



North Carolina
Department of Health and Human Services
Division of Medical Assistance

2501 Mail Service Center • Raleigh, N.C. 27699-2501
421 Fayetteville Street
One Bank of America Plaza
Tel 919-647-8170 * Fax 919-715-0844 (or) 919-715-5235

Michael F. Easley, Governor
Carmen Hooker Odom, Secretary

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

TO: All County Department of Social Services Directors and Medicaid Supervisors
DATE: June 14, 2006
SUBJECT: INSTRUCTIONS FOR GETTING PHONE NUMBERS FOR PATIENT SATISFACTION SURVEY (CAHPS)
FROM: Jeffrey Simms

Each county is being asked to help find phone numbers for recipients residing in the county who have been chosen by random sample to participate in a patient satisfaction survey. The purpose of the survey is to gather information about how well they perceive their health care as a member of Carolina ACCESS. The survey is being conducted by the University of North Carolina at Charlotte and surveys will be done through telephone interviews using a national standardized survey tool called CAHPS. The names on these spreadsheets are recipients for whom we were not able to get phone numbers from EIS. **The spreadsheets were sent to all counties on June 12, 2006. If you did not receive them, please call the managed care section of the Division of Medical Assistance at 919-647-8170.**

1. Each county received two (2) excel spreadsheets. One spreadsheet lists recipients under age 21. The second spreadsheet lists recipients 21 years of age and over.
2. The spreadsheet contains information that should help identify the recipient: name, MID, address, case head etc. This information comes from data found in EIS.
3. For each number found, please write it in the end column which is labeled phone number.
4. Return the spreadsheets to the address below by July 3, 2006:

Division of Medical Assistance
Managed Care Section
Attention: Nubya Shabazz
2501 Mail Service Center
Raleigh, NC 27699-2501

HIPAA requires all data that is transmitted electronically to be password protected. We felt that it would be more expeditious to send the spreadsheets to counties on paper. If you prefer to receive your county's spreadsheets electronically, please call Nubya Shabazz at 919-674-8173 or you may call me, Betty West at 919-647-8183. At that time, we can provide you with the password that you will need to open the document.

If you have any questions, please call Nubya or me at the numbers listed above.

Your help is very much needed to make this survey meaningful and useful. We appreciate your efforts to work with us on this project.