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LME-MCO Communication Bulletin #J154

Date: August 26, 2015

To: LME-MCOs

From: Kathy Nichols, Clinical Program Manager, Behavioral Health Section, DMA and Mabel McGlothlen, LME System Performance Team Leader, DMH/DD/SAS

Subject: Experience of Care and Health Outcomes Survey 2014-2015

The purpose of the survey is to assess consumer perceptions of the care that they received through the nine LME-MCOs in North Carolina.

The results from this survey will assist the Division of Medical Assistance (DMA) in assessing the Local Management Entity-Managed Care Organizations' (LME-MCOs) ability to monitor the quality of mental health, substance abuse, and intellectual and developmental disability services. The survey and the data analysis was conducted before East Carolina Behavioral Health (ECBH) and Coastal Care merged to form Trillium on July 1, 2015. In the attached report the summary tables and analysis includes summaries for both ECBH and Coastal Care.

As the External Quality Review Organization (EQRO) for the North Carolina Department of Health and Human Services, DMA, The Carolinas Center for Medical Excellence (CCME) was contracted to conduct a satisfaction survey of the consumers 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 consumers' 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. 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 attached report summarizes the results of the 2014 Consumer Satisfaction Survey.

<http://www.medicaid.gov/medicaid-chip-program-information/by-topics/quality-of-care/downloads/eqr-protocol-5.pdf>

The Consumer Assessment of Healthcare Providers and Systems (CAHPS®) program, which is funded by the Agency for Healthcare Research & Quality (AHRQ), supports and provides surveys for assessing different healthcare settings. In preparation for the 2014 survey, DMA chose the CAHPS adult and child versions of the Experience of Care and Health Outcomes (ECHO®) Survey for Managed Behavioral Healthcare Organizations, version 3.0; specifically, surveys 252A (Adult –English), 252B (Adult – Spanish), and 255 (Child). Copies of the surveys used can be found in *Appendix A: Example Surveys*.

Each survey has more than 50 questions that provide specific details and insight into the counseling and treatment members receive as well as the quality of health care services provided by their health plan. In addition, each health plan will receive the raw data for the surveys that were completed. Additional guidance on how to interpret the surveys and the measures available at: <https://cahps.ahrq.gov/surveys-guidance/echo/about/index.html>

If you have any questions, please contact: Adolph Simmons, Jr. at Adolph.Simmons@dhhs.nc.gov (919) 855-4357 or Katherine Nichols at Katherine.a.nichols@dhhs.nc.gov or (919) 855-4289.

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

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