



# The State of North Carolina Division of Medical Assistance

## 2016 DHHS Provider Satisfaction Survey Results

January 2017



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Results from the Provider Satisfaction Survey of North Carolina providers participating in the 1915(b)/(c) Medicaid Waiver program provides a tool for assessing how well the State and the health plans are meeting providers' expectations and needs. DataStat, Inc. conducted the survey on behalf of The State of North Carolina Division of Medical Assistance (DMA) and The Carolinas Center for Medical Excellence (CCME).

This report is designed to allow NC DMA and the health plans to identify key opportunities for improving providers' experiences. Provider responses to survey questions are summarized as achievement scores. Responses that indicate a positive experience are labeled as achievements, and an achievement score is computed as the proportion of responses qualifying as achievements. In general, somewhat positive responses are included with positive responses as achievements. For example, a provider response of "Strongly Agree" or "Agree" to the statement "Our claims are processed in a timely and accurate manner." is considered an achievement, and the achievement score for this question is equal to the proportion of respondents who answered the question with "Strongly Agree" or "Agree". Because achievement scores for survey questions are computed as the proportion of providers who indicate a positive experience, the lower the achievement score, the greater the need for the health plan to improve.

The purpose of the survey is to assess provider perceptions of the seven LME/MCOs in North Carolina. The results from this survey allow DMA to assess the LME/MCOs' ability in the following three areas:

1. Interacting with their network providers.
2. Providing training and support to their providers.
3. Providing Medicaid Waiver materials to help their providers strengthen their practice.

Statistical significance tests are run comparing NC Provider overall scores with each health plan score. Comparisons are presented in the *Single Items* section of the report.

## Methodology

The survey drew as potential respondents active providers participating in the 1915(b)/(c) Medicaid Waiver program. Respondents were surveyed in English.

An active provider is defined as a Medicaid Waiver provider that has at least five 1915(b)/(c) Waiver encounters within the previous six months (January 1, 2016 through June 30, 2016). The survey was administered over a four-week period using a web survey protocol. Reminder calls to any non-responding provider offices were also used to encourage providers to participate. Requests for non-responders to complete the survey went out twice a week during the field period. The reminder calls to non-responding providers offices began during the second week of the field period and continued until the end of data collection.

### Survey Milestones

1	First email request:	December 13, 2016
2	Follow-up email request:	December 15, 2016
3	Reminder calls began:	December 22, 2016
5	Data collection terminated:	January 9, 2017

### Sampling Frame

The seven participating health plans contributed a total 10,542 provider records for inclusion in the survey. A provider record was considered ineligible for the survey if the provider's email address was missing or the provider name was missing. Duplicate records, those with duplicate email address or duplicate NPI were also removed for a final total of 4,877 provider records for inclusion into the survey.

An exception to this policy was made for Eastpointe. Eastpointe was unable to provide provider names in their sample frame. Because of this, email invitations and reminders sent to Eastpointe providers were addressed to "Eastpointe Provider".

### Selection of Cases for Analysis

Surveys were considered complete if a respondent provided a valid response to at least one question in the survey. Completed usable interviews were obtained from 1578 NC Provider providers, and the NC Provider usable response rate was 37.4%.

### Questionnaire

The instrument selected for the survey was provided by DMA and included 29 core questions. A copy of the web survey is included in the appendix of this report.

### Definition of Achievement Scores

Provider responses to survey questions are summarized as achievement scores. Responses that indicate a positive experience are labeled as achievements, and an achievement score is computed equal to the proportion of responses qualifying as achievements. In general, somewhat positive responses are included with positive responses as achievements. For example, a provider response of "Strongly Agree" or "Agree" to the statement "Our claims are processed in a timely and accurate manner." is considered an achievement, and responses of "Extremely Satisfied" or "Satisfied" to the overall satisfaction questions are also considered achievements. Because achievement scores for survey questions are computed as the proportion of providers who indicate a positive experience, the lower the achievement score, the greater the need for the health plan to improve. See the *Responses by Question* section for assignment of achievement responses for each question.

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## Definition of Top Box Scores and Hollow Bars

Top Box scoring means only responses that indicate the most positive experience are labeled as achievements. For example a response of "Strongly Agree" to the statement "Our claims are processed in a timely and accurate manner." is considered an achievement. A response of "Extremely Satisfied" to the overall satisfaction questions is also considered an achievement. Top Box scores are presented as alternate scores throughout this report and are visually displayed in the *Graphs* section as hollow bars.

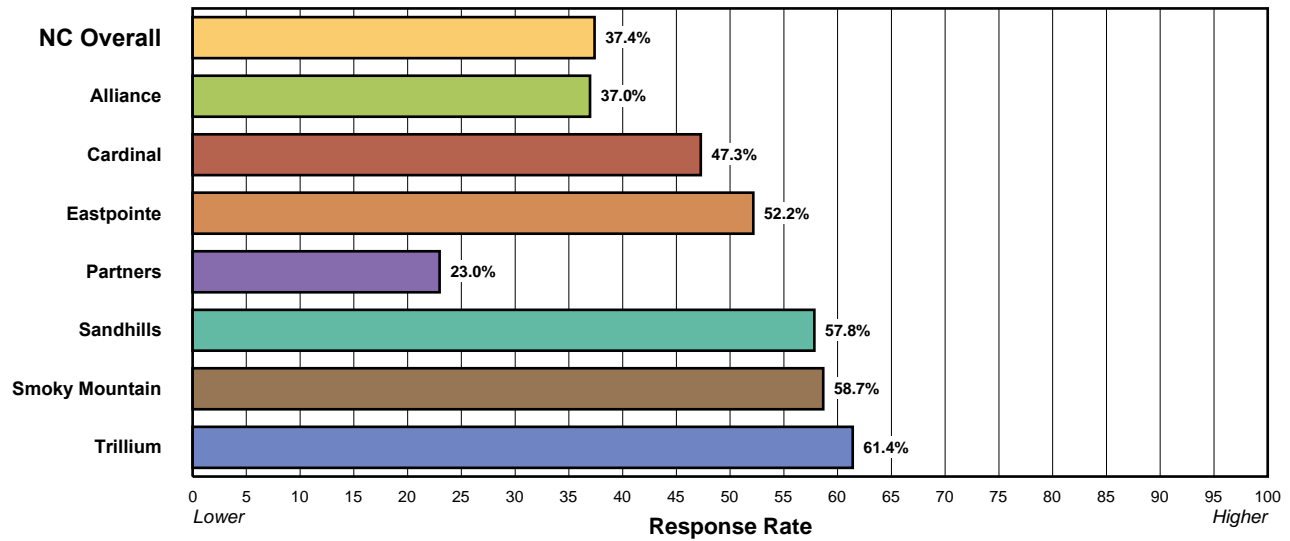
## Weighted Totals

The NC Overall scores presented throughout this report and used for all significance testing are weighted. Weighting for the survey adjusts the NC Overall scores such that each of the seven plans is represented in equal proportions in the final set of responses. In the *Responses by Question* section, response frequencies for the NC Overall are weighted data. Although the number of weighted cases for each response option the that section has been scaled to represent as closely as possible the unweighted number of responses, rounding rules and skip patterns may affect some of the totals. The reader is advised to consider the number totals as approximate and to focus on the percentages, which are the better representation of response frequency.

## Statistical Testing

Statistically significant differences between scores were determined using binomial and t-tests. If the test was valid, a significance level of .05 or less was considered statistically significant and "↑" or "↓" was placed at the end/top of the appropriate bar. Tests were considered valid when the number of cases used to compute each score was 30 or greater, and there was non-zero variation in the tested groups.

## Response Rates Variation Across Plans



	NC Overall	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Smoky Mountain	Trillium
Initial Email Invitation - sent	4877	603	361	346	2534	278	424	331
†Email bounce back with non-delivery message	656	70	31	22	488	10	20	15
*Completed usable surveys	1578	197	156	169	470	155	237	194
<b>Response Rate</b>	<b>37.4%</b>	<b>37.0%</b>	<b>47.3%</b>	<b>52.2%</b>	<b>23.0%</b>	<b>57.8%</b>	<b>58.7%</b>	<b>61.4%</b>

\*Included in response rate numerator

†Excluded from response rate denominator

Note: *Response Rate = Completed usable Surveys / Total Eligible Cases*

The seven participating health plans contributed a total 10,542 provider records for inclusion in the survey. A provider record was considered ineligible for the survey if the provider's email address was missing or the provider name was missing. Duplicate records, those with duplicate email address or duplicate NPI were also removed for a final total of 4,877 provider records for inclusion into the survey.

An exception to this policy was made for Eastpointe. Eastpointe was unable to provide provider names in their sample frame. Because of this, email invitations and reminders sent to Eastpointe providers were addressed to "Eastpointe Provider".

The survey was administered over a four-week period using a web survey protocol. Reminder calls to any non-responding provider offices were also used to encourage providers to participate. Requests for non-responders to complete the survey went out twice a week during the field period. The reminder calls to non-responding providers offices began during the second week of the field period and continued until the end of data collection.

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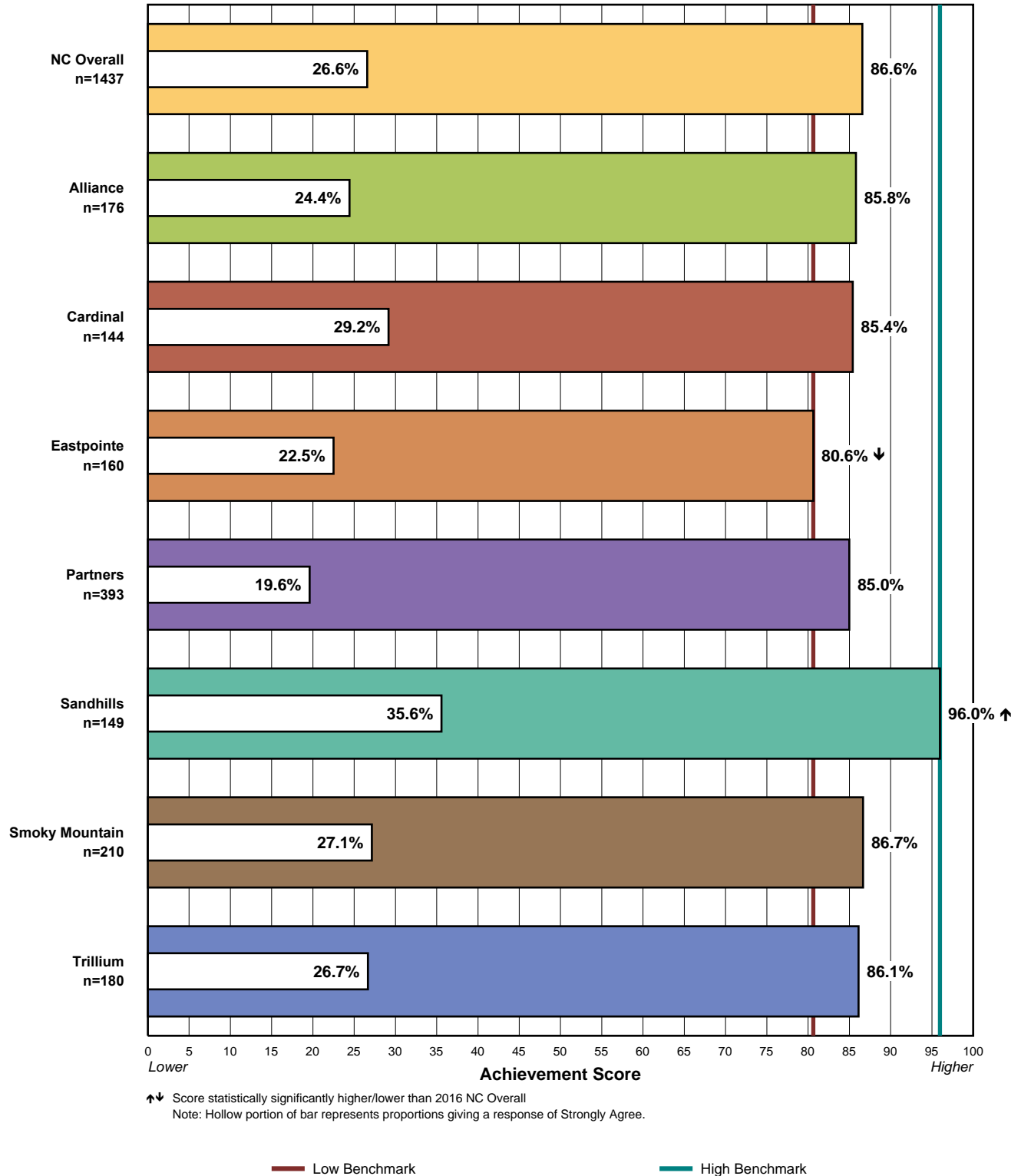
## Single Items

Each achievement-related question from the survey is presented here. The achievement scores presented on the following pages reflect responses of "Strongly Agree" or "Agree" to the questions except for Q17 and Q28. For Q17 (Overall Satisfaction with Provider Network) and Q28 (Overall Satisfaction with LME/MCO) "Extremely Satisfied" or "Satisfied" are considered achievements. Alternate top box scoring is presented when applicable as hollow bars.

The weighted NC Overall score is compared to the each plan's score. Statistical testing is run between the plan score data and the NC Overall data, with an arrow beside the bar if applicable. For full detail of response options for each question and which responses qualify as achievements, please refer to the *Responses by Question* section.

### Single Items

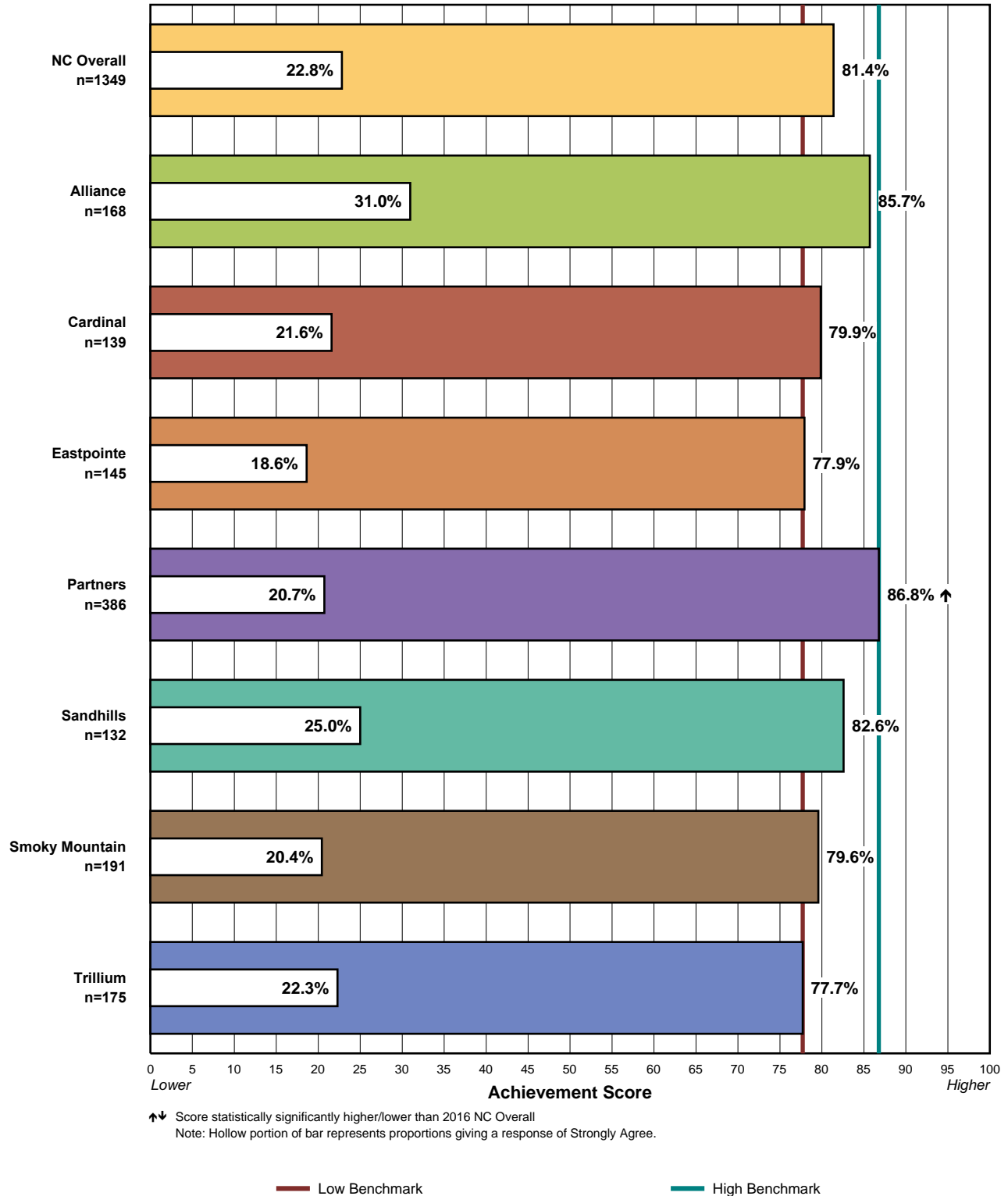
#### Q5. LME/MCO staff is easily accessible for information, referrals, and scheduling of appointments





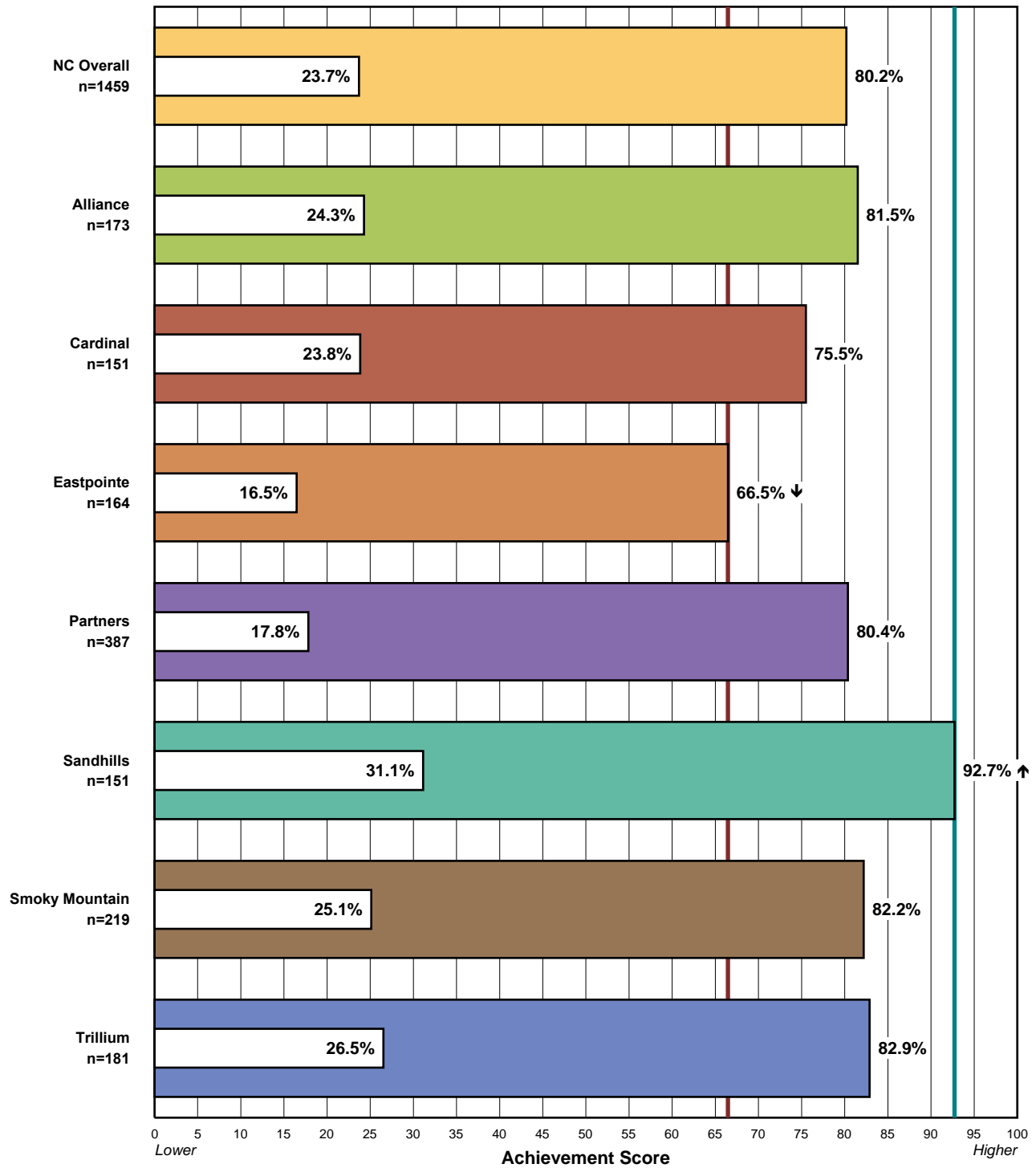
### Single Items

## Q6. LME/MCO staff are referring consumers whose clinical needs match the service(s) my practice/agency provides



### Single Items

### Q7. LME/MCO staff responds quickly to provider needs



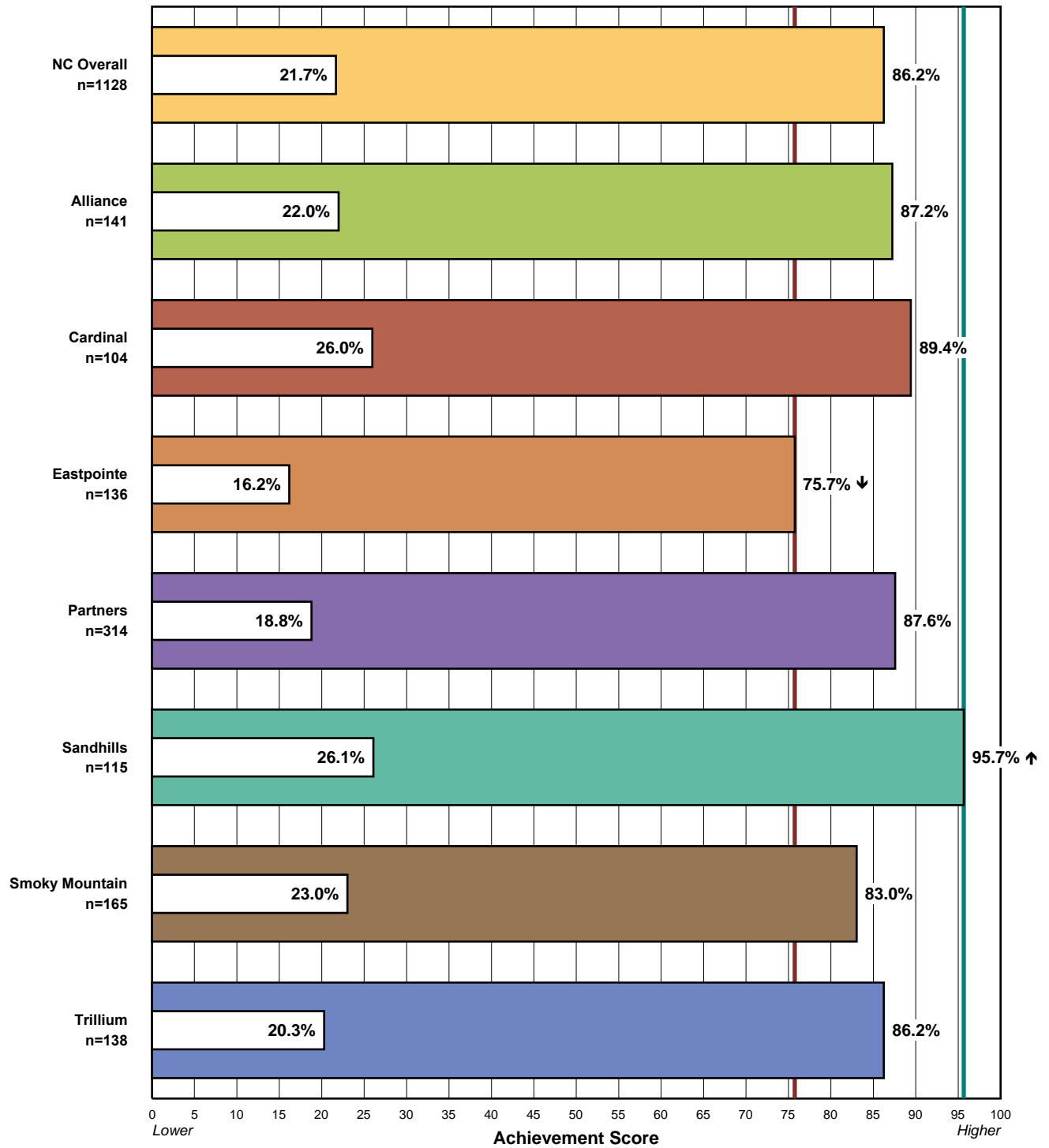
↑↓ Score statistically significantly higher/lower than 2016 NC Overall  
 Note: Hollow portion of bar represents proportions giving a response of Strongly Agree.

— Low Benchmark

— High Benchmark

### Single Items

## Q8. Customer Service is responsive to local community stakeholders



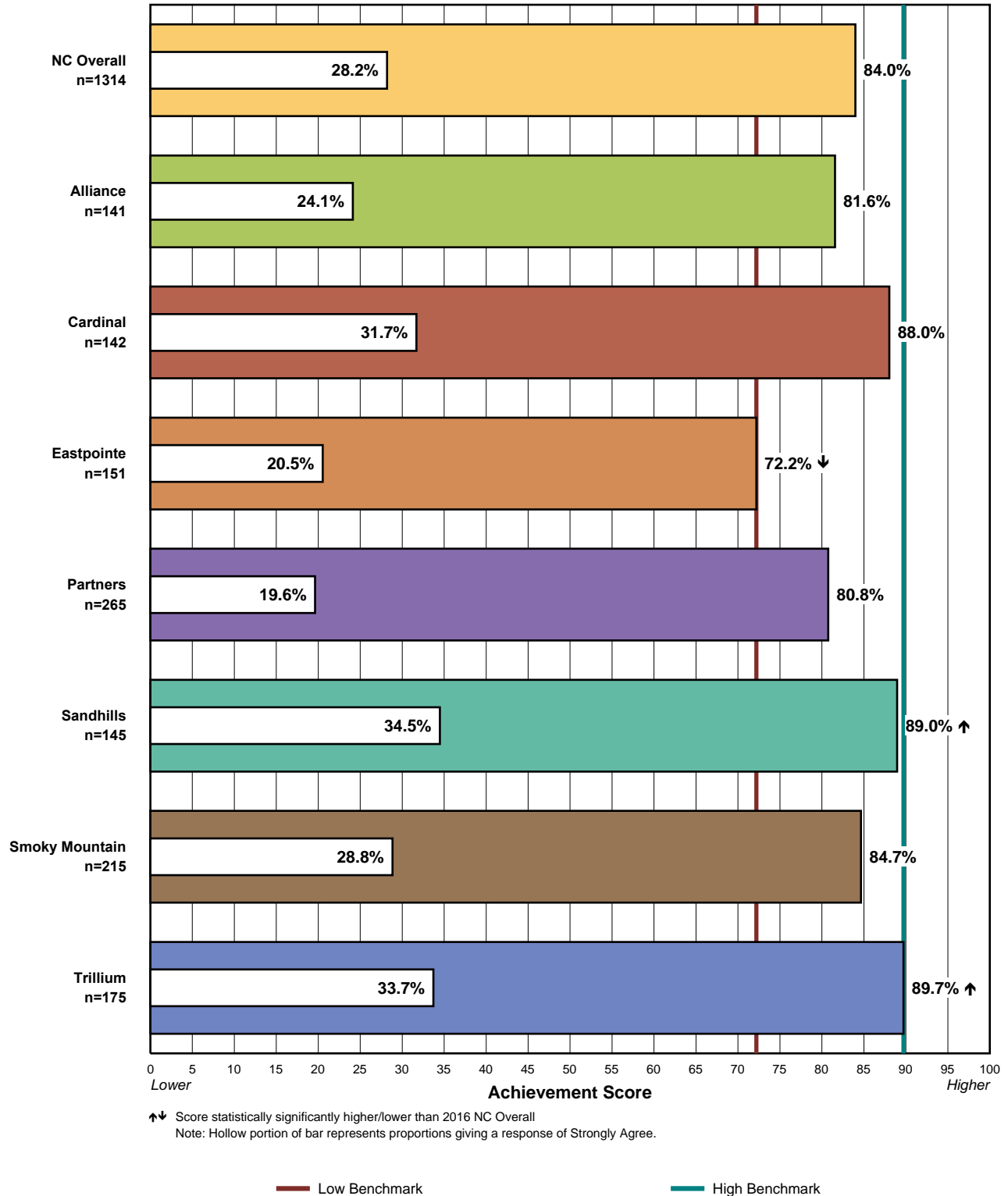
↑↓ Score statistically significantly higher/lower than 2016 NC Overall  
 Note: Hollow portion of bar represents proportions giving a response of Strongly Agree.

— Low Benchmark

— High Benchmark

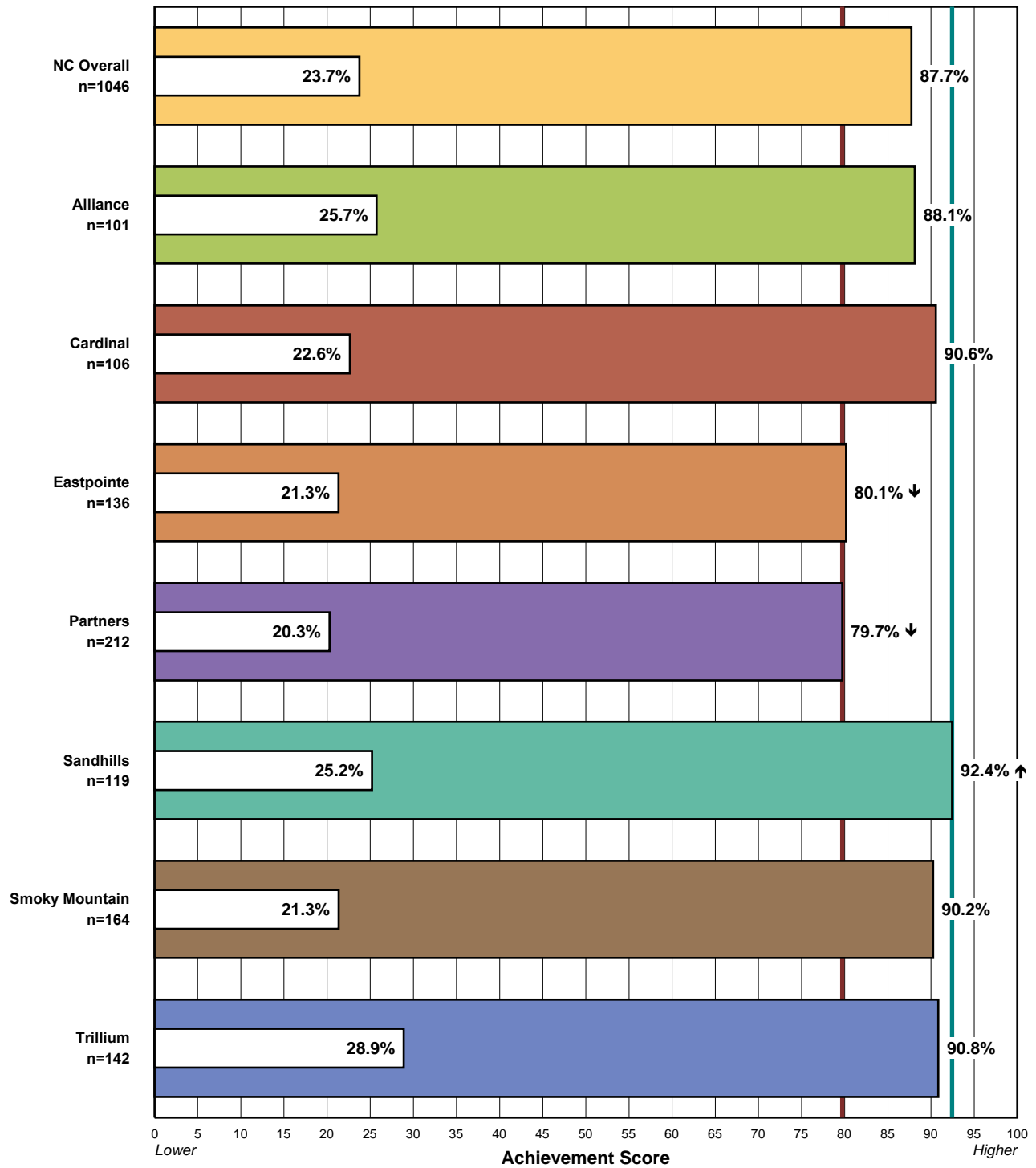
### Single Items

## Q9. When I speak with staff about claims issues I am given consistent and accurate information



## Single Items

### Q10. Claims trainings meet my needs



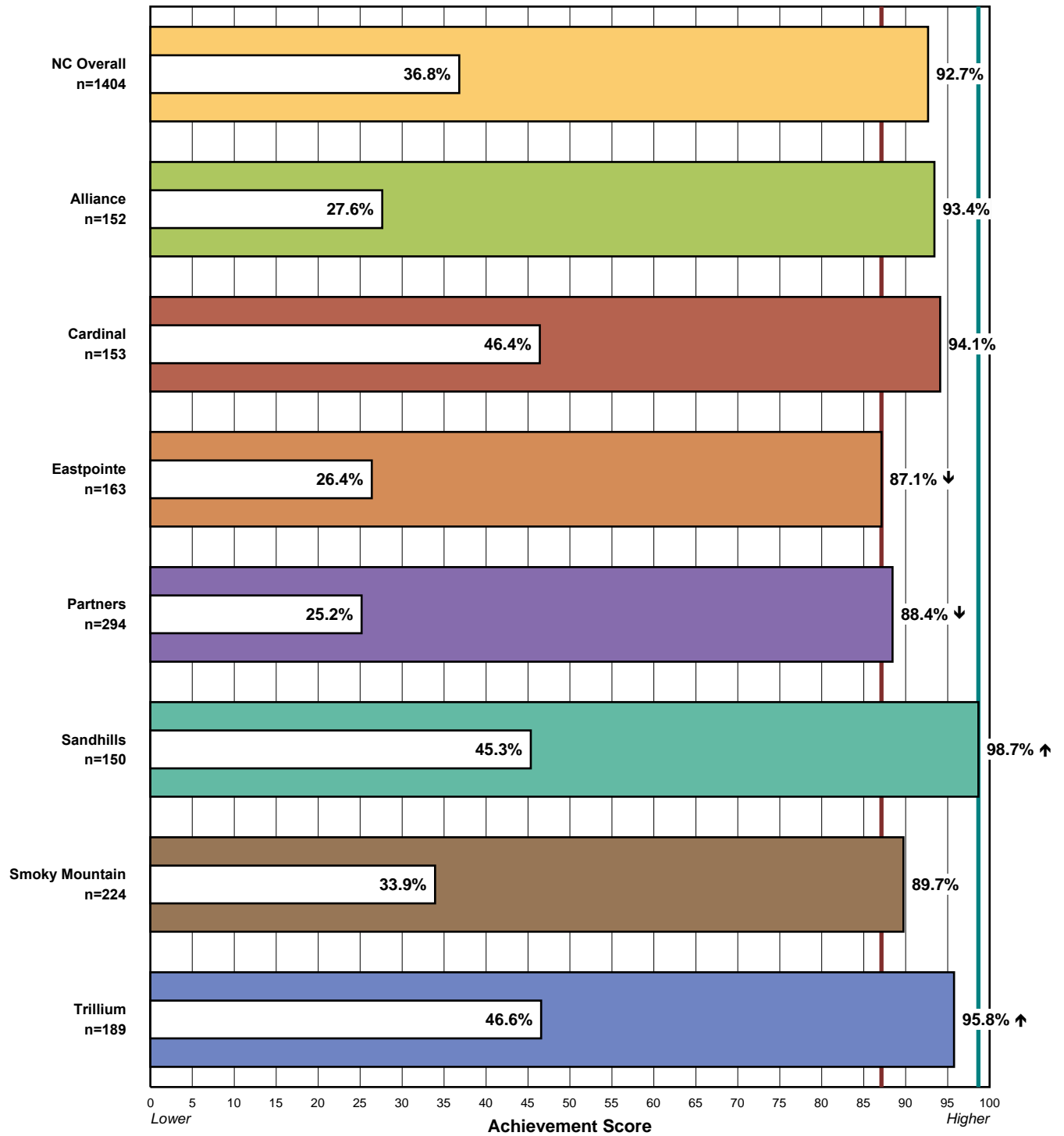
↑↓ Score statistically significantly higher/lower than 2016 NC Overall  
 Note: Hollow portion of bar represents proportions giving a response of Strongly Agree.

— Low Benchmark

— High Benchmark

### Single Items

## Q11. Our claims are processed in a timely and accurate manner



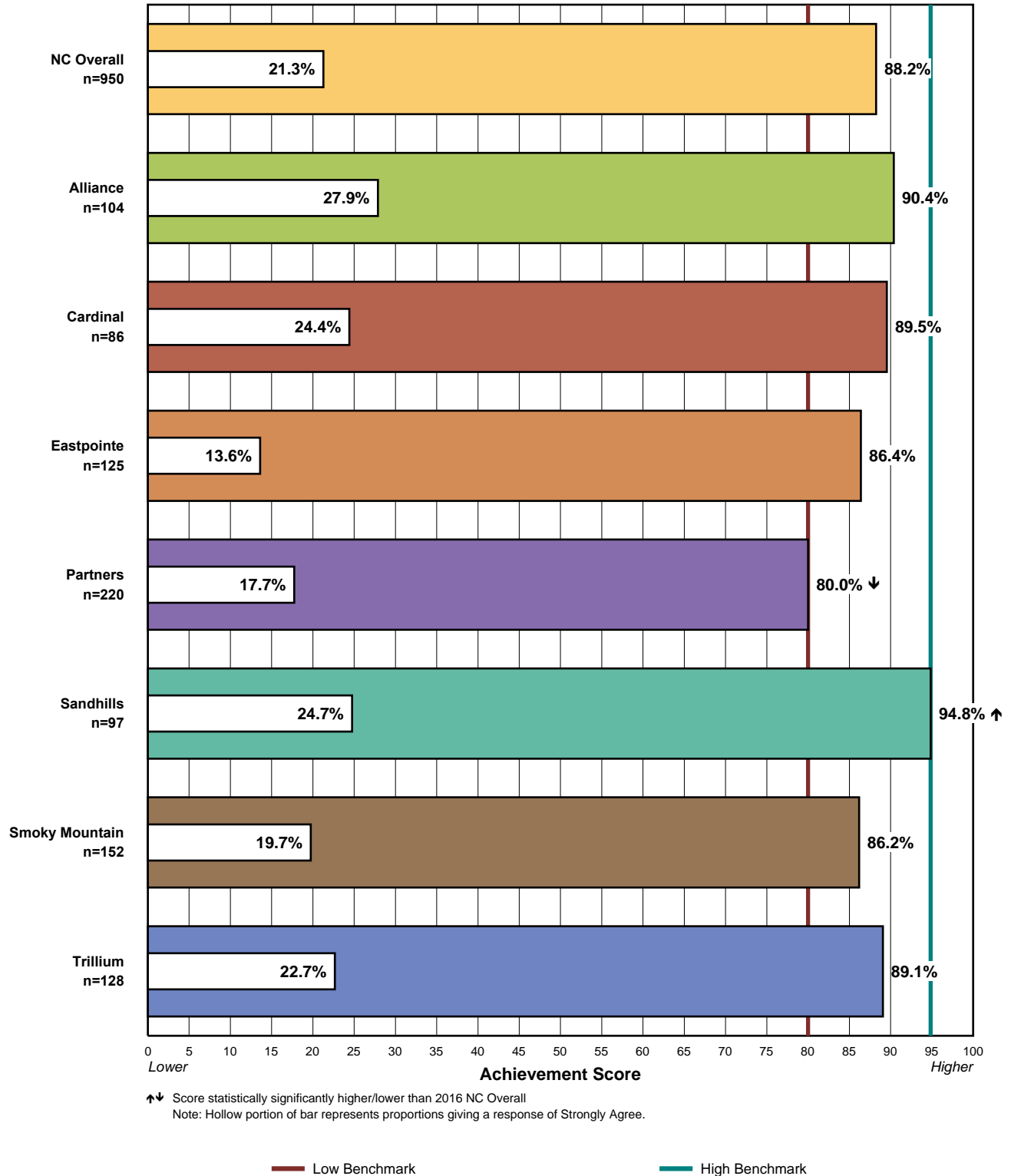
↑↓ Score statistically significantly higher/lower than 2016 NC Overall  
 Note: Hollow portion of bar represents proportions giving a response of Strongly Agree.

— Low Benchmark

— High Benchmark

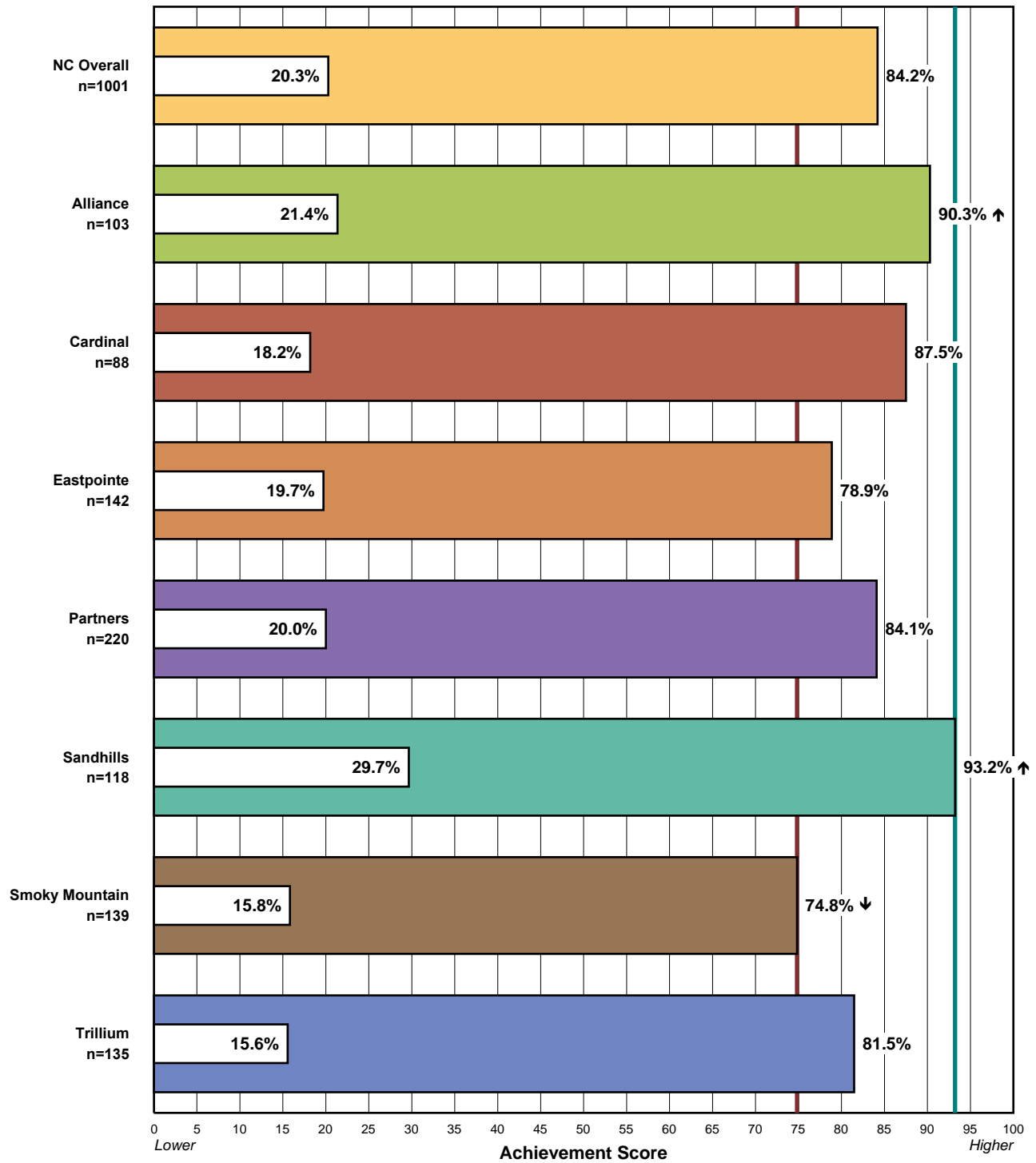
### Single Items

## Q12. Information Technology trainings are informative and meet my agency's needs



### Single Items

### Q13. Provider Network meetings are informative and helpful



↑↓ Score statistically significantly higher/lower than 2016 NC Overall  
 Note: Hollow portion of bar represents proportions giving a response of Strongly Agree.

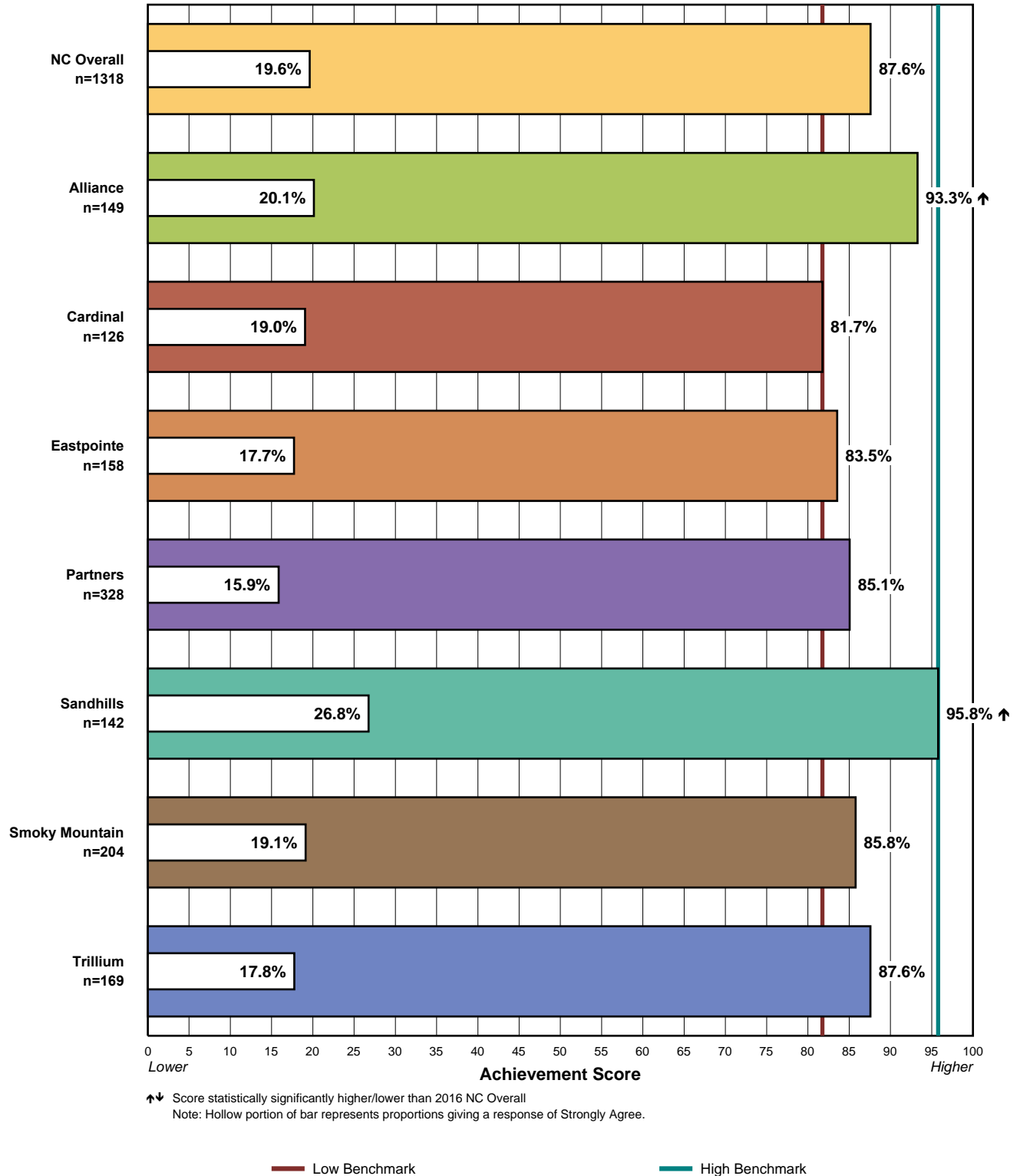
— Low Benchmark

— High Benchmark



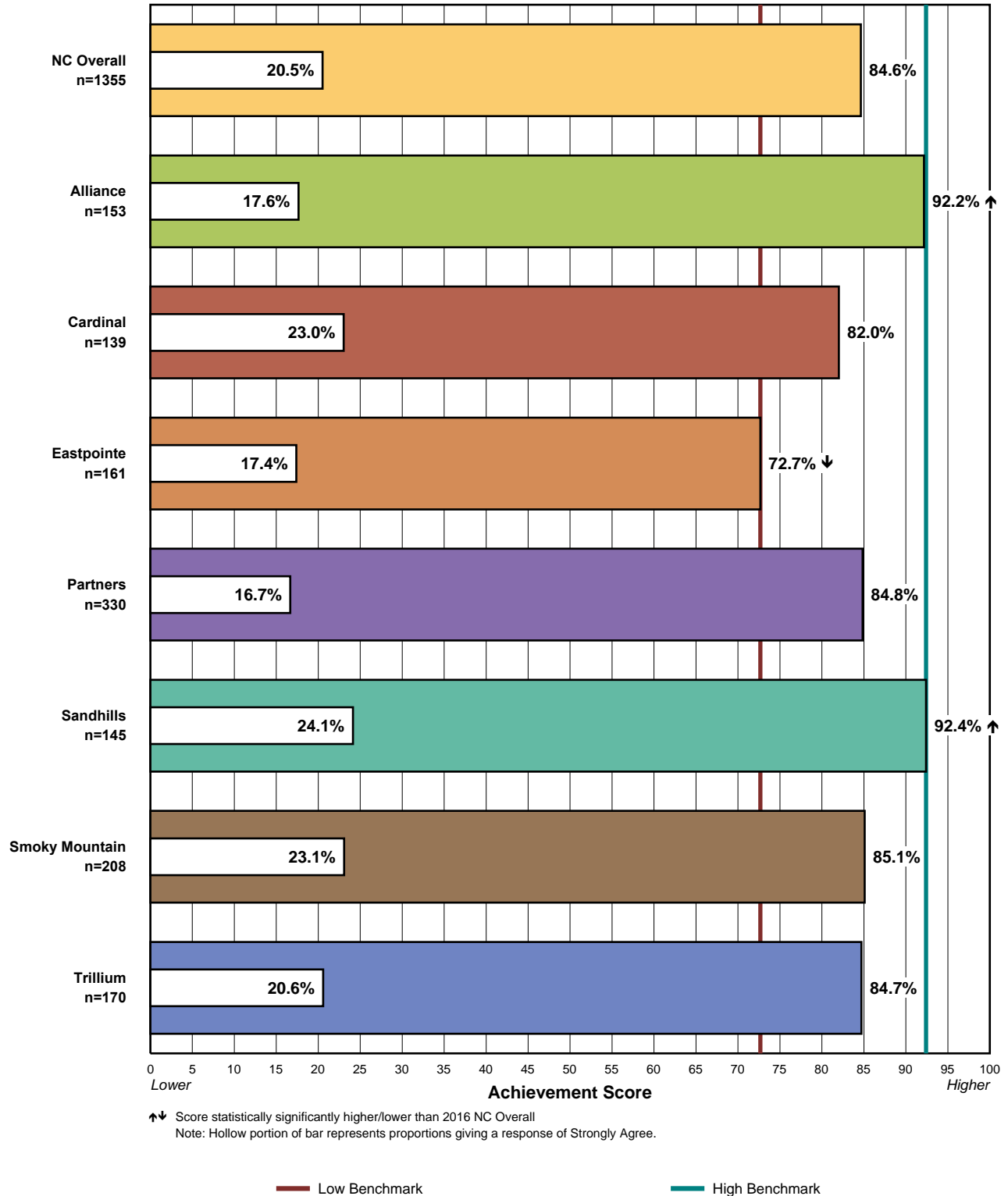
### Single Items

## Q14. Provider Network keeps providers informed of changes that affect my local Provider Network



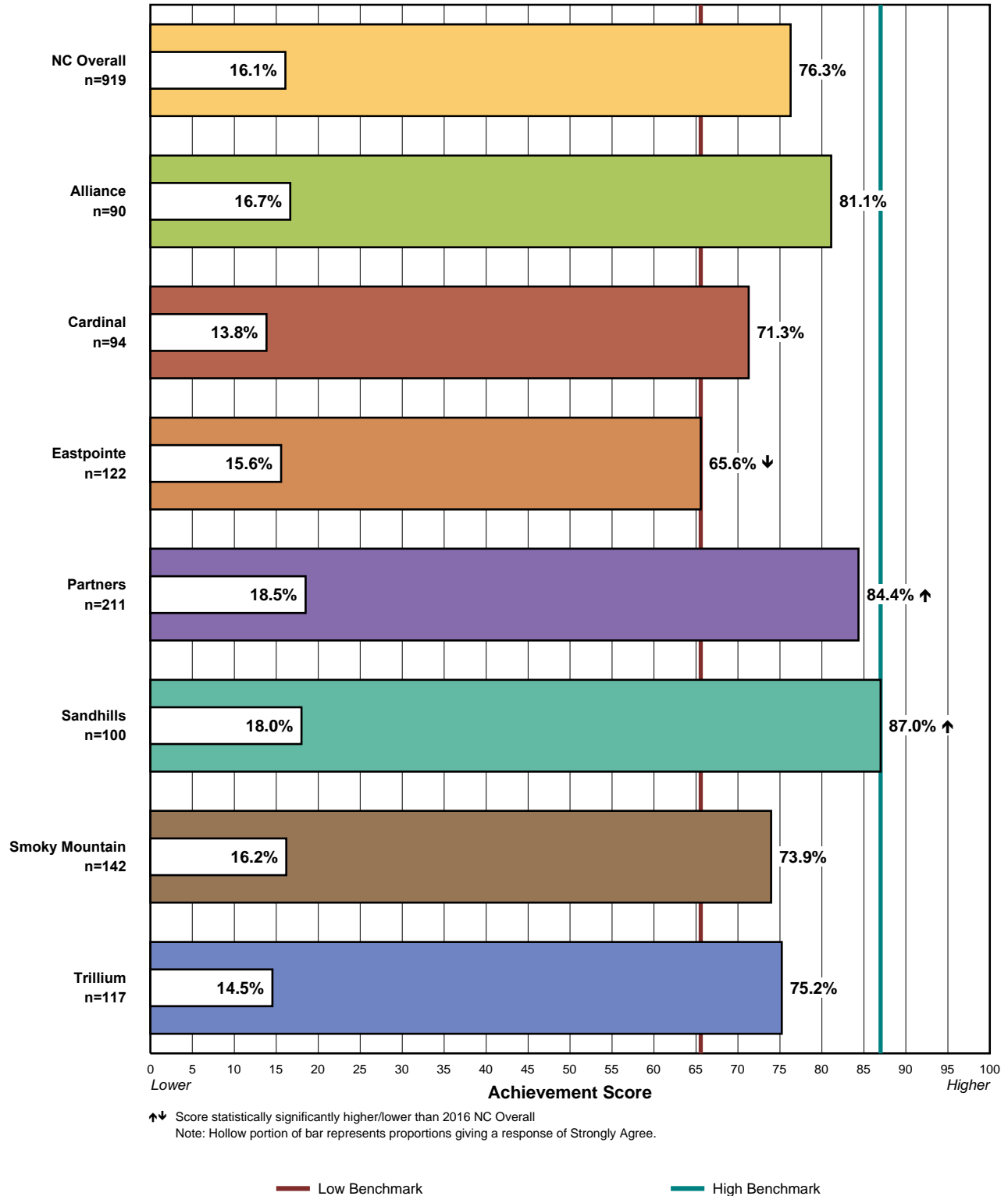
### Single Items

## Q15. Provider Network staff are knowledgeable and answer questions consistently and accurately



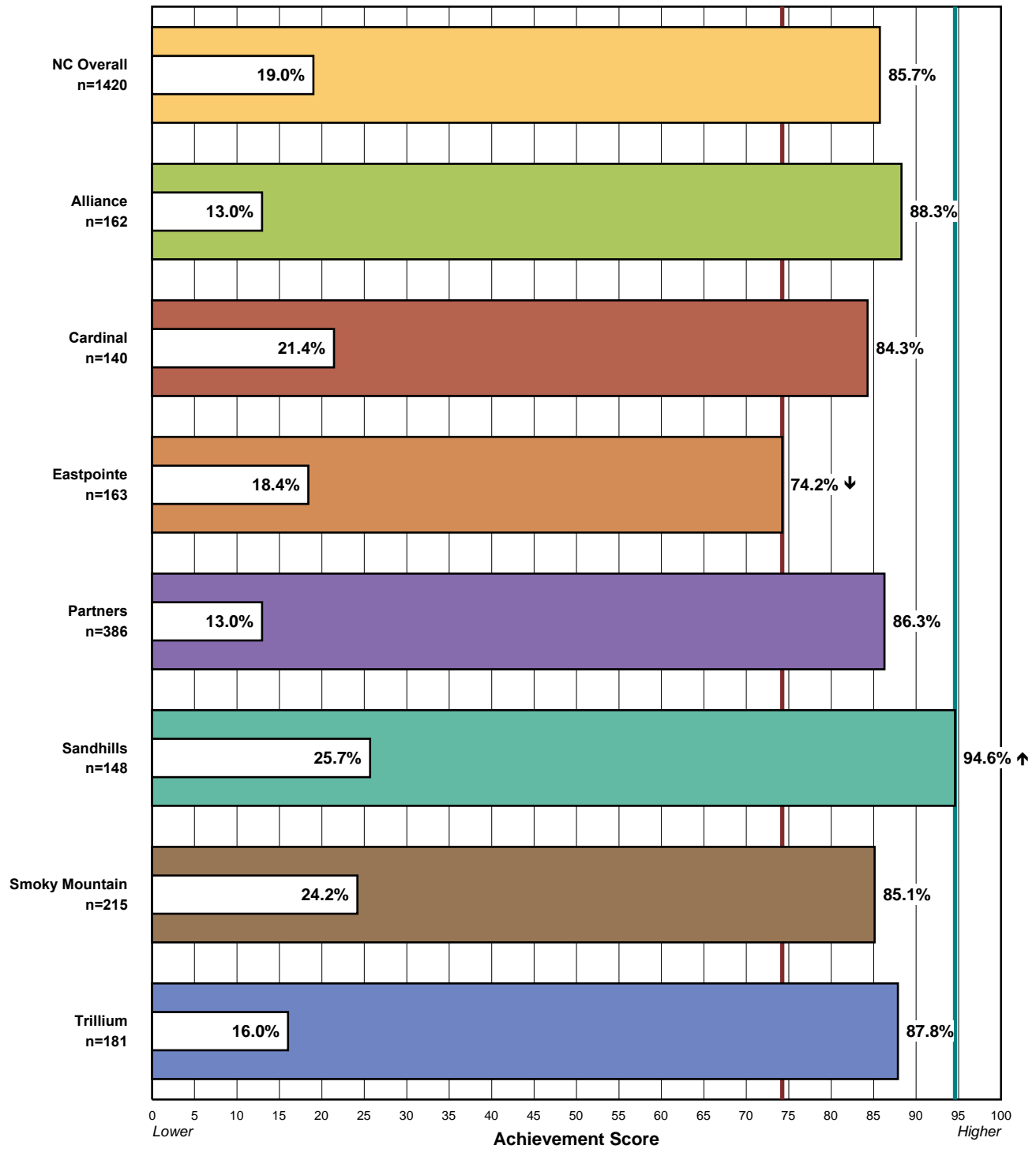
### Single Items

## Q16. Our interests as a network provider are being adequately addressed in the local Provider Council



## Single Items

### Q17. Overall satisfaction with Provider Network



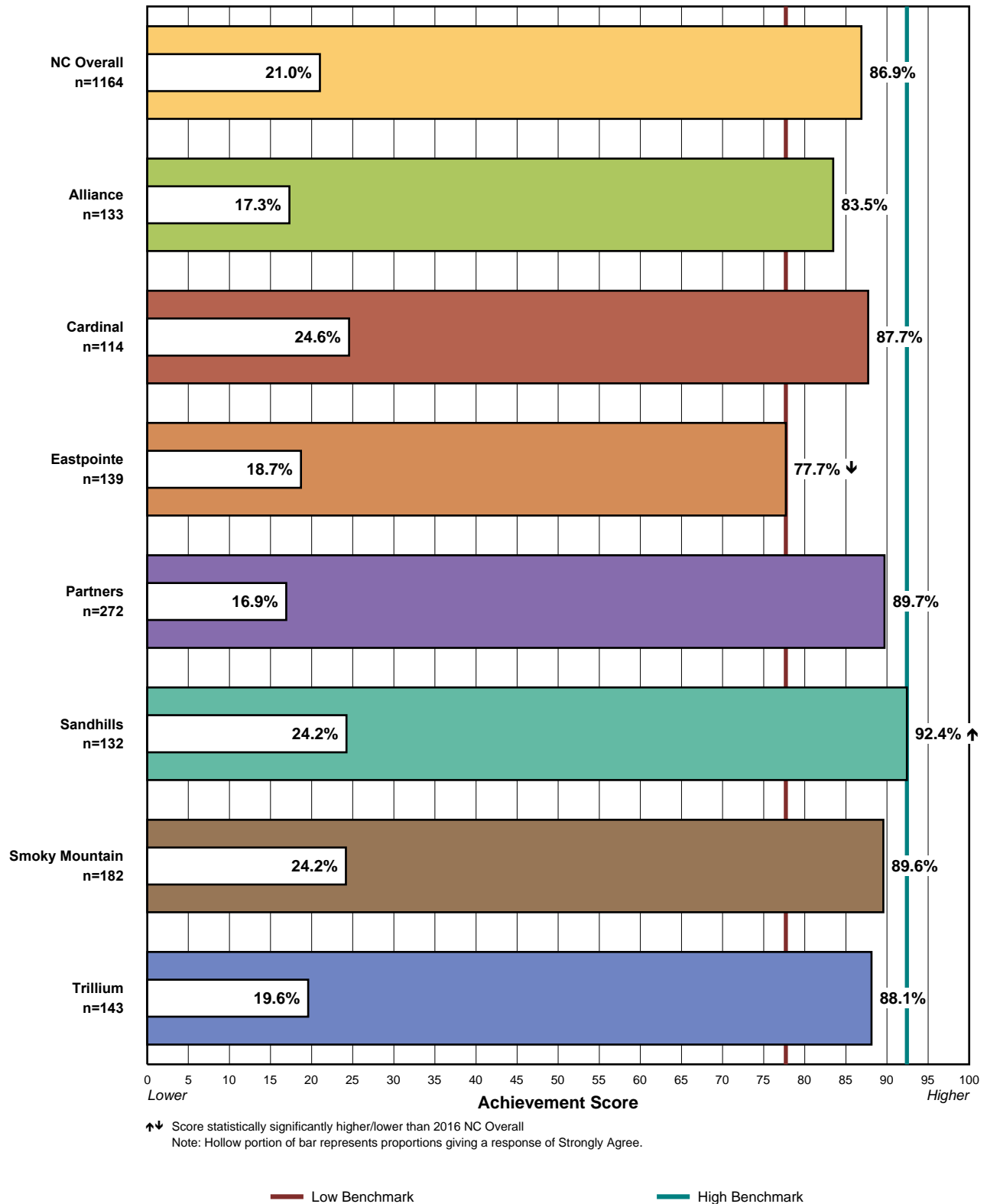
↑↓ Score statistically significantly higher/lower than 2016 NC Overall  
 Note: Hollow portion of bar represents proportions giving a response of Extremely Satisfied.

— Low Benchmark

— High Benchmark

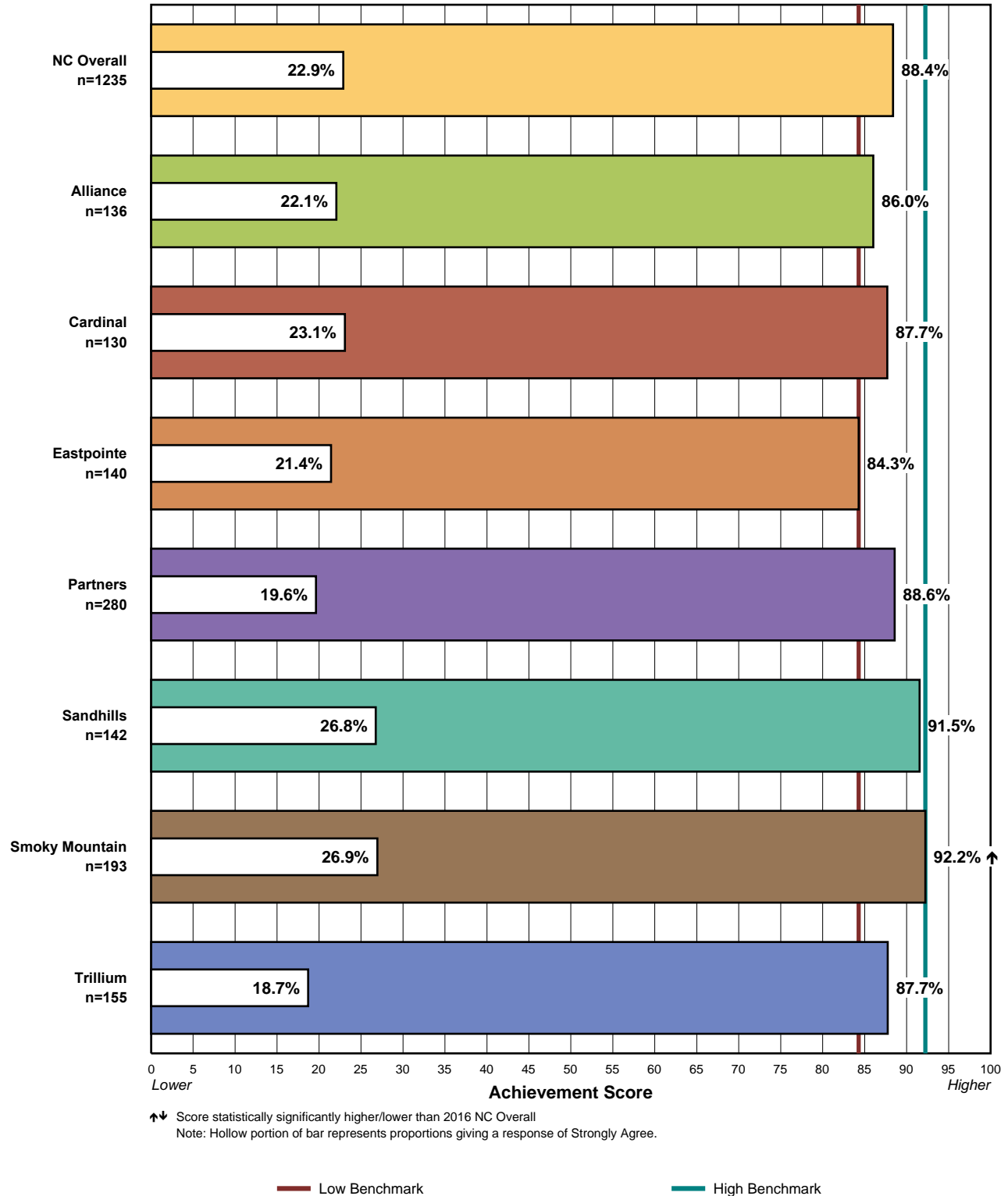
### Single Items

#### Q18. The LME/MCO staff conducts fair and thorough investigations



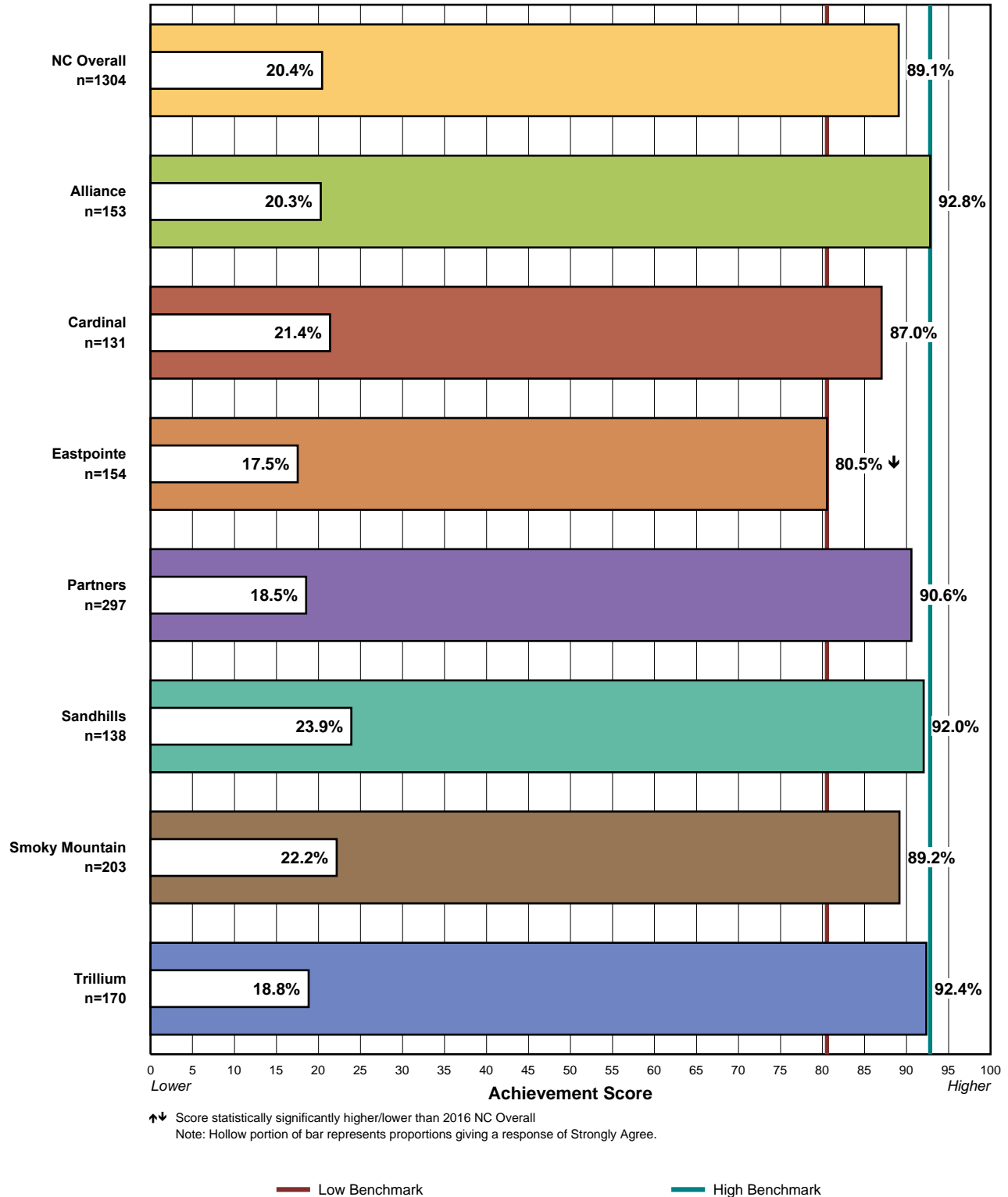
### Single Items

## Q19. After the audit or investigation, LME/MCO requests for corrective action plans and other supporting materials are fair and reasonable



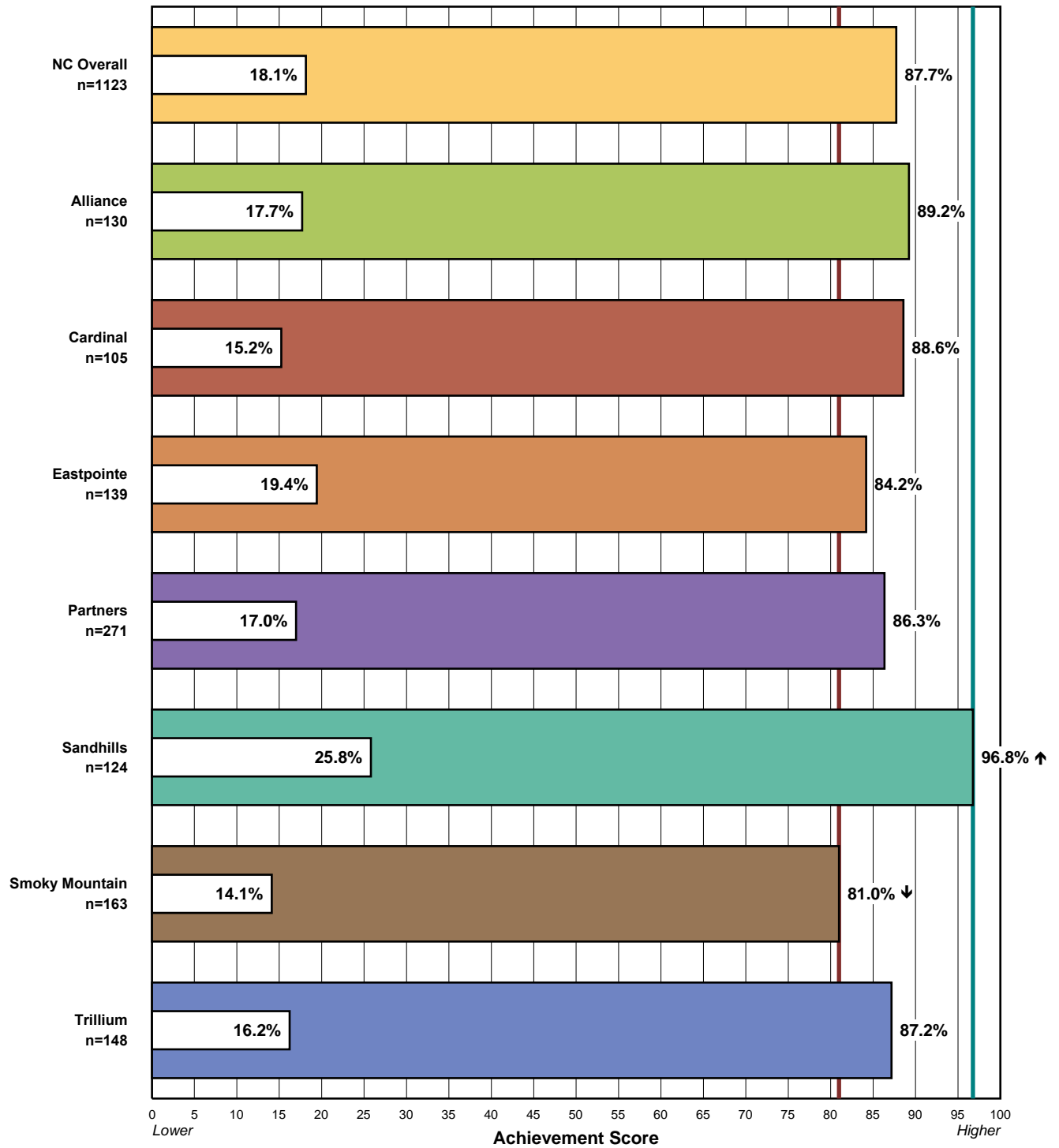
### Single Items

## Q20. Technical assistance and information provided by staff is accurate and helpful



### Single Items

## Q21. Trainings are informative and meet our needs as a provider/agency



↑↓ Score statistically significantly higher/lower than 2016 NC Overall  
 Note: Hollow portion of bar represents proportions giving a response of Strongly Agree.

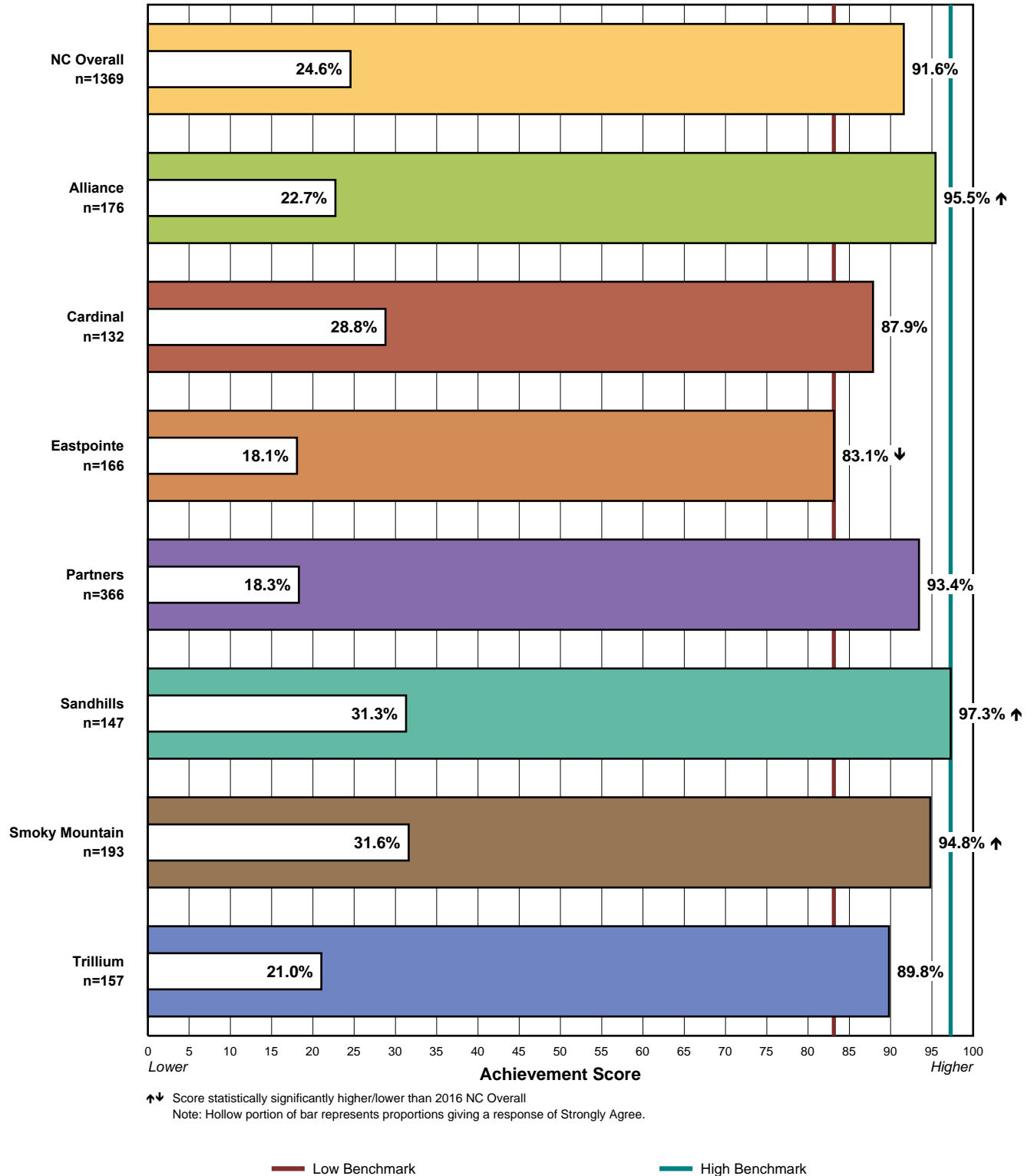
— Low Benchmark

— High Benchmark



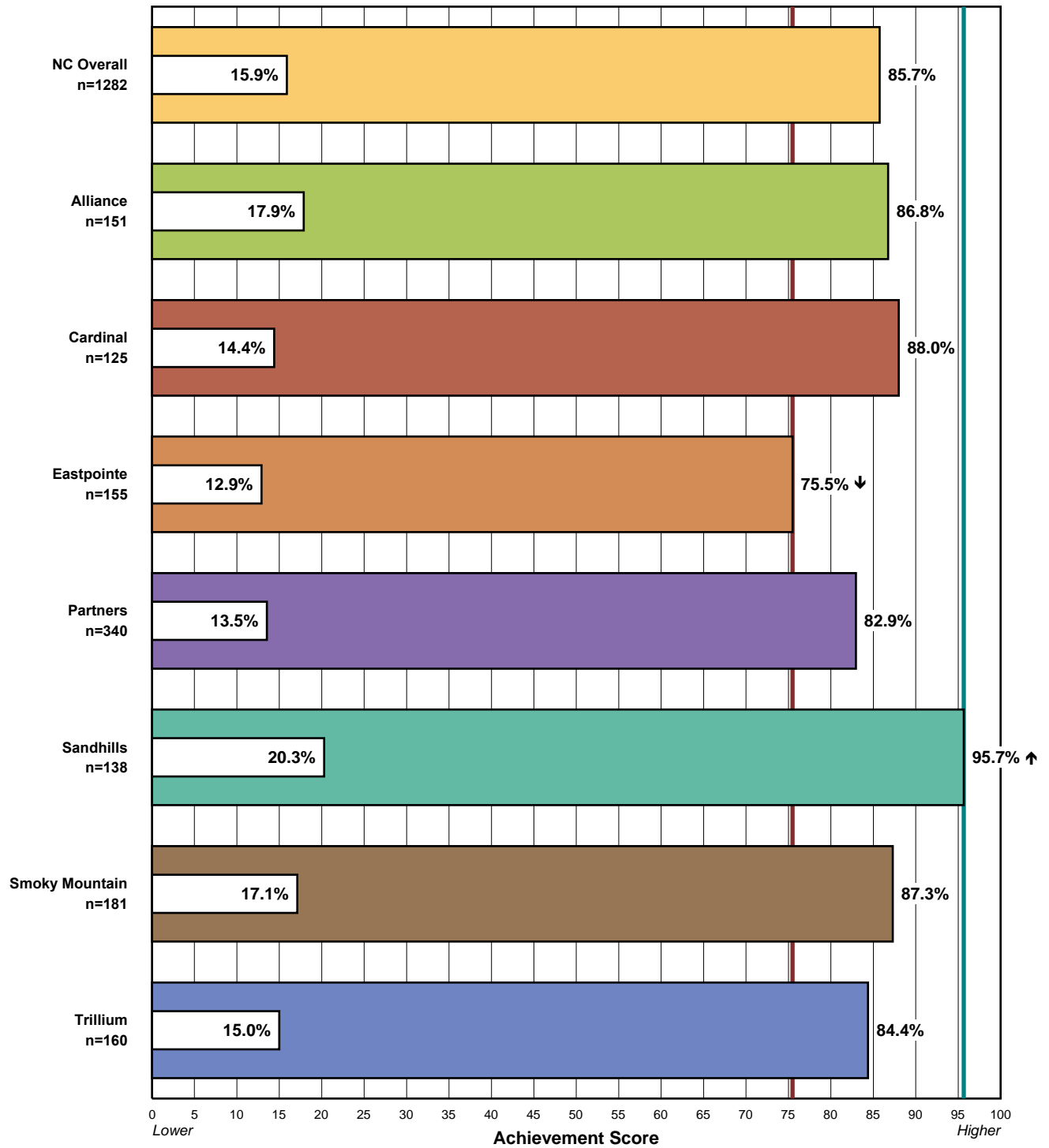
### Single Items

## Q23. Authorizations for treatment and services are made within the required timeframes



### Single Items

### Q24. Denials for treatment and services are explained



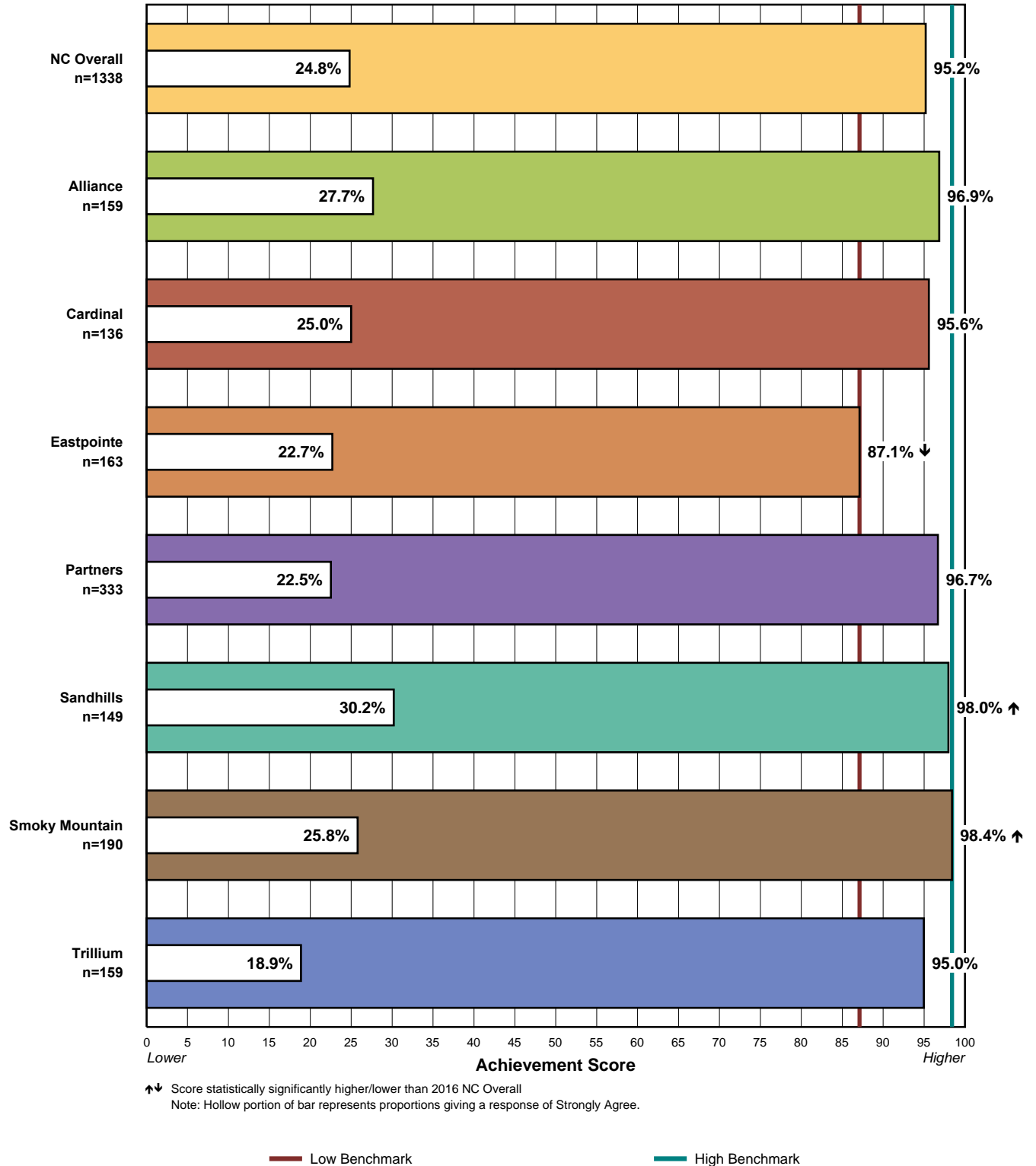
↑↓ Score statistically significantly higher/lower than 2016 NC Overall  
 Note: Hollow portion of bar represents proportions giving a response of Strongly Agree.

— Low Benchmark

— High Benchmark

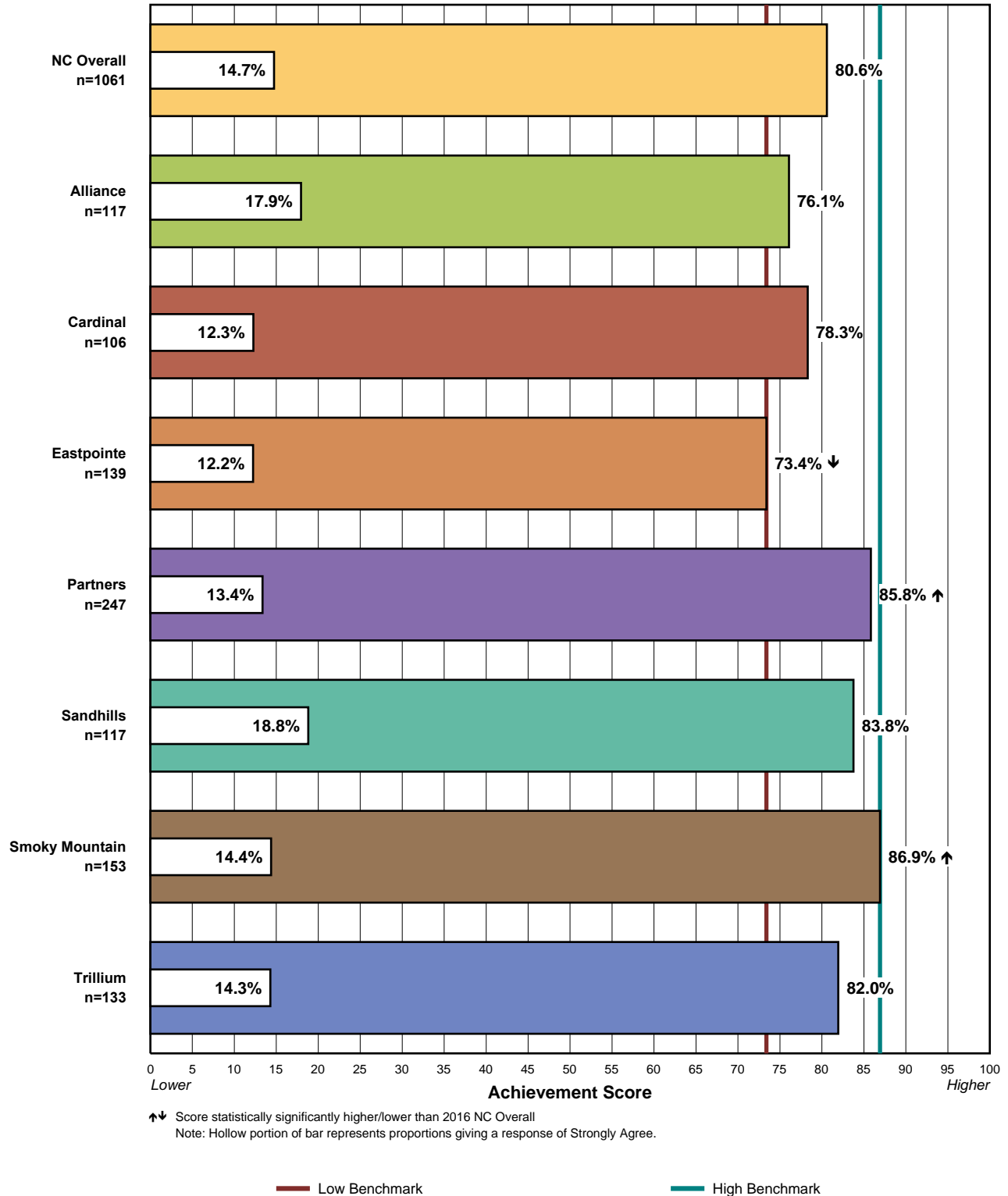
### Single Items

## Q25. The authorizations issued are accurate (correct date, consumer and service)



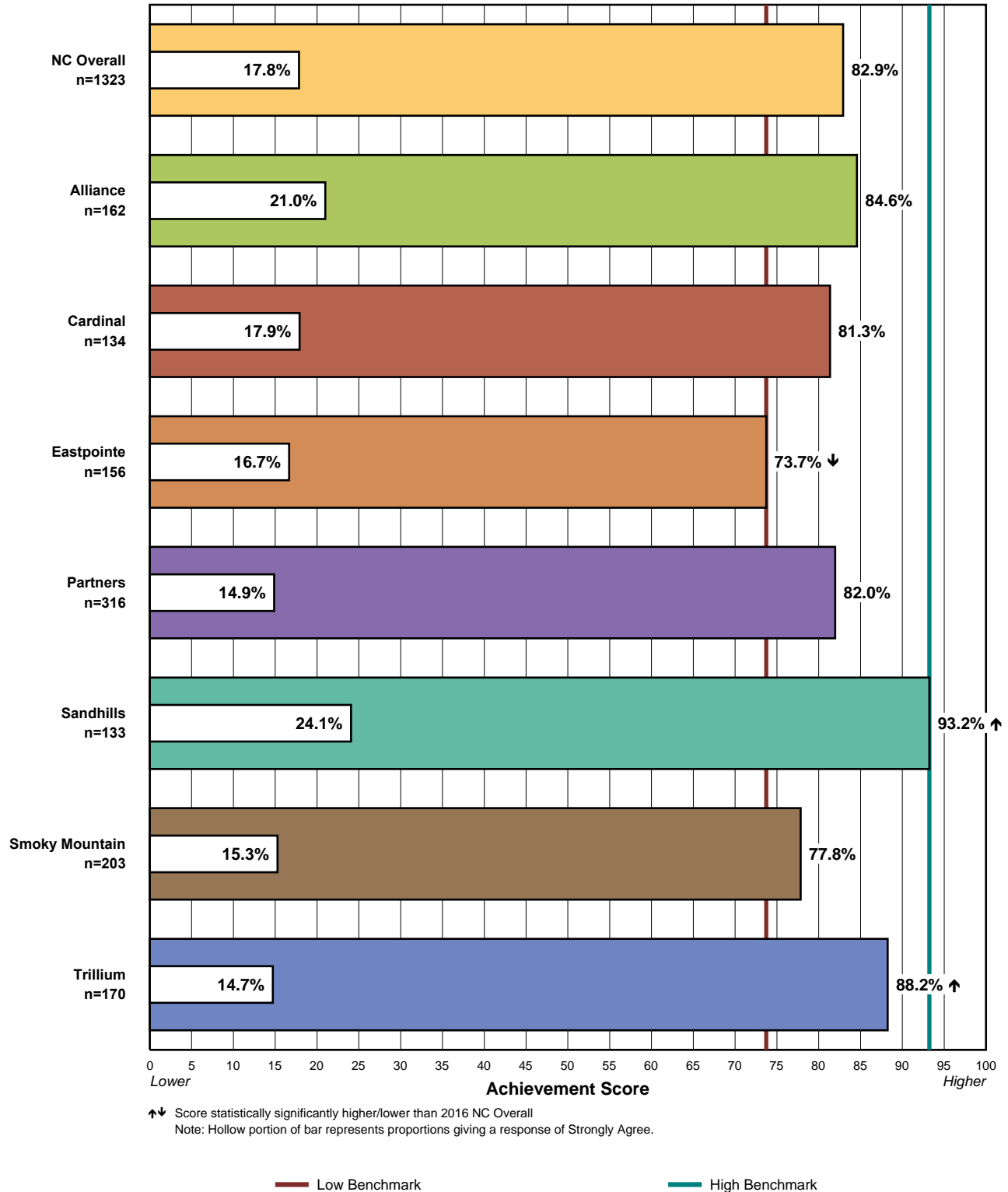
### Single Items

## Q26. My agency is satisfied with the appeals process for denial, reduction, or suspension of service(s)



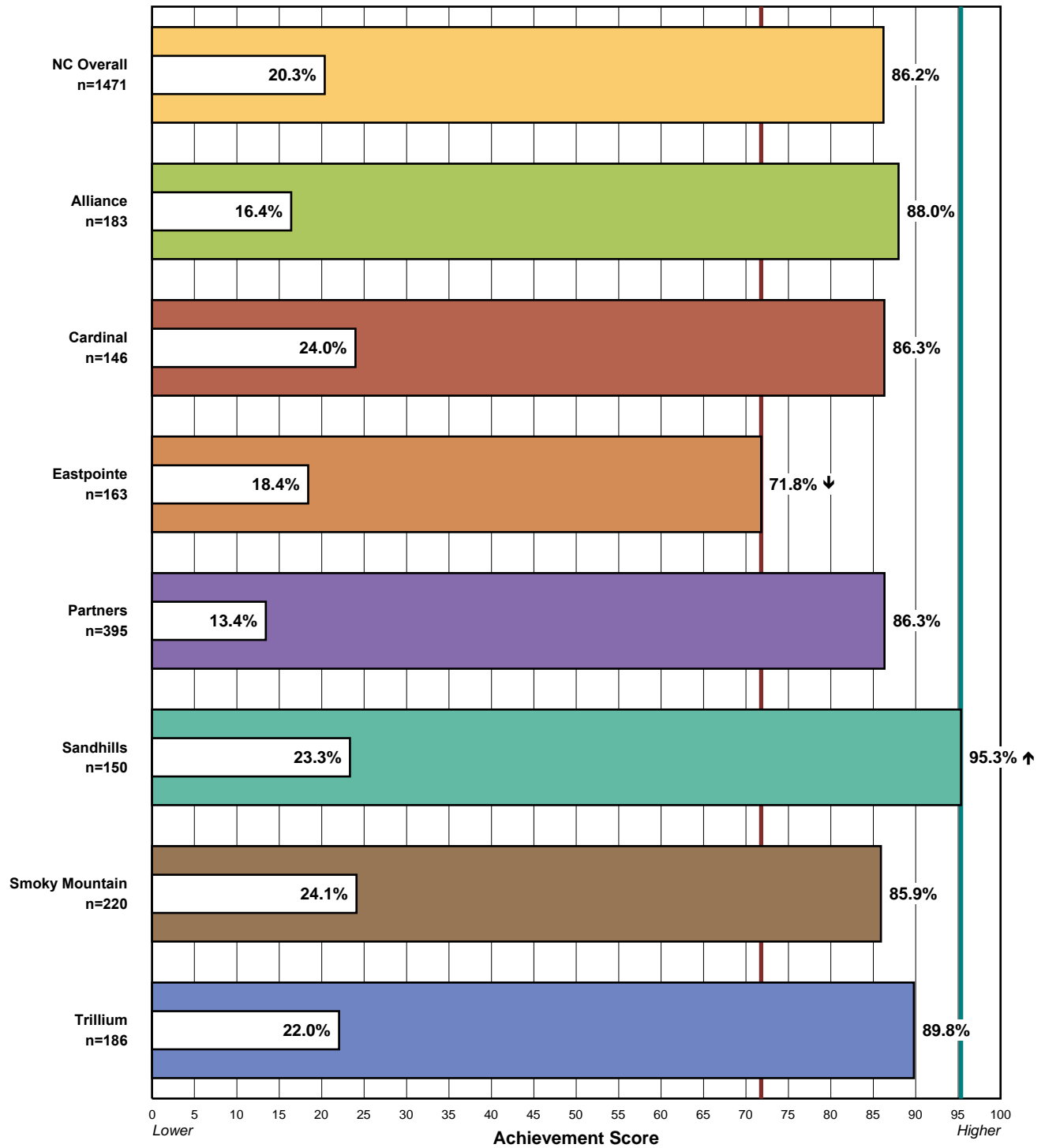
### Single Items

**Q27. The LME/MCOs website has been a useful tool for helping my agency find the tools and materials needed to provide services**



### Single Items

### Q28. Overall satisfaction with the LME/MCO



↑↓ Score statistically significantly higher/lower than 2016 NC Overall  
 Note: Hollow portion of bar represents proportions giving a response of Extremely Satisfied.

— Low Benchmark

— High Benchmark

# Responses by Question

## Q1. How long have you been a Medicaid provider?

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Less than 6 months	39	2.5%	5	2.5%	1	0.6%	1	0.6%	51	10.9%	2	1.3%	2	0.8%	1	0.5%
1 - 2 years	147	9.3%	44	22.3%	15	9.6%	1	0.6%	94	20.0%	5	3.2%	9	3.8%	11	5.7%
3 - 5 years	252	16.0%	40	20.3%	39	25.0%	18	10.7%	116	24.7%	19	12.3%	26	11.0%	15	7.7%
6 years or more	1139	72.2%	108	54.8%	101	64.7%	148	88.1%	209	44.5%	129	83.2%	200	84.4%	167	86.1%
<b>Total</b>	1577	100.0%	197	100.0%	156	100.0%	168	100.0%	470	100.0%	155	100.0%	237	100.0%	194	100.0%
Not Answered	1		0		0		1		0		0		0		0	

## Q2. What is your provider type?

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Provider Agency	883	55.9%	89	45.2%	52	33.3%	125	74.0%	310	66.1%	95	61.3%	144	60.8%	99	51.0%
Licensed Independent Practitioner (LIP) or LIP group	653	41.4%	107	54.3%	102	65.4%	36	21.3%	147	31.3%	58	37.4%	82	34.6%	88	45.4%
Community Hospital	42	2.7%	1	0.5%	2	1.3%	8	4.7%	12	2.6%	2	1.3%	11	4.6%	7	3.6%
<b>Total</b>	1578	100.0%	197	100.0%	156	100.0%	169	100.0%	469	100.0%	155	100.0%	237	100.0%	194	100.0%
Not Answered	1		0		0		0		1		0		0		0	

## Q3.1. Please select the services you provide. Response: Community

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	504	31.9%	62	31.5%	35	22.4%	63	37.3%	174	37.0%	51	32.9%	77	32.5%	58	29.9%
No	1074	68.1%	135	68.5%	121	77.6%	106	62.7%	296	63.0%	104	67.1%	160	67.5%	136	70.1%
<b>Total</b>	1578	100.0%	197	100.0%	156	100.0%	169	100.0%	470	100.0%	155	100.0%	237	100.0%	194	100.0%
Not Answered	0		0		0		0		0		0		0		0	

## Q3.2. Please select the services you provide. Response: Outpatient

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	1163	73.7%	179	90.9%	139	89.1%	101	59.8%	407	86.6%	97	62.6%	140	59.1%	132	68.0%
No	415	26.3%	18	9.1%	17	10.9%	68	40.2%	63	13.4%	58	37.4%	97	40.9%	62	32.0%
<b>Total</b>	1578	100.0%	197	100.0%	156	100.0%	169	100.0%	470	100.0%	155	100.0%	237	100.0%	194	100.0%
Not Answered	0		0		0		0		0		0		0		0	

**Q3.3. Please select the services you provide. Response: Residential**

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	349	22.1%	9	4.6%	24	15.4%	55	32.5%	53	11.3%	45	29.0%	80	33.8%	55	28.4%
No	1229	77.9%	188	95.4%	132	84.6%	114	67.5%	417	88.7%	110	71.0%	157	66.2%	139	71.6%
<b>Total</b>	1578	100.0%	197	100.0%	156	100.0%	169	100.0%	470	100.0%	155	100.0%	237	100.0%	194	100.0%
Not Answered	0		0		0		0		0		0		0		0	

**Q3.4. Please select the services you provide. Response: Inpatient (Include psychiatric, detoxification, and/or crisis)**

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	122	7.7%	8	4.1%	12	7.7%	19	11.2%	38	8.1%	10	6.5%	23	9.7%	13	6.7%
No	1456	92.3%	189	95.9%	144	92.3%	150	88.8%	432	91.9%	145	93.5%	214	90.3%	181	93.3%
<b>Total</b>	1578	100.0%	197	100.0%	156	100.0%	169	100.0%	470	100.0%	155	100.0%	237	100.0%	194	100.0%
Not Answered	0		0		0		0		0		0		0		0	

**Q3.5. Please select the services you provide. Response: Intermediate Care Facility**

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	66	4.2%	2	1.0%	1	0.6%	14	8.3%	9	1.9%	7	4.5%	17	7.2%	11	5.7%
No	1512	95.8%	195	99.0%	155	99.4%	155	91.7%	461	98.1%	148	95.5%	220	92.8%	183	94.3%
<b>Total</b>	1578	100.0%	197	100.0%	156	100.0%	169	100.0%	470	100.0%	155	100.0%	237	100.0%	194	100.0%
Not Answered	0		0		0		0		0		0		0		0	

**Q3.6. Please select the services you provide. Response: Innovations Services**

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	287	18.2%	3	1.5%	8	5.1%	58	34.3%	8	1.7%	44	28.4%	66	27.8%	55	28.4%
No	1291	81.8%	194	98.5%	148	94.9%	111	65.7%	462	98.3%	111	71.6%	171	72.2%	139	71.6%
<b>Total</b>	1578	100.0%	197	100.0%	156	100.0%	169	100.0%	470	100.0%	155	100.0%	237	100.0%	194	100.0%
Not Answered	0		0		0		0		0		0		0		0	



**Q4.1. What are the Priority Populations served? Response: Adult Intellectual/Developmental Disability**

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	479	30.3%	32	16.2%	30	19.2%	74	43.8%	79	16.8%	58	37.4%	88	37.1%	81	41.8%
No	1099	69.7%	165	83.8%	126	80.8%	95	56.2%	391	83.2%	97	62.6%	149	62.9%	113	58.2%
<b>Total</b>	1578	100.0%	197	100.0%	156	100.0%	169	100.0%	470	100.0%	155	100.0%	237	100.0%	194	100.0%
Not Answered	0		0		0		0		0		0		0		0	

**Q4.2. What are the Priority Populations served? Response: Child Intellectual/Developmental Disability**

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	375	23.8%	24	12.2%	31	19.9%	55	32.5%	79	16.8%	42	27.1%	59	24.9%	64	33.0%
No	1203	76.2%	173	87.8%	125	80.1%	114	67.5%	391	83.2%	113	72.9%	178	75.1%	130	67.0%
<b>Total</b>	1578	100.0%	197	100.0%	156	100.0%	169	100.0%	470	100.0%	155	100.0%	237	100.0%	194	100.0%
Not Answered	0		0		0		0		0		0		0		0	

**Q4.3. What are the Priority Populations served? Response: Adult Mental Health**

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	1072	67.9%	164	83.2%	124	79.5%	103	60.9%	349	74.3%	93	60.0%	132	55.7%	120	61.9%
No	506	32.1%	33	16.8%	32	20.5%	66	39.1%	121	25.7%	62	40.0%	105	44.3%	74	38.1%
<b>Total</b>	1578	100.0%	197	100.0%	156	100.0%	169	100.0%	470	100.0%	155	100.0%	237	100.0%	194	100.0%
Not Answered	0		0		0		0		0		0		0		0	

**Q4.4. What are the Priority Populations served? Response: Child Mental Health**

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	1101	69.8%	156	79.2%	134	85.9%	108	63.9%	339	72.1%	102	65.8%	132	55.7%	128	66.0%
No	477	30.2%	41	20.8%	22	14.1%	61	36.1%	131	27.9%	53	34.2%	105	44.3%	66	34.0%
<b>Total</b>	1578	100.0%	197	100.0%	156	100.0%	169	100.0%	470	100.0%	155	100.0%	237	100.0%	194	100.0%
Not Answered	0		0		0		0		0		0		0		0	

**Q4.5. What are the Priority Populations served? Response: Adult Substance Abuse**

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	498	31.6%	70	35.5%	44	28.2%	57	33.7%	203	43.2%	43	27.7%	67	28.3%	47	24.2%
No	1080	68.4%	127	64.5%	112	71.8%	112	66.3%	267	56.8%	112	72.3%	170	71.7%	147	75.8%
<b>Total</b>	1578	100.0%	197	100.0%	156	100.0%	169	100.0%	470	100.0%	155	100.0%	237	100.0%	194	100.0%
Not Answered	0		0		0		0		0		0		0		0	

**Q4.6. What are the Priority Populations served? Response: Child Substance Abuse**

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	338	21.4%	33	16.8%	38	24.4%	47	27.8%	110	23.4%	37	23.9%	40	16.9%	33	17.0%
No	1240	78.6%	164	83.2%	118	75.6%	122	72.2%	360	76.6%	118	76.1%	197	83.1%	161	83.0%
<b>Total</b>	1578	100.0%	197	100.0%	156	100.0%	169	100.0%	470	100.0%	155	100.0%	237	100.0%	194	100.0%
Not Answered	0		0		0		0		0		0		0		0	

**Q5. LME/MCO staff is easily accessible for information, referrals, and scheduling of appointments.**

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Strongly Agree	382	26.6%	43	24.4%	42	29.2%	36	22.5%	77	19.6%	53	35.6%	57	27.1%	48	26.7%
Agree	862	60.0%	108	61.4%	81	56.2%	93	58.1%	257	65.4%	90	60.4%	125	59.5%	107	59.4%
Disagree	142	9.9%	21	11.9%	17	11.8%	18	11.2%	53	13.5%	4	2.7%	17	8.1%	19	10.6%
Strongly Disagree	51	3.5%	4	2.3%	4	2.8%	13	8.1%	6	1.5%	2	1.3%	11	5.2%	6	3.3%
No Response	141		21		12		9		77		6		27		14	
<b>Total</b>	1437	100.0%	176	100.0%	144	100.0%	160	100.0%	393	100.0%	149	100.0%	210	100.0%	180	100.0%
Not Answered	0		0		0		0		0		0		0		0	
<b>Reporting Category</b>	<b>Single Items</b>															
Achievement Score	86.6%	85.8%	85.4%	80.6%	85.0%	96.0%	86.7%	86.1%								

Response scored as: Room for Improvement Achievement

**Q6. LME/MCO staff are referring consumers whose clinical needs match the service(s) my practice/agency provides.**

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Strongly Agree	308	22.8%	52	31.0%	30	21.6%	27	18.6%	80	20.7%	33	25.0%	39	20.4%	39	22.3%
● Agree	790	58.6%	92	54.8%	81	58.3%	86	59.3%	255	66.1%	76	57.6%	113	59.2%	97	55.4%
● Disagree	162	12.0%	17	10.1%	19	13.7%	15	10.3%	38	9.8%	17	12.9%	22	11.5%	27	15.4%
● Strongly Disagree	89	6.6%	7	4.2%	9	6.5%	17	11.7%	13	3.4%	6	4.5%	17	8.9%	12	6.9%
No Response	228		29		17		23		84		23		46		19	
<b>Total</b>	1349	100.0%	168	100.0%	139	100.0%	145	100.0%	386	100.0%	132	100.0%	191	100.0%	175	100.0%
Not Answered	1		0		0		1		0		0		0		0	
<b>Reporting Category</b>																
Single Items																
Achievement Score	81.4%	85.7%	79.9%	77.9%	86.8%	82.6%	79.6%	77.7%								

**Q7. LME/MCO staff responds quickly to provider needs.**

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Strongly Agree	346	23.7%	42	24.3%	36	23.8%	27	16.5%	69	17.8%	47	31.1%	55	25.1%	48	26.5%
● Agree	824	56.5%	99	57.2%	78	51.7%	82	50.0%	242	62.5%	93	61.6%	125	57.1%	102	56.4%
● Disagree	232	15.9%	31	17.9%	31	20.5%	34	20.7%	65	16.8%	9	6.0%	31	14.2%	28	15.5%
● Strongly Disagree	57	3.9%	1	0.6%	6	4.0%	21	12.8%	11	2.8%	2	1.3%	8	3.7%	3	1.7%
No Response	119		24		5		5		83		4		18		13	
<b>Total</b>	1459	100.0%	173	100.0%	151	100.0%	164	100.0%	387	100.0%	151	100.0%	219	100.0%	181	100.0%
Not Answered	0		0		0		0		0		0		0		0	
<b>Reporting Category</b>																
Single Items																
Achievement Score	80.2%	81.5%	75.5%	66.5%	80.4%	92.7%	82.2%	82.9%								

○ Response scored as: ● Room for Improvement ● Achievement

**Q8. Customer Service is responsive to local community stakeholders.**

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Strongly Agree	244	21.7%	31	22.0%	27	26.0%	22	16.2%	59	18.8%	30	26.1%	38	23.0%	28	20.3%
● Agree	729	64.6%	92	65.2%	66	63.5%	81	59.6%	216	68.8%	80	69.6%	99	60.0%	91	65.9%
● Disagree	108	9.6%	18	12.8%	7	6.7%	14	10.3%	32	10.2%	4	3.5%	21	12.7%	15	10.9%
● Strongly Disagree	47	4.2%	0	0.0%	4	3.8%	19	14.0%	7	2.2%	1	0.9%	7	4.2%	4	2.9%
No Response	449		56		52		33		156		40		71		56	
<b>Total</b>	1128	100.0%	141	100.0%	104	100.0%	136	100.0%	314	100.0%	115	100.0%	165	100.0%	138	100.0%
Not Answered	1		0		0		0		0		0		1		0	
<b>Reporting Category</b>																
Single Items																
Achievement Score	86.2%		87.2%		89.4%		75.7%		87.6%		95.7%		83.0%		86.2%	

**Q9. When I speak with staff about claims issues I am given consistent and accurate information.**

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Strongly Agree	370	28.2%	34	24.1%	45	31.7%	31	20.5%	52	19.6%	50	34.5%	62	28.8%	59	33.7%
● Agree	733	55.8%	81	57.4%	80	56.3%	78	51.7%	162	61.1%	79	54.5%	120	55.8%	98	56.0%
● Disagree	154	11.8%	20	14.2%	14	9.9%	22	14.6%	42	15.8%	15	10.3%	25	11.6%	14	8.0%
● Strongly Disagree	56	4.3%	6	4.3%	3	2.1%	20	13.2%	9	3.4%	1	0.7%	8	3.7%	4	2.3%
No Response	264		56		14		18		205		10		22		19	
<b>Total</b>	1314	100.0%	141	100.0%	142	100.0%	151	100.0%	265	100.0%	145	100.0%	215	100.0%	175	100.0%
Not Answered	0		0		0		0		0		0		0		0	
<b>Reporting Category</b>																
Single Items																
Achievement Score	84.0%		81.6%		88.0%		72.2%		80.8%		89.0%		84.7%		89.7%	

**Q10. Claims trainings meet my needs.**

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Strongly Agree	248	23.7%	26	25.7%	24	22.6%	29	21.3%	43	20.3%	30	25.2%	35	21.3%	41	28.9%
● Agree	669	64.0%	63	62.4%	72	67.9%	80	58.8%	126	59.4%	80	67.2%	113	68.9%	88	62.0%
● Disagree	104	9.9%	12	11.9%	8	7.5%	21	15.4%	38	17.9%	7	5.9%	11	6.7%	10	7.0%
● Strongly Disagree	24	2.3%	0	0.0%	2	1.9%	6	4.4%	5	2.4%	2	1.7%	5	3.0%	3	2.1%
No Response	530		96		50		32		258		36		72		52	
<b>Total</b>	1046	100.0%	101	100.0%	106	100.0%	136	100.0%	212	100.0%	119	100.0%	164	100.0%	142	100.0%
Not Answered	2		0		0		1		0		0		1		0	
<b>Reporting Category</b>																
Single Items																
Achievement Score	87.7%		88.1%		90.6%		80.1%		79.7%		92.4%		90.2%		90.8%	

○ Response scored as: ● Room for Improvement ● Achievement

**Q11. Our claims are processed in a timely and accurate manner.**

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Strongly Agree	517	36.8%	42	27.6%	71	46.4%	43	26.4%	74	25.2%	68	45.3%	76	33.9%	88	46.6%
● Agree	785	55.9%	100	65.8%	73	47.7%	99	60.7%	186	63.3%	80	53.3%	125	55.8%	93	49.2%
● Disagree	85	6.0%	9	5.9%	8	5.2%	13	8.0%	32	10.9%	2	1.3%	20	8.9%	7	3.7%
● Strongly Disagree	18	1.3%	1	0.7%	1	0.7%	8	4.9%	2	0.7%	0	0.0%	3	1.3%	1	0.5%
No Response	173		45		3		6		176		5		12		5	
<b>Total</b>	1404	100.0%	152	100.0%	153	100.0%	163	100.0%	294	100.0%	150	100.0%	224	100.0%	189	100.0%
Not Answered	1		0		0		0		0		0		1		0	
<b>Reporting Category</b>																
Single Items																
Achievement Score	92.7%	93.4%	94.1%	87.1%	88.4%	98.7%	89.7%	95.8%								

**Q12. Information Technology trainings are informative and meet my agency's needs.**

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Strongly Agree	202	21.3%	29	27.9%	21	24.4%	17	13.6%	39	17.7%	24	24.7%	30	19.7%	29	22.7%
● Agree	636	67.0%	65	62.5%	56	65.1%	91	72.8%	137	62.3%	68	70.1%	101	66.4%	85	66.4%
● Disagree	91	9.6%	8	7.7%	8	9.3%	12	9.6%	33	15.0%	5	5.2%	16	10.5%	14	10.9%
● Strongly Disagree	20	2.2%	2	1.9%	1	1.2%	5	4.0%	11	5.0%	0	0.0%	5	3.3%	0	0.0%
No Response	628		93		70		44		250		58		85		66	
<b>Total</b>	950	100.0%	104	100.0%	86	100.0%	125	100.0%	220	100.0%	97	100.0%	152	100.0%	128	100.0%
Not Answered	0		0		0		0		0		0		0		0	
<b>Reporting Category</b>																
Single Items																
Achievement Score	88.2%	90.4%	89.5%	86.4%	80.0%	94.8%	86.2%	89.1%								

**Q13. Provider Network meetings are informative and helpful.**

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Strongly Agree	203	20.3%	22	21.4%	16	18.2%	28	19.7%	44	20.0%	35	29.7%	22	15.8%	21	15.6%
● Agree	640	63.9%	71	68.9%	61	69.3%	84	59.2%	141	64.1%	75	63.6%	82	59.0%	89	65.9%
● Disagree	119	11.9%	9	8.7%	10	11.4%	20	14.1%	29	13.2%	6	5.1%	27	19.4%	17	12.6%
● Strongly Disagree	39	3.9%	1	1.0%	1	1.1%	10	7.0%	6	2.7%	2	1.7%	8	5.8%	8	5.9%
No Response	576		94		68		27		250		37		97		59	
<b>Total</b>	1001	100.0%	103	100.0%	88	100.0%	142	100.0%	220	100.0%	118	100.0%	139	100.0%	135	100.0%
Not Answered	1		0		0		0		0		0		1		0	
<b>Reporting Category</b>																
Single Items																
Achievement Score	84.2%	90.3%	87.5%	78.9%	84.1%	93.2%	74.8%	81.5%								

○ Response scored as: ● Room for Improvement ● Achievement

**Q14. Provider Network keeps providers informed of changes that affect my local Provider Network.**

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
<input checked="" type="radio"/> Strongly Agree	259	19.6%	30	20.1%	24	19.0%	28	17.7%	52	15.9%	38	26.8%	39	19.1%	30	17.8%
<input checked="" type="radio"/> Agree	895	68.0%	109	73.2%	79	62.7%	104	65.8%	227	69.2%	98	69.0%	136	66.7%	118	69.8%
<input type="radio"/> Disagree	125	9.5%	9	6.0%	20	15.9%	13	8.2%	41	12.5%	3	2.1%	26	12.7%	17	10.1%
<input type="radio"/> Strongly Disagree	39	2.9%	1	0.7%	3	2.4%	13	8.2%	8	2.4%	3	2.1%	3	1.5%	4	2.4%
No Response	259		48		30		11		142		13		32		25	
<b>Total</b>	1318	100.0%	149	100.0%	126	100.0%	158	100.0%	328	100.0%	142	100.0%	204	100.0%	169	100.0%
Not Answered	1		0		0		0		0		0		1		0	
<b>Reporting Category</b>																
Single Items																
Achievement Score	87.6%	93.3%	81.7%	83.5%	85.1%	95.8%	85.8%	87.6%								

**Q15. Provider Network staff are knowledgeable and answer questions consistently and accurately.**

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
<input checked="" type="radio"/> Strongly Agree	278	20.5%	27	17.6%	32	23.0%	28	17.4%	55	16.7%	35	24.1%	48	23.1%	35	20.6%
<input checked="" type="radio"/> Agree	869	64.1%	114	74.5%	82	59.0%	89	55.3%	225	68.2%	99	68.3%	129	62.0%	109	64.1%
<input type="radio"/> Disagree	157	11.6%	11	7.2%	22	15.8%	21	13.0%	45	13.6%	9	6.2%	27	13.0%	21	12.4%
<input type="radio"/> Strongly Disagree	51	3.8%	1	0.7%	3	2.2%	23	14.3%	5	1.5%	2	1.4%	4	1.9%	5	2.9%
No Response	222		44		17		8		140		10		28		24	
<b>Total</b>	1355	100.0%	153	100.0%	139	100.0%	161	100.0%	330	100.0%	145	100.0%	208	100.0%	170	100.0%
Not Answered	1		0		0		0		0		0		1		0	
<b>Reporting Category</b>																
Single Items																
Achievement Score	84.6%	92.2%	82.0%	72.7%	84.8%	92.4%	85.1%	84.7%								

**Q16. Our interests as a network provider are being adequately addressed in the local Provider Council.**

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
<input checked="" type="radio"/> Strongly Agree	148	16.1%	15	16.7%	13	13.8%	19	15.6%	39	18.5%	18	18.0%	23	16.2%	17	14.5%
<input checked="" type="radio"/> Agree	553	60.2%	58	64.4%	54	57.4%	61	50.0%	139	65.9%	69	69.0%	82	57.7%	71	60.7%
<input type="radio"/> Disagree	154	16.7%	13	14.4%	20	21.3%	27	22.1%	25	11.8%	9	9.0%	27	19.0%	20	17.1%
<input type="radio"/> Strongly Disagree	64	7.0%	4	4.4%	7	7.4%	15	12.3%	8	3.8%	4	4.0%	10	7.0%	9	7.7%
No Response	659		107		62		47		259		55		95		77	
<b>Total</b>	919	100.0%	90	100.0%	94	100.0%	122	100.0%	211	100.0%	100	100.0%	142	100.0%	117	100.0%
Not Answered	0		0		0		0		0		0		0		0	
<b>Reporting Category</b>																
Single Items																
Achievement Score	76.3%	81.1%	71.3%	65.6%	84.4%	87.0%	73.9%	75.2%								

Response scored as:  Room for Improvement  Achievement

**Q17. How would you rate your overall satisfaction with Provider Network?**

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Extremely Satisfied	270	19.0%	21	13.0%	30	21.4%	30	18.4%	50	13.0%	38	25.7%	52	24.2%	29	16.0%
● Satisfied	948	66.7%	122	75.3%	88	62.9%	91	55.8%	283	73.3%	102	68.9%	131	60.9%	130	71.8%
● Dissatisfied	156	11.0%	19	11.7%	17	12.1%	24	14.7%	44	11.4%	6	4.1%	26	12.1%	20	11.0%
● Extremely Dissatisfied	46	3.3%	0	0.0%	5	3.6%	18	11.0%	9	2.3%	2	1.4%	6	2.8%	2	1.1%
No Response	158		35		16		6		84		7		22		13	
<b>Total</b>	1420	100.0%	162	100.0%	140	100.0%	163	100.0%	386	100.0%	148	100.0%	215	100.0%	181	100.0%
Not Answered	0		0		0		0		0		0		0		0	
<b>Reporting Category</b>																
Single Items																
Achievement Score	85.7%	88.3%	84.3%	74.2%	86.3%	94.6%	85.1%	87.8%								

**Q18. The LME/MCO staff conducts fair and thorough investigations.**

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Strongly Agree	244	21.0%	23	17.3%	28	24.6%	26	18.7%	46	16.9%	32	24.2%	44	24.2%	28	19.6%
● Agree	767	65.9%	88	66.2%	72	63.2%	82	59.0%	198	72.8%	90	68.2%	119	65.4%	98	68.5%
● Disagree	99	8.5%	14	10.5%	9	7.9%	16	11.5%	23	8.5%	9	6.8%	9	4.9%	14	9.8%
● Strongly Disagree	53	4.6%	8	6.0%	5	4.4%	15	10.8%	5	1.8%	1	0.8%	10	5.5%	3	2.1%
No Response	414		64		42		30		198		23		55		51	
<b>Total</b>	1164	100.0%	133	100.0%	114	100.0%	139	100.0%	272	100.0%	132	100.0%	182	100.0%	143	100.0%
Not Answered	0		0		0		0		0		0		0		0	
<b>Reporting Category</b>																
Single Items																
Achievement Score	86.9%	83.5%	87.7%	77.7%	89.7%	92.4%	89.6%	88.1%								

**Q19. After the audit or investigation, LME/MCO requests for corrective action plans and other supporting materials are fair and reasonable.**

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Strongly Agree	283	22.9%	30	22.1%	30	23.1%	30	21.4%	55	19.6%	38	26.8%	52	26.9%	29	18.7%
● Agree	809	65.5%	87	64.0%	84	64.6%	88	62.9%	193	68.9%	92	64.8%	126	65.3%	107	69.0%
● Disagree	96	7.8%	11	8.1%	10	7.7%	10	7.1%	28	10.0%	9	6.3%	12	6.2%	15	9.7%
● Strongly Disagree	48	3.9%	8	5.9%	6	4.6%	12	8.6%	4	1.4%	3	2.1%	3	1.6%	4	2.6%
No Response	343		61		26		29		190		13		44		39	
<b>Total</b>	1235	100.0%	136	100.0%	130	100.0%	140	100.0%	280	100.0%	142	100.0%	193	100.0%	155	100.0%
Not Answered	0		0		0		0		0		0		0		0	
<b>Reporting Category</b>																
Single Items																
Achievement Score	88.4%	86.0%	87.7%	84.3%	88.6%	91.5%	92.2%	87.7%								

○ Response scored as: ● Room for Improvement ● Achievement

**Q20. Technical assistance and information provided by staff is accurate and helpful.**

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Strongly Agree	266	20.4%	31	20.3%	28	21.4%	27	17.5%	55	18.5%	33	23.9%	45	22.2%	32	18.8%
● Agree	895	68.6%	111	72.5%	86	65.6%	97	63.0%	214	72.1%	94	68.1%	136	67.0%	125	73.5%
● Disagree	114	8.7%	8	5.2%	14	10.7%	22	14.3%	24	8.1%	10	7.2%	18	8.9%	10	5.9%
● Strongly Disagree	29	2.2%	3	2.0%	3	2.3%	8	5.2%	4	1.3%	1	0.7%	4	2.0%	3	1.8%
No Response	274		44		25		15		172		17		34		24	
<b>Total</b>	1304	100.0%	153	100.0%	131	100.0%	154	100.0%	297	100.0%	138	100.0%	203	100.0%	170	100.0%
Not Answered	1		0		0		0		1		0		0		0	
<b>Reporting Category</b>																
Single Items																
Achievement Score	89.1%	92.8%	87.0%	80.5%	90.6%	92.0%	89.2%	92.4%								

**Q21. Trainings are informative and meet our needs as a provider/agency.**

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Strongly Agree	204	18.1%	23	17.7%	16	15.2%	27	19.4%	46	17.0%	32	25.8%	23	14.1%	24	16.2%
● Agree	782	69.6%	93	71.5%	77	73.3%	90	64.7%	188	69.4%	88	71.0%	109	66.9%	105	70.9%
● Disagree	114	10.2%	13	10.0%	8	7.6%	18	12.9%	32	11.8%	4	3.2%	24	14.7%	17	11.5%
● Strongly Disagree	24	2.1%	1	0.8%	4	3.8%	4	2.9%	5	1.8%	0	0.0%	7	4.3%	2	1.4%
No Response	455		67		51		30		199		31		74		46	
<b>Total</b>	1123	100.0%	130	100.0%	105	100.0%	139	100.0%	271	100.0%	124	100.0%	163	100.0%	148	100.0%
Not Answered	0		0		0		0		0		0		0		0	
<b>Reporting Category</b>																
Single Items																
Achievement Score	87.7%	89.2%	88.6%	84.2%	86.3%	96.8%	81.0%	87.2%								

**Q22.1. For which of the following topics would you like to see more training and education materials? Response: Claims Processing**

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	344	21.8%	40	20.3%	36	23.1%	47	27.8%	90	19.1%	37	23.9%	47	19.8%	36	18.6%
No	1234	78.2%	157	79.7%	120	76.9%	122	72.2%	380	80.9%	118	76.1%	190	80.2%	158	81.4%
<b>Total</b>	1578	100.0%	197	100.0%	156	100.0%	169	100.0%	470	100.0%	155	100.0%	237	100.0%	194	100.0%
Not Answered	0		0		0		0		0		0		0		0	

○ Response scored as: ● Room for Improvement ● Achievement



**Q22.2. For which of the following topics would you like to see more training and education materials? Response: Information Technology**

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	212	13.4%	35	17.8%	16	10.3%	24	14.2%	52	11.1%	23	14.8%	38	16.0%	19	9.8%
No	1366	86.6%	162	82.2%	140	89.7%	145	85.8%	418	88.9%	132	85.2%	199	84.0%	175	90.2%
<b>Total</b>	1578	100.0%	197	100.0%	156	100.0%	169	100.0%	470	100.0%	155	100.0%	237	100.0%	194	100.0%
Not Answered	0		0		0		0		0		0		0		0	

**Q22.3. For which of the following topics would you like to see more training and education materials? Response: Payment Policy**

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	180	11.4%	30	15.2%	15	9.6%	24	14.2%	66	14.0%	13	8.4%	23	9.7%	17	8.8%
No	1398	88.6%	167	84.8%	141	90.4%	145	85.8%	404	86.0%	142	91.6%	214	90.3%	177	91.2%
<b>Total</b>	1578	100.0%	197	100.0%	156	100.0%	169	100.0%	470	100.0%	155	100.0%	237	100.0%	194	100.0%
Not Answered	0		0		0		0		0		0		0		0	

**Q22.4. For which of the following topics would you like to see more training and education materials? Response: Enrollment**

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	255	16.2%	42	21.3%	18	11.5%	34	20.1%	68	14.5%	26	16.8%	31	13.1%	31	16.0%
No	1323	83.8%	155	78.7%	138	88.5%	135	79.9%	402	85.5%	129	83.2%	206	86.9%	163	84.0%
<b>Total</b>	1578	100.0%	197	100.0%	156	100.0%	169	100.0%	470	100.0%	155	100.0%	237	100.0%	194	100.0%
Not Answered	0		0		0		0		0		0		0		0	

**Q22.5. For which of the following topics would you like to see more training and education materials? Response: Appeals**

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	246	15.6%	34	17.3%	17	10.9%	39	23.1%	51	10.9%	27	17.4%	37	15.6%	27	13.9%
No	1332	84.4%	163	82.7%	139	89.1%	130	76.9%	419	89.1%	128	82.6%	200	84.4%	167	86.1%
<b>Total</b>	1578	100.0%	197	100.0%	156	100.0%	169	100.0%	470	100.0%	155	100.0%	237	100.0%	194	100.0%
Not Answered	0		0		0		0		0		0		0		0	

**Q22.6. For which of the following topics would you like to see more training and education materials? Response: Audit and Reimbursement**

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	406	25.8%	60	30.5%	51	32.7%	44	26.0%	93	19.8%	38	24.5%	56	23.6%	45	23.2%
No	1172	74.2%	137	69.5%	105	67.3%	125	74.0%	377	80.2%	117	75.5%	181	76.4%	149	76.8%
<b>Total</b>	1578	100.0%	197	100.0%	156	100.0%	169	100.0%	470	100.0%	155	100.0%	237	100.0%	194	100.0%
Not Answered	0		0		0		0		0		0		0		0	

**Q22.7. For which of the following topics would you like to see more training and education materials? Response: Quality Management and Reporting**

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	457	28.9%	60	30.5%	56	35.9%	54	32.0%	87	18.5%	45	29.0%	71	30.0%	52	26.8%
No	1121	71.1%	137	69.5%	100	64.1%	115	68.0%	383	81.5%	110	71.0%	166	70.0%	142	73.2%
<b>Total</b>	1578	100.0%	197	100.0%	156	100.0%	169	100.0%	470	100.0%	155	100.0%	237	100.0%	194	100.0%
Not Answered	0		0		0		0		0		0		0		0	

**Q22.8. For which of the following topics would you like to see more training and education materials? Response: Clinical Coverage Policies**

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	606	38.4%	90	45.7%	67	42.9%	62	36.7%	173	36.8%	53	34.2%	86	36.3%	70	36.1%
No	972	61.6%	107	54.3%	89	57.1%	107	63.3%	297	63.2%	102	65.8%	151	63.7%	124	63.9%
<b>Total</b>	1578	100.0%	197	100.0%	156	100.0%	169	100.0%	470	100.0%	155	100.0%	237	100.0%	194	100.0%
Not Answered	0		0		0		0		0		0		0		0	

**Q22.9. For which of the following topics would you like to see more training and education materials? Response: Provider Monitoring**

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	490	31.1%	48	24.4%	59	37.8%	54	32.0%	98	20.9%	62	40.0%	81	34.2%	55	28.4%
No	1088	68.9%	149	75.6%	97	62.2%	115	68.0%	372	79.1%	93	60.0%	156	65.8%	139	71.6%
<b>Total</b>	1578	100.0%	197	100.0%	156	100.0%	169	100.0%	470	100.0%	155	100.0%	237	100.0%	194	100.0%
Not Answered	0		0		0		0		0		0		0		0	

**Q22.10. For which of the following topics would you like to see more training and education materials? Response: Other**

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	160	10.1%	12	6.1%	20	12.8%	16	9.5%	45	9.6%	13	8.4%	24	10.1%	28	14.4%
No	1418	89.9%	185	93.9%	136	87.2%	153	90.5%	425	90.4%	142	91.6%	213	89.9%	166	85.6%
<b>Total</b>	1578	100.0%	197	100.0%	156	100.0%	169	100.0%	470	100.0%	155	100.0%	237	100.0%	194	100.0%
Not Answered	0		0		0		0		0		0		0		0	

**Q23. Authorizations for treatment and services are made within the required timeframes.**

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Strongly Agree	336	24.6%	40	22.7%	38	28.8%	30	18.1%	67	18.3%	46	31.3%	61	31.6%	33	21.0%
● Agree	918	67.0%	128	72.7%	78	59.1%	108	65.1%	275	75.1%	97	66.0%	122	63.2%	108	68.8%
● Disagree	90	6.6%	6	3.4%	12	9.1%	20	12.0%	20	5.5%	2	1.4%	10	5.2%	15	9.6%
● Strongly Disagree	25	1.8%	2	1.1%	4	3.0%	8	4.8%	4	1.1%	2	1.4%	0	0.0%	1	0.6%
No Response	207		21		23		3		103		8		44		37	
<b>Total</b>	1369	100.0%	176	100.0%	132	100.0%	166	100.0%	366	100.0%	147	100.0%	193	100.0%	157	100.0%
Not Answered	2		0		1		0		1		0		0		0	
<b>Reporting Category</b>	<b>Single Items</b>															
Achievement Score	91.6%	95.5%	87.9%	83.1%	93.4%	97.3%	94.8%	89.8%								

**Q24. Denials for treatment and services are explained.**

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Strongly Agree	204	15.9%	27	17.9%	18	14.4%	20	12.9%	46	13.5%	28	20.3%	31	17.1%	24	15.0%
● Agree	896	69.9%	104	68.9%	92	73.6%	97	62.6%	236	69.4%	104	75.4%	127	70.2%	111	69.4%
● Disagree	140	10.9%	18	11.9%	13	10.4%	23	14.8%	46	13.5%	4	2.9%	21	11.6%	19	11.9%
● Strongly Disagree	43	3.3%	2	1.3%	2	1.6%	15	9.7%	12	3.5%	2	1.4%	2	1.1%	6	3.7%
No Response	296		46		31		14		130		17		56		34	
<b>Total</b>	1282	100.0%	151	100.0%	125	100.0%	155	100.0%	340	100.0%	138	100.0%	181	100.0%	160	100.0%
Not Answered	0		0		0		0		0		0		0		0	
<b>Reporting Category</b>	<b>Single Items</b>															
Achievement Score	85.7%	86.8%	88.0%	75.5%	82.9%	95.7%	87.3%	84.4%								

○ **Response scored as:** ● Room for Improvement ● Achievement

**Q25. The authorizations issued are accurate (correct date, consumer and service).**

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Strongly Agree	332	24.8%	44	27.7%	34	25.0%	37	22.7%	75	22.5%	45	30.2%	49	25.8%	30	18.9%
● Agree	942	70.4%	110	69.2%	96	70.6%	105	64.4%	247	74.2%	101	67.8%	138	72.6%	121	76.1%
● Disagree	50	3.7%	5	3.1%	5	3.7%	13	8.0%	9	2.7%	2	1.3%	3	1.6%	8	5.0%
● Strongly Disagree	15	1.1%	0	0.0%	1	0.7%	8	4.9%	2	0.6%	1	0.7%	0	0.0%	0	0.0%
No Response	240		38		20		6		137		6		47		35	
<b>Total</b>	1338	100.0%	159	100.0%	136	100.0%	163	100.0%	333	100.0%	149	100.0%	190	100.0%	159	100.0%
Not Answered	0		0		0		0		0		0		0		0	
<b>Reporting Category</b>																
Single Items																
Achievement Score	95.2%		96.9%		95.6%		87.1%		96.7%		98.0%		98.4%		95.0%	

**Q26. My agency is satisfied with the appeals process for denial, reduction, or suspension of service(s).**

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Strongly Agree	156	14.7%	21	17.9%	13	12.3%	17	12.2%	33	13.4%	22	18.8%	22	14.4%	19	14.3%
● Agree	699	65.9%	68	58.1%	70	66.0%	85	61.2%	179	72.5%	76	65.0%	111	72.5%	90	67.7%
● Disagree	140	13.2%	23	19.7%	17	16.0%	18	12.9%	26	10.5%	16	13.7%	13	8.5%	15	11.3%
● Strongly Disagree	66	6.2%	5	4.3%	6	5.7%	19	13.7%	9	3.6%	3	2.6%	7	4.6%	9	6.8%
No Response	516		80		50		30		222		38		84		61	
<b>Total</b>	1061	100.0%	117	100.0%	106	100.0%	139	100.0%	247	100.0%	117	100.0%	153	100.0%	133	100.0%
Not Answered	1		0		0		0		1		0		0		0	
<b>Reporting Category</b>																
Single Items																
Achievement Score	80.6%		76.1%		78.3%		73.4%		85.8%		83.8%		86.9%		82.0%	

**Q27. The LME/MCOs website has been a useful tool for helping my agency find the tools and materials needed to provide services.**

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Strongly Agree	236	17.8%	34	21.0%	24	17.9%	26	16.7%	47	14.9%	32	24.1%	31	15.3%	25	14.7%
● Agree	861	65.1%	103	63.6%	85	63.4%	89	57.1%	212	67.1%	92	69.2%	127	62.6%	125	73.5%
● Disagree	191	14.5%	24	14.8%	24	17.9%	32	20.5%	47	14.9%	9	6.8%	34	16.7%	16	9.4%
● Strongly Disagree	35	2.6%	1	0.6%	1	0.7%	9	5.8%	10	3.2%	0	0.0%	11	5.4%	4	2.4%
No Response	255		35		22		13		153		22		34		24	
<b>Total</b>	1323	100.0%	162	100.0%	134	100.0%	156	100.0%	316	100.0%	133	100.0%	203	100.0%	170	100.0%
Not Answered	1		0		0		0		1		0		0		0	
<b>Reporting Category</b>																
Single Items																
Achievement Score	82.9%		84.6%		81.3%		73.7%		82.0%		93.2%		77.8%		88.2%	

○ Response scored as: ● Room for Improvement ● Achievement

**Q28. Please rate your overall satisfaction with the LME/MCO.**

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
<input checked="" type="radio"/> Extremely Satisfied	299	20.3%	30	16.4%	35	24.0%	30	18.4%	53	13.4%	35	23.3%	53	24.1%	41	22.0%
<input checked="" type="radio"/> Satisfied	968	65.8%	131	71.6%	91	62.3%	87	53.4%	288	72.9%	108	72.0%	136	61.8%	126	67.7%
<input checked="" type="radio"/> Dissatisfied	149	10.1%	20	10.9%	14	9.6%	29	17.8%	45	11.4%	5	3.3%	22	10.0%	15	8.1%
<input checked="" type="radio"/> Extremely Dissatisfied	54	3.7%	2	1.1%	6	4.1%	17	10.4%	9	2.3%	2	1.3%	9	4.1%	4	2.2%
No Response	107		14		10		6		75		5		17		8	
<b>Total</b>	1471	100.0%	183	100.0%	146	100.0%	163	100.0%	395	100.0%	150	100.0%	220	100.0%	186	100.0%
Not Answered	0		0		0		0		0		0		0		0	
<b>Reporting Category</b>	<b>Single Items</b>															
Achievement Score	86.2%	88.0%	86.3%	71.8%	86.3%	95.3%	85.9%	89.8%								

**Q29. Would you like to be contacted regarding your responses to this survey?**

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Smoky Mountain		Trillium	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	116	7.4%	17	8.6%	13	8.3%	16	9.5%	18	3.8%	15	9.7%	9	3.8%	15	7.7%
No	1460	92.6%	180	91.4%	143	91.7%	152	90.5%	451	96.2%	140	90.3%	228	96.2%	179	92.3%
<b>Total</b>	1576	100.0%	197	100.0%	156	100.0%	168	100.0%	469	100.0%	155	100.0%	237	100.0%	194	100.0%
Not Answered	2		0		0		1		1		0		0		0	

Response scored as:  Room for Improvement  Achievement

**Your agency has been identified as a provider of services for the NC 1915(b)/(c) Medicaid Waiver for {Health Plan}. The Division of Medical Assistance (DMA) surveys agencies on a yearly basis and over the next few months the 2016 DHHS Provider Satisfaction Survey will be conducted for all providers that have contracted with the LME/MCOs to provide services for the 1915(b)/(c) Medicaid Waiver. DMA is very interested in receiving your responses to this survey.**

**The purpose of the survey is to assess provider perceptions of MCO/LME practices in all Medicaid Waiver sites. The results of this survey are important to DMA because it helps them to assess the LME/MCOs ability to; 1) interact with their network of providers, 2) provide training and support to all agencies, and 3) provide Medicaid Waiver related materials that help to strengthen your practice.**

**This survey will take between 10 and 15 minutes to complete and all questions are required. All information captured in the survey is confidential and will not be shared with your LME/MCO. The only information that will be shared with the LME/MCOs will be deidentified results. If you have any questions related to this survey please contact DataStat by email at [pss.support@datastat.com](mailto:pss.support@datastat.com) or toll free at 1-866-387-9013.**

**1. How long have you been a Medicaid provider?**

- Less than 6 months
- 1 - 2 years
- 3 - 5 years
- 6 years or more

**2. What is your provider type?**

- Provider Agency
- Licensed Independent Practitioner (LIP) or LIP group
- Community Hospital

**3. Please select the services you provide. *Please check all that apply.***

- Community
- Outpatient
- Residential
- Inpatient (Include psychiatric, detoxification, and/or crisis)
- Intermediate Care Facility
- Innovations Services

**4. What are the Priority Populations served? *Please check all that apply.***

- Adult Intellectual/Developmental Disability
- Child Intellectual/Developmental Disability
- Adult Mental Health
- Child Mental Health
- Adult Substance Abuse
- Child Substance Abuse

**5. LME/MCO staff is easily accessible for information, referrals, and scheduling of appointments.**

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree
- No Response

**6. LME/MCO staff are referring consumers whose clinical needs match the service(s) my practice/agency provides.**

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree
- No Response

**7. LME/MCO staff responds quickly to provider needs.**

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree
- No Response

**8. Customer Service is responsive to local community stakeholders.**

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree
- No Response



**9. When I speak with staff about claims issues I am given consistent and accurate information.**

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree
- No Response

**10. Claims trainings meet my needs.**

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree
- No Response

**11. Our claims are processed in a timely and accurate manner.**

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree
- No Response

**12. Information Technology trainings are informative and meet my agency's needs.**

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree
- No Response

**13. Provider Network meetings are informative and helpful.**

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree
- No Response

**14. Provider Network keeps providers informed of changes that affect my local Provider Network.**

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree
- No Response

**15. Provider Network staff are knowledgeable and answer questions consistently and accurately.**

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree
- No Response

**16. Our interests as a network provider are being adequately addressed in the local Provider Council.**

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree
- No Response

**17. How would you rate your overall satisfaction with Provider Network?**

- Extremely Satisfied
- Satisfied
- Dissatisfied
- Extremely Dissatisfied
- No Response

**18. The LME/MCO staff conducts fair and thorough investigations.**

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree
- No Response

**19. After the audit or investigation, LME/MCO requests for corrective action plans and other supporting materials are fair and reasonable.**

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree
- No Response

**20. Technical assistance and information provided by staff is accurate and helpful.**

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree
- No Response

**21. Trainings are informative and meet our needs as a provider/agency.**

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree
- No Response

**22. For which of the following topics would you like to see more training and education materials? Please check all that apply.**

- Claims Processing
- Information Technology
- Payment Policy
- Enrollment
- Appeals
- Audit and Reimbursement
- Quality Management and Reporting
- Clinical Coverage Policies
- Provider Monitoring
- Other, (please specify)

**23. Authorizations for treatment and services are made within the required timeframes.**

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree
- No Response

**24. Denials for treatment and services are explained.**

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree
- No Response

**25. The authorizations issued are accurate (correct date, consumer and service).**

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree
- No Response

**26. My agency is satisfied with the appeals process for denial, reduction, or suspension of service(s).**

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree
- No Response

**27. The LME/MCOs website has been a useful tool for helping my agency find the tools and materials needed to provide services.**

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree
- No Response

**28. Please rate your overall satisfaction with the LME/MCO.**

- Extremely Satisfied
- Satisfied
- Dissatisfied
- Extremely Dissatisfied
- No Response

**29. Would you like to be contacted regarding your responses to this survey?**

- Yes
- No

If you would like to be contacted by the health plan regarding your responses to this survey, please provide your name, phone number, and your specific concerns or issues below.

**30. Optional Contact Information**

**Name**

**Phone number**

**31. Please state your specific concerns / issues**

**Thank you for completing the 2016 Provider Satisfaction Survey. Please go ahead and close your browser window.**