

2020 NC DHHS Provider Satisfaction Survey

Question	Sandhills Center Score	State Wide Average	State Wide Minimum	State Wide Maximum	Statistically Higher/Lower than 2020 NC Overall
LME/MCO staff is easily accessible for information, referrals and scheduling of appointments.	92.9%	88.2%	84%		↑
LME/MCO staff are referring consumers whose clinical needs match the service(s) my practice/agency provides.	84%	81.1%	73.9%		
LME/MCO staff responds quickly to provider needs.	89.8%	86.7%	82%		
When I speak with staff about claims issues I am given consistent and accurate information.	91.4%	88.6%	83.3%		
LME-MCO's communications to its Provider Network are informative and helpful.	94.7%	92%	87.7%		
Provider Network keeps providers informed of changes that affect my local Provider Network.	94.6%	92.7%	89.3%		
Provider Network staff are knowledgeable and answer questions consistently and accurately.	92.7%	88.9%	83.4%		↑
The LME/MCO staff conducts fair and thorough investigations.	93.9%	92.5%	88.9%		
LME/MCO requests for corrective action plans and other supporting materials are fair and reasonable	93.2%	93.3%	88.7%		
Trainings are informative and meet our needs as a provider/agency.	94.3%	91.4%	85.4%		
Denials for treatment and services are explained.	90.8%	88%	82.6%	90.8%	
My agency is satisfied with the appeals process for denial, reduction or suspension of service(s).	87.8%	87.1%	77.3%		
The LME/MCOs website has been a useful tool for helping my agency find the tools and materials needed to provide services.	88.9%	86.6%	79.1%		
I receive appropriate notice on the need to recredential. (*)	97.8%	94.7%	91.4%	97.8%	↑
The credentialing/recredentialing process occurs in a timely manner. (*)	94.4%	90.4%	82.6%	94.4%	↑
Provider relations credentialing staff are friendly and knowledgeable. (*)	97.7%	96%	91.8%		
Overall satisfaction with the LME/MCO	95.7%	91.3%	87.6%		↑
(*) = New question for 2020 survey 9 questions removed		16 of 17 (94.1%)	0 of 17 (0%)	3 of 17 (17.6%)	5 of 17 (29.4%)

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LME/MCO	Number of Maximum Scores by LME-MCO	Number of Minimum Scores by LME-MCO	# Statistically Higher than 2020 NC Overall	# Statistically Lower than 2020 NC Overall
Alliance	1	2	1	2
Cardinal		10		11
Eastpointe	3	1	1	
Partners	10		8	
Sandhills	3		5	
Trillium	2		1	
Vaya		4		2

- Sandhills Center scored as the highest LME-MCO on 3 of 17 (17.6%) questions.
- Sandhills Center scored a 95.7 percent for the question that rates overall LME-MCO satisfaction. This was the second highest score of our peer organizations, only 0.2% below the highest. Areas where Sandhills Center score the highest were:
 - Accessibility for information, referrals and scheduling of appointments.
 - Knowledge and answer questions consistently and accurately.
 - Receive appropriate notice on the need to recredential.
 - Credentialing/recredentialing process occurs in a timely manner.
 - Denials for treatment and services are explained.
- Sandhills Center scored at or above the State wide average on 94.1% of the questions in the 2020 DHHS Provider Satisfaction Survey, only missing 1 question by 0.1%. Sandhills Center had no performance areas rated as the State wide minimum.
- Sandhills Center had 5 results that were statistically higher than the 2020 NC Overall result and had no result that was statistically lower than the 2020 NC Overall result.