



Systems of Care/Managed Care Mental Health Provider Network Committee

PROVIDER SATISFACTION SURVEY SPRING 2013

This survey was conducted using Survey Monkey. Notification of the survey was e-mailed to 74 different email addresses. This is the result of 36 surveys that were returned. Of these 36, one provider took the survey twice, two providers took the survey and answered only the first seven questions but didn't supply any updated personal information. A thank you email was sent to these 33 providers we are certain took the survey. Below you will find data tables and pie charts, one for each question that was asked on the survey. The counts may not always add up to the expected totals because all answers on each survey were not necessarily answered.

The pie charts and questions to answers listed below each data table will better illustrate the data from the returned Provider Satisfaction Surveys. Below are the questions that were asked on surveys.

- 1. Sessions authorized for Assessment are adequate**
- 2. Sessions authorized for Treatment are adequate**
- 3. Authorization/Reauthorizations are received timely**
- 4. Payments are received timely**
- 5. Managed Care staff are responsive/available**
- 6. Overall I'm satisfied with my involvement as a member of the Placer County Systems of Care Mental Health Provider Network**
- 7. I would recommend a colleague join the Placer County Systems of Care Mental Health Provider Network**

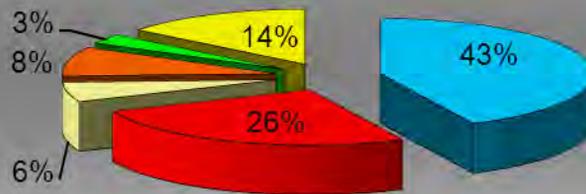
Results from the Provider Satisfaction Survey for Spring 2013

PROVIDER SATISFACTION SURVEY SPRING 2013

Sessions authorized for Assessment are adequate

5 Strongly Agree	15
4	9
3	2
2	3
1 Strongly Disagree	1
N/A	5

Sessions authorized for Assessment are adequate



■ 5 Strongly Agree
 ■ 4
 ■ 3
 ■ 2
 ■ 1 Strongly Disagree
 ■ N/A

1. I have not encountered any difficulty with too few sessions authorized.
2. The assessment time will be given longer when asked for monolingual patients.
3. Nobody referred.
4. Two sessions to complete the assessment with the client is reasonable, but 60 minutes to write it up with a formulation, diagnosis, etc. is not realistic. 120 would be more accurate.
5. This remains an issue for me because many assessments require more than 1 hour for writing the report.
6. The level of trauma for these families/clients is extensive.

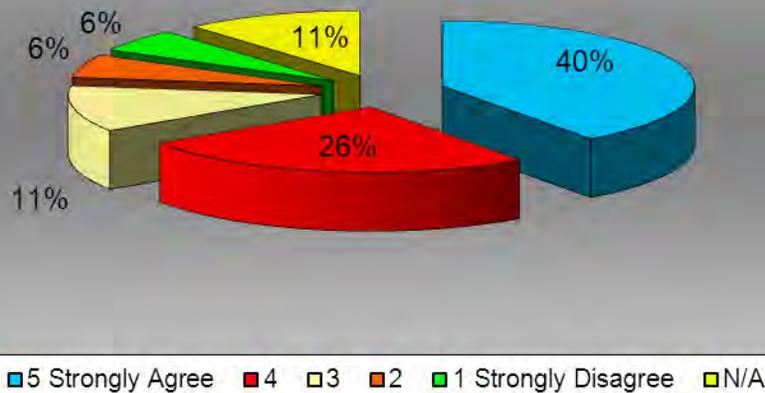
PROVIDER SATISFACTION SURVEY

SPRING 2013

Sessions authorized for Treatment are adequate

5 Strongly Agree	14
4	9
3	4
2	2
1 Strongly Disagree	2
N/A	4

Sessions authorized for Treatment are adequate



1. If you are talking about the session per authorization and length of time, twelve sessions is only 3 months of treatment and most cases cannot be adequately treated in 12 sessions. It takes a lot of time to write the reauthorizations, follow up on them if you don't get them, and then follow-up waiting to bill. Six months of service should be automatic. All of this wastes provider and social workers time. Work could be cut in half with longer authorization times and amounts. If updates are needed for the social worker, then a short update can be sent.
2. Please include collateral in all authorizations.
3. See #1.
4. Nobody referred.
5. It has been quite some time since I had a client from your agency, but in the past they have been as often as weekly for the duration of the time they were in placement. Very supportive for the children I think.
6. The 3 month vs. 6 month reauthorization time-frame is a bit too often, even my client's dislike the amount of paperwork. I do feel that the number of sessions I request to treat our mutual clients is honored and I appreciate that.
7. The need to keep asking for re-authorizations every 3 months is a pain for all. Some clients, like child trauma victims, we know the treatment is going to be lengthy.
8. Case managers are helpful in this, listen to requests and do the best they can.
9. Takes too much time to submit for re-authorization.

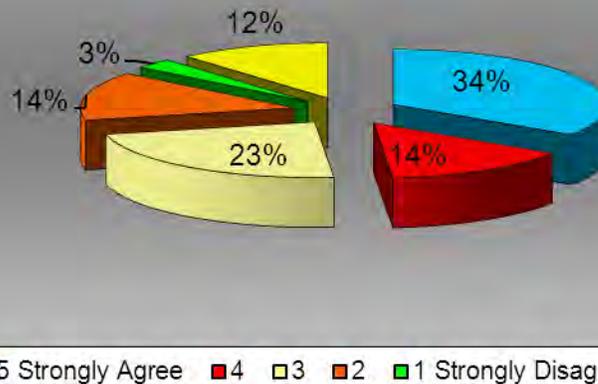
PROVIDER SATISFACTION SURVEY

SPRING 2013

Authorizations/Reauthorizations are received timely

5 Strongly Agree	12
4	5
3	8
2	5
1 Strongly Disagree	1
N/A	4

Authorization/Reauthorizations are received timely



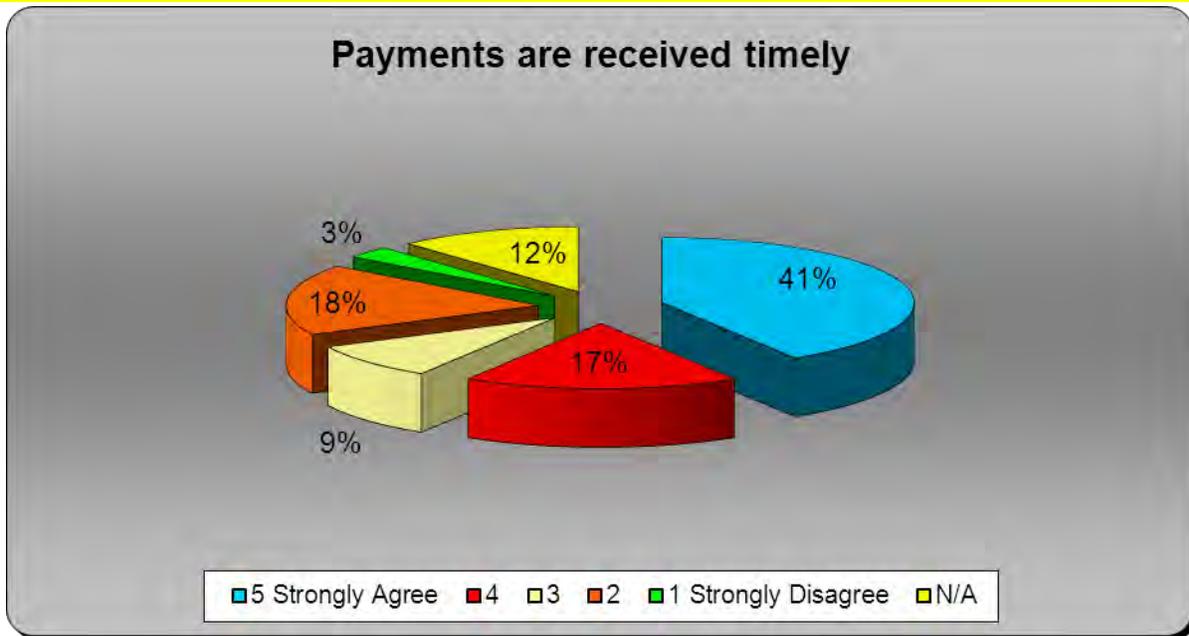
1. There have been some delays of up to 30 days in receiving re-authorizations.
2. Again, working with a 3 month authorization is so short; I think that providers get behind in their request, and sometimes busy social worker get behind in completing the new authorization. If the reauthorizations are behind, then billing and payments are behind.
3. Sometimes yes-sometimes no (has been up to 30 days + to receive a reauth). This is dependent on the worker.
4. Any untimeliness would from my end.
5. Sometimes.
6. Nobody referred.
7. Some social workers are great at completing authorizations and getting them out. Others are not good at all and need to be called 2-3 times.
8. It is generally me who is less than timely.

PROVIDER SATISFACTION SURVEY

SPRING 2013

Payments are received timely

5 Strongly Agree	14
4	6
3	3
2	6
1 Strongly Disagree	1
N/A	4



1. Payments are 4-6 weeks out.
2. Payments take approximately 3-4 weeks, minimum. I would think that this should be able to be done within 2-3 weeks of receipt. Maybe the batches only get run 2x per month rather than weekly.
3. It is really more important that the interval be consistent than that it be shorter. With the last turn-over, it has been rather difficult to know when the checks will come, but it seems to be getting better.
4. They are really great about this
5. Very well done by the MSO staff.

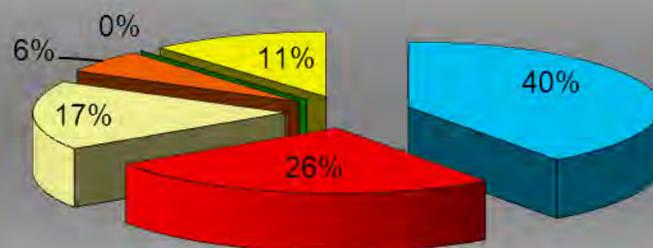
PROVIDER SATISFACTION SURVEY

SPRING 2013

Managed Care staff are responsive/available

5 Strongly Agree	14
4	9
3	6
2	2
1 Strongly Disagree	0
N/A	4

Managed Care staff are responsive/available



1. I think given their workload, that staff at CSOC is pretty responsive; often they can be reached within the same day. Some social workers respond very quickly, and some take a longer, but I think this has greatly improved in the past year. The Adult system however, has some significant problems in being responsive. There are a few social workers who are available when you call, but then there are some who just don't respond at all, this includes supervisors. This level of disregard waste provides time, and when you can't get the information you need, it impacts the provider and the client.
2. Again, this is dependent on the worker. All are wonderful to work with; some are more responsive than others.
3. Kudos to the people who, I believe, field all manner of questions from all manner of providers.
4. MCU staff--they are wonderful!
5. Staff usually sends an email or calls back with an hour.

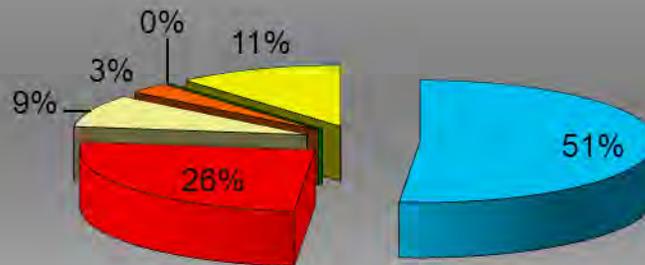
PROVIDER SATISFACTION SURVEY

SPRING 2013

Overall I'm satisfied with my involvement as a member of the
Placer County Systems of Care Mental Health Provider Network

5 Strongly Agree	18
4	9
3	3
2	1
1 Strongly Disagree	0
N/A	4

Overall I'm satisfied with my involvement as a member of the Placer County Systems of Care Mental Health Provider Network



■ 5 Strongly Agree ■ 4 ■ 3 ■ 2 ■ 1 Strongly Disagree ■ N/A

1. I think most of the staff with the Systems of Care tries to work as a team. I like this approach and it benefits everyone.
2. Working with the system of care compares favorably with working with clients from the various health care insurers. The clients are excellent, the problem is the various and convoluted protocols that insurers use. Additionally, their telephone menus are opaque and essentially non-functional. One has to wonder if that is intentional (peripheral issue but worthy of consideration in the context of the present item.)
3. The reimbursement rate at \$49.80 (or something close to that) was always disappointing, but the children were great with whom to work. I think you raised the reimbursement rates a bit, and that, of course, feels appropriate.

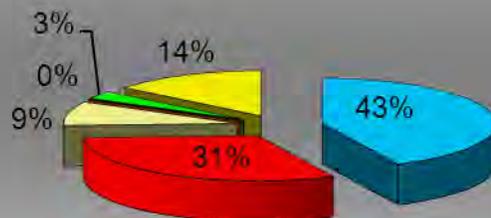
PROVIDER SATISFACTION SURVEY

SPRING 2013

I would recommend a colleague join the
Placer County Systems of Care Mental Health Provider Network

5 Strongly Agree	15
4	11
3	3
2	0
1 Strongly Disagree	1
N/A	5

I would recommend a colleague join the Placer
County Systems of Care Mental Health Provider
Network



■ 5 Strongly Agree ■ 4 ■ 3 ■ 2 ■ 1 Strongly Disagree ■ N/A

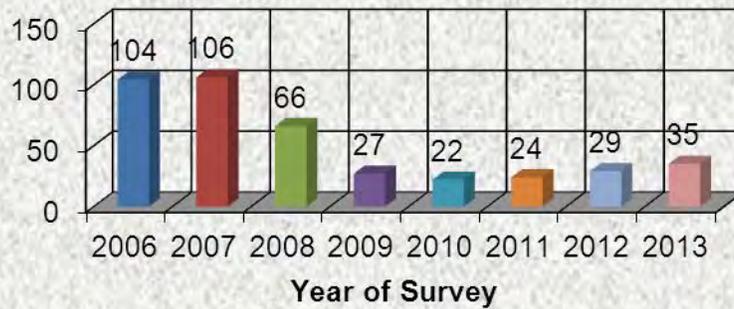
1. See #6
2. I think you said the panel is closed.
3. Seems like Sierra Mental Wellness has this sewed up in this area.
4. I do not know if I am still on any lists as the only referrals I have had in the last year is one previous client, who requested me and one other. I would like to be considered for referrals.
Betty Readle, LMFT

Comparison of Surveys for the Years 2006-2007-2008-2009-2010-2011-2012-2013

Total number of Surveys by Year:

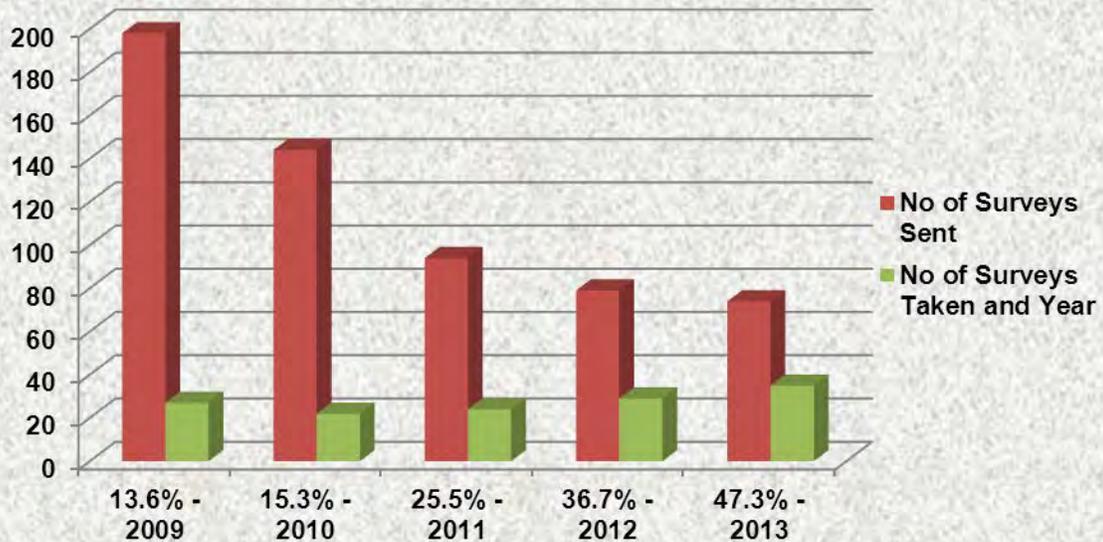
2006 - 104
 2007 - 106
 2008 - 66
 2009 - 27
 2010 - 22
 2011 - 24
 2012 - 29
 2013 - 35

Number of returned surveys by year

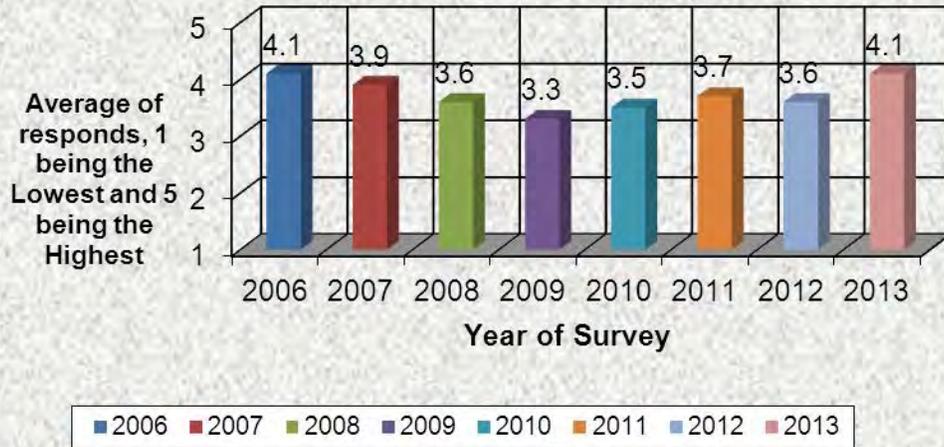


■ 2006 ■ 2007 ■ 2008 ■ 2009 ■ 2010 ■ 2011 ■ 2012 ■ 2013

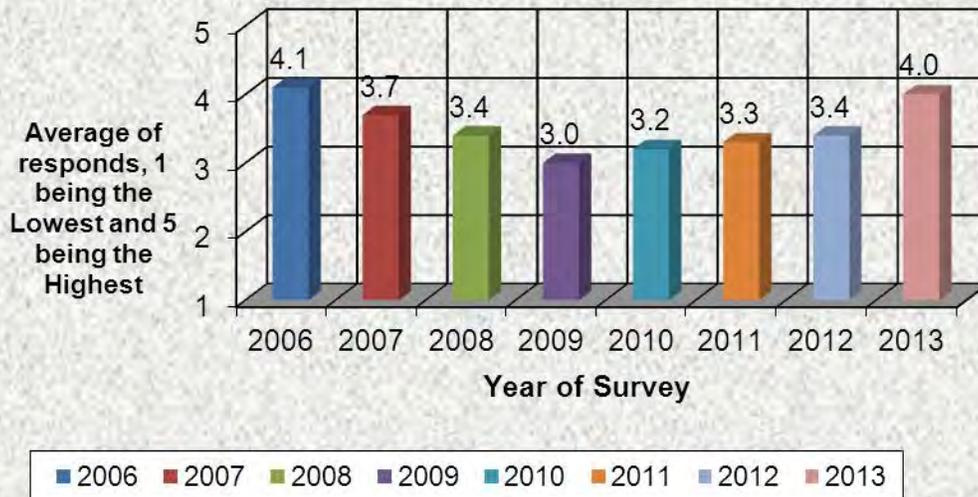
Percentage of Surveys



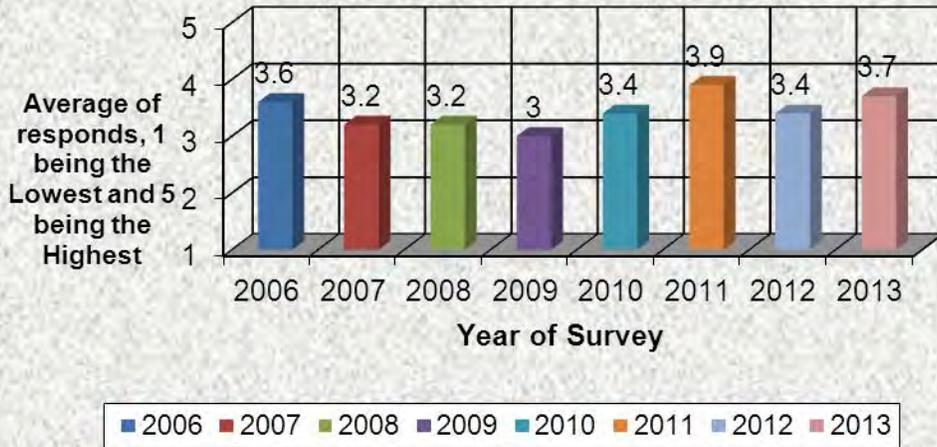
Sessions authorized for Assessment are adequate



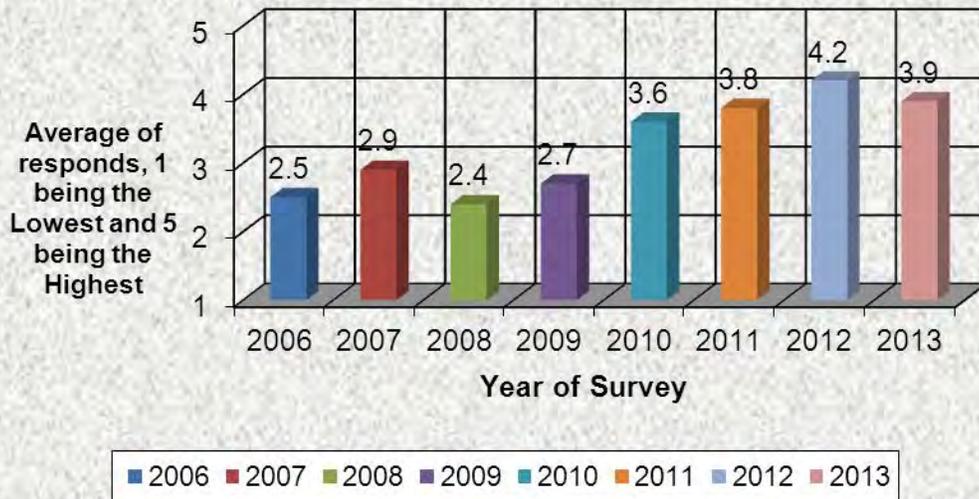
Sessions authorized for Treatment are adequate



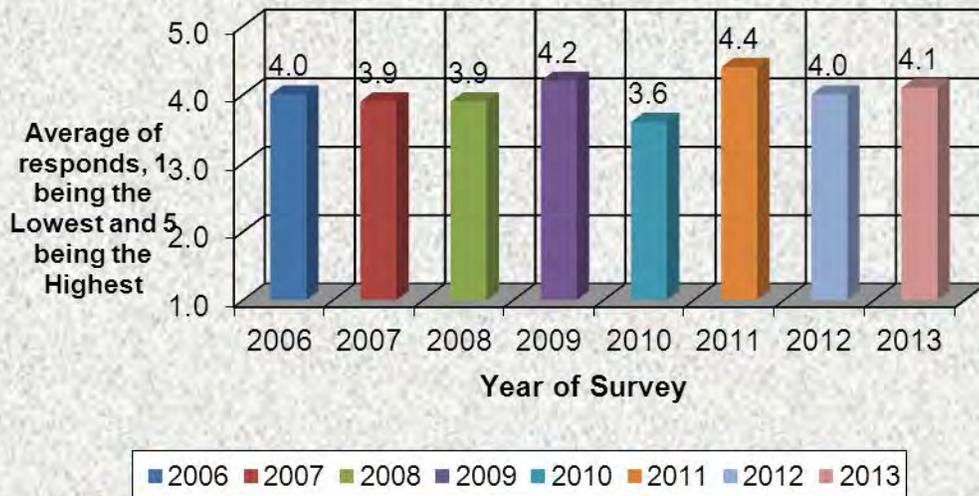
Authorization/Reauthorizations are received timely



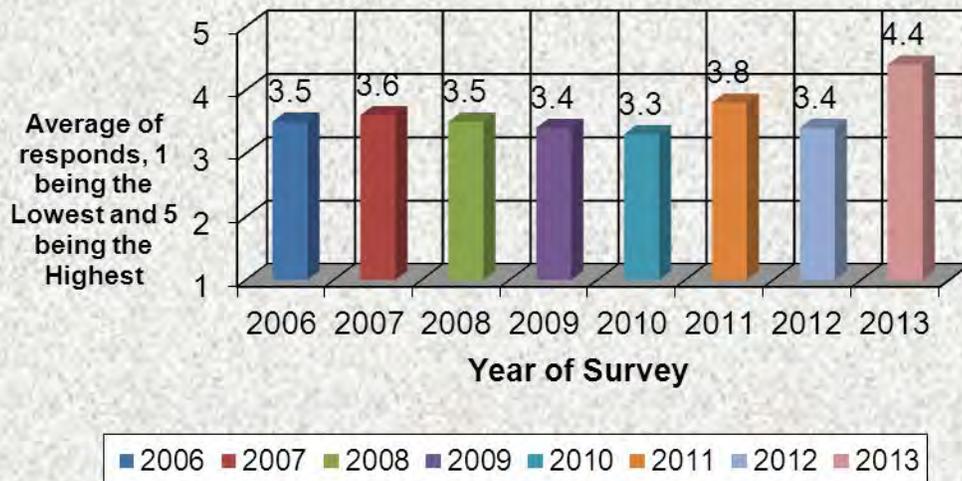
Payments are received timely



Managed Care staff are responsive/available



Overall I'm satisfied with my involvement as a member of the Placer County Systems of Care Mental Health Provider Network



I would recommend a colleague join the Placer County Systems of Care Mental Health Provider Network

