



Pediatric Shift Care Data, through September 2025

**Member Numbers, Denial, Appeal and
Overturn Rates**

(revised 12.9.25)



Pennsylvania
Department of Human Services

Notes

- **Q4 2025 and CY 2025 data will not be available until February 2026. This report shows monthly and quarterly data as opposed to annual aggregate data that has been shown previously. This is better for short-term trending.**
- **The data relating to shift care member numbers reflect unduplicated members. Individual categories may not sum to the total numbers shown.**
- **In the same month, a small number of members may receive both types of shift care, may receive coverage from multiple MCOs due to expedited transfers, or may receive services in multiple zones. Zone-specific numbers reflect only the zones in which the MCO operates under an Agreement.**
- **MCO monthly data submissions may not accurately reflect all members that should have been added or deleted (e.g., transferred to/from an MCO, lost eligibility, relocated, deceased, etc.)**
- **Not all available data is displayed in these slides, as some numbers are very small. These data are included in a spreadsheet to be distributed to subcommittee members and counsel.**

Members Receiving Shift Care (SN + HHA), Q3 2025

	Jul-25			Aug-25			Sep-25		
ZONE	HHA	SN	SHIFT CARE	HHA	SN	SHIFT CARE	HHA	SN	SHIFT CARE
All Zones	7770	4289	11796	7987	4354	12073	8104	4400	12236
LC Total	2191	946	3100	2255	972	3192	2289	973	3224
NE Total	1274	824	2026	1357	846	2125	1378	858	2161
NW Total	353	306	643	358	302	644	366	313	665
SE Total	3183	1535	4596	3227	1555	4667	3258	1555	4692
SW Total	769	683	1436	797	697	1477	814	707	1501

Total number of shift care members has grown steadily each month over the last two years. Only Q3 data shown.

Source: MC Operations Report 8 and [HEALTHCHOICES ENROLLMENT REPORTS](#)

Shift Care Members by MCO, September 2025

SHIFT CARE MEMBERS BY MCO SEPT 2025						
MCO	ZONE	HHA	SN	SHIFT CARE	%	% ALL
AmeriHealth	LC	972	323	1280	40%	37%
	NE	338	259	581	27%	30%
	NW	46	39	84	13%	15%
	SW	22	3	25	2%	4%
	HC Total	1379	626	1973	16%	15%
Geisinger	LC	517	40	551	17%	5%
	NE	1001	564	1506	70%	59%
	NW	111	16	120	18%	5%
	SE	32	18	50	1%	2%
	SW	92	9	100	7%	3%
	HC Total	1751	644	2322	19%	11%
HPP	LC	76	35	109	3%	6%
	NE	11	11	22	1%	4%
	NW	10	5	15	2%	5%
	SE	802	276	1061	23%	30%
	SW	12	3	15	1%	3%
	HC Total	911	330	1222	10%	14%
HWC	LC	503	341	831	26%	32%
	SW	209	186	385	26%	25%
	HC Total	712	527	1216	10%	12%
Keystone First	SE	2250	1122	3276	70%	55%
	HC Total	2255	1124	3283	27%	19%
United	SE	161	113	266	6%	11%
	HC Total	161	113	266	2%	4%
UPMC	LC	216	232	446	14%	20%
	NE	28	24	52	2%	7%
	NW	199	253	446	67%	75%
	SE	12	24	36	1%	3%
	SW	479	506	976	65%	66%
	HC Total	935	1036	1954	16%	25%

- MCO market share of all members and percent of shift care members served by each MCO in each zone and statewide remained static in 2024 and 2025.
- Percent of shift care members has remained roughly equivalent to overall market share for most MCOs, with exceptions greater than 10% highlighted in yellow.
- These numbers are unduplicated, and each category may not sum exactly to the total shown.

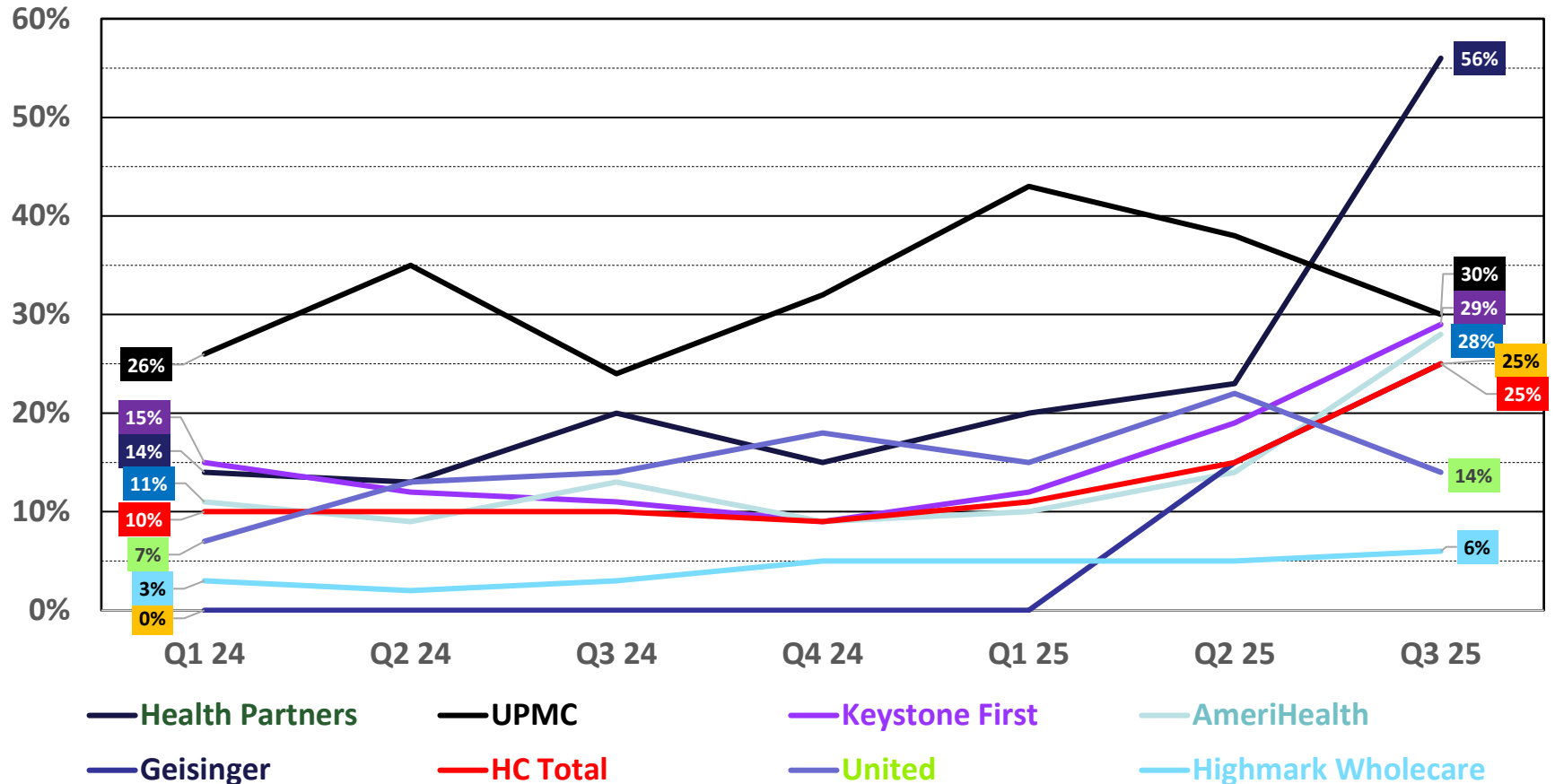
SHIFT CARE PRIOR AUTHORIZATION REQUESTS 2024-2025

SHIFT CARE PRIOR AUTH REQUESTS		HOME HEALTH AIDE 2024	HOME HEALTH AIDE 2025	SKILLED NURSING 2024	SKILLED NURSING 2025
AmeriHealth	Q1	383	653	347	319
	Q2	462	770	382	378
	Q3	499	1041	336	416
	Q4	556	-	377	-
Geisinger	Q1	612	847	419	380
	Q2	664	826	479	297
	Q3	907	885	616	423
	Q4	949	-	504	-
Health Partners	Q1	536	763	1794	2498
	Q2	553	869	1851	2027
	Q3	667	949	2049	1836
	Q4	711	-	1943	-
Highmark	Q1	774	711	743	2037
	Q2	1319	819	1313	1527
	Q3	2181	913	1997	1575
	Q4	1443	-	1208	-
Keystone First	Q1	679	1289	675	564
	Q2	928	1413	766	650
	Q3	1096	1708	706	733
	Q4	1243	-	761	-
United	Q1	122	177	183	197
	Q2	151	136	175	69
	Q3	156	131	193	80
	Q4	173	-	187	-
UPMC	Q1	327	381	362	367
	Q2	361	412	328	368
	Q3	571	825	517	719
	Q4	968	-	1059	-
HC- Total	Q1	3433	6172	4523	4153
	Q2	4438	6346	5294	3603
	Q3	6077	7529	6414	4268
	Q4	6043	-	6039	-



HOME HEALTH AIDE PRIOR AUTH DENIAL RATES

HOME HEALTH AIDE PRIOR AUTH DENIAL RATES BY MCO Q1 2024 - Q3 2025

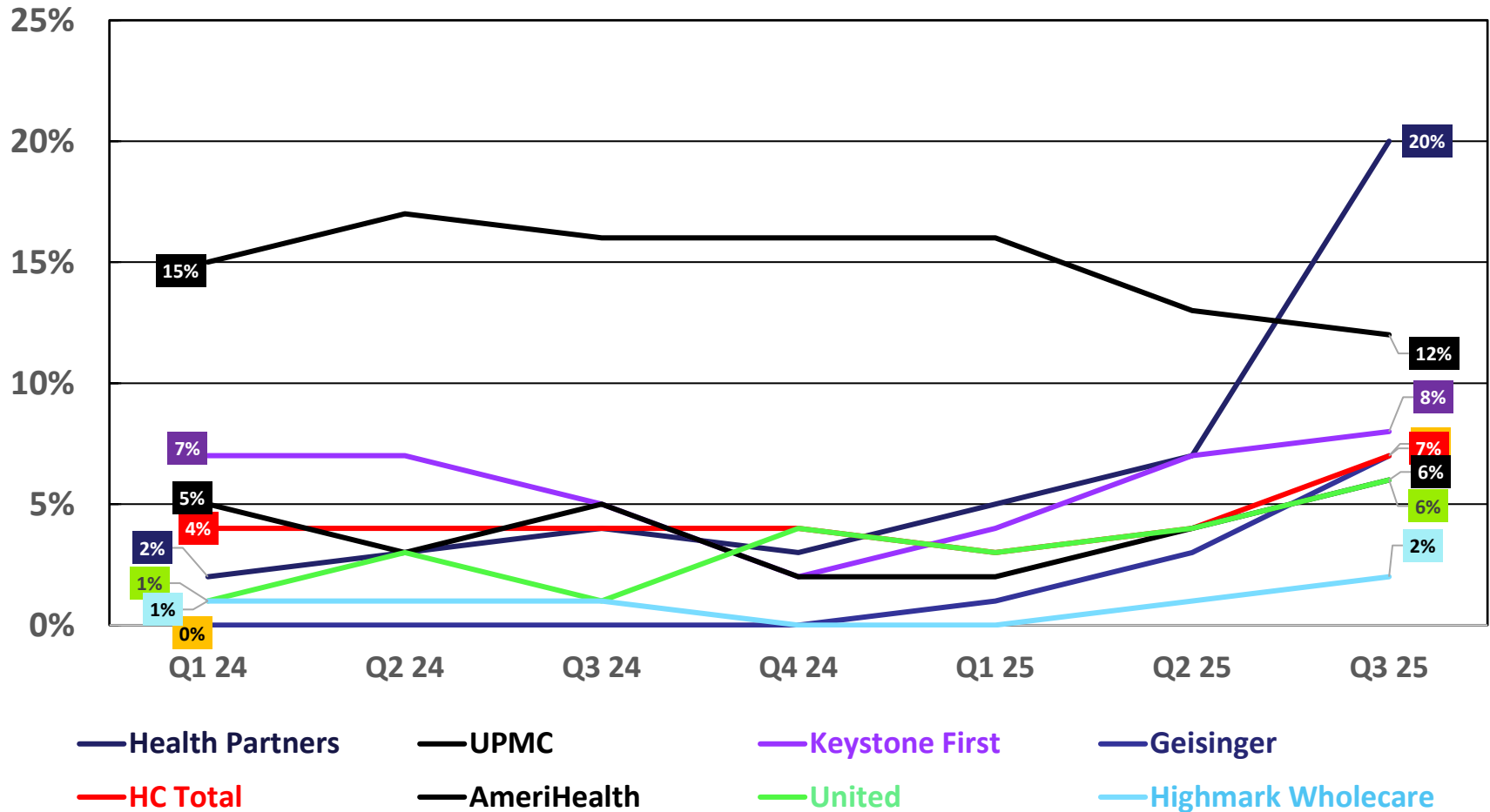


Denial = Denied OR Approved Other than Requested.



SKILLED NURSING PRIOR AUTH DENIAL RATES

SKILLED NURSING PRIOR AUTH DENIAL RATES BY MCO Q1 2024 - Q3 2025



Denial = Denied OR Approved Other than Requested.



Grievance Overturn Rate by MCO*

2024 SHIFT CARE GRIEVANCES		HHA # 2024	HHA # 2025	HHA % Overturn 2024*	HHA % Overturn 2025*	SN # 2024	SN # 2025	SN % Overturn 2024*	SN % Overturn 2025*
AmeriHealth	Q1	9	10	22%	30%	2	0	100%	0%
	Q2	3	21	33%	19%	0	0	0%	0%
	Q3	20	117	20%	6%	2	1	0%	0%
	Q4	14	-	36%	-	2	-	50%	-
Geisinger	Q1	0	0	0%	0%	0	0	0%	0%
	Q2	0	20	0%	5%	0	1	0%	0%
	Q3	0	124	0%	7%	0	8	0%	0%
	Q4	0	-	0%	-	0	-	0%	-
Health Partners	Q1	9	47	11%	13%	2	0	0%	0%
	Q2	11	32	9%	9%	0	0	0%	0%
	Q3	22	86	18%	36%	4	0	0%	0%
	Q4	18	-	22%	-	0	-	0%	-
Highmark	Q1	27	48	33%	31%	2	2	100%	50%
	Q2	29	67	31%	43%	1	4	100%	0%
	Q3	51	69	18%	45%	0	15	0%	67%
	Q4	32	-	44%	-	0	-	0%	-
Keystone First	Q1	21	27	43%	30%	2	2	100%	0%
	Q2	26	56	35%	16%	3	1	33%	0%
	Q3	27	192	19%	16%	2	2	100%	50%
	Q4	33	-	42%	-	1	-	0%	-
United	Q1	73	5	33%	0%	15	0	0%	0%
	Q2	53	8	21%	0%	15	1	7%	0%
	Q3	79	10	23%	20%	14	2	7%	28%
	Q4	93	-	18%	-	52	-	6%	-
UPMC	Q1	60	81	22%	22%	23	25	22%	28%
	Q2	62	93	31%	15%	27	21	19%	33%
	Q3	65	-79	25%	16%	28	21	21%	19%
	Q4	90	-	33%	-	25	-	12%	-

***NOTE:** Expedited grievance, external review, fair hearing numbers are very small, inappropriate for trending and charts. OMAP will provide full spreadsheet with 2025 Q1-Q3 numbers to Subcommittee members and counsel. Overturned = Full or Partial

Total Grievance Overturn Rate

2024 SHIFT CARE GRIEVANCES		HHA # 2024	HHA # 2025	HHA % Overturn 2024*	HHA % Overturn 2025*	SN # 2024	SN # 2025	SN % Overturn 2024*	SN % Overturn 2025*
HC- Total	Q1	199	218	29%	23%	46	29	24%	31%
	Q2	184	297	27%	20%	46	28	17%	25%
	Q3	264	677	21%	%18%	50	49	18%	31%
	Q4	280	-	30%	-	80	-	9%	-

**Overturned = Full or Partial*