



STATE OF MARYLAND

**DHMH**

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**DEPARTMENT OF HEALTH AND MENTAL HYGIENE  
MENTAL HYGIENE ADMINISTRATION**

**MARYLAND'S PUBLIC MENTAL HEALTH SYSTEM**

**2011 PROVIDER SURVEY**

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**EXECUTIVE SUMMARY AND APPENDICES**

## 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 2011 provider survey. Fact Finders, Inc. conducted all programming, processing, analysis, and reporting in-house. This report represents findings of the 2011 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 seen 15 or more PMHS consumers in calendar year 2010.

### 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 March 17, 2011 to 1619 providers (1119 individual providers/practitioners who had seen 15 or more consumers in 2010 and all of the 500 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 8 repeat phone calls were made before a final disposition was assigned. All of the telephone interviews were conducted between March 30 and May 12, 2011.

**Response**

The total number of providers who participated in this survey is 293; the modes of participation were as follows:

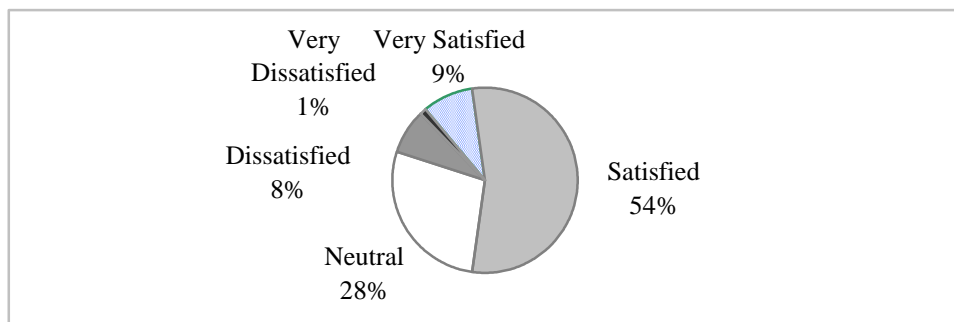
- Telephone interview by appointment/outbound call: 64
- Inbound calls to Fact Finders' toll-free telephone number: 36
- Mailed back completed questionnaire: 127
- Faxed back completed questionnaire: 66

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
500	149	29.8%	1119	144	12.9%

**III. SURVEY RESULTS: PROGRAMS/FACILITIES**

**Satisfaction with the Mental Hygiene Administration (MHA)**

**Overall Satisfaction:** The majority of programs/facilities (63%) are *very satisfied* or *satisfied* with MHA.



*Survey Question: What is your overall satisfaction with the Mental Hygiene Administration, or MHA? Are you very satisfied, satisfied, neutral, dissatisfied, or very dissatisfied?*

**Satisfaction with Services:** For 5 of the 9 service items, over half of the programs/facilities are *very satisfied* or *satisfied*. Sizeable percentages of providers (ranging from 20% to 42%) reported being *neutral*, which may reflect limited or no experience with the service item.

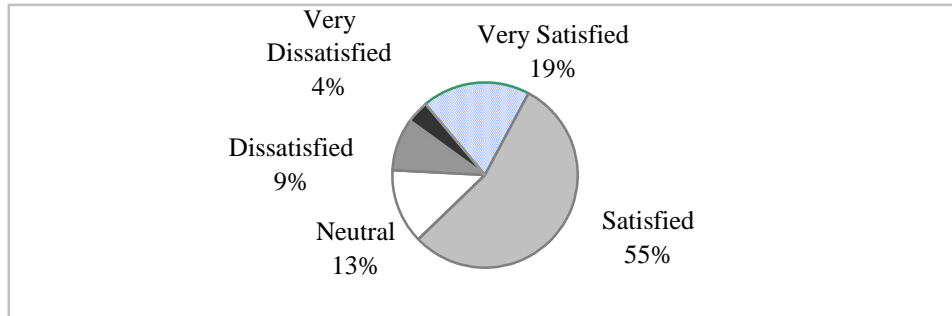
<b>SUMMARY OF MHA SATISFACTION RATINGS BY PROGRAMS/FACILITIES</b>						
<b>Survey Item</b>	<b>Very Satisfied %</b>	<b>Satisfied %</b>	<b>Neutral %</b>	<b>Dis-satisfied %</b>	<b>Very Dis-satisfied %</b>	<b>Total (N)</b>
<b>Clarity of Policies, Procedures, and Other Communication</b>	7.1%	60.0%	24.3%	6.4%	2.1%	140
<b>Clarity of Regulations</b>	5.7%	55.7%	25.0%	11.4%	2.1%	140
<b>Medical Necessity Criteria and Referral Guidelines</b>	10.4%	63.0%	20.0%	6.7%	0.0%	135
<b>Timeliness of Communication about the PMHS</b>	9.4%	48.6%	29.7%	9.4%	2.9%	138
<b>Format and Content of Treatment Plans</b>	7.6%	53.4%	31.3%	7.6%	0.0%	131
<b>Reimbursement Rates</b>	2.9%	35.3%	26.5%	27.9%	7.4%	136
<b>Provider Involvement in Policy Making</b>	4.5%	31.6%	42.1%	18.8%	3.0%	133
<b>Provider Training</b>	4.4%	44.9%	29.4%	18.4%	2.9%	136
<b>Technical Assistance</b>	8.9%	37.0%	42.2%	10.4%	1.5%	135
<i>Survey question: The first 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)?</i>						

**Concerns:** Thirty-eight percent (38%) of programs/facilities report that they expressed concerns to MHA in the last year; 57% of these providers are *very satisfied* or *satisfied* with how their concerns were addressed.

**Suggestions:** Programs/facilities offered a range of suggestions for service modifications that could improve levels of satisfaction with the MHA; many providers focused on communication and reimbursement rates. A summary of providers' suggestions can be found in Appendix C.

## Satisfaction with the Core Service Agencies (CSAs)

**Overall Satisfaction:** Three-quarters of programs/facilities (74%) are *very satisfied* or *satisfied* with the CSAs.



*Survey Question: What is your overall satisfaction with the Core Service Agency, or CSA? Are you very satisfied, satisfied, neutral, dissatisfied, or very dissatisfied?*

**Satisfaction with Services:** For 8 of the 9 service items, over half of the programs/facilities are *very satisfied* or *satisfied*. Sizeable percentages of providers (ranging from 17% to 39%) reported being *neutral*, which may reflect limited or no experience with the service.

SUMMARY OF CSA SATISFACTION RATINGS BY PROGRAMS/FACILITIES						
Survey Item	Very Satisfied %	Satisfied %	Neutral %	Dis-satisfied %	Very Dis-satisfied %	Total (N)
Clarity of Policies, Procedures, and Other Communication	13.1%	56.9%	19.0%	9.5%	1.5%	137
Timeliness of Authorizations and Eligibility Determinations	14.4%	51.5%	24.2%	7.6%	2.3%	132
Accessibility to Providers	20.4%	56.2%	16.8%	3.6%	2.9%	137
Timeliness of Communication about the PMHS	14.0%	50.7%	24.3%	8.8%	2.2%	136
Leadership in Solving Local Mental Health Problems	13.2%	40.4%	33.1%	11.0%	2.2%	136
Planning for Local Mental Health Needs	9.6%	44.4%	31.9%	12.6%	1.5%	135
Provider Involvement in Policy Making	6.6%	39.0%	39.0%	12.5%	2.9%	136
Technical Assistance	9.7%	44.0%	33.6%	10.4%	2.2%	134
Interagency Coordination	9.5%	46.0%	29.2%	13.1%	2.2%	137

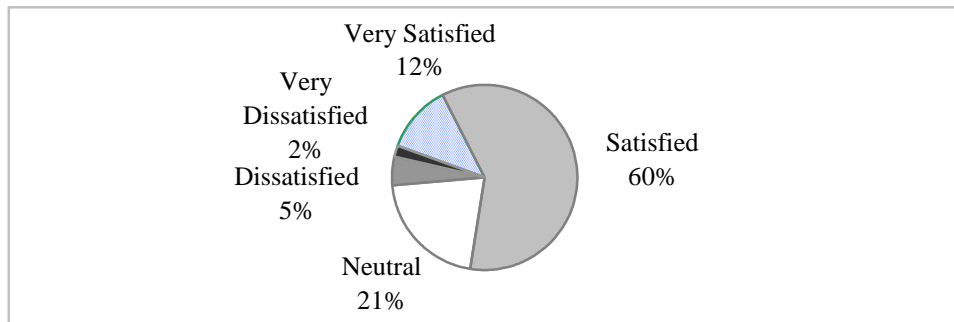
*Survey question: This set of questions focuses on your current level of satisfaction with the Core Service Agency, or CSA, with which you most frequently work. Are you very satisfied, satisfied, neutral, dissatisfied, or very dissatisfied with (survey item)?*

**Concerns:** Forty-four percent (44%) of programs/facilities report that they expressed concerns to the CSA in the last year; 58% of these providers are *very satisfied* or *satisfied* with how their concerns were addressed.

**Suggestions:** Programs/facilities offered a range of suggestions for service modifications that could improve levels of satisfaction with the CSA; many providers focused on timeliness and communication. A summary of providers' suggestions can be found in Appendix C.

**Satisfaction with ValueOptions<sup>®</sup> Maryland**

**Overall Satisfaction:** A majority of programs/facilities (72%) are *very satisfied* or *satisfied* with ValueOptions<sup>®</sup> Maryland.



*Survey Question: What is your overall satisfaction with ValueOptions? Are you very satisfied, satisfied, neutral, dissatisfied, or very dissatisfied?*

**Satisfaction with Services:** For 13 of the 18 service items, over half of the programs/facilities are *very satisfied* or *satisfied*. Sizeable percentages of providers (ranging from 10% to 54%) reported being *neutral*, which may reflect limited or no experience with the service.

<b>SUMMARY OF VALUEOPTIONS® MARYLAND SATISFACTION RATINGS BY PROGRAMS/FACILITIES</b>						
<b>Survey Item</b>	<b>Very Satisfied %</b>	<b>Satisfied %</b>	<b>Neutral %</b>	<b>Dis-satisfied %</b>	<b>Very Dis-satisfied %</b>	<b>Total (N)</b>
<b>Availability of Care Managers During Business Hours</b>	15.6%	63.8%	14.9%	5.0%	0.7%	141
<b>Knowledge of Care Managers During Business Hours</b>	10.0%	60.0%	17.1%	11.4%	1.4%	140
<b>Knowledge of Care Managers After Hours</b>	4.3%	28.4%	54.3%	9.5%	3.4%	116
<b>Online Authorization</b>	26.8%	52.2%	14.5%	5.1%	1.4%	138
<b>Application of Medical Necessity Criteria</b>	9.4%	68.1%	18.1%	3.6%	0.7%	138
<b>Timely Authorization</b>	24.6%	56.3%	10.6%	7.7%	0.7%	142
<b>Medical Necessity Appeals Process</b>	6.4%	34.4%	48.8%	7.2%	3.2%	125
<b>Availability of Customer Service Representatives</b>	16.8%	60.1%	17.5%	4.9%	0.7%	143
<b>Knowledge of Customer Service Representatives</b>	13.3%	45.5%	26.6%	12.6%	2.1%	143
<b>Paper Claims Processing</b>	7.1%	40.2%	42.9%	9.8%	0.0%	112
<b>Electronic Claims Processing</b>	17.4%	56.1%	21.2%	4.5%	0.8%	132
<b>Availability of Claims Customer Service Representatives</b>	18.3%	51.1%	23.7%	5.3%	1.5%	131
<b>Knowledge of Claims Customer Service Representatives</b>	12.3%	45.4%	32.3%	7.7%	2.3%	130
<b>Claims Appeal Process</b>	4.8%	31.5%	50.0%	11.3%	2.4%	124
<b>Clarity of Provider Manual</b>	5.2%	59.0%	27.6%	6.7%	1.5%	134
<b>Online Communication</b>	11.4%	56.8%	23.5%	6.1%	2.3%	132
<b>Provider Training</b>	4.5%	48.9%	33.8%	11.3%	1.5%	133
<b>Provider Auditing and Consultation Process</b>	7.3%	42.3%	47.2%	2.4%	0.8%	123

*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)?*

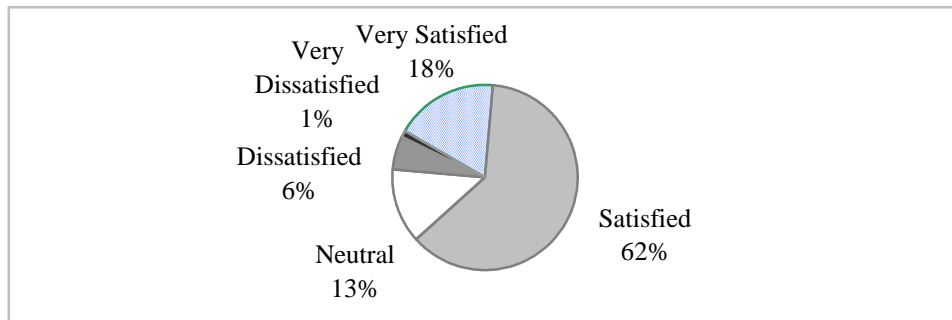
**Concerns:** Fifty-eight percent (58%) of programs/facilities report that they expressed concerns to ValueOptions® Maryland in the last year; 43% of these providers are *very satisfied* or *satisfied* with how their concerns were addressed.

**Suggestions:** Programs/facilities offered a range of suggestions for service modifications that could improve levels of satisfaction with ValueOptions® Maryland; many providers focused on

communication, authorization of care, and claims processing. A summary of providers' suggestions can be found in Appendix C.

### **Ability to Meet Clinical Needs**

**Overall Satisfaction:** Eighty percent (80%) of programs/facilities are *very satisfied* or *satisfied* with their ability to meet the clinical needs of the consumers they serve within the system.

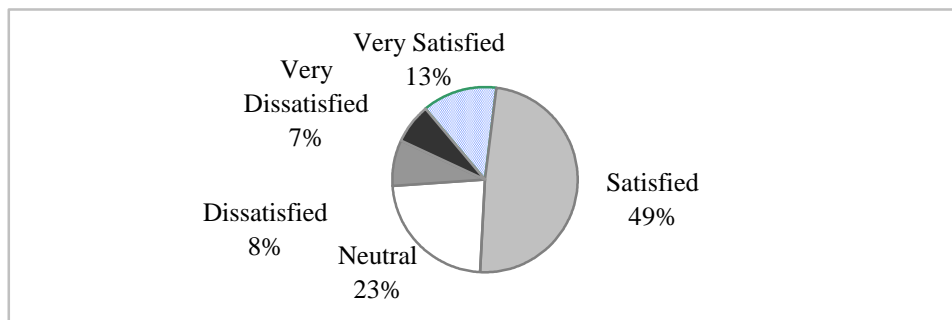


*Survey Question: What is your current level of satisfaction with your ability to meet the clinical needs of the consumers you serve within this system? Are you very satisfied, satisfied, neutral, dissatisfied, or very dissatisfied?*

## **IV. SURVEY RESULTS: INDIVIDUAL PROVIDERS/PRACTITIONERS**

### **Satisfaction with the Mental Hygiene Administration (MHA)**

**Overall Satisfaction:** Sixty-two percent (62%) of the individual providers/practitioners are *very satisfied* or *satisfied* with MHA.



*Survey Question: What is your overall satisfaction with the Mental Hygiene Administration, or MHA? Are you very satisfied, satisfied, neutral, dissatisfied, or very dissatisfied?*



**Satisfaction with Services:** For 5 of the 9 service items, over half of the individual providers/practitioners are *very satisfied* or *satisfied*. Sizeable percentages of individual providers/practitioners (ranging from 20% to 52%) reported being *neutral*, which may reflect limited or no experience with the service.

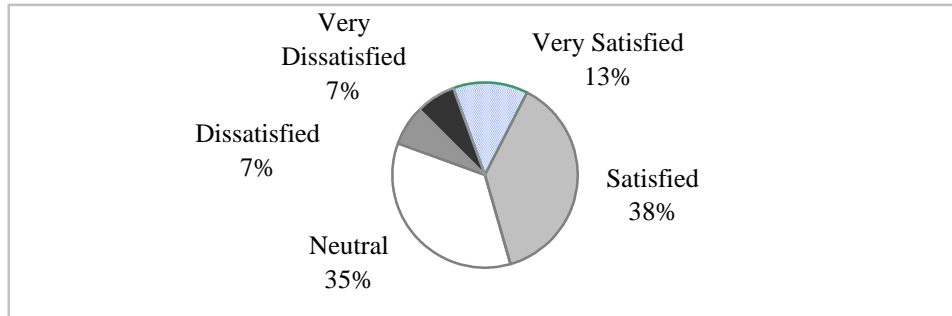
<b>SUMMARY OF MHA SATISFACTION RATINGS BY INDIVIDUAL PRACTITIONERS</b>						
<b>Survey Item</b>	<b>Very Satisfied %</b>	<b>Satisfied %</b>	<b>Neutral %</b>	<b>Dis-satisfied %</b>	<b>Very Dis-satisfied %</b>	<b>Total (N)</b>
<b>Clarity of Policies, Procedures, and Other Communication</b>	18.7%	41.7%	23.0%	10.1%	6.5%	139
<b>Clarity of Regulations</b>	14.3%	38.6%	26.4%	14.3%	6.4%	140
<b>Medical Necessity Criteria and Referral Guidelines</b>	15.8%	38.1%	26.6%	12.9%	6.5%	139
<b>Timeliness of Communication about the PMHS</b>	14.6%	38.7%	30.7%	10.2%	5.8%	137
<b>Format and Content of Treatment Plans</b>	11.1%	36.3%	28.9%	17.0%	6.7%	135
<b>Reimbursement Rates</b>	9.4%	30.4%	19.6%	24.6%	15.9%	138
<b>Provider Involvement in Policy Making</b>	3.7%	16.4%	52.2%	17.2%	10.4%	134
<b>Provider Training</b>	3.8%	29.3%	48.1%	12.8%	6.0%	133
<b>Technical Assistance</b>	18.1%	35.5%	28.3%	9.4%	8.7%	138
<i>Survey question: The first 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)?</i>						

**Concerns:** One-quarter (24%) of individual providers/practitioners report that they expressed concerns to MHA in the last year; 35% of these individual providers/practitioners are *very satisfied* or *satisfied* with how their concerns were addressed.

**Suggestions:** Individual providers/practitioners offered a range of suggestions for service modifications that could improve levels of satisfaction with the MHA; many individual providers focused on communication and reimbursement rates. A summary of individual providers' suggestions can be found in Appendix C.

## Satisfaction with the Core Service Agencies (CSAs)

**Overall Satisfaction:** Half of individual providers/practitioners (51%) are *very satisfied* or *satisfied* with the CSA.



*Survey Question: What is your overall satisfaction with the Core Service Agency, or CSA? Are you very satisfied, satisfied, neutral, dissatisfied, or very dissatisfied?*

**Satisfaction with Services:** For 4 of the 9 service items, over half of the individual providers/practitioners are *very satisfied* or *satisfied*. Sizeable percentages of individual providers (ranging from 33% to 49%) reported being *neutral*, which may reflect limited or no experience with the service.

SUMMARY OF CSA SATISFACTION RATINGS BY INDIVIDUAL PRACTITIONERS						
Survey Item	Very Satisfied %	Satisfied %	Neutral %	Dis-satisfied %	Very Dis-satisfied %	Total (N)
Clarity of Policies, Procedures, and Other Communication	12.0%	40.8%	33.6%	6.4%	7.2%	125
Timeliness of Authorizations and Eligibility Determinations	19.2%	32.8%	37.6%	6.4%	4.0%	125
Accessibility to Providers	18.5%	34.5%	34.5%	3.4%	9.2%	119
Timeliness of Communication about the PMHS	14.8%	35.2%	36.9%	8.2%	4.9%	122
Leadership in Solving Local Mental Health Problems	15.8%	23.3%	39.2%	13.3%	8.3%	120
Planning for Local Mental Health Needs	13.9%	23.8%	41.0%	13.1%	8.2%	122
Provider Involvement in Policy Making	7.4%	19.7%	49.2%	13.9%	9.8%	122
Technical Assistance	9.9%	31.4%	44.6%	7.4%	6.6%	121
Interagency Coordination	10.7%	27.3%	47.1%	8.3%	6.6%	121

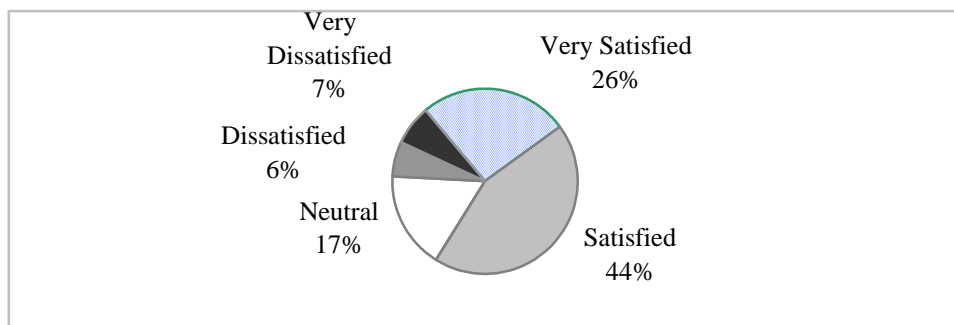
*Survey question: This set of questions focuses on your current level of satisfaction with the Core Service Agency, or CSA, with which you most frequently work. Are you very satisfied, satisfied, neutral, dissatisfied, or very dissatisfied with (survey item)?*

**Concerns:** Twenty-one percent (21%) of individual providers/practitioners report that they expressed concerns to the CSA in the last year; 38% of these individual providers are *very satisfied* or *satisfied* with how their concerns were addressed.

**Suggestions:** Individual providers/practitioners offered a range of suggestions for service modifications that could improve levels of satisfaction with the CSA; many individual providers focused on timeliness and communication. A summary of individual providers' suggestions can be found in Appendix C.

### **Satisfaction with ValueOptions<sup>®</sup> Maryland**

**Overall Satisfaction:** Seventy percent (70%) of individual providers/practitioners are *very satisfied* or *satisfied* with ValueOptions<sup>®</sup> Maryland.



*Survey Question: What is your overall satisfaction with ValueOptions? Are you very satisfied, satisfied, neutral, dissatisfied, or very dissatisfied?*

**Satisfaction with Services:** For 13 of the 18 survey items, over half of the individual providers/practitioners are *very satisfied* or *satisfied*. Sizeable percentages of individual providers (ranging from 9% to 58%) reported being *neutral*, which may reflect limited or no experience with the service.

<b>SUMMARY OF VALUEOPTIONS® MARYLAND SATISFACTION RATINGS BY INDIVIDUAL PRACTITIONERS</b>						
<b>Survey Item</b>	<b>Very Satisfied %</b>	<b>Satisfied %</b>	<b>Neutral %</b>	<b>Dis-satisfied %</b>	<b>Very Dis-satisfied %</b>	<b>Total (N)</b>
<b>Availability of Care Managers During Business Hours</b>	34.8%	39.1%	15.9%	5.8%	4.3%	138
<b>Knowledge of Care Managers During Business Hours</b>	29.7%	40.6%	18.1%	8.0%	3.6%	138
<b>Knowledge of Care Managers After Hours</b>	10.3%	23.9%	52.1%	6.8%	6.8%	117
<b>Online Authorization</b>	29.9%	35.8%	16.1%	12.4%	5.8%	137
<b>Application of Medical Necessity Criteria</b>	19.1%	40.4%	29.4%	6.6%	4.4%	136
<b>Timely Authorization</b>	28.2%	42.3%	14.1%	12.7%	2.8%	142
<b>Medical Necessity Appeals Process</b>	8.3%	23.3%	57.5%	5.0%	5.8%	120
<b>Availability of Customer Service Representatives</b>	33.6%	44.3%	9.3%	9.3%	3.6%	140
<b>Knowledge of Customer Service Representatives</b>	28.6%	40.7%	12.9%	13.6%	4.3%	140
<b>Paper Claims Processing</b>	20.8%	35.8%	30.0%	6.7%	6.7%	120
<b>Electronic Claims Processing</b>	33.6%	39.8%	17.2%	3.9%	5.5%	128
<b>Availability of Claims Customer Service Representatives</b>	29.0%	47.8%	13.8%	5.8%	3.6%	138
<b>Knowledge of Claims Customer Service Representatives</b>	26.7%	46.7%	14.1%	8.9%	3.7%	135
<b>Claims Appeal Process</b>	9.9%	28.1%	45.5%	9.9%	6.6%	121
<b>Clarity of Provider Manual</b>	9.0%	50.0%	31.3%	3.0%	6.7%	134
<b>Online Communication</b>	18.4%	45.6%	21.3%	8.8%	5.9%	136
<b>Provider Training</b>	10.5%	36.1%	39.1%	8.3%	6.0%	133
<b>Provider Auditing and Consultation Process</b>	9.4%	27.3%	52.3%	4.7%	6.2%	128

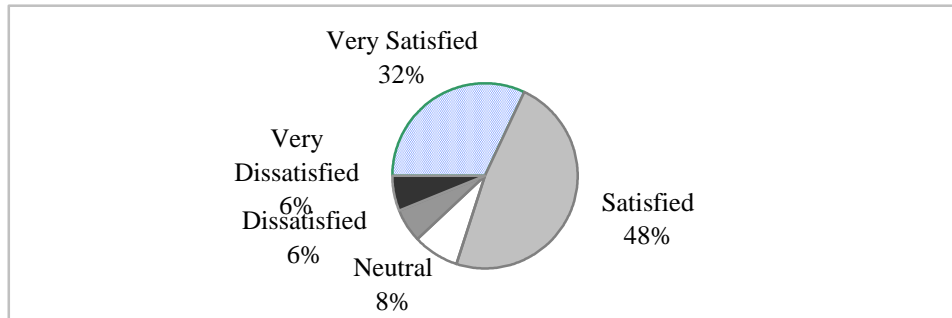
*Survey question: This set of questions focuses on your current level of satisfaction with ValueOptions® Maryland. Are you very satisfied, satisfied, neutral, dissatisfied, or very dissatisfied with (survey item)?*

**Concerns:** Thirty-nine percent (39%) of individual providers/practitioners report that they expressed concerns to ValueOptions® Maryland in the last year; 41% of these individual providers are *very satisfied* or *satisfied* with how their concerns were addressed.

**Suggestions:** Individual providers/practitioners offered a range of suggestions for service modifications that could improve levels of satisfaction with ValueOptions<sup>®</sup> Maryland; many individual providers focused on communication, authorization of care, and claims processing. A summary of individual providers’ suggestions can be found in Appendix C.

### **Ability to Meet Clinical Needs**

**Overall Satisfaction:** Eighty percent (80%) of individual providers/practitioners 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? Are you very satisfied, satisfied, neutral, dissatisfied, or very dissatisfied?*

## **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 1619 providers who were mailed packets, 350 did not have a phone number listed in the database, and another 222 had non-working or incorrect phone numbers.
- Of the 500 Programs/Facilities, 465 (93%) 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.
- Due to the 6-week protocol for conducting the survey, 219 of the providers were not contacted by telephone.

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.

- Allow 2 months for conducting the telephone data collection. This would give adequate time to follow-up on messages and busy signals, offer appointment dates and times, and give every provider ample opportunity to participate by phone.
- 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 (in 2013), 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.
- Considering elimination of the “Neutral” response category. As noted above, large percentages of providers selected the response option “Neutral.” The response categories did not include an explicit response option for “Not Applicable,” “Did Not Use,” or “Do Not Know.” Therefore, it is not possible to determine whether the response “Neutral” means a neutral rating (neither positive nor negative), or whether it reflects a lack of experience with or knowledge of the service item. Additionally, including the “Neutral” responses in the analysis makes comparison between survey items difficult. In using the survey data for management purposes, readers may want to understand which items are viewed most negatively or most positively. The large and varying proportions of “Neutral” responses may obscure the relative ranks of items, making such comparative analysis difficult.
- Providing greater clarity in the final section of the survey, so that providers can correctly identify their provider type and professional affiliation (see Appendix A, Survey Questionnaire). This would allow better analysis of survey responses by provider discipline or program type.

## **VI. APPENDICES**

Appendices to this report follow.

**Appendix A:** Provider Survey Letter and Questionnaire

**Appendix B:** Additional Survey Analyses

**Appendix C:** Summary of Provider Suggestions for Improvement

APPENDIX A:  
Provider Survey Letter and Questionnaire

## **I. SURVEY LETTER**





STATE OF MARYLAND

DHMH

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Maryland Department of Health and Mental Hygiene  
Mental Hygiene Administration

Spring Grove Hospital Center • Dix Building  
55 Wade Avenue • Catonsville, Maryland 21228

Martin O'Malley, Governor – Anthony G. Brown, Lt. Governor – Joshua M. Sharfstein, M.D., Secretary  
Brian M. Hepburn, M.D., Executive Director

February 2011

Dear Public Mental Health System Provider:

The Maryland Mental Hygiene Administration (MHA) is conducting a Provider Satisfaction Survey about the Public Mental Health System (PMHS). We would like your opinions about the system, including the roles of the Mental Hygiene Administration (MHA), the Core Service Agencies (CSA), and the Administrative Services Organization (ASO), ValueOptions® Maryland.

The information provided by the Provider Satisfaction Survey will be used as a quality improvement tool to identify the areas most favorably rated, as well as areas of concern for providers. ValueOptions® Maryland administers the PMHS Provider Satisfaction Survey on behalf of the MHA. If you are contacted about the survey, please assist us by completing the survey.

The State of Maryland, Department of Health and Mental Hygiene, has approved the recruitment of participants for this survey. Your name was obtained from the PMHS file of active providers. Participation in this survey will in no way affect your compensation or participation in the PMHS. You may choose not to answer any question you wish.

This year this survey is being administered by a third party, Fact Finders, the opinion research company providing services for ValueOptions® Maryland. In order to protect your privacy, the surveys are anonymous. Your name will not be associated with your specific answers.

If you have questions or comments, or would like additional information, please feel free to contact Jarrell Pipkin, Director, Quality Management, ValueOptions® Maryland, at (410) 691-4012. If you have any questions about your rights in this survey, please contact Gay Hutchen, Administrator, Institutional Review Board, 201 West Preston Street, 3<sup>rd</sup> Floor, Baltimore, MD 21201, (410) 767-8448.

Thank you for your help.

Sincerely,

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

Toll Free 1-877-4MD-DHMH • TTY for Disabled - Maryland Relay Service 1-800-735-2258

Web Site: [www.dhmh.state.md.us](http://www.dhmh.state.md.us)

## **II. SURVEY QUESTIONNAIRE**

**INTRODUCTION**

The purpose of this survey is to ask providers for their opinions about the Public Mental Health System (PMHS), including the Mental Hygiene Administration (MHA), the Core Service Agencies (CSA) and the Administrative Services Organization (ASO), ValueOptions<sup>®</sup> Maryland. The information provided by this survey will be used as a quality improvement tool to identify the areas most favorably rated as well as the areas of concern for providers.

This survey is being administered by Fact Finders providing services for ValueOptions. Your participation in this research and your responses will be anonymous; Fact Finders will present all research findings in the aggregate, without the use of any provider names. You may notice a sequence number on this questionnaire; this is to enable Fact Finders to tally those who have responded and remind those who have not yet responded. For OMHC and PRP facilities, we ask that the survey be completed by the Program Director or their designee.

This year, you may participate in the survey by telephone, fax, or mail. In the next few weeks you may anticipate a telephone call from Fact Finders asking you to participate in a telephone interview. Alternately, if you prefer, we invite you to participate in this survey by calling Fact Finders, or faxing or mailing back this questionnaire. Please participate in the method most convenient for you.

<b>Phone Interview:</b>	Call Fact Finders at your convenience weekdays 9 AM to 9 PM at: (Toll-free) <b>800 895-3228.</b>
<b>Fax:</b>	Fax this completed questionnaire to (Toll-free): <b>877 895-3201.</b> <i>(No fax cover sheet necessary.)</i>
<b>Mail:</b>	Return this completed questionnaire to: <b>FACT FINDERS, 2010 WESTERN AVENUE, ALBANY NY 12203.</b>

Thank you very much for participating in this survey.

**SATISFACTION WITH MENTAL HYGIENE ADMINISTRATION (M.H.A.)**

THESE QUESTIONS FOCUS ON YOUR CURRENT LEVEL OF SATISFACTION WITH THE MENTAL HYGIENE ADMINISTRATION, OR M.H.A. ARE YOU VERY SATISFIED, SATISFIED, NEUTRAL, DISSATISFIED, OR VERY DISSATISFIED WITH . . . ?

*(Please Circle Your Response to Each Question)*

1. CLARITY OF POLICIES, PROCEDURES, AND OTHER COMMUNICATION	VERY SATISFIED	SATISFIED	NEUTRAL	DISSATISFIED	VERY DISSATISFIED
2. CLARITY OF REGULATIONS	VERY SATISFIED	SATISFIED	NEUTRAL	DISSATISFIED	VERY DISSATISFIED
3. MEDICAL NECESSITY CRITERIA AND REFERRAL GUIDELINES	VERY SATISFIED	SATISFIED	NEUTRAL	DISSATISFIED	VERY DISSATISFIED
4. TIMELINESS OF COMMUNICATION ABOUT THE P.M.H.S.	VERY SATISFIED	SATISFIED	NEUTRAL	DISSATISFIED	VERY DISSATISFIED
5. FORMAT AND CONTENT OF TREATMENT PLANS	VERY SATISFIED	SATISFIED	NEUTRAL	DISSATISFIED	VERY DISSATISFIED
6. REIMBURSEMENT RATES	VERY SATISFIED	SATISFIED	NEUTRAL	DISSATISFIED	VERY DISSATISFIED
7. PROVIDER INVOLVEMENT IN POLICY MAKING	VERY SATISFIED	SATISFIED	NEUTRAL	DISSATISFIED	VERY DISSATISFIED
8. PROVIDER TRAINING	VERY SATISFIED	SATISFIED	NEUTRAL	DISSATISFIED	VERY DISSATISFIED
9. TECHNICAL ASSISTANCE	VERY SATISFIED	SATISFIED	NEUTRAL	DISSATISFIED	VERY DISSATISFIED

10. IN THE LAST YEAR, DID YOU EXPRESS ANY CONCERNS TO M.H.A.?

- 1 Yes  
2 No (*Skip to Q12*)

11. HOW SATISFIED WERE YOU WITH HOW YOUR CONCERNS WERE ADDRESSED?	VERY SATISFIED	SATISFIED	NEUTRAL	DISSATISFIED	VERY DISSATISFIED
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12. WHAT IS YOUR OVERALL SATISFACTION WITH THE MENTAL HYGIENE ADMINISTRATION? ARE YOU VERY SATISFIED, SATISFIED, NEUTRAL, DISSATISFIED, OR VERY DISSATISFIED

- 1 Very Satisfied  
2 Satisfied  
3 Neutral  
4 Dissatisfied  
5 Very Dissatisfied  
6 No Opinion / Don't Know

13. IS THERE ANYTHING THAT M.H.A. COULD HAVE DONE TO MAKE YOU MORE SATISFIED? \_\_\_\_\_

\_\_\_\_\_

**SATISFACTION WITH CORE SERVICE AGENCY (C.S.A.)**

THIS SET OF QUESTIONS FOCUSES ON YOUR CURRENT LEVEL OF SATISFACTION WITH THE CORE SERVICE AGENCY, OR C.S.A., WITH WHICH YOU MOST FREQUENTLY WORK. ARE YOU VERY SATISFIED, SATISFIED, NEUTRAL, DISSATISFIED, OR VERY DISSATISFIED WITH . . . ?

*(Please Circle Your Response to Each Question)*

14. CLARITY OF POLICIES, PROCEDURES, AND OTHER COMMUNICATION	VERY SATISFIED	SATISFIED	NEUTRAL	DISSATISFIED	VERY DISSATISFIED
15. TIMELINESS OF AUTHORIZATIONS AND ELIGIBILITY DETERMINATIONS	VERY SATISFIED	SATISFIED	NEUTRAL	DISSATISFIED	VERY DISSATISFIED
16. ACCESSIBILITY TO PROVIDERS	VERY SATISFIED	SATISFIED	NEUTRAL	DISSATISFIED	VERY DISSATISFIED
17. TIMELINESS OF COMMUNICATION ABOUT THE P.M.H.S.	VERY SATISFIED	SATISFIED	NEUTRAL	DISSATISFIED	VERY DISSATISFIED
18. LEADERSHIP IN SOLVING LOCAL MENTAL HEALTH PROBLEMS	VERY SATISFIED	SATISFIED	NEUTRAL	DISSATISFIED	VERY DISSATISFIED
19. PLANNING FOR LOCAL MENTAL HEALTH NEEDS	VERY SATISFIED	SATISFIED	NEUTRAL	DISSATISFIED	VERY DISSATISFIED
20. PROVIDER INVOLVEMENT IN POLICY MAKING	VERY SATISFIED	SATISFIED	NEUTRAL	DISSATISFIED	VERY DISSATISFIED
21. TECHNICAL ASSISTANCE	VERY SATISFIED	SATISFIED	NEUTRAL	DISSATISFIED	VERY DISSATISFIED
22. INTERAGENCY COORDINATION	VERY SATISFIED	SATISFIED	NEUTRAL	DISSATISFIED	VERY DISSATISFIED

23. IN THE LAST YEAR, DID YOU EXPRESS ANY CONCERNS TO C.S.A.?

- 1 Yes
- 2 No (*Skip to Q25*)

24. HOW SATISFIED WERE YOU WITH HOW YOUR CONCERNS WERE ADDRESSED?	VERY SATISFIED	SATISFIED	NEUTRAL	DISSATISFIED	VERY DISSATISFIED
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25. WHAT IS YOUR OVERALL SATISFACTION WITH THE CORE SERVICE AGENCY, OR C.S.A.? ARE YOU VERY SATISFIED, SATISFIED, NEUTRAL, DISSATISFIED, OR VERY DISSATISFIED

- 1 Very Satisfied
- 2 Satisfied
- 3 Neutral
- 4 Dissatisfied
- 5 Very Dissatisfied
- 6 No Opinion / Don't Know

26. IS THERE ANYTHING THAT C.S.A. COULD HAVE DONE TO MAKE YOU MORE SATISFIED? \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**SATISFACTION WITH VALUEOPTIONS MARYLAND**

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 . . . ?

**CARE MANAGERS:**

*(Please Circle Your Response to Each Question)*

27. <u>AVAILABILITY</u> OF CARE MANAGERS DURING BUSINESS HOURS	VERY SATISFIED	SATISFIED	NEUTRAL	DISSATISFIED	VERY DISSATISFIED
28. <u>KNOWLEDGE</u> OF CARE MANAGERS DURING BUSINESS HOURS	VERY SATISFIED	SATISFIED	NEUTRAL	DISSATISFIED	VERY DISSATISFIED
29. <u>KNOWLEDGE</u> OF CARE MANAGERS AFTER HOURS	VERY SATISFIED	SATISFIED	NEUTRAL	DISSATISFIED	VERY DISSATISFIED

**AUTHORIZATIONS:**

30. ONLINE AUTHORIZATION SYSTEM USING PROVIDERCONNECT	VERY SATISFIED	SATISFIED	NEUTRAL	DISSATISFIED	VERY DISSATISFIED
31. APPLICATION OF MEDICAL NECESSITY CRITERIA	VERY SATISFIED	SATISFIED	NEUTRAL	DISSATISFIED	VERY DISSATISFIED
32. TIMEFRAME IN WHICH AUTHORIZATION REQUESTS ARE PROCESSED	VERY SATISFIED	SATISFIED	NEUTRAL	DISSATISFIED	VERY DISSATISFIED
33. MEDICAL NECESSITY APPEALS PROCESS	VERY SATISFIED	SATISFIED	NEUTRAL	DISSATISFIED	VERY DISSATISFIED

**CUSTOMER SERVICE:**

34. <u>AVAILABILITY</u> OF CUSTOMER SERVICE REPRESENTATIVES	VERY SATISFIED	SATISFIED	NEUTRAL	DISSATISFIED	VERY DISSATISFIED
35. <u>KNOWLEDGE</u> OF CUSTOMER SERVICE REPRESENTATIVES	VERY SATISFIED	SATISFIED	NEUTRAL	DISSATISFIED	VERY DISSATISFIED

**CLAIMS:**

36. <u>ACCURACY</u> AND <u>TIMELINESS</u> OF PAPER CLAIMS PROCESSING	VERY SATISFIED	SATISFIED	NEUTRAL	DISSATISFIED	VERY DISSATISFIED
37. <u>ACCURACY</u> AND <u>TIMELINESS</u> OF <u>ELECTRONIC</u> CLAIMS PROCESSING	VERY SATISFIED	SATISFIED	NEUTRAL	DISSATISFIED	VERY DISSATISFIED
38. <u>AVAILABILITY</u> OF CUSTOMER SERVICE REPRESENTATIVES	VERY SATISFIED	SATISFIED	NEUTRAL	DISSATISFIED	VERY DISSATISFIED
39. <u>KNOWLEDGE</u> OF CUSTOMER SERVICE REPRESENTATIVES	VERY SATISFIED	SATISFIED	NEUTRAL	DISSATISFIED	VERY DISSATISFIED
40. CLAIMS APPEAL PROCESS	VERY SATISFIED	SATISFIED	NEUTRAL	DISSATISFIED	VERY DISSATISFIED

SATISFACTION WITH VALUEOPTIONS MARYLAND

(Continued)

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 . . . ?

**COMMUNICATIONS:**

(Please Circle Your Response to Each Question)

41. CLARITY OF PROVIDER MANUAL	VERY SATISFIED	SATISFIED	NEUTRAL	DISSATISFIED	VERY DISSATISFIED
42. ONLINE COMMUNICATION THROUGH WWW.VALUEOPTIONS.COM	VERY SATISFIED	SATISFIED	NEUTRAL	DISSATISFIED	VERY DISSATISFIED
43. PROVIDER TRAINING	VERY SATISFIED	SATISFIED	NEUTRAL	DISSATISFIED	VERY DISSATISFIED
44. PROVIDER AUDITING AND CONSULTATION PROCESS	VERY SATISFIED	SATISFIED	NEUTRAL	DISSATISFIED	VERY DISSATISFIED

45. IN THE LAST YEAR, DID YOU EXPRESS ANY CONCERNS TO VALUEOPTIONS?

- 1 Yes  
 2 No (Skip to Q47)

46. HOW SATISFIED WERE YOU WITH HOW YOUR CONCERNS WERE ADDRESSED?	VERY SATISFIED	SATISFIED	NEUTRAL	DISSATISFIED	VERY DISSATISFIED
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47. WHAT IS YOUR OVERALL SATISFACTION WITH VALUEOPTIONS?  
ARE YOU VERY SATISFIED, SATISFIED, NEUTRAL, DISSATISFIED, OR VERY DISSATISFIED?

VERY SATISFIED	SATISFIED	NEUTRAL	DISSATISFIED	VERY DISSATISFIED
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48. IS THERE ANYTHING VALUEOPTIONS COULD HAVE DONE TO MAKE YOU MORE SATISFIED?

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49. WHAT IS YOUR CURRENT LEVEL OF SATISFACTION WITH YOUR ABILITY TO MEET THE CLINICAL NEEDS OF THE CONSUMERS YOU SERVE WITHIN THIS SYSTEM? ARE YOU VERY SATISFIED, SATISFIED, NEUTRAL, DISSATISFIED, OR VERY DISSATISFIED?

VERY SATISFIED	SATISFIED	NEUTRAL	DISSATISFIED	VERY DISSATISFIED
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PROVIDER CHARACTERISTICS

(Please Check Your Response to Each Question)

50. IN WHICH CORE SERVICE AGENCY JURISDICTION DO YOU PROVIDE SERVICES MOST FREQUENTLY?

- |  |  |  |
|--|--|--|
| <input type="checkbox"/> 1 Allegany County     | <input type="checkbox"/> 8 Charles County      | <input type="checkbox"/> 15 Prince Georges County        |
| <input type="checkbox"/> 2 Anne Arundel County | <input type="checkbox"/> 9 Frederick County    | <input type="checkbox"/> 16 St. Mary's County            |
| <input type="checkbox"/> 3 Baltimore City      | <input type="checkbox"/> 10 Garrett County     | <input type="checkbox"/> 17 Washington County            |
| <input type="checkbox"/> 4 Baltimore County    | <input type="checkbox"/> 11 Harford County     | <input type="checkbox"/> 18 Wicomico /Somerset<br>County |
| <input type="checkbox"/> 5 Calvert County      | <input type="checkbox"/> 12 Howard County      | <input type="checkbox"/> 19 Worcester County             |
| <input type="checkbox"/> 6 Carroll County      | <input type="checkbox"/> 13 Mid-Shore Counties | <input type="checkbox"/> 20 No Opinion/DK                |
| <input type="checkbox"/> 7 Cecil County        | <input type="checkbox"/> 14 Montgomery County  |  |

51. DO YOU PROVIDE SERVICES IN MULTIPLE C.S.A. JURISDICTIONS?

- 1 Yes  
2 No  
3 No Opinion / Don't Know

52. WHAT IS YOUR PROFESSIONAL DISCIPLINE?

- |   |   |   |
|---|---|---|
| <input type="checkbox"/> 1 M.D.         | <input type="checkbox"/> 4 R.N. Psychotherapist | <input type="checkbox"/> 7 Some Other Discipline (specify)<br>_____ |
| <input type="checkbox"/> 2 Psychologist | <input type="checkbox"/> 5 L.C.P.C.             |   |
| <input type="checkbox"/> 3 L.C.S.W.-C.  | <input type="checkbox"/> 6 O.T.                 | <input type="checkbox"/> 8 Not Applicable / No Opinion              |

53. WHAT TYPE OF FACILITY DO YOU REPRESENT?

- |   |  |
|---|--|
| <input type="checkbox"/> 1 State Psychiatric Hospital             | <input type="checkbox"/> 4 Residential Treatment Center  |
| <input type="checkbox"/> 2 Private Psychiatric Hospital           | <input type="checkbox"/> 5 Some Other Facility (specify) |
| <input type="checkbox"/> 3 Psychiatric Unit at a General Hospital | <input type="checkbox"/> 6 Not Applicable / No Opinion   |

54. WHAT TYPES OF PROGRAMS [DO YOU / DOES YOUR AGENCY PROVIDE? (Check all that apply:)]

- |  |  |
|--|--|
| <input type="checkbox"/> 1 Health Case Management              | <input type="checkbox"/> 8 Respite Care                |
| <input type="checkbox"/> 2 Mobile Treatment Services           | <input type="checkbox"/> 9 Supported Employment        |
| <input type="checkbox"/> 3 Outpatient Mental Health Clinic     | <input type="checkbox"/> 10 Therapeutic                |
| <input type="checkbox"/> 4 Partial Hospitalization Program     | <input type="checkbox"/> 11 Nurseries                  |
| <input type="checkbox"/> 5 Psychiatric Rehabilitation Programs | <input type="checkbox"/> 12 Other (specify)            |
| <input type="checkbox"/> 6 Residential Crisis Program          | <input type="checkbox"/> 13 No Opinion/ Not Applicable |
| <input type="checkbox"/> 7 Residential Rehabilitation Programs |  |

55. HAVE YOU BEEN A PROVIDER IN THE PUBLIC MENTAL HEALTH SYSTEM FOR MORE THAN ONE YEAR?

- 1 Yes  
2 No  
3 No Opinion / Don't Know

56. WHICH FUNCTION(S) DO YOU PERFORM FOR YOUR PROGRAM OR FACILITY? (Check all that apply:)]

- |   |  |  |
|---|--|--|
| <input type="checkbox"/> 1 Clinical       | <input type="checkbox"/> 4 Billing / Collections | <input type="checkbox"/> 7 Not Applicable / No Opinion |
| <input type="checkbox"/> 2 Operations     | <input type="checkbox"/> 5 Utilization Review    |  |
| <input type="checkbox"/> 3 Administration | <input type="checkbox"/> 6 Other (specify)       |  |

**YOUR OPINION IS IMPORTANT TO US. THANK YOU FOR TAKING THE TIME TO COMPLETE THIS SURVEY.**



APPENDIX B:  
Additional Survey Analyses

## I. Relationship Between Service Items and Overall Ratings

The provider survey included three sections: ratings of MHA, ratings of the CSA, and ratings of ValueOptions. Each section included questions about specific service dimensions, as well as overall satisfaction. Analysis was conducted to see which specific service dimensions are related to overall satisfaction.

### Mental Hygiene Administration (MHA)

There is a significant relationship between each of the nine tested MHA service dimensions and overall satisfaction with the MHA. The service dimensions are:

- Clarity of Policies, Procedures, and Other Communications;
- Medical Necessity Criteria and Referral Guidelines;
- Timeliness of Communication about the PMHS;
- Clarity of Regulations;
- Format and Content of Treatment Plans;
- Reimbursement Rates;
- Provider Involvement in Policy Making;
- Provider Training;
- Technical Assistance.

In looking at the threshold for dissatisfaction with MHA services, overall satisfaction diminishes with the first service dimension dissatisfaction. As might be expected, overall dissatisfaction becomes more likely as the number of service dimension dissatisfactions increases.

Overall Satisfaction with MHA	Average Number of Service Dimensions with which Provider is Dissatisfied
Very Satisfied	0
Satisfied	1
Neutral	2
Dissatisfied	4
Very Dissatisfied	7

Service dimensions with the highest levels of dissatisfaction, and therefore the most room for improvement, are reimbursement rates, provider involvement in policy making, and provider training.

## **Core Service Agency (CSA)**

There is a significant relationship between each of the nine tested CSA service dimensions and overall satisfaction with the CSA. The service dimensions are:

- Clarity of Policies, Procedures, and Other Communications;
- Timeliness of Communication about the PMHS;
- Provider Involvement in Policy Making;
- Technical Assistance;
- Planning for Local Mental Health Needs;
- Timeliness of Authorizations and Eligibility Determinations;
- Accessibility to Providers;
- Leadership in Solving Local Mental Health Problems;
- Interagency Coordination.

Service dimensions with the highest levels of dissatisfaction, and therefore the most room for improvement, are provider involvement in policy making, leadership in solving local mental health problems, and planning for local mental health needs.

In looking at the threshold for dissatisfaction with CSA services, overall satisfaction diminishes with the first service dimension dissatisfaction. As might be expected, overall dissatisfaction becomes more likely as the number of service dimension dissatisfactions increases.

Overall Satisfaction with the CSA	Average Number of Service Dimensions with which Provider is Dissatisfied
Very Satisfied	0
Satisfied	0
Neutral	1
Dissatisfied	5
Very Dissatisfied	7

## **ValueOptions<sup>®</sup> Maryland**

There is a significant relationship between each of the 18 tested ValueOptions<sup>®</sup> Maryland service dimensions and overall satisfaction with ValueOptions<sup>®</sup> Maryland. Service dimensions categories are:

- Care Managers;
- Customer Service Representatives;
- Communications;
- Claims Processing;
- Authorizations.

Service dimensions with the highest levels of dissatisfaction, and therefore the most room for improvement, are knowledge of care managers after hours, claims appeals process, medical necessity appeals process, and provider training.

In looking at the threshold for dissatisfaction with ValueOptions<sup>®</sup> Maryland, overall satisfaction diminishes with the first service dimension dissatisfaction. As might be expected, overall dissatisfaction becomes more likely as the number of service dimension dissatisfactions increases.

Overall Satisfaction with ValueOptions <sup>®</sup> Maryland	Average Number of Service Dimensions with which Provider is Dissatisfied
Very Satisfied	0
Satisfied	1
Neutral	3
Dissatisfied	6
Very Dissatisfied	13

## II. Ratings for OMHC and PRP

<b>SUMMARY OF MHA SATISFACTION RATINGS BY OMHC PROVIDERS</b>						
<b>Survey Item</b>	<b>Very Satisfied %</b>	<b>Satisfied %</b>	<b>Neutral %</b>	<b>Dis-satisfied %</b>	<b>Very Dis-satisfied %</b>	<b>Total (N)</b>
<b>Clarity of Policies, Procedures, and Other Communication</b>	8.4%	63.2%	21.1%	6.3%	1.1%	95
<b>Clarity of Regulations</b>	5.3%	56.8%	23.2%	13.7%	1.1%	95
<b>Medical Necessity Criteria and Referral Guidelines</b>	12.0%	62.0%	20.7%	5.4%	0.0%	92
<b>Timeliness of Communication about the PMHS</b>	11.8%	46.2%	32.3%	8.6%	1.1%	93
<b>Format and Content of Treatment Plans</b>	9.1%	56.8%	26.1%	8.0%	0.0%	88
<b>Reimbursement Rates</b>	4.3%	36.6%	22.6%	29.0%	7.5%	93
<b>Provider Involvement in Policy Making</b>	5.6%	32.6%	42.7%	16.9%	2.2%	89
<b>Provider Training</b>	5.4%	50.0%	27.2%	15.2%	2.2%	92
<b>Technical Assistance</b>	10.9%	40.2%	40.2%	6.5%	2.2%	92
<b>MHA Addressing Concerns</b>	28.6%	32.1%	17.9%	14.3%	7.1%	28

*Survey question: The first 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)?*

**SUMMARY OF MHA SATISFACTION RATINGS  
BY PRP PROVIDERS**

<b>Survey Item</b>	<b>Very Satisfied %</b>	<b>Satisfied %</b>	<b>Neutral %</b>	<b>Dis-satisfied %</b>	<b>Very Dis-satisfied %</b>	<b>Total (N)</b>
<b>Clarity of Policies, Procedures, and Other Communication</b>	4.5%	56.1%	28.8%	9.1%	1.5%	66
<b>Clarity of Regulations</b>	6.1%	53.0%	27.3%	12.1%	1.5%	66
<b>Medical Necessity Criteria and Referral Guidelines</b>	9.5%	57.1%	28.6%	4.8%	0.0%	63
<b>Timeliness of Communication about the PMHS</b>	10.9%	42.2%	31.2%	14.1%	1.6%	64
<b>Format and Content of Treatment Plans</b>	6.6%	52.5%	31.1%	9.8%	0.0%	61
<b>Reimbursement Rates</b>	3.1%	24.6%	20.0%	40.0%	12.3%	65
<b>Provider Involvement in Policy Making</b>	4.6%	29.2%	46.2%	16.9%	3.1%	65
<b>Provider Training</b>	6.2%	40.0%	27.7%	21.5%	4.6%	65
<b>Technical Assistance</b>	10.8%	35.4%	41.5%	9.2%	3.1%	65
<b>MHA Addressing Concerns</b>	15.4%	42.3%	23.1%	11.5%	7.7%	26

*Survey question: The first 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)?*

**SUMMARY OF CSA SATISFACTION RATINGS  
BY OMHC PROVIDERS**

<b>Survey Item</b>	<b>Very Satisfied %</b>	<b>Satisfied %</b>	<b>Neutral %</b>	<b>Dis-satisfied %</b>	<b>Very Dis-satisfied %</b>	<b>Total (N)</b>
<b>Clarity of Policies, Procedures, and Other Communication</b>	16.3%	55.4%	19.6%	7.6%	1.1%	92
<b>Timeliness of Authorizations and Eligibility Determinations</b>	15.9%	52.3%	22.7%	8.0%	1.1%	88
<b>Accessibility to Providers</b>	19.6%	59.8%	16.3%	2.2%	2.2%	92
<b>Timeliness of Communication about the PMHS</b>	15.2%	52.2%	22.8%	7.6%	2.2%	92
<b>Leadership in Solving Local Mental Health Problems</b>	14.1%	39.1%	33.7%	9.8%	3.3%	92
<b>Planning for Local Mental Health Needs</b>	10.0%	42.2%	33.3%	12.2%	2.2%	90
<b>Provider Involvement in Policy Making</b>	6.6%	38.5%	37.4%	13.2%	4.4%	91
<b>Technical Assistance</b>	12.1%	45.1%	29.7%	11.0%	2.2%	91
<b>Interagency Coordination</b>	8.7%	46.7%	27.2%	15.2%	2.2%	92
<b>CSA Addressing Concerns</b>	22.5%	40.0%	17.5%	17.5%	2.5%	40

*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)?*

**SUMMARY OF CSA SATISFACTION RATINGS  
BY PRP PROVIDERS**

<b>Survey Item</b>	<b>Very Satisfied %</b>	<b>Satisfied %</b>	<b>Neutral %</b>	<b>Dis-satisfied %</b>	<b>Very Dis-satisfied %</b>	<b>Total (N)</b>
<b>Clarity of Policies, Procedures, and Other Communication</b>	10.6%	57.6%	21.2%	9.1%	1.5%	66
<b>Timeliness of Authorizations and Eligibility Determinations</b>	9.4%	54.7%	25.0%	7.8%	3.1%	64
<b>Accessibility to Providers</b>	20.0%	58.5%	16.9%	1.5%	3.1%	65
<b>Timeliness of Communication about the PMHS</b>	10.8%	52.3%	26.2%	7.7%	3.1%	65
<b>Leadership in Solving Local Mental Health Problems</b>	10.8%	35.4%	44.6%	7.7%	1.5%	65
<b>Planning for Local Mental Health Needs</b>	7.8%	43.8%	39.1%	7.8%	1.6%	64
<b>Provider Involvement in Policy Making</b>	4.6%	35.4%	44.6%	12.3%	3.1%	65
<b>Technical Assistance</b>	9.2%	38.5%	38.5%	13.8%	0.0%	65
<b>Interagency Coordination</b>	6.2%	49.2%	27.7%	13.8%	3.1%	65
<b>CSA Addressing Concerns</b>	17.2%	44.8%	20.7%	13.8%	3.4%	29

*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)?*



**SUMMARY OF VALUEOPTIONS® MARYLAND SATISFACTION RATINGS  
BY OMHC PROVIDERS**

<b>Survey Item</b>	<b>Very Satisfied %</b>	<b>Satisfied %</b>	<b>Neutral %</b>	<b>Dis-satisfied %</b>	<b>Very Dis-satisfied %</b>	<b>Total (N)</b>
<b>Availability of Care Managers During Business Hours</b>	16.2%	63.6%	15.2%	5.1%	0.0%	99
<b>Knowledge of Care Managers During Business Hours</b>	9.2%	58.2%	20.4%	12.2%	0.0%	98
<b>Knowledge of Care Managers After Hours</b>	3.7%	27.2%	58.0%	9.9%	1.2%	81
<b>Online Authorization</b>	30.9%	49.5%	12.4%	6.2%	1.0%	97
<b>Application of Medical Necessity Criteria</b>	9.4%	65.6%	20.8%	4.2%	0.0%	96
<b>Timely Authorization</b>	29.3%	52.5%	12.1%	6.1%	0.0%	99
<b>Medical Necessity Appeals Process</b>	5.8%	33.7%	52.3%	5.8%	2.3%	86
<b>Availability of Customer Service Representatives</b>	21.2%	56.6%	19.2%	3.0%	0.0%	99
<b>Knowledge of Customer Service Representatives</b>	16.2%	40.4%	29.3%	13.1%	1.0%	99
<b>Paper Claims Processing</b>	7.6%	38.0%	44.3%	10.1%	0.0%	79
<b>Electronic Claims Processing</b>	17.9%	57.9%	20.0%	4.2%	0.0%	95
<b>Availability of Claims Customer Service Representatives</b>	21.5%	49.5%	24.7%	4.3%	0.0%	93
<b>Knowledge of Claims Customer Service Representatives</b>	15.2%	43.5%	32.6%	8.7%	0.0%	92
<b>Claims Appeal Process</b>	4.5%	28.4%	55.7%	10.2%	1.1%	88
<b>Clarity of Provider Manual</b>	6.2%	58.3%	27.1%	8.3%	0.0%	96
<b>Online Communication</b>	14.1%	55.4%	23.9%	4.3%	2.2%	92
<b>Provider Training</b>	5.3%	48.4%	34.7%	10.5%	1.1%	95
<b>Provider Auditing and Consultation Process</b>	7.9%	41.6%	48.3%	2.2%	0.0%	89
<b>ValueOptions® Addressing Concerns</b>	11.1%	33.3%	35.2%	16.7%	3.7%	54

*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)?*

**SUMMARY OF VALUEOPTIONS® MARYLAND SATISFACTION RATINGS  
BY PRP PROVIDERS**

<b>Survey Item</b>	<b>Very Satisfied %</b>	<b>Satisfied %</b>	<b>Neutral %</b>	<b>Dis-satisfied %</b>	<b>Very Dis-satisfied %</b>	<b>Total (N)</b>
<b>Availability of Care Managers During Business Hours</b>	14.7%	66.2%	14.7%	4.4%	0.0%	68
<b>Knowledge of Care Managers During Business Hours</b>	10.3%	54.4%	20.6%	14.7%	0.0%	68
<b>Knowledge of Care Managers After Hours</b>	5.2%	29.3%	58.6%	6.9%	0.0%	58
<b>Online Authorization</b>	22.4%	61.2%	10.4%	4.5%	1.5%	67
<b>Application of Medical Necessity Criteria</b>	7.8%	62.5%	25.0%	4.7%	0.0%	64
<b>Timely Authorization</b>	25.0%	58.8%	10.3%	5.9%	0.0%	68
<b>Medical Necessity Appeals Process</b>	9.8%	27.9%	55.7%	4.9%	1.6%	61
<b>Availability of Customer Service Representatives</b>	18.6%	54.3%	24.3%	2.9%	0.0%	70
<b>Knowledge of Customer Service Representatives</b>	15.7%	35.7%	32.9%	15.7%	0.0%	70
<b>Paper Claims Processing</b>	14.0%	38.6%	43.9%	3.5%	0.0%	57
<b>Electronic Claims Processing</b>	21.5%	50.8%	24.6%	3.1%	0.0%	65
<b>Availability of Claims Customer Service Representatives</b>	23.1%	49.2%	26.2%	0.0%	1.5%	65
<b>Knowledge of Claims Customer Service Representatives</b>	16.9%	38.5%	36.9%	6.2%	1.5%	65
<b>Claims Appeal Process</b>	4.9%	31.1%	55.7%	6.6%	1.6%	61
<b>Clarity of Provider Manual</b>	4.5%	54.5%	30.3%	10.6%	0.0%	66
<b>Online Communication</b>	14.1%	53.1%	23.4%	9.4%	0.0%	64
<b>Provider Training</b>	6.2%	44.6%	35.4%	13.8%	0.0%	65
<b>Provider Auditing and Consultation Process</b>	8.3%	41.7%	48.3%	1.7%	0.0%	60
<b>ValueOptions® Addressing Concerns</b>	10.3%	35.9%	38.5%	15.4%	0.0%	39

*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)?*

**ABILITY TO MEET THE CLINICAL NEEDS OF CONSUMERS  
WITHIN THIS SYSTEM**

<b>Provider Population:</b>	<b>Very Satisfied</b> %	<b>Satisfied</b> %	<b>Neutral</b> %	<b>Dis-satisfied</b> %	<b>Very Dis-satisfied</b> %	<b>Total (N)</b>
<b>Total 2011 Providers</b>	25.1%	54.5%	10.8%	6.5%	3.2%	279
<b>OMHC</b>	20.8%	60.4%	14.6%	4.2%	0.0%	96
<b>PRP</b>	15.4%	58.5%	20.0%	6.2%	0.0%	65

*Survey question: Overall, what is your current level of satisfaction with your ability to meet the clinical needs of the consumers you serve within this system? Are you very satisfied, satisfied, neutral, dissatisfied, or very dissatisfied?*

### III. Provider Characteristics

PRIMARY CSA JURISDICTION																					
Provider Population:	Allegany County %	Anne Arundel County %	Baltimore City %	Baltimore County %	Calvert County %	Carroll County %	Cecil County %	Charles County %	Frederick County %	Garrett County %	Harford County %	Howard County %	Mid-Shore Counties %	Montgomery County %	Prince Georges County %	St. Mary's County %	Washington County %	Wicomico County/Somerset County %	Worcester County %	No Opinion %	Total (N)
Total 2011 Providers	3.2%	8.5%	22.6%	9.2%	2.1%	2.8%	1.4%	1.4%	1.4%	1.8%	2.5%	2.5%	4.2%	6.7%	11.0%	0.7%	3.5%	3.9%	1.1%	9.5%	283
OMHC	0.0%	5.0%	26.7%	4.0%	1.0%	1.0%	2.0%	3.0%	1.0%	0.0%	0.0%	1.0%	8.9%	8.9%	12.9%	2.0%	6.9%	4.0%	3.0%	8.9%	101
PRP	1.4%	1.4%	29.6%	7.0%	0.0%	0.0%	2.8%	4.2%	1.4%	1.4%	0.0%	1.4%	9.9%	5.6%	14.1%	2.8%	2.8%	2.8%	1.4%	9.9%	71

Survey question: In which Core Service Agency jurisdiction do you provide services most frequently?

PROVIDER CHARACTERISTICS: SERVICE PROVISION IN MULTIPLE CSA JURISDICTIONS				
Provider Population:	Multiple Jurisdictions %	Not Multiple %	No Opinion %	Total (N)
Total 2011 Providers	42.3%	51.8%	6.0%	284
OMHC	39.2%	57.8%	2.9%	102
PRP	47.2%	51.4%	1.4%	72

Survey question: Do you provide services in multiple CSA jurisdictions?

LENGTH OF TIME IN PMHS				
Provider Population:	More than 1 Year %	One Year or Less %	No Opinion %	Total (N)
Total 2011 Providers	95.5%	3.5%	1.0%	286
OMHC	100.0%	0.0%	0.0%	103
PRP	100.0%	0.0%	0.0%	73

Survey question: Have you been a provider in the Public Mental Health System for more than one year?

#### **IV. Differences between Programs/Facilities and Individual Practitioners**

Analysis was conducted to determine if there is any difference in ratings between Programs/Facilities and Individual Practitioners.

##### **Ratings of MHA**

For the following factors, there is a statistically significant difference in ratings of MHA between Programs/Facilities and Individual Practitioners. The level of significance indicates the likelihood that observed differences between populations reflect actual differences in opinion, rather than chance. For this report, a significance level of ( $p < .05$ ) is considered statistically significant, which indicates that there is a less than 5% chance that observed differences are based on chance.

The following two tables present questions for which there is a statistically significant difference by provider type.

Overall satisfaction with MHA does not differ significantly by provider type.

**MHA RATINGS WITH SIGNIFICANT DIFFERENCES BY PROVIDER TYPE**  
(Table 1 of 2)

<b>Survey Item</b>		<b>Individual Practitioners</b>	<b>Programs / Facilities</b>
<b>Clarity of Policies, Procedures, and Other Communication</b>	<b>Very Satisfied</b>	18.7%	7.1%
	<b>Satisfied</b>	41.7%	60.0%
	<b>Neutral</b>	23.0%	24.3%
	<b>Dissatisfied</b>	10.1%	6.4%
	<b>Very Dissatisfied</b>	6.5%	2.1%
	<b>Total (N)</b>	139	140
<b>Clarity of Regulations</b>	<b>Very Satisfied</b>	14.3%	5.7%
	<b>Satisfied</b>	38.6%	55.7%
	<b>Neutral</b>	26.4%	25.0%
	<b>Dissatisfied</b>	14.3%	11.4%
	<b>Very Dissatisfied</b>	6.4%	2.1%
	<b>Total (N)</b>	140	140
<b>Medical Necessity Criteria and Referral Guidelines</b>	<b>Very Satisfied</b>	15.8%	10.4%
	<b>Satisfied</b>	38.1%	63.0%
	<b>Neutral</b>	26.6%	20.0%
	<b>Dissatisfied</b>	12.9%	6.7%
	<b>Very Dissatisfied</b>	6.5%	0.0%
	<b>Total (N)</b>	139	135
<b>Format and Content of Treatment Plans</b>	<b>Very Satisfied</b>	11.1%	7.6%
	<b>Satisfied</b>	36.3%	53.4%
	<b>Neutral</b>	28.9%	31.3%
	<b>Dissatisfied</b>	17.0%	7.6%
	<b>Very Dissatisfied</b>	6.7%	0.0%
	<b>Total (N)</b>	135	131
<b>Reimbursement Rates</b>	<b>Very Satisfied</b>	9.4%	2.9%
	<b>Satisfied</b>	30.4%	35.3%
	<b>Neutral</b>	19.6%	26.5%
	<b>Dissatisfied</b>	24.6%	27.9%
	<b>Very Dissatisfied</b>	15.9%	7.4%
	<b>Total (N)</b>	138	136

**MHA RATINGS WITH SIGNIFICANT DIFFERENCES BY PROVIDER TYPE**  
(Table 2 of 2)

<b>Survey Item</b>		<b>Individual Practitioners</b>	<b>Programs / Facilities</b>
<b>Provider Involvement in Policy Making</b>	<b>Very Satisfied</b>	3.7%	4.5%
	<b>Satisfied</b>	16.4%	31.6%
	<b>Neutral</b>	52.2%	42.1%
	<b>Dissatisfied</b>	17.2%	18.8%
	<b>Very Dissatisfied</b>	10.4%	3.0%
	<b>Total (N)</b>	134	133
<b>Provider Training</b>	<b>Very Satisfied</b>	3.8%	4.4%
	<b>Satisfied</b>	29.3%	44.9%
	<b>Neutral</b>	48.1%	29.4%
	<b>Dissatisfied</b>	12.8%	18.4%
	<b>Very Dissatisfied</b>	6.0%	2.9%
	<b>Total (N)</b>	133	136
<b>Technical Assistance</b>	<b>Very Satisfied</b>	18.1%	8.9%
	<b>Satisfied</b>	35.5%	37.0%
	<b>Neutral</b>	28.3%	42.2%
	<b>Dissatisfied</b>	9.4%	10.4%
	<b>Very Dissatisfied</b>	8.7%	1.5%
	<b>Total (N)</b>	138	135
<b>Expressed Concerns to MHA</b>	<b>Yes</b>	24.1%	37.4%
	<b>No</b>	75.9%	62.6%
	<b>Total (N)</b>	141	139
<b>How Concerns Were Addressed</b>	<b>Very Satisfied</b>	2.9%	19.6%
	<b>Satisfied</b>	32.4%	37.3%
	<b>Neutral</b>	8.8%	21.6%
	<b>Dissatisfied</b>	38.2%	13.7%
	<b>Very Dissatisfied</b>	17.6%	7.8%
	<b>Total (N)</b>	34	51

## **Ratings of the CSA**

For the following factors, there is a statistically significant difference in ratings of the CSA between Programs/Facilities and Individual Practitioners. The level of significance indicates the likelihood that observed differences between populations reflect actual differences in opinion, rather than chance. For this report, a significance level of ( $p < .05$ ) is considered statistically significant, which indicates that there is a less than 5% chance that observed differences are based on chance.

The following two tables present questions for which there is a statistically significant difference by provider type.



**CSA RATINGS WITH SIGNIFICANT DIFFERENCES BY PROVIDER TYPE**  
(Table 1 of 2)

<b>Survey Item</b>		<b>Individual Practitioners</b>	<b>Programs / Facilities</b>
<b>Clarity of Policies, Procedures, and Other Communication</b>	<b>Very Satisfied</b>	12.0%	13.1%
	<b>Satisfied</b>	40.8%	56.9%
	<b>Neutral</b>	33.6%	19.0%
	<b>Dissatisfied</b>	6.4%	9.5%
	<b>Very Dissatisfied</b>	7.2%	1.5%
	<b>Total (N)</b>	125	137
<b>Timeliness of Authorizations and Eligibility Determinations</b>	<b>Very Satisfied</b>	19.2%	14.4%
	<b>Satisfied</b>	32.8%	51.5%
	<b>Neutral</b>	37.6%	24.2%
	<b>Dissatisfied</b>	6.4%	7.6%
	<b>Very Dissatisfied</b>	4.0%	2.3%
	<b>Total (N)</b>	125	132
<b>Accessibility to Providers</b>	<b>Very Satisfied</b>	18.5%	20.4%
	<b>Satisfied</b>	34.5%	56.2%
	<b>Neutral</b>	34.5%	16.8%
	<b>Dissatisfied</b>	3.4%	3.6%
	<b>Very Dissatisfied</b>	9.2%	2.9%
	<b>Total (N)</b>	119	137
<b>Leadership in Solving Local Mental Health Problems</b>	<b>Very Satisfied</b>	15.8%	13.2%
	<b>Satisfied</b>	23.3%	40.4%
	<b>Neutral</b>	39.2%	33.1%
	<b>Dissatisfied</b>	13.3%	11.0%
	<b>Very Dissatisfied</b>	8.3%	2.2%
	<b>Total (N)</b>	120	136

**CSA RATINGS WITH SIGNIFICANT DIFFERENCES BY PROVIDER TYPE**  
(Table 2 of 2)

<b>Survey Item</b>		<b>Individual Practitioners</b>	<b>Programs / Facilities</b>
<b>Planning for Local Mental Health Needs</b>	<b>Very Satisfied</b>	13.9%	9.6%
	<b>Satisfied</b>	23.8%	44.4%
	<b>Neutral</b>	41.0%	31.9%
	<b>Dissatisfied</b>	13.1%	12.6%
	<b>Very Dissatisfied</b>	8.2%	1.5%
	<b>Total (N)</b>	122	135
<b>Provider Involvement in Policy Making</b>	<b>Very Satisfied</b>	7.4%	6.6%
	<b>Satisfied</b>	19.7%	39.0%
	<b>Neutral</b>	49.2%	39.0%
	<b>Dissatisfied</b>	13.9%	12.5%
	<b>Very Dissatisfied</b>	9.8%	2.9%
	<b>Total (N)</b>	122	136
<b>Interagency Coordination</b>	<b>Very Satisfied</b>	10.7%	9.5%
	<b>Satisfied</b>	27.3%	46.0%
	<b>Neutral</b>	47.1%	29.2%
	<b>Dissatisfied</b>	8.3%	13.1%
	<b>Very Dissatisfied</b>	6.6%	2.2%
	<b>Total (N)</b>	121	137
<b>Expressed Concerns to the CSA</b>	<b>Yes</b>	21.2%	45.3%
	<b>No</b>	78.8%	54.7%
	<b>Total (N)</b>	132	137
<b>Overall Satisfaction with the CSA</b>	<b>Very Satisfied</b>	12.8%	18.7%
	<b>Satisfied</b>	38.5%	54.5%
	<b>Neutral</b>	35.0%	13.4%
	<b>Dissatisfied</b>	6.8%	9.0%
	<b>Very Dissatisfied</b>	6.8%	4.5%
	<b>Total (N)</b>	117	134

## **Ratings of ValueOptions® Maryland**

For the following factors, there is a statistically significant difference in ratings of ValueOptions® Maryland between Programs/Facilities and Individual Practitioners. The level of significance indicates the likelihood that observed differences between populations reflect actual differences in opinion, rather than chance. For this report, a significance level of ( $p < .05$ ) is considered statistically significant, which indicates that there is a less than 5% chance that observed differences are based on chance.

The following three tables present questions for which there is a statistically significant difference by provider type.

**VALUEOPTIONS® MARYLAND RATINGS  
WITH SIGNIFICANT DIFFERENCES BY PROVIDER TYPE  
(Table 1 of 3)**

<b>Survey Item</b>		<b>Individual Practitioners</b>	<b>Programs / Facilities</b>
<b>Availability of Care Managers During Business Hours</b>	<b>Very Satisfied</b>	34.8%	15.6%
	<b>Satisfied</b>	39.1%	63.8%
	<b>Neutral</b>	15.9%	14.9%
	<b>Dissatisfied</b>	5.8%	5.0%
	<b>Very Dissatisfied</b>	4.3%	0.7%
	<b>Total (N)</b>	138	141
<b>Knowledge of Care Managers During Business Hours</b>	<b>Very Satisfied</b>	29.7%	10.0%
	<b>Satisfied</b>	40.6%	60.0%
	<b>Neutral</b>	18.1%	17.1%
	<b>Dissatisfied</b>	8.0%	11.4%
	<b>Very Dissatisfied</b>	3.6%	1.4%
	<b>Total (N)</b>	138	140
<b>Online Authorization</b>	<b>Very Satisfied</b>	29.9%	26.8%
	<b>Satisfied</b>	35.8%	52.2%
	<b>Neutral</b>	16.1%	14.5%
	<b>Dissatisfied</b>	12.4%	5.1%
	<b>Very Dissatisfied</b>	5.8%	1.4%
	<b>Total (N)</b>	137	138
<b>Application of Medical Necessity Criteria</b>	<b>Very Satisfied</b>	19.1%	9.4%
	<b>Satisfied</b>	40.4%	68.1%
	<b>Neutral</b>	29.4%	18.1%
	<b>Dissatisfied</b>	6.6%	3.6%
	<b>Very Dissatisfied</b>	4.4%	0.7%
	<b>Total (N)</b>	136	138

**VALUEOPTIONS® MARYLAND RATINGS  
WITH SIGNIFICANT DIFFERENCES BY PROVIDER TYPE  
(Table 2 of 3)**

<b>Survey Item</b>		<b>Individual Practitioners</b>	<b>Programs / Facilities</b>
<b>Availability of Customer Service Representatives</b>	<b>Very Satisfied</b>	33.6%	16.8%
	<b>Satisfied</b>	44.3%	60.1%
	<b>Neutral</b>	9.3%	17.5%
	<b>Dissatisfied</b>	9.3%	4.9%
	<b>Very Dissatisfied</b>	3.6%	0.7%
	<b>Total (N)</b>	140	143
<b>Knowledge of Customer Service Representatives</b>	<b>Very Satisfied</b>	28.6%	13.3%
	<b>Satisfied</b>	40.7%	45.5%
	<b>Neutral</b>	12.9%	26.6%
	<b>Dissatisfied</b>	13.6%	12.6%
	<b>Very Dissatisfied</b>	4.3%	2.1%
	<b>Total (N)</b>	140	143
<b>Paper Claims Processing</b>	<b>Very Satisfied</b>	20.8%	7.1%
	<b>Satisfied</b>	35.8%	40.2%
	<b>Neutral</b>	30.0%	42.9%
	<b>Dissatisfied</b>	6.7%	9.8%
	<b>Very Dissatisfied</b>	6.7%	0.0%
	<b>Total (N)</b>	120	112
<b>Electronic Claims Processing</b>	<b>Very Satisfied</b>	33.6%	17.4%
	<b>Satisfied</b>	39.8%	56.1%
	<b>Neutral</b>	17.2%	21.2%
	<b>Dissatisfied</b>	3.9%	4.5%
	<b>Very Dissatisfied</b>	5.5%	0.8%
	<b>Total (N)</b>	128	132
<b>Knowledge of Claims Customer Service Representatives</b>	<b>Very Satisfied</b>	26.7%	12.3%
	<b>Satisfied</b>	46.7%	45.4%
	<b>Neutral</b>	14.1%	32.3%
	<b>Dissatisfied</b>	8.9%	7.7%
	<b>Very Dissatisfied</b>	3.7%	2.3%
	<b>Total (N)</b>	135	130

**VALUEOPTIONS® MARYLAND RATINGS  
WITH SIGNIFICANT DIFFERENCES BY PROVIDER TYPE  
(Table 3 of 3)**

<b>Survey Item</b>		<b>Individual Practitioners</b>	<b>Programs / Facilities</b>
	<b>Very Satisfied</b>	10.5%	4.5%
	<b>Satisfied</b>	36.1%	48.9%
	<b>Neutral</b>	39.1%	33.8%
	<b>Dissatisfied</b>	8.3%	11.3%
	<b>Very Dissatisfied</b>	6.0%	1.5%
	<b>Provider Training</b>	<b>Total (N)</b>	133
	<b>Very Satisfied</b>	9.4%	7.3%
	<b>Satisfied</b>	27.3%	42.3%
	<b>Neutral</b>	52.3%	47.2%
	<b>Dissatisfied</b>	4.7%	2.4%
	<b>Very Dissatisfied</b>	6.2%	0.8%
	<b>Provider Auditing and Consultation Process</b>	<b>Total (N)</b>	128
	<b>Yes</b>	39.2%	58.2%
	<b>No</b>	60.8%	41.8%
	<b>Expressed Concerns to ValueOptions® Maryland</b>	<b>Total (N)</b>	143
	<b>Very Satisfied</b>	5.6%	9.9%
	<b>Satisfied</b>	35.2%	33.3%
	<b>Neutral</b>	14.8%	33.3%
	<b>Dissatisfied</b>	22.2%	16.0%
	<b>Very Dissatisfied</b>	22.2%	7.4%
	<b>Addressing Concerns</b>	<b>Total (N)</b>	54
	<b>Very Satisfied</b>	26.1%	12.4%
	<b>Satisfied</b>	43.5%	59.9%
	<b>Neutral</b>	16.7%	20.4%
	<b>Dissatisfied</b>	6.5%	5.1%
	<b>Very Dissatisfied</b>	7.2%	2.2%
	<b>Overall Satisfaction With ValueOptions® Maryland</b>	<b>Total (N)</b>	138

APPENDIX C:  
Summary of Provider Suggestions for Improvement

## I. INTRODUCTION

The Mental Hygiene Administration (MHA) contracts with ValueOptions<sup>®</sup> 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<sup>®</sup>.

This appendix summarizes providers' responses to the three open-ended questions asked for the 2011 PMHS provider survey. Responses were categorized by content area. Responses containing more than one content area are categorized according to the content first addressed.

## II. SUGGESTIONS TO IMPROVE MHA: PROGRAMS/FACILITIES

*Survey Question: Is there anything that MHA could have done to make you more satisfied?*

Comment	Frequency
No suggestions / Positive comment	95
Professional Communication with Providers	18
More Resources for Consumers	6
Customer Service	5
Provider Training and Education	4
Reimbursement Rates	4
Authorization / Care Management	2
Online Services / Information Technology	2
Other	6
<b>Total</b>	<b>142</b>



### III. SUGGESTIONS TO IMPROVE MHA: INDIVIDUAL PRACTITIONERS

*Survey Question: Is there anything that MHA could have done to make you more satisfied?*

Comment	Frequency
No suggestions / Positive comment	81
Reimbursement Rates	14
Professional Communication with Providers	10
Customer Service	8
Authorization / Care Management	6
Claims Processing	4
Online Services / Information Technology	4
Treatment Plans	4
Provider Training and Education	3
Credentialing	2
More Resources for Consumers	1
Other	7
<b>Total</b>	<b>144</b>

#### **IV. SUGGESTIONS TO IMPROVE CSA: PROGRAMS/FACILITIES**

*Survey Question: Is there anything that CSA could have done to make you more satisfied?*

Comment	Frequency
No suggestions / Positive comment	108
Professional Communication with Providers	10
Customer Service	6
More Resources for Consumers	6
Claims Processing	2
Authorization / Care Management	2
Online Services / Information Technology	1
Provider Training and Education	1
Other	6
<b>Total</b>	<b>142</b>

#### **V. SUGGESTIONS TO IMPROVE CSA: INDIVIDUAL PRACTITIONERS**

*Survey Question: Is there anything that CSA could have done to make you more satisfied?*

Comment	Frequency
No suggestions / Positive comment	115
Professional Communication with Providers	5
More Resources for Consumers	4
Authorization / Care Management	3
Customer Service	3
Online Services / Information Technology	1
Reimbursement Rates	1
Treatment Plans	1
Provider Training and Education	1
Other	5
<b>Total</b>	<b>139</b>

## VI. SUGGESTIONS TO IMPROVE VALUEOPTIONS®: PROGRAMS/FACILITIES

*Survey Question: Is there anything that ValueOptions could have done to make you more satisfied?*

Comment	Frequency
No suggestions / Positive comment	82
Customer Service	30
Authorization / Care Management	9
Claims Processing	7
Professional Communication with Providers	4
Online Services / Information Technology	3
More Resources for Consumers	2
Treatment Plans	1
Other	3
<b>Total</b>	<b>141</b>

## VII. SUGGESTIONS TO IMPROVE VALUEOPTIONS®: INDIVIDUAL PRACTITIONERS

*Survey Question: Is there anything that ValueOptions could have done to make you more satisfied?*

Comment	Frequency
No suggestions / Positive comment	80
Authorization / Care Management	14
Claims Processing	9
Treatment Plans	8
Customer Service	7
Reimbursement Rates	6
Online Services / Information Technology	3
Professional Communication with Providers	3
Provider Training and Education	3
Credentialing	3
More Resources for Consumers	3
Other	4
<b>Total</b>	<b>143</b>



Martin O'Malley, Governor

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