

Socially Necessary Service(s) **Feedback Loop**

As part of the Socially Necessary Service(s) (SNS) redesign of the service array, the State of West Virginia's Bureau for Social Services (BSS) has implemented a feedback loop in which various forms of feedback may be obtained and utilized for continuous quality improvement. Feedback is welcome from anyone directly involved or impacted by the utilization of Socially Necessary Services. While feedback is voluntary, it is mandatory that each agency provide all feedback loop information to clients they have served. A verification form must be signed by all parties acknowledging having received the following information.

Two methods of feedback have been developed:

1) Socially Necessary Service(s) Satisfaction Survey:

This feedback is within online survey form and only utilized by the client which received Socially Necessary Services. This will include all adults and any youth up to age 14 who are receiving services. The client may access the survey by scanning a QR code or accessing provided link on Page 2 of this document. The SNS Member Satisfaction survey was created to capture a reflection of the experiences gained by biological, foster and kinship parent's while utilizing Socially Necessary Services through a recent service provider.

Each SNS agency will be eligible to receive reports which contain feedback provided by clients who have completed services through their agency. This is in an effort to provide ongoing client feedback related to SNS for the purposes of continuous quality improvement. To receive an Individual Agency report, an agency must have received ten responses per quarter from clients having completed SNS. If this benchmark is achieved, the Member Satisfaction Survey individual results will be distributed on a quarterly basis. Regardless of responses received, each agency will be provided with an annual report at the end of the year. A statewide quarterly report will also be provided to show SNS data by county.

2) Grievance process:

Grievances related to SNS agencies/services may be submitted by anyone. The feedback will be filtered through Aetna and addressed by the West Virginia Bureau for Social Services (BSS) as they see fit. Aetna will oversee the platform to capture SNS provider feedback through Aetna's Grievances and Appeals department, as well as through the Aetna SNS Liaison. The grievance process can be found on Page 3 of this document. Feedback is to encompass all types of complaints pertaining to SNS providers, including client complaints about their SNS provider, SNS provider complaints about other SNS providers, DoHS staff complaints about SNS providers, and complaints from stakeholders about SNS providers/provision.

Socially Necessary Service(s) Satisfaction Survey

**To access the SNS Satisfaction Survey please utilize one of two methods below:*

1) Please click or type the following link within your web browser:

<https://forms.office.com/r/HYrux9T8Pq>

2) You may scan the QR Code by pointing camera at picture below:



Socially Necessary Service(s) Grievance Process

Aetna will oversee the platform to capture SNS provider feedback through Aetna's Grievances and Appeals department. Feedback is to encompass all types of complaints pertaining to SNS providers, including client complaints about their SNS provider, SNS provider complaints about other SNS providers, DoHS staff complaints about SNS providers, and complaints from stakeholders about SNS providers/provision.

**Please note that the process to submit complaints depends on MCO membership with Aetna.*

Aetna member complaint reporting options:

- By phone call: Call is received through Member Services at 1-888-348-2922
- By email: ABHWVGrievanceandAppeal@aetna.com
- Hand-written complaint, which may be sent as hard copy by mail, fax or email:
 - Address- P.O. Box 81139, 5801 Postal Rd, Cleveland, OH 44181
 - Fax number- 888-388-1752

All others (DoHS staff, other SNS providers, and stakeholders) will need to filter through the Aetna Socially Necessary Services Liaison utilizing the contact information below:

-Alexandra Martin , Aetna SNS Liaison

- By phone call: 304-514-1084
- By email: MartinA9@aetna.com
- Hand-written complaint, which may be sent as hard copy by mail, fax or email:
 - Address- 500 Virginia Street East, Suite 400, Charleston, WV 25530
 - Fax number- 844-330-1001