

**Fiscal Year
2016-2017**

*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 318 surveys and received 67 unduplicated surveys, representing a 21% response rate. This is the same response rate as during 2015-2016, 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 65 unduplicated surveys, all of whom identified their agencies as providing services to NBHCC/CCBHO HealthChoices Members during 2016-2017. Two provider agencies reported providing services to NBHCC/CCBHO HealthChoices Members during 2016-2017 and are not included in this report.

How would you rate Community Care's credentialing process?								
	Very Poor	Poor	Average	Good	Very Good	No Experience	No Reply	Total
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%
2016-2017 Total	1	3	11	24	25	-	1	65
% of Total	2%	5%	17%	37%	38%	-	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
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%
2016-2017 Total	-	1	6	17	27	13	1	65
% of Total	-	2%	9%	26%	42%	20%	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
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%
2016-2017 Total	-	1	27	13	10	5	9	65
% of Total	-	2%	42%	20%	15%	8%	14%	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
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%
2016-2017 Total	-	-	9	15	9	31	1	65
% of Total	-	-	14%	23%	14%	48%	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
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%
2016-2017 Total	-	2	33	3	6	6	15	65
% of Total	-	3%	51%	5%	9%	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
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%
2016-2017 Total	-	2	20	8	33	2	65
% of Total	-	3%	31%	12%	51%	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
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%
2016-2017 Total	5	1	4	9	45	5	65
% of Total	8%	2%	6%	14%	69%	8%	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
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%
2016-2017 Total	4	55	6	65
% of Total	6%	85%	9%	100%

Comments:

"List of what is billable vs. non-billable, specifically for BSCs"

"Call back from Health Choices confirmed member issue resolved"

"What exactly applies to each ""letter of care""?"

"Use of MA 91 forms"

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?	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%
	2016-2017 Total	1	-	27	35	1	1	65
	% of Total	2%	-	42%	54%	2%	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?	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%
	2016-2017 Total	-	2	30	29	3	1	65
	% of Total	-	3%	46%	45%	5%	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?	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%
	2016-2017 Total	-	-	21	8	35	1	65
	% of Total	-	-	32%	12%	54%	2%	100%

Question		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	No Experience	No Reply	Total
How satisfied are you with the provider complaint process?	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%
	2016-2017 Total	-	1	20	6	37	1	65
	% of Total	-	2%	31%	9%	57%	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?	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%
	2016-2017 Total	-	-	25	33	6	1	65
	% of Total	-	-	38%	51%	9%	2%	100%
How satisfied are you with the courtesy extended to you by the Customer Service Representatives?	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%
	2016-2017 Total	-	-	30	24	10	1	65
	% of Total	-	-	46%	37%	15%	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?	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%
	2016-2017 Total	-	1	7	28	27	1	1	65
	% of Total	-	2%	11%	43%	42%	2%	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?	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%
	2016-2017 Total	-	1	10	23	29	1	1	65
	% of Total	-	2%	15%	35%	45%	2%	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?	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%
	2016-2017 Total	-	-	3	25	30	6	1	65
	% of Total	-	-	5%	38%	46%	9%	2%	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?	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%
	2016-2017 Total	-	-	4	24	26	9	2	65
	% of Total	-	-	6%	37%	40%	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
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%
2016-2017 Total	-	1	6	12	10	35	1	65
% of Total	-	2%	9%	18%	15%	54%	2%	100%

Question		Yes	No	No Reply	Total
Do you have any comments regarding your experience with C/FST processes?*	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%
	2016-2017 Total	1	27	37	65
	% of Total	2%	42%	57%	100%

Comment:

“Parents need to be told of the lengthy startup process for TSS and non availability of TSS when assigned staff are sick or on vacation or during staff turnover.”

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?*	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%
	2016-2017 Total	1	27	1	29
	% of Total	3%	93%	3%	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?	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%
	2016-2017 Total	24	39	2	65
	% of Total	37%	60%	3%	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)?	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%
	2016-2017 Total	1	-	14	8	1	-	24
	% of Total	4%	-	58%	33%	4%	-	100%
How satisfied are you with the accuracy and consistency of information provided by Community Care staff regarding BHRS services?	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%
	2016-2017 Total	-	6	12	5	1	-	24
	% of Total	-	25%	50%	21%	4%	-	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?	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%
	2016-2017 Total	-	1	18	4	1	-	24
	% of Total	-	4%	75%	17%	4%	-	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?	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%
	2016-2017 Total	5	19	-	24
	% of Total	21%	79%	-	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:

"More consistency among psychologist reviewers and care managers."

"Much more helpful than past experiences"

"Inconsistent approvals and denials. Extensive focus only on behaviors and dismissing skill deficits that need to be a focus of treatment."

"Frequent audits are not helpful and pull provider resources from client services and costs providers more money with no reimbursement from CCBH"

"When issuing a denial of services, reviewers should not use the clients' strengths as a rationale for the denial."

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?	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%
	2016-2017 Total	-	-	4	25	31	3	2	65
	% of Total	-	-	6%	38%	48%	5%	3%	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?	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%
	2016-2017 Total	-	-	7	27	26	3	2	65
	% of Total	-	-	11%	42%	40%	5%	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?	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%
	2016-2017 Total	-	-	48	8	3	4	2	65
	% of Total	-	-	74%	12%	5%	6%	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?	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%
	2016-2017 Total	-	2	16	28	17	-	2	65
	% of Total	-	3%	25%	43%	26%	-	3%	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?	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%
	2016-2017 Total	-	-	5	19	32	8	1	65
	% of Total	-	-	8%	29%	49%	12%	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)?	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%
	2016-2017 Total	-	2	37	15	9	2	65
	% of Total	-	3%	57%	23%	14%	3%	100%

Question		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	No Experience	No Reply	Total
How satisfied are you with the Claims Remittance advice?	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%
	2016-2017 Total	1	-	36	18	9	1	65
	% of Total	2%	-	55%	28%	14%	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?	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%
	2016-2017 Total	-	2	37	7	16	3	65
	% of Total	-	3%	57%	11%	25%	5%	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?	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%
	2016-2017 Total	-	5	32	6	19	3	65
	% of Total	-	8%	49%	9%	29%	5%	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?	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%
	2016-2017 Total	-	6	29	8	21	1	65
	% of Total	-	9%	45%	12%	32%	2%	100%

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

Comments:

"There seems to be minimal understanding of our operations as a Federally Qualified Health Center providing both primary care and behavioral health at the same location."

"The only issue we have is the items we need to do a QA on because some of this can be answered during their visit. They do not share what is wrong until you receive and have to do all of the paperwork."

"I absolutely enjoy working with Community Care! It's efficient and easy and personal!"

"We have found multiple errors in CCBH reporting provider deficiencies that were untrue. We did not receive documentation acknowledging these errors."

"I need to setup online payments to submit claims"

"Always satisfied"

"See question # 27"

Question		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	No Experience	No Reply	Total
Overall, how satisfied are you with being a provider for Community Care?	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%
	2016-2017 Total	-	-	28	35	-	2	65
	% of Total	-	-	43%	54%	-	3%	100%

Question		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	No Experience	No Reply	Total
How satisfied are you with the member grievance process?	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%
	2016-2017 Total	-	-	27	6	31	1	65
	% of Total	-	-	42%	9%	48%	2%	100%

Question		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	No Experience	No Reply	Total
How satisfied are you with the member complaint process?	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%
	2016-2017 Total	-	-	23	4	37	1	65
	% of Total	-	-	35%	6%	57%	2%	100%

How long have you been a provider for Community Care?

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

2016-2017 Responses

Less than one year – 3 Responses

1 Year – 4 Responses

2 Years – 2 Responses

3 Years – 4 Responses

4 Years – 2 Responses

5 Years – 3 Responses

6 Years – 3 Responses

8 Years – 2 Responses

9 Years – 1 Response

10 Years – 22 Responses

11 Years – 2 Responses

12 Years – 1 Response

14 Years – 1 Response

15 Years – 6 Responses

16 Years – 2 Responses

18 Years – 1 Response

21 Years – 1 Response

27 Years – 1 Response

Do you have any additional comments?		Yes	No	No Reply	Total
	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
	2016-2017 Total	5	57	3	65

Comments:

"Sometimes repeated follow up questions/requests continue even after information given is exhausted. Word of parent is often believed over that of provider."

"[Individual], in Provider Relations/Network is excellent to work with. She is knowledgeable, helpful and courteous... a fantastic resource!"

"So I discussed early in the benchmarking process there are no designated outcome goals. In addition, the quality benchmarks do not all apply to us as a federally qualified health center."

"Community Care never makes me feel like I am bothering them. Always happy - fresh attitudes. Love it!"

"The length of time & steps to become contracted/credentialed is ridiculous. Way too many hoops to jump through."