



URGENT

NOTIFICATION FOR PROVIDERS

... Attention All Providers ...

Provider Satisfaction Survey Email List TEST

Hello!

This is the third TEST email blast in preparation for the Provider Satisfaction Surveys that will be sent out by the state later this year. We had a better response from providers to our second TEST blast. We made revisions to our contact list based on the information you sent in. Again, please ensure this TEST email is being sent to the correct contact staff at your agency so we can ensure the most current and correct data gets sent to the state. We truly appreciate your understanding and cooperation in responding to these TEST emails.

If you are receiving this test email and YOU ARE THE CORRECT PERSON from your agency that should receive the Provider Satisfaction Survey when it comes out from the state, then please DO NOT RESPOND back to this email.

In an effort to ensure we have the most accurate emails and the correct staff from your agencies/practices to answer this survey, we will continue to send out a series of test emails. We are verifying that the people receiving these TEST emails will be the people that will respond to the state later this year when the actual survey gets sent out. Please be patient with this process. **If you are not the correct contact person for this, please send us the name and email address of the staff that should receive the survey to NetworkManagement@trilliumnc.org.**

If you ARE NOT THE CORRECT PERSON, please send us the name and email address to receive the survey HERE.

Every year the Carolinas Center for Medical Excellence (CCME) is contracted to conduct a satisfaction survey of the providers participating in the 1915(b)/(c) Medicaid Waiver program. This survey allows the State and the health plans to measure how well they are meeting providers' expectations and needs. The purpose of the survey is to assess provider perceptions of the LME/MCOs in North Carolina. This survey is also critical in identifying shortfalls and areas we may improve on as a LME/MCO. We truly value the feedback we receive from our members, families, providers and staff.

The results from this survey allow DMA to assess the LME/MCOs' ability in the following three areas:

1. Interacting with their network providers
2. Providing training and support to their providers
3. Providing Medicaid Waiver materials to help their providers strengthen their practice

Thank you for all that you do for our members and their families!

Kindest Regards,
Julie Brinson

