

YES Rights and Resolutions

COMPLAINTS AND APPEALS
JULY 1 – SEPTEMBER 30, 2022
SFY 2023, Q1

QUALITY
MANAGEMENT
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YES Rights and Resolutions

COMPLAINTS AND APPEALS

JULY 1, 2022 -SEPTEMBER 30, 2022 (SFY 2023, Q1)

The Youth Empowerment Services (YES) Quality Management Improvement and Accountability (QMIA) Council believes that complaints are a valuable source of information about the YES system of care and that each complaint received offers an opportunity to monitor and improve Idaho's behavioral health system for youth and families.

The YES system of care is complex. It is comprised of multiple partners including the Idaho Department of Health and Welfare divisions of Behavioral Health (DBH), Medicaid, and Family and Community Services (FACS), the State Department of Education (SDE), and the Idaho Department of Juvenile Corrections (IDJC). The YES complaint system has been designed to facilitate youth and families being at the center of their own care. However, the overall complexity of the YES system of care is reflected in the current need for each YES system partners to follow their respective state and/or Federal reporting obligations. Therefore, each partner has their own complaint tracking method and contributes information individually to this report. The QMIA Council continues to work with the YES partners to improve complaint reporting and thoroughly understand the complaints themselves with the goal of developing of targeted quality improvement projects to address common issues within the overall YES system.

Overview of YES Complaints

As of State Fiscal Year (SFY) 2022, new categories of complaints have been included in the YES Rights and Resolution reports. In Q1, new information regarding Early and Periodic Screening, Diagnostic, and Treatment (EPSDT), Liberty Healthcare Idaho Independent Assessment Services, and Medical Transportation Management (MTM) were added. Beginning in Q2, YES Centralized Complaints from the YES Website or the YES 1-855 number were added as a specific category. These complaints were previously noted as DBH complaints. The DBH complaints category now reflects only complaints related to DBH Regional Clinics.

A total of 33 YES complaints, and 5 appeals, have been received in SFY 2023 during Q1. Information pertaining to data for Q2, Q3, and Q4 will be added once quarterly data has been compiled.

Table 1: YES Complaints Q1, Q2, Q3, and Q4

	YES	DBH	Optum	EPSDT**	MTM	Liberty	IDJC	FACS	SDE*	Total
Q1	8	0	16	0	3	6	0	0	-	33
Q2										
Q3										
Q4										
SFY to date										

*SDE data will be shown separately as it is analyzed/presented by the school year. ** Currently, there is no formal tracking process of EPSDT complaints.

Table 2: Timeliness of Resolution for Yes Complaints Q1, Q2, Q3, and Q4

Average Days to Resolution						Range of Days to Resolution					
	Q1	Q2	Q3	Q4	SFY to date for individual partners		Q1	Q2	Q3	Q4	SFY to date for individual partners
YES	10.2*				10.2*		1-30				1-30
DBH	-				-		-				-
OPTUM	8				8		1-35				1-35
EPSDT	-				-		-				-
MTM	9.6				9.6		9-10				9-10
LIBERTY	0.66				0.66		0-2				0-2
IDJC	-				-		-				-
FACS	-				-		-				-
SDE	-				-		-				-
Total Average SFY to date for all YES Partners	4.74					Total Range of days SFY to date for all YES Partners	0-35				

**This average response rate does not account for the one case that is still open which was received on the last day of Q1. In addition, this average response rate does not include the 66 days one complaint remained on hold status, as a response from advocate was never received despite two follow up calls AND the initial response (placement on hold) occurred in 1 day and inclusion of the addition days on hold status would skew the average.*

Detailed Breakout of Complaint Reporting for Q1 (July 1, 2022 – September 30, 2022)

YES Centralized Complaints: The category includes all complaints filed via the YES Website, YES 1-855#, and the YES inquiry email. Complaints captured in this category may be about any YES service provided by any partner in the YES system of care and may be duplicated by the partner in their own report section.

Table 3- YES Centralized Complaints

Region	Date of Complaint	Source of Complaint	Type of Concern	Status as of September 30	Resolution	Timeliness to Resolution (days)
2	7/26/2022	Website	Family looking for in-home services for child and unable to find a provider. Concerned that Idaho resources are going to programs that look good on paper and not to the current programs in need.	Closed	IDHW staff reached out directly to aid in getting connected with the right programs and with providers.	3
5	7/26/2022	Website	Complaint regarding lack of return phone calls from CMH.	Hold	Root Cause Analysis in progress. Placed on hold status on 7/27/22 pending a follow-up PC from advocate. Remained on hold, but not active. DBH made 2 calls with no response. Officially closed in Q2	67
UKN	8/15/2022	Phone Call	Complaint about rehab facility. Incomplete information.	Closed	No response re: 3 requests for additional info. Unable to follow up.	22
4	8/16/2022	Phone Call	Quality of Care for ABA services (CHIS) for child.	Closed	Connected with case management and complaint process for the agency and for licensing.	2
4	8/20/2022	Website	Child welfare complaint for child with SED.	Closed	Connected with Child Welfare management	30
3	9/13/2022	Email	Complaint about PRTF facility	Closed	Partially substantiated; facility took action based on substantiated issued.	7

UKN	9/26/2022	Phone Call	Family complaint about Medicaid eligibility for YES Program.	Closed	Follow up completed to ensure YES Program was active for member.	7
UKN	9/30/2022	Email	Concern regarding vouchered respite and how receiving vouchers relates to tax law for hiring employees.	Open	Currently following up	pending

*UKN is abbreviated for unknown.

Division of Behavioral Health (DBH)

Table 4: This category includes complaints about DBH Regional Clinics

Region	Date of Complaint	Type of Concern	Status as of September 30	Resolution	Timeliness to Resolution (days)
		No complaints reported			

Division of Medicaid (Medicaid)

Table 5: Includes complaints filed with the EPSDT Team

Region	Date of Complaint	Type of Concern	Status as of September 30	Resolution	Timeliness to Resolution (days)
		No complaints reported			

Table 6: Optum complaints:

Type	Date of Complaint	Type of Concern	Status as of September 30	Resolution	Timeliness to Resolution (calendar days)
Billing & Financial	7/19/2022	Staff/Other Against Provider	Resolved, 7/21/2022	Unsubstantiated	2 business days
Billing & Financial	7/22/2022	Staff/Other Against Provider	Resolved, 8/2/2022	Unsubstantiated	8 business days
Billing & Financial	7/22/2022 *	Staff/Other Against Provider	Resolved, 8/2/2022	Unsubstantiated	8 business days

Billing & Financial	7/29/2022	Staff/Other Against Provider	Resolved, 8/9/2022	Unsubstantiated	8 business days
Billing & Financial	9/6/2022	Staff/Other Against Provider	Resolved, 9/15/2022	Unsubstantiated	7 business days
Billing & Financial	9/21/2022	Staff/Other Against Provider	Resolved, 9/28/2022	Unsubstantiated	5 business days
Clinical	7/13/2022	Staff/Other Against Provider	Resolved, 8/17/2022	Substantiated	35 calendar days (w/extension)
Clinical	8/5/2022	Staff/Other Against Provider	Resolved, 8/8/2022	Internal Use Only- Unsubstantiated	3 calendar days
Clinical	8/17/2022	Staff/Other Against Provider	Resolved, 9/2/2022	Internal Use Only-Substantiated	16 calendar days
Clinical	8/17/2022	Staff/Other Against Provider	Resolved, 9/2/2022	Substantiated	16 calendar days
Clinical	8/23/2022	Staff/Other Against Provider	Resolved, 8/24/2022	Internal Use Only- Unsubstantiated	1 calendar days
Clinical	9/12/2022	Staff/Other Against Provider	Resolved, 9/15/2022	Unsubstantiated	3 calendar days
Service	8/18/20200	Staff/Other Against Provider	Resolved, 9/15/2022	Unsubstantiated	10 business days, 14 calendar days
Service	8/24/2022	Staff/Other Against Provider	Resolved, 9/22/2022	Unsubstantiated	10 business days, 14 calendar days
Service	8/25/2022	Staff/Other Against UBH	Resolved, 8/29/2022	Unsubstantiated	3 business days
Service	9/27/2022	Staff/Other Against Provider	Resolved, 9/29/2022	Unsubstantiated	2 business days

Table 7: Liberty Healthcare Idaho Independent Assessment Services complaints:

Type	Date of Complaint	Type of Concern	Status as of September 30	Resolution	Timeliness to Resolution (days)
Email	8/3/2022	Providers being asked to be respondents for assessments	Closed	Liberty provided documentation for the responses to the members in question. Jen advised that this is not their practice of telling the providers they must be the respondent. Jen has advised that the CS and assessors to be sure to ask for a respondent and tell the provider they must be the respondent	0

Brought up in meeting	8/3/2022	Inventory of Needs (ION) Dispute	Closed	Liberty states that once a case is closed, it cannot be modified	2 days
Email	8/4/2022	Applications not being processed in a timely manner	Closed	Kathie called back, but client was not with her. Expected back soon. Tentative appointment set for 5/5/2022 at 1pm. Kathie will call once client gets home so she can select her respondent and her rights are maintained	0
Email	8/17/2022	Progress notes no longer in LIS	Closed	Liberty stated it was their fault. Will address who sent and provide training on process. A new update notice was sent with new appeal time lines	0
Email	9/15/2022	Daily Reporting has spelling errors	Closed	Jen stated Liberty will do a better job of verifying spelling of names on reports	0
Email	9/26/2022	List of Lcert cases not closed by Liberty was received	Closed	Liberty took corrective actions based on data from list compile by DHW. Closed cases accordingly and updated status on remaining cases	0

Table 8: MTM complaints:

Region	Date of Complaint	Type of Concern	Status as of September 30	Resolution	Timeliness to Resolution (days)
7	9/17/2022	No Show Pick-up	Resolved, 9/28/2022	Substantiated – Quality Resolutions has educated the transportation provider via compliant report that accepts trips must be completed in a timely manner. Transportation providers are also expected to contact MTM immediately regarding and trip related issues or concerns.	10 business days
7	9/17/2022	No Show Pick-up	Resolved, 5/15/2022	Substantiated – Quality Resolutions has educated the transportation provider via compliant report that accepts trips must be completed in a timely manner. Transportation providers are also expected to contact MTM immediately regarding and trip related issues or concerns.	10 business days
4	9/27/2022	Trip Accuracy	10/10/2022	Substantiated – Quality and Continuous Improvement reviewed the call. Education was provided to the CCR on entering trip information correctly as requested. Education was also provided to follow the correct MTM processes	9 business days

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

There were no youth and no family complaints during the 1st quarter of SFY 2023. Of the complaints received by IDJC staff, all complaints were resolved in five (5) calendar days or less.

Table 9 & 10: IDJC Complaint Detail, SFY 2023, Q1

Families <i>Family members of YES class members whose complaint/concern was directed to the Superintendent</i>					
Region	Date of Complaint	Type of Concern	Status as September 30	Resolution	Timeliness to Resolution (days)
No complaints received this quarter.					

Youth <i>YES class members whose complaint/concern was formally received by IDJC staff</i>					
Region	Date of Complaint	Type of Concern	Status as September 30	Resolution	Timeliness to Resolution (days)
No complaints received this quarter.					

Idaho State Department of Education (SDE)

The Department of Education provides several “Dispute Resolution Processes” in the districts to help families resolve complaints, including Mediation, Facilitation, State Complaints, and Due Process Hearings. Facilitation and Mediation are voluntary processes structured to increase understanding and reach resolution before a conflict develops into a formal dispute. State Complaints can be filed by any individual or organization alleging any violation of the Individuals with Disabilities Act IDEA, including an alleged failure to comply with a previous due process hearing

decision. Due Process Hearings involves an allegation or a series of allegations by either a parent/adult student or the district on issues relating to the identification, evaluation, educational placement, and the provision of free, appropriate public education (FAPE.)

Data about SDE complaints is updated annually.

Table 10: SDE Complaint Detail, 2022-2023. At the time this report was submitted no updated information received.

Section A: Written, Signed Complaints		
Item #	Item description	2022-2023
1	Total number of written signed complaints filed.	-
1.1	Complaints with reports issued.	-
1.1.a	Reports with findings of noncompliance.	-
1.1.b	Reports within timelines.	-
1.1.c	Reports within extended timelines.	-
1.2	Complaints pending.	-
1.2.a	Complaints pending a due process hearing.	-
1.3	Complaints withdrawn or dismissed.	-
Section B: Mediation Requests		
Item #	Item description	2022-2023
2	Total number of mediation requests received through all dispute resolution processes.	-
2.1	Mediations held.	-
2.1.a	Mediations held related to due process complaints.	-
2.1.a.i	Mediation agreements related to due process complaints.	-
2.1.b	Mediations held not related to due process complaints.	-
2.1.b.i	Mediation agreements not related to due process complaints.	-
2.2	Mediations pending.	-
2.3	Mediations withdrawn or not held.	-
Section C: Due Process Complaints		
Item #	Item description	2022-2023
3	Total number of due process complaints filed.	-
3.1	Resolution meetings.	-
3.1.a	Written settlement agreements reached through resolution meetings.	-
3.2	Hearings fully adjudicated.	-
3.2.a	Decisions within timeline (include expedited).	-
3.2.b	Decisions within extended timeline.	-
3.3	Due process complaints pending.	-

3.4	Due process complaints withdrawn or dismissed (including resolved without a hearing).	-
Section D: Expedited Due Process Complaints (Related to Disciplinary Decision)		
Item #	Item description	2022-2023
4	Total number of expedited due process complaints filed.	-
4.1	Expedited resolution meetings.	-
4.1.a	Expedited written settlement agreements.	-
4.2	Expedited hearings fully adjudicated.	-
4.2.a	Change of placement ordered.	-
4.3	Expedited due process complaints pending.	-
4.4	Expedited due process complaints withdrawn or dismissed.	-

Appeals:

Appeals are formal requests for a review of decisions made about eligibility for services

DBH: 2 Appeals for Q1

Member Region	Type of Appeal	Date Received	Description	Case Status	Receipt Method	Member Eligibility Category	Date Resolved	Decision Summary	Number of Days to Resolve	Number of Days Pending
3	DHW	8/16/2022	Denial for acute psychiatric continued stay.	closed	fax	84	9/15/2022	DENIAL UPHELD	30	36
3	DHW	9/21/2022	Denial for acute psychiatric continued stay.	closed	fax	60	10/21/2022	DENIAL UPHELD	30	30

Medicaid:

EPSDT No Appeals for Q1

Optum No Appeals for Q1

MTM No Appeals for Q1

Liberty Healthcare Idaho Independent Assessment Services: No Appeals for Q1

Telligen: 3 Appeals for Q1

Member Region	Type of Appeal	Date Received	Description	Case Status	Receipt Method	Member Eligibility Category	Date Resolved	Decision Summary	Number of Days to Resolve	Number of Days Pending
7	TELLIGEN	7/11/2022	Denial for acute psychiatric continued stay.	closed	telligen portal	88	7/13/2022	DENIAL UPHELD	3	3
3	TELLIGEN	7/21/2022	Denial for acute psychiatric continued stay.	closed	telligen portal	36	8/8/2022	DECISION REVERSED: APPROVED	19	19
4	TELLIGEN	9/13/2002	Denial for acute psychiatric continued stay.	closed	telligen portal	60	9/15/2022	DENIAL UPHELD	3	3

Quality Management Improvement and Accountability (QMIA)

The Quality Management Improvement and Accountability (QMIA) Council brings together DBH, Medicaid, FACS, IDJC, and SDE to collaborate in YES quality monitoring. The Council has a Subcommittee, the QMIA Family Advisory Subcommittee (Q-FAS) which presents an opportunity to gather and learn from family's stories. Q-FAS solicits family members' and family advocates' first-hand input on families' experiences accessing and utilizing YES services. The feedback received about successes, challenges and barriers to care is used to identify areas that need increased focus and to prioritize quality improvement projects. This subcommittee helps to guide YES partners work, providing children, youth, and families in Idaho access to appropriate and effective mental health care. Below is a summary of issues that have been discussed by the Q-FAS.

Summary of Barriers to Care

Area	Noted issues
Access to care	Services not available within reasonable distance Services not coordinated between MH and DD Waitlist for Respite and Family Support Partners Respite process through Medicaid too demanding due to need for updated CANS
Clinical care	Repeating the CANS with multiple providers is traumatic Diagnosis not accurate Therapist not knowledgeable of de-escalation techniques Stigmatization and blaming attitudes towards families Families need more information about services (e.g., Case Management)
Outpatient services	No service providers in the area where family needs care Services needed were not available, so families are referred to the services that are available Not enough expertise in services for high needs kids (e.g., Trust Based Relationships, Family Preservation) Some services only available through other systems: e.g., DD, Judicial Families having to find services themselves based on just a list of providers- and even the lists at times are too old to be useful
Crisis services	Access to immediate care had to go through detention Safety Plans not developed with family or not effective
24-hour services: Hospitals/Residential	Not enough local beds Length of time for EPSDT determination Support needed by families during the EPSDT process, and after while waiting for placement Medication changes wo input from family Family not involved in discharge planning Family threatened with charges of abandonment or neglect Children with high needs and repeat admissions may be denied access Child not in hospital long enough for meds to take effect Care in local residential facilities does not provide specialized care that is needed
School issues	Too long to get an Individualized Education Plan (IEP) School makes choices that don't match needs of the child Safety Plans from schools not developed with family input
Other family concerns	Too many appointments and other children with needs Need one case manager/TCC type person Information on how access care not available Transportation not available DBH Gas vouchers only at specific gas stations

