

YES Rights and Resolutions

COMPLAINTS AND APPEALS
APRIL 1 - JUNE 30, 2025
SFY 2025 Q4

QUALITY MANAGEMENT
IMPROVEMENT AND
ACCOUNTABILITY
OCTOBER 14, 2025
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YES Rights and Resolutions Report Introduction

April 1, 2025 – June 30, 2025 (SFY 2025 Q4)

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 Q4 of SFY 2025. The following tables reflect the number of complaints received directly by each team.

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	4	0	3	34	0	11	0	52
SFY to date	20	0	16	141	0	29	0	206

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 YES and Magellan totals as well as the SFY to date total.

Table 2: Timeliness of Resolution for YES Complaints Q4

***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	10	20	**1-32	12-94***	1-58	2-24
DBH	-	-	-	-	-	-	-	-	-
Magellan	5	8	11	7	8	1-10	7-9	11	5-9
MTM	14	15	10	10	13	1-19	12-19	0-18	0-18
LIBERTY	-	-	-	-	-	-	-	-	-
IDJC	*6	3	1	4	4	*1-17	0-9	0-2	0-15
CYFS	-	-	-	-	-	-	-	-	-

DETAILED BREAKOUT OF COMPLAINT REPORTING FOR QUARTER 4 (April 1, 2025 – June 30, 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.

Definition of Complex: A complex complaint is one that involves coordination between multiple YES system of care teams to resolve and typically falls into multiple complaint categories, such as quality of care, clinical care, access, rights, etc.

Table 3- YES Centralized Complaints

Region	Date of Complaint	Source of Complaint	Category	Complaint Summary	Status as of June 30	Resolution	Timeliness to Resolution (days)
4	4-21-25	Website	Quality of Care	Family went to a crisis center for their youth who was in crisis. The family reported that the staff at the crisis center acted unprofessional and made generalizing comments about families that use their services. They reported not being given additional resources to help their child who was sent home quickly after arriving despite no de-escalation happening. The family received a wellness check from CYFS about a week later and expressed concerns that it took a week to follow up.	Closed	The YES team worked with Magellan to submit a quality of care review. CYFS contact information was also shared with the family if they would like to continue follow up with that team.	11
Unknown	4-23-25	Website	Transport	Family submitted complaint about the process of canceling a trip with MTM. They stated it takes multiple calls and chats to cancel a trip.	Closed	The YES team collaborated with the Medicaid transportation team to get this experience shared with MTM.	2
Unknown	6-14-25	Email	Other	An out of state individual submitted a complaint about their dissatisfaction with Idaho Medicaid's involvement with unnamed youth and adults.	Closed	Reporter was asked for further clarification on what their complaint was and who was involved. They declined to provide additional details about the identities of the youth involved and asked to have no	3

Region	Date of Complaint	Source of Complaint	Category	Complaint Summary	Status as of June 30	Resolution	Timeliness to Resolution (days)
						further contact with DHW. Unable to investigate.	
4	6-23-25	Website	Clinical Care	Family reported challenges with getting in touch with their ICC through Magellan as they had been moved to a new ICC and did not know who to contact. They also reported that the ICC was not attending treatment meetings for their youth and did not appear to have much knowledge of their specific case.	Closed after June 30	The YES team worked with Magellan to determine who the assigned ICC was for both youth and get that ICC connected with the family. The ICC began attending CFT and treatment meetings to help the family coordinate care.	24

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 June 30	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 June 30	Resolution	Timeliness to Resolution (days)
4	5-21-25	Verbal	Billing Dispute	Claims have been unpaid and denied for many months.	Closed	Resolved	9
1	5-27-25	Written	Quality of Care	PRTF Worker gave the youth tobacco and alcohol while in treatment.	Closed	Resolved	5
4	6-30-25	Verbal	Billing Dispute	Provider reported they were told they were in Magellan's network when they were not. They have now found that they are not in network and have been trying to resolve the issue. They reported that they have been calling the Magellan provider help line for months without resolution.	Pending	N/A	N/A

Liberty Healthcare

Table 6: Liberty Healthcare Idaho Independent Assessment Services complaints:

Region	Date of Complaint	Source of Complaint	Category	Complaint Summary	Status as of June 30	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 June 30	Resolution	Timeliness to Resolution (days)
7	4-16-25	Phone	Access	The member's mother contacted MTM stating MTM failed to locate transportation for the trip request.	Closed	Quality resolutions provided notice to the logistics department to review their procedures as well as the member's service area to ensure all trips can be set with a provider on time and members must be made aware of any transportation issues prior to their appointment.	2
1	4-3-25	Phone	Access	Member asked to be scheduled with a specific provider because they are 100% reliable and comfortable. This medical transport is happy to handle their trips, but no one will respect their wishes when they say they don't want their daughter riding with Lyft or Uber and today is just one of the examples of why. Member reports they have done this every time and their daughter's going to lose her dentist if they have to continuously cancel last minute due to ride issues.	Closed	Health plan protocols do not authorize the ride of choice. MTM is required to schedule all trips with the most appropriate provider available. The MTM system generates the most appropriate provider based on the trip date, time, location, and network adequacy. Therefore, trips will be scheduled with the most appropriate provider available based on the computer-generated results, and the participant still may have to ride with their non-preferred provider.	0
7	4-4-25	Phone	Access	The facility contacted MTM stating the member's mother was not notified the transportation provider canceled the ride.	Closed	Quality Operations has found the complaint to be substantiated. The MTM dispatch department should ensure they are rescheduling the trip with a provider who is able to accommodate and the	14

						trip is being worked in a timely manner for an appropriate provider to be located.	
4	4-9-25	Phone	Access	Member's mom contacted MTM stating that she had to leave work to take her son to his appt because MTM failed to secure a provider for her son's ride. Mom is stating this is happening to many times for both her children. She is stating that she is not being notified that no provider is assigned to her child's trip. Mom is stating she would like a call back from QM in regards to this complaint. Member is asking that a specific provider be assigned to her son's ride if possible.	Closed	Quality Operations investigated the grievance and determined it to be substantiated. Provider did not decline the member's trip within 24 hours of being assigned the trip. Quality Operations has requested that the transportation provider be educated on ensuring they are reviewing their manifest ahead of time, and any trips that cannot be accommodated are returned to MTM more than 24 hours before the scheduled appointment. This will allow MTM sufficient time to secure alternate transportation.	14
7	4-14-25	Phone	Access	The member contacted MTM stating the transportation provider arrived late for the pick-up request. The driver arrived at 9:04 AM. The driver said there was traffic but MTM scheduled the appointment for 9:00AM.	Closed	Quality Operations investigated the grievance and determined it to be substantiated. The provider managed the member's trip. As a result, the member was picked up late on 4/14/2025.	11
7	4-14-25	Phone	Access	The member contacted MTM stating the transportation provider arrived too early for the pick-up request. The driver arrived at 10:15AM for the 10:45AM appointment.	Closed	In summary, the grievance is unsubstantiated. The member had requested to be picked up at 10:45 am on the B-Leg trip. On 4/14/2025, It was determined that the member was transported on time.	14
7	4-14-25	Phone	Access	The member contacted MTM stating the MTM representative was rude during the call.	Closed	In summary, the grievance is unsubstantiated. The member's mother called into the MTM Call Center to request that the member not be assigned to a specific provider. The member's mother spoke with MTM agent and reported	11

						that the provider is rude to them and it is not MTM that has been rude to them.	
7	4-14-25	Phone	Access	The member contacted MTM stating the member disagreed with MTM not allowing the member to choose whom they would prefer to ride with. She would like for a specific provider to be excluded. They are always late or early. She is requesting to ride with another provider.	Closed	Health plan protocols do not authorize the ride of choice. MTM is required to schedule all trips with the most appropriate provider available. The MTM system generates the most appropriate provider based on the trip date, time, location, and network adequacy. Therefore, trips will be scheduled with the most appropriate provider available based on the computer-generated results, and the participant still may have to ride with their non-preferred provider.	0
7	4-14-25	Phone	Access	The member contacted MTM stating the MTM representative entered the incorrect appointment time.	Closed	In summary, the grievance is unsubstantiated. The member's trip was scheduled using the MTM's Link System. Also, the member's number was searched, and the member/member's representative did not call the MTM Call Center on date specified.	14
1	4-16-25	Phone	Access	The client contacted MTM on behalf of the member to report a No-Show issue for date of service 04/15/2025.	Closed	Quality Operations investigated the grievance and determined it to be unsubstantiated. The member/member's representative must request transportation a minimum of 2 business in advance for scheduling transportation. Transportation is based upon availability for non-urgent trips. The member scheduled the trip on the same day and was non-	14

						urgent. Quality Operations reminds all that members are required to place non-urgent trip requests to MTM with appropriate days of notice to be placed in a valid trip status. The notice for routine medical appointments is 2 business days.	
7	4-18-25	Phone	Access	Member's Social Worker states that the trips for several dates were canceled and shouldn't have been. Also the trips for two other dates have not been scheduled at all and she was told this is to be a reoccurring trip until the end of June 2025.	Closed	In summary, the grievance is substantiated. The member's Case Manager called in to make changes to the member's ongoing trips. The agent did cancel the old trips; however, the new trips were not scheduled. The MTM Call Center agent has been submitted for coaching.	17
2	4-22-25	Phone	Access	The members' mother contacted MTM on stating MTM failed to locate transportation for the trip request. She states this is not the first time MTM has failed to get her child to her appointment for the same reason.	Closed	Quality Operations has requested that the MTM Health Dispatch department be educated to ensure all trips are set with a transportation provider that can accommodate the trip, and the member is aware of any transportation issues promptly. MTM Health apologizes to the member for any inconvenience.	8
7	4-23-25	Phone	Access	The member's trip was supposed to be cancelled. MTM only cancelled A leg, not B leg.	Closed	In summary, the grievance is substantiated. The member's Case Manager requested the member's trip to be canceled. The MTM Call Center Agent confirmed the trip had been cancelled; however, the changes were not correctly saved. As a result, the provider still arrived.	14
7	4-23-25	Phone	Access	The members Case Manager contacted MTM stating the transportation	Closed	Quality Operations investigated the grievance and determined	12

				provider failed to accommodate the scheduled trip request after previously accepting the trip request.		it to be substantiated. Provider did not decline the member's trip within 24 hours of being assigned the trip. Any trips that cannot be accommodated are returned to MTM more than 24 hours before the scheduled appointment. This will allow MTM sufficient time to secure alternate transportation.	
3	4-25-25	Phone	Access	The mother contacted MTM on stating that the MTM representative entered the incorrect appointment time. Also, MTM representative entered the incorrect. The transportation provider showed up with a stretcher and the member is ambulatory.	Closed	In summary, the grievance is unsubstantiated. The agent confirmed the member's trip information with the member's mother, and the member's mother confirmed it was correct.	14
3	4-28-25	Phone	Access	The member's mother contacted MTM stating MTM failed to locate transportation for the trip request.	Closed	Quality Operations has requested that the MTM Health Dispatch department be educated to ensure all trips are set with a transportation provider that can accommodate the trip, and the member is aware of any transportation issues promptly. MTM Health apologizes to the member for any inconvenience.	2
3	4-28-25	Phone	Access	The member's mother contacted MTM stating the transportation provider did not arrive for the return ride.	Closed	In summary, this grievance is substantiated. Provider has not responded to this complaint, and we have a lack of evidence to prove otherwise for the trip.	8
3	4-28-25	Phone	Access	The member's mother contacted MTM stating the MTM representative was rude during the call. The mother stated the MTM employee deleted the trips and was unable to reset the trip.	Closed	In summary, the grievance is unsubstantiated. No MTM Call Center agents or escalations agents were rude to the member's mother on specified date.	14
7	4-28-25	Email	Access	The Member's mother emailed her complaint. She states staff on Chat Help refused to schedule her	Closed	In summary, the grievance is unsubstantiated against MTM Chat Agent. The agent did try to	14

				daughter's ride extension. Mother states she has been scheduling rides for eight kids, and has for eight years, this is a problem. She states staff stated that he was "following rules," but this has never been an issue before. She states she needs daughter's speech rides extended and the refusal to do so, with no valid reason, is the staff not doing their job.		assist the member's mother and was following protocols. The chat center agent handled the chat professionally.	
3	4-30-25	Email	Access	Provider emailed her complaint stating her client was not picked up by MTM today from school for her appointment. Provider states transport did say they were running late, but they were too late to get her to the appointment. Provider does state client was able get on the bus to get home safely.	Closed	Quality Operations has found the complaint to be substantiated. The transportation provider should ensure drivers are aware of their manifest and arrive at the scheduled location in a timely manner to be sure the participant can be seen.	12
3	4-30-25	Email	Access	Provider emailed her complaint on behalf of her client. Provider states her ride was turned back from MTM for an unknown reason and the agency was not informed.	Closed	Quality Operations has found that the complaint to be substantiated and has requested an education for the MTM dispatch department to ensure that transportation is secured for all scheduled trip requests in a timely manner.	14
6	5-6-25	Phone	Access	The members mother and father contacted stating the MTM Representative did not have clear knowledge of the protocols. The members father contacted MTM on 05/06/2025 to schedule a trip request for 05/08/2025, with both the members mother and father as additional passengers. The MTM Representative informed him that both parents could not go with the member and in order for them to do so MTM would require documentation from the members medical provider. Both parents have traveled with the member	Closed	In summary, the grievance against the call center agent is substantiated. The agent did not provide the correct information to the member's father on 5/6/2025 and did not enter the trip into the system.	13

				in the past with no issues, and no documentation required.			
4	5-7-25	Phone	Access	The members mother contacted MTM stating the driver did not pick up the member from school today. The driver went into the school (the front office has a description of the driver.) The driver went into the school and asked for the children, driver did not wait for the member, the driver left. Mom did not understand what happened because she first went to their house and second, went to the school and did not pick anyone up. The member is marked the ride as a no show.	Closed	In summary, this grievance is substantiated. The provider has not responded to this complaint, and we have a lack of evidence to prove otherwise for the trip.	9
6	5-8-25	Phone	Access	The mother contacted MTM stating the transportation provider arrived late for the pick-up request. The dispatcher stated the driver would be late for pickup. Member cannot be seen late.	Closed	Quality Operations investigated the grievance and determined it to be substantiated. The provider mismanaged the member's trip. As a result the member was not picked up and missed their appointment. MTM will closely monitor provider's performance and coach them on the proper procedures and protocols for managing all future trips. Also, the provider will be reminded that they must complete accepted trips promptly and contact MTM regarding any trip-related issues or concerns.	7
4	5-9-25	Email	Access	The client contacted MTM Health via email stating that the member was told by a CCR that a specific transportation provider would be able to accommodate the trip. The member contacted transportation provider and was told that no one from MTM reached out to them. No transportation was provided.	Closed	In summary, the grievance is unsubstantiated against MTM Call Center agent. The agent did contact the transportation provider. Please note, the member's trip was cancelled by the member's Case Manager.	18

4	5-30-25	Phone	Access	<p>The member's mother contacted MTM stating the transportation provider did not arrive for the scheduled pick-up request. The parent called the transportation provider and was told that they don't have the trip due to a known technical issue between them and MTM. The parent advised that the issue need to be fixed and was told you can't change the world. The transportation provider was able to pull up the trip while on the phone with parent.</p>	Closed	<p>Based on the evidence from the investigation and calls received by the member for the trip date, the grievance is substantiated. The member's mother contacted MTM Health to report the missed trip 30 minutes after their scheduled appointment time. The provider did not follow protocol. The provider did not inform MTM of any transportation issues or technology issues on the date of the trip. The provider has been informed that any issues with accommodating a trip needs to be reported to MTM. This will allow MTM sufficient time to secure alternate transportation. MTM apologizes for any inconvenience this may have caused.</p>	10
2	6-6-25	Phone	Access	<p>Member's mother called in to put a complaint in about the DVF being required for trip for mileage reimbursement, Meals, and lodging. She states that she feels like it is not fair that we cannot back date being that she spoke to multiple agents that told her despite the trips being short notice, that if she gets the DVF form in it will be approved and she will be paid. Mother is upset that originally she was told the DVF has to be sent to the doctor that they were referred to and she called back in the next day and was given the correct protocols when it came down to meals and lodging and who the DVF form was supposed to be sent to which was the Referring doctor. The form was received back a week later with a note from that team that</p>	Closed	<p>In summary, the grievance is unsubstantiated. The signed Distance verification Form was not sent back to MTM until 5/27/2025 and was approved for future trips. Per protocol, MTM is unable to backdate the approval to 5/19/2025.</p>	12

				DVF was only approved for future trips and we cannot back date the trip. She is upset that because we cannot back date she is losing out on a lot of money due to different reps telling her misinformation.			
3	6-11-25	Phone	Access	The members father called to report the driver asked the member through text if they are going to cancel again to not call MTM so they get paid.	Closed	Based on the evidence from the investigation, the grievance is substantiated. Provider stated that their driver has been pulled off the road for continued training. MTM apologizes for any inconvenience this may have caused.	16
7	6-16-25	Phone	Access	The member's mother contacted MTM stating MTM failed to inform the member of the change in transportation and failed to locate transportation for the trip request. The member is a minor and was outside waiting for a driver which did not show up because none was assigned. The mother was not notified of this and had to go pick her up and take her to the appointment. This is not the first time that this has happened and there is a note on file in the driver's manifest to contact the mother if vendor is not showing up. She says a supervisor is supposed to be making sure this does not happen.	Closed	In summary, the grievance is substantiated. A provider was not secured, and MTM Health's Logistics and dispatch were educated with information regarding MTM Health's efforts to onboard and recruit providers and drivers to help prevent missed trips.	4
6	6-16-25	Phone	Access	The mother contacted MTM stating the MTM representative did not enter the member's trip request for 6/13/25. The mother indicated the request was made two times in March and on April 5th. The mother also utilized the chat to request the trip.	Closed	In summary, the grievance against the call center agents is unsubstantiated. The member's mother did not request to schedule a trip for the member to be transported on 6/13/2025.	2
5	6-23-25	Phone	Access	The members mother contacted MTM stating MTM failed to locate transportation for the trip request. She	Closed	In summary, the grievance is substantiated. Quality Operations has requested that	4

				states they were never told of the no transportation available.		the MTM Dispatch department be educated to ensure all trips are set with a transportation provider that can accommodate the trip, and the member is aware of any transportation issues in a timely manner. MTM apologizes to the member for any inconvenience.	
4	6-25-25	Phone	Access	Member is a minor and was left stranded by provider. Member's mother received a text 15 minutes after member was to be picked up. No one showed up. MTM contacted mother to let her know the provider was not coming. TNC was suggested; Mother says minors are not to ride with Lyft and Uber. Agent asked mother if she was okay with child riding with Lyft or Uber. She stated no. Mother then decided she would go get child herself.	Closed	Based on the evidence from the investigation and calls received by the member for the trip date, the member's complaint is substantiated. Provider did not follow the correct protocols and did not inform MTM that they would be unable to accommodate the B-Leg trip. The Quality Operations Team reached out to the Vendor Account Manager Team for assistance in coaching provider. MTM apologizes for any inconvenience the member experienced.	16
7	6-26-25	Phone	Access	The facility case manager contacted MTM stating MTM failed to locate transportation for the trip request.	Closed	In summary, the grievance is substantiated. Quality Operations has requested that the MTM Dispatch department be educated to ensure all trips are set with a transportation provider that can accommodate the trip, and the member is aware of any transportation issues promptly. MTM apologizes to the member for any inconvenience.	1
7	6-26-25	Phone	Access	The facility case manager contacted MTM am stating MTM failed to locate transportation for the trip request.	Closed	In summary, the grievance is substantiated. Quality Operations has requested that the MTM Dispatch department	1

						<p>be educated to ensure all trips are set with a transportation provider that can accommodate the trip, and the member is aware of any transportation issues promptly. MTM apologizes to the member for any inconvenience.</p>	
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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 11 youth complaints and 0 family complaints received during Q4 of SFY 2025.

Table 8: IDJC Family Complaint Detail, SFY 2025, Q4

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

Table 9: IDJC Youth Complaint Detail, SFY 2025, Q4

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 June 30	Resolution	Timeliness to Resolution (days)
3	4-13-25	Youth		The staff said they were going to take down the curtains that had been installed in the stalls.	Resolved	The curtains were not removed. It was explained to the group and staff why they were there and they will be kept in place.	0
2	4-23-25	Youth		Youth requested medical services for razor burns that they have been getting after they shave.	Resolved	Aftershave is provided by the unit and lotion is also appropriate. Youth's medical rights have not been violated. Youth was also provided a medical handout about how to care for razor burn.	7
3	4-23-25	Youth		States another youth kissed them on the forehead.	Resolved	This will be addressed through PREA process.	1

3	4-25-25	Youth		Overheard a peer's conversation regarding a possible PREA incident that happened in O&A in January.	Resolved	PREA Interviews were conducted.	0
1	5-8-25	Youth		Youth complained about how a specific staff treats the group.	Not Resolved	Note from IDJC: Paperwork to mark this as resolved had not been completed at the time of publishing. Complaint was worked and resolved, but is marked as unresolved until paperwork is in.	NA
3	5-10-25	Youth		States they are being forced to participate in restraints and wants to speak to a lawyer.	Resolved	It was discussed that youth are not forced to participate and staff understand that as well. Clarified their rights.	8
3	5-18-25	Youth		States they were wrongfully accused of touching another peer inappropriately during a restraint.	Resolved	It was discussed that youth did not do what they were accused of and that their peer may be trying to push them away.	0
1	6-14-25	Youth		Youth complained about how the group treats them.	Resolved	Explained to group the process of going through your mentor. Starting 6/26/25 there are two youth that will start spending the majority of their time with the other group.	0
2	6-20-25	Youth		Youth complained about how a specific staff treats the group.	Resolved	Supervisor asked youth if that specific staff asked them to do anything immoral, unethical, or illegal. They said no. They understand that staff are human and are affected by outside circumstances. Supervisor will talk to staff about emotional regulation.	4
3	6-28-25	Youth		States that the group has been living in conditions that have mold, maggots, and mice. States they've also received food with mold and mouse feces in it.	Resolved	Maintenance has been notified and has worked to address any issues.	15
3	6-29-25	Youth		Stated that another youth was touching their self during a movie. States the youth does this often and when female staff are present. The	Resolved	Discussed keeping themselves safe with good awareness and boundaries. Discussed holding that peer accountable and	4

				youth feels very uncomfortable around that peer.		making sure group and staff are aware. They agreed and felt they could do this.	
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*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 11 appeals were received during Q4 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	0	0	11	0	0	11
SFY to date	0	0	23	0	0	23

	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	14	10	6	4-9	3-21	2-23
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.