

2019 NC DHHS Provider Satisfaction Survey

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%		
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%	↑
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%		
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%)

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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	
Sandhills	10		8	
Trillium	2	3	2	
Vaya		4		2

- Sandhills Center scored as the highest LME-MCO on 10 of 23 (43.5%) questions, the most of any of our peers, and was the only LME-MCO to have more than five questions scored as the highest.
- Sandhills Center scored a 91.9 percent for the question that rates overall LME-MCO satisfaction. This was the highest score of our peer organizations. 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.
 - Informative, helpful training for 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
 - Having a website that is a useful tool for providers to find the tools and materials needed to provide services
- Sandhills Center scored at or above the State wide average on 95.6% of the questions in the 2019 DHHS Provider Satisfaction Survey, the highest percentage of any of our peer organizations. Sandhills Center had no performance areas rated as the State wide minimum.
- Sandhills Center had 8 results that were statistically higher than the 2019 NC Overall result and had no result that was statistically lower than the 2019 NC Overall result.