PBC Quarterly Provider Forum

Residential
Performance-Based Contracting

March 11, 2026

Agenda - 90 minutes

- Status updates and MyPBC Portal FAQ

- Validation of P4P and WF data

- Measure Reviews:

  - RM-HRS.01.1

  - QI.03.3

- Provider Performance Review Update – Incident Management

- Important Dates

- Resources

Portal Usage Highlights

Below is a detailed update on MyPBC Portal usage as of 3/9, including a breakdown of submitted forms by tier:

Metric	Value	Total	Percentage	Change (+/-)
Users Log-In	493	1,025	48%	+9%
Provider Log-In	349	433	81%	+14%
RS Form Started	303	433	70%	+24%
RS Form Submitted	84	433	19%	+12%
Primary	68		15.7%	+10%
Select	11		2.5%	+2%
Clinically Enhanced (Med, DD, Both)	5		1.2%	+0%

MyPBC Portal FAQ

Saving your work

- Portal does not auto-save - please save your work regularly using **Save & Continue** or **Save & Exit**
- If opening a section to review, avoid making edits in that section unless you plan to save

When multiple users are working in the same form

- Multiple users can support the same submission at the same time, but we recommend one person at a time actively updating a section.
- If you want to see recent activity, you can review the form history from the **MyPBC Profile** screen.

File uploads

- After clicking **Upload File**, wait for loading icon to stop and file name to appear, indicating a successful upload.
- Before moving on from sections with file uploads, confirm your upload is complete by checking that the filename appears in the form - delete icon will appear).

Final submission

- At the end of the form, complete the attestation and signature steps and select **Submit & Close**.

If you have any feature requests for design ideas for the Portal, please send them to the PBC Mailbox – we're already working on designs for 2027

CIE	Credentialing	Technology
109 providers submitted	• 166 providers submitted • 116 passed during the initial review • 19 out of 50 providers that failed submitted resolution	• 121 providers submitted • 20 passed during the initial review • 62 out of 101 providers that failed submitted resolution

Status Update: SCO Pay-for-Performance (P4P)

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- **Credentialing**
  - SCOs that submitted: 44
  - SCOs that passed: 36
  - Total funding distributed: over $1.75 million

- **Technology**
  - SCOs that submitted: 35
  - SCOs that passed: 31
  - Total funding distributed: over $1.84 million

- **Milestone 2: achieve at least 1 of the 4 targets below**
  - Increase in Supported Employment Services AND CIE
  - Increase in % SL, LS, or HTTS
  - Increase in % Non-residential
  - Increase in RS or AT services

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Current health risk screenings (HRS) in place for all individuals including applicable assessments as indicated by HRST protocol

- For 2026, the 2025 data for annual updates for this measure is based on the HRST last update to either the rating questions or to the Notes/Comment section of the tool. This is viewable via the **Record Activity with Provider** Standard Report under the HRST Last Updated Column. This report also provides information on Medication and Diagnoses entry dates. The standard report Total Incomplete Clinical Reviews Not Done 21 Days After Last Rating Update is used to identify timeliness of Clinical Reviews.

- For 2027, the 2026 data for this measure will be based that date of update for each of the 22 rating items' rating questions. All rating questions must be updated annually. The standard report **Record Activity with Provider** will inform the annual rating questions update, medication and diagnosis information. Clinical review timeliness will be measured based on process above.

- Why is this important?

Crude Mortality Rates by HCL, 2013-2023

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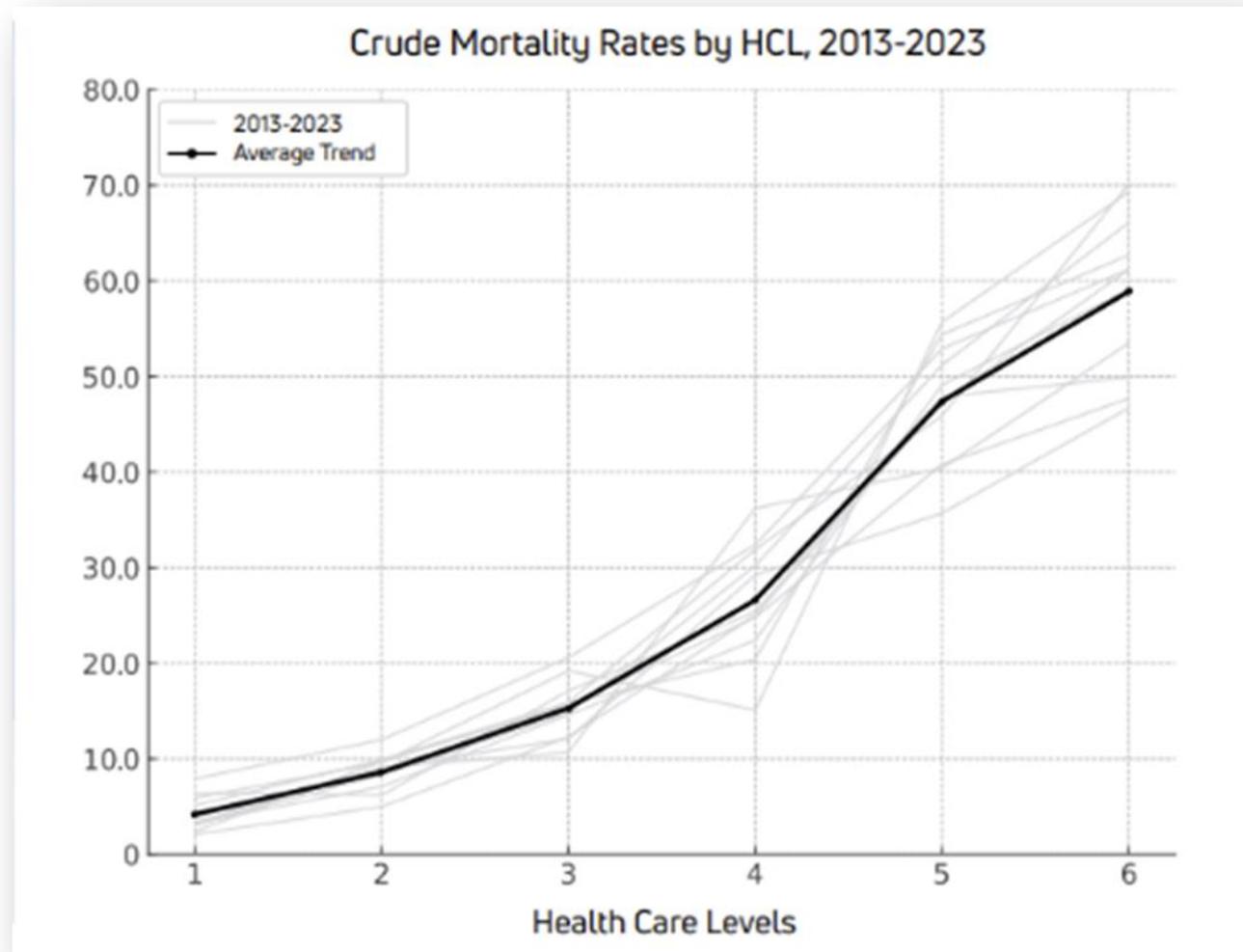
- Attest to assist in efforts, beginning January 1, 2025, to support ODP data collection on family satisfaction with provider engagement
  - ODP will survey individuals and families to measure their satisfaction with family engagement. Measure will not be implemented until January 2025. Providers will fail this measure if there is no evidence of support.

- Ways to meet the measure
  - Response rate > 0%
  - Other evidence of distributed survey

- Results of the survey

157 out of 363 providers had a response rate higher than 20%

95 out of 363 providers had a response rate lower than 10%

35 providers distributed the survey but had no response rate

Results	Met/Unmet	# of Providers
Response Rate > 0%	Met	363
Distributed Survey	Met	35
No Available Respondents	Met	2
Confirmed Receipt*	Unmet	22
No Response	Unmet	11
Total		433

*This means that the provider confirmed they got the request to distribute the survey, yet there is no evidence they did so.

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Respondent's Relationship to Individual

Response	Count	Percent
Parent	1,053	56%
Sibling	526	28%
Other	168	9%
Aunt or Uncle	58	3%
Friend	42	2%
Grandparent	26	1%
Step-parent	15	1%
Total	**1,888**	**100%**

Does the provider build and maintain a relationship with you?

Response	Count	Percent
Yes	1,616	86%
No	272	14%
Total	**1,888**	**100%**

Do you need accommodations to be involved in decision-making, planning, meetings and activities for the individual?

Response	Count	Percent
Yes	235	12%
No	1,365	72%
Not Applicable	288	15%
Total	**1,888**	**100%**

Does the provider make accommodations?

Response	Count	Percent
Always	130	55%
Often	55	23%
Occasionally	28	12%
Rarely	15	6%
Never	<11	3%
Total	**235**	**100%**

Does the provider place any restrictions on when and how you, or other family and friends can visit or communicate with the individual during awake hours?

Response	Count	Percent
Yes	66	3%
Yes, and restrictions are necessary for the health and safety of my family member or another resident in the home	89	5%
No	1,673	89%
Not sure	60	3%
Total	**1,888**	**100%**

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How satisfied are you with the level of involvement you have in the individual's planning and decision-making?

Response	Count	Percent
Very satisfied	995	53%
Satisfied	571	30%
Neutral	173	9%
Dissatisfied	80	4%
Very dissatisfied	30	2%
I am not involved in planning and decision-making	39	2%
Total	**1,888**	**100%**

How satisfied are you with the **overall communication** from the provider?

Response	Count	Percent
Very satisfied	933	49%
Satisfied	556	29%
Neutral	191	10%
Dissatisfied	141	7%
Very dissatisfied	67	4%
Total	**1,888**	**100%**

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Do you have any **concerns about how the provider communicates** with you and/or your family?

Response	Count	Percent
Yes	403	21%
No	1,468	78%
Not Applicable	17	1%
Total	**1,888**	**100%**

Measure Review: QI.03.3 (cont.9)

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Do you have access to the individual's records?

Response	Count	Percent
Yes	1,105	61%
No	217	11%
Not Sure	467	25%
I am not designated as a person who can have access to the individual's records	54	3%
Total	**1,888**	**100%**

Does the provider reach out to you when an **incident has occurred**?

Response	Count	Percent
Always	1,110	59%
Often	366	19%
Occasionally	238	13%
Rarely	82	4%
Never	50	3%
I am not designated as a person who is notified when an incident occurs	42	2%
Total	**1,888**	**100%**

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Have you ever **filed a complaint** with the current residential provider?

Response	Count	Percent
Yes	178	9%
No	1,710	91%
Total	**1,888**	**100%**

Were you happy with the response?

Response	Count	Percent
Yes	78	44%
No	100	56%
Total	**235**	**100%**

Provider Performance Review Subcommittee

Incident Management

March 2026

Pennsylvania
Department of Human Services

- **Unreported Incidents**

  – RM-IM 01.1

- **Incident Timeliness**

  – Finalization and Extension Usage

  – RM-IM 01.2

  – RM-IM 01.3

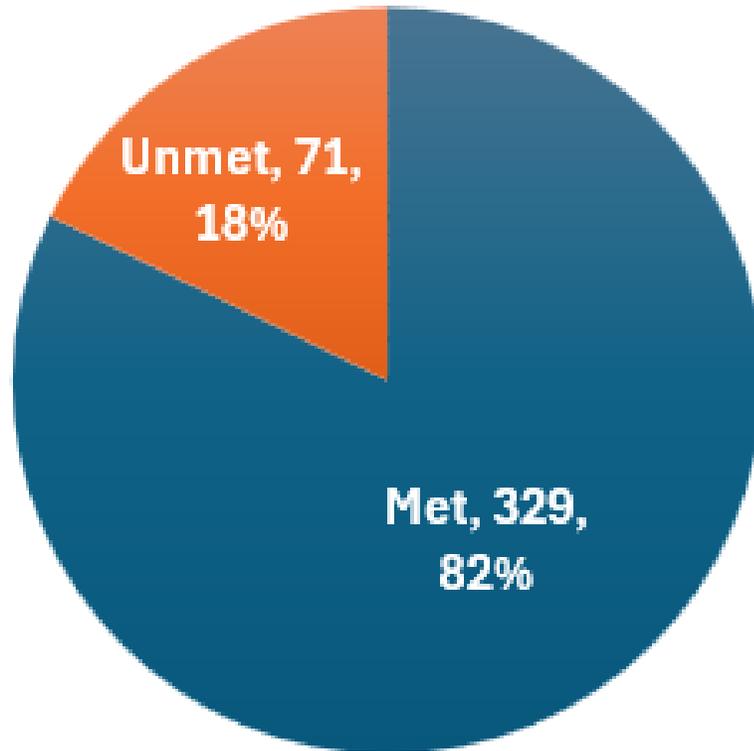 – RM-IM 01.4 (2027)

Unreported Incidents

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Number of incidents not reported may not exceed 1% of overall reported incidents by provider

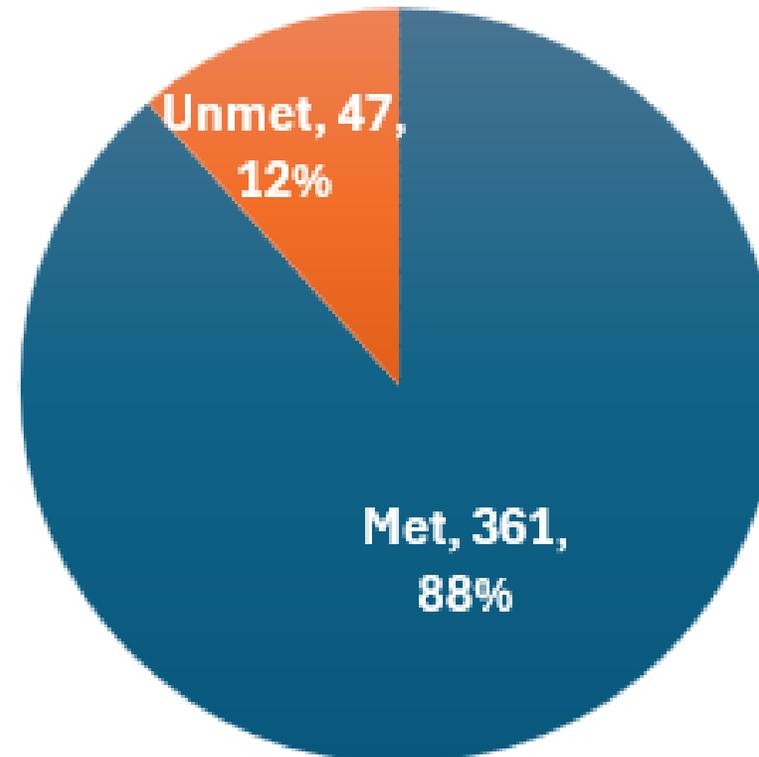*Note: ODP will apply an adjustment variable to the 1% threshold to account for partial year data being used.*

Percentage of Unreported Incidents (Count unreported incidents / total count of incidents)	2024		2025	
	Number of Residential Providers (Distinct MPI)	Percent of total Residential Providers	Number of Residential Providers (Distinct MPI)	Percent of total Residential Providers
0%	279	70%	325	80%
0.1-1.0%	19	5%	24	6%
1.1-2.0%	31	8%	12	3%
2.1-50%	71	18%	46	11%
50.1%-100%	0	0%	<11	-

Unreported Incidents (RM-IM 01.1)

2024 Results

Unmet, 71, 18%

Met, 329, 82%

2025 Results

Unmet, 47, 12%

Met, 361, 88%

Incident Timeliness

First Section Timeliness (RM-IM 01.2)

Maximum number of incidents not reported timely may not exceed 10% of overall reported incidents by provider

Rate
Pass per 1000 Residential Providers

| 2023: | 2024: | 2025: |
| 422 | 432 | 490 |

| Late	2024		2025	
	Number of Residential Providers	Percent of total Residential Providers	Number of Residential Providers	Percent of total Residential Providers
0%	57	14%	77	19%
0.1-10%	116	29%	123	30%
10.1-50%	194	48%	183	45%
50.1-100%	33	8%	25	6%

First Section Timeliness (RM-IM 01.2)

Maximum number of incidents not reported timely may not exceed 10% of overall reported incidents by provider

2024 Results

Met, 173, 43%

Unmet, 227, 57%

2025 Results

Met, 200, 49%

Unmet, 208, 51%
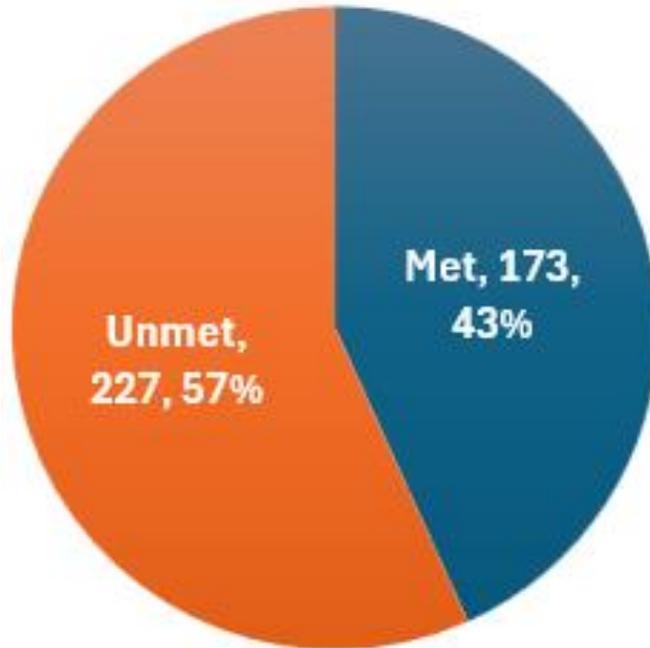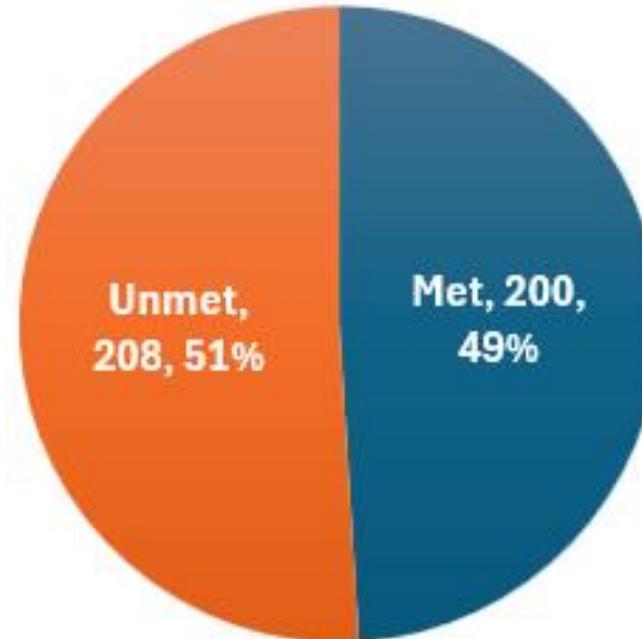
Finalized/Finalization- The Final Section is the last document of the incident report that the provider is required to complete. Once all information has been entered into the Final Section document the user must click the "Submit" button for the incident status to change to "Submitted". This action is referred to as **Finalization**.

Closed- When an ODP management reviewer approves the Final Section of an incident report, the incident status changes to "Closed". Only ODP can Close an incident.

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Timely finalization of incidents demonstrated by at least 86% of incidents finalized within 30 days of discovery

Rate
Pass per 1000 Residential Providers

2023: 295   **2024:** 285   **2025:** 478

| Performance %	2024		2025	
	Number of Residential Providers	Percent of total Residential Providers	Number of Residential Providers	Percent of total Residential Providers
0%	45	11.3%	23	5.6%
0.1-50%	111	27.8%	85	20.8%
50.1-85.9%	130	32.5%	105	25.7%
86-89.9%	19	4.8%	18	4.4%
90-100%	95	23.8%	177	43.3%

Timely finalization of incidents demonstrated by at least 86% of incidents finalized within 30 days of discovery

2024 Results

Met, 114, 28%

Unmet, 286, 72%

2025 Results

Unmet, 213, 52%

Met, 195, 48%
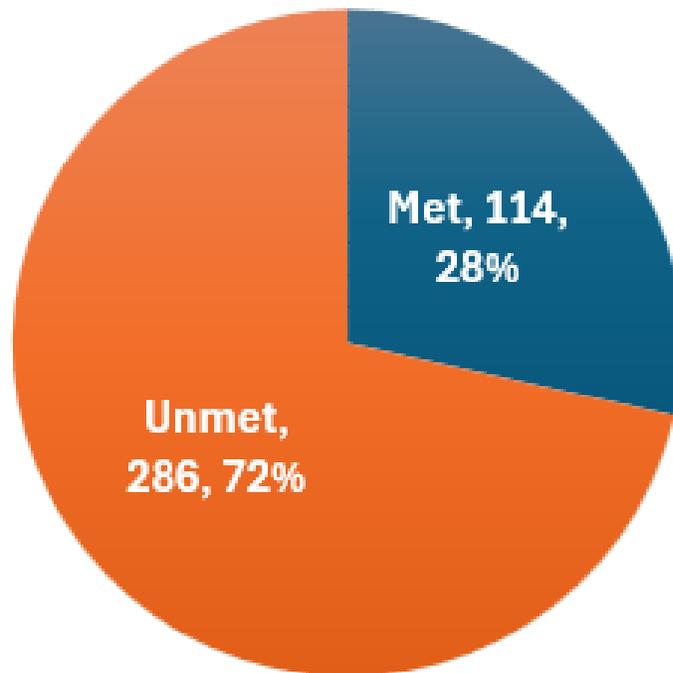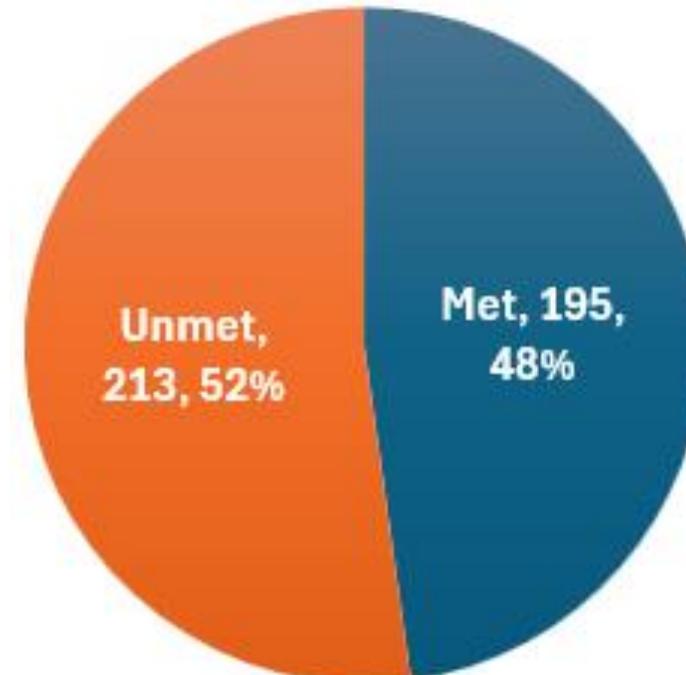
Extensions

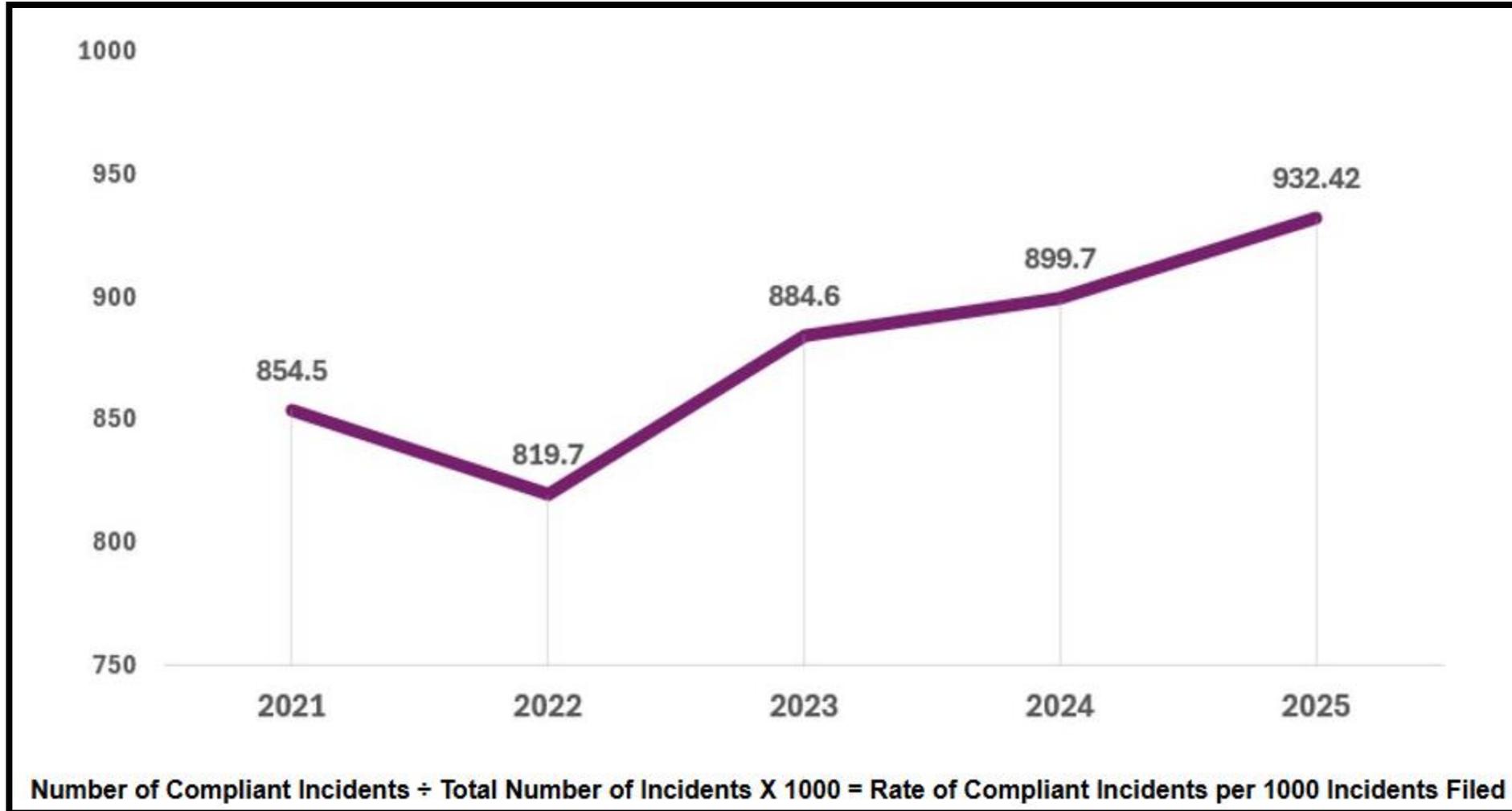| 2023			2024			2025		
Number of Extensions	Number of Incidents	% of Incidents	Number of Extensions	Number of Incidents	% of Incidents	Number of Extensions	Number of Incidents	% of Incidents
0	20187	61.8%	0	24401	71.5%	0	30058	86.2%

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Timely finalization of incidents is demonstrated by: At least 95% of all incidents must be finalized by the due date, and the due date may only exceed 30 days in no more than 5% of those incidents (due dates may exceed 30 days when the provider has notified the Department in writing that an extension is necessary and the reason for the extension)

2025 Incident Final Section Timeliness and Extension Use

Final Section Compliance Status	No Extension Usage		With Extension Usage		Overall Total	Percent of Overall Total
	Count of Incidents	Percent of incidents	Count of Incidents	Percent of incidents	Overall Total	Percent of Overall Total
Compliant	27,252	95%	3492	79%	30,744	93%
In Progress	174	1%	524	12%	698	2%
Late	927	3%	387	9%	1314	4%
Not Initiated	216	1%	0	0%	216	1%
Total	**28,569**	**87%**	**4403**	**13%**	**32,972**	

Number of Compliant Incidents ÷ Total Number of Incidents X 1000 = Rate of Compliant Incidents per 1000 Incidents Filed

- PBC
  - Residential Data Submission ends **3/16/26 at 11:59pm**
  - Determination Letters will be sent end of April to mid-May (all will be sent on the same day)
  - For those submitting for Select or CE, the Resolution Process submission window will be 14 calendar days after letters are sent
  - Final Determination Letters will be sent in June
- P4P
  - Milestone 2 CIE Final Determination Letters expected **3/16/26**
  - Payment for Technology and Credentialing anticipated by end of April; CIE by end of May. Payment for P4P expected to be separated from regular service payment.
  - 26-27 P4P – Rural Capacity
- Next Residential Provider Forum is scheduled on **6/10/26**

- [MyODP PBC resource page](#)

  – FAQs published on MyODP [PBC FAQs](#)

- PBC Mailbox ra-pwodppbc@pa.gov

- HRST technical support can be accessed
  by emailing: pasupport@replacingrisk.com

- HRST clinical support can be accessed
  by emailing: paclinassist@replacingrisk.com

- [Quality Management Landing Page](#)

Questions?