

## **BAYOU HEALTH REPORTING**

### **REPORT INFORMATION**

Document ID: SI133  
Document Name: Provider Satisfaction Survey Report  
Revision Date: 11/01/2013  
Reporting Frequency: Annual  
Deliverable Type: Text Document  
Report Due Date: April 30  
Subject Matter: Informatics  
Document Type: Free Form Template

### **INFORMATION TO BE COMPLETED BY THE HEALTH PLAN**

Health Plan ID: 2162438  
Health Plan Name: UnitedHealthcare Community Plan  
Health Plan Contact: Deborah Tillman  
Health Plan Contact Email: Deborah\_tillman@uhc.com  
Report Period Start Date: 20130101  
Report Period End Date: 20131231  
Date Completed: 20140502

*(This plan can be submitted in any format. However, this document must be completed and submitted with the required plan)*

### **Definitions and Instructions:**

The Health Plan shall conduct an annual provider survey to assess satisfaction with provider enrollment, provider communication, provider education, provider complaints, claims preprocessing, and utilization management processes, including medical reviews and support toward Patient Centered Medical Home implementation.

The Health Plan shall submit an annual Provider Satisfaction Survey Report that summarizes the survey methods and findings and provides analysis of opportunities for improvement. Provider Satisfaction Survey Reports are due one-hundred and twenty (120) days after the end of the contract year.

**RFP Reference: Provider Satisfaction Surveys**

**Legend:**

^ Competitive Ratings are based on the percentage of respondents who indicated UHC's performance is significantly/somewhat better.  
 Individual blank cells indicate questions with extremely small base sizes (n<10).  
 \* Indicates data not sig tested due to small base size (n<30).  
 \*\* Indicates small base size (n<50); interpret with caution.  
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 Δ Δ Indicates a significant difference at the 95% confidence level between 2013 national and health plan scores  
 Δ ∇ Indicates a significant difference at the 95% confidence level between 2011/2012 and 2013 scores  
 - Indicates questions without comparable trend data.

**Overall Measures**

Overall satisfaction with UnitedHealthcare Community Plan (Q4)  
 Extent to which would like to see more UnitedHealthcare Community Plan patients in practice (Q6)  
 Likelihood to renew contract (Q8)

**e-Solutions**

Usefulness of UHC's website (Q14)  
 Assistance provided by toll free IVR and Provider Service Call Center (Q23)

**Claims Processing and Appeals Process**

Timeliness of claims process (Q19)  
 Accuracy of claims process (Q20)  
 Timeliness of the appeals process (Q21)  
 Communication of the determination of appeals (Q22)

**Communications**

Helpfulness of the Provider Administrative Guide and updates (Q24)  
 Effectiveness of Care Management programs provided for patients (Q25)  
 Assistance provided by care management staff in facilitating treatment coordination (Q26)  
 Availability of disease management and health education programs for your patients (Q27)  
 Support provided by plan staff toward implementation of Patient Centered Medical Home (Q29)

**Timeliness of Exchange of Information/Communication/Reports**

Behavioral Health Providers (Q30)  
 Specialists/Consulting Physicians (Q31)  
 Inpatient Hospitals (Q32)  
 Outpatient Treatment Centers/Surgery Centers (Q33)  
 Emergency Departments/Urgent Care Centers (Q34)  
 Home Health Agencies (Q35)

**Adequacy of Coordination of Care**

Behavioral Health Providers (Q36)  
 Specialists/Consulting Physicians (Q37)  
 Inpatient Hospitals (Q38)  
 Outpatient Treatment Centers/Surgery Centers (Q39)  
 Emergency Departments/Urgent Care Centers (Q40)  
 Home Health Agencies (Q41)

**Prior Authorization and Credentialing**

Ease of initiating and completing the credentialing process (Q15)  
 Ease of prior authorization process (Q17)  
 Clinical appropriateness of the utilization review decisions (Q18)  
 Ease of the pharmaceutical prior authorization process (Q28)

**Physician Advocate (Provider Relations Representative)**

Responsive and available to your needs (Q10)  
 Is able to address your concerns (Q11)

**Specialty Network**

Availability of specialists in the referral network (Q16)  
 UHC Community Plan is trustworthy (Q42)  
 UHC Community Plan is easy to do business with (Q43)  
 Like UHC Community Plan as a company and feel good about doing business with (Q44)  
 UHC Community Plan demonstrates social responsibility in the community (Q45)  
 UHC Community Plan is leading the insurance industry in simplifying health care (Q46)

**All Physician  
(Top Box 8-10)**

UHC C&S	UHC C&S Louisiana Health Plan			
	National	2013	2012	2011
n=	2985	177	0***	0***
		Δ ∇	Y1 Δ	Y2 Δ
Overall satisfaction with UnitedHealthcare Community Plan (Q4)	40	56	-	-
Extent to which would like to see more UnitedHealthcare Community Plan patients in practice (Q6)	42	66	-	-
Likelihood to renew contract (Q8)	45	70	-	-
Usefulness of UHC's website (Q14)	49	59	-	-
Assistance provided by toll free IVR and Provider Service Call Center (Q23)	40	57	-	-
Timeliness of claims process (Q19)	48	69	-	-
Accuracy of claims process (Q20)	46	67	-	-
Timeliness of the appeals process (Q21)	35	55	-	-
Communication of the determination of appeals (Q22)	36	52	-	-
Helpfulness of the Provider Administrative Guide and updates (Q24)	42	54	-	-
Effectiveness of Care Management programs provided for patients (Q25)	42	59	-	-
Assistance provided by care management staff in facilitating treatment coordination (Q26)	41	53	-	-
Availability of disease management and health education programs for your patients (Q27)	44	55	-	-
Support provided by plan staff toward implementation of Patient Centered Medical Home (Q29)	61	61	-	-
Behavioral Health Providers (Q30)	33	38	-	-
Specialists/Consulting Physicians (Q31)	45	48	-	-
Inpatient Hospitals (Q32)	48	59	-	-
Outpatient Treatment Centers/Surgery Centers (Q33)	45	53	-	-
Emergency Departments/Urgent Care Centers (Q34)	48	53	-	-
Home Health Agencies (Q35)	46	55	-	-
Behavioral Health Providers (Q36)	36	37	-	-
Specialists/Consulting Physicians (Q37)	48	50	-	-
Inpatient Hospitals (Q38)	47	59	-	-
Outpatient Treatment Centers/Surgery Centers (Q39)	46	51	-	-
Emergency Departments/Urgent Care Centers (Q40)	47	51	-	-
Home Health Agencies (Q41)	47	52	-	-
Ease of initiating and completing the credentialing process (Q15)	49	66	-	-
Ease of prior authorization process (Q17)	35	44	-	-
Clinical appropriateness of the utilization review decisions (Q18)	36	48	-	-
Ease of the pharmaceutical prior authorization process (Q28)	34	48	-	-
Responsive and available to your needs (Q10)	52	75**	-	-
Is able to address your concerns (Q11)	54	72**	-	-
Availability of specialists in the referral network (Q16)	40	48	-	-
UHC Community Plan is trustworthy (Q42)	52	74	-	-
UHC Community Plan is easy to do business with (Q43)	45	66	-	-
Like UHC Community Plan as a company and feel good about doing business with (Q44)	47	72	-	-
UHC Community Plan demonstrates social responsibility in the community (Q45)	48	74	-	-
UHC Community Plan is leading the insurance industry in simplifying health care (Q46)	41	60	-	-

**All Physician  
(Top Box 6-10)**

UHC C&S	UHC C&S Louisiana Health Plan			
	National	2013	2012	2011
n=	2985	177	0***	0***
		Δ ∇	Y1 Δ	Y2 Δ
Overall satisfaction with UnitedHealthcare Community Plan (Q4)	68	84	-	-
Extent to which would like to see more UnitedHealthcare Community Plan patients in practice (Q6)	67	85	-	-
Likelihood to renew contract (Q8)	65	82	-	-
Usefulness of UHC's website (Q14)	77	87	-	-
Assistance provided by toll free IVR and Provider Service Call Center (Q23)	66	76	-	-
Timeliness of claims process (Q19)	74	89	-	-
Accuracy of claims process (Q20)	72	86	-	-
Timeliness of the appeals process (Q21)	62	77	-	-
Communication of the determination of appeals (Q22)	63	75	-	-
Helpfulness of the Provider Administrative Guide and updates (Q24)	68	76	-	-
Effectiveness of Care Management programs provided for patients (Q25)	70	84	-	-
Assistance provided by care management staff in facilitating treatment coordination (Q26)	69	81	-	-
Availability of disease management and health education programs for your patients (Q27)	73	85	-	-
Support provided by plan staff toward implementation of Patient Centered Medical Home (Q29)	80	80	-	-
Behavioral Health Providers (Q30)	60	59	-	-
Specialists/Consulting Physicians (Q31)	74	77	-	-
Inpatient Hospitals (Q32)	74	81	-	-
Outpatient Treatment Centers/Surgery Centers (Q33)	73	78	-	-
Emergency Departments/Urgent Care Centers (Q34)	73	73	-	-
Home Health Agencies (Q35)	75	84	-	-
Behavioral Health Providers (Q36)	60	60	-	-
Specialists/Consulting Physicians (Q37)	75	76	-	-
Inpatient Hospitals (Q38)	74	77	-	-
Outpatient Treatment Centers/Surgery Centers (Q39)	72	76	-	-
Emergency Departments/Urgent Care Centers (Q40)	72	72	-	-
Home Health Agencies (Q41)	75	81	-	-
Ease of initiating and completing the credentialing process (Q15)	75	88	-	-
Ease of prior authorization process (Q17)	62	70	-	-
Clinical appropriateness of the utilization review decisions (Q18)	64	71	-	-
Ease of the pharmaceutical prior authorization process (Q28)	61	69	-	-
Responsive and available to your needs (Q10)	68	81**	-	-
Is able to address your concerns (Q11)	67	78**	-	-
Availability of specialists in the referral network (Q16)	66	70	-	-
UHC Community Plan is trustworthy (Q42)	75	90	-	-
UHC Community Plan is easy to do business with (Q43)	69	84	-	-
Like UHC Community Plan as a company and feel good about doing business with (Q44)	69	87	-	-
UHC Community Plan demonstrates social responsibility in the community (Q45)	70	88	-	-
UHC Community Plan is leading the insurance industry in simplifying health care (Q46)	63	80	-	-

# Interpreting the C&S scorecard legend



## 2013 UnitedHealthcare Community & State Physician Satisfaction Results UnitedHealthcare C&S Maryland Scorecard, Key Measures (0-10 Rating Scale)

MARKET STRATEGIES  
INTERNATIONAL

### Legend:

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### Overall Measures

Overall satisfaction with UnitedHealthcare Community Plan (Q4)

All Physician  
(Top Box 8-10)

n	UHC C&S National		UHC C&S Maryland Health Plan			
	2013	2013	2012	2011	2013	2013
2985		174	140	131	+3 ▲	+14 ▲
	▲ ▼		Y1 ▲	2 ▲		
	40	45	42	31		

This section reports %8-10 scores for 3 years

All Physician  
(Top Box 6-10)

n	UHC C&S National		UHC C&S Maryland Health Plan			
	2013	2013	2012	2011	2013	2013
2985		174	140	131	+2 ▲	+21 ▲
	▲ ▼		Y1 ▲	2 ▲		
	68	72	70	51		

This section reports %6-10 scores for 3 years

Legend explains how to decipher your market's sample size

- Total sample size/completed surveys reported with n=xx
- Column under "national" shows total number of UHC Physician surveys completed across all plans
- Columns under "health plan" show base sizes within each year

- Each box contains two previous years of results
- Point change and arrow indicator showing if significant are represented
  - Y1 indicates difference between one year prior (2013 vs. 2012)
  - Y2 indicates difference between two years prior (2013 vs. 2011).