

**2015 Provider Satisfaction At-a-Glance - Historical
 ACLA Health Plan - Practitioner**



2015 Provider Satisfaction Survey	ACLA Health Plan - Practitioner				
	Total 2014		Total 2015		Sig Testing
	Top 3 Box	Sample Size	Top 3 Box	Sample Size	2014 to 2015
Provider Relations/Network Management (% Excellent/Very Good/Good)	81.0	167	81.0	167	NS
Q2 Responsiveness/courtesy of Provider Account Executive	83.0	200	84.5	206	NS
Q3 Timeliness answering questions/resolving problems	73.9	222	79.9	239	NS
Q4 Relevance of practitioner education meetings/in-services	79.0	167	76.6	167	NS
Q5 Relevance of written communications, policy bulletins, and manuals	84.4	231	83.3	245	NS
Q6 Timeliness of written communications, policy bulletins, and manuals	83.7	233	81.4	242	NS
Provider Services Staff (% Excellent/Very Good/Good)	74.0	236	80.0	231	NS
Q8 Knowledge, accuracy, and helpfulness of telephone inquiry responses	78.6	243	80.4	245	NS
Q9 Timeliness of resolving claims payment issues	70.3	236	78.8	231	+
Claims Reimbursement Process (% Excellent/Very Good/Good)	78.0	219	85.0	216	NS
Q12 Timeliness of claims processing	83.1	236	88.0	233	NS
Q13 Accuracy of claims processing	83.0	235	84.1	233	NS
Q14 Resolution of claims payment problems/disputes	68.0	219	81.9	216	+
Utilization and Quality Management (UM) (% Excellent/Very Good/Good)	69.0	156	79.0	163	+
Q15 Obtaining pre-certification/referral/authorization info	67.2	235	75.3	239	NS
Q16 Timeliness of UM's pre-certification process	63.8	221	74.6	228	+
Q17 Phone access to UM staff	73.0	226	82.6	235	+
Q18 UM staff sharing review criteria/reasons for adverse determinations	67.2	204	77.0	209	+
Q19 Consistency of review decisions	68.9	206	78.6	220	+
Q20 Timeliness of UM appeals process	63.0	181	78.6	192	+
Q21 Timeliness of resolution requiring Medical Director intervention	64.7	156	82.8	163	+
Q22 Timeliness of credentialing/re-credentialing process	73.8	221	78.1	224	NS
Q23 Knowledge/accuracy of Credentialing staff's responses to inquiries	77.8	212	79.2	212	NS
Case Management (% Excellent/Very Good/Good)	80.0	177	85.0	174	NS
Q24 Facilitation/support of appropriate clinical care	76.5	200	84.7	202	+
Q25 Phone access to Case/Care Managers	80.2	192	83.9	193	NS
Q26 Helpfulness of Case/Care Managers in coordinating care	79.8	193	83.8	197	NS
Q27 Alternative care and community resource options offered	76.8	177	83.9	174	NS
Q28 Coverage and encouragement of preventive care/health wellness	86.4	220	89.3	224	NS
Pharmacy Services (% Excellent/Very Good/Good)	52.0	199	58.0	207	NS
Q29 Clarity of pharmaceutical management procedures	62.3	199	68.1	207	NS
Q30 Variety of drugs available on formulary	47.8	209	53.3	229	NS
Q31 Ease of obtaining prior authorization for non-formulary drugs	47.1	206	53.7	231	NS
Overall Satisfaction and Loyalty (% Excellent/Very Good/Good)	79.0	256	84.0	243	NS
Q37 Overall satisfaction with AmeriHealth Caritas Louisiana	77.9	263	83.0	270	NS
Q38 Overall satisfaction with other Medicaid health plans	75.8	265	76.7	270	NS
Q35 Recommend AmeriHealth Caritas Louisiana to other physicians' practices (% Yes)	82.2	258	90.4	249	+
Q36 Recommend AmeriHealth Caritas Louisiana to other patients (% Yes)	80.5	256	86.8	243	NS

+ = 2015 results significantly higher than 2014 results
 NS = No significant difference between 2015 and 2014
 - = 2015 results significantly lower than 2014 results

2015 Provider Satisfaction At-a-Glance - Overall Satisfaction with Plan
 ACLA Health Plan - Practitioner



2015 Provider Satisfaction Survey	ACLA Health Plan - Practitioner			
	AmeriHealth Caritas Louisiana	Overall Satisfaction with AmeriHealth Caritas Louisiana		High/Low Diff
	Total (n=270)	Excellent/ Very Good/Good (n=224)	Fair/Poor (n=46)	
	Provider Relations/Network Management (% Excellent/Very Good/Good)	81.0	92.0	
Q2 Responsiveness/courtesy of Provider Account Executive	84.5	94.3	24.1	70.2
Q3 Timeliness answering questions/resolving problems	79.9	90.6	19.4	71.2
Q4 Relevance of practitioner education meetings/in-services	76.6	89.2	11.1	78.1
Q5 Relevance of written communications, policy bulletins, and manuals	83.3	92.7	31.6	61.1
Q6 Timeliness of written communications, policy bulletins, and manuals	81.4	91.7	22.2	69.5
Provider Services Staff (% Excellent/Very Good/Good)	80.0	91.0	19.0	72.0
Q8 Knowledge, accuracy, and helpfulness of telephone inquiry responses	80.4	91.3	21.1	70.2
Q9 Timeliness of resolving claims payment issues	78.8	90.2	16.7	73.5
Claims Reimbursement Process (% Excellent/Very Good/Good)	85.0	94.0	37.0	57.0
Q12 Timeliness of claims processing	88.0	95.9	48.7	47.2
Q13 Accuracy of claims processing	84.1	93.3	38.5	54.8
Q14 Resolution of claims payment problems/disputes	81.9	93.8	24.3	69.5
Utilization and Quality Management (UM) (% Excellent/Very Good/Good)	79.0	88.0	26.0	62.0
Q15 Obtaining pre-certification/referral/authorization info	75.3	85.1	20.0	65.1
Q16 Timeliness of UM's pre-certification process	74.6	85.9	17.1	68.8
Q17 Phone access to UM staff	82.6	91.4	37.1	54.3
Q18 UM staff sharing review criteria/reasons for adverse determinations	77.0	86.4	26.7	59.7
Q19 Consistency of review decisions	78.6	88.6	26.5	62.1
Q20 Timeliness of UM appeals process	78.6	90.0	20.0	70.0
Q21 Timeliness of resolution requiring Medical Director intervention	82.8	92.1	26.1	66.0
Q22 Timeliness of credentialing/re-credentialing process	78.1	87.1	33.3	53.8
Q23 Knowledge/accuracy of Credentialing staff's responses to inquiries	79.2	88.8	25.0	63.8
Case Management (% Excellent/Very Good/Good)	85.0	95.0	20.0	75.0
Q24 Facilitation/support of appropriate clinical care	84.7	94.9	8.3	86.6
Q25 Phone access to Case/Care Managers	83.9	94.0	16.7	77.3
Q26 Helpfulness of Case/Care Managers in coordinating care	83.8	93.6	16.0	77.6
Q27 Alternative care and community resource options offered	83.9	94.0	17.4	76.6
Q28 Coverage and encouragement of preventive care/health wellness	89.3	96.4	43.3	53.1
Pharmacy Services (% Excellent/Very Good/Good)	58.0	69.0	6.0	63.0
Q29 Clarity of pharmaceutical management procedures	68.1	80.2	5.9	74.3
Q30 Variety of drugs available on formulary	53.3	62.0	8.6	53.4
Q31 Ease of obtaining prior authorization for non-formulary drugs	53.7	63.7	2.8	60.9
Overall Satisfaction and Loyalty (% Excellent/Very Good/Good)	84.0	95.0	27.0	68.0
Q37 Overall satisfaction with AmeriHealth Caritas Louisiana	83.0	100.0	0.0	100.0
Q38 Overall satisfaction with other Medicaid health plans	76.7	88.8	17.4	71.4
Q35 Recommend AmeriHealth Caritas Louisiana to other physicians' practices (% Yes)	90.4	98.1	45.9	52.2
Q36 Recommend AmeriHealth Caritas Louisiana to other patients (% Yes)	86.8	94.7	42.9	51.8

"High/Low Diff" is the percentage point difference between the largest and smallest score across the Overall Satisfaction categories for that specific measure.

"High/Low Diff" column may not be exact due to rounding.

2015 Provider Satisfaction At-a-Glance - Plan vs. All Others
 ACLA Health Plan - Practitioner



2015 Provider Satisfaction Survey	ACLA Health Plan - Practitioner				
	AmeriHealth Caritas Louisiana		All Other Medicaid Plans		Sig Testing
	Top 3 Box	Sample Size	Top 3 Box	Sample Size	AmeriHealth Caritas Louisiana
Provider Relations/Network Management (% Excellent/Very Good/Good)	81.0	167	78.0	183	NS
Q2 Responsiveness/courtesy of Provider Account Executive	84.5	206	81.0	231	NS
Q3 Timeliness answering questions/resolving problems	79.9	239	77.0	244	NS
Q4 Relevance of practitioner education meetings/in-services	76.6	167	73.2	183	NS
Q5 Relevance of written communications, policy bulletins, and manuals	83.3	245	80.3	244	NS
Q6 Timeliness of written communications, policy bulletins, and manuals	81.4	242	78.0	241	NS
Provider Services Staff (% Excellent/Very Good/Good)	80.0	231	78.0	233	NS
Q8 Knowledge, accuracy, and helpfulness of telephone inquiry responses	80.4	245	80.1	246	NS
Q9 Timeliness of resolving claims payment issues	78.8	231	75.1	233	NS
Claims Reimbursement Process (% Excellent/Very Good/Good)	85.0	216	84.0	219	NS
Q12 Timeliness of claims processing	88.0	233	85.8	233	NS
Q13 Accuracy of claims processing	84.1	233	82.1	229	NS
Q14 Resolution of claims payment problems/disputes	81.9	216	83.6	219	NS
Utilization and Quality Management (UM) (% Excellent/Very Good/Good)	79.0	163	75.0	165	NS
Q15 Obtaining pre-certification/referral/authorization info	75.3	239	70.5	241	NS
Q16 Timeliness of UM's pre-certification process	74.6	228	66.7	228	NS
Q17 Phone access to UM staff	82.6	235	78.6	234	NS
Q18 UM staff sharing review criteria/reasons for adverse determinations	77.0	209	71.4	213	NS
Q19 Consistency of review decisions	78.6	220	74.2	217	NS
Q20 Timeliness of UM appeals process	78.6	192	75.9	195	NS
Q21 Timeliness of resolution requiring Medical Director intervention	82.8	163	77.6	165	NS
Q22 Timeliness of credentialing/re-credentialing process	78.1	224	78.8	222	NS
Q23 Knowledge/accuracy of Credentialing staff's responses to inquiries	79.2	212	79.9	209	NS
Case Management (% Excellent/Very Good/Good)	85.0	174	81.0	171	NS
Q24 Facilitation/support of appropriate clinical care	84.7	202	80.6	206	NS
Q25 Phone access to Case/Care Managers	83.9	193	78.9	194	NS
Q26 Helpfulness of Case/Care Managers in coordinating care	83.8	197	80.5	195	NS
Q27 Alternative care and community resource options offered	83.9	174	78.9	171	NS
Q28 Coverage and encouragement of preventive care/health wellness	89.3	224	85.5	220	NS
Pharmacy Services (% Excellent/Very Good/Good)	58.0	207	53.0	205	NS
Q29 Clarity of pharmaceutical management procedures	68.1	207	61.5	205	NS
Q30 Variety of drugs available on formulary	53.3	229	49.8	225	NS
Q31 Ease of obtaining prior authorization for non-formulary drugs	53.7	231	48.5	229	NS
Overall Satisfaction and Loyalty (% Excellent/Very Good/Good)	84.0	243	NA	NA	NC
Q37 Overall satisfaction with AmeriHealth Caritas Louisiana	83.0	270	NA	NA	NC
Q38 Overall satisfaction with other Medicaid health plans	76.7	270	NA	NA	NC
Q35 Recommend AmeriHealth Caritas Louisiana to other physicians' practices (% Yes)	90.4	249	NA	NA	NC
Q36 Recommend AmeriHealth Caritas Louisiana to other patients (% Yes)	86.8	243	NA	NA	NC

NA: Question not asked
 NC: Not comparable

Legend

+ = AmeriHealth Caritas Louisiana results significantly higher than 'All Others' result
 NS = No significant difference between AmeriHealth Caritas Louisiana and 'All Others' results
 - = AmeriHealth Caritas Louisiana results significantly lower than 'All Others' results