



Rights & Resolutions Report

Complaints & Appeals January 1-March 31, 2019

JUNE 2019

PRESENTED BY: YES QUALITY MANAGEMENT IMPROVEMENT AND
ACCOUNTABILITY (QMIA) COUNCIL- DATA AND REPORTS SUBCOMMITTEE

Youth Empowerment Services Centralized Complaints Reporting

Reporting Period: January 1- March 31, 2019

This is the second quarterly Youth Empowerment Services (YES) Rights and Resolutions report. 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 their complaints information individually, each with a unique format and data elements. The expectation is that as the YES complaints system evolves, this information will become more uniform and therefore more comprehensive and informative.

Due to the negative connotation that the term “complaints” may elicit, one may think that the lower number of complaints received by a system, the better the system is doing at meeting the needs of those it is serving. Although this may be true, a low number of complaints could also suggest that youth and families aren’t aware of their right to complain, or how to engage in the complaints process. In addition to highlighting information about family experiences, this report will also serve to monitor the effectiveness of the complaints processes within YES.

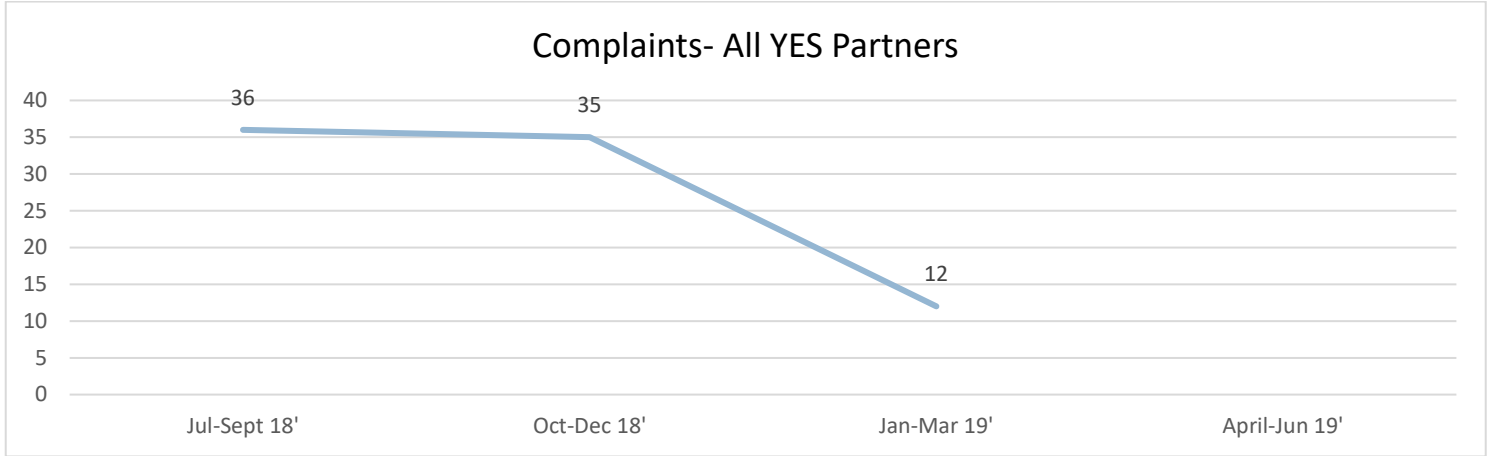
The YES Quality Management Improvement and Accountability team believes that with each complaint received, there is opportunity to improve the system for youth and families. The complaints system is one of several mechanisms being built within YES that places youth and families at the center of their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

GOAL: Complaints will be heard and resolved in a fair and timely manner.

12 Total Complaints				
2	3	0	3	4
Division of Behavioral Health	Division of Medicaid¹	Family and Community Services	Department of Juvenile Corrections	State Department of Education²

¹Medicaid complaints total includes information from contractor Optum Idaho.

²Complaints reported by the State Department of Education are not necessarily complaints that are related to mental health, as this system is not currently set up to filter these types of complaints for reporting purposes.



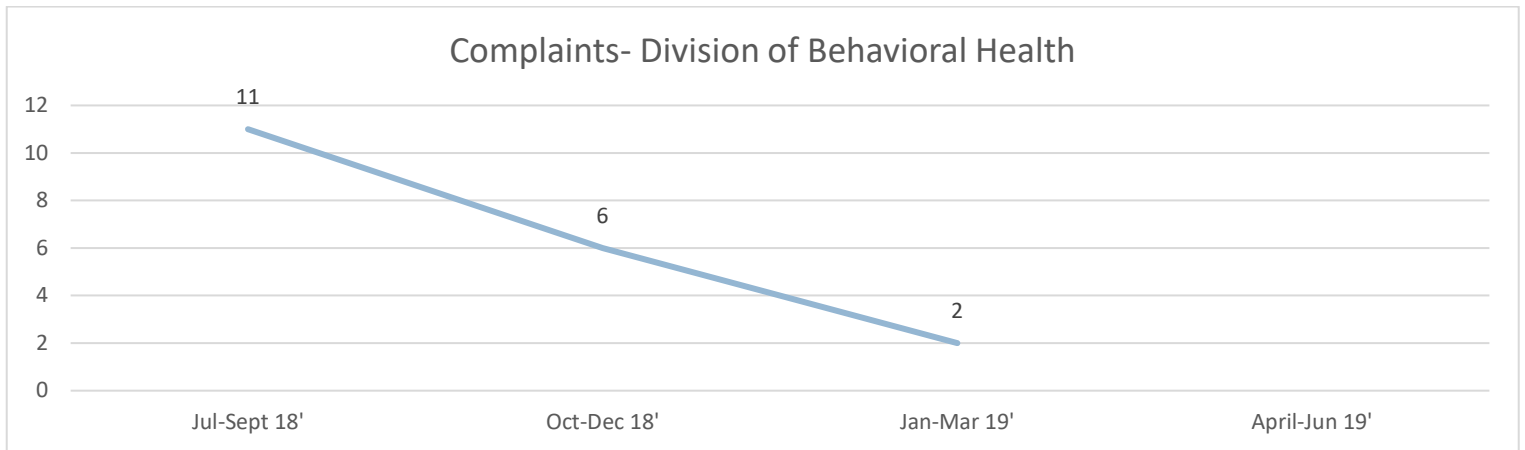
Prior to this report, all YES Partners contributed their quarterly complaints information to the QMIA Quarterly report, beginning with the reporting period of July 1-September 30, 2018.

Complaints

A total of 2 Children’s Mental Health-related complaints were received by the Division of Behavioral Health between January and March of 2019. Details regarding these complaints have been provided in the below table.

Region ¹	Date	Complainant	Service	Type of Concern	Status	Days to Resolve	Resolution
Central Office	2/25/2019	Family	Therapy	Access to Service (multiple concerns)	In Progress	-	-
Region 1	3/11/2019	Family	CANS	Access to Service	Resolved	7 (calendar)	Concern acknowledged. Informed working toward system-wide solution.

¹Division of Behavioral Health Regional map provided in the [Appendix](#).



Appeals

Between January 1 and March 31, 2019, there were no Children’s Mental Health appeals filed with the Division of Behavioral Health.

Department of Health and Welfare: Division of Medicaid

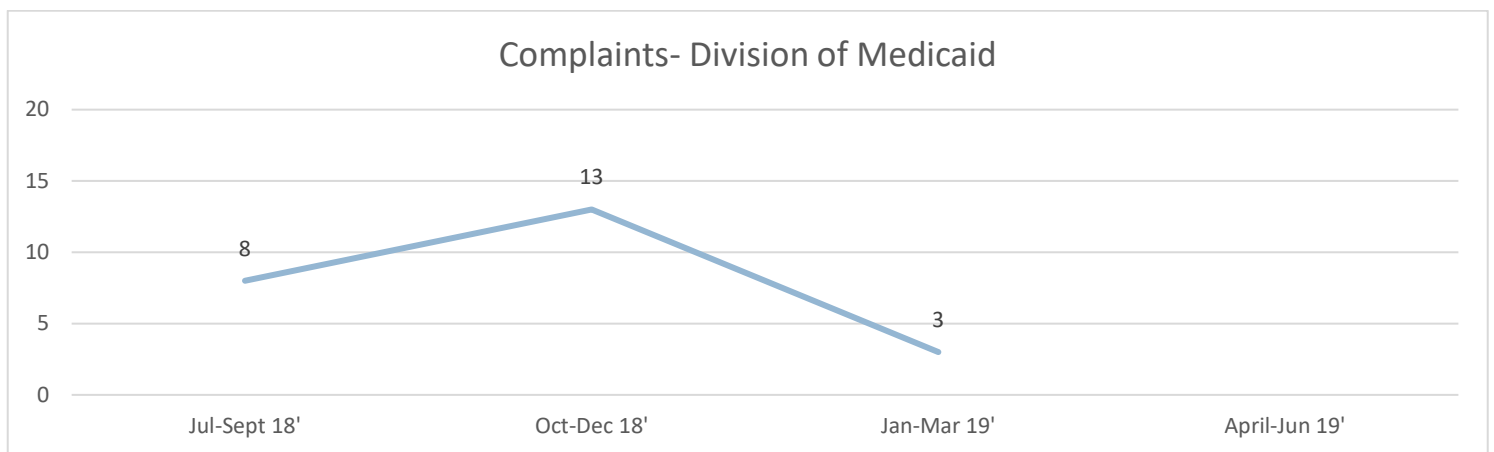
For this report, the Division of Medicaid has contributed complaints information from its contractor: Optum Idaho. Optum manages outpatient behavioral health services for Medicaid members. There were no reported complaints from Medicaid's Independent Assessment contractor, Liberty Healthcare, during this quarter.

Complaints

A total of 3 complaints were received by Optum for YES-eligible youth between January and March of 2019. Information regarding these complaints has been provided in the below table.

Optum Idaho: Complaints 1/1/19-3/31/19					
Region ¹	Date of Complaint	Type of Concern	Status	Resolution	Days to Resolve
4	1/15/2019	Dissatisfaction with appointment availability	Resolved-Substantiated	The agency was able to schedule an appointment that met the member's needs.	1 (business)
4	1/18/2019	Attitude of provider staff	Resolved-Unsubstantiated	The agency is working to review and improve their policies and communication for client interaction.	5 (business)
3	3/12/2019	Benefit authorization process- CANS requirements	Resolved-Substantiated	The member can leave during parts of the assessment process that cause trauma. The CANS reassessment can be completed via Telehealth.	10 (business)

¹Division of Medicaid Regional map provided in the [Appendix](#).



Appeals

A total of 5 appeals were received and resolved by Optum for YES-eligible youth between January and March of 2019. Information regarding these appeals has been provided in the following table.

Optum Idaho: Appeals 1/1/19-3/31/19

Region ¹	Date Received	Type of Denial	Service Type	Review Type	Status	Resolution	Days to Resolve
1	12/27/2018	Medical Necessity Criteria Not Met	Skills Building/ CBRS	Non-Urgent Pre-Service	Resolved	Partial Overturned*	6 (calendar)
1	1/16/2019	Medical Necessity Criteria Not Met	Skills Building/ CBRS	Urgent Pre-Service	Resolved	Overturned	1 (calendar)
4	1/23/2019	Medical Necessity Criteria Not Met	Partial Hospitalization	Non-Urgent Pre-Service	Resolved	Upheld	20 (calendar)
5	2/28/2019	Medical Necessity Criteria Not Met	Skills Building/ CBRS	Non-Urgent Pre-Service	Resolved	Partial Overturned*	1 (calendar)
6	3/15/2019	Medical Necessity Criteria Not Met	Skills Building/ CBRS	Urgent Pre-Service	Resolved	Partial Overturned*	7 (calendar)

¹Division of Medicaid Regional map provided in the [Appendix](#).

***Partial Overturned:** Following the appeal determination, Optum Idaho authorized a portion of the appeal request, but not all of it.

Department of Juvenile Corrections

Complaints:

A total of 3 complaints/grievances were received by the Department of Juvenile Corrections for YES Class Members between January and March of 2019. Details regarding these complaints have been provided in the below table.

Family Complaints

Family members of YES Class Members whose complaint/concern was directed to the Superintendent

No complaints/grievances have been received from families during this quarter that meet this intent.

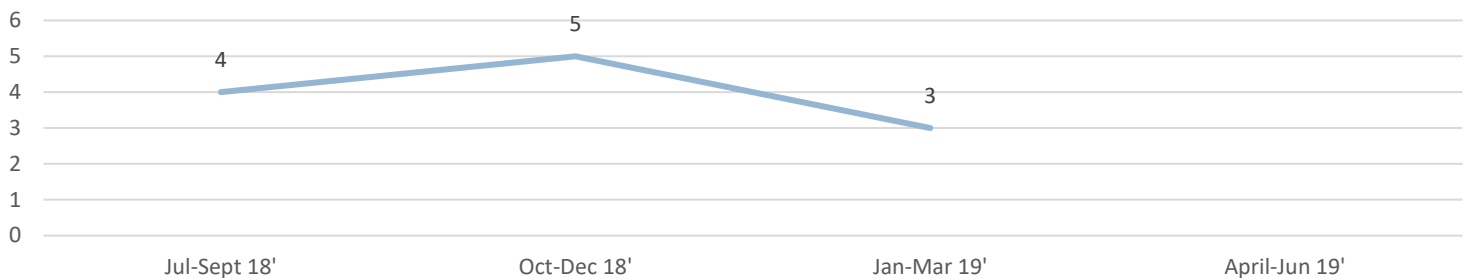
Juvenile Complaints

YES Class Members whose complaint/concern was formally received by IDJC staff

Region ¹	Date	Type of Concern	Status (as of 3/31)	Resolution	Timeliness to Resolution (days)
3	1/10/19	Group dynamics: youth held accountable by group for manipulating. Told youth he manipulated to get a release.	Resolved	Unit Manager processed the situation with the youth. The youth got angry and showed an authority problem at first but then was able to understand what the Unit Manager was telling him.	12 days
3	3/6/19	Youth stated they had not been getting his snack at night and it's making him sick with the medication he is taking.	Resolved	Unit manager processed with the youth. It was clarified that he did receive his snack that evening. The Group Leader will review with the group that they are not to be refused their food.	14 days
3	3/11/19	Complaint against a staff for trying to control the group. States he is making up fake problems to set up another youth.	Resolved	Youth felt that they processed this with his group and staff and that it is not an issue.	2 days

¹Department of Juvenile Corrections Regional map provided in the [Appendix](#).

Complaints- Department of Juvenile Corrections



Complaints:

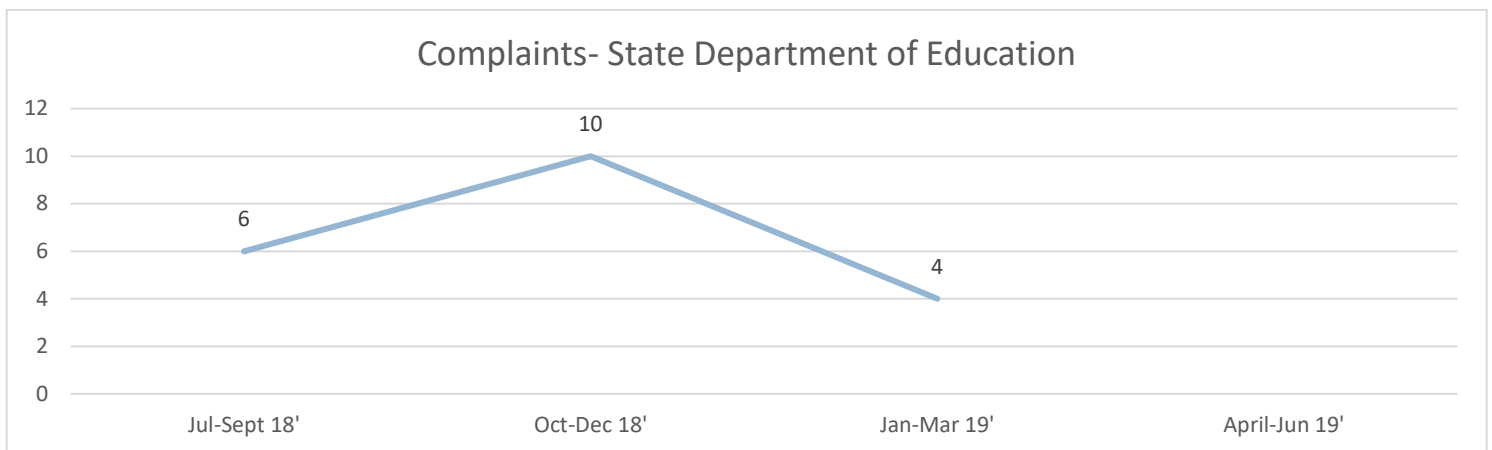
SDE State Administrative Complaints Tracking: January-March 2019

Complaints reported by the State Department of Education are not necessarily complaints that are related to mental health, as this system is not currently set up to filter these types of complaints for reporting purposes.

Region of Complainant/ District ¹	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	State
# Total Complaints	1	1	1	-	-	2	5
# Denied	-	-	-	-	-	1	1
# Cases Closed	0	0	0	-	-	0	0
Average Time to Close (days)	-	-	-	-	-	-	-
# Total Allegations	6	5	12	-	-	4	27
# Founded Allegations	2	4	5	-	-	4	15
# Allegations Withdrawn	0	0	0	-	-	0	0

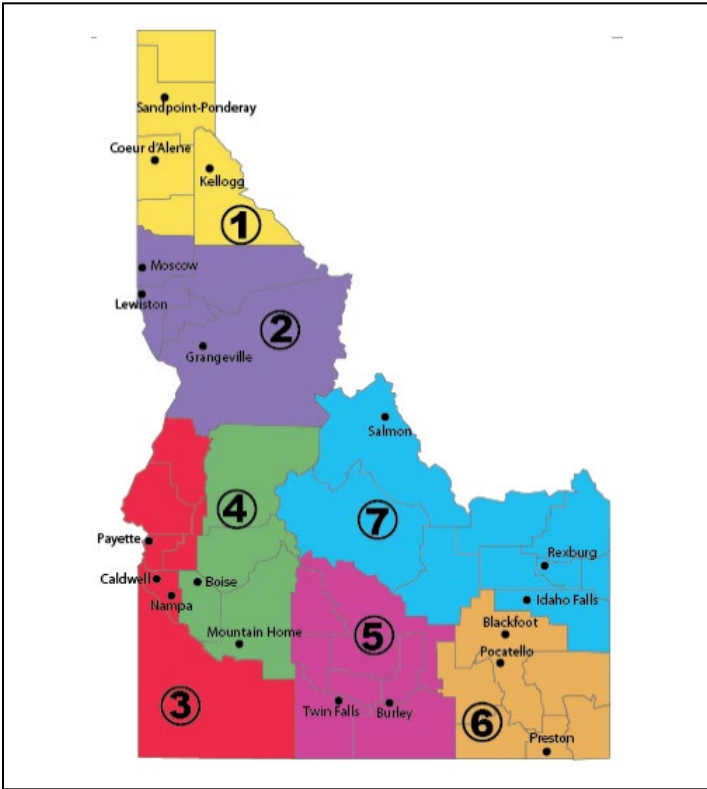
¹State Department of Education Regional map provided in the [Appendix](#).

Note about Allegations and Denials: Complaints are made up of allegations; for one complaint there can be one or multiple allegations. A “denied” status refers to a complaint that is not accompanied by sufficient information to investigate.

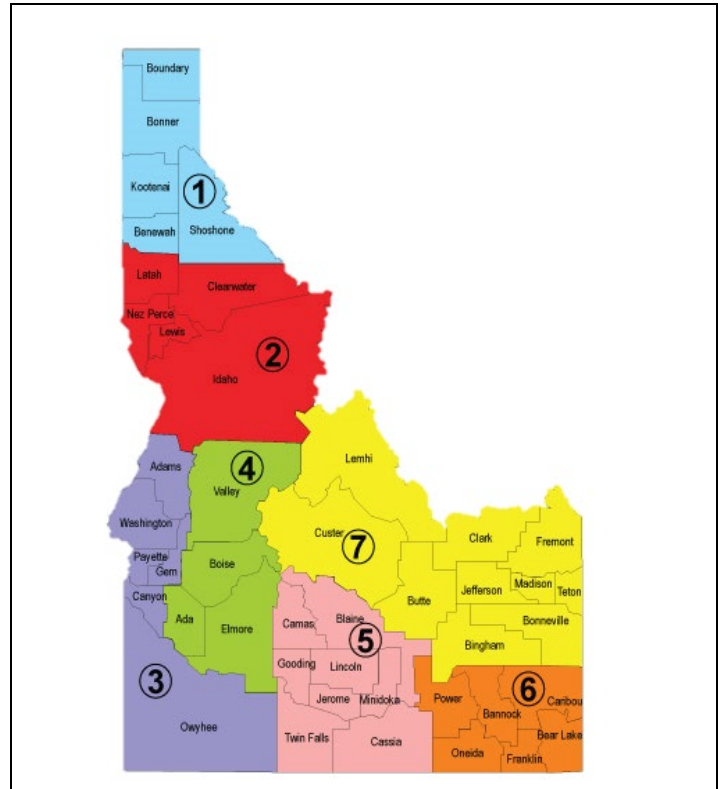


Appendix- Agency Regional Maps and Descriptions

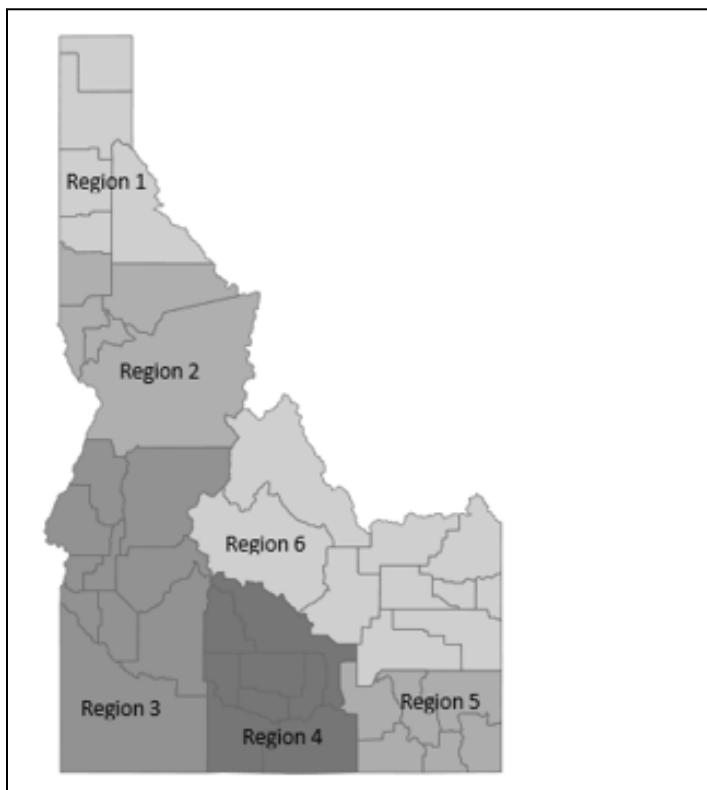
Idaho Department of Health and Welfare: Medicaid, FACS



Idaho Department of Health and Welfare: DBH



Idaho State Department of Education



Idaho Department of Juvenile Corrections

