



Maryland's Public Mental Health System

**Provider Survey
2013**

EXECUTIVE SUMMARY

I. INTRODUCTION

The Mental Hygiene Administration (MHA) contracts with ValueOptions[®] Maryland to provide various administrative services, including evaluation activities, for the Public Mental Health System (PMHS). One of the evaluation activities is the biennial administration of a provider survey. The survey is designed to collect information regarding providers' experiences and satisfaction with MHA, the Core Service Agencies (CSAs), and the Administrative Services Organization, ValueOptions[®]. The survey protocol was reviewed by the Department of Health and Mental Hygiene's (DHMH) Institutional Review Board (IRB) and determined to be exempt.

ValueOptions[®] subcontracted with Fact Finders, Inc. to conduct the 2013 provider survey. Fact Finders, Inc. conducted all programming, processing, analysis, and reporting in-house. This report represents findings of the 2013 provider survey.

II. METHODOLOGY

Database

ValueOptions[®] Maryland forwarded the provider database to Fact Finders. This database included all of the programs and facilities, and all of the individual providers/practitioners who had provided services for 15 or more PMHS consumers in calendar year 2012.

Questionnaire

The questionnaire text was written by MHA (see Appendix A). In addition to programming the questionnaire for computer assisted telephone interviewing (CATI), Fact Finders formatted the questionnaire for mail and fax administration. The resulting final questionnaire was approved by MHA and reviewed by the IRB.

Data Collection

To encourage participation, providers were offered several options for participation, including:

- Completing the questionnaire in the mailed packet;
- Completing a telephone interview:
 - at the time of the Fact Finders' initial telephone contact,
 - by making an appointment, or
 - by calling Fact Finders' toll-free telephone number; or
- Completing a faxed questionnaire.

Mail: Prenotification packets were mailed on February 22, 2013 to 1,923 providers (1,378 individual providers/practitioners who had provided services for 15 or more consumers in 2012 and all of the 545 programs and facilities). Packets included a cover letter introducing the survey, a copy of the survey questionnaire, and a postage-paid return envelope.

Fax: In both the prenotification mailing and subsequent telephone contacts, all providers were given the option of receiving and returning a questionnaire by fax.

Toll-free telephone number: All providers were given the option of calling Fact Finders' toll-free telephone number (800-895-FACT) at any time between 9 a.m. and 9 p.m. EST. Fact Finders supports this number with an immediate warm transfer to an interviewer.

Telephone: All interviews were conducted in-house by Fact Finders' skilled staff interviewers using a CATI system. Two weeks following the prenotification mailing, an initial call to provider offices was made to reference the survey and schedule an appointment for an interview between 9 a.m. and 9 p.m. local time on weekdays; an interviewer then called at the appointed date and time. Commonly, repeated phone calls were required before the provider's schedule permitted completion of the interview, and as many as eight repeat phone calls were made before a final disposition was assigned. All of the telephone interviews were conducted between March 8 and May 23, 2013.

Response

The total number of providers who participated in this survey is 337; the modes of participation were as follows:

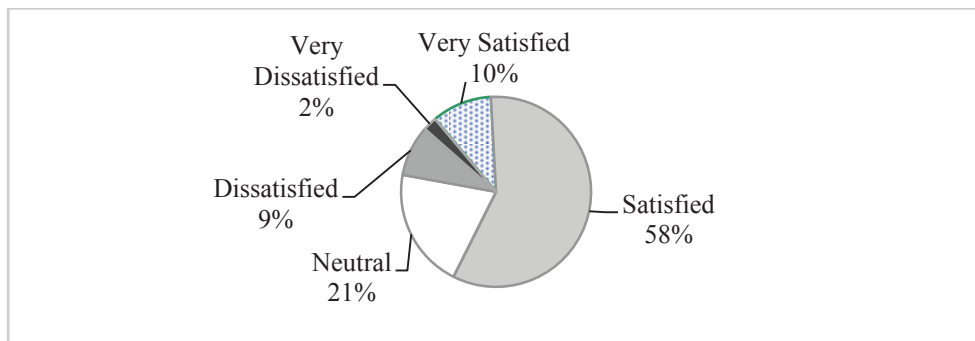
- Telephone interview by appointment/outbound call: 66
- Inbound calls to Fact Finders' toll-free telephone number: 52
- Mailed back completed questionnaire: 166
- Faxed back completed questionnaire: 53

Programs/Facilities			Individual Providers/Practitioners		
Initial Sample/ Mailed Questionnaires	Completed by Phone, Fax, or Mail	Percentage Completed	Initial Sample/ Mailed Questionnaires	Completed by Phone, Fax, or Mail	Percentage Completed
545	134	24.6%	1,378	203	14.7%

III. SURVEY RESULTS: PROGRAMS/FACILITIES

Satisfaction with the Mental Hygiene Administration (MHA)

Overall Satisfaction: The majority (68%) of the 127 programs/facilities that responded are *very satisfied* or *satisfied* with MHA.



Survey Question: What is your overall satisfaction with the Mental Hygiene Administration, or MHA?

Satisfaction with Services: For 7 of the 10 survey items, over half of the programs/facilities are *very satisfied* or *satisfied*.

SUMMARY OF MHA SATISFACTION RATINGS PROGRAMS/FACILITIES						
Survey Item	Very Satisfied %	Satisfied %	Neutral %	Dis-satisfied %	Very Dis-satisfied %	Total (N)
Clarity of Policies, Procedures, and Other Communication	10.9%	59.4%	18.0%	10.2%	1.6%	128
Clarity of Regulations	8.5%	54.3%	24.0%	10.9%	2.3%	129
Medical Necessity Criteria and Referral Guidelines	14.0%	61.2%	13.2%	7.8%	3.9%	129
Timeliness of Communication about the PMHS	18.0%	53.1%	17.2%	7.8%	3.9%	128
Reimbursement Rates	6.3%	33.3%	23.8%	28.6%	7.9%	126
Provider Involvement in Policy Making	9.6%	33.6%	31.2%	18.4%	7.2%	125
Provider Training	6.2%	44.5%	32.0%	12.5%	4.7%	128
Technical Assistance	13.5%	41.3%	31.7%	9.5%	4.0%	126
Addressing Concerns	10.4%	31.2%	25.0%	22.9%	10.4%	48
Outcomes Measurement System (OMS)	12.3%	45.6%	24.6%	13.2%	4.4%	114

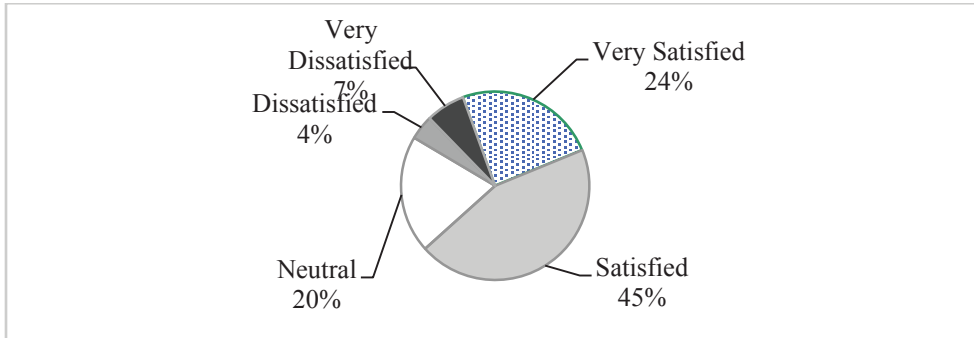
Survey question: These questions focus on your current level of satisfaction with the Mental Hygiene Administration, or MHA. Are you very satisfied, satisfied, neutral, dissatisfied, or very dissatisfied with (survey item)?

Note: Respondents who selected 'Not Applicable' were not included in the total (N) and percentage calculations.

Suggestions: A summary of providers' suggestions can be found in Appendix C. While most providers had positive comments or no suggestions, several focused on communication and reimbursement rates.

Satisfaction with the Core Service Agencies (CSAs)

Overall Satisfaction: The majority (69%) of the 119 programs/facilities that responded are *very satisfied* or *satisfied* with the CSAs.



Survey Question: What is your overall satisfaction with the Core Service Agency, or CSA?

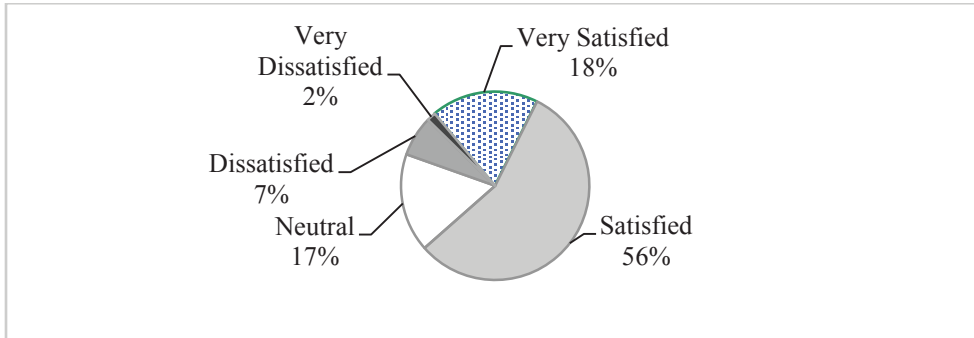
Satisfaction with Services: For all 10 survey items, over half of the programs/facilities are *very satisfied* or *satisfied*.

SUMMARY OF CSA SATISFACTION RATINGS PROGRAMS/FACILITIES						
Survey Item	Very Satisfied %	Satisfied %	Neutral %	Dis-satisfied %	Very Dis-satisfied %	Total (N)
Clarity of Policies, Procedures, and Other Communication	17.2%	50.8%	20.5%	7.4%	4.1%	122
Timeliness of Authorizations and Eligibility Determinations	18.4%	55.3%	16.7%	7.0%	2.6%	114
Accessibility to Providers	28.8%	46.6%	16.1%	6.8%	1.7%	118
Timeliness of Communication about the PMHS	20.8%	49.2%	20.0%	6.7%	3.3%	120
Leadership in Solving Local Mental Health Problems	22.0%	40.7%	22.9%	7.6%	6.8%	118
Planning for Local Mental Health Needs	13.3%	47.5%	22.5%	10.0%	6.7%	120
Provider Involvement in Policy Making	11.3%	40.9%	30.4%	9.6%	7.8%	115
Technical Assistance	11.7%	46.8%	32.4%	4.5%	4.5%	111
Interagency Coordination	16.8%	44.5%	26.1%	8.4%	4.2%	119
Addressing Concerns	24.0%	46.0%	12.0%	6.0%	12.0%	50
<p><i>Survey question: This set of questions focuses on your current level of satisfaction with the Core Service Agency, or CSA, with which you most frequently work. Are you very satisfied, satisfied, neutral, dissatisfied, or very dissatisfied with (survey item)?</i></p> <p><i>Note: Respondents who selected 'Not Applicable' were not included in the total (N) and percentage calculations.</i></p>						

Suggestions: A summary of providers' suggestions can be found in Appendix C. While most providers had positive comments or no suggestions, several focused on communication.

Satisfaction with ValueOptions[®] Maryland

Overall Satisfaction: The majority (74%) of the 130 programs/facilities that responded are *very satisfied* or *satisfied* with ValueOptions[®] Maryland.



Survey Question: What is your overall satisfaction with ValueOptions?

Satisfaction with Services: For 15 of the 17 survey items, over half of the programs/facilities are *very satisfied* or *satisfied*.

SUMMARY OF VALUEOPTIONS® MARYLAND SATISFACTION RATINGS PROGRAMS/FACILITIES						
Survey Item	Very Satisfied %	Satisfied %	Neutral %	Dis-satisfied %	Very Dis-satisfied %	Total (N)
Availability of Care Managers During Business Hours	23.6%	57.7%	14.6%	4.1%	0.0%	123
Knowledge of Care Managers During Business Hours	16.9%	54.0%	18.5%	8.1%	2.4%	124
Knowledge of Care Managers After Hours	9.0%	38.2%	41.6%	11.2%	0.0%	89
Online Authorization	34.1%	46.0%	12.7%	7.1%	0.0%	126
Application of Medical Necessity Criteria	9.5%	57.1%	26.2%	5.6%	1.6%	126
Timely Authorization	35.6%	42.4%	18.2%	3.8%	0.0%	132
Medical Necessity Appeals Process	9.4%	33.3%	40.6%	12.5%	4.2%	96
Availability of Customer Service Representatives	27.9%	50.4%	14.7%	7.0%	0.0%	129
Knowledge of Customer Service Representatives	17.6%	51.1%	22.9%	7.6%	0.8%	131
Paper Claims Processing	7.6%	50.6%	34.2%	7.6%	0.0%	79
Electronic Claims Processing	28.8%	48.3%	17.8%	3.4%	1.7%	118
Claims Appeal Process	12.0%	47.0%	29.0%	9.0%	3.0%	100
Clarity of Provider Manual	10.4%	56.8%	23.2%	8.0%	1.6%	125
Online Communication	21.9%	58.6%	10.9%	5.5%	3.1%	128
Provider Training	8.1%	49.6%	30.1%	11.4%	0.8%	123
Provider Auditing and Consultation Process	10.0%	45.5%	37.3%	6.4%	0.9%	110
Addressing Concerns	12.1%	41.4%	25.9%	13.8%	6.9%	58

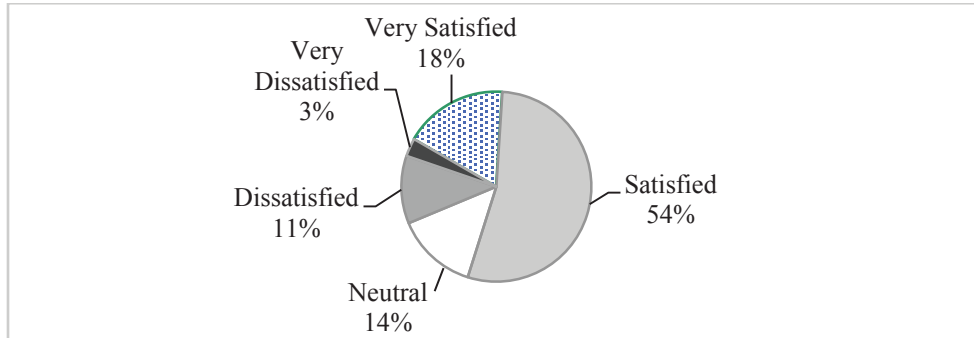
Survey question: This set of questions focuses on your current level of satisfaction with ValueOptions® Maryland. Are you very satisfied, satisfied, neutral, dissatisfied, or very dissatisfied with (survey item)?

Note: Respondents who selected 'Not Applicable' were not included in the total (N) and percentage calculations.

Suggestions: A summary of providers' suggestions can be found in Appendix C. While most providers had positive comments or no suggestions, several focused on customer service.

Ability to Meet Clinical Needs

Overall Satisfaction: The majority (72%) of the 130 programs/facilities that responded are *very satisfied* or *satisfied* with their ability to meet the clinical needs of the consumers they serve.

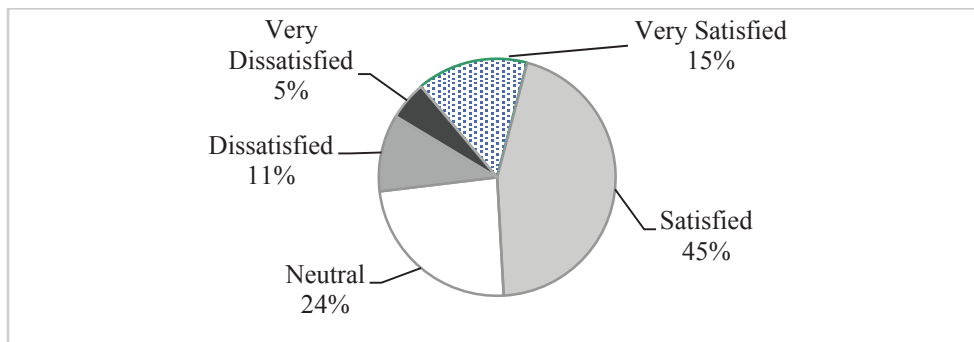


Survey Question: What is your current level of satisfaction with your ability to meet the clinical needs of the consumers you serve within this system?

IV. SURVEY RESULTS: INDIVIDUAL PROVIDERS/PRACTITIONERS

Satisfaction with the Mental Hygiene Administration (MHA)

Overall Satisfaction: The majority (60%) of the 171 individual providers/practitioners that responded are *very satisfied* or *satisfied* with MHA.



Survey Question: What is your overall satisfaction with the Mental Hygiene Administration, or MHA?

Satisfaction with Services: For 6 of the 10 survey items, over half of the individual providers/practitioners are *very satisfied* or *satisfied*.

SUMMARY OF MHA SATISFACTION RATINGS INDIVIDUAL PROVIDERS						
Survey Item	Very Satisfied %	Satisfied %	Neutral %	Dis-satisfied %	Very Dis-satisfied %	Total (N)
Clarity of Policies, Procedures, and Other Communication	18.8%	46.5%	20.0%	10.0%	4.7%	170
Clarity of Regulations	14.6%	44.4%	29.2%	8.8%	2.9%	171
Medical Necessity Criteria and Referral Guidelines	17.9%	43.2%	25.9%	10.5%	2.5%	162
Timeliness of Communication about the PMHS	22.2%	43.8%	19.8%	9.9%	4.3%	162
Reimbursement Rates	15.3%	31.2%	21.8%	24.1%	7.6%	170
Provider Involvement in Policy Making	11.3%	20.7%	47.3%	12.7%	8.0%	150
Provider Training	11.8%	34.2%	39.5%	12.5%	2.0%	152
Technical Assistance	20.4%	45.2%	24.8%	6.4%	3.2%	157
Addressing Concerns	10.3%	20.7%	13.8%	37.9%	17.2%	29
Outcomes Measurement System (OMS)	19.5%	36.7%	35.2%	4.7%	3.9%	128

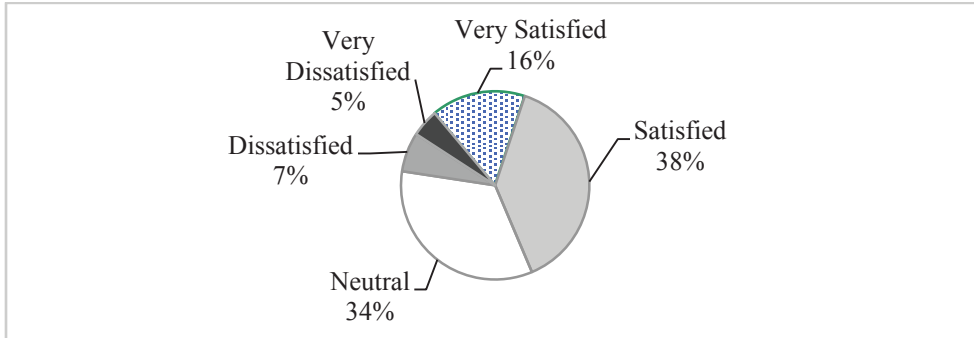
Survey question: These questions focus on your current level of satisfaction with the Mental Hygiene Administration, or MHA. Are you very satisfied, satisfied, neutral, dissatisfied, or very dissatisfied with (survey item)?

Note: Respondents who selected 'Not Applicable' were not included in the total (N) and percentage calculations.

Suggestions: A summary of individual providers’ suggestions can be found in Appendix C. While most providers had positive comments or no suggestions, several focused on reimbursement rates and communication.

Satisfaction with the Core Service Agencies (CSAs)

Overall Satisfaction: Over half (54%) of the 148 individual providers/practitioners that responded are *very satisfied* or *satisfied* with the CSA.



Survey Question: What is your overall satisfaction with the Core Service Agency, or CSA?

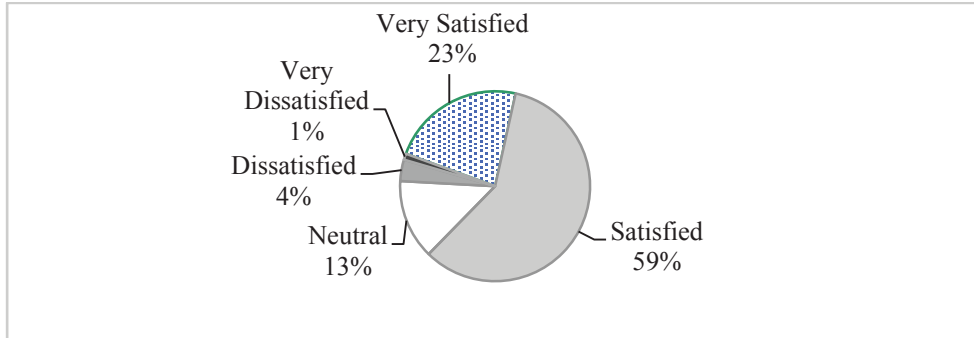
Satisfaction with Services: For 6 of the 10 survey items, over half of the individual providers/practitioners are *very satisfied* or *satisfied*.

SUMMARY OF CSA SATISFACTION RATINGS INDIVIDUAL PROVIDERS						
Survey Item	Very Satisfied %	Satisfied %	Neutral %	Dis-satisfied %	Very Dis-satisfied %	Total (N)
Clarity of Policies, Procedures, and Other Communication	16.4%	35.6%	37.7%	6.8%	3.4%	146
Timeliness of Authorizations and Eligibility Determinations	25.2%	41.7%	21.2%	7.9%	4.0%	151
Accessibility to Providers	16.9%	43.2%	27.0%	10.1%	2.7%	148
Timeliness of Communication about the PMHS	15.0%	38.8%	36.7%	8.2%	1.4%	147
Leadership in Solving Local Mental Health Problems	12.5%	31.2%	37.5%	14.6%	4.2%	144
Planning for Local Mental Health Needs	13.9%	26.4%	41.7%	11.8%	6.2%	144
Provider Involvement in Policy Making	9.0%	24.8%	46.6%	14.3%	5.3%	133
Technical Assistance	17.9%	39.3%	32.9%	7.1%	2.9%	140
Interagency Coordination	16.4%	30.0%	37.9%	10.0%	5.7%	140
Addressing Concerns	21.7%	30.4%	8.7%	30.4%	8.7%	23
<i>Survey question: This set of questions focuses on your current level of satisfaction with the Core Service Agency, or CSA, with which you most frequently work. Are you very satisfied, satisfied, neutral, dissatisfied, or very dissatisfied with (survey item)?</i>						
<i>Note: Respondents who selected 'Not Applicable' were not included in the total (N) and percentage calculations.</i>						

Suggestions: A summary of individual providers’ suggestions can be found in Appendix C. While most providers had positive comments or no suggestions, several focused on communication.

Satisfaction with ValueOptions[®] Maryland

Overall Satisfaction: A large majority (82%) of the 192 individual providers/practitioners that responded are *very satisfied* or *satisfied* with ValueOptions[®] Maryland.



Survey Question: What is your overall satisfaction with ValueOptions?

Satisfaction with Services: For 13 of the 17 survey items, at least half of the individual providers/practitioners are *very satisfied* or *satisfied*.

SUMMARY OF VALUEOPTIONS® MARYLAND SATISFACTION RATINGS INDIVIDUAL PROVIDERS						
Survey Item	Very Satisfied %	Satisfied %	Neutral %	Dis-satisfied %	Very Dis-satisfied %	Total (N)
Availability of Care Managers During Business Hours	32.4%	49.4%	12.4%	4.7%	1.2%	170
Knowledge of Care Managers During Business Hours	25.9%	50.0%	15.7%	7.2%	1.2%	166
Knowledge of Care Managers After Hours	14.9%	27.3%	48.8%	6.6%	2.5%	121
Online Authorization	41.6%	43.8%	5.1%	7.3%	2.2%	178
Application of Medical Necessity Criteria	18.5%	51.1%	22.5%	4.5%	3.4%	178
Timely Authorization	40.6%	46.4%	7.8%	2.6%	2.6%	192
Medical Necessity Appeals Process	10.4%	30.4%	45.6%	6.4%	7.2%	125
Availability of Customer Service Representatives	27.2%	46.2%	16.3%	9.2%	1.1%	184
Knowledge of Customer Service Representatives	25.4%	48.6%	17.8%	5.9%	2.2%	185
Paper Claims Processing	24.3%	44.3%	26.4%	3.6%	1.4%	140
Electronic Claims Processing	37.0%	38.8%	21.2%	2.4%	0.6%	165
Claims Appeal Process	11.1%	32.6%	45.2%	8.9%	2.2%	135
Clarity of Provider Manual	13.4%	51.8%	29.3%	4.9%	0.6%	164
Online Communication	19.4%	49.7%	25.1%	4.6%	1.1%	175
Provider Training	14.0%	41.3%	38.5%	4.9%	1.4%	143
Provider Auditing and Consultation Process	12.3%	37.7%	41.5%	5.4%	3.1%	130
Addressing Concerns	16.7%	30.6%	19.4%	25.0%	8.3%	36

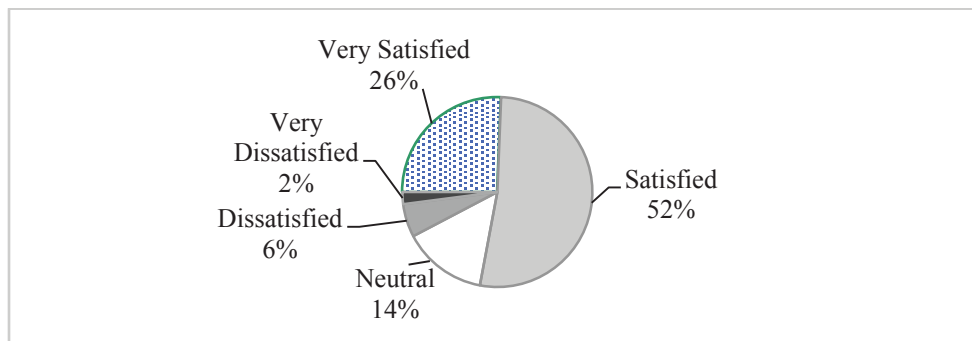
Survey question: This set of questions focuses on your current level of satisfaction with ValueOptions® Maryland. Are you very satisfied, satisfied, neutral, dissatisfied, or very dissatisfied with (survey item)?

Note: Respondents who selected 'Not Applicable' were not included in the total (N) and percentage calculations.

Suggestions: A summary of individual providers’ suggestions can be found in Appendix C. While most providers had positive comments or no suggestions, several focused on authorizations and customer service.

Ability to Meet Clinical Needs

Overall Satisfaction: The majority (78%) of the 195 individual providers/practitioners that responded are *very satisfied* or *satisfied* with their ability to meet the clinical needs of the consumers they serve within the system.



Survey Question: What is your current level of satisfaction with your ability to meet the clinical needs of the consumers you serve within this system?

V. LIMITATIONS AND RECOMMENDATIONS FOR FUTURE SURVEYS

Data Collection

There were significant challenges in this data collection effort, with implications for the next administration of the provider survey.

- Of the 1,923 providers who were mailed packets, 386 did not have a phone number listed in the database, and another 291 had non-working or incorrect phone numbers.
- Of the 545 Programs/Facilities, 349 (64%) did not have the Program Director's name listed in the database. Therefore, the mailing was addressed to "Program Director" and not to a specific person.

Increasing response rates in provider surveys such as this requires multiple modes of data collection along with multiple contacts for each provider in the sample. For the next survey, Fact Finders recommends the following, if possible:

- Populate the "Program Director" field for all programs and facilities in the database.
- Provide working telephone numbers for the individuals, programs, and facilities.
- Consider adding an online survey component to the other data collection modes, as another option for survey participation.

Questionnaire

Prior to fielding the next provider survey, Fact Finders recommends reviewing the responses to this survey, procedures that may have changed, suspected weaknesses in service, and terminology to ensure that the survey is sufficiently updated to best meet management and tracking needs. This will be especially important considering the major changes in the behavioral health system that are expected in the next two to three years.

VI. APPENDICES

Appendices to this report are posted on the Mental Hygiene Administration and ValueOptions[®] Maryland Websites (www.dhmh.state.md.us/mha and <http://maryland.valueoptions.com>).

Appendix A: Provider Survey Letter and Questionnaire

Appendix B: Additional Survey Analyses

Appendix C: Summary of Provider Suggestions for Improvement



Martin O'Malley, Governor

Anthony G. Brown, Lt. Governor

Joshua M. Sharfstein, M.D., Secretary,
Department of Health and Mental Hygiene

Gayle Jordan-Randolph, M.D., Deputy Secretary,
Behavioral Health and Disabilities

Brian Hepburn, M.D., Executive Director,
Mental Hygiene Administration

Contact Information

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410-402-8300

www.dhmh.state.md.us/mha

The services and facilities of the Maryland Department of Health and Mental Hygiene (DHMH) are operated on a non-discriminatory basis. This policy prohibits discrimination on the basis of race, color, sex, or national origin and applies to the provisions of employment and granting of advantages, privileges, and accommodations.

The Department, in compliance with the Americans with Disabilities Act, ensures that qualified individuals with disabilities are given an opportunity to participate in and benefit from DHMH services, programs, benefits, and employment opportunities.

