



FY26

Contracted Service Provider Survey - Survey Results

April Return Rate: 44 sent, 20 returned – 45.45%

- 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	Feb. 2025 Total Very Satisfied / Satisfied	Sept. 2025 Total Very Satisfied / Satisfied	April 2026 Total Very Satisfied / Satisfied
Q1	12	4	1	1	0	2	20/23 – 86.96%	11/14 – 78.57%	16/18 – 88.89%
Q2	11	4	0	0	0	5	18/21 – 85.7%	12/14 – 85.7%	15/15 – 100%
Q3	6	6	1	0	0	7	17/19 – 89.47%	11/14 – 78.57%	12/13 – 92.31%
Q4	14	5	1	0	0	0	19/22 – 86.36%	19/20 – 95%	19/20 – 95%
Q5	5	2	0	0	0	13	7/7 – 100%	6/7 – 85.57%	7/7 – 100%
Q6	12	5	0	1	0	2	21/23 – 91.3%	18/20 – 90%	17/18 – 94.44%
Q7	14	6	0	0	0	0	22/23 – 95.65%	20/20 – 100%	20/20 – 100%
Q8	8	5	1	0	0	6	18/20 – 90%	12/13 – 92.3%	13/14 – 92.86%

Q9 – would you recommend partnering with The Right Door to others?	YES – 19 Maybe - 1							19/21 – 90.5%	19/20 – 95%
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Comments Q1: How satisfied are you with the quality of the authorization process for services at The Right Door?

- Quite often we have to ask for the new auth or new PCP
- CSM is easy to talk to and has assisted me several times.
- Authorization process has been consistent.
- We are not involved with the auth process. We receive referrals after the auth process occurs.
- Very quick to respond

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

- The Right Door works very well with GT and time there is a concern or issue.
- I am satisfied with the process and accessibility; however, responsiveness it is not timely at times.
- The Right Door is always easy to get in touch with

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

- PCP was faxed over for review
- Training is adequate

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

- Always very professional and knowledgeable

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?

- Very adequate

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

- Sometimes I do have to re-submit documentation.
- Have never had an issue with this portion.

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

- This question is confusing. The training provided by The Right Door is the initial training on the individual, when we receive a new referral. That is great. However, the amount of staff training (not provided by The Right Door) required in our contract is very lengthy, which makes it difficult for contracted employees to complete each year. They complete this training on their own time, not receiving any extra pay. I understand most of this is required by Medicaid and can't be changed; however, it is a lot!
- Training is adequate

Comments Q9:

- The Right Door is easy to work with.
- I would highly recommend partnering when considering the individuals that we serve. However, the amount of time completing all the requirements of the contract would make it difficult for colleagues, since they would only be paid for the direct session time.
- The Right Door is understandable and willing to work through all things with us

Demographics:

1. What is your practice management type?
 - a. Organization/business: 16
 - b. Solo: 3
 - c. Other: 1
 - i. FMS – Fiscal mediation service
2. What type of service do you provide?
 - a. Residential: 12
 - b. Clinical/Therapy Services: 3
 - c. Inpatient: 1
 - d. Other: 4
 - i. FMS – 2
 - ii. Reflective Supervision/consultation – 1
 - iii. Unknown – 1
3. How long have you been a contractor?
 - a. 10+ Years: 9

- b. 7-9 years: 1
- c. 4-6 years: 4
- d. 1-3 years: 5
- e. Less than a year: 1