

**Southwest Care Management Center
(TX, LA, AR, OK, IL)
Member Satisfaction Results
2008**

Surveys mailed: 11,410 Response rate: 13percent		
Survey Item		Percent Satisfied
Areas of High Satisfaction	Overall member satisfaction (Overall, how would you rate the services you received through Magellan?)	94%
	How well did your therapist's/counselor's skills/specialty match your concern?	97%
	How much were you helped by the counseling or treatment you got?	93%
	To what extent would you say that your ability to function at work and/or home has changed since treatment began?	87%
	If any medication was prescribed for you, were the effects and side effects explained to you in a way that you could understand?	91%
	Did the Magellan telephone representative you spoke with treat you with courtesy and respect?	95%
	With the choices that were available to you through Magellan, was it easy to find a therapist/counselor?	86%
	How often did the office staff you talked with treat you with courtesy and respect?	97%
	How often did your therapist/counselor(s) clearly explain your treatment plan and how you would work together?	93%
Opportunities for Improvement	Overall, how would you rate the hospital facility that provided most of your behavioral health services?	75%
	Overall, how would you rate the treatment program that was provided in the hospital facility?	68%
	How often was the hospital facility staff you talked with as helpful as you thought they should be?	69%