

2009 Provider Satisfaction Survey

Dear Vermont Medicaid Provider:

The Office of Vermont Health Access and APS Healthcare are conducting our annual satisfaction survey of Vermont Medicaid providers about the Vermont Chronic Care Initiative (VCCI). You may know us by our previous names: Care Coordination Program and the Vermont Chronic Care Management Program.

We would like your opinion about the initiative, including its impact on your patients who are covered by Vermont Medicaid, VHAP, and Dr. Dynasaur. The information provided by this satisfaction survey will be used as a quality improvement tool to identify the areas where the VCCI is performing well and those areas needing improvement. We also want to know what reports or other information would be helpful to you.

Please assist us by completing this brief survey. What you say will not change your reimbursement or the support your patients receive from Vermont Medicaid or VCCI.

Please go to http://www.surveymonkey.com/s.aspx?sm=E8MIH_2fZJuG3k0oC_2bojLfBw_3d_3d to complete it online. If you prefer, you may complete the survey over the phone by calling 866-900-5004 and press 2.

The survey must be submitted by October 15, 2009. Please complete the survey only once. It should only take about 5-10 minutes.

Feel free to contact me at APS Healthcare at 866-900-5004 ext. 5336 or by email at mscholten@apshealthcare.com if you have questions about VCCI or this survey. Thank you for your time!

Sincerely,



Marietta Scholten, M.D., Medical Director
Vermont Chronic Care Initiative
APS Healthcare, Office of Vermont Health Access