North Carolina Medicaid

2018 Provider Satisfaction Survey Results

December 2018

Using This Report

Results from the Provider Satisfaction Survey of North Carolina providers participating in the 1915(b)/(c) Medicaid Waiver program provides a tool for assessing how well the State and the health plans are meeting providers' expectations and needs. DataStat, Inc. conducted the survey on behalf of North Carolina Medicaid (NC Medicaid) and The Carolinas Center for Medical Excellence (CCME).

This report is designed to allow NC Medicaid and the health plans to identify key opportunities for improving providers' experiences. Provider responses to survey questions are summarized as achievement scores. Responses that indicate a positive experience are labeled as achievements, and an achievement score is computed as the proportion of responses qualifying as achievements. In general, somewhat positive responses are included with positive responses as achievements. For example, a provider response of "Strongly Agree" or "Agree" to the statement "Our claims are processed in a timely and accurate manner" is considered an achievement, and the achievement score for this question is equal to the proportion of respondents who answered the question with "Strongly Agree" or "Agree". Because achievement scores for survey questions are computed as the proportion of providers who indicate a positive experience, the lower the achievement score, the greater the need for the health plan to improve.

The purpose of the survey is to assess provider perceptions of the seven LME/MCOs in North Carolina. The results from this survey allow NC Medicaid 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.

Statistical significance tests are run comparing NC Provider overall scores with each health plan score. Comparisons are presented in the *Single Items* section of the report.

Methodology

The survey drew as potential respondents active providers participating in the 1915(b)/(c) Medicaid Waiver program. Respondents were surveyed in English.

An active provider is defined as a Medicaid Waiver provider that has at least five 1915(b)/(c) Waiver encounters within the previous six months (March 1, 2018 through August 31, 2018). The survey was administered over a six-week period using a web survey protocol. Reminder calls to any non-responding provider offices were also used to encourage providers to participate. Email requests for non-responders to complete the survey went out twice a week during the field period. The reminder calls to non-responding providers offices began during the third week of the field period and continued until the end of data collection.

Survey Milestones

1	First email request:	October 29, 2018
2	Follow-up email requests began:	November 1, 2018
3	Reminder calls began:	November 14, 2018
4	Data collection terminated:	December 10, 2018

Sampling Frame

The seven participating health plans contributed a total of 4,152 provider records for inclusion in the survey. A provider record was considered ineligible for the survey if the provider's email address was missing. Duplicate records, those with duplicate email addresses and duplicate provider names, were also removed for a final total of 3,979 provider records for inclusion into the survey.

Selection of Cases for Analysis

Surveys were considered complete if a respondent provided a valid response to at least one question in the survey. Completed usable surveys were obtained from 2575 NC Provider providers, and the NC Provider usable response rate was 70.0%.

Questionnaire

The instrument selected for the survey was provided by NC Medicaid and included 29 core questions. A copy of the web survey is included in the appendix of this report.

Definition of Achievement Scores

Provider responses to survey questions are summarized as achievement scores. Responses that indicate a positive experience are labeled as achievements, and an achievement score is computed equal to the proportion of responses qualifying as achievements. In general, somewhat positive responses are included with positive responses as achievements. For example, a provider response of "Strongly Agree" or "Agree" to the statement "Our claims are processed in a timely and accurate manner" is considered an achievement, and responses of "Extremely Satisfied" or "Satisfied" to the overall satisfaction questions are also considered achievements. Because achievement scores for survey questions are computed as the proportion of providers who indicate a positive experience, the lower the achievement score, the greater the need for the health plan to improve. See the *Responses by Question* section for assignment of achievement responses for each question.

Definition of Top Box Scores and Hollow Bars

Top Box scoring means only responses that indicate the most positive experience are labeled as achievements. For example a response of "Strongly Agree" to the statement "Our claims are processed in a timely and accurate manner" is considered an achievement. A response of "Extremely Satisfied" to the overall satisfaction questions is also considered an achievement. Top Box scores are presented as alternate scores throughout this report and are visually displayed in the *Single Items* section as hollow bars.

Weighted Totals

The NC Overall scores presented throughout this report and used for all significance testing are weighted. Weighting for the survey adjusts the NC Overall scores such that each of the seven plans is represented in equal proportions in the final set of responses. In the *Responses by Question* section, response frequencies for the NC Overall are weighted data. Although the number of weighted cases for each response option in that section has been scaled to represent as closely as possible the unweighted number of responses, rounding rules and skip patterns may affect some of the totals. The reader is advised to consider the number totals as approximate and to focus on the percentages, which are the better representation of response frequency.

Statistical Testing

Statistically significant differences between scores were determined using binomial and t-tests. If the test was valid, a significance level of .05 or less was considered statistically significant and "↑" or "↓" was placed at the end/top of the appropriate bar. Tests were considered valid when the number of cases used to compute each score was 30 or greater, and there was non-zero variation in the tested groups.

Response Rates
Variation Across Plans
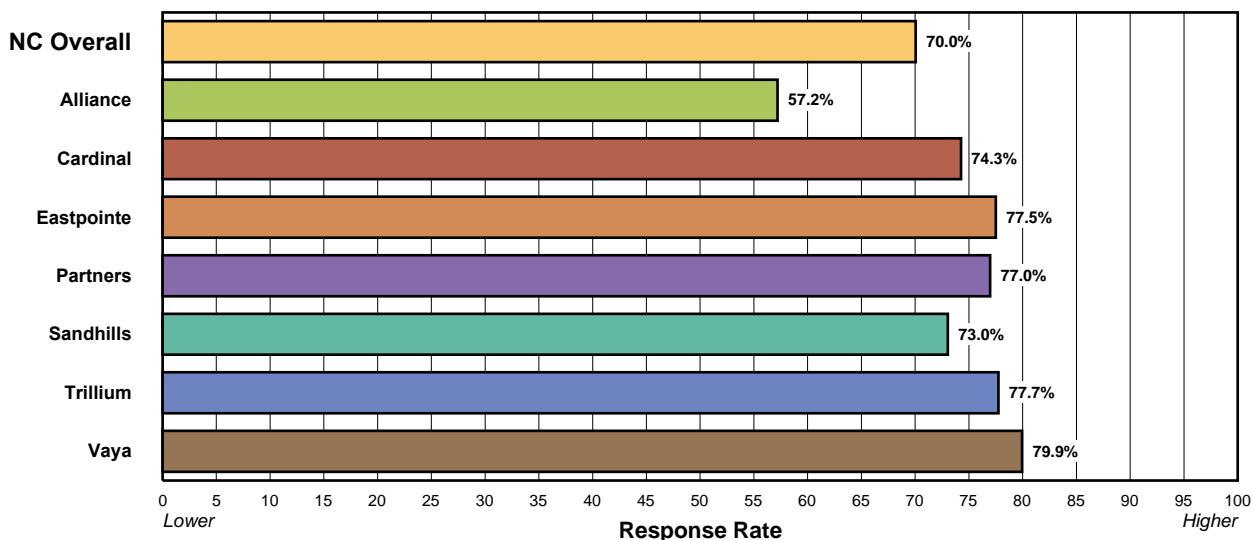
	NC Overall	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Trillium	Vaya
Initial Email Invitation - sent	3979	1339	801	285	364	466	328	396
†Email bounce back with non-delivery message	303	166	59	5	21	21	9	22
*Completed usable surveys	2575	671	551	217	264	325	248	299
Response Rate	**70.0%**	**57.2%**	**74.3%**	**77.5%**	**77.0%**	**73.0%**	**77.7%**	**79.9%**

*Included in response rate numerator

†Excluded from response rate denominator

Note: *Response Rate = Completed usable Surveys / Total Eligible Cases*

The seven participating health plans contributed a total of 4,152 provider records for inclusion in the survey. A provider record was considered ineligible for the survey if the provider's email address was missing. Duplicate records, those with duplicate email addresses and duplicate provider names, were also removed for a final total of 3,979 provider records for inclusion into the survey.

The number of providers in Trillium Health Resource's sample frame decreased from 1,077 in 2017 to 336 in 2018, which subsequently improved their completed survey response rate from 57% in 2017 to 78% in 2018. Trillium attributes this to their removal of duplicative, incorrect or inactive provider email addresses from their sample frame. Eight duplicate records were removed by DataStat for a final total for Trillium of 328 provider records for inclusion into the survey.

The survey was administered over a six-week period using a web survey protocol. Reminder calls to any non-responding provider offices were also used to encourage providers to participate. Email requests for non-responders to complete the survey went out twice a week during the field period. The reminder calls to non-responding providers offices began during the third week of the field period and continued until the end of data collection.

Trend Analysis - 2018 vs. 2017

The table below provides a snapshot of the items with the greatest point change, positive or negative, since 2017. All performance-related items in the questionnaire that were trendable were listed in descending order of point change, and testing was conducted to determine which trends were statistically significant. Shown below are the ten items at the top of the list and the ten items at the bottom, with their 2017 and 2018 scores and results of significance testing.

In the table presented below, differences over time may be readily apparent. However, where these differences are not statistically significant they should be evaluated accordingly.

Question	NC Provider 2018 Score	NC Provider 2017 Score	Point Change
Q26. My agency is satisfied with the appeals process for denial, reduction, or suspension of service(s)	81.9%	77.5%	+ 4.4 ▲
Q27. The LME/MCOs website has been a useful tool for helping my agency find the tools and materials needed to provide services	84.1%	80.6%	+ 3.4 ▲
Q11. Our claims are processed in a timely and accurate manner	94.4%	91.6%	+ 2.8 ▲
Q10. Claims trainings meet my needs	88.8%	86.4%	+ 2.4 ▲
Q14. Provider Network keeps providers informed of changes that affect my local Provider Network	87.1%	85.6%	+ 1.5
Q24. Denials for treatment and services are explained	85.1%	83.6%	+ 1.5
Q8. Customer Service is responsive to local community stakeholders	86.1%	84.7%	+ 1.4
Q28. Overall satisfaction with the LME/MCO	86.6%	85.4%	+ 1.3
Q23. Authorizations for treatment and services are made within the required timeframes	91.8%	90.6%	+ 1.3
Q12. Information Technology trainings are informative and meet my agency's needs	89.1%	87.9%	+ 1.2
Q16. Our interests as a network provider are being adequately addressed in the local Provider Council	80.9%	80.1%	+ 0.8
Q15. Provider Network staff are knowledgeable and answer questions consistently and accurately	84.3%	83.5%	+ 0.8
Q7. LME/MCO staff responds quickly to provider needs	80.8%	80.1%	+ 0.7
Q17. Overall satisfaction with Provider Network	85.5%	85.1%	+ 0.4
Q25. The authorizations issued are accurate (correct date, consumer and service)	95.1%	94.8%	+ 0.3
Q20. Technical assistance and information provided by staff is accurate and helpful	89.1%	88.8%	+ 0.3
Q9. When I speak with staff about claims issues I am given consistent and accurate information	84.5%	84.3%	+ 0.3
Q19. After the audit or investigation, LME/MCO requests for corrective action plans and other supporting materials are fair and reasonable	88.9%	89.2%	- 0.3
Q13. Provider Network meetings are informative and helpful	87.1%	87.8%	- 0.7
Q5. LME/MCO staff is easily accessible for information, referrals, and scheduling of appointments	83.9%	85.6%	- 1.7

Better

Worse

▲▼ **Statistically significantly higher/lower than 2017 score.**

Single Items

Each achievement-related question from the survey is presented here. The achievement scores presented on the following pages reflect responses of "Strongly Agree" or "Agree" to the questions, except for Q17 and Q28. For Q17 (Overall Satisfaction with Provider Network) and Q28 (Overall Satisfaction with LME/ MCO) "Extremely Satisfied" or "Satisfied" are considered achievements. Alternate top box scoring is presented when applicable as hollow bars.

The weighted NC Overall score is compared to the each plan's score. Statistical testing is run between the plan score data and the NC Overall data, with an arrow beside the bar if applicable. For full detail of response options for each question and which responses qualify as achievements, please refer to the *Responses by Question* section.

Single Items

Q5. LME/MCO staff is easily accessible for information, referrals, and scheduling of appointments
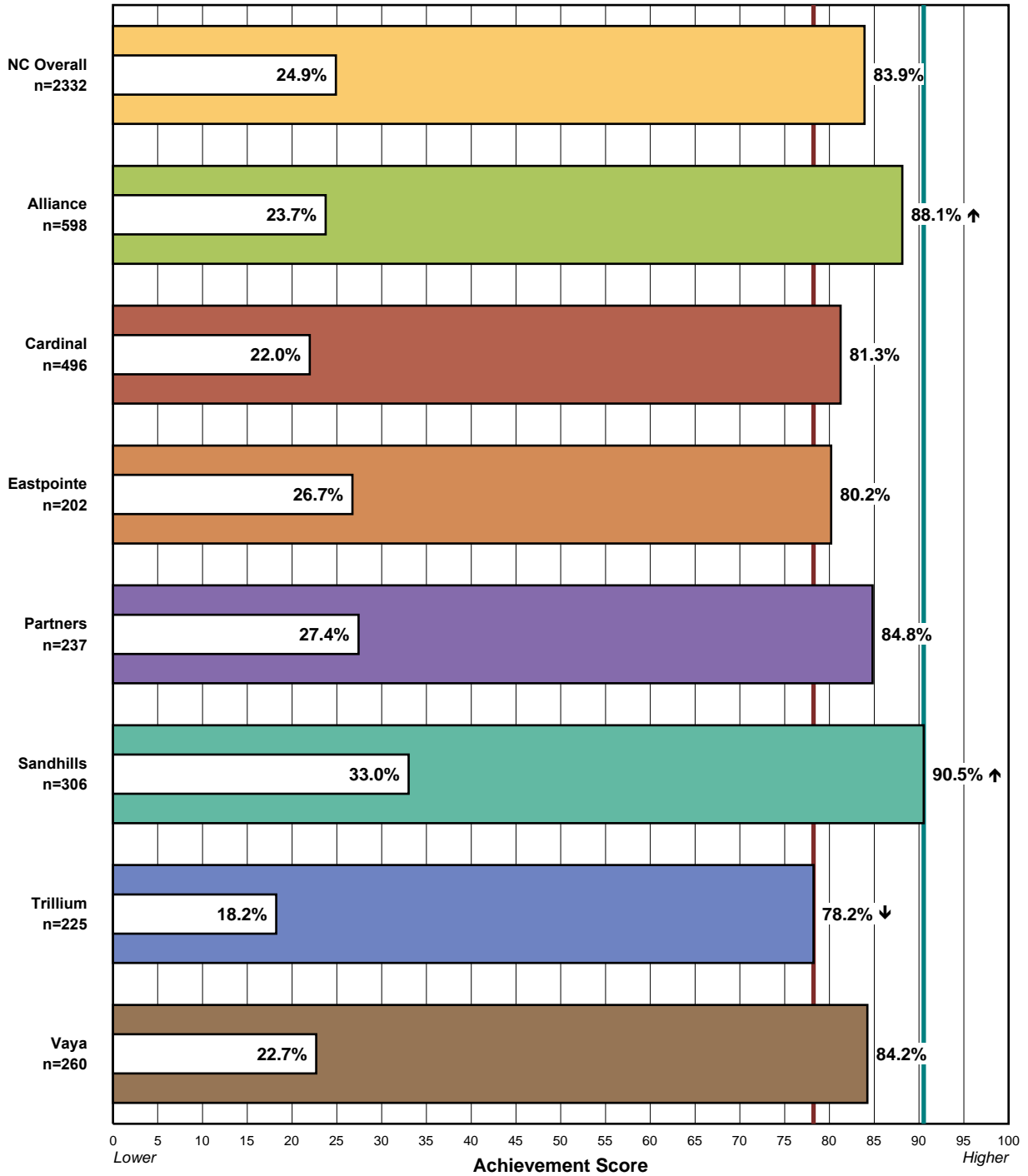
↑↓   Score statistically significantly higher/lower than 2018 NC Overall
Note: Hollow portion of bar represents proportions giving a response of Strongly Agree.

Low Benchmark   High Benchmark

Single Items

Q6. LME/MCO staff are referring consumers whose clinical needs match the service(s) my practice/agency provides

NC Overall
n=2163
24.0%
79.4%

Alliance
n=576
26.9%
88.4% ↑

Cardinal
n=459
21.4%
73.9% ↓

Eastpointe
n=191
25.1%
83.8%

Partners
n=207
24.6%
76.3%

Sandhills
n=275
26.2%
80.4%

Trillium
n=214
21.5%
74.8%

Vaya
n=244
22.1%
77.5%

0 5 10 15 20 25 30 35 40 45 50 55 60 65 70 75 80 85 90 95 100

Lower

Achievement Score

Higher

↑↓ Score statistically significantly higher/lower than 2018 NC Overall
Note: Hollow portion of bar represents proportions giving a response of Strongly Agree.

— Low Benchmark   — High Benchmark

Single Items

Q7. LME/MCO staff responds quickly to provider needs

Organization		Strongly Agree	Achievement Score
NC Overall n=2380		22.5%	80.8%
Alliance n=588		19.4%	81.8%
Cardinal n=505		22.0%	76.6% ↓
Eastpointe n=203		22.2%	75.4% ↓
Partners n=246		26.8%	85.8% ↑
Sandhills n=313		31.3%	89.1% ↑
Trillium n=231		17.3%	77.1%
Vaya n=274		17.9%	79.6%

Lower　　　　　　　　　　　　　　**Achievement Score**　　　　　　　　　　　　　　*Higher*

↑↓　Score statistically significantly higher/lower than 2018 NC Overall
　　Note: Hollow portion of bar represents proportions giving a response of Strongly Agree.

━━━ Low Benchmark　　　　　　　　　━━━ High Benchmark

Single Items

Q8. Customer Service is responsive to local community stakeholders

NC Overall n=1882	21.1% → 86.1%
Alliance n=453	20.1% → 89.0%
Cardinal n=391	18.2% → 81.3% ↓
Eastpointe n=174	22.4% → 82.8%
Partners n=188	25.0% → 91.0% ↑
Sandhills n=249	28.1% → 91.6% ↑
Trillium n=185	15.1% → 81.1%
Vaya n=211	18.5% → 86.3%

0 5 10 15 20 25 30 35 40 45 50 55 60 65 70 75 80 85 90 95 100

Lower

Achievement Score

Higher

↑↓ Score statistically significantly higher/lower than 2018 NC Overall
Note: Hollow portion of bar represents proportions giving a response of Strongly Agree.

▬ Low Benchmark   ▬ High Benchmark

Single Items

Q9. When I speak with staff about claims issues I am given consistent and accurate information

NC Overall n=2216 — 26.9% — 84.5%
Alliance n=461 — 23.0% — 84.8%
Cardinal n=499 — 23.6% — 79.2% ↓
Eastpointe n=195 — 22.6% — 82.6%
Partners n=236 — 28.0% — 87.7%
Sandhills n=297 — 35.4% — 88.9% ↑
Trillium n=212 — 28.8% — 85.8%
Vaya n=260 — 25.8% — 82.7%

Lower — Achievement Score — Higher

↑↓ Score statistically significantly higher/lower than 2018 NC Overall
Note: Hollow portion of bar represents proportions giving a response of Strongly Agree.

▬▬ Low Benchmark   ▬▬ High Benchmark

Single Items

Q10. Claims trainings meet my needs

NC Overall n=1789	22.6% · 88.8%
Alliance n=360	20.3% · 91.1%
Cardinal n=390	18.2% · 85.1% ↓
Eastpointe n=161	22.4% · 87.6%
Partners n=194	22.7% · 88.1%
Sandhills n=239	28.0% · 91.2%
Trillium n=186	25.3% · 90.3%
Vaya n=196	20.4% · 88.3%

Lower   **Achievement Score**   *Higher*

↑↓ Score statistically significantly higher/lower than 2018 NC Overall
Note: Hollow portion of bar represents proportions giving a response of Strongly Agree.

── Low Benchmark   ── High Benchmark

Single Items

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

NC Overall n=2363	36.6% ... 94.4%
Alliance n=519	29.5% ... 94.4%
Cardinal n=523	35.6% ... 93.9%
Eastpointe n=203	34.0% ... 93.6%
Partners n=245	38.8% ... 93.9%
Sandhills n=304	45.4% ... 97.0% ↑
Trillium n=237	41.8% ... 96.2%
Vaya n=283	29.7% ... 91.5%

Lower   **Achievement Score**   *Higher*

↑↓ Score statistically significantly higher/lower than 2018 NC Overall
Note: Hollow portion of bar represents proportions giving a response of Strongly Agree.

━━ Low Benchmark   ━━ High Benchmark

Single Items

Q12. Information Technology trainings are informative and meet my agency's needs

	Achievement Score
NC Overall n=1613	20.9% 89.1%
Alliance n=356	17.4% 90.4%
Cardinal n=323	19.2% 89.2%
Eastpointe n=154	20.1% 85.7%
Partners n=174	21.8% 88.5%
Sandhills n=222	23.9% 93.7% ↑
Trillium n=164	23.2% 89.0%
Vaya n=166	19.9% 87.3%

Lower   *Higher*

↑↓   Score statistically significantly higher/lower than 2018 NC Overall
Note: Hollow portion of bar represents proportions giving a response of Strongly Agree.

—— Low Benchmark   —— High Benchmark

Single Items

Q13. Provider Network meetings are informative and helpful

NC Overall n=1724	22.3%	87.1%
Alliance n=388	20.1%	92.5% ↑
Cardinal n=343	18.1%	83.1% ↓
Eastpointe n=172	23.3%	86.6%
Partners n=188	20.7%	91.0% ↑
Sandhills n=243	28.4%	91.4% ↑
Trillium n=158	19.0%	76.6% ↓
Vaya n=178	25.3%	87.6%

Lower   **Achievement Score**   *Higher*

0 5 10 15 20 25 30 35 40 45 50 55 60 65 70 75 80 85 90 95 100

↑↓ Score statistically significantly higher/lower than 2018 NC Overall
Note: Hollow portion of bar represents proportions giving a response of Strongly Agree.

—— Low Benchmark   —— High Benchmark

Single Items

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

↑↓ Score statistically significantly higher/lower than 2018 NC Overall
Note: Hollow portion of bar represents proportions giving a response of Strongly Agree.

—— Low Benchmark   —— High Benchmark

Single Items

Q15. Provider Network staff are knowledgeable and answer questions consistently and accurately

↑↓ Score statistically significantly higher/lower than 2018 NC Overall
Note: Hollow portion of bar represents proportions giving a response of Strongly Agree.

━━ Low Benchmark   ━━ High Benchmark

Single Items

Q16. Our interests as a network provider are being adequately addressed in the local Provider Council

NC Overall n=1609	17.9% 80.9%
Alliance n=381	16.8% 85.0% ↑
Cardinal n=334	13.5% 74.9% ↓
Eastpointe n=154	18.2% 83.1%
Partners n=166	20.5% 83.7%
Sandhills n=216	20.4% 85.2%
Trillium n=149	13.4% 75.8%
Vaya n=178	21.9% 78.1%

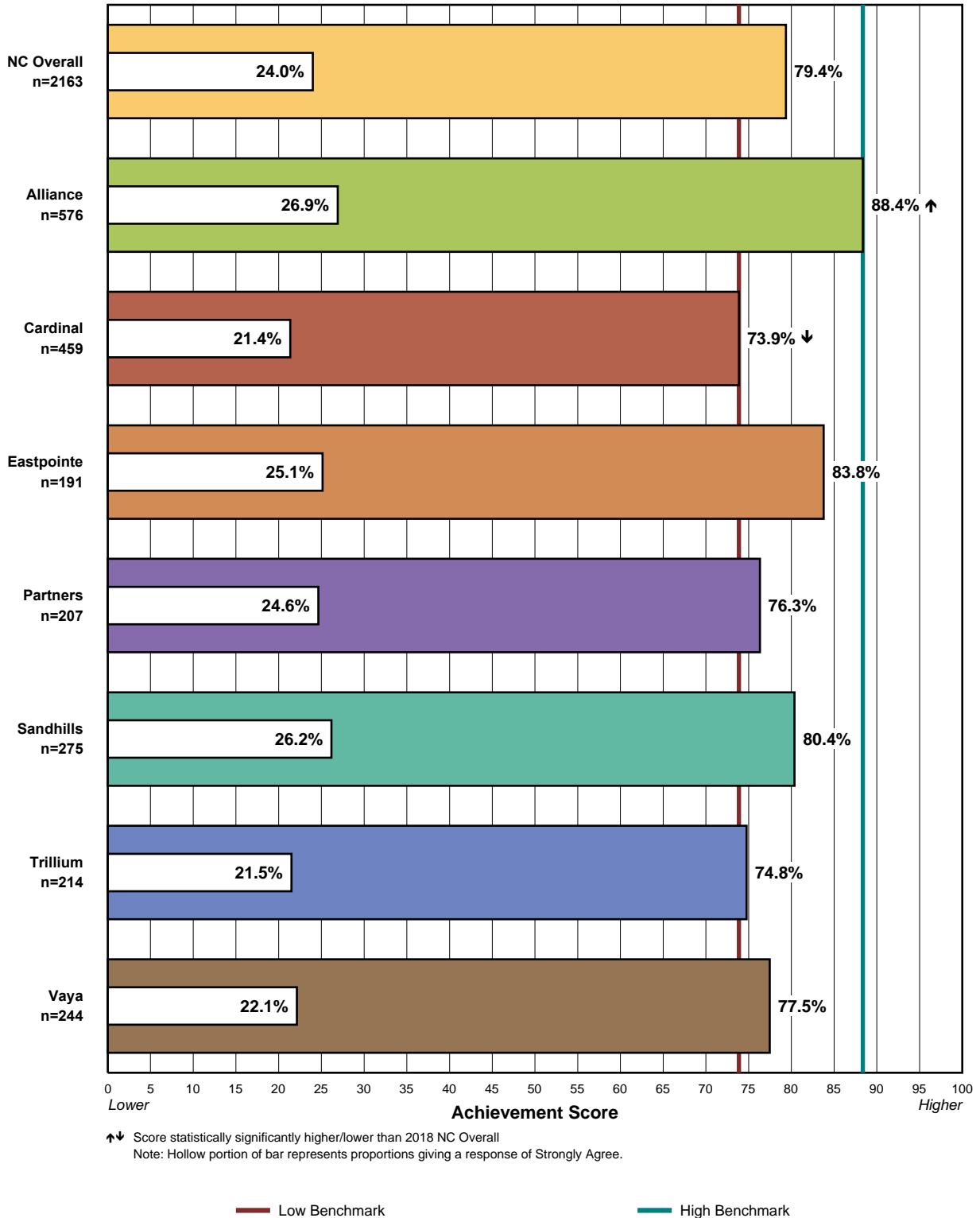Lower

Achievement Score

Higher

↑↓ Score statistically significantly higher/lower than 2018 NC Overall
Note: Hollow portion of bar represents proportions giving a response of Strongly Agree.

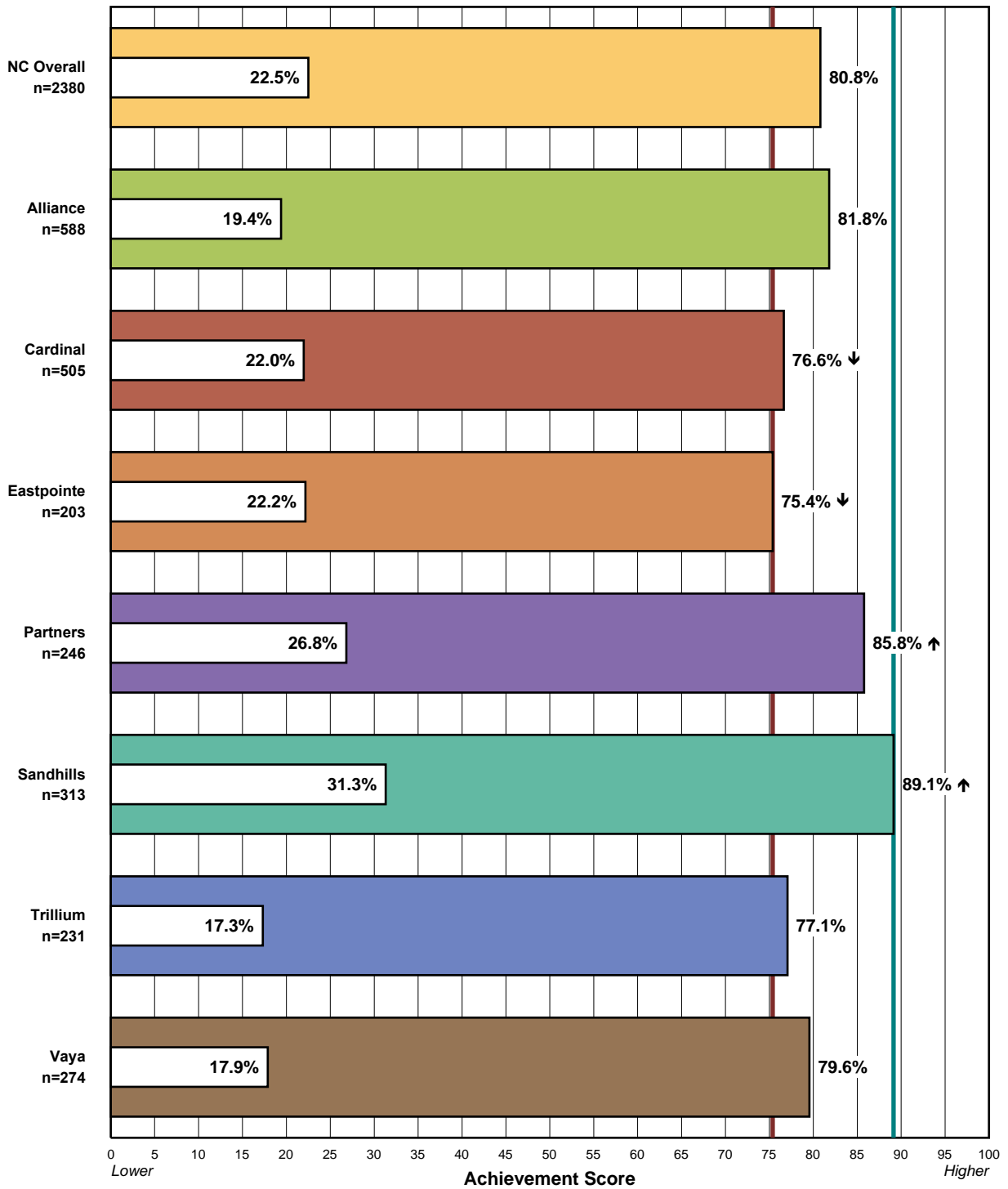Low Benchmark ━━━   High Benchmark ━━━

Single Items

Q17. Overall satisfaction with Provider Network

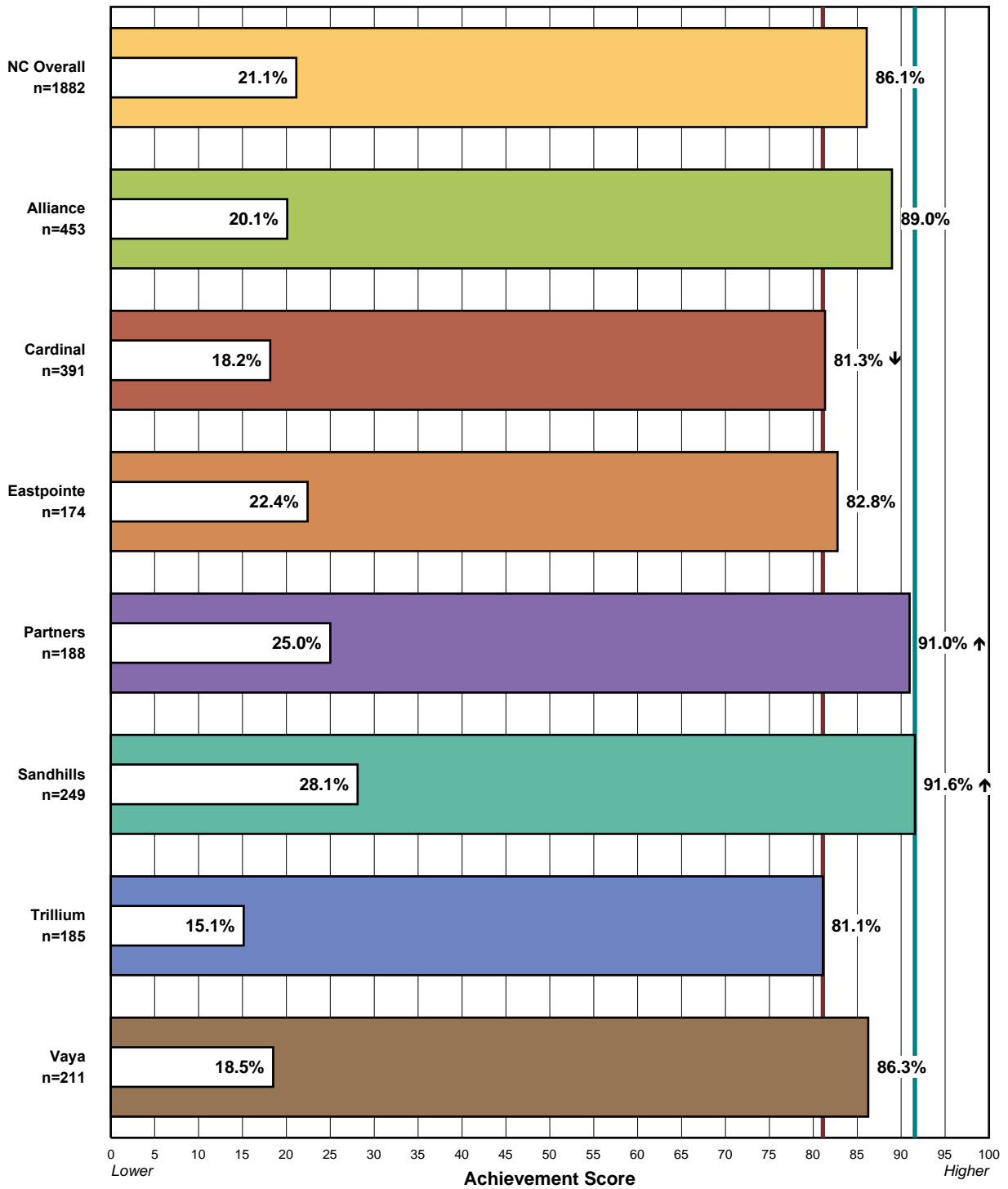| Organization	Achievement Score
NC Overall n=2308	18.8% — 85.5%
Alliance n=552	13.6% — 88.6% ↑
Cardinal n=488	16.2% — 82.0% ↓
Eastpointe n=195	17.4% — 80.5% ↓
Partners n=241	23.2% — 89.2% ↑
Sandhills n=308	25.0% — 91.2% ↑
Trillium n=223	15.7% — 83.9%
Vaya n=271	19.6% — 83.0%

Lower — Achievement Score — *Higher*

↑↓ Score statistically significantly higher/lower than 2018 NC Overall
Note: Hollow portion of bar represents proportions giving a response of Extremely Satisfied.

▬ Low Benchmark   ▬ High Benchmark

Single Items

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

NC Overall
n=1955
20.6%
88.1%

Alliance
n=463
17.7%
89.2%

Cardinal
n=415
20.5%
84.8% ↓

Eastpointe
n=180
18.3%
85.0%

Partners
n=204
26.0%
89.2%

Sandhills
n=257
20.2%
91.1%

Trillium
n=176
18.8%
88.6%

Vaya
n=230
22.6%
89.1%

0 5 10 15 20 25 30 35 40 45 50 55 60 65 70 75 80 85 90 95 100
Lower
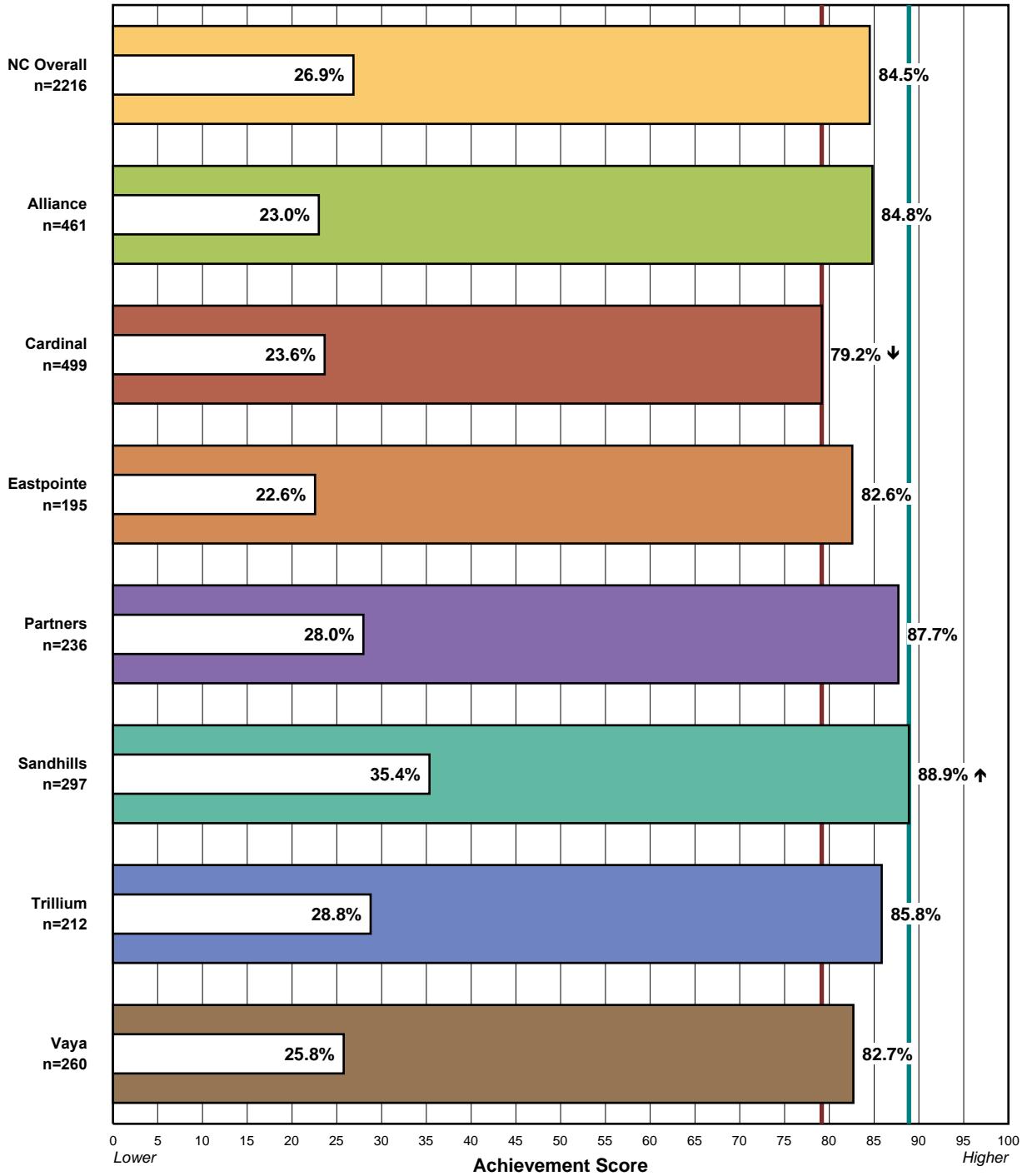**Achievement Score**
Higher

↑↓ Score statistically significantly higher/lower than 2018 NC Overall
Note: Hollow portion of bar represents proportions giving a response of Strongly Agree.

—— Low Benchmark   —— High Benchmark

Single Items

Q19. After the audit or investigation, LME/MCO requests for corrective action plans and other supporting materials are fair and reasonable
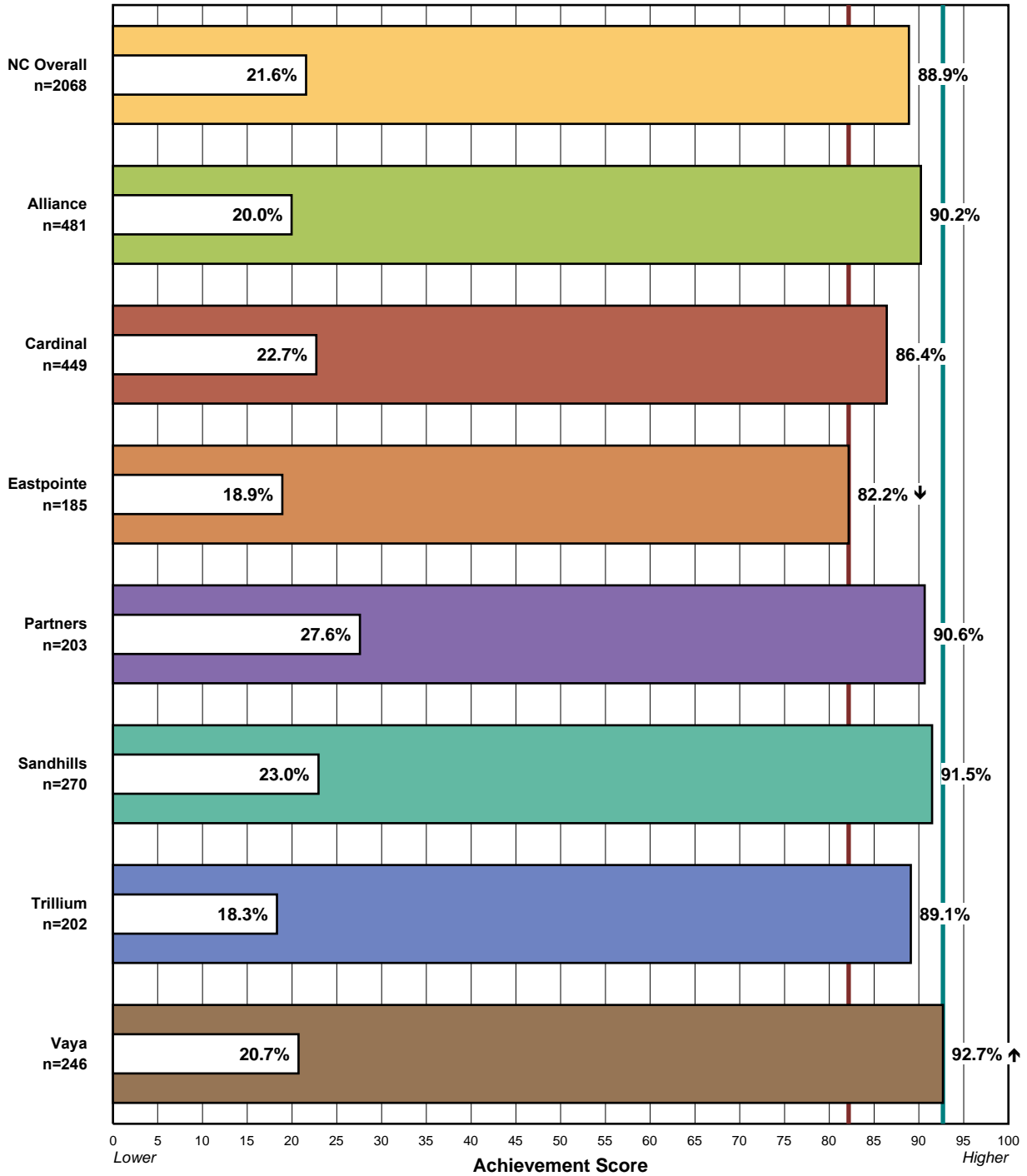
↑↓   Score statistically significantly higher/lower than 2018 NC Overall
Note: Hollow portion of bar represents proportions giving a response of Strongly Agree.

— Low Benchmark   — High Benchmark

Single Items

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

Provider	Strongly Agree	Achievement Score
NC Overall n=2159	20.1%	89.1%
Alliance n=480	17.9%	91.0%
Cardinal n=456	18.0%	85.7% ↓
Eastpointe n=195	20.5%	87.2%
Partners n=221	21.3%	91.4%
Sandhills n=285	23.5%	91.6%
Trillium n=212	20.3%	90.1%
Vaya n=257	18.7%	87.2%

Lower   Achievement Score   Higher
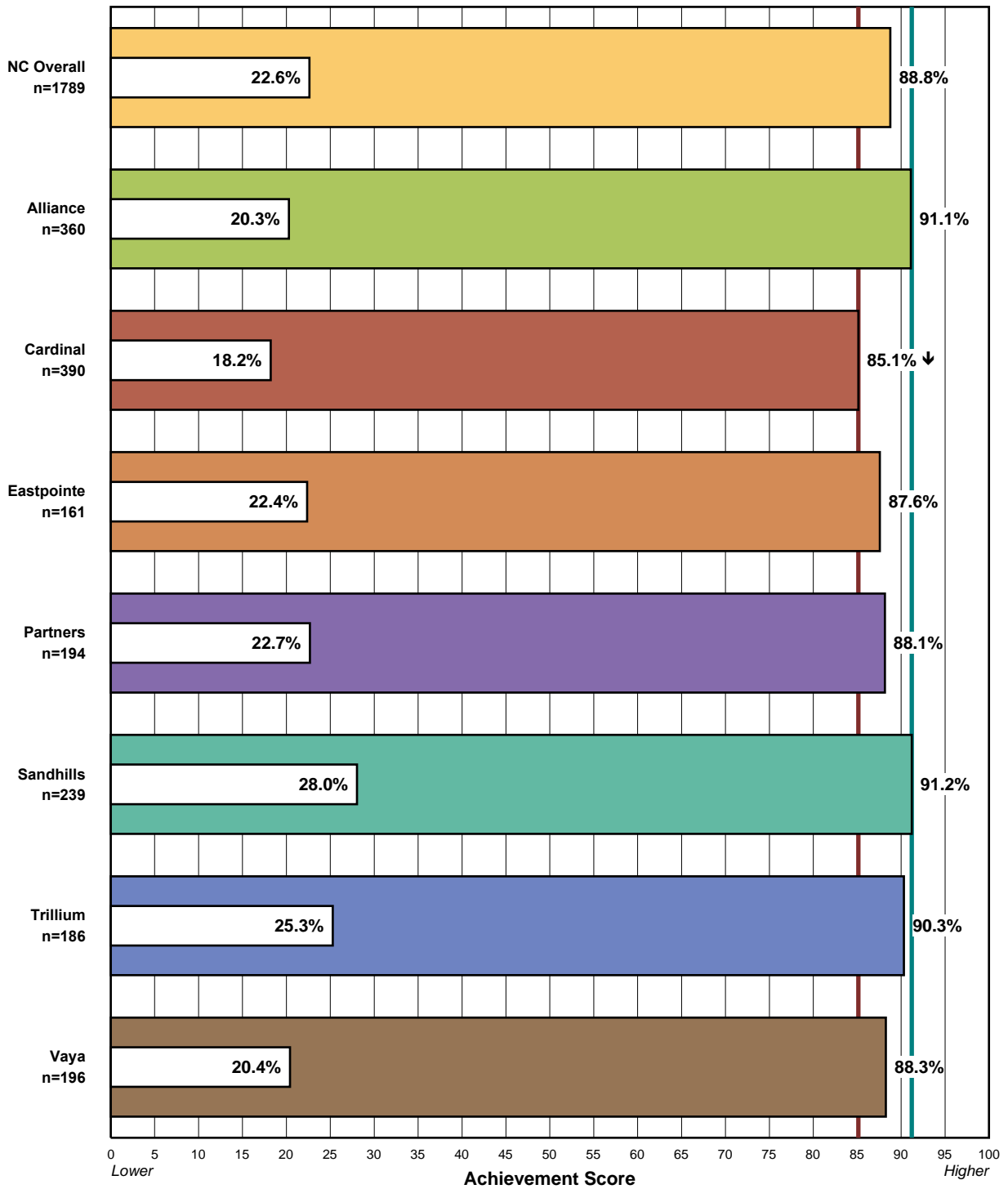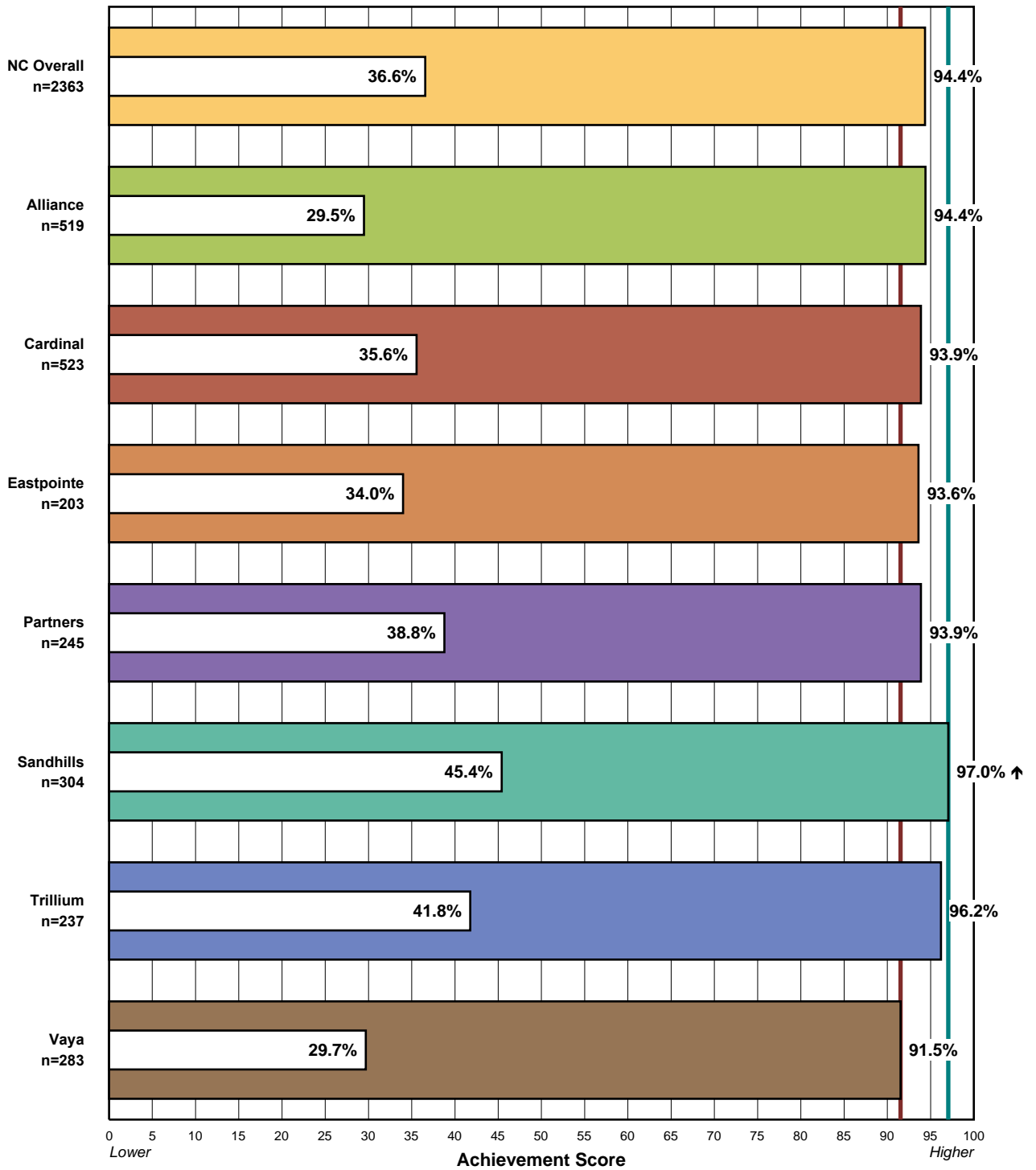
↑↓ Score statistically significantly higher/lower than 2018 NC Overall
Note: Hollow portion of bar represents proportions giving a response of Strongly Agree.

━━━ Low Benchmark   ━━━ High Benchmark

Single Items

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

NC Overall n=1879	18.9% 89.9%
Alliance n=424	16.5% 92.5%
Cardinal n=388	15.7% 86.9%
Eastpointe n=177	20.9% 87.6%
Partners n=198	17.7% 89.9%
Sandhills n=271	26.2% 94.1% ↑
Trillium n=177	19.2% 89.8%
Vaya n=197	14.2% 88.3%

Lower   **Achievement Score**   *Higher*
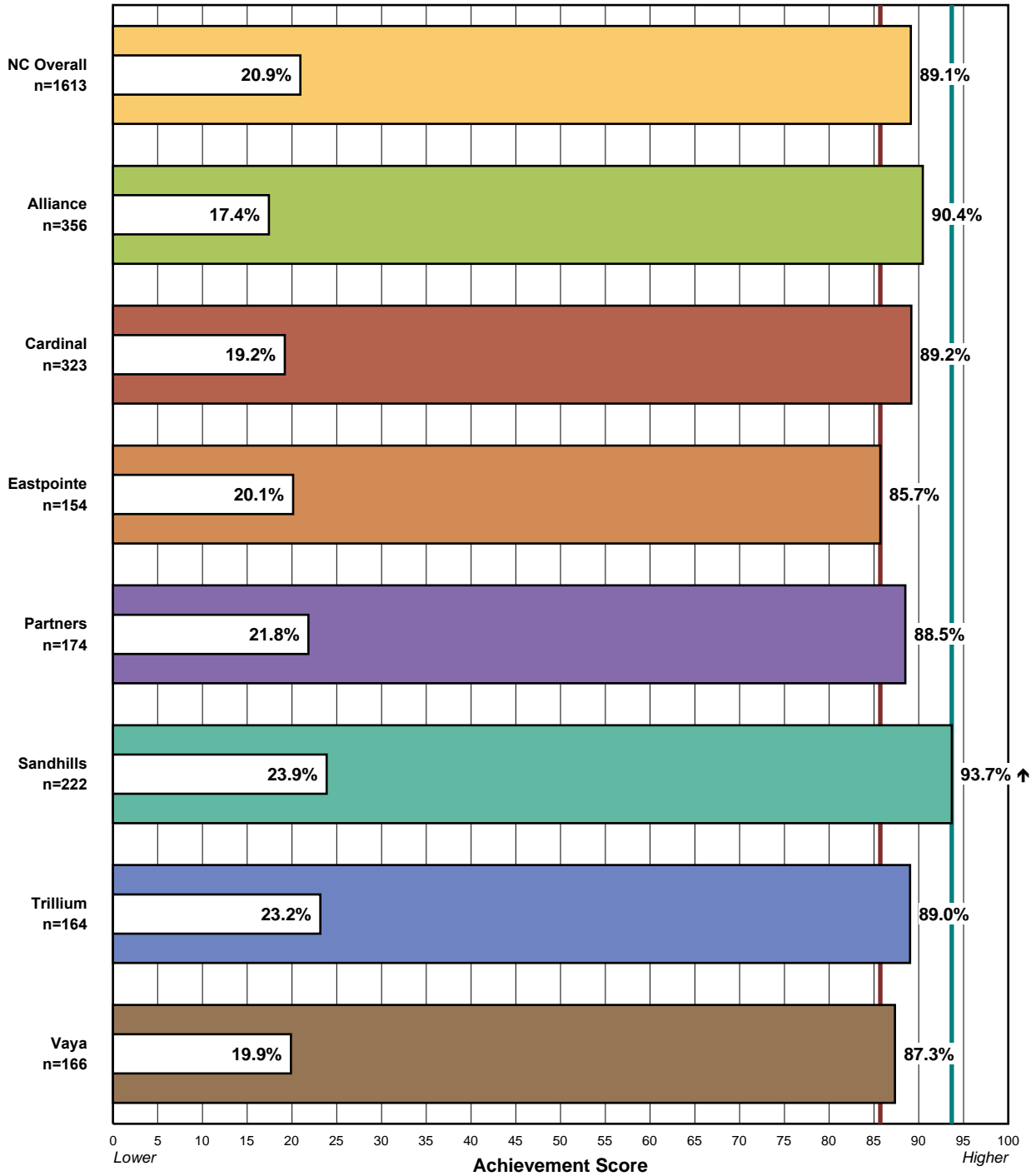
↑↓ Score statistically significantly higher/lower than 2018 NC Overall
Note: Hollow portion of bar represents proportions giving a response of Strongly Agree.

━━ Low Benchmark   ━━ High Benchmark

Single Items

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

	Achievement Score
NC Overall n=2206	24.8% — 91.8%
Alliance n=572	20.6% — 93.2%
Cardinal n=465	17.8% — 83.7% ↓
Eastpointe n=197	24.4% — 89.3%
Partners n=223	27.8% — 95.5% ↑
Sandhills n=307	29.0% — 93.2%
Trillium n=201	25.4% — 94.0%
Vaya n=237	28.3% — 94.1%

Lower   Achievement Score   *Higher*
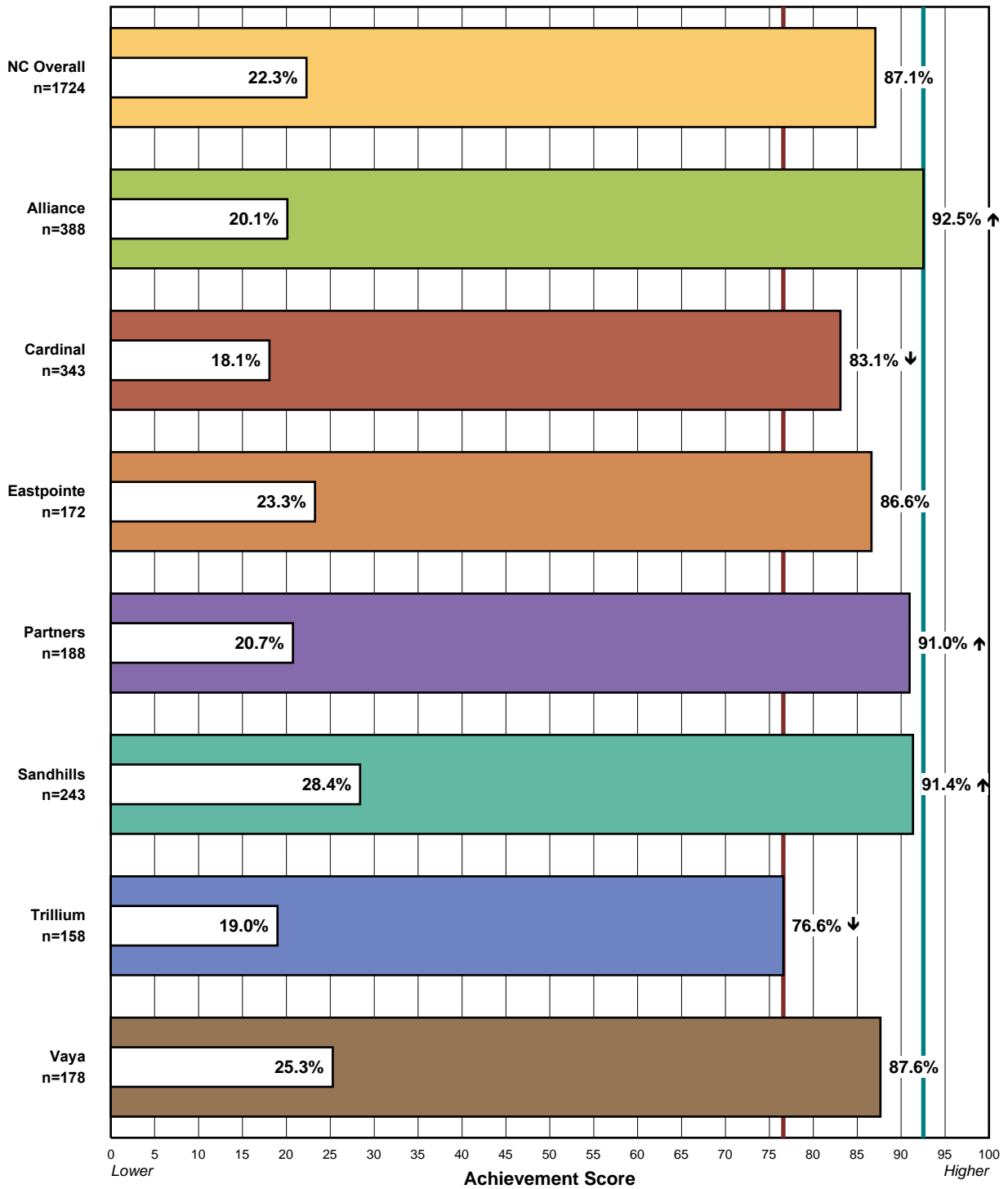
↑↓ Score statistically significantly higher/lower than 2018 NC Overall
Note: Hollow portion of bar represents proportions giving a response of Strongly Agree.

—— Low Benchmark   —— High Benchmark

Single Items

Q24. Denials for treatment and services are explained

NC Overall
n=2116 — 15.6% — 85.1%

Alliance
n=525 — 13.7% — 85.3%

Cardinal
n=454 — 12.8% — 81.1% ↓

Eastpointe
n=189 — 16.4% — 83.1%

Partners
n=217 — 16.6% — 87.6%

Sandhills
n=284 — 21.1% — 88.7% ↑

Trillium
n=195 — 12.8% — 85.6%

Vaya
n=237 — 15.2% — 84.0%

Lower   **Achievement Score**   *Higher*
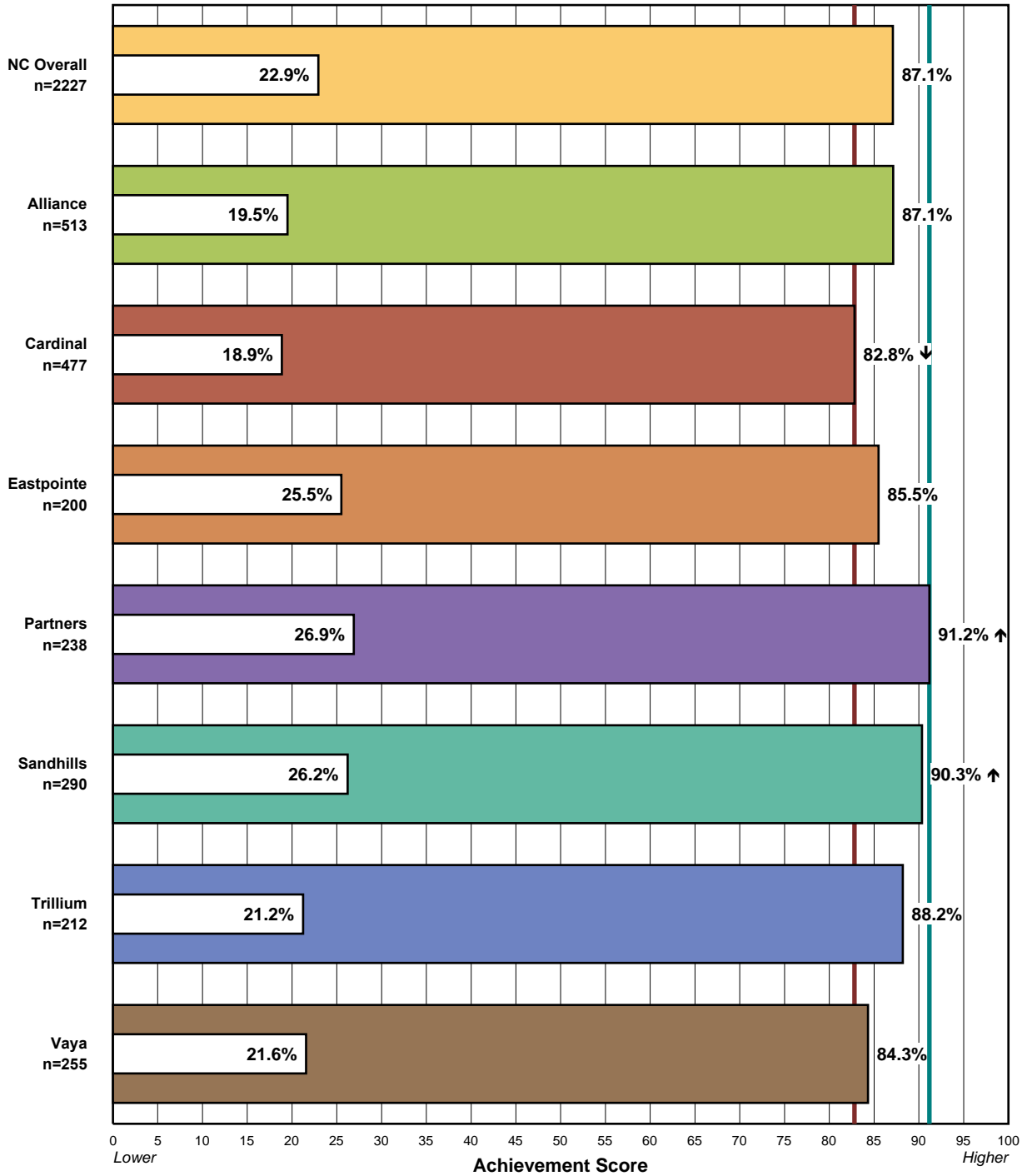
↑↓ Score statistically significantly higher/lower than 2018 NC Overall
Note: Hollow portion of bar represents proportions giving a response of Strongly Agree.

━━ Low Benchmark   ━━ High Benchmark

Single Items

Q25. The authorizations issued are accurate (correct date, consumer and service)

NC Overall
n=2174 — 23.8% — 95.1%

Alliance
n=553 — 21.2% — 96.0%

Cardinal
n=466 — 22.1% — 91.6% ↓

Eastpointe
n=195 — 21.5% — 93.3%

Partners
n=220 — 25.9% — 97.7% ↑

Sandhills
n=300 — 27.0% — 96.7%

Trillium
n=200 — 23.5% — 95.0%

Vaya
n=233 — 25.3% — 95.3%

Achievement Score

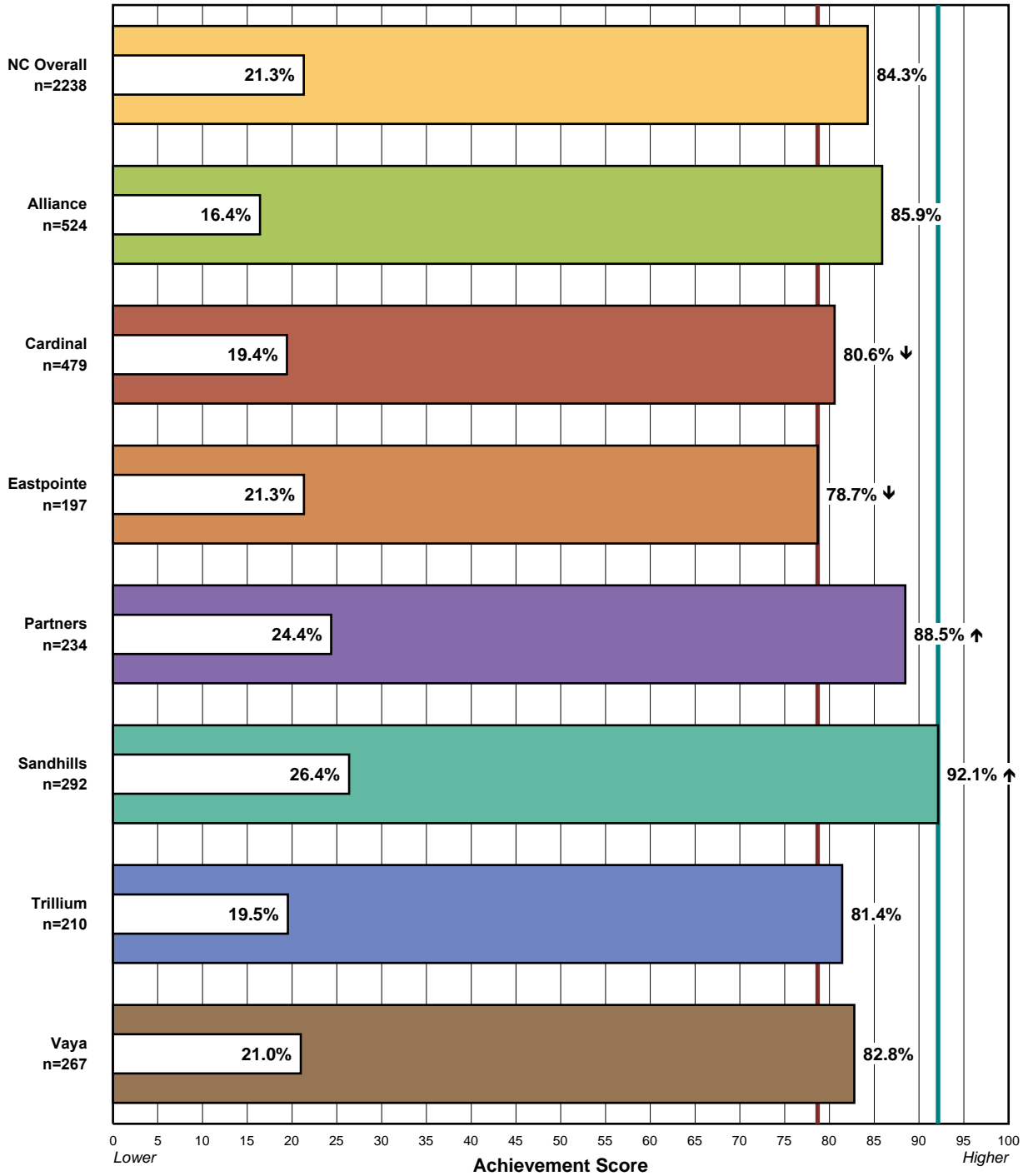Lower   Higher

↑↓ Score statistically significantly higher/lower than 2018 NC Overall
Note: Hollow portion of bar represents proportions giving a response of Strongly Agree.

━━ Low Benchmark   ━━ High Benchmark

Single Items

Q26. My agency is satisfied with the appeals process for denial, reduction, or suspension of service(s)

NC Overall n=1778	14.6%	81.9%
Alliance n=432	14.4%	81.7%
Cardinal n=372	13.4%	78.2%
Eastpointe n=170	12.4%	79.4%
Partners n=185	15.1%	83.8%
Sandhills n=232	18.1%	84.9%
Trillium n=162	14.8%	80.9%
Vaya n=198	14.1%	84.3%

Lower   Achievement Score   Higher
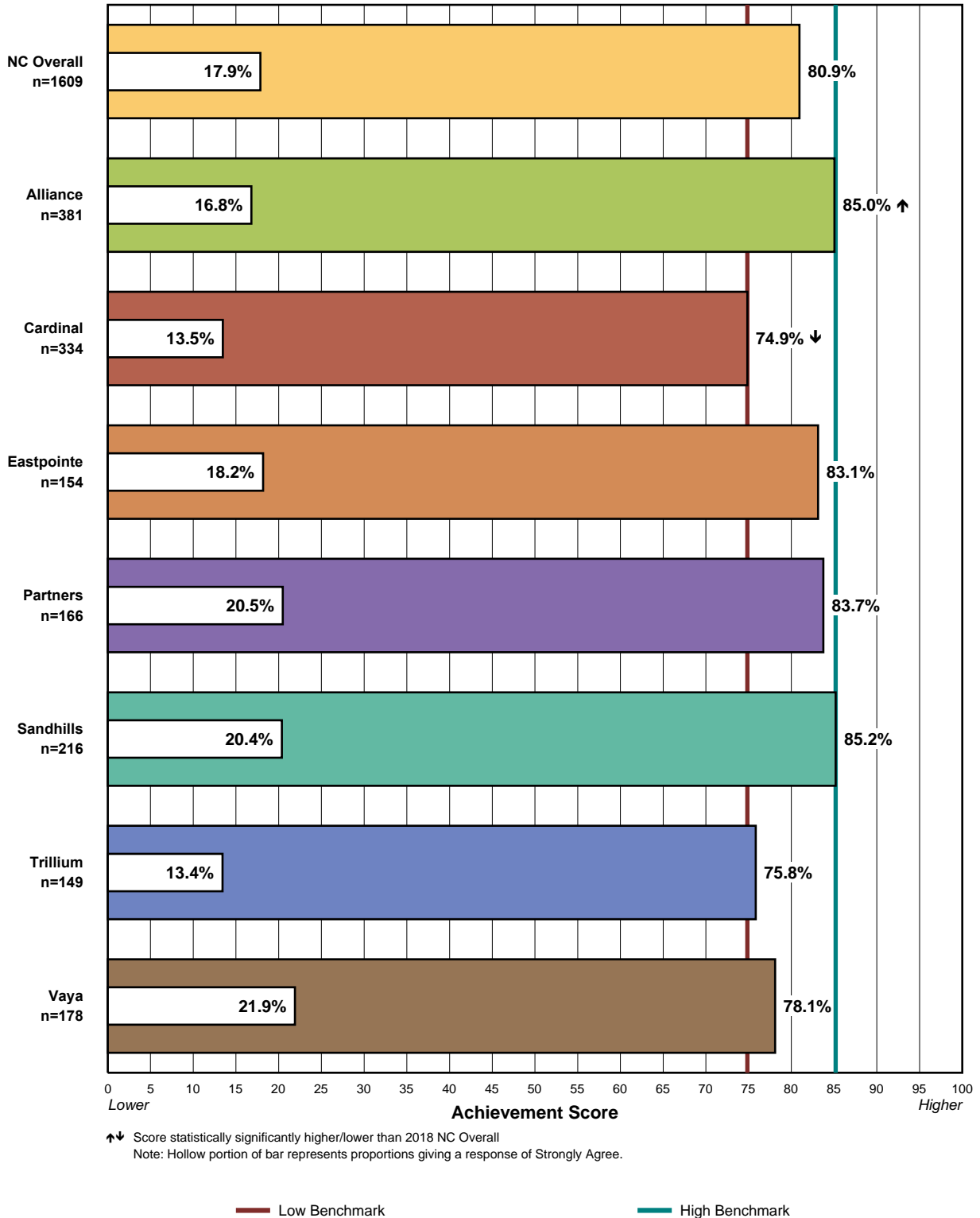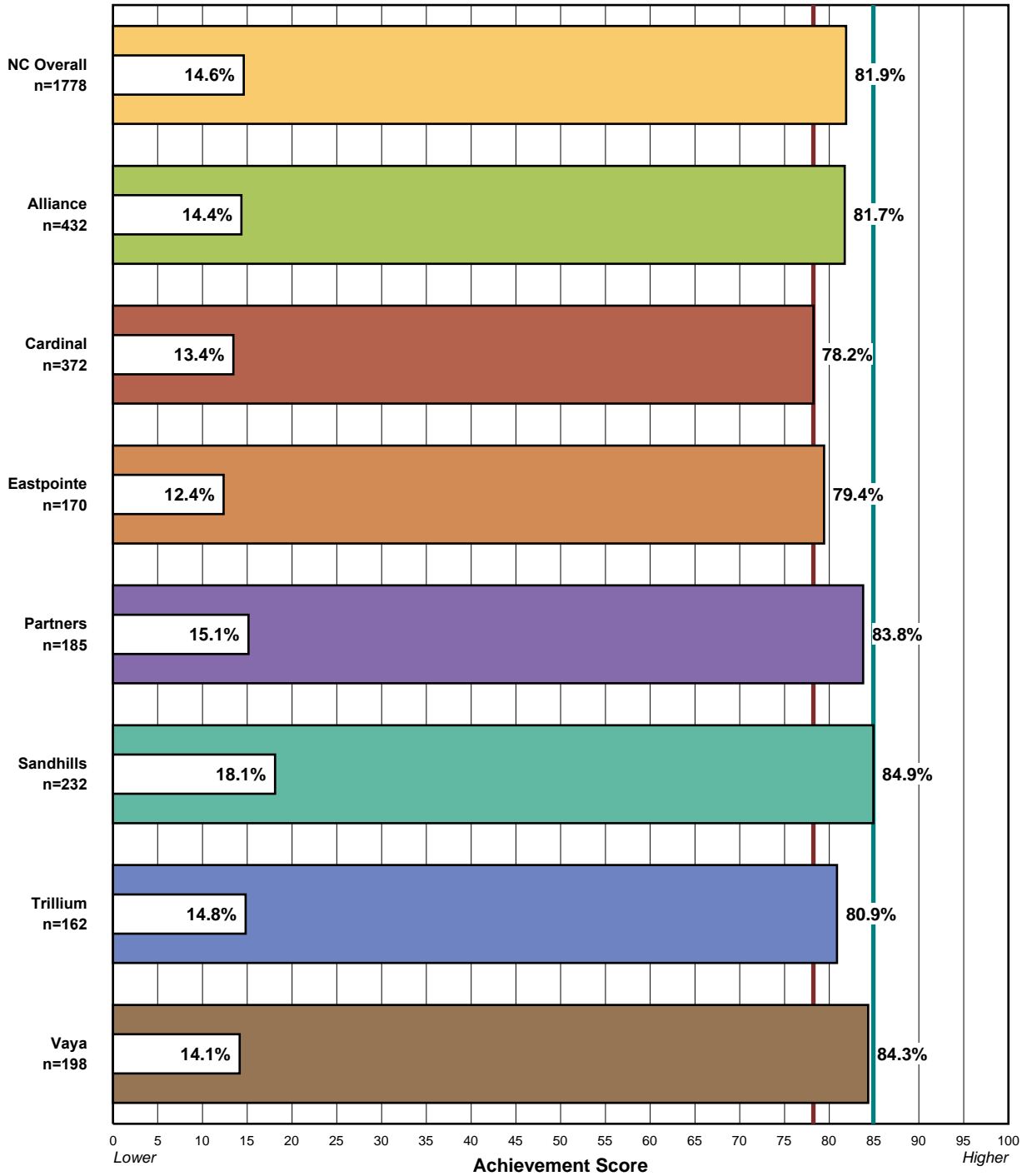
↑↓   Score statistically significantly higher/lower than 2018 NC Overall
      Note: Hollow portion of bar represents proportions giving a response of Strongly Agree.

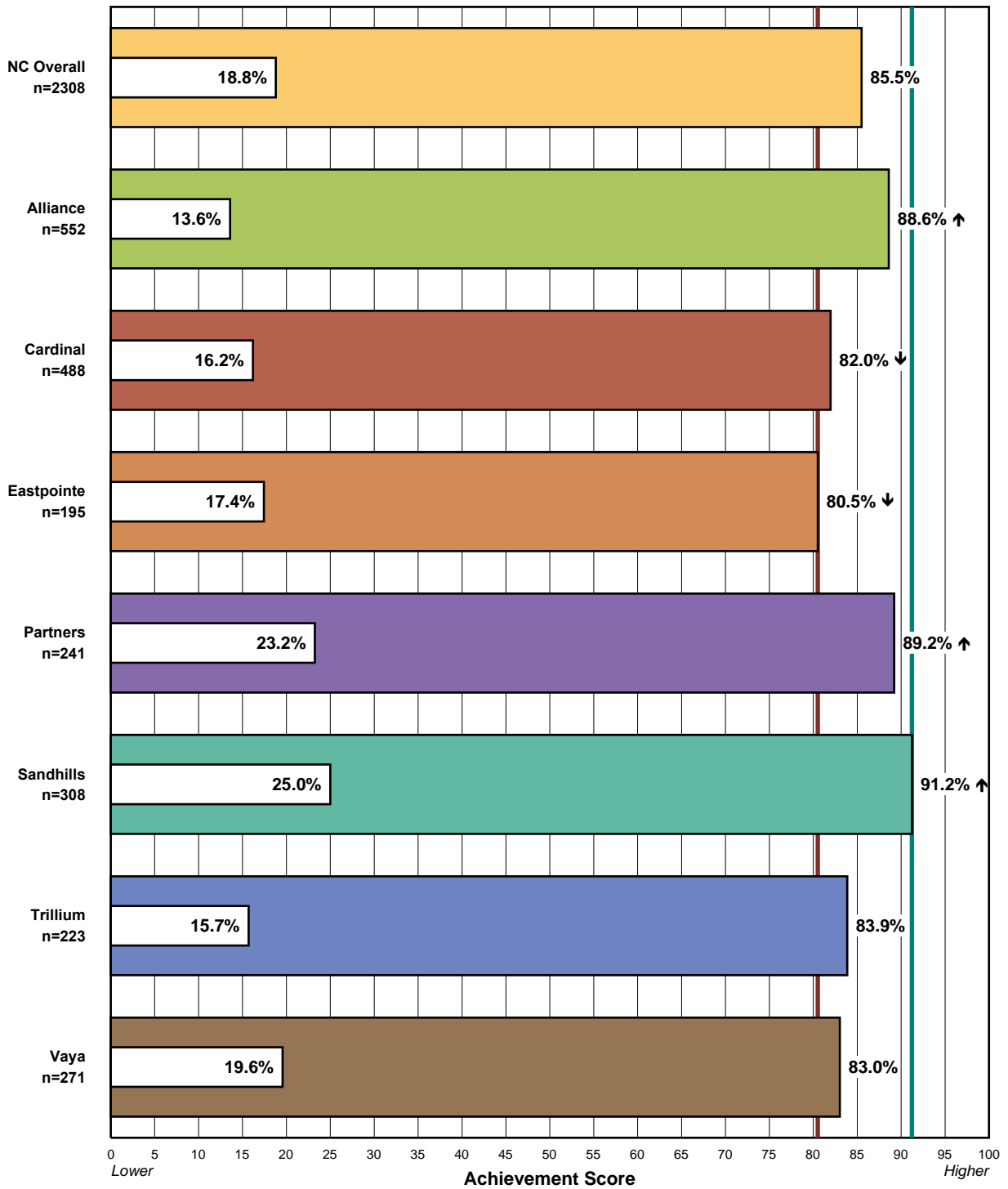——— Low Benchmark   ——— High Benchmark

Single Items

Q27. The LME/MCOs website has been a useful tool for helping my agency find the tools and materials needed to provide services

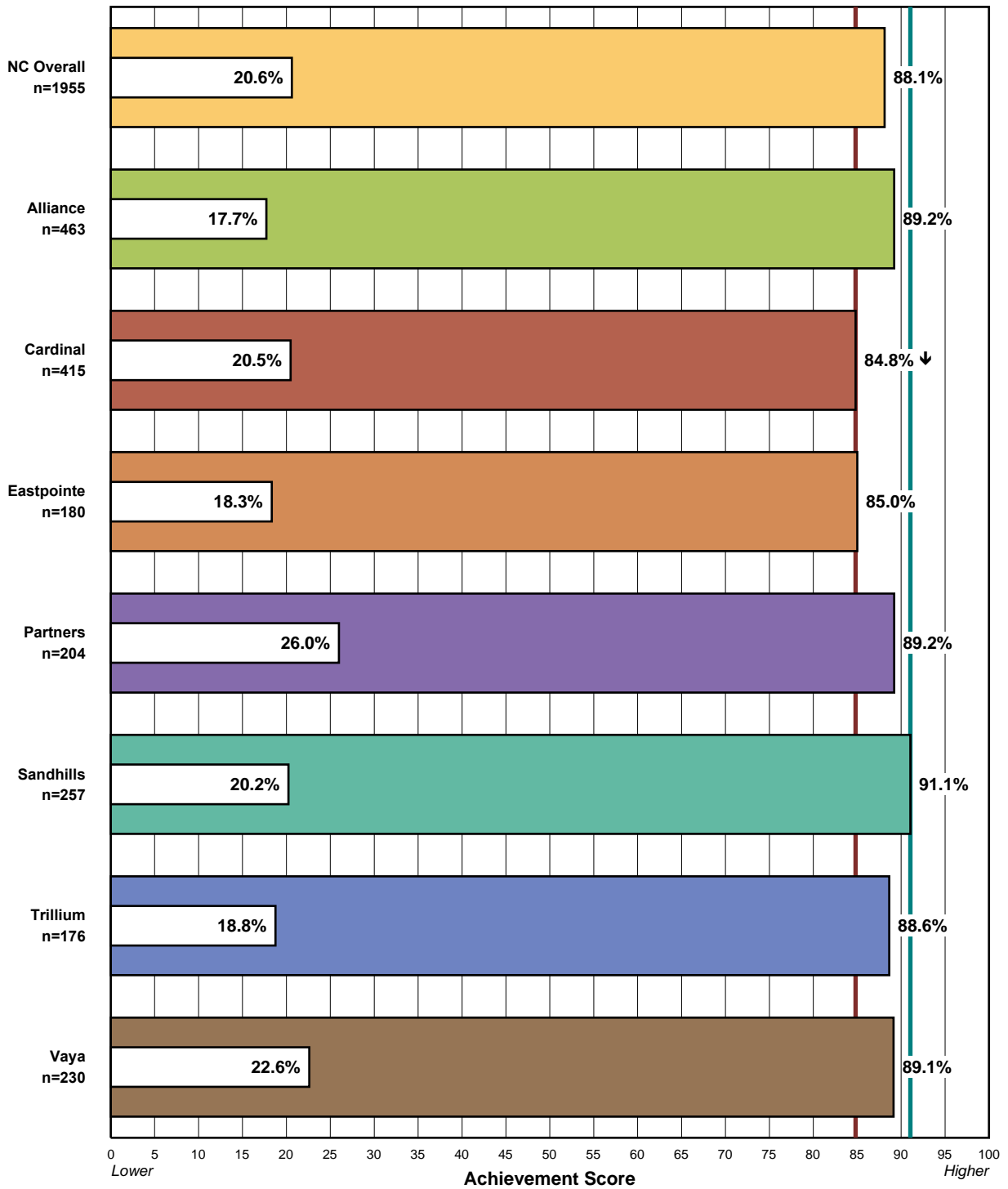|	Achievement Score
NC Overall n=2171	17.3% 84.1%
Alliance n=527	15.4% 84.4%
Cardinal n=464	14.9% 79.1% ↓
Eastpointe n=195	15.4% 77.9% ↓
Partners n=222	20.7% 89.6% ↑
Sandhills n=285	21.8% 89.1% ↑
Trillium n=208	17.3% 86.1%
Vaya n=245	15.1% 82.4%

Lower   **Achievement Score**   *Higher*
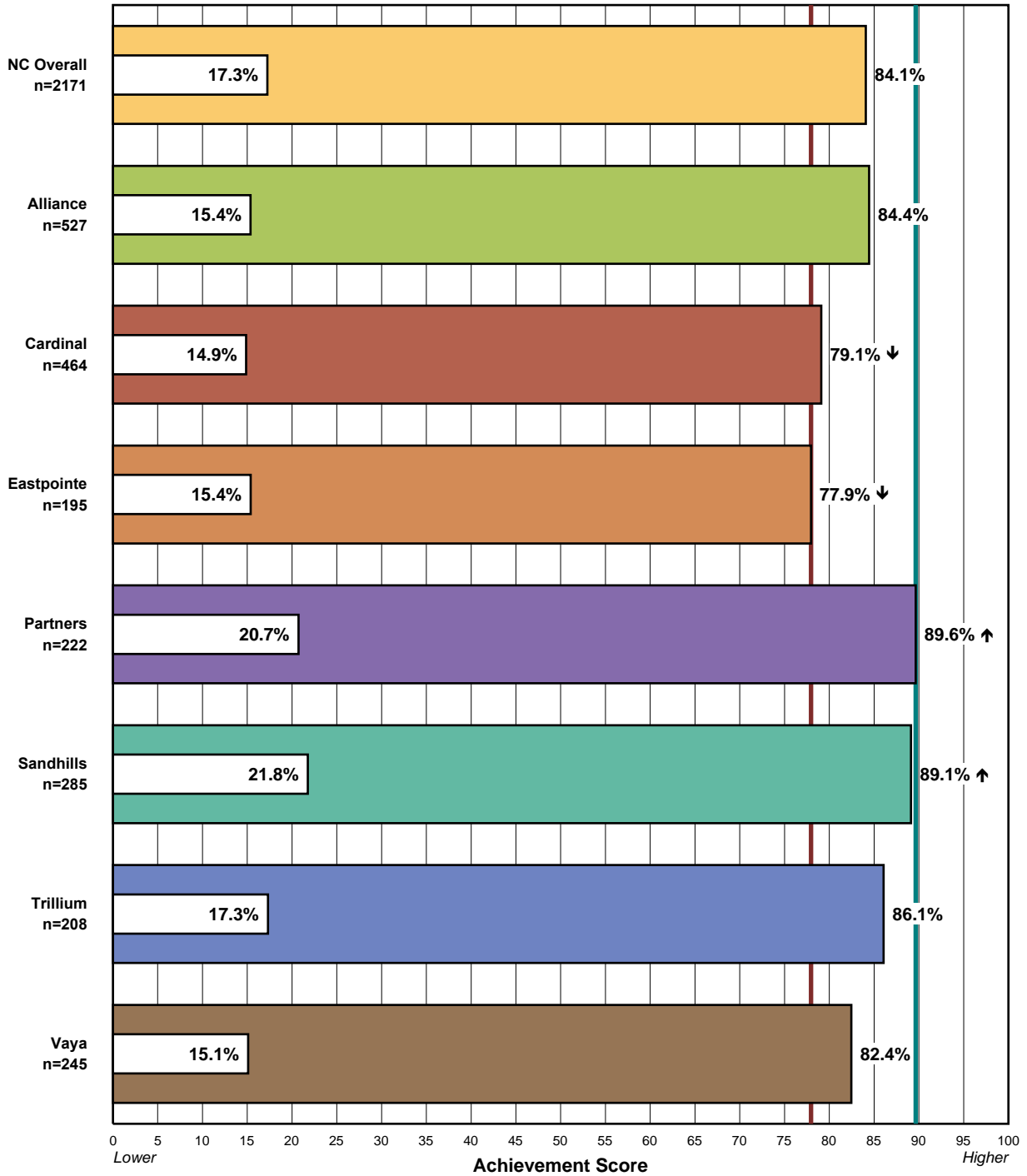
↑↓ Score statistically significantly higher/lower than 2018 NC Overall
Note: Hollow portion of bar represents proportions giving a response of Strongly Agree.

━━ Low Benchmark   ━━ High Benchmark

Single Items

Q28. Overall satisfaction with the LME/MCO

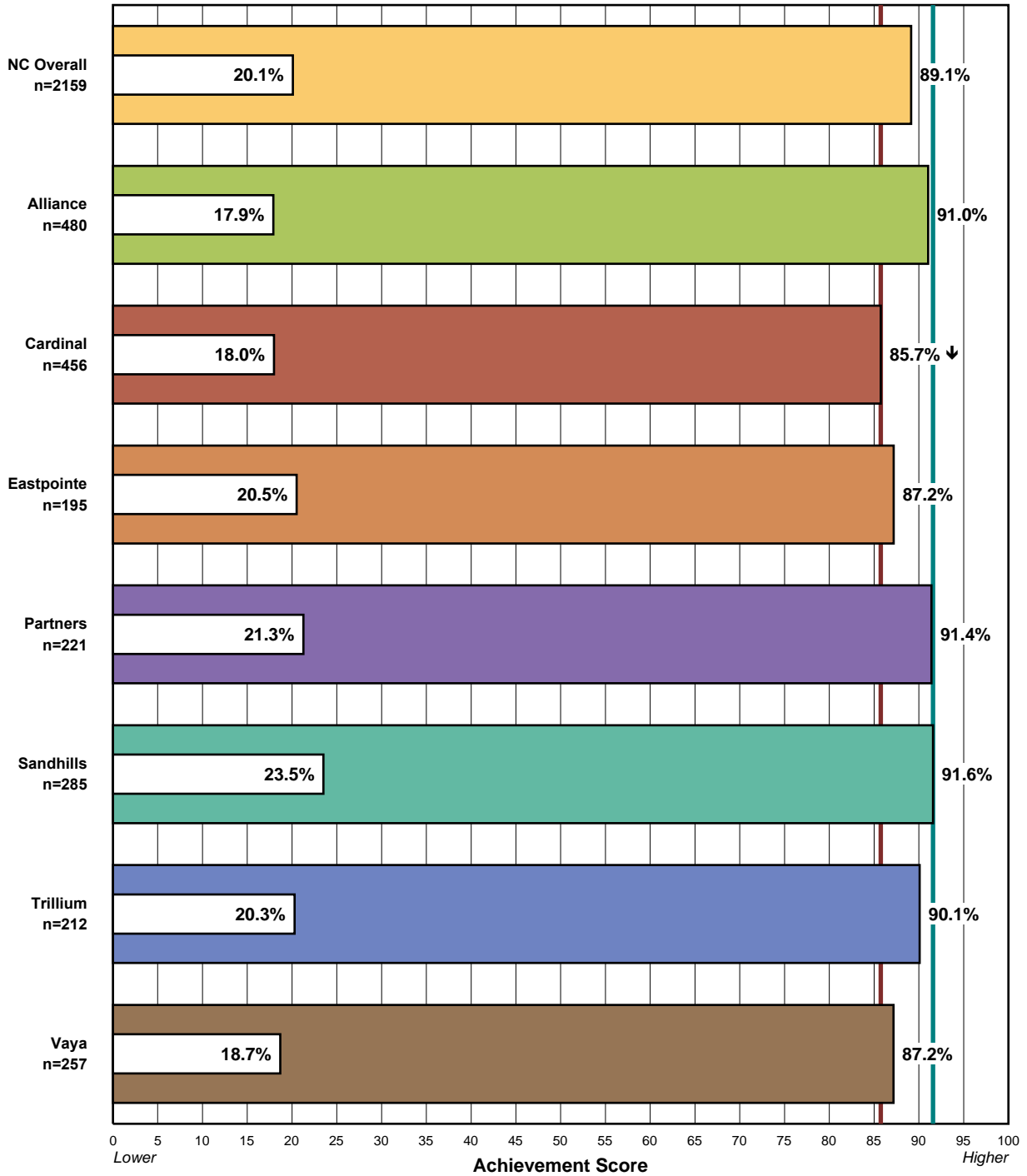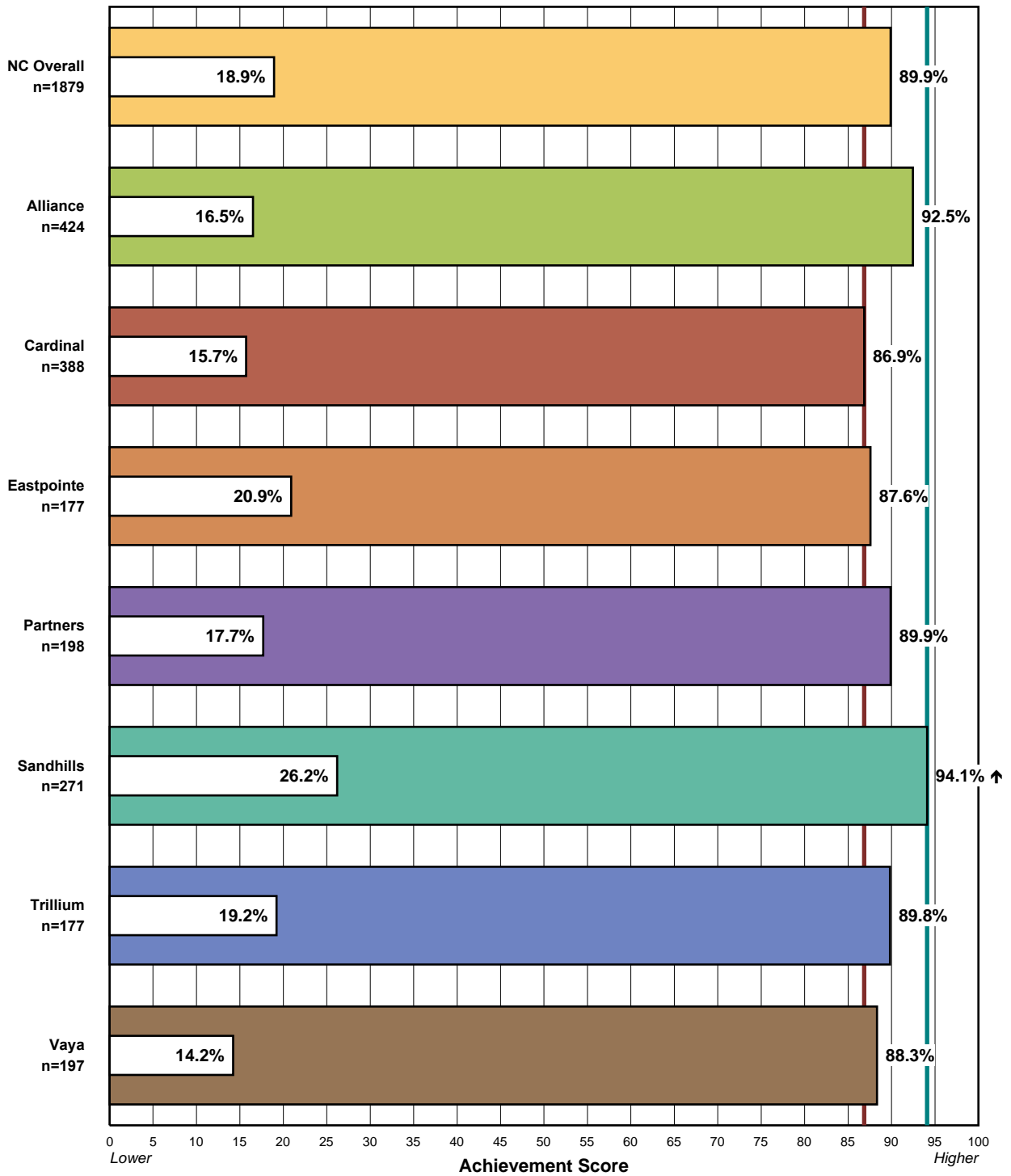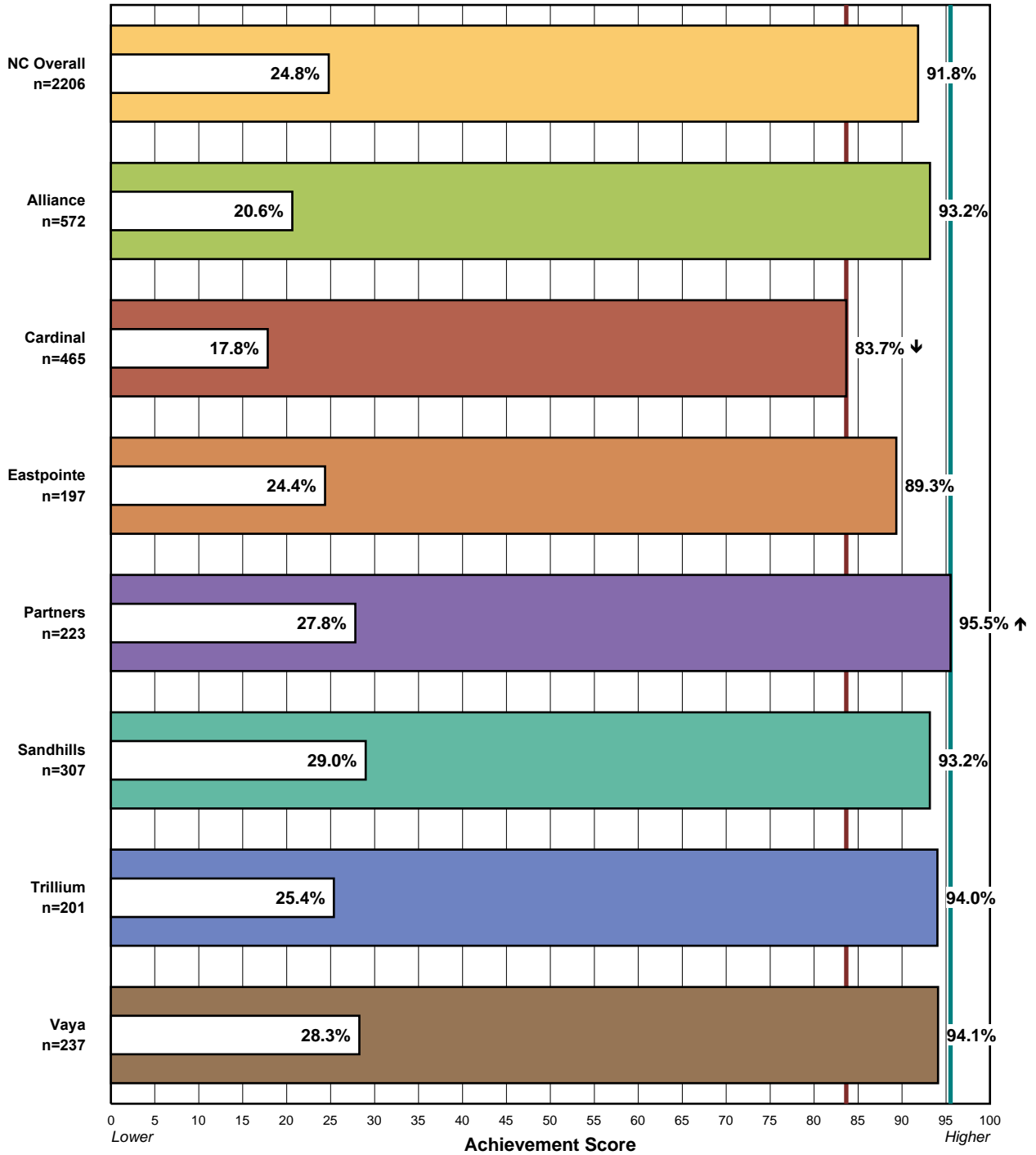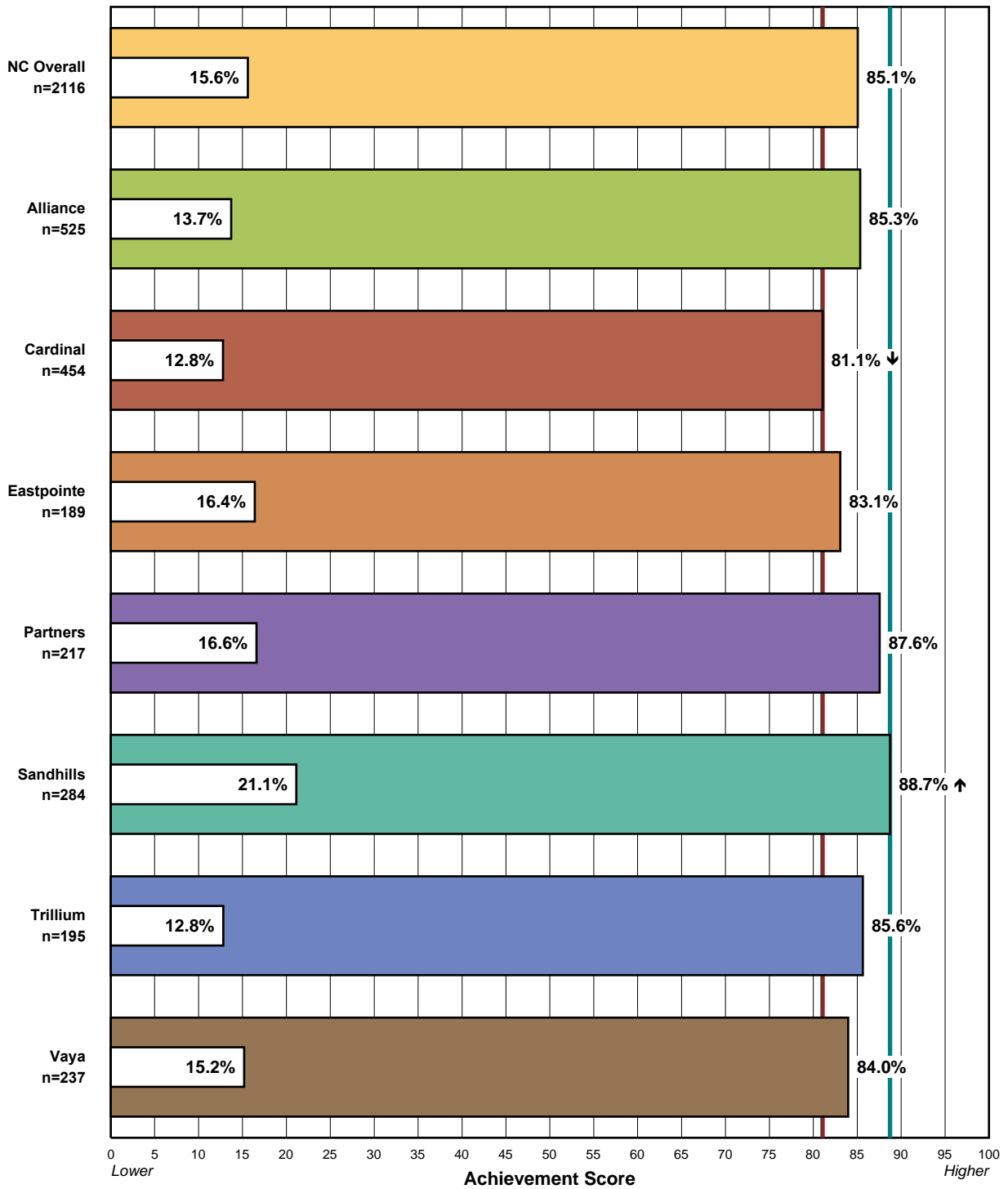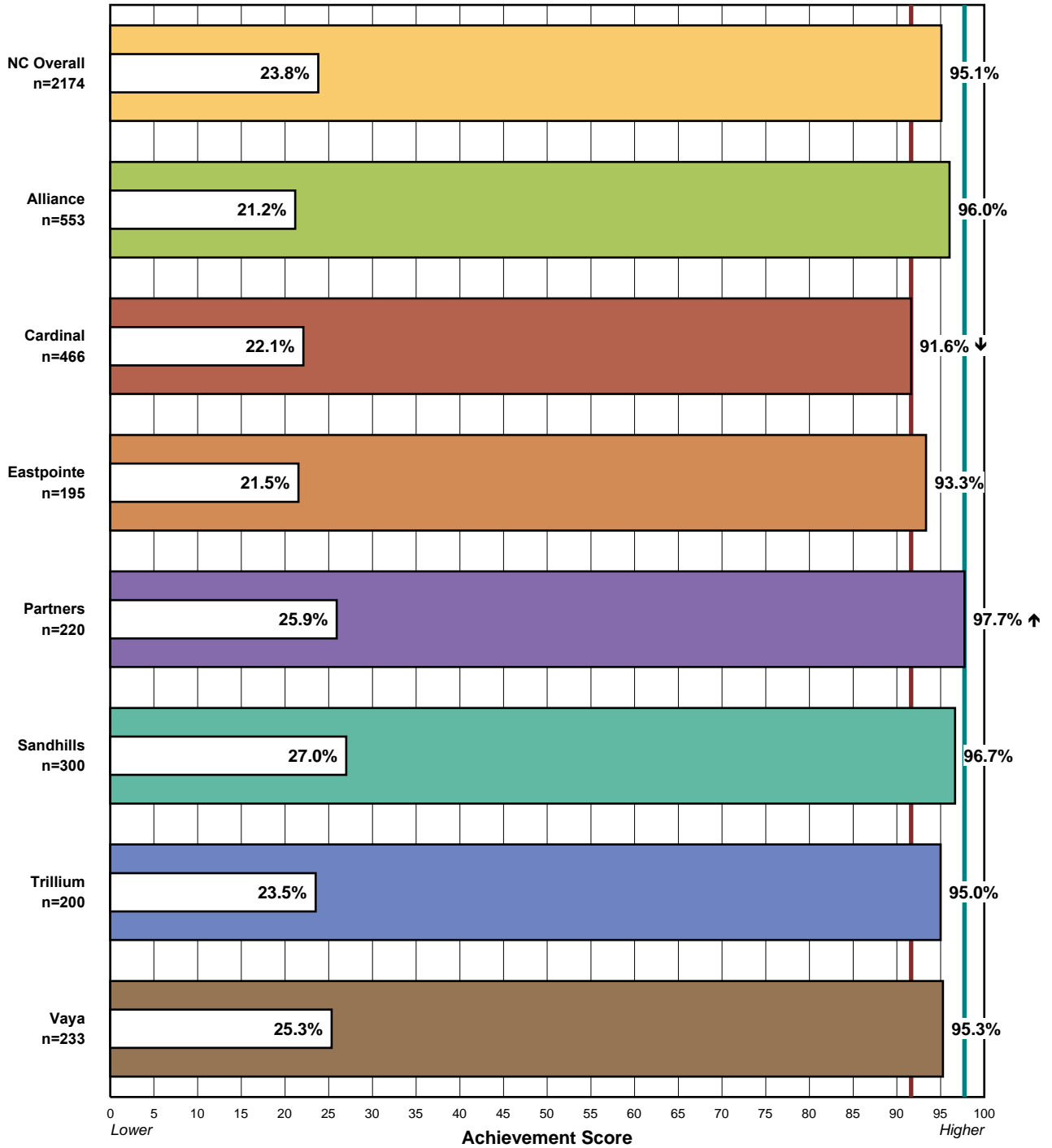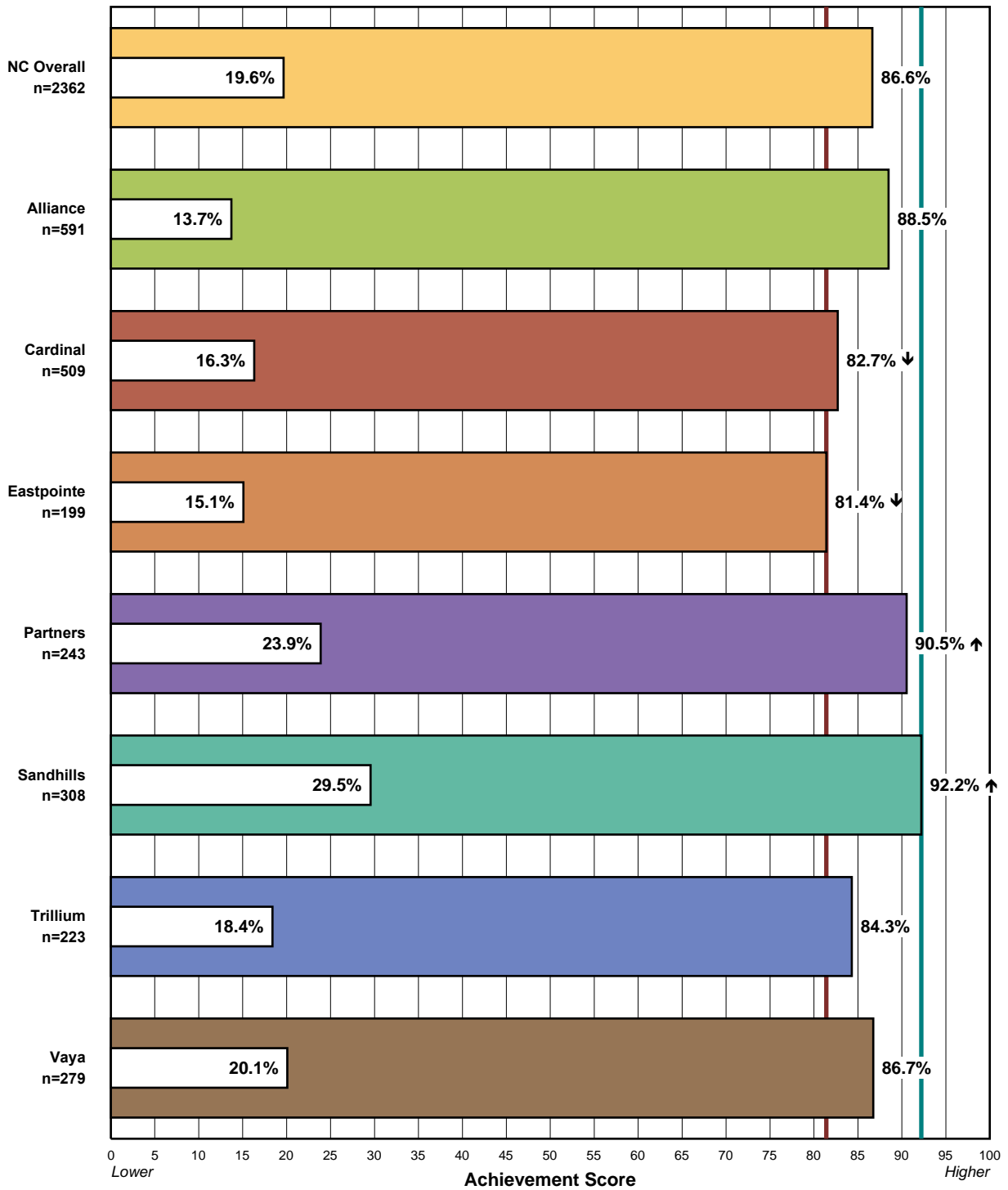|	Achievement Score
NC Overall n=2362	19.6% 86.6%
Alliance n=591	13.7% 88.5%
Cardinal n=509	16.3% 82.7% ↓
Eastpointe n=199	15.1% 81.4% ↓
Partners n=243	23.9% 90.5% ↑
Sandhills n=308	29.5% 92.2% ↑
Trillium n=223	18.4% 84.3%
Vaya n=279	20.1% 86.7%

Lower   **Achievement Score**   *Higher*

↑↓   Score statistically significantly higher/lower than 2018 NC Overall
Note: Hollow portion of bar represents proportions giving a response of Extremely Satisfied.

━━ Low Benchmark   ━━ High Benchmark

Responses by Question

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

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Less than 6 months	26	1.0%	24	3.6%	5	0.9%	1	0.5%	3	1.1%	1	0.3%	2	0.8%	0	0.0%
1 - 2 years	150	5.8%	106	15.8%	36	6.5%	7	3.2%	14	5.3%	6	1.8%	12	4.8%	10	3.3%
3 - 5 years	252	9.8%	122	18.2%	62	11.3%	7	3.2%	21	8.0%	30	9.2%	29	11.7%	21	7.0%
6 years or more	2146	83.3%	419	62.4%	448	81.3%	202	93.1%	226	85.6%	288	88.6%	205	82.7%	268	89.6%
Total	2575	100.0%	671	100.0%	551	100.0%	217	100.0%	264	100.0%	325	100.0%	248	100.0%	299	100.0%
Not Answered	0		0		0		0		0		0		0		0	

Q2.   **What is your provider type?**

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Provider Agency	1616	62.8%	419	62.4%	328	59.6%	161	74.2%	167	63.3%	222	68.3%	123	49.6%	185	61.9%
Licensed Independent Practitioner (LIP) or LIP group	861	33.4%	241	35.9%	210	38.2%	49	22.6%	85	32.2%	89	27.4%	111	44.8%	99	33.1%
Community Hospital	98	3.8%	11	1.6%	12	2.2%	7	3.2%	12	4.5%	14	4.3%	14	5.6%	15	5.0%
Total	2574	100.0%	671	100.0%	550	100.0%	217	100.0%	264	100.0%	325	100.0%	248	100.0%	299	100.0%
Not Answered	1		0		1		0		0		0		0		0	

Q3.1.   **Please select the services you provide. Response: Community**

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	917	35.7%	241	36.1%	191	34.9%	91	41.9%	97	36.9%	112	34.5%	74	29.8%	107	35.8%
No	1652	64.3%	426	63.9%	357	65.1%	126	58.1%	166	63.1%	213	65.5%	174	70.2%	192	64.2%
Total	2569	100.0%	667	100.0%	548	100.0%	217	100.0%	263	100.0%	325	100.0%	248	100.0%	299	100.0%
Not Answered	6		4		3		0		1		0		0		0	

Q3.2.   **Please select the services you provide. Response: Outpatient**

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	1616	62.9%	518	77.7%	342	62.4%	126	58.1%	169	64.3%	184	56.6%	159	64.1%	171	57.2%
No	954	37.1%	149	22.3%	206	37.6%	91	41.9%	94	35.7%	141	43.4%	89	35.9%	128	42.8%
Total	2569	100.0%	667	100.0%	548	100.0%	217	100.0%	263	100.0%	325	100.0%	248	100.0%	299	100.0%
Not Answered	6		4		3		0		1		0		0		0	

Q3.3.   Please select the services you provide. Response: Residential

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	756	29.4%	113	16.9%	149	27.2%	80	36.9%	79	30.0%	111	34.2%	64	25.8%	104	34.8%
No	1814	70.6%	554	83.1%	399	72.8%	137	63.1%	184	70.0%	214	65.8%	184	74.2%	195	65.2%
Total	2569	100.0%	667	100.0%	548	100.0%	217	100.0%	263	100.0%	325	100.0%	248	100.0%	299	100.0%
Not Answered	6		4		3		0		1		0		0		0	

Q3.4.   Please select the services you provide. Response: Inpatient (Include psychiatric, detoxification, and/or crisis)

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	203	7.9%	31	4.6%	29	5.3%	16	7.4%	29	11.0%	22	6.8%	22	8.9%	34	11.4%
No	2366	92.1%	636	95.4%	519	94.7%	201	92.6%	234	89.0%	303	93.2%	226	91.1%	265	88.6%
Total	2569	100.0%	667	100.0%	548	100.0%	217	100.0%	263	100.0%	325	100.0%	248	100.0%	299	100.0%
Not Answered	6		4		3		0		1		0		0		0	

Q3.5.   Please select the services you provide. Response: Intermediate Care Facility

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	172	6.7%	33	4.9%	33	6.0%	16	7.4%	16	6.1%	28	8.6%	15	6.0%	23	7.7%
No	2398	93.3%	634	95.1%	515	94.0%	201	92.6%	247	93.9%	297	91.4%	233	94.0%	276	92.3%
Total	2569	100.0%	667	100.0%	548	100.0%	217	100.0%	263	100.0%	325	100.0%	248	100.0%	299	100.0%
Not Answered	6		4		3		0		1		0		0		0	

Q3.6.   Please select the services you provide. Response: Innovations Services

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	690	26.9%	84	12.6%	159	29.0%	76	35.0%	67	25.5%	99	30.5%	65	26.2%	87	29.1%
No	1880	73.1%	583	87.4%	389	71.0%	141	65.0%	196	74.5%	226	69.5%	183	73.8%	212	70.9%
Total	2569	100.0%	667	100.0%	548	100.0%	217	100.0%	263	100.0%	325	100.0%	248	100.0%	299	100.0%
Not Answered	6		4		3		0		1		0		0		0	

Q4.1. **What are the Priority Populations served? Response: Adult Intellectual/Developmental Disability**

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	1056	41.1%	191	28.7%	244	44.5%	100	46.1%	102	38.8%	148	45.5%	102	41.3%	128	42.8%
No	1512	58.9%	475	71.3%	304	55.5%	117	53.9%	161	61.2%	177	54.5%	145	58.7%	171	57.2%
Total	2567	100.0%	666	100.0%	548	100.0%	217	100.0%	263	100.0%	325	100.0%	247	100.0%	299	100.0%
Not Answered	8		5		3		0		1		0		1		0	

Q4.2. **What are the Priority Populations served? Response: Child Intellectual/Developmental Disability**

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	808	31.5%	147	22.1%	178	32.5%	83	38.2%	84	31.9%	105	32.3%	86	34.8%	85	28.4%
No	1759	68.5%	519	77.9%	370	67.5%	134	61.8%	179	68.1%	220	67.7%	161	65.2%	214	71.6%
Total	2567	100.0%	666	100.0%	548	100.0%	217	100.0%	263	100.0%	325	100.0%	247	100.0%	299	100.0%
Not Answered	8		5		3		0		1		0		1		0	

Q4.3. **What are the Priority Populations served? Response: Adult Mental Health**

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	1553	60.5%	475	71.3%	341	62.2%	127	58.5%	144	54.8%	190	58.5%	149	60.3%	173	57.9%
No	1014	39.5%	191	28.7%	207	37.8%	90	41.5%	119	45.2%	135	41.5%	98	39.7%	126	42.1%
Total	2567	100.0%	666	100.0%	548	100.0%	217	100.0%	263	100.0%	325	100.0%	247	100.0%	299	100.0%
Not Answered	8		5		3		0		1		0		1		0	

Q4.4. **What are the Priority Populations served? Response: Child Mental Health**

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	1607	62.6%	455	68.3%	334	60.9%	141	65.0%	162	61.6%	187	57.5%	162	65.6%	177	59.2%
No	960	37.4%	211	31.7%	214	39.1%	76	35.0%	101	38.4%	138	42.5%	85	34.4%	122	40.8%
Total	2567	100.0%	666	100.0%	548	100.0%	217	100.0%	263	100.0%	325	100.0%	247	100.0%	299	100.0%
Not Answered	8		5		3		0		1		0		1		0	

Q4.5. **What are the Priority Populations served? Response: Adult Substance Abuse**

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	750	29.2%	232	34.8%	164	29.9%	72	33.2%	75	28.5%	94	28.9%	61	24.7%	73	24.4%
No	1817	70.8%	434	65.2%	384	70.1%	145	66.8%	188	71.5%	231	71.1%	186	75.3%	226	75.6%
Total	2567	100.0%	666	100.0%	548	100.0%	217	100.0%	263	100.0%	325	100.0%	247	100.0%	299	100.0%
Not Answered	8		5		3		0		1		0		1		0	

Q4.6. **What are the Priority Populations served? Response: Child Substance Abuse**

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	530	20.6%	136	20.4%	113	20.6%	60	27.6%	55	20.9%	69	21.2%	41	16.6%	51	17.1%
No	2037	79.4%	530	79.6%	435	79.4%	157	72.4%	208	79.1%	256	78.8%	206	83.4%	248	82.9%
Total	2567	100.0%	666	100.0%	548	100.0%	217	100.0%	263	100.0%	325	100.0%	247	100.0%	299	100.0%
Not Answered	8		5		3		0		1		0		1		0	

Q5. **LME/MCO staff is easily accessible for information, referrals, and scheduling of appointments.**

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
🟢 Strongly Agree	580	24.9%	142	23.7%	109	22.0%	54	26.7%	65	27.4%	101	33.0%	41	18.2%	59	22.7%
🟢 Agree	1376	59.0%	385	64.4%	294	59.3%	108	53.5%	136	57.4%	176	57.5%	135	60.0%	160	61.5%
🔴 Disagree	258	11.1%	56	9.4%	59	11.9%	25	12.4%	26	11.0%	23	7.5%	33	14.7%	28	10.8%
🔴 Strongly Disagree	117	5.0%	15	2.5%	34	6.9%	15	7.4%	10	4.2%	6	2.0%	16	7.1%	13	5.0%
No Response	230		66		52		15		25		19		20		39	
Total	2332	100.0%	598	100.0%	496	100.0%	202	100.0%	237	100.0%	306	100.0%	225	100.0%	260	100.0%
Not Answered	13		7		3		0		2		0		3		0	
Reporting Category	Single Items															
Achievement Score	83.92%		88.13%		81.25%		80.20%		84.81%		90.52%		78.22%		84.23%	
2018 vs. 2017: +/- Chg (↑↓ Stat. sig.)	-1.7		+0.2		+1.1		-2.6		-0.8		-3.0		-3.1		-3.6	

⭕ **Response scored as:** 🔴 Room for Improvement   🟢 Achievement

Q6. **LME/MCO staff are referring consumers whose clinical needs match the service(s) my practice/agency provides.**

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
🟢 Strongly Agree	519	24.0%	155	26.9%	98	21.4%	48	25.1%	51	24.6%	72	26.2%	46	21.5%	54	22.1%
🟢 Agree	1198	55.4%	354	61.5%	241	52.5%	112	58.6%	107	51.7%	149	54.2%	114	53.3%	135	55.3%
🔴 Disagree	267	12.4%	44	7.6%	74	16.1%	17	8.9%	28	13.5%	33	12.0%	34	15.9%	31	12.7%
🔴 Strongly Disagree	179	8.3%	23	4.0%	46	10.0%	14	7.3%	21	10.1%	21	7.6%	20	9.3%	24	9.8%
No Response	393		87		88		26		53		49		31		55	
Total	2163	100.0%	576	100.0%	459	100.0%	191	100.0%	207	100.0%	275	100.0%	214	100.0%	244	100.0%
Not Answered	18		8		4		0		4		1		3		0	
Reporting Category	Single Items															
Achievement Score	79.36%		88.37%		73.86%		83.77%		76.33%		80.36%		74.77%		77.46%	
2018 vs. 2017: +/- Chg (⬆⬇ Stat. sig.)	+0.9		+2.4		+3.5		+0.9		+4.0		+3.8		-6.4		-1.8	

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

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
🟢 Strongly Agree	535	22.5%	114	19.4%	111	22.0%	45	22.2%	66	26.8%	98	31.3%	40	17.3%	49	17.9%
🟢 Agree	1388	58.3%	367	62.4%	276	54.7%	108	53.2%	145	58.9%	181	57.8%	138	59.7%	169	61.7%
🔴 Disagree	327	13.7%	88	15.0%	72	14.3%	32	15.8%	28	11.4%	26	8.3%	36	15.6%	44	16.1%
🔴 Strongly Disagree	130	5.5%	19	3.2%	46	9.1%	18	8.9%	7	2.8%	8	2.6%	17	7.4%	12	4.4%
No Response	172		73		42		14		14		11		12		25	
Total	2380	100.0%	588	100.0%	505	100.0%	203	100.0%	246	100.0%	313	100.0%	231	100.0%	274	100.0%
Not Answered	22		10		4		0		4		1		5		0	
Reporting Category	Single Items															
Achievement Score	80.80%		81.80%		76.63%		75.37%		85.77%		89.14%		77.06%		79.56%	
2018 vs. 2017: +/- Chg (⬆⬇ Stat. sig.)	+0.7		-0.5		+2.1		+1.2		+4.6		+1.7		-2.0		-2.5	

○ *Response scored as:*   🔴 Room for Improvement   🟢 Achievement

Q8. **Customer Service is responsive to local community stakeholders.**

	NC Overall N	%	Alliance N	%	Cardinal N	%	Eastpointe N	%	Partners N	%	Sandhills N	%	Trillium N	%	Vaya N	%
🟢 Strongly Agree	398	21.1%	91	20.1%	71	18.2%	39	22.4%	47	25.0%	70	28.1%	28	15.1%	39	18.5%
🟢 Agree	1222	65.0%	312	68.9%	247	63.2%	105	60.3%	124	66.0%	158	63.5%	122	65.9%	143	67.8%
🔴 Disagree	188	10.0%	36	7.9%	52	13.3%	19	10.9%	11	5.9%	18	7.2%	26	14.1%	22	10.4%
🔴 Strongly Disagree	74	3.9%	14	3.1%	21	5.4%	11	6.3%	6	3.2%	3	1.2%	9	4.9%	7	3.3%
No Response	669		206		156		43		72		75		58		88	
Total	1882	100.0%	453	100.0%	391	100.0%	174	100.0%	188	100.0%	249	100.0%	185	100.0%	211	100.0%
Not Answered	23		12		4		0		4		1		5		0	
Reporting Category	Single Items															
Achievement Score	86.08%		88.96%		81.33%		82.76%		90.96%		91.57%		81.08%		86.26%	
2018 vs. 2017: +/- Chg (⬆⬇ Stat. sig.)	+1.4		+1.3		+3.3		+1.3		+4.8		+1.3		-1.3		-0.9	

Q9. **When I speak with staff about claims issues I am given consistent and accurate information.**

	NC Overall N	%	Alliance N	%	Cardinal N	%	Eastpointe N	%	Partners N	%	Sandhills N	%	Trillium N	%	Vaya N	%
🟢 Strongly Agree	595	26.9%	106	23.0%	118	23.6%	44	22.6%	66	28.0%	105	35.4%	61	28.8%	67	25.8%
🟢 Agree	1278	57.7%	285	61.8%	277	55.5%	117	60.0%	141	59.7%	159	53.5%	121	57.1%	148	56.9%
🔴 Disagree	254	11.5%	58	12.6%	74	14.8%	24	12.3%	21	8.9%	26	8.8%	24	11.3%	31	11.9%
🔴 Strongly Disagree	89	4.0%	12	2.6%	30	6.0%	10	5.1%	8	3.4%	7	2.4%	6	2.8%	14	5.4%
No Response	336		198		48		22		24		27		31		39	
Total	2216	100.0%	461	100.0%	499	100.0%	195	100.0%	236	100.0%	297	100.0%	212	100.0%	260	100.0%
Not Answered	23		12		4		0		4		1		5		0	
Reporting Category	Single Items															
Achievement Score	84.52%		84.82%		79.16%		82.56%		87.71%		88.89%		85.85%		82.69%	
2018 vs. 2017: +/- Chg (⬆⬇ Stat. sig.)	+0.3		+2.6		-2.2		+3.5		+0.9		-1.9		+4.3		-4.4	

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

	NC Overall N	%	Alliance N	%	Cardinal N	%	Eastpointe N	%	Partners N	%	Sandhills N	%	Trillium N	%	Vaya N	%
🟢 Strongly Agree	405	22.6%	73	20.3%	71	18.2%	36	22.4%	44	22.7%	67	28.0%	47	25.3%	40	20.4%
🟢 Agree	1183	66.1%	255	70.8%	261	66.9%	105	65.2%	127	65.5%	151	63.2%	121	65.1%	133	67.9%
🔴 Disagree	150	8.4%	26	7.2%	47	12.1%	14	8.7%	19	9.8%	15	6.3%	12	6.5%	16	8.2%
🔴 Strongly Disagree	51	2.8%	6	1.7%	11	2.8%	6	3.7%	4	2.1%	6	2.5%	6	3.2%	7	3.6%
No Response	762		297		157		56		66		85		57		103	
Total	1789	100.0%	360	100.0%	390	100.0%	161	100.0%	194	100.0%	239	100.0%	186	100.0%	196	100.0%
Not Answered	24		14		4		0		4		1		5		0	
Reporting Category	Single Items															
Achievement Score	88.76%		91.11%		85.13%		87.58%		88.14%		91.21%		90.32%		88.27%	
2018 vs. 2017: +/- Chg (⬆⬇ Stat. sig.)	+2.4⬆		+4.4		+3.0		+1.5		+1.2		+1.5		+4.8		+0.7	

⚪ *Response scored as:* 🔴 Room for Improvement 🟢 Achievement

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

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
🟢 Strongly Agree	864	36.6%	153	29.5%	186	35.6%	69	34.0%	95	38.8%	138	45.4%	99	41.8%	84	29.7%
🟢 Agree	1366	57.8%	337	64.9%	305	58.3%	121	59.6%	135	55.1%	157	51.6%	129	54.4%	175	61.8%
🔴 Disagree	92	3.9%	24	4.6%	23	4.4%	7	3.4%	11	4.5%	7	2.3%	5	2.1%	17	6.0%
🔴 Strongly Disagree	41	1.7%	5	1.0%	9	1.7%	6	3.0%	4	1.6%	2	0.7%	4	1.7%	7	2.5%
No Response	187		139		24		14		15		20		6		15	
Total	2363	100.0%	519	100.0%	523	100.0%	203	100.0%	245	100.0%	304	100.0%	237	100.0%	283	100.0%
Not Answered	25		13		4		0		4		1		5		1	
Reporting Category	Single Items															
Achievement Score	94.36%		94.41%		93.88%		93.60%		93.88%		97.04%		96.20%		91.52%	
2018 vs. 2017: +/- Chg (↑↓ Stat. sig.)	+2.8↑		+5.8↑		+2.0		+1.1		+4.1		+1.7		+4.9↑		+0.2	

Q12.   Information Technology trainings are informative and meet my agency's needs.

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
🟢 Strongly Agree	338	20.9%	62	17.4%	62	19.2%	31	20.1%	38	21.8%	53	23.9%	38	23.2%	33	19.9%
🟢 Agree	1100	68.2%	260	73.0%	226	70.0%	101	65.6%	116	66.7%	155	69.8%	108	65.9%	112	67.5%
🔴 Disagree	138	8.6%	28	7.9%	28	8.7%	16	10.4%	17	9.8%	11	5.0%	15	9.1%	15	9.0%
🔴 Strongly Disagree	38	2.3%	6	1.7%	7	2.2%	6	3.9%	3	1.7%	3	1.4%	3	1.8%	6	3.6%
No Response	936		302		223		63		86		101		79		133	
Total	1613	100.0%	356	100.0%	323	100.0%	154	100.0%	174	100.0%	222	100.0%	164	100.0%	166	100.0%
Not Answered	26		13		5		0		4		2		5		0	
Reporting Category	Single Items															
Achievement Score	89.12%		90.45%		89.16%		85.71%		88.51%		93.69%		89.02%		87.35%	
2018 vs. 2017: +/- Chg (↑↓ Stat. sig.)	+1.2		+1.6		+4.8		-3.2		-0.8		+2.7		+0.8		+2.2	

Q13.   Provider Network meetings are informative and helpful.

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
🟢 Strongly Agree	384	22.3%	78	20.1%	62	18.1%	40	23.3%	39	20.7%	69	28.4%	30	19.0%	45	25.3%
🟢 Agree	1116	64.8%	281	72.4%	223	65.0%	109	63.4%	132	70.2%	153	63.0%	91	57.6%	111	62.4%
🔴 Disagree	156	9.1%	25	6.4%	42	12.2%	14	8.1%	15	8.0%	17	7.0%	21	13.3%	16	9.0%
🔴 Strongly Disagree	67	3.9%	4	1.0%	16	4.7%	9	5.2%	2	1.1%	4	1.6%	16	10.1%	6	3.4%
No Response	825		268		202		45		72		81		85		121	
Total	1724	100.0%	388	100.0%	343	100.0%	172	100.0%	188	100.0%	243	100.0%	158	100.0%	178	100.0%
Not Answered	26		15		6		0		4		1		5		0	
Reporting Category	Single Items															
Achievement Score	87.06%		92.53%		83.09%		86.63%		90.96%		91.36%		76.58%		87.64%	
2018 vs. 2017: +/- Chg (↑↓ Stat. sig.)	-0.7		+2.3		+0.5		-2.5		+1.4		-1.7		-5.3		+0.4	

◯ *Response scored as:*   🔴 Room for Improvement   🟢 Achievement

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

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
🟢 Strongly Agree	511	22.9%	100	19.5%	90	18.9%	51	25.5%	64	26.9%	76	26.2%	45	21.2%	55	21.6%
🟢 Agree	1428	64.1%	347	67.6%	305	63.9%	120	60.0%	153	64.3%	186	64.1%	142	67.0%	160	62.7%
🔴 Disagree	219	9.9%	56	10.9%	59	12.4%	19	9.5%	19	8.0%	22	7.6%	17	8.0%	33	12.9%
🔴 Strongly Disagree	68	3.0%	10	1.9%	23	4.8%	10	5.0%	2	0.8%	6	2.1%	8	3.8%	7	2.7%
No Response	317		141		68		17		21		34		30		43	
Total	2227	100.0%	513	100.0%	477	100.0%	200	100.0%	238	100.0%	290	100.0%	212	100.0%	255	100.0%
Not Answered	32		17		6		0		5		1		6		1	
Reporting Category	Single Items															
Achievement Score	87.10%		87.13%		82.81%		85.50%		91.18%		90.34%		88.21%		84.31%	
2018 vs. 2017: +/- Chg (⬆⬇ Stat. sig.)	+1.5		+0.4		+4.0		-5.1		+4.9		+1.1		+5.6		-0.3	

Q15.   Provider Network staff are knowledgeable and answer questions consistently and accurately.

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
🟢 Strongly Agree	477	21.3%	86	16.4%	93	19.4%	42	21.3%	57	24.4%	77	26.4%	41	19.5%	56	21.0%
🟢 Agree	1409	63.0%	364	69.5%	293	61.2%	113	57.4%	150	64.1%	192	65.8%	130	61.9%	165	61.8%
🔴 Disagree	255	11.4%	66	12.6%	67	14.0%	26	13.2%	19	8.1%	16	5.5%	27	12.9%	37	13.9%
🔴 Strongly Disagree	97	4.3%	8	1.5%	26	5.4%	16	8.1%	8	3.4%	7	2.4%	12	5.7%	9	3.4%
No Response	302		130		66		20		24		32		30		31	
Total	2238	100.0%	524	100.0%	479	100.0%	197	100.0%	234	100.0%	292	100.0%	210	100.0%	267	100.0%
Not Answered	36		17		6		0		6		1		8		1	
Reporting Category	Single Items															
Achievement Score	84.27%		85.88%		80.58%		78.68%		88.46%		92.12%		81.43%		82.77%	
2018 vs. 2017: +/- Chg (⬆⬇ Stat. sig.)	+0.8		+0.5		+3.9		+3.7		+1.0		+1.3		+0.1		-5.3	

Q16.   Our interests as a network provider are being adequately addressed in the local Provider Council.

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
🟢 Strongly Agree	287	17.9%	64	16.8%	45	13.5%	28	18.2%	34	20.5%	44	20.4%	20	13.4%	39	21.9%
🟢 Agree	1015	63.1%	260	68.2%	205	61.4%	100	64.9%	105	63.3%	140	64.8%	93	62.4%	100	56.2%
🔴 Disagree	210	13.1%	45	11.8%	55	16.5%	16	10.4%	21	12.7%	21	9.7%	24	16.1%	27	15.2%
🔴 Strongly Disagree	96	6.0%	12	3.1%	29	8.7%	10	6.5%	6	3.6%	11	5.1%	12	8.1%	12	6.7%
No Response	930		272		210		63		92		107		92		120	
Total	1609	100.0%	381	100.0%	334	100.0%	154	100.0%	166	100.0%	216	100.0%	149	100.0%	178	100.0%
Not Answered	37		18		7		0		6		2		7		1	
Reporting Category	Single Items															
Achievement Score	80.94%		85.04%		74.85%		83.12%		83.73%		85.19%		75.84%		78.09%	
2018 vs. 2017: +/- Chg (⬆⬇ Stat. sig.)	+0.8		+3.9		+5.4		+3.0		-0.6		+0.5		+1.3		-7.9	

⚪ *Response scored as:*   🔴 Room for Improvement   🟢 Achievement

Q17. How would you rate your overall satisfaction with Provider Network?

	NC Overall N	%	Alliance N	%	Cardinal N	%	Eastpointe N	%	Partners N	%	Sandhills N	%	Trillium N	%	Vaya N	%
🟢 Extremely Satisfied	434	18.8%	75	13.6%	79	16.2%	34	17.4%	56	23.2%	77	25.0%	35	15.7%	53	19.6%
🟢 Satisfied	1539	66.7%	414	75.0%	321	65.8%	123	63.1%	159	66.0%	204	66.2%	152	68.2%	172	63.5%
🔴 Dissatisfied	239	10.3%	53	9.6%	62	12.7%	23	11.8%	20	8.3%	21	6.8%	24	10.8%	34	12.5%
🔴 Extremely Dissatisfied	96	4.2%	10	1.8%	26	5.3%	15	7.7%	6	2.5%	6	1.9%	12	5.4%	12	4.4%
No Response	230		101		57		22		16		15		18		27	
Total	2308	100.0%	552	100.0%	488	100.0%	195	100.0%	241	100.0%	308	100.0%	223	100.0%	271	100.0%
Not Answered	38		18		6		0		7		2		7		1	
Reporting Category	Single Items															
Achievement Score	85.50%		88.59%		81.97%		80.51%		89.21%		91.23%		83.86%		83.03%	
2018 vs. 2017: +/- Chg (⬆⬇ Stat. sig.)	+0.4		+0.7		+3.7		+1.5		-0.7		+0.8		+1.7		-5.6	

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

	NC Overall N	%	Alliance N	%	Cardinal N	%	Eastpointe N	%	Partners N	%	Sandhills N	%	Trillium N	%	Vaya N	%
🟢 Strongly Agree	403	20.6%	82	17.7%	85	20.5%	33	18.3%	53	26.0%	52	20.2%	33	18.8%	52	22.6%
🟢 Agree	1320	67.5%	331	71.5%	267	64.3%	120	66.7%	129	63.2%	182	70.8%	123	69.9%	153	66.5%
🔴 Disagree	142	7.3%	39	8.4%	39	9.4%	9	5.0%	15	7.4%	17	6.6%	13	7.4%	16	7.0%
🔴 Strongly Disagree	91	4.6%	11	2.4%	24	5.8%	18	10.0%	7	3.4%	6	2.3%	7	4.0%	9	3.9%
No Response	580		189		130		37		52		66		65		68	
Total	1955	100.0%	463	100.0%	415	100.0%	180	100.0%	204	100.0%	257	100.0%	176	100.0%	230	100.0%
Not Answered	39		19		6		0		8		2		7		1	
Reporting Category	Single Items															
Achievement Score	88.12%		89.20%		84.82%		85.00%		89.22%		91.05%		88.64%		89.13%	
2018 vs. 2017: +/- Chg (⬆⬇ Stat. sig.)	+1.0		-0.8		+1.5		+3.6		-2.0		+4.7		+2.3		-2.4	

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

	NC Overall N	%	Alliance N	%	Cardinal N	%	Eastpointe N	%	Partners N	%	Sandhills N	%	Trillium N	%	Vaya N	%
🟢 Strongly Agree	446	21.6%	96	20.0%	102	22.7%	35	18.9%	56	27.6%	62	23.0%	37	18.3%	51	20.7%
🟢 Agree	1392	67.3%	338	70.3%	286	63.7%	117	63.2%	128	63.1%	185	68.5%	143	70.8%	177	72.0%
🔴 Disagree	163	7.9%	36	7.5%	50	11.1%	20	10.8%	14	6.9%	16	5.9%	15	7.4%	13	5.3%
🔴 Strongly Disagree	67	3.2%	11	2.3%	11	2.4%	13	7.0%	5	2.5%	7	2.6%	7	3.5%	5	2.0%
No Response	467		170		96		32		53		53		39		52	
Total	2068	100.0%	481	100.0%	449	100.0%	185	100.0%	203	100.0%	270	100.0%	202	100.0%	246	100.0%
Not Answered	40		20		6		0		8		2		7		1	
Reporting Category	Single Items															
Achievement Score	88.89%		90.23%		86.41%		82.16%		90.64%		91.48%		89.11%		92.68%	
2018 vs. 2017: +/- Chg (⬆⬇ Stat. sig.)	-0.3		+0.6		-1.4		-3.0		-1.7		+3.3		+1.2		-0.2	

⚪ *Response scored as:* 🔴 Room for Improvement 🟢 Achievement

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

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
🟢 Strongly Agree	434	20.1%	86	17.9%	82	18.0%	40	20.5%	47	21.3%	67	23.5%	43	20.3%	48	18.7%
🟢 Agree	1491	69.0%	351	73.1%	309	67.8%	130	66.7%	155	70.1%	194	68.1%	148	69.8%	176	68.5%
🔴 Disagree	175	8.1%	31	6.5%	51	11.2%	16	8.2%	13	5.9%	18	6.3%	17	8.0%	27	10.5%
🔴 Strongly Disagree	60	2.8%	12	2.5%	14	3.1%	9	4.6%	6	2.7%	6	2.1%	4	1.9%	6	2.3%
No Response	374		168		89		22		35		38		29		41	
Total	2159	100.0%	480	100.0%	456	100.0%	195	100.0%	221	100.0%	285	100.0%	212	100.0%	257	100.0%
Not Answered	42		23		6		0		8		2		7		1	
Reporting Category	Single Items															
Achievement Score	89.13%		91.04%		85.75%		87.18%		91.40%		91.58%		90.09%		87.16%	
2018 vs. 2017: +/- Chg (↑↓ Stat. sig.)	+0.3		+0.1		+1.1		+3.3		+0.0		+0.4		+2.9		-5.5↓	

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

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
🟢 Strongly Agree	356	18.9%	70	16.5%	61	15.7%	37	20.9%	35	17.7%	71	26.2%	34	19.2%	28	14.2%
🟢 Agree	1333	71.0%	322	75.9%	276	71.1%	118	66.7%	143	72.2%	184	67.9%	125	70.6%	146	74.1%
🔴 Disagree	154	8.2%	25	5.9%	37	9.5%	18	10.2%	18	9.1%	13	4.8%	15	8.5%	19	9.6%
🔴 Strongly Disagree	36	1.9%	7	1.7%	14	3.6%	4	2.3%	2	1.0%	3	1.1%	3	1.7%	4	2.0%
No Response	653		222		157		40		58		52		64		101	
Total	1879	100.0%	424	100.0%	388	100.0%	177	100.0%	198	100.0%	271	100.0%	177	100.0%	197	100.0%
Not Answered	43		25		6		0		8		2		7		1	
Reporting Category	Single Items															
Achievement Score	89.90%		92.45%		86.86%		87.57%		89.90%		94.10%		89.83%		88.32%	
2018 vs. 2017: +/- Chg (↑↓ Stat. sig.)	+1.2		+2.2		+2.1		-1.2		-1.8		+0.1		+4.1		+2.9	

Q22.1. **For which of the following topics would you like to see more training and education materials? Response: Claims Processing**

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	577	22.8%	144	22.3%	129	23.7%	54	24.9%	55	21.5%	87	26.9%	44	18.3%	65	21.8%
No	1955	77.2%	502	77.7%	415	76.3%	163	75.1%	201	78.5%	236	73.1%	197	81.7%	233	78.2%
Total	2532	100.0%	646	100.0%	544	100.0%	217	100.0%	256	100.0%	323	100.0%	241	100.0%	298	100.0%
Not Answered	43		25		7		0		8		2		7		1	

○ *Response scored as:* 🔴 Room for Improvement   🟢 Achievement

Q22.2. For which of the following topics would you like to see more training and education materials? Response: Information Technology

	NC Overall N	%	Alliance N	%	Cardinal N	%	Eastpointe N	%	Partners N	%	Sandhills N	%	Trillium N	%	Vaya N	%
Yes	435	17.2%	102	15.8%	85	15.6%	47	21.7%	44	17.2%	57	17.6%	44	18.3%	42	14.1%
No	2096	82.8%	544	84.2%	459	84.4%	170	78.3%	212	82.8%	266	82.4%	197	81.7%	256	85.9%
Total	2532	100.0%	646	100.0%	544	100.0%	217	100.0%	256	100.0%	323	100.0%	241	100.0%	298	100.0%
Not Answered	43		25		7		0		8		2		7		1	

Q22.3. For which of the following topics would you like to see more training and education materials? Response: Payment Policy

	NC Overall N	%	Alliance N	%	Cardinal N	%	Eastpointe N	%	Partners N	%	Sandhills N	%	Trillium N	%	Vaya N	%
Yes	277	10.9%	92	14.2%	61	11.2%	27	12.4%	25	9.8%	34	10.5%	24	10.0%	25	8.4%
No	2255	89.1%	554	85.8%	483	88.8%	190	87.6%	231	90.2%	289	89.5%	217	90.0%	273	91.6%
Total	2532	100.0%	646	100.0%	544	100.0%	217	100.0%	256	100.0%	323	100.0%	241	100.0%	298	100.0%
Not Answered	43		25		7		0		8		2		7		1	

Q22.4. For which of the following topics would you like to see more training and education materials? Response: Enrollment

	NC Overall N	%	Alliance N	%	Cardinal N	%	Eastpointe N	%	Partners N	%	Sandhills N	%	Trillium N	%	Vaya N	%
Yes	459	18.1%	146	22.6%	98	18.0%	48	22.1%	36	14.1%	62	19.2%	38	15.8%	45	15.1%
No	2073	81.9%	500	77.4%	446	82.0%	169	77.9%	220	85.9%	261	80.8%	203	84.2%	253	84.9%
Total	2532	100.0%	646	100.0%	544	100.0%	217	100.0%	256	100.0%	323	100.0%	241	100.0%	298	100.0%
Not Answered	43		25		7		0		8		2		7		1	

Q22.5. For which of the following topics would you like to see more training and education materials? Response: Appeals

	NC Overall N	%	Alliance N	%	Cardinal N	%	Eastpointe N	%	Partners N	%	Sandhills N	%	Trillium N	%	Vaya N	%
Yes	392	15.5%	120	18.6%	92	16.9%	35	16.1%	37	14.5%	52	16.1%	32	13.3%	39	13.1%
No	2139	84.5%	526	81.4%	452	83.1%	182	83.9%	219	85.5%	271	83.9%	209	86.7%	259	86.9%
Total	2532	100.0%	646	100.0%	544	100.0%	217	100.0%	256	100.0%	323	100.0%	241	100.0%	298	100.0%
Not Answered	43		25		7		0		8		2		7		1	

Q22.6. For which of the following topics would you like to see more training and education materials? Response: Audit and Reimbursement

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	635	25.1%	162	25.1%	166	30.5%	52	24.0%	68	26.6%	90	27.9%	45	18.7%	68	22.8%
No	1897	74.9%	484	74.9%	378	69.5%	165	76.0%	188	73.4%	233	72.1%	196	81.3%	230	77.2%
Total	2532	100.0%	646	100.0%	544	100.0%	217	100.0%	256	100.0%	323	100.0%	241	100.0%	298	100.0%
Not Answered	43		25		7		0		8		2		7		1	

Q22.7. For which of the following topics would you like to see more training and education materials? Response: Quality Management and Reporting

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	736	29.1%	170	26.3%	200	36.8%	62	28.6%	68	26.6%	97	30.0%	68	28.2%	80	26.8%
No	1796	70.9%	476	73.7%	344	63.2%	155	71.4%	188	73.4%	226	70.0%	173	71.8%	218	73.2%
Total	2532	100.0%	646	100.0%	544	100.0%	217	100.0%	256	100.0%	323	100.0%	241	100.0%	298	100.0%
Not Answered	43		25		7		0		8		2		7		1	

Q22.8. For which of the following topics would you like to see more training and education materials? Response: Clinical Coverage Policies

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	898	35.5%	215	33.3%	205	37.7%	78	35.9%	91	35.5%	111	34.4%	89	36.9%	103	34.6%
No	1633	64.5%	431	66.7%	339	62.3%	139	64.1%	165	64.5%	212	65.6%	152	63.1%	195	65.4%
Total	2532	100.0%	646	100.0%	544	100.0%	217	100.0%	256	100.0%	323	100.0%	241	100.0%	298	100.0%
Not Answered	43		25		7		0		8		2		7		1	

Q22.9. For which of the following topics would you like to see more training and education materials? Response: Provider Monitoring

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	781	30.8%	161	24.9%	182	33.5%	75	34.6%	81	31.6%	102	31.6%	69	28.6%	92	30.9%
No	1751	69.2%	485	75.1%	362	66.5%	142	65.4%	175	68.4%	221	68.4%	172	71.4%	206	69.1%
Total	2532	100.0%	646	100.0%	544	100.0%	217	100.0%	256	100.0%	323	100.0%	241	100.0%	298	100.0%
Not Answered	43		25		7		0		8		2		7		1	

Q22.10. **For which of the following topics would you like to see more training and education materials? Response: Other**

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	298	11.8%	63	9.8%	66	12.1%	22	10.1%	38	14.8%	31	9.6%	30	12.4%	40	13.4%
No	2234	88.2%	583	90.2%	478	87.9%	195	89.9%	218	85.2%	292	90.4%	211	87.6%	258	86.6%
Total	2532	100.0%	646	100.0%	544	100.0%	217	100.0%	256	100.0%	323	100.0%	241	100.0%	298	100.0%
Not Answered	43		25		7		0		8		2		7		1	

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

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
🟢 Strongly Agree	547	24.8%	118	20.6%	83	17.8%	48	24.4%	62	27.8%	89	29.0%	51	25.4%	67	28.3%
🟢 Agree	1479	67.0%	415	72.6%	306	65.8%	128	65.0%	151	67.7%	197	64.2%	138	68.7%	156	65.8%
🔴 Disagree	151	6.8%	35	6.1%	57	12.3%	19	9.6%	7	3.1%	18	5.9%	11	5.5%	12	5.1%
🔴 Strongly Disagree	30	1.4%	4	0.7%	19	4.1%	2	1.0%	3	1.3%	3	1.0%	1	0.5%	2	0.8%
No Response	324		74		79		19		33		16		40		61	
Total	2206	100.0%	572	100.0%	465	100.0%	197	100.0%	223	100.0%	307	100.0%	201	100.0%	237	100.0%
Not Answered	45		25		7		1		8		2		7		1	
Reporting Category	Single Items															
Achievement Score	91.82%		93.18%		83.66%		89.34%		95.52%		93.16%		94.03%		94.09%	
2018 vs. 2017: +/- Chg (↑↓ Stat. sig.)	+1.3		+1.7		-0.9		+1.4		+5.5↑		-1.0		+3.6		-1.4	

Q24. **Denials for treatment and services are explained.**

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
🟢 Strongly Agree	330	15.6%	72	13.7%	58	12.8%	31	16.4%	36	16.6%	60	21.1%	25	12.8%	36	15.2%
🟢 Agree	1470	69.5%	376	71.6%	310	68.3%	126	66.7%	154	71.0%	192	67.6%	142	72.8%	163	68.8%
🔴 Disagree	231	10.9%	59	11.2%	59	13.0%	20	10.6%	22	10.1%	26	9.2%	19	9.7%	30	12.7%
🔴 Strongly Disagree	85	4.0%	18	3.4%	27	5.9%	12	6.3%	5	2.3%	6	2.1%	9	4.6%	8	3.4%
No Response	414		121		90		28		39		39		46		60	
Total	2116	100.0%	525	100.0%	454	100.0%	189	100.0%	217	100.0%	284	100.0%	195	100.0%	237	100.0%
Not Answered	45		25		7		0		8		2		7		2	
Reporting Category	Single Items															
Achievement Score	85.07%		85.33%		81.06%		83.07%		87.56%		88.73%		85.64%		83.97%	
2018 vs. 2017: +/- Chg (↑↓ Stat. sig.)	+1.5		+0.3		+1.3		+1.5		+3.9		+3.1		+5.6		-5.1	

⭕ *Response scored as:*   🔴 Room for Improvement   🟢 Achievement

Q25. **The authorizations issued are accurate (correct date, consumer and service).**

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
🟢 Strongly Agree	518	23.8%	117	21.2%	103	22.1%	42	21.5%	57	25.9%	81	27.0%	47	23.5%	59	25.3%
🟢 Agree	1550	71.3%	414	74.9%	324	69.5%	140	71.8%	158	71.8%	209	69.7%	143	71.5%	163	70.0%
🔴 Disagree	83	3.8%	19	3.4%	31	6.7%	10	5.1%	3	1.4%	9	3.0%	8	4.0%	7	3.0%
🔴 Strongly Disagree	24	1.1%	3	0.5%	8	1.7%	3	1.5%	2	0.9%	1	0.3%	2	1.0%	4	1.7%
No Response	356		91		78		22		36		23		41		65	
Total	2174	100.0%	553	100.0%	466	100.0%	195	100.0%	220	100.0%	300	100.0%	200	100.0%	233	100.0%
Not Answered	44		27		7		0		8		2		7		1	
Reporting Category	Single Items															
Achievement Score	95.09%		96.02%		91.63%		93.33%		97.73%		96.67%		95.00%		95.28%	
2018 vs. 2017: +/- Chg (↑↓ Stat. sig.)	+0.3		+0.7		+0.8		-0.1		+2.8		+0.1		+0.9		-2.9	

Q26. **My agency is satisfied with the appeals process for denial, reduction, or suspension of service(s).**

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
🟢 Strongly Agree	260	14.6%	62	14.4%	50	13.4%	21	12.4%	28	15.1%	42	18.1%	24	14.8%	28	14.1%
🟢 Agree	1196	67.3%	291	67.4%	241	64.8%	114	67.1%	127	68.6%	155	66.8%	107	66.0%	139	70.2%
🔴 Disagree	227	12.8%	59	13.7%	52	14.0%	24	14.1%	22	11.9%	27	11.6%	20	12.3%	23	11.6%
🔴 Strongly Disagree	95	5.4%	20	4.6%	29	7.8%	11	6.5%	8	4.3%	8	3.4%	11	6.8%	8	4.0%
No Response	752		212		172		47		71		90		79		100	
Total	1778	100.0%	432	100.0%	372	100.0%	170	100.0%	185	100.0%	232	100.0%	162	100.0%	198	100.0%
Not Answered	46		27		7		0		8		3		7		1	
Reporting Category	Single Items															
Achievement Score	81.87%		81.71%		78.23%		79.41%		83.78%		84.91%		80.86%		84.34%	
2018 vs. 2017: +/- Chg (↑↓ Stat. sig.)	+4.4↑		+0.9		+3.5		+6.7		+5.1		+6.7		+9.3↑		-1.6	

Q27. **The LME/MCOs website has been a useful tool for helping my agency find the tools and materials needed to provide services.**

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
🟢 Strongly Agree	375	17.3%	81	15.4%	69	14.9%	30	15.4%	46	20.7%	62	21.8%	36	17.3%	37	15.1%
🟢 Agree	1451	66.8%	364	69.1%	298	64.2%	122	62.6%	153	68.9%	192	67.4%	143	68.7%	165	67.3%
🔴 Disagree	266	12.2%	62	11.8%	74	15.9%	33	16.9%	18	8.1%	26	9.1%	22	10.6%	32	13.1%
🔴 Strongly Disagree	80	3.7%	20	3.8%	23	5.0%	10	5.1%	5	2.3%	5	1.8%	7	3.4%	11	4.5%
No Response	359		117		80		22		34		38		33		53	
Total	2171	100.0%	527	100.0%	464	100.0%	195	100.0%	222	100.0%	285	100.0%	208	100.0%	245	100.0%
Not Answered	44		27		7		0		8		2		7		1	
Reporting Category	Single Items															
Achievement Score	84.08%		84.44%		79.09%		77.95%		89.64%		89.12%		86.06%		82.45%	
2018 vs. 2017: +/- Chg (↑↓ Stat. sig.)	+3.4↑		-1.6		+0.2		+0.4		+13.4↑		+1.4		+5.2		+4.7	

◯ *Response scored as:*   🔴 Room for Improvement   🟢 Achievement

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

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
🟢 Extremely Satisfied	464	19.6%	81	13.7%	83	16.3%	30	15.1%	58	23.9%	91	29.5%	41	18.4%	56	20.1%
🟢 Satisfied	1583	67.0%	442	74.8%	338	66.4%	132	66.3%	162	66.7%	193	62.7%	147	65.9%	186	66.7%
🔴 Dissatisfied	229	9.7%	55	9.3%	57	11.2%	23	11.6%	19	7.8%	21	6.8%	26	11.7%	27	9.7%
🔴 Extremely Dissatisfied	86	3.6%	13	2.2%	31	6.1%	14	7.0%	4	1.6%	3	1.0%	9	4.0%	10	3.6%
No Response	167		53		34		18		13		15		18		19	
Total	2362	100.0%	591	100.0%	509	100.0%	199	100.0%	243	100.0%	308	100.0%	223	100.0%	279	100.0%
Not Answered	45		27		8		0		8		2		7		1	
Reporting Category	Single Items															
Achievement Score	86.65%		88.49%		82.71%		81.41%		90.53%		92.21%		84.30%		86.74%	
2018 vs. 2017: +/- Chg (⬆⬇ Stat. sig.)	+1.3		+0.8		+4.0		+3.5		+1.0		+0.4		+2.4		-2.9	

Q29.   **Would you like to be contacted regarding your responses to this survey?**

	NC Overall		Alliance		Cardinal		Eastpointe		Partners		Sandhills		Trillium		Vaya	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	155	6.1%	34	5.3%	45	8.3%	12	5.5%	23	9.0%	21	6.5%	8	3.3%	15	5.0%
No	2373	93.9%	610	94.7%	497	91.7%	205	94.5%	233	91.0%	301	93.5%	233	96.7%	283	95.0%
Total	2528	100.0%	644	100.0%	542	100.0%	217	100.0%	256	100.0%	322	100.0%	241	100.0%	298	100.0%
Not Answered	47		27		9		0		8		3		7		1	

⭕ *Response scored as:*   🔴 Room for Improvement   🟢 Achievement

Your agency has been identified as a provider of services for the NC 1915(b)/(c) Medicaid Waiver for {Health Plan}. NC Medicaid surveys agencies on a yearly basis and over the next few months the 2018 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. NC Medicaid is very interested in receiving your responses to this survey.

The purpose of the survey is to assess provider perceptions of LME/MCO practices in all Medicaid Waiver sites. The results of this survey are important to 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 DataStat by email at pss.support@datastat.com or toll free at 1-866-387-9013.

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. *Please check all that apply.*

- ☐ Community
- ☐ Outpatient
- ☐ Residential
- ☐ Inpatient (Include psychiatric, detoxification, and/or crisis)
- ☐ Intermediate Care Facility
- ☐ Innovations Services

4. What are the Priority Populations served? *Please check all that apply.*

- ☐ Adult Intellectual/Developmental Disability
- ☐ Child Intellectual/Developmental Disability
- ☐ Adult Mental Health
- ☐ Child Mental Health
- ☐ Adult Substance Abuse
- ☐ 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

22. For which of the following topics would you like to see more training and education materials? *Please check all that apply.*

   ☐   Claims Processing

   ☐   Information Technology

   ☐   Payment Policy

   ☐   Enrollment

   ☐   Appeals

   ☐   Audit and Reimbursement

   ☐   Quality Management and Reporting

   ☐   Clinical Coverage Policies

   ☐   Provider Monitoring

   ☐   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

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

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

Thank you for completing the 2018 Provider Satisfaction Survey. Please go ahead and close your browser window.