

**Fiscal Year
2019-2020**

*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 456 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 17 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 456 surveys and received 66 unduplicated surveys, representing a 14% response rate. This is a decrease in response rate from 2018-2019 (with a 16% response rate), a decrease from 2017-2018 (with a 19% response rate), a decrease from 2016-2017 and 2015-2016 (with a 21% response rate), and a decrease from the 23% response rate during 2014-2015.

The following data reflects the responses of 63 unduplicated surveys, all of whom identified their agencies as providing services to NBHCC/CCBHO HealthChoices Members during 2019-2020. Three providers returned surveys indicating that they did not serve NBHCC/CCBHO HealthChoices Members during 2019-2020.

How would you rate Community Care's credentialing process?								
	Very Poor	Poor	Average	Good	Very Good	No Experience	No Reply	Total
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%
2017-2018 Total	-	7	11	13	30	2	1	64
% of Total	-	11%	17%	20%	47%	3%	2%	100%
2018-2019 Total	2	1	16	17	22	3	-	61
% of Total	3%	2%	26%	28%	36%	5%	-	100%
2019-2020 Total	2	9	11	19	19	1	2	63
% of Total	3%	14%	18%	30%	30%	2%	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
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%
2017-2018 Total	1	-	5	18	27	12	1	64
% of Total	2%	-	8%	28%	42%	19%	2%	100%
2018-2019 Total	-	-	9	9	32	10	1	61
% of Total	-	-	15%	15%	53%	16%	2%	100%
2019-2020 Total	-	1	9	13	26	13	1	63
% of Total	-	2%	14%	21%	41%	21%	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
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%
2017-2018 Total	-	1	38	12	2	5	6	64
% of Total	-	2%	59%	19%	3%	8%	9%	100%
2018-2019 Total	-	-	40	5	2	7	7	61
% of Total	-	-	66%	8%	3%	12%	12%	100%
2019-2020 Total	-	-	33	9	3	8	10	63
% of Total	-	-	52%	14%	5%	13%	16%	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
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%
2017-2018 Total	-	-	5	14	7	36	2	64
% of Total	-	-	8%	22%	11%	56%	3%	100%
2018-2019 Total	-	1	8	13	6	32	1	61
% of Total	-	2%	13%	21%	10%	53%	2%	100%
2019-2020 Total	-	-	8	9	4	37	5	63
% of Total	-	-	13%	14%	6%	59%	8%	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
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%
2017-2018 Total	-	1	33	9	1	6	14	64
% of Total	-	2%	52%	14%	2%	9%	22%	100%
2018-2019 Total	-	1	36	2	2	6	14	61
% of Total	-	2%	59%	3%	3%	10%	23%	100%
2019-2020 Total	-	-	34	5	2	10	12	63
% of Total	-	-	54%	8%	3%	16%	19%	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
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%
2017-2018 Total	-	1	24	5	32	2	64
% of Total	-	2%	38%	8%	50%	3%	100%
2018-2019 Total	-	2	17	10	30	2	61
% of Total	-	3%	28%	16%	49%	3%	100%
2019-2020 Total	-	1	16	10	36	-	63
% of Total	-	2%	25%	16%	57%	-	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
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	69
% of Total	7%	1%	6%	13%	65%	7%	100%
2017-2018 Total	2	-	-	5	51	7	65
% of Total	3%	-	-	8%	78%	11%	100%
2018-2019 Total	1	-	1	3	51	5	61
% of Total	2%	-	2%	5%	84%	8%	100%
2019-2020 Total	1	1	2	1	54	6	63
% of Total	2%	2%	3%	2%	86%	10%	100%

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

Are there topics that you believe should be added to the Provider Manual to make issues more clear?				
	Yes	No	No Reply	Total
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%
2017-2018 Total	-	60	4	64
% of Total	-	94%	6%	100%
2018-2019 Total	4	55	2	61
% of Total	7%	90%	3%	100%
2019-2020 Total	2	55	6	63
% of Total	3%	87%	10%	100%

Comments

"Explicit billing instructions"

"While I realize that treatment plan goals objectives must be written - several flaws exist: The guidelines while they may be written from a licensed clinician - they are clearly not written by anyone who actually has a private practice or who has serviced patients. The guidelines are far too demanding."

"Clear, concise instructions. Better 'search' topics - more specific List Psychological Assessments that will be approved and their times (units) Better appeals - never had an appeal turned over - is the process a farce?"

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?	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%
	2017-2018 Total	3	-	28	28	4	1	64
	% of Total	5%	-	44%	44%	6%	2%	100%
	2018-2019 Total	1	-	26	33	1	-	61
	% of Total	2%	-	43%	54%	2%	-	100%
	2019-2020 Total	3	4	24	25	7	-	63
	% of Total	5%	6%	38%	40%	11%	-	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?	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%
	2017-2018 Total	2	1	26	24	10	1	64
	% of Total	3%	2%	41%	38%	16%	2%	100%
	2018-2019 Total	-	2	8	25	26	-	61
	% of Total	-	3%	13%	41%	43%	-	100%
	2019-2020 Total	1	4	28	18	12	-	63
	% of Total	2%	6%	44%	29%	19%	-	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?	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%
	2017-2018 Total	1	-	3	26	4	30	64
	% of Total	2%	-	5%	41%	6%	47%	100%
	2018-2019 Total	-	2	18	9	31	1	61
	% of Total	-	3%	30%	15%	51%	2%	100%
	2019-2020 Total	1	3	15	5	39	-	63
	% of Total	2%	5%	24%	8%	62%	-	100%

Question		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	No Experience	No Reply	Total
How satisfied are you with the provider complaint process?	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%
	2017-2018 Total	-	1	22	3	37	1	64
	% of Total	-	2%	34%	5%	58%	2%	100%
	2018-2019 Total	1	2	17	7	33	1	61
	% of Total	2%	3%	28%	12%	54%	2%	100%
	2019-2020 Total	1	2	13	7	40	-	63
	% of Total	2%	3%	21%	11%	64%	-	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?	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%
	2017-2018 Total	1	1	24	27	10	1	64
	% of Total	2%	2%	38%	42%	16%	2%	100%
	2018-2019 Total	-	1	24	25	11	-	61
	% of Total	-	2%	39%	41%	18%	-	100%
	2019-2020 Total	-	3	19	28	13	-	63
	% of Total	-	5%	30%	44%	21%	-	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 Customer Service Representatives?	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%
	2017-2018 Total	-	-	26	23	13	2	64
	% of Total	-	-	41%	36%	20%	3%	100%
	2018-2019 Total	-	-	27	25	8	1	61
	% of Total	-	-	44%	41%	13%	2%	100%
	2019-2020 Total	-	3	20	26	14	-	63
	% of Total	-	5%	32%	41%	22%	-	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?	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%
	2017-2018 Total	-	-	10	23	25	4	2	64
	% of Total	-	-	16%	36%	39%	6%	3%	100%
	2018-2019 Total	-	2	8	25	24	2	-	61
	% of Total	-	3%	13%	41%	39%	3%	-	100%
	2019-2020 Total	-	6	1	23	27	6	-	63
	% of Total	-	10%	2%	37%	43%	10%	-	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?	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%
	2017-2018 Total	-	-	8	25	25	5	1	64
	% of Total	-	-	13%	39%	39%	8%	2%	100%
	2018-2019 Total	-	2	4	24	28	3	-	61
	% of Total	-	3%	7%	39%	46%	5%	-	100%
	2019-2020 Total	-	3	7	17	28	6	2	63
	% of Total	-	5%	11%	27%	44%	10%	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?	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%
	2017-2018 Total	-	1	6	20	27	9	1	64
	% of Total	-	2%	9%	31%	42%	14%	2%	100%
	2018-2019 Total	-	-	3	24	24	10	-	61
	% of Total	-	-	5%	39%	39%	16%	-	100%
	2019-2020 Total	-	1	6	17	24	13	2	63
	% of Total	-	2%	10%	27%	38%	21%	3%	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?	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%
	2017-2018 Total	-	-	7	24	17	14	2	64
	% of Total	-	-	11%	38%	27%	22%	3%	100%
	2018-2019 Total	-	-	5	23	24	8	1	61
	% of Total	-	-	8%	38%	39%	13%	2%	100%
	2019-2020 Total	-	2	5	16	26	14	-	63
	% of Total	-	3%	8%	25%	41%	22%	-	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
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%
2017-2018 Total	-	-	3	17	6	36	2	64
% of Total	-	-	5%	27%	9%	56%	3%	100%
2018-2019 Total	-	-	10	8	10	32	1	61
% of Total	-	-	16%	13%	16%	53%	2%	100%
2019-2020 Total	-	-	2	11	14	36	-	63
% of Total	-	-	3%	18%	22%	57%	-	100%

Question		Yes	No	No Reply	Total
Do you have any comments regarding your experience with C/FST processes?*	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%
	2017-2018 Total	1	24	39	64
	% of Total	2%	38%	61%	100%
	2018-2019 Total	2	26	33	61
	% of Total	3%	43%	54%	100%
	2019-2020 Total				
	% of Total				

Comments

"Organized and professional"

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?*	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%
	2017-2018 Total	-	27	1	28
	% of Total	-	96%	4%	100%
	2018-2019 Total	-	28	-	28
	% of Total	-	97%	-	100%
	2019-2020 Total				
	% of Total				

*Only Providers who reported having experience with the C/FST answered this question.

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?	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%
	2017-2018 Total	20	42	2	64
	% of Total	31%	66%	3%	100%
	2018-2019 Total	18	39	4	61
	% of Total	30%	64%	7%	100%
	2019-2020 Total	14	48	1	63
	% of Total	22%	76%	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)?	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%
	2017-2018 Total	-	2	15	2	1	-	20
	% of Total	-	9%	68%	9%	5%	9%	100%
	2018-2019 Total	-	1	13	2	2	-	18
	% of Total	-	6%	72%	11%	11%	-	100%
	2019-2020 Total	-	1	11	2	-	-	14
	% of Total	-	7%	79%	14%	-	-	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?	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%
	2017-2018 Total	-	1	14	4	1	-	20
	% of Total	-	5%	70%	20%	5%	-	100%
	2018-2019 Total	-	1	13	3	1	-	18
	% of Total	-	6%	72%	17%	6%	-	100%
	2019-2020 Total	-	1	11	2	-	-	14
	% of Total	-	7%	79%	14%	-	-	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?	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%
	2017-2018 Total	-	-	14	5	1	-	20
	% of Total	-	-	70%	25%	5%	-	100%
	2018-2019 Total	-	-	14	2	2	-	18
	% of Total	-	-	78%	11%	11%	-	100%
	2019-2020 Total	-	1	11	2	-	-	14
	% of Total	-	7%	79%	14%	-	-	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?	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%
	2017-2018 Total	1	17	2	20
	% of Total	5%	85%	10%	100%
	2018-2019 Total	-	18	-	18
	% of Total	-	100%	-	100%
	2019-2020 Total	1	13	-	14
	% of Total	7%	93%	-	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.

Comment

"Keep preferred prescribers!"

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?	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%
	2017-2018 Total	-	-	8	20	34	1	1	64
	% of Total	-	-	13%	31%	53%	2%	2%	100%
	2018-2019 Total	-	1	9	16	31	3	1	61
	% of Total	-	2%	15%	26%	51%	5%	2%	100%
	2019-2020 Total	-	1	8	20	29	5	-	63
	% of Total	-	2%	13%	32%	46%	8%	-	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?	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%
	2017-2018 Total	-	-	14	13	35	-	2	64
	% of Total	-	-	22%	20%	55%	-	3%	100%
	2018-2019 Total	-	-	17	13	28	2	1	61
	% of Total	-	-	28%	21%	46%	3%	2%	100%
	2019-2020 Total	-	1	13	15	29	4	1	63
	% of Total	-	2%	21%	24%	46%	6%	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?	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%
	2017-2018 Total	-	-	54	5	1	2	2	64
	% of Total	-	-	84%	8%	2%	3%	3%	100%
	2018-2019 Total	-	2	45	4	6	2	2	61
	% of Total	-	3%	74%	7%	10%	3%	3%	100%
	2019-2020 Total	-	1	39	11	6	5	1	63
	% of Total	-	2%	62%	18%	10%	8%	2%	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?	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%
	2017-2018 Total	-	4	20	19	19	-	2	64
	% of Total	-	6%	31%	30%	30%	-	3%	100%
	2018-2019 Total	-	7	12	24	18	-	-	61
	% of Total	-	12%	20%	39%	30%	-	-	100%
	2019-2020 Total	4	7	10	23	19	4	-	63
	% of Total	6%	11%	16%	37%	30%	6%	-	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?	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%
	2017-2018 Total	-	-	5	27	23	7	2	64
	% of Total	-	-	8%	42%	36%	11%	3%	100%
	2018-2019 Total	-	1	6	23	23	7	1	61
	% of Total	-	2%	10%	38%	38%	12%	2%	100%
	2019-2020 Total	-	1	2	23	21	15	1	63
	% of Total	-	2%	3%	37%	33%	24%	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)?	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%
	2017-2018 Total	-	3	31	19	9	2	64
	% of Total	-	5%	48%	30%	14%	3%	100%
	2018-2019 Total	-	3	33	14	10	1	61
	% of Total	-	5%	54%	23%	16%	2%	100%
	2019-2020 Total	1	7	22	16	16	1	63
	% of Total	2%	11%	35%	25%	25%	2%	100%

Question		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	No Experience	No Reply	Total
How satisfied are you with the Claims Remittance advice?	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%
	2017-2018 Total	-	1	33	17	11	2	64
	% of Total	-	2%	52%	27%	17%	3%	100%
	2018-2019 Total	-	1	30	18	9	3	61
	% of Total	-	2%	49%	30%	15%	5%	100%
	2019-2020 Total	1	2	25	21	12	2	63
	% of Total	2%	3%	40%	33%	19%	3%	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?	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%
	2017-2018 Total	-	2	32	11	17	2	64
	% of Total	-	3%	50%	17%	27%	3%	100%
	2018-2019 Total	-	1	34	14	12	-	61
	% of Total	-	2%	56%	23%	20%	-	100%
	2019-2020 Total	-	3	32	13	15	-	63
	% of Total	-	5%	51%	21%	24%	-	100%

Question		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	No Experience	No Reply	Total
How satisfied are you with Community Care's Quality Service Management, including coordination of care, referrals, and transition of care to other providers?	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%
	2017-2018 Total	-	-	32	8	22	2	64
	% of Total	-	-	50%	13%	34%	3%	100%
	2018-2019 Total	-	2	28	13	18	-	61
	% of Total	-	3%	46%	21%	30%	-	100%
	2019-2020 Total	-	4	20	15	24	-	63
	% of Total	-	6%	32%	24%	38%	-	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?	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%
	2017-2018 Total	1	3	28	9	21	2	64
	% of Total	2%	5%	44%	14%	33%	3%	100%
	2018-2019 Total	-	4	24	9	24	-	61
	% of Total	-	7%	39%	15%	39%	-	100%
	2019-2020 Total	1	5	23	12	22	-	63
	% of Total	2%	8%	37%	19%	35%	-	100%

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

Comments:

"No matter how or why a claim was not sent in within 30 day and no matter the reason it was not in on time, no appeal is ever granted or the claim paid."

"Rules for submitting claims are arbitrary and confusing leading to lost income for services rendered. Timelines for submitting claims ae much shorter than all other insurance companies I work with."

"Emails are often not returned and if they are it can take weeks or months after multiple requests via email and phone or involving a manager, etc. Primary payment process and timeliness are good. The authorization process is easy and is not time consuming. Most CCBH staff are very polite if you ma"

"Very amazing to work with. Great organization."

Question		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	No Experience	No Reply	Total
Overall, how satisfied are you with being a provider for Community Care?	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%
	2017-2018 Total	-	2	25	35	-	2	64
	% of Total	-	3%	39%	55%	-	3%	100%
	2018-2019 Total	-	2	22	37	-	-	61
	% of Total	-	3%	36%	61%	-	-	100%
	2019-2020 Total	-	3	24	35	1	-	63
	% of Total	-	5%	38%	56%	2%	-	100%

Question		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	No Experience	No Reply	Total
How satisfied are you with the member grievance process?	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%
	2017-2018 Total	-	-	26	5	31	2	64
	% of Total	-	-	41%	8%	48%	3%	100%
	2018-2019 Total	-	1	18	8	32	2	61
	% of Total	-	2%	30%	13%	53%	3%	100%
	2019-2020 Total	1	-	17	6	39	-	63
	% of Total	2%	-	27%	10%	62%	-	100%

Question		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	No Experience	No Reply	Total
How satisfied are you with the member complaint process?	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%
	2017-2018 Total	-	-	23	4	34	3	64
	% of Total	-	-	36%	6%	53%	5%	100%
	2018-2019 Total	1	2	21	6	31	-	61
	% of Total	2%	3%	34%	10%	51%	-	100%
	2019-2020 Total	-	-	18	7	37	1	63
	% of Total	-	-	29%	11%	59%	2%	100%

How long have you been a provider for Community Care?

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

2017-2018 Responses

Less than one year – 3 Responses
1 Year – 5 Responses
2 Years – 2 Responses
3 Years – 3 Responses
4 Years – 4 Responses
5 Years – 2 Responses
6 Years – 2 Responses
10 Years – 11 Responses
11 Years – 1 Responses
12 Years – 6 Response
14 Years – 1 Response
15 Years – 4 Responses
17 Years – 2 Responses
21 Years – 1 Response

2018-2019 Responses

Less than one year – 2 Responses
1 Year – 5 Responses
2 Years – 6 Responses
3 Years – 3 Responses
4 Years – 1 Response
5 Years – 1 Responses
6 Years – 3 Responses
8 Years – 3 Responses
9 Years – 1 Response
10 Years – 13 Responses
11 Years – 0 Responses
12 Years – 5 Responses
13 Years – 4 Response
14 Years – 1 Response
15 Years – 2 Responses
16 Years – 0 Responses
17 Years – 0 Responses
18 Years – 0 Response
19 Years – 2 Responses
25 Years – 2 Responses
27 Years – 1 Response

2019-2020 Responses

Less than one year – 1 Response

Don't Know – 1 Response

1 Year – 8 Responses

2 Years – 6 Responses

3 Years – 7 Responses

4 Years – 1 Response

5 Years – 3 Responses

6 Years – 1 Response

8 Years – 4 Responses

9 Years – 1 Response

10 Years – 2 Responses

11 Years – 2 Responses

12 Years – 4 Responses

13 Years – 4 Responses

14 Years – 2 Responses

15 Years – 5 Responses

16 Years – 2 Responses

17 Years – 1 Response

18 Years – 1 Response

20 Years – 1 Response

23 Years – 1 Response

Do you have any additional comments?		Yes	No	No Reply	Total
	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
	2017-2018 Total	3	55	6	64
	2018-2019 Total	5	50	6	61

Comments:

"Credentialing process for smaller, no facility licensed org's is cumbersome and far too lengthy. Creates disadvantage and prohibits competitiveness."

"Put EOB's online"

"Recently I have received a claim remittance taking money off of me for a client having another insurance.

Unfortunately, I discovered this 1-8-2019 and the original claim was for 12-20-17. This gave me no time to get the 365 days was up. I feel that this is wrong."

"We are very pleased with the level of professionalism. Everyone is so respectful and courteous and always willing to offer assistance."

"Credentialing process is unacceptable. It is taking 1 year or longer to credential providers who can treat clients who are in need of services now."