



AHCCCS MCO Provider Survey 2017

May 16, 2018

Reaching across Arizona to provide comprehensive
quality health care for those in need

AHCCCS MCO Provider Survey

- Survey was developed using web-based provider of survey solutions, *Survey Monkey*.
- Survey for all MCO contracted providers.
- AHCCCS and MCOs disseminated survey to providers. Also available on the AHCCCS website December 1, 2017– January 2, 2018.

AHCCCS MCO Provider Survey

Acute:

Care 1st

Health Choice

Health Net

Mercy Care Plan

UnitedHealthcare Community Plan

University Family Care

CRS:

UnitedHealthcare Community Plan

ALTCS/EPD:

UnitedHealthcare Community Plan
LTC

Mercy Care Plan LTC

Banner-University Family Care LTC

RBHAs:

Mercy Maricopa Integrated Care

Cenpatico Integrated Care

Health Choice Integrated Care

Survey Questions

- 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?
- How satisfied are you with this Health Plan's **credentialing** process?

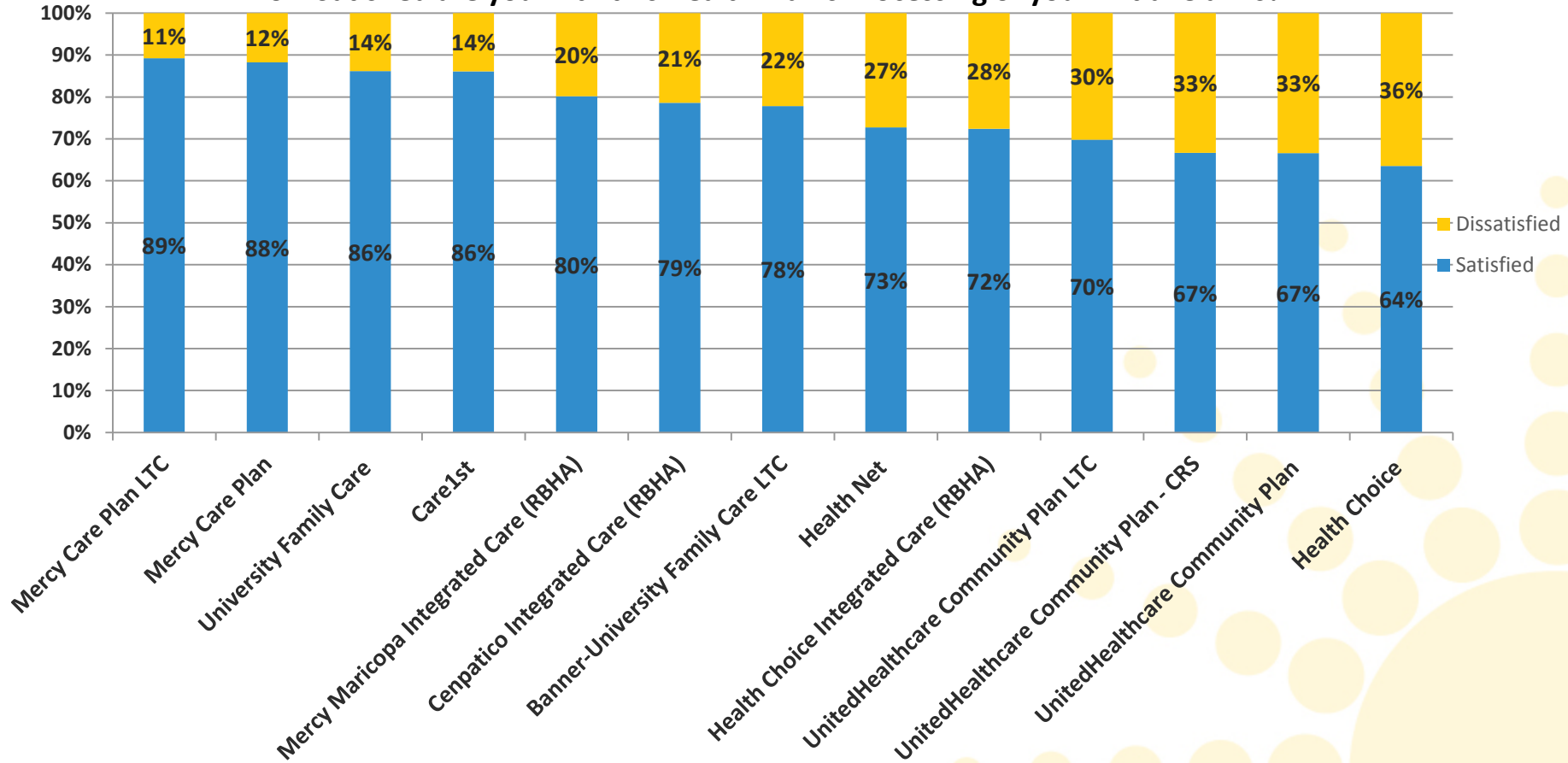
Survey Response

- AHCCCS received a total of 4,585 responses:

| MCO | # of responses |
|---------------------------------------|----------------|
| Care1st | 410 |
| Health Choice | 431 |
| Health Net | 436 |
| UnitedHealthcare Community Plan | 539 |
| University Family Care | 362 |
| Mercy Care Plan | 476 |
| Mercy Care Plan LTC | 325 |
| UnitedHealthcare Community Plan LTC | 358 |
| Banner-University Family Care LTC | 230 |
| UnitedHealthcare Community Plan - CRS | 312 |
| Mercy Maricopa Integrated Care (RBHA) | 292 |
| Cenpatico Integrated Care (RBHA) | 280 |
| Health Choice Integrated Care (RBHA) | 134 |

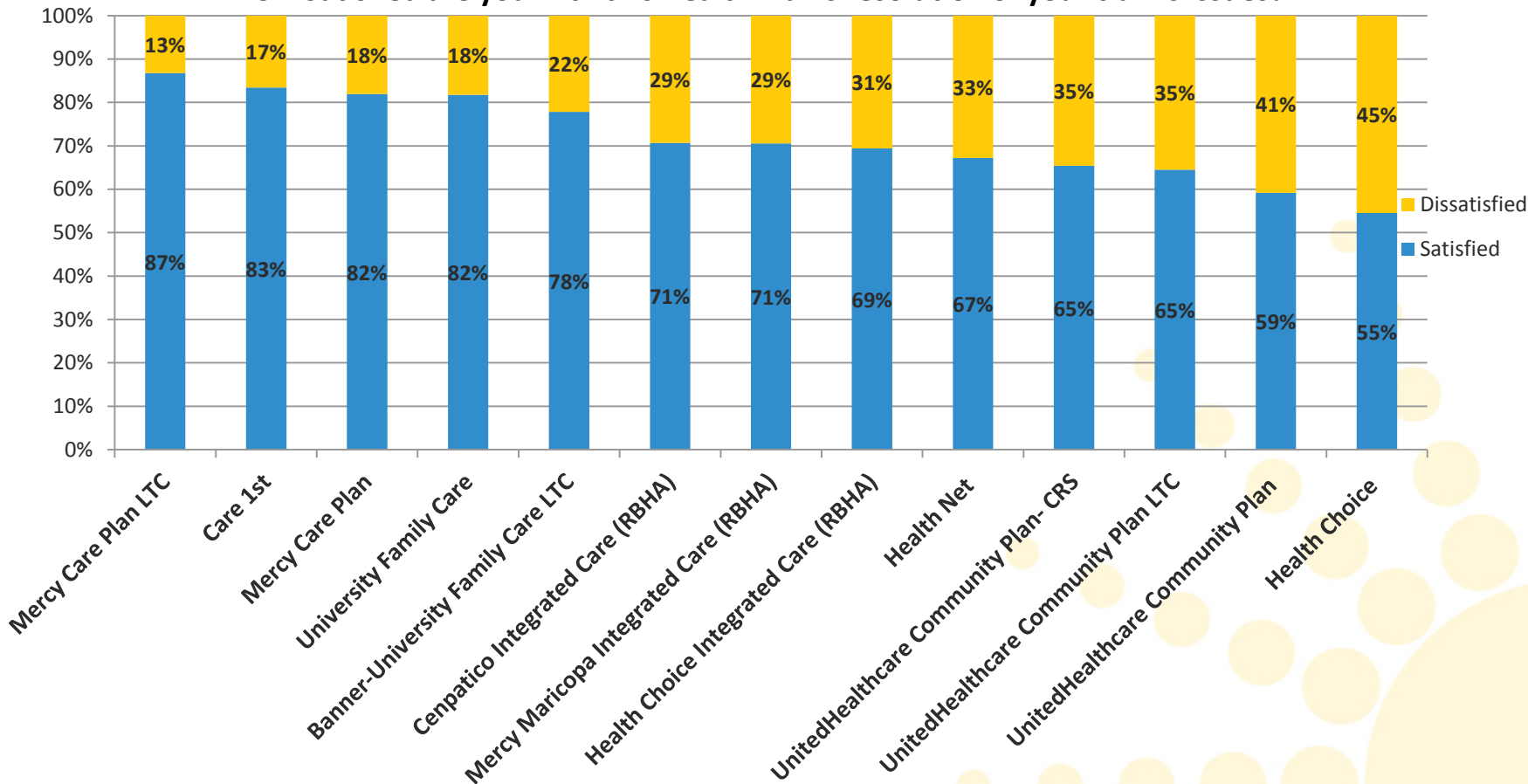
How Health Plans Compare

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



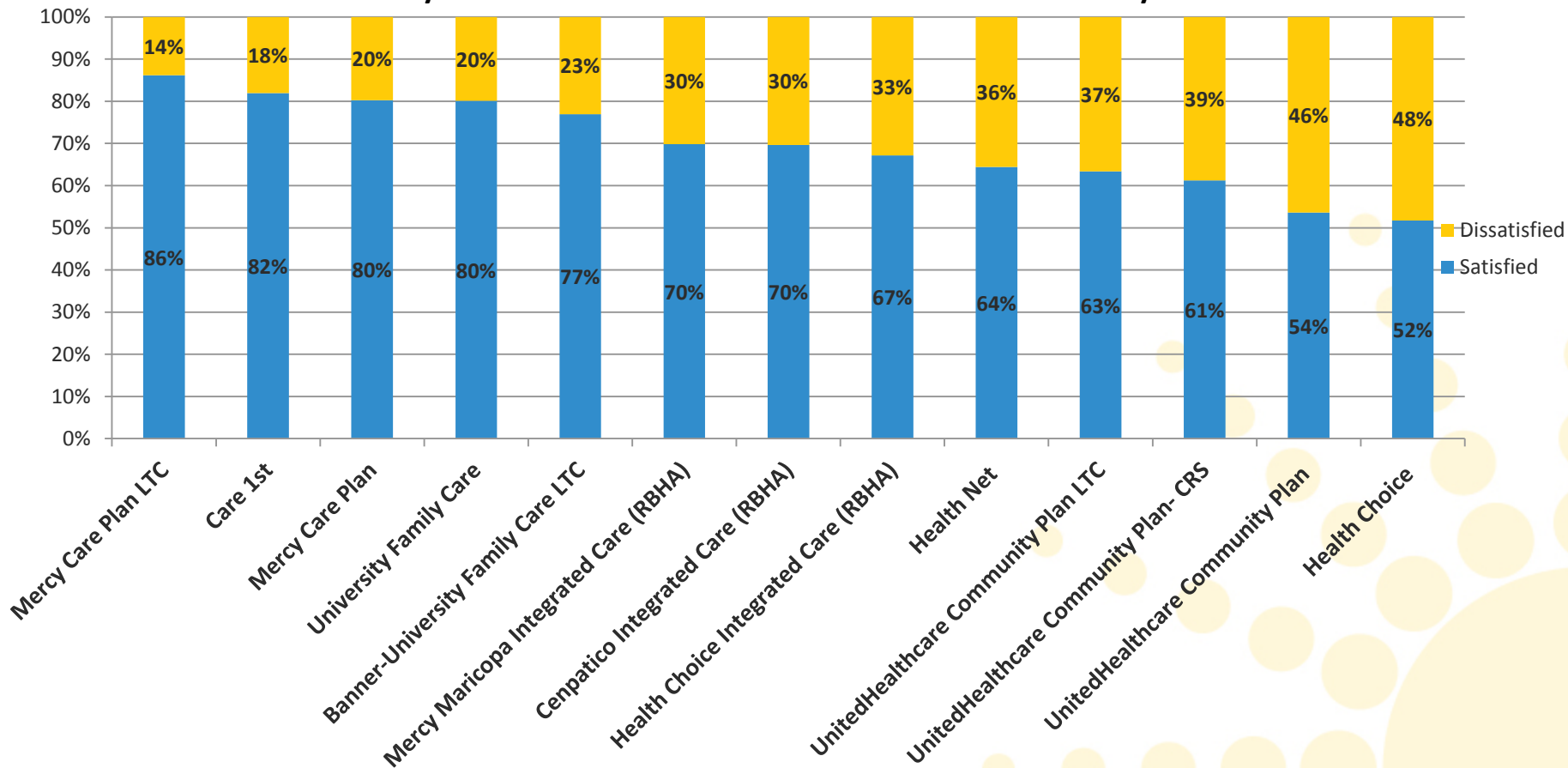
How Health Plans Compare

How Satisfied are you with this Health Plan's resolution of your claims issues?



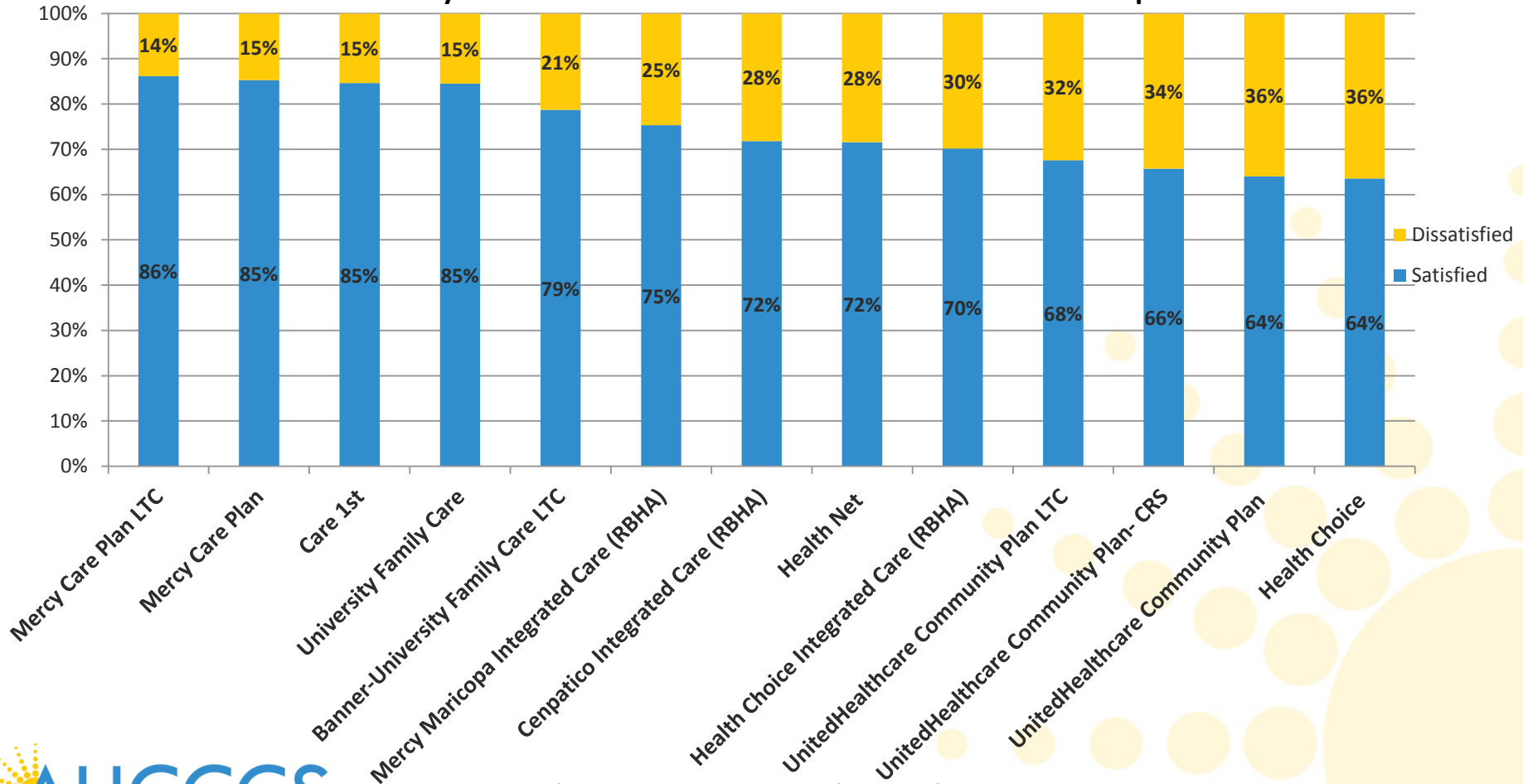
How Health Plans Compare

How Satisfied are you with this Health Plan's timeliness of resolution of your claims issues?



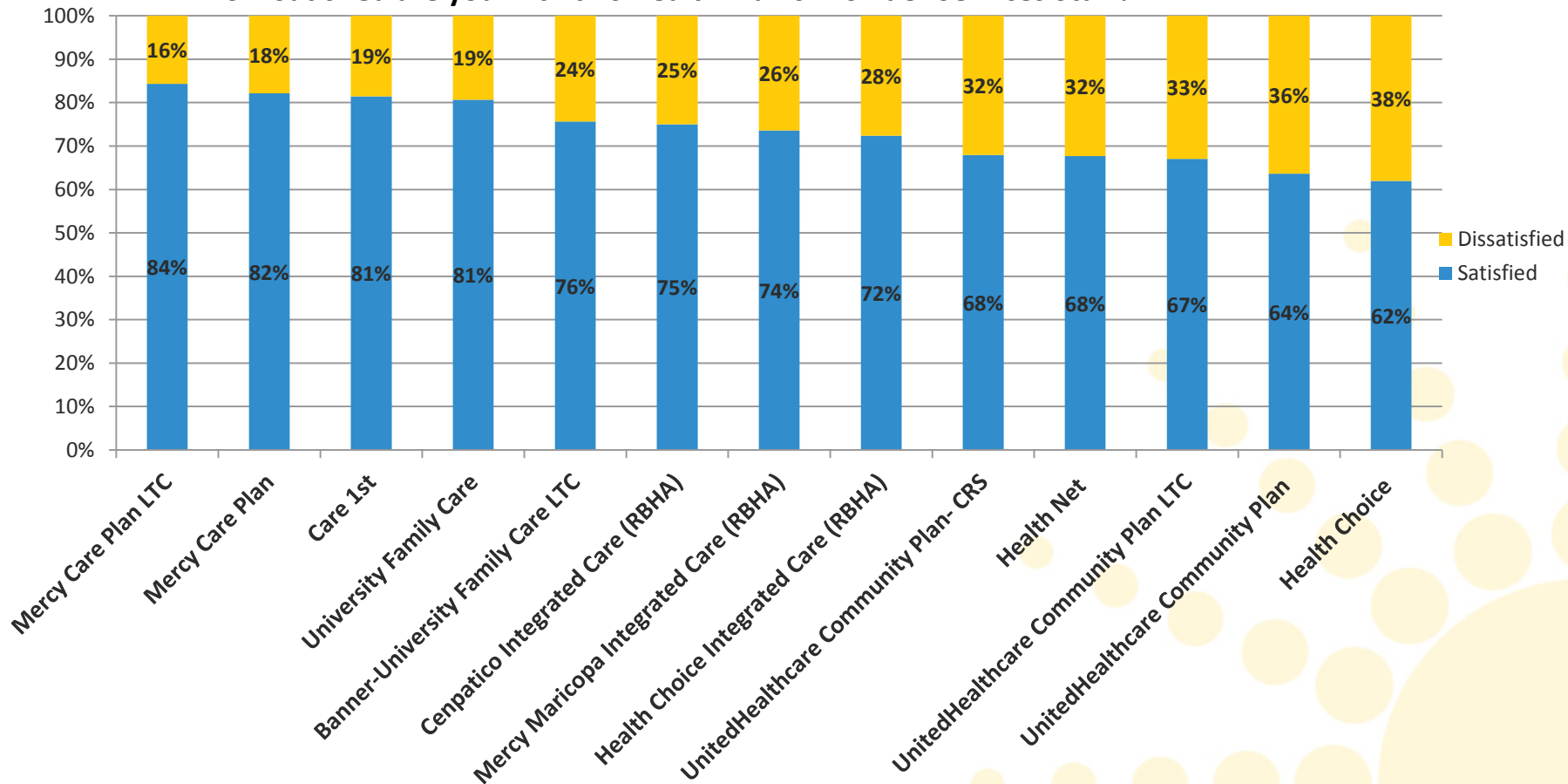
How Health Plans Compare

How Satisfied are you with this Health Plan's claims customer service department?



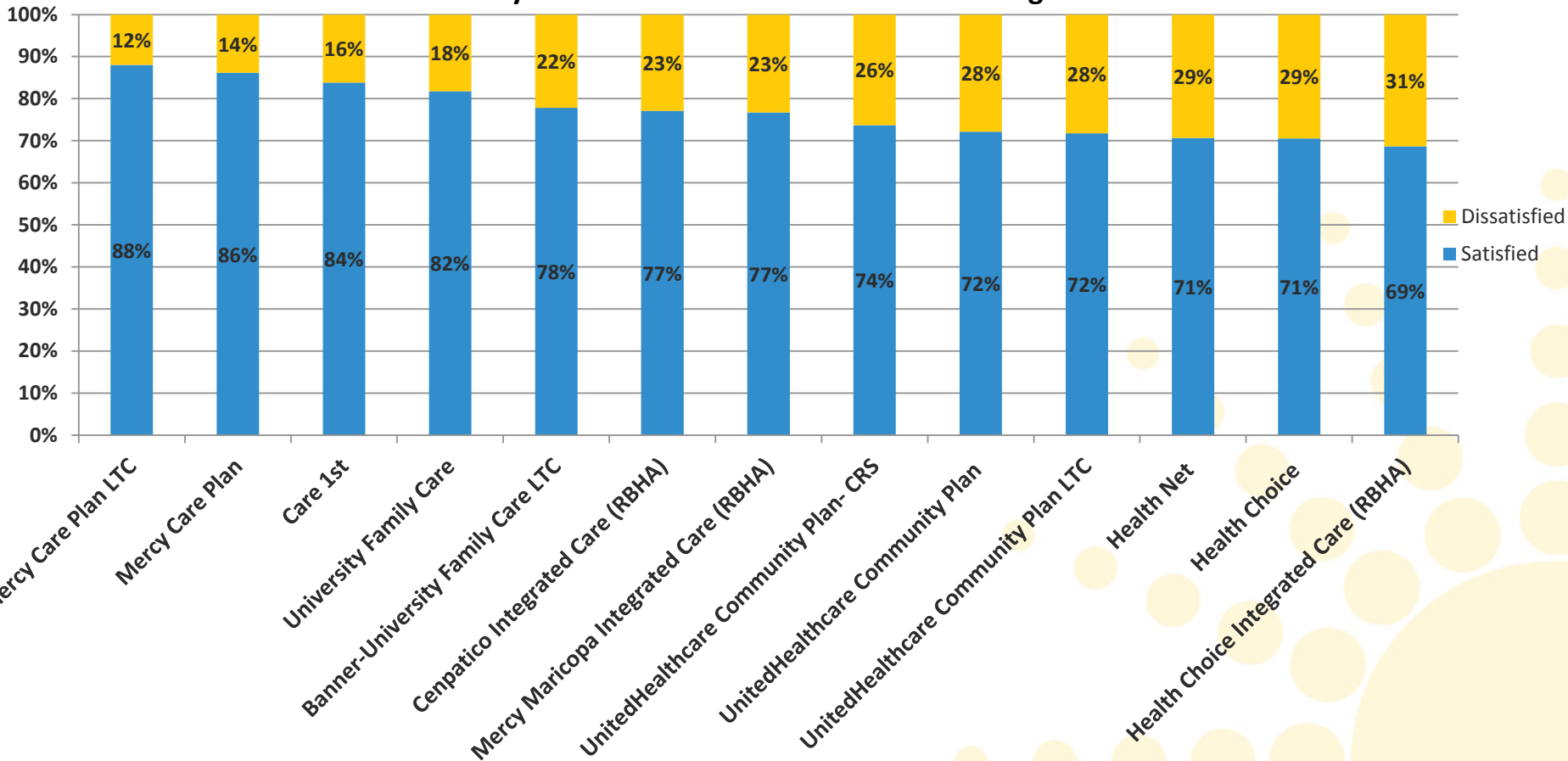
How Health Plans Compare

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



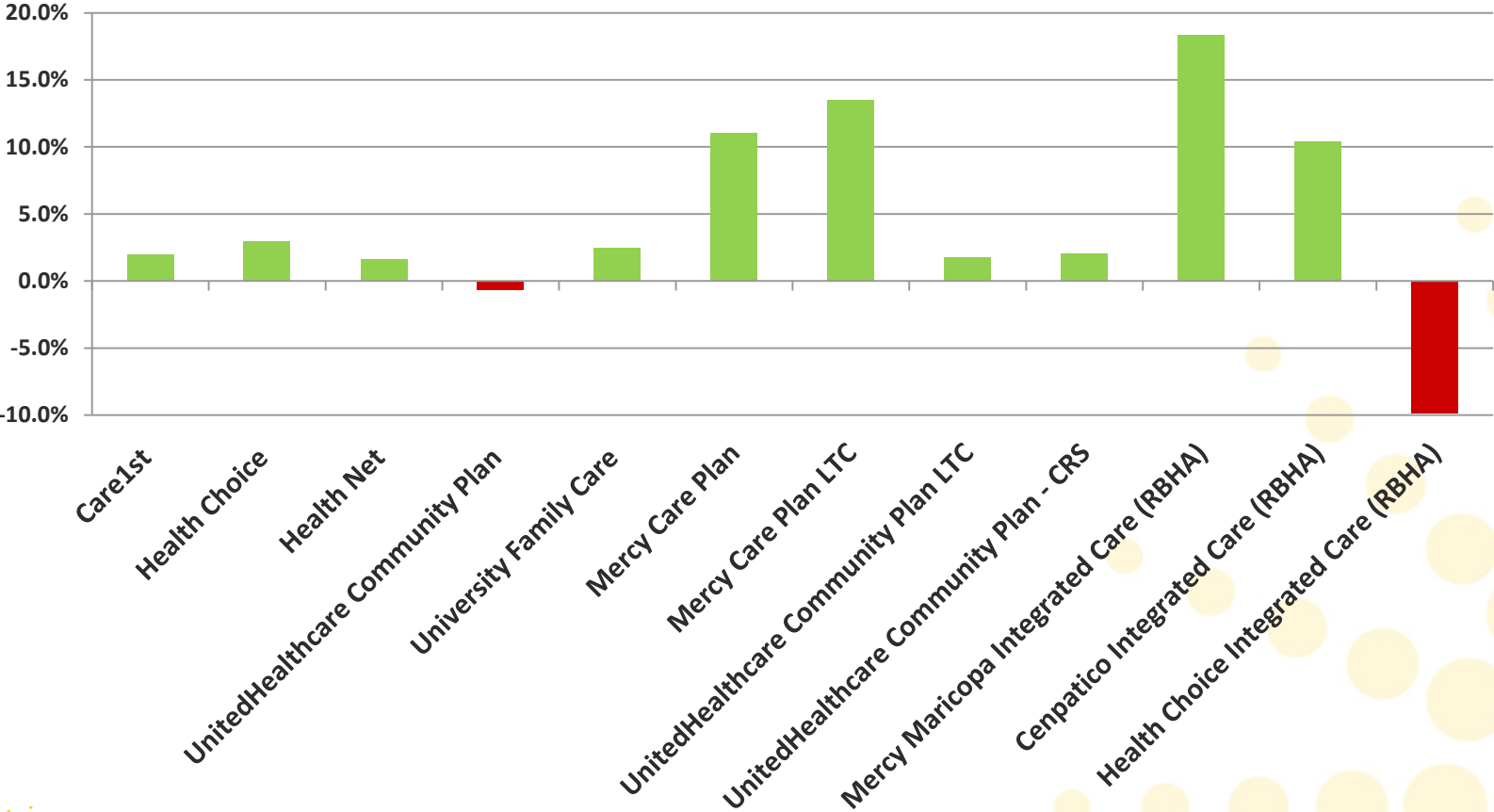
How Health Plans Compare

How Satisfied are you with this Health Plan's Credentialing Process?



Overall Comparison 2017 vs 2016/2015

Average Performance Change 2017 vs. 2016/2015 by MCO



Follow-up Actions & Expectations

- AHCCCS
 - Individual reports to be issued to MCOs three weeks prior to Quarterly Health Plan Update meeting with AHCCCS Director.
 - Survey Report posted to the AHCCCS web by July 2018.

Follow-up Actions & Expectations

MCOs:

- Discuss the survey results at your Quarterly Health Plan Update meeting with the Director
 - Planned course of action to address needed improvements
 - Strengths and challenges
 - Correlation of implemented strategies to results.

Questions?

