



North Carolina Department of Health and Human Services
Division of Medical Assistance

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Beverly Eaves Perdue, Governor
Albert A. Delia, Acting Secretary

Michael Watson, Director

August 24, 2012

SUBJECT: Consumer Assessment of Health Care Providers (CAHPS), Patient Satisfaction Survey

Dear County Director of Social Services:

Every three years, the Division of Medical Assistance is required to conduct a patient satisfaction survey of beneficiaries enrolled in Community Care of North Carolina (CCNC). DMA has contracted with the University of North Carolina at Charlotte (UNC-C) to carry out the survey for this period. UNC-C has contracted with Clearwater Research to contact beneficiaries selected by a random sample to respond to the survey.

There are two surveys, an adult survey and a child survey. Clearwater has begun to contact adult beneficiaries and is nearing the end of contacting families for the child survey. When a beneficiary is contacted, the surveyor identifies himself as calling from Clearwater on behalf of North Carolina Medicaid and UNC-C.

The survey tools used to collect data are the Consumer Assessment of Health Care Providers (CAHPS) surveys. They are certified tools used by many states for the purpose of obtaining insight into the beneficiary's experience with healthcare. DMA will submit the data collected to a national database to compare satisfaction with CCNC with satisfaction from other states.

Recently, some county departments have received calls from beneficiaries expressing concern that information about them was given to another agency. We ask counties to respond to these concerns by informing the caller that:

- no information about the health of or services provided to the beneficiary was provided to UNC-C or Clearwater;
- all responses are confidential and no information that would identify a beneficiary will be shared with DMA or with any provider. The questionnaire does not ask for the names of any providers from whom health care was requested or provided;
- the decision to respond or not respond to the survey will not affect any of their Medicaid benefits;
- completing the survey is an opportunity for the beneficiary to provide input into the program operations of CCNC.



If the beneficiary is willing to take the survey after receiving this information, either the caseworker or the beneficiary can contact Dr. Bill Brandon, principal investigator, at 704-687-3886, and he will notify Clearwater that this beneficiary is now willing to complete the survey.

If you have any questions regarding this information, please contact your MPR.

Sincerely,

Michael Watson, Director

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