

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

Lehigh County HealthChoices  
Adult Members

HealthChoices - Behavioral Health Program

For Magellan Behavioral Health

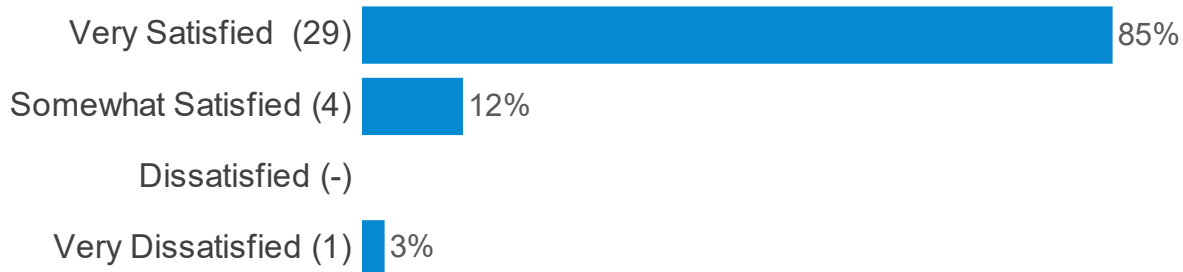
Prepared by:  
Recovery Partnership  
70 West North Street  
Suite 101  
Bethlehem, PA 18018  
610-861-2741

This report was generated on 05/03/2017. Overall 34 Adult members completed this questionnaire. The report has been filtered to show the responses from Lehigh County

### Please enter member type



### Q1. How satisfied are you with the quality of services provided to you?

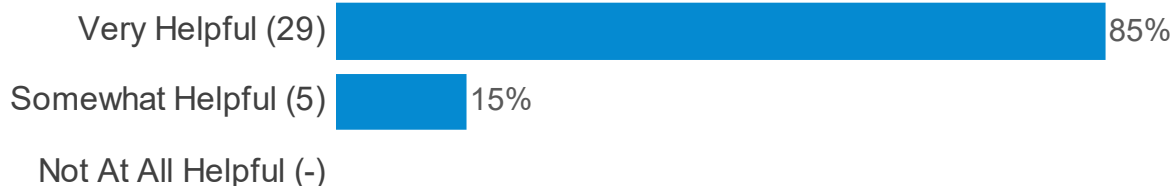


### Comments:

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New Directions kicked her out and is giving her a thirty day detox.

### Q2. How helpful are the services you receive in dealing more effectively with your illness?



### Comments:

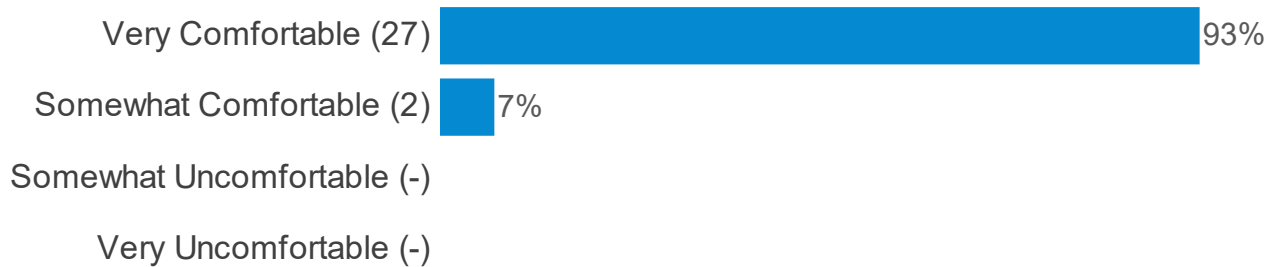
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Some days are better than others. When you talk about the past it stirs up in that moment.  
Between very and somewhat helpful.

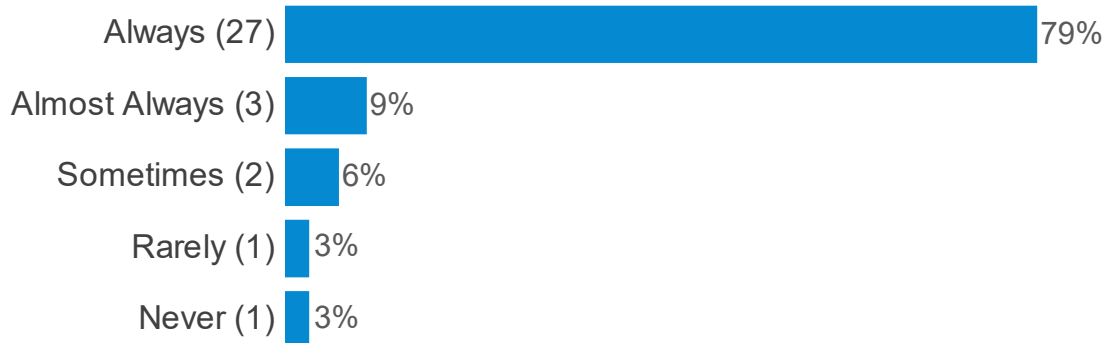
**Q3. Have you received assessments and referrals to the appropriate types of services?**



**Q4. Were you comfortable with the referral process?**



**Q5. In the planning of your treatment are you viewed as an equal partner, are your opinions documented in your treatment plan?**



**Comments:**

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With New Directions

New Directions took away her Methadone take homes because the staff member didn't check her test.

New Directions doesn't treat as an equal partner

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New Directions didn't include her.

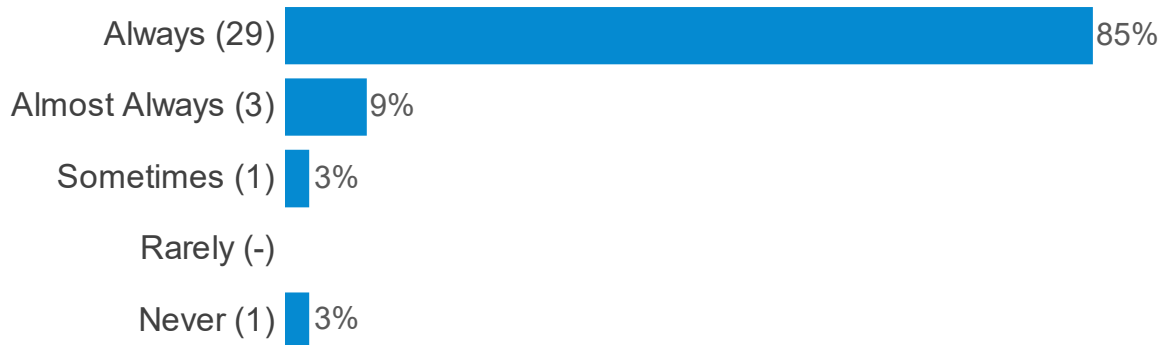
**Q6. When you attend meetings regarding your treatment, are the appropriate decision makers, representing the programs you might attend, present?**



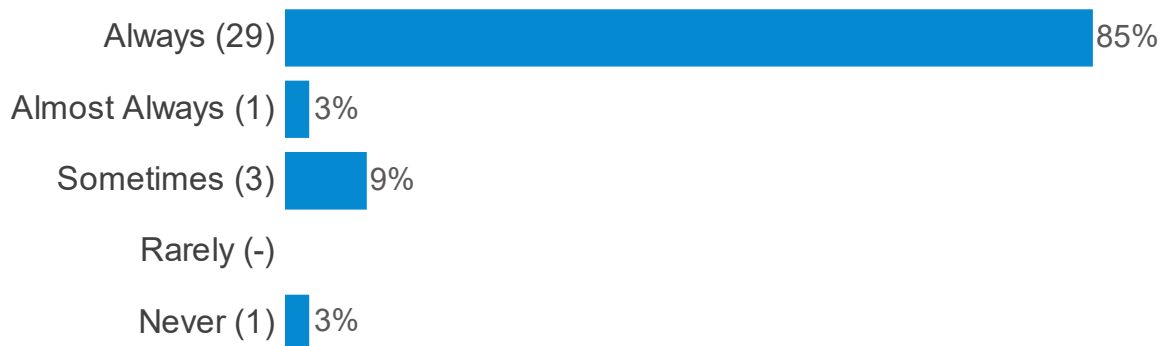
**Comments:**

Counselors and nurses there but doctor is by video camera.

**Q7. Do you receive enough information to make educated choices regarding your treatment**



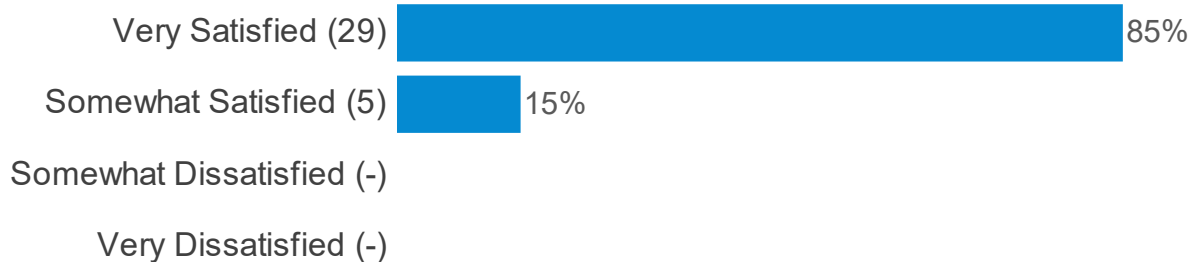
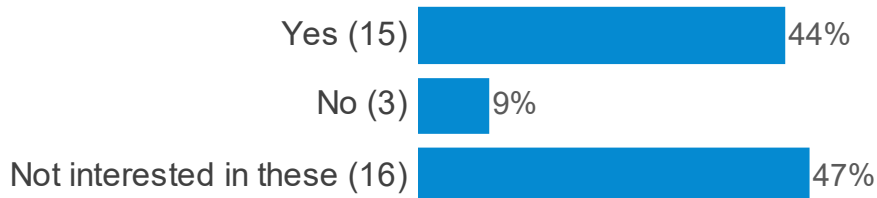
**Q8. Do your service providers respect your culture, beliefs, customs, and the ways that you do things?**



**Comments:**


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New Directions thinks everything is a lie.

**Q9. Do your service providers use everyday language you can understand?****Q10. How satisfied are you with the location(s) where you receive services?****Q11. Has your service provider helped you locate services from alternative sources such as Consumer-run, Family-run, or Advocacy agencies?****Comments:**


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I followed a therapist to another agency to continue seeing same therapist, but then got handed off to another one. It was for couples counseling.

**Q12. Does the service provider discuss your symptoms with you in ways you can easily understand?**

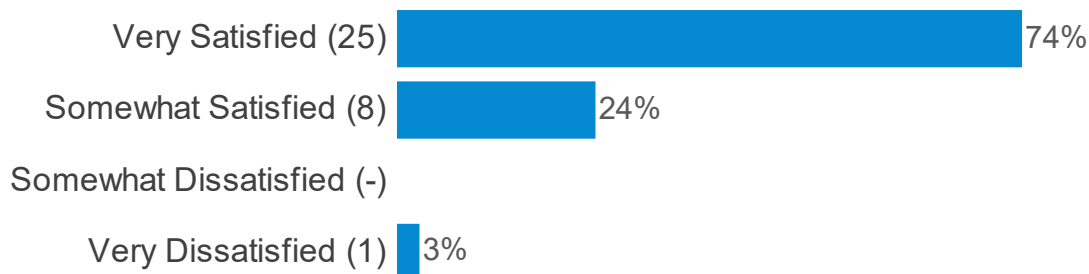


**Comments:**

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New Directions did not discuss her symptoms.

**Q13. Are you satisfied with the amount of time it took to receive services?**



**Comments:**

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Concern OP MH was very slow getting me in.  
He didn't have Magellan in the beginning.

**Q14. Are your service providers focused on your individual process of recovery?**



**Comments:**

Great counselor

**Q15. Do you know how to file a complaint with your provider if you are dissatisfied with your services?**



**Q16. Have you every used the Magellan grievance process?**



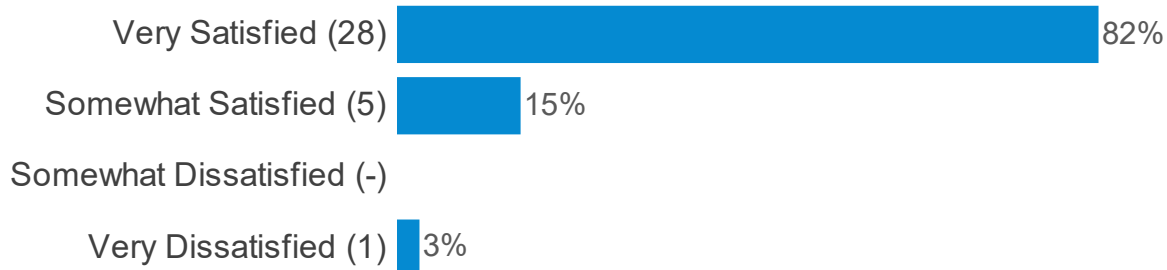
**Q16b. Was the process easy to navigate?**



**Q17. Is it clear to you that you are responsible for deciding what services are provided to you?**



**Q18. Are you satisfied with the physical environment where you receive services**



**Comments:**

Dirty furniture at New Directions

Not safe or clean at New Directions.

**Q19. 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?**





**Comments:**

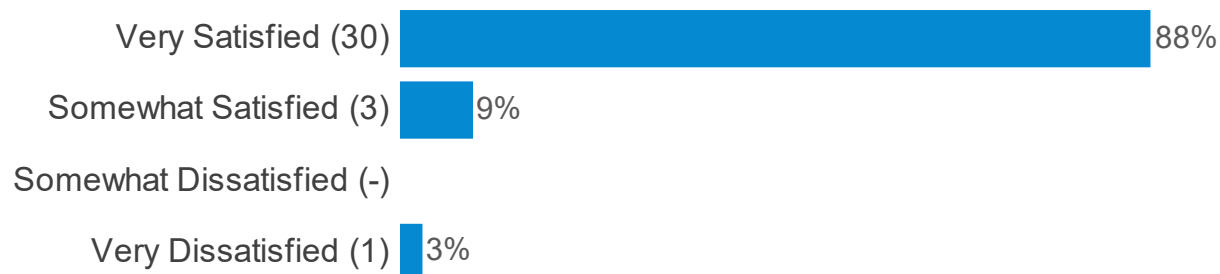
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They will take my meds away.

**Q19b. Do you feel free to speak-up regarding issues with Magellan Behavioral Health without fear of negative consequences?**



**Q20. Are you satisfied with the amount of service choices provided?**

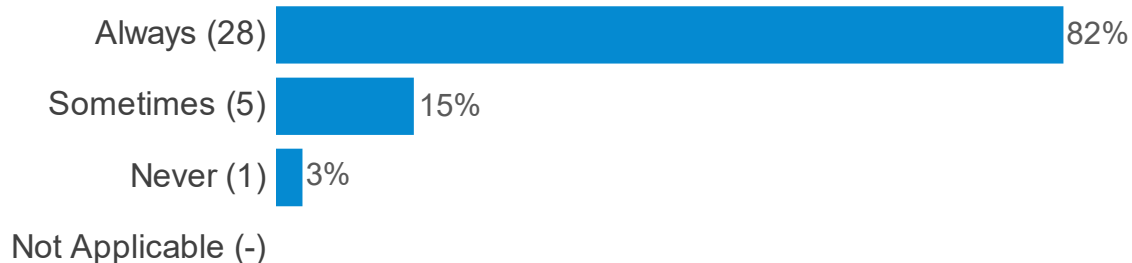


**Comments:**

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Isn't aware of other service choices.

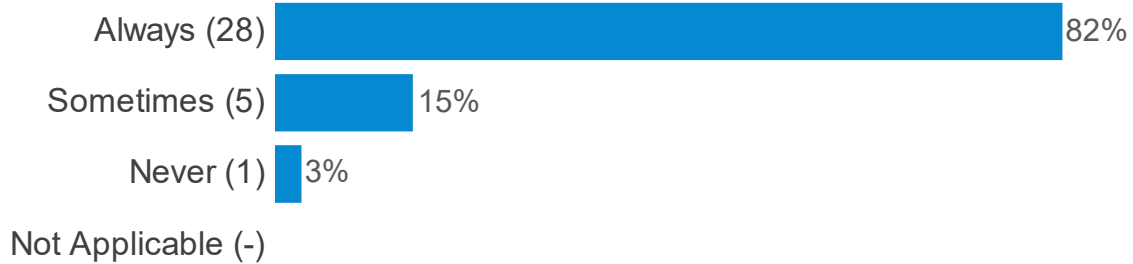
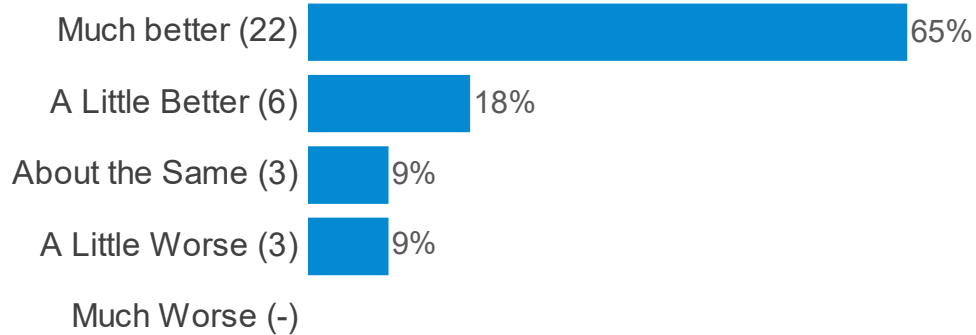
**Q21. In the last 12 months were you able to get the help you needed?**



**Comments:**


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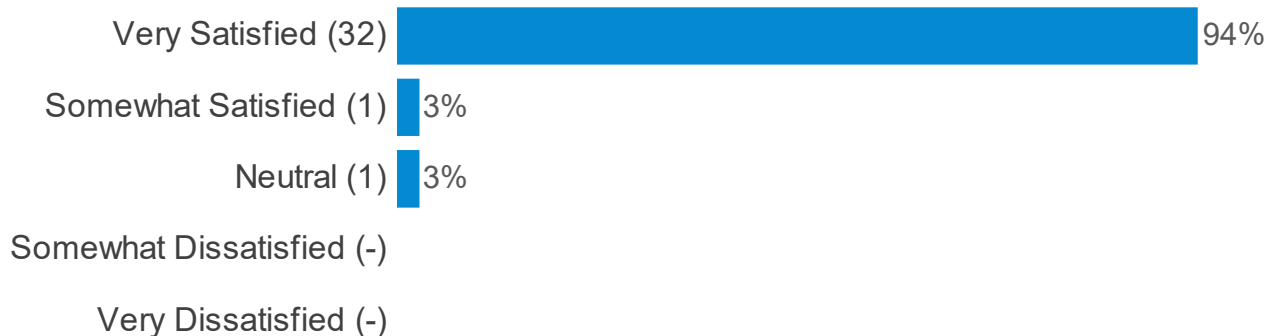
Just started at Concern a few months ago.

**Q22. Are you given the chance to make treatment decisions?****Q23. What effect has the treatment you received had on the quality of your life?****Comments:**


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My urine test was not taken in time and they took away my take homes at new directions  
I was not comfortable at Concern OP MH. I'm happy I found other services that helped.

**Q24. Overall, how satisfied are you with Magellan Behavioral Health as your insurance provider?**



**Q25. How likely is it that you would recommend Magellan Behavioral Health to friends or family?**



**Do you have any additional comments?**

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"I wouldn't recommend New Directions to a dog"

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Appreciates the staff from Salisbury Behavioral Health.

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

Lehigh County HealthChoices  
Parent/Guardian Members

HealthChoices - Behavioral Health Program

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Prepared by:  
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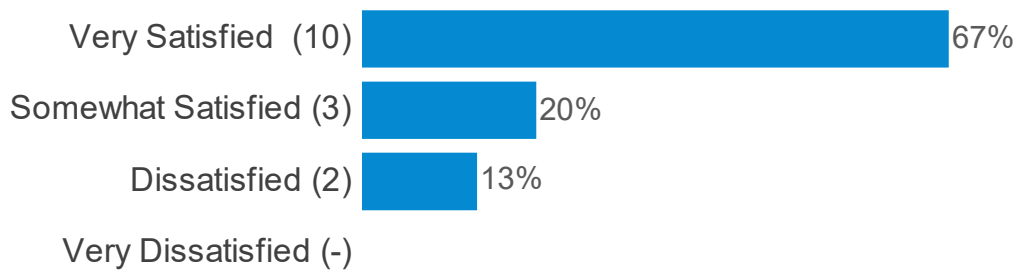
This report was generated on 05/03/2017. Overall 15 Parent/ Guardian members completed this questionnaire.

The report has been filtered to show the responses from Lehigh County

### Please enter member type



### Q1. How satisfied are you with the quality of services provided to you?



### Comments:

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Can't complain except therapist turn over. She gets comfortable with one therapist, then they leave.

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Dr. V didn't assess him correctly

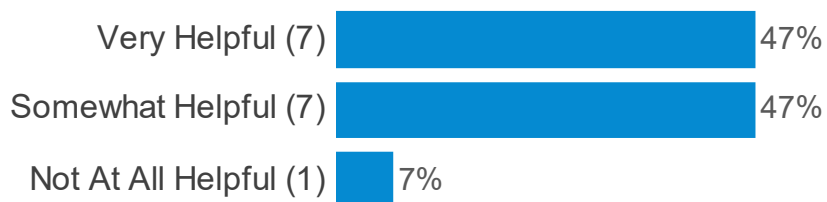
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NHS was great

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I would like more personal contact and homework to improve my son's services.

### Q2. How helpful are the services you receive in dealing more effectively with your illness?



**Comments:**

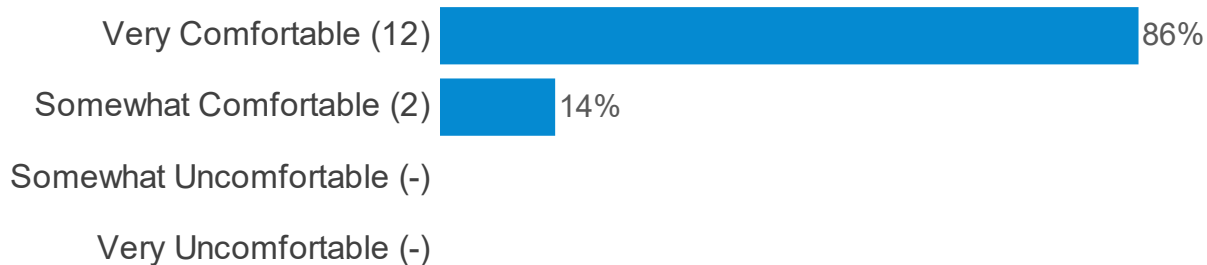
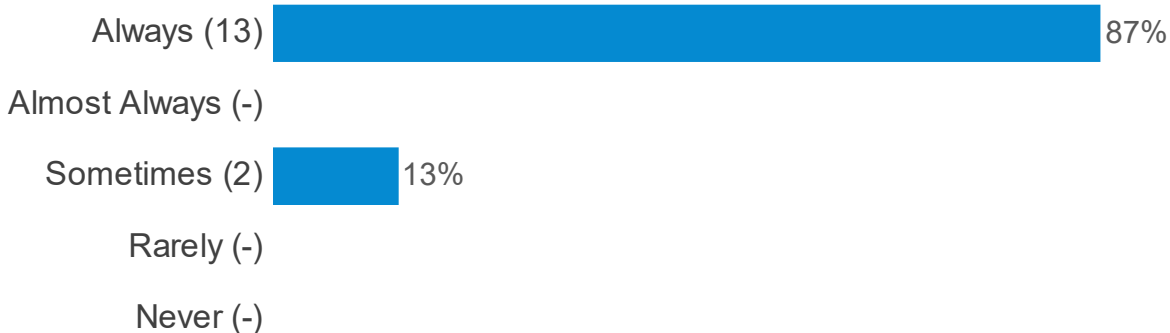
I don't agree with all their tactics such as incentives. If the bad outweighs the good I'm not going to praise the good.

It is a little too soon to say, because the services began in January.

I'm hoping to get more consistency with the home based services. I will give it another month before I file a complaint or grievance.

**Q3. Have you received assessments and referrals to the appropriate types of services?**

Not applicable (-)

**Q4. Were you comfortable with the referral process?****Q5. In the planning of your treatment are you viewed as an equal partner, are your opinions documented in your treatment plan?**

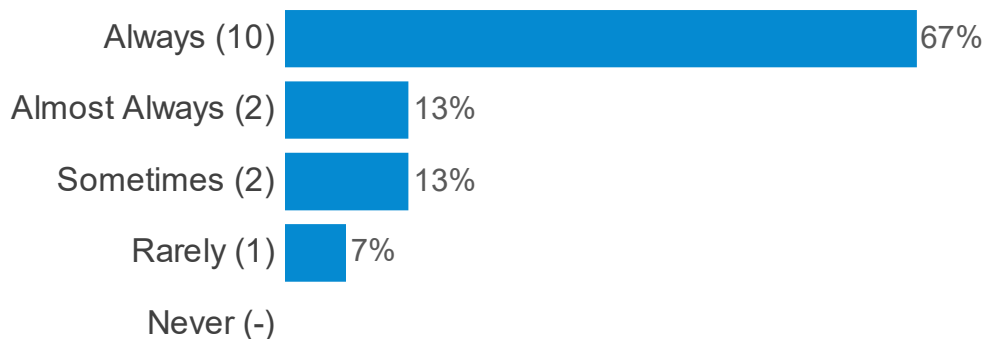
**Q6. When you attend meetings regarding your treatment, are the appropriate decision makers, representing the programs you might attend, present?**



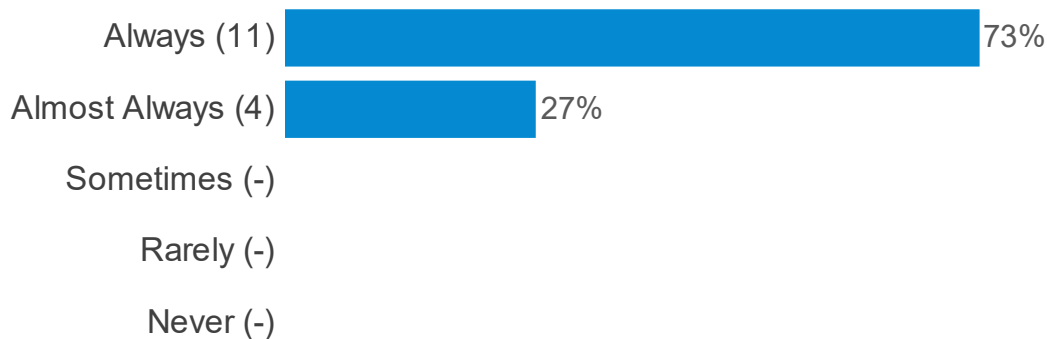
**Comments:**

Not applicable

**Q7. Do you receive enough information to make educated choices regarding your treatment**



**Q8. Do your service providers respect your culture, beliefs, customs, and the ways that you do things?**



**Q9. Do your service providers use everyday language you can understand?**



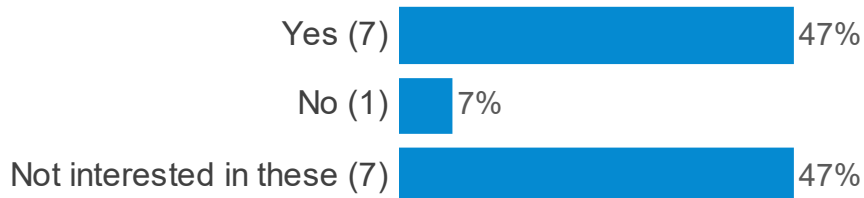
**Q10. How satisfied are you with the location(s) where you receive services?**



**Comments:**

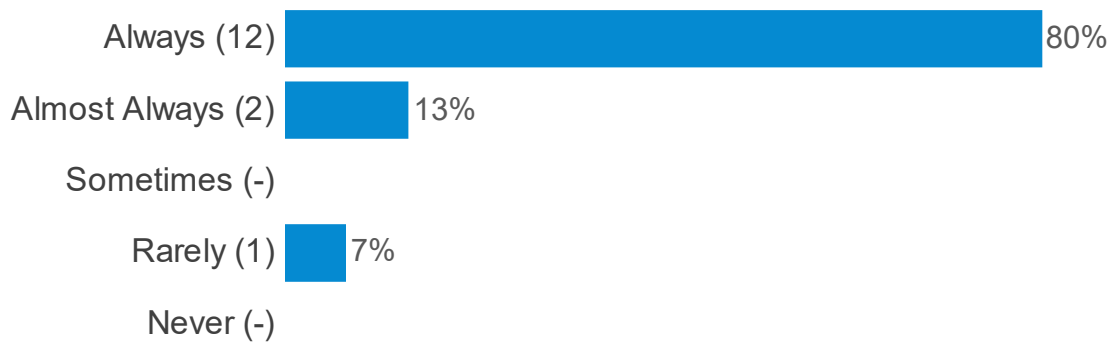
Yes they are only 5-10 minutes away from my house. Also love that the TSS and BSC come to our house.

**Q11. Has your service provider helped you locate services from alternative sources such as Consumer-run, Family-run, or Advocacy agencies?**

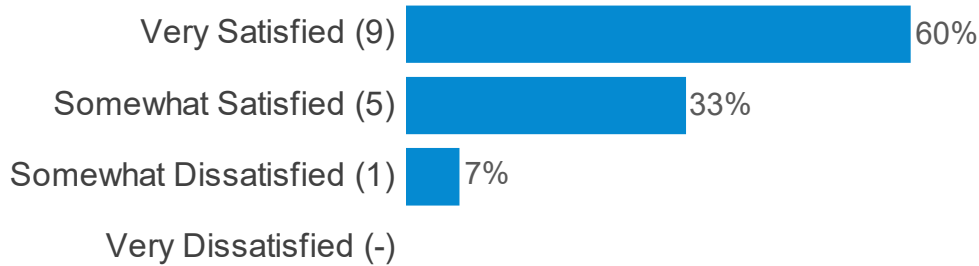




**Q12. Does the service provider discuss your symptoms with you in ways you can easily understand?**



**Q13. Are you satisfied with the amount of time it took to receive services?**



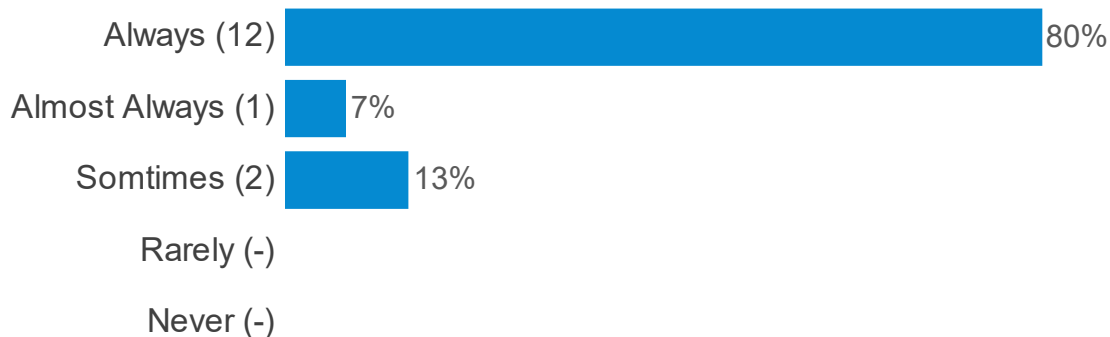
**Comments:**

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Concern was quick to make an appointment, but the state took longer than we would have liked.

They have said my son needs ten hours of weekly services, but it has been very inconsistent since the beginning three months ago.

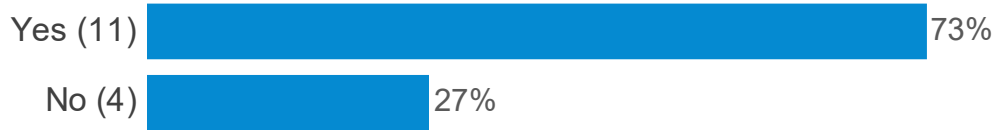
**Q14. Are your service providers focused on your individual process of recovery?**



**Comments:**

First therapist was not personable at Concern.

**Q15. Do you know how to file a complaint with your provider if you are dissatisfied with your services?**



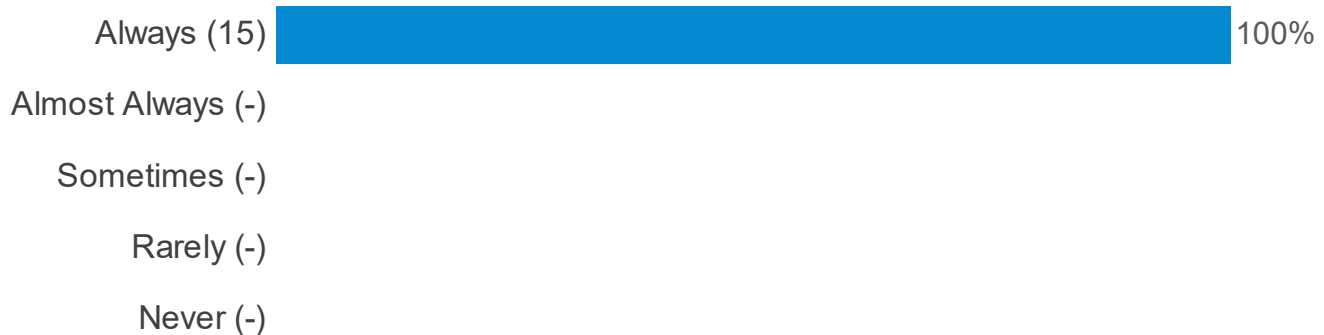
**Q16. Have you every used the Magellan grievance process?**



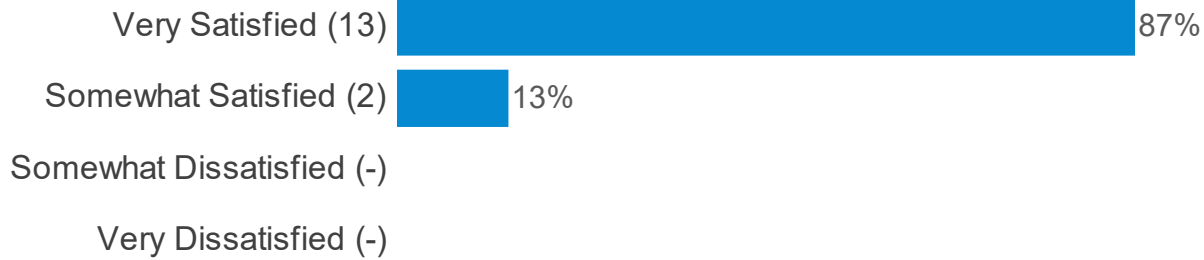
**Q16b. Was the process easy to navigate?**



**Q17. Is it clear to you that you are responsible for deciding what services are provided to you?**



**Q18. Are you satisfied with the physical environment where you receive services**



**Comments:**

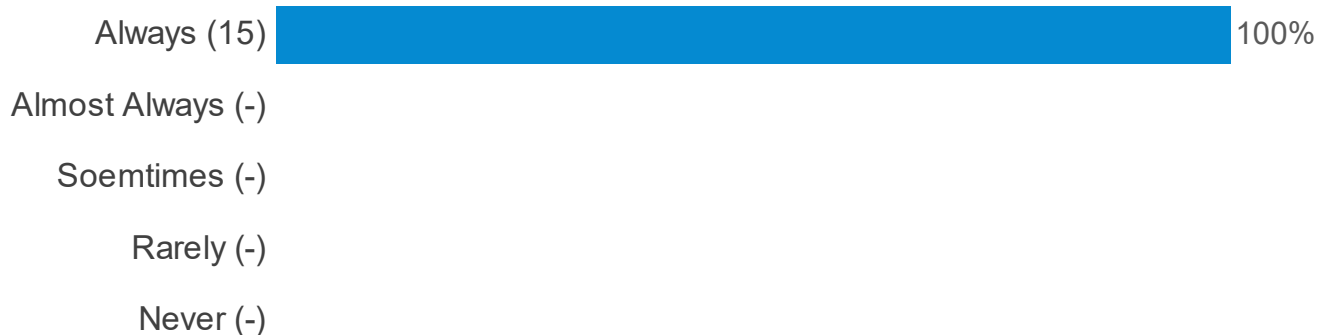
They come to our home and her daycare.

Office is small.

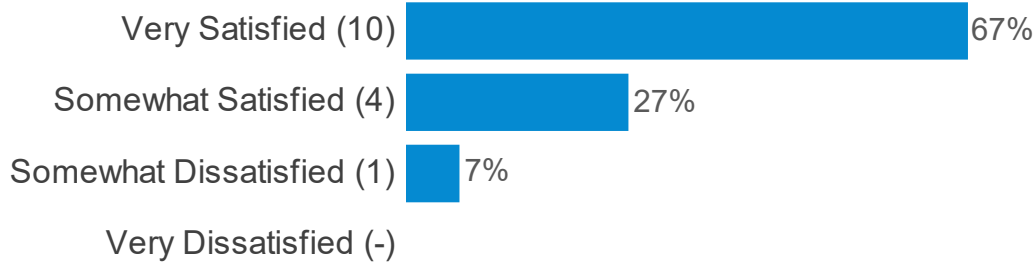
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**Q20. Are you satisfied with the amount of service choices provided?**



**Comments:**

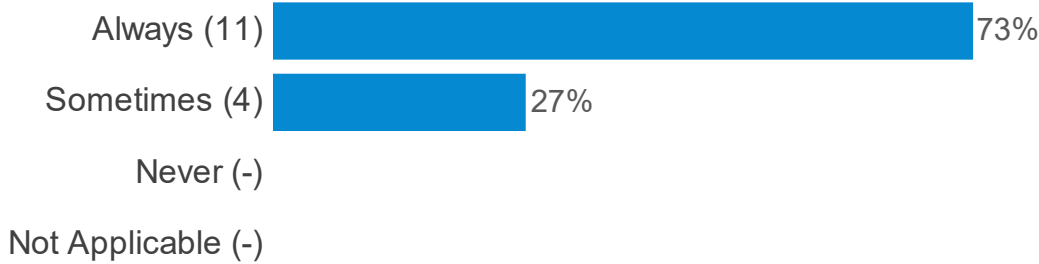
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Not aware of other services

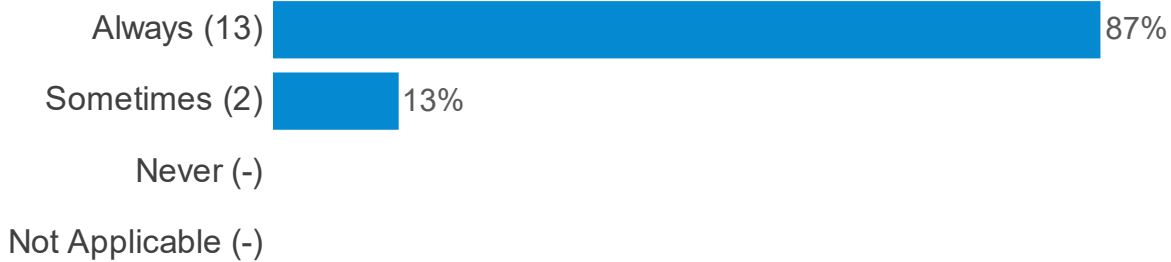
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I would like to have more services available.

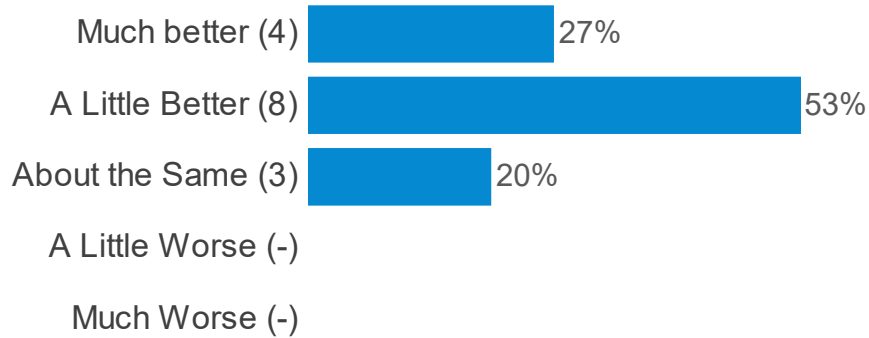
**Q21. In the last 12 months were you able to get the help you needed?**



**Q22. Are you given the chance to make treatment decisions?**



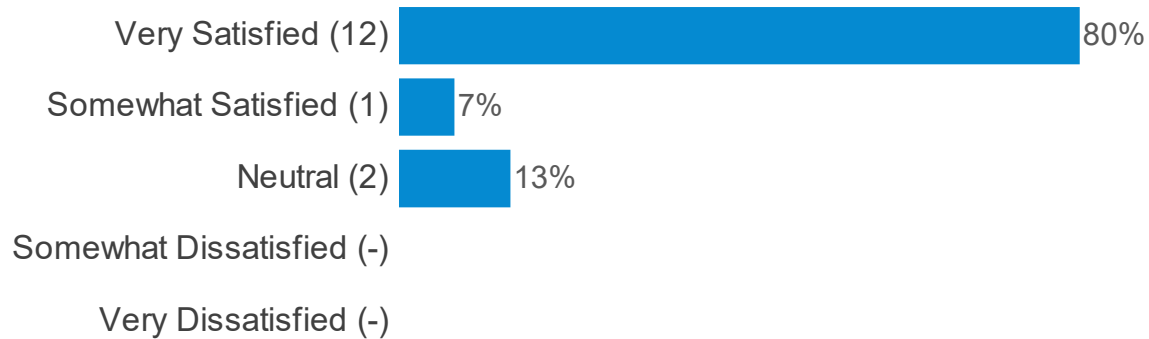
**Q23. What effect has the treatment you received had on the quality of your life?**



**Comments:**

She hasn't been there long enough to make major changes. She is only 5.  
Too soon to evaluate.

**Q24. Overall, how satisfied are you with Magellan Behavioral Health as your insurance provider?**



**Q25. How likely is it that you would recommend Magellan Behavioral Health to friends or family?**



**Do you have any additional comments?**

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There is such a big turnover rate with workers that is the biggest issue. Then you're without workers for months on end.

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Was not notified her therapist is leaving

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My son has not been receiving his ten hours of services yet because of cancellations by both sides. I will continue to work with the home based services on achieving more consistent services.