

Improving Member Satisfaction

The member satisfaction survey is distributed on an annual basis. The survey conducted in 2006, based on care received in 2005, revealed high marks in several areas for behavioral health services.

For behavioral health care, the survey showed that members who responded to the survey were most satisfied with:

- Practitioners listening carefully to them
- Practitioners explaining things in a way they could understand
- Practitioners showing respect for what they have to say
- Practitioners spending enough time with them
- Being involved as much as they want in their treatment

Other areas in which Western Behavioral Health members reported higher satisfaction than the national average included:

- Being given as much information as wanted about how to manage their condition.
- Being given information regarding their member rights.
- Being aware that they could refuse a specific type of medicine or treatment.

Western Behavioral Health also identifies areas for improvement based on the annual survey. As a result of the 2006 survey, the following areas for improvement were chosen:

- Access to routine and urgent treatment.
- Getting the help needed when calling Customer Service.

UPMC Health Plan and Western Behavioral Health are working together to improve the care and services provided to our members in these areas. Activities currently being implemented to address these areas include:

- Verifying provider data to ensure that accurate information is given during referrals.
- Distributing the access standards to providers via newsletters semi-annually as well as Community Care's website.
- Increasing the frequency of live audits of Customer Service staff.
- Implementing a more intensive new employee orientation for Customer Service staff.

Western Behavioral Health looks forward to working with providers to increase member satisfaction in these areas. If you have suggestions on how we can improve satisfaction in these areas please call Western Behavioral Health at 1-888-251-2224.