

Arizona: 2021 Performance Summary

	2021	Δ vs. 2020	Δ vs. National
NPS	45	-7	+28
Overall Satisfaction (%9-10)	49%	0%	+11%

▲▼ 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.

2021 Scorecard: Top Box Performance (%9-10)

Metrics	2021 National	2021 AZ	Metrics	2021 National	2021 AZ
Overall n=	1,823	69	Overall n=	1,823	69
	%	%		%	%
Contracting & Credentialing			Insurer Relationship		
Ease of credentialing	37	52	Easy to do business with	35	46
Ease of contracting	37	49	Overall satisfaction with UnitedHealthcare	38	49
Specialty Network			Cares about financial well-being of practice+	26	38
Quality of the network	41	49	Offers flexibility to practice medicine and deliver care to patients+	35	48
Availability of specialists to accommodate referrals	40	49	Cultural Competency & Language Assistance		
Prior Authorization			Cultural Competency training materials & sessions	33	56
Ease of prior auth excl. of radiology	25	31	Language assistance service to help you communicate with your patients	34	48
Ease of notification for radiology	26	32	Coordination of Care		
Ease of prior auth for in/outpatient review	27	34	Timeliness of information provided by...		
Pharmacy			Primary care physicians	39	58
Ease of matching RX to formulary and plan	28	38	Specialist/consulting physicians	33	39
Ease of prior authorization	24	36	Inpatient hospitals	33	45
Medical Records			Emergency departments/urgent care centers	32	44
Frequency of medical record requests	26	27	Behavioral health practitioners	27	37
Coordination of medical record requests	27	32	Usefulness of information provided by...		
Reimbursement			Primary care physicians	43	58
Competitiveness of rates	27	36	Specialist/consulting physicians	43	58
Quality of incentive-based programs+	30	41	Inpatient hospitals	40	58
Programs that reward for excellent performance+	28	37	Emergency departments/urgent care centers	39	59
Easy to get reimbursed for services provided by practice+	30	34	Behavioral health practitioners	37	59
Claims & Appeals			Practice Support		
Accuracy of claims processing on first submission	33	36	Easy to get answers to questions+	32	35
Clear on reasons for a denied claim	31	36	Easy to use self-service tools to help do job+	36	46
Ease of appeals	27	32	Member Support		
Customer Service			Members are knowledgeable about insurance coverage+	20	20
Overall satisfaction with service	33	48	Supports members with programs, tools, and personnel to improve health+	34	44
Number of times transferred	26	37	Industry Leadership		
Ability to resolve an issue on first call	27	39	Policies are aligned with the latest evidence-based best practices+	31	42
Communication			Actively working to make the healthcare system better+	32	43
Ease of accessing information	29	41	Working to limit the rise of healthcare costs for patients+	33	45
Clarity of information	30	41			
Proactively inform of changes	31	35			
Ease of understanding medical and reimbursement policies	30	40			

+ Indicates new question in 2020.

Statistical significance testing was not performed between National and State, National data is included for comparison purposes only.

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