

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

Lehigh County HealthChoices

HealthChoices - Behavioral Health Program

For Magellan Behavioral Health

**Full Report  
2nd Quarter 04/01/2018 - 06/30/2018**

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

	Adult Parent/Guardian Child/Adolescent				Adult Parent/Guardian	
Mostly Satisfied	48	21	0	Positive	53	23
	82.8%	91.3%	0		91.4%	100.0%
Somewhat Satisfied	5	2	0	Negative	5	0
	8.6%	8.7%	0		8.6%	0
Dissatisfied	5	0	0			
	8.6%	0	0			
Very Dissatisfied	0	0	0			
	0	0	0			

**Cummulative Yearly Total**

	Adult Parent/Guardian Child/Adolescent				Adult Parent/Guardian	
Mostly Satisfied	111	37	0	Positive	124	43
	82.8%	86.0%	0		92.5%	100.0%
Somewhat Satisfied	13	6	0	Negative	10	0
	9.7%	14.0%	0		7.5%	0
Dissatisfied	7	0	0			
	5.2%	0	0			
Very Dissatisfied	3	0	0			
	2.2%	0	0			

**Adult Comments:**

At Lehigh Valley ACT ICM, Carmen was very helpful, then Barbara just dropped me off, and I have just met my new ICM, Susanna.

I Didn't like he last ICM from Lehigh County MH/MR/ICM so I refused to meet with her and my case was closed.

**Parent Guardian Comments:**

I believe my son needs more services at PA Mentor BHRS because he is so cognitively delayed.

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

	Adult Parent/Guardian Child/Adolescent		
Mostly Helpful	44 75.9%	17 73.9%	0 0
Somewhat Helpful	10 17.2%	6 26.1%	0 0
Not At All Helpful	4 6.9%	0 0	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	54 93.1%	23 100.0%	0 0
Negative	4 6.9%	0 0	0 0

**Cummulative Yearly Total**

	Adult Parent/Guardian Child/Adolescent		
Mostly Helpful	95 70.9%	28 65.1%	0 0
Somewhat Helpful	29 21.6%	12 27.9%	0 0
Not At All Helpful	10 7.5%	3 7.0%	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	124 92.5%	40 93.0%	0 0
Negative	10 7.5%	3 7.0%	0 0

**Adult Comments:**

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At Lehigh County MH/MR, the Psychiatrist discontinued my anxiety medication and wrote a prescription for another medication but didn't get preauthorization

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At Pyramid Healthcare, there's only one psychiatrist, whom I didn't like and their groups are only addictions related, so I got an outside psychiatrist.

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Magellan doesn't have no providers to come to my home to help me with my hoarding

**Parent Guardian Comments:**

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He is not taking in everything they tell him at Concepts PHP.

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

	Adult Parent/Guardian Child/Adolescent		
Yes	45	20	0
	81.8%	87.0%	0
No	10	3	0
	18.2%	13.0%	0

	Adult Parent/Guardian Child/Adolescent		
Positive	45	20	0
	81.8%	87.0%	0
Negative	10	3	0
	18.2%	13.0%	0

**Not Applicable**

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

**Cummulative Yearly Total**

	Adult Parent/Guardian Child/Adolescent		
Yes	101	34	0
	78.9%	85.0%	0
No	27	6	0
	21.1%	15.0%	0

	Adult Parent/Guardian Child/Adolescent		
Positive	101	34	0
	78.9%	85.0%	0
Negative	27	6	0
	21.1%	15.0%	0

**Not Applicable**

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

#### Question 4: Were you comfortable with the process?

	Adult Parent/Guardian Child/Adolescent				Adult Parent/Guardian Child/Adolescent		
Mostly Comfortable	42	17	0	Positive	44	20	0
	93.3%	85.0%	0		97.8%	100.0%	0
Somewhat Comfortable	2	3	0	Negative	1	0	0
	4.4%	15.0%	0		2.2%	0	0
Somewhat Uncomfortable	0	0	0				
	0	0	0				
Very Uncomfortable	1	0	0				
	2.2%	0	0				

#### Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent				Adult Parent/Guardian Child/Adolescent		
Mostly Comfortable	89	30	0	Positive	98	34	0
	88.1%	88.2%	0		97.0%	100.0%	0
Somewhat Comfortable	9	4	0	Negative	3	0	0
	8.9%	11.8%	0		3.0%	0	0
Somewhat Uncomfortable	1	0	0				
	1.0%	0	0				
Very Uncomfortable	2	0	0				
	2.0%	0	0				

#### Adult Comments:

Dr. Dadenia doesn't feel I need a therapist at this time.

PA mentor discharge me. Never gave a reason why. Just got a letter today not even a telephone call.

#### Parent Guardian Comments:

**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	44	21	0
	75.9%	91.3%	0
Almost Always	6	2	0
	10.3%	8.7%	0
Sometimes	4	0	0
	6.9%	0	0
Rarely	4	0	0
	6.9%	0	0
Never	0	0	0
	0	0	0

	Adult Parent/Guardian Child/Adolescent		
Positive	54	23	0
	93.1%	100.0%	0
Negative	4	0	0
	6.9%	0	0

**Cummulative Yearly Total**

	Adult Parent/Guardian Child/Adolescent		
Always	104	37	0
	77.6%	86.0%	0
Almost Always	11	5	0
	8.2%	11.6%	0
Sometimes	11	0	0
	8.2%	0	0
Rarely	5	1	0
	3.7%	2.3%	0
Never	3	0	0
	2.2%	0	0

	Adult Parent/Guardian Child/Adolescent		
Positive	126	42	0
	94.0%	97.7%	0
Negative	8	1	0
	6.0%	2.3%	0

**Adult Comments:**

**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	43	20	0
	74.1%	87.0%	0
Almost Always	7	1	0
	12.1%	4.3%	0
Sometimes	5	2	0
	8.6%	8.7%	0
Rarely	2	0	0
	3.4%	0	0
Never	1	0	0
	1.7%	0	0

	Adult Parent/Guardian Child/Adolescent		
Positive	55	23	0
	94.8%	100.0%	0
Negative	3	0	0
	5.2%	0	0

**Cummulative Yearly Total**

	Adult Parent/Guardian Child/Adolescent		
Always	106	37	0
	79.1%	86.0%	0
Almost Always	14	2	0
	10.4%	4.7%	0
Sometimes	11	4	0
	8.2%	9.3%	0
Rarely	2	0	0
	1.5%	0	0
Never	1	0	0
	0.7%	0	0

	Adult Parent/Guardian Child/Adolescent		
Positive	131	43	0
	97.8%	100.0%	0
Negative	3	0	0
	2.2%	0	0

**Adult Comments:**

I have no input with my treatment plan through Lehigh Valley ACT/ICM.  
PA Mentor very unprofessional.

**Parent Guardian Comments:**

Georgena at Omni is awesome..

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

	Adult Parent/Guardian Child/Adolescent		
Always	46	17	0
	79.3%	73.9%	0
Almost Always	4	6	0
	6.9%	26.1%	0
Sometimes	4	0	0
	6.9%	0	0
Rarely	2	0	0
	3.4%	0	0
Never	2	0	0
	3.4%	0	0

	Adult Parent/Guardian Child/Adolescent		
Positive	54	23	0
	93.1%	100.0%	0
Negative	4	0	0
	6.9%	0	0

**Cummulative Yearly Total**

	Adult Parent/Guardian Child/Adolescent		
Always	111	31	0
	82.8%	72.1%	0
Almost Always	7	7	0
	5.2%	16.3%	0
Sometimes	7	0	0
	5.2%	0	0
Rarely	4	1	0
	3.0%	2.3%	0
Never	5	4	0
	3.7%	9.3%	0

	Adult Parent/Guardian Child/Adolescent		
Positive	125	38	0
	93.3%	88.4%	0
Negative	9	5	0
	6.7%	11.6%	0

**Adult Comments:**

I got no information from Treatment Trends . I do not want to make a complain with John Lees because I don't ever need to go back there.

**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	47	22	0
	81.0%	95.7%	0
Almost Always	5	1	0
	8.6%	4.3%	0
Sometimes	4	0	0
	6.9%	0	0
Rarely	1	0	0
	1.7%	0	0
Never	1	0	0
	1.7%	0	0

	Adult Parent/Guardian Child/Adolescent		
Positive	56	23	0
	96.6%	100.0%	0
Negative	2	0	0
	3.4%	0	0

**Cummulative Yearly Total**

	Adult Parent/Guardian Child/Adolescent		
Always	117	42	0
	87.3%	97.7%	0
Almost Always	9	1	0
	6.7%	2.3%	0
Sometimes	5	0	0
	3.7%	0	0
Rarely	2	0	0
	1.5%	0	0
Never	1	0	0
	0.7%	0	0

	Adult Parent/Guardian Child/Adolescent		
Positive	131	43	0
	97.8%	100.0%	0
Negative	3	0	0
	2.2%	0	0

**Adult Comments:**

Treatment Trends didn't respect me at all.

PA Mentor doesn't respect me.

**Parent Guardian Comments:**

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

	Adult Parent/Guardian Child/Adolescent		
Always	56	22	0
	96.6%	95.7%	0
Almost Always	1	0	0
	1.7%	0	0
Sometimes	1	1	0
	1.7%	4.3%	0
Rarely	0	0	0
	0	0	0
Never	0	0	0
	0	0	0

	Adult Parent/Guardian Child/Adolescent		
Positive	58	23	0
	100.0%	100.0%	0
Negative	0	0	0
	0	0	0

**Cummulative Yearly Total**

	Adult Parent/Guardian Child/Adolescent		
Always	131	42	0
	97.8%	97.7%	0
Almost Always	1	0	0
	0.7%	0	0
Sometimes	2	1	0
	1.5%	2.3%	0
Rarely	0	0	0
	0	0	0
Never	0	0	0
	0	0	0

	Adult Parent/Guardian Child/Adolescent		
Positive	134	43	0
	100.0%	100.0%	0
Negative	0	0	0
	0	0	0

**Adult Comments:**

**Parent Guardian Comments:**

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

	Adult Parent/Guardian Child/Adolescent		
Mostly Satisfied	48 82.8%	21 91.3%	0 0
Somewhat Satisfied	5 8.6%	2 8.7%	0 0
Somewhat Dissatisfied	3 5.2%	0 0	0 0
Very Dissatisfied	2 3.4%	0 0	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	53 91.4%	23 100.0%	0 0
Negative	5 8.6%	0 0	0 0

### Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Mostly Satisfied	100 74.6%	32 74.4%	0 0
Somewhat Satisfied	23 17.2%	6 14.0%	0 0
Somewhat Dissatisfied	5 3.7%	2 4.7%	0 0
Very Dissatisfied	6 4.5%	3 7.0%	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	123 91.8%	38 88.4%	0 0
Negative	11 8.2%	5 11.6%	0 0

### Adult Comments:

Lehigh County MH/MR is 15 miles away from my home.

It's not the level of care that I need. What I do need is encouragement.

At Preventive Measures on Hamilton Street, I have to pay for parking.

Satisfied with Preventive Measures office on Washington not Preventive Measures on Hamilton st. The staff on Hamilton st office behind the counter talk about their clients I heard everything.

New Directions is a little far from my house I have to take two buses.

Not satisfied because my ICM from PA Mentor would only see me off Site.

It's hard to find a provider that accepts United Healthcare.

### Parent Guardian Comments:

I was dissatisfied when I had to drive my granddaughter to Concepts PHP, but am satisfied since she gets the Lanta Van service.

Concepts PHP Program it is far from our home. Now that he gets transported by Easton Coach it's much better.

**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		40	16	0
		69.0%	69.6%	0
No		18	7	0
		31.0%	30.4%	0

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

**Cummulative Yearly Total**

		Adult Parent/Guardian Child/Adolescent		
Yes		98	27	0
		73.1%	62.8%	0
No		36	16	0
		26.9%	37.2%	0

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

**Adult Comments:**

Treatment Trends never offered anything. All they did was call my Parol Officer to let them know I refused to do Drug and Alcohol Treatment I have been drug free for 5years.

I did the referral with Lehigh Valley ACT/ICM 3 months ago.

Lehigh Valley ACT ICM never did, I heard about peer services through a friend.

My peer support changes constantly.

Never knew about Advocacy services.

**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	46	19	0
	79.3%	82.6%	0
Almost Always	2	2	0
	3.4%	8.7%	0
Sometimes	4	1	0
	6.9%	4.3%	0
Rarely	4	1	0
	6.9%	4.3%	0
Never	2	0	0
	3.4%	0	0

	Adult Parent/Guardian Child/Adolescent		
Positive	52	22	0
	89.7%	95.7%	0
Negative	6	1	0
	10.3%	4.3%	0

**Cummulative Yearly Total**

	Adult Parent/Guardian Child/Adolescent		
Always	108	34	0
	80.6%	79.1%	0
Almost Always	5	2	0
	3.7%	4.7%	0
Sometimes	9	2	0
	6.7%	4.7%	0
Rarely	6	4	0
	4.5%	9.3%	0
Never	6	1	0
	4.5%	2.3%	0

	Adult Parent/Guardian Child/Adolescent		
Positive	52	22	0
	89.7%	95.7%	0
Negative	6	1	0
	10.3%	4.3%	0

**Adult Comments:**

**Parent Guardian Comments:**

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

	Adult Parent/Guardian Child/Adolescent		
Mostly Satisfied	48 82.8%	21 91.3%	0 0
Somewhat Satisfied	4 6.9%	1 4.3%	0 0
Somewhat Dissatisfied	4 6.9%	1 4.3%	0 0
Very Dissatisfied	2 3.4%	0 0	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	52 89.7%	22 95.7%	0 0
Negative	6 10.3%	1 4.3%	0 0

**Cummulative Yearly Total**

	Adult Parent/Guardian Child/Adolescent		
Mostly Satisfied	114 85.1%	38 88.4%	0 0
Somewhat Satisfied	10 7.5%	3 7.0%	0 0
Somewhat Dissatisfied	6 4.5%	2 4.7%	0 0
Very Dissatisfied	4 3.0%	0 0	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	124 92.5%	41 95.3%	0 0
Negative	10 7.5%	2 4.7%	0 0

**Adult Comments:**

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At Holcomb, there is so much turnover, it is hard to have consistency and get goals accomplished.

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It took over 3 months to get an appointment at Treatment Trends.

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It took about six months to get an ICM.

**Parent Guardian Comments:**

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It took about three months for my son to get services he needed sooner at PA Mentor.

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

	Adult Parent/Guardian Child/Adolescent		
Always	50 86.2%	21 91.3%	0 0
Almost Always	3 5.2%	1 4.3%	0 0
Sometimes	4 6.9%	0 0	0 0
Rarely	0 0	1 4.3%	0 0
Never	1 1.7%	0 0	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	57 98.3%	22 95.7%	0 0
Negative	1 1.7%	1 4.3%	0 0

**Cummulative Yearly Total**

	Adult Parent/Guardian Child/Adolescent		
Always	114 85.1%	36 83.7%	0 0
Almost Always	6 4.5%	4 9.3%	0 0
Sometimes	10 7.5%	2 4.7%	0 0
Rarely	2 1.5%	1 2.3%	0 0
Never	2 1.5%	0 0	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	130 97.0%	42 97.7%	0 0
Negative	4 3.0%	1 2.3%	0 0

**Adult Comments:**

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Over 5 years since I used Drugs or Alcohol . I didn't need no Drug & Alcohol Treatment.

**Parent Guardian Comments:**

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At Concepts PHP, we are only ever in a group, not individually.

**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	37 63.8%	21 91.3%	0 0
	No	21 36.2%	2 8.7%	0 0

**Cummulative Yearly Total**

		Adult Parent/Guardian Child/Adolescent		
	Yes	89 66.4%	32 74.4%	0 0
	No	45 33.6%	11 25.6%	0 0

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

		Adult Parent/Guardian Child/Adolescent		
	Yes	2 3.4%	1 4.3%	0 0
	No	56 96.6%	22 95.7%	0 0

**Cummulative Yearly Total**

		Adult Parent/Guardian Child/Adolescent		
	Yes	6 4.5%	1 2.3%	0 0
	No	128 95.5%	42 97.7%	0 0

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

		Adult Parent/Guardian Child/Adolescent		
	Yes	2 100.0%	1 100.0%	0 0
	No	0 0	0 0	0 0

**Cummulative Yearly Total**

		Adult Parent/Guardian Child/Adolescent		
	Yes	5 83.3%	1 100.0%	0 0
	No	1 16.7%	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	47 81.0%	23 100.0%	0 0
Almost Always	5 8.6%	0 0	0 0
Sometimes	4 6.9%	0 0	0 0
Rarely	0 0	0 0	0 0
Never	2 3.4%	0 0	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	56 96.6%	23 100.0%	0 0
Negative	2 3.4%	0 0	0 0

**Cummulative Yearly Total**

	Adult Parent/Guardian Child/Adolescent		
Always	116 86.6%	43 100.0%	0 0
Almost Always	8 6.0%	0 0	0 0
Sometimes	6 4.5%	0 0	0 0
Rarely	1 0.7%	0 0	0 0
Never	3 2.2%	0 0	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	130 97.0%	43 100.0%	0 0
Negative	4 3.0%	0 0	0 0

**Adult Comments:**

**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	52 89.7%	23 100.0%	0 0	Positive	57 98.3%	23 100.0%
Somewhat Satisfied	5 8.6%	0 0	0 0		Negative	1 1.7%
Somewhat Dissatisfied	1 1.7%	0 0	0 0	1 1.7%		0 0
Very Dissatisfied	0 0	0 0	0 0			

**Cumulative Yearly Total**

	Adult Parent/Guardian Child/Adolescent				Adult Parent/Guardian	
Mostly Satisfied	120 89.6%	40 93.0%	0 0	Positive	131 97.8%	43 100.0%
Somewhat Satisfied	11 8.2%	3 7.0%	0 0		Negative	3 2.2%
Somewhat Dissatisfied	2 1.5%	0 0	0 0	3 2.2%		0 0
Very Dissatisfied	1 0.7%	0 0	0 0			

**Adult Comments:**

I'm satisfied with Preventive Measures on Washington st location not the one on Hamilton St.

**Parent Guardian Comments:**

**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	49	22	0
	84.5%	95.7%	0
Almost Always	2	0	0
	3.4%	0	0
Sometimes	2	0	0
	3.4%	0	0
Rarely	1	1	0
	1.7%	4.3%	0
Never	4	0	0
	6.9%	0	0

	Adult Parent/Guardian Child/Adolescent		
Positive	53	22	0
	91.4%	95.7%	0
Negative	5	1	0
	8.6%	4.3%	0

**Cumulative Yearly Total**

	Adult Parent/Guardian Child/Adolescent		
Always	121	42	0
	90.3%	97.7%	0
Almost Always	4	0	0
	3.0%	0	0
Sometimes	3	0	0
	2.2%	0	0
Rarely	1	1	0
	0.7%	2.3%	0
Never	5	0	0
	3.7%	0	0

	Adult Parent/Guardian Child/Adolescent		
Positive	128	42	0
	95.5%	97.7%	0
Negative	6	1	0
	4.5%	2.3%	0

**Adult Comments:**

At Lehigh County MH/MR, it seems like they just want to write a prescription, that's it.

**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	52 89.7%	23 100.0%	0 0
Almost Always	2 3.4%	0 0	0 0
Sometimes	0 0	0 0	0 0
Rarely	1 1.7%	0 0	0 0
Never	3 5.2%	0 0	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	54 93.1%	23 100.0%	0 0
Negative	4 6.9%	0 0	0 0

**Cummulative Yearly Total**

	Adult Parent/Guardian Child/Adolescent		
Always	126 94.0%	43 100.0%	0 0
Almost Always	3 2.2%	0 0	0 0
Sometimes	0 0	0 0	0 0
Rarely	2 1.5%	0 0	0 0
Never	3 2.2%	0 0	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	128 95.5%	42 97.7%	0 0
Negative	6 4.5%	1 2.3%	0 0

**Adult Comments:**

I didn't know that I could speak to Magellan, now I know how to.

**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	45	16	0	Positive	49	20	0
	77.6%	69.6%	0		84.5%	87.0%	0
Somewhat Satisfied	4	4	0	Negative	9	3	0
	6.9%	17.4%	0		15.5%	13.0%	0
Somewhat Dissatisfied	6	3	0				
	10.3%	13.0%	0				
Very Dissatisfied	3	0	0				
	5.2%	0	0				

### Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent				Adult Parent/Guardian Child/Adolescent		
Mostly Satisfied	107	30	0	Positive	119	38	0
	79.9%	69.8%	0		88.8%	88.4%	0
Somewhat Satisfied	12	8	0	Negative	15	5	0
	9.0%	18.6%	0		11.2%	11.6%	0
Somewhat Dissatisfied	9	5	0				
	6.7%	11.6%	0				
Very Dissatisfied	6	0	0				
	4.5%	0	0				

### Adult Comments:

They don't do anything for me but take me to appointments.

Lehigh Valley ACT ICM never helped her access peer support services.

In office good . In home services very disappointed.

There are not enough providers that accept United Healthcare.

### Parent Guardian Comments:

Without a waiver there is not too many services for him.

All the agency choices have long waiting lists.

I wish my son could get more services than what he receives from PA Mentor BHRS.

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

	Adult
Always	44 75.9%
Sometimes	13 22.4%
Never	1 1.7%

	Adult
Positive	44 75.9%
Negative	14 24.1%

]

**Cumulative Yearly Total**

	Adult
Always	102 76.7%
Sometimes	28 21.1%
Never	3 2.3%

	Adult
Positive	102 76.7%
Negative	31 23.3%

	Adult
Not Applicable	1

**Adult Comments:**

I have done it on my own.

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

	Parent/Guardian
Always	0 0
Sometimes	8 34.8%
Never	15 65.2%

	Parent/Guardian
Positive	15 65.2%
Negative	8 34.8%

**Cummulative Yearly Total**

	Parent/Guardian
Always	0 0
Sometimes	16 37.2%
Never	27 62.8%

	Parent/Guardian
Positive	27 62.8%
Negative	16 37.2%

**Parent Guardian Comments:**

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

	Adult Parent/Guardian Child/Adolescent		
Always	48	21	0
	82.8%	91.3%	0
Sometimes	7	2	0
	12.1%	8.7%	0
Never	3	0	0
	5.2%	0	0

	Adult Parent/Guardian Child/Adolescent		
Positive	55	23	0
	94.8%	100.0%	0
Negative	3	0	0
	5.2%	0	0

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

## Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Always	114	36	0
	85.1%	83.7%	0
Sometimes	15	6	0
	11.2%	14.0%	0
Never	5	1	0
	3.7%	2.3%	0

	Adult Parent/Guardian Child/Adolescent		
Positive	129	42	0
	96.3%	97.7%	0
Negative	5	1	0
	3.7%	2.3%	0

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

### Adult Comments:

I have no input in making Treatment decisions with Lehigh Valley ACT/ ICM.

Love

PA Mentor doesn't listen to me.

### 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	32 55.2%	13 56.5%	0 0
A Little Better	14 24.1%	9 39.1%	0 0
About the Same	8 13.8%	1 4.3%	0 0
A Little Worse	3 5.2%	0 0	0 0
Much Worse	1 1.7%	0 0	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	54 93.1%	23 100.0%	0 0
Negative	4 6.9%	0 0	0 0

**Cummulative Yearly Total**

	Adult Parent/Guardian Child/Adolescent		
Much better	67 50.0%	21 48.8%	0 0
A Little Better	43 32.1%	18 41.9%	0 0
About the Same	17 12.7%	4 9.3%	0 0
A Little Worse	5 3.7%	0 0	0 0
Much Worse	2 1.5%	0 0	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	127 94.8%	43 100.0%	0 0
Negative	7 5.2%	0 0	0 0

**Adult Comments:**

If it wasn't for my Therapist I wouldn't have gotten where I am I don't know the name of the place where I get therapy. It definitely had nothing to do with Treatment Trends.

There's a big turnover with ICM', making it hard to coordinate my health appointments.

I have no coping skills. I lost my daughter due to my mental health. I completely lost my home services. My home environment has regressed since I lost my in home services.

**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	53 91.4%	23 100.0%	0 0
Somewhat Satisfied	5 8.6%	0 0	0 0
Somewhat Dissatisfied	0 0	0 0	0 0
Very Dissatisfied	0 0	0 0	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	58 100.0%	23 100.0%	0 0
Negative	0 0	0 0	0 0

**Cummulative Yearly Total**

	Adult Parent/Guardian Child/Adolescent		
Mostly Satisfied	122 91.0%	41 95.3%	0 0
Somewhat Satisfied	11 8.2%	2 4.7%	0 0
Somewhat Dissatisfied	1 0.7%	0 0	0 0
Very Dissatisfied	0 0	0 0	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	133 99.3%	43 100.0%	0 0
Negative	1 0.7%	0 0	0 0

**Adult Comments:**

**Parent Guardian Comments:**

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

	Adult Parent/Guardian Child/Adolescent		
Yes	56	22	0
	96.6%	95.7%	0
No	2	1	0
	3.4%	4.3%	0

	Adult Parent/Guardian Child/Adolescent		
Positive	56	22	0
	96.6%	95.7%	0
Negative	2	1	0
	3.4%	4.3%	0

**Cummulative Yearly Total**

	Adult Parent/Guardian Child/Adolescent		
Yes	132	42	0
	98.5%	97.7%	0
No	2	1	0
	1.5%	2.3%	0

	Adult Parent/Guardian Child/Adolescent		
Positive	132	42	0
	98.5%	97.7%	0
Negative	2	1	0
	1.5%	2.3%	0

**Adult Comments:**

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I honestly do not know. I never had to refer anyone to Magellan.

**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	3	1	0
	5.2%	4.3%	0
No	55	22	0
	94.8%	95.7%	0

**Cummulative Yearly Total**

	Adult Parent/Guardian Child/Adolescent		
Yes	7	2	0
	5.2%	4.7%	0
No	127	41	0
	94.8%	95.3%	0

**Please provide your contact information: Adult**

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Fannie Holden, 484-661-7670 . I would like to get back into the Recovery Center in Allentown. It was great learning things there.

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Fayza Mansour 484-764-5822 I am not very comfortable talking about my problems, but I need help to get another ICM who I can relate to.

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James Novak 267-634-3354 I was wondering why I can't get someone besides United Healthcare for my insurance provider. I had a doctor set up for myself and told the Welfare Department not to give me United Healthcare, but they told me that I have no choice.

**Please provide your contact information: Parent/Guardian**

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Erica DeJesus 862-271-7708 I would like to know what other services are available for my son.

**Please provide your contact information: Child/Adolescent**

**Question 27: Do you have any additional comments? Adult**

Why do people have to get Drug & Alcohol treatment when they get out of jail if they don't have a drug related charge. I haven't used Drug for over 5 years now.

I am thankful for my Lehigh Valley ACT ICM services and I like the services a lot.

I would like there to be a more effective treatment for my paranoia and schizophrenia.

My ICM at Lehigh Valley ACT/ICM is unprofessional at times. She doesn't put the time when she leaves. She doesn't even stay for 30 mins.

I feel because I am higher functioning I am not getting the services and attention I need.

At Lehigh County MH/MR, my ICM Stacy Kress, has not been helping me with a bill discrepancy and with the Allentown Housing Authority for over a month.

My ICM at Lehigh County MH/MR, Loretta Fisher is an angel. She has helped me overcome homelessness and get the help I need. I just wish I was allowed to give her a card or some way to show my gratitude.

I asked my psychiatrist about a prescription for marijuana, because I heard it could help stop the tremors. He said no, I would like to know who I can contact.

Diane, my therapist at Preventive Measures is excellent. I don't let things like paying to park or small offices bother me.

I couldn't have a better insurance company than Magellan.

The Preventive Measures main office on Hamilton St. are never on time for appointments.

I'm very happy with my services that I receive at Preventive Measures.

They are very friendly. The Dr. has really helped me to improve my mental health.

Magellan doesn't have providers that I need no hoarder disorder specialist. Also no in home therapy services.

My ICM has taken care of whatever I need her to do for me"

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

At Concepts PHP, my granddaughter groups started right away, but the other services that have been promised have not yet started. They are taking long to get started.

We are very happy that he has a place to go socialize. If there are any issues I can communicate with them immediately.

Both my therapist and my son's therapist are amazing. They are very kind. They have different techniques.

The turnover rate at PA Mentor makes it hard for my child to build a rapport.

Everyone through my Magellan services has done a wonderful job. I am very thankful for all the help.

I feel comfortable with our Magellan services.

The Therapy he gets at HAO is very helpful

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