

# YES Rights and Resolutions

COMPLAINTS AND APPEALS  
OCTOBER 1 – DECEMBER 31, 2024  
SFY 2025, Q2

QUALITY MANAGEMENT  
IMPROVEMENT AND  
ACCOUNTABILITY  
MARCH 12, 2025

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# YES Rights and Resolutions Report Introduction

October 1, 2024 – December 31, 2024 (SFY 2025, 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 Children, 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 & Adolescent Needs and Strengths (CANS) assessment or YES services or supports a youth is entitled to.

## YES COMPLAINTS

A total of 52 complaints were received during Q2 of SFY 2025.

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

	YES	DBH	Magellan	MTM	Liberty	IDJC	FYCS	Total
Q1	5	0	6	46	0	8	0	65
Q2	5	0	6	34	0	7	0	52
Q3	0	0	0	0	0	0	0	0
Q4	0	0	0	0	0	0	0	0
SFY to date	10	0	12	80	0	15	0	117

Note: Previously reported Medicaid EPSDT and Telligen complaint tables have been removed as the behavioral health services previously managed by these contractors are now managed by Magellan, and therefore any complaints are now being reported to Magellan.

Table 2: Timeliness of Resolution for YES Complaints Q2

\*\*\*Due to a technical issue with the YES Website, one complaint did not reach the YES Centralized Complaints team timely, causing the long resolution time. This timeframe was not used when calculating the average.

\*\*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	19	-	-	17	**1-32	12-94***	-	-
DBH	-	-	-	-	-	-	-	-	-
Magellan	5	8	-	-	7	1-10	7-9	-	-
MTM	14	15	-	-	14	1-19	12-19	-	-
LIBERTY	-	-	-	-	-	-	-	-	-
IDJC	*6	3	-	-	5	*1-17	0-9	-	-

## DETAILED BREAKOUT OF COMPLAINT REPORTING FOR QUARTER 2 (October 1, 2024 – December 31, 2024)

**YES Centralized Complaints:** The category includes all complaints filed via the YES Website, YES voicemail at 208-364-1910, and the [YES@dhw.idaho.gov](mailto:YES@dhw.idaho.gov) 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 Dec 31	Resolution	Timeliness to Resolution (days)
3	10-16-24	Email	Quality of Care	Mother filed complaint against IYR for the quality of care her child received while in their care. Mother reported that child was admitted to the ER multiple times when under IYR's care and that IYR did not properly communicate with the family or the youth's treatment team.	Closed	YES Centralized Complaints Team worked with Magellan and the family to work through issues raised in this complaint.	21
1	10-11-24	Email	Complex	Mother emailed to complain about Magellan's complaint investigation process. She reported that Magellan stopped looking into her complaint about the quality of care her children received from a network provider.	Closed	YES Centralized Complaints team worked with Magellan to review their process of investigating this complaint. Magellan correctly followed their established process.	32
4	10-31-24	Email	Complex	DBH team filed a complaint on behalf of a family who they were working through the QRT process with. Youth was hospitalized and the provider told the youth things that were distressing. Youth was discharged home as there was no placement available but was then readmitted very shortly after discharge.	Closed	IBHP Clinical and Quality Team worked with Magellan to help family find a placement for the youth and get services for them while waiting for placement.	12
5	11-13-24	Phone	Access	Mother called with a complaint about getting connected to a care coordinator for her daughter.	Closed	YES Centralized Complaints Team worked with Magellan to get an ICC assigned to the family.	13

Region	Date of Complaint	Source of Complaint	Category	Complaint Summary	Status as of Dec 31	Resolution	Timeliness to Resolution (days)
7	11-26-24	Website	Complex	Mother filed a complaint through the YES website about the ICC and PRTF application process through Magellan. She also reported difficulty communicating with Magellan about her child's case as information didn't seem to transfer over as expected. Her child was in residential care and needed to move to another facility, but finding another placement was very challenging. She also expressed concerns about the ICC program and number of staff Magellan has.	Closed*	IBHP Clinical and Quality team worked with the family and Magellan to find another placement that would fit the youth's needs. They arranged transportation and helped family get all the information they need from the facility. Staffing concerns were noted.	94*

\*Due to a technical issue with the YES website, this complaint did not reach the YES Centralized Complaints Team until late January.

### 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 Dec 31	Resolution	Timeliness to Resolution (days)
No complaints received this quarter.							

Magellan Healthcare

Table 5: Magellan complaints:

Region	Date of Complaint	Source of Complaint	Category	Complaint Summary	Status as of Dec 31	Resolution	Timeliness to Resolution (days)
1	10-30-24	Verbal	Access	Mother complained of difficulty scheduling with provider.	Closed	Resolved	9
4	11-1-24	Written	Quality of Care	Family reported hospital provider gave their child information without their consent. Hospital pushed to discharge child when behaviors requiring care were still being demonstrated. Family expressed concerns that the child was not stable. Family is looking for residential placement.	Closed	Resolved	9
1	11-4-24	Written	Access	Family reports difficulty in finding help for their child as they require around the clock supervision. Family is able to get a couple hours of help here and there, but they are waiting for news on residential placement. They were told they are on a waitlist but have not heard any updates. Their child is unable to attend school and has caused siblings to go into crisis due to behaviors. Family also reports they're still waiting for Magellan to do needed evaluations.	Closed	Resolved	8
6	11-12-24	Written	Quality of Care	Mother reported concerns with Cottonwood Creek hospital. She reported that her child's mental state worsened during the time they were treated there. She reported concerns with safety, adequacy of supervision, staff not addressing concerning behaviors, and child being isolated.	Closed	Resolved	9

4	11-13-24	Verbal	Clinical Care	Family called to report a complaint that their provider will not see them because they are no longer serving Magellan members due to not getting authorization and not agreeing with the fee schedule.	Closed	Resolved	8
1	12-10-25	Verbal	Clinical Care	Family reported that they went in for an appointment with their provider for family services, but the provider separated the parents from the children. The provider told them their family was being discharged and gave no explanation as to why. The family reports that this is hurting their well being and will set back progress their children have made.	Closed	Resolved	7

**Liberty Healthcare**

*Table 6: Liberty Healthcare Idaho Independent Assessment Services complaints:*

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



**MTM**

Table 7: Medical Transportation Management (MTM) complaints:

Region	Date of Complaint	Source of Complaint	Category	Complaint Summary	Status as of Dec 31	Resolution	Timeliness to Resolution (days)
3	10-1-2024	Email	Access	The client contacted MTM via email on 9/30/2024 stating that the member was not picked up by transportation and waited 30 minutes and was not able to come to his appointment	Closed	Quality Operations reviewed the grievance finding it valid and 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	10-9-24	Phone	Access	Member's mother calling in because Lyft called and said that they were there to pick them up. She said that she has cameras on her home and no one arrived. Trip showed completed but the member is still at home. Member will miss appointment so she cancelled the trip	Closed	Quality Resolution Reviewed this grievance, The member scheduled appointment pick-up for 09 October 2024 is with Lyft transportation. The Lyft driver based off GPS records went to the wrong pick-up address to pick the member up and completed the trip to the medical facility. Lyft transportation will be inform all trips accepted must be completed in a timely manner and to notify MTM of any trip related issues. MTM offers its apology to the member. Therefore, this grievance is valid.	16
5	10-16-24	Email	Access	The facility contacted MTM via email stating that the trip detail was correct to bring he to next appointment after leaving address. But the driver brought	Closed	Quality Operations reviewed the grievance finding it valid and has educated the transportation provider to	14

				the member back home instead of going to different address and when the guardian called the transportation provider they told her that although the trip said to bring her to the first address, it was color coded for the second so they brought her there instead.		ensure all trips are being accommodated as requested to ensure members are not missing their scheduled appointments. The transportation provider will receive the education via the complaint report.	
3	10-18-24	Phone	Access	The facility contacted MTM via Formstack stating the member was picked up late on 10/17/2024.	Closed	Quality Operations reviewed the grievance finding it valid. 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
5	10-23-24	Phone	Access	The client contacted MTM on 10/22/2024 on behalf of the member to report a Trip Accuracy/Disagreement issue for date of service 10/22/2024.	Closed	Quality Operations reviewed the grievance finding it invalid due to the transportation provider following the correct transportation program protocols with the information the member provided when scheduling the reservation on 10/22. MTM reminds the member if there is difficulty scheduling trips through the self-service option, a call can be made to the transportation reservation line to ensure a live call center representative can assist with scheduling the transport. For technical assistance using the app, the member can also call our Navigator Line at 888-597-1189.	14

6	10-24-24	Phone	Access	The case manager contacted MTM on 10/24/2024 at 12:41 pm stating that the member was not picked up for the appointment.	Closed	Quality Operations reviewed the grievance finding it invalid. The transportation provider adhered to transportation program process and service agreement, cancelling the reservation as the member requested when they arrived at the home address. There is no indication the member contacted MTM to inform that the cancelation was incorrect so MTM could reset the transportation and send a new driver. If the member notices the driver has not arrived, member should contact MTM and request the trip reset if necessary.	14
3	10-25-24	Email	Access	Provider emailed on behalf of complaint for Member on October 24,2024. Provider states they received a call from transportation that they would be late dropping off client again. Provider states "They said they would be 10 minutes late and the dropped him off 20 minutes into the appointment. Transportation called again and cannot locate him at school. Client walked home due to transport being so late".	Closed	Quality Operations reviewed the grievance finding it valid. 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	10-25-24	Phone	Access	The father contacted MTM on 10/25/2024. He stated that the driver asked her could she take her to the mall and the dad felt uncomfortable.	Closed	Quality Operations reviewed the grievance finding it valid. The driver confirmed the driver stated this and education has been provided to the transportation provider that drivers must refrain professional and do not speak with members other than those who require assistance.	14

3	10-29-24	Phone	Access	The client contacted MTM on 10/28/2024 on behalf of the member to report a Turn Back Issues issue for date of service 10/28/2024.	Closed	Quality Operations reviewed the grievance finding it valid and 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
1	10-30-24	Phone	Access	The member's mother contacted MTM on 10/30/2024 at 2:38 pm stating MTM failed to locate transportation for the trip request.	Closed	Quality Operations reviewed the grievance finding it valid and 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
3	10-31-24	Phone	Access	The facility contacted MTM on 10/30/2024 on behalf of the member to report a Driver Service/Delivery Issue for date of service 10/29/2024. Member reported upon arrival to the facility that she felt uncomfortable with her driver. She reported that the driver continued to make conversation with her despite asking them not to. She also reported that the driver was driving recklessly and appeared to be falling asleep in the car ride this morning (10/29) and requested a new driver.	Closed	Quality Operations reviewed the grievance and was unable to determine the validity of the report due to conflicts of statements between the member and the transportation provider. The transportation provider reviewed the video recording footage and found no issues while transporting the member.	18
7	11-12-24	Phone	Access	Case Manager contacted MTM on 11/12/24 at 2:45PM stating MTM failed to locate transportation for the trip request.	Closed	Quality Operations reviewed the grievance finding it valid and has forwarded the trip information to the logistics	13

						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.	
3	11-13-24	Phone	Access	<p>Member's grandfather contacted MTM on 11/13/2024 at 11:25 pm stating the driver was A leg part of the trip. He said the driver was very rude to them. He said he was told the driver would be there around 11:00 am and they didn't show up till 11:30 am. He said he asked the driver why they are running late and he told him it was because they had a cancellation and when grandfather asked why they didn't notify him of the time change the driver became rude towards him. Grandfather ended up telling the driver to just cancel the trip as he was afraid they would leave him stranded. Grandfather does not want his grandson/member to ever ride with this company again.</p>	Closed	Quality Operations reviewed the grievance and found invalid. Upon review of the members profile and response of the transportation provider, MTM is unable to determine the driver's/member behavior due to a conflict of statements received from both parties.	14
3	11-15-24	Email	Access	<p>Program Manager emailed on the Member's behalf a complaint for November 15,2024. Manager states the Member's ride did not come to pick her up for her 3:30pm return ride. The Member arrived that morning to the facility by medical transport, but no return ride came to get her. Dispatch reported the member cancelled the ride, but the guardian and the member confirmed they did not cancel the ride. The member does not have a phone nor access to one through the day where she could have cancelled the ride. The facility states member was</p>	Closed	Quality Operations investigated the member's grievance related to a missed trip on 11/15/2024 and determined the complaint valid. An education request was sent to MTM dispatch to ensure all trips are being secured with transportation prior to the member's appointment time.	18

				there until 5:30pm when the guardians came to transport her.			
5	11-18-24	Phone	Access	The member contacted MTM on 11/18/2024. The member stated that she was upset that she was called an hour ahead of time to be told that there was no transportation available.	Closed	Quality Operations reviewed the grievance finding it valid and 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
2	11-19-24	Phone	Access	The member contacted MTM on 11/19/2024 at 03:25 PM stating the MTM representative did not enter the member's trip request for 10/29/2024 for the return home. The member indicated the request was made on 10/28/2024 10:59 AM.	Closed	Quality Operations investigated the member's grievance related to a scheduling error and determined the complaint valid. An education request was filed with MTM Contact Center Management to ensure all representatives are actively listening and verifying all trip request information for accuracy prior to ending calls.  Quality Operations submitted a request to have the B-Leg trip created and payment issued. Please ensure the member is educated that all GMR request have a 7-business day review timeframe before payment will be released.	15
1	11-19-24	Email	Access	The Member's parent emailed complaint on behalf of the Member for November 19,2024. The parent states she set up the appointment with the "phone bot" and even called and spoke with a human and made sure it was all correct. The parent states the day of the appointment she gets a call stating	Closed	Quality Operations investigated the member's grievance related to a missed trip on 11/19/2024 and determined the complaint valid. An education request was filed against MTM Logistics and dispatch to ensure they are not	16

				Member's trip had been cancelled as she can't ride alone. The parent stated she would be going with her. The parent states the ride had been cancelled for this however the lady was able to find another transportation provider to take the trip however they got there too late to be seen. The parent states taxi driver was awesome and tried his best but there is a policy if you're 15 minutes late you can't be seen. The parent states she is very upset as Member missed a day of school for this and needed the appointment to be able to play basketball. The parent states it also left a bad impression of them with a new doctor.		cancelling trips without verifying the trip information and member profile alerts. The member's profile reflects the member is emancipated as of 05/01/2024 and the member's mother is listed as an additional passenger.	
4	11-20-24	Phone	Access	The client contacted MTM on behalf of the member to report a No-Show issue for date of service 11/15/2024.	Closed	Quality Resolution reviewed this grievance. The member stated she contact MTM and discovered no trip was listed on 18 November 2024 for a trip request. Quality checked the trip logs and no trip was scheduled for this trip request. The member did set up the trip for 18 November 2024 on 10 November 2024 at 4:45p.m. for Gas Mileage Reimbursement. The trip was not scheduled other than the trip listed for Gas Mileage Reimbursement under the member file. Therefore, this grievance is invalid.	15
3	11-20-24	Phone	Access	Client contacted MTM on 11/20/2024 at 12:45 PM EST stating that they had requested meals and lodging reimbursement for the trip on 10/09/2024 for the dates of 10/08/2024 - 10/11/2024. Upon	Closed	Quality Resolution reviewed the trip on file for 09 October 2024. The member trip was created on 01 October 2024 for the trip request on 09 October 2024. The trip was	15

				looking further the meals and lodging reimbursement request was never entered into the system. It was just entered today.		paid out on 08 November 2024 to the member. There are no other dates for trip request entered for 08 October and 11 October, 2024 in the system. Therefore, this grievance is invalid.	
3	11-21-24	Phone	Access	The guardian contacted MTM on 11/21/2024 at 13:10pm stating the MTM representative did not have clear knowledge of the protocols. The guardian also states that previous calls were disconnected on her.	Closed	Quality Operations has determined that this complaint is valid due to agent error. Education was issued to the agent on correct processes for ending a call. Also, Education was sent to further training on the Idaho State Medicaid minor members protocols. MTM apologizes to the member and her mother for the abrupt disconnect.	15
6	12-4-24	Email	Access	The member contacted MTM at 05:47 pm on 12/4/2024 stating MTM advised they did not receive the member's trip logs for the October trip requests and the 11/04/2024 date of service. The member sent the trip logs via email on 11/16/2024 to payme@mtm-inc.net.	Closed	Quality Operations has determined that this complaint is invalid due to trip processing dates and trip logs received. The trip logs received have been paid by MTM. Distance Verification is required for all trips over 200 miles one-way and must be approved prior to the trip request date.	14
1	12-4-24	Phone	Access	The member's mother called MTM stating that her MTM Link App account is locked and has been for the past month. The mother stated that filling out the trip logs sheets is time consuming, takes longer to get paid and inconvenient. The mother would like a call back with an explanation for being under investigation.	Closed	Quality Operations reviewed the member's complaint. It was determined that the complaint is invalid. The member's MTM Link account is currently under investigation for fraud at this time. Corporate Compliance does not have the reason, or the date service that the member's account will be restored. This review must be completed and the member's family notified of its	14



						completion. MTM apologizes to the member and her family.	
9	12-4-24	Phone	Access	The member's mother contacted MTM stating that for the trip on 12/02/2024, she experienced horrible customer service from MTM representatives and MTM escalation supervisors. The member reported that she had called in to check and make sure that transportation was aware that she was requesting a car seat from them due to the family being picked up at the airport and taken to the facility. The mother and the member would be walking around the hospital all day and the mother could not reasonably carry the car seat around all day.	Closed	Quality Operations reviewed the mother's calls to MTM and the mother's chat to MTM. It was determined that the complaint is valid. The MTM chat representative was dismissive towards the member's mother and her concerns. Also, the first MTM representative that the mother spoke to on 12/02/2024 did not advise the mother about the note on the member's file. MTM apologizes to the member and his family.	14
6	12-10-24	Phone	Access	Client contacted MTM on 12/10/24 at 2:09 pm stating that he disagreed with the mileage for the trip request. Client stated the correct one-way mileage should be 45.63 miles per Google. This issue is only for the member's b leg trips on Wednesdays.	Closed	Quality Operations has reviewed the member's complaint and have determined that the complaint is invalid. Quality Operations has released payment for the member's trip going 40.29 miles and is within an allowed 5-mile radius of the mileage calculated by a 3rd party source.	16
4	12-11-24	Phone	Access	The facility contacted MTM via Formstack stating the member was 40 minutes late to his appointment on 12/10/2024. Additionally, the transportation provider did not call the member's mother until 4pm, when the appointment started, and advised they will be picking them up at 4:15pm.	Closed	The Transportation arrived too late on 12/10/2024. The trip was mismanaged and as a result the member was not picked up. Transportation has been informed to accept trips only when they have the capacity to complete the trips. *Please Note: Transportation providers must complete accepted trips in a timely manner and contact MTM regarding any trip related	15

						issues or concerns. Also, Members can also access the following web site: <a href="https://www.mtm-inc.net/mtm-link/">https://www.mtm-inc.net/mtm-link/</a>	
4	12-11-24	Phone	Access	The client contacted MTM on 12/10/2024 on behalf of the member to report a Timeliness issue for date of service 12/09/2024.	Closed	In summary the member's complaint is substantiated. Based on the investigation and trip timeline on the day of the trip, Provider mismanaged the member's B-Leg trip on 12/9/2024. Provider will be made aware that all members are to be picked up in a timely manner. MTM, Inc. will closely monitor the provider's performance, and coach them on the proper procedures and protocols for managing all future trips.	15
7	12-17-24	Phone	Access	No transportation available and the member is disappointed and wants this issue to stop, and stated it is not a rural area.	Closed	Quality Operations determined the transportation request was not able to be scheduled with a transportation provider. Quality Operations request a review of the member's service area for transportation that can meet the member's transportation needs.	17
6	12-18-24	Phone	Access	The member's mother contacted MTM on 12/18/2024 at 05:29 PM stating the MTM representative did not have clear knowledge of the protocols. The agent told the member's mother that they will no longer transport due to the member needing to ride in a car seat that the member's mother was providing. 12/18/2024, 12:50- 1:20 PM	Closed	In summary, the member's complaint is unsubstantiated. The member's mother was unable to remember who they spoke with at MTM regarding not being able to receive anymore transportation for the member due to the member needing to ride in a car seat.	16
6	12-18-24	Phone	Access	Member is complaining the mileage is incorrect for this trip. Member want to be paid what he is owed. B Leg 45. 49	Closed	Quality Operations has reviewed the member's complaint and have	16

				miles is what he should have been paid for. Member says he was shorted the total amount.		determined that the complaint is invalid. Quality Operations has released payment for the member's trip and is within an allowed 5-mile radius of the mileage calculated by a 3rd party source.	
7	12-20-24	Phone	Access	The transportation provider/owner reported the Member Abuse complaint on December 16,2024. Provider states she was the driver for the Member on December 16,2024 and picked him and his brother up at 1:55pm to take them to their appointment. Provider states "Upon leaving the school, one boy pulled out his cell phone and the other immediately grabbed it and held it out of his reach. The first boy proceeded to grab other's hood on his sweater and pull his neck/body down to the center of the van, in between the seats. The driver had to stop the van and verbally break up the fight and get the second boy to give the first boy back his phone. The first boy continued to antagonize the second boy about/with the phone. They arrived at 2:07pm and driver got out and opened the back driver side passenger door. The second boy yelled, he was not getting out. The driver asked him twice to please exit the vehicle, to which he refused the directions. He then latched onto the seat and proceeded to lay down in the seat, flattened of sorts, still yelling he was not getting out. The driver put one hand under his left arm and one hand under his left knee and lifted him out and stood him on the ground, not aggressively in any manner, and he was completely standing on his feet. He still continued	Closed	Quality Operations reviewed the member's file and pulled the call related to the complaint. The member's behavior and usage of profanity/physical aggression towards others while scheduling transportation or towards the transportation providers staff is unacceptable and offensive to others. This is a warning that this behavior is unacceptable while riding medical vehicles or while scheduling transportation will not be tolerated. Future reports of this behavior could result in adverse effects to transportation requests. This issue has been reported to the Health plan.	12

				to say he was not going inside. The driver's cell phone was out of reach, and did not want to take the chance of him running, or leaving him alone, (dangerous parking lot, with multiple business and blind spots) the driver said "If I have to get someone, you will be carried in" He proceeded to walk in on his own into the facility. The facility was notified but the first boy had already called his mother to come get them prior to the driver being able to properly notify facility staff and Mother.			
1	12-21-24	Phone	Access	The members mother contacted MTM on 12/21/2024 at 3:00 pm requesting that we enable MTM member portal access.	Closed	Quality Operations has determined that this complaint is invalid as Quality Operations does not have the authority to override a decision to remove the member's access by corporate compliance.	17
2	12-23-24	Phone	Access	The member's guardian contacted MTM on 12/23/2024 at 5:18 pm stating the MTM Link Member application is not working properly. On 12/03/2024, the guardian clicked the "I am leaving" button, and when at the appointment location they clicked the "I am here" button, and then submitted the trip home again. MTM Link does not reflect any submissions via the application. The guardian is stating that ever since the upgrade to the program with the "I am leaving" button, they have had nothing but issues with submitting trips verifications.	Closed	Quality Operations has determined that this grievance is invalid due to an unsuccessful verification submission. Please submit proof of attendance by 03/03/2025	16
2	12-23-24	Phone	Access	The member's guardian contacted MTM on 12/23/2024 at 5:18 pm stating the MTM representative did not have clear knowledge of the protocols regarding their 10/02/2024 gas mileage reimbursement trip. The guardian has been attempting to get	Closed	Quality Operations has determined that this grievance is invalid due to transportation protocols for distance verification. Trips over 200+ miles require a distant verification form prior to the	16

				reimbursement for the 10/02/2024 trip, they have spoken with multiple MTM representatives and supervisors, and each has informed them that if they printed the missing form and take it to the appointment and have the doctor sign it and return it with the signed trip log, the trip will be validated, and they will be reimbursed. The guardian is asking for all calls to be reviewed so it is clear that they followed the steps provided by MTM representatives and should be reimbursed.		validated trip request and the agents had clear knowledge of the transportation protocols. The agents followed the correct processes.	
3	12-23-24	Phone	Access	The member contacted MTM on 12/23/2024 at 03:39 PM stating the MTM representative was rude during the call.	Closed	Quality Operations reviewed the grievance and was found invalid. The MTM representatives maintained an acceptable standard of professionalism while interacting with the member's mother.	15

Note: Previously reported Medicaid EPSDT and Telligen complaint tables have been removed as the behavioral health services previously managed by these contractors are now managed by Magellan, and therefore any complaints are now being reported to Magellan.

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

There were 7 youth complaints and 0 family complaints received during Q2 of SFY 2025.

Table 8: IDJC Family Complaint Detail, SFY 2025, Q2

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

Table 9: IDJC Complaint Detail, SFY 2025, Q2

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	10-11-24	Youth		States that youth's freedoms are being withheld because youth was challenged by their peers.	Resolved	Unit Manager spoke to youth and made some suggestions on how to gain position status.	1
3	10-14-24	Youth		Staff is spoiling a peer and youth hates that staff is turning their peer selfish.	Resolved	Unit Manager spoke to youth and explained the rights to him.	0
3	10-23-24	Youth		States youth told staff that they needed to use the restroom. Youth states they were ignored until they peed their pants.	Resolved	Unit Manager will address the concern with staff. Youth has been very frustrated with staff and will also work to improve the relationship there.	9
1	10-27-24	Youth		Youth went to give my staff advocate my plans and staff set them on the	Resolved	Staff put the plans down during circle ups and problems in the group prevented staff from	0

				bookshelf and went home after staff said they would review them.		keeping them. Youth and staff spoke and worked through the concerns.	
1	11-5-24	Youth		Youth was asking to continue to work on their school when they had 15 minutes left and told when asking for a test not today, tomorrow.	Resolved	I have the grievance to youth and he had no issue with the incident in question and check resolved.	2
1	11-10-24	Youth		Youth is having trouble with their advocate. It seems to be that staff doesn't know how to do plans. Youth gave staff my drafted letter and got feedback. Youth applied the feedback and was supposed to get it finalized but staff wrote more on my finalized letter.	Resolved	Follow up with staff and reported that no additional feedback was given, rather that feedback originally given wasn't applied. Follow up with youth-stated he was mad in the moment and wanted to pull the grievance as there is no violation of his rights and they problem-solved already.	5
1	11-27-24	Youth		Complaint that youth can't access the print folder on his computer file and youth can't access videos for their diesel mechanic class because it says it is blocked with level 1 privileges.	Resolved	Grievance had already been resolved.	0

\*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 4 appeals were received during Q2 of SFY 2025. 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 10: YES Appeals Q1, Q2, Q3, and Q4.

	YES	DBH	Magellan	MTM	Liberty	Total
Q1	0	0	1	0	0	1
Q2	0	0	4	0	0	4
Q3	-	-	-	-	-	-
Q4	-	-	-	-	-	-
SFY to date	0	0	5	0	0	5

Table 11: 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	-	-	-	-	-	-	-	-	-
Magellan	6	7	-	-	13	6	4-9	-	-
MTM	-	-	-	-	-	-	-	-	-
Liberty	-	-	-	-	-	-	-	-	-

Note: Previously reported Medicaid EPSDT and Telligen appeal tables have been removed as the behavioral health services previously managed by these contractors are now managed by Magellan, and therefore any appeals are now being reported to Magellan.