

# **Northeast Behavioral Health Care Consortium**

**HealthChoices Program  
Annual Report  
2023**



**January 1, 2023 through December 31, 2023**



# Northeast Behavioral Health Care Consortium HealthChoices Annual Report 2023

## Contents

Introduction to HealthChoices	3
HealthChoices Eligibility Trend	3
Enrollment - Categories of Aid	4
Service Descriptions	5
Utilization - Members Served and Expenditures	
Gender	5
Race and Age Groups	6
Level of Care	7
Level of Care County Detail	8
Level of Care Joinder Detail	10
Medicaid Expansion vs. Core	10
Primary Diagnosis	11
Three-Year Utilization Trend	
Level of Care	12
Average Cost per Member	15
Average Days per Member	15
Telehealth Service Utilization	16
Youth Served	
Level of Care	17
Primary Diagnosis	17
Terminology	18

## NBHCC Staff

**Yvonne Krashkevich**  
*Chief Executive Officer*

**Jennifer Leshner**  
*Chief Fiscal Officer*

**Dawn Johnson**  
*Information Technology Manager*

**James Spencer**  
*Senior Director of Clinical Management*

**Gary Snipes**  
*Senior Director of Quality Management*

**Shelby Lynott**  
*Operations Coordinator*

**Rachel Baldini**  
*Finance Manager*

**Joyce Nichols**  
*Staff Accountant*



## 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.

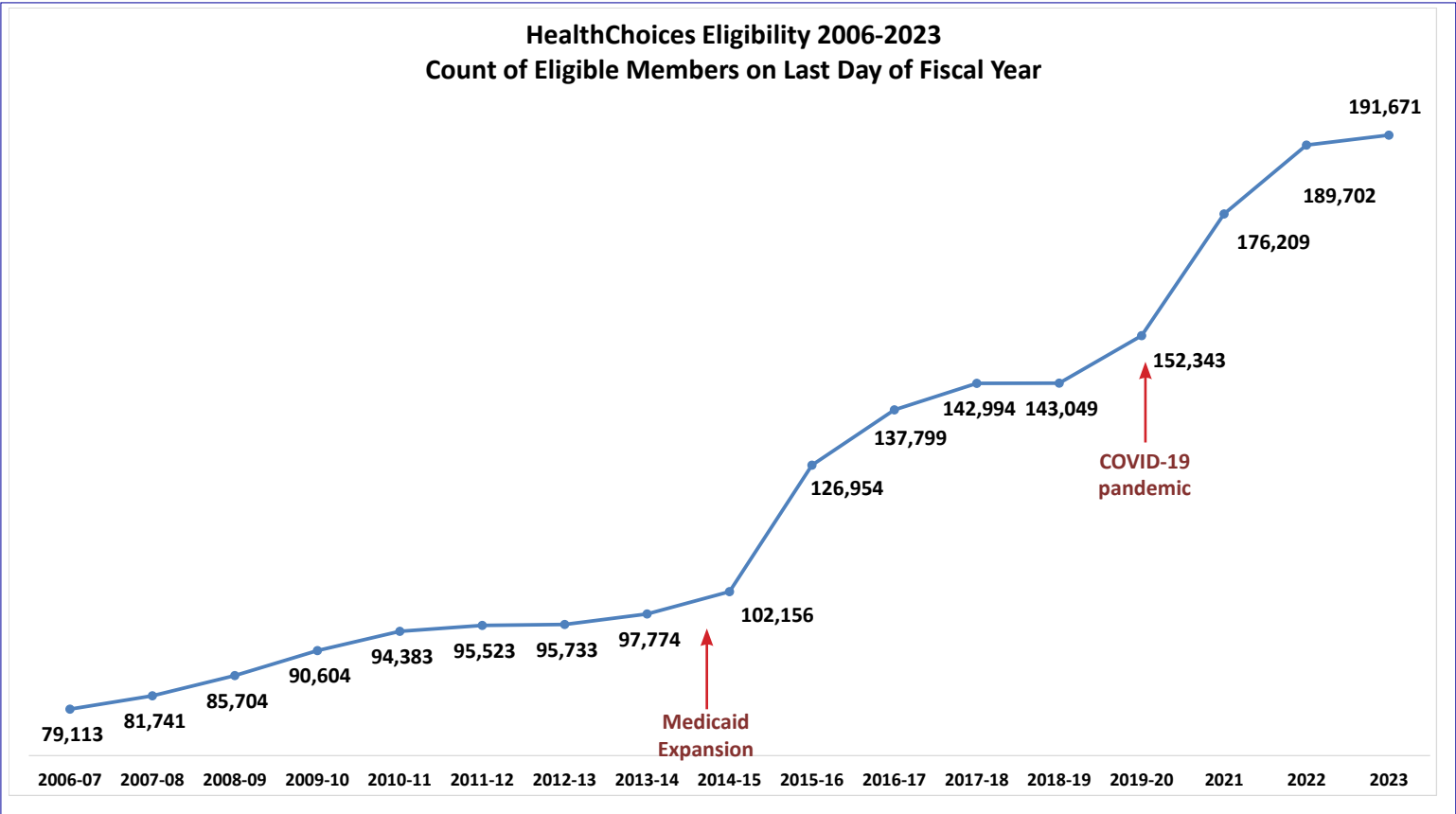
# HealthChoices

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.

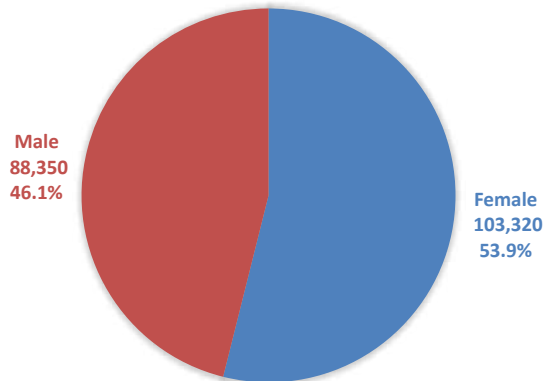
**HealthChoices Eligibility 2006-2023**  
Count of Eligible Members on Last Day of Fiscal Year



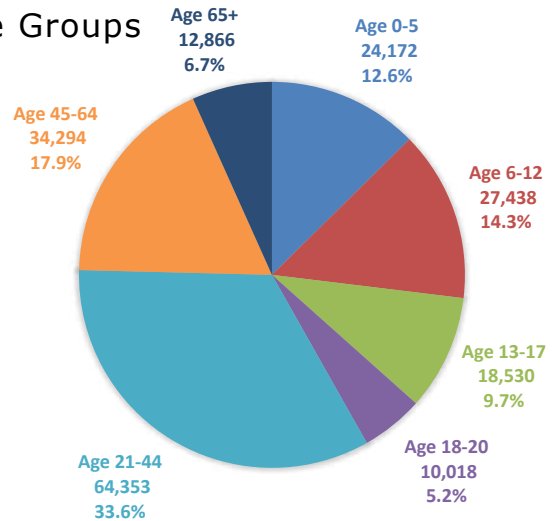
# Enrollment

Total Enrolled: 191,671

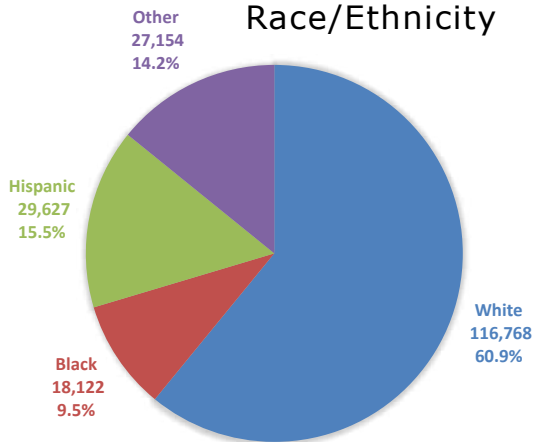
## Gender



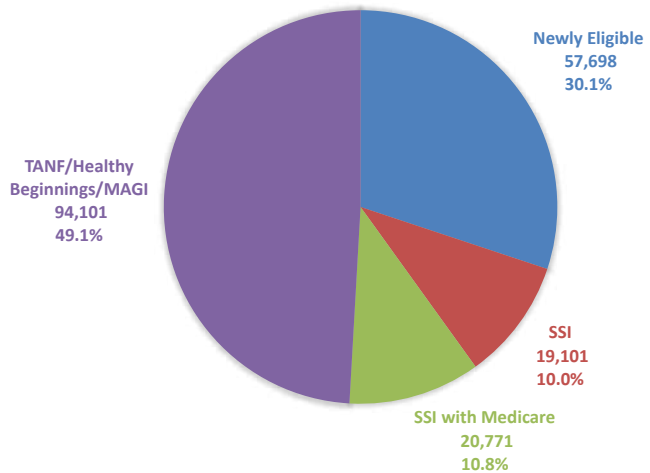
## Age Groups



## 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 2023 operating year. Utilization is derived from paid claims for services provided between January 1, 2023 and December 31, 2023.

# Covered Services

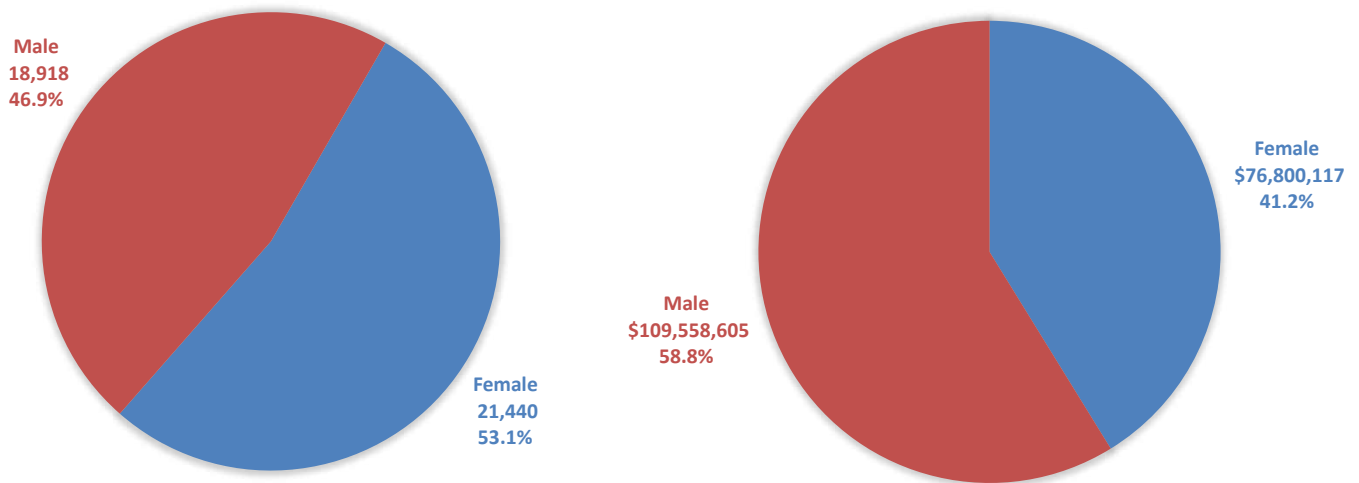
HealthChoices members are eligible to receive in-plan services offered by their choice of at least two service providers, as well as additional services that have been approved for use by the Northeast Region HealthChoices Program.

- Intensive Behavioral Health Services (IBHS)
- Certified Peer Support Services for Mental Health and Substance Use Disorders
- Community and School-Based Behavioral Health Services
- Crisis Intervention
- Family Based Mental Health Services
- Inpatient Psychiatric Hospitalization
- Laboratory and Diagnostic Services
- Medication Management and Clozapine Support
- Mental Health and Substance Use Outpatient Counseling
- Mental Health Partial Hospitalization Services
- Methadone Maintenance
- Psychiatric Evaluation and Psychological Testing
- Psychosocial Rehabilitation
- Residential Treatment Facilities (RTF)
- 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

40,358 Served  
\$186,358,721 Spent

### Gender



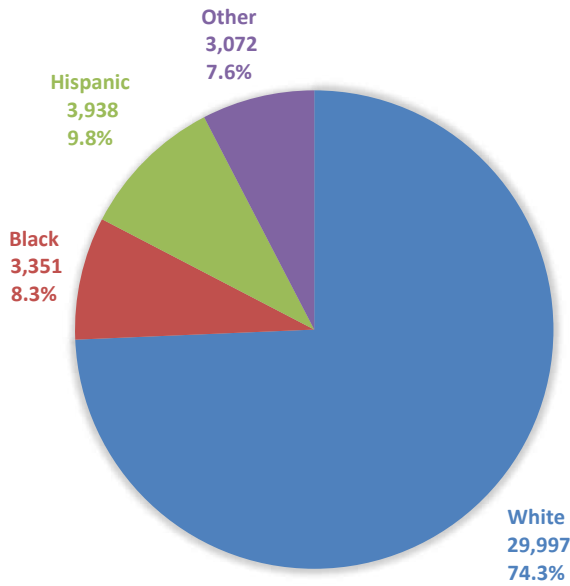
The data in this report represent enrollment and utilization occurring during the 2023 operating year. Utilization is derived from paid claims for services provided between January 1, 2023 and December 31, 2023.

Charts do not include Community and School-Based Behavioral Health Alternative Payment Arrangement (CSBBH-APA) expenses. In Fiscal Year 2023, \$18,684,000 was paid for CSBBH-APA services. Percentages may not sum to 100% due to rounding.

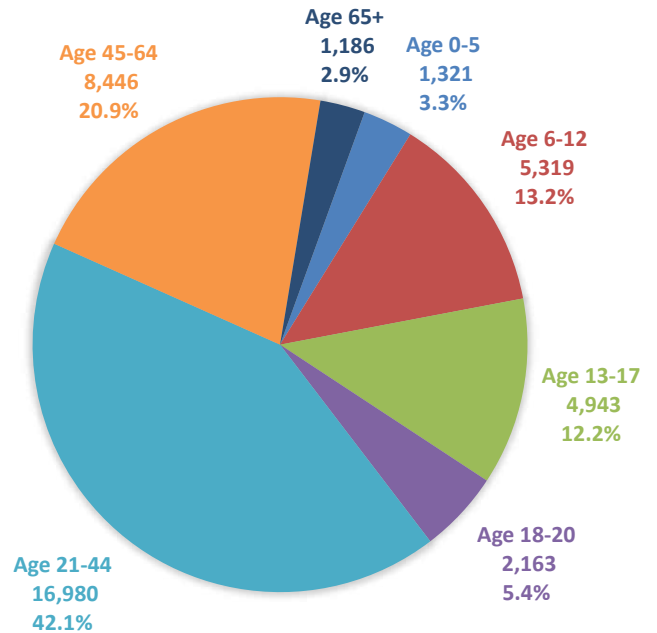
# Utilization

40,358 Served

## Race

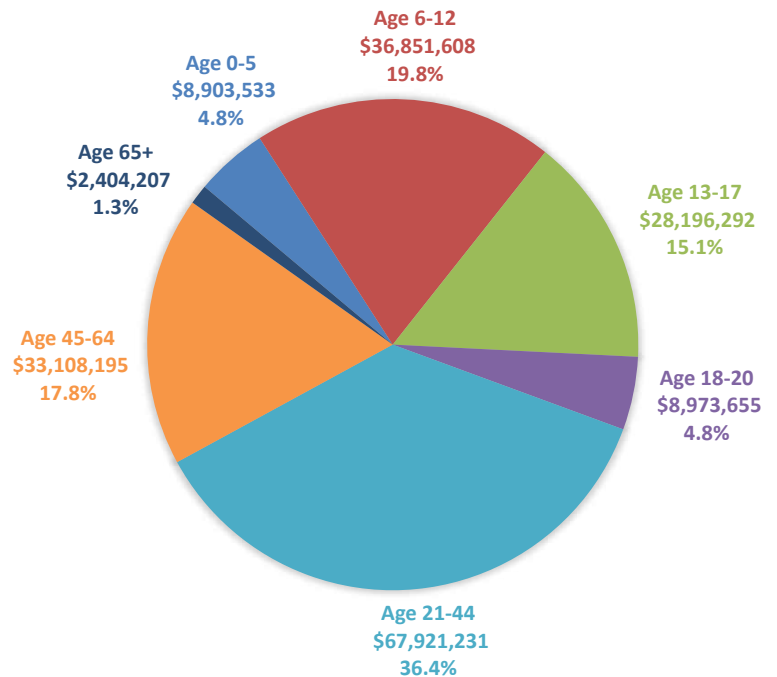
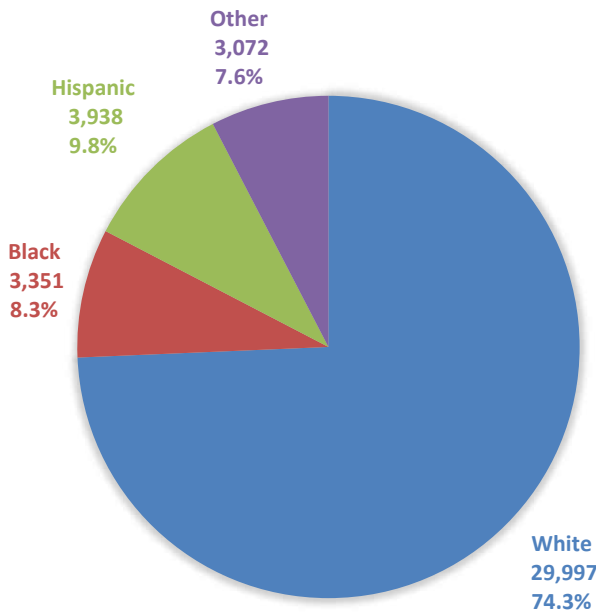


## Age Groups



## Expenditures

Fee-for-Service: \$186,358,721  
 CSBBH-APA: \$ 18,684,000  
 Total Expenditures: \$205,042,721

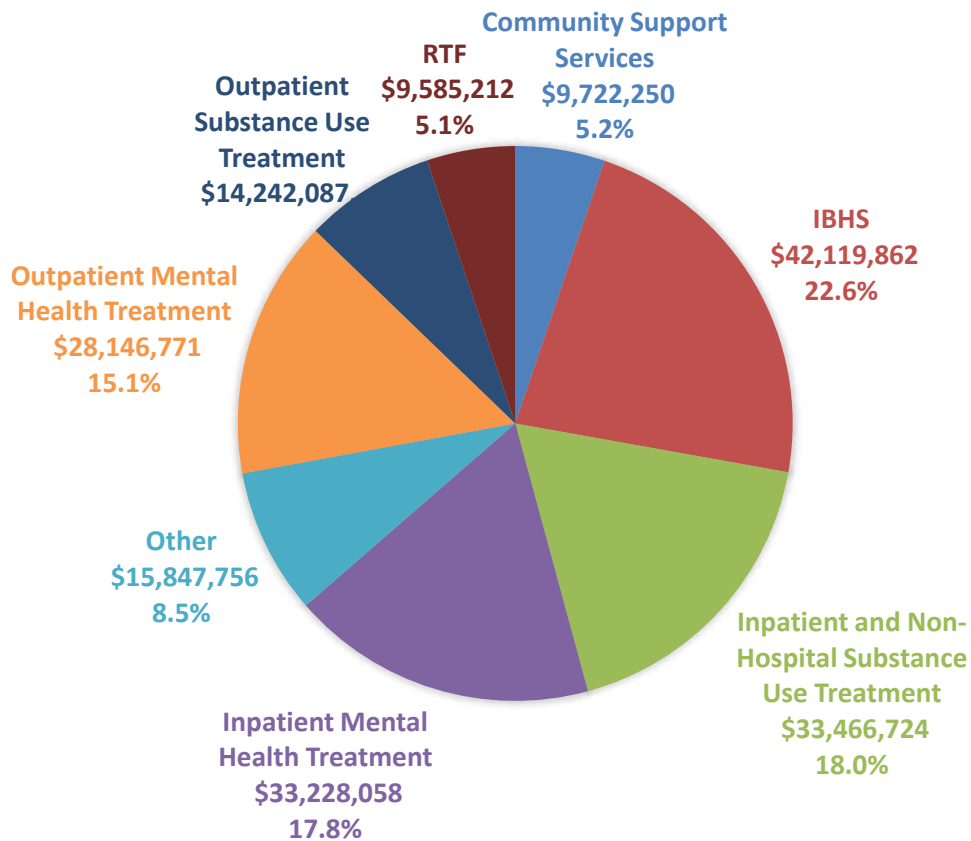
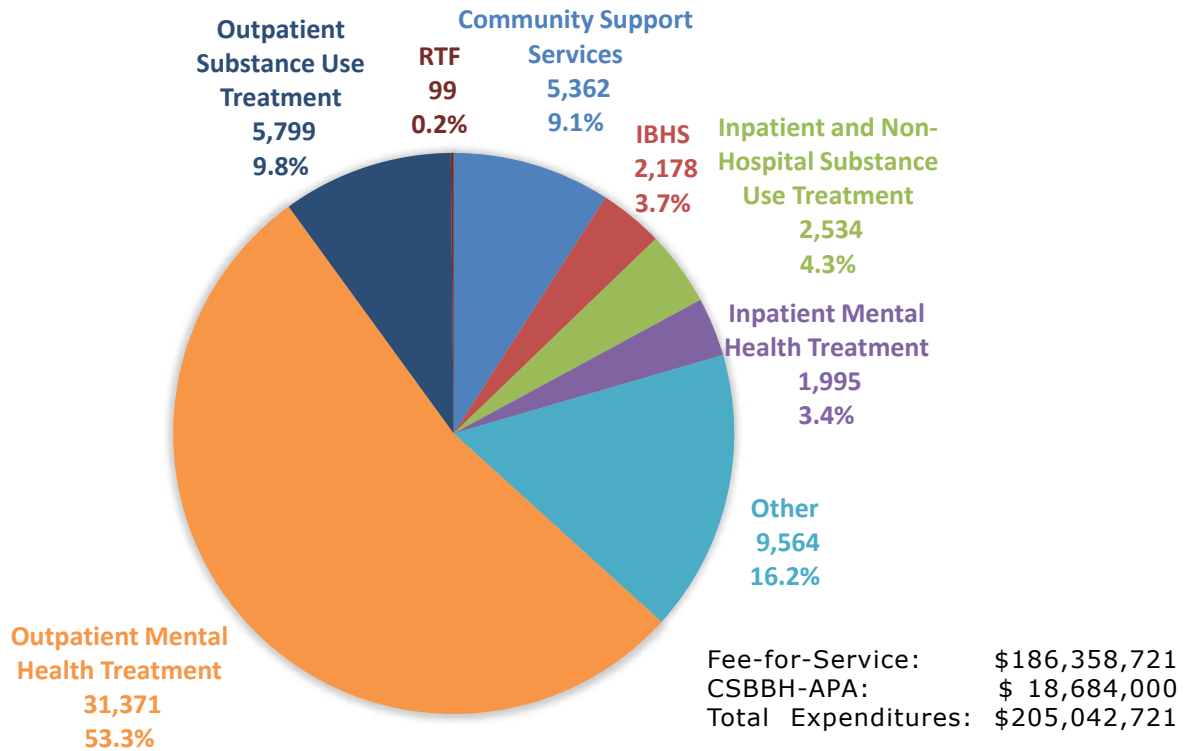


"Other" race includes members who report mixed race.

Charts do not include Community and School-Based Behavioral Health Alternative Payment Arrangement (CSBBH-APA) expenses. In Fiscal Year 2023, \$18,684,000 was paid for CSBBH-APA services. Percentages may not sum to 100% due to rounding.

# Utilization Level of Care

All Counties  
40,358 Served



IBHS = intensive behavioral health services; RTF = residential treatment facilities. Members who lived in more than one county or received more than one service during the fiscal year are counted in each category. The IBHS category does not include CSBBH APA expenses. Percentages may not sum to 100% due to rounding.

# Utilization Level of Care County Detail

## LACKAWANNA

Level of Care	Member Count	Percentage
Community Support Services	1,822	11%
IBHS	800	5%
Inpatient and Non-Hospital Substance Use Treatment	1,066	7%
Inpatient Mental Health Treatment	784	5%
Other	4,302	27%
Outpatient Mental Health Treatment	12,386	76%
Outpatient Substance Use Treatment	2,433	15%
RTF	29	0%
<b>Total</b>	<b>16,198</b>	<b>100%</b>

## LUZERNE

Level of Care	Member Count	Percentage
Community Support Services	3,148	15%
IBHS	1,195	6%
Inpatient and Non-Hospital Substance Use Treatment	1,308	6%
Inpatient Mental Health Treatment	1,048	5%
Other	4,137	20%
Outpatient Mental Health Treatment	16,111	78%
Outpatient Substance Use Treatment	2,983	15%
RTF	56	0%
<b>Total</b>	<b>20,545</b>	<b>100%</b>

## SUSQUEHANNA

Level of Care	Member Count	Percentage
Community Support Services	172	7%
IBHS	105	4%
Inpatient and Non-Hospital Substance Use Treatment	129	5%
Inpatient Mental Health Treatment	99	4%
Other	800	34%
Outpatient Mental Health Treatment	1,809	77%
Outpatient Substance Use Treatment	224	10%
RTF	7	0%
<b>Total</b>	<b>2,349</b>	<b>100%</b>

## WYOMING

Level of Care	Member Count	Percentage
Community Support Services	248	15%
IBHS	83	5%
Inpatient and Non-Hospital Substance Use Treatment	90	5%
Inpatient Mental Health Treatment	74	4%
Other	407	25%
Outpatient Mental Health Treatment	1,301	78%
Outpatient Substance Use Treatment	223	13%
RTF	7	0%
<b>Total</b>	<b>1,661</b>	<b>100%</b>

Tables do not include CSBBH-APA expenses. In FY 2023, \$18,684,000 was paid for CSBBH-APA services. Percentages may not sum to 100% due to rounding.



# Utilization Level of Care County Detail

## LACKAWANNA

Level of Care	Amount Paid	Percentage
Community Support Services	\$ 3,352,190	5%
IBHS	\$ 14,609,151	21%
Inpatient and Non-Hospital Substance Use Treatment	\$ 13,706,507	19%
Inpatient Mental Health Treatment	\$ 11,562,507	16%
Other	\$ 6,684,169	9%
Outpatient Mental Health Treatment	\$ 11,815,481	17%
Outpatient Substance Use Treatment	\$ 5,774,741	8%
RTF	\$ 3,491,706	5%
<b>Total</b>	<b>\$ 70,996,453</b>	<b>100%</b>

## LUZERNE

Level of Care	Amount Paid	Percentage
Community Support Services	\$ 5,530,789	6%
IBHS	\$ 25,023,427	25%
Inpatient and Non-Hospital Substance Use Treatment	\$ 17,214,428	17%
Inpatient Mental Health Treatment	\$ 18,680,889	19%
Other	\$ 7,462,185	7%
Outpatient Mental Health Treatment	\$ 13,303,291	13%
Outpatient Substance Use Treatment	\$ 7,661,285	8%
RTF	\$ 5,193,470	5%
<b>Total</b>	<b>\$ 100,069,764</b>	<b>100%</b>

## SUSQUEHANNA

Level of Care	Amount Paid	Percentage
Community Support Services	\$ 304,086	4%
IBHS	\$ 918,683	11%
Inpatient and Non-Hospital Substance Use Treatment	\$ 1,465,097	17%
Inpatient Mental Health Treatment	\$ 1,850,339	22%
Other	\$ 1,074,130	13%
Outpatient Mental Health Treatment	\$ 1,774,133	21%
Outpatient Substance Use Treatment	\$ 400,635	5%
RTF	\$ 595,804	7%
<b>Total</b>	<b>\$ 8,382,907</b>	<b>100%</b>

## WYOMING

Level of Care	Amount Paid	Percentage
Community Support Services	\$ 535,186	8%
IBHS	\$ 1,568,600	23%
Inpatient and Non-Hospital Substance Use Treatment	\$ 1,080,692	16%
Inpatient Mental Health Treatment	\$ 1,134,323	16%
Other	\$ 627,272	9%
Outpatient Mental Health Treatment	\$ 1,253,866	18%
Outpatient Substance Use Treatment	\$ 405,426	6%
RTF	\$ 304,233	4%
<b>Total</b>	<b>\$ 6,909,597</b>	<b>100%</b>

Tables do not include CSBBH-APA expenses. In FY 2023, \$18,684,000 was paid for CSBBH-APA services. Percentages may not sum to 100% due to rounding.

# Utilization Level of Care

## Joinder Detail

**Lackawanna-Susquehanna Joinder**  
18,500 Served

Level of Care	Member	
	Count	Percentage
Community Support Services	1,992	10.8%
IBHS	905	4.9%
Inpatient and Non-Hospital Substance Use Treatment	1,188	6.4%
Inpatient Mental Health Treatment	882	4.8%
Other	5,088	27.5%
Outpatient Mental Health Treatment	14,173	76.6%
Outpatient Substance Use Treatment	2,646	14.3%
RTF	36	0.2%
<b>Total</b>	<b>18,500</b>	<b>100.0%</b>

**Lackawanna-Susquehanna Joinder**  
\$79,379,360 Paid

Level of Care	Amount Paid	
	Amount Paid	Percentage
Community Support Services	\$ 3,656,276	4.6%
IBHS	\$ 15,527,834	19.6%
Inpatient and Non-Hospital SUD Treatment	\$ 15,171,604	19.1%
Inpatient MH Treatment	\$ 13,412,846	16.9%
Other	\$ 7,758,299	9.8%
Outpatient MH Treatment	\$ 13,589,614	17.1%
Outpatient SUD Treatment	\$ 6,175,376	7.8%
RTF	\$ 4,087,510	5.1%
<b>Total</b>	<b>\$ 79,379,360</b>	<b>100.0%</b>

MH = mental health; SUD = substance use disorders; IBHS = intensive behavioral health services; RTF = residential treatment facilities

**Luzerne-Wyoming Joinder**  
22,166 Served

Level of Care	Member	
	Count	Percentage
Community Support Services	3,388	15.3%
IBHS	1,277	5.8%
Inpatient and Non-Hospital Substance Use Treatment	1,392	6.3%
Inpatient Mental Health Treatment	1,121	5.1%
Other	4,537	20.5%
Outpatient Mental Health Treatment	17,382	78.4%
Outpatient Substance Use Treatment	3,203	14.5%
RTF	63	0.3%
<b>Total</b>	<b>22,166</b>	<b>100.0%</b>

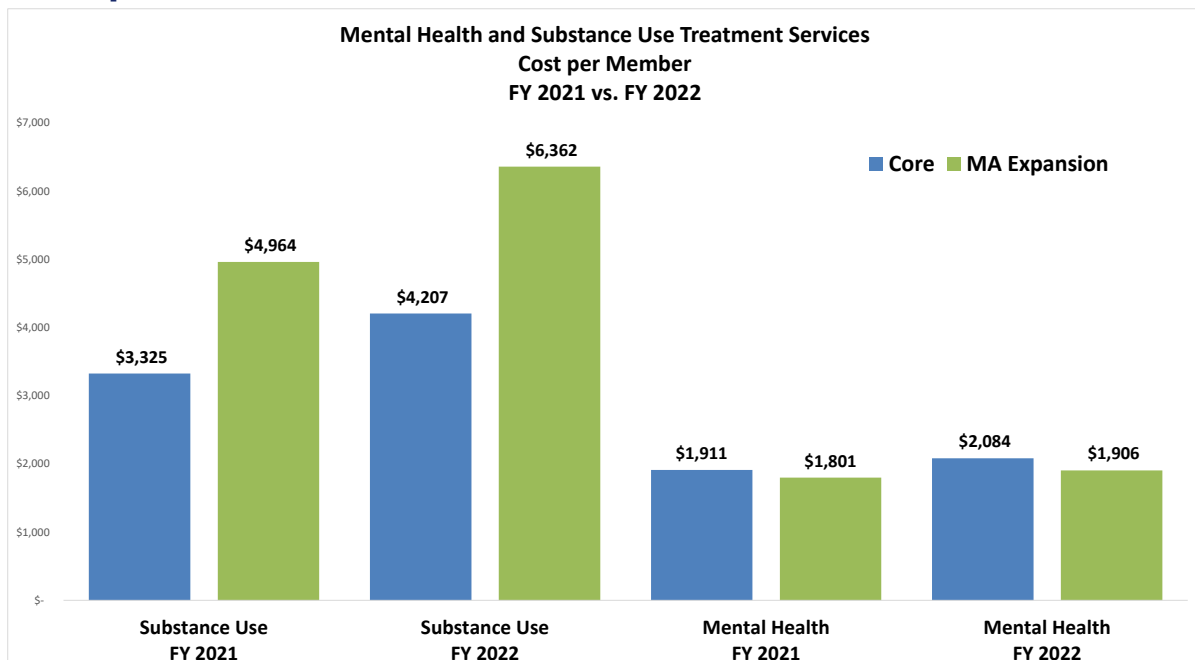
**Luzerne-Wyoming Joinder**  
\$106,979,361 Paid

Level of Care	Amount Paid	
	Amount Paid	Percentage
Community Support Services	\$ 6,065,974	5.7%
IBHS	\$ 26,592,027	24.9%
Inpatient and Non-Hospital SUD Treatment	\$ 18,295,120	17.1%
Inpatient MH Treatment	\$ 19,815,212	18.5%
Other	\$ 8,089,457	7.6%
Outpatient MH Treatment	\$ 14,557,156	13.6%
Outpatient SUD Treatment	\$ 8,066,711	7.5%
RTF	\$ 5,497,703	5.1%
<b>Total</b>	<b>\$ 106,979,361</b>	<b>100.0%</b>

MH = mental health; SUD = substance use disorders; IBHS = intensive behavioral health services; RTF = residential treatment facilities

Tables do not include CSBBH-APA expenses. In FY 2023, \$18,684,000 was paid for CSBBH-APA services. Percentages may not sum to 100% due to rounding.

## Medicaid Expansion

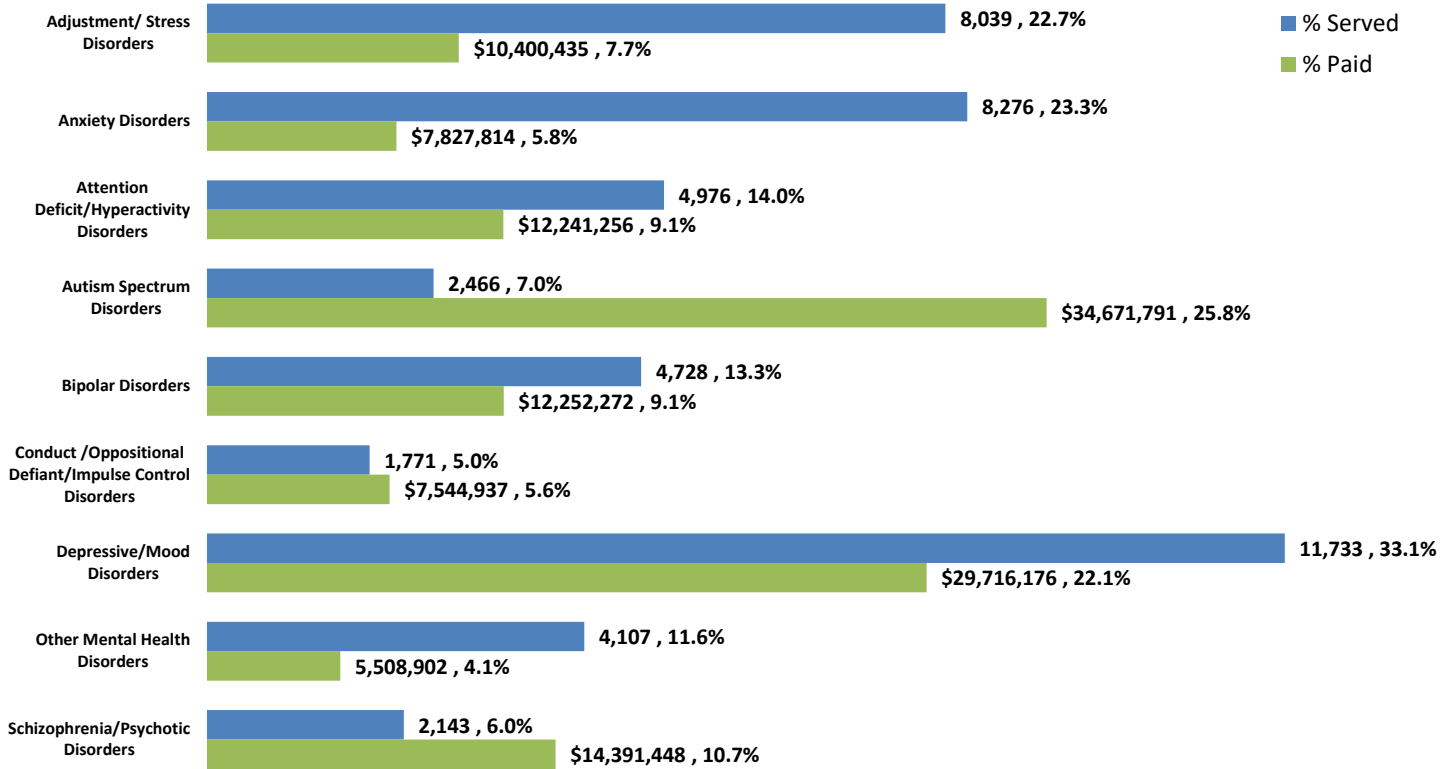


# Primary Diagnosis

## Mental Health

All Counties

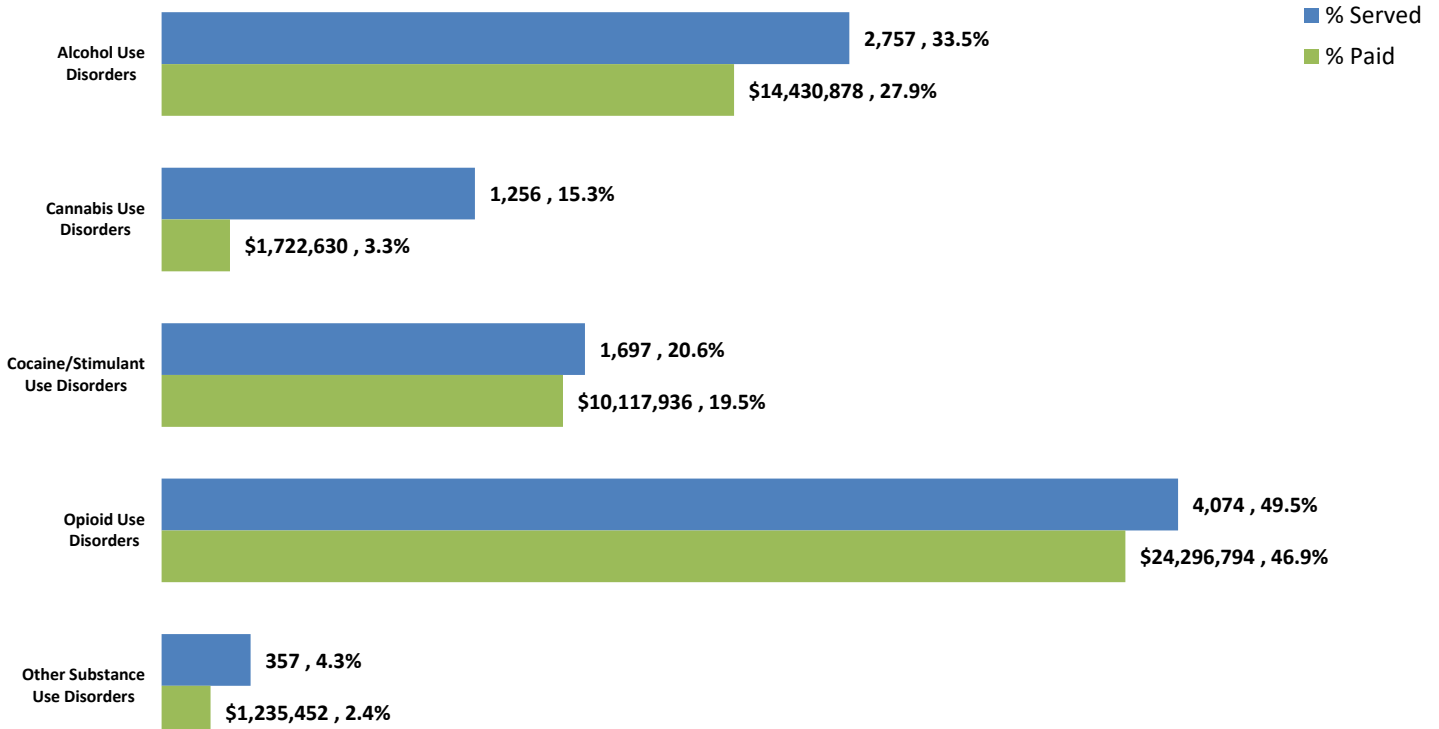
Served: 35,471 Paid: \$134,555,031



## Substance Use

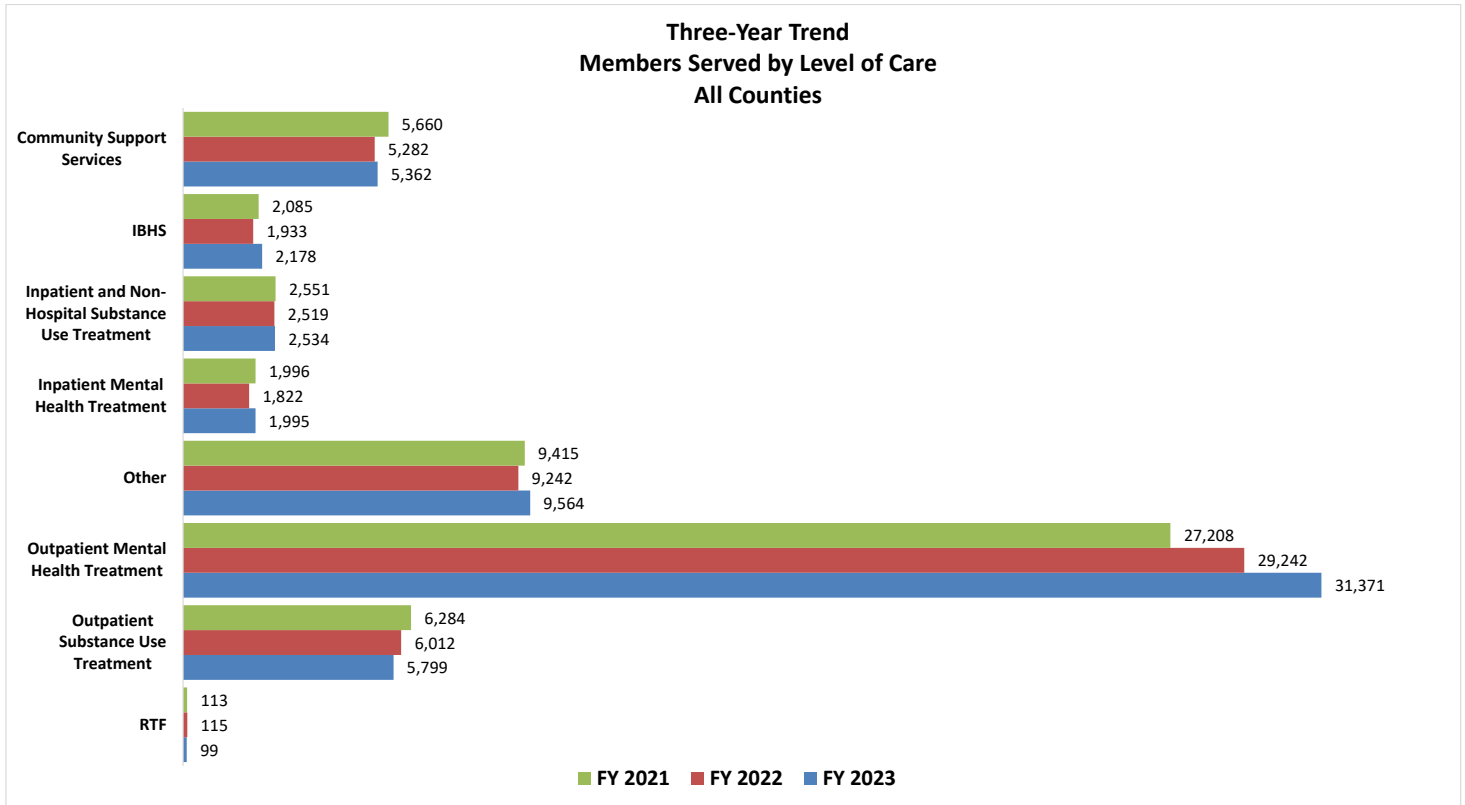
All Counties

Served: 8,236 Served Paid: \$51,803,690

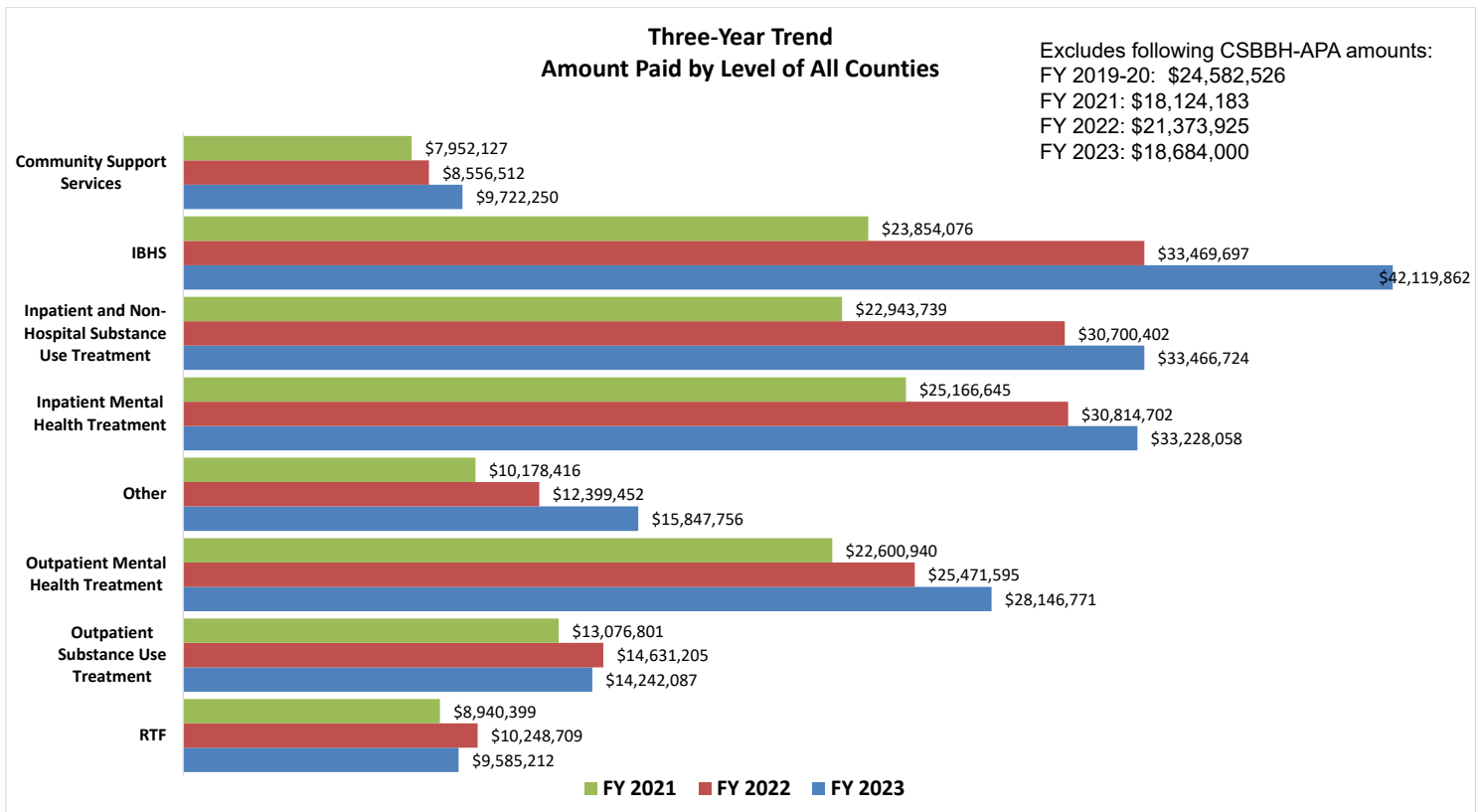


Members with more than one diagnosis are counted in each category. Charts do not include CSBBH-APA expenses. Percentages may not sum to 100% due to rounding.

# Utilization Trend



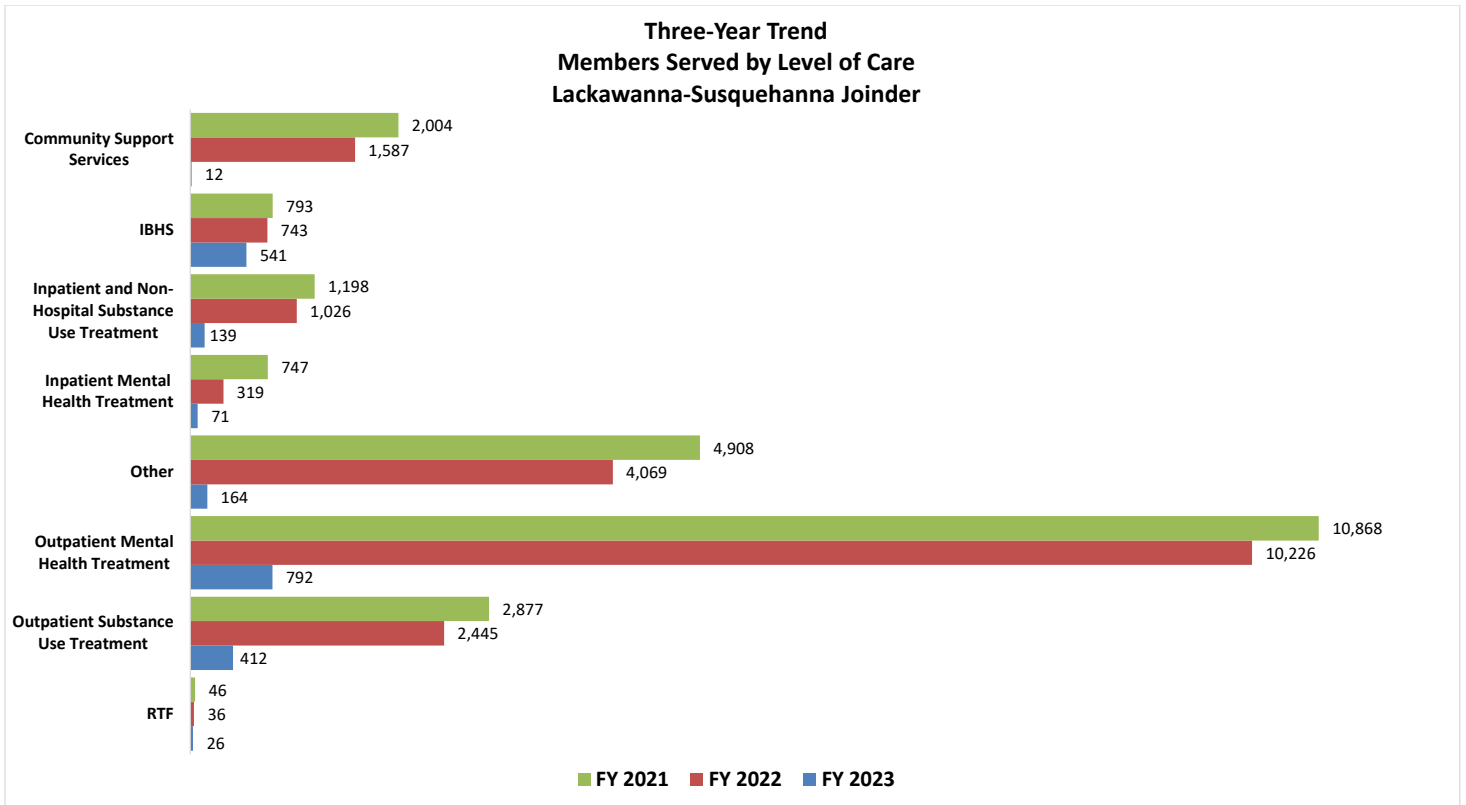
\*FY 2019-2020 was an 18-month operating year.



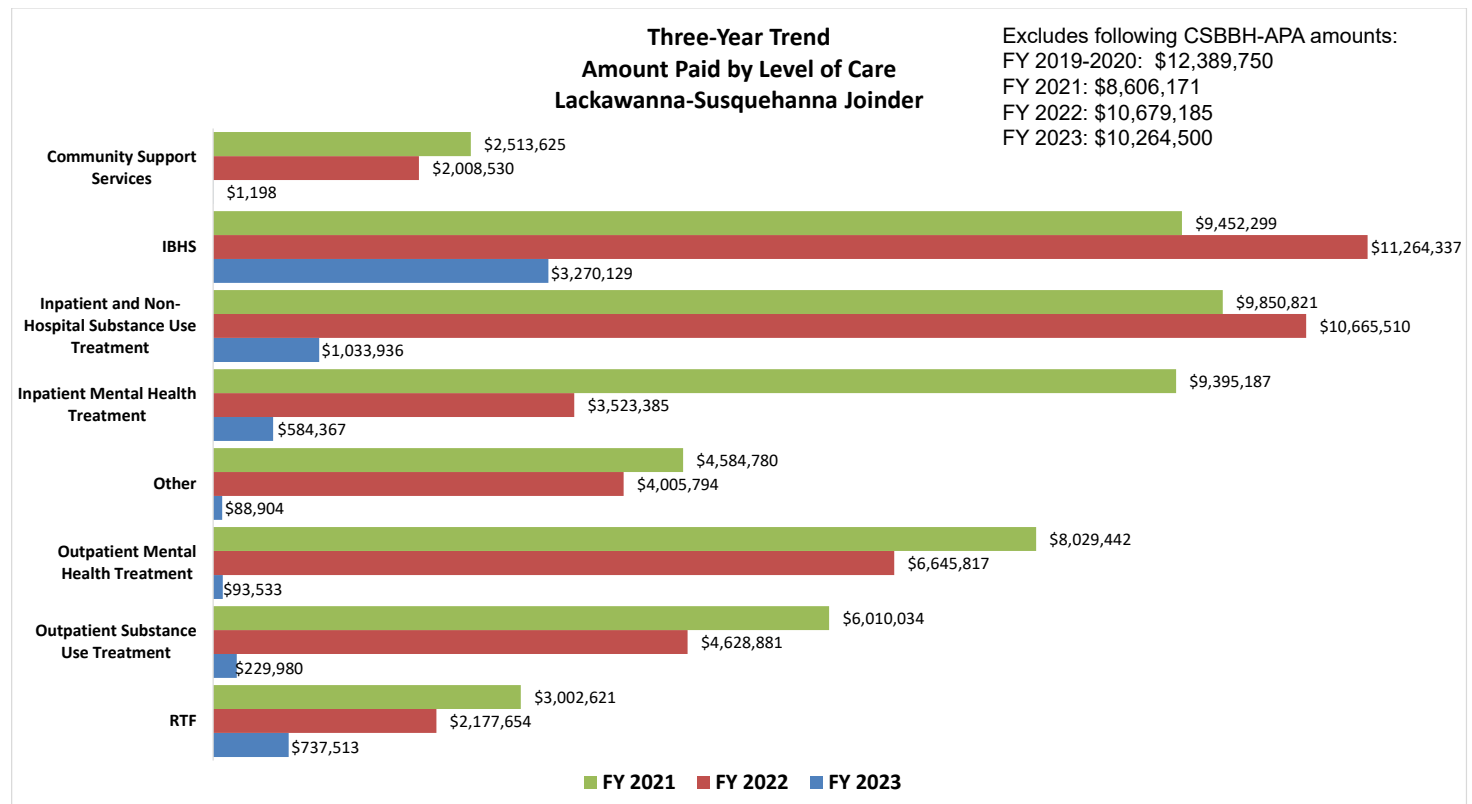
\*FY 2019-2020 was an 18-month operating year.

IBHS = intensive behavioral health services; RTF = residential treatment facilities. Members who received more than one service during the fiscal year are counted in each category. The IBHS category does not include CSBBH-APA expenses.

# Joinder Utilization Trend



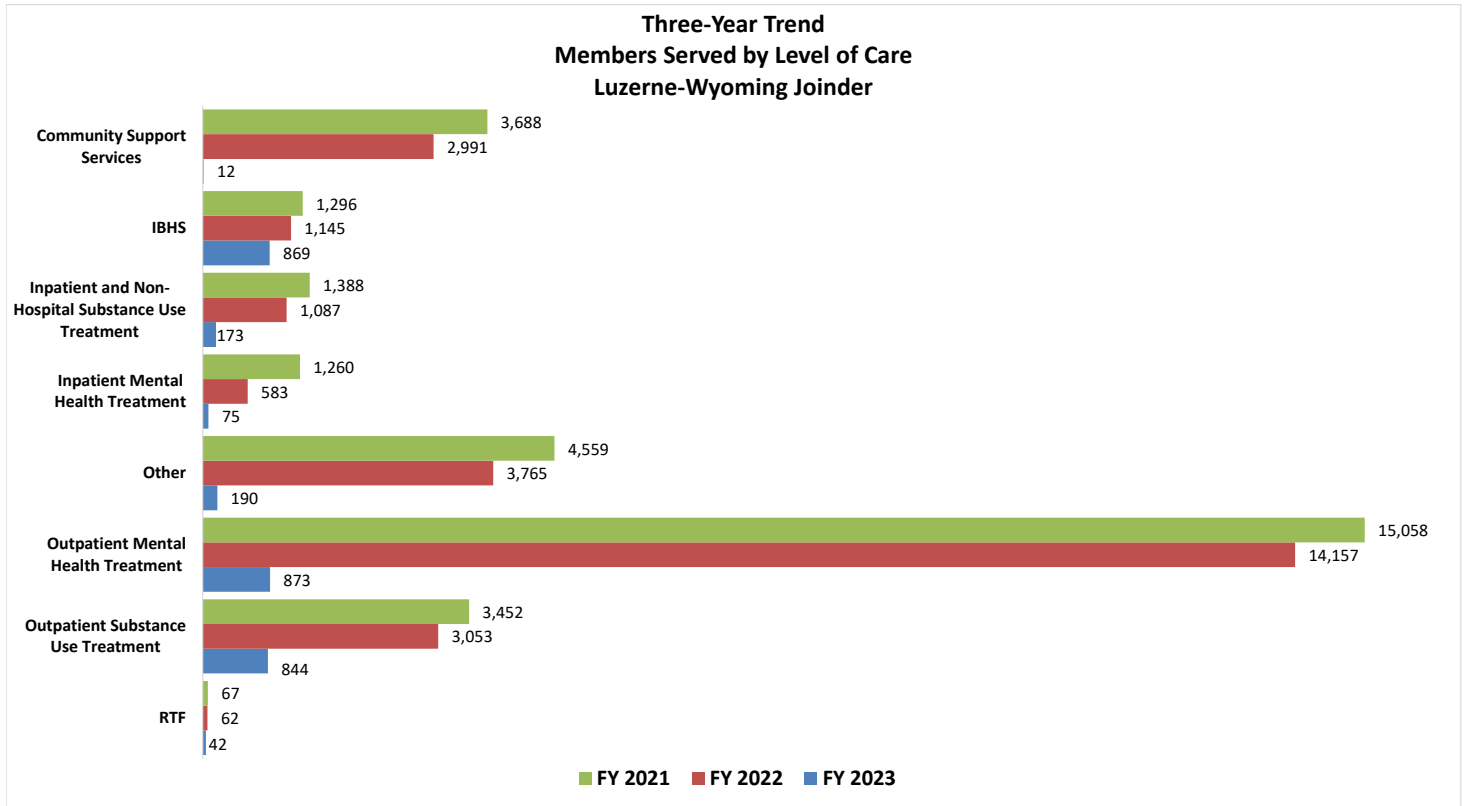
\*FY 2019-2020 was an 18-month operating year.



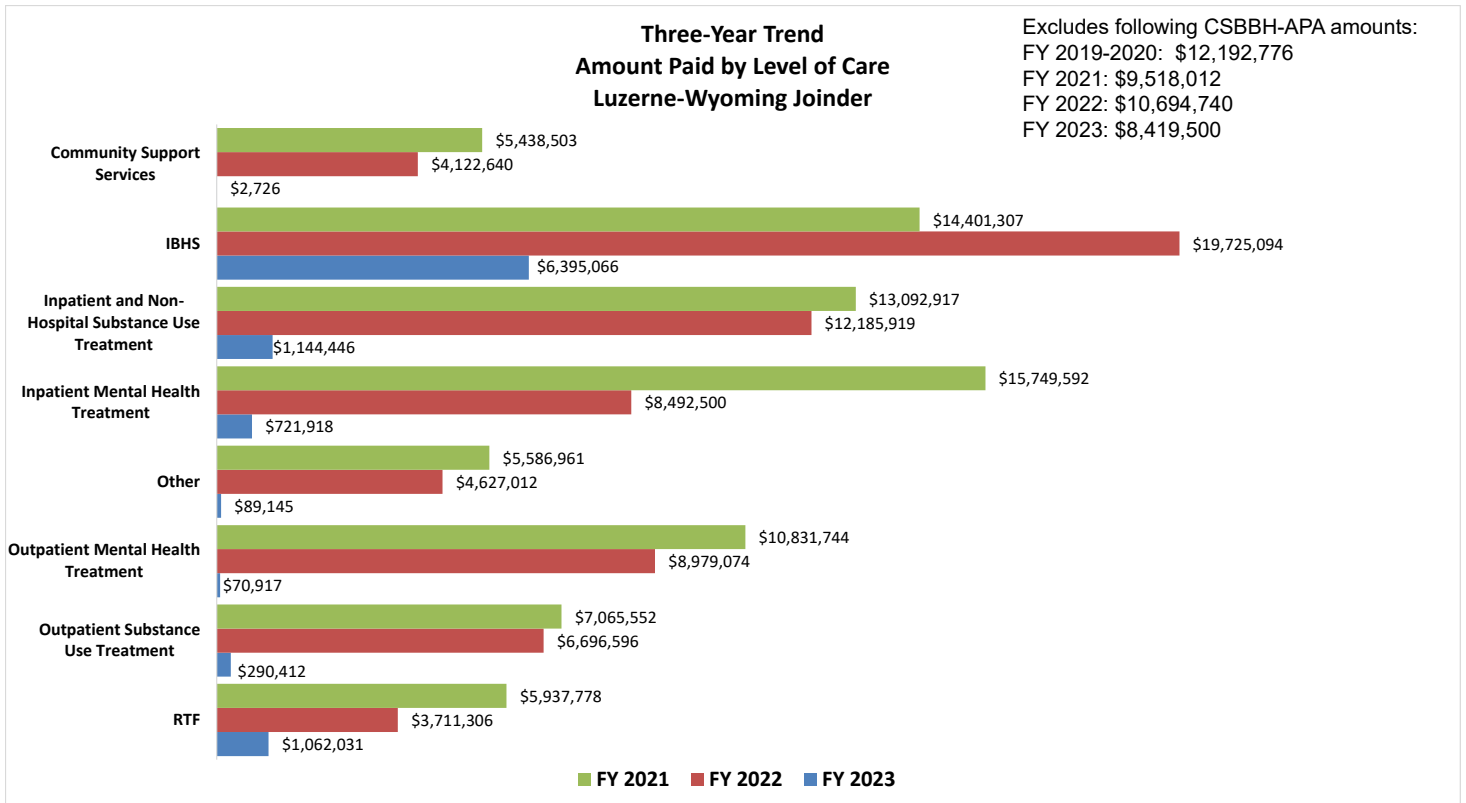
\*FY 2019-2020 was an 18-month operating year.

IBHS = intensive behavioral health services; RTF = residential treatment facilities. Members who received more than one service during the fiscal year are counted in each category. The IBHS category does not include CSBBH-APA expenses.

# Joinder Utilization Trend



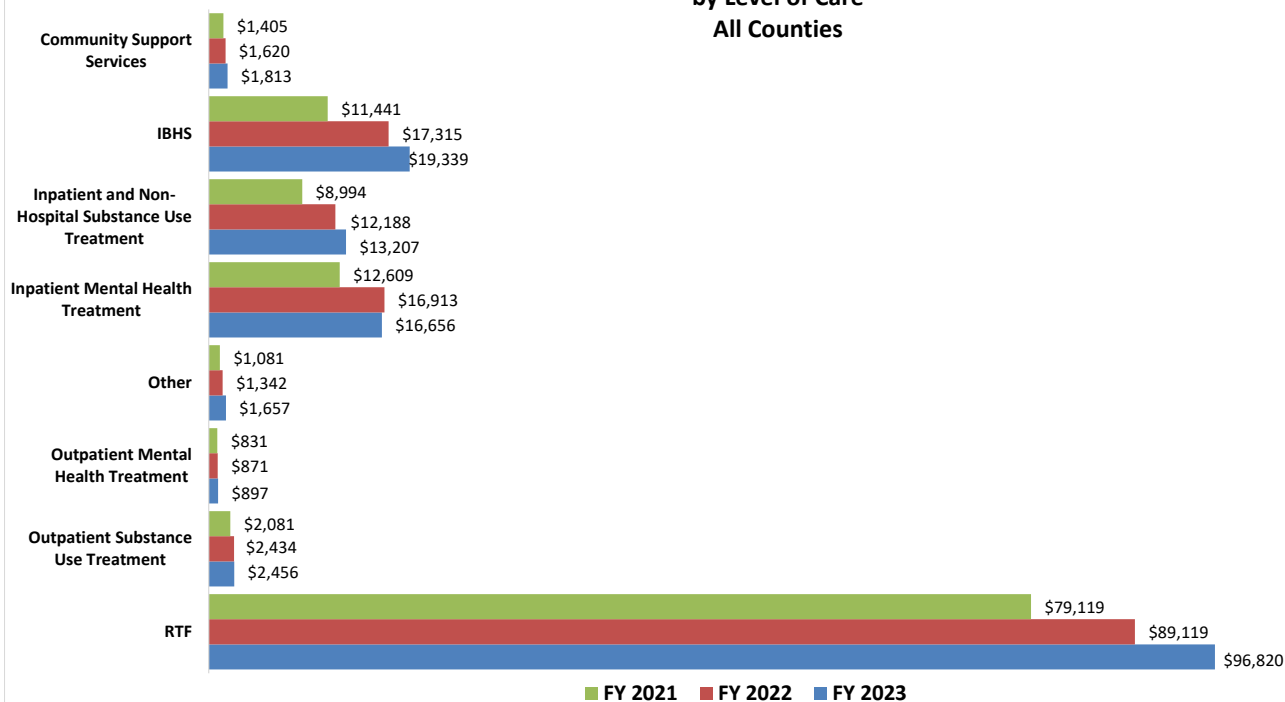
\*FY 2019-2020 was an 18-month operating year.



\*FY 2019-2020 was an 18-month operating year.

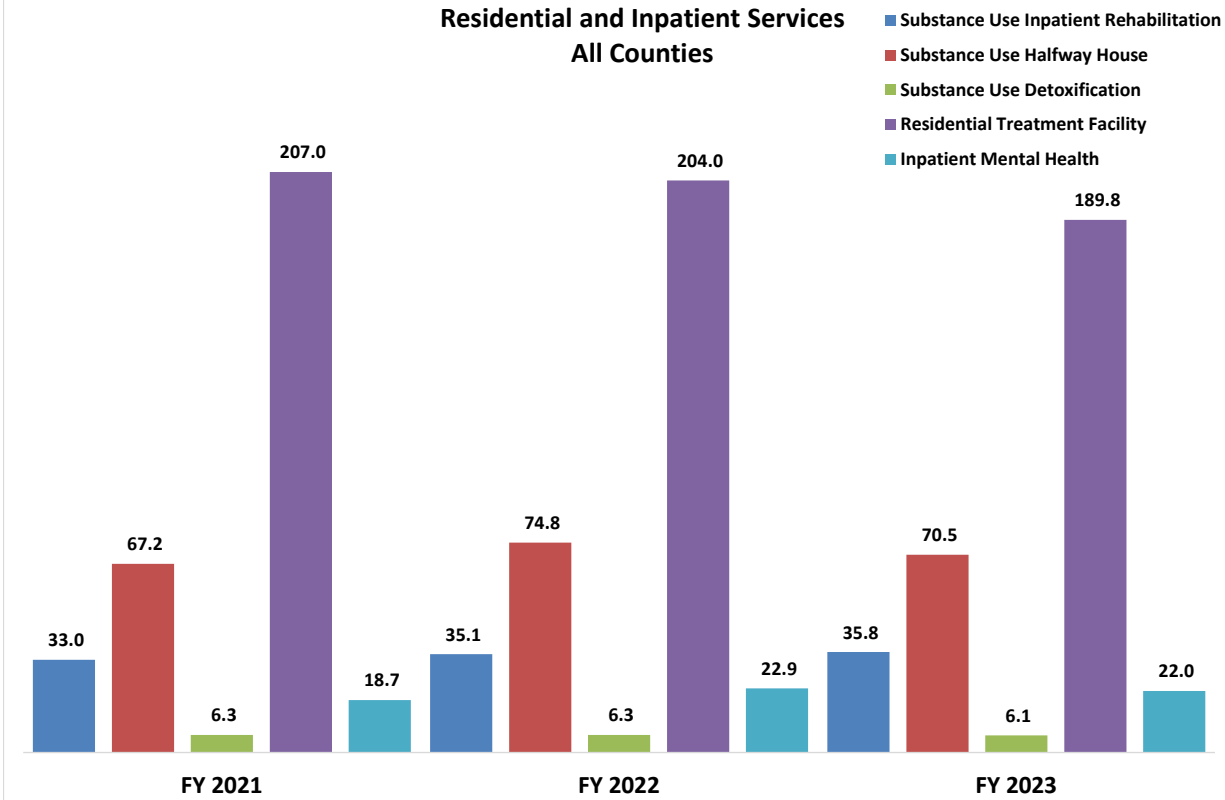
IBHS = intensive behavioral health services; RTF = residential treatment facilities. Members who received more than one service during the fiscal year are counted in each category. The IBHS category does not include CSBBH-APA expenses.

**Three-Year Trend  
Average Cost per Member  
by Level of Care  
All Counties**



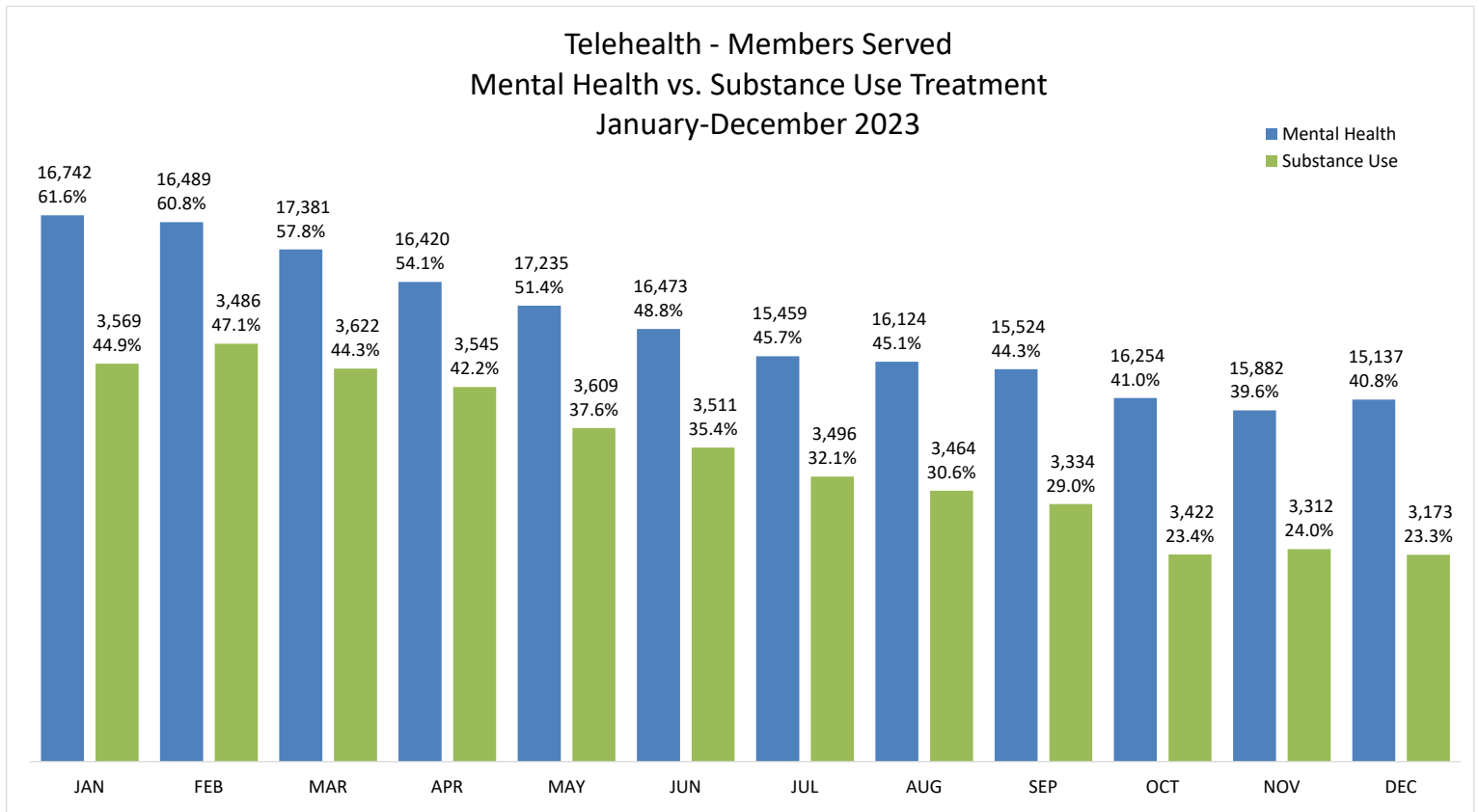
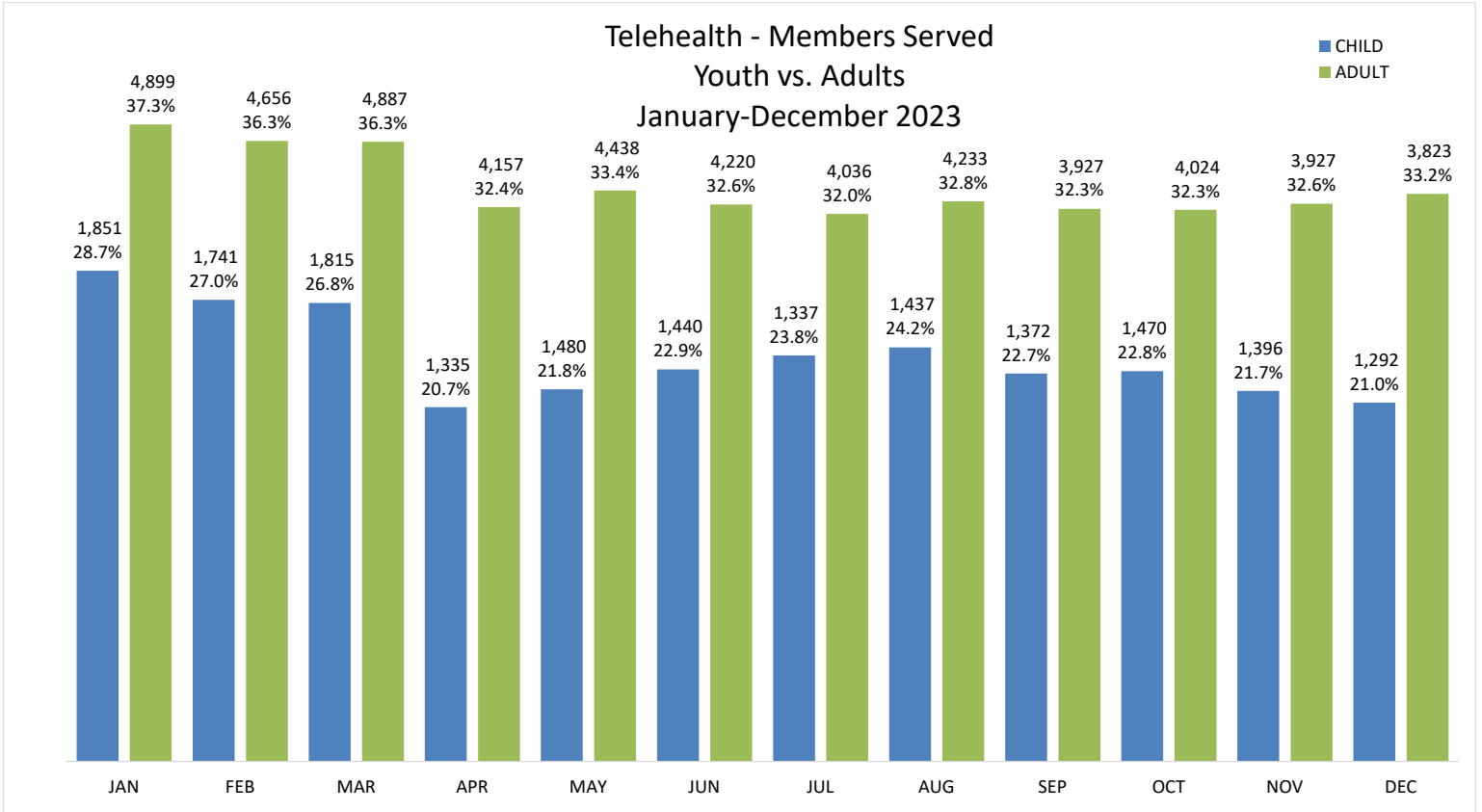
\*FY 2019-2020 was an 18-month operating year.  
IBHS = intensive behavioral health services; RTF = residential treatment facilities. The IBHS category does not include CSBBH-APA expenses.

**Three-Year Trend  
Average Days per Member  
Residential and Inpatient Services  
All Counties**



\*FY 2019-2020 was an 18-month operating year.

# Telehealth Services





# Children and Adolescents Utilization

## All Counties

10,838 Youth Served

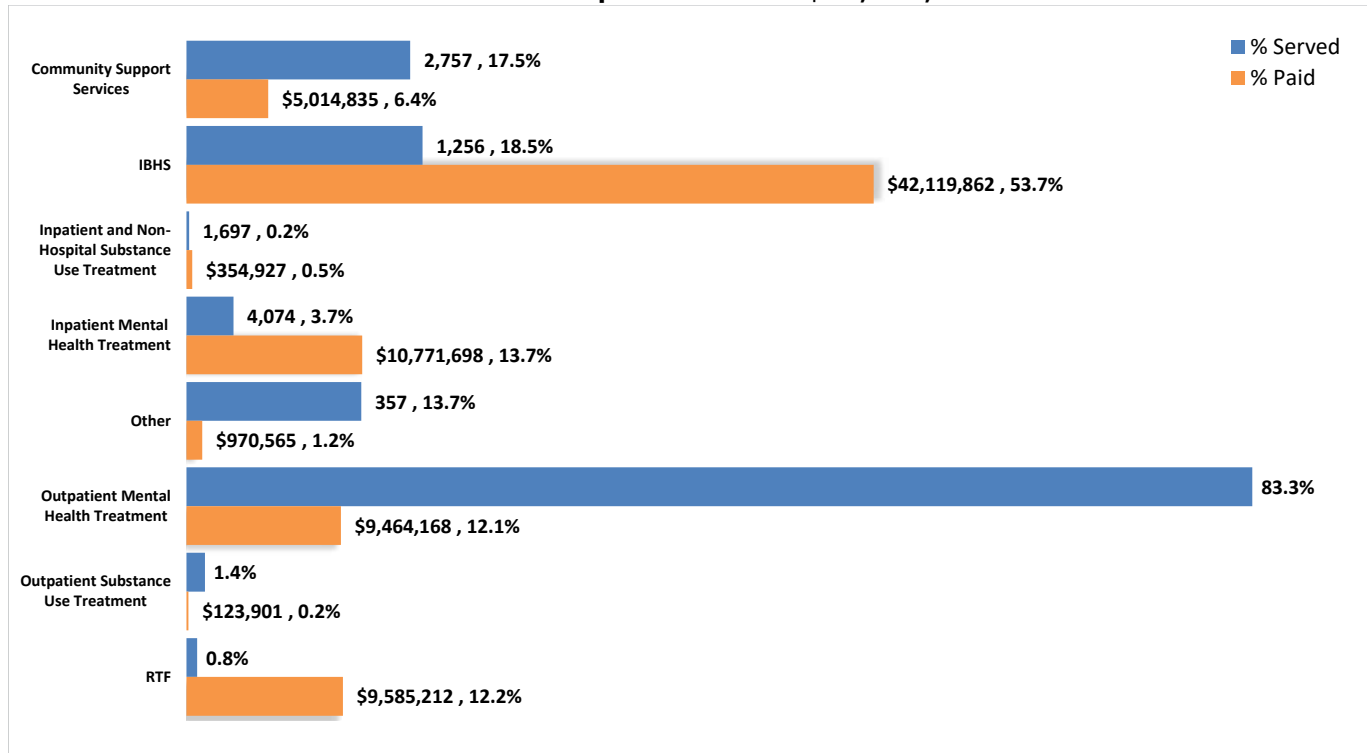
## Payments

Fee-for-Service: \$78,405,169

CSBBH-APA: \$18,684,000

**Total Expenditures: \$97,098,169**

## Level of Care



IBHS = intensive behavioral health services; RTF = residential treatment facilities. The IBHS category does not include CSBBH-APA expenses.

## Primary Diagnosis Mental Health

Primary Diagnosis	Served	Paid
Adjustment/ Stress Disorders	3,744	\$ 6,032,508
Anxiety Disorders	1,532	\$ 1,848,638
Attention Deficit/Hyperactivity Disorders	3,327	\$ 11,151,169
Autism Spectrum Disorders	1,934	\$ 33,850,015
Bipolar Disorders	147	\$ 958,610
Conduct /Oppositional Defiant/Impulse Control Disorders	1,476	\$ 7,144,125
Depressive/Mood Disorders	2,077	\$ 14,343,159
Other Mental Health Disorders	1,158	\$ 2,300,866
Schizophrenia/Psychotic Disorders	42	\$ 209,030
<b>TOTAL</b>	<b>11,730</b>	<b>\$ 77,838,120</b>

## Substance Use

Primary Diagnosis	Served	Paid
Alcohol Use Disorders	23	\$ 54,208
Cannabis Use Disorders	177	\$ 389,225
Cocaine/Stimulant Use Disorders	6	\$ 35,663
Opioid Use Disorders	14	\$ 64,032
Other Substance Use Disorders	8	\$ 23,922
<b>TOTAL</b>	<b>210</b>	<b>\$ 567,049</b>

Youth are members under the age of 18 years or members who received IBHS or RTF services. Members who received more than one service during the fiscal year are counted in each category. The IBHS category does 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**

72 GLENMAURA NATIONAL BOULEVARD  
SECOND FLOOR  
MOOSIC, PA 18507  
570-344-2005  
<http://www.nbhcc.org>  
[mail@nbhcc.org](mailto:mail@nbhcc.org)

