

Tristate Care Management Center

2008 Commercial Member Satisfaction Results (Maryland, Virginia, District of Columbia)

Surveys Mailed: 2,375 Response Rate: 11.1 percent		
	Survey Item	Percent Positive Responses
Areas of High Satisfaction	If you were to seek help again, would you come back to Magellan's program?	94.0%
	Overall satisfaction with treatment received from therapist	93.4%
	Overall satisfaction with Magellan	93.0%
	Satisfaction with how much were you helped by the counseling or treatment you received	93.0%
	Got an appointment as soon as you wanted	91.3%
	Magellan staff was responsive	89.6%
Opportunities for Improvement	Hospital staff was helpful	43.8%
	Hospital worked on an after discharge treatment plan with you	68.4%
	Magellan staff was prompt	79.4%
	Was easy to find a therapist or counselor	81.1%

2008 Medicaid Member Satisfaction Results (Indiana, Nevada, Texas)

Surveys Mailed: 4,455 Response Rate: 9.1 percent		
	Survey Item	Percent Positive Responses
Areas of High Satisfaction	Your provider's sensitivity to your cultural background	90.8%
	Was Magellan courteous and respectful toward you?	88.9%
	Your provider treated you with dignity and respect	88.9%
	Your provider listened carefully to your concerns	85.7%
	The comfort and acceptability of the office	85.6%
Opportunities for Improvement	The choice of providers available to you	71.7%
	How well the staff worked with you on a plan for continuing your treatment after discharge	73.3%
	Was Magellan able to help you in a short period of time?	75.2%
	If you were prescribed medication, the provider's explanation of what side effects to look for	75.7%