



The State of North Carolina Division of Medical Assistance

2017 Provider Satisfaction Survey Results

December 2017



Using This Report 1

Methodology 2

 Survey Milestones

 Sampling Frame

 Selection of Cases for Analysis

 Questionnaire

 Definition of Achievement Scores

 Definition of Top Box Scores and Hollow Bars

 Weighted Totals

 Statistical Testing

 Response Rates 4

Trend Analysis 5

Single Items 6

 LME/MCO staff is easily accessible for information, referrals, and scheduling of appointments 7

 LME/MCO staff are referring consumers whose clinical needs match the service(s) my practice/agency provides 8

 LME/MCO staff responds quickly to provider needs 9

 Customer Service is responsive to local community stakeholders 10

 When I speak with staff about claims issues I am given consistent and accurate information 11

 Claims trainings meet my needs 12

 Our claims are processed in a timely and accurate manner 13

 Information Technology trainings are informative and meet my agency's needs 14

 Provider Network meetings are informative and helpful 15

 Provider Network keeps providers informed of changes that affect my local Provider Network 16

 Provider Network staff are knowledgeable and answer questions consistently and accurately 17

 Our interests as a network provider are being adequately addressed in the local Provider Council 18

 Overall satisfaction with Provider Network 19

 The LME/MCO staff conducts fair and thorough investigations 20

 After the audit or investigation, LME/MCO requests for corrective action plans and other supporting materials are fair and reasonable 21

 Technical assistance and information provided by staff is accurate and helpful 22

 Trainings are informative and meet our needs as a provider/agency 23

 Authorizations for treatment and services are made within the required timeframes 24

 Denials for treatment and services are explained 25

 The authorizations issued are accurate (correct date, consumer and service) 26

 My agency is satisfied with the appeals process for denial, reduction, or suspension of service(s) 27

 The LME/MCOs website has been a useful tool for helping my agency find the tools and materials needed to provide services 28

 Overall satisfaction with the LME/MCO 29

Responses by Question 30

Appendix: Sample Web Questionnaire

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 (February 1, 2017 through July 31, 2017). The survey was administered over a six-week period using a web survey protocol. Reminder calls to any non-responding provider offices were also used to encourage providers to participate. Email 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 fourth week of the field period and continued until the end of data collection.

Survey Milestones

1	First email request:	October 19, 2017
2	Follow-up email requests began:	October 24, 2017
3	Reminder calls began:	November 9, 2017
4	Data collection terminated:	November 30, 2017

Sampling Frame

The seven participating health plans contributed a total 5,418 provider records for inclusion in the survey. A provider record was considered ineligible for the survey if the provider's email address was missing. Duplicate records, those with duplicate email addresses and duplicate provider names, were also removed for a final total of 5,054 provider records for inclusion into the survey.

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 surveys were obtained from 2729 NC Provider providers, and the NC Provider usable response rate was 61.7%.

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.

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 *Single Items* section as hollow bars.

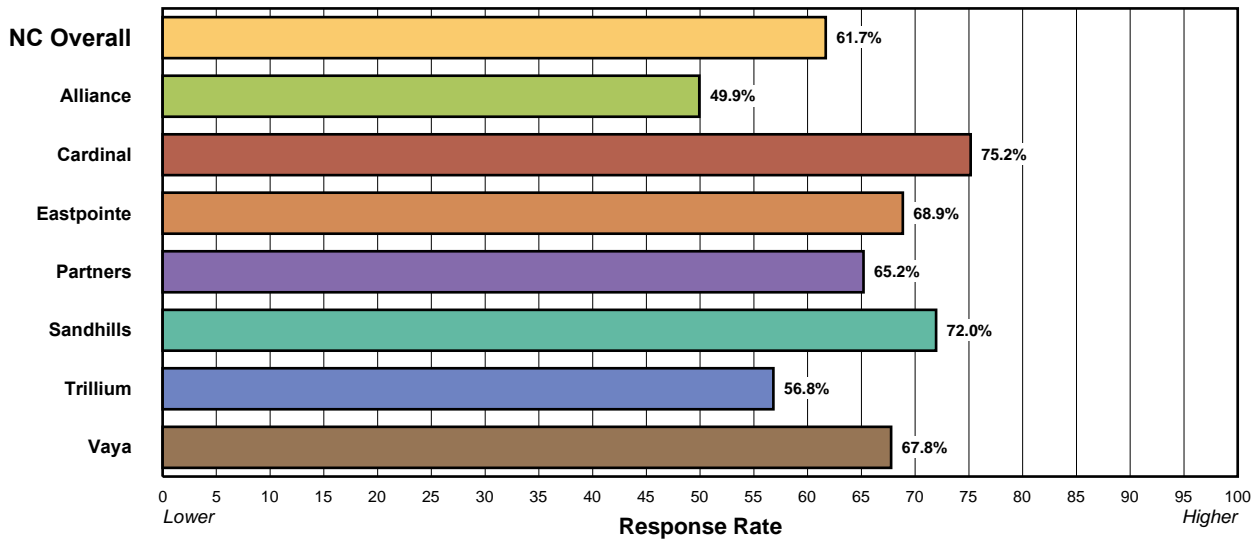
Weighted Totals

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 in 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	Trillium	Vaya
Initial Email Invitation - sent	5054	1609	816	308	381	462	1051	427
†Email bounce back with non-delivery message	630	255	63	19	65	27	171	30
*Completed usable surveys	2729	676	566	199	206	313	500	269
Response Rate	61.7%	49.9%	75.2%	68.9%	65.2%	72.0%	56.8%	67.8%

*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 5,418 provider records for inclusion in the survey. A provider record was considered ineligible for the survey if the provider's email address was missing. Duplicate records, those with duplicate email addresses and duplicate provider names, were also removed for a final total of 5,054 provider records for inclusion into the survey.

The survey was administered over a six-week period using a web survey protocol. Reminder calls to any non-responding provider offices were also used to encourage providers to participate. Email 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 fourth week of the field period and continued until the end of data collection.

Trend Analysis - 2017 vs. 2016

The table below provides a snapshot of the items with the greatest point change, positive or negative, since 2016. All performance-related items in the questionnaire that were trendable were listed in descending order of point change, and testing was conducted to determine which trends were statistically significant. Shown below are the ten items at the top of the list and the ten items at the bottom, with their 2016 and 2017 scores and results of significance testing.

In the table presented below, differences over time may be readily apparent. However, where these differences are not statistically significant they should be evaluated accordingly.

Question	NC Provider 2017 Score	NC Provider 2016 Score	Point Change
Q16. Our interests as a network provider are being adequately addressed in the local Provider Council	80.1%	76.3%	+ 3.9 ▲
Q13. Provider Network meetings are informative and helpful	87.8%	84.2%	+ 3.6 ▲
Q21. Trainings are informative and meet our needs as a provider/ agency	88.7%	87.7%	+ 1.0
Q19. After the audit or investigation, LME/MCO requests for corrective action plans and other supporting materials are fair and reasonable	89.2%	88.4%	+ 0.8
Q9. When I speak with staff about claims issues I am given consistent and accurate information	84.3%	84.0%	+ 0.3
Q18. The LME/MCO staff conducts fair and thorough investigations	87.1%	86.9%	+ 0.2
Q7. LME/MCO staff responds quickly to provider needs	80.1%	80.2%	- 0.1
Q20. Technical assistance and information provided by staff is accurate and helpful	88.8%	89.1%	- 0.2
Q12. Information Technology trainings are informative and meet my agency's needs	87.9%	88.2%	- 0.3
Q25. The authorizations issued are accurate (correct date, consumer and service)	94.8%	95.2%	- 0.5
Q23. Authorizations for treatment and services are made within the required timeframes	90.6%	91.6%	- 1.0
Q11. Our claims are processed in a timely and accurate manner	91.6%	92.7%	- 1.1
Q15. Provider Network staff are knowledgeable and answer questions consistently and accurately	83.5%	84.6%	- 1.1
Q10. Claims trainings meet my needs	86.4%	87.7%	- 1.3
Q8. Customer Service is responsive to local community stakeholders	84.7%	86.2%	- 1.5
Q14. Provider Network keeps providers informed of changes that affect my local Provider Network	85.6%	87.6%	- 2.0
Q24. Denials for treatment and services are explained	83.6%	85.7%	- 2.2
Q27. The LME/MCOs website has been a useful tool for helping my agency find the tools and materials needed to provide services	80.6%	82.9%	- 2.3
Q6. LME/MCO staff are referring consumers whose clinical needs match the service(s) my practice/agency provides	78.4%	81.4%	- 3.0 ▼
Q26. My agency is satisfied with the appeals process for denial, reduction, or suspension of service(s)	77.5%	80.6%	- 3.1 ▼

Better

Worse

▲ ▼ Statistically significantly higher/lower than 2016 score.

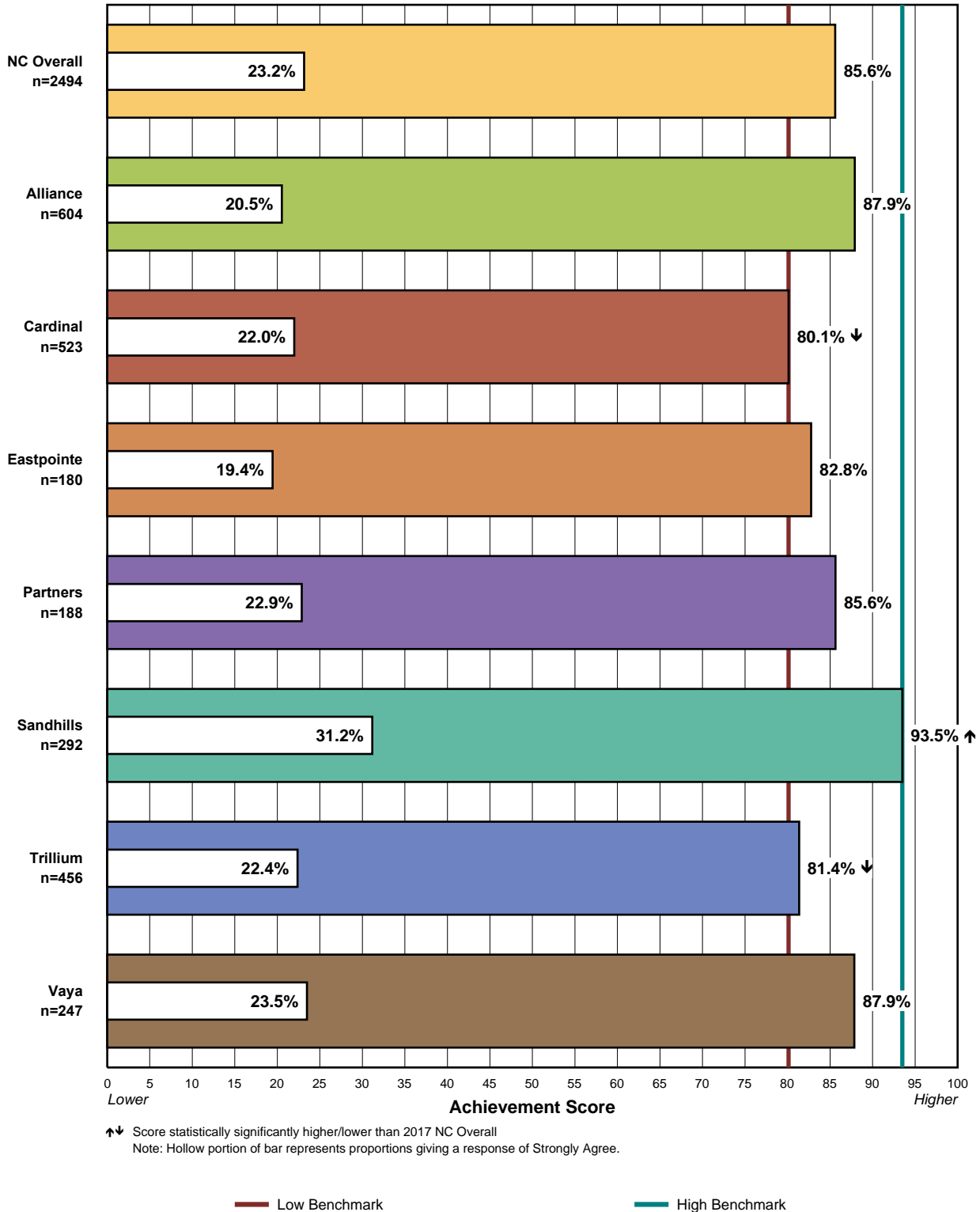
Single Items

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.

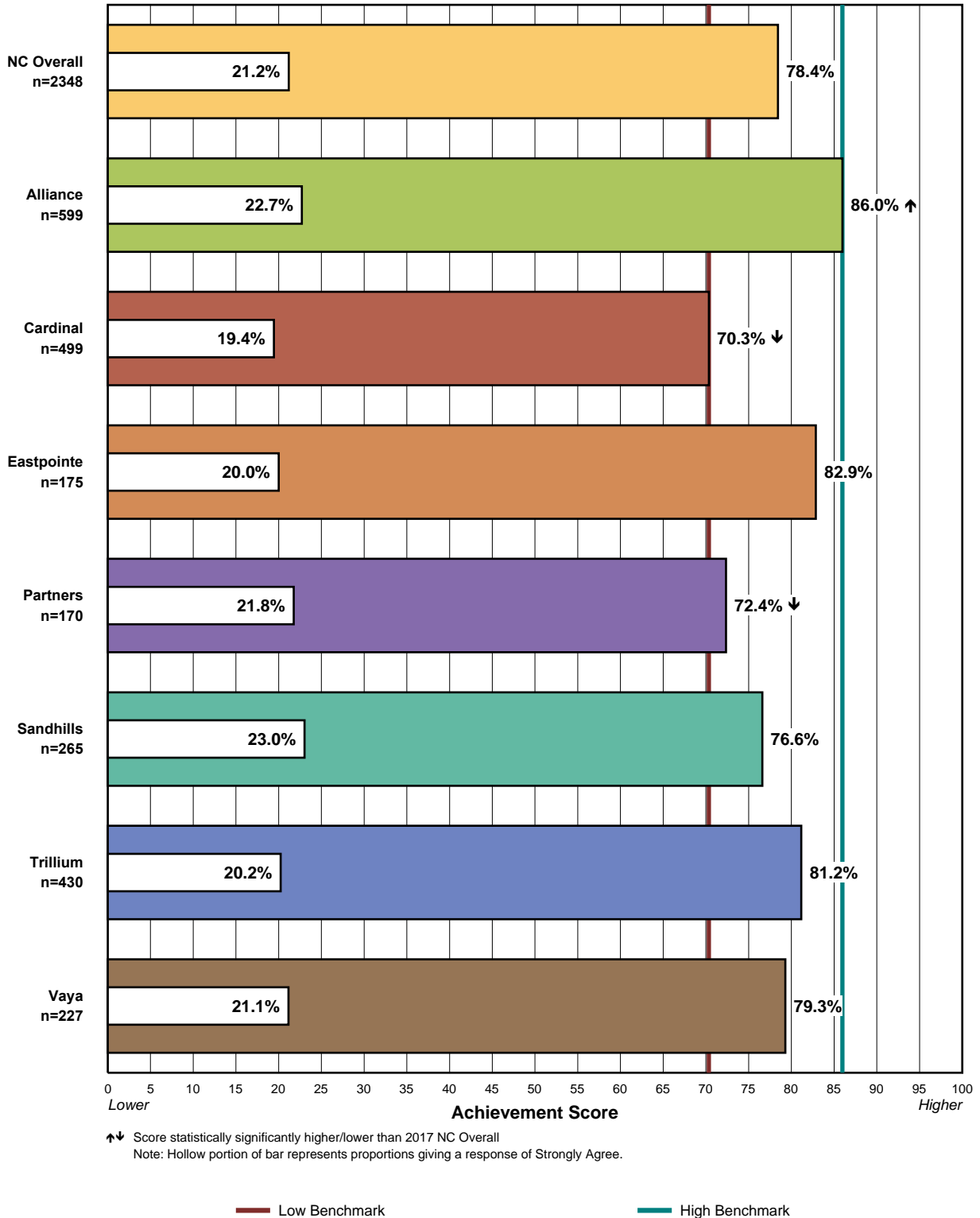
Single Items

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



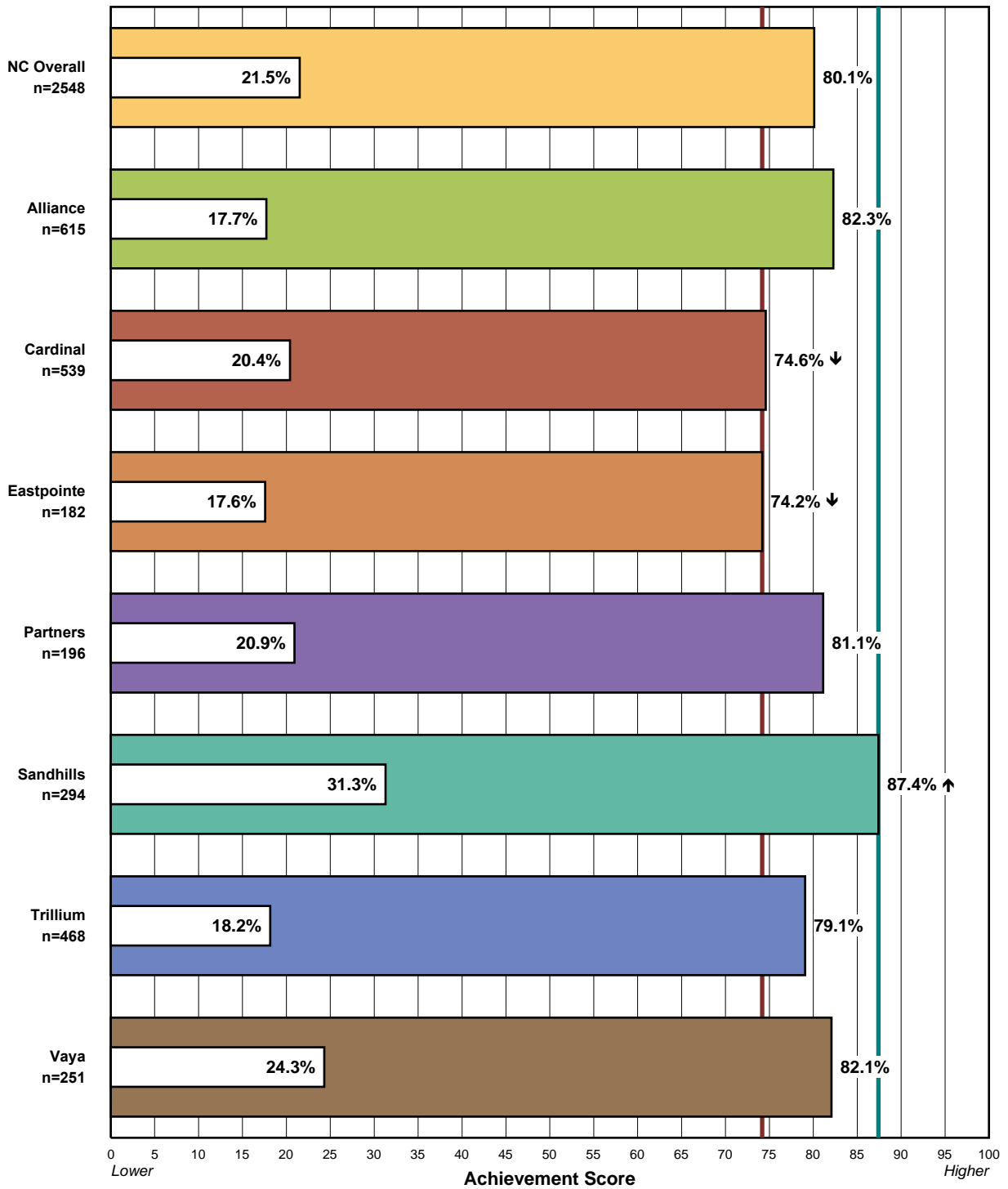
Single Items

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



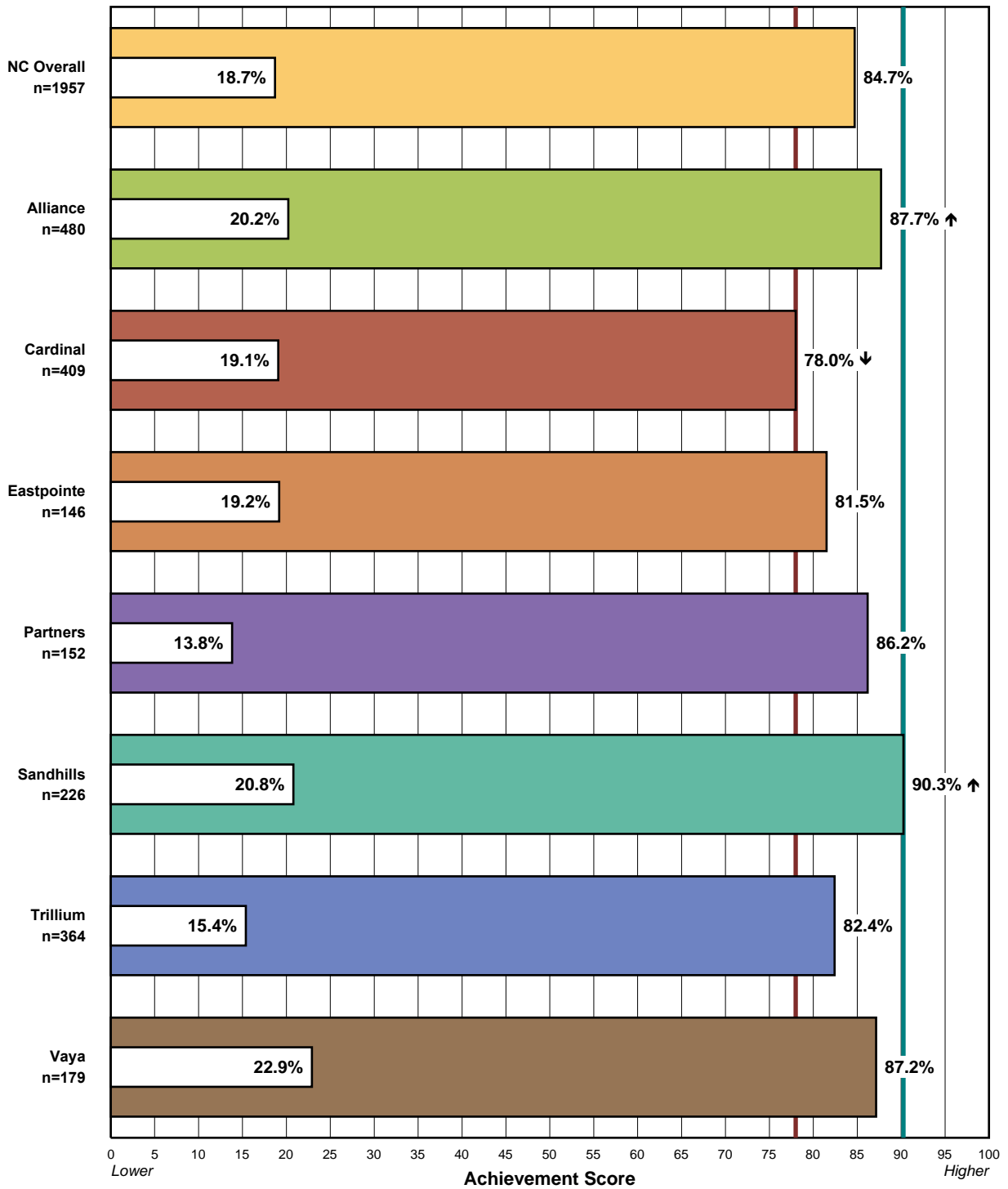
↑↓ Score statistically significantly higher/lower than 2017 NC Overall
 Note: Hollow portion of bar represents proportions giving a response of Strongly Agree.

— Low Benchmark

— High Benchmark

Single Items

Q8. Customer Service is responsive to local community stakeholders



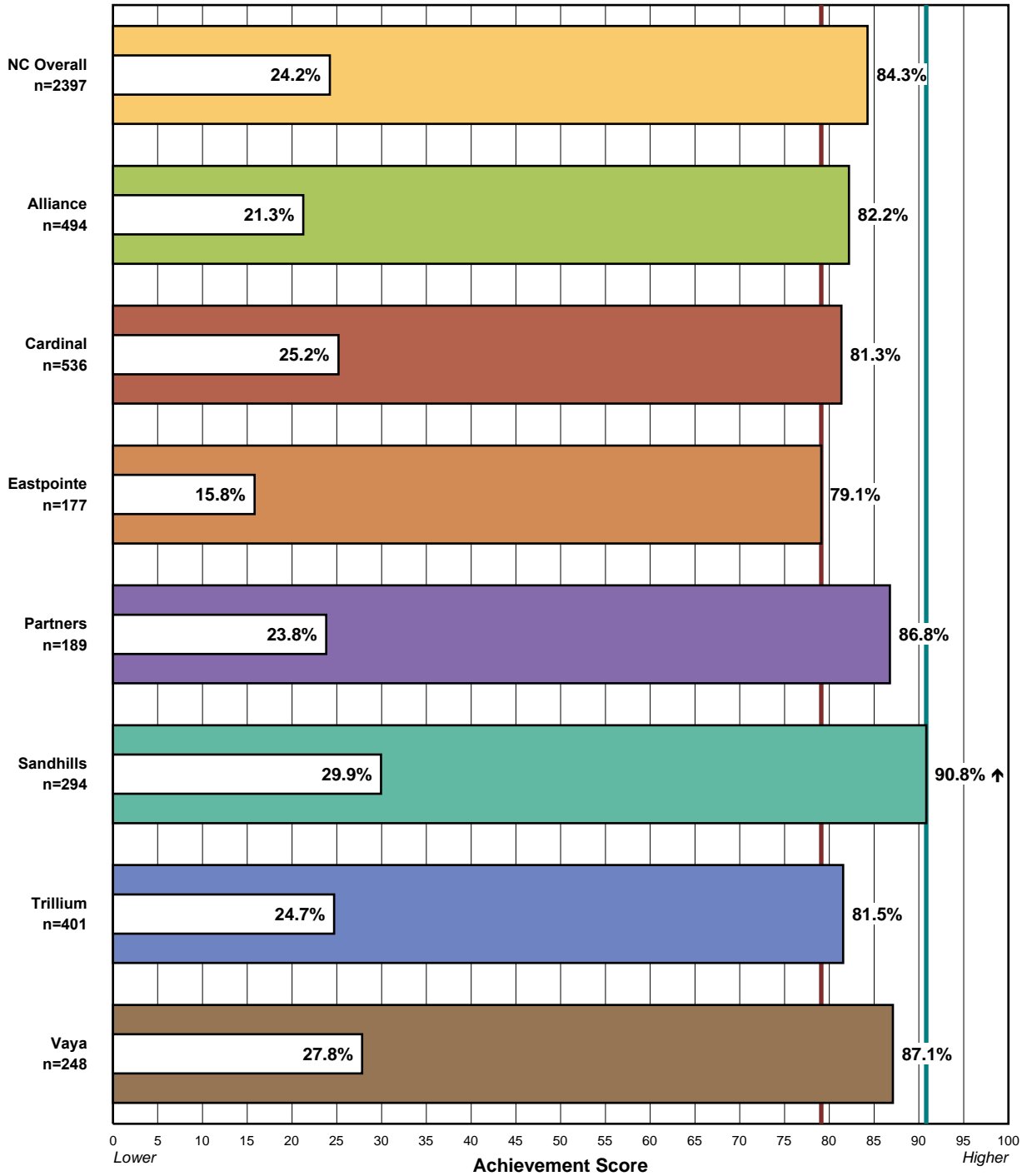
↑↓ Score statistically significantly higher/lower than 2017 NC Overall
 Note: Hollow portion of bar represents proportions giving a response of Strongly Agree.

— Low Benchmark

— High Benchmark

Single Items

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



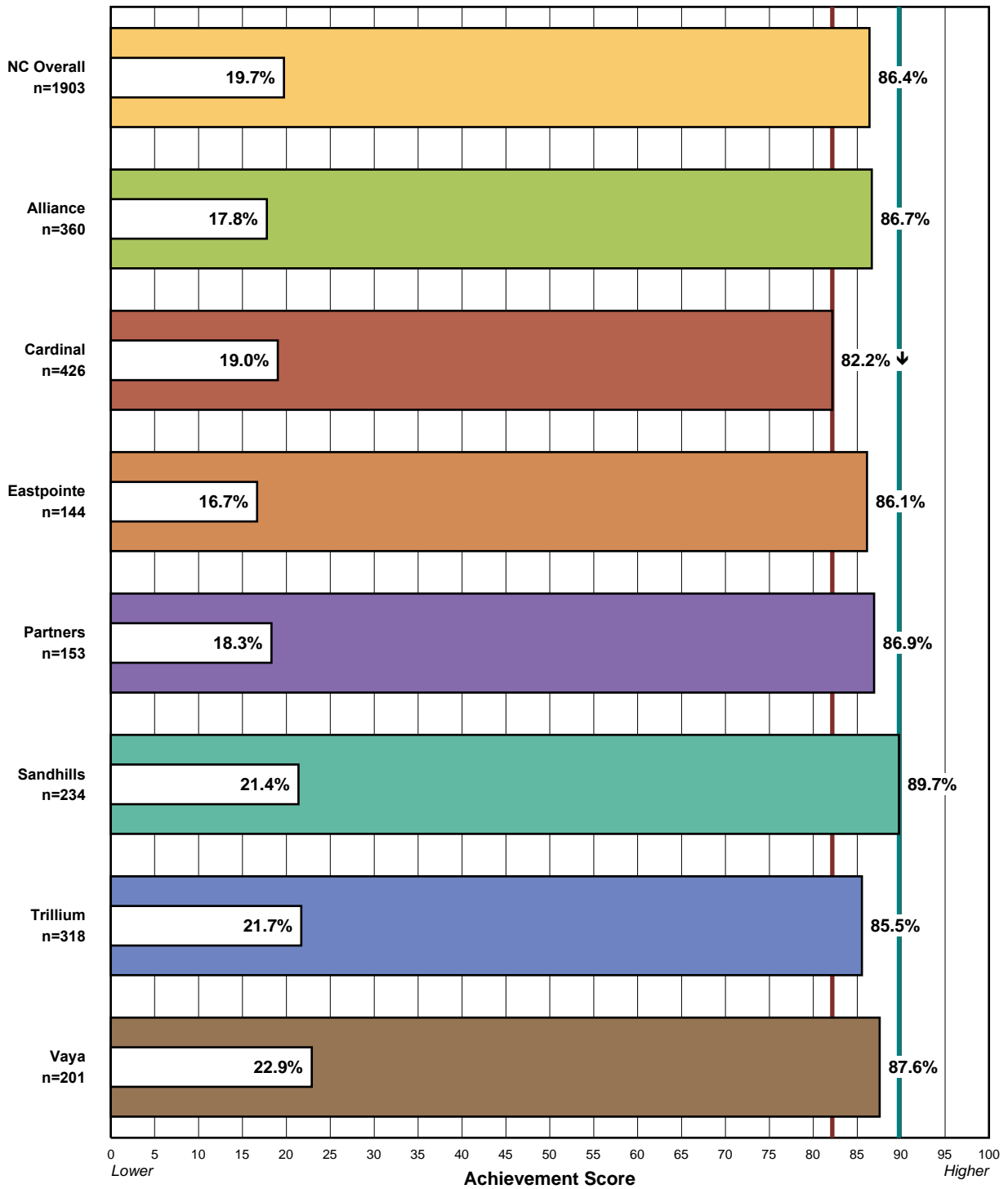
↑↓ Score statistically significantly higher/lower than 2017 NC Overall
 Note: Hollow portion of bar represents proportions giving a response of Strongly Agree.

— Low Benchmark

— High Benchmark

Single Items

Q10. Claims trainings meet my needs



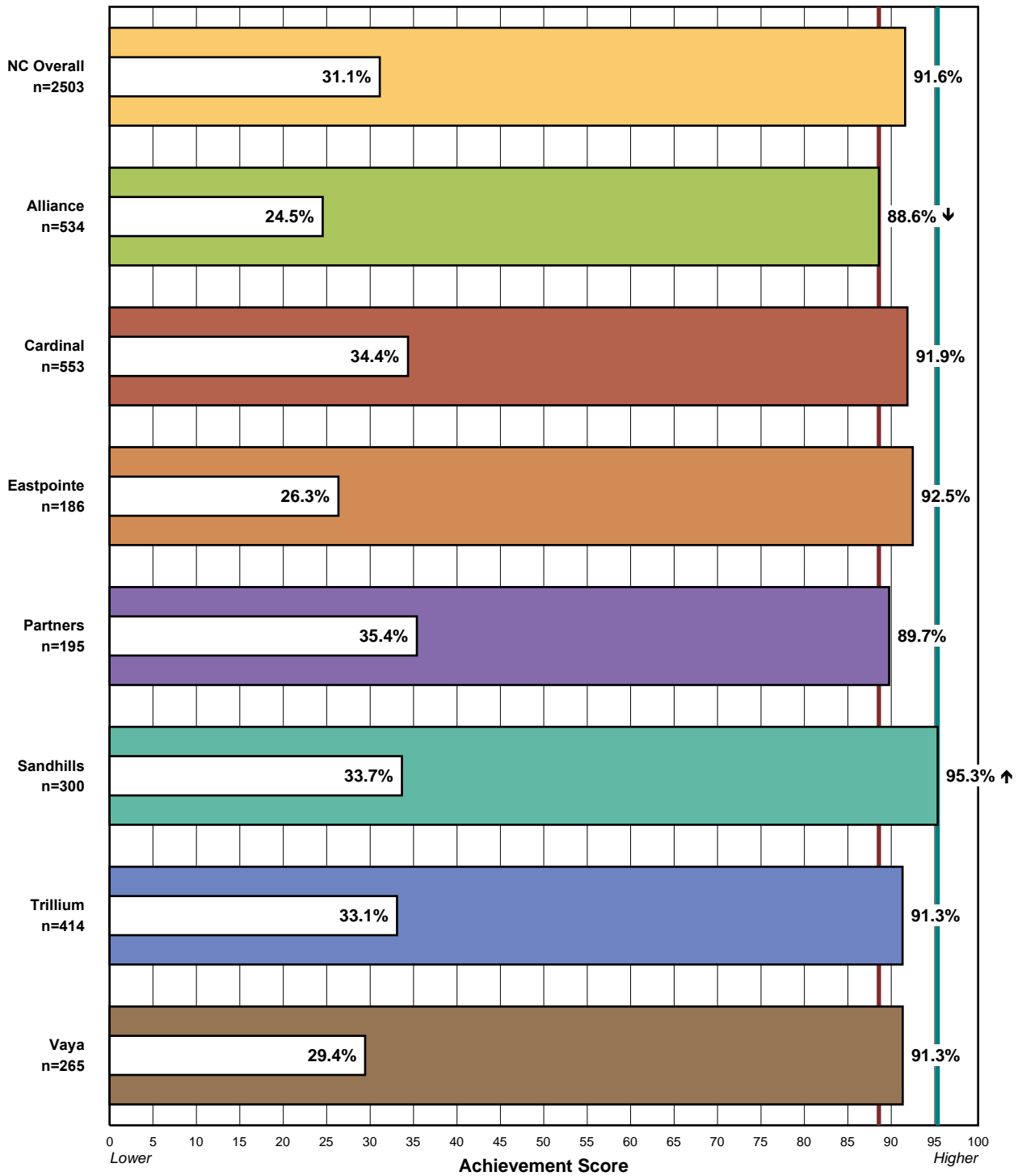
↑↓ Score statistically significantly higher/lower than 2017 NC Overall
 Note: Hollow portion of bar represents proportions giving a response of Strongly Agree.

— Low Benchmark

— High Benchmark

Single Items

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



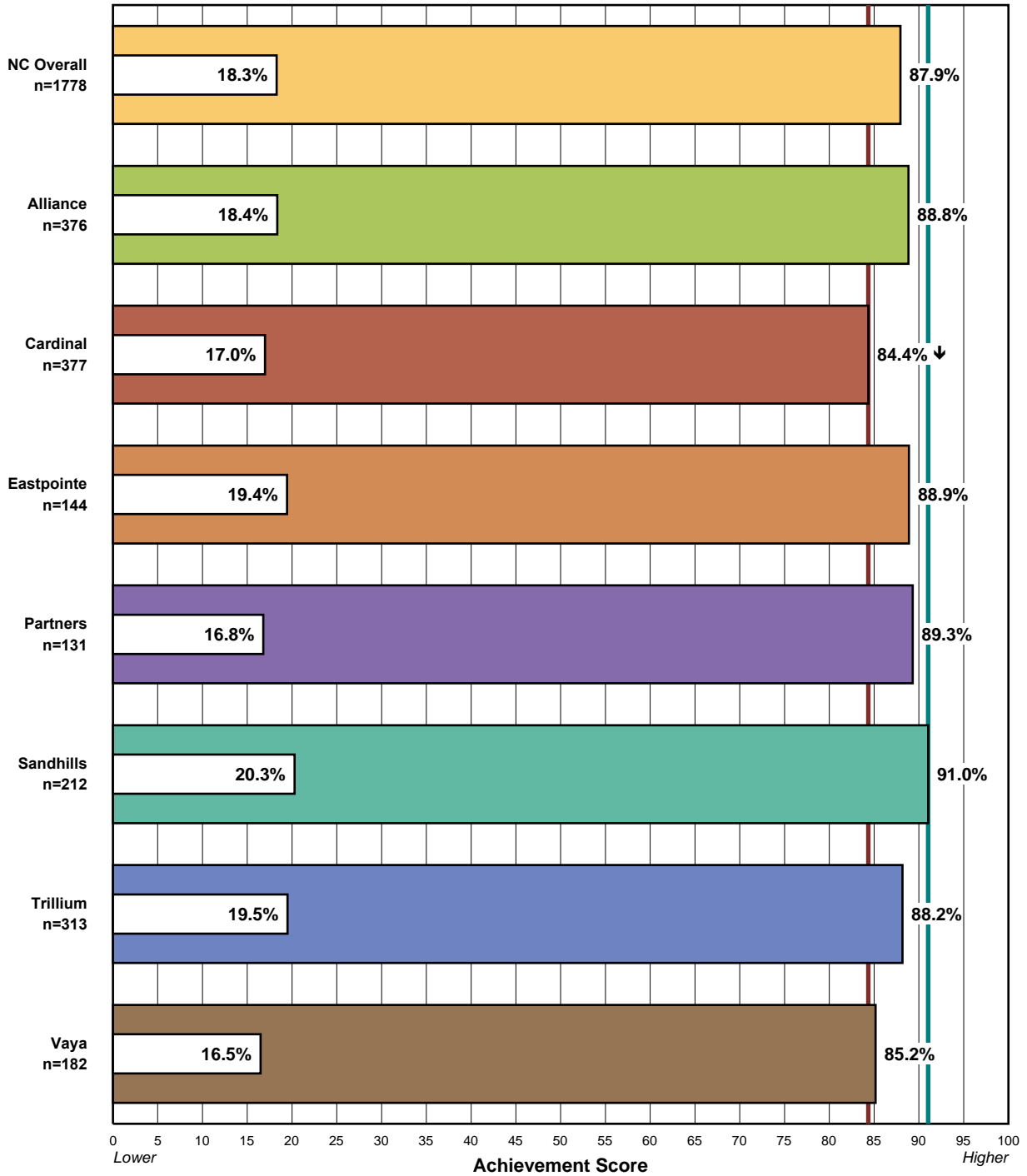
↑↓ Score statistically significantly higher/lower than 2017 NC Overall
 Note: Hollow portion of bar represents proportions giving a response of Strongly Agree.

— Low Benchmark

— High Benchmark

Single Items

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



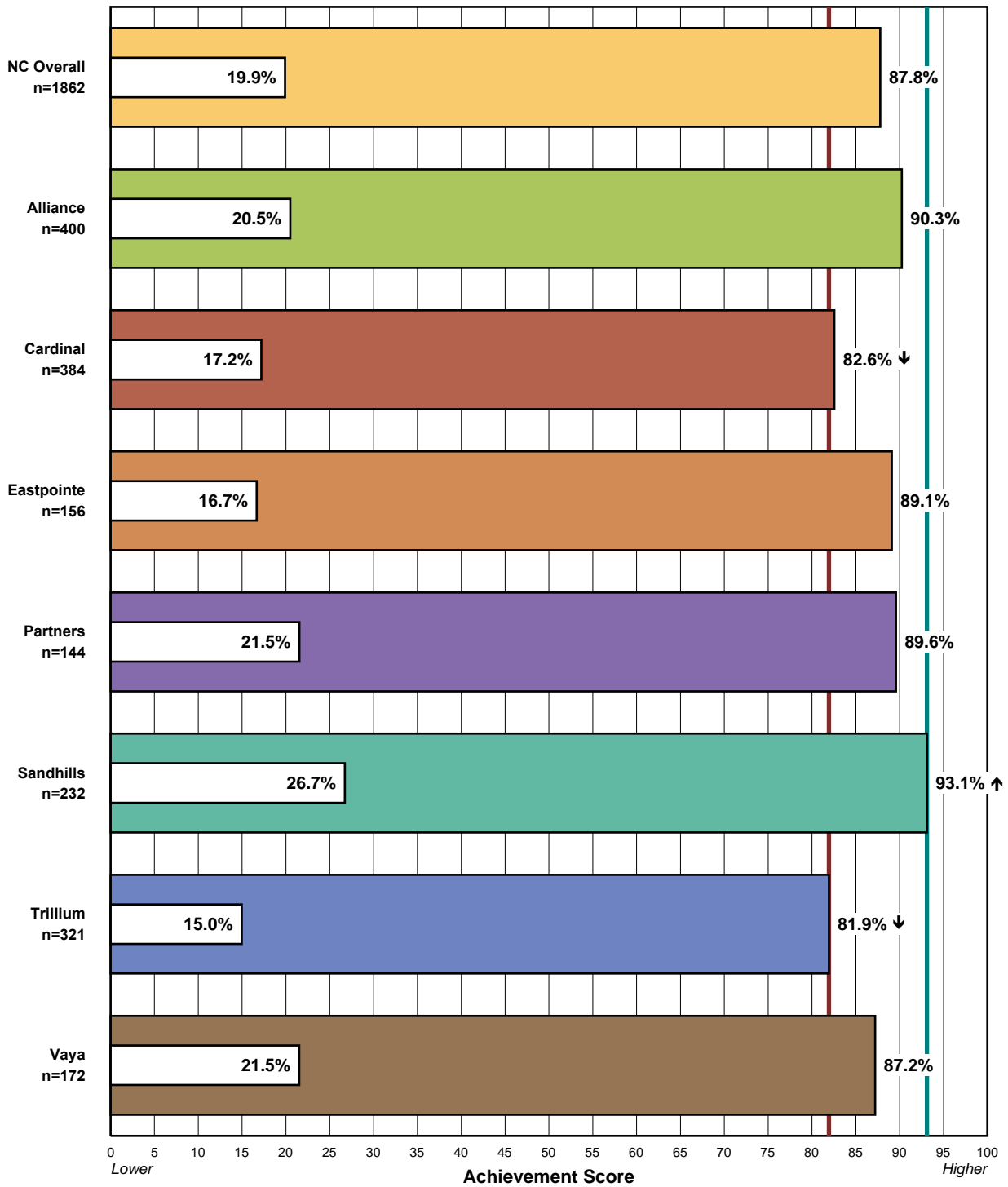
↑↓ Score statistically significantly higher/lower than 2017 NC Overall
 Note: Hollow portion of bar represents proportions giving a response of Strongly Agree.

— Low Benchmark

— High Benchmark

Single Items

Q13. Provider Network meetings are informative and helpful



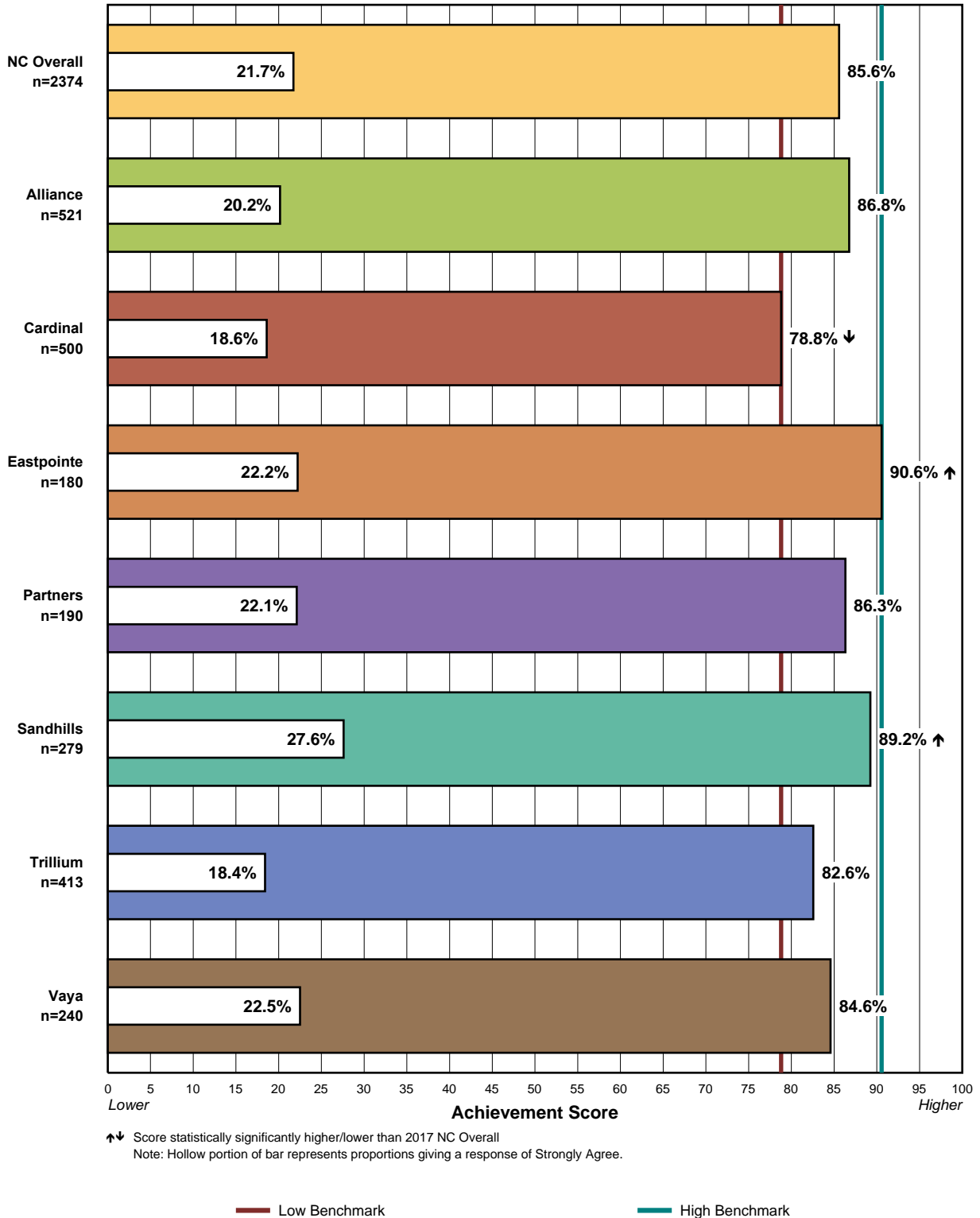
↑↓ Score statistically significantly higher/lower than 2017 NC Overall
 Note: Hollow portion of bar represents proportions giving a response of Strongly Agree.

— Low Benchmark

— High Benchmark

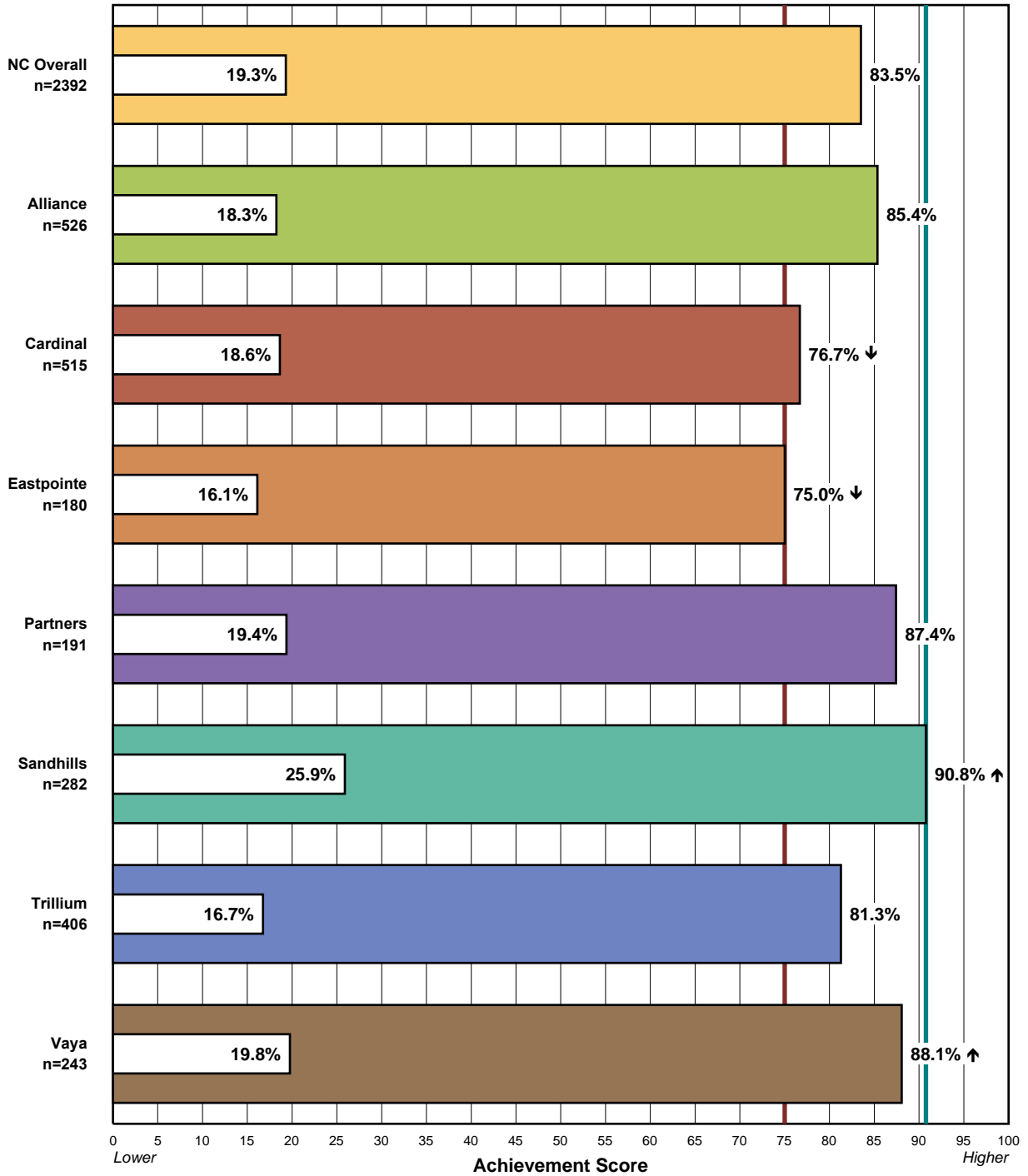
Single Items

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



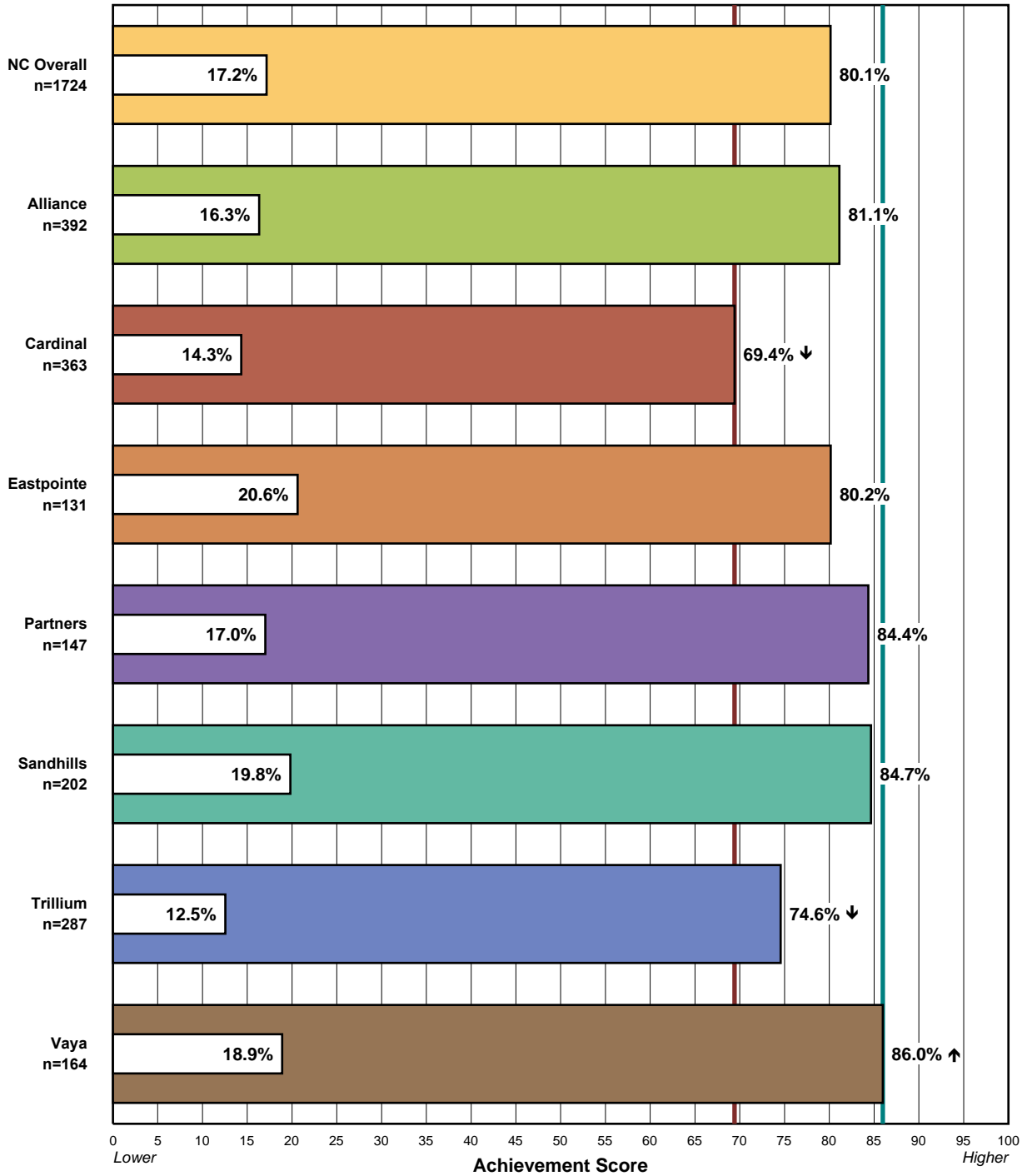
↑↓ Score statistically significantly higher/lower than 2017 NC Overall
 Note: Hollow portion of bar represents proportions giving a response of Strongly Agree.

— Low Benchmark

— High Benchmark

Single Items

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



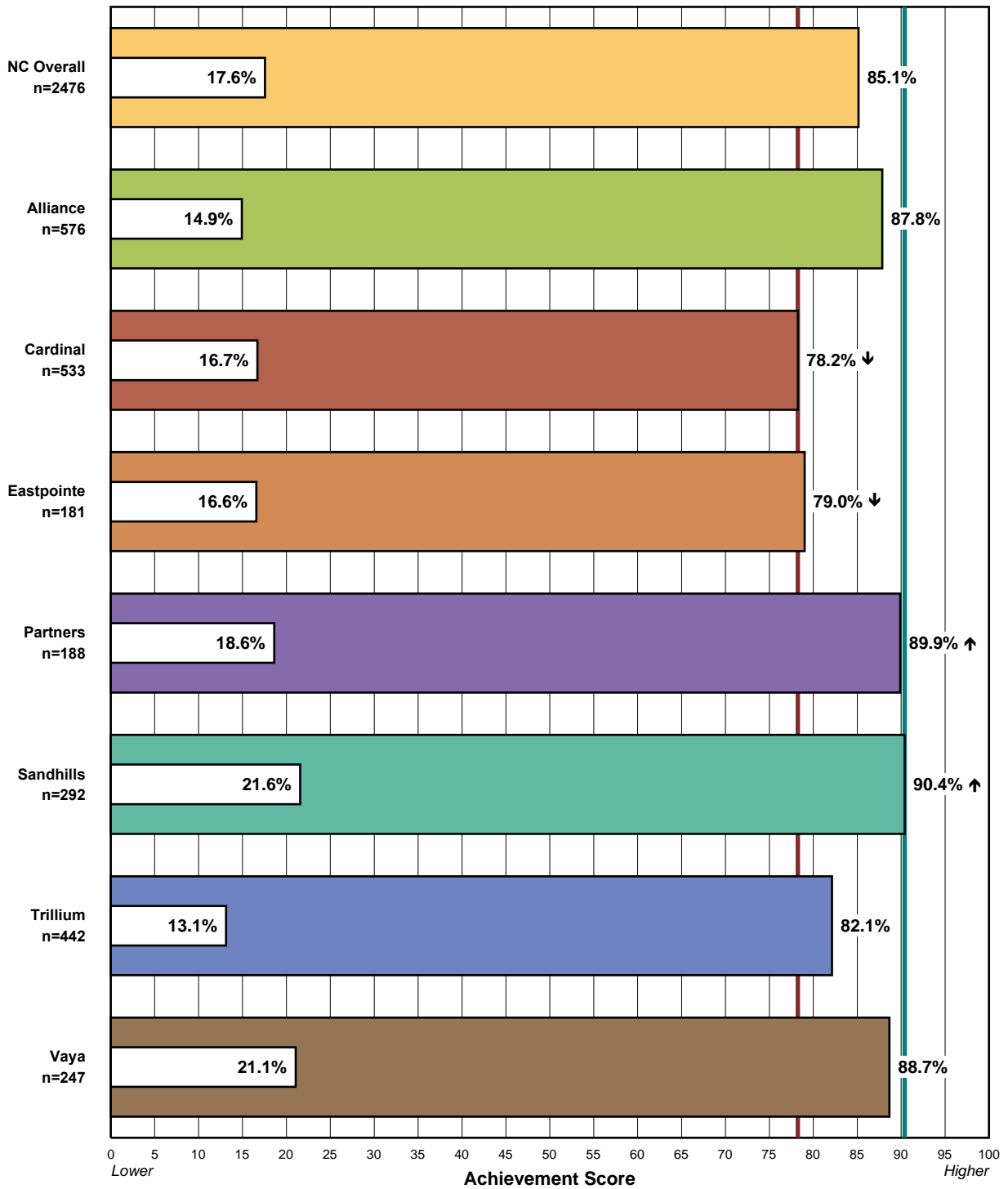
↑↓ Score statistically significantly higher/lower than 2017 NC Overall
 Note: Hollow portion of bar represents proportions giving a response of Strongly Agree.

— Low Benchmark

— High Benchmark

Single Items

Q17. Overall satisfaction with Provider Network



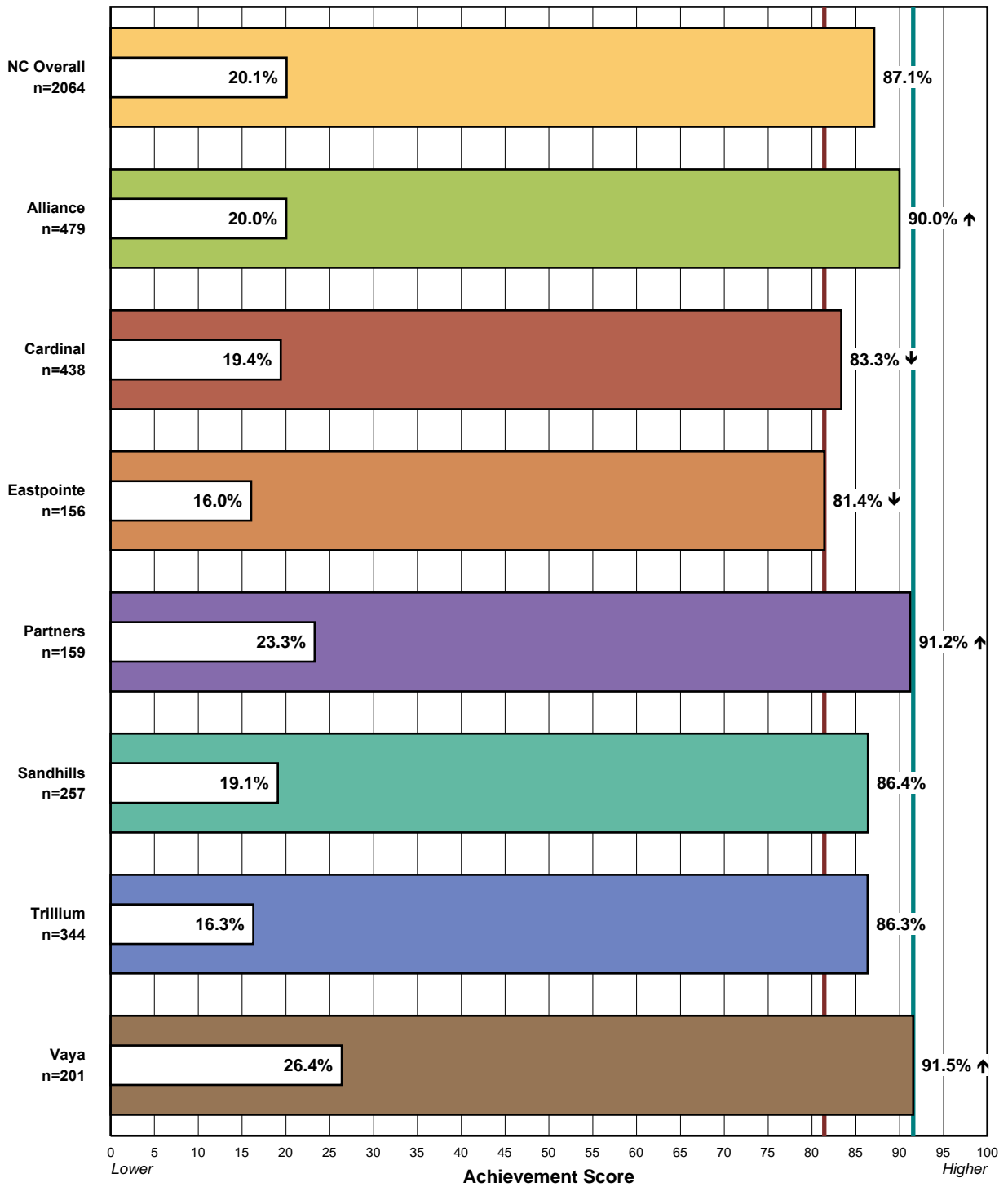
↑↓ Score statistically significantly higher/lower than 2017 NC Overall
 Note: Hollow portion of bar represents proportions giving a response of Extremely Satisfied.

— Low Benchmark

— High Benchmark

Single Items

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



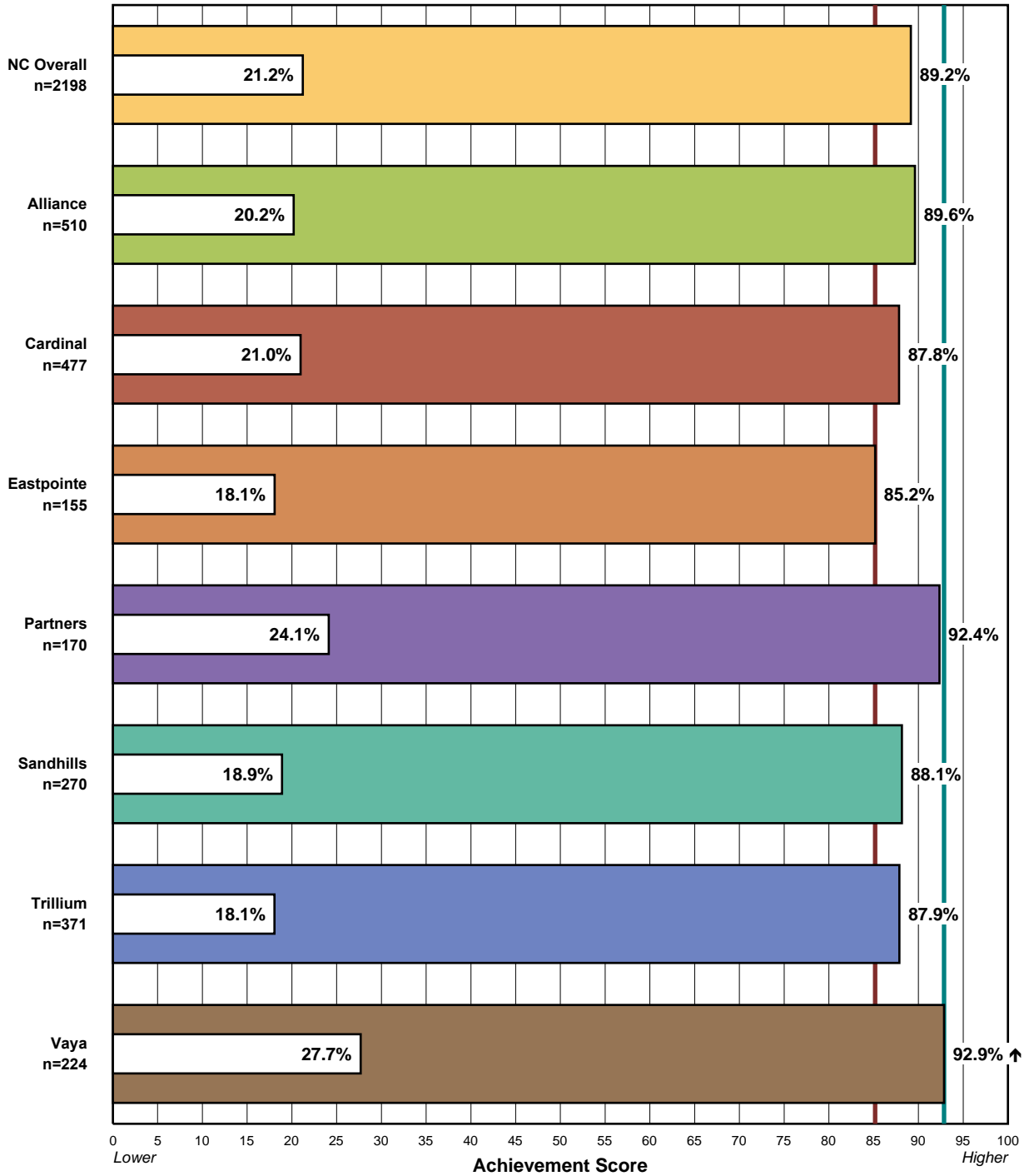
↑↓ Score statistically significantly higher/lower than 2017 NC Overall
 Note: Hollow portion of bar represents proportions giving a response of Strongly Agree.

— Low Benchmark

— High Benchmark

Single Items

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



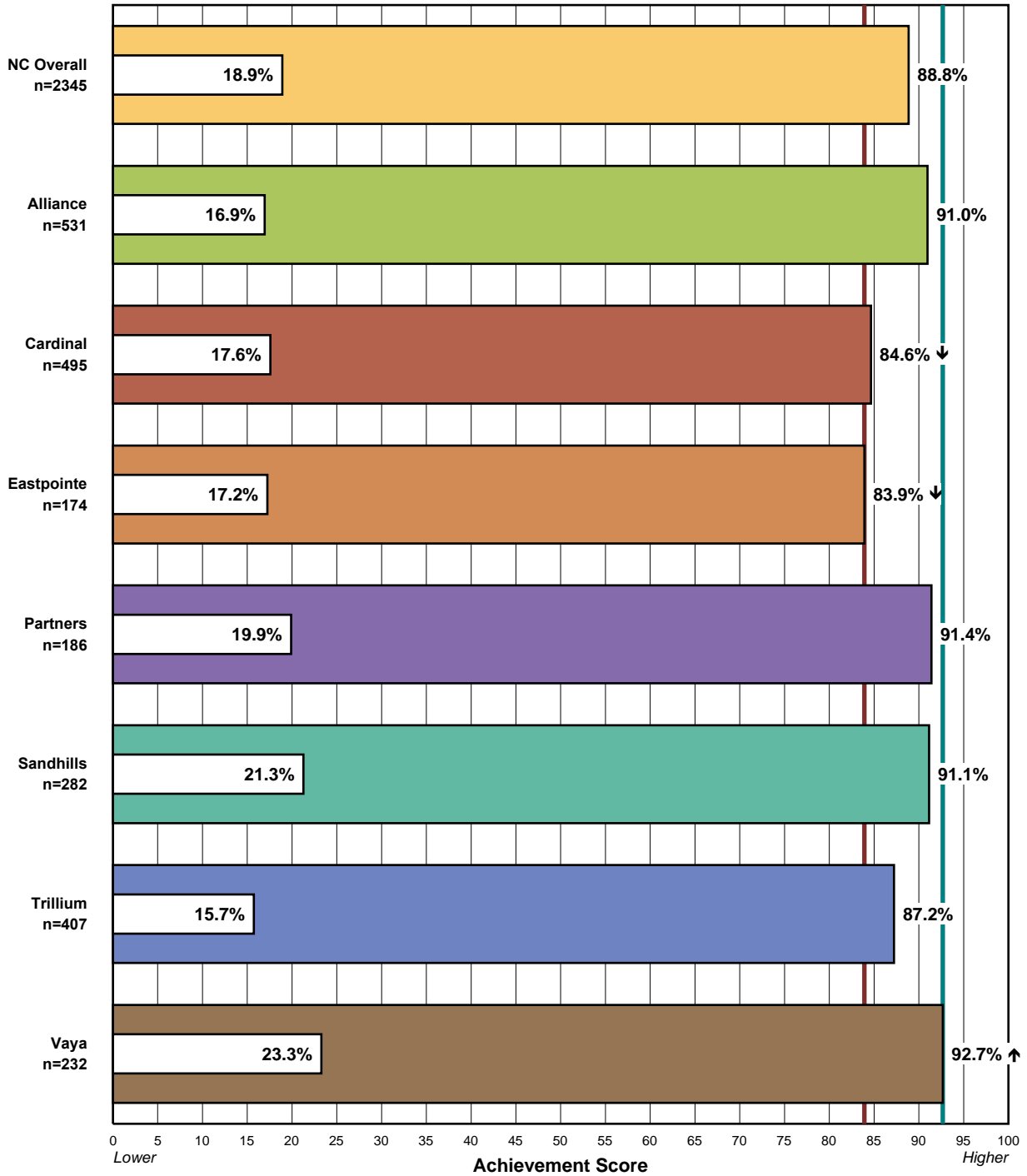
↑↓ Score statistically significantly higher/lower than 2017 NC Overall
 Note: Hollow portion of bar represents proportions giving a response of Strongly Agree.

— Low Benchmark

— High Benchmark

Single Items

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



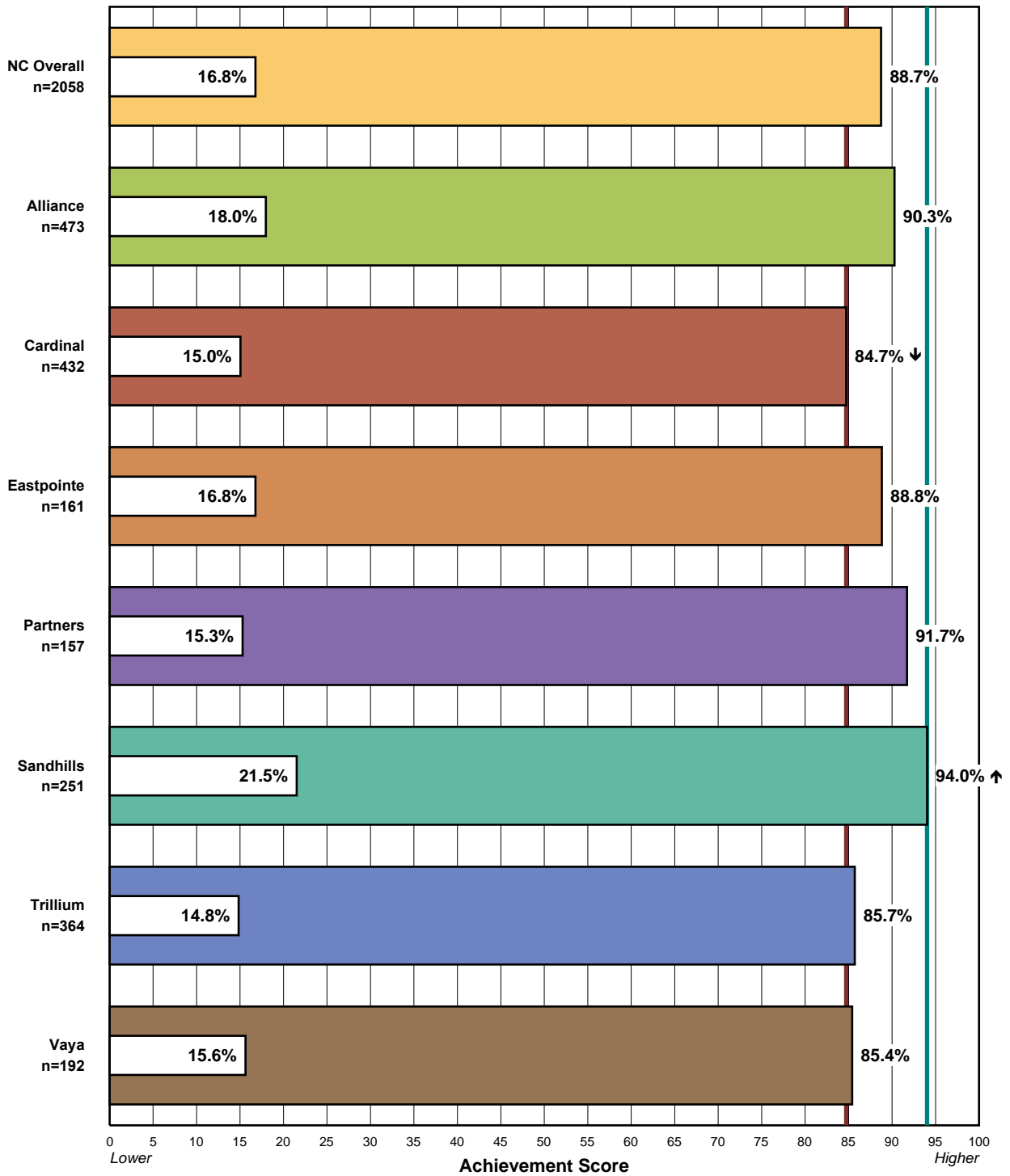
↑↓ Score statistically significantly higher/lower than 2017 NC Overall
 Note: Hollow portion of bar represents proportions giving a response of Strongly Agree.

— Low Benchmark

— High Benchmark

Single Items

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



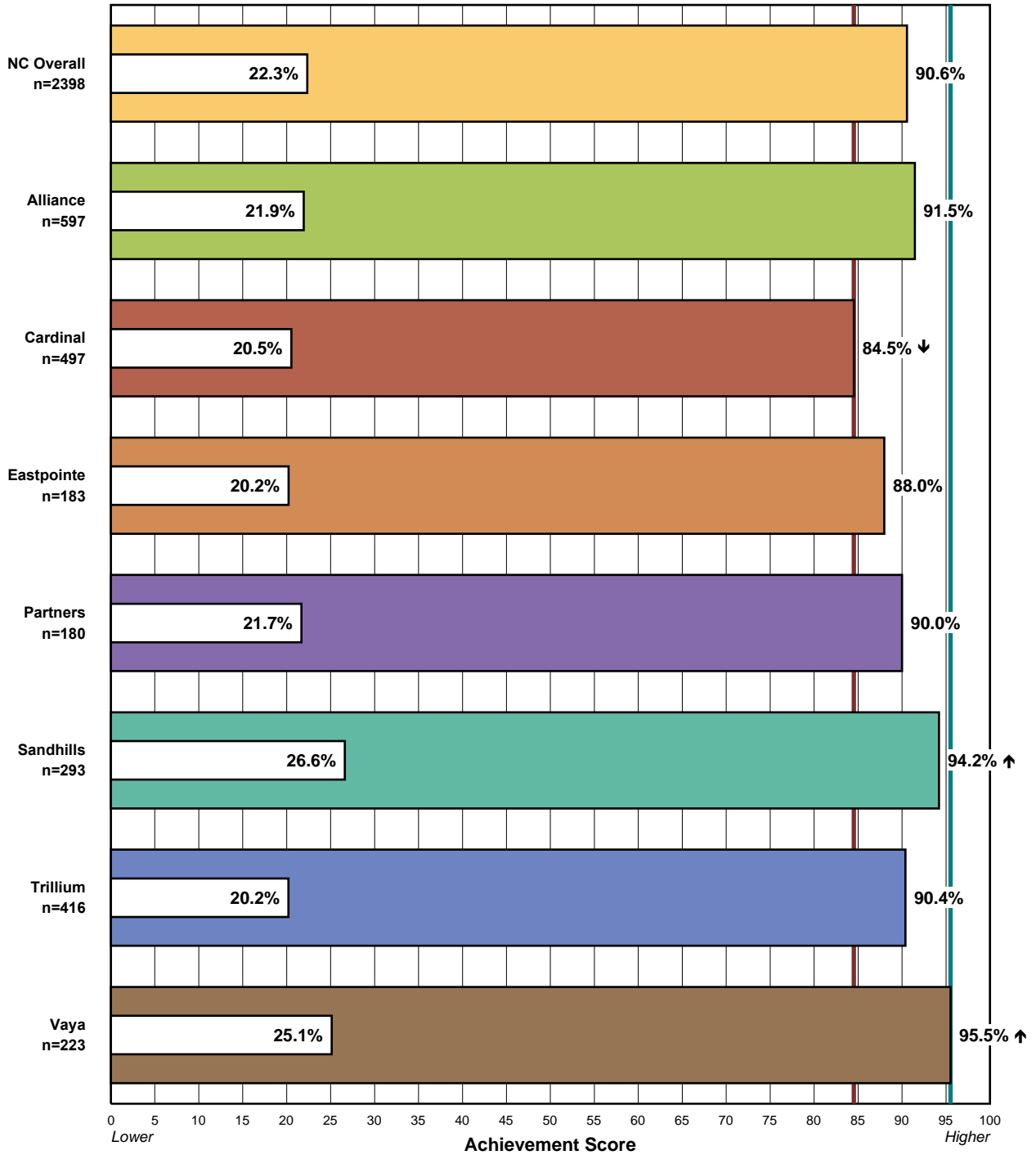
↑↓ Score statistically significantly higher/lower than 2017 NC Overall
 Note: Hollow portion of bar represents proportions giving a response of Strongly Agree.

— Low Benchmark

— High Benchmark

Single Items

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



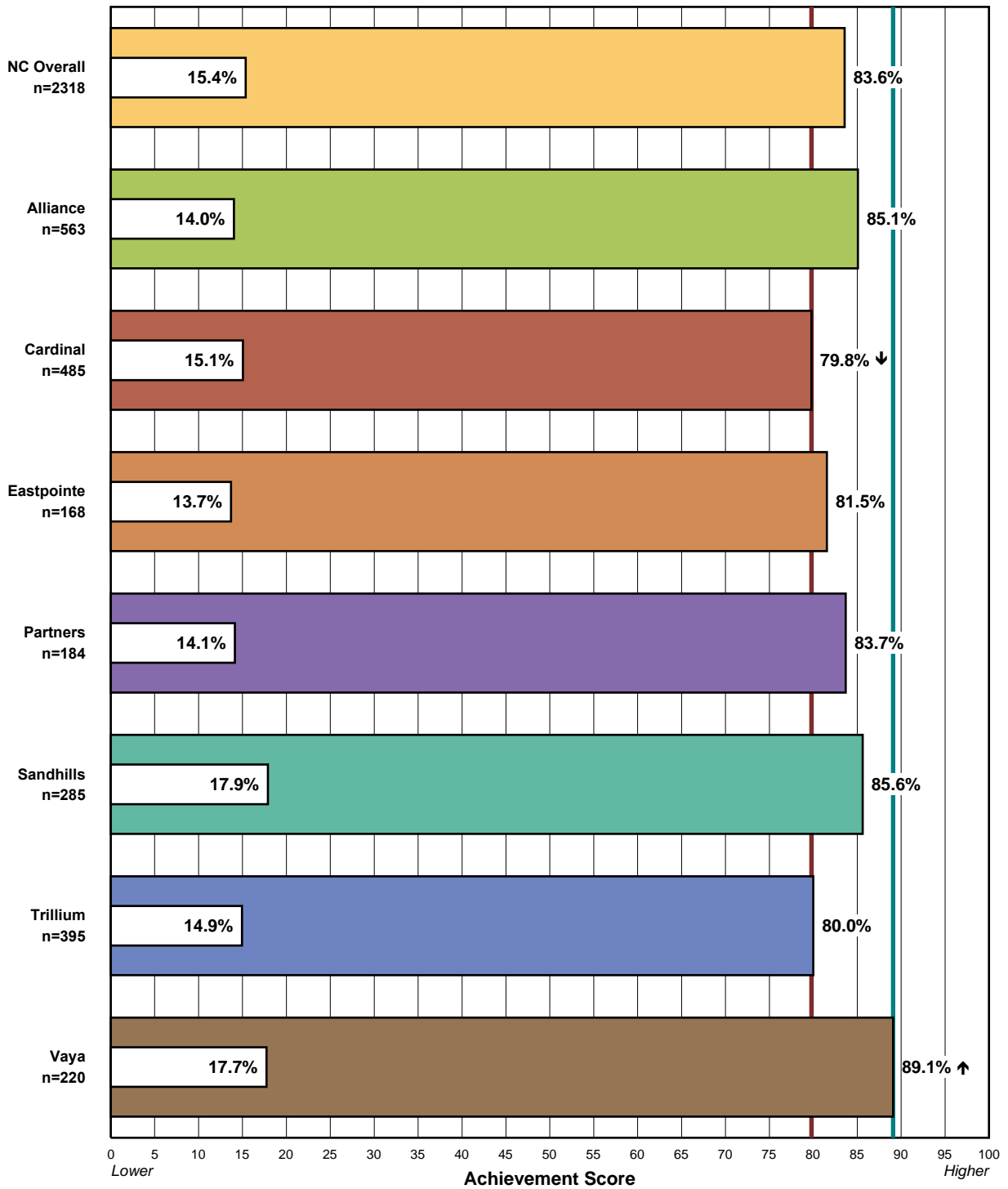
↑↓ Score statistically significantly higher/lower than 2017 NC Overall
 Note: Hollow portion of bar represents proportions giving a response of Strongly Agree.

— Low Benchmark

— High Benchmark

Single Items

Q24. Denials for treatment and services are explained



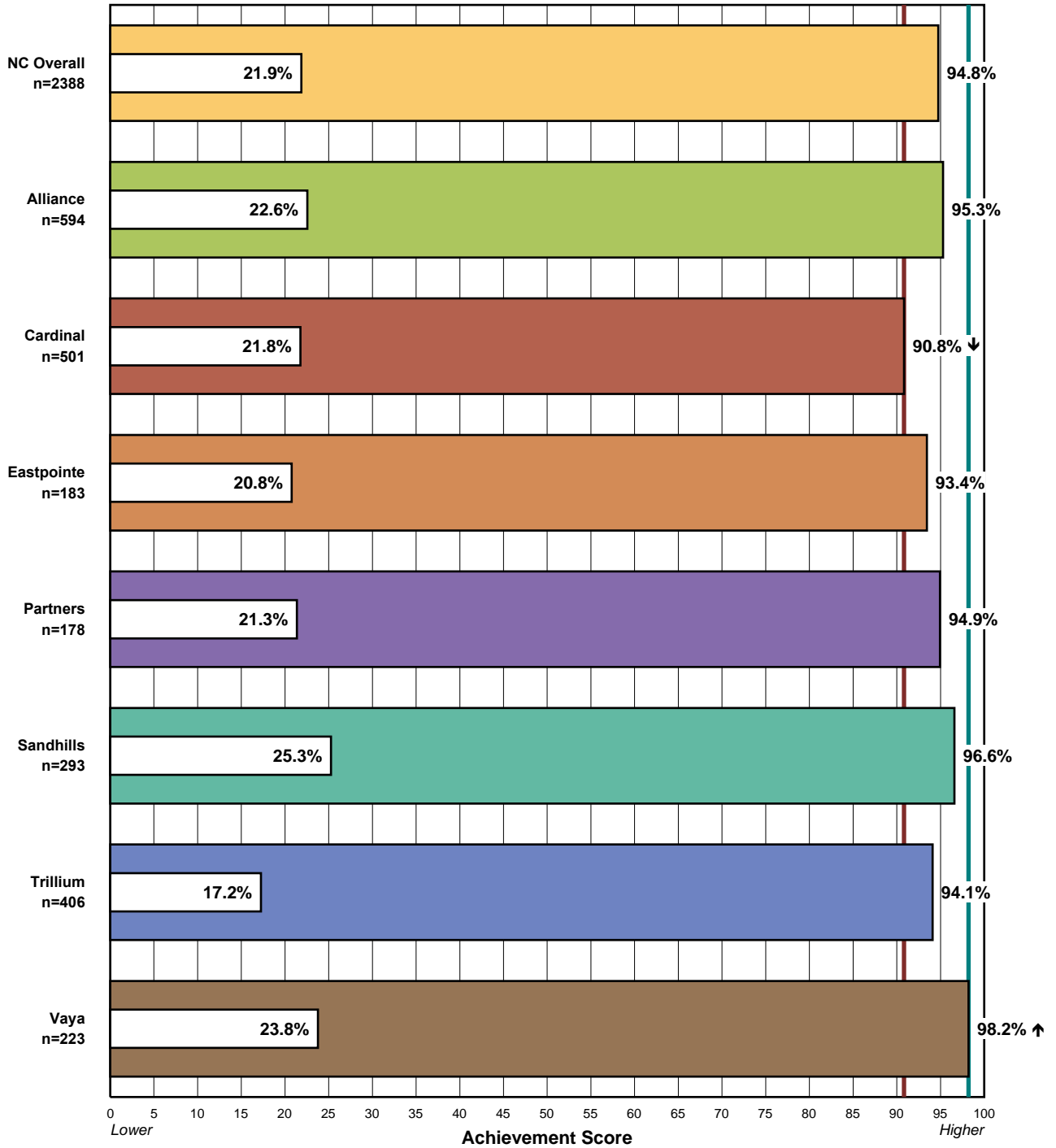
↑↓ Score statistically significantly higher/lower than 2017 NC Overall
 Note: Hollow portion of bar represents proportions giving a response of Strongly Agree.

— Low Benchmark

— High Benchmark

Single Items

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



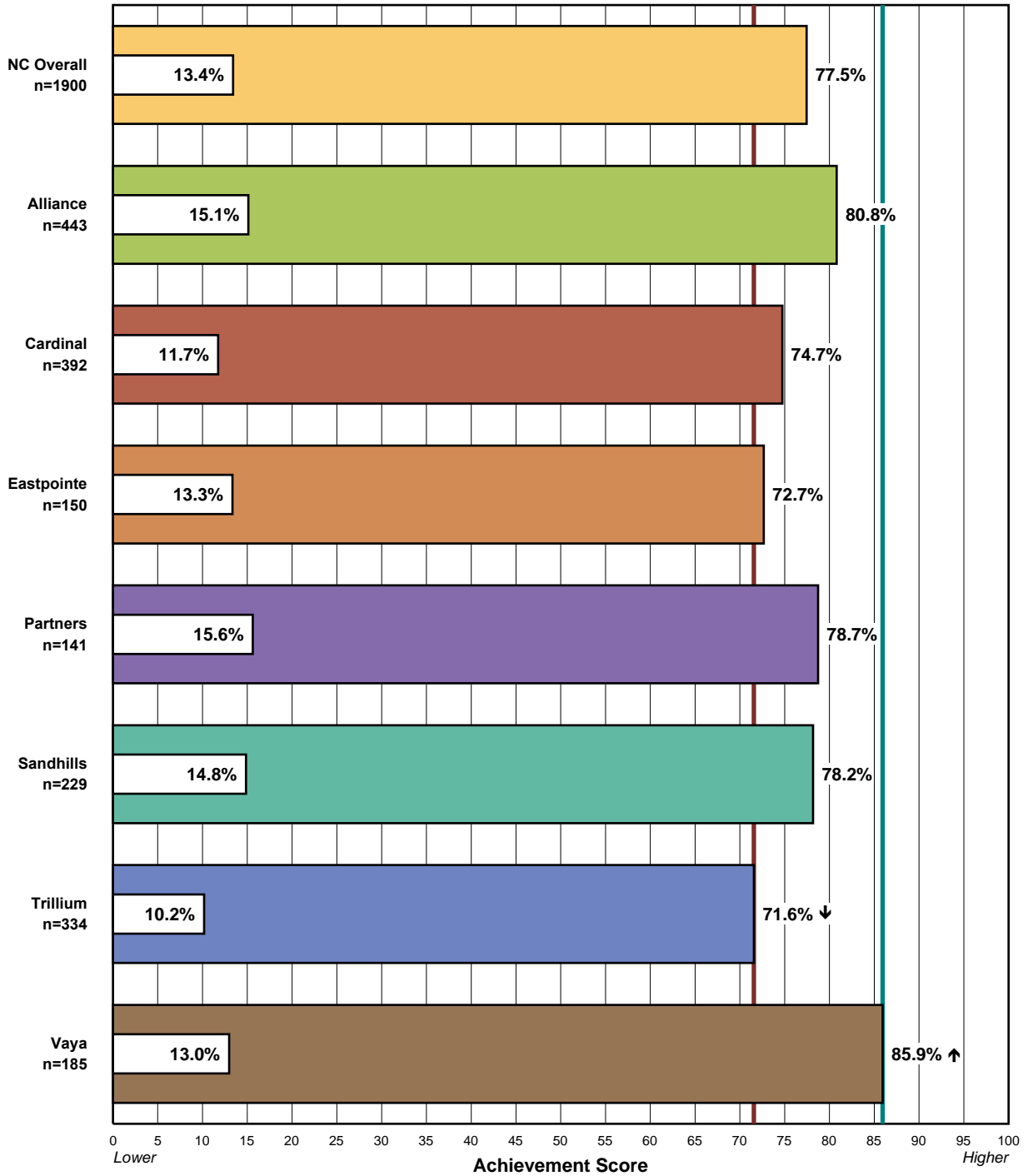
↑↓ Score statistically significantly higher/lower than 2017 NC Overall
 Note: Hollow portion of bar represents proportions giving a response of Strongly Agree.

— Low Benchmark

— High Benchmark

Single Items

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



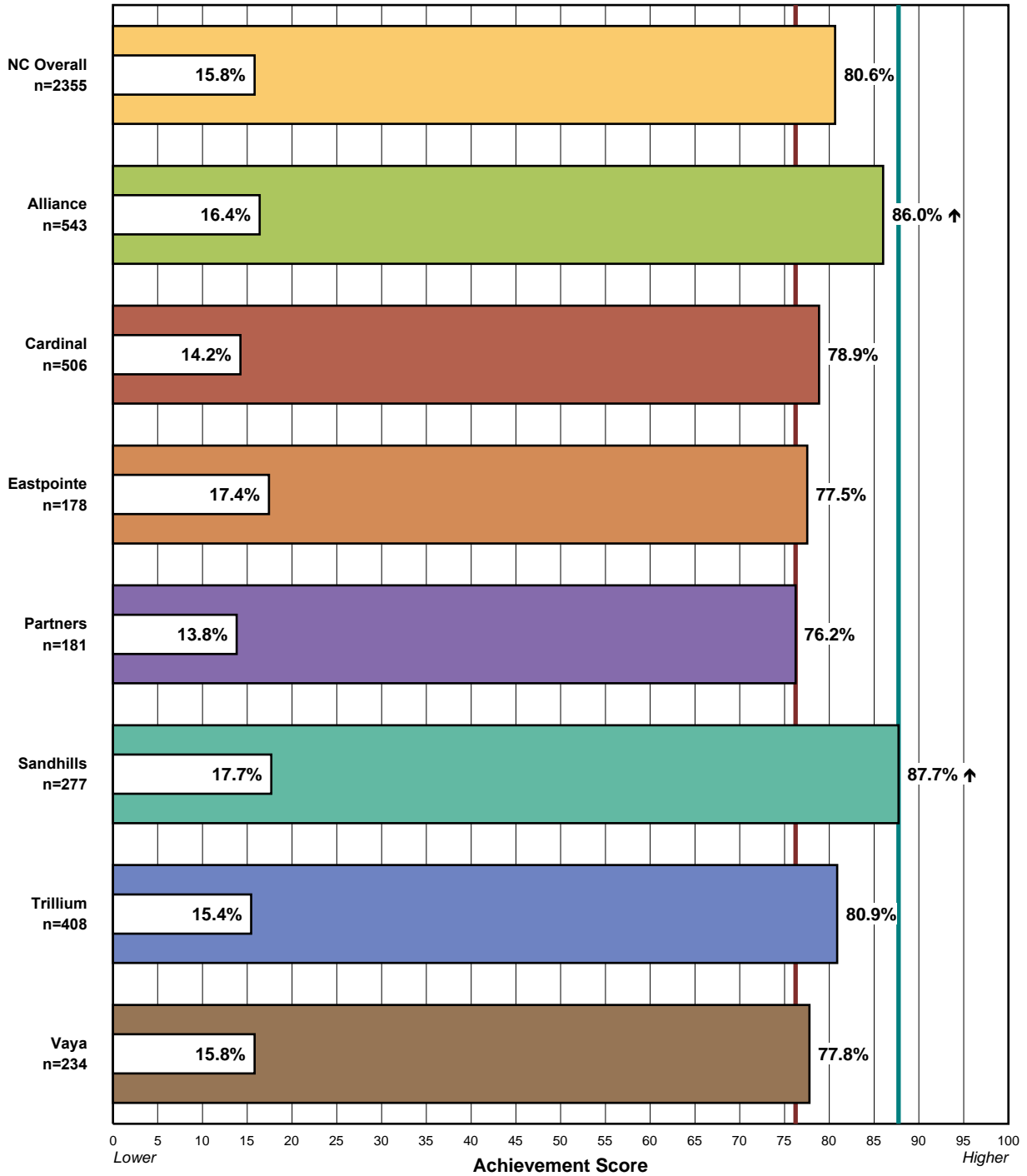
↑↓ Score statistically significantly higher/lower than 2017 NC Overall
 Note: Hollow portion of bar represents proportions giving a response of Strongly Agree.

— Low Benchmark

— High Benchmark

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



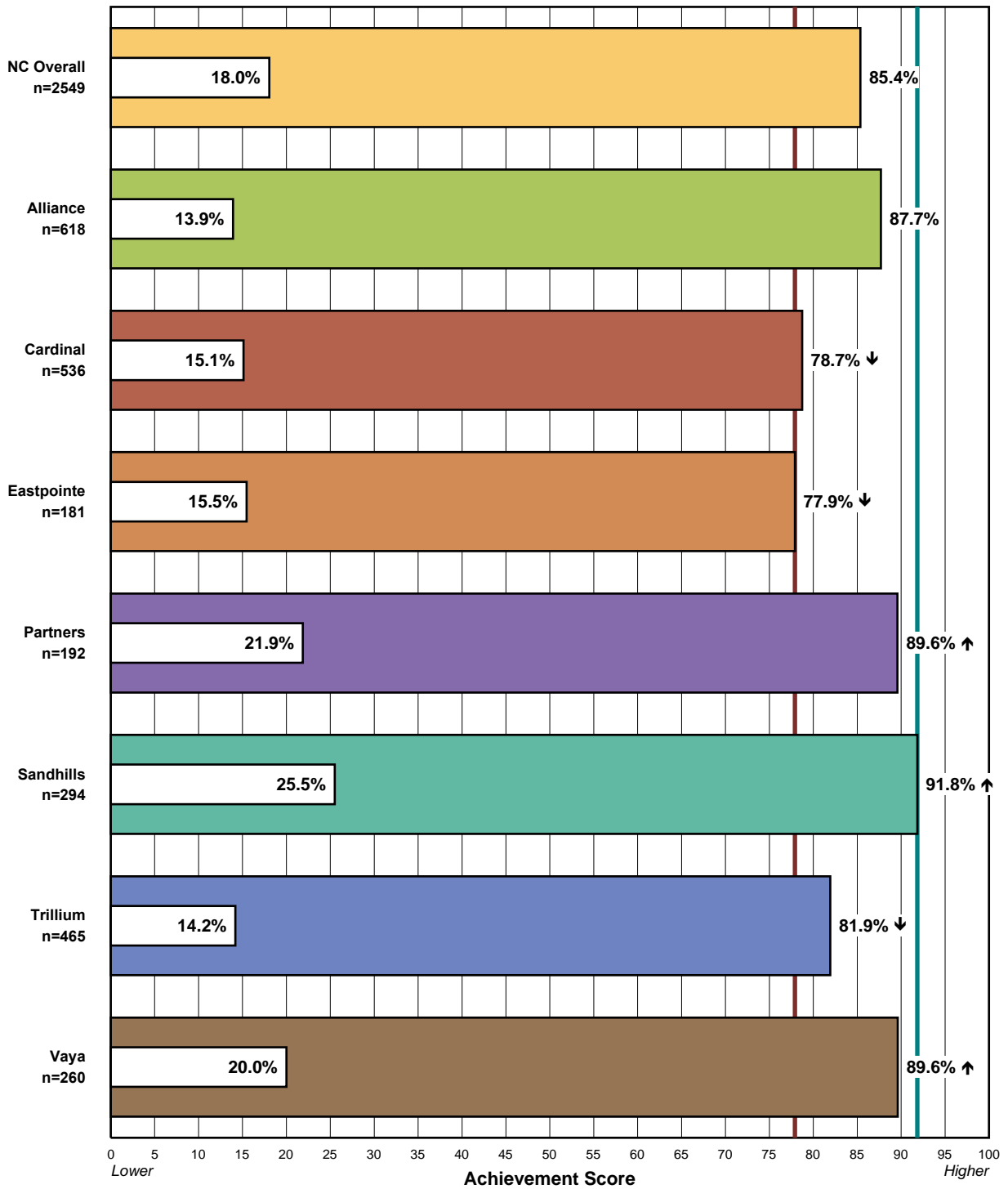
↑↓ Score statistically significantly higher/lower than 2017 NC Overall
 Note: Hollow portion of bar represents proportions giving a response of Strongly Agree.

— Low Benchmark

— High Benchmark

Single Items

Q28. Overall satisfaction with the LME/MCO



↑↓ Score statistically significantly higher/lower than 2017 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		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Less than 6 months	28	1.0%	22	3.3%	7	1.2%	0	0.0%	1	0.5%	0	0.0%	11	2.2%	0	0.0%
1 - 2 years	202	7.4%	108	16.0%	41	7.3%	3	1.5%	12	5.8%	9	2.9%	62	12.4%	16	5.9%
3 - 5 years	281	10.3%	129	19.1%	54	9.6%	14	7.0%	17	8.3%	30	9.6%	60	12.0%	18	6.7%
6 years or more	2214	81.2%	416	61.6%	462	81.9%	182	91.5%	176	85.4%	274	87.5%	365	73.3%	235	87.4%
Total	2725	100.0%	675	100.0%	564	100.0%	199	100.0%	206	100.0%	313	100.0%	498	100.0%	269	100.0%
Not Answered	4		1		2		0		0		0		2		0	

Q2. What is your provider type?

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Provider Agency	1726	63.3%	438	64.9%	332	58.7%	143	71.9%	122	59.2%	204	65.2%	296	59.4%	172	63.9%
Licensed Independent Practitioner (LIP) or LIP group	892	32.7%	222	32.9%	223	39.4%	47	23.6%	70	34.0%	98	31.3%	175	35.1%	88	32.7%
Community Hospital	108	4.0%	15	2.2%	11	1.9%	9	4.5%	14	6.8%	11	3.5%	27	5.4%	9	3.3%
Total	2727	100.0%	675	100.0%	566	100.0%	199	100.0%	206	100.0%	313	100.0%	498	100.0%	269	100.0%
Not Answered	2		1		0		0		0		0		2		0	

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

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	986	36.1%	275	40.7%	202	35.7%	78	39.2%	68	33.0%	111	35.5%	179	35.8%	89	33.1%
No	1743	63.9%	401	59.3%	364	64.3%	121	60.8%	138	67.0%	202	64.5%	321	64.2%	180	66.9%
Total	2729	100.0%	676	100.0%	566	100.0%	199	100.0%	206	100.0%	313	100.0%	500	100.0%	269	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		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	1770	64.9%	526	77.8%	356	62.9%	119	59.8%	129	62.6%	195	62.3%	353	70.6%	156	58.0%
No	959	35.1%	150	22.2%	210	37.1%	80	40.2%	77	37.4%	118	37.7%	147	29.4%	113	42.0%
Total	2729	100.0%	676	100.0%	566	100.0%	199	100.0%	206	100.0%	313	100.0%	500	100.0%	269	100.0%
Not Answered	0		0		0		0		0		0		0		0	

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

	NC Overall N %	Alliance N %	Cardinal N %	Eastpointe N %	Partners N %	Sandhills N %	Trillium N %	Vaya N %
Yes	756 27.7%	107 15.8%	154 27.2%	63 31.7%	56 27.2%	94 30.0%	126 25.2%	99 36.8%
No	1973 72.3%	569 84.2%	412 72.8%	136 68.3%	150 72.8%	219 70.0%	374 74.8%	170 63.2%
Total	2729 100.0%	676 100.0%	566 100.0%	199 100.0%	206 100.0%	313 100.0%	500 100.0%	269 100.0%
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 N %	Alliance N %	Cardinal N %	Eastpointe N %	Partners N %	Sandhills N %	Trillium N %	Vaya N %
Yes	223 8.2%	30 4.4%	30 5.3%	16 8.0%	23 11.2%	28 8.9%	50 10.0%	25 9.3%
No	2506 91.8%	646 95.6%	536 94.7%	183 92.0%	183 88.8%	285 91.1%	450 90.0%	244 90.7%
Total	2729 100.0%	676 100.0%	566 100.0%	199 100.0%	206 100.0%	313 100.0%	500 100.0%	269 100.0%
Not Answered	0	0	0	0	0	0	0	0

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

	NC Overall N %	Alliance N %	Cardinal N %	Eastpointe N %	Partners N %	Sandhills N %	Trillium N %	Vaya N %
Yes	166 6.1%	28 4.1%	31 5.5%	17 8.5%	14 6.8%	12 3.8%	28 5.6%	22 8.2%
No	2563 93.9%	648 95.9%	535 94.5%	182 91.5%	192 93.2%	301 96.2%	472 94.4%	247 91.8%
Total	2729 100.0%	676 100.0%	566 100.0%	199 100.0%	206 100.0%	313 100.0%	500 100.0%	269 100.0%
Not Answered	0	0	0	0	0	0	0	0

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

	NC Overall N %	Alliance N %	Cardinal N %	Eastpointe N %	Partners N %	Sandhills N %	Trillium N %	Vaya N %
Yes	693 25.4%	100 14.8%	163 28.8%	62 31.2%	55 26.7%	85 27.2%	106 21.2%	75 27.9%
No	2036 74.6%	576 85.2%	403 71.2%	137 68.8%	151 73.3%	228 72.8%	394 78.8%	194 72.1%
Total	2729 100.0%	676 100.0%	566 100.0%	199 100.0%	206 100.0%	313 100.0%	500 100.0%	269 100.0%
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		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	1081	39.6%	184	27.2%	253	44.7%	87	43.7%	87	42.2%	130	41.5%	174	34.8%	116	43.1%
No	1648	60.4%	492	72.8%	313	55.3%	112	56.3%	119	57.8%	183	58.5%	326	65.2%	153	56.9%
Total	2729	100.0%	676	100.0%	566	100.0%	199	100.0%	206	100.0%	313	100.0%	500	100.0%	269	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		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	834	30.6%	164	24.3%	187	33.0%	69	34.7%	67	32.5%	103	32.9%	138	27.6%	78	29.0%
No	1895	69.4%	512	75.7%	379	67.0%	130	65.3%	139	67.5%	210	67.1%	362	72.4%	191	71.0%
Total	2729	100.0%	676	100.0%	566	100.0%	199	100.0%	206	100.0%	313	100.0%	500	100.0%	269	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		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	1720	63.0%	495	73.2%	353	62.4%	125	62.8%	123	59.7%	202	64.5%	330	66.0%	141	52.4%
No	1009	37.0%	181	26.8%	213	37.6%	74	37.2%	83	40.3%	111	35.5%	170	34.0%	128	47.6%
Total	2729	100.0%	676	100.0%	566	100.0%	199	100.0%	206	100.0%	313	100.0%	500	100.0%	269	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		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	1722	63.1%	475	70.3%	346	61.1%	132	66.3%	119	57.8%	204	65.2%	312	62.4%	158	58.7%
No	1007	36.9%	201	29.7%	220	38.9%	67	33.7%	87	42.2%	109	34.8%	188	37.6%	111	41.3%
Total	2729	100.0%	676	100.0%	566	100.0%	199	100.0%	206	100.0%	313	100.0%	500	100.0%	269	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 N %	Alliance N %	Cardinal N %	Eastpointe N %	Partners N %	Sandhills N %	Trillium N %	Vaya N %
Yes	881 32.3%	236 34.9%	176 31.1%	74 37.2%	62 30.1%	99 31.6%	192 38.4%	61 22.7%
No	1848 67.7%	440 65.1%	390 68.9%	125 62.8%	144 69.9%	214 68.4%	308 61.6%	208 77.3%
Total	2729 100.0%	676 100.0%	566 100.0%	199 100.0%	206 100.0%	313 100.0%	500 100.0%	269 100.0%
Not Answered	0	0	0	0	0	0	0	0

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

	NC Overall N %	Alliance N %	Cardinal N %	Eastpointe N %	Partners N %	Sandhills N %	Trillium N %	Vaya N %
Yes	619 22.7%	144 21.3%	114 20.1%	62 31.2%	42 20.4%	77 24.6%	121 24.2%	46 17.1%
No	2110 77.3%	532 78.7%	452 79.9%	137 68.8%	164 79.6%	236 75.4%	379 75.8%	223 82.9%
Total	2729 100.0%	676 100.0%	566 100.0%	199 100.0%	206 100.0%	313 100.0%	500 100.0%	269 100.0%
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 N %	Alliance N %	Cardinal N %	Eastpointe N %	Partners N %	Sandhills N %	Trillium N %	Vaya N %
● Strongly Agree	578 23.2%	124 20.5%	115 22.0%	35 19.4%	43 22.9%	91 31.2%	102 22.4%	58 23.5%
● Agree	1558 62.4%	407 67.4%	304 58.1%	114 63.3%	118 62.8%	182 62.3%	269 59.0%	159 64.4%
● Disagree	260 10.4%	58 9.6%	78 14.9%	21 11.7%	22 11.7%	17 5.8%	51 11.2%	20 8.1%
● Strongly Disagree	99 4.0%	15 2.5%	26 5.0%	10 5.6%	5 2.7%	2 0.7%	34 7.5%	10 4.0%
No Response	232	72	43	19	18	21	42	21
Total	2494 100.0%	604 100.0%	523 100.0%	180 100.0%	188 100.0%	292 100.0%	456 100.0%	247 100.0%
Not Answered	3	0	0	0	0	0	2	1

Reporting Category	Single Items							
Achievement Score	85.61%	87.91%	80.11%	82.78%	85.64%	93.49%	81.36%	87.85%
2017 vs. 2016: +/- Chg (↕ Stat. sig.)	-1.0	+2.1	-5.3	+2.2	+0.7	-2.5	-4.8	+1.2

○ 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 N %	Alliance N %	Cardinal N %	Eastpointe N %	Partners N %	Sandhills N %	Trillium N %	Vaya N %
● Strongly Agree	497 21.2%	136 22.7%	97 19.4%	35 20.0%	37 21.8%	61 23.0%	87 20.2%	48 21.1%
● Agree	1344 57.2%	379 63.3%	254 50.9%	110 62.9%	86 50.6%	142 53.6%	262 60.9%	132 58.1%
● Disagree	326 13.9%	57 9.5%	101 20.2%	17 9.7%	35 20.6%	39 14.7%	50 11.6%	25 11.0%
● Strongly Disagree	181 7.7%	27 4.5%	47 9.4%	13 7.4%	12 7.1%	23 8.7%	31 7.2%	22 9.7%
No Response	377	76	67	24	36	47	69	41
Total	2348 100.0%	599 100.0%	499 100.0%	175 100.0%	170 100.0%	265 100.0%	430 100.0%	227 100.0%
Not Answered	4	1	0	0	0	1	1	1
Reporting Category Single Items								
Achievement Score	78.42%	85.98%	70.34%	82.86%	72.35%	76.60%	81.16%	79.30%
2017 vs. 2016: +/- Chg (↕ Stat. sig.)	-3.0↓	+0.3	-9.5↓	+4.9	-14.4↓	-6.0	+3.4	-0.3

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

	NC Overall N %	Alliance N %	Cardinal N %	Eastpointe N %	Partners N %	Sandhills N %	Trillium N %	Vaya N %
● Strongly Agree	548 21.5%	109 17.7%	110 20.4%	32 17.6%	41 20.9%	92 31.3%	85 18.2%	61 24.3%
● Agree	1493 58.6%	397 64.6%	292 54.2%	103 56.6%	118 60.2%	165 56.1%	285 60.9%	145 57.8%
● Disagree	380 14.9%	84 13.7%	99 18.4%	35 19.2%	29 14.8%	30 10.2%	65 13.9%	36 14.3%
● Strongly Disagree	127 5.0%	25 4.1%	38 7.1%	12 6.6%	8 4.1%	7 2.4%	33 7.1%	9 3.6%
No Response	179	61	27	17	10	19	32	17
Total	2548 100.0%	615 100.0%	539 100.0%	182 100.0%	196 100.0%	294 100.0%	468 100.0%	251 100.0%
Not Answered	1	0	0	0	0	0	0	1
Reporting Category Single Items								
Achievement Score	80.10%	82.28%	74.58%	74.18%	81.12%	87.41%	79.06%	82.07%
2017 vs. 2016: +/- Chg (↕ Stat. sig.)	-0.1	+0.8	-0.9	+7.7	+0.8	-5.3	-3.8	-0.1

○ Response scored as: ● Room for Improvement ● Achievement

Q8. Customer Service is responsive to local community stakeholders.

	NC Overall N %	Alliance N %	Cardinal N %	Eastpointe N %	Partners N %	Sandhills N %	Trillium N %	Vaya N %
● Strongly Agree	366 18.7%	97 20.2%	78 19.1%	28 19.2%	21 13.8%	47 20.8%	56 15.4%	41 22.9%
● Agree	1292 66.0%	324 67.5%	241 58.9%	91 62.3%	110 72.4%	157 69.5%	244 67.0%	115 64.2%
● Disagree	216 11.0%	53 11.0%	70 17.1%	19 13.0%	15 9.9%	15 6.6%	47 12.9%	11 6.1%
● Strongly Disagree	84 4.3%	6 1.2%	20 4.9%	8 5.5%	6 3.9%	7 3.1%	17 4.7%	12 6.7%
No Response	771	196	157	53	54	87	136	89
Total	1957 100.0%	480 100.0%	409 100.0%	146 100.0%	152 100.0%	226 100.0%	364 100.0%	179 100.0%
Not Answered	1	0	0	0	0	0	0	1
Reporting Category Single Items								
Achievement Score	84.71%	87.71%	78.00%	81.51%	86.18%	90.27%	82.42%	87.15%
2017 vs. 2016: +/- Chg (↕ Stat. sig.)	-1.5	+0.5	-11.4↓	+5.8	-1.4	-5.4	-3.8	+4.1

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

	NC Overall N %	Alliance N %	Cardinal N %	Eastpointe N %	Partners N %	Sandhills N %	Trillium N %	Vaya N %
● Strongly Agree	580 24.2%	105 21.3%	135 25.2%	28 15.8%	45 23.8%	88 29.9%	99 24.7%	69 27.8%
● Agree	1439 60.1%	301 60.9%	301 56.2%	112 63.3%	119 63.0%	179 60.9%	228 56.9%	147 59.3%
● Disagree	264 11.0%	66 13.4%	71 13.2%	23 13.0%	17 9.0%	23 7.8%	54 13.5%	20 8.1%
● Strongly Disagree	113 4.7%	22 4.5%	29 5.4%	14 7.9%	8 4.2%	4 1.4%	20 5.0%	12 4.8%
No Response	330	181	30	22	17	19	99	20
Total	2397 100.0%	494 100.0%	536 100.0%	177 100.0%	189 100.0%	294 100.0%	401 100.0%	248 100.0%
Not Answered	2	1	0	0	0	0	0	1
Reporting Category Single Items								
Achievement Score	84.27%	82.19%	81.34%	79.10%	86.77%	90.82%	81.55%	87.10%
2017 vs. 2016: +/- Chg (↕ Stat. sig.)	+0.3	+0.6	-6.7↓	+6.9	+6.0	+1.9	-8.2↓	+2.4

Q10. Claims trainings meet my needs.

	NC Overall N %	Alliance N %	Cardinal N %	Eastpointe N %	Partners N %	Sandhills N %	Trillium N %	Vaya N %
● Strongly Agree	375 19.7%	64 17.8%	81 19.0%	24 16.7%	28 18.3%	50 21.4%	69 21.7%	46 22.9%
● Agree	1269 66.7%	248 68.9%	269 63.1%	100 69.4%	105 68.6%	160 68.4%	203 63.8%	130 64.7%
● Disagree	219 11.5%	40 11.1%	65 15.3%	19 13.2%	19 12.4%	21 9.0%	31 9.7%	19 9.5%
● Strongly Disagree	40 2.1%	8 2.2%	11 2.6%	1 0.7%	1 0.7%	3 1.3%	15 4.7%	6 3.0%
No Response	822	315	140	54	53	79	182	67
Total	1903 100.0%	360 100.0%	426 100.0%	144 100.0%	153 100.0%	234 100.0%	318 100.0%	201 100.0%
Not Answered	4	1	0	1	0	0	0	1
Reporting Category Single Items								
Achievement Score	86.39%	86.67%	82.16%	86.11%	86.93%	89.74%	85.53%	87.56%
2017 vs. 2016: +/- Chg (↕ Stat. sig.)	-1.3	-1.5	-8.4↓	+6.0	+7.2	-2.7	-5.3	-2.7

○ Response scored as: ● Room for Improvement ● Achievement

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

	NC Overall N %	Alliance N %	Cardinal N %	Eastpointe N %	Partners N %	Sandhills N %	Trillium N %	Vaya N %
● Strongly Agree	779 31.1%	131 24.5%	190 34.4%	49 26.3%	69 35.4%	101 33.7%	137 33.1%	78 29.4%
● Agree	1514 60.5%	342 64.0%	318 57.5%	123 66.1%	106 54.4%	185 61.7%	241 58.2%	164 61.9%
● Disagree	159 6.4%	47 8.8%	29 5.2%	12 6.5%	16 8.2%	11 3.7%	22 5.3%	19 7.2%
● Strongly Disagree	51 2.0%	14 2.6%	16 2.9%	2 1.1%	4 2.1%	3 1.0%	14 3.4%	4 1.5%
No Response	223	141	13	13	11	13	85	3
Total	2503 100.0%	534 100.0%	553 100.0%	186 100.0%	195 100.0%	300 100.0%	414 100.0%	265 100.0%
Not Answered	3	1	0	0	0	0	1	1
Reporting Category Single Items								
Achievement Score	91.60%	88.58%	91.86%	92.47%	89.74%	95.33%	91.30%	91.32%
2017 vs. 2016: +/- Chg (↕ Stat. sig.)	-1.1	-4.8↘	-2.3	+5.4	+1.3	-3.3↘	-4.5↘	+1.6

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

	NC Overall N %	Alliance N %	Cardinal N %	Eastpointe N %	Partners N %	Sandhills N %	Trillium N %	Vaya N %
● Strongly Agree	325 18.3%	69 18.4%	64 17.0%	28 19.4%	22 16.8%	43 20.3%	61 19.5%	30 16.5%
● Agree	1239 69.7%	265 70.5%	254 67.4%	100 69.4%	95 72.5%	150 70.8%	215 68.7%	125 68.7%
● Disagree	175 9.9%	35 9.3%	49 13.0%	14 9.7%	12 9.2%	16 7.5%	27 8.6%	21 11.5%
● Strongly Disagree	39 2.2%	7 1.9%	10 2.7%	2 1.4%	2 1.5%	3 1.4%	10 3.2%	6 3.3%
No Response	948	300	188	55	75	101	186	86
Total	1778 100.0%	376 100.0%	377 100.0%	144 100.0%	131 100.0%	212 100.0%	313 100.0%	182 100.0%
Not Answered	3	0	1	0	0	0	1	1
Reporting Category Single Items								
Achievement Score	87.95%	88.83%	84.35%	88.89%	89.31%	91.04%	88.18%	85.16%
2017 vs. 2016: +/- Chg (↕ Stat. sig.)	-0.3	-1.6	-5.2	+2.5	+9.3↑	-3.8	-0.9	-1.0

Q13. Provider Network meetings are informative and helpful.

	NC Overall N %	Alliance N %	Cardinal N %	Eastpointe N %	Partners N %	Sandhills N %	Trillium N %	Vaya N %
● Strongly Agree	371 19.9%	82 20.5%	66 17.2%	26 16.7%	31 21.5%	62 26.7%	48 15.0%	37 21.5%
● Agree	1264 67.9%	279 69.8%	251 65.4%	113 72.4%	98 68.1%	154 66.4%	215 67.0%	113 65.7%
● Disagree	168 9.0%	31 7.8%	51 13.3%	11 7.1%	10 6.9%	14 6.0%	42 13.1%	17 9.9%
● Strongly Disagree	59 3.2%	8 2.0%	16 4.2%	6 3.8%	5 3.5%	2 0.9%	16 5.0%	5 2.9%
No Response	866	276	182	43	62	81	179	96
Total	1862 100.0%	400 100.0%	384 100.0%	156 100.0%	144 100.0%	232 100.0%	321 100.0%	172 100.0%
Not Answered	1	0	0	0	0	0	0	1
Reporting Category Single Items								
Achievement Score	87.79%	90.25%	82.55%	89.10%	89.58%	93.10%	81.93%	87.21%
2017 vs. 2016: +/- Chg (↕ Stat. sig.)	+3.6↑	0.0	-4.9	+10.2↑	+5.5	-0.1	+0.4	+12.4↑

○ Response scored as: ● Room for Improvement ● Achievement

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

	NC Overall N %	Alliance N %	Cardinal N %	Eastpointe N %	Partners N %	Sandhills N %	Trillium N %	Vaya N %
● Strongly Agree	516 21.7%	105 20.2%	93 18.6%	40 22.2%	42 22.1%	77 27.6%	76 18.4%	54 22.5%
● Agree	1516 63.9%	347 66.6%	301 60.2%	123 68.3%	122 64.2%	172 61.6%	265 64.2%	149 62.1%
● Disagree	266 11.2%	57 10.9%	80 16.0%	11 6.1%	20 10.5%	26 9.3%	55 13.3%	30 12.5%
● Strongly Disagree	76 3.2%	12 2.3%	26 5.2%	6 3.3%	6 3.2%	4 1.4%	17 4.1%	7 2.9%
No Response	352	154	65	19	16	34	87	28
Total	2374 100.0%	521 100.0%	500 100.0%	180 100.0%	190 100.0%	279 100.0%	413 100.0%	240 100.0%
Not Answered	3	1	1	0	0	0	0	1
Reporting Category Single Items								
Achievement Score	85.58%	86.76%	78.80%	90.56%	86.32%	89.25%	82.57%	84.58%
2017 vs. 2016: +/- Chg (↕ Stat. sig.)	-2.0	-6.5↓	-2.9	+7.0	+1.3	-6.5↓	-5.0	-1.2

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

	NC Overall N %	Alliance N %	Cardinal N %	Eastpointe N %	Partners N %	Sandhills N %	Trillium N %	Vaya N %
● Strongly Agree	462 19.3%	96 18.3%	96 18.6%	29 16.1%	37 19.4%	73 25.9%	68 16.7%	48 19.8%
● Agree	1536 64.2%	353 67.1%	299 58.1%	106 58.9%	130 68.1%	183 64.9%	262 64.5%	166 68.3%
● Disagree	302 12.6%	65 12.4%	95 18.4%	34 18.9%	17 8.9%	20 7.1%	50 12.3%	25 10.3%
● Strongly Disagree	92 3.9%	12 2.3%	25 4.9%	11 6.1%	7 3.7%	6 2.1%	26 6.4%	4 1.6%
No Response	334	150	51	19	15	30	94	25
Total	2392 100.0%	526 100.0%	515 100.0%	180 100.0%	191 100.0%	282 100.0%	406 100.0%	243 100.0%
Not Answered	3	0	0	0	0	1	0	1
Reporting Category Single Items								
Achievement Score	83.52%	85.36%	76.70%	75.00%	87.43%	90.78%	81.28%	88.07%
2017 vs. 2016: +/- Chg (↕ Stat. sig.)	-1.1	-6.8↓	-5.3	+2.3	+2.6	-1.6	-3.4	+3.0

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

	NC Overall N %	Alliance N %	Cardinal N %	Eastpointe N %	Partners N %	Sandhills N %	Trillium N %	Vaya N %
● Strongly Agree	296 17.2%	64 16.3%	52 14.3%	27 20.6%	25 17.0%	40 19.8%	36 12.5%	31 18.9%
● Agree	1086 63.0%	254 64.8%	200 55.1%	78 59.5%	99 67.3%	131 64.9%	178 62.0%	110 67.1%
● Disagree	250 14.5%	62 15.8%	80 22.0%	20 15.3%	16 10.9%	26 12.9%	44 15.3%	16 9.8%
● Strongly Disagree	92 5.4%	12 3.1%	31 8.5%	6 4.6%	7 4.8%	5 2.5%	29 10.1%	7 4.3%
No Response	1003	284	203	68	59	111	212	104
Total	1724 100.0%	392 100.0%	363 100.0%	131 100.0%	147 100.0%	202 100.0%	287 100.0%	164 100.0%
Not Answered	2	0	0	0	0	0	1	1
Reporting Category Single Items								
Achievement Score	80.14%	81.12%	69.42%	80.15%	84.35%	84.65%	74.56%	85.98%
2017 vs. 2016: +/- Chg (↕ Stat. sig.)	+3.9↑	+0.0	-1.9	+14.6↑	0.0	-2.3	-0.6	+12.0↑

○ Response scored as: ● Room for Improvement ● Achievement

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

	NC Overall N %	Alliance N %	Cardinal N %	Eastpointe N %	Partners N %	Sandhills N %	Trillium N %	Vaya N %
● Extremely Satisfied	435 17.6%	86 14.9%	89 16.7%	30 16.6%	35 18.6%	63 21.6%	58 13.1%	52 21.1%
● Satisfied	1673 67.6%	420 72.9%	328 61.5%	113 62.4%	134 71.3%	201 68.8%	305 69.0%	167 67.6%
● Dissatisfied	280 11.3%	56 9.7%	89 16.7%	27 14.9%	13 6.9%	25 8.6%	59 13.3%	22 8.9%
● Extremely Dissatisfied	88 3.5%	14 2.4%	27 5.1%	11 6.1%	6 3.2%	3 1.0%	20 4.5%	6 2.4%
No Response	252	100	33	18	18	21	58	21
Total	2476 100.0%	576 100.0%	533 100.0%	181 100.0%	188 100.0%	292 100.0%	442 100.0%	247 100.0%
Not Answered	1	0	0	0	0	0	0	1
Reporting Category Single Items								
Achievement Score	85.15%	87.85%	78.24%	79.01%	89.89%	90.41%	82.13%	88.66%
2017 vs. 2016: +/- Chg (++) Stat. sig.)	-0.6	-0.4	-6.0	+4.8	+3.6	-4.2	-5.7	+3.5

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

	NC Overall N %	Alliance N %	Cardinal N %	Eastpointe N %	Partners N %	Sandhills N %	Trillium N %	Vaya N %
● Strongly Agree	414 20.1%	96 20.0%	85 19.4%	25 16.0%	37 23.3%	49 19.1%	56 16.3%	53 26.4%
● Agree	1384 67.0%	335 69.9%	280 63.9%	102 65.4%	108 67.9%	173 67.3%	241 70.1%	131 65.2%
● Disagree	163 7.9%	38 7.9%	46 10.5%	13 8.3%	7 4.4%	27 10.5%	27 7.8%	11 5.5%
● Strongly Disagree	103 5.0%	10 2.1%	27 6.2%	16 10.3%	7 4.4%	8 3.1%	20 5.8%	6 3.0%
No Response	662	197	128	43	47	56	154	67
Total	2064 100.0%	479 100.0%	438 100.0%	156 100.0%	159 100.0%	257 100.0%	344 100.0%	201 100.0%
Not Answered	3	0	0	0	0	0	2	1
Reporting Category Single Items								
Achievement Score	87.11%	89.98%	83.33%	81.41%	91.19%	86.38%	86.34%	91.54%
2017 vs. 2016: +/- Chg (++) Stat. sig.)	+0.2	+6.5	-4.4	+3.7	+1.5	-6.0	-1.8	+2.0

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

	NC Overall N %	Alliance N %	Cardinal N %	Eastpointe N %	Partners N %	Sandhills N %	Trillium N %	Vaya N %
● Strongly Agree	466 21.2%	103 20.2%	100 21.0%	28 18.1%	41 24.1%	51 18.9%	67 18.1%	62 27.7%
● Agree	1494 67.9%	354 69.4%	319 66.9%	104 67.1%	116 68.2%	187 69.3%	259 69.8%	146 65.2%
● Disagree	154 7.0%	38 7.5%	35 7.3%	11 7.1%	9 5.3%	24 8.9%	28 7.5%	12 5.4%
● Strongly Disagree	85 3.8%	15 2.9%	23 4.8%	12 7.7%	4 2.4%	8 3.0%	17 4.6%	4 1.8%
No Response	528	166	89	44	36	43	128	44
Total	2198 100.0%	510 100.0%	477 100.0%	155 100.0%	170 100.0%	270 100.0%	371 100.0%	224 100.0%
Not Answered	2	0	0	0	0	0	1	1
Reporting Category Single Items								
Achievement Score	89.16%	89.61%	87.84%	85.16%	92.35%	88.15%	87.87%	92.86%
2017 vs. 2016: +/- Chg (++) Stat. sig.)	+0.8	+3.6	+0.1	+0.9	+3.8	-3.4	+0.1	+0.6

○ Response scored as: ● Room for Improvement ● Achievement

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

	NC Overall N %	Alliance N %	Cardinal N %	Eastpointe N %	Partners N %	Sandhills N %	Trillium N %	Vaya N %
● Strongly Agree	444 18.9%	90 16.9%	87 17.6%	30 17.2%	37 19.9%	60 21.3%	64 15.7%	54 23.3%
● Agree	1640 69.9%	393 74.0%	332 67.1%	116 66.7%	133 71.5%	197 69.9%	291 71.5%	161 69.4%
● Disagree	193 8.2%	39 7.3%	55 11.1%	21 12.1%	10 5.4%	21 7.4%	35 8.6%	13 5.6%
● Strongly Disagree	69 2.9%	9 1.7%	21 4.2%	7 4.0%	6 3.2%	4 1.4%	17 4.2%	4 1.7%
No Response	382	145	71	25	20	31	92	36
Total	2345 100.0%	531 100.0%	495 100.0%	174 100.0%	186 100.0%	282 100.0%	407 100.0%	232 100.0%
Not Answered	2	0	0	0	0	0	1	1
Reporting Category								
Single Items								
Achievement Score	88.85%	90.96%	84.65%	83.91%	91.40%	91.13%	87.22%	92.67%
2017 vs. 2016: +/- Chg (** Stat. sig.)	-0.2	-1.8	-2.4	+3.4	+0.8	-0.9	-5.1	+3.5

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

	NC Overall N %	Alliance N %	Cardinal N %	Eastpointe N %	Partners N %	Sandhills N %	Trillium N %	Vaya N %
● Strongly Agree	345 16.8%	85 18.0%	65 15.0%	27 16.8%	24 15.3%	54 21.5%	54 14.8%	30 15.6%
● Agree	1481 72.0%	342 72.3%	301 69.7%	116 72.0%	120 76.4%	182 72.5%	258 70.9%	134 69.8%
● Disagree	193 9.4%	40 8.5%	55 12.7%	16 9.9%	10 6.4%	14 5.6%	36 9.9%	25 13.0%
● Strongly Disagree	39 1.9%	6 1.3%	11 2.5%	2 1.2%	3 1.9%	1 0.4%	16 4.4%	3 1.6%
No Response	669	203	134	38	49	62	135	76
Total	2058 100.0%	473 100.0%	432 100.0%	161 100.0%	157 100.0%	251 100.0%	364 100.0%	192 100.0%
Not Answered	2	0	0	0	0	0	1	1
Reporting Category								
Single Items								
Achievement Score	88.74%	90.27%	84.72%	88.82%	91.72%	94.02%	85.71%	85.42%
2017 vs. 2016: +/- Chg (** Stat. sig.)	+1.0	+1.0	-3.8	+4.6	+5.4	-2.8	-1.4	+4.4

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

	NC Overall N %	Alliance N %	Cardinal N %	Eastpointe N %	Partners N %	Sandhills N %	Trillium N %	Vaya N %
Yes	657 24.1%	174 25.7%	142 25.1%	52 26.1%	46 22.3%	86 27.5%	92 18.4%	63 23.4%
No	2072 75.9%	502 74.3%	424 74.9%	147 73.9%	160 77.7%	227 72.5%	408 81.6%	206 76.6%
Total	2729 100.0%	676 100.0%	566 100.0%	199 100.0%	206 100.0%	313 100.0%	500 100.0%	269 100.0%
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 N %	Alliance N %	Cardinal N %	Eastpointe N %	Partners N %	Sandhills N %	Trillium N %	Vaya N %
Yes	470 17.2%	108 16.0%	77 13.6%	47 23.6%	30 14.6%	54 17.3%	75 15.0%	55 20.4%
No	2259 82.8%	568 84.0%	489 86.4%	152 76.4%	176 85.4%	259 82.7%	425 85.0%	214 79.6%
Total	2729 100.0%	676 100.0%	566 100.0%	199 100.0%	206 100.0%	313 100.0%	500 100.0%	269 100.0%
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 N %	Alliance N %	Cardinal N %	Eastpointe N %	Partners N %	Sandhills N %	Trillium N %	Vaya N %
Yes	342 12.5%	102 15.1%	61 10.8%	28 14.1%	30 14.6%	39 12.5%	46 9.2%	31 11.5%
No	2387 87.5%	574 84.9%	505 89.2%	171 85.9%	176 85.4%	274 87.5%	454 90.8%	238 88.5%
Total	2729 100.0%	676 100.0%	566 100.0%	199 100.0%	206 100.0%	313 100.0%	500 100.0%	269 100.0%
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 N %	Alliance N %	Cardinal N %	Eastpointe N %	Partners N %	Sandhills N %	Trillium N %	Vaya N %
Yes	537 19.7%	150 22.2%	121 21.4%	47 23.6%	40 19.4%	58 18.5%	77 15.4%	46 17.1%
No	2192 80.3%	526 77.8%	445 78.6%	152 76.4%	166 80.6%	255 81.5%	423 84.6%	223 82.9%
Total	2729 100.0%	676 100.0%	566 100.0%	199 100.0%	206 100.0%	313 100.0%	500 100.0%	269 100.0%
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 N %	Alliance N %	Cardinal N %	Eastpointe N %	Partners N %	Sandhills N %	Trillium N %	Vaya N %
Yes	431 15.8%	109 16.1%	105 18.6%	37 18.6%	31 15.0%	44 14.1%	81 16.2%	32 11.9%
No	2298 84.2%	567 83.9%	461 81.4%	162 81.4%	175 85.0%	269 85.9%	419 83.8%	237 88.1%
Total	2729 100.0%	676 100.0%	566 100.0%	199 100.0%	206 100.0%	313 100.0%	500 100.0%	269 100.0%
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 N %	Alliance N %	Cardinal N %	Eastpointe N %	Partners N %	Sandhills N %	Trillium N %	Vaya N %
Yes	723 26.5%	174 25.7%	162 28.6%	52 26.1%	62 30.1%	96 30.7%	111 22.2%	59 21.9%
No	2006 73.5%	502 74.3%	404 71.4%	147 73.9%	144 69.9%	217 69.3%	389 77.8%	210 78.1%
Total	2729 100.0%	676 100.0%	566 100.0%	199 100.0%	206 100.0%	313 100.0%	500 100.0%	269 100.0%
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 N %	Alliance N %	Cardinal N %	Eastpointe N %	Partners N %	Sandhills N %	Trillium N %	Vaya N %
Yes	789 28.9%	186 27.5%	188 33.2%	56 28.1%	62 30.1%	97 31.0%	117 23.4%	78 29.0%
No	1940 71.1%	490 72.5%	378 66.8%	143 71.9%	144 69.9%	216 69.0%	383 76.6%	191 71.0%
Total	2729 100.0%	676 100.0%	566 100.0%	199 100.0%	206 100.0%	313 100.0%	500 100.0%	269 100.0%
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 N %	Alliance N %	Cardinal N %	Eastpointe N %	Partners N %	Sandhills N %	Trillium N %	Vaya N %
Yes	1015 37.2%	246 36.4%	241 42.6%	68 34.2%	75 36.4%	119 38.0%	198 39.6%	89 33.1%
No	1714 62.8%	430 63.6%	325 57.4%	131 65.8%	131 63.6%	194 62.0%	302 60.4%	180 66.9%
Total	2729 100.0%	676 100.0%	566 100.0%	199 100.0%	206 100.0%	313 100.0%	500 100.0%	269 100.0%
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 N %	Alliance N %	Cardinal N %	Eastpointe N %	Partners N %	Sandhills N %	Trillium N %	Vaya N %
Yes	879 32.2%	179 26.5%	208 36.7%	63 31.7%	76 36.9%	120 38.3%	124 24.8%	82 30.5%
No	1850 67.8%	497 73.5%	358 63.3%	136 68.3%	130 63.1%	193 61.7%	376 75.2%	187 69.5%
Total	2729 100.0%	676 100.0%	566 100.0%	199 100.0%	206 100.0%	313 100.0%	500 100.0%	269 100.0%
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 N %	Alliance N %	Cardinal N %	Eastpointe N %	Partners N %	Sandhills N %	Trillium N %	Vaya N %
Yes	303 11.1%	53 7.8%	81 14.3%	18 9.0%	26 12.6%	36 11.5%	66 13.2%	25 9.3%
No	2426 88.9%	623 92.2%	485 85.7%	181 91.0%	180 87.4%	277 88.5%	434 86.8%	244 90.7%
Total	2729 100.0%	676 100.0%	566 100.0%	199 100.0%	206 100.0%	313 100.0%	500 100.0%	269 100.0%
Not Answered	0	0	0	0	0	0	0	0

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

	NC Overall N %	Alliance N %	Cardinal N %	Eastpointe N %	Partners N %	Sandhills N %	Trillium N %	Vaya N %
● Strongly Agree	536 22.3%	131 21.9%	102 20.5%	37 20.2%	39 21.7%	78 26.6%	84 20.2%	56 25.1%
● Agree	1636 68.2%	415 69.5%	318 64.0%	124 67.8%	123 68.3%	198 67.6%	292 70.2%	157 70.4%
● Disagree	164 6.9%	42 7.0%	53 10.7%	14 7.7%	14 7.8%	15 5.1%	25 6.0%	8 3.6%
● Strongly Disagree	62 2.6%	9 1.5%	24 4.8%	8 4.4%	4 2.2%	2 0.7%	15 3.6%	2 0.9%
No Response	328	79	68	16	26	20	83	45
Total	2398 100.0%	597 100.0%	497 100.0%	183 100.0%	180 100.0%	293 100.0%	416 100.0%	223 100.0%
Not Answered	3	0	1	0	0	0	1	1

Reporting Category	Single Items							
Achievement Score	90.56%	91.46%	84.51%	87.98%	90.00%	94.20%	90.38%	95.52%
2017 vs. 2016: +/- Chg (↕ Stat. sig.)	-1.0	-4.0↓	-3.4	+4.8	-3.4	-3.1	+0.6	+0.7

Q24. Denials for treatment and services are explained.

	NC Overall N %	Alliance N %	Cardinal N %	Eastpointe N %	Partners N %	Sandhills N %	Trillium N %	Vaya N %
● Strongly Agree	356 15.4%	79 14.0%	73 15.1%	23 13.7%	26 14.1%	51 17.9%	59 14.9%	39 17.7%
● Agree	1581 68.2%	400 71.0%	314 64.7%	114 67.9%	128 69.6%	193 67.7%	257 65.1%	157 71.4%
● Disagree	275 11.9%	72 12.8%	73 15.1%	20 11.9%	20 10.9%	32 11.2%	48 12.2%	20 9.1%
● Strongly Disagree	106 4.6%	12 2.1%	25 5.2%	11 6.5%	10 5.4%	9 3.2%	31 7.8%	4 1.8%
No Response	409	113	81	31	22	28	104	48
Total	2318 100.0%	563 100.0%	485 100.0%	168 100.0%	184 100.0%	285 100.0%	395 100.0%	220 100.0%
Not Answered	2	0	0	0	0	0	1	1

Reporting Category	Single Items							
Achievement Score	83.57%	85.08%	79.79%	81.55%	83.70%	85.61%	80.00%	89.09%
2017 vs. 2016: +/- Chg (↕ Stat. sig.)	-2.2	-1.7	-8.2↓	+6.1	+0.8	-10.0↓	-4.4	+1.8

○ Response scored as: ● Room for Improvement ● Achievement

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

	NC Overall N %	Alliance N %	Cardinal N %	Eastpointe N %	Partners N %	Sandhills N %	Trillium N %	Vaya N %
● Strongly Agree	522 21.9%	134 22.6%	109 21.8%	38 20.8%	38 21.3%	74 25.3%	70 17.2%	53 23.8%
● Agree	1740 72.9%	432 72.7%	346 69.1%	133 72.7%	131 73.6%	209 71.3%	312 76.8%	166 74.4%
● Disagree	93 3.9%	23 3.9%	40 8.0%	9 4.9%	6 3.4%	8 2.7%	11 2.7%	3 1.3%
● Strongly Disagree	33 1.4%	5 0.8%	6 1.2%	3 1.6%	3 1.7%	2 0.7%	13 3.2%	1 0.4%
No Response	336	81	64	16	27	20	93	45
Total	2388 100.0%	594 100.0%	501 100.0%	183 100.0%	178 100.0%	293 100.0%	406 100.0%	223 100.0%
Not Answered	5	1	1	0	1	0	1	1
Reporting Category Single Items								
Achievement Score	94.75%	95.29%	90.82%	93.44%	94.94%	96.59%	94.09%	98.21%
2017 vs. 2016: +/- Chg (▲ Stat. sig.)	-0.5	-1.6	-4.8↓	+6.3↑	-1.8	-1.4	-0.9	-0.2

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

	NC Overall N %	Alliance N %	Cardinal N %	Eastpointe N %	Partners N %	Sandhills N %	Trillium N %	Vaya N %
● Strongly Agree	255 13.4%	67 15.1%	46 11.7%	20 13.3%	22 15.6%	34 14.8%	34 10.2%	24 13.0%
● Agree	1217 64.0%	291 65.7%	247 63.0%	89 59.3%	89 63.1%	145 63.3%	205 61.4%	135 73.0%
● Disagree	309 16.2%	65 14.7%	68 17.3%	28 18.7%	21 14.9%	39 17.0%	63 18.9%	22 11.9%
● Strongly Disagree	120 6.3%	20 4.5%	31 7.9%	13 8.7%	9 6.4%	11 4.8%	32 9.6%	4 2.2%
No Response	826	231	174	49	65	84	165	83
Total	1900 100.0%	443 100.0%	392 100.0%	150 100.0%	141 100.0%	229 100.0%	334 100.0%	185 100.0%
Not Answered	3	2	0	0	0	0	1	1
Reporting Category Single Items								
Achievement Score	77.46%	80.81%	74.74%	72.67%	78.72%	78.17%	71.56%	85.95%
2017 vs. 2016: +/- Chg (▲ Stat. sig.)	-3.1↓	+4.7	-3.6	-0.7	-7.1	-5.6	-10.4↓	-1.0

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 N %	Alliance N %	Cardinal N %	Eastpointe N %	Partners N %	Sandhills N %	Trillium N %	Vaya N %
● Strongly Agree	373 15.8%	89 16.4%	72 14.2%	31 17.4%	25 13.8%	49 17.7%	63 15.4%	37 15.8%
● Agree	1527 64.8%	378 69.6%	327 64.6%	107 60.1%	113 62.4%	194 70.0%	267 65.4%	145 62.0%
● Disagree	349 14.8%	64 11.8%	77 15.2%	26 14.6%	32 17.7%	27 9.7%	63 15.4%	45 19.2%
● Strongly Disagree	106 4.5%	12 2.2%	30 5.9%	14 7.9%	11 6.1%	7 2.5%	15 3.7%	7 3.0%
No Response	371	132	60	21	25	36	91	34
Total	2355 100.0%	543 100.0%	506 100.0%	178 100.0%	181 100.0%	277 100.0%	408 100.0%	234 100.0%
Not Answered	3	1	0	0	0	0	1	1
Reporting Category Single Items								
Achievement Score	80.65%	86.00%	78.85%	77.53%	76.24%	87.73%	80.88%	77.78%
2017 vs. 2016: +/- Chg (▲ Stat. sig.)	-2.3	+1.4	-2.5	+3.8	-5.7	-5.5	-7.4↓	-0.1

○ Response scored as: ● Room for Improvement ● Achievement

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

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
<input checked="" type="radio"/> Extremely Satisfied	460	18.0%	86	13.9%	81	15.1%	28	15.5%	42	21.9%	75	25.5%	66	14.2%	52	20.0%
<input checked="" type="radio"/> Satisfied	1716	67.3%	456	73.8%	341	63.6%	113	62.4%	130	67.7%	195	66.3%	315	67.7%	181	69.6%
<input checked="" type="radio"/> Dissatisfied	267	10.5%	58	9.4%	82	15.3%	26	14.4%	13	6.8%	20	6.8%	58	12.5%	22	8.5%
<input checked="" type="radio"/> Extremely Dissatisfied	106	4.1%	18	2.9%	32	6.0%	14	7.7%	7	3.6%	4	1.4%	26	5.6%	5	1.9%
No Response	177		57		30		18		14		19		34		8	
Total	2549	100.0%	618	100.0%	536	100.0%	181	100.0%	192	100.0%	294	100.0%	465	100.0%	260	100.0%
Not Answered	3		1		0		0		0		0		1		1	
Reporting Category																
Single Items																
Achievement Score	85.36%	87.70%	78.73%	77.90%	89.58%	91.84%	81.94%	89.62%								
2017 vs. 2016: +/- Chg (↕ Stat. sig.)	-0.8	-0.3	-7.6↓	+6.1	+3.3	-3.5	-7.8↓	+3.7								

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

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	190	7.0%	37	5.5%	46	8.1%	17	8.5%	16	7.8%	24	7.7%	30	6.0%	14	5.2%
No	2536	93.0%	638	94.5%	520	91.9%	182	91.5%	190	92.2%	289	92.3%	469	94.0%	254	94.8%
Total	2726	100.0%	675	100.0%	566	100.0%	199	100.0%	206	100.0%	313	100.0%	499	100.0%	268	100.0%
Not Answered	3		1		0		0		0		0		1		1	

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 2017 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 de-identified results. If you have any questions related to this survey please contact DataStat by email at 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 2017 Provider Satisfaction Survey. Please go ahead and close your browser window.