

**Mission:**

To protect, promote & improve the health of all people in Florida through integrated state, county & community efforts.



**Rick Scott**  
Governor

**Celeste Philip, MD, MPH**  
Surgeon General and Secretary

**Vision:** To be the **Healthiest State** in the Nation

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Children's Medical Services Managed Care Plan (CMS Plan) is a health plan for children with special health care needs and is offered by the Florida Department of Health.

## 2015-2016 Provider Satisfaction Survey Summary

The Children's Medical Services Managed Care Plan (CMS Plan) provides a comprehensive system of care for eligible children with health care needs. Effective August 1, 2014, CMS Plan began operating a statewide specialty plan for children with special health care needs (CSHCN) under the Managed Medical Assistance component of the Statewide Medicaid Managed Care program. CMS Plan partners with two Integrated Care Systems (ICSs) to provide quality health care services to CMS Plan members. Ped-I-Care provides care to the central and northern regions of the state and Community Care Plan (CCP) to the southern region. CMS Plan strives to provide accessible, comprehensive, and family-centered care. Additionally, the Plan provides intervention, prevention and other specialty programs that deliver community-based services in the natural environment and other appropriate settings.

CMS Plan's service provider network consists of local community providers, hospitals, and medical centers throughout Florida providing high quality care to children with the greatest needs. CMS Plan contracts with the Institute for Child Health Policy (IHP) at the University of Florida to conduct an annual provider satisfaction survey.

IHP administered the provider satisfaction survey September through October 2016. The below summary of findings reflects the 57 providers who completed the survey.

Key findings of the survey include:

- 27 percent of providers currently have a caseload comprised of 50 percent or more CMS Plan members. This is an increase of 14 percent from 2014.
- Overall, providers showed high levels of satisfaction with both the ICS and CMS Plan.
  - 36 percent of providers reported the strongest level of agreement (strongly agree) for both CMS Plan's involvement and integration with the clinical management processes.
  - Satisfaction with CMS Plan provision of information for clinical management increased by 12 percent over 2014 ratings.
- There were improvements for items in each section surveyed, with the largest improvements found in:
  - CMS Plan Care Coordination and Care Management. Of the five items in this category, satisfaction with care coordinators provision of excellent service improved most (14 percent).
  - Claims Payment and Processing. The level of satisfaction with claims being processed in a timely manner had the largest increase (23 percent).
- While the level of satisfaction with the Complaint Resolution Process and Claims Payment and Processing increased from 2014, these areas remain the greatest opportunity for CMS Plan to improve on provider satisfaction.

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**Florida Department of Health**

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