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LME-MCO Communication Bulletin #J279

Date: March 08, 2018

To: LME-MCOs

From: Deb Goda, Behavioral Health Unit Manager, Division of Medical Assistance
Lisa Haire, Assistant Director, Quality Management and Operations, DMH/DD/SAS

Subject: Experience of Care and Health Outcomes (ECHO) Survey 2016-2017

The purpose of the survey is to assess consumer perceptions of the care they received through the seven LME-MCOs in North Carolina. The results from the Adult ECHO and the Child ECHO will assist DMA in assessing the LME-MCOs ability to monitor the quality of mental health, substance abuse, and intellectual and developmental disability services. ***The attached reports summarize the results of the 2016-17 ECHO Survey.*** Once you have reviewed the survey results, please share with your leadership team, board, and local stakeholders. The survey results should also be used in the development of your Quality Strategy. The individual survey results for your agency will be sent to the Contract Manager and CEO.

As the External Quality Review Organization (EQRO) for the North Carolina Department of Health and Human Services, Division of Medical Assistance (DMA), The Carolinas Center for Medical Excellence (CCME) is contracted to conduct a satisfaction survey of the consumers 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 consumers' expectations and needs. Implementation of the survey was conducted in compliance with the regulations in the Balanced Budget Act of 1997 (BBA) that govern Medicaid managed care programs as described in the federal regulations.

CCME used the protocol, outlined in the following link, developed by the Centers for Medicare & Medicaid Services (CMS) titled EQR Protocol 4 Validation and Implementation of Surveys, version 2.0 dated September 2012, to conduct and analyze this survey for DMA.

<https://www.medicaid.gov/medicaid/quality-of-care/downloads/eqr-protocol-5.pdf>

The Consumer Assessment of Healthcare Providers and Systems (CAHPS®) program, which is funded by the Agency for Healthcare Research & Quality (AHRQ), supports and provides surveys for assessing different healthcare settings. DMA chose the CAHPS adult and child versions of the Experience of Care and Health Outcomes (ECHO®) Survey for Managed Behavioral Healthcare Organizations, version 3.0; specifically, surveys 252A (Adult –English), 252B (Adult – Spanish), and 255 (Child). Copies of the surveys used can be found in *Appendix A: Example Surveys*. Each survey has over 50 questions each that provide specific details and insight into the counseling and treatment members receive as well as the quality of health care services provided by their health plan. In addition, each health plan will receive the raw data for the surveys that were completed. Additional guidance on how to interpret the surveys and the measures available can be found in the link below:

<https://cahps.ahrq.gov/surveys-guidance/echo/about/index.html>

If you have questions regarding this report, please contact Adolph Simmons, Jr., at Adolph.simmons@dhhs.nc.gov or (919) 855-4357.

Previous bulletins can be accessed at:

<http://www.ncdhhs.gov/divisions/mhddsas/joint-communication-bulletins>

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