

Behavioral Health Member Survey Results 2025

Survey Measure	2025		
	ADULT	CHILD	TOTAL
<i>Access & timeliness of behavioral health care</i>			
I have a Behavioral Health Care Provider (BHCP) in a good location for me.	77%	71%	76%
I can get an appointment as soon as I need it.	75%	83%	77%
<i>Perceived outcome of behavioral health care</i>			
My BHCP helps me get along better with family and friends.	68%	77%	70%
My BHCP helps me do better in school, work or other daily activities.	65%	76%	68%
My BHCP helps me feel better.	78%	72%	77%
<i>Communication with clinicians</i>			
My BHCP listens to me and understands what I say.	82%	81%	82%
My BHCP explains things in a way that I understand.	87%	72%	84%
My BHCP works on my treatment plan with my family, my care team and me.	66%	76%	68%
My BHCP talks to me about medicines, and the risks they might have.	78%	76%	78%
I see my BHCP and Primary Care Provider (PCP) at the same location.	33%	39%	34%
My BHCP and PCP share info about my health and treatment plan.	65%	66%	65%
My BHCP helps me with other self-help support and community services.	69%	71%	69%
My BHCP and care team include supportive roles, such as peer support services, in my treatment options and goals.	69%	NA	69%

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My provider and my care team help me get health care prevention screenings that I need.	72%	77%	73%
My provider and my care team teach me how to take care of my health.	75%	76%	75%
My provider and my care team have my health history to make the best decisions about my treatment plan.	78%	78%	78%
<i>Patient rights</i>			
My BHCP treats me with respect.	89%	96%	90%
My BHCP is sensitive to who I am – including my race, religion, ethnicity, gender identification, language, and/or disability.	86%	87%	87%
My BHCP cares about how my culture affects my health	74%	84%	76%
My BHCP makes sure I get my health care in a language that works for me	92%	96%	92%
<i>Member services and assistance</i>			
My health plan staff is friendly and helpful.	83%	87%	84%
My health plan helps me get care.	82%	80%	82%
I would tell others to use my health plan.	77%	74%	76%
<i>Overall rating of behavioral health provider</i>			
I would send my friends or family to my BHCP.	74%	69%	73%
The office staff is polite and helpful.	83%	89%	84%
I am pleased with my behavioral health services.	80%	77%	79%