

2020 Provider Satisfaction Survey

UnitedHealthcare Community Plan of Maryland results

UnitedHealthcare Community Plan of Maryland is committed to improving provider satisfaction. To assess our performance, we evaluate data from the Maryland Department of Health (MDH) Provider Satisfaction report, the Division of HealthChoice Care Coordination/Complaint Resolution and UnitedHealthcare's Grievance Appeals and Complaint (GAC) reports to identify opportunities for improving provider satisfaction. The data is evaluated and presented to the Service Quality Improvement Subcommittee (SQIS), Provider Advisory Committee (PAC) and Quality Management Committee (QMC).

The provider survey measures how well managed care organizations (MCOs) are meeting network primary care provider (PCP) expectations and needs. From this survey, UnitedHealthcare can determine PCP ratings of experiences with the MCOs. Based on PCP experiences, potential opportunities for improvement are identified.

Goal: To meet or exceed the following 2020 HealthChoice Aggregate benchmarks.

Method: MDH selected the Center for the Study of Services (CSS), a National Committee for Quality Assurance (NCQA) certified vendor, to conduct the 2020 Provider Satisfaction survey. CSS administered this survey to PCPs participating in Maryland's Medicaid managed care program, HealthChoice, through mail, web, fax and phone between March 2020 and September 2020. Due to the COVID-19 national public health emergency, the survey outreach was temporarily suspended after the first email and the first fax outreach in early March. The survey resumed in June.

1,798 network PCPs were selected to participate in the survey compared to 1,930 surveyed in 2019. 195 completed the survey compared to 236 surveyed in 2019. PCPs completed the survey resulting in an adjusted response rate of 11.71% compared to 13.3% in 2019.

2020 updates

The Maryland HealthChoice PCP Satisfaction survey was updated in 2020. The redesign of the survey included updates to the following questions.

Question	2020 survey	2019 survey
6	Ease of contacting the correct customer service representative	Ease of using the telephone system
7	Timeliness and courtesy of the MCO's customer service and provider relations representative	Responsiveness and courtesy of the health plan's provider relations/customer service representative
8	Accuracy of responses and/or ability to resolve problems	Timeliness to answer questions and/or resolve problems
11	How would you rate the number and quality of specialists in the MCO network?	How would you rate the adequacy of the number of specialists in the Specified MCO specialist network to whom you can refer your patients?
17	Overall experience in obtaining prior authorization of outpatient services	Authorization of outpatient services
19	Overall experience in obtaining prior authorization of inpatient services	Authorization of inpatient services

The question revisions may have affected how respondents interpreted the question. Prior year results are reported for questions 6, 7, 8, 11, 17 and 19, but year-to-year comparison of these questions and composites, including these questions, should be reviewed with caution.

UnitedHealthcare (UHC) Summary Rate compared to HealthChoice Aggregate			
Composite measure and contributing questions	2020 Aggregate results	2020 UHC Summary Rate	2019 UHC Summary Rate
Claims Composite (formerly Financial Issues)	56.4%	43.6%	37.5%
Accuracy of claims processing (Q1)	59.2%	47.0%	43.9%
Timeliness of initials processing (Q2)	60.6%	50.0%	37.4%
Timeliness of adjustments/appeals claims processing (Q3)	49.5%	33.9%	31.1%
Preauthorization Composite (formerly Utilization Management)	47.2%	32.7%	No data
Timeliness of obtaining authorization for medications (Q14)	44.8%	28.9%	25.9%
Overall experience in obtaining authorization for medications (Q15)	42.5%	28.9%	27.6%
Timeliness of obtaining authorization of outpatient services (Q16)	45.3%	32.4%	No data
Overall experience in obtaining authorization of outpatient services (Q17)	45.4%	32.9%	30.8%
Timeliness of obtaining authorization of inpatient services (Q18)	52.1%	34.0%	No data
Overall experience in obtaining authorization of inpatient services (Q19)	53.0%	39.0%	30.9%
Customer Service/Provider Relations Composite	54.6%	41.2%	38.7%
Process of obtaining member eligibility information (Q4)	66.1%	57.6%	59.4%
Ease of contacting the correct customer service representative (Q6)	51.3%	34.2%	34.1%
Timeliness and courtesy of the MCO's customer and provider relations representative (Q7)	57.1%	44.3%	41.1%
Accuracy of response and/or ability to resolve problem (Q8)	52.1%	37.5%	36.1%
Accuracy and accessibility of the drug formulary updates (Q9)	50.2%	36.9%	32.9%
Overall, how would you rate Customer Service and Provider Relations? (Q10)	55.9%	41.8%	38.4%
How would you rate the number and quality of specialists in the specified MCO network? (Q11)	45.2%	29.9%	27.7%
Quality of written communication, policy bulletins and manuals (Q5)	58.6%	47.2%	39.7%
Overall Satisfaction Composite	83.6%	68.6%	73.9%
Overall satisfaction (Q22)	76.8%	59.7%	69.7%
Would you recommend to patients? (Q23)	87.3%	73.9%	77.2%
Would you recommend to physicians? (Q24)	86.8%	72.2%	74.9%
Overall rating for Coordination of Care and Case Management (Q20)	48.5%	37.5%	32.1%
No-show HealthChoice appointments (Q21)	83.9%	88.6%	86.8%

Findings

HealthChoice Aggregate

- UnitedHealthcare met 1 of 6 of the HealthChoice Aggregate benchmarks for the *composite measures*:
 - UnitedHealthcare rate for “No-show HealthChoice Appointments” was 7.7 percentage points above the HealthChoice Aggregate
- UnitedHealthcare did not meet 5 of 6 HealthChoice Aggregate benchmarks for the composite measures:
 - UnitedHealthcare’s rate for Claims Composite was 12.8 percentage points below the HealthChoice Aggregate
 - UnitedHealthcare’s rate for Preauthorization Composite was 14.5 percentage points below the HealthChoice Aggregate
 - UnitedHealthcare’s rate for Customer Service Composite was 13.4 percentage points below the HealthChoice Aggregate
 - UnitedHealthcare’s rate for Overall Satisfaction Composite was 15.0 percentage points below the HealthChoice Aggregate
 - UnitedHealthcare’s rate for Overall Rating for Coordination of Care and Case Management Composite was 11.0 percentage points below the HealthChoice Aggregate

UnitedHealthcare’s 2020 rate compared to 2019

- UnitedHealthcare’s 2020 rates were higher in 4 of 6 *composite measures* compared to the 2019 rates
 - Claims Composite was 6.1 percentage points higher than the 2019 rate
 - Customer Service/Provider Relations Composite was 2.5 percentage points higher than the 2019 rate
 - Overall Rating for Coordination’s of Care and Case Management was 5.4 percentage points higher than the 2019 rate
 - No-show HealthChoice Appointments was 1.8 percentage points higher than the 2019 rate

2020’s notable improvement: Timeliness of initial claims processing increased by 12.6 percentage points compared to 2019’s rate.

Loyalty analysis

Year	Loyal	Indifferent	Not loyal
2020	20.2%	79.0%	5.6%
2019	26.1%	68.6%	5.3%
2018	13.3%	74.2%	7.6%

Vendor methodology explanation

Loyalty analysis: Physician loyalty analysis is performed by examining responses to the following questions.

- Question 22: What is your overall satisfaction with *Specified MCO*?
- Question 23: Would you recommend *Specified MCO* to patients?
- Question 24: Would you recommend *Specified MCO* to other physicians?

Recommendation

- Continue the Provider Satisfaction Work Group
 - The owner develops interventions to address the area(s) identified for improvement
 - The owner submits the selected interventions including targets/goals to the Work Group facilitator
 - The interventions and targets are used to develop the Provider Satisfaction Work Plan
 - The Work Plan is presented quarterly to the appropriate quality committees

UnitedHealthcare works with the state of Maryland to help families and adults with limited incomes get health insurance. We offer health coverage to beneficiaries of Maryland's HealthChoice program. The HealthChoice program is a program of the Maryland Department of Health. Health plan coverage provided by UnitedHealthcare of the Mid-Atlantic, Inc.