

July 23, 2025

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

Dear Scott,

Thank you for sharing the results of the CABHC 2024 Provider Satisfaction Survey. Provider feedback is always an appreciated source of information and is utilized to improve upon our service. PerformCare makes every effort to ensure our staff are well trained on all policies and procedures, and always courteous when dealing with customers

I was pleased to see that the Providers 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 documented below in which PerformCare will be rendering some changes.

- **Provider Manual** – A total review and re-write of the PerformCare Provider Manual occurred in 2023, however, as processes change, the provider manual is currently under review and revision and is slated to be completed in the first quarter of 2026. These changes should address many of the concerns.
- **Claims** – In both the Provider Relations and Claims sections of the survey several concerns were noted on billing. To help alleviate some of these concerns, Provider Relations is exploring the opportunity to create a Claims Guideline Manual.
- **Provider Orientation** – PerformCare is in the process of updating the provider orientation resources. Provider Relations also added an additional 60-day follow up training session after initial orientation. This new session is tailored to meet the unique needs of the provider. PerformCare is using the information from these follow-up sessions to inform which areas need more focus in the initial orientation as enhancements to the Initial Provider Orientation are made.
- **Navinet/Prior Authorizations** - In the second quarter of 2025, Provider Relations updated the Provider Prior Authorization Process in Navinet and added functionality for auto-authorizations

which simplified the process for providers. These efforts should eliminate many of the provider concerns.

- **Care Management** – A common theme for concern regarding care managers was the timeliness of authorizations and return calls as well as accuracy of responses by Care Managers. Current policy for Prior Authorizations and call backs is to be completed within 2 business days. This policy will be reviewed with all Care Managers. Additionally, routine monitoring of letters and calls occurs, and any issues identified are addressed with the Care Manager.
- **Treatment Record Reviews** – It was noted in the survey that there is a lack of understanding of how the FQHC's work. The Quality Management team recognized that it would be beneficial to have clearer guidelines with regards to treatment record reviews for FQHC providers. In May 2025, a provider notice was sent to FQHC providers outlining that on future TRRs PerformCare would be reviewing a more comprehensive episode of care which should include an individualized treatment plan and active crisis/safety plans (if appropriate). We expect that this improved communication regarding expectations will serve to eliminate the disconnect that existed between our TRR process and the FQHCs.
- **Complaints and Grievances** – Satisfaction with both complaints and grievances significantly dropped but PerformCare's overall numbers continue to be low. This process is highly regulated and PerformCare follows the State required process and reviews all complaints and grievances to ensure compliance. It is notable that providers clearly have different expectations. PerformCare will look to reeducate providers on the Complaint and Grievance process through provider notices and trainings.

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 meeting.
- 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 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