

## Provider Survey Sample Questions- Fall 2018

Identify the populations served by their organization

- Adults with DDI/IDD
- Adults with Physical Disabilities
- Frail Elders
- Other: please list

Time contracted with CCI

- < 1 year
- 1-2 years
- 3-5 years
- 6-10
- 11-15
- >15

Experience with CCI Departments

- Contact with Claims
- Contact with Provider Management
- Contact with Care Management

Redirect to questions that correspond to experience responses above

Responses to questions unless otherwise noted:

- Always & most of the time
- Sometimes
- Never or almost never

If Claims experience

- I received adequate information about the process to submit a claim
- I received adequate information regarding the process to appeal the denial of a claim for reimbursement
- CCI claims staff is responsive to my needs as a provider
- I receive reimbursement within 30 days
- The reimbursement I receive is accurate

If Provider Management experience

- CCI Provider Management staff is responsive to my needs as a provider
- I know who to contact in Provider Management for questions related to my contract
- I feel like a partner with CCI Provider Management staff
- I receive a response within 2 business days of my call or email communications
- CCI Provider Management staff provided clear direction in regards to the process involved in becoming a network provider : Strongly Agree & Agree, Neither agree or Disagree, Disagree or Strongly Disagree

If Care Team experience

- I know who my members care team is
- I am able to reach them to obtain an authorization
- CCI care teams are courteous and respectful in their interactions with Management of our organization
- CCI Care teams are courteous and respectful in their interactions with Direct Care staff of our organization
- When I contact the care team with concerns about a member, the team responds within 1 business day
- CCI care team is responsive to my needs as a provider

**All completing would be asked to rate Overall Satisfaction/Perception of CCI**

Responses:

Always and Most of the time

Sometimes

Never & almost never

Our agency has a good relationship overall with CCI

I personally feel good about my relationship with CCI

I encourage other service providers to apply to become part of CCI Network

I would recommend CCI to a family or friend to receive services from CCI

What does CCI do best?

What could CCI do better?

Survey Monkey email link and CCI Webpage link