

Arizona: 2024 Performance Summary

	2024	Δ vs. 2023
NPS	+▲ 28	+49
Overall Satisfaction (%9–10)	77%	47%

▲ ** survey responses were limited and did not provide statistically significant results.

2024 Scorecard: Top Box Performance (%9–10)

Metrics	2024 AZ	2023 AZ	Metrics	2024 AZ	2023 AZ
Overall n=	14**	76	Overall n=	14**	76
	%	%		%	%
Contracting & Credentialing			Insurer Relationship		
Ease of credentialing	69	35	Easy to do business with	64	41
Ease of contracting	70	32	Overall satisfaction with UnitedHealthcare	78	47
Specialty Network			Cares about financial well-being of practice+	47	24
Quality of the network	73	42	Offers flexibility to practice medicine and deliver care to patients+	64	44
Availability of specialists to accommodate referrals	76	42	Cultural Competency & Language Assistance		
Prior Authorization			Cultural Competency training materials & sessions	72	40
Ease of prior auth excl. of radiology	67	36	Language assistance service to help you communicate with your patients	75	35
Ease of notification for radiology	58	41	Coordination of Care		
Ease of prior auth for in/outpatient review	75	40	Timeliness of information provided by...		
Pharmacy			Primary care physicians	69	39
Ease of matching RX to formulary and plan	76	43	Specialist/consulting physicians	65	36
Ease of prior authorization	83	33	Inpatient hospitals	66	35
Medical Records			Emergency departments/urgent care centers	64	41
Frequency of medical record requests	64	30	Behavioral health practitioners	64	37
Coordination of medical record requests	64	31	Usefulness of information provided by...		
Reimbursement			Primary care physicians	69	44
Competitiveness of rates	62	28	Specialist/consulting physicians	69	44
Quality of incentive-based programs+	58	35	Inpatient hospitals	69	45
Programs that reward for excellent performance+	44	31	Emergency departments/urgent care centers	69	47
Easy to get reimbursed for services provided by practice+	53	32	Behavioral health practitioners	67	52
Claims & Appeals			Practice Support		
Accuracy of claims processing on first submission	78	30	Easy to get answers to questions+	74	34
Clear on reasons for a denied claim	73	29	Easy to use self-service tools to help do job+	73	45
Ease of appeals	68	32	Member Support		
Customer Service			Members are knowledgeable about insurance coverage+	67	17
Overall satisfaction with service	65	33	Supports members with programs, tools, and personnel to improve health+	86	42
Number of times transferred	57	19	Industry Leadership		
Ability to resolve an issue on first call	56	25	Policies are aligned with the latest evidence-based best practices+	69	35
Communication			Actively working to make the healthcare system better+	60	37
Ease of accessing information	62	41	Working to limit the rise of healthcare costs for patients+	69	35
Clarity of information	62	36			
Proactively inform of changes	66	42			
Ease of understanding medical and reimbursement policies	62	36			

