



Systems of Care/Managed Care Mental Health Provider Network Committee

PROVIDER SATISFACTION SURVEY SPRING 2014

This survey was conducted using Survey Monkey. Notification of the survey was e-mailed to 71 different email addresses. This is the result of 22 surveys that were returned. Of these 22, one provider 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 21 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**

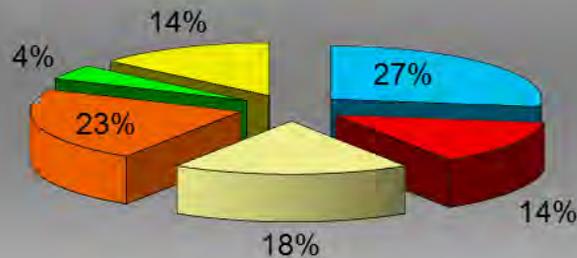
Results from the Provider Satisfaction Survey for Spring 2014

PROVIDER SATISFACTION SURVEY SPRING 2014

Sessions authorized for Assessment are adequate

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

Sessions authorized for Assessment are adequate



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

1. I would like to suggest that providers be compensated for a certain number of no-shows or same day cancellations by clients. No shows are very disruptive and lead to a waste of time and money. Other jurisdictions I contract with (e. g., Sacramento County) provide some reimbursement (\$.25.00 per occurrence) for up to two no-shows. Is it possible to institute a similar policy in Placer County?
2. Sometimes clients come to us in crisis and have difficulty contacting, waiting and receiving an authorization. When we do get authorization, we have already provided sessions (pro bono) to manage the crisis.
3. Most all of the assessments were completed by Case Managers, however NONE were accurate after 3 sessions w/ client.
4. Mostly, it's a matter of playing catch-up on my end.
5. At least an additional hour is required to do an professional and thorough assessment.
6. With children the initial appointment should always allow at least one 90846 to ensure boundaries and understanding of problems.
7. I find this to be a 4 hour process typically.
8. It takes more than 60 minutes to write a report.

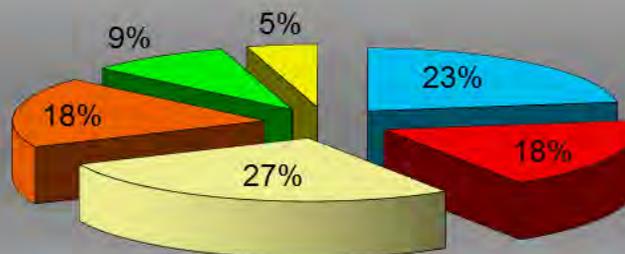
PROVIDER SATISFACTION SURVEY

SPRING 2014

Sessions authorized for Treatment are adequate

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

Sessions authorized for Treatment are adequate



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

1. I won't STRONGLY disagree but usually not enough sessions.
2. The level of care needed for Medi-Cal clients almost always requires more than 3 months of sessions. The additional paperwork is time consuming.
3. For children and their families, I would like to get more than 3 family sessions with client per authorization period.
4. In my opinion it is problematic to authorize so few. It takes too much time to rewrite the goals, etc. and submit and wait. If there are 12 sessions authorized, this means that one must begin the NEW auth around week 9. I also find it problematic to not have the needed flexibility for treatment. If I am working w/ a child/family and I need a conjoint session, it is unethical to not do so because I'm out of those authorized minutes.
5. See #1.
6. It would be far more efficient to make authorizations last for 6 months rather than 3. It would save time and money on both ends. I understand that they used to do 6 month auths, but not now.
7. I am able to get authorization for additional sessions as needed.
8. Reauthorizing after three months is cumbersome. Why not ask that a treatment plan be submitted after 8 sessions but authorize for six months.

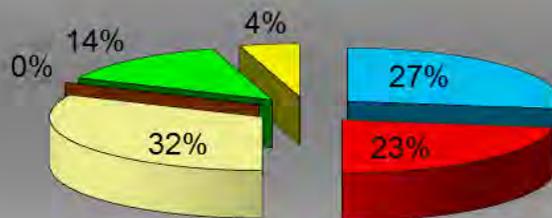
PROVIDER SATISFACTION SURVEY

SPRING 2014

Authorizations/Reauthorizations are received timely

5 Strongly Agree	6
4	5
3	7
2	0
1 Strongly Disagree	3
N/A	1

Authorization/Reauthorizations are received timely



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

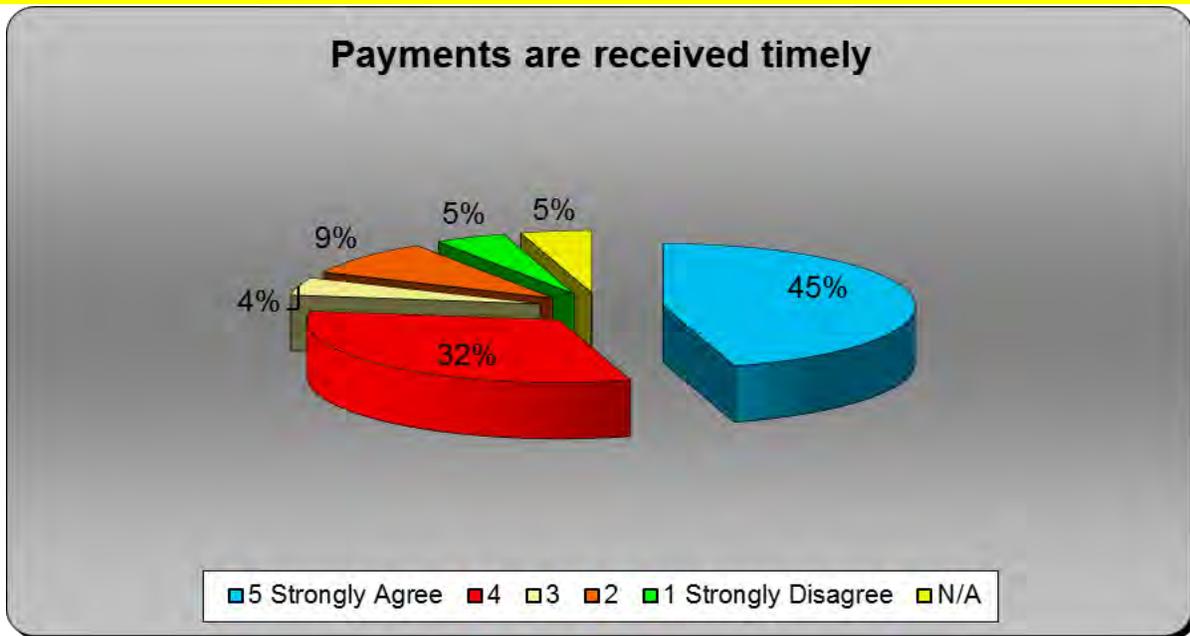
1. I am almost always running on faith waiting for re-auth. I know I am late at times, but even when I am NOT late, the re-auth does not arrive on time or sometimes I call to check.
2. I have had to follow up and ask the case managers to find the re-auth paperwork and send the auth. I do not have many Medi-Cal clients, but some have had an interruption in care while we wait for a re-auth.
3. See #1.
4. With one exception...Waiting for re-authorizations in the Adult Managed Care unit. I believe it is highly unethical to conduct intakes, communicate that impairment is met and if a re-authorization is required... waiting for 6 weeks despite multiple follow ups...is not ok and most unprofessional!!!
5. Managed Care auths come back pretty fast. When they are sent to a CPS social worker, it is quite variable. When the social worker can be bypassed (I know they are really busy), the clerical staff's response to requests is usually excellent.

PROVIDER SATISFACTION SURVEY

SPRING 2014

Payments are received timely

5 Strongly Agree	10
4	7
3	1
2	2
1 Strongly Disagree	1
N/A	1



1. One month typical from date sent to check received.
2. I still have 3 payments outstanding from Nov and Dec 2013.
3. Placer is faster than most insurance companies.
4. They are not as reliable in the last year. I used to be able to count on getting a check by the 3rd week if I got my billing in right at the end of the month. Now it can be as late as a full month later.
5. Most of the time, the payments are received within three weeks.

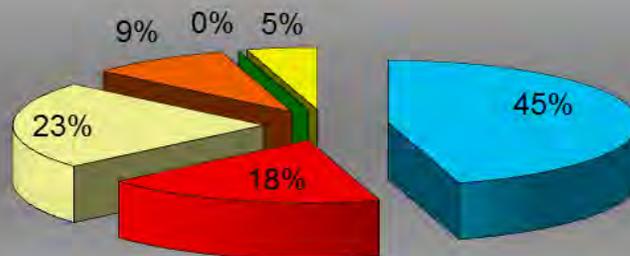
PROVIDER SATISFACTION SURVEY

SPRING 2014

Managed Care staff are responsive/available

5 Strongly Agree	10
4	4
3	5
2	2
1 Strongly Disagree	0
N/A	1

Managed Care staff are responsive/available



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

1. Some staff answer the phone all the time, others I cannot get ahold of & some do not return calls.
2. Staff doesn't always return calls - still waiting to here from one - after 3 weeks!
3. Depends on the staff person. Some have been very helpful and responsive. Others, not.
4. The recent improvements consist of a better e-mail system on my end, the local ISP has been upgraded with a new company name and better system, Consolidated Communications in Roseville.

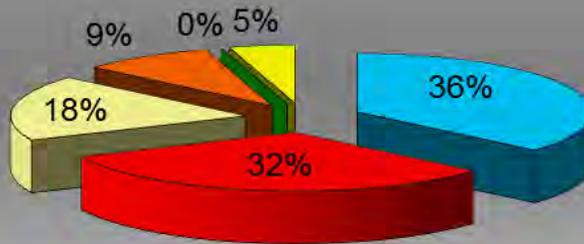
PROVIDER SATISFACTION SURVEY

SPRING 2014

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

5 Strongly Agree	8
4	7
3	4
2	2
1 Strongly Disagree	0
N/A	1

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. No clients since contract started in 2010.
2. Yes I enjoy what I do, my clients - a few things could make it MUCH easier.
3. I appreciate and respect the county workers and I like the clients.

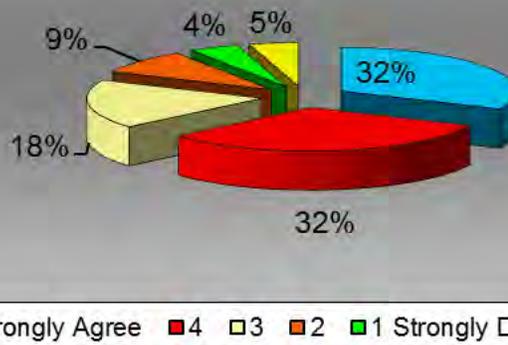
PROVIDER SATISFACTION SURVEY

SPRING 2014

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

5 Strongly Agree	7
4	7
3	4
2	2
1 Strongly Disagree	1
N/A	1

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



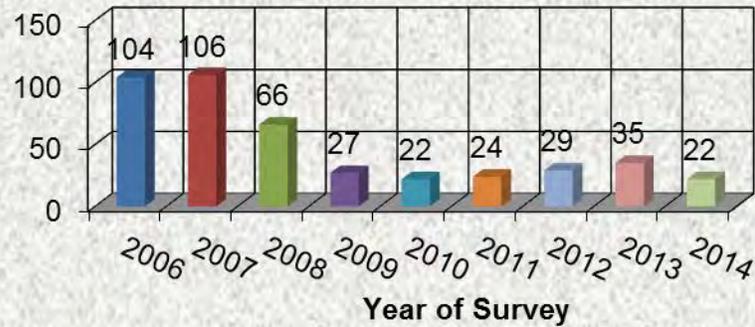
1. I have but no openings.

Comparison of Surveys for the Years 2006 to 2014

Total number of returned Surveys by Year:

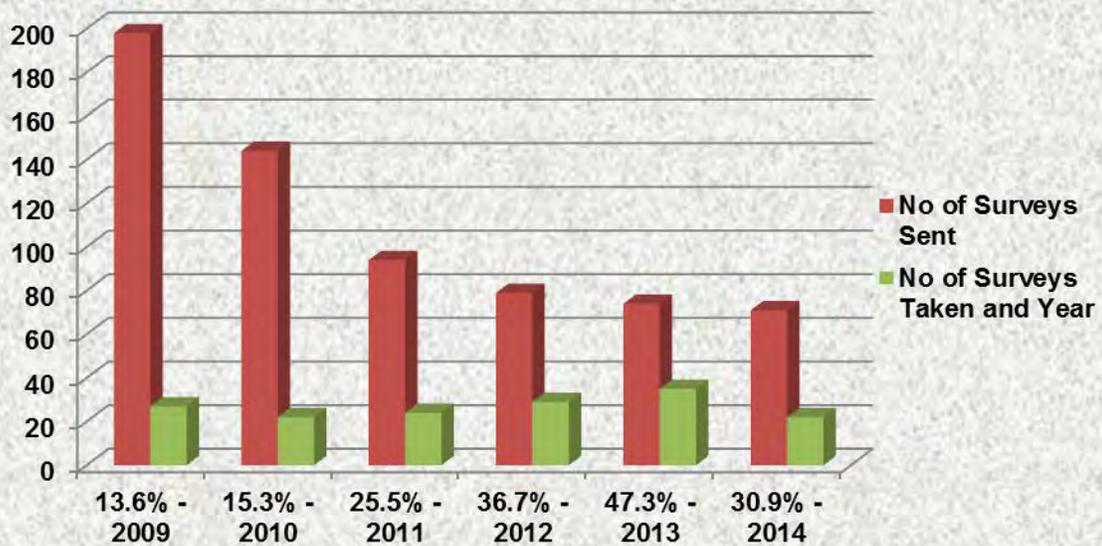
2006 - 104
 2007 - 106
 2008 - 66
 2009 - 27
 2010 - 22
 2011 - 24
 2012 - 29
 2013 - 35
 2014 - 22

Number of returned surveys by year

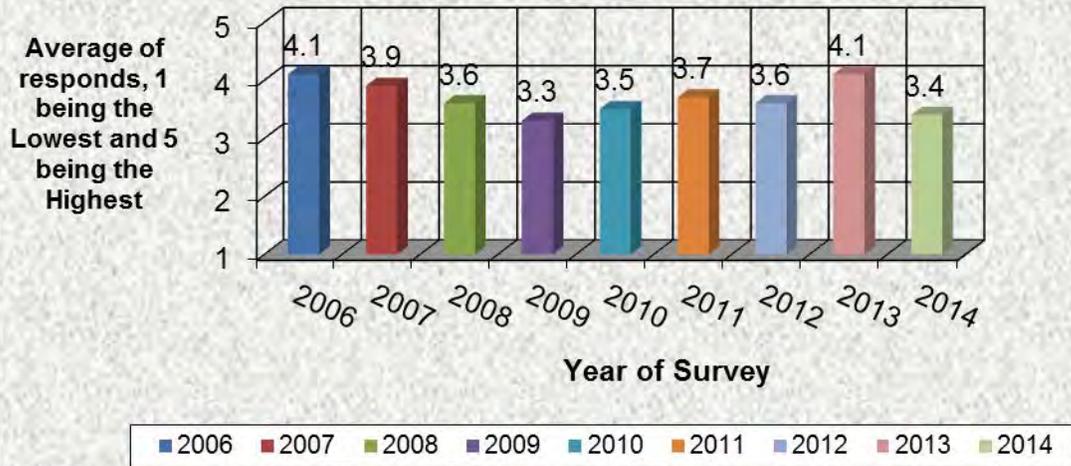


■ 2006 ■ 2007 ■ 2008 ■ 2009 ■ 2010 ■ 2011 ■ 2012 ■ 2013 ■ 2014

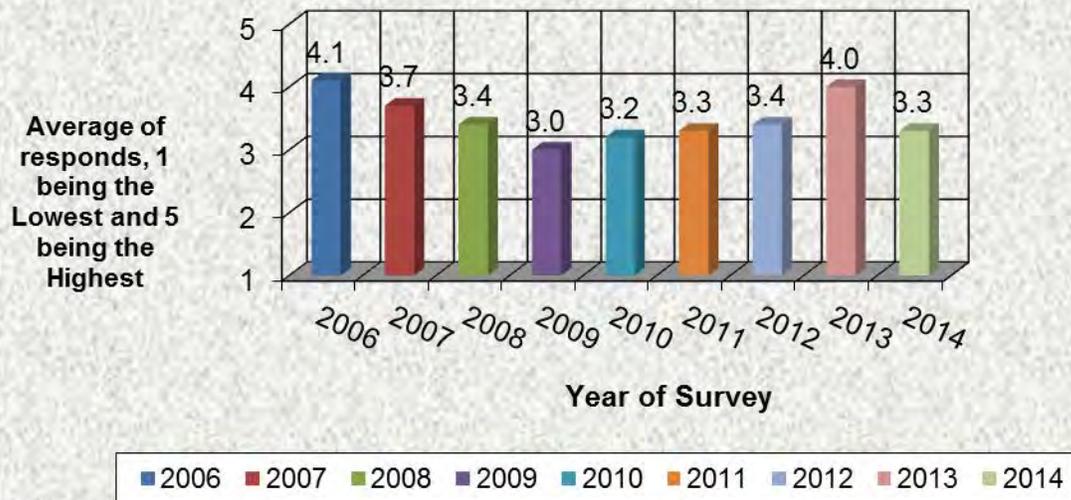
Percentage of Surveys



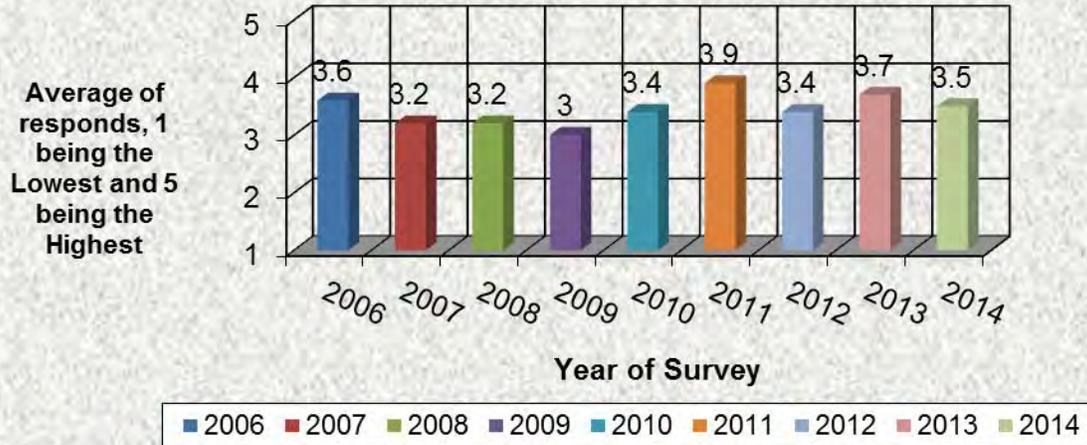
Sessions authorized for Assessment are adequate



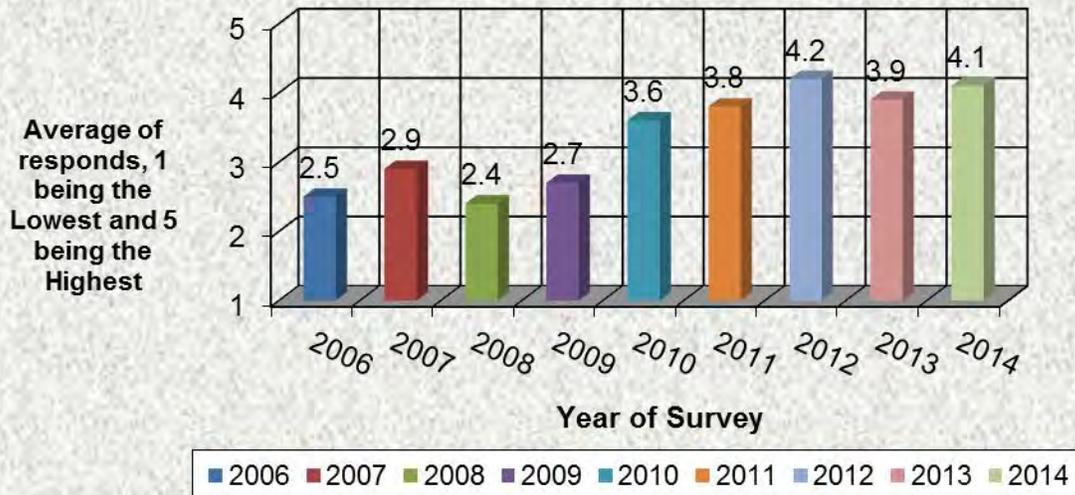
Sessions authorized for Treatment are adequate



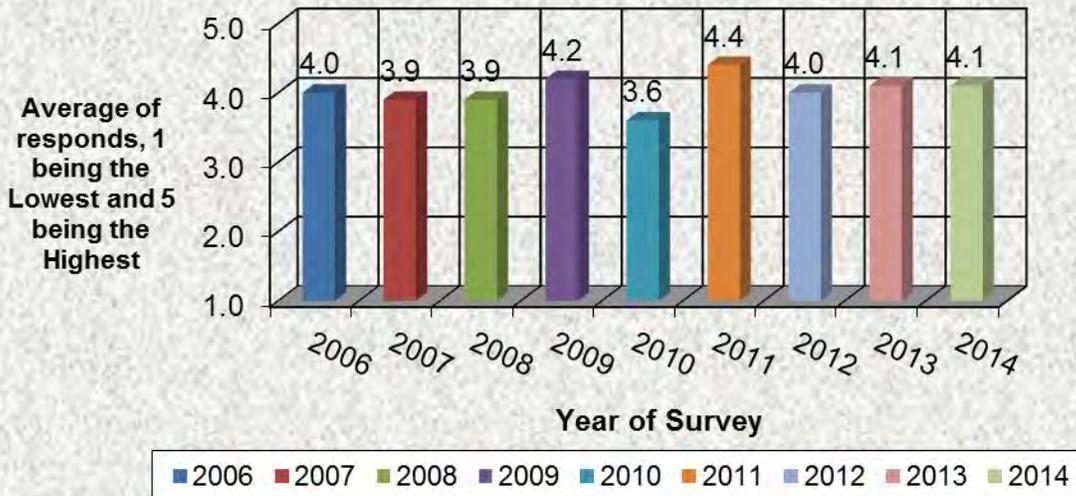
Authorization/Reauthorizations are received timely



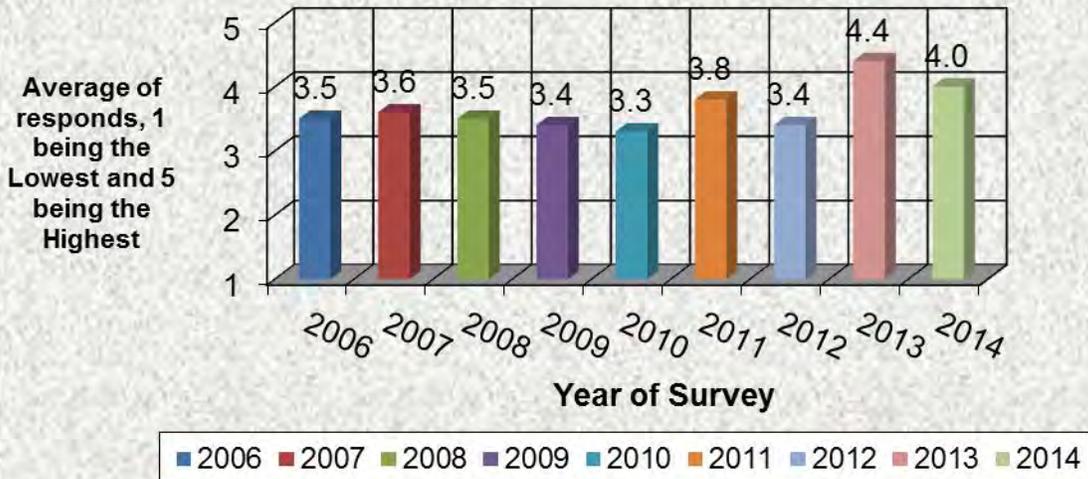
Payments are received timely



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

