

**Fiscal Year
2013-2014**

*Annual Provider
Satisfaction
Survey Report†*



**Prepared for
Northeast
Behavioral
Health Care
Consortium**

Introduction

The Northeast Behavioral HealthCare Consortium (NBHCC) contracted with the Advocacy Alliance to conduct annual satisfaction surveys of providers of behavioral health services through NBHCC under the HealthChoices Program in Lackawanna, Luzerne, Susquehanna, and Wyoming Counties.

The purpose of the Provider Satisfaction Survey is to measure the satisfaction levels of behavioral health practitioners in the HealthChoices counties and under the NBHCC Health Plan. The areas measured include authorization, provider relations, care management, claims, member services, C/FST, BHRS, grievance and complaint processes, and overall satisfaction.

Survey Methodology

The survey instrument used with permission by the Advocacy Alliance in the Provider Satisfaction Survey process was designed by Community Care Behavioral Health Organization (CCBHO), which currently uses the survey instrument in other HealthChoices zones.

The Advocacy Alliance worked with NBHCC to develop a sampling protocol determined by the providers identified within the scope of the study and included only those providers who were identified as providing services at the time the sample was drawn. It was determined that 234 unduplicated providers had provided services under NBHCC.

All providers identified as providing services under NBHCC were mailed a Provider Satisfaction Survey, which included instructions for the provider, if they should choose, to complete the survey on a secure website. User IDs and Passcodes were included in the cover letter sent with the survey and six Providers completed the survey using the website.

The proposed protocol for survey distribution was through a “waved” mail out process, with cover letters and surveys mailed, followed by a second survey and cover letter sent to non-respondents.

Data Display

Data from the survey is presented as counts (e.g., 44 responses) and as percentages (e.g., 10%). Additionally, data from the survey is presented as percentages “rounded” to the nearest whole number. This rounding standard means that any percentage that was 0.1-0.4 above a number (e.g., 33.1%) would be rounded down to the nearest whole number (i.e., 33%). Any percentage that was 0.5-0.9 (e.g., 22.9%) would be rounded up to the nearest whole number (i.e., 23%). In this report, it is possible to see percentages accounting for slightly more or less than 100% (i.e., 99% or 101%) due solely to rounding.

Survey Completion Rate

The Alliance distributed 234 surveys and received 62 unduplicated surveys, representing a 26% response rate. This is a decrease from the 31% response rate during 2012-2013, a decrease from the 36% response rate during 2011-2012, a decrease from the 38% response rate during 2010-2011, a decrease from the 46% response rate during 2009-2010, a decrease from the 43% response rate during 2008-2009, a decrease from the 40% response rate during 2007-2008 and a decrease from the 61% response rate during 2006-2007.

The following data reflects the responses of 58 unduplicated surveys, all of whom identified their agencies as providing services to NBHCC/CCBHO HealthChoices Members during 2013-2014. Four providers who responded reported that they did not provide services to NBHCC/CCBHO HealthChoices Members during 2013-2014.

How would you rate Community Care's credentialing process?								
	Very Poor	Poor	Average	Good	Very Good	No Experience	No Reply	Total
2007-2008 Total	2	3	13	15	11	-	-	44
% of Total	6%	7%	30%	34%	25%	-	-	100%
2008-2009 Total	3	2	14	18	11	1	3	52
% of Total	6%	4%	27%	35%	21%	2%	6%	100%
2009-2010 Total	1	3	12	16	18	2	0	52
% of Total	2%	6%	23%	31%	35%	4%	0%	100%
2010-2011 Total	-	1	13	23	15	2	3	57
% of Total	-	2%	23%	40%	26%	4%	5%	100%
2011-2012 Total	1	3	13	20	19	2	-	58
% of Total	2%	5%	22%	34%	33%	3%	-	100%
2012-2013 Total	3	1	10	20	17	4	1	56
% of Total	5%	2%	18%	36%	30%	7%	2%	100%
2013-2014 Total	2	4	9	21	19	2	1	58
% of Total	3%	7%	16%	36%	33%	3%	2%	100%

Authorization and Pre-certification Questions

Providers were given a definition of Authorization and Pre-Certification (terms that refer to the way a provider contacts CCBHO to get approval for services) and were instructed to consider the level(s) of care they provide and answer accordingly.

How would you rate the authorization process (sending in a form) for your Members for Outpatient (OPR), Mental Health Intensive Outpatient (IOP), and ICM & RC services?								
	Very Poor	Poor	Average	Good	Very Good	No Experience	No Reply	Total
2007-2008 Total	1	1	10	11	8	12	1	44
% of Total	2%	2%	23%	25%	18%	27%	2%	100%
2008-2009 Total	1	3	11	9	10	15	3	52
% of Total	2%	6%	21%	17%	19%	29%	6%	100%
2009-2010 Total	2	2	10	12	11	13	2	52
% of Total	4%	4%	19%	23%	21%	25%	4%	100%
2010-2011 Total	-	1	8	19	13	15	1	57
% of Total	-	2%	14%	33%	23%	26%	2%	100%
2011-2012 Total	-	1	9	13	17	17	1	58
% of Total	-	2%	16%	22%	29%	29%	2%	100%
2012-2013 Total	-	1	4	17	14	19	1	56
% of Total	-	2%	7%	30%	25%	34%	2%	100%
2013-2014 Total	-	2	8	17	16	14	1	58
% of Total	-	3%	14%	29%	28%	24%	2%	100%

How would you compare the current outpatient, Mental Health IOP, and ICM/RC authorization process with last year's process?								
	Much Worse	Somewhat Worse	No Different	Somewhat Better	Much Better	Not contracted with HealthChoices last year	No Reply	Total
2007-2008 Total	1	2	21	7	3	2	8	44
% of Total	2%	5%	48%	16%	7%	5%	18%	100%
2008-2009 Total	1	3	22	9	2	4	11	52
% of Total	2%	6%	42%	17%	4%	8%	21%	100%
2009-2010 Total	0	2	27	5	1	7	10	52
% of Total	0%	4%	52%	10%	2%	13%	19%	100%
2010-2011 Total	-	-	31	7	2	7	10	57
% of Total	-	-	54%	12%	4%	12%	18%	100%
2011-2012 Total	-	-	34	6	4	7	7	58
% of Total	-	-	59%	10%	7%	12%	12%	100%
2012-2013 Total	-	-	28	9	3	6	10	56
% of Total	-	-	50%	16%	5%	11%	18%	100%
2013-2014 Total	-	1	30	7	3	7	10	58
% of Total	-	2%	52%	12%	5%	12%	17%	100%

How would you rate the authorization process (sending in a packet) for your HealthChoices Members, for BHRS, RTF, School Based and, if applicable, Family Based treatment?								
	Very Poor	Poor	Average	Good	Very Good	No Experience	No Reply	Total
2007-2008 Total	1	1	12	10	7	13	-	44
% of Total	2%	2%	27%	23%	16%	30%	-	100%
2008-2009 Total	2	2	10	6	4	22	6	52
% of Total	4%	4%	19%	12%	8%	42%	12%	100%
2009-2010 Total	0	2	8	12	5	23	2	52
% of Total	0%	4%	15%	23%	10%	44%	4%	100%
2010-2011 Total	-	1	8	14	2	31	1	57
% of Total	-	2%	14%	25%	4%	54%	2%	100%
2011-2012 Total	-	1	14	12	3	25	3	58
% of Total	-	2%	24%	21%	5%	43%	5%	100%
2012-2013 Total	-	2	9	8	7	29	1	56
% of Total	-	4%	16%	14%	13%	52%	2%	100%
2013-2014 Total	-	-	6	14	7	28	3	58
% of Total	-	-	10%	24%	12%	48%	5%	100%

How would you compare the current authorization process for the above services with last year's process?

	Much Worse	Somewhat Worse	No Different	Somewhat Better	Much Better	Not contracted with HealthChoices last year	No Reply	Total
2007-2008 Total	2	3	19	7	4	3	6	44
% of Total	5%	7%	43%	16%	9%	7%	14%	100%
2008-2009 Total	-	5	21	4	2	4	16	52
% of Total	-	10%	40%	8%	4%	8%	31%	100%
2009-2010 Total	1	5	18	6	1	6	15	52
% of Total	2%	10%	35%	12%	2%	12%	29%	100%
2010-2011 Total	-	3	26	8	2	7	11	57
% of Total	-	5%	46%	14%	4%	12%	19%	100%
2011-2012 Total	-	3	31	5	7	1	11	58
% of Total	-	5%	53%	9%	12%	2%	19%	100%
2012-2013 Total	1	1	27	6	3	5	13	56
% of Total	2%	2%	48%	11%	5%	9%	23%	100%
2013-2014 Total	-	-	30	6	-	9	13	58
% of Total	-	-	52%	10%	-	16%	22%	100%

How satisfied are you with the current pre-certification process (calling for verbal admission into the program) as it relates to all Inpatient levels of care, Non-Hospital Rehabilitation, Partial Hospitalization, Drug and Alcohol Intensive Outpatient, Diversion and Acute Stabilization (Respite) and, if applicable, Family Based?

	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	No Experience	No Reply	Total
2007-2008 Total	-	2	17	8	16	1	44
% of Total	-	5%	39%	18%	36%	2%	100%
2008-2009 Total	-	5	23	6	16	2	52
% of Total	-	10%	44%	12%	31%	4%	100%
2009-2010 Total	1	1	20	9	18	3	52
% of Total	2%	2%	38%	17%	35%	10%	100%
2010-2011 Total	-	1	27	7	22	-	57
% of Total	-	2%	47%	12%	39%	-	100%
2011-2012 Total	-	2	21	8	26	1	58
% of Total	-	3%	36%	14%	45%	2%	100%
2012-2013 Total	-	1	22	7	24	2	56
% of Total	-	2%	39%	13%	43%	4%	100%
2013-2014 Total	-	1	15	10	30	2	58
% of Total	-	2%	26%	17%	52%	3%	100%

In the past 12 months, I have had problems with the authorization or pre-certification process due to: (Mark all that apply)*							
	The process is unclear	The turn around time for outpatient forms	The turn around time for packets	The time spent on the phone requesting the authorization or pre-certification	I have had little or no problems	No Reply	Total
2007-2008 Total	5	5	7	4	21	2	44
% of Total	11%	11%	16%	9%	48%	5%	100%
2008-2009 Total	2	5	5	15	25	6	58
% of Total	3%	9%	9%	26%	43%	10%	100%
2009-2010 Total	3	4	5	8	31	5	56
% of Total	5%	7%	9%	14%	55%	9%	100%
2010-2011 Total	1	2	5	13	39	4	64
% of Total	2%	3%	8%	20%	61%	6%	100%
2011-2012 Total	1	-	5	6	43	5	60
% of Total	2%	-	8%	10%	72%	8%	100%
2012-2013 Total	2	2	7	7	38	3	59
% of Total	3%	3%	12%	12%	64%	5%	100%
2013-2014 Total	1	1	1	7	45	6	61
% of Total	2%	2%	2%	11%	74%	10%	100%

*Providers were able to choose more than one response to this question.

Are there topics that you believe should be added to the Provider Manual to make issues more clear?				
	Yes	No	No Reply	Total
2007-2008 Total	6	30	8	44
% of Total	14%	68%	18%	100%
2008-2009 Total	3	40	9	52
% of Total	6%	77%	17%	100%
2009-2010 Total	3	42	7	52
% of Total	6%	81%	13%	100%
2010-2011 Total	4	51	2	57
% of Total	7%	89%	4%	100%
2011-2012 Total	3	54	1	58
% of Total	5%	93%	2%	100%
2012-2013 Total	4	49	3	56
% of Total	7%	88%	5%	100%
2013-2014 Total	4	45	9	58
% of Total	7%	78%	16%	100%

If Yes, please list:

- *"More clarification is needed for provider and patient on what constitutes a high risk classification."*
- *"Behavioral Specialist License"*
- *"What is in BHRIS?"*

General Satisfaction

Question		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	No Experience	No Reply	Total
How satisfied are you with the courtesy extended to you by the Provider Relations staff?	2007-2008 Total	-	4	20	20	-	-	44
	% of Total	-	9%	46%	46%	-	-	100%
	2008-2009 Total	-	5	23	21	1	2	52
	% of Total	-	10%	44%	40%	2%	4%	100%
	2009-2010 Total	1	2	25	20	4	-	52
	% of Total	2%	4%	48%	38%	8%	-	100%
	2010-2011 Total	-	2	25	29	1	-	57
	% of Total	-	4%	44%	51%	2%	-	100%
	2011-2012 Total	-	1	21	36	-	-	58
	% of Total	-	2%	36%	62%	-	-	100%
	2012-2013 Total	2	1	25	24	3	1	56
	% of Total	4%	2%	45%	43%	5%	2%	100%
	2013-2014 Total	-	-	23	31	4	-	58
	% of Total	-	-	40%	53%	7%	-	100%
How satisfied were you with your most recent meeting/ interaction with the Provider Relations staff?	2007-2008 Total	1	3	22	16	2	-	44
	% of Total	2%	7%	50%	36%	5%	-	100%
	2008-2009 Total	-	5	21	17	5	4	52
	% of Total	-	10%	40%	33%	10%	8%	100%
	2009-2010 Total	-	5	20	19	8	-	52
	% of Total	-	10%	38%	37%	15%	-	100%
	2010-2011 Total	-	1	28	21	7	-	57
	% of Total	-	2%	49%	37%	12%	-	100%
	2011-2012 Total	-	3	26	23	6	-	58
	% of Total	-	5%	45%	40%	10%	-	100%
	2012-2013 Total	-	1	22	25	7	1	56
	% of Total	-	2%	39%	45%	13%	2%	100%
	2013-2014 Total	-	2	21	28	6	1	58
	% of Total	-	3%	36%	48%	10%	2%	100%

Question		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	No Experience	No Reply	Total
How satisfied are you with Community Care's provider dispute/ member grievance process related to utilization management?	2007-2008 Total	2	3	18	3	18	-	44
	% of Total	5%	7%	41%	7%	41%	-	100%
	2008-2009 Total	-	6	12	4	24	6	52
	% of Total	-	12%	23%	8%	46%	12%	100%
	2009-2010 Total	1	4	12	5	30	-	52
	% of Total	2%	8%	23%	10%	58%	-	100%
	2010-2011 Total	-	3	20	9	24	1	57
	% of Total	-	5%	35%	16%	42%	2%	100%
	2011-2012 Total	1	3	25	3	26	-	58
	% of Total	2%	5%	43%	5%	45%	-	100%
	2012-2013 Total	-	6	18	4	27	1	56
	% of Total	-	11%	32%	7%	48%	2%	100%
	2013-2014 Total	-	1	24	5	28	-	58
	% of Total	-	2%	41%	9%	48%	-	100%
How satisfied are you with the provider complaint process?	2007-2008 Total	2	5	16	3	18	-	44
	% of Total	5%	11%	36%	7%	41%	-	100%
	2008-2009 Total	1	6	10	4	27	4	52
	% of Total	2%	12%	19%	8%	52%	8%	100%
	2009-2010 Total	1	2	11	3	35	-	52
	% of Total	2%	4%	21%	6%	67%	-	100%
	2010-2011 Total	-	4	21	5	26	1	57
	% of Total	-	7%	37%	9%	46%	2%	100%
	2011-2012 Total	1	2	16	4	35	-	58
	% of Total	2%	3%	28%	7%	60%	-	100%
	2012-2013 Total	-	4	16	2	33	1	56
	% of Total	-	7%	29%	4%	59%	2%	100%
	2013-2014 Total	-	3	15	4	35	1	58
	% of Total	-	5%	26%	7%	60%	2%	100%

Question		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	No Experience	No Reply	Total
How satisfied are you with the courtesy extended to you by the Care Management staff?	2007-2008 Total	-	4	17	19	4	-	44
	% of Total	-	9%	39%	43%	9%	-	100%
	2008-2009 Total	1	6	24	14	3	4	52
	% of Total	2%	12%	46%	27%	6%	8%	100%
	2009-2010 Total	-	2	25	18	7	-	52
	% of Total	-	4%	48%	35%	13%	-	100%
	2010-2011 Total	-	1	28	24	3	1	57
	% of Total	-	2%	49%	42%	5%	2%	100%
	2011-2012 Total	-	1	31	20	6	-	58
	% of Total	-	2%	53%	34%	10%	-	100%
	2012-2013 Total	-	2	21	20	12	1	56
	% of Total	-	4%	38%	36%	21%	2%	100%
	2013-2014 Total	-	-	22	30	6	-	58
	% of Total	-	-	38%	52%	10%	-	100%
How satisfied are you with the courtesy extended to you by the Customer Service Representatives?	2007-2008 Total	-	3	15	16	10	-	44
	% of Total	-	7%	34%	36%	23%	-	100%
	2008-2009 Total	-	5	23	12	9	3	52
	% of Total	-	10%	44%	23%	17%	6%	100%
	2009-2010 Total	1	2	26	18	5	-	52
	% of Total	2%	4%	50%	35%	10%	-	100%
	2010-2011 Total	1	-	32	19	5	-	57
	% of Total	2%	-	56%	33%	9%	-	100%
	2011-2012 Total	-	-	34	19	5	-	58
	% of Total	-	-	59%	33%	9%	-	100%
	2012-2013 Total	-	2	24	24	5	1	56
	% of Total	-	4%	43%	43%	9%	2%	100%
	2013-2014 Total	-	1	20	28	9	-	58
	% of Total	-	2%	34%	48%	16%	-	100%

Question		Never	Rarely	Sometimes	Often	Always	No Experience	No Reply	Total
How often does the Provider Relations staff provide you with consistent and accurate information?	2007-2008 Total	-	3	7	15	16	3	-	44
	% of Total	-	7%	16%	34%	36%	7%	-	100%
	2008-2009 Total	-	3	15	19	11	1	3	52
	% of Total		6%	29%	37%	21%	2%	6%	100%
	2009-2010 Total	1	2	10	17	18	4	-	52
	% of Total	2%	4%	19%	33%	35%	8%	-	100%
	2010-2011 Total	1	-	8	27	20	1	-	57
	% of Total	2%	-	14%	47%	35%	2%	-	100%
	2011-2012 Total	-	-	8	26	24	-	-	58
	% of Total	-	-	14%	45%	41%	-	-	100%
	2012-2013 Total	-	1	6	24	20	4	1	56
	% of Total	-	2%	11%	43%	36%	7%	2%	100%
	2013-2014 Total	-	1	4	22	27	4	-	58
	% of Total	-	2%	7%	38%	47%	7%	-	100%
How often does the Provider Relations staff answer your questions to your satisfaction?	2007-2008 Total	-	4	7	16	15	2	-	44
	% of Total	-	9%	16%	36%	34%	5%	-	100%
	2008-2009 Total	1	2	16	20	8	1	4	52
	% of Total	2%	4%	31%	38%	15%	2%	8%	100%
	2009-2010 Total	-	3	9	18	17	5	-	52
	% of Total	-	6%	17%	35%	33%	10%	-	100%
	2010-2011 Total	1	-	10	28	16	2	-	57
	% of Total	2%	-	18%	49%	28%	4%	-	100%
	2011-2012 Total	-	-	8	22	28	-	-	58
	% of Total	-	-	14%	38%	48%	-	-	100%
	2012-2013 Total	-	2	6	22	20	5	1	56
	% of Total	-	4%	11%	39%	36%	9%	2%	100%
	2013-2014 Total	-	-	5	23	25	5	-	58
	% of Total	-	-	9%	40%	43%	9%	-	100%

Question		Never	Rarely	Sometimes	Often	Always	No Experience	No Reply	Total
How often does the Care Management staff answer your questions to your satisfaction?	2007-2008 Total	-	3	6	18	14	3	-	44
	% of Total	-	7%	13%	41%	32%	7%	-	100%
	2008-2009 Total	-	3	15	17	10	3	4	52
	% of Total	-	6%	29%	33%	19%	6%	8%	100%
	2009-2010 Total	-	2	11	14	17	8	-	52
	% of Total	-	4%	21%	27%	33%	15%	-	100%
	2010-2011 Total	-	1	9	25	18	4	-	57
	% of Total	-	2%	16%	44%	32%	7%	-	100%
	2011-2012 Total	-	-	7	26	21	4	-	58
	% of Total	-	-	12%	45%	36%	7%	-	100%
	2012-2013 Total	-	3	5	19	17	11	1	56
	% of Total	-	5%	9%	34%	30%	20%	2%	100%
	2013-2014 Total	-	-	6	19	27	6	-	58
	% of Total	-	-	10%	33%	47%	10%	-	100%
How often do the Customer Service Representatives answer your questions to your satisfaction?	2007-2008 Total	-	1	6	17	9	10	1	44
	% of Total	-	2%	14%	39%	20%	23%	2%	100%
	2008-2009 Total	-	2	14	17	6	10	3	52
	% of Total	-	4%	27%	33%	12%	19%	6%	100%
	2009-2010 Total	-	2	10	19	17	4	-	52
	% of Total	-	4%	19%	37%	33%	8%	-	100%
	2010-2011 Total	-	1	5	29	16	6	-	57
	% of Total	-	2%	9%	51%	28%	11%	-	100%
	2011-2012 Total	-	-	8	25	21	4	-	58
	% of Total	-	-	14%	43%	36%	7%	-	100%
	2012-2013 Total	-	2	8	17	23	5	1	56
	% of Total	-	4%	14%	30%	41%	9%	2%	100%
	2013-2014 Total	-	-	4	18	28	8	-	58
	% of Total	-	-	7%	31%	48%	14%	-	100%

Satisfaction with Consumer/Family Satisfaction Team

How would you rate the process of the Consumer/Family Satisfaction Team (C/FST)?								
	Very Poor	Poor	Average	Good	Very Good	No Experience	No Reply	Total
2007-2008 Total	1	-	4	5	2	29	3	44
% of Total	2%	-	9%	11%	5%	66%	7%	100%
2008-2009 Total	-	4	9	7	4	24	4	52
% of Total	-	8%	17%	13%	8%	46%	8%	100%
2009-2010 Total	-	3	6	8	5	29	1	52
% of Total	-	6%	12%	15%	10%	56%	2%	100%
2010-2011 Total	-	-	6	10	4	35	2	57
% of Total	-	-	11%	18%	7%	61%	4%	100%
2011-2012 Total	-	1	5	7	7	38	-	58
% of Total	-	2%	9%	12%	12%	66%	-	100%
2012-2013 Total	-	2	5	10	5	33	1	56
% of Total	-	4%	9%	18%	9%	59%	2%	100%
2013-2014 Total	-	-	4	9	10	34	1	58
% of Total	-	-	7%	16%	17%	59%	2%	100%

Question		Yes	No	No Reply	Total
Do you have any comments regarding your experience with C/FST processes?*	2007-2008 Total	1	10	1	12
	% of Total	8%	83%	8%	100%
	2008-2009 Total	1	20	31	52
	% of Total	2%	38%	60%	100%
	2009-2010 Total	1	20	31	52
	% of Total	2%	38%	60%	100%
	2010-2011 Total	1	19	37	57
	% of Total	2%	33%	65%	100%
	2011-2012 Total	1	18	39	58
	% of Total	2%	31%	66%	100%
	2012-2013 Total	3	17	36	56
	% of Total	5%	30%	64%	100%
	2013-2014 Total	-	23	1	24
	% of Total	-	96%	4%	100%

Question		Yes	No	No Reply	Total
Are there additional topics that you believe should be covered in the C/FST interview that would help you address the needs of your HealthChoices members?*	2007-2008 Total	1	11	-	12
	% of Total	8%	92%	-	100%
	2008-2009 Total	1	20	31	52
	% of Total	2%	38%	60%	100%
	2009-2010 Total	1	21	30	52
	% of Total	2%	40%	58%	100%
	2010-2011 Total	-	18	39	57
	% of Total	-	32%	68%	100%
	2011-2012 Total	-	20	38	58
	% of Total	-	34%	66%	100%
	2012-2013 Total	1	21	34	56
	% of Total	2%	38%	61%	100%
	2013-2014 Total	3	20	1	24
	% of Total	13%	83%	4%	100%

*Only Providers who reported having experience with the C/FST answered these questions.

Comments regarding additional topics that should be covered in the C/FST interview that would help address the needs of HealthChoices Members:

- *"Many members are complaining about the child outcome survey and have strong feelings about the questions asked. This topic should be added to the interview."*
- *"A question regarding their opinion of the survey recently implemented."*
- *"Help with private practice using the system - designed for an agency but private practice is essential for therapy services to public."*

Satisfaction with CCBHO's Behavioral Health Rehabilitation Services (BHRS) for Children and Adolescents Services

Question		Yes	No	No Reply	Total
Are you a Behavioral Health Rehabilitation Services for Children and Adolescents (BHRS) provider?	2007-2008 Total	18	26	-	44
	% of Total	41%	59%	-	100%
	2008-2009 Total	21	27	4	52
	% of Total	40%	52%	8%	100%
	2009-2010 Total	24	26	2	52
	% of Total	46%	50%	4%	100%
	2010-2011 Total	20	37	-	57
	% of Total	35%	65%	-	100%
	2011-2012 Total	23	34	1	58
	% of Total	40%	59%	2%	100%
	2012-2013 Total	16	39	1	56
	% of Total	29%	70%	2%	100%
	2013-2014 Total	20	38	-	58
	% of Total	34%	66%	-	100%

Question*		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	No Experience	No Reply	Total
How satisfied are you with the BHRS clinical decision-making process at Community Care (including care managers, as well as physician and psychologist reviewers)?	2007-2008 Total	3	1	8	4	2	-	18
	% of Total	17%	6%	44%	22%	11%	-	100%
	2008-2009 Total	2	5	8	4	1	1	21
	% of Total	10%	24%	38%	19%	5%	5%	100%
	2009-2010 Total	1	7	11	4	1	-	24
	% of Total	4%	29%	46%	17%	4%	-	100%
	2010-2011 Total	-	4	14	1	1	-	20
	% of Total	-	20%	70%	5%	5%	-	100%
	2011-2012 Total	-	3	15	3	1	1	23
	% of Total	-	13%	65%	13%	4%	4%	100%
	2012-2013 Total	2	6	5	1	2	-	16
	% of Total	13%	38%	31%	6%	13%	-	100%
	2013-2014 Total	-	-	15	4	1	-	20
	% of Total	-	-	75%	20%	5%	-	100%

Question*		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	No Experience	No Reply	Total
How satisfied are you with the accuracy and consistency of information provided by Community Care staff regarding BHRS services?	2007-2008 Total	1	2	7	6	2	-	18
	% of Total	6%	11%	39%	33%	11%	-	100%
	2008-2009 Total	1	4	10	3	2	1	21
	% of Total	5%	19%	48%	14%	10%	5%	100%
	2009-2010 Total	-	5	14	4	1	-	24
	% of Total	-	21%	58%	17%	4%	-	100%
	2010-2011 Total	-	7	11	2	-	-	20
	% of Total	-	35%	55%	10%	-	-	100%
	2011-2012 Total	-	3	16	3	1	-	23
	% of Total	-	13%	70%	13%	4%	-	100%
	2012-2013 Total	2	3	7	2	2	-	16
	% of Total	13%	19%	44%	13%	13%	-	100%
	2013-2014 Total	-	3	13	3	1	-	20
	% of Total	-	15%	65%	15%	5%	-	100%

Question*		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	No Experience	No Reply	Total
How satisfied with are you with the authorization process for BHRS services?	2007-2008 Total	2	-	11	3	2	-	18
	% of Total	11%	-	61%	17%	11%	-	100%
	2008-2009 Total	3	3	9	4	1	1	21
	% of Total	14%	14%	43%	19%	5%	5%	100%
	2009-2010 Total	-	7	11	5	1	-	24
	% of Total	-	29%	46%	21%	4%	-	100%
	2010-2011 Total	-	4	14	2	-	-	20
	% of Total	-	20%	70%	10%	-	-	100%
	2011-2012 Total	-	2	17	2	1	1	23
	% of Total	-	9%	74%	9%	4%	4%	100%
	2012-2013 Total	1	3	9	1	2	-	16
	% of Total	6%	19%	56%	6%	13%	-	100%
	2013-2014 Total	-	-	15	4	1	-	20
	% of Total	-	-	75%	20%	5%	-	100%

*Only responses from providers who identified themselves as a Behavioral Health Rehabilitation Services for Children and Adolescents (BHRS) provider are included in this table.

Question*		Yes	No	No Reply	Total
Do you have any comments regarding your experience with the BHRS processes and procedures?	2007-2008 Total	3	12	3	18
	% of Total	17%	67%	17%	100%
	2008-2009 Total	5	12	4	21
	% of Total	24%	57%	19%	100%
	2009-2010 Total	6	16	2	24
	% of Total	25%	67%	8%	100%
	2010-2011 Total	4	15	1	20
	% of Total	20%	75%	5%	100%
	2011-2012 Total	3	20	-	23
	% of Total	13%	87%	-	100%
	2012-2013 Total	5	9	2	16
	% of Total	31%	56%	13%	100%
	2013-2014 Total	4	16	-	20
	% of Total	20%	80%	-	100%

*Only responses from providers who identified themselves as a Behavioral Health Rehabilitation Services for Children and Adolescents (BHRS) provider are included in this table.

Comments

- *"Psychological testing is always denied. Why?"*
- *"The new Child Outcome survey has become a hindrance to the therapists relationship with families. Consideration should be made to utilize a better outcome measure that would generate valid data instead of subjective, vague observations."*
- *"Inconsistent authorization decisions, sometimes children who clearly need services do not get approval and vice versa."*

Satisfaction with CCBHO's Claims Process

Question		Very Poor	Poor	Average	Good	Very Good	No Experience	No Reply	Total
How would you rate the accuracy of claims payments made to you/your practice?	2007-2008 Total	2	3	16	15	6	2	-	44
	% of Total	5%	7%	36%	34%	14%	5%	-	100%
	2008-2009 Total	-	6	12	17	10	4	3	52
	% of Total	-	10%	23%	33%	19%	8%	6%	100%
	2009-2010 Total	1	3	11	20	15	1	1	52
	% of Total	2%	6%	21%	38%	29%	2%	2%	100%
	2010-2011 Total	-	2	12	19	19	4	1	57
	% of Total	-	4%	21%	33%	33%	7%	2%	100%
	2011-2012 Total	-	2	8	26	20	1	1	58
	% of Total	-	3%	14%	45%	34%	2%	2%	100%
	2012-2013 Total	-	2	8	29	14	1	2	56
	% of Total	-	4%	14%	52%	25%	2%	4%	100%
	2013-2014 Total	-	2	10	19	24	3	-	58
	% of Total	-	3%	17%	33%	41%	5%	-	100%
How would you rate the timeliness of claims payments made to you/your practice?	2007-2008 Total	-	6	14	14	8	2	-	44
	% of Total	-	14%	32%	32%	18%	5%	-	100%
	2008-2009 Total	-	6	14	13	11	4	4	52
	% of Total	-	12%	27%	25%	21%	8%	8%	100%
	2009-2010 Total	1	1	16	22	10	1	1	52
	% of Total	2%	2%	31%	42%	19%	2%	2%	100%
	2010-2011 Total	1	-	11	24	16	3	2	57
	% of Total	2%	-	19%	42%	28%	5%	4%	100%
	2011-2012 Total	-	1	15	24	17	-	1	58
	% of Total	-	2%	26%	41%	29%	-	2%	100%
	2012-2013 Total	-	-	15	23	16	1	1	56
	% of Total	-	-	27%	41%	29%	2%	2%	100%
	2013-2014 Total	-	1	15	15	25	2	-	58
	% of Total	-	2%	26%	26%	43%	3%	-	100%

Question		Much Worse	Somewhat Worse	No Different	Somewhat Better	Much Better	Not contracted with HealthChoices last year	No Reply	Total
How would you compare the current claims process with last year's process?	2007-2008 Total	2	4	21	11	3	3	-	44
	% of Total	5%	9%	48%	25%	7%	7%	-	100%
	2008-2009 Total	-	2	31	5	4	3	7	52
	% of Total	-	4%	60%	10%	8%	6%	13%	100%
	2009-2010 Total	-	-	31	11	7	2	1	52
	% of Total	-	-	60%	21%	13%	4%	2%	100%
	2010-2011 Total	-	1	41	8	1	1	5	57
	% of Total	-	2%	72%	14%	2%	2%	9%	100%
	2011-2012 Total	-	-	43	9	4	1	1	58
	% of Total	-	-	74%	16%	7%	2%	2%	100%
	2012-2013 Total	-	4	35	10	2	2	3	56
	% of Total	-	7%	63%	18%	4%	4%	5%	100%
	2013-2014 Total	-	2	35	12	3	4	2	58
	% of Total	-	3%	60%	21%	5%	7%	3%	100%
Compared to other insurance companies you work with, how would you rate Community Care overall?	2007-2008 Total	3	5	10	16	9	N/A	1	44
	% of Total	7%	11%	23%	36%	20%	N/A	2%	100%
	2008-2009 Total	4	7	9	20	5	N/A	7	52
	% of Total	8%	13%	17%	38%	10%	N/A	13%	100%
	2009-2010 Total	1	5	14	21	9	N/A	2	52
	% of Total	2%	10%	27%	40%	17%	N/A	4%	100%
	2010-2011 Total	-	4	20	22	10	N/A	1	57
	% of Total	-	7%	35%	39%	18%	N/A	2%	100%
	2011-2012 Total	2	3	18	21	14	N/A	-	58
	% of Total	3%	5%	31%	36%	24%	N/A	-	100%
	2012-2013 Total	1	4	19	22	9	N/A	1	56
	% of Total	2%	7%	34%	39%	16%	N/A	2%	100%
	2013-2014 Total	-	5	10	19	21	N/A	3	58
	% of Total	-	9%	17%	33%	36%	N/A	5%	100%

Question		Never	Rarely	Sometimes	Often	Always	No Experience	No Reply	Total
How often do the Claims Representatives provide you with consistent and accurate information?	2007-2008 Total	-	-	14	16	10	3	1	44
	% of Total	-	-	32%	36%	23%	7%	2%	100%
	2008-2009 Total	-	2	17	15	5	9	4	52
	% of Total	-	4%	33%	29%	10%	17%	8%	100%
	2009-2010 Total	1	-	8	23	13	5	2	52
	% of Total	2%	-	15%	44%	25%	10%	4%	100%
	2010-2011 Total	-	1	6	27	15	6	2	57
	% of Total	-	2%	11%	47%	26%	11%	4%	100%
	2011-2012 Total	-	-	10	25	20	2	1	58
	% of Total	-	-	17%	43%	34%	3%	2%	100%
	2012-2013 Total	-	-	5	26	21	3	1	56
	% of Total	-	-	9%	46%	38%	5%	2%	100%
	2013-2014 Total	-	-	5	16	27	10	-	58
	% of Total	-	-	9%	28%	47%	17%	-	100%

Question		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	No Experience	No Reply	Total
How satisfied are you with the length of time required to resolve your claims concern(s)?	2007-2008 Total	4	11	23	3	3	-	44
	% of Total	9%	25%	52%	7%	7%	-	100%
	2008-2009 Total	5	10	24	3	6	4	52
	% of Total	10%	19%	46%	6%	12%	8%	100%
	2009-2010 Total	-	8	32	7	3	2	52
	% of Total	-	15%	62%	13%	6%	4%	100%
	2010-2011 Total	-	5	35	7	7	3	57
	% of Total	-	9%	61%	12%	12%	5%	100%
	2011-2012 Total	-	6	36	11	4	1	58
	% of Total	-	10%	62%	19%	7%	2%	100%
	2012-2013 Total	-	7	33	12	3	1	56
	% of Total	-	13%	59%	21%	5%	2%	100%
	2013-2014 Total	1	6	19	20	12	-	58
	% of Total	2%	10%	33%	34%	21%	-	100%

Question		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	No Experience	No Reply	Total
How satisfied are you with the Claims Remittance advice?	2007-2008 Total	4	2	28	6	4	-	44
	% of Total	9%	5%	64%	14%	9%	-	100%
	2008-2009 Total	3	6	23	10	5	5	52
	% of Total	6%	12%	44%	19%	10%	10%	100%
	2009-2010 Total	-	4	32	11	4	1	52
	% of Total	-	8%	62%	21%	8%	2%	100%
	2010-2011 Total	-	2	36	11	6	2	57
	% of Total	-	4%	63%	19%	11%	4%	100%
	2011-2012 Total	-	2	38	12	4	2	58
	% of Total	-	3%	66%	21%	7%	3%	100%
	2012-2013 Total	1	2	38	13	1	1	56
	% of Total	2%	4%	68%	23%	2%	2%	100%
	2013-2014 Total	1	1	35	14	7	-	58
	% of Total	2%	2%	60%	24%	12%	-	100%

Question		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	No Experience	No Reply	Total
How satisfied are you with Community Care's Quality Improvement Program as it relates to sharing information with you as a Network Provider?	2007-2008 Total	-	2	31	2	9	-	44
	% of Total	-	5%	71%	5%	21%	-	100%
	2008-2009 Total	1	7	23	6	9	6	52
	% of Total	2%	13%	44%	12%	17%	12%	100%
	2009-2010 Total	1	3	26	7	13	2	52
	% of Total	2%	6%	50%	13%	25%	4%	100%
	2010-2011 Total	-	3	29	6	16	3	57
	% of Total	-	5%	51%	11%	28%	5%	100%
	2011-2012 Total	-	3	29	8	17	1	58
	% of Total	-	5%	50%	14%	29%	2%	100%
	2012-2013 Total	-	2	26	10	16	2	56
	% of Total	-	4%	46%	18%	29%	4%	100%
	2013-2014 Total	-	3	30	11	14	-	58
	% of Total	-	5%	52%	19%	24%	-	100%

Question		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	No Experience	No Reply	Total
How satisfied are you with Community Care's Quality Service Management, including coordination of care, referrals, and transition of care to other providers?	2007-2008 Total	1	4	26	4	9	-	44
	% of Total	2%	9%	59%	9%	21%	-	100%
	2008-2009 Total	1	4	25	4	11	7	52
	% of Total	2%	8%	48%	8%	21%	13%	100%
	2009-2010 Total	-	5	22	7	17	1	52
	% of Total	-	10%	42%	13%	33%	2%	100%
	2010-2011 Total	-	3	25	10	17	2	57
	% of Total	-	5%	44%	18%	30%	4%	100%
	2011-2012 Total	1	2	29	10	16	-	58
	% of Total	2%	3%	50%	17%	28%	-	100%
	2012-2013 Total	1	3	24	9	19	-	56
	% of Total	2%	5%	43%	16%	34%	-	100%
	2013-2014 Total	-	1	31	8	14	4	58
	% of Total	-	2%	53%	14%	24%	7%	100%
How satisfied are you with Community Care's provider benchmarking practices, such as providing you with information about your site's quality and utilization activity compared to others in the network?	2007-2008 Total	1	8	18	2	15	-	44
	% of Total	2%	18%	41%	5%	34%	-	100%
	2008-2009 Total	2	5	21	1	13	10	52
	% of Total	4%	10%	40%	2%	25%	19%	100%
	2009-2010 Total	4	3	24	4	17	-	52
	% of Total	8%	6%	46%	8%	33%	-	100%
	2010-2011 Total	-	6	27	6	15	3	57
	% of Total	-	11%	47%	11%	26%	5%	100%
	2011-2012 Total	-	7	27	6	17	1	58
	% of Total	-	12%	47%	10%	29%	2%	100%
	2012-2013 Total	-	4	25	7	20	-	56
	% of Total	-	7%	45%	13%	36%	-	100%
	2013-2014 Total	2	3	28	6	17	2	58
	% of Total	3%	5%	48%	10%	29%	3%	100%

Do you have any comments regarding Community Care's overall service management process?

Comments

- "No" (4 times)
- "It would be helpful if the system was more up to date. We have more claims than ever that were denied because of old information in the system."
- "Helps to ensure compliance from providers and improve quality of care for consumers. Assists in arranging complex care for consumers in a variety of areas."
- "The Quality Improvement process does not allow for variables outside of the control of the provider."
- "None"
- "I think the service and sessions available to members are excellent."
- "Overall satisfied"
- "Overall Satisfaction"

Question		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	No Experience	No Reply	Total
Overall, how satisfied are you with being a provider for Community Care?	2007-2008 Total	4	3	22	14	-	1	44
	% of Total	9%	7%	50%	32%	-	2%	100%
	2008-2009 Total	3	4	23	14	2	6	52
	% of Total	6%	8%	44%	27%	4%	12%	100%
	2009-2010 Total	-	1	32	19	-	-	52
	% of Total	-	2%	62%	37%	-	-	100%
	2010-2011 Total	-	1	35	21	-	-	57
	% of Total	-	2%	61%	37%	-	-	100%
	2011-2012 Total	-	3	30	25	-	-	58
	% of Total	-	5%	52%	43%	-	-	100%
	2012-2013 Total	1	1	25	28	1	-	56
	% of Total	2%	2%	45%	50%	2%	-	100%
	2013-2014 Total	-	1	21	36	-	-	58
	% of Total	-	2%	36%	62%	-	-	100%

Question		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	No Experience	No Reply	Total
How satisfied are you with the member grievance process?	2007-2008 Total	1	2	19	2	20	-	44
	% of Total	2%	5%	43%	5%	46%	-	100%
	2008-2009 Total	1	2	18	4	21	6	52
	% of Total	2%	4%	35%	8%	40%	12%	100%
	2009-2010 Total	1	1	20	3	27	-	52
	% of Total	2%	2%	38%	6%	52%	-	100%
	2010-2011 Total	-	1	26	4	25	1	57
	% of Total	-	2%	46%	7%	44%	2%	100%
	2011-2012 Total	1	-	24	7	25	1	58
	% of Total	2%	-	41%	12%	43%	2%	100%
	2012-2013 Total	2	6	17	6	25	-	56
	% of Total	4%	11%	30%	11%	45%	-	100%
	2013-2014 Total	-	6	25	5	22	-	58
	% of Total	-	10%	43%	9%	38%	-	100%

Question		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	No Experience	No Reply	Total
How satisfied are you with the member complaint process?	2007-2008 Total	1	1	20	2	20	-	44
	% of Total	2%	2%	46%	5%	46%	-	100%
	2008-2009 Total	-	3	19	5	19	6	52
	% of Total	-	6%	37%	10%	37%	12%	100%
	2009-2010 Total	1	-	18	3	29	1	52
	% of Total	2%	-	35%	6%	56%	2%	100%
	2010-2011 Total	-	1	21	3	31	1	57
	% of Total	-	2%	37%	5%	54%	2%	100%
	2011-2012 Total	1	-	21	5	30	1	58
	% of Total	2%	-	36%	9%	52%	2%	100%
	2012-2013 Total	-	2	20	5	29	-	56
	% of Total	-	4%	36%	9%	52%	-	100%
	2013-2014 Total	-	6	21	5	26	-	58
	% of Total	-	10%	36%	9%	45%	-	100%

How long have you been a provider for Community Care?

2006-2007 Responses

One year or less – 27 Responses

2007-2008 Responses

0 Years – 1 Response
1 Year – 4 Responses
1 ½ Years – 6 Responses
2 Years – 12 Responses
2 Years 3 Months – 1 Response
2 Years 9 Months – 1 Response
3 – 5 Years – 1 Response
4 Years – 2 Responses
5 Years – 1 Response
6 ½ Years – 2 Responses
7 Years – 4 Responses
8 Years – 1 Response
20 Years – 1 Response
Unknown – 1 Response
No Reply – 6 Responses

2008-2009 Responses

Since they began in the NEPA area – 1 Response
6 Months – 1 Response
2 Years – 7 Responses
2.5 Years – 1 Response
2-3 Years – 2 Responses
3 Years – 13 Responses
3 or 4 – 1 Response
4 Years – 3 Responses
3 Plus Years – 1 Response
7 Years – 1 Response
8 Years – 2 Responses
10 Years – 1 Response
10+ Years – 1 Response

2009-2010 Responses

1 Year – 2 Responses
2 Years – 1 Response
3 Years – 11 Responses
3.5 Years – 3 Responses
4 Years – 9 Responses
5 Years – 4 Responses
8 Years – 1 Response
9 Years – 1 Response
10 Years – 3 Responses
10+ Years – 2 Responses
20+ Years – 1 Response

2010-2011 Responses

Since the beginning
½ Year – 1 Response
2 Years – 3 Responses
2 ½ Years – 1 Response
3 Years – 1 Response
4 Years – 8 Responses
4 ½ Years – 1 Response
5 Years – 9 Responses
6 Years – 2 Responses
7 Years – 2 Responses
8 Years – 1 Response
10 Years – 2 Responses
14 Years – 1 Response
15 Years – 1 Response
18 Years – 1 Response
5+ Years – 1 Response
6+ Years – 1 Response
10+ Years – 3 Responses
No Reply – 17 Responses

2011-2012 Responses

1 Year – 2 Responses
1.5 Years – 2 Responses
2 Years – 1 Response
3 Years – 4 Responses
4 Years – 8 Responses
5 Years – 8 Responses
5+ Years – 2 Responses
5.5 Years – 2 Responses
6 Years – 7 Responses
7 Years – 1 Response
8 Years – 1 Response
10 Years – 6 Responses
10+ Years – 2 Responses
11 Years – 1 Response
18 Years – 1 Response
No Reply – 10 Responses

2012-2013 Responses

Less Than 1 Year – 1 Response
 1 Year – 3 Responses
 1.5 Years – 1 Response
 2 Years – 2 Responses
 3 Years – 4 Responses
 4 Years – 1 Response
 5 Years – 2 Responses
 6 Years – 3 Responses
 6.5 Years – 1 Response
 7 Years – 9 Responses
 8 Years – 3 Responses
 8.5 Years – 1 Response
 10 Years – 5 Responses
 12 Years – 2 Responses
 13 Years – 1 Response
 18 Years – 1 Response
 20+ Years – 1 Response
 No Reply – 15 Responses

2013-2014 Responses

1 Year – 6 Responses
 2 Years – 2 Responses
 4 Years – 3 Responses
 5 Years – 8 Responses
 6 Years – 4 Responses
 7 Years – 12 Responses
 8 Years – 3 Responses
 10 Years – 6 Responses
 12 Years – 1 Response
 13 Years – 1 Response
 15 Years – 1 Response
 18 Years – 2 Responses

Do you have any additional comments?		Yes	No	No Reply	Total
	2007-2008 Total	7	30	7	44
	2008-2009 Total	6	33	13	52
	2009-2010 Total	9	32	11	52
	2010-2011 Total	11	41	5	57
	2011-2012 Total	6	49	3	58
	2012-2013 Total	8	45	3	56
	2013-2014 Total	11	42	5	58

Comments

- *"Re: member complaints: I understand the need & viability but experienced a malicious complaint by a consumer who was ineligible and responsible for fees based on that consumers fraudulent knowledge of having other insurance and not reporting. The amount of stress involved was immense. Also as a result of this false action (and we were exonerated) our CCBH referrals dissipated greatly impacting the gross revenues of practice and we lost members. There needs to be more protection for providers in order to make practice safe as opposed to fear based."*
- *"We had experience of an ineligible member filing a malicious complaint which impacted referrals, resulted in unnecessary stress and though we were exonerated from wrong doing believe providers should be more protected particularly when a consumer knowingly commits fraud. We lost referrals last quarter and it impacted our gross revenues. However, CCBH was also supportive of my needs during this process as well."*
- *"I have a folder of claims pending that are waiting for updates; we were paid the incorrect rate (we are in Luzerne Co.). Now we have to spend time making sure these claims are not forgotten."*
- *"I answered the survey based on my current care manager who is wonderful, but our previous care manager a few months ago was very inaccurate and difficult to work with. CCBH; introduced the survey which our parents are not happy about having to do monthly they prefer every few months."*
- *"CCBH has great staff and utilize providers collaboratively."*
- *"Very good authorization process."*

- *"The Care Managers that we work with regularly are extremely helpful and have excellent communication with us. Roseanna Liberty does an excellent job at making sure the needs of the members are met appropriately."*
- *"It would be nice to be able to pull remittances off the internet."*
- *"Make online billing easier with less coding - make it similar to other ins. companies. Love that you do not limit sessions or ask questions concerning treatment. I love being a provider for CCBH. I wish reimbursement were better but overall I am satisfied with your services."*
- *"Care Managers are wonderful-taking time to become involved. (Wendy-Pittsburg) High risk- CMP (Vanessa, Leah, Georgeanna)."*
- *"Credentialing process is too convoluted and too drawn out."*
- *"CCBH has recently given to providers a Child Outcome Survey to be completed with the family on a monthly basis. Many of the questions on the survey do not relate to populations of children who have Intellectual Disabilities and are functioning at a much lower developmental level than their chronological age."*