CCE SCORING PAST PERFORMANCE - YH20-0002

AHCCCS PROVIDER SURVEY SCORING TOOL

			MOLINA COMPLETE CARE						MERCY CARE (MC)						UNITEDHEALTH CARE COMMUNITY PLAN (UHCCP)						BANNER UNIVERSITY FAMILY CARE (BUFC)						HEALTH CHOICE (HC)						ARIZONA COMPLETE HEALTH (ACH)						CARELST (C F)					
			1	2	3	4	5	TOTAL	AVG	1	2	3	4	5	TOTAL	AVG	1	2	3	4	5	TOTAL	AVG	1	2	3	4	5	TOTAL	AVG	1	2	3	4	5	TOTAL	AVG	1	2	3	4	5	TOTAL	AVG
AUDITING TIMEFRAME	Full Calendar Month Apr 1 1, 2021 - May 17, 2021																																										
Evaluation Item 1	How satisfied are you with how timely HEALTH PLAN processes initial claims?	Total for Each Response:	6	14	91	119	46	276		8	15	93	190	165	471		26	39	108	216	105	494		30	46	109	174	70	429		4	14	66	133	65	282		24	24	100	147	58	353		6	14	75	156	85	336	
		Points for each Response:	6	28	273	476	230	1013	3.67	8	30	279	760	825	1902	4.04	26	78	324	864	525	1817	3.68	30	92	327	696	350	1495	3.48	4	28	198	532	325	1087	3.85	24	48	300	588	290	1250	3.54	6	28	225	624	425	1308	3.89
Evaluation Item 2	How satisfied are you with how accurately HEALTH PLAN processes initial claims?	Total for Each Response:	6	22	90	116	42	276		9	20	113	196	133	471		27	67	113	192	95	494		31	49	107	176	66	429		6	18	69	126	63	282		28	44	93	132	56	353		7	14	77	155	83	336	
		Points for each Response:	6	44	270	464	210	994	3.60	9	40	339	784	665	1837	3.90	27	134	339	768	475	1743	3.53	31	98	321	704	330	1484	3.46	6	36	207	504	315	1068	3.79	28	88	279	528	280	1203	3.41	7	28	231	620	415	1301	3.87
Evaluation Item 3	How satisfied are you with how HEALTH PLAN resolves claims issues ?	Total for Each Response:	6	31	104	96	39	276		6	42	131	166	126	471		51	73	149	135	86	494		50	59	119	141	60	429		13	22	76	106	65	282		48	53	99	107	46	353		9	20	92	140	75	336	
		Points for each Response:	6	62	312	384	195	959	3.47	6	84	393	664	630	1777	3.77	51	146	447	540	430	1614	3.27	50	118	357	564	300	1389	3.24	13	44	228	424	325	1034	3.67	48	106	297	428	230	1109	3.14	9	40	276	560	375	1260	3.75
Evaluation Item 4	How satisfied are you with how timely HEALTH PLAN resolves claims issues?	Total for Each Response:	7	33	103	98	35	276		9	43	135	162	122	471		52	81	151	125	85	494		58	56	128	130	57	429		14	20	83	104	61	282		50	65	97	99	47	353		11	19	96	138	73	336	
		Points for each Response:	7	66	309	392	175	949	3.44	9	86	405	648	610	1758	3.73	52	162	453	500	425	1592	3.22	58	112	384	520	285	1359	3.17	14	40	249	416	305	1024	3.63	50	120	291	396	235	1092	3.09	11	36	288	552	365	1252	3.73
Evaluation Item 5	How satisfied are you with HEALTH PLAN provider service staff?	Total for Each Response:	6	23	95	100	52	276		6	30	113	177	145	471		37	64	135	168	110	494		27	49	120	150	83	429		9	17	71	113	72	282		24	30	118	113	68	353		9	17	81	137	92	336	
		Points for each Response:	6	46	285	400	260	997	3.61	6	60	339	708	725	1838	3.90	37	88	405	672	550	1752	3.55	27	98	360	600	415	1500	3.50	9	34	213	452	360	1068	3.79	24	60	354	452	340	1210	3.48	9	34	243	548	460	1294	3.85
Evaluation Item 6	How satisfied are you with HEALTH PLAN on dentalling timelines?	Total for Each Response:	4	20	108	102	42	276		14	22	148	170	117	471		26	46	154	179	89	494		27	34	143	152	73	429		8	8	99	107	60	282		18	20	125	131	59	353		10	9	114	132	71	336	
		Points for each Response:	4	40	324	408	210	986	3.57	14	44	444	680	585	1767	3.75	26	92	462	716	445	1741	3.52	27	68	429	608	365	1497	3.49	8	16	297	428	305	1049	3.72	18	40	375	524	295	1252	3.55	10	18	342	528	355	1253	3.73
Evaluation Item 7	How satisfied are you with HEALTH PLAN prior authorization process?	Total for Each Response:	4	15	126	96	35	276		5	18	150	166	132	471		22	33	175	175	89	494		11	32	158	155	73	429		8	10	100	107	57	282		13	17	148	120	55	353		9	15	121	125	66	336	
		Points for each Response:	4	30	378	384	175	971	3.52	5	36	450	664	660	1815	3.85	22	66	525	700	445	1758	3.56	11	64	474	620	365	1534	3.58	8	20	300	428	285	1041	3.69	13	34	444	480	275	1246	3.53	9	30	363	500	330	1232	3.67
Evaluation Item 8	How satisfied are you with HEALTH PLAN prior authorization timelines?	Total for Each Response:	3	11	133	92	37	276		5	18	155	157	136	471		18	27	192	167	90	494		10	23	167	158	71	429		10	7	105	101	59	282		13	15	154	119	52	353		7	16	125	122	66	336	
		Points for each Response:	3	22	399	368	185	977	3.54	5	36	465	628	680	1814	3.85	18	54	576	668	450	1766	3.57	10	46	501	632	355	1544	3.60	10	14	315	404	295	1038	3.68	13	30	462	476	260	1241	3.52	7	32	375	488	330	1232	3.67
Evaluation Item 9	Overall, how satisfied are you with HEALTH PLAN?	Total for Each Response:	5	29	82	116	44	276		4	26	107	200	134	471		33	62	115	198	86	494		22	63	106	173	65	429		8	16	70	125	63	282		30	45	95	132	51	353		8	17	77	153	81	336	
		Points for each Response:	5	58	246	464	220	993	3.60	4	52	321	800	670	1847	3.92	33	124	345	792	430	1724	3.49	22	126	318	692	325	1483	3.46	8	32	210	500	315	1065	3.78	30	90	285	528	255	1188	3.37	8	34	231	612	405	1290	3.84
TOTAL AVERAGE									3.56							3.86							3.49							3.44							3.79							3.40							3.73

Footnotes

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For Contractors that have an ACC LOB and a RBHA LOB, evaluation items are collected and up into one for both ACC and RBHA LOBs as Survey reports by Health Plan and not by LOB

2 Not scoring free form survey Comments

Contractor	Total Average Points of Provider Survey	Ranking
MOLINA COMPLETE CARE	3.56	4
MERCY CARE (MC)	3.86	1
UNITEDHEALTH CARE COMMUNITY PLAN (UHCCP)	3.49	5
BANNER UNIVERSITY FAMILY CARE (BUFC)	3.44	6
HEALTH CHOICE (HC)	3.79	3
ARIZONA COMPLETE HEALTH (ACH)	3.40	7
CARELST (C F)	3.78	2

EVALUATOR FULL NAME (FIRST AND LAST):	Christina Quast
EVALUATOR TITLE:	Deputy Assistant Director of Managed Care Operations
DATE:	Sep 14, 2021
SIGNATURE:	Christina Quast Christina Quast (Sep 14, 2021 12:22 PDT)

EVALUATOR FULL NAME (FIRST AND LAST):	Jay Dunkleberger
EVALUATOR TITLE:	Network Administrator
DATE:	Sep 16, 2021
SIGNATURE:	Jay Dunkleberger (Sep 16, 2021 09:39 PDT)