

## DVR 2003 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Judith is very helpful - keeps lines of communication open (Chehalis).	Return phone calls - we left many messages that did not get returned.	Individual providing medical evaluations or services.
	Return calls more promptly.	Agency providing more than one type of service; 2 employees.
Provide good information. Send records with release of confidentiality. Problem solve as needed.	Some (only a VERY few) CM's [case managers] are slow at returning calls and slow at producing authorizations. Otherwise, they are GREAT.	Individual providing psychological evaluations or services.
Great payment on time/billing.	Not always understanding of clients' needs.	Agency providing psychological evaluations or services; 1 employee.
The DSHS team is special up here. Well, if I have to ask a question and if I feel I should know the answer, the staff never lets on that I've been home trained. They're all VERY nice. I love the team up here. They are SO FRIENDLY and real and care about their jobs. They are overworked!!! Please give them a raise.	In the past, I've always had up to a year to do the sessions for counseling. These last ones I had a shorter time, it seemed I could not catch up and clients needed more too. It's my sense that the State is expecting the staff to do more and more with no raise? True? I do all paper reports for free - that's lots, and also consult for free lots of time. Maybe computerized forms would be better?	Individual providing psychological evaluations or services.
Courteous, helpful, and appropriate collegial exchange.	VRC's [Vocational Rehabilitation Counselors] are overloaded and hence cannot always keep up in paperwork; caseloads are too large.	Agency providing psychological evaluations or services; 1 employee.
Staff has always been helpful, working within the regulations.	System too bureaucratic, reimbursement WAY too low.	Individual providing psychological evaluations or services.
Provides information, support (sometimes a shoulder to cry on or an ear to listen to us vent) for client, family, and service providers.	DSHS does a great job.	Agency providing psychological evaluations or services; 4 employees.
Answers all questions when asked for help, or finds out.	It is hard to get through on the phone and on hold for always about 30 minutes.	Individual providing medical evaluations or services.
They care about the clients.	For a select few, they could return phone calls.	Individual providing psychological evaluations or services.
Most of the staff is responsive, some less so.	Be more clear on status of claims and who is responsible.	Individual providing psychological evaluations or services.
	Hire more customer service reps [representatives] - impossible to get through to anyone!	Individual providing medical evaluations or services.
Almost always professional, courteous, knowledgeable staff. Invoices usually paid promptly. I have worked with DVR [Division of Vocational Rehabilitation] departments in several states. Washington is by far the very best.	Sometimes do not receive sufficient background information on client.	Agency providing assisted technology services; 1 employee.
Provide appropriate records prior to an evaluation. Participate collaboratively when appropriate.	Perhaps clarify more clearly options available and limitations of services when appropriate.	Agency providing psychological evaluations or services; 4 employees.

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Refers many patients to our office. Caseworkers and other staff are well able to direct calls to appropriate contact person.	Could be easier to contact. Could respond more quickly to messages. In our busy office, we usually need a response on the same day. We would like to wait no longer than 10 minutes with medical questions.	Agency providing medical evaluations or services; 6 employees.
Show concern for patient's best interest.	Shorter wait on provider number line (but that's what headset phones were invented for)!	Individual providing medical evaluations or services.
	Have better phone service, less time on hold. Have better crossover services from Medicare. Pay full 20% and deductible for Medicare patients.	Agency providing unspecified services; 4 employees.
Responsive to messages. Receptive to my ideas. Treat DVR [Division of Vocational Rehabilitation] clients respectfully.	Increase number of staff to decrease waiting times for clients.	Individual providing more than one type of service.
EOB's [Explanation of Benefits] are simple to read.	Difficult time getting through on the phone. Cannot seem to get a direct answer to my problems.	Agency providing medical evaluations or services; 35 employees.
	Make it easier to talk with customer service (on hold forever) and better reimbursement would be nice.	Agency providing medical evaluations or services; 2 employees.
Always return our calls. Always very helpful.	Spenddown/EMER [Emergency Medical Expense Requirement] letters are almost never figured correctly.	Individual providing medical evaluations or services.
Positive attitude and cooperative.	Let us bill on a monthly basis.	Individual providing psychological evaluations or services.
	Not have all the phone lines busy from 8 - 5. This is extremely hard to get questions answered regarding bills.	Individual providing more than one type of service.
Nothing.	Process claims quicker. More efficiency and eliminate incompetent staff who are wasting tax payer's money.	Individual providing unspecified services.
Works with our schedule.	They do everything well!	Individual providing medical evaluations or services.
Good referral process, timely contacts with VRC's [Vocational Rehabilitation Counselors], rapid payment.		Agency providing psychological evaluations or services; 1 employee.
We love the new way to submit claims via the Internet.	When we have to call and speak to a person it takes so long to get ahold of someone.	Agency providing medical evaluations or services; 1 employee.
Refer you to departments that specialize in your (my) particular requests or assist with questions.	Lower wait time on hold with the phone services.	Individual providing psychological evaluations or services.
Courtesy, referrals and EVENTUALLY provide files.	Provide client background information at initial request. Provide codes and authorization. Respond in a timely fashion. Pay promptly.	Individual providing psychological evaluations or services.

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	Hard to get through to on the telephone.	Agency providing medical evaluations or services; 6 employees.
Timely submission of background material often lacking.	When I evaluate an adult, the billing is often under the child's name, which is a different surname. Makes matching up very difficult.	Individual providing psychological evaluations or services.
	Have more customer (provider) service reps [representatives] so the hold time isn't so long.	Agency providing medical evaluations or services; 6 employees.
Staff client at onset and periodically as needed.	More notice if clients are to be discontinued from funding. Allow for "closure" session for client.	Agency providing psychological evaluations or services; 1 employee.
	Reduce phone wait time.	Individual providing medical evaluations or services.
	Call back timely. Often times workers will not respond at all!	Agency providing more than one type of service; 3+ employees.
Courteous, generally prompt with payments (though there are occasional "glitches").		Agency providing medical evaluations or services; 5 employees.
Staff is courteous and professional. They are open to input. They provide additional information when requested. DVR [Division of Vocational Rehabilitation] does a VERY GOOD job of processing reimbursements - 2 weeks!	DCFS [Department of Children & Family Services] - expedite payment system. Presently it's up to individual workers and it takes 3 - 8 months to get paid for over 1/2 my cases.	Individual providing psychological evaluations or services.
A staff member always answers the phone, but I am typically then transferred to voice mail, which is seldom (if ever) returned.	Put patients' names on the checks. Return phone calls in a timely manner. Express expectations clearly. "Transfer care to 10th Avenue Clinic," written on a referral is not acceptable.	Individual providing more than one type of service.
	DVR [Division of Vocational Rehabilitation] caseworkers, could be easier to access for both us and patients, be more prompt in reviewing treatment to get patients help.	Individual providing medical evaluations or services.
When I speak with someone, they have an answer, or if not, can get an answer. Thanks for caring about what we need.	My biggest problem is reaching you to get a question answered. There are not enough lines in, as I almost always get busy signals and must repeatedly keep trying.	Individual providing medical evaluations or services.
Good referral letters, clear indication of information needed to make decision - e.g. Mental health? Developmental? Learning disability?	Not much, good working relationship - generally accessible on phone if questions - very professional, dedicated group of VRC's [Vocational Rehabilitation Counselors] in Kitsap.	Individual providing psychological evaluations or services.
No.	Actually answer the phone in less than 30 minutes. After seeing patients for 25 years, I have stopped because of your poor service.	Individual providing unspecified services.

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Always helpful, follow through great.	Nothing.	Agency providing medical evaluations or services; 6 employees.
They provide good documentation prior to client's first visit.		Individual providing more than one type of service.
Refers DVR [Division of Vocational Rehabilitation] clients appropriately.	Be clearer about what is needed in the form or in report of after initial sessions.	Individual providing psychological evaluations or services.
I only see 1 or 2 per year - unsure.	I only see 1 or 2 per year - unsure.	Individual providing psychological evaluations or services.
Communicate well with us (re: patient needs and treatment plans).	Provide FULL NAME of patient on payment vouchers.	Individual providing medical evaluations or services.
Good background, clear expectations, reasonably flexible. Very good to work with.	Sometimes I need more time to complete reports.	Individual providing psychological evaluations or services.
DSHS is reasonable in returning phone calls.	Consistency, providing provider updates in a timely manner.	Individual providing medical evaluations or services.
Less all the time.	Answer phones directly, return calls within 24 hours.	Agency providing more than one type of service; 25 employees.
Prompt phone call return - usually. Clear concern about the clientele.	Reduce staff caseload. They treat me well.	Individual providing psychological evaluations or services.
It really depends on which rep. [representative] you talk to. Some go over and beyond to help, and some could basically care less!	Decrease the hold time on the phones. Website access would be nice if you had a particular rep. [representative], rather than a provider request form that takes 3 - 4 days to get a response on.	Agency providing medical evaluations or services; 3 employees.
Helpful in researching questions on claims.	Improve phone lines.	Agency providing more than one type of service; 5+ employees.
Brenda Cook - very helpful, returns phone calls.		Individual providing psychological evaluations or services.
Keeps in close contact (re: services that need to be provided).	More background information on client.	Agency providing more than one type of service; 4 employees.
Amazing response time to treatment plan authorization and payment.		Agency providing community rehabilitation programs; 5 employees.
Prompt, courteous.		Agency providing medical evaluations or services; 7 employees.
Mainly we use Airway Optical because we are an optometric office and the people that work there are great to work with. We mainly work with the office workers.		Agency providing unspecified services; 5 employees.

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What does DSHS do well?	What could DSHS do better?	Provider Information
The people on the phone are usually helpful - IF YOU CAN GET THROUGH!	DSHS makes the assumption we can download information from the Internet - our office specialist cannot. It would be helpful to get individual patient information from the Internet, i.e. eligibility, etc. We find it difficult to communicate via HCFA [Health Care Financing Authority] when a claim for medical reasons (ICD:9 [International Statistical Classification of Disease & Other Health Problems, 9th revision]).	Agency providing medical evaluations or services; 8 employees.
The local Port Townsend office staff is extremely helpful - we love them!	Improve phone availability and helpfulness of clerks - their answer is always - "Look it up in the manual". If I could find it in the manual, I wouldn't have to call!	Agency providing medical evaluations or services; 9 employees.
Pleasant to work with. Timely with payments.	Nothing.	Agency providing psychological evaluations or services; 1 employee.
Communicate well together and easy to access our local office.	Pharmacy services remain problematic.	Agency providing medical evaluations or services.
Quick response to phone calls. Helped to ensure prompt and accurate payments.	Nothing I can think of.	Individual providing psychological evaluations or services.
Everyone is very helpful and courteous.	Can't think of anything!	Individual providing medical evaluations or services.
The caseworkers are always well informed and helpful.		Individual providing psychological evaluations or services.
Haven't had much contact. Only worked here short time. No complaints.		Agency providing medical evaluations or services; 3 employees.
Give good information; solid facts when we have questions and need answers.	Make themselves available for provider offices to get answers to their questions without being on hold forever.	Individual providing psychological evaluations or services.
I have never had any problems working with DSHS staff in my 33 years in the medical field.		Agency providing medical evaluations or services; 4 employees.
DSHS seems to be trying harder to work with providers.		Individual providing psychological evaluations or services.
Understanding when talking/corresponding with staff; prompt follow through and delivery of information. Pleasure to work with.	Appear to need more staff, especially in regard to managing EXTREMELY large caseloads.	Individual providing psychological evaluations or services.
Helps direct patients to providers. Most patients unfortunately don't follow-up and maintain good care or take advantage of available services.	Pay more.	Agency providing medical evaluations or services; 6 employees.
Keep me on hold.	Put more representatives on the phone lines.	Individual providing medical evaluations or services.

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Clear procedures for authorization.	Authorizations for payments occasionally show inappropriate CPT [Current Procedural Terminology] codes for a specific client (i.e. should show evaluation code and may show TX [treatment]). This is typically corrected by a phone call to DVR [Division of Vocational Rehabilitation].	Agency providing community rehabilitation programs; 3 employees.
Lets us know what we need to do to get our claims processed correctly.	We receive many erroneous denials on our claims, or our backup EOB's [Explanation of Benefits] get lost even if we staple it several times. Possibly train the claims processors better.	Individual providing medical evaluations or services.
	Have reimbursement rates that cover my costs AND time.	Agency providing medical evaluations or services; 4 employees.
	Phone waits could be reduced.	Agency providing psychological evaluations or services; 2 employees.
The DVR [Division of Vocational Rehabilitation] worker I have contact with is very positive and cheerful, and I feel she understands our mutual client well.	Initially, the assistant who was to enroll me must have completely dropped the ball - over and over. After she was replaced, things went very well. Getting calls back has been hard.	Individual providing psychological evaluations or services.
Very cooperative, involved, and efficient 65% of the time.	Conference calls, "staffings", clarification of roles for some of clients who are being served by so many people.	Individual providing psychological evaluations or services.
	Stop reducing rates.	Individual providing psychological evaluations or services.
Submitting with electronic claims is working very well.	Raise your rates.	Individual providing medical evaluations or services.
Direct line to "live" staff for billing claims.	"1-800-terminal hold" for verifying patient eligibility and benefits. Communication from DSHS eyewear labs to us.	Individual providing medical evaluations or services.
Return calls to provider.	Pay claims efficiently and entirely. Seems physicals paid for quickly for most part, but all medically necessary items needed to make a DX [Diagnosis] (such as x-ray, lab) are not and it's a fight! Average reimbursement for tests/x-ray 6 - 8 months. Now, that's too long and your STAFF DOES NOT CARE!!! We've almost decided in the last two years time - to quit twice now because of this!!	Individual providing medical evaluations or services.
	Be available for phone calls. Every time I call, there is no answer or the number has been changed.	Agency providing psychological evaluations or services; 1 employee.
Accurately set-up appointments and send out authorizations. Friendly, professional service.	? (Doing good now).	Individual providing medical evaluations or services.

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Helpful with information when I call.		Agency providing medical evaluations or services; 6 employees.
Provides medicine for the mentally ill.	Pay at least comparable to medicine.	Agency providing medical evaluations or services; 1 employee.
Seldom deal with them.		Individual providing psychological evaluations or services.
Great caseworkers. Very helpful, clinically astute. I feel that we are a good team when we need to be on behalf of a client or to share information.	No complaints!	Individual providing psychological evaluations or services.
Caseworkers are usually always available to talk to.	Pay in a timely manner.	Agency providing psychological evaluations or services; 12 employees.
Great on pre-authorization cases and help getting those 3 to 4 billings paid.	Explain to us why a claim was not paid, so we don't have to bill it 3 or 4 times. Maybe, your instruction book needs to be more explicit so this does not happen.	Agency providing unspecified services; 7 employees.
	Have better phone services for provider billing question/claims.	Agency providing medical evaluations or services; 3 employees.
	Shorter hold times - courtesy!	Agency providing medical evaluations or services; 25 employees.
Available by phone in Olympia.		Agency providing more than one type of service; 135 employees.
My experiences with DVR [Division of Vocational Rehabilitation] have been very positive. Staff are professional and responsive.	I think DVR [Division of Vocational Rehabilitation] does an excellent job, a pleasure to work with.	Agency providing psychological evaluations or services; 1 employee.
Gets treatment acceptances/denials back quickly. Most things seem to go relatively smoothly.		Agency providing medical evaluations or services; 5 employees.
DVR [Division of Vocational Rehabilitation], in spite of several different social workers being involved, there has been consistent in continuity of service to my client. I have not had to start over with each new worker.	The only thing I can think of - I have sometimes received paperwork late, so I couldn't bill on time. Other than that - no problems.	Agency providing psychological evaluations or services; 2 employees.
Good job of notifying clients of appointments and scheduling space for evaluations.	Make records more readily available.	Individual providing psychological evaluations or services.
Nothing that I can see.	Return phone calls, answer phones.	Individual providing medical evaluations or services.
Allow direct billing on problem claims - special attention.	Reduce wait time on phones.	Agency providing more than one type of service; 12 employees.
	Pay more reasonable fees.	Agency providing medical evaluations or services.

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What does DSHS do well?	What could DSHS do better?	Provider Information
Some VRC's [Vocational Rehabilitation Counselors] are great with the paperwork we need. VRC's appreciate our input. VRC is treating us as a part of the team.	Notify us when DVR [Division of Vocational Rehabilitation] VRC [Vocational Rehabilitation Counselor] is out ill, so we do NOT spend an hour traveling to a meeting you have cancelled. It seems upper level management views vendors as the enemy. It seems like the new push towards CARF [Commission on Accreditation of Rehabilitation Facilities] vs. RSAS [Rehabilitation Services Accreditation System] is a means to push out small firms. Why is RSAS not okay after all this time? DVR helped set up RSAS. Billing is not always paid in a timely fashion. We have to call and ask for payment.	Agency providing more than one type of service; 3 - 4 employees.
Always available and prompt in dealing with questions, issues, or information.		Agency providing psychological evaluations or services; 1 employee.
Good communication, helpful with my schedules, responsive, and supportive.	No problems with offices I work with: Rainier, Burien, Capital Hill, and West Seattle.	Individual providing psychological evaluations or services.
Great client match up with services I offer - good pre-screening.	Send me more business.	Individual providing community rehabilitation programs.
	Medicare crossover claims to DSHS cannot get paid if I file by hand, always denied.	Individual providing psychological evaluations or services.
Appropriate use of our services (evaluations) to formulate vocational goals and clarify nature of client limitations and strengths.	More extensive background information and medical records of clients.	Agency providing psychological evaluations or services; 2 employees.
They care about their kids and clients.	Return calls more efficiently, and have FRS [Financial Responsibility Study] local again.	Individual providing psychological evaluations or services.
Efficient about scheduling and payments.	No complaints.	Individual providing psychological evaluations or services.
Local counselor does a great service and cares about the people she serves. DVR [Division of Vocational Rehabilitation] is the only department we work with. We appreciate the opportunity to partnership with DVR. Based on the end of funding for ESS [Extended Support Services] Program and, if mandated, CARF [Commission on Accreditation of Rehabilitation Facilities] accreditation, our long partnership will end.	Funding the Extended Support Services (ESS) Program, allowing optional accreditation between the CARF[Commission on Accreditation of Rehabilitation Facilities] and RSAS [Rehabilitation Services Accreditation System] services.	Agency providing independent living services; 58 employees.
Provide collaboration to ensure services delivery by my agency.	Treat people better with more respect. Provide inservice programs to agencies within community.	Agency providing independent living services; 14 employees.



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Discuss clearly the issues related to my field of expertise, respond in a timely and professional manner, teamwork.	Nothing I can identify.	Individual providing independent living services.
Everything.		Agency providing independent living services; 1 employee.
It depends on the PERSON! Some do their job well - others don't.	More staff, smaller caseloads, and less paperwork.	Agency providing community rehabilitation programs; 12 employees.
Staff are dedicated to providing quality services to the many needy individuals that they have to serve.		Agency providing community rehabilitation programs; 25 employees.
EFT [Electronic Funds Transfer] are very beneficial to cash flow.	Actually, I have a very good working relationship with Region 2 staff and counselors.	Agency providing more than one type of service; 3 employees.
Referrals, support from case managers.	Funding, changes to funding made with little or no input, prep (preparation) time, chaotic, not enough funding for services, not enough case managers.	Agency providing more than one type of service; 35 employees.
DSHS is too broad a category - Generally DVR [Division of Vocational Rehabilitation] and ADSA [Aging and Disability Services Administration] (and their offices) are good - some offices are better than others - and the INDIVIDUALS are what makes or breaks the relationship.	Generally, most offices dealing with food stamps, financial assistance, etc. are like cattle calls - and generally have the worst customer relations. The intake system and the "front people" need to be customer service oriented and well-trained to work in high stress interactions. (Provider business card attached to survey for contact purposes).	Agency providing more than one type of service; 7 employees.
On a higher level, DSHS works in partnerships with agencies.	Better communication. Better understanding of clients' issues.	Agency providing more than one type of service; 7 employees.
Respects me, my work, my input. Allow me to assist client through a very difficult and monumental system.	Have each office abide by the same rules/regs. [regulations] It is so discouraging to get different information and different services from 2 offices within the same agency.	Individual providing independent living services.
The majority of the counselors are very helpful and professional. The office staff is also very helpful, bills are paid rapidly.	Provide or offer training for independent living providers. Have a person that is in charge of IL [Individual Living] service providers, like Susan Dougherty-Guild once was.	Agency providing medical evaluations or services; 1 employee.
DVR [Division of Vocational Rehabilitation] - communicates well, understands disabilities of staff at our agency.	DSHS as a whole could be more sensitive to small grass roots agencies who employ people with disabilities.	Agency providing more than one type of service; 6 employees.
Quick turnaround on payments, teamwork on customer issues.	Give the front line DSHS employee the training and authority to get things done for the customer.	Agency providing more than one type of service; 2 employees.

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What does DSHS do well?	What could DSHS do better?	Provider Information
Coordinates with participants' family as needed.		Agency providing community rehabilitation programs; 17 employees.
Collaborate and communicate when we have same participants.	More #2 (collaboration & communication) and faster call backs.	Agency providing more than one type of service; 16 employees.
The VRCs [Vocational Rehabilitation Counselors] are particularly respectful, encouraging, and helpful with almost no exceptions.	Response time to requests could be much quicker. Currently waiting for more than 6 weeks for a simple appointment packet.	Agency providing more than one type of service; 35 employees.
Since reduced funding 2 years ago, unaware of possible funds.	Let service providers know there are funds available.	Agency providing more than one type of service.
Some DVR [Division of Vocational Rehabilitation] counselors do not seem to give "choice." It seems as though they are the ones deciding where clients go.	Offer more informed choices; meeting with potential CRP's [Community Rehabilitation Providers] and potential clients.	Agency providing community rehabilitation programs; 2 employees.
If on their terms, it is easy to work with their system. Not very flexible or customer-friendly.	Be more like a partner than a dictator. I would like to see more collaborations in problem-solving.	Agency providing community rehabilitation programs; 17 employees.
Makes sure things get where they need to be.	Get address corrections on medical coupons and other material completed in a timely manner.	Agency providing community rehabilitation programs; 4 employees.
Prompt, courteous, and pays on time.	Equitable referrals to CRP's [Community Rehabilitation Provider]. Help with CARF [Commission on Accreditation of Rehabilitation Facilities] accreditation process.	Agency providing community rehabilitation programs; 6 employees.
Endures my slow reports. Consults regarding clients' needs.	Have money available for more client support services.	Individual providing psychological evaluations or services.
Helpful staff, pleasant, and friendly.		Individual providing psychological evaluations or services.
Case managers are responsive and helpful.		Individual providing psychological evaluations or services.
I have occasional contact with DVR [Division of Vocational Rehabilitation] - and response time has been timely.	Clients have complained to me that it takes their counselors sometimes a long time before they are contacted (after client has called, left messages, etc.)	Individual providing psychological evaluations or services.
Not much. DSHS constantly denies claims incorrectly, then even though its DSHS's fault, we have to resubmit the claim.	The customer service representatives could be nicer and more knowledgeable. Wait time on the phone could be shorter.	Agency providing medical evaluations or services.
Efficient referrals; collaboration with DVR [Division of Vocational Rehabilitation] counselor.	Decrease the need for progress reports.	Individual providing psychological evaluations or services.
No complaints.		Individual providing community rehabilitation programs.
I haven't worked with them much.	Pay for chiropractic care!	Agency providing medical evaluations or services.

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What does DSHS do well?	What could DSHS do better?	Provider Information
Good at explaining payments.	More reps [representative] to help, so long line of wait on phone is shortened. Or a personal area rep that is accessible.	Agency providing medical evaluations or services.
	Improve accessibility - very difficult to contact staff. Staff often seem indifferent to client and providers. Seldom take initiative to help find a solution or refer to the appropriate person.	Individual providing medical evaluations or services.
	The state could spend less money on these surveys, so that Doctors are willing to take DSHS clients (as that would free up money for a higher percentage payment per service).	Agency providing medical evaluations or services; 9 employees.
Individualized services, flexible, professional, good open communication.	Assist consumers better, identify realistic and specific employment goals and be able to show ability to perform the job to COMPETITIVE standards prior to entry into job placement.	Individual providing more than one type of service.
When calls are made to DSHS, for the most part, I finish my call and I have been educated and more informed of billing procedures.	Bills of Medicare crossovers and QMB [Qualified Medicare Beneficiary] issues.	Individual providing medical evaluations or services.
I am only responding to the DVR [Division of Vocational Rehabilitation] clients service. The staff are wonderful! Reimbursements are good!	However, the regular DSHS through the CNP [Categorically Needy Program] is awful! Reimbursement is less than 1/2 our fees. In addition - you can't reach anyone in Olympia due to the phone system!	Individual providing medical evaluations or services.
Answers specific questions well. Provider field reps. [representatives] are very good - Peggy and Rita.	Make it easier to get through on the phone line. E-mail response is good, but often doesn't handle specifics.	Individual providing medical evaluations or services.
Gathering referral information on participants who need day program services. It may take a few calls, and sometimes case managers may not be familiar with their participants.	COMMUNICATION. I can't stress this enough. Providing information, returning phone calls, and having everyone working off the same page.	Agency providing community rehabilitation programs; 5 employees.
The DSHS web person (Chris) is helpful, and DSHS provider relations (Jerry Hubbard) will find the answers to questions. Also, Michael (on your provider services line) is very helpful. I am always happy to talk to him.	Not have to wait so long on hold. You have the longest hold time of any insurance, 45 minutes.	Agency providing medical evaluations or services; 4 employees.
Provides information as necessary. Quick to respond to queries/questions. Always friendly and easy to work with.	I can't think of anything. Please keep us informed of upcoming changes that may impact our work, if any.	Individual providing independent living services.

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	In the contract I signed with DVR [Division of Vocational Rehabilitation] to provide services, it did not specify that treatment NEEDED TO BE COMPLETED WITHIN the period of "service dates" - please be more clear about this!	Individual providing psychological evaluations or services.
	Very difficult to get through on phone line. Can call and get a different answer from different staff.	Individual providing medical evaluations or services.
Fairly responsive, given large caseloads.	Communication regarding change in a timely manner, so we are able to respond and make changes ourselves to meet need.	Agency providing community rehabilitation programs; 2 employees.
Openly communicate, courteous, and respectful.		Agency providing psychological evaluations or services; 1 employee.
Website helpful; easier to apply for benefits.	Liaison with central business office, decrease staff rotation, return phone calls, and decrease fragmentation.	Agency providing more than one type of service; 2 employees.
The individual VRC's [Vocational Rehabilitation Counselors] are great! They honestly want to help participants and be as flexible as possible.	Stop spending 90% of resources on 10% of participants. Limit customer choice to decrease waste of state resources.	Agency providing community rehabilitation programs; 7 employees.
Policy and time frames easy to work with. Provider enrollment department is always very helpful.	Nothing comes to mind - no complaints.	Individual providing medical evaluations or services.
Very efficient and personable.		Individual providing psychological evaluations or services.
Provides intake information, is responsive to calls, responds to comments/observations (re: client needs), pays in a timely manner.	I can't think of a thing.	Individual providing psychological evaluations or services.
	Make it more profitable for us and other providers to supply the eyewear, so more doctors won't refuse to take assignment.	Agency providing medical evaluations or services; 3 employees.
Our office is always calling to see if patient has coverage when they don't bring medical coupon in. Thank you.	Employee's can be a little bit more understanding when a medical office calls in.	Agency providing medical evaluations or services; 13 employees.
Informative and helpful to the needs of this agency.	Continue to provide services that help this community in Clallam County.	Agency providing community rehabilitation programs; 3 employees.
Good communication, prompt response, well informed, and committed.		Individual providing psychological evaluations or services.

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What does DSHS do well?	What could DSHS do better?	Provider Information
DVR [Division of Vocational Rehabilitation] staff most of the time is excellent - stay in touch, coordinate work, etc. DDD [Division of Developmental Disabilities] staff are hard to reach, often can't do much, don't coordinate well.	DD [Developmental Disabilities] takes the initiative to coordinate and be flexible.	Agency providing more than one type of service; 1 employee.
Arrange team meetings. Do planning for future of clients.		Agency providing medical evaluations or services; 1 employee.
Try to fit the client to what I do best. Make sure to keep communicating with me, so we work as a team.	Doing very well now.	Individual providing psychological evaluations or services.
Billing instructions are clear.	Process claims without requesting the same information over and over, even when it was already provided the first time.	Agency providing medical evaluations or services; 1 employee.
We have an onsite DSHS worker who is very helpful with eligibility issues and assists with applications.	When problems with claim payments, very hard to reach a real person in Olympia to assist you.	Agency providing medical evaluations or services; 3 employees.
Just fine - very responsive and caring for patient.		Individual providing psychological evaluations or services.
Verifying eligibility, Medicare Unit, coordination of Benefits Unit, and processing claims quickly (on most claims).	Provide faster customer service (not having to hold so long), not deny claims in error, and be able to go online and see the status of the claims we have submitted, speed up processing adjustments.	Agency providing medical evaluations or services; 2+ employees.
For our agency, they do treat our clients with respect.	Sometimes the wait is too long, even when you have an appointment. They DON'T return calls, sometimes at all or only after long time!!	Agency providing community rehabilitation programs; 4.5 employees.
Communication has been excellent.	The reimbursement rate is low for the work required.	Individual providing psychological evaluations or services.
Provide proper paperwork on what clients wish to do.	Send more disabled adults who want to work in group settings on a regular basis.	Agency providing medical evaluations or services; 16 employees.

## DVR 2003 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
<p>Local DVR [Division of Vocational Rehabilitation] staff are very willing to help to try to work within the new system and help to resolve problems, though it appears they have not always been empowered to do so.</p>	<p>I think their plans are confusing because they say they want lump sum billing, but do not implement it consistently. They appear to set up individuals we serve (with mental illness) for failure with unrealistic expectations. They need to work on their service codes definitions and uses and billing methodologies. Local staff often does not write plans for individuals with this agency, but expect that we will provide DVR [Division of Vocational Rehabilitation] service to individuals for free. I do not see that VRC [Vocational Rehabilitation Counselor] is doing the work - which is the explanation for not writing the plan - and assignments are given to agency staff to complete that used to be billable service. Training was done for CRP's [Community Rehabilitation Provider] per region. VRC's locally were unaware of some of the issues brought up in the training - they had not received all of the same information. Staff from CRP's questioned why the meeting was not a joint meeting with DVR [Division of Vocational Rehabilitation] staff, and was told they had received more intensive training prior to the meeting/training. On the two occasions we have attempted to do a partial billing, we were requested to re-do the Service Delivery Outcome Report multiple times. The consensus is, we may not renew with DVR [Division of Vocational Rehabilitation] in the future as a CRP [Community Rehabilitation Provider]. The new system is so cumbersome and so far from being user friendly on the part of CRP's - that it is no longer worth the time to deal with it for the limited benefit to the individuals we serve. There appears to be an "us against them" mentality that has come with the changes, and it is more apparent at the upper levels than with local staff. When listening to DVR [Division of Vocational Rehabilitation] management talk about CRP's, the message comes across clearly that the belief is that CRP's are out to "take" DVR [Division of Vocational Rehabilitation] for every dime they can get, when in fact the reverse feels more like the truth - lots of requests and even expectations for "free" services from CRP's.</p>	<p>Agency providing more than one type of service; 75 employees.</p>

## DVR 2003 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Billing and payment system is well organized. Makes very clear what expectations are - answers efficiently and quickly.	Return phone calls. Consult before making significant TX [treatment] decisions.  I am satisfied.	Agency providing psychological evaluations or services; 1 employee. Individual providing psychological evaluations or services.
Commitment to results and quality service, i.e. we feel like true partners with VRC's [Vocational Rehabilitation Counselors].	Sharing of information: updates on accrediting bodies CARF [Commission on Accreditation of Rehabilitation Facilities] or DSHS, information on payment systems.	Agency providing community rehabilitation programs; 6 employees.
Send us eligible clients who are in need of services. Follows their program.	Return phone calls, have better follow-through, know their clients better, communicate more frequently with case managers, be consistent.	Agency providing more than one type of service; 62 employees.
I work a lot with disabled adults who are applying for benefits - DSHS has been very helpful.	I think that DSHS has improved its delivery of services greatly over the last few years.	Agency providing independent living services; 1 employee.
Contact information is clear and well distributed. DVR [Division of Vocational Rehabilitation] is easy to get ahold of when needed. Plans are clear and well constructed.	They do well now. Understanding constraints of state funding, it would be nice if DVR [Division of Vocational Rehabilitation] had more counseling personnel.	Agency providing more than one type of service; 12 employees.
Staff are usually willing to get what customers need.	They could make DVR [Division of Vocational Rehabilitation] blue plans longer in times of high unemployment and for people with significant disabilities.	Agency providing community rehabilitation programs; 35 employees.
Participation in the client service process; troubleshooting problems and services.	More timely with processing service and billing paperwork.	Agency providing community rehabilitation programs; 6 employees.
Some staff are professional and helpful, some are not.	Recruit a higher caliber of employee that is looking for solutions, not just someone to blame.	Agency providing community rehabilitation programs; 43 employees.
INDIVIDUAL caseworkers/managers very responsive, easy to work with, clear expectations.	Better internal communication within DSHS. Supervisors not particularly responsive, don't seem to be supportive of their staff - support is more to AGENCY rather than staff needs. Often staff seems to be "sacrificed", not literally, but the supervisory back-up is poor.	Agency providing community rehabilitation programs; 2+ employees.
Sue Mapes (DVR) and the staff work with me very well as team members - a rare find!		Agency providing more than one type of service; 1 employee.
They treat my clients with respect and dignity. They respond promptly to my bills for services provided. They offer generous fees and time to provide realistic services.	Somehow improve lengthy time delays for clients between assessments, testing, funding. Follow through more on providing jobs, training, or services that they tell the client about the possibility of.	Individual providing psychological evaluations or services.
Timely scheduling of appointments. Provides good information and facilities.		Individual providing psychological evaluations or services.

## DVR 2003 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
	Try having a system that allows one to hold for the next representative instead of disconnecting you! Also, learn spelling and grammar for e-mails.	Agency providing medical evaluations or services.
	Contacting DSHS with any problems or questions is difficult.	Agency providing medical evaluations or services; 6 employees.
The caseworkers always get back to me and answer any questions I have.	I have no problems at this time.	Agency providing medical evaluations or services; 12 employees.
They are great people.	We need to be able to leave messages! Sometimes I am on hold for 40 minutes.	Agency providing medical evaluations or services; 1 employee.
DVR [Division of Vocational Rehabilitation] caseworker is important resource and advocate for clients. Very helpful in accessing treatment.	No complaints.	Individual providing psychological evaluations or services.
Returns my calls, reasonable paperwork, prompt payment.		Individual providing psychological evaluations or services.
	Coordinate payment for services rendered in a quick manner.	Agency providing community rehabilitation programs; 3 employees.
Several of their counselors are very professional and objective.	Partner with CBO's [Community Based Organizations] to solve problems, instead of dictating systems that are one sided.	Agency providing community rehabilitation programs; 45 employees.
Tries to make suggestions to reach everyone's needs. Understands and acknowledges lack of resources to meet all desires.	Know clients better to advocate individually for them.	Agency providing community rehabilitation programs; 6 employees.
Limited contact - yes, when we do.		Agency providing community rehabilitation programs; 15 employees.
Staff are professional and helpful. They care about the clients we serve. We work collaboratively when referrals are given.	A strong personality with one staff in the local office appears to influence referrals to specific local providers. *Please keep this information confidential*.	Agency providing more than one type of service; 75 employees.
Brainstorm problems.	Return calls when concern is for clients' issues. Communication continues to be a struggle. Only 3 - 4 surveys returned out of 40+ sent. Notifying us of changes/updates immediately, rather than later. Put into budget and support more dollars to effectively cover costs for vocational services to disabled population.	Agency providing more than one type of service; 4 employees.
Help with participant information.	SDOP's[Service Delivery Outcome Plan] done quicker.	Agency providing community rehabilitation programs; 5 employees.
Sometimes they use our services, but don't always utilize them to the best advantage.	Could better utilize our varied services.	Agency providing more than one type of service; 45 employees.



## DVR 2003 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
They listen to our professional recommendations regarding what action is in the best interest of our mutual client(s).	Our rapport and solid communication with DSHS is the best it's ever been - at this time, no improvements.	Agency providing more than one type of service; 28 employees.
They try to answer questions. They quickly fax or mail documents when appropriate.	Return phone calls more quickly.	Individual providing psychological evaluations or services.
Not sure - can't reach a DSHS representative!	Hire more representatives to answer calls!	Agency providing pathology services; 1 employee.
DVR [Division of Vocational Rehabilitation] - provides adequate information in advance of appointments and does a good job of preparing clients for evaluations.	DVR - nothing. Other DSHS - do more to get referral/background information to me before I see clients.	Individual providing psychological evaluations or services.
DVR [Division of Vocational Rehabilitation] works very well.	Communication with CPS [Child Protective Services] is limited.	Individual providing psychological evaluations or services.
Caseworkers facilitate client's paperwork to establish eligibility for assistance. Excellent work by DVR!	Much of my work was with DVR [Division of Vocational Rehabilitation] - either doing medical evaluations or referring my own patients.	Individual providing medical evaluations or services.
DVR [Division of Vocational Rehabilitation] staff listen to my clinical concerns and try to implement suggestions for the client.	DVR [Division of Vocational Rehabilitation] staff are doing fine with what resources they have available.	Individual providing psychological evaluations or services.
Sends good referrals with excellent information.	They are doing a fine job, especially Judy Miena.	Individual providing psychological evaluations or services.
Keep us informed with updates and memorandums.	Research our re-bills. Claim comes up as in process, then it will come up as untimely. We have to go back and show them all the R & S reports proving no untimely.	Agency providing medical evaluations or services; 2 employees.
I have little direct contact with DSHS. When I have, I often have had difficulty even reaching the person I am trying to reach.	Be more accessible by phone. Help caseworkers who are not English as first language speakers with English pronunciation. In the short time I have between patients, inability to communicate is a real frustration!	Individual providing psychological evaluations or services.
Keep line of communication open.		Agency providing unspecified services.
Provides prompt information and payment!	Elaborate a bit on allegations of disability - hard to hit on right questions if target too general.	Individual providing psychological evaluations or services.
Clearer letters defining needs are useful. Available via phone often.	Better past history would help some cases (often not available).	Individual providing psychological evaluations or services.
Provides me with adequate information to work with a client.	To be specific on what they want, i.e. evaluations and service. Omit my fee for service on any paperwork the client sees or signs. Please note the attached. [Nothing attached to survey response].	Individual providing independent living services.

## DVR 2003 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Very supportive VR [Vocational Rehabilitation] counselors in Bellingham.		Agency providing more than one type of service; 8 employees.
They help people in need.	Be more organized.	Agency providing more than one type of service; 15 employees.
Relationships have always been courteous and helpful. The pay is excellent.	Can't think of anything, except more referrals would be welcome.	Individual providing more than one type of service.
DVR [Division of Vocational Rehabilitation] caseworkers are very polite and timely.	Let me know in advance of going broke.	Individual providing psychological evaluations or services.
Discuss progress with DD [Developmentally Disabled] clients.		Individual providing psychological evaluations or services.
Very responsive to needs of clients, speedy authorization, payments, and follow-up.	I haven't seen anything that needs improvement.	Individual providing psychological evaluations or services.
Return phone calls in a timely fashion, respond to e-mails.	To be more consistent in partnering with the clients we work with. Better follow through with our clients.	Agency providing more than one type of service; 15 employees.
This depends on the counselor! Some counselors make well thought-out/planned referrals with accurate and timely referral information and make time for staffings - this is helpful!	Again, this depends on the counselor - some do not do enough discovery (re: interest/aptitudes) or make well thought-out referrals, others rush out staffings. Most importantly, there seems to be more limited referral information. Enough is gathered to ensure client is eligible and then no more is gathered - so a psychological report from 1997 is what is used for current referral!	Individual providing community rehabilitation programs.
Good communication, and payments are made quickly.	More team approach - more case consultation to determine services needed.	Agency providing more than one type of service; 5 employees.
Provides records for background evaluation when available. Discuss customer needs. Pays bills promptly. Open to suggestions for intervention.	In some cases, be more responsive to report and recommendation. This likely has more to do with workload than indifference, but the customers don't always see it that way.	Individual providing assisted technology services.
Direct relationships between VRC's [Vocational Rehabilitation Counselors] and our service providers mean less misunderstandings and greater flexibility.	Opportunity to present to groups of VRC's [Vocational Rehabilitation Counselors] together what services or new information we have to share.	Agency providing more than one type of service; >5 employees.
Helps see to it that clients know of and attend appointments.	Pay vouchers in a more timely manner.	Individual providing psychological evaluations or services.

## DVR 2003 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Not enough - we'd like more CNP - type [Categorically Needy Program] patients here, as we have time to see them here.	See above (We'd like more CNP - type [Categorically Needy Program] patients here, as we have time to see them here).	Agency providing medical evaluations or services; 1 employee.
Always pleasant, usually prompt to return calls.	At times, there is a great delay in time between the time the prescription or recommendation is made and follow through occurs (at times a year or more).	Individual providing assisted technology services.
Yes, however, I have little contact.	My biggest complaint is no slow rate - and reimbursement rates.	Individual providing psychological evaluations or services.
Provide necessary and helpful information. Respond quickly to questions and clarification. Prompt payments.	Identify client on the EOB [Explanation of Benefits] by name rather than ID number, so I can more quickly process payment.	Individual providing psychological evaluations or services.
	Pay better on services, so we could afford to see DSHS clients. To check on any dental claim - you have to plan on sitting on hold USUALLY (ALMOST always) 30 minutes or more and also very frustrating when you dial all the numbers and then are told to hang up and call back - with no options to HOLD.	Individual providing unspecified services.
Send appropriate referral information. Support with customers as needs arise. Appreciate our outcomes and services.	Some, not all, VRC's [Vocational Rehabilitation Counselors] do not support us with customers who do not follow through. They tend to blame us for the customers' mistakes.	Agency providing community rehabilitation programs; 29 employees.
Have been very helpful with providing information needed (especially DDD [Division of Developmental Disabilities] case managers).	Return phone calls and e-mails. DVR [Division of Vocational Rehabilitation] - VRC's [Vocational Rehabilitation Counselors].	Agency providing more than one type of service; 4 employees.
	Train staff (re: providing accommodations for training and in-services), provide more accurate information.	Agency providing more than one type of service; 16 employees.
DVR, with whom I mostly work, has been very helpful, always calls me right back and has the information I need.	I'm having problems with the tax information you sent me and I can't reach a person to talk to in person - VERY frustrating.	Individual providing psychological evaluations or services.
Willingness to listen, be supportive, flexibility, provides support, i.e. clothing.	Customer needs to be more responsible, VRC [Vocational Rehabilitation Counselor] become more involved out in field. Some VRC's need to up communication.	Agency providing more than one type of service; 15 employees.
	Work as a team to help clients.	Agency providing independent living services; 18 employees.
When I attend meetings with participants; financial workers and case managers are respectful to participants.	Return phone calls. Case managers and financial workers should spend more time listening to consumers and assist them in obtaining services, rather than acting like "gate keepers".	Individual providing independent living services.

## DVR 2003 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Fairly smooth approval of treatment plans - although sometimes delayed.	Articulate goals and limits of treatments.	Individual providing medical evaluations or services.
Good communication. Payment has been consistently prompt in my individual agreements with department personnel.	Contracted services.	Individual providing psychological evaluations or services.
Willingness to listen, be supportive, flexibility, provide support, i.e. clothing, etc.	Ensure customer accountability. Become more involved in the field. Some VRC's [Vocational Rehabilitation Counselors] need to improve communication.	Agency providing more than one type of service.
In some cases, VRC [Vocational Rehabilitation Counselor] works together with CPC [Community Psychiatric Center]/individuals to develop plans together, provide information regarding the participant prior to referral.	Return phone calls, send paperwork, i.e. plans, AFP [Authorization for Purchase], return e-mail messages, and work together by providing input and suggestions.	Agency providing more than one type of service; 4 employees.
Ask information about our patient, if covered with insurance. Patient wants to have dentures made. How many years before they will replace with a new one?	I think they are fine. They answer all questions that I want. DSHS personnel are kind and helpful to answer questions.	Individual providing medical evaluations or services.
Good follow through, fast and courteous.		Individual providing more than one type of service.
	We work with DVR [Division of Vocational Rehabilitation] counselors and find them to work well with us and clients.	Agency providing independent living services; 2.5 employees.
Good teamwork! Knowledgeable. Responsive to requests for information, phone calls, billings. Provides good information (re: participants) to kick-start treatment. Allow me to use space occasionally, when patients are too far/without automobile to my offices.	Keep referrals flow even, so I can spend more time and energy focusing on DVR [Division of Vocational Rehabilitation] participants. Look at additional office space in participants' areas.	Individual providing psychological evaluations or services.
This was my first time working with DSHS staff and I found them helpful.	Staff seems really busy and I didn't know how to charge initially. The paperwork sent to me was in very SMALL type and was difficult to read. It was on one sheet. Maybe you could enlarge it and use 2 sheets of paper or re-word it and make it more sensible.	Individual providing medical evaluations or services.
They are supportive and knowledgeable.	Get plans for our clients in a timely manner.	Agency providing more than one type of service; 5 employees.

## DVR 2003 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Melisa Holden does a wonderful job. The staff at the Belltown CSO [Community Services Office] do an excellent job, and DVR [Division of Vocational Rehabilitation] staff do as well.	Return calls better.	Agency providing more than one type of service; 8 employees.
Coordination of client information, open discussion about service expectations and outcomes.	Establish a liaison with Section 8 housing for disabled clients to receive priority status.	Individual providing independent living services.
Depending on which representative you talk to - good answers, and helpful service is provided.	Provide more workers to keep hold times down. Use all the related denial codes on a denied claim, not just the first problem that is found.	Individual providing more than one type of service.
Folks seem knowledgeable and helpful to our questions.	Better access to customer service.	Individual providing community rehabilitation programs.
DVR, usually good information and good referral questions.	Help us understand who they can help through DVR [Division of Vocational Rehabilitation]. I refer good prospects and they don't seem to get as much help as poorer prospects.	Individual providing more than one type of service.
They are always very explicit with facts and have the appropriate paperwork before and after training on or before required time.		Agency providing individual rehabilitation for extended learning; 5 employees.
We work with DVR [Division of Vocational Rehabilitation] in assisting them with placement and training of clients. We very much appreciate the professionalism of several of the DVR counselors from the Tacoma DVR office.		Agency providing community rehabilitation programs; 24 employees.
Yes.	At times an agency is not aware of the advances another agency has made, and then we do "it" the hard, long way.	Individual providing more than one type of service.
Reply to requests almost immediately and always looks to resolve issues.	I think that if counselors could understand independent living more thoroughly, that would help me.	Individual providing independent living services.
Refer to us.	Release more information, and return calls more promptly.	Individual providing psychological evaluations or services.
Processes claims timely, program is clearly defined, information sent timely.	More provider lines - I don't usually get through unless I hold for 20 - 30 minutes.	Agency providing medical evaluations or services; 19 employees.
Most often, answer and help me to bill correctly.	One of my biggest complaints is I bill with EOB [Explanation of Benefits] and then DSHS denies stating they have other insurance, they rarely identify EOB's.	Agency providing medical evaluations or services; 6 employees.
	Send more participants who want to learn, be trained, and work.	Agency providing community rehabilitation programs; 22 employees.

## DVR 2003 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
They have always answered my questions.		Individual providing community rehabilitation programs.
They do a great job in referrals and follow-ups with clients.		Individual providing unspecified services.
	Have more operators to answer phone calls, and give providers larger reimbursements.	Individual providing medical evaluations or services.
Access to eligibility on the Internet is great.	It is very difficult to reach someone via phone for questions and problems.	Individual providing medical evaluations or services.
I worked with crime victim groups, employees very helpful, payment was timely.	Payments through other offices were delayed.	Individual providing psychological evaluations or services.
Responsive in plan development, good communication, prompt payment.	Please expedite eligibility for services, it is painfully slow.	Agency providing community rehabilitation programs; 6 employees.
They are friendly and considerate. I am very impressed with the quality of DSHS staff.	At times, be able to provide a more appropriate interview room.	Individual providing psychological evaluations or services.
DVR [Division of Vocational Rehabilitation] here in Bremerton is excellent in providing information and patient feedback.	Would be nice if the wait time could be cut down when trying to talk with customer service, 45 minutes is a bit long.	Individual providing medical evaluations or services.
I don't have much contact, some coupon clients.	Not sure.	Individual providing psychological evaluations or services.
On #1, would have once answered "YES!", but morale has declined and they are grumpy. Supervisors call back promptly, pay is prompt.	Be certified in their field in CRC [Certified Rehabilitation Counselor] or COMRC for DVR [Division of Vocational Rehabilitation].	Agency providing community rehabilitation programs; 45 employees.
They have been responsive to my questions.	I only have one DSHS client for vocational rehabilitation.	Individual providing psychological evaluations or services.
The only thing I received from you folks last year was a voucher for new tires I had put on someone's car, supposedly.	I am a therapist and would at times like to do some "retreads", but I did not do this job for you. At times, I called and notified someone and this was corrected. If you have any other information in your records, please contact me at my new address (Provider name/address on card).	Individual providing unspecified services.
Improving in working cooperatively with CRP's [Community Rehabilitation Provider], resource clearinghouse.	Have smaller caseloads, so it's not just crisis management. Could do ISP's [Individual Service Plans], person-centered plans, etc.	Agency providing more than one type of service; 15 employees.
Promptly returns calls, provide background information needed for my evaluations.	Satisfied as is.	Individual providing psychological evaluations or services.

## DVR 2003 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
It depends on who you talk to - some workers are very nice, others are very rude.	They could keep an open line of communication with CRP [Community Rehabilitation Provider] programs. Workers tend to do what they want, with no regard for client and or CRP. Need to realize that this is not their (workers) money but the States, and if money is available for services it should be used.	Agency providing community rehabilitation programs; 15 employees.
Set up appointments and see they attend.	More consistency on how they handle families.	Individual providing psychological evaluations or services.
	Answer the phone, fielding questions.	Agency providing medical evaluations or services; 6 employees.
Returns calls, sometimes. Workers explain system well and patiently, generally positive interactions.	Some staff do NOT return calls, this can be very problematic. Explaining spend-down to one agency in a training?	Agency providing psychological evaluations or services; 1 employee.
Staffings.	Timely return calls. If their caseloads were smaller, I think that would be more likely.	Individual providing psychological evaluations or services.
Most are very responsive and on top of client's needs, services, and communicate with me about them. Payment is efficient and staff is friendly.	Occasionally there is a DVR [Division of Vocational Rehabilitation] counselor who does not follow up on medication issues. Job developers can be inefficient. The result is spending time in sessions dealing with those frustrations versus their specific disability.	Individual providing psychological evaluations or services.
Consistency, good people to work with.	More creative approaches to working with participants who do not respond to traditional vocational planning.	Agency providing community rehabilitation programs; 26 employees.
They are open to listening and respecting the customer's needs, plus valuing the agency's ideas and suggestions in relationship to meeting the customer's goals.	Be more timely. A plan may be developed with customer, DVR [Division of Vocational Rehabilitation] and agency, but agency may not receive the SDOP [Service Delivery Outcome Plan] in a timely manner (sometimes up to two months later, with numerous phone calls).	Agency providing community rehabilitation programs; 45 employees.
Some areas give DVR [Division of Vocational Rehabilitation] customers good informed choices of our success, some do not.	Realize our super attitude, great team, and placement and rehabilitation success - more referrals.	Agency providing community rehabilitation programs; 1 employee.
Helped me work with a client's spend down effectively. Gave good advice, were easily available by phone.	More trainings.	Agency providing more than one type of service; 5 employees.
In #1: DDD [Division of Developmental Disabilities] is no, DVR [Division of Vocational Rehabilitation] is yes. DVR is great!	Get some proactive, client sensitive case managers, who are objective but concerned with best outcomes.	Agency providing community rehabilitation programs; 35 employees.

## DVR 2003 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
We love the automated payment system, and when we need to speak to a worker they are very good at getting back to us.	It would really help if, when scheduling a client, the worker called us first to let us know exactly what is needed. We get calls from clients and they aren't sure what is needed or who is financially responsible.	Agency providing psychological evaluations or services; 5 employees.
Answer questions promptly.	Get glasses out more quickly.	Individual providing medical evaluations or services.
DDD day programs, ISE [Individual Supported Employment], GSE [Group Supported Employment], CA [Community Access].	Great job.	Agency providing pay program.
Returns phone calls quickly.	Provide mailings in a timely fashion, not sent three weeks after a change has begun (change in payments).	Individual providing medical evaluations or services.
	Better training on current procedures with staff; keeping vendors informed in advance of upcoming changes.	Agency providing community rehabilitation programs; 215 employees.
Prompt responses, committed, professional staff.	Clearer expectations and more face-to-face contact.	Individual providing psychological evaluations or services.
	Get treatment authorization form faxed, before visit by client.	Individual providing psychological evaluations or services.
Answer questions.		Individual providing medical evaluations or services.
I've never had to call.		Agency providing medical evaluations or services; 2 employees.
	Make it easier to access proper staff on the telephone.	Agency providing medical evaluations or services; 4 employees.
Most of the time it is great, and talking to someone - they are always gracious.	Sometimes we have to send in a case that has no errors four or five times - too often!	Individual providing medical evaluations or services.
Initially, sets up working relationship and billing information well.	Return phone calls, processing billings with fewer complications, review/consult with providers around changes in treatment.	Individual providing psychological evaluations or services.
DVR [Division of Vocational Rehabilitation] sends written summary asking for specific information. They treat my clients with respect.		Individual providing unspecified services.
Checking on claim status.	DVR [Division of Vocational Rehabilitation] is great to work with.	Agency providing more than one type of service; 2 employees.
Prompt with claim processing and reprocessing, claim unpaid.	Maybe add some additional codes which can be billed for extremities, without them having to be custom codes.	Individual providing medical evaluations or services.



## DVR 2003 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
	Have better customer relations and respect for people they hire. They could also pay in a timely manner. If they have a concern, point it out in a constructive manner.	Individual providing independent living services.
Tracy Wilson with DVR [Division of Vocational Rehabilitation] - timely, clear communication, and shared concern for the client.		Individual providing psychological evaluations or services.
Excellent counselors! Very concerned with clients. Give good referrals and do a great job of follow-up.	I can't think of anything.	Individual providing psychological evaluations or services.
	When you are finally off hold, they do well with information delivery.	Agency providing more than one type of service; 15 employees.
Sends patients our way, pays the physical code on time.	Pay for documented lab and x-rays done the same day as the physical in order to make a diagnosis. The patients (99%) come in without prior medical records and we must have evidence to support a diagnosis.	Individual providing medical evaluations or services.
Once you finally get through, they are very helpful and answer questions thoroughly.	Get rid of the pharmacy pre-authorization or put on more pharmacists. The billing gets bogged down at times and we go for weeks without getting paid.	Individual providing more than one type of service.
Promptly return calls, explain procedures (especially Dory). Diane and Bob Zeirdel and Brett Segur are helpful.	Process paperwork faster. Have more windows open. Customer service hotline hold times are too long. Procedures are too complicated, cumbersome and confusing.	Agency providing more than one type of service; 8 employees.
Provide updated billing information.	Have more provider phone lines so the wait isn't so long.	Individual providing medical evaluations or services.
	They need to be more clear on what their reference point for DSHS GAU[General Assistance Unemployed] or DSHS SSI [Supplement Security Income] is. There is a difference when it comes to scheduling. Also, we have had a couple of caseworker calls that do not speak English clearly, so if someone could call for them it would be helpful.	Agency providing psychological evaluations or services; 7 employees.
	Have not so long wait on phone.	Individual providing medical evaluations or services.
Lori Franek is OUTSTANDING! Lori has a wonderful, helpful presence and is willing to work.	(Specific Name) could be at VYFS [Vashon Youth and Family Services] twice a month.	Agency providing psychological evaluations or services; 22 employees.
	This is a stupid survey that means nothing. Quit spending my tax dollars to send this out.	Individual providing unspecified services.

## DVR 2003 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
The staff appears attentive to the needs of our consumers.	Better communication and planning meetings between DSHS caseworkers and BHC [Behavioral Health Care] clinical staff.	Agency providing more than one type of service; 6 employees.
Division of Vocational Rehabilitation is extremely helpful.	Improve quality of communications, etc., regarding benefit caseworkers. Failure to return calls, lose information, not always helpful.	Agency providing more than one type of service; 1 employee.
	Once evaluations are done, be more proactive with scheduling of feedback sessions with client, DVR [Division of Vocational Rehabilitation] counselor and provider.	Individual providing psychological evaluations or services.
They are good about mailing information (re: the patients).	Make sure patient contact information is accurate and current.	Agency providing psychological evaluations or services; 3 employees.
Referring people, getting paperwork processed for referrals.	Pay faster. We have claims that are four to six months old.	Individual providing medical evaluations or services.
	Be more prompt, courteous, attention to detail, i.e. our doctor bills under his name and provider number; checks come as a group or to one of his associates - this didn't use to occur.	Individual providing medical evaluations or services.
Not much from claims department. A man by the name of (Specific Name) in customer service is VERY rude! Not helpful!	Claims people to be more helpful and courteous.	Individual providing medical evaluations or services.
I love our Skagit DVR [Division of Vocational Rehabilitation] staff people! They are personable. They work with each other well. They are WAY too overworked now. What a shame.	Please let us take coupons, LMHC's [Licensed Mental Health Counselor] need to help, the few firsts here. I'd like a longer time to see my DVR [Division of Vocational Rehabilitation] clients. Up to 1 year, instead of three months for 12 - 20 visits mental health. Could you PLEASE allow Healthy Options clients under the Regence Plan to see a LMHC? Mental health is different than case management. Outpatient mental health (LMHC) case management, grief work, etc., depression, anxiety, etc., PTSD [Post Traumatic Stress Disorder].	Individual providing psychological evaluations or services.
Answer questions, offer services (though my patients sometimes get a different response when they try to call with the same question).	Be an advocate for the patient.	Individual providing medical evaluations or services.
Discuss their goals in regards to client needs that need to be applied to treatment plan and development.	Put the clients' name or initials on the EOB [Explanation of Benefits], as your client number does not correspond with how long or identify the client payment for sessions.	Individual providing psychological evaluations or services.

## DVR 2003 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
No hassle when we need stretch to give good service.	Make it easier to order stock replacement for forms that are in need.	Agency providing medical evaluations or services; 8 employees.
Prompt response to requests, courteous and professional, and prompt payment of bills.		Individual providing psychological evaluations or services.
	More information about services offered.	Individual providing unspecified services.
Good communication through phone calls and case staffing.	Set up more accountability for those clients who continue to not follow through.	Individual providing more than one type of service.
	ANSWER THE PHONE! Speak English well! Know answers to questions.	Individual providing community rehabilitation programs.
Communications with local office is excellent.	Make sure the provider is paid for clients that lack follow through and don't do their part to help complete plan.	Agency providing community rehabilitation programs; 6 employees.
Yes, they provide very good working relationships with me.	Screen cases better, so there are few "no shows".	Individual providing psychological evaluations or services.
	Just provide the pertinent information to identify the patient (your client), not to include social security numbers from other clients on the request letter.	Individual providing medical evaluations or services.
Give status of applications.	When a release is submitted with an application, list sender as authorized representative. Also, return calls.	Individual providing medical evaluations or services.
Seldom, if ever, talk with DSHS staff.	Have patients bring their identification cards (coupons) to each and every visit.	Individual providing medical evaluations or services.
	Decrease individuals' caseloads, it takes so long to get ahold of them because of the amount of work they do.	Individual providing psychological evaluations or services.
Generally, staff are willing to meet with us. DVR [Division of Vocational Rehabilitation] works very well in placing clients. Staff of DSHS work hard under extreme budget cuts.	Be more available by phone! Or, make e-mail addresses available... COMMUNICATION!!!	Agency providing psychological evaluations or services; 19 employees.
Update me.	To work with me on my issues.	Individual providing independent living services.
Track client progress, help solve administrative problems related to WAC [Washington Administrative Codes] and policy.	Not lose paperwork, this is a built-in excuse for not assisting participants.	Agency providing independent living services; 14 employees.
They take the time to explain things in detail. Also, when we are trying to explain to them a scenario, they take the time to understand.	The communication between DME [Durable Medical Equipment] authorizations department and claims department needs improvement. We sometimes have to call both twice to get an issue resolved.	Individual providing equipment.

## DVR 2003 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Following through, quick responses, and quick payment.	Have no problems with the DVR [Division of Vocational Rehabilitation] program.	Individual providing psychological evaluations or services.
	Get change of addresses done quickly.	Agency providing more than one type of service; 5 employees.
Medicaid TPL [Third Party Liability] Department and Medicaid and Medicare Units are very accessible and courteous.	Medicaid could help more by having representatives meeting in our area more.	Agency providing medical evaluations or services.
Prompt and reliable, knowledgeable and accurate in the work they do and decisions they make.	Meet with us if any issues arise. They have been very helpful with this in the past.	Agency providing community rehabilitation programs.
Very helpful when I call. Enrollment issues are handled quickly.		Agency providing medical evaluations or services; 16 employees.
They always call ahead to set the appointments and funds are always on time.		Agency providing community rehabilitation programs; 5 employees.
They help with applications for medical necessity.	Have better access to doctor's DSHS number. Have better phone communications, so we don't have to be on the phone so long.	Agency providing medical evaluations or services; 25 employees.
Getting corrected PIC's [Personal/Patient Identification Code] and claim numbers.	Be patient on the phone and take more PIC's [Personal/Patient Identification Code] at one time. I have called before and will only give about six to eight PIC's at one time. Then I have to call back.	Individual providing more than one type of service.
	Don't waste money resending this survey.	Individual providing psychological evaluations or services.
	Could offer printout of jobs submitted monthly or weekly.	Agency providing medical evaluations or services; 3 employees.
Carefully explain (with good humor and apologies) the complicated rules or the bureaucracy.	Maximize human contact, minimize terrifying forms that create meaningless paperwork.	Individual providing more than one type of service.
Get information needed.	They will say one thing and that is either not true or won't stand by what they said.	Individual providing medical evaluations or services.
DVR [Division of Vocational Rehabilitation] has done a great job educating providers on upcoming issues.	Follow through with promises (re: care manuals), and maintain consistent staff. It is nice to have a full-time counselor.	Agency providing more than one type of service.
Cooperative nature of counselors, availability and flexibility with my unique schedule.	Provide regular feedback regarding outcome of work performed, quality, and usefulness.	Individual providing psychological evaluations or services.
Obtain DSHS coverage (claim status), verification of benefits, and handle appeals timely.	Remit remittance advice electronically.	Individual providing medical evaluations or services.
Help with getting clients appropriate services.		Individual providing psychological evaluations or services.

## DVR 2003 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
DVR [Division of Vocational Rehabilitation] are excellent and so are DD [Developmental Disabilities] services, polite and helpful. Those people seem to care about people. The front desk is staffed by friendly, helpful people.	No GAU [General Assistance Unemployed] worker should dictate to a professional about what treatment is required. They are not trained, not knowledgeable - this is arrogant and disrespectful. They seem to dislike the people they are serving. They should take directions from trained professionals about what is appropriate or likely to be helpful treatment.	Agency providing unspecified services.
Appropriate phone contact and providing pertinent information.	More timely AFP's [Authorization for Purchase].	Individual providing psychological evaluations or services.
Reply to our requests.	Need to know about our populations and their problems.	Agency providing community rehabilitation programs; 4 employees.
	Easier access to claims status, better and faster ability to get provider numbers assigned to our providers.	Agency providing medical evaluations or services; 2 employees.
Wonderful staff people who want to make a difference.		Agency providing community rehabilitation programs; 6 employees.
When we have collaborative cases, collaborate well.	#1 (treated w/courtesy and respect) is yes, but with notable NO's by specific workers. Be more consistently polite.	Agency providing psychological evaluations or services; 25 employees.
Everything.	Not much.	Individual providing psychological evaluations or services.
Let us know the length of time we will be waiting to get a representative.	Have better attitudes and nice voice, not scare patients, and find the best solutions to patients.	Agency providing medical evaluations or services; 16 employees.
Patient eligible voucher.	Do denial online then send a blue adjustment by mail, your office has a better system to see patients eligible online.	Agency providing more than one type of service; 35 employees.
	Provide training on navigating their system.	Agency providing community rehabilitation programs; 31 employees.
Specify outcome needs and providing referral information.		Individual providing independent living services.
Prompt call backs, send available records, appropriate referrals, adequate time to complete referrals.	Can't really think of anything.	Individual providing psychological evaluations or services.
Trainings, a variety of contact options.	More prompt response to calls and e-mails.	Agency providing more than one type of service; 38 employees.

## DVR 2003 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
The DVR [Division of Vocational Rehabilitation] counselors who refer clients to me have been professional, thorough, and courteous.	I now primarily work with DVR. In past, I would have said offer more support and supervision for caseworkers in the trenches, especially CPS [Child Protective Services].	Individual providing psychological evaluations or services.
Ken Lowry was an excellent contact person. He was informative, concise, saved us a lot of time - WE MISS HIM!!!	Reduce the time it takes to reach a real person on the provider line.	Agency providing medical evaluations or services; 24 employees.
I have worked mainly with DVR [Division of Vocational Rehabilitation] and the staff there have been GREAT - clear, and they follow through with paperwork, etc. Totally professional.	Nothing - I'm always glad to work with DVR.	Individual providing psychological evaluations or services.
The workers seem to want to help the clients I see. They seem to respect the work I do.	The reason for #1 being 50/50: I don't get the respect of phone calls returned in a timely fashion. Authorizations can be slow.	Individual providing psychological evaluations or services.
Answers in regard to DVR [Division of Vocational Rehabilitation] ONLY. Great follow up and follow through. Excellent communication. Especially Tina Braedengerd - She is THE BEST!!	Provide more funding to DVR.	Agency providing more than one type of service; 1+ employees.
All is well.		Agency providing psychological evaluations or services; 3 employees.
Always courteous and helpful on the provider help line.	Explain to patients the difference between straight coupon and medical care coupon and what to watch for line-by-line on coupon.	Agency providing psychological evaluations or services; 4 employees.
Very kind and empathic to clients; appreciative to me and helpful.	Difficult to reach your staff by phone. Often difficult to collect payment owed to me.	Individual providing psychological evaluations or services.
Helps us with billing and paperwork problems.	Have counselors return calls in a more timely manner.	Agency providing more than one type of service; 5 employees.
	Get more to answer phones and questions.	Agency providing medical evaluations or services; 19 employees.
DSHS workers knowledgeable and accommodating, when available.	Easier access to DSHS workers - it's often difficult and time-consuming to reach a client's social worker or other DSHS staff. For us, it translates to man hours of unbillable time.	Agency providing more than one type of service; 2 employees.

## DVR 2003 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
	Learn and understand Deaf and Blind needs and effective models of service delivery. Contract with people and agencies knowledgeable about Deaf and Blind people, instead of making DSHS staff be "generalists" (doesn't work with deaf and blind services). Support changes to RSA [Rehabilitation Services Administration] language that create barriers or exclusions from serving to Deaf and Blind.	Agency providing more than one type of service.
Provide space for evaluations at facilities; call customers ahead of time to remind them of appointments; process bills promptly (mostly); feedback sessions.	Ask specific referral questions. Not be tied, arbitrarily, to L&I [Labor and Industries] pay cuts. Promptly schedule feedback and utilize reports, if recommendations need to be implemented.	Individual providing psychological evaluations or services.
When I am able to reach someone and to speak with someone they are informed and courteous. Thank you!	Make more telephone lines in and your system more accessible to a "real person".	Individual providing medical evaluations or services.
VRC's [Vocational Rehabilitation Counselors] have clear communication around expectations and needs to partner well with customers and vendors.	Clarify standard procedures, we get very different interpretations from each VRC [Vocational Rehabilitation Counselor] and DVR [Division of Vocational Rehabilitation] office.	Agency providing more than one type of service; 4 employees.
	Occupational therapy needs to have better coverage. Physical therapy allows more visits than occupational therapy, why is this?	Agency providing community rehabilitation programs; 5 employees.
	Be more clear about what they're requesting and stop losing paperwork!	Individual providing psychological evaluations or services.
I have not had much contact, but the contact I've had has been positive in terms of workers being helpful - treating me with respect.	?	Individual providing psychological evaluations or services.
Provider representatives are very helpful in claims, denial, reprocessing questions - e-mail has been the most effective way to communicate.	More practical examples in the provider manual regarding non-covered services and examples of when you may bill the patient and when waivers need to be signed OR not signed.	Agency providing more than one type of service; 16 employees.
Direct phone contact with thoughtful staff.	Better access to the State office.	Individual providing psychological evaluations or services.
Easy reimbursement of services.	Nothing.	Individual providing assisted technology services.