



# North Carolina Medicaid

## 2018 Provider Satisfaction Survey Results

December 2018



<b>Using This Report</b> . . . . .	1
<b>Methodology</b> . . . . .	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
<b>Trend Analysis</b> . . . . .	5
<b>Single Items</b> . . . . .	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
<b>Responses by Question</b> . . . . .	30
<b>Appendix: Sample Web Questionnaire</b>	

---

---

## Using This Report

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 North Carolina Medicaid (NC Medicaid) and The Carolinas Center for Medical Excellence (CCME).

This report is designed to allow NC Medicaid 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 NC Medicaid 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 (March 1, 2018 through August 31, 2018). 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 third week of the field period and continued until the end of data collection.

### Survey Milestones

1	First email request:	October 29, 2018
2	Follow-up email requests began:	November 1, 2018
3	Reminder calls began:	November 14, 2018
4	Data collection terminated:	December 10, 2018

### Sampling Frame

The seven participating health plans contributed a total of 4,152 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 3,979 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 2575 NC Provider providers, and the NC Provider usable response rate was 70.0%.

### Questionnaire

The instrument selected for the survey was provided by NC Medicaid 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.

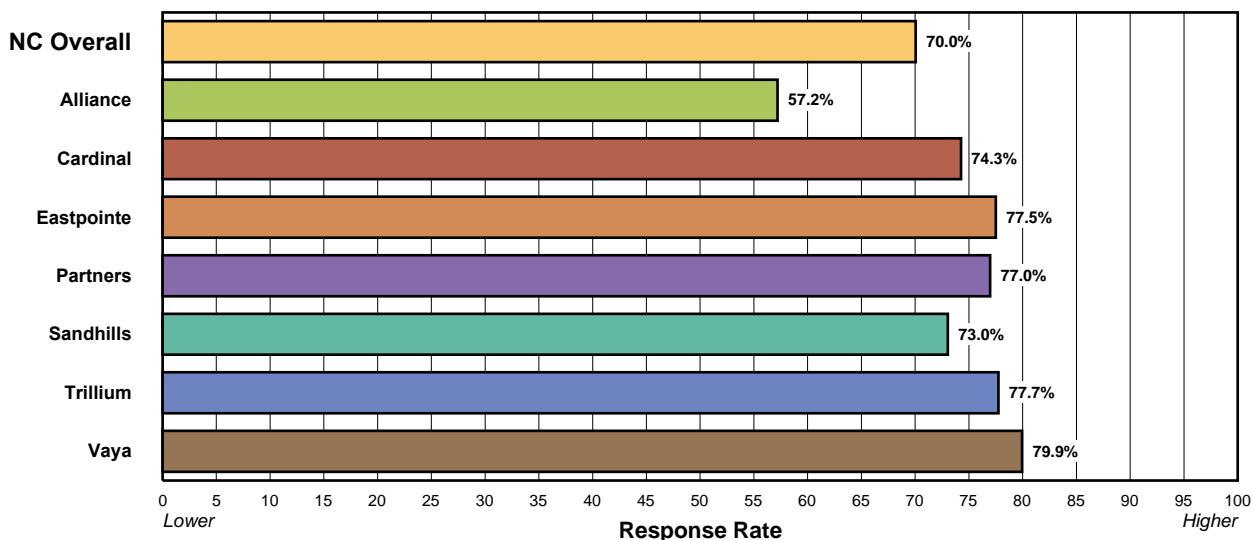
## Weighted Totals

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	3979	1339	801	285	364	466	328	396
†Email bounce back with non-delivery message	303	166	59	5	21	21	9	22
*Completed usable surveys	2575	671	551	217	264	325	248	299
<b>Response Rate</b>	<b>70.0%</b>	<b>57.2%</b>	<b>74.3%</b>	<b>77.5%</b>	<b>77.0%</b>	<b>73.0%</b>	<b>77.7%</b>	<b>79.9%</b>

\*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 of 4,152 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 3,979 provider records for inclusion into the survey.

The number of providers in Trillium Health Resource's sample frame decreased from 1,077 in 2017 to 336 in 2018, which subsequently improved their completed survey response rate from 57% in 2017 to 78% in 2018. Trillium attributes this to their removal of duplicative, incorrect or inactive provider email addresses from their sample frame. Eight duplicate records were removed by DataStat for a final total for Trillium of 328 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 third week of the field period and continued until the end of data collection.

## Trend Analysis - 2018 vs. 2017

The table below provides a snapshot of the items with the greatest point change, positive or negative, since 2017. 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 2017 and 2018 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 2018 Score	NC Provider 2017 Score	Point Change
Q26. My agency is satisfied with the appeals process for denial, reduction, or suspension of service(s)	81.9%	77.5%	+ 4.4 ▲
Q27. The LME/MCOs website has been a useful tool for helping my agency find the tools and materials needed to provide services	84.1%	80.6%	+ 3.4 ▲
Q11. Our claims are processed in a timely and accurate manner	94.4%	91.6%	+ 2.8 ▲
Q10. Claims trainings meet my needs	88.8%	86.4%	+ 2.4 ▲
Q14. Provider Network keeps providers informed of changes that affect my local Provider Network	87.1%	85.6%	+ 1.5
Q24. Denials for treatment and services are explained	85.1%	83.6%	+ 1.5
Q8. Customer Service is responsive to local community stakeholders	86.1%	84.7%	+ 1.4
Q28. Overall satisfaction with the LME/MCO	86.6%	85.4%	+ 1.3
Q23. Authorizations for treatment and services are made within the required timeframes	91.8%	90.6%	+ 1.3
Q12. Information Technology trainings are informative and meet my agency's needs	89.1%	87.9%	+ 1.2
Q16. Our interests as a network provider are being adequately addressed in the local Provider Council	80.9%	80.1%	+ 0.8
Q15. Provider Network staff are knowledgeable and answer questions consistently and accurately	84.3%	83.5%	+ 0.8
Q7. LME/MCO staff responds quickly to provider needs	80.8%	80.1%	+ 0.7
Q17. Overall satisfaction with Provider Network	85.5%	85.1%	+ 0.4
Q25. The authorizations issued are accurate (correct date, consumer and service)	95.1%	94.8%	+ 0.3
Q20. Technical assistance and information provided by staff is accurate and helpful	89.1%	88.8%	+ 0.3
Q9. When I speak with staff about claims issues I am given consistent and accurate information	84.5%	84.3%	+ 0.3
Q19. After the audit or investigation, LME/MCO requests for corrective action plans and other supporting materials are fair and reasonable	88.9%	89.2%	- 0.3
Q13. Provider Network meetings are informative and helpful	87.1%	87.8%	- 0.7
Q5. LME/MCO staff is easily accessible for information, referrals, and scheduling of appointments	83.9%	85.6%	- 1.7

Better  
▲  
↓  
▼  
Worse

▲ ▼ Statistically significantly higher/lower than 2017 score.

---

---

## Single Items

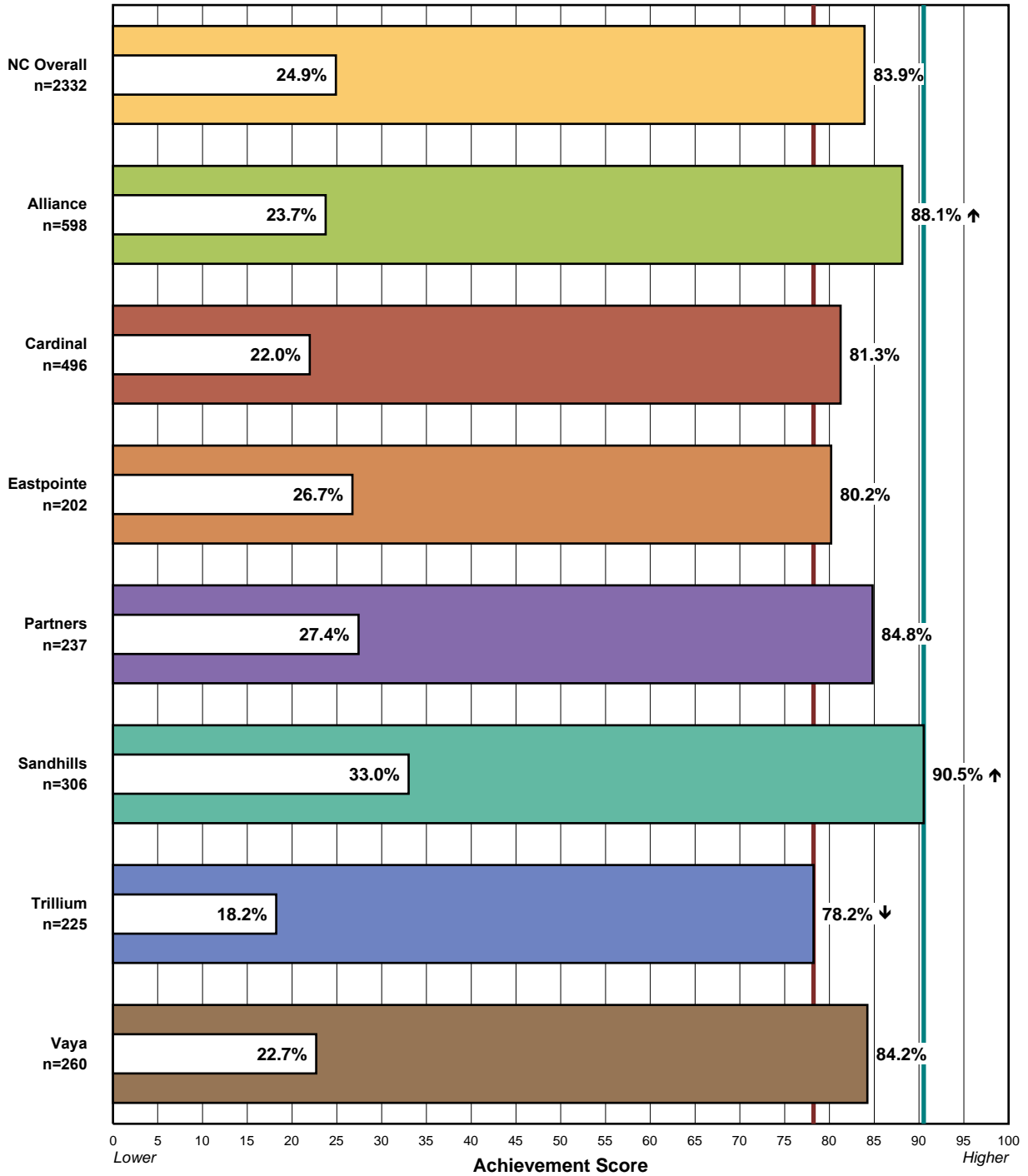
Each achievement-related question from the survey is presented here. The achievement scores presented on the following pages reflect responses of "Strongly Agree" or "Agree" to the questions, except for Q17 and Q28. For Q17 (Overall Satisfaction with Provider Network) and Q28 (Overall Satisfaction with 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



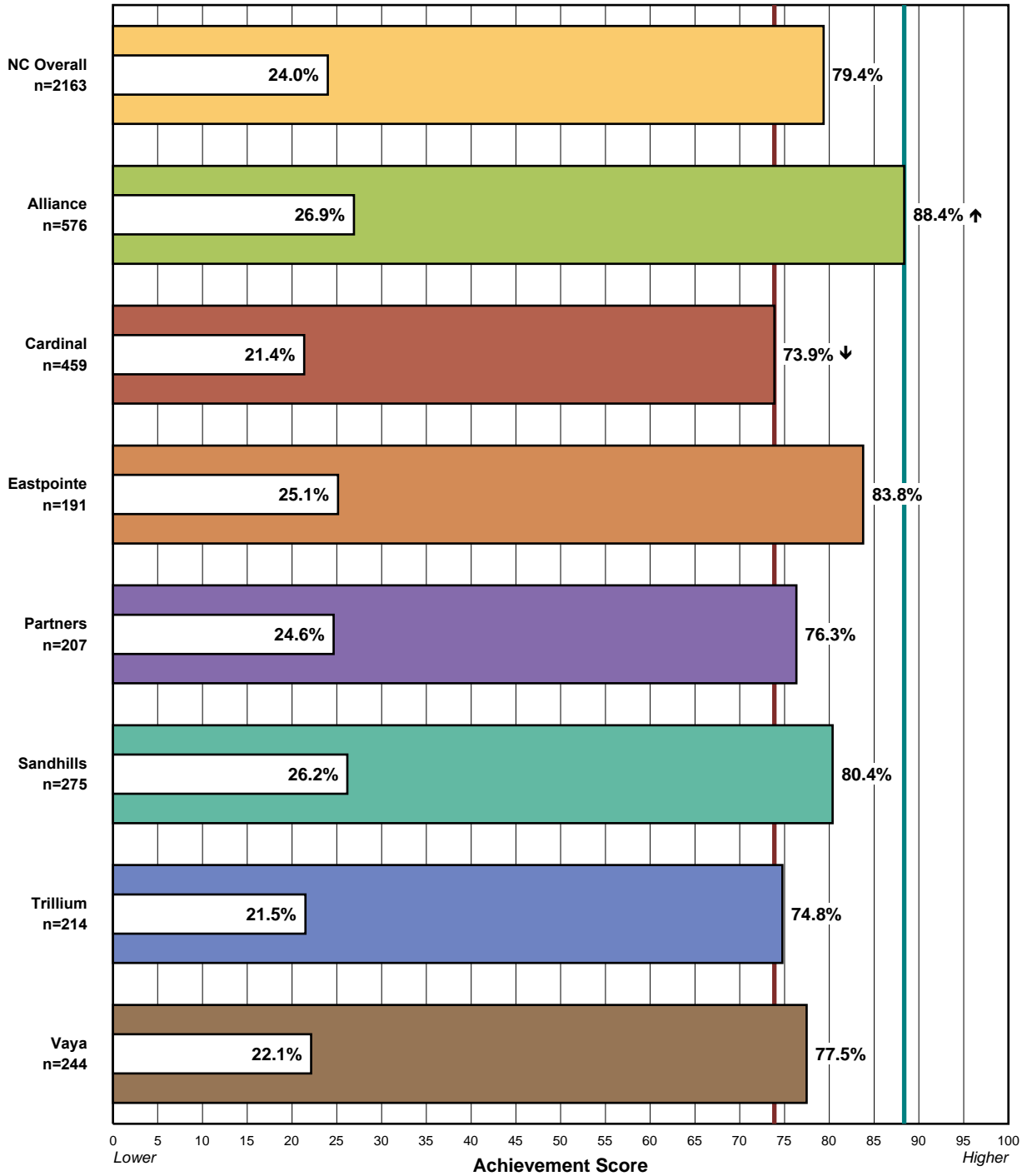
↑↓ Score statistically significantly higher/lower than 2018 NC Overall  
 Note: Hollow portion of bar represents proportions giving a response of Strongly Agree.

— Low Benchmark

— High Benchmark

### Single Items

## Q6. LME/MCO staff are referring consumers whose clinical needs match the service(s) my practice/agency provides



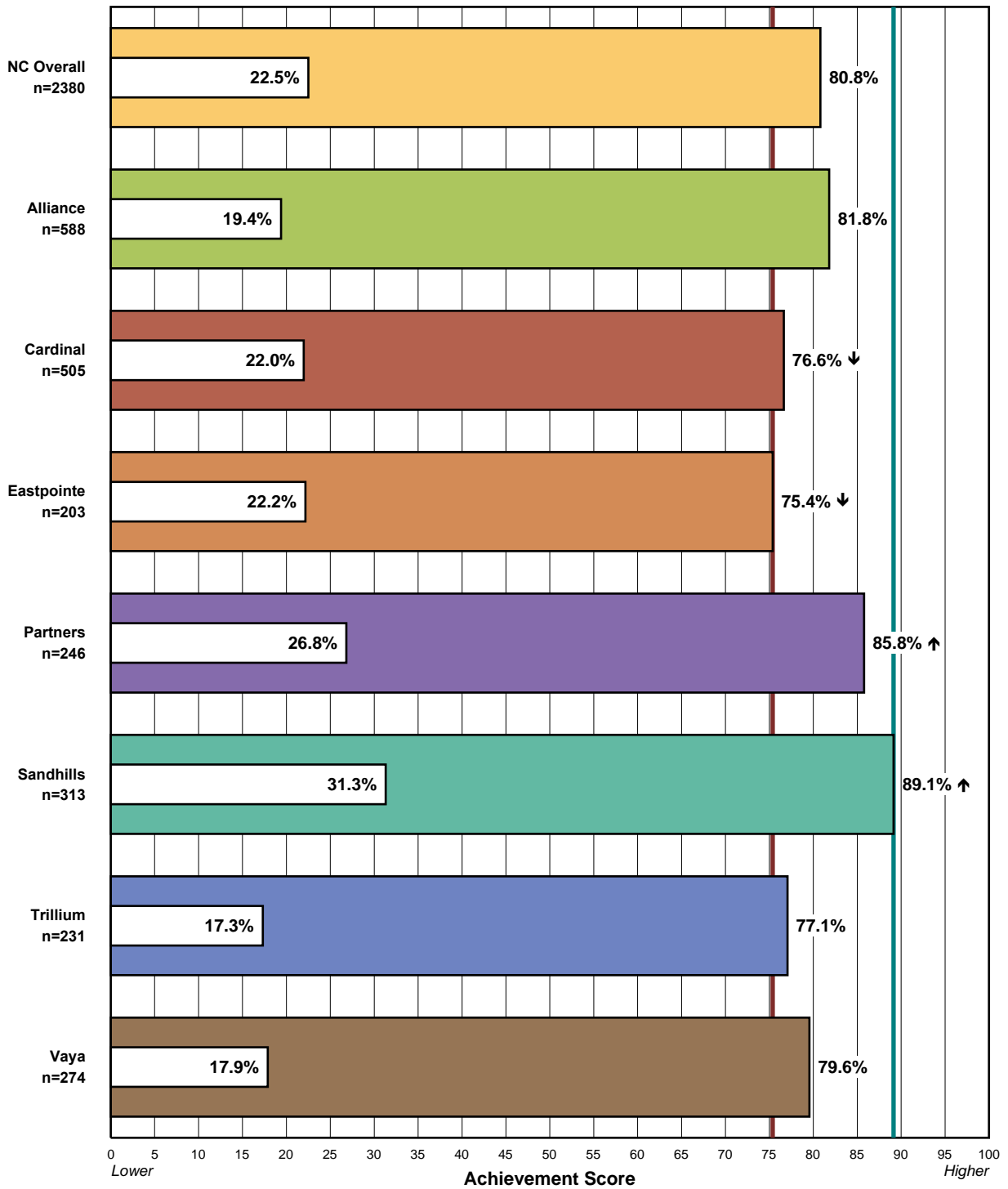
↑↓ Score statistically significantly higher/lower than 2018 NC Overall  
 Note: Hollow portion of bar represents proportions giving a response of Strongly Agree.

— Low Benchmark

— High Benchmark

### Single Items

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



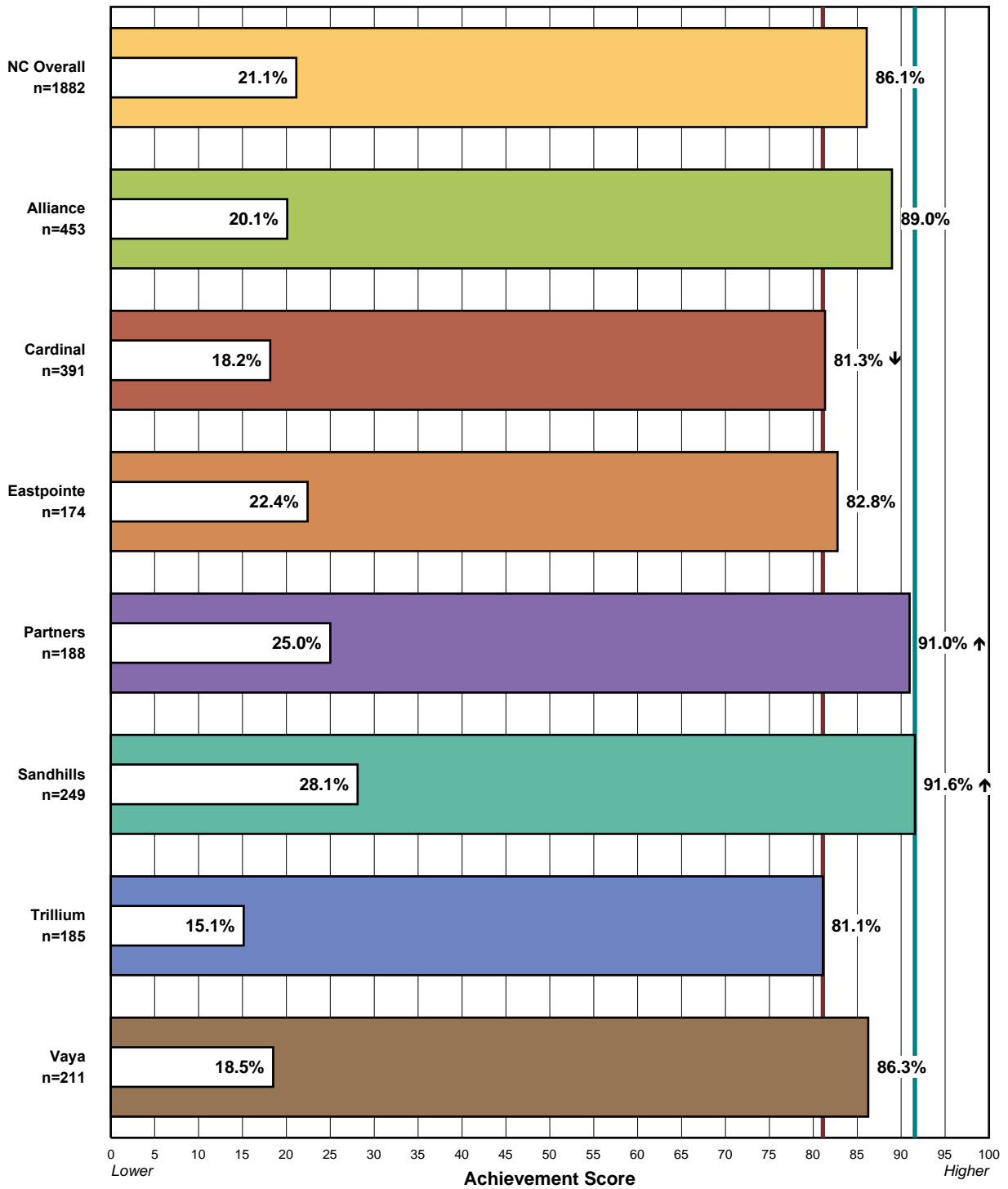
↑↓ Score statistically significantly higher/lower than 2018 NC Overall  
 Note: Hollow portion of bar represents proportions giving a response of Strongly Agree.

— Low Benchmark

— High Benchmark

### Single Items

## Q8. Customer Service is responsive to local community stakeholders



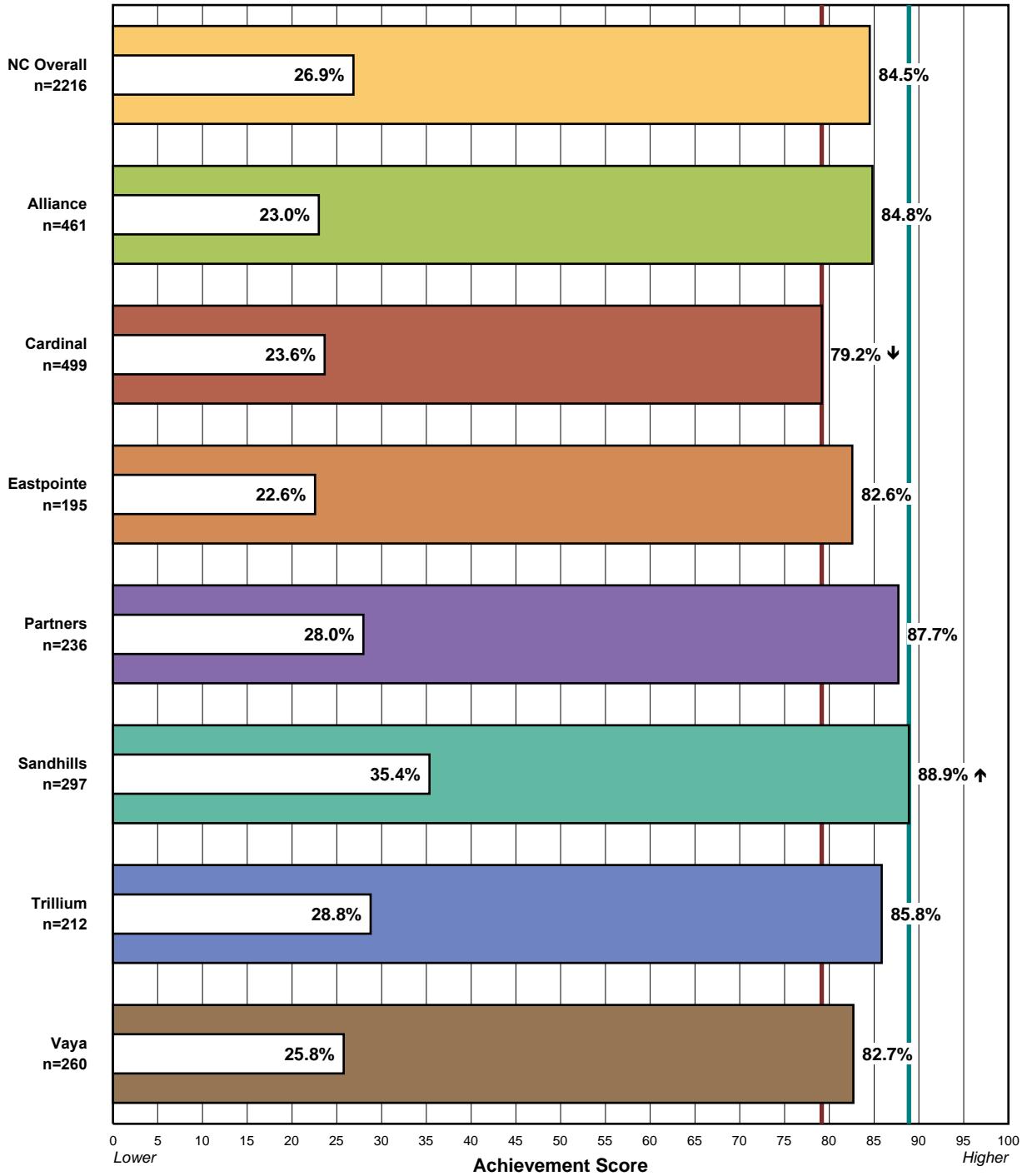
↑↓ Score statistically significantly higher/lower than 2018 NC Overall  
 Note: Hollow portion of bar represents proportions giving a response of Strongly Agree.

— Low Benchmark

— High Benchmark

### Single Items

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



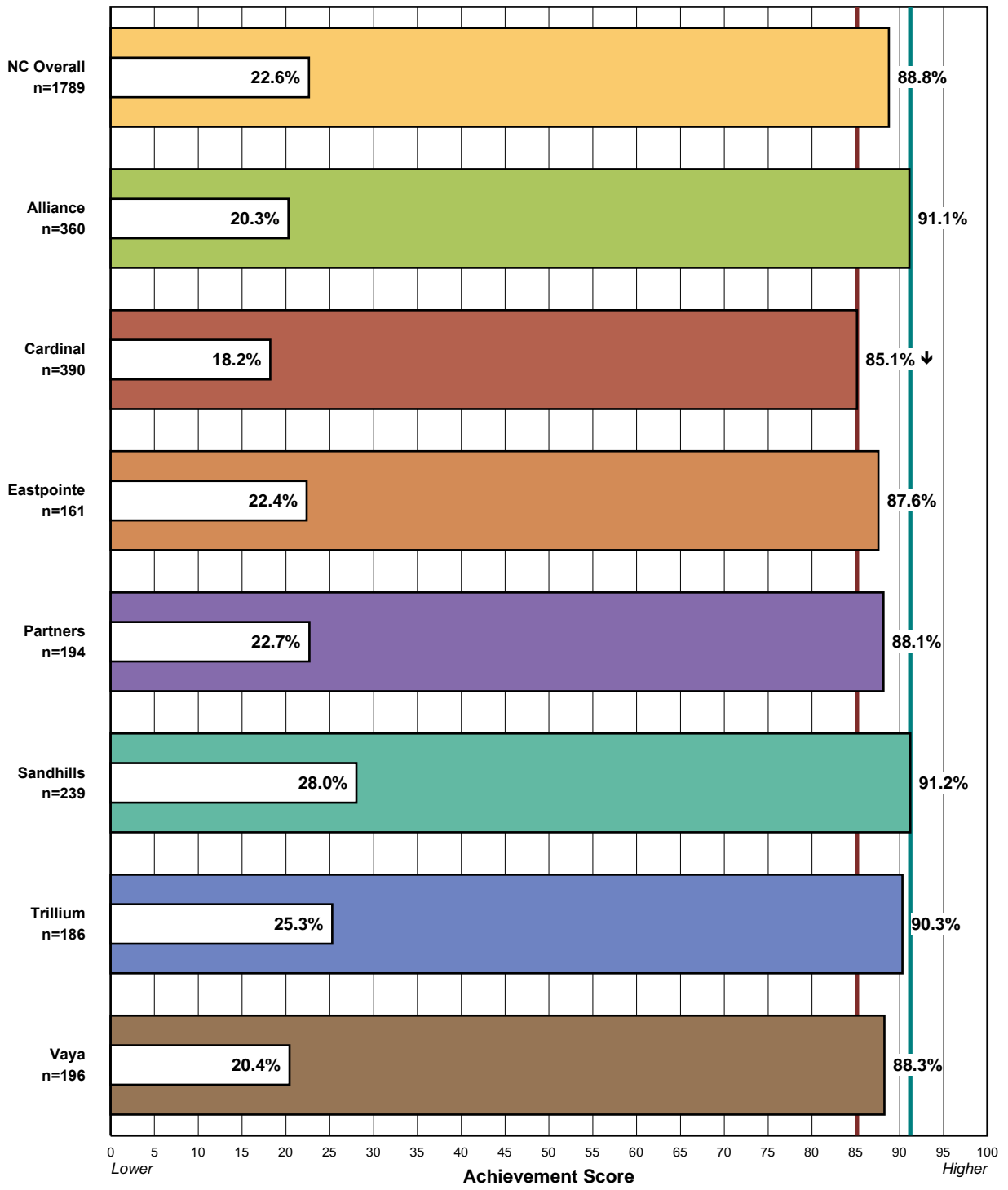
↑↓ Score statistically significantly higher/lower than 2018 NC Overall  
 Note: Hollow portion of bar represents proportions giving a response of Strongly Agree.

— Low Benchmark

— High Benchmark

### Single Items

#### Q10. Claims trainings meet my needs



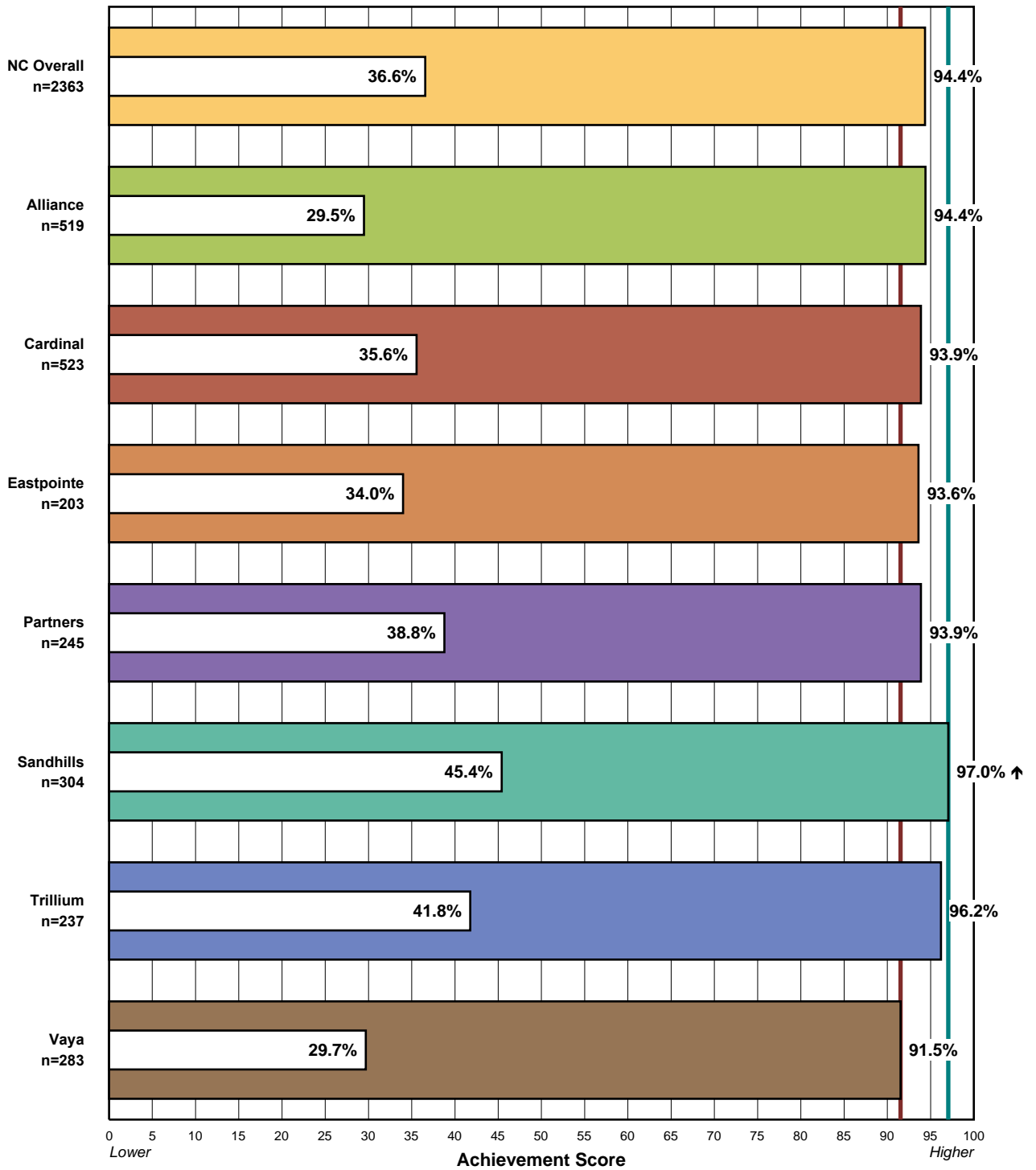
↑↓ Score statistically significantly higher/lower than 2018 NC Overall  
 Note: Hollow portion of bar represents proportions giving a response of Strongly Agree.

— Low Benchmark

— High Benchmark

### Single Items

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



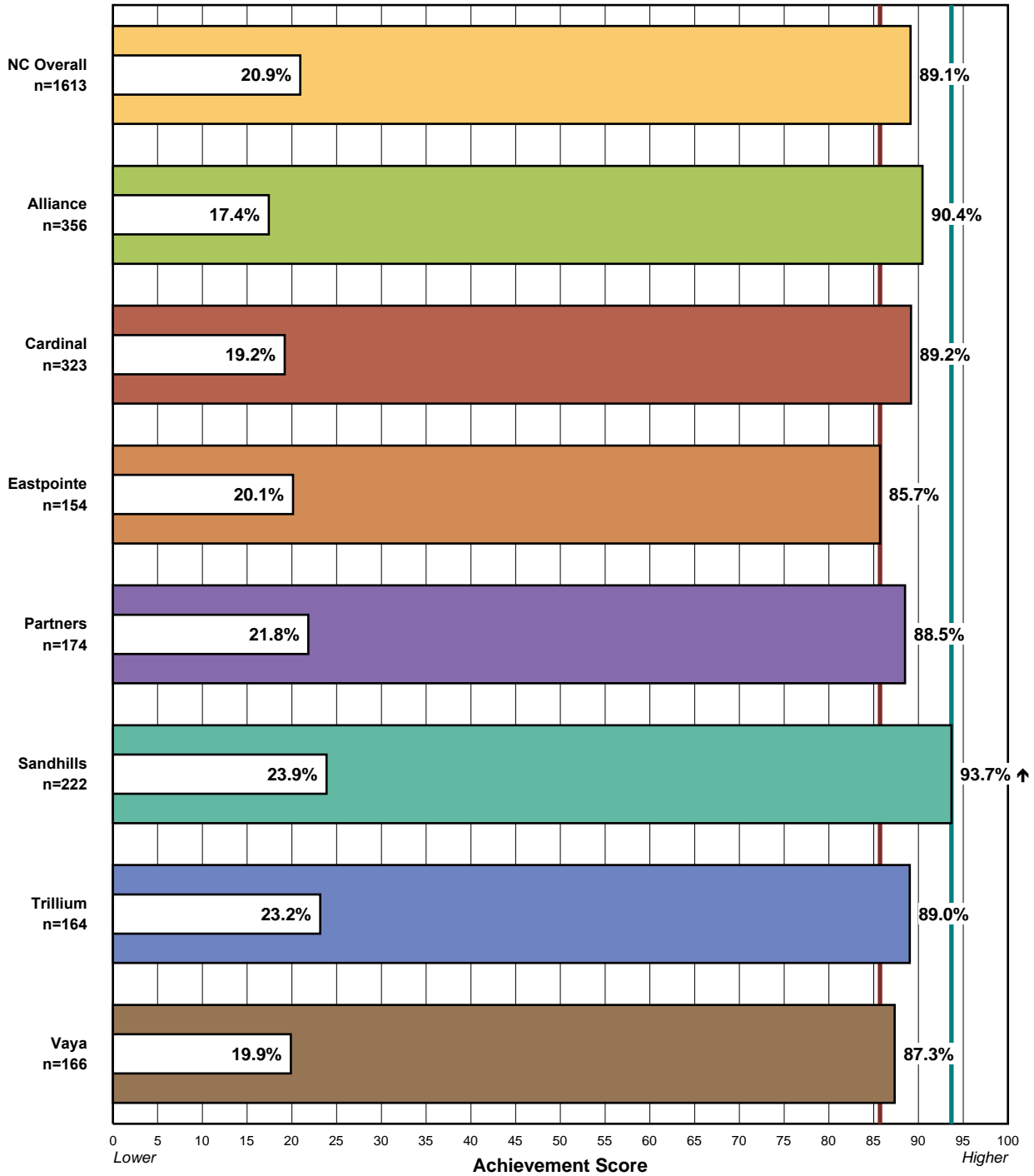
↑↓ Score statistically significantly higher/lower than 2018 NC Overall  
 Note: Hollow portion of bar represents proportions giving a response of Strongly Agree.

— Low Benchmark

— High Benchmark

### Single Items

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



↑↓ Score statistically significantly higher/lower than 2018 NC Overall  
 Note: Hollow portion of bar represents proportions giving a response of Strongly Agree.

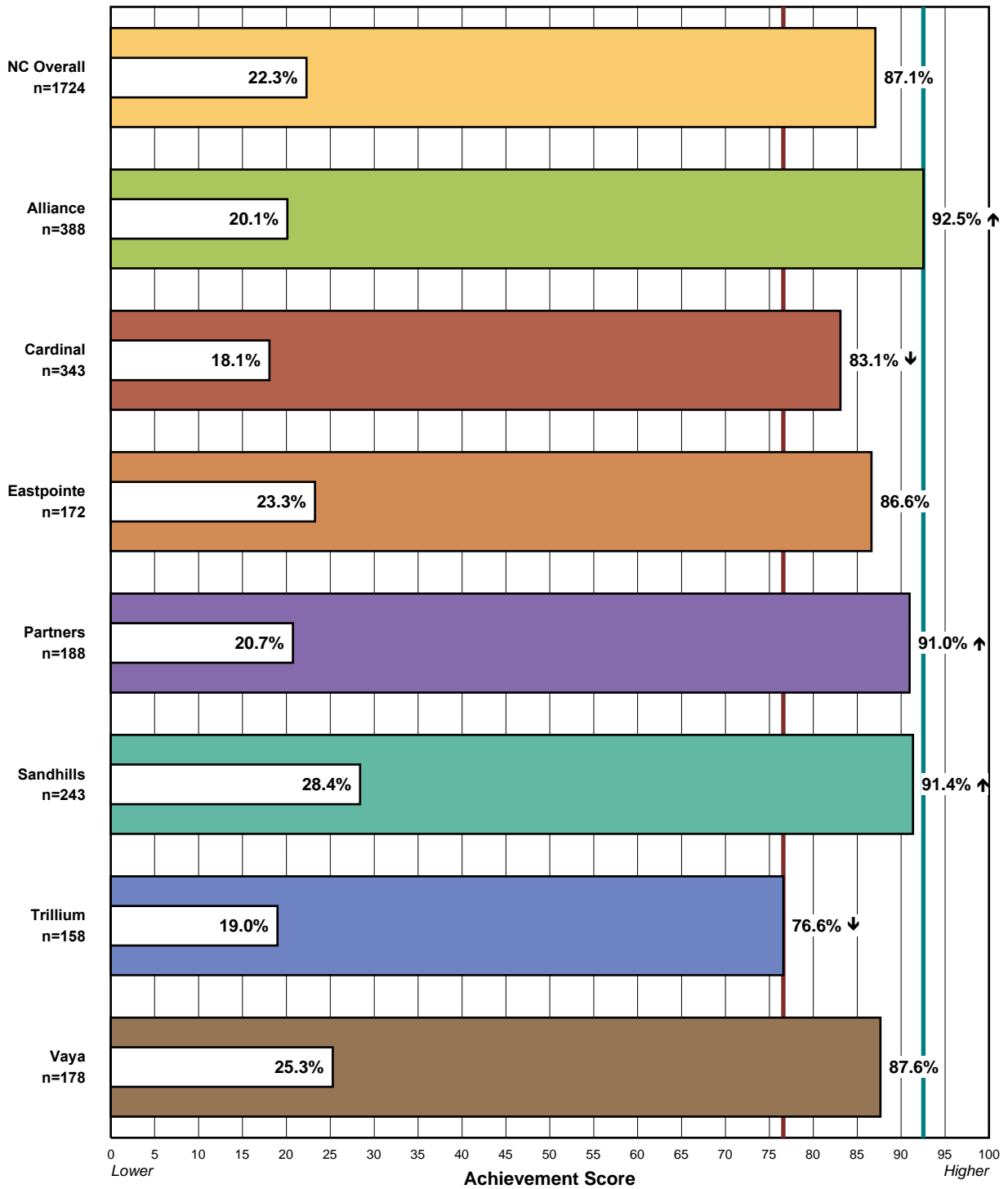
— Low Benchmark

— High Benchmark



### Single Items

### Q13. Provider Network meetings are informative and helpful



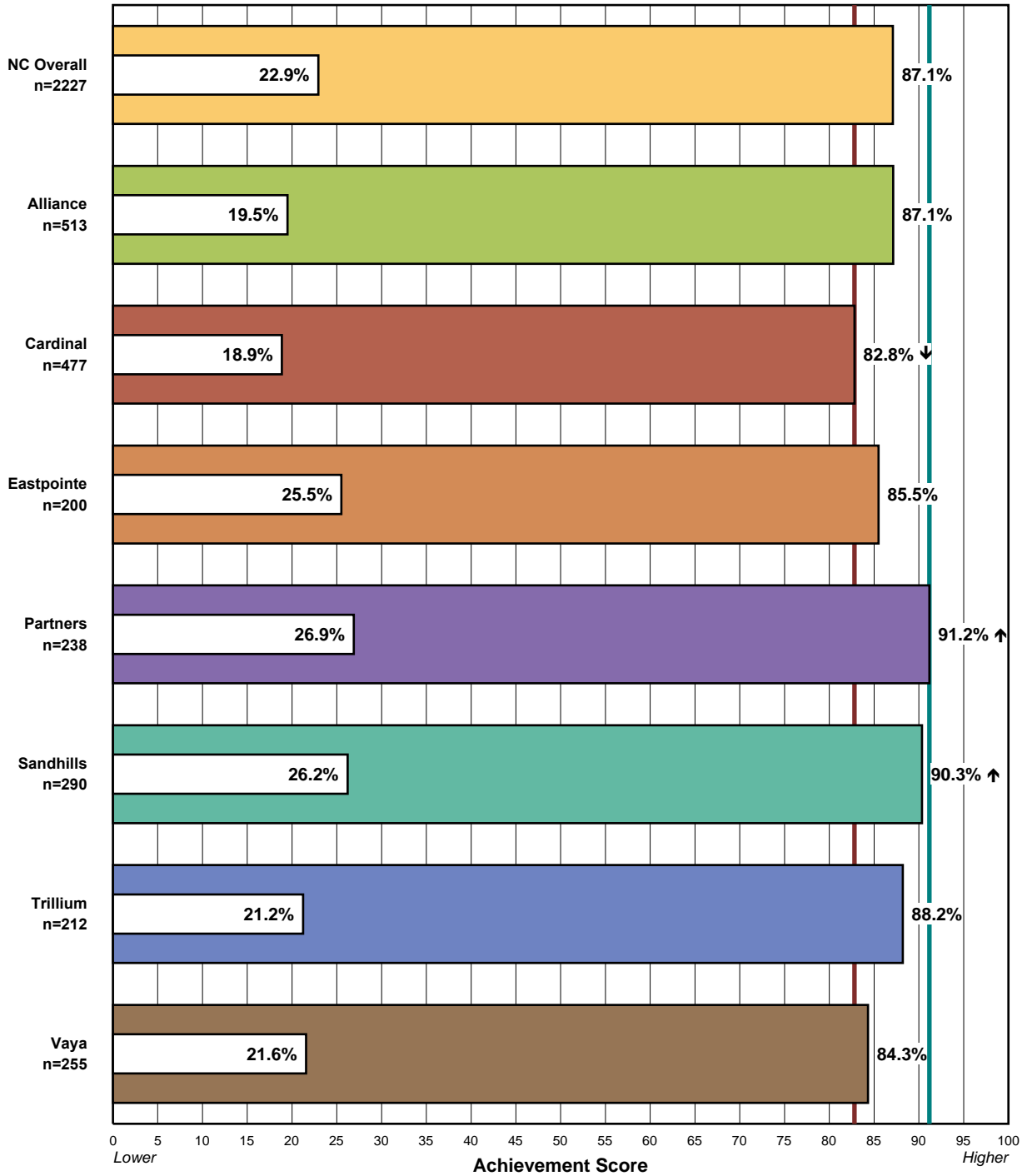
↑↓ Score statistically significantly higher/lower than 2018 NC Overall  
 Note: Hollow portion of bar represents proportions giving a response of Strongly Agree.

— Low Benchmark

— High Benchmark

### Single Items

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



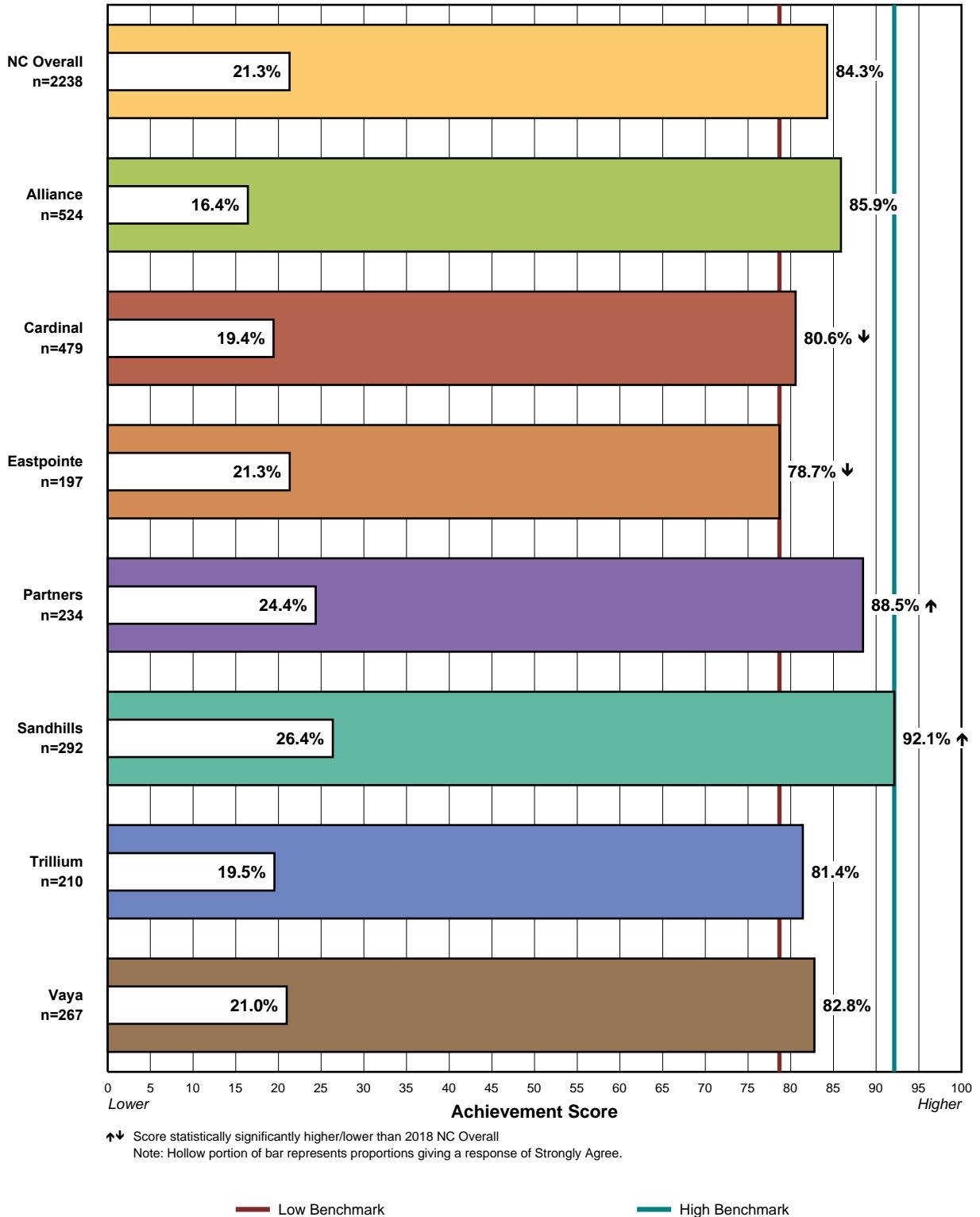
↑↓ Score statistically significantly higher/lower than 2018 NC Overall  
 Note: Hollow portion of bar represents proportions giving a response of Strongly Agree.

— Low Benchmark

— High Benchmark

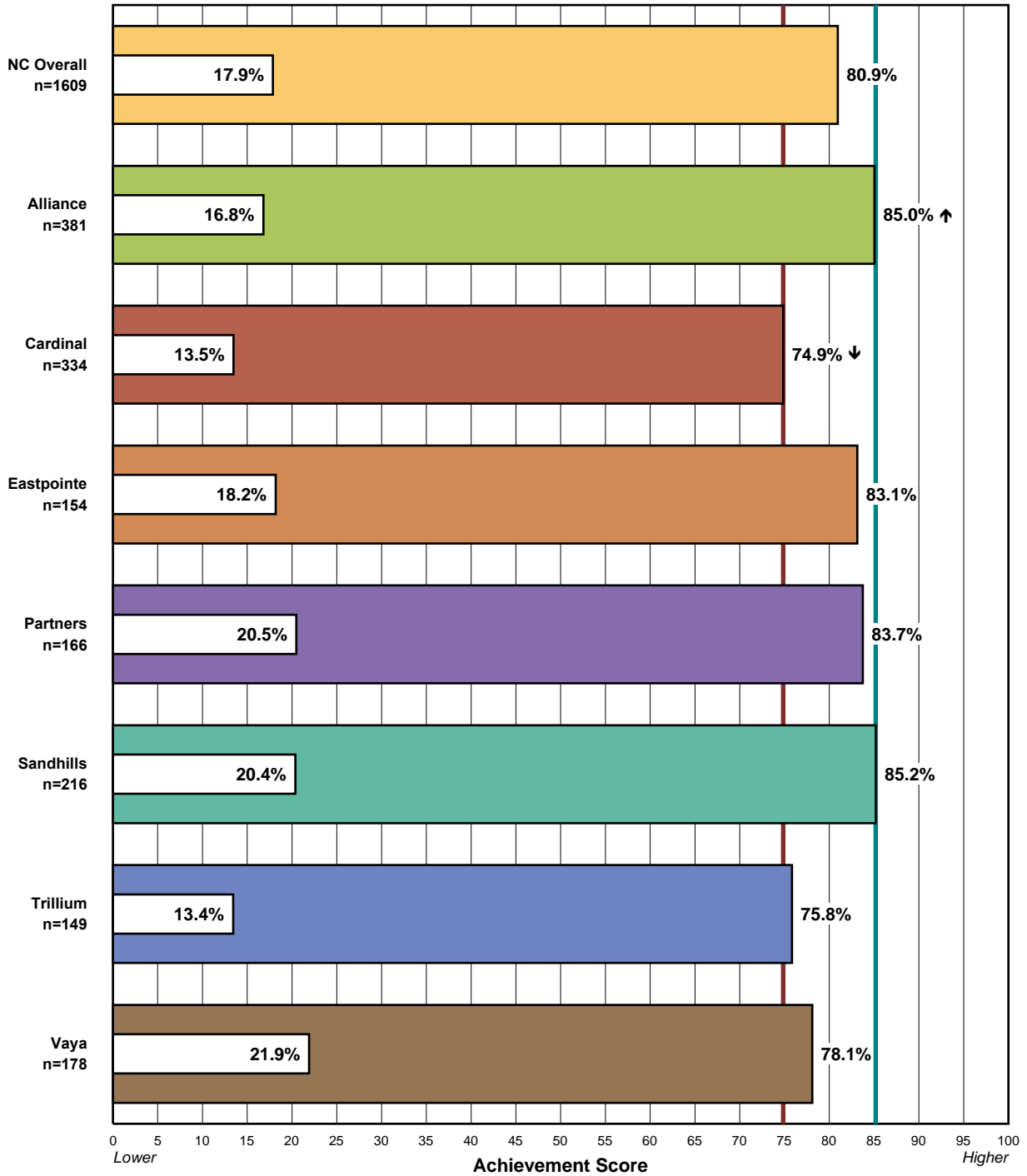
### Single Items

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



### Single Items

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



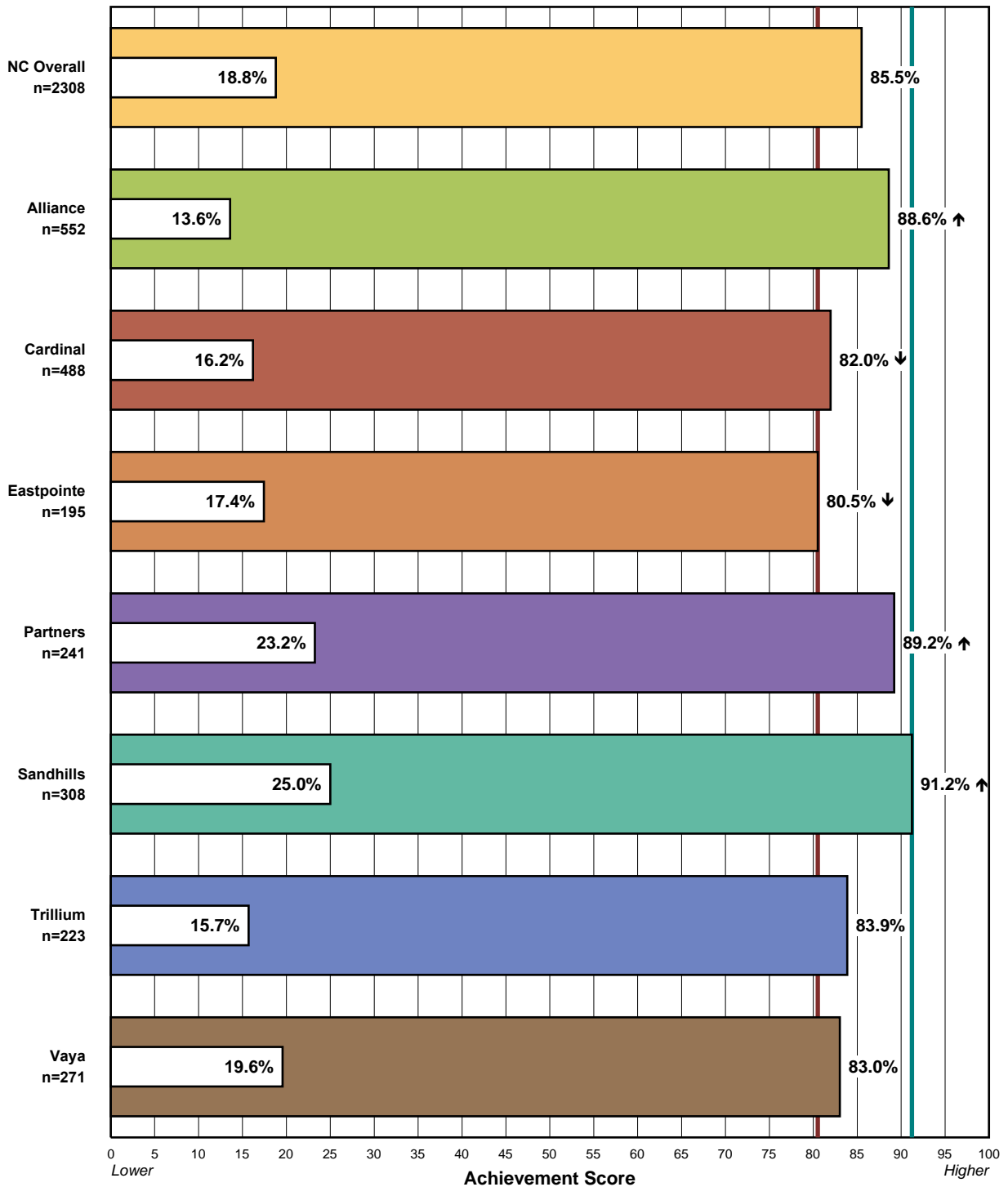
↑↓ Score statistically significantly higher/lower than 2018 NC Overall  
 Note: Hollow portion of bar represents proportions giving a response of Strongly Agree.

— Low Benchmark

— High Benchmark

### Single Items

### Q17. Overall satisfaction with Provider Network



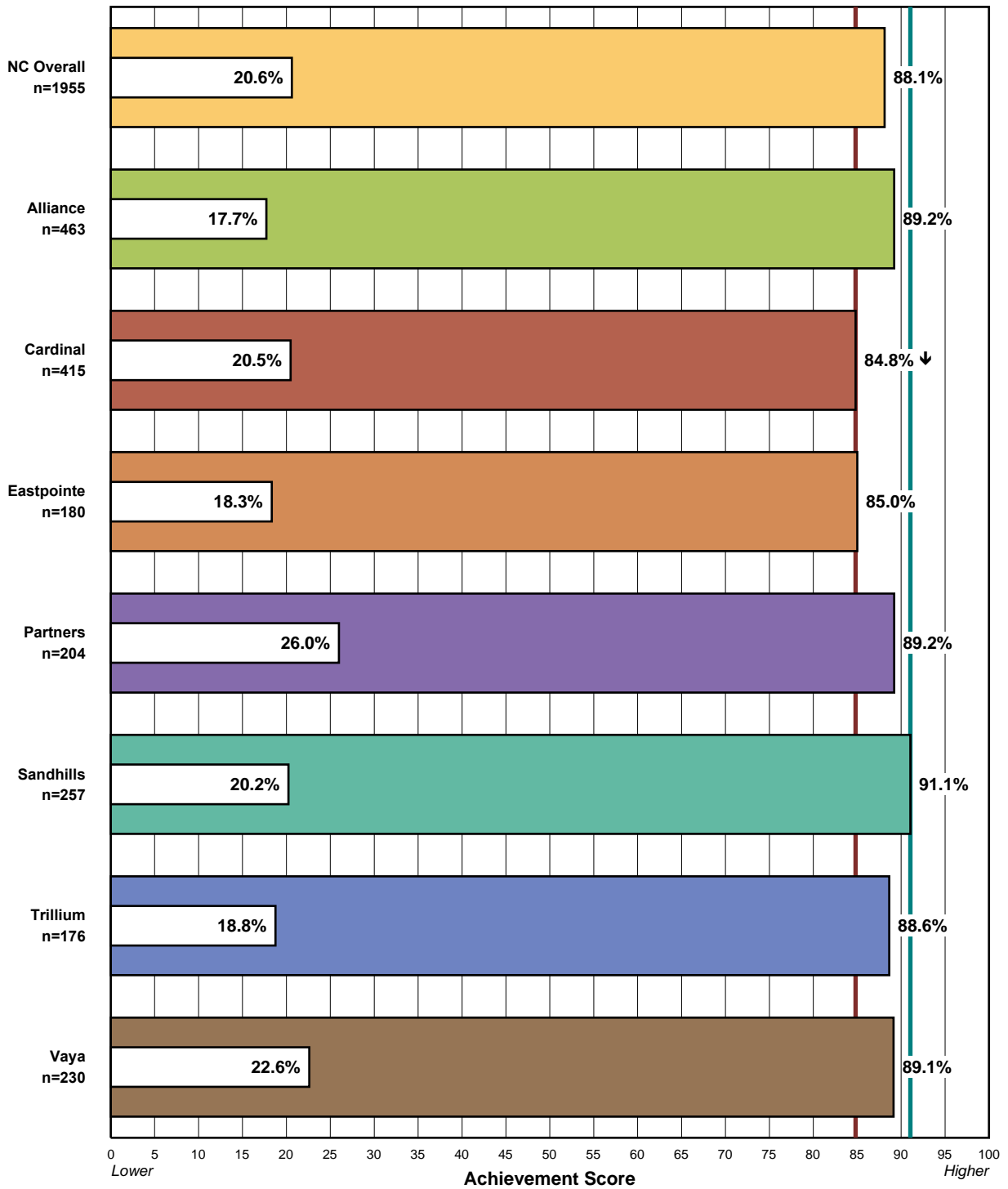
↑↓ Score statistically significantly higher/lower than 2018 NC Overall  
 Note: Hollow portion of bar represents proportions giving a response of Extremely Satisfied.

— Low Benchmark

— High Benchmark

### Single Items

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



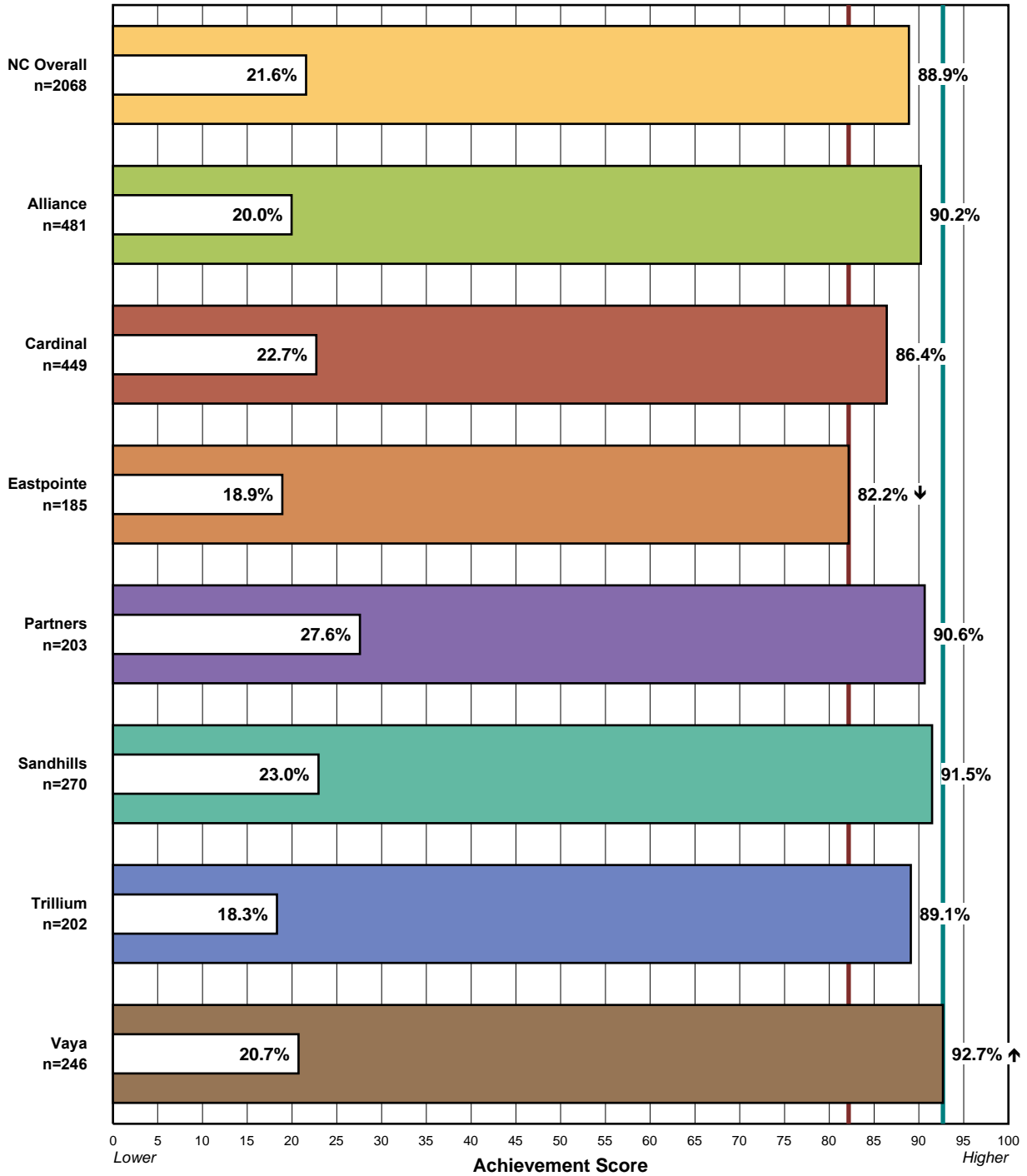
↑↓ Score statistically significantly higher/lower than 2018 NC Overall  
 Note: Hollow portion of bar represents proportions giving a response of Strongly Agree.

— 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



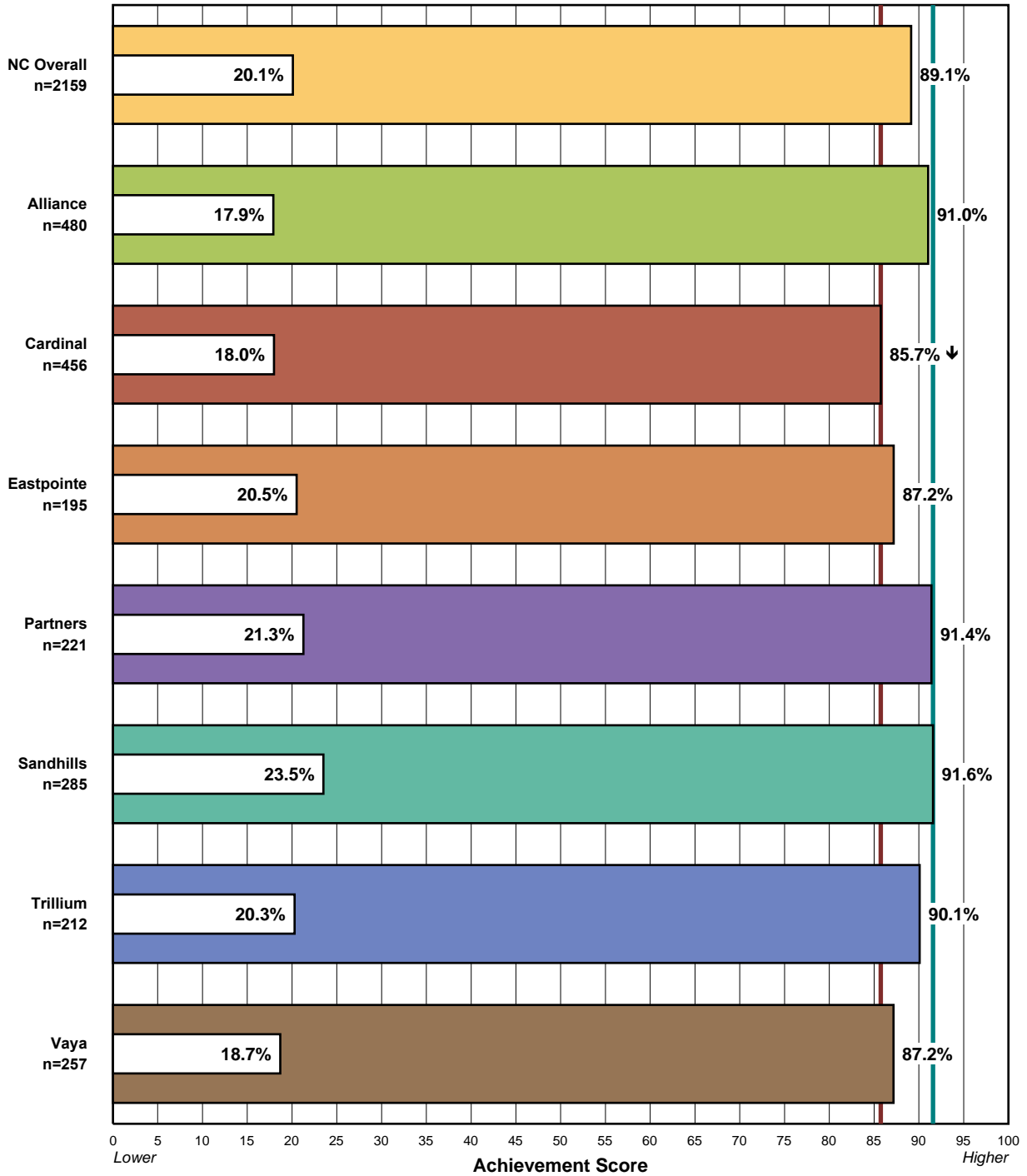
↑↓ Score statistically significantly higher/lower than 2018 NC Overall  
 Note: Hollow portion of bar represents proportions giving a response of Strongly Agree.

— Low Benchmark

— High Benchmark

### Single Items

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



↑↓ Score statistically significantly higher/lower than 2018 NC Overall  
 Note: Hollow portion of bar represents proportions giving a response of Strongly Agree.

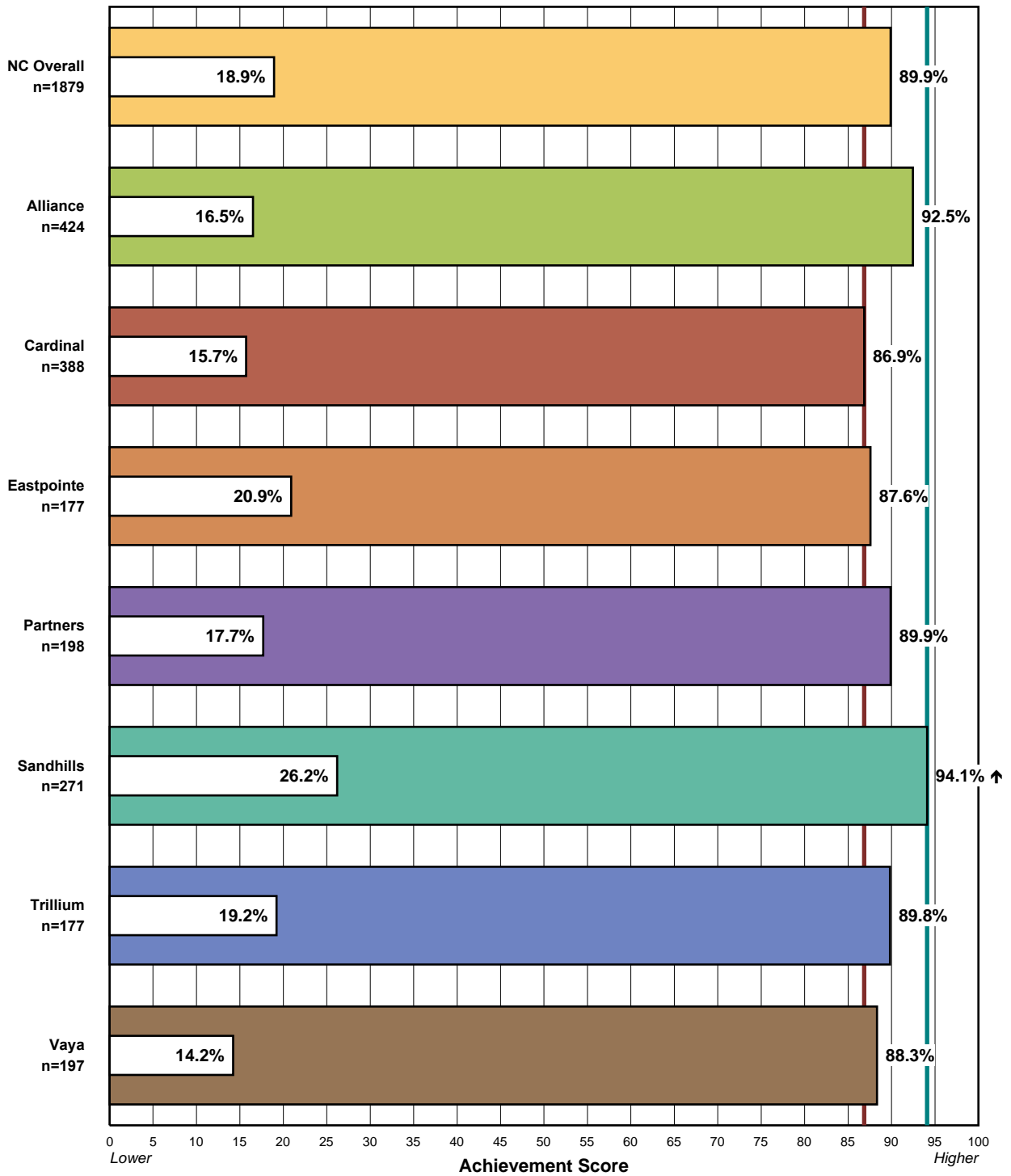
— Low Benchmark

— High Benchmark



### Single Items

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



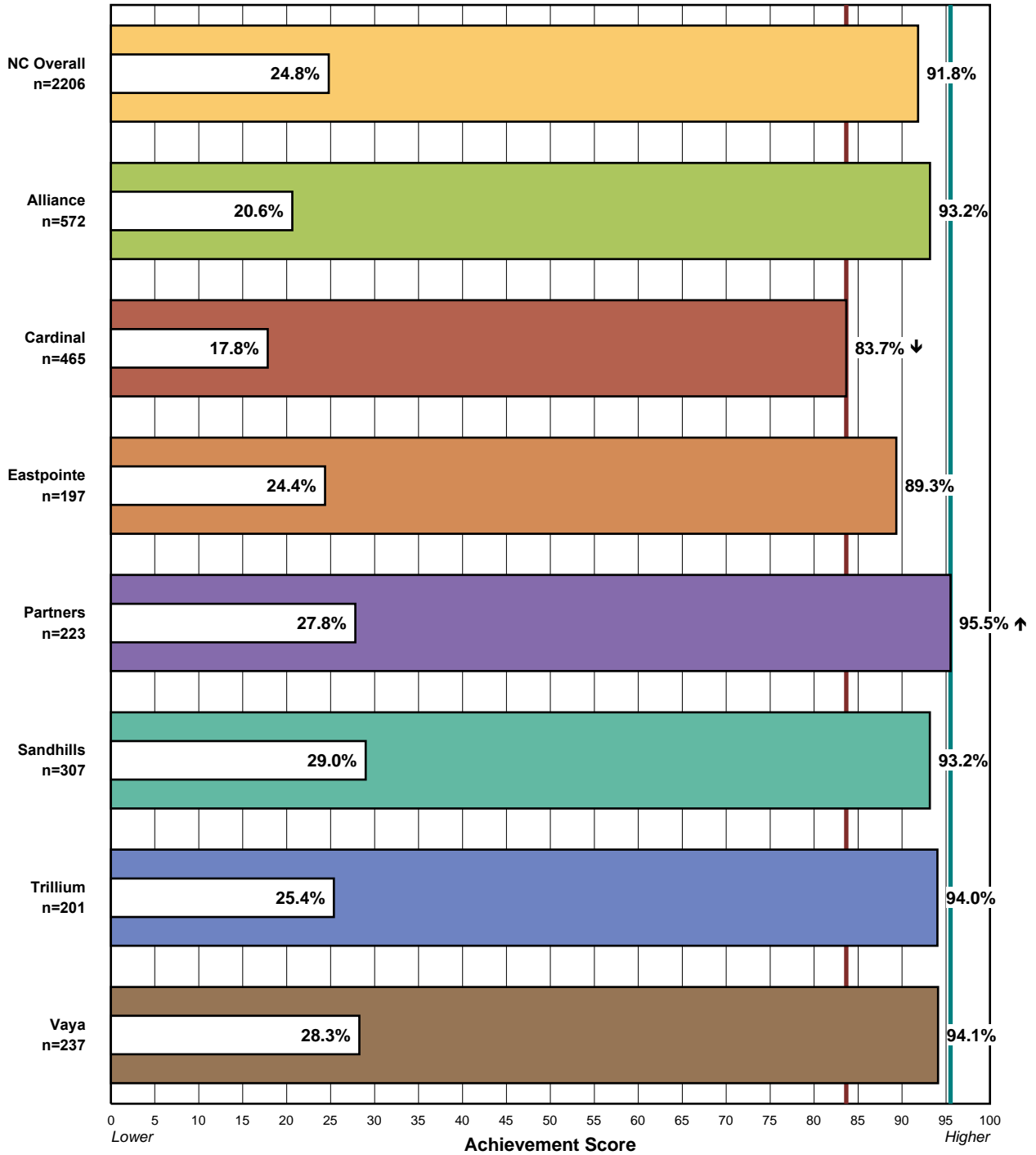
↑↓ Score statistically significantly higher/lower than 2018 NC Overall  
 Note: Hollow portion of bar represents proportions giving a response of Strongly Agree.

— Low Benchmark

— High Benchmark

### Single Items

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



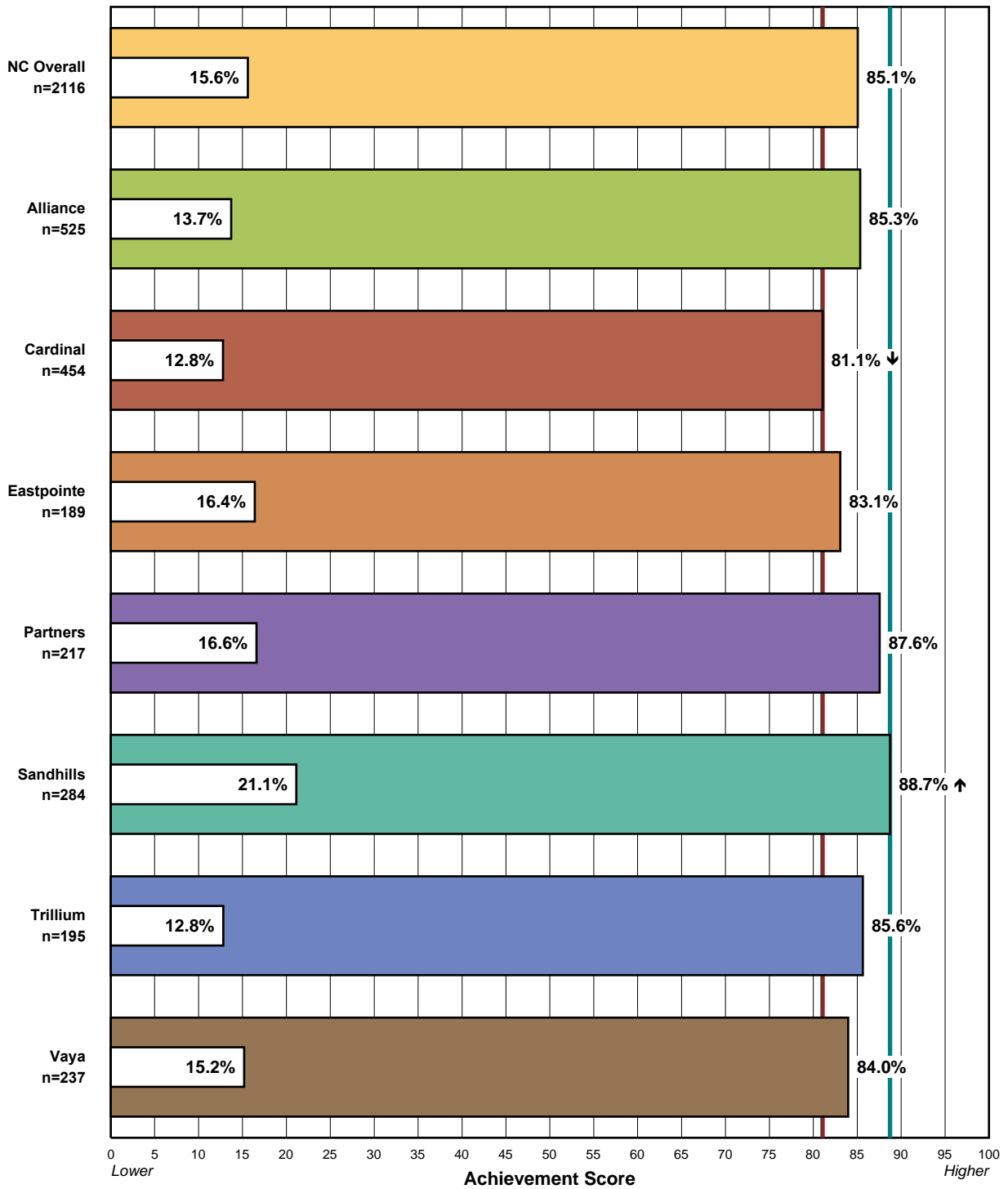
↑↓ Score statistically significantly higher/lower than 2018 NC Overall  
 Note: Hollow portion of bar represents proportions giving a response of Strongly Agree.

— Low Benchmark

— High Benchmark

### Single Items

### Q24. Denials for treatment and services are explained



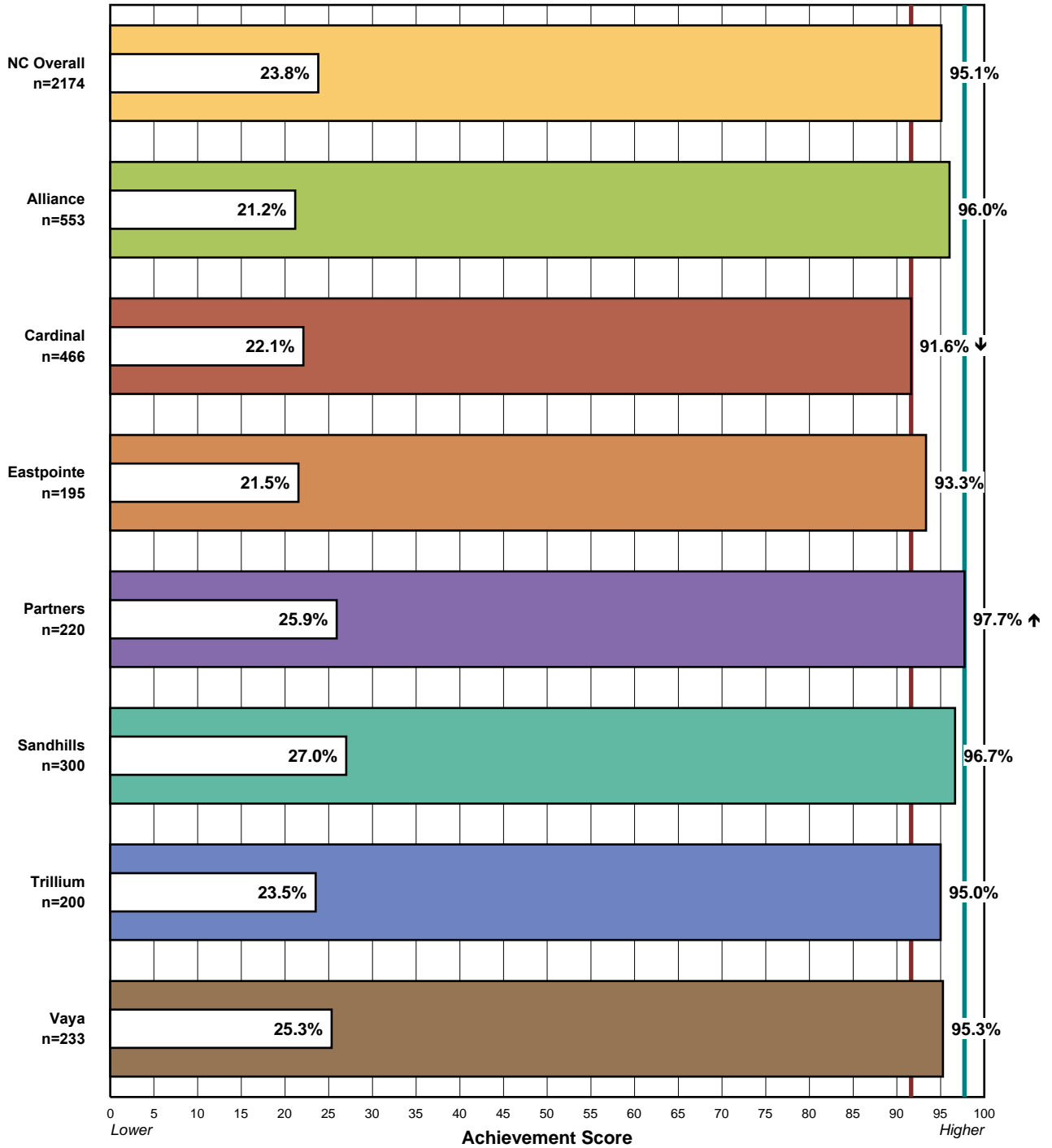
↑↓ Score statistically significantly higher/lower than 2018 NC Overall  
 Note: Hollow portion of bar represents proportions giving a response of Strongly Agree.

— Low Benchmark

— High Benchmark

### Single Items

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



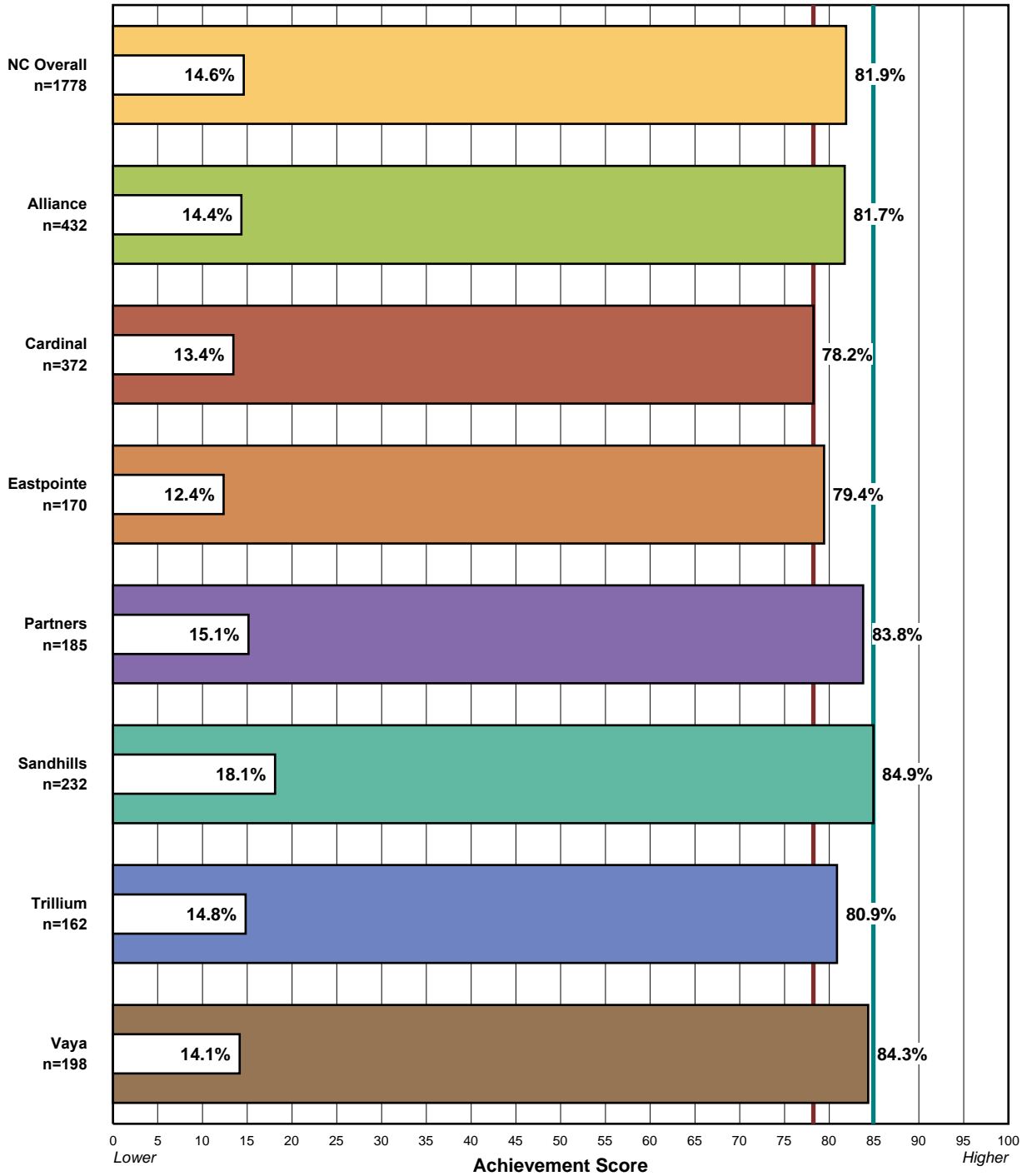
↑↓ Score statistically significantly higher/lower than 2018 NC Overall  
 Note: Hollow portion of bar represents proportions giving a response of Strongly Agree.

— Low Benchmark

— High Benchmark

### Single Items

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



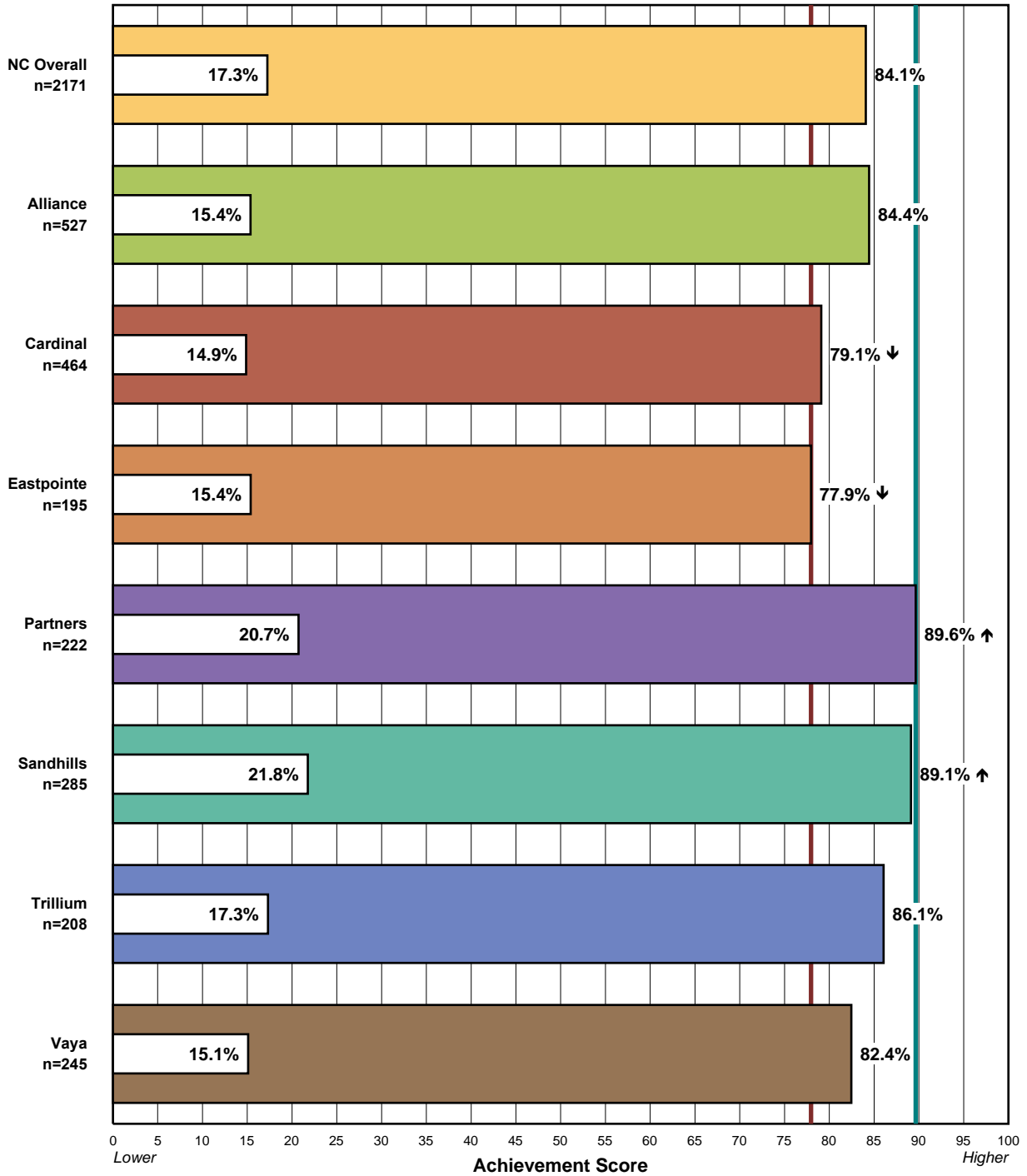
↑↓ Score statistically significantly higher/lower than 2018 NC Overall  
 Note: Hollow portion of bar represents proportions giving a response of Strongly Agree.

— 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**



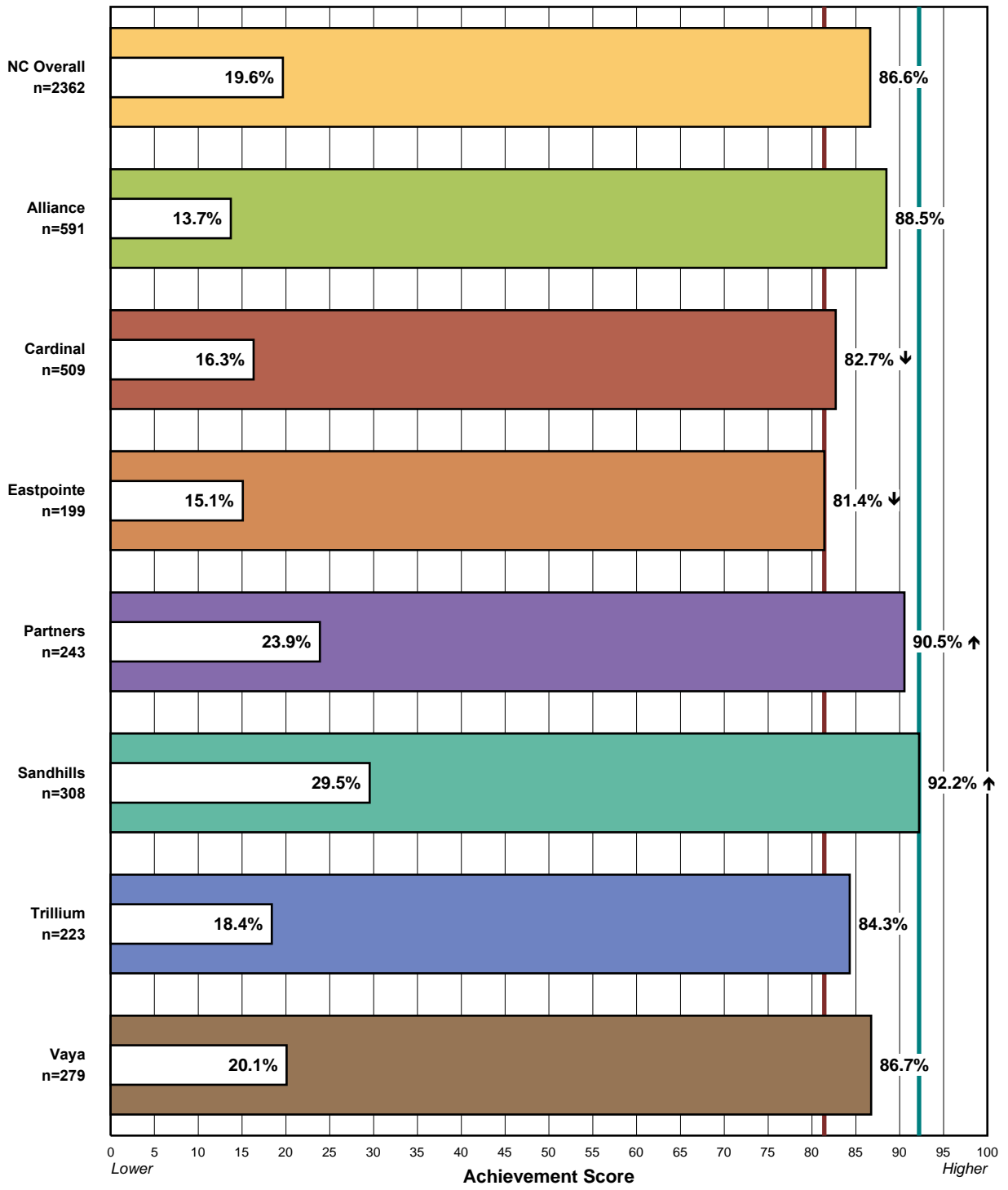
↑↓ Score statistically significantly higher/lower than 2018 NC Overall  
 Note: Hollow portion of bar represents proportions giving a response of Strongly Agree.

— Low Benchmark

— High Benchmark

## Single Items

### Q28. Overall satisfaction with the LME/MCO



↑↓ Score statistically significantly higher/lower than 2018 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	26	1.0%	24	3.6%	5	0.9%	1	0.5%	3	1.1%	1	0.3%	2	0.8%	0	0.0%
1 - 2 years	150	5.8%	106	15.8%	36	6.5%	7	3.2%	14	5.3%	6	1.8%	12	4.8%	10	3.3%
3 - 5 years	252	9.8%	122	18.2%	62	11.3%	7	3.2%	21	8.0%	30	9.2%	29	11.7%	21	7.0%
6 years or more	2146	83.3%	419	62.4%	448	81.3%	202	93.1%	226	85.6%	288	88.6%	205	82.7%	268	89.6%
<b>Total</b>	2575	100.0%	671	100.0%	551	100.0%	217	100.0%	264	100.0%	325	100.0%	248	100.0%	299	100.0%
Not Answered	0		0		0		0		0		0		0		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	1616	62.8%	419	62.4%	328	59.6%	161	74.2%	167	63.3%	222	68.3%	123	49.6%	185	61.9%
Licensed Independent Practitioner (LIP) or LIP group	861	33.4%	241	35.9%	210	38.2%	49	22.6%	85	32.2%	89	27.4%	111	44.8%	99	33.1%
Community Hospital	98	3.8%	11	1.6%	12	2.2%	7	3.2%	12	4.5%	14	4.3%	14	5.6%	15	5.0%
<b>Total</b>	2574	100.0%	671	100.0%	550	100.0%	217	100.0%	264	100.0%	325	100.0%	248	100.0%	299	100.0%
Not Answered	1		0		1		0		0		0		0		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	917	35.7%	241	36.1%	191	34.9%	91	41.9%	97	36.9%	112	34.5%	74	29.8%	107	35.8%
No	1652	64.3%	426	63.9%	357	65.1%	126	58.1%	166	63.1%	213	65.5%	174	70.2%	192	64.2%
<b>Total</b>	2569	100.0%	667	100.0%	548	100.0%	217	100.0%	263	100.0%	325	100.0%	248	100.0%	299	100.0%
Not Answered	6		4		3		0		1		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	1616	62.9%	518	77.7%	342	62.4%	126	58.1%	169	64.3%	184	56.6%	159	64.1%	171	57.2%
No	954	37.1%	149	22.3%	206	37.6%	91	41.9%	94	35.7%	141	43.4%	89	35.9%	128	42.8%
<b>Total</b>	2569	100.0%	667	100.0%	548	100.0%	217	100.0%	263	100.0%	325	100.0%	248	100.0%	299	100.0%
Not Answered	6		4		3		0		1		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 29.4%	113 16.9%	149 27.2%	80 36.9%	79 30.0%	111 34.2%	64 25.8%	104 34.8%
No	1814 70.6%	554 83.1%	399 72.8%	137 63.1%	184 70.0%	214 65.8%	184 74.2%	195 65.2%
<b>Total</b>	2569 100.0%	667 100.0%	548 100.0%	217 100.0%	263 100.0%	325 100.0%	248 100.0%	299 100.0%
Not Answered	6	4	3	0	1	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	203 7.9%	31 4.6%	29 5.3%	16 7.4%	29 11.0%	22 6.8%	22 8.9%	34 11.4%
No	2366 92.1%	636 95.4%	519 94.7%	201 92.6%	234 89.0%	303 93.2%	226 91.1%	265 88.6%
<b>Total</b>	2569 100.0%	667 100.0%	548 100.0%	217 100.0%	263 100.0%	325 100.0%	248 100.0%	299 100.0%
Not Answered	6	4	3	0	1	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	172 6.7%	33 4.9%	33 6.0%	16 7.4%	16 6.1%	28 8.6%	15 6.0%	23 7.7%
No	2398 93.3%	634 95.1%	515 94.0%	201 92.6%	247 93.9%	297 91.4%	233 94.0%	276 92.3%
<b>Total</b>	2569 100.0%	667 100.0%	548 100.0%	217 100.0%	263 100.0%	325 100.0%	248 100.0%	299 100.0%
Not Answered	6	4	3	0	1	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	690 26.9%	84 12.6%	159 29.0%	76 35.0%	67 25.5%	99 30.5%	65 26.2%	87 29.1%
No	1880 73.1%	583 87.4%	389 71.0%	141 65.0%	196 74.5%	226 69.5%	183 73.8%	212 70.9%
<b>Total</b>	2569 100.0%	667 100.0%	548 100.0%	217 100.0%	263 100.0%	325 100.0%	248 100.0%	299 100.0%
Not Answered	6	4	3	0	1	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	1056	41.1%	191	28.7%	244	44.5%	100	46.1%	102	38.8%	148	45.5%	102	41.3%	128	42.8%
No	1512	58.9%	475	71.3%	304	55.5%	117	53.9%	161	61.2%	177	54.5%	145	58.7%	171	57.2%
<b>Total</b>	2567	100.0%	666	100.0%	548	100.0%	217	100.0%	263	100.0%	325	100.0%	247	100.0%	299	100.0%
Not Answered	8		5		3		0		1		0		1		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	808	31.5%	147	22.1%	178	32.5%	83	38.2%	84	31.9%	105	32.3%	86	34.8%	85	28.4%
No	1759	68.5%	519	77.9%	370	67.5%	134	61.8%	179	68.1%	220	67.7%	161	65.2%	214	71.6%
<b>Total</b>	2567	100.0%	666	100.0%	548	100.0%	217	100.0%	263	100.0%	325	100.0%	247	100.0%	299	100.0%
Not Answered	8		5		3		0		1		0		1		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	1553	60.5%	475	71.3%	341	62.2%	127	58.5%	144	54.8%	190	58.5%	149	60.3%	173	57.9%
No	1014	39.5%	191	28.7%	207	37.8%	90	41.5%	119	45.2%	135	41.5%	98	39.7%	126	42.1%
<b>Total</b>	2567	100.0%	666	100.0%	548	100.0%	217	100.0%	263	100.0%	325	100.0%	247	100.0%	299	100.0%
Not Answered	8		5		3		0		1		0		1		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	1607	62.6%	455	68.3%	334	60.9%	141	65.0%	162	61.6%	187	57.5%	162	65.6%	177	59.2%
No	960	37.4%	211	31.7%	214	39.1%	76	35.0%	101	38.4%	138	42.5%	85	34.4%	122	40.8%
<b>Total</b>	2567	100.0%	666	100.0%	548	100.0%	217	100.0%	263	100.0%	325	100.0%	247	100.0%	299	100.0%
Not Answered	8		5		3		0		1		0		1		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	750 29.2%	232 34.8%	164 29.9%	72 33.2%	75 28.5%	94 28.9%	61 24.7%	73 24.4%
No	1817 70.8%	434 65.2%	384 70.1%	145 66.8%	188 71.5%	231 71.1%	186 75.3%	226 75.6%
<b>Total</b>	2567 100.0%	666 100.0%	548 100.0%	217 100.0%	263 100.0%	325 100.0%	247 100.0%	299 100.0%
Not Answered	8	5	3	0	1	0	1	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	530 20.6%	136 20.4%	113 20.6%	60 27.6%	55 20.9%	69 21.2%	41 16.6%	51 17.1%
No	2037 79.4%	530 79.6%	435 79.4%	157 72.4%	208 79.1%	256 78.8%	206 83.4%	248 82.9%
<b>Total</b>	2567 100.0%	666 100.0%	548 100.0%	217 100.0%	263 100.0%	325 100.0%	247 100.0%	299 100.0%
Not Answered	8	5	3	0	1	0	1	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	580 24.9%	142 23.7%	109 22.0%	54 26.7%	65 27.4%	101 33.0%	41 18.2%	59 22.7%
● Agree	1376 59.0%	385 64.4%	294 59.3%	108 53.5%	136 57.4%	176 57.5%	135 60.0%	160 61.5%
● Disagree	258 11.1%	56 9.4%	59 11.9%	25 12.4%	26 11.0%	23 7.5%	33 14.7%	28 10.8%
● Strongly Disagree	117 5.0%	15 2.5%	34 6.9%	15 7.4%	10 4.2%	6 2.0%	16 7.1%	13 5.0%
No Response	230	66	52	15	25	19	20	39
<b>Total</b>	2332 100.0%	598 100.0%	496 100.0%	202 100.0%	237 100.0%	306 100.0%	225 100.0%	260 100.0%
Not Answered	13	7	3	0	2	0	3	0

Reporting Category	Single Items							
Achievement Score	83.92%	88.13%	81.25%	80.20%	84.81%	90.52%	78.22%	84.23%
2018 vs. 2017: +/- Chg (↕ Stat. sig.)	-1.7	+0.2	+1.1	-2.6	-0.8	-3.0	-3.1	-3.6

○ 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	519 24.0%	155 26.9%	98 21.4%	48 25.1%	51 24.6%	72 26.2%	46 21.5%	54 22.1%
● Agree	1198 55.4%	354 61.5%	241 52.5%	112 58.6%	107 51.7%	149 54.2%	114 53.3%	135 55.3%
● Disagree	267 12.4%	44 7.6%	74 16.1%	17 8.9%	28 13.5%	33 12.0%	34 15.9%	31 12.7%
● Strongly Disagree	179 8.3%	23 4.0%	46 10.0%	14 7.3%	21 10.1%	21 7.6%	20 9.3%	24 9.8%
No Response	393	87	88	26	53	49	31	55
<b>Total</b>	2163 100.0%	576 100.0%	459 100.0%	191 100.0%	207 100.0%	275 100.0%	214 100.0%	244 100.0%
Not Answered	18	8	4	0	4	1	3	0
<b>Reporting Category</b> Single Items								
Achievement Score	79.36%	88.37%	73.86%	83.77%	76.33%	80.36%	74.77%	77.46%
2018 vs. 2017: +/- Chg (↕ Stat. sig.)	+0.9	+2.4	+3.5	+0.9	+4.0	+3.8	-6.4	-1.8

**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	535 22.5%	114 19.4%	111 22.0%	45 22.2%	66 26.8%	98 31.3%	40 17.3%	49 17.9%
● Agree	1388 58.3%	367 62.4%	276 54.7%	108 53.2%	145 58.9%	181 57.8%	138 59.7%	169 61.7%
● Disagree	327 13.7%	88 15.0%	72 14.3%	32 15.8%	28 11.4%	26 8.3%	36 15.6%	44 16.1%
● Strongly Disagree	130 5.5%	19 3.2%	46 9.1%	18 8.9%	7 2.8%	8 2.6%	17 7.4%	12 4.4%
No Response	172	73	42	14	14	11	12	25
<b>Total</b>	2380 100.0%	588 100.0%	505 100.0%	203 100.0%	246 100.0%	313 100.0%	231 100.0%	274 100.0%
Not Answered	22	10	4	0	4	1	5	0
<b>Reporting Category</b> Single Items								
Achievement Score	80.80%	81.80%	76.63%	75.37%	85.77%	89.14%	77.06%	79.56%
2018 vs. 2017: +/- Chg (↕ Stat. sig.)	+0.7	-0.5	+2.1	+1.2	+4.6	+1.7	-2.0	-2.5

○ 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	398 21.1%	91 20.1%	71 18.2%	39 22.4%	47 25.0%	70 28.1%	28 15.1%	39 18.5%
● Agree	1222 65.0%	312 68.9%	247 63.2%	105 60.3%	124 66.0%	158 63.5%	122 65.9%	143 67.8%
● Disagree	188 10.0%	36 7.9%	52 13.3%	19 10.9%	11 5.9%	18 7.2%	26 14.1%	22 10.4%
● Strongly Disagree	74 3.9%	14 3.1%	21 5.4%	11 6.3%	6 3.2%	3 1.2%	9 4.9%	7 3.3%
No Response	669	206	156	43	72	75	58	88
<b>Total</b>	1882 100.0%	453 100.0%	391 100.0%	174 100.0%	188 100.0%	249 100.0%	185 100.0%	211 100.0%
Not Answered	23	12	4	0	4	1	5	0
<b>Reporting Category</b> Single Items								
Achievement Score	86.08%	88.96%	81.33%	82.76%	90.96%	91.57%	81.08%	86.26%
2018 vs. 2017: +/- Chg (↑ Stat. sig.)	+1.4	+1.3	+3.3	+1.3	+4.8	+1.3	-1.3	-0.9

**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	595 26.9%	106 23.0%	118 23.6%	44 22.6%	66 28.0%	105 35.4%	61 28.8%	67 25.8%
● Agree	1278 57.7%	285 61.8%	277 55.5%	117 60.0%	141 59.7%	159 53.5%	121 57.1%	148 56.9%
● Disagree	254 11.5%	58 12.6%	74 14.8%	24 12.3%	21 8.9%	26 8.8%	24 11.3%	31 11.9%
● Strongly Disagree	89 4.0%	12 2.6%	30 6.0%	10 5.1%	8 3.4%	7 2.4%	6 2.8%	14 5.4%
No Response	336	198	48	22	24	27	31	39
<b>Total</b>	2216 100.0%	461 100.0%	499 100.0%	195 100.0%	236 100.0%	297 100.0%	212 100.0%	260 100.0%
Not Answered	23	12	4	0	4	1	5	0
<b>Reporting Category</b> Single Items								
Achievement Score	84.52%	84.82%	79.16%	82.56%	87.71%	88.89%	85.85%	82.69%
2018 vs. 2017: +/- Chg (↑ Stat. sig.)	+0.3	+2.6	-2.2	+3.5	+0.9	-1.9	+4.3	-4.4

**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	405 22.6%	73 20.3%	71 18.2%	36 22.4%	44 22.7%	67 28.0%	47 25.3%	40 20.4%
● Agree	1183 66.1%	255 70.8%	261 66.9%	105 65.2%	127 65.5%	151 63.2%	121 65.1%	133 67.9%
● Disagree	150 8.4%	26 7.2%	47 12.1%	14 8.7%	19 9.8%	15 6.3%	12 6.5%	16 8.2%
● Strongly Disagree	51 2.8%	6 1.7%	11 2.8%	6 3.7%	4 2.1%	6 2.5%	6 3.2%	7 3.6%
No Response	762	297	157	56	66	85	57	103
<b>Total</b>	1789 100.0%	360 100.0%	390 100.0%	161 100.0%	194 100.0%	239 100.0%	186 100.0%	196 100.0%
Not Answered	24	14	4	0	4	1	5	0
<b>Reporting Category</b> Single Items								
Achievement Score	88.76%	91.11%	85.13%	87.58%	88.14%	91.21%	90.32%	88.27%
2018 vs. 2017: +/- Chg (↑ Stat. sig.)	+2.4↑	+4.4	+3.0	+1.5	+1.2	+1.5	+4.8	+0.7

○ 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	864 36.6%	153 29.5%	186 35.6%	69 34.0%	95 38.8%	138 45.4%	99 41.8%	84 29.7%
● Agree	1366 57.8%	337 64.9%	305 58.3%	121 59.6%	135 55.1%	157 51.6%	129 54.4%	175 61.8%
● Disagree	92 3.9%	24 4.6%	23 4.4%	7 3.4%	11 4.5%	7 2.3%	5 2.1%	17 6.0%
● Strongly Disagree	41 1.7%	5 1.0%	9 1.7%	6 3.0%	4 1.6%	2 0.7%	4 1.7%	7 2.5%
No Response	187	139	24	14	15	20	6	15
<b>Total</b>	2363 100.0%	519 100.0%	523 100.0%	203 100.0%	245 100.0%	304 100.0%	237 100.0%	283 100.0%
Not Answered	25	13	4	0	4	1	5	1
<b>Reporting Category</b> Single Items								
Achievement Score	94.36%	94.41%	93.88%	93.60%	93.88%	97.04%	96.20%	91.52%
2018 vs. 2017: +/- Chg (↕ Stat. sig.)	+2.8↕	+5.8↕	+2.0	+1.1	+4.1	+1.7	+4.9↕	+0.2

**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	338 20.9%	62 17.4%	62 19.2%	31 20.1%	38 21.8%	53 23.9%	38 23.2%	33 19.9%
● Agree	1100 68.2%	260 73.0%	226 70.0%	101 65.6%	116 66.7%	155 69.8%	108 65.9%	112 67.5%
● Disagree	138 8.6%	28 7.9%	28 8.7%	16 10.4%	17 9.8%	11 5.0%	15 9.1%	15 9.0%
● Strongly Disagree	38 2.3%	6 1.7%	7 2.2%	6 3.9%	3 1.7%	3 1.4%	3 1.8%	6 3.6%
No Response	936	302	223	63	86	101	79	133
<b>Total</b>	1613 100.0%	356 100.0%	323 100.0%	154 100.0%	174 100.0%	222 100.0%	164 100.0%	166 100.0%
Not Answered	26	13	5	0	4	2	5	0
<b>Reporting Category</b> Single Items								
Achievement Score	89.12%	90.45%	89.16%	85.71%	88.51%	93.69%	89.02%	87.35%
2018 vs. 2017: +/- Chg (↕ Stat. sig.)	+1.2	+1.6	+4.8	-3.2	-0.8	+2.7	+0.8	+2.2

**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	384 22.3%	78 20.1%	62 18.1%	40 23.3%	39 20.7%	69 28.4%	30 19.0%	45 25.3%
● Agree	1116 64.8%	281 72.4%	223 65.0%	109 63.4%	132 70.2%	153 63.0%	91 57.6%	111 62.4%
● Disagree	156 9.1%	25 6.4%	42 12.2%	14 8.1%	15 8.0%	17 7.0%	21 13.3%	16 9.0%
● Strongly Disagree	67 3.9%	4 1.0%	16 4.7%	9 5.2%	2 1.1%	4 1.6%	16 10.1%	6 3.4%
No Response	825	268	202	45	72	81	85	121
<b>Total</b>	1724 100.0%	388 100.0%	343 100.0%	172 100.0%	188 100.0%	243 100.0%	158 100.0%	178 100.0%
Not Answered	26	15	6	0	4	1	5	0
<b>Reporting Category</b> Single Items								
Achievement Score	87.06%	92.53%	83.09%	86.63%	90.96%	91.36%	76.58%	87.64%
2018 vs. 2017: +/- Chg (↕ Stat. sig.)	-0.7	+2.3	+0.5	-2.5	+1.4	-1.7	-5.3	+0.4

○ 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	511 22.9%	100 19.5%	90 18.9%	51 25.5%	64 26.9%	76 26.2%	45 21.2%	55 21.6%
● Agree	1428 64.1%	347 67.6%	305 63.9%	120 60.0%	153 64.3%	186 64.1%	142 67.0%	160 62.7%
● Disagree	219 9.9%	56 10.9%	59 12.4%	19 9.5%	19 8.0%	22 7.6%	17 8.0%	33 12.9%
● Strongly Disagree	68 3.0%	10 1.9%	23 4.8%	10 5.0%	2 0.8%	6 2.1%	8 3.8%	7 2.7%
No Response	317	141	68	17	21	34	30	43
<b>Total</b>	2227 100.0%	513 100.0%	477 100.0%	200 100.0%	238 100.0%	290 100.0%	212 100.0%	255 100.0%
Not Answered	32	17	6	0	5	1	6	1
<b>Reporting Category</b> Single Items								
Achievement Score	87.10%	87.13%	82.81%	85.50%	91.18%	90.34%	88.21%	84.31%
2018 vs. 2017: +/- Chg (▲ Stat. sig.)	+1.5	+0.4	+4.0	-5.1	+4.9	+1.1	+5.6	-0.3

**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	477 21.3%	86 16.4%	93 19.4%	42 21.3%	57 24.4%	77 26.4%	41 19.5%	56 21.0%
● Agree	1409 63.0%	364 69.5%	293 61.2%	113 57.4%	150 64.1%	192 65.8%	130 61.9%	165 61.8%
● Disagree	255 11.4%	66 12.6%	67 14.0%	26 13.2%	19 8.1%	16 5.5%	27 12.9%	37 13.9%
● Strongly Disagree	97 4.3%	8 1.5%	26 5.4%	16 8.1%	8 3.4%	7 2.4%	12 5.7%	9 3.4%
No Response	302	130	66	20	24	32	30	31
<b>Total</b>	2238 100.0%	524 100.0%	479 100.0%	197 100.0%	234 100.0%	292 100.0%	210 100.0%	267 100.0%
Not Answered	36	17	6	0	6	1	8	1
<b>Reporting Category</b> Single Items								
Achievement Score	84.27%	85.88%	80.58%	78.68%	88.46%	92.12%	81.43%	82.77%
2018 vs. 2017: +/- Chg (▲ Stat. sig.)	+0.8	+0.5	+3.9	+3.7	+1.0	+1.3	+0.1	-5.3

**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	287 17.9%	64 16.8%	45 13.5%	28 18.2%	34 20.5%	44 20.4%	20 13.4%	39 21.9%
● Agree	1015 63.1%	260 68.2%	205 61.4%	100 64.9%	105 63.3%	140 64.8%	93 62.4%	100 56.2%
● Disagree	210 13.1%	45 11.8%	55 16.5%	16 10.4%	21 12.7%	21 9.7%	24 16.1%	27 15.2%
● Strongly Disagree	96 6.0%	12 3.1%	29 8.7%	10 6.5%	6 3.6%	11 5.1%	12 8.1%	12 6.7%
No Response	930	272	210	63	92	107	92	120
<b>Total</b>	1609 100.0%	381 100.0%	334 100.0%	154 100.0%	166 100.0%	216 100.0%	149 100.0%	178 100.0%
Not Answered	37	18	7	0	6	2	7	1
<b>Reporting Category</b> Single Items								
Achievement Score	80.94%	85.04%	74.85%	83.12%	83.73%	85.19%	75.84%	78.09%
2018 vs. 2017: +/- Chg (▲ Stat. sig.)	+0.8	+3.9	+5.4	+3.0	-0.6	+0.5	+1.3	-7.9

○ 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	434 18.8%	75 13.6%	79 16.2%	34 17.4%	56 23.2%	77 25.0%	35 15.7%	53 19.6%
● Satisfied	1539 66.7%	414 75.0%	321 65.8%	123 63.1%	159 66.0%	204 66.2%	152 68.2%	172 63.5%
● Dissatisfied	239 10.3%	53 9.6%	62 12.7%	23 11.8%	20 8.3%	21 6.8%	24 10.8%	34 12.5%
● Extremely Dissatisfied	96 4.2%	10 1.8%	26 5.3%	15 7.7%	6 2.5%	6 1.9%	12 5.4%	12 4.4%
No Response	230	101	57	22	16	15	18	27
<b>Total</b>	2308 100.0%	552 100.0%	488 100.0%	195 100.0%	241 100.0%	308 100.0%	223 100.0%	271 100.0%
Not Answered	38	18	6	0	7	2	7	1
<b>Reporting Category</b> Single Items								
Achievement Score	85.50%	88.59%	81.97%	80.51%	89.21%	91.23%	83.86%	83.03%
2018 vs. 2017: +/- Chg (▲ Stat. sig.)	+0.4	+0.7	+3.7	+1.5	-0.7	+0.8	+1.7	-5.6

**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	403 20.6%	82 17.7%	85 20.5%	33 18.3%	53 26.0%	52 20.2%	33 18.8%	52 22.6%
● Agree	1320 67.5%	331 71.5%	267 64.3%	120 66.7%	129 63.2%	182 70.8%	123 69.9%	153 66.5%
● Disagree	142 7.3%	39 8.4%	39 9.4%	9 5.0%	15 7.4%	17 6.6%	13 7.4%	16 7.0%
● Strongly Disagree	91 4.6%	11 2.4%	24 5.8%	18 10.0%	7 3.4%	6 2.3%	7 4.0%	9 3.9%
No Response	580	189	130	37	52	66	65	68
<b>Total</b>	1955 100.0%	463 100.0%	415 100.0%	180 100.0%	204 100.0%	257 100.0%	176 100.0%	230 100.0%
Not Answered	39	19	6	0	8	2	7	1
<b>Reporting Category</b> Single Items								
Achievement Score	88.12%	89.20%	84.82%	85.00%	89.22%	91.05%	88.64%	89.13%
2018 vs. 2017: +/- Chg (▲ Stat. sig.)	+1.0	-0.8	+1.5	+3.6	-2.0	+4.7	+2.3	-2.4

**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	446 21.6%	96 20.0%	102 22.7%	35 18.9%	56 27.6%	62 23.0%	37 18.3%	51 20.7%
● Agree	1392 67.3%	338 70.3%	286 63.7%	117 63.2%	128 63.1%	185 68.5%	143 70.8%	177 72.0%
● Disagree	163 7.9%	36 7.5%	50 11.1%	20 10.8%	14 6.9%	16 5.9%	15 7.4%	13 5.3%
● Strongly Disagree	67 3.2%	11 2.3%	11 2.4%	13 7.0%	5 2.5%	7 2.6%	7 3.5%	5 2.0%
No Response	467	170	96	32	53	53	39	52
<b>Total</b>	2068 100.0%	481 100.0%	449 100.0%	185 100.0%	203 100.0%	270 100.0%	202 100.0%	246 100.0%
Not Answered	40	20	6	0	8	2	7	1
<b>Reporting Category</b> Single Items								
Achievement Score	88.89%	90.23%	86.41%	82.16%	90.64%	91.48%	89.11%	92.68%
2018 vs. 2017: +/- Chg (▲ Stat. sig.)	-0.3	+0.6	-1.4	-3.0	-1.7	+3.3	+1.2	-0.2

○ 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	434 20.1%	86 17.9%	82 18.0%	40 20.5%	47 21.3%	67 23.5%	43 20.3%	48 18.7%
● Agree	1491 69.0%	351 73.1%	309 67.8%	130 66.7%	155 70.1%	194 68.1%	148 69.8%	176 68.5%
● Disagree	175 8.1%	31 6.5%	51 11.2%	16 8.2%	13 5.9%	18 6.3%	17 8.0%	27 10.5%
● Strongly Disagree	60 2.8%	12 2.5%	14 3.1%	9 4.6%	6 2.7%	6 2.1%	4 1.9%	6 2.3%
No Response	374	168	89	22	35	38	29	41
<b>Total</b>	2159 100.0%	480 100.0%	456 100.0%	195 100.0%	221 100.0%	285 100.0%	212 100.0%	257 100.0%
Not Answered	42	23	6	0	8	2	7	1
<b>Reporting Category</b> Single Items								
Achievement Score	89.13%	91.04%	85.75%	87.18%	91.40%	91.58%	90.09%	87.16%
2018 vs. 2017: +/- Chg (++) Stat. sig.)	+0.3	+0.1	+1.1	+3.3	+0.0	+0.4	+2.9	-5.5↓

**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	356 18.9%	70 16.5%	61 15.7%	37 20.9%	35 17.7%	71 26.2%	34 19.2%	28 14.2%
● Agree	1333 71.0%	322 75.9%	276 71.1%	118 66.7%	143 72.2%	184 67.9%	125 70.6%	146 74.1%
● Disagree	154 8.2%	25 5.9%	37 9.5%	18 10.2%	18 9.1%	13 4.8%	15 8.5%	19 9.6%
● Strongly Disagree	36 1.9%	7 1.7%	14 3.6%	4 2.3%	2 1.0%	3 1.1%	3 1.7%	4 2.0%
No Response	653	222	157	40	58	52	64	101
<b>Total</b>	1879 100.0%	424 100.0%	388 100.0%	177 100.0%	198 100.0%	271 100.0%	177 100.0%	197 100.0%
Not Answered	43	25	6	0	8	2	7	1
<b>Reporting Category</b> Single Items								
Achievement Score	89.90%	92.45%	86.86%	87.57%	89.90%	94.10%	89.83%	88.32%
2018 vs. 2017: +/- Chg (++) Stat. sig.)	+1.2	+2.2	+2.1	-1.2	-1.8	+0.1	+4.1	+2.9

**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	577 22.8%	144 22.3%	129 23.7%	54 24.9%	55 21.5%	87 26.9%	44 18.3%	65 21.8%
No	1955 77.2%	502 77.7%	415 76.3%	163 75.1%	201 78.5%	236 73.1%	197 81.7%	233 78.2%
<b>Total</b>	2532 100.0%	646 100.0%	544 100.0%	217 100.0%	256 100.0%	323 100.0%	241 100.0%	298 100.0%
Not Answered	43	25	7	0	8	2	7	1

○ 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	435 17.2%	102 15.8%	85 15.6%	47 21.7%	44 17.2%	57 17.6%	44 18.3%	42 14.1%
No	2096 82.8%	544 84.2%	459 84.4%	170 78.3%	212 82.8%	266 82.4%	197 81.7%	256 85.9%
<b>Total</b>	2532 100.0%	646 100.0%	544 100.0%	217 100.0%	256 100.0%	323 100.0%	241 100.0%	298 100.0%
Not Answered	43	25	7	0	8	2	7	1

**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	277 10.9%	92 14.2%	61 11.2%	27 12.4%	25 9.8%	34 10.5%	24 10.0%	25 8.4%
No	2255 89.1%	554 85.8%	483 88.8%	190 87.6%	231 90.2%	289 89.5%	217 90.0%	273 91.6%
<b>Total</b>	2532 100.0%	646 100.0%	544 100.0%	217 100.0%	256 100.0%	323 100.0%	241 100.0%	298 100.0%
Not Answered	43	25	7	0	8	2	7	1

**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	459 18.1%	146 22.6%	98 18.0%	48 22.1%	36 14.1%	62 19.2%	38 15.8%	45 15.1%
No	2073 81.9%	500 77.4%	446 82.0%	169 77.9%	220 85.9%	261 80.8%	203 84.2%	253 84.9%
<b>Total</b>	2532 100.0%	646 100.0%	544 100.0%	217 100.0%	256 100.0%	323 100.0%	241 100.0%	298 100.0%
Not Answered	43	25	7	0	8	2	7	1

**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	392 15.5%	120 18.6%	92 16.9%	35 16.1%	37 14.5%	52 16.1%	32 13.3%	39 13.1%
No	2139 84.5%	526 81.4%	452 83.1%	182 83.9%	219 85.5%	271 83.9%	209 86.7%	259 86.9%
<b>Total</b>	2532 100.0%	646 100.0%	544 100.0%	217 100.0%	256 100.0%	323 100.0%	241 100.0%	298 100.0%
Not Answered	43	25	7	0	8	2	7	1

**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	635 25.1%	162 25.1%	166 30.5%	52 24.0%	68 26.6%	90 27.9%	45 18.7%	68 22.8%
No	1897 74.9%	484 74.9%	378 69.5%	165 76.0%	188 73.4%	233 72.1%	196 81.3%	230 77.2%
<b>Total</b>	2532 100.0%	646 100.0%	544 100.0%	217 100.0%	256 100.0%	323 100.0%	241 100.0%	298 100.0%
Not Answered	43	25	7	0	8	2	7	1

**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	736 29.1%	170 26.3%	200 36.8%	62 28.6%	68 26.6%	97 30.0%	68 28.2%	80 26.8%
No	1796 70.9%	476 73.7%	344 63.2%	155 71.4%	188 73.4%	226 70.0%	173 71.8%	218 73.2%
<b>Total</b>	2532 100.0%	646 100.0%	544 100.0%	217 100.0%	256 100.0%	323 100.0%	241 100.0%	298 100.0%
Not Answered	43	25	7	0	8	2	7	1

**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	898 35.5%	215 33.3%	205 37.7%	78 35.9%	91 35.5%	111 34.4%	89 36.9%	103 34.6%
No	1633 64.5%	431 66.7%	339 62.3%	139 64.1%	165 64.5%	212 65.6%	152 63.1%	195 65.4%
<b>Total</b>	2532 100.0%	646 100.0%	544 100.0%	217 100.0%	256 100.0%	323 100.0%	241 100.0%	298 100.0%
Not Answered	43	25	7	0	8	2	7	1

**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	781 30.8%	161 24.9%	182 33.5%	75 34.6%	81 31.6%	102 31.6%	69 28.6%	92 30.9%
No	1751 69.2%	485 75.1%	362 66.5%	142 65.4%	175 68.4%	221 68.4%	172 71.4%	206 69.1%
<b>Total</b>	2532 100.0%	646 100.0%	544 100.0%	217 100.0%	256 100.0%	323 100.0%	241 100.0%	298 100.0%
Not Answered	43	25	7	0	8	2	7	1

**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	298 11.8%	63 9.8%	66 12.1%	22 10.1%	38 14.8%	31 9.6%	30 12.4%	40 13.4%
No	2234 88.2%	583 90.2%	478 87.9%	195 89.9%	218 85.2%	292 90.4%	211 87.6%	258 86.6%
<b>Total</b>	2532 100.0%	646 100.0%	544 100.0%	217 100.0%	256 100.0%	323 100.0%	241 100.0%	298 100.0%
Not Answered	43	25	7	0	8	2	7	1

**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	547 24.8%	118 20.6%	83 17.8%	48 24.4%	62 27.8%	89 29.0%	51 25.4%	67 28.3%
● Agree	1479 67.0%	415 72.6%	306 65.8%	128 65.0%	151 67.7%	197 64.2%	138 68.7%	156 65.8%
● Disagree	151 6.8%	35 6.1%	57 12.3%	19 9.6%	7 3.1%	18 5.9%	11 5.5%	12 5.1%
● Strongly Disagree	30 1.4%	4 0.7%	19 4.1%	2 1.0%	3 1.3%	3 1.0%	1 0.5%	2 0.8%
No Response	324	74	79	19	33	16	40	61
<b>Total</b>	2206 100.0%	572 100.0%	465 100.0%	197 100.0%	223 100.0%	307 100.0%	201 100.0%	237 100.0%
Not Answered	45	25	7	1	8	2	7	1

Reporting Category	Single Items							
Achievement Score	91.82%	93.18%	83.66%	89.34%	95.52%	93.16%	94.03%	94.09%
2018 vs. 2017: +/- Chg (↑↑ Stat. sig.)	+1.3	+1.7	-0.9	+1.4	+5.5↑	-1.0	+3.6	-1.4

**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	330 15.6%	72 13.7%	58 12.8%	31 16.4%	36 16.6%	60 21.1%	25 12.8%	36 15.2%
● Agree	1470 69.5%	376 71.6%	310 68.3%	126 66.7%	154 71.0%	192 67.6%	142 72.8%	163 68.8%
● Disagree	231 10.9%	59 11.2%	59 13.0%	20 10.6%	22 10.1%	26 9.2%	19 9.7%	30 12.7%
● Strongly Disagree	85 4.0%	18 3.4%	27 5.9%	12 6.3%	5 2.3%	6 2.1%	9 4.6%	8 3.4%
No Response	414	121	90	28	39	39	46	60
<b>Total</b>	2116 100.0%	525 100.0%	454 100.0%	189 100.0%	217 100.0%	284 100.0%	195 100.0%	237 100.0%
Not Answered	45	25	7	0	8	2	7	2

Reporting Category	Single Items							
Achievement Score	85.07%	85.33%	81.06%	83.07%	87.56%	88.73%	85.64%	83.97%
2018 vs. 2017: +/- Chg (↑↑ Stat. sig.)	+1.5	+0.3	+1.3	+1.5	+3.9	+3.1	+5.6	-5.1

○ 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	518 23.8%	117 21.2%	103 22.1%	42 21.5%	57 25.9%	81 27.0%	47 23.5%	59 25.3%
● Agree	1550 71.3%	414 74.9%	324 69.5%	140 71.8%	158 71.8%	209 69.7%	143 71.5%	163 70.0%
● Disagree	83 3.8%	19 3.4%	31 6.7%	10 5.1%	3 1.4%	9 3.0%	8 4.0%	7 3.0%
● Strongly Disagree	24 1.1%	3 0.5%	8 1.7%	3 1.5%	2 0.9%	1 0.3%	2 1.0%	4 1.7%
No Response	356	91	78	22	36	23	41	65
<b>Total</b>	2174 100.0%	553 100.0%	466 100.0%	195 100.0%	220 100.0%	300 100.0%	200 100.0%	233 100.0%
Not Answered	44	27	7	0	8	2	7	1
<b>Reporting Category</b> Single Items								
Achievement Score	95.09%	96.02%	91.63%	93.33%	97.73%	96.67%	95.00%	95.28%
2018 vs. 2017: +/- Chg (↑ Stat. sig.)	+0.3	+0.7	+0.8	-0.1	+2.8	+0.1	+0.9	-2.9

**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	260 14.6%	62 14.4%	50 13.4%	21 12.4%	28 15.1%	42 18.1%	24 14.8%	28 14.1%
● Agree	1196 67.3%	291 67.4%	241 64.8%	114 67.1%	127 68.6%	155 66.8%	107 66.0%	139 70.2%
● Disagree	227 12.8%	59 13.7%	52 14.0%	24 14.1%	22 11.9%	27 11.6%	20 12.3%	23 11.6%
● Strongly Disagree	95 5.4%	20 4.6%	29 7.8%	11 6.5%	8 4.3%	8 3.4%	11 6.8%	8 4.0%
No Response	752	212	172	47	71	90	79	100
<b>Total</b>	1778 100.0%	432 100.0%	372 100.0%	170 100.0%	185 100.0%	232 100.0%	162 100.0%	198 100.0%
Not Answered	46	27	7	0	8	3	7	1
<b>Reporting Category</b> Single Items								
Achievement Score	81.87%	81.71%	78.23%	79.41%	83.78%	84.91%	80.86%	84.34%
2018 vs. 2017: +/- Chg (↑ Stat. sig.)	+4.4↑	+0.9	+3.5	+6.7	+5.1	+6.7	+9.3↑	-1.6

**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	375 17.3%	81 15.4%	69 14.9%	30 15.4%	46 20.7%	62 21.8%	36 17.3%	37 15.1%
● Agree	1451 66.8%	364 69.1%	298 64.2%	122 62.6%	153 68.9%	192 67.4%	143 68.7%	165 67.3%
● Disagree	266 12.2%	62 11.8%	74 15.9%	33 16.9%	18 8.1%	26 9.1%	22 10.6%	32 13.1%
● Strongly Disagree	80 3.7%	20 3.8%	23 5.0%	10 5.1%	5 2.3%	5 1.8%	7 3.4%	11 4.5%
No Response	359	117	80	22	34	38	33	53
<b>Total</b>	2171 100.0%	527 100.0%	464 100.0%	195 100.0%	222 100.0%	285 100.0%	208 100.0%	245 100.0%
Not Answered	44	27	7	0	8	2	7	1
<b>Reporting Category</b> Single Items								
Achievement Score	84.08%	84.44%	79.09%	77.95%	89.64%	89.12%	86.06%	82.45%
2018 vs. 2017: +/- Chg (↑ Stat. sig.)	+3.4↑	-1.6	+0.2	+0.4	+13.4↑	+1.4	+5.2	+4.7

○ 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	%
● Extremely Satisfied	464	19.6%	81	13.7%	83	16.3%	30	15.1%	58	23.9%	91	29.5%	41	18.4%	56	20.1%
● Satisfied	1583	67.0%	442	74.8%	338	66.4%	132	66.3%	162	66.7%	193	62.7%	147	65.9%	186	66.7%
● Dissatisfied	229	9.7%	55	9.3%	57	11.2%	23	11.6%	19	7.8%	21	6.8%	26	11.7%	27	9.7%
● Extremely Dissatisfied	86	3.6%	13	2.2%	31	6.1%	14	7.0%	4	1.6%	3	1.0%	9	4.0%	10	3.6%
No Response	167		53		34		18		13		15		18		19	
<b>Total</b>	2362	100.0%	591	100.0%	509	100.0%	199	100.0%	243	100.0%	308	100.0%	223	100.0%	279	100.0%
Not Answered	45		27		8		0		8		2		7		1	
<b>Reporting Category</b>																
Single Items																
Achievement Score	86.65%		88.49%		82.71%		81.41%		90.53%		92.21%		84.30%		86.74%	
2018 vs. 2017: +/- Chg (▲ Stat. sig.)	+1.3		+0.8		+4.0		+3.5		+1.0		+0.4		+2.4		-2.9	

**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	155	6.1%	34	5.3%	45	8.3%	12	5.5%	23	9.0%	21	6.5%	8	3.3%	15	5.0%
No	2373	93.9%	610	94.7%	497	91.7%	205	94.5%	233	91.0%	301	93.5%	233	96.7%	283	95.0%
<b>Total</b>	2528	100.0%	644	100.0%	542	100.0%	217	100.0%	256	100.0%	322	100.0%	241	100.0%	298	100.0%
Not Answered	47		27		9		0		8		3		7		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}. NC Medicaid surveys agencies on a yearly basis and over the next few months the 2018 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. NC Medicaid is very interested in receiving your responses to this survey.**

**The purpose of the survey is to assess provider perceptions of LME/MCO practices in all Medicaid Waiver sites. The results of this survey are important to 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](mailto: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 2018 Provider Satisfaction Survey. Please go ahead and close your browser window.**