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SECRETARY

June 23, 2021

**Statewide Medicaid Managed Care (SMMC) Policy Transmittal: 2021-23**

Applicable to the **2018-2023 SMMC contract benefits** for:

- Managed Medical Assistance (MMA) and MMA Specialty
- Long-Term Care (LTC)
- Dental

**Re: Provider Satisfaction Survey**

The managed care plan and the dental plan must conduct the survey, compile and analyze its survey results, and provide the survey results to the Agency with an action plan to address the results of the Provider Satisfaction Survey by July 1 each contract year for the previous calendar year, beginning with the July 1, 2020 reporting. (Attachment II, Section IX.D.2.d.) The purpose of this policy transmittal is to notify the managed care plan and the dental plan of a change in reporting requirements for this year.

The managed care plan and dental plan Provider Satisfaction Survey results that were due to the Agency on July 1, 2021 are now due on September 1, 2021.

If you have questions or concerns, please contact your Agency contract manager.

Sincerely,

Tom Wallace  
Deputy Secretary for Medicaid

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