BACKGROUND

The office of Mental Health and Substance Abuse Services (OMHSAS) of Pennsylvania Department of Human Services requires counties to assess member satisfaction with, and outcome of, publicly funded behavioral health services provided through participating providers of Magellan. A total of 134 adults, adolescents and parent/family caregivers participated in the survey process during July-September 2026

RATING TREATMENT SUCCESS

Adolescents between 14 and 20 years of age were asked how they had improved as a direct result of the behavioral health services they received. Percentages below represent those respondents who "strongly agreed" or "agreed" with the following statements. They were also asked their opinion regarding the treatment they received from their provider. N=19

21%	Do you know where to find the number to call Magellan?
58%	Are you aware you can file a complaint/grievance?
11%	Have you reviewed your insurance benefits/options?
79%	We meet at times that are convenient for me.
100%	I was given a choice in different treatment providers?
100%	I received help in a reasonable period of time.
53%	Provider offered information on Peer Support Services.
100%	Provider helped me make a plan to deal with problems.
100%	I was encouraged to make my own treatment decisions.
89%	I am comfortable communicating with my provider.
63%	Provider informed me on available community services.
90%	Provider staff treats me with respect and as an equal.
92%	I manage strong feelings better.
86%	I make better choices throughout day-to-day life.
11%	Have you had any issues or problems with the provider?

RATING SATISFACTION WITH SERVICES

Adult and parent/caregivers were asked to rate their overall satisfaction with the behavioral health services they received from themselves or their child. Percentages below represent those respondents who *"strongly agreed"* or *"agreed"* with the following statements. The questions covered the members' perception of treatment, outcomes, treatment by the provider and staff of Community Care. The parent/family caregivers interviewed responded on behalf of their child under 14 years of age. The table below shows survey findings, where percentages represent respondents who *"strongly agreed"* or *"agreed"* with each item, using a 5-point scale.

ADULT SATISFACTION WITH SERVICES	AGREE	PARENT/CAREGIVER SATISFACTIN WITH SERVICES	AGREE
	N=90		N=25
Do you know where to find the number to call Magellan? (Yes)	19%	Do you know where to find the number to call Magellan? (Yes)	32%
Are you aware you can file a complaint/grievance, if needed?	31%	Are you aware of how to file a complaint/grievance, if needed?	44%
Have you reviewed your insurance benefits/treatment options.	13%	Have you reviewed your insurance benefits/treatment options?	20%
I was able to get help needed within a reasonable amount of time.	94%	Services are available at times that are convenient. (Yes)	80%
Made aware of availability of other providers and given a choice.	90%	I was given a choice of different providers available (for treatment).	84%
Provider helped me create plans to deal with problems.	94%	Able to get help child needs within a reasonable amount of time.	92%
Provider encourages me to make my own treatment decisions.	98%	The provider explained the child's diagnosis to me.	88%
I feel comfortable communicating with my provider.	97%	Provider helped us create a plan to deal with any problem.	88%
I feel I have enough time with staff during most sessions.	92%	Encouraged to make child's treatment decisions.	88%
Provider offered information on Peer Support Services.	64%	I am comfortable communicating with my child's treatment provider,	92%
Provider offered information on community resources and support.	80%	Feel like child has enough time with staff during sessions.	96%
Staff treat me with respect and as equal partner in treatment.	93%	Provider and PCP work together and share information.	88%
Clear information on who to call between appointments.	92%	I am given advance notice to my schedule arrangements.	88%
I deal better with daily problems.	91%	Staff treat us with respect and as equal partners.	92%
I am more hopeful about the future.	90%	Know who to contact between appointments.	92%
Treatment is effective in helping achieve my recovery goals.	87%	Child deals with daily problems better.	96%
I have had issues or problems with the provider. (No)	96%	Our family has improved since child started treatment.	92%
I would recommend provider to others (for treatment).	97%	Child's behavioral health is improving.	84%
I was given a chance to make treatment decisions.	94%	I have had issues or problems with the provider. (No)	8%
I the past 12 months, I was able to get the help I needed. (Yes)	94%	I would recommend my provider to others.	92%
I have trouble getting medications that work for me. (No)	71%	Child's quality of life has improved from treatment.	80%

CHARACTERISTICS OF ADULT RESPONDENTS

Gender:	Male		41%
	Female		59%
Age:	21-24		7%
	25-34		42%
	35-44		21%
	45-54		22%
	55-64		8%
	65 & over		0%
Survey Method	Face to Face	53	59%
	Telephone	37	41%
	Total	90	100%
Services	Mental Health		84%
	Substance Abuse		12%
	Both		3%

CHARACTERSITICS OF PARENT/FAMILY RESPONDENTS

Gender:	Male		60%
	Female		40%
	Does Not Identify (Other)		0%
Member Age:	5 Or under		0%
	6-8		32%
	9-13		64%
	14 & Over		4%
Survey Method	Face to Face	15	60%
	Telephone	10	40%
	Total	25	100%
Services	Mental Health		100%
	Substance Abuse		0%
	Both		0%

CHARACTERISTICS OF YOUTH RESPONDENTS

GENDER	Male		21%
	Female		79%
	Does Not Identify (Other)		0%
AGE:	14-15		16%
	16-17		0%
	18-20		84%
	20 & Over		0%
Survey Method	Face to Face	5	26%
	Telephone	14	74%
	Total	19	100%
Services	Mental Health		100%
	Substance Abuse		0%
	Both		0%

Contact Information

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Bedford-Somerset Recipients Rate Their Behavioral Health Services

July - September 2026 Consumer and Family Satisfaction and Outcomes Survey Findings

October 2026