



**SANDHILLS  
CENTER**



**SANDHILLS CENTER**

# 2015 DHHS Provider Satisfaction Survey

Theresa Clark

# Purpose

---

- Measure how well the LME/MCO's are meeting providers' expectations and needs



# Background

---

- Carolinas Center for Medical Excellence (CCME) administered a satisfaction survey to Providers participating in the 1915 (b)(c) Medicaid Waiver Program that submitted at least 5 encounters between Jan. 1, 2015 – Jun. 30, 2015
- The survey was administered over a 3 week period during Aug/Sep 2015.



# Results

---

- Sandhills Providers overall satisfaction was 82.4% which is a 10.2% increase from the 2014 survey and 3.2% higher than the 2015 State Average.
- CCME noted that Sandhills, on average and in the number of questions that were improved, had the largest gains across the questions for all of the LME/MCO's. Sandhills saw improvement in every measure and had an average improvement rate of 8.4% points.



# Results

---

- An analysis was performed on the 2015 results and compared to the 2014 results:
  - 23 out of 31 questions were analyzed and categorized
    - **12 Improved** – increased results from 2014 and above State Average in 2015
    - **8 Needs Improvement Slightly Above** – slightly above State Average (<3%)
    - **3 Needs Improvement Below** – below State Average (>3%)



# Analysis

Question	2014 State Avg	2015 State Avg	Incr/ Dcr State Avg	2015 SHC	2014 SHC	Incr/ Dcr Last Year	2014 Quest Need Impr	Comments
Q5 - LME/MCO staff is easily accessible for information, referrals, and scheduling of appointments.	76.4	77.9	3.2	81.1	78.6	2.5		IMPRV
Q6 - LME/MCO staff are referring consumers whose clinical needs match the service(s) my practice/agency provides.	61.4	64.6	-3.7	60.9	55.9	5	*	NI Below
Q7 - LME/MCO staff responds quickly to provider needs.	74.9	72.9	2.7	75.6	71.6	4	*	NI Slightly Above
Q8 - Customer Service is responsive to local community stakeholders.	60.5	62.5	5.6	68.1	63.9	4.2		IMPRV
Q9 - When I speak with staff about claims issues I am given consistent and accurate information.	71.6	74.3	0.9	75.2	59.2	16	*	NI Slightly Above
Q10 - Claims trainings meet my needs.	66.5	69.2	1	70.2	59.5	10.7	*	NI Slightly Above
Q11 - Our claims are processed in a timely and accurate manner.	81.6	87.2	2.3	89.5	65.2	24.3	*	NI Slightly Above
Q12 - Information Technology trainings are informative and meet my agency's needs.	64.3	65	5.6	70.6	59.5	11.1	*	IMPRV
Q13 - Provider Network meetings are informative and helpful.	59	62.1	10.2	72.3	65.9	6.4		IMPRV
Q14 - Provider Network keeps providers informed of changes that affect my local Provider Network.	76.7	77.9	6.6	84.5	77.9	6.6		IMPRV
Q15 - Provider Network staff are knowledgeable and answer questions consistently and accurately.	70.9	71.9	1.6	73.5	67.6	5.9	*	NI Slightly Above
Q16 - Our interests as a network provider are being adequately addressed in the local Provider Council.	51.7	52.2	3.3	55.5	50.8	4.7		IMPRV
Q17 - How would you rate your overall satisfaction with Provider Network?	74.1	77.2	1.8	79	72.6	6.4		NI Slightly Above
Q18 - The LME/MCO staff conducts fair and thorough investigations.	58	65.5	5.9	71.4	56.2	15.2		IMPRV
Q19 - After the audit of investigation, LME/MCO requests for corrective action plans and other supporting materials are fair and reasonable.	57.3	68.8	6.8	75.6	58.9	16.7		IMPRV



# Analysis

Question	2014 State Avg	2015 State Avg	Incr/ Dcr State Avg	2015 SHC	2014 SHC	Incr/ Dcr Last Year	2014 Quest Need Impr	Comments
Q20 - Technical assistance and information provided by staff is accurate and helpful.	76.3	76.6	-1	75.6	70.9	4.7	*	NI Below
Q21 - Trainings are informative and meet our needs as a provider/agency.	67.5	70.4	6.5	76.9	73.2	3.7		IMPRV
Q23 - Authorizations for treatment and services are made within the required timeframes.	79.4	82.4	5	87.4	76.9	10.5	*	IMPRV
Q24 - Denials for treatment and services are explained.	67.1	70.9	-0.3	70.6	63.5	7.1	*	NI Below
Q25 - The authorizations issued are accurate (correct date, consumer and service).	81.2	82.9	5.8	88.7	80.6	8.1		IMPRV
Q26 - My agency is satisfied with the appeals process for denial, reduction or suspension of service(s).	48.7	50.3	1.4	51.7	48.8	2.9		NI Slightly Above
Q27 - The LME/MCO's website has been a useful tool for helping my agency find the tools and materials needed to provide services.	69.1	75	1.1	76.1	68.9	7.2		NI Slightly Above
Q28 - Please rate your overall satisfaction with the LME/MCO.	77.9	79.2	3.2	82.4	72.2	10.2		IMPRV
<b>COMMENTS:</b>								
12 IMPRV - increased results from last year and above State Average this year								
8 NI Slightly Above - Needs Improvement - slightly above State Average (<3%)								
3 NI Below - Needs Improvement - Below State Average (>3%)								





# Questions

---



**SANDHILLS CENTER**

