

Magellan Health Services of California Inc., - Employer Services*
(Magellan Employer Services)
Managed Care
2008 Member Satisfaction Survey

Surveys mailed: 1,610 Response rate: 15 percent		
Survey Item		Percent Satisfied
Areas of High Satisfaction	Overall member satisfaction	89%
	Staff responsive, knowledgeable, courteous	91%-94%
	Therapist quality, listened, understood concerns	92%-93%
	Therapist promptness	95%
	Ease of Access.	91%-97%
	Compared to previous experiences with other companies, Magellan understood and correctly administered your benefit	96%
	To what extent has our program met your needs	92%
	Did the services help you?	96%
	Would you come back to Magellan?	95%
	Opportunities for Improvement	Overall quality of the therapist
How closely the therapist listened to you		92%
Your therapist's ability to describe how you would work together (your treatment plan)		91%
Your overall experience with the facility or program		88%
Regarding your treatment facility or program: The pleasantness of the physical environment		87%
Regarding your treatment facility or program: The courtesy and responsiveness of the professional staff		91%
The competence of the professional staff, overnight stays		91%
Delays in your care while you waited for approval		90%
Difficulty in receiving care you and your provider believed was necessary		91%

*Magellan subsidiaries in California are Human Affairs International of California (HAI-CA) and Magellan Health Services of California Inc.- Employer Services