

PCC Plan Top Behavioral Health Outpatient Services Utilization Report

Overview of Report

The Primary Care Clinician (PCC) Plan is pleased to provide the attached report to assist you in managing the care of your PCC Plan Members. The report identifies the top behavioral health outpatient providers and services used by Members in your panel and the count of your Members who received care from each provider. The report has been revised to include the Community Behavioral Health Centers (CBHCs) used by your PCC Plan Members. You can learn more about CBHCs and the scope of services they provide here:

<https://www.mass.gov/community-behavioral-health-centers>.

The information in this report provides the opportunity to create and strengthen relationships with behavioral health providers treating your PCC Plan Members, including working to improve communication, developing smoother referral pathways, and identifying opportunities to coordinate care more effectively. Additionally, for primary care practices that provide BH services, it is helpful to be able to quantify how many services are going to outside providers versus remaining in-house.

This report is claims-based using a rolling 6-month retrospective period. The claim types used for this report include the following BH services:

- **Children's Behavioral Health Initiative Services (CBHI)**
 - Family Support and Training (FS&T)
 - Intensive Care Coordination (ICC)
 - In-Home Behavioral Services (IHBS)
 - In-Home Therapy (IHT)
 - Therapeutic Mentoring (TM)
- **Mental Health Outpatient Services**
 - Diagnostic Evaluation
 - Family/Couple Psychotherapy
 - Family/Group Psychotherapy
 - Group Treatment/Counseling
 - Individual Treatment/Counseling
 - Medication Visit
 - Applied Behavior Analysis (ABA)
- **Urgent Outpatient Services**
- **Community Behavioral Health Center (CBHC) Services**

Because the report is based on claims data, some services may not be reported due to a lapse of time between claims submission and payment.

This report will be provided to your practice on a quarterly basis in PDF format via email. Since the report does not contain PHI, it will not be sent via encrypted email. This report includes only claims activity for PCC Plan Members assigned to your practice as of the end of the reporting period.

Report Specifications

- Provider Name/MassHealth PCC ID
- Top Three Outpatient Mental Health Services Used by Members
- PCC's Top Five Behavioral Health Vendors
- PCC's Top Five Community Behavioral Health Center Vendors

Actionable Ways to Utilize the Reports

- Contact the BH providers listed on the report to schedule a meet-and-greet and discuss how you can best work together to coordinate care for shared Members. If you need assistance with identifying a point person at the BH provider practice, please feel free to contact your PCC Support Manager (PCC SM).
- Identify with the BH providers any opportunities to best serve shared Members. For example, identifying ways to expedite appointments for new or shared Members when urgent issues arise, or discuss opportunities in which the BH provider can better serve special populations common to your practice.
- Ensure that you obtain Release of Information from Members who receive BH services that are outside of your practice, so that you are able to exchange pertinent information.

PCC SMs are available to answer any questions you have about this report and to assist in connecting you with the BH providers. Please contact the PCC SM in your region for assistance or additional information.

Region	PCC Support Manager	Email
Boston/Metro Boston, Northeast, Southeast	Kelly McMullin	Kelly.Mcmullin@carelon.com
Central, West	Gail Phillips	Gail.Phillips@carelon.com