

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

Lehigh County HealthChoices

HealthChoices - Behavioral Health Program

For Magellan Behavioral Health

**Full Report
3rd Quarter 07/01/2017 - 09/30/2017**

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

	Adult Parent/Guardian Child/Adolescent		
Very Satisfied	47 74.6%	27 77.1%	2 100.0%
Somewhat Satisfied	14 22.2%	5 14.3%	0 0
Dissatisfied	1 1.6%	2 5.7%	0 0
Very Dissatisfied	1 1.6%	1 2.9%	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	61 96.8%	32 91.4%	2 100.0%
Negative	2 3.2%	3 8.6%	0 0

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Very Satisfied	108 74.5%	69 74.2%	2 66.7%
Somewhat Satisfied	31 21.4%	15 16.1%	1 33.3%
Dissatisfied	3 2.1%	4 4.3%	0 0
Very Dissatisfied	3 2.1%	5 5.4%	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	139 95.9%	84 90.3%	3 100.0%
Negative	6 4.1%	9 9.7%	0 0

Adult Comments:

I'm satisfied at Concern with the psychiatrist but I didn't like the psychiatrist at Bet El because he didn't listen to my concerns.

I was satisfied until my therapist left.

Therapist at Bet El 4th Street only sees me for 15mins and charges my insurance for an 1hr

At Omni Health, my therapist and psychiatrist are great.

Neighbor Hood Clinic LV Allentown treated me so nice.

Only had 2 visits. First appointment therapist spoke Spanish. Second appointment neighborhood health clinic LV Allentown changed my therapist to an English speaking therapist.

Parent Guardian Comments:

I am trying to get my son a new psychiatrist because his medication isn't working well.

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

	Adult Parent/Guardian Child/Adolescent		
Very Helpful	48 76.2%	22 62.9%	2 100.0%
Somewhat Helpful	12 19.0%	10 28.6%	0 0
Not At All Helpful	3 4.8%	3 8.6%	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	60 95.2%	32 91.4%	2 100.0%
Negative	3 4.8%	3 8.6%	0 0

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Very Helpful	112 77.2%	54 58.1%	2 66.7%
Somewhat Helpful	27 18.6%	33 35.5%	1 33.3%
Not At All Helpful	6 4.1%	6 6.5%	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	139 95.9%	87 93.5%	3 100.0%
Negative	6 4.1%	6 6.5%	0 0

Adult Comments:

I didn't have enough services at life guidance to determine if they were helpful. Was not comfortable there
 When I speak to them they change the conversation (Bet El 4th Street)
 My visits with Bet-el at 4th st was helpful
 Getting better everyday.
 Only had 2 appoints at Neighborhood health clinic LV Allentown site

Parent Guardian Comments:

Judy the therapist at Bet El comes in an hour or more late and my daughter has already been seen by another therapist.
 I didn't want my son on medication and Life Guidance was diagnosing my son without even speaking to him. Then, they wanted to medicate him.
 At Concern BHRS, the in home services were very helpful . Now that those services have ended my daughter is building a relationship with her counselor.
 It's too early in the process to know.
 He continues to put him self in the mental hospital.

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

	Adult Parent/Guardian Child/Adolescent		
Yes	42	27	2
	79.2%	81.8%	100.0%
No	11	6	0
	20.8%	18.2%	0

	Adult Parent/Guardian Child/Adolescent		
Positive	42	27	2
	79.2%	81.8%	100.0%
Negative	11	6	0
	20.8%	18.2%	0

Not Applicable

	Adult Parent/Guardian Child/Adolescent		
Not Applicable	10	2	0

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Yes	117	78	3
	89.3%	87.6%	100.0%
No	14	11	0
	10.7%	12.4%	0

	Adult Parent/Guardian Child/Adolescent		
Positive	117	78	3
	89.3%	87.6%	100.0%
Negative	14	11	0
	10.7%	12.4%	0

Not Applicable

	Adult Parent/Guardian Child/Adolescent		
Not Applicable	14	4	0

Question 4: Were you comfortable with the process?

	Adult Parent/Guardian Child/Adolescent				Adult Parent/Guardian Child/Adolescent		
Very Comfortable	36 85.7%	22 81.5%	2 100.0%	Positive	42 100.0%	27 100.0%	2 100.0%
Somewhat Comfortable	6 14.3%	5 18.5%	0 0	Negative	0	0	0
Somewhat Uncomfortable	0 0	0 0	0 0				
Very Uncomfortable	0 0	0 0	0 0				

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent				Adult Parent/Guardian Child/Adolescent		
Very Comfortable	97 82.9%	60 76.9%	2 66.7%	Positive	115 98.3%	74 94.9%	3 100.0%
Somewhat Comfortable	18 15.4%	14 17.9%	1 33.3%	Negative	2 1.7%	4 5.1%	0 0
Somewhat Uncomfortable	2 1.7%	4 5.1%	0 0				
Very Uncomfortable	0 0	0 0	0 0				

Adult Comments:

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	52	28	2
	82.5%	80.0%	100.0%
Almost Always	5	2	0
	7.9%	5.7%	0
Sometimes	3	1	0
	4.8%	2.9%	0
Rarely	3	0	0
	4.8%	0	0
Never	0	4	0
	0	11.4%	0

	Adult Parent/Guardian Child/Adolescent		
Positive	60	31	2
	95.2%	88.6%	100.0%
Negative	3	4	0
	4.8%	11.4%	0

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Always	118	74	2
	81.4%	79.6%	66.7%
Almost Always	16	8	1
	11.0%	8.6%	33.3%
Sometimes	4	4	0
	2.8%	4.3%	0
Rarely	4	1	0
	2.8%	1.1%	0
Never	3	6	0
	2.1%	6.5%	0

	Adult Parent/Guardian Child/Adolescent		
Positive	138	86	3
	95.2%	92.5%	100.0%
Negative	7	7	0
	4.8%	7.5%	0

Adult Comments:

The psychiatrist is not good at Bet El 6th.

Parent Guardian Comments:

We don't have meetings.

The therapist does not discuss anything With the parents.

The therapist Judy doesn't discuss things with us.

I didn't like that Life Guidance diagnosed my son based on my opinion.

At Life Guidance, we have asked not to be involved so our son is free to express his needs.

Concern BHRS is very good.

Catherine is always invited to give her opinion on her active care.

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	53 84.1%	32 91.4%	2 100.0%
Almost Always	2 3.2%	1 2.9%	0 0
Sometimes	3 4.8%	0 0	0 0
Rarely	1 1.6%	0 0	0 0
Never	4 6.3%	2 5.7%	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	58 92.1%	33 94.3%	2 100.0%
Negative	5 7.9%	2 5.7%	0 0

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Always	122 84.1%	82 88.2%	2 66.7%
Almost Always	7 4.8%	2 2.2%	1 33.3%
Sometimes	7 4.8%	4 4.3%	0 0
Rarely	2 1.4%	1 1.1%	0 0
Never	7 4.8%	4 4.3%	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	136 93.8%	88 94.6%	3 100.0%
Negative	9 6.2%	5 5.4%	0 0

Adult Comments:

I don't have meetings.

I only have received therapy from HAO, and have not had any other meetings.

Dr. Thomas was present he was unprofessional didn't listen to me at Bet-el he didn't understand Spanish.

Parent Guardian Comments:

We don't have meetings.

We don't have meetings.

My BHRS worker Sara is a great help. She always makes time to go to my daughter's appointments.

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

	Adult Parent/Guardian Child/Adolescent		
Always	49 77.8%	30 85.7%	2 100.0%
Almost Always	7 11.1%	1 2.9%	0 0
Sometimes	3 4.8%	2 5.7%	0 0
Rarely	1 1.6%	0 0	0 0
Never	3 4.8%	2 5.7%	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	59 93.7%	33 94.3%	2 100.0%
Negative	4 6.3%	2 5.7%	0 0

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Always	116 80.0%	74 79.6%	2 66.7%
Almost Always	14 9.7%	7 7.5%	0 0
Sometimes	7 4.8%	7 7.5%	1 33.3%
Rarely	2 1.4%	1 1.1%	0 0
Never	6 4.1%	4 4.3%	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	137 94.5%	88 94.6%	3 100.0%
Negative	8 5.5%	5 5.4%	0 0

Adult Comments:

Dr is very nice he takes time to ask about my family situation and my health.

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	61 96.8%	35 100.0%	2 100.0%
Almost Always	1 1.6%	0 0	0 0
Sometimes	1 1.6%	0 0	0 0
Rarely	0 0	0 0	0 0
Never	0 0	0 0	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	63 100.0%	35 100.0%	2 100.0%
Negative	0 0	0 0	0 0

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Always	134 92.4%	87 93.5%	3 100.0%
Almost Always	6 4.1%	1 1.1%	0 0
Sometimes	3 2.1%	4 4.3%	0 0
Rarely	0 0	0 0	0 0
Never	2 1.4%	1 1.1%	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	143 98.6%	92 98.9%	3 100.0%
Negative	2 1.4%	1 1.1%	0 0

Adult Comments:

Parent Guardian Comments:

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

	Adult Parent/Guardian Child/Adolescent		
Always	58	35	2
	92.1%	100.0%	100.0%
Almost Always	0	0	0
	0	0	0
Sometimes	5	0	0
	7.9%	0	0
Rarely	0	0	0
	0	0	0
Never	0	0	0
	0	0	0

	Adult Parent/Guardian Child/Adolescent		
Positive	63	35	2
	100.0%	100.0%	100.0%
Negative	0	0	0
	0	0	0

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Always	137	89	3
	94.5%	95.7%	100.0%
Almost Always	3	3	0
	2.1%	3.2%	0
Sometimes	5	1	0
	3.4%	1.1%	0
Rarely	0	0	0
	0	0	0
Never	0	0	0
	0	0	0

	Adult Parent/Guardian Child/Adolescent		
Positive	145	93	3
	100.0%	100.0%	100.0%
Negative	0	0	0
	0	0	0

Adult Comments:

Dr Thomas doesn't speak Spanish Bet-el on 4th st Large Spanish community.

If Casa de Guadalupe doesn't have Spanish speaking therapist they get someone to interpret.

I get a english speaking Therapist. I can't understand her well. I can't express myself well.

Dr only speaks English. Neighborhood health clinic (Allentown) provide an interpreter.

Parent Guardian Comments:

His Dr only speaks English . Neighborhood health clinic (Allentown) gets him a interpreter when he visits with the Dr.

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

	Adult Parent/Guardian Child/Adolescent		
Very Satisfied	48 76.2%	24 68.6%	2 100.0%
Somewhat Satisfied	12 19.0%	9 25.7%	0 0
Somewhat Dissatisfied	1 1.6%	2 5.7%	0 0
Very Dissatisfied	2 3.2%	0 0	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	60 95.2%	33 94.3%	2 100.0%
Negative	3 4.8%	2 5.7%	0 0

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Very Satisfied	98 67.6%	66 71.0%	3 100.0%
Somewhat Satisfied	38 26.2%	21 22.6%	0 0
Somewhat Dissatisfied	4 2.8%	5 5.4%	0 0
Very Dissatisfied	5 3.4%	1 1.1%	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	136 93.8%	87 93.5%	3 100.0%
Negative	9 6.2%	6 6.5%	0 0

Adult Comments:

Parking is bad. (Bet El 6th St., Allentown) I'm thinking about switching because of it.

I am not happy at Bet-El, Sixth Street in Allentown because there is no parking lot.

Parking is horrible. (Bet El 4th Street)

Client states she is not happy with (HAO) services.

The Drs at Neighborhood Health Clinic LV at Allentown office do not speak Spanish.

Parent Guardian Comments:

Bet El's office is small and crowded.

The parking meters at Bet-El, Turner Street in Allentown, are very expensive.

I am not happy with Bet-El, Sixth Street in Allentown because there's no parking lot.

To get to counseling services in Bethlehem is a concern , it takes about 45to a hour to get there.

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	34 75.6%	19 63.3%	1 100.0%
	No	11 24.4%	11 36.7%	0 0

		Adult Parent/Guardian Child/Adolescent		
Not Interested In these		18	5	1

Cummulative Yearly Total

		Adult Parent/Guardian Child/Adolescent		
	Yes	83 78.3%	45 65.2%	1 100.0%
	No	23 21.7%	24 34.8%	0 0

		Adult Parent/Guardian Child/Adolescent		
Not Interested In these		39	24	2

Adult Comments:

- I had to find them for myself.
- HAO has never discussed any other services that are available.
- Life guidance didn't offer alternative info so I research on my own
- Waiting on a referral from Neighborhood health clinic (Allentown)for over two weeks.

Parent Guardian Comments:

- I had to seek other services, because Life Guidance didn't offer any alternatives.
- A caseworker from Bet El MHOP helped with a referral to get the deposit for my apartment.
- Concern hasn't been able to find any other services for her daughter's binge eating.
- Concern BHRS are very helpful.
- Concern BHRS has helped us with list of food pantries and helping us with getting SSI for my grandson.
- I have been advocating for Beverly -Ann (daughter). I got her with SITE. I reached out BHRS to put her on the waiting list. I got an advocate for her at ARC.
- Does not apply at this time.

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

	Adult Parent/Guardian Child/Adolescent		
Always	52 82.5%	30 85.7%	2 100.0%
Almost Always	2 3.2%	1 2.9%	0 0
Sometimes	6 9.5%	1 2.9%	0 0
Rarely	1 1.6%	3 8.6%	0 0
Never	2 3.2%	0 0	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	60 95.2%	32 91.4%	2 100.0%
Negative	3 4.8%	3 8.6%	0 0

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Always	127 87.6%	75 80.6%	3 100.0%
Almost Always	4 2.8%	6 6.5%	0 0
Sometimes	8 5.5%	4 4.3%	0 0
Rarely	2 1.4%	5 5.4%	0 0
Never	4 2.8%	3 3.2%	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	139 95.9%	85 91.4%	3 100.0%
Negative	6 4.1%	8 8.6%	0 0

Adult Comments:

We barely speak. (Bet El 4th Street)

I need a Spanish speaking person I can not express myself. Sometimes Casa de Guadalupe gets me an interpreter not always.

Neighborhood health clinic LV (Allentown) office needs more Spanish speaking interpreters .

Parent Guardian Comments:

Only in the beginning did Bet El discuss symptoms with us.

We believe there are too many patients and they rush people out.

Only in the beginning did they discuss symptoms.

The provider at Concern discusses my daughter's symptoms well, but my daughter doesn't really understand

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

	Adult Parent/Guardian Child/Adolescent		
Very Satisfied	55 87.3%	28 80.0%	2 100.0%
Somewhat Satisfied	3 4.8%	5 14.3%	0 0
Somewhat Dissatisfied	2 3.2%	0 0	0 0
Very Dissatisfied	3 4.8%	2 5.7%	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	58 92.1%	33 94.3%	2 100.0%
Negative	5 7.9%	2 5.7%	0 0

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Very Satisfied	127 87.6%	69 74.2%	3 100.0%
Somewhat Satisfied	10 6.9%	15 16.1%	0 0
Somewhat Dissatisfied	5 3.4%	5 5.4%	0 0
Very Dissatisfied	3 2.1%	4 4.3%	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	137 94.5%	84 90.3%	3 100.0%
Negative	8 5.5%	9 9.7%	0 0

Adult Comments:

All the Magellan services took too long to get started.

At NHCLV, Allentown Site, I had to wait three months for an appointment, then was called the day before to reschedule for another month later.

When I call Casa de Guadalupe they do not pick up the phone. I have to go in person to make an appointment they never call me back.

Parent Guardian Comments:

My daughter was at Concern for about three years it was not very helpful , then she was sent to a hospital in Philadelphia who was able to treat her binge eating.

Concern BHRS got us in immediately, while others had no openings.

At Concern BHRS, it took a very long time (many months) to get an appointment with the child psychiatrist and then two more months for the assessment. I was told most places are understaffed and underpaid.

When my daughter has a month supply of medication I have to call in the beginning of the month to make sure my daughter has the supply she needs for the following month.

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

	Adult Parent/Guardian Child/Adolescent		
Always	56 88.9%	31 88.6%	2 100.0%
Almost Always	3 4.8%	2 5.7%	0 0
Sometimes	2 3.2%	1 2.9%	0 0
Rarely	2 3.2%	0 0	0 0
Never	0 0	1 2.9%	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	61 96.8%	34 97.1%	2 100.0%
Negative	2 3.2%	1 2.9%	0 0

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Always	127 87.6%	77 82.8%	3 100.0%
Almost Always	8 5.5%	8 8.6%	0 0
Sometimes	4 2.8%	5 5.4%	0 0
Rarely	4 2.8%	1 1.1%	0 0
Never	2 1.4%	2 2.2%	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	139 95.9%	90 96.8%	3 100.0%
Negative	6 4.1%	3 3.2%	0 0

Adult Comments:

My therapist is great but not my psychiatrist.

My Dr. at LVH Acute in-patient has my best interest. The nurses at LVH in-patient are not so nice.

Parent Guardian Comments:

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

		Adult Parent/Guardian Child/Adolescent		
	Yes	41 65.1%	20 57.1%	2 100.0%
	No	22 34.9%	15 42.9%	0 0

Cummulative Yearly Total

		Adult Parent/Guardian Child/Adolescent		
	Yes	101 69.7%	54 58.1%	3 100.0%
	No	44 30.3%	39 41.9%	0 0

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

		Adult Parent/Guardian Child/Adolescent		
	Yes	0 0	1 2.9%	0 0
	No	63 100.0%	34 97.1%	2 100.0%

Cummulative Yearly Total

		Adult Parent/Guardian Child/Adolescent		
	Yes	4 2.8%	3 3.2%	0 0
	No	141 97.2%	90 96.8%	3 100.0%

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

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

Cummulative Yearly Total

		Adult Parent/Guardian Child/Adolescent		
	Yes	4 100.0%	3 100.0%	0 0
	No	0 0	0 0	0 0

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

	Adult Parent/Guardian Child/Adolescent		
Always	57 90.5%	30 85.7%	2 100.0%
Almost Always	2 3.2%	1 2.9%	0 0
Sometimes	2 3.2%	3 8.6%	0 0
Rarely	1 1.6%	1 2.9%	0 0
Never	1 1.6%	0 0	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	61 96.8%	34 97.1%	2 100.0%
Negative	2 3.2%	1 2.9%	0 0

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Always	130 89.7%	77 82.8%	2 66.7%
Almost Always	5 3.4%	4 4.3%	1 33.3%
Sometimes	3 2.1%	8 8.6%	0 0
Rarely	2 1.4%	3 3.2%	0 0
Never	5 3.4%	1 1.1%	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	138 95.2%	89 95.7%	3 100.0%
Negative	7 4.8%	4 4.3%	0 0

Adult Comments:

Only what I can understand.

Parent Guardian Comments:

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

	Adult Parent/Guardian Child/Adolescent				Adult Parent/Guardian Child/Adolescent		
Very Satisfied	55 87.3%	32 91.4%	2 100.0%	Positive	63 100.0%	34 97.1%	2 100.0%
Somewhat Satisfied	8 12.7%	2 5.7%	0 0	Negative	0 0	1 2.9%	0 0
Somewhat Dissatisfied	0 0	0 0	0 0				
Very Dissatisfied	0 0	1 2.9%	0 0				

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent				Adult Parent/Guardian Child/Adolescent		
Very Satisfied	126 86.9%	86 92.5%	3 100.0%	Positive	141 97.2%	90 96.8%	3 100.0%
Somewhat Satisfied	15 10.3%	4 4.3%	0 0	Negative	4 2.8%	3 3.2%	0 0
Somewhat Dissatisfied	4 2.8%	1 1.1%	0 0				
Very Dissatisfied	0 0	2 2.2%	0 0				

Adult Comments:

- The office can get very crowded at times.
- My only complaint is that there is no parking at Bet-El, Sixth Street.
- I am not happy at Bet-El, Sixth Street in Allentown because there is no water fountain.
- Very small space. (Bet El 4th Street)
- It is Extremely clean at LVH.

Parent Guardian Comments:

- I would like there to be a water fountain at Bet-El, Sixth Street in Allentown.
- Because he is not in my care I don't know.

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	58 92.1%	31 88.6%	2 100.0%
Almost Always	3 4.8%	2 5.7%	0 0
Sometimes	1 1.6%	2 5.7%	0 0
Rarely	0 0	0 0	0 0
Never	1 1.6%	0 0	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	62 98.4%	35 100.0%	2 100.0%
Negative	1 1.6%	0 0	0 0

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Always	131 90.3%	83 89.2%	3 100.0%
Almost Always	6 4.1%	4 4.3%	0 0
Sometimes	5 3.4%	4 4.3%	0 0
Rarely	1 0.7%	0 0	0 0
Never	2 1.4%	2 2.2%	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	142 97.9%	91 97.8%	3 100.0%
Negative	3 2.1%	2 2.2%	0 0

Adult Comments:

Don't want anyone too loose their jobs. (Bet EI)

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	58 92.1%	33 94.3%	2 100.0%
Almost Always	2 3.2%	0 0	0 0
Sometimes	2 3.2%	0 0	0 0
Rarely	0 0	0 0	0 0
Never	1 1.6%	2 5.7%	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	62 98.4%	33 94.3%	2 100.0%
Negative	1 1.6%	2 5.7%	0 0

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Always	130 90.3%	86 92.5%	3 100.0%
Almost Always	5 3.5%	2 2.2%	0 0
Sometimes	6 4.2%	3 3.2%	0 0
Rarely	0 0	0 0	0 0
Never	3 2.1%	2 2.2%	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	142 97.9%	91 97.8%	3 100.0%
Negative	3 2.1%	2 2.2%	0 0

Adult Comments:

When I told my therapist at Neighborhood Health Clinic LV Allentown how depressed I was they asked e to 204 myself to the hospital.

Parent Guardian Comments:

We never knew Magellan was our insurance.

We have spoken with the other staff but nothing has changed.

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

	Adult Parent/Guardian Child/Adolescent		
Very Satisfied	49 77.8%	24 68.6%	2 100.0%
Somewhat Satisfied	8 12.7%	7 20.0%	0 0
Somewhat Dissatisfied	3 4.8%	2 5.7%	0 0
Very Dissatisfied	3 4.8%	2 5.7%	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	57 90.5%	31 88.6%	2 100.0%
Negative	6 9.5%	4 11.4%	0 0

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Very Satisfied	110 75.9%	53 57.0%	3 100.0%
Somewhat Satisfied	22 15.2%	20 21.5%	0 0
Somewhat Dissatisfied	7 4.8%	10 10.8%	0 0
Very Dissatisfied	6 4.1%	10 10.8%	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	132 91.0%	73 78.5%	3 100.0%
Negative	13 9.0%	20 21.5%	0 0

Adult Comments:

I didn't know I had other choices.

The transportation is no longer provided with my Certified Peer Specialist at Recovery Partnership.

Life guidance didn't offer enough service choices

Needs Spanish speaking therapist.

Parent Guardian Comments:

It was never brought up that we could speak to Magellan.

There is not enough options available for someone who doesn't want medication for their child.

I have been very satisfied with Concern BHRS. The only complaint I have is that there are not enough developmental Pediatricians in our area. Even the ones in Philadelphia have a six month wait to get in.

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

	Adult
Always	46 73.0%
Sometimes	14 22.2%
Never	3 4.8%

	Adult
Positive	60 95.2%
Negative	3 4.8%

Cummulative Yearly Total

	Adult
Always	109 75.2%
Sometimes	30 20.7%
Never	6 4.1%

	Adult
Positive	139 95.9%
Negative	6 4.1%

Adult Comments:

I still haven't seen a Dr. who speaks Spanish went to Bet-el on 4th st.

Yes, whenever I need paperwork done, NHCLV Allentown fills it out. Great therapists at NHCLV Allentown.

Because it's hard to get an appointment at Neighborhood Health Clinic (Allentown) couldn't get a hold of them ended in Crisis. Even Crisis couldn't get through to them.

Luz says counseling is not helping her.

Sometimes I don't receive calls back from (Lehigh Valley Neighborhood Health)

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

	Parent/Guardian Child/Adolescent	
Always	3	0
	8.8%	0
Sometimes	7	0
	20.6%	0
Never	24	2
	70.6%	100.0%

	Parent/Guardian Child/Adolescent	
Positive	31	2
	91.2%	100.0%
Negative	3	0
	8.8%	0

	Parent/Guardian
Not Applicable	1

Cummulative Yearly Total

	Parent/Guardian Child/Adolescent	
Always	3	0
	3.3%	0
Sometimes	25	1
	27.2%	33.3%
Never	64	2
	69.6%	66.7%

	Parent/Guardian Child/Adolescent	
Positive	89	3
	96.7%	100.0%
Negative	3	0
	3.3%	0

Parent Guardian Comments:

Between Concern & my self , we haven't been able to find the correct services for binge eating in our area we only found one provider who does not accept any insurance.

The only complaint is I can't find any developmental pediatrician in our area that has any availability.

At Concern BHRS, the process to get services was very long and disorganized.

I had to basically do everything by myself. If it wasn't for me my daughter would not receive services she needed

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

	Adult Parent/Guardian Child/Adolescent		
Always	50	32	2
	79.4%	91.4%	100.0%
Sometimes	10	1	0
	15.9%	2.9%	0
Never	3	2	0
	4.8%	5.7%	0

	Adult Parent/Guardian Child/Adolescent		
Positive	60	33	2
	95.2%	94.3%	100.0%
Negative	3	2	0
	4.8%	5.7%	0

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

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Always	119	79	2
	82.1%	85.9%	66.7%
Sometimes	17	9	1
	11.7%	9.8%	33.3%
Never	9	4	0
	6.2%	4.3%	0

	Adult Parent/Guardian Child/Adolescent		
Positive	136	88	3
	93.8%	95.7%	100.0%
Negative	9	4	0
	6.2%	4.3%	0

	Adult Parent/Guardian Child/Adolescent		
Not Applicable	0	1	0

Adult Comments:

They tell me what I have and what they will put me on and that's it.

Parent Guardian Comments:

We have discussed our dissatisfaction but nothing has changed at Bet EI

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

	Adult Parent/Guardian Child/Adolescent		
Much better	29 46.0%	14 40.0%	1 50.0%
A Little Better	21 33.3%	17 48.6%	1 50.0%
About the Same	12 19.0%	2 5.7%	0 0
A Little Worse	0 0	1 2.9%	0 0
Much Worse	1 1.6%	1 2.9%	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	62 98.4%	33 94.3%	2 100.0%
Negative	1 1.6%	2 5.7%	0 0

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Much better	72 49.7%	29 31.2%	1 33.3%
A Little Better	51 35.2%	40 43.0%	2 66.7%
About the Same	18 12.4%	15 16.1%	0 0
A Little Worse	2 1.4%	7 7.5%	0 0
Much Worse	2 1.4%	2 2.2%	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	141 97.2%	84 90.3%	3 100.0%
Negative	4 2.8%	9 9.7%	0 0

Adult Comments:

Right now I am doing much worse because the psychiatrist is trying to find a medication that is helpful for me. My services at Bet El OPMH 4th street are great but my living situation could be better.

Due to getting my medication regulated At LVH Acute In-patient it helped with panic attacks and anxiety.

I need to see a Dr. that speaks Spanish.

Parent Guardian Comments:

Concern BHRS took my grandson in for mental health services at the age of three because of he was in crisis. My son has been on the honor roll , and his (I P) has helped him since his therapy started with Concern BHRS . It's a little bit too soon to know about my daughter's quality of life through (Lehigh County Health Choice)

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

	Adult Parent/Guardian Child/Adolescent		
Very Satisfied	57 90.5%	35 100.0%	2 100.0%
Somewhat Satisfied	4 6.3%	0 0	0 0
Neutral	1 1.6%	0 0	0 0
Somewhat Dissatisfied	1 1.6%	0 0	0 0
Very Dissatisfied	0 0	0 0	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	62 98.4%	35 100.0%	2 100.0%
Negative	1 1.6%	0 0	0 0

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Very Satisfied	131 90.3%	82 88.2%	3 100.0%
Somewhat Satisfied	8 5.5%	6 6.5%	0 0
Neutral	2 1.4%	5 5.4%	0 0
Somewhat Dissatisfied	3 2.1%	0 0	0 0
Very Dissatisfied	1 0.7%	0 0	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	141 97.2%	93 100.0%	3 100.0%
Negative	4 2.8%	0 0	0 0

Adult Comments:

They refused to pay for my bizan which is for my concentration (Bet El 4th Street)

Lately I was black out from my appt. two times because it shows in the system at Magellan that I have Blue cross/Blue Shield.

Parent Guardian Comments:

Magellan denied residential services for my son Jose, now Magellan wants home based services for him.

Question 25: How likely is it that you would recommend Magellan Behavioral Health to friends or family?

	Adult Parent/Guardian Child/Adolescent		
Very Likely	56 88.9%	35 100.0%	2 100.0%
Somewhat Likely	7 11.1%	0 0	0 0
Not At All Likely	0 0	0 0	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	63 100.0%	35 100.0%	2 100.0%
Negative	0 0	0 0	0 0

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Very Likely	132 91.0%	85 91.4%	3 100.0%
Somewhat Likely	10 6.9%	8 8.6%	0 0
Not At All Likely	3 2.1%	0 0	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	142 97.9%	93 100.0%	3 100.0%
Negative	3 2.1%	0 0	0 0

Adult Comments:

Magellan is not paying my bills . Blue cross Blue shield gave them an explanation letter that I don't have Insurance with them.

Parent Guardian Comments:

Question 26: Would you like to be contacted by Magellan's Member and Family Advocate for additional support?

	Adult Parent/Guardian Child/Adolescent		
Yes	6	3	0
	9.5%	8.6%	0
No	57	32	2
	90.5%	91.4%	100.0%

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Yes	30	22	0
	20.7%	23.7%	0
No	115	71	3
	79.3%	76.3%	100.0%

Please provide your contact information: Adult

Mark Snell 484-633-5594 I have switched to Preventive Measures and they're giving me an ultimatum to see a male therapist or leave the office.

Aurelio Soto. 484-632-0731 I had a dispute with the psychiatrist. I refused to see her. They gave me a different psychiatrist, but they want me to see the old psychiatrist at my yearly evaluation.

Helena Catanzaro 484-274-6908 I would like to discuss transportation.

Lydia cristobal 484 714-4874 very unhappy with my therapist.

Taisha Maldonado (484) 546-1030 Magellan are not paying my bills .Having trouble getting appt.

Luz says she is not satisfied with (HAO) services.(610) 972-7409.

Please provide your contact information: Parent/Guardian

Julie Rosa 484-951-4337 not receiving adequate services for my daughter.

My son was not being helped with (home based) parent wants Magellan to move her son Jose to Residential services. Stephenie Rosario (484 3471138)

Heather Rivera (484) 848-8961 my daughter is not getting the services she needs , she has Autism.

Please provide your contact information: Child/Adolescent

Question 27: Do you have any additional comments? Adult

The Dominicans are back and I believe they will be fraudulent again.

I would like to be able to see my therapist without a psychiatrist on site. Not sure what insurance applies this rule.

The CPS program has been what I needed at various points in my life.

My therapist at Bet-El, Fourth Street site, Bethlehem is very helpful to me and can answer other questions that I have about my health.

Waiting lists are too long.

My counselors are supposed to see me for 45min and I'm usually there for 20min. My therapist also does most of the talking not me.

The Life Guidance program is excellent. I feel like they listen to me and don't over medicate like other providers. There should be more locations, so more people can have a great experience.

I don't understand why I can't see my therapist unless the psychiatrist is in the building.

The dr gives me a medicine for depression that also helps my fibromyalgia

Every going extremely well at Bet-el on 2nd st except with parking

I'm extremely happy with my doctor not my therapist though. (Bet El 4th Street)

I do not have Blue Cross Blue Shield insurance.

So far , so good. Neighborhood health clinic (Allentown) staff are very nice and respectful.

Neighborhood Health Clinic are very helpful.

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

The staff seems disorganized and we have waited three hours for an appointment with the Dr at Bet El.. The doctor is excellent.

Life Guidance has been very attentive and available for my son. I am seeing some improvements.

Both Concern BHRS and Magellan have been great.

The way the nurses talk to people is inappropriate.Sometimes I have to take her to the emergency to get a 10day supply to hold her over till Neighborhood Clinic LV (Allentown) calls it in.

So far it's been good and it's really too early in the process to know.

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