UnitedHealthcare

2015 UnitedHealthcare Community & State Physician Satisfaction Results

C&S Louisiana Scorecard, Key Measures (0-10 Rating Scale)

MARKETSTRATEGIES INTERNATIONAL

Legend:

Individual blank cells indicate questions with extremely small base sizes (n<10).
* Indicates data not sig tested due to small base size (n<30).
** Indicates small base size (n<50); interpret with caution.
*** Indicates extremely small group base size (n<10); data not displayed (column will be blank).

△▽ Indicates a significant difference at the 95% confidence level between 2015 national and health plan scores.
▲▼ Indicates a significant difference at the 95% confidence level between 2013/2014 and 2015 scores.
\- Indicates questions without comparable trend data.

All Physician (Top Box 8-10)

	UHC C&S National		UHC C&S Louisiana Health Plan						
	2015	△▽	2015	Y1	Δ	Y2	Δ	2014	2013
n=	2162		111					92	177
Overall Measures									
Overall satisfaction with UnitedHealthcare Community Plan (Q5)	36		39		-12	▼	-17	51	56
Likelihood to recommend to peers (Q7)	38		39	▼	-25	▼	-27	64	66
Extent to which would like to see more UnitedHealthcare Community Plan members in practice (Q8)	38		38	▼	-28	▼	-32	66	70
Likelihood to renew contract (Q9)	69		71		-12	▼	-17	83	88
Relationship with UHC									
Personalized interaction (Q11)	33		43		-10			53	-
Collaboration to accommodate specialized practice needs (Q12)	31		40		-13			53	-
Provides information needed to care for its members (Q13)	36		43		-15			58	-
Attentiveness to your overall needs (Q14)	33		42		-9			51	-
Helping you coordinate care for your patients (Q15)	36		36	▼	-22			58	-
Online resources for provider education/training (Q16)	48		48					-	-
Customer Service									
Assistance provided by toll free IVR (Q18)	36		42		-16		-15	58	57
Assistance provided by Provider Service Call Center (Q19)	38		39	▼	-19			58	-
Helpfulness of the Provider Administrative Guide/Manual (Q20)	35		45		-15		-9	60	54
Claims Processing									
Timeliness of claims processing (Q21)	46	▽	59		-7		-10	66	69
Accuracy of claims processing (Q22)	43	▽	57		-7		-10	64	67
Timeliness of the claims appeals process (Q23)	36	▽	53		-11		-2	64	55
Communication of the determination of claims appeals (Q24)	36	▽	52		-9		+0	61	52
Resolution of claims disputes (Q25)	56		56					44**	61
Patient Centered Medical Home									
Support provided by plan staff toward implementation of Patient Centered Medical Home (Q26)	44**		44**					-	-
Care Management (notification/prior authorization processes)									
Ease of prior authorization process (excluding radiology services) (Q31)	34		29	▼	-24	▼	-15	53	44
Timeliness of prior authorization process (excluding radiology services) (Q32)	35		34	▼	-21			55	-
Ease of the notification/prior authorization process for radiology services (Q33)	35		37		-16			53	-
Timeliness of the notification/prior authorization process for radiology services (Q34)	35		40		-7			47	-
Ease of the pharmaceutical prior authorization process (Q35)	30		31	▼	-20	▼	-17	51	48
Clinical appropriateness of utilization review decisions (Q36)	32		33	▼	-17	▼	-15	50	48
Effectiveness of care management programs for members (Q37)	36		38		-14	▼	-21	52	59
Assistance provided by care management staff (Q38)	37		39		-14		-14	53	53
Availability of disease management and health education programs for your members (Q39)	39		41		-13		-14	54	55
Communications									
Clarity (Q40)	48		48					-	-
Volume (Q41)	42		42					-	-
Timeliness of Exchange of Information									
Primary Care Physicians (Q42a)	51		52		-4			56	-
Specialists/Consulting Physicians (Q42b)	50		51		-3			54	-
Inpatient Hospitals (Q42c)	48		53		-6			59	-
Emergency Department/Urgent Care Centers (Q42d)	47		47		-4			51	-
Behavioral Health Practitioners (Q42e)	38		42		-2			44	-
Usefulness of Exchange of Information									
Primary Care Physicians (Q43a)	58		57		-8			65	-
Specialists/Consulting Physicians (Q43b)	61		57		-6			63	-
Inpatient Hospitals (Q43c)	56		57		-7			64	-
Emergency Departments/Urgent Care Centers (Q43d)	54		57		-7			64	-
Behavioral Health Practitioners (Q43e)	50		57		-6			63	-
Credentialing Process									
Ease of initiating the credentialing process (Q27)	50		49	▼	-20			69	-
Ease of completing the credentialing process (Q28)	49		50	▼	-19			69	-
Specialty Network									
Quality of specialists in the referral network (Q29)	45		47		-6			53	-
Availability of medical specialists to accommodate your referrals within a reasonable number of days (Q30)	39		40		-6			46	-
Image									
UHC Community Plan is trustworthy (Q44)	50		52	▼	-20	▼	-22	72	74
UHC Community Plan is easy to do business with (Q45)	43		40	▼	-28	▼	-26	68	66
Like UHC Community Plan as a company and feel good about doing business with them (Q46)	44		42	▼	-29	▼	-30	71	72
UHC Community Plan demonstrates social responsibility in the community (Q47)	47		47	▼	-23	▼	-27	70	74
UHC Community Plan is leading the insurance industry in simplifying health care (Q48)	38		38	▼	-20	▼	-22	58	60
UnitedHealthcare Community Plan cares about its members (Q49)	40		40	▼	-30			70	-

All Physician (6-10)

	UHC C&S National		UHC C&S Louisiana Health Plan						
	2015	△▽	2015	Y1	Δ	Y2	Δ	2014	2013
n=	2162		111					92	177
Overall Measures									
Overall satisfaction with UnitedHealthcare Community Plan (Q5)	62		62	▼	-21	▼	-22	83	84
Likelihood to recommend to peers (Q7)	59		63	▼	-23	▼	-22	86	85
Extent to which would like to see more UnitedHealthcare Community Plan members in practice (Q8)	56		54	▼	-28	▼	-28	82	82
Likelihood to renew contract (Q9)	81		87		-7	▼	-7	94	94
Relationship with UHC									
Personalized interaction (Q11)	52		61		-14			75	-
Collaboration to accommodate specialized practice needs (Q12)	50		56	▼	-20			76	-
Provides information needed to care for its members (Q13)	59		62	▼	-15			77	-
Attentiveness to your overall needs (Q14)	53		62	▼	-15			77	-
Helping you coordinate care for your patients (Q15)	64		64	▼	-18			82	-
Online resources for provider education/training (Q16)	70		70					-	-
Customer Service									
Assistance provided by toll free IVR (Q18)	57		60	▼	-20	▼	-16	80	76
Assistance provided by Provider Service Call Center (Q19)	61		60	▼	-22			82	-
Helpfulness of the Provider Administrative Guide/Manual (Q20)	57		55	▼	-25	▼	-21	80	76
Claims Processing									
Timeliness of claims processing (Q21)	68	▽	80		-8		-9	88	89
Accuracy of claims processing (Q22)	64	▽	80		-5		-6	85	86
Timeliness of the claims appeals process (Q23)	57	▽	73		-6		-4	79	77
Communication of the determination of claims appeals (Q24)	57	▽	74		-6		-1	80	75
Resolution of claims disputes (Q25)	72		72		+3		-8	69**	80
Patient Centered Medical Home									
Support provided by plan staff toward implementation of Patient Centered Medical Home (Q26)	66**		66**					-	-
Care Management (notification/prior authorization processes)									
Ease of prior authorization process (excluding radiology services) (Q31)	57		48	▼	-26	▼	-22	74	70
Timeliness of prior authorization process (excluding radiology services) (Q32)	58		49	▼	-25			74	-
Ease of the notification/prior authorization process for radiology services (Q33)	58		53	▼	-18			71	-
Timeliness of the notification/prior authorization process for radiology services (Q34)	60		54	▼	-19			73	-
Ease of the pharmaceutical prior authorization process (Q35)	54		50	▼	-22	▼	-19	72	69
Clinical appropriateness of utilization review decisions (Q36)	53		45	▼	-30	▼	-26	75	71
Effectiveness of care management programs for members (Q37)	58		54	▼	-29	▼	-30	83	84
Assistance provided by care management staff (Q38)	57		54	▼	-25	▼	-27	79	81
Availability of disease management and health education programs for your members (Q39)	62		63	▼	-19	▼	-22	82	85
Communications									
Clarity (Q40)	67		67					-	-
Volume (Q41)	64		64					-	-
Timeliness of Exchange of Information									
Primary Care Physicians (Q42a)	76		72		-9			81	-
Specialists/Consulting Physicians (Q42b)	76		71		-9			80	-
Inpatient Hospitals (Q42c)	73		75		-5			80	-
Emergency Department/Urgent Care Centers (Q42d)	72		74		-3			77	-
Behavioral Health Practitioners (Q42e)	61		60		-13			73	-
Usefulness of Exchange of Information									
Primary Care Physicians (Q43a)	79		78		-3			81	-
Specialists/Consulting Physicians (Q43b)	82		80		-4			84	-
Inpatient Hospitals (Q43c)	78		80		-4			84	-
Emergency Departments/Urgent Care Centers (Q43d)	77		79		-2			81	-
Behavioral Health Practitioners (Q43e)	71		72		-6			78	-
Credentialing Process									
Ease of initiating the credentialing process (Q27)	71		71	▼	-17			88	-
Ease of completing the credentialing process (Q28)	69		69	▼	-19			88	-
Specialty Network									
Quality of specialists in the referral network (Q29)	66		64		-7			71	-
Availability of medical specialists to accommodate your referrals within a reasonable number of days (Q30)	62		60		-4			64	-
Image									
UHC Community Plan is trustworthy (Q44)	70		73		-12	▼	-17	85	90
UHC Community Plan is easy to do business with (Q45)	62		67	▼	-14	▼	-17	81	84
Like UHC Community Plan as a company and feel good about doing business with them (Q46)	63		63	▼	-25	▼	-24	88	87
UHC Community Plan demonstrates social responsibility in the community (Q47)	65		65	▼	-17	▼	-23	82	88
UHC Community Plan is leading the insurance industry in simplifying health care (Q48)	56		58	▼	-20	▼	-22	78	80
UnitedHealthcare Community Plan cares about its members (Q49)	66		66	▼	-18			84	-