

**Northeast Care Management Center (NJ, NY, VT)**  
**Member Satisfaction Results**  
**2008**

<b>GHI Commercial</b>		
<b>Surveys mailed: 450</b>		
<b>Response rate: 8.7 percent</b>		
	<b>Survey Item</b>	<b>Percent Satisfied</b>
<b>Areas of High Satisfaction</b>	Did the characteristics of your therapist/counselor meet your needs: Language	100 %
	Did the characteristics of your therapist/counselor meet your needs: Racial/ethnic background	100 %
	Did the hospital facility work with you and/or your family to develop an after-discharge treatment plan?	100 %
	Did the characteristics of your therapist/counselor meet your needs: Gender	97.1%
	Did the characteristics of your therapist/counselor meet your needs: Age	97.1%
<b>Opportunities for Improvement</b>	With the choices that were available to you through Magellan, was it easy to find a therapist/counselor?	61.9%
	Before you went for counseling or treatment, how often did Magellan make it clear how much you would have to pay?	50.0%
	Do you know how to file a complaint with Magellan?	40.5%
	Did your therapist/counselor (s) suggest you attend self-help or consumer run programs such as clubhouses and drop-in community support centers	37.1%
	In the last 12 months, how often did you get the professional advice or counseling you needed over the phone?	28.6%

<b>GHI Medicaid</b>		
<b>Surveys mailed: 1,232</b>		
<b>Response rate: 9.2 percent</b>		
	<b>Survey Item</b>	<b>Percent Satisfied</b>
<b>Areas of High Satisfaction</b>	Your provider's sensitivity to your cultural background.	95.4%
	Your provider treated you with dignity and respect.	95.4%
	The comfort and acceptability of the office.	95.3%
	Your provider listened carefully to your concerns.	93.5%
	The courtesy and respectfulness of the office staff.	92.5%
<b>Opportunities for Improvement</b>	The provider's explanation of what medication side-effects to look for.	83.1%
	The choice of providers available to you.	80.2%
	Were you satisfied with the response (complaint)?	74.1%
	If you filed a complaint or grievance, were you notified of your rights to file an appeal?	50.0%
	Do you know how to file a complaint or grievance about your service?	43.9%

**Vermont Aggregate**  
**Surveys mailed: 2,886**  
**Response rate: 20.2 percent**

	Survey Item	Percent Satisfied
<b>Areas of High Satisfaction</b>	Did the office staff you talked with treat you with courtesy and respect?	99.4%
	Did you therapist/counselor(s) clearly explain things in a way you could understand?	98.8%
	Did the characteristics of your therapist/counselor meet your needs: Language	98.6%
	Were the office staff you talked with as helpful as you thought they should be?	98.4%
	Did the characteristics of your therapist/counselor meet your needs: Gender	98.4%
<b>Opportunities for Improvement</b>	Before you went for counseling or treatment, how often did Magellan make it clear how much you would have to pay?	58.1%
	If you filed a complaint, were you notified of your rights to file an appeal?	55.2%
	In the last 12 months, how often did you get the professional advice or counseling you needed over the phone?	29.6%
	Do you know how to file a complaint with Magellan?	24.8%
	Did your therapist/counselor (s) suggest you attend self-help or consumer run programs such as clubhouses and drop-in community support centers?	21.6%