

YES Rights and Resolutions

COMPLAINTS AND APPEALS
JULY 1 – SEPTEMBER 30, 2024
SFY 2025, Q1

QUALITY
MANAGEMENT
IMPROVEMENT AND
ACCOUNTABILITY
DEC 12, 2024

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YES Rights and Resolutions

JULY 1, 2024 – SEPTEMBER 30, 2024 (SFY 2025, 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 Child, Youth, and Family Services (CYFS), the Idaho Department of Education (IDE), 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 Child & Adolescents Needs and Strengths (CANS) assessment or YES services or supports a youth is entitled to.

YES Complaints

A total of 65 complaints were received in SFY 2025 during Q1.

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

	YES	DBH	Magellan	EPSDT	MTM	Liberty	Telligen	IDJC	CYFS	Total
Q1	5	0	6	0	46	0	0	8	0	65
Q2	0	0	0	0	0	0	0	0	0	0
Q3	0	0	0	0	0	0	0	0	0	0
Q4	0	0	0	0	0	0	0	0	0	0
SFY to date	5	0	6	0	46	0	0	8	0	65

Table 2: Timeliness of Resolution for Yes Complaints Q1

**The average response rate accounts for 1 case that was pending from the previous quarter.

*The average days to complaint resolution and range of days to resolution does not account for one complaint that is still open for IDJC.

	Average Days to Complaint Resolution					Range of Days to Complaint Resolution			
	Q1	Q2	Q3	Q4	SFY	Q1	Q2	Q3	Q4
YES	15	-	-	-	15	**1-32	-	-	-
DBH	-	-	-	-	-	-	-	-	-
Magellan	5	-	-	-	5	1-10	-	-	-
EPSDT	-	-	-	-	-	-	-	-	-
MTM	14	-	-	-	14	1-19	-	-	-
LIBERTY	-	-	-	-	-	-	-	-	-
TELLIGEN	-	-	-	-	-	-	-	-	-
IDJC	*6	-	-	-	6	*1-17	-	-	-

Detailed Breakout of Complaint Reporting for Q1 (July 1, 2024 – September 30, 2024)

YES Centralized Complaints: The category includes all complaints filed via the YES Website, YES 208-364-1910#, 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 Sept 30	Resolution	Timeliness to Resolution (days)
	7/25/2024	Email	Access	Concerns with the new intake and discharge process between Juvenile detention and acute care hospitals	Closed	Will review process and meet internally to incorporate collaborative solutions	32
	8/19/2024	In Person	Quality of Care	Mother shared concerns she was having with vouchered respite but was having trouble as Access Behavioral Health has respite item need listed as zero and she was told by agency that they could do another assessment in 3 months. Mother indicated that her son's normal provider was not the one who completed CANS but rather a substitute who really did not have all HX - concern has to do with how to correct an incorrect CANS score and whom mother should reach out to next. Providers are saying they misunderstood the question and its importance for respite.	Closed	Informed CANS CoE to follow up with providers to correct misunderstandings of the administration of the CANS	28
	8/21/2024	Email	Access	Complaint about the PRTF and ICC process with Magellan	Closed	Worked with Magellan and family on this concern to resolve	1

Region	Date of Complaint	Source of Complaint	Category	Complaint Summary	Status as of Sept 30	Resolution	Timeliness to Resolution (days)
	8/28/2024	Email	Rights	A parent advocate emailed a department staff member regarding families who are having difficulty receiving their children's medical records from providers and acute care settings. The advocate is looking for guidance on how to proceed.	Closed	Based on the review of the concerns, it was determined that outside of the guidance that had already been provided there was nothing further the Department could do at this time.	7
	9/25/2024	Other	Quality of Care	Father writing to report what he feels is a medical care concern about a local facility that provides substance recovery care	Closed	As the alleged care concern happened during Optum's service contract, this was reported to them and to Magellan to follow for any other future issues that may be reported on the facility.	7

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 Sept 30	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 Sept 30	Resolution	Timeliness to Resolution (days)
No complaints received this quarter.							

Table 6: Magellan complaints:

Region	Date of Complaint	Source of Complaint	Category	Complaint Summary	Status as of Sept 30	Resolution	Timeliness to Resolution (days)
	8/3/2024	Phone	Access	Request for practitioner to come to home	Closed	Resolved	6
	8/5/2024	Phone	Access	Request for practitioner to come to home	Closed	Resolved	4
	9/16/2024	Phone	Quality of Care	Respite Services worker is not a good fit for the children. Mother has called multiple times to request more training for respite worker and never receives and response from the agency they are employed with. She has sent emails, and the last email was on 9/5/24 and did not get a response. Mother is requesting an update the supervisor.	Closed	Resolved	10
	9/17/2024	Phone	Quality of Care	This complaint is about the lack of quality in care Targeted care coordinator and clinical director has referred many Idaho Medicaid members to the agency who provides behavioral intervention services to children with developmental disabilities. It is stated the office has recently presented poor quality in care by failing to return calls, not responding to emails, miscommunication with patient's treatment plan, avoiding calls with patient's parents/ guardians. The TCC tried to address her concerns with the office and received unprofessional response; advising since she expressed dissatisfaction their office will no longer accept referrals from her and will start the process of discharging patients who were referred by the TCC's office.	Closed	Resolved	6
	9/27/2024	Phone	Other	Facility owner said PCIS system extremely slow, click something and has	Closed	Resolved	1

				to wait until 10SEC to click something else.			
	9/26/2024	Phone	Other	<p>Clinical director calling to see how to get permissions to access PCIS. It keeps getting error message "It is blocked due to WAF Policy" . No one in the agency can access, all get the same message in the agency. They are being told they need Magellan to allow permissions. There are requirements to be completed by Oct 1st, it is inappropriate to penalize them as facility/organization for the system errors. She has been trying to take care of this since 7/15/24.</p> <p>She called sept 20th and was given INCO601069 but no one has reached out to her yet. Everyone in the agency requires permissions:</p> <p>She also sent screenshots about it. Prefers to be reached via email with detail instructions. If phone call ok to leave instructions there, it is confidential.</p>	Closed	Resolved	2

Table 7: Liberty Healthcare Idaho Independent Assessment Services complaints:

Region	Date of Complaint	Source of Complaint	Category	Complaint Summary	Status as of Sept 30	Resolution	Timeliness to Resolution (days)
No complaints received this quarter.							

Table8: Medical Transportation Management (MTM) complaints:

Region	Date of Complaint	Source of Complaint	Category	Complaint Summary	Status as of Sept 30	Resolution	Timeliness to Resolution (days)
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4	7-5-2024	Phone	Access	Facility emailed stating the representative did not advise there was no phone number on file for the member and didn't ask for a number causing the ride to not get assigned.	Closed	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 can be set with a provider. The member must be made aware of any transportation issues prior to the appointment time.	14
4	9-11-2024	Phone	Other	The father called in to file a complaint about a Lyft driver who harassed the mother about paying for the member vomiting in the vehicle.	Closed	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. Education was also provided to the transportation provider that all traffic laws including federal, state and local laws must be followed. MTM has requested the assigned Lyft driver to not transport the member in the future.	15
4	7-31-2024	Phone	Access	Members grandmother called in to file complaint that the company had the member late for the appointment and that no one called to advise that they would be late	Closed	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 can be set with a provider. The member must be made aware of any transportation issues prior to the appointment time.	15
4	8-22-2024	Phone	Access	The member representative contacted MTM on 08/22/2024 stating that MTM failed to secure transportation for the member return ride home.	Closed	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 can be set with a provider. The member must be made aware of any transportation issues prior to the appointment time.	15

4	9-17-2024	Phone	Other	The member contacted MTM on 9/17/24 at 11:10 AM stating the trips 6/16/24-6/19/24 had the wrong dates. The agent that took the call cancelled and reset the trips. The trips on 6/17/24 and 8/26/24 were then left in a waiting on form status causing the member not to get paid for the trips. DVF was approved 8/16/24-1/1/30 and 10/16/23-7/31/24	Closed	The agent provided the incorrect information as members are not allowed to backdate trips for reimbursement. The representative followed the incorrect process, and the members guardian will have to contact the health plan for an appeal process. MTM has educated the call center representative on the correct process for backdating trip and providing the correct information to members.	16
4	8-29-2024	Phone	Access	The Member contacted MTM on 08/29/2024 at 11:20 am stating the transportation provider did not arrive for the scheduled pick-up request.	Closed	The driver arrived to the members home and adhered to the service agreement reporting the member as no show. Which party receives the no-show is based on the timeliness of the reporting.	15
4	8-23-2024	Phone	Other	The facility contacted MTM On 8/23/2024 stating the member's parents disagree with the member been reported no show. The facility stated the member has been waiting for the transportation and been reported no show incorrectly.	Closed	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.	17
4	8-28-2024	Phone	Access	The facility contacted MTM stating MTM failed to secure transportation for the trip request.	Closed	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 can be set with a provider. The member must be made aware of any transportation issues prior to the appointment time.	16
4	9-13-2024	Phone	Access	The client contacted MTM on 09/12/2024 on behalf of the member to report a Turn Back Issues issue for date of service 09/10/2024.	Closed	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 can be set with a provider. The member must be made aware of any transportation issues prior to the appointment time.	14

4	8-28-2024	Phone	Access	The facility contacted MTM on 8/28/2024 stating MTM failed to secure transportation after the original transportation returned the trip to MTM.	Closed	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 can be set with a provider. The member must be made aware of any transportation issues prior to the appointment time.	16
4	7-10-2024	Phone	Access	The healthcare provider called in to file a complaint on behalf of the member being discharge from their services due to transportation are not picking up the member to take her to her appointments.	Closed	Education was provided to the agent on entering trip information correctly as requested. The member missed multiple appointments due to the call center representative not applying the guardian to the minor's trip and cancelling a trip that was not requested.	15
4	9-3-2024	Phone	Access	The facility contacted MTM stating MTM failed to secure transportation after the original transportation turned back the trip.	Closed	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 can be set with a provider. The member must be made aware of any transportation issues prior to the appointment time.	15
4	8-28-2024	Phone	Access	The client contacted MTM via email stating the transportation provider did not arrive for the trip request. The client stated the trip was cancelled due to no providers available. The client stated the trip was not until 3pm, there was still lots time to check. The client stated the member no longer requires car seats. The client stated Lyft or Uber could have transported the member.	Closed	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 can be set with a provider. The member must be made aware of any transportation issues prior to the appointment time.	15
4	8-28-2024	Phone	Access	The facility contacted MTM on 8/28/2024 stating MTM failed to secure transportation after the original transportation turned back the trip to MTM.	Closed	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 can be set with a provider. The member must be made aware of any transportation issues prior to the appointment time.	16

4	9-26-2024	Phone	Access	The client contacted MTM via email stating no transportation provider arrived for the trip request. Trip Jo95SZLVGoA/DOS 9/26/24.	Closed	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 can be set with a provider. The member must be made aware of any transportation issues prior to the appointment time.	14
4	9-27-2024	Phone	Access	The Member's Case Manager emailed on his behalf for complaint on September 26,2024. The Case Manager states this is a court ordered appointment and Member can be detained if he doesn't show up. The Case Manager states MTM has cancelled five trips in the last two weeks without prior notice to the Member that they are cancelled.	Closed	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 can be set with a provider. The member must be made aware of any transportation issues prior to the appointment time.	14
6	9-6-2024	Phone	Access	The Member contacted MTM on 09/06/2024 at 3:28pm stating the MTM representative did not due their due diligence by verifying an appointment which caused a denial on service. The call was made on 08/28/2024 at 10:40am from the phone number (208) 604-4262 where the member was assured by the MTM representative that his reservation was set however the representative was required to verify the +100 mile Gas Mileage Reimbursement reservation and due to the verification not being completed the reservation was denied.	Closed	The call center representative did not follow the correct transportation scheduling protocol with the member having a distance verification form on file allowing them to travel over 100 miles. The trip was denied due not being verified with the doctor's office after multiple attempts to contact them; however, should not have been denied because verification was not needed. The representative was educated on the correct process.	18
6	9-19-2024	Phone	Other	The member representative contacted MTM on 09/19/2024 stating that the driver during the A leg lets the minor child out of the vehicle without making any type of contact with an adult so they would know that the child is there. The member representative stated that the child was left outside on the front porch when the driver let him out.	Closed	The transportation provider informed they made sure the minor member was taken to the main entrance to which they were taken inside by a facility staff. Due to a conflict of responses the grievance will remain unsubstantiated.	14
6	9-16-2024	Phone	Access	Healthcare facility contacted MTM on 9/16/24 at 7:38AM stating the transportation provider did not arrive for the scheduled pick-up request. The trip	Closed	Education was provided to the transportation provider via grievance report that accepted trips must be completed in a timely manner. Transportation	14

				was confirmed with the provider with 2 different representatives on 9/13/24.		providers are also expected to contact MTM immediately regarding any trip related issues or concerns.	
7	7-10-2024	Email	Other	The member's mother contacted MTM via email stating the member is dissatisfied with not receiving meals and lodging for the trip request. The mother stated due to member having several appointments including being sedated on first appointment was the reason for the request. The mother feels this was an oversight and would like to receive the reimbursement for the trip request	Closed	Based on info provided, meals and lodging will NOT be approved because there is plenty of time to get to appt and back within the same day. Member/parent would not need to leave earlier than 6am from home to make appt on time at 1pm. No medical note on file for the medical need for member to arrive the night before medical appointments.	14
7	8-29-2024	Phone	Access	The Transportation coordinator contacted MTM on 08/29/2024 at 4:34pm stating MTM failed to locate transportation for the trip request.	Closed	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 can be set with a provider. The member must be made aware of any transportation issues prior to the appointment time.	18
7	8-29-2024	Phone	Access	The Transportation coordinator contacted MTM on 08/29/2024 at 4:37pm stating the transportation provider arrived late for the pick-up request. The Caller indicated the member usually gets picked-up after the mother but in this case the mother got picked up before the member and since the mother cannot leave the underage member alone she canceled the trip.	Closed	The provider arrived late to the members home causing them to cancel the appointment. 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 drivers must notify MTM and members of any tardiness.	18
7	9-16-2024	Phone	Access	The client contacted MTM on 9/16/2024 via email, stating MTM failed to provide transportation for trip requested.	Closed	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 can be set with a provider. The member must be made aware of any	14

						transportation issues prior to the appointment time.	
7	9-16-2024	Email	Access	The client emailed MTM on 9/16/24 stating the member disagrees with the transportation arriving one hour early.	Closed	The transportation provider's trip logs and the member's scheduled pick-up request was accommodated on time.	14
7	9-13-2024	Phone	Access	The mother of the beneficiary contacted MTM on 09/13/2024 at 04:48 pm stating the member disagreed with MTM sending her a text stating that the trip was assigned to A to B Transportation, but it was not assigned to anyone.	Closed	There is no indication MTM sent a text message to the member regarding transportation providers on 9/13 and followed the correct transportation scheduling process for the same day trip set under days' notice. Transportation set under days' notice is based upon availability, Unfortunately, there were no alternate providers available.	17
7	9-16-2024	Phone	Other	The member representative contacted MTM on 09/16/2024 stating that the automated system stated that the trip for today was scheduled with Lyft. The member representative stated that the member is a minor child and should not ride with Lyft.	Closed	MTM did not send any alerts to the member regarding transportation, however; 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
7	9-16-2024	Phone	Access	The client contacted MTM on 9/16/24 Via email, stating that MTM failed to provide transportation for the requested trip. Scheduled trip for, 8/16/24, 9/12/24 and 9/13/24	Closed	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 can be set with a provider. The member must be made aware of any transportation issues prior to the appointment time.	14
7	8-9-2024	Phone	Access	The Case Manager contacted MTM on 08/09/2024 at 12:31 PM stating MTM failed to inform the member of the change in transportation and failed the trip request.	Closed	The member is required to contact MTM the day prior to the appointments to verify attendance or the system with cancel the trips by itself until 09/21/2024 due to missing trips in the past without notifying	14

						MTM of any cancelations needed. The member did not verify their attendance for the trip the day prior to the appointment.	
7	8-29-2024	Phone	Access	The Transportation Coordinator contacted MTM on 08/29/2024 at 4:52pm stating the member disagreed with MTM not allowing the member to choose whom they would prefer to ride with. The caller is requesting the exclusion of a Transportation Provider due to a last-minute cancelation which caused a failure of service to the minor member.	Closed	MTM will attempt to accommodate the member's preference when assigning transportation to the trip request. If the preferred transportation provider is not available for the trip, and in an effort to ensure continuity of care, it will be assigned to an alternate available provider.	18
7	8-29-2024	Phone	Access	The Transportation coordinator contacted MTM on 08/29/2024 at 4:47pm stating MTM failed to locate transportation for the trip request	Closed	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.	18
7	8-29-2024	Phone	Other	The Transportation coordinator contacted MTM on 08/29/2024 at 4:50pm stating MTM failed to inform the member of the change in transportation.	Closed	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.	18
3	9-4-2024	Phone	Closed	The member representative contacted MTM on 09/04/2024 stating that the transportation vendor did not arrive for 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
3	9-20-2024	Phone	Access	The member's parent contacted MTM via email on 09/20/24, stating that member missed trip due to transportation not showing up.	Closed	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 can be set with	14

						a provider. The member must be made aware of any transportation issues prior to the appointment time.	
4	7-30-2024	Email	Other	Program Manage with Healthcare facility emailed with several concerns regarding a minor who was brought to their facility by a network provider. On the way to the facility on July 24,2024 the driver stopped allowing minor to get out of the car and bought them both coffee. This raises several concerns including " inappropriate relationships with minors, the medical risk of caffeine with the riders and minors exiting the vehicle during transport".	Closed	The transportation provider made a stop with the member to get coffee and members are not to leave the vehicle until drop-off. Education was sent to the transportation provider to inform that they are required to transport the member to and from the appointment and make no extra stops	14
7	9-13-2024	Phone	Other	The parent contacted MTM via email on 09/13/24, stating that she never got paid for the gas mileage reimbursement trip they took on 08/28/24	Closed	The trip was confirmed to be paid to the payee on 9/15/2024.	19
7	9-5-2024	Phone	Access	Case Mgr called MTM today 09-05-2024 at 6:11pm stating that member was never picked up for their appointment today and parent never received a call pertaining to transportation. The same happened for the members return ride today and this has been happening numerous times and the member never gets picked up and parent never receives a call. The reason the member is not getting picked up.	Closed	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 can be set with a provider. The member must be made aware of any transportation issues prior to the appointment time.	15
7	9-24-2024	Phone	Access	The member's mother Maria Luna contacted MTM on 09/24/2024 at 11:24 am stating MTM failed to locate transportation for the trip request and was also not notified about it.	Closed	The member trip was a turnback less than 24 hrs prior to the scheduled medical appointment time frame. Transportation will be advised that trip request must be accepted a timely manner and report any trip related issues regarding rides. MTM apologies for any inconveniences to the member. This grievance is valid.	16
7	9-5-2024	Phone	Access	The member's mother contacted MTM on 09/05/2024 at 10:33am stating MTM failed to inform the member of the change in transportation and failed to locate transportation for the trip request.	Closed	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 can be set with a provider. The member must be	14

						made aware of any transportation issues prior to the appointment time.	
5	9-3-2024	Phone	Other	The member's stepfather contacted MTM on 09/03/2024 at 09:25 am stating the driver was rude regarding today's trip. He said the driver called them and told them she had them before but no longer for today and said she was rude about it.	Closed	Unfortunately, there is conflicting information received from the transportation provider and the member's grievance details. MTM acknowledges the member's experience and if the member determines this issue occurred on a different date, please have the member work with their health insurance team to submit a new grievance. The trip on 9/3/24 was cancelled by the members guardian the day prior on 9/2/24.	14
1	9-10-2024	Phone	Other	The facility contacted MTM stating they called at 3:05pm on 09/09/2024 and was told the member's ride had been picked up and the agent was going to call the transportation company but after 15 minutes of holding they were transferred to the Medicaid complaint line. The facility states they had to call back and again after 15 minutes of holding they were sent back to the start of the queue.	Closed	The call center representative followed the correct transportation program protocols and process; however, an education has been provided 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	9-10-2024	Phone	Access	The facility contacted MTM stating the member was left stranded for her trip request on 09/09/2024.	Closed	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	7-23-2024	Phone	Access	The members mother contacted MTM on 7/23/2024 at 2:11pm stating she was told by an MTM employee that MTM does not transport minors alone. This was very confusing for the parent because they had been required to fill out a parental consent form. This information caused		MTM did receive the parental consent form but did not get the facility consent form prior to the date of the scheduled appointment. The health plan has to approve all minors aged 6-13 to travel alone. We are	16

				the parent to then turn around and cancel the transport for today's trip.		required to obtain a PCF/FCF and send an Application for Exemption to the health plan for approval.	
1	7-12-2024	Phone	Other	The facility contacted MTM via email stating on 07/10/2024 the member arrived at 8:30am for his 9am appointment.	Closed	The transportation provider followed the correct MTM processes. Members are not to be dropped off more than 30 minutes prior to their appointment and the member was dropped off at 8:40am for her 9:00am appointment time.	13
5	7-29-2024	Phone	Other	The mother contacted MTM on stating the MTM representative was rude during the call on 7/29/2024. The mother stated the MTM representative was rude to her during the call and eating loudly. The MTM representative also laughed at the mother at one point during the call.	Closed	Reviewed the two calls for 07/29/2024. Upon review, it was found that the MTM representative in the first call did not maintain an acceptable standard of professionalism. The first representative was disagreeable towards the member's mother. The MTM representative in the second call was apologetic and courteous towards the mother.	15
3	07-02-2024	Phone	Other	The member's mother called in at approximately 6:40 pm CST on 7/2/2024 to file a complaint regarding the member's ride going to his appointment today. The caller stated the member was dropped off at the facility, 45 minutes before the scheduled appointment time. The mother states she was concerned by this as the member is a minor and she does not feel comfortable with the member being left alone for so long at the facility and would prefer the member be dropped off closer to the appointment time.	Closed	Education was provided to the transportation provider that members are not to be picked up more than one hour early unless travel time requires an earlier pick-up. Education was also provided that members are not to be dropped off more than 30 minutes prior to their appointment.	16

One complaint was still open at the end of the quarter and subsequently closed in October before the data for this report was pulled. This was counted in the total received during Q1 and included in the average days to resolution in table 2.

Table 9: Telligent complaints:

Region	Date of Complaint	Source of Complaint	Category	Complaint Summary	Status as of Sept 30	Resolution	Timeliness to Resolution (days)
No complaints received this quarter.							

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

There were 3 youth complaints and 0 family complaints received during the 1st quarter of SFY 2025.

Table 10: IDJC Family Complaint Detail, SFY 2025, Q1

Families <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 Sept 30	Resolution	Timeliness to Resolution (days)
No complaints received this quarter.							

Table 11: IDJC Complaint Detail, SFY 2025, Q1

Youth <i>YES class members whose complaint/concern was formally received by IDJC staff</i>							
Region	Date of Complaint	Source of Complaint	Category *	Complaint Summary	Status as of Sept 30	Resolution	Timeliness to Resolution (days)
2	7/8/2024	Youth		Youth felt like staff treated certain peers with favor.	Resolved	Talked to the youth and he said he was frustrated with his peer at the time and the situation was resolved.	9
3	7/19/2024	Youth		Claims that a peer destroyed the youth's property.	Resolved	Processed possibly seeking restitution from the peer.	1
3	7/28/2024	Youth		Reported that he felt excessive force was used by a staff member.	Resolved	This was investigated and appropriate action was taken.	17

2	8/4/2024	Youth		A youth claimed unfair application of consequences for her behavior.	Resolved	Talked with the youth about how each youth has a different strategy according to their particular needs, and that staff would be addressed about consistency and fairness.	12
2	8/23/2024	Youth		A youth used the grievance process to request that a particular program rule be re-evaluated.	Resolved	Talked with the youth about the reason why the rule was in place.	4
2	9/2/2024	Youth		A youth claimed unfair application of consequences for his behavior.		Talked to the youth and he said he was frustrated with the staff at the time, but they had since discussed it and he felt the situation was resolved.	2
1	9/22/2024	Youth		A youth complained that his religious time was interrupted by a disruptive peer.	Resolved	Talked to the youth about situations with interruptions in the community that are uncontrollable. Advised to address this programmatically with the disruptive youth.	9
2	9/29/2024	Youth		A staff would not allow the youth to receive their two hours of PE and the staff is trying to make their PE an incentive even though its our right.	Not resolved		

*The complaint category column was added in Q3 2023 and IDJC does not currently specify category; therefore, this column is 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 1 appeal was received in SFY 2025 during Q1. 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	Magellan	MTM	Liberty	Telligen	Total
Q1	0	0	1	0	0	0	1
Q2	-	-	-	-	-	-	-
Q3	-	-	-	-	-	-	-
Q4	-	-	-	-	-	-	-
SFY to date	-	-	1	-	-	-	1

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

	<i>Average Days to Appeal Resolution</i>					<i>Range of Days to Appeal Resolution</i>			
	Q1	Q2	Q3	Q4	SFY	Q1	Q2	Q3	Q4
<i>DBH</i>	-	-	-	-	-	-	-	-	-
<i>Magellan</i>	6	-	-	-	6	6	-	-	-
<i>LIBERTY</i>	-	-	-	-	-	-	-	-	-
<i>TELLIGEN</i>	-	-	-	-	-	-	-	-	-

DBH: No Appeals for Q1

EPSDT appeal table was removed as all requests for PRTF/RTC are now managed by Magellan and not the Medicaid EPSDT unit.

Tables 14 and 15 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 Magellan eligibility category.

For Table's 14 & 15 Magellan 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 14: Magellan Member Appeal Detail, SFY 2025, Q1

MEMBER APPEALS FOR MEMBERS AGES 0 TO 18						
Month	CC		44		N/A	
	Member Appeals Received	Member Appeals Closed	Member Appeals Received	Member Appeals Closed	Member Appeals Received	Member Appeals Closed
July 2024	0	0	0	0	1	1
August 2024	0	0	0	0	0	0
September 2024	0	0	0	0	0	0

Table 15: Magellan Provider Disputes for Members Appeal Detail, SFY 2025, Q1

PROVIDER DISPUTES FOR MEMBERS AGES 0 TO 18						
Month	CC		44		N/A	
	Member Appeals Received	Member Appeals Closed	Member Appeals Received	Member Appeals Closed	Member Appeals Received	Member Appeals Closed
July 2024	0	0	0	0	0	0
August 2024	0	0	0	0	0	0
September 2024	0	0	0	0	0	0

MTM: No Appeals for Q1

Liberty Healthcare Idaho Independent Assessment Services: No Appeals for Q1

Telligen: No appeals for Q1