

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

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.

Provider Satisfaction Survey Summary

The Institute for Child Health Policy (ICHP) at the University of Florida is contracted to conduct an annual provider satisfaction survey. CMS Plan started operating statewide on August 1, 2104. ICHP administered the provider satisfaction survey in March 2015. Of the 3,364 providers sampled, 264 providers completed the satisfaction survey (approximately 8%).

Key findings of the survey include:

- 87 percent of providers are currently accepting new patients, which is up from 70 percent in 2013;
- Providers had a positive viewpoint of the CMS Plan across all survey items as indicated by agreement levels of 60 percent or higher; and
- The greatest level of disagreement identified by providers were related to claims processing and complaint resolution representatives' helpfulness.