

Recovery Partnership
Consumer/Family Satisfaction Team
Report on:

Lehigh County HealthChoices

Full Report
2nd Quarter
April 1, 2022 to June 30, 2022

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

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Provider Specific Questions

Access to Services

Q1. Is your service provider easy to contact?

	Adult	Parent/Guardian	Child/Adolescent
Yes	52 96.3%	23 92.0%	4 100.0%
No	2 3.7%	2 8.0%	- -
Total	54 100.0%	25 100.0%	4 100.0%

Total All Surveys

Yes	79 95.2%
No	4 4.8%
Total	83 100.0%

Cummulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	111 97.4%	59 93.7%	4 80.0%
No	3 2.6%	4 6.3%	1 20.0%
Total	114 100.0%	63 100.0%	5 100.0%

All Surveys

Yes	174 95.6%
No	8 4.4%
Total	182 100.0%

Comments:

Adult:

At PA Mentor, the receptionist doesn't even know who my caseworker is, because I have had 10 different ones since June 2021.

0125 - Liza Joan Alvarado - not sometimes

At Salisbury Behavioral Health, the phone rings and rings, then goes to a busy signal.

Parent/Guardian:

4964 - Pinebrook - Sometimes

9096 - Preventive Measures- not always

Question 2. Were services available at times that were good for you?

	Adult	Parent/Guardian	Child/Adolescent
Always	47 87.0%	20 80.0%	2 50.0%
Almost Always	4 7.4%	3 12.0%	2 50.0%
Sometimes	3 5.6%	2 8.0%	- -
Never	- -	- -	- -
Total	54 100.0%	25 100.0%	4 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	51 94.4%	23 92.0%	4 100.0%
Negative	3 5.6%	2 8.0%	- -

Total All Surveys

Always	69 83.1%
Almost Always	9 10.8%
Sometimes	5 6.0%
Never	- -
Total	83 100.0%

Positive	78 94.0%
Negative	5 6.0%

Cummulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Always	98 86.0%	48 76.2%	2 40.0%
Almost Always	9 7.9%	11 17.5%	2 40.0%
Sometimes	7 6.1%	4 6.3%	1 20.0%
Never	- -	- -	- -
Total	114 100.0%	63 100.0%	5 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	107 93.9%	59 93.7%	4 80.0%
Negative	7 6.1%	4 6.3%	1 20.0%

Total All Surveys

Always	148 81.3%
Almost Always	22 12.1%
Sometimes	12 6.6%
Never	- -
Total	182 100.0%

Positive	170 93.4%
Negative	12 6.6%

Comments:

Adult:

At PA Mentor, they case manager shows up whenever.

9503 Dr. Birman yes - ICM no.

At SBH, Kareema was a great caseworker, then the turnover was so frequent that nothing ever got accomplished.

Parent/Guardian:

0135 - Joan E. Matthews

Question 3. Do you know how to file a complaint with your provider(s)?

	Adult	Parent/Guardian	Child/Adolescent
Yes	39 72.2%	13 52.0%	- -
No	15 27.8%	12 48.0%	4 100.0%
Totals	54 100.0%	25 100.0%	4 100.0%

Total All Surveys

Yes	52 62.7%
No	31 37.3%
Totals	83 100.0%

Cummulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	77 67.5%	44 69.8%	- -
No	37 32.5%	19 30.2%	5 100.0%
Totals	114 100.0%	63 100.0%	5 100.0%

Total All Surveys

Yes	121 66.5%
No	61 33.5%
Totals	182 100.0%

Comments:

Adult:

I have filed complaints with PA Mentor, nothing came of it.

0129 - Liza Joan Alvarado- not informed

Haven House did not inform me. 0410

0151 - HAO - not informed

Parent/Guardian:

0053 - HAO - not informed

4964 - Pinebrook - I'm not informed

0135 - Joan E. Matthews - not informed

Question 4. Did you receive services in a timely manner?

	Adult	Parent/Guardian	Child/Adolescent
Always	48 88.9%	19 76.0%	3 75.0%
Almost Always	4 7.4%	6 24.0%	1 25.0%
Sometimes	2 3.7%	- -	- -
Never	- -	- -	- -
Totals	54 100.0%	25 100.0%	4 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	52 96.3%	25 100.0%	4 100.0%
Negative	2 3.7%	- -	- -
Total	54 100.0%	25 100.0%	4 100.0%

Total All Surveys

Always	70 84.3%
Almost Always	11 13.3%
Sometimes	2 2.4%
Never	- -
Totals	83 100.0%

Positive	81 97.6%
Negative	2 2.4%
Total	83 100.0%

Cummulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Always	- -	- -	- -
Almost Always	- -	- -	- -
Sometimes	- -	- -	- -
Never	- -	- -	- -
Totals	- -	- -	- -

	Adult	Parent/Guardian	Child/Adolescent
Positive	109 95.6%	60 95.2%	4 80.0%
Negative	5 4.4%	3 4.8%	1 20.0%
Total	114 100.0%	63 100.0%	5 100.0%

Total All Surveys

Always	151 83.0%
Almost Always	22 12.1%
Sometimes	8 4.4%
Never	1 0.5%
Totals	182 100.0%

Positive	173 95.1%
Negative	9 4.9%
Total	182 100.0%

Comments:

Adult:

It is very rare that I get my service provider from PA Mentor arrives on time.

At SBH, they were hardly ever available when it was good for me.

Parent/Guardian:

Quality of Service Delivery

Question 5. As a result of your services have you been able to improve or maintain wellness?

	Adult	Parent/Guardian	Child/Adolescent
Yes	50 92.6%	24 96.0%	4 100.0%
No	4 7.4%	1 4.0%	- -
Totals	54 100.0%	25 100.0%	4 100.0%

Total All Surveys

Yes	78 94.0%
No	5 6.0%
Totals	83 100.0%

Cummulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	109 95.6%	58 92.1%	4 80.0%
No	5 4.4%	5 7.9%	1 20.0%
Totals	114 100.0%	63 100.0%	5 100.0%

Total All Surveys

% Satisfied	50.0%
95% Confidence Interval	±5.1%
Yes	171 94.0%
No	11 6.0%
Totals	182 100.0%

Comments:

Adult:

I haven't had any consistent care from PA Mentor in order to improve my wellness.

0110 Services with Joanne Matthew were not effective. I was only with her a few months. She was very unprofessional. She talked about her personal problems.

The therapist at Bet El was dismissive and talked mostly about herself. The psychiatrist prescribed NSAIDS when he knew I couldn't take them because of my bariatric surgery.

When I was with SBH, I had many ups and downs.

Parent/Guardian:

0034 - KidsPeace - He needs more therapy

0135 - Joan E. Matthews - still has problems with behavior

0128 - Joanne Matthews - lacks psychiatrist

9096 - Preventive Measures - a little bit

Question 6. Has your provider helped you obtain the information you need so that you could take charge of your recovery?

	Adult	Parent/Guardian	Child/Adolescent
Yes	50 92.6%	24 96.0%	4 100.0%
No	4 7.4%	1 4.0%	- -
Totals	54 100.0%	25 100.0%	4 100.0%

Total All Surveys

Yes	78 94.0%
No	5 6.0%
Totals	83 100.0%

Cummulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	109 95.6%	59 93.7%	4 80.0%
No	5 4.4%	4 6.3%	1 20.0%
Totals	114 100.0%	63 100.0%	5 100.0%

Total All Surveys

Yes	172 94.5%
No	10 5.5%
Totals	182 100.0%

Comments:

Adult:

I have had ten caseworkers since June 2021, so I haven't had a chance to get any helpful information.

Nothing was given to me as far as coping skills by Joanne Matthews. 0110

9503 The ICM's are terrible but Dr. Burman is fine and helpful

I feel like I just chit chat with my therapist but I am not getting anywhere with my therapy.

At SBH, they discharged me because they said I was able to take care of my own needs without help.

Parent/Guardian:

My son had one therapist since the Transitions program, but she didn't have any helpful suggestions. He has not had any since.

0135 - Joan E. Matthews - RedCo doesn't help

Question 7. Were you asked about your physical health?

	Adult	Parent/Guardian	Child/Adolescent
Yes	50 92.6%	22 88.0%	4 100.0%
No	4 7.4%	3 12.0%	- -
Totals	54 100.0%	25 100.0%	4 100.0%

Total All Surveys

Yes	76 91.6%
No	7 8.4%
Totals	83 100.0%

Cummulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	104 91.2%	58 92.1%	5 100.0%
No	10 8.8%	5 7.9%	- -
Totals	114 100.0%	63 100.0%	5 100.0%

Total All Surveys

Yes	167 91.8%
No	15 8.2%
Totals	182 100.0%

Comments:

Adult:

0050 - HAO - I don't remember

Parent/Guardian:

4964 - Pinebrook

Question 8. Overall, are you satisfied with the services you receive?

	Adult	Parent/Guardian	Child/Adolescent
Yes	50 92.6%	24 96.0%	4 100.0%
No	4 7.4%	1 4.0%	- -
Totals	54 100.0%	25 100.0%	4 100.0%

Total All Surveys

Yes	78 94.0%
No	5 6.0%
Totals	83 100.0%

Cummulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	109 95.6%	56 88.9%	4 80.0%
No	5 4.4%	7 11.1%	1 20.0%
Totals	114 100.0%	63 100.0%	5 100.0%

Total All Surveys

Yes	169 92.9%
No	13 7.1%
Totals	182 100.0%

Comments:

Adult:

At PA Mentor, the services have been too inconsistent to help.

3838 - Holocomb - therapist not engaging

Joanne Matthews was very unprofessional and did not help me at all. 0110

9503 Dr. Burman is amazing but ICM's not at all

At SBH, I could not get in touch with anyone to schedule and couldn't have my children with me, so I was unable to get my treatment.

Parent/Guardian:

Dr. Kumar from Transitions is slow to make any med changes. My son's depression is improving, but his anxiety is not.

0018 very good- Liza Joan Alvarado

0135 - Joan E. Matthews - Redco no

0128 - Joanne Matthews - treatment not effective

9096 - Preventive Measures - sometimes

Quality of Life/Respect and Dignity

Question 9. How hopeful are you about your life since starting services?

	Adult	Parent/Guardian	Child/Adolescent
Very Hopeful	31 57.4%	22 88.0%	2 50.0%
Somewhat Hopeful	19 35.2%	3 12.0%	2 50.0%
Less Than Hopeful	3 5.6%	-	-
Not At All Hopeful	1 1.9%	-	-
Total	54 100.0%	25 100.0%	4 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	50 92.6%	25 100.0%	4 100.0%
Negative	4 7.4%	-	-
Totals	54 100.0%	25 100.0%	4 100.0%

Total All Surveys

Very Hopeful	55 66.3%
Somewhat Hopeful	24 28.9%
Less Than Hopeful	3 3.6%
Not At All Hopeful	1 1.2%
Total	83 100.0%

Positive	79 95.2%
Negative	4 4.8%
Totals	83 100.0%

Cummulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Very Hopeful	73 64.0%	44 69.8%	2 40.0%
Somewhat Hopeful	36 31.6%	17 27.0%	3 60.0%
Less Than Hopeful	3 2.6%	2 3.2%	-
Not At All Hopeful	2 1.8%	-	-
Total	114 100.0%	63 100.0%	5 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	109 95.6%	61 96.8%	5 100.0%
Negative	5 4.4%	2 3.2%	-
Totals	114 100.0%	63 100.0%	5 100.0%

Total All Surveys

Very Hopeful	119 65.4%
Somewhat Hopeful	56 30.8%
Less Than Hopeful	5 2.7%
Not At All Hopeful	2 1.1%
Total	182 100.0%

Positive	175 96.2%
Negative	7 3.8%
Totals	182 100.0%

Comments:

Adult:

It is hard to be hopeful when my services from PA Mentor are so infrequent.

Parent/Guardian:

Question 10. Did your service provider respect your culture, beliefs, customs, and the way that you do things?

	Adult	Parent/Guardian	Child/Adolescent
Yes	54 100.0%	25 100.0%	4 100.0%
No	- -	- -	- -
Totals	54 100.0%	25 100.0%	4 100.0%

Total All Surveys

Yes	83 100.0%
No	- -
Totals	83 100.0%

Cumulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	113 99.1%	63 100.0%	5 100.0%
No	1 0.9%	- -	- -
Totals	114 100.0%	63 100.0%	5 100.0%

All Surveys

% Satisfied	50.0%
95% Confidence Interval	±5.1%
Yes	181 99.5%
No	1 0.5%
Totals	182 100.0%

Comments:

Adult:

Parent/Guardian:

Question 11. Did you feel comfortable asking questions about your treatment and/or medications?

	Adult	Parent/Guardian	Child/Adolescent
Very Comfortable	50 92.6%	23 92.0%	3 75.0%
Somewhat Comfortable	2 3.7%	2 8.0%	- -
Less than Comfortable	- -	- -	1 25.0%
Not al all Comfortable	2 3.7%	- -	- -
Totals	54 100.0%	25 100.0%	4 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	52 96.3%	25 100.0%	3 75.0%
Negative	2 3.7%	- -	1 25.0%
Totals	54 100.0%	25 100.0%	4 100.0%

Total All Surveys

Very Comfortable	76 91.6%
Somewhat Comfortable	4 4.8%
Less than Comfortable	1 1.2%
Not al all Comfortable	2 2.4%
Totals	83 100.0%

Positive	80 96.4%
Negative	3 3.6%
Totals	83 100.0%

Cumulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Very Comfortable	103 90.4%	59 93.7%	4 80.0%
Somewhat Comfortable	8 7.0%	4 6.3%	- -
Less than Comfortable	- -	- -	1 20.0%
Not al all Comfortable	3 2.6%	- -	- -
Totals	114 100.0%	63 100.0%	5 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	111 97.4%	63 100.0%	4 80.0%
Negative	3 2.6%	- -	1 20.0%
Totals	114 100.0%	63 100.0%	5 100.0%

Total All Surveys

Very Comfortable	166 91.2%
Somewhat Comfortable	12 6.6%
Less than Comfortable	1 0.5%
Not al all Comfortable	3 1.6%
Totals	182 100.0%

Positive	178 97.8%
Negative	4 2.2%
Totals	182 100.0%

Comments:

Adult:

I don't feel like my service providers are very knowledgeable at PA Mentor.
The workers at SBH did not make me feel comfortable at all.

Parent/Guardian:

Question 12. Were you encouraged by your service provider to use peer-run or family-run programs?

	Adult	Parent/Guardian	Child/Adolescent
Yes	26 48.1%	7 28.0%	1 25.0%
No	28 51.9%	18 72.0%	3 75.0%
Totals	54 100.0%	25 100.0%	4 100.0%

Total All Surveys

Yes	34 41.0%
No	49 59.0%
Totals	83 100.0%

Cumulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	61 53.5%	20 31.7%	1 20.0%
No	53 46.5%	43 68.3%	4 80.0%
Totals	114 100.0%	63 100.0%	5 100.0%

All Surveys

Yes	82 45.1%
No	100 54.9%
Totals	182 100.0%

Comments:**Adult:**

0023 No suggestion were made by HAO.

Kimberly Bruns did not suggest these programs 0033

0038 - Preventive Measures - not informed

0039 - Lisa Joan Alvarado - not informed

3838 - Holocomb - not informed

0050 - HAO - I'm not informed

8466 - Omni - I'm not informed

HAO never mentioned anything about any peer-run programs.

0074 not at Bet El

0085 - Lehigh Valley 17th and Chew Street - not informed

0046 - HAO - I'm not informed

0117 not by Liza Joan Alvarado

0131 - Liza Joan Alvarado

0129 - Liza Joan Alvarado - not informed

0116 Not by Liza Joan Alvarado

Haven House didn't mention anything regarding this.0410

Omni did not tell me about these programs. 0145

0151 - HAO- not informed

Parent/Guardian:

0051 not at Omni

4964 - Pinebrook - not informed

0118. Not by Liza Joan Alvarado

0128 - Joanne Matthews - too young

9096 - Preventive Measures - not informed

8494 - KidsPeace - not informed

Question 13. Have you been given information, or know how to access information about your rights?

		Adult	Parent/Guardian	Child/Adolescent
Yes		45	21	1
		83.3%	84.0%	25.0%
No		9	4	3
		16.7%	16.0%	75.0%
Total		54	25	4
		100.0%	100.0%	100.0%

Total All Surveys

Yes		67
		80.7%
No		16
		19.3%
Total		83
		100.0%

Cumulative Yearly Totals

		Adult	Parent/Guardian	Child/Adolescent
Yes		98	54	2
		86.0%	85.7%	40.0%
No		16	9	3
		14.0%	14.3%	60.0%
Total		114	63	5
		100.0%	100.0%	100.0%

All Surveys

Yes		154
		84.6%
No		28
		15.4%
Total		182
		100.0%

Comments:

Adult:

0050 - HAO - I'm not informed

0129 - Liza Joan Alvarado - not informed

Parent/Guardian:

0051 not by Omni

0053 - HAO - not informed

4964 - Pinebrook

Question 14. Did you participate in the development of your crisis plan or recovery plan?

	Adult	Parent/Guardian	Child/Adolescent
Always	45 83.3%	23 92.0%	1 25.0%
Almost Always	3 5.6%	-	3 75.0%
Sometimes	2 3.7%	-	-
Never	4 7.4%	2 8.0%	-
Total	54 100.0%	25 100.0%	4 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	48 88.9%	23 92.0%	4 100.0%
Negative	6 11.1%	2 8.0%	-
Total	54 100.0%	25 100.0%	4 100.0%

Total All Surveys

Always	69 83.1%
Almost Always	6 7.2%
Sometimes	2 2.4%
Never	6 7.2%
Total	83 100.0%

Positive	75 90.4%
Negative	8 9.6%
Total	83 100.0%

Cumulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Always	94 82.5%	57 90.5%	1 20.0%
Almost Always	7 6.1%	1 1.6%	3 60.0%
Sometimes	7 6.1%	1 1.6%	1 20.0%
Never	6 5.3%	4 6.3%	-
Total	114 100.0%	63 100.0%	5 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	101 88.6%	58 92.1%	4 80.0%
Negative	13 11.4%	5 7.9%	1 20.0%
Total	114 100.0%	63 100.0%	5 100.0%

Total All Surveys

Always	152 83.5%
Almost Always	11 6.0%
Sometimes	9 4.9%
Never	10 5.5%
Total	182 100.0%

Positive	163 89.6%
Negative	19 10.4%
Total	182 100.0%

Comments:

Adult:

I have never helped to develop a recovery plan.

Joanne Matthews never did a treatment plan with me.

0131 - Liza Joan Alvarado. - not informed

Parent/Guardian:

Question 15. Did you receive a copy of your Crisis or Recovery Plan?

	Adult	Parent/Guardian	Child/Adolescent
Yes	34 69.4%	17 81.0%	3 75.0%
No	15 30.6%	4 19.0%	1 25.0%
Total	49 100.0%	21 100.0%	4 100.0%

	Adult	Parent/Guardian
Not Applicable	5 100.0%	4 100.0%

Total All Surveys

Yes	54 73.0%
No	20 27.0%
Total	74 100.0%

Not Applicable	9 100.0%
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Cumulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	79 73.8%	49 83.1%	3 60.0%
No	28 26.2%	10 16.9%	2 40.0%
Total	107 100.0%	59 100.0%	5 100.0%

	Adult	Parent/Guardian
Not Applicable	7 100.0%	4 100.0%

All Surveys

Yes	131 76.6%
No	40 23.4%
Total	171 100.0%

Not Applicable	11 100.0%
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Comments:

Adult:

0038 - Preventive Measures

0071 not from LV Hospital 17th and Chew

0076 - Bet EI - by phone therapies

I don't remember if I ever got one.

Parent/Guardian:

0051 not from Omni

0051 not from Omni

0053 -HAO - I am not sure

Question 16. Were you given the option to include the people most important to you in your treatment planning process?

		Adult	Parent/Guardian	Child/Adolescent
	Yes	45 90.0%	22 91.7%	3 75.0%
	No	5 10.0%	2 8.3%	1 25.0%
Total		50 100.0%	24 100.0%	4 100.0%

		Adult	Parent/Guardian
Not Applicable		4 100.0%	1 100.0%

Total All Surveys

	Yes	70 89.7%
	No	8 10.3%
Total		78 100.0%

Not Applicable		5 100.0%
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Cumulative Yearly Totals

		Adult	Parent/Guardian	Child/Adolescent
	Yes	101 91.8%	57 93.4%	4 80.0%
	No	9 8.2%	4 6.6%	1 20.0%
Total		110 100.0%	61 100.0%	5 100.0%

		Adult	Parent/Guardian
Not Applicable		4 100.0%	2 100.0%

All Surveys

	Yes	162 92.0%
	No	14 8.0%
Total		176 100.0%

Not Applicable		6 100.0%
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Comments:

Adult:

3838 - Holocomb - not informed

0151 - HAO- not an option

Parent/Guardian:

9096 - Preventive Measures - not an option

Magellan Specific Questions

Question 18. Do you know how to file a complaint or grievance with Magellan?

	Adult	Parent/Guardian	Child/Adolescent
Yes	30 55.6%	8 32.0%	- -
No	24 44.4%	17 68.0%	4 100.0%
Total	54 100.0%	25 100.0%	4 100.0%

Total All Surveys

Yes	38 45.8%
No	45 54.2%
Total	83 100.0%

Cumulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	58 50.9%	34 54.0%	- -
No	56 49.1%	29 46.0%	5 100.0%
Total	114 100.0%	63 100.0%	5 100.0%

All Surveys

Yes	92 50.5%
No	90 49.5%
Total	182 100.0%

Comments:**Adult:**

0038 - Not informed

3838 - not informed

0050 - not informed

0049 - I'm not informed

0085 - not informed

0129 - not informed

Not previously informed by Magellan 0145

0151 - not informed

Parent/Guardian:

C/FST staff explained the complaint /grievance process.

C/FST staff provided John Lees contact information.

0053 - I'm not informed

0034 - not informed

0135 - not informed

0130 - not informed

0128 - not informed

9096 - not informed

8494 - not informed

Question 19. Have you used the Magellan complaint or grievance process?

		Adult	Parent/Guardian	Child/Adolescent
Yes		3	-	-
		5.6%	-	-
No		51	25	4
		94.4%	100.0%	100.0%
Total		54	25	4
		100.0%	100.0%	100.0%

Total All Surveys

Yes		3
		3.6%
No		80
		96.4%
Total		83
		100.0%

Cumulative Yearly Totals

		Adult	Parent/Guardian	Child/Adolescent
Yes		8	-	-
		7.0%	-	-
No		106	63	5
		93.0%	100.0%	100.0%
Total		114	63	5
		100.0%	100.0%	100.0%

All Surveys

Yes		8
		4.4%
No		174
		95.6%
Total		182
		100.0%

Question 20. How easy was the process to navigate?

	Adult	Parent/Guardian	Child/Adolescent
Very Easy	1 50.0%	1 100.0%	- -
Somewhat Easy	- -	- -	- -
Somewhat Difficult	1 50.0%	- -	- -
Very Difficult	- -	- -	- -
Total	2 100.0%	1 100.0%	- -

	Adult	Parent/Guardian	Child/Adolescent
Positive	1 50.0%	1 100.0%	- -
Negative	1 50.0%	- -	- -
Total	2 100.0%	1 100.0%	- -

Total All Surveys

Very Easy	2 66.7%
Somewhat Easy	- -
Somewhat Difficult	1 33.3%
Very Difficult	- -
Total	3 100.0%

Positive	2 66.7%
Negative	1 33.3%
Total	3 100.0%

Cumulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Very Easy	4 80.0%	1 100.0%	- -
Somewhat Easy	- -	- -	- -
Somewhat Difficult	1 20.0%	- -	- -
Very Difficult	- -	- -	- -
Total	5 100.0%	1 100.0%	- -

	Adult	Parent/Guardian	Child/Adolescent
Positive	4 80.0%	1 100.0%	- -
Negative	1 20.0%	- -	- -
Total	5 100.0%	1 100.0%	- -

Total All Surveys

Very Easy	5 83.3%
Somewhat Easy	- -
Somewhat Difficult	1 16.7%
Very Difficult	- -
Total	6 100.0%

Positive	5 83.3%
Negative	1 16.7%
Total	6 100.0%

Comments:

Adult:

Parent/Guardian:

Question 21. Are you satisfied with the amount of provider/service choices offered to you?

		Adult	Parent/Guardian	Child/Adolescent
Yes		50	21	4
		92.6%	84.0%	100.0%
No		4	4	-
		7.4%	16.0%	-
Total		54	25	4
		100.0%	100.0%	100.0%

Total All Surveys

Yes		75
		90.4%
No		8
		9.6%
Total		83
		100.0%

Cumulative Yearly Totals

		Adult	Parent/Guardian	Child/Adolescent
Yes		104	54	5
		91.2%	85.7%	100.0%
No		10	9	-
		8.8%	14.3%	-
Total		114	63	5
		100.0%	100.0%	100.0%

All Surveys

Yes		163
		89.6%
No		19
		10.4%
Total		182
		100.0%

Comments:

Adult:

There are not enough providers available.

I don't feel there are enough providers that take my insurance.

0151 - not informed

Parent/Guardian:

There are not enough providers available that accept Magellan.

4964 - most providers don't accept his plan

There's not enough providers available and the waiting lists are closed or extremely long.

0135

9096 - needs better options

Question 22. Was the location of services convenient?

	Adult	Parent/Guardian	Child/Adolescent
Yes	54 100.0%	23 92.0%	4 100.0%
No	-	2 8.0%	-
Total	54 100.0%	25 100.0%	4 100.0%

Total All Surveys

Yes	81 97.6%
No	2 2.4%
Total	83 100.0%

Cumulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	112 98.2%	60 95.2%	5 100.0%
No	2 1.8%	3 4.8%	-
Total	114 100.0%	63 100.0%	5 100.0%

All Surveys

Yes	177 97.3%
No	5 2.7%
Total	182 100.0%

Comments:

Adult:

Parent/Guardian:

My provider was too far. I live in Allentown and they are in Easton.
9096 - we just moved

Question 23. If you contacted Magellan, were your treatment choices explained in a way you could understand?

	Adult	Parent/Guardian	Child/Adolescent
Yes	6 100.0%	2 100.0%	- -
No	- -	- -	- -
Total	6 100.0%	2 100.0%	- -

	Adult	Parent/Guardian	Child/Adolescent
Not Applicable	48 100.0%	23 100.0%	4 100.0%

Total All Surveys

Yes	8 100.0%
No	- -
Total	8 100.0%

Not Applicable	75 100.0%
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Cumulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	20 100.0%	13 81.3%	- -
No	- -	3 18.8%	- -
Total	20 100.0%	16 100.0%	- -

	Adult	Parent/Guardian	Child/Adolescent
Not Applicable	94 100.0%	47 100.0%	5 100.0%

All Surveys

Yes	33 91.7%
No	3 8.3%
Total	36 100.0%

Not Applicable	146 100.0%
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Comments:

Adult:

Parent/Guardian:

Question 24. Did Magellan respect your culture, beliefs, customs, and the way you do things?

	Adult	Parent/Guardian	Child/Adolescent
Yes	5 100.0%	3 100.0%	- -
No	- -	- -	- -
Total	5 100.0%	3 100.0%	- -

	Adult	Parent/Guardian	Child/Adolescent
Not Applicable	49 100.0%	22 100.0%	4 100.0%

Total All Surveys

Yes	8 100.0%
No	- -
Total	8 100.0%

Not Applicable	75 100.0%
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Cumulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	19 100.0%	13 92.9%	- -
No	- -	1 7.1%	- -
Total	19 100.0%	14 100.0%	- -

	Adult	Parent/Guardian	Child/Adolescent
Not Applicable	95 100.0%	49 100.0%	5 100.0%

All Surveys

Yes	32 97.0%
No	1 3.0%
Total	33 100.0%

Not Applicable	149 100.0%
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Comments:

Adult:

Parent/Guardian:

Question 25. Have you been given, or do you know how to access information about your rights and responsibilities through Magellan?

	Adult	Parent/Guardian	Child/Adolescent
Yes	26 48.1%	14 56.0%	1 25.0%
No	28 51.9%	11 44.0%	3 75.0%
Total	54 100.0%	25 100.0%	4 100.0%

Total All Surveys

Yes	41 49.4%
No	42 50.6%
Total	83 100.0%

Cumulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	66 57.9%	41 65.1%	1 20.0%
No	48 42.1%	22 34.9%	4 80.0%
Total	114 100.0%	63 100.0%	5 100.0%

All Surveys

Yes	108 59.3%
No	74 40.7%
Total	182 100.0%

Comments:**Adult:**

0038 - Not informed

3838 - not informed

0050 - I'm not informed

0049 - not informed

0065 - not informed

0076 - I'm not informed

0085 - not informed

0046 - HAO - not informed

C/FST staff gave the member the Magellan member handbook and John Lees contact information.

0129 - not informed

0138 - he was not informed

Not previously informed by Magellan 0145

0151 - not informed

Parent/Guardian:

0053 - I'm not informed

0034 - I'm not informed

0075 - not informed

0135 - I'm not informed

0130 - not informed

0128 - I don't remember

Question 26. Was the person you spoke to at Magellan respectful?

	Adult	Parent/Guardian	Child/Adolescent
Yes	7 100.0%	2 100.0%	- -
No	- -	- -	- -
Total	7 100.0%	2 100.0%	- -

	Adult	Parent/Guardian	Child/Adolescent
Not Applicable	47 100.0%	23 100.0%	4 100.0%

Total All Surveys

Yes	9 100.0%
No	- -
Total	9 100.0%

Not Applicable	74 100.0%
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Cumulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	20 100.0%	13 100.0%	- -
No	- -	- -	- -
Total	20 100.0%	13 100.0%	- -

	Adult	Parent/Guardian	Child/Adolescent
Not Applicable	94 100.0%	50 100.0%	5 100.0%

All Surveys

Yes	33 100.0%
Total	33 100.0%

Not Applicable	149 100.0%
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Comments:

Adult:

Parent/Guardian:

Statewide Questions:

Adults

Statewide Question 1. In the last 12 months were you able to get the help you needed?

Always	47 87.0%
Sometimes	7 13.0%
Total	54 100.0%

Cumulative Yearly Totals

Always	98 86.0%
Sometimes	15 13.2%
Never	1 0.9%
Total	114 100.0%

Comments:

Adult:

It's been very rare that I have been able to get the help I need.

3838 - Therapy not effective

At Salisbury Behavioral Health, case management was not working well.

Parent/Guardian:

Question 1. In the last 12 months did you have difficulties getting the help you needed?

	Parent/Guardian Child/Adolescent	
Always	1 4.0%	- -
Sometimes	5 20.0%	1 25.0%
Never	19 76.0%	3 75.0%
Total	25 100.0%	4 100.0%

Cumulative Yearly Totals

	Parent/Guardian Child/Adolescent	
Always	5 7.9%	1 20.0%
Sometimes	14 22.2%	1 20.0%
Never	44 69.8%	3 60.0%
Total	63 100.0%	5 100.0%

Parent/Guardian:

4964 - he had no therapist for 4 months

0135 - they have offered temporary help

0130 - but waiting for caseworker

0128 - in need of psychiatrist asap

Child/Adolescent:

Statewide Question 2. Are you given a chance to make treatment decisions?

	Adult
Always	47 88.7%
Sometimes	4 7.5%
Never	2 3.8%
Total	53 100.0%

	Adult
Not Applicable	1 100.0%

	Parent/Guardian Child/Adolescent	
Always	23 92.0%	3 75.0%
Sometimes	2 8.0%	1 25.0%
Total	25 100.0%	4 100.0%

Cumulative Yearly Totals

	Adult
Always	99 87.6%
Sometimes	12 10.6%
Never	2 1.8%
Total	113 100.0%

	Adult
Not Applicable	1 100.0%

	Parent/Guardian Child/Adolescent	
Always	56 88.9%	4 80.0%
Sometimes	6 9.5%	1 20.0%
Never	1 1.6%	- -
Total	63 100.0%	5 100.0%

Comments:

Adult:

I have never been able to make any treatment decisions.

Parent/Guardian:

Child/Adolescent:

Statewide Question 3. What effect has the treatment you received had on the quality of your life?

	Adult
Much Better	31 57.4%
A Little Better	19 35.2%
About The Same	3 5.6%
Much Worse	1 1.9%
Total	54 100.0%

	Parent/Guardian Child/Adolescent	
Much Better	14 56.0%	2 50.0%
A Little Better	8 32.0%	1 25.0%
About The Same	1 4.0%	1 25.0%
A Little Worse	1 4.0%	- -
Much Worse	1 4.0%	- -
Total	25 100.0%	4 100.0%

Cumulative Yearly Totals

	Adult
Much Better	63 55.3%
A Little Better	35 30.7%
About The Same	13 11.4%
A Little Worse	1 0.9%
Much Worse	2 1.8%
Total	114 100.0%

Parent/Guardian Child/Adolescent

Much Better	31 49.2%	2 40.0%
A Little Better	22 34.9%	1 20.0%
About The Same	8 12.7%	2 40.0%
A Little Worse	1 1.6%	- -
Much Worse	1 1.6%	- -
Total	63 100.0%	5 100.0%

Comments:

Adult:

My treatment has been very inconsistent.

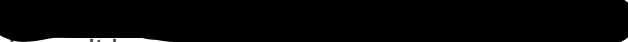
Parent/Guardian Child/Adolescent

0135 - the care he needs has not been offered

0128 - no improvement

Child/Adolescent:

Q27. If you would like the Magellan Member and Family Advocate to contact you please enter your name, contact number, and a brief description of your concern.

 I have had 10 case managers since June 2021, and am frustrated that I haven't been able to get the help I need.