



**The State of North Carolina**  
**Division of Medical Assistance**

# **2015 DHHS Provider Satisfaction Survey Results**

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**OCTOBER 2015**



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## Introduction

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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<sup>1</sup>. 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 2015 Provider Satisfaction Survey.

### Purpose

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

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<sup>1</sup> Title 42 of the Code of Federal Regulations, part 438 et seq.

## Methods

In preparation for the 2015 survey, DMA provided CCME with a copy of the survey to be used. See *Appendix C* for an example of the survey. 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 requested provider data from each of the eight LME/MCOs currently in the state. This request was for the complete list of all contracted providers that had submitted at least five encounters to the plan between January 1, 2015 and June 30, 2015. 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 from the plans were either not provided or were incorrect.

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. By request, a PDF version of the survey was provided to participants who had issues accessing the survey through the web or would rather complete a paper version of 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 survey, and obtained approval  | Jul 2015              |
| Requested provider data from each LME/MCO                                | Jul 27 – Aug 14, 2015 |
| Provider data cleaned and formatted, survey formatted for Survey Monkey  | Aug 17 – 21, 2015     |
| Initial survey sent  | Aug 24, 2015          |
| First reminder sent  | Aug 27, 2015          |
| Second reminder sent   | Sep 1, 2015           |
| Third reminder sent  | Sep 4, 2015           |
| Fourth reminder sent   | Sep 10, 2015          |
| Survey window extended to improve Eastpointe and Trillium response rates | Sep 14–17, 2015       |
| All surveys closed   | Sep 18, 2015          |
| Cleaned and analyzed data  | Sep 2015              |
| De-identified plan level datasets for distribution to plans created      | Oct 2015              |
| Report finalized   | Oct 2015              |
| Final Report and plan level survey data submitted                        | Nov 2015              |

The initial survey collection period was a three-week period with four reminders sent. If providers had problems taking the survey for any reason, CCME provided them with a PDF version of the survey to complete and return for entry into SM. The only exceptions were for two plans that had much lower response rates than the other

plans, Eastpointe and Trillium. The survey window was extended for these plans and additional methods were used to reach these providers to increase their response rates.

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, analysis, and reporting.

### Survey Invitations and Response Rate

The following is the aggregate itemization of the survey invitation and response rate for the 2015 survey. For a detailed by plan stratification, please see *Appendix A* of this report.

**Table 2 – Survey Invitation Itemization**

| Description   | Total        |
|---|--------------|
| Total number of providers received from plans                         | 3,207        |
| Number of invalid/missing email addresses that could not be corrected | -22          |
| Number of providers that notified CCME they did not perform services  | -1           |
| Number of emails that bounced or were undeliverable                   | -248         |
| Number of providers that had opted out of Survey Monkey surveys       | -45          |
| <b>TOTAL INVITES USED</b>   | <b>2,891</b> |

As shown in **Table 2**, CCME obtained 3,207 provider email addresses to use for the survey and was able to use 90 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 78 percent of the exclusions.

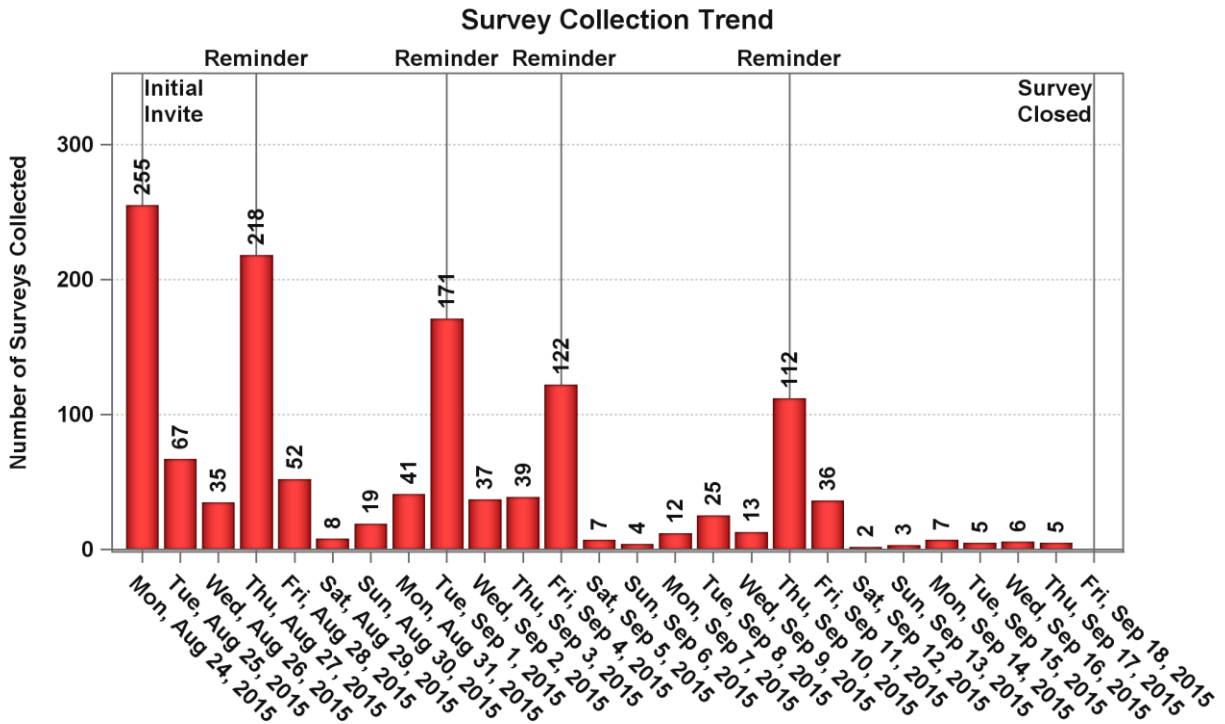
**Table 3 – Survey Response Rate**

| Collection Period  | Surveys Collected During Period | Number Eligible to Respond | Overall Response Rate at End of Period |
|--------------------|---------------------------------|----------------------------|--|
| After first week   | 640                             | 2,946                      | 21.7%                                  |
| After second week  | 1,034                           | 2,942                      | 35.1%                                  |
| After survey close | 1,301                           | 2,891                      | 45.0%                                  |

In total, after the first week of collecting surveys, we had achieved a response rate of over 20 percent. After sending out additional reminders we closed the survey with a response rate of 45 percent. This more than doubled the response rate seen in the first week of collection. This also increased the response rate over the 2014 survey by 4 percentage points.

In **Figure 1**, the trend of survey collections is illustrated reflecting the period that the survey was open for collections. As expected, the periods with the highest collection volume followed when an invite or reminder was sent to the provider group.

**Figure 1 – The Survey Collection Trend During the Collection Period**



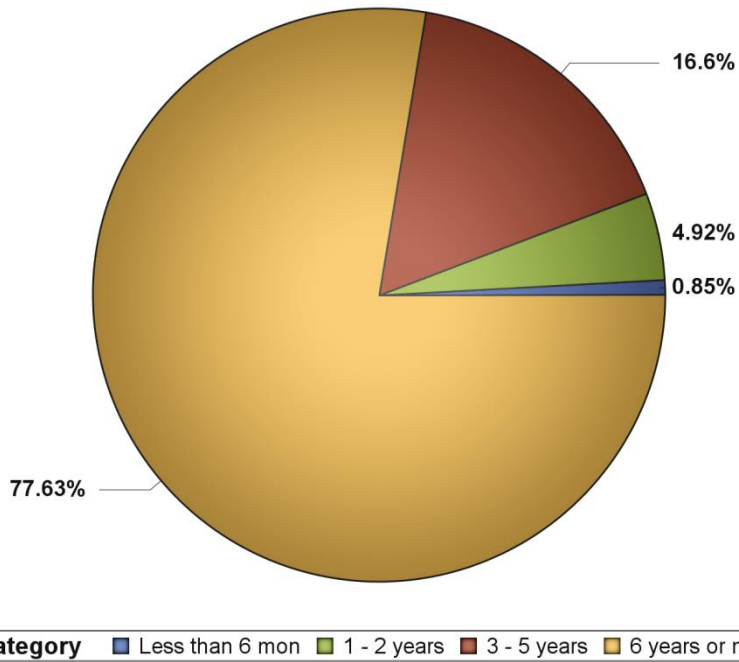
**Description of Survey Respondents (Questions 1–4)**

The fielded survey contained questions that 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 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 eight plans being the *6 years or more* category of experience.

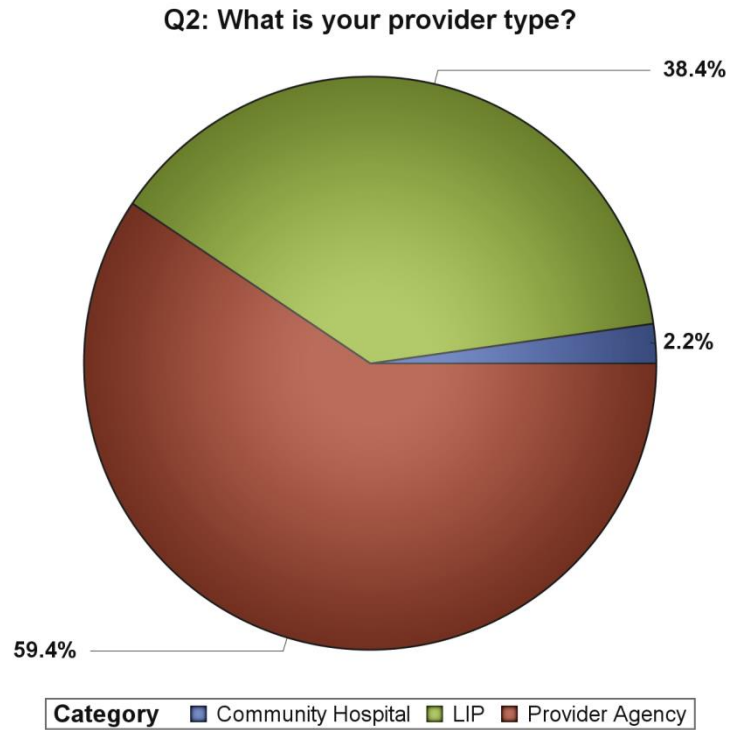
**Figure 2 – Aggregate Survey Results for Question 1**

**Q1: How long have you been a Medicaid provider?**



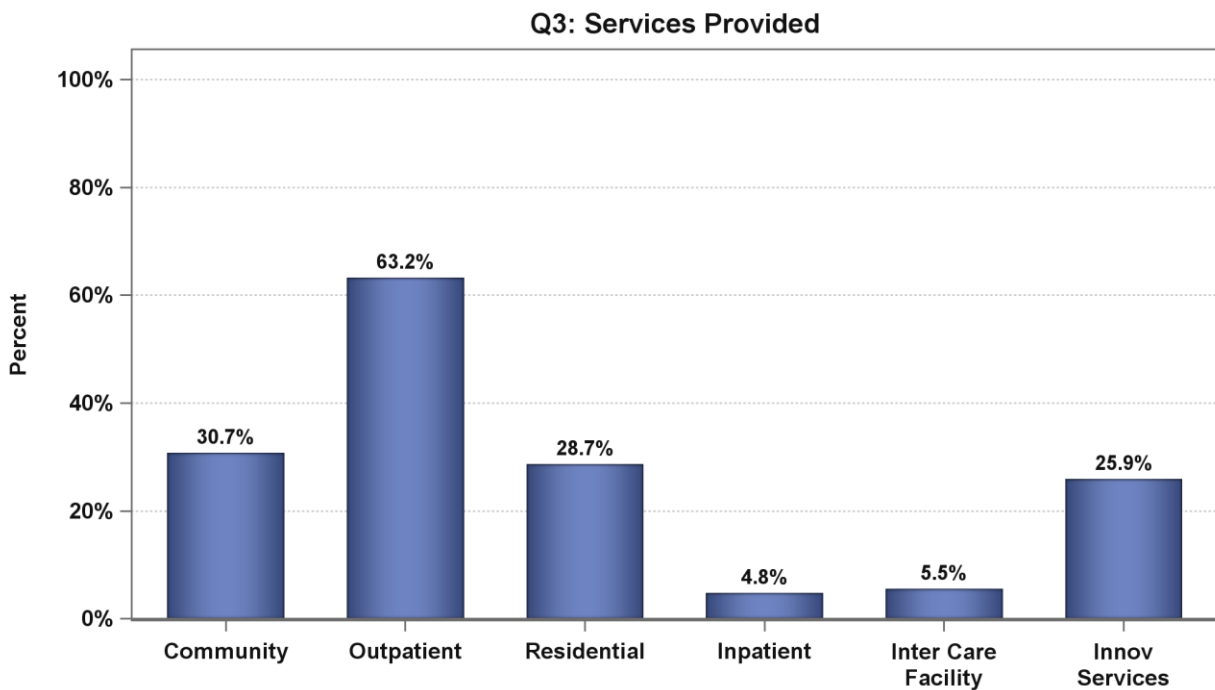
When looking at the provider types that responded to the survey, **Figure 3** shows that the majority of the providers fell into the *Provider Agency* category. Even when looking across plans, this category remained the majority response; however, Eastpointe and Trillium had a majority of *Licensed Independent Practitioner (LIP)* respondents.

**Figure 3 – Aggregate Survey Results for Question 2**



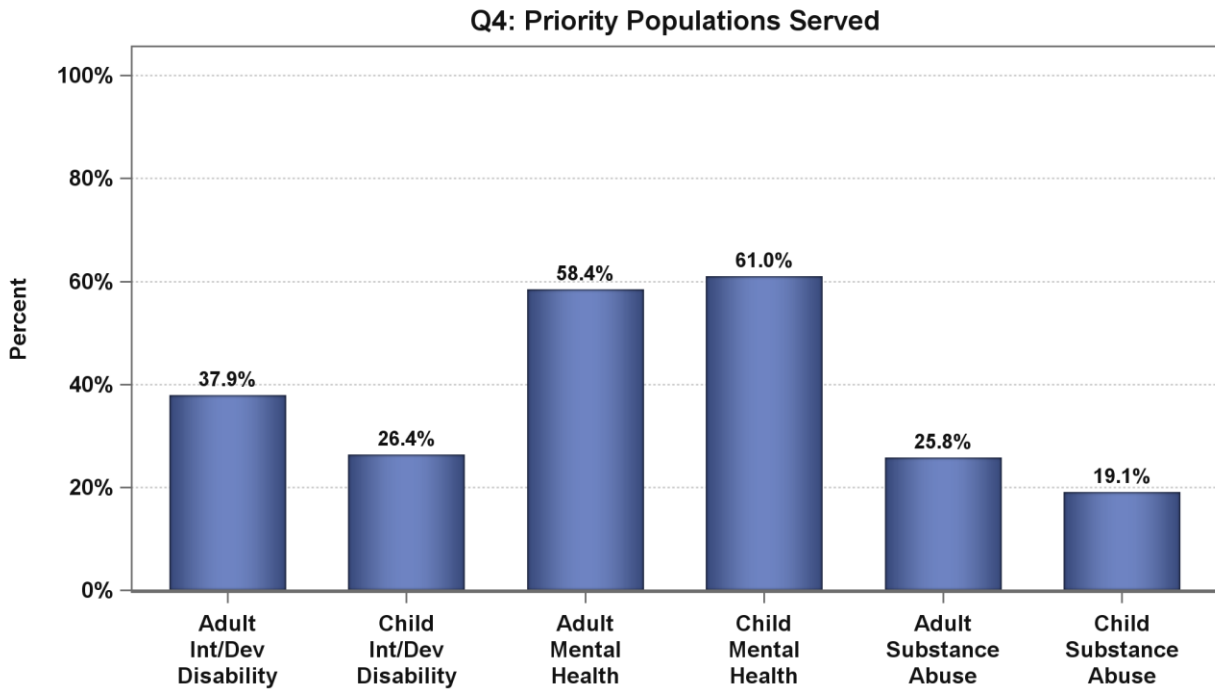
As for the services that the respondents indicated, *Outpatient* was the majority with over 60 percent of respondents indicating they provided outpatient services. The full distribution of services is illustrated in **Figure 4**. A similar distribution was seen across the plans.

**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**





## Survey Results: Questions 5–28

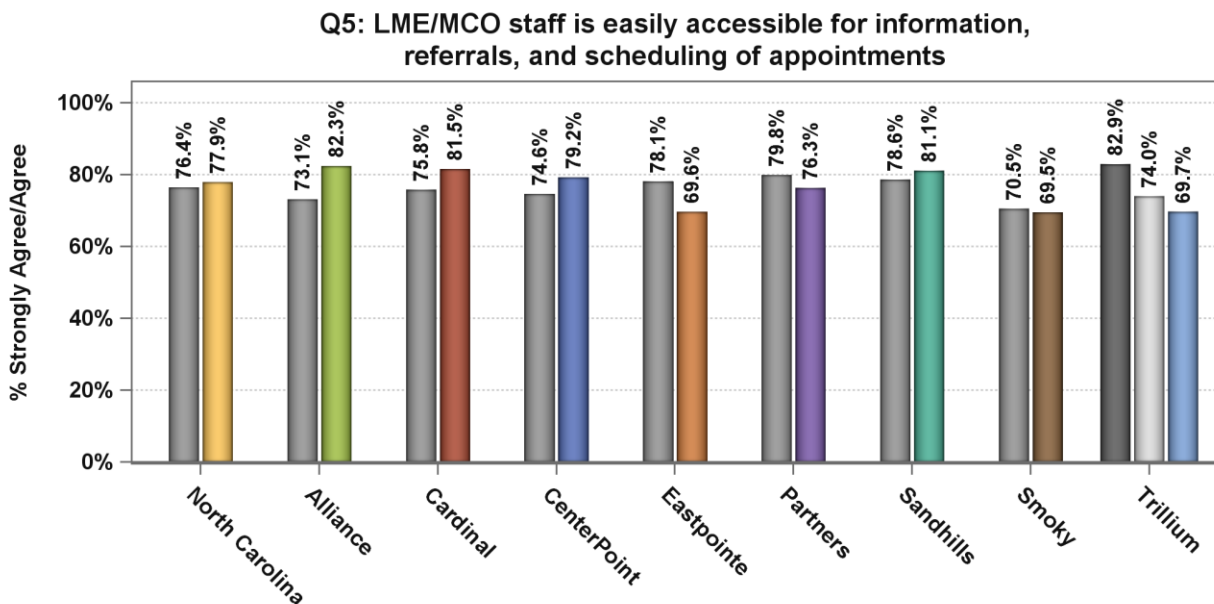
In the following section, the survey results are summarized for questions five through 28. This part of the survey related to the providers' perceptions and satisfaction with various elements of the LME/MCOs' work and interactions with the providers. The majority of these questions used an answer scale 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"> <li>Extremely Satisfied</li> <li>Satisfied</li> <li>Dissatisfied</li> </ul>   | <ul style="list-style-type: none"> <li>Extremely Dissatisfied</li> <li>No Response</li> </ul>   | Satisfaction questions  |
| 22        | <ul style="list-style-type: none"> <li>Claims Processing</li> <li>Information Technology</li> <li>Payment Policy</li> <li>Enrollment</li> <li>Appeals</li> </ul> | <ul style="list-style-type: none"> <li>Other</li> <li>Audit and Reimbursement</li> <li>Quality Management and Reporting</li> <li>Clinical Coverage Policies</li> <li>Provider Monitoring</li> </ul> | 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**

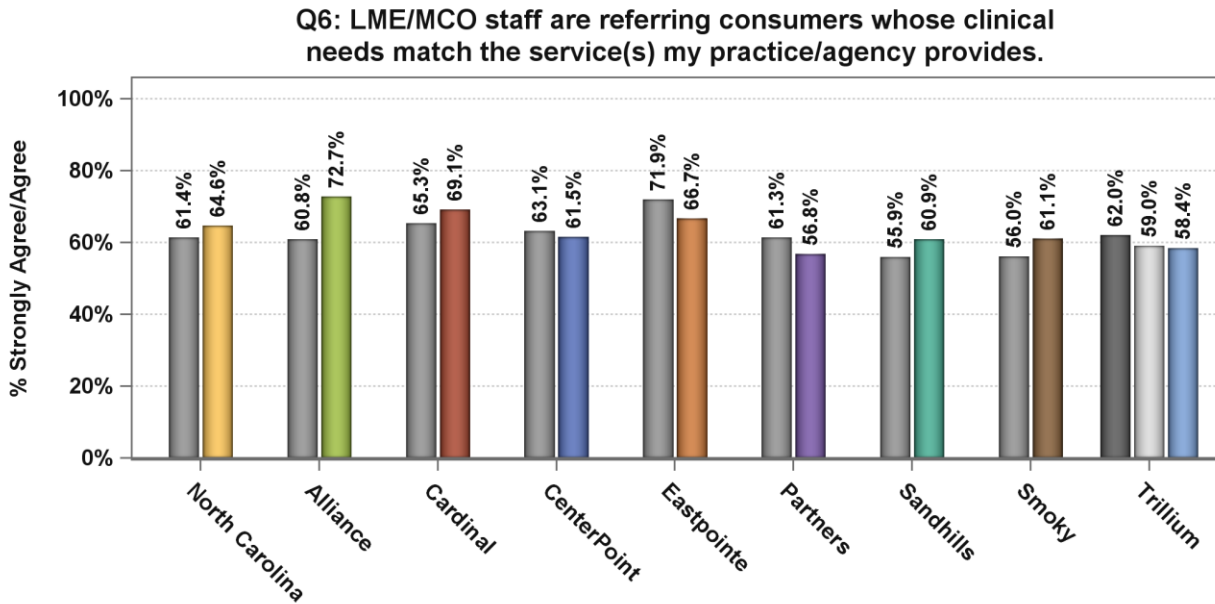


**Notes:**

- Gray bars represent the 2014 survey values for each plan. Other bars are the current results for 2015.
- For Trillium, the two gray bars represent the 2014 values from the two merged plans, CoastalCare (dark) and ECBH (light).

The question five results show that almost 78 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, which is a slight increase from 76 percent in 2014. Across the plans, Alliance had the highest percentage of positive responses (82%) which is almost a 10 percentage point increase over a year ago. Three plans tied with the lowest percentage (70%), all of which were declines from the 2014 results. The comparison of the North Carolina aggregate and all eight plans is illustrated in **Figure 6**.

**Figure 7 – Percentage of Positive Answers for Question 6**



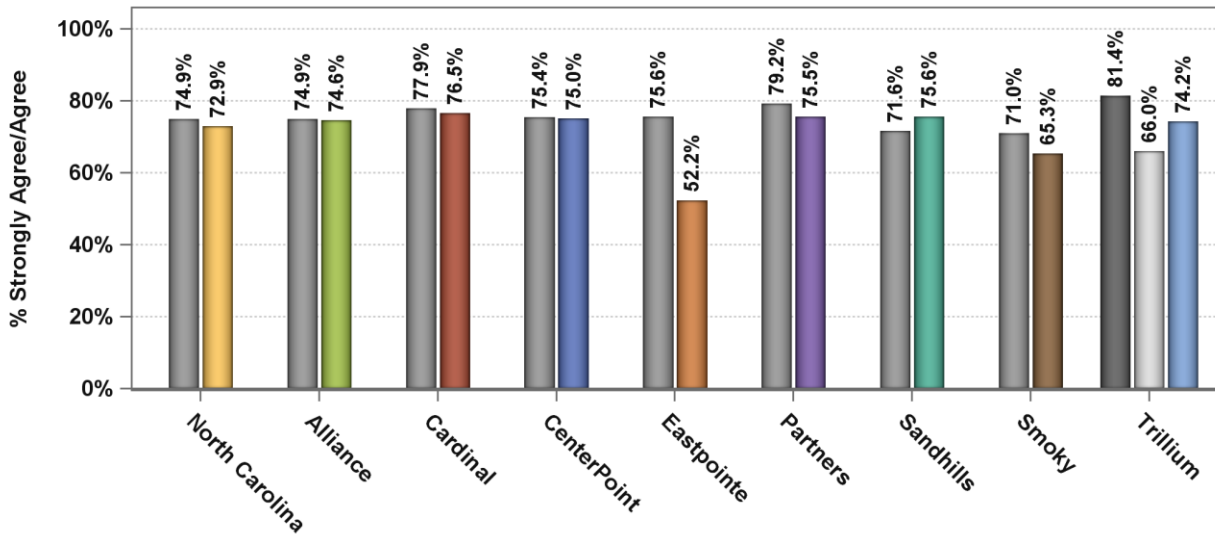
**Notes:**

- Gray bars represent the 2014 survey values for each plan. Other bars are the current results for 2015.
- For Trillium, the two gray bars represent the 2014 values from the two merged plans, CoastalCare (dark) and ECBH (light).

Over 64 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. As an aggregate, this is slightly higher than the 2014 result. The plan with the highest positive feedback was Alliance (73%), while the plan with the lowest was Partners (57%).

Figure 8 – Percentage of Positive Answers for Question 7

Q7: LME/MCO staff responds quickly to provider needs.



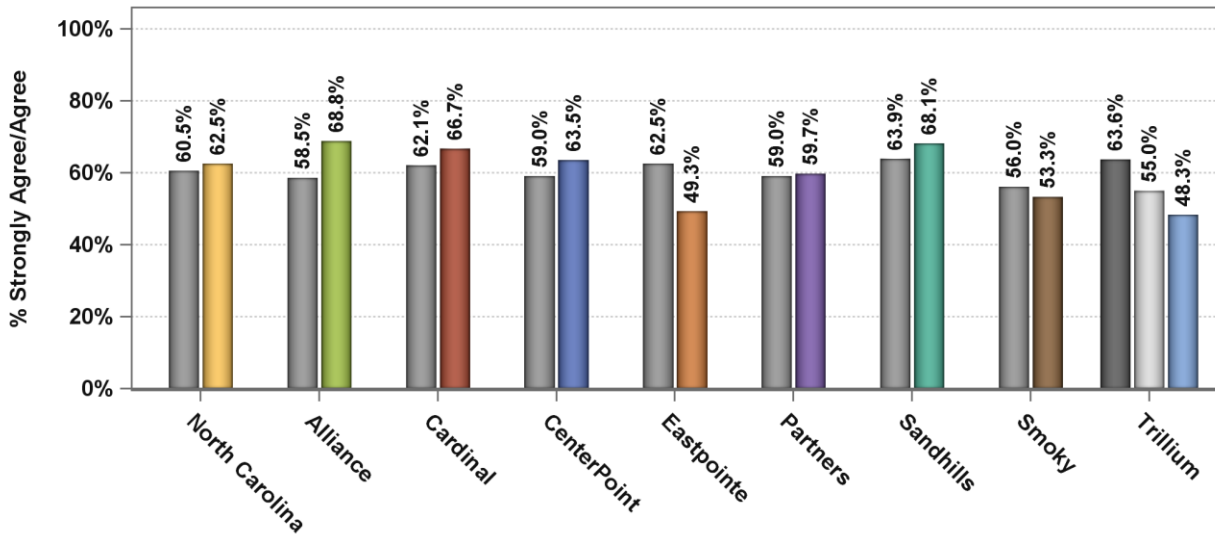
Notes:

- Gray bars represent the 2014 survey values for each plan. Other bars are the current results for 2015.
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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, 73 percent had a positive perception of the plan’s responsiveness, which is slightly lower than last year. The plans that had the highest and lowest positive perceptions were, respectively, Cardinal (77%) and Eastpointe (52%). For Eastpointe, this was over a 23 percentage point decline from their 2014 result. The full comparison is shown in **Figure 8**.

Figure 9 – Percentage of Positive Answers for Question 8

Q8: Customer Service is responsive to local community stakeholders.

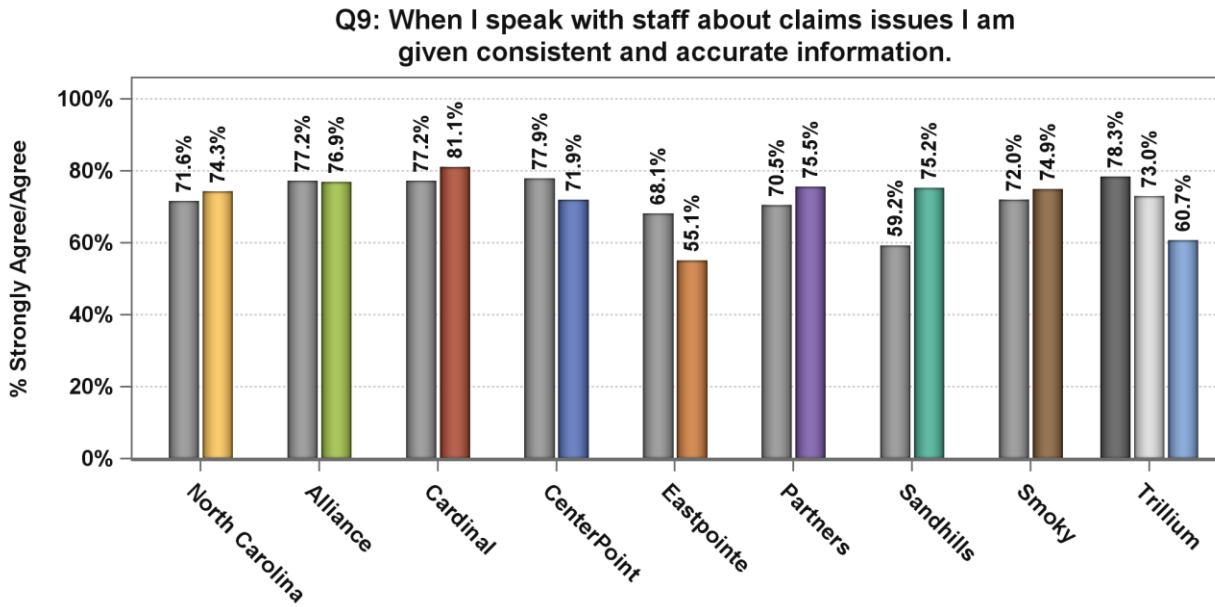


Notes:

- Gray bars represent the 2014 survey values for each plan. Other bars are the current results for 2015.
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For question eight, 63 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. This was a slightly more positive response from last year. Alliance again had the highest positive percentage (69%), but only slightly higher than Sandhills (68%), both of which were increases over their respective 2014 results. Eastpointe (49%) and Trillium (48%) were the plans with the lowest positive response, both declined from 2014.

**Figure 10 – Percentage of Positive Answers for Question 9**



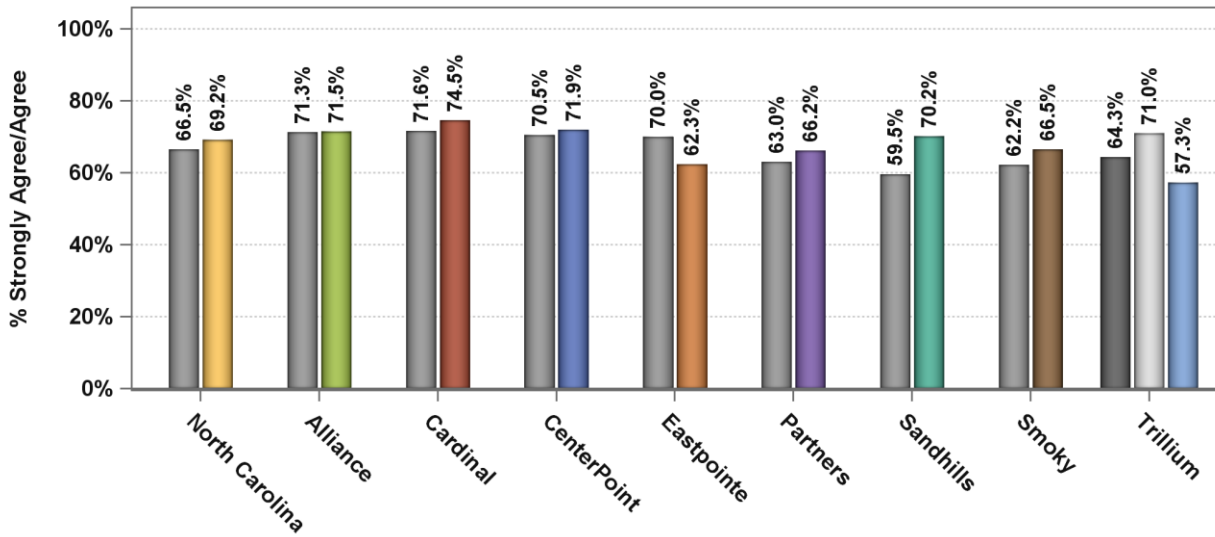
**Notes:**

- Gray bars represent the 2014 survey values for each plan. Other bars are the current results for 2015.
- For Trillium, the two gray bars represent the 2014 values from the two merged plans, CoastalCare (dark) and ECBH (light).

Except for Centerpoint, Eastpointe, and Trillium, all plans were at or higher than the North Carolina aggregate of 74 percent for positive responses to the statement that providers are given consistent and accurate information when providers speak with the LME/MCO's staff. This aggregate was a slight increase from last year. Eastpointe saw a larger than 10 percentage point decrease in their result, while Sandhills saw a larger than 10 percentage point increase.

**Figure 11 – Percentage of Positive Answers for Question 10**

**Q10: Claims trainings meet my needs.**



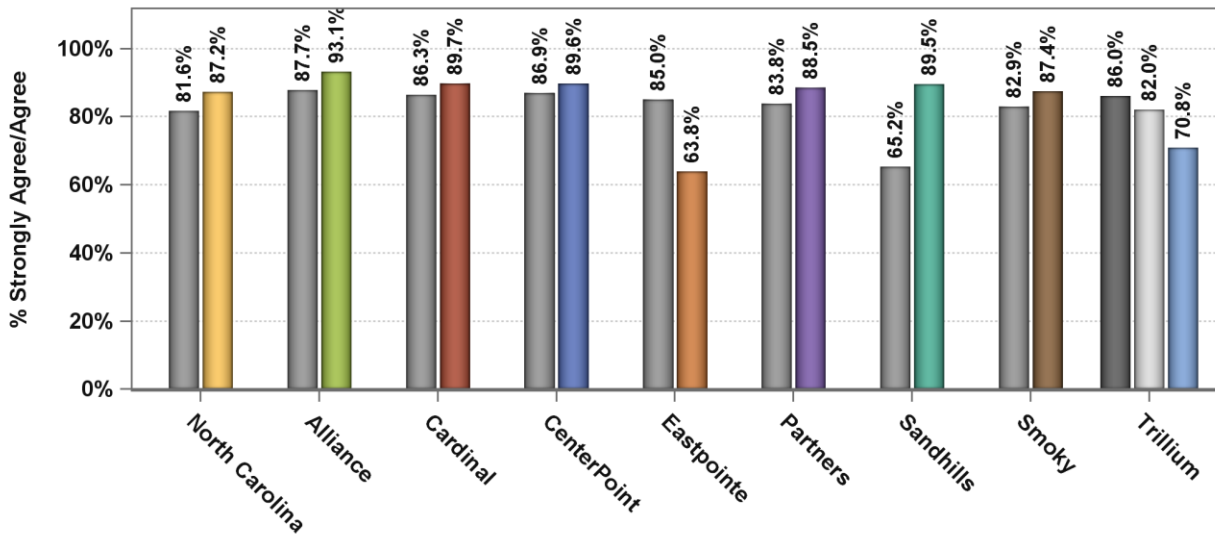
**Notes:**

- Gray bars represent the 2014 survey values for each plan. Other bars are the current results for 2015.
- For Trillium, the two gray bars represent the 2014 values from the two merged plans, CoastalCare (dark) and ECBH (light).

In **Figure 11**, we see that in aggregate there was an increase in respondents saying they had a positive response that the claims training met the needs of the providers. Eastpointe and Trillium both saw declines in their respective results, while Sandhills saw over a 10 percentage point increase over last year’s results.

**Figure 12 – Percentage of Positive Answers for Question 11**

**Q11: Our claims are processed in a timely and accurate manner.**

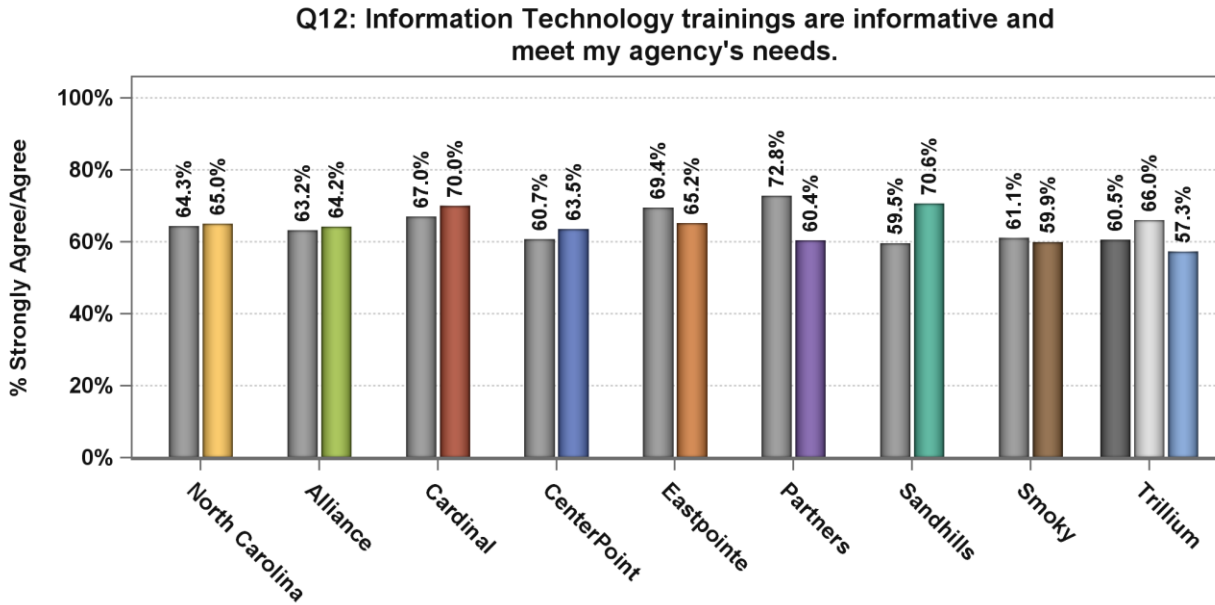


**Notes:**

- Gray bars represent the 2014 survey values for each plan. Other bars are the current results for 2015.
- For Trillium, the two gray bars represent the 2014 values from the two merged plans, CoastalCare (dark) and ECBH (light).

As shown in **Figure 12**, overall, the North Carolina aggregate increased to 87 percent for positive responses to claims being processed timely and accurately. Sandhills saw the largest increase over last year with over a 20 percentage point increase while Eastpointe had the largest decline.

**Figure 13 – Percentage of Positive Answers for Question 12**



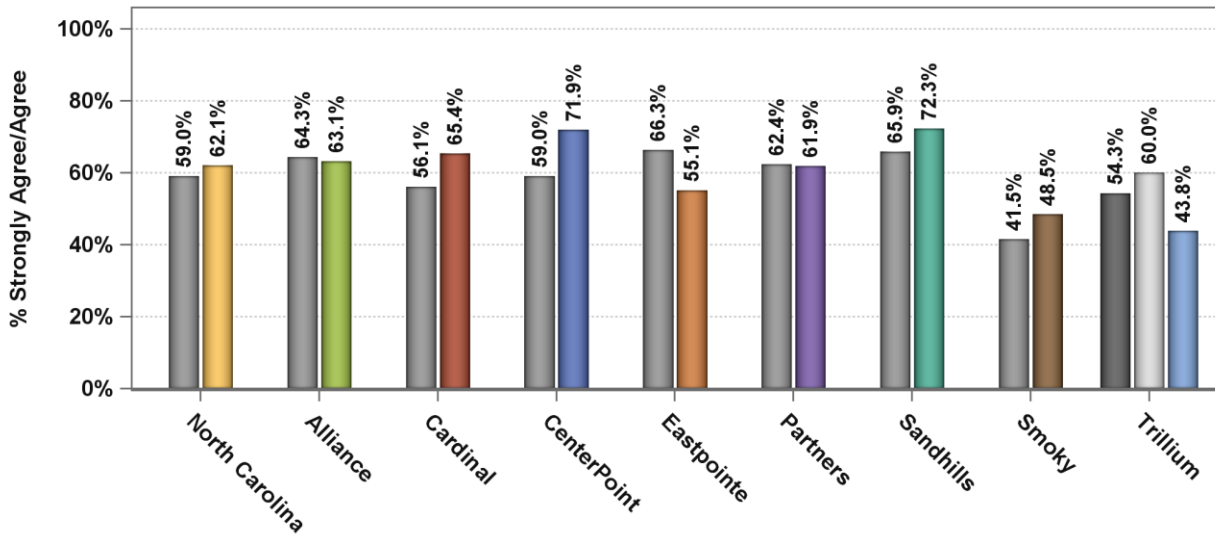
**Notes:**

- Gray bars represent the 2014 survey values for each plan. Other bars are the current results for 2015.
- For Trillium, the two gray bars represent the 2014 values from the two merged plans, CoastalCare (dark) and ECBH (light).

When asked about the informative nature of the plans' Information Technology trainings, in aggregate, 65 percent had a positive response. Partners had the largest decline from 2014, while Sandhills has the largest improvement from 2014. Cardinal and Sandhills were tied for the highest current percentage.

**Figure 14 – Percentage of Positive Answers for Question 13**

**Q13: Provider Network meetings are informative and helpful.**



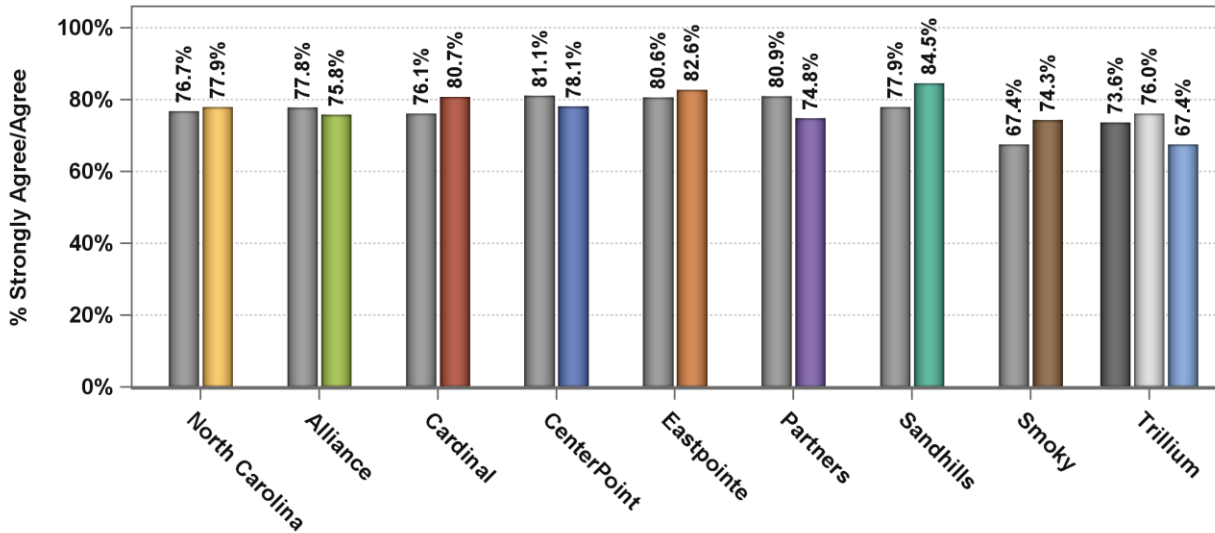
**Notes:**

- Gray bars represent the 2014 survey values for each plan. Other bars are the current results for 2015.
- For Trillium, the two gray bars represent the 2014 values from the two merged plans, CoastalCare (dark) and ECBH (light).

Overall, only 62 percent of the providers that responded to the survey had a positive opinion that provider network meetings were informative and helpful, a slight increase over last year. The lowest positive reactions were for Smoky Mountain (49%) and Trillium (44%). The full comparisons of the plans are shown in **Figure 14**.

**Figure 15 – Percentage of Positive Answers for Question 14**

**Q14: Provider Network keeps providers informed of changes that affect my local Provider Network.**



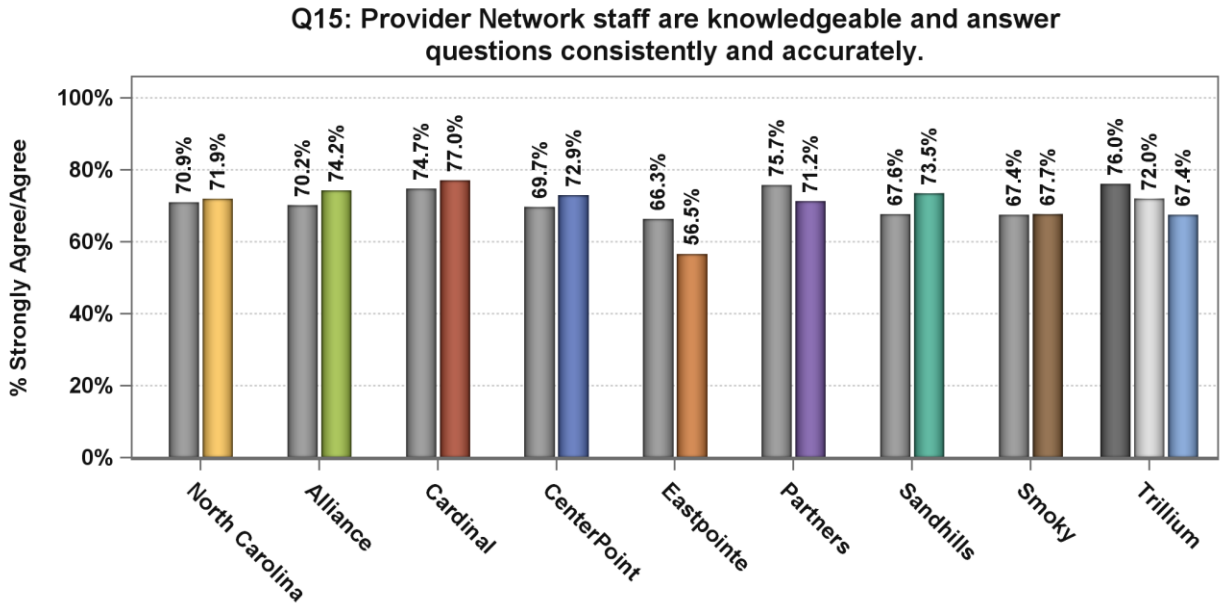
**Notes:**

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- For Trillium, the two gray bars represent the 2014 values from the two merged plans, CoastalCare (dark) and ECBH (light).



In keeping providers informed of changes that affect the provider network, Sandhills and Smoky Mountain had the highest year over year increases at around seven percentage points, while overall, 78 percent had a positive perception of how the plans communicate changes to the provider network, a relatively stable result from last year. Partners and Trillium both showed the largest decline from 2014, losing around seven percentage points.

**Figure 16 – Percentage of Positive Answers for Question 15**

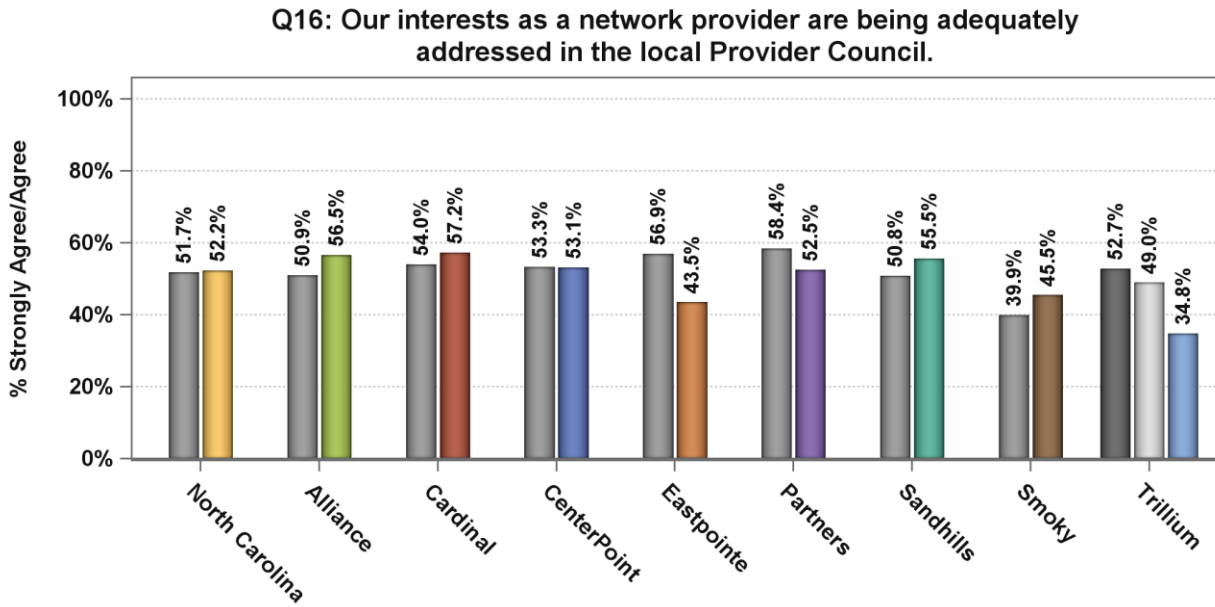


**Notes:**

- Gray bars represent the 2014 survey values for each plan. Other bars are the current results for 2015.
- For Trillium, the two gray bars represent the 2014 values from the two merged plans, CoastalCare (dark) and ECBH (light).

For the question that provider network staff are knowledgeable and consistently and accurately answer questions from the providers, the plans ranged from 57 percent (Eastpointe) to 77 percent (Cardinal). The aggregate for providers responding to the survey was 72 percent, which was a slight increase over the 2014 results.

**Figure 17 – Percentage of Positive Answers for Question 16**

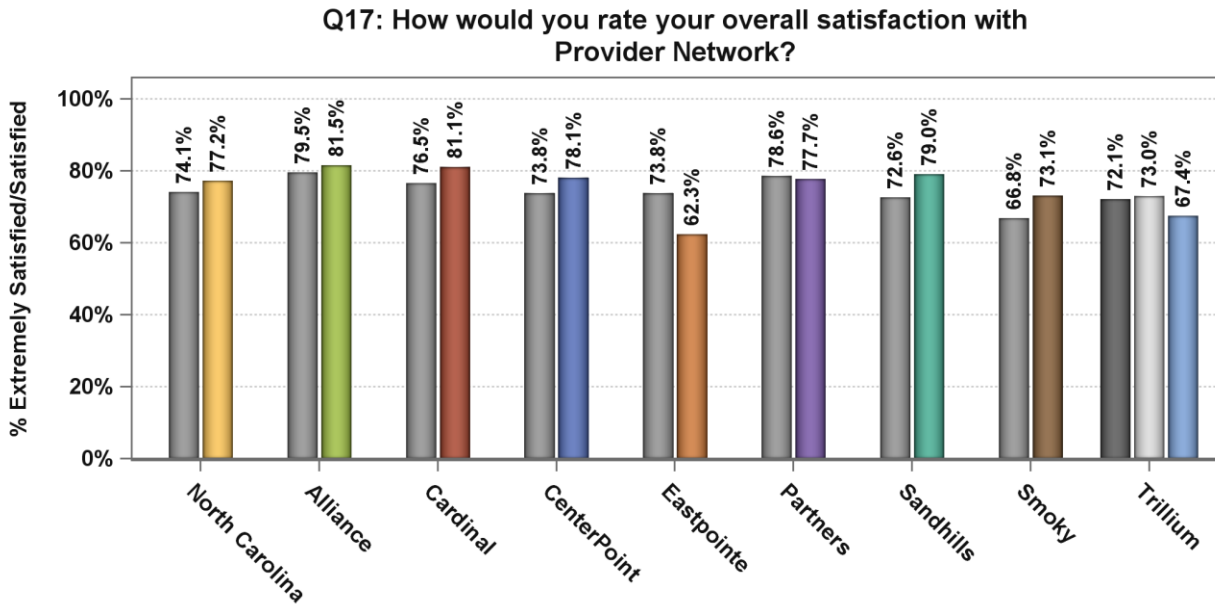


**Notes:**

- Gray bars represent the 2014 survey values for each plan. Other bars are the current results for 2015.
- For Trillium, the two gray bars represent the 2014 values from the two merged plans, CoastalCare (dark) and ECBH (light).

In aggregate, still 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 ratings among the plans were with Alliance and Cardinal (57%), while Eastpointe (44%) and Trillium (35%) had the lowest ratings.

**Figure 18 - Percentage of satisfied responses for question 17**



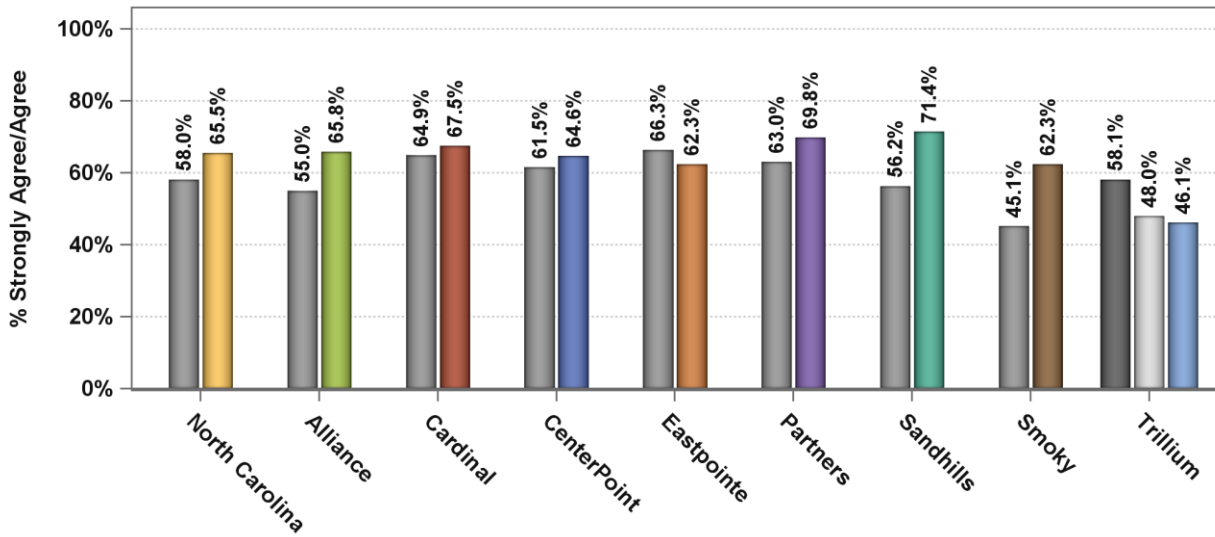
**Notes:**

- Gray bars represent the 2014 survey values for each plan. Other bars are the current results for 2015.
- For Trillium, the two gray bars represent the 2014 values from the two merged plans, CoastalCare (dark) and ECBH (light).

The overall positive satisfaction with the Provider Network for those that responded to the survey was 77 percent, an increase of over three percentage points year over year. Alliance (81%) remained high and was joined by Cardinal, with both receiving the highest marks. Eastpointe rated the lowest at 62 percent. The full comparison of the eight plans can be seen in **Figure 18**.

Figure 19 – Percentage of Positive Answers for Question 18

Q18: The LME/MCO staff conducts fair and thorough investigations.



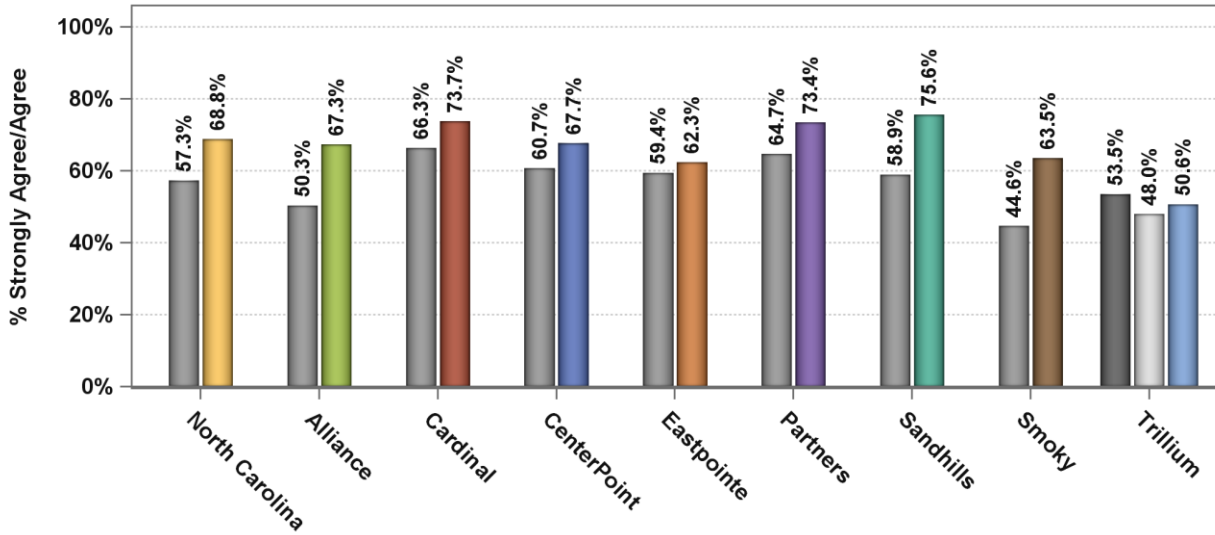
Notes:

- Gray bars represent the 2014 survey values for each plan. Other bars are the current results for 2015.
- For Trillium, the two gray bars represent the 2014 values from the two merged plans, CoastalCare (dark) and ECBH (light).

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. Overall, an increase of over seven percentage points was seen over last year with Sandhills (highest overall) and Smoky Mountain seeing the largest gains. Trillium had the lowest rating and was the only plan below 50 percent.

**Figure 20 – Percentage of Positive Answers for Question 19**

**Q19: After the audit or investigation, LME/MCO requests for corrective action plans and other supporting materials are fair and reasonable.**



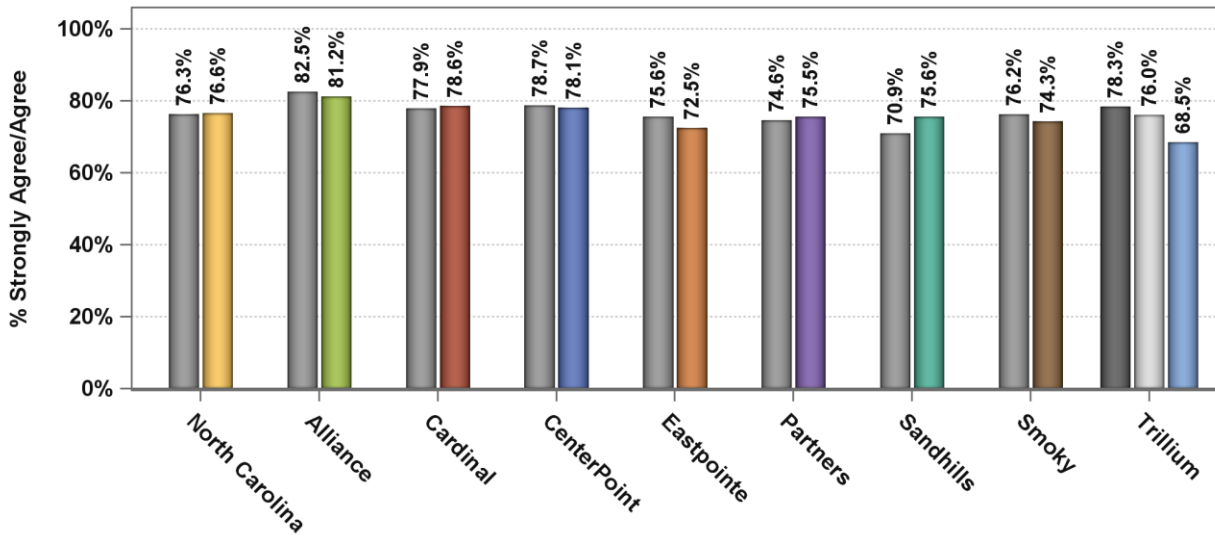
**Notes:**

- Gray bars represent the 2014 survey values for each plan. Other bars are the current results for 2015.
- For Trillium, the two gray bars represent the 2014 values from the two merged plans, CoastalCare (dark) and ECBH (light).

Similar to question 18, question 19 showed strong increases overall, with over a 10 percentage point gain over 2014. Smoky Mountain and Alliance showed the largest gains and Sandhills had the highest current rating. Trillium had the lowest reported rating that their corrective action plans after investigations were fair and reasonable.

**Figure 21 – Percentage of Positive Answers for Question 20**

**Q20: Technical assistance and information provided by staff is accurate and helpful.**



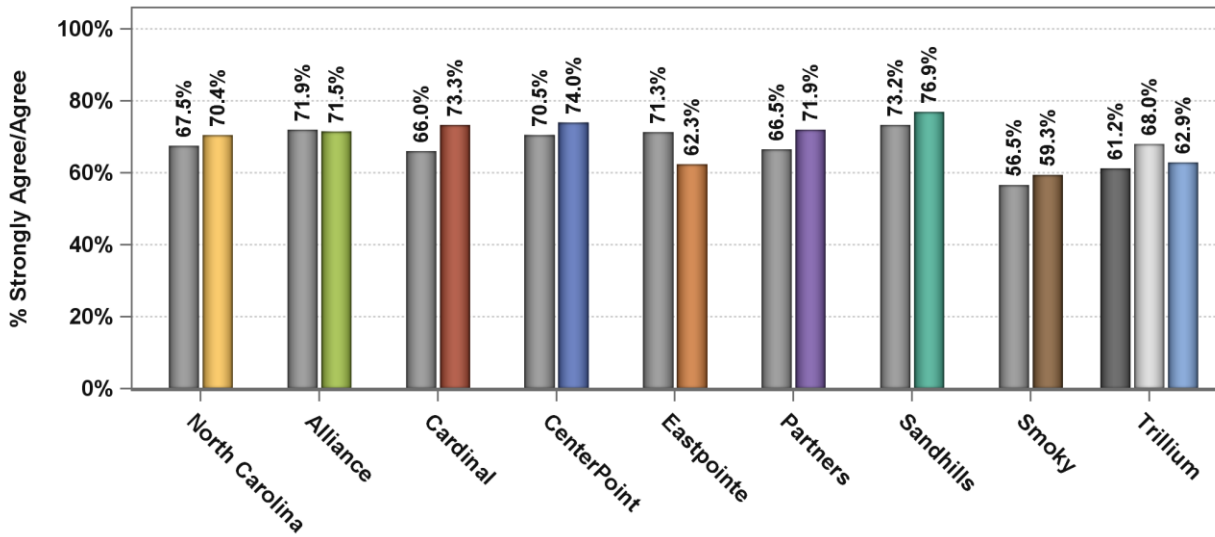
**Notes:**

- Gray bars represent the 2014 survey values for each plan. Other bars are the current results for 2015.
- For Trillium, the two gray bars represent the 2014 values from the two merged plans, CoastalCare (dark) and ECBH (light).

The results for the technical assistance and information provided by the plans to their providers were, across the board, pretty similar to the results from a year ago. In total, 77 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 81 to 69 with Trillium being the only plan under 70 percent.

**Figure 22 – Percentage of Positive Answers for Question 21**

**Q21: Trainings are informative and meet our needs as a provider/agency.**

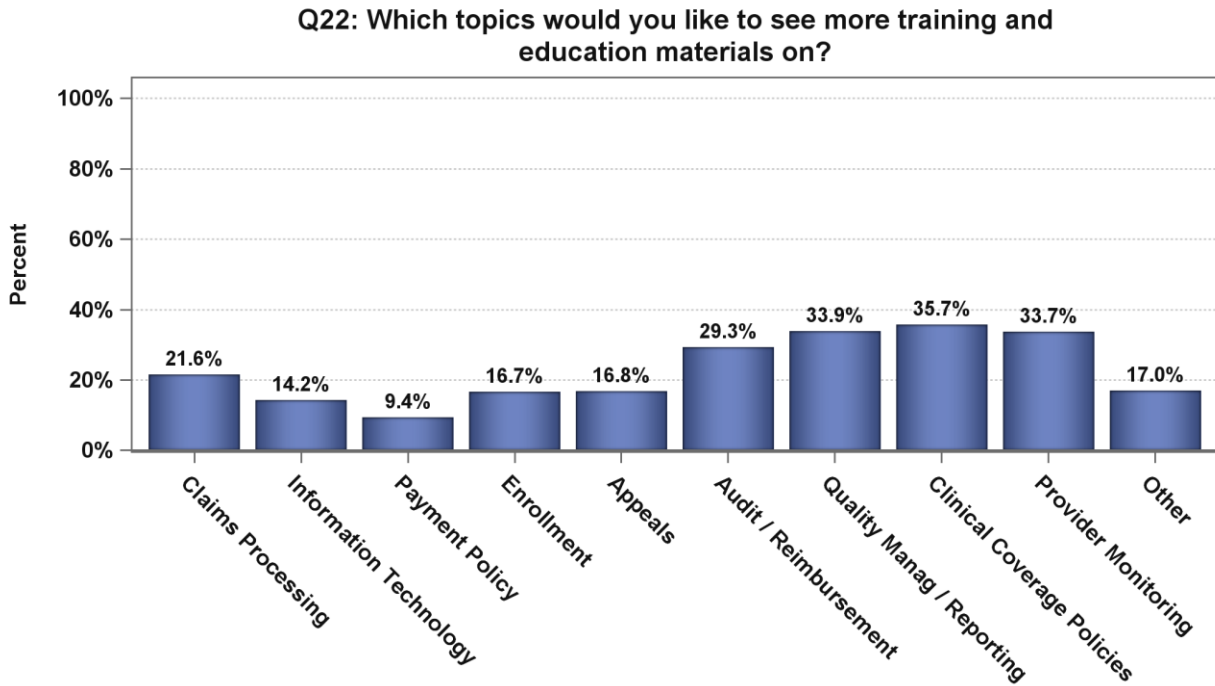


**Notes:**

- Gray bars represent the 2014 survey values for each plan. Other bars are the current results for 2015.
- For Trillium, the two gray bars represent the 2014 values from the two merged plans, CoastalCare (dark) and ECBH (light).

Positive impressions regarding trainings that the plans conduct for their providers are, in aggregate, lower than the technical assistance the plans provide (70% versus 77%). Of their providers that responded to the survey, only 59 percent of Smoky Mountain’s providers could agree that the trainings are informative and met the needs of the providers, an increase from last year but still the lowest among active plans. In contrast, 77 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:

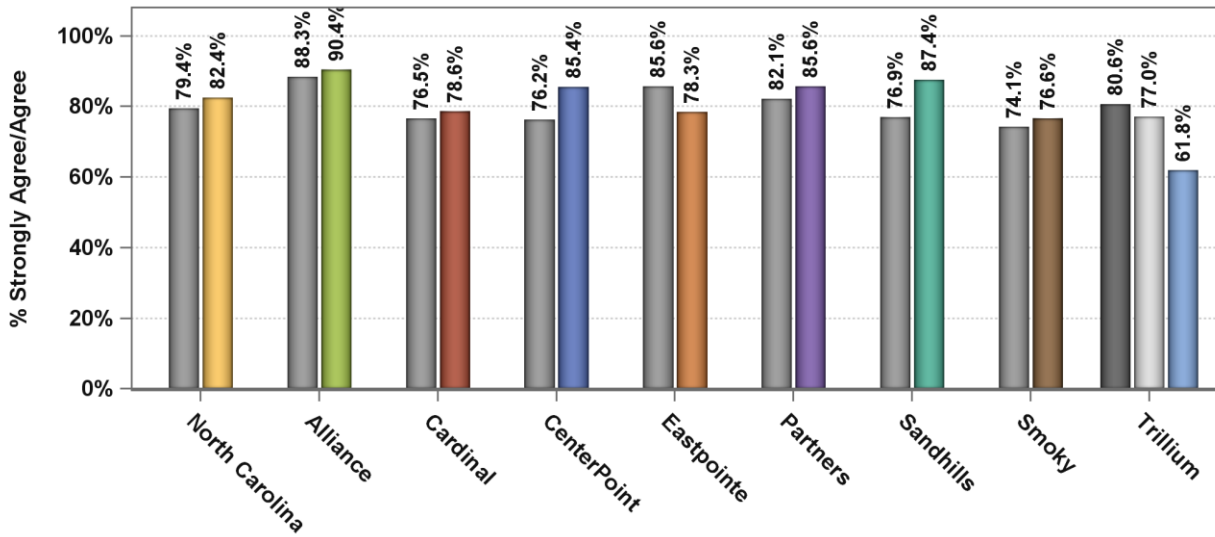
- Quality Management and Reporting
- Clinical Coverage Policies
- Provider Monitoring

At least 35 percent of all providers that responded to the survey indicated they would like more training in these three categories. Based on last year's responses, these high categories remained the same.



Figure 24 – Percentage of Positive Answers for Question 23

Q23: Authorizations for treatment and services are made within the required timeframes.



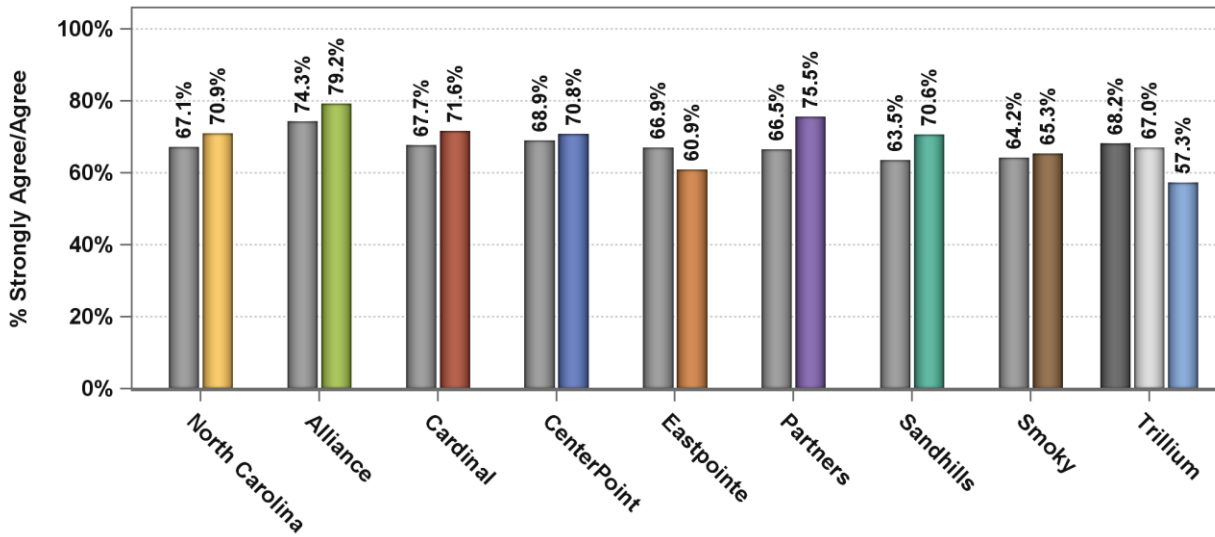
Notes:

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- For Trillium, the two gray bars represent the 2014 values from the two merged plans, CoastalCare (dark) and ECBH (light).

There remains a high positive opinion by the provider community that authorizations for treatment are being made within the required timeframes. Overall, over 82 percent of North Carolina providers that responded to the survey felt positive. At 62 percent, Trillium had the lowest rating of all the plans. Four plans were at or higher than 85 percent, Alliance (90%), CenterPoint (85%), Partners (85%), and Sandhills (87%).

Figure 25 – Percentage of Positive Answers for Question 24

Q24: Denials for treatment and services are explained.

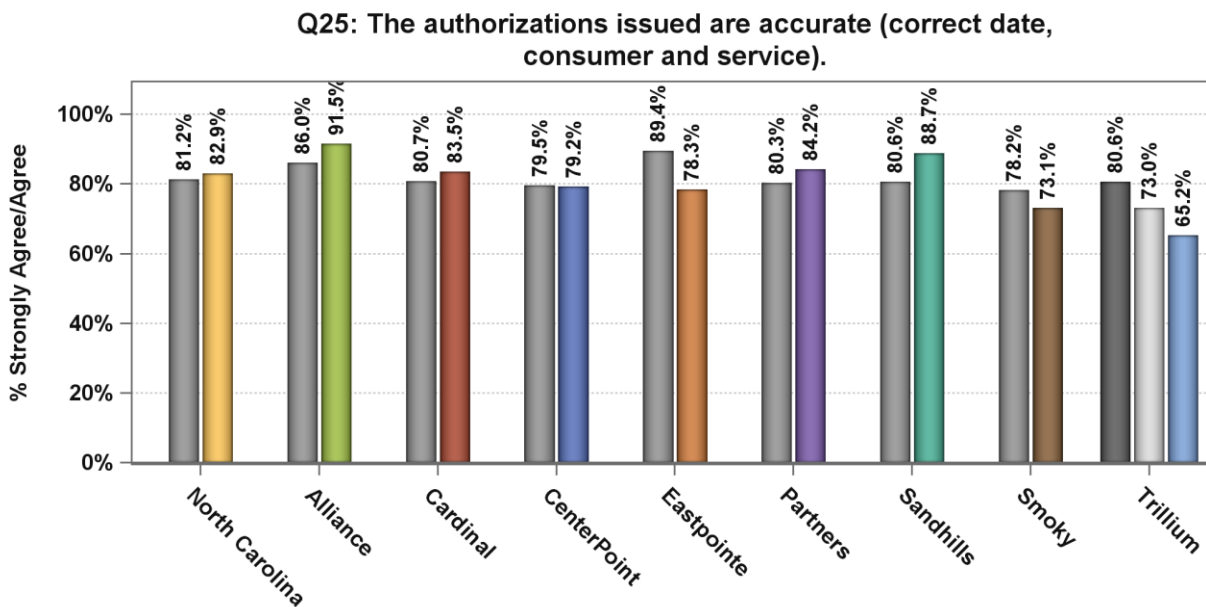


Notes:

- Gray bars represent the 2014 survey values for each plan. Other bars are the current results for 2015.
- For Trillium, the two gray bars represent the 2014 values from the two merged plans, CoastalCare (dark) and ECBH (light).

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 percentages range from a high of 79 percent for Alliance to 57 percent for Trillium. Overall, 71 percent of North Carolina providers that responded to the survey agreed that denials were explained, which was an increase of over three percentage points from 2014.

**Figure 26 – Percentage of Positive Answers for Question 25**

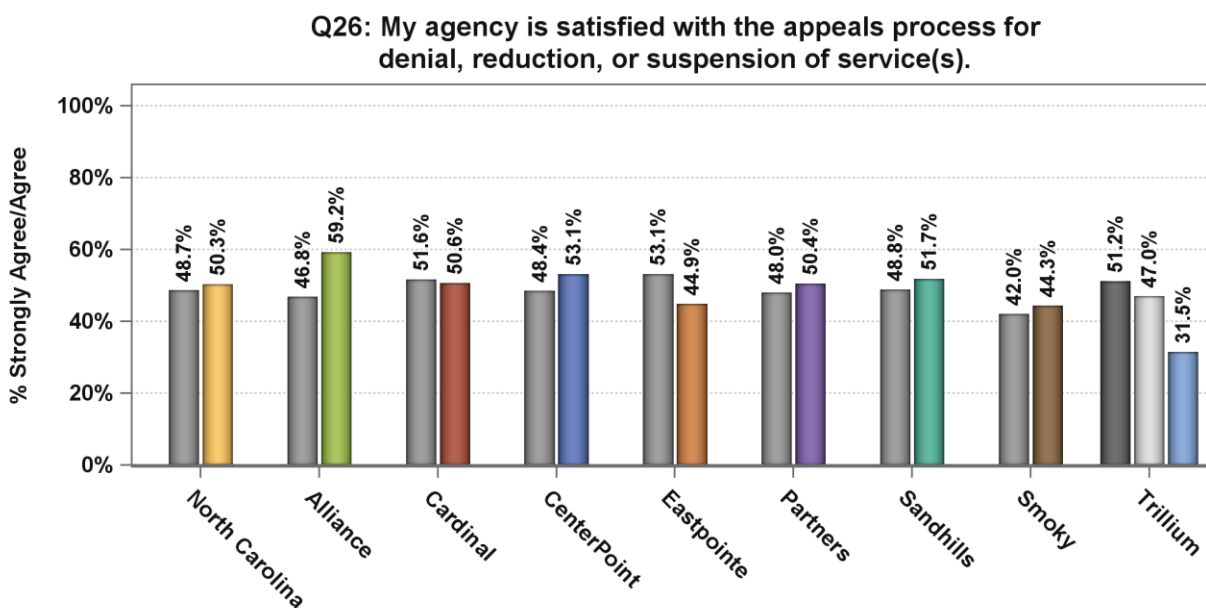


**Notes:**

- Gray bars represent the 2014 survey values for each plan. Other bars are the current results for 2015.
- For Trillium, the two gray bars represent the 2014 values from the two merged plans, CoastalCare (dark) and ECBH (light).

Based on the results from the survey, providers view authorizations as being accurate with 83 percent agreeing. Over 90 percent of Alliance’s providers that responded agreed that authorizations were accurate, while only 65 percent of Trillium’s providers agreed.

**Figure 27 – Percentage of Positive Answers for Question 26**

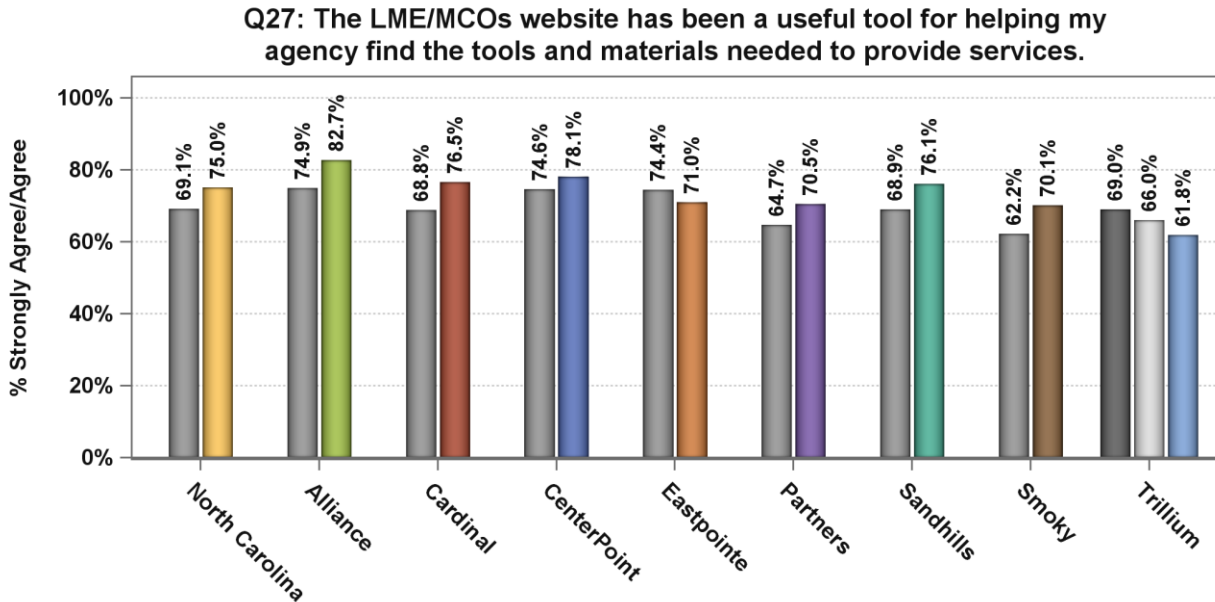


**Notes:**

- Gray bars represent the 2014 survey values for each plan. Other bars are the current results for 2015.
- For Trillium, the two gray bars represent the 2014 values from the two merged plans, CoastalCare (dark) and ECBH (light).

Only Alliance, with close to 60 percent, had more than a slim majority agree that they are satisfied with the appeals process of the plans. Overall, only 50 percent of providers responded as satisfied, while three of the eight plans fell below a majority agreement, with Trillium showing less than a third satisfied. The across plan comparisons can be seen in **Figure 27**.

**Figure 28 – Percentage of Positive Answers for Question 27**



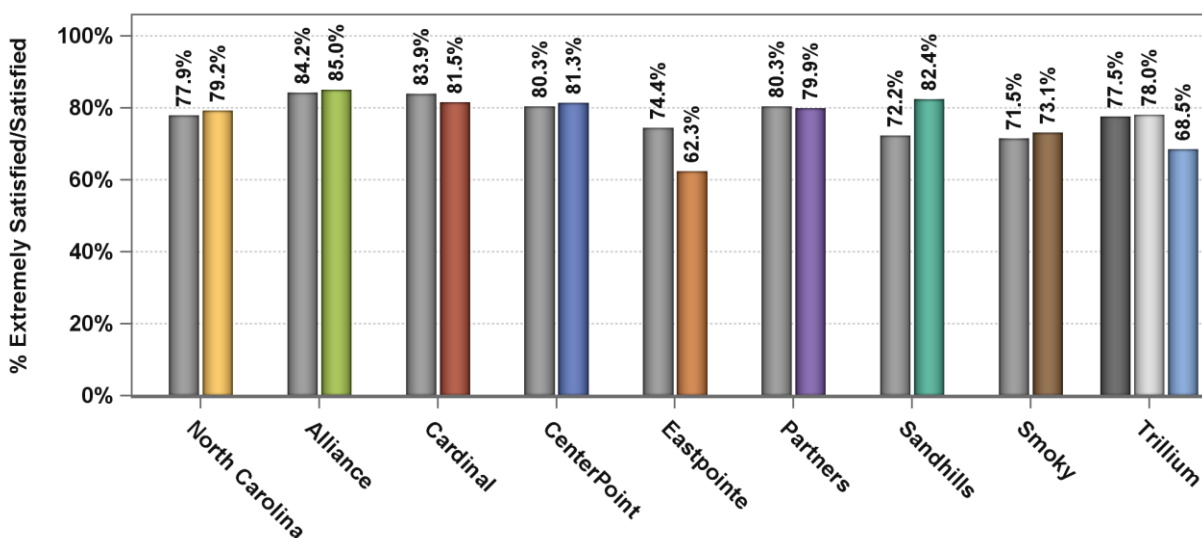
**Notes:**

- Gray bars represent the 2014 survey values for each plan. Other bars are the current results for 2015.
- For Trillium, the two gray bars represent the 2014 values from the two merged plans, CoastalCare (dark) and ECBH (light).

Providers agree much more when it comes to viewing the LME/MCOs' websites as being useful for tools and materials the providers need. Overall, 75 percent of respondents agree their plan's website was useful and across the plans, this ranged from 83 percent (Alliance) to 62 percent (Trillium).

**Figure 29 - Percentage of Satisfied Responses for Question 28**

**Q28: Please rate your overall satisfaction with the LME/MCO.**



**Notes:**

- Gray bars represent the 2014 survey values for each plan. Other bars are the current results for 2015.
- For Trillium, the two gray bars represent the 2014 values from the two merged plans, CoastalCare (dark) and ECBH (light).

When rating their overall satisfaction with the LME/MCOs, over 79 percent of the North Carolina providers that responded to the survey answered as either *Extremely Satisfied* or *Satisfied*. Alliance remained having the highest percentage of satisfied providers with 85 percent while Eastpointe declined over 10 percentage points and had the lowest rating at 62 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 2015 Summary**

| Question   | NC Aggregate (%) | Result Range (%) | LME/MCO(s)           |  |
|--|------------------|------------------|----------------------|--|
|  |                  |                  | Highest              | Lowest                                   |
| Question 5: LME/MCO staff is easily accessible for information, referrals, and scheduling of appointments.               | 78               | 82 – 70          | Alliance<br>Cardinal | Smoky Mountain<br>Eastpointe<br>Trillium |
| Question 6: LME/MCO staff are referring consumers whose clinical needs match the service(s) my practice/agency provides. | 65               | 73 – 57          | Alliance             | Partners                                 |
| Question 7: LME/MCO staff responds quickly to provider needs.  | 73               | 77 – 52          | Cardinal             | Eastpointe                               |
| Question 8: Customer Service is responsive to local community stakeholders.  | 63               | 69 – 48          | Alliance             | Trillium                                 |
| Question 9: When I speak with staff about claims issues I am   | 74               | 81 – 55          | Cardinal             | Eastpointe                               |

| Question  | NC Aggregate (%) | Result Range (%) | LME/MCO(s)               |                |
|---|------------------|------------------|--------------------------|----------------|
|   |                  |                  | Highest                  | Lowest         |
| given consistent and accurate information.  |                  |                  |                          |                |
| Question 10: Claims trainings meet my needs.  | 69               | 75 – 57          | Cardinal                 | Trillium       |
| Question 11: Our claims are processed in a timely and accurate manner.  | 87               | 93 – 64          | Alliance                 | Eastpointe     |
| Question 12: Information Technology trainings are informative and meet my agency's needs.   | 65               | 71 – 57          | Sandhills                | Trillium       |
| Question 13: Provider Network meetings are informative and helpful.   | 62               | 72 – 44          | Centerpoint<br>Sandhills | Trillium       |
| Question 14: Provider Network keeps providers informed of changes that affect my local Provider Network.  | 78               | 85 – 67          | Sandhills                | Trillium       |
| Question 15: Provider Network staff are knowledgeable and answer questions consistently and accurately.   | 72               | 77 – 57          | Cardinal                 | Eastpointe     |
| Question 16: Our interests as a network provider are being adequately addressed in the local Provider Council.                                      | 52               | 57 – 35          | Alliance<br>Cardinal     | Trillium       |
| Question 17: How would you rate your overall satisfaction with Provider Network?  | 77               | 82 – 62          | Alliance                 | Eastpointe     |
| Question 18: The LME/MCO staff conducts fair and thorough investigations.   | 66               | 71 – 46          | Sandhills                | Trillium       |
| Question 19: After the audit or investigation, LME/MCO requests for corrective action plans and other supporting materials are fair and reasonable. | 69               | 76 – 51          | Sandhills                | Trillium       |
| Question 20: Technical assistance and information provided by staff is accurate and helpful.  | 77               | 81 – 69          | Alliance                 | Trillium       |
| Question 21: Trainings are informative and meet our needs as a provider/agency.   | 70               | 77 – 59          | Sandhills                | Smoky Mountain |
| Question 23: Authorizations for treatment and services are made within the required timeframes.   | 82               | 90 – 62          | Alliance                 | Trillium       |
| Question 24: Denials for treatment and services are explained.  | 71               | 79 – 57          | Alliance                 | Trillium       |
| Question 25: The authorizations issued are accurate.  | 83               | 92 – 65          | Alliance                 | Trillium       |
| Question 26: My agency is satisfied with the appeals process for denial, reduction, or suspension of service(s).                                    | 50               | 59 – 32          | Alliance                 | Trillium       |
| Question 27: The LME/MCOs website has been a useful tool for helping my agency find the tools and materials needed to provide services.             | 75               | 83 – 62          | Alliance                 | Trillium       |
| Question 28: Please rate your overall satisfaction with the LME/MCO.  | 79               | 85 – 62          | Alliance                 | Eastpointe     |

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 did not change from the 2014 results and all three showed some improvement over the last year's results. The top three were:

- 87 percent (82 in 2014), Question 11, "Our claims are processed in a timely and accurate manner."
- 83 percent (81 in 2014), Question 25, "The authorizations issued are accurate."

- 82 percent (79 in 2014), Question 23, “Authorizations for treatment and services are made within the required timeframes.”

The three questions that scored the lowest overall are listed below. Question 19, which was on the bottom in 2014, moved outside the bottom three in the current results:

- 62 percent (was not in the bottom 3 in 2014), Question 13, “Provider Network meetings are informative and helpful.”
- 52 percent (52 in 2014), Question 16, “Our interests as a network provider are being adequately addressed in the local Provider Council.”
- 50 percent (49 in 2014), Question 26, “My agency is satisfied with the appeals process for denial, reduction, or suspension of service(s).”

Overall, the majority of the North Carolina aggregates saw positive improvement over the 2014 results. The two questions that saw the biggest improvement from 2014 are listed below:

- 11.5 percentage point increase, Question 19, “After the audit or investigation, LME/MCO requests for corrective action plans and other supporting materials are fair and reasonable.”
- 7.5 percentage point increase, Question 18, “The LME/MCO staff conducts fair and thorough investigations.”

Only one question in aggregate declined:

- 2 percentage point decline, Question 7, “LME/MCO staff responds quickly to provider needs.”

When looking across the plans, trends for the high and low scorers also appear. Again this year Alliance consistently had the highest (or tied for highest) positive percentage of all the plans with the highest percent on 15 of these 23 questions (they ranked highest on nine questions last year). On the low side, Trillium ranked lowest or tied for lowest on 18 of the 23 questions. Smoky Mountain, who had been consistently the lowest in 2014, showed improvement, ranking lowest in only three of the questions compared to 19 in the 2014 results.

**Table 6** provides a more in depth look at each plan’s overall improvement across all the questions between 2014 and 2015.

**Table 6 – Plan Level Improvement Statistics**

| Plan           | Improvement Across Questions |      |       | Number (%) of Questions |          |
|----------------|------------------------------|------|-------|-------------------------|----------|
|                | Average                      | Max  | Min   | Improved                | Declined |
| Alliance       | 4.6                          | 17.0 | -2.0  | 16 (69%)                | 3 (13%)  |
| Cardinal       | 3.5                          | 9.3  | -2.4  | 20 (87%)                | 3 (13%)  |
| CenterPoint    | 2.5                          | 12.9 | -6.0  | 16 (69%)                | 4 (17%)  |
| Eastpointe     | -8.8                         | 2.9  | -23.4 | 2 (9%)                  | 21 (91%) |
| Partners       | 0.8                          | 9.0  | -12.4 | 13 (56%)                | 9 (39%)  |
| Sandhills      | 8.4                          | 24.3 | 2.5   | 23 (100%)               | –        |
| Smoky Mountain | 3.4                          | 18.9 | -5.7  | 16 (69%)                | 6 (26%)  |

**Note: Trillium, due to the merger, is omitted from this analysis.**

From this we see that Sandhills, on average and in the number of questions that were improved, had the biggest gains across the questions of all the plans. They saw improvement in every measure at an average improvement rate of 8.4 percentage points and the lowest improvement was over two percentage points. Conversely, Eastpointe averaged an 8.8 percentage point decline in the question ratings in 2015 from 2014. They only saw improvement in two questions with the highest improvement being 2.9 percentage points. The other plans averaged positive improvement year over year.



## Limitations of Survey Results

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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.
- 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 concerns. 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, neither DMA nor the plans would know who responded to the survey. In addition, a paper version of the survey was also provided to any provider that requested it, to again help minimize this risk.
- Since the same survey was administered concurrently for all eight 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 eight 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 to minimize this impact.
- Two plans, East Carolina Behavioral Health (ECBH) and CoastalCare, merged to form Trillium Health Resources. Part of the active providers crossed the time of the merger and may have impacted both the ability to reach the provider and the responses given by providers. To minimize any impact, for the graphic presentation, both ECBH's and CoastalCare's 2014 results are presented with the Trillium current results. For the tabular display at the answer level, no comparisons were made.
- Two plans, Eastpointe and Trillium, had noticeably different response patterns than the other six plans. Both plans saw a response rate just over 30 percent, while all of the other plans had response rates greater than 45 percent. Additional response support was provided to Eastpointe and Trillium providers to increase their response rates to minimize any response bias that may be present only for those two plans.

## Conclusions

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In this year's results we see that providers continued to be the most satisfied with how their claims and authorizations were being handled. Still 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. The question that saw the largest gains from a year ago involved the providers feeling better that the corrective action plans requested by the plans are fair and reasonable.

The 2015 Provider Satisfaction Survey results show that the North Carolina providers are, overall, still satisfied with the LMEs/MCOs, and at a slightly higher rate than in 2014. Of all the plans, the providers still seemed the most satisfied with Alliance but now the least satisfied with Trillium as opposed to Smoky Mountain a year ago. Sandhills showed strong gains across the questions, seeing improvement in each measure and having the highest average improvement of all the plans.

## Appendix A: Survey Invites and Response Rate per Plan

Appendix A Table 1 - Survey Invitation Itemization by Plan

| Description   | Alliance   | Cardinal   | CenterPoint | Eastpointe | Partners   | Sandhills  | Smoky Mountain | Trillium   | Total        |
|---|------------|------------|-------------|------------|------------|------------|----------------|------------|--------------|
| Number of providers after cleaning of plans provider data             | 574        | 545        | 212         | 270        | 342        | 532        | 356            | 376        | 3,207        |
| Number of invalid/missing email addresses that could not be corrected | -0         | -1         | -2          | -3         | -1         | -3         | -12            | -0         | -22          |
| Number of providers that notified CCME they did not perform services  | -0         | -0         | -0          | -1         | -0         | -0         | -0             | -0         | -1           |
| Number of emails that bounced or were undeliverable                   | -36        | -23        | -3          | -39        | -30        | -26        | -3             | -88        | -248         |
| Number of providers that had opted out of Survey Monkey surveys       | -6         | -7         | -6          | -3         | -6         | -7         | -4             | -6         | -45          |
| <b>TOTAL INVITES USED</b>   | <b>532</b> | <b>514</b> | <b>201</b>  | <b>224</b> | <b>305</b> | <b>496</b> | <b>337</b>     | <b>282</b> | <b>2,891</b> |

Appendix A Table 2 – Survey Response Rate by Plan

| Description                             | Alliance     | Cardinal     | CenterPoint  | Eastpointe   | Partners     | Sandhills    | Smoky Mountain | Trillium     | Total        |
|---|--------------|--------------|--------------|--------------|--------------|--------------|----------------|--------------|--------------|
| Total number of surveys collected       | 260          | 243          | 96           | 69           | 139          | 238          | 167            | 89           | 1,301        |
| <b>Response rate at close of survey</b> | <b>48.9%</b> | <b>47.3%</b> | <b>47.8%</b> | <b>30.8%</b> | <b>45.6%</b> | <b>48.0%</b> | <b>49.6%</b>   | <b>31.6%</b> | <b>45.0%</b> |

# Appendix B: Survey Tabular Results by Plan

**Appendix B Table 1 - Complete Survey Results by LME/MCO; [Percent, Arrow (+/- 2 Standard Errors change from 2014), (Standard Error {%})]**

**Note: In some cases percentages may not sum to 100% due to rounding. \*Because Trillium is a direct merger of two former plans, a comparison to the previous year is not shown.**

|  | North Carolina<br>(n=1,301) |   |        | Alliance<br>(n=260) |   |        | Cardinal<br>(n=243) |   |        | CenterPoint<br>(n=96) |   |        | Eastpointe<br>(n=69) |   |        | Partners<br>(n=139) |   |        | Sandhills<br>(n=238) |   |        | Smoky Mountain<br>(n=167) |   |        | Trillium<br>(n=89)* |  |        |
|--|-----------------------------|---|--------|---------------------|---|--------|---------------------|---|--------|-----------------------|---|--------|----------------------|---|--------|---------------------|---|--------|----------------------|---|--------|---------------------------|---|--------|---------------------|--|--------|
| <b>Question 1: How long have you been a Medicaid provider?</b> |                             |   |        |                     |   |        |                     |   |        |                       |   |        |                      |   |        |                     |   |        |                      |   |        |                           |   |        |                     |  |        |
| Less than 6 months   | 0.8%                        | ↑ | (0.19) | 0.8%                |   | (0.39) | 1.2%                |   | (0.52) | -                     |   |        | -                    |   |        | 0.7%                |   | (0.53) | 1.7%                 | ↑ | (0.60) | -                         |   |        | 1.1%                |  | (0.93) |
| 1 - 2 years  | 4.9%                        | ↓ | (0.44) | 3.5%                | ↓ | (0.81) | 7.0%                |   | (1.19) | 2.1%                  | ↓ | (1.06) | 2.9%                 |   | (1.69) | 6.5%                |   | (1.55) | 3.4%                 | ↓ | (0.84) | 4.2%                      | ↓ | (1.10) | 11.2%               |  | (2.79) |
| 3 - 5 years  | 16.6%                       |   | (0.76) | 20.0%               | ↓ | (1.78) | 20.2%               |   | (1.87) | 6.3%                  | ↓ | (1.79) | 20.3%                |   | (4.06) | 10.8%               | ↓ | (1.95) | 16.4%                |   | (1.73) | 9.0%                      | ↓ | (1.58) | 29.2%               |  | (4.01) |
| 6 years or more  | 77.6%                       | ↑ | (0.84) | 75.8%               | ↑ | (1.90) | 71.6%               |   | (2.10) | 91.7%                 | ↑ | (2.05) | 76.8%                |   | (4.26) | 82.0%               | ↑ | (2.41) | 78.6%                | ↑ | (1.92) | 86.8%                     | ↑ | (1.86) | 58.4%               |  | (4.35) |
| <b>Question 2: What is your provider type?</b>                 |                             |   |        |                     |   |        |                     |   |        |                       |   |        |                      |   |        |                     |   |        |                      |   |        |                           |   |        |                     |  |        |
| Provider Agency  | 59.4%                       |   | (0.98) | 62.3%               | ↑ | (2.15) | 57.6%               |   | (2.31) | 72.9%                 | ↑ | (3.30) | 36.2%                | ↓ | (4.85) | 61.2%               |   | (3.06) | 71.0%                |   | (2.13) | 56.9%                     |   | (2.73) | 30.3%               |  | (4.05) |
| LIP  | 38.4%                       | ↑ | (0.97) | 36.5%               | ↓ | (2.14) | 40.7%               |   | (2.29) | 24.0%                 | ↓ | (3.17) | 59.4%                | ↑ | (4.95) | 36.0%               |   | (3.01) | 25.2%                | ↓ | (2.03) | 42.5%                     |   | (2.73) | 67.4%               |  | (4.13) |
| Community Hospital   | 2.2%                        | ↓ | (0.30) | 1.2%                |   | (0.47) | 1.6%                |   | (0.59) | 3.1%                  |   | (1.29) | 4.3%                 | ↓ | (2.06) | 2.9%                |   | (1.05) | 3.8%                 |   | (0.89) | 0.6%                      | ↓ | (0.43) | 2.2%                |  | (1.31) |
| <b>Question 3: Services you provide.</b>                       |                             |   |        |                     |   |        |                     |   |        |                       |   |        |                      |   |        |                     |   |        |                      |   |        |                           |   |        |                     |  |        |
| Community  | 30.7%                       | ↓ | (0.93) | 32.3%               |   | (2.08) | 36.2%               |   | (2.24) | 30.2%                 |   | (3.40) | 21.7%                | ↓ | (4.16) | 32.4%               |   | (2.94) | 34.5%                |   | (2.23) | 25.7%                     |   | (2.41) | 14.6%               |  | (3.11) |
| Outpatient   | 63.2%                       | ↑ | (0.93) | 62.3%               | ↓ | (2.15) | 67.1%               |   | (2.19) | 44.8%                 | ↓ | (3.69) | 97.1%                | ↑ | (1.69) | 63.3%               |   | (3.03) | 49.2%                | ↓ | (2.34) | 58.1%                     |   | (2.72) | 95.5%               |  | (1.83) |
| Residential  | 28.7%                       | ↓ | (0.89) | 31.2%               | ↑ | (2.06) | 24.3%               | ↓ | (2.00) | 43.8%                 |   | (3.68) | 7.2%                 | ↓ | (2.62) | 29.5%               | ↓ | (2.86) | 36.1%                |   | (2.25) | 33.5%                     |   | (2.60) | 3.4%                |  | (1.59) |
| Inpatient  | 4.8%                        | ↓ | (0.44) | 3.5%                |   | (0.81) | 4.5%                |   | (0.97) | 7.3%                  |   | (1.93) | 7.2%                 |   | (2.62) | 5.0%                |   | (1.37) | 4.2%                 |   | (0.94) | 4.2%                      | ↓ | (1.10) | 6.7%                |  | (2.21) |
| Inter Care Facility  | 5.5%                        |   | (0.46) | 5.8%                | ↑ | (1.04) | 4.5%                |   | (0.97) | 11.5%                 |   | (2.36) | 1.4%                 | ↓ | (1.21) | 2.9%                | ↓ | (1.05) | 6.7%                 | ↑ | (1.17) | 6.6%                      |   | (1.37) | 2.2%                |  | (1.31) |
| Innov Services   | 25.9%                       | ↑ | (0.87) | 24.6%               | ↑ | (1.91) | 25.1%               | ↑ | (2.02) | 36.5%                 | ↑ | (3.57) | 8.7%                 | ↓ | (2.84) | 29.5%               | ↑ | (2.86) | 31.5%                | ↑ | (2.18) | 31.1%                     | ↑ | (2.55) | 3.4%                |  | (1.59) |
| <b>Question 4: What are the Priority Populations served?</b>   |                             |   |        |                     |   |        |                     |   |        |                       |   |        |                      |   |        |                     |   |        |                      |   |        |                           |   |        |                     |  |        |
| Adult Int/Dev Disability                                       | 37.9%                       |   | (0.97) | 38.5%               | ↑ | (2.16) | 37.4%               |   | (2.26) | 54.2%                 | ↑ | (3.69) | 17.4%                | ↓ | (3.82) | 36.0%               |   | (3.01) | 45.0%                | ↑ | (2.33) | 39.5%                     |   | (2.70) | 16.9%               |  | (3.30) |
| Child Int/Dev Disability                                       | 26.4%                       |   | (0.90) | 25.0%               | ↑ | (1.92) | 30.0%               |   | (2.14) | 33.3%                 |   | (3.50) | 26.1%                |   | (4.43) | 24.5%               |   | (2.70) | 26.5%                |   | (2.07) | 24.0%                     | ↓ | (2.35) | 21.3%               |  | (3.61) |
| Adult Mental Health  | 58.4%                       | ↑ | (0.97) | 58.5%               | ↓ | (2.19) | 64.6%               | ↑ | (2.23) | 40.6%                 |   | (3.64) | 79.7%                | ↑ | (4.06) | 51.8%               |   | (3.14) | 50.0%                | ↓ | (2.34) | 53.9%                     |   | (2.75) | 85.4%               |  | (3.11) |
| Child Mental Health  | 61.0%                       | ↑ | (0.97) | 62.7%               | ↑ | (2.15) | 66.7%               | ↑ | (2.20) | 44.8%                 |   | (3.69) | 85.5%                | ↑ | (3.55) | 55.4%               |   | (3.12) | 53.4%                |   | (2.34) | 55.1%                     |   | (2.74) | 78.7%               |  | (3.61) |
| Adult Substance Abuse  | 25.8%                       | ↑ | (0.89) | 25.8%               |   | (1.94) | 29.6%               | ↑ | (2.13) | 20.8%                 |   | (3.01) | 42.0%                |   | (4.98) | 24.5%               |   | (2.70) | 21.0%                | ↓ | (1.91) | 16.8%                     |   | (2.06) | 40.4%               |  | (4.33) |
| Child Substance Abuse  | 19.1%                       |   | (0.80) | 18.8%               |   | (1.74) | 22.6%               |   | (1.95) | 16.7%                 |   | (2.76) | 31.9%                |   | (4.70) | 17.3%               |   | (2.37) | 18.1%                |   | (1.80) | 13.8%                     |   | (1.90) | 18.0%               |  | (3.39) |

|   | North Carolina<br>(n=1,301) |   |        | Alliance<br>(n=260) |   |        | Cardinal<br>(n=243) |   |        | CenterPoint<br>(n=96) |   |        | Eastpointe<br>(n=69) |   |        | Partners<br>(n=139) |   |        | Sandhills<br>(n=238) |   |        | Smoky Mountain<br>(n=167) |   |        | Trillium<br>(n=89)* |  |        |
|---|-----------------------------|---|--------|---------------------|---|--------|---------------------|---|--------|-----------------------|---|--------|----------------------|---|--------|---------------------|---|--------|----------------------|---|--------|---------------------------|---|--------|---------------------|--|--------|
| <b>Question 5: LME/MCO staff is easily accessible for information, referrals, and scheduling of appointments.</b>               |                             |   |        |                     |   |        |                     |   |        |                       |   |        |                      |   |        |                     |   |        |                      |   |        |                           |   |        |                     |  |        |
| Strongly Agree  | 22.4%                       | ↑ | (0.85) | 26.5%               | ↑ | (1.96) | 25.1%               | ↑ | (2.02) | 21.9%                 |   | (3.07) | 18.8%                |   | (3.94) | 21.6%               |   | (2.58) | 21.0%                |   | (1.91) | 16.8%                     |   | (2.06) | 21.3%               |  | (3.61) |
| Agree   | 55.5%                       |   | (1.01) | 55.8%               |   | (2.21) | 56.4%               |   | (2.31) | 57.3%                 |   | (3.67) | 50.7%                |   | (5.04) | 54.7%               |   | (3.13) | 60.1%                |   | (2.29) | 52.7%                     |   | (2.75) | 48.3%               |  | (4.41) |
| Disagree  | 10.3%                       |   | (0.62) | 10.4%               |   | (1.36) | 7.4%                | ↓ | (1.22) | 9.4%                  |   | (2.16) | 14.5%                |   | (3.55) | 10.8%               |   | (1.95) | 9.2%                 |   | (1.36) | 15.0%                     |   | (1.97) | 9.0%                |  | (2.52) |
| Strongly Disagree   | 3.9%                        |   | (0.40) | 2.3%                |   | (0.67) | 3.3%                |   | (0.83) | 2.1%                  |   | (1.06) | 8.7%                 |   | (2.84) | 5.0%                |   | (1.37) | 2.9%                 | ↓ | (0.79) | 4.8%                      |   | (1.18) | 7.9%                |  | (2.37) |
| No Response   | 7.9%                        |   | (0.55) | 5.0%                | ↓ | (0.97) | 7.8%                |   | (1.25) | 9.4%                  | ↓ | (2.16) | 7.2%                 |   | (2.62) | 7.9%                |   | (1.70) | 6.7%                 |   | (1.17) | 10.8%                     |   | (1.71) | 13.5%               |  | (3.01) |
| <b>Question 6: LME/MCO staff are referring consumers whose clinical needs match the service(s) my practice/agency provides.</b> |                             |   |        |                     |   |        |                     |   |        |                       |   |        |                      |   |        |                     |   |        |                      |   |        |                           |   |        |                     |  |        |
| Strongly Agree  | 18.4%                       | ↑ | (0.79) | 20.8%               | ↑ | (1.80) | 20.2%               |   | (1.87) | 16.7%                 |   | (2.76) | 15.9%                |   | (3.69) | 15.1%               |   | (2.25) | 17.2%                | ↑ | (1.77) | 16.2%                     |   | (2.03) | 22.5%               |  | (3.68) |
| Agree   | 46.2%                       |   | (1.01) | 51.9%               |   | (2.22) | 49.0%               |   | (2.33) | 44.8%                 |   | (3.69) | 50.7%                |   | (5.04) | 41.7%               |   | (3.10) | 43.7%                |   | (2.32) | 44.9%                     |   | (2.74) | 36.0%               |  | (4.23) |
| Disagree  | 12.5%                       |   | (0.67) | 11.2%               |   | (1.40) | 10.7%               |   | (1.44) | 12.5%                 |   | (2.45) | 10.1%                |   | (3.05) | 15.8%               |   | (2.29) | 12.2%                |   | (1.53) | 15.0%                     |   | (1.97) | 13.5%               |  | (3.01) |
| Strongly Disagree   | 8.6%                        |   | (0.58) | 6.2%                | ↓ | (1.07) | 9.5%                |   | (1.37) | 8.3%                  |   | (2.05) | 11.6%                |   | (3.23) | 9.4%                |   | (1.83) | 9.2%                 |   | (1.36) | 6.6%                      | ↓ | (1.37) | 12.4%               |  | (2.90) |
| No Response   | 14.4%                       | ↓ | (0.71) | 10.0%               | ↓ | (1.33) | 10.7%               | ↓ | (1.44) | 17.7%                 |   | (2.83) | 11.6%                |   | (3.23) | 18.0%               |   | (2.41) | 17.6%                |   | (1.79) | 17.4%                     |   | (2.09) | 15.7%               |  | (3.21) |
| <b>Question 7: LME/MCO staff responds quickly to provider needs.</b>  |                             |   |        |                     |   |        |                     |   |        |                       |   |        |                      |   |        |                     |   |        |                      |   |        |                           |   |        |                     |  |        |
| Strongly Agree  | 20.2%                       | ↑ | (0.82) | 22.3%               |   | (1.85) | 21.8%               | ↑ | (1.93) | 15.6%                 |   | (2.69) | 14.5%                |   | (3.55) | 23.0%               |   | (2.64) | 21.4%                | ↑ | (1.92) | 14.4%                     |   | (1.93) | 22.5%               |  | (3.68) |
| Agree   | 52.7%                       | ↓ | (1.02) | 52.3%               |   | (2.22) | 54.7%               | ↓ | (2.32) | 59.4%                 |   | (3.64) | 37.7%                | ↓ | (4.89) | 52.5%               | ↓ | (3.14) | 54.2%                |   | (2.33) | 50.9%                     |   | (2.76) | 51.7%               |  | (4.41) |
| Disagree  | 16.4%                       | ↑ | (0.75) | 18.5%               | ↑ | (1.72) | 16.9%               |   | (1.75) | 12.5%                 |   | (2.45) | 27.5%                | ↑ | (4.51) | 10.1%               |   | (1.89) | 13.9%                |   | (1.62) | 21.6%                     |   | (2.27) | 12.4%               |  | (2.90) |
| Strongly Disagree   | 3.9%                        | ↓ | (0.40) | 2.3%                | ↓ | (0.67) | 3.3%                |   | (0.83) | 1.0%                  | ↓ | (0.75) | 10.1%                |   | (3.05) | 5.0%                |   | (1.37) | 4.6%                 | ↓ | (0.98) | 3.6%                      | ↓ | (1.03) | 5.6%                |  | (2.03) |
| No Response   | 6.8%                        |   | (0.51) | 4.6%                | ↓ | (0.93) | 3.3%                |   | (0.83) | 11.5%                 |   | (2.36) | 10.1%                |   | (3.05) | 9.4%                | ↑ | (1.83) | 5.9%                 |   | (1.10) | 9.6%                      | ↑ | (1.62) | 7.9%                |  | (2.37) |
| <b>Question 8: Customer Service is responsive to local community stakeholders.</b>  |                             |   |        |                     |   |        |                     |   |        |                       |   |        |                      |   |        |                     |   |        |                      |   |        |                           |   |        |                     |  |        |
| Strongly Agree  | 15.8%                       | ↑ | (0.74) | 19.6%               | ↑ | (1.76) | 18.1%               | ↑ | (1.80) | 15.6%                 |   | (2.69) | 7.2%                 | ↓ | (2.62) | 14.4%               |   | (2.20) | 19.7%                | ↑ | (1.87) | 8.4%                      | ↓ | (1.53) | 11.2%               |  | (2.79) |
| Agree   | 46.7%                       |   | (1.02) | 49.2%               | ↑ | (2.22) | 48.6%               |   | (2.33) | 47.9%                 |   | (3.70) | 42.0%                |   | (4.98) | 45.3%               |   | (3.13) | 48.3%                |   | (2.34) | 44.9%                     |   | (2.74) | 37.1%               |  | (4.26) |
| Disagree  | 7.8%                        |   | (0.55) | 6.9%                |   | (1.13) | 9.5%                |   | (1.37) | 9.4%                  |   | (2.16) | 8.7%                 |   | (2.84) | 5.0%                | ↓ | (1.37) | 7.1%                 |   | (1.21) | 9.0%                      |   | (1.58) | 7.9%                |  | (2.37) |
| Strongly Disagree   | 2.9%                        |   | (0.35) | 1.5%                |   | (0.55) | 2.1%                |   | (0.66) | -                     |   |        | 7.2%                 |   | (2.62) | 3.6%                |   | (1.17) | 2.9%                 | ↓ | (0.79) | 5.4%                      |   | (1.24) | 3.4%                |  | (1.59) |
| No Response   | 26.7%                       |   | (0.90) | 22.7%               | ↓ | (1.86) | 21.8%               | ↓ | (1.93) | 27.1%                 |   | (3.30) | 34.8%                |   | (4.80) | 31.7%               |   | (2.92) | 21.8%                |   | (1.94) | 32.3%                     |   | (2.58) | 40.4%               |  | (4.33) |
| Strongly Agree  | 15.8%                       | ↑ | (0.74) | 19.6%               | ↑ | (1.76) | 18.1%               | ↑ | (1.80) | 15.6%                 |   | (2.69) | 7.2%                 | ↓ | (2.62) | 14.4%               |   | (2.20) | 19.7%                | ↑ | (1.87) | 8.4%                      | ↓ | (1.53) | 11.2%               |  | (2.79) |
| <b>Question 9: When I speak with staff about claims issues I am given consistent and accurate information.</b>                  |                             |   |        |                     |   |        |                     |   |        |                       |   |        |                      |   |        |                     |   |        |                      |   |        |                           |   |        |                     |  |        |
| Strongly Agree  | 22.4%                       | ↑ | (0.84) | 25.8%               | ↑ | (1.94) | 27.2%               |   | (2.08) | 17.7%                 |   | (2.83) | 8.7%                 | ↓ | (2.84) | 20.9%               |   | (2.55) | 21.4%                | ↑ | (1.92) | 21.0%                     |   | (2.24) | 22.5%               |  | (3.68) |
| Agree   | 52.0%                       |   | (1.02) | 51.2%               | ↓ | (2.22) | 53.9%               |   | (2.33) | 54.2%                 |   | (3.69) | 46.4%                |   | (5.03) | 54.7%               |   | (3.13) | 53.8%                | ↑ | (2.34) | 53.9%                     |   | (2.75) | 38.2%               |  | (4.28) |
| Disagree  | 11.6%                       |   | (0.65) | 11.5%               | ↑ | (1.42) | 9.9%                |   | (1.39) | 13.5%                 |   | (2.54) | 24.6%                | ↑ | (4.35) | 11.5%               |   | (2.00) | 11.8%                | ↓ | (1.51) | 9.6%                      | ↓ | (1.62) | 7.9%                |  | (2.37) |
| Strongly Disagree   | 4.1%                        | ↓ | (0.41) | 4.2%                |   | (0.89) | 2.5%                |   | (0.72) | 1.0%                  |   | (0.75) | 11.6%                |   | (3.23) | 2.9%                |   | (1.05) | 4.6%                 | ↓ | (0.98) | 4.8%                      | ↓ | (1.18) | 4.5%                |  | (1.83) |
| No Response   | 10.0%                       |   | (0.61) | 7.3%                | ↓ | (1.16) | 6.6%                | ↓ | (1.16) | 13.5%                 | ↑ | (2.54) | 8.7%                 |   | (2.84) | 10.1%               | ↓ | (1.89) | 8.4%                 | ↓ | (1.30) | 10.8%                     | ↑ | (1.71) | 27.0%               |  | (3.91) |

|   | North Carolina<br>(n=1,301) |   |        | Alliance<br>(n=260) |   |        | Cardinal<br>(n=243) |   |        | CenterPoint<br>(n=96) |   |        | Eastpointe<br>(n=69) |   |        | Partners<br>(n=139) |   |        | Sandhills<br>(n=238) |   |        | Smoky Mountain<br>(n=167) |   |        | Trillium<br>(n=89)* |  |        |
|---|-----------------------------|---|--------|---------------------|---|--------|---------------------|---|--------|-----------------------|---|--------|----------------------|---|--------|---------------------|---|--------|----------------------|---|--------|---------------------------|---|--------|---------------------|--|--------|
| <b>Question 10: Claims trainings meet my needs.</b>   |                             |   |        |                     |   |        |                     |   |        |                       |   |        |                      |   |        |                     |   |        |                      |   |        |                           |   |        |                     |  |        |
| Strongly Agree  | 14.4%                       |   | (0.71) | 14.6%               | ↓ | (1.57) | 16.5%               |   | (1.73) | 13.5%                 |   | (2.54) | 5.8%                 | ↓ | (2.36) | 13.7%               |   | (2.16) | 18.5%                | ↑ | (1.82) | 10.8%                     | ↓ | (1.71) | 12.4%               |  | (2.90) |
| Agree   | 54.8%                       | ↑ | (1.02) | 56.9%               |   | (2.20) | 58.0%               | ↑ | (2.30) | 58.3%                 |   | (3.66) | 56.5%                |   | (5.00) | 52.5%               |   | (3.14) | 51.7%                | ↑ | (2.34) | 55.7%                     | ↑ | (2.74) | 44.9%               |  | (4.39) |
| Disagree  | 7.1%                        | ↓ | (0.53) | 5.8%                |   | (1.04) | 7.0%                |   | (1.19) | 6.3%                  |   | (1.79) | 14.5%                | ↑ | (3.55) | 7.2%                |   | (1.62) | 7.1%                 | ↓ | (1.21) | 7.8%                      | ↓ | (1.48) | 4.5%                |  | (1.83) |
| Strongly Disagree   | 1.9%                        | ↓ | (0.28) | 1.2%                |   | (0.47) | 2.1%                |   | (0.66) | -                     |   |        | 7.2%                 | ↑ | (2.62) | 0.7%                |   | (0.53) | 2.5%                 | ↓ | (0.73) | 2.4%                      | ↓ | (0.84) | 1.1%                |  | (0.93) |
| No Response   | 21.8%                       |   | (0.84) | 21.5%               |   | (1.83) | 16.5%               | ↓ | (1.73) | 21.9%                 |   | (3.07) | 15.9%                |   | (3.69) | 25.9%               |   | (2.75) | 20.2%                |   | (1.88) | 23.4%                     |   | (2.33) | 37.1%               |  | (4.26) |
| <b>Question 11: Our claims are processed in a timely and accurate manner.</b>                                   |                             |   |        |                     |   |        |                     |   |        |                       |   |        |                      |   |        |                     |   |        |                      |   |        |                           |   |        |                     |  |        |
| Strongly Agree  | 33.3%                       | ↑ | (0.95) | 35.8%               |   | (2.13) | 41.2%               | ↑ | (2.30) | 29.2%                 |   | (3.37) | 13.0%                | ↓ | (3.40) | 36.0%               | ↑ | (3.01) | 27.7%                | ↑ | (2.10) | 35.9%                     | ↑ | (2.64) | 30.3%               |  | (4.05) |
| Agree   | 54.0%                       |   | (1.01) | 57.3%               |   | (2.20) | 48.6%               |   | (2.33) | 60.4%                 |   | (3.63) | 50.7%                | ↓ | (5.04) | 52.5%               |   | (3.14) | 61.8%                | ↑ | (2.28) | 51.5%                     |   | (2.76) | 40.4%               |  | (4.33) |
| Disagree  | 6.1%                        |   | (0.49) | 5.0%                |   | (0.97) | 4.9%                |   | (1.01) | 3.1%                  | ↓ | (1.29) | 15.9%                | ↑ | (3.69) | 7.2%                |   | (1.62) | 4.2%                 | ↓ | (0.94) | 7.8%                      |   | (1.48) | 7.9%                |  | (2.37) |
| Strongly Disagree   | 2.2%                        | ↓ | (0.30) | 0.4%                | ↓ | (0.28) | 0.8%                |   | (0.42) | 2.1%                  |   | (1.06) | 13.0%                | ↑ | (3.40) | 1.4%                |   | (0.75) | 2.9%                 | ↓ | (0.79) | 1.8%                      | ↓ | (0.73) | 2.2%                |  | (1.31) |
| No Response   | 4.5%                        | ↓ | (0.43) | 1.5%                | ↓ | (0.55) | 4.5%                | ↓ | (0.97) | 5.2%                  |   | (1.65) | 7.2%                 |   | (2.62) | 2.9%                | ↓ | (1.05) | 3.4%                 | ↓ | (0.84) | 3.0%                      | ↓ | (0.94) | 19.1%               |  | (3.47) |
| <b>Question 12: Information Technology trainings are informative and meet my agency's needs.</b>                |                             |   |        |                     |   |        |                     |   |        |                       |   |        |                      |   |        |                     |   |        |                      |   |        |                           |   |        |                     |  |        |
| Strongly Agree  | 14.2%                       |   | (0.71) | 15.4%               |   | (1.60) | 16.5%               |   | (1.73) | 8.3%                  | ↓ | (2.05) | 7.2%                 |   | (2.62) | 15.1%               |   | (2.25) | 16.8%                | ↑ | (1.75) | 10.8%                     |   | (1.71) | 14.6%               |  | (3.11) |
| Agree   | 50.8%                       |   | (1.02) | 48.8%               |   | (2.22) | 53.5%               |   | (2.33) | 55.2%                 | ↑ | (3.69) | 58.0%                |   | (4.98) | 45.3%               | ↓ | (3.13) | 53.8%                | ↑ | (2.34) | 49.1%                     |   | (2.76) | 42.7%               |  | (4.36) |
| Disagree  | 6.5%                        | ↓ | (0.50) | 5.8%                | ↓ | (1.04) | 7.0%                |   | (1.19) | 6.3%                  | ↓ | (1.79) | 7.2%                 |   | (2.62) | 4.3%                |   | (1.28) | 5.0%                 | ↓ | (1.03) | 11.4%                     |   | (1.75) | 4.5%                |  | (1.83) |
| Strongly Disagree   | 1.5%                        | ↓ | (0.26) | 0.4%                | ↓ | (0.28) | 0.8%                |   | (0.42) | -                     |   |        | 4.3%                 |   | (2.06) | 2.9%                |   | (1.05) | 1.7%                 | ↓ | (0.60) | 1.2%                      | ↓ | (0.60) | 4.5%                |  | (1.83) |
| No Response   | 27.0%                       | ↑ | (0.90) | 29.6%               | ↑ | (2.03) | 22.2%               |   | (1.94) | 30.2%                 |   | (3.40) | 23.2%                |   | (4.26) | 32.4%               | ↑ | (2.94) | 22.7%                | ↓ | (1.96) | 27.5%                     |   | (2.46) | 33.7%               |  | (4.17) |
| <b>Question 13: Provider Network meetings are informative and helpful.</b>                                      |                             |   |        |                     |   |        |                     |   |        |                       |   |        |                      |   |        |                     |   |        |                      |   |        |                           |   |        |                     |  |        |
| Strongly Agree  | 12.9%                       |   | (0.67) | 13.5%               |   | (1.52) | 16.0%               |   | (1.71) | 13.5%                 |   | (2.54) | 5.8%                 | ↓ | (2.36) | 11.5%               | ↓ | (2.00) | 18.5%                |   | (1.82) | 8.4%                      |   | (1.53) | 3.4%                |  | (1.59) |
| Agree   | 49.2%                       | ↑ | (1.02) | 49.6%               |   | (2.22) | 49.4%               | ↑ | (2.33) | 58.3%                 | ↑ | (3.66) | 49.3%                |   | (5.04) | 50.4%               |   | (3.14) | 53.8%                | ↑ | (2.34) | 40.1%                     | ↑ | (2.70) | 40.4%               |  | (4.33) |
| Disagree  | 7.1%                        |   | (0.53) | 7.3%                |   | (1.16) | 7.0%                |   | (1.19) | 5.2%                  |   | (1.65) | 8.7%                 |   | (2.84) | 8.6%                |   | (1.76) | 4.2%                 |   | (0.94) | 8.4%                      |   | (1.53) | 11.2%               |  | (2.79) |
| Strongly Disagree   | 2.8%                        | ↓ | (0.34) | -                   |   |        | 1.6%                | ↓ | (0.59) | -                     |   |        | 4.3%                 |   | (2.06) | 4.3%                |   | (1.28) | 3.8%                 |   | (0.89) | 5.4%                      | ↓ | (1.24) | 5.6%                |  | (2.03) |
| No Response   | 28.0%                       |   | (0.91) | 29.6%               |   | (2.03) | 25.9%               | ↓ | (2.05) | 22.9%                 | ↓ | (3.12) | 31.9%                |   | (4.70) | 25.2%               |   | (2.73) | 19.7%                | ↓ | (1.87) | 37.7%                     |   | (2.67) | 39.3%               |  | (4.31) |
| <b>Question 14: Provider Network keeps providers informed of changes that affect my local Provider Network.</b> |                             |   |        |                     |   |        |                     |   |        |                       |   |        |                      |   |        |                     |   |        |                      |   |        |                           |   |        |                     |  |        |
| Strongly Agree  | 20.6%                       |   | (0.82) | 24.6%               | ↑ | (1.91) | 19.8%               |   | (1.86) | 19.8%                 |   | (2.95) | 14.5%                |   | (3.55) | 22.3%               |   | (2.61) | 23.1%                |   | (1.97) | 16.8%                     |   | (2.06) | 14.6%               |  | (3.11) |
| Agree   | 57.3%                       |   | (1.01) | 51.2%               | ↓ | (2.22) | 60.9%               |   | (2.28) | 58.3%                 | ↓ | (3.66) | 68.1%                |   | (4.70) | 52.5%               | ↓ | (3.14) | 61.3%                | ↑ | (2.28) | 57.5%                     | ↑ | (2.73) | 52.8%               |  | (4.40) |
| Disagree  | 8.6%                        |   | (0.57) | 10.0%               |   | (1.33) | 9.5%                |   | (1.37) | 5.2%                  |   | (1.65) | 7.2%                 |   | (2.62) | 9.4%                |   | (1.83) | 4.2%                 | ↓ | (0.94) | 13.2%                     | ↑ | (1.86) | 9.0%                |  | (2.52) |
| Strongly Disagree   | 2.9%                        |   | (0.35) | 1.9%                |   | (0.61) | 2.1%                | ↓ | (0.66) | -                     |   |        | 4.3%                 |   | (2.06) | 5.0%                |   | (1.37) | 2.9%                 |   | (0.79) | 4.2%                      |   | (1.10) | 4.5%                |  | (1.83) |
| No Response   | 10.5%                       | ↓ | (0.63) | 12.3%               |   | (1.46) | 7.8%                | ↓ | (1.25) | 16.7%                 |   | (2.76) | 5.8%                 |   | (2.36) | 10.8%               |   | (1.95) | 8.4%                 | ↓ | (1.30) | 8.4%                      | ↓ | (1.53) | 19.1%               |  | (3.47) |

|  | North Carolina<br>(n=1,301) |          | Alliance<br>(n=260) |          | Cardinal<br>(n=243) |          | CenterPoint<br>(n=96) |          | Eastpointe<br>(n=69) |          | Partners<br>(n=139) |          | Sandhills<br>(n=238) |          | Smoky Mountain<br>(n=167) |          | Trillium<br>(n=89)* |        |  |
|--|-----------------------------|----------|---------------------|----------|---------------------|----------|-----------------------|----------|----------------------|----------|---------------------|----------|----------------------|----------|---------------------------|----------|---------------------|--------|--|
| <b>Question 15: Provider Network staff are knowledgeable and answer questions consistently and accurately.</b>   |                             |          |                     |          |                     |          |                       |          |                      |          |                     |          |                      |          |                           |          |                     |        |  |
| Strongly Agree   | 18.2%                       | (0.78)   | 22.3%               | ↑ (1.85) | 19.3%               | (1.84)   | 14.6%                 | (2.62)   | 13.0%                | (3.40)   | 22.3%               | (2.61)   | 18.5%                | (1.82)   | 13.2%                     | ↓ (1.86) | 13.5%               | (3.01) |  |
| Agree  | 53.7%                       | (1.02)   | 51.9%               | (2.22)   | 57.6%               | (2.31)   | 58.3%                 | (3.66)   | 43.5%                | ↓ (5.00) | 48.9%               | (3.14)   | 55.0%                | (2.33)   | 54.5%                     | (2.75)   | 53.9%               | (4.40) |  |
| Disagree   | 13.8%                       | (0.70)   | 15.0%               | (1.59)   | 14.4%               | (1.64)   | 12.5%                 | (2.45)   | 24.6%                | ↑ (4.35) | 10.1%               | (1.89)   | 12.6%                | (1.55)   | 14.4%                     | (1.93)   | 10.1%               | (2.66) |  |
| Strongly Disagree  | 3.1%                        | ↓ (0.36) | 2.3%                | (0.67)   | 1.6%                | ↓ (0.59) | 1.0%                  | ↓ (0.75) | 7.2%                 | (2.62)   | 5.0%                | (1.37)   | 2.1%                 | ↓ (0.67) | 4.8%                      | (1.18)   | 4.5%                | (1.83) |  |
| No Response  | 11.1%                       | (0.64)   | 8.5%                | ↓ (1.24) | 7.0%                | (1.19)   | 13.5%                 | (2.54)   | 11.6%                | (3.23)   | 13.7%               | (2.16)   | 11.8%                | (1.51)   | 13.2%                     | (1.86)   | 18.0%               | (3.39) |  |
| <b>Question 16: Our interests as a network provider are being adequately addressed in the local Provider Council.</b>                                      |                             |          |                     |          |                     |          |                       |          |                      |          |                     |          |                      |          |                           |          |                     |        |  |
| Strongly Agree   | 11.8%                       | ↑ (0.65) | 15.8%               | (1.62)   | 14.0%               | (1.62)   | 12.5%                 | ↑ (2.45) | 4.3%                 | ↓ (2.06) | 11.5%               | (2.00)   | 12.6%                | (1.55)   | 6.6%                      | (1.37)   | 7.9%                | (2.37) |  |
| Agree  | 40.4%                       | (1.00)   | 40.8%               | (2.18)   | 43.2%               | (2.31)   | 40.6%                 | (3.64)   | 39.1%                | (4.92)   | 41.0%               | (3.09)   | 42.9%                | (2.32)   | 38.9%                     | ↑ (2.69) | 27.0%               | (3.91) |  |
| Disagree   | 10.8%                       | (0.64)   | 10.8%               | ↑ (1.38) | 11.9%               | (1.51)   | 10.4%                 | ↑ (2.27) | 15.9%                | (3.69)   | 7.9%                | (1.70)   | 10.9%                | (1.46)   | 10.8%                     | (1.71)   | 9.0%                | (2.52) |  |
| Strongly Disagree  | 3.6%                        | (0.38)   | 1.5%                | (0.55)   | 2.9%                | (0.78)   | -                     |          | 8.7%                 | ↑ (2.84) | 5.0%                | (1.37)   | 3.8%                 | (0.89)   | 6.0%                      | (1.31)   | 4.5%                | (1.83) |  |
| No Response  | 33.4%                       | (0.96)   | 31.2%               | ↓ (2.06) | 28.0%               | ↓ (2.10) | 36.5%                 | (3.57)   | 31.9%                | (4.70)   | 34.5%               | ↑ (2.99) | 29.8%                | (2.14)   | 37.7%                     | (2.67)   | 51.7%               | (4.41) |  |
| <b>Question 17: How would you rate your overall satisfaction with Provider Network?</b>  |                             |          |                     |          |                     |          |                       |          |                      |          |                     |          |                      |          |                           |          |                     |        |  |
| Extremely Satisfied  | 17.0%                       | ↑ (0.76) | 18.8%               | (1.74)   | 20.2%               | (1.87)   | 12.5%                 | (2.45)   | 7.2%                 | ↓ (2.62) | 19.4%               | (2.48)   | 17.2%                | (1.77)   | 15.0%                     | (1.97)   | 14.6%               | (3.11) |  |
| Satisfied  | 60.3%                       | (1.00)   | 62.7%               | (2.15)   | 60.9%               | (2.28)   | 65.6%                 | (3.52)   | 55.1%                | (5.02)   | 58.3%               | (3.10)   | 61.8%                | (2.28)   | 58.1%                     | (2.72)   | 52.8%               | (4.40) |  |
| Dissatisfied   | 11.1%                       | (0.64)   | 9.2%                | (1.29)   | 9.5%                | ↓ (1.37) | 8.3%                  | ↓ (2.05) | 23.2%                | ↑ (4.26) | 12.2%               | (2.06)   | 9.7%                 | (1.38)   | 13.2%                     | (1.86)   | 12.4%               | (2.90) |  |
| Extremely Dissatisfied   | 2.9%                        | ↓ (0.35) | 1.5%                | (0.55)   | 2.9%                | (0.78)   | 1.0%                  | ↓ (0.75) | 5.8%                 | (2.36)   | 2.2%                | (0.91)   | 1.7%                 | ↓ (0.60) | 4.8%                      | (1.18)   | 7.9%                | (2.37) |  |
| No Response  | 8.8%                        | (0.58)   | 7.7%                | ↓ (1.18) | 6.6%                | (1.16)   | 12.5%                 | (2.45)   | 8.7%                 | (2.84)   | 7.9%                | (1.70)   | 9.7%                 | (1.38)   | 9.0%                      | ↓ (1.58) | 12.4%               | (2.90) |  |
| <b>Question 18: The LME/MCO staff conducts fair and thorough investigations.</b>   |                             |          |                     |          |                     |          |                       |          |                      |          |                     |          |                      |          |                           |          |                     |        |  |
| Strongly Agree   | 17.4%                       | ↑ (0.77) | 17.3%               | (1.68)   | 21.0%               | (1.90)   | 15.6%                 | ↑ (2.69) | 10.1%                | (3.05)   | 21.6%               | (2.58)   | 17.6%                | (1.79)   | 15.6%                     | ↑ (2.00) | 11.2%               | (2.79) |  |
| Agree  | 48.1%                       | ↑ (1.02) | 48.5%               | ↑ (2.22) | 46.5%               | (2.33)   | 49.0%                 | (3.71)   | 52.2%                | (5.04)   | 48.2%               | (3.14)   | 53.8%                | ↑ (2.34) | 46.7%                     | ↑ (2.75) | 34.8%               | (4.20) |  |
| Disagree   | 6.9%                        | ↑ (0.52) | 7.7%                | ↑ (1.18) | 6.6%                | ↑ (1.16) | 8.3%                  | (2.05)   | 7.2%                 | (2.62)   | 5.0%                | (1.37)   | 7.6%                 | (1.24)   | 7.8%                      | ↑ (1.48) | 3.4%                | (1.59) |  |
| Strongly Disagree  | 3.0%                        | (0.36)   | 1.5%                | (0.55)   | 2.5%                | (0.72)   | 3.1%                  | (1.29)   | 8.7%                 | (2.84)   | 3.6%                | (1.17)   | 2.1%                 | (0.67)   | 3.0%                      | ↓ (0.94) | 5.6%                | (2.03) |  |
| No Response  | 24.6%                       | ↓ (0.87) | 25.0%               | ↓ (1.92) | 23.5%               | ↓ (1.98) | 24.0%                 | ↓ (3.17) | 21.7%                | (4.16)   | 21.6%               | ↓ (2.58) | 18.9%                | ↓ (1.83) | 26.9%                     | ↓ (2.45) | 44.9%               | (4.39) |  |
| <b>Question 19: After the audit or investigation, LME/MCO requests for corrective action plans and other supporting materials are fair and reasonable.</b> |                             |          |                     |          |                     |          |                       |          |                      |          |                     |          |                      |          |                           |          |                     |        |  |
| Strongly Agree   | 17.4%                       | ↑ (0.76) | 16.5%               | (1.65)   | 19.3%               | (1.84)   | 13.5%                 | (2.54)   | 7.2%                 | ↓ (2.62) | 22.3%               | (2.61)   | 19.7%                | ↑ (1.87) | 18.6%                     | ↑ (2.14) | 10.1%               | (2.66) |  |
| Agree  | 51.4%                       | ↑ (1.02) | 50.8%               | ↑ (2.22) | 54.3%               | ↑ (2.33) | 54.2%                 | (3.69)   | 55.1%                | (5.02)   | 51.1%               | (3.14)   | 55.9%                | ↑ (2.33) | 44.9%                     | ↑ (2.74) | 40.4%               | (4.33) |  |
| Disagree   | 7.2%                        | ↑ (0.53) | 6.2%                | (1.07)   | 7.8%                | ↑ (1.25) | 9.4%                  | ↑ (2.16) | 11.6%                | ↑ (3.23) | 5.8%                | ↑ (1.46) | 5.9%                 | (1.10)   | 9.0%                      | ↑ (1.58) | 5.6%                | (2.03) |  |
| Strongly Disagree  | 2.5%                        | (0.32)   | 1.9%                | (0.61)   | 1.6%                | (0.59)   | 3.1%                  | (1.29)   | 4.3%                 | (2.06)   | 1.4%                | (0.75)   | 3.4%                 | (0.84)   | 3.0%                      | ↓ (0.94) | 2.2%                | (1.31) |  |
| No Response  | 21.5%                       | ↓ (0.83) | 24.6%               | ↓ (1.91) | 16.9%               | ↓ (1.75) | 19.8%                 | ↓ (2.95) | 21.7%                | ↓ (4.16) | 19.4%               | ↓ (2.48) | 15.1%                | ↓ (1.68) | 24.6%                     | ↓ (2.37) | 41.6%               | (4.35) |  |

|  | North Carolina<br>(n=1,301) |          | Alliance<br>(n=260) |          | Cardinal<br>(n=243) |          | CenterPoint<br>(n=96) |          | Eastpointe<br>(n=69) |          | Partners<br>(n=139) |          | Sandhills<br>(n=238) |          | Smoky Mountain<br>(n=167) |          | Trillium<br>(n=89)* |        |  |
|--|-----------------------------|----------|---------------------|----------|---------------------|----------|-----------------------|----------|----------------------|----------|---------------------|----------|----------------------|----------|---------------------------|----------|---------------------|--------|--|
| <b>Question 20: Technical assistance and information provided by staff is accurate and helpful.</b>                |                             |          |                     |          |                     |          |                       |          |                      |          |                     |          |                      |          |                           |          |                     |        |  |
| Strongly Agree   | 18.1%                       | ↑ (0.78) | 20.8%               | (1.80)   | 18.5%               | (1.81)   | 15.6%                 | (2.69)   | 11.6%                | (3.23)   | 20.1%               | (2.52)   | 18.9%                | (1.83)   | 16.2%                     | (2.03)   | 14.6%               | (3.11) |  |
| Agree  | 58.6%                       | (1.01)   | 60.4%               | ↓ (2.17) | 60.1%               | (2.29)   | 62.5%                 | (3.59)   | 60.9%                | (4.92)   | 55.4%               | (3.12)   | 56.7%                | (2.32)   | 58.1%                     | (2.72)   | 53.9%               | (4.40) |  |
| Disagree   | 9.1%                        | (0.59)   | 8.8%                | (1.26)   | 9.1%                | (1.34)   | 7.3%                  | (1.93)   | 8.7%                 | (2.84)   | 9.4%                | (1.83)   | 9.2%                 | (1.36)   | 10.2%                     | (1.67)   | 9.0%                | (2.52) |  |
| Strongly Disagree  | 2.1%                        | (0.30)   | 0.8%                | (0.39)   | 0.8%                | ↓ (0.42) | 1.0%                  | (0.75)   | 7.2%                 | (2.62)   | 2.2%                | (0.91)   | 2.9%                 | (0.79)   | 1.8%                      | ↓ (0.73) | 4.5%                | (1.83) |  |
| No Response  | 12.2%                       | (0.67)   | 9.2%                | (1.29)   | 11.5%               | (1.49)   | 13.5%                 | (2.54)   | 11.6%                | (3.23)   | 12.9%               | (2.11)   | 12.2%                | (1.53)   | 13.8%                     | (1.90)   | 18.0%               | (3.39) |  |
| <b>Question 21: Trainings are informative and meet our needs as a provider/agency.</b>                             |                             |          |                     |          |                     |          |                       |          |                      |          |                     |          |                      |          |                           |          |                     |        |  |
| Strongly Agree   | 15.3%                       | (0.72)   | 15.8%               | (1.62)   | 17.7%               | (1.78)   | 13.5%                 | (2.54)   | 7.2%                 | ↓ (2.62) | 15.8%               | (2.29)   | 22.3%                | ↑ (1.95) | 9.0%                      | (1.58)   | 7.9%                | (2.37) |  |
| Agree  | 55.1%                       | (1.02)   | 55.8%               | (2.21)   | 55.6%               | ↑ (2.32) | 60.4%                 | (3.63)   | 55.1%                | (5.02)   | 56.1%               | (3.12)   | 54.6%                | (2.33)   | 50.3%                     | (2.76)   | 55.1%               | (4.39) |  |
| Disagree   | 7.7%                        | (0.55)   | 6.5%                | (1.10)   | 7.4%                | (1.22)   | 6.3%                  | (1.79)   | 14.5%                | ↑ (3.55) | 7.2%                | (1.62)   | 7.6%                 | (1.24)   | 9.0%                      | (1.58)   | 6.7%                | (2.21) |  |
| Strongly Disagree  | 1.8%                        | ↓ (0.28) | 1.5%                | (0.55)   | 1.2%                | (0.52)   | -                     |          | 2.9%                 | (1.69)   | 2.2%                | (0.91)   | 2.1%                 | (0.67)   | 1.2%                      | ↓ (0.60) | 5.6%                | (2.03) |  |
| No Response  | 20.1%                       | ↓ (0.81) | 20.4%               | (1.79)   | 18.1%               | ↓ (1.80) | 19.8%                 | (2.95)   | 20.3%                | (4.06)   | 18.7%               | ↓ (2.45) | 13.4%                | ↓ (1.60) | 30.5%                     | (2.54)   | 24.7%               | (3.80) |  |
| <b>Question 22: For which of the following topics would you like to see more training and education materials?</b> |                             |          |                     |          |                     |          |                       |          |                      |          |                     |          |                      |          |                           |          |                     |        |  |
| Claims Processing  | 21.6%                       | ↓ (0.84) | 21.9%               | ↓ (1.84) | 18.5%               | (1.81)   | 27.1%                 | ↑ (3.30) | 42.0%                | ↑ (4.98) | 19.4%               | ↓ (2.48) | 23.9%                | ↓ (2.00) | 15.0%                     | ↓ (1.97) | 16.9%               | (3.30) |  |
| Information Technology   | 14.2%                       | (0.71)   | 16.2%               | ↓ (1.64) | 11.1%               | ↓ (1.47) | 17.7%                 | (2.83)   | 15.9%                | (3.69)   | 12.9%               | (2.11)   | 16.8%                | ↑ (1.75) | 12.6%                     | (1.83)   | 10.1%               | (2.66) |  |
| Payment Policy   | 9.4%                        | ↓ (0.60) | 8.5%                | ↓ (1.24) | 9.5%                | (1.37)   | 14.6%                 | (2.62)   | 15.9%                | (3.69)   | 10.8%               | (1.95)   | 8.4%                 | ↓ (1.30) | 7.2%                      | (1.42)   | 5.6%                | (2.03) |  |
| Enrollment   | 16.7%                       | (0.76)   | 19.6%               | (1.76)   | 17.7%               | (1.78)   | 13.5%                 | (2.54)   | 34.8%                | ↑ (4.80) | 10.8%               | (1.95)   | 18.5%                | (1.82)   | 7.8%                      | ↓ (1.48) | 15.7%               | (3.21) |  |
| Appeals  | 16.8%                       | (0.76)   | 14.6%               | (1.57)   | 21.0%               | ↑ (1.90) | 17.7%                 | (2.83)   | 23.2%                | (4.26)   | 15.8%               | (2.29)   | 16.4%                | (1.73)   | 13.8%                     | ↓ (1.90) | 13.5%               | (3.01) |  |
| Audit / Reimbursement  | 29.3%                       | (0.92)   | 30.8%               | ↓ (2.05) | 37.4%               | ↑ (2.26) | 34.4%                 | ↑ (3.52) | 26.1%                | (4.43)   | 24.5%               | (2.70)   | 30.7%                | (2.16)   | 21.0%                     | (2.24)   | 19.1%               | (3.47) |  |
| Quality Management / Reporting   | 33.9%                       | ↓ (0.94) | 43.1%               | (2.20)   | 42.0%               | (2.30)   | 30.2%                 | ↓ (3.40) | 17.4%                | ↓ (3.82) | 34.5%               | (2.99)   | 36.6%                | (2.26)   | 22.2%                     | ↓ (2.29) | 15.7%               | (3.21) |  |
| Clinical Coverage Policies   | 35.7%                       | (0.98)   | 41.2%               | (2.19)   | 37.9%               | (2.26)   | 28.1%                 | ↓ (3.33) | 31.9%                | (4.70)   | 41.0%               | ↑ (3.09) | 31.5%                | (2.18)   | 31.7%                     | (2.57)   | 36.0%               | (4.23) |  |
| Provider Monitoring  | 33.7%                       | (0.96)   | 35.4%               | (2.12)   | 31.3%               | (2.16)   | 40.6%                 | (3.64)   | 23.2%                | ↓ (4.26) | 37.4%               | (3.04)   | 33.2%                | (2.21)   | 39.5%                     | ↑ (2.70) | 21.3%               | (3.61) |  |
| Other  | 17.0%                       | (0.76)   | 16.2%               | ↑ (1.64) | 18.5%               | ↑ (1.81) | 17.7%                 | (2.83)   | 8.7%                 | (2.84)   | 12.9%               | ↓ (2.11) | 18.1%                | (1.80)   | 18.0%                     | (2.12)   | 22.5%               | (3.68) |  |
| <b>Question 23: Authorizations for treatment and services are made within the required timeframes.</b>             |                             |          |                     |          |                     |          |                       |          |                      |          |                     |          |                      |          |                           |          |                     |        |  |
| Strongly Agree   | 20.0%                       | ↑ (0.80) | 25.8%               | (1.94)   | 19.3%               | ↑ (1.84) | 13.5%                 | (2.54)   | 10.1%                | ↓ (3.05) | 20.1%               | (2.52)   | 25.2%                | ↑ (2.03) | 18.0%                     | (2.12)   | 9.0%                | (2.52) |  |
| Agree  | 62.4%                       | (0.99)   | 64.6%               | (2.12)   | 59.3%               | (2.29)   | 71.9%                 | ↑ (3.33) | 68.1%                | (4.70)   | 65.5%               | (2.99)   | 62.2%                | ↑ (2.27) | 58.7%                     | (2.71)   | 52.8%               | (4.40) |  |
| Disagree   | 5.2%                        | (0.46)   | 4.6%                | (0.93)   | 6.2%                | (1.12)   | 5.2%                  | (1.65)   | 7.2%                 | (2.62)   | 4.3%                | (1.28)   | 5.0%                 | ↓ (1.03) | 5.4%                      | (1.24)   | 4.5%                | (1.83) |  |
| Strongly Disagree  | 1.5%                        | ↓ (0.25) | 0.4%                | ↓ (0.28) | 2.9%                | (0.78)   | -                     |          | 1.4%                 | (1.21)   | -                   |          | 2.1%                 | ↓ (0.67) | 1.2%                      | (0.60)   | 3.4%                | (1.59) |  |
| No Response  | 10.9%                       | ↓ (0.63) | 4.6%                | (0.93)   | 12.3%               | ↓ (1.54) | 9.4%                  | ↓ (2.16) | 13.0%                | (3.40)   | 10.1%               | (1.89)   | 5.5%                 | ↓ (1.06) | 16.8%                     | (2.06)   | 30.3%               | (4.05) |  |



|  | North Carolina<br>(n=1,301) |   |        | Alliance<br>(n=260) |   |        | Cardinal<br>(n=243) |   |        | CenterPoint<br>(n=96) |   |        | Eastpointe<br>(n=69) |   |        | Partners<br>(n=139) |   |        | Sandhills<br>(n=238) |   |        | Smoky Mountain<br>(n=167) |   |        | Trillium<br>(n=89)* |  |        |
|--|-----------------------------|---|--------|---------------------|---|--------|---------------------|---|--------|-----------------------|---|--------|----------------------|---|--------|---------------------|---|--------|----------------------|---|--------|---------------------------|---|--------|---------------------|--|--------|
| <b>Question 24: Denials for treatment and services are explained.</b>  |                             |   |        |                     |   |        |                     |   |        |                       |   |        |                      |   |        |                     |   |        |                      |   |        |                           |   |        |                     |  |        |
| Strongly Agree   | 14.2%                       | ↑ | (0.71) | 15.4%               | ↓ | (1.60) | 15.6%               | ↑ | (1.70) | 13.5%                 | ↑ | (2.54) | 5.8%                 |   | (2.36) | 15.1%               |   | (2.25) | 14.3%                | ↑ | (1.64) | 14.4%                     | ↑ | (1.93) | 12.4%               |  | (2.90) |
| Agree  | 56.7%                       |   | (1.01) | 63.8%               | ↑ | (2.13) | 56.0%               |   | (2.32) | 57.3%                 |   | (3.67) | 55.1%                |   | (5.02) | 60.4%               |   | (3.07) | 56.3%                |   | (2.32) | 50.9%                     |   | (2.76) | 44.9%               |  | (4.39) |
| Disagree   | 9.9%                        |   | (0.61) | 9.6%                | ↑ | (1.31) | 12.3%               | ↑ | (1.54) | 5.2%                  | ↓ | (1.65) | 14.5%                |   | (3.55) | 8.6%                |   | (1.76) | 10.1%                |   | (1.41) | 9.6%                      | ↓ | (1.62) | 7.9%                |  | (2.37) |
| Strongly Disagree  | 3.8%                        |   | (0.40) | 1.2%                |   | (0.47) | 2.9%                |   | (0.78) | 3.1%                  |   | (1.29) | 8.7%                 |   | (2.84) | 1.4%                | ↓ | (0.75) | 6.3%                 |   | (1.14) | 3.0%                      |   | (0.94) | 9.0%                |  | (2.52) |
| No Response  | 15.4%                       | ↓ | (0.74) | 10.0%               | ↓ | (1.33) | 13.2%               | ↓ | (1.58) | 20.8%                 |   | (3.01) | 15.9%                |   | (3.69) | 14.4%               |   | (2.20) | 13.0%                | ↓ | (1.58) | 22.2%                     |   | (2.29) | 25.8%               |  | (3.86) |
| <b>Question 25: The authorizations issued are accurate.</b>  |                             |   |        |                     |   |        |                     |   |        |                       |   |        |                      |   |        |                     |   |        |                      |   |        |                           |   |        |                     |  |        |
| Strongly Agree   | 21.2%                       | ↑ | (0.82) | 25.8%               |   | (1.94) | 20.6%               |   | (1.89) | 16.7%                 |   | (2.76) | 13.0%                |   | (3.40) | 23.7%               | ↑ | (2.67) | 24.8%                | ↑ | (2.02) | 19.8%                     |   | (2.20) | 10.1%               |  | (2.66) |
| Agree  | 61.7%                       |   | (0.99) | 65.8%               |   | (2.11) | 63.0%               |   | (2.25) | 62.5%                 |   | (3.59) | 65.2%                |   | (4.80) | 60.4%               |   | (3.07) | 63.9%                |   | (2.25) | 53.3%                     | ↓ | (2.75) | 55.1%               |  | (4.39) |
| Disagree   | 3.0%                        | ↓ | (0.35) | 2.3%                | ↓ | (0.67) | 3.3%                |   | (0.83) | 5.2%                  |   | (1.65) | 2.9%                 |   | (1.69) | 2.9%                |   | (1.05) | 2.9%                 |   | (0.79) | 3.6%                      |   | (1.03) | 1.1%                |  | (0.93) |
| Strongly Disagree  | 0.8%                        | ↓ | (0.19) | 0.4%                |   | (0.28) | 0.4%                |   | (0.30) | -                     |   | -      | 1.4%                 |   | (1.21) | -                   |   | -      | 2.1%                 |   | (0.67) | 0.6%                      | ↓ | (0.43) | 2.2%                |  | (1.31) |
| No Response  | 13.2%                       |   | (0.68) | 5.8%                | ↓ | (1.04) | 12.8%               |   | (1.56) | 15.6%                 |   | (2.69) | 17.4%                | ↑ | (3.82) | 12.9%               |   | (2.11) | 6.3%                 | ↓ | (1.14) | 22.8%                     | ↑ | (2.31) | 31.5%               |  | (4.10) |
| <b>Question 26: My agency is satisfied with the appeals process for denial, reduction, or suspension of service(s).</b>                        |                             |   |        |                     |   |        |                     |   |        |                       |   |        |                      |   |        |                     |   |        |                      |   |        |                           |   |        |                     |  |        |
| Strongly Agree   | 9.7%                        | ↑ | (0.60) | 13.5%               |   | (1.52) | 11.5%               | ↑ | (1.49) | 10.4%                 |   | (2.27) | 1.4%                 | ↓ | (1.21) | 7.9%                |   | (1.70) | 10.1%                |   | (1.41) | 6.0%                      | ↓ | (1.31) | 7.9%                |  | (2.37) |
| Agree  | 40.6%                       |   | (1.00) | 45.8%               | ↑ | (2.21) | 39.1%               |   | (2.28) | 42.7%                 |   | (3.67) | 43.5%                |   | (5.00) | 42.4%               |   | (3.10) | 41.6%                |   | (2.31) | 38.3%                     | ↑ | (2.68) | 23.6%               |  | (3.74) |
| Disagree   | 11.1%                       |   | (0.64) | 9.6%                |   | (1.31) | 11.5%               | ↑ | (1.49) | 14.6%                 |   | (2.62) | 13.0%                |   | (3.40) | 8.6%                |   | (1.76) | 12.6%                | ↑ | (1.55) | 9.6%                      |   | (1.62) | 11.2%               |  | (2.79) |
| Strongly Disagree  | 5.1%                        |   | (0.46) | 3.8%                |   | (0.85) | 3.3%                |   | (0.83) | 5.2%                  |   | (1.65) | 13.0%                | ↑ | (3.40) | 3.6%                | ↓ | (1.17) | 5.9%                 |   | (1.10) | 5.4%                      |   | (1.24) | 7.9%                |  | (2.37) |
| No Response  | 33.5%                       | ↓ | (0.96) | 27.3%               | ↓ | (1.98) | 34.6%               |   | (2.22) | 27.1%                 | ↓ | (3.30) | 29.0%                |   | (4.58) | 37.4%               |   | (3.04) | 29.8%                | ↓ | (2.14) | 40.7%                     |   | (2.71) | 49.4%               |  | (4.41) |
| <b>Question 27: The LME/MCOs website has been a useful tool for helping my agency find the tools and materials needed to provide services.</b> |                             |   |        |                     |   |        |                     |   |        |                       |   |        |                      |   |        |                     |   |        |                      |   |        |                           |   |        |                     |  |        |
| Strongly Agree   | 15.1%                       |   | (0.72) | 18.8%               |   | (1.74) | 18.9%               |   | (1.83) | 15.6%                 |   | (2.69) | 5.8%                 | ↓ | (2.36) | 10.1%               | ↓ | (1.89) | 16.8%                | ↑ | (1.75) | 11.4%                     |   | (1.75) | 11.2%               |  | (2.79) |
| Agree  | 59.9%                       | ↑ | (1.00) | 63.8%               | ↑ | (2.13) | 57.6%               |   | (2.31) | 62.5%                 |   | (3.59) | 65.2%                |   | (4.80) | 60.4%               | ↑ | (3.07) | 59.2%                |   | (2.30) | 58.7%                     | ↑ | (2.71) | 50.6%               |  | (4.41) |
| Disagree   | 10.8%                       | ↓ | (0.64) | 8.8%                | ↓ | (1.26) | 9.9%                | ↓ | (1.39) | 8.3%                  |   | (2.05) | 11.6%                |   | (3.23) | 15.1%               |   | (2.25) | 10.9%                |   | (1.46) | 12.6%                     |   | (1.83) | 11.2%               |  | (2.79) |
| Strongly Disagree  | 4.3%                        |   | (0.42) | 1.5%                |   | (0.55) | 4.5%                |   | (0.97) | 2.1%                  |   | (1.06) | 8.7%                 |   | (2.84) | 4.3%                |   | (1.28) | 5.0%                 |   | (1.03) | 4.8%                      |   | (1.18) | 7.9%                |  | (2.37) |
| No Response  | 9.8%                        | ↓ | (0.61) | 6.9%                | ↓ | (1.13) | 9.1%                | ↓ | (1.34) | 11.5%                 | ↓ | (2.36) | 8.7%                 |   | (2.84) | 10.1%               | ↓ | (1.89) | 8.0%                 | ↓ | (1.27) | 12.6%                     | ↓ | (1.83) | 19.1%               |  | (3.47) |
| <b>Question 28: Please rate your overall satisfaction with the LME/MCO.</b>  |                             |   |        |                     |   |        |                     |   |        |                       |   |        |                      |   |        |                     |   |        |                      |   |        |                           |   |        |                     |  |        |
| Extremely Satisfied  | 18.7%                       | ↑ | (0.79) | 19.2%               |   | (1.75) | 22.2%               | ↑ | (1.94) | 18.8%                 | ↑ | (2.89) | 7.2%                 | ↓ | (2.62) | 19.4%               |   | (2.48) | 18.5%                |   | (1.82) | 18.6%                     |   | (2.14) | 15.7%               |  | (3.21) |
| Satisfied  | 60.5%                       |   | (1.00) | 65.8%               |   | (2.11) | 59.3%               | ↓ | (2.29) | 62.5%                 |   | (3.59) | 55.1%                |   | (5.02) | 60.4%               |   | (3.07) | 63.9%                | ↑ | (2.25) | 54.5%                     |   | (2.75) | 52.8%               |  | (4.40) |
| Dissatisfied   | 12.1%                       | ↑ | (0.67) | 10.0%               | ↑ | (1.33) | 9.9%                |   | (1.39) | 10.4%                 |   | (2.27) | 18.8%                | ↑ | (3.94) | 10.1%               |   | (1.89) | 11.8%                |   | (1.51) | 15.6%                     |   | (2.00) | 19.1%               |  | (3.47) |
| Extremely Dissatisfied   | 2.8%                        | ↓ | (0.35) | 0.4%                | ↓ | (0.28) | 1.6%                | ↓ | (0.59) | 2.1%                  |   | (1.06) | 8.7%                 |   | (2.84) | 3.6%                |   | (1.17) | 2.1%                 | ↓ | (0.67) | 4.8%                      | ↓ | (1.18) | 6.7%                |  | (2.21) |
| No Response  | 5.8%                        | ↓ | (0.48) | 4.6%                | ↓ | (0.93) | 7.0%                |   | (1.19) | 6.3%                  |   | (1.79) | 10.1%                |   | (3.05) | 6.5%                |   | (1.55) | 3.8%                 | ↓ | (0.89) | 6.6%                      |   | (1.37) | 5.6%                |  | (2.03) |

## Appendix C: Example of Survey Used

### 2015 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 2015 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](mailto:NCEQR@thecarolinascenter.org).

**\*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

**\*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

**\*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

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

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

**\*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

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

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

## 2015 NC DHHS Provider Satisfaction Survey - {Health Plan}

**\*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

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

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



## 2015 NC DHHS Provider Satisfaction Survey - {Health Plan}

**\*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

## 2015 NC DHHS Provider Satisfaction Survey - {Health Plan}

If you would like to be contacted by the health plan 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

## 2015 NC DHHS Provider Satisfaction Survey - {Health Plan}

Thank you for completing the 2015 DHHS Provider Satisfaction Survey.