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 (601) 359-3789. Please forward Provider Satisfaction surveys to: MississippiCAN.Quality@medicaid.ms.gov.

MississippiCAN and CHIP Provider Survey

1. Describe your overall experience with the MississippiCAN/CHIP program?
   - Good
   - Fair
   - Poor

2. Which MississippiCAN network are you enrolled?
   - Magnolia
   - United
   - Molina
   - All

3. Which CHIP network are you enrolled?
   - Magnolia
   - United
   - Molina
   - All

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. Do you know your provider representative with the health plans and does your provider representative visit your facility?
   - Yes
   - No

9. Have you seen improvement in the quality of care with the Mississippi beneficiaries?
   - Improved
   - Somewhat Improved
   - Not Improved

10. Claims are processed in a timely manner.
    - Agree
    - Disagree

11. Claims’ inquiries are answered promptly by the Health plan.
    - Agree
    - Disagree

12. The Health Plan’s PA process works efficiently.
    - Agree
    - Disagree

13. Denial notifications provide clearly defined denial reasons.
    - Agree
    - Disagree

14. Claims are paid at the correct rates (no less than Medicaid’s)
    - Agree
    - Disagree

15. The Provider Grievance & Appeals process is effective
    - Agree
    - Disagree

16. My facility is familiar with & refers patients to the CCO’s Disease & Care Management programs.
    - Agree
    - Disagree

17. My facility is aware of and utilizes Health Plan’s Case Management services
    - Agree
    - Disagree

18. The provider workshops are beneficial for my type of practice
    - Agree
    - Disagree

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

Comments:_________________________________________________________________________________________
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