

# 2022 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 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 benchmark.

## Method

MDH selected the Center for the Study of Services (CSS), a National Committee for Quality Assurance (NCQA) certified vendor, to conduct the 2022 Provider Satisfaction Survey. CSS administered this survey to PCPs participating in Maryland's Medicaid managed care program, HealthChoice, using a mixed methodology that included mail, email and fax. Non-respondents were contacted by phone.

Between March 2022 and June 2022, 1,611 network PCPs were selected to participate in the survey, and 184 PCPs completed the survey. This resulted in a 12.05% response rate compared to 2021's response rate of 12.94%.

**Note:** + = UnitedHealthcare 2022 rate is above the 2021 Quality Compass/2022 HealthChoice aggregate  
 - = UnitedHealthcare 2022 rate is below the 2021 Quality Compass/2022 HealthChoice aggregate

Composite measure & contributing questions	2022 UnitedHealthcare results	2022 Aggregate results	2021 UnitedHealthcare results	2021 Aggregate results
<b>Claims composite</b>	<b>44.5%</b>	<b>52.8% -</b>	<b>51.8% -</b>	<b>56.3%</b>
• Accuracy of claims processing	48.7%	56.5% -	56.6% -	59.2%
• Timeliness of initials processing	50.3%	57.2% -	55.7% -	60.5%
• Timeliness of adjustments/appeals claims processing	34.5%	44.9% -	43.0% -	49.1%
<b>Prior authorization composite</b>	<b>41.6%</b>	<b>46.9% -</b>	<b>32.5% +</b>	<b>45.0%</b>
• Timeliness of obtaining authorization of <i>outpatient</i> services	35.3%	43.7% -	29.1% +	43.1%
• Overall experience in obtaining prior authorization of <i>outpatient</i> services	37.2%	44.2% -	29.2% +	42.7%
• Timeliness for obtaining authorization of <i>inpatient</i> services	48.9%	52.8% -	38.6% +	49.0%
• Overall experience in obtaining prior authorization of <i>inpatient</i> services	50.0%	53.1% -	41.0% -	49.6%
• Timeliness of obtaining authorization for medications	41.0%	44.9% -	29.8% +	44.1%
• Overall experience in obtaining prior authorization for medications	37.2%	42.7% -	27.0% +	41.3%
<b>Customer service/provider relations composite</b>	<b>41.7%</b>	<b>52.7% -</b>	<b>43.5% -</b>	<b>53.4%</b>
• Process for obtaining member eligibility information	55.1%	63.8% -	58.7% -	64.6%
• Quality of written communication, policy bulletins and manuals	43.8%	56.5% -	50.2% -	57.3%
• Ease of contacting the correct customer service representative	39.5%	50.2% -	33.6% +	48.7%
• Timeliness and courtesy of the health plan's provider relations/customer service	40.1%	54.1% -	45.5% -	54.8%
• Accuracy of responses and/ or ability to resolve problems	35.5%	49.5% -	43.8% -	52.0%

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Composite measure & contributing questions	2022 UnitedHealthcare results	2022 Aggregate results	2021 UnitedHealthcare results	2021 Aggregate results
<b>Customer service/ provider relations composite (cont.)</b>	<b>41.7%</b>	<b>52.7% -</b>	<b>43.5% -</b>	<b>53.4%</b>
• Accuracy and accessibility of drug formulary and formulary updates	38.1%	48.3% -	38.9% -	50.0%
• Overall, how would you rate Customer service/provider relations	45.2%	55.9% -	43.9% +	54.6%
• How would you rate the number and quality of specialists in the network	36.2%	43.6% -	33.5% +	45.2%
<b>Overall satisfaction composite</b>	<b>72.7%</b>	<b>84.6% -</b>	<b>72.8% -</b>	<b>83.8%</b>
• Overall satisfaction with UnitedHealthcare	65.5%	76.9% -	65.4% +	78.3%
• Would you recommend UnitedHealthcare to patients	76.5%	88.6% -	76.9% -	86.9%
• Accuracy and accessibility of drug formulary and formulary updates	38.1%	88.4% -	76.2% +	86.1%
<b>Overall rating for coordination of care/ care management</b>	<b>41.0%</b>	<b>49.9% -</b>	<b>31.1% +</b>	<b>47.1%</b>
<b>What percentage of your scheduled specified MCO appointments are “no show” appointments each week (*inverse measure*)</b>	<b>86.2%</b>	<b>83.5%</b>	<b>88.8%</b>	<b>83.7%</b>

Loyalty analysis			
Year	Loyal	Indifferent	Not loyal
<b>2022</b>	32.1%	62.9%	5.0%
<b>2021</b>	21.1%	73.0%	5.9%
<b>2020</b>	20.2%	74.2%	5.6%

**PCP 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 PCPs used in this analysis need to have provided a valid response to all 3 questions. A PCP 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 PCP 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

All other response combinations are categorized as **indifferent**.

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

**Findings:**

UnitedHealthcare 2022 rate:

- Did not meet or exceed any HealthChoice aggregate rates
- Did not meet or exceed any of the 6 *composite* measures
  - Did not meet or exceed any of the *contributing* measures

**Measure with improvement comparing 2022’s rate to 2021’s rate (5 percentage points or better):**

- Prior authorization composite
- Timeliness of obtaining authorization of *outpatient* services
- Timeliness for obtaining authorization of *inpatient* services
- Overall experience in obtaining prior authorization of *outpatient* services
- Timeliness of obtaining authorization for medications
- Overall experience in obtaining prior authorization for medications
- Ease of contacting the correct customer service representative

**Recommendations:**

- 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 is 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

