

July 7, 2026

Attachment A – Provider Sustainability, PAS Workforce, and Value-Based Purchasing

Purpose

This attachment expands the provider sustainability recommendations contained in the RCPA response. DHS should recognize that participant access to high-quality Personal Assistance Services (PAS) depends on a stable provider network supported by adequate reimbursement, workforce investment, and modern value-based purchasing arrangements.

Provider Sustainability

Pennsylvania's CHC procurement should explicitly recognize that long-term participant access depends on financially sustainable providers. Procurement should evaluate provider viability, investment capacity, compliance infrastructure, workforce development, and the ability to support innovation over the life of the contract. Stable providers are better positioned to expand services, invest in technology, and respond to changing participant needs.

Personal Assistance Services Workforce

The PAS workforce remains the most important determinant of community-based service capacity. Procurement should encourage consistent workforce expectations across MCOs, support competitive reimbursement, reduce unnecessary administrative burden, and recognize provider investments in recruitment, onboarding, supervision, career advancement, and retention. Workforce stability should be incorporated into network adequacy monitoring and quality improvement activities.

Advanced Value-Based Purchasing

Value-based purchasing should evolve beyond process measures and reward measurable improvements in participant outcomes. Models should include multi-year arrangements, shared accountability, standardized quality measures, timely performance reporting, and incentives tied to participant independence, reduced avoidable utilization, caregiver stability, and successful transitions from institutional care. Administrative simplicity and consistent methodologies across MCOs are essential for meaningful provider participation.

Technology and Artificial Intelligence

Responsible use of automation and artificial intelligence can improve documentation, scheduling, analytics, quality reporting, and care coordination while reducing administrative costs. DHS should encourage innovation through procurement requirements that support interoperability, data exchange, cybersecurity, and human oversight. AI should enhance clinical and operational decision-making without replacing professional judgment.

The above recommendations are intended to supplement the response by providing implementation guidance that can be incorporated into procurement design, contract requirements, and ongoing oversight. The objective is to improve participant outcomes while strengthening provider capacity, promoting operational consistency, and supporting long-term sustainability.