



## 2018 Managed Care Provider Survey

Facility: \_\_\_\_\_ Provider Type: \_\_\_\_\_ County: \_\_\_\_\_

We need your help to tell us how well the MississippiCAN and CHIP programs are performing. Please take a few minutes to complete this survey by placing a checkmark beside your response. If you have any questions, please contact the Office of Coordinated Care at (601) 359-3789. Please forward provider satisfaction surveys to [MississippiCAN.Quality@medicaid.ms.gov](mailto:MississippiCAN.Quality@medicaid.ms.gov) or fax it to 601-359-5252 by November 30, 2018.

1. Describe your overall experience with the MississippiCAN/CHIP program?  
 Good       Fair       Poor
2. Which MississippiCAN network are you enrolled?  
 Magnolia       United       Both
3. Which CHIP network are you enrolled?  
 Magnolia       United       Both
4. How often do you receive notification of changes from the health plans?  
 Monthly       Quarterly       Annually
5. How often do you check eligibility for your patients?  
 Daily       Weekly       Monthly       At time of visit
6. Do you utilize the Health plans' web portal?  
 Yes       No
7. Do you receive a member roster panel from the Health plans?  
 Yes       No
8. Does your provider representative from the Health plans visit your facility?  
 Yes       No
9. Do you think the quality of care for Mississippi Medicaid beneficiaries has improved?  
 Improved       Somewhat Improved       Not Improved
10. My claims are processed in a timely manner.       Agree       Disagree
11. Claims' inquiries are answered promptly by the Health plan.       Agree       Disagree
12. When calling the Health plans, I am able to speak directly with someone and get my questions answered.  
 Agree       Disagree
13. The Health plan's processes are working efficiently.       Agree       Disagree
14. Denial notifications provide clearly defined denial reasons.       Agree       Disagree
15. My claims have paid no less than what Medicaid would pay.       Agree       Disagree
16. The Health plan's Provider Grievance & Appeals process is effective       Agree       Disagree
17. My facility refers patients to the Health plan's Disease & Care Management programs.  
 Agree       Disagree
18. The provider workshops are beneficial and helpful?  Agree       Disagree

If you disagreed with any of the questions above, please provide your comments for improvement.

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_