

January 2025
through
December
2025

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 589 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 70 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 589 surveys and received 75 unduplicated surveys, representing a 12% response rate. This is a decrease from 2024 (with a 15% response rate), 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%).

Five providers reported that they did not provide services to NBHCC/CCBHO HealthChoices Members during 2025. The following data reflects the responses of 70 unduplicated surveys, all of whom identified their agencies as providing services to 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
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%
2025 Total	4	6	11	23	22	4	-	70
% of Total	6%	9%	16%	33%	31%	6%	-	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
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%
2025 Total	-	1	12	15	30	12	-	70
% of Total	-	1%	17%	21%	43%	17%	-	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
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%
2025 Total	1	1	48	8	3	8	1	70
% of Total	1%	1%	69%	11%	4%	11%	1%	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
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%
2025 Total	-	1	5	10	7	47	-	70
% of Total	-	1%	7%	14%	10%	67%	-	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
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%
2025 Total	1	2	37	5	5	11	9	70
% of Total	1%	3%	53%	7%	7%	16%	13%	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
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%
2025 Total	-	-	17	8	45	-	70
% of Total	-	-	24%	11%	64%	-	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
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%
2025 Total	2	1	1	2	62	3	70
% of Total	3%	1%	1%	3%	89%	4%	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
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%
2025 Total	6	62	2	70
% of Total	9%	89%	3%	100%

Comments

- *Patients remain attributed to a provider roster even after discharge or until the establish care with another mental health provider in the community. This poses as an issue as inactive patients will remain on our attribution list even if they don't continue care at our health center.*
- *No objective standards for IBHS packets and additional info requests are frequent and based on non-objective, opinions of clinicians who aren't in the field.*
- *Organize provider alerts so that they are more easily accessible. Organize by LOC and topic so that providers can read and follow what applies to them.*
- *There should be a clearer process for individuals under CCBH who are in need of non par authorizations. As this is where we sometimes have experienced some issues in the past.*
- *How many minutes are needed to bill for unit of service.*
- *More adaptive and consumer / provider friendly policy for telehealth for mental health. Your current process is obstructive and not conducive to best practices.*

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?	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%
	2025 Total	4	-	29	30	7	-	70
	% of Total	6%	-	41%	43%	10%	-	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?	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%
	2025 Total	2	3	25	29	11	-	70
	% of Total	3%	4%	36%	41%	16%	-	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?	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%
	2025 Total	-	1	14	5	48	2	70
	% of Total	-	1%	20%	7%	69%	3%	100%

Question		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	No Experience	No Reply	Total
How satisfied are you with the provider complaint process?	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%
	2025 Total	2	1	14	4	46	3	70
	% of Total	3%	1%	20%	6%	66%	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 Care Management staff?	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%
	2025 Total	-	1	31	26	10	2	70
	% of Total	-	1%	44%	37%	14%	3%	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?	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%
	2025 Total	1	1	32	24	12	-	70
	% of Total	1%	1%	46%	34%	17%	-	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?	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%
	2025 Total	1	3	5	26	28	7	-	70
	% of Total	1%	4%	7%	37%	40%	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?	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%
	2025 Total	2	3	6	23	28	8	-	70
	% of Total	3%	4%	9%	33%	40%	11%	-	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?	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%
	2025 Total	-	2	4	27	24	11	2	70
	% of Total	-	3%	6%	39%	34%	16%	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?	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%
	2025 Total	-	2	3	27	27	10	1	70
	% of Total	-	3%	4%	39%	39%	14%	1%	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
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%
2025 Total	1	-	2	9	12	43	3	70
% of Total	1%	-	3%	13%	17%	61%	4%	100%

Question		Yes	No	No Reply	Total
Do you have any comments regarding your experience with C/FST processes? *	2019-2020 Total	1	25	37	63
	% of Total	2%	40%	59%	100%
	2020-2021 Total	1	9	29	39
	% of Total	3%	23%	74%	100%
	2022 Total	2	15	33	50
	% of Total	4%	30%	66%	100%
	2023 Total	2	11	33	46
	% of Total	4%	24%	72%	100%
	2024 Total	2	19	53	74
	% of Total	2%	26%	72%	100%
	2025 Total	2	22	3	27
	% of Total	7%	81%	11%	100%

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

- *We have had conversations with the team lead and understand the process. We have also offered to assist with the collection of patient satisfaction surveys.*
- *They do not interact in the county we are in (Wyoming). The person assigned to our county does not help with anything and it causes animosity between providers and the community.*

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? *	2019-2020 Total	-	27	-	27
	% of Total	-	100%	-	100%
	2020-2021 Total	-	10	-	10
	% of Total	-	100%	-	100%
	2022 Total	-	17	1	18
	% of Total	-	94%	6%	100%
	2023 Total	1	12	-	13
	% of Total	8%	92%	-	100%
	2024 Total	1	20	-	21
	% of Total	5%	95%	-	100%
	2025 Total	1	23	3	27
	% of Total	4%	85%	11%	100%

*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? No comments submitted.

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?	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%
	2025 Total	9	59	2	70
	% of Total	13%	84%	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)?	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%
	2025 Total	-	3	5	-	1	-	9
	% of Total	-	33%	56%	-	11%	-	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?	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%
	2025 Total	-	3	5	-	1	-	9
	% of Total	-	33%	56%	-	11%	-	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?	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%
	2025 Total	-	1	7	-	1	-	9
	% of Total	-	11%	78%	-	11%	-	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?	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%
	2025 Total	3	6	0	9
	% of Total	33%	67%	0%	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:

- *Auth. process doesn't seem as willing to approve needed services despite data and diagnosis.*
- *Unclean, doesn't align with performance standard, confusing, unrealistic.*
- *Different care managers appear to adhere to different expectations when reviewing authorized packets.*

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?	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%
	2025 Total	-	-	11	26	29	4	-	70
	% of Total	-	-	16%	37%	41%	6%	-	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?	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%
	2025 Total	-	1	15	25	26	3	-	70
	% of Total	-	1%	21%	36%	37%	4%	-	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?	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%
	2025 Total	-	-	54	7	4	5	-	70
	% of Total	-	-	77%	10%	6%	7%	-	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?	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%
	2025 Total	2	12	16	22	17	-	1	70
	% of Total	3%	17%	23%	31%	24%	-	1%	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?	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%
	2025 Total	-	1	5	30	23	10	1	70
	% of Total	-	1%	7%	43%	33%	14%	1%	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)?	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%
	2025 Total	-	7	35	14	14	-	70
	% of Total	-	10%	50%	20%	20%	-	100%

Question		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	No Experience	No Reply	Total
How satisfied are you with the Claims Remittance advice?	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%
	2025 Total	-	-	42	19	9	-	70
	% of Total	-	-	60%	27%	13%	-	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?	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%
	2025 Total	-	4	35	18	13	-	70
	% of Total	-	6%	50%	26%	19%	-	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?	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%
	2025 Total	1	4	31	14	20	-	70
	% of Total	1%	6%	44%	20%	29%	-	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?	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%
	2025 Total	1	6	32	5	26	-	70
	% of Total	1%	9%	46%	7%	37%	-	100%

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

- Numerous times I've received calls about a client being admitted to an inpatient facility, whom I had transferred to another clinician over a year ago. I called the first couple of times and have just given up.*
- Any attempt that we have made to our provider representative has been ignored. We have not heard back. We have not had good representation.*
- We rarely get any referrals from individuals who are being discharged from higher levels of care for OUD and are in need of MOUD services directly from CCBH. Community Care's shorter timeframe of 90 days from DOS to file a claim does not meet the industry standard of other insurance companies.*
- More specific guidelines and references to specific pages in the provider line for documentation and policy and procedures processes. Sometimes it can be difficult to find the information. Provider updates help with this process. Would also like rates and cpt code modifiers to be more easily accessible.*
- I am SO happy that the service codes for billing have been brought into alignment with national codes. It makes time management so much easier and allows me to focus more on client care than paperwork.*
- Yes. It appears as though there are many group practices that are accepting patients who have CCBH who are not audited. I see this all the time. They come into my practice from other group practices and are upset to learn that they have to do all the things required by CCBH because they have not done so.*
- Communication remains poor with provider relations not responding to emails or issues on many aspects of business. The times to establish professional relationships seems to pass by in this non personal / AI type of disengaging engagement.*
- Care managers have been uninformed*

Question		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	No Experience	No Reply	Total
Overall, how satisfied are you with being a provider for Community Care?	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%
	2025 Total	-	5	32	31	1	-	70
	% of Total	-	7%	46%	44%	1%	-	100%

Question		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	No Experience	No Reply	Total
How satisfied are you with the member grievance process?	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%
	2025 Total	1	2	19	4	44	-	70
	% of Total	1%	3%	27%	6%	63%	-	100%

Question		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	No Experience	No Reply	Total
How satisfied are you with the member complaint process?	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%
	2025 Total	2	1	21	3	43	-	70
	% of Total	3%	1%	30%	4%	61%	-	100%

How long have you been a provider for Community Care?

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

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

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

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

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

2025 Responses

Don't Know – 4 Response
1 Years – 4 Response
2 Years – 5 Responses
4 Years – 2 Responses
5 Years – 4 Responses
6 Years – 3 Responses
7 Years – 4 Responses
9 Years – 1 Response
10 Years – 10 Responses
11 Years – 3 Response
12 Years – 2 Response
15 Years – 5 Responses
16 Years – 1 Responses
17 Years – 2 Responses
18 Years – 3 Response
20 Years – 2 Responses
23 Years – 1 Responses
25 Years – 4 Response
48 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?

- *We look forward to working with CCBH to meet the needs of our community and enhance our BH system.*
- *Thank you very much. CCBH has more demands then my other insurances but they have always been professional and pleasant to work with!*
- *Excellent to work with TY!!*
- *I had many patients report serious concerns such as theft or deception by another provider. Fraud and most recently a serious HIPPA Violation and there was no reason.*
- *There is not enough space for me to do so. I am seeing rampant fraud. Clinicians who are not able to practice independently are doing so without recourse. I have reported this and nothing is done.*
- *Claims remittance timeframe is too short for both initial and resubmissions. As it relates to the provider benchmarking, the staff did not recall receiving anything related to this hence why we rated it as "dissatisfied".*
- *Extend deadlines for timely filing for primary and secondary claims.*
- *Inconsistency among between care managers regarding authorization packet review.*

Please delineate the topic you would like to discuss:

- *The lack of representation.*
- *As I've stated in every one of these surveys: Provider relation. That department has been horrific since David Kirkwood left. Credentialing times are ridiculous and provider relations refuses to help discuss or meet in person.*
- *Fraud!*
- *We would like to discuss the topic of timeframes as it relates to the initial and resubmission of claims. Thank you.*