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

Avera	ge Days	s to Cor	mplaint	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	-	-	ı	-	-	-	ı	-	ı
Magellan	5	8	11	7	8	1-10	7-9	11	5-9
МТМ	14	15	10	10	13	1-19	12-19	0-18	0-18
LIBERTY	-	-	-	-	-	-	ı	-	-
IDJC	*6	3	1	4	4	*1-17	0-9	0-2	0-15
CYFS	-	-	-	-	-	-	-	-	-

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

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
				Family submitted complaint about the process of canceling a trip with MTM. They stated it takes multiple calls and	0.0000	The YES team collaborated with the Medicaid transportation team to get this experience	
Unknown	4-23-25	Website	Transport	chats to cancel a trip.	Closed	shared with MTM.	2
			·	An out of state individual submitted a complaint about their dissatisfaction with Idaho Medicaid's involvement		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	
Unknown	6-14-25	Email	Other	with unnamed youth and adults.	Closed	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.	
			Clinical	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	Closed after June	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	
4	6-23-25	Website	Care	their specific case.	30	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		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
				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			
4	6-30-25	Verbal	Billing Dispute	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)
				The member's mother contacted MTM stating MTM failed to locate		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	
7	4-16-25	Phone	Access	transportation for the trip request.	Closed	prior to their appointment.	2
				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		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 computergenerated results, and the participant still may have to ride with their non-preferred	
1	4-3-25	Phone	Access	The facility contacted MTM stating the member's mother was not notified the transportation provider canceled the	Closed	provider. 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	0
7	4-4-25	Phone	Access	ride.	Closed	able to accommodate and the	14

			1				
						trip is being worked in a timely	
						manner for an appropriate	
						provider to be located.	
						Quality Operations investigated	
						the grievance and determined	
						it to be substantiated. Provider	
						did not decline the member's	
				Member's mom contacted MTM stating		trip within 24 hours of being	
				that she had to leave work to take her		assigned the trip. Quality	
				son to his appt because MTM failed to		Operations has requested that	
				secure a provider for her son's ride.		the transportation provider be	
				Mom is stating this is happening to		educated on ensuring they are	
				many times for both her children. She		reviewing their manifest ahead	
				is stating that she is not being notified		of time, and any trips that	
				that no provider is assigned to her		cannot be accommodated are	
				child's trip. Mom is stating she would		returned to MTM more than 24	
				like a call back from QM in regards to		hours before the scheduled	
				this complaint. Member is asking that		appointment. This will allow	
				a specific provider be assigned to her		MTM sufficient time to secure	
4	4-9-25	Phone	Access	son's ride if possible.	Closed	alternate transportation.	14
				•		Quality Operations investigated	
				The member contacted MTM stating		the grievance and determined	
				the transportation provider arrived late		it to be substantiated. The	
				for the pick-up request. The driver		provider managed the	
				arrived at 9:04 AM. The driver said		member's trip. As a result, the	
				there was traffic but MTM scheduled		member was picked up late on	
7	4-14-25	Phone	Access	the appointment for 9:00AM.	Closed	4/14/2025.	11
						In summary, the grievance is	
						unsubstantiated. The member	
				The member contacted MTM stating		had requested to be picked up	
				the transportation provider arrived too		at 10:45 am on the B-Leg trip.	
				early for the pick-up request. The		On 4/14/2025, It was	
				driver arrived at 10:15AM for the		determined that the member	
7	4-14-25	Phone	Access	10:45AM appointment.	Closed	was transported on time.	14
<u> </u>			7.00000		3.3004	In summary, the grievance is	
						unsubstantiated. The	
						member's mother called into	
						the MTM Call Center to request	
						that the member not be	
				The member contacted MTM stating		assigned to a specific provider.	
				the MTM representative was rude		The member's mother spoke	
7	4-14-25	Phone	Access	during the call.	Closed	with MTM agent and reported	11
1	4-14-20	FIIUIIE	AUUUUSS	uuring the tall.	CIUSEU	with with agent and reported	工工

						T.,	
						that the provider is rude to	
						them and it is not MTM that	
						has been rude to them.	
						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.	
				The member contacted MTM stating		Therefore, trips will be	
				the member disagreed with MTM not		scheduled with the most	
				allowing the member to choose whom		appropriate provider available	
				they would prefer to ride with. She		based on the computer-	
				would like for a specific provider to be		generated results, and the	
				excluded. They are always late or early.		participant still may have to	
				She is requesting to ride with another		ride with their non-preferred	
7	4-14-25	Phone	Access	provider.	Closed	provider.	0
			7.00000	p. st. ss.	0 .0000.	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	
				The member contacted MTM stating		representative did not call the	
				the MTM representative entered the		MTM Call Center on date	
7	4-14-25	Phone	Access	incorrect appointment time.	Closed	specified.	14
1	4-14-20	FIIOHE	700000	mooned appointment time.	Cioseu	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	
				The client contacted MTM on behalf of		availability for non-urgent trips.	
	4.46.5-			the member to report a No-Show issue		The member scheduled the trip	
1	4-16-25	Phone	Access	for date of service 04/15/2025.	Closed	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.	
						In summary, the grievance is	
						substantiated. The member's	
						Case Manager called in to	
				Member's Social Worker states that		make changes to the member's	
				the trips for several dates were		ongoing trips. The agent did	
				canceled and shouldn't have been.		cancel the old trips; however,	
				Also the trips for two other dates have		the new trips were not	
				not been scheduled at all and she was		scheduled. The MTM Call	
				told this is to be a reoccurring trip until		Center agent has been	
7	4-18-25	Phone	Access	the end of June 2025.	Closed	submitted for coaching.	17
	1 10 20	1 110110	7100000	the one of sune 2020.	Giocca	Quality Operations has	Δ1
						requested that the MTM Health	
						Dispatch department be	
						educated to ensure all trips are	
				The members' mother contacted MTM		set with a transportation	
						provider that can	
				on stating MTM failed to locate		accommodate the trip, and the	
				transportation for the trip request. She		member is aware of any	
				states this is not the first time MTM		transportation issues promptly.	
	4.00.0=	5.		has failed to get her child to her		MTM Health apologizes to the	
2	4-22-25	Phone	Access	appointment for the same reason.	Closed	member for any inconvenience.	8
						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	
				The member's trip was supposed to be		changes were not correctly	
				cancelled. MTM only cancelled A leg,		saved. As a result, the provider	
7	4-23-25	Phone	Access	not B leg.	Closed	still arrived.	14
				The members Case Manager contacted		Quality Operations investigated	
7	4-23-25	Phone	Access	MTM stating the transportation	Closed	the grievance and determined	12

						2010 100 100 100 100 100 100 100 100 100	
				provider failed to accommodate the		it to be substantiated. Provider	
				scheduled trip request after previously		did not decline the member's	
				accepting the trip request.		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.	
				The mother contacted MTM on stating		In summary, the grievance is	
				that the MTM representative entered		unsubstantiated. The agent	
				the incorrect appointment time. Also,		confirmed the member's trip	
				MTM representative entered the		information with the member's	
				incorrect. The transportation provider		mother, and the member's	
				showed up with a stretcher and the		mother confirmed it was	
3	4-25-25	Phone	Access	member is ambulatory.	Closed	correct.	14
	. 20 20	1 110110	7.00000	momber to ambatacety:	0.0004	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	
				The member's mother contacted MTM		-	
						transportation issues promptly.	
_	4 00 05	Dhana	A	stating MTM failed to locate	Oleged	MTM Health apologizes to the	0
3	4-28-25	Phone	Access	transportation for the trip request.	Closed	member for any inconvenience.	2
						In summary, this grievance is	
						substantiated. Provider has not	
				The member's mother contacted MTM		responded to this complaint,	
_			_	stating the transportation provider did		and we have a lack of evidence	_
3	4-28-25	Phone	Access	not arrive for the return ride.	Closed	to prove otherwise for the trip.	8
						In summary, the grievance is	
				The member's mother contacted MTM		unsubstantiated. No MTM Call	
				stating the MTM representative was		Center agents or escalations	
				rude during the call. The mother stated		agents were rude to the	
				the MTM employee deleted the trips		member's mother on specified	
3	4-28-25	Phone	Access	and was unable to reset the trip.	Closed	date.	14
				The Member's mother emailed her		In summary, the grievance is	
				complaint. She states staff on Chat		unsubstantiated against MTM	
7	4-28-25	Email	Access	Help refused to schedule her	Closed	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		assist the member's mother and was following protocols. The chat center agent handled the chat professionally.	
				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		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	
3	4-30-25	Email	Access	on the bus to get home safely. 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	Closed	participant can be seen. 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	12
3	4-30-25	Email	Access	not informed. 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	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	14
6	5-6-25	Phone	Access	members medical provider. Both parents have traveled with the member	Closed	not enter the trip into the system.	13

				in the past with no issues, and no documentation required.			
				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		In summary, this grievance is substantiated. The provider has not responded to this complaint, and we have a lack	
4	5-7-25	Phone	Access	not pick anyone up. The member is marked the ride as a no show.	Closed	of evidence to prove otherwise for the trip.	9
				The mother contacted MTM stating the transportation provider arrived late for the pick-up request. The dispatcher stated the driver would be late for		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	
6	5-8-25	Phone	Access	pickup. Member cannot be seen late. 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	Closed	In summary, the grievance is unsubstantiated against MTM Call Center agent. The agent did contact the transportation provider. Please note, the	7
4	5-9-25	Email	Access	reached out to them. No transportation was provided.	Closed	member's trip was cancelled by the member's Case Manager.	18

						Description 11	
						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	
				The member's mother contacted MTM		did not follow protocol. The	
				stating the transportation provider did		provider did not inform MTM of	
				not arrive for the scheduled pick-up		any transportation issues or	
				request. The parent called the		technology issues on the date	
				transportation provider and was told		of the trip. The provider has	
				that they don't have the trip due to a		been informed that any issues	
				known technical issue between them		with accommodating a trip	
				and MTM. The parent advised that the		needs to be reported to MTM.	
				issue need to be fixed and was told you		This will allow MTM sufficient	
				can't change the world. The		time to secure alternate	
				transportation provider was able to pull		transportation. MTM apologizes	
				up the trip while on the phone with		for any inconvenience this may	
4	5-30-25	Phone	Access	parent.	Closed	have caused.	10
				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		In summary, the grievance is	
				she called back in the next day and		unsubstantiated. The signed	
				was given the correct protocols when it		Distance verification Form was	
				came down to meals and lodging and		not sent back to MTM until	
				who the DVF form was supposed to be		5/27/2025 and was approved	
				sent to which was the Referring doctor.		for future trips. Per protocol,	
				The form was received back a week		MTM is unable to backdate the	
2	6-6-25	Phone	Access	later with a note from that team that	Closed	approval to 5/19/2025.	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
				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	5.5554	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	
7	6-16-25	Phone	Access	not happen. The mother contacted MTM stating the	Closed	prevent missed trips.	4
				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		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	
6	6-16-25	Phone	Access	to request the trip.	Closed	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		the MTM Dispatch department	
				transportation available.		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.	
						Based on the evidence from	
						the investigation and calls	
						received by the member for the	
						-	
				Mambaria a minar and was left		trip date, the member's	
				Member is a minor and was left		complaint is substantiated. Provider did not follow the	
				stranded by provider. Member's			
				mother received a text 15 minutes		correct protocols and did not	
				after member was to be picked up. No		inform MTM that they would be	
				one showed up. MTM contacted		unable to accommodate the B-	
				mother to let her know the provider		Leg trip. The Quality Operations	
				was not coming. TNC was suggested;		Team reached out to the	
				Mother says minors are not to ride with		Vendor Account Manager Team	
				Lyft and Uber. Agent asked mother if		for assistance in coaching	
				she was okay with child riding with Lyft		provider. MTM apologizes for	
				or Uber. She stated no. Mother then		any inconvenience the member	
4	6-25-25	Phone	Access	decided she would go get child herself.	Closed	experienced.	16
						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	
				The facility case manager contacted		transportation issues promptly.	
				MTM stating MTM failed to locate		MTM apologizes to the member	
7	6-26-25	Phone	Access	transportation for the trip request.	Closed	for any inconvenience.	1
•	3 2 3 2 3		, 100000	a supplementation and unproquote	2.3000	In summary, the grievance is	
				The facility case manager contacted		substantiated. Quality	
				MTM am stating MTM failed to locate		Operations has requested that	
7	6-26-25	Phone	Access	transportation for the trip request.	Closed	the MTM Dispatch department	1
	0 20 20	1 110110	1100000	a an operation for the trip request.	0103Cu	and minim biopaton acpartinent	_

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.

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

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

	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					
3	+ 13 23	Touti		installed in the stalls.	Nesowea	Aftershave is provided by the unit and lotion is also appropriate. Youth's medical rights have not been violated.	o o					
2	4-23-25	Youth		Youth requested medical services for razor burns that they have been getting after they shave.	Resolved	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					

Youth

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

youth feels very uncomfortable	making sure group and staff are	
around that peer.	aware. They agreed and felt	
	they could do this.	

^{*}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 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
Q1 Q2 Q3	0	0	7	0	0	7
Q4	0	0	4	0	0	4
SFY to date	0	0	16	0	0	16

Av	erage D	ays to	Appeal	Range of Days to Appeal Resolution					
	Q1	Q2	Q3	Q4	SFY	Q1	Q2	Q3	Q4
DBH	-	-	-	-	-	-	-	-	-
Magellan	6	7	10	6	8	6	4-9	3-21	2-10
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.