



2015 MERCY CARE PLAN PROVIDER SURVEY RESULTS: ACUTE

Composites/Attributes	Summary Rate Definition	2015 Top 3 Summary Rates		Mercy Care Plan Trend Data Top 3 Summary Rates	
		Mercy Care Plan	All Other Medicaid/Medicare HMOs	2014	2013
Call Center/Medical Services	Excellent, Very good, or Good	91.6%	84.0%	90.7%	94.8%
Provider Relations		82.0%	76.9%	76.8%	83.1%
Network		76.0%	67.8%	74.9%	79.5%
Utilization & Quality Management		80.5%	73.3%	79.4%	80.6%
Finance Issues		72.6%	66.9%	70.7%	71.8%
Pharmacy and Drug Benefits		83.8%	76.8%	80.3%	78.8%
Cultural Competence or Interpretive Services	Rarely/Never	74.8%	NA	79.5%	72.5%
Overall Satisfaction and Loyalty²		89.4%	NA	89.9%	92.7%
Recommend to other physicians' practices	Definitely or Probably Yes	93.2%	NA	92.1%	95.6%
Recommend to other patients		93.4%	NA	92.4%	94.5%
Overall satisfaction	Very/Smwt Satisfied	81.5%	74.9%	85.3%	87.9%