



Survey Results Year 2000

420 provider surveys were mailed. Of that number, 122 providers responded. Of the 122, there were 96 providers who responded to the survey and completed a screening form. Of the 96 who responded to the survey, not everyone answered all the questions. The other 26 providers who did not respond to the survey did complete the provider screening form. (Two additional providers responded anonymously reporting that managed care, in general, had done nothing to help them or their clinical practice).

Thank you for taking the time to complete the screening tool and/or the survey. The screening information will allow PrimariLink® to better refer clients to your practice. The survey results will contribute to the review of our daily operations. Those of you who expressed an interest in the Advisory Panel will be contacted by phone.

Here are the results of the survey:

1) *When calling PrimariLink are your calls handled in a courteous and respectful manner?*

95 providers responded to this question. (One additional provider reported that this question did not apply to them as yet)

- 71 providers responded yes, an additional, 18 providers responded yes while adding positive comments
- Total of 89 of the 95 rated their experience as positive...

A sampling of the comments:

- 'always very positive and caring...'
- 'outstanding, courteous, reliable and helpful...'
- 'a professional delight...well informed, friendly and sensitive...'
- 'very respectful and responsive'
- '(reviewer) went out of her way to make sure that the patients got the treatment they needed...'

In addition to these comments there are the following:

- 1 provider said the questions of the survey 'did not address any substantive provider concerns'
- 1 provider reported positive interaction 80% of the time
- 2 providers reported that voice mail delayed the process and timeliness of decisions
- 1 provider reported that the intake process did not always help to untangle problems
- 1 provider reported, 'not always'

2) *Are clinical discussions and reviews completed in a thoughtful process?*

93 providers responded to this question

- 68 providers responded yes
- 19 providers reported that they had not had any conversations as yet regarding clinical reviews, i.e. N/A
- 1 provider reported the discussions to be thoughtful 80% of the time
- 3 providers commented that the wait time was not helpful
- 2 providers reported very positive experiences

3) *What suggestions would you make to improve the process of authorization and review?*

69 providers commented on this question

- 22 providers commented that the OTR could be shorter and/or formatted differently
- 10 providers would like to have more initial sessions authorized
- 6 providers said to keep things as is
- 4 providers inquired about OTRs online
- 2 providers wanted a faster turn around time
- 1 provider recommended that all authorizations be done by phone
- 1 provider was pleased that the PCP referral had gone away
- 2 provider suggested that there should be only one phone number for authorizations
- 10 providers said they did not have enough experience with PrimariLink[®] to comment, i.e. N/A

Other provider comments included: wanting to clarify their address, wanting knowledge of co-pays, increase patient education regarding process of authorization. We should also add specific question related to suicide assessment to OTR as part of mental status section.

4) *Are reviewers knowledgeable about the clinical issues that face you and your clients?*

80 providers responded to this question

- 69 providers responded affirmatively that reviewers were knowledgeable about the issues that face providers and clients. Several who responded yes also added favorable comments for specific reviewers.
- 7 providers reported that they had no experience on which to base an opinion (N/A)
- 1 provider commented that when working with axis 2 clients more time is required
- 1 provider commented that phone calls have been helpful to discuss cases
- 1 provider had a question about whether an RN should review OTRs, although adding that the RN 'is nice'
- 1 provider found the process 'intrusive'

5) *Please comment on the clinical criteria being used. Are they helpful and thorough? (LOCUS, ASAM, Outpatient).*

55 providers responded to this question

- 43 providers reported yes to this question
- 11 providers report being unsure and seem to indicate a lack of knowledge of the criteria being used or reported a lack of experience using the criteria
- 1 provider felt that the outpatient criteria was too narrow

6) *Any general comments/feedback/suggestions for in-service training?*

23 providers responded to this question

12 providers offered ideas for in-services topics, including: brief therapy, EMDR, PTSD, couples, Alzheimer's, children/adolescent, ethics, depression and anxiety, BPO, ED and OCD, issues related to divorce, brain research, and women's issues, Adult ADD, issues of termination in treatment and a lay persons understanding of medications used in treating patients with behavioral issues.

Other comments included:

- 'reviewers should experience writing OTRs...'
- 'use the OTR developed by the APA'
- 'the OTR is good the way it is...'
- 'be as user friendly as possible...'
- 'speed up claims payment'
- 'I have found PrimariLink responsive and easy to work with'
- 'I am very pleased with the job you and your staff are doing...'

Advisory Panel: There were 20 providers who offered to participate in this panel. Based upon a review of this survey the tasks will include: OTR form, review of authorization of sessions, education regarding criteria, possible in-service offerings. This list may be added to once we talk.

PrimariLink® Survey Responses, 2000

23% (96/420) response rate

