



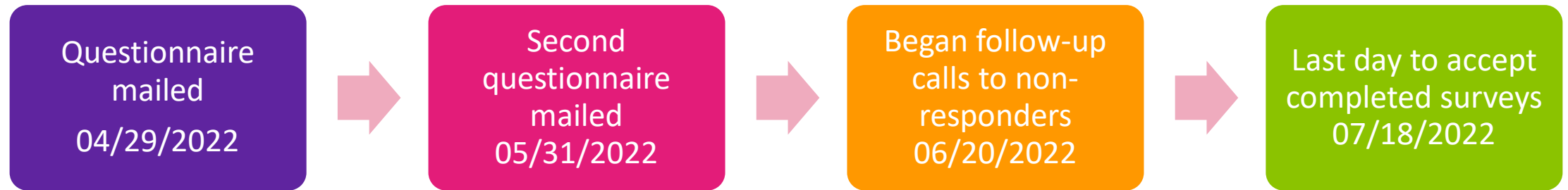
Provider Satisfaction Survey Results

Pat Weidman, Director, Network
Management

Provider Satisfaction Survey


Because we care.

Methodology



| 2022 Completed Surveys | | | | | | |
|------------------------|-------------|-----------|-----------|-----------|------------|---------------|
| Provider type | Sample size | Mail | Phone | Internet | Total | Response rate |
| PCP | 388 | 18 | 19 | 4 | 41 | 10.6% |
| Specialist | 1070 | 15 | 42 | 11 | 68 | 6.4% |
| Total | 1458 | 33 | 61 | 15 | 109 | 7.5% |





Comparative rating

| Question | 2022 | 2020 |
|---|---|-------|
| How would you rate Mercy Care compared to all other health plans you contract with? | 60.2%  | 52.0% |

Finance and claims

| Question | 2022 | 2020 |
|---|---|-------|
| 2. Consistency of reimbursement fees with your contracted rates | 55.8%  | 41.8% |
| 3. Accuracy of claims processing | 51.9% | 46.4% |
| 4. Timeliness of claims processing | 54.4% | 45.1% |
| 5. Resolution of claims payment problems or disputes | 50.0%  | 37.0% |

Utilization and quality management

| Question | 2022 | 2020 |
|---|---|-------|
| 6. Access to knowledgeable UM staff | 52.5%  | 37.4% |
| 7. Procedures for obtaining pre-certification/referral/authorization information | 59.8%  | 47.4% |
| 8. Timeliness of obtaining pre-certification/referral/authorization information | 59.2%  | 42.1% |
| 9. The health plan's facilitation/support of appropriate clinical care for patients | 56.2% | 46.4% |
| 10. Access to Case/Care Managers form this health plan | 56.0%  | 41.1% |
| 11. Degree to which the plan covers and encourages preventative care and wellness | 61.0% | 50.8% |

Network/coordination of care

| Question | 2022 | 2020 |
|--|-------|-------|
| 12. The number of specialists in this health plan's provider network | 58.4% | 47.3% |
| 13. The quality of specialists in this health plan's provider network | 57.3% | 47.9% |
| 14. The timeliness of feedback/reports from specialists in this health plan's provider network | 50.0% | 42.2% |

Pharmacy

| Question | 2022 | 2020 |
|--|---|-------|
| 15. Consistency of the formulary over time | 49.5%  | 34.2% |
| 16. Extent to which formulary reflects current standards of care | 50.5%  | 32.6% |
| 17. Variety of branded drugs on the formulary | 52.2%  | 29.4% |
| 18. Ease of prescribing your preferred medications within formulary guidelines | 53.8%  | 31.7% |
| 19. Availability of comparable drugs to substitute those not included in the formulary | 52.1%  | 30.0% |

Health plan call center service staff

| Question | 2022 | 2020 |
|---|-------|-------|
| 20. Ease of reaching health plan call center staff over the phone | 53.7% | 46.1% |
| 21. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts) | 57.4% | 52.3% |
| 22. Helpfulness of health plan call center staff in obtaining referrals for patients in your care | 55.1% | 46.3% |
| 23. Overall satisfaction with health plan's call center service | 58.3% | 50.3% |

Network management

| Question | 2022 | 2020 |
|--|---------|-------|
| 24. Have you had communication from your Network Management representative in the last 12 months? (Yes/No) | 29.4% ↓ | 52.6% |
| 25. Network Management representative's ability to answer questions and resolve problems | 40.0% | 48.7% |
| 26. Quality of new provider orientation/onboarding process | 43.4% | 34.8% |
| 27. Quality of written communications, policy bulletins, and manuals | 45.4% | 41.1% |

Overall satisfaction

| Question | 2022 | 2020 |
|---|-------|-------|
| 28. Would you recommend Mercy Care to other physicians' practices? | 93.2% | 93.3% |
| 29. Please rate your overall satisfaction with each of the following health plans: A. Mercy Care | 85.9% | 84.9% |

Respondent profile

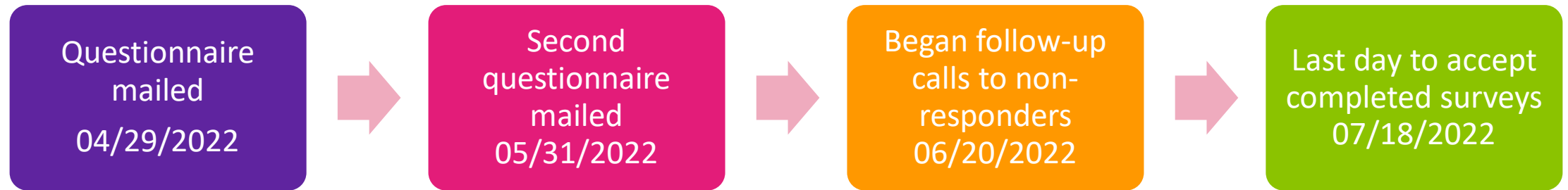
| Area of medicine | 2022 | 2020 |
|-----------------------------|-------|-------|
| Primary Care | 41.7% | 45.3% |
| Specialty | 59.3% | 56.2% |
| Behavioral health clinician | 10.2% | 4.0% |
| Physicians in practice | 2022 | 2020 |
| Solo | 21.3% | 37.3% |
| 2 to 5 physicians | 45.4% | 47.1% |
| More than 5 physicians | 33.3% | 15.7% |
| Years in practice | 2022 | 2020 |
| Less than 5 years | 22.6% | 21.3% |
| 5 to 15 years | 35.9% | 38.6% |
| 16 years or longer | 41.5% | 40.1% |

| Portion of managed care volume | 2022 | 2020 |
|--------------------------------|-------|-------|
| 0-10% | 25.0% | 33.3% |
| 11-20% | 23.0% | 20.1% |
| 21-100% | 52.0% | 46.6% |
| Survey respondent | 2022 | 2020 |
| Physician | 4.9% | 13.9% |
| Behavioral health clinician | 0.0% | 0.5% |
| Office manager | 68.9% | 55.5% |
| Nurse/other staff | 26.2% | 30.2% |
| Insurance participation | 2022 | 2020 |
| 3 or fewer | 0.0% | 1.0% |
| 4 to 7 | 3.8% | 3.0% |
| 8 to 11 | 8.6% | 9.5% |
| 12 to 15 | 11.4% | 20.5% |
| More than 15 | 76.2% | 66.0% |

LTC Provider Satisfaction Survey

Because we care.

Methodology



| 2022 Completed Surveys | | | | | | |
|--------------------------------------|-------------|-----------|-----------|-----------|-----------|---------------|
| Provider type | Sample size | Mail | Phone | Internet | Total | Response rate |
| Nursing Home | 58 | 8 | 3 | 2 | 13 | 22.4% |
| Assisted Living Facility/Home | 46 | 4 | 3 | 4 | 11 | 23..9% |
| Attendant Care/Habilitation Provider | 39 | 5 | 4 | 6 | 15 | 38.5% |
| Total | 143 | 17 | 10 | 12 | 39 | 27.3% |

Comparative rating

| Question | 2022 | 2020 |
|---|-------|-------|
| How would you rate Mercy Care compared to all other health plans you contract with? | 97.2% | 97.8% |

Finance and claims

| Question | 2022 | 2020 |
|---|-------|-------|
| 2. Consistency of reimbursement fees with your contracted rates | 72.2% | 57.5% |
| 3. Accuracy of claims processing | 57.9% | 61.7% |
| 4. Timeliness of claims processing | 62.2% | 59.2% |
| 5. Resolution of claims payment problems or disputes | 42.1% | 56.3% |

Utilization and quality management

| Question | 2022 | 2020 |
|---|-------|-------|
| 6. Access to knowledgeable UM staff | 51.4% | 50.0% |
| 7. Procedures for obtaining pre-certification/referral/authorization information | 57.1% | 52.1% |
| 8. Timeliness of obtaining pre-certification/referral/authorization information | 54.3% | 54.4% |
| 9. The health plan's facilitation/support of appropriate clinical care for patients | 60.6% | 54.6% |
| 10. Access to Case/Care Managers form this health plan | 60.5% | 58.8% |
| 11. Degree to which the plan covers and encourages preventative care and wellness | 57.1% | 52.4% |

Network/coordination of care

| Question | 2022 | 2020 |
|--|-------|-------|
| 12. The number of specialists in this health plan's provider network | 59.1% | 46.9% |
| 13. The quality of specialists in this health plan's provider network | 60.9% | 46.9% |
| 14. The timeliness of feedback/reports from specialists in this health plan's provider network | 64.0% | 40.0% |

Pharmacy

| Question | 2022 | 2020 |
|--|-------|-------|
| 15. Consistency of the formulary over time | 55.0% | 36.7% |
| 16. Extent to which formulary reflects current standards of care | 54.6% | 34.5% |
| 17. Variety of branded drugs on the formulary | 44.4% | 31.0% |
| 18. Ease of prescribing your preferred medications within formulary guidelines | 41.2% | 35.7% |
| 19. Availability of comparable drugs to substitute those not included in the formulary | 52.9% | 35.7% |

Health plan call center service staff

| Question | 2022 | 2020 |
|---|-------|-------|
| 20. Ease of reaching health plan call center staff over the phone | 42.4% | 54.0% |
| 21. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts) | 46.9% | 52.3% |
| 22. Helpfulness of health plan call center staff in obtaining referrals for patients in your care | 50.0% | 47.7% |
| 23. Overall satisfaction with health plan's call center service | 45.5% | 48.0% |

Network management

| Question | 2022 | 2020 |
|--|-------|-------|
| 24. Have you had communication from your Network Management representative in the last 12 months? (Yes/No) | 61.8% | 81.8% |
| 25. Network Management representative's ability to answer questions and resolve problems | 47.6% | 44.4% |
| 26. Quality of new provider orientation/onboarding process | 40.0% | 51.2% |
| 27. Quality of written communications, policy bulletins, and manuals | 32.4% | 43.5% |

Overall satisfaction

| Question | 2022 | 2020 |
|---|-------|-------|
| 28. Would you recommend Mercy Care to other physicians' practices? | 72.2% | 63.5% |
| 29. Please rate your overall satisfaction with each of the following health plans: A. Mercy Care | 76.3% | 84.9% |

Respondent profile

| Area of medicine | 2022 | 2020 |
|------------------------|-------|-------|
| SNF | 38.2% | 49.0% |
| ALF/ALH | 29.4% | 31.4% |
| HCBS | 32.4% | 23.5% |
| Physicians in practice | 2022 | 2020 |
| Solo | 14.3% | 23.5% |
| 2 to 5 physicians | 61.9% | 52.9% |
| More than 5 physicians | 23.8% | 23.5% |
| Years in practice | 2022 | 2020 |
| Less than 5 years | 17.1% | 14.0% |
| 5 to 15 years | 54.3% | 42.0% |
| 16 years or longer | 28.6% | 44.0% |

| Portion of managed care volume | 2022 | 2020 |
|--------------------------------|-------|-------|
| 0-10% | 15.2% | 22.0% |
| 11-20% | 6.1% | 10.0% |
| 21-100% | 78.8% | 68.0% |
| Survey respondent | 2022 | 2020 |
| Physician | 0.0% | 0.0% |
| Behavioral health clinician | 0.0% | 0.0% |
| Office manager | 63.9% | 67.3% |
| Nurse/other staff | 36.1% | 32.7% |
| Insurance participation | 2022 | 2020 |
| 3 or fewer | 42.1% | 39.6% |
| 4 to 7 | 26.3% | 24.5% |
| 8 to 11 | 10.5% | 7.6% |
| 12 to 15 | 0.0% | 7.6% |
| More than 15 | 21.1% | 20.8% |

Thank you



mercy care