



Pennsylvania
Department of Human Services
Office of Developmental Programs

Supports Coordination Organization Performance-Based Contracting Update

ISAC
August 2025



Public Comment PBC Themes

Approximately 140 people and organizations commented:

- General recommendations:
 - Implement one set of standards for all SCOs (no tiers)
 - Require more than 2 SCOs in each county
 - More and clearer engagement and education for individuals and families
 - Develop resources for SCOs to use
- Timeline considerations
- Feedback on the performance measures
- Rates: 15-minute units vs monthly units
 - Concerns about using both
 - Average hours in the assumptions

Major Changes: Performance Standards Structure

Proposed	Final for CMS Submission	Rationale
Primary and Select Tiers distinct performance measures	Performance measures phased in over time. All SCOs expected to meet same standards. Performance Area Phase-In: capacity building and establish baseline; increase from baseline; meet state benchmarks	All SCOs should offer the same service, with the same quality and outcomes
Tier determination submission period 8/15-9/15/25	Submission for performance evaluation period 10/1-11/1/25	Allows additional time for SCO preparation

Major Changes: Payment



Proposed	Final for CMS Submission	Rationale
Primary tier fee schedule 15 min unit; Select Tiers monthly rates effective 7/1/26	All SCOs will transition to monthly case rates 7/1/26. Payment is based on Program/Enrollment type: • Standard TSM • Intensive TSM and PFDS • Community Living and Consolidated Intensive TSM definition updated: • Intensive TSM is used when an individual not enrolled in an ID/A waiver requires activities detailed in the Billing Requirements for Intensive TSM on a monthly basis for at least 3 of the past 6 months.	Avoid complications of potential SCO movement between billing types/systems; better alignment with performance standards.
	Qualification added for “Associate SC”; billing guidance updated to reflect tasks allowable by Associate	Outcome focused approach. SCO is responsible for individual and systems outcomes. PBC allows additional flexibility for <i>how</i> the work is completed.

Removed Performance Measures: Examples



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Performance Area	Performance Measure
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Access	Demonstrate the ability to initiate supports coordination services (including on-call) within 48 hours of referral for AE defined high need individuals/crisis situations (High need defined as death or loss of primary caregiver OR loss of housing OR inpatient stay OR incarceration OR unanticipated discharge).
Employment	Demonstrate tracking of CIE and percentage of working age individuals (18-64) with CIE
Employment	Demonstrate tracking of CIE and percentage of working age individuals (18-64) with CIE: process for tracking employment outcomes throughout the year
Quality	Description of how person-centered performance data is utilized to develop the QMP and action plan.
Quality (Data Integrity)	86% timely service note entry
Quality (Data Integrity)	86% timely annual plans

New Role: Associate Supports Coordinator



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Associate SCs are limited to perform supports coordination tasks in accordance with ODP policy.

Minimum Qualifications for Associate SCs:

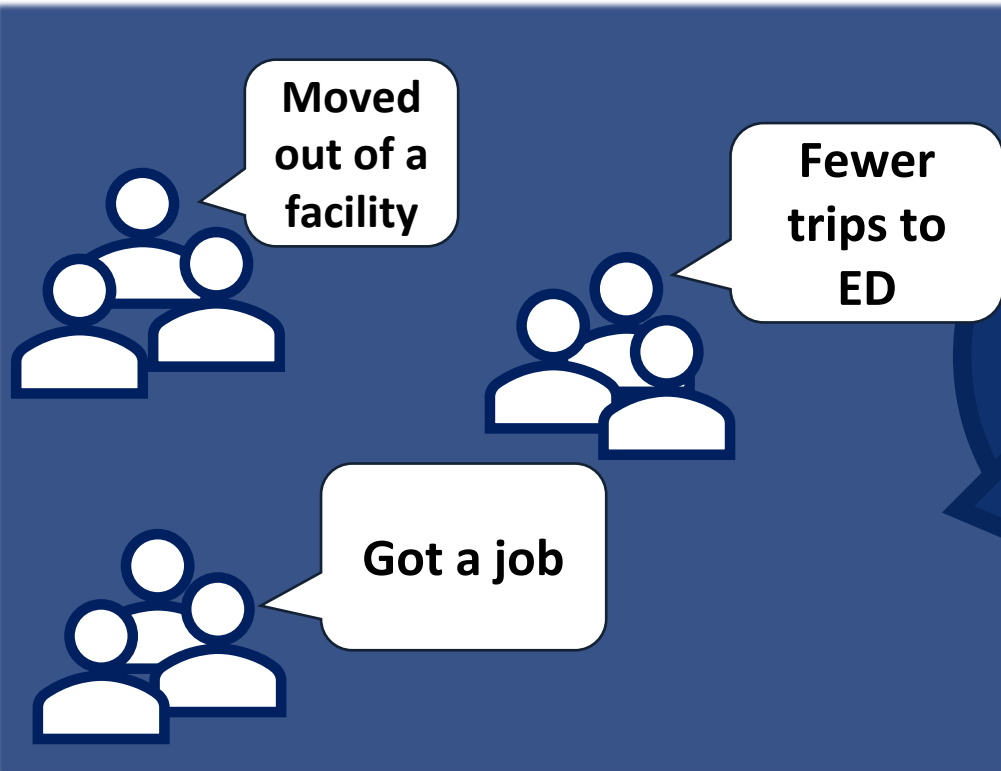
- Be at least 18 years of age.
- Have at least a high school diploma or equivalent.
- Have a PA State Police/FBI criminal history record check prior to date of hire.
- Have child abuse clearance per 23 Pa. C.S. Chapter 63.
- Have a valid driver's license if the operation of a vehicle is necessary.
- Completion of Supports Coordination Orientation and First Year Training.
- If facilitating the use of Lifecourse Tools, have at least one year of personal or professional experience with people with ID/A and have successfully completed a CtLC Learner Pathways (Professional) Practitioner level course.



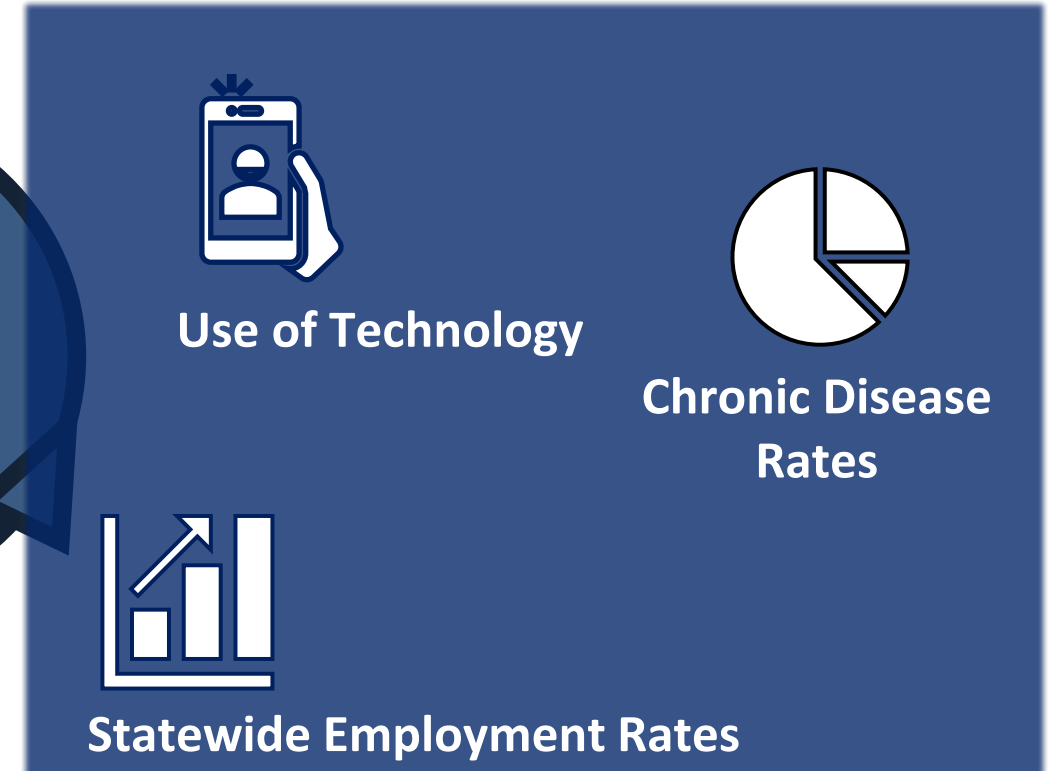
Changing Mindset:

The Relationship Between Person-Centered Planning and Population Health

Person-Centered Planning (Individual Outcomes)



Population Health (Systems Outcomes)



SCO



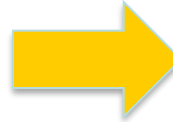
Changing Mindset:

Payment Model Impact on Outcomes

15 Minute Units

SCO reimbursed when SC completes
discrete process-oriented tasks

Quantity focused



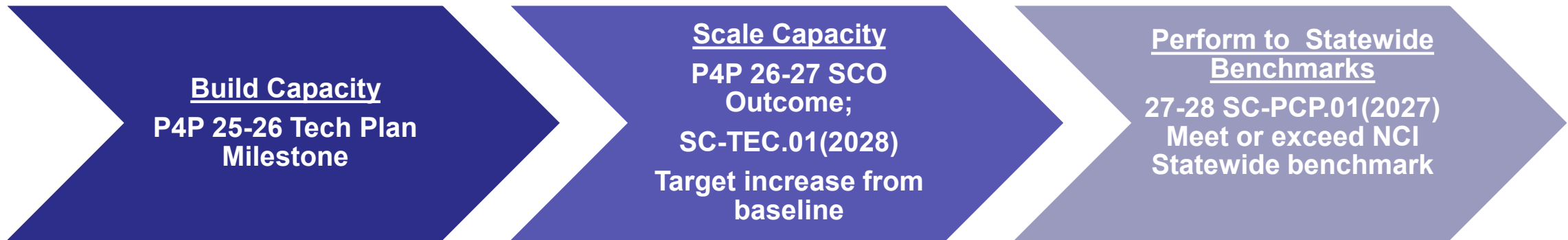
Monthly Payment in PBC

SCOs must meet performance measures

Quality focused



Continuous Quality Improvement: Phase-In Measure Design Technology Example



[SC-PCP.01] Demonstrate effective practices to support individuals with realizing their personal goals

[SC-TEC.01] Demonstrate use of technology to improve health and wellness, and create additional opportunities to increase independence for individuals

Shifting to any new payment system results in increases for some providers and decreases for others. FY26-27 through FY28-29, ODP will minimize these impacts to SCOs through:



The diagram consists of a thick dark blue line that starts from the left, passes through a light blue square containing a dark blue box labeled 'Stabilization Payments'. The line then turns right and passes through another light blue square containing a dark blue box labeled 'Overpayment Adjustment'.

Stabilization Payments

- Provide payment(s) to SCOs with a decline in aggregate average revenue per individual of at least 3%.
 - The stabilization payment will be calculated at the SCO level across all waivers and TSM.
 - The payment will not allow an SCO to lose more than 3% during transition to this new rate structure.

Overpayment Adjustment

- Collect payments from SCOs with an increase in aggregate average revenue per member of at least 10%.
 - The overpayment adjustments will be calculated at the SCO level across all waivers and TSM.
 - The payment will not allow any SCO to gain more than 10% during transition to this new rate structure.
 - SCOs with an excess increase in revenue may be required to submit cost reports.

Pay for Performance (P4P)



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Two (2) optional initiatives designed to support SCOs to **BUILD CAPACITY:**

1. Person-Centered Planning Through **Credentialing**

- Submit a plan to expand capacity through training and credentialing
- Up to 3% of total ODP-eligible SCO revenue in FY24-25 (base funds and AAW revenue excluded)
- Total statewide available \$3.8M
- Plan submissions: Oct 1- Nov 1, Payments: Jan 2026

2. Person-Centered Applications of **Technology**

- Submit a plan that includes technology solutions aimed to improve the quality of care and individual outcomes by expanding access to supportive technology or other technology solutions such as data management systems.
- Up to 3% of total ODP-eligible SCO revenue in FY24-25 (base funds and AAW revenue excluded)
- Total statewide available \$3.8M
- Plan submissions: Oct 1- Nov 1, Payments: Jan 2026

Pay For Performance (P4P):

FY26-27 Improvement in Targeted Individual Outcomes



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SCOs that demonstrate effective use of person-centered practices by **achieving at least 1 of the below 4 targets are eligible for a milestone 2 payment.**

Employment (Target 1)

Increase the combined percentage of working age individuals that are receiving Career Assessment or Job Finding services through ODP or OVR AND individuals competitively employed in integrated settings (working age participants only and adjusted for acuity) from the SCO's calendar year 2025 baseline.

Continuum of Services (Target 2)

Increase the percentage of individuals using Supported Living, Life Sharing, or Housing Transition and Tenancy Services from the SCO's calendar year 2025 baseline.

Continuum of Services (Target 3)

Increase the percentage of individuals using non-residential services from the SCO's calendar year 2025 baseline.

Technology (Target 4)

Increase number of unique individuals using either remote supports or assistive technology from the calendar year 2025 baseline.



- Implementation guide
 - Appendix
 - Standards and measures
 - Minimum billing activities and documentation
 - Attestation language (will become part of the PAS tool)
 - Submission tool PDF
 - Updated Provider Agreement
- Complete Planning Toolkit
 - Pre-planning Guide
 - Preparedness Self-assessment Workbook
 - Measures and process details

Next Steps



- Submission of 1915(b)(4) and (c) amendments to Centers for Medicare and Medicaid Services (CMS)
- Publish finalized documents:
 - Implementation guide including P4P structure
 - Complete Preparedness Toolkit
- SCO Summits, PAS Training, and VOHs

8/13 Measure by Measure	9/18 Virtual Office Hours
8/25 Measure by Measure	10/1 Virtual Office Hours
9/5 Measure by Measure	10/8 Virtual Office Hours
9/8 Payment and Billing	10/16 Virtual Office Hours
9/15 PAS Training and Preparedness	

- Subset of strategic thinking group meeting for implementation planning for billing changes which will be effective 7/1/26
- SCO Agreement released for signature 8/15. Must be signed and submitted by 9/30/25.