

Arizona: 2023 Performance Summary

	2023	Δ vs. 2022	Δ vs. National
NPS	+49 ▲	+38	+36
Overall Satisfaction (%9-10)	47%	+8%	+10%

▲▼ Statistically significant at the 95% CL. NPS based on "Extent to see more UnitedHealthcare Community Plan patients." Score = % rating 9-10 minus % rating 0-6 on a 0-10 scale.

2023 Scorecard: Top Box Performance (%9-10)

Metrics	2023 National	2023 AZ	Metrics	2023 National	2023 AZ
Overall n=	2,550	76	Overall n=	2,550	76
	%	%		%	%
Contracting & Credentialing			Insurer Relationship		
Ease of credentialing	38	35	Easy to do business with	34	41
Ease of contracting	36	32	Overall satisfaction with UnitedHealthcare	37	47
Specialty Network			Cares about financial well-being of practice+	24	24
Quality of the network	40	42	Offers flexibility to practice medicine and deliver care to patients+	34	44
Availability of specialists to accommodate referrals	38	42	Cultural Competency & Language Assistance		
Prior Authorization			Cultural Competency training materials & sessions	33	40
Ease of prior auth excl. of radiology	29	36	Language assistance service to help you communicate with your patients	34	35
Ease of notification for radiology	29	41	Coordination of Care		
Ease of prior auth for in/outpatient review	29	40	Timeliness of information provided by...		
Pharmacy			Primary care physicians	38	39
Ease of matching RX to formulary and plan	29	43	Specialist/consulting physicians	35	36
Ease of prior authorization	26	33	Inpatient hospitals	38	35
Medical Records			Emergency departments/urgent care centers	37	41
Frequency of medical record requests	26	30	Behavioral health practitioners	29	37
Coordination of medical record requests	27	31	Usefulness of information provided by...		
Reimbursement			Primary care physicians	44	44
Competitiveness of rates	26	28	Specialist/consulting physicians	44	44
Quality of incentive-based programs+	29	35	Inpatient hospitals	42	45
Programs that reward for excellent performance+	28	31	Emergency departments/urgent care centers	41	47
Easy to get reimbursed for services provided by practice+	28	32	Behavioral health practitioners	38	52
Claims & Appeals			Practice Support		
Accuracy of claims processing on first submission	34	30	Easy to get answers to questions+	33	34
Clear on reasons for a denied claim	31	29	Easy to use self-service tools to help do job+	38	45
Ease of appeals	28	32	Member Support		
Customer Service			Members are knowledgeable about insurance coverage+	20	17
Overall satisfaction with service	32	33	Supports members with programs, tools, and personnel to improve health+	34	42
Number of times transferred	24	19	Industry Leadership		
Ability to resolve an issue on first call	25	25	Policies are aligned with the latest evidence-based best practices+	32	35
Communication			Actively working to make the healthcare system better+	32	37
Ease of accessing information	33	41	Working to limit the rise of healthcare costs for patients+	32	35
Clarity of information	33	36			
Proactively inform of changes	31	42			
Ease of understanding medical and reimbursement policies	32	36			

+ Indicates new question in 2020.

Statistical significance testing was not performed between National and State, National data is included for comparison purposes only. © 2020 United HealthCare Services, Inc. All rights reserved.

