



North Carolina Department of Health and Human Services

Pat McCrory
Governor

Aldona Z. Wos, M.D.
Ambassador (Ret.)
Secretary, DHHS

Division of Mental Health, Developmental
Disabilities and Substance Abuse Services
3001 Mail Services Center
Raleigh, North Carolina 27699-3001
Tel 919-733-7011 Fax 919-508-0951
Courtney M. Cantrell, Ph.D.
Director

Division of Medical Assistance
2501 Mail Services Center
Raleigh, North Carolina 27699-2501
Tel 919-855-4100 Fax 919-733-6608
Robin Gary Cummings, M.D.
Deputy Secretary for Health Services
Deputy Secretary for Medicaid

MCO Communication Bulletin #J141

Date: May 20, 2015

To: LME-MCOs

From: Kathy Nichols, Lead Waiver Program Manager, Contracts Section, DMA, and Mabel McGlothlen, LME System Performance Team Leader, DMH/DD/SAS

Subject: NCTracks Customer Satisfaction Survey

The purpose of this bulletin is to remind LME-MCOs and providers of the NCTracks customer satisfaction survey.

CSC, the NC Medicaid Management Information Systems' fiscal agent responsible for implementing policy for the federal Centers for Medicare and Medicaid Services and the North Carolina Department of Health and Human Services through NCTracks, is required to conduct an annual customer satisfaction survey of a representative sampling of providers.

The survey focuses on the aspects of the project that involve direct customer interaction, such as the call center, provider relations, training, and communications, as well as functional areas, such as pharmacy prior approval and provider enrollment. Unless otherwise noted, the time period for which this survey applies is from July 1, 2014 to present. The survey is anonymous.

This year, the survey is being sent to all NCTracks providers. The survey should take approximately 15 minutes to complete and must be completed by May 22, 2015. Results of the survey will be compiled and submitted to the state. We appreciate your participation as we strive to continue to improve our service to providers.

The NCTracks survey is available at: <https://www.surveymonkey.com/r/NNJXBBL>.

Previous bulletins can be accessed at: <http://jtcommunicationbulletins.ncdhhs.gov/>

Cc: Robin Gary Cummings, M.D., DMA
Dave Richard, DHHS
DMA Leadership Team
DMH/DD/SAS Leadership Team
Dale Armstrong, DSOHF
Mary Hooper, NCCCP