

Magellan Member Feedback on Medical Assistance Transportation Services, 2021

Magellan Behavioral Health of Pennsylvania

Each year, Magellan Behavioral Health of Pennsylvania (Magellan) conducts a survey of members in all six contracted counties (Bucks, Cambria, Delaware, Lehigh, Montgomery, and Northampton). One requirement in the Pennsylvania HealthChoices Program Standards & Requirements (PS&R) is that behavioral health managed care organizations include a question on their member's surveys about satisfaction with Medical Assistance Transportation Provider (MATP) services. The other questions focus on experiences with behavioral health providers, with Magellan, and with the network of behavioral health services available.

Magellan sends surveys to adults who have received mental health services, parents of youth who have received mental health services, and members who have received substance use disorder services ("Drug & Alcohol") in the calendar year. In accordance with the PS&R, the surveys to members who have used mental health services are directly mailed and returned to Magellan with a self-addressed postage-paid envelope, while the "Drug & Alcohol" surveys are distributed by the substance use service providers and returned to Magellan by the provider.

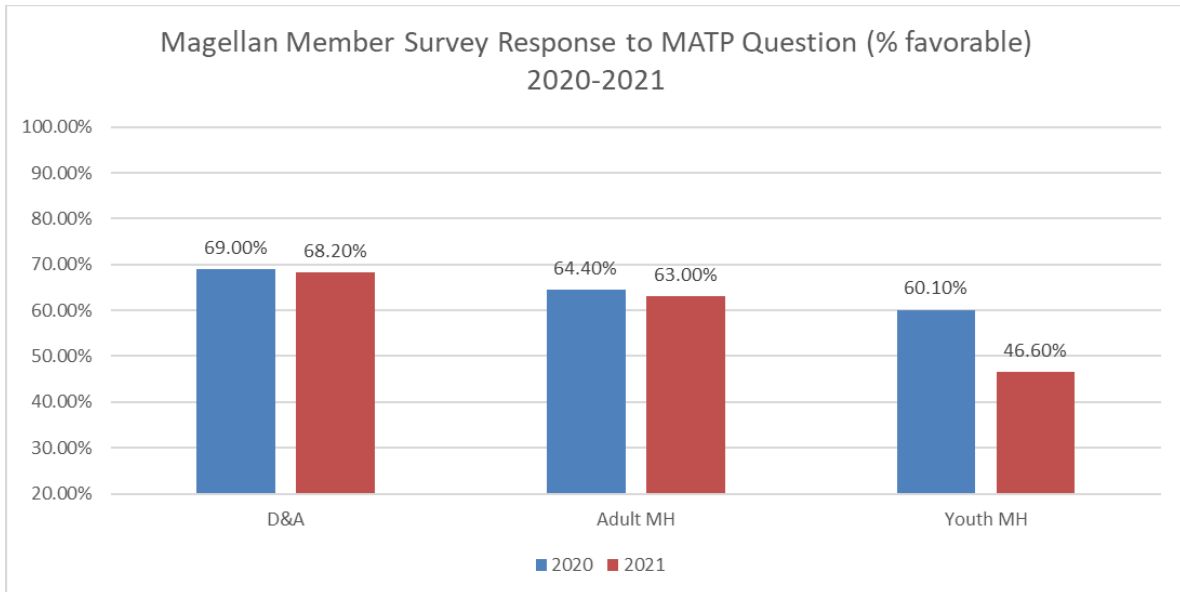
The question about MATP is worded in this way:

I am satisfied with medical assistance transportation services (adult surveys).

My family is satisfied with medical assistance transportation services (youth surveys).

The response is recorded on a 5-point scale, with the choices being Strongly Agree, Somewhat Agree, Neither Agree nor Disagree, Somewhat Disagree, and Strongly Disagree. The respondent also may mark "Not applicable." Responses marked above neutral (meaning "Somewhat Agree" and "Strongly Agree") are considered favorable. The percentages presented below are the proportion of respondents that marked the question with a favorable response.

Among all three populations surveyed (adults, youth utilizing mental health services, and individuals that utilized substance use treatment services) this question was among the three lowest scoring items on the entire survey in 2021. In all three cases, the level of satisfaction indicated by the responses to this question decreased from 2020 to 2021.



The survey concludes with a write-in question that is stated, “What is the first thing you would like us to work on to make your/your child’s experience with Magellan better?” Out of all the write-in responses, 28 pertained to transportation issues. Some were general, about not having transportation at all, or were clearly about another type of transportation service. Among the comments specifically about MATP (or that appeared to pertain to MATP) were the following:

- Transportation services are unsatisfactory.
- [Name of MATP provider] should schedule enough time so you are not always late to appointments. You shouldn't be on their van for over three hours.
- It is difficult to use medical assistance transportation for services.
- I feel that the transportation services should be managed better to suit my son's appointment times, especially when needed to contact them. Also, I don't feel as if the service "cares" as to when respecting needs/wants when requesting rides to/from.
- Transportation staff have minimal understanding of children with behavioral challenges. My daughter's \$200 air pods disappeared with no care or assistance from drivers.
- The time when picking up or dropping me off to my appointments. If my time to go home and I be (done) finished like dropped off at 11:30 and appointment is at 11:40, they should be able to be back to pick me up within 20 minutes.
- Sometimes transportation scheduling is poor.

Magellan will share this feedback with the MATP providers in each of the counties served, so that the MATP organizations may use the feedback in their own quality improvement efforts.