

## APPENDIX Q

### Provider Monitoring Surveys for Local Management Entities (LMEs) and Provider Agencies

#### Instructions for Data Entry

As a component of the Provider Monitoring process, the monitoring team has developed two surveys that are designed to capture feedback from LMEs and Provider Agencies on the monitoring process. One survey has been created for the LMEs to complete and the other created for Provider Agencies.

Upon completion of the monitoring process each agency (LME and Provider) should identify one person that will enter the survey results into Survey Monkey. Our preference is that the lead reviewer, or their designee, enter the survey after consulting with all persons involved in the review process. All surveys should be entered within 7-10 business days after the review has been completed.

#### ***Tips for survey completion:***

- ✓ You cannot save an incomplete survey. Please be prepared to complete the survey when you go to the website.
- ✓ Please complete only one survey per agency.
- ✓ Discuss the survey responses prior to the completion of the survey with your entire monitoring team. Everyone that participated in the process should have the opportunity to provide feedback.

#### ***Steps to survey completion:***

##### **Step 1:**

Go to:

[http://www.surveymonkey.com/s.aspx?sm=CUWyYX1peeRTHjx10u5UDg\\_3d\\_3d](http://www.surveymonkey.com/s.aspx?sm=CUWyYX1peeRTHjx10u5UDg_3d_3d) in order to complete the LME survey.

Go to:

[http://www.surveymonkey.com/s.aspx?sm=luVL6cTsUuQwd4d9REKiEA\\_3d\\_3d](http://www.surveymonkey.com/s.aspx?sm=luVL6cTsUuQwd4d9REKiEA_3d_3d) in order to select the Provider survey.

**Step 2:** Begin entering survey data by identifying the services that were reviewed. Then enter the total number of services in question 2.

**Step 3:** Complete all of the remaining questions in order. When providing comments to any of the questions please write clear, concise sentences that can be understood by other readers.

**Step 4:** After the survey is completed please print a copy for your records.

The survey results will be available on the website once we have received a representative sample of surveys from the field.