

# 2015 Provider Satisfaction Report



Louisiana Healthcare Connections

Project Number(s): 9106582

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## **Introduction**

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Many organizations conduct the SPHA Provider Satisfaction Survey to monitor provider satisfaction levels and to respond to one or more NCQA Health Plan Accreditation Standards. The 2015 SPHA Provider Satisfaction Survey template was designed to support the following NCQA standards.

- ✓ NCQA Standard UM 11 (Experience with the Utilization Management Process) currently directs managed care organizations, at least annually, to assess the practitioner's experience with the UM process. Organizations are expected to collect and analyze data and provider feedback in an effort to drive quality improvements.
- ✓ NCQA Standard QI 10 (Continuity and Coordination of Medical Care) looks to managed care organizations to gather information, at least annually, to assess and identify opportunities to improve coordination of medical care across its delivery system. This includes conducting quantitative analysis of data and feedback.

The Provider Satisfaction Survey targets providers to measure their satisfaction with Louisiana Healthcare Connections. For comparison purposes, results are presented by Summary Rates. The Summary Rate is the sum of the proportion of respondents who selected the most positive response options ('Well above average' or 'Somewhat above average;' 'Yes;' and 'Completely satisfied' or 'Somewhat satisfied') for the attribute.

Composite scores are calculated by taking the average Summary Rates of the attributes in the specified section. The following composites are included in the Louisiana Healthcare Connections survey:

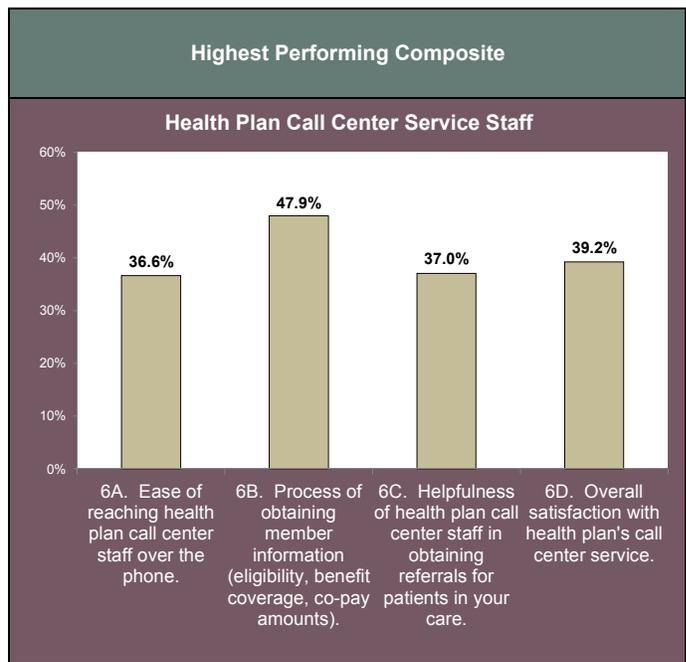
- Overall Satisfaction
- All Other Plans (Comparative Rating)
- Finance Issues
- Utilization and Quality Management
- Network/Coordination of Care
- Pharmacy
- Health Plan Call Center Service Staff
- Provider Relations

Chart 1 highlights key results from Louisiana Healthcare Connections' Provider Satisfaction Survey.

## **Chart 1**

# Provider Satisfaction Report Highlights

Highest and Lowest Performing Questions	2015		2015 Mean Scores**		2014 SPHA B.o.B.***	
	n*	SRS*	Louisiana	SPHA B.o.B.	Medicaid	Aggregate
<b>Highest Scoring Questions</b>						
7B. Provider Relations representative's ability to answer questions and resolve problems.	108	50.0%	3.65	3.69	54.2%	53.9%
6B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	217	47.9%	3.66	3.54	44.1%	45.0%
6D. Overall satisfaction with health plan's call center service.	217	39.2%	3.47	3.44	41.0%	43.2%
<b>Lowest Scoring Questions</b>						
4F. The frequency of feedback/reports from Behavioral Health Clinicians for patients in your care.	146	17.1%	3.10	NA	NA	NA
5C. Variety of branded drugs on the formulary.	200	16.5%	2.89	3.00	19.7%	22.3%
4E. The timeliness of feedback/reports from Behavioral Health Clinicians for patients in your care.	152	15.1%	3.05	NA	NA	NA

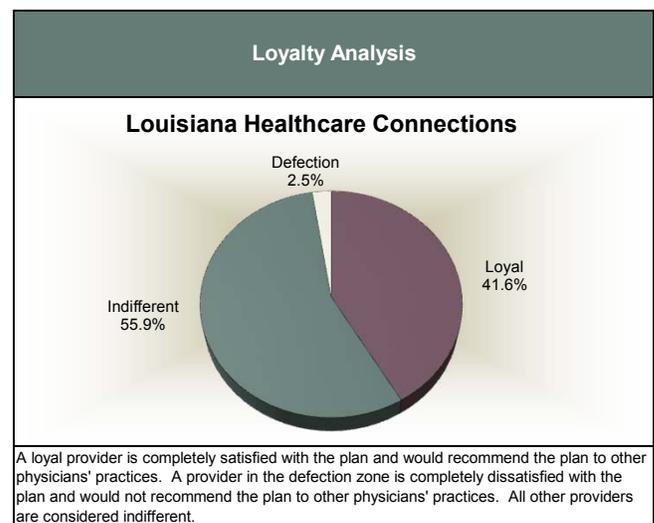


### Priority Matrix

Composite	Correlation****	Percentile
<b>Strength</b>		
No composites are considered Strengths.		
<b>Top Priority</b>		
Provider Relations	0.600	39th
Finance Issues	0.557	62nd
Health Plan Call Center Service Staff	0.546	45th
Pharmacy	0.537	40th
Utilization and Quality Management	0.529	46th

Strength: Composite is highly correlated with overall satisfaction and ranks at or above the 75th percentile when compared to the SPHA Book of Business benchmark.

Top Priority: Composite is highly correlated with overall satisfaction and ranks below the 75th percentile when compared to the SPHA Book of Business benchmark.



\* The Valid n represents the number of responses to the question. Summary Rate Scores (SRS) represent the top two response percentages ("Well above average" and "Somewhat above average;" "Yes;" and "Completely satisfied" and "Somewhat satisfied").

\*\* Mean scores are the average of all responses. SPHA B.o.B. is represented by the Medicaid Book of Business.

\*\*\* SPH Analytics' 2014 Medicaid Book of Business benchmark consists of data from 23 plans representing 12193 respondents, while the Aggregate Book of Business benchmark consists of data from 33 plans representing 14423 respondents in Primary Care, Specialty, and Behavioral Health areas of medicine.

\*\*\*\* A correlation coefficient approaching a value of 1.000 represents an increasing association of the composite with overall satisfaction.

Note: Significance Testing - Cells highlighted in red denote current year plan percentage is significantly lower when compared to trend or benchmark data; cells highlighted in green denote current year plan percentage is significantly higher when compared to trend or benchmark data; no shading denotes that there was no significant difference between the percentages, there is no comparable data, or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

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## 1. Executive Summary

SPH Analytics (SPHA), a National Committee for Quality Assurance (NCQA) Certified Survey Vendor, was selected by Louisiana Healthcare Connections to conduct its 2015 Provider Satisfaction Survey. Information obtained from these surveys allows plans to measure how well they are meeting their providers' expectations and needs. Based on the data collected, this report summarizes the results and assists in identifying plan strengths and opportunities.

SPHA followed a one-wave mail and Internet<sup>1</sup> with phone follow-up survey methodology to administer the Provider Satisfaction Survey from September to October of 2015. A total of 272 surveys were completed (89 mail, 6 Internet, and 177 phone), yielding a response rate of 7.0% for the mail/Internet data component and 28.5% for the phone data component. Please refer to the *Methodology* (Section 2) for further detail on the calculation of response rates.

The chart below presents 2015 Summary Rates<sup>2</sup> for Louisiana Healthcare Connections' composites and key attributes. Data and significance testing for trend years and the 2014 SPH Analytics Medicaid Book of Business are also provided for comparison.

Composites/Attributes	2015 Summary Rates	2014 Summary Rates	*	2013 Summary Rates	*	2014 SPHA Medicaid BoB Summary Rates <sup>3</sup>	**
<b>Overall Satisfaction with Louisiana Healthcare Connections</b>	<b>76.0%</b>	<b>60.7%</b>	↑	<b>57.8%</b>	↑	<b>69.8%</b>	↑
All Other Plans (Comparative Rating)	34.9%	21.0%	↑	23.2%	↑	36.4%	
Finance Issues	35.2%	20.5%	↑	29.6%		31.5%	
Utilization and Quality Management	30.6%	19.0%		20.4%	↑	33.9%	
Network/Coordination of Care	25.2%	9.8%		17.8%		29.7%	
Pharmacy	17.8%	16.1%		16.4%		22.2%	
Health Plan Call Center Service Staff	40.2%	25.6%	↑	27.2%	↑	40.8%	
Provider Relations	37.6%	27.2%		29.5%		41.6%	
Recommend to Other Physicians' Practices	88.0%	88.7%		72.3%	↑	83.3%	

\*↓↑ Indicates a significant difference when compared to previous years.

\*\*↓↑ Indicates a significant difference when compared to the 2014 SPH Analytics Medicaid Book of Business.

<sup>1</sup> The mail wave included the web address, along with a user ID and password, to complete the survey online.

<sup>2</sup> The Summary Rate represents the most favorable response percentage(s).

<sup>3</sup> SPH Analytics' 2014 Medicaid Book of Business consists of data from 23 plans representing 12,193 respondents in Primary Care, Specialty, and Behavioral Health areas of medicine.

## ***Presentation of Results***

- Summary Rate is the proportion of respondents who selected the most positive response options ('Well above average' or 'Somewhat above average,' 'Yes,' and 'Completely satisfied' or 'Somewhat satisfied') for the attribute.
- Attributes are the individual questions that focus on specific characteristics of the health plan.
- Composites are calculated by taking the average of the Summary Rates of the attributes in the specified section.
- 2014 SPH Analytics Medicaid Book of Business consists of data from 23 plans representing 12,193 respondents in Primary Care, Specialty, and Behavioral Health areas of medicine.
- 2014 SPH Analytics Aggregate Book of Business consists of data from 33 plans representing 14,423 respondents in Primary Care, Specialty, and Behavioral Health areas of medicine.

## ***2015 Provider Satisfaction Composites***

### All Other Plans (Comparative Rating)

This item asks the respondent to rate Louisiana Healthcare Connections compared to all other plans with which the provider contracts.

### Finance Issues

This composite addresses the consistency of reimbursement fees with contract rates, accuracy and timeliness of claims processing, and resolution of claims payment problems or disputes.

### Utilization and Quality Management

This composite measures access to knowledgeable Utilization Management staff, procedures and timeliness for obtaining pre-certification/referral/authorization information, the health plan's facilitation/support of appropriate clinical care for patients, access to Case/Care Managers from this health plan, and the degree to which the plan covers and encourages preventive care and wellness. Additionally, the survey tool includes two custom questions within this composite that allow providers to evaluate the extent to which UM staff share review criteria and reasons for adverse determinations and the consistency of review decisions. The custom questions (3G and 3H) are not included in the composite score calculations as they do not have a benchmark in the SPHA Book of Business.

### Network/Coordination of Care

This composite addresses the number and quality of specialists, as well as the timeliness of feedback/reports from specialists, in this health plan's provider network. Additionally, the survey tool includes three custom questions within this composite that allow providers to evaluate the frequency of feedback and reports from specialists and Behavioral Health Clinicians for patients in their care and the timeliness of feedback and reports from Behavioral Health Clinicians for patients in their care. The custom questions (4D through 4F) are not included in the composite score calculations as they do not have a benchmark in the SPHA Book of Business.

### Pharmacy

This composite assesses the consistency of the formulary over time, the extent to which the formulary reflects current standards of care, the variety of branded drugs on the formulary, the ease of prescribing preferred medications within formulary guidelines, and the availability of comparable drugs to substitute those not included in the formulary.

### Health Plan Call Center Service Staff

This composite measures the ease of reaching health plan call center staff over the phone, the process of obtaining member information (eligibility, benefit coverage, co-pay amounts), the helpfulness of health plan call center staff in obtaining referrals for patients in their care, and overall satisfaction with the health plan's call center service.

### Provider Relations

This composite addresses the quality of the provider orientation process and of written communications, policy bulletins, and manuals. If a Provider Relations representative from the health plan is assigned to the practice, providers are also asked about the representative's ability to answer questions and resolve problems.

### Overall Satisfaction

Respondents are asked if they would recommend Louisiana Healthcare Connections to other physicians' practices. They are also asked to rate their overall satisfaction with each of the following health plans:

- Louisiana Healthcare Connections
- Amerigroup
- Aetna Better Health of Louisiana
- AmeriHealth Caritas (formerly L.A. Care)
- United Healthcare Community Plan

One open-ended question allows respondents to comment on what Louisiana Healthcare Connections can do to improve its service to their organization.

Two final questions asked if the respondent would like Louisiana Healthcare Connections to follow-up with them regarding their open-ended comment and if their practice has access to telephonic interpretation for LHCC patients that have limited English proficiency.

## 2. Methodology

SPHA utilized a one-wave mail and Internet<sup>4</sup> with phone follow-up survey methodology to administer the Provider Satisfaction Survey:

Survey Administration Tasks	Date
Questionnaire, including the web address to complete the survey online, is sent to each provider's office.	9/3/2015
Telephone calls by CATI (computer-assisted telephone interviews) are conducted for non-respondents.	9/24/2015
Data collection ends.	10/26/2015

### Sampling Methodology

Louisiana Healthcare Connections provided SPHA with a database consisting of 5,093 Louisiana Healthcare Connections providers. SPHA then cleaned the database by removing any records with duplicate NPIs. From the database of unique providers, 1,500 providers were pulled according to the stratification instructions given by Louisiana Healthcare Connections. A cap of 5 providers from primary care provider addresses and 2 from specialists was implemented unless stratification quotas were not met. A total of 272 mail, Internet, and phone surveys were completed.

### Response Rate

Louisiana Healthcare Connections' sample size is 1,500. SPH Analytics collected 272 surveys (89 mail, 6 Internet, and 177 phone) from the eligible provider population from September to October of 2015. After adjusting for ineligible members, your mail/Internet survey response rate is 7.0%, and your phone survey response rate is 28.5%. A response rate is only calculated for those providers who are eligible and able to respond.

The mail/Internet survey was distributed to a sample of 1,500 providers, and a total of 135 surveys were considered ineligible. Mail surveys are considered ineligible if returned for the following reasons: bad address with no forwarding information, provider is deceased, or if the provider no longer participates with the health plan. The chart on the following page shows the number of ineligible mail surveys for these disposition categories.

At the pre-determined date, follow-up phone calls were made to office managers of non-respondent practices by means of the CATI system. As a result, 870 office managers were included in the sample for the phone follow-up data collection component. From this sample of office managers, 177 surveys were completed. Phone surveys are considered ineligible if they meet one of the disposition categories listed in the table on the following page.

<sup>4</sup> The mail wave included the web address, along with a user ID and password, to complete the survey online.

Survey Methodology	Ineligible Disposition	N
Mail/Internet Component	Bad Address with no forwarding information	135
	Deceased, Not Eligible	0
<b>TOTAL MAIL/INTERNET INELIGIBLE SURVEYS</b>		<b>135</b>

Survey Methodology	Ineligible Disposition	N
Phone Component	Deceased	0
	No Eligible Respondent	100
	Wrong Number	91
	Fax/Pager/Modem/Data Line	9
	Not in Service	0
	Disconnected	43
	Number Changed	7
	Cell Phone	0
<b>TOTAL PHONE INELIGIBLE SURVEYS</b>		<b>250</b>

To calculate the response rate, ineligible surveys are subtracted from the sample size:

$$\frac{\text{Completed surveys}}{\text{Sample size} - \text{Ineligible surveys}} = \text{Response rate}$$

Using the final figures from Louisiana Healthcare Connections' Provider Satisfaction Survey, the numerators and denominators used to compute your response rates are as follows:

#### Mail/Internet Component

$$\frac{89 \text{ (mail)} + 6 \text{ (Internet)}}{1,500 \text{ (sample)} - 135 \text{ (ineligible)}} = 7.0\%$$

#### Phone Component

$$\frac{177 \text{ (phone)}}{870 \text{ (sample)} - 250 \text{ (ineligible)}} = 28.5\%$$

**Profile of Survey Respondents**

The demographic characteristics of surveyed respondents should be representative of your provider population. Page 2A illustrates the percentage of respondents by demographic category within your respondent group:

- Area of Medicine (A)
- Physicians in Practice (B)
- Years in Practice (C)
- Portion of Managed Care Volume Represented by Health Plan (D)
- Survey Respondent (E)
- Insurance Participation (G)

Page 2B provides the demographic proportions for Louisiana Healthcare Connections compared to trend data while page 2C provides the percentage of respondents by demographic category and is compared to the 2014 SPH Analytics Medicaid Book of Business. Page 2C also includes the overall satisfaction (8B) Summary Rate Score for both Louisiana Healthcare Connections and the 2014 SPH Analytics Medicaid Book of Business for each demographic category.

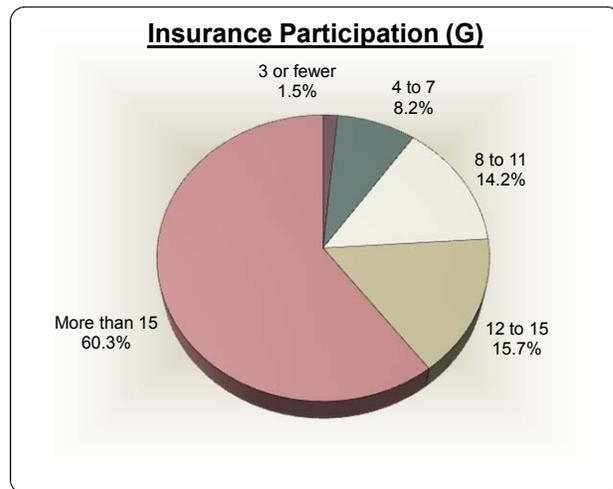
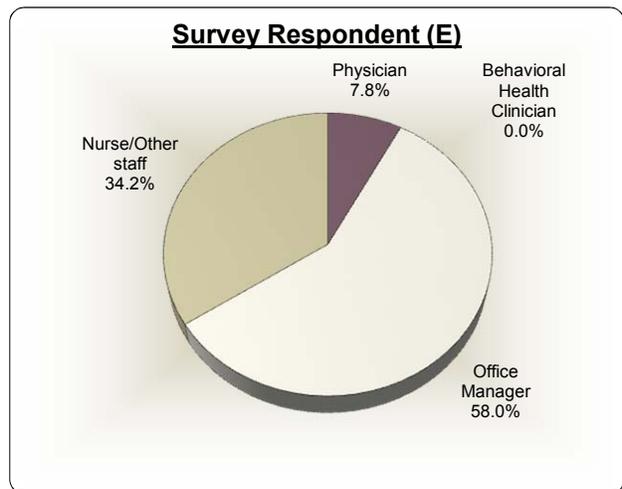
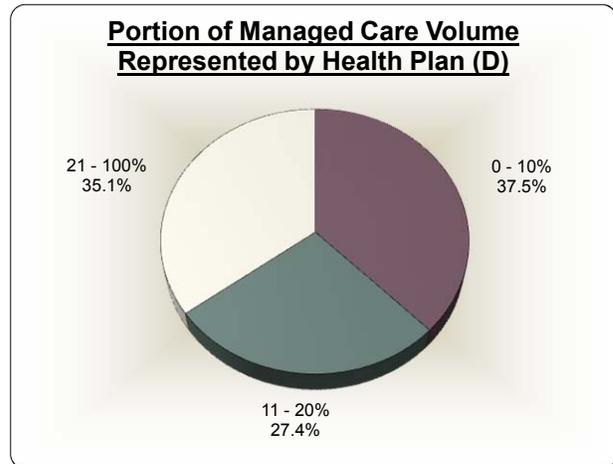
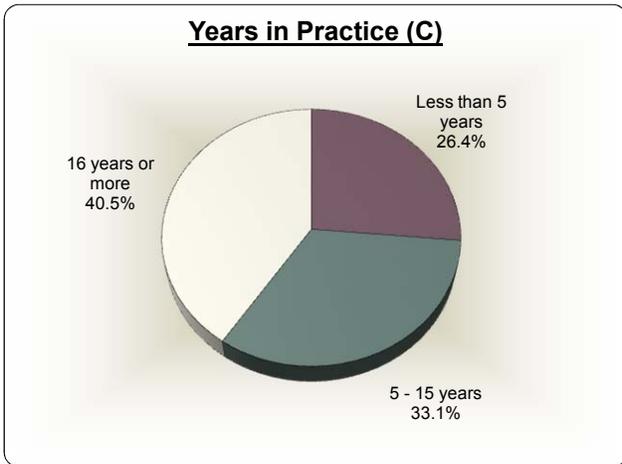
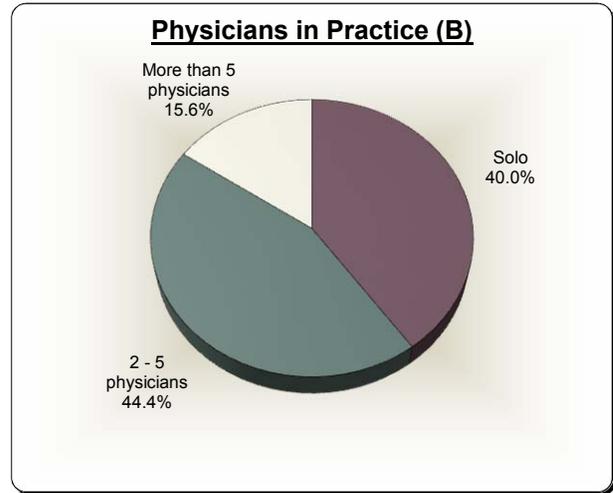
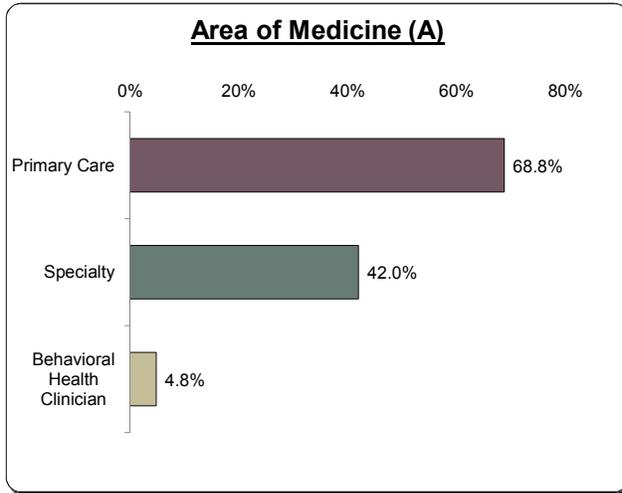
A *z-test* determines significant differences between the percentages, which are highlighted to help identify how your plan's population compares to the benchmark. See the *Technical Notes* for more information on this topic.

**Charts 2A – 2C**

# Profile of Survey Respondents

## Survey Demographics

272 Total Respondents



Note: The sum of responses for Area of Medicine may be greater than 100% as respondents are able to choose multiple response options.

# Profile of Survey Respondents

## Demographic Trending

272 Total Respondents		Current			Significance Testing*		
Demographic	Category	2015	2014	2013	2014 to 2015	2013 to 2015	
Survey Demographics	Area of Medicine (A)	Primary Care	68.8%	71.6%	75.7%	↔	↔
		Specialty	42.0%	34.3%	30.4%	↔	↑
		Behavioral Health Clinician	4.8%	7.5%	3.7%	↔	↔
	Physicians in Practice (B)	Solo	40.0%	29.4%	42.7%	↔	↔
		2 - 5 physicians	44.4%	39.7%	46.0%	↔	↔
		More than 5 physicians	15.6%	30.9%	11.3%	↓	↔
	Years in Practice (C)	Less than 5 years	26.4%	42.2%	19.8%	↓	↔
		5 - 15 years	33.1%	31.3%	39.6%	↔	↔
		16 years or more	40.5%	26.6%	40.6%	↑	↔
	Portion of Managed Care Volume Represented by Health Plan (D)	0 - 10%	37.5%	40.0%	40.9%	↔	↔
		11 - 20%	27.4%	29.1%	26.1%	↔	↔
		21 - 100%	35.1%	30.9%	33.0%	↔	↔
	Survey Respondent (E)	Physician	7.8%	7.2%	13.1%	↔	↔
		Behavioral Health Clinician	NA	NA	NA	NA	NA
		Office Manager	58.0%	39.1%	60.3%	↑	↔
		Nurse/Other staff	34.2%	53.6%	26.6%	↓	↔
	Insurance Participation (G)	3 or fewer	1.5%	1.5%	0.9%	—	—
		4 to 7	8.2%	10.3%	7.5%	↔	↔
8 to 11		14.2%	17.6%	12.7%	↔	↔	
12 to 15		15.7%	8.8%	22.5%	↔	↔	
More than 15		60.3%	61.8%	56.3%	↔	↔	

\* Significance Testing - "↓" denotes significant decrease when compared to previous years. "↑" denotes significant increase when compared to previous years. "↔" denotes that there was no significant difference between the percentages. "—" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Note 1: The sum of responses for Area of Medicine may be greater than 100% as respondents are able to choose multiple response options.

Note 2: There were no survey respondents who identified as Behavioral Health Clinician (E). As such, NA is displayed.

# Profile of Survey Respondents

## Benchmark Comparisons

272 Total Respondents

		Current					
Demographic	Category	2015	2014 SPHA Book of Business Benchmark*	Significance Testing**	Overall Satisfaction Summary Rates		
			Medicaid	Plan to Medicaid Benchmark	Plan	Medicaid Benchmark	
Survey Demographics	Area of Medicine (A)	Primary Care	68.8%	46.6%	↑	82.1%	66.4%
		Specialty	42.0%	54.0%	↓	64.0%	64.2%
		Behavioral Health Clinician	4.8%	5.9%	↔	80.0%	76.9%
	Physicians in Practice (B)	Solo	40.0%	37.9%	↔	78.4%	66.5%
		2 - 5 physicians	44.4%	38.8%	↔	80.2%	65.3%
		More than 5 physicians	15.6%	23.4%	↓	58.3%	60.6%
	Years in Practice (C)	Less than 5 years	26.4%	21.0%	↑	80.0%	64.1%
		5 - 15 years	33.1%	35.7%	↔	79.2%	65.5%
		16 years or more	40.5%	43.3%	↔	69.8%	65.0%
	Portion of Managed Care Volume Represented by Health Plan (D)	0 - 10%	37.5%	41.9%	↔	66.7%	58.9%
		11 - 20%	27.4%	22.3%	↔	73.2%	64.1%
		21 - 100%	35.1%	35.7%	↔	86.3%	73.6%
	Survey Respondent (E)	Physician	7.8%	17.4%	↓	60.0%	53.0%
		Behavioral Health Clinician	NA	2.8%	NA	NA	75.0%
		Office Manager	58.0%	47.7%	↑	76.9%	67.0%
		Nurse/Other staff	34.2%	32.0%	↔	79.4%	69.3%
	Insurance Participation (G)	3 or fewer	1.5%	1.8%	—	100.0%	72.0%
		4 to 7	8.2%	10.4%	↔	77.8%	73.6%
8 to 11		14.2%	16.7%	↔	96.6%	66.1%	
12 to 15		15.7%	14.0%	↔	71.8%	67.6%	
More than 15		60.3%	57.2%	↔	72.7%	63.2%	

\* SPH Analytics' 2014 Medicaid Book of Business (B.o.B.) consists of data from 23 plans representing 12193 respondents in Primary Care, Specialty, and Behavioral Health areas of medicine. See Technical Notes for more information.

\*\* Significance Testing - ↓ denotes plan percentage is significantly lower when compared to benchmark; ↑ denotes plan percentage is significantly higher when compared to benchmark; ↔ denotes that there was no significant difference between the percentages; — denotes that there was insufficient sample size to conduct the statistical test or there is no benchmark. All significance testing is performed at the 95% significance level.

Note 1: The sum of responses for Area of Medicine may be greater than 100% as respondents are able to choose multiple response options.

Note 2: There were no survey respondents who identified as Behavioral Health Clinician (E). As such, NA is displayed.

### 3. Summary of Trend and Benchmark Comparisons

Questions are combined into composite categories comprising a particular service area managed by your plan. These composites, the questions that make up the composites (attributes), and rating questions are shown on the following benchmark pages.

- Page 3A      Summary of Benchmark Comparisons  
Displays a comparison of Louisiana Healthcare Connections' Summary Rates to trend data and the Summary Rates of the 2014 SPH Analytics Medicaid and Aggregate Books of Business. Significant differences are highlighted.
- Page 3B      Trend Comparisons – Graphical Representation  
Graphical presentation comparing Louisiana Healthcare Connections' 2015 composite Summary Rates to trend results.
- Page 3C      Benchmark Comparisons – Percentiles  
Displays a comparison of Louisiana Healthcare Connections' Summary Rates to the Summary Rate Percentiles of the 2014 SPH Analytics Medicaid Book of Business Percentiles. Attributes at or above the 75<sup>th</sup> percentile are shaded green, attributes at or above the 50<sup>th</sup> percentile but below the 75<sup>th</sup> percentile are shaded yellow, and attributes below the 25<sup>th</sup> percentile are shaded red. Attributes at or above the 25<sup>th</sup> percentile but below the 50<sup>th</sup> percentile and those attributes without a comparable benchmark are not shaded.
- Page 3D      Benchmark Comparisons – Physician and Office Manager Respondents  
The chart on page 3D compares Louisiana Healthcare Connections' Summary Rates from Physician and Office Manager respondents as defined by question E, *'Please mark who is completing this survey'* (response options: Physician, Behavioral Health Clinician, Office Manager, Nurse, Other staff) to the Summary Rates of Physician and Office Manager respondents from the 2014 SPH Analytics Medicaid Respondent-Level Benchmark. Significant differences are highlighted.
- Page 3E      Benchmark Comparisons – Primary Care and Specialty Respondents  
The chart on page 3E compares Louisiana Healthcare Connections' Summary Rates from respondents in the Primary Care and Specialty areas of medicine as defined by question A, *'Please indicate your area of medicine'* (response options: Primary Care, Specialty, and Behavioral Health Clinician) to the Summary Rates of Primary Care and Specialty area of medicine respondents from the 2014 SPH Analytics Medicaid Respondent-Level Benchmark. Significant differences are highlighted.

A brief description of each benchmark is included in the below table:

Benchmark	Definition	Contains Data From
2014 SPH Analytics Medicaid Book of Business	Contains data from all eligible Medicaid Provider Satisfaction surveys for which SPHA collected data. Calculated on the plan level.	<ul style="list-style-type: none"> <li>• 23 plans</li> </ul>
2014 SPH Analytics Medicaid Respondent-Level Benchmark	Contains data from all eligible Medicaid Provider Satisfaction surveys for which SPHA collected data. Calculated on the respondent level.	<ul style="list-style-type: none"> <li>• 12,193 respondents</li> </ul>
2014 SPH Analytics Aggregate Book of Business	Contains data from all eligible Aggregate Provider Satisfaction surveys for which SPHA collected data. Calculated on the plan level.	<ul style="list-style-type: none"> <li>• 33 plans</li> <li>• 14,423 respondents</li> </ul>

**Charts 3A – 3E**

# Summary of Trend and Benchmark Comparisons

## Composites and Attributes - Summary Rate Scores

## Louisiana Healthcare Connections

## Provider Satisfaction Survey

272 Total Respondents

Composites and Key Questions	Current						2014 SPHA Book of Business Benchmarks**	
	2015		2014		2013		Medicaid	Aggregate
	Valid n	Summary Rate*	Valid n	Summary Rate*	Valid n	Summary Rate*		
<b>Overall Satisfaction</b>		<b>76.0%</b>		<b>60.7%</b>		<b>57.8%</b>	<b>69.8%</b>	<b>71.3%</b>
8A. Would you recommend Louisiana Healthcare Connections to other physicians' practices?	209	88.0%	53	88.7%	166	72.3%	83.3%	85.0%
8B. Please rate your overall satisfaction with Louisiana Healthcare Connections.	221	76.0%	56	60.7%	180	57.8%	69.8%	71.3%
8C. Please rate your overall satisfaction with Amerigroup.	196	59.7%	54	63.0%	156	50.6%	NA	NA
8D. Please rate your overall satisfaction with Aetna Better Health of Louisiana.	175	57.7%	52	55.8%	153	75.8%	NA	NA
8E. Please rate your overall satisfaction with AmeriHealth Caritas (formerly L.A. Care).	202	62.4%	52	61.5%	154	51.9%	NA	NA
8F. Please rate your overall satisfaction with United Healthcare Community Plan.	207	58.0%	52	73.1%	163	76.1%	NA	NA
<b>All Other Plans (Comparative Rating)</b>								
1A. How would you rate Louisiana Healthcare Connections compared to all other health plans you contract with?	258	34.9%	62	21.0%	207	23.2%	36.4%	37.8%
<b>Finance Issues</b>		<b>35.2%</b>		<b>20.5%</b>		<b>29.6%</b>	<b>31.5%</b>	<b>33.8%</b>
2A. Consistency of reimbursement fees with your contract rates.	221	32.6%	50	18.0%	189	28.0%	27.7%	31.1%
2B. Accuracy of claims processing.	224	38.8%	49	24.5%	186	31.2%	34.0%	36.3%
2C. Timeliness of claims processing.	226	37.6%	52	19.2%	188	34.6%	34.6%	36.3%
2D. Resolution of claims payment problems or disputes.	214	31.8%	49	20.4%	175	24.6%	29.7%	31.5%
<b>Utilization and Quality Management</b>		<b>30.6%</b>		<b>19.0%</b>		<b>20.4%</b>	<b>33.9%</b>	<b>35.2%</b>
3A. Access to knowledgeable UM staff.	222	29.7%	53	18.9%	178	20.8%	31.8%	33.4%
3B. Procedures for obtaining pre-certification/referral/authorization information.	229	27.5%	56	16.1%	182	19.8%	33.3%	34.7%
3C. Timeliness of obtaining pre-certification/referral/authorization information.	228	30.3%	54	22.2%	184	17.9%	33.3%	34.3%
3D. The health plan's facilitation/support of appropriate clinical care for patients.	221	27.1%	50	16.0%	176	18.8%	32.4%	34.0%
3E. Access to Case/Care Managers from this health plan.	191	30.4%	41	12.2%	166	18.1%	30.6%	32.7%
3F. Degree to which the plan covers and encourages preventive care and wellness.	221	38.5%	52	28.8%	177	27.1%	41.9%	42.2%
3G. Extent to which UM staff share review criteria and reasons for adverse determinations.	188	28.2%	49	10.2%	154	18.2%	NA	NA
3H. Consistency of review decisions.	199	27.6%	45	11.1%	156	17.9%	NA	NA
<b>Network/Coordination of Care</b>		<b>25.2%</b>		<b>9.8%</b>		<b>17.8%</b>	<b>29.7%</b>	<b>32.7%</b>
4A. The number of specialists in this health plan's provider network.	200	23.5%	48	10.4%	170	17.1%	27.0%	29.7%
4B. The quality of specialists in this health plan's provider network.	202	28.7%	49	12.2%	164	20.7%	34.7%	37.6%
4C. The timeliness of feedback/reports from specialists in this health plan's provider network.	196	23.5%	44	6.8%	159	15.7%	27.5%	30.8%
4D. The frequency of feedback/reports from specialists for patients in your care.	197	25.4%	44	18.2%	157	16.6%	NA	NA
4E. The timeliness of feedback/reports from Behavioral Health Clinicians for patients in your care.	152	15.1%	31	22.6%	118	16.1%	NA	NA
4F. The frequency of feedback/reports from Behavioral Health Clinicians for patients in your care.	146	17.1%	33	21.2%	109	14.7%	NA	NA
<b>Pharmacy</b>		<b>17.8%</b>		<b>16.1%</b>		<b>16.4%</b>	<b>22.2%</b>	<b>24.0%</b>
5A. Consistency of the formulary over time.	203	18.7%	46	17.4%	156	14.1%	22.7%	25.1%
5B. Extent to which formulary reflects current standards of care.	205	18.0%	45	20.0%	159	17.0%	23.1%	24.9%
5C. Variety of branded drugs on the formulary.	200	16.5%	45	13.3%	155	15.5%	19.7%	22.3%
5D. Ease of prescribing your preferred medications within formulary guidelines.	201	17.9%	49	14.3%	151	18.5%	24.3%	25.2%
5E. Availability of comparable drugs to substitute those not included in the formulary.	198	17.7%	45	15.6%	147	17.0%	21.1%	22.2%
<b>Health Plan Call Center Service Staff</b>		<b>40.2%</b>		<b>25.6%</b>		<b>27.2%</b>	<b>40.8%</b>	<b>42.6%</b>
6A. Ease of reaching health plan call center staff over the phone.	216	36.6%	51	27.5%	173	24.3%	39.3%	41.6%
6B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	217	47.9%	57	26.3%	177	31.6%	44.1%	45.0%
6C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.	200	37.0%	48	25.0%	163	22.7%	38.7%	40.6%
6D. Overall satisfaction with health plan's call center service.	217	39.2%	55	23.6%	175	30.3%	41.0%	43.2%
<b>Provider Relations</b>		<b>37.6%</b>		<b>27.2%</b>		<b>29.5%</b>	<b>41.6%</b>	<b>41.5%</b>
7A. Do you have a Provider Relations Specialist from this health plan assigned to your practice?	189	65.1%	45	53.3%	148	73.0%	54.8%	51.2%
7B. Provider Relations representative's ability to answer questions and resolve problems.	108	50.0%	21	42.9%	99	35.4%	54.2%	53.9%
7C. Quality of provider orientation process.	161	31.7%	36	16.7%	149	26.8%	34.0%	34.4%
7D. Quality of written communications, policy bulletins, and manuals.	190	31.1%	41	22.0%	164	26.2%	36.5%	36.3%

\* Summary Rates represent the most favorable response percentage(s).

\*\* SPH Analytics' 2014 Medicaid Book of Business consists of data from 23 plans representing 12193 respondents, while the Aggregate Book of Business consists of data from 33 plans representing 14423 respondents in Primary Care, Specialty, and Behavioral Health areas of medicine. See Technical Notes for more information.

Note 1: Significance Testing - Cells highlighted in red denote current year plan percentage is significantly lower when compared to trend or benchmark data; Cells highlighted in green denote current year plan percentage is significantly higher when compared to trend or benchmark data; No shading denotes that there was no significant difference between the percentages, there is no benchmark, or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Note 2: The Overall Satisfaction Summary Rate includes only 8B. It does not include 8A or 8C through 8F.

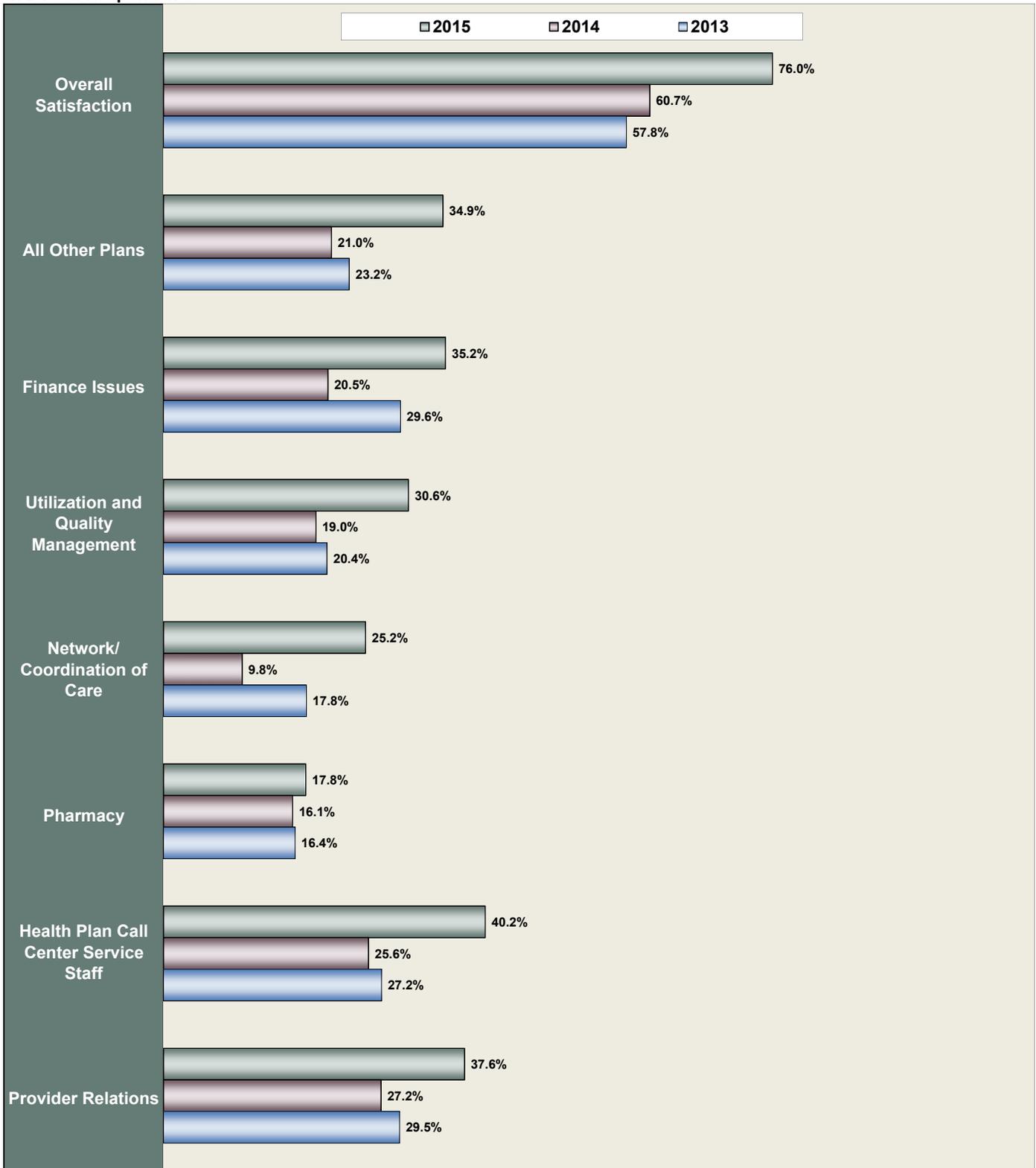
Note 3: The Provider Relations composite is the average of 7B through 7D. It does not include 7A.

Note 4: The Utilization and Quality Management composite is the average of 3A through 3F and does not include custom questions 3G or 3H. The Network/Coordination of Care composite is the average of 4A through 4C and does not include custom questions 4D through 4F.

# Trend Comparisons

Composites

272 Total Respondents



Note 1: The Overall Satisfaction composite represents only Q8B, 'Please rate your overall satisfaction with: Louisiana Healthcare Connections'.

Note 2: The Provider Relations composite is the average of Q7B through Q7D. It does not include Q7A, 'Do you have a Provider Relations representative from this health plan assigned to your practice?'

# Benchmark Comparisons

## 2014 SPHA Medicaid Book of Business Percentiles

272 Total Respondents

Composite/Attribute	2015 Louisiana Summary Rate Score*	Percentile Ranking	2014 SPHA B.o.B. Summary Rate**	2014 SPHA Medicaid B.o.B. Percentiles			
				25th	50th	75th	90th
<b>Overall Satisfaction</b>	<b>76.0%</b>	<b>71st</b>	<b>69.8%</b>	<b>62.0%</b>	<b>69.2%</b>	<b>76.4%</b>	<b>79.8%</b>
8A. Would you recommend Louisiana Healthcare Connections to other physicians' practices?	88.0%	68th	83.3%	79.5%	81.6%	89.2%	92.0%
8B. Please rate your overall satisfaction with Louisiana Healthcare Connections.	76.0%	71st	69.8%	62.0%	69.2%	76.4%	79.8%
8C. Please rate your overall satisfaction with Amerigroup.	59.7%	NA	NA	NA	NA	NA	NA
8D. Please rate your overall satisfaction with Aetna Better Health of Louisiana.	57.7%	NA	NA	NA	NA	NA	NA
8E. Please rate your overall satisfaction with AmeriHealth Caritas (formerly L.A. Care).	62.4%	NA	NA	NA	NA	NA	NA
8F. Please rate your overall satisfaction with United Healthcare Community Plan.	58.0%	NA	NA	NA	NA	NA	NA
<b>All Other Plans (Comparative Rating)</b>							
1A. How would you rate Louisiana Healthcare Connections compared to all other health plans you contract with?	34.9%	52nd	36.4%	27.5%	33.9%	45.3%	49.9%
<b>Finance Issues</b>	<b>35.2%</b>	<b>62nd</b>	<b>31.5%</b>	<b>24.0%</b>	<b>30.7%</b>	<b>39.5%</b>	<b>47.2%</b>
2A. Consistency of reimbursement fees with your contract rates.	32.6%	73rd	27.7%	20.0%	26.0%	34.5%	42.3%
2B. Accuracy of claims processing.	38.8%	72nd	34.0%	26.8%	32.9%	41.0%	49.7%
2C. Timeliness of claims processing.	37.6%	61st	34.6%	27.4%	34.9%	41.7%	46.8%
2D. Resolution of claims payment problems or disputes.	31.8%	58th	29.7%	21.8%	28.7%	39.2%	42.5%
<b>Utilization and Quality Management</b>	<b>30.6%</b>	<b>46th</b>	<b>33.9%</b>	<b>27.1%</b>	<b>32.0%</b>	<b>43.6%</b>	<b>48.3%</b>
3A. Access to knowledgeable UM staff.	29.7%	56th	31.8%	24.2%	28.1%	41.5%	44.8%
3B. Procedures for obtaining pre-certification/referral/authorization information.	27.5%	30th	33.3%	25.6%	31.7%	40.6%	47.0%
3C. Timeliness of obtaining pre-certification/referral/authorization information.	30.3%	44th	33.3%	26.6%	30.6%	39.7%	48.5%
3D. The health plan's facilitation/support of appropriate clinical care for patients.	27.1%	40th	32.4%	23.9%	28.1%	41.6%	50.5%
3E. Access to Case/Care Managers from this health plan.	30.4%	62nd	30.6%	22.1%	28.1%	38.6%	46.2%
3F. Degree to which the plan covers and encourages preventive care and wellness.	38.5%	43rd	41.9%	34.3%	42.3%	49.8%	55.7%
3G. Extent to which UM staff share review criteria and reasons for adverse determinations.	28.2%	NA	NA	NA	NA	NA	NA
3H. Consistency of review decisions.	27.6%	NA	NA	NA	NA	NA	NA
<b>Network/Coordination of Care</b>	<b>25.2%</b>	<b>39th</b>	<b>29.7%</b>	<b>22.6%</b>	<b>29.1%</b>	<b>36.8%</b>	<b>44.5%</b>
4A. The number of specialists in this health plan's provider network.	23.5%	46th	27.0%	19.4%	26.3%	34.0%	41.4%
4B. The quality of specialists in this health plan's provider network.	28.7%	38th	34.7%	26.6%	33.2%	43.9%	50.2%
4C. The timeliness of feedback/reports from specialists in this health plan's provider network.	23.5%	43rd	27.5%	21.2%	26.6%	33.0%	39.8%
4D. The frequency of feedback/reports from specialists for patients in your care.	25.4%	NA	NA	NA	NA	NA	NA
4E. The timeliness of feedback/reports from Behavioral Health Clinicians for patients in your care.	15.1%	NA	NA	NA	NA	NA	NA
4F. The frequency of feedback/reports from Behavioral Health Clinicians for patients in your care.	17.1%	NA	NA	NA	NA	NA	NA
<b>Pharmacy</b>	<b>17.8%</b>	<b>40th</b>	<b>22.2%</b>	<b>16.5%</b>	<b>18.9%</b>	<b>28.2%</b>	<b>36.5%</b>
5A. Consistency of the formulary over time.	18.7%	37th	22.7%	16.6%	19.6%	29.1%	35.6%
5B. Extent to which formulary reflects current standards of care.	18.0%	30th	23.1%	16.8%	22.3%	29.1%	34.4%
5C. Variety of branded drugs on the formulary.	16.5%	43rd	19.7%	14.6%	17.9%	23.4%	30.0%
5D. Ease of prescribing your preferred medications within formulary guidelines.	17.9%	36th	24.3%	16.7%	20.4%	30.4%	38.7%
5E. Availability of comparable drugs to substitute those not included in the formulary.	17.7%	50th	21.1%	14.4%	17.4%	25.1%	33.3%
<b>Health Plan Call Center Service Staff</b>	<b>40.2%</b>	<b>45th</b>	<b>40.8%</b>	<b>30.6%</b>	<b>40.3%</b>	<b>49.1%</b>	<b>58.9%</b>
6A. Ease of reaching health plan call center staff over the phone.	36.6%	38th	39.3%	27.4%	39.4%	47.2%	59.8%
6B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	47.9%	69th	44.1%	37.0%	42.3%	50.9%	60.3%
6C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.	37.0%	52nd	38.7%	29.3%	35.7%	47.0%	55.7%
6D. Overall satisfaction with health plan's call center service.	39.2%	39th	41.0%	30.7%	40.8%	49.7%	59.4%
<b>Provider Relations</b>	<b>37.6%</b>	<b>39th</b>	<b>41.6%</b>	<b>30.5%</b>	<b>39.9%</b>	<b>49.8%</b>	<b>56.8%</b>
7A. Do you have a Provider Relations Specialist from this health plan assigned to your practice?	65.1%	85th	54.8%	49.2%	57.8%	61.6%	65.4%
7B. Provider Relations representative's ability to answer questions and resolve problems.	50.0%	39th	54.2%	43.1%	53.0%	63.8%	74.1%
7C. Quality of provider orientation process.	31.7%	43rd	34.0%	22.8%	34.5%	43.0%	48.9%
7D. Quality of written communications, policy bulletins, and manuals.	31.1%	37th	36.5%	26.7%	34.2%	43.6%	47.7%

-  At or above the 75th percentile.
-  At or above the 50th percentile, but below the 75th percentile.
-  At or above the 25th percentile, but below the 50th percentile; or no benchmark.
-  Below the 25th percentile.

\* Summary Rate Scores represent the most favorable response percentage(s).

\*\* SPH Analytics' 2014 Medicaid Book of Business consists of data from 23 plans representing 12193 respondents in Primary Care, Specialty, and Behavioral Health areas of medicine. See Technical Notes for more information.

Note 1: The Overall Satisfaction Summary Rate includes only 8B. It does not include 8A or 8C through 8F.

Note 2: The Provider Relations composite is the average of 7B through 7D. It does not include 7A.

Note 3: The Utilization and Quality Management composite is the average of 3A through 3F and does not include custom questions 3G or 3H. The Network/Coordination of Care composite is the average of 4A through 4C and does not include custom questions 4D through 4F.

**Benchmark Comparisons**  
**2014 SPHA Medicaid Respondent-Level Benchmark**  
**Survey Respondent (E)**

**21 Total Physician Respondents**  
**156 Total Office Manager Respondents**

Composite/Attribute	2015 Louisiana Summary Rate Score*		2015 Louisiana Physicians Only		2014 SPHA Medicaid Respondent-Level Benchmark** (Physicians Only) SRS*	2015 Louisiana Office Managers Only		2014 SPHA Medicaid Respondent-Level Benchmark** (Office Managers Only) SRS*
	Valid n	SRS*	Valid n	SRS*		Valid n	SRS*	
<b>Overall Satisfaction</b>		<b>76.0%</b>		<b>60.0%</b>	<b>53.0%</b>		<b>76.9%</b>	<b>67.0%</b>
8A. Would you recommend Louisiana Healthcare Connections to other physicians' practices?	209	88.0%	20	80.0%	70.8%	123	91.9%	81.3%
8B. Please rate your overall satisfaction with Louisiana Healthcare Connections.	221	76.0%	20	60.0%	53.0%	130	76.9%	67.0%
8C. Please rate your overall satisfaction with Amerigroup.	196	59.7%	17	35.3%	NA	119	63.0%	NA
8D. Please rate your overall satisfaction with Aetna Better Health of Louisiana.	175	57.7%	17	41.2%	NA	104	60.6%	NA
8E. Please rate your overall satisfaction with AmeriHealth Caritas (formerly L.A. Care).	202	62.4%	18	61.1%	NA	123	62.6%	NA
8F. Please rate your overall satisfaction with United Healthcare Community Plan.	207	58.0%	18	55.6%	NA	124	56.5%	NA
<b>All Other Plans (Comparative Rating)</b>								
1A. How would you rate Louisiana Healthcare Connections compared to all other health plans you contract with?	258	34.9%	20	50.0%	39.3%	147	30.6%	30.8%
<b>Finance Issues</b>		<b>35.2%</b>		<b>41.0%</b>	<b>36.8%</b>		<b>31.9%</b>	<b>28.1%</b>
2A. Consistency of reimbursement fees with your contract rates.	221	32.6%	21	38.1%	35.4%	133	29.3%	24.1%
2B. Accuracy of claims processing.	224	38.8%	21	42.9%	40.0%	135	34.1%	30.1%
2C. Timeliness of claims processing.	226	37.6%	21	42.9%	38.8%	138	34.8%	32.3%
2D. Resolution of claims payment problems or disputes.	214	31.8%	20	40.0%	32.8%	130	29.2%	25.8%
<b>Utilization and Quality Management</b>		<b>30.6%</b>		<b>41.4%</b>	<b>35.5%</b>		<b>30.1%</b>	<b>28.9%</b>
3A. Access to knowledgeable UM staff.	222	29.7%	20	45.0%	33.9%	126	28.6%	27.3%
3B. Procedures for obtaining pre-certification/referral/authorization information.	229	27.5%	21	38.1%	32.8%	137	24.8%	27.4%
3C. Timeliness of obtaining pre-certification/referral/authorization information.	228	30.3%	21	38.1%	34.7%	133	30.1%	27.9%
3D. The health plan's facilitation/support of appropriate clinical care for patients.	221	27.1%	20	45.0%	35.5%	127	23.6%	27.0%
3E. Access to Case/Care Managers from this health plan.	191	30.4%	19	42.1%	34.1%	108	31.5%	26.3%
3F. Degree to which the plan covers and encourages preventive care and wellness.	221	38.5%	20	40.0%	42.2%	128	42.2%	37.6%
3G. Extent to which UM staff share review criteria and reasons for adverse determinations.	188	28.2%	20	25.0%	NA	103	31.1%	NA
3H. Consistency of review decisions.	199	27.6%	21	42.9%	NA	109	27.5%	NA
<b>Network/Coordination of Care</b>		<b>25.2%</b>		<b>41.6%</b>	<b>37.0%</b>		<b>26.0%</b>	<b>24.6%</b>
4A. The number of specialists in this health plan's provider network.	200	23.5%	18	27.8%	32.4%	117	25.6%	21.7%
4B. The quality of specialists in this health plan's provider network.	202	28.7%	20	55.0%	42.3%	116	31.0%	27.8%
4C. The timeliness of feedback/reports from specialists in this health plan's provider network.	196	23.5%	19	42.1%	36.2%	112	21.4%	24.3%
4D. The frequency of feedback/reports from specialists for patients in your care.	197	25.4%	19	42.1%	NA	112	25.0%	NA
4E. The timeliness of feedback/reports from Behavioral Health Clinicians for patients in your care.	152	15.1%	14	21.4%	NA	85	18.8%	NA
4F. The frequency of feedback/reports from Behavioral Health Clinicians for patients in your care.	146	17.1%	13	15.4%	NA	82	22.0%	NA
<b>Pharmacy</b>		<b>17.8%</b>		<b>24.2%</b>	<b>26.7%</b>		<b>15.8%</b>	<b>17.4%</b>
5A. Consistency of the formulary over time.	203	18.7%	20	25.0%	27.9%	115	15.7%	18.4%
5B. Extent to which formulary reflects current standards of care.	205	18.0%	21	28.6%	27.3%	118	16.1%	19.1%
5C. Variety of branded drugs on the formulary.	200	16.5%	21	19.0%	23.1%	115	15.7%	15.8%
5D. Ease of prescribing your preferred medications within formulary guidelines.	201	17.9%	21	28.6%	29.1%	118	16.1%	18.2%
5E. Availability of comparable drugs to substitute those not included in the formulary.	198	17.7%	20	20.0%	26.1%	115	15.7%	15.7%
<b>Health Plan Call Center Service Staff</b>		<b>40.2%</b>		<b>36.3%</b>	<b>39.7%</b>		<b>41.1%</b>	<b>37.1%</b>
6A. Ease of reaching health plan call center staff over the phone.	216	36.6%	21	33.3%	37.2%	126	34.9%	35.5%
6B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	217	47.9%	20	45.0%	43.0%	129	48.1%	40.8%
6C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.	200	37.0%	21	33.3%	39.1%	121	39.7%	35.0%
6D. Overall satisfaction with health plan's call center service.	217	39.2%	21	33.3%	39.3%	129	41.9%	37.2%
<b>Provider Relations</b>		<b>37.6%</b>		<b>56.2%</b>	<b>43.6%</b>		<b>36.2%</b>	<b>38.2%</b>
7A. Do you have a Provider Relations Specialist from this health plan assigned to your practice?	189	65.1%	20	50.0%	45.3%	108	69.4%	61.6%
7B. Provider Relations representative's ability to answer questions and resolve problems.	108	50.0%	8	75.0%	55.7%	63	47.6%	51.9%
7C. Quality of provider orientation process.	161	31.7%	15	46.7%	36.5%	94	31.9%	30.4%
7D. Quality of written communications, policy bulletins, and manuals.	190	31.1%	17	47.1%	38.6%	113	29.2%	32.4%

\* Summary Rate Scores (SRS) represent the most favorable response option(s).

\*\* The 2014 SPHA Medicaid Book of Business Benchmark consists of Primary Care Physicians, Specialists, and Behavioral Health Clinicians. These benchmark comparisons are based on respondent-level results. Please see the Technical Notes for further detail.

Note 1: Significance Testing - Cells highlighted in red denote current year plan percentage is significantly lower when compared to benchmark data; Cells highlighted in green denote current year plan percentage is significantly higher when compared to benchmark data; No shading denotes that there was no significant difference between the percentages, there is no benchmark, or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Note 2: The Overall Satisfaction Summary Rate includes only 8B. It does not include 8A or 8C through 8F.

Note 3: The Provider Relations composite is the average of 7B through 7D. It does not include 7A.

Note 4: The Utilization and Quality Management composite is the average of 3A through 3F and does not include custom questions 3G or 3H. The Network/Coordination of Care composite is the average of 4A through 4C and does not include custom questions 4D through 4F.

**Benchmark Comparisons**  
**2014 SPHA Medicaid Respondent-Level Benchmark**  
**Area of Medicine (A)**

**185 Total Primary Care Respondents**  
**113 Total Specialty Respondents**

Composite/Attribute	2015 Louisiana Summary Rate Score*		2015 Louisiana Primary Care Only		2014 SPHA Medicaid Respondent-Level Benchmark** (Primary Care Only)	2015 Louisiana Specialty Only		2014 SPHA Medicaid Respondent-Level Benchmark** (Specialty Only)
	Valid n	SRS*	Valid n	SRS*	SRS*	Valid n	SRS*	SRS*
<b>Overall Satisfaction</b>		<b>76.0%</b>		<b>82.1%</b>	<b>66.2%</b>		<b>64.0%</b>	<b>63.0%</b>
8A. Would you recommend Louisiana Healthcare Connections to other physicians' practices?	209	88.0%	142	90.8%	80.4%	85	84.7%	78.5%
8B. Please rate your overall satisfaction with Louisiana Healthcare Connections.	221	76.0%	151	82.1%	66.2%	89	64.0%	63.0%
8C. Please rate your overall satisfaction with Amerigroup.	196	59.7%	133	63.9%	NA	82	50.0%	NA
8D. Please rate your overall satisfaction with Aetna Better Health of Louisiana.	175	57.7%	126	59.5%	NA	66	47.0%	NA
8E. Please rate your overall satisfaction with AmeriHealth Caritas (formerly L.A. Care).	202	62.4%	140	67.1%	NA	81	48.1%	NA
8F. Please rate your overall satisfaction with United Healthcare Community Plan.	207	58.0%	142	61.3%	NA	83	49.4%	NA
<b>All Other Plans (Comparative Rating)</b>								
1A. How would you rate Louisiana Healthcare Connections compared to all other health plans you contract with?	258	34.9%	177	36.7%	32.9%	104	30.8%	29.6%
<b>Finance Issues</b>		<b>35.2%</b>		<b>38.1%</b>	<b>29.7%</b>		<b>30.9%</b>	<b>27.8%</b>
2A. Consistency of reimbursement fees with your contract rates.	221	32.6%	152	34.9%	26.3%	91	29.7%	24.7%
2B. Accuracy of claims processing.	224	38.8%	156	42.9%	31.7%	90	34.4%	29.8%
2C. Timeliness of claims processing.	226	37.6%	158	39.9%	33.5%	90	32.2%	31.3%
2D. Resolution of claims payment problems or disputes.	214	31.8%	153	34.6%	27.1%	81	27.2%	25.5%
<b>Utilization and Quality Management</b>		<b>30.6%</b>		<b>32.3%</b>	<b>30.1%</b>		<b>27.8%</b>	<b>28.5%</b>
3A. Access to knowledgeable UM staff.	222	29.7%	155	31.6%	28.2%	88	27.3%	26.4%
3B. Procedures for obtaining pre-certification/referral/authorization information.	229	27.5%	163	30.1%	27.7%	91	23.1%	28.5%
3C. Timeliness of obtaining pre-certification/referral/authorization information.	228	30.3%	162	30.2%	28.1%	92	30.4%	29.2%
3D. The health plan's facilitation/support of appropriate clinical care for patients.	221	27.1%	161	31.1%	28.6%	82	20.7%	26.4%
3E. Access to Case/Care Managers from this health plan.	191	30.4%	138	29.7%	27.1%	77	31.2%	26.4%
3F. Degree to which the plan covers and encourages preventive care and wellness.	221	38.5%	160	41.3%	40.6%	85	34.1%	33.9%
3G. Extent to which UM staff share review criteria and reasons for adverse determinations.	188	28.2%	138	31.2%	NA	72	22.2%	NA
3H. Consistency of review decisions.	199	27.6%	145	30.3%	NA	78	23.1%	NA
<b>Network/Coordination of Care</b>		<b>25.2%</b>		<b>27.0%</b>	<b>25.0%</b>		<b>25.7%</b>	<b>26.6%</b>
4A. The number of specialists in this health plan's provider network.	200	23.5%	148	25.7%	22.9%	76	21.1%	22.2%
4B. The quality of specialists in this health plan's provider network.	202	28.7%	149	30.2%	28.1%	77	29.9%	31.4%
4C. The timeliness of feedback/reports from specialists in this health plan's provider network.	196	23.5%	143	25.2%	24.2%	76	26.3%	26.2%
4D. The frequency of feedback/reports from specialists for patients in your care.	197	25.4%	149	26.8%	NA	73	27.4%	NA
4E. The timeliness of feedback/reports from Behavioral Health Clinicians for patients in your care.	152	15.1%	123	17.1%	NA	47	21.3%	NA
4F. The frequency of feedback/reports from Behavioral Health Clinicians for patients in your care.	146	17.1%	119	18.5%	NA	46	23.9%	NA
<b>Pharmacy</b>		<b>17.8%</b>		<b>21.0%</b>	<b>19.6%</b>		<b>14.3%</b>	<b>17.7%</b>
5A. Consistency of the formulary over time.	203	18.7%	149	21.5%	19.6%	77	14.3%	19.0%
5B. Extent to which formulary reflects current standards of care.	205	18.0%	149	20.1%	20.9%	79	16.5%	18.8%
5C. Variety of branded drugs on the formulary.	200	16.5%	149	20.1%	18.0%	73	13.7%	15.4%
5D. Ease of prescribing your preferred medications within formulary guidelines.	201	17.9%	150	20.7%	21.3%	74	14.9%	18.8%
5E. Availability of comparable drugs to substitute those not included in the formulary.	198	17.7%	146	22.6%	18.3%	74	12.2%	16.7%
<b>Health Plan Call Center Service Staff</b>		<b>40.2%</b>		<b>42.7%</b>	<b>37.3%</b>		<b>37.0%</b>	<b>37.1%</b>
6A. Ease of reaching health plan call center staff over the phone.	216	36.6%	150	38.0%	36.0%	85	35.3%	35.3%
6B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	217	47.9%	153	51.0%	41.6%	84	44.0%	40.1%
6C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.	200	37.0%	145	39.3%	34.7%	75	34.7%	35.6%
6D. Overall satisfaction with health plan's call center service.	217	39.2%	151	42.4%	36.9%	85	34.1%	37.3%
<b>Provider Relations</b>		<b>37.6%</b>		<b>40.0%</b>	<b>40.8%</b>		<b>36.0%</b>	<b>34.4%</b>
7A. Do you have a Provider Relations Specialist from this health plan assigned to your practice?	189	65.1%	130	70.8%	65.8%	76	57.9%	49.0%
7B. Provider Relations representative's ability to answer questions and resolve problems.	108	50.0%	79	49.4%	54.6%	38	52.6%	46.9%
7C. Quality of provider orientation process.	161	31.7%	111	36.9%	33.3%	67	26.9%	26.5%
7D. Quality of written communications, policy bulletins, and manuals.	190	31.1%	131	33.6%	34.7%	77	28.6%	29.6%

\* Summary Rate Scores (SRS) represent the most favorable response option(s).

\*\* The 2014 SPHA Medicaid Book of Business Benchmark consists of Primary Care Physicians, Specialists, and Behavioral Health Clinicians. These benchmark comparisons are based on respondent-level results. Please see the Technical Notes for further detail.

Note 1: Significance Testing - Cells highlighted in red denote current year plan percentage is significantly lower when compared to benchmark data; Cells highlighted in green denote current year plan percentage is significantly higher when compared to benchmark data; No shading denotes that there was no significant difference between the percentages, there is no benchmark, or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Note 2: The Overall Satisfaction Summary Rate includes only 8B. It does not include 8A or 8C through 8F.

Note 3: The Provider Relations composite is the average of 7B through 7D. It does not include 7A.

Note 4: The Utilization and Quality Management composite is the average of 3A through 3F and does not include custom questions 3G or 3H. The Network/Coordination of Care composite is the average of 4A through 4C and does not include custom questions 4D through 4F.

## 4. *Composite Analyses*

The *Composite Analyses* section provides in-depth examination of the following composite features:

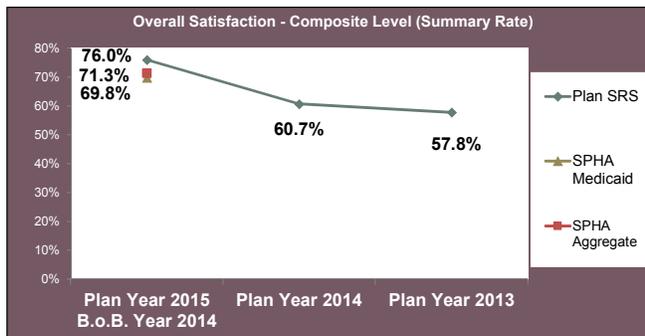
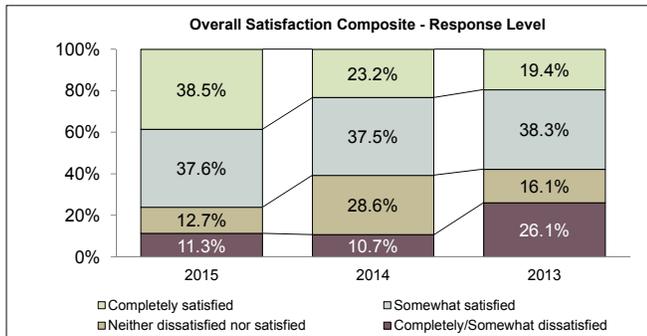
- ☑ Response Level Percentages – graphical display of composite responses. This graph provides a breakdown of the composite response distributions for current and trend data, namely, ‘Well above average,’ ‘Somewhat above average,’ ‘Average,’ and ‘Somewhat/Well below average’ for all composites except for overall satisfaction (8B), which is broken down by ‘Completely satisfied,’ ‘Somewhat satisfied,’ ‘Neither dissatisfied nor satisfied,’ and ‘Completely/Somewhat dissatisfied.’
- ☑ Composite Level (Summary Rate) – graphical display of the composite and benchmark Summary Rate Scores. This graph plots where the composite Summary Rate Score falls in relation to trend data and the 2014 Medicaid and Aggregate benchmark Summary Rate Scores.
- ☑ Top Box Scores – displays the top response percentages. Top Box Scores and valid n’s for 2015 are compared to trend data and the 2014 Medicaid and Aggregate benchmark Top Box Scores.
- ☑ Summary Rate Scores – displays the top two response percentages. Summary Rate Scores and valid n’s for 2015 are compared to trend data and the 2014 Medicaid and Aggregate benchmark Summary Rate Scores.
- ☑ Summary Rate and Top Box Scores for 2015 are compared to the 2014 SPH Analytics Medicaid Book of Business percentile scores. Percentile threshold rankings are displayed for the average, 25<sup>th</sup> percentile, 50<sup>th</sup> percentile, 75<sup>th</sup> percentile, and 90<sup>th</sup> percentile. Plan scores are displayed as they emerge along the percentile continuum with an explanation of findings.

### **Charts 4A – 4H**

# Composite Analysis

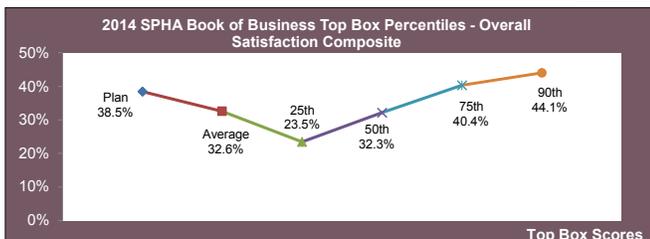
## Overall Satisfaction - Top Box and Summary Rate Scores

221 Total Overall Satisfaction Respondents

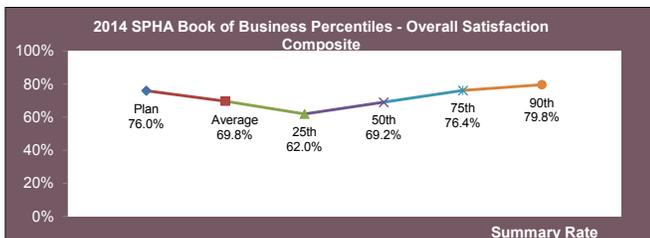


Composite and Attributes	2015		2014		2013		2014 SPHA Book of Business**	
	n	Top Box Score*	n	Top Box Score*	n	Top Box Score*	Medicaid	Aggregate
<b>Overall Satisfaction</b>		<b>38.5%</b>		<b>23.2%</b>		<b>19.4%</b>	<b>32.6%</b>	<b>34.9%</b>
8A. Would you recommend Louisiana Healthcare Connections to other physicians' practices?	209	88.0%	53	88.7%	166	72.3%	83.3%	85.0%
8B. Please rate your overall satisfaction with Louisiana Healthcare Connections.	221	38.5%	56	23.2%	180	19.4%	32.6%	34.9%
8C. Please rate your overall satisfaction with Amerigroup.	196	23.0%	54	18.5%	156	13.5%	NA	NA
8D. Please rate your overall satisfaction with Aetna Better Health of Louisiana.	175	24.0%	52	28.8%	153	35.9%	NA	NA
8E. Please rate your overall satisfaction with AmeriHealth Caritas (formerly L.A. Care).	202	25.7%	52	23.1%	154	20.8%	NA	NA
8F. Please rate your overall satisfaction with United Healthcare Community Plan.	207	32.9%	52	32.7%	163	39.3%	NA	NA

Composite and Attributes	2015		2014		2013		2014 SPHA Book of Business**	
	n	SRS*	n	SRS*	n	SRS*	Medicaid	Aggregate
<b>Overall Satisfaction</b>		<b>76.0%</b>		<b>60.7%</b>		<b>57.8%</b>	<b>69.8%</b>	<b>71.3%</b>
8A. Would you recommend Louisiana Healthcare Connections to other physicians' practices?	209	88.0%	53	88.7%	166	72.3%	83.3%	85.0%
8B. Please rate your overall satisfaction with Louisiana Healthcare Connections.	221	76.0%	56	60.7%	180	57.8%	69.8%	71.3%
8C. Please rate your overall satisfaction with Amerigroup.	196	59.7%	54	63.0%	156	50.6%	NA	NA
8D. Please rate your overall satisfaction with Aetna Better Health of Louisiana.	175	57.7%	52	55.8%	153	75.8%	NA	NA
8E. Please rate your overall satisfaction with AmeriHealth Caritas (formerly L.A. Care).	202	62.4%	52	61.5%	154	51.9%	NA	NA
8F. Please rate your overall satisfaction with United Healthcare Community Plan.	207	58.0%	52	73.1%	163	76.1%	NA	NA



Your 2015 Top Box Summary Rate for the Overall Satisfaction composite is 38.5%, which is not significantly different from SPHA's 2014 Medicaid Book of Business Top Box Summary Rate Score of 32.6%.



Your 2015 Summary Rate for the Overall Satisfaction composite is 76.0%, which is significantly above SPHA's 2014 Medicaid Book of Business Summary Rate Score of 69.8%.

\* Top Box Scores represent the top response percentage ("Yes;" "Completely satisfied"). Summary Rate Scores represent the top two response percentages ("Yes;" "Completely satisfied" and "Somewhat satisfied").

\*\* SPH Analytics' 2014 Medicaid Book of Business consists of data from 23 plans representing 12193 respondents, while the Aggregate Book of Business consists of data from 33 plans representing 14423 respondents in Primary Care, Specialty, and Behavioral Health areas of medicine. See Technical Notes for more information.

Note 1: Significance Testing - Cells highlighted in red denote current year plan percentage is significantly lower when compared to trend or benchmark data; cells highlighted in green denote current year plan percentage is significantly higher when compared to trend or benchmark data; no shading denotes that there was no significant difference between the percentages, there is no benchmark, or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

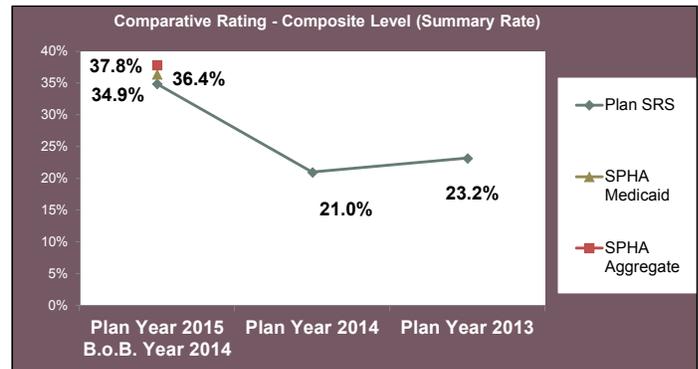
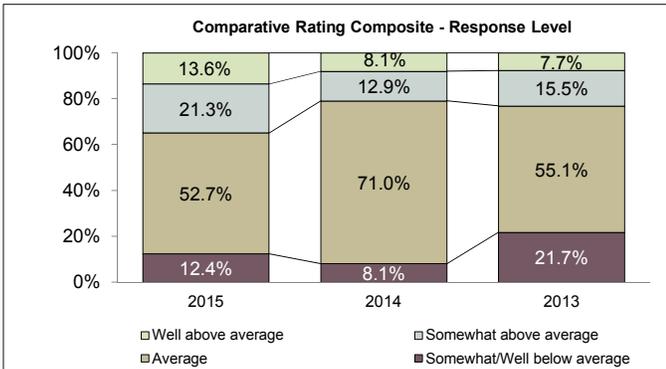
Note 2: The Overall Satisfaction Summary Rate includes only 8B. It does not include 8A or 8C through 8F.

# Composite Analysis

## Comparative Rating - Top Box and Summary Rate Scores

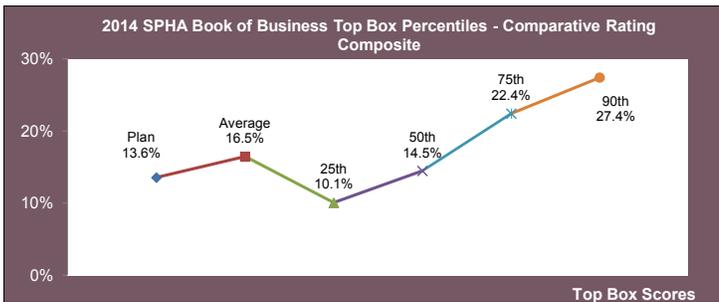
### Provider Satisfaction Survey

258 Total Comparative Rating Respondents

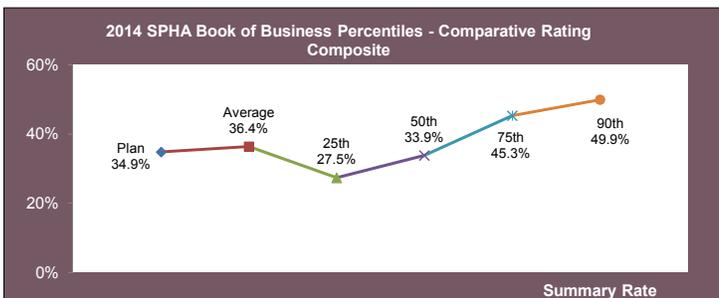


Attribute	2015		2014		2013		2014 SPHA Book of Business**	
	n	Top Box Score*	n	Top Box Score*	n	Top Box Score*	Medicaid	Aggregate
<b>Comparative Rating</b>								
1A. How would you rate Louisiana Healthcare Connections compared to all other health plans you contract with?	258	13.6%	62	8.1%	207	7.7%	16.5%	17.5%

Attribute	2015		2014		2013		2014 SPHA Book of Business**	
	n	SRS*	n	SRS*	n	SRS*	Medicaid	Aggregate
<b>Comparative Rating</b>								
1A. How would you rate Louisiana Healthcare Connections compared to all other health plans you contract with?	258	34.9%	62	21.0%	207	23.2%	36.4%	37.8%



Your 2015 Top Box Summary Rate for the Comparative Rating composite is 13.6%, which is not significantly different from SPHA's 2014 Medicaid Book of Business Top Box Summary Rate Score of 16.5%.



Your 2015 Summary Rate for the Comparative Rating composite is 34.9%, which is not significantly different from SPHA's 2014 Medicaid Book of Business Summary Rate Score of 36.4%.

\* Top Box Scores represent the top response percentage ("Well above average"). Summary Rate Scores represent the top two response percentages ("Well above average" and "Somewhat above average").

\*\* SPH Analytics' 2014 Medicaid Book of Business consists of data from 23 plans representing 12193 respondents, while the Aggregate Book of Business consists of data from 33 plans representing 14423 respondents in Primary Care, Specialty, and Behavioral Health areas of medicine. See Technical Notes for more information.

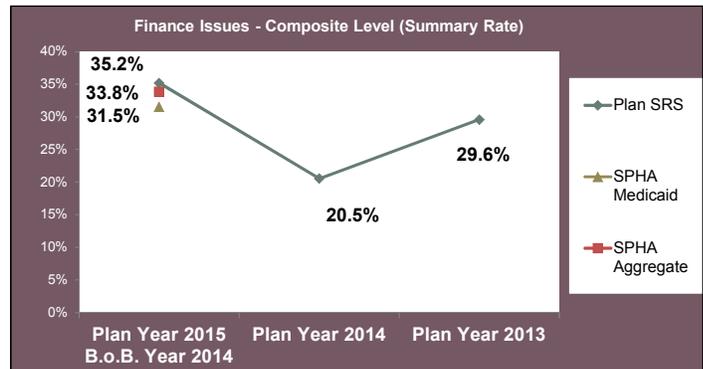
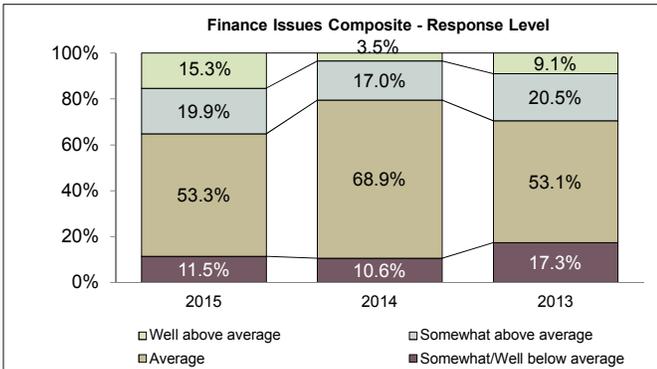
Note: Significance Testing - Cells highlighted in red denote current year plan percentage is significantly lower when compared to trend or benchmark data; cells highlighted in green denote current year plan percentage is significantly higher when compared to trend or benchmark data; no shading denotes that there was no significant difference between the percentages or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

# Composite Analysis

## Finance Issues - Top Box and Summary Rate Scores

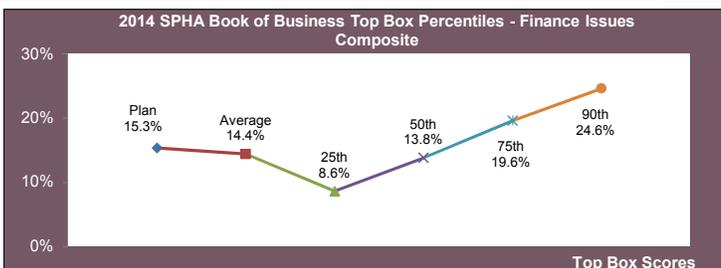
## Provider Satisfaction Survey

226 Total Finance Issues Respondents

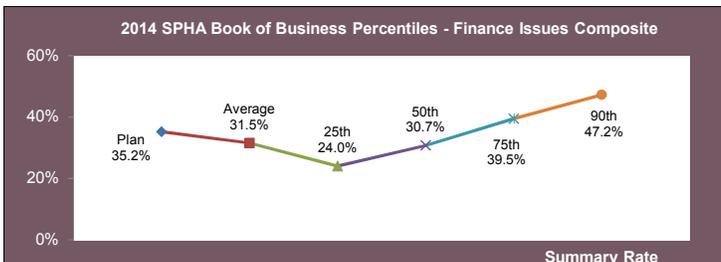


Composite and Attributes	2015		2014		2013		2014 SPHA Book of Business**	
	n	Top Box Score*	n	Top Box Score*	n	Top Box Score*	Medicaid	Aggregate
<b>Finance Issues</b>		<b>15.3%</b>		<b>3.5%</b>		<b>9.1%</b>	<b>14.4%</b>	<b>16.0%</b>
2A. Consistency of reimbursement fees with your contract rates.	221	11.8%	50	2.0%	189	9.5%	12.2%	14.5%
2B. Accuracy of claims processing.	224	18.8%	49	4.1%	186	9.1%	15.2%	17.0%
2C. Timeliness of claims processing.	226	17.3%	52	3.8%	188	9.6%	16.3%	17.3%
2D. Resolution of claims payment problems or disputes.	214	13.6%	49	4.1%	175	8.0%	13.9%	15.1%

Composite and Attributes	2015		2014		2013		2014 SPHA Book of Business**	
	n	SRS*	n	SRS*	n	SRS*	Medicaid	Aggregate
<b>Finance Issues</b>		<b>35.2%</b>		<b>20.5%</b>		<b>29.6%</b>	<b>31.5%</b>	<b>33.8%</b>
2A. Consistency of reimbursement fees with your contract rates.	221	32.6%	50	18.0%	189	28.0%	27.7%	31.1%
2B. Accuracy of claims processing.	224	38.8%	49	24.5%	186	31.2%	34.0%	36.3%
2C. Timeliness of claims processing.	226	37.6%	52	19.2%	188	34.6%	34.6%	36.3%
2D. Resolution of claims payment problems or disputes.	214	31.8%	49	20.4%	175	24.6%	29.7%	31.5%



Your 2015 Top Box Summary Rate for the Finance Issues composite is 15.3%, which is not significantly different from SPHA's 2014 Medicaid Book of Business Top Box Summary Rate Score of 14.4%.



Your 2015 Summary Rate for the Finance Issues composite is 35.2%, which is not significantly different from SPHA's 2014 Medicaid Book of Business Summary Rate Score of 31.5%.

\* Top Box Scores represent the top response percentage ("Well above average"). Summary Rate Scores represent the top two response percentages ("Well above average" and "Somewhat above average").

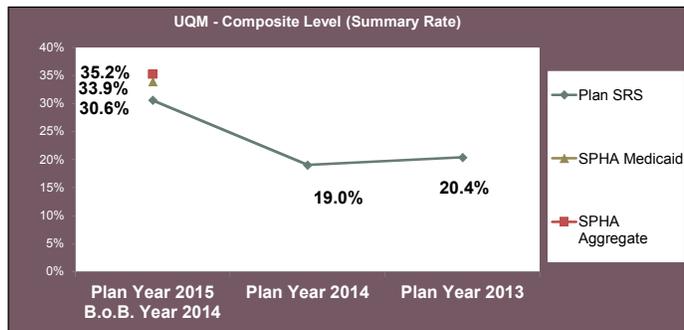
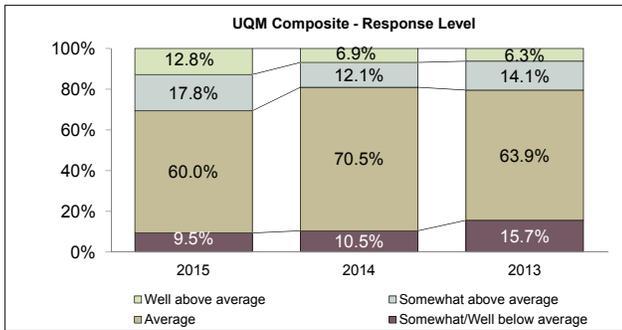
\*\* SPH Analytics' 2014 Medicaid Book of Business consists of data from 23 plans representing 12193 respondents, while the Aggregate Book of Business consists of data from 33 plans representing 14423 respondents in Primary Care, Specialty, and Behavioral Health areas of medicine. See Technical Notes for more information.

Note: Significance Testing - Cells highlighted in red denote current year plan percentage is significantly lower when compared to trend or benchmark data; cells highlighted in green denote current year plan percentage is significantly higher when compared to trend or benchmark data; no shading denotes that there was no significant difference between the percentages or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

# Composite Analysis

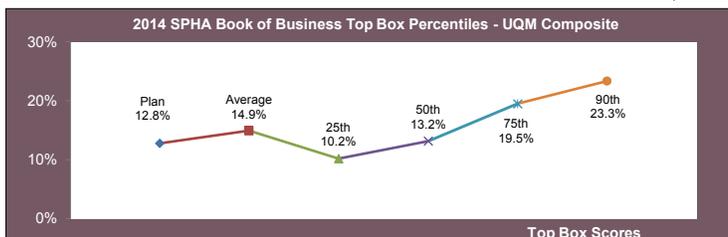
## Utilization and Quality Management - Top Box and Summary Rate Scores

229 Total Utilization and Quality Management Respondents

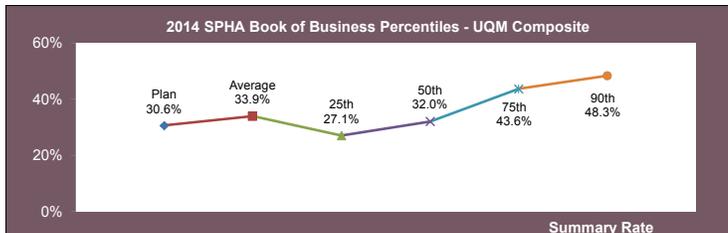


Composite and Attributes	2015		2014		2013		2014 SPHA Book of Business**	
	n	Top Box Score*	n	Top Box Score*	n	Top Box Score*	Medicaid	Aggregate
<b>Utilization and Quality Management</b>		<b>12.8%</b>		<b>6.9%</b>		<b>6.3%</b>	<b>14.9%</b>	<b>15.7%</b>
3A. Access to knowledgeable UM staff.	222	11.7%	53	1.9%	178	5.6%	13.8%	14.9%
3B. Procedures for obtaining pre-certification/referral/authorization information.	229	12.7%	56	5.4%	182	7.1%	14.2%	14.7%
3C. Timeliness of obtaining pre-certification/referral/authorization information.	228	12.7%	54	13.0%	184	4.9%	14.3%	15.3%
3D. The health plan's facilitation/support of appropriate clinical care for patients.	221	10.4%	50	8.0%	176	5.7%	14.0%	14.9%
3E. Access to Case/Care Managers from this health plan.	191	11.5%	41	0.0%	166	3.6%	13.9%	14.8%
3F. Degree to which the plan covers and encourages preventive care and wellness.	221	17.6%	52	13.5%	177	10.7%	19.2%	19.8%
3G. Extent to which UM staff share review criteria and reasons for adverse determinations.	188	11.2%	49	4.1%	154	5.2%	NA	NA
3H. Consistency of review decisions.	199	8.5%	45	4.4%	156	5.1%	NA	NA

Composite and Attributes	2015		2014		2013		2014 SPHA Book of Business**	
	n	SRS*	n	SRS*	n	SRS*	Medicaid	Aggregate
<b>Utilization and Quality Management</b>		<b>30.6%</b>		<b>19.0%</b>		<b>20.4%</b>	<b>33.9%</b>	<b>35.2%</b>
3A. Access to knowledgeable UM staff.	222	29.7%	53	18.9%	178	20.8%	31.8%	33.4%
3B. Procedures for obtaining pre-certification/referral/authorization information.	229	27.5%	56	16.1%	182	19.8%	33.3%	34.7%
3C. Timeliness of obtaining pre-certification/referral/authorization information.	228	30.3%	54	22.2%	184	17.9%	33.3%	34.3%
3D. The health plan's facilitation/support of appropriate clinical care for patients.	221	27.1%	50	16.0%	176	18.8%	32.4%	34.0%
3E. Access to Case/Care Managers from this health plan.	191	30.4%	41	12.2%	166	18.1%	30.6%	32.7%
3F. Degree to which the plan covers and encourages preventive care and wellness.	221	38.5%	52	28.8%	177	27.1%	41.9%	42.2%
3G. Extent to which UM staff share review criteria and reasons for adverse determinations.	188	28.2%	49	10.2%	154	18.2%	NA	NA
3H. Consistency of review decisions.	199	27.6%	45	11.1%	156	17.9%	NA	NA



Your 2015 Top Box Summary Rate for the Utilization and Quality Management composite is 12.8%, which is not significantly different from SPHA's 2014 Medicaid Book of Business Top Box Summary Rate Score of 14.9%.



Your 2015 Summary Rate for the Utilization and Quality Management composite is 30.6%, which is not significantly different from SPHA's 2014 Medicaid Book of Business Summary Rate Score of 33.9%.

\* Top Box Scores represent the top response percentage ("Well above average"). Summary Rate Scores represent the top two response percentages ("Well above average" and "Somewhat above average").

\*\* SPH Analytics' 2014 Medicaid Book of Business consists of data from 23 plans representing 12193 respondents, while the Aggregate Book of Business consists of data from 33 plans representing 14423 respondents in Primary Care, Specialty, and Behavioral Health areas of medicine. See Technical Notes for more information.

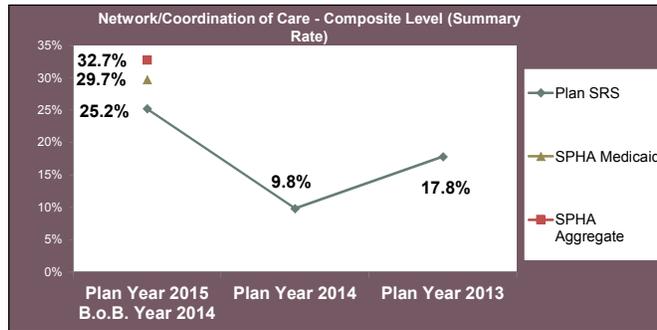
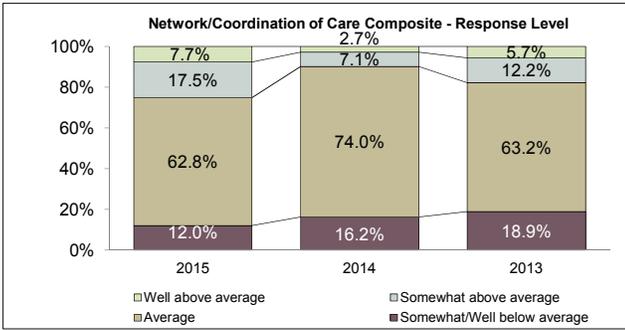
Note 1: Significance Testing - Cells highlighted in red denote current year plan percentage is significantly lower when compared to trend or benchmark data; cells highlighted in green denote current year plan percentage is significantly higher when compared to trend or benchmark data; no shading denotes that there was no significant difference between the percentages or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Note 2: The Utilization and Quality Management composite is the average of 3A through 3F. It does not include custom questions 3G through 3H. As such, the Top Box and Summary Rate percentile graphs do not include the custom questions as they do not have a benchmark in the SPHA Book of Business.

# Composite Analysis

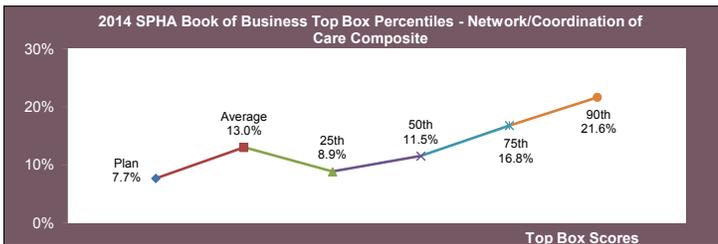
## Network/Coordination of Care - Top Box and Summary Rate Scores

202 Total Network/Coordination of Care Respondents

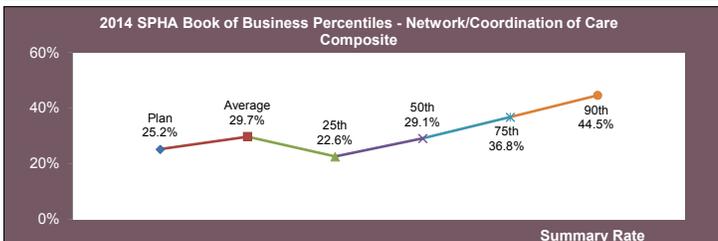


Composite and Attributes	2015		2014		2013		2014 SPHA Book of Business**	
	n	Top Box Score*	n	Top Box Score*	n	Top Box Score*	Medicaid	Aggregate
<b>Network/Coordination of Care</b>		<b>7.7%</b>		<b>2.7%</b>		<b>5.7%</b>	<b>13.0%</b>	<b>14.5%</b>
4A. The number of specialists in this health plan's provider network.	200	6.5%	48	4.2%	170	7.1%	11.6%	13.2%
4B. The quality of specialists in this health plan's provider network.	202	9.4%	49	4.1%	164	4.9%	15.9%	17.6%
4C. The timeliness of feedback/reports from specialists in this health plan's provider network.	196	7.1%	44	0.0%	159	5.0%	11.6%	12.9%
4D. The frequency of feedback/reports from specialists for patients in your care.	197	8.1%	44	4.5%	157	7.0%	NA	NA
4E. The timeliness of feedback/reports from Behavioral Health Clinicians for patients in your care.	152	4.6%	31	9.7%	118	7.6%	NA	NA
4F. The frequency of feedback/reports from Behavioral Health Clinicians for patients in your care.	146	7.5%	33	9.1%	109	6.4%	NA	NA

Composite and Attributes	2015		2014		2013		2014 SPHA Book of Business**	
	n	SRS*	n	SRS*	n	SRS*	Medicaid	Aggregate
<b>Network/Coordination of Care</b>		<b>25.2%</b>		<b>9.8%</b>		<b>17.8%</b>	<b>29.7%</b>	<b>32.7%</b>
4A. The number of specialists in this health plan's provider network.	200	23.5%	48	10.4%	170	17.1%	27.0%	29.7%
4B. The quality of specialists in this health plan's provider network.	202	28.7%	49	12.2%	164	20.7%	34.7%	37.6%
4C. The timeliness of feedback/reports from specialists in this health plan's provider network.	196	23.5%	44	6.8%	159	15.7%	27.5%	30.8%
4D. The frequency of feedback/reports from specialists for patients in your care.	197	25.4%	44	18.2%	157	16.6%	NA	NA
4E. The timeliness of feedback/reports from Behavioral Health Clinicians for patients in your care.	152	15.1%	31	22.6%	118	16.1%	NA	NA
4F. The frequency of feedback/reports from Behavioral Health Clinicians for patients in your care.	146	17.1%	33	21.2%	109	14.7%	NA	NA



Your 2015 Top Box Summary Rate for the Network/Coordination of Care composite is 7.7%, which is significantly below SPHA's 2014 Medicaid Book of Business Top Box Summary Rate Score of 13.0%.



Your 2015 Summary Rate for the Network/Coordination of Care composite is 25.2%, which is not significantly different from SPHA's 2014 Medicaid Book of Business Summary Rate Score of 29.7%.

\* Top Box Scores represent the top response percentage ("Well above average"). Summary Rate Scores represent the top two response percentages ("Well above average" and "Somewhat above average").

\*\* SPH Analytics' 2014 Medicaid Book of Business consists of data from 23 plans representing 12193 respondents, while the Aggregate Book of Business consists of data from 33 plans representing 14423 respondents in Primary Care, Specialty, and Behavioral Health areas of medicine. See Technical Notes for more information.

Note 1: Significance Testing - Cells highlighted in red denote current year plan percentage is significantly lower when compared to trend or benchmark data; cells highlighted in green denote current year plan percentage is significantly higher when compared to trend or benchmark data; no shading denotes that there was no significant difference between the percentages or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

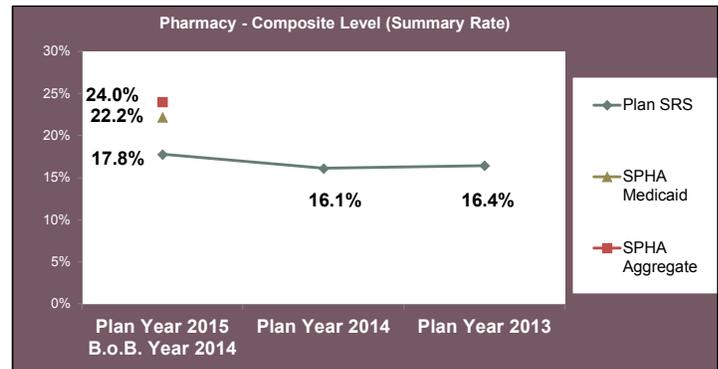
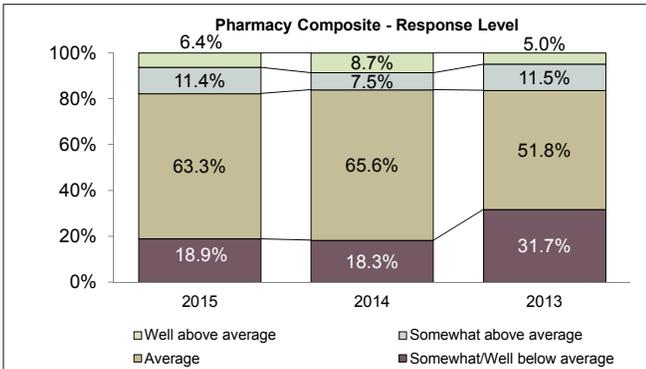
Note 2: The Network/Coordination of Care composite is the average of 4A through 4C. It does not include custom questions 4D through 4F. As such, the Top Box and Summary Rate percentile graphs do not include the custom questions as they do not have a benchmark in the SPHA Book of Business.

# Composite Analysis

## Pharmacy - Top Box and Summary Rate Scores

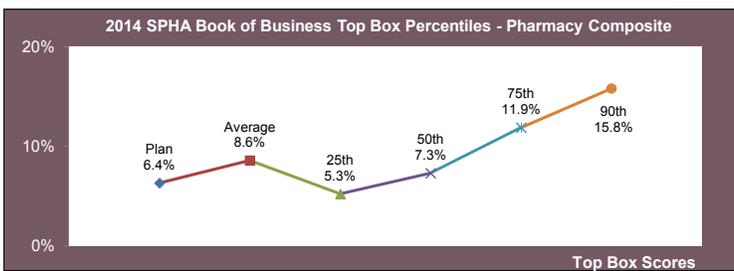
## Provider Satisfaction Survey

205 Total Pharmacy Respondents

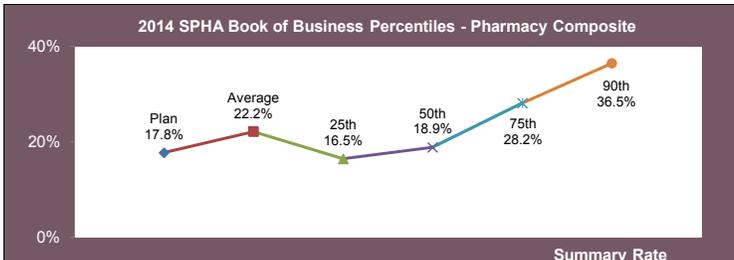


Composite and Attributes	2015		2014		2013		2014 SPHA Book of Business**	
	n	Top Box Score*	n	Top Box Score*	n	Top Box Score*	Medicaid	Aggregate
<b>Pharmacy</b>		<b>6.4%</b>		<b>8.7%</b>		<b>5.0%</b>	<b>8.6%</b>	<b>9.3%</b>
5A. Consistency of the formulary over time.	203	5.9%	46	10.9%	156	3.8%	8.5%	9.8%
5B. Extent to which formulary reflects current standards of care.	205	6.8%	45	13.3%	159	5.7%	9.1%	10.1%
5C. Variety of branded drugs on the formulary.	200	4.5%	45	2.2%	155	4.5%	7.3%	8.3%
5D. Ease of prescribing your preferred medications within formulary guidelines.	201	8.5%	49	10.2%	151	5.3%	9.5%	9.5%
5E. Availability of comparable drugs to substitute those not included in the formulary.	198	6.1%	45	6.7%	147	5.4%	8.5%	8.8%

Composite and Attributes	2015		2014		2013		2014 SPHA Book of Business**	
	n	SRS*	n	SRS*	n	SRS*	Medicaid	Aggregate
<b>Pharmacy</b>		<b>17.8%</b>		<b>16.1%</b>		<b>16.4%</b>	<b>22.2%</b>	<b>24.0%</b>
5A. Consistency of the formulary over time.	203	18.7%	46	17.4%	156	14.1%	22.7%	25.1%
5B. Extent to which formulary reflects current standards of care.	205	18.0%	45	20.0%	159	17.0%	23.1%	24.9%
5C. Variety of branded drugs on the formulary.	200	16.5%	45	13.3%	155	15.5%	19.7%	22.3%
5D. Ease of prescribing your preferred medications within formulary guidelines.	201	17.9%	49	14.3%	151	18.5%	24.3%	25.2%
5E. Availability of comparable drugs to substitute those not included in the formulary.	198	17.7%	45	15.6%	147	17.0%	21.1%	22.2%



Your 2015 Top Box Summary Rate for the Pharmacy composite is 6.4%, which is not significantly different from SPHA's 2014 Medicaid Book of Business Top Box Summary Rate Score of 8.6%.



Your 2015 Summary Rate for the Pharmacy composite is 17.8%, which is not significantly different from SPHA's 2014 Medicaid Book of Business Summary Rate Score of 22.2%.

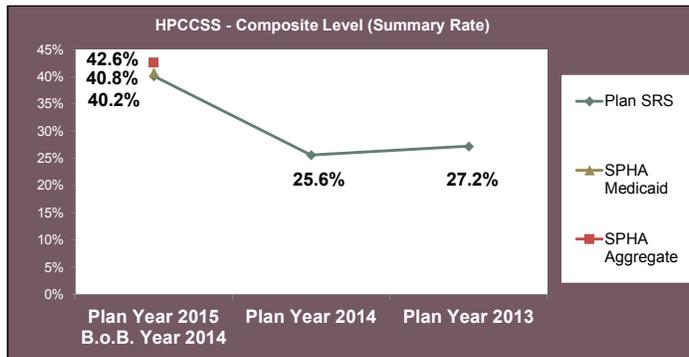
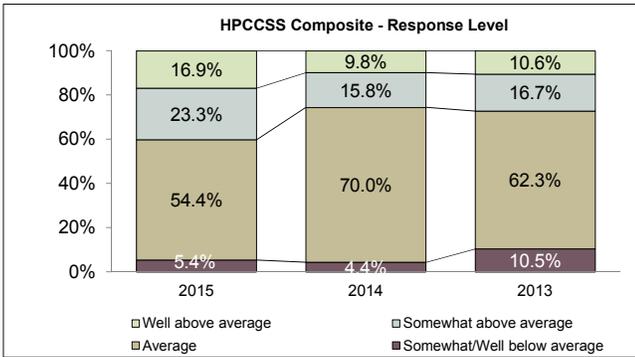
\* Top Box Scores represent the top response percentage ("Well above average"). Summary Rate Scores represent the top two response percentages ("Well above average" and "Somewhat above average").  
 \*\* SPH Analytics' 2014 Medicaid Book of Business consists of data from 23 plans representing 12193 respondents, while the Aggregate Book of Business consists of data from 33 plans representing 14423 respondents in Primary Care, Specialty, and Behavioral Health areas of medicine. See Technical Notes for more information.  
 Note: Significance Testing - Cells highlighted in red denote current year plan percentage is significantly lower when compared to trend or benchmark data; cells highlighted in green denote current year plan percentage is significantly higher when compared to trend or benchmark data; no shading denotes that there was no significant difference between the percentages or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

# Composite Analysis

## Health Plan Call Center Service Staff - Top Box and Summary Rate Scores

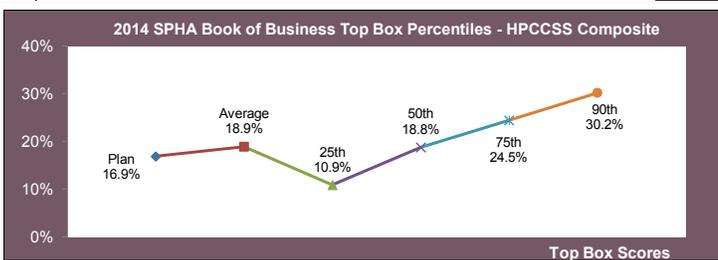
## Provider Satisfaction Survey

217 Total Health Plan Call Center Service Staff Respondents

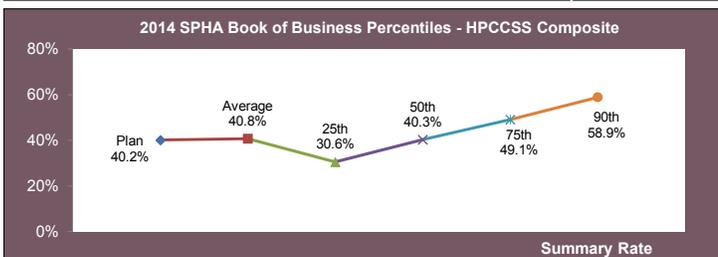


Composite and Attributes	2015		2014		2013		2014 SPHA Book of Business**	
	n	Top Box Score*	n	Top Box Score*	n	Top Box Score*	Medicaid	Aggregate
<b>Health Plan Call Center Service Staff</b>		<b>16.9%</b>		<b>9.8%</b>		<b>10.6%</b>	<b>18.9%</b>	<b>20.4%</b>
6A. Ease of reaching health plan call center staff over the phone.	216	15.3%	51	11.8%	173	10.4%	17.6%	19.3%
6B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	217	21.7%	57	12.3%	177	11.9%	21.3%	22.2%
6C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.	200	15.0%	48	6.3%	163	8.6%	17.7%	19.3%
6D. Overall satisfaction with health plan's call center service.	217	15.7%	55	9.1%	175	11.4%	19.2%	20.8%

Composite and Attributes	2015		2014		2013		2014 SPHA Book of Business**	
	n	SRS*	n	SRS*	n	SRS*	Medicaid	Aggregate
<b>Health Plan Call Center Service Staff</b>		<b>40.2%</b>		<b>25.6%</b>		<b>27.2%</b>	<b>40.8%</b>	<b>42.6%</b>
6A. Ease of reaching health plan call center staff over the phone.	216	36.6%	51	27.5%	173	24.3%	39.3%	41.6%
6B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	217	47.9%	57	26.3%	177	31.6%	44.1%	45.0%
6C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.	200	37.0%	48	25.0%	163	22.7%	38.7%	40.6%
6D. Overall satisfaction with health plan's call center service.	217	39.2%	55	23.6%	175	30.3%	41.0%	43.2%



Your 2015 Top Box Summary Rate for the Health Plan Call Center Service Staff composite is 16.9%, which is not significantly different from SPHA's 2014 Medicaid Book of Business Top Box Summary Rate Score of 18.9%.



Your 2015 Summary Rate for the Health Plan Call Center Service Staff composite is 40.2%, which is not significantly different from SPHA's 2014 Medicaid Book of Business Summary Rate Score of 40.8%.

\* Top Box Scores represent the top response percentage ("Well above average"). Summary Rate Scores represent the top two response percentages ("Well above average" and "Somewhat above average").

\*\* SPH Analytics' 2014 Medicaid Book of Business consists of data from 23 plans representing 12193 respondents, while the Aggregate Book of Business consists of data from 33 plans representing 14423 respondents in Primary Care, Specialty, and Behavioral Health areas of medicine. See Technical Notes for more information.

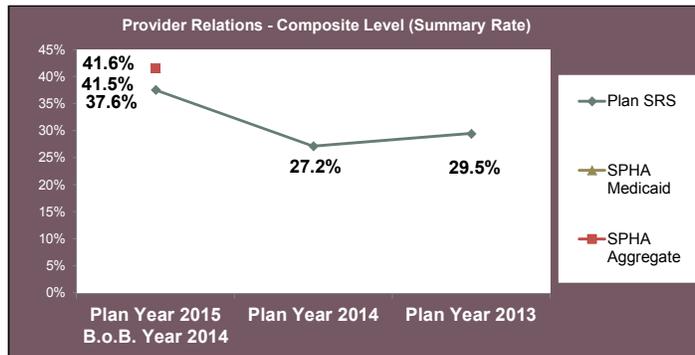
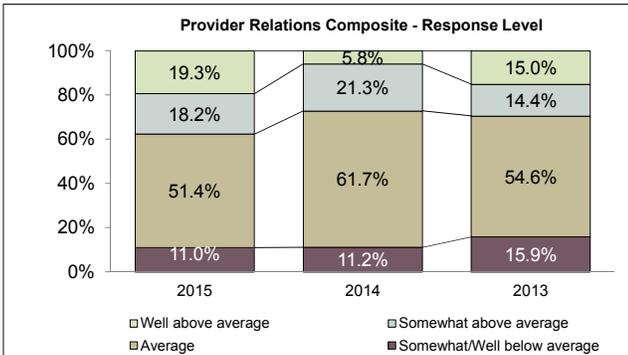
Note: Significance Testing - Cells highlighted in red denote current year plan percentage is significantly lower when compared to trend or benchmark data; cells highlighted in green denote current year plan percentage is significantly higher when compared to trend or benchmark data; no shading denotes that there was no significant difference between the percentages or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

# Composite Analysis

## Provider Relations - Top Box and Summary Rate Scores

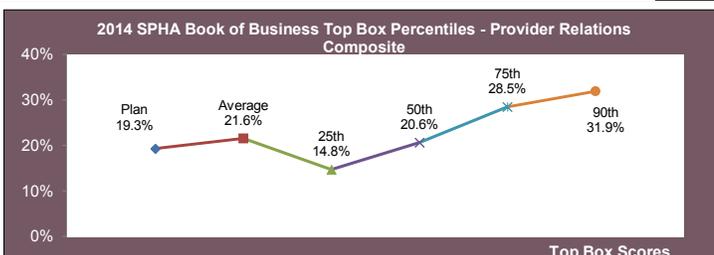
## Provider Satisfaction Survey

190 Total Provider Relations Respondents

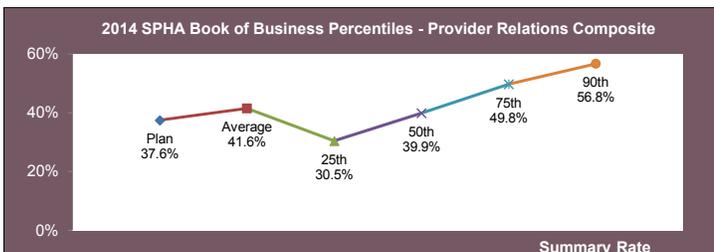


Composite and Attributes	2015		2014		2013		2014 SPHA Book of Business**	
	n	Top Box Score*	n	Top Box Score*	n	Top Box Score*	Medicaid	Aggregate
<b>Provider Relations</b>		<b>19.3%</b>		<b>5.8%</b>		<b>15.0%</b>	<b>21.6%</b>	<b>22.1%</b>
7A. Do you have a Provider Relations Specialist from this health plan assigned to your practice?	189	65.1%	45	53.3%	148	73.0%	54.8%	51.2%
7B. Provider Relations representative's ability to answer questions and resolve problems.	108	27.8%	21	9.5%	99	20.2%	30.7%	31.6%
7C. Quality of provider orientation process.	161	15.5%	36	5.6%	149	12.8%	17.4%	17.5%
7D. Quality of written communications, policy bulletins, and manuals.	190	14.7%	41	2.4%	164	12.2%	16.7%	17.2%

Composite and Attributes	2015		2014		2013		2014 SPHA Book of Business**	
	n	SRS*	n	SRS*	n	SRS*	Medicaid	Aggregate
<b>Provider Relations</b>		<b>37.6%</b>		<b>27.2%</b>		<b>29.5%</b>	<b>41.6%</b>	<b>41.5%</b>
7A. Do you have a Provider Relations Specialist from this health plan assigned to your practice?	189	65.1%	45	53.3%	148	73.0%	54.8%	51.2%
7B. Provider Relations representative's ability to answer questions and resolve problems.	108	50.0%	21	42.9%	99	35.4%	54.2%	53.9%
7C. Quality of provider orientation process.	161	31.7%	36	16.7%	149	26.8%	34.0%	34.4%
7D. Quality of written communications, policy bulletins, and manuals.	190	31.1%	41	22.0%	164	26.2%	36.5%	36.3%



Your 2015 Top Box Summary Rate for the Provider Relations composite is 19.3%, which is not significantly different from SPHA's 2014 Medicaid Book of Business Top Box Summary Rate Score of 21.6%.



Your 2015 Summary Rate for the Provider Relations composite is 37.6%, which is not significantly different from SPHA's 2014 Medicaid Book of Business Summary Rate Score of 41.6%.

\* Top Box Scores represent the top response percentage ("Yes;" "Well above average"). Summary Rate Scores represent the top two response percentages ("Yes;" "Well above average" and "Somewhat above average").

\*\* SPH Analytics' 2014 Medicaid Book of Business consists of data from 23 plans representing 12193 respondents, while the Aggregate Book of Business consists of data from 33 plans representing 14423 respondents in Primary Care, Specialty, and Behavioral Health areas of medicine. See Technical Notes for more information.

Note 1: Significance Testing - Cells highlighted in red denote current year plan percentage is significantly lower when compared to trend or benchmark data; cells highlighted in green denote current year plan percentage is significantly higher when compared to trend or benchmark data; no shading denotes that there was no significant difference between the percentages or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Note 2: The Provider Relations composite is the average of 7B through 7D. It does not include 7A.

## 5. Global Proportions

Pages 5A through 5C provide a graphical presentation of the percentage of providers who chose each response option.<sup>5</sup> The charts present the composite percentages, as well as the percentages for each attribute that make up the composite.

Global proportions are a useful tool to understand a provider's satisfaction, dissatisfaction, or neutrality when they rate a particular service or service area. Summary Rate Scores alone are not as complete an indication of performance given that they do not show a distribution of responses across all response categories.

	Summary Rate Score			
	Well above average	Somewhat above average	Average	Somewhat/Well below average
Case 1	65%	10%	20%	5%
Case 2	15%	60%	15%	10%

The above chart demonstrates two cases in which a high Summary Rate becomes less revealing. In Case 1, a relatively large percentage of providers are found to be very satisfied ('Well above average'). In Case 2, a large proportion of the Summary Rate responses are 'Somewhat above average,' rather than the more favorable response of 'Well above average.' When reviewing cases one and two, the first case shows a higher average rating than the second, even though the Summary Rates are equal (both 75%).

### Charts 5A – 5C

<sup>5</sup> Response distributions are also provided in the Question Summaries, which are located in section 15, *Appendix A*.

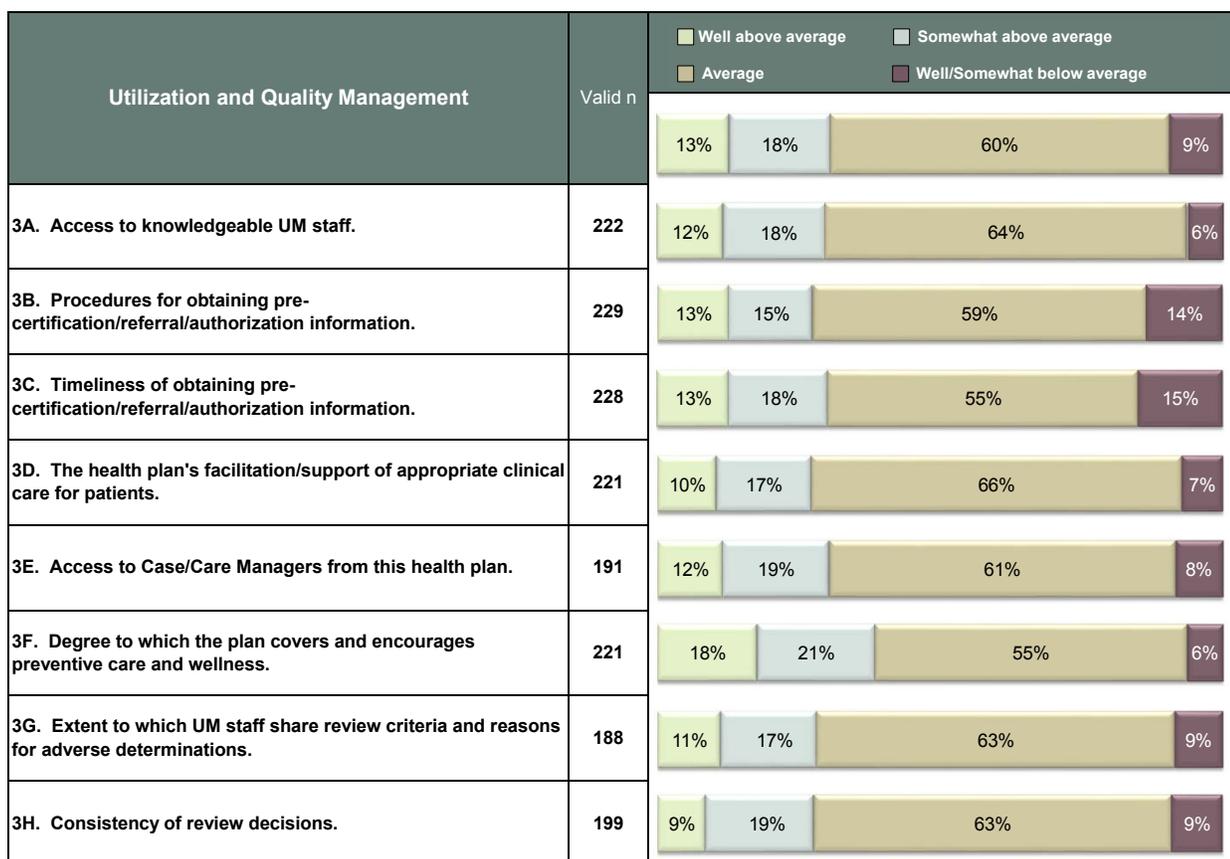
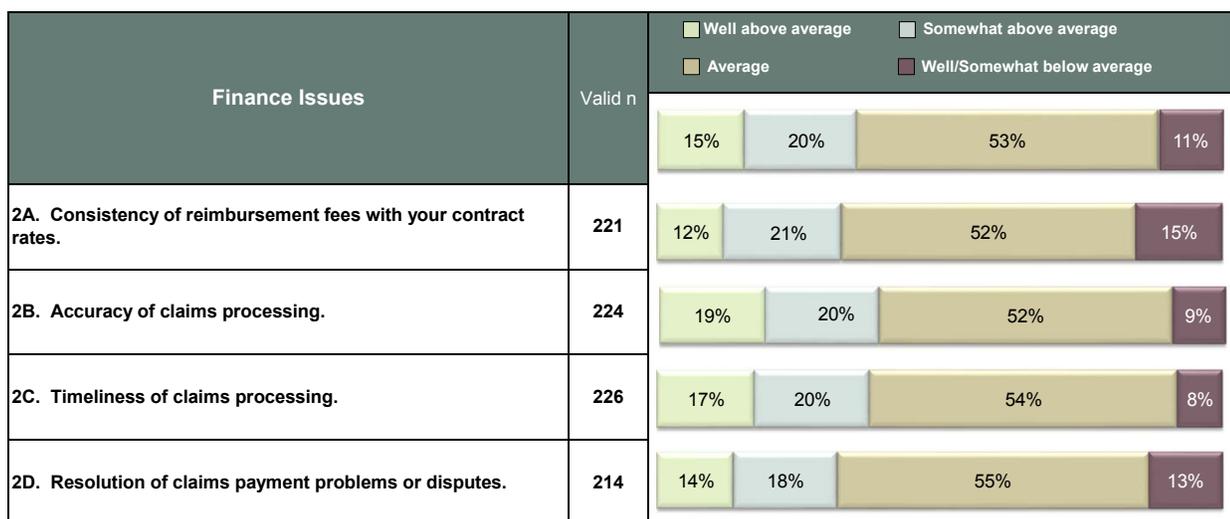
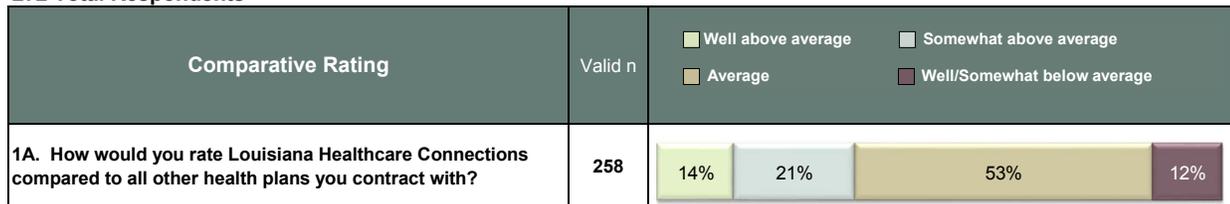
# Global Proportions

## Composite/Attribute Response Distributions

# Louisiana Healthcare Connections

## Provider Satisfaction Survey

272 Total Respondents



Note 1: Percentages may not add to 100% due to rounding.

Note 2: The Utilization and Quality Management composite scores include 3A through 3F.

# Global Proportions

## Composite/Attribute Response Distributions

# Louisiana Healthcare Connections

## Provider Satisfaction Survey

272 Total Respondents

Network/Coordination of Care		Valid n			
		Well above average	Somewhat above average	Average	Well/Somewhat below average
		8%	18%	63%	12%
4A. The number of specialists in this health plan's provider network.	200	7%	17%	58%	19%
4B. The quality of specialists in this health plan's provider network.	202	9%	19%	61%	10%
4C. The timeliness of feedback/reports from specialists in this health plan's provider network.	196	7%	16%	69%	8%
4D. The frequency of feedback/reports from specialists for patients in your care.	197	8%	17%	67%	8%
4E. The timeliness of feedback/reports from Behavioral Health Clinicians for patients in your care.	152	5%	11%	74%	11%
4F. The frequency of feedback/reports from Behavioral Health Clinicians for patients in your care.	146	8%	10%	71%	12%

Pharmacy		Valid n			
		Well above average	Somewhat above average	Average	Well/Somewhat below average
		6%	11%	63%	19%
5A. Consistency of the formulary over time.	203	6%	13%	68%	13%
5B. Extent to which formulary reflects current standards of care.	205	7%	11%	68%	14%
5C. Variety of branded drugs on the formulary.	200	5%	12%	61%	23%
5D. Ease of prescribing your preferred medications within formulary guidelines.	201	8%	9%	59%	23%
5E. Availability of comparable drugs to substitute those not included in the formulary.	198	6%	12%	60%	22%

Health Plan Call Center Service Staff		Valid n			
		Well above average	Somewhat above average	Average	Well/Somewhat below average
		17%	23%	54%	5%
6A. Ease of reaching health plan call center staff over the phone.	216	15%	21%	56%	7%
6B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	217	22%	26%	49%	3%
6C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.	200	15%	22%	58%	5%
6D. Overall satisfaction with health plan's call center service.	217	16%	24%	54%	6%

Note 1: Percentages may not add to 100% due to rounding.  
 Note 2: The Network/Coordination of Care composite scores include 4A through 4C.  
 SPH Analytics

# Global Proportions

## Composite/Attribute Response Distributions

# Louisiana Healthcare Connections

## Provider Satisfaction Survey

272 Total Respondents

Provider Relations	Valid n	Well above average	Somewhat above average	Average	Well/Somewhat below average
		19%	18%	51%	11%
7B. Provider Relations representative's ability to answer questions and resolve problems.	108	28%	22%	41%	9%
7C. Quality of provider orientation process.	161	16%	16%	54%	14%
7D. Quality of written communications, policy bulletins, and manuals.	190	15%	16%	59%	9%

Overall Satisfaction	Valid n	Completely satisfied	Somewhat satisfied	Neither	Completely/Somewhat dissatisfied
8B. Please rate your overall satisfaction with Louisiana Healthcare Connections.	221	38%	38%	13%	11%
8C. Please rate your overall satisfaction with Amerigroup.	196	23%	37%	20%	20%
8D. Please rate your overall satisfaction with Aetna Better Health of Louisiana.	175	24%	34%	21%	21%
8E. Please rate your overall satisfaction with AmeriHealth Caritas (formerly L.A. Care).	202	26%	37%	23%	15%
8F. Please rate your overall satisfaction with United Healthcare Community Plan.	207	33%	25%	20%	22%

Note: Percentages may not add to 100% due to rounding.

## 6. Segmentation Analyses

The database provided by Louisiana Healthcare Connections includes demographic information, and the Provider Satisfaction Survey asks demographic questions about the respondent’s medical practice, which facilitates a market segmentation of the providers. The charts beginning on page 6A present Summary Rate Scores organized across the following demographics:

- Area of Medicine (A)
- Physicians in Practice (B)
- Years in Practice (C)
- Portion of Managed Care Volume Represented by Health Plan (D)
- Survey Respondent (E)
- Preferred Communication (F)
- Insurance Participation (G)
- Survey Methodology

The percentages represent the Summary Rate for each segment of the demographic category. For example, in the table below, the Summary Rate for 8B, ‘Please rate your overall satisfaction with Louisiana Healthcare Connections,’ is the percentage of respondents who selected ‘Completely satisfied’ or ‘Somewhat satisfied.’

The interpretation of this example would be, “Of the respondents who have been in practice less than five years, 80.0% are ‘Completely satisfied’ or ‘Somewhat satisfied’ with Louisiana Healthcare Connections, while 79.2% of respondents who have been in practice five to 15 years and 69.8% of respondents who have been in practice 16 years or more are ‘Completely satisfied’ or ‘Somewhat satisfied’ with Louisiana Healthcare Connections.”

Years in Practice	Less than 5 years	5 – 15 years	16 years or more
8B. Please rate your overall satisfaction with Louisiana Healthcare Connections.	80.0%	79.2%	69.8%

Results on the following pages are provided for individual attributes and for each composite. Caution is recommended when making comparisons between segments with a small valid n (less than 30), as the results may not be representative of the population.

### Charts 6A – 6H

# Segmentation Analysis

## Plan Summary Rates by Area of Medicine (A)

## Louisiana Healthcare Connections

### Provider Satisfaction Survey

272 Total Respondents

Composite/Attribute	Primary Care		Specialty		Behavioral Health Clinician		Range*
	Valid n**	%	Valid n**	%	Valid n**	%	
<b>Overall Satisfaction</b>		<b>82.1%</b>		<b>64.0%</b>		<b>80.0%</b>	<b>18.1%</b>
8A. Would you recommend Louisiana Healthcare Connections to other physicians' practices?	142	90.8%	85	84.7%	10	60.0%	6.1%
8B. Please rate your overall satisfaction with Louisiana Healthcare Connections.	151	82.1%	89	64.0%	10	80.0%	18.1%
8C. Please rate your overall satisfaction with Amerigroup.	133	63.9%	82	50.0%	9	66.7%	13.9%
8D. Please rate your overall satisfaction with Aetna Better Health of Louisiana.	126	59.5%	66	47.0%	8	75.0%	12.6%
8E. Please rate your overall satisfaction with AmeriHealth Caritas (formerly L.A. Care).	140	67.1%	81	48.1%	8	62.5%	19.0%
8F. Please rate your overall satisfaction with United Healthcare Community Plan.	142	61.3%	83	49.4%	8	100.0%	11.9%
<b>All Other Plans (Comparative Rating)</b>							
1A. How would you rate Louisiana Healthcare Connections compared to all other health plans you contract with?	177	36.7%	104	30.8%	12	16.7%	6.0%
<b>Finance Issues</b>		<b>38.1%</b>		<b>30.9%</b>		<b>26.9%</b>	<b>7.2%</b>
2A. Consistency of reimbursement fees with your contract rates.	152	34.9%	91	29.7%	9	22.2%	5.2%
2B. Accuracy of claims processing.	156	42.9%	90	34.4%	9	44.4%	8.5%
2C. Timeliness of claims processing.	158	39.9%	90	32.2%	8	12.5%	7.7%
2D. Resolution of claims payment problems or disputes.	153	34.6%	81	27.2%	7	28.6%	7.5%
<b>Utilization and Quality Management</b>		<b>32.3%</b>		<b>27.8%</b>		<b>34.1%</b>	<b>4.5%</b>
3A. Access to knowledgeable UM staff.	155	31.6%	88	27.3%	7	28.6%	4.3%
3B. Procedures for obtaining pre-certification/referral/authorization information.	163	30.1%	91	23.1%	9	33.3%	7.0%
3C. Timeliness of obtaining pre-certification/referral/authorization information.	162	30.2%	92	30.4%	9	55.6%	0.2%
3D. The health plan's facilitation/support of appropriate clinical care for patients.	161	31.1%	82	20.7%	8	25.0%	10.3%
3E. Access to Case/Care Managers from this health plan.	138	29.7%	77	31.2%	7	28.6%	1.5%
3F. Degree to which the plan covers and encourages preventive care and wellness.	160	41.3%	85	34.1%	9	33.3%	7.1%
3G. Extent to which UM staff share review criteria and reasons for adverse determinations.	138	31.2%	72	22.2%	7	28.6%	8.9%
3H. Consistency of review decisions.	145	30.3%	78	23.1%	9	22.2%	7.3%
<b>Network/Coordination of Care</b>		<b>27.0%</b>		<b>25.7%</b>		<b>34.5%</b>	<b>1.3%</b>
4A. The number of specialists in this health plan's provider network.	148	25.7%	76	21.1%	8	25.0%	4.6%
4B. The quality of specialists in this health plan's provider network.	149	30.2%	77	29.9%	7	28.6%	0.3%
4C. The timeliness of feedback/reports from specialists in this health plan's provider network.	143	25.2%	76	26.3%	8	50.0%	1.1%
4D. The frequency of feedback/reports from specialists for patients in your care.	149	26.8%	73	27.4%	9	33.3%	0.6%
4E. The timeliness of feedback/reports from Behavioral Health Clinicians for patients in your care.	123	17.1%	47	21.3%	6	50.0%	4.2%
4F. The frequency of feedback/reports from Behavioral Health Clinicians for patients in your care.	119	18.5%	46	23.9%	4	75.0%	5.4%
<b>Pharmacy</b>		<b>21.0%</b>		<b>14.3%</b>		<b>27.5%</b>	<b>6.7%</b>
5A. Consistency of the formulary over time.	149	21.5%	77	14.3%	8	37.5%	7.2%
5B. Extent to which formulary reflects current standards of care.	149	20.1%	79	16.5%	8	25.0%	3.7%
5C. Variety of branded drugs on the formulary.	149	20.1%	73	13.7%	8	25.0%	6.4%
5D. Ease of prescribing your preferred medications within formulary guidelines.	150	20.7%	74	14.9%	8	25.0%	5.8%
5E. Availability of comparable drugs to substitute those not included in the formulary.	146	22.6%	74	12.2%	8	25.0%	10.4%
<b>Health Plan Call Center Service Staff</b>		<b>42.7%</b>		<b>37.0%</b>		<b>36.1%</b>	<b>5.6%</b>
6A. Ease of reaching health plan call center staff over the phone.	150	38.0%	85	35.3%	9	44.4%	2.7%
6B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	153	51.0%	84	44.0%	10	50.0%	6.9%
6C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.	145	39.3%	75	34.7%	8	25.0%	4.6%
6D. Overall satisfaction with health plan's call center service.	151	42.4%	85	34.1%	8	25.0%	8.3%
<b>Provider Relations</b>		<b>40.0%</b>		<b>36.0%</b>		<b>42.1%</b>	<b>3.9%</b>
7A. Do you have a Provider Relations Specialist from this health plan assigned to your practice?	130	70.8%	76	57.9%	8	37.5%	12.9%
7B. Provider Relations representative's ability to answer questions and resolve problems.	79	49.4%	38	52.6%	2	50.0%	3.3%
7C. Quality of provider orientation process.	111	36.9%	67	26.9%	7	42.9%	10.1%
7D. Quality of written communications, policy bulletins, and manuals.	131	33.6%	77	28.6%	9	33.3%	5.0%

\* Range is the difference between Summary Rates shown. Due to the small sample size of Behavioral Health Clinician respondents, this segment is excluded from range calculations.

\*\* Valid n refers to the total number of respondents answering the item within the subgroup under the column heading.

Note 1: The Overall Satisfaction Summary Rate includes only 8B. It does not include 8A or 8C through 8F.

Note 2: The Provider Relations composite is the average of 7B through 7D. It does not include 7A.

Note 3: The Utilization and Quality Management composite is the average of 3A through 3F and does not include custom questions 3G or 3H. The Network/Coordination of Care composite is the average of 4A through 4C and does not include custom questions 4D through 4F.

# Segmentation Analysis

## Plan Summary Rates by Physicians in Practice (B)

## Louisiana Healthcare Connections

### Provider Satisfaction Survey

272 Total Respondents

Composite/Attribute	Solo		2 - 5 physicians		More than 5 physicians		Range*
	Valid n**	%	Valid n**	%	Valid n**	%	
<b>Overall Satisfaction</b>		<b>78.4%</b>		<b>80.2%</b>		<b>58.3%</b>	<b>21.9%</b>
8A. Would you recommend Louisiana Healthcare Connections to other physicians' practices?	88	92.0%	89	85.4%	31	83.9%	8.2%
8B. Please rate your overall satisfaction with Louisiana Healthcare Connections.	88	78.4%	96	80.2%	36	58.3%	21.9%
8C. Please rate your overall satisfaction with Amerigroup.	76	59.2%	84	59.5%	35	60.0%	0.8%
8D. Please rate your overall satisfaction with Aetna Better Health of Louisiana.	70	65.7%	74	51.4%	31	54.8%	14.4%
8E. Please rate your overall satisfaction with AmeriHealth Caritas (formerly L.A. Care).	82	62.2%	86	65.1%	34	55.9%	9.2%
8F. Please rate your overall satisfaction with United Healthcare Community Plan.	85	67.1%	88	52.3%	33	51.5%	15.5%
<b>All Other Plans (Comparative Rating)</b>							
1A. How would you rate Louisiana Healthcare Connections compared to all other health plans you contract with?	105	36.2%	115	38.3%	36	19.4%	18.8%
<b>Finance Issues</b>		<b>34.6%</b>		<b>38.8%</b>		<b>25.0%</b>	<b>13.8%</b>
2A. Consistency of reimbursement fees with your contract rates.	95	31.6%	96	36.5%	30	23.3%	13.1%
2B. Accuracy of claims processing.	96	38.5%	98	41.8%	28	28.6%	13.3%
2C. Timeliness of claims processing.	95	34.7%	100	44.0%	29	24.1%	19.9%
2D. Resolution of claims payment problems or disputes.	86	33.7%	97	33.0%	29	24.1%	9.6%
<b>Utilization and Quality Management</b>		<b>32.4%</b>		<b>31.1%</b>		<b>25.4%</b>	<b>7.0%</b>
3A. Access to knowledgeable UM staff.	91	31.9%	96	29.2%	33	27.3%	4.6%
3B. Procedures for obtaining pre-certification/referral/authorization information.	96	30.2%	98	27.6%	33	18.2%	12.0%
3C. Timeliness of obtaining pre-certification/referral/authorization information.	94	34.0%	98	31.6%	34	17.6%	16.4%
3D. The health plan's facilitation/support of appropriate clinical care for patients.	87	28.7%	96	29.2%	36	19.4%	9.7%
3E. Access to Case/Care Managers from this health plan.	72	31.9%	89	29.2%	29	31.0%	2.7%
3F. Degree to which the plan covers and encourages preventive care and wellness.	88	37.5%	96	39.6%	36	38.9%	2.1%
3G. Extent to which UM staff share review criteria and reasons for adverse determinations.	74	28.4%	83	31.3%	29	20.7%	10.6%
3H. Consistency of review decisions.	78	28.2%	90	27.8%	30	26.7%	1.5%
<b>Network/Coordination of Care</b>		<b>27.3%</b>		<b>24.6%</b>		<b>22.9%</b>	<b>4.4%</b>
4A. The number of specialists in this health plan's provider network.	83	24.1%	84	25.0%	31	19.4%	5.6%
4B. The quality of specialists in this health plan's provider network.	85	29.4%	85	29.4%	30	26.7%	2.7%
4C. The timeliness of feedback/reports from specialists in this health plan's provider network.	81	28.4%	82	19.5%	31	22.6%	8.9%
4D. The frequency of feedback/reports from specialists for patients in your care.	78	25.6%	85	23.5%	32	28.1%	4.6%
4E. The timeliness of feedback/reports from Behavioral Health Clinicians for patients in your care.	62	14.5%	66	15.2%	23	17.4%	2.9%
4F. The frequency of feedback/reports from Behavioral Health Clinicians for patients in your care.	59	13.6%	64	20.3%	22	18.2%	6.8%
<b>Pharmacy</b>		<b>18.0%</b>		<b>18.7%</b>		<b>15.2%</b>	<b>3.5%</b>
5A. Consistency of the formulary over time.	79	21.5%	90	18.9%	33	12.1%	9.4%
5B. Extent to which formulary reflects current standards of care.	83	16.9%	89	20.2%	32	15.6%	4.6%
5C. Variety of branded drugs on the formulary.	80	15.0%	88	18.2%	31	16.1%	3.2%
5D. Ease of prescribing your preferred medications within formulary guidelines.	80	20.0%	89	16.9%	31	16.1%	3.9%
5E. Availability of comparable drugs to substitute those not included in the formulary.	78	16.7%	88	19.3%	31	16.1%	3.2%
<b>Health Plan Call Center Service Staff</b>		<b>42.7%</b>		<b>42.9%</b>		<b>24.8%</b>	<b>18.1%</b>
6A. Ease of reaching health plan call center staff over the phone.	88	36.4%	93	41.9%	34	20.6%	21.3%
6B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	89	50.6%	93	51.6%	34	29.4%	22.2%
6C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.	82	37.8%	84	40.5%	33	24.2%	16.2%
6D. Overall satisfaction with health plan's call center service.	87	46.0%	93	37.6%	36	25.0%	21.0%
<b>Provider Relations</b>		<b>40.0%</b>		<b>35.4%</b>		<b>38.2%</b>	<b>4.6%</b>
7A. Do you have a Provider Relations Specialist from this health plan assigned to your practice?	84	65.5%	76	69.7%	28	50.0%	19.7%
7B. Provider Relations representative's ability to answer questions and resolve problems.	47	53.2%	48	41.7%	12	66.7%	25.0%
7C. Quality of provider orientation process.	62	33.9%	74	32.4%	24	25.0%	8.9%
7D. Quality of written communications, policy bulletins, and manuals.	79	32.9%	84	32.1%	26	23.1%	9.8%

\* Range is the difference between Summary Rates shown. The larger the number, the greater the difference in Summary Rates between segment groups for any given question/composite.

\*\* Valid n refers to the total number of respondents answering the item within the subgroup under the column heading.

Note 1: The Overall Satisfaction Summary Rate includes only 8B. It does not include 8A or 8C through 8F.

Note 2: The Provider Relations composite is the average of 7B through 7D. It does not include 7A.

Note 3: The Utilization and Quality Management composite is the average of 3A through 3F and does not include custom questions 3G or 3H. The Network/Coordination of Care composite is the average of 4A through 4C and does not include custom questions 4D through 4F.

# Segmentation Analysis

## Plan Summary Rates by Years in Practice (C)

## Louisiana Healthcare Connections

### Provider Satisfaction Survey

272 Total Respondents

Composite/Attribute	Less than 5 years		5 - 15 years		16 years or more		Range*
	Valid n**	%	Valid n**	%	Valid n**	%	
<b>Overall Satisfaction</b>		<b>80.0%</b>		<b>79.2%</b>		<b>69.8%</b>	<b>10.2%</b>
8A. Would you recommend Louisiana Healthcare Connections to other physicians' practices?	60	90.0%	69	89.9%	77	84.4%	5.6%
8B. Please rate your overall satisfaction with Louisiana Healthcare Connections.	60	80.0%	72	79.2%	86	69.8%	10.2%
8C. Please rate your overall satisfaction with Amerigroup.	56	64.3%	65	56.9%	74	58.1%	7.4%
8D. Please rate your overall satisfaction with Aetna Better Health of Louisiana.	55	61.8%	55	52.7%	63	58.7%	9.1%
8E. Please rate your overall satisfaction with AmeriHealth Caritas (formerly L.A. Care).	56	67.9%	66	59.1%	78	60.3%	8.8%
8F. Please rate your overall satisfaction with United Healthcare Community Plan.	57	59.6%	67	62.7%	80	52.5%	10.2%
<b>All Other Plans (Comparative Rating)</b>							
1A. How would you rate Louisiana Healthcare Connections compared to all other health plans you contract with?	65	44.6%	85	28.2%	105	33.3%	16.4%
<b>Finance Issues</b>		<b>38.8%</b>		<b>33.8%</b>		<b>32.5%</b>	<b>6.3%</b>
2A. Consistency of reimbursement fees with your contract rates.	55	32.7%	70	32.9%	93	30.1%	2.7%
2B. Accuracy of claims processing.	56	41.1%	71	36.6%	94	37.2%	4.5%
2C. Timeliness of claims processing.	56	44.6%	73	37.0%	94	33.0%	11.7%
2D. Resolution of claims payment problems or disputes.	57	36.8%	70	28.6%	84	29.8%	8.3%
<b>Utilization and Quality Management</b>		<b>39.8%</b>		<b>25.8%</b>		<b>26.9%</b>	<b>14.0%</b>
3A. Access to knowledgeable UM staff.	56	39.3%	73	24.7%	90	26.7%	14.6%
3B. Procedures for obtaining pre-certification/referral/authorization information.	61	36.1%	72	22.2%	93	24.7%	13.8%
3C. Timeliness of obtaining pre-certification/referral/authorization information.	62	33.9%	70	28.6%	93	28.0%	5.9%
3D. The health plan's facilitation/support of appropriate clinical care for patients.	60	38.3%	69	18.8%	89	24.7%	19.5%
3E. Access to Case/Care Managers from this health plan.	54	46.3%	62	22.6%	72	23.6%	23.7%
3F. Degree to which the plan covers and encourages preventive care and wellness.	60	45.0%	69	37.7%	89	33.7%	11.3%
3G. Extent to which UM staff share review criteria and reasons for adverse determinations.	51	37.3%	59	25.4%	75	22.7%	14.6%
3H. Consistency of review decisions.	56	42.9%	60	18.3%	80	22.5%	24.5%
<b>Network/Coordination of Care</b>		<b>35.9%</b>		<b>20.8%</b>		<b>20.8%</b>	<b>15.1%</b>
4A. The number of specialists in this health plan's provider network.	53	37.7%	66	16.7%	79	19.0%	21.1%
4B. The quality of specialists in this health plan's provider network.	57	40.4%	66	24.2%	77	23.4%	17.0%
4C. The timeliness of feedback/reports from specialists in this health plan's provider network.	54	29.6%	65	21.5%	75	20.0%	9.6%
4D. The frequency of feedback/reports from specialists for patients in your care.	54	33.3%	64	21.9%	77	22.1%	11.5%
4E. The timeliness of feedback/reports from Behavioral Health Clinicians for patients in your care.	40	17.5%	50	14.0%	60	13.3%	4.2%
4F. The frequency of feedback/reports from Behavioral Health Clinicians for patients in your care.	39	20.5%	47	17.0%	58	13.8%	6.7%
<b>Pharmacy</b>		<b>23.5%</b>		<b>11.9%</b>		<b>17.7%</b>	<b>11.5%</b>
5A. Consistency of the formulary over time.	55	21.8%	62	17.7%	84	16.7%	5.2%
5B. Extent to which formulary reflects current standards of care.	56	23.2%	65	13.8%	82	17.1%	9.4%
5C. Variety of branded drugs on the formulary.	56	23.2%	63	7.9%	79	17.7%	15.3%
5D. Ease of prescribing your preferred medications within formulary guidelines.	55	25.5%	65	9.2%	79	19.0%	16.2%
5E. Availability of comparable drugs to substitute those not included in the formulary.	55	23.6%	64	10.9%	77	18.2%	12.7%
<b>Health Plan Call Center Service Staff</b>		<b>47.6%</b>		<b>41.4%</b>		<b>33.0%</b>	<b>14.6%</b>
6A. Ease of reaching health plan call center staff over the phone.	59	44.1%	73	37.0%	81	29.6%	14.4%
6B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	56	58.9%	73	50.7%	85	37.6%	21.3%
6C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.	53	43.4%	66	39.4%	78	29.5%	13.9%
6D. Overall satisfaction with health plan's call center service.	59	44.1%	73	38.4%	82	35.4%	8.7%
<b>Provider Relations</b>		<b>49.2%</b>		<b>30.1%</b>		<b>34.8%</b>	<b>19.2%</b>
7A. Do you have a Provider Relations Specialist from this health plan assigned to your practice?	49	63.3%	63	68.3%	75	62.7%	5.6%
7B. Provider Relations representative's ability to answer questions and resolve problems.	27	66.7%	38	34.2%	42	52.4%	32.5%
7C. Quality of provider orientation process.	43	41.9%	57	28.1%	59	25.4%	16.4%
7D. Quality of written communications, policy bulletins, and manuals.	51	39.2%	68	27.9%	68	26.5%	12.7%

\* Range is the difference between Summary Rates shown. The larger the number, the greater the difference in Summary Rates between segment groups for any given question/composite.

\*\* Valid n refers to the total number of respondents answering the item within the subgroup under the column heading.

Note 1: The Overall Satisfaction Summary Rate includes only 8B. It does not include 8A or 8C through 8F.

Note 2: The Provider Relations composite is the average of 7B through 7D. It does not include 7A.

Note 3: The Utilization and Quality Management composite is the average of 3A through 3F and does not include custom questions 3G or 3H. The Network/Coordination of Care composite is the average of 4A through 4C and does not include custom questions 4D through 4F.

# Segmentation Analysis

## Plan Summary Rates by Portion of Managed Care Volume Represented by Health Plan (D)

## Louisiana Healthcare Connections

## Provider Satisfaction Survey

272 Total Respondents

Composite/Attribute	0 - 10%		11 - 20%		21 - 100%		Range*
	Valid n**	%	Valid n**	%	Valid n**	%	
<b>Overall Satisfaction</b>		<b>66.7%</b>		<b>73.2%</b>		<b>86.3%</b>	<b>19.6%</b>
8A. Would you recommend Louisiana Healthcare Connections to other physicians' practices?	64	84.4%	54	87.0%	74	93.2%	8.9%
8B. Please rate your overall satisfaction with Louisiana Healthcare Connections.	75	66.7%	56	73.2%	73	86.3%	19.6%
8C. Please rate your overall satisfaction with Amerigroup.	63	50.8%	48	52.1%	70	70.0%	19.2%
8D. Please rate your overall satisfaction with Aetna Better Health of Louisiana.	57	50.9%	44	47.7%	61	67.2%	19.5%
8E. Please rate your overall satisfaction with AmeriHealth Caritas (formerly L.A. Care).	68	51.5%	51	60.8%	69	75.4%	23.9%
8F. Please rate your overall satisfaction with United Healthcare Community Plan.	67	47.8%	53	47.2%	72	73.6%	26.4%
<b>All Other Plans (Comparative Rating)</b>							
1A. How would you rate Louisiana Healthcare Connections compared to all other health plans you contract with?	86	16.3%	66	50.0%	85	45.9%	33.7%
<b>Finance Issues</b>		<b>22.2%</b>		<b>47.7%</b>		<b>38.8%</b>	<b>25.5%</b>
2A. Consistency of reimbursement fees with your contract rates.	77	19.5%	59	47.5%	74	32.4%	28.0%
2B. Accuracy of claims processing.	77	27.3%	62	48.4%	74	44.6%	21.1%
2C. Timeliness of claims processing.	79	25.3%	62	51.6%	72	38.9%	26.3%
2D. Resolution of claims payment problems or disputes.	72	16.7%	60	43.3%	71	39.4%	26.7%
<b>Utilization and Quality Management</b>		<b>19.2%</b>		<b>32.7%</b>		<b>38.3%</b>	<b>19.1%</b>
3A. Access to knowledgeable UM staff.	70	15.7%	57	33.3%	79	35.4%	19.7%
3B. Procedures for obtaining pre-certification/referral/authorization information.	76	19.7%	61	26.2%	79	38.0%	18.2%
3C. Timeliness of obtaining pre-certification/referral/authorization information.	75	24.0%	62	25.8%	78	39.7%	15.7%
3D. The health plan's facilitation/support of appropriate clinical care for patients.	67	14.9%	62	32.3%	79	32.9%	18.0%
3E. Access to Case/Care Managers from this health plan.	54	20.4%	53	32.1%	74	37.8%	17.5%
3F. Degree to which the plan covers and encourages preventive care and wellness.	68	20.6%	62	46.8%	78	46.2%	26.2%
3G. Extent to which UM staff share review criteria and reasons for adverse determinations.	60	15.0%	52	30.8%	67	37.3%	22.3%
3H. Consistency of review decisions.	64	10.9%	53	28.3%	73	41.1%	30.2%
<b>Network/Coordination of Care</b>		<b>11.0%</b>		<b>25.6%</b>		<b>35.8%</b>	<b>24.8%</b>
4A. The number of specialists in this health plan's provider network.	56	7.1%	57	24.6%	75	34.7%	27.5%
4B. The quality of specialists in this health plan's provider network.	59	15.3%	57	31.6%	74	36.5%	21.2%
4C. The timeliness of feedback/reports from specialists in this health plan's provider network.	57	10.5%	58	20.7%	72	36.1%	25.6%
4D. The frequency of feedback/reports from specialists for patients in your care.	59	15.3%	56	19.6%	72	37.5%	22.2%
4E. The timeliness of feedback/reports from Behavioral Health Clinicians for patients in your care.	42	7.1%	43	11.6%	61	23.0%	15.8%
4F. The frequency of feedback/reports from Behavioral Health Clinicians for patients in your care.	41	4.9%	43	16.3%	56	26.8%	21.9%
<b>Pharmacy</b>		<b>9.1%</b>		<b>18.4%</b>		<b>24.6%</b>	<b>15.5%</b>
5A. Consistency of the formulary over time.	66	9.1%	55	18.2%	71	26.8%	17.7%
5B. Extent to which formulary reflects current standards of care.	66	9.1%	54	22.2%	72	22.2%	13.1%
5C. Variety of branded drugs on the formulary.	65	10.8%	53	17.0%	73	20.5%	9.8%
5D. Ease of prescribing your preferred medications within formulary guidelines.	67	9.0%	53	18.9%	72	25.0%	16.0%
5E. Availability of comparable drugs to substitute those not included in the formulary.	67	7.5%	51	15.7%	70	28.6%	21.1%
<b>Health Plan Call Center Service Staff</b>		<b>26.3%</b>		<b>47.6%</b>		<b>47.3%</b>	<b>21.3%</b>
6A. Ease of reaching health plan call center staff over the phone.	72	25.0%	55	43.6%	74	43.2%	18.6%
6B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	75	36.0%	55	54.5%	72	55.6%	19.6%
6C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.	67	20.9%	51	45.1%	72	43.1%	24.2%
6D. Overall satisfaction with health plan's call center service.	73	23.3%	55	47.3%	74	47.3%	24.0%
<b>Provider Relations</b>		<b>26.1%</b>		<b>50.6%</b>		<b>39.0%</b>	<b>24.5%</b>
7A. Do you have a Provider Relations Specialist from this health plan assigned to your practice?	65	61.5%	50	64.0%	64	68.8%	7.2%
7B. Provider Relations representative's ability to answer questions and resolve problems.	31	41.9%	29	62.1%	42	50.0%	20.1%
7C. Quality of provider orientation process.	45	22.2%	42	42.9%	66	31.8%	20.6%
7D. Quality of written communications, policy bulletins, and manuals.	57	14.0%	47	46.8%	71	35.2%	32.8%

\* Range is the difference between Summary Rates shown. The larger the number, the greater the difference in Summary Rates between segment groups for any given question/composite.

\*\* Valid n refers to the total number of respondents answering the item within the subgroup under the column heading.

Note 1: The Overall Satisfaction Summary Rate includes only 8B. It does not include 8A or 8C through 8F.

Note 2: The Provider Relations composite is the average of 7B through 7D. It does not include 7A.

Note 3: The Utilization and Quality Management composite is the average of 3A through 3F and does not include custom questions 3G or 3H. The Network/Coordination of Care composite is the average of 4A through 4C and does not include custom questions 4D through 4F.

# Segmentation Analysis

## Plan Summary Rates by Survey Respondent (E)

## Louisiana Healthcare Connections

## Provider Satisfaction Survey

272 Total Respondents

Composite/Attribute	Physician		Office Manager		Nurse/Other staff		Range*
	Valid n**	%	Valid n**	%	Valid n**	%	
<b>Overall Satisfaction</b>		<b>60.0%</b>		<b>76.9%</b>		<b>79.4%</b>	<b>2.5%</b>
8A. Would you recommend Louisiana Healthcare Connections to other physicians' practices?	20	80.0%	123	91.9%	64	82.8%	9.1%
8B. Please rate your overall satisfaction with Louisiana Healthcare Connections.	20	60.0%	130	76.9%	68	79.4%	2.5%
8C. Please rate your overall satisfaction with Amerigroup.	17	35.3%	119	63.0%	57	61.4%	1.6%
8D. Please rate your overall satisfaction with Aetna Better Health of Louisiana.	17	41.2%	104	60.6%	52	59.6%	1.0%
8E. Please rate your overall satisfaction with AmeriHealth Caritas (formerly L.A. Care).	18	61.1%	123	62.6%	58	62.1%	0.5%
8F. Please rate your overall satisfaction with United Healthcare Community Plan.	18	55.6%	124	56.5%	62	62.9%	6.5%
<b>All Other Plans (Comparative Rating)</b>							
1A. How would you rate Louisiana Healthcare Connections compared to all other health plans you contract with?	20	50.0%	147	30.6%	88	38.6%	8.0%
<b>Finance Issues</b>		<b>41.0%</b>		<b>31.9%</b>		<b>40.5%</b>	<b>8.6%</b>
2A. Consistency of reimbursement fees with your contract rates.	21	38.1%	133	29.3%	64	37.5%	8.2%
2B. Accuracy of claims processing.	21	42.9%	135	34.1%	65	47.7%	13.6%
2C. Timeliness of claims processing.	21	42.9%	138	34.8%	64	42.2%	7.4%
2D. Resolution of claims payment problems or disputes.	20	40.0%	130	29.2%	61	34.4%	5.2%
<b>Utilization and Quality Management</b>		<b>41.4%</b>		<b>30.1%</b>		<b>29.0%</b>	<b>1.2%</b>
3A. Access to knowledgeable UM staff.	20	45.0%	126	28.6%	74	28.4%	0.2%
3B. Procedures for obtaining pre-certification/referral/authorization information.	21	38.1%	137	24.8%	68	30.9%	6.1%
3C. Timeliness of obtaining pre-certification/referral/authorization information.	21	38.1%	133	30.1%	71	29.6%	0.5%
3D. The health plan's facilitation/support of appropriate clinical care for patients.	20	45.0%	127	23.6%	71	28.2%	4.5%
3E. Access to Case/Care Managers from this health plan.	19	42.1%	108	31.5%	62	25.8%	5.7%
3F. Degree to which the plan covers and encourages preventive care and wellness.	20	40.0%	128	42.2%	71	31.0%	11.2%
3G. Extent to which UM staff share review criteria and reasons for adverse determinations.	20	25.0%	103	31.1%	64	25.0%	6.1%
3H. Consistency of review decisions.	21	42.9%	109	27.5%	67	23.9%	3.6%
<b>Network/Coordination of Care</b>		<b>41.6%</b>		<b>26.0%</b>		<b>19.4%</b>	<b>6.7%</b>
4A. The number of specialists in this health plan's provider network.	18	27.8%	117	25.6%	63	19.0%	6.6%
4B. The quality of specialists in this health plan's provider network.	20	55.0%	116	31.0%	64	17.2%	13.8%
4C. The timeliness of feedback/reports from specialists in this health plan's provider network.	19	42.1%	112	21.4%	64	21.9%	0.4%
4D. The frequency of feedback/reports from specialists for patients in your care.	19	42.1%	112	25.0%	64	20.3%	4.7%
4E. The timeliness of feedback/reports from Behavioral Health Clinicians for patients in your care.	14	21.4%	85	18.8%	51	7.8%	11.0%
4F. The frequency of feedback/reports from Behavioral Health Clinicians for patients in your care.	13	15.4%	82	22.0%	49	10.2%	11.7%
<b>Pharmacy</b>		<b>24.2%</b>		<b>15.8%</b>		<b>18.5%</b>	<b>2.6%</b>
5A. Consistency of the formulary over time.	20	25.0%	115	15.7%	65	21.5%	5.9%
5B. Extent to which formulary reflects current standards of care.	21	28.6%	118	16.1%	63	17.5%	1.4%
5C. Variety of branded drugs on the formulary.	21	19.0%	115	15.7%	61	16.4%	0.7%
5D. Ease of prescribing your preferred medications within formulary guidelines.	21	28.6%	118	16.1%	59	16.9%	0.8%
5E. Availability of comparable drugs to substitute those not included in the formulary.	20	20.0%	115	15.7%	60	20.0%	4.3%
<b>Health Plan Call Center Service Staff</b>		<b>36.3%</b>		<b>41.1%</b>		<b>39.6%</b>	<b>1.5%</b>
6A. Ease of reaching health plan call center staff over the phone.	21	33.3%	126	34.9%	67	40.3%	5.4%
6B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	20	45.0%	129	48.1%	66	48.5%	0.4%
6C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.	21	33.3%	121	39.7%	57	33.3%	6.3%
6D. Overall satisfaction with health plan's call center service.	21	33.3%	129	41.9%	66	36.4%	5.5%
<b>Provider Relations</b>		<b>56.2%</b>		<b>36.2%</b>		<b>34.7%</b>	<b>1.6%</b>
7A. Do you have a Provider Relations Specialist from this health plan assigned to your practice?	20	50.0%	108	69.4%	59	62.7%	6.7%
7B. Provider Relations representative's ability to answer questions and resolve problems.	8	75.0%	63	47.6%	36	47.2%	0.4%
7C. Quality of provider orientation process.	15	46.7%	94	31.9%	51	27.5%	4.5%
7D. Quality of written communications, policy bulletins, and manuals.	17	47.1%	113	29.2%	58	29.3%	0.1%

\* Range is the difference between Summary Rates shown. Due to the small sample size of Physician respondents, this segment is excluded from range calculations.

\*\* Valid n refers to the total number of respondents answering the item within the subgroup under the column heading.

Note 1: The Overall Satisfaction Summary Rate includes only 8B. It does not include 8A or 8C through 8F.

Note 2: The Provider Relations composite is the average of 7B through 7D. It does not include 7A.

Note 3: The Utilization and Quality Management composite is the average of 3A through 3F and does not include custom questions 3G or 3H. The Network/Coordination of Care composite is the average of 4A through 4C and does not include custom questions 4D through 4F.

Note 4: There were no respondents in the Behavioral Health Clinician segment. As such, this segment is excluded from this analysis.

# Segmentation Analysis

## Plan Summary Rates by Preferred Method of Communication (F)

272 Total Respondents

Composite/Attribute	Mail		Phone		Fax		Online Portal		Email		In Person		Other		Range*
	Valid n**	%	Valid n**	%	Valid n**	%	Valid n**	%	Valid n**	%	Valid n**	%	Valid n**	%	
<b>Overall Satisfaction</b>	<b>68.0%</b>	<b>70.0%</b>	<b>83.3%</b>	<b>100.0%</b>	<b>78.4%</b>	<b>66.7%</b>	<b>NA</b>	<b>15.3%</b>							
8A. Would you recommend Louisiana Healthcare Connections to other physicians' practices?	72	83.3%	10	80.0%	64	87.5%	5	100.0%	37	97.3%	6	83.3%	0	0.0%	14.0%
8B. Please rate your overall satisfaction with Louisiana Healthcare Connections.	75	68.0%	10	70.0%	72	83.3%	5	100.0%	37	78.4%	6	66.7%	0	0.0%	15.3%
8C. Please rate your overall satisfaction with Amerigroup.	69	58.0%	9	44.4%	63	65.1%	3	0.0%	34	58.8%	4	100.0%	0	0.0%	7.1%
8D. Please rate your overall satisfaction with Aetna Better Health of Louisiana.	64	54.7%	7	71.4%	52	53.8%	3	33.3%	31	71.0%	4	100.0%	0	0.0%	17.1%
8E. Please rate your overall satisfaction with AmeriHealth Caritas (formerly L.A. Care).	70	58.6%	9	66.7%	63	60.3%	5	60.0%	36	66.7%	5	60.0%	0	0.0%	8.1%
8F. Please rate your overall satisfaction with United Healthcare Community Plan.	71	47.9%	8	62.5%	68	67.6%	4	50.0%	38	65.8%	4	50.0%	0	0.0%	19.8%
<b>All Other Plans (Comparative Rating)</b>															
1A. How would you rate Louisiana Healthcare Connections compared to all other health plans you contract with?	85	37.6%	15	33.3%	86	32.6%	6	33.3%	42	35.7%	7	14.3%	1	0.0%	5.1%
<b>Finance Issues</b>	<b>30.5%</b>	<b>44.3%</b>	<b>27.3%</b>	<b>50.0%</b>	<b>44.3%</b>	<b>41.7%</b>	<b>NA</b>	<b>16.9%</b>							
2A. Consistency of reimbursement fees with your contract rates.	80	28.8%	12	33.3%	68	23.5%	5	60.0%	35	42.9%	6	16.7%	0	0.0%	19.3%
2B. Accuracy of claims processing.	79	31.6%	12	58.3%	71	31.0%	5	40.0%	37	48.6%	5	60.0%	0	0.0%	17.7%
2C. Timeliness of claims processing.	80	32.5%	11	45.5%	72	30.6%	5	80.0%	38	47.4%	5	40.0%	0	0.0%	16.8%
2D. Resolution of claims payment problems or disputes.	76	28.9%	10	40.0%	70	24.3%	5	20.0%	34	38.2%	4	50.0%	0	0.0%	13.9%
<b>Utilization and Quality Management</b>	<b>31.5%</b>	<b>27.5%</b>	<b>23.8%</b>	<b>24.7%</b>	<b>41.4%</b>	<b>32.5%</b>	<b>NA</b>	<b>17.5%</b>							
3A. Access to knowledgeable UM staff.	77	27.3%	9	33.3%	72	25.0%	4	25.0%	39	41.0%	7	28.6%	0	0.0%	16.0%
3B. Procedures for obtaining pre-certification/referral/authorization information.	79	29.1%	10	20.0%	77	22.1%	5	20.0%	36	36.1%	7	14.3%	0	0.0%	14.0%
3C. Timeliness of obtaining pre-certification/referral/authorization information.	79	30.4%	9	33.3%	77	23.4%	4	25.0%	36	47.2%	8	25.0%	0	0.0%	23.8%
3D. The health plan's facilitation/support of appropriate clinical care for patients.	77	28.6%	10	30.0%	72	20.8%	5	20.0%	36	27.8%	8	50.0%	0	0.0%	7.7%
3E. Access to Case/Care Managers from this health plan.	67	32.8%	10	30.0%	60	23.3%	3	33.3%	33	39.4%	5	20.0%	0	0.0%	16.1%
3F. Degree to which the plan covers and encourages preventive care and wellness.	74	40.5%	11	18.2%	74	28.4%	4	25.0%	37	56.8%	7	57.1%	0	0.0%	28.4%
3G. Extent to which UM staff share review criteria and reasons for adverse determinations.	65	26.2%	6	33.3%	61	26.2%	5	20.0%	33	33.3%	5	20.0%	0	0.0%	7.2%
3H. Consistency of review decisions.	70	30.0%	9	22.2%	64	20.3%	4	25.0%	32	40.6%	6	0.0%	0	0.0%	20.3%
<b>Network/Coordination of Care</b>	<b>27.8%</b>	<b>20.7%</b>	<b>19.6%</b>	<b>25.0%</b>	<b>30.0%</b>	<b>11.1%</b>	<b>NA</b>	<b>10.4%</b>							
4A. The number of specialists in this health plan's provider network.	68	26.5%	10	20.0%	65	20.0%	4	25.0%	34	23.5%	6	0.0%	0	0.0%	6.5%
4B. The quality of specialists in this health plan's provider network.	67	32.8%	10	20.0%	64	20.3%	4	25.0%	38	34.2%	6	16.7%	0	0.0%	13.9%
4C. The timeliness of feedback/reports from specialists in this health plan's provider network.	66	24.2%	9	22.2%	65	18.5%	4	25.0%	34	32.4%	6	16.7%	0	0.0%	13.9%
4D. The frequency of feedback/reports from specialists for patients in your care.	67	29.9%	9	33.3%	66	15.2%	4	25.0%	33	36.4%	6	16.7%	0	0.0%	21.2%
4E. The timeliness of feedback/reports from Behavioral Health Clinicians for patients in your care.	56	19.6%	6	16.7%	49	6.1%	4	25.0%	23	26.1%	2	0.0%	0	0.0%	20.0%
4F. The frequency of feedback/reports from Behavioral Health Clinicians for patients in your care.	52	19.2%	6	16.7%	48	10.4%	4	25.0%	22	31.8%	2	0.0%	0	0.0%	21.4%
<b>Pharmacy</b>	<b>18.0%</b>	<b>16.5%</b>	<b>13.3%</b>	<b>46.0%</b>	<b>21.1%</b>	<b>4.0%</b>	<b>NA</b>	<b>7.8%</b>							
5A. Consistency of the formulary over time.	72	16.7%	10	10.0%	66	16.7%	4	50.0%	32	25.0%	7	0.0%	0	0.0%	8.3%
5B. Extent to which formulary reflects current standards of care.	70	18.6%	10	10.0%	69	13.0%	4	50.0%	33	21.2%	6	0.0%	0	0.0%	8.2%
5C. Variety of branded drugs on the formulary.	69	15.9%	8	25.0%	69	10.1%	5	40.0%	31	19.4%	5	20.0%	0	0.0%	9.2%
5D. Ease of prescribing your preferred medications within formulary guidelines.	70	20.0%	8	25.0%	68	11.8%	5	40.0%	32	21.9%	5	0.0%	0	0.0%	10.1%
5E. Availability of comparable drugs to substitute those not included in the formulary.	69	18.8%	8	12.5%	67	14.9%	4	50.0%	33	18.2%	5	0.0%	0	0.0%	3.9%
<b>Health Plan Call Center Service Staff</b>	<b>34.3%</b>	<b>27.7%</b>	<b>41.0%</b>	<b>27.5%</b>	<b>52.3%</b>	<b>35.0%</b>	<b>NA</b>	<b>18.0%</b>							
6A. Ease of reaching health plan call center staff over the phone.	78	28.2%	9	33.3%	66	40.9%	4	25.0%	37	48.6%	6	16.7%	0	0.0%	20.4%
6B. Process of obtaining member information (eligibility, benefit coverage, co pay amounts).	75	45.3%	8	25.0%	69	47.8%	5	40.0%	38	57.9%	6	33.3%	0	0.0%	12.6%
6C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.	72	29.2%	5	40.0%	65	36.9%	4	25.0%	36	50.0%	5	40.0%	0	0.0%	20.8%
6D. Overall satisfaction with health plan's call center service.	78	34.6%	8	12.5%	68	38.2%	5	20.0%	36	52.8%	6	50.0%	0	0.0%	18.2%
<b>Provider Relations</b>	<b>36.2%</b>	<b>20.5%</b>	<b>30.0%</b>	<b>38.9%</b>	<b>54.0%</b>	<b>37.8%</b>	<b>NA</b>	<b>23.9%</b>							
7A. Do you have a Provider Relations Specialist from this health plan assigned to your practice?	64	68.8%	8	50.0%	62	64.5%	6	50.0%	32	62.5%	5	100.0%	0	0.0%	6.3%
7B. Provider Relations representative's ability to answer questions and resolve problems.	36	50.0%	4	25.0%	36	38.9%	3	33.3%	18	77.8%	5	40.0%	0	0.0%	38.9%
7C. Quality of provider orientation process.	54	29.6%	7	14.3%	56	25.0%	3	33.3%	25	48.0%	5	40.0%	0	0.0%	23.0%
7D. Quality of written communications, policy bulletins, and manuals.	62	29.0%	9	22.2%	61	26.2%	4	50.0%	36	36.1%	6	33.3%	0	0.0%	9.9%

\* Range is the difference between Summary Rates shown. Due to the small sample size of respondents answering Phone, Online, In Person, or Other these segments are excluded from range calculations.

\*\* Valid n refers to the total number of respondents answering the item within the subgroup under the column heading.

Note 1: The Overall Satisfaction Summary Rate includes only 8B. It does not include 8A or 8C through 8F.

Note 2: The Provider Relations composite is the average of 7B through 7D. It does not include 7A.

Note 3: The Utilization and Quality Management composite is the average of 3A through 3F and does not include custom questions 3G or 3H. The Network/Coordination of Care composite is the average of 4A through 4C and does not include custom questions 4D through 4F.

Note 4: NA indicates there is at least one attribute within the composite with no valid respondents.

# Segmentation Analysis

## Plan Summary Rates by Insurance Participation (G)

## Louisiana Healthcare Connections

## Provider Satisfaction Survey

272 Total Respondents

Composite/Attribute	3 or fewer		4 to 7		8 to 11		12 to 15		More than 15		Range*
	Valid n**	%	Valid n**	%	Valid n**	%	Valid n**	%	Valid n**	%	
<b>Overall Satisfaction</b>		<b>100.0%</b>		<b>77.8%</b>		<b>96.6%</b>		<b>71.8%</b>		<b>72.7%</b>	<b>24.8%</b>
8A. Would you recommend Louisiana Healthcare Connections to other physicians' practices?	3	100.0%	18	94.4%	28	96.4%	37	86.5%	120	85.8%	10.6%
8B. Please rate your overall satisfaction with Louisiana Healthcare Connections.	3	100.0%	18	77.8%	29	96.6%	39	71.8%	128	72.7%	24.8%
8C. Please rate your overall satisfaction with Amerigroup.	2	50.0%	18	50.0%	24	83.3%	31	61.3%	118	56.8%	26.6%
8D. Please rate your overall satisfaction with Aetna Better Health of Louisiana.	2	50.0%	16	56.3%	22	68.2%	28	71.4%	104	52.9%	18.5%
8E. Please rate your overall satisfaction with AmeriHealth Caritas (formerly L.A. Care).	2	100.0%	19	63.2%	24	87.5%	34	64.7%	120	56.7%	30.8%
8F. Please rate your overall satisfaction with United Healthcare Community Plan.	2	50.0%	18	61.1%	25	76.0%	35	45.7%	123	57.7%	30.3%
<b>All Other Plans (Comparative Rating)</b>											
1A. How would you rate Louisiana Healthcare Connections compared to all other health plans you contract with?	4	50.0%	22	54.5%	36	52.8%	39	28.2%	153	30.1%	24.6%
<b>Finance Issues</b>		<b>50.0%</b>		<b>37.5%</b>		<b>53.5%</b>		<b>33.3%</b>		<b>31.9%</b>	<b>21.6%</b>
2A. Consistency of reimbursement fees with your contract rates.	2	50.0%	18	33.3%	25	44.0%	39	28.2%	135	31.1%	15.8%
2B. Accuracy of claims processing.	2	50.0%	18	44.4%	28	64.3%	37	35.1%	137	34.3%	30.0%
2C. Timeliness of claims processing.	2	50.0%	18	33.3%	26	57.7%	38	39.5%	140	34.3%	23.4%
2D. Resolution of claims payment problems or disputes.	2	50.0%	18	38.9%	27	48.1%	33	30.3%	132	28.0%	20.1%
<b>Utilization and Quality Management</b>		<b>11.1%</b>		<b>37.9%</b>		<b>41.7%</b>		<b>27.0%</b>		<b>28.8%</b>	<b>14.7%</b>
3A. Access to knowledgeable UM staff.	2	0.0%	20	40.0%	28	35.7%	33	27.3%	135	28.9%	8.4%
3B. Procedures for obtaining pre-certification/referral/authorization information.	3	33.3%	19	42.1%	33	39.4%	36	19.4%	134	25.4%	19.9%
3C. Timeliness of obtaining pre-certification/referral/authorization information.	3	0.0%	20	40.0%	33	45.5%	36	19.4%	132	28.8%	26.0%
3D. The health plan's facilitation/support of appropriate clinical care for patients.	3	33.3%	18	33.3%	32	43.8%	33	27.3%	132	22.7%	21.0%
3E. Access to Case/Care Managers from this health plan.	2	0.0%	17	35.3%	28	35.7%	25	28.0%	116	30.2%	7.7%
3F. Degree to which the plan covers and encourages preventive care and wellness.	3	0.0%	19	36.8%	32	50.0%	32	40.6%	131	36.6%	13.4%
3G. Extent to which UM staff share review criteria and reasons for adverse determinations.	1	0.0%	16	37.5%	24	37.5%	28	25.0%	116	26.7%	12.5%
3H. Consistency of review decisions.	3	0.0%	18	27.8%	30	40.0%	31	22.6%	114	27.2%	17.4%
<b>Network/Coordination of Care</b>		<b>0.0%</b>		<b>45.6%</b>		<b>36.6%</b>		<b>21.7%</b>		<b>20.8%</b>	<b>15.8%</b>
4A. The number of specialists in this health plan's provider network.	3	0.0%	19	42.1%	27	37.0%	27	22.2%	120	18.3%	18.7%
4B. The quality of specialists in this health plan's provider network.	3	0.0%	19	42.1%	27	40.7%	28	25.0%	121	25.6%	15.7%
4C. The timeliness of feedback/reports from specialists in this health plan's provider network.	2	0.0%	19	52.6%	25	32.0%	28	17.9%	119	18.5%	14.1%
4D. The frequency of feedback/reports from specialists for patients in your care.	2	50.0%	17	41.2%	30	40.0%	27	14.8%	118	22.0%	25.2%
4E. The timeliness of feedback/reports from Behavioral Health Clinicians for patients in your care.	3	0.0%	16	12.5%	21	28.6%	25	12.0%	85	14.1%	16.6%
4F. The frequency of feedback/reports from Behavioral Health Clinicians for patients in your care.	3	0.0%	14	21.4%	20	35.0%	23	17.4%	84	13.1%	21.9%
<b>Pharmacy</b>		<b>10.0%</b>		<b>15.6%</b>		<b>33.9%</b>		<b>19.0%</b>		<b>14.8%</b>	<b>19.1%</b>
5A. Consistency of the formulary over time.	3	0.0%	16	25.0%	28	42.9%	31	12.9%	121	14.9%	30.0%
5B. Extent to which formulary reflects current standards of care.	3	0.0%	17	17.6%	28	32.1%	30	20.0%	122	15.6%	16.6%
5C. Variety of branded drugs on the formulary.	2	0.0%	17	11.8%	29	27.6%	30	20.0%	118	14.4%	13.2%
5D. Ease of prescribing your preferred medications within formulary guidelines.	2	0.0%	17	11.8%	29	31.0%	31	22.6%	118	15.3%	15.8%
5E. Availability of comparable drugs to substitute those not included in the formulary.	2	50.0%	17	11.8%	28	35.7%	31	19.4%	116	13.8%	21.9%
<b>Health Plan Call Center Service Staff</b>		<b>25.0%</b>		<b>48.6%</b>		<b>56.3%</b>		<b>35.9%</b>		<b>37.2%</b>	<b>20.3%</b>
6A. Ease of reaching health plan call center staff over the phone.	2	50.0%	17	52.9%	28	53.6%	39	33.3%	126	31.7%	21.8%
6B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	2	50.0%	18	55.6%	28	60.7%	38	39.5%	128	46.9%	21.2%
6C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.	2	0.0%	18	38.9%	28	57.1%	37	32.4%	112	33.9%	24.7%
6D. Overall satisfaction with health plan's call center service.	2	0.0%	17	47.1%	28	53.6%	39	38.5%	127	36.2%	17.4%
<b>Provider Relations</b>		<b>16.7%</b>		<b>47.4%</b>		<b>48.8%</b>		<b>35.5%</b>		<b>35.1%</b>	<b>13.7%</b>
7A. Do you have a Provider Relations Specialist from this health plan assigned to your practice?	2	100.0%	17	58.8%	22	63.6%	29	72.4%	117	65.0%	8.8%
7B. Provider Relations representative's ability to answer questions and resolve problems.	2	50.0%	8	62.5%	13	61.5%	20	45.0%	65	47.7%	16.5%
7C. Quality of provider orientation process.	2	0.0%	17	35.3%	24	45.8%	25	32.0%	91	28.6%	17.3%
7D. Quality of written communications, policy bulletins, and manuals.	2	0.0%	18	44.4%	23	39.1%	27	29.6%	117	29.1%	10.1%

\* Range is the difference between Summary Rates shown. Due to the small sample size of respondents with 7 or fewer, these segments are excluded from range calculations.

\*\* Valid n refers to the total number of respondents answering the item within the subgroup under the column heading.

Note 1: The Overall Satisfaction Summary Rate includes only 8B. It does not include 8A or 8C through 8F.

Note 2: The Provider Relations composite is the average of 7B through 7D. It does not include 7A.

Note 3: The Utilization and Quality Management composite is the average of 3A through 3F and does not include custom questions 3G or 3H. The Network/Coordination of Care composite is the average of 4A through 4C and does not include custom questions 4D through 4F.

# Segmentation Analysis

## Plan Summary Rates by Survey Methodology

## Louisiana Healthcare Connections

### Provider Satisfaction Survey

272 Total Respondents

Composite/Attribute	Mail		Phone		Internet		Range*
	Valid n**	%	Valid n**	%	Valid n**	%	
<b>Overall Satisfaction</b>		<b>70.5%</b>		<b>81.1%</b>		<b>50.0%</b>	<b>10.6%</b>
8A. Would you recommend Louisiana Healthcare Connections to other physicians' practices?	75	89.3%	128	88.3%	6	66.7%	1.1%
8B. Please rate your overall satisfaction with Louisiana Healthcare Connections.	88	70.5%	127	81.1%	6	50.0%	10.6%
8C. Please rate your overall satisfaction with Amerigroup.	82	52.4%	108	66.7%	6	33.3%	14.2%
8D. Please rate your overall satisfaction with Aetna Better Health of Louisiana.	78	43.6%	91	71.4%	6	33.3%	27.8%
8E. Please rate your overall satisfaction with AmeriHealth Caritas (formerly L.A. Care).	83	56.6%	113	68.1%	6	33.3%	11.5%
8F. Please rate your overall satisfaction with United Healthcare Community Plan.	85	42.4%	116	69.0%	6	66.7%	26.6%
<b>All Other Plans (Comparative Rating)</b>							
1A. How would you rate Louisiana Healthcare Connections compared to all other health plans you contract with?	88	43.2%	164	30.5%	6	33.3%	12.7%
<b>Finance Issues</b>		<b>51.0%</b>		<b>25.6%</b>		<b>20.8%</b>	<b>25.4%</b>
2A. Consistency of reimbursement fees with your contract rates.	84	50.0%	131	22.9%	6	0.0%	27.1%
2B. Accuracy of claims processing.	85	54.1%	133	30.1%	6	16.7%	24.0%
2C. Timeliness of claims processing.	86	52.3%	134	28.4%	6	33.3%	24.0%
2D. Resolution of claims payment problems or disputes.	84	47.6%	124	21.0%	6	33.3%	26.7%
<b>Utilization and Quality Management</b>		<b>35.7%</b>		<b>27.3%</b>		<b>30.6%</b>	<b>8.3%</b>
3A. Access to knowledgeable UM staff.	82	34.1%	134	27.6%	6	16.7%	6.5%
3B. Procedures for obtaining pre-certification/referral/authorization information.	87	31.0%	137	24.8%	5	40.0%	6.2%
3C. Timeliness of obtaining pre-certification/referral/authorization information.	87	31.0%	136	30.1%	5	20.0%	0.9%
3D. The health plan's facilitation/support of appropriate clinical care for patients.	84	39.3%	131	19.1%	6	33.3%	20.2%
3E. Access to Case/Care Managers from this health plan.	77	35.1%	108	26.9%	6	33.3%	8.2%
3F. Degree to which the plan covers and encourages preventive care and wellness.	83	43.4%	133	35.3%	5	40.0%	8.0%
3G. Extent to which UM staff share review criteria and reasons for adverse determinations.	78	35.9%	104	22.1%	6	33.3%	13.8%
3H. Consistency of review decisions.	80	37.5%	113	20.4%	6	33.3%	17.1%
<b>Network/Coordination of Care</b>		<b>29.8%</b>		<b>22.0%</b>		<b>28.3%</b>	<b>7.8%</b>
4A. The number of specialists in this health plan's provider network.	79	26.6%	117	21.4%	4	25.0%	5.2%
4B. The quality of specialists in this health plan's provider network.	78	37.2%	119	23.5%	5	20.0%	13.7%
4C. The timeliness of feedback/reports from specialists in this health plan's provider network.	78	25.6%	113	21.2%	5	40.0%	4.4%
4D. The frequency of feedback/reports from specialists for patients in your care.	81	27.2%	111	23.4%	5	40.0%	3.7%
4E. The timeliness of feedback/reports from Behavioral Health Clinicians for patients in your care.	65	16.9%	84	14.3%	3	0.0%	2.6%
4F. The frequency of feedback/reports from Behavioral Health Clinicians for patients in your care.	65	18.5%	78	16.7%	3	0.0%	1.8%
<b>Pharmacy</b>		<b>23.1%</b>		<b>14.2%</b>		<b>16.7%</b>	<b>8.9%</b>
5A. Consistency of the formulary over time.	79	24.1%	118	15.3%	6	16.7%	8.8%
5B. Extent to which formulary reflects current standards of care.	80	23.8%	119	14.3%	6	16.7%	9.5%
5C. Variety of branded drugs on the formulary.	80	21.3%	114	13.2%	6	16.7%	8.1%
5D. Ease of prescribing your preferred medications within formulary guidelines.	81	23.5%	114	14.0%	6	16.7%	9.4%
5E. Availability of comparable drugs to substitute those not included in the formulary.	79	22.8%	113	14.2%	6	16.7%	8.6%
<b>Health Plan Call Center Service Staff</b>		<b>43.8%</b>		<b>37.8%</b>		<b>36.7%</b>	<b>6.0%</b>
6A. Ease of reaching health plan call center staff over the phone.	87	41.4%	123	33.3%	6	33.3%	8.0%
6B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	87	51.7%	125	45.6%	5	40.0%	6.1%
6C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.	82	40.2%	113	34.5%	5	40.0%	5.7%
6D. Overall satisfaction with health plan's call center service.	86	41.9%	125	37.6%	6	33.3%	4.3%
<b>Provider Relations</b>		<b>46.0%</b>		<b>31.6%</b>		<b>61.7%</b>	<b>14.4%</b>
7A. Do you have a Provider Relations Specialist from this health plan assigned to your practice?	73	71.2%	110	63.6%	6	16.7%	7.6%
7B. Provider Relations representative's ability to answer questions and resolve problems.	44	54.5%	63	46.0%	1	100.0%	8.5%
7C. Quality of provider orientation process.	64	42.2%	93	24.7%	4	25.0%	17.5%
7D. Quality of written communications, policy bulletins, and manuals.	68	41.2%	117	23.9%	5	60.0%	17.2%

\* Range is the difference between Summary Rates shown. Due to the small sample size of Internet respondents, this segment is excluded from range calculations.

\*\* Valid n refers to the total number of respondents answering the item within the subgroup under the column heading.

Note 1: The Overall Satisfaction Summary Rate includes only 8B. It does not include 8A or 8C through 8F.

Note 2: The Provider Relations composite is the average of 7B through 7D. It does not include 7A.

Note 3: The Utilization and Quality Management composite is the average of 3A through 3F and does not include custom questions 3G or 3H. The Network/Coordination of Care composite is the average of 4A through 4C and does not include custom questions 4D through 4F.

## 7. Correlation Analysis

The provider’s overall satisfaction with the plan (8B) is an important measure of how well the plan is meeting the needs and expectations of the provider network. Thus, the collection and review of data related to the provider’s rating of Louisiana Healthcare Connections could provide your plan with the fundamental information needed to help maintain or even improve the overall caliber of your plan.

Not all plan services impact providers’ overall rating of the plan to the same degree. A correlation analysis was run to determine which attributes have the strongest relationship with overall satisfaction with the plan (8B). The correlation analysis produces the Pearson correlation coefficient, which illustrates the strength of the relationship between each attribute and overall satisfaction. A correlation coefficient of ‘1’ represents the strongest relationship (a perfect positive correlation), while a coefficient of ‘0’ represents the weakest relationship (no correlation). A correlation coefficient approaching a value of +/- 1.000 represents an increasing association of the attribute with overall satisfaction.

The attributes with the highest correlation coefficients are noted below. Attributes are listed in descending order of correlation coefficient.

Attribute	Correlation Coefficient
7C. Quality of provider orientation process.	0.618
2B. Accuracy of claims processing.	0.545
7D. Quality of written communications, policy bulletins, and manuals.	0.544
5B. Extent to which formulary reflects current standards of care.	0.530
3C. Timeliness of obtaining pre-certification/referral/authorization information.	0.519
2D. Resolution of claims payment problems or disputes.	0.516
3B. Procedures for obtaining pre-certification/referral/authorization information.	0.506

The correlation analysis presented on page 7A lists each applicable attribute and the corresponding Pearson correlation coefficient. Summary Rates for Louisiana Healthcare Connections are displayed. Summary Rates for the 2014 SPH Analytics Medicaid Book of Business 25<sup>th</sup> and 75<sup>th</sup> percentiles are provided where applicable to help identify how Louisiana Healthcare Connections performs for each attribute. Attributes identified as highly correlated with overall satisfaction are highlighted in tan.

### Chart 7A

# Correlation Analysis

## Attribute Correlations to Overall Satisfaction with Louisiana Healthcare Connections (8B)

272 Total Respondents

Attributes	Correlation Coefficient**	2015 Louisiana Summary Rate Score*	2014 SPHA Medicaid B.o.B. Percentiles	
			25th Percentile	75th Percentile
<b>Finance Issues</b>				
2A. Consistency of reimbursement fees with your contract rates.	<b>0.498</b>	32.6%	20.0%	34.5%
2B. Accuracy of claims processing.	<b>0.545</b>	38.8%	26.8%	41.0%
2C. Timeliness of claims processing.	<b>0.490</b>	37.6%	27.4%	41.7%
2D. Resolution of claims payment problems or disputes.	<b>0.516</b>	31.8%	21.8%	39.2%
<b>Utilization and Quality Management</b>				
3A. Access to knowledgeable UM staff.	0.336	29.7%	24.2%	41.5%
3B. Procedures for obtaining pre-certification/referral/authorization information.	<b>0.506</b>	27.5%	25.6%	40.6%
3C. Timeliness of obtaining pre-certification/referral/authorization information.	<b>0.519</b>	30.3%	26.6%	39.7%
3D. The health plan's facilitation/support of appropriate clinical care for patients.	<b>0.450</b>	27.1%	23.9%	41.6%
3E. Access to Case/Care Managers from this health plan.	<b>0.430</b>	30.4%	22.1%	38.6%
3F. Degree to which the plan covers and encourages preventive care and wellness.	0.381	38.5%	34.3%	49.8%
3G. Extent to which UM staff share review criteria and reasons for adverse determinations.	<b>0.479</b>	28.2%	NA	NA
3H. Consistency of review decisions.	<b>0.420</b>	27.6%	NA	NA
<b>Network/Coordination of Care</b>				
4A. The number of specialists in this health plan's provider network.	<b>0.483</b>	23.5%	19.4%	34.0%
4B. The quality of specialists in this health plan's provider network.	0.309	28.7%	26.6%	43.9%
4C. The timeliness of feedback/reports from specialists in this health plan's provider network.	0.359	23.5%	21.2%	33.0%
4D. The frequency of feedback/reports from specialists for patients in your care.	0.371	25.4%	NA	NA
4E. The timeliness of feedback/reports from Behavioral Health Clinicians for patients in your care.	<b>0.450</b>	15.1%	NA	NA
4F. The frequency of feedback/reports from Behavioral Health Clinicians for patients in your care.	<b>0.445</b>	17.1%	NA	NA
<b>Pharmacy</b>				
5A. Consistency of the formulary over time.	<b>0.480</b>	18.7%	16.6%	29.1%
5B. Extent to which formulary reflects current standards of care.	<b>0.530</b>	18.0%	16.8%	29.1%
5C. Variety of branded drugs on the formulary.	<b>0.487</b>	16.5%	14.6%	23.4%
5D. Ease of prescribing your preferred medications within formulary guidelines.	<b>0.447</b>	17.9%	16.7%	30.4%
5E. Availability of comparable drugs to substitute those not included in the formulary.	<b>0.493</b>	17.7%	14.4%	25.1%
<b>Health Plan Call Center Service Staff</b>				
6A. Ease of reaching health plan call center staff over the phone.	<b>0.496</b>	36.6%	27.4%	47.2%
6B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	<b>0.450</b>	47.9%	37.0%	50.9%
6C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.	<b>0.468</b>	37.0%	29.3%	47.0%
6D. Overall satisfaction with health plan's call center service.	<b>0.492</b>	39.2%	30.7%	49.7%
<b>Provider Relations</b>				
7B. Provider Relations representative's ability to answer questions and resolve problems.	<b>0.486</b>	50.0%	43.1%	63.8%
7C. Quality of provider orientation process.	<b>0.618</b>	31.7%	22.8%	43.0%
7D. Quality of written communications, policy bulletins, and manuals.	<b>0.544</b>	31.1%	26.7%	43.6%

\* Summary Rate Scores are the sum of the most favorable response options.

\*\* A correlation coefficient approaching a value of +/-1.000 represents an increasing association of the attribute with overall satisfaction. See Technical Notes for a thorough explanation of the correlation analysis.

Note: Attributes with a strong relationship (0.400 correlation) with 8B (Overall satisfaction with Health Plan) are shown in bold. The highest performing attributes, those with a correlation of 0.5 or greater, are shaded tan.

-  At or above the 75th percentile.
-  At or above the 25th percentile, but below the 75th percentile; or no benchmark.
-  Below the 25th percentile.

## 8. Priority Matrix

SPHA offers a graphical display of relative performance of survey composites, along with each composite's relative 'importance' as it relates to overall satisfaction with Louisiana Healthcare Connections. The matrix on page 8A is divided into four sections. A composite's placement in the matrix is determined by its correlation with overall satisfaction and its percentile ranking as compared to the 2014 SPH Analytics Medicaid Book of Business<sup>6</sup> percentile scores.<sup>7</sup>

Composites highly correlated with overall satisfaction as determined by the Correlation Analysis and scoring at or above the 75<sup>th</sup> percentile are considered plan *Strengths* and are placed in the top right cell. Composites highly correlated with overall satisfaction but scoring below the 75<sup>th</sup> percentile are considered *Top Priority* and are placed in the top left cell. *Monitor and Maintain* includes those composites in the bottom right cell, which are not highly correlated with overall satisfaction but rank at or above the 75<sup>th</sup> percentile. Composites that are not highly correlated with overall satisfaction and rank below the 75<sup>th</sup> percentile are considered *Medium Priority* and are placed in the bottom left cell.

<p><b><u>Top Priority</u></b></p> <ul style="list-style-type: none"> <li>• Highly correlated with overall satisfaction</li> <li>• Summary Rate Score falls below the 75<sup>th</sup> percentile</li> </ul>	<p><b><u>Strength</u></b></p> <ul style="list-style-type: none"> <li>• Highly correlated with overall satisfaction</li> <li>• Summary Rate Score is at or above the 75<sup>th</sup> percentile</li> </ul>
<p><b><u>Medium Priority</u></b></p> <ul style="list-style-type: none"> <li>• Summary Rate Score falls below the 75<sup>th</sup> percentile</li> </ul>	<p><b><u>Monitor and Maintain</u></b></p> <ul style="list-style-type: none"> <li>• Summary Rate Score is at or above the 75<sup>th</sup> percentile</li> </ul>

**Chart 8A**

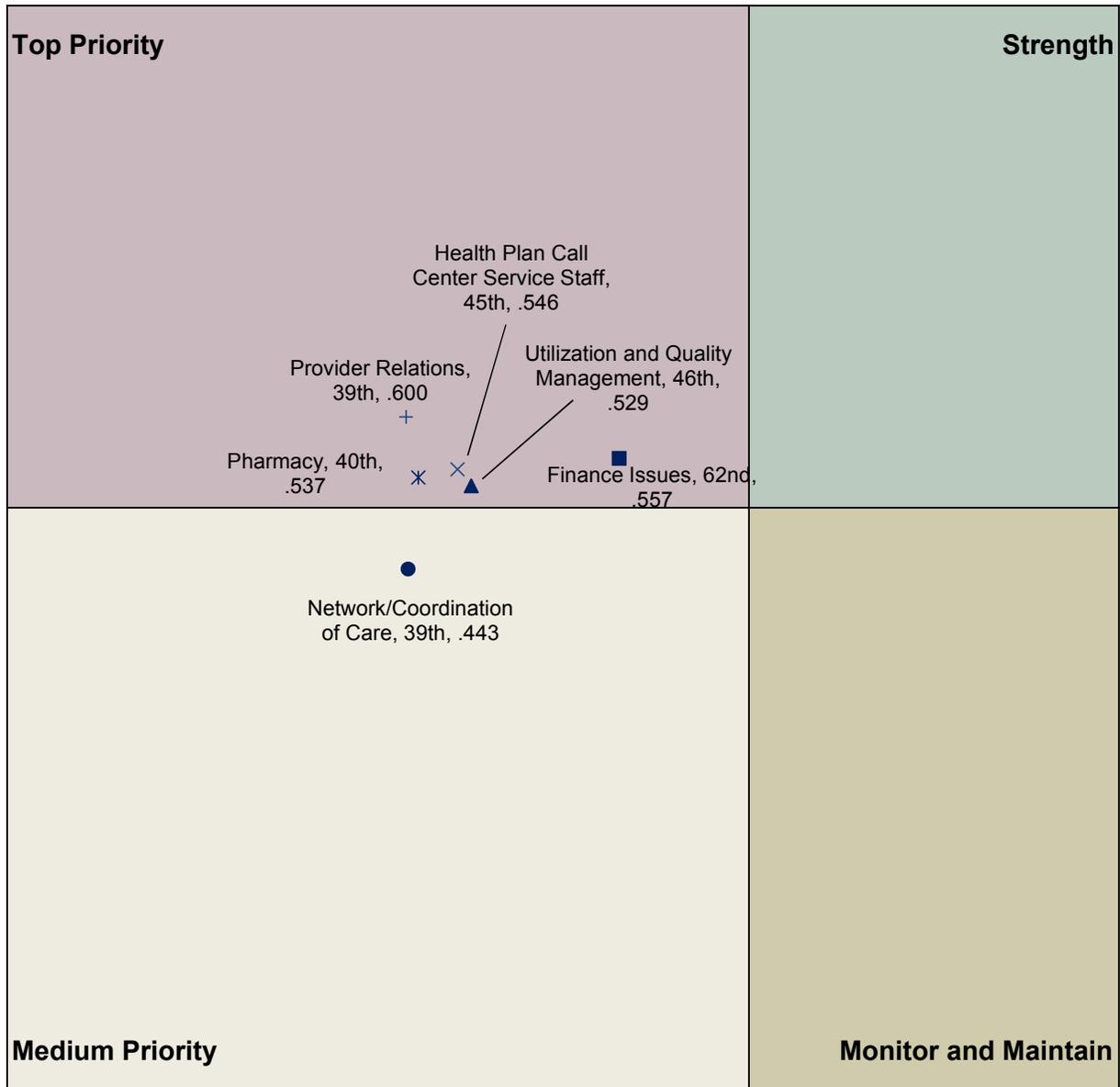
<sup>6</sup> SPH Analytics' 2014 Medicaid Book of Business consists of data from 23 plans representing 12,193 respondents in Primary Care, Specialty, and Behavioral Health areas of medicine.

<sup>7</sup> The *All Other Plans (Comparative Rating)* attribute is not included in this analysis. It is often an indicator of plan performance, but it is not an attribute on which plans can directly act. Please note, however, that this attribute is highly correlated with overall satisfaction and with each of the composites. As such, as plan performance improves or declines, it is possible that directional shifts will also occur in this attribute's Summary Rate Score.

# Priority Matrix

## Louisiana Healthcare Connections

### Provider Satisfaction Survey



Top Priority: Summary Rate falls below the 75th percentile when compared to the 2014 SPHA Medicaid Book of business benchmark on composites that are moderately or highly correlated with Overall Satisfaction with Louisiana Healthcare Connections.

Strength: Summary Rate at or above the 75th percentile when compared to the 2014 SPHA Medicaid Book of business benchmark on composites that are moderately or highly correlated with Overall Satisfaction with Louisiana Healthcare Connections.

Medium Priority: Summary Rate falls below the 75th percentile when compared to the 2014 SPHA Medicaid Book of business benchmark on composites that are slightly associated with Overall Satisfaction with Louisiana Healthcare Connections.

Monitor and Maintain: Summary Rate at or above the 75th percentile when compared to the 2014 SPHA Medicaid Book of business benchmark on composites that are slightly associated with Overall Satisfaction with Louisiana Healthcare Connections.

## **9. Loyalty Analysis**

Provider loyalty develops when the health plan consistently meets or exceeds the expectations of its providers. A loyal provider is very satisfied with the plan and willing to recommend the plan to other physicians' practices.

Page 9A presents an assessment of provider loyalty with Louisiana Healthcare Connections. Provider loyalty is based upon responses to question 8B, ('Please rate your overall satisfaction with Louisiana Healthcare Connections') and question 8A, ('Would you recommend Louisiana Healthcare Connections to other physicians' practices?').

The different zones within the analysis are defined as follows:

*Loyal Zone:* Providers are completely satisfied and would recommend the plan to other physicians' practices.

*Defection Zone:* Providers are completely dissatisfied and would not recommend the plan to other physicians' practices.

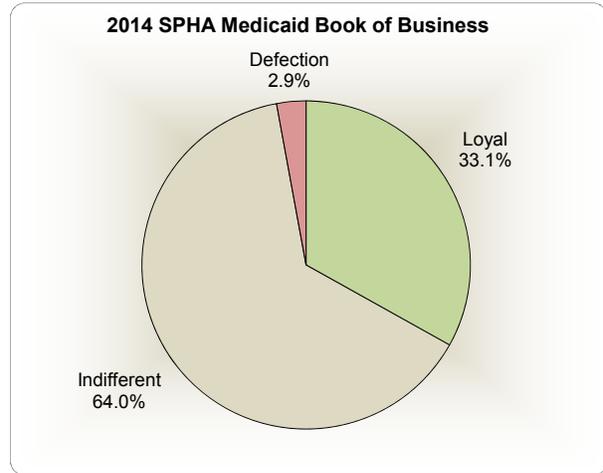
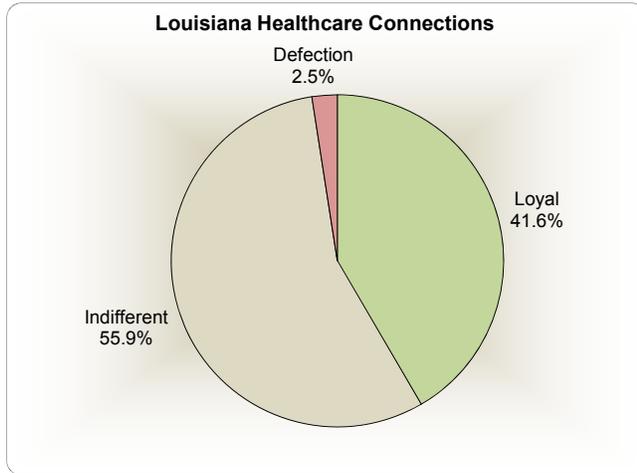
*Indifferent Zone:* Providers are mixed as to whether they are satisfied or whether they would recommend the plan to other physicians' practices.

### **Chart 9A**

# Loyalty Analysis

## Louisiana Healthcare Connections Provider Satisfaction Survey

202 Eligible Respondents\*



### Zone Definitions

	Recommend Health Plan to other physicians' practices? (8A)		Overall satisfaction with Health Plan? (8B)
<b>Loyal</b>	"Yes"	<b>And</b>	"Completely satisfied"
<b>Indifferent</b>	All other responses		
<b>Defection</b>	"No"	<b>And</b>	"Completely dissatisfied"

### Loyalty Scores & Comparison

Zone	2015		2014		2013		2014 SPHA Medicaid Book of Business	Significance Testing**		
	Valid n	Percent	Valid n	Percent	Valid n	Percent		2014 to 2015	2013 to 2015	2015 to SPHA B.o.B.
<b>Loyal</b>	84	41.6%	12	23.5%	34	20.9%	33.1%	Significant increase	Significant increase	Significantly higher
<b>Indifferent</b>	113	55.9%	39	76.5%	113	69.3%	64.0%	Significant decrease	Significant decrease	Significantly lower
<b>Defection</b>	5	2.5%	0	0.0%	16	9.8%	2.9%	Unable to Test	Significant decrease	Not significant

\* Eligible Respondents are those answering both questions.

\*\* Significance Testing - "Significant decrease/Significantly lower" denotes the result that would be found if a hypothesis test were conducted to determine if the percentage is lower. "Significant increase/Significantly higher" denotes the result that would be found if a hypothesis test were conducted to determine if the percentage is higher. "Not significant" denotes that there was insufficient support to conclude that there was a significant difference in percentages. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

## 10. Technical Notes

Presented alphabetically by subject area

### **Composite Categories**

The Louisiana Healthcare Connections Provider Satisfaction Survey includes eight composite categories. Each composite category represents an overall aspect of plan quality and is comprised of similar questions. For each composite, an overall score is computed. The composite score is the average of the Summary Rates of the questions comprising a composite. For example, the *Finance Issues* composite is the average of the Summary Rates of questions 2A through 2D.

### **Correlation Analysis**

*Correlation analysis* is run between attributes and the overall satisfaction variable as measured by question 8B, *Please rate your overall satisfaction with Louisiana Healthcare Connections*. The Pearson's product moment correlation coefficient,  $r$ , is used to measure the strength of the linear association between each attribute and the overall satisfaction variable. These scores can range from 0 (no relationship) to +1 (perfect positive relationship).

The correlation analysis is designed to compare continuous variables. As such, not every survey attribute, such as those with dichotomous response options ("Yes" or "No"), is applicable for use within the correlation analysis.

### **Demographic Categories**

SPHA collapses several of the practice characteristic variables into fewer segments than those defined by the survey. The consolidation of these categories with small samples allows for more valid between-group statistical comparisons.

### **Mean Score**

Mean Scores are an average of all responses. They are calculated by assigning a value of five to the most favorable response option, a four to the next most favorable response option, and so on until a value of one is reached. These values are assuming that there are five response options. If there are a different number of response options, the most favorable response option receives a value equal to the total number of response options. When every response receives a value, the values are averaged to give the Mean Score.

### **Multiple Mark Response**

Some questions allow for respondents to mark multiple response options. As a result, response options to these questions typically add up to more than 100%. Also note that Multiple Mark Responses contain an extra row of information in the Banner Tables called 'Total Valid Responses,' which displays the total number of responses given.

**Response Rate**

The formula for determining the response rate is:

$$\frac{\text{Completed surveys}}{\text{Final sample size – Ineligible surveys}} = \text{Response rate}$$

For a mail and Internet with phone follow-up survey methodology, the following dispositions are considered ineligible: deceased, not eligible, bad address, wrong number, fax/pager/modem/data line, not in service, number changed, cell phone, and disconnected.

**Rounding of Data**

For many survey questions, you will often see listed response distribution percentages that do not add to exactly 100%. In some cases, they may add to 99.9% and in others to 100.1%. This tends to cause some concern, as it gives the appearance of a valid response being omitted or even counted twice. The following explanation is provided as a means to understanding how rounding affects the percentages shown in the report.

The key to understanding how rounding affects listed percentages is to know that the survey question’s entire valid response set is being accounted for. That is, although the percentages do not add to exactly 100%, the entire response set is represented in the percentages shown.

In many cases, dividing a number of responses by the total number of valid responses provides a percentage that will go out to an infinite number of decimal places. An example of this is dividing one by three: No matter how many decimal places this quotient is taken out, it will always be a continuous string of three’s. As a result, we see the following when adding each of the item response percentages:

Response 1:	n = 1	.3	.33	.333	.3333
Response 2:	n = 1	.3	.33	.333	.3333
Response 3:	<u>n = 1</u>	<u>.3</u>	<u>.33</u>	<u>.333</u>	<u>.3333</u>
	3	.9	.99	.999	.9999

It is evident that no matter how many decimal places we take our quotient out, we will never be able to add the results to exactly ‘1’ (or 100%), even though all ‘3’ responses are included in the percentage calculation. Through consultation with a number of our clients, SPHA has determined that using a single decimal place in the reporting of percentages provides an adequate level of detail. Typically, when percentages are calculated in our report applications, all decimal places are computed, but only the first decimal place is actually shown. As such, adding rounded single-digit decimals may not equal 100%. If the same figures were taken out an additional decimal place, however, they might then add to exactly 100%. Or, as the example above shows, they may never equal an even 100%. Finally, when rounding, SPHA employs the standard practice of rounding down any number from one to four and rounding up any number from five to nine.

### Sampling Error

Sampling error can be thought of as the extent to which survey results may differ from what would be obtained if every eligible member in the sample had been surveyed. The size of such error depends largely on the percentage distributions (i.e., the number of respondents selecting each answer category) and the number of members surveyed. The more disproportionate the percentage distributions or the larger the sample size is, the smaller the error.

The following tables may be used in estimating approximate sampling error. The first table shows the range (plus or minus the figure shown) within which the population percentage could be expected to lay **95** out of 100 times a sample of that size and percentage distribution would be selected. The second table shows the range (plus or minus the figure shown) within which the population percentage could be expected to lay **90** out of 100 times a sample of that size and percentage distribution would be selected.

95% Confidence Interval Approximate Half Width (+/-) for Population Percent					
Valid Responses	Percentage Distribution				
	50/50	60/40	70/30	80/20	90/10
50	13.9	13.6	12.7	11.1	8.3
100	9.8	9.6	9.0	7.8	5.9
200	6.9	6.8	6.4	5.5	4.2
300	5.7	5.5	5.2	4.5	3.4
400	4.9	4.8	4.5	3.9	2.9
500	4.4	4.3	4.0	3.5	2.6
750	3.6	3.5	3.3	2.9	2.1
850	3.4	3.3	3.1	2.7	2.0

90% Confidence Interval Approximate Half Width (+/-) for Population Percent					
Valid Responses	Percentage Distribution				
	50/50	60/40	70/30	80/20	90/10
50	11.6	11.4	10.7	9.3	7.0
100	8.2	8.1	7.5	6.6	4.9
200	5.8	5.7	5.3	4.7	3.5
300	4.7	4.7	4.4	3.8	2.8
400	4.1	4.0	3.8	3.3	2.5
500	3.7	3.6	3.4	2.9	2.2
750	3.0	2.9	2.8	2.4	1.8
850	2.8	2.8	2.6	2.3	1.7

The sampling error table is used in the following manner. Assume that 'Overall satisfaction with the health plan' received a Summary Rate of seventy percent (70.0%) from a sample of 500 valid responses. For a 95% confidence interval, look at the table where the sample size of 500 intersects the percentage distribution of 70/30. The margin of error for this sample size is four percentage points (4.0%). Therefore, on

average, in 95 out of 100 similar samples, the 95% confidence interval (e.g., 66.0% to 74.0%) will span the true unknown population percentage.

**Statistical Significance**

A statistically significant hypothesis testing result means that — based on the sample(s), conditions/assumptions, and level of significance — there is sufficient evidence to conclude the alternate hypothesis. For example, when testing for a difference between a population Summary Rate and a set constant score (SPH Analytics Book of Business), statistical significance would mean that there is sufficient support for the statement that there is a difference between the population Summary Rate and the set constant score. As another example, when testing to see if there is a difference between last year’s population Summary Rate and this year’s population Summary Rate—statistical significance would mean that there is sufficient evidence for the statement that the population Summary Rates are different.

Throughout the report, statistically significant results are denoted through green and red highlighted cells. Green cells indicate that the current year score has significantly increased compared to previous years or is significantly above the SPHA benchmark. Red cells indicated that the current year score has significantly decreased compared to previous years or is significantly below the SPHA benchmark.

**Summary Rates**

All survey questions have specific response options designated for inclusion in Summary Rate scoring. These scores are computed as the proportion of favorable responses to the total number of valid responses for each question. For example, the rating questions’ Summary Rates are computed using the following proportion:

$$\frac{\text{Well above average} + \text{Somewhat above average}}{\text{Well above average} + \text{Somewhat above average} + \text{Average} + \text{Somewhat below average} + \text{Well below average}}$$

The overall satisfaction questions use the following scale specifically asking about the respondent’s level of satisfaction:

$$\frac{\text{Completely satisfied} + \text{Somewhat satisfied}}{\text{Completely satisfied} + \text{Somewhat satisfied} + \text{Neither dissatisfied nor satisfied} + \text{Somewhat dissatisfied} + \text{Completely dissatisfied}}$$

**SPH Analytics Aggregate Book of Business (2014)**

The 2014 SPH Analytics Aggregate Book of Business is a benchmark that is comprised of data from 33 plans representing 14,423 respondents in Primary Care, Specialty, and Behavioral Health areas of medicine.

**SPH Analytics Medicaid Book of Business (2014)**

The 2014 SPH Analytics Medicaid Book of Business is a benchmark that is comprised of data from 23 plans representing 12,193 respondents in Primary Care, Specialty, and Behavioral Health areas of medicine.

**SPH Analytics Medicaid Respondent-Level Benchmark (2014)**

The 2014 SPH Analytics Medicaid Respondent-Level Benchmark contains respondent-level data from 23 plans representing 12,193 respondents in Primary Care, Specialty, and Behavioral Health areas of medicine. This benchmark segments results by Survey Respondent (Physician and Office Manager) and Area of Medicine (Primary Care and Specialty) and is shown on the *respondent-level*, meaning that ratings from the respondents are averaged to compute the Summary Rate.

**Valid n**

The term valid n is used to show the number of respondents giving a valid response to a particular question. It gives information only on the question it refers to and no others. Valid responses are those that actually rate an attribute. They do not include responses such as ‘N/A’ because a response of ‘N/A’ does not rate an attribute. The difference in value between the valid n and the total number of respondents completing the survey is a result of removing invalid responses and respondents submitting a survey but not answering that particular question.

**Z-Test**

To test for true differences in population score(s), statistical inference methods are applied. In particular, hypothesis testing is done to draw conclusions about differences in scores between a population and a set constant (e.g., a Summary Rate versus SPH Analytics Book of Business score). The hypothesis of no difference is rejected if the absolute value of the test statistic exceeds a critical value corresponding to a level of significance. The test statistic used depends on which of these types of hypothesis tests are performed.

When checking for a statistically significant difference between a Summary Rate for a population and a set constant score—with various conditions/assumptions—SPHA uses the statistic test that follows:

$$z = \frac{\hat{p} - p_0}{\sqrt{\frac{p_0 q_0}{n}}}$$

$\hat{p}$  = Summary Rate from the sample  
 $p_0$  = Set constant score for comparison  
 $q_0 = 1 - (\text{Set constant score}) = (1 - p_0)$   
 $n$  = Sample size

For hypothesis testing of composites, n equals the maximum denominator of the composite questions. With a large sample size (generally  $n > 30$ , technically  $np_0 \geq 5$  and  $nq_0 \geq 5$ ), the z-statistic has a distribution that can be treated as the standard normal distribution. Thus, the hypothesis that the population ‘Summary Rate’ equals the set constant score,  $p_0$ , is rejected at a 0.05 level of significance when the absolute value of the z-statistic exceeds 1.96 (obtained from cumulative standard normal distribution table).

The second hypothesis-testing situation involves testing for statistically significant differences between two population percents (or proportions), e.g., two population

Summary Rates. When comparing the population percentages (or proportions)—with various conditions/ assumptions—the appropriate test statistic is the z-statistic as follows:

$$z = \frac{\hat{p}_1 - \hat{p}_2}{\sqrt{\hat{p}\hat{q}\left(\frac{1}{n_1} + \frac{1}{n_2}\right)}}$$

$\hat{p}_1$  = Summary Rate from the 1<sup>st</sup> sample  
 $\hat{p}_2$  = Summary Rate from the 2<sup>nd</sup> sample  
 $n_1$  = Size of the sample from the 1<sup>st</sup> population  
 $n_2$  = Size of the sample from the 2<sup>nd</sup> population  
 $\hat{p}$  = Pooled Summary Rate,  $\hat{p} = \frac{n_1\hat{p}_1 + n_2\hat{p}_2}{n_1 + n_2}$   
 $\hat{q} = 1 - (\text{Pooled Summary Rate})$

For hypothesis testing of composites, *n* equals the maximum denominator of the composite questions. With large sample sizes ( $n_1\hat{p}_1 \geq 5$ ,  $n_1(1 - \hat{p}_1) \geq 5$ ,  $n_2\hat{p}_2 \geq 5$ , and  $n_2(1 - \hat{p}_2) \geq 5$ ) the z-statistic has a distribution that can be treated as the standard normal distribution. Thus, the hypothesis that the populations under comparison have equal population Summary Rates is rejected at a 0.05 level of significance when the absolute value of the z-statistic exceeds 1.96 (obtained from cumulative standard normal distribution table).

## ***11. Louisiana Healthcare Connections Survey Tool***

**Overall Satisfaction (continued)**

9. What could Louisiana Healthcare Connections do to improve its service to your organization?

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9A. Would you like Louisiana Healthcare Connections to follow-up with you regarding your above feedback? If so, your contact information will be forwarded to the health plan for further outreach.

<sub>1</sub> Yes  
<sub>2</sub> No  
<sub>3</sub> N/A

10. Does your practice have access to telephonic interpretation for LHCC patients that have limited English proficiency?

<sub>1</sub> Yes  
<sub>2</sub> No  
<sub>3</sub> Not Sure  
<sub>4</sub> Not Applicable

**Thank you. Please return the completed survey in the postage-paid envelope to:**



SPH Analytics  
 Attn: Survey Processing Department  
 PO Box 100072  
 Duluth, GA 30096-9876  
 Toll-Free: 1-800-692-0041

For Processing Purposes Only:

9106582	
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**PHYSICIAN SATISFACTION SURVEY**

Answer **all** the questions by marking the box with blue or black ink. Like this .  
 With the exception of Question F, all responses to the survey are kept confidential and only SPH Analytics has access to them. If you want to know more about this study, please call SPH Analytics at 1-800-692-0041.

**Demographics**

Please answer the following questions about you and your practice.

- A. Please indicate your area of medicine. (Mark all that apply)
- <sub>A</sub> Primary Care  
<sub>B</sub> Specialty  
<sub>C</sub> Behavioral Health Clinician
- B. How many physicians are in your practice?
- <sub>1</sub> Solo  
<sub>2</sub> 2-5 physicians  
<sub>3</sub> More than 5 physicians
- C. How many years have you been in this practice?
- <sub>1</sub> Less than 5 years  
<sub>2</sub> 5-15 years  
<sub>3</sub> 16 years or more
- D. What portion of your managed care volume is represented by Louisiana Healthcare Connections?
- <sub>1</sub> None  
<sub>2</sub> 10% or less  
<sub>3</sub> 11-20%  
<sub>4</sub> 21-30%  
<sub>5</sub> 31-50%  
<sub>6</sub> 51-75%  
<sub>7</sub> 76-100%

- E. Please mark who is completing this survey. (Mark only one)
- <sub>1</sub> Physician  
<sub>2</sub> Behavioral Health Clinician  
<sub>3</sub> Office Manager  
<sub>4</sub> Nurse  
<sub>5</sub> Other staff
- F. What is your preferred method of receiving communications from this health plan?
- <sub>1</sub> Mail  
<sub>2</sub> Telephone  
<sub>3</sub> Fax  
<sub>4</sub> Online portal  
<sub>5</sub> E-mail (Please indicate your e-mail address):  
 \_\_\_\_\_
- <sub>6</sub> In person from your Provider Relations Specialist  
<sub>7</sub> Other (Please specify):  
 \_\_\_\_\_
- G. Please indicate the number of insurance companies with which you or your practice participates.
- <sub>1</sub> 3 or fewer  
<sub>2</sub> 4 to 7  
<sub>3</sub> 8 to 11  
<sub>4</sub> 12 to 15  
<sub>5</sub> More than 15

**Comparative Rating**

This first question asks you to think about Louisiana Healthcare Connections in comparison to all of the other health plans that you work with.

1A. How would you rate Louisiana Healthcare Connections compared to all other health plans you contract with?

Well below average  
 Somewhat below average  
 Average  
 Somewhat above average  
 Well above average  
 Not applicable

<sub>1</sub> <sub>2</sub> <sub>3</sub> <sub>4</sub> <sub>5</sub> <sub>6</sub>

**Finance Issues**

These questions ask about Finance Issues. Please rate Louisiana Healthcare Connections in the following service areas when compared to your experience with other health plans you work with.

- 2A. Consistency of reimbursement fees with your contract rates. <sub>1</sub> <sub>2</sub> <sub>3</sub> <sub>4</sub> <sub>5</sub> <sub>6</sub>
- 2B. Accuracy of claims processing. <sub>1</sub> <sub>2</sub> <sub>3</sub> <sub>4</sub> <sub>5</sub> <sub>6</sub>
- 2C. Timeliness of claims processing. <sub>1</sub> <sub>2</sub> <sub>3</sub> <sub>4</sub> <sub>5</sub> <sub>6</sub>
- 2D. Resolution of claims payment problems or disputes. <sub>1</sub> <sub>2</sub> <sub>3</sub> <sub>4</sub> <sub>5</sub> <sub>6</sub>

**Utilization and Quality Management**

These questions ask about Utilization and Quality Management. Please rate Louisiana Healthcare Connections in the following service areas when compared to your experience with other health plans you work with.

	Well below average	Somewhat below average	Average	Somewhat above average	Well above average	Not applicable
3A. Access to knowledgeable UM staff.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
3B. Procedures for obtaining pre-certification/referral/authorization information.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
3C. Timeliness of obtaining pre-certification/referral/authorization information.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
3D. The health plan's facilitation/support of appropriate clinical care for patients.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
3E. Access to Case/Care Managers from this health plan.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
3F. Degree to which the plan covers and encourages preventive care and wellness.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
3G. Extent to which UM staff share review criteria and reasons for adverse determinations.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
3H. Consistency of review decisions.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

**Network/Coordination of Care**

These questions ask about Louisiana Healthcare Connections's network providers. Please rate Louisiana Healthcare Connections in the following service areas when compared to your experience with other health plans you work with.

4A. The number of specialists in this health plan's provider network.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
4B. The quality of specialists in this health plan's provider network.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
4C. The timeliness of feedback/reports from specialists in this health plan's provider network.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
4D. The frequency of feedback/reports from specialists for patients in your care.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
4E. The timeliness of feedback/reports from Behavioral Health Clinicians for patients in your care.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
4F. The frequency of feedback/reports from Behavioral Health Clinicians for patients in your care.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

**Pharmacy**

These questions ask about Louisiana Healthcare Connections's formulary. Please rate Louisiana Healthcare Connections in the following service areas when compared to your experience with other health plans you work with.

5A. Consistency of the formulary over time.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
5B. Extent to which formulary reflects current standards of care.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
5C. Variety of branded drugs on the formulary.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
5D. Ease of prescribing your preferred medications within formulary guidelines.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
5E. Availability of comparable drugs to substitute those not included in the formulary.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

**Health Plan Call Center Service Staff**

These questions ask about your experiences when calling Louisiana Healthcare Connections's call center. Please rate Louisiana Healthcare Connections in the following service areas when compared to your experience with other health plans you work with.

	Well below average	Somewhat below average	Average	Somewhat above average	Well above average	Not applicable
6A. Ease of reaching health plan call center staff over the phone.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
6B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
6C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
6D. Overall satisfaction with health plan's call center service.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

**Provider Relations**

These questions ask about your experiences with Louisiana Healthcare Connections's Provider Relations department. Please rate Louisiana Healthcare Connections in the following service areas when compared to your experience with other health plans you work with.

7A. Do you have a Provider Relations Specialist from this health plan assigned to your practice? <input type="checkbox"/> 1 Yes .....Go to question 7B <input type="checkbox"/> 2 No .....Go to question 7C						
7B. Provider Relations Specialist's ability to answer questions and resolve problems.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
7C. Quality of provider orientation process.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
7D. Quality of written communications, policy bulletins, and manuals.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

**Overall Satisfaction**

These questions ask about your overall satisfaction with Louisiana Healthcare Connections. Additionally, please rate your satisfaction with the other plans listed and provide feedback on how Louisiana Healthcare Connections can improve.

8A. Would you recommend Louisiana Healthcare Connections to other physicians' practices? <input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No						
Please rate your overall satisfaction with each of the following health plans:	Completely dissatisfied	Somewhat dissatisfied	Neither dissatisfied nor satisfied	Somewhat satisfied	Completely satisfied	Does not apply
8B. Louisiana Healthcare Connections	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
8C. Amerigroup	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
8D. Aetna Better Health of Louisiana	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
8E. AmeriHealth Caritas (formerly L.A. Care)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
8F. UnitedHealthcare Community Plan	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

## 12. Comments

Open-ended questions often provide valuable insight into topics not specifically addressed on the survey tool. Respondents can give feedback regarding issues, concerns, compliments, and praise based upon their interaction with the health plan or simply provide additional demographic information. The 2015 Louisiana Healthcare Connections survey tool includes two open-ended questions:

- ✓ QF. What is your preferred method of receiving communications from this health plan? E-mail address.
- ✓ Q9. What could Louisiana Healthcare Connections do to improve its service to your organization?

Verbatim comments for open-ended questions are included within an Excel data file (9106582 Comments Report). To preserve confidentiality, these comments are separated into two tabs. The first tab of the Excel file includes responses for QF and is indexed by the following database fields provided by Louisiana Healthcare Connections:

- Provider NPI
- Title
- Practice Name

The second tab of the Excel file includes responses to Q9 and is indexed by the following key questions and demographics to provide more information about the individual respondent:

- ✓ Overall Satisfaction with Louisiana Healthcare Connections (8B)
- ✓ Willingness to Recommend (8A)
- ✓ Area of Medicine (A)
- ✓ Physicians in Practice (B)
- ✓ Years in Practice (C)
- ✓ Portion of Managed Care Volume Represented by Health Plan (D)
- ✓ Survey Respondent (E)
- ✓ Insurance Participation (G)
- ✓ Methodology

### 13. Banner Tables

The tables in the following section show detailed results for each question in your survey. Responses are organized across the banner table by various practice characteristics. In order to aid you in viewing the data contained in these tables, the following explanation is provided.

The different categories by which the data are 'sliced' are presented as column headers. Each category has a set of possible response choices that are listed immediately below the headers. The left-most column in each table is labeled 'Total' and shows results for the entire set of valid responses.

On the left side of the page, you will see three row headers: 'Total,' 'Total Answering,' and 'No Answer.' 'Total' represents the number of possible responses that meet the criteria for inclusion into the given question. For questions that are asked of all respondents, this figure will typically equal the valid number of responses to the current survey. 'Total Answering' shows how many of the total respondents provided valid answers to the given question. Finally, 'No Answer' is the number of individuals who did not respond to the question, even though they were eligible to do so.

You will notice that, in some cases, a survey response choice shows only the number of respondents providing that answer with no percentage. These response options are not considered valid responses by standard analytical practice and are therefore omitted from the percentage calculations.

In some tables, an additional row is added to show Summary Rates and is labeled 'Summary Rate.' These scores are a single question response or combination of question responses considered to be favorable. It is included at the bottom of each of these tables and is shown with the response option or options that make up the score listed beside it.

Information regarding the statistical testing of results is shown in the lower left corner of each table. The first line displays the Comparison Groups. These are the columns (denoted by uppercase letters and separated by a slash (/)) in which statistical tests are run. Columns (B) and (C), for example, show results for the Primary Care and Specialty groups. These columns are compared in the statistical test to each other, but not to any other columns. If a letter is present, whether uppercase or lowercase, its corresponding percentage is significantly higher than the specified percentages within its comparison group.

The second line shows the type or types of statistical tests that are included in the table. The last two lines define the meaning of the uppercase and lowercase letters. If a percentage has an uppercase letter beneath it, a significant difference exists at the 95% level of confidence. A lowercase letter denotes a significant difference at the 90% level of confidence. A banner table example is presented on the following page with key points noted.

	AREA OF MEDICINE		
	Total	Primary Care	Specialty
	(A)	(B)	(C)
Total	433 <sup>1</sup>	22	407
Total Answering	429 <sup>2</sup> 100.0%	22 100.0%	403 100.0%
No Answer	4 <sup>3</sup>	-	4
Yes	198 46.2%	6 27.3%	189 46.9% B <sup>4</sup>
No	231 53.8%	16 72.7% C <sup>5</sup>	214 53.1%

1. For the given question, 433 respondents were eligible to answer. For questions asked of all respondents, this figure will equal the number of complete surveys. In other cases, it will equal the number of appropriate responses to a gate question. Gate questions are those that filter out respondents who would not logically be able to answer follow-up questions. For example, respondents who say that they do not have a personal doctor would not be able to provide a doctor rating, and so they are filtered out of the response set for the rating question.

2. Of those who were eligible to answer this question, 429 provided a valid response.

3. Four respondents – all Specialists – who were eligible to answer the question did not provide an answer.

4. Specialists provided a significantly higher percentage of ‘Yes’ responses than PCPs. The ‘B’ below the percentage refers to the group in column B – in this case, PCPs – and signifies that the 46.9% is significantly higher than the 27.3%. Because the ‘B’ is capitalized, we know that the difference is significant at the 95% level.

5. PCPs provided a significantly higher percentage of ‘No’ responses. As in the previous note, the ‘C’ refers to the group in column C – Specialists – and is significant at 95%.

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Page 3	C. How many years have you been in this practice?
Page 4	D. What portion of your managed care volume is represented by Louisiana Healthcare Connections?
Page 5	E. Please mark who is completing this survey. (Mark only one)
Page 6	F. What is your preferred method of receiving communications from this health plan?
Page 7	G. Please indicate the number of insurance companies with which you or your practice participates.
Page 8	1A. How would you rate Louisiana Healthcare Connections compared to all other health plans you contract with?
Page 9	2A. Consistency of reimbursement fees with your contract rates.
Page 10	2B. Accuracy of claims processing.
Page 11	2C. Timeliness of claims processing.
Page 12	2D. Resolution of claims payment problems or disputes.
Page 13	3A. Access to knowledgeable UM staff.
Page 14	3B. Procedures for obtaining pre-certification/referral/authorization information.
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Page 16	3D. The health plan's facilitation/support of appropriate clinical care for patients.
Page 17	3E. Access to Case/Care Managers from this health plan.
Page 18	3F. Degree to which the plan covers and encourages preventive care and wellness.
Page 19	4A. The number of specialists in this health plan's provider network.
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Page 21	4C. The timeliness of feedback/reports from specialists in this health plan's provider network.
Page 22	5A. Consistency of the formulary over time.
Page 23	5B. Extent to which formulary reflects current standards of care.
Page 24	5C. Variety of branded drugs on the formulary.
Page 25	5D. Ease of prescribing your preferred medications within formulary guidelines.
Page 26	5E. Availability of comparable drugs to substitute those not included in the formulary.
Page 27	6A. Ease of reaching health plan call center staff over the phone.
Page 28	6B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).
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Page 39	8E. Please rate your overall satisfaction with AmeriHealth Caritas (formerly L.A. Care).
Page 40	8F. Please rate your overall satisfaction with United Healthcare Community Plan.
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Page 42	3H. Consistency of review decisions.
Page 43	4D. The frequency of feedback/reports from specialists for patients in your care.
Page 44	4E. The timeliness of feedback/reports from Behavioral Health Clinicians for patients in your care.
Page 45	4F. The frequency of feedback/reports from Behavioral Health Clinicians for patients in your care.
Page 46	9A. Would you like Louisiana Healthcare Connections to follow-up with you regarding your above feedback? If so, your contact information will be forwarded to the health plan for further outreach.
Page 47	10. Does your practice have access to telephonic interpretation for LHCC patients that have limited English proficiency?

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Page 50	C. How many years have you been in this practice?
Page 51	D. What portion of your managed care volume is represented by Louisiana Healthcare Connections?
Page 52	E. Please mark who is completing this survey. (Mark only one)
Page 53	F. What is your preferred method of receiving communications from this health plan?
Page 54	G. Please indicate the number of insurance companies with which you or your practice participates.
Page 55	1A. How would you rate Louisiana Healthcare Connections compared to all other health plans you contract with?
Page 56	2A. Consistency of reimbursement fees with your contract rates.
Page 57	2B. Accuracy of claims processing.
Page 58	2C. Timeliness of claims processing.
Page 59	2D. Resolution of claims payment problems or disputes.
Page 60	3A. Access to knowledgeable UM staff.
Page 61	3B. Procedures for obtaining pre-certification/referral/authorization information.
Page 62	3C. Timeliness of obtaining pre-certification/referral/authorization information.
Page 63	3D. The health plan's facilitation/support of appropriate clinical care for patients.
Page 64	3E. Access to Case/Care Managers from this health plan.
Page 65	3F. Degree to which the plan covers and encourages preventive care and wellness.
Page 66	4A. The number of specialists in this health plan's provider network.
Page 67	4B. The quality of specialists in this health plan's provider network.
Page 68	4C. The timeliness of feedback/reports from specialists in this health plan's provider network.
Page 69	5A. Consistency of the formulary over time.
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Page 71	5C. Variety of branded drugs on the formulary.
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Page 77	6D. Overall satisfaction with health plan's call center service.
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Page 79	7B. Provider Relations representative's ability to answer questions and resolve problems.

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Page 87	8F. Please rate your overall satisfaction with United Healthcare Community Plan.
Page 88	3G. Extent to which UM staff share review criteria and reasons for adverse determinations.
Page 89	3H. Consistency of review decisions.
Page 90	4D. The frequency of feedback/reports from specialists for patients in your care.
Page 91	4E. The timeliness of feedback/reports from Behavioral Health Clinicians for patients in your care.
Page 92	4F. The frequency of feedback/reports from Behavioral Health Clinicians for patients in your care.
Page 93	9A. Would you like Louisiana Healthcare Connections to follow-up with you regarding your above feedback? If so, your contact information will be forwarded to the health plan for further outreach.
Page 94	10. Does your practice have access to telephonic interpretation for LHCC patients that have limited English proficiency?

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A. Please indicate your area of medicine. (Mark all that apply)

	==== Area of Medicine =====													==== Physicians in Practice =====			==== Years in Practice =====			==== Managed Care Volume =====			==== Survey Respondent =====				==== Insurance Participation =====			
	Total Answering	Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15								
Total Eligible	272	185	113	13	108	120	42	71	89	109	93	68	87	21	-	156	92	4	22	38	42	161								
Total Valid Responses	311	226	148	31	127	134	48	84	102	122	101	80	107	24	-	179	105	4	26	49	43	184								
Total Respondents	269	185	113	13	108	119	40	70	89	107	93	67	87	21	-	155	90	4	22	38	41	159								
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%								
Primary Care	185	185	29	12	79	83	21	53	62	68	53	46	71	15	-	109	58	3	16	31	27	106								
	68.8%	100.0%	25.7%	92.3%	73.1%	69.7%	52.5%	75.7%	69.7%	63.6%	57.0%	68.7%	81.6%	71.4%		70.3%	64.4%	75.0%	72.7%	81.6%	65.9%	66.7%								
Specialty	113	29	113	6	42	47	24	27	34	51	46	32	28	8	-	66	39	1	8	14	16	71								
	42.0%	15.7%	100.0%	46.2%	38.9%	39.5%	60.0%	38.6%	38.2%	47.7%	49.5%	47.8%	32.2%	38.1%		42.6%	43.3%	25.0%	36.4%	36.8%	39.0%	44.7%								
Behavioral Health Clinician	13	12	6	13	6	4	3	4	6	3	2	2	8	1	-	4	8	-	2	4	-	7								
	4.8%	6.5%	5.3%	100.0%	5.6%	3.4%	7.5%	5.7%	6.7%	2.8%	2.2%	3.0%	9.2%	4.8%		2.6%	8.9%		9.1%	10.5%		4.4%								

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B. How many physicians are in your practice?

	Area of Medicine		Physicians in Practice					Years in Practice					Managed Care Volume			Survey Respondent				Insurance Participation				
	Total Answering	Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15		
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)		
Total	272	185	113	13	108	120	42	71	89	109	93	68	87	21	-	156	92	4	22	38	42	161		
Total Answering	270	183	113	13	108	120	42	71	88	108	93	67	86	21	-	156	90	4	22	37	42	160		
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		
No Answer	2	2	-	-	-	-	-	-	1	1	-	1	1	-	-	-	2	-	-	1	-	1		
Solo	108	79	42	6	108	-	-	23	32	52	37	27	39	10	-	64	33	3	17	15	17	55		
	40.0%	43.2%	37.2%	46.2%	100.0%			32.4%	36.4%	48.1%	39.8%	40.3%	45.3%	47.6%		41.0%	36.7%	75.0%	77.3%	40.5%	40.5%	34.4%		
										Hi							v	TUV						
2 - 5 physicians	120	83	47	4	-	120	-	32	49	38	38	34	34	8	-	73	37	1	3	20	18	74		
	44.4%	45.4%	41.6%	30.8%		100.0%		45.1%	55.7%	35.2%	40.9%	50.7%	39.5%	38.1%		46.8%	41.1%	25.0%	13.6%	54.1%	42.9%	46.3%		
									J											S	S	S		
More than 5 physicians	42	21	24	3	-	-	42	16	7	18	18	6	13	3	-	19	20	-	2	2	7	31		
	15.6%	11.5%	21.2%	23.1%			100.0%	22.5%	8.0%	16.7%	19.4%	9.0%	15.1%	14.3%		12.2%	22.2%		9.1%	5.4%	16.7%	19.4%		
			B				I			i	1					P						T		

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV  
 Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase letters indicate significance at the 95% level.  
 Lowercase letters indicate significance at the 90% level.  
 Note: When comparing groups the Z-Test is only valid for large sample sizes (n >=30)

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C. How many years have you been in this practice?

	Physicians													Survey Respondent				Insurance Participation				
	Total Answering	Primary Care	BH Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	272	185	113	13	108	120	42	71	89	109	93	68	87	21	-	156	92	4	22	38	42	161
Total Answering	269	183	112	13	107	119	41	71	89	109	93	66	86	21	-	155	90	4	22	38	41	159
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	3	2	1	-	1	1	1	-	-	-	-	2	1	-	-	1	2	-	-	-	1	2
Less than 5 years	71	53	27	4	23	32	16	71	-	-	17	19	28	9	-	41	21	-	7	14	15	32
	26.4%	29.0%	24.1%	30.8%	21.5%	26.9%	39.0%	100.0%			18.3%	28.8%	32.6%	42.9%		26.5%	23.3%		31.8%	36.8%	36.6%	20.1%
							E					K		q						V	V	
5 - 15 years	89	62	34	6	32	49	7	-	89	-	30	17	32	6	-	53	30	1	7	13	11	56
	33.1%	33.9%	30.4%	46.2%	29.9%	41.2%	17.1%		100.0%		32.3%	25.8%	37.2%	28.6%		34.2%	33.3%	25.0%	31.8%	34.2%	26.8%	35.2%
					g	eG																
16 years or more	109	68	51	3	52	38	18	-	-	109	46	30	26	6	-	61	39	3	8	11	15	71
	40.5%	37.2%	45.5%	23.1%	48.6%	31.9%	43.9%			100.0%	49.5%	45.5%	30.2%	28.6%		39.4%	43.3%	75.0%	36.4%	28.9%	36.6%	44.7%
			d		F						M	m						Tu				t

Comparison Groups: BCD/EFQ/HIJ/KLM/NOPQ/RSTUV  
 Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase letters indicate significance at the 95% level.  
 Lowercase letters indicate significance at the 90% level.  
 Note: When comparing groups the Z-Test is only valid for large sample sizes (n >=30)

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D. What portion of your managed care volume is represented by Louisiana Healthcare Connections?

	Area of Medicine		Physicians in Practice		Years in Practice		Managed Care Volume			Survey Respondent				Insurance Participation								
Total Answering	Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	
Total	272	185	113	13	108	120	42	71	89	109	93	68	87	21	-	156	92	4	22	38	42	161
Total Answering	248	170	106	12	103	106	37	64	79	102	93	68	87	20	-	145	81	4	22	36	40	144
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	24	15	7	1	5	14	5	7	10	7	-	-	-	1	-	11	11	-	-	2	2	17
None	4	2	2	-	1	2	1	1	2	1	4	-	-	1	-	2	1	-	-	-	2	2
	1.6%	1.2%	1.9%		1.0%	1.9%	2.7%	1.6%	2.5%	1.0%	4.3%			5.0%		1.4%	1.2%				5.0%	1.4%
10% or less	89	51	44	2	36	36	17	16	28	45	89	-	-	6	-	59	24	1	3	6	17	61
	35.9%	30.0%	41.5%	16.7%	35.0%	34.0%	45.9%	25.0%	35.4%	44.1%	95.7%			30.0%		40.7%	29.6%	25.0%	13.6%	16.7%	42.5%	42.4%
			bd							H						q				ST	ST	
11 - 20%	68	46	32	2	27	34	6	19	17	30	-	68	-	6	-	40	22	-	3	12	13	40
	27.4%	27.1%	30.2%	16.7%	26.2%	32.1%	16.2%	29.7%	21.5%	29.4%		100.0%		30.0%		27.6%	27.2%		13.6%	33.3%	32.5%	27.8%
						G														s	s	s
21 - 30%	51	44	14	4	23	20	7	15	22	13	-	-	51	4	-	28	18	-	5	11	4	30
	20.6%	25.9%	13.2%	33.3%	22.3%	18.9%	18.9%	23.4%	27.8%	12.7%			58.6%	20.0%		19.3%	22.2%		22.7%	30.6%	10.0%	20.8%
		C						j	J											U		u
31 - 50%	22	16	7	1	10	7	5	7	9	6	-	-	22	-	-	11	11	2	7	2	4	7
	8.9%	9.4%	6.6%	8.3%	9.7%	6.6%	13.5%	10.9%	11.4%	5.9%			25.3%			7.6%	13.6%	50.0%	31.8%	5.6%	10.0%	4.9%
																	tv	TUV				
51 - 75%	13	10	6	3	6	6	1	6	1	6	-	-	13	3	-	5	4	1	4	5	-	3
	5.2%	5.9%	5.7%	25.0%	5.8%	5.7%	2.7%	9.4%	1.3%	5.9%			14.9%	15.0%		3.4%	4.9%	25.0%	18.2%	13.9%		2.1%
								I		i									v	V		
76 - 100%	1	1	1	-	-	1	-	-	-	1	-	-	1	-	-	-	1	-	-	-	-	1
	0.4%	0.6%	0.9%			0.9%				1.0%			1.1%				1.2%					0.7%

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV  
 Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase letters indicate significance at the 95% level.  
 Lowercase letters indicate significance at the 90% level.  
 Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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E. Please mark who is completing this survey. (Mark only one)

	Area of Medicine		Physicians in Practice					Years in Practice					Managed Care Volume			Survey Respondent				Insurance Participation				
	Total Answering	Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15		
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)		
Total	272	185	113	13	108	120	42	71	89	109	93	68	87	21	-	156	92	4	22	38	42	161		
Total Answering	269	182	113	13	107	118	42	71	89	106	93	68	85	21	-	156	92	3	22	38	42	160		
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		
No Answer	3	3	-	-	1	2	-	-	-	3	-	-	2	-	-	-	-	1	-	-	-	1		
Physician	21	15	8	1	10	8	3	9	6	6	7	6	7	21	-	-	-	-	4	4	5	8		
	7.8%	8.2%	7.1%	7.7%	9.3%	6.8%	7.1%	12.7%	6.7%	5.7%	7.5%	8.8%	8.2%	100.0%					18.2%	10.5%	11.9%	5.0%		
Behavioral Health Clinician	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
Office Manager	156	109	66	4	64	73	19	41	53	61	61	40	44	-	-	156	-	1	8	22	24	99		
	58.0%	59.9%	58.4%	30.8%	59.8%	61.9%	45.2%	57.7%	59.6%	57.5%	65.6%	58.8%	51.8%			100.0%		33.3%	36.4%	57.9%	57.1%	61.9%		
				D		g					m								s		S			
Nurse	17	13	5	4	8	8	-	4	6	7	3	5	7	-	-	-	17	-	5	4	1	6		
	6.3%	7.1%	4.4%	30.8%	7.5%	6.8%		5.6%	6.7%	6.6%	3.2%	7.4%	8.2%				18.5%		22.7%	10.5%	2.4%	3.8%		
				bC															UV					
Other staff	75	45	34	4	25	29	20	17	24	32	22	17	27	-	-	-	75	2	5	8	12	47		
	27.9%	24.7%	30.1%	30.8%	23.4%	24.6%	47.6%	23.9%	27.0%	30.2%	23.7%	25.0%	31.8%				81.5%	66.7%	22.7%	21.1%	28.6%	29.4%		
							EF																	

Comparison Groups: BCD/EF/G/H/I/J/K/L/M/NOPQ/RSTUV  
 Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase letters indicate significance at the 95% level.  
 Lowercase letters indicate significance at the 90% level.  
 Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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F. What is your preferred method of receiving communications from this health plan?

	Area of Medicine													Physicians in Practice			Years in Practice			Managed Care Volume			Survey Respondent				Insurance Participation			
	Total Answering	Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15								
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)								
Total	272	185	113	13	108	120	42	71	89	109	93	68	87	21	-	156	92	4	22	38	42	161								
Total Answering	255	173	107	12	103	112	38	68	84	102	90	62	81	18	-	150	86	3	19	38	38	153								
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%								
No Answer	17	12	6	1	5	8	4	3	5	7	3	6	6	3	-	6	6	1	3	-	4	8								
Mail	90	56	41	1	35	38	17	22	30	38	39	20	28	13	-	55	22	-	9	12	17	52								
	35.3%	32.4%	38.3%	8.3%	34.0%	33.9%	44.7%	32.4%	35.7%	37.3%	43.3%	32.3%	34.6%	72.2%		36.7%	25.6%		47.4%	31.6%	44.7%	34.0%								
		D	D											PQ		q														
Telephone	15	9	9	1	9	6	-	5	1	9	2	3	9	-	-	8	7	1	1	3	-	9								
	5.9%	5.2%	8.4%	8.3%	8.7%	5.4%		7.4%	1.2%	8.8%	2.2%	4.8%	11.1%			5.3%	8.1%	33.3%	5.3%	7.9%		5.9%								
								i		I			K																	
Fax	90	63	35	7	39	43	8	24	35	31	31	19	30	3	-	47	39	1	8	16	11	51								
	35.3%	36.4%	32.7%	58.3%	37.9%	38.4%	21.1%	35.3%	41.7%	30.4%	34.4%	30.6%	37.0%	16.7%		31.3%	45.3%	33.3%	42.1%	42.1%	28.9%	33.3%								
				c	G	G											NP													
Online portal	7	6	1	-	1	5	1	3	2	2	4	-	2	-	-	4	3	-	1	1	1	4								
	2.7%	3.5%	0.9%		1.0%	4.5%	2.6%	4.4%	2.4%	2.0%	4.4%		2.5%			2.7%	3.5%		5.3%	2.6%	2.6%	2.6%								
E-mail	44	32	16	3	15	17	10	14	11	18	8	18	12	2	-	31	11	-	-	5	6	33								
	17.3%	18.5%	15.0%	25.0%	14.6%	15.2%	26.3%	20.6%	13.1%	17.6%	8.9%	29.0%	14.8%	11.1%		20.7%	12.8%			13.2%	15.8%	21.6%								
												KM																		
In person from your Provider Representative	8	7	4	-	4	2	2	-	4	4	5	2	-	-	-	5	3	-	-	1	3	4								
	3.1%	4.0%	3.7%		3.9%	1.8%	5.3%		4.8%	3.9%	5.6%	3.2%				3.3%	3.5%			2.6%	7.9%	2.6%								
Other	1	-	1	-	-	1	-	-	1	-	1	-	-	-	-	-	1	1	-	-	-	-								
	0.4%		0.9%			0.9%			1.2%		1.1%						1.2%	33.3%												

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV  
 Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase letters indicate significance at the 95% level.  
 Lowercase letters indicate significance at the 90% level.  
 Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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G. Please indicate the number of insurance companies with which you or your practice participates.

	Physicians													Survey Respondent			Insurance Participation					
	Total Answering	Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	272	185	113	13	108	120	42	71	89	109	93	68	87	21	-	156	92	4	22	38	42	161
Total Answering	267	183	110	13	107	116	42	68	88	108	92	68	86	21	-	154	90	4	22	38	42	161
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	5	2	3	-	1	4	-	3	1	1	1	-	1	-	-	2	2	-	-	-	-	-
3 or fewer	4	3	1	-	3	1	-	-	1	3	1	-	3	-	-	1	2	4	-	-	-	-
	1.5%	1.6%	0.9%		2.8%	0.9%			1.1%	2.8%	1.1%		3.5%			0.6%	2.2%	100.0%				
4 to 7	22	16	8	2	17	3	2	7	7	8	3	3	16	4	-	8	10	-	22	-	-	-
	8.2%	8.7%	7.3%	15.4%	15.9%	2.6%	4.8%	10.3%	8.0%	7.4%	3.3%	4.4%	18.6%	19.0%		5.2%	11.1%		100.0%			
					FG							KL										
8 to 11	38	31	14	4	15	20	2	14	13	11	6	12	18	4	-	22	12	-	-	38	-	-
	14.2%	16.9%	12.7%	30.8%	14.0%	17.2%	4.8%	20.6%	14.8%	10.2%	6.5%	17.6%	20.9%	19.0%		14.3%	13.3%			100.0%		
					G	G		j				K	K									
12 to 15	42	27	16	-	17	18	7	15	11	15	19	13	8	5	-	24	13	-	-	-	42	-
	15.7%	14.8%	14.5%		15.9%	15.5%	16.7%	22.1%	12.5%	13.9%	20.7%	19.1%	9.3%	23.8%		15.6%	14.4%				100.0%	
											M	m										
More than 15	161	106	71	7	55	74	31	32	56	71	63	40	41	8	-	99	53	-	-	-	-	161
	60.3%	57.9%	64.5%	53.8%	51.4%	63.8%	73.8%	47.1%	63.6%	65.7%	68.5%	58.8%	47.7%	38.1%		64.3%	58.9%					100.0%
						e	E		H	H	M					N	n					

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV  
 Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase letters indicate significance at the 95% level.  
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Louisiana Healthcare Connections  
 Provider Satisfaction Survey (9106582)

1A. How would you rate Louisiana Healthcare Connections compared to all other health plans you contract with?

	Area of Medicine		Physicians in Practice		Years in Practice					Managed Care Volume			Survey Respondent				Insurance Participation					
Total Answering	Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	
Total	272	185	113	13	108	120	42	71	89	109	93	68	87	21	-	156	92	4	22	38	42	161
Total Answering	258	177	104	12	105	115	36	65	85	105	86	66	85	20	-	147	88	4	22	36	39	153
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	9	7	4	1	2	4	3	3	3	3	3	2	1	1	-	6	2	-	-	1	1	6
Well below average	10	7	4	2	4	3	3	2	4	4	2	3	3	3	-	4	3	-	-	2	1	7
	3.9%	4.0%	3.8%	16.7%	3.8%	2.6%	8.3%	3.1%	4.7%	3.8%	2.3%	4.5%	3.5%	15.0%		2.7%	3.4%			5.6%	2.6%	4.6%
Somewhat below average	22	13	11	1	10	10	2	4	9	9	15	2	3	2	-	13	7	-	1	1	6	13
	8.5%	7.3%	10.6%	8.3%	9.5%	8.7%	5.6%	6.2%	10.6%	8.6%	17.4%	3.0%	3.5%	10.0%		8.8%	8.0%		4.5%	2.8%	15.4%	8.5%
											LM										T	
Average	136	92	57	7	53	58	24	30	48	57	55	28	40	5	-	85	44	2	9	14	21	87
	52.7%	52.0%	54.8%	58.3%	50.5%	50.4%	66.7%	46.2%	56.5%	54.3%	64.0%	42.4%	47.1%	25.0%		57.8%	50.0%	50.0%	40.9%	38.9%	53.8%	56.9%
							ef				LM					N	N				T	
Somewhat above average	55	38	21	2	19	31	4	17	16	21	11	21	21	7	-	26	22	1	6	9	6	33
	21.3%	21.5%	20.2%	16.7%	18.1%	27.0%	11.1%	26.2%	18.8%	20.0%	12.8%	31.8%	24.7%	35.0%		17.7%	25.0%	25.0%	27.3%	25.0%	15.4%	21.6%
						G						K	K									
Well above average	35	27	11	-	19	13	3	12	8	14	3	12	18	3	-	19	12	1	6	10	5	13
	13.6%	15.3%	10.6%		18.1%	11.3%	8.3%	18.5%	9.4%	13.3%	3.5%	18.2%	21.2%	15.0%		12.9%	13.6%	25.0%	27.3%	27.8%	12.8%	8.5%
												K	K						v	V		
Not Applicable	5	1	5	-	1	1	3	3	1	1	4	-	1	-	-	3	2	-	-	1	2	2
Summary Rate - Well above average/Somewhat above average	90	65	32	2	38	44	7	29	24	35	14	33	39	10	-	45	34	2	12	19	11	46
	34.9%	36.7%	30.8%	16.7%	36.2%	38.3%	19.4%	44.6%	28.2%	33.3%	16.3%	50.0%	45.9%	50.0%		30.6%	38.6%	50.0%	54.5%	52.8%	28.2%	30.1%
		d			G	G		I				K	K						UV	UV		

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV  
 Independent Z-Test for Percentages (unpooled proportions)  
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 Lowercase letters indicate significance at the 90% level.  
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Louisiana Healthcare Connections  
 Provider Satisfaction Survey (9106582)

2A. Consistency of reimbursement fees with your contract rates.

	Physicians													Managed Care			Survey Respondent					Insurance Participation				
	Total Answering	Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15				
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)				
Total	272	185	113	13	108	120	42	71	89	109	93	68	87	21	-	156	92	4	22	38	42	161				
Total Answering	221	152	91	9	95	96	30	55	70	93	77	59	74	21	-	133	64	2	18	25	39	135				
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%				
No Answer	26	17	11	-	5	15	6	6	9	11	7	1	7	-	-	12	14	2	2	5	-	15				
Well below average	10	7	4	-	5	5	-	3	1	6	4	4	1	3	-	7	-	-	1	-	1	8				
	4.5%	4.6%	4.4%		5.3%	5.2%		5.5%	1.4%	6.5%	5.2%	6.8%	1.4%	14.3%		5.3%			5.6%		2.6%	5.9%				
Somewhat below average	24	16	11	1	8	10	6	8	9	7	11	9	3	3	-	16	5	-	-	-	6	18				
	10.9%	10.5%	12.1%	11.1%	8.4%	10.4%	20.0%	14.5%	12.9%	7.5%	14.3%	15.3%	4.1%	14.3%		12.0%	7.8%				15.4%	13.3%				
Average	115	76	49	6	52	46	17	26	37	52	47	18	46	7	-	71	35	1	11	14	21	67				
	52.0%	50.0%	53.8%	66.7%	54.7%	47.9%	56.7%	47.3%	52.9%	55.9%	61.0%	30.5%	62.2%	33.3%		53.4%	54.7%	50.0%	61.1%	56.0%	53.8%	49.6%				
Somewhat above average	46	31	19	1	18	25	3	9	17	18	12	20	12	5	-	27	14	-	3	9	7	26				
	20.8%	20.4%	20.9%	11.1%	18.9%	26.0%	10.0%	16.4%	24.3%	19.4%	15.6%	33.9%	16.2%	23.8%		20.3%	21.9%		16.7%	36.0%	17.9%	19.3%				
Well above average	26	22	8	1	12	10	4	9	6	10	3	8	12	3	-	12	10	1	3	2	4	16				
	11.8%	14.5%	8.8%	11.1%	12.6%	10.4%	13.3%	16.4%	8.6%	10.8%	3.9%	13.6%	16.2%	14.3%		9.0%	15.6%	50.0%	16.7%	8.0%	10.3%	11.9%				
Not Applicable	25	16	11	4	8	9	6	10	10	5	9	8	6	-	-	11	14	-	2	8	3	11				
Summary Rate - Well above average/Somewhat above average	72	53	27	2	30	35	7	18	23	28	15	28	24	8	-	39	24	1	6	11	11	42				
	32.6%	34.9%	29.7%	22.2%	31.6%	36.5%	23.3%	32.7%	32.9%	30.1%	19.5%	47.5%	32.4%	38.1%		29.3%	37.5%	50.0%	33.3%	44.0%	28.2%	31.1%				

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV  
 Independent Z-Test for Percentages (unpooled proportions)  
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 Lowercase letters indicate significance at the 90% level.  
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2B. Accuracy of claims processing.

	Area of Medicine		Physicians in Practice		Years in Practice					Managed Care Volume			Survey Respondent				Insurance Participation					
Total Answering	Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	
Total	272	185	113	13	108	120	42	71	89	109	93	68	87	21	-	156	92	4	22	38	42	161
Total Answering	224	156	90	9	96	98	28	56	71	94	77	62	74	21	-	135	65	2	18	28	37	137
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	24	15	11	-	5	12	7	5	8	11	8	1	5	-	-	11	13	2	2	3	1	14
Well below average	9	6	4	1	5	3	1	1	2	6	4	3	1	3	-	5	1	-	1	-	1	7
	4.0%	3.8%	4.4%	11.1%	5.2%	3.1%	3.6%	1.8%	2.8%	6.4%	5.2%	4.8%	1.4%	14.3%		3.7%	1.5%		5.6%		2.7%	5.1%
Somewhat below average	12	5	8	-	4	7	1	3	5	4	6	4	2	1	-	9	2	-	-	-	4	8
	5.4%	3.2%	8.9%		4.2%	7.1%	3.6%	5.4%	7.0%	4.3%	7.8%	6.5%	2.7%	4.8%		6.7%	3.1%				10.8%	5.8%
Average	116	78	47	4	50	47	18	29	38	49	46	25	38	8	-	75	31	1	9	10	19	75
	51.8%	50.0%	52.2%	44.4%	52.1%	48.0%	64.3%	51.8%	53.5%	52.1%	59.7%	40.3%	51.4%	38.1%		55.6%	47.7%	50.0%	50.0%	35.7%	51.4%	54.7%
Somewhat above average	45	33	17	2	19	23	3	8	16	19	14	16	13	3	-	28	14	-	3	11	6	25
	20.1%	21.2%	18.9%	22.2%	19.8%	23.5%	10.7%	14.3%	22.5%	20.2%	18.2%	25.8%	17.6%	14.3%		20.7%	21.5%		16.7%	39.3%	16.2%	18.2%
Well above average	42	34	14	2	18	18	5	15	10	16	7	14	20	6	-	18	17	1	5	7	7	22
	18.8%	21.8%	15.6%	22.2%	18.8%	18.4%	17.9%	26.8%	14.1%	17.0%	9.1%	22.6%	27.0%	28.6%		13.3%	26.2%	50.0%	27.8%	25.0%	18.9%	16.1%
Not Applicable	24	14	12	4	7	10	7	10	10	4	8	5	8	-	-	10	14	-	2	7	4	10
Summary Rate - Well above average/Somewhat above average	87	67	31	4	37	41	8	23	26	35	21	30	33	9	-	46	31	1	8	18	13	47
	38.8%	42.9%	34.4%	44.4%	38.5%	41.8%	28.6%	41.1%	36.6%	37.2%	27.3%	48.4%	44.6%	42.9%		34.1%	47.7%	50.0%	44.4%	64.3%	35.1%	34.3%

Comparison Groups: BCD/EFJ/HIJ/KLM/NOPQ/RSTUV  
 Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase letters indicate significance at the 95% level.  
 Lowercase letters indicate significance at the 90% level.  
 Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections  
 Provider Satisfaction Survey (9106582)

2C. Timeliness of claims processing.

	Physicians													Managed Care			Survey Respondent					Insurance Participation				
	Total Answering	Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15				
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)				
Total	272	185	113	13	108	120	42	71	89	109	93	68	87	21	-	156	92	4	22	38	42	161				
Total Answering	226	158	90	8	95	100	29	56	73	94	79	62	72	21	-	138	64	2	18	26	38	140				
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%				
No Answer	22	12	12	1	6	11	5	4	7	11	7	1	6	-	-	9	13	2	2	5	1	10				
Well below average	6	3	3	-	3	3	-	1	-	5	3	2	1	1	-	5	-	-	1	-	1	4				
	2.7%	1.9%	3.3%		3.2%	3.0%		1.8%		5.3%	3.8%	3.2%	1.4%	4.8%		3.6%			5.6%		2.6%	2.9%				
Somewhat below average	12	8	6	-	4	6	2	2	4	6	7	3	2	2	-	10	-	-	-	-	4	8				
	5.3%	5.1%	6.7%		4.2%	6.0%	6.9%	3.6%	5.5%	6.4%	8.9%	4.8%	2.8%	9.5%		7.2%					10.5%	5.7%				
Average	123	84	52	7	55	47	20	28	42	52	49	25	41	9	-	75	37	1	11	11	18	80				
	54.4%	53.2%	57.8%	87.5%	57.9%	47.0%	69.0%	50.0%	57.5%	55.3%	62.0%	40.3%	56.9%	42.9%		54.3%	57.8%	50.0%	61.1%	42.3%	47.4%	57.1%				
				BC			F				L		1													
Somewhat above average	46	32	18	-	15	29	2	11	17	17	13	18	12	4	-	31	11	-	1	8	9	28				
	20.4%	20.3%	20.0%		15.8%	29.0%	6.9%	19.6%	23.3%	18.1%	16.5%	29.0%	16.7%	19.0%		22.5%	17.2%		5.6%	30.8%	23.7%	20.0%				
					EG						km									S	S	S				
Well above average	39	31	11	1	18	15	5	14	10	14	7	14	16	5	-	17	16	1	5	7	6	20				
	17.3%	19.6%	12.2%	12.5%	18.9%	15.0%	17.2%	25.0%	13.7%	14.9%	8.9%	22.6%	22.2%	23.8%		12.3%	25.0%	50.0%	27.8%	26.9%	15.8%	14.3%				
											K	K					P									
Not Applicable	24	15	11	4	7	9	8	11	9	4	7	5	9	-	-	9	15	-	2	7	3	11				
Summary Rate - Well above average/Somewhat above average	85	63	29	1	33	44	7	25	27	31	20	32	28	9	-	48	27	1	6	15	15	48				
	37.6%	39.9%	32.2%	12.5%	34.7%	44.0%	24.1%	44.6%	37.0%	33.0%	25.3%	51.6%	38.9%	42.9%		34.8%	42.2%	50.0%	33.3%	57.7%	39.5%	34.3%				
		D				G						K	k							sv						

Comparison Groups: BCD/EFJ/HIJ/KLM/NOPQ/RSTUV  
 Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase letters indicate significance at the 95% level.  
 Lowercase letters indicate significance at the 90% level.  
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Louisiana Healthcare Connections  
 Provider Satisfaction Survey (9106582)

2D. Resolution of claims payment problems or disputes.

	Physicians													Years in Practice			Managed Care			Survey Respondent				Insurance Participation				
	Total Answering	Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15						
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)						
Total	272	185	113	13	108	120	42	71	89	109	93	68	87	21	-	156	92	4	22	38	42	161						
Total Answering	214	153	81	7	86	97	29	57	70	84	72	60	71	20	-	130	61	2	18	27	33	132						
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%						
No Answer	24	13	14	2	7	12	5	4	8	12	8	1	7	-	-	10	14	2	2	5	2	11						
Well below average	13	4	10	1	5	6	2	2	3	7	5	4	3	2	-	6	5	-	2	-	3	8						
	6.1%	2.6%	12.3%	14.3%	5.8%	6.2%	6.9%	3.5%	4.3%	8.3%	6.9%	6.7%	4.2%	10.0%		4.6%	8.2%		11.1%		9.1%	6.1%						
			B																									
Somewhat below average	15	9	9	-	4	8	3	2	9	4	5	4	5	1	-	13	1	-	-	-	1	14						
	7.0%	5.9%	11.1%		4.7%	8.2%	10.3%	3.5%	12.9%	4.8%	6.9%	6.7%	7.0%	5.0%		10.0%	1.6%				3.0%	10.6%						
									Hj							Q						u						
Average	118	87	40	4	48	51	17	32	38	48	50	26	35	9	-	73	34	1	9	14	19	73						
	55.1%	56.9%	49.4%	57.1%	55.8%	52.6%	58.6%	56.1%	54.3%	57.1%	69.4%	43.3%	49.3%	45.0%		56.2%	55.7%	50.0%	50.0%	51.9%	57.6%	55.3%						
											LM																	
Somewhat above average	39	30	12	1	14	21	4	13	11	14	5	19	14	5	-	23	11	-	1	10	6	22						
	18.2%	19.6%	14.8%	14.3%	16.3%	21.6%	13.8%	22.8%	15.7%	16.7%	6.9%	31.7%	19.7%	25.0%		17.7%	18.0%		5.6%	37.0%	18.2%	16.7%						
											K	K	K							SV		s						
Well above average	29	23	10	1	15	11	3	8	9	11	7	7	14	3	-	15	10	1	6	3	4	15						
	13.6%	15.0%	12.3%	14.3%	17.4%	11.3%	10.3%	14.0%	12.9%	13.1%	9.7%	11.7%	19.7%	15.0%		11.5%	16.4%	50.0%	33.3%	11.1%	12.1%	11.4%						
												k	k						tuv									
Not Applicable	34	19	18	4	15	11	8	10	11	13	13	7	9	1	-	16	17	-	2	6	7	18						
Summary Rate - Well above average/Somewhat above average	68	53	22	2	29	32	7	21	20	25	12	26	28	8	-	38	21	1	7	13	10	37						
	31.8%	34.6%	27.2%	28.6%	33.7%	33.0%	24.1%	36.8%	28.6%	29.8%	16.7%	43.3%	39.4%	40.0%		29.2%	34.4%	50.0%	38.9%	48.1%	30.3%	28.0%						
											K	K	K						v									

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV  
 Independent Z-Test for Percentages (unpooled proportions)  
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 Lowercase letters indicate significance at the 90% level.  
 Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections  
 Provider Satisfaction Survey (9106582)

3A. Access to knowledgeable UM staff.

	Physicians													Years in Practice			Managed Care			Survey Respondent					Insurance Participation				
	Total Answering	Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15							
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)							
Total	272	185	113	13	108	120	42	71	89	109	93	68	87	21	-	156	92	4	22	38	42	161							
Total Answering	222	155	88	7	91	96	33	56	73	90	70	57	79	20	-	126	74	2	20	28	33	135							
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%							
No Answer	24	14	11	3	9	12	3	4	8	12	11	3	4	-	-	13	10	2	1	4	2	14							
Well below average	5	2	4	-	1	2	2	-	1	4	3	2	-	1	-	4	-	-	-	-	-	5							
	2.3%	1.3%	4.5%		1.1%	2.1%	6.1%		1.4%	4.4%	4.3%	3.5%		5.0%		3.2%						3.7%							
Somewhat below average	9	7	3	-	3	6	-	1	5	3	4	2	3	2	-	5	2	-	-	-	4	5							
	4.1%	4.5%	3.4%		3.3%	6.3%		1.8%	6.8%	3.3%	5.7%	3.5%	3.8%	10.0%		4.0%	2.7%				12.1%	3.7%							
Average	142	97	57	5	58	60	22	33	49	59	52	34	48	8	-	81	51	2	12	18	20	86							
	64.0%	62.6%	64.8%	71.4%	63.7%	62.5%	66.7%	58.9%	67.1%	65.6%	74.3%	59.6%	60.8%	40.0%		64.3%	68.9%	100.0%	60.0%	64.3%	60.6%	63.7%							
											lm					N	N	STUV											
Somewhat above average	40	35	12	1	15	20	5	14	11	14	7	14	14	6	-	24	10	-	3	6	7	24							
	18.0%	22.6%	13.6%	14.3%	16.5%	20.8%	15.2%	25.0%	15.1%	15.6%	10.0%	24.6%	17.7%	30.0%		19.0%	13.5%		15.0%	21.4%	21.2%	17.8%							
		c									K																		
Well above average	26	14	12	1	14	8	4	8	7	10	4	5	14	3	-	12	11	-	5	4	2	15							
	11.7%	9.0%	13.6%	14.3%	15.4%	8.3%	12.1%	14.3%	9.6%	11.1%	5.7%	8.8%	17.7%	15.0%		9.5%	14.9%		25.0%	14.3%	6.1%	11.1%							
												K							u										
Not Applicable	26	16	14	3	8	12	6	11	8	7	12	8	4	1	-	17	8	-	1	6	7	12							
Summary Rate - Well above average/Somewhat above average	66	49	24	2	29	28	9	22	18	24	11	19	28	9	-	36	21	-	8	10	9	39							
	29.7%	31.6%	27.3%	28.6%	31.9%	29.2%	27.3%	39.3%	24.7%	26.7%	15.7%	33.3%	35.4%	45.0%		28.6%	28.4%		40.0%	35.7%	27.3%	28.9%							
							i					K	K																

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV  
 Independent Z-Test for Percentages (unpooled proportions)  
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Louisiana Healthcare Connections  
 Provider Satisfaction Survey (9106582)

3B. Procedures for obtaining pre-certification/referral/authorization information.

	Physicians													Managed Care				Survey Respondent				Insurance Participation				
	Total Answering	Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Other staff	Nurse/	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15			
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)				
Total	272	185	113	13	108	120	42	71	89	109	93	68	87	21	-	156	92	4	22	38	42	161				
Total Answering	229	163	91	9	96	98	33	61	72	93	76	61	79	21	-	137	68	3	19	33	36	134				
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%				
No Answer	24	14	11	3	9	13	2	5	9	10	10	3	3	-	-	13	11	1	1	4	2	15				
Well below average	10	7	4	1	5	5	-	2	3	5	5	3	1	3	-	5	2	-	-	1	1	7				
	4.4%	4.3%	4.4%	11.1%	5.2%	5.1%		3.3%	4.2%	5.4%	6.6%	4.9%	1.3%	14.3%		3.6%	2.9%			3.0%	2.8%	5.2%				
Somewhat below average	21	17	7	1	8	10	3	2	8	11	11	3	5	-	-	13	6	1	1	1	5	12				
	9.2%	10.4%	7.7%	11.1%	8.3%	10.2%	9.1%	3.3%	11.1%	11.8%	14.5%	4.9%	6.3%			9.5%	8.8%	33.3%	5.3%	3.0%	13.9%	9.0%				
Average	135	90	59	4	54	56	24	35	45	54	45	39	43	10	-	85	39	1	10	18	23	81				
	59.0%	55.2%	64.8%	44.4%	56.3%	57.1%	72.7%	57.4%	62.5%	58.1%	59.2%	63.9%	54.4%	47.6%		62.0%	57.4%	33.3%	52.6%	54.5%	63.9%	60.4%				
Somewhat above average	34	29	9	1	12	19	2	13	8	13	8	9	16	5	-	18	11	1	3	9	4	17				
	14.8%	17.8%	9.9%	11.1%	12.5%	19.4%	6.1%	21.3%	11.1%	14.0%	10.5%	14.8%	20.3%	23.8%		13.1%	16.2%	33.3%	15.8%	27.3%	11.1%	12.7%				
Well above average	29	20	12	2	17	8	4	9	8	10	7	7	14	3	-	16	10	-	5	4	3	17				
	12.7%	12.3%	13.2%	22.2%	17.7%	8.2%	12.1%	14.8%	11.1%	10.8%	9.2%	11.5%	17.7%	14.3%		11.7%	14.7%		26.3%	12.1%	8.3%	12.7%				
Not Applicable	19	8	11	1	3	9	7	5	8	6	7	4	5	-	-	6	13	-	2	1	4	12				
Summary Rate - Well above average/Somewhat above average	63	49	21	3	29	27	6	22	16	23	15	16	30	8	-	34	21	1	8	13	7	34				
	27.5%	30.1%	23.1%	33.3%	30.2%	27.6%	18.2%	36.1%	22.2%	24.7%	19.7%	26.2%	38.0%	38.1%		24.8%	30.9%	33.3%	42.1%	39.4%	19.4%	25.4%				

Comparison Groups: BCD/EFJ/HIJ/KLM/NOPQ/RSTUV  
 Independent Z-Test for Percentages (unpooled proportions)  
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Louisiana Healthcare Connections  
 Provider Satisfaction Survey (9106582)

3C. Timeliness of obtaining pre-certification/referral/authorization information.

	Physicians													Managed Care				Survey Respondent				Insurance Participation				
	Area of Medicine													Years in Practice				Volume				Participation				
	Total Answering	Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Other staff	Nurse/3 or fewer	4 to 7	8 to 11	12 to 15	More than 15				
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)				
Total	272	185	113	13	108	120	42	71	89	109	93	68	87	21	-	156	92	4	22	38	42	161				
Total Answering	228	162	92	9	94	98	34	62	70	93	75	62	78	21	-	133	71	3	20	33	36	132				
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%				
No Answer	25	16	10	3	9	14	2	5	10	10	11	2	4	-	-	14	11	1	1	4	2	16				
Well below average	11	7	6	1	5	6	-	2	4	5	5	5	-	3	-	5	3	-	-	2	1	7				
	4.8%	4.3%	6.5%	11.1%	5.3%	6.1%		3.2%	5.7%	5.4%	6.7%	8.1%		14.3%		3.8%	4.2%			6.1%	2.8%	5.3%				
Somewhat below average	23	17	8	2	8	10	5	5	7	11	9	2	9	1	-	13	6	1	1	-	4	16				
	10.1%	10.5%	8.7%	22.2%	8.5%	10.2%	14.7%	8.1%	10.0%	11.8%	12.0%	3.2%	11.5%	4.8%		9.8%	8.5%	33.3%	5.0%		11.1%	12.1%				
Average	125	89	50	1	49	51	23	34	39	51	43	39	38	9	-	75	41	2	11	16	24	71				
	54.8%	54.9%	54.3%	11.1%	52.1%	52.0%	67.6%	54.8%	55.7%	54.8%	57.3%	62.9%	48.7%	42.9%		56.4%	57.7%	66.7%	55.0%	48.5%	66.7%	53.8%				
		D	D				f					m														
Somewhat above average	40	31	15	3	14	22	4	14	10	16	10	11	15	4	-	25	11	-	3	9	4	23				
	17.5%	19.1%	16.3%	33.3%	14.9%	22.4%	11.8%	22.6%	14.3%	17.2%	13.3%	17.7%	19.2%	19.0%		18.8%	15.5%		15.0%	27.3%	11.1%	17.4%				
													u													
Well above average	29	18	13	2	18	9	2	7	10	10	8	5	16	4	-	15	10	-	5	6	3	15				
	12.7%	11.1%	14.1%	22.2%	19.1%	9.2%	5.9%	11.3%	14.3%	10.8%	10.7%	8.1%	20.5%	19.0%		11.3%	14.1%		25.0%	18.2%	8.3%	11.4%				
					FG							kL														
Not Applicable	19	7	11	1	5	8	6	4	9	6	7	4	5	-	-	9	10	-	1	1	4	13				
Summary Rate - Well above average/Somewhat above average	69	49	28	5	32	31	6	21	20	26	18	16	31	8	-	40	21	-	8	15	7	38				
	30.3%	30.2%	30.4%	55.6%	34.0%	31.6%	17.6%	33.9%	28.6%	28.0%	24.0%	25.8%	39.7%	38.1%		30.1%	29.6%		40.0%	45.5%	19.4%	28.8%				
					G	g						KL								UV						

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV  
 Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase letters indicate significance at the 95% level.  
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Louisiana Healthcare Connections  
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3D. The health plan's facilitation/support of appropriate clinical care for patients.

	Physicians													Years in Practice			Managed Care			Survey Respondent				Insurance Participation				
	Total Answering	Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Other staff	Nurse/	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15					
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)						
Total	272	185	113	13	108	120	42	71	89	109	93	68	87	21	-	156	92	4	22	38	42	161						
Total Answering	221	161	82	8	87	96	36	60	69	89	67	62	79	20	-	127	71	3	18	32	33	132						
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%						
No Answer	27	17	11	3	11	14	2	6	11	10	12	2	5	-	-	16	11	-	2	4	2	17						
Well below average	5	4	2	-	3	2	-	1	1	3	1	1	2	1	-	2	2	-	-	-	2	2						
	2.3%	2.5%	2.4%		3.4%	2.1%		1.7%	1.4%	3.4%	1.5%	1.6%	2.5%	5.0%		1.6%	2.8%				6.1%	1.5%						
Somewhat below average	11	8	6	1	3	6	2	2	3	6	6	1	4	2	-	7	1	-	1	1	-	8						
	5.0%	5.0%	7.3%	12.5%	3.4%	6.3%	5.6%	3.3%	4.3%	6.7%	9.0%	1.6%	5.1%	10.0%		5.5%	1.4%		5.6%	3.1%		6.1%						
Average	145	99	57	5	56	60	27	34	52	58	50	40	47	8	-	88	48	2	11	17	22	92						
	65.6%	61.5%	69.5%	62.5%	64.4%	62.5%	75.0%	56.7%	75.4%	65.2%	74.6%	64.5%	59.5%	40.0%		69.3%	67.6%	66.7%	61.1%	53.1%	66.7%	69.7%						
Somewhat above average	37	32	11	1	13	20	4	14	8	15	6	14	15	7	-	18	11	1	2	10	6	18						
	16.7%	19.9%	13.4%	12.5%	14.9%	20.8%	11.1%	23.3%	11.6%	16.9%	9.0%	22.6%	19.0%	35.0%		14.2%	15.5%	33.3%	11.1%	31.3%	18.2%	13.6%						
Well above average	23	18	6	1	12	8	3	9	5	7	4	6	11	2	-	12	9	-	4	4	3	12						
	10.4%	11.2%	7.3%	12.5%	13.8%	8.3%	8.3%	15.0%	7.2%	7.9%	6.0%	9.7%	13.9%	10.0%		9.4%	12.7%		22.2%	12.5%	9.1%	9.1%						
Not Applicable	24	7	20	2	10	10	4	5	9	10	14	4	3	1	-	13	10	1	2	2	7	12						
Summary Rate - Well above average/Somewhat above average	60	50	17	2	25	28	7	23	13	22	10	20	26	9	-	30	20	1	6	14	9	30						
	27.1%	31.1%	20.7%	25.0%	28.7%	29.2%	19.4%	38.3%	18.8%	24.7%	14.9%	32.3%	32.9%	45.0%		23.6%	28.2%	33.3%	33.3%	43.8%	27.3%	22.7%						

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV  
 Independent Z-Test for Percentages (unpooled proportions)  
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Louisiana Healthcare Connections  
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3E. Access to Case/Care Managers from this health plan.

	Physicians													Years in Practice			Managed Care			Survey Respondent				Insurance Participation				
	Area of Medicine													in Practice			Volume			Nurse/				Participation				
	Total Answering	Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15						
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)						
Total	272	185	113	13	108	120	42	71	89	109	93	68	87	21	-	156	92	4	22	38	42	161						
Total Answering	191	138	77	7	72	89	29	54	62	72	54	53	74	19	-	108	62	2	17	28	25	116						
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%						
No Answer	32	22	11	3	14	14	4	6	10	16	14	4	6	2	-	18	11	2	2	5	3	19						
Well below average	3	2	2	-	1	2	-	1	-	2	1	1	-	2	-	-	1	-	-	-	-	2						
	1.6%	1.4%	2.6%		1.4%	2.2%		1.9%		2.8%	1.9%	1.9%		10.5%			1.6%					1.7%						
Somewhat below average	13	10	6	1	6	4	3	1	4	8	3	3	7	1	-	8	3	-	1	2	-	9						
	6.8%	7.2%	7.8%	14.3%	8.3%	4.5%	10.3%	1.9%	6.5%	11.1%	5.6%	5.7%	9.5%	5.3%		7.4%	4.8%		5.9%	7.1%		7.8%						
Average	117	85	45	4	42	57	17	27	44	45	39	32	39	8	-	66	42	2	10	16	18	70						
	61.3%	61.6%	58.4%	57.1%	58.3%	64.0%	58.6%	50.0%	71.0%	62.5%	72.2%	60.4%	52.7%	42.1%		61.1%	67.7%	100.0%	58.8%	57.1%	72.0%	60.3%						
									H		M						N	STUV										
Somewhat above average	36	26	15	1	13	18	5	15	10	11	6	12	16	4	-	24	8	-	2	8	4	22						
	18.8%	18.8%	19.5%	14.3%	18.1%	20.2%	17.2%	27.8%	16.1%	15.3%	11.1%	22.6%	21.6%	21.1%		22.2%	12.9%		11.8%	28.6%	16.0%	19.0%						
								j																				
Well above average	22	15	9	1	10	8	4	10	4	6	5	5	12	4	-	10	8	-	4	2	3	13						
	11.5%	10.9%	11.7%	14.3%	13.9%	9.0%	13.8%	18.5%	6.5%	8.3%	9.3%	9.4%	16.2%	21.1%		9.3%	12.9%		23.5%	7.1%	12.0%	11.2%						
								I																				
Not Applicable	49	25	25	3	22	17	9	11	17	21	25	11	7	-	-	30	19	-	3	5	14	26						
Summary Rate - Well above average/Somewhat above average	58	41	24	2	23	26	9	25	14	17	11	17	28	8	-	34	16	-	6	10	7	35						
	30.4%	29.7%	31.2%	28.6%	31.9%	29.2%	31.0%	46.3%	22.6%	23.6%	20.4%	32.1%	37.8%	42.1%		31.5%	25.8%		35.3%	35.7%	28.0%	30.2%						
								IJ					K															

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV  
 Independent Z-Test for Percentages (unpooled proportions)  
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3F. Degree to which the plan covers and encourages preventive care and wellness.

	Physicians													Years in Practice			Managed Care			Survey Respondent				Insurance Participation				
	Area of Medicine	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15							
Total Answering	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)						
Total	272	185	113	13	108	120	42	71	89	109	93	68	87	21	-	156	92	4	22	38	42	161						
Total Answering	221	160	85	9	88	96	36	60	69	89	68	62	78	20	-	128	71	3	19	32	32	131						
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%						
No Answer	28	18	11	3	12	13	3	7	10	11	12	3	6	-	-	17	11	1	2	5	2	17						
Well below average	6	3	4	-	2	3	1	3	-	3	2	2	1	2	-	3	1	-	-	-	1	4						
	2.7%	1.9%	4.7%		2.3%	3.1%	2.8%	5.0%		3.4%	2.9%	3.2%	1.3%	10.0%		2.3%	1.4%				3.1%	3.1%						
Somewhat below average	8	5	4	1	5	2	1	1	4	3	3	2	3	1	-	4	3	1	1	1	2	3						
	3.6%	3.1%	4.7%	11.1%	5.7%	2.1%	2.8%	1.7%	5.8%	3.4%	4.4%	3.2%	3.8%	5.0%		3.1%	4.2%	33.3%	5.3%	3.1%	6.3%	2.3%						
Average	122	86	48	5	48	53	20	29	39	53	49	29	38	9	-	67	45	2	11	15	16	76						
	55.2%	53.8%	56.5%	55.6%	54.5%	55.2%	55.6%	48.3%	56.5%	59.6%	72.1%	46.8%	48.7%	45.0%		52.3%	63.4%	66.7%	57.9%	46.9%	50.0%	58.0%						
											LM																	
Somewhat above average	46	38	18	1	18	22	6	14	15	17	8	17	16	5	-	33	8	-	2	11	6	27						
	20.8%	23.8%	21.2%	11.1%	20.5%	22.9%	16.7%	23.3%	21.7%	19.1%	11.8%	27.4%	20.5%	25.0%		25.8%	11.3%		10.5%	34.4%	18.8%	20.6%						
											K					Q				S								
Well above average	39	28	11	2	15	16	8	13	11	13	6	12	20	3	-	21	14	-	5	5	7	21						
	17.6%	17.5%	12.9%	22.2%	17.0%	16.7%	22.2%	21.7%	15.9%	14.6%	8.8%	19.4%	25.6%	15.0%		16.4%	19.7%		26.3%	15.6%	21.9%	16.0%						
											k	K																
Not Applicable	23	7	17	1	8	11	3	4	10	9	13	3	3	1	-	11	10	-	1	1	8	13						
Summary Rate - Well above average/Somewhat above average	85	66	29	3	33	38	14	27	26	30	14	29	36	8	-	54	22	-	7	16	13	48						
	38.5%	41.3%	34.1%	33.3%	37.5%	39.6%	38.9%	45.0%	37.7%	33.7%	20.6%	46.8%	46.2%	40.0%		42.2%	31.0%		36.8%	50.0%	40.6%	36.6%						
											K	K																

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV  
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Louisiana Healthcare Connections  
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4A. The number of specialists in this health plan's provider network.

	Physicians													Managed Care			Survey Respondent				Insurance Participation				
	Total Answering	Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Other staff	Nurse/	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15		
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)			
Total	272	185	113	13	108	120	42	71	89	109	93	68	87	21	-	156	92	4	22	38	42	161			
Total Answering	200	148	76	8	83	84	31	53	66	79	56	57	75	18	-	117	63	3	19	27	27	120			
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%			
No Answer	37	25	15	4	14	19	4	8	12	17	17	4	8	-	-	22	15	1	3	7	4	21			
Well below average	12	10	6	-	7	4	1	2	6	4	6	3	2	2	-	8	2	-	-	1	2	8			
	6.0%	6.8%	7.9%		8.4%	4.8%	3.2%	3.8%	9.1%	5.1%	10.7%	5.3%	2.7%	11.1%		6.8%	3.2%			3.7%	7.4%	6.7%			
Somewhat below average	25	21	6	2	8	14	3	7	6	12	10	10	5	3	-	13	8	-	3	-	5	16			
	12.5%	14.2%	7.9%	25.0%	9.6%	16.7%	9.7%	13.2%	9.1%	15.2%	17.9%	17.5%	6.7%	16.7%		11.1%	12.7%		15.8%		18.5%	13.3%			
Average	116	79	48	4	48	45	21	24	43	48	36	30	42	8	-	66	41	3	8	16	14	74			
	58.0%	53.4%	63.2%	50.0%	57.8%	53.6%	67.7%	45.3%	65.2%	60.8%	64.3%	52.6%	56.0%	44.4%		56.4%	65.1%	100.0%	42.1%	59.3%	51.9%	61.7%			
Somewhat above average	34	27	13	2	12	18	4	14	7	12	2	12	17	5	-	20	9	-	5	8	3	17			
	17.0%	18.2%	17.1%	25.0%	14.5%	21.4%	12.9%	26.4%	10.6%	15.2%	3.6%	21.1%	22.7%	27.8%		17.1%	14.3%		26.3%	29.6%	11.1%	14.2%			
Well above average	13	11	3	-	8	3	2	6	4	3	2	2	9	-	-	10	3	-	3	2	3	5			
	6.5%	7.4%	3.9%		9.6%	3.6%	6.5%	11.3%	6.1%	3.8%	3.6%	3.5%	12.0%			8.5%	4.8%		15.8%	7.4%	11.1%	4.2%			
Not Applicable	35	12	22	1	11	17	7	10	11	13	20	7	4	3	-	17	14	-	-	4	11	20			
Summary Rate - Well above average/Somewhat above average	47	38	16	2	20	21	6	20	11	15	4	14	26	5	-	30	12	-	8	10	6	22			
	23.5%	25.7%	21.1%	25.0%	24.1%	25.0%	19.4%	37.7%	16.7%	19.0%	7.1%	24.6%	34.7%	27.8%		25.6%	19.0%		42.1%	37.0%	22.2%	18.3%			

Comparison Groups: BCD/EFJ/HIJ/KLM/NOPQ/RSTUV  
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4B. The quality of specialists in this health plan's provider network.

	Physicians													Managed Care			Survey Respondent					Insurance Participation				
	Total Answering	Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15				
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)				
Total	272	185	113	13	108	120	42	71	89	109	93	68	87	21	-	156	92	4	22	38	42	161				
Total Answering	202	149	77	7	85	85	30	57	66	77	59	57	74	20	-	116	64	3	19	27	28	121				
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%				
No Answer	37	25	15	4	13	19	5	8	12	17	18	4	8	-	-	22	15	1	3	7	3	22				
Well below average	5	5	1	-	3	2	-	1	1	3	3	-	1	-	-	4	1	-	-	-	-	4				
	2.5%	3.4%	1.3%		3.5%	2.4%		1.8%	1.5%	3.9%	5.1%		1.4%			3.4%	1.6%					3.3%				
Somewhat below average	15	12	3	2	7	6	2	5	5	5	4	5	6	-	-	8	6	-	2	-	3	9				
	7.4%	8.1%	3.9%	28.6%	8.2%	7.1%	6.7%	8.8%	7.6%	6.5%	6.8%	8.8%	8.1%			6.9%	9.4%		10.5%		10.7%	7.4%				
Average	124	87	50	3	50	52	20	28	44	51	43	34	40	9	-	68	46	3	9	16	18	77				
	61.4%	58.4%	64.9%	42.9%	58.8%	61.2%	66.7%	49.1%	66.7%	72.9%	59.6%	54.1%	45.0%			58.6%	71.9%	100.0%	47.4%	59.3%	64.3%	63.6%				
									H	H	M						Np	STUV								
Somewhat above average	39	30	18	2	15	19	5	15	9	14	5	15	16	7	-	24	8	-	3	8	3	25				
	19.3%	20.1%	23.4%	28.6%	17.6%	22.4%	16.7%	26.3%	13.6%	18.2%	8.5%	26.3%	21.6%	35.0%		20.7%	12.5%		15.8%	29.6%	10.7%	20.7%				
								i				K	K	Q						u						
Well above average	19	15	5	-	10	6	3	8	7	4	4	3	11	4	-	12	3	-	5	3	4	6				
	9.4%	10.1%	6.5%		11.8%	7.1%	10.0%	14.0%	10.6%	5.2%	6.8%	5.3%	14.9%	20.0%		10.3%	4.7%		26.3%	11.1%	14.3%	5.0%				
								j					l						v							
Not Applicable	33	11	21	2	10	16	7	6	11	15	16	7	5	1	-	18	13	-	-	4	11	18				
Summary Rate - Well above average/Somewhat above average	58	45	23	2	25	25	8	23	16	18	9	18	27	11	-	36	11	-	8	11	7	31				
	28.7%	30.2%	29.9%	28.6%	29.4%	29.4%	26.7%	40.4%	24.2%	23.4%	15.3%	31.6%	36.5%	55.0%		31.0%	17.2%		42.1%	40.7%	25.0%	25.6%				
								iJ				K	K	PQ		Q										

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV  
 Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase letters indicate significance at the 95% level.  
 Lowercase letters indicate significance at the 90% level.  
 Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections  
 Provider Satisfaction Survey (9106582)

4C. The timeliness of feedback/reports from specialists in this health plan's provider network.

	Physicians													Managed Care			Survey Respondent					Insurance Participation				
	Total Answering	Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15				
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)				
Total	272	185	113	13	108	120	42	71	89	109	93	68	87	21	-	156	92	4	22	38	42	161				
Total Answering	196	143	76	8	81	82	31	54	65	75	57	58	72	19	-	112	64	2	19	25	28	119				
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%				
No Answer	40	28	15	4	16	21	3	9	13	18	17	4	9	-	-	22	16	2	3	8	4	21				
Well below average	3	3	1	-	2	1	-	-	2	1	2	-	1	-	-	2	1	-	-	-	1	2				
	1.5%	2.1%	1.3%		2.5%	1.2%			3.1%	1.3%	3.5%		1.4%			1.8%	1.6%				3.6%	1.7%				
Somewhat below average	12	7	5	-	5	5	2	4	3	5	3	4	3	-	-	7	4	-	1	-	3	7				
	6.1%	4.9%	6.6%		6.2%	6.1%	6.5%	7.4%	4.6%	6.7%	5.3%	6.9%	4.2%			6.3%	6.3%		5.3%		10.7%	5.9%				
Average	135	97	50	4	51	60	22	34	46	54	46	42	42	11	-	79	45	2	8	17	19	88				
	68.9%	67.8%	65.8%	50.0%	63.0%	73.2%	71.0%	63.0%	70.8%	72.0%	80.7%	72.4%	58.3%	57.9%		70.5%	70.3%	100.0%	42.1%	68.0%	67.9%	73.9%				
											M	m						STUV	s	s	s	S				
Somewhat above average	32	26	16	4	15	12	5	10	9	12	4	9	17	5	-	16	11	-	5	7	3	16				
	16.3%	18.2%	21.1%	50.0%	18.5%	14.6%	16.1%	18.5%	13.8%	16.0%	7.0%	15.5%	23.6%	26.3%		14.3%	17.2%		26.3%	28.0%	10.7%	13.4%				
				b								K														
Well above average	14	10	4	-	8	4	2	6	5	3	2	3	9	3	-	8	3	-	5	1	2	6				
	7.1%	7.0%	5.3%		9.9%	4.9%	6.5%	11.1%	7.7%	4.0%	3.5%	5.2%	12.5%	15.8%		7.1%	4.7%		26.3%	4.0%	7.1%	5.0%				
												k							TuV							
Not Applicable	36	14	22	1	11	17	8	8	11	16	19	6	6	2	-	22	12	-	-	5	10	21				
Summary Rate - Well above average/Somewhat above average	46	36	20	4	23	16	7	16	14	15	6	12	26	8	-	24	14	-	10	8	5	22				
	23.5%	25.2%	26.3%	50.0%	28.4%	19.5%	22.6%	29.6%	21.5%	20.0%	10.5%	20.7%	36.1%	42.1%		21.4%	21.9%		52.6%	32.0%	17.9%	18.5%				
												KL		p					UV							

Comparison Groups: BCD/EFJ/HIJ/KLM/NOPQ/RSTUV  
 Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase letters indicate significance at the 95% level.  
 Lowercase letters indicate significance at the 90% level.  
 Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections  
 Provider Satisfaction Survey (9106582)

5A. Consistency of the formulary over time.

	Physicians													Managed Care				Survey Respondent					Insurance Participation				
	Total Answering	Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15					
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)					
Total	272	185	113	13	108	120	42	71	89	109	93	68	87	21	-	156	92	4	22	38	42	161					
Total Answering	203	149	77	8	79	90	33	55	62	84	66	55	71	20	-	115	65	3	16	28	31	121					
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%					
No Answer	39	26	17	3	17	19	2	8	15	16	14	6	10	-	-	25	14	1	4	7	4	22					
Well below average	10	7	5	1	3	5	2	2	2	6	1	4	5	2	-	6	1	1	-	1	-	7					
	4.9%	4.7%	6.5%	12.5%	3.8%	5.6%	6.1%	3.6%	3.2%	7.1%	1.5%	7.3%	7.0%	10.0%		5.2%	1.5%	33.3%		3.6%		5.8%					
Somewhat below average	16	12	4	2	8	5	3	2	6	8	6	5	5	3	-	7	6	-	2	2	3	9					
	7.9%	8.1%	5.2%	25.0%	10.1%	5.6%	9.1%	3.6%	9.7%	9.5%	9.1%	9.1%	7.0%	15.0%		6.1%	9.2%		12.5%	7.1%	9.7%	7.4%					
Average	139	98	57	2	51	63	24	39	43	56	53	36	42	10	-	84	44	2	10	13	24	87					
	68.5%	65.8%	74.0%	25.0%	64.6%	70.0%	72.7%	70.9%	69.4%	66.7%	80.3%	65.5%	59.2%	50.0%		73.0%	67.7%	66.7%	62.5%	46.4%	77.4%	71.9%					
		D		D							LM					n				T	T						
Somewhat above average	26	20	11	3	10	13	3	8	7	11	4	8	12	4	-	12	10	-	2	10	1	13					
	12.8%	13.4%	14.3%	37.5%	12.7%	14.4%	9.1%	14.5%	11.3%	13.1%	6.1%	14.5%	16.9%	20.0%		10.4%	15.4%		12.5%	35.7%	3.2%	10.7%					
												K							sUV			u					
Well above average	12	12	-	-	7	4	1	4	4	3	2	2	7	1	-	6	4	-	2	2	3	5					
	5.9%	8.1%			8.9%	4.4%	3.0%	7.3%	6.5%	3.6%	3.0%	3.6%	9.9%	5.0%		5.2%	6.2%		12.5%	7.1%	9.7%	4.1%					
												k															
Not Applicable	30	10	19	2	12	11	7	8	12	9	13	7	6	1	-	16	13	-	2	3	7	18					
Summary Rate - Well above average/Somewhat above average	38	32	11	3	17	17	4	12	11	14	6	10	19	5	-	18	14	-	4	12	4	18					
	18.7%	21.5%	14.3%	37.5%	21.5%	18.9%	12.1%	21.8%	17.7%	16.7%	9.1%	18.2%	26.8%	25.0%		15.7%	21.5%		25.0%	42.9%	12.9%	14.9%					
												K							UV								

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV  
 Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase letters indicate significance at the 95% level.  
 Lowercase letters indicate significance at the 90% level.  
 Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections  
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5B. Extent to which formulary reflects current standards of care.

	Physicians													Managed Care			Survey Respondent					Insurance Participation				
	Total Answering	Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15				
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)				
Total	272	185	113	13	108	120	42	71	89	109	93	68	87	21	-	156	92	4	22	38	42	161				
Total Answering	205	149	79	8	83	89	32	56	65	82	66	54	72	21	-	118	63	3	17	28	30	122				
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%				
No Answer	41	26	19	3	17	21	2	9	14	18	14	7	11	-	-	25	16	1	4	8	5	23				
Well below average	10	6	4	-	1	7	2	3	1	6	2	3	4	4	-	4	1	-	-	-	-	8				
	4.9%	4.0%	5.1%		1.2%	7.9%	6.3%	5.4%	1.5%	7.3%	3.0%	5.6%	5.6%	19.0%		3.4%	1.6%					6.6%				
						E				i				pQ												
Somewhat below average	19	12	10	3	12	4	2	4	8	7	8	5	6	3	-	9	7	-	4	3	2	9				
	9.3%	8.1%	12.7%	37.5%	14.5%	4.5%	6.3%	7.1%	12.3%	8.5%	12.1%	9.3%	8.3%	14.3%		7.6%	11.1%		23.5%	10.7%	6.7%	7.4%				
				b	F																					
Average	139	101	52	3	56	60	23	36	47	55	50	34	46	8	-	86	44	3	10	16	22	86				
	67.8%	67.8%	65.8%	37.5%	67.5%	67.4%	71.9%	64.3%	72.3%	67.1%	75.8%	63.0%	63.9%	38.1%		72.9%	69.8%	100.0%	58.8%	57.1%	73.3%	70.5%				
				d												N	N	STUV								
Somewhat above average	23	17	11	2	6	14	3	8	6	9	3	9	10	3	-	14	6	-	1	6	3	13				
	11.2%	11.4%	13.9%	25.0%	7.2%	15.7%	9.4%	14.3%	9.2%	11.0%	4.5%	16.7%	13.9%	14.3%		11.9%	9.5%		5.9%	21.4%	10.0%	10.7%				
				e								K	k													
Well above average	14	13	2	-	8	4	2	5	3	5	3	3	6	3	-	5	5	-	2	3	3	6				
	6.8%	8.7%	2.5%		9.6%	4.5%	6.3%	8.9%	4.6%	6.1%	4.5%	5.6%	8.3%	14.3%		4.2%	7.9%		11.8%	10.7%	10.0%	4.9%				
																C										
Not Applicable	26	10	15	2	8	10	8	6	10	9	13	7	4	-	-	13	13	-	1	2	7	16				
Summary Rate - Well above average/Somewhat above average	37	30	13	2	14	18	5	13	9	14	6	12	16	6	-	19	11	-	3	9	6	19				
	18.0%	20.1%	16.5%	25.0%	16.9%	20.2%	15.6%	23.2%	13.8%	17.1%	9.1%	22.2%	22.2%	28.6%		16.1%	17.5%		17.6%	32.1%	20.0%	15.6%				
											K	K							v							

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV  
 Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase letters indicate significance at the 95% level.  
 Lowercase letters indicate significance at the 90% level.  
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5C. Variety of branded drugs on the formulary.

	Physicians													Managed Care			Survey Respondent					Insurance Participation				
	Total Answering	Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15				
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)				
Total	272	185	113	13	108	120	42	71	89	109	93	68	87	21	-	156	92	4	22	38	42	161				
Total Answering	200	149	73	8	80	88	31	56	63	79	65	53	73	21	-	115	61	2	17	29	30	118				
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%				
No Answer	45	28	22	3	18	22	4	8	17	20	15	8	11	-	-	26	19	2	4	7	5	26				
Well below average	19	14	8	1	7	9	3	8	2	9	9	4	5	4	-	11	3	-	-	2	4	11				
	9.5%	9.4%	11.0%	12.5%	8.8%	10.2%	9.7%	14.3%	3.2%	11.4%	13.8%	7.5%	6.8%	19.0%		9.6%	4.9%			6.9%	13.3%	9.3%				
								I																		
Somewhat below average	26	18	9	3	11	11	3	3	12	11	8	8	8	4	-	11	11	-	3	5	3	15				
	13.0%	12.1%	12.3%	37.5%	13.8%	12.5%	9.7%	5.4%	19.0%	13.9%	12.3%	15.1%	11.0%	19.0%		9.6%	18.0%		17.6%	17.2%	10.0%	12.7%				
									H																	
Average	122	87	46	2	50	52	20	32	44	45	41	32	45	9	-	75	37	2	12	14	17	75				
	61.0%	58.4%	63.0%	25.0%	62.5%	59.1%	64.5%	57.1%	69.8%	57.0%	63.1%	60.4%	61.6%	42.9%		65.2%	60.7%	100.0%	70.6%	48.3%	56.7%	63.6%				
																n		STUV								
Somewhat above average	24	21	9	2	9	12	3	8	4	12	6	8	9	3	-	13	8	-	1	8	2	13				
	12.0%	14.1%	12.3%	25.0%	11.3%	13.6%	9.7%	14.3%	6.3%	15.2%	9.2%	15.1%	12.3%	14.3%		11.3%	13.1%		5.9%	27.6%	6.7%	11.0%				
																				SUV						
Well above average	9	9	1	-	3	4	2	5	1	2	1	1	6	1	-	5	2	-	1	-	4	4				
	4.5%	6.0%	1.4%		3.8%	4.5%	6.5%	8.9%	1.6%	2.5%	1.5%	1.9%	8.2%	4.8%		4.3%	3.3%		5.9%		13.3%	3.4%				
								i					kl													
Not Applicable	27	8	18	2	10	10	7	7	9	10	13	7	3	-	-	15	12	-	1	2	7	17				
Summary Rate - Well above average/Somewhat above average	33	30	10	2	12	16	5	13	5	14	7	9	15	4	-	18	10	-	2	8	6	17				
	16.5%	20.1%	13.7%	25.0%	15.0%	18.2%	16.1%	23.2%	7.9%	17.7%	10.8%	17.0%	20.5%	19.0%		15.7%	16.4%		11.8%	27.6%	20.0%	14.4%				
								I																		

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV  
 Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase letters indicate significance at the 95% level.  
 Lowercase letters indicate significance at the 90% level.  
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5E. Availability of comparable drugs to substitute those not included in the formulary.

	Physicians													Managed Care			Survey Respondent				Insurance Participation				
	Total Answering	Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15			
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)			
Total	272	185	113	13	108	120	42	71	89	109	93	68	87	21	-	156	92	4	22	38	42	161			
Total Answering	198	146	74	8	78	88	31	55	64	77	67	51	70	20	-	115	60	2	17	28	31	116			
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%			
No Answer	48	30	23	3	19	24	4	8	18	22	15	10	12	1	-	27	20	2	4	7	6	28			
Well below average	12	9	5	-	4	8	-	3	5	4	5	3	3	4	-	5	2	-	1	1	1	7			
	6.1%	6.2%	6.8%		5.1%	9.1%		5.5%	7.8%	5.2%	7.5%	5.9%	4.3%	20.0%		4.3%	3.3%		5.9%	3.6%	3.2%	6.0%			
Somewhat below average	32	26	9	3	17	11	3	6	12	14	9	12	10	2	-	20	9	1	1	7	6	17			
	16.2%	17.8%	12.2%	37.5%	21.8%	12.5%	9.7%	10.9%	18.8%	18.2%	13.4%	23.5%	14.3%	10.0%		17.4%	15.0%	50.0%	5.9%	25.0%	19.4%	14.7%			
Average	119	78	51	3	44	52	23	33	40	45	48	28	37	10	-	72	37	-	13	10	18	76			
	60.1%	53.4%	68.9%	37.5%	56.4%	59.1%	74.2%	60.0%	62.5%	58.4%	71.6%	54.9%	52.9%	50.0%		62.6%	61.7%		76.5%	35.7%	58.1%	65.5%			
Somewhat above average	23	22	7	2	8	12	3	6	5	11	4	7	11	3	-	11	9	1	1	6	3	12			
	11.6%	15.1%	9.5%	25.0%	10.3%	13.6%	9.7%	10.9%	7.8%	14.3%	6.0%	13.7%	15.7%	15.0%		9.6%	15.0%	50.0%	5.9%	21.4%	9.7%	10.3%			
Well above average	12	11	2	-	5	5	2	7	2	3	1	1	9	1	-	7	3	-	1	4	3	4			
	6.1%	7.5%	2.7%		6.4%	5.7%	6.5%	12.7%	3.1%	3.9%	1.5%	2.0%	12.9%	5.0%		6.1%	5.0%		5.9%	14.3%	9.7%	3.4%			
Not Applicable	26	9	16	2	11	8	7	8	7	10	11	7	5	-	-	14	12	-	1	3	5	17			
Summary Rate - Well above average/Somewhat above average	35	33	9	2	13	17	5	13	7	14	5	8	20	4	-	18	12	1	2	10	6	16			
	17.7%	22.6%	12.2%	25.0%	16.7%	19.3%	16.1%	23.6%	10.9%	18.2%	7.5%	15.7%	28.6%	20.0%		15.7%	20.0%	50.0%	11.8%	35.7%	19.4%	13.8%			

Comparison Groups: BCD/EFJ/HIJ/KLM/NOPQ/RSTUV  
 Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase letters indicate significance at the 95% level.  
 Lowercase letters indicate significance at the 90% level.  
 Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections  
 Provider Satisfaction Survey (9106582)

6A. Ease of reaching health plan call center staff over the phone.

	Physicians													Managed Care			Survey Respondent				Insurance Participation				
	Total Answering	Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15			
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)			
Total	272	185	113	13	108	120	42	71	89	109	93	68	87	21	-	156	92	4	22	38	42	161			
Total Answering	216	150	85	9	88	93	34	59	73	81	72	55	74	21	-	126	67	2	17	28	39	126			
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%			
No Answer	43	27	22	3	16	22	4	10	14	19	13	11	10	-	-	24	18	2	3	9	1	27			
Well below average	7	4	4	3	3	3	1	1	3	3	1	4	1	3	-	2	2	-	-	2	1	4			
	3.2%	2.7%	4.7%	33.3%	3.4%	3.2%	2.9%	1.7%	4.1%	3.7%	1.4%	7.3%	1.4%	14.3%		1.6%	3.0%			7.1%	2.6%	3.2%			
				bc										p											
Somewhat below average	9	4	5	-	2	4	3	3	2	4	5	2	2	2	-	5	2	-	1	-	-	8			
	4.2%	2.7%	5.9%		2.3%	4.3%	8.8%	5.1%	2.7%	4.9%	6.9%	3.6%	2.7%	9.5%		4.0%	3.0%		5.9%			6.3%			
Average	121	85	46	2	51	47	23	29	41	50	48	25	39	9	-	75	36	1	7	11	25	74			
	56.0%	56.7%	54.1%	22.2%	58.0%	50.5%	67.6%	49.2%	56.2%	61.7%	66.7%	45.5%	52.7%	42.9%		59.5%	53.7%	50.0%	41.2%	39.3%	64.1%	58.7%			
		D	D			f				Lm				t						T	t				
Somewhat above average	46	35	18	2	15	27	4	15	14	16	12	17	15	6	-	26	14	1	2	10	6	27			
	21.3%	23.3%	21.2%	22.2%	17.0%	29.0%	11.8%	25.4%	19.2%	19.8%	16.7%	30.9%	20.3%	28.6%		20.6%	20.9%	50.0%	11.8%	35.7%	15.4%	21.4%			
					eG						k									Su					
Well above average	33	22	12	2	17	12	3	11	13	8	6	7	17	1	-	18	13	-	7	5	7	13			
	15.3%	14.7%	14.1%	22.2%	19.3%	12.9%	8.8%	18.6%	17.8%	9.9%	8.3%	12.7%	23.0%	4.8%		14.3%	19.4%		41.2%	17.9%	17.9%	10.3%			
												K				n	N		tuV						
Not Applicable	13	8	6	1	4	5	4	2	2	9	8	2	3	-	-	6	7	-	2	1	2	8			
Summary Rate - Well above average/Somewhat above average	79	57	30	4	32	39	7	26	27	24	18	24	32	7	-	44	27	1	9	15	13	40			
	36.6%	38.0%	35.3%	44.4%	36.4%	41.9%	20.6%	44.1%	37.0%	29.6%	25.0%	43.6%	43.2%	33.3%		34.9%	40.3%	50.0%	52.9%	53.6%	33.3%	31.7%			
					g	G		j				K	K						v	uv					

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV  
 Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase letters indicate significance at the 95% level.  
 Lowercase letters indicate significance at the 90% level.  
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6B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).

	Area of Medicine		Physicians in Practice					Years in Practice					Managed Care Volume			Survey Respondent				Insurance Participation				
Total Answering	Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15			
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)			
Total	272	185	113	13	108	120	42	71	89	109	93	68	87	21	-	156	92	4	22	38	42	161		
Total Answering	217	153	84	10	89	93	34	56	73	85	75	55	72	20	-	129	66	2	18	28	38	128		
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		
No Answer	44	29	21	3	16	23	4	11	14	19	13	11	11	-	-	23	20	2	3	9	2	26		
Well below average	2	2	1	1	1	1	-	-	1	1	-	2	-	1	-	-	1	-	-	1	-	1		
	0.9%	1.3%	1.2%	10.0%	1.1%	1.1%			1.4%	1.2%		3.6%		5.0%		1.5%			3.6%		0.8%			
Somewhat below average	4	3	1	-	3	-	1	-	1	3	2	1	1	-	-	2	2	-	1	-	3			
	1.8%	2.0%	1.2%		3.4%		2.9%		1.4%	3.5%	2.7%	1.8%	1.4%			1.6%	3.0%		5.6%		2.3%			
Average	107	70	45	4	40	44	23	23	34	49	46	22	31	10	-	65	31	1	7	10	23	64		
	49.3%	45.8%	53.6%	40.0%	44.9%	47.3%	67.6% EF	41.1%	46.6%	57.6%	61.3% h	40.0%	43.1%	50.0%		50.4%	47.0%	50.0%	38.9%	35.7%	60.5% T	50.0%		
Somewhat above average	57	47	17	3	22	31	3	16	24	17	17	20	16	6	-	35	16	-	5	11	7	34		
	26.3%	30.7% c	20.2%	30.0%	24.7% G	33.3% G	8.8%	28.6%	32.9% j	20.0%	22.7%	36.4% km	22.2%	30.0%		27.1%	24.2%		27.8%	39.3% u	18.4%	26.6%		
Well above average	47	31	20	2	23	17	7	17	13	15	10	10	24	3	-	27	16	1	5	6	8	26		
	21.7%	20.3%	23.8%	20.0%	25.8%	18.3%	20.6%	30.4% ij	17.8%	17.6%	13.3%	18.2%	33.3% KL	15.0%		20.9%	24.2%	50.0%	27.8%	21.4%	21.1%	20.3%		
Not Applicable	11	3	8	-	3	4	4	4	2	5	5	2	4	1	-	4	6	-	1	1	2	7		
Summary Rate - Well above average/Somewhat above average	104	78	37	5	45	48	10	33	37	32	27	30	40	9	-	62	32	1	10	17	15	60		
	47.9%	51.0%	44.0%	50.0%	50.6% G	51.6% G	29.4%	58.9% J	50.7% j	37.6%	36.0%	54.5% K	55.6% K	45.0%		48.1%	48.5%	50.0%	55.6%	60.7% u	39.5%	46.9%		

Comparison Groups: BCD/EF/G/HIJ/KLM/NOPQ/RSTUV  
 Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase letters indicate significance at the 95% level.  
 Lowercase letters indicate significance at the 90% level.  
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Louisiana Healthcare Connections  
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6C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.

	Physicians													Managed Care			Survey Respondent					Insurance Participation				
	Total Answering	Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15				
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)				
Total	272	185	113	13	108	120	42	71	89	109	93	68	87	21	-	156	92	4	22	38	42	161				
Total Answering	200	145	75	8	82	84	33	53	66	78	67	51	72	21	-	121	57	2	18	28	37	112				
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%				
No Answer	47	32	21	3	16	26	4	11	16	20	13	12	11	-	-	24	21	2	3	9	2	29				
Well below average	3	2	2	-	1	1	1	1	1	1	1	1	1	2	-	1	-	-	-	-	-	3				
	1.5%	1.4%	2.7%		1.2%	1.2%	3.0%	1.9%	1.5%	1.3%	1.5%	2.0%	1.4%	9.5%		0.8%						2.7%				
Somewhat below average	7	3	4	1	1	4	2	2	2	3	2	4	1	1	-	3	3	-	1	1	1	4				
	3.5%	2.1%	5.3%	12.5%	1.2%	4.8%	6.1%	3.8%	3.0%	3.8%	3.0%	7.8%	1.4%	4.8%		2.5%	5.3%		5.6%	3.6%	2.7%	3.6%				
Average	116	83	43	5	49	45	22	27	37	51	50	23	39	11	-	69	35	2	10	11	24	67				
	58.0%	57.2%	57.3%	62.5%	59.8%	53.6%	66.7%	50.9%	56.1%	65.4%	74.6%	45.1%	54.2%	52.4%		57.0%	61.4%	100.0%	55.6%	39.3%	64.9%	59.8%				
										h	LM						STUV			T	T					
Somewhat above average	44	35	15	-	16	23	5	16	13	14	8	17	14	5	-	29	10	-	3	11	7	23				
	22.0%	24.1%	20.0%		19.5%	27.4%	15.2%	30.2%	19.7%	17.9%	11.9%	33.3%	19.4%	23.8%		24.0%	17.5%		16.7%	39.3%	18.9%	20.5%				
											Km								suv							
Well above average	30	22	11	2	15	11	3	7	13	9	6	6	17	2	-	19	9	-	4	5	5	15				
	15.0%	15.2%	14.7%	25.0%	18.3%	13.1%	9.1%	13.2%	19.7%	11.5%	9.0%	11.8%	23.6%	9.5%		15.7%	15.8%		22.2%	17.9%	13.5%	13.4%				
												Kl														
Not Applicable	25	8	17	2	10	10	5	7	7	11	13	5	4	-	-	11	14	-	1	1	3	20				
Summary Rate - Well above average/Somewhat above average	74	57	26	2	31	34	8	23	26	23	14	23	31	7	-	48	19	-	7	16	12	38				
	37.0%	39.3%	34.7%	25.0%	37.8%	40.5%	24.2%	43.4%	39.4%	29.5%	20.9%	45.1%	43.1%	33.3%		39.7%	33.3%		38.9%	57.1%	32.4%	33.9%				
						g						K	K						UV							

Comparison Groups: BCD/EFJ/HIJ/KLM/NOPQ/RSTUV  
 Independent Z-Test for Percentages (unpooled proportions)  
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6D. Overall satisfaction with health plan's call center service.

	Area of Medicine		Physicians in Practice		Years in Practice					Managed Care Volume			Survey Respondent				Insurance Participation					
	Total Answering	Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	272	185	113	13	108	120	42	71	89	109	93	68	87	21	-	156	92	4	22	38	42	161
Total Answering	217	151	85	8	87	93	36	59	73	82	73	55	74	21	-	129	66	2	17	28	39	127
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	44	29	21	3	16	23	4	10	14	20	13	11	11	-	-	23	19	2	3	9	2	27
Well below average	3	1	2	1	-	2	1	1	2	-	1	-	-	-	-	-	3	-	-	-	1	1
	1.4%	0.7%	2.4%	12.5%		2.2%	2.8%	1.7%	2.7%		1.4%						4.5%				2.6%	0.8%
Somewhat below average	11	7	5	1	5	5	1	2	3	6	3	6	2	3	-	3	5	-	1	1	2	7
	5.1%	4.6%	5.9%	12.5%	5.7%	5.4%	2.8%	3.4%	4.1%	7.3%	4.1%	10.9%	2.7%	14.3%		2.3%	7.6%		5.9%	3.6%	5.1%	5.5%
Average	118	79	49	4	42	51	25	30	40	47	52	23	37	11	-	72	34	2	8	12	21	73
	54.4%	52.3%	57.6%	50.0%	48.3%	54.8%	69.4%	50.8%	54.8%	57.3%	71.2%	41.8%	50.0%	52.4%		55.8%	51.5%	100.0%	47.1%	42.9%	53.8%	57.5%
Somewhat above average	51	40	17	-	23	24	4	14	16	20	10	20	16	5	-	34	12	-	4	10	9	28
	23.5%	26.5%	20.0%		26.4%	25.8%	11.1%	23.7%	21.9%	24.4%	13.7%	36.4%	21.6%	23.8%		26.4%	18.2%		23.5%	35.7%	23.1%	22.0%
Well above average	34	24	12	2	17	11	5	12	12	9	7	6	19	2	-	20	12	-	4	5	6	18
	15.7%	15.9%	14.1%	25.0%	19.5%	11.8%	13.9%	20.3%	16.4%	11.0%	9.6%	10.9%	25.7%	9.5%		15.5%	18.2%		23.5%	17.9%	15.4%	14.2%
Not Applicable	11	5	7	2	5	4	2	2	2	7	7	2	2	-	-	4	7	-	2	1	1	7
Summary Rate - Well above average/Somewhat above average	85	64	29	2	40	35	9	26	28	29	17	26	35	7	-	54	24	-	8	15	15	46
	39.2%	42.4%	34.1%	25.0%	46.0%	37.6%	25.0%	44.1%	38.4%	35.4%	23.3%	47.3%	47.3%	33.3%		41.9%	36.4%		47.1%	53.6%	38.5%	36.2%

Comparison Groups: BCD/EFJ/HIJ/KLM/NOPQ/RSTUV  
 Independent Z-Test for Percentages (unpooled proportions)  
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7A. Do you have a Provider Relations Specialist from this health plan assigned to your practice?

	Area of Medicine													Physicians in Practice			Years in Practice					Managed Care Volume			Survey Respondent				Insurance Participation				
	Total Answering	Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15											
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)											
Total	272	185	113	13	108	120	42	71	89	109	93	68	87	21	-	156	92	4	22	38	42	161											
Total Answering	189	130	76	8	84	76	28	49	63	75	65	50	64	20	-	108	59	2	17	22	29	117											
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%											
No Answer	83	55	37	5	24	44	14	22	26	34	28	18	23	1	-	48	33	2	5	16	13	44											
Yes	123	92	44	3	55	53	14	31	43	47	40	32	44	10	-	75	37	2	10	14	21	76											
	65.1%	70.8%	57.9%	37.5%	65.5%	69.7%	50.0%	63.3%	68.3%	62.7%	61.5%	64.0%	68.8%	50.0%		69.4%	62.7%	100.0%	58.8%	63.6%	72.4%	65.0%											
		cd		b		g		f										STUV															
No	66	38	32	5	29	23	14	18	20	28	25	18	20	10	-	33	22	-	7	8	8	41											
	34.9%	29.2%	42.1%	62.5%	34.5%	30.3%	50.0%	36.7%	31.7%	37.3%	38.5%	36.0%	31.3%	50.0%		30.6%	37.3%		41.2%	36.4%	27.6%	35.0%											
			b	b		f																											
Summary Rate - Yes	123	92	44	3	55	53	14	31	43	47	40	32	44	10	-	75	37	2	10	14	21	76											
	65.1%	70.8%	57.9%	37.5%	65.5%	69.7%	50.0%	63.3%	68.3%	62.7%	61.5%	64.0%	68.8%	50.0%		69.4%	62.7%	100.0%	58.8%	63.6%	72.4%	65.0%											
		cd		b		g												STUV															

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV  
 Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase letters indicate significance at the 95% level.  
 Lowercase letters indicate significance at the 90% level.  
 Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections  
 Provider Satisfaction Survey (9106582)

7B. Provider Relations representative's ability to answer questions and resolve problems.

	Area of Medicine		Physicians in Practice				Years in Practice				Managed Care Volume			Survey Respondent				Insurance Participation				
Total Answering	Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	
Total	123	92	44	3	55	53	14	31	43	47	40	32	44	10	-	75	37	2	10	14	21	76
Total Answering	108	79	38	2	47	48	12	27	38	42	31	29	42	8	-	63	36	2	8	13	20	65
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	3	3	2	-	1	2	-	2	1	-	-	1	2	1	-	2	-	-	1	-	-	2
Well below average	4	1	3	-	1	3	-	2	-	2	1	2	1	1	-	2	1	-	-	-	2	2
	3.7%	1.3%	7.9%		2.1%	6.3%		7.4%		4.8%	3.2%	6.9%	2.4%	12.5%		3.2%	2.8%				10.0%	3.1%
Somewhat below average	6	5	1	-	2	4	-	1	3	2	1	1	3	1	-	3	2	-	-	2	1	3
	5.6%	6.3%	2.6%		4.3%	8.3%		3.7%	7.9%	4.8%	3.2%	3.4%	7.1%	12.5%		4.8%	5.6%			15.4%	5.0%	4.6%
Average	44	34	14	1	19	21	4	6	22	16	16	8	17	-	-	28	16	1	3	3	8	29
	40.7%	43.0%	36.8%	50.0%	40.4%	43.8%	33.3%	22.2%	57.9%	38.1%	51.6%	27.6%	40.5%			44.4%	44.4%	50.0%	37.5%	23.1%	40.0%	44.6%
									Hj		L											
Somewhat above average	24	17	10	1	13	7	4	8	5	11	9	6	9	3	-	12	9	1	3	3	3	14
	22.2%	21.5%	26.3%	50.0%	27.7%	14.6%	33.3%	29.6%	13.2%	26.2%	29.0%	20.7%	21.4%	37.5%		19.0%	25.0%	50.0%	37.5%	23.1%	15.0%	21.5%
Well above average	30	22	10	-	12	13	4	10	8	11	4	12	12	3	-	18	8	-	2	5	6	17
	27.8%	27.8%	26.3%		25.5%	27.1%	33.3%	37.0%	21.1%	26.2%	12.9%	41.4%	28.6%	37.5%		28.6%	22.2%		25.0%	38.5%	30.0%	26.2%
											K	k										
Not Applicable	12	10	4	1	7	3	2	2	4	5	9	2	-	1	-	10	1	-	1	1	1	9
Summary Rate - Well above average/Somewhat above average	54	39	20	1	25	20	8	18	13	22	13	18	21	6	-	30	17	1	5	8	9	31
	50.0%	49.4%	52.6%	50.0%	53.2%	41.7%	66.7%	66.7%	34.2%	52.4%	41.9%	62.1%	50.0%	75.0%		47.6%	47.2%	50.0%	62.5%	61.5%	45.0%	47.7%
								I		i				p								

Comparison Groups: BCD/EFJ/HIJ/KLM/NOPQ/RSTUV  
 Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase letters indicate significance at the 95% level.  
 Lowercase letters indicate significance at the 90% level.  
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Louisiana Healthcare Connections  
 Provider Satisfaction Survey (9106582)

7C. Quality of provider orientation process.

	Area of Medicine		Physicians in Practice					Years in Practice					Managed Care Volume			Survey Respondent				Insurance Participation				
	Total Answering	Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15		
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)		
Total	272	185	113	13	108	120	42	71	89	109	93	68	87	21	-	156	92	4	22	38	42	161		
Total Answering	161	111	67	7	62	74	24	43	57	59	45	42	66	15	-	94	51	2	17	24	25	91		
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		
No Answer	62	44	25	3	21	31	9	14	19	29	23	14	14	2	-	34	25	2	3	10	10	35		
Well below average	12	6	6	1	1	6	5	2	3	7	4	2	4	1	-	7	3	-	1	-	1	8		
	7.5%	5.4%	9.0%	14.3%	1.6%	8.1%	20.8%	4.7%	5.3%	11.9%	8.9%	4.8%	6.1%	6.7%		7.4%	5.9%		5.9%		4.0%	8.8%		
Somewhat below average	11	8	5	-	3	8	-	3	6	2	3	4	4	1	-	7	3	-	1	3	2	5		
	6.8%	7.2%	7.5%		4.8%	10.8%		7.0%	10.5%	3.4%	6.7%	9.5%	6.1%	6.7%		7.4%	5.9%		5.9%	12.5%	8.0%	5.5%		
Average	87	56	38	3	37	36	13	20	32	35	28	18	37	6	-	50	31	2	9	10	14	52		
	54.0%	50.5%	56.7%	42.9%	59.7%	48.6%	54.2%	46.5%	56.1%	59.3%	62.2%	42.9%	56.1%	40.0%		53.2%	60.8%	100.0%	52.9%	41.7%	56.0%	57.1%		
											1						STUV							
Somewhat above average	26	21	11	3	10	14	2	8	8	9	8	8	9	6	-	14	6	-	3	7	2	14		
	16.1%	18.9%	16.4%	42.9%	16.1%	18.9%	8.3%	18.6%	14.0%	15.3%	17.8%	19.0%	13.6%	40.0%		14.9%	11.8%		17.6%	29.2%	8.0%	15.4%		
														pQ						U				
Well above average	25	20	7	-	11	10	4	10	8	6	2	10	12	1	-	16	8	-	3	4	6	12		
	15.5%	18.0%	10.4%		17.7%	13.5%	16.7%	23.3%	14.0%	10.2%	4.4%	23.8%	18.2%	6.7%		17.0%	15.7%		17.6%	16.7%	24.0%	13.2%		
								j				K	K											
Not Applicable	49	30	21	3	25	15	9	14	13	21	25	12	7	4	-	28	16	-	2	4	7	35		
Summary Rate - Well above average/Somewhat above average	51	41	18	3	21	24	6	18	16	15	10	18	21	7	-	30	14	-	6	11	8	26		
	31.7%	36.9%	26.9%	42.9%	33.9%	32.4%	25.0%	41.9%	28.1%	25.4%	22.2%	42.9%	31.8%	46.7%		31.9%	27.5%		35.3%	45.8%	32.0%	28.6%		
								j				K												

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV  
 Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase letters indicate significance at the 95% level.  
 Lowercase letters indicate significance at the 90% level.  
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Louisiana Healthcare Connections  
 Provider Satisfaction Survey (9106582)

7D. Quality of written communications, policy bulletins, and manuals.

	Physicians													Managed Care				Survey Respondent				Insurance Participation				
	Total Answering	Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Other staff	Nurse/ 3 or fewer	4 to 7	8 to 11	12 to 15	More than 15				
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)				
Total	272	185	113	13	108	120	42	71	89	109	93	68	87	21	-	156	92	4	22	38	42	161				
Total Answering	190	131	77	9	79	84	26	51	68	68	57	47	71	17	-	113	58	2	18	23	27	117				
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%				
No Answer	59	41	25	3	20	27	11	13	16	30	22	15	14	2	-	30	26	2	4	10	9	33				
Well below average	8	3	5	1	2	3	3	1	1	6	4	1	2	1	-	5	1	-	-	-	1	6				
	4.2%	2.3%	6.5%	11.1%	2.5%	3.6%	11.5%	2.0%	1.5%	8.8%	7.0%	2.1%	2.8%	5.9%		4.4%	1.7%				3.7%	5.1%				
Somewhat below average	10	6	6	-	5	3	2	3	4	3	4	1	5	2	-	3	5	-	1	2	3	4				
	5.3%	4.6%	7.8%		6.3%	3.6%	7.7%	5.9%	5.9%	4.4%	7.0%	2.1%	7.0%	11.8%		2.7%	8.6%		5.6%	8.7%	11.1%	3.4%				
Average	113	78	44	5	46	51	15	27	44	41	41	23	39	6	-	72	35	2	9	12	15	73				
	59.5%	59.5%	57.1%	55.6%	58.2%	60.7%	57.7%	52.9%	64.7%	60.3%	71.9%	48.9%	54.9%	35.3%		63.7%	60.3%	100.0%	50.0%	52.2%	55.6%	62.4%				
Somewhat above average	31	22	13	1	14	14	3	10	11	9	6	11	12	8	-	16	7	-	4	6	2	19				
	16.3%	16.8%	16.9%	11.1%	17.7%	16.7%	11.5%	19.6%	16.2%	13.2%	10.5%	23.4%	16.9%	47.1%		14.2%	12.1%		22.2%	26.1%	7.4%	16.2%				
Well above average	28	22	9	2	12	13	3	10	8	9	2	11	13	-	-	17	10	-	4	3	6	15				
	14.7%	16.8%	11.7%	22.2%	15.2%	15.5%	11.5%	19.6%	11.8%	13.2%	3.5%	23.4%	18.3%			15.0%	17.2%		22.2%	13.0%	22.2%	12.8%				
Not Applicable	23	13	11	1	9	9	5	7	5	11	14	6	2	2	-	13	8	-	-	5	6	11				
Summary Rate - Well above average/Somewhat above average	59	44	22	3	26	27	6	20	19	18	8	22	25	8	-	33	17	-	8	9	8	34				
	31.1%	33.6%	28.6%	33.3%	32.9%	32.1%	23.1%	39.2%	27.9%	26.5%	14.0%	46.8%	35.2%	47.1%		29.2%	29.3%		44.4%	39.1%	29.6%	29.1%				

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV  
 Independent Z-Test for Percentages (unpooled proportions)  
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Louisiana Healthcare Connections  
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8A. Would you recommend Louisiana Healthcare Connections to other physicians' practices?

	Area of Medicine													Physicians in Practice			Years in Practice			Managed Care Volume			Survey Respondent				Insurance Participation				
	Total Answering	Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15									
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)									
Total	272	185	113	13	108	120	42	71	89	109	93	68	87	21	-	156	92	4	22	38	42	161									
Total Answering	209	142	85	10	88	89	31	60	69	77	64	54	74	20	-	123	64	3	18	28	37	120									
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%									
No Answer	63	43	28	3	20	31	11	11	20	32	29	14	13	1	-	33	28	1	4	10	5	41									
Yes	184	129	72	6	81	76	26	54	62	65	54	47	69	16	-	113	53	3	17	27	32	103									
	88.0%	90.8%	84.7%	60.0%	92.0%	85.4%	83.9%	90.0%	89.9%	84.4%	84.4%	87.0%	93.2%	80.0%		91.9%	82.8%	100.0%	94.4%	96.4%	86.5%	85.8%									
																q		uv		v											
No	25	13	13	4	7	13	5	6	7	12	10	7	5	4	-	10	11	-	1	1	5	17									
	12.0%	9.2%	15.3%	40.0%	8.0%	14.6%	16.1%	10.0%	10.1%	15.6%	15.6%	13.0%	6.8%	20.0%		8.1%	17.2%		5.6%	3.6%	13.5%	14.2%									
				B													p					T									
Summary Rate - Yes	184	129	72	6	81	76	26	54	62	65	54	47	69	16	-	113	53	3	17	27	32	103									
	88.0%	90.8%	84.7%	60.0%	92.0%	85.4%	83.9%	90.0%	89.9%	84.4%	84.4%	87.0%	93.2%	80.0%		91.9%	82.8%	100.0%	94.4%	96.4%	86.5%	85.8%									
																q		uv		v											

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV  
 Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase letters indicate significance at the 95% level.  
 Lowercase letters indicate significance at the 90% level.  
 Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections  
 Provider Satisfaction Survey (9106582)

8B. Please rate your overall satisfaction with Louisiana Healthcare Connections.

	Area of Medicine			Physicians in Practice			Years in Practice					Managed Care Volume			Survey Respondent				Insurance Participation				
	Total Answering	Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Other staff	Nurse/	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	
Total	272	185	113	13	108	120	42	71	89	109	93	68	87	21	-	156	92	4	22	38	42	161	
Total Answering	221	151	89	10	88	96	36	60	72	86	75	56	73	20	-	130	68	3	18	29	39	128	
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
No Answer	47	32	22	3	18	23	5	10	16	21	16	11	13	1	-	25	21	1	4	9	2	30	
Completely dissatisfied	5	4	2	-	1	4	-	2	1	2	2	1	2	3	-	1	1	-	-	-	2	3	
	2.3%	2.6%	2.2%		1.1%	4.2%		3.3%	1.4%	2.3%	2.7%	1.8%	2.7%	15.0%		0.8%	1.5%				5.1%	2.3%	
Somewhat dissatisfied	20	9	12	2	6	10	4	4	7	9	8	5	4	1	-	12	6	-	-	1	5	12	
	9.0%	6.0%	13.5%	20.0%	6.8%	10.4%	11.1%	6.7%	9.7%	10.5%	10.7%	8.9%	5.5%	5.0%		9.2%	8.8%			3.4%	12.8%	9.4%	
Neither dissatisfied nor satisfied	28	14	18	-	12	5	11	6	7	15	15	9	4	4	-	17	7	-	4	-	4	20	
	12.7%	9.3%	20.2%		13.6%	5.2%	30.6%	10.0%	9.7%	17.4%	20.0%	16.1%	5.5%	20.0%		13.1%	10.3%		22.2%		10.3%	15.6%	
Somewhat satisfied	83	60	31	4	32	40	11	23	29	30	28	17	31	7	-	48	27	3	4	9	11	55	
	37.6%	39.7%	34.8%	40.0%	36.4%	41.7%	30.6%	38.3%	40.3%	34.9%	37.3%	30.4%	42.5%	35.0%		36.9%	39.7%	100.0%	22.2%	31.0%	28.2%	43.0%	
Completely satisfied	85	64	26	4	37	37	10	25	28	30	22	24	32	5	-	52	27	-	10	19	17	38	
	38.5%	42.4%	29.2%	40.0%	42.0%	38.5%	27.8%	41.7%	38.9%	34.9%	29.3%	42.9%	43.8%	25.0%		40.0%	39.7%		55.6%	65.5%	43.6%	29.7%	
Does not apply	4	2	2	-	2	1	1	1	1	2	2	1	1	-	-	1	3	-	-	-	1	3	
Summary Rate - Completely satisfied/Somewhat satisfied	168	124	57	8	69	77	21	48	57	60	50	41	63	12	-	100	54	3	14	28	28	93	
	76.0%	82.1%	64.0%	80.0%	78.4%	80.2%	58.3%	80.0%	79.2%	69.8%	66.7%	73.2%	86.3%	60.0%		76.9%	79.4%	100.0%	77.8%	96.6%	71.8%	72.7%	

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV  
 Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase letters indicate significance at the 95% level.  
 Lowercase letters indicate significance at the 90% level.  
 Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections  
 Provider Satisfaction Survey (9106582)

8C. Please rate your overall satisfaction with Amerigroup.

	Physicians													Managed Care			Survey Respondent				Insurance Participation				
	Total Answering	Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15			
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)			
Total	272	185	113	13	108	120	42	71	89	109	93	68	87	21	-	156	92	4	22	38	42	161			
Total Answering	196	133	82	9	76	84	35	56	65	74	63	48	70	17	-	119	57	2	18	24	31	118			
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%			
No Answer	49	33	22	4	18	24	6	10	16	23	17	12	12	1	-	25	23	2	3	9	3	31			
Completely dissatisfied	17	12	6	1	8	7	2	4	6	7	3	5	9	3	-	9	4	1	5	1	3	7			
	8.7%	9.0%	7.3%	11.1%	10.5%	8.3%	5.7%	7.1%	9.2%	9.5%	4.8%	10.4%	12.9%	17.6%		7.6%	7.0%	50.0%	27.8%	4.2%	9.7%	5.9%			
													k						TV						
Somewhat dissatisfied	22	14	9	1	8	11	3	8	7	7	8	7	5	5	-	11	5	-	1	1	6	12			
	11.2%	10.5%	11.0%	11.1%	10.5%	13.1%	8.6%	14.3%	10.8%	9.5%	12.7%	14.6%	7.1%	29.4%		9.2%	8.8%		5.6%	4.2%	19.4%	10.2%			
														pq							t				
Neither dissatisfied nor satisfied	40	22	26	1	15	16	9	8	15	17	20	11	7	3	-	24	13	-	3	2	3	32			
	20.4%	16.5%	31.7%	11.1%	19.7%	19.0%	25.7%	14.3%	23.1%	23.0%	31.7%	22.9%	10.0%	17.6%		20.2%	22.8%		16.7%	8.3%	9.7%	27.1%			
			Bd								M	m										TU			
Somewhat satisfied	72	49	30	4	28	32	12	25	22	24	20	11	34	4	-	45	23	1	8	6	10	47			
	36.7%	36.8%	36.6%	44.4%	36.8%	38.1%	34.3%	44.6%	33.8%	32.4%	31.7%	22.9%	48.6%	23.5%		37.8%	40.4%	50.0%	44.4%	25.0%	32.3%	39.8%			
													KL												
Completely satisfied	45	36	11	2	17	18	9	11	15	19	12	14	15	2	-	30	12	-	1	14	9	20			
	23.0%	27.1%	13.4%	22.2%	22.4%	21.4%	25.7%	19.6%	23.1%	25.7%	19.0%	29.2%	21.4%	11.8%		25.2%	21.1%		5.6%	58.3%	29.0%	16.9%			
		C																		SUV	S	s			
Does not apply	27	19	9	-	14	12	1	5	8	12	13	8	5	3	-	12	12	-	1	5	8	12			
Summary Rate - Completely satisfied/Somewhat satisfied	117	85	41	6	45	50	21	36	37	43	32	25	49	6	-	75	35	1	9	20	19	67			
	59.7%	63.9%	50.0%	66.7%	59.2%	59.5%	60.0%	64.3%	56.9%	58.1%	50.8%	52.1%	70.0%	35.3%		63.0%	61.4%	50.0%	50.0%	83.3%	61.3%	56.8%			
		C											KL			N	N			SuV					

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV  
 Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase letters indicate significance at the 95% level.  
 Lowercase letters indicate significance at the 90% level.  
 Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections  
 Provider Satisfaction Survey (9106582)

8D. Please rate your overall satisfaction with Aetna Better Health of Louisiana.

	Area of Medicine		Physicians in Practice		Years in Practice					Managed Care Volume			Survey Respondent				Insurance Participation					
	Total Answering	Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	272	185	113	13	108	120	42	71	89	109	93	68	87	21	-	156	92	4	22	38	42	161
Total Answering	175	126	66	8	70	74	31	55	55	63	57	44	61	17	-	104	52	2	16	22	28	104
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	54	35	25	4	19	28	6	11	20	23	18	13	14	2	-	28	24	2	3	9	5	33
Completely dissatisfied	10	7	5	-	1	9	-	2	4	4	2	3	4	1	-	6	2	-	1	-	-	8
	5.7%	5.6%	7.6%		1.4%	12.2%		3.6%	7.3%	6.3%	3.5%	6.8%	6.6%	5.9%		5.8%	3.8%		6.3%			7.7%
Somewhat dissatisfied	27	18	13	1	7	13	7	6	9	11	12	7	6	5	-	10	12	-	-	4	3	19
	15.4%	14.3%	19.7%	12.5%	10.0%	17.6%	22.6%	10.9%	16.4%	17.5%	21.1%	15.9%	9.8%	29.4%		9.6%	23.1%			18.2%	10.7%	18.3%
Neither dissatisfied nor satisfied	37	26	17	1	16	14	7	13	13	11	14	13	10	4	-	25	7	1	6	3	5	22
	21.1%	20.6%	25.8%	12.5%	22.9%	18.9%	22.6%	23.6%	23.6%	17.5%	24.6%	29.5%	16.4%	23.5%		24.0%	13.5%	50.0%	37.5%	13.6%	17.9%	21.2%
Somewhat satisfied	59	44	15	5	25	24	10	26	14	18	15	14	23	4	-	34	21	1	5	4	12	36
	33.7%	34.9%	22.7%	62.5%	35.7%	32.4%	32.3%	47.3%	25.5%	28.6%	26.3%	31.8%	37.7%	23.5%		32.7%	40.4%	50.0%	31.3%	18.2%	42.9%	34.6%
Completely satisfied	42	31	16	1	21	14	7	8	15	19	14	7	18	3	-	29	10	-	4	11	8	19
	24.0%	24.6%	24.2%	12.5%	30.0%	18.9%	22.6%	14.5%	27.3%	30.2%	24.6%	15.9%	29.5%	17.6%		27.9%	19.2%		25.0%	50.0%	28.6%	18.3%
Does not apply	43	24	22	1	19	18	5	5	14	23	18	11	12	2	-	24	16	-	3	7	9	24
Summary Rate - Completely satisfied/Somewhat satisfied	101	75	31	6	46	38	17	34	29	37	29	21	41	7	-	63	31	1	9	15	20	55
	57.7%	59.5%	47.0%	75.0%	65.7%	51.4%	54.8%	61.8%	52.7%	58.7%	50.9%	47.7%	67.2%	41.2%		60.6%	59.6%	50.0%	56.3%	68.2%	71.4%	52.9%

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV  
 Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase letters indicate significance at the 95% level.  
 Lowercase letters indicate significance at the 90% level.  
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Louisiana Healthcare Connections  
 Provider Satisfaction Survey (9106582)

8E. Please rate your overall satisfaction with AmeriHealth Caritas (formerly L.A. Care).

	==== Area of Medicine =====													==== Physicians in Practice =====				==== Years in Practice =====				==== Managed Care Volume =====				==== Survey Respondent =====				==== Insurance Participation =====			
	Total Answering	Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Other staff	Nurse/	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15										
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)											
Total	272	185	113	13	108	120	42	71	89	109	93	68	87	21	-	156	92	4	22	38	42	161											
Total Answering	202	140	81	8	82	86	34	56	66	78	68	51	69	18	-	123	58	2	19	24	34	120											
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%											
No Answer	49	33	22	4	18	24	6	11	16	22	17	12	12	2	-	24	23	2	3	9	4	30											
Completely dissatisfied	8	6	3	1	5	3	-	3	2	3	7	-	1	1	-	5	2	-	1	-	-	7											
	4.0%	4.3%	3.7%	12.5%	6.1%	3.5%		5.4%	3.0%	3.8%	10.3%		1.4%	5.6%		4.1%	3.4%		5.3%			5.8%											
											M																						
Somewhat dissatisfied	22	12	13	1	10	9	3	6	9	7	6	7	7	2	-	14	6	-	1	1	7	11											
	10.9%	8.6%	16.0%	12.5%	12.2%	10.5%	8.8%	10.7%	13.6%	9.0%	8.8%	13.7%	10.1%	11.1%		11.4%	10.3%		5.3%	4.2%	20.6%	9.2%											
																				sT													
Neither dissatisfied nor satisfied	46	28	26	1	16	18	12	9	16	21	20	13	9	4	-	27	14	-	5	2	5	34											
	22.8%	20.0%	32.1%	12.5%	19.5%	20.9%	35.3%	16.1%	24.2%	26.9%	29.4%	25.5%	13.0%	22.2%		22.0%	24.1%		26.3%	8.3%	14.7%	28.3%											
			b				e				M	m									Tu												
Somewhat satisfied	74	55	25	4	27	36	11	26	22	24	22	20	28	8	-	44	21	1	5	8	11	49											
	36.6%	39.3%	30.9%	50.0%	32.9%	41.9%	32.4%	46.4%	33.3%	30.8%	32.4%	39.2%	40.6%	44.4%		35.8%	36.2%	50.0%	26.3%	33.3%	32.4%	40.8%											
								j																									
Completely satisfied	52	39	14	1	24	20	8	12	17	23	13	11	24	3	-	33	15	1	7	13	11	19											
	25.7%	27.9%	17.3%	12.5%	29.3%	23.3%	23.5%	21.4%	25.8%	29.5%	19.1%	21.6%	34.8%	16.7%		26.8%	25.9%	50.0%	36.8%	54.2%	32.4%	15.8%											
													K						v	uV	v												
Does not apply	21	12	10	1	8	10	2	4	7	9	8	5	6	1	-	9	11	-	-	5	4	11											
Summary Rate - Completely satisfied/Somewhat satisfied	126	94	39	5	51	56	19	38	39	47	35	31	52	11	-	77	36	2	12	21	22	68											
	62.4%	67.1%	48.1%	62.5%	62.2%	65.1%	55.9%	67.9%	59.1%	60.3%	51.5%	60.8%	75.4%	61.1%		62.6%	62.1%	100.0%	63.2%	87.5%	64.7%	56.7%											
													Kl					StUV		sUV													

Comparison Groups: BCD/EFJ/HIJ/KLM/NOPQ/RSTUV  
 Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase letters indicate significance at the 95% level.  
 Lowercase letters indicate significance at the 90% level.  
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Louisiana Healthcare Connections  
 Provider Satisfaction Survey (9106582)

8F. Please rate your overall satisfaction with United Healthcare Community Plan.

	Physicians in Practice													Years in Practice			Managed Care Volume			Survey Respondent				Insurance Participation				
	Total Answering	Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Other staff	Nurse/ 3 or fewer	4 to 7	8 to 11	12 to 15	More than 15						
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)						
Total	272	185	113	13	108	120	42	71	89	109	93	68	87	21	-	156	92	4	22	38	42	161						
Total Answering	207	142	83	8	85	88	33	57	67	80	67	53	72	18	-	124	62	2	18	25	35	123						
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%						
No Answer	50	34	22	4	18	25	6	11	17	22	18	12	12	2	-	25	23	2	3	9	4	31						
Completely dissatisfied	8	3	5	-	4	1	3	6	-	2	3	1	4	1	-	4	2	1	-	-	1	6						
	3.9%	2.1%	6.0%		4.7%	1.1%	9.1%	10.5%		2.5%	4.5%	1.9%	5.6%	5.6%		3.2%	3.2%	50.0%			2.9%	4.9%						
Somewhat dissatisfied	38	29	13	-	9	21	7	9	9	19	10	16	8	2	-	25	10	-	1	5	14	16						
	18.4%	20.4%	15.7%		10.6%	23.9%	21.2%	15.8%	13.4%	23.8%	14.9%	30.2%	11.1%	11.1%		20.2%	16.1%		5.6%	20.0%	40.0%	13.0%						
Neither dissatisfied nor satisfied	41	23	24	-	15	20	6	8	16	17	22	11	7	5	-	25	11	-	6	1	4	30						
	19.8%	16.2%	28.9%		17.6%	22.7%	18.2%	14.0%	23.9%	21.3%	32.8%	20.8%	9.7%	27.8%		20.2%	17.7%		33.3%	4.0%	11.4%	24.4%						
Somewhat satisfied	52	39	17	4	21	22	9	15	18	19	17	12	19	7	-	28	17	1	4	4	10	33						
	25.1%	27.5%	20.5%	50.0%	24.7%	25.0%	27.3%	26.3%	26.9%	23.8%	25.4%	22.6%	26.4%	38.9%		22.6%	27.4%	50.0%	22.2%	16.0%	28.6%	26.8%						
Completely satisfied	68	48	24	4	36	24	8	19	24	23	15	13	34	3	-	42	22	-	7	15	6	38						
	32.9%	33.8%	28.9%	50.0%	42.4%	27.3%	24.2%	33.3%	35.8%	28.8%	22.4%	24.5%	47.2%	16.7%		33.9%	35.5%		38.9%	60.0%	17.1%	30.9%						
Does not apply	15	9	8	1	5	7	3	3	5	7	8	3	3	1	-	7	7	-	1	4	3	7						
Summary Rate - Completely satisfied/Somewhat satisfied	120	87	41	8	57	46	17	34	42	42	32	25	53	10	-	70	39	1	11	19	16	71						
	58.0%	61.3%	49.4%	100.0%	67.1%	52.3%	51.5%	59.6%	62.7%	52.5%	47.8%	47.2%	73.6%	55.6%		56.5%	62.9%	50.0%	61.1%	76.0%	45.7%	57.7%						

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV  
 Independent Z-Test for Percentages (unpooled proportions)  
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 Lowercase letters indicate significance at the 90% level.  
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Louisiana Healthcare Connections  
 Provider Satisfaction Survey (9106582)

3G. Extent to which UM staff share review criteria and reasons for adverse determinations.

	Physicians													Managed Care				Survey Respondent					Insurance Participation				
	Total Answering	Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15					
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)					
Total	272	185	113	13	108	120	42	71	89	109	93	68	87	21	-	156	92	4	22	38	42	161					
Total Answering	188	138	72	7	74	83	29	51	59	75	60	52	67	20	-	103	64	1	16	24	28	116					
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%					
No Answer	31	18	14	4	13	14	4	7	13	11	11	3	8	-	-	18	12	2	3	6	1	17					
Well below average	4	2	3	-	1	2	1	2	-	2	1	1	1	3	-	-	1	-	-	-	-	3					
	2.1%	1.4%	4.2%		1.4%	2.4%	3.4%	3.9%		2.7%	1.7%	1.9%	1.5%	15.0%			1.6%					2.6%					
Somewhat below average	12	9	5	-	3	7	2	1	5	6	5	3	4	1	-	7	3	-	1	-	2	8					
	6.4%	6.5%	6.9%		4.1%	8.4%	6.9%	2.0%	8.5%	8.0%	8.3%	5.8%	6.0%	5.0%		6.8%	4.7%		6.3%		7.1%	6.9%					
Average	119	84	48	5	49	48	20	29	39	50	45	32	37	11	-	64	44	1	9	15	19	74					
	63.3%	60.9%	66.7%	71.4%	66.2%	57.8%	69.0%	56.9%	66.1%	66.7%	75.0%	61.5%	55.2%	55.0%		62.1%	68.8%	100.0%	56.3%	62.5%	67.9%	63.8%					
											M						STUV										
Somewhat above average	32	26	11	2	9	21	2	12	11	8	5	12	13	2	-	22	8	-	3	6	4	19					
	17.0%	18.8%	15.3%	28.6%	12.2%	25.3%	6.9%	23.5%	18.6%	10.7%	8.3%	23.1%	19.4%	10.0%		21.4%	12.5%		18.8%	25.0%	14.3%	16.4%					
						EG		j				K	k														
Well above average	21	17	5	-	12	5	4	7	4	9	4	4	12	3	-	10	8	-	3	3	3	12					
	11.2%	12.3%	6.9%		16.2%	6.0%	13.8%	13.7%	6.8%	12.0%	6.7%	7.7%	17.9%	15.0%		9.7%	12.5%		18.8%	12.5%	10.7%	10.3%					
					F								KL														
Not Applicable	53	29	27	2	21	23	9	13	17	23	22	13	12	1	-	35	16	1	3	8	13	28					
Summary Rate - Well above average/Somewhat above average	53	43	16	2	21	26	6	19	15	17	9	16	25	5	-	32	16	-	6	9	7	31					
	28.2%	31.2%	22.2%	28.6%	28.4%	31.3%	20.7%	37.3%	25.4%	22.7%	15.0%	30.8%	37.3%	25.0%		31.1%	25.0%		37.5%	37.5%	25.0%	26.7%					
								j				K	K														

Comparison Groups: BCD/EFJ/HIJ/KLM/NOPQ/RSTUV  
 Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase letters indicate significance at the 95% level.  
 Lowercase letters indicate significance at the 90% level.  
 Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections  
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3H. Consistency of review decisions.

	Physicians													Managed Care			Survey Respondent					Insurance Participation				
	Total Answering	Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15				
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)				
Total	272	185	113	13	108	120	42	71	89	109	93	68	87	21	-	156	92	4	22	38	42	161				
Total Answering	199	145	78	9	78	90	30	56	60	80	64	53	73	21	-	109	67	3	18	30	31	114				
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%				
No Answer	31	20	13	3	13	15	3	7	12	12	11	4	7	-	-	17	14	1	3	5	2	18				
Well below average	6	2	4	1	1	5	-	1	4	1	3	1	2	1	-	2	3	-	1	1	2	2				
	3.0%	1.4%	5.1%	11.1%	1.3%	5.6%		1.8%	6.7%	1.3%	4.7%	1.9%	2.7%	4.8%		1.8%	4.5%		5.6%	3.3%	6.5%	1.8%				
Somewhat below average	12	10	6	1	6	5	1	1	4	7	5	2	5	1	-	8	1	1	1	2	-	7				
	6.0%	6.9%	7.7%	11.1%	7.7%	5.6%	3.3%	1.8%	6.7%	8.8%	7.8%	3.8%	6.8%	4.8%		7.3%	1.5%	33.3%	5.6%	6.7%		6.1%				
Average	126	89	50	5	49	55	21	30	41	54	49	35	36	10	-	69	47	2	11	15	22	74				
	63.3%	61.4%	64.1%	55.6%	62.8%	61.1%	70.0%	53.6%	68.3%	67.5%	76.6%	66.0%	49.3%	47.6%		63.3%	70.1%	66.7%	61.1%	50.0%	71.0%	64.9%				
Somewhat above average	38	31	12	1	15	20	3	16	9	12	5	12	18	6	-	22	10	-	3	9	4	22				
	19.1%	21.4%	15.4%	11.1%	19.2%	22.2%	10.0%	28.6%	15.0%	15.0%	7.8%	22.6%	24.7%	28.6%		20.2%	14.9%		16.7%	30.0%	12.9%	19.3%				
Well above average	17	13	6	1	7	5	5	8	2	6	2	3	12	3	-	8	6	-	2	3	3	9				
	8.5%	9.0%	7.7%	11.1%	9.0%	5.6%	16.7%	14.3%	3.3%	7.5%	3.1%	5.7%	16.4%	14.3%		7.3%	9.0%		11.1%	10.0%	9.7%	7.9%				
Not Applicable	42	20	22	1	17	15	9	8	17	17	18	11	7	-	-	30	11	-	1	3	9	29				
Summary Rate - Well above average/Somewhat above average	55	44	18	2	22	25	8	24	11	18	7	15	30	9	-	30	16	-	5	12	7	31				
	27.6%	30.3%	23.1%	22.2%	28.2%	27.8%	26.7%	42.9%	18.3%	22.5%	10.9%	28.3%	41.1%	42.9%		27.5%	23.9%		27.8%	40.0%	22.6%	27.2%				

Comparison Groups: BCD/EFQ/HIJ/KLM/NOPQ/RSTUV  
 Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase letters indicate significance at the 95% level.  
 Lowercase letters indicate significance at the 90% level.  
 Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections  
 Provider Satisfaction Survey (9106582)

4D. The frequency of feedback/reports from specialists for patients in your care.

	Physicians													Managed Care			Survey Respondent				Insurance Participation				
	Total Answering	Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15			
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)			
Total	272	185	113	13	108	120	42	71	89	109	93	68	87	21	-	156	92	4	22	38	42	161			
Total Answering	197	149	73	9	78	85	32	54	64	77	59	56	72	19	-	112	64	2	17	30	27	118			
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%			
No Answer	34	23	13	3	15	16	3	8	11	15	14	4	8	-	-	19	14	2	3	6	2	20			
Well below average	4	4	2	1	2	2	-	-	2	2	2	-	2	-	-	3	1	-	-	1	1	2			
	2.0%	2.7%	2.7%	11.1%	2.6%	2.4%			3.1%	2.6%	3.4%		2.8%			2.7%	1.6%			3.3%	3.7%	1.7%			
Somewhat below average	11	8	4	-	4	5	2	2	3	6	3	4	3	1	-	6	3	-	1	-	2	7			
	5.6%	5.4%	5.5%		5.1%	5.9%	6.3%	3.7%	4.7%	7.8%	5.1%	7.1%	4.2%	5.3%		5.4%	4.7%		5.9%		7.4%	5.9%			
Average	132	97	47	5	52	58	21	34	45	52	45	41	40	10	-	75	47	1	9	17	20	83			
	67.0%	65.1%	64.4%	55.6%	66.7%	68.2%	65.6%	63.0%	70.3%	67.5%	76.3%	73.2%	55.6%	52.6%		67.0%	73.4%	50.0%	52.9%	56.7%	74.1%	70.3%			
											M	M													
Somewhat above average	34	28	15	2	14	13	6	11	7	15	6	9	17	4	-	20	10	1	3	10	2	18			
	17.3%	18.8%	20.5%	22.2%	17.9%	15.3%	18.8%	20.4%	10.9%	19.5%	10.2%	16.1%	23.6%	21.1%		17.9%	15.6%	50.0%	17.6%	33.3%	7.4%	15.3%			
												K								UV					
Well above average	16	12	5	1	6	7	3	7	7	2	3	2	10	4	-	8	3	-	4	2	2	8			
	8.1%	8.1%	6.8%	11.1%	7.7%	8.2%	9.4%	13.0%	10.9%	2.6%	5.1%	3.6%	13.9%	21.1%		7.1%	4.7%		23.5%	6.7%	7.4%	6.8%			
								J	j			kL		q											
Not Applicable	41	13	27	1	15	19	7	9	14	17	20	8	7	2	-	25	14	-	2	2	13	23			
Summary Rate - Well above average/Somewhat above average	50	40	20	3	20	20	9	18	14	17	9	11	27	8	-	28	13	1	7	12	4	26			
	25.4%	26.8%	27.4%	33.3%	25.6%	23.5%	28.1%	33.3%	21.9%	22.1%	15.3%	19.6%	37.5%	42.1%		25.0%	20.3%	50.0%	41.2%	40.0%	14.8%	22.0%			
												KL		q					u	Uv					

Comparison Groups: BCD/EFJ/HIJ/KLM/NOPQ/RSTUV  
 Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase letters indicate significance at the 95% level.  
 Lowercase letters indicate significance at the 90% level.  
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4E. The timeliness of feedback/reports from Behavioral Health Clinicians for patients in your care.

	Physicians													Managed Care			Survey Respondent					Insurance Participation				
	Total Answering	Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15				
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)				
Total	272	185	113	13	108	120	42	71	89	109	93	68	87	21	-	156	92	4	22	38	42	161				
Total Answering	152	123	47	6	62	66	23	40	50	60	42	43	61	14	-	85	51	3	16	21	25	85				
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%				
No Answer	36	24	15	3	14	18	3	9	13	14	14	4	9	-	-	21	15	1	3	7	2	21				
Well below average	6	6	3	-	3	2	1	1	3	2	3	2	1	2	-	3	1	-	-	-	1	5				
	3.9%	4.9%	6.4%		4.8%	3.0%	4.3%	2.5%	6.0%	3.3%	7.1%	4.7%	1.6%	14.3%		3.5%	2.0%				4.0%	5.9%				
Somewhat below average	10	8	2	-	4	6	-	1	4	5	-	5	5	-	-	5	3	1	2	-	-	6				
	6.6%	6.5%	4.3%		6.5%	9.1%		2.5%	8.0%	8.3%		11.6%	8.2%			5.9%	5.9%	33.3%	12.5%			7.1%				
Average	113	88	32	3	46	48	18	31	36	45	36	31	41	9	-	61	43	2	12	15	21	62				
	74.3%	71.5%	68.1%	50.0%	74.2%	72.7%	78.3%	77.5%	72.0%	75.0%	85.7%	72.1%	67.2%	64.3%		71.8%	84.3%	66.7%	75.0%	71.4%	84.0%	72.9%				
											M						P									
Somewhat above average	16	15	7	1	6	7	3	3	5	7	3	5	7	3	-	10	3	-	-	5	2	9				
	10.5%	12.2%	14.9%	16.7%	9.7%	10.6%	13.0%	7.5%	10.0%	11.7%	7.1%	11.6%	11.5%	21.4%		11.8%	5.9%			23.8%	8.0%	10.6%				
Well above average	7	6	3	2	3	3	1	4	2	1	-	-	7	-	-	6	1	-	2	1	1	3				
	4.6%	4.9%	6.4%	33.3%	4.8%	4.5%	4.3%	10.0%	4.0%	1.7%			11.5%			7.1%	2.0%		12.5%	4.8%	4.0%	3.5%				
								j																		
Not Applicable	84	38	51	4	32	36	16	22	26	35	37	21	17	7	-	50	26	-	3	10	15	55				
Summary Rate - Well above average/Somewhat above average	23	21	10	3	9	10	4	7	7	8	3	5	14	3	-	16	4	-	2	6	3	12				
	15.1%	17.1%	21.3%	50.0%	14.5%	15.2%	17.4%	17.5%	14.0%	13.3%	7.1%	11.6%	23.0%	21.4%		18.8%	7.8%		12.5%	28.6%	12.0%	14.1%				
											K					q										

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV  
 Independent Z-Test for Percentages (unpooled proportions)  
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4F. The frequency of feedback/reports from Behavioral Health Clinicians for patients in your care.

	Area of Medicine			Physicians in Practice			Years in Practice			Managed Care Volume			Survey Respondent			Insurance Participation						
Total Answering	Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	
Total	272	185	113	13	108	120	42	71	89	109	93	68	87	21	-	156	92	4	22	38	42	161
Total Answering	146	119	46	4	59	64	22	39	47	58	41	43	56	13	-	82	49	3	14	20	23	84
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	39	26	16	4	15	20	3	9	14	16	14	5	10	1	-	22	15	1	3	8	2	23
Well below average	5	5	2	-	3	2	-	1	2	2	2	2	1	2	-	2	1	-	-	-	1	4
	3.4%	4.2%	4.3%		5.1%	3.1%		2.6%	4.3%	3.4%	4.9%	4.7%	1.8%	15.4%		2.4%	2.0%				4.3%	4.8%
Somewhat below average	12	11	2	-	4	5	2	2	3	7	1	5	6	1	-	6	3	2	2	1	-	6
	8.2%	9.2%	4.3%		6.8%	7.8%	9.1%	5.1%	6.4%	12.1%	2.4%	11.6%	10.7%	7.7%		7.3%	6.1%	66.7%	14.3%	5.0%		7.1%
												k	k					STV				
Average	104	81	31	1	44	44	16	28	34	41	36	29	34	8	-	56	40	1	9	12	18	63
	71.2%	68.1%	67.4%	25.0%	74.6%	68.8%	72.7%	71.8%	72.3%	70.7%	87.8%	67.4%	60.7%	61.5%		68.3%	81.6%	33.3%	64.3%	60.0%	78.3%	75.0%
		d	d								LM						p					
Somewhat above average	14	13	5	-	5	8	1	1	5	7	2	6	5	2	-	9	3	-	1	6	1	6
	9.6%	10.9%	10.9%		8.5%	12.5%	4.5%	2.6%	10.6%	12.1%	4.9%	14.0%	8.9%	15.4%		11.0%	6.1%		7.1%	30.0%	4.3%	7.1%
										h										sUV		
Well above average	11	9	6	3	3	5	3	7	3	1	-	1	10	-	-	9	2	-	2	1	3	5
	7.5%	7.6%	13.0%	75.0%	5.1%	7.8%	13.6%	17.9%	6.4%	1.7%		2.3%	17.9%			11.0%	4.1%		14.3%	5.0%	13.0%	6.0%
				BC				J					L									
Not Applicable	87	40	51	5	34	36	17	23	28	35	38	20	21	7	-	52	28	-	5	10	17	54
Summary Rate - Well above average/Somewhat above average	25	22	11	3	8	13	4	8	8	8	2	7	15	2	-	18	5	-	3	7	4	11
	17.1%	18.5%	23.9%	75.0%	13.6%	20.3%	18.2%	20.5%	17.0%	13.8%	4.9%	16.3%	26.8%	15.4%		22.0%	10.2%		21.4%	35.0%	17.4%	13.1%
				BC								k	K			q				v		

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV  
 Independent Z-Test for Percentages (unpooled proportions)  
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9A. Would you like Louisiana Healthcare Connections to follow-up with you regarding your above feedback? If so, your contact information will be forwarded to the health plan for further outreach.

	Area of Medicine											Physicians in Practice			Years in Practice			Managed Care Volume			Survey Respondent				Insurance Participation				
	Total Answering	Primary Care	BH Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15							
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)							
Total	272	185	113	13	108	120	42	71	89	109	93	68	87	21	-	156	92	4	22	38	42	161							
Total Answering	195	130	80	10	72	87	35	54	64	74	66	46	68	13	-	118	61	2	15	25	34	116							
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%							
No Answer	59	41	27	3	24	29	5	12	19	28	23	15	13	5	-	31	23	2	3	10	5	37							
Yes	45	26	21	2	15	20	10	7	15	21	14	10	18	2	-	30	12	1	6	5	11	21							
	23.1%	20.0%	26.3%	20.0%	20.8%	23.0%	28.6%	13.0%	23.4%	28.4%	21.2%	21.7%	26.5%	15.4%		25.4%	19.7%	50.0%	40.0%	20.0%	32.4%	18.1%							
No	150	104	59	8	57	67	25	47	49	53	52	36	50	11	-	88	49	1	9	20	23	95							
	76.9%	80.0%	73.8%	80.0%	79.2%	77.0%	71.4%	87.0%	76.6%	71.6%	78.8%	78.3%	73.5%	84.6%		74.6%	80.3%	50.0%	60.0%	80.0%	67.6%	81.9%							
N/A	18	14	6	-	12	4	2	5	6	7	4	7	6	3	-	7	8	-	4	3	3	8							

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV  
 Independent Z-Test for Percentages (unpooled proportions)  
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10. Does your practice have access to telephonic interpretation for LHCC patients that have limited English proficiency?

	Area of		Physicians					Years in					Managed Care			Survey Respondent				Insurance Participation				
	Total Answering	Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15		
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)		
Total	272	185	113	13	108	120	42	71	89	109	93	68	87	21	-	156	92	4	22	38	42	161		
Total Answering	155	107	62	9	60	65	30	45	48	61	57	39	48	13	-	92	47	2	13	17	25	96		
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		
No Answer	56	38	26	3	22	27	6	13	17	26	21	12	15	3	-	30	23	2	4	10	4	34		
Yes	63	49	17	4	14	31	18	19	16	27	21	17	21	3	-	44	15	-	4	5	12	41		
	40.6%	45.8%	27.4%	44.4%	23.3%	47.7%	60.0%	42.2%	33.3%	44.3%	36.8%	43.6%	43.8%	23.1%		47.8%	31.9%		30.8%	29.4%	48.0%	42.7%		
		C				E	E									nq								
No	92	58	45	5	46	34	12	26	32	34	36	22	27	10	-	48	32	2	9	12	13	55		
	59.4%	54.2%	72.6%	55.6%	76.7%	52.3%	40.0%	57.8%	66.7%	55.7%	63.2%	56.4%	56.3%	76.9%		52.2%	68.1%	100.0%	69.2%	70.6%	52.0%	57.3%		
			B		FG									p			p	STUV						
Not Sure	44	27	18	-	19	20	5	11	18	15	12	10	18	5	-	22	17	-	5	6	11	21		
Not Applicable	17	13	7	1	7	8	1	2	6	7	3	7	6	-	-	12	5	-	-	5	2	10		

Comparison Groups: BCD/EFJ/HIJ/KLM/NOPQ/RSTUV  
 Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase letters indicate significance at the 95% level.  
 Lowercase letters indicate significance at the 90% level.  
 Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections  
 Provider Satisfaction Survey (9106582)

A. Please indicate your area of medicine. (Mark all that apply)

	Preferred Method of Communication							Survey Methodology				
	Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet	
Total Eligible	272	90	15	90	7	44	8	1	89	177	6	
Total Valid Responses	311	98	19	105	7	51	11	1	100	205	6	
Total Respondents	269	89	15	89	7	43	8	1	89	174	6	
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
Primary Care	185	56	9	63	6	32	7	-	65	116	4	
	68.8%	62.9%	60.0%	70.8%	85.7%	74.4%	87.5%		73.0%	66.7%	66.7%	
Specialty	113	41	9	35	1	16	4	1	35	76	2	
	42.0%	46.1%	60.0%	39.3%	14.3%	37.2%	50.0%	100.0%	39.3%	43.7%	33.3%	
Behavioral Health Clinician	13	1	1	7	-	3	-	-	-	13	-	
	4.8%	1.1%	6.7%	7.9%		7.0%				7.5%		

Louisiana Healthcare Connections  
 Provider Satisfaction Survey (9106582)

B. How many physicians are in your practice?

	Preferred Method of Communication						Survey Methodology				
	Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	272	90	15	90	7	44	8	1	89	177	6
Total Answering	270	90	15	90	7	42	8	1	89	175	6
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	2	-	-	-	-	2	-	-	-	2	-
Solo	108	35	9	39	1	15	4	-	34	72	2
	40.0%	38.9%	60.0%	43.3%	14.3%	35.7%	50.0%		38.2%	41.1%	33.3%
		e	EF	E							
2 - 5 physicians	120	38	6	43	5	17	2	1	40	77	3
	44.4%	42.2%	40.0%	47.8%	71.4%	40.5%	25.0%	100.0%	44.9%	44.0%	50.0%
					fG			BCDeFG			
More than 5 physicians	42	17	-	8	1	10	2	-	15	26	1
	15.6%	18.9%		8.9%	14.3%	23.8%	25.0%		16.9%	14.9%	16.7%
		D				D					

Comparison Groups: BCDEFGH/IJK  
 Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase letters indicate significance at the 95% level.  
 Lowercase letters indicate significance at the 90% level.  
 Note: When comparing groups the Z-Test is only valid for large sample sizes (n >=30)

Louisiana Healthcare Connections  
 Provider Satisfaction Survey (9106582)

C. How many years have you been in this practice?

	Preferred Method of Communication						Survey Methodology				
	Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	272	90	15	90	7	44	8	1	89	177	6
Total Answering	269	90	15	90	7	43	8	1	87	176	6
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	3	-	-	-	-	1	-	-	2	1	-
Less than 5 years	71	22	5	24	3	14	-	-	21	46	4
	26.4%	24.4%	33.3%	26.7%	42.9%	32.6%			24.1%	26.1%	66.7%
											IJ
5 - 15 years	89	30	1	35	2	11	4	1	27	61	1
	33.1%	33.3%	6.7%	38.9%	28.6%	25.6%	50.0%	100.0%	31.0%	34.7%	16.7%
		C		C		C	C	BCDEFG			
16 years or more	109	38	9	31	2	18	4	-	39	69	1
	40.5%	42.2%	60.0%	34.4%	28.6%	41.9%	50.0%		44.8%	39.2%	16.7%
			d						k		

Comparison Groups: BCDEFGH/IJK  
 Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase letters indicate significance at the 95% level.  
 Lowercase letters indicate significance at the 90% level.  
 Note: When comparing groups the Z-Test is only valid for large sample sizes (n >=30)

Louisiana Healthcare Connections  
 Provider Satisfaction Survey (9106582)

D. What portion of your managed care volume is represented by Louisiana Healthcare Connections?

	Preferred Method of Communication						Survey Methodology				
	Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	272	90	15	90	7	44	8	1	89	177	6
Total Answering	248	87	14	80	6	38	7	1	87	155	6
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	24	3	1	10	1	6	1	-	2	22	-
None	4	2	-	1	1	-	-	-	-	4	-
	1.6%	2.3%		1.3%	16.7%					2.6%	
10% or less	89	37	2	30	3	8	5	1	35	54	-
	35.9%	42.5%	14.3%	37.5%	50.0%	21.1%	71.4%	100.0%	40.2%	34.8%	
		CF		Cf			CdF	BCDEFG			
11 - 20%	68	20	3	19	-	18	2	-	27	36	5
	27.4%	23.0%	21.4%	23.8%		47.4%	28.6%		31.0%	23.2%	83.3%
						BcD					IJ
21 - 30%	51	16	4	17	2	8	-	-	17	33	1
	20.6%	18.4%	28.6%	21.3%	33.3%	21.1%			19.5%	21.3%	16.7%
31 - 50%	22	7	3	9	-	3	-	-	2	20	-
	8.9%	8.0%	21.4%	11.3%		7.9%			2.3%	12.9%	
										I	
51 - 75%	13	5	2	3	-	1	-	-	6	7	-
	5.2%	5.7%	14.3%	3.8%		2.6%			6.9%	4.5%	
76 - 100%	1	-	-	1	-	-	-	-	-	1	-
	0.4%			1.3%						0.6%	

Comparison Groups: BCDEFGH/IJK  
 Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase letters indicate significance at the 95% level.  
 Lowercase letters indicate significance at the 90% level.  
 Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections  
 Provider Satisfaction Survey (9106582)

E. Please mark who is completing this survey. (Mark only one)

	Preferred Method of Communication						Survey Methodology				
	Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	272	90	15	90	7	44	8	1	89	177	6
Total Answering	269	90	15	89	7	44	8	1	86	177	6
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	3	-	-	1	-	-	-	-	3	-	-
Physician	21	13	-	3	-	2	-	-	15	3	3
	7.8%	14.4%		3.4%		4.5%			17.4%	1.7%	50.0%
		DF							J	J	J
Behavioral Health Clinician	-	-	-	-	-	-	-	-	-	-	-
Office Manager	156	55	8	47	4	31	5	-	45	110	1
	58.0%	61.1%	53.3%	52.8%	57.1%	70.5%	62.5%		52.3%	62.1%	16.7%
						D			K	K	
Nurse	17	4	2	9	-	1	-	-	8	9	-
	6.3%	4.4%	13.3%	10.1%		2.3%			9.3%	5.1%	
				F							
Other staff	75	18	5	30	3	10	3	1	18	55	2
	27.9%	20.0%	33.3%	33.7%	42.9%	22.7%	37.5%	100.0%	20.9%	31.1%	33.3%
				B			BCDEFG			i	

Comparison Groups: BCDEFGH/IJK  
 Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase letters indicate significance at the 95% level.  
 Lowercase letters indicate significance at the 90% level.  
 Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections  
 Provider Satisfaction Survey (9106582)

F. What is your preferred method of receiving communications from this health plan?

	Preferred Method of Communication						Survey Methodology				
	Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	272	90	15	90	7	44	8	1	89	177	6
Total Answering	255	90	15	90	7	44	8	1	74	175	6
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	17	-	-	-	-	-	-	-	15	2	-
Mail	90	90	-	-	-	-	-	-	43	44	3
	35.3%	100.0%							58.1%	25.1%	50.0%
									J		
Telephone	15	-	15	-	-	-	-	-	1	13	1
	5.9%		100.0%						1.4%	7.4%	16.7%
										I	
Fax	90	-	-	90	-	-	-	-	23	67	-
	35.3%			100.0%					31.1%	38.3%	
Online portal	7	-	-	-	7	-	-	-	2	5	-
	2.7%				100.0%				2.7%	2.9%	
E-mail	44	-	-	-	-	44	-	-	3	39	2
	17.3%					100.0%			4.1%	22.3%	33.3%
										I	
In person from your Provider Representative	8	-	-	-	-	-	8	-	2	6	-
	3.1%						100.0%		2.7%	3.4%	
Other	1	-	-	-	-	-	-	1	-	1	-
	0.4%							100.0%		0.6%	

Comparison Groups: BCDEFGH/IJK  
 Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase letters indicate significance at the 95% level.  
 Lowercase letters indicate significance at the 90% level.  
 Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections  
 Provider Satisfaction Survey (9106582)

G. Please indicate the number of insurance companies with which you or your practice participates.

	Preferred Method of Communication						Survey Methodology				
	Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	272	90	15	90	7	44	8	1	89	177	6
Total Answering	267	90	14	87	7	44	8	1	88	173	6
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	5	-	1	3	-	-	-	-	1	4	-
3 or fewer	4	-	1	1	-	-	-	1	1	3	-
	1.5%		7.1%	1.1%				100.0%	1.1%	1.7%	
								CD			
4 to 7	22	9	1	8	1	-	-	-	8	14	-
	8.2%	10.0%	7.1%	9.2%	14.3%				9.1%	8.1%	
8 to 11	38	12	3	16	1	5	1	-	9	28	1
	14.2%	13.3%	21.4%	18.4%	14.3%	11.4%	12.5%		10.2%	16.2%	16.7%
12 to 15	42	17	-	11	1	6	3	-	19	22	1
	15.7%	18.9%		12.6%	14.3%	13.6%	37.5%		21.6%	12.7%	16.7%
									j		
More than 15	161	52	9	51	4	33	4	-	51	106	4
	60.3%	57.8%	64.3%	58.6%	57.1%	75.0%	50.0%		58.0%	61.3%	66.7%
						Bd					

Comparison Groups: BCDEFGH/IJK  
 Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase letters indicate significance at the 95% level.  
 Lowercase letters indicate significance at the 90% level.  
 Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections  
 Provider Satisfaction Survey (9106582)

1A. How would you rate Louisiana Healthcare Connections compared to all other health plans you contract with?

	Preferred Method of Communication						Survey Methodology				
	Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	272	90	15	90	7	44	8	1	89	177	6
Total Answering	258	85	15	86	6	42	7	1	88	164	6
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	9	3	-	3	-	1	1	-	1	8	-
Well below average	10	4	1	2	-	2	-	-	3	7	-
	3.9%	4.7%	6.7%	2.3%		4.8%			3.4%	4.3%	
Somewhat below average	22	8	2	7	-	3	2	-	5	16	1
	8.5%	9.4%	13.3%	8.1%		7.1%	28.6%		5.7%	9.8%	16.7%
Average	136	41	7	49	4	22	4	1	42	91	3
	52.7%	48.2%	46.7%	57.0%	66.7%	52.4%	57.1%	100.0%	47.7%	55.5%	50.0%
							BCDeFG				
Somewhat above average	55	17	2	18	1	11	1	-	24	30	1
	21.3%	20.0%	13.3%	20.9%	16.7%	26.2%	14.3%		27.3%	18.3%	16.7%
Well above average	35	15	3	10	1	4	-	-	14	20	1
	13.6%	17.6%	20.0%	11.6%	16.7%	9.5%			15.9%	12.2%	16.7%
Not Applicable	5	2	-	1	1	1	-	-	-	5	-
Summary Rate - Well above average/Somewhat above average	90	32	5	28	2	15	1	-	38	50	2
	34.9%	37.6%	33.3%	32.6%	33.3%	35.7%	14.3%		43.2%	30.5%	33.3%
									J		

Comparison Groups: BCDEFGH/IJK  
 Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase letters indicate significance at the 95% level.  
 Lowercase letters indicate significance at the 90% level.  
 Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections  
 Provider Satisfaction Survey (9106582)

2A. Consistency of reimbursement fees with your contract rates.

	Preferred Method of Communication						Survey Methodology				
	Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	272	90	15	90	7	44	8	1	89	177	6
Total Answering	221	80	12	68	5	35	6	-	84	131	6
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	26	7	2	9	1	4	1	1	2	24	-
Well below average	10	4	1	4	-	1	-	-	4	6	-
	4.5%	5.0%	8.3%	5.9%		2.9%			4.8%	4.6%	
Somewhat below average	24	7	1	6	-	8	1	-	4	18	2
	10.9%	8.8%	8.3%	8.8%		22.9%	16.7%		4.8%	13.7%	33.3%
						bd				I	
Average	115	46	6	42	2	11	4	-	34	77	4
	52.0%	57.5%	50.0%	61.8%	40.0%	31.4%	66.7%		40.5%	58.8%	66.7%
		F		F			f			I	
Somewhat above average	46	12	3	13	2	9	-	-	27	19	-
	20.8%	15.0%	25.0%	19.1%	40.0%	25.7%			32.1%	14.5%	
									J		
Well above average	26	11	1	3	1	6	1	-	15	11	-
	11.8%	13.8%	8.3%	4.4%	20.0%	17.1%	16.7%		17.9%	8.4%	
		D				d			j		
Not Applicable	25	3	1	13	1	5	1	-	3	22	-
Summary Rate - Well above average/Somewhat above average	72	23	4	16	3	15	1	-	42	30	-
	32.6%	28.8%	33.3%	23.5%	60.0%	42.9%	16.7%		50.0%	22.9%	
						D			J		

Comparison Groups: BCDEFGH/IJK  
 Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase letters indicate significance at the 95% level.  
 Lowercase letters indicate significance at the 90% level.  
 Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections  
 Provider Satisfaction Survey (9106582)

2B. Accuracy of claims processing.

	Preferred Method of Communication						Survey Methodology				
	Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	272	90	15	90	7	44	8	1	89	177	6
Total Answering	224	79	12	71	5	37	5	-	85	133	6
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	24	6	2	8	-	4	2	1	2	22	-
Well below average	9	5	-	2	-	1	-	-	3	6	-
	4.0%	6.3%		2.8%		2.7%			3.5%	4.5%	
Somewhat below average	12	4	-	5	-	2	1	-	6	6	-
	5.4%	5.1%		7.0%		5.4%	20.0%		7.1%	4.5%	
Average	116	45	5	42	3	16	1	-	30	81	5
	51.8%	57.0%	41.7%	59.2%	60.0%	43.2%	20.0%		35.3%	60.9%	83.3%
		G		G						I	I
Somewhat above average	45	10	3	16	1	9	1	-	22	22	1
	20.1%	12.7%	25.0%	22.5%	20.0%	24.3%	20.0%		25.9%	16.5%	16.7%
Well above average	42	15	4	6	1	9	2	-	24	18	-
	18.8%	19.0%	33.3%	8.5%	20.0%	24.3%	40.0%		28.2%	13.5%	
		d	d			D			J		
Not Applicable	24	5	1	11	2	3	1	-	2	22	-
Summary Rate - Well above average/Somewhat above average	87	25	7	22	2	18	3	-	46	40	1
	38.8%	31.6%	58.3%	31.0%	40.0%	48.6%	60.0%		54.1%	30.1%	16.7%
			bd			bd			JK		

Comparison Groups: BCDEFGH/IJK  
 Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase letters indicate significance at the 95% level.  
 Lowercase letters indicate significance at the 90% level.  
 Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections  
 Provider Satisfaction Survey (9106582)

2C. Timeliness of claims processing.

	Preferred Method of Communication						Survey Methodology				
	Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	272	90	15	90	7	44	8	1	89	177	6
Total Answering	226	80	11	72	5	38	5	-	86	134	6
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	22	6	3	6	-	3	2	1	2	20	-
Well below average	6	5	-	1	-	-	-	-	3	3	-
	2.7%	6.3%		1.4%					3.5%	2.2%	
Somewhat below average	12	1	-	5	-	4	1	-	3	8	1
	5.3%	1.3%		6.9%		b	20.0%		3.5%	6.0%	16.7%
Average	123	48	6	44	1	16	2	-	35	85	3
	54.4%	60.0%	54.5%	61.1%	20.0%	42.1%	40.0%		40.7%	63.4%	50.0%
		EF		EF						I	
Somewhat above average	46	8	4	16	3	10	-	-	22	22	2
	20.4%	10.0%	36.4%	22.2%	60.0%	26.3%			25.6%	16.4%	33.3%
			b	B	Bd	B					
Well above average	39	18	1	6	1	8	2	-	23	16	-
	17.3%	22.5%	9.1%	8.3%	20.0%	21.1%	40.0%		26.7%	11.9%	
		D				d			J		
Not Applicable	24	4	1	12	2	3	1	-	1	23	-
Summary Rate - Well above average/Somewhat above average	85	26	5	22	4	18	2	-	45	38	2
	37.6%	32.5%	45.5%	30.6%	80.0%	47.4%	40.0%		52.3%	28.4%	33.3%
					BdF	d			J		

Comparison Groups: BCDEFGH/IJK  
 Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase letters indicate significance at the 95% level.  
 Lowercase letters indicate significance at the 90% level.  
 Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections  
 Provider Satisfaction Survey (9106582)

2D. Resolution of claims payment problems or disputes.

	Preferred Method of Communication						Survey Methodology				
	Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	272	90	15	90	7	44	8	1	89	177	6
Total Answering	214	76	10	70	5	34	4	-	84	124	6
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	24	7	4	6	-	3	2	1	2	22	-
Well below average	13	7	-	2	-	1	1	-	6	7	-
	6.1%	9.2%		2.9%		2.9%	25.0%		7.1%	5.6%	
Somewhat below average	15	4	1	6	-	3	1	-	5	10	-
	7.0%	5.3%	10.0%	8.6%		8.8%	25.0%		6.0%	8.1%	
Average	118	43	5	45	4	17	-	-	33	81	4
	55.1%	56.6%	50.0%	64.3%	80.0%	50.0%			39.3%	65.3%	66.7%
										I	
Somewhat above average	39	9	2	11	-	12	-	-	23	14	2
	18.2%	11.8%	20.0%	15.7%		35.3%			27.4%	11.3%	33.3%
						BD			J		
Well above average	29	13	2	6	1	1	2	-	17	12	-
	13.6%	17.1%	20.0%	8.6%	20.0%	2.9%	50.0%		20.2%	9.7%	
		F					f		J		
Not Applicable	34	7	1	14	2	7	2	-	3	31	-
Summary Rate - Well above average/Somewhat above average	68	22	4	17	1	13	2	-	40	26	2
	31.8%	28.9%	40.0%	24.3%	20.0%	38.2%	50.0%		47.6%	21.0%	33.3%
									J		

Comparison Groups: BCDEFGH/IJK  
 Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase letters indicate significance at the 95% level.  
 Lowercase letters indicate significance at the 90% level.  
 Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections  
 Provider Satisfaction Survey (9106582)

3A. Access to knowledgeable UM staff.

	Preferred Method of Communication						Survey Methodology				
	Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	272	90	15	90	7	44	8	1	89	177	6
Total Answering	222	77	9	72	4	39	7	-	82	134	6
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	24	7	4	5	1	4	-	1	2	22	-
Well below average	5	2	-	1	-	1	1	-	1	4	-
	2.3%	2.6%		1.4%		2.6%	14.3%		1.2%	3.0%	
Somewhat below average	9	3	-	3	-	1	1	-	5	3	1
	4.1%	3.9%		4.2%		2.6%	14.3%		6.1%	2.2%	16.7%
Average	142	51	6	50	3	21	3	-	48	90	4
	64.0%	66.2%	66.7%	69.4%	75.0%	53.8%	42.9%		58.5%	67.2%	66.7%
Somewhat above average	40	10	2	10	-	13	2	-	17	22	1
	18.0%	13.0%	22.2%	13.9%		33.3%	28.6%		20.7%	16.4%	16.7%
						BD					
Well above average	26	11	1	8	1	3	-	-	11	15	-
	11.7%	14.3%	11.1%	11.1%	25.0%	7.7%			13.4%	11.2%	
Not Applicable	26	6	2	13	2	1	1	-	5	21	-
Summary Rate - Well above average/Somewhat above average	66	21	3	18	1	16	2	-	28	37	1
	29.7%	27.3%	33.3%	25.0%	25.0%	41.0%	28.6%		34.1%	27.6%	16.7%
						d					

Comparison Groups: BCDEFGH/IJK  
 Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase letters indicate significance at the 95% level.  
 Lowercase letters indicate significance at the 90% level.  
 Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections  
 Provider Satisfaction Survey (9106582)

3B. Procedures for obtaining pre-certification/referral/authorization information.

	Preferred Method of Communication						Survey Methodology				
	Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	272	90	15	90	7	44	8	1	89	177	6
Total Answering	229	79	10	77	5	36	7	-	87	137	5
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	24	5	4	8	1	4	-	1	1	23	-
Well below average	10	4	1	3	-	2	-	-	5	5	-
	4.4%	5.1%	10.0%	3.9%		5.6%			5.7%	3.6%	
Somewhat below average	21	9	-	8	-	-	2	-	6	14	1
	9.2%	11.4%		10.4%			28.6%		6.9%	10.2%	20.0%
Average	135	43	7	49	4	21	4	-	49	84	2
	59.0%	54.4%	70.0%	63.6%	80.0%	58.3%	57.1%		56.3%	61.3%	40.0%
Somewhat above average	34	13	2	9	-	7	-	-	14	18	2
	14.8%	16.5%	20.0%	11.7%		19.4%			16.1%	13.1%	40.0%
Well above average	29	10	-	8	1	6	1	-	13	16	-
	12.7%	12.7%		10.4%	20.0%	16.7%	14.3%		14.9%	11.7%	
Not Applicable	19	6	1	5	1	4	1	-	1	17	1
Summary Rate - Well above average/Somewhat above average	63	23	2	17	1	13	1	-	27	34	2
	27.5%	29.1%	20.0%	22.1%	20.0%	36.1%	14.3%		31.0%	24.8%	40.0%

Comparison Groups: BCDEFGH/IJK  
 Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase letters indicate significance at the 95% level.  
 Lowercase letters indicate significance at the 90% level.  
 Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections  
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3C. Timeliness of obtaining pre-certification/referral/authorization information.

	Preferred Method of Communication						Survey Methodology				
	Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	272	90	15	90	7	44	8	1	89	177	6
Total Answering	228	79	9	77	4	36	8	-	87	136	5
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	25	5	4	9	1	4	-	1	1	24	-
Well below average	11	4	1	3	-	2	1	-	5	5	1
	4.8%	5.1%	11.1%	3.9%		5.6%	12.5%		5.7%	3.7%	20.0%
Somewhat below average	23	12	-	7	-	-	2	-	8	14	1
	10.1%	15.2%		9.1%			25.0%		9.2%	10.3%	20.0%
Average	125	39	5	49	3	17	3	-	47	76	2
	54.8%	49.4%	55.6%	63.6%	75.0%	47.2%	37.5%		54.0%	55.9%	40.0%
				bf							
Somewhat above average	40	13	2	12	-	12	-	-	14	25	1
	17.5%	16.5%	22.2%	15.6%		33.3%			16.1%	18.4%	20.0%
						bd					
Well above average	29	11	1	6	1	5	2	-	13	16	-
	12.7%	13.9%	11.1%	7.8%	25.0%	13.9%	25.0%		14.9%	11.8%	
Not Applicable	19	6	2	4	2	4	-	-	1	17	1
Summary Rate - Well above average/Somewhat above average	69	24	3	18	1	17	2	-	27	41	1
	30.3%	30.4%	33.3%	23.4%	25.0%	47.2%	25.0%		31.0%	30.1%	20.0%
						bd					

Comparison Groups: BCDEFGH/IJK  
 Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase letters indicate significance at the 95% level.  
 Lowercase letters indicate significance at the 90% level.  
 Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections  
 Provider Satisfaction Survey (9106582)

3D. The health plan's facilitation/support of appropriate clinical care for patients.

	Preferred Method of Communication						Survey Methodology				
	Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	272	90	15	90	7	44	8	1	89	177	6
Total Answering	221	77	10	72	5	36	8	-	84	131	6
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	27	6	4	11	1	4	-	-	1	26	-
Well below average	5	2	1	-	-	2	-	-	2	3	-
	2.3%	2.6%	10.0%			5.6%			2.4%	2.3%	
Somewhat below average	11	5	-	3	-	1	1	-	8	3	-
	5.0%	6.5%		4.2%		2.8%	12.5%		9.5%	2.3%	
									J		
Average	145	48	6	54	4	23	3	-	41	100	4
	65.6%	62.3%	60.0%	75.0%	80.0%	63.9%	37.5%		48.8%	76.3%	66.7%
				bG	g				I		
Somewhat above average	37	14	2	10	-	5	3	-	23	12	2
	16.7%	18.2%	20.0%	13.9%		13.9%	37.5%		27.4%	9.2%	33.3%
									J		
Well above average	23	8	1	5	1	5	1	-	10	13	-
	10.4%	10.4%	10.0%	6.9%	20.0%	13.9%	12.5%		11.9%	9.9%	
Not Applicable	24	7	1	7	1	4	-	1	4	20	-
Summary Rate - Well above average/Somewhat above average	60	22	3	15	1	10	4	-	33	25	2
	27.1%	28.6%	30.0%	20.8%	20.0%	27.8%	50.0%		39.3%	19.1%	33.3%
									J		

Comparison Groups: BCDEFGH/IJK  
 Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase letters indicate significance at the 95% level.  
 Lowercase letters indicate significance at the 90% level.  
 Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections  
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3E. Access to Case/Care Managers from this health plan.

	Preferred Method of Communication						Survey Methodology				
	Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	272	90	15	90	7	44	8	1	89	177	6
Total Answering	191	67	10	60	3	33	5	-	77	108	6
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	32	10	4	11	1	3	-	1	4	28	-
Well below average	3	1	1	-	-	1	-	-	2	1	-
	1.6%	1.5%	10.0%			3.0%			2.6%	0.9%	
Somewhat below average	13	5	-	4	-	2	1	-	5	6	2
	6.8%	7.5%		6.7%		6.1%	20.0%		6.5%	5.6%	33.3%
Average	117	39	6	42	2	17	3	-	43	72	2
	61.3%	58.2%	60.0%	70.0%	66.7%	51.5%	60.0%		55.8%	66.7%	33.3%
				f						k	
Somewhat above average	36	14	2	11	-	7	1	-	17	17	2
	18.8%	20.9%	20.0%	18.3%		21.2%	20.0%		22.1%	15.7%	33.3%
Well above average	22	8	1	3	1	6	-	-	10	12	-
	11.5%	11.9%	10.0%	5.0%	33.3%	18.2%			13.0%	11.1%	
					d						
Not Applicable	49	13	1	19	3	8	3	-	8	41	-
Summary Rate - Well above average/Somewhat above average	58	22	3	14	1	13	1	-	27	29	2
	30.4%	32.8%	30.0%	23.3%	33.3%	39.4%	20.0%		35.1%	26.9%	33.3%

Comparison Groups: BCDEFGH/IJK  
 Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase letters indicate significance at the 95% level.  
 Lowercase letters indicate significance at the 90% level.  
 Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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3F. Degree to which the plan covers and encourages preventive care and wellness.

	Preferred Method of Communication						Survey Methodology				
	Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	272	90	15	90	7	44	8	1	89	177	6
Total Answering	221	74	11	74	4	37	7	-	83	133	5
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	28	8	4	10	1	3	-	1	1	27	-
Well below average	6	2	2	-	-	2	-	-	3	3	-
	2.7%	2.7%	18.2%			5.4%			3.6%	2.3%	
Somewhat below average	8	3	-	5	-	-	-	-	5	3	-
	3.6%	4.1%		6.8%					6.0%	2.3%	
Average	122	39	7	48	3	14	3	-	39	80	3
	55.2%	52.7%	63.6%	64.9%	75.0%	37.8%	42.9%		47.0%	60.2%	60.0%
				F						i	
Somewhat above average	46	17	1	11	-	12	2	-	19	25	2
	20.8%	23.0%	9.1%	14.9%		32.4%	28.6%		22.9%	18.8%	40.0%
						CD					
Well above average	39	13	1	10	1	9	2	-	17	22	-
	17.6%	17.6%	9.1%	13.5%	25.0%	24.3%	28.6%		20.5%	16.5%	
Not Applicable	23	8	-	6	2	4	1	-	5	17	1
Summary Rate - Well above average/Somewhat above average	85	30	2	21	1	21	4	-	36	47	2
	38.5%	40.5%	18.2%	28.4%	25.0%	56.8%	57.1%		43.4%	35.3%	40.0%
		c				CD	c				

Comparison Groups: BCDEFGH/IJK  
 Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase letters indicate significance at the 95% level.  
 Lowercase letters indicate significance at the 90% level.  
 Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections  
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4A. The number of specialists in this health plan's provider network.

	Preferred Method of Communication						Survey Methodology				
	Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	272	90	15	90	7	44	8	1	89	177	6
Total Answering	200	68	10	65	4	34	6	-	79	117	4
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	37	11	4	13	1	4	2	1	1	36	-
Well below average	12	3	2	4	-	1	2	-	5	7	-
	6.0%	4.4%	20.0%	6.2%		2.9%	33.3%		6.3%	6.0%	
Somewhat below average	25	12	1	9	-	1	-	-	11	13	1
	12.5%	17.6%	10.0%	13.8%		2.9%			13.9%	11.1%	25.0%
		F		F							
Average	116	35	5	39	3	24	4	-	42	72	2
	58.0%	51.5%	50.0%	60.0%	75.0%	70.6%	66.7%		53.2%	61.5%	50.0%
						b					
Somewhat above average	34	10	2	12	-	5	-	-	17	16	1
	17.0%	14.7%	20.0%	18.5%		14.7%			21.5%	13.7%	25.0%
Well above average	13	8	-	1	1	3	-	-	4	9	-
	6.5%	11.8%		1.5%	25.0%	8.8%			5.1%	7.7%	
		D									
Not Applicable	35	11	1	12	2	6	-	-	9	24	2
Summary Rate - Well above average/Somewhat above average	47	18	2	13	1	8	-	-	21	25	1
	23.5%	26.5%	20.0%	20.0%	25.0%	23.5%			26.6%	21.4%	25.0%

Comparison Groups: BCDEFGH/IJK  
 Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase letters indicate significance at the 95% level.  
 Lowercase letters indicate significance at the 90% level.  
 Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections  
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4B. The quality of specialists in this health plan's provider network.

	Preferred Method of Communication						Survey Methodology				
	Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	272	90	15	90	7	44	8	1	89	177	6
Total Answering	202	67	10	64	4	38	6	-	78	119	5
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	37	11	4	14	1	4	1	1	1	36	-
Well below average	5	2	1	2	-	-	-	-	2	3	-
	2.5%	3.0%	10.0%	3.1%					2.6%	2.5%	
Somewhat below average	15	7	1	5	-	-	1	-	4	10	1
	7.4%	10.4%	10.0%	7.8%			16.7%		5.1%	8.4%	20.0%
Average	124	36	6	44	3	25	4	-	43	78	3
	61.4%	53.7%	60.0%	68.8%	75.0%	65.8%	66.7%		55.1%	65.5%	60.0%
				b							
Somewhat above average	39	12	2	11	-	9	1	-	21	18	-
	19.3%	17.9%	20.0%	17.2%		23.7%	16.7%		26.9%	15.1%	
									J		
Well above average	19	10	-	2	1	4	-	-	8	10	1
	9.4%	14.9%		3.1%	25.0%	10.5%			10.3%	8.4%	20.0%
		D									
Not Applicable	33	12	1	12	2	2	1	-	10	22	1
Summary Rate - Well above average/Somewhat above average	58	22	2	13	1	13	1	-	29	28	1
	28.7%	32.8%	20.0%	20.3%	25.0%	34.2%	16.7%		37.2%	23.5%	20.0%
									J		

Comparison Groups: BCDEFGH/IJK  
 Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase letters indicate significance at the 95% level.  
 Lowercase letters indicate significance at the 90% level.  
 Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections  
 Provider Satisfaction Survey (9106582)

4C. The timeliness of feedback/reports from specialists in this health plan's provider network.

	Preferred Method of Communication						Survey Methodology				
	Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	272	90	15	90	7	44	8	1	89	177	6
Total Answering	196	66	9	65	4	34	6	-	78	113	5
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	40	11	5	14	1	4	2	1	4	36	-
Well below average	3	1	-	2	-	-	-	-	3	-	-
	1.5%	1.5%		3.1%					3.8%		
Somewhat below average	12	8	-	1	-	1	1	-	7	4	1
	6.1%	12.1%		1.5%		2.9%	16.7%		9.0%	3.5%	20.0%
		Df									
Average	135	41	7	50	3	22	4	-	48	85	2
	68.9%	62.1%	77.8%	76.9%	75.0%	64.7%	66.7%		61.5%	75.2%	40.0%
				b						I	
Somewhat above average	32	10	2	9	-	8	1	-	14	17	1
	16.3%	15.2%	22.2%	13.8%		23.5%	16.7%		17.9%	15.0%	20.0%
Well above average	14	6	-	3	1	3	-	-	6	7	1
	7.1%	9.1%		4.6%	25.0%	8.8%			7.7%	6.2%	20.0%
Not Applicable	36	13	1	11	2	6	-	-	7	28	1
Summary Rate - Well above average/Somewhat above average	46	16	2	12	1	11	1	-	20	24	2
	23.5%	24.2%	22.2%	18.5%	25.0%	32.4%	16.7%		25.6%	21.2%	40.0%

Comparison Groups: BCDEFGH/IJK  
 Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase letters indicate significance at the 95% level.  
 Lowercase letters indicate significance at the 90% level.  
 Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections  
 Provider Satisfaction Survey (9106582)

5A. Consistency of the formulary over time.

	Preferred Method of Communication						Survey Methodology				
	Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	272	90	15	90	7	44	8	1	89	177	6
Total Answering	203	72	10	66	4	32	7	-	79	118	6
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	39	11	5	13	1	5	1	1	2	37	-
Well below average	10	6	-	1	-	2	-	-	4	4	2
	4.9%	8.3%		1.5%		6.3%			5.1%	3.4%	33.3%
			d								
Somewhat below average	16	5	-	8	-	2	-	-	8	8	-
	7.9%	6.9%		12.1%		6.3%			10.1%	6.8%	
Average	139	49	9	46	2	20	7	-	48	88	3
	68.5%	68.1%	90.0%	69.7%	50.0%	62.5%	100.0%		60.8%	74.6%	50.0%
			BdF				BDEF			I	
Somewhat above average	26	7	1	8	1	6	-	-	11	14	1
	12.8%	9.7%	10.0%	12.1%	25.0%	18.8%			13.9%	11.9%	16.7%
Well above average	12	5	-	3	1	2	-	-	8	4	-
	5.9%	6.9%		4.5%	25.0%	6.3%			10.1%	3.4%	
									j		
Not Applicable	30	7	-	11	2	7	-	-	8	22	-
Summary Rate - Well above average/Somewhat above average	38	12	1	11	2	8	-	-	19	18	1
	18.7%	16.7%	10.0%	16.7%	50.0%	25.0%			24.1%	15.3%	16.7%

Comparison Groups: BCDEFGH/IJK  
 Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase letters indicate significance at the 95% level.  
 Lowercase letters indicate significance at the 90% level.  
 Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections  
 Provider Satisfaction Survey (9106582)

5B. Extent to which formulary reflects current standards of care.

	Preferred Method of Communication						Survey Methodology				
	Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	272	90	15	90	7	44	8	1	89	177	6
Total Answering	205	70	10	69	4	33	6	-	80	119	6
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	41	12	5	14	1	5	1	1	2	39	-
Well below average	10	4	1	2	-	2	-	-	6	3	1
	4.9%	5.7%	10.0%	2.9%		6.1%			7.5%	2.5%	16.7%
Somewhat below average	19	6	1	7	-	4	-	-	8	10	1
	9.3%	8.6%	10.0%	10.1%		12.1%			10.0%	8.4%	16.7%
Average	139	47	7	51	2	20	6	-	47	89	3
	67.8%	67.1%	70.0%	73.9%	50.0%	60.6%	100.0%		58.8%	74.8%	50.0%
							BCDEF			I	
Somewhat above average	23	7	1	6	1	4	-	-	9	13	1
	11.2%	10.0%	10.0%	8.7%	25.0%	12.1%			11.3%	10.9%	16.7%
Well above average	14	6	-	3	1	3	-	-	10	4	-
	6.8%	8.6%		4.3%	25.0%	9.1%			12.5%	3.4%	
									J		
Not Applicable	26	8	-	7	2	6	1	-	7	19	-
Summary Rate - Well above average/Somewhat above average	37	13	1	9	2	7	-	-	19	17	1
	18.0%	18.6%	10.0%	13.0%	50.0%	21.2%			23.8%	14.3%	16.7%
									j		

Comparison Groups: BCDEFGH/IJK  
 Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase letters indicate significance at the 95% level.  
 Lowercase letters indicate significance at the 90% level.  
 Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections  
 Provider Satisfaction Survey (9106582)

5C. Variety of branded drugs on the formulary.

	Preferred Method of Communication						Survey Methodology				
	Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	272	90	15	90	7	44	8	1	89	177	6
Total Answering	200	69	8	69	5	31	5	-	80	114	6
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	45	12	6	15	1	5	3	1	2	43	-
Well below average	19	8	2	4	-	3	1	-	8	11	-
	9.5%	11.6%	25.0%	5.8%		9.7%	20.0%		10.0%	9.6%	
Somewhat below average	26	9	-	14	-	2	-	-	8	16	2
	13.0%	13.0%		20.3%		6.5%			10.0%	14.0%	33.3%
				F							
Average	122	41	4	44	3	20	3	-	47	72	3
	61.0%	59.4%	50.0%	63.8%	60.0%	64.5%	60.0%		58.8%	63.2%	50.0%
Somewhat above average	24	7	2	6	1	4	1	-	11	12	1
	12.0%	10.1%	25.0%	8.7%	20.0%	12.9%	20.0%		13.8%	10.5%	16.7%
Well above average	9	4	-	1	1	2	-	-	6	3	-
	4.5%	5.8%		1.4%	20.0%	6.5%			7.5%	2.6%	
Not Applicable	27	9	1	6	1	8	-	-	7	20	-
Summary Rate - Well above average/Somewhat above average	33	11	2	7	2	6	1	-	17	15	1
	16.5%	15.9%	25.0%	10.1%	40.0%	19.4%	20.0%		21.3%	13.2%	16.7%

Comparison Groups: BCDEFGH/IJK  
 Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase letters indicate significance at the 95% level.  
 Lowercase letters indicate significance at the 90% level.  
 Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections  
 Provider Satisfaction Survey (9106582)

5D. Ease of prescribing your preferred medications within formulary guidelines.

	Preferred Method of Communication						Survey Methodology				
	Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	272	90	15	90	7	44	8	1	89	177	6
Total Answering	201	70	8	68	5	32	5	-	81	114	6
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	46	12	6	15	1	7	2	1	2	44	-
Well below average	16	6	2	2	-	3	1	-	9	6	1
	8.0%	8.6%	25.0%	2.9%		9.4%	20.0%		11.1%	5.3%	16.7%
Somewhat below average	30	10	1	15	-	2	-	-	11	17	2
	14.9%	14.3%	12.5%	22.1%		6.3%			13.6%	14.9%	33.3%
				F							
Average	119	40	3	43	3	20	4	-	42	75	2
	59.2%	57.1%	37.5%	63.2%	60.0%	62.5%	80.0%		51.9%	65.8%	33.3%
							c			I	
Somewhat above average	19	6	2	5	1	3	-	-	10	8	1
	9.5%	8.6%	25.0%	7.4%	20.0%	9.4%			12.3%	7.0%	16.7%
Well above average	17	8	-	3	1	4	-	-	9	8	-
	8.5%	11.4%		4.4%	20.0%	12.5%			11.1%	7.0%	
Not Applicable	25	8	1	7	1	5	1	-	6	19	-
Summary Rate - Well above average/Somewhat above average	36	14	2	8	2	7	-	-	19	16	1
	17.9%	20.0%	25.0%	11.8%	40.0%	21.9%			23.5%	14.0%	16.7%
									j		

Comparison Groups: BCDEFGH/IJK  
 Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase letters indicate significance at the 95% level.  
 Lowercase letters indicate significance at the 90% level.  
 Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections  
 Provider Satisfaction Survey (9106582)

5E. Availability of comparable drugs to substitute those not included in the formulary.

	Preferred Method of Communication						Survey Methodology				
	Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	272	90	15	90	7	44	8	1	89	177	6
Total Answering	198	69	8	67	4	33	5	-	79	113	6
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	48	13	6	16	1	5	3	1	3	45	-
Well below average	12	4	2	2	-	1	1	-	8	4	-
	6.1%	5.8%	25.0%	3.0%		3.0%	20.0%		10.1%	3.5%	
									j		
Somewhat below average	32	11	-	13	-	5	1	-	11	19	2
	16.2%	15.9%		19.4%		15.2%	20.0%		13.9%	16.8%	33.3%
Average	119	41	5	42	2	21	3	-	42	74	3
	60.1%	59.4%	62.5%	62.7%	50.0%	63.6%	60.0%		53.2%	65.5%	50.0%
										i	
Somewhat above average	23	7	1	9	1	2	-	-	13	9	1
	11.6%	10.1%	12.5%	13.4%	25.0%	6.1%			16.5%	8.0%	16.7%
									j		
Well above average	12	6	-	1	1	4	-	-	5	7	-
	6.1%	8.7%		1.5%	25.0%	12.1%			6.3%	6.2%	
						d					
Not Applicable	26	8	1	7	2	6	-	-	7	19	-
Summary Rate - Well above average/Somewhat above average	35	13	1	10	2	6	-	-	18	16	1
	17.7%	18.8%	12.5%	14.9%	50.0%	18.2%			22.8%	14.2%	16.7%

Comparison Groups: BCDEFGH/IJK  
 Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase letters indicate significance at the 95% level.  
 Lowercase letters indicate significance at the 90% level.  
 Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections  
 Provider Satisfaction Survey (9106582)

6A. Ease of reaching health plan call center staff over the phone.

	Preferred Method of Communication						Survey Methodology				
	Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	272	90	15	90	7	44	8	1	89	177	6
Total Answering	216	78	9	66	4	37	6	-	87	123	6
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	43	12	5	16	1	5	2	1	1	42	-
Well below average	7	3	-	1	-	2	-	-	2	4	1
	3.2%	3.8%		1.5%		5.4%			2.3%	3.3%	16.7%
Somewhat below average	9	6	-	1	-	2	-	-	3	5	1
	4.2%	7.7%		1.5%		5.4%			3.4%	4.1%	16.7%
Average	121	47	6	37	3	15	5	-	46	73	2
	56.0%	60.3%	66.7%	56.1%	75.0%	40.5%	83.3%		52.9%	59.3%	33.3%
		F					dF				
Somewhat above average	46	13	3	14	-	11	-	-	26	18	2
	21.3%	16.7%	33.3%	21.2%		29.7%			29.9%	14.6%	33.3%
									J		
Well above average	33	9	-	13	1	7	1	-	10	23	-
	15.3%	11.5%		19.7%	25.0%	18.9%	16.7%		11.5%	18.7%	
Not Applicable	13	-	1	8	2	2	-	-	1	12	-
Summary Rate - Well above average/Somewhat above average	79	22	3	27	1	18	1	-	36	41	2
	36.6%	28.2%	33.3%	40.9%	25.0%	48.6%	16.7%		41.4%	33.3%	33.3%
						Bg					

Comparison Groups: BCDEFGH/IJK  
 Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase letters indicate significance at the 95% level.  
 Lowercase letters indicate significance at the 90% level.  
 Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections  
 Provider Satisfaction Survey (9106582)

6B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).

	Preferred Method of Communication						Survey Methodology				
	Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	272	90	15	90	7	44	8	1	89	177	6
Total Answering	217	75	8	69	5	38	6	-	87	125	5
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	44	11	6	17	1	5	2	1	1	43	-
Well below average	2	-	-	1	-	1	-	-	1	1	-
	0.9%			1.4%		2.6%			1.1%	0.8%	
Somewhat below average	4	3	-	-	-	1	-	-	1	2	1
	1.8%	4.0%				2.6%			1.1%	1.6%	20.0%
Average	107	38	6	35	3	14	4	-	40	65	2
	49.3%	50.7%	75.0%	50.7%	60.0%	36.8%	66.7%		46.0%	52.0%	40.0%
Somewhat above average	57	18	1	19	1	12	1	-	28	27	2
	26.3%	24.0%	12.5%	27.5%	20.0%	31.6%	16.7%		32.2%	21.6%	40.0%
Well above average	47	16	1	14	1	10	1	-	17	30	-
	21.7%	21.3%	12.5%	20.3%	20.0%	26.3%	16.7%		19.5%	24.0%	
Not Applicable	11	4	1	4	1	1	-	-	1	9	1
Summary Rate - Well above average/Somewhat above average	104	34	2	33	2	22	2	-	45	57	2
	47.9%	45.3%	25.0%	47.8%	40.0%	57.9%	33.3%		51.7%	45.6%	40.0%

Comparison Groups: BCDEFGH/IJK  
 Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase letters indicate significance at the 95% level.  
 Lowercase letters indicate significance at the 90% level.  
 Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections  
 Provider Satisfaction Survey (9106582)

6C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.

	Preferred Method of Communication						Survey Methodology				
	Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	272	90	15	90	7	44	8	1	89	177	6
Total Answering	200	72	5	65	4	36	5	-	82	113	5
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	47	11	6	18	1	5	2	1	3	44	-
Well below average	3	1	-	1	-	1	-	-	1	1	1
	1.5%	1.4%		1.5%		2.8%			1.2%	0.9%	20.0%
Somewhat below average	7	5	-	1	-	1	-	-	3	4	-
	3.5%	6.9%		1.5%		2.8%			3.7%	3.5%	
Average	116	45	3	39	3	16	3	-	45	69	2
	58.0%	62.5%	60.0%	60.0%	75.0%	44.4%	60.0%		54.9%	61.1%	40.0%
		f									
Somewhat above average	44	13	2	16	-	9	1	-	21	21	2
	22.0%	18.1%	40.0%	24.6%		25.0%	20.0%		25.6%	18.6%	40.0%
Well above average	30	8	-	8	1	9	1	-	12	18	-
	15.0%	11.1%		12.3%	25.0%	25.0%	20.0%		14.6%	15.9%	
						b					
Not Applicable	25	7	4	7	2	3	1	-	4	20	1
Summary Rate - Well above average/Somewhat above average	74	21	2	24	1	18	2	-	33	39	2
	37.0%	29.2%	40.0%	36.9%	25.0%	50.0%	40.0%		40.2%	34.5%	40.0%
						B					

Comparison Groups: BCDEFGH/IJK  
 Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase letters indicate significance at the 95% level.  
 Lowercase letters indicate significance at the 90% level.  
 Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections  
 Provider Satisfaction Survey (9106582)

6D. Overall satisfaction with health plan's call center service.

	Preferred Method of Communication						Survey Methodology				
	Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	272	90	15	90	7	44	8	1	89	177	6
Total Answering	217	78	8	68	5	36	6	-	86	125	6
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	44	11	5	18	1	5	2	1	2	42	-
Well below average	3	-	1	-	-	-	1	-	-	3	-
	1.4%		12.5%				16.7%			2.4%	
Somewhat below average	11	5	-	3	-	3	-	-	4	5	2
	5.1%	6.4%		4.4%		8.3%			4.7%	4.0%	33.3%
Average	118	46	6	39	4	14	2	-	46	70	2
	54.4%	59.0%	75.0%	57.4%	80.0%	38.9%	33.3%		53.5%	56.0%	33.3%
		F	Fg	f	Fg						
Somewhat above average	51	16	1	18	-	9	2	-	23	26	2
	23.5%	20.5%	12.5%	26.5%		25.0%	33.3%		26.7%	20.8%	33.3%
Well above average	34	11	-	8	1	10	1	-	13	21	-
	15.7%	14.1%		11.8%	20.0%	27.8%	16.7%		15.1%	16.8%	
						d					
Not Applicable	11	1	2	4	1	3	-	-	1	10	-
Summary Rate - Well above average/Somewhat above average	85	27	1	26	1	19	3	-	36	47	2
	39.2%	34.6%	12.5%	38.2%	20.0%	52.8%	50.0%		41.9%	37.6%	33.3%
		c		C		bCe					

Comparison Groups: BCDEFGH/IJK  
 Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase letters indicate significance at the 95% level.  
 Lowercase letters indicate significance at the 90% level.  
 Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections  
 Provider Satisfaction Survey (9106582)

7A. Do you have a Provider Relations Specialist from this health plan assigned to your practice?

	Preferred Method of Communication						Survey Methodology				
	Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	272	90	15	90	7	44	8	1	89	177	6
Total Answering	189	64	8	62	6	32	5	-	73	110	6
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	83	26	7	28	1	12	3	1	16	67	-
Yes	123	44	4	40	3	20	5	-	52	70	1
	65.1%	68.8%	50.0%	64.5%	50.0%	62.5%	100.0%		71.2%	63.6%	16.7%
							BCDEF		K	K	
No	66	20	4	22	3	12	-	-	21	40	5
	34.9%	31.3%	50.0%	35.5%	50.0%	37.5%			28.8%	36.4%	83.3%
											IJ
Summary Rate - Yes	123	44	4	40	3	20	5	-	52	70	1
	65.1%	68.8%	50.0%	64.5%	50.0%	62.5%	100.0%		71.2%	63.6%	16.7%
							BCDEF		K	K	

Comparison Groups: BCDEFGH/IJK  
 Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase letters indicate significance at the 95% level.  
 Lowercase letters indicate significance at the 90% level.  
 Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections  
 Provider Satisfaction Survey (9106582)

7B. Provider Relations representative's ability to answer questions and resolve problems.

	Preferred Method of Communication						Survey Methodology				
	Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	123	44	4	40	3	20	5	-	52	70	1
Total Answering	108	36	4	36	3	18	5	-	44	63	1
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	3	2	-	1	-	-	-	-	3	-	-
Well below average	4	3	-	1	-	-	-	-	3	1	-
	3.7%	8.3%		2.8%					6.8%	1.6%	
Somewhat below average	6	1	-	2	-	1	-	-	2	4	-
	5.6%	2.8%		5.6%		5.6%			4.5%	6.3%	
Average	44	14	3	19	2	3	3	-	15	29	-
	40.7%	38.9%	75.0%	52.8%	66.7%	16.7%	60.0%		34.1%	46.0%	
		f	F	F	f		f				
Somewhat above average	24	8	1	6	-	4	2	-	9	14	1
	22.2%	22.2%	25.0%	16.7%		22.2%	40.0%		20.5%	22.2%	100.0%
											IJ
Well above average	30	10	-	8	1	10	-	-	15	15	-
	27.8%	27.8%		22.2%	33.3%	55.6%			34.1%	23.8%	
						BD					
Not Applicable	12	6	-	3	-	2	-	-	5	7	-
Summary Rate - Well above average/Somewhat above average	54	18	1	14	1	14	2	-	24	29	1
	50.0%	50.0%	25.0%	38.9%	33.3%	77.8%	40.0%		54.5%	46.0%	100.0%
						BCD					IJ

Comparison Groups: BCDEFGH/IJK  
 Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase letters indicate significance at the 95% level.  
 Lowercase letters indicate significance at the 90% level.  
 Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections  
 Provider Satisfaction Survey (9106582)

7C. Quality of provider orientation process.

	Preferred Method of Communication						Survey Methodology				
	Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	272	90	15	90	7	44	8	1	89	177	6
Total Answering	161	54	7	56	3	25	5	-	64	93	4
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	62	19	6	21	1	8	3	1	13	49	-
Well below average	12	3	1	2	-	4	-	-	3	9	-
	7.5%	5.6%	14.3%	3.6%		16.0%			4.7%	9.7%	
Somewhat below average	11	3	-	7	-	-	1	-	4	7	-
	6.8%	5.6%		12.5%			20.0%		6.3%	7.5%	
Average	87	32	5	33	2	9	2	-	30	54	3
	54.0%	59.3%	71.4%	58.9%	66.7%	36.0%	40.0%		46.9%	58.1%	75.0%
		F	f	F							
Somewhat above average	26	8	1	7	-	5	1	-	12	13	1
	16.1%	14.8%	14.3%	12.5%		20.0%	20.0%		18.8%	14.0%	25.0%
Well above average	25	8	-	7	1	7	1	-	15	10	-
	15.5%	14.8%		12.5%	33.3%	28.0%	20.0%		23.4%	10.8%	
									J		
Not Applicable	49	17	2	13	3	11	-	-	12	35	2
Summary Rate - Well above average/Somewhat above average	51	16	1	14	1	12	2	-	27	23	1
	31.7%	29.6%	14.3%	25.0%	33.3%	48.0%	40.0%		42.2%	24.7%	25.0%
						CD			J		

Comparison Groups: BCDEFGH/IJK  
 Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase letters indicate significance at the 95% level.  
 Lowercase letters indicate significance at the 90% level.  
 Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections  
 Provider Satisfaction Survey (9106582)

7D. Quality of written communications, policy bulletins, and manuals.

	Preferred Method of Communication						Survey Methodology				
	Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	272	90	15	90	7	44	8	1	89	177	6
Total Answering	190	62	9	61	4	36	6	-	68	117	5
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	59	20	5	20	2	5	2	1	15	44	-
Well below average	8	2	1	1	-	2	-	-	3	5	-
	4.2%	3.2%	11.1%	1.6%		5.6%			4.4%	4.3%	
Somewhat below average	10	3	-	3	-	2	1	-	4	6	-
	5.3%	4.8%		4.9%		5.6%	16.7%		5.9%	5.1%	
Average	113	39	6	41	2	19	3	-	33	78	2
	59.5%	62.9%	66.7%	67.2%	50.0%	52.8%	50.0%		48.5%	66.7%	40.0%
										I	
Somewhat above average	31	11	1	6	1	7	1	-	12	16	3
	16.3%	17.7%	11.1%	9.8%	25.0%	19.4%	16.7%		17.6%	13.7%	60.0%
											iJ
Well above average	28	7	1	10	1	6	1	-	16	12	-
	14.7%	11.3%	11.1%	16.4%	25.0%	16.7%	16.7%		23.5%	10.3%	
									J		
Not Applicable	23	8	1	9	1	3	-	-	6	16	1
Summary Rate - Well above average/Somewhat above average	59	18	2	16	2	13	2	-	28	28	3
	31.1%	29.0%	22.2%	26.2%	50.0%	36.1%	33.3%		41.2%	23.9%	60.0%
									J		

Comparison Groups: BCDEFGH/IJK  
 Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase letters indicate significance at the 95% level.  
 Lowercase letters indicate significance at the 90% level.  
 Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections  
 Provider Satisfaction Survey (9106582)

8A. Would you recommend Louisiana Healthcare Connections to other physicians' practices?

	Preferred Method of Communication						Survey Methodology				
	Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	272	90	15	90	7	44	8	1	89	177	6
Total Answering	209	72	10	64	5	37	6	-	75	128	6
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	63	18	5	26	2	7	2	1	14	49	-
Yes	184	60	8	56	5	36	5	-	67	113	4
	88.0%	83.3%	80.0%	87.5%	100.0%	97.3%	83.3%		89.3%	88.3%	66.7%
					BD	BD					
No	25	12	2	8	-	1	1	-	8	15	2
	12.0%	16.7%	20.0%	12.5%		2.7%	16.7%		10.7%	11.7%	33.3%
		F		F							
Summary Rate - Yes	184	60	8	56	5	36	5	-	67	113	4
	88.0%	83.3%	80.0%	87.5%	100.0%	97.3%	83.3%		89.3%	88.3%	66.7%
					BD	BD					

Comparison Groups: BCDEFGH/IJK  
 Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase letters indicate significance at the 95% level.  
 Lowercase letters indicate significance at the 90% level.  
 Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections  
 Provider Satisfaction Survey (9106582)

8B. Please rate your overall satisfaction with Louisiana Healthcare Connections.

	Preferred Method of Communication						Survey Methodology				
	Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	272	90	15	90	7	44	8	1	89	177	6
Total Answering	221	75	10	72	5	37	6	-	88	127	6
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	47	14	5	17	2	5	2	1	-	47	-
Completely dissatisfied	5	3	-	1	-	1	-	-	5	-	-
	2.3%	4.0%		1.4%		2.7%			5.7%		
Somewhat dissatisfied	20	8	2	4	-	2	2	-	4	14	2
	9.0%	10.7%	20.0%	5.6%		5.4%	33.3%		4.5%	11.0%	33.3%
Neither dissatisfied nor satisfied	28	13	1	7	-	5	-	-	17	10	1
	12.7%	17.3%	10.0%	9.7%		13.5%			19.3%	7.9%	16.7%
									J		
Somewhat satisfied	83	19	6	31	1	16	3	-	29	53	1
	37.6%	25.3%	60.0%	43.1%	20.0%	43.2%	50.0%		33.0%	41.7%	16.7%
			Be	B		b					
Completely satisfied	85	32	1	29	4	13	1	-	33	50	2
	38.5%	42.7%	10.0%	40.3%	80.0%	35.1%	16.7%		37.5%	39.4%	33.3%
		C		C	BCDFG	C					
Does not apply	4	1	-	1	-	2	-	-	1	3	-
Summary Rate - Completely satisfied/Somewhat satisfied	168	51	7	60	5	29	4	-	62	103	3
	76.0%	68.0%	70.0%	83.3%	100.0%	78.4%	66.7%		70.5%	81.1%	50.0%
				B	BCDFG					i	

Comparison Groups: BCDEFGH/IJK  
 Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase letters indicate significance at the 95% level.  
 Lowercase letters indicate significance at the 90% level.  
 Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections  
 Provider Satisfaction Survey (9106582)

8C. Please rate your overall satisfaction with Amerigroup.

	Preferred Method of Communication						Survey Methodology				
	Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	272	90	15	90	7	44	8	1	89	177	6
Total Answering	196	69	9	63	3	34	4	-	82	108	6
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	49	13	6	17	2	6	2	1	-	49	-
Completely dissatisfied	17	8	1	3	1	2	-	-	9	6	2
	8.7%	11.6%	11.1%	4.8%	33.3%	5.9%			11.0%	5.6%	33.3%
Somewhat dissatisfied	22	7	2	6	1	3	-	-	9	11	2
	11.2%	10.1%	22.2%	9.5%	33.3%	8.8%			11.0%	10.2%	33.3%
Neither dissatisfied nor satisfied	40	14	2	13	1	9	-	-	21	19	-
	20.4%	20.3%	22.2%	20.6%	33.3%	26.5%			25.6%	17.6%	
Somewhat satisfied	72	21	3	25	-	12	4	-	23	49	-
	36.7%	30.4%	33.3%	39.7%		35.3%	100.0%		28.0%	45.4%	
							BCDF			I	
Completely satisfied	45	19	1	16	-	8	-	-	20	23	2
	23.0%	27.5%	11.1%	25.4%		23.5%			24.4%	21.3%	33.3%
Does not apply	27	8	-	10	2	4	2	-	7	20	-
Summary Rate - Completely satisfied/Somewhat satisfied	117	40	4	41	-	20	4	-	43	72	2
	59.7%	58.0%	44.4%	65.1%		58.8%	100.0%		52.4%	66.7%	33.3%
							BCDF			Ik	

Comparison Groups: BCDEFGH/IJK  
 Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase letters indicate significance at the 95% level.  
 Lowercase letters indicate significance at the 90% level.  
 Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections  
 Provider Satisfaction Survey (9106582)

8D. Please rate your overall satisfaction with Aetna Better Health of Louisiana.

	Preferred Method of Communication						Survey Methodology				
	Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	272	90	15	90	7	44	8	1	89	177	6
Total Answering	175	64	7	52	3	31	4	-	78	91	6
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	54	16	7	19	2	5	2	1	-	54	-
Completely dissatisfied	10	6	-	3	-	-	-	-	5	5	-
	5.7%	9.4%		5.8%					6.4%	5.5%	
Somewhat dissatisfied	27	12	1	8	1	4	-	-	18	6	3
	15.4%	18.8%	14.3%	15.4%	33.3%	12.9%			23.1%	6.6%	50.0%
									J		J
Neither dissatisfied nor satisfied	37	11	1	13	1	5	-	-	21	15	1
	21.1%	17.2%	14.3%	25.0%	33.3%	16.1%			26.9%	16.5%	16.7%
Somewhat satisfied	59	14	1	18	1	18	2	-	18	40	1
	33.7%	21.9%	14.3%	34.6%	33.3%	58.1%	50.0%		23.1%	44.0%	16.7%
						BCD				Ik	
Completely satisfied	42	21	4	10	-	4	2	-	16	25	1
	24.0%	32.8%	57.1%	19.2%		12.9%	50.0%		20.5%	27.5%	16.7%
		dF	dF								
Does not apply	43	10	1	19	2	8	2	-	11	32	-
Summary Rate - Completely satisfied/Somewhat satisfied	101	35	5	28	1	22	4	-	34	65	2
	57.7%	54.7%	71.4%	53.8%	33.3%	71.0%	100.0%		43.6%	71.4%	33.3%
							BcDEF			Ik	

Comparison Groups: BCDEFHGHIJK  
 Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase letters indicate significance at the 95% level.  
 Lowercase letters indicate significance at the 90% level.  
 Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections  
 Provider Satisfaction Survey (9106582)

8E. Please rate your overall satisfaction with AmeriHealth Caritas (formerly L.A. Care).

	Preferred Method of Communication						Survey Methodology				
	Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	272	90	15	90	7	44	8	1	89	177	6
Total Answering	202	70	9	63	5	36	5	-	83	113	6
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	49	14	6	17	2	5	2	1	-	49	-
Completely dissatisfied	8	2	1	3	1	-	1	-	3	5	-
	4.0%	2.9%	11.1%	4.8%	20.0%		20.0%		3.6%	4.4%	
Somewhat dissatisfied	22	11	1	5	1	3	1	-	9	10	3
	10.9%	15.7%	11.1%	7.9%	20.0%	8.3%	20.0%		10.8%	8.8%	50.0%
											iJ
Neither dissatisfied nor satisfied	46	16	1	17	-	9	-	-	24	21	1
	22.8%	22.9%	11.1%	27.0%		25.0%			28.9%	18.6%	16.7%
									j		
Somewhat satisfied	74	18	5	22	2	17	2	-	25	48	1
	36.6%	25.7%	55.6%	34.9%	40.0%	47.2%	40.0%		30.1%	42.5%	16.7%
			b			B				i	
Completely satisfied	52	23	1	16	1	7	1	-	22	29	1
	25.7%	32.9%	11.1%	25.4%	20.0%	19.4%	20.0%		26.5%	25.7%	16.7%
		c									
Does not apply	21	6	-	10	-	3	1	-	6	15	-
Summary Rate - Completely satisfied/Somewhat satisfied	126	41	6	38	3	24	3	-	47	77	2
	62.4%	58.6%	66.7%	60.3%	60.0%	66.7%	60.0%		56.6%	68.1%	33.3%
										ik	

Comparison Groups: BCDEFGH/IJK  
 Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase letters indicate significance at the 95% level.  
 Lowercase letters indicate significance at the 90% level.  
 Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections  
 Provider Satisfaction Survey (9106582)

8F. Please rate your overall satisfaction with United Healthcare Community Plan.

	Preferred Method of Communication						Survey Methodology				
	Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	272	90	15	90	7	44	8	1	89	177	6
Total Answering	207	71	8	68	4	38	4	-	85	116	6
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	50	14	6	18	2	5	2	1	-	50	-
Completely dissatisfied	8	1	1	4	-	1	-	-	3	4	1
	3.9%	1.4%	12.5%	5.9%		2.6%			3.5%	3.4%	16.7%
Somewhat dissatisfied	38	17	1	7	1	6	1	-	20	17	1
	18.4%	23.9%	12.5%	10.3%	25.0%	15.8%	25.0%		23.5%	14.7%	16.7%
		D									
Neither dissatisfied nor satisfied	41	19	1	11	1	6	1	-	26	15	-
	19.8%	26.8%	12.5%	16.2%	25.0%	15.8%	25.0%		30.6%	12.9%	
		J									
Somewhat satisfied	52	12	-	23	1	12	1	-	20	31	1
	25.1%	16.9%		33.8%	25.0%	31.6%	25.0%		23.5%	26.7%	16.7%
				B		b					
Completely satisfied	68	22	5	23	1	13	1	-	16	49	3
	32.9%	31.0%	62.5%	33.8%	25.0%	34.2%	25.0%		18.8%	42.2%	50.0%
			b						I		
Does not apply	15	5	1	4	1	1	2	-	4	11	-
Summary Rate - Completely satisfied/Somewhat satisfied	120	34	5	46	2	25	2	-	36	80	4
	58.0%	47.9%	62.5%	67.6%	50.0%	65.8%	50.0%		42.4%	69.0%	66.7%
				B		b			I		

Comparison Groups: BCDEFGH/IJK  
 Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase letters indicate significance at the 95% level.  
 Lowercase letters indicate significance at the 90% level.  
 Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections  
 Provider Satisfaction Survey (9106582)

3G. Extent to which UM staff share review criteria and reasons for adverse determinations.

	Preferred Method of Communication						Survey Methodology				
	Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	272	90	15	90	7	44	8	1	89	177	6
Total Answering	188	65	6	61	5	33	5	-	78	104	6
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	31	8	4	11	1	3	-	1	1	30	-
Well below average	4	2	1	-	-	1	-	-	2	1	1
	2.1%	3.1%	16.7%			3.0%			2.6%	1.0%	16.7%
Somewhat below average	12	4	-	4	-	1	2	-	8	4	-
	6.4%	6.2%		6.6%		3.0%	40.0%		10.3%	3.8%	
Average	119	42	3	41	4	20	2	-	40	76	3
	63.3%	64.6%	50.0%	67.2%	80.0%	60.6%	40.0%		51.3%	73.1%	50.0%
										I	
Somewhat above average	32	10	1	10	-	7	-	-	18	12	2
	17.0%	15.4%	16.7%	16.4%		21.2%			23.1%	11.5%	33.3%
									J		
Well above average	21	7	1	6	1	4	1	-	10	11	-
	11.2%	10.8%	16.7%	9.8%	20.0%	12.1%	20.0%		12.8%	10.6%	
Not Applicable	53	17	5	18	1	8	3	-	10	43	-
Summary Rate - Well above average/Somewhat above average	53	17	2	16	1	11	1	-	28	23	2
	28.2%	26.2%	33.3%	26.2%	20.0%	33.3%	20.0%		35.9%	22.1%	33.3%
									J		

Comparison Groups: BCDEFGH/IJK  
 Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase letters indicate significance at the 95% level.  
 Lowercase letters indicate significance at the 90% level.  
 Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections  
 Provider Satisfaction Survey (9106582)

3H. Consistency of review decisions.

	Preferred Method of Communication						Survey Methodology				
	Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	272	90	15	90	7	44	8	1	89	177	6
Total Answering	199	70	9	64	4	32	6	-	80	113	6
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	31	8	4	12	1	3	1	1	-	31	-
Well below average	6	4	-	1	-	-	1	-	3	3	-
	3.0%	5.7%		1.6%			16.7%		3.8%	2.7%	
Somewhat below average	12	3	1	3	-	1	2	-	8	4	-
	6.0%	4.3%	11.1%	4.7%		3.1%	33.3%		10.0%	3.5%	
Average	126	42	6	47	3	18	3	-	39	83	4
	63.3%	60.0%	66.7%	73.4%	75.0%	56.3%	50.0%		48.8%	73.5%	66.7%
				bf					j	I	
Somewhat above average	38	13	1	12	-	8	-	-	20	16	2
	19.1%	18.6%	11.1%	18.8%		25.0%			25.0%	14.2%	33.3%
									j		
Well above average	17	8	1	1	1	5	-	-	10	7	-
	8.5%	11.4%	11.1%	1.6%	25.0%	15.6%			12.5%	6.2%	
		D				D					
Not Applicable	42	12	2	14	2	9	1	-	9	33	-
Summary Rate - Well above average/Somewhat above average	55	21	2	13	1	13	-	-	30	23	2
	27.6%	30.0%	22.2%	20.3%	25.0%	40.6%			37.5%	20.4%	33.3%
						D			J		

Comparison Groups: BCDEFGH/IJK  
 Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase letters indicate significance at the 95% level.  
 Lowercase letters indicate significance at the 90% level.  
 Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections  
 Provider Satisfaction Survey (9106582)

4D. The frequency of feedback/reports from specialists for patients in your care.

	Preferred Method of Communication						Survey Methodology				
	Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	272	90	15	90	7	44	8	1	89	177	6
Total Answering	197	67	9	66	4	33	6	-	81	111	5
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	34	9	4	13	1	3	1	1	1	33	-
Well below average	4	1	-	2	-	1	-	-	3	1	-
	2.0%	1.5%		3.0%		3.0%			3.7%	0.9%	
Somewhat below average	11	6	-	2	-	1	1	-	8	2	1
	5.6%	9.0%		3.0%		3.0%	16.7%		9.9%	1.8%	20.0%
									J		
Average	132	40	6	52	3	19	4	-	48	82	2
	67.0%	59.7%	66.7%	78.8%	75.0%	57.6%	66.7%		59.3%	73.9%	40.0%
				BF						I	
Somewhat above average	34	13	3	8	-	8	1	-	14	19	1
	17.3%	19.4%	33.3%	12.1%		24.2%	16.7%		17.3%	17.1%	20.0%
Well above average	16	7	-	2	1	4	-	-	8	7	1
	8.1%	10.4%		3.0%	25.0%	12.1%			9.9%	6.3%	20.0%
		d									
Not Applicable	41	14	2	11	2	8	1	-	7	33	1
Summary Rate - Well above average/Somewhat above average	50	20	3	10	1	12	1	-	22	26	2
	25.4%	29.9%	33.3%	15.2%	25.0%	36.4%	16.7%		27.2%	23.4%	40.0%
		D				D					

Comparison Groups: BCDEFGH/IJK  
 Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase letters indicate significance at the 95% level.  
 Lowercase letters indicate significance at the 90% level.  
 Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections  
 Provider Satisfaction Survey (9106582)

4E. The timeliness of feedback/reports from Behavioral Health Clinicians for patients in your care.

	Preferred Method of Communication						Survey Methodology				
	Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	272	90	15	90	7	44	8	1	89	177	6
Total Answering	152	56	6	49	4	23	2	-	65	84	3
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	36	9	5	14	1	4	1	1	-	36	-
Well below average	6	2	-	2	-	1	1	-	5	1	-
	3.9%	3.6%		4.1%		4.3%	50.0%		7.7%	1.2%	
									j		
Somewhat below average	10	5	-	1	-	2	-	-	6	3	1
	6.6%	8.9%		2.0%		8.7%			9.2%	3.6%	33.3%
Average	113	38	5	43	3	14	1	-	43	68	2
	74.3%	67.9%	83.3%	87.8%	75.0%	60.9%	50.0%		66.2%	81.0%	66.7%
				BF						I	
Somewhat above average	16	9	1	2	-	3	-	-	8	8	-
	10.5%	16.1%	16.7%	4.1%		13.0%			12.3%	9.5%	
			D								
Well above average	7	2	-	1	1	3	-	-	3	4	-
	4.6%	3.6%		2.0%	25.0%	13.0%			4.6%	4.8%	
Not Applicable	84	25	4	27	2	17	5	-	24	57	3
Summary Rate - Well above average/Somewhat above average	23	11	1	3	1	6	-	-	11	12	-
	15.1%	19.6%	16.7%	6.1%	25.0%	26.1%			16.9%	14.3%	
			D			D					

Comparison Groups: BCDEFGH/IJK  
 Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase letters indicate significance at the 95% level.  
 Lowercase letters indicate significance at the 90% level.  
 Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections  
 Provider Satisfaction Survey (9106582)

4F. The frequency of feedback/reports from Behavioral Health Clinicians for patients in your care.

	Preferred Method of Communication						Survey Methodology				
	Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	272	90	15	90	7	44	8	1	89	177	6
Total Answering	146	52	6	48	4	22	2	-	65	78	3
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	39	11	5	15	1	4	1	1	1	38	-
Well below average	5	2	-	2	-	1	-	-	5	-	-
	3.4%	3.8%		4.2%		4.5%			7.7%		
Somewhat below average	12	4	-	2	-	2	1	-	7	4	1
	8.2%	7.7%		4.2%		9.1%	50.0%		10.8%	5.1%	33.3%
Average	104	36	5	39	3	12	1	-	41	61	2
	71.2%	69.2%	83.3%	81.3%	75.0%	54.5%	50.0%		63.1%	78.2%	66.7%
				F						I	
Somewhat above average	14	7	1	4	-	1	-	-	9	5	-
	9.6%	13.5%	16.7%	8.3%		4.5%			13.8%	6.4%	
Well above average	11	3	-	1	1	6	-	-	3	8	-
	7.5%	5.8%		2.1%	25.0%	27.3%			4.6%	10.3%	
						BD					
Not Applicable	87	27	4	27	2	18	5	-	23	61	3
Summary Rate - Well above average/Somewhat above average	25	10	1	5	1	7	-	-	12	13	-
	17.1%	19.2%	16.7%	10.4%	25.0%	31.8%			18.5%	16.7%	
						D					

Comparison Groups: BCDEFGH/IJK  
 Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase letters indicate significance at the 95% level.  
 Lowercase letters indicate significance at the 90% level.  
 Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections  
 Provider Satisfaction Survey (9106582)

9A. Would you like Louisiana Healthcare Connections to follow-up with you regarding your above feedback? If so, your contact information will be forwarded to the health plan for further outreach.

	Preferred Method of Communication						Survey Methodology				
	Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	272	90	15	90	7	44	8	1	89	177	6
Total Answering	195	67	7	65	2	35	6	-	70	119	6
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	59	16	7	22	4	6	2	1	6	53	-
Yes	45	17	1	11	2	10	1	-	13	32	-
	23.1%	25.4%	14.3%	16.9%	100.0%	28.6%	16.7%		18.6%	26.9%	
					BCDFG						
No	150	50	6	54	-	25	5	-	57	87	6
	76.9%	74.6%	85.7%	83.1%		71.4%	83.3%		81.4%	73.1%	100.0%
											IJ
N/A	18	7	1	3	1	3	-	-	13	5	-

Comparison Groups: BCDEFGH/IJK  
 Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase letters indicate significance at the 95% level.  
 Lowercase letters indicate significance at the 90% level.  
 Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections  
 Provider Satisfaction Survey (9106582)

10. Does your practice have access to telephonic interpretation for LHCC patients that have limited English proficiency?

	Preferred Method of Communication						Survey Methodology				
	Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	272	90	15	90	7	44	8	1	89	177	6
Total Answering	155	55	4	48	2	32	4	-	57	93	5
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	56	15	6	24	3	5	2	1	5	51	-
Yes	63	20	1	15	2	19	1	-	21	40	2
	40.6%	36.4%	25.0%	31.3%	100.0%	59.4%	25.0%		36.8%	43.0%	40.0%
					BCDFG	BD					
No	92	35	3	33	-	13	3	-	36	53	3
	59.4%	63.6%	75.0%	68.8%		40.6%	75.0%		63.2%	57.0%	60.0%
		F		F							
Not Sure	44	16	4	12	2	4	2	-	18	25	1
Not Applicable	17	4	1	6	-	3	-	-	9	8	-

Comparison Groups: BCDEFHG/IJK  
 Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase letters indicate significance at the 95% level.  
 Lowercase letters indicate significance at the 90% level.  
 Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

## 14. Glossary of Terms

**Attributes** are the individual questions that relate to specific characteristics of the health plan.

**Composites** are the mean of the Summary Rates of attributes with similar question topics.

**Rating** questions use a scale of 'Completely dissatisfied' to 'Completely satisfied' to assess overall experience with Louisiana Healthcare Connections.

**Summary Rates** are single statistics generated for a survey question. Summary Rates represent the percentage of respondents who chose the most favorable response option(s) ('Well above average' or 'Somewhat above average,' 'Yes,' and 'Completely satisfied' or 'Somewhat satisfied').

### **SPH Analytics Aggregate Book of Business (2014)**

The 2014 SPH Analytics Aggregate Book of Business is a benchmark containing data from 33 plans representing 14,423 respondents in Primary Care, Specialty, and Behavioral Health areas of medicine.

### **SPH Analytics Medicaid Book of Business (2014)**

The 2014 SPH Analytics Medicaid Book of Business is a benchmark containing data from 23 plans representing 12,193 respondents in Primary Care, Specialty, and Behavioral Health areas of medicine.

## 15. Appendix A: Question Summaries

The proportion of respondents who fall into each response category for all questions is shown beginning on page A.1. Each question addresses the provider’s rating of Louisiana Healthcare Connections. The Question Summary pages are broken down into several sections, which are described below.

### Valid n & Category Responses

The Valid n column shows the number of respondents who chose to answer the question. This number may be lower than the total number of respondents who completed the survey because respondents either chose not to answer the question (left the question blank on the survey tool) or selected ‘Not Applicable.’ The Category Responses section provides the percentage of respondents who selected each response option.

### Summary Rates

The Summary Rates section provides trend and benchmark comparisons of Louisiana Healthcare Connections’ Summary Rates. The Summary Rate is the proportion of respondents choosing the most positive response option(s) for each question. Typically, it is the sum of the proportion of respondents who selected ‘Well above average’ or ‘Somewhat above average.’ For all other questions, the Summary Rate is the sum of the bold category responses.

### Mean Scores

The Mean Scores section provides further analysis of your results. While Summary Rates are very helpful in that they highlight areas where your plan scores well, they are not a complete indication of performance.

Mean Scores provide an average of responses. The score is calculated by assigning a value of one to five to each response option. For example, ‘Well above average’ receives a score of 5, while ‘Well below average’ receives a score of 1. Therefore, higher Mean Scores indicate more favorable responses, while lower Mean Scores indicate unfavorable responses.

For example, the Mean Score for Louisiana Healthcare Connections in the example below is 3.24, meaning that the average response option chosen is between ‘Average’ and ‘Somewhat above average.’

Question	Plan	Plan Mean	2014 SPHA B.o.B Mean
2A. Consistency of reimbursement fees with your contract rates.	Louisiana	3.24	3.12

### **Charts A.1 – A.10**

# Question Summaries

## Demographics

272 Total Respondents

Survey Item	Valid n	Category Responses						
A. Please indicate your area of medicine. (Mark all that apply)	269	<u>Primary Care</u> 68.8%	<u>Specialty</u> 42.0%	<u>Behavioral Health Clinician</u> 4.8%				
B. How many physicians are in your practice?	270	<u>Solo</u> 40.0%	<u>2 - 5 physicians</u> 44.4%	<u>More than 5 physicians</u> 15.6%				
C. How many years have you been in this practice?	269	<u>Less than 5 years</u> 26.4%	<u>5 - 15 years</u> 33.1%	<u>16 years or more</u> 40.5%				
D. What portion of your managed care volume is represented by Louisiana Healthcare Connections?	248	<u>None</u> 1.6%	<u>10% or less</u> 35.9%	<u>11 - 20%</u> 27.4%	<u>21 - 30%</u> 20.6%	<u>31 - 50%</u> 8.9%	<u>51 - 75%</u> 5.2%	<u>76 - 100%</u> 0.4%
E. Please mark who is completing this survey. (Mark only one)	269	<u>Physician</u> 7.8%	<u>Behavioral Health Clinician</u> 0.0%	<u>Office Manager</u> 58.0%	<u>Nurse</u> 6.3%	<u>Other staff</u> 27.9%		
F. What is your preferred method of receiving communications from this health plan?	255	<u>Mail</u> 35.3%	<u>Telephone</u> 5.9%	<u>Fax</u> 35.3%	<u>Online portal</u> 2.7%	<u>E-mail</u> 17.3%	<u>In person from your Provider Representative</u> 3.1%	<u>Other</u> 0.4%
G. Please indicate the number of insurance companies with which you or your practice participates.	267	<u>3 or fewer</u> 1.5%	<u>4 to 7</u> 8.2%	<u>8 to 11</u> 14.2%	<u>12 to 15</u> 15.7%	<u>More than 15</u> 60.3%		

Note: The sum of responses for Area of Medicine may be greater than 100% as respondents are able to choose multiple response options.

# Question Summaries

## Comparative Rating

272 Total Respondents

This first question asks you to think about Louisiana Healthcare Connections in comparison to all of the other health plans that you work with.		Category Responses						Summary Rate Scores*				Mean Scores**	
Survey Item	Valid n	<u>Well above average</u>	<u>Somewhat above average</u>	<u>Average</u>	<u>Somewhat below average</u>	<u>Well below average</u>	<u>Not Applicable</u>	2015	2014	2013	Medicaid BoB***	2015	Medicaid BoB***
<b>1A. How would you rate Louisiana Healthcare Connections compared to all other health plans you contract with?</b>	258	13.6%	21.3%	52.7%	8.5%	3.9%	n = 5	34.9%	21.0%	23.2%	36.4%	3.32	3.33

\* Summary Rate Scores represent the most favorable response options ("Well above average" & "Somewhat above average").

\*\* Mean scores are the average of all responses.

\*\*\* B.o.B. represents the 2014 SPHA Medicaid Book of Business Benchmark, which consists of Primary Care Physicians, Specialists, and Behavioral Health Clinicians.

Note: Significance Testing - Cells highlighted in red denote current year plan percentage is significantly lower when compared to benchmark data; Cells highlighted in green denote current year plan percentage is significantly higher when compared to benchmark data; No color denotes that there was no significant difference between the percentages or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

# Question Summaries

## Finance Issues

### 272 Total Respondents

These questions ask about Finance Issues. Please rate Louisiana Healthcare Connections in the following service areas when compared to your experience with other health plans you work with.													
Survey Item	Valid n	Category Responses						Summary Rate Scores*				Mean Scores**	
		<u>Well above average</u>	<u>Somewhat above average</u>	<u>Average</u>	<u>Somewhat below average</u>	<u>Well below average</u>	<u>Not Applicable</u>	2015	2014	2013	Medicaid BoB***	2015	Medicaid BoB***
<b>2A. Consistency of reimbursement fees with your contract rates.</b>	221	11.8%	20.8%	52.0%	10.9%	4.5%	n = 25	32.6%	18.0%	28.0%	27.7%	3.24	3.12
<b>2B. Accuracy of claims processing.</b>	224	18.8%	20.1%	51.8%	5.4%	4.0%	n = 24	38.8%	24.5%	31.2%	34.0%	3.44	3.30
<b>2C. Timeliness of claims processing.</b>	226	17.3%	20.4%	54.4%	5.3%	2.7%	n = 24	37.6%	19.2%	34.6%	34.6%	3.44	3.31
<b>2D. Resolution of claims payment problems or disputes.</b>	214	13.6%	18.2%	55.1%	7.0%	6.1%	n = 34	31.8%	20.4%	24.6%	29.7%	3.26	3.14

\* Summary Rate Scores represent the most favorable response options ("Well above average" & "Somewhat above average").

\*\* Mean scores are the average of all responses.

\*\*\* B.o.B. represents the 2014 SPHA Medicaid Book of Business Benchmark, which consists of Primary Care Physicians, Specialists, and Behavioral Health Clinicians.

Note: Significance Testing - Cells highlighted in red denote current year plan percentage is significantly lower when compared to benchmark data; Cells highlighted in green denote current year plan percentage is significantly higher when compared to benchmark data; No color denotes that there was no significant difference between the percentages or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

# Question Summaries

## Utilization and Quality Management

### 272 Total Respondents

These questions ask about Utilization and Quality Management. Please rate Louisiana Healthcare Connections in the following service areas when compared to your experience with other health plans you work with.		Category Responses						Summary Rate Scores*				Mean Scores**	
Survey Item	Valid n	Well above average	Somewhat above average	Average	Somewhat below average	Well below average	Not Applicable	2015	2014	2013	Medicaid BoB***	2015	Medicaid BoB***
3A. Access to knowledgeable UM staff.	222	11.7%	18.0%	64.0%	4.1%	2.3%	n = 26	29.7%	18.9%	20.8%	31.8%	3.33	3.30
3B. Procedures for obtaining pre-certification/referral/authorization information.	229	12.7%	14.8%	59.0%	9.2%	4.4%	n = 19	27.5%	16.1%	19.8%	33.3%	3.22	3.25
3C. Timeliness of obtaining pre-certification/referral/authorization information.	228	12.7%	17.5%	54.8%	10.1%	4.8%	n = 19	30.3%	22.2%	17.9%	33.3%	3.23	3.25
3D. The health plan's facilitation/support of appropriate clinical care for patients.	221	10.4%	16.7%	65.6%	5.0%	2.3%	n = 24	27.1%	16.0%	18.8%	32.4%	3.28	3.33
3E. Access to Case/Care Managers from this health plan.	191	11.5%	18.8%	61.3%	6.8%	1.6%	n = 49	30.4%	12.2%	18.1%	30.6%	3.32	3.28
3F. Degree to which the plan covers and encourages preventive care and wellness.	221	17.6%	20.8%	55.2%	3.6%	2.7%	n = 23	38.5%	28.8%	27.1%	41.9%	3.47	3.50
3G. Extent to which UM staff share review criteria and reasons for adverse determinations.	188	11.2%	17.0%	63.3%	6.4%	2.1%	n = 53	28.2%	10.2%	18.2%	NA	3.29	NA
3H. Consistency of review decisions.	199	8.5%	19.1%	63.3%	6.0%	3.0%	n = 42	27.6%	11.1%	17.9%	NA	3.24	NA

\* Summary Rate Scores represent the most favorable response options ("Well above average" & "Somewhat above average").

\*\* Mean scores are the average of all responses.

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Note: Significance Testing - Cells highlighted in red denote current year plan percentage is significantly lower when compared to benchmark data; Cells highlighted in green denote current year plan percentage is significantly higher when compared to benchmark data; No color denotes that there was no significant difference between the percentages or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

## Question Summaries

### Network/Coordination of Care

#### 272 Total Respondents

These questions ask about Louisiana Healthcare Connections' network providers. Please rate Louisiana Healthcare Connections in the following service areas when compared to your experience with other health plans you work with.		Category Responses						Summary Rate Scores*				Mean Scores**	
Survey Item	Valid n	Well above average	Somewhat above average	Average	Somewhat below average	Well below average	Not Applicable	2015	2014	2013	Medicaid BoB***	2015	Medicaid BoB***
4A. The number of specialists in this health plan's provider network.	200	6.5%	17.0%	58.0%	12.5%	6.0%	n = 35	23.5%	10.4%	17.1%	27.0%	3.06	3.10
4B. The quality of specialists in this health plan's provider network.	202	9.4%	19.3%	61.4%	7.4%	2.5%	n = 33	28.7%	12.2%	20.7%	34.7%	3.26	3.37
4C. The timeliness of feedback/reports from specialists in this health plan's provider network.	196	7.1%	16.3%	68.9%	6.1%	1.5%	n = 36	23.5%	6.8%	15.7%	27.5%	3.21	3.26
4D. The frequency of feedback/reports from specialists for patients in your care.	197	8.1%	17.3%	67.0%	5.6%	2.0%	n = 41	25.4%	18.2%	16.6%	NA	3.24	NA
4E. The timeliness of feedback/reports from Behavioral Health Clinicians for patients in your care.	152	4.6%	10.5%	74.3%	6.6%	3.9%	n = 84	15.1%	22.6%	16.1%	NA	3.05	NA
4F. The frequency of feedback/reports from Behavioral Health Clinicians for patients in your care.	146	7.5%	9.6%	71.2%	8.2%	3.4%	n = 87	17.1%	21.2%	14.7%	NA	3.10	NA

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# Question Summaries

## Pharmacy

### 272 Total Respondents

These questions ask about Louisiana Healthcare Connections' formulary. Please rate Louisiana Healthcare Connections in the following service areas when compared to your experience with other health plans you work with.													
Survey Item	Valid n	Category Responses						Summary Rate Scores*				Mean Scores**	
		<u>Well above average</u>	<u>Somewhat above average</u>	<u>Average</u>	<u>Somewhat below average</u>	<u>Well below average</u>	<u>Not Applicable</u>	2015	2014	2013	Medicaid BoB***	2015	Medicaid BoB***
<b>5A. Consistency of the formulary over time.</b>	203	5.9%	12.8%	68.5%	7.9%	4.9%	n = 30	18.7%	17.4%	14.1%	22.7%	3.07	3.15
<b>5B. Extent to which formulary reflects current standards of care.</b>	205	6.8%	11.2%	67.8%	9.3%	4.9%	n = 26	18.0%	20.0%	17.0%	23.1%	3.06	3.15
<b>5C. Variety of branded drugs on the formulary.</b>	200	4.5%	12.0%	61.0%	13.0%	9.5%	n = 27	16.5%	13.3%	15.5%	19.7%	2.89	3.00
<b>5D. Ease of prescribing your preferred medications within formulary guidelines.</b>	201	8.5%	9.5%	59.2%	14.9%	8.0%	n = 25	17.9%	14.3%	18.5%	24.3%	2.96	3.10
<b>5E. Availability of comparable drugs to substitute those not included in the formulary.</b>	198	6.1%	11.6%	60.1%	16.2%	6.1%	n = 26	17.7%	15.6%	17.0%	21.1%	2.95	3.07

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**Question Summaries**  
**Health Plan Call Center Service Staff**

**272 Total Respondents**

These questions ask about your experiences when calling Louisiana Healthcare Connections' call center. Please rate Louisiana Healthcare Connections in the following service areas when compared to your experience with other health plans you work with.

Survey Item	Valid n	Category Responses						Summary Rate Scores*				Mean Scores**	
		<u>Well above average</u>	<u>Somewhat above average</u>	<u>Average</u>	<u>Somewhat below average</u>	<u>Well below average</u>	<u>Not Applicable</u>	2015	2014	2013	Medicaid BoB***	2015	Medicaid BoB***
<b>6A. Ease of reaching health plan call center staff over the phone.</b>	216	15.3%	21.3%	56.0%	4.2%	3.2%	n = 13	36.6%	27.5%	24.3%	39.3%	3.41	3.34
<b>6B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).</b>	217	21.7%	26.3%	49.3%	1.8%	0.9%	n = 11	47.9%	26.3%	31.6%	44.1%	3.66	3.54
<b>6C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.</b>	200	15.0%	22.0%	58.0%	3.5%	1.5%	n = 25	37.0%	25.0%	22.7%	38.7%	3.46	3.42
<b>6D. Overall satisfaction with health plan's call center service.</b>	217	15.7%	23.5%	54.4%	5.1%	1.4%	n = 11	39.2%	23.6%	30.3%	41.0%	3.47	3.44

\* Summary Rate Scores represent the most favorable response options ("Well above average" & "Somewhat above average").

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# Question Summaries

## Provider Relations

### 272 Total Respondents

These questions ask about your experiences with Louisiana Healthcare Connections' Provider Relations department. Please rate Louisiana Healthcare Connections in the following service areas when compared to your experience with other health plans you work with.		Category Responses						Summary Rate Scores*				Mean Scores**	
Survey Item	Valid n	Yes	No					2015	2014	2013	Medicaid BoB***	2015	Medicaid BoB***
<b>7A. Do you have a Provider Relations Specialist from this health plan assigned to your practice?</b>	189	65.1%	34.9%					65.1%	53.3%	73.0%	54.8%	NA	NA
Survey Item	Valid n	Well above average	Somewhat above average	Average	Somewhat below average	Well below average	Not Applicable	2015	2014	2013	Medicaid BoB***	2015	Medicaid BoB***
<b>7B. Provider Relations representative's ability to answer questions and resolve problems.</b>	108	27.8%	22.2%	40.7%	5.6%	3.7%	n = 12	50.0%	42.9%	35.4%	54.2%	3.65	3.69
<b>7C. Quality of provider orientation process.</b>	161	15.5%	16.1%	54.0%	6.8%	7.5%	n = 49	31.7%	16.7%	26.8%	34.0%	3.25	3.30
<b>7D. Quality of written communications, policy bulletins, and manuals.</b>	190	14.7%	16.3%	59.5%	5.3%	4.2%	n = 23	31.1%	22.0%	26.2%	36.5%	3.32	3.40

\* Summary Rate Scores represent the most favorable response options ("Yes;" "Well above average" & "Somewhat above average").

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# Question Summaries

## Overall Satisfaction

### 272 Total Respondents

These questions ask about your overall satisfaction with Louisiana Healthcare Connections. Additionally, please rate your satisfaction with the other plans listed and provide feedback on how Louisiana Healthcare Connections can improve.		Category Responses						Summary Rate Scores*				Mean Scores**	
Survey Item	Valid n	Yes	No					2015	2014	2013	Medicaid BoB***	2015	Medicaid BoB***
<b>8A. Would you recommend Louisiana Healthcare Connections to other physicians' practices?</b>	209	88.0%	12.0%					88.0%	88.7%	72.3%	83.3%	NA	NA
Survey Item	Valid n	Completely satisfied	Somewhat satisfied	Neither dissatisfied nor satisfied	Somewhat dissatisfied	Completely dissatisfied	Does not apply	2015	2014	2013	Medicaid BoB***	2015	Medicaid BoB***
<b>8B. Please rate your overall satisfaction with Louisiana Healthcare Connections.</b>	221	38.5%	37.6%	12.7%	9.0%	2.3%	n = 4	76.0%	60.7%	57.8%	69.8%	4.01	3.86
<b>8C. Please rate your overall satisfaction with Amerigroup.</b>	196	23.0%	36.7%	20.4%	11.2%	8.7%	n = 27	59.7%	63.0%	50.6%	NA	3.54	NA
<b>8D. Please rate your overall satisfaction with Aetna Better Health of Louisiana.</b>	175	24.0%	33.7%	21.1%	15.4%	5.7%	n = 43	57.7%	55.8%	75.8%	NA	3.55	NA
<b>8E. Please rate your overall satisfaction with AmeriHealth Caritas (formerly L.A. Care).</b>	202	25.7%	36.6%	22.8%	10.9%	4.0%	n = 21	62.4%	61.5%	51.9%	NA	3.69	NA
<b>8F. Please rate your overall satisfaction with United Healthcare Community Plan.</b>	207	32.9%	25.1%	19.8%	18.4%	3.9%	n = 15	58.0%	73.1%	76.1%	NA	3.65	NA

\* Summary Rate Scores represent the most favorable response options ("Yes;" "Completely satisfied" & "Somewhat satisfied").

\*\* Mean scores are the average of all responses.

\*\*\* B.o.B. represents the 2014 SPHA Medicaid Book of Business Benchmark, which consists of Primary Care Physicians, Specialists, and Behavioral Health Clinicians.

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## Question Summaries

Comment Follow-Up

Louisiana Healthcare Connections

Provider Satisfaction Survey

272 Total Respondents

Survey Item	Valid n	Category Responses				Summary Rate Scores*				Mean Scores**	
		<u>Yes</u>	<u>No</u>	<u>Not Sure</u>	<u>N/A</u>	2015	2014	2013	Medicaid BoB***	2015	Medicaid BoB***
<b>9A. Would you like Louisiana Healthcare Connections to follow-up with you regarding your above feedback? If so, your contact information will be forwarded to the health plan for further outreach.</b>	195	<b>23.1%</b>	76.9%	NA	n = 18	<b>23.1%</b>	27.1%	NA	NA	<b>NA</b>	NA
<b>10. Does your practice have access to telephonic interpretation for LHCC patients that have limited English proficiency?</b>	155	<b>40.6%</b>	59.4%	n = 44	n = 17	<b>40.6%</b>	NA	NA	NA	<b>NA</b>	NA

\* Summary Rate Scores represent the most favorable response options ("Yes").

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# Consulting Services

## SPH Analytics Can Help You Identify Opportunities to Improve Performance

SPH Analytics (SPHA) Consulting Services help evaluate initiatives for potential improvement based on the data provided and best industry practices through consultation with your organization's team members. An in-depth analysis can help organizations identify strengths and weaknesses to improve performance.

### Harnessing the Power of Information

SPHA Consulting Services help organizations develop initiatives and solutions for improved performance, patient/member satisfaction, and improvement in scores and ratings.

### Action Plans for Improvement

SPHA consultants work with you to develop action plans for improvement. Our experienced consultants have extensive backgrounds in quality improvement, healthcare research, and program evaluation and development. Consultants have worked with and for leading healthcare organizations to implement process improvements and strategic initiatives.



### Stars/Scores Improvement

We understand Star Ratings and scores improvement is important to your organization. As a leader in healthcare transformation, SPHA helps you evaluate your organization's performance to develop a realistic plan for improvement. SPHA looks beyond typical measures to help you gain a more meaningful understanding of patient and member sentiment. SPHA consultants help guide your performance improvement initiatives.

The answers are not always easy to find. However, there are steps you can take to bring you closer to your goals. SPHA's knowledgeable consultants help you develop plans that empower long-term success in the rapidly changing healthcare environment.

#### Benefits of SPHA's Consulting Services:

- Gain insight and information based on overall findings
- Examine organizational strengths and weaknesses and their impact on performance
- Identify common themes, best practices, and calls to action
- Develop action plans for improvement
- Improve ratings and scores

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