

January 2024  
through  
December  
2024

*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 489 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 74 Providers completed the survey.

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., 48 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 489 surveys and received 74 unduplicated surveys, representing a 15% response rate. This is an increase in response rate from 2023 (with a response rate of 8%), 2022 (with a 10% response rate) and 2020-2021 (with a response rate of 9%).

The following data reflects the responses of 74 unduplicated surveys, all of whom identified their agencies as providing services to NBHCC/CCBHO HealthChoices Members during 2024. Two providers returned surveys indicating that they did not serve NBHCC/CCBHO HealthChoices Members during 2024.

How would you rate Community Care's credentialing process?								
	Very Poor	Poor	Average	Good	Very Good	No Experience	No Reply	Total
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%
2020-2021 Total	2	6	10	10	10	1	-	39
% of Total	5%	15%	26%	26%	26%	3%	-	100%
2022 Total	1	2	12	13	21	1	-	50
% of Total	2%	4%	24%	26%	42%	2%	-	100%
2023 Total	-	4	12	10	18	1	1	46
% of Total	-	9%	26%	22%	39%	2%	2%	100%
2024 Total	6	4	21	19	19	3	2	74
% of Total	8%	5%	29%	26%	26%	4%	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
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%
2020-2021 Total	2	4	12	14	7	2	-	39
% of Total	5%	10%	31%	36%	18%	5%	-	100%
2022 Total	1	-	7	12	22	8	-	50
% of Total	2%	-	14%	24%	44%	16%	-	100%
2023 Total	-	1	6	7	22	10	-	46
% of Total	-	2%	13%	15%	48%	22%	-	100%
2024 Total	1	3	14	11	24	18	3	74
% of Total	1%	4%	19%	15%	33%	24%	4%	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
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%
2020-2021 Total	-	1	27	4	-	2	5	39
% of Total	-	3%	69%	10%	-	5%	13%	100%
2022 Total	1	-	30	10	1	3	5	50
% of Total	2%	-	60%	20%	2%	6%	10%	100%
2023 Total	-	-	28	5	4	3	6	46
% of Total	-	-	61%	11%	9%	7%	13%	100%
2024 Total	-	2	50	3	4	8	7	74
% of Total	-	3%	68%	4%	5%	11%	9%	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
2017-2018 Total	-	1	8	13	6	32	1	61
% of Total	-	2%	13%	21%	10%	53%	2%	100%
2018-2019 Total	-	-	8	9	4	37	5	63
% of Total	-	-	13%	14%	6%	59%	8%	100%
2019-2020 Total	1	-	3	8	2	25	-	39
% of Total	3%	-	8%	21%	5%	64%	-	100%
2020-2021 Total	-	-	3	7	8	30	2	50
% of Total	-	-	6%	14%	16%	60%	4%	100%
2023 Total	-	-	3	7	6	30	-	46
% of Total	-	-	7%	15%	13%	65%	-	100%
2024 Total	-	1	9	10	7	44	3	74
% of Total	-	1%	12%	14%	9%	60%	4%	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
2017-2018 Total	-	1	36	2	2	6	14	61
% of Total	-	2%	59%	3%	3%	10%	23%	100%
2018-2019 Total	-	-	34	5	2	10	12	63
% of Total	-	-	54%	8%	3%	16%	19%	100%
2019-2020 Total	1	-	23	3	1	4	7	39
% of Total	3%		59%	8%	3%	10%	18%	100%
2020-2021 Total	1	-	26	7	3	5	8	50
% of Total	2%	-	52%	14%	6%	10%	16%	100%
2023 Total	-	-	20	9	6	4	-	46
% of Total	-	-	44%	20%	13%	9%	-	100%
2024 Total	-	1	47	4	3	10	9	74
% of Total	-	1%	64%	5%	4%	14%	12%	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
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%
2020-2021 Total	-	1	7	4	27	-	39
% of Total	-	3%	18%	10%	69%	-	100%
2022 Total	-	-	10	11	27	2	50
% of Total	-	-	20%	22%	54%	4%	100%
2023 Total	-	-	9	6	30	1	46
% of Total	-	-	20%	13%	65%	2%	100%
2024 Total	1	-	24	11	36	2	74
% of Total	1%	-	32%	15%	49%	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
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%
2020-2021 Total	2	1	-	2	33	3	39
% of Total	5%	3%		5%	85%	8%	100%
2022 Total	-	-	-	3	42	5	50
% of Total	-	-	-	6%	84%	10%	100%
2023 Total	-	-	-	2	39	5	46
% of Total	-	-	-	4%	85%	11%	100%
2024 Total	1	2	4	6	61	-	74
% of Total	1%	3%	5%	8%	83%	-	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
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%
2020-2021 Total	1	38	-	39
% of Total	3%	97%	-	100%
2022 Total	1	47	2	50
% of Total	2%	94%	4%	100%
2023 Total	2	41	3	46
% of Total	4%	89%	7%	100%
2024 Total	8	60	6	74
% of Total	11%	81%	8%	100%

## Comments

- *I feel the entire manual could be streamlined and made easier including checklists with what is specifically needed. For example, if an audit, what is specifically needed in preparation for it/make sure have everything in order if an audit ever comes up.*
- *Clarity on IBHS regulations such as supervision and template forms. There are differences in what CCBH wants and IBHS requirements.*
- *When clients have other insurance, your process is very poor as most members do not have other insurance primary.*
- *It would be enormously helpful to have a video training on submitting claims through the CCBH site. For those of us who are clinician, not billers, the process isn't clear and means sending in paper claims.*
- *Manual is unclear regarding so many different things, including encounter forms, treatment plans, how to find the client's actual ID number (which is different from the number on their Geisinger Family insurance card)... so many things.*
- *Credentialing and how to do it. Specific billing process.*

## 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?	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%
	2020-2021 Total	4	2	13	10	10	-	39
	% of Total	10%	5%	33%	26%	26%	-	100%
	2022 Total	-	-	15	26	8	1	50
	% of Total	-	-	30%	52%	16%	2%	100%
	2023 Total	1	1	14	23	6	1	46
	% of Total	2%	2%	30%	50%	13%	2%	100%
	2024 Total	2	5	31	23	9	4	74
	% of Total	3%	7%	42%	31%	12%	5%	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?	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%
	2020-2021 Total	3	1	17	7	11	-	39
	% of Total	8%	3%	44%	18%	28%	-	100%
	2022 Total	-	2	18	19	10	1	50
	% of Total	-	4%	36%	38%	20%	2%	100%
	2023 Total	1	-	16	18	11	-	46
	% of Total	2%	-	35%	39%	24%	-	100%
	2024 Total	-	2	30	25	14	3	74
	% of Total	-	3%	40%	34%	19%	4%	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?	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%
	2020-2021 Total	-	1	10	2	26	-	39
	% of Total		3%	26%	5%	67%	-	100%
	2022 Total	1	1	12	8	28	-	50
	% of Total	2%	2%	24%	16%	56%	-	100%
	2023 Total	1	-	13	3	29	-	46
	% of Total	2%	-	28%	7%	63%	-	100%
	2024 Total	2	1	17	9	41	4	74
	% of Total	3%	1%	23%	12%	56%	5%	100%

Question	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	No Experience	No Reply	Total	
How satisfied are you with the provider complaint process?	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%
	2020-2021 Total	-	1	12	3	23	-	39
	% of Total		3%	31%	8%	59%	-	100%
	2022 Total	-	1	9	8	31	1	50
	% of Total	-	2%	18%	16%	62%	2%	100%
	2023 Total	-	-	9	3	32	2	46
	% of Total	-	-	20%	7%	70%	4%	100%
	2024 Total	1	1	20	5	43	4	74
	% of Total	1%	1%	27%	7%	59%	5%	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?	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%
	2020-2021 Total	-	1	18	9	11	-	39
	% of Total	-	3%	46%	23%	28%	-	100%
	2022 Total	-	2	15	20	12	1	50
	% of Total	-	4%	30%	40%	24%	2%	100%
	2023 Total	-	-	17	19	10	-	46
	% of Total	-	-	37%	41%	22%	-	100%
	2024 Total	-	1	34	25	11	3	74
	% of Total	-	1%	46%	34%	15%	4%	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?	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%
	2020-2021 Total	-	1	14	11	13	-	39
	% of Total		3%	36%	28%	33%	-	100%
	2022 Total	-	-	11	23	15	1	50
	% of Total	-	-	22%	46%	30%	2%	100%
	2023 Total	-	-	17	19	10	-	46
	% of Total	-	-	37%	41%	22%	-	100%
	2024 Total	-	3	29	25	15	2	74
	% of Total	-	4%	39%	34%	20%	3%	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?	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%
	2020-2021 Total	1	3	5	10	9	11	-	39
	% of Total	3%	8%	13%	26%	23%	28%	-	100%
	2022 Total	1	1	7	12	22	6	1	50
	% of Total	2%	2%	14%	24%	44%	12%	2%	100%
	2023 Total	1	1	3	20	16	5	-	46
	% of Total	2%	2%	7%	44%	35%	11%	-	100%
	2024 Total	1	3	7	28	23	9	3	74
	% of Total	1%	4%	9%	39%	31%	12%	4%	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?	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%
	2020-2021 Total	1	2	6	10	10	10	-	39
	% of Total	3%	5%	15%	26%	26%	26%	-	100%
	2022 Total	1	1	6	14	20	7	1	50
	% of Total	2%	2%	12%	28%	40%	14%	2%	100%
	2023 Total	-	2	1	17	18	8	-	46
	% of Total	-	4%	2%	37%	39%	17%	-	100%
	2024 Total	-	2	10	24	24	11	3	74
	% of Total	-	3%	14%	32%	32%	15%	4%	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?	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%
	2020-2021 Total	-	-	3	15	10	11	-	39
	% of Total	-	-	8%	38%	26%	28%	-	100%
	2022 Total	-	1	7	13	19	10	-	50
	% of Total	-	2%	14%	26%	38%	20%	-	100%
	2023 Total	-	-	3	15	18	10	-	46
	% of Total	-	-	7%	33%	39%	22%	-	100%
	2024 Total	-	1	7	24	27	12	3	74
	% of Total	-	1%	10%	32%	37%	16%	4%	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?	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%
	2020-2021 Total	-	-	5	9	12	13	-	39
	% of Total	-	-	13%	23%	31%	33%	-	100%
	2022 Total	-	-	4	9	22	14	1	50
	% of Total	-	-	8%	18%	44%	28%	2%	100%
	2023 Total	-	-	2	19	16	9	-	46
	% of Total	-	-	4%	41%	35%	20%	-	100%
	2024 Total	-	3	7	25	22	15	2	74
	% of Total	-	4%	9%	34%	30%	20%	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
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%
2020-2021 Total	-	-	-	6	4	29	-	39
% of Total	-	-	-	15%	10%	74%	-	100%
2022 Total	-	-	2	7	7	32	2	50
% of Total	-	-	4%	14%	14%	64%	4%	100%
2023 Total	1	-	2	6	4	33	-	46
% of Total	2%	-	4%	13%	9%	72%	-	100%
2024 Total	-	-	5	9	7	51	2	74
% of Total	-	-	7%	12%	9%	69%	3%	100%

Question	Yes	No	No Reply	Total
Do you have any comments regarding your experience with C/FST processes? *	2018-2019 Total	2	26	33
	% of Total	3%	43%	54%
	2019-2020 Total	1	25	37
	% of Total	2%	40%	59%
	2020-2021 Total	1	9	29
	% of Total	3%	23%	74%
	2022 Total	2	15	33
	% of Total	4%	30%	66%
	2023 Total	2	11	33
	% of Total	4%	24%	72%
	2024 Total	2	19	53
	% of Total	2%	26%	72%

**Do you have any comments regarding your experience with C/FST processes? If yes, please list:**

- *These are time consuming.*
- *The CFST process works very well. Our adults work lovely with CFST to gage consumer and family in one process.*

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? *	2018-2019 Total	-	28	-
	% of Total	-	97%	-
	2019-2020 Total	-	27	-
	% of Total	-	100%	-
	2020-2021 Total	-	10	-
	% of Total	-	100%	-
	2022 Total	-	17	1
	% of Total	-	94%	6%
	2023 Total	1	12	-
	% of Total	8%	92%	-
	2024 Total	1	20	-
	% of Total	5%	95%	-

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

**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?**

- *They rarely know anything and they 'have to get back to you' and the answer is weak or vague.*

## 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?	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%
	2020-2019 Total	6	33	-	39
	% of Total	15%	85%	-	100%
	2022 Total	14	36	-	50
	% of Total	28%	72%	-	100%
	2023 Total	9	37	-	46
	% of Total	20%	80%	-	100%
	2024 Total	11	61	2	74
	% of Total	15%	82%	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)?	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%
	2020-2021 Total	-	-	4	2	-	-	6
	% of Total	-	-	67%	33%	-	-	100%
	2022 Total	-	1	6	5	2	-	14
	% of Total		7%	43%	36%	14%	-	100%
	2023 Total	-	-	8	1	-	-	9
	% of Total	-	-	89%	11%	-	-	100%
	2024 Total	-	1	8	-	2	-	11
	% of Total	-	9%	73%	-	18%	-	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 are you with the accuracy and consistency of information provided by Community Care staff regarding BHRS services?	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%
	2020-2021 Total	-	-	5	1	-	-	6
	% of Total	-	-	83%	17%	-	-	100%
	2022 Total	-	1	6	5	2	-	14
	% of Total	-	7%	43%	36%	14%	-	100%
	2023 Total	-	1	7	1	-	-	9
	% of Total	-	11%	78%	11%	-	-	100%
	2024 Total	-	3	6	1	1	-	11
	% of Total	-	27%	55%	9%	9%	-	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 are you with the authorization process for BHRS services?	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%
	2020-2021 Total	-	-	4	2	-	-	6
	% of Total	-	-	67%	33%	-	-	100%
	2022 Total	-	-	6	6	2	-	14
	% of Total	-	-	43%	43%	14%	-	100%
	2023 Total	-	-	8	1	-	-	9
	% of Total	-	-	89%	11%	-	-	100%
	2024 Total	-	3	6	1	1	-	11
	% of Total	-	27%	55%	9%	9%	-	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?	2018-2019 Total	-	18	-	18
	% of Total	-	100%	-	100%
	2019-2020 Total	1	13	-	14
	% of Total	7%	93%	-	100%
	2020-2021 Total	-	6	-	6
	% of Total	-	100%	-	100%
	2022 Total	-	13	1	14
	% of Total	-	93%	7%	100%
	2023 Total	-	9	-	9
	% of Total	-	100%	-	100%
	2024 Total	2	9	-	11
	% of Total	18%	82%	-	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.

### Do you have any comments regarding your experience with the BHRS processes and procedures? If yes, please list:

- Take backs because out of the blue there was a primary insurance.
- Weak clinical responses.

### 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?	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%
	2020-2021 Total	-	2	4	12	18	2	1	39
	% of Total		5%	10%	31%	46%	5%	3%	100%
	2022 Total	-	2	5	16	25	2	-	50
	% of Total	-	4%	10%	32%	50%	4%	-	100%
	2023 Total	-	3	9	12	19	3	-	46
	% of Total	-	7%	20%	26%	41%	7%	-	100%
	2024 Total	3	2	11	25	25	6	2	74
	% of Total	4%	3%	14%	34%	34%	8%	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?	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%
	2019-2020 Total	-	3	10	12	12	1	1	39
	% of Total		8%	26%	31%	31%	3%	3%	100%
	2022 Total	-	4	9	12	23	2	-	50
	% of Total	-	8%	18%	24%	46%	4%	-	100%
	2023 Total	-	4	10	8	23	1	-	46
	% of Total	-	9%	22%	17%	50%	2%	-	100%
	2024 Total	2	2	18	22	24	4	2	74
	% of Total	3%	3%	24%	30%	32%	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?	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%
	2020-2021 Total	-	1	30	2	3	1	2	39
	% of Total	-	3%	77%	5%	8%	3%	5%	100%
	2022 Total	-	1	38	9	1	-	1	50
	% of Total	-	2%	76%	18%	2%	-	2%	100%
	2023 Total	-	2	33	8	2	-	1	46
	% of Total	-	4%	72%	17%	4%	-	2%	100%
	2024 Total	2	2	49	10	4	5	2	74
	% of Total	3%	3%	66%	13%	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?	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%
	2020-2021 Total	2	5	10	15	7	-	-	39
	% of Total	5%	13%	26%	38%	18%	-	-	100%
	2022 Total	3	4	12	16	13	-	2	50
	% of Total	6%	8%	24%	32%	26%	-	4%	100%
	2023 Total	-	4	12	15	12	-	3	46
	% of Total	-	9%	26%	33%	26%	-	7%	100%
	2024 Total	6	9	19	19	18	-	3	74
	% of Total	8%	12%	26%	26%	24%	-	4%	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?	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%
	2020-2021 Total	-	-	3	13	9	13	1	39
	% of Total	-	-	8%	33%	23%	33%	3%	100%
	2022 Total	-	-	7	12	21	10	-	50
	% of Total	-	-	14%	24%	42%	20%	-	100%
	2023 Total	-	-	4	20	11	10	1	46
	% of Total	-	-	9%	44%	24%	22%	2%	100%
	2024 Total	1	2	9	18	26	16	2	74
	% of Total	1%	3%	12%	24%	35%	22%	3%	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)?	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%
	2020-2021 Total	2	3	16	6	11	1	39
	% of Total	5%	8%	41%	15%	28%	3%	100%
	2022 Total	-	8	17	14	10	1	50
	% of Total	-	16%	34%	28%	20%	2%	100%
	2023 Total	-	1	27	9	8	1	46
	% of Total	-	2%	59%	20%	17%	2%	100%
	2024 Total	5	7	25	16	19	2	74
	% of Total	6%	9%	34%	22%	26%	3%	100%

Question		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	No Experience	No Reply	Total
How satisfied are you with the Claims Remittance advice?	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%
	2020-2021 Total	-	1	17	6	14	1	39
	% of Total	-	3%	44%	15%	36%	3%	100%
	2022 Total	-	3	24	13	9	1	50
	% of Total	-	6%	48%	26%	18%	2%	100%
	2023 Total	-	1	21	13	10	1	46
	% of Total	-	2%	46%	28%	22%	2%	100%
	2024 Total	2	3	35	16	16	2	74
	% of Total	3%	4%	46%	22%	22%	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?	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%
	2020-2021 Total	-	2	15	6	14	2	39
	% of Total	-	5%	38%	15%	36%	5%	100%
	2022 Total	2	1	20	15	12	-	50
	% of Total	4%	2%	40%	30%	24%	-	100%
	2023 Total	-	-	19	13	13	1	46
	% of Total	-	-	41%	28%	28%	2%	100%
	2024 Total	2	2	36	11	21	2	74
	% of Total	3%	3%	48%	15%	28%	3%	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?	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%
	2020-2021 Total	-	2	12	9	15	1	39
	% of Total	-	5%	31%	23%	38%	3%	100%
	2022 Total	-	-	16	14	20	-	50
	% of Total	-	-	32%	28%	40%	-	100%
	2023 Total	-	-	14	10	22	-	46
	% of Total	-	-	30%	22%	48%	-	100%
	2024 Total	3	-	28	12	28	3	74
	% of Total	4%	-	38%	16%	38%	4%	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?	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%
	2020-2021 Total	-	3	16	2	18	-	39
	% of Total	-	8%	41%	5%	46%	-	100%
	2022 Total	-	-	18	11	21	-	50
	% of Total	-	-	36%	22%	42%	-	100%
	2023 Total	-	1	19	8	17	1	46
	% of Total	-	2%	41%	17%	37%	2%	100%
	2024 Total	2	2	31	10	26	3	74
	% of Total	3%	3%	42%	13%	35%	4%	100%

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

- *I would like to see the CPT codes all be the same across the board. Remove the H0004 indicators and replace with what most insurance companies use such as the following CPT codes: 90791, 90834, 90837, 90846, and 90847.*
- *Unsure if this is where I put this, but bulletins, website, etc. need streamlining. It's difficult to keep up with the amount of info and where it is, especially if we are going off of a bulletin from 10+ years ago for info. There is A LOT of info from all insurance companies. Be awesome if each does the same thing.*
- *CCBH is always very helpful when needed.*
- *Was not aware this was available. I typically do this outreach and resource coordination by myself.*
- *New excel process for wait list is poorly thought out.*
- *Questions about Care Manager, Provider Relations persons, etc. are difficult to answer- no one that I've spoken to at CCBH clearly identifies their roles or responsibilities and ALWAYS needs to ask someone else for information before answering a question. Frequently get shuffled to someone else several times.*

Question	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	No Experience	No Reply	Total	
Overall, how satisfied are you with being a provider for Community Care?	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%
	2020-2021 Total	-	3	19	16	-	1	39
	% of Total	-	8%	49%	41%	-	3%	100%
	2022 Total	-	5	15	30	-	-	50
	% of Total	-	10%	30%	60%	-	-	100%
	2023 Total	-	1	18	26	1	-	46
	% of Total	-	2%	39%	57%	2%	-	100%
	2024 Total	2	6	39	24	1	2	74
	% of Total	3%	8%	52%	32%	1%	3%	100%

Question	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	No Experience	No Reply	Total	
How satisfied are you with the member grievance process?	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%
	2020-2021 Total	-	2	13	3	21	-	39
	% of Total	-	5%	33%	8%	54%	-	100%
	2022 Total	-	2	11	9	28	-	50
	% of Total	-	4%	22%	18%	56%	-	100%
	2023 Total	-	1	14	3	27	1	46
	% of Total	-	2%	30%	7%	59%	2%	100%
	2024 Total	2	-	24	4	42	2	74
	% of Total	3%	-	32%	5%	57%	3%	100%

Question	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	No Experience	No Reply	Total	
How satisfied are you with the member complaint process?	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%
	2020-2021 Total	-	-	14	3	22	-	39
	% of Total	-	-	36%	8%	56%	-	100%
	2022 Total	1	3	9	8	29	-	50
	% of Total	2%	6%	18%	16%	58%	-	100%
	2023 Total	-	-	13	3	29	1	46
	% of Total	-	-	28%	7%	63%	2%	100%
	2024 Total	1	-	26	4	41	2	74
	% of Total	1%	-	35%	5%	56%	3%	100%

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

### 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

**2020-2021 Responses**

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

**2022 Responses**

2 Years – 3 Responses  
3 Years – 6 Responses  
4 Years – 2 Response  
5 Years – 9 Responses  
8 Years – 1 Response  
9 Years – 1 Response  
10 Years – 4 Responses  
12 Years – 3 Responses  
15 Years – 4 Responses  
16 Years – 3 Responses  
17 Years – 2 Responses  
20 Years – 3 Responses  
21 Years – 1 Response  
30 Years – 2 Responses

**2023 Responses**

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

**2024 Responses**

1 Years – 4 Response  
2 Years – 3 Responses  
3 Years – 5 Responses  
4 Years – 4 Responses  
5 Years – 4 Responses  
6 Years – 7 Responses  
8 Years – 6 Responses  
9 Years – 1 Response  
10 Years – 7 Responses  
11 Years – 1 Response  
12 Years – 1 Response  
13 Years – 1 Response  
15 Years – 3 Responses  
16 Years – 4 Responses  
17 Years – 3 Responses  
18 Years – 1 Response  
20 Years – 4 Responses  
22 Years – 3 Responses  
25 Years – 1 Response  
27 Years – 1 Response  
35 Years – 1 Response

## **Do you have any additional comments?**

- *I'd love to see a streamlining and same procedures for all insurance companies to make the life of an individual provider simpler. The amount of info each ins company puts out is extensive. If all would follow similar protocols, it would be extremely helpful. For less tech savvy practitioners, train.*
- *Always responds timely and with the most up to date information.*
- *Excellent partner.*
- *I deal with at least 7 different major insurance companies. CCBH is by far the best.*
- *Please increase our rates.*
- *You are not provider friendly.*
- *They shoot from hip. They make too much work. They should deal with corporate puppets.*
- *Provider Payment is a significant issue, but additionally CCBH requires so many additional layers of documentation, plus using different billing codes than ANY OTHER PROVIDER.*
- *Credentialing process is way too long which reduces community members access to services.*
- *CCBH denies claims incorrectly and performs retroactions of funds in error and then refuses to allow you to appeal due to timely filing.*
- *I have had a great experience and interactions with Health Choices Case Managers.*

## **Please delineate the topic you would like to discuss:**

- *Reimbursement. As a 3.5 level of care many other facilities are receiving more compensation than [provider]. Just looking for an answer to why.*