



North Carolina  
Department of Health and Human Services  
**Division of Medical Assistance**  
**Managed Care**

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Michael F. Easley, Governor  
Carmen Hooker Odom, Secretary

L. Allen Dobson, Jr., M.D., Assistant Secretary  
for Health Policy and Medical Assistance

**MEMORANDUM**

**TO:** County Directors of the Departments of Social Services

**FROM:** Jeffrey Simms, Assistant Director  
Medicaid Managed Care

**SUBJECT:** Carolina ACCESS Patient Satisfaction Survey

**DATE:** March 20, 2006

The Division of Medical Assistance is contracting with the University of North Carolina at Charlotte to conduct a patient satisfaction survey using a random sample of Medicaid recipients enrolled in Carolina ACCESS. This research is designed to get statistically significant data to evaluate the perception enrollees have about the quality of their health care. The surveys used to gather data for adults and children are nationally recognized tools for collecting patient satisfaction data. The data are used to support existing efforts at providing a high quality care that is cost effective to federal, state, and local governments and/or to develop new approaches that would improve healthcare of Carolina ACCESS enrollees. If a person perceives their care to be a high quality, they are more apt to pursue the method of care they deem valuable.

Telephone surveys will be conducted statewide and the survey sample will be drawn from the eligibility data counties enter into the EIS. A test sample was run; however, only 50% of the study participants had phone numbers listed. The division's customer service staff reports that in contacts with county caseworkers, they are able to get phone numbers for recipients when the numbers are not available in the EIS.

The division would very much appreciate your assistance in locating phone numbers for the members of the survey sample. When this sample is drawn, we would like to send the names of the recipients for whom we do not have phone numbers to your caseworkers for them to provide the numbers if they are available. The survey is tentatively scheduled to begin in May.

We would very much appreciate your assistance in this project. The information we obtain from these surveys helps us identify more effective service delivery for our Medicaid clients.