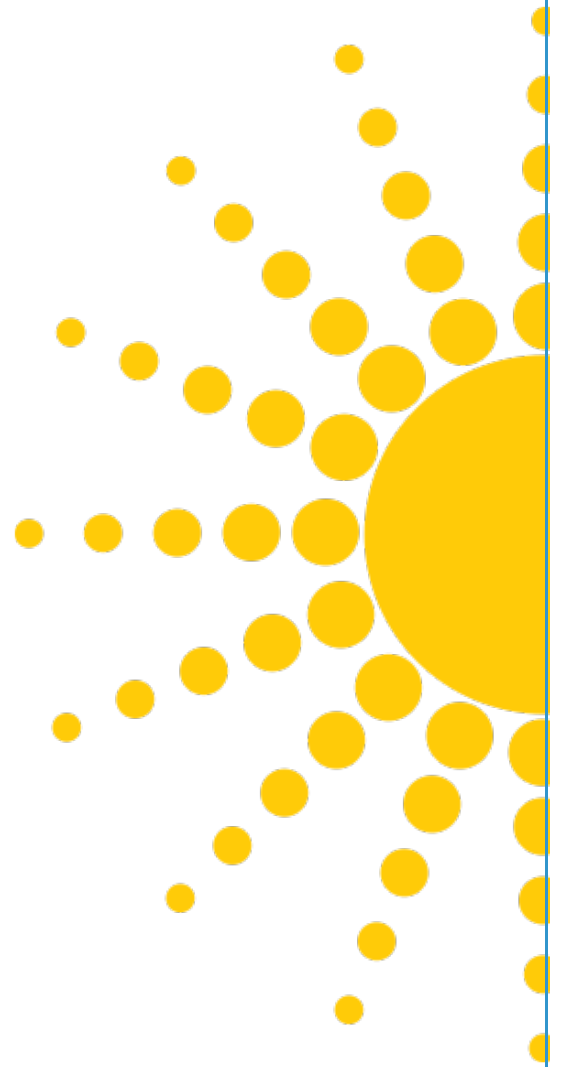




**2014 CLAIMS SURVEY OF
ARIZONA HEALTH CARE COST
CONTAINMENT SYSTEM PROVIDERS
SURVEY RESULTS**



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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 October 2014. 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 October 16, 2014 AHCCCS notified 5632 health plan contracted providers of the survey via email notification. Additionally, throughout the month of October 2014, health plans sent notification of the survey via BlastFax to their contracted provider network. The survey remained available on the AHCCCS website until December 4, 2014. 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.

- Bridgeway Health Solutions, LLC
- Care1st Health Plan, Arizona Inc.
- Health Choice Arizona
- Health Net Access, Inc.
- Maricopa Health Plan
- VHS Phoenix Health Plan, LLC
- 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 650 unique providers participated in the survey. The 650 providers only responded to survey questions specific to health plans with which they contract. Therefore, not all 650 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 | 255 |
| Care1st Health Plan, Arizona | 238 |
| Health Choice Arizona | 267 |
| Health Net of Arizona | 299 |
| Maricopa Health Plan | 140 |
| Mercy Care Plan - Acute | 270 |
| Mercy Care Plan - ALTCS | 226 |
| Phoenix Health Plan | 218 |
| UnitedHealthcare Community Plan - Acute | 327 |
| UnitedHealthcare Community Plan - ALTCS | 299 |
| UnitedHealthcare Community Plan - CRS | 205 |
| University Family Care | 213 |

Findings

Survey Questions

Results of the survey vary by health plan. In all focus areas, the survey results indicate opportunities for improvement by health plan 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?*

- The range of satisfaction across all health plans is 59.1% to 87.4%.

Graph 2:

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

- The range of satisfaction across all health plans is 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?*

- 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?*

- 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?*

- The range of satisfaction across all health plans is 60.6% to 89.1%.

Survey Comments

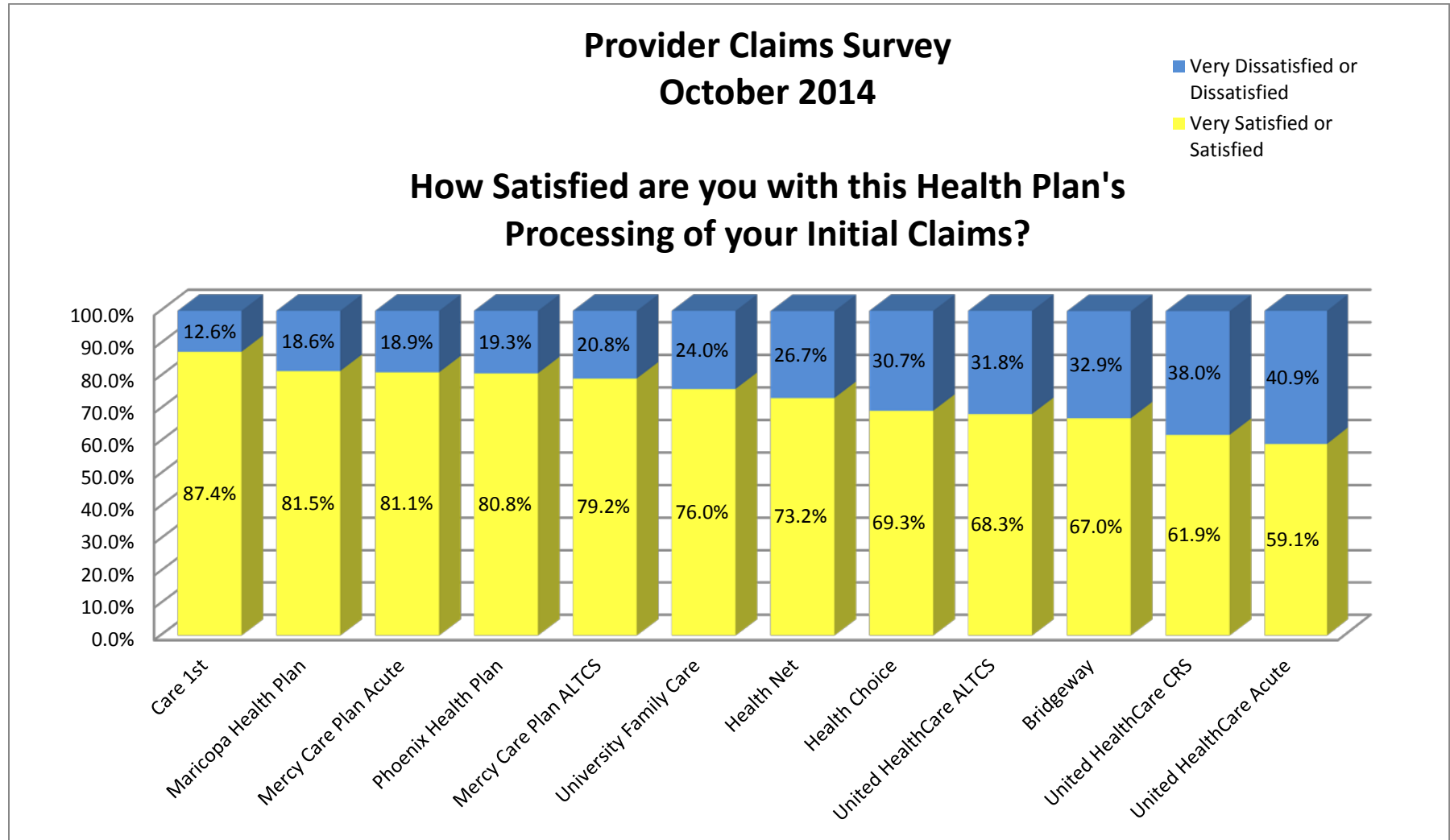
The survey allowed respondents to submit comments which AHCCCS collected and categorized as *satisfied* or *dissatisfied*. Comments which did not apply to the survey or the health plan were not considered. AHCCCS recognizes that dissatisfied respondents may be more likely to comment than satisfied individuals. However, of the 728 comments received across all health plans, AHCCCS identified that only 18.3% of all submitted comments indicated provider satisfaction. Health plan specific comments were provided to the individual health plan for review. Of the 81.7% of dissatisfied comments, 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.

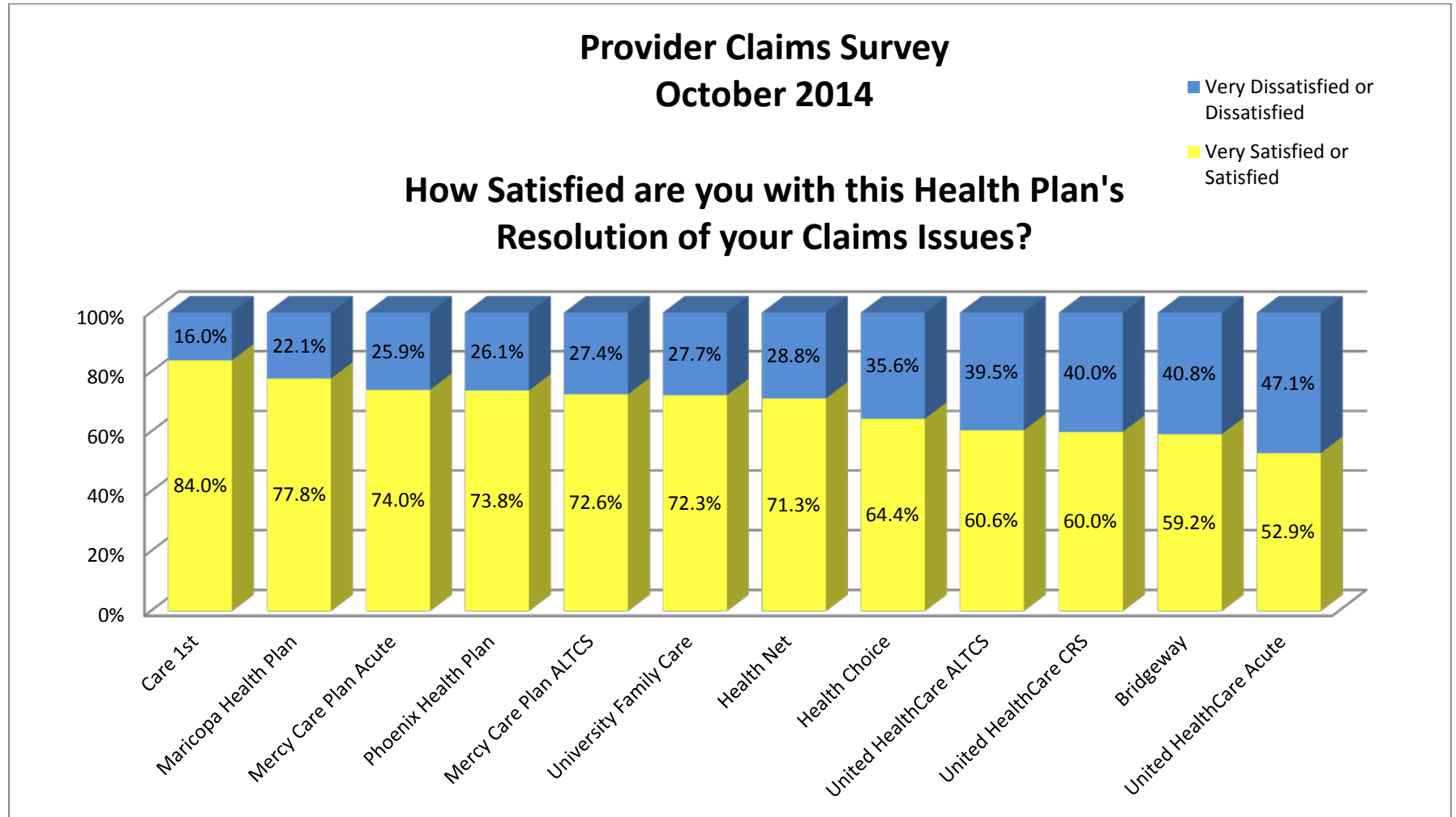
How Health Plans Compare

Graph 1



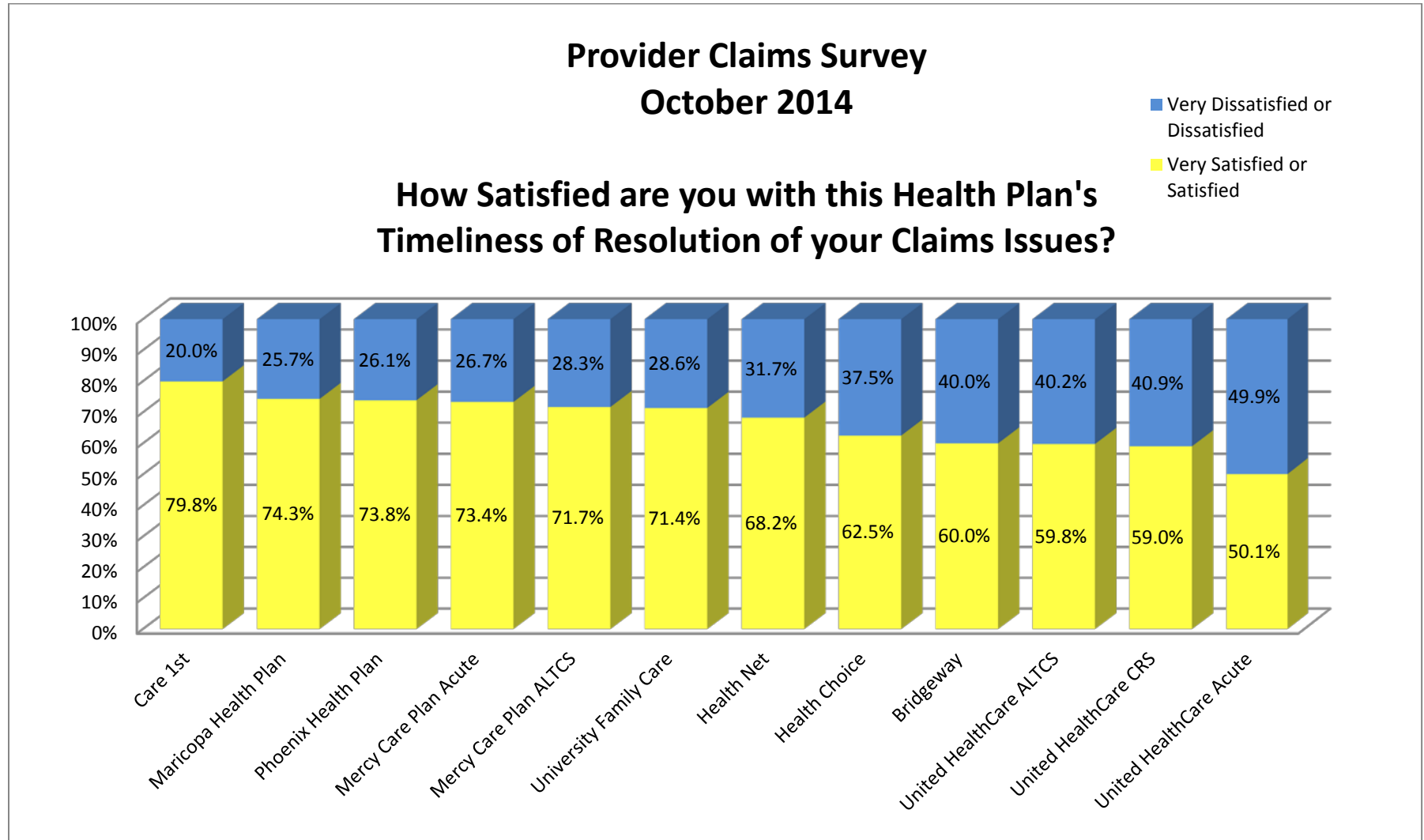
How Health Plans Compare

Graph 2



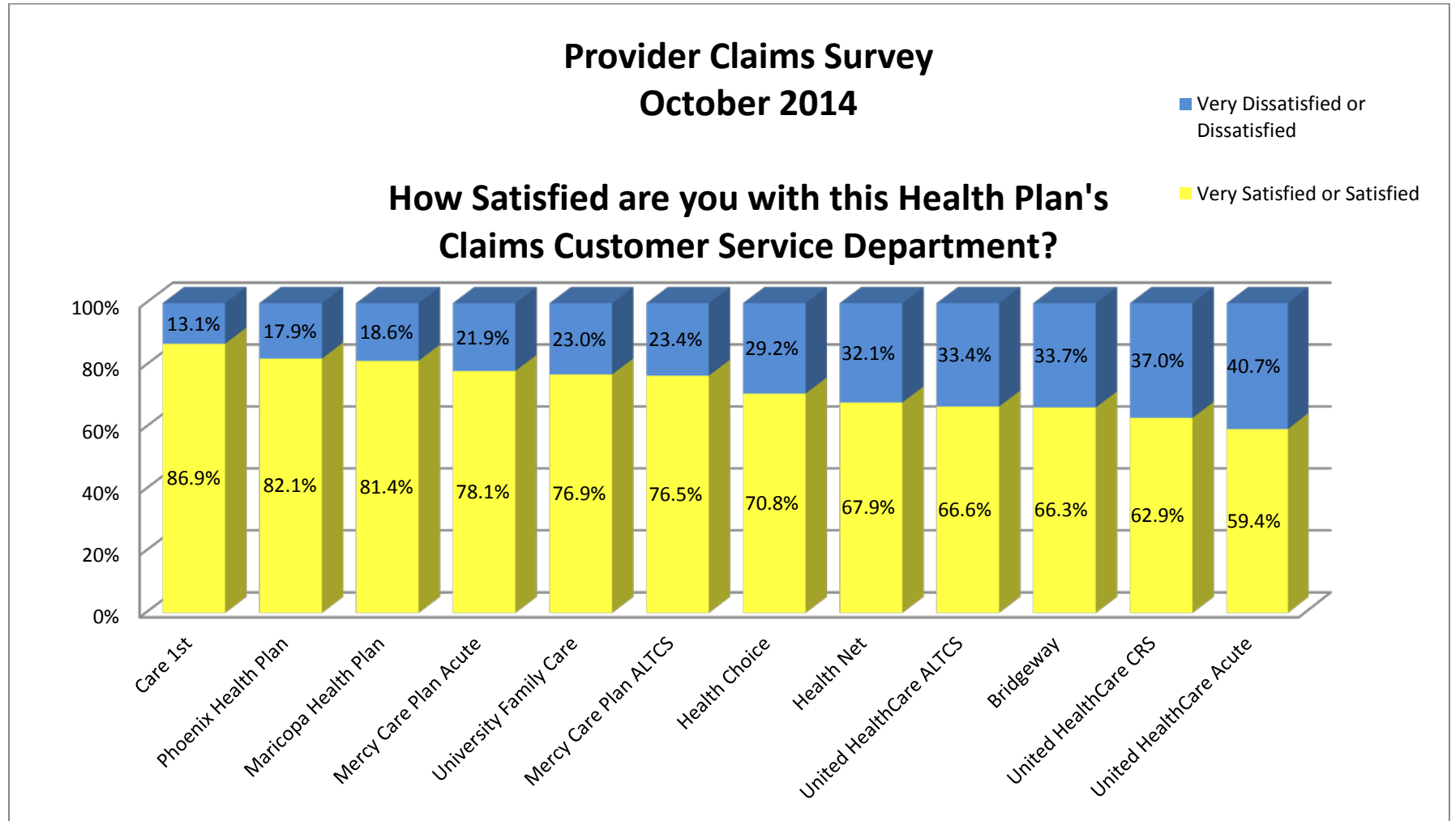
How Health Plans Compare

Graph 3



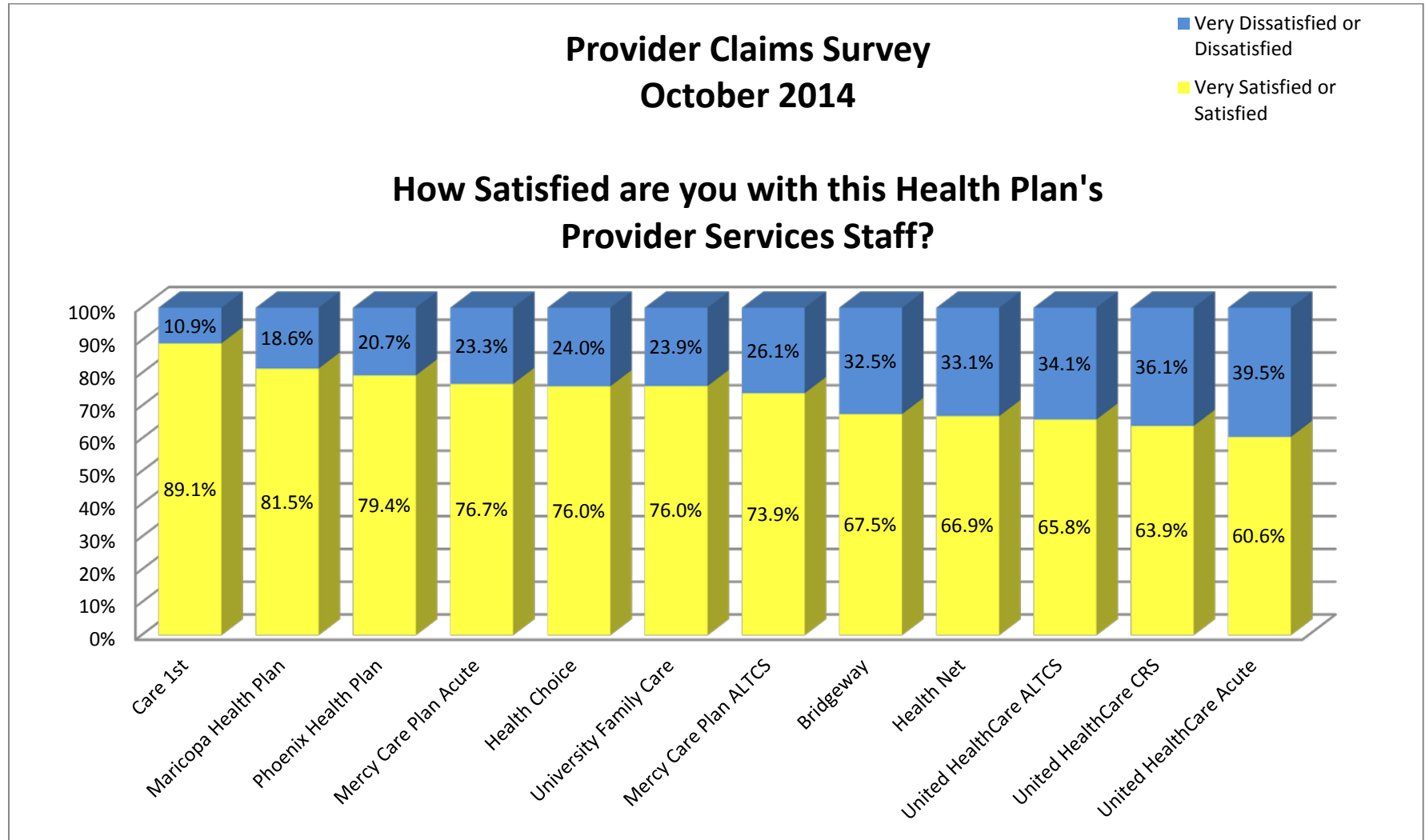
How Health Plans Compare

Graph 4



How Health Plans Compare

Graph 5



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 opportunities for improvement and should be focus areas in its quality improvement plan.

| How satisfied are you with this Health Plan's processing of your initial claims? | | |
|---|-------------------------|-----------------------|
| Answer Options | Response Percent | Response Count |
| Very Dissatisfied | 14.5% | 37 |
| Dissatisfied | 18.4% | 47 |
| Satisfied | 58.0% | 148 |
| Very Satisfied | 9.0% | 23 |
| <i>Number of Respondents</i> | | 255 |

| How satisfied are you with this Health Plan's resolution of your claims issues? | | |
|--|-------------------------|-----------------------|
| Answer Options | Response Percent | Response Count |
| Very Dissatisfied | 14.5% | 37 |
| Dissatisfied | 26.3% | 67 |
| Satisfied | 54.9% | 140 |
| Very Satisfied | 4.3% | 11 |
| <i>Number of Respondents</i> | | 255 |

Bridgeway Health Solutions
Results by Survey Question Continued

| How satisfied are you with this Health Plan's timeliness of resolution of your claims issues? | | |
|--|-------------------------|-----------------------|
| Answer Options | Response Percent | Response Count |
| Very Dissatisfied | 17.3% | 44 |
| Dissatisfied | 22.7% | 58 |
| Satisfied | 54.5% | 139 |
| Very Satisfied | 5.5% | 14 |
| <i>Number of Respondents</i> | | 255 |

| How satisfied are you with this Health Plan's Claims Customer Service Department? | | |
|--|-------------------------|-----------------------|
| Answer Options | Response Percent | Response Count |
| Very Dissatisfied | 12.5% | 32 |
| Dissatisfied | 21.2% | 54 |
| Satisfied | 61.2% | 156 |
| Very Satisfied | 5.1% | 13 |
| <i>Number of Respondents</i> | | 255 |

| How satisfied are you with this Health Plan's Provider Services staff? | | |
|---|-------------------------|-----------------------|
| Answer Options | Response Percent | Response Count |
| Very Dissatisfied | 12.9% | 33 |
| Dissatisfied | 19.6% | 50 |
| Satisfied | 60.0% | 153 |
| Very Satisfied | 7.5% | 19 |
| <i>Number of Respondents</i> | | 255 |

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.

| How satisfied are you with this Health Plan's processing of your initial claims? | | |
|---|-------------------------|-----------------------|
| Answer Options | Response Percent | Response Count |
| Very Dissatisfied | 1.7% | 4 |
| Dissatisfied | 10.9% | 26 |
| Satisfied | 73.1% | 174 |
| Very Satisfied | 14.3% | 34 |
| <i>Number of Respondents</i> | | 238 |

| How satisfied are you with this Health Plan's resolution of your claims issues? | | |
|--|-------------------------|-----------------------|
| Answer Options | Response Percent | Response Count |
| Very Dissatisfied | 2.1% | 5 |
| Dissatisfied | 13.9% | 33 |
| Satisfied | 71.0% | 169 |
| Very Satisfied | 13.0% | 31 |
| <i>Number of Respondents</i> | | 238 |

| How satisfied are you with this Health Plan's timeliness of resolution of your claims issues? | | |
|--|-------------------------|-----------------------|
| Answer Options | Response Percent | Response Count |
| Very Dissatisfied | 5.0% | 12 |
| Dissatisfied | 15.1% | 36 |
| Satisfied | 66.8% | 159 |
| Very Satisfied | 13.0% | 31 |
| <i>Number of Respondents</i> | | 238 |

Care1st Health Plan, Arizona
Results by Survey Question Continued

| How satisfied are you with this Health Plan's Claims Customer Service Department? | | |
|--|-------------------------|-----------------------|
| Answer Options | Response Percent | Response Count |
| Very Dissatisfied | 3.4% | 8 |
| Dissatisfied | 9.7% | 23 |
| Satisfied | 73.9% | 176 |
| Very Satisfied | 13.0% | 31 |
| <i>Number of Respondents</i> | | 238 |

| How satisfied are you with this Health Plan's Provider Services Staff? | | |
|---|-------------------------|-----------------------|
| Answer Options | Response Percent | Response Count |
| Very Dissatisfied | 2.5% | 6 |
| Dissatisfied | 8.4% | 20 |
| Satisfied | 72.3% | 172 |
| Very Satisfied | 16.8% | 40 |
| <i>Number of Respondents</i> | | 238 |

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, and Claims Customer Service Staff performance as opportunities for improvement and should be focus areas in its quality improvement plan.

| How satisfied are you with this Health Plan's processing of your initial claims? | | |
|---|-------------------------|-----------------------|
| Answer Options | Response Percent | Response Count |
| Very Dissatisfied | 8.6% | 23 |
| Dissatisfied | 22.1% | 59 |
| Satisfied | 57.7% | 154 |
| Very Satisfied | 11.6% | 31 |
| <i>Number of Respondents</i> | | 267 |

| How satisfied are you with this Health Plan's resolution of your claims issues? | | |
|--|-------------------------|-----------------------|
| Answer Options | Response Percent | Response Count |
| Very Dissatisfied | 10.9% | 29 |
| Dissatisfied | 24.7% | 66 |
| Satisfied | 54.3% | 145 |
| Very Satisfied | 10.1% | 27 |
| <i>Number of Respondents</i> | | 267 |

Health Choice Arizona
Results by Survey Question Continued

| How satisfied are you with this Health Plan's timeliness of resolution of your claims issues? | | |
|--|-------------------------|-----------------------|
| Answer Options | Response Percent | Response Count |
| Very Dissatisfied | 12.0% | 32 |
| Dissatisfied | 25.5% | 68 |
| Satisfied | 53.9% | 144 |
| Very Satisfied | 8.6% | 23 |
| <i>Number of Respondents</i> | | 267 |

| How satisfied are you with this Health Plan's Claims Customer Service Department? | | |
|--|-------------------------|-----------------------|
| Answer Options | Response Percent | Response Count |
| Very Dissatisfied | 9.0% | 24 |
| Dissatisfied | 20.2% | 54 |
| Satisfied | 60.7% | 162 |
| Very Satisfied | 10.1% | 27 |
| <i>Number of Respondents</i> | | 267 |

| How satisfied are you with this Health Plan's Provider Services staff? | | |
|---|-------------------------|-----------------------|
| Answer Options | Response Percent | Response Count |
| Very Dissatisfied | 7.1% | 19 |
| Dissatisfied | 16.9% | 45 |
| Satisfied | 62.5% | 167 |
| Very Satisfied | 13.5% | 36 |
| <i>Number of Respondents</i> | | 267 |

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 opportunities for improvement and should be focus areas in its quality improvement plan.

| How satisfied are you with this Health Plan's processing of your initial claims? | | |
|---|-------------------------|-----------------------|
| Answer Options | Response Percent | Response Count |
| Very Dissatisfied | 10.0% | 30 |
| Dissatisfied | 16.7% | 50 |
| Satisfied | 62.2% | 186 |
| Very Satisfied | 11.0% | 33 |
| <i>Number of Respondents</i> | | 299 |

| How satisfied are you with this Health Plan's resolution of your claims issues? | | |
|--|-------------------------|-----------------------|
| Answer Options | Response Percent | Response Count |
| Very Dissatisfied | 11.7% | 35 |
| Dissatisfied | 17.1% | 51 |
| Satisfied | 62.9% | 188 |
| Very Satisfied | 8.4% | 25 |
| <i>Number of Respondents</i> | | 299 |

| How satisfied are you with this Health Plan's timeliness of resolution of your claims issues? | | |
|--|-------------------------|-----------------------|
| Answer Options | Response Percent | Response Count |
| Very Dissatisfied | 13.0% | 39 |
| Dissatisfied | 18.7% | 56 |
| Satisfied | 60.2% | 180 |
| Very Satisfied | 8.0% | 24 |
| <i>Number of Respondents</i> | | 299 |

Health Net Access, Inc.
Results by Survey Question Continued

| How satisfied are you with this Health Plan's Claims Customer Service Department? | | |
|--|-------------------------|-----------------------|
| Answer Options | Response Percent | Response Count |
| Very Dissatisfied | 13.4% | 40 |
| Dissatisfied | 18.7% | 56 |
| Satisfied | 58.5% | 175 |
| Very Satisfied | 9.4% | 28 |
| <i>Number of Respondents</i> | | 299 |

| How satisfied are you with this Health Plan's Provider Services Staff? | | |
|---|-------------------------|-----------------------|
| Answer Options | Response Percent | Response Count |
| Very Dissatisfied | 13.7% | 41 |
| Dissatisfied | 19.4% | 58 |
| Satisfied | 58.2% | 174 |
| Very Satisfied | 8.7% | 26 |
| <i>Number of Respondents</i> | | 299 |

**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. AHCCCS identifies Maricopa Health Plan’s timeliness of resolution of claim issues as an opportunity for improvement and should be a focus area in its quality improvement plan.

| How satisfied are you with this Health Plan's processing of your initial claims? | | |
|---|-------------------------|-----------------------|
| Answer Options | Response Percent | Response Count |
| Very Dissatisfied | 5.7% | 8 |
| Dissatisfied | 12.9% | 18 |
| Satisfied | 68.6% | 96 |
| Very Satisfied | 12.9% | 18 |
| <i>Number of Respondents</i> | | 140 |

| How satisfied are you with this Health Plan's resolution of your claims issues? | | |
|--|-------------------------|-----------------------|
| Answer Options | Response Percent | Response Count |
| Very Dissatisfied | 7.1% | 10 |
| Dissatisfied | 15.0% | 21 |
| Satisfied | 67.1% | 94 |
| Very Satisfied | 10.7% | 15 |
| <i>Number of Respondents</i> | | 140 |

| How satisfied are you with this Health Plan's timeliness of resolution of your claims issues? | | |
|--|-------------------------|-----------------------|
| Answer Options | Response Percent | Response Count |
| Very Dissatisfied | 8.6% | 12 |
| Dissatisfied | 17.1% | 24 |
| Satisfied | 62.9% | 88 |
| Very Satisfied | 11.4% | 16 |
| <i>Number of Respondents</i> | | 140 |

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

| How satisfied are you with this Health Plan's Claims Customer Service Department? | | |
|--|-------------------------|-----------------------|
| Answer Options | Response Percent | Response Count |
| Very Dissatisfied | 5.7% | 8 |
| Dissatisfied | 12.9% | 18 |
| Satisfied | 70.0% | 98 |
| Very Satisfied | 11.4% | 16 |
| <i>Number of Respondents</i> | | 140 |

| How satisfied are you with this Health Plan's Provider Services Staff? | | |
|---|-------------------------|-----------------------|
| Answer Options | Response Percent | Response Count |
| Very Dissatisfied | 4.3% | 6 |
| Dissatisfied | 14.3% | 20 |
| Satisfied | 67.9% | 95 |
| Very Satisfied | 13.6% | 19 |
| <i>Number of Respondents</i> | | 140 |

**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 Mercy Care Plan’s resolution of claims issues and timeliness of resolution (Acute Care and ALTCS EPD) and Provider Services Staff performance (ALTCS EPD) as opportunities for improvement and should be a focus area in its quality improvement plan.

Acute Care

| How satisfied are you with this Health Plan's processing of your initial claims? | | |
|---|-------------------------|-----------------------|
| Answer Options | Response Percent | Response Count |
| Very Dissatisfied | 7.0% | 19 |
| Dissatisfied | 11.9% | 32 |
| Satisfied | 58.5% | 158 |
| Very Satisfied | 22.6% | 61 |
| <i>Number of Respondents</i> | | 270 |

| How satisfied are you with this Health Plan's resolution of your claims issues? | | |
|--|-------------------------|-----------------------|
| Answer Options | Response Percent | Response Count |
| Very Dissatisfied | 8.5% | 23 |
| Dissatisfied | 17.4% | 47 |
| Satisfied | 57.0% | 154 |
| Very Satisfied | 17.0% | 46 |
| <i>Number of Respondents</i> | | 270 |

Mercy Care Plan

Results by Survey Question Continued

Acute Care

| How satisfied are you with this Health Plan's timeliness of resolution of your claims issues? | | |
|--|-------------------------|-----------------------|
| Answer Options | Response Percent | Response Count |
| Very Dissatisfied | 10.0% | 27 |
| Dissatisfied | 16.7% | 45 |
| Satisfied | 55.6% | 150 |
| Very Satisfied | 17.8% | 48 |
| <i>Number of Respondents</i> | | 270 |

| How satisfied are you with this Health Plan's Claims Customer Service Department? | | |
|--|-------------------------|-----------------------|
| Answer Options | Response Percent | Response Count |
| Very Dissatisfied | 7.8% | 21 |
| Dissatisfied | 14.1% | 38 |
| Satisfied | 58.5% | 158 |
| Very Satisfied | 19.6% | 53 |
| <i>Number of Respondents</i> | | 270 |

| How satisfied are you with this Health Plan's Provider Services Staff? | | |
|---|-------------------------|-----------------------|
| Answer Options | Response Percent | Response Count |
| Very Dissatisfied | 8.9% | 24 |
| Dissatisfied | 14.4% | 39 |
| Satisfied | 57.8% | 156 |
| Very Satisfied | 18.9% | 51 |
| <i>Number of Respondents</i> | | 270 |

**Mercy Care Plan
Results by Survey Question**

ALTCS EPD

| How satisfied are you with this Health Plan's processing of your initial claims? | | |
|---|-------------------------|-----------------------|
| Answer Options | Response Percent | Response Count |
| Very Dissatisfied | 7.1% | 16 |
| Dissatisfied | 13.7% | 31 |
| Satisfied | 59.7% | 135 |
| Very Satisfied | 19.5% | 44 |
| <i>Number of Respondents</i> | | 226 |

| How satisfied are you with this Health Plan's resolution of your claims issues? | | |
|--|-------------------------|-----------------------|
| Answer Options | Response Percent | Response Count |
| Very Dissatisfied | 8.4% | 19 |
| Dissatisfied | 19.0% | 43 |
| Satisfied | 54.0% | 122 |
| Very Satisfied | 18.6% | 42 |
| <i>Number of Respondents</i> | | 226 |

| How satisfied are you with this Health Plan's timeliness of resolution of your claims issues? | | |
|--|-------------------------|-----------------------|
| Answer Options | Response Percent | Response Count |
| Very Dissatisfied | 8.8% | 20 |
| Dissatisfied | 19.5% | 44 |
| Satisfied | 54.4% | 123 |
| Very Satisfied | 17.3% | 39 |
| <i>Number of Respondents</i> | | 226 |

Mercy Care Plan
Results by Survey Question Continued

ALTCS EPD

| How satisfied are you with this Health Plan's Claims Customer Service Department? | | |
|--|-------------------------|-----------------------|
| Answer Options | Response Percent | Response Count |
| Very Dissatisfied | 7.5% | 17 |
| Dissatisfied | 15.9% | 36 |
| Satisfied | 57.5% | 130 |
| Very Satisfied | 19.0% | 43 |
| <i>Number of Respondents</i> | | 226 |

| How satisfied are you with this Health Plan's Provider Services Staff? | | |
|---|-------------------------|-----------------------|
| Answer Options | Response Percent | Response Count |
| Very Dissatisfied | 9.3% | 21 |
| Dissatisfied | 16.8% | 38 |
| Satisfied | 51.8% | 117 |
| Very Satisfied | 22.1% | 50 |
| <i>Number of Respondents</i> | | 226 |

**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 Phoenix Health Plan’s resolution of claims issues and timeliness of resolution as opportunities for improvement and should be a focus area in its quality improvement plan.

| How satisfied are you with this Health Plan's processing of your initial claims? | | |
|---|-------------------------|-----------------------|
| Answer Options | Response Percent | Response Count |
| Very Dissatisfied | 6.9% | 15 |
| Dissatisfied | 12.4% | 27 |
| Satisfied | 69.3% | 151 |
| Very Satisfied | 11.5% | 25 |
| <i>Number of Respondents</i> | | 218 |

| How satisfied are you with this Health Plan's resolution of your claims issues? | | |
|--|-------------------------|-----------------------|
| Answer Options | Response Percent | Response Count |
| Very Dissatisfied | 6.4% | 14 |
| Dissatisfied | 19.7% | 43 |
| Satisfied | 64.2% | 140 |
| Very Satisfied | 9.6% | 21 |
| <i>Number of Respondents</i> | | 218 |

| How satisfied are you with this Health Plan's timeliness of resolution of your claims issues? | | |
|--|-------------------------|-----------------------|
| Answer Options | Response Percent | Response Count |
| Very Dissatisfied | 7.3% | 16 |
| Dissatisfied | 18.8% | 41 |
| Satisfied | 65.1% | 142 |
| Very Satisfied | 8.7% | 19 |
| <i>Number of Respondents</i> | | 218 |

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

| How satisfied are you with this Health Plan's Claims Customer Service Department? | | |
|--|-------------------------|-----------------------|
| Answer Options | Response Percent | Response Count |
| Very Dissatisfied | 6.9% | 15 |
| Dissatisfied | 11.0% | 24 |
| Satisfied | 68.3% | 149 |
| Very Satisfied | 13.8% | 30 |
| <i>Number of Respondents</i> | | 218 |

| How satisfied are you with this Health Plan's Provider Services Staff? | | |
|---|-------------------------|-----------------------|
| Answer Options | Response Percent | Response Count |
| Very Dissatisfied | 6.9% | 15 |
| Dissatisfied | 13.8% | 30 |
| Satisfied | 67.0% | 146 |
| Very Satisfied | 12.4% | 27 |
| <i>Number of Respondents</i> | | 218 |

**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. AHCCCS identifies University Family Care’s resolution of claims issues and timeliness of resolution as opportunities for improvement and should be a focus area in its quality improvement plan.

| How satisfied are you with this Health Plan's processing of your initial claims? | | |
|---|-------------------------|-----------------------|
| Answer Options | Response Percent | Response Count |
| Very Dissatisfied | 12.7% | 27 |
| Dissatisfied | 11.3% | 24 |
| Satisfied | 62.9% | 134 |
| Very Satisfied | 13.1% | 28 |
| <i>Number of Respondents</i> | | 213 |

| How satisfied are you with this Health Plan's resolution of your claims issues? | | |
|--|-------------------------|-----------------------|
| Answer Options | Response Percent | Response Count |
| Very Dissatisfied | 13.1% | 28 |
| Dissatisfied | 14.6% | 31 |
| Satisfied | 60.1% | 128 |
| Very Satisfied | 12.2% | 26 |
| <i>Number of Respondents</i> | | 213 |

| How satisfied are you with this Health Plan's timeliness of resolution of your claims issues? | | |
|--|-------------------------|-----------------------|
| Answer Options | Response Percent | Response Count |
| Very Dissatisfied | 13.1% | 28 |
| Dissatisfied | 15.5% | 33 |
| Satisfied | 59.2% | 126 |
| Very Satisfied | 12.2% | 26 |
| <i>Number of Respondents</i> | | 213 |

University Family Care
Results by Survey Question Continued

| How satisfied are you with this Health Plan's Claims Customer Service Department? | | |
|--|-------------------------|-----------------------|
| Answer Options | Response Percent | Response Count |
| Very Dissatisfied | 10.8% | 23 |
| Dissatisfied | 12.2% | 26 |
| Satisfied | 63.8% | 136 |
| Very Satisfied | 13.1% | 28 |
| <i>Number of Respondents</i> | | 213 |

| How satisfied are you with this Health Plan's Provider Services Staff? | | |
|---|-------------------------|-----------------------|
| Answer Options | Response Percent | Response Count |
| Very Dissatisfied | 12.2% | 26 |
| Dissatisfied | 11.7% | 25 |
| Satisfied | 61.0% | 130 |
| Very Satisfied | 15.0% | 32 |
| <i>Number of Respondents</i> | | 213 |

**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 UnitedHealthcare Community Plan’s 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 opportunities for improvement and should be focus areas in its quality improvement plan.

Acute Care

| How satisfied are you with this Health Plan's processing of your initial claims? | | |
|---|-------------------------|-----------------------|
| Answer Options | Response Percent | Response Count |
| Very Dissatisfied | 17.4% | 57 |
| Dissatisfied | 23.5% | 77 |
| Satisfied | 50.5% | 165 |
| Very Satisfied | 8.6% | 28 |
| <i>Number of Respondents</i> | | 327 |

| How satisfied are you with this Health Plan's resolution of your claims issues? | | |
|--|-------------------------|-----------------------|
| Answer Options | Response Percent | Response Count |
| Very Dissatisfied | 23.9% | 78 |
| Dissatisfied | 23.2% | 76 |
| Satisfied | 46.5% | 152 |
| Very Satisfied | 6.4% | 21 |
| <i>Number of Respondents</i> | | 327 |

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

Acute Care

| How satisfied are you with this Health Plan's timeliness of resolution of your claims issues? | | |
|--|-------------------------|-----------------------|
| Answer Options | Response Percent | Response Count |
| Very Dissatisfied | 24.8% | 81 |
| Dissatisfied | 25.1% | 82 |
| Satisfied | 43.1% | 141 |
| Very Satisfied | 7.0% | 23 |
| <i>Number of Respondents</i> | | 327 |

| How satisfied are you with this Health Plan's Claims Customer Service Department? | | |
|--|-------------------------|-----------------------|
| Answer Options | Response Percent | Response Count |
| Very Dissatisfied | 19.6% | 64 |
| Dissatisfied | 21.1% | 69 |
| Satisfied | 51.4% | 168 |
| Very Satisfied | 8.0% | 26 |
| <i>Number of Respondents</i> | | 327 |

| How satisfied are you with this Health Plan's Provider Services staff? | | |
|---|-------------------------|-----------------------|
| Answer Options | Response Percent | Response Count |
| Very Dissatisfied | 20.2% | 66 |
| Dissatisfied | 19.3% | 63 |
| Satisfied | 52.0% | 170 |
| Very Satisfied | 8.6% | 28 |
| <i>Number of Respondents</i> | | 327 |

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

CRS

| How satisfied are you with this Health Plan's processing of your initial claims? | | |
|---|-------------------------|-----------------------|
| Answer Options | Response Percent | Response Count |
| Very Dissatisfied | 15.1% | 31 |
| Dissatisfied | 22.9% | 47 |
| Satisfied | 55.1% | 113 |
| Very Satisfied | 6.8% | 14 |
| <i>Number of Respondents</i> | | 205 |

| How satisfied are you with this Health Plan's resolution of your claims issues? | | |
|--|-------------------------|-----------------------|
| Answer Options | Response Percent | Response Count |
| Very Dissatisfied | 18.5% | 38 |
| Dissatisfied | 21.5% | 44 |
| Satisfied | 53.2% | 109 |
| Very Satisfied | 6.8% | 14 |
| <i>Number of Respondents</i> | | 205 |

| How satisfied are you with this Health Plan's timeliness of resolution of your claims issues? | | |
|--|-------------------------|-----------------------|
| Answer Options | Response Percent | Response Count |
| Very Dissatisfied | 18.0% | 37 |
| Dissatisfied | 22.9% | 47 |
| Satisfied | 52.7% | 108 |
| Very Satisfied | 6.3% | 13 |
| <i>Number of Respondents</i> | | 205 |

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

CRS

| How satisfied are you with this Health Plan's Claims Customer Service Department? | | |
|--|-------------------------|-----------------------|
| Answer Options | Response Percent | Response Count |
| Very Dissatisfied | 19.0% | 39 |
| Dissatisfied | 18.0% | 37 |
| Satisfied | 55.6% | 114 |
| Very Satisfied | 7.3% | 15 |
| <i>Number of Respondents</i> | | 205 |

| How satisfied are you with this Health Plan's Provider Services staff? | | |
|---|-------------------------|-----------------------|
| Answer Options | Response Percent | Response Count |
| Very Dissatisfied | 18.5% | 38 |
| Dissatisfied | 17.6% | 36 |
| Satisfied | 56.1% | 115 |
| Very Satisfied | 7.8% | 16 |
| <i>Number of Respondents</i> | | 205 |

ALTCS EPD

| How satisfied are you with this Health Plan's processing of your initial claims? | | |
|---|-------------------------|-----------------------|
| Answer Options | Response Percent | Response Count |
| Very Dissatisfied | 13.7% | 41 |
| Dissatisfied | 18.1% | 54 |
| Satisfied | 55.9% | 167 |
| Very Satisfied | 12.4% | 37 |
| <i>Number of Respondents</i> | | 299 |

UnitedHealth Care Community Plan
Results by Survey Question Continued
ALTCS EPD

| How satisfied are you with this Health Plan's resolution of your claims issues? | | |
|--|-------------------------|-----------------------|
| Answer Options | Response Percent | Response Count |
| Very Dissatisfied | 16.1% | 48 |
| Dissatisfied | 23.4% | 70 |
| Satisfied | 51.2% | 153 |
| Very Satisfied | 9.4% | 28 |
| <i>Number of Respondents</i> | | 299 |

| How satisfied are you with this Health Plan's timeliness of resolution of your claims issues? | | |
|--|-------------------------|-----------------------|
| Answer Options | Response Percent | Response Count |
| Very Dissatisfied | 17.1% | 51 |
| Dissatisfied | 23.1% | 69 |
| Satisfied | 50.8% | 152 |
| Very Satisfied | 9.0% | 27 |
| <i>Number of Respondents</i> | | 299 |

| How satisfied are you with this Health Plan's Claims Customer Service Department? | | |
|--|-------------------------|-----------------------|
| Answer Options | Response Percent | Response Count |
| Very Dissatisfied | 13.0% | 39 |
| Dissatisfied | 20.4% | 61 |
| Satisfied | 54.2% | 162 |
| Very Satisfied | 12.4% | 37 |
| <i>Number of Respondents</i> | | 299 |