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# Press Release

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## **PBH Receives NCQA Accreditation For Managed Behavioral Health Organizations**

The National Committee for Quality Assurance (NCQA) has granted Managed Behavioral Health Organization Accreditation (MBHO) to PBH, the Local Management Entity (LME) for behavioral health in Cabarrus, Davidson, Rowan, Stanly and Union counties. Currently, PBH is the only North Carolina LME and the only free standing governmental MBHO in the nation with Full Accreditation.

“PBH’s MBHO Accreditation is proof that it’s an organization which works hard to coordinate care, provide access and good customer support for members,” said Margaret E. O’Kane, NCQA President. “It’s a good sign that PBH is focused on improving the behavioral health of its members.”

Dan Coughlin, Chief Executive Officer for PBH, said, “NCQA is the gold standard for health systems managers. It is an affirmation of the integrity and competence with which PBH manages services

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and of our commitment to excellence. This symbol of quality renews our determination to provide the best care possible for people who depend on the public system for treatment of Mental Health, Developmental Disabilities and Substance Abuse conditions. We are very honored in having achieved full NCQA Accreditation.”

“The effort to achieve NCQA accreditation required us to implement systems that rely on empirical information to ensure quality and consistency of our operations,” said Pam Shipman, Chief Operations Office for PBH. “Additionally, the focus on measurement of clinical outcomes is a continual reminder that our purpose is to help people *live with* or *recover from* serious developmental disability and behavioral health conditions that would otherwise limit their opportunities for community living. This achievement reflects the talent, competency and commitment of PBH staff to excellence in system management. ”

NCQA’s MBHO Accreditation evaluates how well a health plan manages all parts of its delivery system—physicians, hospitals, other providers and administrative services—in order to continuously improve health care for its members. NCQA MBHO Accreditation is a voluntary review process.

NCQA reviews include rigorous on-site and off-site evaluations conducted by a team of physicians and managed care experts. A national oversight committee of physicians and behavioral health providers analyzes the team’s findings and assigns an accreditation level based on the MBHO’s performance compared to NCQA standards. PBH received full, three-year Accreditation.

NCQA MBHO Accreditation standards are intended to help organizations achieve the highest level of performance, reduce patient risk for untoward outcomes and create an environment of continuous improvement.

There are approximately 60 standards for quality included in the following categories:

- Quality Management
- Utilization Management

- Credentialing and Recredentialing
- Members' Rights and Responsibilities
- Preventive Behavioral Health Care Services

NCQA MBHO Accreditation standards are purposely set high to encourage MBHOs to continuously enhance their quality.

“The honor of receiving full Accreditation is overwhelming! I attribute this to the leadership of Dan Coughlin at PBH and the dedication of PBH staff,” said Betty Babb, Chairman of the PBH Board of Directors. “It is a privilege to serve on the Board of this outstanding organization!”

NCQA is a private, non-profit organization dedicated to improving health care quality. NCQA's Healthcare Effectiveness Data and Information Set (HEDIS®) is the most widely used performance measurement tool in health care. NCQA accredits and certifies a wide range of health care organizations and recognizes physicians in key clinical areas. For more information on NCQA, visit [www.ncqa.org](http://www.ncqa.org).

PBH, formerly known as Piedmont Behavioral Healthcare, offers prepaid healthcare services funded by Medicaid and state funds which are delivered through a closed network of contracted provider agencies and licensed practitioners.

PBH is a public authority organization established in 1974 that is a political subdivision of the state of North Carolina, established under General Statute 122C. As a result of mental health reform legislation passed in 2001, PBH became an LME with responsibility for managing financial resources and directing services for MD/DD/SA services in its five-county area.

As a public authority, PBH is managed by a Board of Directors that is appointed by the County Commissions from each of its five counties. The Board is composed of a County Commissioner from each county, consumer and family representatives, as well as citizens at large. PBH is one of approximately 22 such authorities in North Carolina.

The PBH counties are located north and east of Charlotte, in a geographic area that is both rural and urban, and which has a rapid population growth. PBH, with its population of approximately 700,000, is one of the largest multi-county programs in North Carolina.

PBH's goal is to develop a system driven by consumer and family priorities, and which is capable of making continual adjustments to meet the changing needs of its citizens.

The values of Recovery, Self-Determination, Person-Centered Planning, and Consumer and Family driven services are the foundation of the system at PBH.

For additional information, contact Stephan Tomlinson, Director of Community Relations and Provider Network, at (704) 721-7060. You may also visit the PBH website at [www.pbhsolutions.org](http://www.pbhsolutions.org).

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