



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

EIS TERMINAL MESSAGE

TO: COUNTY DIRECTORS OF SOCIAL SERVICES
INCOME MAINTENANCE SUPERVISORS
MEDICAID ELIGIBILITY SUPERVISORS

FROM: Jeffrey Simms,
DMA Assistant Director for Managed Care

SUBJECT: Carolina ACCESS Patient Satisfaction Survey

DATE: August 22, 2006

On March 20, 2006 and June 7, 2006, terminal messages were sent to each county DSS director asking for assistance with obtaining telephone numbers for Carolina ACCESS members chosen to participate in a patient satisfaction survey. On June 12, 2006, each county received their respective list.

I would like to take this opportunity to commend each local DSS for the assistance that has been provided in regards to this effort. As of today, all of the lists have been returned to our office with a majority of the phone numbers obtained. It was a pleasure working with each Carolina ACCESS contact person at the local level. They responded willingly, professionally and with an understanding of the importance that this survey information will provide in this effort to evaluate patient satisfaction. Once the survey is completed a copy of the final report will be shared with the local DSS.

This experience re-emphasizes the commitment that the local DSS has in the continued efforts to support Carolina ACCESS and Community Care of NC. Please share this correspondence with your staff informing them of how grateful we are for their cooperation and attentiveness to our request.