

Recovery Partnership
Consumer/Family Satisfaction Team
Report on:

Lehigh County HealthChoices

Full Report
4th Quarter
October 1, 2024 to December 31, 2024

**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	30 96.8%	41 91.1%	2 100.0%
No	1 3.2%	4 8.9%	- -
Total	31 100.0%	45 100.0%	2 100.0%

Total All Surveys

Yes	73 93.6%
No	5 6.4%
Total	78 100.0%

2024 Cumulative Yearly Total

	Adult	Parent/Guardian	Child/Adolescent
Yes	140 96.6%	53 93.0%	5 100.0%
No	5 3.4%	4 7.0%	- -
Total	145 100.0%	57 100.0%	5 100.0%

All Surveys

Yes	198 95.7%
No	9 4.3%
Total	207 100.0%

Comments:

Adult:

When they answer the phone it is fine at Life Guidance they don't answer return calls if I leave a voicemail.

1089 They are not good at returning calls at Lotus Behavioral Health.

Parent/Guardian:

1090 They never call back after a message is left at Lotus Behavioral Health

1091 They are not good at returning calls.

1102 - Lotus Behavioral Health - I don't know the contact information

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

	Adult	Parent/Guardian	Child/Adolescent
Always	25 80.6%	38 84.4%	2 100.0%
Almost Always	5 16.1%	2 4.4%	- -
Sometimes	1 3.2%	4 8.9%	- -
Never	- -	1 2.2%	- -
Total	31 100.0%	45 100.0%	2 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	30 96.8%	40 88.9%	2 100.0%
Negative	1 3.2%	5 11.1%	- -

Total All Surveys

Always	65 83.3%
Almost Always	7 9.0%
Sometimes	5 6.4%
Never	1 1.3%
Total	78 100.0%

Positive	72 92.3%
Negative	6 7.7%

2024 Cumulative Yearly Total

	Adult	Parent/Guardian	Child/Adolescent
Always	110 75.9%	49 86.0%	5 100.0%
Almost Always	23 15.9%	3 5.3%	- -
Sometimes	12 8.3%	4 7.0%	- -
Never	- -	1 1.8%	- -
Total	145 100.0%	57 100.0%	5 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	133 91.7%	52 91.2%	5 100.0%
Negative	12 8.3%	5 8.8%	- -

Total All Surveys

Always	164 79.2%
Almost Always	26 12.6%
Sometimes	16 7.7%
Never	1 0.5%
Total	207 100.0%

Positive	190 91.8%
Negative	17 8.2%

Comments:

Adult:

Parent/Guardian:

1006 I wish they were open later at Life Guidance.

1007 I wish Life Guidance was open later.

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

		Adult	Parent/Guardian	Child/Adolescent
	Yes	19 61.3%	27 60.0%	1 50.0%
	No	12 38.7%	18 40.0%	1 50.0%
	Totals	31 100.0%	45 100.0%	2 100.0%

Total All Surveys

	Yes	47 60.3%
	No	31 39.7%
	Totals	78 100.0%

2024 Cumulative Yearly Total

		Adult	Parent/Guardian	Child/Adolescent
	Yes	90 62.1%	33 57.9%	3 60.0%
	No	55 37.9%	24 42.1%	2 40.0%
	Totals	145 100.0%	57 100.0%	5 100.0%

Total All Surveys

	Yes	126 60.9%
	No	81 39.1%
	Totals	207 100.0%

Comments:

Adult:

1031-C/FST explained the process to member.

C/FST provided information.

1086-Lotus Behavioral Health

11063-Lotus Behavioral Health

I was not informed by Lotus Behavioral Health about this 1080

1114 - not informed

Parent/Guardian:

1005 - Shire Counseling -not informed

1004 = Shire Counseling - not informed

1077 - Lotus Behavioral Health

1083 Lotus Behavioral Health didn't inform me.

1084 Lotus Behavioral Health didn't inform me.

1102 - Lotus Behavioral Health- not informed

1121 - Life Guidance - not informed

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

	Adult	Parent/Guardian	Child/Adolescent
Always	29 93.5%	40 88.9%	2 100.0%
Almost Always	-	3 6.7%	-
Sometimes	2 6.5%	2 4.4%	-
Never	-	-	-
Totals	31 100.0%	45 100.0%	2 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	29 93.5%	43 95.6%	2 100.0%
Negative	2 6.5%	2 4.4%	-
Total	31 100.0%	45 100.0%	2 100.0%

Total All Surveys

Always	71 91.0%
Almost Always	3 3.8%
Sometimes	4 5.1%
Never	-
Totals	78 100.0%

Positive	74 94.9%
Negative	4 5.1%
Total	78 100.0%

2024 Cumulative Yearly Total

	Adult	Parent/Guardian	Child/Adolescent
Always	119 82.1%	50 87.7%	5 100.0%
Almost Always	12 8.3%	4 7.0%	-
Sometimes	13 9.0%	3 5.3%	-
Never	1 0.7%	-	-
Totals	145 100.0%	57 100.0%	5 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	131 90.3%	54 94.7%	5 100.0%
Negative	14 9.7%	3 5.3%	-
Total	145 100.0%	57 100.0%	5 100.0%

Total All Surveys

Always	174 84.1%
Almost Always	16 7.7%
Sometimes	16 7.7%
Never	1 0.5%
Totals	207 100.0%

Positive	190 91.8%
Negative	17 8.2%
Total	207 100.0%

Comments:

Adult:

1097-Lotus Behavioral Health

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	31 100.0%	44 97.8%	2 100.0%
No	-	1 2.2%	-
Totals	31 100.0%	45 100.0%	2 100.0%

Total All Surveys

Yes	77 98.7%
No	1 1.3%
Totals	78 100.0%

2024 Cumulative Yearly Total

	Adult	Parent/Guardian	Child/Adolescent
Yes	140 96.6%	54 94.7%	5 100.0%
No	5 3.4%	3 5.3%	-
Totals	145 100.0%	57 100.0%	5 100.0%

Total All Surveys

Yes	199 96.1%
No	8 3.9%
Totals	207 100.0%

Comments:

Adult:

1076 - Lotus Behavioral Health - I'm new in treatment

Parent/Guardian:

1102 - Lotus Behavioral Health- gets mad often

1126 sometimes

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	28 90.3%	43 95.6%	2 100.0%
No	3 9.7%	2 4.4%	- -
Totals	31 100.0%	45 100.0%	2 100.0%

Total All Surveys

Yes	73 93.6%
No	5 6.4%
Totals	78 100.0%

2024 Cumulative Yearly Total

	Adult	Parent/Guardian	Child/Adolescent
Yes	137 94.5%	54 94.7%	5 100.0%
No	8 5.5%	3 5.3%	- -
Totals	145 100.0%	57 100.0%	5 100.0%

Total All Surveys

Yes	196 94.7%
No	11 5.3%
Totals	207 100.0%

Comments:**Adult:**

6843-Life Guidance- I like my therapist, but feel like I should be getting more.

1050- Lotus- We are working on my relationship with my son first, then myself.

1056 not at Lotus Behavioral Health

Parent/Guardian:

1102 - Lotus Behavioral Health - not informed

Question 7. Were you asked about your physical health?

	Adult	Parent/Guardian	Child/Adolescent
Yes	26 83.9%	42 93.3%	2 100.0%
No	5 16.1%	3 6.7%	- -
Totals	31 100.0%	45 100.0%	2 100.0%

Total All Surveys

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

2024 Cumulative Yearly Total

	Adult	Parent/Guardian	Child/Adolescent
Yes	130 89.7%	53 93.0%	5 100.0%
No	15 10.3%	4 7.0%	- -
Totals	145 100.0%	57 100.0%	5 100.0%

Total All Surveys

Yes	188 90.8%
No	19 9.2%
Totals	207 100.0%

Comments:

Adult:

1009 not at Life Guidance

1056 not at Lotus Behavioral Health.

1058 They didn't ask me this at Lotus Behavioral Health.

1114

Parent/Guardian:

1030 not at Omni

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

	Adult	Parent/Guardian	Child/Adolescent
Yes	30 96.8%	44 97.8%	2 100.0%
No	1 3.2%	1 2.2%	- -
Totals	31 100.0%	45 100.0%	2 100.0%

Total All Surveys

Yes	76 97.4%
No	2 2.6%
Totals	78 100.0%

2024 Cumulative Yearly Total

	Adult	Parent/Guardian	Child/Adolescent
Yes	140 96.6%	55 96.5%	5 100.0%
No	5 3.4%	2 3.5%	- -
Totals	145 100.0%	57 100.0%	5 100.0%

Total All Surveys

Yes	200 96.6%
No	7 3.4%
Totals	207 100.0%

Comments:

Adult:

6843-Life Guidance-My therapist is good, but my my psychiatrist could be much better.

Parent/Guardian:

1061 Sometimes, It's been very hard to find behavioral therapists.

1102 - Lotus Behavioral Health- gets mad/violent easily

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	19 61.3%	34 75.6%	1 50.0%
Somewhat Hopeful	12 38.7%	11 24.4%	1 50.0%
Less Than Hopeful	-	-	-
Not At All Hopeful	-	-	-
Total	31 100.0%	45 100.0%	2 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	31 100.0%	45 100.0%	2 100.0%
Negative	-	-	-
Totals	31 100.0%	45 100.0%	2 100.0%

Total All Surveys

Very Hopeful	54 69.2%
Somewhat Hopeful	24 30.8%
Less Than Hopeful	-
Not At All Hopeful	-
Total	78 100.0%

Positive	78 100.0%
Negative	-
Totals	78 100.0%

2024 Cumulative Yearly Total

	Adult	Parent/Guardian	Child/Adolescent
Very Hopeful	89 61.4%	44 77.2%	3 60.0%
Somewhat Hopeful	50 34.5%	12 21.1%	2 40.0%
Less Than Hopeful	3 2.1%	-	-
Not At All Hopeful	3 2.1%	1 1.8%	-
Total	145 100.0%	57 100.0%	5 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	139 95.9%	56 98.2%	5 100.0%
Negative	6 4.1%	1 1.8%	-
Totals	145 100.0%	57 100.0%	5 100.0%

Total All Surveys

Very Hopeful	136 65.7%
Somewhat Hopeful	64 30.9%
Less Than Hopeful	3 1.4%
Not At All Hopeful	4 1.9%
Total	207 100.0%

Positive	200 96.6%
Negative	7 3.4%
Totals	207 100.0%

Comments:

Adult:

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	31 100.0%	45 100.0%	2 100.0%
No	- -	- -	- -
Totals	31 100.0%	45 100.0%	2 100.0%

Total All Surveys

Yes	78 100.0%
No	- -
Totals	78 100.0%

2024 Cumulative Yearly Total

	Adult	Parent/Guardian	Child/Adolescent
Yes	141 97.2%	56 98.2%	5 100.0%
No	4 2.8%	1 1.8%	- -
Totals	145 100.0%	57 100.0%	5 100.0%

All Surveys

Yes	202 97.6%
No	5 2.4%
Totals	207 100.0%

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	30 96.8%	41 91.1%	1 50.0%
Somewhat Comfortable	1 3.2%	2 4.4%	1 50.0%
Less than Comfortable	-	2 4.4%	-
Not al all Comfortable	-	-	-
Totals	31 100.0%	45 100.0%	2 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	31 100.0%	43 95.6%	2 100.0%
Negative	-	2 4.4%	-
Totals	31 100.0%	45 100.0%	2 100.0%

Total All Surveys

Very Comfortable	72 92.3%
Somewhat Comfortable	4 5.1%
Less than Comfortable	2 2.6%
Not al all Comfortable	-
Totals	78 100.0%

Positive	76 97.4%
Negative	2 2.6%
Totals	78 100.0%

2024 Cumulative Yearly Total

	Adult	Parent/Guardian	Child/Adolescent
Very Comfortable	131 90.3%	52 91.2%	4 80.0%
Somewhat Comfortable	11 7.6%	2 3.5%	1 20.0%
Less than Comfortable	-	2 3.5%	-
Not al all Comfortable	3 2.1%	1 1.8%	-
Totals	145 100.0%	57 100.0%	5 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	142 97.9%	54 94.7%	5 100.0%
Negative	3 2.1%	3 5.3%	-
Totals	145 100.0%	57 100.0%	5 100.0%

Total All Surveys

Very Comfortable	187 90.3%
Somewhat Comfortable	14 6.8%
Less than Comfortable	2 1.0%
Not al all Comfortable	4 1.9%
Totals	207 100.0%

Positive	201 97.1%
Negative	6 2.9%
Totals	207 100.0%

Comments:

Adult:

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	14 45.2%	24 53.3%	- -
No	17 54.8%	21 46.7%	2 100.0%
Totals	31 100.0%	45 100.0%	2 100.0%

Total All Surveys

Yes	38 48.7%
No	40 51.3%
Totals	78 100.0%

2024 Cumulative Yearly Total

	Adult	Parent/Guardian	Child/Adolescent
Yes	105 72.4%	32 56.1%	3 60.0%
No	40 27.6%	25 43.9%	2 40.0%
Totals	145 100.0%	57 100.0%	5 100.0%

All Surveys

Yes	140 67.6%
No	67 32.4%
Totals	207 100.0%

Comments:

Adult:

-
- 1009 Not at Life Guidance
-
- Life Guidance didn't inform me. 1010
-
- 1019 sees Tanya Ferrer, was not informed.
-
- 4221 not by Omni
-
- 1050-Lotus-
-
- 1076 - Lotus Behavioral Health - not informed
-
- 1058 Not by Lotus Behavioral Health
-
- 1067 - Lotus Behavioral Health- not informed
-
- 1080 I was not encouraged by Lotus Behavioral Health to try these programs.
-
- 1075 - Lotus Behavioral Health- not informed
-
- 6249 not by Lotus Behavioral Health
-
- 1059 not by Lotus Behavioral Health
-
- 1097-Lotus Behavioral Health
-
- 1114 - not informed

Parent/Guardian:

-
- 1005 - Shire Counseling - not informed
-
- 1004 - Shire Counseling - not informed
-
- 1006 not by Life Guidance.
-
- 1007 not by Life Guidance.
-
- 1032 not at Life Guidance
-
- 1020-Life Guidance
-
- 1020-Life Guidance
-
- 1030 not at Omni
-
- 1051-Lotus Behavioral Health never mentioned any.
-
- 1078 - Lotus Behavioral Health- too young
-
- 1094 not by anyone at Lotus Behavioral Health
-
- 1077 - Lotus Behavioral Health- not informed
-
- 1052 not by Lotus Behavioral Health
-
- 1082 - not informed- Lotus Behavioral Health
-
- 1102 - Lotus Behavioral Health - not informed
-
- 1081 Lotus Behavioral Health didn't encourage me to use these services.
-
- 1126 IBHS is through Team Counseling Concepts
-
- Lehigh County KidsPeace
-
- Lehigh County KidsPeace

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

		Adult	Parent/Guardian	Child/Adolescent
	Yes	27 87.1%	36 80.0%	1 50.0%
	No	4 12.9%	9 20.0%	1 50.0%
	Total	31 100.0%	45 100.0%	2 100.0%

Total All Surveys

	Yes	64 82.1%
	No	14 17.9%
	Total	78 100.0%

2024 Cumulative Yearly Total

		Adult	Parent/Guardian	Child/Adolescent
	Yes	120 82.8%	47 82.5%	3 60.0%
	No	25 17.2%	10 17.5%	2 40.0%
	Total	145 100.0%	57 100.0%	5 100.0%

All Surveys

	Yes	170 82.1%
	No	37 17.9%
	Total	207 100.0%

Comments:

Adult:

1050- Lotus

1076 - Lotus Behavioral Health - I know my rights

Parent/Guardian:

1077 - Lotus Behavioral Health - not informed

1077 Lotus Behavioral Health didn't inform me.

1102 - Lotus Behavioral Health - not informed

1081 Lotus Behavioral Health didn't inform me.

1121 - Life Guidance - not informed

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

	Adult	Parent/Guardian	Child/Adolescent
Always	26 83.9%	40 88.9%	1 50.0%
Almost Always	1 3.2%	-	1 50.0%
Sometimes	3 9.7%	1 2.2%	-
Never	1 3.2%	4 8.9%	-
Total	31 100.0%	45 100.0%	2 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	27 87.1%	40 88.9%	2 100.0%
Negative	4 12.9%	5 11.1%	-
Total	31 100.0%	45 100.0%	2 100.0%

Total All Surveys

Always	67 85.9%
Almost Always	2 2.6%
Sometimes	4 5.1%
Never	5 6.4%
Total	78 100.0%

Positive	69 88.5%
Negative	9 11.5%
Total	78 100.0%

2024 Cumulative Yearly Total

	Adult	Parent/Guardian	Child/Adolescent
Always	120 82.8%	51 89.5%	3 60.0%
Almost Always	11 7.6%	-	1 20.0%
Sometimes	7 4.8%	1 1.8%	-
Never	7 4.8%	5 8.8%	1 20.0%
Total	145 100.0%	57 100.0%	5 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	131 90.3%	51 89.5%	4 80.0%
Negative	14 9.7%	6 10.5%	1 20.0%
Total	145 100.0%	57 100.0%	5 100.0%

Total All Surveys

Always	174 84.1%
Almost Always	12 5.8%
Sometimes	8 3.9%
Never	13 6.3%
Total	207 100.0%

Positive	186 89.9%
Negative	21 10.1%
Total	207 100.0%

Comments:

Adult:

1009 not at Life Guidance

Parent/Guardian:

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

	Adult	Parent/Guardian	Child/Adolescent
Yes	20 69.0%	36 87.8%	1 50.0%
No	9 31.0%	5 12.2%	1 50.0%
Total	29 100.0%	41 100.0%	2 100.0%

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

Total All Surveys

Yes	57 79.2%
No	15 20.8%
Total	72 100.0%

Not Applicable	6 100.0%
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2024 Cumulative Yearly Total

	Adult	Parent/Guardian	Child/Adolescent
Yes	84 64.1%	46 86.8%	2 50.0%
No	47 35.9%	7 13.2%	2 50.0%
Total	131 100.0%	53 100.0%	4 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Not Applicable	14 100.0%	4 100.0%	1 100.0%

All Surveys

Yes	132 70.2%
No	56 29.8%
Total	188 100.0%

Not Applicable	19 100.0%
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Comments:

Adult:

4221 not from Omni

1034 - Omni - doesn't remember

1069 not from Lotus Behavioral Health

1070 not from Lotus Behavioral Health

1114

Parent/Guardian:

1006 not at Life Guidance.

1007 not at Life Guidance.

1030 not at Omni

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	27 100.0%	41 97.6%	2 100.0%
No	-	1 2.4%	-
Total	27 100.0%	42 100.0%	2 100.0%

	Adult	Parent/Guardian
Not Applicable	4 100.0%	3 100.0%

Total All Surveys

Yes	70 98.6%
No	1 1.4%
Total	71 100.0%

Not Applicable	7 100.0%
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2024 Cumulative Yearly Total

	Adult	Parent/Guardian	Child/Adolescent
Yes	121 91.7%	52 96.3%	4 100.0%
No	11 8.3%	2 3.7%	-
Total	132 100.0%	54 100.0%	4 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Not Applicable	13 100.0%	3 100.0%	1 100.0%

All Surveys

Yes	177 93.2%
No	13 6.8%
Total	190 100.0%

Not Applicable	17 100.0%
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Comments:

Adult:

Parent/Guardian:

1006 not at Life Guidance.

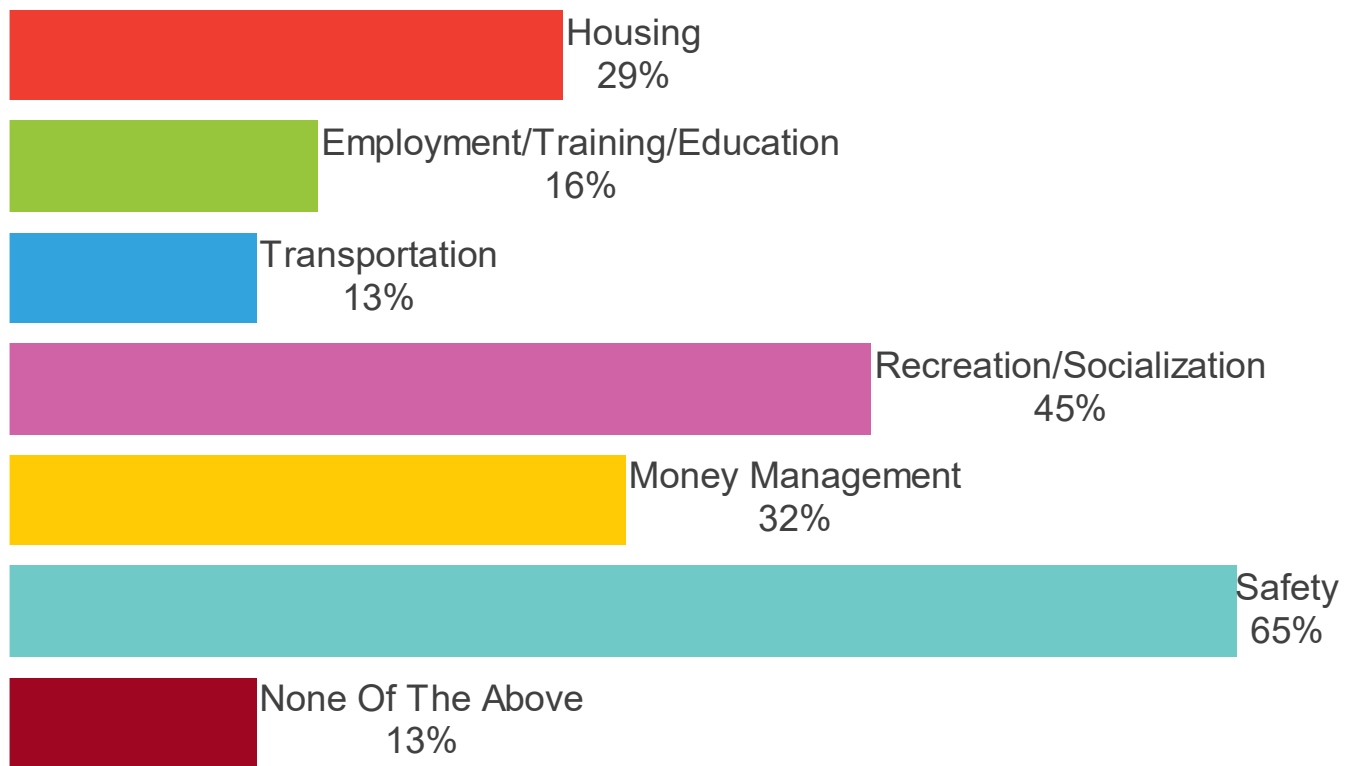
1007 not at Life Guidance

1102 - Lotus Behavioral Health - not informed

Lehigh County

Q17. Has your provider(s) helped you with your goals in any of the following areas: Percentage

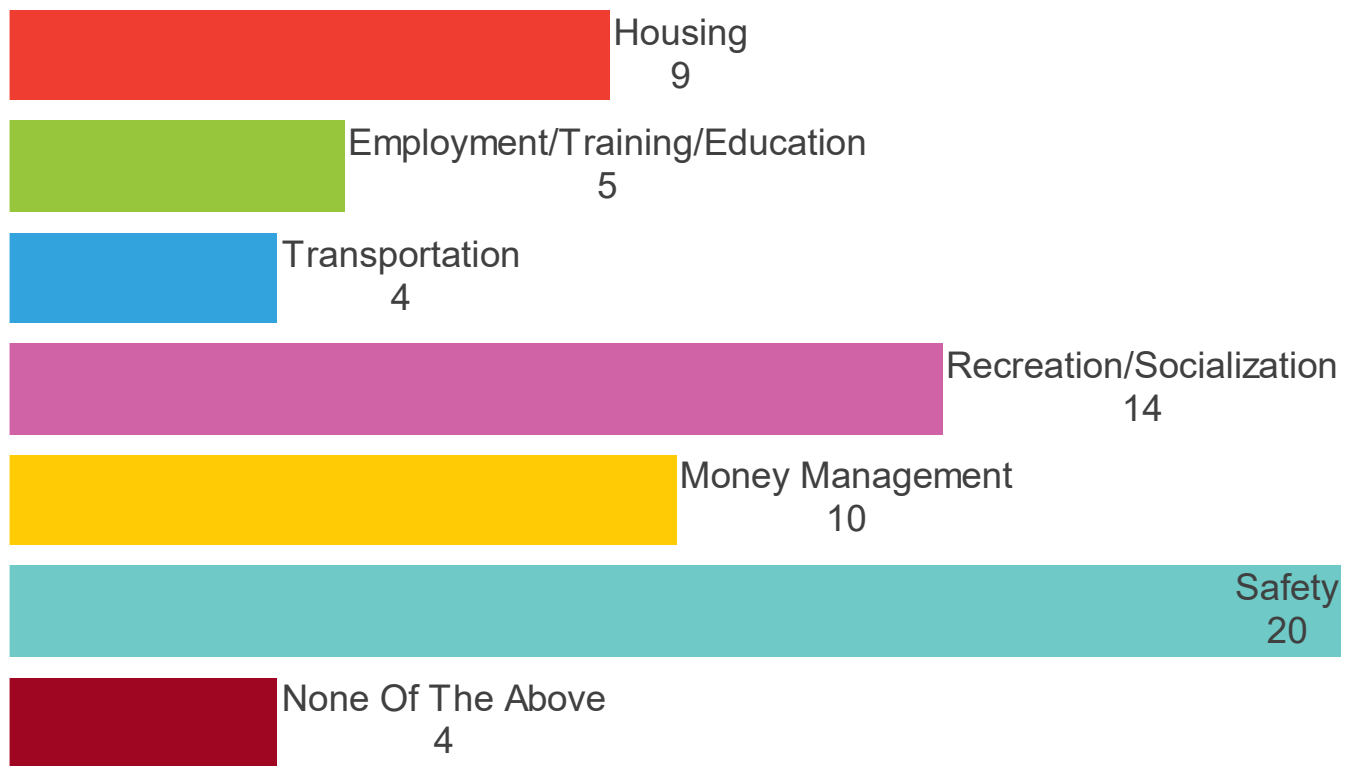
Adults



Lehigh County

Q17. Has your provider(s) helped you with your goals in any of the following areas: Count

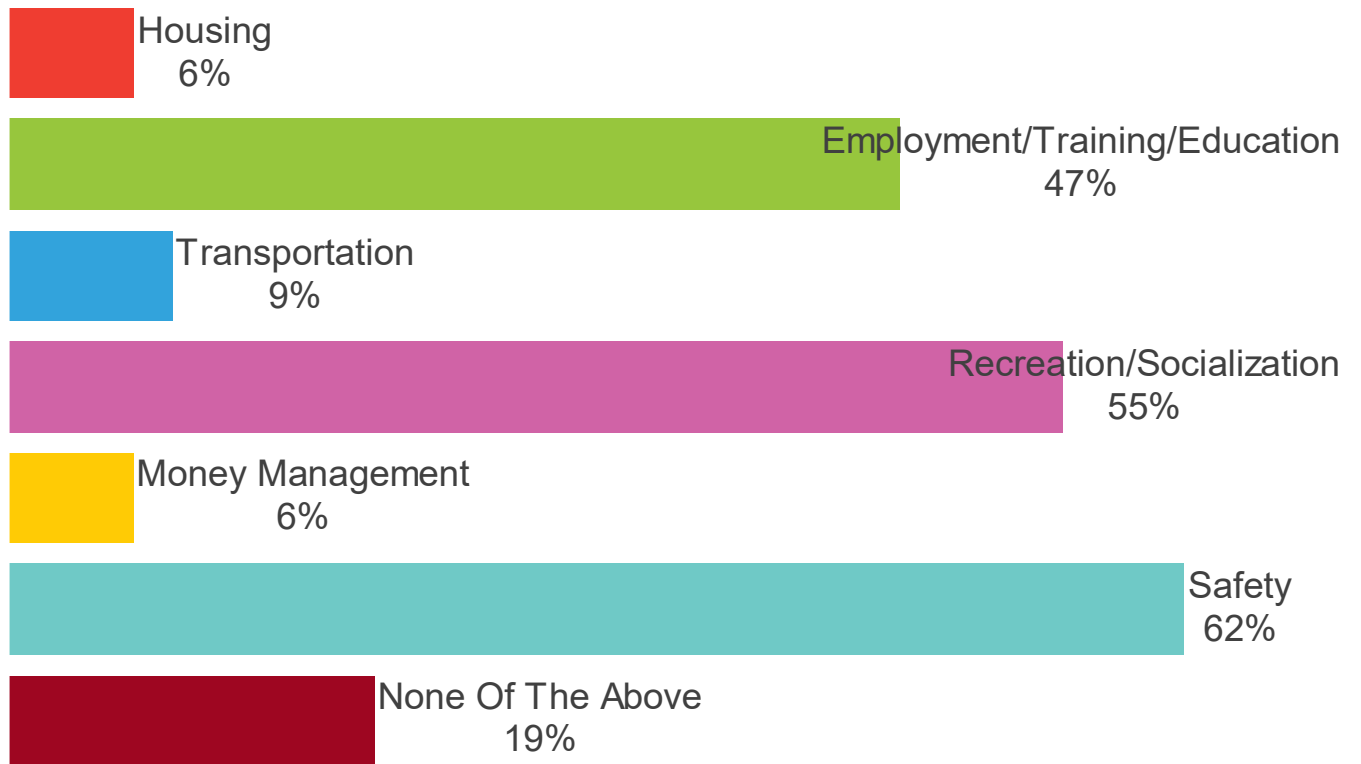
Adults



Lehigh County

Q17. Has your provider(s) helped you with your goals in any of the following areas: Percentage

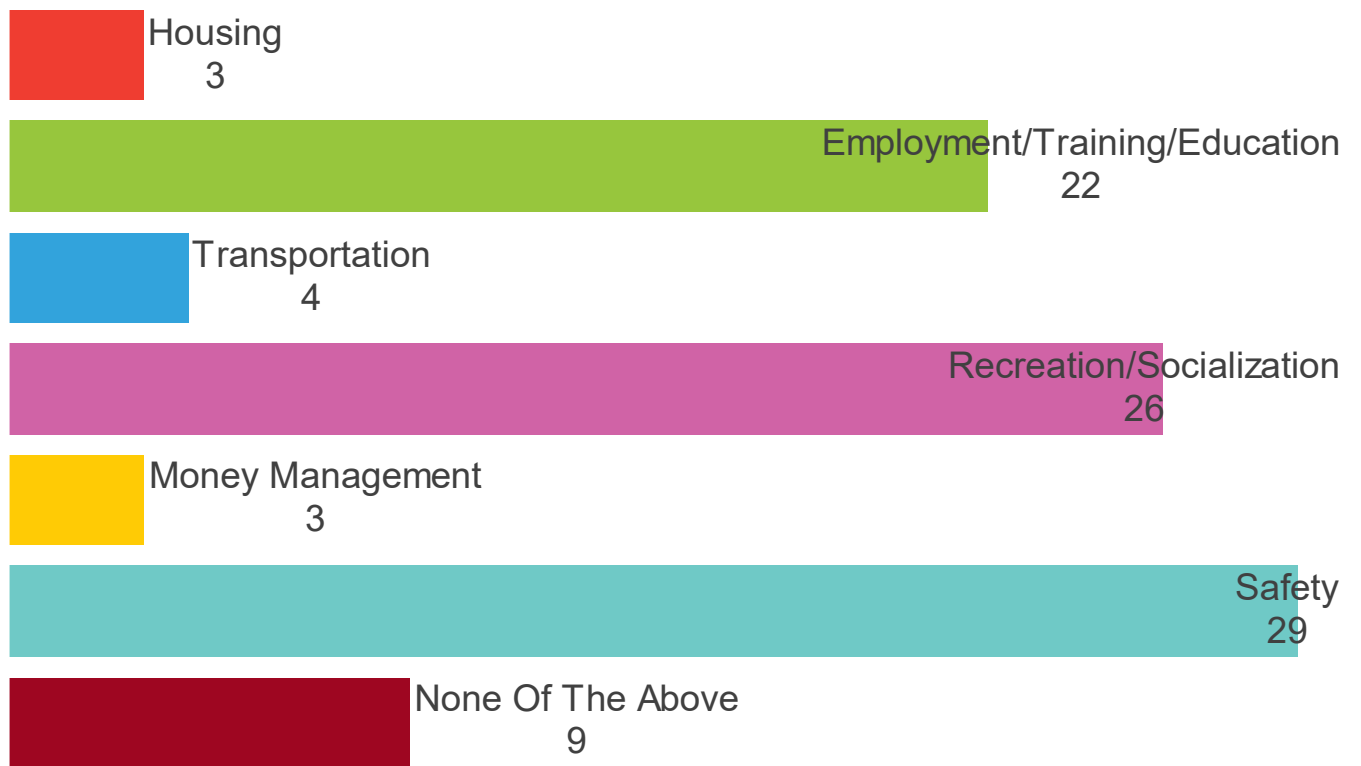
Parent/Guardian Child/Adolescent



Lehigh County

Q17. Has your provider(s) helped you with your goals in any of the following areas: Count

Parent/Guardian Child Adolescent



Magellan Specific Questions

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

	Adult	Parent/Guardian	Child/Adolescent
Yes	13 41.9%	15 33.3%	- -
No	18 58.1%	30 66.7%	2 100.0%
Total	31 100.0%	45 100.0%	2 100.0%

Total All Surveys

Yes	28 35.9%
No	50 64.1%
Total	78 100.0%

2024 Cumulative Yearly Total

	Adult	Parent/Guardian	Child/Adolescent
Yes	66 45.5%	24 42.1%	1 20.0%
No	79 54.5%	33 57.9%	4 80.0%
Total	145 100.0%	57 100.0%	5 100.0%

All Surveys

Yes	91 44.0%
No	116 56.0%
Total	207 100.0%

Comments:

Adult:

1031-C/FST staff gave the member the information and explained.

1034 - not informed

1075 - not informed

Parent/Guardian:

1005 - not informed

1004 - not informed

C/FST staff provided the information.

1078 - not informed

1077 - not informed

1102 - not informed

1081 I was not informed.

1121 - not informed

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

		Adult	Parent/Guardian	Child/Adolescent
Yes		-	-	-
		-	-	-
No		31	45	2
		100.0%	100.0%	100.0%
Total		31	45	2
		100.0%	100.0%	100.0%

Total All Surveys

Yes		-
		-
No		78
		100.0%
Total		78
		100.0%

2024 Cumulative Yearly Total

		Adult	Parent/Guardian	Child/Adolescent
Yes		7	-	-
		4.8%	-	-
No		138	57	5
		95.2%	100.0%	100.0%
Total		145	57	5
		100.0%	100.0%	100.0%

All Surveys

Yes		7
		3.4%
No		200
		96.6%
Total		207
		100.0%

Question 20. How easy was the process to navigate?

	Adult Parent/Guardian Child/Adolescent		
Very Easy	-	-	-
Somewhat Easy	-	-	-
Somewhat Difficult	-	-	-
Very Difficult	-	-	-
Total	-	-	-

	Adult Parent/Guardian Child/Adolescent		
Positive	-	-	-
Negative	-	-	-
Total	-	-	-

Total All Surveys

Very Easy	-
Somewhat Easy	-
Somewhat Difficult	-
Very Difficult	-
Total	-

Positive	-
Negative	-
Total	-

2024 Cumulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Very Easy	3 33.3%	-	-
Somewhat Easy	1 11.1%	-	-
Somewhat Difficult	4 44.4%	-	-
Very Difficult	1 11.1%	-	-
Total	9 100.0%	-	-

	Adult Parent/Guardian Child/Adolescent		
Positive	4 44.4%	-	-
Negative	5 55.6%	-	-
Total	9 100.0%	-	-

Total All Surveys

Very Easy	3 33.3%
Somewhat Easy	1 11.1%
Somewhat Difficult	4 44.4%
Very Difficult	1 11.1%
Total	9 100.0%

Positive	4 44.4%
Negative	5 55.6%
Total	9 100.0%

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		27	41	2
		87.1%	91.1%	100.0%
No		4	4	-
		12.9%	8.9%	-
Total		31	45	2
		100.0%	100.0%	100.0%

Total All Surveys

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

2024 Cumulative Yearly Total

		Adult	Parent/Guardian	Child/Adolescent
Yes		128	52	5
		88.3%	91.2%	100.0%
No		17	5	-
		11.7%	8.8%	-
Total		145	57	5
		100.0%	100.0%	100.0%

All Surveys

Yes	185
	89.4%
No	22
	10.6%
Total	207
	100.0%

Comments:

Adult:

1019 It was hard to find someone.

1016 - not informed

I never knew anything about Magellan until Recovery Partnership called and brought me a member handbook.

1097- Lotus Behavioral Health- Could be more Spanish speaking for my children and trauma therapists for myself.

Parent/Guardian:

1061 not enough

1102 - not enough options

1126 but there's not enough

1133 I am not aware of many providers.

1129 too many mental health challenges and not enough providers.

Question 22. Was the location of services convenient?

		Adult	Parent/Guardian	Child/Adolescent
Yes		29	43	2
		93.5%	95.6%	100.0%
No		2	2	-
		6.5%	4.4%	-
Total		31	45	2
		100.0%	100.0%	100.0%

Total All Surveys

Yes		74
		94.9%
No		4
		5.1%
Total		78
		100.0%

2024 Cumulative Yearly Total

		Adult	Parent/Guardian	Child/Adolescent
Yes		134	54	5
		92.4%	94.7%	100.0%
No		11	3	-
		7.6%	5.3%	-
Total		145	57	5
		100.0%	100.0%	100.0%

All Surveys

Yes		193
		93.2%
No		14
		6.8%
Total		207
		100.0%

Comments:

Adult:

Life Guidance has poor parking.1010

1028 telehealth, zoom

4221 Omni moved multiple times.

Parent/Guardian:

1006 wish Life Guidance was closer

1007 I wish Life Guidance was closer

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

	Adult	Parent/Guardian	Child/Adolescent
Yes	2 66.7%	4 100.0%	1 100.0%
No	1 33.3%	- -	- -
Total	3 100.0%	4 100.0%	1 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Not Applicable	28 100.0%	41 100.0%	1 100.0%

Total All Surveys

Yes	7 87.5%
No	1 12.5%
Total	8 100.0%

Not Applicable	70 100.0%
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2024 Cumulative Yearly Total

	Adult	Parent/Guardian	Child/Adolescent
Yes	18 85.7%	5 100.0%	1 100.0%
No	3 14.3%	- -	- -
Total	21 100.0%	5 100.0%	1 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Not Applicable	124 100.0%	52 100.0%	4 100.0%

All Surveys

Yes	24 88.9%
No	3 11.1%
Total	27 100.0%

Not Applicable	180 100.0%
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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	2 66.7%	4 100.0%	1 100.0%
No	1 33.3%	- -	- -
Total	3 100.0%	4 100.0%	1 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Not Applicable	28 100.0%	41 100.0%	1 100.0%

Total All Surveys

Yes	7 87.5%
No	1 12.5%
Total	8 100.0%

Not Applicable	70 100.0%
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2024 Cumulative Yearly Total

	Adult	Parent/Guardian	Child/Adolescent
Yes	18 81.8%	6 85.7%	1 100.0%
No	4 18.2%	1 14.3%	- -
Total	22 100.0%	7 100.0%	1 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Not Applicable	123 100.0%	50 100.0%	4 100.0%

All Surveys

Yes	25 83.3%
No	5 16.7%
Total	30 100.0%

Not Applicable	177 100.0%
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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	14 45.2%	23 51.1%	2 100.0%
No	17 54.8%	22 48.9%	- -
Total	31 100.0%	45 100.0%	2 100.0%

Total All Surveys

Yes	39 50.0%
No	39 50.0%
Total	78 100.0%

2024 Cumulative Yearly Total

	Adult	Parent/Guardian	Child/Adolescent
Yes	90 62.1%	31 54.4%	3 60.0%
No	55 37.9%	26 45.6%	2 40.0%
Total	145 100.0%	57 100.0%	5 100.0%

All Surveys

Yes	124 59.9%
No	83 40.1%
Total	207 100.0%

Comments:

Adult:

C/FST staff gave the member information.

1034 - not informed

1076 - not informed

1075 - not informed

Parent/Guardian:

1005 - not informed

1004 - not informed

1078 - not informed

1082 - not informed

1102 - not informed

1121 - not informed

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

		Adult	Parent/Guardian	Child/Adolescent
Yes		3	4	1
		100.0%	100.0%	100.0%
No		-	-	-
		-	-	-
Total		3	4	1
		100.0%	100.0%	100.0%

		Adult	Parent/Guardian	Child/Adolescent
Not Applicable		28	41	1
		100.0%	100.0%	100.0%

Total All Surveys

Yes		8
		100.0%
No		-
		-
Total		8
		100.0%

Not Applicable		70
		100.0%

2024 Cumulative Yearly Total

		Adult	Parent/Guardian	Child/Adolescent
Yes		17	6	1
		100.0%	85.7%	100.0%
No		-	1	-
		-	14.3%	-
Total		17	7	1
		100.0%	100.0%	100.0%

		Adult	Parent/Guardian	Child/Adolescent
Not Applicable		128	50	4
		100.0%	100.0%	100.0%

All Surveys

Yes		24
		96.0%
No		1
		4.0%
Total		25
		100.0%

Not Applicable		182
		100.0%

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	27 87.1%
Sometimes	4 12.9%
Total	31 100.0%

2024 Cumulative Yearly Total

Always	112 78.9%
Sometimes	29 20.4%
Never	1 0.7%
Total	142 100.0%

Not Applicable	3 100.0%
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Comments:

Adult:

Parent/Guardian:

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

	Parent/Guardian Child/Adolescent	
Always	1 2.2%	- -
Sometimes	10 22.2%	1 50.0%
Never	34 75.6%	1 50.0%
Total	45 100.0%	2 100.0%

2024 Cumulative Yearly Total

	Parent/Guardian Child/Adolescent	
Always	1 1.8%	- -
Sometimes	15 26.3%	1 20.0%
Never	41 71.9%	4 80.0%
Total	57 100.0%	5 100.0%

Parent/Guardian:

1007 medications always need prior authorization and it takes so long to get meds at Life Guidance. Magellan always needs a doctor to call them more than once.

1036 Everything was filled up at Omni.

1061 I can't find the help he needs.

Child/Adolescent:

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

	Adult
Always	29 93.5%
Sometimes	2 6.5%
Total	31 100.0%

	Parent/Guardian Child/Adolescent	
Always	44 97.8%	2 100.0%
Sometimes	1 2.2%	- -
Total	45 100.0%	2 100.0%

2024 Cumulative Yearly Total

	Adult
Always	124 85.5%
Sometimes	17 11.7%
Never	4 2.8%
Total	145 100.0%

	Parent/Guardian Child/Adolescent	
Always	54 94.7%	4 80.0%
Sometimes	3 5.3%	- -
Never	- -	1 20.0%
Total	57 100.0%	5 100.0%

Comments:

Adult:

Parent/Guardian:

Child/Adolescent:

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

	Adult
Much Better	16 51.6%
A Little Better	12 38.7%
About The Same	3 9.7%
Total	31 100.0%

	Parent/Guardian Child/Adolescent	
Much Better	27 60.0%	- -
A Little Better	16 35.6%	2 100.0%
About The Same	1 2.2%	- -
A Little Worse	1 2.2%	- -
Total	45 100.0%	2 100.0%

2024 Cumulative Yearly Total

	Adult
Much Better	75 51.7%
A Little Better	51 35.2%
About The Same	17 11.7%
A Little Worse	2 1.4%
Total	145 100.0%

	Parent/Guardian Child/Adolescent	
Much Better	33 57.9%	1 20.0%
A Little Better	21 36.8%	4 80.0%
About The Same	1 1.8%	- -
A Little Worse	1 1.8%	- -
Much Worse	1 1.8%	- -
Total	57 100.0%	5 100.0%

Comments:

Adult:

Parent/Guardian Child/Adolescent

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.