

# 2021 provider satisfaction survey results

## 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 the UnitedHealthcare 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 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 2021 provider satisfaction survey. CSS administered this survey to PCPs participating in Maryland's Medicaid managed care program, HealthChoice, through a mixed methodology that included mail, email and fax. Non-respondents were contacted by phone.

Between March 2021 and June 2021:

- 1,809 network PCPs were selected to participate in the survey
- 222 PCPs completed the survey resulting in a response rate of 12.94% compared to the 11.7% response rate in 2020

+ = UnitedHealthcare 2021 rate is above the HealthChoice Aggregate/UnitedHealthcare 2020/2019 rate  
 - = UnitedHealthcare 2021 rate is below the HealthChoice Aggregate/UnitedHealthcare 2020/2019 rate

### UnitedHealthcare Summary Rate compared to HealthChoice Aggregate

Composite measure and contributing questions	2021 Aggregate Results	2021 UHC Summary Rate	2020 UHC Summary Rate	2019 UHC Summary Rate
<b>Claims composite</b>	56.3% -	51.8%	43.6% +	37.5% +
• Accuracy of claims processing	59.2% -	56.6%	47.0% +	43.9% +
• Timeliness of initials processing	60.5% -	55.7%	50.0% +	37.4% +
• Timeliness of adjustments/ appeals claims processing	49.1% -	43.0%	33.9% +	31.1% +
<b>Pre-authorization composite</b>	45.0% -	32.5%	32.7% -	No Data
Timeliness of obtaining authorization of outpatient services	43.1% -	29.1%	32.4% -	No Data
Overall experience in obtaining prior authorization of outpatient services	42.7% -	29.2%	32.9% -	30.8% -
Timeliness for obtaining authorization of inpatient services	49.0% -	38.6%	34.0% +	No Data
Overall experience in obtaining prior authorization of inpatient services	49.6% -	41.0%	39.0% -	30.9% +
Timeliness of obtaining authorization for medications	44.1% -	29.8%	29.8% =	25.9% +
Overall experience in obtaining prior authorization for medications	41.3% -	27.0%	28.9% -	27.6% -
<b>Customer service/provider relations composite</b>	53.4% -	43.5%	41.2% +	38.7% +
• Process for obtaining member eligibility information	64.6% -	58.7%	57.6% +	59.4% -
• Quality of written communication, policy bulletins, and manuals	57.3% -	50.2%	47.2% +	39.7% +
• Ease of contacting the correct customer service representative	48.7% -	33.6%	34.2% -	34.1% -
• Responsiveness and courtesy of the health plan's Provider relations/customer service	54.8% -	45.5%	44.3% +	41.1% +
• Accuracy of responses and/or ability to resolve problems	52.0% -	43.8%	37.5% +	36.1% +
• Accuracy and accessibility of drug formulary and formulary updates	50.0% -	38.9%	36.9% -	32.9% +
• Overall, how would you rate customer service/provider relations	54.6% -	43.9%	41.8% +	38.4% +
• How would you rate the number and quality of specialists in the network	45.2% -	33.5%	29.9% +	27.7% +
<b>Overall satisfaction composite</b>	83.8% -	72.8%	68.6% +	73.9% -
• Overall satisfaction with UnitedHealthcare	78.3% -	65.4%	59.7% +	69.7% -
• Would you recommend UnitedHealthcare to patients	86.9% -	76.9%	73.9% +	77.2% -
• Would you recommend UnitedHealthcare to physicians	86.1% -	76.2%	72.2% +	74.9% +
<b>Overall rating for coordination of care/ care management</b>	47.1% -	31.1%	37.5% -	32.1% -
<b>What percentage of your scheduled specified MCO appointments are "no show" appointments each week (*inverse measure*)?</b>	83.7% +	88.8%	88.6% +	86.8%+



## Loyalty analysis

Year	Loyal	Indifferent	Not Loyal
2021	21.1%	73.0%	5.9%
2020	20.2%	74.2%	5.6%
2019	26.1%	68.6%	5.3%

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

- Q22. What is your overall satisfaction with *Specified MCO*?
- Q23. Would you recommend *Specified MCO* to patients?
- Q24. 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 (Q22)	Would Recommend Specified HealthChoice MCO to Patients (Q23)	Would Recommend Specified HealthChoice MCO to Other Physicians (Q24)
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 (Q22)	Would Recommend Specified HealthChoice MCO to Patients (Q23)	Would Recommend Specified HealthChoice MCO to Other Physicians (Q24)
1	Very Dissatisfied	Definitely Not	Definitely Not
2	Very Dissatisfied	Definitely Not	Probably Not
3	Very Dissatisfied	Probably Not	Definitely Not

## Findings

### UnitedHealthcare 2021 rate:

- Did not exceed any HealthChoice Aggregates rates
- Exceeded 4 of the 6 *composite* measures when comparing UnitedHealthcare 2021's rate to 2020's rate
  - Exceeded 13 of 20 *contributing* measures comparing UnitedHealthcare 2021's rate to 2020's rate

Measure with the Most Significant Increases Comparing 2021's rate to 2020's rate (5 percentage points or better):

- Claims composite
- Accuracy of claims processing
- Timeliness of initial processing
- Timeliness of adjustments/appeals claims processing
- Customer service: Accuracy of responses and/or ability to resolve problems

## Recommendation

- Continue the Provider Satisfaction Work Group
  - Each measure owner develops interventions to address the area(s) identified for improvement
  - Each intervention has a measurable goal to determine interventions effectiveness as well as a remediation plan if goal is not met
  - The measure owner submits the selected interventions including goals to the Work Group facilitator
  - The interventions and goals are used to develop the Provider Satisfaction Work Plan
- The Work Plan is presented quarterly to the appropriate quality committees