

**Recovery Partnership
C/FST Report on:**

Lehigh County HealthChoices

HealthChoices - Behavioral Health Program

For Magellan Behavioral Health

**Full Report
1st Quarter 01/01/2018 - 03/31/2018**

Prepared by:
Recovery Partnership
70 West North Street
Suite 101
Bethlehem, PA 18018
610-861-2741

Question 1: How satisfied are you with the quality of services provided to you?

	Adult Parent/Guardian Child/Adolescent				Adult Parent/Guardian	
Mostly Satisfied	63	16	0	Positive	71	20
	82.9%	80.0%	0		93.4%	100.0%
Somewhat Satisfied	8	4	0	Negative	5	0
	10.5%	20.0%	0		6.6%	0
Dissatisfied	2	0	0			
	2.6%	0	0			
Very Dissatisfied	3	0	0			
	3.9%	0	0			

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent				Adult Parent/Guardian	
Mostly Satisfied	63	16	0	Positive	71	20
	82.9%	80.0%	0		93.4%	100.0%
Somewhat Satisfied	8	4	0	Negative	5	0
	10.5%	20.0%	0		6.6%	0
Dissatisfied	2	0	0			
	2.6%	0	0			
Very Dissatisfied	3	0	0			
	3.9%	0	0			

Adult Comments:

Blue mountain assumed I was quilty.

At Omni OPMH, Allentown site, there is no treatment done, because I know everything about Behavioral Health.

At OMNI OPMH, Allentown site, my therapist Alexis gets 5 stars.

They do not greet me . I sit there for like 30mins before they even speak to me.I don't get my full session of therapy at Omni - Ferry st.

Jerry my CPS at Salisbury Behavioral Health has horrible time management skills .

I'm satisfied with my ICM and CPS, also with my therapist and psychiatrist at Salisbury Behavioral Health

When Shirley left Salisbury Behavioral Health CPS I called to speak to supervisor the person that picked up the phone didn't even have the supervisors name.

People who run groups at Treatment Trends are very involved with my recovery.

Parent Guardian Comments:

My son is very restless when he goes to OMNI OPMH, Ferry Street Site.

She is is really restless.

She likes to run out of the office.

Question 2: How helpful are the services you receive in dealing more effectively with your illness?

	Adult Parent/Guardian Child/Adolescent		
Mostly Helpful	51 67.1%	11 55.0%	0 0
Somewhat Helpful	19 25.0%	6 30.0%	0 0
Not At All Helpful	6 7.9%	3 15.0%	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	70 92.1%	17 85.0%	0 0
Negative	6 7.9%	3 15.0%	0 0

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Mostly Helpful	51 67.1%	11 55.0%	0 0
Somewhat Helpful	19 25.0%	6 30.0%	0 0
Not At All Helpful	6 7.9%	3 15.0%	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	70 92.1%	17 85.0%	0 0
Negative	6 7.9%	3 15.0%	0 0

Adult Comments:

At Blue Mountain AIP, there was no individual therapy, only group therapy where addiction was discussed, and I have depression not related to addiction or sexual abuse.

Because we are doing the intake still.

Shirley my CPS from Salisbury Behavioral Health had a medical leave I had no service for 2months nobody updated my new phone number.

Parent Guardian Comments:

Question 3: Have you received assessments and referrals to the appropriate types of services?

	Adult Parent/Guardian Child/Adolescent		
Yes	56	14	0
	76.7%	82.4%	0
No	17	3	0
	23.3%	17.6%	0

	Adult Parent/Guardian Child/Adolescent		
Positive	56	14	0
	76.7%	82.4%	0
Negative	17	3	0
	23.3%	17.6%	0

Not Applicable

	Adult Parent/Guardian Child/Adolescent		
Not Applicable	3	3	0

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Yes	56	14	0
	76.7%	82.4%	0
No	17	3	0
	23.3%	17.6%	0

	Adult Parent/Guardian Child/Adolescent		
Positive	56	14	0
	76.7%	82.4%	0
Negative	17	3	0
	23.3%	17.6%	0

Not Applicable

	Adult Parent/Guardian Child/Adolescent		
Not Applicable	3	3	0

Question 4: Were you comfortable with the process?

	Adult Parent/Guardian Child/Adolescent				Adult Parent/Guardian Child/Adolescent		
Mostly Comfortable	47	13	0	Positive	54	14	0
	83.9%	92.9%	0		96.4%	100.0%	0
Somewhat Comfortable	7	1	0	Negative	2	0	0
	12.5%	7.1%	0		3.6%	0	0
Somewhat Uncomfortable	1	0	0				
	1.8%	0	0				
Very Uncomfortable	1	0	0				
	1.8%	0	0				

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent				Adult Parent/Guardian Child/Adolescent		
Mostly Comfortable	47	13	0	Positive	54	14	0
	83.9%	92.9%	0		96.4%	100.0%	0
Somewhat Comfortable	7	1	0	Negative	2	0	0
	12.5%	7.1%	0		3.6%	0	0
Somewhat Uncomfortable	1	0	0				
	1.8%	0	0				
Very Uncomfortable	1	0	0				
	1.8%	0	0				

Adult Comments:

At Blue Mountain AIP, I was not asked any questions about my need for services, just sent to a place in Bethlehem.

Change is not easy for me.

Marsha Salisbury Behavioral Health CPS did my intake she was nice.

Parent Guardian Comments:

The person that did the Psychiatric evaluation at Glenn Koch Associates had misinformation.

Question 5: In the planning of your treatment are you viewed as an equal partner, are your opinions documented in your treatment plan?

	Adult Parent/Guardian Child/Adolescent		
Always	60	16	0
	78.9%	80.0%	0
Almost Always	5	3	0
	6.6%	15.0%	0
Sometimes	7	0	0
	9.2%	0	0
Rarely	1	1	0
	1.3%	5.0%	0
Never	3	0	0
	3.9%	0	0

	Adult Parent/Guardian Child/Adolescent		
Positive	72	19	0
	94.7%	95.0%	0
Negative	4	1	0
	5.3%	5.0%	0

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Always	60	16	0
	78.9%	80.0%	0
Almost Always	5	3	0
	6.6%	15.0%	0
Sometimes	7	0	0
	9.2%	0	0
Rarely	1	1	0
	1.3%	5.0%	0
Never	3	0	0
	3.9%	0	0

	Adult Parent/Guardian Child/Adolescent		
Positive	72	19	0
	94.7%	95.0%	0
Negative	4	1	0
	5.3%	5.0%	0

Adult Comments:

The staff at Blue Mountain AIP were very nice, but the environment wasn't helpful for my family situation.

Doctor assistant came in after 3 days 30 seconds to talk 2nd time it was the same. Then Doctor came in and he said you got 2 mins to talk.

At OMNI OPMH, I don't know what is even on my treatment plan.

At Salisbury Behavioral Health CPS, I don't really know because I am legally blind.

Bill from (Treatment Trends CRS) is very experience in Recovery.

I don't know I've never asked at Haven House

Parent Guardian Comments:

Question 6: When you attend meetings regarding your treatment, are the appropriate decision makers, representing the programs you might attend, present?

	Adult Parent/Guardian Child/Adolescent		
Always	63	17	0
	82.9%	85.0%	0
Almost Always	7	1	0
	9.2%	5.0%	0
Sometimes	6	2	0
	7.9%	10.0%	0
Rarely	0	0	0
	0	0	0
Never	0	0	0
	0	0	0

	Adult Parent/Guardian Child/Adolescent		
Positive	76	20	0
	100.0%	100.0%	0
Negative	0	0	0
	0	0	0

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Always	63	17	0
	82.9%	85.0%	0
Almost Always	7	1	0
	9.2%	5.0%	0
Sometimes	6	2	0
	7.9%	10.0%	0
Rarely	0	0	0
	0	0	0
Never	0	0	0
	0	0	0

	Adult Parent/Guardian Child/Adolescent		
Positive	76	20	0
	100.0%	100.0%	0
Negative	0	0	0
	0	0	0

Adult Comments:

The staff at Blue Mountain AIP was on time, but the outside agency was very, very late.

Margaret is my therapist she is great.

My CPS Jerry from Salisbury Behavioral Health got some paperwork for me but didn't explain anything to me.

Parent Guardian Comments:

At OMNI OPMH Allentown site, the therapist is always on time, but the psychiatrist is not.

Question 7: Do you receive enough information to make educated choices regarding your treatment?

	Adult Parent/Guardian Child/Adolescent		
Always	65	14	0
	85.5%	70.0%	0
Almost Always	3	1	0
	3.9%	5.0%	0
Sometimes	3	0	0
	3.9%	0	0
Rarely	2	1	0
	2.6%	5.0%	0
Never	3	4	0
	3.9%	20.0%	0

	Adult Parent/Guardian Child/Adolescent		
Positive	71	15	0
	93.4%	75.0%	0
Negative	5	5	0
	6.6%	25.0%	0

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Always	65	14	0
	85.5%	70.0%	0
Almost Always	3	1	0
	3.9%	5.0%	0
Sometimes	3	0	0
	3.9%	0	0
Rarely	2	1	0
	2.6%	5.0%	0
Never	3	4	0
	3.9%	20.0%	0

	Adult Parent/Guardian Child/Adolescent		
Positive	71	15	0
	93.4%	75.0%	0
Negative	5	5	0
	6.6%	25.0%	0

Adult Comments:

At Blue Mountain AIP, I didn't learn about my illness and or get information to help.

I felt like I was in prison.

At. OMNI OPMH, Allentown site, I use my own knowledge of recovery.

Parent Guardian Comments:

Question 8: Do your service providers respect your culture, beliefs, customs, and the ways that you do things?

	Adult Parent/Guardian Child/Adolescent		
Always	70	20	0
	92.1%	100.0%	0
Almost Always	4	0	0
	5.3%	0	0
Sometimes	1	0	0
	1.3%	0	0
Rarely	1	0	0
	1.3%	0	0
Never	0	0	0
	0	0	0

	Adult Parent/Guardian Child/Adolescent		
Positive	75	20	0
	98.7%	100.0%	0
Negative	1	0	0
	1.3%	0	0

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Always	70	20	0
	92.1%	100.0%	0
Almost Always	4	0	0
	5.3%	0	0
Sometimes	1	0	0
	1.3%	0	0
Rarely	1	0	0
	1.3%	0	0
Never	0	0	0
	0	0	0

	Adult Parent/Guardian Child/Adolescent		
Positive	75	20	0
	98.7%	100.0%	0
Negative	1	0	0
	1.3%	0	0

Adult Comments:

They support ethical beliefs at Salisbury Behavioral Health

Parent Guardian Comments:

Question 9: Do your service providers use everyday language you can understand?

	Adult Parent/Guardian Child/Adolescent		
Always	75	20	0
	98.7%	100.0%	0
Almost Always	0	0	0
	0	0	0
Sometimes	1	0	0
	1.3%	0	0
Rarely	0	0	0
	0	0	0
Never	0	0	0
	0	0	0

	Adult Parent/Guardian Child/Adolescent		
Positive	76	20	0
	100.0%	100.0%	0
Negative	0	0	0
	0	0	0

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Always	75	20	0
	98.7%	100.0%	0
Almost Always	0	0	0
	0	0	0
Sometimes	1	0	0
	1.3%	0	0
Rarely	0	0	0
	0	0	0
Never	0	0	0
	0	0	0

	Adult Parent/Guardian Child/Adolescent		
Positive	76	20	0
	100.0%	100.0%	0
Negative	0	0	0
	0	0	0

Adult Comments:

I get a translator for the Psychiatrist at Omni(Allentown) office I only speak Spanish.

Parent Guardian Comments:

Question 10: How satisfied are you with the location(s) where you receive services?

	Adult Parent/Guardian Child/Adolescent				Adult Parent/Guardian Child/Adolescent		
Mostly Satisfied	52	11	0	Positive	70	15	0
	68.4%	55.0%	0		92.1%	75.0%	0
Somewhat Satisfied	18	4	0	Negative	6	5	0
	23.7%	20.0%	0		7.9%	25.0%	0
Somewhat Dissatisfied	2	2	0				
	2.6%	10.0%	0				
Very Dissatisfied	4	3	0				
	5.3%	15.0%	0				

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent				Adult Parent/Guardian Child/Adolescent		
Mostly Satisfied	52	11	0	Positive	70	15	0
	68.4%	55.0%	0		92.1%	75.0%	0
Somewhat Satisfied	18	4	0	Negative	6	5	0
	23.7%	20.0%	0		7.9%	25.0%	0
Somewhat Dissatisfied	2	2	0				
	2.6%	10.0%	0				
Very Dissatisfied	4	3	0				
	5.3%	15.0%	0				

Adult Comments:

Blue Mountain AIP was very far, so my family couldn't make the trip.

It was really far.

Parking is hard to found.

I don't like center city Allentown, where OMNI OPMH is, and the parking deck is a distance away and I have trouble walking.

We get a parking pass so parking is no problem.

At OMNI OPMH, Allentown site, I hate the location in center city Allentown.

In the winter, it is too far to walk to OMNI OPMH, Allentown site.

It's a hike to get to Omni(Northampton) I live far away.

The distance to (Omni Ferry St. site) is pretty far

We are Allentown residents why did we have to go to Easton Omni Ferry St. Site

I'd rather see my CPS in the community

Kelley CPS from Salisbury Behavioral Health comes to my House.

Treatment Trends is close to my house. There is plenty of parking.

No Parking small access road to Habit OPCO

Parent Guardian Comments:

Parking is not good.

The distance is far to (Omni Ferry St Site)

We live in Tamaqua and had to drive to OMNI OPMH, Ferry Street Site in Easton.

We needed to go to Easton we live in Allentown.

We live in Allentown and they see us in Easton at Omni Ferry St. Site.

They came to our house.

Question 11: Has your service provider helped you locate services from alternative sources such as Consumer-run, Family-run, or Advocacy agencies?

	Adult Parent/Guardian Child/Adolescent		
Yes	58	11	0
	76.3%	55.0%	0
No	18	9	0
	23.7%	45.0%	0

	Adult Parent/Guardian Child/Adolescent		
Not Interested In these	0	0	0

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Yes	58	11	0
	76.3%	55.0%	0
No	18	9	0
	23.7%	45.0%	0

	Adult Parent/Guardian Child/Adolescent		
Not Interested In these	0	0	0

Adult Comments:

At OMNI OPMH, Allentown site, I don't need information about Peer Support, because I am a CPS.
 My CPS Jerry At Salisbury Behavioral Health was very unprofessional All he did was speak about his wife.
 No parking small access road at Habit OPCO

Parent Guardian Comments:

Question 12: Does the service provider discuss your symptoms with you in ways you can easily understand?

	Adult Parent/Guardian Child/Adolescent		
Always	62	15	0
	81.6%	75.0%	0
Almost Always	3	0	0
	3.9%	0	0
Sometimes	5	1	0
	6.6%	5.0%	0
Rarely	2	3	0
	2.6%	15.0%	0
Never	4	1	0
	5.3%	5.0%	0

	Adult Parent/Guardian Child/Adolescent		
Positive	70	16	0
	92.1%	80.0%	0
Negative	6	4	0
	7.9%	20.0%	0

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Always	62	15	0
	81.6%	75.0%	0
Almost Always	3	0	0
	3.9%	0	0
Sometimes	5	1	0
	6.6%	5.0%	0
Rarely	2	3	0
	2.6%	15.0%	0
Never	4	1	0
	5.3%	5.0%	0

	Adult Parent/Guardian Child/Adolescent		
Positive	70	16	0
	92.1%	80.0%	0
Negative	6	4	0
	7.9%	20.0%	0

Adult Comments:

At Blue Mountain AIP, there was no individual discussion about my symptoms.

At OMNI OPMH, Allentown site, I cannot understand the therapist's English very well, his accent is hard to understand.

My therapist at (Omni Ferry St. Site) helps me with coping skills.

If I don't understand the Psychiatrist at Salisbury Behavioral Health breaks it down for me.

I do not have a Behavioral Health diagnosis.

At Cedar Point, the psychiatrist doesn't listen to me.

Parent Guardian Comments:

Parent is not happy with the visits on the computer with the Psychiatrist at Kids Peace.

Question 13: Are you satisfied with the amount of time it took to receive services?

	Adult Parent/Guardian Child/Adolescent		
Mostly Satisfied	66 86.8%	17 85.0%	0 0
Somewhat Satisfied	6 7.9%	2 10.0%	0 0
Somewhat Dissatisfied	2 2.6%	1 5.0%	0 0
Very Dissatisfied	2 2.6%	0 0	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	72 94.7%	19 95.0%	0 0
Negative	4 5.3%	1 5.0%	0 0

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Mostly Satisfied	66 86.8%	17 85.0%	0 0
Somewhat Satisfied	6 7.9%	2 10.0%	0 0
Somewhat Dissatisfied	2 2.6%	1 5.0%	0 0
Very Dissatisfied	2 2.6%	0 0	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	72 94.7%	19 95.0%	0 0
Negative	4 5.3%	1 5.0%	0 0

Adult Comments:

OMNI was booked for a long time

It took me a couple of Months to get an appointment at Omni (Northampton St.)

At Lehigh Valley Hospital Base Service Unit, 392; I have been without a therapist for four months, due to turnover. I feel like I am slipping through the cracks.

I got into Habit OPCO right away

Parent Guardian Comments:

Front desk staff is unprofessional Inhad moved the first week in October and I didn't get an appt at Omni(Allentown) till the last week in November.

Question 14: Are your service providers focused on your individual process of recovery?

	Adult Parent/Guardian Child/Adolescent		
Always	64 84.2%	15 75.0%	0 0
Almost Always	3 3.9%	3 15.0%	0 0
Sometimes	6 7.9%	2 10.0%	0 0
Rarely	2 2.6%	0 0	0 0
Never	1 1.3%	0 0	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	73 96.1%	20 100.0%	0 0
Negative	3 3.9%	0 0	0 0

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Always	64 84.2%	15 75.0%	0 0
Almost Always	3 3.9%	3 15.0%	0 0
Sometimes	6 7.9%	2 10.0%	0 0
Rarely	2 2.6%	0 0	0 0
Never	1 1.3%	0 0	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	73 96.1%	20 100.0%	0 0
Negative	3 3.9%	0 0	0 0

Adult Comments:

At Blue Mountain AIP, there was no discussion about my illness, only group therapy about alcoholism and addiction.

Jerry my CPS at Salisbury Behavioral Health was always speaking about his wife and other peers.

Marsha was excellent . Shirley had her own issues. They were both from Salisbury Behavioral Health CPS.

Parent Guardian Comments:

Question 15: Do you know how to file a complaint or grievance if you are dissatisfied with your services?

		Adult Parent/Guardian Child/Adolescent		
	Yes	52 68.4%	11 55.0%	0 0
	No	24 31.6%	9 45.0%	0 0

Cummulative Yearly Total

		Adult Parent/Guardian Child/Adolescent		
	Yes	52 68.4%	11 55.0%	0 0
	No	24 31.6%	9 45.0%	0 0

Question 16: Have you ever used the Magellan complaint or grievance process?

		Adult Parent/Guardian Child/Adolescent		
	Yes	4 5.3%	0 0	0 0
	No	72 94.7%	20 100.0%	0 0

Cummulative Yearly Total

		Adult Parent/Guardian Child/Adolescent		
	Yes	4 5.3%	0 0	0 0
	No	72 94.7%	20 100.0%	0 0

Question 16b: If so, was the process easy to navigate?

		Adult Parent/Guardian Child/Adolescent		
	Yes	3 75.0%	0 0	0 0
	No	1 25.0%	0 0	0 0

Cummulative Yearly Total

		Adult Parent/Guardian Child/Adolescent		
	Yes	3 75.0%	0 0	0 0
	No	1 25.0%	0 0	0 0

Question 17: Is it clear that you are responsible for deciding what services are provided to you?

	Adult Parent/Guardian Child/Adolescent		
Always	69 90.8%	20 100.0%	0 0
Almost Always	3 3.9%	0 0	0 0
Sometimes	2 2.6%	0 0	0 0
Rarely	1 1.3%	0 0	0 0
Never	1 1.3%	0 0	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	74 97.4%	20 100.0%	0 0
Negative	2 2.6%	0 0	0 0

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Always	69 90.8%	20 100.0%	0 0
Almost Always	3 3.9%	0 0	0 0
Sometimes	2 2.6%	0 0	0 0
Rarely	1 1.3%	0 0	0 0
Never	1 1.3%	0 0	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	74 97.4%	20 100.0%	0 0
Negative	2 2.6%	0 0	0 0

Adult Comments:

At HThe amen House Wellness Recovery Team I never knew I was responsible for deciding my services, I have just done what the professionals have told me.

Parent Guardian Comments:

Question 18: Are you satisfied with the physical environment where you receive services?

	Adult Parent/Guardian Child/Adolescent				Adult Parent/Guardian	
Mostly Satisfied	68	17	0	Positive	74	20
	89.5%	85.0%	0		97.4%	100.0%
Somewhat Satisfied	6	3	0	Negative	2	0
	7.9%	15.0%	0		2.6%	0
Somewhat Dissatisfied	1	0	0			
	1.3%	0	0			
Very Dissatisfied	1	0	0			
	1.3%	0	0			

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent				Adult Parent/Guardian	
Mostly Satisfied	68	17	0	Positive	74	20
	89.5%	85.0%	0		97.4%	100.0%
Somewhat Satisfied	6	3	0	Negative	2	0
	7.9%	15.0%	0		2.6%	0
Somewhat Dissatisfied	1	0	0			
	1.3%	0	0			
Very Dissatisfied	1	0	0			
	1.3%	0	0			

Adult Comments:

- At Blue Mountain AIP, the showers and shower curtains were moldy, but everything else was clean.
- It's the cleanest place, waiting room is dirty at OMNI OPMH Allentown Site
- At OMNI OPMH, Allentown site, the waiting room is too crowded and some people have severe hygiene issues.
- Yes because Jerry my CPS from Salisbury Behavioral Health would visit me at my house.
- Kelley CPS from Salisbury Behavioral comes to my House.
- Very small, very dirty it's a house converted into a clinic .
- The only complaint I have at Cedar Point, is there is never any parking.

Parent Guardian Comments:

- Omni(Northampton St.) in Easton is a lot cleaner than the Omni(Allentown) .

Question 19: Do you feel free to speak-up regarding issues you may have with the services you receive from your service providers without the fear of negative consequences?

	Adult Parent/Guardian Child/Adolescent		
Always	72	20	0
	94.7%	100.0%	0
Almost Always	2	0	0
	2.6%	0	0
Sometimes	1	0	0
	1.3%	0	0
Rarely	0	0	0
	0	0	0
Never	1	0	0
	1.3%	0	0

	Adult Parent/Guardian Child/Adolescent		
Positive	75	20	0
	98.7%	100.0%	0
Negative	1	0	0
	1.3%	0	0

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Always	72	20	0
	94.7%	100.0%	0
Almost Always	2	0	0
	2.6%	0	0
Sometimes	1	0	0
	1.3%	0	0
Rarely	0	0	0
	0	0	0
Never	1	0	0
	1.3%	0	0

	Adult Parent/Guardian Child/Adolescent		
Positive	75	20	0
	98.7%	100.0%	0
Negative	1	0	0
	1.3%	0	0

Adult Comments:

At OMNI OPMH, Allentown site, I will not speak up because I am on parole.

Parent Guardian Comments:

Question 19b: Do you feel free to speak-up regarding issues with Magellan Behavioral Health without fear of negative consequences?

	Adult Parent/Guardian Child/Adolescent		
Always	74	20	0
	97.4%	100.0%	0
Almost Always	1	0	0
	1.3%	0	0
Sometimes	0	0	0
	0	0	0
Rarely	1	0	0
	1.3%	0	0
Never	0	0	0
	0	0	0

	Adult Parent/Guardian Child/Adolescent		
Positive	75	20	0
	98.7%	100.0%	0
Negative	1	0	0
	1.3%	0	0

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Always	74	20	0
	97.4%	100.0%	0
Almost Always	1	0	0
	1.3%	0	0
Sometimes	0	0	0
	0	0	0
Rarely	1	0	0
	1.3%	0	0
Never	0	0	0
	0	0	0

	Adult Parent/Guardian Child/Adolescent		
Positive	75	20	0
	98.7%	100.0%	0
Negative	1	0	0
	1.3%	0	0

Adult Comments:

Parent Guardian Comments:

Question 20: Are you satisfied with the amount of service choices provided?

	Adult Parent/Guardian Child/Adolescent				Adult Parent/Guardian Child/Adolescent		
Mostly Satisfied	62	14	0	Positive	70	18	0
	81.6%	70.0%	0			92.1%	90.0%
Somewhat Satisfied	8	4	0	Negative	6	2	0
	10.5%	20.0%	0			7.9%	10.0%
Somewhat Dissatisfied	3	2	0				
	3.9%	10.0%	0				
Very Dissatisfied	3	0	0				
	3.9%	0	0				

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent				Adult Parent/Guardian Child/Adolescent		
Mostly Satisfied	62	14	0	Positive	70	18	0
	81.6%	70.0%	0			92.1%	90.0%
Somewhat Satisfied	8	4	0	Negative	6	2	0
	10.5%	20.0%	0			7.9%	10.0%
Somewhat Dissatisfied	3	2	0				
	3.9%	10.0%	0				
Very Dissatisfied	3	0	0				
	3.9%	0	0				

Adult Comments:

At Blue Mountain AIP, I was given an appointment to a place too far away. I had to research to find local services.

I received a lot of choices, but OMNI OPMH Allentown site was the only one with availability.

Magellan will not cover a lot of programs

At OMNI OPMH, Allentown site, I did not have any choice, because I was set up there by parole.

Omni(Ferry St.) dot have many services.

The Recovery Education center at Salisbury Behavioral Health

I wish Habit OPCO had Behavioral Health services included.

Parent Guardian Comments:

The Lehigh Valley needs more psychiatrists that Magellan for children.

Question 21: In the last 12 months were you able to get the help you needed?

	Adult
Always	58 77.3%
Sometimes	15 20.0%
Never	2 2.7%

	Adult
Positive	58 77.3%
Negative	17 22.7%

	Adult
Not Applicable	1

Cummulative Yearly Total

	Adult
Always	58 77.3%
Sometimes	15 20.0%
Never	2 2.7%

	Adult
Positive	58 77.3%
Negative	17 22.7%

	Adult
Not Applicable	1

Adult Comments:

I couldn't get into a program until I went to the ER

Due to scheduling at (Omni Ferry St. Site)

Due to lapse of treatment and the receptionist from Salisbury Behavioral Health CPS .

Question 21: In the last 12 months did you have difficulty finding the help you needed?

	Parent/Guardian
Always	0 0
Sometimes	8 40.0%
Never	12 60.0%

	Parent/Guardian
Positive	12 60.0%
Negative	8 40.0%

Cummulative Yearly Total

	Parent/Guardian
Always	0 0
Sometimes	8 40.0%
Never	12 60.0%

	Parent/Guardian
Positive	12 60.0%
Negative	8 40.0%

Parent Guardian Comments:

My son also has a wrap around program.

We have issues with Magellan authorization Process to get my daughter's Medications.

Finding a psychiatrist who takes state insurance transitioning from NHS-FBS to Outpatient Counseling took about four months.

Question 22: Are you given a chance to make treatment decisions?

	Adult Parent/Guardian Child/Adolescent		
Always	66	15	0
	86.8%	75.0%	0
Sometimes	8	4	0
	10.5%	20.0%	0
Never	2	1	0
	2.6%	5.0%	0

	Adult Parent/Guardian Child/Adolescent		
Positive	74	19	0
	97.4%	95.0%	0
Negative	2	1	0
	2.6%	5.0%	0

	Adult Parent/Guardian Child/Adolescent		
Not Applicable	0	0	0

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Always	66	15	0
	86.8%	75.0%	0
Sometimes	8	4	0
	10.5%	20.0%	0
Never	2	1	0
	2.6%	5.0%	0

	Adult Parent/Guardian Child/Adolescent		
Positive	74	19	0
	97.4%	95.0%	0
Negative	2	1	0
	2.6%	5.0%	0

	Adult Parent/Guardian Child/Adolescent		
Not Applicable	0	0	0

Adult Comments:

At Blue Mountain AIP, the groups were not relevant to my individual problems.

Treatment Trends works with me to make arrangements if I need to reschedule.

Parent Guardian Comments:

Question 23: What effect has the treatment you receive had on the quality of your life?

	Adult Parent/Guardian Child/Adolescent		
Much better	35 46.1%	8 40.0%	0 0
A Little Better	29 38.2%	9 45.0%	0 0
About the Same	9 11.8%	3 15.0%	0 0
A Little Worse	2 2.6%	0 0	0 0
Much Worse	1 1.3%	0 0	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	73 96.1%	20 100.0%	0 0
Negative	3 3.9%	0 0	0 0

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Much better	35 46.1%	8 40.0%	0 0
A Little Better	29 38.2%	9 45.0%	0 0
About the Same	9 11.8%	3 15.0%	0 0
A Little Worse	2 2.6%	0 0	0 0
Much Worse	1 1.3%	0 0	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	73 96.1%	20 100.0%	0 0
Negative	3 3.9%	0 0	0 0

Adult Comments:

My stay at blue mountain send me into a deeper depression than what I was in. Nobody addressed my PTSD. Since they got me on the right medications at Omni OPMH Allentown Site

The disappointments of my peer specialist Jerry at Salisbury Behavioral Health CPS made me worse.

My worries are gone

I will be struggling if I didn't have Steph or Kelly from Salisbury Behavioral Health CPS

My environment is unhealthy.

The treatment that I receive helps me focus. My CRS Bill from Treatment Trends has helped me so much.

I'm a million times better Habit OPCO changed my life.

Parent Guardian Comments:

Question 24: Overall, how satisfied are you with Magellan Behavioral Health as your insurance provider?

	Adult Parent/Guardian Child/Adolescent		
Mostly Satisfied	69 90.8%	18 90.0%	0 0
Somewhat Satisfied	6 7.9%	2 10.0%	0 0
Somewhat Dissatisfied	1 1.3%	0 0	0 0
Very Dissatisfied	0 0	0 0	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	75 98.7%	20 100.0%	0 0
Negative	1 1.3%	0 0	0 0

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Mostly Satisfied	69 90.8%	18 90.0%	0 0
Somewhat Satisfied	6 7.9%	2 10.0%	0 0
Somewhat Dissatisfied	1 1.3%	0 0	0 0
Very Dissatisfied	0 0	0 0	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	75 98.7%	20 100.0%	0 0
Negative	1 1.3%	0 0	0 0

Adult Comments:

Magellan approved my detox and Rehab immediately.

Habit OPCO charged us copays when they shouldn't have.

Parent Guardian Comments:

Question 25: Would recommend Magellan Behavioral Health to friends or family?

	Adult	Parent/Guardian	Child/Adolescent
Yes	76 100.0%	20 100.0%	0 0
No	0 0	0 0	0 0

	Adult	Parent/Guardian	Child/Adolescent
Positive	76 100.0%	20 100.0%	0 0
Negative	0 0	0 0	0 0

Cummulative Yearly Total

	Adult	Parent/Guardian	Child/Adolescent
Yes	76 100.0%	20 100.0%	0 0
No	0 0	0 0	0 0

	Adult	Parent/Guardian	Child/Adolescent
Positive	76 100.0%	20 100.0%	0 0
Negative	0 0	0 0	0 0

Adult Comments:

Magellan has experience with Behavioral Health.

Parent Guardian Comments:

Question 26: Would you like the Magellan Member and Family Advocate to contact you about a specific question or concern with your current services?

	Adult Parent/Guardian Child/Adolescent		
Yes	4	1	0
	5.3%	5.0%	0
No	72	19	0
	94.7%	95.0%	0

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Yes	4	1	0
	5.3%	5.0%	0
No	72	19	0
	94.7%	95.0%	0

Please provide your contact information: Adult

Samantha Lucre, 484-426-7291, she is having difficulties finding a female therapist close to her.

Victoria Strickland (484) 378-6274 my Therapist Rosalyn at Omni(Ferry st) never put a referral for ICM

Scott Gergar, 610 782 1469. Does not have Behavioral Health benefits or medical insurance. Has substance abuse disorder and mental health issues.

Shirley Gergar (610) 782-1469 Do not have Behavioral Health services lost my insurance . I have substance abuse disorder, PTSD, Anxiety with no insurance

Please provide your contact information: Parent/Guardian

Victoria Strickland, 484-378-6274. It took over 3 years to get an ICM at OMNI OPMH, Ferry Street Site.

Please provide your contact information: Child/Adolescent

Question 27: Do you have any additional comments? Adult

Blue mountain did not have scrubs for large patients had to wear a gown.

At OMNI OPMH Allentown site, they should tell the patient the process to change their therapist.

This is a weird questionnaire - this doesn't fit the audit. It could be worded better.

At OMNI OPMH Allentown site, Carisa Holland is a great Therapist.

Their online available provider is practically useless, it is not updated with providers who are currently accepting outpatient through Magellan. It has been one of the most frustrating processes I've ever experienced. Many providers have said they stopped with Magellan because they couldn't get them to pay.

My therapist at OMNI OPMH constantly puts me down, saying I am not eating healthy because I lost 11 pounds since being in jail, where I was working out. I lost muscle mass.

At OMNI OPMH, Allentown site, they do not answer the phone and sometimes don't return calls for more than a week and there are no appointment reminders.

Karissa and my Doctor have really helped me a lot at Omni OPMH Allentown Site

I am very satisfied with my services at OMNI OPMH, Northampton Street Site, although the drive is a little far. They are very thorough and they listen and are great at helping us decide on a solution and how they can help us complete our goals.

I am very satisfied with my services at Pyramid Certified Recovery Specialist.

My CSR, Santiago, is very great. He is very good at his job, a real lifesaver. I really wish I could do the Intensive Outpatient Program, but I couldn't get a response from the contact person and was dropped from the program., but I am continuing my appointments with my CRS.

Was with Rosalyn at Omni(Ferry st) for over 3 years and never got an ICM. I'm also calling John Lees.

Shirley Sherbert from Salisbury Behavioral Health CPS is a great CPS.

ICM Stephanie from Salisbury Behavioral Health is very helpful

At Salisbury Behavioral Health CPS, Marsha is working on getting me a new CPS with drug and alcohol experience.

I feel like I don't have consistency of services because my CPS from Salisbury Behavioral Health suddenly dropped me, now the next one became the CPS supervisor and told me last minute that she would not be seeing me and doesn't have a replacement CPS. I am waiting to see if things resolve before filing a complaint. My psychiatrist at Preventive Measures doesn't listen to me, that I can't function as a parent on the nighttime medication, Melissa Garret, from Pinebrook, is going to Dr. with me.

I miss my CPS From Salisbury Behavioral Health. The Warm line takes a message and never calls back.

At Treatment Trends CRS, they have done a wonderful job scheduling my treatment around my unusual work schedule. I am grateful for the help.

At Haven House Wellness Recovery Team, has improved my life by teaching me not to be alone, encouraging me to talk more with my peers and be more confident.

At Haven House Wellness Recovery Team, I have recommended it to others because it's really great.

I need insurance ASAP. My wife will be contacting John Lees.

I need insurance for my issues . I will be calling John Lees for assistance.

Question 27: Do you have any additional comments? Parent/Guardian

Omni(Northampton)

Sometimes it takes to long to get the blood work results and the approval from the insurance company for his medications. He is without medications for about two weeks. This has happened several times.

I will be contacting John Lees to discuss the issue with pre- authorization for my daughter's medications.

I'm very satisfied with my children's services through Omni - Northampton Site.

I'm very satisfied with my children's services through Omni (Northampton -Site)

At OMNI OPMH,Northampton Street Site, I am satisfied with my son's services. They are great listeners and give us choices and help us develop a plan to complete our goals.

The therapist, Rosalyn, was very vindictive against me, because we became homeless and my daughter had to take my son in. Finally, Rosalyn had to get my son an ICM.

Question 27: Do you have any additional comments? Child/Adolescent