



The State of North Carolina
Division of Medical Assistance

2014 DHHS Provider Satisfaction Survey Results

OCTOBER 2014



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Introduction

As the External Quality Review Organization (EQRO) for the North Carolina Department of Health and Human Services, Division of Medical Assistance (DMA), The Carolinas Center for Medical Excellence (CCME) was contracted to conduct a satisfaction survey of the providers participating in the 1915(b)(c) Medicaid Waiver program. This survey allows the State and the health plans to measure how well they are meeting providers' expectations and needs. Implementation was conducted in compliance with the regulations in the Balanced Budget Act of 1997 (BBA) that govern Medicaid managed care programs as described in federal regulations.¹ CCME used the protocol developed by the Centers for Medicare & Medicaid Services (CMS) titled *EQR Protocol 4 Validation and Implementation of Surveys*, version 2.0 dated September 2012, to conduct and analyze this survey for DMA. This report summarizes the results of the 2014 Provider Satisfaction Survey.

Purpose

The purpose of the survey is to assess provider perceptions of the nine 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

Methods

In preparation for the 2014 survey, DMA provided CCME with a copy of the survey to be used. See Appendix C for an example of the survey used. CCME reviewed the questions and with DMA's approval made minor revisions to the response answers for two of the questions. The survey questions were not altered so comparisons would be possible with the 2013 results. The majority of the questions used Likert-like scales that measured the extent of how well the health plans are meeting their provider needs across many areas.

CCME administered the survey in a web-based format using Survey Monkey® (SM). An electronic message was sent to all identified 1915(b)(c) Medicaid Waiver providers in North Carolina with instructions for accessing and completing the online survey. A PDF version of the survey was provided to participants who had issues accessing the survey. **Table 1** provides an overview and timeline of the survey activities.

Table 1 – Survey Activities Timeline

Task	Month / Year
Developed distribution, sampling plan and obtained survey	April – May 2014
Requested provider data from each LME/MCO	May 2014
Provider data cleaned and formatted	June 2014
Survey formatted for Survey Monkey	July – Aug 2014
Initial survey sent	Aug 20, 2014
Initial collection period	Aug 20 – 26, 2014

¹ Title 42 of the Code of Federal Regulations, part 438 et seq.

Table 1 – Survey Activities Timeline

Task	Month / Year
First reminder sent	August 27, 2014
Second collection period	Aug 27 – Sep 3, 2014
Second reminder sent	Sep 1, 2014
Survey closed	Sep 4, 2014
Cleaned and analyzed data	Sep 2014
Reopened survey for CoastalCare	Sep 25, 2014
Closed the CoastalCare survey	Oct 4, 2014
Draft report submitted to DMA	Oct 2014
De-identified plan level datasets for distribution to plans created	Oct 2014
Report finalized	Oct 2014
Final Report submitted and plan level survey data submitted	Oct 2014

CCME requested provider data from each of the nine LME/MCOs in the state. This request was for the complete list of all contracted providers that each plan had in their network. The following information was required as a part of the request:

- Full Name of Provider
- Title (MD, PhD, LPC, etc.)
- Specialty
- Email Address
- Provider NPI or other ID
- Organization/Practice Name
- Address
- Telephone Number

Once all the data were received, it was imported into SAS (9.4) and cleaned and formatted to use with SM. This formatted data was then loaded into each respective plan's survey in SM. All providers that were identified through the data request were invited to take the survey except where email addresses were not provided or incorrect from the plans.

The initial survey collection period was over a two-week period with two reminders sent. If providers had problems taking the survey for any reason, CCME provided them a PDF version of the survey to complete and return for entry into SM. The only exception was for CoastalCare where not all of their providers were included in the initial survey email invitation. Once discovered, CoastalCare's survey was reopened from September 25 to October 4 to allow these newly identified providers an opportunity to respond to the survey. Fifty-seven additional surveys were captured during this period.

At the end of the collection period, all surveys were closed and data from each of the plan's surveys was exported from SM into SAS for data cleaning and analysis.

Survey Invitations and Response Rate

The following is the aggregate itemization of the survey invitation and response rate for the 2014 survey. For a detailed by plan stratification of these tables, please see *Appendix A* of this report.

Table 2 – Survey Invitation Itemization

Description	Total
Total number of providers received from plans	4,279
Number of invalid/missing email addresses that could not be corrected	-12
Number of providers found to have been closed or did not receive Medicaid funding	-9
Number of emails that bounced or were undeliverable	-151
Number of providers that had opted out of Survey Monkey surveys	-101
Total Invites Used	4,006

As shown in **Table 2**, CCME obtained 4,279 provider email addresses to use for the survey and was able to use 94 percent of the addresses received. The largest category of exclusions was those providers that had an email address that bounced or were marked as undeliverable by the receiving email system. This category accounted for over 55 percent of the exclusions.

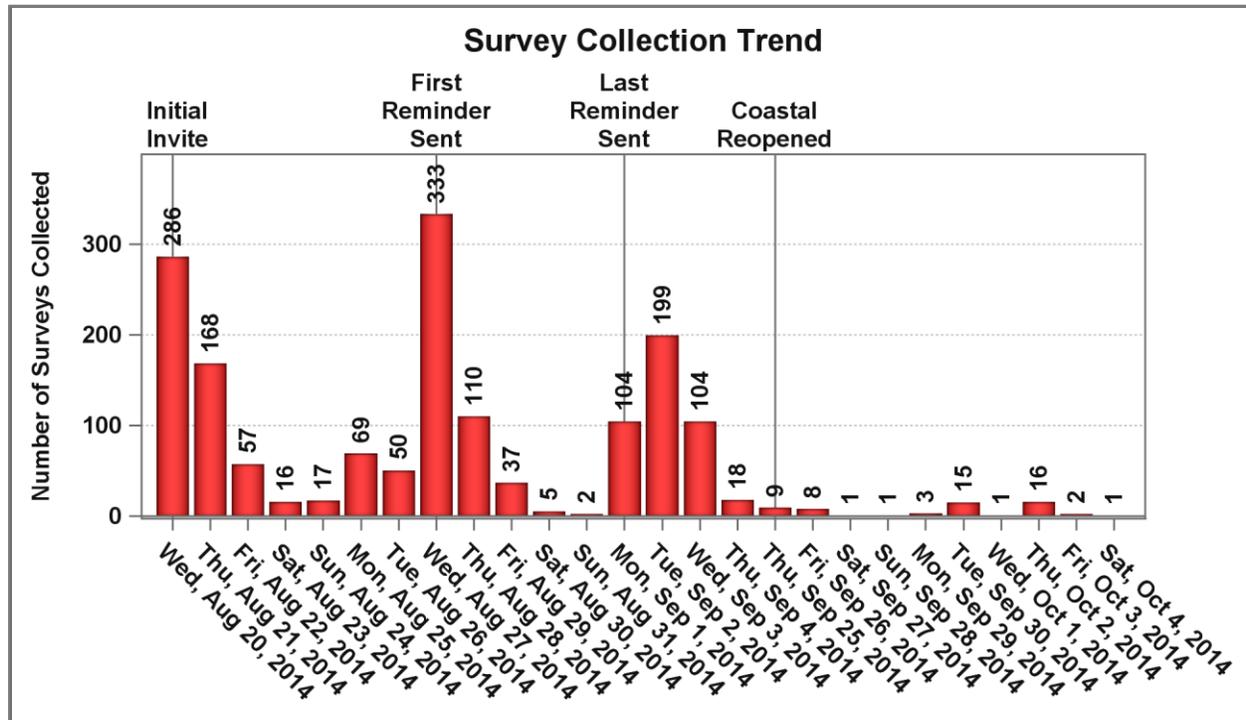
Table 3 – Survey Response Rate

Collection Period	Surveys Collected During Period	Overall Response Rate at End of Period
After first week	663	16.6%
Initial close of survey	1,575	39.3%
Close of CoastalCare's survey	57	40.7%

In total, after the first week of collecting surveys, we had achieved a response rate of around 17 percent. After sending out two additional reminders we closed the survey with a response rate close to 39 percent. This more than doubled the response rate seen in the first week of collection. Once CoastalCare's additional providers were added and a new response rate calculated, the survey response rate increased to 41 percent.

In **Figure 1**, the trend of survey collections is illustrated during the period that the survey was open for collections. With the exception of September 1 (Labor Day holiday) the periods with the highest collection volume, all involved when an invite or reminder was sent out to the provider group.

Figure 1- The survey collection trend during the collection periods



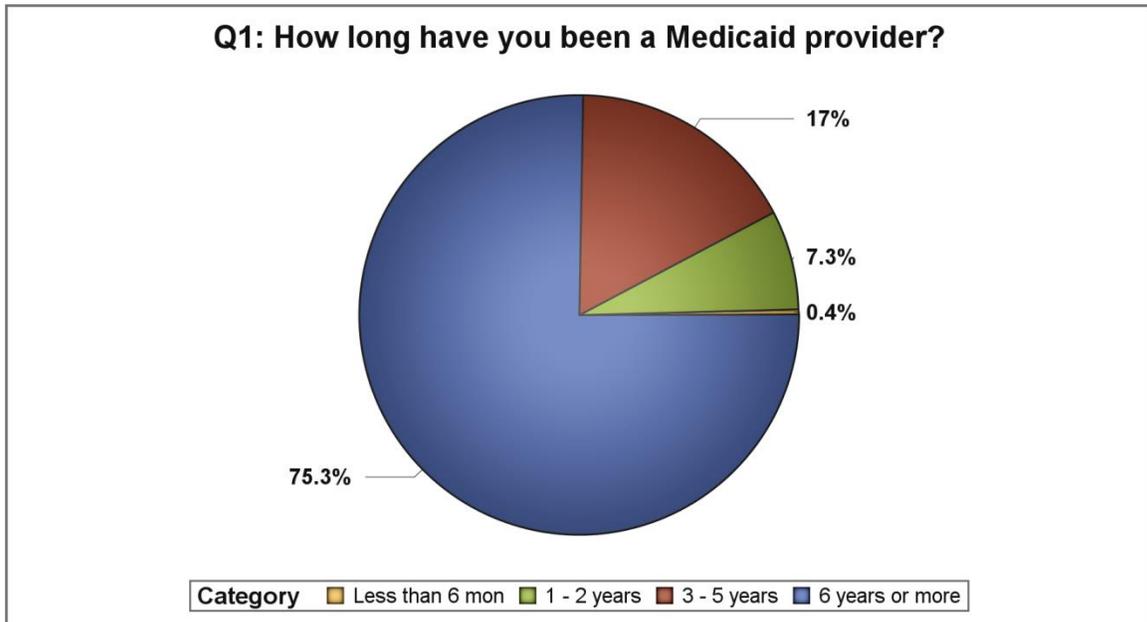
The remaining analysis will report on all surveys collected and not distinguish between those initially captured and those captured during the reopening of the CoastalCare survey.

Description of Survey Respondents (Questions 1 – 4)

The fielded survey contained questions that help describe the population that responded to the survey. The following graphics show the aggregate composite of the respondents in regards to how long they have been a Medicaid provider, the type of provider they are, the types of services they provide, and the priority populations that they serve. To see the detailed results by plan, please see the tabular results in *Appendix B* of this report.

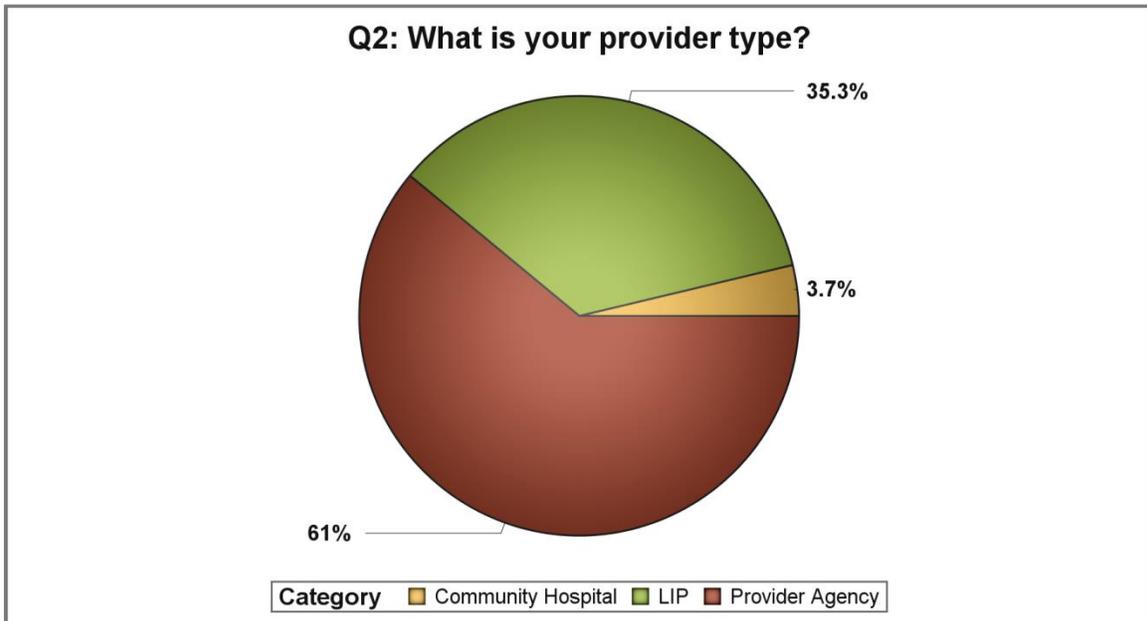
Figure 2 describes the respondents as being experienced providers with over 90 percent having three or more years of experience as a Medicaid provider. The plan level results mirrored this with the largest category across all nine plans being the *6 years or more* category of experience.

Figure 2 - Aggregate survey results for question 1



When looking at the provider types that responded to the survey, **Figure 3** shows that the majority of the providers fell in the *Provider Agency* category. Even when looking across plans, this category remained the majority response; however, Alliance was closest to having an even split between *Provider Agency* and *Licensed Independent Practitioner (LIP)*.

Figure 3 - Aggregate survey results for question 2



As for the services that the respondents indicated, *Outpatient* was the majority with 60 percent of respondents indicating they provided outpatient services. The full distribution of services is illustrated in **Figure 4**. A similar distribution was seen across the plans.

Figure 4 - Aggregate survey results for question 3

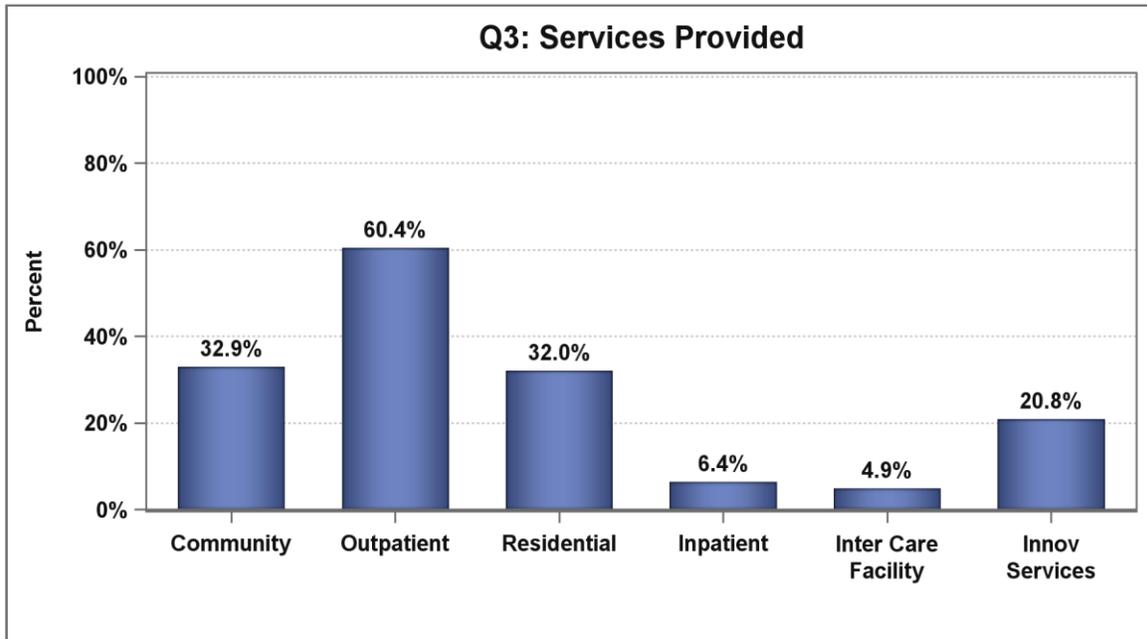
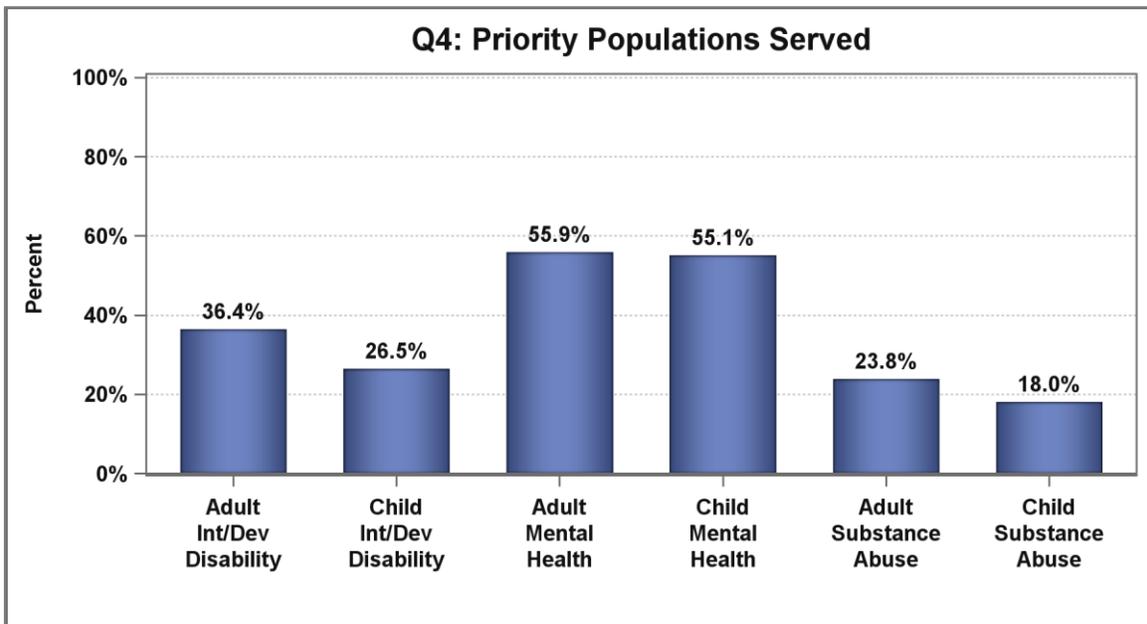


Figure 5 shows the distribution of responses to the priority populations served by the providers that responded to the survey. The two mental health populations, adult and child, were equal majorities with over half of the providers indicating they serve one or both of these populations. Again, a similar distribution of populations served was seen across plans.

Figure 5 - Aggregate survey results for question 4



Questions 5 through 28 Survey Results

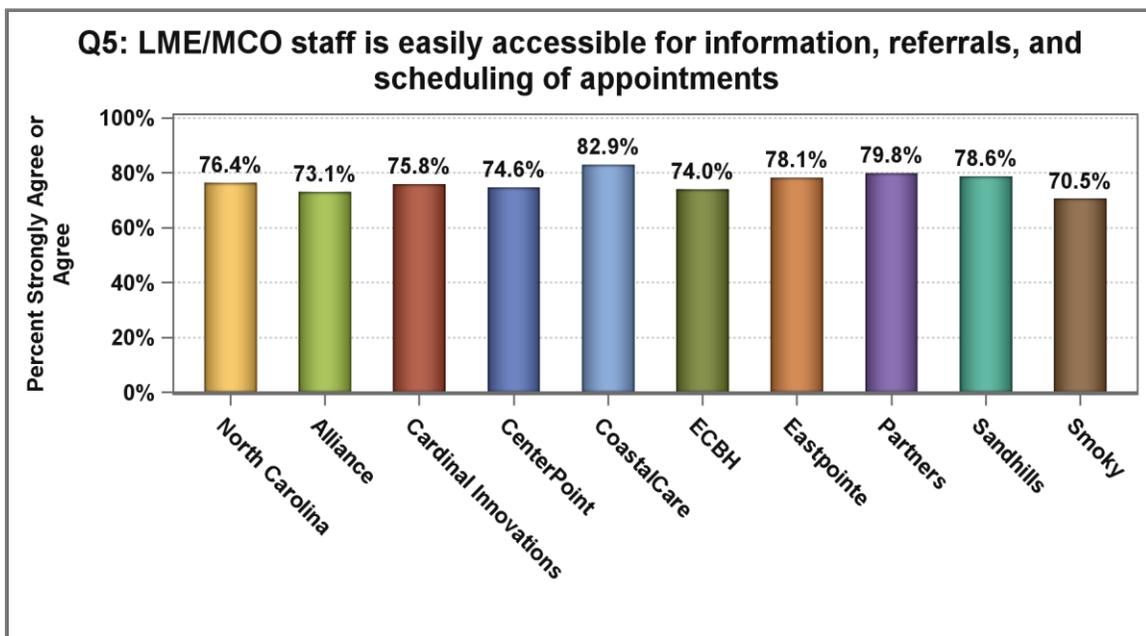
In the following sections, the survey results are summarized for questions five through 28. This part of the survey related more with the providers' perceptions and satisfaction with various elements of the LME/MCOs work and interactions with the providers. The majority of these questions used an answer scale consisting of five levels: *Strongly Agree*, *Agree*, *Disagree*, *Strongly Disagree*, and *No Response*. Exceptions to these answer scales were for questions 17, 22, and 28. The answer scales used for these questions are outlined in **Table 4**.

Table 4 – Questions with differing answer scales

Questions	Answer Scale Used	Reason
17, 28	<ul style="list-style-type: none"> Extremely Satisfied Satisfied Dissatisfied Extremely Dissatisfied No Response 	Satisfaction questions
22	<ul style="list-style-type: none"> Claims Processing Information Technology Payment Policy Enrollment Appeals Other 	<ul style="list-style-type: none"> Audit and Reimbursement Quality Management and Reporting Clinical Coverage Policies Provider Monitoring Training needs question

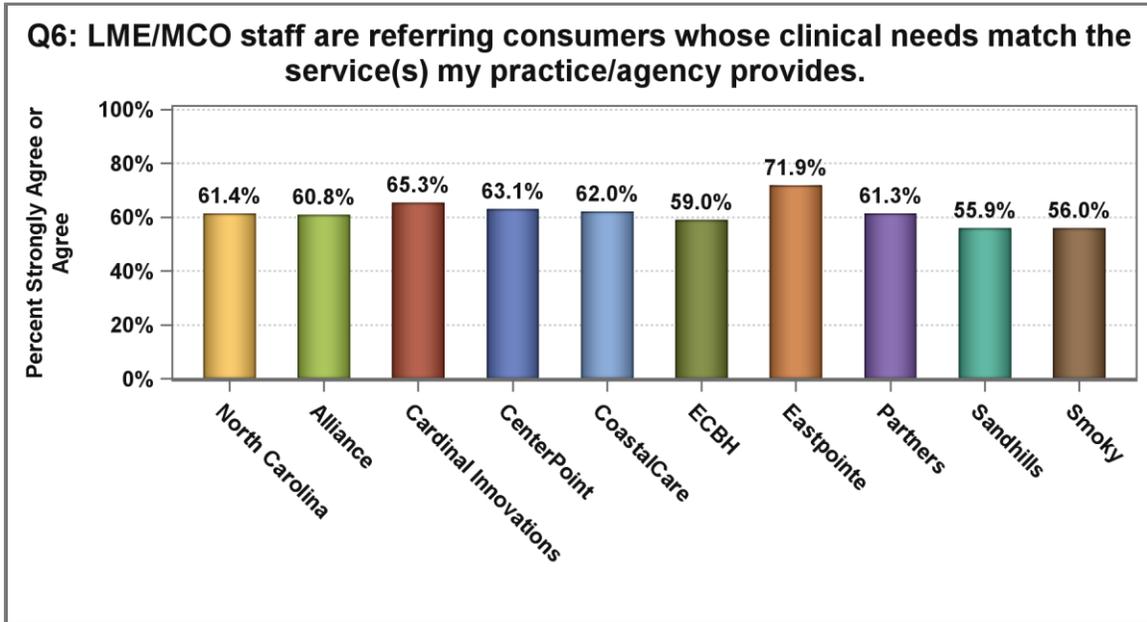
The following results reflect the percentage of positive scores for all but question 22. Positive scores refer to the percent of providers that answered either *Strongly Agree* or *Agree* for a question or for the satisfaction questions either *Extremely Satisfied* or *Satisfied*. Question 22 shows the categories where providers felt additional training is needed.

Figure 6 - Percentage of positive answers for question 5



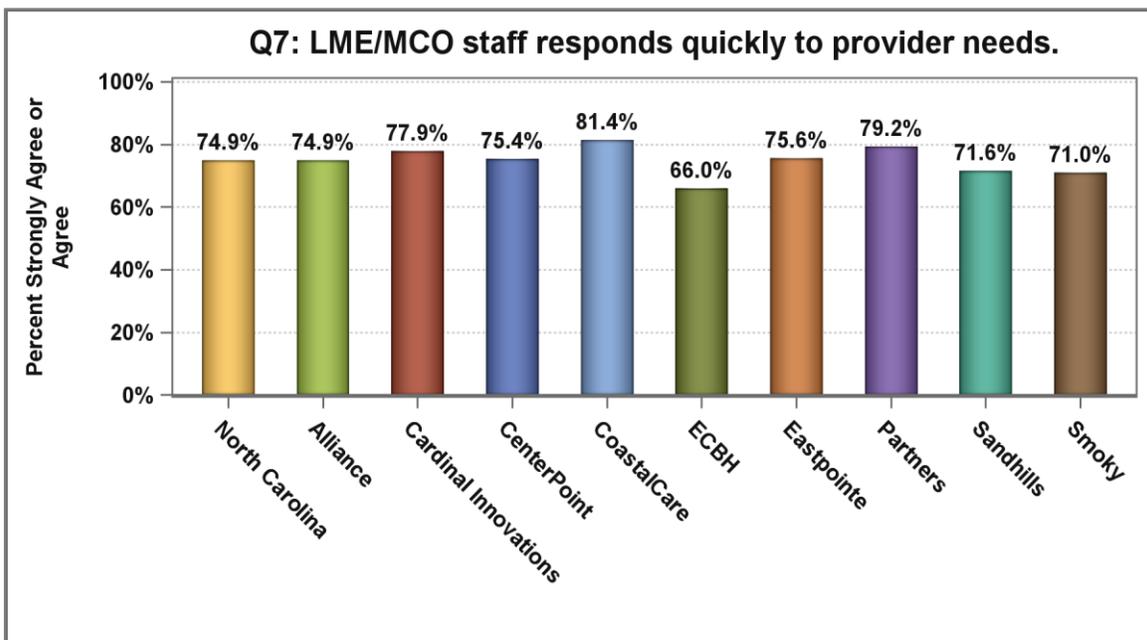
The question five results show that 76 percent of the North Carolina providers that responded to the survey had a positive experience with LME/MCO staff regarding referrals and scheduling of appointments. Across the plans, CoastalCare had the highest percentage of positive responses (83%) while Smoky Mountain had the lowest (71%). The comparison of the North Carolina aggregate and all nine plans is illustrated in **Figure 6**.

Figure 7 - Percentage of positive answers for question 6



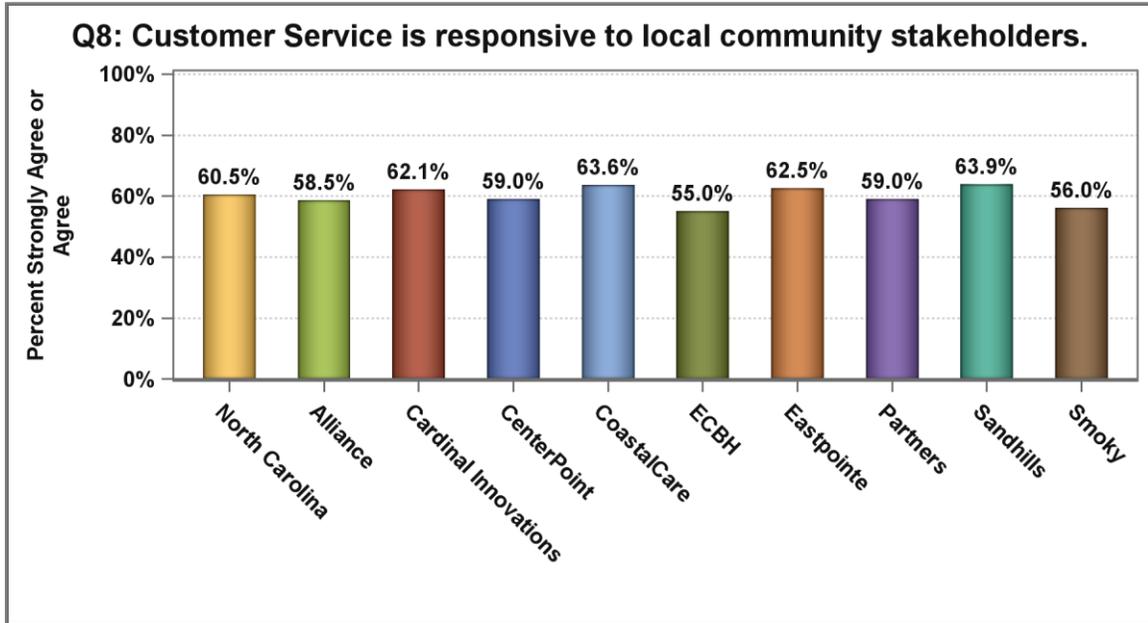
Over 60 percent of the providers that responded to the survey had a positive opinion of the referral process that each of the LME/MCOs used and felt the LME/MCOs successfully matched the consumers' clinical needs to the services of the providers. The plan with the highest positive feedback was Eastpointe (72%), while the plan with the lowest was Smoky Mountain (56%).

Figure 8 - Percentage of positive answers for question 7



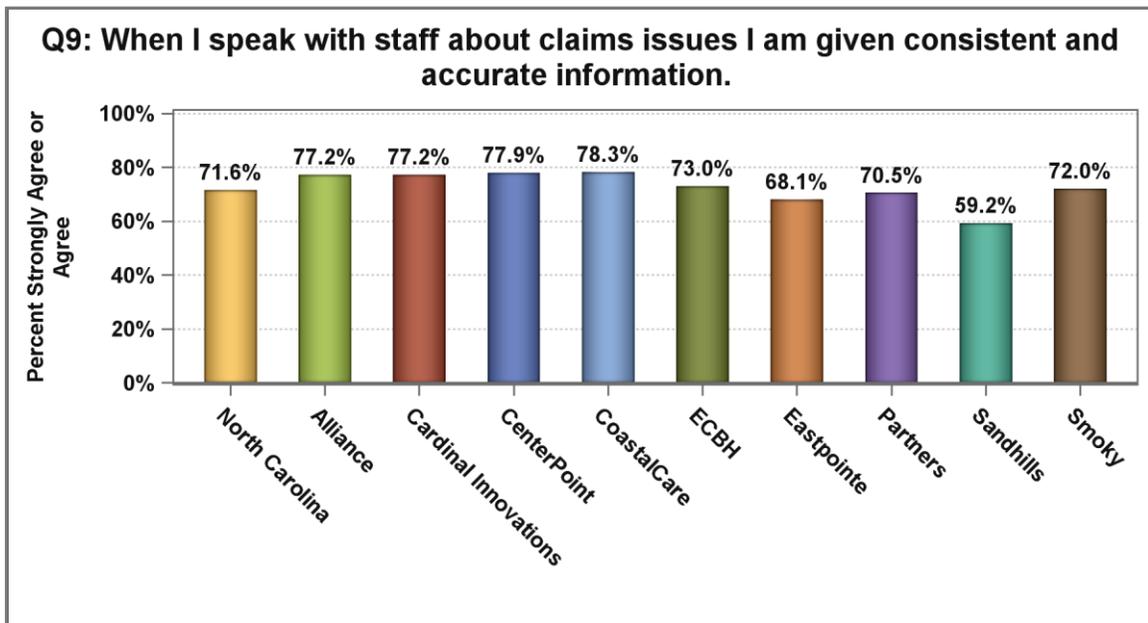
Question seven seeks to understand the provider’s perception of the responsiveness of the LME/MCOs to the needs of their providers. Of the North Carolina providers that responded to the survey, 75 percent had a positive perception of the plan’s responsiveness. The plans that had the highest and lowest positive perceptions were, respectively, CoastalCare (81%) and ECBH (66%). The full comparison is shown in **Figure 8**.

Figure 9 - Percentage of positive answers for question 8



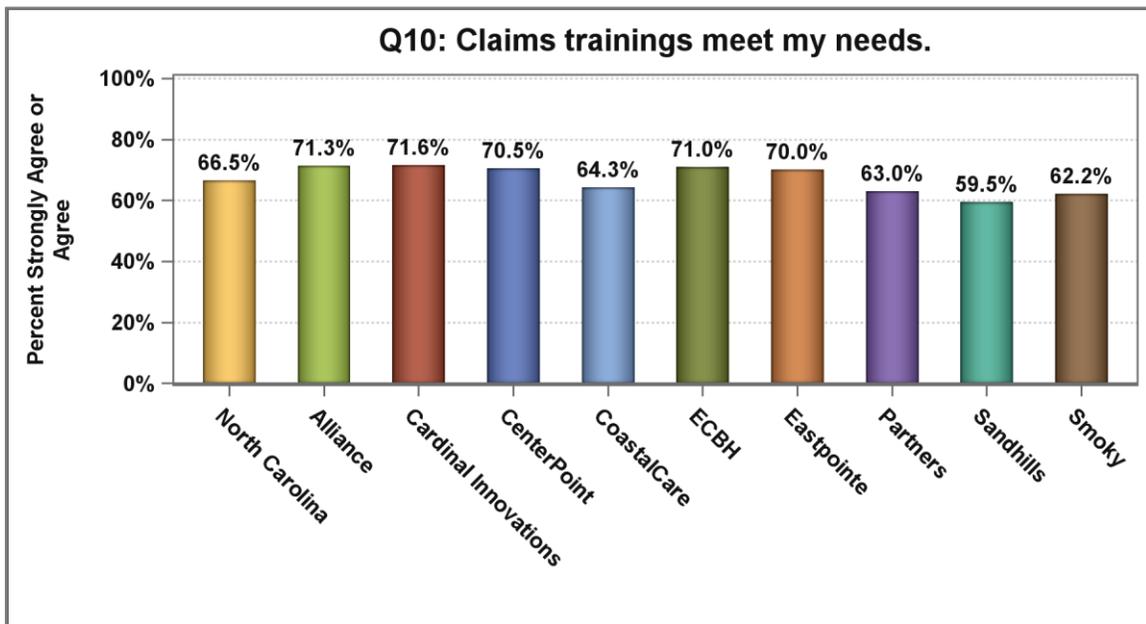
For question eight, 61 percent of the North Carolina providers who responded to the survey had a positive perspective of the LME/MCO customer service’s responsiveness to the local community stakeholders. CoastalCare again had the highest positive percentage (64%), but shared this high rating with Sandhills, while ECBH (55%) and Smoky Mountain (56%) were the plans with the lowest positive response.

Figure 10 - Percentage of positive answers for question 9



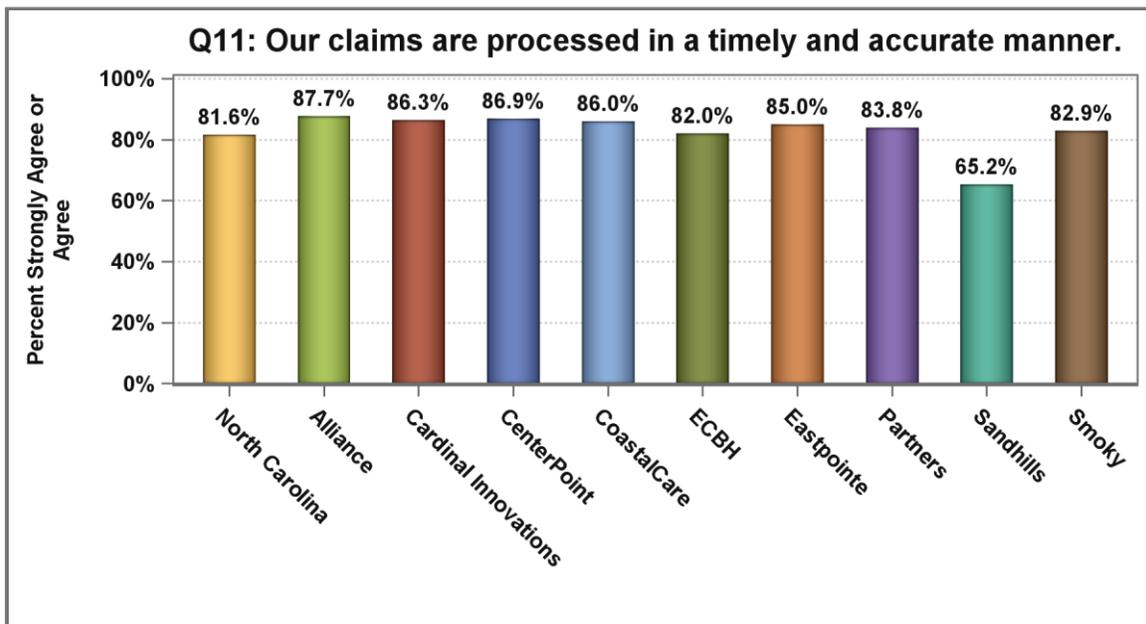
Except for Eastpointe, Partners, and Sandhills, all plans were at or higher than the North Carolina aggregate of 72 percent for positive responses to the statement that providers are given consistent and accurate information when providers speak with the LME/MCO's staff.

Figure 11 - Percentage of positive answers for question 10



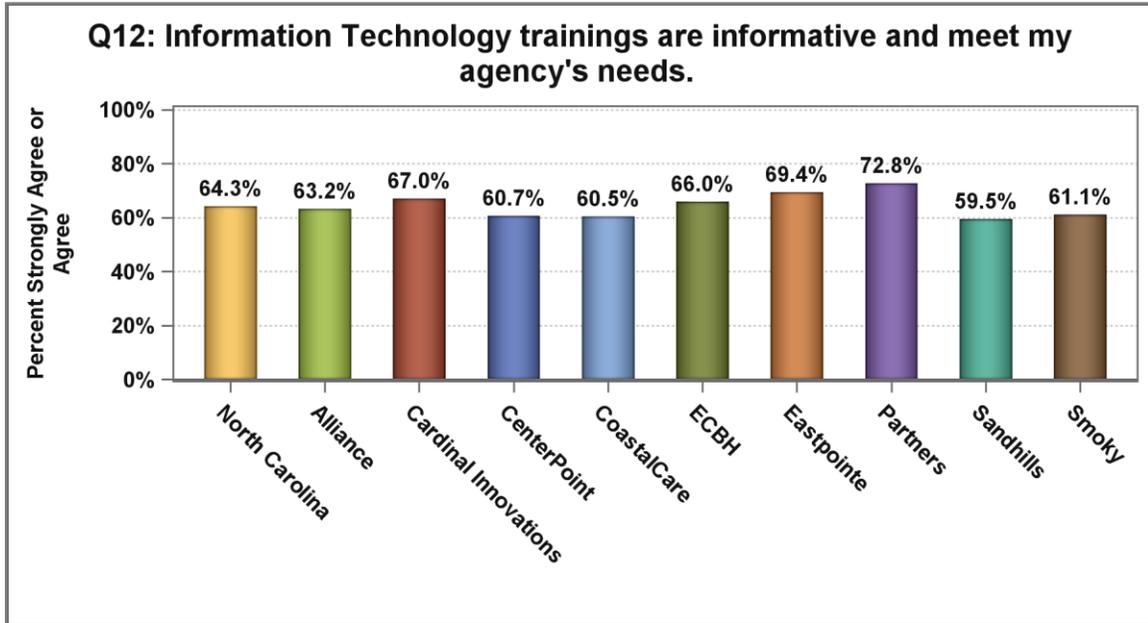
In **Figure 11**, we see that in aggregate and across the plans a majority of those responding to the survey had a positive response that the claims training met the needs of the providers. While relatively similar across plans, Cardinal had the highest positive score, while Sandhills had the lowest.

Figure 12 - Percentage of positive answers for question 11



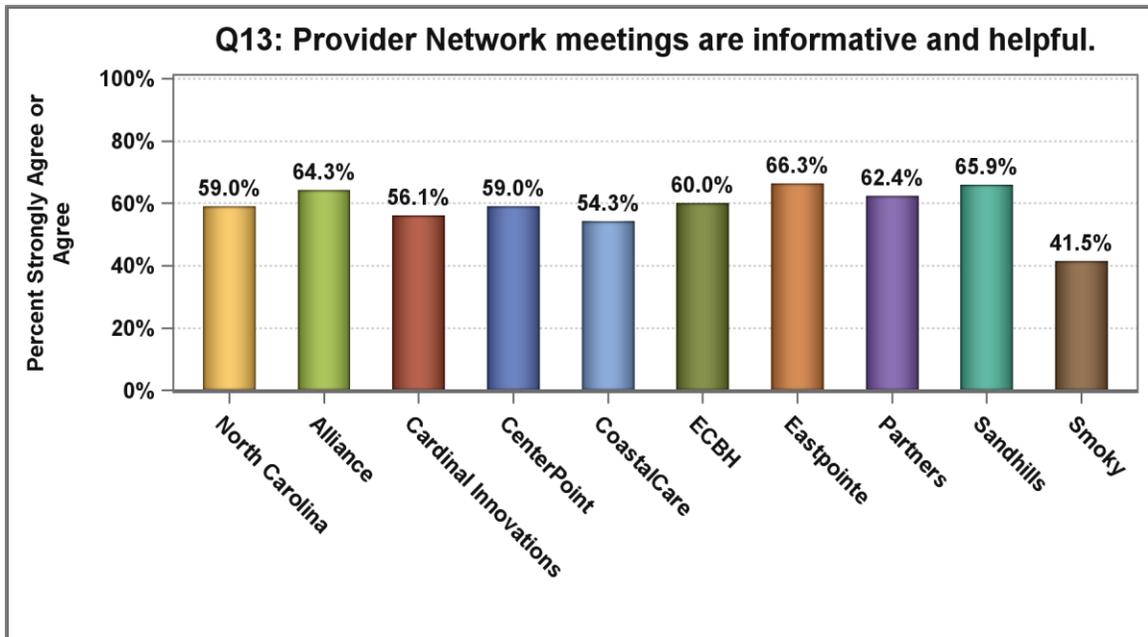
As shown in **Figure 12**, of all nine plans, only Sandhills (65%) was below the North Carolina (81%) aggregate for positive responses to claims being processed timely and accurately.

Figure 13 - Percentage of positive answers for question 12



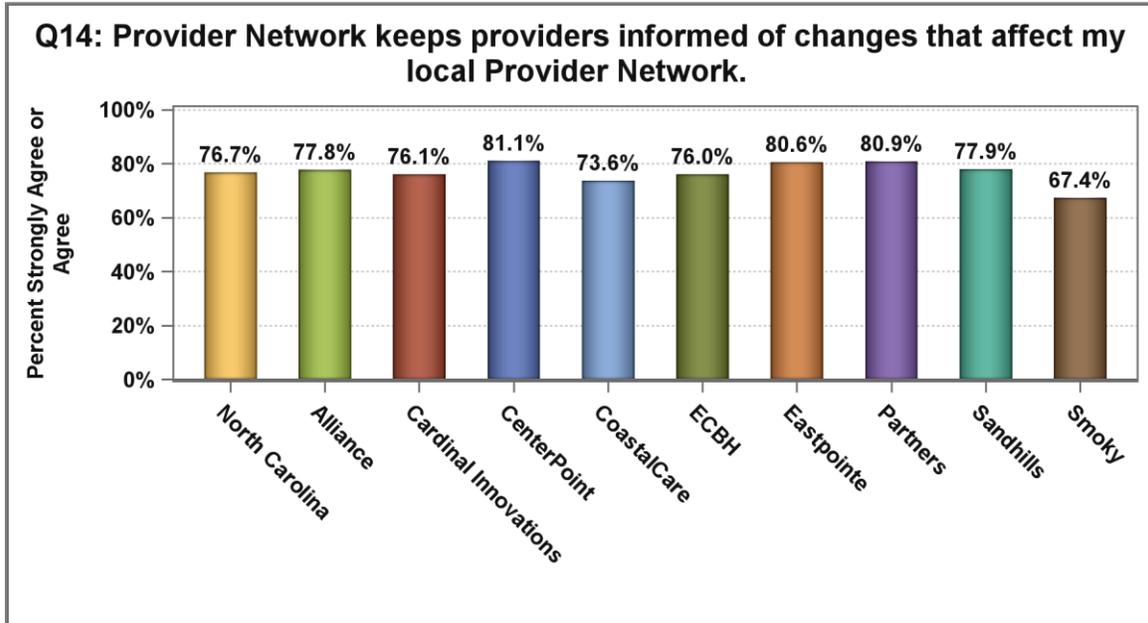
When asked about the informative nature of the plans' Information Technology trainings, in aggregate, 64 percent had a positive response. Partners had the highest percentage positive ranking at 73 percent, while CenterPoint (61%), CoastalCare (61%), Sandhills (60%), and Smoky Mountain (61%) had the lowest.

Figure 14 - Percentage of positive answers for question 13



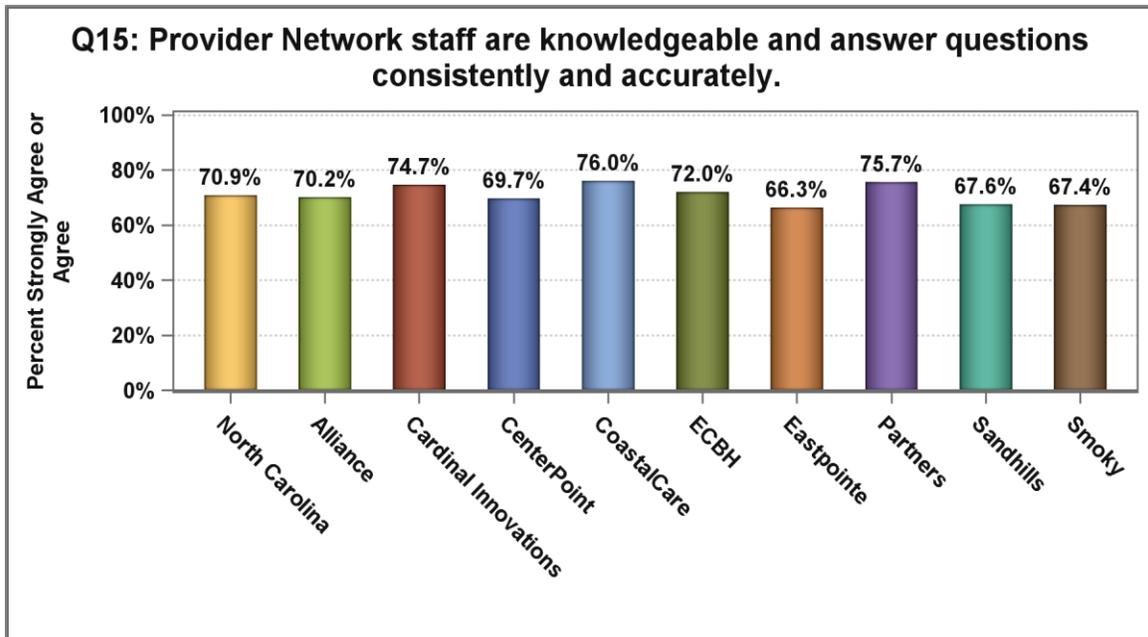
Overall, only 59 percent of the providers that responded to the survey had a positive opinion that the provider network meetings were informative and helpful. By far, the lowest positive reaction was for Smoky Mountain (42%). The full comparisons of the plans are shown in **Figure 14**.

Figure 15 - Percentage of positive answers for question 14



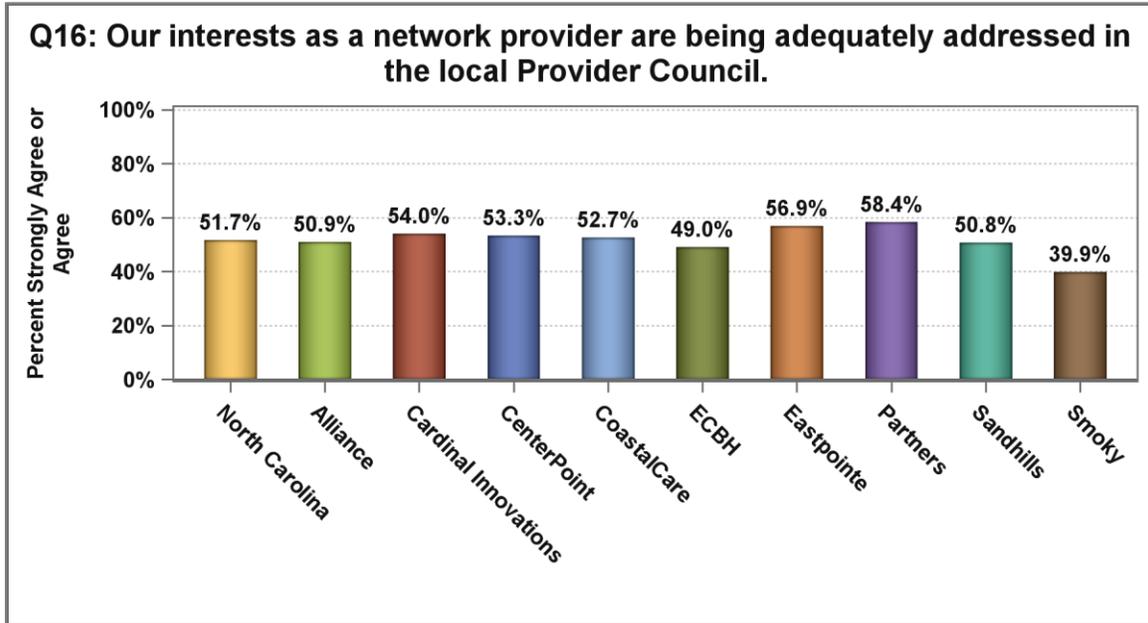
In keeping providers informed of changes that affect the provider network, CenterPoint and Partners had the highest percentage positive (81%), while overall, 77 percent had a positive perception of how the plans communicate changes to the provider network. Smoky Mountain had the lowest percentage positive answers with 67 percent.

Figure 16 - Percentage of positive answers for question 15



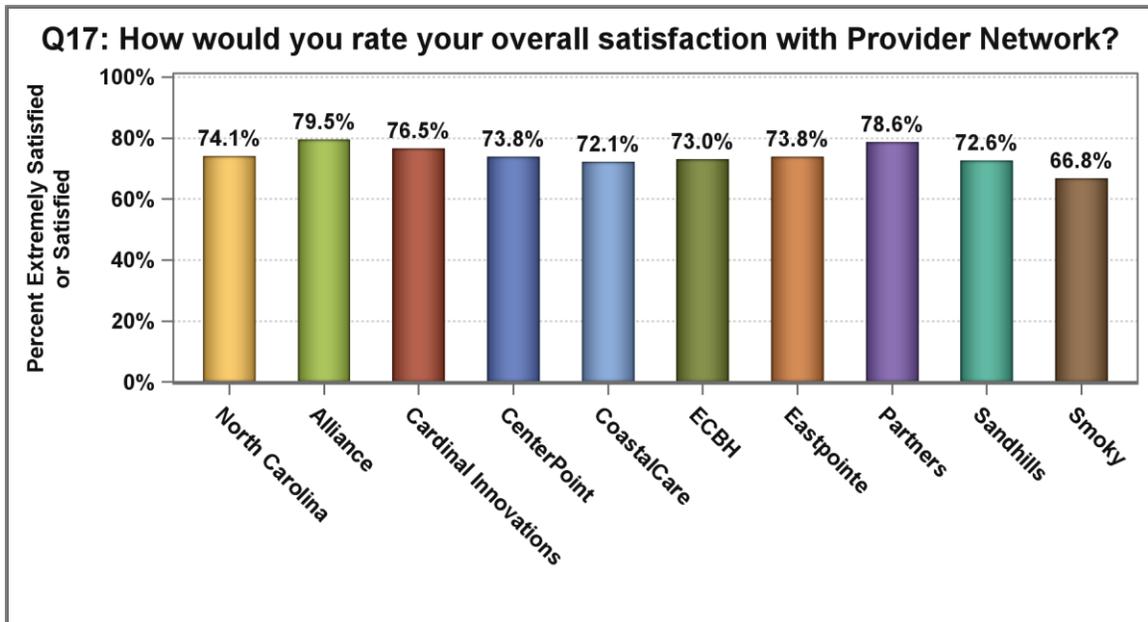
For the question that provider network staff are knowledgeable and consistently and accurately answer questions from the providers, the plans ranged from 66 percent (Eastpointe) to 76 percent (CoastalCare and Partners). The aggregate for providers responding to the surveys was 71 percent.

Figure 17 - Percentage of positive answers for question 16



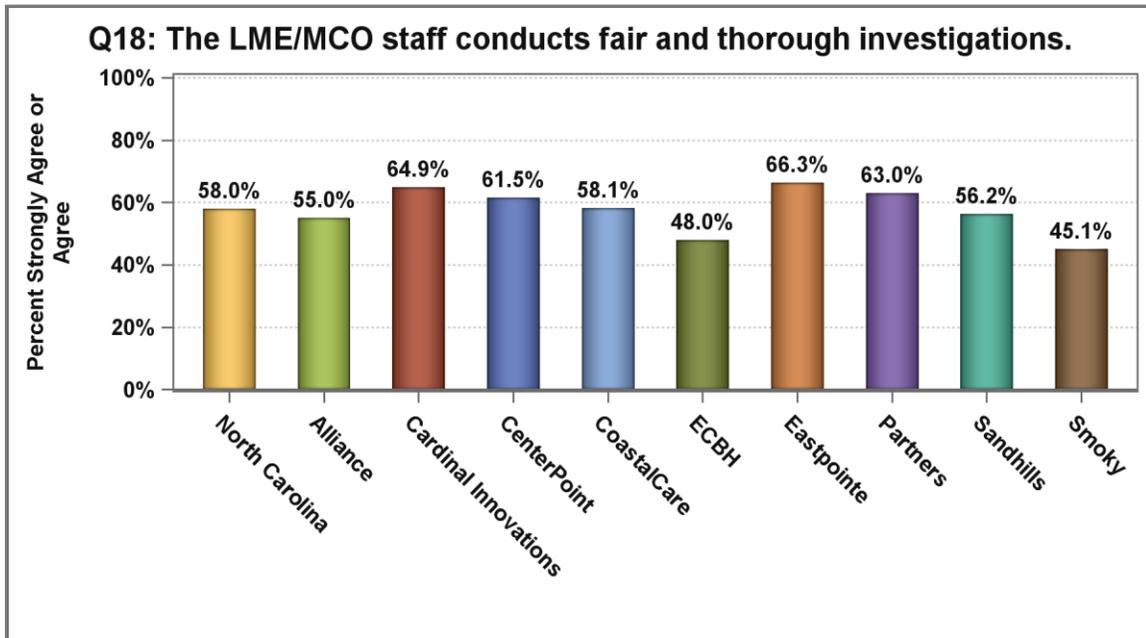
In aggregate, only a slim majority of North Carolina providers who responded to the survey felt positive that their interests as a provider are being well-addressed at the local Provider Council. The highest positive rating for a plan was with Partners (58%), while ECBH (49%) and Smoky Mountain (40%) fell below 50 percent.

Figure 18 - Percentage of satisfied responses for question 17



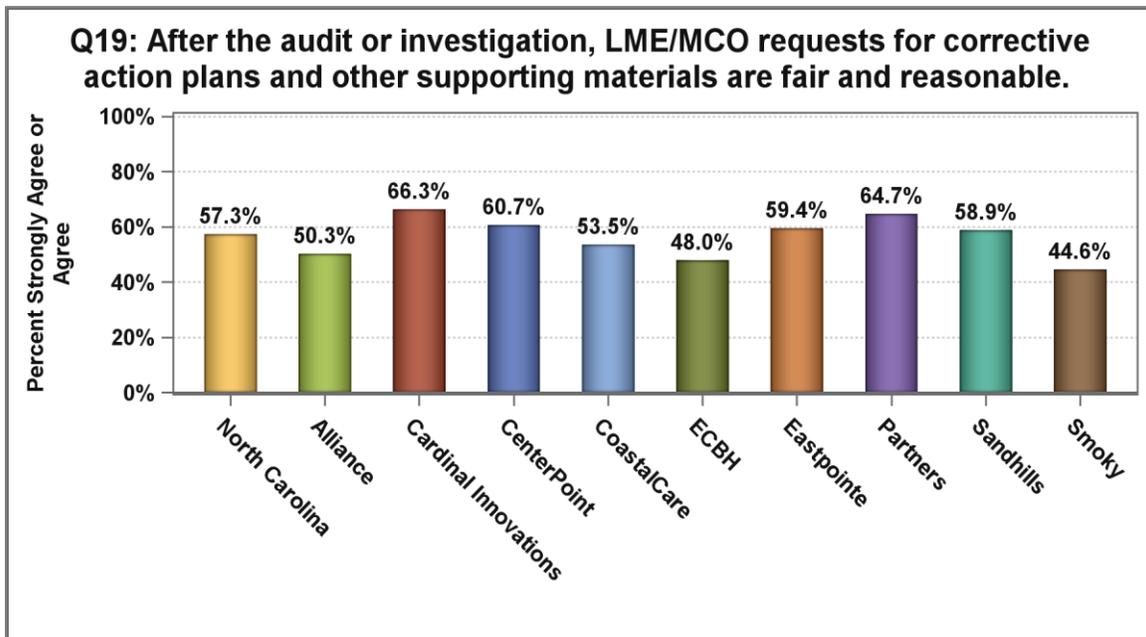
The overall positive satisfaction with the Provider Network for those that responded to the survey was 74 percent. Alliance (80%) received the highest marks, while Smoky Mountain (67%) had the lowest. The full comparison of the nine plans can be seen in **Figure 18**.

Figure 19 - Percentage of positive answers for question 18



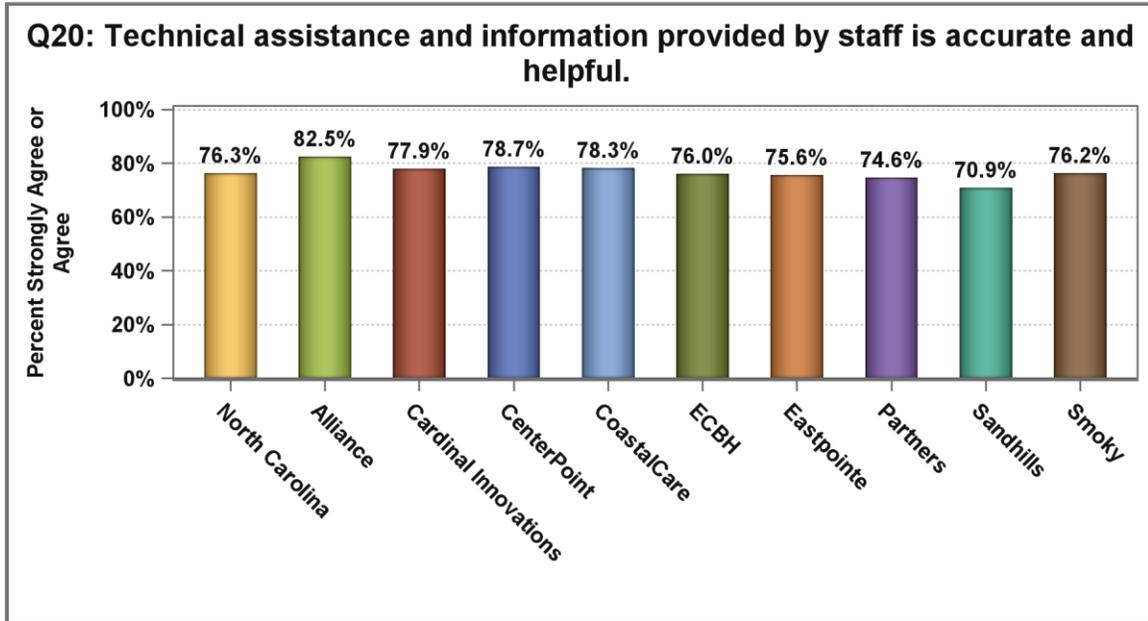
In **Figure 19**, the comparisons of the plans and the North Carolina aggregate for whether the providers had a positive opinion of the plan's staff when conducting investigations are displayed. Again, we see Smoky Mountain (45%) had the lowest positive percentage of providers, and ECBH (48%) was also below 50 percent. Of those over 50 percent, Eastpointe had the highest percentage at 66 percent.

Figure 20 - Percentage of positive answers for question 19



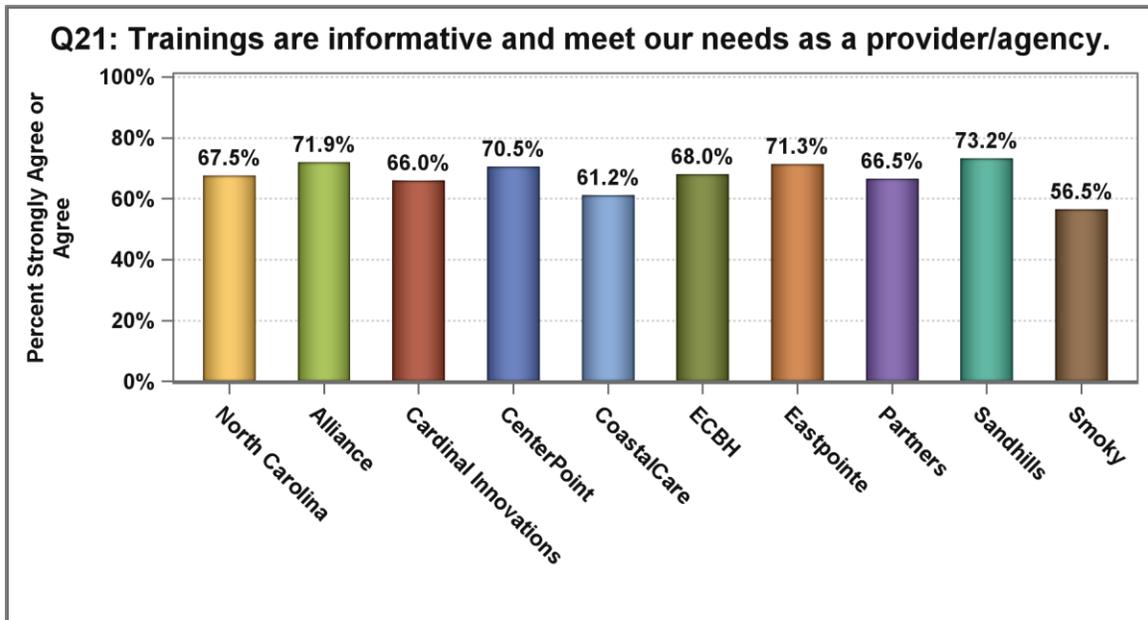
Similar to question 18, question 19 showed weak positive responses from the provider respondents. Cardinal Innovations' providers responded more positively than the other plans, with 66 percent indicating that they felt Cardinal's corrective action plans after an investigation were fair and reasonable. The state aggregate was 57 percent.

Figure 21 - Percentage of positive answers for question 20



The results for the technical assistance and information provided by the plans to their providers are a much different story. In total, 76 percent of the providers that responded to the survey felt positive that this information was accurate and helpful. Across the plans, this percentage ranged from 83 to 71 with every plan receiving high marks.

Figure 22 - Percentage of positive answers for question 21



Positive impressions regarding trainings that the plans provide to their providers are, in aggregate, lower than the technical assistance the plans provide (68% versus 76%). Of their providers that responded to the survey, only 57 percent of Smoky Mountain’s providers could agree that the trainings are informative and met the needs of the providers. In contrast, 73 percent of Sandhills’ providers said they could agree.

Figure 23 - Percentage of topics providers requested more training in

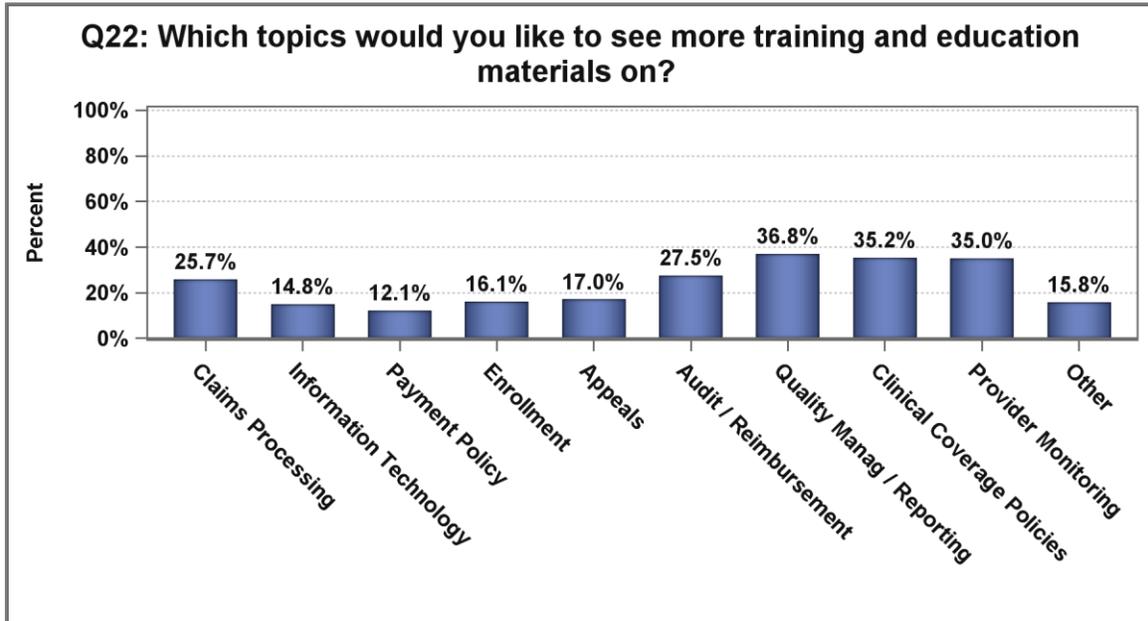
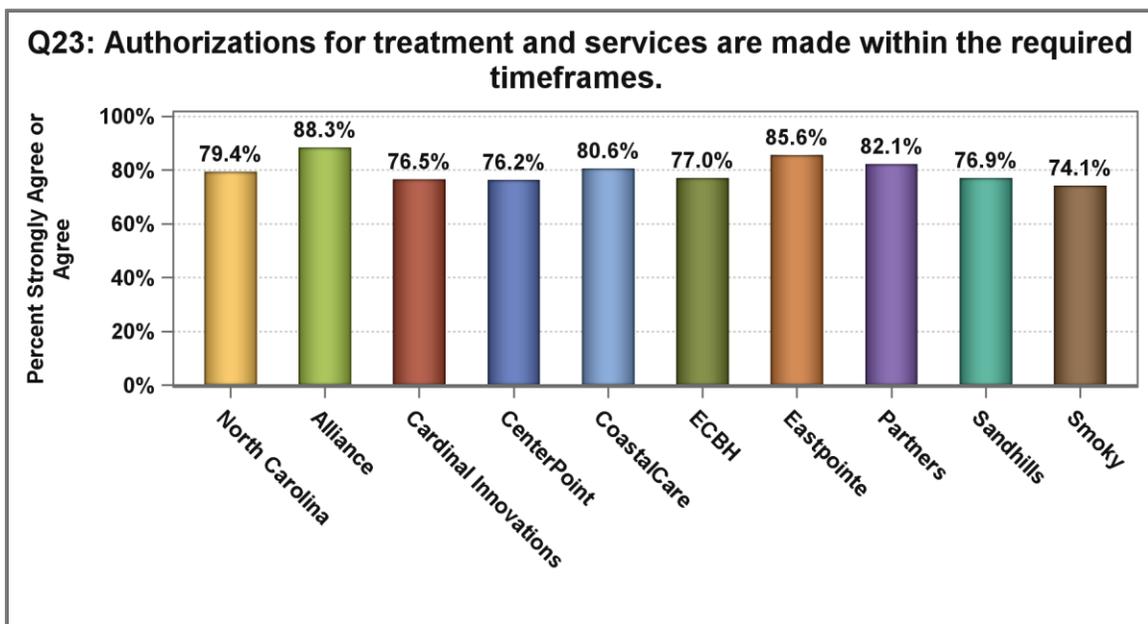


Figure 23 displays the categories where providers would like more training from the LME/MCOs. The three highest categories selected by the providers were:

- Quality Management and Reporting
- Clinical Coverage Policies
- Provider Monitoring

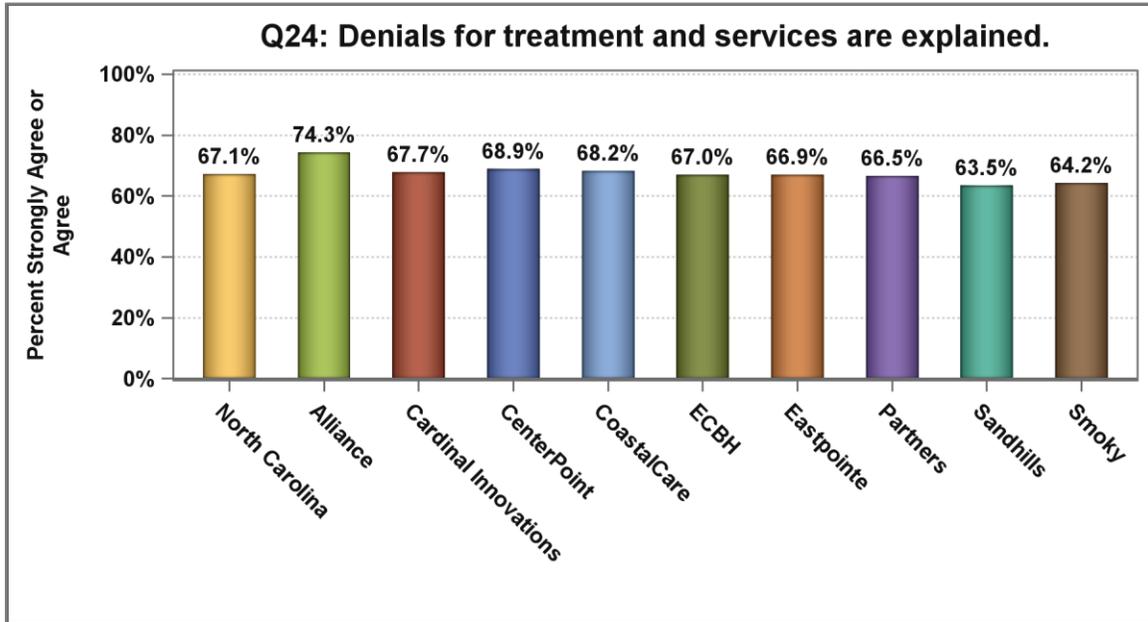
At least 35 percent of all providers that responded to the survey indicated they would like more training in these three categories.

Figure 24 - Percentage of positive answers for question 23



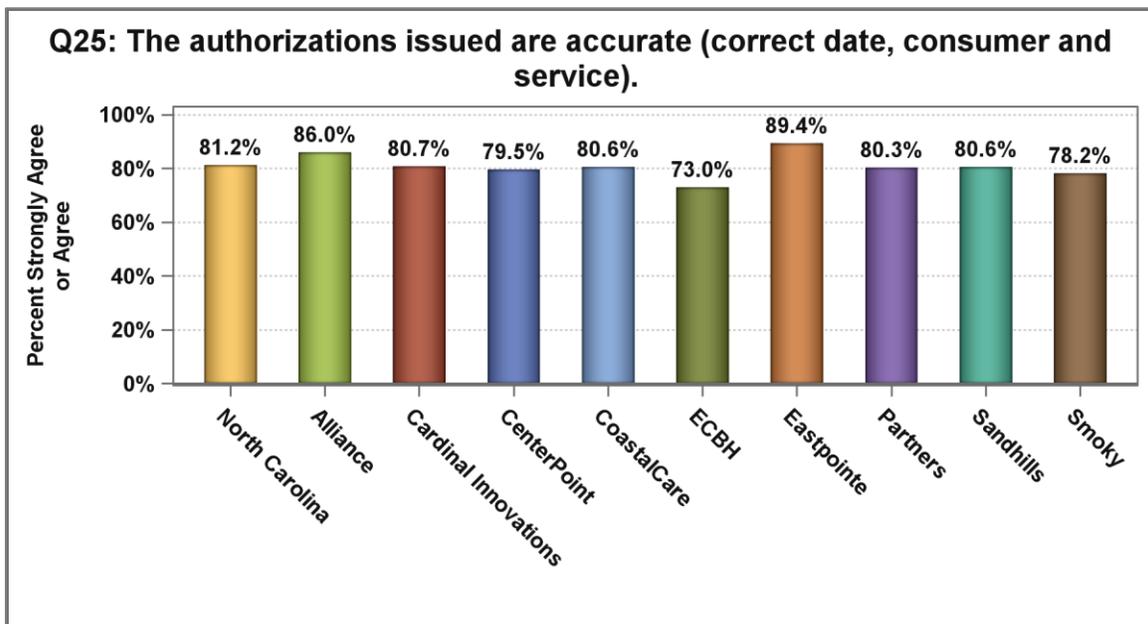
There is a high positive opinion by the provider community that authorizations for treatment are being made within the required timeframes. Overall, almost 80 percent of North Carolina providers that responded to the survey felt positive. Again, at 74 percent Smoky Mountain had the lowest rating of all the plans. Two plans were higher than 85 percent, Alliance (88%) and Eastpointe (86%).

Figure 25 - Percentage of positive answers for question 24



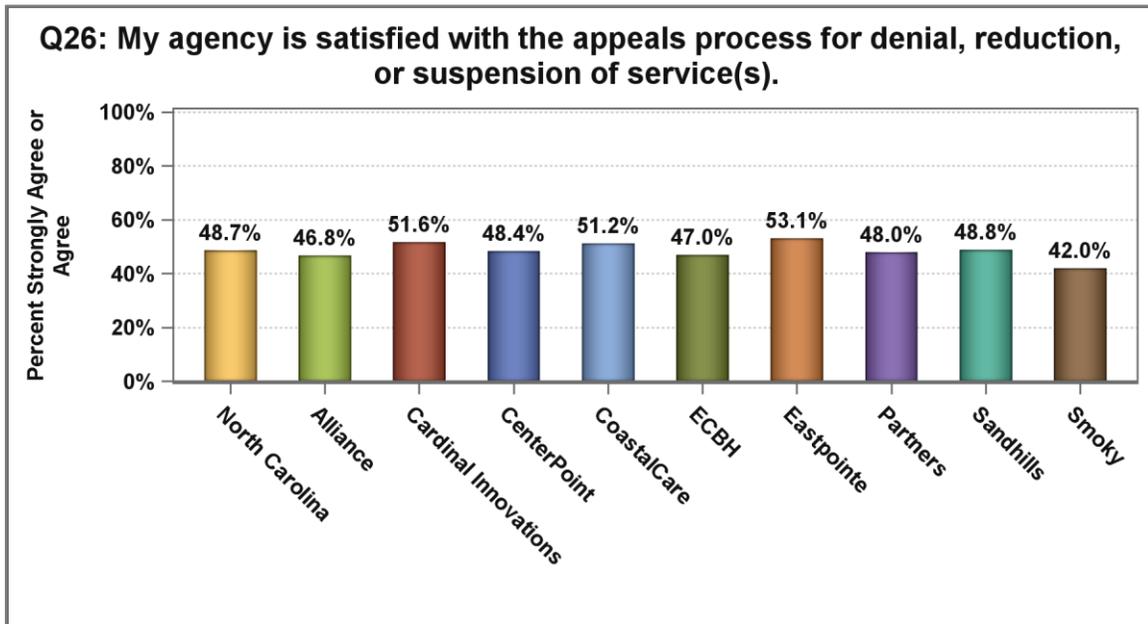
In **Figure 25**, we see the percentage of responding providers that agree that denials for treatment and services are explained by plans. The positive response percentage ranges from a high of 74 percent for Alliance to 64 percent for Sandhills and Smoky Mountain. Overall, 67 percent of North Carolina providers that responded to the survey agreed that denials were explained.

Figure 26 - Percentage of positive answers for question 25



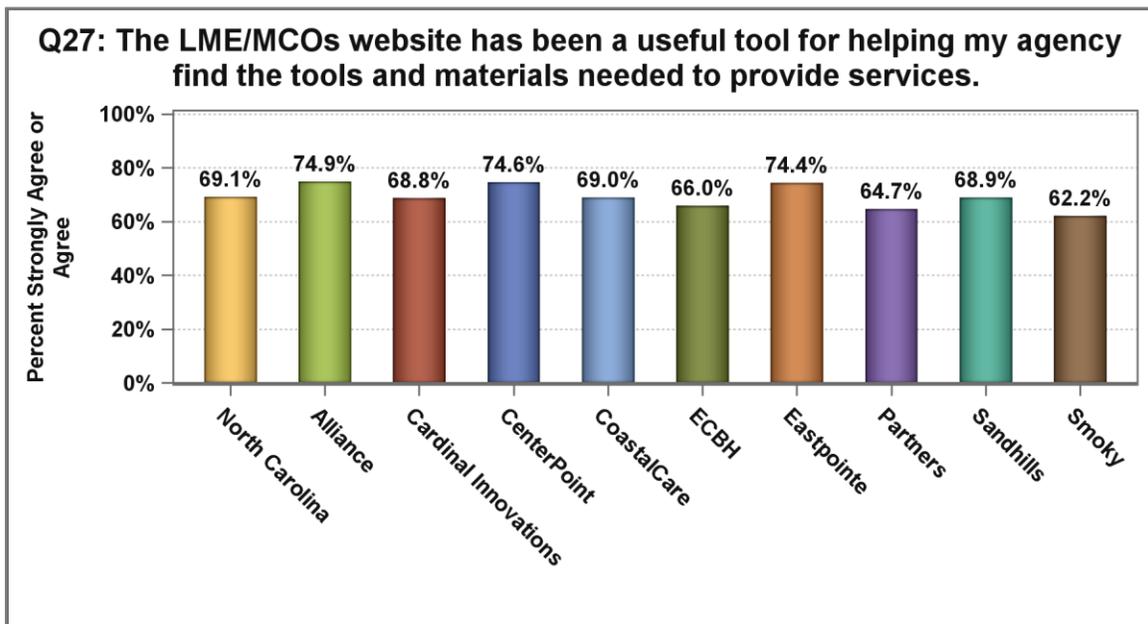
Based on the results from the survey, providers view authorizations as being accurate with over 81 percent agreeing. Almost 90 percent of Eastpointe’s providers that responded agreed that authorizations were accurate, while only 73 percent of ECBH’s providers agreed.

Figure 27 - Percentage of positive answers for question 26



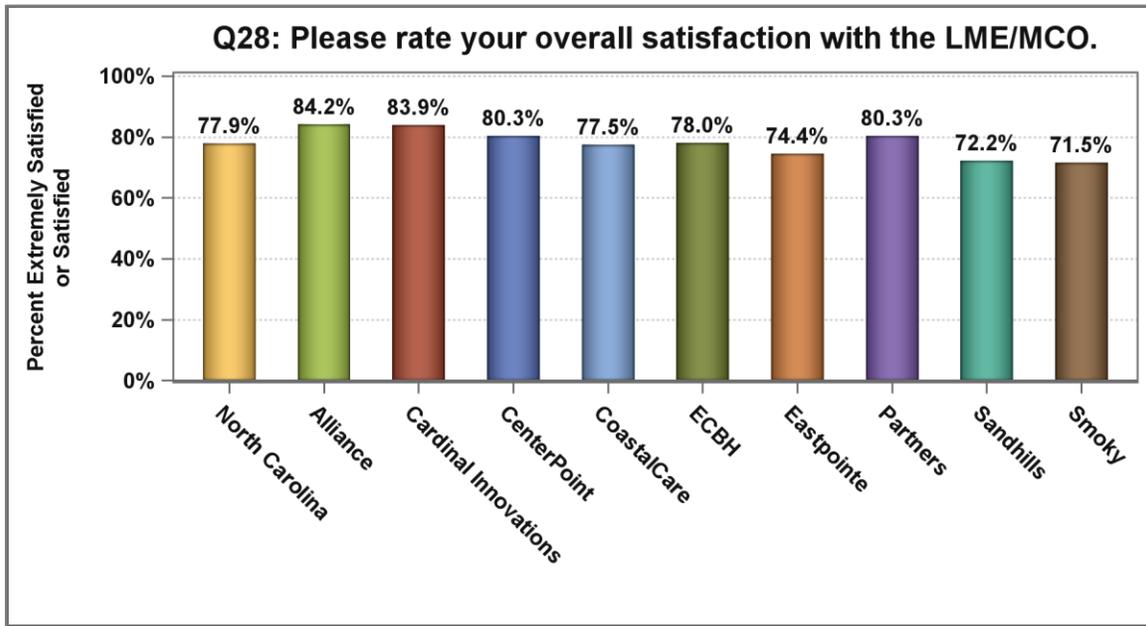
For only one plan (Eastpointe, 53%) did more than a slim majority agree that they are satisfied with the appeals process of the plans. Overall, only 49 percent of providers responded as satisfied, while six of the nine plans fell below a majority agreement. The across plan comparisons can be seen in Figure 27.

Figure 28 - Percentage of positive answers for question 27



Providers agree much more when it comes to viewing the LME/MCOs’ websites as being useful for tools and materials the providers need. Overall, 69 percent of respondents agree their plan’s website was useful across the plans, this ranged from 75 percent (Alliance and CenterPoint) to 62 percent (Smoky Mountain).

Figure 29 - Percentage of satisfied responses for question 28



When rating their overall satisfaction with the LME/MCOs, 78 percent of the North Carolina providers that responded to the survey answered as either *Extremely Satisfied* or *Satisfied*. Alliance had the highest percentage of satisfied providers with 84 percent while both Sandhills and Smoky Mountain had the lowest at 72 percent. The results of all the plans are shown in **Figure 29**.

Positive Survey Results Summary – Agree/Satisfaction Questions (5-21, 23-28)

Table 5 shows a summary of the percentage of positive answers for each of the *Agree* or *Satisfaction* questions in the survey. The table lists the North Carolina aggregate, the percentage range across the plans, and indicates the plan or plans that had the highest and lowest percentage for that question.

Table 5 – Agree/Satisfaction Questions Positive Results Summary

Question	NC Aggregate (%)	Result Range (%)	LME/MCO(s) with...	
			Highest	Lowest
Question 5: LME/MCO staff is easily accessible for information, referrals, and scheduling of appointments	76	83 – 71	CoastalCare	Smoky Mountain
Question 6: LME/MCO staff are referring consumers whose clinical needs match the service(s) my practice/agency provides.	61	72 – 56	Eastpointe	Smoky Mountain
Question 7: LME/MCO staff responds quickly to provider needs.	75	81 – 66	CoastalCare	ECBH
Question 8: Customer Service is responsive to local community stakeholders.	61	64 – 55	CoastalCare Sandhills	ECBH
Question 9: When I speak with staff about claims issues I am given consistent and accurate information.	72	78 – 59	CenterPoint CoastalCare	Sandhills
Question 10: Claims trainings meet my needs.	67	72 – 60	Cardinal	Sandhills

Table 5 – Agree/Satisfaction Questions Positive Results Summary

Question	NC Aggregate (%)	Result Range (%)	LME/MCO(s) with...	
			Highest	Lowest
Question 11: Our claims are processed in a timely and accurate manner.	82	88 – 65	Alliance	Sandhills
Question 12: Information Technology trainings are informative and meet my agency's needs.	64	73 – 60	Partners	Sandhills
Question 13: Provider Network meetings are informative and helpful.	59	66 – 42	Eastpointe Sandhills	Smoky Mountain
Question 14: Provider Network keeps providers informed of changes that affect my local Provider Network.	77	81 – 67	CenterPoint Eastpointe Partners	Smoky Mountain
Question 15: Provider Network staff are knowledgeable and answer questions consistently and accurately.	71	76 – 66	CoastalCare Partners	Eastpointe
Question 16: Our interests as a network provider are being adequately addressed in the local Provider Council.	52	58 – 40	Partners	Smoky Mountain
Question 17: How would you rate your overall satisfaction with Provider Network?	74	80 – 67	Alliance	Smoky Mountain
Question 18: The LME/MCO staff conducts fair and thorough investigations.	58	66 – 45	Eastpointe	Smoky Mountain
Question 19: After the audit or investigation, LME/MCO requests for corrective action plans and other supporting materials are fair and reasonable.	57	66 – 45	Cardinal	Smoky Mountain
Question 20: Technical assistance and information provided by staff is accurate and helpful.	76	83 – 71	Alliance	Sandhills
Question 21: Trainings are informative and meet our needs as a provider/agency.	68	73 – 57	Sandhills	Smoky Mountain
Question 23: Authorizations for treatment and services are made within the required timeframes.	79	88 – 74	Alliance	Smoky Mountain Sandhills
Question 24: Denials for treatment and services are explained.	67	74 – 64	Alliance	Smoky Mountain
Question 25: The authorizations issued are accurate.	81	89 – 73	Eastpointe	ECBH
Question 26: My agency is satisfied with the appeals process for denial, reduction, or suspension of service(s).	49	53 – 42	Eastpointe	Smoky Mountain
Question 27: The LME/MCOs website has been a useful tool for helping my agency find the tools and materials needed to provide services.	69	75 – 62	Alliance CenterPoint	Smoky Mountain
Question 28: Please rate your overall satisfaction with the LME/MCO.	78	84 – 72	Alliance Cardinal	Sandhills Smoky Mountain

This summary illustrates the questions and the LME/MCOs that scored the highest and lowest. Overall, the questions that survey respondents had the strongest positive perception for were:

- 82 percent, Question 11, “Our claims are processed in a timely and accurate manner.”
- 81 percent, Question 25, “The authorizations issued are accurate.”
- 79 percent, Question 23, “Authorizations for treatment and services are made within the required timeframes.”

The two questions that scored the lowest overall were:

- 52 percent, Question 16, “Our interests as a network provider are being adequately addressed in the local Provider Council.”
- 57 percent, Question 19, “After the audit or investigation, LME/MCO requests for corrective action plans and other supporting materials are fair and reasonable.”
- 49 percent, Question 26, “My agency is satisfied with the appeals process for denial, reduction, or suspension of service(s).”

When looking across the plans, trends for the high and low scorers also appear. Alliance consistently had the highest positive percentage of all the plans with the highest percent on 9 of these 23 questions. On the low side, Smoky Mountain consistently scored the lowest on all but four of these questions (19 out of 23).

Limitations of Survey Results

As with any survey results, this survey does have limitations in the interpretation of the results and caveats that need to be mentioned. These limitations are listed below:

- Since individuals can have different interpretations for categories such as *Strongly Agree* and *Agree*, the differences within those groups may be less uniform than expected. This has been minimized here by choosing to focus only on positive responses to the questions and not drawing a qualitative difference between categories that make up those positive responses.
- When individuals choose not to respond to a survey, a nonresponse bias could be present in the results. If a group of interest is not taking the survey, the results from the survey would not represent the views of that group. Alternatively, if a specific group responds in a higher proportion than exists in the population (for example disgruntled providers), a response bias could exist. In general, these are minimized by offering as many ways as financially prudent to take the survey and by sending reminders to take the survey to those that have not responded yet.
- While the provider population, in general, tends to be technology-minded, there is a possibility that a percentage of the population was not willing to participate in an electronic survey because of confidentiality or security reasons. This was minimized by using a survey service that secures data transmission for the respondents and by clearly addressing confidentiality issues in the invitation to the survey. Unless a respondent self identifies themselves in their comments, DMA or the plans would not know who responded to the survey.
- Since the same survey was administered concurrently for all nine LME/MCOs, and some providers contract with multiple plans, a risk existed that providers could have inadvertently responded to the wrong survey. To minimize this risk, the survey was clearly marked with the plan in the narrative instructions and in the main title of the survey.
- The contact information for the providers was requested from and provided by the plans. As such, the plans dictated the quality and scope of the contact information CCME received. Around four percent of the email addresses CCME received from the plans were unusable

because they were missing, invalid, or undeliverable for other reasons. Email addresses were corrected where feasible.

Conclusions

The 2014 Provider Satisfaction Survey results show that the North Carolina providers are, overall, satisfied with the LMEs/MCOs. Of all the plans, the providers seemed more satisfied with Alliance and the least satisfied with Smoky Mountain. The providers were most satisfied with how their claims and authorizations were being handled. Of concern was the providers' perception or dissatisfaction with the appeals process and that their interests are not adequately addressed in the local Provider Council.

Appendix A: Survey Invites and Response Rate per Plan

Appendix A Table 1 - Survey Invitation Itemization by Plan

Description	Alliance	Cardinal	CenterPoint	CoastalCare	Eastpointe	ECBH	Partners	Sandhills	Smoky Mountain	Total
Number of providers after cleaning of plans provider data	430	807	256	341	414	250	436	810	535	4,279
Number of invalid/missing email addresses that could not be corrected	0	-2	0	0	-3	0	-2	-2	-3	-12
Number of providers that notified CCME that they were closed or did not receive Medicaid funding	0	-1	0	0	-1	0	-1	-3	-3	-9
Number of emails that bounced or were undeliverable	-24	-24	-2	-9	-33	-4	-13	-17	-25	-151
Number of providers that had opted out of Survey Monkey surveys	-7	-36	-6	-11	-5	-2	-9	-13	-12	-101
Total Invites Used	399	744	248	321	372	244	411	775	492	4,006

Appendix A Table 2 - Survey Response Rate by Plan

Description	Alliance	Cardinal	CenterPoint	CoastalCare	Eastpointe	ECBH	Partners	Sandhills	Smoky Mountain	Total
Total number of surveys collected	171	285	122	129	160	100	173	299	193	1,632
Response rate at close of survey	42.9%	38.3%	49.2%	40.2%	43.0%	41.0%	42.1%	38.6%	39.2%	40.7%

Appendix B: Survey Tabular Results by Plan

Appendix B Table 1 – Complete Survey Results by LME/MCO; percent (standard error)

	North Carolina (n=1,632)	Alliance (n=171)	Cardinal (n=285)	CenterPoint (n=122)	Coastal (n=129)	ECBH (n=100)	Eastpointe (n=160)	Partners (n=173)	Sandhills (n=299)	Smoky Mountain (n=193)
Question 1: How long have you been a Medicaid provider?										
Less than 6 mon	0.4% (0.11)	-	0.7% (0.39)	0.8% (0.58)	-	1.0% (0.77)	-	0.6% (0.44)	0.3% (0.26)	-
1 - 2 years	7.3% (0.50)	8.2% (1.59)	7.0% (1.19)	5.7% (1.51)	10.1% (2.06)	5.0% (1.68)	5.0% (1.30)	5.2% (1.29)	10.0% (1.36)	6.7% (1.41)
3 - 5 years	17.0% (0.71)	26.9% (2.57)	21.8% (1.92)	11.5% (2.07)	4.7% (1.44)	10.0% (2.32)	20.0% (2.39)	17.3% (2.20)	17.4% (1.72)	13.5% (1.92)
6 years or more	75.3% (0.82)	64.9% (2.77)	70.5% (2.12)	82.0% (2.49)	85.3% (2.42)	84.0% (2.83)	75.0% (2.59)	76.9% (2.45)	72.2% (2.03)	79.8% (2.26)
Question 2: What is your provider type?										
Provider Agency	61.0% (0.92)	50.3% (2.90)	57.5% (2.30)	62.3% (3.14)	73.6% (3.01)	56.0% (3.83)	66.3% (2.83)	61.8% (2.82)	66.9% (2.14)	54.4% (2.80)
LIP	35.3% (0.90)	48.5% (2.90)	42.5% (2.30)	33.6% (3.06)	24.8% (2.95)	35.0% (3.68)	25.0% (2.59)	35.3% (2.77)	29.8% (2.08)	38.3% (2.74)
Community Hospital	3.7% (0.36)	1.2% (0.62)	-	4.1% (1.28)	1.6% (0.84)	9.0% (2.21)	8.8% (1.69)	2.9% (0.97)	3.3% (0.82)	7.3% (1.46)
Question 3: Services you provide.										
Community	32.9% (0.90)	29.8% (2.65)	36.5% (2.24)	29.5% (2.96)	31.0% (3.16)	32.0% (3.60)	35.0% (2.86)	35.3% (2.77)	33.1% (2.14)	30.1% (2.58)
Outpatient	60.4% (0.93)	70.2% (2.65)	67.0% (2.19)	54.1% (3.23)	50.4% (3.42)	54.0% (3.85)	65.0% (2.86)	58.4% (2.86)	57.2% (2.25)	59.1% (2.77)
Residential	32.0% (0.88)	21.1% (2.36)	28.4% (2.10)	41.0% (3.19)	43.4% (3.39)	30.0% (3.54)	29.4% (2.73)	37.0% (2.80)	34.1% (2.15)	29.0% (2.55)
Inpatient	6.4% (0.46)	2.3% (0.88)	3.5% (0.86)	4.9% (1.40)	6.2% (1.65)	15.0% (2.76)	11.3% (1.89)	6.9% (1.47)	4.3% (0.93)	9.3% (1.64)
Inter Care Facility	4.9% (0.41)	2.3% (0.88)	4.2% (0.94)	7.4% (1.69)	6.2% (1.65)	7.0% (1.97)	4.4% (1.22)	5.8% (1.35)	4.3% (0.93)	5.2% (1.25)
Innov Services	20.8% (0.77)	14.6% (2.05)	18.2% (1.80)	24.6% (2.79)	28.7% (3.09)	20.0% (3.09)	18.1% (2.31)	20.8% (2.36)	21.7% (1.87)	23.8% (2.40)
Question 4: What are the Priority Populations served?										
Adult Int/Dev Disability	36.4% (0.91)	30.4% (2.67)	33.7% (2.20)	44.3% (3.22)	45.0% (3.40)	36.0% (3.71)	30.6% (2.76)	32.9% (2.73)	37.5% (2.20)	41.5% (2.77)
Child Int/Dev Disability	26.5% (0.84)	19.3% (2.29)	27.0% (2.07)	28.7% (2.93)	30.2% (3.14)	25.0% (3.34)	26.3% (2.63)	26.0% (2.55)	24.7% (1.96)	32.6% (2.64)
Adult Mental Health	55.9% (0.93)	70.8% (2.64)	60.0% (2.28)	47.5% (3.24)	36.4% (3.29)	59.0% (3.80)	66.9% (2.82)	49.1% (2.90)	55.2% (2.26)	51.8% (2.81)
Child Mental Health	55.1% (0.94)	56.1% (2.88)	61.4% (2.27)	49.2% (3.24)	49.6% (3.42)	57.0% (3.82)	64.4% (2.87)	50.9% (2.90)	53.5% (2.26)	50.3% (2.81)
Adult Substance Abuse	23.8% (0.80)	29.2% (2.64)	23.9% (1.99)	17.2% (2.45)	10.9% (2.13)	27.0% (3.43)	34.4% (2.84)	21.4% (2.38)	26.4% (2.00)	19.2% (2.21)
Child Substance Abuse	18.0% (0.73)	19.3% (2.29)	18.9% (1.83)	13.1% (2.19)	11.6% (2.19)	21.0% (3.14)	26.9% (2.65)	18.5% (2.25)	19.1% (1.78)	11.4% (1.79)
Question 5: LME/MCO staff is easily accessible for information, referrals, and scheduling of appointments										
Strongly Agree	19.5% (0.76)	17.5% (2.21)	20.0% (1.86)	18.9% (2.53)	17.1% (2.57)	25.0% (3.34)	21.3% (2.45)	19.1% (2.28)	20.4% (1.83)	17.6% (2.14)
Agree	56.9% (0.94)	55.6% (2.88)	55.8% (2.31)	55.7% (3.22)	65.9% (3.24)	49.0% (3.86)	56.9% (2.96)	60.7% (2.83)	58.2% (2.24)	52.8% (2.81)
Disagree	10.6% (0.59)	11.7% (1.86)	11.9% (1.51)	9.0% (1.86)	9.3% (1.99)	15.0% (2.76)	8.8% (1.69)	9.2% (1.68)	7.7% (1.21)	14.5% (1.98)
Strongly Disagree	4.5% (0.40)	3.5% (1.07)	4.6% (0.97)	2.5% (1.00)	3.1% (1.18)	3.0% (1.32)	5.6% (1.38)	2.9% (0.97)	6.4% (1.11)	5.7% (1.30)
No Response	8.5% (0.53)	11.7% (1.86)	7.7% (1.24)	13.9% (2.24)	4.7% (1.44)	8.0% (2.09)	7.5% (1.58)	8.1% (1.58)	7.4% (1.19)	9.3% (1.64)

Note: In some cases percents may not sum to 100% due to rounding.

Appendix B Table 1 – Complete Survey Results by LME/MCO; percent (standard error) (cont'd)

	North Carolina (n=1,632)	Alliance (n=171)	Cardinal (n=285)	CenterPoint (n=122)	Coastal (n=129)	ECBH (n=100)	Eastpointe (n=160)	Partners (n=173)	Sandhills (n=299)	Smoky Mountain (n=193)
Question 6: LME/MCO staff are referring consumers whose clinical needs match the service(s) my practice/agency provides.										
Strongly Agree	15.2% (0.68)	12.9% (1.94)	16.8% (1.74)	15.6% (2.35)	14.0% (2.37)	17.0% (2.90)	19.4% (2.37)	19.1% (2.28)	11.4% (1.44)	13.5% (1.92)
Agree	46.2% (0.95)	48.0% (2.90)	48.4% (2.33)	47.5% (3.24)	48.1% (3.42)	42.0% (3.81)	52.5% (2.99)	42.2% (2.87)	44.5% (2.26)	42.5% (2.78)
Disagree	12.1% (0.62)	12.3% (1.90)	11.9% (1.51)	8.2% (1.78)	9.3% (1.99)	20.0% (3.09)	8.1% (1.64)	12.1% (1.89)	13.7% (1.56)	13.5% (1.92)
Strongly Disagree	8.6% (0.54)	11.1% (1.82)	8.1% (1.27)	7.4% (1.69)	9.3% (1.99)	7.0% (1.97)	7.5% (1.58)	5.8% (1.35)	9.7% (1.34)	10.4% (1.71)
No Response	17.8% (0.73)	15.8% (2.11)	14.7% (1.65)	21.3% (2.65)	19.4% (2.70)	14.0% (2.68)	12.5% (1.98)	20.8% (2.36)	20.7% (1.84)	20.2% (2.26)
Question 7: LME/MCO staff responds quickly to provider needs.										
Strongly Agree	18.0% (0.73)	20.5% (2.34)	17.9% (1.79)	18.0% (2.49)	17.8% (2.62)	18.0% (2.97)	16.9% (2.24)	19.7% (2.31)	17.1% (1.71)	17.1% (2.12)
Agree	56.9% (0.94)	54.4% (2.89)	60.0% (2.28)	57.4% (3.20)	63.6% (3.29)	48.0% (3.86)	58.8% (2.95)	59.5% (2.85)	54.5% (2.26)	53.9% (2.80)
Disagree	13.5% (0.65)	13.5% (1.98)	13.7% (1.60)	11.5% (2.07)	7.0% (1.74)	22.0% (3.20)	10.0% (1.80)	11.6% (1.86)	14.4% (1.59)	18.1% (2.17)
Strongly Disagree	5.3% (0.43)	4.1% (1.15)	4.2% (0.94)	2.5% (1.00)	7.0% (1.74)	1.0% (0.77)	6.9% (1.51)	4.0% (1.14)	7.4% (1.19)	7.8% (1.51)
No Response	6.3% (0.46)	7.6% (1.54)	4.2% (0.94)	10.7% (2.00)	4.7% (1.44)	11.0% (2.42)	7.5% (1.58)	5.2% (1.29)	6.7% (1.13)	3.1% (0.98)
Question 8: Customer Service is responsive to local community stakeholders.										
Strongly Agree	12.4% (0.63)	14.0% (2.01)	12.6% (1.55)	11.5% (2.07)	9.3% (1.99)	11.0% (2.42)	14.4% (2.10)	12.7% (1.93)	12.7% (1.51)	11.9% (1.82)
Agree	48.0% (0.95)	44.4% (2.88)	49.5% (2.33)	47.5% (3.24)	54.3% (3.41)	44.0% (3.83)	48.1% (2.99)	46.2% (2.89)	51.2% (2.27)	44.0% (2.79)
Disagree	8.6% (0.54)	8.2% (1.59)	8.1% (1.27)	7.4% (1.69)	7.0% (1.74)	8.0% (2.09)	9.4% (1.75)	9.8% (1.73)	8.7% (1.28)	10.4% (1.71)
Strongly Disagree	3.2% (0.34)	2.3% (0.88)	2.5% (0.72)	2.5% (1.00)	5.4% (1.55)	2.0% (1.08)	2.5% (0.93)	2.9% (0.97)	4.7% (0.96)	3.6% (1.05)
No Response	27.6% (0.85)	31.0% (2.68)	27.4% (2.08)	31.1% (3.00)	24.0% (2.92)	35.0% (3.68)	25.6% (2.61)	28.3% (2.61)	22.7% (1.90)	30.1% (2.58)
Question 9: When I speak with staff about claims issues I am given consistent and accurate information.										
Strongly Agree	19.7% (0.76)	21.1% (2.36)	23.9% (1.99)	18.9% (2.53)	24.0% (2.92)	18.0% (2.97)	17.5% (2.27)	17.9% (2.23)	14.7% (1.61)	21.8% (2.32)
Agree	51.9% (0.95)	56.1% (2.88)	53.3% (2.33)	59.0% (3.19)	54.3% (3.41)	55.0% (3.84)	50.6% (2.99)	52.6% (2.90)	44.5% (2.26)	50.3% (2.81)
Disagree	12.1% (0.62)	7.6% (1.54)	7.7% (1.24)	17.2% (2.45)	10.1% (2.06)	9.0% (2.21)	12.5% (1.98)	11.6% (1.86)	17.1% (1.71)	14.5% (1.98)
Strongly Disagree	5.5% (0.43)	4.7% (1.22)	2.5% (0.72)	0.8% (0.58)	5.4% (1.55)	3.0% (1.32)	6.9% (1.51)	4.0% (1.14)	10.7% (1.40)	7.3% (1.46)
No Response	10.8% (0.59)	10.5% (1.78)	12.6% (1.55)	4.1% (1.28)	6.2% (1.65)	15.0% (2.76)	12.5% (1.98)	13.9% (2.01)	13.0% (1.53)	6.2% (1.36)
Question 10: Claims trainings meet my needs.										
Strongly Agree	15.3% (0.69)	18.1% (2.23)	18.2% (1.80)	16.4% (2.40)	15.5% (2.47)	18.0% (2.97)	11.3% (1.89)	13.3% (1.97)	13.4% (1.55)	14.5% (1.98)
Agree	51.2% (0.95)	53.2% (2.89)	53.3% (2.33)	54.1% (3.23)	48.8% (3.42)	53.0% (3.85)	58.8% (2.95)	49.7% (2.90)	46.2% (2.26)	47.7% (2.81)
Disagree	8.2% (0.52)	6.4% (1.42)	6.0% (1.10)	8.2% (1.78)	10.9% (2.13)	5.0% (1.68)	6.3% (1.45)	6.9% (1.47)	11.0% (1.42)	11.4% (1.79)
Strongly Disagree	3.1% (0.33)	0.6% (0.44)	1.1% (0.48)	2.5% (1.00)	2.3% (1.03)	2.0% (1.08)	1.9% (0.81)	1.2% (0.62)	8.0% (1.23)	5.2% (1.25)
No Response	22.2% (0.79)	21.6% (2.39)	21.4% (1.91)	18.9% (2.53)	22.5% (2.85)	22.0% (3.20)	21.9% (2.47)	28.9% (2.63)	21.4% (1.86)	21.2% (2.30)

Note: In some cases percents may not sum to 100% due to rounding.

Appendix B Table 1 – Complete Survey Results by LME/MCO; percent (standard error) (cont'd)

	North Carolina (n=1,632)	Alliance (n=171)	Cardinal (n=285)	CenterPoint (n=122)	Coastal (n=129)	ECBH (n=100)	Eastpointe (n=160)	Partners (n=173)	Sandhills (n=299)	Smoky Mountain (n=193)
Question 11: Our claims are processed in a timely and accurate manner.										
Strongly Agree	27.6% (0.84)	34.5% (2.76)	33.7% (2.20)	27.9% (2.91)	27.9% (3.07)	35.0% (3.68)	20.0% (2.39)	29.5% (2.65)	17.1% (1.71)	29.5% (2.57)
Agree	53.9% (0.95)	53.2% (2.89)	52.6% (2.33)	59.0% (3.19)	58.1% (3.37)	47.0% (3.85)	65.0% (2.86)	54.3% (2.89)	48.2% (2.27)	53.4% (2.81)
Disagree	6.8% (0.48)	5.3% (1.29)	4.6% (0.97)	7.4% (1.69)	3.9% (1.32)	6.0% (1.83)	6.3% (1.45)	4.6% (1.22)	12.4% (1.49)	7.3% (1.46)
Strongly Disagree	3.2% (0.34)	1.8% (0.76)	0.7% (0.39)	-	1.6% (0.84)	2.0% (1.08)	1.9% (0.81)	2.9% (0.97)	9.0% (1.30)	4.7% (1.19)
No Response	8.4% (0.53)	5.3% (1.29)	8.4% (1.29)	5.7% (1.51)	8.5% (1.91)	10.0% (2.32)	6.9% (1.51)	8.7% (1.63)	13.4% (1.55)	5.2% (1.25)
Question 12: Information Technology trainings are informative and meet my agency's needs.										
Strongly Agree	13.5% (0.65)	16.4% (2.15)	14.7% (1.65)	13.1% (2.19)	13.2% (2.31)	17.0% (2.90)	11.9% (1.94)	13.3% (1.97)	12.0% (1.48)	11.4% (1.79)
Agree	50.9% (0.95)	46.8% (2.89)	52.3% (2.33)	47.5% (3.24)	47.3% (3.41)	49.0% (3.86)	57.5% (2.96)	59.5% (2.85)	47.5% (2.27)	49.7% (2.81)
Disagree	8.5% (0.53)	10.5% (1.78)	8.1% (1.27)	11.5% (2.07)	8.5% (1.91)	9.0% (2.21)	6.3% (1.45)	6.4% (1.42)	7.7% (1.21)	10.4% (1.71)
Strongly Disagree	2.1% (0.28)	1.8% (0.76)	0.7% (0.39)	1.6% (0.82)	2.3% (1.03)	-	-	2.3% (0.87)	4.3% (0.93)	4.1% (1.12)
No Response	25.0% (0.82)	24.6% (2.50)	24.2% (2.00)	26.2% (2.85)	28.7% (3.09)	25.0% (3.34)	24.4% (2.57)	18.5% (2.25)	28.4% (2.05)	24.4% (2.41)
Question 13: Provider Network meetings are informative and helpful.										
Strongly Agree	14.0% (0.66)	14.6% (2.05)	12.6% (1.55)	11.5% (2.07)	11.6% (2.19)	17.0% (2.90)	12.5% (1.98)	16.2% (2.14)	17.4% (1.72)	10.9% (1.75)
Agree	45.0% (0.94)	49.7% (2.90)	43.5% (2.31)	47.5% (3.24)	42.6% (3.38)	43.0% (3.82)	53.8% (2.98)	46.2% (2.89)	48.5% (2.27)	30.6% (2.59)
Disagree	7.5% (0.50)	7.6% (1.54)	6.0% (1.10)	8.2% (1.78)	14.0% (2.37)	6.0% (1.83)	8.1% (1.64)	7.5% (1.53)	5.4% (1.02)	8.8% (1.59)
Strongly Disagree	3.9% (0.37)	1.8% (0.76)	4.9% (1.01)	3.3% (1.15)	3.9% (1.32)	2.0% (1.08)	3.1% (1.04)	4.0% (1.14)	2.3% (0.69)	8.3% (1.55)
No Response	29.6% (0.87)	26.3% (2.55)	33.0% (2.19)	29.5% (2.96)	27.9% (3.07)	32.0% (3.60)	22.5% (2.50)	26.0% (2.55)	26.4% (2.00)	41.5% (2.77)
Question 14: Provider Network keeps providers informed of changes that affect my local Provider Network.										
Strongly Agree	19.1% (0.75)	19.3% (2.29)	19.3% (1.84)	13.9% (2.24)	17.1% (2.57)	24.0% (3.30)	17.5% (2.27)	21.4% (2.38)	22.1% (1.88)	15.5% (2.04)
Agree	57.6% (0.94)	58.5% (2.86)	56.8% (2.31)	67.2% (3.04)	56.6% (3.39)	52.0% (3.86)	63.1% (2.89)	59.5% (2.85)	55.9% (2.25)	51.8% (2.81)
Disagree	8.0% (0.52)	9.4% (1.69)	7.0% (1.19)	2.5% (1.00)	11.6% (2.19)	12.0% (2.51)	7.5% (1.58)	6.4% (1.42)	8.0% (1.23)	9.3% (1.64)
Strongly Disagree	3.1% (0.33)	1.2% (0.62)	3.9% (0.90)	4.1% (1.28)	2.3% (1.03)	2.0% (1.08)	1.9% (0.81)	4.0% (1.14)	2.3% (0.69)	5.7% (1.30)
No Response	12.1% (0.62)	11.7% (1.86)	13.0% (1.57)	12.3% (2.13)	12.4% (2.25)	10.0% (2.32)	10.0% (1.80)	8.7% (1.63)	11.7% (1.46)	17.6% (2.14)
Question 15: Provider Network staff are knowledgeable and answer questions consistently and accurately.										
Strongly Agree	17.6% (0.73)	18.1% (2.23)	21.1% (1.90)	13.9% (2.24)	15.5% (2.47)	21.0% (3.14)	12.5% (1.98)	23.7% (2.47)	15.1% (1.62)	17.1% (2.12)
Agree	53.2% (0.95)	52.0% (2.90)	53.7% (2.32)	55.7% (3.22)	60.5% (3.34)	51.0% (3.86)	53.8% (2.98)	52.0% (2.90)	52.5% (2.27)	50.3% (2.81)
Disagree	13.2% (0.65)	13.5% (1.98)	13.3% (1.58)	10.7% (2.00)	14.7% (2.42)	12.0% (2.51)	15.0% (2.14)	11.0% (1.81)	13.7% (1.56)	14.0% (1.95)
Strongly Disagree	4.3% (0.38)	1.8% (0.76)	2.8% (0.77)	4.9% (1.40)	3.9% (1.32)	5.0% (1.68)	8.8% (1.69)	2.3% (0.87)	4.7% (0.96)	5.7% (1.30)
No Response	11.6% (0.61)	14.6% (2.05)	9.1% (1.34)	14.8% (2.30)	5.4% (1.55)	11.0% (2.42)	10.0% (1.80)	11.0% (1.81)	14.0% (1.58)	13.0% (1.89)

Note: In some cases percents may not sum to 100% due to rounding.

Appendix B Table 1 – Complete Survey Results by LME/MCO; percent (standard error) (cont'd)

	North Carolina (n=1,632)	Alliance (n=171)	Cardinal (n=285)	CenterPoint (n=122)	Coastal (n=129)	ECBH (n=100)	Eastpointe (n=160)	Partners (n=173)	Sandhills (n=299)	Smoky Mountain (n=193)
Question 16: Our interests as a network provider are being adequately addressed in the local Provider Council.										
Strongly Agree	10.3% (0.58)	12.9% (1.94)	12.3% (1.53)	6.6% (1.60)	8.5% (1.91)	8.0% (2.09)	11.9% (1.94)	12.7% (1.93)	9.7% (1.34)	7.3% (1.46)
Agree	41.4% (0.94)	38.0% (2.81)	41.8% (2.30)	46.7% (3.23)	44.2% (3.39)	41.0% (3.80)	45.0% (2.98)	45.7% (2.89)	41.1% (2.23)	32.6% (2.64)
Disagree	9.9% (0.57)	7.6% (1.54)	9.5% (1.36)	5.7% (1.51)	10.9% (2.13)	8.0% (2.09)	12.5% (1.98)	11.0% (1.81)	10.7% (1.40)	10.9% (1.75)
Strongly Disagree	4.1% (0.38)	1.8% (0.76)	4.2% (0.94)	4.1% (1.28)	4.7% (1.44)	4.0% (1.51)	2.5% (0.93)	3.5% (1.06)	5.0% (0.99)	6.2% (1.36)
No Response	34.3% (0.90)	39.8% (2.84)	32.3% (2.18)	36.9% (3.13)	31.8% (3.18)	39.0% (3.77)	28.1% (2.69)	27.2% (2.58)	33.4% (2.14)	43.0% (2.79)
Question 17: How would you rate your overall satisfaction with Provider Network?										
Extremely Satisfied	15.3% (0.69)	15.8% (2.11)	17.2% (1.76)	12.3% (2.13)	14.7% (2.42)	15.0% (2.76)	15.6% (2.17)	16.2% (2.14)	15.1% (1.62)	13.5% (1.92)
Satisfied	58.9% (0.94)	63.7% (2.79)	59.3% (2.29)	61.5% (3.15)	57.4% (3.38)	58.0% (3.81)	58.1% (2.95)	62.4% (2.81)	57.5% (2.24)	53.4% (2.81)
Dissatisfied	12.3% (0.62)	8.8% (1.64)	12.6% (1.55)	13.9% (2.24)	14.7% (2.42)	16.0% (2.83)	10.6% (1.84)	10.4% (1.77)	11.7% (1.46)	14.0% (1.95)
Extremely Dissatisfied	3.7% (0.36)	1.2% (0.62)	2.5% (0.72)	4.1% (1.28)	2.3% (1.03)	1.0% (0.77)	5.6% (1.38)	3.5% (1.06)	5.0% (0.99)	6.2% (1.36)
No Response	9.9% (0.57)	10.5% (1.78)	8.4% (1.29)	8.2% (1.78)	10.9% (2.13)	10.0% (2.32)	10.0% (1.80)	7.5% (1.53)	10.7% (1.40)	13.0% (1.89)
Question 18: The LME/MCO staff conducts fair and thorough investigations.										
Strongly Agree	14.2% (0.66)	14.6% (2.05)	18.2% (1.80)	9.8% (1.93)	8.5% (1.91)	13.0% (2.60)	13.8% (2.06)	18.5% (2.25)	14.4% (1.59)	11.4% (1.79)
Agree	43.8% (0.94)	40.4% (2.84)	46.7% (2.33)	51.6% (3.24)	49.6% (3.42)	35.0% (3.68)	52.5% (2.99)	44.5% (2.88)	41.8% (2.24)	33.7% (2.66)
Disagree	4.1% (0.38)	3.5% (1.07)	2.5% (0.72)	4.9% (1.40)	6.2% (1.65)	4.0% (1.51)	3.1% (1.04)	4.6% (1.22)	5.7% (1.05)	3.1% (0.98)
Strongly Disagree	3.4% (0.34)	2.3% (0.88)	2.8% (0.77)	0.8% (0.58)	2.3% (1.03)	3.0% (1.32)	5.0% (1.30)	2.3% (0.87)	3.0% (0.78)	7.8% (1.51)
No Response	34.5% (0.90)	39.2% (2.83)	29.8% (2.13)	32.8% (3.04)	33.3% (3.22)	45.0% (3.84)	25.6% (2.61)	30.1% (2.66)	35.1% (2.17)	44.0% (2.79)
Question 19: After the audit or investigation, LME/MCO requests for corrective action plans and other supporting materials are fair and reasonable.										
Strongly Agree	14.2% (0.67)	14.0% (2.01)	17.2% (1.76)	9.0% (1.86)	12.4% (2.25)	12.0% (2.51)	13.8% (2.06)	18.5% (2.25)	15.4% (1.64)	10.4% (1.71)
Agree	43.1% (0.94)	36.3% (2.79)	49.1% (2.33)	51.6% (3.24)	41.1% (3.36)	36.0% (3.71)	45.6% (2.98)	46.2% (2.89)	43.5% (2.25)	34.2% (2.67)
Disagree	4.2% (0.38)	5.8% (1.36)	3.2% (0.82)	4.1% (1.28)	6.2% (1.65)	5.0% (1.68)	1.9% (0.81)	1.7% (0.76)	6.0% (1.08)	3.6% (1.05)
Strongly Disagree	2.9% (0.32)	1.2% (0.62)	2.5% (0.72)	-	4.7% (1.44)	-	6.9% (1.51)	1.2% (0.62)	3.0% (0.78)	5.2% (1.25)
No Response	35.7% (0.90)	42.7% (2.87)	28.1% (2.09)	35.2% (3.10)	35.7% (3.27)	47.0% (3.85)	31.9% (2.79)	32.4% (2.71)	32.1% (2.12)	46.6% (2.81)
Question 20: Technical assistance and information provided by staff is accurate and helpful.										
Strongly Agree	16.3% (0.70)	17.5% (2.21)	17.5% (1.77)	16.4% (2.40)	13.2% (2.31)	17.0% (2.90)	11.9% (1.94)	17.9% (2.23)	15.7% (1.65)	18.1% (2.17)
Agree	60.0% (0.93)	64.9% (2.77)	60.4% (2.28)	62.3% (3.14)	65.1% (3.26)	59.0% (3.80)	63.8% (2.88)	56.6% (2.88)	55.2% (2.26)	58.0% (2.78)
Disagree	8.2% (0.52)	6.4% (1.42)	6.7% (1.16)	7.4% (1.69)	7.8% (1.83)	9.0% (2.21)	6.3% (1.45)	9.8% (1.73)	11.0% (1.42)	8.3% (1.55)
Strongly Disagree	2.6% (0.31)	0.6% (0.44)	2.1% (0.67)	-	1.6% (0.84)	1.0% (0.77)	5.0% (1.30)	1.7% (0.76)	4.0% (0.89)	5.2% (1.25)
No Response	12.9% (0.64)	10.5% (1.78)	13.3% (1.58)	13.9% (2.24)	12.4% (2.25)	14.0% (2.68)	13.1% (2.02)	13.9% (2.01)	14.0% (1.58)	10.4% (1.71)

Note: In some cases percents may not sum to 100% due to rounding.

Appendix B Table 1 – Complete Survey Results by LME/MCO; percent (standard error) (cont'd)

	North Carolina (n=1,632)	Alliance (n=171)	Cardinal (n=285)	CenterPoint (n=122)	Coastal (n=129)	ECBH (n=100)	Eastpointe (n=160)	Partners (n=173)	Sandhills (n=299)	Smoky Mountain (n=193)
Question 21: Trainings are informative and meet our needs as a provider/agency.										
Strongly Agree	14.2% (0.67)	17.0% (2.18)	15.8% (1.70)	11.5% (2.07)	10.1% (2.06)	12.0% (2.51)	12.5% (1.98)	13.9% (2.01)	17.7% (1.73)	11.4% (1.79)
Agree	53.2% (0.95)	55.0% (2.88)	50.2% (2.33)	59.0% (3.19)	51.2% (3.42)	56.0% (3.83)	58.8% (2.95)	52.6% (2.90)	55.5% (2.26)	45.1% (2.80)
Disagree	7.9% (0.51)	7.0% (1.48)	7.7% (1.24)	7.4% (1.69)	9.3% (1.99)	12.0% (2.51)	5.6% (1.38)	6.9% (1.47)	7.0% (1.16)	10.4% (1.71)
Strongly Disagree	2.5% (0.30)	-	1.4% (0.55)	3.3% (1.15)	2.3% (1.03)	-	3.1% (1.04)	2.3% (0.87)	2.7% (0.73)	6.7% (1.41)
No Response	22.1% (0.79)	21.1% (2.36)	24.9% (2.02)	18.9% (2.53)	27.1% (3.04)	20.0% (3.09)	20.0% (2.39)	24.3% (2.49)	17.1% (1.71)	26.4% (2.48)
Question 22: For which of the following topics would you like to see more training and education materials?										
Claims Processing	25.7% (0.83)	26.3% (2.55)	22.1% (1.93)	19.7% (2.58)	17.8% (2.62)	27.0% (3.43)	26.9% (2.65)	25.4% (2.53)	33.8% (2.15)	25.4% (2.45)
Information Technology	14.8% (0.67)	22.2% (2.41)	16.5% (1.73)	12.3% (2.13)	14.0% (2.37)	14.0% (2.68)	13.8% (2.06)	14.5% (2.04)	12.4% (1.49)	13.0% (1.89)
Payment Policy	12.1% (0.62)	12.3% (1.90)	10.5% (1.43)	10.7% (2.00)	10.9% (2.13)	11.0% (2.42)	11.3% (1.89)	12.7% (1.93)	17.7% (1.73)	8.3% (1.55)
Enrollment	16.1% (0.70)	17.5% (2.21)	16.5% (1.73)	13.1% (2.19)	16.3% (2.52)	18.0% (2.97)	18.8% (2.34)	10.4% (1.77)	18.7% (1.77)	13.5% (1.92)
Appeals	17.0% (0.72)	17.5% (2.21)	14.0% (1.62)	13.9% (2.24)	18.6% (2.66)	19.0% (3.03)	21.9% (2.47)	17.9% (2.23)	15.4% (1.64)	18.7% (2.19)
Audit / Reimbursement	27.5% (0.85)	36.3% (2.79)	28.1% (2.09)	23.0% (2.72)	30.2% (3.14)	25.0% (3.34)	31.3% (2.77)	25.4% (2.53)	26.8% (2.01)	21.2% (2.30)
Quality Manag / Reporting	36.8% (0.91)	40.4% (2.84)	38.9% (2.27)	43.4% (3.21)	35.7% (3.27)	28.0% (3.47)	41.9% (2.95)	38.2% (2.82)	35.5% (2.17)	28.0% (2.53)
Clinical Coverage Policies	35.2% (0.91)	37.4% (2.81)	39.6% (2.28)	38.5% (3.15)	33.3% (3.22)	39.0% (3.77)	37.5% (2.90)	31.8% (2.70)	31.4% (2.11)	31.1% (2.60)
Provider Monitoring	35.0% (0.91)	34.5% (2.76)	34.0% (2.21)	36.1% (3.11)	34.9% (3.26)	34.0% (3.66)	39.4% (2.93)	31.8% (2.70)	36.5% (2.19)	33.7% (2.66)
Other	15.8% (0.69)	12.3% (1.90)	12.3% (1.53)	13.9% (2.24)	17.8% (2.62)	21.0% (3.14)	13.1% (2.02)	19.7% (2.31)	15.7% (1.65)	20.2% (2.26)
Question 23: Authorizations for treatment and services are made within the required timeframes.										
Strongly Agree	18.3% (0.73)	25.7% (2.53)	13.0% (1.57)	15.6% (2.35)	13.2% (2.31)	21.0% (3.14)	17.5% (2.27)	22.0% (2.40)	20.7% (1.84)	16.6% (2.09)
Agree	61.1% (0.93)	62.6% (2.81)	63.5% (2.24)	60.7% (3.17)	67.4% (3.20)	56.0% (3.83)	68.1% (2.79)	60.1% (2.84)	56.2% (2.25)	57.5% (2.78)
Disagree	5.3% (0.43)	4.1% (1.15)	5.3% (1.04)	4.9% (1.40)	4.7% (1.44)	5.0% (1.68)	5.0% (1.30)	3.5% (1.06)	7.4% (1.19)	5.7% (1.30)
Strongly Disagree	2.6% (0.30)	1.8% (0.76)	2.1% (0.67)	2.5% (1.00)	3.1% (1.18)	1.0% (0.77)	1.9% (0.81)	4.0% (1.14)	4.0% (0.89)	1.6% (0.70)
No Response	12.8% (0.63)	5.8% (1.36)	16.1% (1.71)	16.4% (2.40)	11.6% (2.19)	17.0% (2.90)	7.5% (1.58)	10.4% (1.77)	11.7% (1.46)	18.7% (2.19)
Question 24: Denials for treatment and services are explained.										
Strongly Agree	10.4% (0.58)	19.3% (2.29)	9.8% (1.39)	7.4% (1.69)	9.3% (1.99)	12.0% (2.51)	9.4% (1.75)	12.1% (1.89)	6.7% (1.13)	10.4% (1.71)
Agree	56.7% (0.94)	55.0% (2.88)	57.9% (2.30)	61.5% (3.15)	58.9% (3.36)	55.0% (3.84)	57.5% (2.96)	54.3% (2.89)	56.9% (2.25)	53.9% (2.80)
Disagree	10.7% (0.59)	6.4% (1.42)	8.1% (1.27)	11.5% (2.07)	11.6% (2.19)	14.0% (2.68)	9.4% (1.75)	11.6% (1.86)	11.7% (1.46)	14.5% (1.98)
Strongly Disagree	3.8% (0.36)	1.2% (0.62)	2.1% (0.67)	4.9% (1.40)	4.7% (1.44)	1.0% (0.77)	6.3% (1.45)	6.9% (1.47)	5.0% (0.99)	2.1% (0.80)
No Response	18.4% (0.74)	18.1% (2.23)	22.1% (1.93)	14.8% (2.30)	15.5% (2.47)	18.0% (2.97)	17.5% (2.27)	15.0% (2.07)	19.7% (1.81)	19.2% (2.21)

Note: In some cases percents may not sum to 100% due to rounding.

Appendix B Table 1 – Complete Survey Results by LME/MCO; percent (standard error) (cont'd)

	North Carolina (n=1,632)	Alliance (n=171)	Cardinal (n=285)	CenterPoint (n=122)	Coastal (n=129)	ECBH (n=100)	Eastpointe (n=160)	Partners (n=173)	Sandhills (n=299)	Smoky Mountain (n=193)
Question 25: The authorizations issued are accurate.										
Strongly Agree	18.1% (0.73)	22.8% (2.43)	18.6% (1.81)	12.3% (2.13)	18.6% (2.66)	17.0% (2.90)	18.1% (2.31)	17.9% (2.23)	18.7% (1.77)	16.6% (2.09)
Agree	63.1% (0.92)	63.2% (2.80)	62.1% (2.26)	67.2% (3.04)	62.0% (3.32)	56.0% (3.83)	71.3% (2.71)	62.4% (2.81)	61.9% (2.21)	61.7% (2.74)
Disagree	4.5% (0.39)	4.7% (1.22)	4.2% (0.94)	5.7% (1.51)	6.2% (1.65)	7.0% (1.97)	3.1% (1.04)	4.6% (1.22)	3.3% (0.82)	4.1% (1.12)
Strongly Disagree	1.5% (0.23)	0.6% (0.44)	0.4% (0.28)	1.6% (0.82)	3.1% (1.18)	-	-	3.5% (1.06)	2.3% (0.69)	1.6% (0.70)
No Response	12.9% (0.64)	8.8% (1.64)	14.7% (1.65)	13.1% (2.19)	10.1% (2.06)	20.0% (3.09)	7.5% (1.58)	11.6% (1.86)	13.7% (1.56)	16.1% (2.07)
Question 26: My agency is satisfied with the appeals process for denial, reduction, or suspension of service(s).										
Strongly Agree	8.3% (0.53)	11.1% (1.82)	8.1% (1.27)	6.6% (1.60)	7.8% (1.83)	9.0% (2.21)	7.5% (1.58)	7.5% (1.53)	7.7% (1.21)	9.8% (1.68)
Agree	40.3% (0.93)	35.7% (2.78)	43.5% (2.31)	41.8% (3.20)	43.4% (3.39)	38.0% (3.75)	45.6% (2.98)	40.5% (2.85)	41.1% (2.23)	32.1% (2.63)
Disagree	9.9% (0.57)	10.5% (1.78)	7.4% (1.22)	9.8% (1.93)	11.6% (2.19)	10.0% (2.32)	11.3% (1.89)	9.8% (1.73)	8.7% (1.28)	12.4% (1.86)
Strongly Disagree	4.8% (0.41)	2.9% (0.98)	3.9% (0.90)	2.5% (1.00)	7.0% (1.74)	4.0% (1.51)	5.6% (1.38)	8.1% (1.58)	5.0% (0.99)	4.1% (1.12)
No Response	36.7% (0.92)	39.8% (2.84)	37.2% (2.25)	39.3% (3.17)	30.2% (3.14)	39.0% (3.77)	30.0% (2.74)	34.1% (2.75)	37.5% (2.20)	41.5% (2.77)
Question 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	14.3% (0.67)	18.1% (2.23)	15.8% (1.70)	13.9% (2.24)	13.2% (2.31)	13.0% (2.60)	12.5% (1.98)	16.2% (2.14)	12.0% (1.48)	13.5% (1.92)
Agree	54.8% (0.95)	56.7% (2.87)	53.0% (2.33)	60.7% (3.17)	55.8% (3.39)	53.0% (3.85)	61.9% (2.91)	48.6% (2.90)	56.9% (2.25)	48.7% (2.81)
Disagree	12.4% (0.63)	12.3% (1.90)	13.7% (1.60)	6.6% (1.60)	14.0% (2.37)	13.0% (2.60)	9.4% (1.75)	16.2% (2.14)	11.7% (1.46)	13.5% (1.92)
Strongly Disagree	3.9% (0.37)	0.6% (0.44)	4.2% (0.94)	2.5% (1.00)	6.2% (1.65)	3.0% (1.32)	3.8% (1.14)	3.5% (1.06)	4.3% (0.93)	6.2% (1.36)
No Response	14.6% (0.67)	12.3% (1.90)	13.3% (1.58)	16.4% (2.40)	10.9% (2.13)	18.0% (2.97)	12.5% (1.98)	15.6% (2.11)	15.1% (1.62)	18.1% (2.17)
Question 28: Please rate your overall satisfaction with the LME/MCO.										
Extremely Satisfied	16.7% (0.71)	18.1% (2.23)	18.2% (1.80)	12.3% (2.13)	17.1% (2.57)	21.0% (3.14)	14.4% (2.10)	17.9% (2.23)	15.4% (1.64)	16.1% (2.07)
Satisfied	61.2% (0.93)	66.1% (2.74)	65.6% (2.21)	68.0% (3.02)	60.5% (3.34)	57.0% (3.82)	60.0% (2.93)	62.4% (2.81)	56.9% (2.25)	55.4% (2.80)
Dissatisfied	10.1% (0.57)	6.4% (1.42)	8.4% (1.29)	7.4% (1.69)	13.2% (2.31)	11.0% (2.42)	8.8% (1.69)	9.2% (1.68)	12.0% (1.48)	14.0% (1.95)
Extremely Dissatisfied	4.7% (0.40)	2.3% (0.88)	2.8% (0.77)	2.5% (1.00)	3.9% (1.32)	3.0% (1.32)	8.1% (1.64)	5.2% (1.29)	5.4% (1.02)	8.3% (1.55)
No Response	7.3% (0.49)	7.0% (1.48)	4.9% (1.01)	9.8% (1.93)	5.4% (1.55)	8.0% (2.09)	8.8% (1.69)	5.2% (1.29)	10.4% (1.38)	6.2% (1.36)

Note: In some cases percents may not sum to 100% due to rounding.

Appendix C: Example of Survey Used

Survey begins on the next page.

2014 NC DHHS Provider Satisfaction Survey – {Health Plan}

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 2014 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 CCME at NCEQR@thecarolinascenter.org or Adolph Simmons, Jr. (Adolph.Simmons@dhhs.nc.gov) at the Division of Medical Assistance.

***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

m

***3. Please select the services you provide.**

- | | |
|--------------------------------------|---|
| <input type="checkbox"/> Community | <input type="checkbox"/> Inpatient (Include psychiatric, detoxification, and/or crisis) |
| <input type="checkbox"/> Outpatient | <input type="checkbox"/> Intermediate Care Facility |
| <input type="checkbox"/> Residential | <input type="checkbox"/> Innovations Services |

***4. What are the Priority Populations served?**

- | | |
|--|--|
| <input type="checkbox"/> Adult Intellectual/Developmental Disability | <input type="checkbox"/> Child Mental Health |
| <input type="checkbox"/> Child Intellectual/Developmental Disability | <input type="checkbox"/> Adult Substance Abuse |
| <input type="checkbox"/> Adult Mental Health | <input type="checkbox"/> 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

m

***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

m

m

***18. The LME/MCO staff conducts fair and thorough investigations.**

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree
- No Response

m

***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

h

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

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree
- No Response

h

***22. For which of the following topics would you like to see more training and education materials?**

- | | |
|--|---|
| <input type="checkbox"/> Claims Processing | <input type="checkbox"/> Audit and Reimbursement |
| <input type="checkbox"/> Information Technology | <input type="checkbox"/> Quality Management and Reporting |
| <input type="checkbox"/> Payment Policy | <input type="checkbox"/> Clinical Coverage Policies |
| <input type="checkbox"/> Enrollment | <input type="checkbox"/> Provider Monitoring |
| <input type="checkbox"/> Appeals | |
| <input type="checkbox"/> 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

m

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

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree
- No Response

m

m

***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 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 2014 DHHS Provider Satisfaction Survey.