



# Alliance Behavioral Healthcare

## 2018 Provider Satisfaction Survey Results

December 2018



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## 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* sections 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. Alliance Behavioral Healthcare provided 1,388 provider records in their provider sample frame. After removing missing email addresses and duplicate records Alliance Behavioral Healthcare had 1,339 provider records for inclusion in 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 671 Alliance Behavioral Healthcare providers, and the Alliance Behavioral Healthcare usable response rate was 57.2%.

### 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.

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## 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.

## Sample Disposition

	Alliance Behavioral Healthcare
Initial Email Invitation - sent	1339
†Email bounce back with non-delivery message	166
*Completed usable surveys	671
<b>Response Rate</b>	<b>57.2%</b>

\*Included in response rate numerator

†Excluded from response rate denominator

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

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## 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.

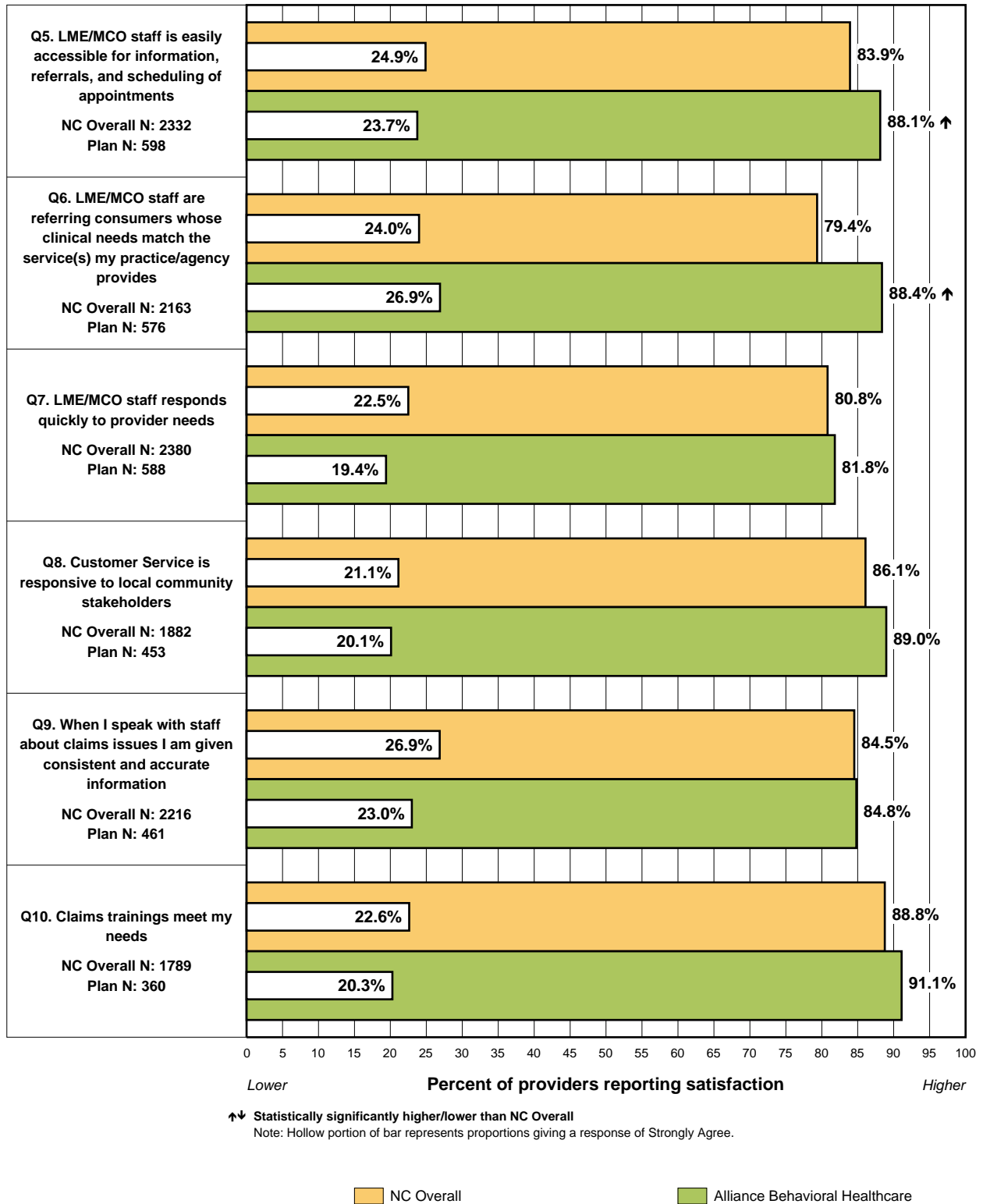
Question	ABH 2018 Score	ABH 2017 Score	Point Change
Q11. Our claims are processed in a timely and accurate manner	94.4%	88.6%	+ 5.8 ▲
Q10. Claims trainings meet my needs	91.1%	86.7%	+ 4.4
Q16. Our interests as a network provider are being adequately addressed in the local Provider Council	85.0%	81.1%	+ 3.9
Q9. When I speak with staff about claims issues I am given consistent and accurate information	84.8%	82.2%	+ 2.6
Q6. LME/MCO staff are referring consumers whose clinical needs match the service(s) my practice/agency provides	88.4%	86.0%	+ 2.4
Q13. Provider Network meetings are informative and helpful	92.5%	90.3%	+ 2.3
Q21. Trainings are informative and meet our needs as a provider/agency	92.5%	90.3%	+ 2.2
Q23. Authorizations for treatment and services are made within the required timeframes	93.2%	91.5%	+ 1.7
Q12. Information Technology trainings are informative and meet my agency's needs	90.4%	88.8%	+ 1.6
Q8. Customer Service is responsive to local community stakeholders	89.0%	87.7%	+ 1.3
Q25. The authorizations issued are accurate (correct date, consumer and service)	96.0%	95.3%	+ 0.7
Q19. After the audit or investigation, LME/MCO requests for corrective action plans and other supporting materials are fair and reasonable	90.2%	89.6%	+ 0.6
Q15. Provider Network staff are knowledgeable and answer questions consistently and accurately	85.9%	85.4%	+ 0.5
Q14. Provider Network keeps providers informed of changes that affect my local Provider Network	87.1%	86.8%	+ 0.4
Q24. Denials for treatment and services are explained	85.3%	85.1%	+ 0.3
Q5. LME/MCO staff is easily accessible for information, referrals, and scheduling of appointments	88.1%	87.9%	+ 0.2
Q20. Technical assistance and information provided by staff is accurate and helpful	91.0%	91.0%	+ 0.1
Q7. LME/MCO staff responds quickly to provider needs	81.8%	82.3%	- 0.5
Q18. The LME/MCO staff conducts fair and thorough investigations	89.2%	90.0%	- 0.8
Q27. The LME/MCOs website has been a useful tool for helping my agency find the tools and materials needed to provide services	84.4%	86.0%	- 1.6

Better

Worse

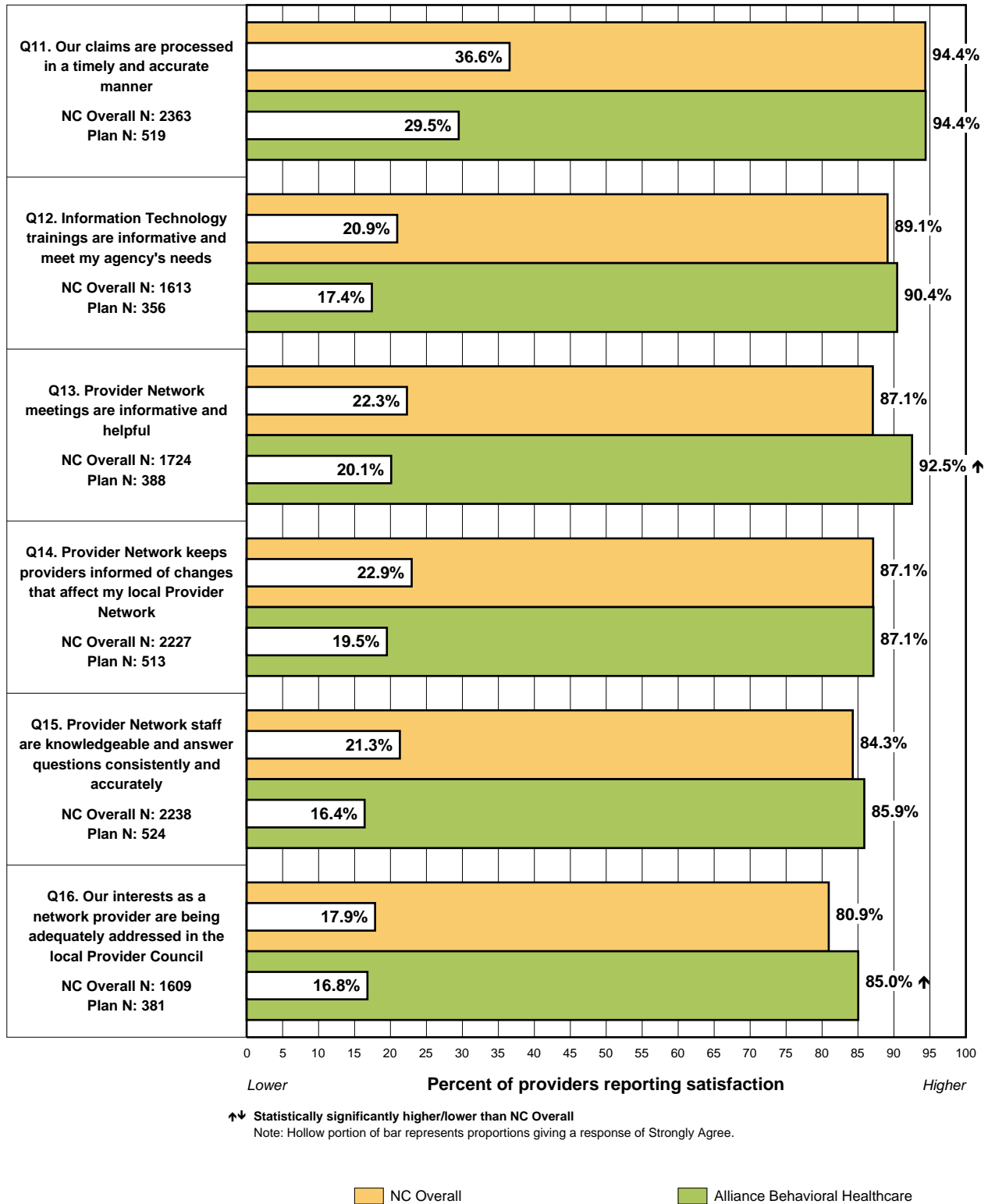
▲ ▼ Statistically significantly higher/lower than 2017 score.

### Single Item Measures - Achievement Scores

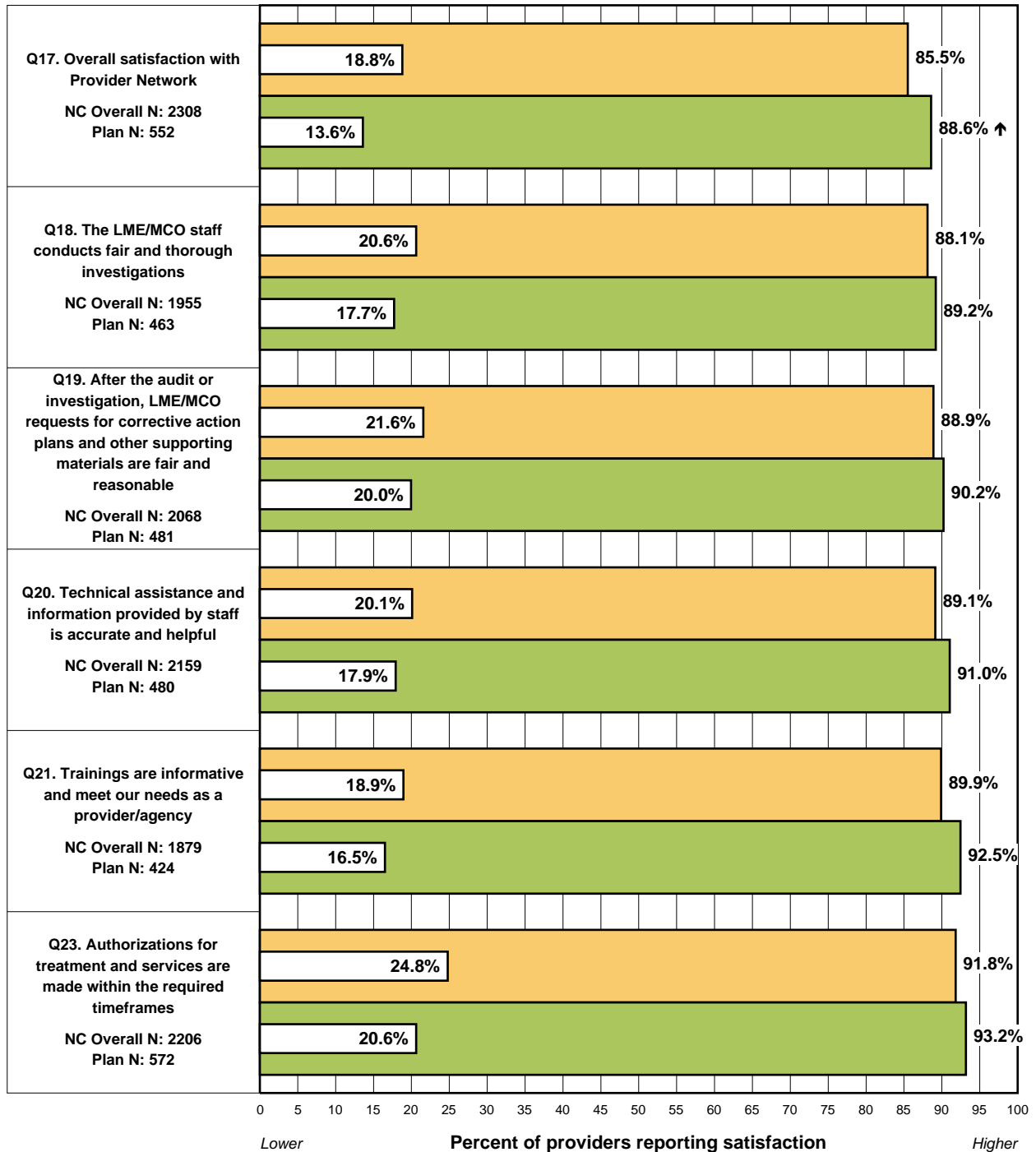




### Single Item Measures - Achievement Scores



### Single Item Measures - Achievement Scores



↕ Statistically significantly higher/lower than NC Overall

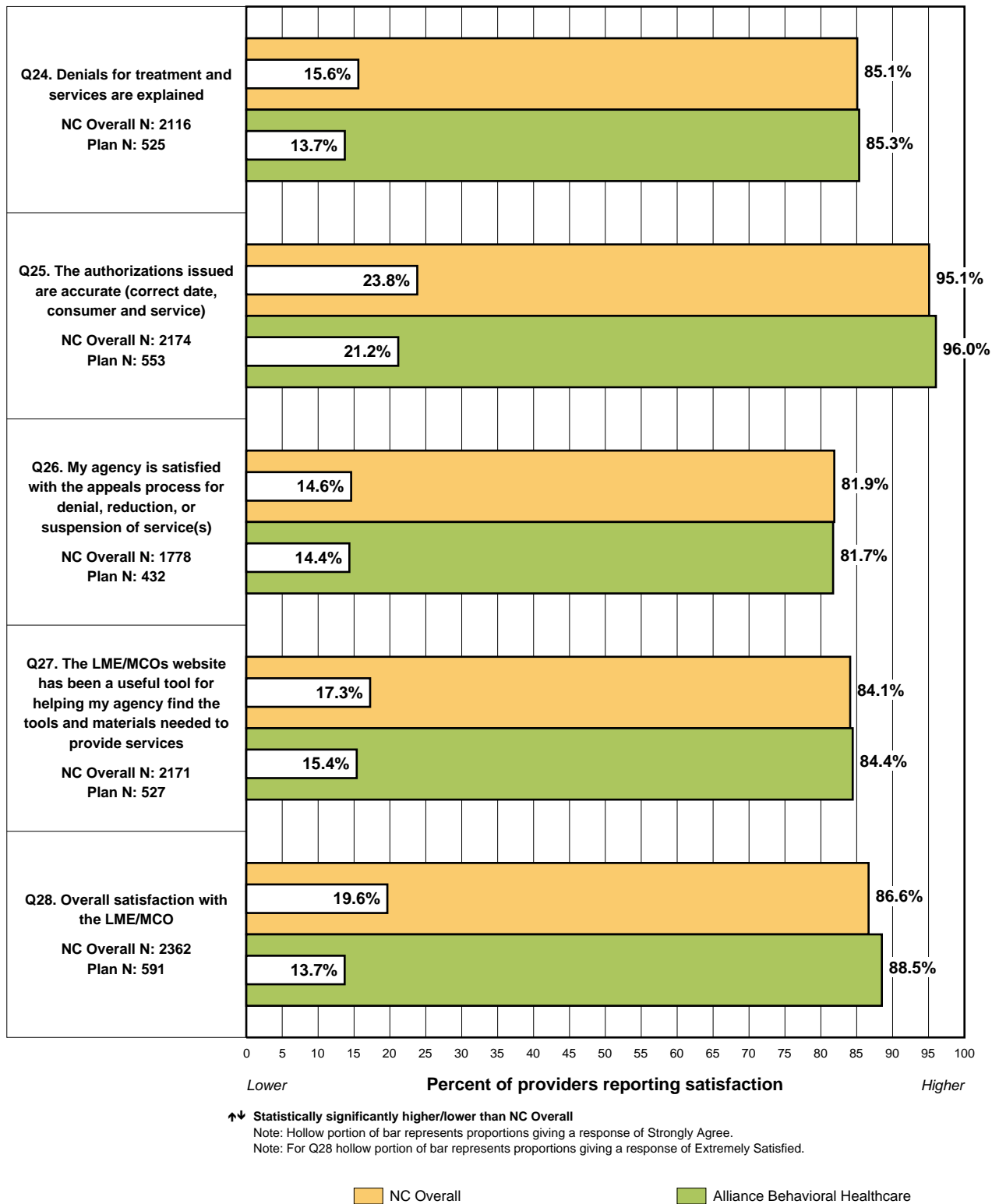
Note: Hollow portion of bar represents proportions giving a response of Strongly Agree.

Note: For Q17 hollow portion of bar represents proportions giving a response of Extremely Satisfied.

NC Overall

Alliance Behavioral Healthcare

### Single Item Measures - Achievement Scores



## Responses by Question

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

	ABH 2018	
	N	%
Less than 6 months	24	3.6%
1 - 2 years	106	15.8%
3 - 5 years	122	18.2%
6 years or more	419	62.4%
<b>Total</b>	671	100.0%
Not Answered	0	

### Q2. What is your provider type?

	ABH 2018	
	N	%
Provider Agency	419	62.4%
Licensed Independent Practitioner (LIP) or LIP group	241	35.9%
Community Hospital	11	1.6%
<b>Total</b>	671	100.0%
Not Answered	0	

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

	ABH 2018	
	N	%
Yes	241	36.1%
No	426	63.9%
<b>Total</b>	667	100.0%
Not Answered	4	

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

	ABH 2018	
	N	%
Yes	518	77.7%
No	149	22.3%
<b>Total</b>	667	100.0%
Not Answered	4	

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

	ABH 2018	
	N	%
Yes	113	16.9%
No	554	83.1%
<b>Total</b>	667	100.0%
Not Answered	4	

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

	ABH 2018	
	N	%
Yes	31	4.6%
No	636	95.4%
<b>Total</b>	667	100.0%
Not Answered	4	

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

	ABH 2018	
	N	%
Yes	33	4.9%
No	634	95.1%
<b>Total</b>	667	100.0%
Not Answered	4	

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

	ABH 2018	
	N	%
Yes	84	12.6%
No	583	87.4%
<b>Total</b>	667	100.0%
Not Answered	4	

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

	ABH 2018	
	N	%
Yes	191	28.7%
No	475	71.3%
<b>Total</b>	666	100.0%
Not Answered	5	

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

	ABH 2018	
	N	%
Yes	147	22.1%
No	519	77.9%
<b>Total</b>	666	100.0%
Not Answered	5	

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

	ABH 2018	
	N	%
Yes	475	71.3%
No	191	28.7%
<b>Total</b>	666	100.0%
Not Answered	5	

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

	ABH 2018	
	N	%
Yes	455	68.3%
No	211	31.7%
<b>Total</b>	666	100.0%
Not Answered	5	

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

	ABH 2018	
	N	%
Yes	232	34.8%
No	434	65.2%
<b>Total</b>	666	100.0%
Not Answered	5	

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

	ABH 2018	
	N	%
Yes	136	20.4%
No	530	79.6%
<b>Total</b>	666	100.0%
Not Answered	5	

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

	ABH 2018	
	N	%
● Strongly Agree	142	23.7%
● Agree	385	64.4%
● Disagree	56	9.4%
● Strongly Disagree	15	2.5%
No Response	66	
<b>Total</b>	598	100.0%
Not Answered	7	
<b>Reporting Category</b>	Single Items	
Achievement Score	88.13%	
2018 vs. 2017: +/- Chg (↑↓ Stat. sig.)	+0.2	

○ **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.**

	ABH 2018	
	N	%
● Strongly Agree	155	26.9%
● Agree	354	61.5%
● Disagree	44	7.6%
● Strongly Disagree	23	4.0%
No Response	87	
<b>Total</b>	576	100.0%
Not Answered	8	
<b>Reporting Category</b>	Single Items	
Achievement Score	88.37%	
2018 vs. 2017: +/- Chg (↑↓ Stat. sig.)	+2.4	

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

	ABH 2018	
	N	%
● Strongly Agree	114	19.4%
● Agree	367	62.4%
● Disagree	88	15.0%
● Strongly Disagree	19	3.2%
No Response	73	
<b>Total</b>	588	100.0%
Not Answered	10	
<b>Reporting Category</b>	Single Items	
Achievement Score	81.80%	
2018 vs. 2017: +/- Chg (↑↓ Stat. sig.)	-0.5	

○ **Response scored as:** ● Room for Improvement ● Achievement



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

	ABH 2018	
	N	%
● Strongly Agree	91	20.1%
● Agree	312	68.9%
● Disagree	36	7.9%
● Strongly Disagree	14	3.1%
No Response	206	
<b>Total</b>	453	100.0%
Not Answered	12	
<b>Reporting Category</b>	Single Items	
Achievement Score	88.96%	
2018 vs. 2017: +/- Chg (↕ Stat. sig.)	+1.3	

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

	ABH 2018	
	N	%
● Strongly Agree	106	23.0%
● Agree	285	61.8%
● Disagree	58	12.6%
● Strongly Disagree	12	2.6%
No Response	198	
<b>Total</b>	461	100.0%
Not Answered	12	
<b>Reporting Category</b>	Single Items	
Achievement Score	84.82%	
2018 vs. 2017: +/- Chg (↕ Stat. sig.)	+2.6	

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

	ABH 2018	
	N	%
● Strongly Agree	73	20.3%
● Agree	255	70.8%
● Disagree	26	7.2%
● Strongly Disagree	6	1.7%
No Response	297	
<b>Total</b>	360	100.0%
Not Answered	14	
<b>Reporting Category</b>	Single Items	
Achievement Score	91.11%	
2018 vs. 2017: +/- Chg (↕ Stat. sig.)	+4.4	

○ **Response scored as:** ● Room for Improvement ● Achievement

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

	ABH 2018	
	N	%
● Strongly Agree	153	29.5%
● Agree	337	64.9%
● Disagree	24	4.6%
● Strongly Disagree	5	1.0%
No Response	139	
<b>Total</b>	519	100.0%
Not Answered	13	
<b>Reporting Category</b>	Single Items	
Achievement Score	94.41%	
2018 vs. 2017: +/- Chg (↕ Stat. sig.)	+5.8↗	

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

	ABH 2018	
	N	%
● Strongly Agree	62	17.4%
● Agree	260	73.0%
● Disagree	28	7.9%
● Strongly Disagree	6	1.7%
No Response	302	
<b>Total</b>	356	100.0%
Not Answered	13	
<b>Reporting Category</b>	Single Items	
Achievement Score	90.45%	
2018 vs. 2017: +/- Chg (↕ Stat. sig.)	+1.6	

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

	ABH 2018	
	N	%
● Strongly Agree	78	20.1%
● Agree	281	72.4%
● Disagree	25	6.4%
● Strongly Disagree	4	1.0%
No Response	268	
<b>Total</b>	388	100.0%
Not Answered	15	
<b>Reporting Category</b>	Single Items	
Achievement Score	92.53%	
2018 vs. 2017: +/- Chg (↕ Stat. sig.)	+2.3	

○ **Response scored as:** ● Room for Improvement ● Achievement

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

	ABH 2018	
	N	%
● Strongly Agree	100	19.5%
● Agree	347	67.6%
● Disagree	56	10.9%
● Strongly Disagree	10	1.9%
No Response	141	
<b>Total</b>	513	100.0%
Not Answered	17	
<b>Reporting Category</b>	Single Items	
Achievement Score	87.13%	
2018 vs. 2017: +/- Chg (↕ Stat. sig.)	+0.4	

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

	ABH 2018	
	N	%
● Strongly Agree	86	16.4%
● Agree	364	69.5%
● Disagree	66	12.6%
● Strongly Disagree	8	1.5%
No Response	130	
<b>Total</b>	524	100.0%
Not Answered	17	
<b>Reporting Category</b>	Single Items	
Achievement Score	85.88%	
2018 vs. 2017: +/- Chg (↕ Stat. sig.)	+0.5	

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

	ABH 2018	
	N	%
● Strongly Agree	64	16.8%
● Agree	260	68.2%
● Disagree	45	11.8%
● Strongly Disagree	12	3.1%
No Response	272	
<b>Total</b>	381	100.0%
Not Answered	18	
<b>Reporting Category</b>	Single Items	
Achievement Score	85.04%	
2018 vs. 2017: +/- Chg (↕ Stat. sig.)	+3.9	

○ **Response scored as:** ● Room for Improvement ● Achievement

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

	ABH 2018	
	N	%
● Extremely Satisfied	75	13.6%
● Satisfied	414	75.0%
● Dissatisfied	53	9.6%
● Extremely Dissatisfied	10	1.8%
No Response	101	
<b>Total</b>	552	100.0%
Not Answered	18	
<b>Reporting Category</b>	Single Items	
Achievement Score	88.59%	
2018 vs. 2017: +/- Chg (↕ Stat. sig.)	+0.7	

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

	ABH 2018	
	N	%
● Strongly Agree	82	17.7%
● Agree	331	71.5%
● Disagree	39	8.4%
● Strongly Disagree	11	2.4%
No Response	189	
<b>Total</b>	463	100.0%
Not Answered	19	
<b>Reporting Category</b>	Single Items	
Achievement Score	89.20%	
2018 vs. 2017: +/- Chg (↕ Stat. sig.)	-0.8	

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

	ABH 2018	
	N	%
● Strongly Agree	96	20.0%
● Agree	338	70.3%
● Disagree	36	7.5%
● Strongly Disagree	11	2.3%
No Response	170	
<b>Total</b>	481	100.0%
Not Answered	20	
<b>Reporting Category</b>	Single Items	
Achievement Score	90.23%	
2018 vs. 2017: +/- Chg (↕ Stat. sig.)	+0.6	

○ **Response scored as:** ● Room for Improvement ● Achievement

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

	ABH 2018	
	N	%
● Strongly Agree	86	17.9%
● Agree	351	73.1%
● Disagree	31	6.5%
● Strongly Disagree	12	2.5%
No Response	168	
<b>Total</b>	480	100.0%
Not Answered	23	
<b>Reporting Category</b>	Single Items	
Achievement Score	91.04%	
2018 vs. 2017: +/- Chg (↕ Stat. sig.)	+0.1	

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

	ABH 2018	
	N	%
● Strongly Agree	70	16.5%
● Agree	322	75.9%
● Disagree	25	5.9%
● Strongly Disagree	7	1.7%
No Response	222	
<b>Total</b>	424	100.0%
Not Answered	25	
<b>Reporting Category</b>	Single Items	
Achievement Score	92.45%	
2018 vs. 2017: +/- Chg (↕ Stat. sig.)	+2.2	

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

	ABH 2018	
	N	%
Yes	144	22.3%
No	502	77.7%
<b>Total</b>	646	100.0%
Not Answered	25	

○ **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**

	ABH 2018	
	N	%
Yes	102	15.8%
No	544	84.2%
<b>Total</b>	646	100.0%
Not Answered	25	

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

	ABH 2018	
	N	%
Yes	92	14.2%
No	554	85.8%
<b>Total</b>	646	100.0%
Not Answered	25	

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

	ABH 2018	
	N	%
Yes	146	22.6%
No	500	77.4%
<b>Total</b>	646	100.0%
Not Answered	25	

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

	ABH 2018	
	N	%
Yes	120	18.6%
No	526	81.4%
<b>Total</b>	646	100.0%
Not Answered	25	

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

	ABH 2018	
	N	%
Yes	162	25.1%
No	484	74.9%
<b>Total</b>	646	100.0%
Not Answered	25	

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

	ABH 2018	
	N	%
Yes	170	26.3%
No	476	73.7%
<b>Total</b>	646	100.0%
Not Answered	25	

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

	ABH 2018	
	N	%
Yes	215	33.3%
No	431	66.7%
<b>Total</b>	646	100.0%
Not Answered	25	

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

	ABH 2018	
	N	%
Yes	161	24.9%
No	485	75.1%
<b>Total</b>	646	100.0%
Not Answered	25	

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

	ABH 2018	
	N	%
Yes	63	9.8%
No	583	90.2%
<b>Total</b>	646	100.0%
Not Answered	25	

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

	ABH 2018	
	N	%
<input checked="" type="radio"/> Strongly Agree	118	20.6%
<input checked="" type="radio"/> Agree	415	72.6%
<input type="radio"/> Disagree	35	6.1%
<input type="radio"/> Strongly Disagree	4	0.7%
No Response	74	
<b>Total</b>	572	100.0%
Not Answered	25	
<b>Reporting Category</b>	Single Items	
Achievement Score 2018 vs. 2017: +/- Chg (↕ Stat. sig.)	93.18%	+1.7

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

	ABH 2018	
	N	%
<input checked="" type="radio"/> Strongly Agree	72	13.7%
<input checked="" type="radio"/> Agree	376	71.6%
<input type="radio"/> Disagree	59	11.2%
<input type="radio"/> Strongly Disagree	18	3.4%
No Response	121	
<b>Total</b>	525	100.0%
Not Answered	25	
<b>Reporting Category</b>	Single Items	
Achievement Score 2018 vs. 2017: +/- Chg (↕ Stat. sig.)	85.33%	+0.3

Response scored as:  Room for Improvement  Achievement



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

	ABH 2018	
	N	%
● Strongly Agree	117	21.2%
● Agree	414	74.9%
● Disagree	19	3.4%
● Strongly Disagree	3	0.5%
No Response	91	
<b>Total</b>	553	100.0%
Not Answered	27	
<b>Reporting Category</b>	Single Items	
Achievement Score	96.02%	
2018 vs. 2017: +/- Chg (↕ Stat. sig.)	+0.7	

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

	ABH 2018	
	N	%
● Strongly Agree	62	14.4%
● Agree	291	67.4%
● Disagree	59	13.7%
● Strongly Disagree	20	4.6%
No Response	212	
<b>Total</b>	432	100.0%
Not Answered	27	
<b>Reporting Category</b>	Single Items	
Achievement Score	81.71%	
2018 vs. 2017: +/- Chg (↕ Stat. sig.)	+0.9	

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

	ABH 2018	
	N	%
● Strongly Agree	81	15.4%
● Agree	364	69.1%
● Disagree	62	11.8%
● Strongly Disagree	20	3.8%
No Response	117	
<b>Total</b>	527	100.0%
Not Answered	27	
<b>Reporting Category</b>	Single Items	
Achievement Score	84.44%	
2018 vs. 2017: +/- Chg (↕ Stat. sig.)	-1.6	

○ **Response scored as:** ● Room for Improvement ● Achievement

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

	ABH 2018	
	N	%
<input checked="" type="radio"/> Extremely Satisfied	81	13.7%
<input checked="" type="radio"/> Satisfied	442	74.8%
<input type="radio"/> Dissatisfied	55	9.3%
<input type="radio"/> Extremely Dissatisfied	13	2.2%
No Response	53	
<b>Total</b>	591	100.0%
Not Answered	27	
<b>Reporting Category</b>	Single Items	
Achievement Score	88.49%	
2018 vs. 2017: +/- Chg (↕ Stat. sig.)	+0.8	

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

	ABH 2018	
	N	%
Yes	34	5.3%
No	610	94.7%
<b>Total</b>	644	100.0%
Not Answered	27	

**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](mailto: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.**