



## Memorandum

To: Louisiana Department of Health

From: Clarence Grant - Director, Provider Network Management

Date: May 12, 2022

Subject: 2021 Practitioner Satisfaction Survey

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The 2021 Practitioner Satisfaction Survey is attached for the committee's review and approval.

ACLA monitors its practitioners' satisfaction on an annual basis in order to assess the strength of its relationship with contracted providers. In 2021, AmeriHealth Caritas Louisiana (ACLA) partnered with SPH Analytics to conduct a provider satisfaction study. Results were provided to ACLA February 2022.

In 2022 SPH was successful in obtaining a 12% response rate for behavioral health and physical health providers. It should be noted that the response rate for this survey was considerably higher than 2019/2020 at 12% vs 7%.

### Highlights of this report include:

- Provider Relations scored 83% satisfaction vs average of 80% across MCO competitors.
- Provider Responsiveness by Account Executive was 88% vs 84% amongst MCO competitors
- Availability of behavioral health specialists to accommodate referrals within a reasonable number of days
- 84% of providers satisfied with Quality and Effectiveness of Provider Newsletters and Provider Directory
- 85% of providers are satisfied with ACLA educational trainings. This is also favorable re: provider education on HEDIS data and reporting at 87%
- 84% of providers are satisfied with the facilitation/support of appropriate clinical care and coordination of alternative care and community resources for patients
- Overall UM experience including peer to peer, UM staff sharing review of criteria, and access to case/care managers
- 88-90% of Providers recommend AmeriHealth Louisiana to other provider practices and patients. (Higher advocacy ratings were amongst our PCPs)



**Future Opportunities are listed in the report:**

Opportunities Identified:
<ul style="list-style-type: none"><li>• Availability of medical specialists to accommodate referral within reasonable number of days</li><li>• Timeliness of answering provider questions/resolving problems</li><li>• Resolution of claims payment problems or disputes</li><li>• UM timeliness with providing an authorization response for elective and non-urgent services and process of obtaining precertification/referral/authorization information</li><li>• Call Center scores with low satisfaction.</li></ul>



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## Contents

Overview .....	4
Focus.....	4
Goal .....	4
Annual Results .....	4
Methodology .....	4
Completion Rates .....	5
Overall Results .....	5
Overall Satisfaction .....	6
Practitioner Relations/Network Management .....	6
Claims Processing/Reimbursement Process .....	6
Experience with Utilization Management .....	7
Case Management and Care Coordination.....	7
Special Services .....	7
Network of Specialists.....	8
Practitioner Self Services .....	8
Navinet Training and Jiva .....	9
Cultural Competency .....	9
Linguistic Assistance.....	9
Practitioner Communication, Education and Training .....	9
2022 Interventions.....	10
2022 Opportunities .....	10-11



## Overview

### Focus

The survey was conducted with AmeriHealth Caritas Louisiana's contracted providers to assess their overall satisfaction with AmeriHealth Caritas Louisiana. The primary objectives of this research are to:

- Provide quantifiable and measurable feedback to AmeriHealth Caritas Louisiana regarding provider satisfaction with the health plan.
- Assess satisfaction of providers with specific activities, such as provider relations and services, claims reimbursement, utilization management, and care management.
- Track changes over time to monitor progress of action plans.
- Identify strengths and opportunities for improvement.

### Goal

To maintain or improve overall practitioner satisfaction with the plan.

### Annual Results

SPH Analytics an NCQA Accredited and CMS Approved Survey Vendor, was selected by AmeriHealth Caritas Louisiana to conduct our 2021 Practitioner Satisfaction Survey. The information obtained allows the plan to measure how it is meeting practitioner expectations and needs. The report summarizes the results and provided data in order to assess the plan's strength of relationships with contracted practitioners, identify opportunities for improvement and compare performance with other Medicaid Managed Care Organizations (MCOs). In the survey, respondents were asked to rate AmeriHealth Caritas Louisiana and all other MCO(s) in Louisiana.

### Methodology

- A mixed mode methodology (2-wave mail, Internet, phone) was used to maximize the response rate among providers.
- A total of 1,525 mail surveys were mailed to providers. Each mailing included a cover letter, a four-page survey booklet and a business return envelope. The cover letter included a link to complete the survey online.
  - Wave 1: October 22, 2021
  - Wave 2: November 19, 2021
- Following Internet and mail data collection, all remaining non-responders were dialed by telephone in an attempt to conduct the survey with an office manager or provider at the practice.



- Provider survey answers are based on questions to their experience with ACLA within each domain category. Providers are also asked to rate how this experience with ACLA compares to “All Other Medicaid Plans” in which they may be contracted or have engaged in to the respective domain categories. Scores relative to “All Other Medicaid Plans” is a cumulative score and not specific to one MCO.

**Data was collected from October 22, 2021, to January 6, 2022**

Sample Selected	Completed Surveys	Ineligible*	Response Rate
1,525	183	123	12%

The mail survey was distributed to a sample of 1,525 practitioners. From this sample, 183 surveys were completed yielding a return rate of 12%

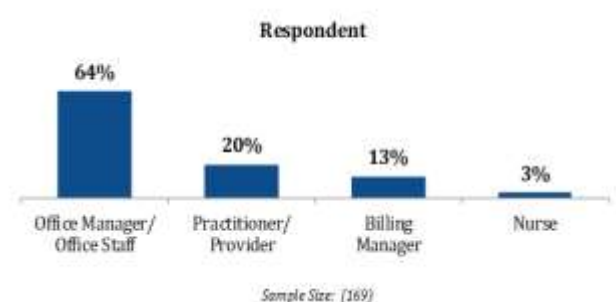
**\*Ineligible:** Unable to reach respondent to complete survey. Mail disposition Return to Sender and phone disposition any of the following: Dialer Disconnected, Fax/Modem, Non-working practice number or residential number.

### Completion Rates:

**Portion of Managed Care Volume represented by ACLA**



**Respondent Completing Survey**



Provider type participants consisted of Specialist, Behavioral Health, Primary Care and Other. Of these provider types 37% were Specialist, 37% were Behavioral Health, 30% were Primary Care



and 11% represented other. In identifying provider within each practice survey found that 46% were solo practitioners, 37% were 2-5 physician practices, and 17% made up of 5 or more physicians practicing within that office.

## Overall Results

The individual questions were pooled into categories specific to various areas within the organization in order to create composite scores. Each composite category represents an overall aspect of plan quality and was comprised of questions impacting that specific area of focus. The Plan's Practitioner Satisfaction Survey includes the following domains:

- Provider Relations
- Provider Enrollment
- Provider Resources
- Provider Education
- Network Resources
- Claims Processing/Claims Reimbursement
- Utilization Management
- Quality Management
- Care Management
- Pharmacy Services
- Cultural Competency
- Overall Satisfaction and Loyalty

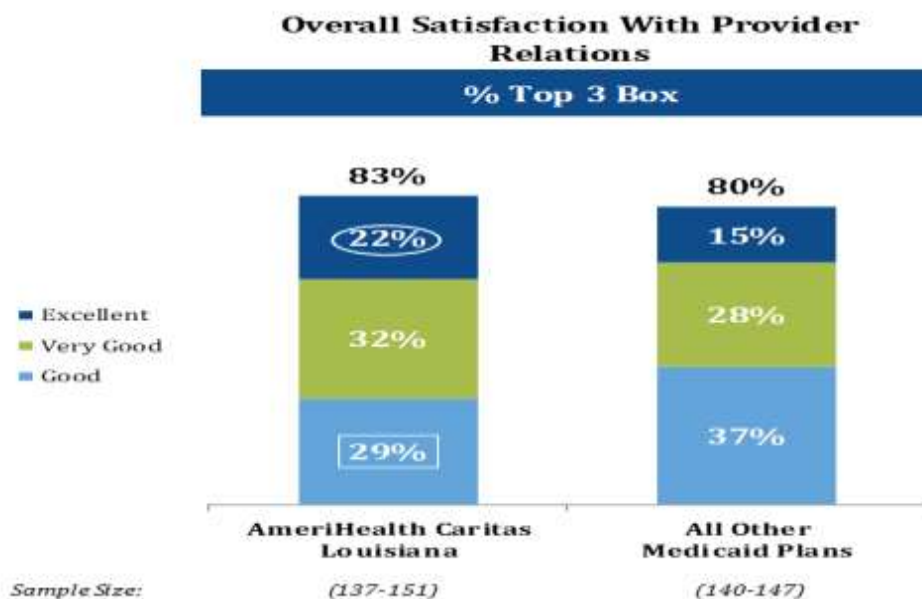


## Overall Satisfaction

- In 2021, Provider satisfaction with AmeriHealth Louisiana is slightly lower (81%) than satisfaction with “All Other” health plans, 84% (Top 3 Box Selection-Excellent/Very Good/Good). Although the Top Box rating (Excellent) of 23% for AmeriHealth Louisiana is higher than all other health plans at 17%. To add, 88-90% of providers recommended AmeriHealth Caritas Louisiana to other providers and patients. ACLA had higher advocacy ratings, particularly those whom are Primary Care Physicians.

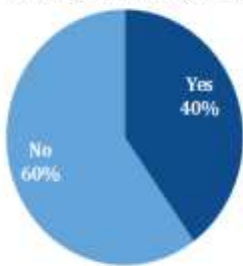
## Provider Relations

ACLA scored the highest composite score of 83% amongst survey respondents to 80% to all other MCOs. 88% of respondents surveyed ACLA as excellent regarding responsiveness courtesy of Provider Account/Provider Relations Executive. 78% rated ACLA as excellent to timeliness to answer questions and/or resolve problems to that of 76% of all MCOs. 40% of respondents responded positively to the knowledge of their ACLA Provider Account Executive vs 60% across all other MCOs.





**Knowledge Of  
Provider Account Executive**



Sample Size: (137)

**Experience With Provider Relations**

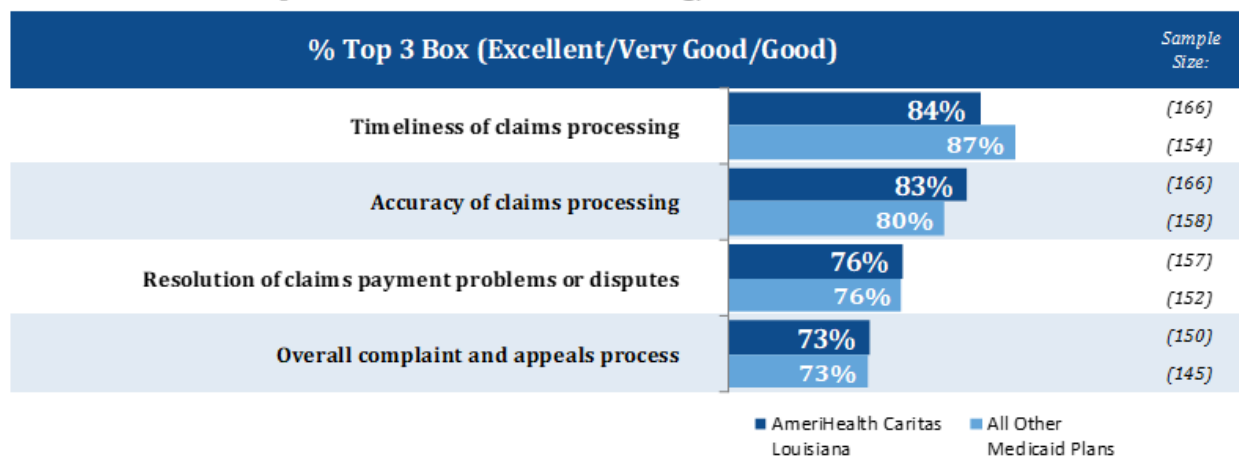


Overall satisfaction of the ACLA Call Center was 82% vs 81% to all other MCOs. ACLA also ranked higher to other MCOs in knowledge, accuracy and helpfulness of responses to telephone inquiries at 77% to 74% of all other MCOs.

### Claims Processing/Reimbursement Process

In 2021 practitioner respondents gave a favorable rating of 84% to timeliness of Claims Processing, 83% to accuracy of claims processing (slightly higher than all other MCOs whom were 80%), 76% to resolution of claims payment problems/disputes (no significant difference to all other MCOs) and 73% of overall complaint and appeals process (no significant difference to all other MCOs).

**Experience With Claims Processing/Claims Reimbursement**



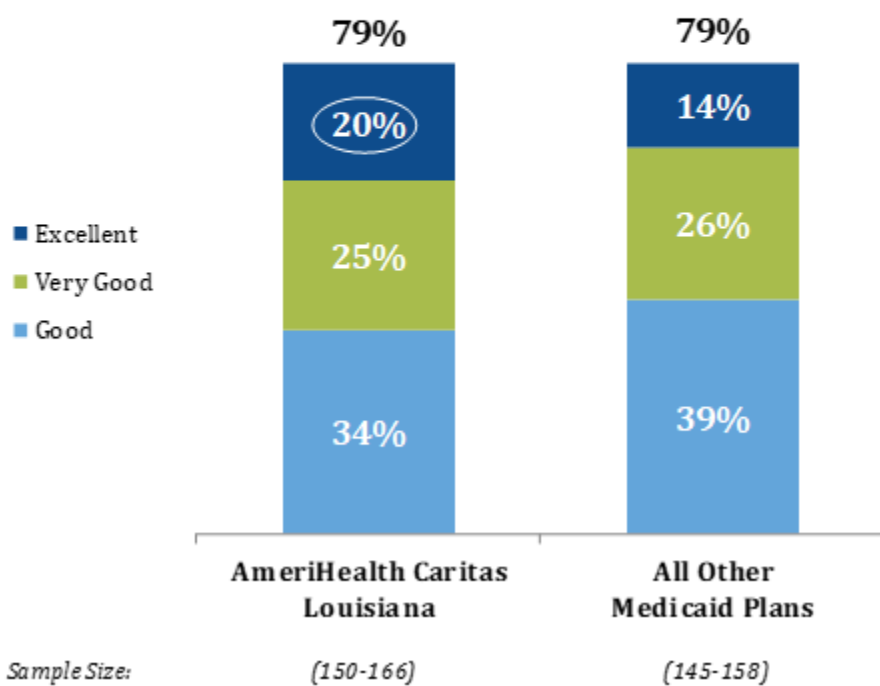
Overall composite score for Claims Processing for ACLA was 79% this was also the composite score for all other MCOs. ACLA ranked higher than all other MCOs at 20% as excellent to 14% based upon tiers of Excellent, Good and Very Good.





## Overall Satisfaction With Claims Processing

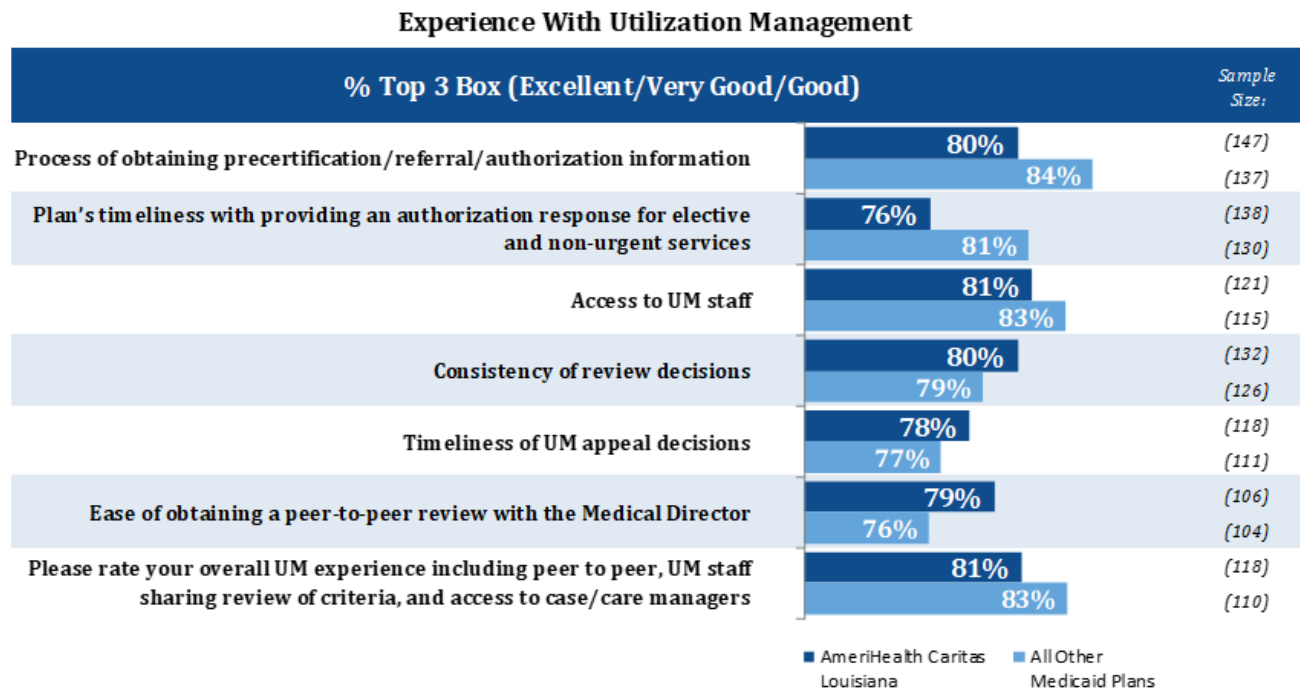
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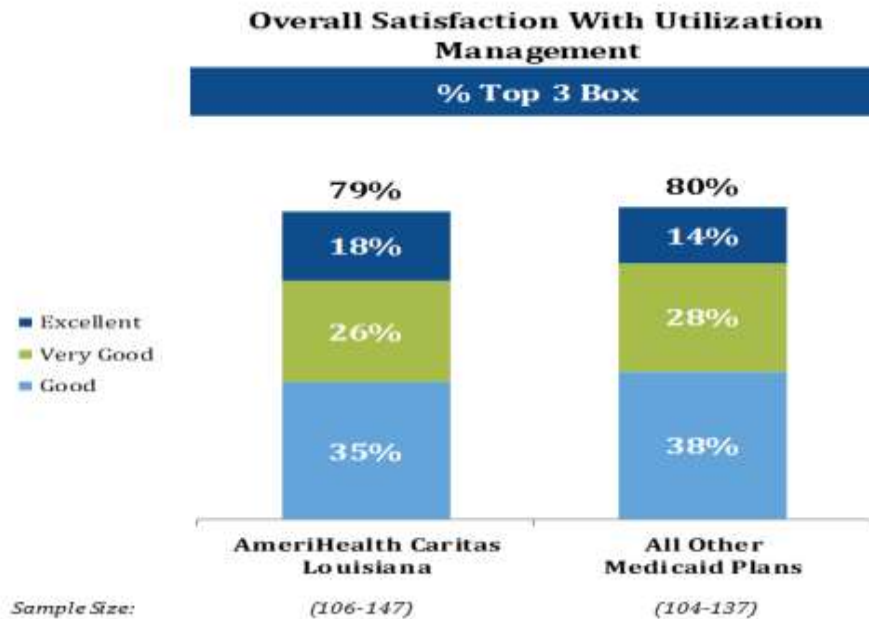


## Experience with Utilization Management

When asked about the process of pre-authorizations and referrals, ACLA practitioners responded the lowest with 80% to 84% to that of the other MCOs. The graph below displays this as well as other specific areas that ACLA practitioners rated ACLA for items in this domain.

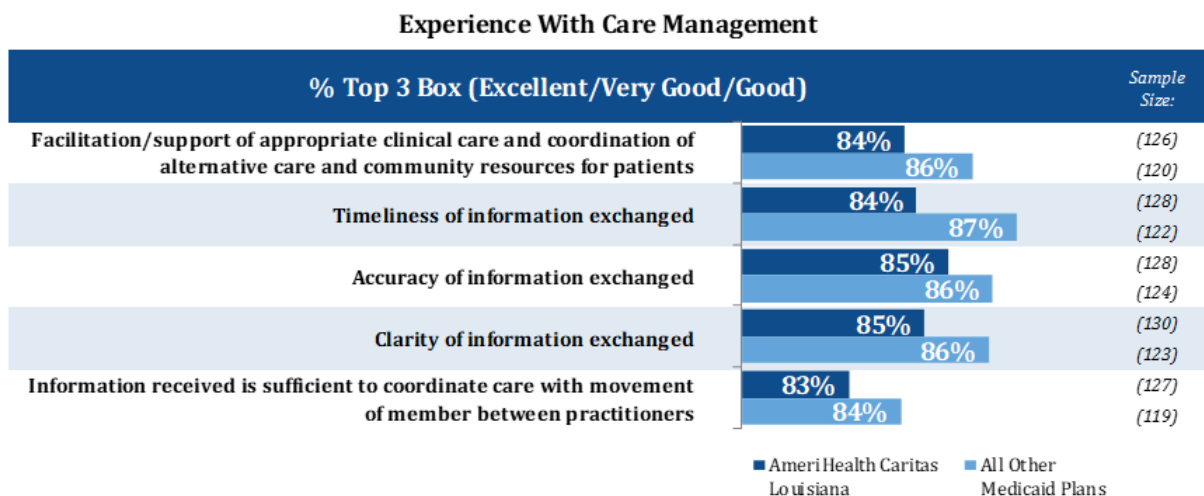


ACLA practitioners rated ACLA first regarding “Excellent” at 18% with Utilization Management.



### Case Management and Care Coordination

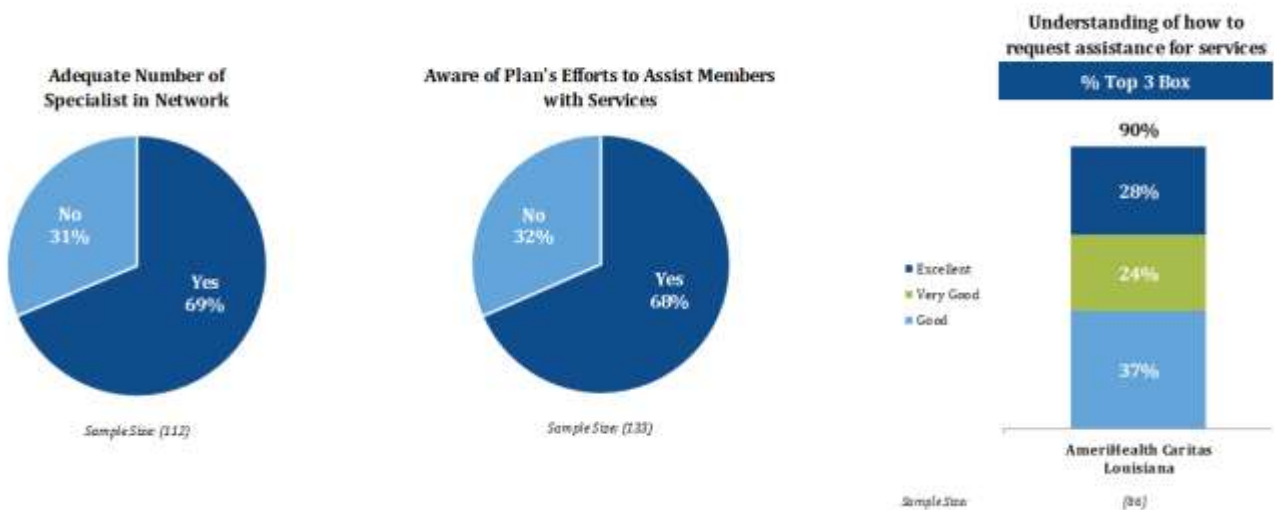
Overall, 84%% of practitioners felt that ACLA’s care management programs were effective for members and 84% responded favorably regarding continuity and coordination of care. ACLA was 1-3 percentage points higher or lower than the other MCOs in domain categories such as Timeliness of information exchanged, accuracy of information exchanged, clarity of information exchanged, and information received was sufficient to coordinate care between practitioners.





## Network / Provider Resources

In 2021, 77% of survey respondents indicated the ACLA's medical specialist network had an adequate number of specialists to whom they could refer patients. 79% indicated adequate number of Behavioral Health specialists in which they could refer successfully. 69% of respondents indicated that ACLA has an adequate number of specialist in network compared to that of 31% of all other MCOs. ACLA also scored the highest of all other MCOs in providers understanding how to request assistance for services and specialist.



In 2021, 84% of ACLA practitioners indicated a favorable experience with our provider portal, NaviNet compared to that of 87% of all other MCOs with they're portal. Most practitioners said they used the "Member benefits/eligibility verification" service, followed by the "Claims status" option.

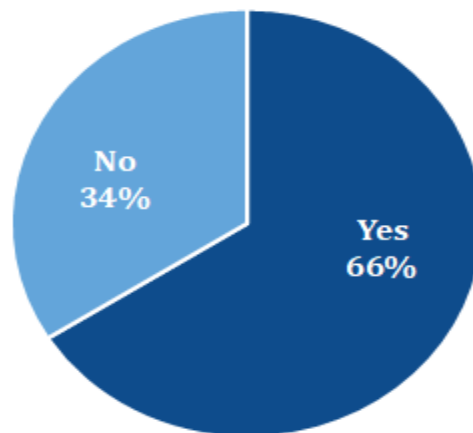


## Cultural Competency

66% of practitioners surveyed are aware of the language assistance/telephone interpreter services offered by ACLA. 35% of providers indicated that they have information available to members of language services offered by ACLA and 28% stated that they have professional or certified interpreters available for members; paid and/or voluntary.

Many provider respondents also indicated that they are aware of the importance and sensitivity to cultural competencies and make it a practice to receive trainings in the areas of Medical Bias and LGBTQIA+ Cultural Competency. And also use professional guidelines when engaging with members from different religions cultures and backgrounds.

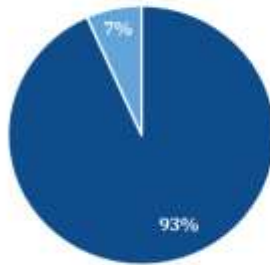
**Aware Plan Offers Language Assistance Service**



*Sample Size: (162)*

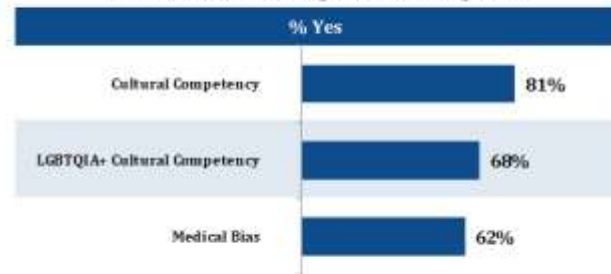


Use professional guidelines when working with patients from other religions, cultures, language backgrounds or special needs



Sample Size: (134)

Practice received training in the following areas:

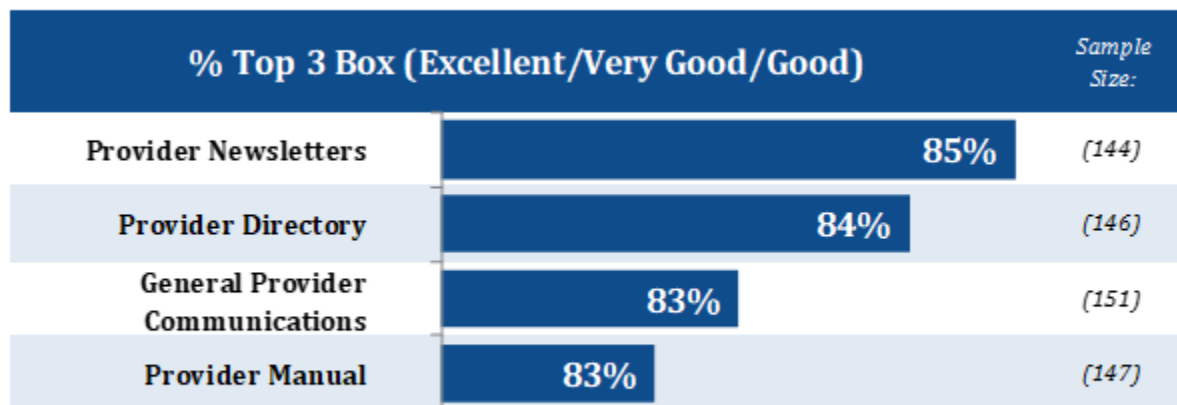


Sample Size: (205)

### Practitioner Communication, Education, and Training

ACLA scored the highest amongst all other MCOs in satisfaction to trainings and education on HEDIS data collection and reporting with score of 86 and 87% to that of 81 and 84% of all other MCOs. ACLA also scored higher in Quality and Effectiveness of educational materials provided such as:

### Quality and Effectiveness of the following materials:



■ Ameri Health Caritas Louisiana



## **2021 Interventions**

In 2021, ACLA facilitated regular virtual practitioner trainings focused on claims processes, quality, case management, Clinical care, Behavioral Health and other areas of interest. Practitioner Account Executives (AE) met with practitioner groups to identify and address individual practice issues for both physical and behavioral health. Clinical Liaisons continued to operate within the Practitioner Network Management Team to collaborate with practitioners and capitalize on merging relationships between ACLA departments (i.e. Utilization Management, Care Management, Claims, etc.) as well ACLA's Network Practitioners. ACLA published multiple communications to assure all practitioners were informed of changes and updates.

## **2022 Future Opportunities**

### **2022 Opportunities and Action Plan**

Based on the 2021 survey results, the following are identified opportunities in which ACLA will strategize around to achieve YOY improvement and increased provider satisfaction. We plan to approach the below via enhanced dialogue in JOCs and provider meetings/visits, increased education to our provider portal, specific topics of discussion within PAC meetings to gather provider feedback, and review current processes to identify where operational changes are needed to make for a better provider experience.

#### **A. Provider Resources**

- a. Timeliness of Provider Contact Center staff in resolving claims payment issues
- b. Overall experience with our provider portal
- c. Knowledge, accuracy, and helpfulness of responses to telephone inquiries
- d. Overall satisfaction with our call center



**B. Claims Processing**

- a. Overall complaint and appeals process
- b. Resolution of claims payment problems or disputes
- c. Accuracy of claims processing
- d. Timeliness of claims processing

**C. Utilization Management**

- a. Consistency of review decisions
- b. Plan's timeliness with providing an authorization response for elective and non-urgent services
- c. Timeliness of UM appeal decisions
- d. Process of obtaining precertification/referral/authorization information

**D. Practitioner Network Management**

- a. Increase visibility of Account Executives with consistent reminders to practitioners of their assigned AE and contact information
- b. Timeliness to answer questions and/or resolve problems in a feasible window

**E. Network Resources**

- a. Increase network of Specialists.
- b. Quality and effectiveness of: Provider manual/General provider communications