



2023 Provider Satisfaction Survey Results

Patricia Weidman, Director, Network Management



Mission, Vision and Values

Our mission, vision and values guide everything we do at Mercy Care.



Mission

Mercy Care exists to address and advocate for the comprehensive health of our members and families, including circumstances that impact their well-being. This includes special consideration for the underserved and those with complex health needs regardless of race, color, religion, ethnicity, national origin, sex, sexual orientation, gender identity, age or disability.

Vision

Our members live a healthier life and achieve their full potential.

Values

Our values guide us to approaching our work with integrity, confidence and clarity.

- ▶ **Compassion:** Mercy Care will pursue its mission with passion, enthusiasm, optimism and diligence.
- ▶ **Innovation:** Mercy Care will be innovative thought leaders transforming the care delivery system.
- ▶ **Collaboration:** Mercy Care will seek partners to create exceptional results.
- ▶ **Advocacy:** Mercy Care will work on behalf of the underserved and those with complex health needs to improve health outcomes.

Strategic initiatives

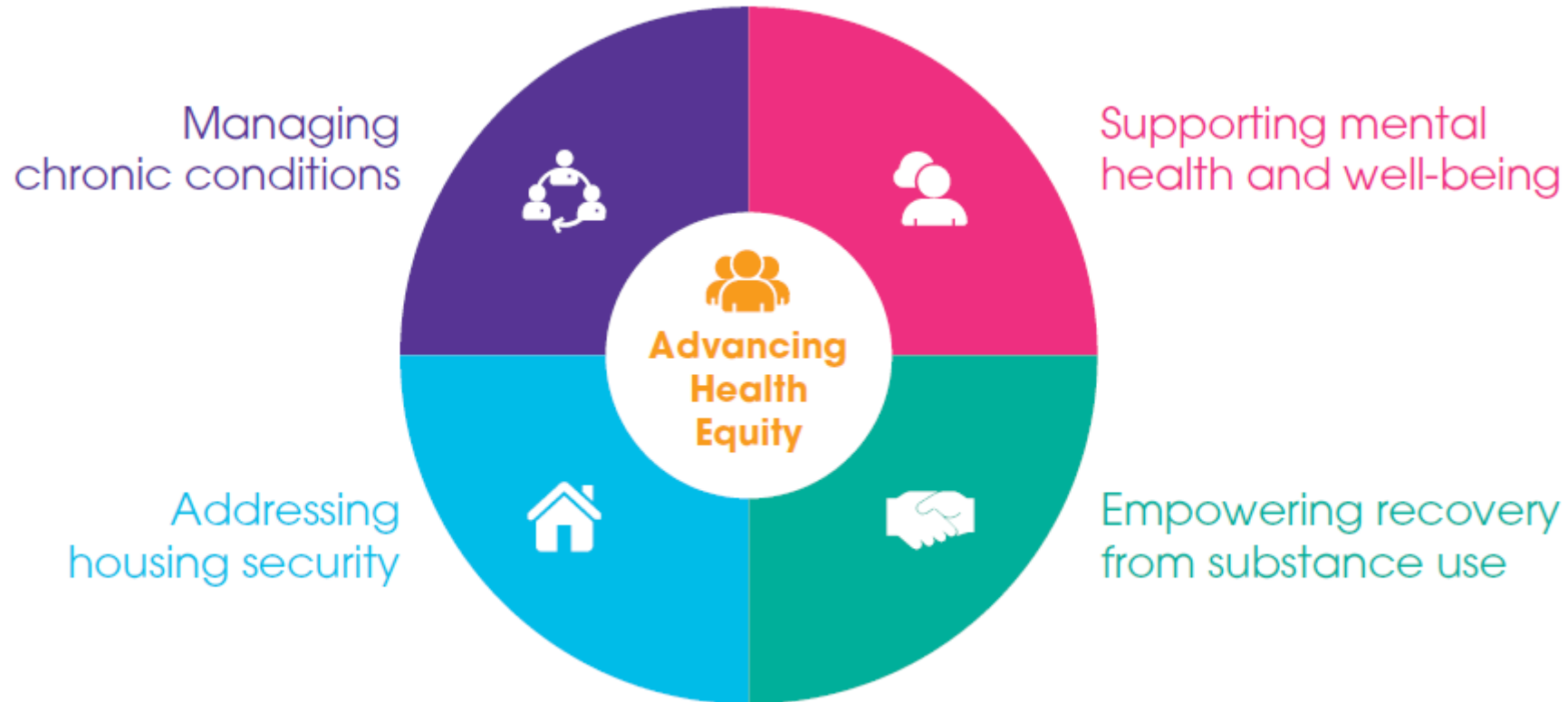


VISION

Our members live a healthier life and achieve their full potential.



Community health focus areas



Provider Satisfaction Survey

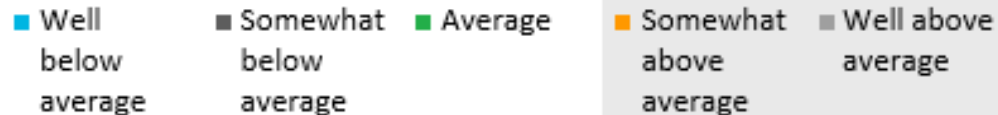
Because we care.

Background and Objectives

Background

- Survey targets providers to measure their satisfaction with Mercy Care
- Information obtained allows Mercy Care to measure how well we are meeting providers' expectations and needs
- Report summarizes the results and assists us in identifying plan strengths and opportunities

Summary Rates



Composites included in the survey:

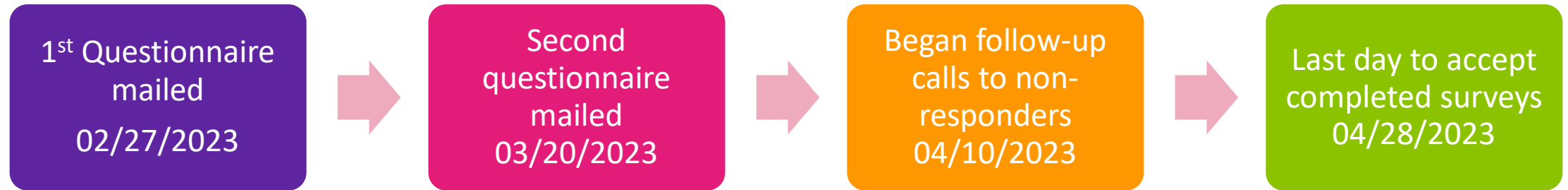
- Overall satisfaction
- All Other Plans (comparative rating)
- Finance issues
- Utilization and Quality Management
- Network/Coordination of Care
- Pharmacy
- Health Plan Call Center Staff
- Network Management/Provider Relations

Benchmark

All core measures are compared to the 2022 Press Ganey Associates Medicaid Book of Business, as well as the 2022 Press Ganey Aggregate Book of Business.

NCQA Health Plan Accreditation

Methodology



2023 Completed Surveys						
Provider type	Sample size	Mail	Phone	Internet	Total	Response rate
PH Professional	1807	49	81	29	159	8.8%
BH Professional	249	7	9	6	22	8.8%
Clinics	194	2	16	9	27	13.9%
Total	2,250	58	106	44	208	9.2%

Dashboard – Key Findings

Changes from last year

TRENDING UP

Measures that increased significantly from 2022

- 24. Have a Provider Relations representative assigned to practice. Consistency of reimbursement fees with your contract rates
- 25. Representative's ability to answer questions and resolve problems.

TRENDING DOWN

Measures that decreased significantly from 2022

None of the measures decreased significantly.

Measure Name	2022 Summary Rate Score	2021 SPH Medicaid BoB %tile
Would Recommend (%Yes)	94.4%	83th
All Other Plans (Comparative Rating) (%Well or Somewhat above average)	56.8%	91st
Overall satisfaction (%Completely or Somewhat Satisfied)	82.8%	91st
Finance Issues (%Well or Somewhat above average)	51.2%	93rd
Utilization and Quality Management (%Well or Somewhat above average)	54.8%	95th
Network/Coordination of Care (%Well or Somewhat above average)	50.8%	95th
Pharmacy (%Well or Somewhat above average)	42.9%	92nd
Health Plan Call Center Service Staff (%Well or Somewhat above average)	56.6%	95th
Provider Relations (%Well or Somewhat above average)	52.5%	93rd

Overall Satisfaction Score: 82.8%

Would recommend Mercy Care: 94.4%

Proprietary and Confidential

SatisAction™ KEY DRIVER STATISTICAL MODEL
Key Drivers of Overall Satisfaction with Health Plan

POWER

(Top 6)

Promote and Leverage Strengths

- 23 Overall satisfaction with health plan's call center service
- 22 Helpfulness of health plan call center staff in obtaining referrals for patients in your care
- 20 Ease of reaching health plan call center staff over the phone
- 8 Timeliness of obtaining pre-certification/referral/authorization information
- 4 Timeliness of claims processing
- 21 Process of obtaining member information

OPPORTUNITIES

Focus Resources on Improving Processes That Underlie These Items

None of the measures are considered to be areas of opportunities

POWeR™ Chart: Explanation

POWeR CHART CLASSIFICATION MATRIX

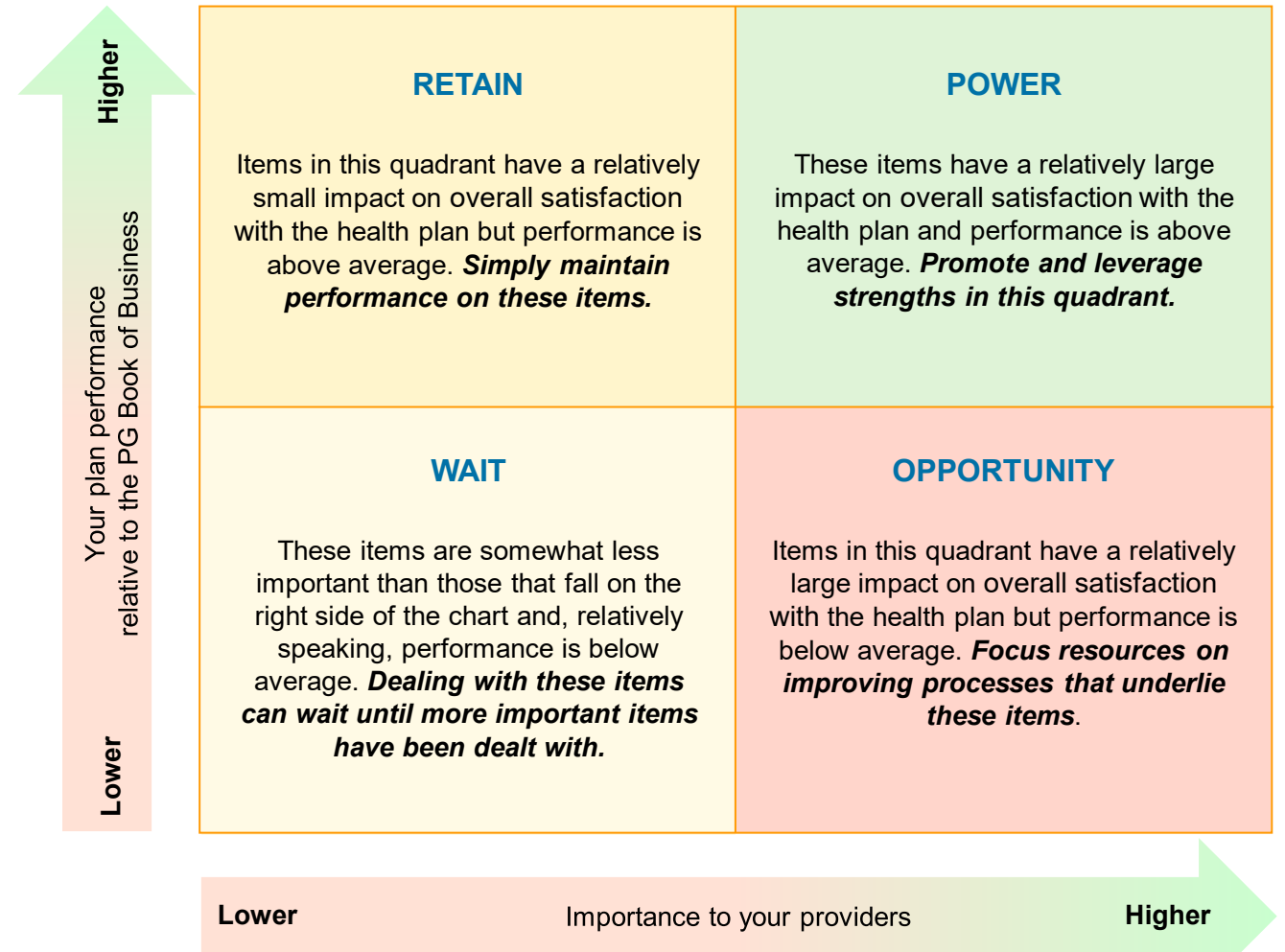
The SatisAction™ key driver statistical model was used to identify the **key drivers of overall satisfaction with the health plan** and the results are presented in the POWeR™ Chart classification matrix on the following page.

Overview. The SatisAction™ key driver statistical model is a powerful, proprietary statistical methodology used to identify the key drivers of overall satisfaction with the health plan and provide actionable direction for satisfaction improvement programs. This methodology is the result of a number of years of development and testing using health care satisfaction data. We have been successfully using this approach since 1997.

The model provides the following:

- Identification of the elements that are important in driving overall satisfaction with the health plan.
- Measurement of the relative importance of each of these elements.
- Measurement of how well providers think the plan performed on those important elements.
- Presentation of the importance/performance results in a matrix that provides clear direction for provider satisfaction improvement efforts by the plan.

For a detailed discussion of the analytics behind this model, see Appendix C.



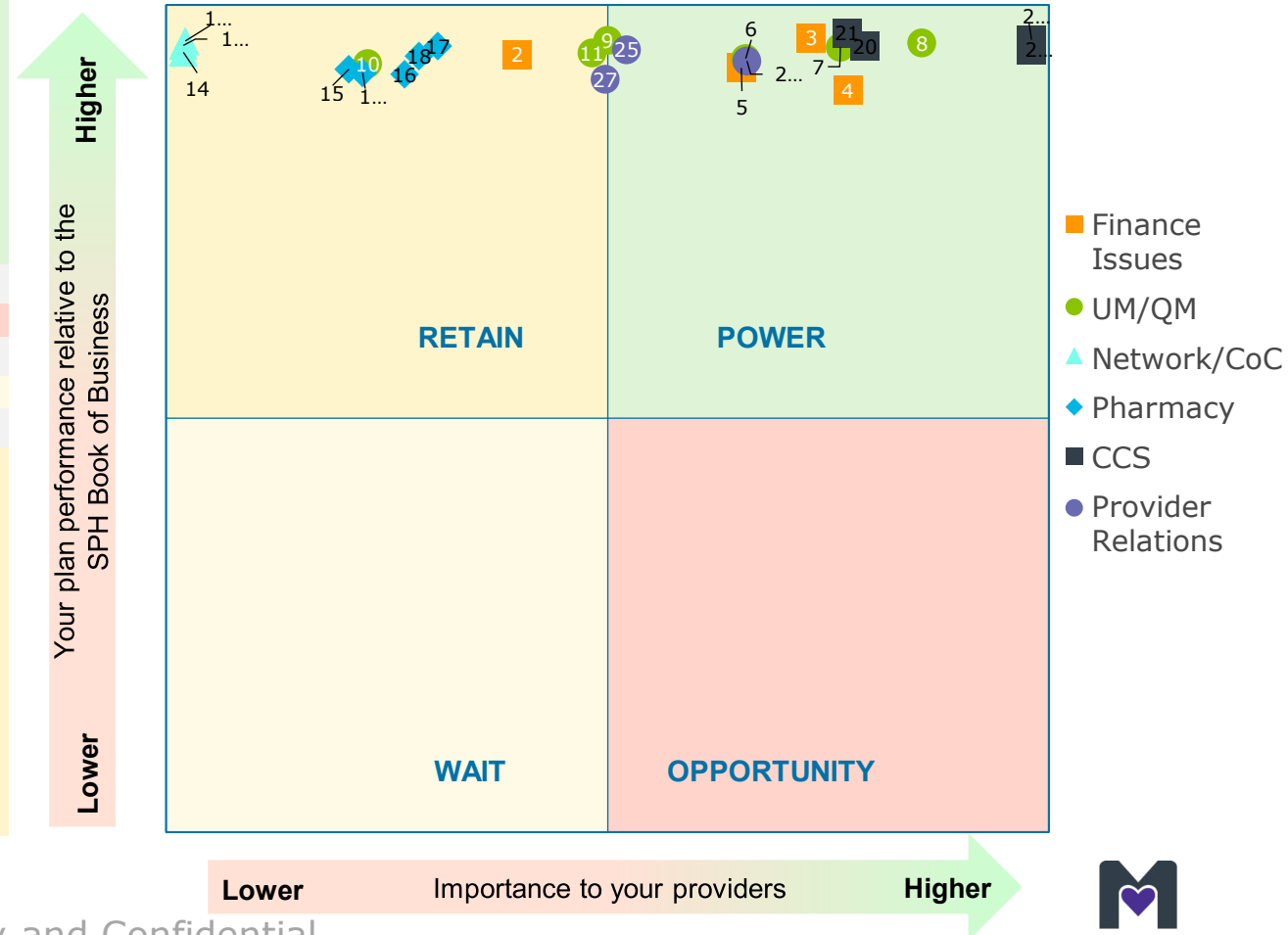
POWeR™ Chart: Your Results

SURVEY MEASURE		%TILE*	SCORE
POWER			
23	Overall satisfaction with health plan's call center service	94 th	56.9%
22	Helpfulness of health plan call center staff in obtaining referrals for patients in your care	95 th	57.1%
8	Timeliness of obtaining pre-certification/referral/authorization information	95 th	56.5%
20	Ease of reaching health plan call center staff over the phone	95 th	53.6%
4	Timeliness of claims processing	89 th	53.2%
21	Process of obtaining member information	96 th	59.0%
7	Procedures for obtaining pre-certification/referral/authorization information	94 th	56.7%
3	Accuracy of claims processing	96 th	54.2%
26	Quality of provider orientation process	93 rd	43.9%
6	Access to knowledgeable UM staff	93 rd	51.9%
5	Resolution of claims payment problems or disputes	92 nd	47.5%
25	Representative's ability to answer questions and resolve problems	94 th	66.7%
9	Health plan's facilitation/support of appropriate clinical care for patients	95 th	56.0%
OPPORTUNITY			
None of the measures are considered to be areas of opportunity			
WAIT			
None of the measures are considered to be areas of wait			
RETAIN			
27	Quality of written communications, policy bulletins, and manuals	91 st	47.0%
11	Degree to which the plan covers and encourages preventive care and wellness	94 th	57.8%
2	Consistency of reimbursement fees with your contract rates	94 th	50.0%
17	Variety of branded drugs on the formulary	94 th	44.2%
18	Ease of prescribing your preferred medications within formulary guidelines	93 rd	43.6%
16	Extent to which formulary reflects current standards of care	91 st	44.6%
10	Access to Case/Care Managers from this health plan	92 nd	50.0%
19	Availability of comparable drugs to substitute those not included in the formulary	91 st	40.6%
15	Consistency of the formulary over time	92 nd	41.3%
13	Quality of specialists in the provider network	95 th	55.1%
14	Timeliness of feedback/reports from specialists in the provider network	94 th	46.9%
12	Number of specialists in the provider network	95 th	50.3%

*Percentile based on 2022 PG Medicaid Book of Business

KEY DRIVERS, PERCENTILES, AND SCORES

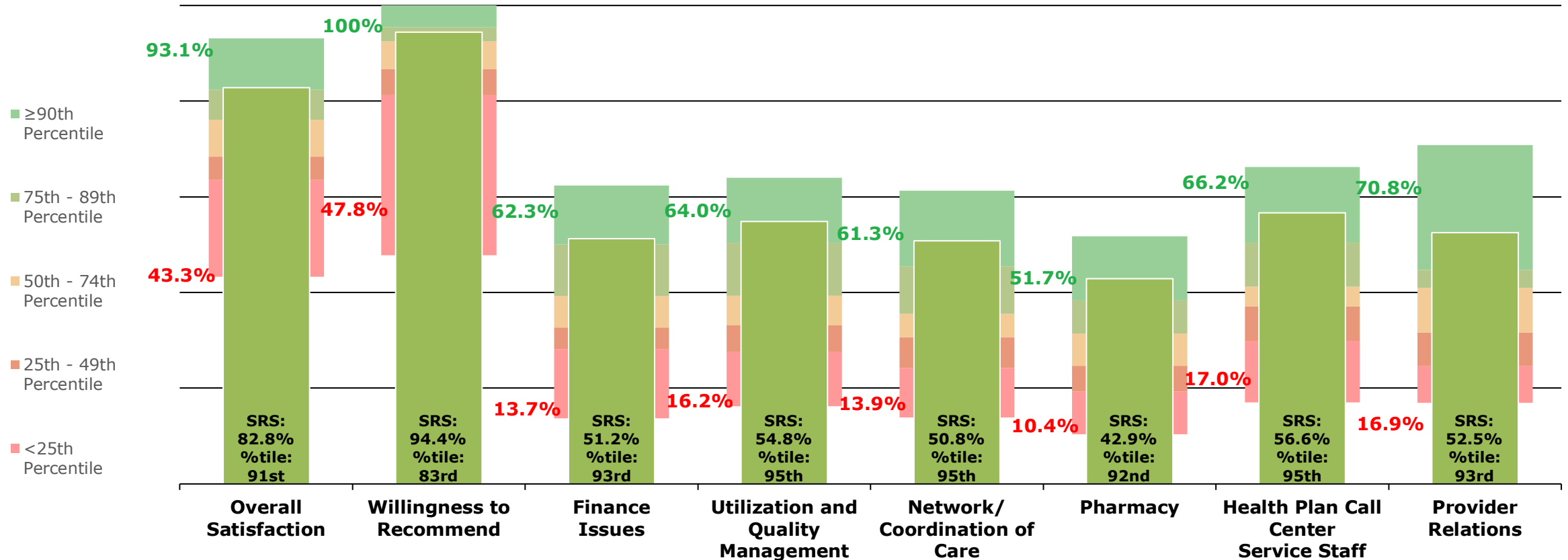
The key drivers of **overall satisfaction with the health plan** are presented in the POWeR™ Chart classification matrix. The table assesses the key drivers, and each measure is ranked by importance within each quadrant. Focus resources on improving processes that underlie the most important items and look for a significant improvement in overall satisfaction.



Composite and Key Question Summary

COMPARISON RELATIVE TO PG Medicaid BOOK OF BUSINESS

The graph below shows how Mercy Care scores compare to the distribution of scores in the 2022 PG Medicaid Book of Business. Mercy Care is performing above the 75th percentile for all measures.



Green bar = Mercy Care performing at or above the 75th percentile

Red bar = Mercy Care performing below the 25th percentile

Proprietary and Confidential

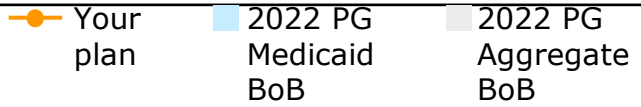


Finance

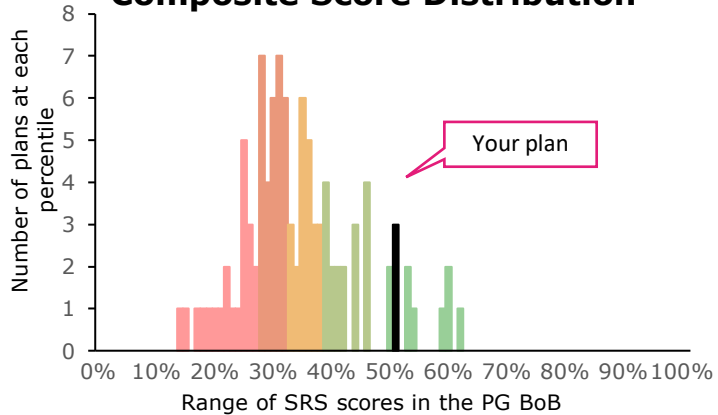
Because we care.

Finance Issues

Composite Summary Rate Score

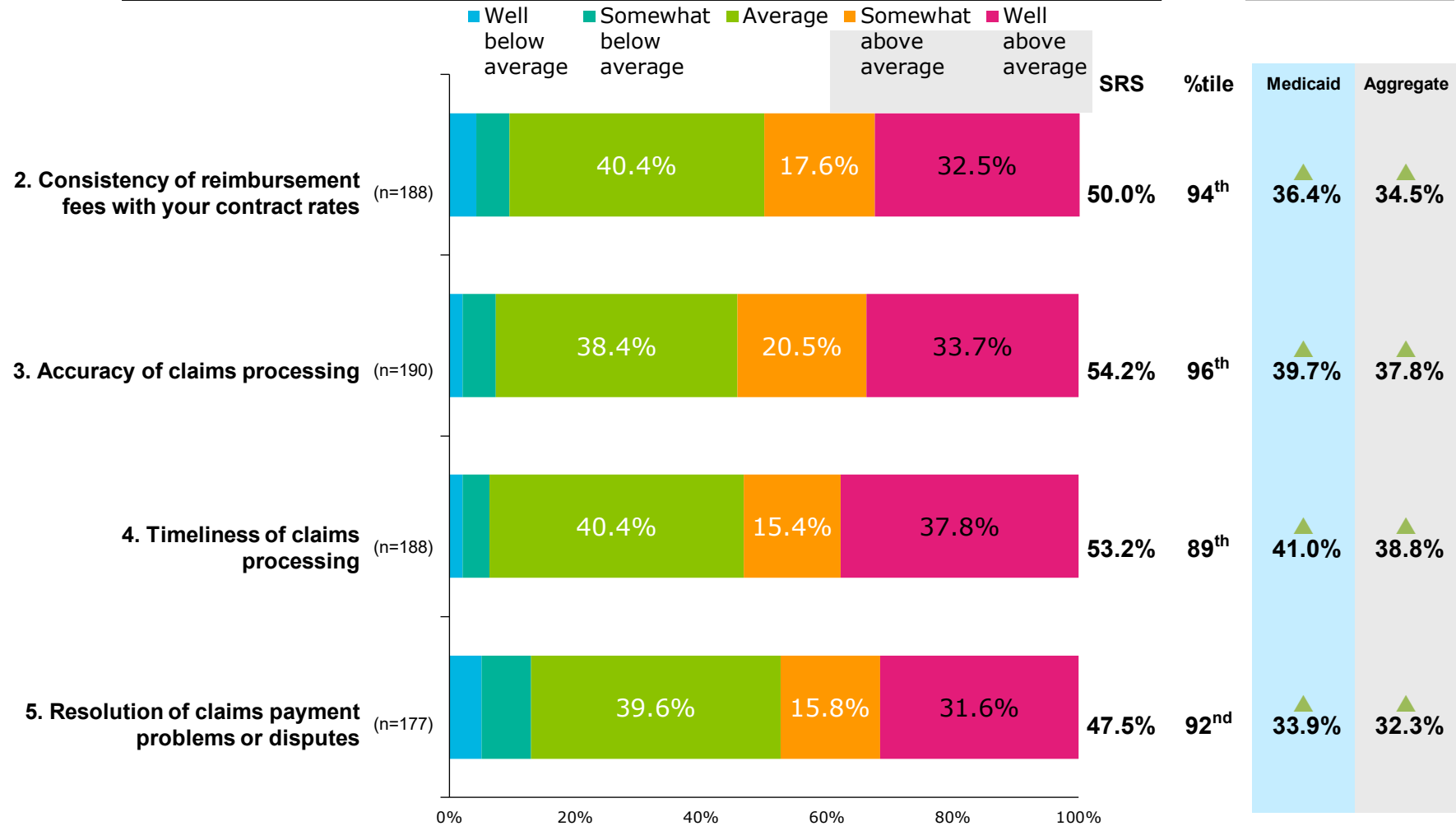


2022 Medicaid BoB Composite Score Distribution



The black marker indicates your plan's percentile ranking within the PG Medicaid BoB. The percentile range represented by each color are defined below.

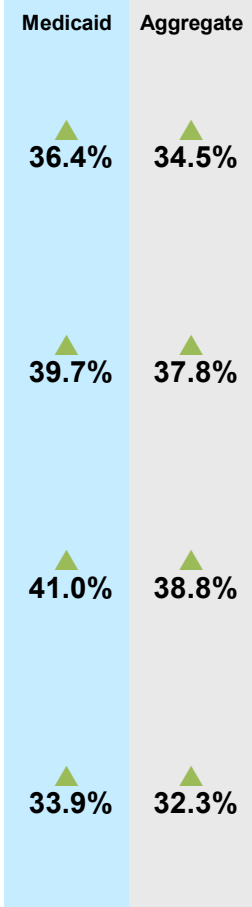
2023 Attribute Response Distributions



Significance Testing

↑ Score is significantly higher or lower than the previous year's score. ↓ 2023 score is significantly higher or lower than the respective benchmark score.
▲ 2023 score is significantly higher or lower than the 2020 score. ▼ 2023 score is significantly higher or lower than the respective benchmark score.

2022 PG BoB

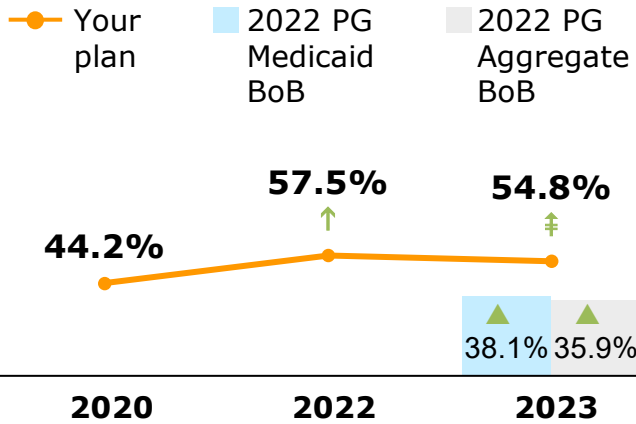


Utilization and Quality Management

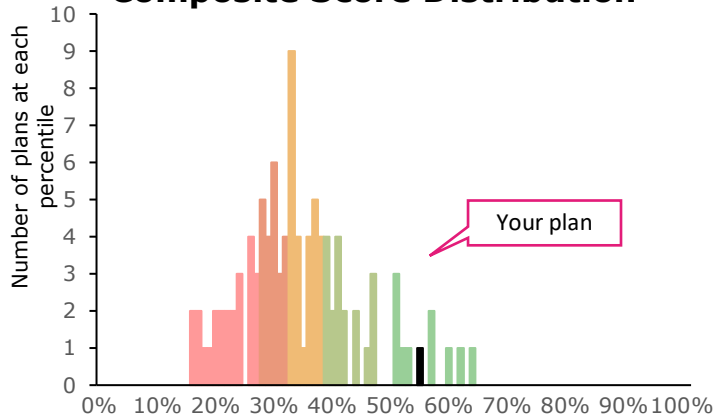
Because we care.

Utilization and Quality Management

Composite Summary Rate Score



2022 Medicaid BoB Composite Score Distribution

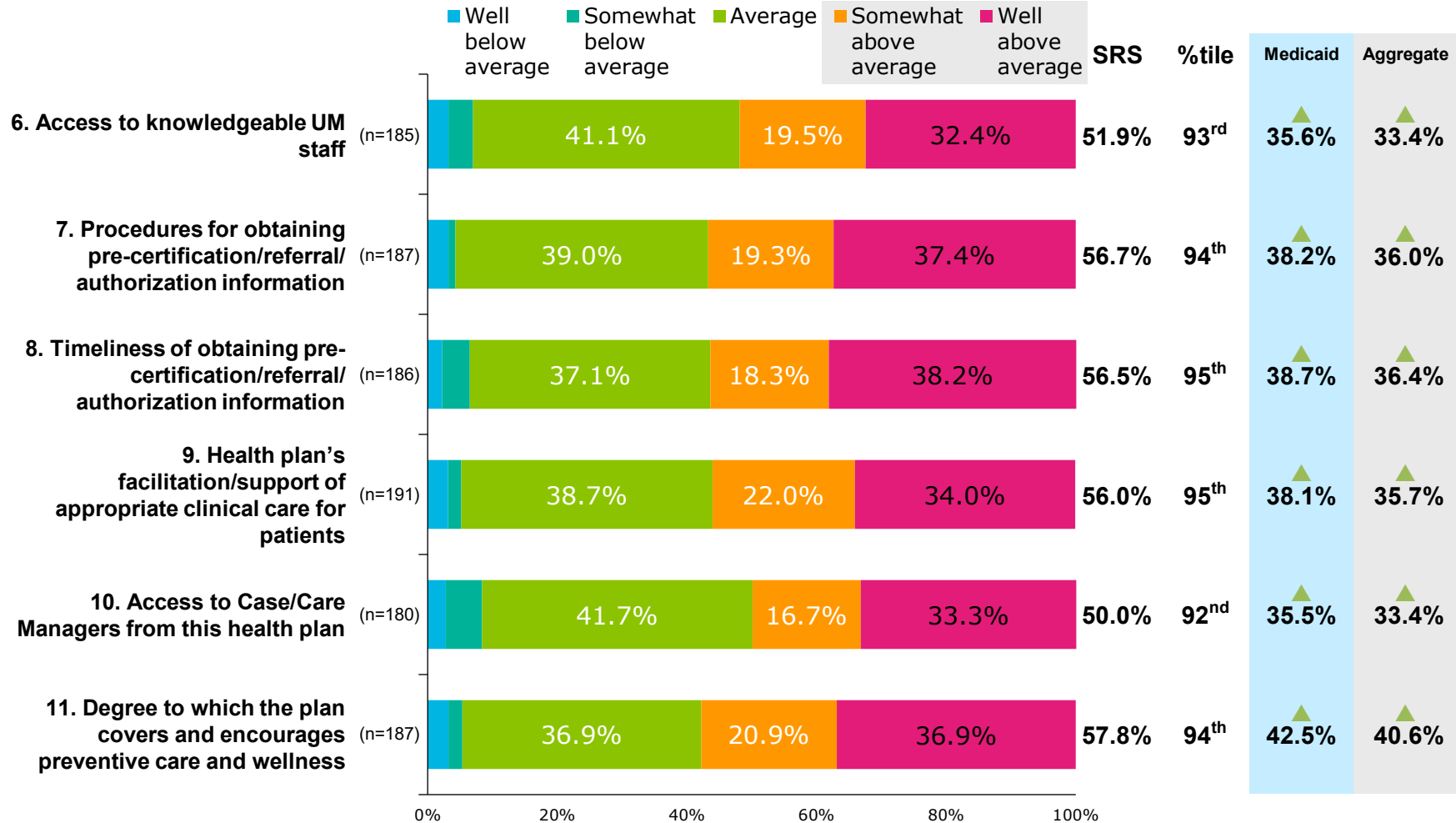


Range of SRS scores in the PG BoB



The black marker indicates your plan's percentile ranking within the PG Medicaid BoB. The percentile range represented by each color are defined below.

2023 Attribute Response Distributions



Significance Testing

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2022 PG BoB

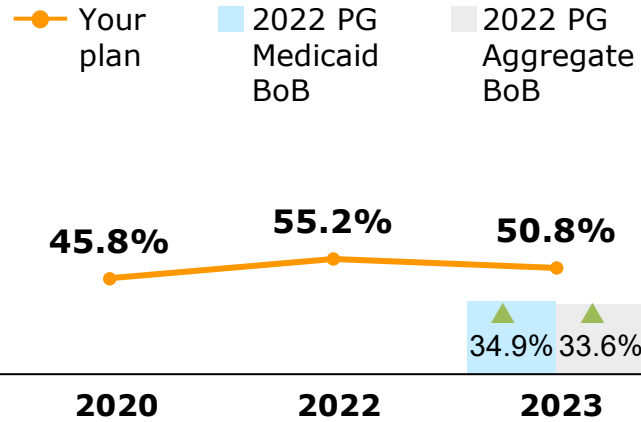
Attribute	2022 PG BoB Medicaid	2022 PG BoB Aggregate
6. Access to knowledgeable UM staff	35.6%	33.4%
7. Procedures for obtaining pre-certification/referral/authorization information	38.2%	36.0%
8. Timeliness of obtaining pre-certification/referral/authorization information	38.7%	36.4%
9. Health plan's facilitation/support of appropriate clinical care for patients	38.1%	35.7%
10. Access to Case/Care Managers from this health plan	35.5%	33.4%
11. Degree to which the plan covers and encourages preventive care and wellness	42.5%	40.6%

Network/Coordination of Care

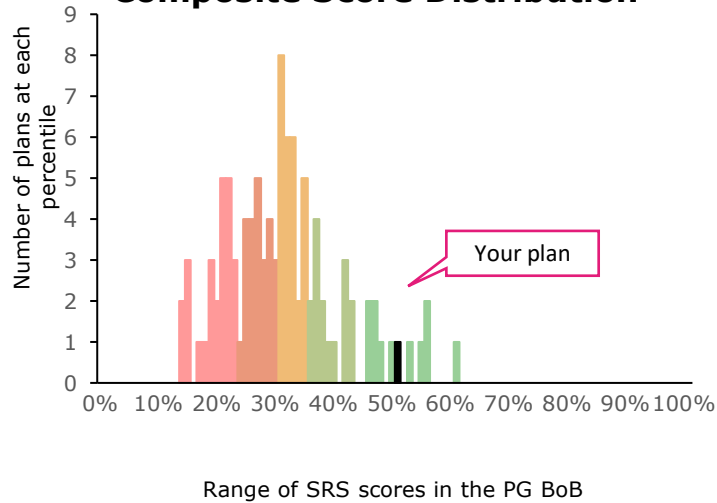
Because we care.

Network/Coordination of Care

Composite Summary Rate Score

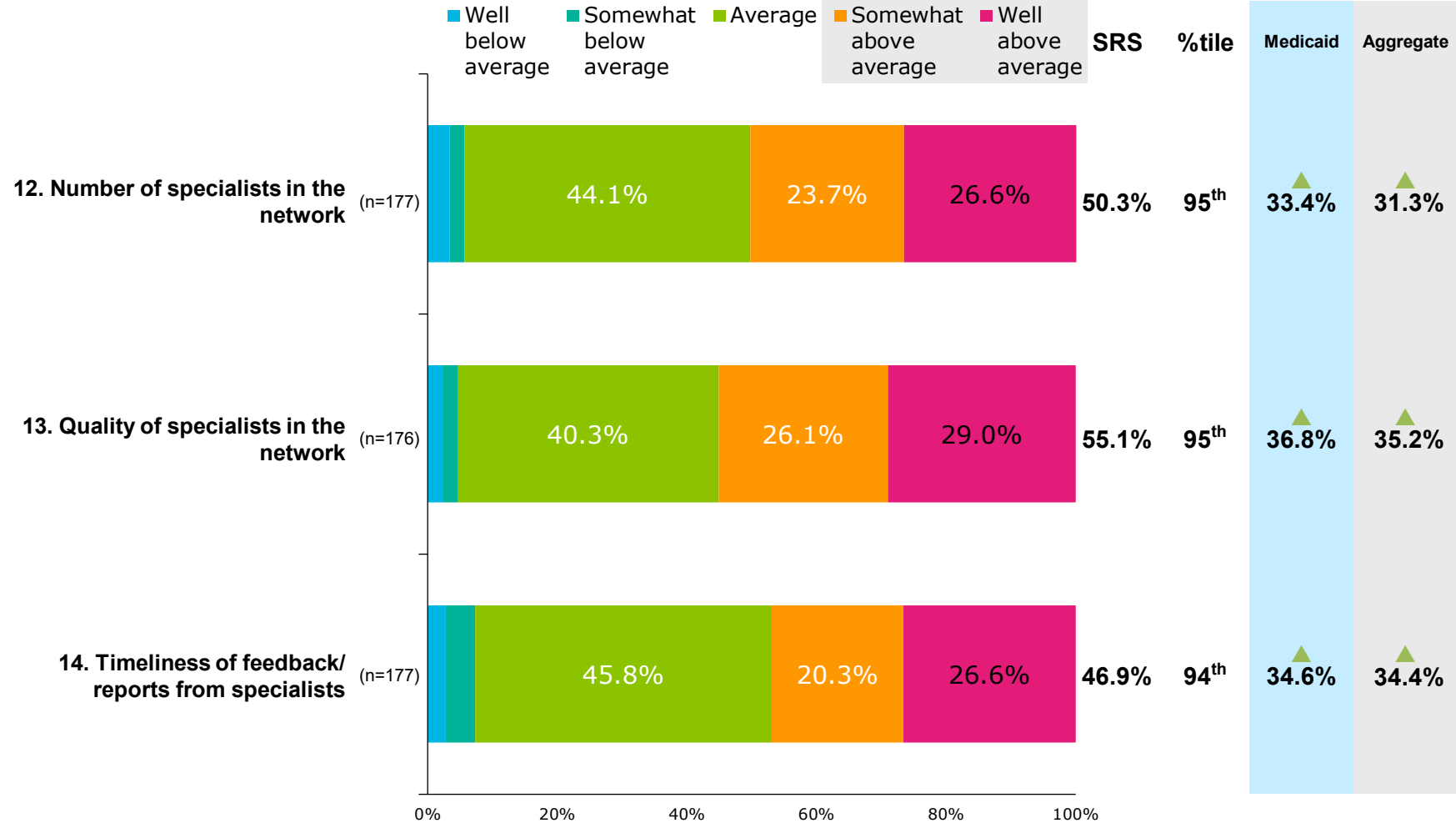


2022 Medicaid BoB Composite Score Distribution



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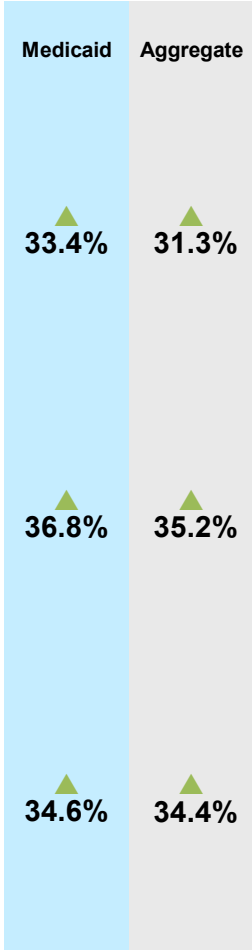
2023 Attribute Response Distributions



Significance Testing

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2022 PG BoB

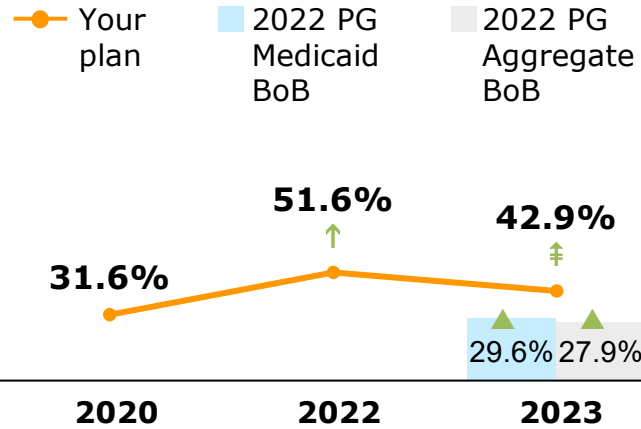


Pharmacy

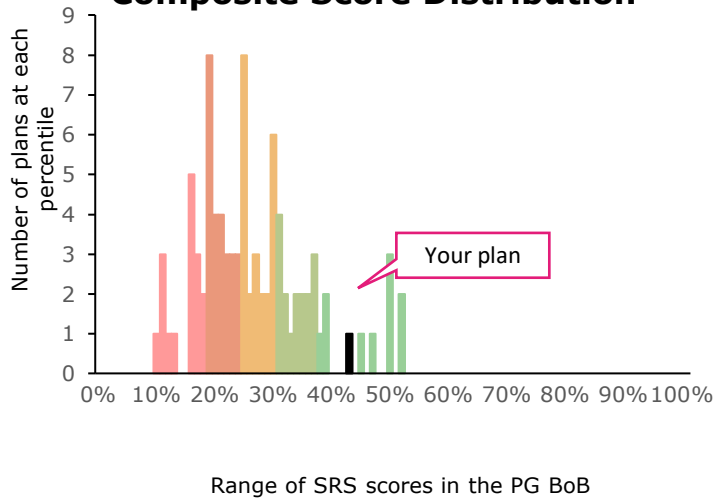
Because we care.

Pharmacy

Composite Summary Rate Score



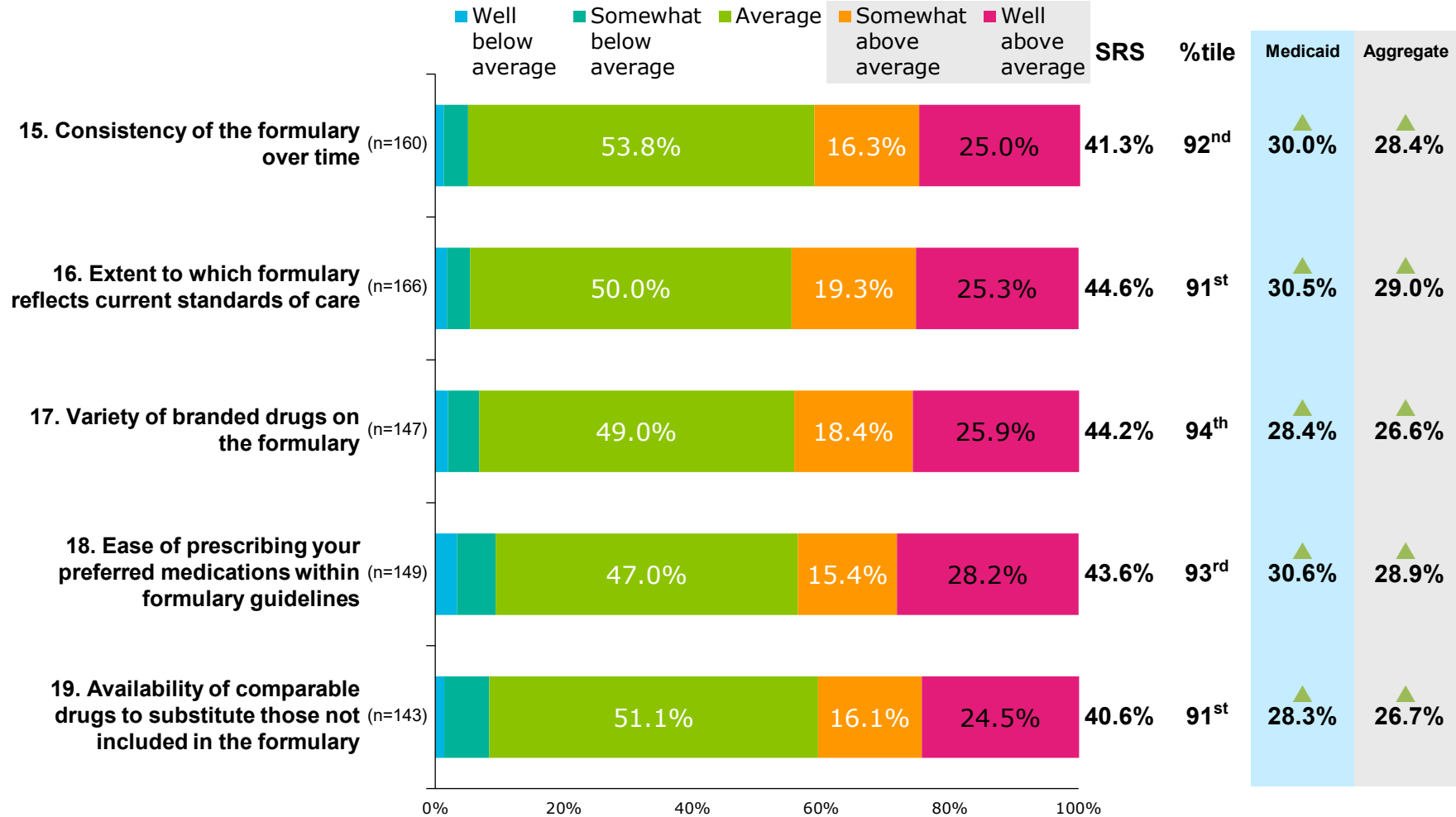
2022 Medicaid BoB Composite Score Distribution



<25th
25th – 49th
50th – 74th
75th – 89th
>90th

The black marker indicates your plan's percentile ranking within the PG Medicaid BoB. The percentile range represented by each color are defined below.

2023 Attribute Response Distributions



Significance Testing

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▲ 2023 score is significantly higher or lower than the respective benchmark score.
▼ 2023 score is significantly higher or lower than the respective benchmark score.

2022 PG BoB

Attribute	2022 PG Medicaid BoB	2022 PG Aggregate BoB
15. Consistency of the formulary over time	30.0%	28.4%
16. Extent to which formulary reflects current standards of care	30.5%	29.0%
17. Variety of branded drugs on the formulary	28.4%	26.6%
18. Ease of prescribing your preferred medications within formulary guidelines	30.6%	28.9%
19. Availability of comparable drugs to substitute those not included in the formulary	28.3%	26.7%

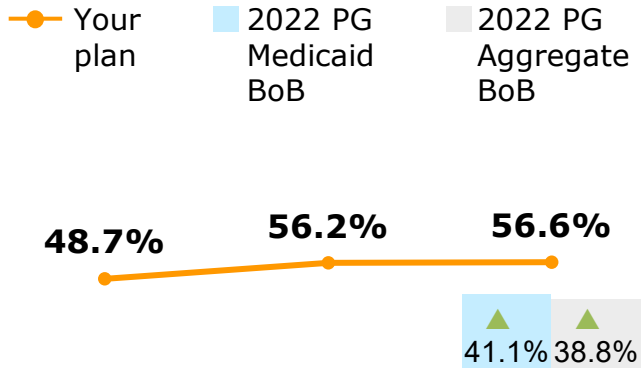


Health Plan Call Center staff

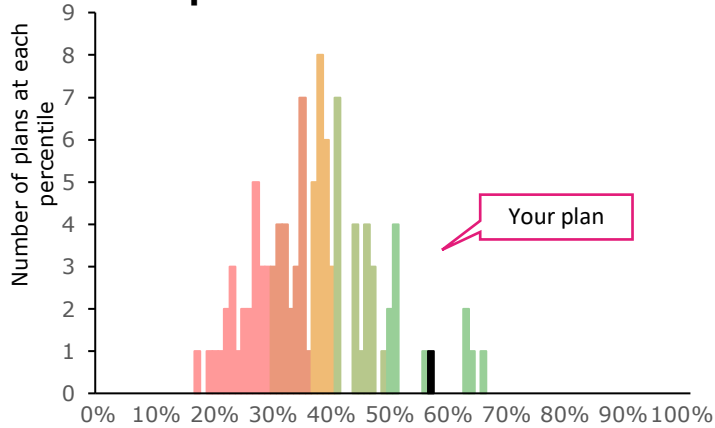
Because we care.

Health Plan Call Center Service Staff

Composite Summary Rate Score



2022 Medicaid BoB Composite Score Distribution

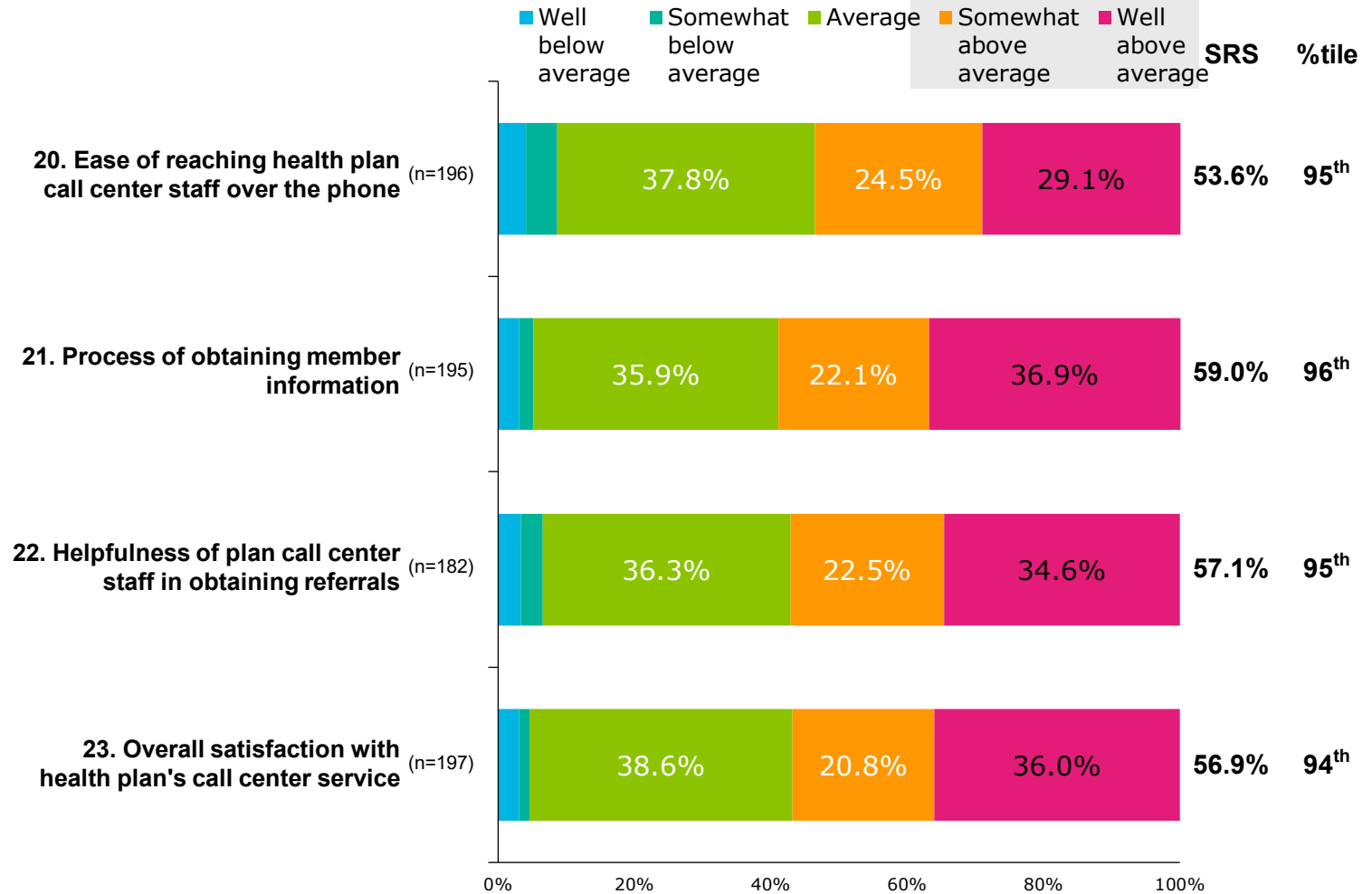


Range of SRS scores in the PG BoB



The black marker indicates your plan's percentile ranking within the PG Medicaid BoB. The percentile range represented by each color are defined below.

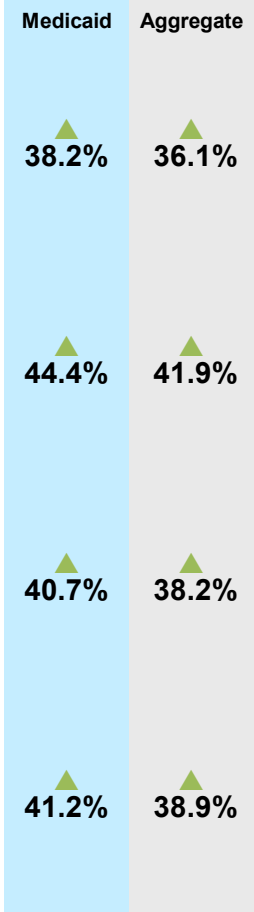
2023 Attribute Response Distributions



Significance Testing

↑ ↓ Score is significantly higher or lower than the previous year's score.
▲ ▼ 2023 score is significantly higher or lower than the respective benchmark score.
⬆ ⬇ 2023 score is significantly higher or lower than the 2020 score.

2022 PG BoB

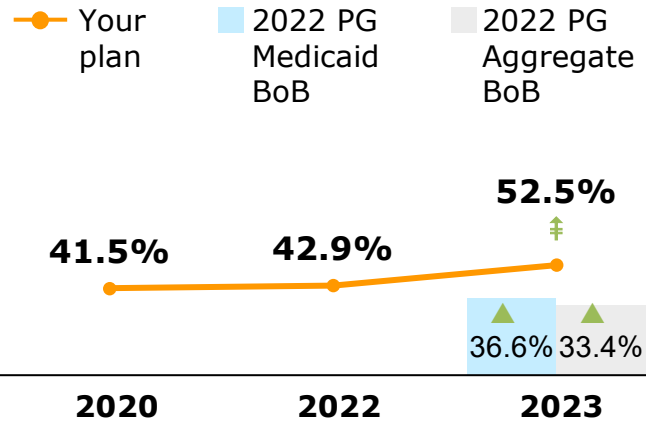


Network Management/Provider Relations

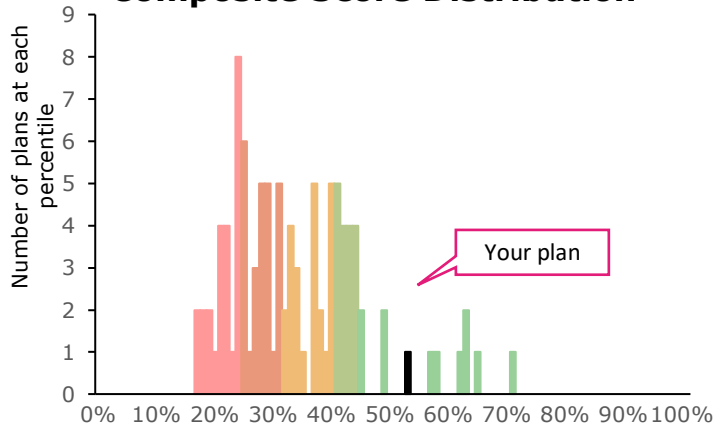
Because we care.

Provider Relations

Composite Summary Rate Score



2022 Medicaid BoB Composite Score Distribution

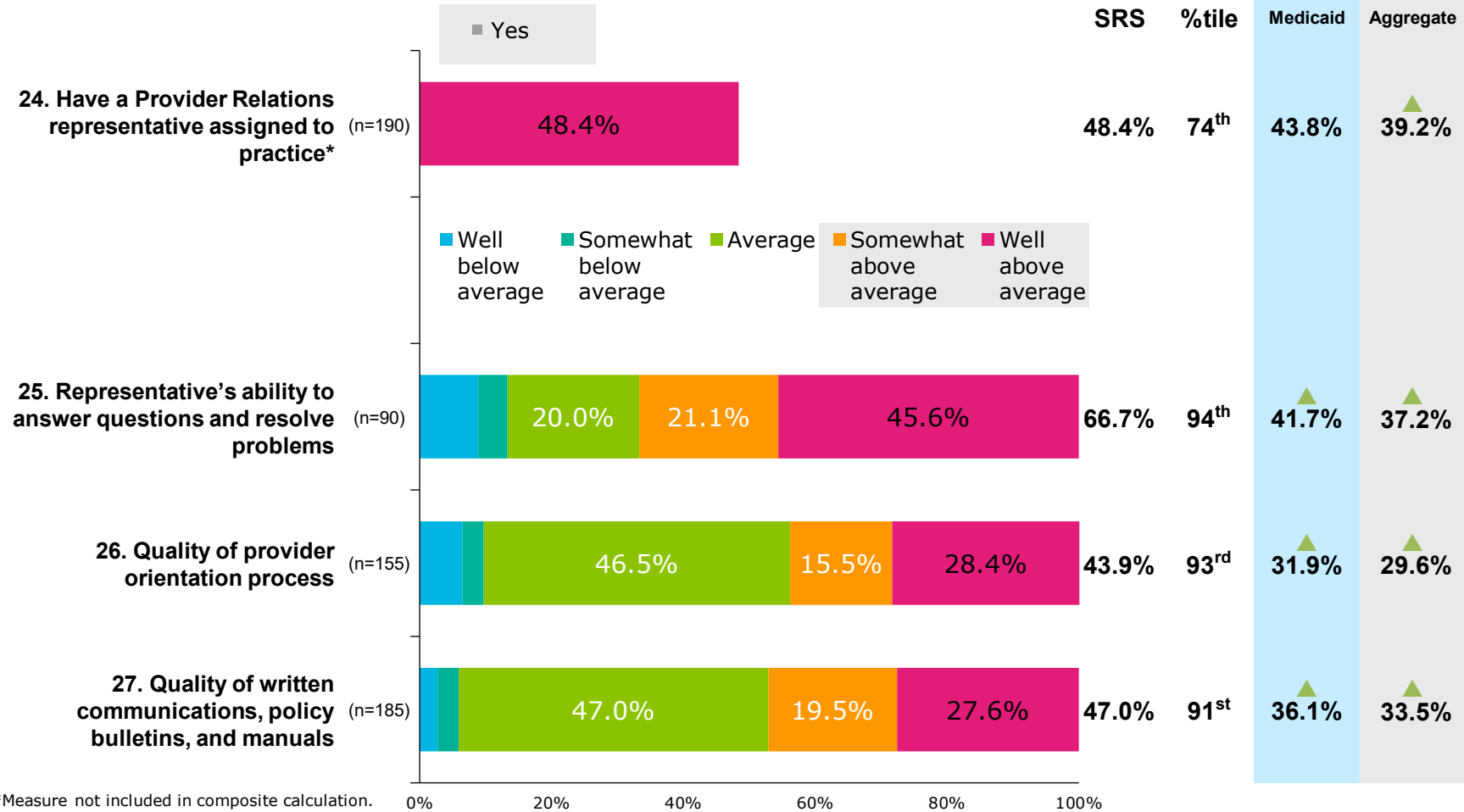


Range of SRS scores in the PG BoB



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2023 Attribute Response Distributions

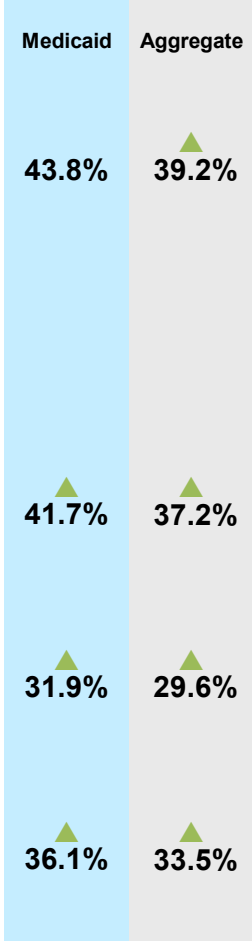


*Measure not included in composite calculation.

Significance Testing

↑ Score is significantly higher or lower than the previous year's score.
↓ Score is significantly higher or lower than the previous year's score.
▲ 2023 score is significantly higher or lower than the respective benchmark score.
▼ 2023 score is significantly higher or lower than the respective benchmark score.
‡ 2023 score is significantly higher or lower than the 2020 score.
‡ 2023 score is significantly higher or lower than the 2020 score.

2022 PG BoB



Overall satisfaction

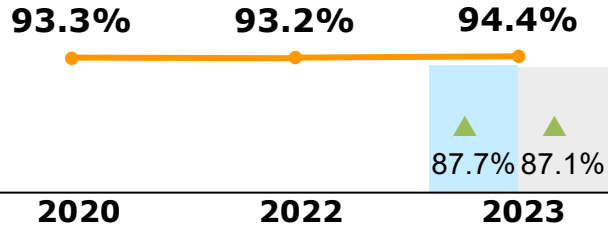
Question	2023	2022	2020
28. Would you recommend Mercy Care to other physicians' practices?	94.4%	93.2%	93.3%
29. Please rate your overall satisfaction with each of the following health plans: A. Mercy Care	82.8%	85.9%	84.9%

Overall Measures

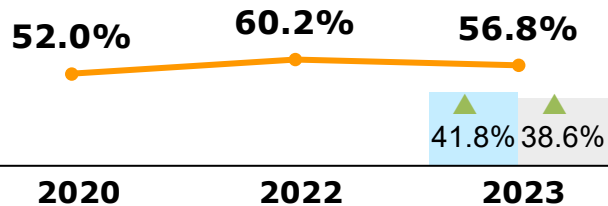
Overall Measure Summary Rate Scores

● Your plan
 ■ 2022 PG Medicaid BoB
 ■ 2022 PG Aggregate BoB

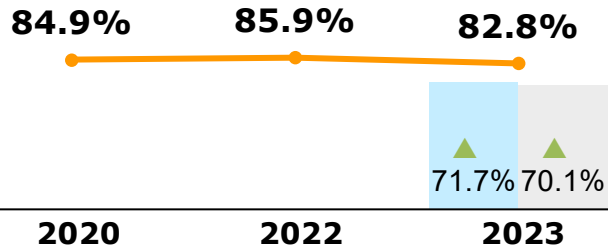
Would recommend (% Yes)



Comparative Rating (% Well or Somewhat above average)

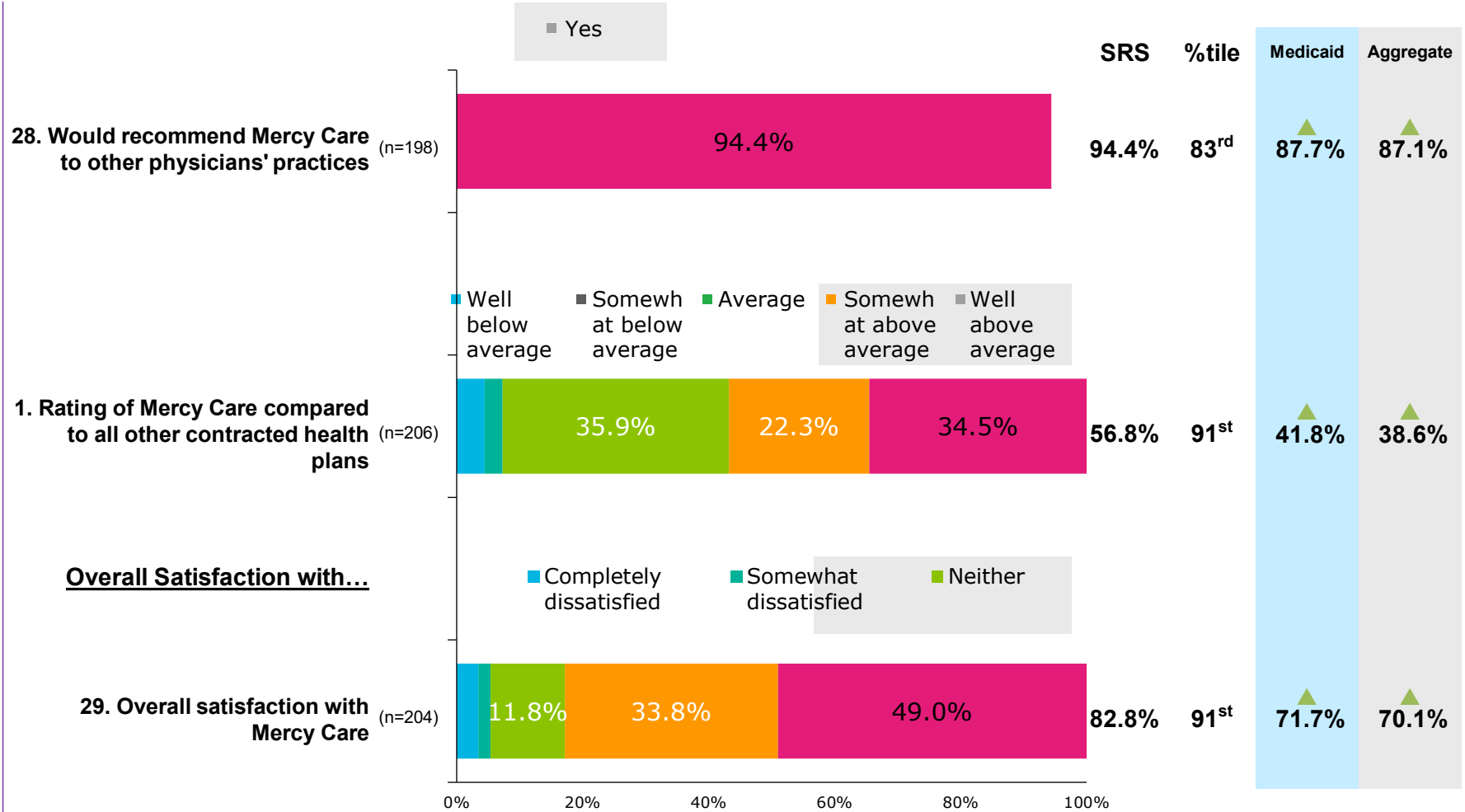


Overall Satisfaction (% Completely or Somewhat satisfied)



2023 Attribute Response Distributions

2022 PG BoB



Significance Testing

↑ Score is significantly higher or lower than the previous year's score.
 ↓
▲ 2023 score is significantly higher or lower than the respective benchmark score.
 ▼
⬆ 2023 score is significantly higher or lower than the 2020 score.
 ⬇



AHCCCS Complete Care

ACC

ACC – Key Findings

Sample Size
1000

Completed Surveys
114

Response Rate
14.4%

Measure Name	2023 Summary Rate Score
Would Recommend (%Yes)	92.9%
All Other Plans (Comparative Rating) (%Well or Somewhat above average)	61.4%
Overall satisfaction (%Completely or Somewhat Satisfied)	80.5%
Finance Issues (%Well or Somewhat above average)	51.6%
Utilization and Quality Management (%Well or Somewhat above average)	56.3%
Network/Coordination of Care (%Well or Somewhat above average)	52.3%
Pharmacy (%Well or Somewhat above average)	45.4%
Health Plan Call Center Service Staff (%Well or Somewhat above average)	56.7%
Provider Relations (%Well or Somewhat above average)	50.5%

Overall Satisfaction Score: 80.5%

Would recommend Mercy Care Score: 92.9%

Department of Child Safety (DCS) Comprehensive Health Plan (CHP)

DCS-CHP

DCS/CHP – Key Findings

Sample Size
494

Completed Surveys
39

Response Rate
7.9%

Measure Name	2023 Summary Rate Score
Would Recommend (%Yes)	100%
All Other Plans (Comparative Rating) (%Well or Somewhat above average)	46.0%
Overall satisfaction (%Completely or Somewhat Satisfied)	84.2%
Finance Issues (%Well or Somewhat above average)	52.5%
Utilization and Quality Management (%Well or Somewhat above average)	51.8%
Network/Coordination of Care (%Well or Somewhat above average)	51.7%
Pharmacy (%Well or Somewhat above average)	39.0%
Health Plan Call Center Service Staff (%Well or Somewhat above average)	56.3%
Provider Relations (%Well or Somewhat above average)	64.2%

Overall Satisfaction Score: 84.2%

Would recommend Mercy Care Score: 100%

AHCCCS Complete Care-Regional Behavioral Health

ACC-RBHA

RBHA – Key Findings

Sample Size
486

Completed Surveys
31

Response Rate
6.4%

Measure Name	2023 Summary Rate Score
Would Recommend (%Yes)	93.3%
All Other Plans (Comparative Rating) (%Well or Somewhat above average)	61.3%
Overall satisfaction (%Completely or Somewhat Satisfied)	83.3%
Finance Issues (%Well or Somewhat above average)	53.9%
Utilization and Quality Management (%Well or Somewhat above average)	55.0%
Network/Coordination of Care (%Well or Somewhat above average)	51.6%
Pharmacy (%Well or Somewhat above average)	52.1%
Health Plan Call Center Service Staff (%Well or Somewhat above average)	58.8%
Provider Relations (%Well or Somewhat above average)	54.2%

Overall Satisfaction Score: 83.3%

Would Recommend Mercy Care Score: 93.3%

Division Of Developmental Disabilities

DDD

DDD – Key Findings

Sample Size
270

Completed Surveys
24

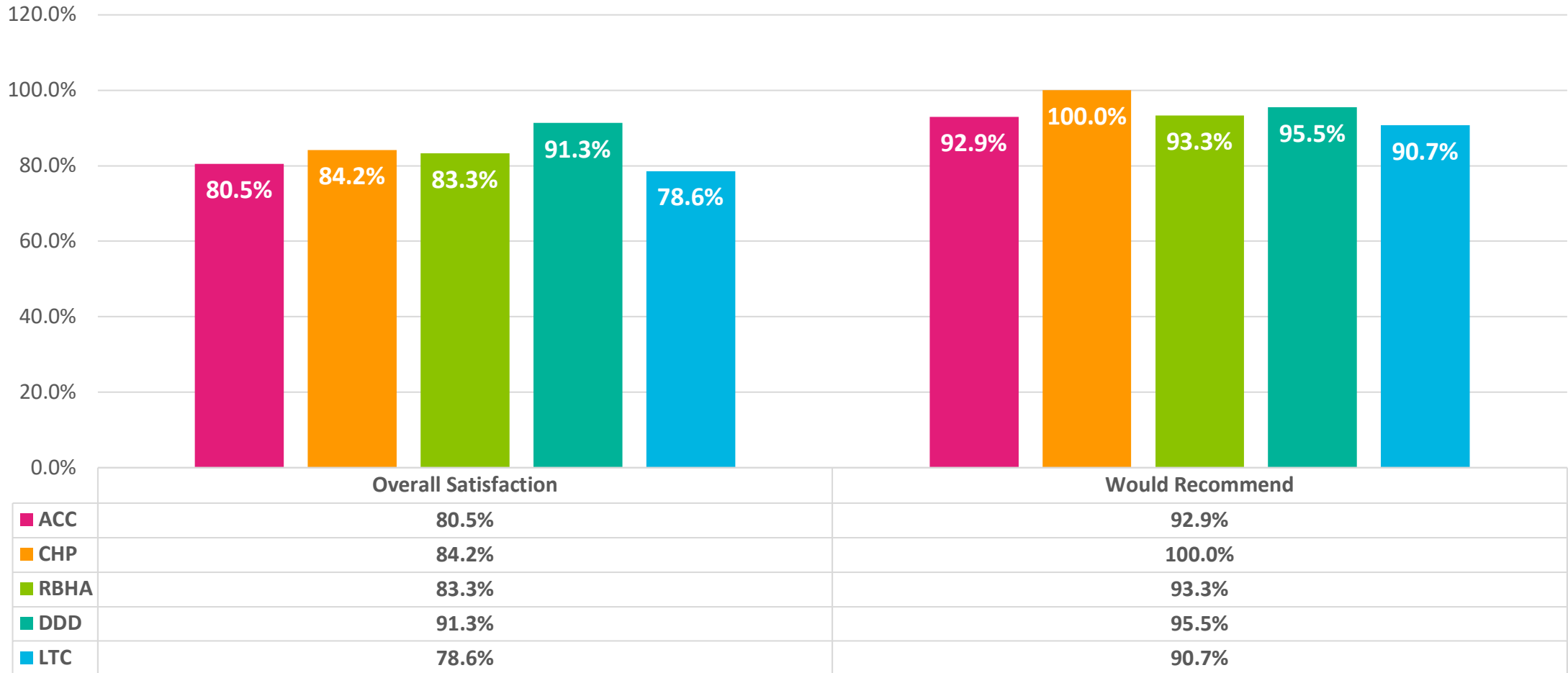
Response Rate
8.9%

Measure Name	2023 Summary Rate Score
Would Recommend (%Yes)	95.7%
All Other Plans (Comparative Rating) (%Well or Somewhat above average)	45.8%
Overall satisfaction (%Completely or Somewhat Satisfied)	91.3%
Finance Issues (%Well or Somewhat above average)	44.5%
Utilization and Quality Management (%Well or Somewhat above average)	50.9%
Network/Coordination of Care (%Well or Somewhat above average)	39.8%
Pharmacy (%Well or Somewhat above average)	18.7%
Health Plan Call Center Service Staff (%Well or Somewhat above average)	54.2%
Provider Relations (%Well or Somewhat above average)	40.3%

Overall Satisfaction Score: 91.3%

Would recommend Mercy Care Score: 95.7%

Overall results



ACC CHP RBHA DDD LTC

Proprietary and Confidential



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Thank you



mercy care