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LME-MCO Communication Bulletin #J280

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: NC DMA 2017 Provider Satisfaction Survey

Enclosed please find the 2016 Medicaid Waiver Provider Satisfaction Survey Report. The completion of the attached survey satisfies 42 CFR 438.358(b)(2) and the terms of the Managed Care Organization contract related to the completion of a Provider Satisfaction survey. Once you have received the survey 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 results for your agency will be sent to the LME/MCO Contract Manager and CEO.

If you have questions regarding this report, please send them via electronic mail to:

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Previous bulletins can be accessed at: <http://www.ncdhhs.gov/divisions/mhddsas/joint-communication-bulletins>

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