



FY25

Contracted Service Provider Survey - Survey Results

February Return Rate: 48.9% (23/47)

August Return Rate: 47.7% (21/44)

Q1: How satisfied are you with the quality of the authorization process for services at The Right Door?
 Q2: How satisfied are you with access to consultations with The Right Door staff relative to a specific client or episode?
 Q3: How satisfied are you with training provided on person served Person Centered Plan goals (treatment plan/behavior plan)?
 Q4: How satisfied are you with the customer service provided by The Right Door?
 Q5: How satisfied are you with grievance and appeal procedures at The Right Door?
 Q6: How satisfied are you with the paperwork required by The Right Door?
 Q7: How satisfied are you with the timeliness and accurateness of payment for your services from The Right Door?
 Q8: How satisfied are you with the training provided by The Right Door to the staff of contractors?

Question	Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	No Experience	Sep. 2024 Total Very Satisfied / Satisfied	Feb. 2025 Total Very Satisfied / Satisfied	Sept. 2025 Total Very Satisfied / Satisfied
Q1							18/21 - 85.7%	20/23 - 86.96%	11/14 - 78.57%
Q2							14/19 - 73.7%	18/21 - 85.7%	12/14 - 85.7%
Q3							13/14 - 92.86%	17/19 - 89.47%	11/14 - 78.57%
Q4							18/19 - 94.74%	19/22 - 86.36%	19/20 - 95%
Q5							5/6 - 83.3%	7/7 - 100%	6/7 - 85.57%
Q6							14/20 - 70%	21/23 - 91.3%	18/20 - 90%
Q7							19/20 - 95%	22/23 - 95.65%	20/20 - 100%

Q8							14/16 – 87.5%	18/20 – 90%	12/13 – 92.3%
Q9 – would you recomm end partneri ng with The Right Door to others?									19/21 – 90.5%

Comments Q1: How satisfied are you with the quality of the authorization process for services at The Right Door?

- I have had no issues with this process.
- Very quick with any type of response. Authorizations are always on time.
- The Right Door is easy to work through contracts with and easy to contact
- We would like to see an automatic notification when there is a new auth or a change in one
- I am very satisfied

Comments Q2: How satisfied are you with access to consultations with The Right Door to a specific client or episode?

- Prompt problem solving
- Sometimes I have had difficulty getting a hold of CSM. Emails are not answered.
- We are an FMS
- I am very satisfied

Comments Q3: How satisfied are you with training provided on person served Person Centered Plan goals (treatment plan/behavior plan)?

- Great training
- Feel Case manager need to get PCP's to the homes in a more timely manner
- We are an FMS
- I am very satisfied

Comments Q4: How satisfied are you with the customer service provided by The Right Door?

- We feel that their communication is good with us. They are also willing to meet when we need it.
- I am very satisfied



Comments Q5: How satisfied are you with grievance and appeal procedures at The Right Door?

- none

Comments Q6: How satisfied are you with the paperwork required by The Right Door?

- As expected, no concerns.
- By far one of the top counties that are interested in value added documents, not just a stack of forms to fill out just to say they did them.
- Credentialing with your team was an amazing experience, very efficient.
- We are an FMS
- One contract per service instead of one per consumer would be ideal. This is the norm for other CMHSP.

Comments Q7: How satisfied are you with the timeliness and accurateness of payment for your services from The Right Door?

- We do not experience a lot of billing issues. If we do, they are willing to work through them with us.

Comments Q8: How satisfied are you with the training provided by The Right Door to the staff of contractors?

- none

Comments Q9:

- Great people to work with.

Other:

