



**2015 CLAIMS SURVEY OF  
ARIZONA HEALTH CARE COST  
CONTAINMENT SYSTEM PROVIDERS  
SURVEY RESULTS**



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*The survey was sponsored by AHCCCS, Arizona’s Medicaid program, Division of Health Care Management, Operations Unit.*

## Survey Overview

The Arizona Health Care Cost Containment System (AHCCCS) mission and vision are to reach across Arizona to provide comprehensive quality healthcare to those in need while shaping tomorrow's managed health care from today's experience, quality and innovation. AHCCCS is dedicated to continuously improving the efficiency and effectiveness of its programs while supporting member choice in the delivery of the highest quality care to its customers.

AHCCCS expects its contracted health plans to implement program innovation and best practices; continuously develop mechanisms to reduce administrative cost and improve program efficiency and provide added value to the program. Health plans are expected to add value to the program by meeting several AHCCCS values, including recognizing that health care providers are an essential partner in the delivery of health care services, and operating the health plan in a manner that is efficient and effective for health care providers as well as the health plan.

As a part of its ongoing monitoring activities of Acute Care, Children's Rehabilitative Services (CRS), and the Elderly and Physical Disability Program for members of the Arizona Long Term Care System (ALTCS EPD) health plans, AHCCCS conducted a provider survey in September 2015. The purpose of the survey was to gather feedback from AHCCCS providers contracted with the health plans regarding provider satisfaction with health plans' claims processing and payment, and customer service. AHCCCS appreciates providers taking the time to participate in the survey and offering their valuable feedback

The survey was developed using web-based provider of survey solutions, *Survey Monkey*. The survey was made accessible for provider participation via the AHCCCS public website. On September 14, 2015 AHCCCS notified 5628 health plan contracted providers of the survey via email notification. Additionally, throughout the month of September 2015, health plans sent notification of the survey via BlastFax to their contracted provider network. The survey remained available on the AHCCCS website until October 25, 2015. At that time, the survey link was disabled and resulting data was collected for review by AHCCCS.

Survey responses allow for comparison between health plans and are provided to individual health plans to guide quality improvement activities and will be used by AHCCCS to support ongoing monitoring and quality improvement processes.

This report summarizes the results of the survey specific to the following AHCCCS contracted managed care health plans. Additionally, this report includes a comparison of the results from the AHCCCS 2015 and AHCCCS 2014 Provider Survey results.

- Bridgeway Health Solutions
- Care1st Health Plan, Arizona Inc.
- Health Choice Arizona
- Health Net Access, Inc.
- Maricopa Health Plan
- VHS Phoenix Health Plan
- Southwest Catholic Health Network Corporation dba Mercy Care Plan Affiliate (Acute Care and ALTCS EPD)
- University of Arizona Health Plans, University Family Care
- UnitedHealthcare Community Plan EPD (Acute Care, CRS, and ALTCS EPD)

## Survey Questions

The following questions were asked to obtain information about the type of provider completing the survey:

1. Enter your Provider Type
2. Are you contracted with [HEALTH PLAN]? YES or NO

A 'NO' selection moves the survey participant to the next health plan name.

Health Plans
Bridgeway Health Solutions of Arizona
Care1st Health Plan, Arizona
Health Choice Arizona
Health Net of Arizona
Maricopa Health Plan
Mercy Care Plan - Acute
Mercy Care Plan - ALTCS
Phoenix Health Plan
UnitedHealthcare Community Plan - Acute
UnitedHealthcare Community Plan - ALTCS
UnitedHealthcare Community Plan - CRS
University Family Care

The following questions were asked specifically to address claims processing, resolutions of claims issues and Provider and Claims Customer Service performance. If an individual tries to skip the question the following error message displays: **This question requires an answer.**

- How satisfied are you with this Health Plan’s processing of your initial claims?
- How satisfied are you with this Health Plan’s resolution of your claims issues?
- How satisfied are you with this Health Plan’s timeliness of resolution of your claims issues?
- How satisfied are you with this Health Plan’s Claims Customer Service Department?
- How satisfied are you with this Health Plan’s Provider Services Staff?
- Comments

The Rating options available for each of the above questions were:

- Very Satisfied
- Satisfied
- Dissatisfied
- Very Dissatisfied

## Summary

Survey responses represented various provider types including, but not limited to physician, hospital, emergency room, behavioral health, home health, nursing facility, assisted living, obstetrics, and physical, speech, and occupational therapy. Across all health plans 564 unique providers participated in the survey. The 564 providers only responded to survey questions specific to health plans with which they contract. Therefore, not all 564 unique providers responded to each health plan’s survey. The following table shows the number of contracted survey respondents who completed the survey, by each health plan.

Health Plan	# of Contracted Survey Respondents who Completed the Survey
Bridgeway Health Solutions of Arizona	241
Care1st Health Plan, Arizona	244
Health Choice Arizona	251
Health Net of Arizona	289
Maricopa Health Plan	165
Mercy Care Plan - Acute	243
Mercy Care Plan - ALTCS	220
Phoenix Health Plan	216
UnitedHealthcare Community Plan - Acute	324
UnitedHealthcare Community Plan - ALTCS	286
UnitedHealthcare Community Plan - CRS	198
University Family Care	200

## Findings

### Survey Questions

Results of the survey vary by health plan. In all focus areas, the survey results indicate opportunities for improvement by all health plans and overall:

- Generally providers expressed the most satisfaction with health plan performance with processing of initial claims, Claims Customer Service, and Provider Services Staff.
- Generally providers expressed the most dissatisfaction with health plan performance with resolution of claims issues and timeliness of resolution of claims issues.

The results for each survey question are provided in the following graphs and are summarized below.

#### Graph 1:

Survey Question: *How satisfied are you with this Health Plan's processing of your initial claims?*

- 2015 Results: The range of satisfaction across all health plans is 60.6% to 82.8%.
- 2014 Results: The range of satisfaction across all health plans was 59.1% to 87.4%.

#### Graph 2:

Survey Question: *How satisfied are you with this Health Plan's resolution of your claims issues?*

- 2015 Results: The range of satisfaction across all health plans is 51.4% to 82.8%.
- 2014 Results: The range of satisfaction across all health plans was 52.9% to 84.0%.

AHCCCS recognizes resolution of claims issues as an opportunity for improvement for health plans.

#### Graph 3:

Survey Question: *How satisfied are you with this Health Plan's timeliness of resolution of your claims issues?*

- 2015 Results: The range of satisfaction across all health plans is 47.5% to 78.0%.
- 2014 Results: The range of satisfaction across all health plans is 50.1% to 79.8%.

AHCCCS recognizes timeliness of resolution of claims issues as an opportunity for improvement for health plans.



## Findings Continued

## Survey Questions

Graph 4:

Survey Question: *How satisfied are you with this Health Plan's Claims Customer Service Department?*

- 2015 Results: The range of satisfaction across all health plans is 59.0% to 84.0%.
- 2014 Results: The range of satisfaction across all health plans is 59.4% to 86.9%.

Graph 5:

Survey Question: *How satisfied are you with this Health Plan's Provider Services Staff?*

- 2015 Results: The range of satisfaction across all health plans is 62.1% to 83.1%.
- 2014 Results: The range of satisfaction across all health plans is 60.6% to 89.1%.

**Survey Comments**

The survey allowed respondents to submit comments which AHCCCS collected and categorized as *satisfied* or *dissatisfied*. Comments which did not apply to the survey or the health plan were not considered. AHCCCS recognizes that dissatisfied respondents may be more likely to comment than satisfied individuals. However, of the 1187 comments received across all health plans, AHCCCS identified that 28.76% of all submitted comments indicated provider satisfaction in comparison to the 18.3% in the 2014 survey. Of the 71.24% of dissatisfied comments received in the 2015 survey, responses indicate a desire for health plan improvement in the efficiency and processes for resolution of claims issues, particularly related to timeliness of resolution and subsequent payment.

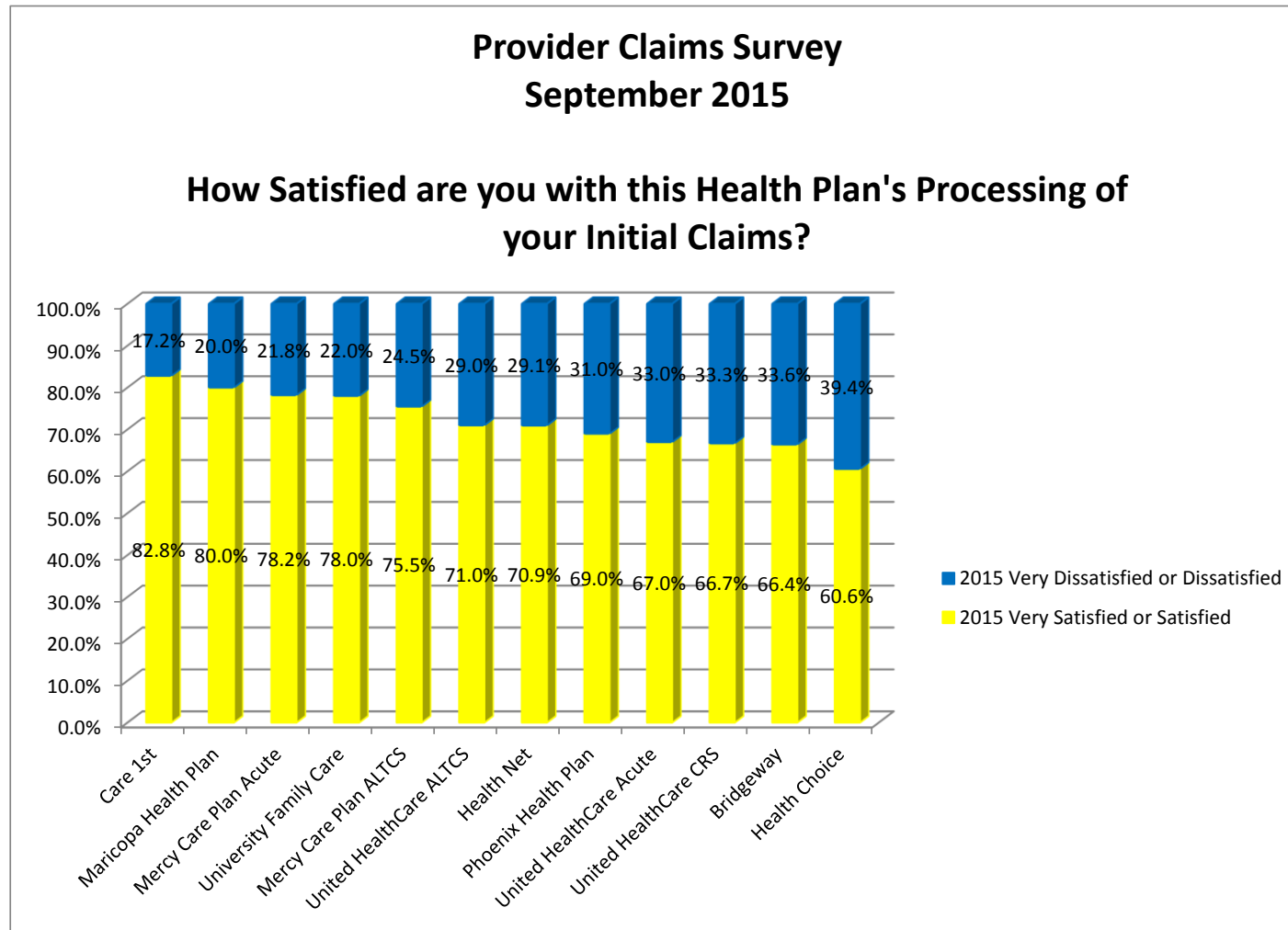
**Outcome**

AHCCCS recognizes the need for improvements regarding health plans' claim processes and expects health plans to strive to enhance processes that result in increased provider satisfaction. AHCCCS will continue to work with the health plans to implement strategies to improve overall efficiency and customer service experience for providers.

### How Health Plans Compare

Graph 1

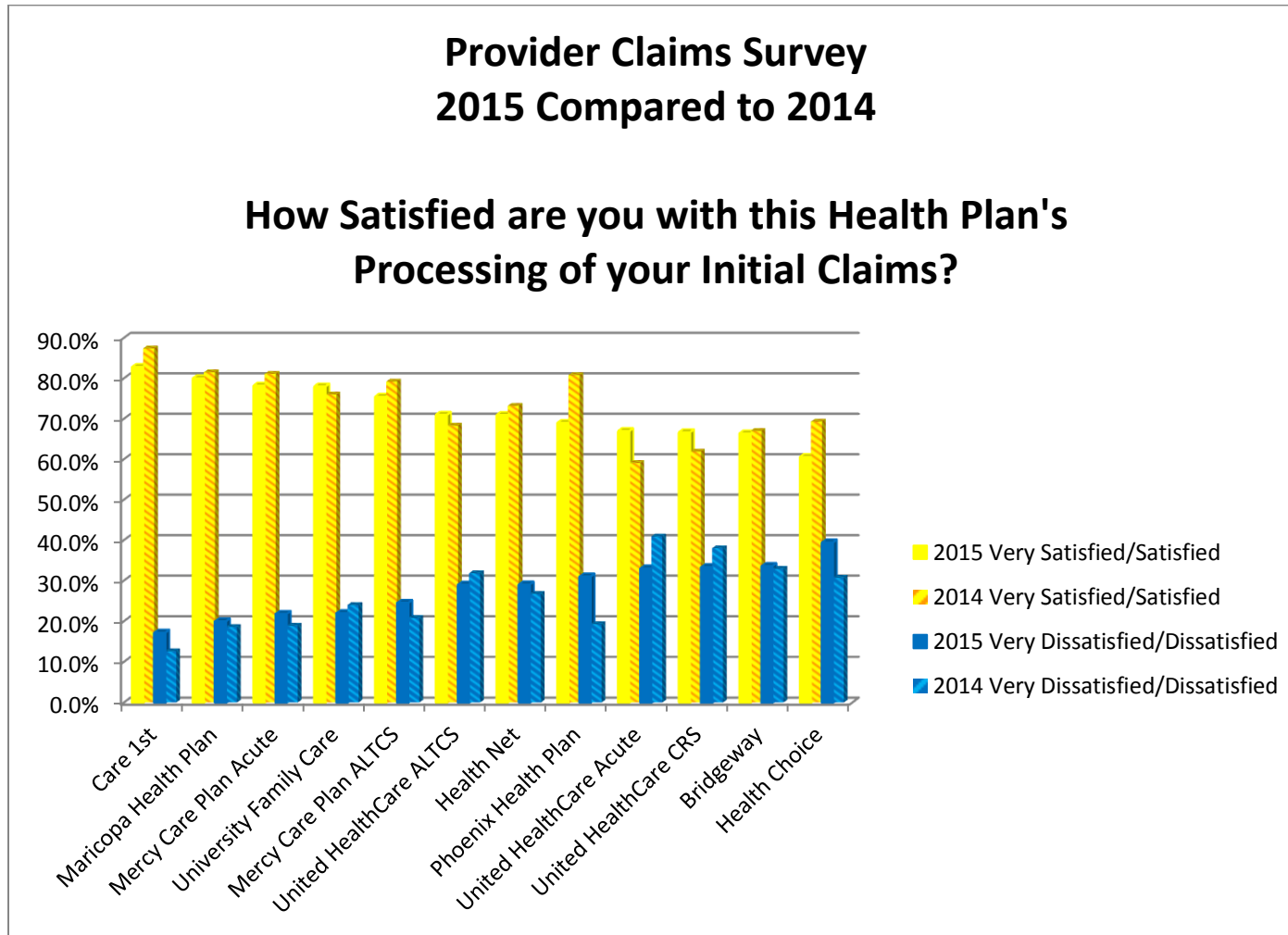
2015 Provider Claims Survey Results



2015 Compared to 2014  
Provider Claims Survey Results

**Provider Claims Survey  
2015 Compared to 2014**

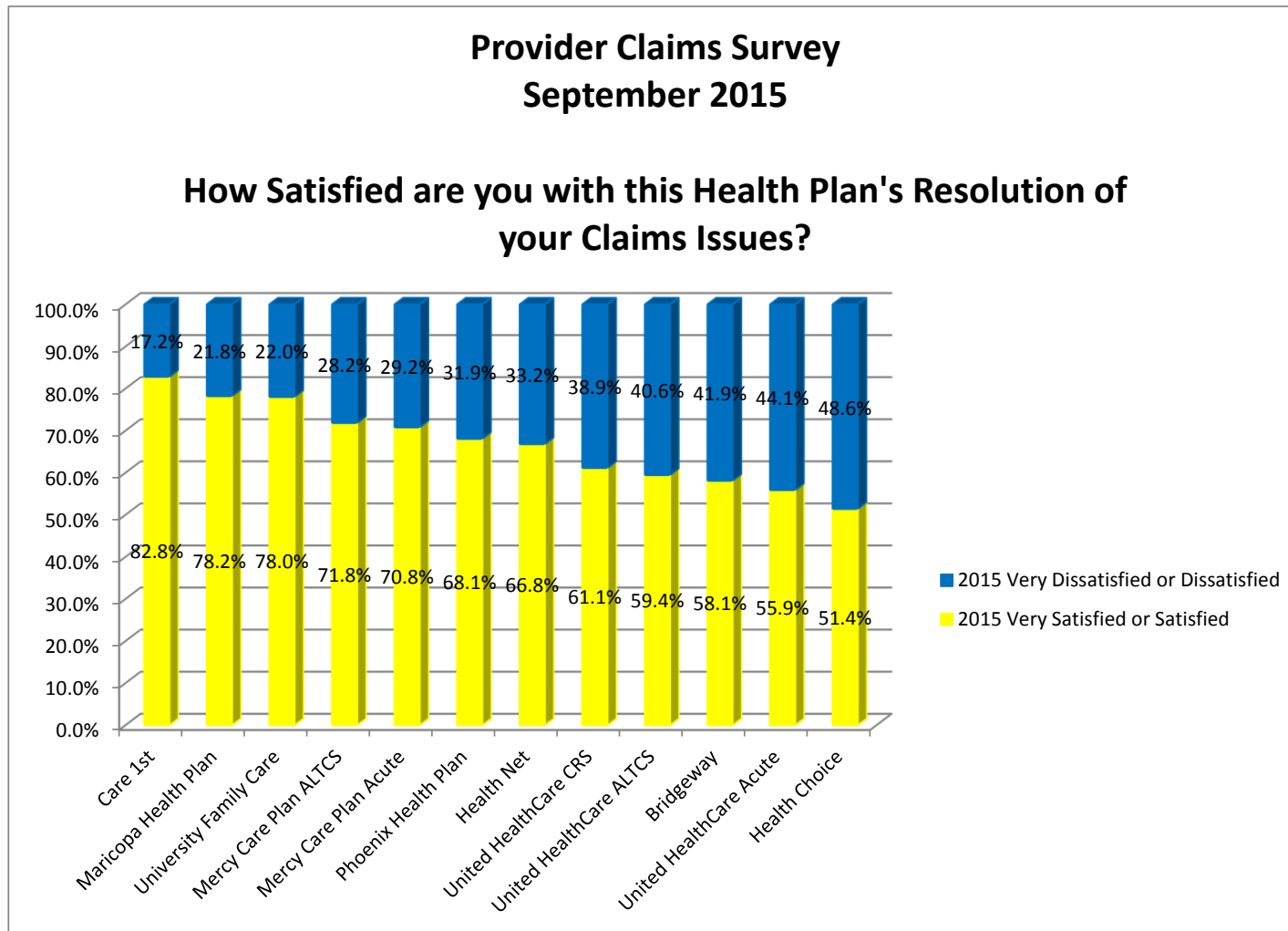
**How Satisfied are you with this Health Plan's  
Processing of your Initial Claims?**



## How Health Plans Compare

### Graph 2

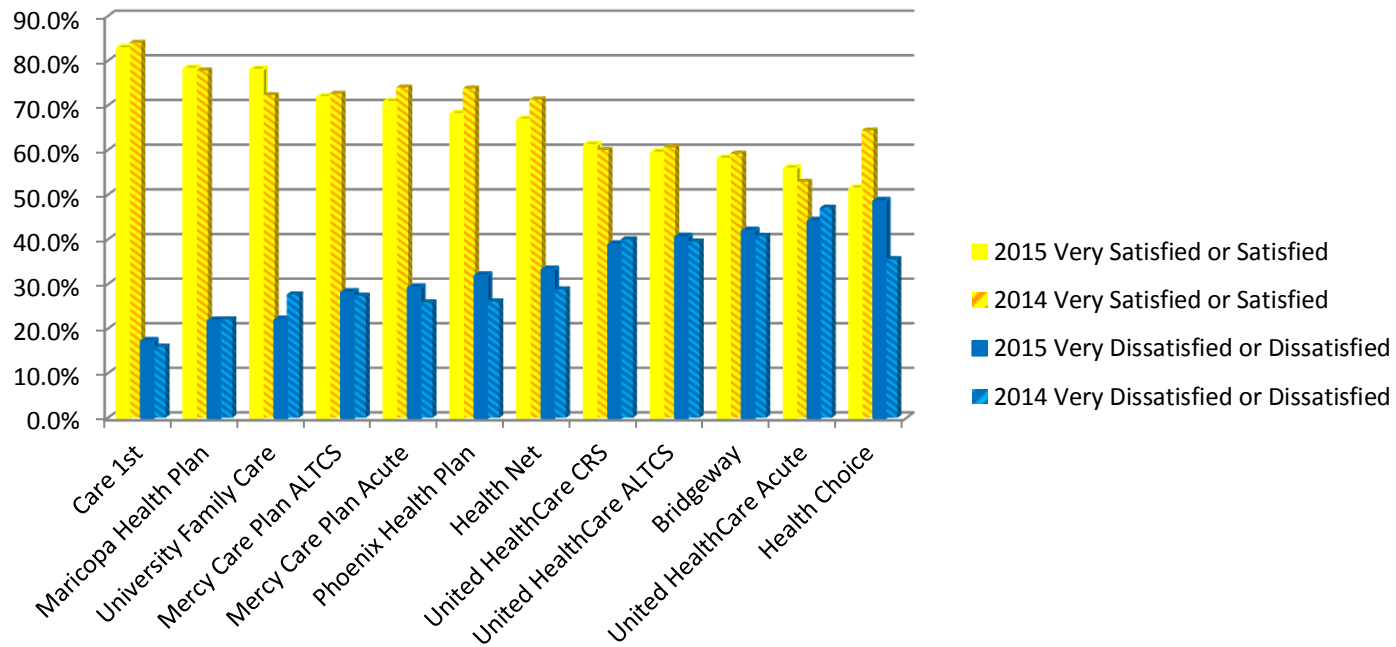
#### 2015 Provider Claims Survey Results



2015 Compared to 2014  
Provider Claims Survey Results

**Provider Claims Survey  
2015 Compared to 2014**

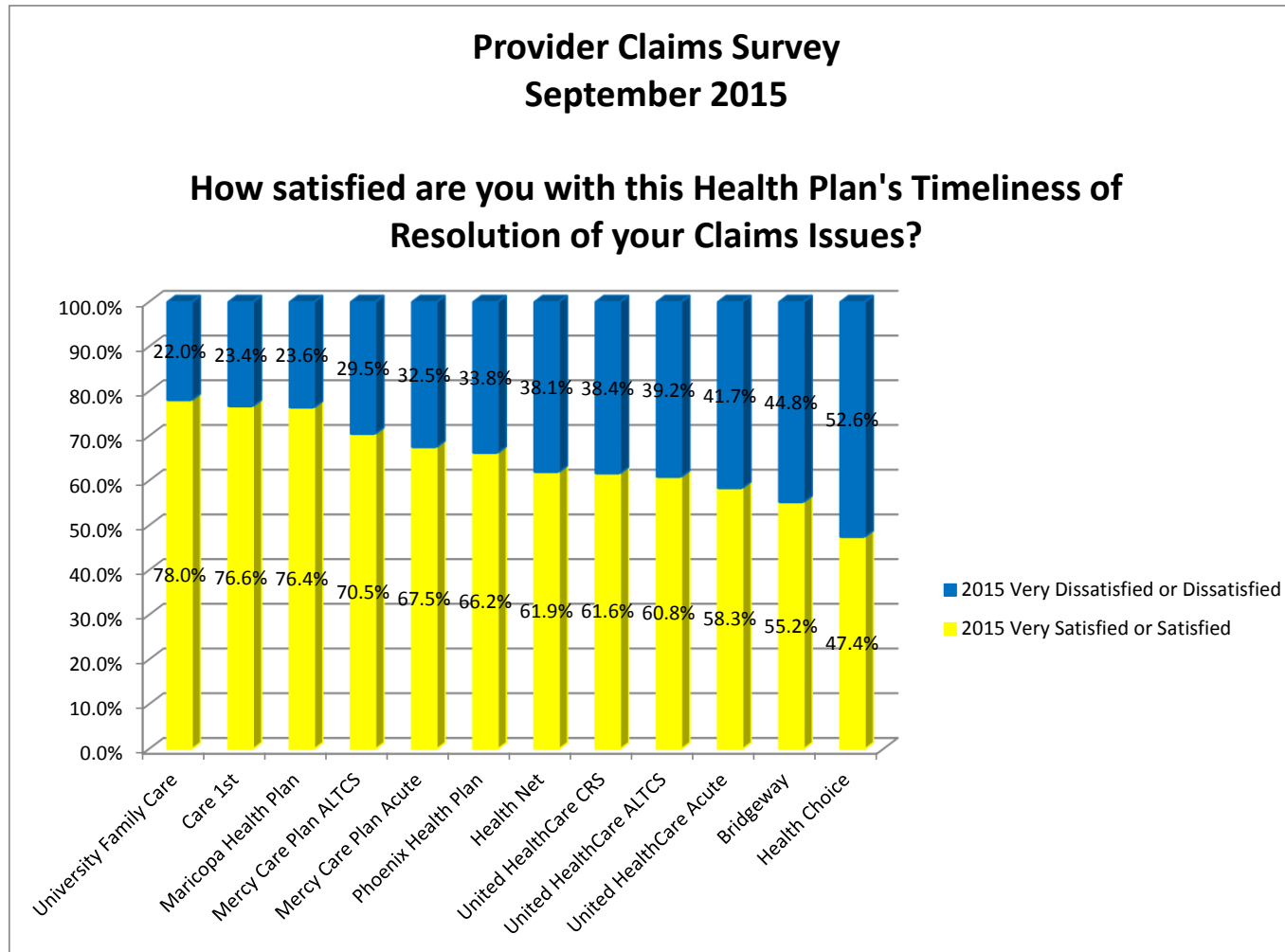
**How Satisfied are you with this Health Plan's Resolution  
of your Claims Issues?**



## How Health Plans Compare

### Graph 3

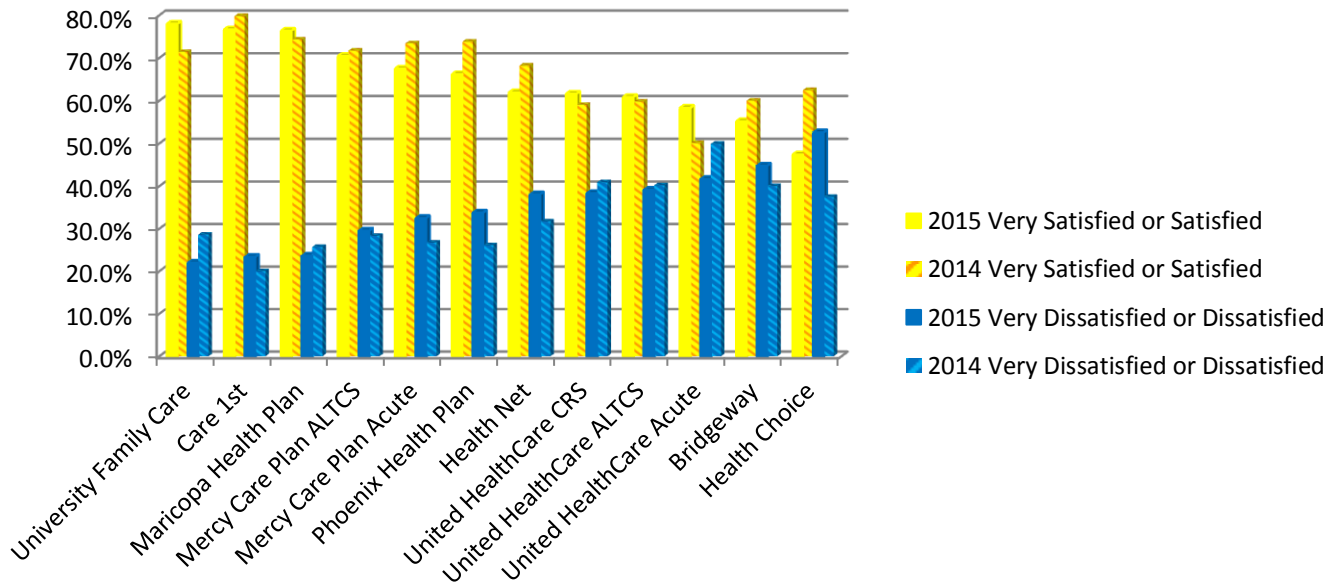
#### 2015 Provider Claims Survey Results



2015 Compared to 2014  
Provider Claims Survey Results

**Provider Claims Survey  
2015 compared to 2014**

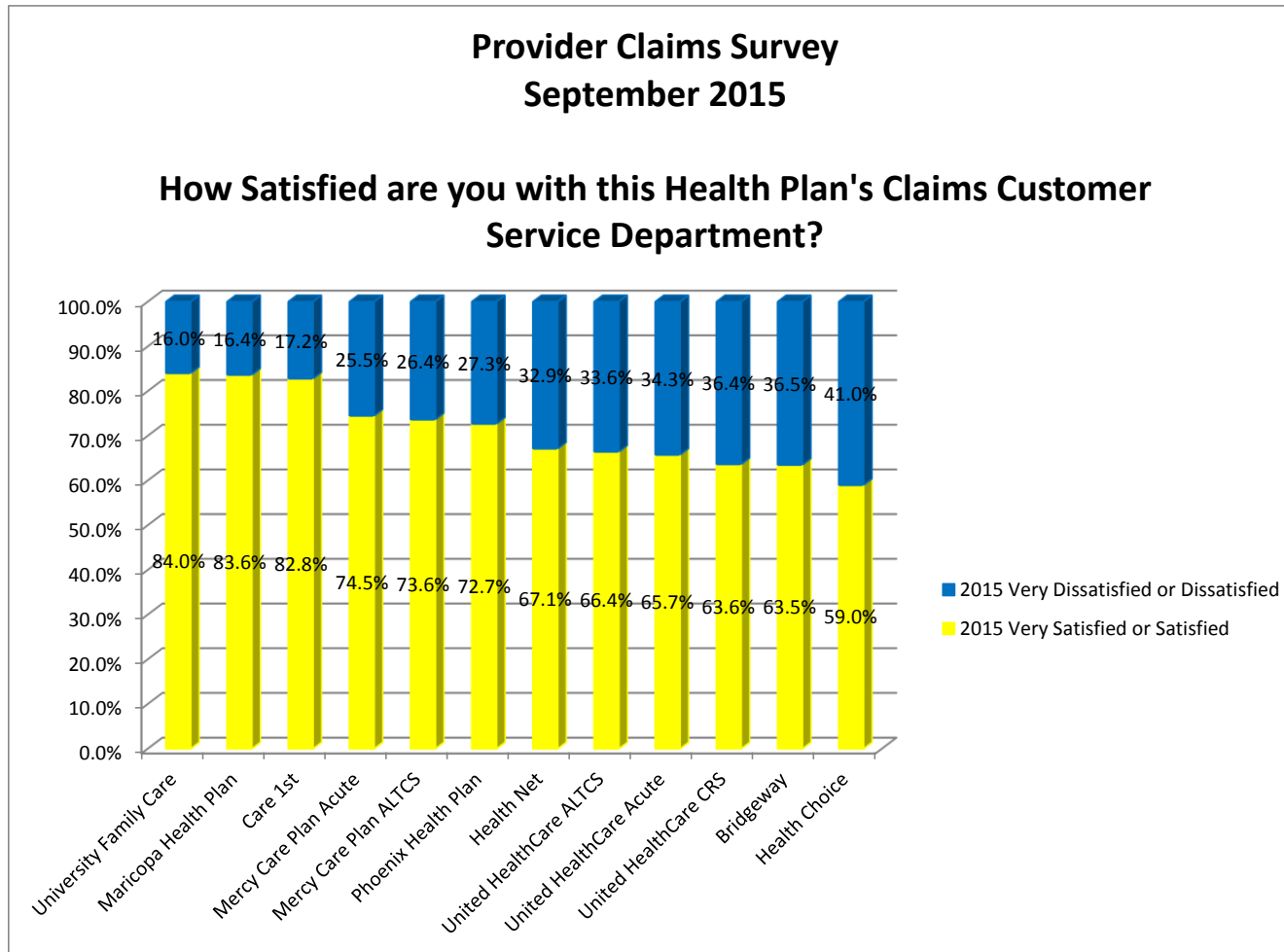
**How Satisfied are you with this Health Plan's  
Timeliness of Resolution of Your Claims Issues?**



## How Health Plans Compare

### Graph 4

#### 2015 Provider Claims Survey Results

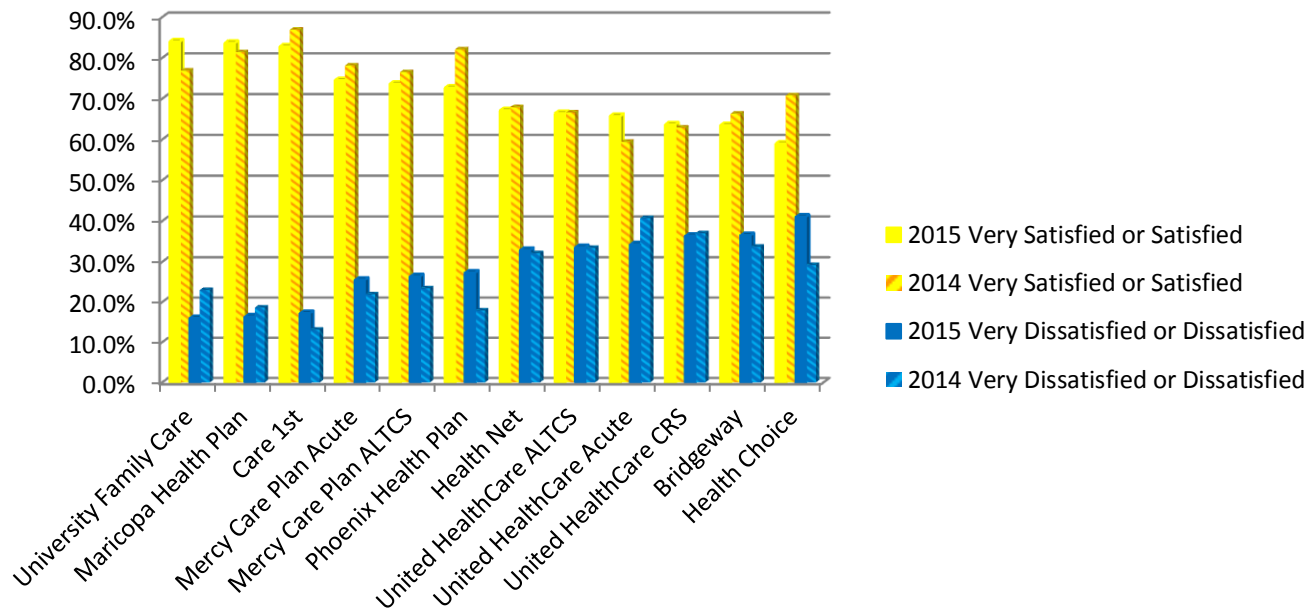




2015 Compared to 2014  
Provider Claims Survey Results

**Provider Claims Survey  
2015 Compared to 2014**

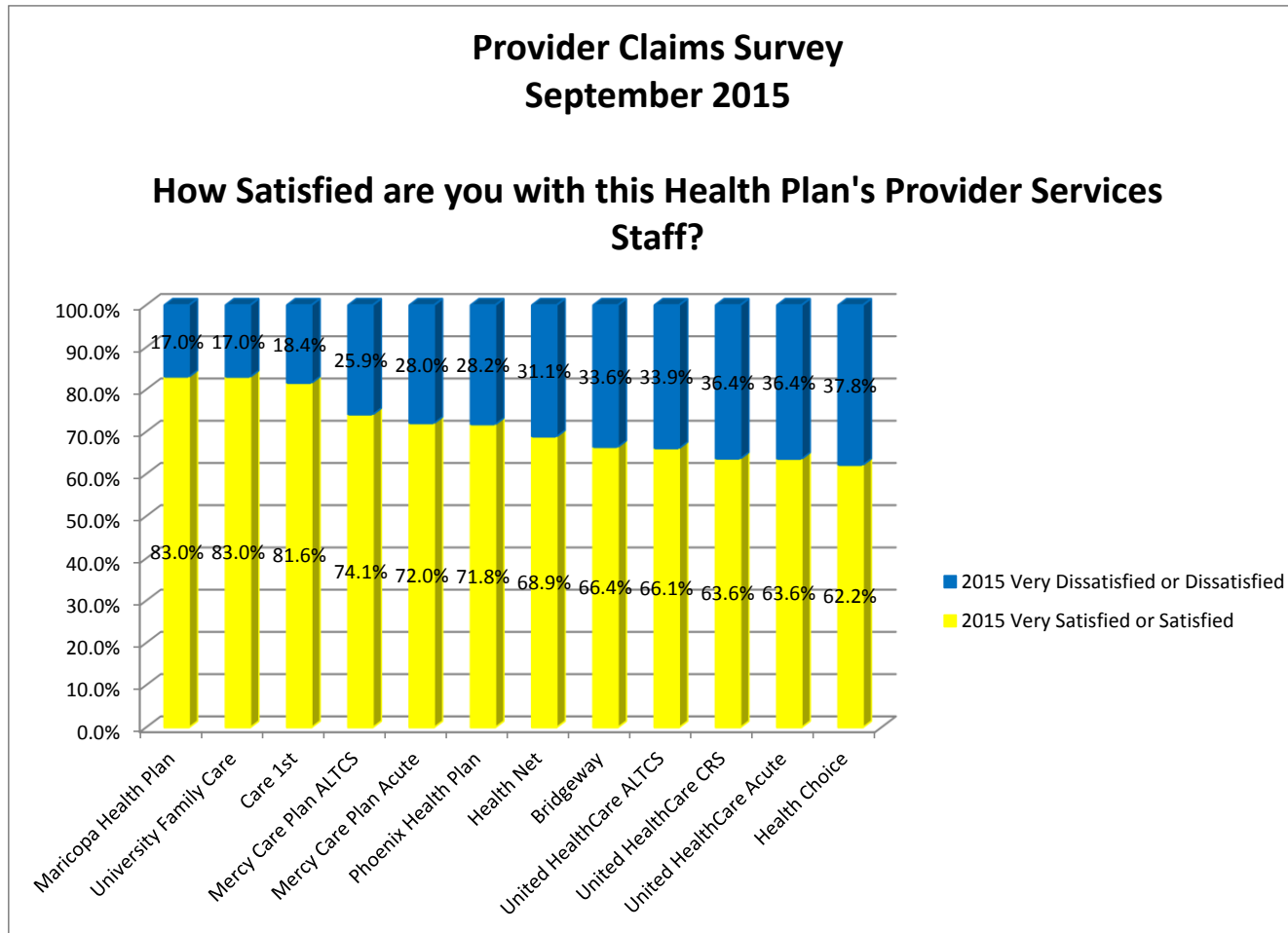
**How Satisfied are you with this Health Plan's Claims  
Customer Service Department?**



## How Health Plans Compare

### Graph 5

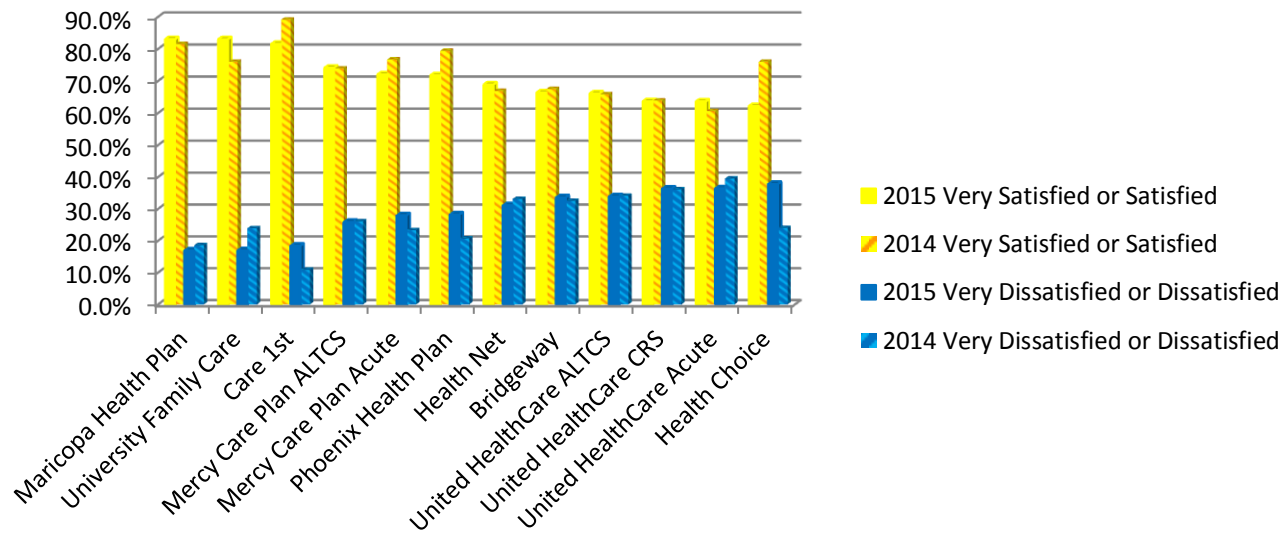
#### 2015 Provider Claims Survey Results



2015 Compared to 2014  
Provider Claims Survey Results

**Provider Claims Survey  
2015 Compared to 2014**

**How Satisfied are you with this Health Plan's  
Provider Services Staff?**



## Health Plan Specific Results

### Bridgeway Health Solutions

#### Results by Survey Question

AHCCCS expects the health plan to review the following plan specific results, identify any areas for improvement, and develop process improvement strategies. AHCCCS identifies Bridgeway's processing of initial claims, resolution and timeliness of resolution of claims issues, Claims Customer Service, and Provider Services Staff performance as continued opportunities for improvement and should be focus areas in its quality improvement plan.

<b>How satisfied are you with this Health Plan's processing of your initial claims?</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Very Dissatisfied	14.1%	34
Dissatisfied	19.5%	47
Satisfied	57.7%	139
Very Satisfied	8.7%	21
<i>Number of Respondents</i>		<b>241</b>

<b>How satisfied are you with this Health Plan's resolution of your claims issues?</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Very Dissatisfied	17.8%	43
Dissatisfied	24.1%	58
Satisfied	52.3%	126
Very Satisfied	5.8%	14
<i>Number of Respondents</i>		<b>241</b>

**Bridgeway Health Solutions**  
**Results by Survey Question Continued**

<b>How satisfied are you with this Health Plan's timeliness of resolution of your claims issues?</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Very Dissatisfied	19.5%	47
Dissatisfied	25.3%	61
Satisfied	49.4%	119
Very Satisfied	5.8%	14
<i>Number of Respondents</i>		<b>241</b>

<b>How satisfied are you with this Health Plan's Claims Customer Service Department?</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Very Dissatisfied	14.5%	35
Dissatisfied	22.0%	53
Satisfied	57.7%	139
Very Satisfied	5.8%	14
<i>Number of Respondents</i>		<b>241</b>

<b>How satisfied are you with this Health Plan's Provider Services staff?</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Very Dissatisfied	12.0%	29
Dissatisfied	21.6%	52
Satisfied	58.9%	142
Very Satisfied	7.5%	18
<i>Number of Respondents</i>		<b>241</b>

**Care1st Health Plan, Arizona  
Results by Survey Question**

AHCCCS expects the health plan to review the following plan specific results, identify any areas for improvement, and develop process improvement strategies. AHCCCS identifies Care1st’s timeliness of resolution of claims issues as a focus area for its quality improvement plan.

<b>How satisfied are you with this Health Plan's processing of your initial claims?</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Very Dissatisfied	4.5%	11
Dissatisfied	12.7%	31
Satisfied	65.2%	159
Very Satisfied	17.6%	43
<b><i>Number of Respondents</i></b>		<b>244</b>

<b>How satisfied are you with this Health Plan's resolution of your claims issues?</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Very Dissatisfied	4.9%	12
Dissatisfied	12.3%	30
Satisfied	68.0%	166
Very Satisfied	14.8%	36
<b><i>Number of Respondents</i></b>		<b>244</b>

<b>How satisfied are you with this Health Plan's timeliness of resolution of your claims issues?</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Very Dissatisfied	4.5%	11
Dissatisfied	18.9%	46
Satisfied	64.3%	157
Very Satisfied	12.3%	30
<b><i>Number of Respondents</i></b>		<b>244</b>

**Care1st Health Plan, Arizona**  
**Results by Survey Question Continued**

<b>How satisfied are you with this Health Plan's Claims Customer Service Department?</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Very Dissatisfied	6.1%	15
Dissatisfied	11.1%	27
Satisfied	68.4%	167
Very Satisfied	14.3%	35
<b><i>Number of Respondents</i></b>		<b>244</b>

<b>How satisfied are you with this Health Plan's Provider Services Staff?</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Very Dissatisfied	6.1%	15
Dissatisfied	12.3%	30
Satisfied	63.1%	154
Very Satisfied	18.4%	45
<b><i>Number of Respondents</i></b>		<b>244</b>

**Health Choice Arizona  
Results by Survey Question**

AHCCCS expects the health plan to review the following plan specific results, identify any areas for improvement, and develop process improvement strategies. AHCCCS identifies Health Choice’s processing of initial claims, resolution and timeliness of resolution of claims issues, Claims Customer Service Staff, and Provider Services Staff performance as opportunities for significant improvement and should be focus areas in its quality improvement plan.

<b>How satisfied are you with this Health Plan's processing of your initial claims?</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Very Dissatisfied	14.3%	36
Dissatisfied	25.1%	63
Satisfied	49.8%	125
Very Satisfied	10.8%	27
<i>Number of Respondents</i>		<b>251</b>

<b>How satisfied are you with this Health Plan's resolution of your claims issues?</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Very Dissatisfied	21.5%	54
Dissatisfied	27.1%	68
Satisfied	42.2%	106
Very Satisfied	9.2%	23
<i>Number of Respondents</i>		<b>251</b>



**Health Choice Arizona**  
**Results by Survey Question Continued**

<b>How satisfied are you with this Health Plan's timeliness of resolution of your claims issues?</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Very Dissatisfied	25.1%	63
Dissatisfied	27.5%	69
Satisfied	37.1%	93
Very Satisfied	10.4%	26
<i>Number of Respondents</i>		<b>251</b>

<b>How satisfied are you with this Health Plan's Claims Customer Service Department?</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Very Dissatisfied	18.7%	47
Dissatisfied	22.3%	56
Satisfied	48.2%	121
Very Satisfied	10.8%	27
<i>Number of Respondents</i>		<b>251</b>

<b>How satisfied are you with this Health Plan's Provider Services staff?</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Very Dissatisfied	15.1%	38
Dissatisfied	22.7%	57
Satisfied	49.4%	124
Very Satisfied	12.7%	32
<i>Number of Respondents</i>		<b>251</b>

**Health Net Access, Inc.**  
**Results by Survey Question**

AHCCCS expects the health plan to review the following plan specific results, identify any areas for improvement, and develop process improvement strategies. AHCCCS identifies Health Net's processing of initial claims, resolution and timeliness of resolution of claims issues, Claims Customer Service, and Provider Services Staff performance as continued opportunities for improvement and should be focus areas in its quality improvement plan.

<b>How satisfied are you with this Health Plan's processing of your initial claims?</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Very Dissatisfied	10.0%	29
Dissatisfied	19.0%	55
Satisfied	59.5%	172
Very Satisfied	11.4%	33
<i>Number of Respondents</i>		<b>289</b>

<b>How satisfied are you with this Health Plan's resolution of your claims issues?</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Very Dissatisfied	11.1%	32
Dissatisfied	22.1%	64
Satisfied	58.5%	169
Very Satisfied	8.3%	24
<i>Number of Respondents</i>		<b>289</b>

<b>How satisfied are you with this Health Plan's timeliness of resolution of your claims issues?</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Very Dissatisfied	13.1%	33
Dissatisfied	24.9%	62
Satisfied	53.6%	165
Very Satisfied	8.3%	29
<i>Number of Respondents</i>		<b>289</b>

**Health Net Access, Inc.**
**Results by Survey Question Continued**

<b>How satisfied are you with this Health Plan's Claims Customer Service Department?</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Very Dissatisfied	11.4%	33
Dissatisfied	21.5%	62
Satisfied	57.1%	165
Very Satisfied	10.0%	29
<b><i>Number of Respondents</i></b>		<b>289</b>

<b>How satisfied are you with this Health Plan's Provider Services Staff?</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Very Dissatisfied	12.1%	35
Dissatisfied	19.0%	55
Satisfied	58.5%	169
Very Satisfied	10.4%	30
<b><i>Number of Respondents</i></b>		<b>289</b>

**Maricopa Health Plan  
Results by Survey Question**

AHCCCS expects the health plan to review the following plan specific results, identify any areas for improvement, and develop process improvement strategies.

<b>How satisfied are you with this Health Plan's processing of your initial claims?</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Very Dissatisfied	8.5%	14
Dissatisfied	11.5%	19
Satisfied	61.8%	102
Very Satisfied	18.2%	30
<i>Number of Respondents</i>		<b>165</b>

<b>How satisfied are you with this Health Plan's resolution of your claims issues?</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Very Dissatisfied	9.1%	15
Dissatisfied	12.7%	21
Satisfied	61.8%	102
Very Satisfied	16.4%	27
<i>Number of Respondents</i>		<b>165</b>

<b>How satisfied are you with this Health Plan's timeliness of resolution of your claims issues?</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Very Dissatisfied	9.1%	15
Dissatisfied	14.5%	24
Satisfied	60.0%	99
Very Satisfied	16.4%	27
<i>Number of Respondents</i>		<b>165</b>

**Maricopa Health Plan**  
**Results by Survey Question Continued**

<b>How satisfied are you with this Health Plan's Claims Customer Service Department?</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Very Dissatisfied	6.1%	10
Dissatisfied	10.3%	17
Satisfied	65.5%	108
Very Satisfied	18.2%	30
<b><i>Number of Respondents</i></b>		<b>165</b>

<b>How satisfied are you with this Health Plan's Provider Services Staff?</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Very Dissatisfied	7.3%	12
Dissatisfied	9.7%	16
Satisfied	65.5%	108
Very Satisfied	17.6%	29
<b><i>Number of Respondents</i></b>		<b>165</b>

## Mercy Care Plan

### Results by Survey Question

AHCCCS expects the health plan to review the following plan specific results, identify any areas for improvement, and develop process improvement strategies. AHCCCS identifies MCP's resolution of claims issues and timeliness of resolution (Acute Care and ALTCS EPD) and Provider Services Staff performance (ALTCS EPD) as continued opportunities for improvement. Additionally, for 2015 Claims Customer Service and Provider Services Staff performance (Acute Care) are also identified as opportunities for improvement. These should all be focus areas in MCP's quality improvement plan.

#### Acute Care

<b>How satisfied are you with this Health Plan's processing of your initial claims?</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Very Dissatisfied	8.2%	20
Dissatisfied	13.6%	33
Satisfied	58.4%	142
Very Satisfied	19.8%	48
<b>Number of Respondents</b>		<b>243</b>

<b>How satisfied are you with this Health Plan's resolution of your claims issues?</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Very Dissatisfied	11.5%	28
Dissatisfied	17.7%	43
Satisfied	56.8%	138
Very Satisfied	14.0%	34
<b>Number of Respondents</b>		<b>243</b>

**Mercy Care Plan  
Results by Survey Question Continued**

**Acute Care**

<b>How satisfied are you with this Health Plan's timeliness of resolution of your claims issues?</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Very Dissatisfied	14.0%	34
Dissatisfied	18.5%	45
Satisfied	51.4%	125
Very Satisfied	16.0%	39
<b><i>Number of Respondents</i></b>		<b>243</b>

<b>How satisfied are you with this Health Plan's Claims Customer Service Department?</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Very Dissatisfied	10.3%	25
Dissatisfied	15.2%	37
Satisfied	57.2%	139
Very Satisfied	17.3%	42
<b><i>Number of Respondents</i></b>		<b>243</b>

<b>How satisfied are you with this Health Plan's Provider Services Staff?</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Very Dissatisfied	11.9%	29
Dissatisfied	16.0%	39
Satisfied	54.3%	132
Very Satisfied	17.7%	43
<b><i>Number of Respondents</i></b>		<b>243</b>

**Mercy Care Plan  
Results by Survey Question**

**ALTCS EPD**

<b>How satisfied are you with this Health Plan's processing of your initial claims?</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Very Dissatisfied	9.5%	21
Dissatisfied	15.0%	33
Satisfied	53.6%	118
Very Satisfied	21.8%	48
<i>Number of Respondents</i>		<b>220</b>

<b>How satisfied are you with this Health Plan's resolution of your claims issues?</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Very Dissatisfied	10.0%	22
Dissatisfied	18.2%	40
Satisfied	54.1%	119
Very Satisfied	17.7%	39
<i>Number of Respondents</i>		<b>220</b>

<b>How satisfied are you with this Health Plan's timeliness of resolution of your claims issues?</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Very Dissatisfied	10.9%	24
Dissatisfied	18.6%	41
Satisfied	51.8%	114
Very Satisfied	18.6%	41
<i>Number of Respondents</i>		<b>220</b>



**Mercy Care Plan**  
**Results by Survey Question Continued**

**ALTCS EPD**

<b>How satisfied are you with this Health Plan's Claims Customer Service Department?</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Very Dissatisfied	12.3%	27
Dissatisfied	14.1%	31
Satisfied	55.0%	121
Very Satisfied	18.6%	41
<b><i>Number of Respondents</i></b>		<b>220</b>

<b>How satisfied are you with this Health Plan's Provider Services Staff?</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Very Dissatisfied	10.5%	23
Dissatisfied	15.5%	34
Satisfied	53.2%	117
Very Satisfied	20.9%	46
<b><i>Number of Respondents</i></b>		<b>220</b>

**Phoenix Health Plan  
Results by Survey Question**

AHCCCS expects the health plan to review the following plan specific results, identify any areas for improvement, and develop process improvement strategies. AHCCCS identifies PHP’s resolution of claims issues and timeliness of resolution of claims issues as continued opportunities for improvement. Additionally, for 2015, processing of initial claims, Claims Customer Service, and Provider Services Staff are also identified as opportunities for improvement. These should all be focus areas in PHP’s quality improvement plan.

<b>How satisfied are you with this Health Plan's processing of your initial claims?</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Very Dissatisfied	15.3%	33
Dissatisfied	15.7%	34
Satisfied	56.0%	121
Very Satisfied	13.0%	28
<i>Number of Respondents</i>		<b>216</b>

<b>How satisfied are you with this Health Plan's resolution of your claims issues?</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Very Dissatisfied	14.4%	31
Dissatisfied	17.6%	38
Satisfied	56.5%	122
Very Satisfied	11.6%	25
<i>Number of Respondents</i>		<b>216</b>

<b>How satisfied are you with this Health Plan's timeliness of resolution of your claims issues?</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Very Dissatisfied	15.3%	33
Dissatisfied	18.5%	40
Satisfied	54.6%	118
Very Satisfied	11.6%	25
<i>Number of Respondents</i>		<b>216</b>

**Phoenix Health Plan**  
**Results by Survey Question Continued**

<b>How satisfied are you with this Health Plan's Claims Customer Service Department?</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Very Dissatisfied	13.0%	28
Dissatisfied	14.4%	31
Satisfied	60.2%	130
Very Satisfied	12.5%	27
<i>Number of Respondents</i>		<b>216</b>

<b>How satisfied are you with this Health Plan's Provider Services Staff?</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Very Dissatisfied	14.4%	31
Dissatisfied	13.9%	30
Satisfied	58.3%	126
Very Satisfied	13.4%	29
<i>Number of Respondents</i>		<b>216</b>

**University Family Care**  
**Results by Survey Question**

AHCCCS expects the health plan to review the following plan specific results, identify any areas for improvement, and develop process improvement strategies.

<b>How satisfied are you with this Health Plan's processing of your initial claims?</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Very Dissatisfied	9.0%	18
Dissatisfied	13.0%	26
Satisfied	59.5%	119
Very Satisfied	18.5%	37
<i>Number of Respondents</i>		<b>200</b>

<b>How satisfied are you with this Health Plan's resolution of your claims issues?</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Very Dissatisfied	11.0%	22
Dissatisfied	11.0%	22
Satisfied	61.0%	122
Very Satisfied	17.0%	34
<i>Number of Respondents</i>		<b>200</b>

<b>How satisfied are you with this Health Plan's timeliness of resolution of your claims issues?</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Very Dissatisfied	11.0%	22
Dissatisfied	11.0%	22
Satisfied	60.5%	121
Very Satisfied	17.5%	35
<i>Number of Respondents</i>		<b>200</b>

**University Family Care**  
**Results by Survey Question Continued**

<b>How satisfied are you with this Health Plan's Claims Customer Service Department?</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Very Dissatisfied	8.0%	16
Dissatisfied	8.0%	16
Satisfied	66.0%	132
Very Satisfied	18.0%	36
<b><i>Number of Respondents</i></b>		<b>200</b>

<b>How satisfied are you with this Health Plan's Provider Services Staff?</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Very Dissatisfied	7.5%	15
Dissatisfied	9.5%	19
Satisfied	62.5%	125
Very Satisfied	20.5%	41
<b><i>Number of Respondents</i></b>		<b>200</b>

**UnitedHealth Care Community Plan  
Results by Survey Question**

AHCCCS expects the health plan to review the following plan specific results, identify any areas for improvement, and develop process improvement strategies. AHCCCS identifies UHCCPs processing of initial claims, resolution and timeliness of resolution of claims issues, Claims Customer Service and Provider Services Staff performance for all lines of business (Acute Care, CRS, and ALTCS EPD) as continued opportunities for improvement and should be focus areas in its quality improvement plan.

**Acute Care**

<b>How satisfied are you with this Health Plan's processing of your initial claims?</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Very Dissatisfied	12.7%	41
Dissatisfied	20.4%	66
Satisfied	54.3%	176
Very Satisfied	12.7%	41
<b><i>Number of Respondents</i></b>		<b>324</b>

<b>How satisfied are you with this Health Plan's resolution of your claims issues?</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Very Dissatisfied	15.1%	49
Dissatisfied	29.0%	94
Satisfied	45.4%	147
Very Satisfied	10.5%	34
<b><i>Number of Respondents</i></b>		<b>324</b>

**UnitedHealth Care Community Plan  
 Results by Survey Question Continued**
**Acute Care**

<b>How satisfied are you with this Health Plan's timeliness of resolution of your claims issues?</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Very Dissatisfied	16.0%	52
Dissatisfied	25.6%	83
Satisfied	47.2%	153
Very Satisfied	11.1%	36
<b><i>Number of Respondents</i></b>		<b>324</b>

<b>How satisfied are you with this Health Plan's Claims Customer Service Department?</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Very Dissatisfied	14.8%	48
Dissatisfied	19.4%	63
Satisfied	55.2%	179
Very Satisfied	10.5%	34
<b><i>Number of Respondents</i></b>		<b>324</b>

<b>How satisfied are you with this Health Plan's Provider Services staff?</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Very Dissatisfied	16.7%	54
Dissatisfied	19.8%	64
Satisfied	51.9%	168
Very Satisfied	11.7%	38
<b><i>Number of Respondents</i></b>		<b>324</b>

**UnitedHealth Care Community Plan**  
**Results by Survey Question Continued**

**CRS**

<b>How satisfied are you with this Health Plan's processing of your initial claims?</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Very Dissatisfied	13.6%	27
Dissatisfied	19.7%	39
Satisfied	52.0%	103
Very Satisfied	14.6%	29
<i>Number of Respondents</i>		<b>198</b>

<b>How satisfied are you with this Health Plan's resolution of your claims issues?</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Very Dissatisfied	15.7%	31
Dissatisfied	23.2%	46
Satisfied	48.0%	95
Very Satisfied	13.1%	26
<i>Number of Respondents</i>		<b>198</b>

<b>How satisfied are you with this Health Plan's timeliness of resolution of your claims issues?</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Very Dissatisfied	14.1%	28
Dissatisfied	24.2%	48
Satisfied	48.5%	96
Very Satisfied	13.1%	26
<i>Number of Respondents</i>		<b>198</b>



**UnitedHealth Care Community Plan  
Results by Survey Question Continued**

**CRS**

<b>How satisfied are you with this Health Plan's Claims Customer Service Department?</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Very Dissatisfied	14.1%	28
Dissatisfied	22.2%	44
Satisfied	50.5%	100
Very Satisfied	13.1%	26
<i>Number of Respondents</i>		<b>198</b>

<b>How satisfied are you with this Health Plan's Provider Services staff?</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Very Dissatisfied	17.2%	34
Dissatisfied	19.2%	38
Satisfied	49.0%	97
Very Satisfied	14.6%	29
<i>Number of Respondents</i>		<b>198</b>

**ALTCS EPD**

<b>How satisfied are you with this Health Plan's processing of your initial claims?</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Very Dissatisfied	14.3%	41
Dissatisfied	14.7%	42
Satisfied	53.1%	152
Very Satisfied	17.8%	51
<i>Number of Respondents</i>		<b>286</b>

**UnitedHealth Care Community Plan**  
**Results by Survey Question Continued**
**ALTCS EPD**

<b>How satisfied are you with this Health Plan's resolution of your claims issues?</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Very Dissatisfied	14.3%	41
Dissatisfied	26.2%	75
Satisfied	44.4%	127
Very Satisfied	15.0%	43
<i>Number of Respondents</i>		<b>286</b>

<b>How satisfied are you with this Health Plan's timeliness of resolution of your claims issues?</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Very Dissatisfied	15.4%	44
Dissatisfied	23.8%	68
Satisfied	45.1%	129
Very Satisfied	15.7%	45
<i>Number of Respondents</i>		<b>286</b>

<b>How satisfied are you with this Health Plan's Claims Customer Service Department?</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Very Dissatisfied	15.4%	44
Dissatisfied	18.2%	52
Satisfied	51.4%	147
Very Satisfied	15.0%	43
<i>Number of Respondents</i>		<b>286</b>

**UnitedHealth Care Community Plan**  
**Results by Survey Question Continued**

**ALTCS EPD**

<b>How satisfied are you with this Health Plan's Provider Services staff?</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Very Dissatisfied	16.4%	47
Dissatisfied	17.5%	50
Satisfied	47.2%	135
Very Satisfied	18.9%	54
<b><i>Number of Respondents</i></b>		<b>286</b>