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# 2017 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 (February 1, 2017 – July 31, 2017).
- Survey was administered in November 2017



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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 2017 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 2017 NC Overall
LME/MCO staff is easily accessible for information, referrals and scheduling of appointments	93.5%	85.6%	80.1%	93.5%	↑
LME/MCO staff are referring consumers whose clinical needs match the service(s) my practice/agency provides	76.6%	78.4%	70.3%	86.0%	
LME/MCO staff responds quickly to provider needs	87.4%	80.1%	74.2%	87.4%	↑
Customer Service is responsive to local community stakeholders	90.3%	84.7%	78.0%	90.3%	↑
When I speak with staff about claims issues I am given consistent and accurate information	90.8%	84.3%	79.1%	90.8%	↑
Claims trainings meet my needs	89.7%	86.4%	82.2%	89.7%	

Green highlights indicates Sandhills Center Score was greater than the state recorded scores. The Upward pointing Green arrow indicates that Sandhills Center scored Statistically Higher than the NC Overall average. Note we did not score Lower which would have been indicated by downward pointing arrow. Blank indicates we were not higher or lower than the overall.

# Analysis Chart cont.

Question	Sandhills Center Score	State Wide Average	State Wide Minimum	State Wide Maximum	Statistically Higher/Lower than 2017 NC Overall
Our claims are processed in a timely and accurate manner	95.3%	91.6%	88.6%	95.3%	↑
Information Technology trainings are informative and meet my agency's needs	91.0%	87.9%	84.4%	91.0%	
Provider Network meetings are informative and helpful	93.1%	87.8%	81.9%	93.1%	↑
Provider Network keeps providers informed of changes that affect my local Provider Network	89.2%	85.6%	78.8%	90.6%	↑
Provider Network staff are knowledgeable and answer questions consistently and accurately	90.8%	83.5%	75.0%	90.8%	↑
Our interests as a network provider are being adequately addressed in the local Provider Council	84.7%	80.1%	69.4%	86.0%	



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# Analysis Chart cont.

Question	Sandhills Center Score	State Wide Average	State Wide Minimum	State Wide Maximum	Statistically Higher/Lower than 2017 NC Overall
Overall satisfaction with Provider Network	90.4%	85.1%	78.2%	90.4%	↑
The LME/MCO staff conducts fair and thorough investigations	86.4%	87.1%	81.4%	91.5%	
After the audit or investigation, LME/MCO requests for corrective action plans and other supporting materials are fair and reasonable	88.1%	89.2%	85.2%	92.9%	
Technical assistance and information provided by staff is accurate and helpful	91.1%	88.8%	83.9%	92.7%	
Trainings are informative and meet our needs as a provider/agency	94.0%	88.7%	84.7%	94.0%	↑
Authorizations for treatment and services are made within the required timeframes	94.2%	90.6%	84.5%	95.5%	↑



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# Analysis Chart cont.

Question	Sandhills Center Score	State Wide Average	State Wide Minimum	State Wide Maximum	Statistically Higher/Lower than 2017 NC Overall
Denials for treatment and services are explained	85.6%	83.6%	79.8%	89.1%	
The authorizations issued are accurate (correct date, consumer and service)	96.6%	94.8%	90.8%	98.2%	
My agency is satisfied with the appeals process for denial, reduction or suspension of service(s)	78.2%	77.5%	71.6%	85.9%	
The LME/MCOs website has been a useful tool for helping my agency find the tools and materials needed to provide services	87.7%	80.6%	76.2%	87.7%	↑
Overall satisfaction with the LME/MCO	91.8%	85.4%	77.9%	91.8%	↑
TOTALS		20 of 23 (86.9%)	23 of 23 (100%)	13 of 23 (56.5%)	13 of 23 (56.5%)



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# Overall Result

LME/MCO	Number of Maximum Scores by LME-MCO	Number of Minimum Scores by LME-MCO	# Statistically Higher than 2017 NC Overall	# Statistically Lower than 2017 NC Overall
Alliance	1	1	4	1
Cardinal	0	12	0	17
Eastpointe	1	7	1	6
Partners	0	1	3	1
<b>Sandhills</b>	<b>13</b>	<b>0</b>	<b>13</b>	<b>0</b>
Trillium	0	2	0	5
Vaya	8	0	10	0

- Sandhills Center scored as the highest LME-MCO on 13 of the 23 (56.5%) questions, the most of any of our peers.
- Sandhills Center had 13 results that were statistically higher than the 2017 NC Overall result and had no result that was statistically lower than the 2016 NC Overall result.



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# Overall Result cont.

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- Sandhills Center scored a 91.8 percent for the question that rates overall LME-MCO satisfaction. This was the highest score of our peer organizations and statistically significantly higher than the overall average score for 2017.
- Other areas where Sandhills Center score 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.
  - Providing a useful website with the tools and materials necessary for successful operation.



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# Questions?

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