

YES Rights and Resolutions

COMPLAINTS AND APPEALS
JULY 1 – SEPTEMBER 30, 2025
SFY 2026 Q1

QUALITY MANAGEMENT
IMPROVEMENT AND
ACCOUNTABILITY
DECEMBER 15, 2025

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YES Rights and Resolutions Report Introduction

July 1, 2025 – September 30, 2025 (SFY 2026 Q1)

The Youth Empowerment Services (YES) Quality Management Improvement and Accountability (QMIA) Council believes that complaints are a valuable source of information about the YES system of care and that each complaint received offers an opportunity to monitor and improve Idaho's behavioral health system for youth and families.

The YES system of care is complex. It is comprised of multiple partners including the Idaho Department of Health and Welfare divisions of Behavioral Health (DBH), Medicaid, and 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 46 complaints were received during Q1 of SFY 2026. The following tables reflect the number of complaints received directly by each team.

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

	YES CCT	DBH	Magellan	MTM	Liberty	IDJC	CYFS	Total
Q1	5*	1*	2	37	0	1	0	46*
Q2	0	0	0	0	0	0	0	0
Q3	0	0	0	0	0	0	0	0
Q4	0	0	0	0	0	0	0	0
SFY to date	5*	1*	2	37	0	1	0	46*

Note: YES CCT is the YES Centralized Complaints Team. 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 was reported to both the YES CCT and DBH. It is counted in both teams totals and in the overall totals.

Table 2: Timeliness of Resolution for YES Complaints Q1

	Average Days to Complaint Resolution					Range of Days to Complaint Resolution			
	Q1	Q2	Q3	Q4	SFY	Q1	Q2	Q3	Q4
YES CCT	26	-	-	-	26	10-45	-	-	-
DBH	28	-	-	-	28	28	-	-	-
Magellan	11	-	-	-	11	7-14	-	-	-
MTM	14	-	-	-	14	5-17	-	-	-
LIBERTY	-	-	-	-	-	-	-	-	-
IDJC	7	-	-	-	7	7	-	-	-
CYFS	-	-	-	-	-	-	-	-	-

DETAILED BREAKOUT OF COMPLAINT REPORTING FOR QUARTER 1 (July 1, 2025 – September 30, 2025)

YES Centralized Complaints Team (YES CCT): 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 Team

Region	Date of Complaint	Source of Complaint	Category	Complaint Summary	Status as of September 30	Resolution	Timeliness to Resolution (days)
6	8-13-25	Email	Complex	Mother reported that she believes there may have been a conflict of interest that took place in her youth's case. A provider filed legal paperwork on the father's behalf. The mother also reported there may have been a conflict of interest in that provider working with or assessing her youth.	Closed	YES Centralized Complaints Team provided mother with Public Records Requests forms to obtain copies of records to learn if a conflict of interest took place. Mother was also advised to follow up on the complaint with the Department of Occupational and Professional Licensing to report the provider using credentials to file legal paperwork on the father's behalf.	28
Unknown	8-17-25	Website	Abuse	Someone reported that they had heard stories of predators targeting youth homes in Idaho and possibly mistreating youth residing in these homes.	Closed	Report did not provide enough details to investigate. Multiple attempts were made to reach out to the complainant to get more information, but they did not respond.	10
7	8-21-25	Website	Complex	Parent reported complaint about their experience while their child was in residential treatment. They reported that their care coordinator gave them conflicting information about the funding for their child's treatment. The parent reported that the letter of denial did not reach them timely as it was mailed to the incorrect address.	Closed	The YES Centralized Complaints Team worked with Magellan to research where the denial letter was sent, confirming that the incorrect address was used. Both teams also worked with the family to direct them to the appeals process.	32

Region	Date of Complaint	Source of Complaint	Category	Complaint Summary	Status as of September 30	Resolution	Timeliness to Resolution (days)
4	9-9-25	Email	Access	Family submitted a complaint stating that they did not agree with a denial they received from Magellan. They requested instructions on how to appeal the decision.	Closed	YES Centralized Complaints Team asked for additional information needed to investigate the complaint, but did not receive a response. The family was provided with appeals instructions.	15
6	9-23-25	Website	Quality of Care	Father shared his youth's experience with a DD/BH provider. He reports that his youth is treated poorly while in their care, including being left in seclusion where staff does not allow the father to retrieve the youth. He reports his youth has been injured by other children in care of the provider while at the facility, but staff dismisses his concerns.	Pending (Closed 11-7-25)	YES Centralized Complaints Team coordinated with Magellan to investigate the experiences that the family reported. Magellan opened a quality of care review. Resources to connect with a different provider in the family's area for needed services was provided at family's request.	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 September 30	Resolution	Timeliness to Resolution (days)
6	9-23-25	Website	Quality of Care	Father shared his youth's experience with a DD/BH provider. He reports that his youth is treated poorly while in their care, including being left in seclusion where staff does not allow the father to retrieve the youth. He reports his youth has been injured by other children in care of the provider while at the facility, but staff dismisses his concerns.	Pending (Closed 10-21-25)	DBH provided complainant with an Outcome Letter that informed him that his complaint was forwarded to the YES Centralized Team and provided options for him to file his complaint with Magellan and licensing boards with the Division of Occupational and Professional Licenses (DOPL).	28

Magellan Healthcare

Table 5: Magellan complaints:

Region	Date of Complaint	Source of Complaint	Category	Complaint Summary	Status as of September 30	Resolution	Timeliness to Resolution (days)
3	8-25-25	Phone	Access	Family submitted a complaint about their Magellan care coordinator. They reported challenges with getting in touch with the care coordinator. They have been trying to get in touch for over a week with a crisis situation and have not been able to get help or a reply.	Closed	Resolved	14
4	9-9-25	Written	Access	Family submitted a complaint about services behind denied and is requesting information on what is needed for an expedited appeal.	Closed	Resolved (Family was directed to appeals process)	7

Liberty Healthcare

Table 6: Liberty Healthcare Idaho Independent Assessment Services complaints:

Region	Date of Complaint	Source of Complaint	Category	Complaint Summary	Status as of September 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 September 30	Resolution	Timeliness to Resolution (days)
4	7-7-25	Phone	Access	The member's mother contacted MTM stating MTM failed to locate transportation for the trip request.	Closed	Quality Operations investigated the grievance and determined it to be substantiated. A provider was not assigned to the member's trip before the scheduled pickup on 7/7/2025. 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 in a timely manner. MTM apologizes to the member for any inconvenience.	14
3	7-9-25	Phone	Access	The client contacted MTM on behalf of the member to report a No Show issue for date of service 07/09/2025.	Closed	Quality Operations investigated the grievance and determined it to be substantiated. A provider was not assigned to the member's trip before the scheduled pickup on 7/9/2025. 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 in a timely manner. MTM	15

						apologizes to the member for any inconvenience.	
4	7-9-25	Phone	Access	Driver didn't show for scheduled pickup or contact via text or phone. Member was waiting in the triple digit heat for an hour and has medical conditions. Mom had to leave work early to pick them up in order to get them home.	Closed	Based on the evidence from the investigation and calls received by the member for the trip date, 7/9/2025, the grievance is substantiated. Provider did not transport the member. The member's mother called to file a grievance against the provider for not transporting the member to the scheduled appointment. MTM apologizes for any inconvenience this may have caused. MTM will continue to partner and collaborate with our vendors and external partners to ensure that the member is informed of their trip arrangements before the appointment time.	5
6	7-15-25	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.	Closed	Quality Operations is unable to substantiate this complaint as health plan protocols do not authorize the ride of choice. MTM is required to schedule all trips with the most appropriate provider available. The 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.	13

5	7-17-25	Phone	Access	The member contacted MTM stating MTM failed to locate transportation for the trip request.	Closed	Quality Operations investigated the grievance and determined it to be substantiated. A provider was not assigned to the member's trip before the scheduled pickup on 7/17/2025. 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.	14
1	7-21-25	Phone	Access	Member's mother calling to file compliant against provider for not notifying her of turnback leaving the member without a ride to the appt today.	Closed	Substantiated. Quality operations reviewed the complaint. The initial transportation provider returned the trip back to MTM timely and MTM attempted to secure alternate transportation, however, there were no available drivers.	14
1	7-21-25	Phone	Access	Member's mother calling to file compliant against provider for not notifying her of turnback leaving the member without a ride to the appt today.	Closed	Substantiated. Quality operations reviewed the complaint. The initial transportation provider returned the trip back to MTM timely and MTM attempted to secure alternate transportation, however, there were no available drivers.	14
5	7-22-25	Phone	Access	The member contacted MTM stating the MTM representative did not enter the member's trip request for 7/11/25-7/12/25. The member indicated the request was not made because they had two family members in the hospital at the same time.	Closed	Quality Operations reviewed the grievance and was found unsubstantiated. The member did not contact MTM prior the appointment to request transportation for gas mileage reimbursement for the dates	14

						7/11 and 7/12. The trips are not eligible for reimbursement if member does not call prior the appointment.	
3	7-28-25	Phone	Access	The member contacted MTM stating MTM failed to locate transportation for the trip request.	Closed	Based on the evidence from the investigation and calls received by the member, the complaint is substantiated. The provider that accepted the member's trip did not properly manage the submitted trip and transport the member on the B-Leg trip. Provider will be advised of their responsibilities to ensure that all members are picked up in a timely manner, arrive at their appointments on time, receive consistent and clear communication, and, when necessary, have trips properly turned back with the required notice. MTM will closely monitor their performance and provide ongoing guidance and coaching to ensure adherence to all applicable procedures and protocols for managing future trips.	15
3	8-6-25	Phone	Access	The member's mother contacted MTM stating the driver was unprofessional during the A leg of the trip. The driver was complaining to the member (minor) about the distance of the trip instead of to the dispatcher.	Closed	The information provided was not enough to substantiate the grievance, as there is a discrepancy with the retrieved statements from the member's mother and the provider. The provider stated that their driver did not mean anything by their comments. They were referring to the traffic coming into town on the freeway during rush hour, and they were attempting to put the minor at ease about	14

						being on time to their appointment. Drivers working with MTM are expected to uphold a high standard of professional and courteous behavior, ensuring the safety and comfort of members and passengers during non-emergency medical transportation. MTM offers its apology to the member/member representative for any inconvenience.	
3	8-6-25	Phone	Access	The member's mother contacted MTM stating MTM failed to locate transportation for the trip request	Closed	Quality Operations investigated the grievance and determined it to be substantiated. A provider was not assigned to the member's trip before the scheduled pickup on 8/6/2025. 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 on time. MTM apologizes to the member/member representative for any inconvenience.	14
4	8-6-25	Phone	Access	The member's mom contacted MTM stating MTM did not secure transportation for her child's trip today. There has been no communication from MTM about their ride and not being able to find a transportation company for the trip. The member's mom is requesting more	Closed	Quality Operations investigated the grievance and determined it to be substantiated. A provider was not assigned to the member's trip before the scheduled pickup on 8/6/2025. Quality Operations has requested that the MTM Dispatch department be	14

				communication in order to find other means of transportation if needed.		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 on time. MTM apologizes to the member/member representative for any inconvenience.	
3	8-11-25	Phone	Access	The member's mother contacted MTM stating the transportation provider arrived late for the pick-up request. The driver arrived at 09:03 and the appointment was at 09:00 causing the mother to transport member.	Closed	Quality Operations investigated the grievance and determined it to be substantiated. The provider did not follow protocol. The provider did not inform MTM of the delay in transporting member on 8/11/2025. As a result, the provider arrived late and the member missed their appointment. 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	15
3	8-11-25	Phone	Access	The member's mother contacted MTM stating the transportation provider did not arrive for the return ride.	Closed	Quality Operations investigated the grievance and determined it to be substantiated. The provider did not follow protocol. The provider did not inform MTM of the delay in transporting the member on the A-Leg trip and cancelling the B-Leg trip on 8/11/2025. The provider has been informed that any issues with accommodating a trip needs to be reported to MTM. This will	15

						allow MTM sufficient time to secure alternate transportation. MTM apologizes for any inconvenience this may have caused.	
3	8-12-25	Phone	Access	The member's father contacted MTM stating his child has not been picked up today and their pick time was set for 3:15pm for the return B-leg ride. The transportation provider stated their reservation time is listed for a 4:00pm pick-up and will be there shortly. Father stated it is very inappropriate to have left his child outside waiting.	Closed	Quality Operations investigated the grievance and determined it to be substantiated. Provider arrived late on 8/12/2025. 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. MTM offers its apology to the member for any inconvenience.	15
6	8-20-25	Phone	Access	The member's father contacted MTM stating MTM did not release the payments for the member's meal request. Father states that the first submission was on 7/22 then 8/5 and finally 8/19 the log was received.	Closed	In summary, this grievance is unsubstantiated. Per the member's health plan protocols, the member is allotted \$20 per day meal per diem. On 8/28/2025, MTM released the funds to the payee.	14
3	8-20-25	Phone	Access	The client contacted MTM on behalf of the member to report a reckless driver for date of service 08/19/2025.	Closed	The information provided is not enough to substantiate the grievance, as there is a discrepancy with the retrieved statements from the Member and provider. Provider stated that they spoke with their driver. Their driver stated that it was a normal morning with the exception of traffic being very heavy. They stated the driver was driving normally but may have hit his brakes hard at one	16

						point. Provider has reminded their driver to be mindful while transporting members.	
7	8-27-25	Phone	Access	The member's father called to report the driver never arrived for Leg B. Member's father had to pick up.	Closed	Based on the evidence from the investigation and calls received on 8/27/2025, the member's grievance is substantiated. The provider failed to adhere to established protocols and procedures. Provider reported their driver had picked up the member at 4:06 pm and dropped the member off at 4:07 pm, which was incorrect. MTM will closely monitor the provider's performance and coach them on the proper procedures and protocols for managing all future trips.	16
6	8-28-25	Phone	Access	The member's mother called to report she had scheduled 7/17/2025 and 7/31/2025.	Closed	Unable to substantiate. Due to the system's limitations, MTM is unable to locate the call related to this member. If the member is able to provide additional information regarding the time of day they called, and/or the name of the representative he spoke with, MTM will be happy to continue to investigate.	15
7	8-29-25	Phone	Access	The member's mother contacted MTM stating the transportation provider did not arrive for the pick-up request. The mother states she has texts between her and the provider if needed.	Closed	Based on the evidence, the grievance is substantiated. Provider did not follow the correct procedures and protocols. The provider did not inform MTM that their driver could not contact the member or the member's representative. Also, providers are required to wait a minimum of 10 minutes at a member's	17

						pickup location after making all necessary attempts to contact them. The Vendor Account Manager Team has been informed and will closely monitor the provider's performance and coach them on the proper procedures and protocols for managing all future trips. MTM offers its apology for any inconvenience.	
3	9-2-25	Phone	Access	The member's mother contacted MTM stating the driver took the member to the incorrect address and left the youth there alone. The driver was supposed to take the member to a specific address, but instead of that, they deviated and took the member to different address. Mom said the member was frightened and did not feel comfortable getting back into the vehicle, so the driver left the youth there at a random address alone. The mother had to go pick the youth up. Mother also stated that the driver called her and told her that the member had requested to be dropped off at that address.	Closed	Quality Operations has found the grievance to be substantiated. Provider confirmed that on the day of the member's trip, their driver's GPS had not reset and took the member to the incorrect address. Provider coached driver. MTM's top priority is to make sure members, and any member passengers, get to and from their appointments safely and on time. According to MTM's Transportation Provider Agreement, providers must take immediate and specific steps when a service failure, like an incorrect drop-off, occurs.	14
7	9-3-25	Phone	Access	The member's case manager contacted MTM to report an incident that happened today. The driver picked up the minor member and dropped them off back at the school. The case manager is stating yesterday morning the reservation was accurate at that time and the location were correct. He is stating no one changed the addresses, but today it had been changed. The minor was left at a	Closed	Quality Operations investigated the grievance and determined it to be unsubstantiated. The member had several trips scheduled via the MTM Link App for transport on 8/8/2025 for the member to be transported on 9/3/2025. A review of the trips scheduled for the member to be picked up	15

				closed school. Fortunately, someone was at the school. They were able to contact the member's father. He left work to pick up his youth to bring them home safely.		on 9/3/2025 did not show any changes to the addresses.	
7	9-8-25	Phone	Access	The member's mother contacted MTM stating MTM advised they did not receive the member's trip logs. The member's mother sent the trip logs via email on 7/22, 8/22 and 9/4/2025.	Closed	Quality Operations has found the grievance to be unsubstantiated as the trips have been paid. The payment for the A-Leg trip and B-Leg trip were paid on 9/20/2025. The participant should allow 10 business days for the logs to be reviewed or for checking MTM for the trip logs.	14
7	9-8-25	Phone	Access	The member's mother called to report the driver for Leg B did not show.	Closed	The transportation provider failed to supply suitable supporting documentation. Based on the evidence, the provider did not transport the member on the B-Leg trip on 9/8/2025. Provider has been made aware that all members are to be picked up promptly and arrive at their appointment on time. MTM will closely monitor provider performance and coach them on the proper procedures and protocols for managing all future trips. MTM offers its apology to the member for any inconvenience.	15
4	9-9-25	Phone	Access	Member's mother stated she feels the level 3 no show is an error and would like it removed. Mom stated she spoke with a provider who stated they only have the member marked as a no show 2 times not 3. On 09/01/2025, member was set with a provider but it was turned back and set with another company without the mother being	Closed	In summary, the grievance is substantiated. The Quality Operations Team did not find any other trips for 2025 where the member was a no-show. The MTM Quality Operations Team has reached out to the provider to look into this matter and requested that the	14

				aware. The company did not contact her and marked member as a no show.		member be taken off of "No Show Level 3."	
7	9-10-25	Phone	Access	On 9/8, member received info from the transportation company that the trips were not in the system and that they could do nothing about it. Also, MTM call center agent was very rude and told me they did not have any answers for me as "I am not the one who scheduled the trips". They also refused to allow me to talk to a manager or even look up the calls I had made.	Closed	In summary, the grievance against the call center agent is unsubstantiated. The agent was not rude on 9/8/2025.	9
3	9-10-25	Phone	Access	The member's mother contacted MTM requesting to appeal the no show restriction. She called into to cancel trips August 25 through September 2, however, the agent did not cancel trips which caused the no show process.	Closed	Quality Operations investigated the grievance and determined it to be unsubstantiated. The Quality Operations Team did not find any calls regarding a request to cancel the member's trips from August 25, 2025, to September 2, 2025.	14
6	9-10-25	Phone	Access	Member's mother called in to MTM stating transportation called on 9-9-2025 and stated transportation would pick up member at 10:20am at school. Today at 10:40am, mother states member texted her and stated driver had not shown up. Mother called transportation company and was informed the driver was 20 minutes away from member and was told transportation did not have enough drivers in the area. Mother states 20 minutes until pick would have made member late as it was 32 minutes to the appointment. Mother states she cancelled with transportation provider. Mother states member missed appointment for today.	Closed	Based on the evidence, the grievance is substantiated. Provider managed the member's trip on 9/10/2025. As a result, the member was not transported to their appointment. The provider offers its apology to the member for any inconvenience. MTM will closely monitor the provider's performance and coach them on the proper procedures and protocols for managing all future trips.	12
3	9-11-25	Phone	Access	Multiple times member has been left stranded after school. No one ever calls to alert the parents. Provider has	Closed	Quality Operations investigated the grievance and determined it to be substantiated. Provider	15

				been alerted about this and nothing changes.		informed MTM that they turned back the trip by mistake. The transportation provider should ensure they are accommodating all trips as requested 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. MTM offers its apology to the member for any inconvenience.	
6	9-17-25	Phone	Access	The member's mother contacted MTM stating MTM did not verify the appointment for the mileage reimbursement request resulting in the trip being denied. The member's mother spoke with over four agents and none of them added the note that stated the trip was verified by the facility. The members mother would like her calls pulled to prove that they did verify so that she can get her gas mileage reimbursement, meals, and lodging.	Closed	Quality Operations is unable to substantiate the grievance regarding gas mileage reimbursement. The trip was denied due to the trip not being verified when scheduled, and no Distance Verification Form being on file. Please ensure the member is educated on their health plan protocols.	12
6	9-17-25	Phone	Access	The member's mother contacted MTM stating MTM did not verify the appointment for the mileage reimbursement request resulting in the trip being denied. The member's mother spoke with over four agents and none of them added the note that stated the trip was verified by the facility. The members mother would like her calls pulled to prove that they did verify so that she can get her gas mileage reimbursement, meals, and lodging.	Closed	Quality Operations is unable to substantiate the grievance regarding gas mileage reimbursement. The trip was denied due to the trip not being verified when scheduled, and no Distance Verification Form being on file. Please ensure the member/member's is educated on their health plan protocols.	12

7	9-18-25	Phone	Access	The member's case manager contacted MTM stating that the member's trip yesterday was set up incorrectly numerous times and the pick-up address that was originally set was incorrect. The first several trips were set up with wrong pick-up address. Trip ID shows that provider picked up member, but that is not the case as member was at a different address per above. Member's father ended up taking member to appointment. When provider was at wrong address, the case manager contacted MTM to advise and was told by a CCR that it was corrected and a driver should be there shortly, but that the driver turned the trip back and trip was reset but not set with a provider. No notification to the member.	Pending (Closed in Oct)	Quality Operations investigated the grievance and determined it to be unsubstantiated. MTM call center agent verified the accuracy of the trip being scheduled with the member's case manager on 9/12/2025. The member's case manager requested that the member be picked up from the address listed.	14
6	9-18-25	Phone	Access	The member's mom contacted MTM stating the agents and supervisor she spoke to today were very rude to her and also hung up on her.	Closed	Quality Operations investigated the grievance and determined it to be unsubstantiated. There were no calls found where the member's mother was disconnected on by an MTM call center agent or MTM supervisor. Also, no agents were rude to the member's mother.	7
4	9-25-25	Phone	Access	The member's mother contacted MTM stating the MTM representative did not have clear knowledge of MTM process. The mother stated she called on 9/23/25 around 7:30 am to confirm the member's trip for 09/24/2025. The mother stated she called 09/24/25 at 11:00 am. The mother stated MTM employees are not confirming her trips.	Pending (Closed in Oct)	The grievance against the call center agent is substantiated. The member's mother called in 24 hours in advance to verify the trip for the member. The agent did not notate the account, and as a result, the member was not transported on 9/24/2025. MTM apologizes for any inconvenience.	6

4	9-25-25	Phone	Access	Provider stated they are unable to schedule a discharge due to the member being a minor. Provider complained about agent's lack of knowledge.	Pending (Closed in Oct)	The grievance against the call center agent is unsubstantiated. The agent did provide the correct information to provider on 9/25/2025.	14
3	9-26-25	Phone	Access	Driver arrived at 14:45 for a scheduled for a schedule return at 15:00. The driver then left and did not return until 16:30. The facility closes at 15:30.	Pending (Closed in Oct)	Quality Operations investigated the grievance and determined it to be unsubstantiated. The member had a scheduled return time at 4:19 pm. The provider was assigned to the member's trip. Per GPS tracking, the driver arrived at the pickup location at 4:27 pm. This is within the appropriate timeframe for this trip.	17

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 1 youth complaints and 0 family complaints received during Q1 of SFY 2026.

Table 8: IDJC Family Complaint Detail, SFY 2026, Q1

Families							
<i>Family members of YES class members whose complaint/concern was directed to the Superintendent</i>							
Region	Date of Complaint	Source of Complaint	Category	Complaint Summary	Status as of September 30	Resolution	Timeliness to Resolution (days)
No complaints received this quarter.							

Table 9: IDJC Youth Complaint Detail, SFY 2026, Q1

Youth							
<i>YES class members whose complaint/concern was formally received by IDJC staff</i>							
Region	Date of Complaint	Source of Complaint	Category*	Complaint Summary	Status as of September 30	Resolution	Timeliness to Resolution (days)
3	9-20-25	Youth		Youth feels like they are being forced to attend church.	Closed	This will be resolved using the group process.	7

*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 20 appeals were received during Q1 of SFY 2026. 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.

	Medicaid	DBH	Magellan	MTM	Liberty	Total
Q1	3	0	17	0	0	20
Q2	-	-	-	-	-	-
Q3	-	-	-	-	-	-
Q4	-	-	-	-	-	-
SFY to date	3	0	17	0	0	20

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

	Average Days to Appeal Resolution					Range of Days to Appeal Resolution			
	Q1	Q2	Q3	Q4	SFY	Q1	Q2	Q3	Q4
Medicaid	28	-	-	-	28	19-36	-	-	-
DBH	-	-	-	-	-	-	-	-	-
Magellan	15	-	-	-	15	3-28	-	-	-
MTM	-	-	-	-	-	-	-	-	-
Liberty	-	-	-	-	-	-	-	-	-

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

YEAR OVER YEAR COMPARISON

The following table shows the year over year comparison of complaints received by all YES teams. It is broken down by quarter.

Table 22: YES Complaints compared SFY25 to SFY26

	YES CCT		DBH		Magellan		MTM		Liberty		IDJC		CYFS		Total	
	SFY25	SFY26	SFY25	SFY26	SFY25	SFY26	SFY25	SFY26	SFY25	SFY26	SFY25	SFY26	SFY25	SFY26	SFY25	SFY26
Q1	5	5**	0	1**	6*	2	46	37	0	0	8	1	0	0	65	46
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 Totals	20	5	0	1	16	2	141	37	0	0	29	1	0	0	206	46

*One complaint was reported to both the YES Centralized Complaints Team and Magellan. It is counted in the total for both teams and counted twice in the SFY25 total.

**One complaint was reported to both the YES Centralized Complaints team and the DBH team. It is counted in the total for both teams and counted twice in the Q1 and SFY26 totals.

Table 13.: YES Appeals compared SFY25 to SFY26.

	Medicaid		DBH		Magellan		MTM		Liberty		Total	
	SFY25	SFY26	SFY25	SFY26	SFY25	SFY26	SFY25	SFY26	SFY25	SFY26	SFY25	SFY26
Q1	0	3	0	0	1	17	0	0	0	0	1	20
Q2	0	-	0	-	4	-	0	-	0	-	4	-
Q3	0	-	0	-	7	-	0	-	0	-	7	-
Q4	0	-	0	-	4	-	0	-	0	-	4	-
SFY Total	0	3	0	0	16	17	0	0	0	0	16	20