



# YES Rights and Resolutions

COMPLAINTS AND APPEALS

OCTOBER 1, 2019 - MARCH 30, 2020

Quality Management Improvement and Accountability | Data and Reports |

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# YES Rights and Resolutions

## COMPLAINTS AND APPEALS

OCTOBER 1, 2019 – MARCH 30, 2020

This is the Youth Empowerment Services (YES) Rights and Resolutions report for the 2<sup>nd</sup> and 3<sup>rd</sup> quarters of State Fiscal Year (SFY) 2020. The purpose of this report is to monitor youth and family concerns or complaints relating to informing, access, service appropriateness, service effectiveness, and quality. Currently, each YES Partner Agency is contributing complaint information individually, each with a unique format and data elements. We expect that as the YES complaints system evolves, this information will become more uniform and therefore more comprehensive and informative.

### TOTAL COMPLAINTS AND APPEALS

The YES Quality Management Improvement and Accountability team believes that with each complaint received, there is opportunity to improve the system for youth and families. The complaints system is one of several mechanisms being built within YES to place youth and families at the center of its care.

*Table 1: Total Complaints and Appeals in 2nd and 3rd quarters, State Fiscal Year 2020*

	Division of Behavioral Health \ (DBH)	Division of Medicaid <sup>1</sup>	Division of Medicaid Member Appeals	Family and Community Services (FACS)	Department of Juvenile Corrections (IDJC)	State Department of Education (SDE) <sup>2</sup>	Total
<b>2<sup>nd</sup> Q</b>	0	7	2	0	2	-	<b>11</b>
<b>3<sup>rd</sup> Q</b>	0	3	1	0	6	-	<b>10</b>
<b>Total</b>	0	10	3	0	8		<b>21</b>

<sup>1</sup> Includes information from Optum Idaho, the Medicaid Idaho Behavioral Health Plan.

<sup>2</sup> Complaints reported by the SDE are not necessarily complaints related to mental health services as their federally required reporting system does not filter complaints based on the child's disability.

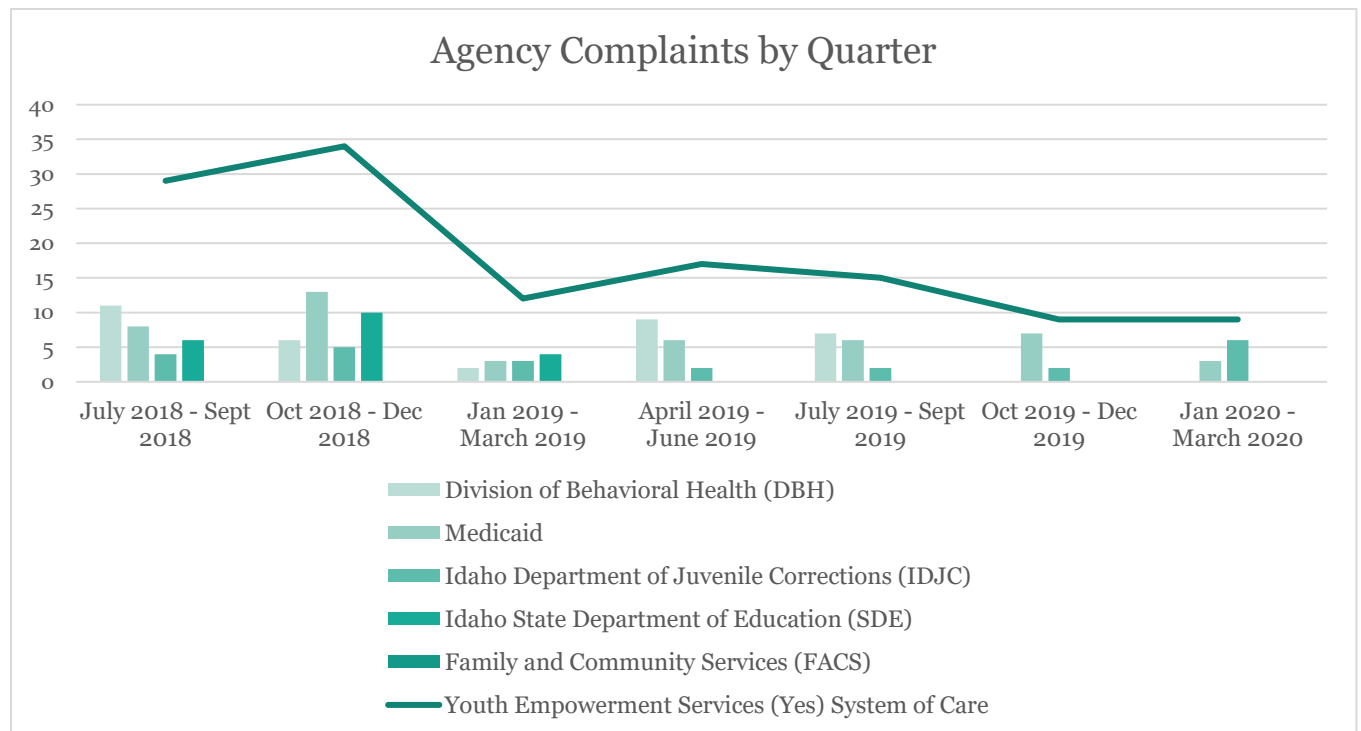
In the 2<sup>nd</sup> and 3<sup>rd</sup> quarters of SFY 2020, there were 18 YES-related complaints, and 3 appeals across the system. Of those 21 complaints, 3 are identified as relating to access; 5 to clinical care; and 2 to service.

Regional breakdown: Region 1 – two; Region 2 - six; Region 3 – five; Region 4 – three; Region 7 – five.

## COMPLAINTS DOWN SINCE 2018

The number of complaints has trended down throughout the mental health system since July 2018. A total of 125 YES complaints have been tracked over the last 21 months. The summary of complaints that have been tracked thus far shows an average of approximately 18 complaints per quarter and an overall decrease over time. Details appear in Table 1.

Figure 1: YES Complaints Across Time



The COVID-19 pandemic of 2020 (Q3) may be a contributor to the decrease in complaints, but the decline began a full year earlier.

## **DIVISION OF BEHAVIORAL HEALTH (DBH)**

The Division of Behavioral Health received no YES complaints in the 2<sup>nd</sup> or 3<sup>rd</sup> quarters of SFY 2020.

To increase awareness of the complaint system DBH has developed posters which have been submitted for approval by the department for publishing.

DBH has seen a decrease in complaints and continues to work with Medicaid to create a centralized complaint system. This process has been challenged by resource availability and some staff changes.

## **DIVISION OF MEDICAID**

The Division of Medicaid received ten total complaints, seven in the 2<sup>nd</sup>, and three in the 3<sup>rd</sup> quarter of SFY 2020. Fewer than half were substantiated. Five related to Clinical services and reports show that education and support were provided to families and providers as a response. The amount of time to resolve complaints ranged from 5 business days – 27 calendar days. Details appear in Table 2.

Table 2: Medicaid Complaint Detail

Date Received	Member Region	Category	Description	Status of Complaint	Date Resolved	Resolution	Number of days to Resolve
10/03/2019	Region 3	Access	Dissatisfaction with appointment availability	Closed	10/15/2019	Unsubstantiated	8 business days
10/10/2019	Region 7	Service	Delay in records request	Closed	10/24/2019	Substantiated - Educated provider	10 business days
10/24/2019	Region 7	Clinical	Patient rights violation	Closed	11/20/2019	Unsubstantiated	27 calendar days
10/24/2019	Region 7	Clinical	Patient rights violation	Closed	11/20/2019	Unsubstantiated	27 calendar days
10/24/2019	Region 7	Clinical	Patient rights violation	Closed	11/20/2019	Unsubstantiated	27 calendar days
10/24/2019	Region 7	Clinical	Patient rights violation	Closed	11/20/2019	Unsubstantiated	27 calendar days
10/24/2019	Region 7	Clinical	Patient rights violation	Closed	11/20/2019	Unsubstantiated	27 calendar days
12/19/2019	Region 3	Access	Provider did not meet access standard - routine	Closed	1/6/2020	Substantiated - Educated provider and ensured appointments were made	10 business days
01/21/2020	Region 1	Service	Provider non-compliance with contract	Closed	01/31/2020	Unsubstantiated	8 business days
01/21/2020	Region 1	Clinical	Inadequate or inappropriate treatment intervention	Closed	01/29/2020	Substantiated - Referred to external committee	8 calendar days
02/19/2020	Region 3	Access	Wait time for authorization	Closed	02/26/2020	Substantiated - Offered assistance to the complainant and the providers	5 business days

## MEMBER APPEALS

There were 3 Member Appeals in the 2<sup>nd</sup> and 3<sup>rd</sup> quarters of 2020. The time to resolve member appeals ranged from 4 – 17 business days. Two thirds of appeals were upheld, and the other was partially overturned. Details appear in Table 3.

*Table 3: Member Appeals Outcome Summary*

Date Received	Member Region	Type of Appeal	Description	Case Status	Date Resolved	Decision Summary	Number of Days to Resolve
11/18/2019	Region 4	Member Appeal	Medical Necessity Criteria Not Met	Completed	11/22/2019	Partial Overturned	4
12/17/2019	Region 4	Member Appeal	Lack of Information	Completed	01/03/2020	Upheld	17
01/13/2020	Region 4	Member Appeal	Lack of Information	Completed	01/28/2020	Upheld	15

Idaho Department of Juvenile Corrections (IDJC) Complaints/Grievances (YES Class Families/Youth)

The IDJC received no family complaints and 8 youth complaints during the 2<sup>nd</sup> and 3<sup>rd</sup> quarters of SFY 2020. Three quarters of all complaints were resolved and all completed in 30 days or less. Over 80% of the resolved youth complaints were resolved in seven days or fewer. Reports show engagement efforts from the highest levels of management, as well as staff collaboration for the two that remain unresolved. Details appear in Table 4.

Table 4: Outcomes of Youth YES Class Members' Complaints, Q2 and Q3, SFY 2020

Region	Date of Complaint	Type of Concern	Status (as of March 31)	Resolution	Days To Resolution
3	11/07/2019	Youth stated she was denied her right of medication management for a diagnosed disease.	Resolved	Confirmed with medical services that no such medication has been prescribed to this youth.	30
2	11/17/2019	Youth stated that he was unable to go to church services because he was disrespectful to staff.	Resolved	The Unit Manager spoke with the youth and staff and together they determined that both the staff and youth could have communicated better with each other.	3
2	01/04/2020	Youth expressed concern that staff were being disrespectful.	Resolved	Youth was informed that staff was redirecting the youth for not following program protocol.	3
2	02/14/2020	Youth stated he became frustrated over education, got in argument with staff, and called his public defender.	Resolved	Unit Manager advised youth that he will talk to education staff to develop a plan to help the youth complete his health credit.	7
2	03/07/2020	Youth stated that staff did not let him bring up an issue to group, and when he did he was held accountable.	Resolved	Unit Manager spoke with youth and was able to allow youth to see another perspective.	2
2	03/10/2020	Youth stated that he was not allowed to fill out a medical request form.	Unresolved	Unit Manager and superintendent both spoke with youth and informed him that he can fill out medical request forms as he needs.	3
2	03/19/2020	Youth stated that he was denied the opportunity to do PE with other groups and stated that he has been having medical issues.	Unresolved	The Unit Manager and superintendent both advised the youth that being denied having PE with a certain group was not a rights violation. He was also advised to fill out a medical request form for any medical issues.	11
3	02/29/20	Youth stated that a staff member treats the group with disrespect.	Resolved	The Unit Manager discussed this with the juvenile and with the group. It was explained that this concern has been brought up with the staff and the staff acknowledged that he could and would improve in his presentation.	2



## **FAMILY AND COMMUNITY SERVICES (FACS)**

There were no YES related complaints through FACS in the 2<sup>nd</sup> and 3<sup>rd</sup> quarters of SFY 2020.

## **IDAHO STATE DEPARTMENT OF EDUCATION (SDE)**

Updates for SFY 2020 are expected in the Fall of 2020.