

Northeast Behavioral Health Care Consortium

HealthChoices Program
Annual Report
2025



January 1, 2025 through December 31, 2025



Northeast Behavioral Health Care Consortium HealthChoices Annual Report 2025

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NBHCC Staff

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Chief Executive Officer

Rachel Baldini
Senior Accounts Manager

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Information Technology Manager

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Senior Director of Quality Management

Shelby Lynott
Operations 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.

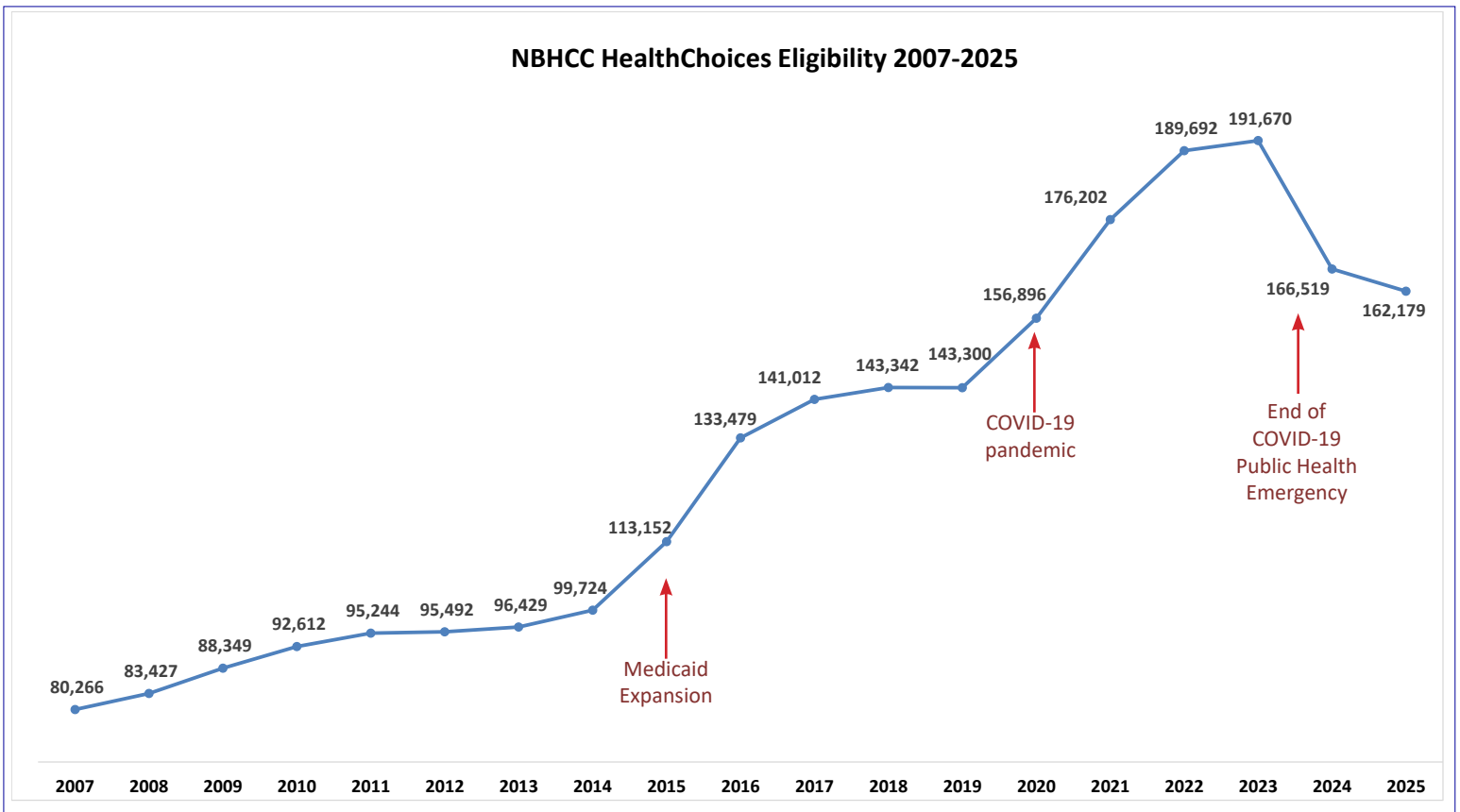
These positive outcomes will be accomplished through an intense, ongoing dialogue including consumers, families, providers and all other stakeholders.

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.

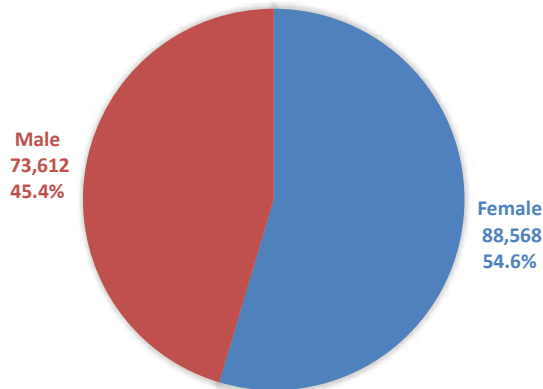
The Affordable Care Act of 2010 included a provision to expand state Medicaid programs. Beginning in 2014, Pennsylvanians, ages 19 to 64 with incomes up to 138% of the Federal Poverty Level became eligible for coverage under Medicaid expansion. As a result of expanding its Medicaid program, over a two-year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



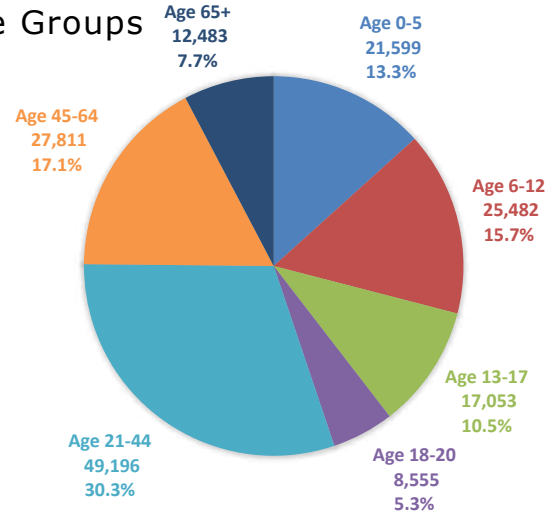
Enrollment

Total Enrolled: 162,179

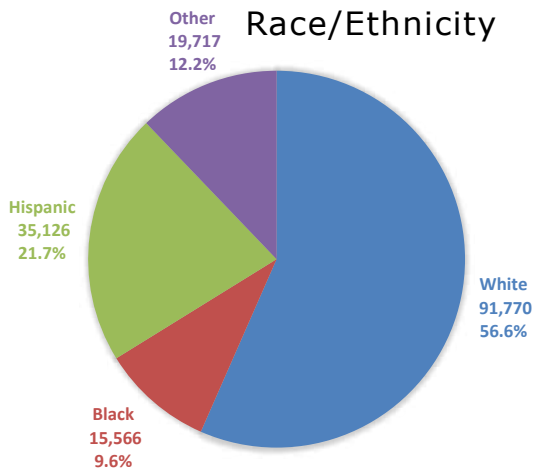
Gender



Age Groups

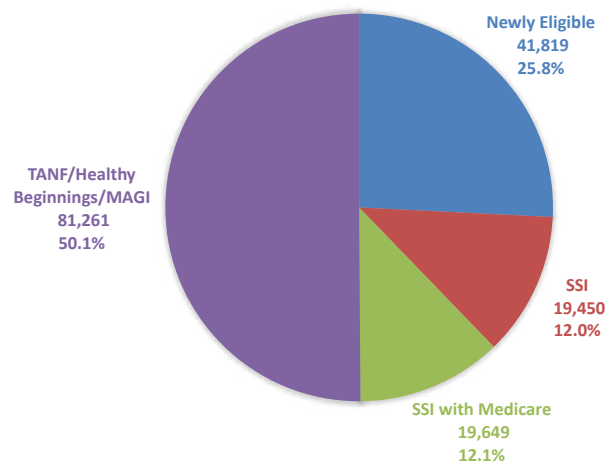


Race/Ethnicity



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

Category of Aid



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 2025 operating year. Utilization is derived from paid claims for services provided between January 1, 2025 and December 31, 2025.

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.

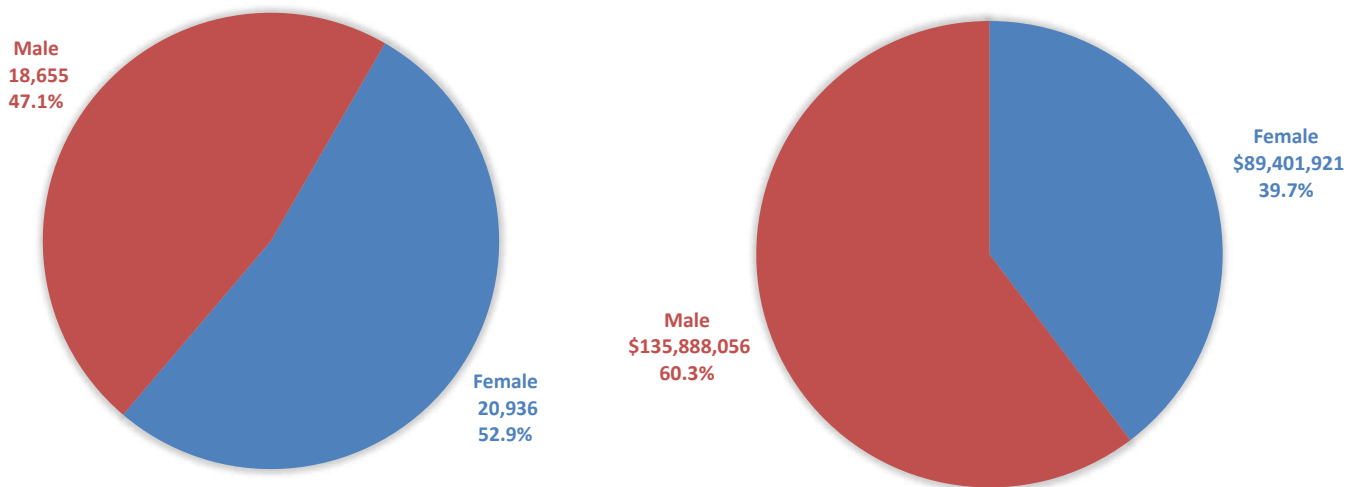
- Intensive Behavioral Health Services (IBHS)
- Certified Peer Support Services for Mental Health and Substance Use Disorders
- Community and School-Based Behavioral Health Services
- Crisis Intervention
- Family Based Mental Health Services
- Inpatient Psychiatric Hospitalization
- Laboratory and Diagnostic 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

39,591 Served

Fee-for-Service: \$225,289,977
 CSBBH-APA: \$ 21,663,436
 Total Expenditures: \$246,953,414

Gender



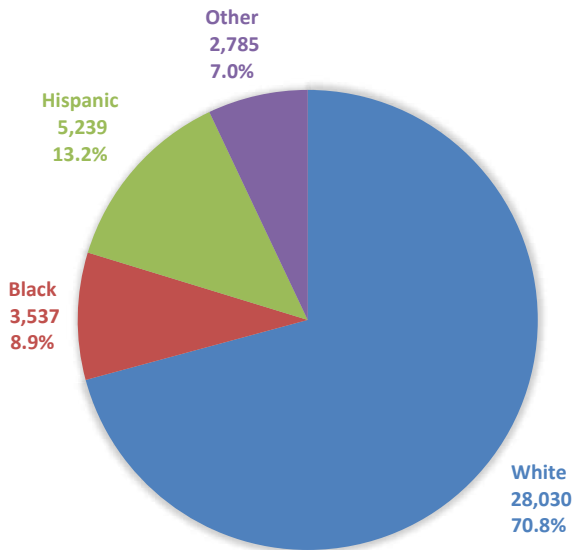
The data in this report represent enrollment and utilization occurring during the 2025 operating year. Utilization is derived from paid claims for services provided between January 1, 2025 and December 31, 2025.

Charts do not include Community and School-Based Behavioral Health Alternative Payment Arrangement (CSBBH APA) expenses. In Fiscal Year 2025, \$21,663,436 was paid for CSBBH APA services. Percentages may not sum to 100% due to rounding.

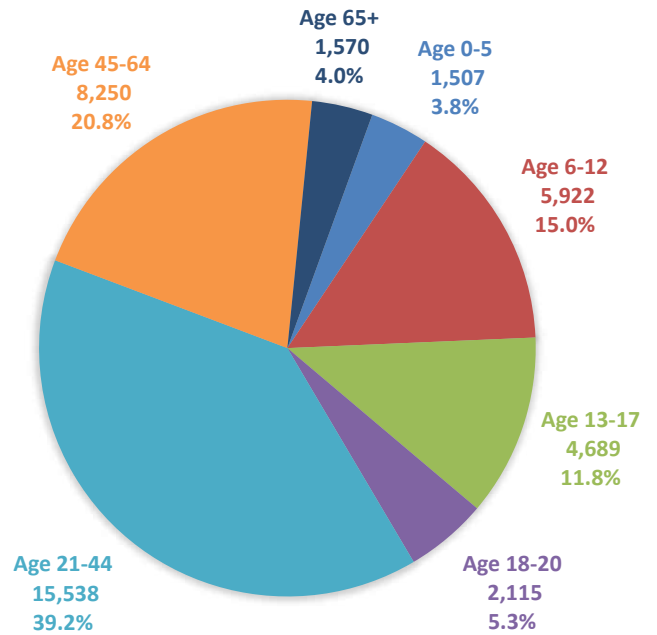
Utilization

39,591 Served

Race

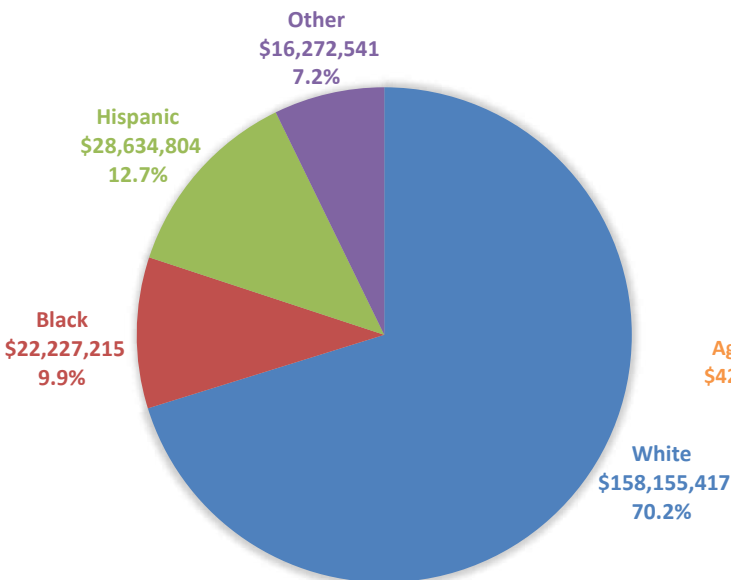


Age Groups

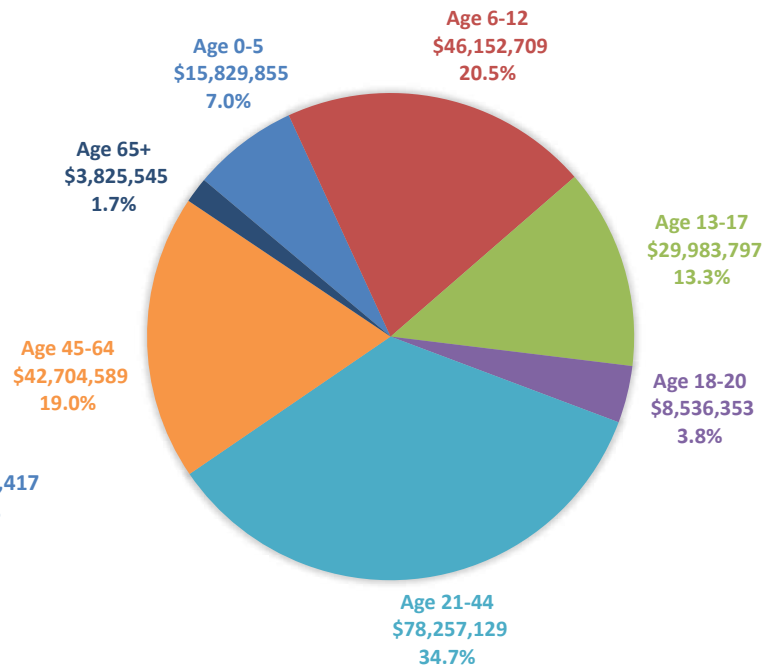


Expenditures

Fee-for-Service: \$225,289,977
 CSBBH-APA: \$ 21,663,436
 Total Expenditures: \$246,953,414



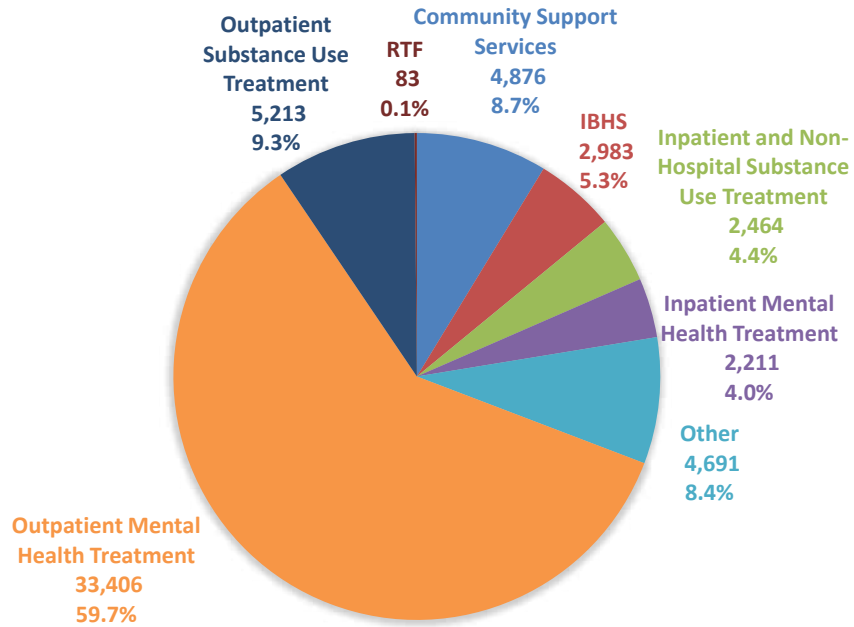
"Other" race includes members who report mixed race.



Charts do not include Community and School-Based Behavioral Health Alternative Payment Arrangement (CSBBH-APA) expenses. In Fiscal Year 2025, \$21,663,436 was paid for CSBBH APA services. Percentages may not sum to 100% due to rounding.

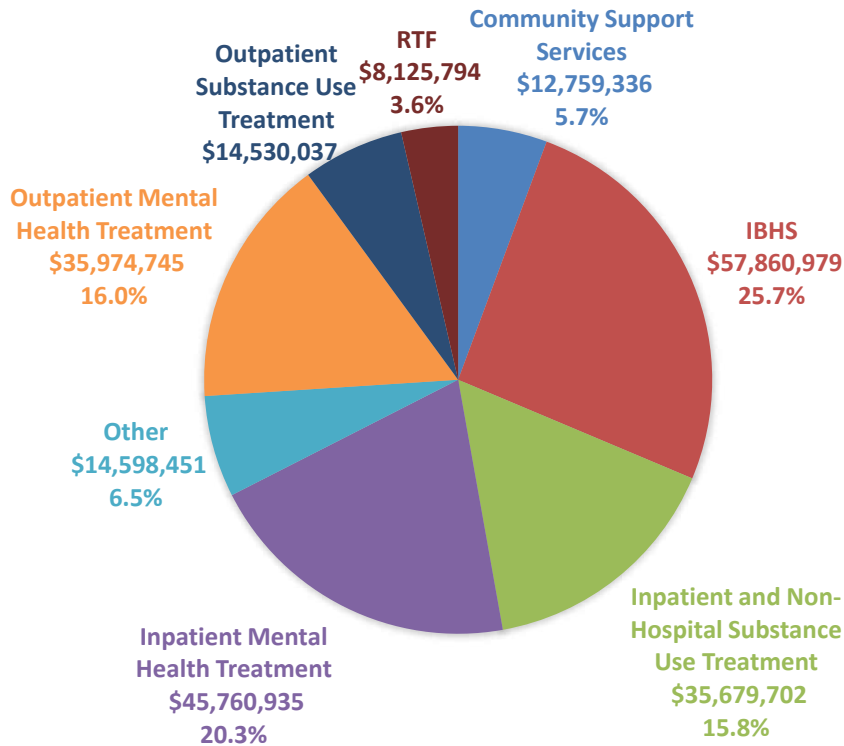
Utilization Level of Care

All Counties
39,591 Served



Expenditures

Fee-for-Service: \$225,289,977
 CSBBH-APA: \$ 21,663,436
 Total Expenditures: \$246,953,414



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 - Distinct Members Served

County Detail

LACKAWANNA

Level of Care	Member Count	Percentage
Community Support Services	1,938	12%
IBHS	1,257	8%
Inpatient and Non-Hospital Substance Use Treatment	1,103	7%
Inpatient Mental Health Treatment	952	6%
Other	2,197	14%
Outpatient Mental Health Treatment	13,393	84%
Outpatient Substance Use Treatment	2,207	14%
RTF	27	<1%
Total	15,981	

LUZERNE

Level of Care	Member Count	Percentage
Community Support Services	2,553	13%
IBHS	1,551	8%
Inpatient and Non-Hospital Substance Use Treatment	1,221	6%
Inpatient Mental Health Treatment	1,097	5%
Other	2,375	12%
Outpatient Mental Health Treatment	17,002	84%
Outpatient Substance Use Treatment	2,659	13%
RTF	44	<1%
Total	20,319	

SUSQUEHANNA

Level of Care	Member Count	Percentage
Community Support Services	170	8%
IBHS	124	6%
Inpatient and Non-Hospital Substance Use Treatment	152	7%
Inpatient Mental Health Treatment	102	5%
Other	251	11%
Outpatient Mental Health Treatment	1,898	86%
Outpatient Substance Use Treatment	218	10%
RTF	6	<1%
Total	2,197	

WYOMING

Level of Care	Member Count	Percentage
Community Support Services	257	17%
IBHS	63	4%
Inpatient and Non-Hospital Substance Use Treatment	70	5%
Inpatient Mental Health Treatment	71	5%
Other	174	11%
Outpatient Mental Health Treatment	1,337	88%
Outpatient Substance Use Treatment	203	13%
RTF	6	<1%
Total	1,514	

The sums of percentages exceed 100% because the same members are counted in multiple categories.

Utilization

Level of Care - Amount Paid

County Detail

LACKAWANNA

Level of Care	Amount Paid	Percentage
Community Support Services	\$ 5,586,576	6%
IBHS	\$ 23,278,449	25%
Inpatient and Non-Hospital Substance Use Treatment	\$ 15,254,798	16%
Inpatient Mental Health Treatment	\$ 19,032,093	20%
Other	\$ 7,226,834	8%
Outpatient Mental Health Treatment	\$ 15,291,236	16%
Outpatient Substance Use Treatment	\$ 6,399,347	7%
RTF	\$ 2,654,937	3%
Total	\$ 94,724,270	100%

LUZERNE

Level of Care	Amount Paid	Percentage
Community Support Services	\$ 5,910,797	5%
IBHS	\$ 32,080,046	28%
Inpatient and Non-Hospital Substance Use Treatment	\$ 17,472,398	15%
Inpatient Mental Health Treatment	\$ 23,236,463	20%
Other	\$ 7,843,981	7%
Outpatient Mental Health Treatment	\$ 15,263,250	13%
Outpatient Substance Use Treatment	\$ 7,124,603	6%
RTF	\$ 4,463,358	4%
Total	\$ 113,394,896	100%

SUSQUEHANNA

Level of Care	Amount Paid	Percentage
Community Support Services	\$ 587,238	6%
IBHS	\$ 940,766	10%
Inpatient and Non-Hospital Substance Use Treatment	\$ 2,092,276	23%
Inpatient Mental Health Treatment	\$ 1,909,545	21%
Other	\$ 464,006	5%
Outpatient Mental Health Treatment	\$ 2,282,341	25%
Outpatient Substance Use Treatment	\$ 591,447	6%
RTF	\$ 369,371	4%
Total	\$ 9,236,990	100%

WYOMING

Level of Care	Amount Paid	Percentage
Community Support Services	\$ 674,725	9%
IBHS	\$ 1,561,718	20%
Inpatient and Non-Hospital Substance Use Treatment	\$ 860,230	11%
Inpatient Mental Health Treatment	\$ 1,582,833	20%
Other	\$ 611,485	8%
Outpatient Mental Health Treatment	\$ 1,590,063	20%
Outpatient Substance Use Treatment	\$ 414,639	5%
RTF	\$ 638,129	8%
Total	\$ 7,933,822	100%

Tables do not include Community and School-Based Behavioral Health Alternative Payment Arrangement (CSBBH APA) expenses. In Fiscal Year 2025, \$21,663,436 was paid for CSBBH APA services. Percentages may not sum to 100% due to rounding.

Utilization Level of Care

Joinder Detail

Lackawanna-Susquehanna Joinder
18,715 Served

Level of Care	Member Count	Percentage
Community Support Services	2,105	11.6%
IBHS	1,381	7.6%
Inpatient and Non-Hospital Substance Use Treatment	1,234	6.8%
Inpatient Mental Health Treatment	1,052	5.8%
Other	2,332	12.9%
Outpatient Mental Health Treatment	15,274	84.3%
Outpatient Substance Use Treatment	2,415	13.3%
RTF	33	0.2%
Total	18,115	

Lackawanna-Susquehanna Joinder
\$103,961,260 Paid

Level of Care	Amount Paid	Percentage
Community Support Services	\$ 6,173,814	5.9%
IBHS	\$ 24,219,215	23.3%
Inpatient and Non-Hospital SUD Treatment	\$ 17,347,074	16.7%
Inpatient MH Treatment	\$ 20,941,638	20.1%
Other	\$ 7,105,417	6.8%
Outpatient MH Treatment	\$ 18,159,000	17.5%
Outpatient SUD Treatment	\$ 6,990,794	6.7%
RTF	\$ 3,024,308	2.9%
Total	\$ 103,961,260	100.0%

MH = mental health; SUD = substance use disorders; IBHS = intensive behavioral health services; RTF = residential treatment facilities. The sums of percentages exceed 100% because the same members are counted in multiple categories. Tables exclude CSBBH APA expenses.

Luzerne-Wyoming Joinder
21,800 Served

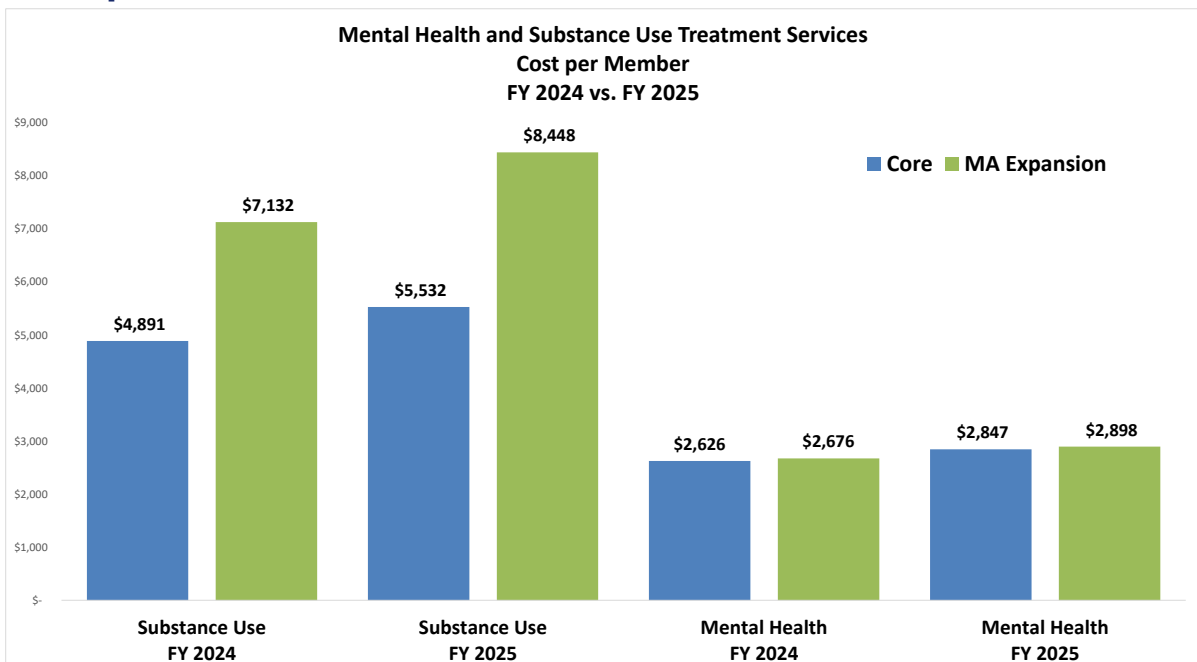
Level of Care	Member Count	Percentage
Community Support Services	2,804	12.9%
IBHS	1,612	7.4%
Inpatient and Non-Hospital Substance Use Treatment	1,286	5.9%
Inpatient Mental Health Treatment	1,168	5.4%
Other	2,413	11.1%
Outpatient Mental Health Treatment	18,341	84.1%
Outpatient Substance Use Treatment	2,855	13.1%
RTF	50	0.2%
Total	21,800	

Luzerne-Wyoming Joinder
\$121,328,718 Paid

Level of Care	Amount Paid	Percentage
Community Support Services	\$ 6,585,522	5.4%
IBHS	\$ 33,641,764	27.7%
Inpatient and Non-Hospital SUD Treatment	\$ 18,332,627	15.1%
Inpatient MH Treatment	\$ 24,819,296	20.5%
Other	\$ 7,493,034	6.2%
Outpatient MH Treatment	\$ 17,815,745	14.7%
Outpatient SUD Treatment	\$ 7,539,242	6.2%
RTF	\$ 5,101,487	4.2%
Total	\$ 121,328,718	100.0%

MH = mental health; SUD = substance use disorders; IBHS = intensive behavioral health services; RTF = residential treatment facilities. The sums of percentages exceed 100% because the same members are counted in multiple categories. Tables exclude CSBBH APA expenses.

Medicaid Expansion

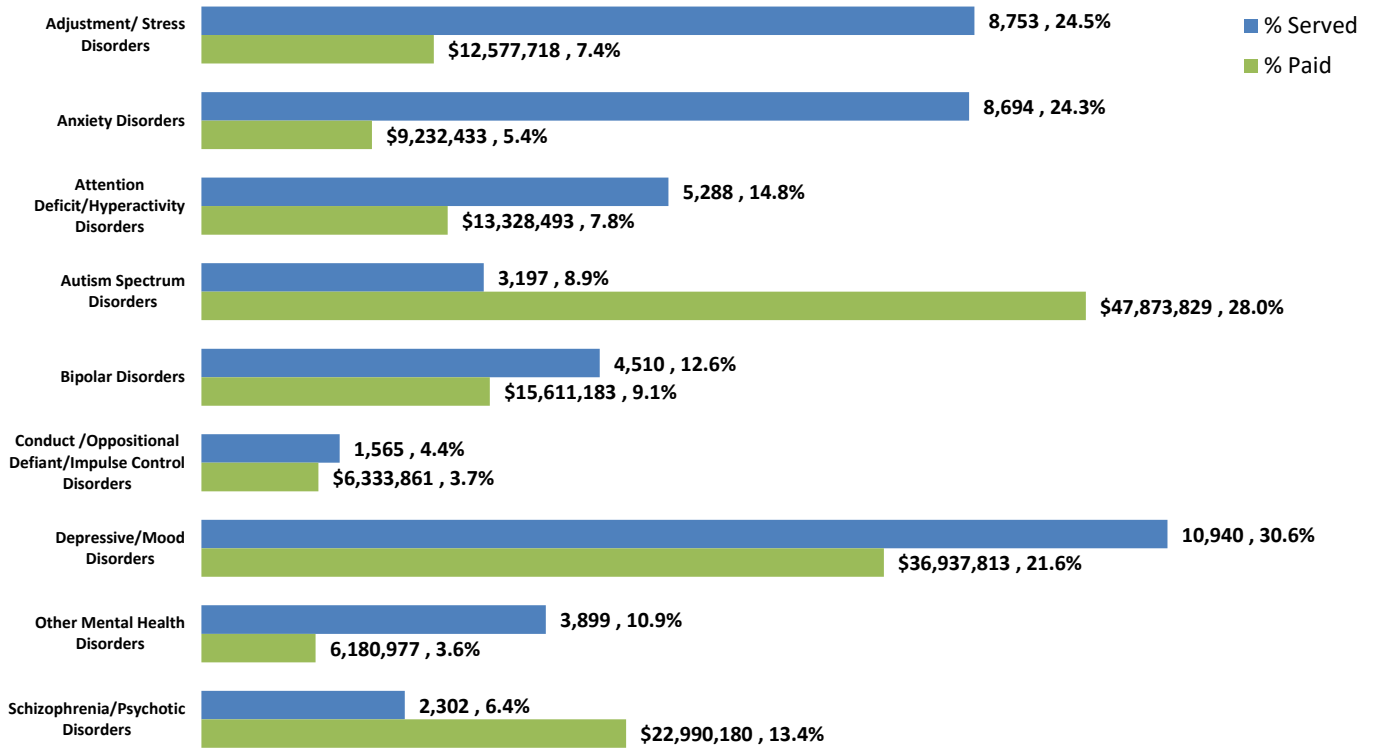


Primary Diagnosis

Mental Health

All Counties

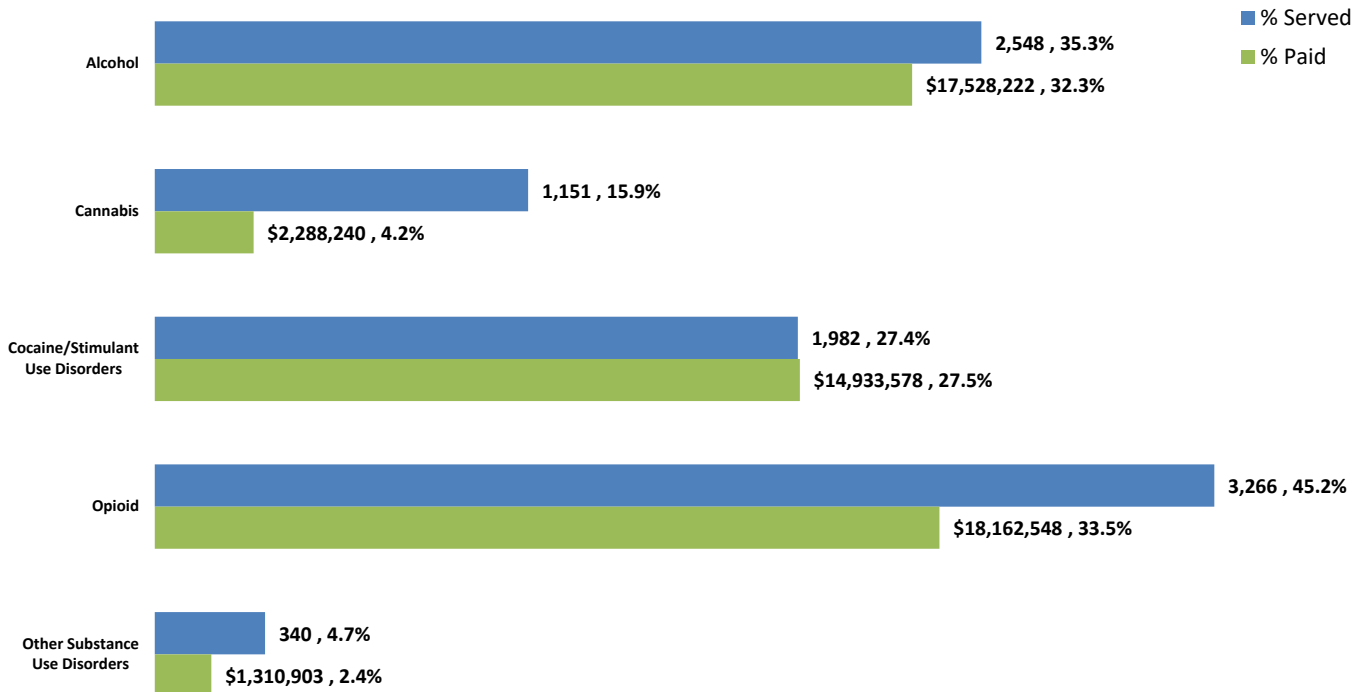
Served: 35,786 Paid: \$171,066,486



Substance Use

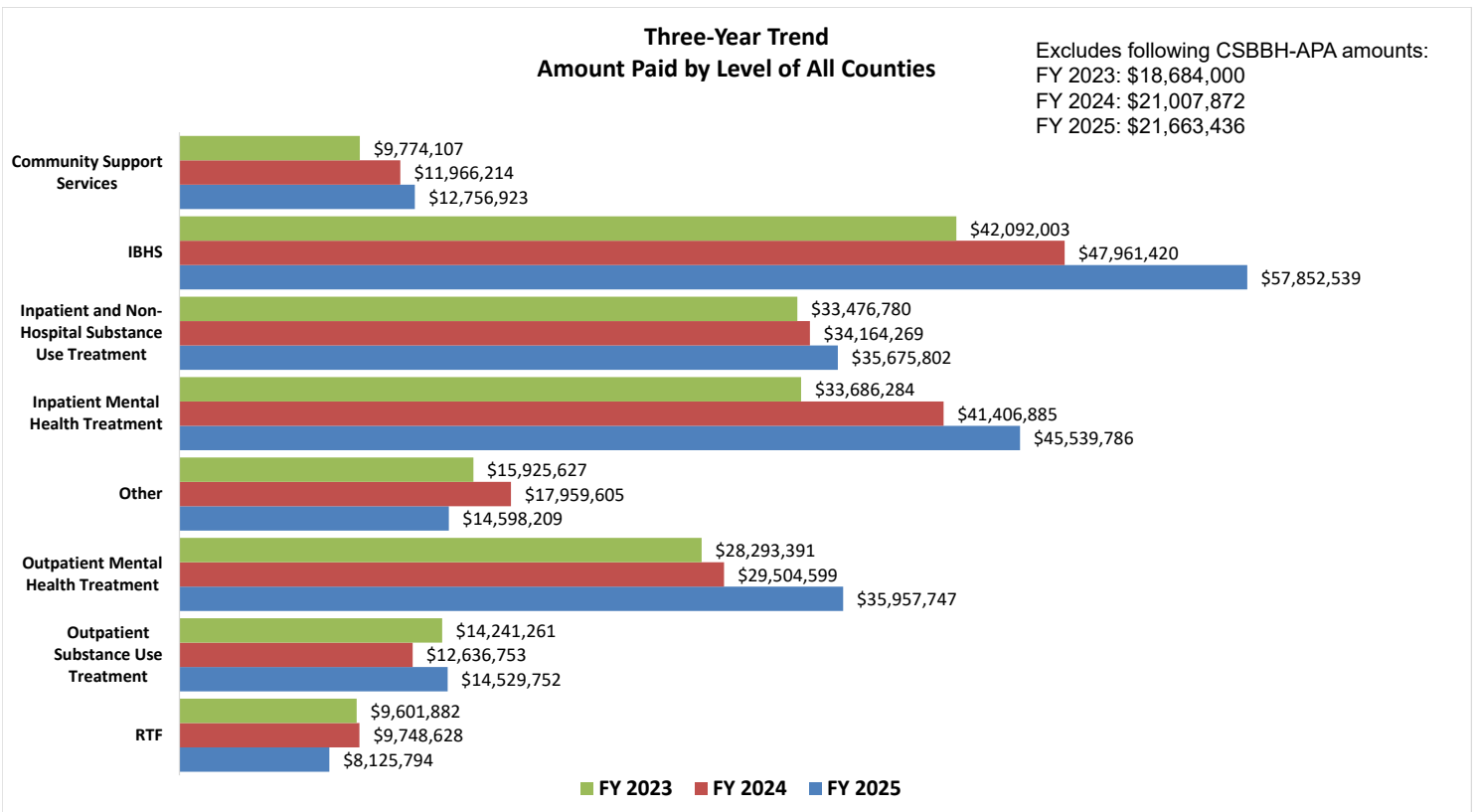
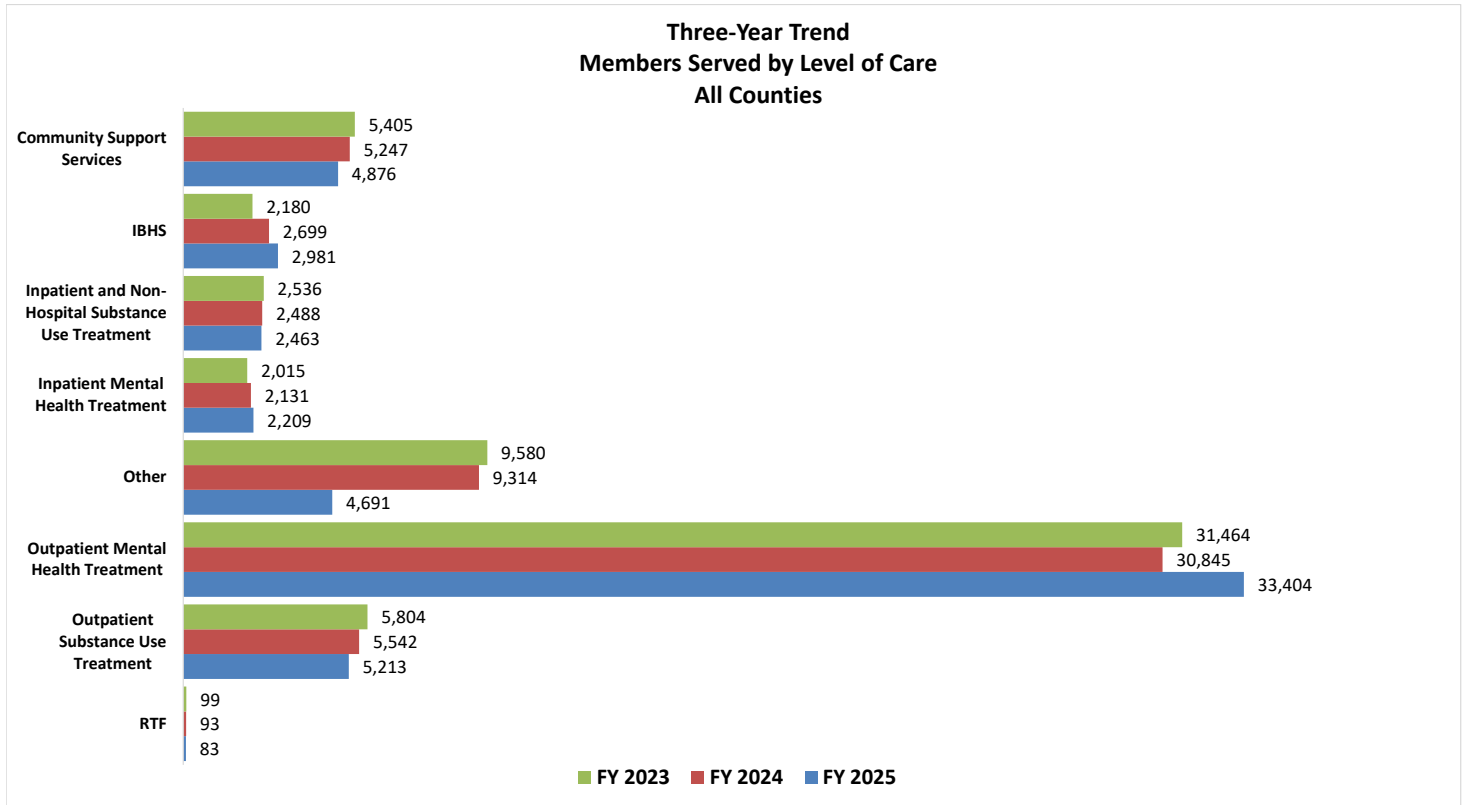
All Counties

Served: 7,221 Served Paid: \$54,223,491



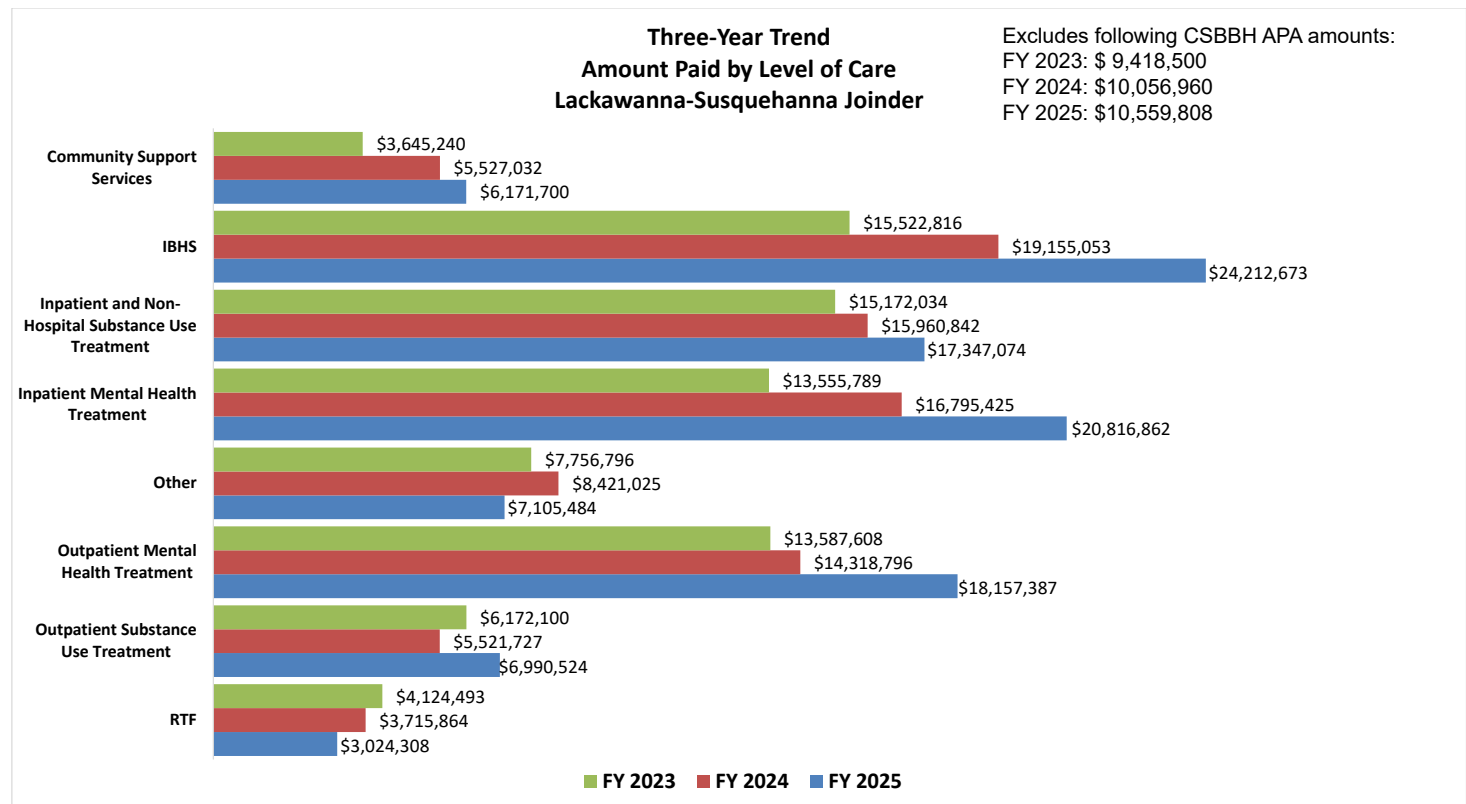
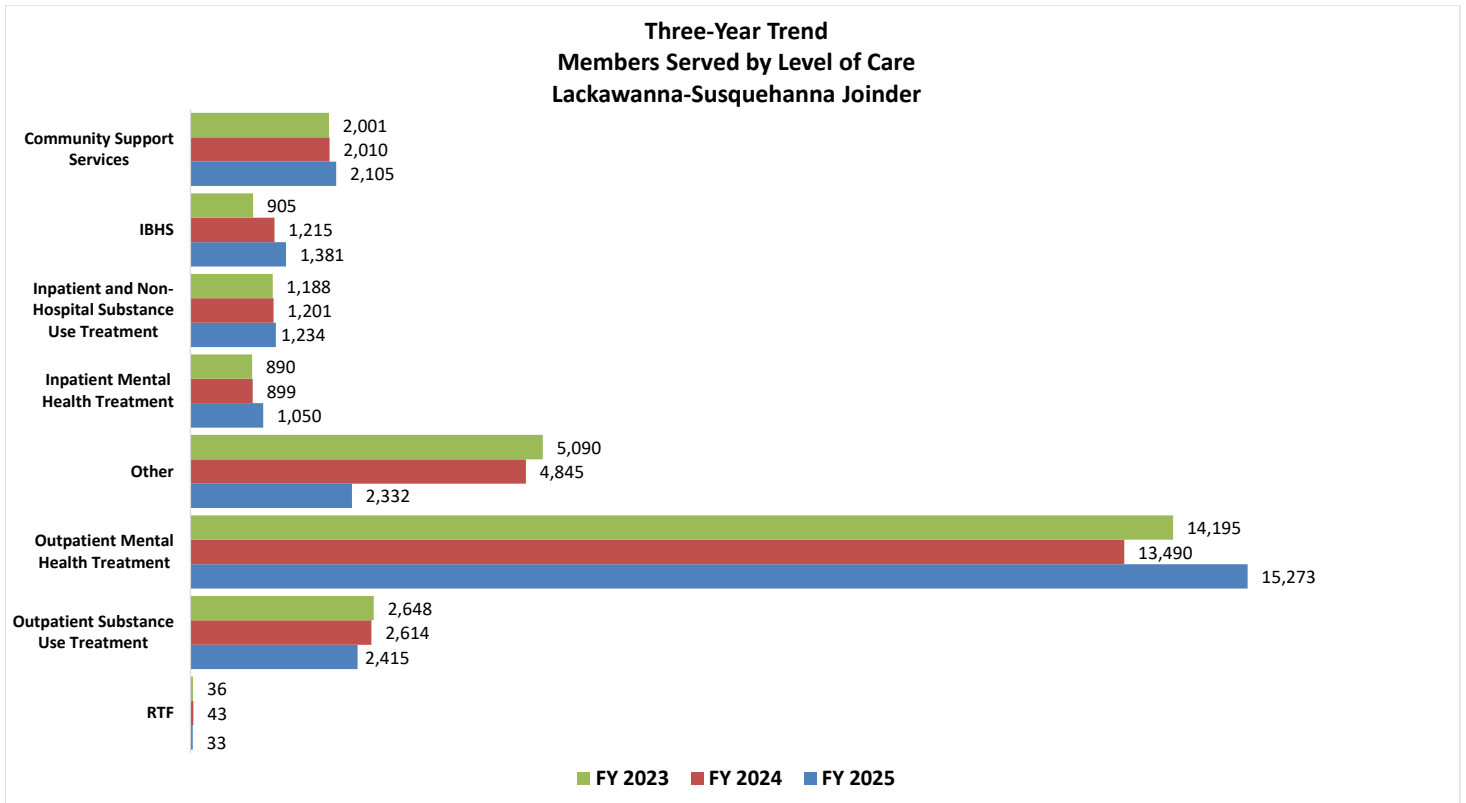
Members with more than one diagnosis are counted in each category. Charts do not include CSBBH APA expenses. Percentages may not sum to 100% due to rounding.

Utilization Trend



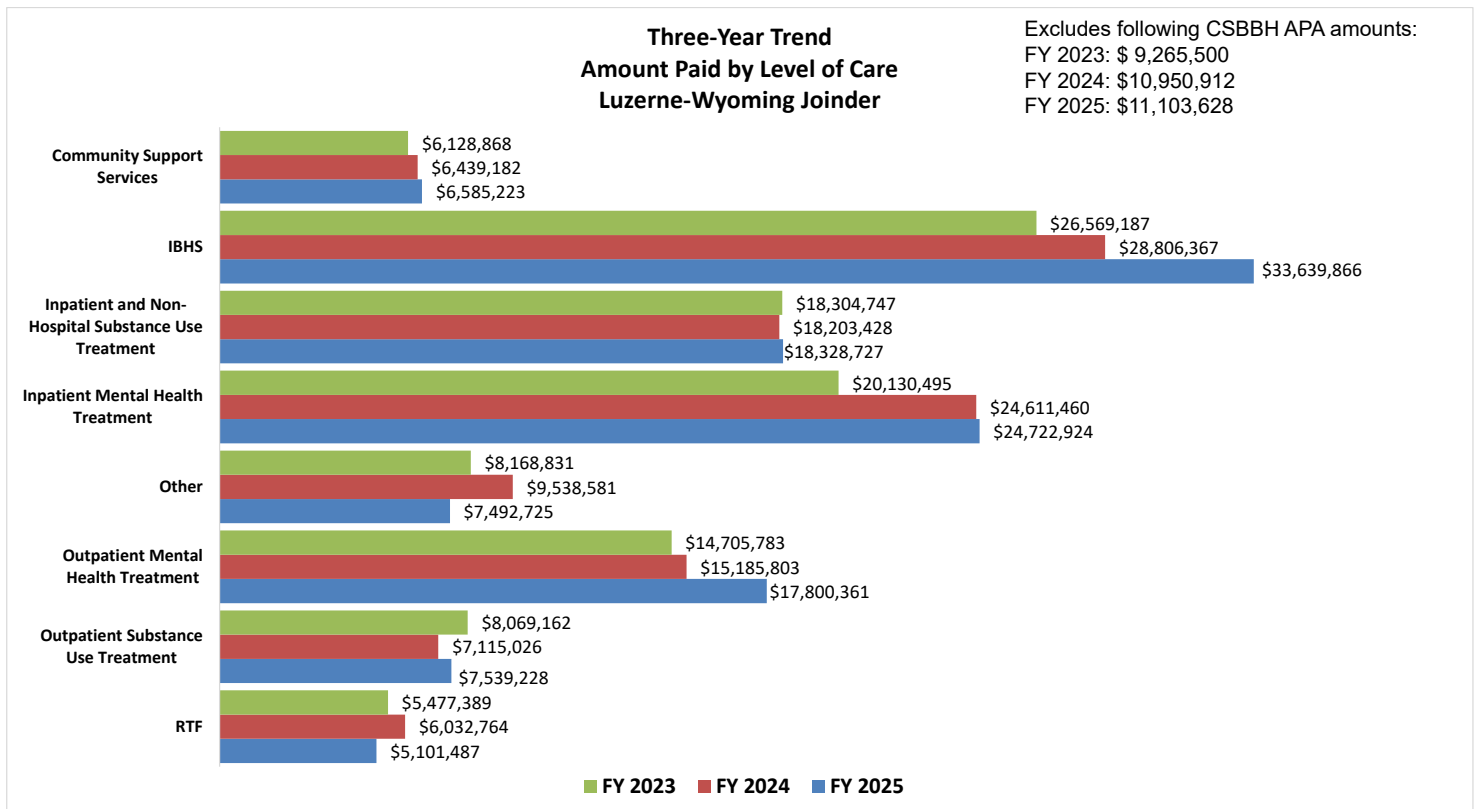
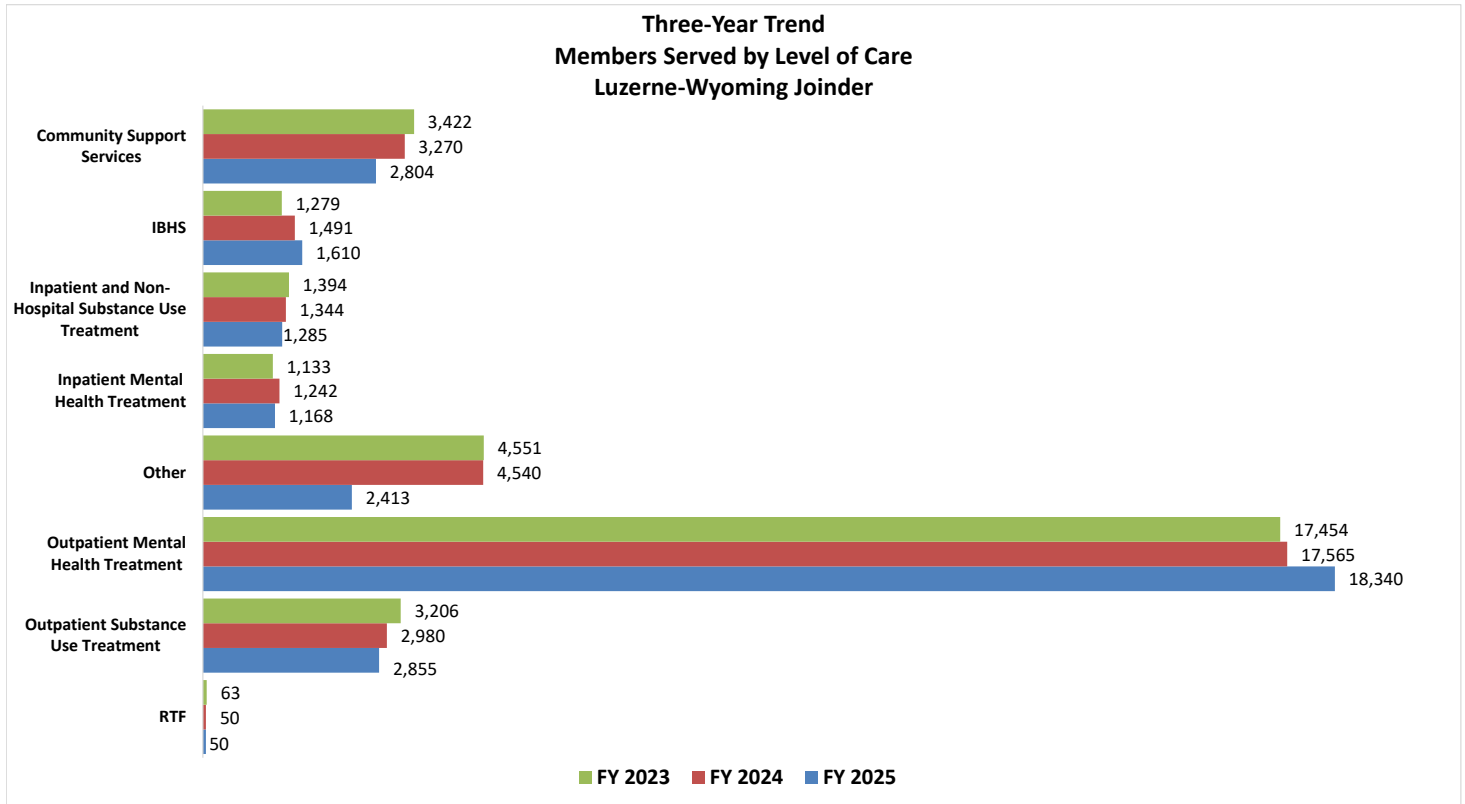
IBHS = intensive behavioral health services; RTF = residential treatment facilities. Members who received more than one service during the fiscal year are counted in each category. The IBHS category does not include CSBBH APA expenses.

Joinder Utilization Trend



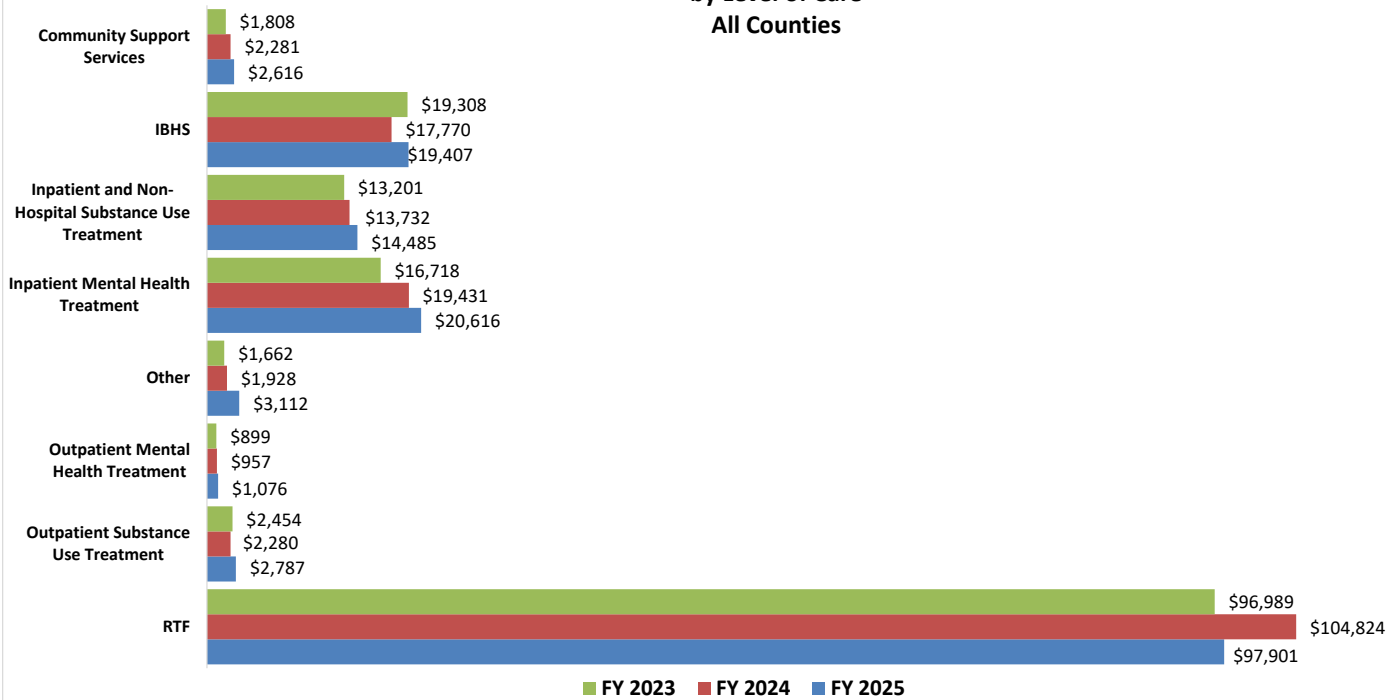
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Joinder Utilization Trend



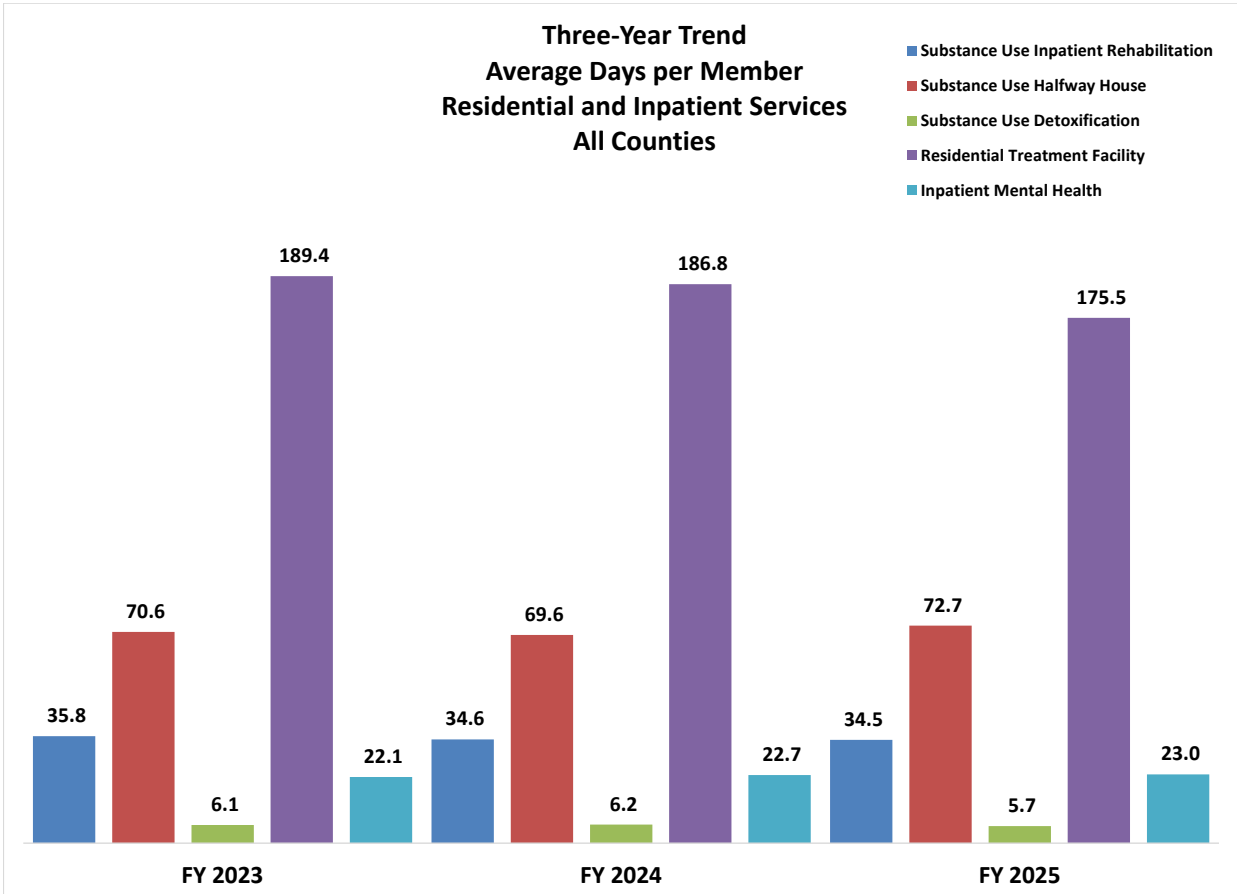
IBHS = intensive behavioral health services; RTF = residential treatment facilities. Members who received more than one service during the fiscal year are counted in each category. The IBHS category does not include CSBBH APA expenses.

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

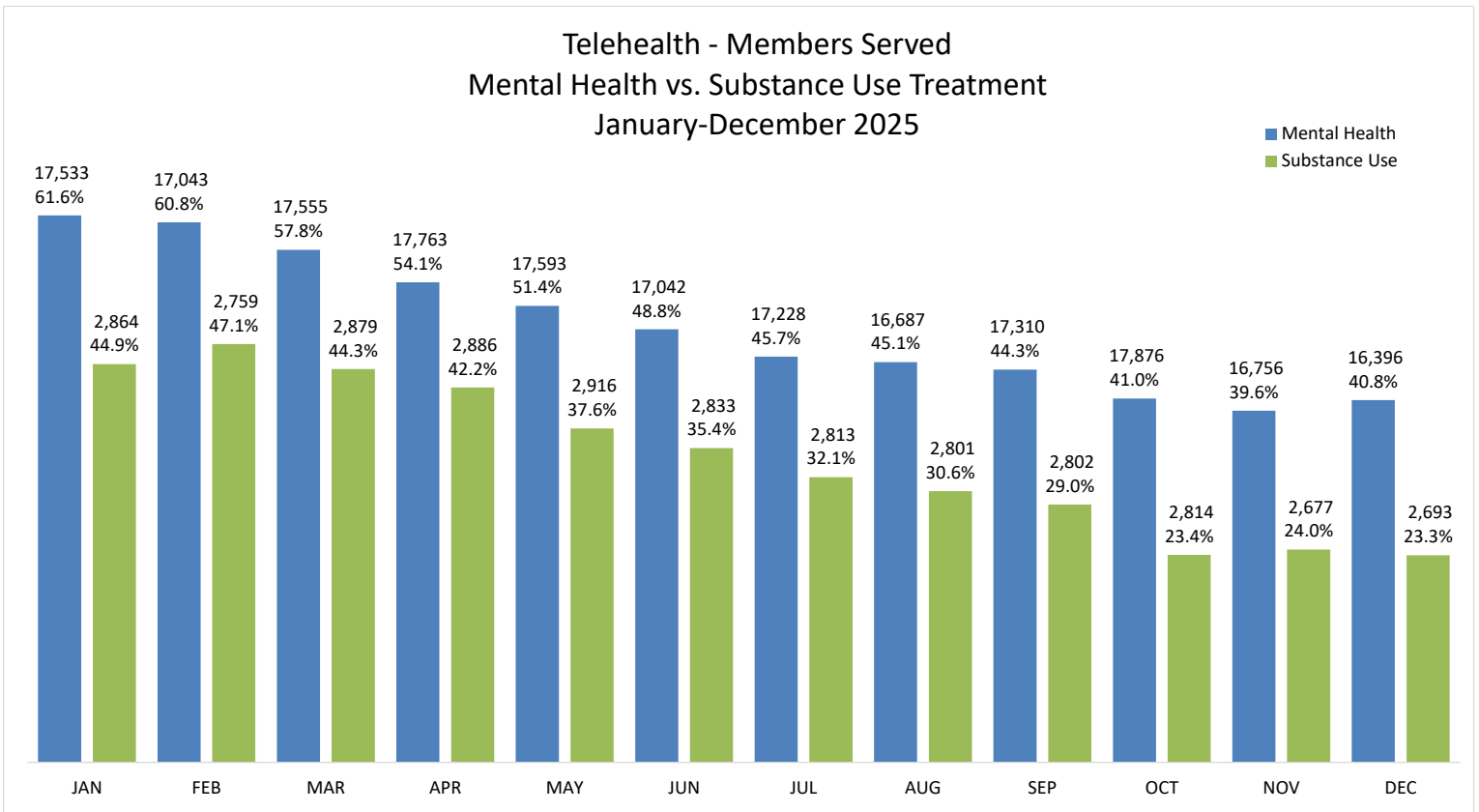
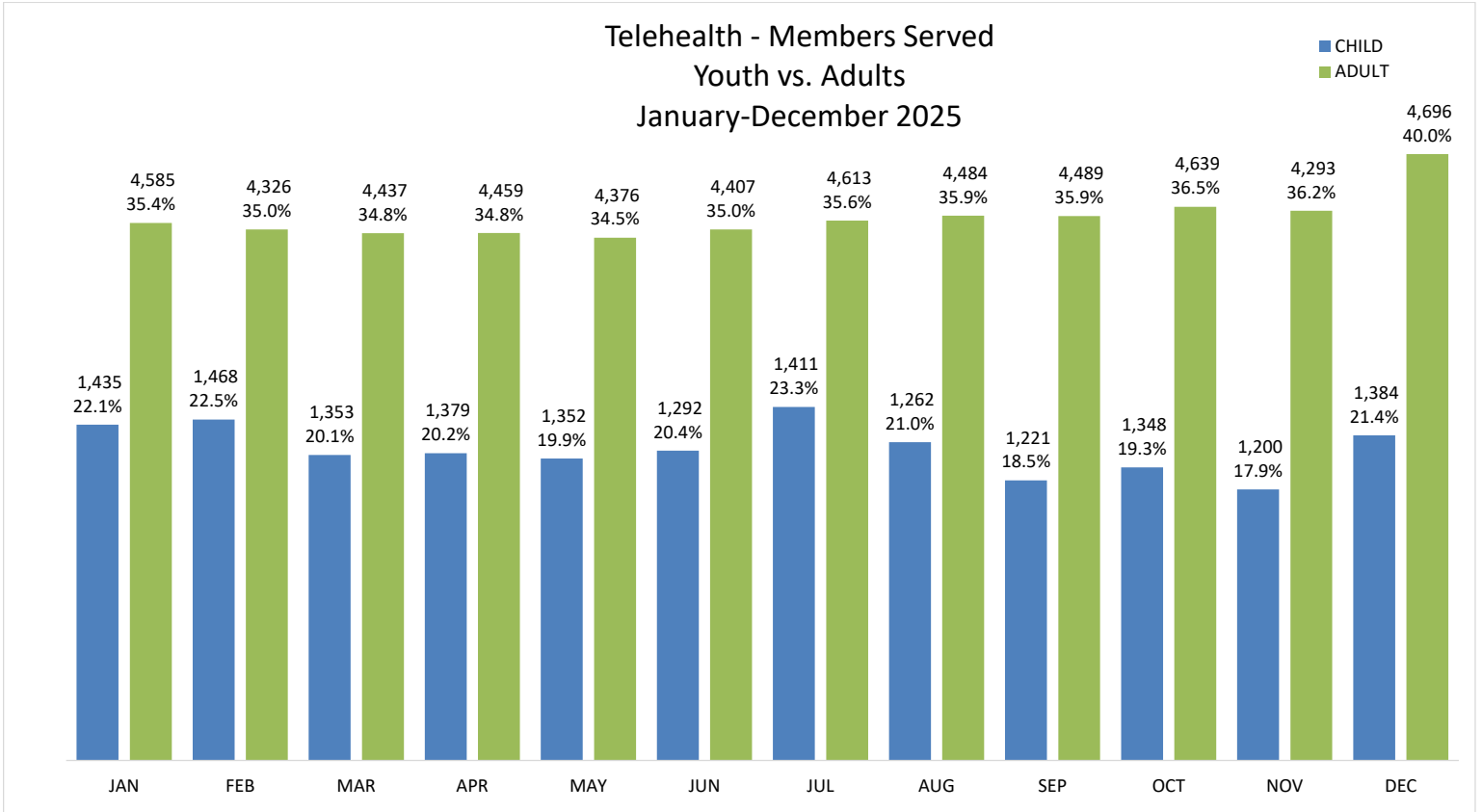


IBHS = intensive behavioral health services; RTF = residential treatment facilities. The IBHS category does not include CSBBH APA expenses.

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



Telehealth Services



Child and Adolescent Utilization

All Counties

12,244 Youth Served

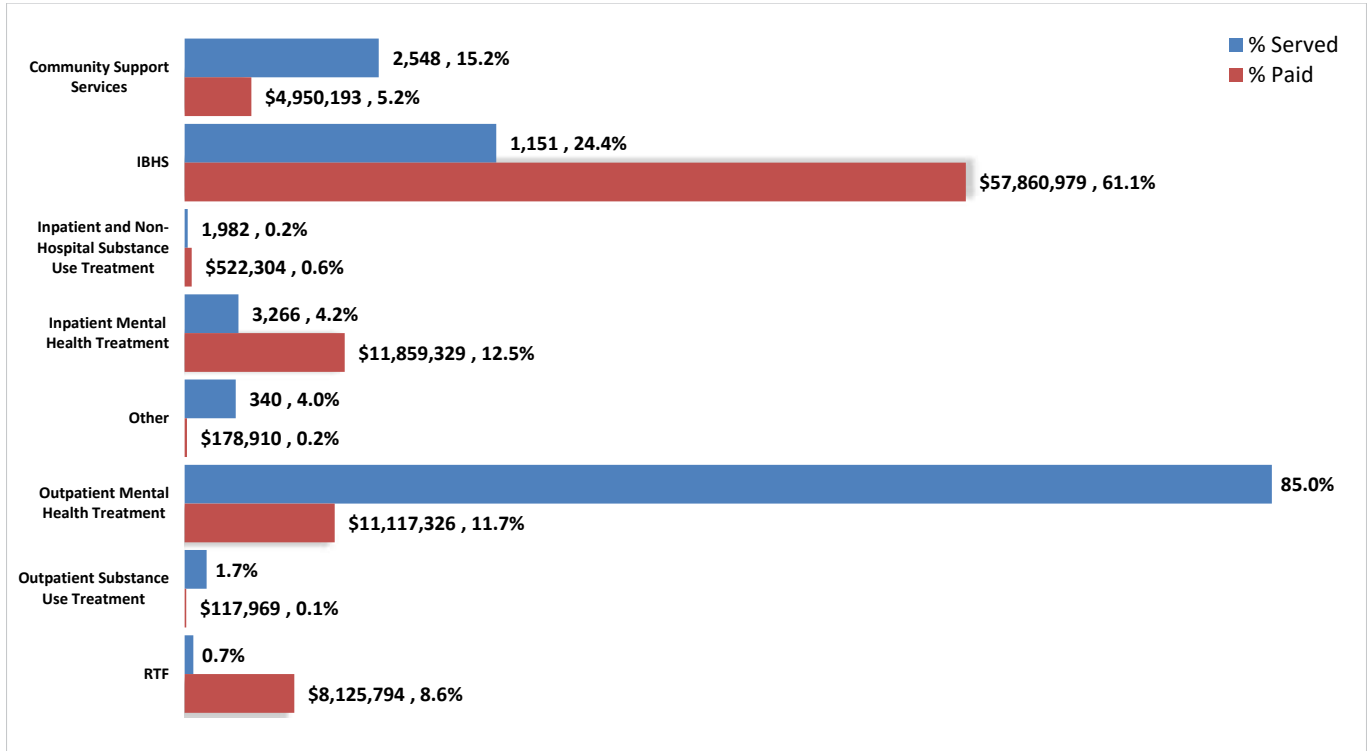
Payments

Fee-for-Service: \$94,732,805

CSBBH-APA: \$21,663,436

Total Expenditures: \$116,396,241

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	4,002	\$ 7,315,964
Anxiety Disorders	1,529	\$ 2,003,914
Attention Deficit/Hyperactivity Disorders	3,542	\$ 11,997,596
Autism Spectrum Disorders	2,514	\$ 46,562,457
Bipolar Disorders	112	\$ 668,154
Conduct /Oppositional Defiant/Impulse Control Disorders	1,300	\$ 6,083,513
Depressive/Mood Disorders	1,955	\$ 16,192,923
Other Mental Health Disorders	1,067	\$ 2,936,272
Schizophrenia/Psychotic Disorders	27	\$ 251,220
TOTAL	12,168	\$ 94,012,013

Substance Use

Primary Diagnosis	Served	Paid
Alcohol Use Disorders	25	\$ 63,228
Cannabis Use Disorders	204	\$ 652,022
Cocaine/Stimulant Use Disorders	1	\$ 98
Opioid Use Disorders	6	\$ 1,419
Other Substance Use Disorders	9	\$ 4,024
TOTAL	231	\$ 720,791

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.



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