



# 2019 BEHAVIORAL HEALTH SURVEY

## PROVIDER SCORECARD (ADULT MEDICAID)

SURVEY QUESTIONS	HEALTHPLAN'S SCORE
Location of services was convenient	81%
Able to see psychiatrist when wanted	74%
Returned calls within 24 hours	78%
Were available at convenient times	82%
Deal more effectively with daily problems	70%
Would recommend to friends and family	84%

## PROVIDER SCORECARD (CHILD MEDICAID)

SURVEY QUESTIONS	HEALTHPLAN'S SCORE
Helped to choose treatment goals	87%
Got all help wanted for child	73%
Got as much help as needed	73%
Child had someone to talk to when troubled	79%
Treated me with respect	87%
Respected family's religious/spiritual beliefs	77%
Spoke in a way I could understand	73%
Sensitive to cultural/ethnic background	62%
Have people who will listen	71%
Have needed support in case of crisis	73%
Child on medication for emotional/behavioral reasons	33%
Still getting services from this agency	67%
Like the services received	80%
Overall satisfied with services	73%
Satisfaction with counseling or treatment	64%

**We thank you for participating in our customer satisfaction survey. Results were gathered using the Consumer Assessment of Healthcare Providers and Systems Survey (CAHPS). Your valuable feedback will help us serve you better and continue to improve our service offering to you.**