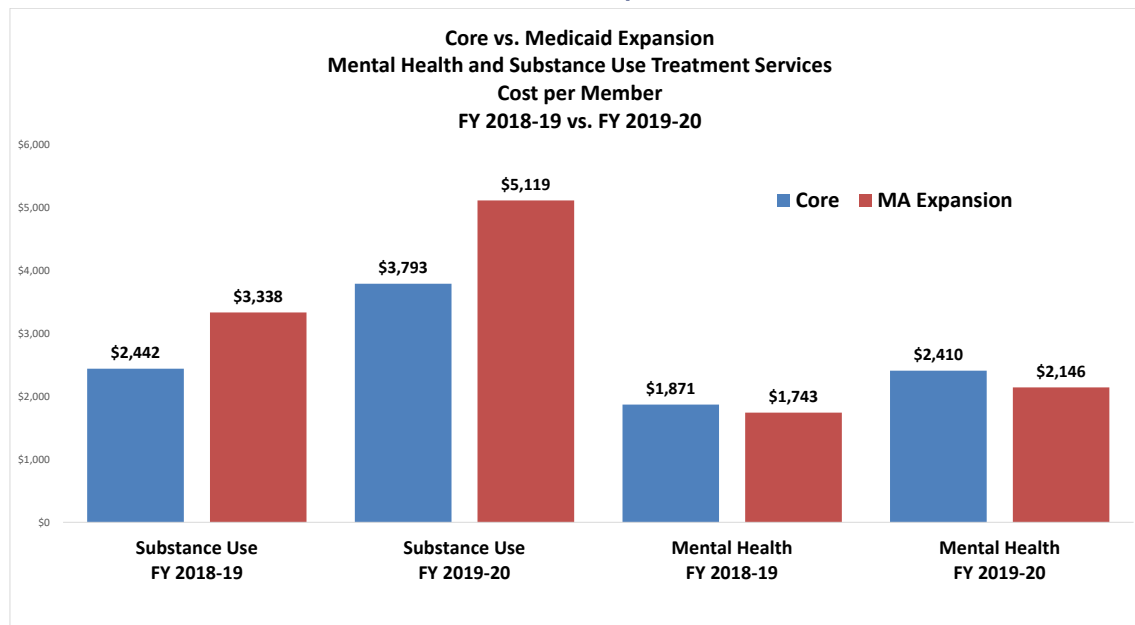
**Luzerne-Wyoming Joinder**  
\$102,861,212 Paid

Service	Member Count	Percentage
BHRS/IBHS	1,734	7.8%
Community Support Services	4,719	21.3%
Inpatient Substance Use Treatment	1,855	8.4%
Inpatient Mental Health Treatment	1,746	7.9%
Other Services	6,033	27.2%
Outpatient Substance Use Treatment	4,074	18.4%
Outpatient Mental Health Treatment	16,677	75.2%
RTF	81	0.4%
<b>Total</b>	<b>22,173</b>	<b>100.0%</b>

Service	Amount Paid	Percentage
BHRS/IBHS	\$ 16,973,473	16.5%
Community Support Services	\$ 7,765,153	7.5%
Inpatient Substance Use Treatment	\$ 17,290,565	16.8%
Inpatient Mental Health Treatment	\$ 22,369,778	21.7%
Other Services	\$ 8,206,402	8.0%
Outpatient Substance Use Treatment	\$ 8,811,676	8.6%
Outpatient Mental Health Treatment	\$ 14,825,905	14.4%
RTF	\$ 6,618,261	6.4%
<b>Total</b>	<b>\$ 102,861,212</b>	<b>100.0%</b>

Tables do not include School-Based Behavioral Health Alternative Payment Arrangement (CSBBH-APA) data. In FY 2019-20, Lackawanna-Susquehanna Joinder received \$12,389,750 and Luzerne-Wyoming Joinder received \$12,192,776 in CSBBH-APA payments.

## Medicaid Expansion

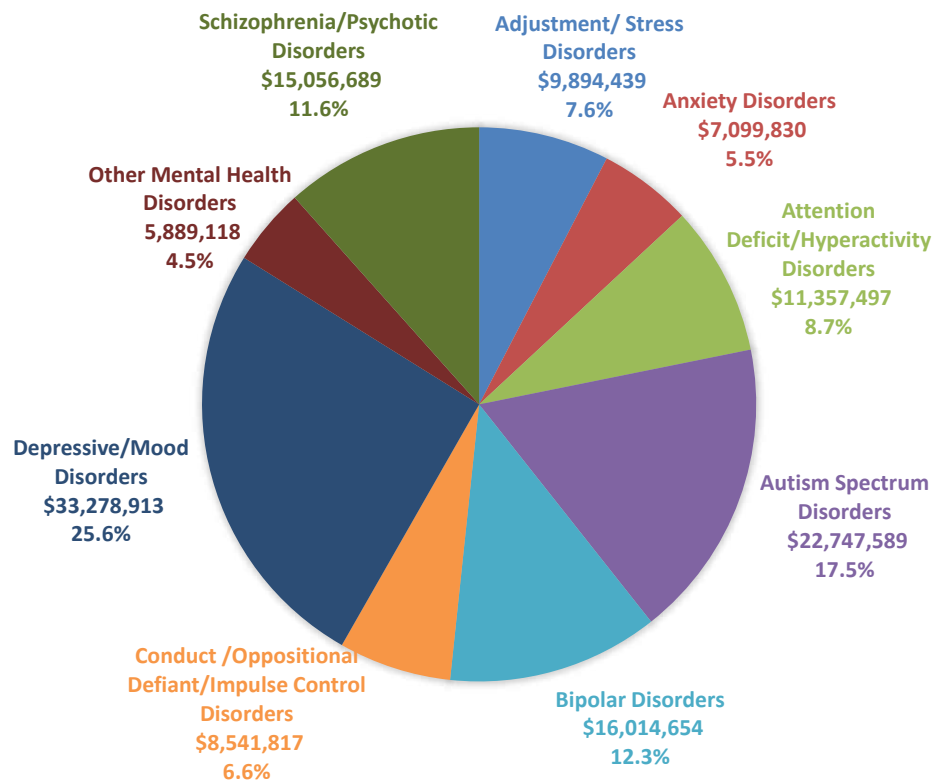
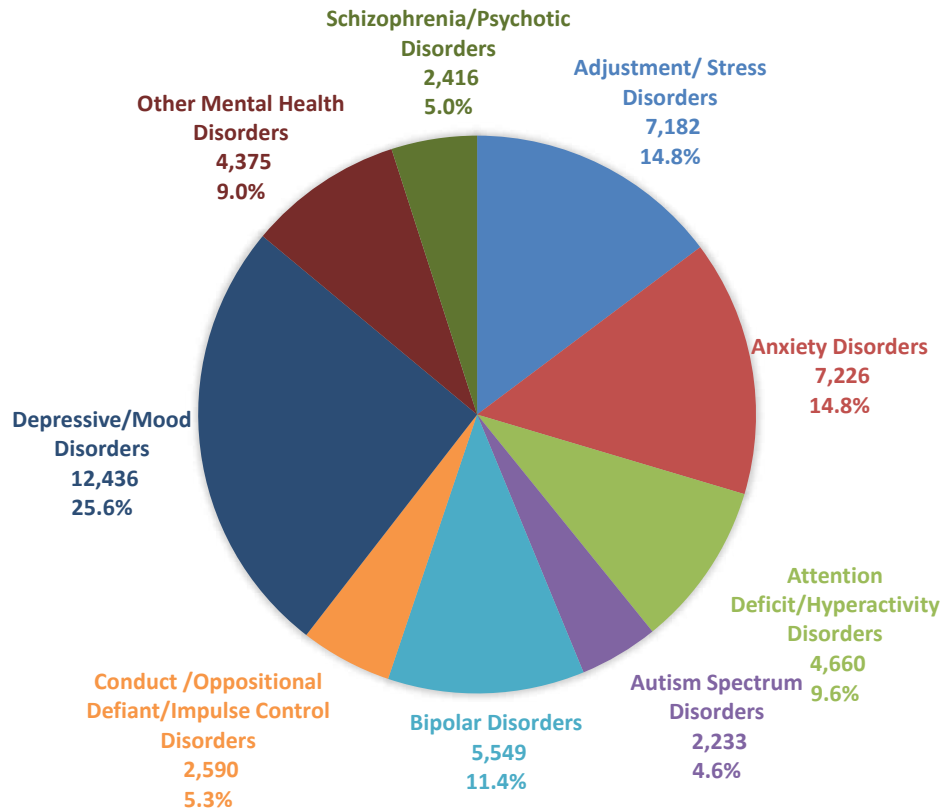


Members who lived in more than one county or received more than one service during the Fiscal Year are counted in each category. BHRS category does not include CSBBH APA data. Percentages may not sum to 100% due to rounding.

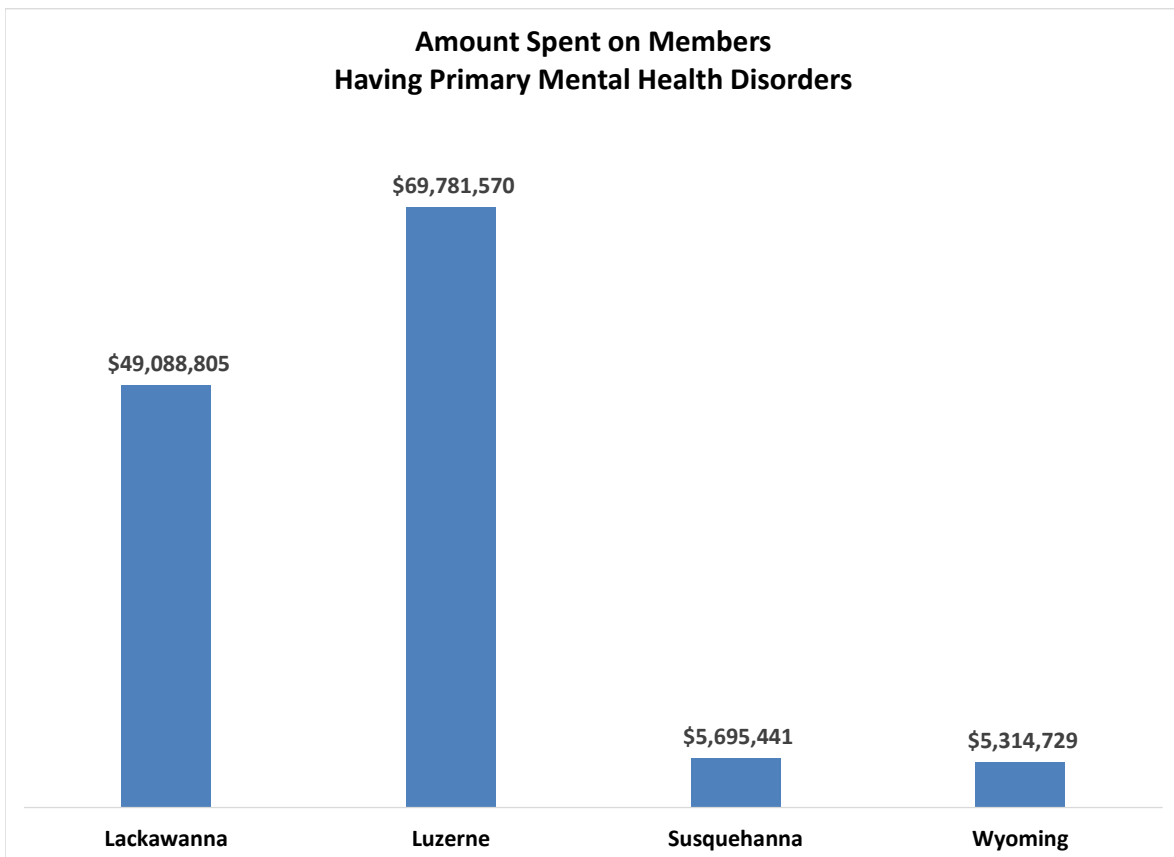
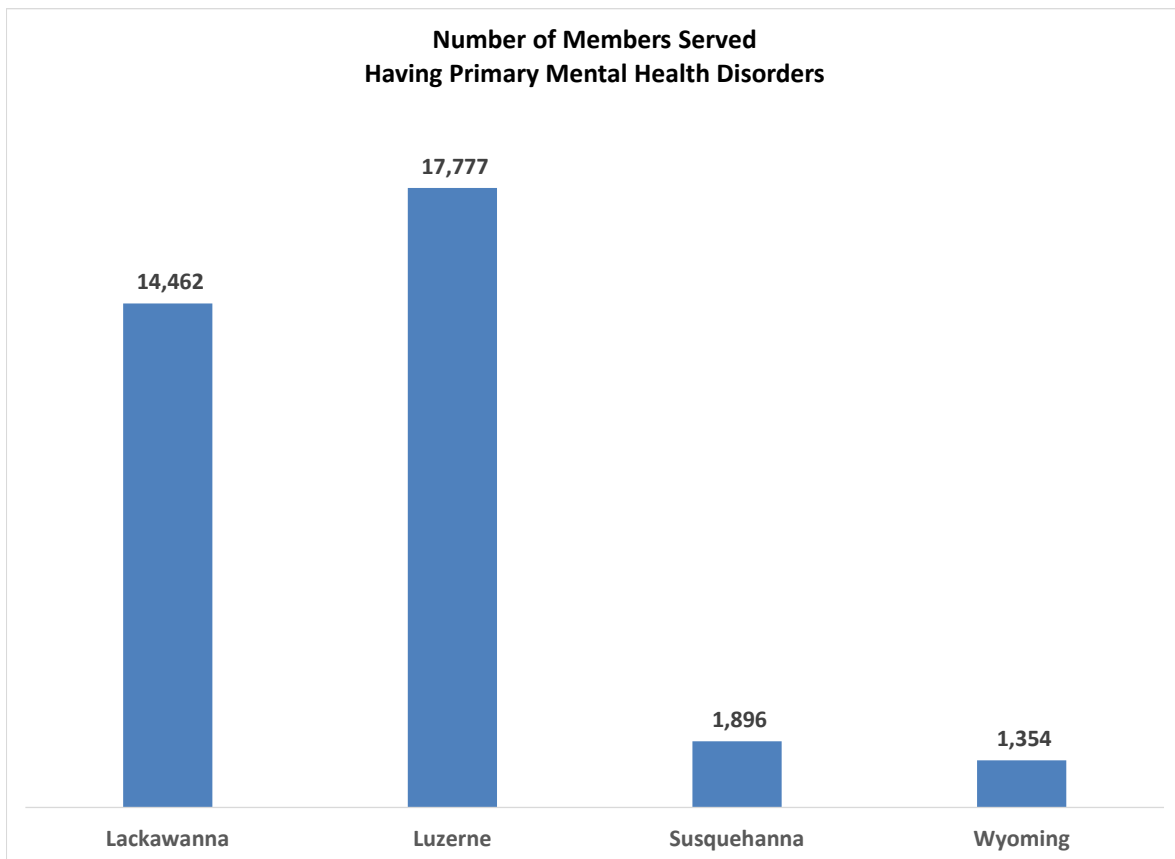
# Primary Diagnosis

## Mental Health

All Counties - Mental Health Treatment  
35,082 Served  
\$129,880,546 Spent



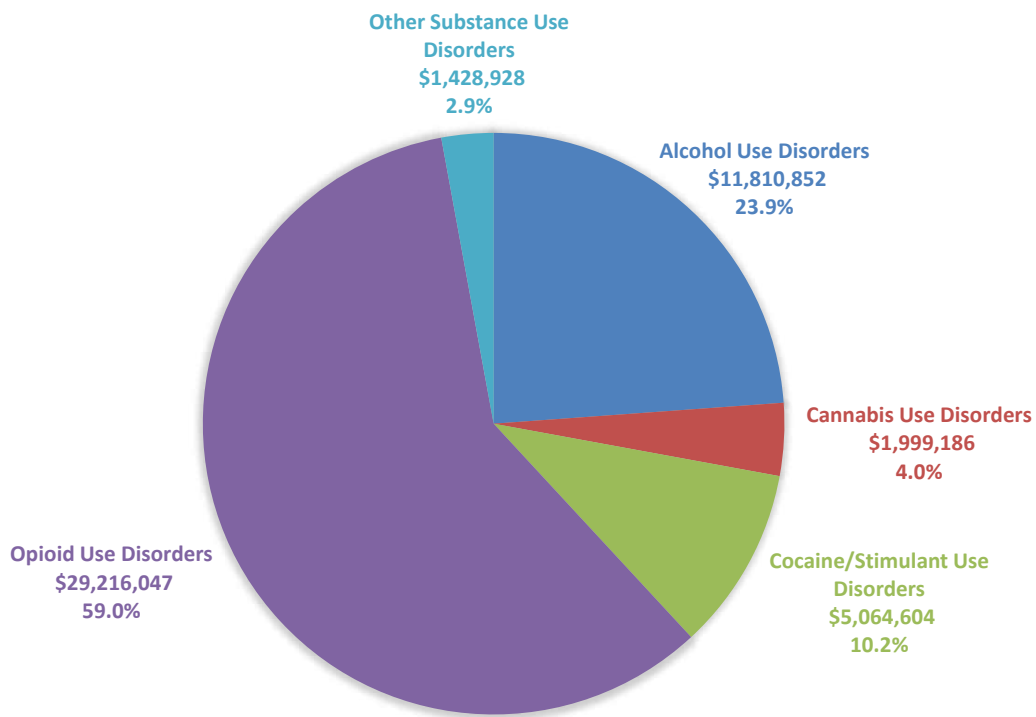
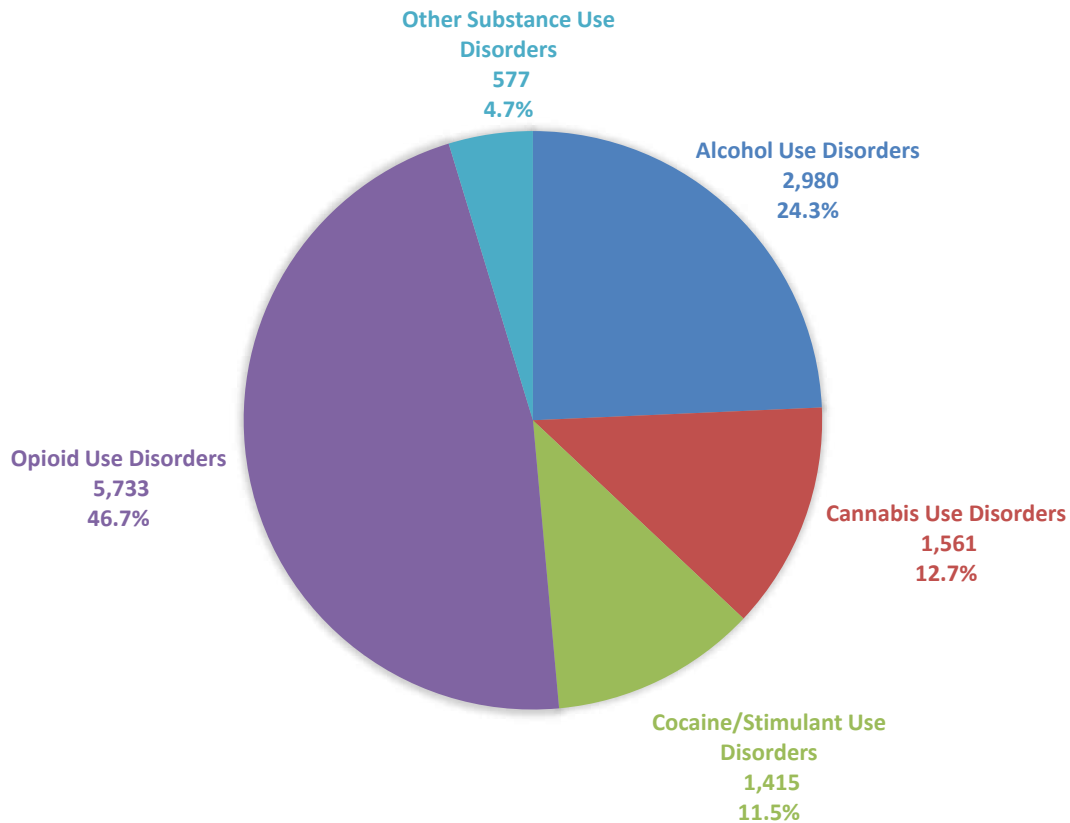
Members with more than one diagnosis are counted in each category. Charts do not include CSBBH-APA data. Percentages may not sum to 100% due to rounding.



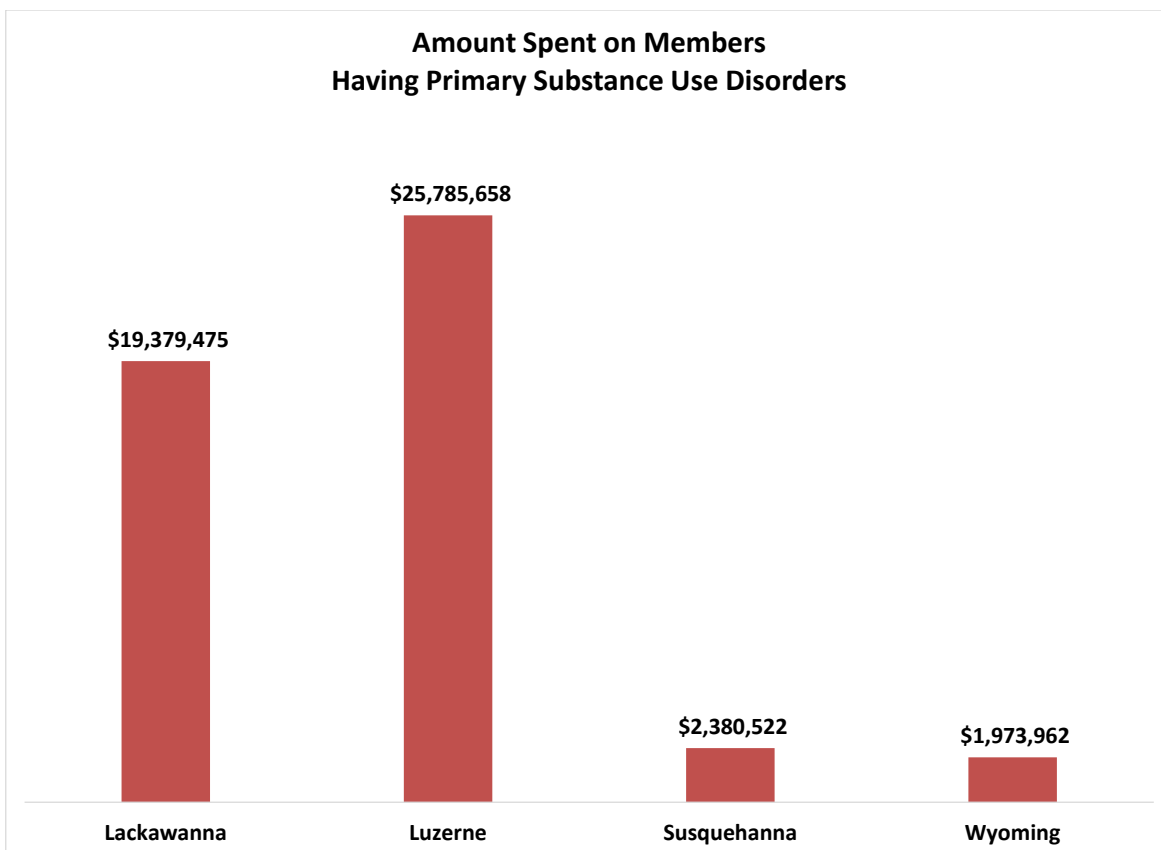
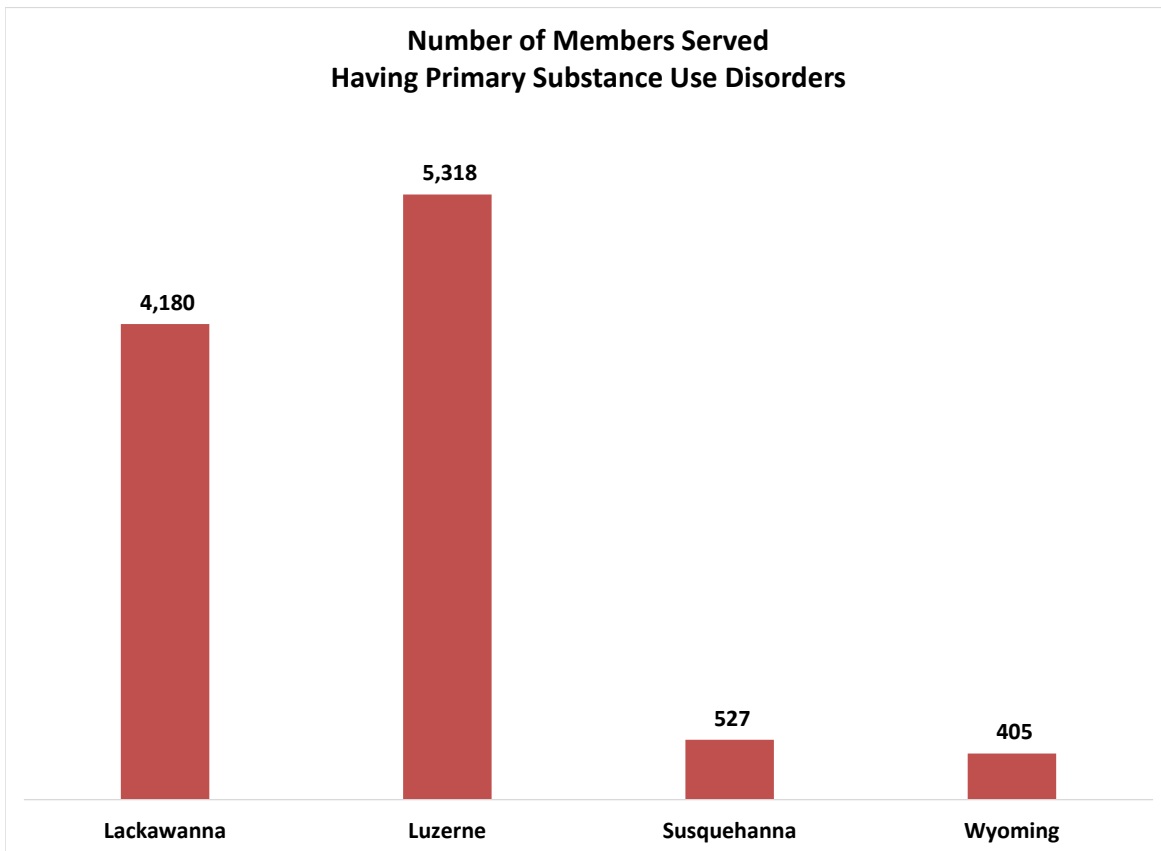
Members who live in more than one county during the Fiscal Year are counted in each category. Charts do not include CSBBH-APA data. Percentages may not sum to 100% due to rounding.

# Primary Diagnosis Substance Use Disorders

All Counties - Substance Use Treatment  
10,209 Served  
\$49,519,618 Spent

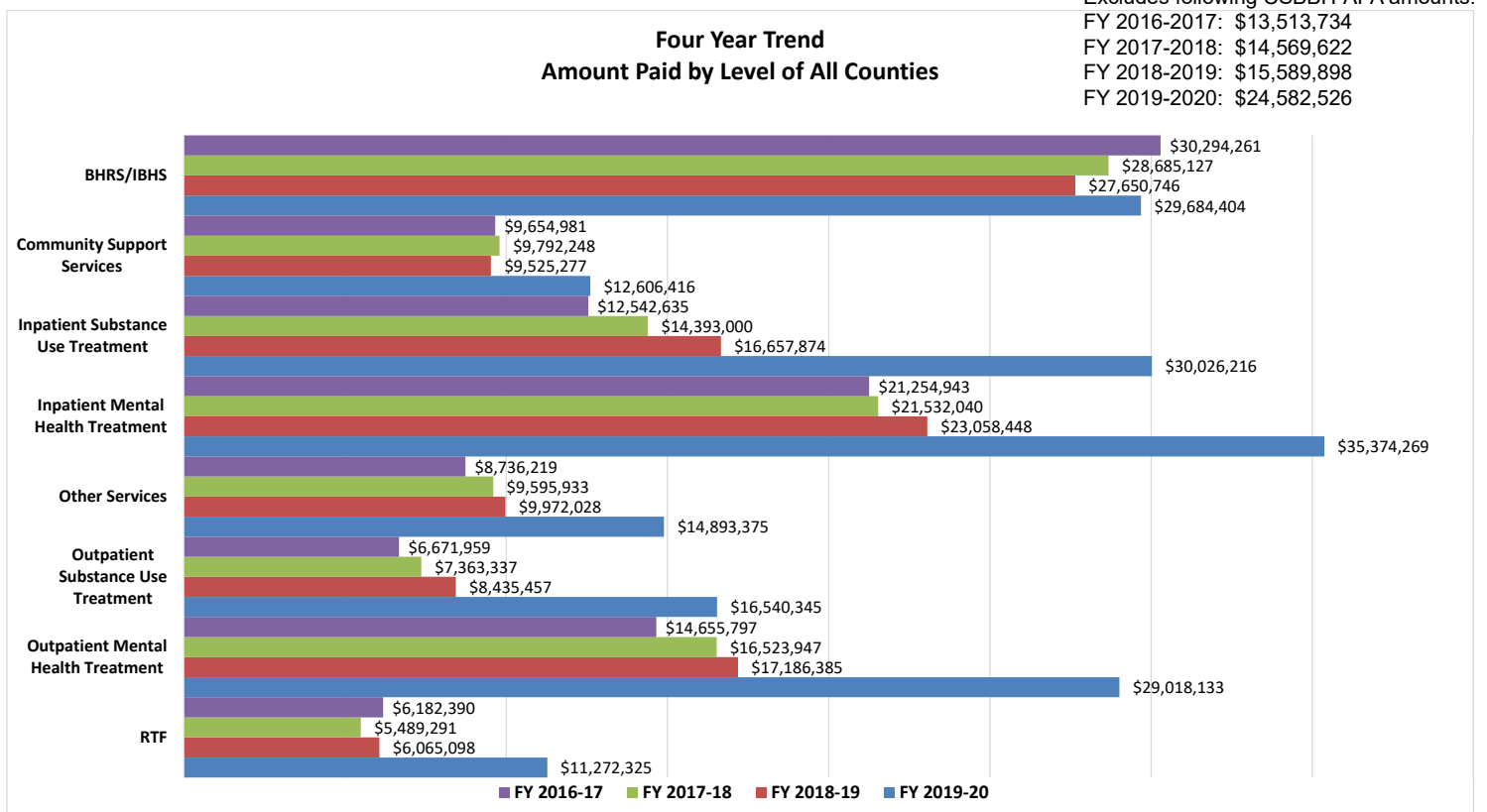
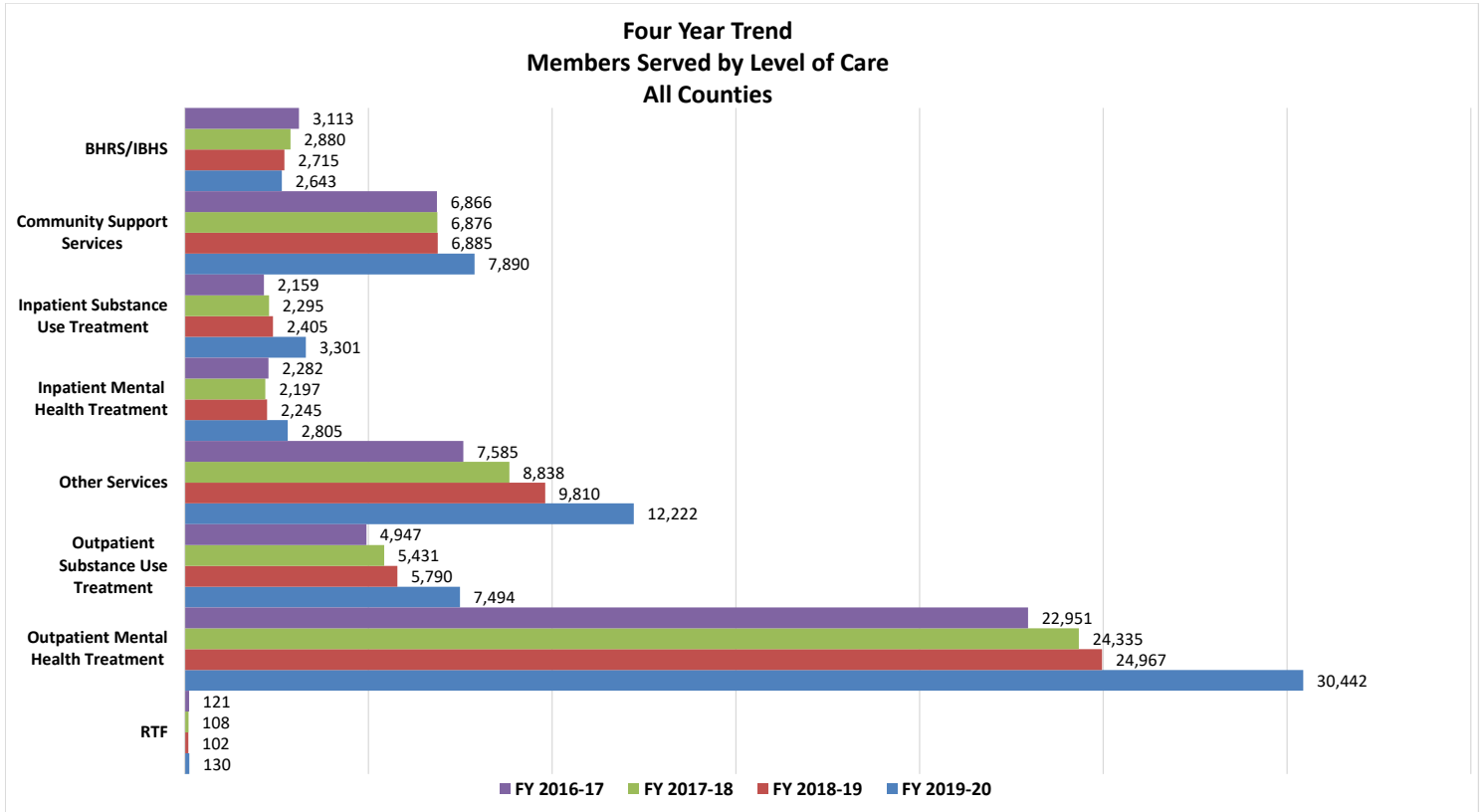


Members with more than one diagnosis are counted in each category. Charts do not include CSBBH-APA data. Percentages may not sum to 100% due to rounding.



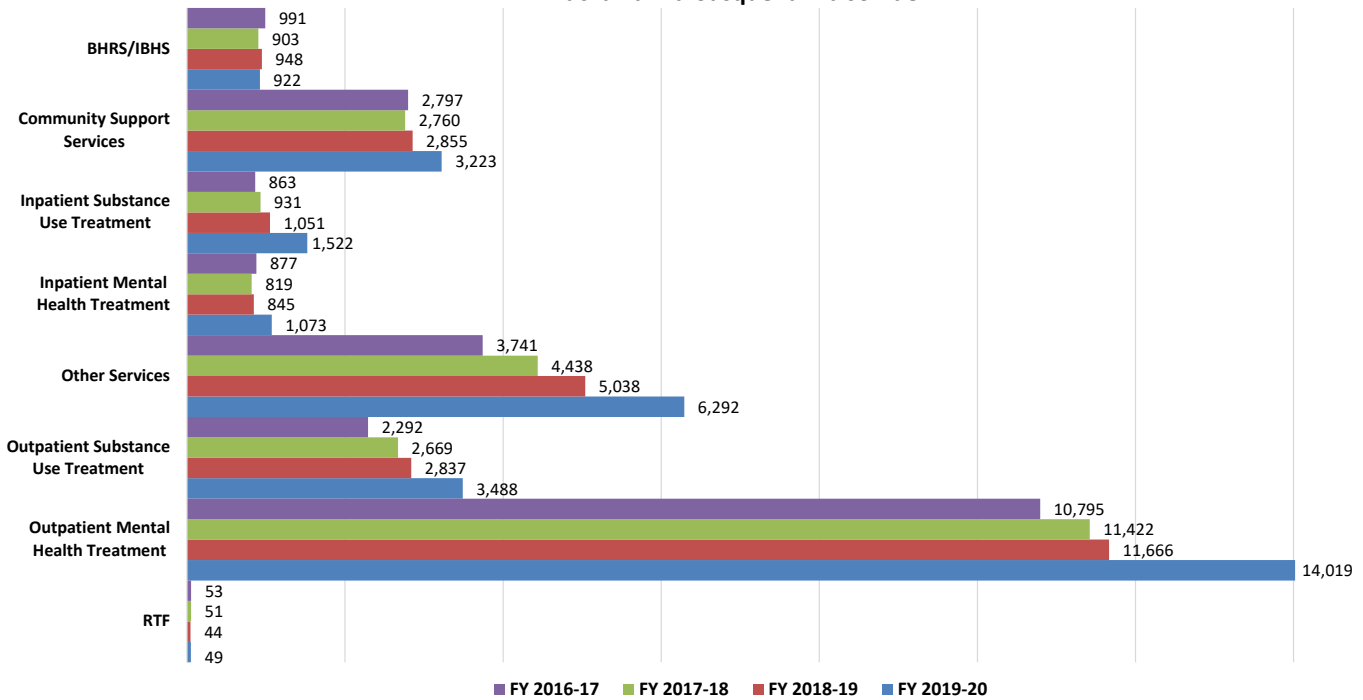
Members who live in more than one county during the Fiscal Year are counted in each category. Charts do not include CSBBH-APA data. Percentages may not sum to 100% due to rounding.

# Four-Year Utilization Trend



Members who received more than one service during the Fiscal Year are counted in each category. The BHRS category does not include CSBBH-APA data.

**Four Year Trend  
Members Served by Level of Care  
Lackawanna-Susquehanna Joinder**



Excludes following CSBBH-APA amounts:

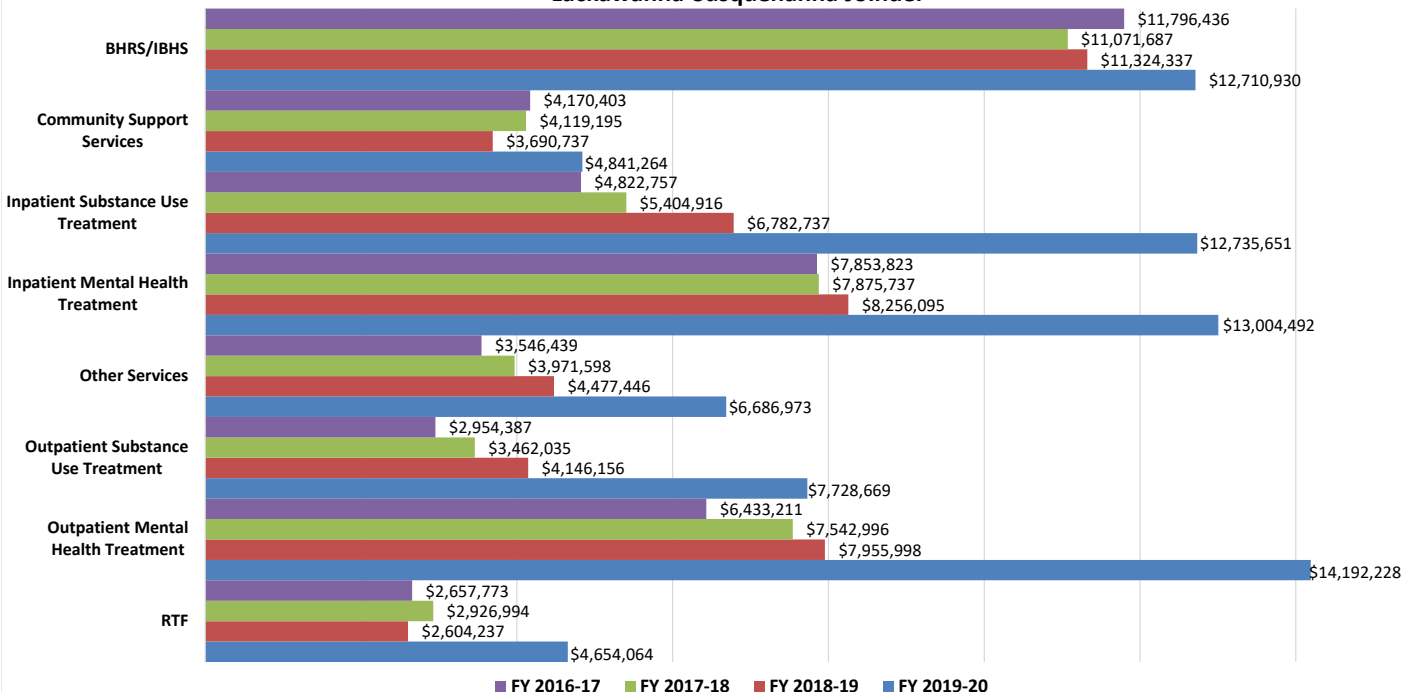
FY 2016-2017: \$ 6,823,385

FY 2017-2018: \$ 7,174,256

FY 2018-2019: \$ 7,855,963

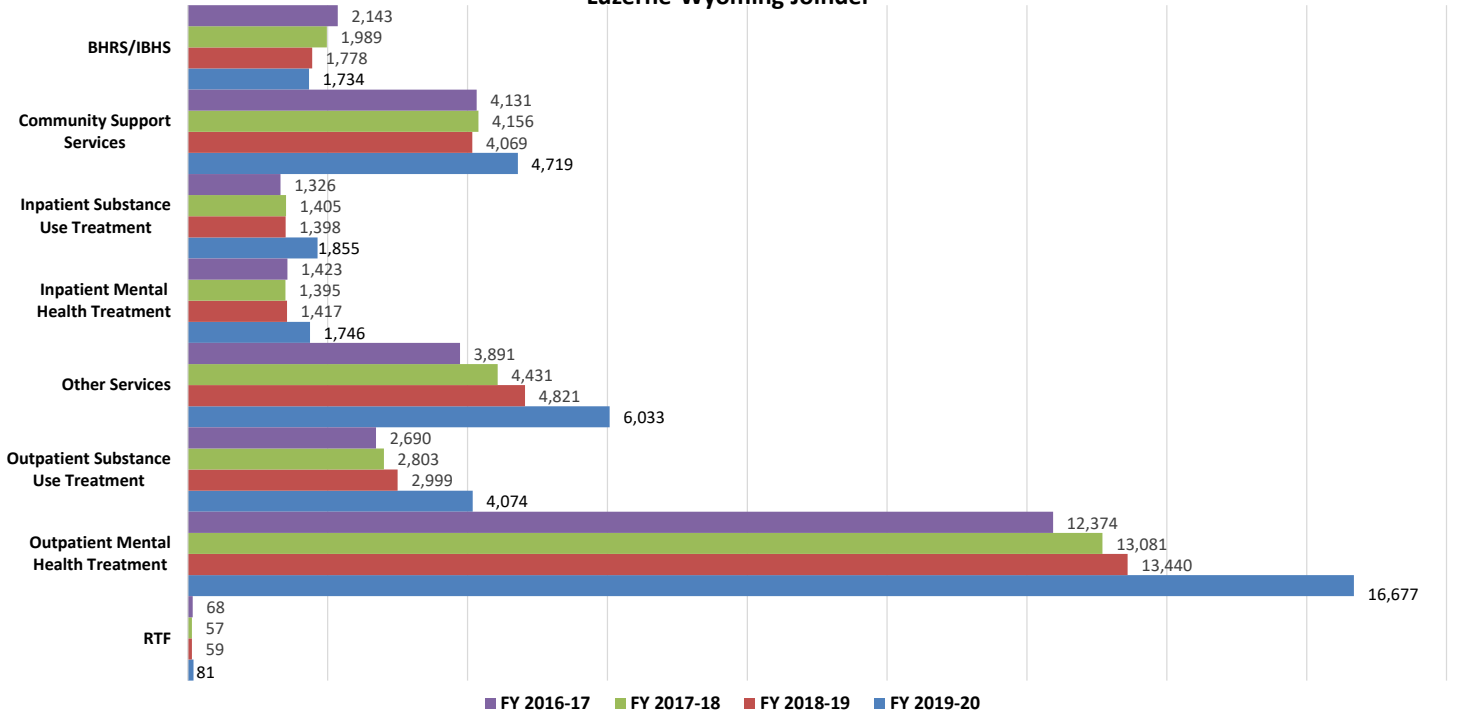
FY 2019-2020: \$12,389,750

**Four Year Trend  
Amount Paid by Level of Care  
Lackawanna-Susquehanna Joinder**



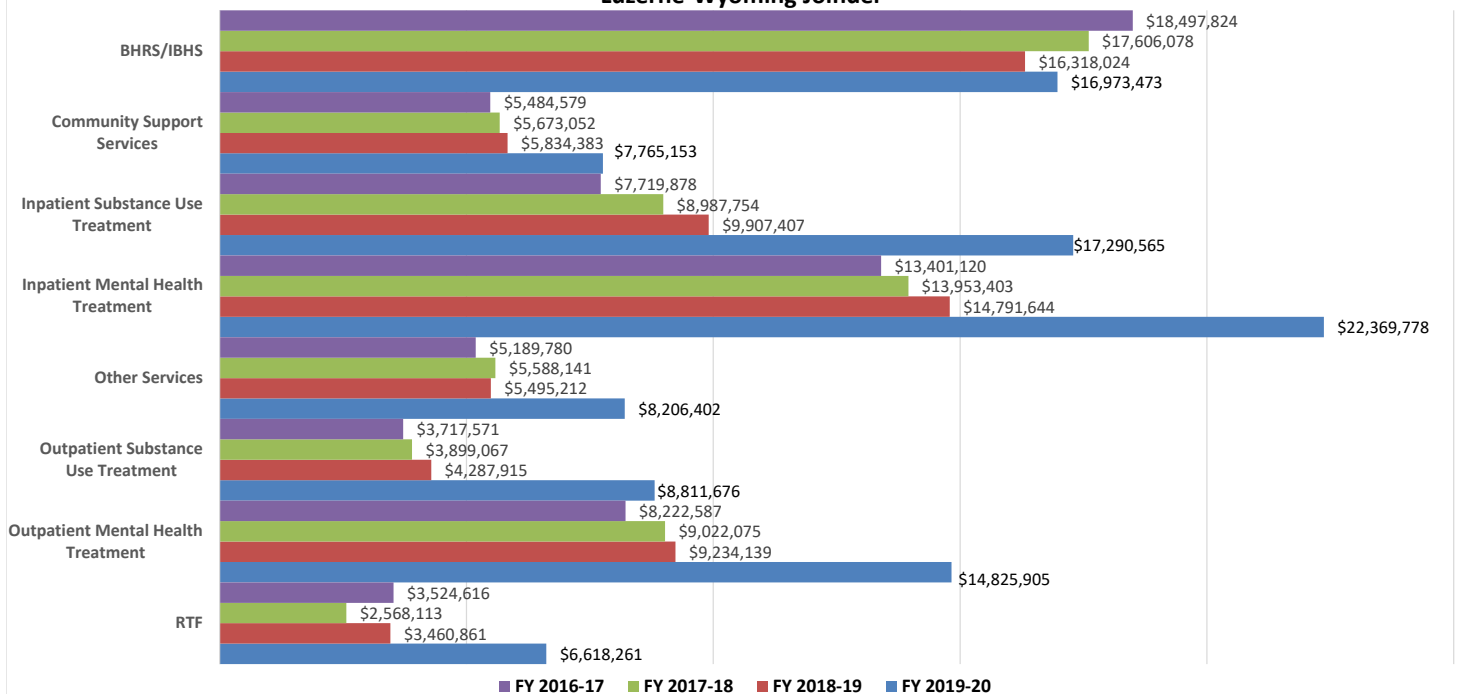
Members who received more than one service during the Fiscal Year are counted in each category. The BHRS category does not include CSBBH-APA data.

**Four Year Trend  
Members Served by Level of Care  
Luzerne-Wyoming Joinder**



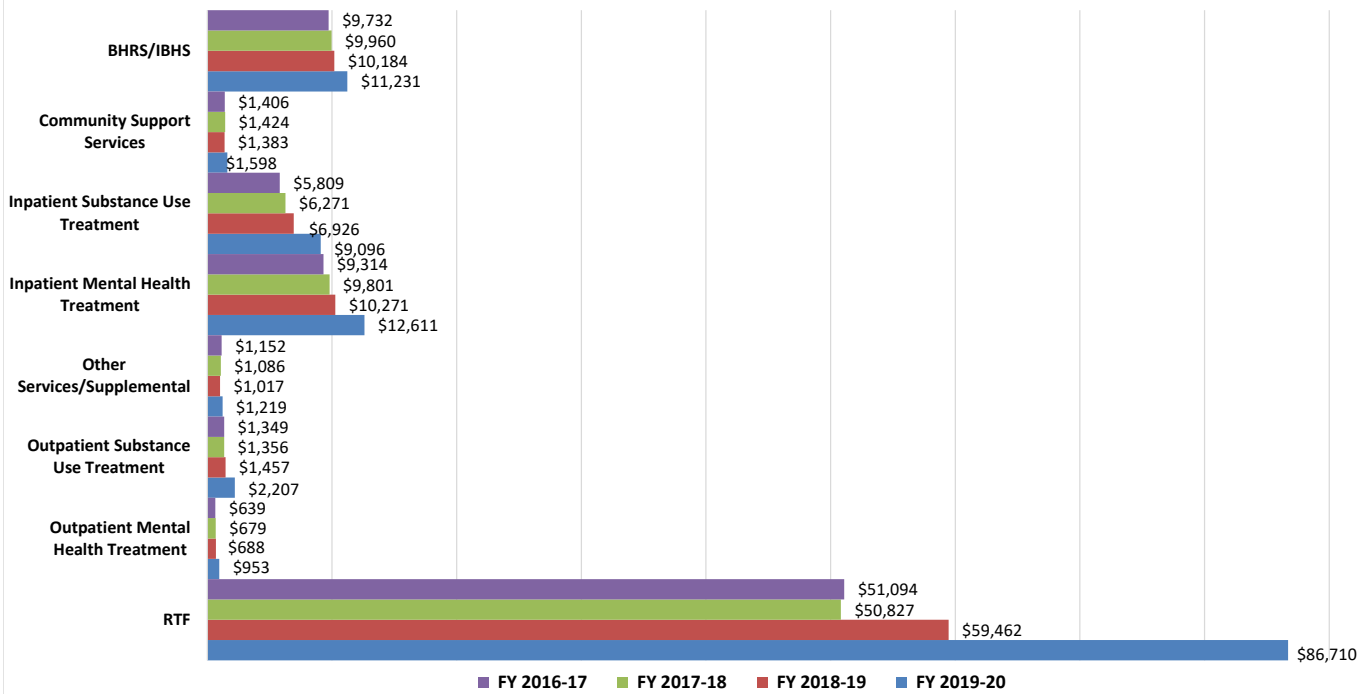
Excludes following CSBBH-APA amounts:  
FY 2016-2017: \$ 6,690,349  
FY 2017-2018: \$ 7,505,366  
FY 2018-2019: \$ 7,733,905  
FY 2019-2020: \$12,192,776

**Four Year Trend  
Amount Paid by Level of Care  
Luzerne-Wyoming Joinder**



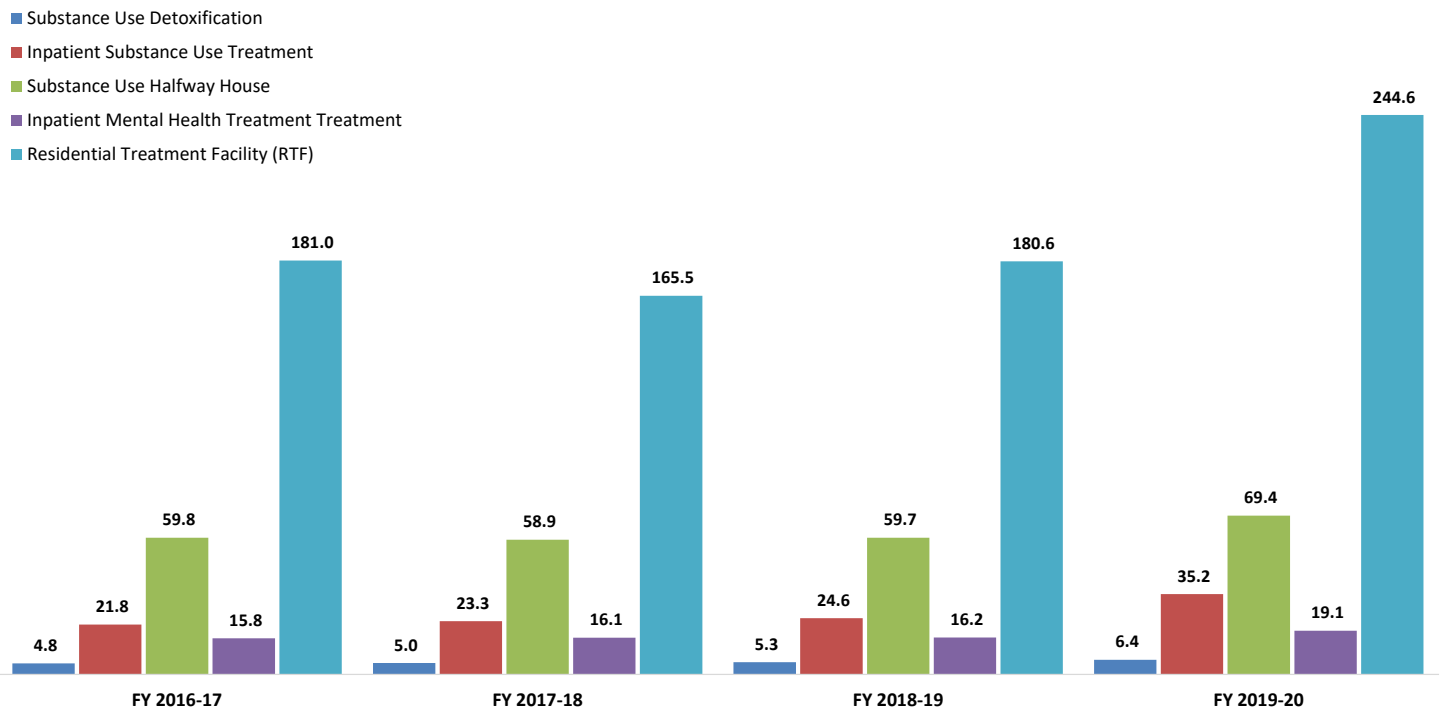
Members who received more than one service during the Fiscal Year are counted in each category. The BHRS category does not include CSBBH-APA data.

**\*Average Cost per Member  
by Level of Care  
All Counties**



The BHRS category does not include CSBBH-APA data.

**Average Days per Member  
Residential and Inpatient Services  
All Counties**

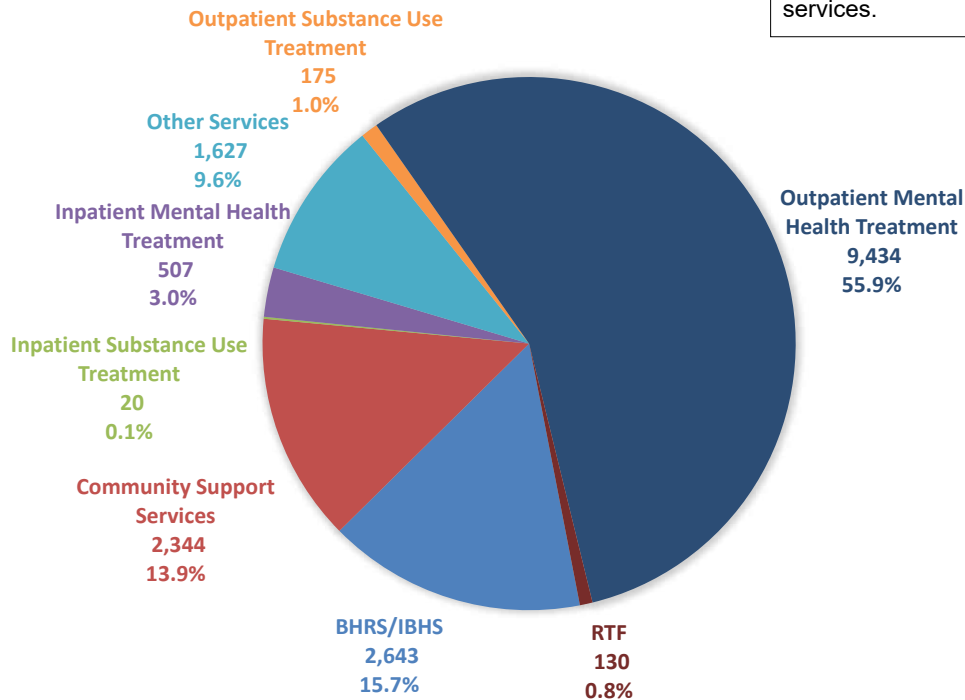


# Children and Adolescents Utilization

## Level of Care

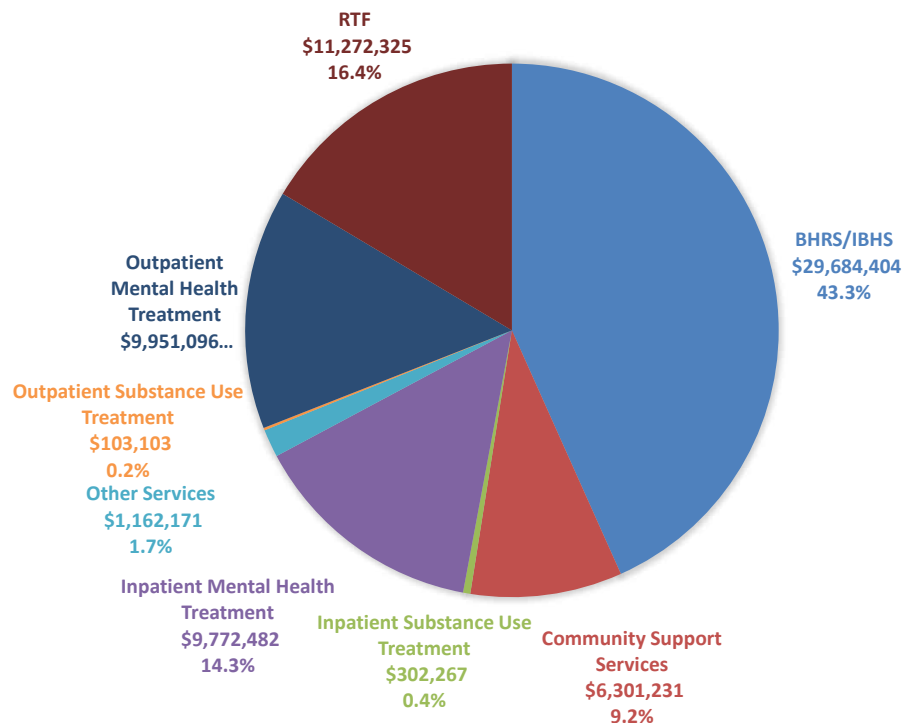
All Counties  
11,410 Youth Served

Youth are members under the age of 18 years or members who received BHRS or RTF services.



## All Counties

Fee-for-Service: \$68,549,078  
CSBBH-APA: \$24,582,526  
Total Expenditures: \$93,131,604



Members who received more than one service during the Fiscal Year are counted in each category. BHRS category does not include CSBBH-APA data. Percentages may not sum to 100% due to rounding.

# Children and Adolescents Served

## Primary Diagnosis

### Youth Mental Health Diagnosis

Primary Diagnosis	Served	Paid
Adjustment/ Stress Disorders	3,296	\$ 6,293,503
Anxiety Disorders	1,233	\$ 1,613,745
Attention Deficit/Hyperactivity Disorders	3,368	\$ 10,413,551
Autism Spectrum Disorders	1,799	\$ 22,114,660
Bipolar Disorders	261	\$ 2,701,659
Conduct /Oppositional Defiant/Impulse Control Disorders	2,137	\$ 7,945,803
Depressive/Mood Disorders	2,002	\$ 13,935,576
Other Mental Health Disorders	1,058	2,677,437
Schizophrenia/Psychotic Disorders	62	\$ 429,596
<b>Total</b>	<b>11,358</b>	<b>\$ 68,125,530</b>

### Youth Substance Use Diagnosis

Primary Diagnosis	Served	Paid
Alcohol Use Disorders	19	\$ 21,508
Cannabis Use Disorders	166	\$ 373,614
Cocaine/Stimulant Use Disorders	5	\$ 16,313
Opioid Use Disorders	11	\$ 6,260
Other Substance Use Disorders	13	\$ 5,855
<b>Total</b>	<b>195</b>	<b>\$ 423,548</b>

### Utilization by Diagnosis and County

County	MH Served	MH Paid	SUD Served	SUD Paid
Lackawanna	14,462	\$ 49,088,805	4,180	\$ 19,379,475
Luzerne	17,777	\$ 69,781,570	5,318	\$ 25,785,658
Susquehanna	1,896	\$ 5,695,441	527	\$ 2,380,522
Wyoming	1,354	\$ 5,314,729	405	\$ 1,973,962
<b>Total</b>	<b>35,082</b>	<b>\$ 129,880,546</b>	<b>10,209</b>	<b>\$ 49,519,618</b>

MH = Mental Health; SUD = Substance Use Disorders



Members with more than one diagnosis are counted in each category. Charts do not include CSBBH-APA data. Percentages may not sum to 100% due to rounding.

# Terminology

## **ALTERNATIVE PAYMENT ARRANGEMENT (APA)**

Refers to any of the various contractual agreements for reimbursement that are not based on a traditional fee for service model. Types of arrangements include but are not limited to the following: retainer payments; case rates; and subcapitation.

## **AUTHORIZATION**

A process that is related to the payment of claims by which a provider receives approval from Community Care to provide a particular service. Authorizations typically limit the number of units and the time in which the service can be provided. If a service requires authorization for payment, the lack of authorization will result in an unpaid claim.

## **BEHAVIORAL MANAGED CARE ORGANIZATION (BH-MCO)**

An entity that manages the purchase and provision of behavioral health services.

## **CAPITATION**

A set amount of money received or paid out; it is based on membership rather than on services delivered and is usually expressed in units of PMPM (per member per month) or PMPD (per member per day). Under the HealthChoices program, capitation rates vary by categories of assistance.

## **CLAIM**

A request for reimbursement for a behavioral health service.

## **COMPLAINT**

A process by which a consumer or provider can address a problem experienced in the HealthChoices program.

## **CONSUMER**

HealthChoices enrollees on whose behalf a claim has been adjudicated for behavioral health care services during the reporting period.

## **DENIAL**

A denial is defined as “a determination made by a managed care organization in response to a provider’s request for approval to provide in-plan services of a specific duration and scope which (1) disapproves the request completely; (2) approves provision of the requested service(s), but for a lesser scope or duration than requested by the provider; (an approval of a requested service which includes a requirement for a concurrent review by the managed care organization during the authorized period does not constitute a denial); or (3) disapproves provision of the requested service(s), but approves provision of an alternative service(s).”

## **DIAGNOSIS**

A behavioral health disorder based on criteria established in the Diagnostic and Statistical Manual of Mental Disorders (DSM). The DSM is published by the American Psychiatric Association and provides a diagnostic coding system for mental and substance abuse disorders.

## **DIAGNOSTIC CATEGORIES**

Subgroups of behavioral health disorders. This report contains the following groupings:

Adjustment Disorder – the development of clinically significant emotional or behavioral symptoms in response to an identifiable psychosocial stressor or stressors.

Anxiety Disorders – a group of disorders that includes: Separation Anxiety Disorder, Selective Mutism, Panic Disorder, Social Phobia, Posttraumatic Stress Disorder, Obsessive Compulsive Disorder, Generalized Anxiety Disorder, and Anxiety Disorder Not Otherwise Specified.

ADHD and Disorders in Children – includes Attention Deficit Hyperactivity Disorder, Conduct Disorder, Oppositional Defiant Disorder, and Disruptive Behavior Disorder Not Otherwise Specified.

Autism Spectrum Disorder is a neurological disorder that involves some degree of difficulty with communication and interpersonal relationships, as well as obsessions and repetitive behaviors.

Bipolar Disorders – a group of mood disorders that characteristically involve mood swings. This group includes: Bipolar I Disorder, Bipolar II Disorder, Bipolar Disorder Not Otherwise Specified, Mood Disorder, and Mood Disorder Not Otherwise Specified.

Conduct Disorder/Oppositional Defiant Disorder - a group of serious emotional and behavioral problems in children and adolescents. Children with conduct disorders frequently behave in extremely troubling, socially unacceptable, and often illegal ways, though they feel justified in their actions and show little to no empathy for their victims. Children with oppositional defiant disorder have patterns of unruly and argumentative behavior and hostile attitudes toward authority figures.



Depressive Disorders – a group of mood disorders that includes Major Depressive Disorder, Dysthymia, and Depressive Disorder Not Otherwise Specified.

Schizophrenia and Psychotic Disorders – a collection of thought disorders such as Schizophrenia, Schizoaffective Disorder, Schizophreniform Disorder, and Psychotic Disorder Not Otherwise Specified.

Other Mental Health Disorders – includes Tic Disorders, Learning Disorders, Communications Disorders, and Motor Skills Disorders.

Substance Use Disorders – a group of disorders related to taking a drug of abuse. The DSM refers to 11 classes of substances: alcohol, amphetamines, caffeine, cannabis (marijuana or hashish), cocaine, hallucinogens, inhalants, nicotine, opiates (heroin or other narcotics), PCP, and sedatives/hypnotic/anxiolytics.

#### **ENROLLMENT**

The number of Medicaid recipients who are active in the Medical Assistance program at any given point in time.

#### **INTENSIVE BEHAVIORAL HEALTH SERVICE (IBHS)**

IBHS replaced Behavioral Health Rehabilitation Services (BHRS). The transition between BHRS and IBHS occurred between October 19, 2019 and January 17, 2021. IBHS provides supports for children, youth or young adults under the age of 21 with mental, emotional or behavioral health needs. Services can be provided in the home, school or other community setting. Services include Behavioral Consultant (BC), Mobile Therapy (MT), Behavioral Health Technician (BHT), Multi-Systemic Therapy (MST), Community and School-Based Behavioral Health Services (CSBBH), Community Residential Rehabilitation Host Home (CRR), and Functional Family Therapy (FFT), Summer Therapeutic Activities (STAP), Therapeutic Family Care (TFC), and evaluation services.

#### **JOINER**

Local authorities of any county who have joined with the local authorities of any other county to establish a county mental health and intellectual disabilities program, subject to the provisions of the Mental Health and Intellectual Disability Act of 1966 (50 P.S. § 4201 (2)), or a drug and alcohol program pursuant to the Pa. Drug and Alcohol Abuse Control Act (71 P.S. § 1690. 101 et. seq.).

#### **MEMBER**

Eligible Medical Assistance recipients enrolled in the HealthChoices program during the reporting period.

#### **REINVESTMENT FUNDS**

Capitation revenues from DHS and investment income that are not expended may be used to purchase start-up costs for state plan services, development or purchase of in lieu of and in addition to services or non-medical services, contingent upon DHS prior approval of the Primary Contractor's reinvestment plan.

#### **RESIDENTIAL TREATMENT FACILITY (RTF)**

A self-contained, secure, 24-hour psychiatric residence for children and adolescents who require intensive clinical, recreational, educational services and supervision.

#### **UTILIZATION**

The amount of behavioral health care services used by Medicaid recipients. Utilization is based on encounter (paid claims) information.



### **NORTHEAST BEHAVIORAL HEALTH CARE CONSORTIUM**

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