



## 2020 Mercy Care Long Term Care Provider Satisfaction Survey results

Composites/Attributes	2020 Summary Rates	2019 Summary Rates	*	2018 SPH Medicaid BoB Summary Rates <sup>3</sup>	**
<b>Overall Satisfaction with Mercy Care Plan</b>	<b>84.9%</b>	<b>78.4%</b>		<b>66.6%</b>	↑
All Other Plans (Comparative Rating)	63.5%	70.2%		32.9%	↑
Finance Issues	58.6%	56.0%		28.6%	↑
Utilization and Quality Management	53.7%	49.0%		30.5%	↑
Network/Coordination of Care	44.6%	41.5%		27.9%	↑
Pharmacy	34.7%	40.4%		21.4%	
Health Plan Call Center Service Staff	50.5%	44.0%		35.3%	↑
Provider Relations	46.4%	47.4%		34.6%	
Recommend to Other Physicians' Practices	97.8%	85.7%		83.2%	↑

\*↓↑ Indicates a significant difference when compared to previous years (if applicable).

\*\*↓↑ Indicates a significant difference when compared to the 2018 SPH Analytics Medicaid Book of Business.