



## North Carolina Department of Health and Human Services

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### LME-MCO Communication Bulletin #J243

**Date:** March 24, 2017

**To:** LME-MCOs

**From:** Deb Goda, Behavioral Health Unit Manager, Community Based Services, DMA and Mabel McGlothlen, Team Leader for System Performance and Project Management, DMH/DD/SAS

**Subject:** 2016 Provider Satisfaction Survey

This bulletin provides the 2016 Medicaid Waiver Provider Satisfaction Survey Report. The completion of the attached survey satisfies 42 CFR 438.358(b)(2) and the terms of the Managed Care Organization contract related to the completion of a provider satisfaction survey.

Once you have received the report, please share it with your leadership team, board and local stakeholders. The survey results should also be used in the development of your Quality Strategy. The results for your agency will be sent to the LME-MCO Contract Manager and Chief Executive Officer.

Please note that Smoky Mountain changed its name to VayaHealth after the survey process began. Therefore, the name Smoky Mountain is included in the survey results.

If you have questions regarding this report, please contact Adolph Simmons, Jr. at:  
[Adolph.simmons@dhhs.nc.gov](mailto:Adolph.simmons@dhhs.nc.gov) or (919) 855-4357.

Previous bulletins can be accessed at:  
<http://www.ncdhhs.gov/divisions/mhddsas/joint-communication-bulletins>

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