

August 10, 2026

Amanda Treadwell, CEO
CABHC
2300 Vartan Way, Suite 206
Harrisburg, PA 17110

Dear Amanda,

Thank you for sharing the results of the CABHC 2025 Provider Satisfaction Survey. PerformCare values provider feedback as a meaningful source of information to support ongoing evaluation, operational improvement, and continued alignment with the needs of our provider network. We remain committed to ensuring that staff are knowledgeable regarding applicable policies and procedures and that all provider interactions are conducted with professionalism, courtesy, and responsiveness. I was pleased to see that the overall satisfaction score was a 4.0 (satisfied), which was also an increase from last year. The CABHC Provider Satisfaction Survey results were reviewed across PerformCare departments to ensure that the feedback was considered from both an operational and quality improvement perspective. While overall the survey demonstrated positive Provider responses, there are a few areas documented below in which PerformCare found opportunities for improvement.

- **Website/Provider Manual** – The Provider Manual has been updated and once approved by all stakeholders, will be moved to a more accessible location on the PerformCare website. Policy update communications have also been revised to include a brief content summary versus those that are just standard annual renewals. A broader provider website cleanup is planned for 2027. Provider Relations will continue to identify pain points in online navigation and route system-specific feedback to the appropriate operational owners.
- **JIVA/NaviNet**-Provider Relations is collaborating with the Jiva Clinical Training Team to recommend improvements to the Jiva user guide for authorizations and to strengthen provider-facing guidance.
- **Claims**- The Claims team remains focused on process improvements that enhance the efficiency, accuracy, and timeliness of Coordination of Benefits (COB) claim processing. As of July 2025, providers can submit required supporting documentation electronically through the 275-attachment transaction and NaviNet attachments. These submission methods eliminate the need to print and mail records, reducing administrative burden and minimizing delays associated with postal delivery, lost mail, incomplete submissions, and processing backlogs. Moving forward, Claims will continue to partner with Provider Network Operations to ensure processing guidelines remain accurate, clear, and consistent, with the goal of minimizing rework and reducing provider abrasion. In addition, the team will continue to monitor NaviNet inquiry trends to identify opportunities for targeted education and retraining within both the Provider Network and Claims organizations, further improving operational effectiveness and provider experience.
- **Authorizations**-In response to feedback regarding the tone of a PerformCare Staff member during authorization-related communications, all departments will be reminded of PerformCare's expectations for professional, courteous, and respectful communication with providers.

- **Provider Meetings-** Provider forums by level of care will be reinstated, beginning with two to three forums over the next 12 months. A provider survey will be used to assess topics providers would like addressed.
- **Complaints-** PerformCare acknowledges the decrease in the CABHC Provider Satisfaction Survey score related to the complaints process and recognizes that provider perception is an important indicator of confidence in, and understanding of, the process. The survey section asked respondents to complete this portion only if they had filed a complaint for themselves or their agency within the past 12 months. While complaint tracking records did not identify provider-initiated complaints processed during the measurement year, the responses indicate an opportunity to further clarify the complaint process and strengthen provider understanding of how concerns may be submitted, reviewed, and resolved. To address provider perception, PerformCare will reinforce provider education regarding the complaint process, including when and how to file a complaint, what providers can expect after a complaint is submitted, and how concerns are reviewed through established procedures. In addition, PerformCare will continue to audit complaint activities to monitor adherence to procedures, evaluate timeliness and consistency of case handling, and identify opportunities for ongoing improvement.

PerformCare considers the feedback received through this survey to be an important component of its broader quality improvement efforts. To ensure transparency, we will share the results of both the CABHC and PerformCare provider surveys 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 CABHC Provider Relations Committee meeting.

PerformCare appreciates the time each Provider took in completing the survey and values their feedback. We are committed to using this information to support continued improvement, strengthen collaboration with our provider network, and advance our shared goal of ensuring access to high-quality care for members.

Again, thank you for sharing the results of the CABHC Provider Satisfaction Survey and we look forward to maintaining a constructive and collaborative relationship with our Provider network.

Sincerely,



Lisa A. Hanzel, MBA
Executive Director, PerformCare