

CUSTOMER SERVICES CONDENSED ACTIVITY SUMMARY

Second Half FY 2017-18 Semi-Annual Summary Report

For the period April 2018 – September 2018

Performance: For second half of Fiscal Year 2017-2018, there were a total of 24 consumer contacts* received, with 27 issues identified. These contacts fell into the following categories:

- 10 Customer Services Inquiries
- 11 Grievances
- 3 Local Appeals
- 0 State Appeal

*It should be noted, that in some cases, customer services contacts contain more than one issue identified by the consumer. The 24 contacts for this review period contained a total of 27 issues identified. Therefore, the total “nature of the contact” numbers throughout this report may be larger than the total number of customer services contacts for the period.

Time Frame:	Total Unduplicated number of Consumers seen at WCMH for the 12-month timeframe	Total Number of Customer Service Contacts for the Time Period	Total Number of Issues Reported from the Customer Service Contacts
2nd Half Apr 2018 – Sep 2018	1587	24	27
1 st Half FY 2018: Oct 2017 – Mar 2018	1619	17	21
2 nd Half FY 2016/17: Apr 2017- Sep 2017	1829	37	46
1 st Half FY 2016/17: Oct 2016 – Mar 2017	1755	21	30
Annual Oct 2015-Sep 2016	1983	39	41
2 nd Half FY 2015: Apr 2015 – Sep 2015	1748	32	42
1 st Half FY 2015: Oct 2014 – Mar 2015	1767	30	43
2 nd Half FY 2014: Apr 2014 – Sep 2014	1727	32	37
1 st Half FY 2014: Oct 2013 – Mar 2014	1776	38	38
2 nd Half FY 2013: Apr 2013 – Sep 2013	2040	22	23
1 st Half FY 2013: Oct 2012 – Mar 2013	1943	24	27

Comments:

- The number of Customer Service contacts for FY 17/18 2nd half have remained relatively consistent

Customer Service Inquiries:

Description: All customer service inquiries received are sorted into a number of broad categories for the purpose of tracking and trending the nature of the consumer's contact.

Performance: For FY 2017-18 2nd half, there were 10 customer service inquiries received. These 10 customer services inquiries contained a total of 10 comments from consumers. Below is the table containing the year to date total with the comparison to the overall inquiries received for previous entire fiscal year.

	FY 17-18 2nd Half Total	FY 17-18 1st Half Total	FY 16-17 Total	FY 15-16 Total	FY 14-15 Total	FY 13-14 Total	FY 12-13 Total
CMH Process/Explanation	1	0	0	3	0	0	1
Compliments	2	2	2	1	15	22	6
Information/Advocacy	4	0	3	1	4	2	0
Other	3	3	1	1	3	2	0
Referral	0	0	0	1	0	0	0
Billing	0	0	0	0	0	0	0
Contract Provider complaints	0	0	0	0	0	0	0
Eligibility/Denial	0	0	0	2	0	0	0
Staff	0	0	2	0	0	0	0
Medications	0	0	0	3	1	0	0
Treatment Changes	0	0	1	1	0	0	0
Facilities/Accessibility	0	0	1	-	-	-	-
Total	10	5	10	13	23	26	7

Comments:

- When compared to previous reporting periods, the number of inquiries for FY 17/18 2nd half, continues to remain relatively consistent when compared with previous reporting periods. There is a decrease in the number of inquiries regarding medications and CMH process.

Grievances - Nature of Contact:

Description: All grievances received are sorted into a number of broad categories for the purpose of tracking and trending the nature of the consumer’s complaint.

Performance: For the second half of Fiscal Year 17/18 there were a total of 11 grievances received from 24 unduplicated consumer contacts. These 11 grievances contained 13 issues identified by the consumer. Of the 13 issues from the grievances received, below is a breakdown of the nature of the consumer’s complaint.

	FY 17-18 2nd Half Total	FY 17-18 1st Half Total	FY 16-17 Total	FY 15-16 Total	FY 14-15 Total	FY 13-14 Total	FY 12-13 Total
CMH Process/Explanation complaints	4	3	3	3	5	9	10
Complaints about staff	3	4	17	8	25	16	18
Information/Advocacy	0	0	0	0	1	0	0
Facilities	0	0	2	1	2	1	4
Billing	0	2	1	0	2	1	2
Other	0	0	0	2	3	10	2
Eligibility/Denial complaints	0	0	2	2	2	2	2
Organization Procedures	0	0	1	0	1	0	2
Referral	0	0	0	0	1	0	0
Accommodation Needs	1	0	1	0	1	1	0
Treatment Changes	2	0	1	1	1	3	0
Delay in Services	0	0	0	2	1	0	0
Medication	3	7	3	6	10		
Technology	0	0	0	1			
Contract Providers	0	0	2	0			
Total	13	16	33	26	55	43	40

Comments:

- When compared to previous reporting periods, data from FY 17/18 2nd half, suggests the number of grievance concerns received is within the same range of previous reporting periods.
- The majority of grievances fall in the category of “CMH Process” and the data shows that this area continues to be on the incline. CMH process complaints were relative to automated reminders, notices, housing and closing a case.
- The grievances about staff ranged from questions about changes to a document that the consumer desired, to transportation misunderstandings and a request for a change in RCM.
- Grievances about medication were about requesting a change in prescriber, type of medication no longer being prescribed and a change in dosage without prior communication.
- Treatment change grievances were about requests for LOC changes.
- The grievance in the accommodations category was in regard to an essential oil allergy

Appeals – Nature of the Contact:

Description: All appeals received are sorted into a number of broad categories for the purpose of tracking and trending the nature of the consumer’s complaint.

Performance: For Fiscal Year 2017-18 2nd half, there were 3 requests for appeal received. Below is a breakdown of the nature of the consumer’s appeals, including data from previous years:

	FY 17-18 2nd Half Total	FY 17-18 1st Half Total	FY 16- 17 Total	FY 15-16 Total	FY 14-15 Total	FY 13-14 Total	FY 12-13 Total
Eligibility/Denial	2	0	2	1	4	6	3
CMH Process / Explanation	1	0	0	0	0	1	0
Accommodation needs	0	0	0	1	0	0	0
Delay in Service	0	0	0	0	0	0	0
Treatment Changes	0	0	0	0	0	0	0
Request for Second Opinion	0	0	0	0	0	0	1
Other	0	1	2	1	0	0	0
Total	3	1	4	3	4	7	4

(Note: Attachment # 1 contains definitions of the above broad categories).

Comments:

- There are no new trends; the number of appeals received remains consistent when compared to previous FY.
- All Appeals were handled through the Local Appeal Process.

Final Comment/Recommendation: The Customer Service Department continues to work towards reducing the number of days it takes to respond to inquiries and reach grievance resolutions. The relevant organizational teams play an active role in resolving grievances and are well aware of situations and trends, and CS will continue to coordinate the resolution with the relevant WM staff and departments. It is recommended that supervisors remind their staff about the 5-day turn-around-time.

West Michigan is in the process of taking back the majority of customer service responsibilities as Beacon takes the lead February 1st. Inquiries and Grievances will continue to be handled by WMCMHS CS without the immediate oversight previously provided by the LRE. This should help somewhat with improving timeframes. Beacon will handle appeals for the functions they deliver/authorize (inpatient, crisis res). WM will handle appeals for all the remaining services that we authorize.

PIOC will continue to be made aware of issues and trends and provided the opportunity to provide input as well. The Customer Service Activity Summary report will be provided semi-annually with the next report for October-March FY 18/19 1st Half to PIOC in June 2019.