

**Fiscal Year  
2015-2016**

*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 281 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 five 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 281 surveys and received 59 unduplicated surveys, representing a 21% response rate. This is a decrease from the 23% response rate during 2014-2015, a decrease from the 26% response rate during 2013-2014, 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 59 unduplicated surveys, all of whom identified their agencies as providing services to NBHCC/CCBHO HealthChoices Members during 2015-2016.

How would you rate Community Care's credentialing process?								
	Very Poor	Poor	Average	Good	Very Good	No Experience	No Reply	Total
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%
2014-2015 Total	-	2	3	19	31	1	-	56
% of Total	-	4%	5%	34%	55%	2%	-	100%
2015-2016 Total	12	2	9	14	17	3	2	59
% of Total	20%	3%	15%	24%	29%	5%	3%	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
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%
2014-2015 Total	1	1	1	20	19	14	-	56
% of Total	2%	2%	2%	36%	34%	25%	-	100%
2015-2016 Total	-	12	9	11	19	8	-	59
% of Total	-	20%	15%	19%	32%	14%	-	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
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%
2014-2015 Total	-	1	23	11	9	4	8	56
% of Total	-	2%	41%	20%	16%	7%	14%	100%
2015-2016 Total	-	-	36	10	3	7	3	59
% of Total	-	-	61%	17%	5%	12%	5%	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
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%
2014-2015 Total	-	1	3	15	10	27	-	56
% of Total	-	2%	5%	27%	18%	48%	-	100%
2015-2016 Total	1	-	6	11	3	38	-	59
% of Total	2%	-	10%	19%	5%	64%	-	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
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%
2014-2015 Total	-	-	25	8	5	6	12	56
% of Total	-	-	45%	14%	9%	11%	21%	100%
2015-2016 Total	-	1	24	6	-	7	21	59
% of Total	-	2%	41%	10%	-	12%	36%	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
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%
2014-2015 Total	-	1	21	9	24	1	56
% of Total	-	2%	38%	16%	43%	2%	100%
2015-2016 Total	12	-	19	7	21	-	59
% of Total	20%	-	32%	12%	36%	-	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
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%
2014-2015 Total	2	-	-	3	45	6	56
% of Total	4%	-	-	5%	80%	11%	100%
2015-2016 Total	-	1	4	15	35	4	59
% of Total	-	2%	7%	25%	59%	7%	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
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%
2014-2015 Total	2	51	3	56
% of Total	4%	91%	5%	100%
2015-2016 Total	-	55	4	59
% of Total	-	93%	7%	100%

## 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?	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%
	2014-2015 Total	-	-	20	36	-	-	56
	% of Total	-	-	36%	64%	-	-	100%
	2015-2016 Total	-	1	28	29	1	-	59
	% of Total	-	2%	47%	49%	2%	-	100%

Question		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	No Experience	No Reply	Total
How satisfied were you with your most recent meeting/ interaction with the Provider Relations staff?	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%
	2014-2015 Total	-	-	24	26	6	-	56
	% of Total	-	-	43%	46%	11%	-	100%
	2015-2016 Total	-	2	26	28	3	-	59
	% of Total	-	3%	44%	47%	5%	-	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?	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%
	2014-2015 Total	1	2	22	9	22	-	56
	% of Total	2%	4%	39%	16%	39%	-	100%
	2015-2016 Total	-	18	16	5	20	-	59
	% of Total	-	31%	27%	8%	34%	-	100%

Question		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	No Experience	No Reply	Total
How satisfied are you with the provider complaint process?	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%
	2014-2015 Total	1	1	22	5	27	-	56
	% of Total	2%	2%	39%	9%	48%	-	100%
	2015-2016 Total	1	1	27	3	27	-	59
	% of Total	2%	2%	46%	5%	46%	-	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?	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%
	2014-2015 Total	-	1	17	32	6	-	56
	% of Total	-	2%	30%	57%	11%	-	100%
	2015-2016 Total	-	1	29	22	7	-	59
	% of Total	-	2%	49%	37%	12%	-	100%
How satisfied are you with the courtesy extended to you by the Customer Service Representatives?	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%
	2014-2015 Total	-	-	27	27	1	1	56
	% of Total	-	-	48%	48%	2%	2%	100%
	2015-2016 Total	-	-	27	23	8	1	59
	% of Total	-	-	46%	39%	14%	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?	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%
	2014-2015 Total	-	-	3	21	32	-	-	56
	% of Total	-	-	5%	38%	57%	-	-	100%
	2015-2016 Total	-	-	6	27	25	1	-	59
	% of Total	-	-	10%	46%	42%	2%	-	100%

Question		Never	Rarely	Sometimes	Often	Always	No Experience	No Reply	Total
How often does the Provider Relations staff answer your questions to your satisfaction?	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%
	2014-2015 Total	-	-	2	21	29	4	-	56
	% of Total	-	-	4%	38%	52%	7%	-	100%
	2015-2016 Total	-	-	5	29	23	2	-	59
	% of Total	-	-	8%	49%	39%	3%	-	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?	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%
	2014-2015 Total	-	-	3	15	32	6	-	56
	% of Total	-	-	5%	27%	57%	11%	-	100%
	2015-2016 Total	-	-	3	32	18	6	-	59
	% of Total	-	-	5%	54%	31%	10%	-	100%

Question		Never	Rarely	Sometimes	Often	Always	No Experience	No Reply	Total
How often do the Customer Service Representatives answer your questions to your satisfaction?	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%
	2014-2015 Total	-	-	4	19	31	1	1	56
	% of Total	-	-	7%	34%	55%	2%	2%	100%
	2015-2016 Total	-	-	2	27	20	8	2	59
	% of Total	-	-	3%	46%	34%	14%	3%	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
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%
2014-2015 Total	-	-	3	8	10	34	1	56
% of Total	-	-	5%	14%	18%	61%	2%	100%
2015-2016 Total	-	-	2	9	7	39	2	59
% of Total	-	-	3%	15%	12%	66%	3%	100%

Question		Yes	No	No Reply	Total
Do you have any comments regarding your experience with C/FST processes?*	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	35	58
	% of Total		40%	60%	100%
	2014-2015 Total	1	19	36	56
	% of Total	2%	34%	64%	100%
	2015-2016 Total	1	17	41	59
	% of Total	2%	29%	69%	100%

### Comment:

*"CFST visits have always been a good experience."*

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?*	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%
	2014-2015 Total	-	19	2	21
	% of Total	-	90%	10%	100%
	2015-2016 Total	1	18	1	20
	% of Total	5%	90%	5%	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:**

None noted

**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?	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%
	2014-2015 Total	19	37	-	56
	% of Total	34%	66%	-	100%
	2015-2016 Total	16	43	-	59
	% of Total	27%	73%	-	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)?	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%
	2014-2015 Total	-	2	13	2	2	-	19
	% of Total	-	11%	68%	11%	11%	-	100%
	2015-2016 Total	-	2	11	2	-	1	16
	% of Total	-	13%	69%	13%	-	6%	100%
How satisfied are you with the accuracy and consistency of information provided by Community Care staff regarding BHRS services?	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%
	2014-2015 Total	-	2	12	3	2	-	19
	% of Total	-	11%	63%	16%	11%	-	100%
	2015-2016 Total	1	1	11	2	-	1	16
	% of Total	6%	6%	69%	13%	-	6%	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*		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	No Experience	No Reply	Total
How satisfied with are you with the authorization process for BHRS services?	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%
	2014-2015 Total	-	2	12	3	2	-	19
	% of Total	-	11%	63%	16%	11%	-	100%
	2015-2016 Total	-	-	14	1	-	1	16
	% of Total	-	-	88%	6%	-	6%	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?	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%
	2014-2015 Total	2	16	1	19
	% of Total	11%	84%	5%	100%
	2015-2016 Total	2	12	2	16
	% of Total	13%	75%	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:**

*"At times the denial letters focus on the strengths of a member but seem to disregard the rationale for the service request. (Especially when an increase in hours is requested)."*

*"Is there a way to submit authorization requests for Best Practice Evaluations online? Then could information be used in some way so when claim is entered, information from authorization populates claim form?"*

## 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?	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%
	2014-2015 Total	-	-	6	19	29	1	1	56
	% of Total	-	-	11%	34%	52%	2%	2%	100%
	2015-2016 Total	-	3	19	15	19	2	1	59
	% of Total	-	5%	32%	25%	32%	3%	2%	100%

Question		Very Poor	Poor	Average	Good	Very Good	No Experience	No Reply	Total
How would you rate the timeliness of claims payments made to you/your practice?	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%
	2014-2015 Total	-	-	9	20	24	1	2	56
	% of Total	-	-	16%	36%	43%	2%	4%	100%
	2015-2016 Total	-	-	19	19	17	3	1	59
	% of Total	-	-	32%	32%	29%	5%	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?	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%
	2014-2015 Total	-	-	32	15	7	1	1	56
	% of Total	-	-	57%	27%	13%	2%	2%	100%
	2015-2016 Total	-	-	43	7	3	4	2	59
	% of Total	-	-	73%	12%	5%	7%	3%	100%

Question		Much Worse	Somewhat Worse	No Different	Somewhat Better	Much Better	Not contracted with HealthChoices last year	No Reply	Total
Compared to other insurance companies you work with, how would you rate Community Care overall?	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%
	2014-2015 Total	-	1	7	23	20	-	5	56
	% of Total	-	2%	13%	41%	36%	-	9%	100%
	2015-2016 Total	-	1	26	22	9	-	1	59
	% of Total	-	2%	44%	37%	15%	-	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?	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%
	2014-2015 Total	-	-	5	20	28	1	2	56
	% of Total	-	-	9%	36%	50%	2%	4%	100%
	2015-2016 Total	-	-	5	34	13	6	1	59
	% of Total	-	-	8%	58%	22%	10%	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)?	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%
	2014-2015 Total	-	3	27	22	2	2	56
	% of Total	-	5%	48%	39%	4%	4%	100%
	2015-2016 Total	1	3	34	11	9	1	59
	% of Total	2%	5%	58%	19%	15%	2%	100%

Question		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	No Experience	No Reply	Total
How satisfied are you with the Claims Remittance advice?	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%
	2014-2015 Total	1	2	25	22	3	3	56
	% of Total	2%	4%	45%	39%	5%	5%	100%
	2015-2016 Total	-	1	29	8	20	1	59
	% of Total	-	2%	49%	14%	34%	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?	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%
	2014-2015 Total	-	-	26	19	9	2	56
	% of Total	-	-	46%	34%	16%	4%	100%
	2015-2016 Total	-	1	35	6	16	1	59
	% of Total	-	2%	59%	10%	27%	2%	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?	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%
	2014-2015 Total	-	-	24	16	15	1	56
	% of Total	-	-	43%	29%	27%	2%	100%
	2015-2016 Total	-	-	33	9	16	1	59
	% of Total	-	-	56%	15%	27%	2%	100%

Question		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	No Experience	No Reply	Total
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?	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%
	2014-2015 Total	-	1	30	10	14	1	56
	% of Total	-	2%	54%	18%	25%	2%	100%
	2015-2016 Total	-	6	27	8	18	-	59
	% of Total	-	10%	46%	14%	31%	-	100%

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

**Comments:**

*"It was very helpful to our quality improvement process, when members' names were listed in Provider Benchmarking reports. Current time frame for timely receipt of packets is 14 days. Should be reduced to 7 days."*

*"Always willing to help, very timely with call backs."*

*"We continue to have denials for claims in our contract which are out of our county. We have been assured that other counties are under contract. They use a different eligibility screener (we use Promise) that gives different information. They won't provide us with the system they use."*

Question		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	No Experience	No Reply	Total
Overall, how satisfied are you with being a provider for Community Care?	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%
	2014-2015 Total	-	-	16	39	-	1	56
	% of Total	-	-	29%	70%	-	2%	100%
	2015-2016 Total	-	-	34	25	-	-	59
	% of Total	-	-	58%	42%	-	-	100%

Question		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	No Experience	No Reply	Total
How satisfied are you with the member grievance process?	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%
	2014-2015 Total	1	1	21	5	26	2	56
	% of Total	2%	2%	38%	9%	46%	4%	100%
	2015-2016 Total	-	4	32	6	17	-	59
	% of Total	-	7%	54%	10%	29%	-	100%

Question		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	No Experience	No Reply	Total
How satisfied are you with the member complaint process?	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%
	2014-2015 Total	1	1	21	7	24	2	56
	% of Total	2%	2%	38%	13%	43%	4%	100%
	2015-2016 Total	-	1	31	6	21	-	59
	% of Total	-	2%	53%	10%	36%	-	100%

## How long have you been a provider for Community Care?

### 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

**2014-2015 Responses**

1 Year – 2 Responses  
2 Years – 3 Responses  
3 Years – 6 Responses  
4 Years – 1 Response  
5 Years – 4 Responses  
6 Years – 1 Response  
7 Years – 2 Responses  
8 Years – 7 Responses  
9 Years – 5 Responses  
10 Years – 9 Responses  
13 Years – 1 Response  
14 Years – 2 Responses  
15 Years – 1 Response  
16 Years – 1 Response  
20 Years – 4 Responses

**2015-2016 Responses**

1 Year – 6 Responses  
2 Years – 4 Responses  
4 Years – 5 Responses  
5 Years – 1 Response  
6 Years – 2 Response  
7 Years – 7 Responses  
8 Years – 4 Responses  
9 Years – 3 Responses  
10 Years – 10 Responses  
12 Years – 3 Responses  
15 Years – 4 Responses  
17 Years – 1 Response  
20 Years – 1 Response



Do you have any additional comments?		Yes	No	No Reply	Total
	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
	2014-2015 Total	5	45	6	56
	2015-2016 Total	5	39	15	59

**Comments:**

*"Would prefer more detail with our benchmarking and twice a year would be preferred over annual."*

*"Onsite meetings. Face to face for update purposes and enhancing relationships. Incentive programs with data, score cards, etc."*

*"1. Return calls often take more than 1 hour. 2. Would prefer immediate peer to peer rather than member grievance. 3. Would prefer to be able to proceed immediately when primary denial rather than wait for denial letter."*

*"In addition to support for members regarding grievance process. Providers also need support, protection and validation same and similar as we invest our personal and professional life-blood, income, education and ongoing training / education / to provide excellent service."*

*"Very good organization. Much easier to deal with than most commercial insurance."*