

YES Rights and Resolutions

COMPLAINTS AND APPEALS
JANUARY 1 – MARCH 31, 2025
SFY 2025 Q3

QUALITY MANAGEMENT
IMPROVEMENT AND
ACCOUNTABILITY
JUNE 13, 2025

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YES Rights and Resolutions Report Introduction

January 1, 2025 – March 31, 2025 (SFY 2025 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 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 37 complaints were received during Q3 of SFY 2025.

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

	YES	DBH	Magellan	MTM	Liberty	IDJC	CYFS	Total
Q1	5	0	6*	46	0	8	0	65
Q2	5*	0	6	34	0	7	0	52
Q3	6	0	1	27	0	3	0	37
Q4	-	-	-	-	-	-	-	-
SFY to date	16	0	13	107	0	18	0	154

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.

*One complaint reported above was shared with both Magellan in Q1 and the YES Centralized Complaints Team in Q2. It is reflected in both totals as well as the SFY to date total.

Table 2: Timeliness of Resolution for YES Complaints Q3

***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	33	-	23	**1-32	12-94***	1-58	-
DBH	-	-	-	-	-	-	-	-	-
Magellan	5	8	11	-	8	1-10	7-9	11	-
MTM	14	15	10	-	13	1-19	12-19	0-18	-
LIBERTY	-	-	-	-	-	-	-	-	-
IDJC	*6	3	1	-	4	*1-17	0-9	0-2	-

DETAILED BREAKOUT OF COMPLAINT REPORTING FOR QUARTER 3 (January 1, 2025 – March 31, 2025)

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 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 YES partner in their own report section.

Table 3- YES Centralized Complaints

Region	Date of Complaint	Source of Complaint	Category	Complaint Summary	Status as of March 31	Resolution	Timeliness to Resolution (days)
5	1-15-25	Written	Complex	Family reported that the staff they talked with was not familiar with the CANS and the children's mental healthcare system and created an uncomfortable situation for them. They were referred to a specific service, but then told it might be duplication, so they couldn't go. The family reported not being able to review their CANS, that they did not agree with some of the final scores in some domains, and that they had difficulty scheduling the independent assessment. The family shared that the YES website may incorrectly steer families that are not Medicaid eligible to go to the Independent Assessor. They also expressed concerns with how difficult it has been for them to be connected to services due to not being eligible for Medicaid.	Closed	DHW staff worked with Magellan staff to make information about duplication of service clearer and provided training to staff working in various areas. All parties worked together to coordinate care for this family and get the youth connected to needed services.	58
3	2-4-25	Website	Quality of Care	Family submitted a complaint through the YES website about the quality of care their youth received from a network provider, including concerns about their professionalism and safety of the youth while in the provider's care.	Closed	The YES Centralized Complaints Team opened a Quality of Care Review through Magellan's Quality department.	41

Region	Date of Complaint	Source of Complaint	Category	Complaint Summary	Status as of March 31	Resolution	Timeliness to Resolution (days)
3	2-19-25	Phone	Quality of Care	Family shared in their complaint that a provider at the facility their youth was staying in was inappropriate with their youth.	Closed	The YES Centralized Complaints Team opened a Quality of Care Review through Magellan's Quality department.	49
6	3-3-25	Email	Complex	Family shared complaint that they received mailing for their youth who had passed away. They do not want further mailings to be sent out.	Closed	Family was removed from all mailings.	1
6	3-6-25	Email	Billing	Family submitted complaint about provider billing private insurance rather than Medicaid for youth who only had Medicaid during the dates of service.	Closed	The YES Centralized Complaints Team worked with provider to guide them through the steps of filing the claim for payment by Medicaid through former MCO.	1
3	3-10-25	Website	Quality of Care	Family submitted complaint through YES website about the quality of care their youth received in a facility. They shared that had concerns about which services were and were not provided to their youth as well as the loss of personal items while in care.	Closed	The YES Centralized Complaints Team opened a Quality of Care Review through Magellan's Quality department.	45

Division of Behavioral Health (DBH)

Table 4: This category includes complaints about services and supports provided directly by DBH, vouchered respite, and Treatment Foster Care.

Region	Date of Complaint	Source of Complaint	Category	Complaint Summary	Status as of March 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 March 31	Resolution	Timeliness to Resolution (days)
4	2-10-25	Written	Access	Provider reported that Magellan denied ABA treatment without providing a reason to the provider. The complaint reports that due process was not followed, caused undue emotional distress for the family, that the denial could be viewed as retaliation for previous discussions between the provider and Magellan, and that there was a lack of transparency and timeliness.	Closed	Resolved	11

Liberty Healthcare

Table 6: Liberty Healthcare Idaho Independent Assessment Services complaints:

Region	Date of Complaint	Source of Complaint	Category	Complaint Summary	Status as of March 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 March 31	Resolution	Timeliness to Resolution (days)
1	1-6-25	Phone	Access	The member's case worker contacted MTM on 01/06/2025 stating she is highly upset because MTM has not processed her client's PCF. She states she has sent it 4 times now and the member has been missing a lot of treatments due to this.	Closed	Quality Operations investigated the member's representative grievance and determined the complaint is substantiated. The Physician Certification Statement (PCF) form was not approved until 1/7/2025. The member had not been able to be transported without a parent/guardian before 1/7/2025. The member's representative is now able to schedule transportation.	10
7	1-9-25	Phone	Access	The client contacted MTM on 01/08/2025 on behalf of the member to report a provider behavior issue for date of service 01/08/2025.	Closed	In summary the member's grievance is substantiated. Transportation provider did not decline the member's trip within 24 hours of being assigned the trip.	14
1	1-13-25	Phone	Access	The member's mother contacted MTM on 01/13/2025 asking if her son's account can be reactivated for the app due to errors made setting trips incorrectly.	Closed	Quality Operations investigated the member's mother's grievance and determined the complaint is unsubstantiated.	9
9	1-14-25	Phone	Access	The member's mother contacted MTM on 01/14/2025 stating they were scheduled a Lyft flex yesterday on 1/13/2025 and they were left stranded for over 4 hours. Mother is stating she contacted MTM about securing her a ride back to their hotel. She was ready at 4:30pm and was back at their hotel 9:30pm. Mother's father was upset because they were	Closed	In summary, the member's complaint is substantiated. A provider was not assigned to the member's trip before the scheduled pickup on 01/13/2025. The MTM Provider Team actively searched the system for an available provider to assign to the member's trip in a timely	9

				waiting outside in 30degree weather with the facility closed. They were in an area they did not know and were stranded. They closed at 5:00, Grandparents ordered a ride for the member and mother out of pocket. Mother is requesting a reimbursement back to her father if at all possible.		manner but was unsuccessful. As a result, the member missed the appointment. MTM is currently working with the Regional Office to address this issue to better accommodate future trips.	
1	1-15-25	Phone	Access	The member's mom contacted MTM on 01/15/2025. She stated that she is upset because she cannot use her app and it has been disabled and she wants to know why. She stated that she is also upset because all of their appointments have to be verified.	Closed	In summary the complaint is unsubstantiated.	0
6	1-18-25	Phone	Access	The member's mother contacted MTM on 01/18/2025 stating the MTM representative was rude during the call. The member's parents called MTM regarding the members transportation for today, and the MTM representative answering was short, rude, would not let the member's parents speak, and then disconnected the call without warning.	Closed	The member's complaint is substantiated against the Call Center representative. The representative did not follow proper protocols when assisting the member's LAR on 01/18/2025. They did not professionally assist the member's LAR and improperly disconnected the call. As a result, the member's LAR did not receive the proper assistance. The agent's representative has been notified of this error.	10
6	1-18-25	Phone	Access	The member's mother contacted MTM on 01/18/2025 stating the transportation provider did not arrive for the scheduled pick-up request. The member's mother stated that they contacted MTM last night and today's ride was confirmed valid. The transportation provider did not arrive for today's scheduled transportation. The member's mother contacted the transportation provider and was told by the representative answering that they	Closed	Quality Operations investigated the grievance and determined it to be substantiated. Transportation provider did not decline the member's trip within 24 hours of being assigned the trip. The trip was mismanaged and as a result the member was not picked up. The provider has been informed to accept trips only when they have the	14

				did not come today because they are not getting paid. There was no call or notification so that replacement transportation provider could be located, and the transportation provider did not notify MTM dispatch team. This left the member stranded without transportation and no time to replace or recover transportation.		capacity to complete the trips. MTM will closely monitor the provider's performance, and coach them on the proper procedures and protocols for managing all future trips. MTM apologizes for any inconvenience the member experienced.	
1	1-23-25	Phone	Access	The grandmother contacted MTM on 01/23/2025 stating the MTM representative advised her the reoccurring trip would run until the end of February. The RTP expired on 01/01/2025.	Closed	Quality Operations has reviewed the member's file and the scheduling call for the recurring trip beginning 09/2024. After further investigation, it was determined that the Call Center representative advised that the trip can set for up to 3 months. The representative scheduled the recurring trip up to 01/01/2025. As a result, the agent followed proper protocols and procedures upon scheduling the recurring trip. Therefore, the grievance is unsubstantiated.	8
6	1-25-25	Phone	Access	Mother of the member contacted MTM on 1/25/25 stating the member disagreed with MTM not allowing the member to choose whom they would prefer to ride with. Member would like to have a specific provider removed from available providers moving forward. Member would like to only ride with a specific provider for all trip requests.	Closed	Quality Operations is unable to substantiate this grievance as health plan protocols do not authorize Ride of Choice. MTM is delegated to authorize transportation with the most appropriate transportation provider.	4
6	1-25-25	Phone	Access	Mother to the member contacted MTM on 1/25/25 stating the transportation provider did not arrive for the scheduled pick-up request today.	Closed	Quality Operations reviewed this grievance. Upon review, transportation did not arrive on time for the scheduled trip request. Transportation will be advised that all trip related	9

						issues need to be reported in a timely manner to ensure trip request accommodations are met. MTM apologies for any inconvenience. Therefore, this grievance is substantiated.	
7	2-5-25	Phone	Access	Case manager calling in to ask why the member's mom wasn't called when the original vendor turned back the trip and MTM wasn't able to find a new provider to take the member to her appointment. Please call mom next time.	Closed	Quality Operations has reviewed the member's file and determined that the member's complaint is substantiated. A provider was not assigned to the member's trip before the scheduled pickup on 02/04/2025. The MTM, Inc. Command Center offered the trip to 2 providers and both providers were unable to accommodate the trip. As a result, the member missed the appointment. MTM is currently working with the Regional Office to address this issue to better accommodate future trips. MTM apologizes for any inconvenience this may have caused.	1
6	2-6-25	Phone	Access	A hospital called on 02/06/2025 to file a complaint against a staff member because they would not accommodate the member's lodging after a specific lodging did not accept member. Hospital stated that the member has extenuating circumstances, and the staff member did not accommodate the lodging which leaves the member stuck at the facility without any lodging. Hospital was told that it was not possible to set up backup lodging in advance to make sure the member would have lodging available just in case. The hospital used hospital funds to accommodate the member's	Closed	Operations investigated the grievance and determined it to be unsubstantiated. The Quality Operations Team searched multiple phone numbers, but no records of calls were found. They were also unable to search by agent. Please Note: MTM did not arrange lodging, and the hospital used hospital funds to accommodate the member's overnight stay at a hotel this evening.	18

				overnight stay at a hotel this evening. The facility is requesting that this matter be looked into, because this has happened before, and they are requesting that this matter be investigated to avoid future issues going forward.			
4	2-6-25	Phone	Access	The client contacted MTM on 02/05/2025 on behalf of the member to report a Driver Service/Delivery Issue for date of service 02/05/2025. The member stated that their driver was frequently distracted, using their phone to text, connect Bluetooth, and change music while driving. As a result, the driver was swerving all over the road and had to make aggressive maneuvers to avoid colliding with a semi-truck during heavy rush hour on the freeway. This behavior is completely unacceptable.	Closed	Quality Operations investigated the grievance and determined it to be substantiated against the driver. MTM apologizes for any inconvenience the member experienced.	11
7	2-7-25	Phone	Access	The member's mother contacted MTM on 02/07/2025 to report an incident without injury. The incident involves the driver sending text messages sharing personal information about the minor member. The member's mother stated that within the last hour, the driver sent text messages regarding this minor member, using the member's name, and naming the mental health facility that they transported this member to. In the text messages the driver also made rude comments about the member's mother's parenting. The member's mother states this is a violation of the minor member's personal, protected, health information. The text was sent to a friend of the driver who also knows the member's mother.	Closed	Quality Operations investigated the grievance and determined it is substantiated against the driver. The driver did not follow the correct protocols on 1/21/2025. The driver was reminded that HIPPA is very serious, and we cannot discuss our clients and medical information outside of work with anyone.	11

5	2-10-25	Phone	Access	Member's father called 2/10/2025 to report his daughter was never picked up for the A Leg. Mother went to pick up the member. Trip is showing secured but pending duplicate.	Closed	Quality Operations investigated the grievance and determined it to be unsubstantiated. Non-urgent transportation must be scheduled a minimum of 3 business days in advance. The member's trip reason was a non-urgent trip. As such, the member's trip is based upon availability. There was no pending duplicate on 2/10/2025.	14
4	2-12-25	Phone	Access	The member's mother called in on 2/12/2025 to file a complaint regarding the member's ride today. The trip was cancelled due to no transportation being available. As a result, the member will miss his appointment and the mother states this is not the first time this has occurred.	Closed	Quality Operations investigated the grievance and determined it to be substantiated. Transportation provider did not decline the member's trip within 24 hours of being assigned the trip. As a result, the member was not picked up on 2/12/2025.	1
4	2-19-25	Phone	Access	Driver transported minor home without parent present. There is no PCF on file therefore driver should not have taken the child home with parent in the vehicle also.	Closed	Based on the evidence from the investigation and calls received by the member for the trip date, 2/18/2025, the member's complaint is unsubstantiated. The member's mother called into the MTM Call Center on 2/19/2025 and spoke with MTM Call Center agent. The member's mother stated to the agent that the member had been scheduled alone for the first time yesterday, 2/18/2025.	5
4	2-19-25	Phone	Access	Member's mother was upset due to having issues about PCF being on file. She had it faxed several times, and we still do not have it on file.	Closed	Quality Operations investigated the grievance and determined it is unsubstantiated. MTM received the PCF Form signed by the member's mother on 2/11/2025.	5

6	2-20-25	Phone	Access	Parent is complaining that the TP cancelled due to inclement weather. Parent is stating the member needs to be at appointment	Closed	There was a communication issue due to expected inclement weather, therefore the member's trip was cancelled. The member's complaint is substantiated.	13
4	2-24-25	Phone	Access	The member's mother called in on 2/24/2025 to file a complaint regarding the member's ride today. The trip was secured with MTM, but the provider cancelled. The trip was reset by dispatch but cancelled again due to no transportation being available. The mother was not notified of the cancellation and was unable to make other arrangements prior to the appointment as a result. The mother states this is becoming a reoccurring issue.	Closed	Quality Operations investigated the grievance and determined it to be substantiated. Transportation provider did not decline the member's trip within 24 hours of being assigned the trip. Provider will be educated.	9
4	2-24-25	Online Form	Access	The member's guardian contacted MTM via an online inquiry form on 2/19/25. She stated she was extremely frustrated with both MTM and transportation provider. She stated the app never works and that the time stated for pick up is consistently incorrect by about 30 minutes. The app shows "provider pending" rather than a pick-up time when using the "where's my ride" feature. She stated they have had this ride scheduled for almost two weeks. While they understand that there may be a shortage of drivers— a recurring problem for them— it was only after they reached out to MTM support that they learned the member didn't have a ride scheduled for this morning. While on chat support, the mother received a phone call from MTM dispatch informing her that the member wouldn't have a ride to his	Closed	The information provided is not enough to substantiate the grievance. If the member's mother is experiencing issues with the MTM Link app, common fixes include: checking for app updates, ensuring a stable internet connection, restarting the app, clearing the cache, logging out and back in, verifying your login details, contacting MTM customer support if the problem persists, and checking if there are any known system issues on the MTM website; for specific issues like scheduling problems, you might need to adjust the date and time settings on your device or contact MTM directly for assistance.	9

				treatment today. She stated that this is completely unacceptable.			
7	2-25-25	Phone	Access	The member's mother contacted MTM on 02/25/25 stating the transportation provider did not arrive for the scheduled pick-up request.	Closed	Quality Operations investigated the grievance and determined it to be substantiated. Transportation provider did not decline the member's trip within 24 hours of being assigned the trip.	13
4	3-10-25	Phone	Access	The member's mother contacted MTM on 03/10/2025 stating the transportation provider arrived late for the pick-up request. The driver arrived at 08:45 and didn't get them to their appointment until 09:12 when the appointment was for 09:00. Luckily the receptionist gave them grace and didn't charge them the \$75 fee for being late.	Closed	Quality Operations investigated the grievance and determined it to be substantiated. The trip was mismanaged by transportation provider, and as a result, the member arrived at their appointment late on 3/10/2025. MTM will closely monitor the provider's performance and coach them on the proper procedures and protocols for managing all future trips.	15
7	3-10-25	Phone	Access	Mother contacted MTM on 03/10/2025 stating the transportation provider arrived late for the pick-up request.	Closed	Quality Operations investigated the grievance and determined it to be substantiated. The provider mismanaged the member's trip, resulting in the member arriving late to their appointment on 3/10/2025. MTM apologizes for any inconvenience this may have caused. The provider has been informed to accept trips only when they can be completed.	14
1	3-13-25	Phone	Access	The member's mother contacted MTM on 03/13/2025 stating MTM failed to locate transportation for the trip request.	Closed	MTM's Command Center tried to assign provider to the member's trip in an appropriate time frame on 3/13/2025. Unfortunately, the member's trip was unassigned. There were no available drivers who could accommodate the	14

						member's trip. MTM apologizes for any inconvenience this may have caused. The MTM Command Center and MTM Provider Team are working to ensure drivers are dispatched on time so that we may better accommodate the member's future trips.	
7	3-17-25	Phone	Access	The member contacted MTM on 3/17/25 stating the transportation provider did not arrive for the scheduled pick-up request. This has been an ongoing issue. The member was picked up late today.	Closed	Based on the evidence from the investigation, the grievance is substantiated.	15
1	3-24-25	Phone	Access	The member's case manager contacted MTM on 3/24/25 stating that the transportation provider arrived late for the pick-up request. The driver arrived at the facility at 10:10 am for a 9:30 am appointment.	Closed	The member's grievance is unsubstantiated based on the evidence from the investigation and calls received on 3/21/2025. The trip was canceled with driver at 1:00 pm on 3/21/2025.	14

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 3 youth complaints and 0 family complaints received during Q3 of SFY 2025.

Table 8: IDJC Family Complaint Detail, SFY 2025, Q3

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

Table 9: IDJC Youth Complaint Detail, SFY 2025, 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 March 31	Resolution	Timeliness to Resolution (days)
2	1-10-25	Youth		Youth complained about name calling from a peer and that staff refuse to hold that peer accountable.	Closed	Staff told the youth that this type of behavior is unacceptable and the staff address it when we hear it. The group of youth had a group meeting about this and staff are doing everything we can to resolve the matter.	2
3	1-26-25	Youth		Youth complained that another younger peer in program with him is very disruptive.	Closed	Discussed that this is not a grievance issue.	0
1	2-18-25	Youth		Youth complained about retaliation for a previous grievance and continuation of poor boundaries and disrespect by a staff member.	Closed	Staff spoke with youth and relayed to them that the staff in question has been addressed over many issues. Youth stated things have improved.	1

*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 7 appeals were received during Q3 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	0	0	7	0	0	7
Q4	-	-	-	-	-	-
SFY to date	0	0	12	0	0	12

Average Days to Appeal Resolution						Range of Days to Appeal Resolution			
	Q1	Q2	Q3	Q4	SFY	Q1	Q2	Q3	Q4
DBH	-	-	-	-	-	-	-	-	-
Magellan	6	7	10	-	8	6	4-9	3-21	-
MTM	-	-	-	-	-	-	-	-	-
Liberty	-	-	-	-	-	-	-	-	-

Table 11: Timeliness of Resolution for YES Appeals Q1, Q2, Q3, and Q4.

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.