

Medicaid Consumer and Provider Satisfaction Results

For the last several years the state has surveyed Medicaid Providers, adults and those receiving child services to determine satisfaction with care and LME/MCO management. According to the Division of Medical Assistance, the Experience of Care and Health Outcomes (EHOC) is to “...assess consumer perceptions of the care they received through the seven LME-MCOs in North Carolina. The results...will assist DMA in assessing the LME-MCOs ability to monitor the quality of mental health, substance abuse, and intellectual and developmental disability services.”

Here are some statewide satisfaction averages from the surveys:

Adult ECHO Results

1. Overall rating of counseling or treatment: 71.8%
2. Much better or little better ability to deal with:
 - daily problems than 1 year ago: 61.3%
 - symptoms or problems than 1 year ago: 55.3%
3. A lot or somewhat helped by treatment: 82.4%

Child ECHO Results

1. Overall rating of counseling or treatment: 70.6%
2. Much better or little better ability to deal with:
 - daily problems than 1 year ago: 66%
 - symptoms or problems than 1 year ago: 61.2%
3. Much better or little better ability to accomplish things than 1 year ago: 63%

LME/MCO Provider Satisfaction Survey

- Overall satisfaction with LME/MCOs: 85.4%
- Customer Service is responsive to local community stakeholders: 84.7%
- Consistent and accurate information on claims issues: 84.3%
- LME/MCO staff is easily accessible for information, referrals and scheduling: 85.6%

To review all survey results click here. <https://www.ncdhhs.gov/divisions/mhddsas/joint-communication-bulletins>