

**To:** All Providers of State and Medicaid Funded Services  
**From:** Khristine Brewington, VP of Network Management, MS, LCMHC, LCAS, CCS, CCJP  
**Date:** June 02, 2020  
**Subject:** Update from NCTracks

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### UPDATE FROM NCTRACKS

The NCTracks Annual Provider Survey for 2020 is now available. This survey focuses on the aspects of NCTracks that involve direct customer interaction, such as the Call Center, Provider Relations, Training and Communications, as well as Functional Areas, such as Pharmacy Prior Approval and Provider Enrollment. Unless otherwise noted, the time period for which this survey applies is from July 1, 2019 to present. The survey is anonymous unless you choose to identify yourself.

The survey is open to all NCTracks providers and is newly designed to take less than 10 minutes to complete. This survey is authorized by the NC Department of Health and Human Services (DHHS) and will be open for responses until June 15, 2020.

We appreciate your participation as we strive to continue to improve our service to providers. Your feedback is valuable to us! Click the button below to start the survey now.

**TAKE PROVIDER SURVEY**

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Any questions about this Communication Bulletin may be sent to the following email:

[NetworkManagement@TrilliumNC.org](mailto:NetworkManagement@TrilliumNC.org). These questions will be answered in a Q&A format and published on Trillium's website.