

YES Rights and Resolutions

COMPLAINTS AND APPEALS
OCTOBER 1 – DECEMBER 31, 2022
SFY 2023, Q2

QUALITY
MANAGEMENT
IMPROVEMENT AND
ACCOUNTABILITY
MARCH 10, 2023

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YES Rights and Resolutions

COMPLAINTS AND APPEALS

OCTOBER 1, 2022 -DECEMBER 31, 2022 (SFY 2023, Q2)

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

A total of 24 YES complaints and 13 appeals, have been received in SFY 2023 during Q2. Information pertaining to data for 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	Telligen	IDJC	FACS	SDE*	Total
Q1	8	0	16	0	3	6	0	0	0	-	33
Q2	6	0	7	0	2	0	4	5	0	-	24
Q3											
Q4											
SFY to date	14	0	23	0	5	6	4	5	0	-	57

*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*	18**			28.2* **		1-30	3-37			1-37
DBH	-	-			-		-	-			-
OPTUM	8	13			21		1-35	2-29			1-35
EPSDT	-	-			-		-	-			-
MTM	9.6	4			13.6		9-10	1-7			1-10
LIBERTY	0.66	-			0.66		0-2	-			0-2
TELLIGEN	-	2			2			1-5			1-5
IDJC	-	3			3		-	0-7			0-7
FACS	-	-			-		-	-			-
SDE	-	-			-		-	-			-
Total Average SFY to date for all YES Partners	4.74	8.82				Total Range of days SFY to date for all YES Partners	0-35	0-37			0-37

*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. ** This average response rate does not account for two cases still pending.

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 December 31	Resolution	Timeliness to Resolution (days)
UKN	10/19/22	Phone	Clinical care – CANS concern with education level	Closed	insufficient info to follow up with complaint directly, shared concerns with ICANS helpdesk	12
4	11/10/22	Email	Complex - frustration with DBH regarding access for non-family member/guardian, ongoing behavioral concerns, CP, legal involvement	Closed	Verbal and written response provided Medicaid reached out to biological mother and sent complainant notice case was being looked into	37
2	11/22/22	Email	Access – lack of access to care providers and counseling after YES approval	Closed	Written response	20
4	11/25/22	Email	Complex – 3 rd complainant call regarding frustration over being provided incorrect & insufficient information from DBH regarding complaint process, voiced feeling disrespected by FACS/Child Welfare, Legal, and DBH; upset over not having access to child	Open	Conflicting feedback received as DBH leadership suggested response to address aspects of complaint applying to YES complaint line process versus the DAG who suggested no response necessary due to issues with providing sensitive information to a non-family member/guardian	still pending
4	12/5/22	Phone	Clinical care – Abuse of child at Intermountain, about of rights, and poor care received	Open	Written response. Telligen error caused Quality of Care investigation to be delayed. Investigation started 1/10/23 with timeline of 30 days	still pending
4	12/12/22	Email	Clinical care/billing - Father claimed Medicaid charged for testing they didn't do which used up funds for other services/testing	Closed	Information and resources shared with parent; issue resolved	3

*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 December 31	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 December 31	Resolution	Timeliness to Resolution (days)
		No complaints reported			

Table 6: Optum complaints:

Type	Date of Complaint	Type of Concern	Status as of December 31	Resolution	Timeliness to Resolution (calendar days)
Access	10/25/22	Staff/Other Against Provider	Resolved, 11/7/2022	Unsubstantiated	10 business days 14 calendar days
Clinical	10/06/22	Staff/Other Against Provider	Resolved, 10/14/2022	Substantiated	8 calendar days
Clinical	10/12/2022	Staff/Other Against Provider	Resolved, 11/02/2022	Unsubstantiated	21 calendar days
Clinical	11/07/2022	Staff/Other Against Provider	Resolved, 11/10/2022	Unsubstantiated	3 calendar days
Clinical	11/07/2022	Member Against Provider	Resolved, 12/06/2022	Unsubstantiated	29 calendar days
Clinical	11/22/2022	Member Against Provider	Resolved, 12/06/2022	Unsubstantiated	14 calendar days
Clinical	12/06/2022	Member Against Provider	Resolved, 12/08/2022	Substantiated	2 calendar days

Table 7: Liberty Healthcare Idaho Independent Assessment Services complaints:

Type	Date of Complaint	Type of Concern	Status as of December 31	Resolution	Timeliness to Resolution (days)
		No complaints reported			

Table 8: MTM complaints:

Region	Date of Complaint	Type of Concern	Status as of December 31	Resolution	Timeliness to Resolution (days)
5	11/01/2022	Behavior	Resolved, 11/9/2022	Substantiated - Quality and Continuous improvement reviewed member's file. Upon review, it was found trip for 11/22/22 was secured with LK transportation, there is indication that the transportation provider cancelled trip the day prior to appointment stating, "member cancelled". The trip for 12/06/22 was entered in the system and escalated to dispatcher to secure transport, however, there was no transportation available for the trip request. There is indication the member was informed at the time of the appointment. Therefore, complaint remains substantiated.	7 business days
7	12/9/2022	No Show Pick-up	Resolved, 12/2022	Substantiated - Quality and Continuous Improvement reviewed the complaint and transportation provider has been educated via complaint report to ensure all drivers conduct themselves in an appropriate and professional manner. All conversations with members must be courteous in nature.	1 business days

Table 9: Telligen complaints:

Region	Date of Complaint	Type of Concern	Status as of December 31	Resolution	Timeliness to Resolution (days)
6	10/05/2022	CHIS - provider has had issues submitting Physician Assistant's (PA) in Qualitrac (QT). Modifiers go missing, change, dates are different	Resolved, 10/11/2022	Provider was unable to produce examples of the issue. The modifier piece of the complaint was no longer an issue. Provider was given contact for any issues in the future.	5 business days

		than what is entered originally, etc.			
3	12/05/2022	PA submission - Frustrated & tired of getting “run around” with case. Personally spoke with person reviewing case 12/2/22 regarding request for more information. Unhappy with response of “read the manual.” PA spoke directly to person reviewing case and was directed to add specific verbiage in my clinical recommendations. So, I did, had mother sign paperwork, and resubmitted. “Now today I get the same dang message! This is uncalled for! I can tell message is from a different person reviewing the case because they didn’t even read my documentation! It is confusing when different people review cases & they both have different standards! This is 100% unacceptable.” Requested call from person who viewed my case & responded with a request for more information today.	Resolved, 12/5/2022	Case was ONR (Outcome Not Rendered, which means it was not reviewed) due to modifiers missing. She knows for a fact she entered them, and this is not the first time this happened (IDAH-25538). She said this could be an example because last time she called she did not have anything. Is entering the requests through QT, will not let her move forward without putting a modifier in. Instructed on how to resubmit request as recommended and take screenshots showing the modifiers are showing in the case. Attach the screenshots to this ticket in case when reviewer goes into the case and the modifiers are missing you can show you entered them.	1 business days
4	12/13/2022	Durable Medical Equipment (DME) - Requesting authorization b/c patient has exceeded quantity limit. Have not billed this particular code, called to see why they didn't have one available. Medicaid customer service said that the member either gets L1686 or L1650 once in a Lifetime. Claim for L1686 was billed on 7/7/22.	Resolved, 12/13/2022	Case ID 3135221 has been reopened for review.	1 business day
7	12/29/2022	CHIS - Case was ONR due to modifiers missing. She knows for a fact she entered them; this is not the first time this	Resolved, 12/29/2022		1 business day

		<p>happened (IDAH-25538). She said this could be an example because last time she called she did not have anything. Is entering the requests through QT, it will not let her move forward without putting a modifier in.</p> <p>Instructed how to resubmit request and recommended take screenshots showing the modifiers are showing in the case. Attach screenshots to ticket in case when reviewer goes into the case and the modifiers are missing you can show you entered them.</p>			
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Idaho Department of Juvenile Corrections (IDJC) (YES Class Families/Youth).

There were 5 youth complaints and 0 family complaints received during the 2nd quarter of SFY 2023.

Table 10 & 11: 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 December 31	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 December 31	Resolution	Timeliness to Resolution (days)
1	10/19/2022	Peer was making inappropriate comments towards him, and the peer wasn't dropped a level.	Resolved	Staff explained to the youth that his rights were not violated, but that he could follow up with his Group Leader if he felt that program wasn't being followed.	7

1	11/08/2022	Youth felt not enough food was served at meals, resulting in exhaustion and the inability to focus.	Resolved	The group was educated about the school lunch program and calorie components allotted for breakfast and lunch. They were also reminded of the supplemental afterschool snack to fill in these gaps.	0
2	11/13/2022	A youth stated that a peer slapped him with a pen and threw things at him.	Resolved	The Unit Manager spoke with the youth and the youth stated that his peer tapped him on his hand with the pen. The Unit Manager watched video footage to determine the occurrence of events and processed with the youth the poor choices made by both peers.	2
2	11/16/2022	Youth stated that one of his peers spit on him and another peer called him inappropriate names.	Resolved	The Unit Manager advised youth that they have limited capacity to restrict words, but that he would ask staff to be more attentive to conversations.	2
2	12/08/2022	Youth stated that a staff member refused to give him PE time during staff-imposed room confinement.	Resolved	Youth was spoken to about his behaviors that had him placed in room confinement, resulting in missed PE time.	4

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 11: 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: No Appeals for Q2

Medicaid:

EPSDT 1 Appeal for Q2

Member Region	Type of Appeal	Date Received	Description	Case Status	Receipt Method	Date Resolved	Decision Summary	Number of Days to Resolve
5	Standard	11/11/2022	EPSDT Denial	Closed	Email	1/25/2023	Withdrawn	76

Optum No Member Appeals for Q2. However, there were 12 Provider Disputes for Members received for Q2

MEMBER APPEALS FOR MEMBERS AGES 0 TO 18						
	CC		44		N/A	
Month	Member Appeals Received	Member Appeals Closed	Member Appeals Received	Member Appeals Closed	Member Appeals Received	Member Appeals Closed
October 2022	0	0	0	0	0	0
November 2022	0	0	0	0	0	0
December 2022	0	0	0	0	0	0

PROVIDER DISPUTES FOR MEMBERS AGES 0 TO 18						
	CC		44		N/A	
Month	Member Appeals Received	Member Appeals Closed	Member Appeals Received	Member Appeals Closed	Member Appeals Received	Member Appeals Closed
October 2022	1	0	1	1	3	3
November 2022	1	2	2	2	3	4
December 2022	0	0	0	1	1	2

MTM No Appeals for Q2

Liberty Healthcare Idaho Independent Assessment Services: No Appeals for Q2

Telligen: No Appeals for Q2

