

**Fiscal Year
2012-2013**

*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 179 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 eight 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 180 surveys and received 56 unduplicated surveys, representing a 31% response rate. This is 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 56 unduplicated surveys, all of whom identified their agencies as providing services to NBHCC/CCBHO HealthChoices Members during 2012-2013.

How would you rate Community Care's credentialing process?								
	Very Poor	Poor	Average	Good	Very Good	No Experience	No Reply	Total
2006-2007 Total	-	-	1	10	12	2	2	27
% of Total	-	-	4%	37%	44%	7%	7%	100%
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%

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
2006-2007 Total	-	1	5	9	4	8	-	27
% of Total	-	4%	19%	33%	15%	30%	-	100%
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%

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
2006-2007 Total	-	-	3	2	2	16	4	27
% of Total	-	-	11%	7%	7%	59%	15%	100%
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%

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
2006-2007 Total	-	2	3	4	8	10	-	27
% of Total	-	7%	11%	15%	30%	37%	-	100%
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%

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
2006-2007 Total	1	1	2	3	3	14	3	27
% of Total	4%	4%	7%	11%	11%	52%	11%	100%
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%

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
2006-2007 Total	-	-	14	5	6	2	27
% of Total	-	-	52%	19%	22%	7%	100%
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%

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
2006-2007 Total	3	4	5	6	14	3	35
% of Total	9%	11%	14%	17%	40%	9%	100%
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%

*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
2006-2007 Total	-	21	6	27
% of Total	-	78%	22%	100%
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%

If Yes, please list:

- *Billable services and compliance.*
- *The role and responsibility of care managers.*
- *Extra unit request process for PHP Psych Rehab.*
- *Updated and clearly defined billable and non-billable service descriptions.*

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?	2006-2007 Total	-	-	6	20	-	1	27
	% of Total	-	-	22%	74%	-	4%	100%
	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%
How satisfied were you with your most recent meeting/ interaction with the Provider Relations staff?	2006-2007 Total	-	1	14	11	1	-	27
	% of Total	-	4%	52%	41%	4%	-	100%
	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%

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?	2006-2007 Total	-	2	4	4	16	1	27
	% of Total	-	7%	15%	15%	59%	4%	100%
	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%
How satisfied are you with the provider complaint process?	2006-2007 Total	-	1	4	4	17	1	27
	% of Total	-	4%	15%	15%	63%	4%	100%
	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%

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?	2006-2007 Total	-	-	8	16	3	-	27
	% of Total	-	-	30%	59%	11%	-	100%
	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%
How satisfied are you with the courtesy extended to you by the Customer Service Representatives?	2006-2007 Total	-	-	10	14	2	1	27
	% of Total	-	-	37%	52%	7%	4%	100%
	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%

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?	2006-2007 Total	-	-	6	11	9	1	-	27
	% of Total	-	-	22%	41%	33%	4%	-	100%
	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%
How often does the Provider Relations staff answer your questions to your satisfaction?	2006-2007 Total	-	-	8	7	10	2	-	27
	% of Total	-	-	30%	26%	37%	7%	-	100%
	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%

Question		Never	Rarely	Sometimes	Often	Always	No Experience	No Reply	Total
How often does the Care Management staff answer your questions to your satisfaction?	2006-2007 Total	-	-	2	12	6	6	1	27
	% of Total	-	-	7%	44%	22%	22%	4%	100%
	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%
How often do the Customer Service Representatives answer your questions to your satisfaction?	2006-2007 Total	-	-	5	11	8	2	1	27
	% of Total	-	-	19%	41%	30%	7%	4%	100%
	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%

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
2006-2007 Total	-	-	1	3	6	17	-	27
% of Total	-	-	4%	11%	22%	63%	-	100%
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%

Question		Yes	No	No Reply	Total
Do you have any comments regarding your experience with C/FST processes?*	2006-2007 Total	-	7	3	10
	% of Total	-	70%	30%	100%
	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%

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?*	2006-2007 Total	-	9	1	10
	% of Total	-	90%	10%	100%
	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%

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

Comment regarding experience with the C/FST processes:

- *Concern with rating/scoring of indicators - "unsure" rated negatively against provider. For many questions unsure may be most appropriate if this is a new service/new level of care and not necessarily "a bad thing". I have requested review by both Advocacy Alliance and CCBH local, but not responsive.*
- *Very subjective, make decisions on too few cases.*
- *Because the survey is so general it is difficult to convey some of the issues encountered.*

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

- *Survey questions should be better related to level of care.*

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?	2006-2007 Total	15	12	-	27
	% of Total	56%	44%	-	100%
	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%

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)?	2006-2007 Total	-	1	7	6	1	-	15
	% of Total	-	7%	47%	40%	7%	-	100%
	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%

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?	2006-2007 Total	-	-	10	5	-	-	15
	% of Total	-	-	67%	33%	-	-	100%
	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%

Question*		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	No Experience	No Reply	Total
How satisfied with are you with the authorization process for BHRS services?	2006-2007 Total	-	2	8	5	-	-	15
	% of Total	-	13%	53%	33%	-	-	100%
	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%

*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?	2006-2007 Total	5	9	1	15
	% of Total	33%	60%	7%	100%
	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%

*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

- *Cutting BHRS service dramatically. Will hurt children and families.*
- *I feel that when an appeal is filed it is unfair because they do not know the family and only have a small snapshot of the client.*
- *Repetitive problems with packet reviewers not reading the information submitted - instead the packet is denied or additional information is requested, which was already provided initially. Highly inconsistent practices with care managers related to authorizations and also their corrections slow to correct errors. Poor communication.*
- *Many needs are now being unmet.*
- *Not all of the staff seem to follow the same procedures creating confusion on the part of the provider when submitting packets/information concerning clients.*

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?	2006-2007 Total	-	1	5	11	8	-	2	27
	% of Total	-	4%	19%	41%	30%	-	7%	100%
	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%
How would you rate the timeliness of claims payments made to you/your practice?	2006-2007 Total	-	1	6	8	10	2	-	27
	% of Total	-	4%	22%	30%	37%	7%	-	100%
	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%

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?	2006-2007 Total	1	2	1	4	3	16	-	27
	% of Total	4%	7%	4%	15%	11%	59%	-	100%
	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%
Compared to other insurance companies you work with, how would you rate Community Care overall?	2006-2007 Total	-	3	8	11	3	N/A	2	27
	% of Total	-	11%	30%	41%	11%	N/A	7%	100%
	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%

Question		Never	Rarely	Sometimes	Often	Always	No Experience	No Reply	Total
How often do the Claims Representatives provide you with consistent and accurate information?	2006-2007 Total	-	-	5	12	6	4	-	27
	% of Total	-	-	19%	44%	22%	15%	-	100%
	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%

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)?	2006-2007 Total	-	2	17	3	5	-	27
	% of Total	-	7%	63%	11%	19%	-	100%
	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%

Question		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	No Experience	No Reply	Total
How satisfied are you with the Claims Remittance advice?	2006-2007 Total	2	2	15	2	6	-	27
	% of Total	7%	7%	56%	7%	22%	-	100%
	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%

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?	2006-2007 Total	-	1	16	4	6	-	27
	% of Total	-	4%	59%	15%	22%	-	100%
	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%

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?	2006-2007 Total	1	-	13	4	9	-	27
	% of Total	4%	-	48%	15%	33%	-	100%
	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%
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?	2006-2007 Total	-	1	14	2	10	-	27
	% of Total	-	4%	52%	7%	37%	-	100%
	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%

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

Comments

- No (4 times)
- Service reductions recently without focus on children's or the complexity of many children's family and environmental situations.
- Disagree with routine medical reviews at 90 days.
- At times grievance process on bills can be very difficult. Overall, clinically at bank is good, but we would really like to be authorized for more time when we call for continual stay as our program is 3 to 6 months, but it seems like counselors are pushed to have clients out in max. 3 months.
- There is no coordination or interactions with Quality Service Managers! Who are they?
- Many problems Re: School based programs and transitioning to HRS and BCM to other providers.
- We have experienced a significant decrease in the number of referrals.
- CCBH has not been a source of referrals and only becomes involved to provide negative feedback. They rely on providers to manage transition of care issues even if they are imposing restrictions on the process.
- Should be more consistency among contracts.
- Although information is provided in terms of comparisons with network averages, there is minimal information regarding solutions or ideas on how other providers were able to overcome an issue.

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?	2006-2007 Total	-	2	12	11	1	1	27
	% of Total	-	7%	44%	41%	4%	4%	100%
	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%

Question		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	No Experience	No Reply	Total
How satisfied are you with the member grievance process?	2006-2007 Total	-	2	6	6	13	-	27
	% of Total	-	7%	22%	22%	48%	-	100%
	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%

Question		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	No Experience	No Reply	Total
How satisfied are you with the member complaint process?	2006-2007 Total	-	2	5	6	14	-	27
	% of Total	-	7%	19%	22%	52%	-	100%
	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%

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

		Yes	No	No Reply	Total
Do you have any additional comments?	2006-2007 Total	2	17	8	27
	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

Comments

- *Benchmarking process for providers should be adjusted by volume for the comparison purposes.*
- *The remittance advice forms are confusing.*
- *In grievance process with the conformation of continuation rights - We need to ask multiple times to enter continuation rights (units); each care manager does a different process.*
- *CCBH often loses authorization sheets resulting in no reimbursement in crisis.*
- *Excellent, competent staff.*
- *Initial process is too cumbersome. Process takes too long, longer than other managed care.*
- *Initial process is too lengthy. The process jeopardizes client care because clients need to be seen but process impedes it.*
- *CCBH provides a great deal of negative feedback. They easily pass judgment and are critical of providers but they rarely become a part of creating solutions, particularly across systems.*