



## 2019 Provider Satisfaction Survey Results

*This survey summary is being published at the request of the State of Maryland*

### Background:

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 and experiences with the MCOs. Based on PCP experiences, potential opportunities for improvement are identified.

### Goal:

To meet or exceed the 2019 HealthChoice Aggregate benchmarks listed below:

### Method:

MDH selected the Center for the Study of Services (CSS), a National Committee for Quality Assurance (NCQA) certified vendor, to conduct the 2019 Provider Satisfaction Survey.

CSS administered this survey to PCPs participating in Maryland’s Medicaid managed care program, HealthChoice, via a mixed methodology that included mail, web and phone modes.

Between March 2019 and June 2019, 1,930 network PCPs were selected to participate in the survey. 236 PCPs completed the survey resulting in a response of 13.3%, which is marginally less than the 13.5% response rate in 2018.

### UnitedHealthcare Summary Rate Compared to HealthChoice Aggregate

Composite Measure & Contributing Questions	2019 Aggregate Results	2019 UnitedHealthcare Summary Rate	2018 UnitedHealthcare Summary Rate
<b>Finance Issue</b>	<b>54.1%</b>	<b>37.5%</b>	<b>26.7%</b>
• Accuracy of claims processing	58.8%	43.9%	30.6%
• Timeliness of initials processing	57.4%	37.4%	30.3%
• Timeliness of adjustments/appeals claims processing	46.0%	31.1%	13.2%

<b>UnitedHealthcare Summary Rate Compared to HealthChoice Aggregate</b>			
<b>Composite Measure &amp; Contributing Questions</b>	<b>2019 Aggregate Results</b>	<b>2019 UnitedHealthcare Summary Rate</b>	<b>2018 UnitedHealthcare Summary Rate</b>
<b>Customer Service/Provider Relations</b>	<b>51.6%</b>	<b>38.7%</b>	<b>29.9%</b>
<ul style="list-style-type: none"> <li>• Process for obtaining member eligibility information</li> <li>• Responsiveness and courtesy of the health plan's provider relations/customer service</li> <li>• Timeliness to answer questions and/or problem solve</li> <li>• Quality of written communication, policy bulletins, and manuals</li> <li>• Accuracy and accessibility of drug formulary and formulary updates</li> <li>• Overall, how would you rate Customer Service/Provider Relations</li> <li>• Ease of using phone system</li> <li>• How would you rate the adequacy of the number of specialists in the network</li> </ul>	64.3% 56.1% 49.9% 52.0% 48.7% 52.7% 49.3% 39.7%	59.4% 41.1% 36.1% 39.7% 32.9% 38.4% 34.1% 27.7%	42.3% 35.0% 27.0% 31.6% 27.6% 30.2% 25.0% 20.8%
<b>Utilization Management</b>	<b>40.3%</b>	<b>28.8%</b>	<b>22.2%</b>
<ul style="list-style-type: none"> <li>• Timeliness of obtaining authorization of outpatient services</li> <li>• Timeliness for obtaining authorization of inpatient services</li> <li>• Timeliness of obtaining authorization for medications</li> <li>• Overall experience in obtaining prior authorization for medications</li> </ul>	40.1% 43.8% 38.6% 38.6%	30.8% 30.9% 25.9% 27.6%	22.8% 25.9% 20.1% 20.1%
<b>Overall Satisfaction</b>	<b>85.8%</b>	<b>73.9%</b>	<b>68.7%</b>
<ul style="list-style-type: none"> <li>• Overall Satisfaction</li> <li>• Would you recommend to patients</li> <li>• Would you recommend to physicians</li> </ul>	80.7% 89.1% 87.6%	69.7% 72.2% 74.9%	60.3% 74.2% 71.6%
<b>Overall Rating for Coordination of Care/Care Management</b>	<b>43.8%</b>	<b>32.1%</b>	<b>23.4%</b>
<b>No-show HealthChoice appointments</b>	<b>85.1%</b>	<b>86.8%</b>	<b>No data</b>

**Findings:**

**HealthChoice Aggregate:**

- UnitedHealthcare met 1 of 6 of the HealthChoice Aggregate benchmarks for the *composite measures*:
  - UnitedHealthcare’s rate for “No-show HealthChoice Appointments” was 1.7 percentage points above the HealthChoice Aggregate
- UnitedHealthcare did not meet any HealthChoice Aggregate benchmarks for the *contributing measures*

**UnitedHealthcare’s 2019 Rate Compared to the 2018 Rate:**

- UnitedHealthcare’s 2019 rates was higher in 5 of 5 *composite measures* compared to the 2018 rates
  - There was no data for the “No-show HealthChoice Appointment” measure for 2018 to compare to 2019.
- UnitedHealthcare’s 2019 rates were higher for 17 of 18 *contributing measures* compared to the 2018 rates
  - The contributing measure, “Would you recommend UnitedHealthcare to patients?” was 2.0 percentage points lower in 2019 compared to 2018

**2019’s Most Notable Improvements:**

- Finance Issues Composite was 10.8 percentage points greater than UnitedHealthcare’s 2018 rate
- Accuracy of Claims was 13.3 percentage points greater than UnitedHealthcare’s 2018 rate
- Timeliness of adjustments/appeals claims processing was 17.9 percentage points greater than UnitedHealthcare’s 2018 rate
- Process for obtaining member eligibility information was 17.1 percentage points greater than UnitedHealthcare’s 2018 rate
- Timeliness to answer questions and resolve problems was 9.1 percentage points greater than UnitedHealthcare’s 2018 rate
- Ease of using phone system was 9.1 percentage points greater than UnitedHealthcare’s 2018 rate

**Loyalty Analysis:**

Year	Loyal	Indifferent	Not Loyal
2019	26.1%	68.6%	5.3%
2018	13.3%	79.0%	7.6%
2017	13.8%	78.7%	7.4%

## Vendor Methodology Explanation:

### Loyalty Analysis

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

- Q25a. What is your overall satisfaction with *Specified MCO*?
- Q26. Would you recommend *Specified MCO* to patients?
- Q27. Would you recommend *Specified MCO* to other physicians?

All physicians used in this analysis need to have provided a valid response to all 3 questions.

A physician is considered loyal if they provided the following 3 combinations of responses:

	Overall Satisfaction with Specified MCO (Q25)	Would Recommend Specified HealthChoice MCO to Patients (Q26)	Would Recommend Specified HealthChoice MCO to Other Physicians (Q27)
1	Very Satisfied	Definitely Yes	Definitely Yes
2	Very Satisfied	Definitely Yes	Probably Yes
3	Very Satisfied	Probably Yes	Definitely Yes

A physician is considered not loyal if they provided the following 3 combinations of responses:

	Overall Satisfaction with Specified MCO (Q25)	Would Recommend Specified HealthChoice MCO to Patients (Q26)	Would Recommend Specified HealthChoice MCO to Other Physicians (Q27)
1	Very Dissatisfied	Definitely Not	Definitely Not
2	Very Dissatisfied	Definitely Not	Probably Not
3	Very Dissatisfied	Probably Not	Definitely Not

All other response combinations are categorized as indifferent.

Scores are calculated as proportion of respondents selecting the response option combinations described above.

### 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.