



Healthy Blue
Attestation for Reports

I, Janel Gary, as Chief Operating Officer for Healthy Blue do hereby attest, based upon my best knowledge, information and belief, that the data, documentation, and/or information provided in the HBL 2021 Provider Satisfaction Survey is accurate, true, and complete.

I understand that should LDH determine the submitted information is inaccurate, untrue, or incomplete, Healthy Blue may be subject to monetary penalties or sanctions and/or fines as outlined in of the Contract.

A handwritten signature in blue ink that reads 'Janel Gary'.

Signature/Title

COO

May 13, 2022
Date

Topic	#	Number	kg	Question	Scale	Average Rating (1-5)	Positive Rating
Provider Enrollment	1	1		Please rate your satisfaction with the provider enrollment contracting process.	1-5	4.06	
Provider Resources	2			Please rate the quality and effectiveness of the following materials:			
Provider Resources	2.1	2		· Provider manual	1-5	4.06	
Provider Resources	2.2	3		· Provider newsletters	1-5	4.17	
Provider Resources	2.3	4		· General provider communications	1-5	3.85	
Provider Resources	2.4	5		· Provider directory	1-5	3.9	
Provider Resources	3	6		Are you aware that we offer language assistance service to you when caring for our members?	Yes/No		94%
Provider Resources	4	7		Please rate call center claims staff on knowledge, accuracy, and timeliness in resolving claims payment issues.	1-5	3.79	
Provider Resources	5	8		Please rate the overall experience with our provider portal.	1-5	3.96	
Provider Education	6	9		How satisfied are you with our educational trainings?	1-5	3.74	
Provider Education	7	10		How satisfied are you with the education provided on HEDIS data collection and reporting?	1-5	3.7	
Claims Processing/Claims Reimbursement	8			Please rate your experience with our performance in the following areas:			
Claims Processing/Claims Reimbursement	8.1	11		Accuracy of claims processing	1-5	4.17	
Claims Processing/Claims Reimbursement	8.2	12		Resolution of claims payment problems or disputes	1-5	3.69	
Claims Processing/Claims Reimbursement	8.3	13		Overall complaint and appeals process	1-5	3.38	
Network	9			Please rate:			
Network	9.1	14		Availability of medical specialists to accommodate your referral within a reasonable number of days.	1-5	3.53	
Network	9.2	15		Availability of behavioral health specialists' referral to accommodate your referral within a reasonable number of days.	1-5	3.51	
Network	9.3	16		Ability to address the needs of members with special health care needs.	1-5	3.56	
Network	9.4	17		Ability to coordinate alcohol and/or substance use services, inclusive of residential or inpatient, when needed.	1-5	3.49	
Network	9.5	18		Ability to coordinate mental health use services, inclusive of residential or inpatient, when needed.	1-5	3.51	
Network	10			Please rate your experience with coordination of behavioral health care services in the following areas:			
Network	10.1	19		Timeless	1-5	3.79	
Network	10.2	20		Accuracy	1-5	3.97	
Network	10.3	21		Clarity	1-5	3.95	
Network	10.4	22		Sufficiency of information to coordinate care	1-5	3.87	
Utilization Management	11	23		Please rate your experience with the process of obtaining pre-certification/referral/authorization information.	1-5	3.99	
Utilization Management	12	24		Please rate your overall UM experience including peer to peer, UM staff sharing review of criteria and access to case/care managers.	1-5	3.68	
Customer Service/Provider Relations	13	25		Do you know your Provider Relations representative assigned to your organization?	Yes/No		37.50%
Customer Service/Provider Relations	14	26		Please rate your overall experience (knowledge, timeliness, access) with your Provider Relations representative.	1-5	3.52	
Customer Service/Provider Relations	15	27		Please rate your experience with the timeliness to answer questions and/or resolve problems.	1-5	3.49	
Customer Service/Provider Relations	16	28		Please rate your overall satisfaction of our call center.	1-5	3.58	
Overall Satisfaction	17	29		Please rate your overall satisfaction with [MCO].	1-5	3.97	
Overall Satisfaction	18	30		Would you recommend [MCO] to other practitioners?	Yes/No		91.40%