

# YES Rights and Resolutions

COMPLAINTS AND APPEALS  
JANUARY 1, 2024 – MARCH 31, 2024  
SFY 2024, Q3

QUALITY  
MANAGEMENT  
IMPROVEMENT AND  
ACCOUNTABILITY  
MAY 21, 2024

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# YES Rights and Resolutions

**JANUARY 1, 2024 – MARCH 31, 2024 (SFY 2024, Q3)**

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 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.

Youth and families may find there are times when they are not satisfied with the services they receive, do not agree with their provider, or disagree with a decision from the state. When this happens, they may choose to file a complaint or appeal. Youth and families **cannot** be penalized or retaliated against for filing a complaint or appeal. Youth and families should file a complaint when they think something was not handled correctly. Asking if something can be handled differently or better help to improve the system. Providers can encourage youth and families to file complaints and can help them with their appeals.

The complaints and appeals processes are important tools to help monitor and potentially change how the YES system of care is working. The goal of this report is to look at system and/or policy changes and to demonstrate that IDHW is listening to families and that we care about receiving this information as it helps improve the overall delivery of behavioral health services to Idahoans. The difference between complaints and appeals is outlined below.

A **complaint** is a claim that a situation is unsatisfactory and may be about anything. When a youth or family member is not satisfied with any part of their care within the YES system of care, they may file a complaint. Complaints may be about the quality of care received, services, a provider, an employee of a provider or state agency, the benefit plan through the Department of Health and Welfare. An **appeal** is a request to change a decision. Individuals who disagree or are not satisfied with a mental health decision may want to file an appeal. Decisions are based on the information that has been received. Some types of decisions that are eligible for an appeal include: termination or denial of Medicaid eligibility, termination or denial of Medicaid funded services or supports, denial of payment for Medicaid services or supports, a determination made by the Department of Health and Welfare or its contractor that a youth does not meet criteria for Serious Emotional Disturbance (SED), when requests for eligibility or services are not acted upon within reasonable promptness, or failure of the State to provide a CANS assessment or YES services or supports a youth is entitled to.

## YES Complaints

A total of 44 complaints were received in SFY 2024 during Q3. There are an increased number of complaints involving non-emergency medical transportation complaints from MTM being reported.

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

	YES	DBH	Optum	EPSDT	MTM	Liberty	Telligen	IDJC	FACS	Total
Q1	9	0	9	0	4	0	0	3	0	25
Q2	2	0	3	0	1	0	0	4	0	10
Q3	8	0	3	1	32	0	0	1	0	45
Q4	0	0	0	0	0	0	0	0	0	0
SFY to date	19	0	15	1	37	0	0	8	0	79

*Table 2: Timeliness of Resolution for Yes Complaints Q3*

\*\*There were 2 YES complaints received in Q3 that were complex and needed additional time to resolve. This average response rate indicates these 2 complaints were not resolved within the 30 day time frame from date of receipt to closure. One complaint took 41 days to resolve and the other 52 days. They both were closed after the end of Q3.

	<i>Average Days to Complaint Resolution</i>					<i>Range of Days to Complaint Resolution</i>			
	Q1	Q2	Q3	Q4	SFY	Q1	Q2	Q3	Q4
YES	29	22	24	-	-	1-112	3-41	**10-52	-
DBH	-	-	-	-	0	-	-	-	-
OPTUM	13	17	9	-	-	1-88	14-22	2-13	-
EPSDT	-	-	1	-	-	-	-	0-1	-
MTM	8	6	13	-	-	1-17	0-6	1-18	-
LIBERTY	-	-	-	-	-	-	-	-	-
TELLIGEN	-	-	-	-	-	-	-	-	-
IDJC	4	7	3	-	-	1-4	5-11	3	-

## Detailed Breakout of Complaint Reporting for Q3 (January 1, 2024 – March 31, 2024)

**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	Category	Complaint Summary	Status as of Mar 31	Resolution	Timeliness to Resolution (days)
7	1/8/24	Email	Clinical care	Complaints raised regarding the implementation of the CANS by regions 4 & 5 and the CANS process used by 2 clinicians in those regions.	Closed	CANS update issue has been addressed with regional clinicians and the CoE is planning to conduct a refresher CANS training for clinicians initially trained on the CANS back in 2018 via video. This purposed refresher CANS training will be done via WebEX and will include more interactive scenario discussion along with a parent panel for input. The Department anticipated this refresher training will be scheduled for some time in March 2024."	3
2	1/3/2024	Email	Other	COMPLEX case aggressive behavioral concerns along with substance use.	Closed	Worked with multiple individuals within Medicaid, CMH, Juvenile Corrections as the participant was placed in detention briefly. FACS working with family on adjusting parenting styles and additional home supports.	29
4	1/19/2024	Email	Other	COMPLEX case with correspondence between clinician and DBH upper administration regarding QRT's and CMH functions as a civil rights complaint had been filed. This complaint was entered for tracking	Closed	SDI-CMH reviewed the complaint and addressed improvements for the QRT process flow and FAQs. Region compiled information for the civil rights unit..	25

Region	Date of Complaint	Source of Complaint	Category	Complaint Summary	Status as of Mar 31	Resolution	Timeliness to Resolution (days)
				purposes only to assist in gathering information for the civil rights unit.			
7	2/13/2024	In Person	Access	Parent reported during QFAS meeting of MTM issues. Wanted to track to report trends in their region as it appears that MTM services aren't meeting client needs.	Closed	As this was reported to us during the QFAS meeting and mother had not reported the ongoing issues directly to MTM, we determined that the best way to handle this would be to notify the Dept NEMT team of the ongoing concerns she had. Sent email to Dept NEMT team notifying them of the ongoing issues mother reported having. Mother mentioned being overwhelmed by her current situation and did not request direct follow up. The NEMT contract team monitors complaint trends.	13
2	2/13/2024	Email	Other	COMPLEX Concerns reported with child being discharged from state custody and the need to quickly restore services and identify community services that haven't been exhausted.	Closed	CMH case was re-opened. education on the process of QRT - getting either a crisis CFT and/or QRT scheduled CMH /DD working on long term plan. Region currently exploring level of care needs, and will work with family to assign new CMH case manager. Resolution letter sent to mother 2/23/24	10
2	3/1/2024	Email	Access	COMPLEX concerns with the complaint received 2/13/2024 from the same party.	Closed	CMH reopened case, new CMH manager assigned, youth's provider submitted an EPSDT referral	52

## Division of Behavioral Health (DBH)

Table 4: This category includes complaints about DBH Regional Clinics, or any services reimbursed by DBH. This will eventually include the Youth Behavioral Health Crisis Centers, Youth Assessment Centers, and Psychiatric Residential Treatment Facilities as well as Treatment Foster Care.

Region	Date of Complaint	Source of Complaint	Category	Complaint Summary	Status as of Mar 31	Resolution	Timeliness to Resolution (days)
No complaints received this quarter.							

## Division of Medicaid (Medicaid)

Table 5: Includes complaints filed with the Children’s Medicaid/Early and Periodic Screening, Diagnostic, and Treatment (EPSDT) Team

Region	Date of Complaint	Source of Complaint	Category	Complaint Summary	Status as of Mar 31	Resolution	Timeliness to Resolution (days)
No complaints received this quarter.							

Table 6: Optum complaints:

Region	Date of Complaint	Source of Complaint	Category	Complaint Summary	Status as of Mar 31	Resolution	Timeliness to Resolution (days)
3	1/5/2024	Written	Access	Availability of specific provider/service	Closed	Unsubstantiated	13
6	1/22/2024	Verbal	Access	Availability of specific provider/service	Closed	Unsubstantiated	3
1	3/13/2024	Verbal	Quality of Care	Inaccurate information given by provider/practitioner	Closed	Unsubstantiated	12

Table 7: Liberty Healthcare Idaho Independent Assessment Services complaints:

Region	Date of Complaint	Source of Complaint	Category	Complaint Summary	Status as of Mar 31	Resolution	Timeliness to Resolution (days)
No complaints received this quarter.							

Table 8: Medical Transportation Management (MTM) complaints:

Region	Date of Complaint	Source of Complaint	Category	Complaint Summary	Status as of Mar 31	Resolution	Timeliness to Resolution (days)
3	1/4/2024	Phone	Access	Transportation provider arrived early for the scheduled pick up request	Closed	Education given to provider via grievance report that trips must be completed timely according to schedule.	15
5	1/8/2024	Phone	Access	The MTM representative did not validate the reservation in a timely manner; they validated the reservation too late and the member did not get picked up at all.	Closed	Quality operations reviewed this grievance. MTM correctly followed the transportation program protocols.	15
3	1/9/2024	Phone	Access	The driver arrived late for the trip request.	Closed	Quality Operations reviewed the complaint. The transportation provider's trip logs were reviewed and the member's scheduled pick up request was accommodated on time.	15
1	1/15/2024	Phone	Vehicle condition	The vehicle had very little working heater or if it did not have a working heater	Closed	Quality operations reviewed this grievance. MTM's Network Department has been requested to perform an inspection the vehicle and make sure the vehicle meet all manufacturer operations standard.	15
4	1/19/2024	Phone	Access	The transportation provider did not arrive for the scheduled pick up request.	Closed	Education was provided to the transportation provider via grievance report that accepted trips must be completed in a timely manner. Transportation providers are also expected to	14



						contact MTM immediately regarding any trip related issues or concerns.	
7	1/19/2024	Phone	Access	The driver had more members that they were picking up which made the member late.	Closed	Education was provided to the transportation provider that drivers must arrive within the half hour window (15 minutes before or after the estimated pick-up time) for the member to arrive on time for the appointment. Education was also provided that drivers must notify MTM and members of any tardiness.	18
1	1/25/2024	Phone	Access	The trip was set with an incorrect provider.	Closed	Quality Operations reviewed this grievance. Upon review, it was found MTM did not follow the transportation program protocols correctly. Education was provided.	14
7	1/26/2024	Phone	Access	MTM failed to secure transportation for the trips requested.	Closed	Quality resolutions has forwarded the trip information to the logistics department for a review of their procedures as well as the member's service area to ensure all trips are able to be set with a provider. The member must be made aware of any transportation issues prior to the appointment time.	13
5	1/31/2024	Phone	Access	MTM failed to locate transportation for the trip request.	Closed	Quality resolutions has forwarded the trip information to the logistics department for a review of their procedures as well as the member's service area to ensure all trips are able to be set with a provider. The member must be made aware of any transportation issues prior to the appointment time.	14
1	2/6/2024	Phone	Access	MTM did not notify that transportation wasn't coming.	Closed	Quality resolutions has forwarded the trip information to the logistics department for a review of their procedures as well as the member's service area to ensure all trips are able to be	15

						set with a provider. The member must be made aware of any transportation issues prior to the appointment time.	
7	2/7/2024	Phone	Access	The ride was not secured to a vendor and as a result, the member missed their appointment.	Closed	Quality resolutions has forwarded the trip information to the logistics department for a review of their procedures as well as the member's service area to ensure all trips are able to be set with a provider. The member must be made aware of any transportation issues prior to the appointment time.	16
7	2/12/2024	Phone	Vehicle condition	The vehicle was dirty.	Closed	Quality Operations reviewed the member's file. Due to conflicting statements from both the member and provider, Quality Operations is unable to determine actual events or validate any factual actions and/or conversations. As a precaution and to prevent any future issues, Quality Operations has listed the transportation provider as restricted in the system to transport the member. A reminder was provided to the transportation provider that vehicles must be kept neat and clean, and free of any odor or debris.	16
4	2/13/2024	Phone	Driver	The driver used inappropriate language.	Closed	Quality Operations reviewed the complaint and The 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.	15
3	2/14/2024	Phone	Access	The transportation provider did not arrive for the scheduled pick up request.	Closed	Education was provided to the transportation provider via grievance report that accepted trips must be completed in a timely manner. Transportation	15

						providers are also expected to contact MTM immediately regarding any trip related issues or concerns.	
4	2/15/2024	Phone	Billing	MTM did not calculate mileage correctly.	Closed	Quality Operations reviewed claim. Upon review it was determined the mileage should be correctly mapped for the trip at 13.5 one way miles.	15
4	2/20/2024	Phone	Access	The driver arrived late for the trip request.	Closed	Education was provided to the transportation provider that drivers must arrive within the half hour window (15 minutes before or after the estimated pick-up time) for the member to arrive on time for the appointment. Education was also provided that drivers must notify MTM and members of any tardiness.	14
3	2/20/2024	Phone	Access	The transportation provider did not arrive for the scheduled pick up request.	Closed	Quality operations reviewed the member's file and attempted to pull the calls related to the complaint. However, no calls were found with the information provided by the member.	14
7	2/21/2024	Phone	Access	MTM did not notify that transportation wasn't coming.	Closed	Quality resolutions has forwarded the trip information to the logistics department for a review of their procedures as well as the member's service area to ensure all trips are able to be set with a provider. The member must be made aware of any transportation issues prior to the appointment time.	15
4	2/23/2024	Phone	Access	The transportation provider did not arrive for the scheduled pick up request.	Closed	Quality and continuous improvement reviewed this complaint. The transportation followed the correct MTM processes.	14
4	2/27/2024	Phone	Access	MTM did not enter trip information into their system correctly.	Closed	Quality Operations reviewed the call. Education was provided to the appropriate department and staff that staff must maintain an acceptable standard of	1

						professionalism. Education was also provided on entering trip information correctly as requested.	
7	2/28/2024	Phone	Access	MTM did not enter trip information into their system correctly.	Closed	Quality Operations reviewed this grievance. Education was provided to the appropriate department and staff that staff must follow correct processes.	13
1	2/29/2024	Phone	Access	MTM did not process paperwork correctly.	Closed	Quality Operations reviewed this complaint. MTM followed the correct processes. The parental consent was received on 2/26/24 and the member was approved the same day.	12
4	2/29/2024	Phone	Access	The driver arrived late for the trip request.	Closed	Education was provided to the transportation provider that drivers must arrive within the half hour window (15 minutes before or after the estimated pick-up time) for the member to arrive on time for the appointment. Education was also provided that drivers must notify MTM and members of any tardiness.	12
3	3/4/2024	Phone	Access	The transportation provider did not arrive for the scheduled pick up request.	Closed	Quality resolutions has found the grievance to be invalid because the driver adhered to the service agreement and reported the member no show. Which party receives the no-show is based on the timeliness of the reporting.	11
4	3/7/2024	Phone	Access	The transportation provider did not arrive for the scheduled pick up request.	Closed	Quality operations reviewed the member's file and pulled the calls related to the grievance. Upon review, it was found the grievance invalid. The member's mother was not advised to submit receipt and did not contact MTM to request an alternate transportation after been reported no show.	12

4	3/8/2024	Phone	Access	The trip was set with an incorrect provider.	Closed	Quality resolutions has found the grievance invalid. MTM did not send a Lyft to pick-up the member from the facility due to riding alone and the facility's representative Olivia was advised.	17
4	3/11/2024	Phone	Access	The transportation provider did not notify the member of schedule changes.	Closed	Quality Operations reviewed this grievance. The transportation provider followed the correct processes.	15
4	3/12/2024	Phone	Access	The driver arrived late for the trip request.	Closed	Quality resolutions reviewed this grievance. Education was provided to the transportation provider that drivers must arrive within 15 minutes of the pre-scheduled return ride, or within 1 hour of the will-call return ride call to be considered on time.	13
4	3/13/2024	Phone	Access	The transportation provider did not arrive for the scheduled pick up request.	Closed	Quality resolutions has found the grievance to be invalid because the driver adhered to the service agreement and reported the member no show. Which party receives the no-show is based on the timeliness of the reporting.	14
3	3/27/2024	Phone	Access	MTM failed to locate transportation for the trip request.	Closed	Quality resolutions has forwarded the trip information to the logistics department for a review of their procedures as well as the member's service area to ensure all trips are able to be set with a provider. The member must be made aware of any transportation issues prior to the appointment time.	13
1	3/27/2024	Phone	Access	The transportation provider did not arrive for the scheduled pick up request.	Closed	Education was provided to the transportation provider via grievance report that accepted trips must be completed in a timely manner. Transportation providers are also expected to contact MTM immediately regarding any trip related issues or concerns.	15

4	3/29/2024	Phone	Driver	Picked up by a driver that was too tired. He almost went off the road 3 times.	Closed	Quality Operations reviewed the complaint, and the transportation provider has been educated via complaint report to ensure all drivers conduct themselves in an appropriate and professional manner.	14
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Table 9: Telligen complaints:

Region	Date of Complaint	Source of Complaint	Category	Complaint Summary	Status as of Mar 31	Resolution	Timeliness to Resolution (days)
No complaints received this quarter.							

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

There were 1 youth complaints and 0 family complaints received during the 3rd quarter of SFY 2024.

Table 10: IDJC Family Complaint Detail, SFY 2024, Q3

<b>Families</b> <i>Family members of YES class members whose complaint/concern was directed to the Superintendent</i>							
Region	Date of Complaint	Source of Complaint	Category	Complaint Summary	Status as of Mar 31	Resolution	Timeliness to Resolution (days)
No complaints received this quarter.							

Table 11: IDJC Complaint Detail, SFY 2024, Q3

Youth YES class members whose complaint/concern was formally received by IDJC staff							
Region	Date of Complaint	Source of Complaint	Category *	Complaint Summary	Status as of Dec 31	Resolution	Timeliness to Resolution (days)
3	2/12/2024	Verbal		Youth reported that their medical needs were not being met.	Closed	Staff noted that the youth will be put on the psych doctor list. The youth is not currently experiencing any medical symptoms.	3

\*The complaint category column was added in Q3 2023 and IDJC does not currently specify category; therefore, this column was left blank until IDHW can receive input from IDJC on how they categorize their complaints. As of the writing of this report, the categorization of IDJC complaints had not yet been received.

### YES Appeals

A total of 48 appeals were received in SFY 2024 during Q3. Appeals are formal requests for a review of decisions made about eligibility for services, denial or reduction of services or supports, and denial of payment for services or supports.

Table 12: YES Appeals Q1, Q2, Q3, and Q4. Note this table added in Q3 for quick reference and comparison across quarters.

	YES	DBH	Optum	EPSDT	MTM	Liberty	Telligen	Total
Q1	-	-	48	-	-	-	-	48
Q2	-	-	43	-	-	-	-	43
Q3	-	-	64	-	-	-	-	64
Q4	-	-	-	-	-	-	-	-
SFY to date	-	-	155	-	-	-	-	155

Of the 64 Optum appeals received for Q3, the following breaks them out by category:  
 1-lack of precertification  
 4-medical necessity criteria not met  
 59-claims payment

Table 13: Timeliness of Resolution for Yes Appeals Q1, Q2, Q3, and Q4.

Average Days to Appeal Resolution						Range of Days to Appeal Resolution			
	Q1	Q2	Q3	Q4	SFY	Q1	Q2	Q3	Q4
DBH	0	0	0	0	0	0	0	0	0
OPTUM	33	0	11	0	22	0-37	0	1-29	0
EPSDT	0	0	0	0	0	0	0	0	0
LIBERTY	0	0	0	0	0	0	0	0	0
TELLIGEN	0	0	0	0	0	0	0	0	0

DBH: No Appeals for Q3

Table 14: No EPSDT Appeals received SFY 2024, Q3

Member Region	Type of Appeal	Date Received	Description	Case Status	Receipt Method	Date Resolved	Decision Summary	Number of Days to Resolve

Tables 15 and 16 on the following page will provide appeal details for both Member and Provider Disputes. To facilitate a better understanding of these tables, refer to highlighted section in the text box below which provides an explanation for each Optum eligibility category.

**For Table’s 15 & 16 OPTUM ELIGIBILITY CATEGORIES EXPLAINED**

CC = youth who are eligible for both the Medicaid YES Program and another program. In this situation, YES Program eligibility would be secondary coverage.

44 = youth who are eligible for the Medicaid YES Program.

N/A = youth 0-17 who are not enrolled in Medicaid’s YES Program, but may still be YES class members.



Table 15: Optum Member Appeal Detail, SFY 2024, Q3

MEMBER APPEALS FOR MEMBERS AGES 0 TO 18						
Month	CC		44		Member Appeals Received	Member Appeals Closed
	Member Appeals Received	Member Appeals Closed	Member Appeals Received	Member Appeals Closed		
January 2024	0	0	0	0	0	0
February 2024	1	1	0	0	0	1
March 2024	2	2	1	1	0	3

Table 16: Optum Provider Disputes for Members Appeal Detail, SFY 2024, Q3

PROVIDER DISPUTES FOR MEMBERS AGES 0 TO 18						
Month	CC		44		Member Appeals Received	Member Appeals Closed
	Member Appeals Received	Member Appeals Closed	Member Appeals Received	Member Appeals Closed		
January 2024	0	0	12	8	0	8
February 2024	16	0	18	12	0	12
March 2024	1	6	8	16	0	16

MTM: No Appeals for Q3

Liberty Healthcare Idaho Independent Assessment Services: No Appeals for Q3

Telligen: No appeals for Q3