Systems of Care/Managed Care
Mental Health Provider Network Committee

PROVIDER SATISFACTION SURVEY
SPRING 2016

This survey was conducted using Survey Monkey, an online service. Notification of the survey was e-mailed to 64 different email addresses. This is the result of 15 surveys that were returned. Of these 15, 13 providers supplied updated personal information. A thank you email was sent to these 13 since they supplied their email address. 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 2016

**PROVIDER SATISFACTION SURVEY**
**SPRING 2016**
Sessions authorized for Assessment are adequate

<table>
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<tr>
<th></th>
<th>5 Strongly Agree</th>
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<th>3</th>
<th>2</th>
<th>1 Strongly Disagree</th>
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1. There is just not enough time allowed to complete a thorough, well thought out, well written assessment.
2. Often, I need at least 6 hours if face to face assessment and 120 hrs of completing assessment report. I am given 180 minutes of assessment.
3. It's a 4 hour process to do a competent job. So it's hard having to donate that last hour to the County.
4. I am not willing to do assessments for Placer County any longer because the minutes allotted are insufficient to do a thorough and professional assessment. I have given away much time to the county in order to meet my own professional standards for an assessment, and cannot afford to do so any longer.
5. For the most part I think they are. If I feel I need additional I have no problem justifying additional needs. I did find one I did recently needed more time for the assessment so I did it and didn't feel a need to bill or ask for additional sessions.
6. Have not yet received an active client.
7. It takes more time, at least 240 minutes, 120 face to face and at least 120 to write it up. Some of these assessments go to court, as least in the case of dependency cases.
1. I think it would be helpful if providers were allowed a maximum number of minutes to be used as needed. It cannot always be determined what services are needed in advance. It takes so much time to submit for an amendment mentioned to the auth.
2. I would prefer re-auth every 6 months instead of 90 days.
3. I haven’t had trouble being authorized for additional sessions when the ct. needed them.
4. It always depends upon the client. Usually I can work with the case manager and get what is needed if those allotted are insufficient.
5. same as above. there is no cookie cutter on this so you begin where you are and go from there. progress and issues will define the need for additional sessions.
6. These are trauma clients who need long-term therapy to consolidate behavioral changes.
7. Have not yet received an active client.
8. CSOC is fine ASOC not so fine.
9. 6 month authorization periods maybe more helpful than 3 months.
1. Most of the time, thank you!
2. I am very satisfied with the quick turnaround of the auth/re-auth. Thank you very much.
3. CSOC is spot on! ASOC is often painfully slow!
4. Have not yet received an active client
1. Payments seem to be very inconsistent which makes it hard to plan on my end. One month it was 40 days after billing was submitted.
2. Thank you for timely payments.
3. It seems to be somewhat erratic at times and overall seems to take longer than it should.
4. Have not yet received an active client
### Managed Care staff are responsive/available

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<th>Response</th>
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<td>1</td>
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<tr>
<td>1 Strongly Disagree</td>
<td>0</td>
</tr>
<tr>
<td>N/A</td>
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#### Provider Survey Responses 2016

1. I have very high regards to all Placer county staff.
2. Usually very hard to reach people or to even get a call back most of the time.
3. Most of the staff I have worked with are excellent!
4. Have not yet received an active client.
5. CSOC MCU is fine, ASOC staff usually less so.
1. Yes, I have had very good relationships with the workers I share cases with and I am satisfied. There are a few things that I believe would help provider relations.
2. I am very proud to serve the people and families of Placer County.
3. The method of dividing the authorized minutes into categories is unwieldy and inconvenient. It would be more efficient if the total number of minutes authorized could be utilized in any authorized category for that client. Much of my time and the managed care staff on my client cases gets spent asking for and changing authorization categories w/i the total number of minutes authorized. I have worked w/ Nevada County and was able to dedicate the total number of minutes to 3 or 4 authorized categories at my discretion and per the needs of the client.
4. I need to do more and be more involved and play a more active role
5. Have not yet received an active client
I would recommend a colleague join the Placer County Systems of Care Mental Health Provider Network

<table>
<thead>
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1. Have not yet received an active client.
2. More pay might find you more therapists willing to do the work.
Comparison of Surveys for the Years 2006 to 2016

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
- 2015 - 25
- 2016 - 15