



2020 Behavioral Health PROVIDER SCORECARD Adult Medicaid

SURVEY QUESTIONS	HEALTH PLAN'S SCORE
Rating of counseling or Treatment	73%
How often member was involved as much as they wanted in their treatment and counseling	83%
People who provided counseling or treatment show respect for what you had to say	92%
People who provided counseling or treatment explain things in a way you could understand	92%
People who provided counseling or treatment spent enough time with you	87%
People who provided counseling or treatment listened carefully to what you had to say	91%

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



2020 Behavioral Health PROVIDER SCORECARD Child Medicaid

SURVEY QUESTIONS	HEALTH PLAN'S SCORE
Rating of counseling or Treatment	67%
How often member was involved as much as they wanted in their treatment and counseling	89%
People who provided counseling or treatment show respect for what you had to say	86%
People who provided counseling or treatment explain things in a way you could understand	92%
People who provided counseling or treatment spent enough time with you	82%
People who provided counseling or treatment listened carefully to what you had to say	82%

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