

# Q1 Spotlight

**September 2003**

**OMHSAS Early Warning Program 4<sup>th</sup> Q 2002**

## **DENIALS**

**Lehigh/Capital Region:** Sixteen percent of denials were grieved, a slight increase from 15% in the prior quarter. Providers grieved 28% of Magellan's denials, 33% of CCBH's denials and 5% of CBHNP's denials.

## **COMPLAINTS**

### **Trends**

The average number of complaints per month during the fourth quarter 2002 for all of the MCOs in the Lehigh/Capital region was one per 4000 members, the same rate as the prior two quarters.

Monthly complaints averaged for:

<b>Magellan</b>	1 per 3,000 members (1 per 2000 member in the prior quarter)
<b>CCBH</b>	1 per 9,000 members (1 per 7,500 members in the prior quarter)
<b>CBHNP</b>	1 per 6,500 members (same rate in the prior quarter)

There were a total of ten complaints that providers were unethical or behaved inappropriately,

MBH – five complaints, CCBH – two complaints and CBHNP – three complaints.

## **SATISFACTION SURVEYS**

Eight Crisis clinical provider surveys and nine Crisis administrator provider surveys were conducted in the fourth quarter 2002. It should be noted that the number of responses is small and intended to give an impression. However, crisis services were available from a small number of providers, which were represented in these surveys. All four clinical providers that reported experience with MBH were satisfied. Two of the four providers who reported experience with CCBH were satisfied and one was dissatisfied. All three-provider administrators who reported experience with CBHNP were satisfied. Four provider administrators reported experience with each MCO. All four providers who reported experience with MBH and CBHNP were satisfied. Three of the four providers who reported experience with CCBH were satisfied and one was dissatisfied.