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# 2016 DHHS Provider Satisfaction Survey Results

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# Background

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- Annually, DHHS commissions an independent review organization to conduct a Provider Satisfaction Survey. This survey measures the performance of each LME/MCO in meeting community providers' needs and expectations.
- DataStat, Inc. conducted the recent survey on behalf of CCME.
- Active providers are surveyed and defined as Medicaid Waiver providers that have at least five 1915(b)/(c) waiver encounters within a six month period (January 1, 2016 – June 30, 2016).
- Survey was administered in December 2016



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# Analysis Process

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- Each response was analyzed. Sandhills Center Score was compared to:
  - The state wide average
  - The state wide minimum score
  - The state wide maximum score
  - Statistically Higher/Lower than 2016 NC Overall Results



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# Analysis Chart

| Question  | Sandhills Center Score | State Wide Average | State Wide Minimum | State Wide Maximum       | Statistically Higher/Lower than 2016 NC Overall |
|---|------------------------|--------------------|--------------------|--------------------------|---|
| LME/MCO staff is easily accessible for information, referrals and scheduling of appointments                | 96.0%                  | 86.6%              | 80.6%              | 96.0%                    | ↑   |
| LME/MCO staff are referring consumers whose clinical needs match the service(s) my practice/agency provides | 82.6% (*)              | 81.4%              | 77.9%              | 86.8% (3 <sup>rd</sup> ) |   |
| LME/MCO staff responds quickly to provider needs  | 92.7%                  | 80.2%              | 66.5%              | 92.7%                    | ↑   |
| Customer Service is responsive to local community stakeholders  | 95.7%                  | 86.2%              | 75.7%              | 95.7%                    | ↑   |
| When I speak with staff about claims issues I am given consistent and accurate information                  | 89.0%                  | 84.0%              | 72.2%              | 89.7% (2 <sup>nd</sup> ) | ↑   |
| Claims trainings meet my needs  | 92.4%                  | 87.7%              | 79.7%              | 92.4%                    | ↑   |



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# Analysis Chart cont.

| Question   | Sandhills Center Score | State Wide Average | State Wide Minimum | State Wide Maximum | Statistically Higher/Lower than 2016 NC Overall |
|--|------------------------|--------------------|--------------------|--------------------|---|
| Our claims are processed in a timely and accurate manner   | 98.7%                  | 92.7%              | 87.1%              | 98.7%              | ↑   |
| Information Technology trainings are informative and meet my agency's needs                      | 94.8%                  | 88.2%              | 80.0%              | 94.8%              | ↑   |
| Provider Network meetings are informative and helpful  | 93.2%                  | 84.2%              | 74.8%              | 93.2%              | ↑   |
| Provider Network keeps providers informed of changes that affect my local Provider Network       | 95.8%                  | 87.6%              | 81.7%              | 95.8%              | ↑   |
| Provider Network staff are knowledgeable and answer questions consistently and accurately        | 92.4%                  | 84.6%              | 72.7%              | 92.4%              | ↑   |
| Our interests as a network provider are being adequately addressed in the local Provider Council | 87.0%                  | 76.3%              | 65.6%              | 87.0%              | ↑   |



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# Analysis Chart cont.

| Question  | Sandhills Center Score | State Wide Average | State Wide Minimum | State Wide Maximum       | Statistically Higher/Lower than 2016 NC Overall |
|---|------------------------|--------------------|--------------------|--------------------------|---|
| Overall satisfaction with Provider Network  | 94.6%                  | 85.7%              | 74.2%              | 94.6%                    | ↑   |
| The LME/MCO staff conducts fair and thorough investigations   | 92.4%                  | 86.9%              | 77.7%              | 92.4%                    | ↑   |
| After the audit or investigation, LME/MCO requests for corrective action plans and other supporting materials are fair and reasonable | 91.5%                  | 88.4%              | 84.3%              | 92.2% (2 <sup>nd</sup> ) |   |
| Technical assistance and information provided by staff is accurate and helpful  | 92.0% (*)              | 80.5%              | 89.1%              | 92.8% (3 <sup>rd</sup> ) |   |
| Trainings are informative and meet our needs as a provider/agency   | 96.8%                  | 87.7%              | 81.0%              | 96.8%                    | ↑   |
| Authorizations for treatment and services are made within the required timeframes   | 97.3%                  | 91.6%              | 83.1%              | 97.3%                    | ↑   |



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# Analysis Chart cont.

| Question  | Sandhills Center Score | State Wide Average | State Wide Minimum | State Wide Maximum       | Statistically Higher/Lower than 2016 NC Overall |
|---|------------------------|--------------------|--------------------|--------------------------|---|
| Denials for treatment and services are explained  | 95.7% (*)              | 85.7%              | 75.5%              | 95.7%                    | ↑   |
| The authorizations issued are accurate (correct date, consumer and service)   | 98.0%                  | 95.2%              | 87.1%              | 98.4% (2 <sup>nd</sup> ) | ↑   |
| My agency is satisfied with the appeals process for denial, reduction or suspension of service(s)                         | 83.8%                  | 80.6%              | 73.4%              | 86.9% (3 <sup>rd</sup> ) |   |
| The LME/MCOs website has been a useful tool for helping my agency find the tools and materials needed to provide services | 93.2%                  | 82.9%              | 73.7%              | 93.2%                    | ↑   |
| Overall satisfaction with the LME/MCO   | 95.3%                  | 86.2%              | 71.8%              | 95.3%                    | ↑   |
| TOTALS  |                        | 23 of 23 (100%)    | 23 of 23 (100%)    | 17 of 23 (73.9%)         | 19 of 23 (82.6%)                                |



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# Overall Result

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| LME/MCO          | # Max     | # Min    | # Above Avg | # Statistically Higher than 2016 NC Overall | # Statistically Lower than 2016 NC Overall |
|------------------|-----------|----------|-------------|---|--|
| Alliance         | 1         | 0        | 18          | 4   | 0  |
| Cardinal         | 0         | 1        | 11          | 0   | 0  |
| Eastpointe       | 0         | 17       | 0           | 0   | 17   |
| Partners         | 1         | 2        | 13          | 3   | 3  |
| <b>Sandhills</b> | <b>17</b> | <b>0</b> | <b>23</b>   | <b>19</b>                                   | <b>0</b>                                   |
| Smoky Mountain   | 3         | 2        | 12          | 4   | 2  |
| Trillium         | 1         | 1        | 14          | 3   | 0  |



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# Overall Result cont.

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- Our score was 95.3 percent for the question that rates overall LME-MCO satisfaction. This was the highest score of our peer organizations.
- Other areas where Sandhills Center scored the highest were:
  - Accessibility for information, referrals and scheduling of appointments.
  - Response time for provider needs.
  - Responsiveness to local community stakeholders.
  - Accurate, timely processing of claims.
  - Informative, helpful training for Information Technology and Provider Network issues and keeping providers updated, as well as answering questions accurately.
  - Completing fair, thorough investigations.
  - Timely authorization processing with clear explanations for denials.
  - Providing a useful website with the tools and materials necessary for successful operation.



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# Questions?

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