



# **SANDHILLS CENTER**

## 2019 Provider Satisfaction Survey Results

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# Purpose

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Assess provider perceptions of the 7 LME/MCOs in NC. These results allow NC Medicaid to evaluate the LME/MCOs' ability in the following areas:

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



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# Background

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- NC Medicaid annually contracts with The Carolinas Center for Medical Excellence (CCME) to conduct a Provider Satisfaction Survey of all the LMEs/MCOs participating in the Medicaid 1915(b)/(c) Waivers for Mental Health, Substance Abuse and Intellectual/Developmental Disabilities Services in North Carolina.
- DataStat, Inc. conducted the recent survey on behalf of CCME.
- **Population** - Active providers who were surveyed were defined as Medicaid Waiver providers with at least five 1915(b)/(c) Waiver encounters within a six month period (March 1, 2019 – August 31, 2019).
- **Method** - The Survey was administered over a six week period (October – November) using a web survey tool. Reminder calls and emails were used to encourage participation.



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# Sample Size

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Sandhills Center provided **478** active provider records. After removing missing email addresses and duplicate records, **463** provider records were sent the initial email invitation.

- **36** provider email addresses bounced back as non-deliverable
- **289** providers returned completed usable surveys
- **67.7% Response Rate**



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# Analysis Process

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Each response was analyzed and Sandhills Center's score was compared to:

- The state wide average
- The state wide minimum score
- The state wide maximum score
- Statistically Higher/Lower than 2019 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 2019 NC Overall
LME/MCO staff is easily accessible for information, referrals and scheduling of appointments	90.7%	86.4%	82.6%	90.7%	↑
LME/MCO staff are referring consumers whose clinical needs match the service(s) my practice/agency provides	83.9%	80.3%	74.2%		
LME/MCO staff responds quickly to provider needs	90.7%	83.6%	79.1%	90.7%	↑
Customer Service is responsive to local community stakeholders	91.9%	87.5%	84.0%	91.9%	↑
When I speak with staff about claims issues I am given consistent and accurate information	90.1%	87.7%	81.9%		
Claims trainings meet my needs	92.7%	89.9%	85.3%		

- **Green** highlights indicate Sandhills Center score was greater than the state recorded scores.
- The Upward pointing Green arrows ↑ indicate that Sandhills Center scored Statistically Higher than the NC Overall average. Note: we did not score Lower which would have been indicated by a downward pointing arrow.



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# Analysis Chart

Question	Sandhills Center Score	State Wide Average	State Wide Minimum	State Wide Maximum	Statistically Higher/Lower than 2019 NC Overall
Our claims are processed in a timely and accurate manner	95.6%	94.7%	92.5%		
Information Technology trainings are informative and meet my agency's needs	91.5%	91.5%	88.2%		
Provider Network meetings are informative and helpful	92.7%	87.9%	81.3%	92.7%	↑
Provider Network keeps providers informed of changes that affect my local Provider Network	92.0%	89.2%	84.9%		
Provider Network staff are knowledgeable and answer questions consistently and accurately	92.2%	86.4%	82.9%	92.2%	↑
Our interests as a network provider are being adequately addressed in the local Provider Council	89.8%	83.4%	72.6%	89.8%	↑



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# Analysis Chart

Question	Sandhills Center Score	State Wide Average	State Wide Minimum	State Wide Maximum	Statistically Higher/Lower than 2019 NC Overall
Overall satisfaction with Provider Network	90.2%	88.5%	84.1%		
The LME/MCO staff conducts fair and thorough investigations	89.5%	89.3%	85.4%		
After the audit or investigation, LME/MCO requests for corrective action plans and other supporting materials are fair and reasonable	90.6%	90.2%	87.0%		
Technical assistance and information provided by staff is accurate and helpful	92.4%	91.0%	88.0%		
Trainings are informative and meet our needs as a provider/agency	94.7%	90.6%	86.3%	94.7%	↑
Authorizations for treatment and services are made within the required timeframes	93.8%	93.7%	88.0%		



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# Analysis Chart

Question	Sandhills Center Score	State Wide Average	State Wide Minimum	State Wide Maximum	Statistically Higher/Lower than 2019 NC Overall
Denials for treatment and services are explained	89.2%	85.6%	82.0%	89.2%	
The authorizations issued are accurate (correct date, consumer and service)	96.6%	96.6%	93.9%		
My agency is satisfied with the appeals process for denial, reduction or suspension of service(s)	81.8%	82.6%	74.5%		
The LME/MCOs website has been a useful tool for helping my agency find the tools and materials needed to provide services	89.6%	85.3%	81.0%	89.6%	↑
Overall satisfaction with the LME/MCO	91.9%	88.9%	83.9%	91.9%	
		22 of 23 (95.6%)	0 of 23 (0%)	10 of 23 (43.5%)	8 of 23 (34.8%)

**Sandhills Center scored at or above the statewide average on 98.6% of the questions in the survey, the highest in North Carolina!**



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# Overall Result by LME/MCO

LME/MCO	Number of Maximum Scores by LME-MCO	Number of Minimum Scores by LME-MCO	# Statistically Higher than 2018 NC Overall	# Statistically Lower than 2018 NC Overall
Alliance	2	1	2	
Cardinal		15		17
Eastpointe	4		6	
Partners	5		5	
<b>Sandhills</b>	<b>10</b>		<b>8</b>	
Trillium	2	3	2	
Vaya		4		2

- Sandhills Center scored as the highest LME-MCO on 10 of the 23 questions, the most of any of our peers.
- Sandhills Center had eight (8) results that were statistically higher than the 2019 NC Overall result. There were NO results statistically lower than the 2019 NC Overall result or performance areas rated as the statewide minimum.



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# SHC Overall Result

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- Sandhills Center scored a **91.9%** for the question that rates overall LME-MCO satisfaction. For the 4<sup>th</sup> year in a row, we received the most number of highest scores on the survey and the highest statewide score on the question judging overall satisfaction with the LME-MCO.
- 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.
  - Informative, helpful training for Information Technology and Provider Network issues and keeping providers updated, as well as answering questions accurately.
  - Addressing provider interests in Provider Council and provider satisfaction with the network
  - Offering informative trainings that meet the needs of providers
- Sandhills Center scored 'Above Average' on every question except one in the 2019 DHHS Provider Satisfaction Survey, with no performance areas rated as the minimum.



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# Questions?

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