

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

Lehigh County HealthChoices

HealthChoices - Behavioral Health Program

For Magellan Behavioral Health

**Full Report
4th Quarter 10/01/2018 - 12/31/2018
End of Year**

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

	Adult Parent/Guardian Child/Adolescent		
Mostly Satisfied	28 84.8%	60 90.9%	0 0
Somewhat Satisfied	2 6.1%	5 7.6%	0 0
Dissatisfied	2 6.1%	1 1.5%	0 0
Very Dissatisfied	1 3.0%	0 0	0 0

	Adult Parent/Guardian	
Positive	30 90.9%	65 98.5%
Negative	3 9.1%	1 1.5%

Total All Surveys

Mostly Satisfied	88 88.9%
Somewhat Satisfied	7 7.1%
Dissatisfied	3 3.0%
Very Dissatisfied	1 1.0%

Positive	95 96.0%
Negative	4 4.0%

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Mostly Satisfied	166 83.4%	136 87.2%	3 100.0%
Somewhat Satisfied	19 9.5%	18 11.5%	0 0
Dissatisfied	10 5.0%	2 1.3%	0 0
Very Dissatisfied	4 2.0%	0 0	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	185 93.0%	154 98.7%	3 100.0%
Negative	14 7.0%	2 1.3%	0 0

Total All Surveys

Positive	342 95.5%
Negative	16 4.5%

Mostly Satisfied	305 85.2%
Somewhat Satisfied	37 10.3%
Dissatisfied	12 3.4%
Very Dissatisfied	4 1.1%

Adult Comments:

Pyramid aftercare has helped me so much.

Hard to find new doctor that is somewhat COMPETENT!

Parent Guardian Comments:

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

	Adult Parent/Guardian Child/Adolescent		
Mostly Helpful	27 81.8%	45 68.2%	0 0
Somewhat Helpful	5 15.2%	20 30.3%	0 0
Not At All Helpful	1 3.0%	1 1.5%	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	32 97.0%	65 98.5%	0 0
Negative	1 3.0%	1 1.5%	0 0

Total All Surveys

Positive	97 98.0%
Negative	2 2.0%

Mostly Helpful	72 72.7%
Somewhat Helpful	25 25.3%
Not At All Helpful	2 2.0%

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Mostly Helpful	145 72.9%	111 71.2%	2 66.7%
Somewhat Helpful	43 21.6%	41 26.3%	1 33.3%
Not At All Helpful	11 5.5%	4 2.6%	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	188 94.5%	152 97.4%	3 100.0%
Negative	11 5.5%	4 2.6%	0 0

Total All Surveys

Positive	343 95.8%
Negative	15 4.2%

Mostly Helpful	258 72.1%
Somewhat Helpful	85 23.7%
Not At All Helpful	15 4.2%

Adult Comments:

The therapist at Pinebrook was very helpful, but the psychiatrist was awful.

Parent Guardian Comments:

Constant changes with TSS workers

It has been over five years and it has not helped.

My son is hard to help.

"I can't tell you enough how much better it is to deal more easily with her illness.

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

	Adult Parent/Guardian Child/Adolescent		
Yes	29	52	0
	93.5%	82.5%	0
No	2	11	0
	6.5%	17.5%	0

	Adult Parent/Guardian Child/Adolescent		
Positive	29	52	0
	93.5%	82.5%	0
Negative	2	11	0
	6.5%	17.5%	0

Total All Surveys

Yes	81
	86.2%
No	13
	13.8%

Positive	81
	86.2%
Negative	13
	13.8%

Not Applicable

	Adult Parent/Guardian Child/Adolescent		
Not Applicable	2	3	0

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Yes	154	118	3
	80.6%	78.7%	100.0%
No	37	32	0
	19.4%	21.3%	0

	Adult Parent/Guardian Child/Adolescent		
Positive	154	118	3
	80.6%	78.7%	100.0%
Negative	37	32	0
	19.4%	21.3%	0

Not Applicable

	Adult Parent/Guardian Child/Adolescent		
Not Applicable	8	6	0

Total All Surveys

Yes	275
	79.9%
No	69
	20.1%

Positive	275
	79.9%
Negative	69
	20.1%

Question 4: Were you comfortable with the process?

	Adult Parent/Guardian Child/Adolescent		
Mostly Comfortable	24 82.8%	48 92.3%	0 0
Somewhat Comfortable	2 6.9%	3 5.8%	0 0
Somewhat Uncomfortable	1 3.4%	1 1.9%	0 0
Very Uncomfortable	2 6.9%	0 0	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	26 89.7%	51 98.1%	0 0
Negative	3 10.3%	1 1.9%	0 0

Total All Surveys

Mostly Comfortable	72 88.9%
Somewhat Comfortable	5 6.2%
Somewhat Uncomfortable	2 2.5%
Very Uncomfortable	2 2.5%

Positive	77 95.1%
Negative	4 4.9%

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Mostly Comfortable	132 85.7%	105 89.0%	2 66.7%
Somewhat Comfortable	16 10.4%	11 9.3%	1 33.3%
Somewhat Uncomfortable	2 1.3%	1 0.8%	0 0
Very Uncomfortable	4 2.6%	1 0.8%	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	148 96.1%	116 98.3%	3 100.0%
Negative	6 3.9%	2 1.7%	0 0

Total All Surveys

Mostly Comfortable	239 86.9%
Somewhat Comfortable	28 10.2%
Somewhat Uncomfortable	3 1.1%
Very Uncomfortable	5 1.8%

Positive	267 97.1%
Negative	8 2.9%

Adult Comments:

“Dr. Matta was extremely cold and rude to me!”

Parent Guardian Comments:

No in-home services available at this time.

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	27	57	0
	81.8%	86.4%	0
Almost Always	1	5	0
	3.0%	7.6%	0
Sometimes	2	2	0
	6.1%	3.0%	0
Rarely	1	0	0
	3.0%	0	0
Never	2	2	0
	6.1%	3.0%	0

	Adult Parent/Guardian Child/Adolescent		
Positive	30	64	0
	90.9%	97.0%	0
Negative	3	2	0
	9.1%	3.0%	0

Total All Surveys

Always	84	84.8%
Almost Always	6	6.1%
Sometimes	4	4.0%
Rarely	1	1.0%
Never	4	4.0%

Positive	94	94.9%
Negative	5	5.1%

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Always	158	135	3
	79.4%	86.5%	100.0%
Almost Always	15	14	0
	7.5%	9.0%	0
Sometimes	15	3	0
	7.5%	1.9%	0
Rarely	6	2	0
	3.0%	1.3%	0
Never	5	2	0
	2.5%	1.3%	0

	Adult Parent/Guardian Child/Adolescent		
Positive	188	152	3
	94.5%	97.4%	100.0%
Negative	11	4	0
	5.5%	2.6%	0

Total All Surveys

Always	296	82.7%
Almost Always	29	8.1%
Sometimes	18	5.0%
Rarely	8	2.2%
Never	7	2.0%

Positive	343	95.8%
Negative	15	4.2%

Adult Comments:

The plan was to see a therapist until I could see the psychiatrist.

Parent Guardian Comments:

By the therapist yes, the doctor no.

Daughter is over 14 and she does a lot of her planning.

At Dr. Abbas, my son is old enough to make his decision to keep his therapy private from me.

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	29	63	0
	87.9%	95.5%	0
Almost Always	2	2	0
	6.1%	3.0%	0
Sometimes	2	0	0
	6.1%	0	0
Rarely	0	0	0
	0	0	0
Never	0	1	0
	0	1.5%	0

	Adult Parent/Guardian Child/Adolescent		
Positive	33	65	0
	100.0%	98.5%	0
Negative	0	1	0
	0	1.5%	0

Total All Surveys

Always	92	92.9%
Almost Always	4	4.0%
Sometimes	2	2.0%
Rarely	0	0
Never	1	1.0%

Positive	98	99.0%
Negative	1	1.0%

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Always	162	139	2
	81.4%	89.1%	66.7%
Almost Always	20	9	0
	10.1%	5.8%	0
Sometimes	14	5	1
	7.0%	3.2%	33.3%
Rarely	2	0	0
	1.0%	0	0
Never	1	3	0
	0.5%	1.9%	0

	Adult Parent/Guardian Child/Adolescent		
Positive	196	153	3
	98.5%	98.1%	100.0%
Negative	3	3	0
	1.5%	1.9%	0

Total All Surveys

Always	303	84.6%
Almost Always	29	8.1%
Sometimes	20	5.6%
Rarely	2	0.6%
Never	4	1.1%

Positive	352	98.3%
Negative	6	1.7%

Adult Comments:

At Pyramid IOP, Dr. Yarra is the only one who isn't on time, appointments run over and she's only there one day after 2pm.

Parent Guardian Comments:

Does not have meetings.

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

	Adult Parent/Guardian Child/Adolescent		
Always	28	56	0
	84.8%	84.8%	0
Almost Always	3	3	0
	9.1%	4.5%	0
Sometimes	1	6	0
	3.0%	9.1%	0
Rarely	0	0	0
	0	0	0
Never	1	1	0
	3.0%	1.5%	0

	Adult Parent/Guardian Child/Adolescent		
Positive	32	65	0
	97.0%	98.5%	0
Negative	1	1	0
	3.0%	1.5%	0

Total All Surveys

Always	84	84.8%
Almost Always	6	6.1%
Sometimes	7	7.1%
Rarely	0	0
Never	2	2.0%

Positive	97	98.0%
Negative	2	2.0%

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Always	164	124	2
	82.4%	79.5%	66.7%
Almost Always	14	16	1
	7.0%	10.3%	33.3%
Sometimes	10	9	0
	5.0%	5.8%	0
Rarely	5	1	0
	2.5%	0.6%	0
Never	6	6	0
	3.0%	3.8%	0

	Adult Parent/Guardian Child/Adolescent		
Positive	188	149	3
	94.5%	95.5%	100.0%
Negative	11	7	0
	5.5%	4.5%	0

Total All Surveys

Always	290	81.0%
Almost Always	31	8.7%
Sometimes	19	5.3%
Rarely	6	1.7%
Never	12	3.4%

Positive	340	95.0%
Negative	18	5.0%

Adult Comments:

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	30	62	0
	90.9%	93.9%	0
Almost Always	1	2	0
	3.0%	3.0%	0
Sometimes	1	2	0
	3.0%	3.0%	0
Rarely	0	0	0
	0	0	0
Never	1	0	0
	3.0%	0	0

	Adult Parent/Guardian Child/Adolescent		
Positive	32	66	0
	97.0%	100.0%	0
Negative	1	0	0
	3.0%	0	0

Total All Surveys

Always	92	92.9%
Almost Always	3	3.0%
Sometimes	3	3.0%
Rarely	0	0
Never	1	1.0%

Positive	98	99.0%
Negative	1	1.0%

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Always	178	148	2
	89.4%	94.9%	66.7%
Almost Always	10	5	1
	5.0%	3.2%	33.3%
Sometimes	7	2	0
	3.5%	1.3%	0
Rarely	2	0	0
	1.0%	0	0
Never	2	1	0
	1.0%	0.6%	0

	Adult Parent/Guardian Child/Adolescent		
Positive	195	155	3
	98.0%	99.4%	100.0%
Negative	4	1	0
	2.0%	0.6%	0

Total All Surveys

Always	328	91.6%
Almost Always	16	4.5%
Sometimes	9	2.5%
Rarely	2	0.6%
Never	3	0.8%

Positive	353	98.6%
Negative	5	1.4%

Adult Comments:

Parent Guardian Comments:

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

	Adult Parent/Guardian Child/Adolescent		
Always	32 97.0%	65 98.5%	0 0
Almost Always	1 3.0%	1 1.5%	0 0
Sometimes	0 0	0 0	0 0
Rarely	0 0	0 0	0 0
Never	0 0	0 0	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	33 100.0%	66 100.0%	0 0
Negative	0 0	0 0	0 0

Total All Surveys

Always	97 98.0%
Almost Always	2 2.0%
Sometimes	0 0
Rarely	0 0
Never	0 0

Positive	99 100.0%
Negative	0 0

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Always	191 96.0%	152 97.4%	3 100.0%
Almost Always	5 2.5%	2 1.3%	0 0
Sometimes	3 1.5%	2 1.3%	0 0
Rarely	0 0	0 0	0 0
Never	0 0	0 0	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	199 100.0%	156 100.0%	3 100.0%
Negative	0 0	0 0	0 0

Total All Surveys

Always	346 96.6%
Almost Always	7 2.0%
Sometimes	5 1.4%
Rarely	0 0
Never	0 0

Positive	358 100.0%
Negative	0 0

Adult Comments:

Parent Guardian Comments:

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

	Adult Parent/Guardian Child/Adolescent		
Mostly Satisfied	27	57	0
	81.8%	86.4%	0
Somewhat Satisfied	5	6	0
	15.2%	9.1%	0
Somewhat Dissatisfied	0	2	0
	0	3.0%	0
Very Dissatisfied	1	1	0
	3.0%	1.5%	0

	Adult Parent/Guardian Child/Adolescent		
Positive	32	63	0
	97.0%	95.5%	0
Negative	1	3	0
	3.0%	4.5%	0

Total All Surveys

Mostly Satisfied	84	84.8%
Somewhat Satisfied	11	11.1%
Somewhat Dissatisfied	2	2.0%
Very Dissatisfied	2	2.0%

Positive	95	96.0%
Negative	4	4.0%

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Mostly Satisfied	153	132	2
	76.9%	84.6%	66.7%
Somewhat Satisfied	34	15	1
	17.1%	9.6%	33.3%
Somewhat Dissatisfied	5	4	0
	2.5%	2.6%	0
Very Dissatisfied	7	5	0
	3.5%	3.2%	0

	Adult Parent/Guardian Child/Adolescent		
Positive	187	147	3
	94.0%	94.2%	100.0%
Negative	12	9	0
	6.0%	5.8%	0

Total All Surveys

Mostly Satisfied	287	80.2%
Somewhat Satisfied	50	14.0%
Somewhat Dissatisfied	9	2.5%
Very Dissatisfied	12	3.4%

Positive	337	94.1%
Negative	21	5.9%

Adult Comments:

The group at White Deer Run OP, was very far away.

Parent Guardian Comments:

Distance is too far, would prefer something closer.

The IU school is in Orefield, so it is a one and one-half hour bus ride for my son.

It's pretty far to go for my son's therapy, but he likes it and is doing better.

My son's therapist from Dr. Abbas took a position that too far away to drive my son, so we must switch offices to Emmaus.

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		24	37	0
		72.7%	56.1%	0
No		9	29	0
		27.3%	43.9%	0

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

Total All Surveys

Yes	61	Not Interested In these	0
	61.6%		
No	38		
	38.4%		

Cummulative Yearly Total

		Adult Parent/Guardian Child/Adolescent		
Yes		138	88	0
		69.3%	56.4%	0
No		61	68	3
		30.7%	43.6%	100.0%

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

Total All Surveys

Yes	226	Not Interested In these	0
	63.1%		
No	132		
	36.9%		

Adult Comments:

Parent Guardian Comments:

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

	Adult Parent/Guardian Child/Adolescent		
Always	28	58	0
	84.8%	87.9%	0
Almost Always	0	2	0
	0	3.0%	0
Sometimes	1	4	0
	3.0%	6.1%	0
Rarely	2	1	0
	6.1%	1.5%	0
Never	2	1	0
	6.1%	1.5%	0

	Adult Parent/Guardian Child/Adolescent		
Positive	29	64	0
	87.9%	97.0%	0
Negative	4	2	0
	12.1%	3.0%	0

Total All Surveys

Always	86	86.9%
Almost Always	2	2.0%
Sometimes	5	5.1%
Rarely	3	3.0%
Never	3	3.0%

Positive	93	93.9%
Negative	6	6.1%

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Always	164	132	1
	82.4%	84.6%	33.3%
Almost Always	6	8	0
	3.0%	5.1%	0
Sometimes	11	6	2
	5.5%	3.8%	66.7%
Rarely	8	7	0
	4.0%	4.5%	0
Never	10	3	0
	5.0%	1.9%	0

	Adult Parent/Guardian Child/Adolescent		
Positive	181	146	3
	91.0%	93.6%	100.0%
Negative	18	10	0
	9.0%	6.4%	0

Total All Surveys

Always	297	83.0%
Almost Always	14	3.9%
Sometimes	19	5.3%
Rarely	15	4.2%
Never	13	3.6%

Positive	330	92.2%
Negative	28	7.8%

Adult Comments:

“Dr. Weston never told me about a serious diagnosis or talked about it will me!”

Parent Guardian Comments:

I educated myself about my children’s diagnosis.

My son is old enough to deny me any information.

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

	Adult Parent/Guardian Child/Adolescent		
Mostly Satisfied	24	53	0
	72.7%	80.3%	0
Somewhat Satisfied	5	9	0
	15.2%	13.6%	0
Somewhat Dissatisfied	1	0	0
	3.0%	0	0
Very Dissatisfied	3	4	0
	9.1%	6.1%	0

	Adult Parent/Guardian Child/Adolescent		
Positive	29	62	0
	87.9%	93.9%	0
Negative	4	4	0
	12.1%	6.1%	0

Total All Surveys

Mostly Satisfied	77 77.8%
Somewhat Satisfied	14 14.1%
Somewhat Dissatisfied	1 1.0%
Very Dissatisfied	7 7.1%

Positive	91 91.9%
Negative	8 8.1%

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Mostly Satisfied	165	127	2
	82.9%	81.4%	66.7%
Somewhat Satisfied	17	18	1
	8.5%	11.5%	33.3%
Somewhat Dissatisfied	9	5	0
	4.5%	3.2%	0
Very Dissatisfied	8	6	0
	4.0%	3.8%	0

	Adult Parent/Guardian Child/Adolescent		
Positive	182	145	3
	91.5%	92.9%	100.0%
Negative	17	11	0
	8.5%	7.1%	0

Total All Surveys

Mostly Satisfied	294 82.1%
Somewhat Satisfied	36 10.1%
Somewhat Dissatisfied	14 3.9%
Very Dissatisfied	14 3.9%

Positive	330 92.2%
Negative	28 7.8%

Adult Comments:

I waited several weeks to get an appointment at Step by Step then 2 more weeks to see the dr.
Went to Ethos Clinic for four months without getting to see a therapist!"

Parent Guardian Comments:

We were approved and had to wait almost two months to get services.

I waited months to get her services, but now it is fine.

When he was at Roosevelt School, the police had to bring him home and get involved until they got him the appropriate services.

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

	Adult Parent/Guardian Child/Adolescent		
Always	30	57	0
	90.9%	86.4%	0
Almost Always	1	6	0
	3.0%	9.1%	0
Sometimes	1	1	0
	3.0%	1.5%	0
Rarely	0	1	0
	0	1.5%	0
Never	1	1	0
	3.0%	1.5%	0

	Adult Parent/Guardian Child/Adolescent		
Positive	32	64	0
	97.0%	97.0%	0
Negative	1	2	0
	3.0%	3.0%	0

Total All Surveys

Always	87
	87.9%
Almost Always	7
	7.1%
Sometimes	2
	2.0%
Rarely	1
	1.0%
Never	2
	2.0%

Positive	96
	97.0%
Negative	3
	3.0%

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Always	173	133	1
	86.9%	85.3%	33.3%
Almost Always	8	13	0
	4.0%	8.3%	0
Sometimes	11	5	2
	5.5%	3.2%	66.7%
Rarely	4	3	0
	2.0%	1.9%	0
Never	3	2	0
	1.5%	1.3%	0

	Adult Parent/Guardian Child/Adolescent		
Positive	192	151	3
	96.5%	96.8%	100.0%
Negative	7	5	0
	3.5%	3.2%	0

Total All Surveys

Always	307
	85.8%
Almost Always	21
	5.9%
Sometimes	18
	5.0%
Rarely	7
	2.0%
Never	5
	1.4%

Positive	346
	96.6%
Negative	12
	3.4%

Adult Comments:

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	27 81.8%	50 75.8%	0 0
	No	6 18.2%	16 24.2%	0 0

Total All Surveys

	Yes	77 77.8%
	No	22 22.2%

Cummulative Yearly Total

		Adult Parent/Guardian Child/Adolescent		
	Yes	136 68.3%	115 73.7%	1 33.3%
	No	63 31.7%	41 26.3%	2 66.7%

Total All Surveys

	Yes	252 70.4%
	No	106 29.6%

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

		Adult Parent/Guardian Child/Adolescent		
	Yes	3 9.1%	1 1.5%	0 0
	No	30 90.9%	65 98.5%	0 0

Total All Surveys

	Yes	4 4.0%
	No	95 96.0%

Cummulative Yearly Total

		Adult Parent/Guardian Child/Adolescent		
	Yes	9 4.5%	3 1.9%	0 0
	No	190 95.5%	153 98.1%	3 100.0%

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

		Adult Parent/Guardian Child/Adolescent		
	Yes	2 66.7%	0 0	0 0
	No	1 33.3%	1 100.0%	0 0

Cummulative Yearly Total

		Adult Parent/Guardian Child/Adolescent		
	Yes	7 77.8%	2 66.7%	0 0
	No	2 22.2%	1 33.3%	0 0

Total All Surveys

Total All Surveys

	Yes	9 75.0%
	No	3 25.0%

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

	Adult Parent/Guardian Child/Adolescent		
Always	28	63	0
	84.8%	95.5%	0
Almost Always	0	1	0
	0	1.5%	0
Sometimes	4	1	0
	12.1%	1.5%	0
Rarely	0	1	0
	0	1.5%	0
Never	1	0	0
	3.0%	0	0

	Adult Parent/Guardian Child/Adolescent		
Positive	32	65	0
	97.0%	98.5%	0
Negative	1	1	0
	3.0%	1.5%	0

Total All Surveys

Always	91
	91.9%
Almost Always	1
	1.0%
Sometimes	5
	5.1%
Rarely	1
	1.0%
Never	1
	1.0%

Positive	97
	98.0%
Negative	2
	2.0%

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Always	173	146	2
	86.9%	93.6%	66.7%
Almost Always	8	2	0
	4.0%	1.3%	0
Sometimes	11	3	1
	5.5%	1.9%	33.3%
Rarely	1	1	0
	0.5%	0.6%	0
Never	6	4	0
	3.0%	2.6%	0

	Adult Parent/Guardian Child/Adolescent		
Positive	192	151	3
	96.5%	96.8%	100.0%
Negative	7	5	0
	3.5%	3.2%	0

Total All Surveys

Always	321
	89.7%
Almost Always	10
	2.8%
Sometimes	15
	4.2%
Rarely	2
	0.6%
Never	10
	2.8%

Positive	346
	96.6%
Negative	12
	3.4%

Adult Comments:

In four months Ethos Clinic was not capable of getting my records after me doing my part with previous provider.

Parent Guardian Comments:

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

	Adult Parent/Guardian Child/Adolescent		
Mostly Satisfied	29 87.9%	64 97.0%	0 0
Somewhat Satisfied	3 9.1%	2 3.0%	0 0
Somewhat Dissatisfied	0 0	0 0	0 0
Very Dissatisfied	1 3.0%	0 0	0 0

	Adult Parent/Guardian	
Positive	32 97.0%	66 100.0%
Negative	1 3.0%	0 0

Total All Surveys

Mostly Satisfied	93 93.9%
Somewhat Satisfied	5 5.1%
Somewhat Dissatisfied	0 0
Very Dissatisfied	1 1.0%

Positive	98 99.0%
Negative	1 1.0%

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Mostly Satisfied	176 88.4%	149 95.5%	2 66.7%
Somewhat Satisfied	17 8.5%	7 4.5%	1 33.3%
Somewhat Dissatisfied	4 2.0%	0 0	0 0
Very Dissatisfied	2 1.0%	0 0	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	193 97.0%	156 100.0%	3 100.0%
Negative	6 3.0%	0 0	0 0

Total All Surveys

Mostly Satisfied	327 91.3%
Somewhat Satisfied	25 7.0%
Somewhat Dissatisfied	4 1.1%
Very Dissatisfied	2 0.6%

Positive	352 98.3%
Negative	6 1.7%

Adult Comments:

At Ethos Clinic in Palmerton, waiting room is full.

Parent Guardian Comments:

The building is old and smells odd

Jefferson Clinic is in an unsafe location.

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	29	64	0
	87.9%	97.0%	0
Almost Always	1	1	0
	3.0%	1.5%	0
Sometimes	0	0	0
	0	0	0
Rarely	1	0	0
	3.0%	0	0
Never	2	1	0
	6.1%	1.5%	0

	Adult Parent/Guardian Child/Adolescent		
Positive	30	65	0
	90.9%	98.5%	0
Negative	3	1	0
	9.1%	1.5%	0

Total All Surveys

Always	93	93.9%
Almost Always	2	2.0%
Sometimes	0	0
Rarely	1	1.0%
Never	3	3.0%

Positive	95	96.0%
Negative	4	4.0%

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Always	177	146	2
	88.9%	93.6%	66.7%
Almost Always	6	4	0
	3.0%	2.6%	0
Sometimes	5	2	1
	2.5%	1.3%	33.3%
Rarely	3	1	0
	1.5%	0.6%	0
Never	8	3	0
	4.0%	1.9%	0

	Adult Parent/Guardian Child/Adolescent		
Positive	188	152	3
	94.5%	97.4%	100.0%
Negative	11	4	0
	5.5%	2.6%	0

Total All Surveys

Always	325	90.8%
Almost Always	10	2.8%
Sometimes	8	2.2%
Rarely	4	1.1%
Never	11	3.1%

Positive	343	95.8%
Negative	15	4.2%

Adult Comments:

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	30	64	0
	90.9%	97.0%	0
Almost Always	1	0	0
	3.0%	0	0
Sometimes	0	1	0
	0	1.5%	0
Rarely	0	0	0
	0	0	0
Never	2	1	0
	6.1%	1.5%	0

	Adult Parent/Guardian Child/Adolescent		
Positive	31	65	0
	93.9%	98.5%	0
Negative	2	1	0
	6.1%	1.5%	0

Total All Surveys

Always	94	94.9%
Almost Always	1	1.0%
Sometimes	1	1.0%
Rarely	0	0
Never	3	3.0%

Positive	96	97.0%
Negative	3	3.0%

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Always	186	152	2
	93.5%	97.4%	66.7%
Almost Always	5	1	1
	2.5%	0.6%	33.3%
Sometimes	1	1	0
	0.5%	0.6%	0
Rarely	2	0	0
	1.0%	0	0
Never	5	2	0
	2.5%	1.3%	0

	Adult Parent/Guardian Child/Adolescent		
Positive	188	152	3
	94.5%	97.4%	100.0%
Negative	11	4	0
	5.5%	2.6%	0

Total All Surveys

Always	340	95.0%
Almost Always	7	2.0%
Sometimes	2	0.6%
Rarely	2	0.6%
Never	7	2.0%

Positive	343	95.8%
Negative	15	4.2%

Adult Comments:

Parent Guardian Comments:

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

	Adult Parent/Guardian Child/Adolescent		
Mostly Satisfied	26	51	0
	78.8%	77.3%	0
Somewhat Satisfied	1	8	0
	3.0%	12.1%	0
Somewhat Dissatisfied	3	5	0
	9.1%	7.6%	0
Very Dissatisfied	3	2	0
	9.1%	3.0%	0

	Adult Parent/Guardian Child/Adolescent		
Positive	27	59	0
	81.8%	89.4%	0
Negative	6	7	0
	18.2%	10.6%	0

Total All Surveys

Mostly Satisfied	77	77.8%
Somewhat Satisfied	9	9.1%
Somewhat Dissatisfied	8	8.1%
Very Dissatisfied	5	5.1%

Positive	86	86.9%
Negative	13	13.1%

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Mostly Satisfied	158	117	2
	79.4%	75.0%	66.7%
Somewhat Satisfied	18	24	1
	9.0%	15.4%	33.3%
Somewhat Dissatisfied	13	12	0
	6.5%	7.7%	0
Very Dissatisfied	10	3	0
	5.0%	1.9%	0

	Adult Parent/Guardian Child/Adolescent		
Positive	176	141	3
	88.4%	90.4%	100.0%
Negative	23	15	0
	11.6%	9.6%	0

Total All Surveys

Mostly Satisfied	277	77.4%
Somewhat Satisfied	43	12.0%
Somewhat Dissatisfied	25	7.0%
Very Dissatisfied	13	3.6%

Positive	320	89.4%
Negative	38	10.6%

Adult Comments:

Had a hard time finding places that take my insurance.

I couldn't find anything on the website, I found Dr. Abbas through a family friend. I didn't see Dr. Abbas on Magellan of PA website. ADHD isn't a choice when trying to find a provider.

Dr. Abbas was the only psychiatrist available.

Parent Guardian Comments:

Too long of a wait list and not enough choices.

It is very hard to find a psychiatrist that takes Medicaid.

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

	Adult
Always	23 71.9%
Sometimes	8 25.0%
Never	1 3.1%

	Adult
Positive	23 71.9%
Negative	9 28.1%

	Adult
Not Applicable	1

Cummulative Yearly Total

	Adult
Always	150 76.5%
Sometimes	40 20.4%
Never	6 3.1%

	Adult
Positive	150 76.5%
Negative	46 23.5%

	Adult
Not Applicable	3

Adult Comments:

I haven't been able to find a peer support through Merakey that I can connect with.

Dr. Abbas told me to go cold turkey off trazadone by crnp and pcp said not to and directed how to go off.

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

	Parent/Guardian
Always	5 7.6%
Sometimes	17 25.8%
Never	44 66.7%

	Parent/Guardian
Positive	44 66.7%
Negative	22 33.3%

Cummulative Yearly Total

	Parent/Guardian	Child/Adolescent
Always	8 5.1%	1 33.3%
Sometimes	48 30.8%	0 0
Never	100 64.1%	2 66.7%

	Parent/Guardian	Child/Adolescent
Positive	100 64.1%	2 66.7%
Negative	56 35.9%	1 33.3%

Parent Guardian Comments:

I applied at several agencies finally Holcomb had an opening for him.

My son had an ICM through Salisbury Behavioral Health who never showed up and lied about contacting me, and was finally replaced.

We are not able to see a psychiatrist.

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

	Adult Parent/Guardian Child/Adolescent		
Always	23	52	0
	74.2%	80.0%	0
Sometimes	6	10	0
	19.4%	15.4%	0
Never	2	3	0
	6.5%	4.6%	0

	Adult Parent/Guardian Child/Adolescent		
Positive	29	62	0
	93.5%	95.4%	0
Negative	2	3	0
	6.5%	4.6%	0

	Adult Parent/Guardian Child/Adolescent		
Not Applicable	2	1	0

Total All Surveys

Always	75
	78.1%
Sometimes	16
	16.7%
Never	5
	5.2%

Positive	91
	94.8%
Negative	5
	5.2%

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Always	163	126	1
	82.7%	81.8%	33.3%
Sometimes	27	19	2
	13.7%	12.3%	66.7%
Never	7	9	0
	3.6%	5.8%	0

	Adult Parent/Guardian Child/Adolescent		
Positive	190	145	3
	96.4%	94.2%	100.0%
Negative	7	9	0
	3.6%	5.8%	0

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

Total All Surveys

Always	290
	81.9%
Sometimes	48
	13.6%
Never	16
	4.5%

Positive	338
	95.5%
Negative	16
	4.5%

Adult Comments:

I am unable to make treatment decisions because I am court ordered.

“Dr. Abbas cut Wellbutrin in half on first meeting with no records and gave no replacement, affecting the quality of my life!”

Parent Guardian Comments:

Mostly county worker, because I am foster parent not adoptive parent.

Not with Kidspace

My son is old enough to make his own decisions.

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

	Adult Parent/Guardian Child/Adolescent		
Much better	17 51.5%	34 51.5%	0 0
A Little Better	9 27.3%	24 36.4%	0 0
About the Same	4 12.1%	6 9.1%	0 0
A Little Worse	1 3.0%	2 3.0%	0 0
Much Worse	2 6.1%	0 0	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	30 90.9%	64 97.0%	0 0
Negative	3 9.1%	2 3.0%	0 0

Total All Surveys

Much better	51 51.5%
A Little Better	33 33.3%
About the Same	10 10.1%
A Little Worse	3 3.0%
Much Worse	2 2.0%

Positive	94 94.9%
Negative	5 5.1%

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Much better	97 48.7%	75 48.1%	1 33.3%
A Little Better	64 32.2%	61 39.1%	1 33.3%
About the Same	28 14.1%	16 10.3%	1 33.3%
A Little Worse	6 3.0%	4 2.6%	0 0
Much Worse	4 2.0%	0 0	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	189 95.0%	152 97.4%	3 100.0%
Negative	10 5.0%	4 2.6%	0 0

Total All Surveys

Much better	173 48.3%
A Little Better	126 35.2%
About the Same	45 12.6%
A Little Worse	10 2.8%
Much Worse	4 1.1%

Positive	344 96.1%
Negative	14 3.9%

Adult Comments:

I am doing much worse because I was kicked off the Drug and Alcohol program that I need.

The therapist at Pinebrook was very helpful, but now I am worse because the psychiatrist refused to give me services.

Parent Guardian Comments:

Jennifer Schemer makes an effort with her.

His behavior is escalating, he is getting worse.

Family based was great services.

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

	Adult Parent/Guardian Child/Adolescent		
Mostly Satisfied	29 87.9%	55 83.3%	0 0
Somewhat Satisfied	0 0	8 12.1%	0 0
Somewhat Dissatisfied	3 9.1%	3 4.5%	0 0
Very Dissatisfied	1 3.0%	0 0	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	29 87.9%	63 95.5%	0 0
Negative	4 12.1%	3 4.5%	0 0

Total All Surveys

Mostly Satisfied	84 84.8%
Somewhat Satisfied	8 8.1%
Somewhat Dissatisfied	6 6.1%
Very Dissatisfied	1 1.0%

Positive	92 92.9%
Negative	7 7.1%

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Mostly Satisfied	180 90.5%	139 89.1%	3 100.0%
Somewhat Satisfied	12 6.0%	13 8.3%	0 0
Somewhat Dissatisfied	6 3.0%	4 2.6%	0 0
Very Dissatisfied	1 0.5%	0 0	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	192 96.5%	152 97.4%	3 100.0%
Negative	7 3.5%	4 2.6%	0 0

Total All Surveys

Mostly Satisfied	322 89.9%
Somewhat Satisfied	25 7.0%
Somewhat Dissatisfied	10 2.8%
Very Dissatisfied	1 0.3%

Positive	347 96.9%
Negative	11 3.1%

Adult Comments:

Can't beat free, but there are limited or no choices, at least not that I can find through the website.

Parent Guardian Comments:

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

	Adult Parent/Guardian Child/Adolescent		
Yes	30	62	0
	90.9%	93.9%	0
No	3	4	0
	9.1%	6.1%	0

	Adult Parent/Guardian Child/Adolescent		
Positive	30	62	0
	90.9%	93.9%	0
Negative	3	4	0
	9.1%	6.1%	0

Total All Surveys

Yes	92
	92.9%
No	7
	7.1%

Positive	92
	92.9%
Negative	7
	7.1%

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Yes	193	149	3
	97.0%	95.5%	100.0%
No	6	7	0
	3.0%	4.5%	0

	Adult Parent/Guardian Child/Adolescent		
Positive	193	149	3
	97.0%	95.5%	100.0%
Negative	6	7	0
	3.0%	4.5%	0

Total All Surveys

Yes	345
	96.4%
No	13
	3.6%

Positive	345
	96.4%
Negative	13
	3.6%

Adult Comments:

I am unsure at this time.

They didn't help me find a provider.

Parent Guardian Comments:

Workers are paid too low, that is why I think they don't keep them.

Question 26: Would you like the Magellan Member and Family Advocate to contact you about a specific question or concern with your current services?

	Adult Parent/Guardian Child/Adolescent		
Yes	2	1	0
	6.1%	1.5%	0
No	31	65	0
	93.9%	98.5%	0

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Yes	9	5	0
	4.5%	3.2%	0
No	190	151	3
	95.5%	96.8%	100.0%

Please provide your contact information: Adult

Charlie Castillo 484-627-2148 I need contact information on places to find a Peer support that I can connect with.

Thayer Makdsi, 610-704-5523. I was refused treatment at Pinebrook because I am using medication from Canada and she didn't want to help me to change my medications because I have multiple health issues. She stated that I buy medication from India, which is not true.

Please provide your contact information: Parent/Guardian

Kyann Kratzer, 484-929-8728. Having difficulty getting services for him.

Please provide your contact information: Child/Adolescent

Question 27: Do you have any additional comments? Adult

I think Pyramid is doing a great job.

Everyone at Pyramid IOP is wonderful. It's like a family. They are concerned with my success and are very supportive.

Pyramid really improved their services the second time I went there

I'm willing to work with a psychiatrist and therapist to get my medications under professional care. I moved from California to help care for my dying parent.

At White Deer Run OP, the staff experience with recovery is very helpful.

Website for Magellan is not user friendly.

My only complaint at the ETHOS Clinic is that it is very hard to get someone to return my call when it's important, not an emergency.

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

Holcomb BHRS services are very good, even amazing. Sara, our BSC, and Halina, our TSS, have bent over backwards to help. They even spend their own money to buy items that are helpful for my son.

I will contact the advocate myself.

I have questions for John Lees, I will contact him myself

I was upset that my son's inpatient approval from Magellan took three months for him to get treatment.

No

It was easy to set up services. They were very receptive, which was great!

Counselor Leslie P has been working with my grandson.

Katie Maclaughlin works very well with my grandchild

Everything is good. The outcomes are much better than I expected I give Pinebrook Family Answers Allentown a 12 out of 10.

No

My child's therapist is great.

KidsPeace wouldn't do Residential services with out repeating home based again.

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