

# 2008

## ESA Provider Survey (paid through SSPS)

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Provider Comments  
Provider Characteristics



What does DSHS do well?	What could DSHS do better?	Provider Information
They always take the time to look.	Call back sooner.	Agency; medical evaluation services provider; 40 employees; Western Washington.
Returns calls promptly.	Actually, I'm quite pleased.	Individual; psych evaluation services provider; Western Washington.
Pay promptly once they receive voucher from CSO.	Stop duplication of paperwork.	Individual; psych evaluation services provider; Western Washington.
Always answers the phone and gets back to me promptly.		Agency; services not indicated; 300 employees; Western Washington.
The provider services representatives are always extremely helpful in handling any type of claim issue.	The claims processing system, even too electronic submission, still seems very slow. The Remittance Advice could be easier to read and interpret.	Individual; medical evaluation services provider; Western Washington.
Informative about cases, supply records when available, prompt, polite, knowledgeable.	Allow a greater variety of tests to be administered as in the category booklet test, TOMM, WPP.	Agency; psych evaluation services provider; 2 employees; Eastern Washington.
Cheerfully try to answer questions or try to direct us to someone who can help us.	Shorter hold times for phone calls to customer service.	Unknown provider type - services not indicated; Western Washington.
Communications are quick and efficient. Always courteous, even overly respectful.	Electronic form completion and submittal. Thanks for asking.	Individual; psych evaluation services provider; Western Washington.
We only receive 2 or 3 calls a year from any DSHS employee. We have never had any problems.		Agency; transportation services provider; 25 employees; Western Washington.
Always helpful, answering all questions, etc.	Old problem: client education on coverage, etc.	Agency; medical evaluation services provider; 38 employees; Western Washington.
Conscientious, professional staff.	The SSPS payment system is more efficient than the DDDS system - and the voucher system works very clumsily.	Individual; more than one type of service provider; Western Washington.
Scheduling, staffing, prompt payment, communication, dedication to the clients.		Individual; psych evaluation services provider; 1 employee; Western Washington.
We love that we can just call and get a problem fixed immediately, instead of having to submit a ton of paperwork and waiting weeks.	Hold times on telephone calls are extremely long.	Agency; other care services provider; Eastern Washington.
Responds promptly to my requests for help.	Just continue with their services.	Individual; psych evaluation services provider; Western Washington.
Payment has been very prompt for GAU evals and authorizations are efficient.	Medicaid reimbursement is very low and disqualifies many [indecipherable comment].	Individual; psych evaluation services provider; Western Washington.
	Make sure clients have all paperwork required.	Unknown provider type - psych evaluation services provider; Western Washington.
All social case workers are very kind and helpful.	Put our patient account numbers on vouchers (other ins. Co. do this routinely).	Agency; medical evaluation services provider; 6 employees; Western Washington.
Referrals have been screened, evaluation materials are clear, payment is quick. Tina Hoang is ALWAYS helpful and courteous!	Have capacity to receive referrals and submit documentation by email.	Agency; more than one type of service provider; 3 employees; Western Washington.
At both Capitol Hill and Rainier CSO's I am given any required information, maintenance and schedule. Prompt payment, excellent professional collaboration.	These 2 offices [Capitol Hill and Rainier CSO] and I work well together.	Individual; psych evaluation services provider; Western Washington.

What does DSHS do well?	What could DSHS do better?	Provider Information
Prepare reports/supply materials, helpful, supportive.	Nothing.	Individual; psych evaluation services provider; Western Washington.
Return phone calls quickly.	Better psych Evals.	Agency; medical evaluation services provider; 40 employees; Western Washington.
Depending on who I get, some DSHS employees are ready to help and are professional, where others could care less. NO ONE EVER SAYS THEIR NAMES!	Be consistent with saying if they will fax us a patient's monthly coupon if the patient did not bring it in. Some will offer and others say they don't have time.	Individual; medical evaluation services provider; Western Washington.
Once you get through on phone it is fine. Local GAU office is great.		Agency; medical evaluation services provider; Western Washington.
Whenever interaction is needed.	When I come in to drop off psych Evals, the girl at the desk needs to try to be helpful.	Individual; psych evaluation services provider; Western Washington.
Polite social workers - they are responsive to our phone calls and messages.	Nothing we can think of. Keep up the great work!	Agency; psych evaluation services provider; 5 employees; Eastern Washington.
Provide good information, re: clients referred to me for evaluation.	Not much, the process works pretty good.	Individual; psych evaluation services provider; Eastern Washington.
Indicates I am doing well, or recommendation what to do different for clarity.	Suggestion only: Once a year the DSHS staff (all or representatives) meet with evaluators (me), etc. We did so in past.	Individual; medical evaluation services provider; Eastern Washington.
	Payments could come in a little faster.	Agency; psych evaluation services provider; 35 employees; Eastern Washington.
	I don't call for help, it is too difficult for providers to gain access to help by phone.	Agency; other care services provider; 20 employees; Western Washington.
	Patients need to be better educated as to getting referrals if required when seeing a specialist. Many think the ER is a referral for Healthy Options.	Agency; medical evaluation services provider; 4 employees; Eastern Washington.
Some staff are very caring and helpful to clients. Most are professional and competent.	There is unevenness in quality of DSHS staff, with certain individuals seemingly far less competent and empathetic with clients than others. Clearly, the staff are burdened by excessive caseloads.	Individual; more than one type of service provider; Western Washington.
Responsive to my requests (1/year).		Individual; psych evaluation services provider; Western Washington.
	At times, direct deposit does not notify me of deposit.	Individual; psych evaluation services provider; 1 employee; Eastern Washington.
Very knowledgeable on claims issue.	Less wait time.	Individual; medical evaluation services provider; Western Washington.
Very fast on auths for testing.		Agency; medical evaluation services provider; 2 employees; Eastern Washington.
You have some wonderful people on staff - helpful and friendly.	Some of your staff: less GAU accommodating! Simplify processes - standardize - often get multiple answers to same question. Some MFO very hard to put - such as special benefit codes on coupon.	Agency; medical evaluation services provider; 4 employees; Western Washington.
Giving the answers so unpaid/denied claims can be resolved.	Continue to train staff. Some reps really stand out and know how to get "deeper" answers, which reflects their training and expertise. Offer training for providers.	Agency; other care services provider; 200 employees; Eastern Washington.

What does DSHS do well?	What could DSHS do better?	Provider Information
They give us the information that we request.	They are doing well, don't feel improvement is necessary.	Individual; other care services provider; Eastern Washington.
N/A.	Not having to change password so often.	Agency; medical evaluation services provider; 8 employees; Eastern Washington.
Provides useful records.	Pay vouchers more promptly.	Individual; psych evaluation services provider; Eastern Washington.
	A better breakdown of charges being paid: state billed charge then DOS, then payment allowed. It's very hard to know what charges are being paid when patient has a number of them.	Agency; medical evaluation services provider; 600 employees; Western Washington.
Extremely courteous, helpful, flexible and funny!	N/A.	Agency; psych evaluation services provider; Western Washington.
The wait time has been reduced a lot so that's been helpful.	Sometimes I end up talking to 2-3 people before I get an answer to my question.	Agency; medical evaluation services provider; 150 employees; Eastern Washington.
I receive reimbursement within a week or two of turning in eval.		Individual; psych evaluation services provider; Western Washington.
Answer my questions on phone.	Make the authorization (medication, etc.) easier to use and figure out - which forms, where do we get them, etc.	Individual; medical evaluation services provider; 2 employees; Western Washington.
Answer questions - send requested info.		Agency; medical evaluation services provider; Western Washington.
Easy telephone contact, nice, easy folks to talk with.	Pay me more for my work (smiley face).	Individual; psych evaluation services provider; Eastern Washington.
Only a few people there tried to help with getting payment to us on eval's that have been done, but we still have a lot of outstanding eval's that need to be paid.	Make payment on eval. that has been done.	Individual; psych evaluation services provider; Western Washington.
Katie Miller in Clarkston, WA is a GEM!	We no longer take new DSHS patients due to poor reimbursement - Increase that.	Individual; medical evaluation services provider; 3 employees; Eastern Washington.
Provides access, returns calls.	Could be more supportive with info. about court - perhaps it is issue with DSHS attorneys.	Individual; psych evaluation services provider; Eastern Washington.
I have a good relationship with GAU workers.	Explain to DSHS clients my exact role as evaluator; that I'm not the client's therapist.	Individual; more than one type of service provider; 2 employees; Western Washington.
They are helpful in setting up appt. times with patients. I appreciate when they have SEVERAL to schedule at once in my outpatient practice.	Billing has often been SLOW and required repeated requests. I'd like more referrals - reimbursement of \$130. is no longer consistent with market value of \$150. Payment that accompanied this survey was for a patient I'd never seen and meanwhile, I haven'	Individual; psych evaluation services provider; Western Washington.
	An option on voicemail to talk to a person.	Agency; medical evaluation services provider; 30 employees; Eastern Washington.
Provide requested info. Get patients scheduled.	Provide background info - without my nagging (needed only about 50% of the time).	Individual; psych evaluation services provider; Eastern Washington.
I think you provide the necessary info. To perform our job - I like the website.		Individual; other care services provider; 4 employees; Eastern Washington.

What does DSHS do well?	What could DSHS do better?	Provider Information
Everyone at DSHS is gracious and helpful.	I really appreciate any/all feedback about what is working or not working or not helpful.	Individual; psych evaluation services provider; Western Washington.
	Pay disability records more timely.	Individual; medical evaluation services provider; Western Washington.
Good communication, always provides needed historical documentation on referred cases over all Clark county. DSO/DSHS is a pleasure to work with.	Refer cases well in advance of their deadline - too often referrals for incapacity reviews are made only 1 week prior to the termination date for the case - creates pressure to rush eval.	Individual; psych evaluation services provider; Western Washington.
Returns calls within 24 hours. Pleasant to speak with.	Pay better on medical exams.	Agency; medical evaluation services provider; 5 employees; Western Washington.
	Recognize the award letter in your system. I mean the spend down.	Agency; other care services provider; 134 employees; Eastern Washington.
The workers are very prompt in processing medical applications and very attentive to issues when they happen to get them resolved very quickly.		Unknown provider type - medical evaluation services provider; Eastern Washington.
Always willing to hunt down an answer to my question.	More reps to answer phones.	Agency; other care services provider; 150 employees; Eastern Washington.
Very helpful customer service.	Less hold time.	Agency; medical evaluation services provider; 10 employees; Western Washington.
They pay quickly for medical records.	Staff answers are not complete - they leave out important information and I have to re-do everything - not worth it. When I call for a question I have on a claim - I'm on hold TOO long. Stop changing the rules - dump most of them and then maybe we will g	Individual; medical evaluation services provider; Western Washington.
	Process Alien Program patients when billed the first time instead of denying and having us rebill.	Individual; medical evaluation services provider; Western Washington.
Adding our entity to clients restricted coupon was really easy. Staff was courteous.	Easy access to billing/claims questions - you get transferred so many times.	Agency; psych evaluation services provider; 1 employee; Western Washington.
Gives accurate advice and stays on the line until an answer is given as to what to do (smiley face).	Answer your phones right away! Average on hold time is always 1/2 hour or more (frowning face).	Individual; medical evaluation services provider; Western Washington.
Listens well and also educates us when asked.	? Fine.	Individual; other care services provider; 600 employees; Western Washington.
Excellent staff, well-informed, prompt and courteous, very respectful of clients, bend over backward to help me and them (smiley face)!	Just keep up the good stuff - EXCEPT: psychological fee schedule for psychological testing needs to be updated.	Individual; psych evaluation services provider; Western Washington.
We enjoy a wonderful working relationship with all DSHS staff.	N/A.	Agency; more than one type of service provider; 10 employees; Western Washington.
Respond to phone calls.		Individual; psych evaluation services provider; Eastern Washington.
Very helpful.	When electronic adjustments sent for one line item only to be deleted, entire claim payment is recouped.	Agency; medical evaluation services provider; 180 employees; Eastern Washington.
Check on payments and finding paperwork.	Put account numbers on all correspondence and checks issued.	Agency; medical evaluation services provider; 1500 employees; Eastern Washington.

What does DSHS do well?	What could DSHS do better?	Provider Information
Gives me the needed information to follow through on cases.		Individual; medical evaluation services provider; 2 employees; Western Washington.
Scheduling client appointments; consulting with me about clients; and authorizing payment for services rendered promptly.	Allow me to use DSHS computers only to print my reports on-site - this would provide caseworkers with their clients' evaluation reports 2-4 days sooner than by mail.	Individual; psych evaluation services provider; 1 employee; Western Washington.
Easy access by phone. Courteous. Clients feel respected by caseworkers.	More organized billing/payment system.	Individual; psych evaluation services provider; Western Washington.
Answers questions or resolves first time or calls back with answers.	Phone system is terrible! On hold and phone disconnects every once in awhile. But average on hold time? 25 minutes (frowny face).	Individual; medical evaluation services provider; Western Washington.
	Have help that will be more willing to help with our office staff and questions.	Individual; other care services provider; Western Washington.
They are kind, considerate, and respectful of me, my staff, and our time.	Have bi-annual community meeting.	Individual; psych evaluation services provider; Eastern Washington.
They try to work with me and my busy schedule so clients will be getting the required paperwork in by adjusting deadlines SLIGHTLY, requesting documentation in a timely manner, and generally trying to give clients opportunity for medication management tha	They are already great to work with.	Individual; psych evaluation services provider; Western Washington.
Good job scheduling clients.		Individual; psych evaluation services provider; 1 employee; Eastern Washington.
Tries to assist with getting situation taken care of or providing details on how to get issues handled in fastest manner.	Provide better access to those able to make determinations about request for patient medical treatment either by phone or e-mail contact with prompt responses.	Agency; medical evaluation services provider; 14 employees; Eastern Washington.
	We moved over 5 years ago. We have called, sent in change of address, but a lot of your mail goes to old address. We have called, wrote, to no avail. Old: 1412 NE 88th, Vancouver, WA 98665 New: Sea Mar CHC, 7410 Delaware, Vancouver, WA 98664	Agency; medical evaluation services provider; Western Washington.
Send needed paperwork for payment.	Quicker return calls back to us when we have left a message with questions.	Agency; other care services provider; 15 employees; Western Washington.
Nothing.	Respond back earlier than 10 days later.	Agency; medical evaluation services provider; 50 employees; Western Washington.
Explanation of requests and phone help is always nice and friendly.		Agency; more than one type of service provider; 10 employees; Western Washington.
Seems to always resolve the issue at hand or goes beyond to help or connect with someone that can help. Wonderful commitment.	Phones! TOO long on hold (frowny face). We are busy just like DSHS. However, some improvement needs to happen in my opinion.	Individual; medical evaluation services provider; Western Washington.
Communication and scheduling.	Pay competitive fees for services.	Individual; medical evaluation services provider; Eastern Washington.

What does DSHS do well?	What could DSHS do better?	Provider Information
They pay their claims in a timely manner.		Agency; other care services provider; 12 employees; Eastern Washington.
Professional; efficient; collaborative.	Nothing noted at this time.	Individual; psych evaluation services provider; Western Washington.
Everything.	I am satisfied.	Individual; psych evaluation services provider; Western Washington.
Customer service is always very pleasant.	Sometimes I have to tell the customer service folks their own rules! Especially when it comes to DD clients and well patient exams.	Agency; medical evaluation services provider; 25 employees; Western Washington.
Communication (even though they don't get back at you the same day).	Be available to answer the phone more often.	Agency; psych evaluation services provider; Eastern Washington.
I never deal with DSHS - billing only. They called me to inform me of their billing requirements which expedited payments.		Agency; other care services provider; 31 employees; Eastern Washington.
The provider reps are almost always willing to help or research claim denials.	Sometimes the info. given isn't correct and we have to call back. A better understanding of the billing rules would be great.	Individual; other care services provider; Eastern Washington.
EDI Dept. most helpful.	Shorter wait time to customer service and more politeness!	Individual; medical evaluation services provider; Eastern Washington.
	Satisfied with flow.	Agency; psych evaluation services provider; 30 employees; Eastern Washington.
Assist with questions, re: patient health care, coverage, transportation issues, caregiver support...to name a few.	Help me know the website better for claims and checking for coverage.	Agency; medical evaluation services provider; 3 employees; Western Washington.
Answers questions the first time.	Being on hold for so long!	Individual; medical evaluation services provider; Western Washington.
Answers questions the first time.	Being on hold for so long!	Individual; medical evaluation services provider; Western Washington.
Responds quickly via mail.	Shorter wait times and hold times.	Individual; medical evaluation services provider; Western Washington.
Inform, share, support.	Honestly have no suggestions.	Individual; psych evaluation services provider; Western Washington.
Pays promptly.	Provide names of clients on electronic deposit notices (e-mail).	Individual; psych evaluation services provider; Eastern Washington.
Pay rapidly, good at returning calls.	Pay more.	Agency; psych evaluation services provider; 2 employees; Eastern Washington.
Helps me with questions I have regarding my claims.	Pay a claim completely and not require records for just one of the procedure codes.	Agency; medical evaluation services provider; 130 employees; Eastern Washington.
Good communication, accurate info., timely response, good attitude. Tina Huong is great!		Individual; psych evaluation services provider; Western Washington.
Very helpful when I call for information/assistance.	Wait time very long for phone assistance. E-mail answers often take days or weeks - or no response.	Agency; services not indicated; 35 employees; Western Washington.
Excellent response for any questions.	Refer more clients.	Agency; psych evaluation services provider; Western Washington.

What does DSHS do well?	What could DSHS do better?	Provider Information
	Give me feedback on how well I did and what areas I could improve on.	Individual; psych evaluation services provider; Western Washington.
Answers the phone - eventually. Often rude, discourteous, treated like DSHS is doing me a favor for providing cut-rate services, usually unpaid, for DSHS clients.	1. Pay claims in a timely manner consistent with the law, that means within 30 days. 2. Move from culture of denying claims - looking for any reason at all to deny - and get it right the first time. 3. Reduce administrative burden. Look at Molina - they do it right! DSHS is broken beyond repair. Suggest letting Molina take over all of your medical claims.	Individual; medical evaluation services provider; Western Washington.
They are very knowledgeable of DSHS rules and payment procedures and can always help me to submit claims correctly.	Shorter wait times (hold times) when calling the provider customer service.	Agency; other care services provider; 200 employees; Western Washington.
	Easier to get ahold of would be nice.	Agency; other care services provider; 1 employee; Eastern Washington.
They try hard to answer all my questions about eligibility.	Get more phone reps so your hold time is shorter. Usually only 15-30 min. wait. But I have held for up to 3 hours.	Agency; more than one type of service provider; 18 employees; Western Washington.
The social workers are always professional.	Return calls in a more timely matter.	Individual; psych evaluation services provider; Western Washington.
Sending us the patients' eligibility information and current coupon. Helping me to track patients PCP.	They never call back. If you leave a message [indecipherable] out of 10 you won't hear back from them.	Agency; medical evaluation services provider ; Western Washington.
Provide past reports, provide blank forms, keep schedule full, call to ensure clients show for their appointments.	Automate the forms we complete so that we could use our PC's to complete evaluations.	Individual; psych evaluation services provider; Western Washington.
Responds by phone fairly quickly when called.	Works good right now.	Individual; psych evaluation services provider; Western Washington.
You do okay - no complaints. Treated with courtesy and respect on the rare occasions I reach an incapacity worker by telephone.	Install a provider line to incapacity workers, or add worker e-mail address to authorization letter.	Individual; psych evaluation services provider; Western Washington.
Knowledge on benefits and why claim was rejected.	Less wait time to speak to LIVE customer services (at average wait time is 1/2 hour).	Agency; medical evaluation services provider; 3 employees; Western Washington.
Very responsive to inquiries.	Nothing comes to mind.	Individual; psych evaluation services provider; Western Washington.
Places orders for PERS service (Lifeline) and follows up with payment.	Nothing, all staff are courteous and great to work with.	Agency; other care services provider; 100 employees; Western Washington.