



2023 Provider Satisfaction Survey Results

Patricia Weidman, Director, Network Management



Mission, Vision and Values

Our mission, vision and values guide everything we do at Mercy Care.



Mission

Mercy Care exists to address and advocate for the comprehensive health of our members and families, including circumstances that impact their well-being. This includes special consideration for the underserved and those with complex health needs regardless of race, color, religion, ethnicity, national origin, sex, sexual orientation, gender identity, age or disability.

Vision

Our members live a healthier life and achieve their full potential.

Values

Our values guide us to approaching our work with integrity, confidence and clarity.

- Compassion: Mercy Care will pursue its mission with passion, enthusiasm, optimism and diligence.
- Innovation: Mercy Care will be innovative thought leaders transforming the care delivery system.
- Collaboration: Mercy Care will seek partners to create exceptional results.
- Advocacy: Mercy Care will work on behalf of the underserved and those with complex health needs to improve health outcomes.

Strategic initiatives

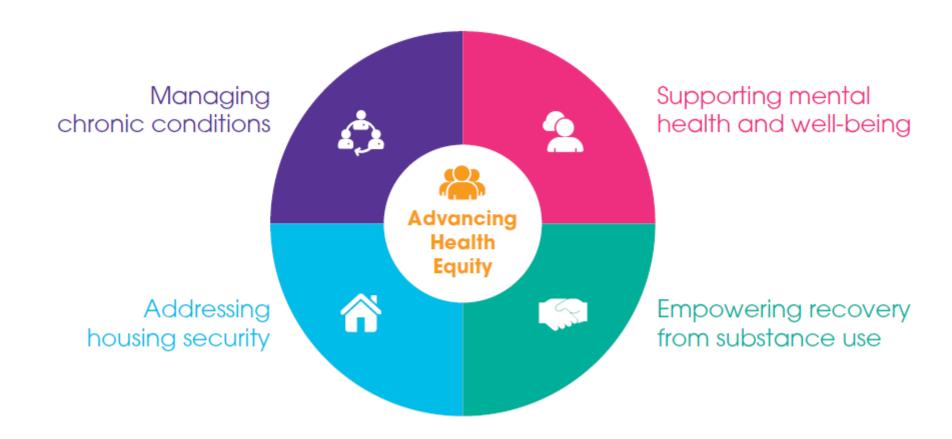








Community health focus areas





Provider Satisfaction Survey

Because we care.



Background and Objectives

Background

- Survey targets providers to measure their satisfaction with Mercy Care
- Information obtained allows Mercy Care to measure how well we are meeting providers' expectations and needs
- Report summarizes the results and assists us in identifying plan strengths and opportunities

Summary Rates



Composites included in the survey:

- Overall satisfaction
- All Other Plans (comparative rating)
- Finance issues
- Utilization and Quality Management
- Network/Coordination of Care
- Pharmacy
- Health Plan Call Center Staff
- Network Management/Provider Relations

Benchmark

All core measures are compared to the 2022 Press Ganey Associates Medicaid Book of Business, as well as the 2022 Press Ganey Aggregate Book of Business.

NCQA Health Plan Accreditation



Methodology

1st Questionnaire mailed 02/27/2023



Second questionnaire mailed 03/20/2023



Began follow-up calls to non-responders 04/10/2023



Last day to accept completed surveys 04/28/2023

2023 Completed Surveys

Provider type	Sample size	Mail	Phone	Internet	Total	Response rate
PH Professional	1807	49	81	29	159	8.8%
BH Professional	249	7	9	6	22	8.8%
Clinics	194	2	16	9	27	13.9%
Total	2,250	58	106	44	208	9.2%



Dashboard – Key Findings

Changes from last year

TRENDING UP

Measures that increased significantly from 2022

24. Have a Provider Relations representative assigned to practice. Consistency of reimbursement fees with your contract rates

25. Representative's ability to answer questions and resolve problems.

TRENDING DOWN

Measures that decreased significantly from 2022

None of the measures decreased significantly.

Measure Name	2022 Summary Rate Score	2021 SPH Medicaid BoB %tile
Would Recommend (%Yes)	94.4%	83 th
All Other Plans (Comparative Rating) (%Well or Somewhat above average)	56.8%	91 st
Overall satisfaction (%Completely or Somewhat Satisfied)	82.8%	91 st
Finance Issues (%Well or Somewhat above average)	51.2%	93 rd
Utilization and Quality Management (%Well or Somewhat above average)	54.8%	95 th
Network/Coordination of Care (%Well or Somewhat above average)	50.8%	95 th
Pharmacy (%Well or Somewhat above average)	42.9%	92 nd
Health Plan Call Center Service Staff (%Well or Somewhat above average)	56.6%	95 th
Provider Relations (%Well or Somewhat above average)	52.5%	93 rd

Overall Satisfaction Score: 82.8%

Would recommend Mercy Care: 94.4%

SatisAction™ KEY DRIVER STATISTICAL MODEL
Key Drivers of Overall Satisfaction with Health Plan

POWER

(Top 6)

Promote and Leverage Strengths

- Overall satisfaction with health plan's call center service
- Helpfulness of health plan call center staff in obtaining referrals for patients in your care
- 20 Ease of reaching health plan call center staff over the phone
- 8 Timeliness of obtaining precertification/referral/authorization information
- 4 Timeliness of claims processing
- 21 Process of obtaining member information

OPPORTUNITIES

Focus Resources on Improving Processes That Underlie These Items

None of the measures are considered to be areas of opportunities



POWeR™ Chart: Explanation

POWeRU CHART CLASSIFICATION MATRIX

The SatisAction[™] key driver statistical model was used to identify the **key drivers of overall satisfaction with the health plan** and the results are presented in the POWeR[™] Chart classification matrix on the following page.

Overview. The SatisAction[™] key driver statistical model is a powerful, proprietary statistical methodology used to identify the key drivers of overall satisfaction with the health plan and provide actionable direction for satisfaction improvement programs. This methodology is the result of a number of years of development and testing using health care satisfaction data. We have been successfully using this approach since 1997.

The model provides the following:

- Identification of the elements that are important in driving overall satisfaction with the health plan.
- Measurement of the relative importance of each of these elements.
- Measurement of how well providers think the plan performed on those important elements.
- Presentation of the importance/performance results in a matrix that provides clear direction for provider satisfaction improvement efforts by the plan.

ligher

Your plan performance relative to the PG Book of Business

Lower

RETAIN

Items in this quadrant have a relatively small impact on overall satisfaction with the health plan but performance is above average. Simply maintain performance on these items.

POWER

These items have a relatively large impact on overall satisfaction with the health plan and performance is above average. **Promote and leverage strengths in this quadrant.**

WAIT

These items are somewhat less important than those that fall on the right side of the chart and, relatively speaking, performance is below average. **Dealing with these items** can wait until more important items have been dealt with.

OPPORTUNITY

Items in this quadrant have a relatively large impact on overall satisfaction with the health plan but performance is below average. Focus resources on improving processes that underlie these items.

Lower

Importance to your providers

Higher

For a detailed discussion of the analytics behind this model, see Appendix C.



POWeR™ Chart: Your Results

Helpfulness of health plan call center staff in obtaining referrals for patients in your care Timeliness of obtaining pre-certification/referral/authorization information Ease of reaching health plan call center staff over the phone Timeliness of claims processing Process of obtaining member information Procedures for obtaining member information Procedures for obtaining pre-certification/referral/authorization information Procedures for obtaining pre-certification/referral/authorization information Accuracy of claims processing Cuality of provider orientation process Accuracy of claims processing Cuality of provider orientation process Accuracy of claims processing Accuracy of claims processing Cuality of provider orientation process Accuracy of claims payment problems or disputes Resolution of claims payment problems or disputes Resolution of claims payment problems or disputes Representative's ability to answer questions and resolve problems Health plan's facilitation/support of appropriate clinical care for patients Porportunity None of the measures are considered to be areas of opportunity WAIT None of the measures are considered to be areas of wait RETAIN Caulity of written communications, policy bulletins, and manuals Quality of written communications, policy bulletins, and manuals Quality of written communications process with your contract rates Variety of branded drugs on the formulary Access to case of prescribing your preferred medications within formulary guidelines Ease of prescribing your preferred medications within formulary guidelines Ease of prescribing your preferred medications within formulary guidelines Ease of prescribing your preferred medications within formulary guidelines Ease of case/Care Managers from this health plan Access to Case/Care Manage	SU	RVEY MEASURE	%TILE*	SCORE
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	13	Quality of specialists in the provider network	95 th	55.1%
12 Number of specialists in the provider network 95 th 50.3%	14	Timeliness of feedback/reports from specialists in the provider network	94 th	46.9%
	12	Number of specialists in the provider network	95 th	50.3%

KEY DRIVERS, PERCENTILES, AND SCORES

The key drivers of **overall satisfaction with the health plan** are presented in the POWeR™ Chart classification matrix. The table assesses the key drivers, and each measure is ranked by importance within each quadrant. Focus resources on improving processes that underlie the most important items and look for a significant improvement in overall satisfaction.

Higher Your plan performance relative to the SPH Book of Business Finance Issues UM/QM **RETAIN POWER** ▲ Network/CoC Pharmacy CCS Provider Relations Lower WAIT **OPPORTUNITY**

Lower

Importance to your providers

Higher

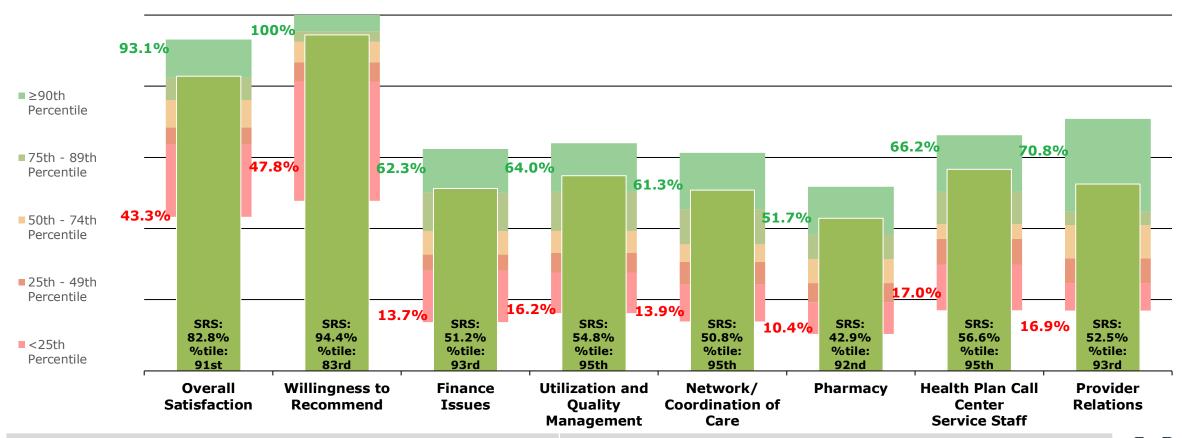


^{*}Percentile based on 2022 PG Medicaid Book of Business

Composite and Key Question Summary

COMPARISON RELATIVE TO PG Medicaid BOOK OF BUSINESS

The graph below shows how Mercy Care scores compare to the distribution of scores in the 2022 PG Medicaid Book of Business. Mercy Care is performing above the 75th percentile for all measures.



Green bar = Mercy Care performing at or above the 75th percentile

Red bar = Mercy Care performing below the 25th percentile

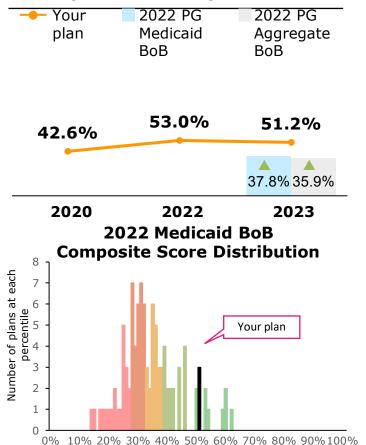
Finance

Because we care.



Finance Issues

Composite Summary Rate Score



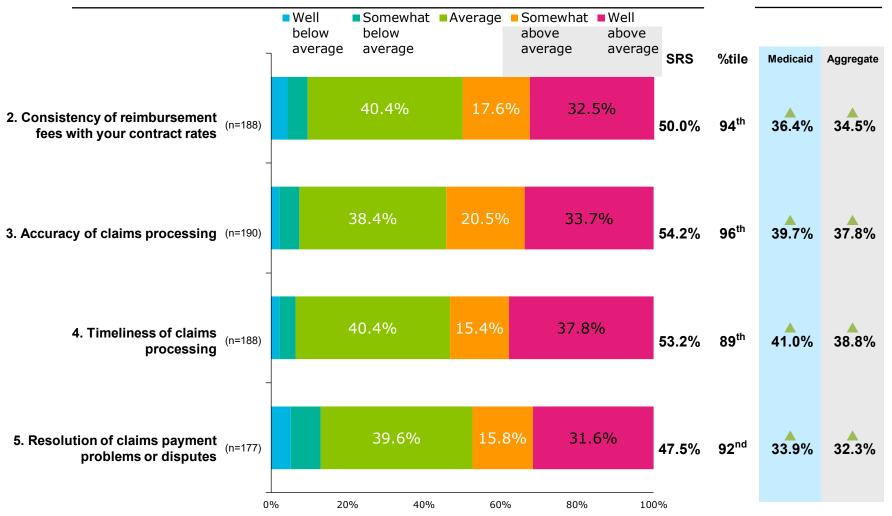


Range of SRS scores in the PG BoB

The black marker indicates your plan's percentile ranking within the PG Medicaid BoB. The percentile range represented by each color are defined below.

2023 Attribute Response Distributions





Significance Testing

Score is significantly higher or lower than the previous 2023 score is significantly higher or lower than the respective year's score.

2023 score is significantly higher or lower than the

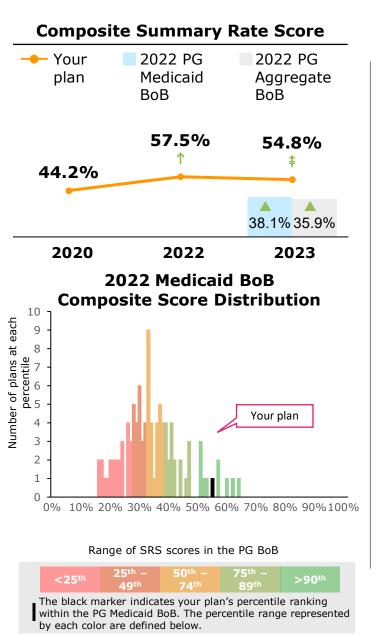


Utilization and Quality Management

Because we care.

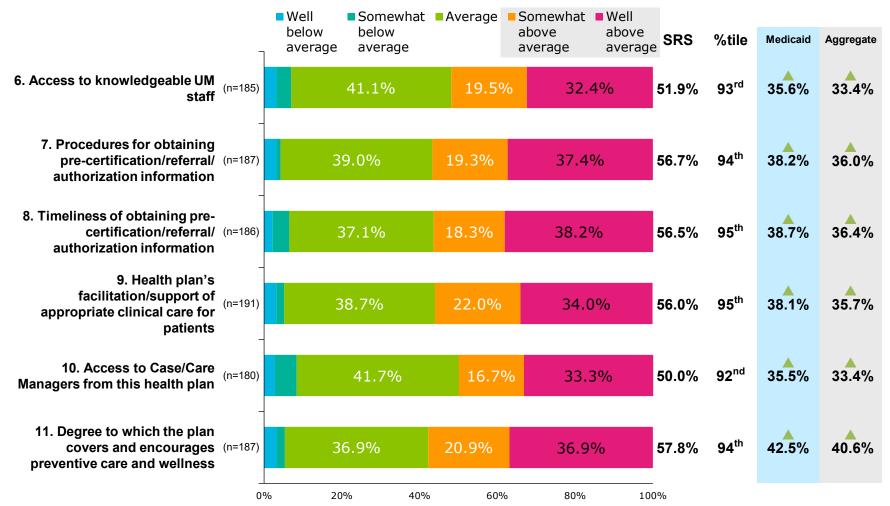


Utilization and Quality Management



2023 Attribute Response Distributions







Score is significantly higher or lower than the previous year's score.

2023 score is significantly higher or lower than the 2020



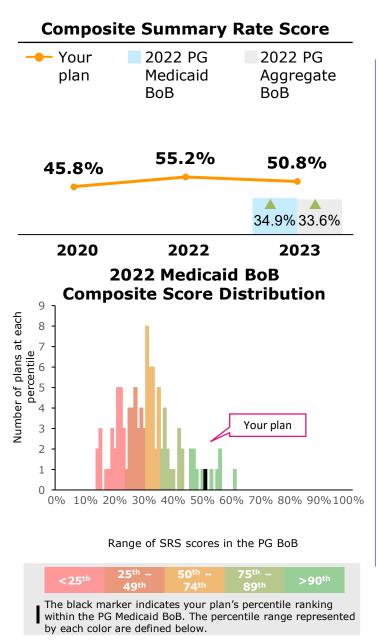
benchmark score.

Network/Coordination of Care

Because we care.

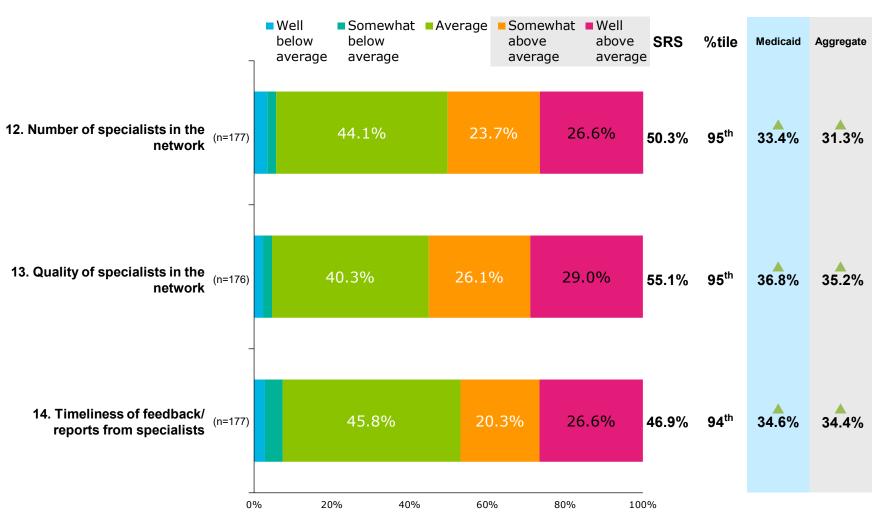


Network/Coordination of Care









2023 score is significantly higher or lower than the respective

Significance Testing

Score is significantly higher or lower than the

2023 score is significantly higher or lower than the



Pharmacy

Because we care.



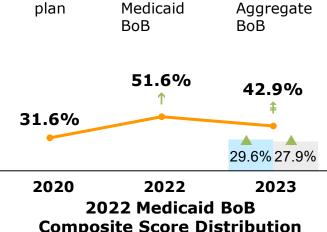
Pharmacy

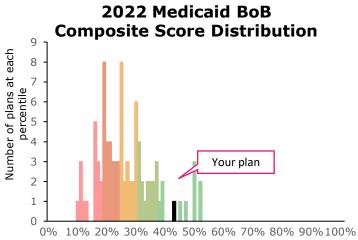
Composite Summary Rate Score

2022 PG

2022 PG

Your





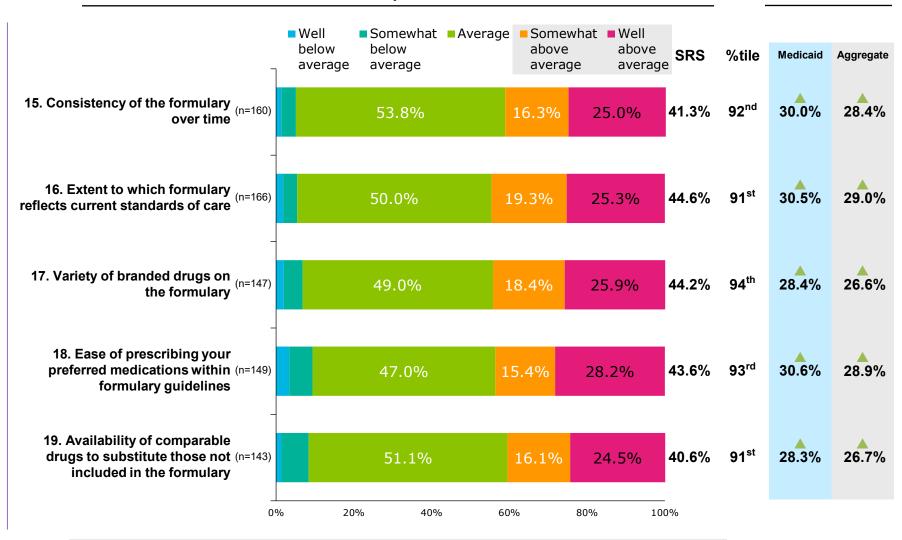
Range of SRS scores in the PG BoB



The black marker indicates your plan's percentile ranking within the PG Medicaid BoB. The percentile range represented by each color are defined below.

2023 Attribute Response Distributions





Significance Testing

2023 score is significantly higher or lower than the 2020



Score is significantly higher or lower than the previous year's score.

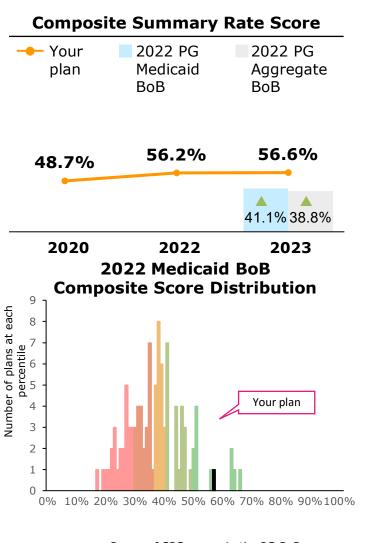
²⁰²³ score is significantly higher or lower than the respective benchmark score.

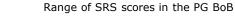
Health Plan Call Center staff

Because we care.



Health Plan Call Center Service Staff





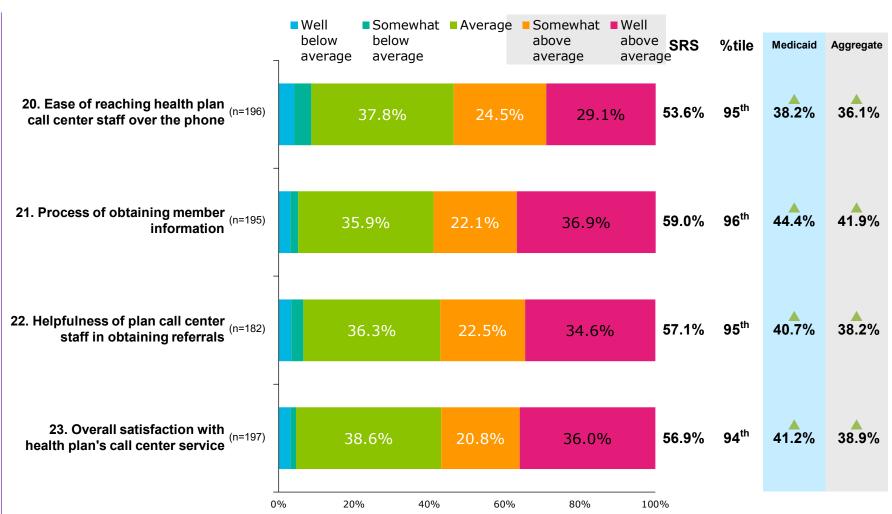


by each color are defined below.

Score is significantly higher or lower than the previous year's score. 2023 score is significantly higher or lower than the 2020

Significance Testing
ious 2023 score is significantly higher or lower than the respective benchmark score.

2022 PG BoB



2023 Attribute Response Distributions



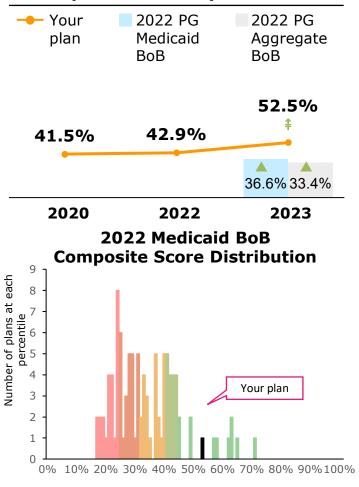
Network Management/Provider Relations

Because we care.

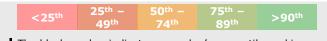


Provider Relations

Composite Summary Rate Score



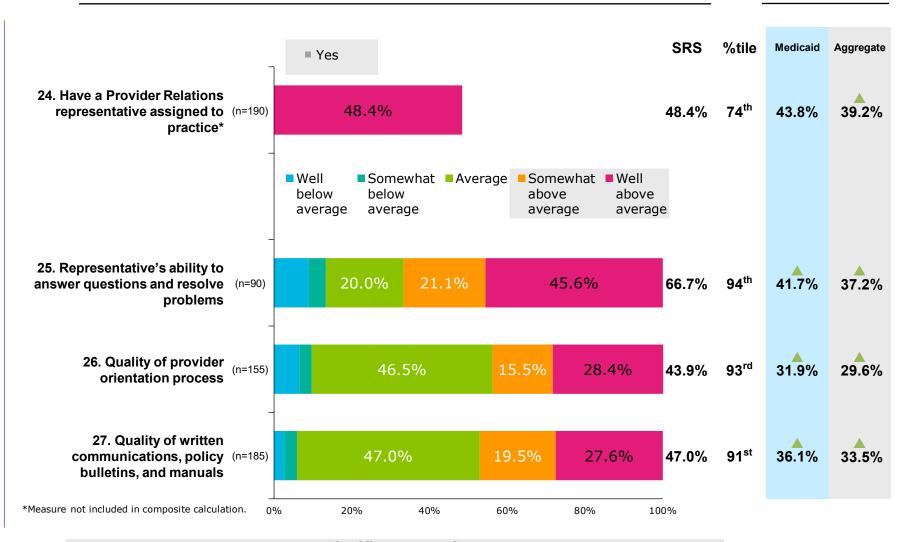
Range of SRS scores in the PG BoB



The black marker indicates your plan's percentile ranking within the PG Medicaid BoB. The percentile range represented by each color are defined below.

2023 Attribute Response Distributions





Significance Testing



²⁰²³ score is significantly higher or lower than the respective Score is significantly higher or lower than the previous

²⁰²³ score is significantly higher or lower than the 2020

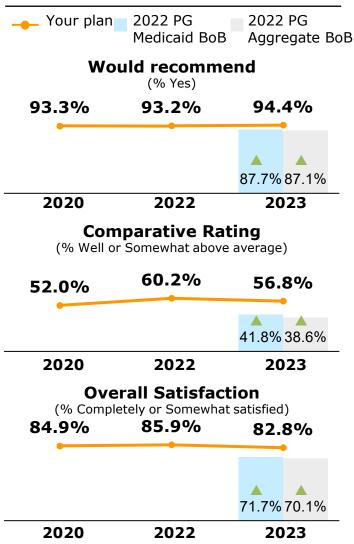
Overall satisfaction

Question	2023	2022	2020
28. Would you recommend Mercy Care to other physicians' practices?	94.4%	93.2%	93.3%
29. Please rate your overall satisfaction with each of the following health plans: A. Mercy Care	82.8%	85.9%	84.9%



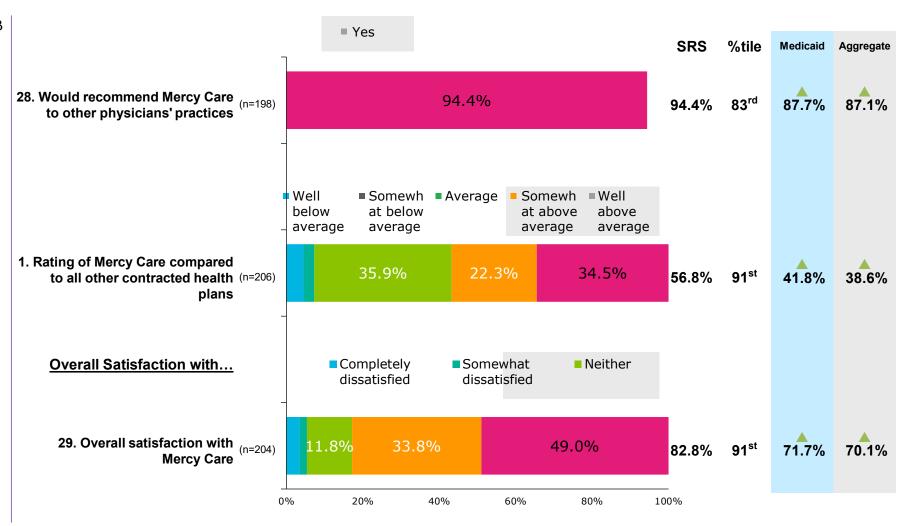
Overall Measures

Overall Measure Summary Rate Scores



2023 Attribute Response Distributions





Significance Testing

Score is significantly higher or lower than the previous year's score.

2023 score is significantly higher or lower than the 2020

2023 score is significantly higher or lower than the respective benchmark score.





AHCCCS Complete Care

ACC

ACC – Key Findings

Sample Size 1000

Completed Surveys 114

Response Rate 14.4%

Measure Name	2023 Summary Rate Score
Would Recommend (%Yes)	92.9%
All Other Plans (Comparative Rating) (%Well or Somewhat above average)	61.4%
Overall satisfaction (%Completely or Somewhat Satisfied)	80.5%
Finance Issues (%Well or Somewhat above average)	51.6%
Utilization and Quality Management (%Well or Somewhat above average)	56.3%
Network/Coordination of Care (%Well or Somewhat above average)	52.3%
Pharmacy (%Well or Somewhat above average)	45.4%
Health Plan Call Center Service Staff (%Well or Somewhat above average)	56.7%
Provider Relations (%Well or Somewhat above average)	50.5%

Overall Satisfaction Score: 80.5%

Would recommend Mercy Care Score: 92.9%





Department of Child Safety (DCS) Comprehensive Health Plan (CHP)

DCS-CHP

DCS/CHP – Key Findings

Sample Size 494

Completed Surveys 39

Response Rate 7.9%

Measure Name	2023 Summary Rate Score
Would Recommend (%Yes)	100%
All Other Plans (Comparative Rating) (%Well or Somewhat above average)	46.0%
Overall satisfaction (%Completely or Somewhat Satisfied)	84.2%
Finance Issues (%Well or Somewhat above average)	52.5%
Utilization and Quality Management (%Well or Somewhat above average)	51.8%
Network/Coordination of Care (%Well or Somewhat above average)	51.7%
Pharmacy (%Well or Somewhat above average)	39.0%
Health Plan Call Center Service Staff (%Well or Somewhat above average)	56.3%
Provider Relations (%Well or Somewhat above average)	64.2%

Overall Satisfaction Score: 84.2%

Would recommend Mercy Care Score: 100%





AHCCCS Complete Care-Regional Behavioral Health

ACC-RBHA

RBHA – Key Findings

Sample Size 486

Completed Surveys 31

Response Rate 6.4%

Measure Name	2023 Summary Rate Score
Would Recommend (%Yes)	93.3%
All Other Plans (Comparative Rating) (%Well or Somewhat above average)	61.3%
Overall satisfaction (%Completely or Somewhat Satisfied)	83.3%
Finance Issues (%Well or Somewhat above average)	53.9%
Utilization and Quality Management (%Well or Somewhat above average)	55.0%
Network/Coordination of Care (%Well or Somewhat above average)	51.6.%
Pharmacy (%Well or Somewhat above average)	52.1%
Health Plan Call Center Service Staff (%Well or Somewhat above average)	58.8%
Provider Relations (%Well or Somewhat above average)	54.2%

Overall Satisfaction Score: 83.3%

Would Recommend Mercy Care Score: 93.3%





Division Of Developmental Disabilities

DDD

DDD – Key Findings

Sample Size 270

Completed Surveys 24

Response Rate 8.9%

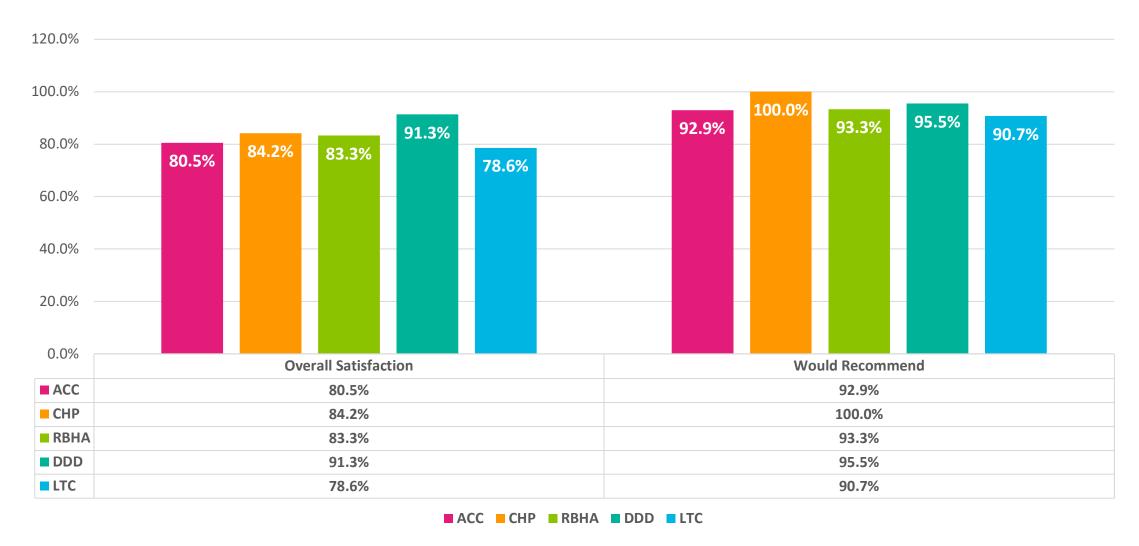
Measure Name	2023 Summary Rate Score
Would Recommend (%Yes)	95.7%
All Other Plans (Comparative Rating) (%Well or Somewhat above average)	45.8%
Overall satisfaction (%Completely or Somewhat Satisfied)	91.3%
Finance Issues (%Well or Somewhat above average)	44.5%
Utilization and Quality Management (%Well or Somewhat above average)	50.9%
Network/Coordination of Care (%Well or Somewhat above average)	39.8%
Pharmacy (%Well or Somewhat above average)	18.7%
Health Plan Call Center Service Staff (%Well or Somewhat above average)	54.2%
Provider Relations (%Well or Somewhat above average)	40.3%

Overall Satisfaction Score: 91.3%

Would recommend Mercy Care Score: 95.7%



Overall results





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Thank you

