

2017 Provider Satisfaction Report



Aetna Better Health of Louisiana

Project Number: 9128480

Introduction

Your Sales Executive is Candi Charmoli (770-299-1411), and your Account Project Manager is Mary Harris (770-978-3173 ext. 1352). Should you have any questions or comments regarding any aspect of the survey or reporting process, please feel free to call either your Sales Executive or Account Project Manager.

Many organizations conduct the SPH Provider Satisfaction Survey to monitor provider satisfaction levels and to respond to one or more NCQA Health Plan Accreditation Standards. The 2017 SPH Provider Satisfaction Survey template was designed to support the following NCQA standards.

- ✓ NCQA Standard QI 4 (Member Experience) currently directs managed care organizations, at least annually, to assess the practitioner's experience with the UM process. Organizations are expected to collect and analyze data and provider feedback in an effort to drive quality improvements.
- ✓ NCQA Standard QI 8 (Continuity and Coordination of Medical Care) looks to managed care organizations to gather information, at least annually, to assess and identify opportunities to improve coordination of medical care across its delivery system. This includes conducting quantitative analysis of data and feedback.

The Provider Satisfaction Survey targets providers to measure their satisfaction with Aetna Better Health of Louisiana. For comparison purposes, results are presented by Summary Rates. The Summary Rate is the sum of the proportion of respondents who selected the most positive response options ('Well above average' or 'Somewhat above average;' 'Yes;' 'Completely satisfied' or 'Somewhat satisfied;' '8-10;' and 'Excellent' or 'Very good') for the attribute.

Composite scores are calculated by taking the average Summary Rates of the attributes in the specified section. The following composites are included in the Aetna Better Health of Louisiana survey:

- ☒ Overall Satisfaction
- ☒ All Other Plans (Comparative Rating)
- ☒ Finance Issues
- ☒ Utilization and Quality Management
- ☒ Network/Coordination of Care
- ☒ Health Plan Call Center Service Staff
- ☒ Provider Relations
- ☒ Provider Portal
- ☒ Special Services

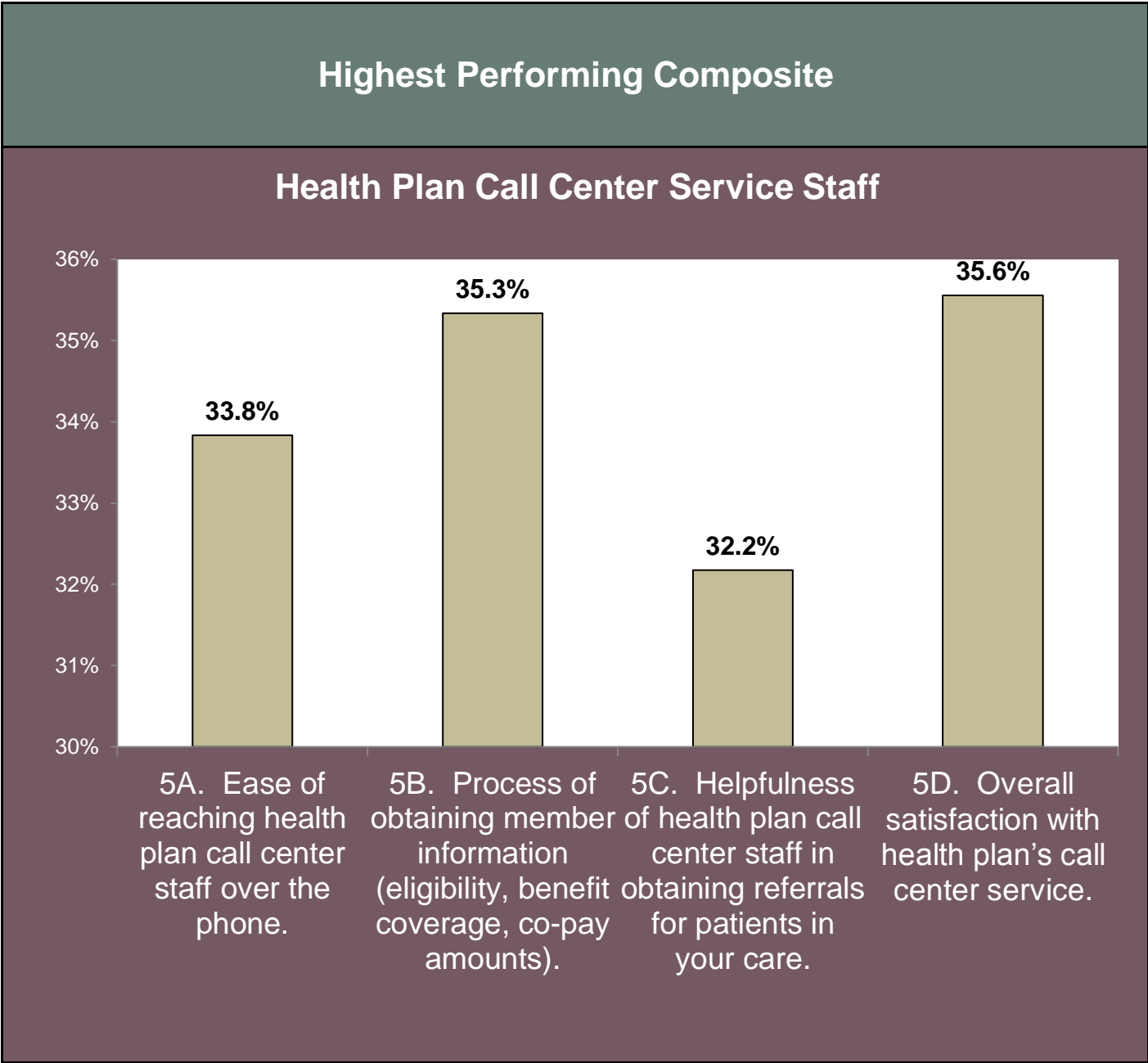
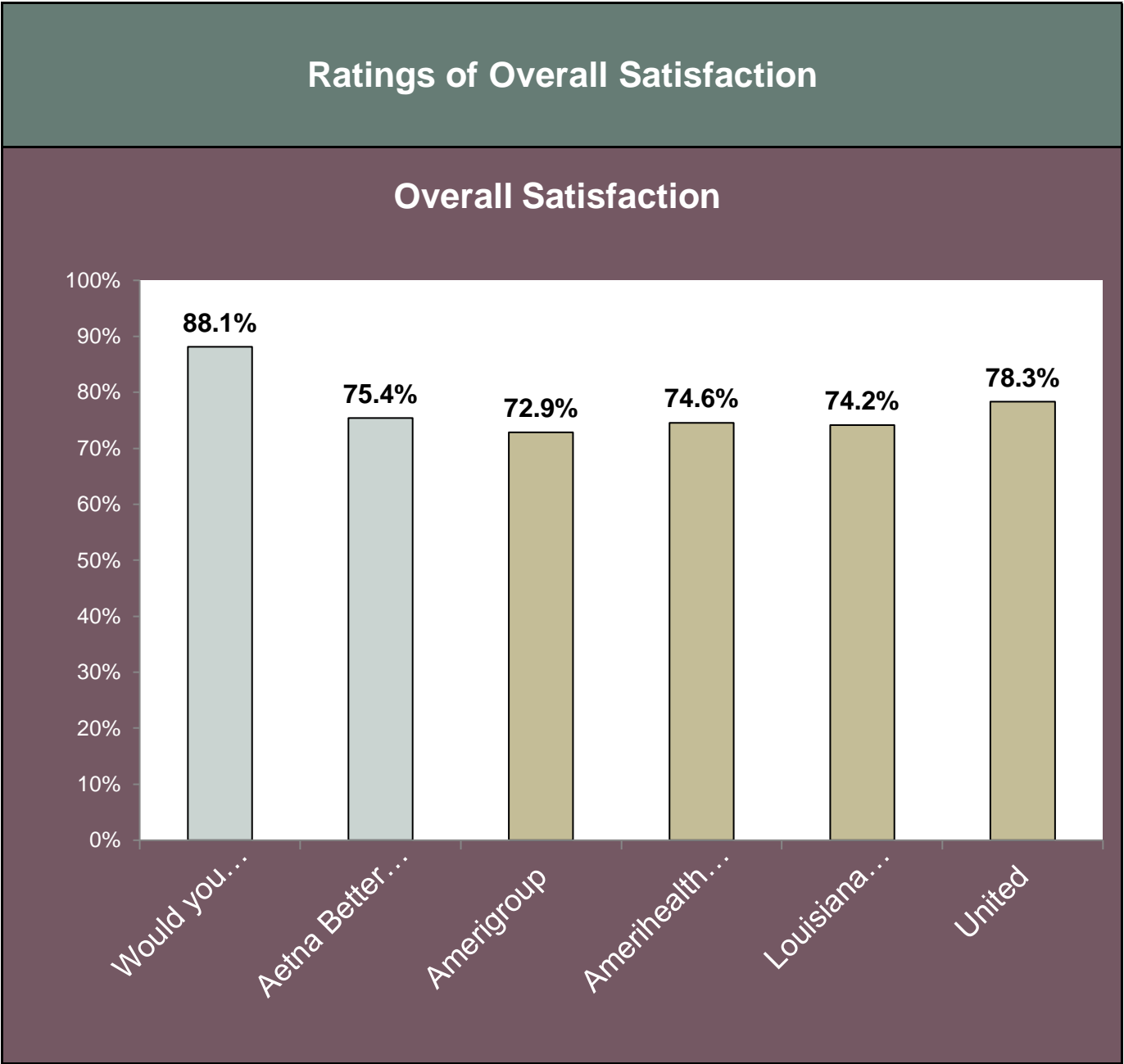
Chart 1 highlights key results from Aetna Better Health of Louisiana's Provider Satisfaction Survey.

Chart 1

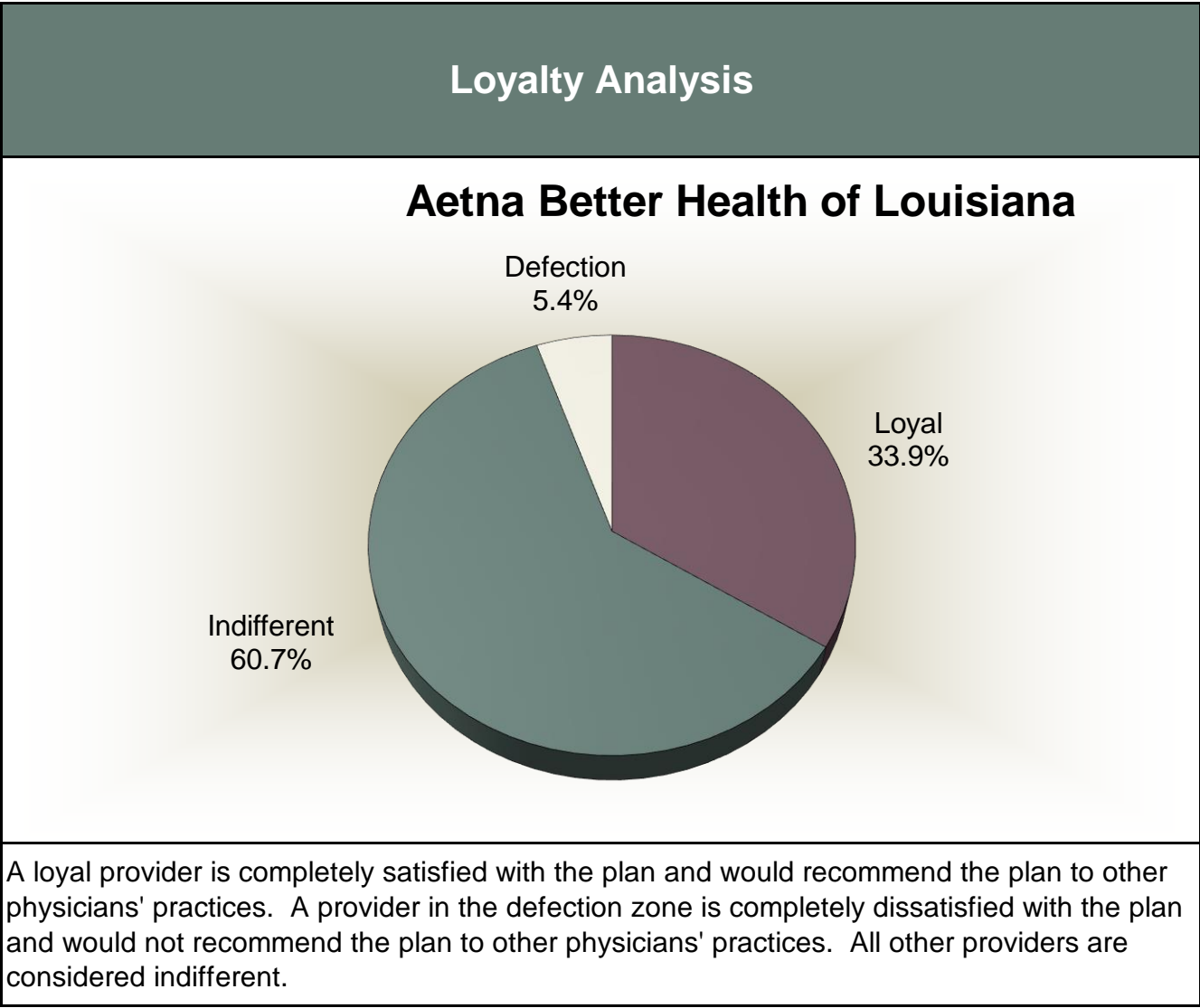
Provider Satisfaction Report Highlights

Aetna Better Health of Louisiana

Summary Rate Scores	Highest and Lowest Performing Questions	2017		2017 Mean Scores**		2016 SPH B.o.B.***	
		n*	SRS*	Aetna Better Health of Louisiana	SPH B.o.B.	Medicaid	Aggregate
	Highest Scoring Questions						
	8C. How satisfied are you with Aetna Better Health of Louisiana's language assistance service?	1	100.0%	4.00	NA	NA	NA
	9A. How satisfied are you with the following: Information you received in the provider manual on Cultural Competency.	39	74.4%	3.95	NA	NA	NA
	7B. Finding information you needed regarding member eligibility.	58	74.1%	3.95	NA	NA	NA
	Lowest Scoring Questions						
	3D. The health plan's facilitation/support of appropriate clinical care for patients.	126	23.8%	3.21	3.27	30.1%	31.2%
	4C. The timeliness of feedback/reports from specialists in this health plan's provider network.	110	23.6%	3.16	3.24	27.9%	28.7%
	10E. Please rate your experience with Aetna Better Health of Louisiana's coordination of behavioral health care services in the following domains: Timeliness.	46	21.7%	2.91	NA	NA	NA



Priority Matrix		
Composite	Correlation****	Percentile
Strength		
No composites are considered Strengths.		
Top Priority		
Provider Relations	0.570	53rd
Utilization and Quality Management	0.548	31st
Finance Issues	0.545	48th
Health Plan Call Center Service Staff	0.518	38th
Strength: Composite is highly correlated with overall satisfaction and ranks at or above the 75th percentile when compared to the SPH Analytics Book of Business benchmark.		
Top Priority: Composite is highly correlated with overall satisfaction and ranks below the 75th percentile when compared to the SPH Analytics Book of Business benchmark.		



* The Valid n represents the number of responses to the question. Summary Rate Scores (SRS) represent the top two response percentages ("Well above average" and "Somewhat above average;" "Yes;" and "Completely satisfied" and "Somewhat satisfied").

** Mean scores are the average of all responses. SPH B.o.B. is represented by the Medicaid Book of Business.

*** SPH Analytics's 2016 Medicaid Book of Business benchmark consists of data from 58 plans representing 14957 respondents, while the Aggregate Book of Business benchmark consists of data from 83 plans representing 22418 respondents in Primary Care, Specialty, and Behavioral Health areas of medicine.

**** A correlation coefficient approaching a value of 1.000 represents an increasing association of the composite with overall satisfaction.

Note: Significance Testing - Cells highlighted in red denote current year plan percentage is significantly lower when compared to benchmark data; cells highlighted in green denote current year plan percentage is significantly higher when compared to benchmark data; no shading denotes that there was no significant difference between the percentages, there is no comparable data, or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

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1. Executive Summary

SPH Analytics (SPH), a National Committee for Quality Assurance (NCQA) Certified Survey Vendor, was selected by Aetna Better Health of Louisiana to conduct its 2017 Provider Satisfaction Survey. Information obtained from these surveys allows plans to measure how well they are meeting their providers' expectations and needs. Based on the data collected, this report summarizes the results and assists in identifying plan strengths and opportunities.

SPH followed a one-wave mail and Internet¹ with phone follow-up survey methodology to administer the Provider Satisfaction Survey from October to November of 2017. A total of 172 surveys were completed (53 mail, 20 Internet, and 99 phone), yielding a response rate of 5.3% for the mail/Internet data component and 8.8% for the phone data component. Please refer to the *Methodology* (Section 2) for further detail on the calculation of response rates.

The chart below presents 2017 Summary Rates² for Aetna Better Health of Louisiana's composites and key attributes. Data and significance testing for trend years (if applicable) and the 2016 SPH Analytics Medicaid Book of Business are also provided for comparison.

Composites/Attributes	2017 Summary Rates	2016 Summary Rates	*	2015 Summary Rates	*	2016 SPH Medicaid BoB Summary Rates ³	**
Overall Satisfaction with Aetna Better Health of Louisiana	75.4%	66.4%		NA		64.6%	
All Other Plans (Comparative Rating)	27.6%	31.8%		NA		33.6%	
Finance Issues	30.7%	35.9%		NA		31.7%	
Utilization and Quality Management	26.7%	33.9%		NA		31.7%	
Network/Coordination of Care	27.0%	31.2%		NA		28.5%	
Health Plan Call Center Service Staff	34.2%	38.4%		NA		37.4%	
Provider Relations	33.2%	32.2%		NA		35.6%	
Recommend to Other Physicians' Practices	88.1%	76.7%		NA		80.9%	

*↓↑ Indicates a significant difference when compared to previous years (if applicable).

**↓↑ Indicates a significant difference when compared to the 2016 SPH Analytics Medicaid Book of Business.

¹ The wave of mail included the web address, along with a user ID and password, to complete the survey online.

² The Summary Rate represents the most favorable response percentage(s).

³ SPH Analytics' 2016 Medicaid Book of Business consists of data from 58 plans representing 14,957 respondents in Primary Care, Specialty, and Behavioral Health areas of medicine.

Presentation of Results

- Summary Rate is the proportion of respondents who selected the most positive response options ('Well above average' or 'Somewhat above average,' 'Yes,' 'Completely satisfied' or 'Somewhat satisfied,' '8-10,' and 'Excellent' or 'Very good') for the attribute.
- Attributes are the individual questions that focus on specific characteristics of the health plan.
- Composites are calculated by taking the average of the Summary Rates of the attributes in the specified section.
- 2016 SPH Analytics Medicaid Book of Business consists of data from 58 plans representing 14,957 respondents in Primary Care, Specialty, and Behavioral Health areas of medicine.
- 2016 SPH Analytics Aggregate Book of Business consists of data from 83 plans representing 22,418 respondents in Primary Care, Specialty, and Behavioral Health areas of medicine.

2017 Provider Satisfaction CompositesAll Other Plans (Comparative Rating)

This item asks the respondent to rate Aetna Better Health of Louisiana compared to all other plans with which the provider contracts.

Finance Issues

This composite addresses the consistency of reimbursement fees with contract rates, accuracy and timeliness of claims processing, and resolution of claims payment problems or disputes.

Utilization and Quality Management

This composite measures access to knowledgeable Utilization Management staff, procedures and timeliness for obtaining pre-certification/referral/authorization information, the health plan's facilitation/support of appropriate clinical care for patients, access to Case/Care Managers from this health plan, and the degree to which the plan covers and encourages preventive care and wellness.

Network/Coordination of Care

This composite addresses the number and quality of specialists, as well as the timeliness of feedback/reports from specialists in this health plan's provider network.

Health Plan Call Center Service Staff

This composite measures the ease of reaching health plan call center staff over the phone, the process of obtaining member information (eligibility, benefit coverage, co-pay amounts), the helpfulness of health plan call center staff in obtaining referrals for patients in their care, and overall satisfaction with the health plan's call center service.

Provider Relations

This composite addresses the quality of the provider orientation process and of written communications, policy bulletins, and manuals. If a Provider Relations representative from the health plan is assigned to the practice, providers are also asked about the representative's ability to answer questions and resolve problems.

Provider Portal

This composite asks providers if they have logged into and used the Aetna Provider Portal and if they have, providers were asked to rate their satisfaction with finding information on the portal that they needed regarding member eligibility, claim payments or remittance advices, and patient (member) Gaps in Care Report. Additionally, this composite measures the portal's prior authorization, requirement submissions, confirmations, and reporting functions. Providers were also asked to rate their overall experience with the Provider Portal.

Special Services

This composite asks about Aetna's special services. Providers are asked whether they are aware that Aetna Better Health of Louisiana offers a language assistance/telephone interpreter services to them when calling. If providers are aware of this service, then they are asked if they have used it and for their level of satisfaction with the service. Additionally, providers are asked to rate their satisfaction with the information they receive in the provider manual on Cultural Competency, the Cultural Competency training materials and sessions, and the accessibility of state required behavioral health training. Providers are also asked to rate Aetna Better Health of Louisiana compared to their experience with other Healthy Louisiana MCOs they work with; in the following service areas: Ability to provide services to children with special healthcare needs, Ability to coordinate mental health services, inclusive of residential or inpatient, Ability to coordinate alcohol and/or substance use services, inclusive of residential or inpatient, and Ability to coordinate rehabilitation services. Lastly, providers are asked to rate their experience with Aetna Better Health of Louisiana's coordination of behavioral health care services on timeliness, accuracy, and sufficiency of information.

Overall Satisfaction

Respondents are asked if they would recommend Aetna Better Health of Louisiana to other physicians' practices. They are also asked to rate their overall satisfaction with each of the following health plans:

- Aetna Better Health of Louisiana
- Amerigroup
- Amerihealth Caritas
- Louisiana Health Care Connections
- United

Three open-ended question allows respondents to comment on if there are any functions that they would like to see added to the Provider Portal, what Aetna Better Health of Louisiana can do to improve their experience with the Provider Portal and its service to their organization.

2. Methodology

SPH utilized a one-wave mail and Internet⁴ with phone follow-up survey methodology to administer the Provider Satisfaction Survey:

Survey Administration Tasks	Date
First questionnaire, including the web address to complete the survey online, is sent to each provider's office.	10/23/2017
Telephone calls by CATI (computer-assisted telephone interviews) are conducted for non-respondents.	11/6/2017
Data collection ends.	11/30/2017

Sampling Methodology

Aetna Better Health of Louisiana provided SPH with a database consisting of 7,921 Aetna Better Health of Louisiana providers. From the database of unique providers, a stratified sample (Specialist = 1050, PCP = 375, Hospitals = 75) of 1,500 providers were sampled. A total of 172 mail, Internet, and phone surveys were completed.

Response Rate

Aetna Better Health of Louisiana's sample size is 1,500. SPH Analytics collected 172 surveys (53 mail, 20 Internet, and 99 phone) from the eligible provider population from October to November of 2017. After adjusting for ineligible members, your mail/Internet survey response rate is 5.3%, and your phone survey response rate is 8.8%. A response rate is only calculated for those providers who are eligible and able to respond.

The mail/Internet survey was distributed to a sample of 1,500 providers, and a total of 111 surveys were considered ineligible. Mail surveys are considered ineligible if returned for the following reasons: bad address with no forwarding information, provider is deceased, or if the provider no longer participates with the health plan. The chart on the following page shows the number of ineligible mail surveys for these disposition categories.

At the pre-determined date, follow-up phone calls were made to office managers of non-respondent practices by means of the CATI system. As a result, 1,449 office managers were included in the database for the phone follow-up data collection component. From this sample of office managers, 99 surveys were completed. Phone surveys are considered ineligible if they meet one of the disposition categories listed in the table on the following page.

Survey Methodology	Ineligible Disposition	N
--------------------	------------------------	---

⁴ The wave of mail included the web address, along with a user ID and password, to complete the survey online.

Mail/Internet Component	Bad Address with no forwarding information	111
	Deceased, Not Eligible	0
TOTAL MAIL/INTERNET INELIGIBLE SURVEYS		111

Survey Methodology	Ineligible Disposition	N
Phone Component	Deceased	0
	No Eligible Respondent	126
	Wrong Number	96
	Fax/Pager/Modem/Data Line	13
	Not in Service	0
	Disconnected	73
	Number Changed	11
	Cell Phone	0
TOTAL PHONE INELIGIBLE SURVEYS		319

To calculate the response rate, ineligible surveys are subtracted from the sample size:

$$\frac{\text{Completed surveys}}{\text{Sample size} - \text{Ineligible surveys}} = \text{Response rate}$$

Using the final figures from Aetna Better Health of Louisiana's Provider Satisfaction Survey, the numerators and denominators used to compute your response rates are as follows:

Mail/Internet Component

$$\frac{53 \text{ (mail)} + 20 \text{ (Internet)}}{1,500 \text{ (sample)} - 111 \text{ (ineligible)}} = 5.3\%$$

Phone Component

$$\frac{99 \text{ (phone)}}{1,449 \text{ (sample)} - 319 \text{ (ineligible)}} = 8.8\%$$

Profile of Survey Respondents

The demographic characteristics of surveyed respondents should be representative of your provider population. Page 2A illustrates the percentage of respondents by demographic category within your respondent group:

- ☒ Area of Medicine (A)
- ☒ Physicians in Practice (B)
- ☒ Years in Practice (C)
- ☒ Portion of Managed Care Volume Represented by Health Plan (D)
- ☒ Survey Respondent (E)
- ☒ Insurance Participation (G)

Page 2B provides the demographic proportions for Aetna Better Health of Louisiana compared to trend data (if applicable) while page 2C provides the percentage of respondents by demographic category and is compared to the 2016 SPH Analytics Medicaid Book of Business. Page 2C also includes the overall satisfaction (11B) Summary Rate Score for both Aetna Better Health of Louisiana and the 2016 SPH Analytics Medicaid Book of Business for each demographic category.

A *z-test* determines significant differences between the percentages, which are highlighted to help identify how your plan's population compares to the benchmark. See the *Technical Notes* for more information on this topic.

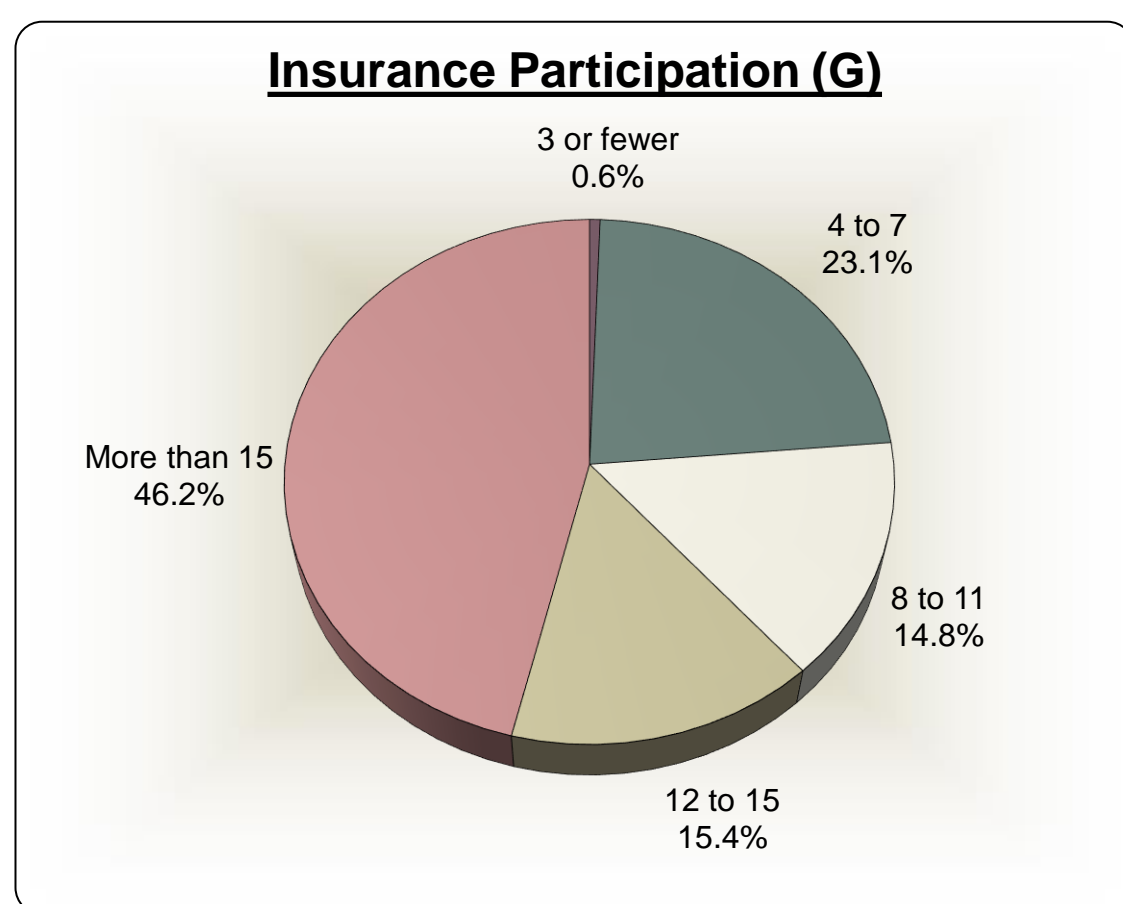
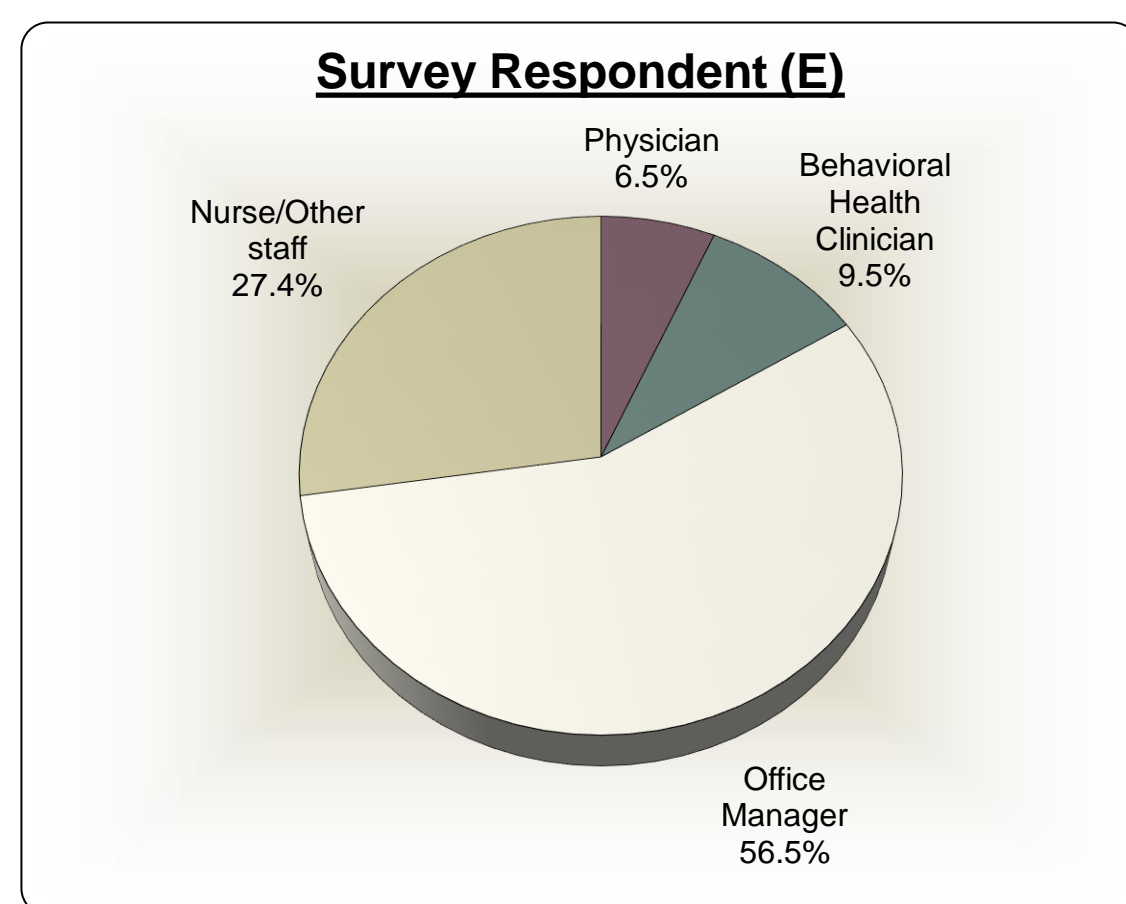
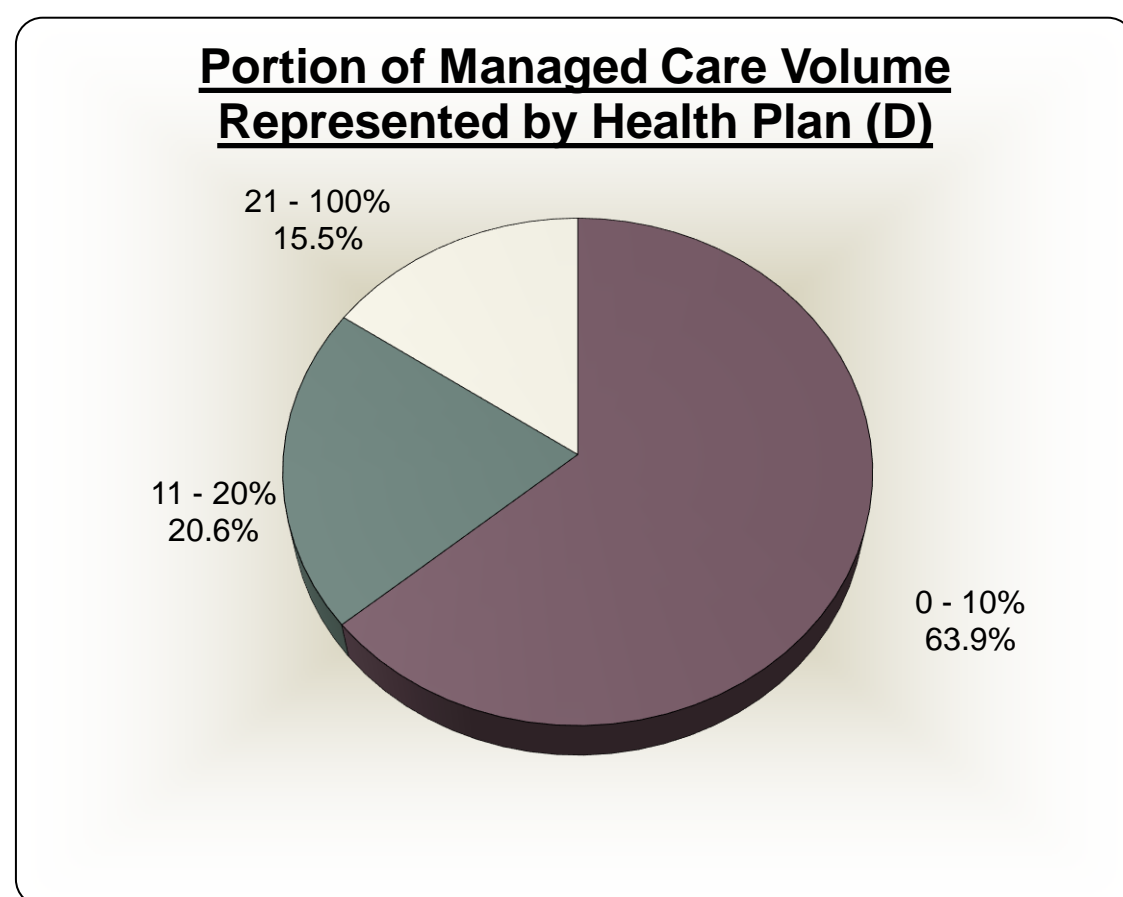
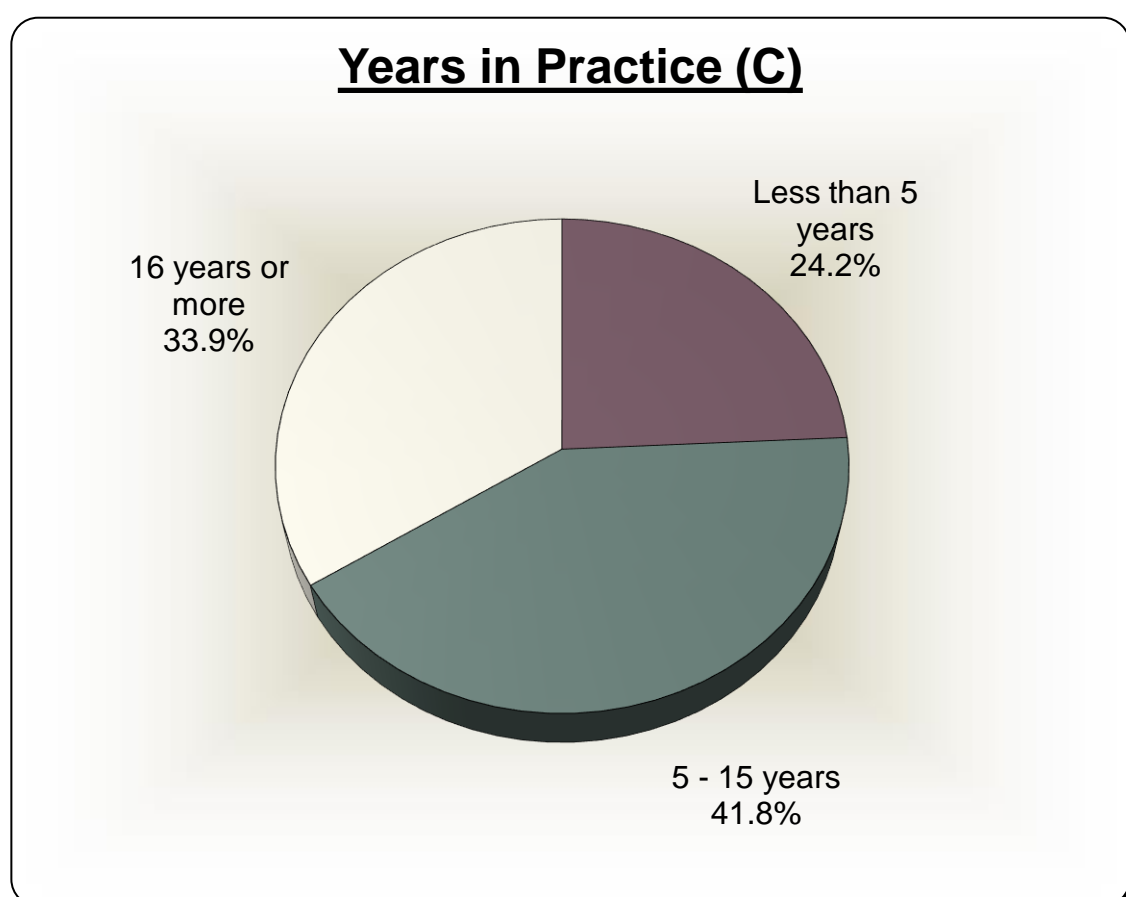
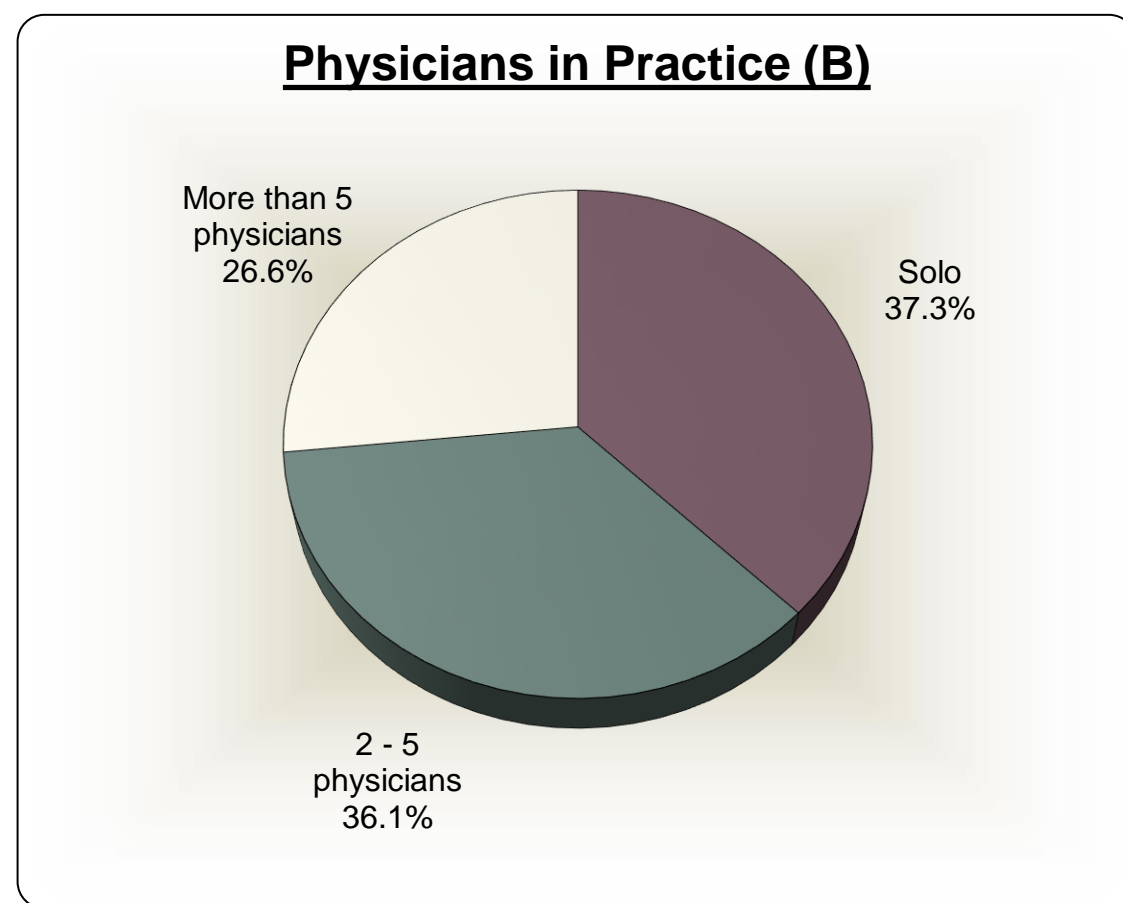
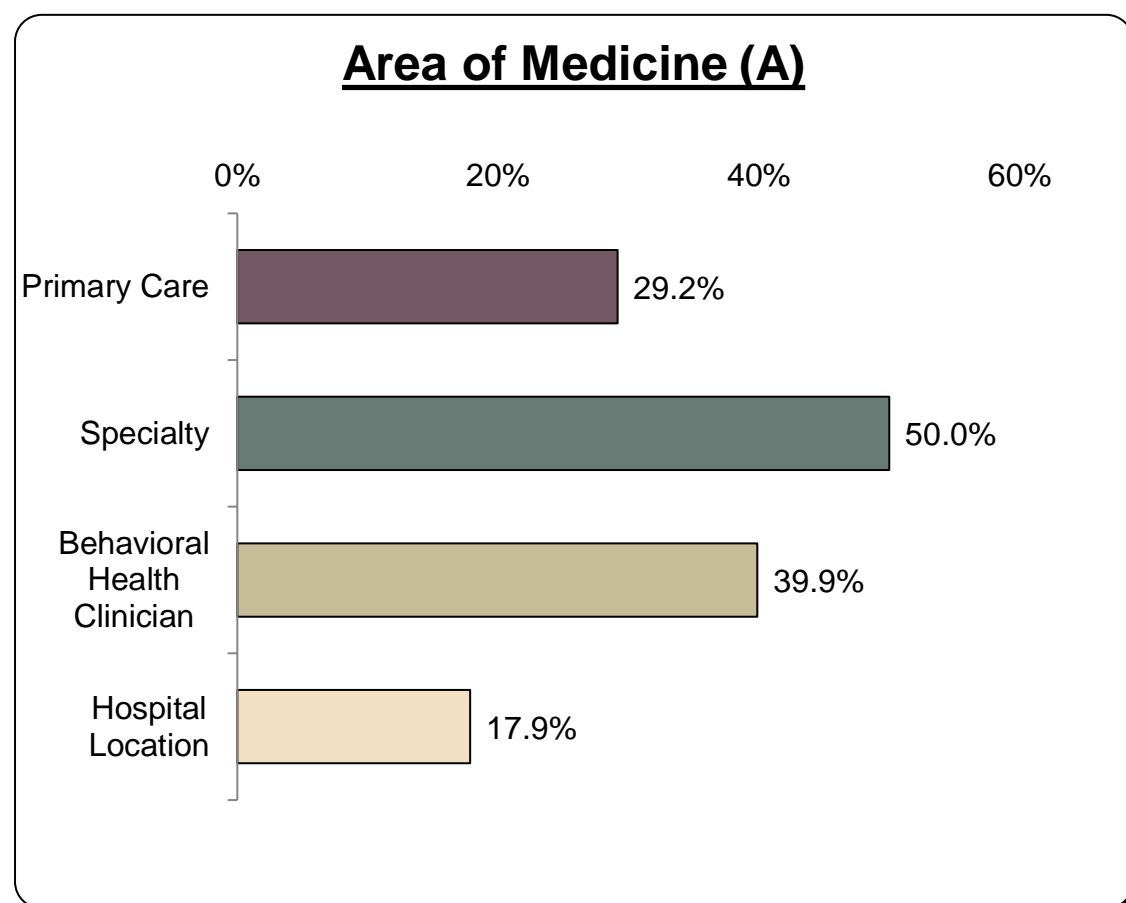
Charts 2A – 2C

Profile of Survey Respondents

Survey Demographics

Aetna Better Health of Louisiana
Provider Satisfaction Survey

172 Total Respondents



Note: The sum of responses for Area of Medicine may be greater than 100% as respondents are able to choose multiple response options.

Profile of Survey Respondents
Demographic Trending

172 Total Respondents			Current				
Demographic		Category	2017	2016	2015	Significance Testing*	
						2016 to 2017	2015 to 2017
Survey Demographics	Area of Medicine (A)	Primary Care	29.2%	24.0%		↔	
		Specialty	50.0%	57.7%		↔	
		Behavioral Health Clinician	39.9%	40.6%		↔	
		Hospital Location	17.9%	NA		NA	
	Physicians in Practice (B)	Solo	37.3%	46.3%		↔	
		2 - 5 physicians	36.1%	38.1%		↔	
		More than 5 physicians	26.6%	15.6%		↑	
	Years in Practice (C)	Less than 5 years	24.2%	25.8%		↔	
		5 - 15 years	41.8%	34.3%		↔	
		16 years or more	33.9%	39.9%		↔	
	Portion of Managed Care Volume Represented by Health Plan (D)	0 - 10%	63.9%	58.1%		↔	
		11 - 20%	20.6%	28.1%		↔	
		21 - 100%	15.5%	13.8%		↔	
	Survey Respondent (E)	Physician	6.5%	7.2%		↔	
		Behavioral Health Clinician	9.5%	11.6%		↔	
		Office Manager	56.5%	45.3%		↑	
		Nurse/Other staff	27.4%	35.9%		↔	
	Insurance Participation (G)	3 or fewer	0.6%	2.8%		—	
		4 to 7	23.1%	21.9%		↔	
		8 to 11	14.8%	17.4%		↔	
		12 to 15	15.4%	14.0%		↔	
		More than 15	46.2%	43.8%		↔	

* Significance Testing - "↓" denotes significant decrease when compared to previous years. "↑" denotes significant increase when compared to previous years. "↔" denotes that there was no significant difference between the percentages. "—" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Note: The sum of responses for Area of Medicine may be greater than 100% as respondents are able to choose multiple response options.

Profile of Survey Respondents
Benchmark Comparisons

172 Total Respondents			Current				
Demographic		Category	2017	2016 SPH Book of Business Benchmark*	Significance Testing**	Overall Satisfaction Summary Rates	
				Medicaid	Plan to Medicaid Benchmark	Plan	Medicaid Benchmark
Survey Demographics	Area of Medicine (A)	Primary Care Specialty Behavioral Health Clinician Hospital Location	29.2%	52.1%		73.7%	67.4%
			50.0%	47.6%	↓	72.7%	64.5%
			39.9%	16.4%	↔	83.3%	76.6%
			17.9%	NA	↑	85.7%	NA
	Physicians in Practice (B)	Solo 2 - 5 physicians More than 5 physicians	37.3%	43.8%	NA	72.4%	69.5%
			36.1%	37.6%	↔	88.2%	64.8%
			26.6%	18.6%	↔	70.0%	60.9%
					↑		
	Years in Practice (C)	Less than 5 years 5 - 15 years 16 years or more	24.2%	19.4%		60.0%	68.3%
			41.8%	34.4%	↔	89.3%	66.8%
			33.9%	46.2%	↑	65.2%	64.7%
					↓		
	Portion of Managed Care Volume Represented by Health Plan (D)	0 - 10% 11 - 20% 21 - 100%	63.9%	40.8%		67.7%	58.7%
			20.6%	23.4%	↑	85.7%	65.4%
			15.5%	35.9%	↔	84.6%	75.1%
					↓		
	Survey Respondent (E)	Physician Behavioral Health Clinician Office Manager Nurse/Other staff	6.5%	13.8%		0.0%	53.5%
			9.5%	6.8%	↓	77.8%	67.5%
			56.5%	49.0%	↔	73.5%	68.1%
			27.4%	30.4%	↔	86.7%	69.5%
	Insurance Participation (G)	3 or fewer 4 to 7 8 to 11 12 to 15 More than 15	0.6%	2.5%		0.0%	73.3%
			23.1%	13.8%	—	85.7%	69.1%
			14.8%	17.2%	↑	61.5%	67.4%
			15.4%	12.7%	↔	62.5%	68.1%
			46.2%	53.7%	↔	80.0%	64.0%
					↓		

* SPH Analytics's 2016 Medicaid Book of Business (B.o.B.) consists of data from 58 plans representing 14957 respondents in Primary Care, Specialty, and Behavioral Health areas of medicine. See Technical Notes for more information.

** Significance Testing - ↓ denotes plan percentage is significantly lower when compared to benchmark; ↑ denotes plan percentage is significantly higher when compared to benchmark; ↔ denotes that there was no significant difference between the percentages; — denotes that there was insufficient sample size to conduct the statistical test or there is no benchmark. All significance testing is performed at the 95% significance level.

Note: The sum of responses for Area of Medicine may be greater than 100% as respondents are able to choose multiple response options.

3. **Summary of Benchmark Comparisons**

Questions are combined into composite categories comprising a particular service area managed by your plan. These composites, the questions that make up the composites (attributes), and rating questions are shown on the following benchmark pages.

<u>Page 3A</u>	<u>Summary of Benchmark Comparisons</u> Displays a comparison of Aetna Better Health of Louisiana's Summary Rates to the Summary Rates of the 2016 SPH Analytics Medicaid and Aggregate Books of Business. Significant differences are highlighted.
<u>Page 3B</u>	<u>Trend Comparisons – Graphical Representation</u> Graphical presentation comparing Aetna Better Health of Louisiana's 2017 composite Summary Rates to trend results (if applicable).
<u>Page 3C</u>	<u>Benchmark Comparisons – Percentiles</u> Displays a comparison of Aetna Better Health of Louisiana's Summary Rates to the Summary Rate Percentiles of the 2016 SPH Analytics Medicaid Book of Business Percentiles. Attributes at or above the 75 th percentile are shaded green, attributes at or above the 50 th percentile but below the 75 th percentile are shaded yellow, and attributes below the 25 th percentile are shaded red. Attributes at or above the 25 th percentile but below the 50 th percentile and those attributes without a comparable benchmark are not shaded.
<u>Page 3D</u>	<u>Benchmark Comparisons – Physician and Office Manager Respondents</u> The chart on page 3D compares Aetna Better Health of Louisiana's Summary Rates from Physician and Office Manager respondents as defined by question E, <i>'Please mark who is completing this survey'</i> (response options: Physician, Behavioral Health Clinician, Office Manager, Nurse, Other staff) to the Summary Rates of Physician and Office Manager respondents from the 2016 SPH Analytics Medicaid Respondent-Level Benchmark. Significant differences are highlighted.
<u>Page 3E</u>	<u>Benchmark Comparisons – Primary Care and Specialty Respondents</u> The chart on page 3E compares Aetna Better Health of Louisiana's Summary Rates from respondents in the Primary Care and Specialty areas of medicine as defined by question A, <i>'Please indicate your area of medicine'</i> (response options: Primary Care, Specialty, and Behavioral Health Clinician) to the Summary Rates of Primary Care and Specialty area of medicine respondents from the 2016 SPH Analytics Medicaid Respondent-Level Benchmark. Significant differences are highlighted.

A brief description of each benchmark is included in the below table:

Benchmark	Definition	Contains Data From
2016 SPH Analytics Medicaid Book of Business	Contains data from all eligible Medicaid Provider Satisfaction surveys for which SPH collected data. Calculated on the plan level.	<ul style="list-style-type: none"> • 58 plans • 14,957 respondents
2016 SPH Analytics Medicaid Respondent-Level Benchmark	Contains data from all eligible Medicaid Provider Satisfaction surveys for which SPH collected data. Calculated on the respondent level.	
2016 SPH Analytics Aggregate Book of Business	Contains data from all eligible Aggregate Provider Satisfaction surveys for which SPH collected data. Calculated on the plan level.	<ul style="list-style-type: none"> • 83 plans • 22,418 respondents

Charts 3A – 3E

Summary of Benchmark Comparisons
Composites and Attributes - Summary Rate Scores

Aetna Better Health of Louisiana
Provider Satisfaction Survey

172 Total Respondents		Current					
Composites and Key Questions	2017		2016		2015		2016 SPH Book of Business Benchmarks**
	Valid n	Summary Rate*	Valid n	Summary Rate*	Valid n	Summary Rate	Medicaid Aggregate
Overall Satisfaction		75.4%		66.4%			64.6% 64.4%
11A. Would you recommend Aetna Better Health of Louisiana to other physicians' practices?	59	88.1%	150	76.7%			80.9% 83.0%
11B. Please rate your overall satisfaction with Aetna Better Health of Louisiana.	61	75.4%	152	66.4%			64.6% 64.4%
11C. Please rate your overall satisfaction with Amerigroup.	59	72.9%	146	68.5%			NA NA
11D. Please rate your overall satisfaction with Amerihealth Caritas.	59	74.6%	143	67.8%			NA NA
11E. Please rate your overall satisfaction with Louisiana Health Care Connections.	62	74.2%	147	66.7%			NA NA
11F. Please rate your overall satisfaction with United.	60	78.3%	148	70.9%			NA NA
All Other Plans (Comparative Rating)							
1A. How would you rate Aetna Better Health of Louisiana compared to all other health plans you contract with?	163	27.6%	173	31.8%			33.6% 34.9%
Finance Issues		30.7%		35.9%			31.7% 32.4%
2A. Consistency of reimbursement fees with your contract rates.	144	25.7%	151	31.8%			29.5% 30.0%
2B. Accuracy of claims processing.	143	32.2%	149	39.6%			33.7% 34.8%
2C. Timeliness of claims processing.	142	30.3%	148	38.5%			35.1% 35.1%
2D. Resolution of claims payment problems or disputes.	135	34.8%	137	33.6%			28.4% 29.7%
Utilization and Quality Management		26.7%		33.9%			31.7% 32.5%
3A. Access to knowledgeable UM staff.	123	26.0%	136	29.4%			29.9% 30.7%
3B. Procedures for obtaining pre-certification/referral/authorization information.	133	26.3%	142	37.3%			31.1% 32.3%
3C. Timeliness of obtaining pre-certification/referral/authorization information.	128	32.0%	141	33.3%			31.1% 32.3%
3D. The health plan's facilitation/support of appropriate clinical care for patients.	126	23.8%	139	33.1%			30.1% 31.2%
3E. Access to Case/Care Managers from this health plan.	117	24.8%	137	31.4%			29.2% 30.1%
3F. Degree to which the plan covers and encourages preventive care and wellness.	124	27.4%	129	38.8%			38.5% 38.6%
Network/Coordination of Care		27.0%		31.2%			28.5% 29.5%
4A. The number of specialists in this health plan's provider network.	120	28.3%	127	27.6%			25.4% 26.5%
4B. The quality of specialists in this health plan's provider network.	121	28.9%	124	36.3%			32.3% 33.4%
4C. The timeliness of feedback/reports from specialists in this health plan's provider network.	110	23.6%	121	29.8%			27.9% 28.7%
Health Plan Call Center Service Staff		34.2%		38.4%			37.4% 38.5%
5A. Ease of reaching health plan call center staff over the phone.	133	33.8%	145	36.6%			35.1% 36.5%
5B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	133	35.3%	146	39.0%			41.5% 42.1%
5C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.	115	32.2%	132	39.4%			35.3% 36.2%
5D. Overall satisfaction with health plan's call center service.	135	35.6%	147	38.8%			37.8% 39.2%
Provider Relations		33.2%		32.2%			35.6% 37.2%
6A. Do you have a Provider Relations representative from this health plan assigned to your practice?	128	51.6%	132	53.0%			50.4% 46.2%
6B. Provider Relations representative's ability to answer questions and resolve problems.	62	43.5%	67	41.8%			47.1% 49.6%
6C. Quality of provider orientation process.	111	28.8%	109	23.9%			28.0% 29.0%
6D. Quality of written communications, policy bulletins, and manuals.	117	27.4%	133	30.8%			31.7% 33.1%

* Summary Rates represent the most favorable response percentage(s).

** SPH Analytics's 2016 Medicaid Book of Business consists of data from 58 plans representing 14957 respondents, while the Aggregate Book of Business consists of data from 83 plans representing 22418 respondents in Primary Care, Specialty, and Behavioral Health areas of medicine. See Technical Notes for more information.

Note 1: Significance Testing - Cells highlighted in red denote current year plan percentage is significantly lower when compared to trend or benchmark data; Cells highlighted in green denote current year plan percentage is significantly higher when compared to trend or benchmark data; No shading denotes that there was no significant difference between the percentages, there is no benchmark, or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

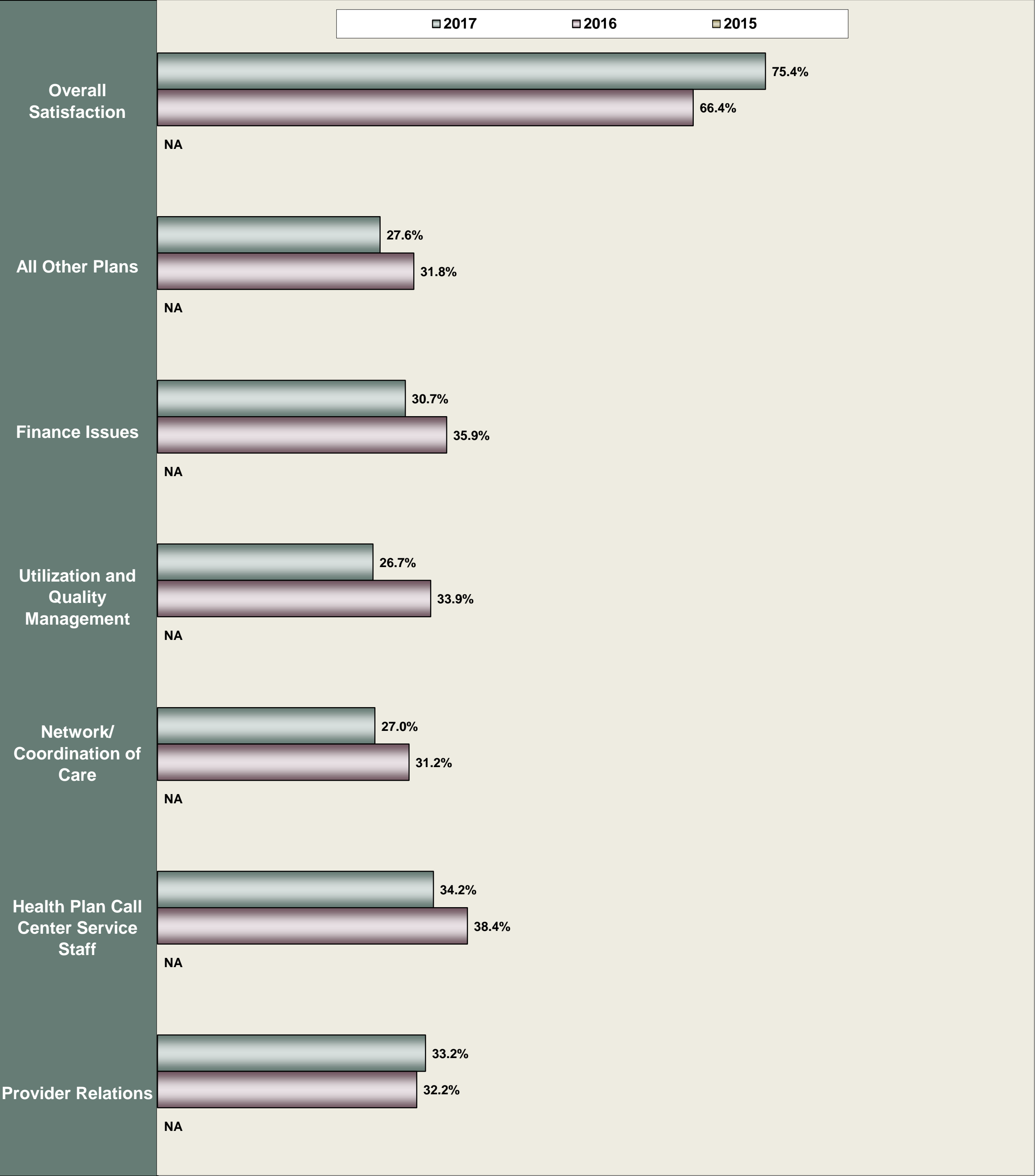
Note 2: The Overall Satisfaction Summary Rate includes only 11B. It does not include 11A or 11C through 11F.

Note 3: The Provider Relations composite is the average of 6B through 6D. It does not include 6A.

Trend Comparisons

Composites

172 Total Respondents



Note 1: The Overall Satisfaction composite represents only Q11B, 'Please rate your overall satisfaction with: Aetna Better Health of Louisiana'.

Note 2: The Provider Relations composite is the average of Q6B through Q6D. It does not include Q6A, 'Do you have a Provider Relations representative from this health plan assigned to your practice?'

Benchmark Comparisons





2016 SPH Analytics Medicaid Book of Business Percentiles

Aetna Better Health of Louisiana

Provider Satisfaction Survey

172 Total Respondents

Composite/Attribute	2017 Aetna Better Health of Louisiana Summary Rate Score*	Percentile Ranking	2016 SPH B.o.B. Summary Rate**	2016 SPH Medicaid B.o.B. Percentiles			
				25th	50th	75th	90th
Overall Satisfaction	75.4%	84th	64.6%	56.2%	65.3%	71.4%	76.4%
11A. Would you recommend Aetna Better Health of Louisiana to other physicians' practices?	88.1%	77th	80.9%	76.1%	82.7%	87.0%	91.0%
11B. Please rate your overall satisfaction with Aetna Better Health of Louisiana.	75.4%	84th	64.6%	56.2%	65.3%	71.4%	76.4%
11C. Please rate your overall satisfaction with Amerigroup.	72.9%	NA	NA	NA	NA	NA	NA
11D. Please rate your overall satisfaction with Amerihealth Caritas.	74.6%	NA	NA	NA	NA	NA	NA
11E. Please rate your overall satisfaction with Louisiana Health Care Connections.	74.2%	NA	NA	NA	NA	NA	NA
11F. Please rate your overall satisfaction with United.	78.3%	NA	NA	NA	NA	NA	NA
All Other Plans (Comparative Rating)							
1A. How would you rate Aetna Better Health of Louisiana compared to all other health plans you contract with?	27.6%	31st	33.6%	26.2%	32.5%	37.8%	44.5%
Finance Issues	30.7%	48th	31.7%	25.0%	31.0%	36.3%	42.0%
2A. Consistency of reimbursement fees with your contract rates.	25.7%	35th	29.5%	22.9%	28.3%	34.4%	41.2%
2B. Accuracy of claims processing.	32.2%	46th	33.7%	26.5%	34.7%	39.6%	43.2%
2C. Timeliness of claims processing.	30.3%	38th	35.1%	28.6%	35.6%	41.6%	44.8%
2D. Resolution of claims payment problems or disputes.	34.8%	82nd	28.4%	22.9%	27.6%	33.1%	41.1%
Utilization and Quality Management	26.7%	31st	31.7%	25.6%	30.5%	35.6%	42.1%
3A. Access to knowledgeable UM staff.	26.0%	40th	29.9%	23.7%	29.0%	32.9%	42.3%
3B. Procedures for obtaining pre-certification/referral/authorization information.	26.3%	27th	31.1%	25.0%	29.3%	35.0%	43.7%
3C. Timeliness of obtaining pre-certification/referral/authorization information.	32.0%	62nd	31.1%	24.1%	29.8%	35.6%	41.6%
3D. The health plan's facilitation/support of appropriate clinical care for patients.	23.8%	21st	30.1%	24.4%	29.2%	33.3%	40.7%
3E. Access to Case/Care Managers from this health plan.	24.8%	27th	29.2%	23.7%	28.9%	33.2%	39.8%
3F. Degree to which the plan covers and encourages preventive care and wellness.	27.4%	14th	38.5%	30.6%	38.8%	42.3%	51.7%
Network/Coordination of Care	27.0%	47th	28.5%	22.4%	27.8%	32.3%	39.6%
4A. The number of specialists in this health plan's provider network.	28.3%	69th	25.4%	19.1%	23.4%	28.9%	38.0%
4B. The quality of specialists in this health plan's provider network.	28.9%	38th	32.3%	26.0%	31.0%	36.1%	43.4%
4C. The timeliness of feedback/reports from specialists in this health plan's provider network.	23.6%	27th	27.9%	23.0%	28.4%	32.0%	34.9%
Health Plan Call Center Service Staff	34.2%	38th	37.4%	32.2%	36.6%	41.1%	48.3%
5A. Ease of reaching health plan call center staff over the phone.	33.8%	50th	35.1%	28.3%	33.7%	39.1%	46.7%
5B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	35.3%	21st	41.5%	36.0%	40.0%	44.1%	51.5%
5C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.	32.2%	35th	35.3%	29.7%	33.8%	39.4%	44.6%
5D. Overall satisfaction with health plan's call center service.	35.6%	48th	37.8%	30.7%	36.1%	42.5%	50.0%
Provider Relations	33.2%	53rd	35.6%	30.1%	32.4%	41.8%	45.4%
6A. Do you have a Provider Relations representative from this health plan assigned to your practice?	51.6%	49th	50.4%	37.8%	51.7%	57.1%	71.7%
6B. Provider Relations representative's ability to answer questions and resolve problems.	43.5%	37th	47.1%	40.9%	46.7%	53.9%	61.5%
6C. Quality of provider orientation process.	28.8%	58th	28.0%	21.3%	26.5%	34.4%	39.0%
6D. Quality of written communications, policy bulletins, and manuals.	27.4%	31st	31.7%	26.0%	29.1%	35.6%	42.9%

-  At or above the 75th percentile.
-  At or above the 50th percentile, but below the 75th percentile.
-  At or above the 25th percentile, but below the 50th percentile; or no benchmark.
-  Below the 25th percentile.

* Summary Rate Scores represent the most favorable response percentage(s).

** SPH Analytics's 2016 Medicaid Book of Business consists of data from 58 plans representing 14957 respondents in Primary Care, Specialty, and Behavioral Health areas of medicine. See Technical Notes for more information.

Note 1: The Overall Satisfaction Summary Rate includes only 11B. It does not include 11A or 11C through 11F.

Note 2: The Provider Relations composite is the average of 6B through 6D. It does not include 6A.

Benchmark Comparisons
2016 SPH Analytics Medicaid Respondent-Level Benchmark
Survey Respondent (E)

Aetna Better Health of Louisiana
Provider Satisfaction Survey

11 Total Physician Respondents
95 Total Office Manager Respondents

Composite/Attribute	2017 Aetna Better Health of Louisiana Physicians Only		2016 SPH Medicaid Respondent-Level Benchmark** (Physicians Only) SRS*	2017 Aetna Better Health of Louisiana Office Managers Only		2016 SPH Medicaid Respondent-Level Benchmark** (Office Managers Only) SRS*
	Valid n	SRS*		Valid n	SRS*	
Overall Satisfaction		0.0%	53.5%		73.5%	68.1%
11A. Would you recommend Aetna Better Health of Louisiana to other physicians' practices?	1	0.0%	70.8%	32	90.6%	83.8%
11B. Please rate your overall satisfaction with Aetna Better Health of Louisiana.	2	0.0%	53.5%	34	73.5%	68.1%
11C. Please rate your overall satisfaction with Amerigroup.	2	50.0%	NA	32	75.0%	NA
11D. Please rate your overall satisfaction with Amerihealth Caritas.	1	0.0%	NA	34	70.6%	NA
11E. Please rate your overall satisfaction with Louisiana Health Care Connections.	2	50.0%	NA	35	82.9%	NA
11F. Please rate your overall satisfaction with United.	1	0.0%	NA	34	82.4%	NA
All Other Plans (Comparative Rating)						
1A. How would you rate Aetna Better Health of Louisiana compared to all other health plans you contract with?	10	20.0%	36.0%	93	30.1%	33.4%
Finance Issues		27.5%	33.7%		33.0%	32.2%
2A. Consistency of reimbursement fees with your contract rates.	10	30.0%	30.9%	85	25.9%	29.9%
2B. Accuracy of claims processing.	10	30.0%	35.2%	82	35.4%	34.4%
2C. Timeliness of claims processing.	10	30.0%	37.7%	81	32.1%	36.2%
2D. Resolution of claims payment problems or disputes.	10	20.0%	30.8%	78	38.5%	28.4%
Utilization and Quality Management		11.0%	31.2%		30.3%	31.8%
3A. Access to knowledgeable UM staff.	6	0.0%	29.8%	74	31.1%	29.6%
3B. Procedures for obtaining pre-certification/referral/authorization information.	8	0.0%	29.0%	81	29.6%	31.1%
3C. Timeliness of obtaining pre-certification/referral/authorization information.	8	12.5%	29.5%	79	34.2%	31.5%
3D. The health plan's facilitation/support of appropriate clinical care for patients.	7	14.3%	30.4%	73	30.1%	30.0%
3E. Access to Case/Care Managers from this health plan.	7	14.3%	29.0%	68	26.5%	29.7%
3F. Degree to which the plan covers and encourages preventive care and wellness.	8	25.0%	39.3%	73	30.1%	38.9%
Network/Coordination of Care		19.0%	31.8%		29.5%	27.6%
4A. The number of specialists in this health plan's provider network.	7	14.3%	27.2%	71	32.4%	24.9%
4B. The quality of specialists in this health plan's provider network.	7	28.6%	37.0%	69	30.4%	30.8%
4C. The timeliness of feedback/reports from specialists in this health plan's provider network.	7	14.3%	31.1%	62	25.8%	27.2%
Health Plan Call Center Service Staff		39.3%	33.7%		34.8%	37.5%
5A. Ease of reaching health plan call center staff over the phone.	7	28.6%	31.2%	79	35.4%	35.1%
5B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	8	50.0%	36.7%	80	32.5%	42.4%
5C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.	7	28.6%	32.4%	69	36.2%	35.3%
5D. Overall satisfaction with health plan's call center service.	8	50.0%	34.3%	80	35.0%	37.5%
Provider Relations		10.3%	36.4%		36.1%	39.0%
6A. Do you have a Provider Relations representative from this health plan assigned to your practice?	7	0.0%	43.8%	73	49.3%	58.4%
6B. Provider Relations representative's ability to answer questions and resolve problems.	0	0.0%	46.3%	32	46.9%	51.7%
6C. Quality of provider orientation process.	7	14.3%	30.8%	67	29.9%	31.4%
6D. Quality of written communications, policy bulletins, and manuals.	6	16.7%	32.0%	70	31.4%	33.9%

* Summary Rate Scores (SRS) represent the most favorable response option(s).

** The 2016 SPH Analytics Medicaid Book of Business Benchmark consists of Primary Care Physicians, Specialists, and Behavioral Health Clinicians. These benchmark comparisons are based on respondent-level results. Please see the Technical Notes for further detail.

Note 1: Significance Testing - Cells highlighted in red denote current year plan percentage is significantly lower when compared to benchmark data; Cells highlighted in green denote current year plan percentage is significantly higher when compared to benchmark data; No shading denotes that there was no significant difference between the percentages, there is no benchmark, or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Note 2: The Overall Satisfaction Summary Rate includes only 11B. It does not include 11A or 11C through 11F.

Note 3: The Provider Relations composite is the average of 6B through 6D. It does not include 6A.

Benchmark Comparisons
2016 SPH Analytics Medicaid Respondent-Level Benchmark
Area of Medicine (A)

Aetna Better Health of Louisiana
Provider Satisfaction Survey

49 Total Primary Care Respondents

84 Total Specialty Respondents

Composite/Attribute	2017 Aetna Better Health of Louisiana Primary Care Only		2016 SPH Medicaid Respondent-Level Benchmark** (Primary Care Only) SRS*	2017 Aetna Better Health of Louisiana Specialty Only		2016 SPH Medicaid Respondent-Level Benchmark** (Specialty Only) SRS*
	Valid n	SRS*		Valid n	SRS*	
Overall Satisfaction		73.7%	67.3%		72.7%	64.9%
11A. Would you recommend Aetna Better Health of Louisiana to other physicians' practices?	18	94.4%	83.3%	21	85.7%	81.0%
11B. Please rate your overall satisfaction with Aetna Better Health of Louisiana.	19	73.7%	67.3%	22	72.7%	64.9%
11C. Please rate your overall satisfaction with Amerigroup.	18	77.8%	NA	19	63.2%	NA
11D. Please rate your overall satisfaction with Amerihealth Caritas.	18	72.2%	NA	20	75.0%	NA
11E. Please rate your overall satisfaction with Louisiana Health Care Connections.	19	94.7%	NA	22	59.1%	NA
11F. Please rate your overall satisfaction with United.	17	88.2%	NA	22	68.2%	NA
All Other Plans (Comparative Rating)						
1A. How would you rate Aetna Better Health of Louisiana compared to all other health plans you contract with?	46	21.7%	35.7%	80	21.3%	32.0%
Finance Issues		27.5%	33.7%		25.3%	30.2%
2A. Consistency of reimbursement fees with your contract rates.	41	24.4%	31.7%	68	20.6%	27.4%
2B. Accuracy of claims processing.	40	27.5%	36.0%	68	26.5%	32.2%
2C. Timeliness of claims processing.	40	27.5%	37.3%	66	22.7%	34.7%
2D. Resolution of claims payment problems or disputes.	39	30.8%	29.9%	64	31.3%	26.6%
Utilization and Quality Management		28.0%	32.9%		25.0%	31.1%
3A. Access to knowledgeable UM staff.	35	25.7%	31.2%	57	24.6%	28.4%
3B. Procedures for obtaining pre-certification/referral/authorization information.	40	25.0%	30.9%	63	25.4%	32.0%
3C. Timeliness of obtaining pre-certification/referral/authorization information.	40	32.5%	31.0%	61	29.5%	32.0%
3D. The health plan's facilitation/support of appropriate clinical care for patients.	39	28.2%	31.7%	58	24.1%	29.5%
3E. Access to Case/Care Managers from this health plan.	34	26.5%	30.3%	54	25.9%	28.5%
3F. Degree to which the plan covers and encourages preventive care and wellness.	40	30.0%	42.1%	54	20.4%	36.3%
Network/Coordination of Care		25.4%	28.4%		24.1%	29.3%
4A. The number of specialists in this health plan's provider network.	37	27.0%	25.9%	53	28.3%	25.8%
4B. The quality of specialists in this health plan's provider network.	38	26.3%	31.6%	52	23.1%	33.3%
4C. The timeliness of feedback/reports from specialists in this health plan's provider network.	35	22.9%	27.7%	48	20.8%	28.8%
Health Plan Call Center Service Staff		31.6%	37.4%		34.2%	37.8%
5A. Ease of reaching health plan call center staff over the phone.	34	26.5%	34.7%	60	31.7%	35.2%
5B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	37	32.4%	42.4%	62	37.1%	42.3%
5C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.	35	34.3%	34.9%	50	34.0%	35.6%
5D. Overall satisfaction with health plan's call center service.	36	33.3%	37.5%	65	33.8%	38.0%
Provider Relations		35.9%	40.4%		29.1%	35.6%
6A. Do you have a Provider Relations representative from this health plan assigned to your practice?	31	48.4%	63.5%	61	45.9%	49.0%
6B. Provider Relations representative's ability to answer questions and resolve problems.	13	46.2%	52.1%	27	44.4%	47.3%
6C. Quality of provider orientation process.	33	33.3%	33.8%	55	25.5%	27.7%
6D. Quality of written communications, policy bulletins, and manuals.	32	28.1%	35.3%	57	17.5%	31.8%

* Summary Rate Scores (SRS) represent the most favorable response option(s).

** The 2016 SPH Analytics Medicaid Book of Business Benchmark consists of Primary Care Physicians, Specialists, and Behavioral Health Clinicians. These benchmark comparisons are based on respondent-level results. Please see the Technical Notes for further detail.

Note 1: Significance Testing - Cells highlighted in red denote current year plan percentage is significantly lower when compared to benchmark data; Cells highlighted in green denote current year plan percentage is significantly higher when compared to benchmark data; No shading denotes that there was no significant difference between the percentages, there is no benchmark, or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Note 2: The Overall Satisfaction Summary Rate includes only 11B. It does not include 11A or 11C through 11F.

Note 3: The Provider Relations composite is the average of 6B through 6D. It does not include 6A.

4. **Composite Analyses**

The *Composite Analyses* section provides in-depth examination of the following composite features:

- ☑ Response Level Percentages – graphical display of composite responses. This graph provides a breakdown of the composite response distributions for current and trend data (if applicable), namely, 'Well above average,' 'Somewhat above average,' 'Average,' and 'Somewhat/Well below average' for all composites except for overall satisfaction (11B), which is broken down by 'Completely satisfied,' 'Somewhat satisfied,' 'Neither dissatisfied nor satisfied,' and 'Completely/Somewhat dissatisfied.'
- ☑ Composite Level (Summary Rate) – graphical display of the composite and benchmark Summary Rate Scores. This graph plots where the composite Summary Rate Score falls in relation to trend data (if applicable) and the 2016 Medicaid and Aggregate benchmark Summary Rate Scores.
- ☑ Top Box Scores – displays the top response percentages. Top Box Scores and valid n's for 2017 are compared to trend data (if applicable) and the 2016 Medicaid and Aggregate benchmark Top Box Scores.
- ☑ Summary Rate Scores – displays the top two response percentages. Summary Rate Scores and valid n's for 2017 are compared to trend data (if applicable) and the 2016 Medicaid and Aggregate benchmark Summary Rate Scores.
- ☑ Summary Rate and Top Box Scores for 2017 are compared to the 2016 SPH Analytics Medicaid Book of Business percentile scores. Percentile threshold rankings are displayed for the average, 25th percentile, 50th percentile, 75th percentile, and 90th percentile. Plan scores are displayed as they emerge along the percentile continuum with an explanation of findings.

Charts 4A – 4G

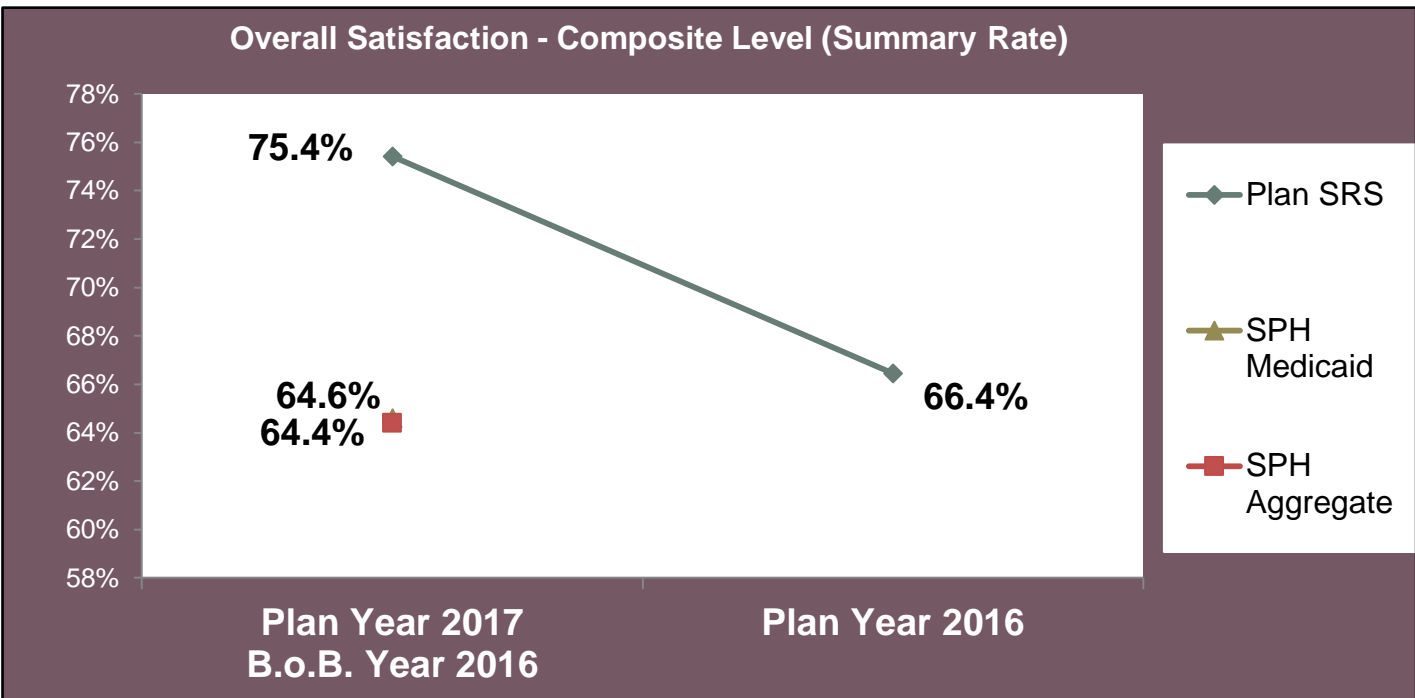
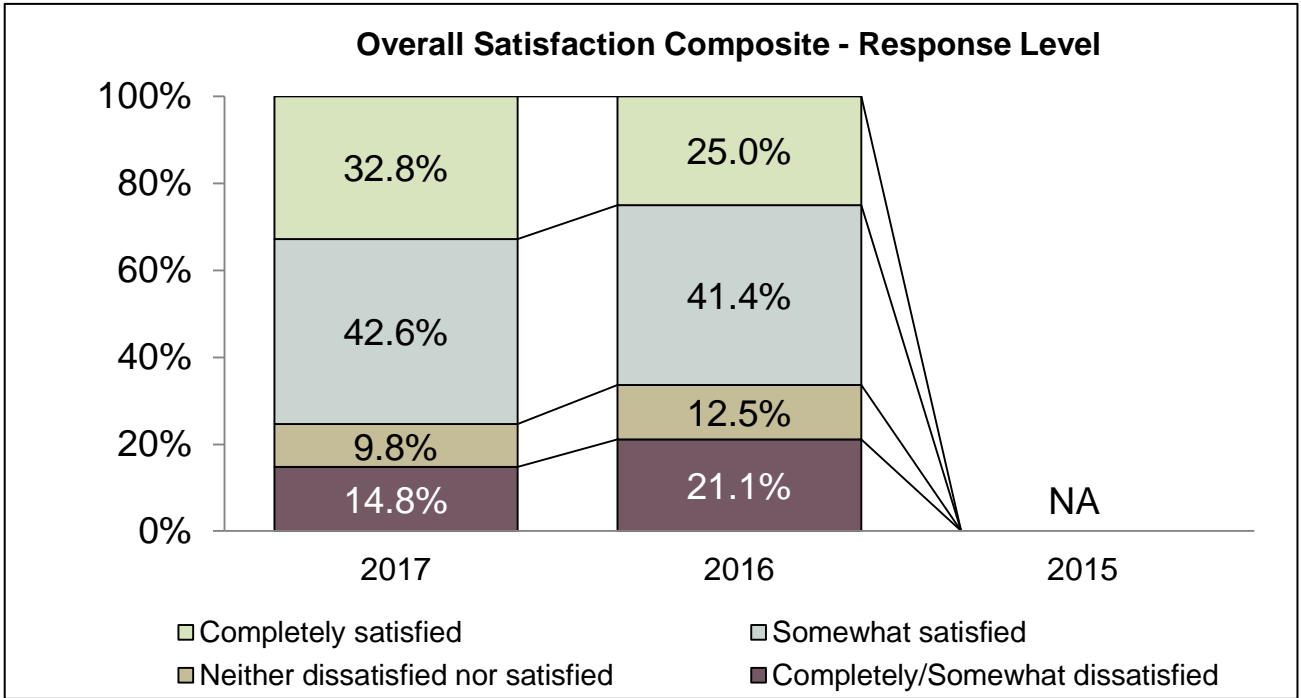
Composite Analysis

Overall Satisfaction - Top Box and Summary Rate Scores

61 Total Overall Satisfaction Respondents

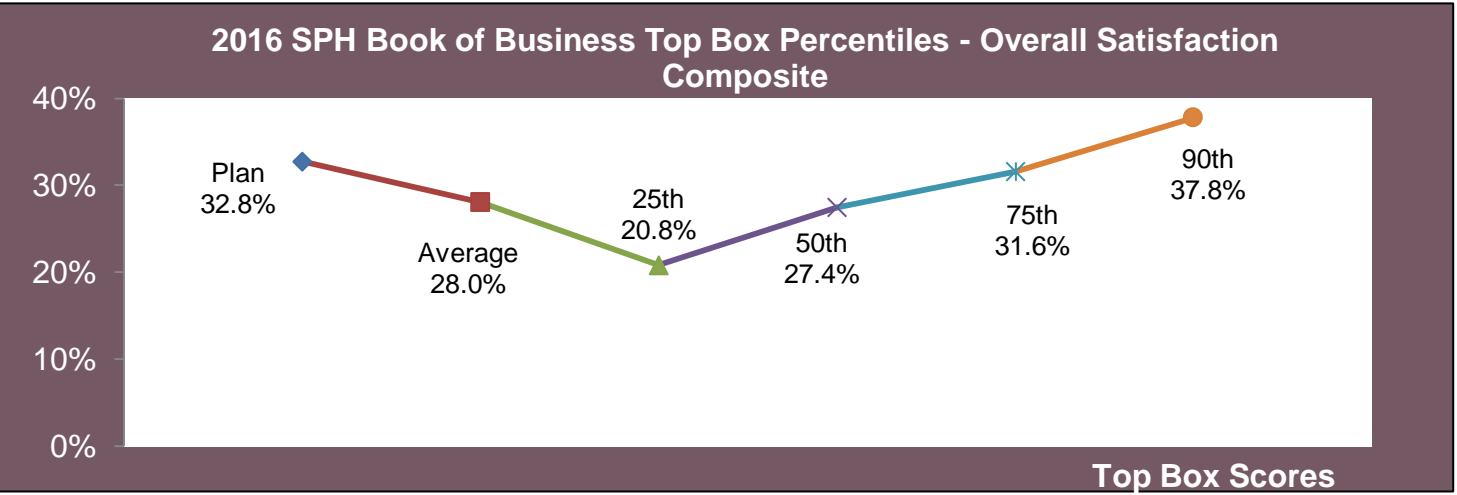
Aetna Better Health of Louisiana

Provider Satisfaction Survey

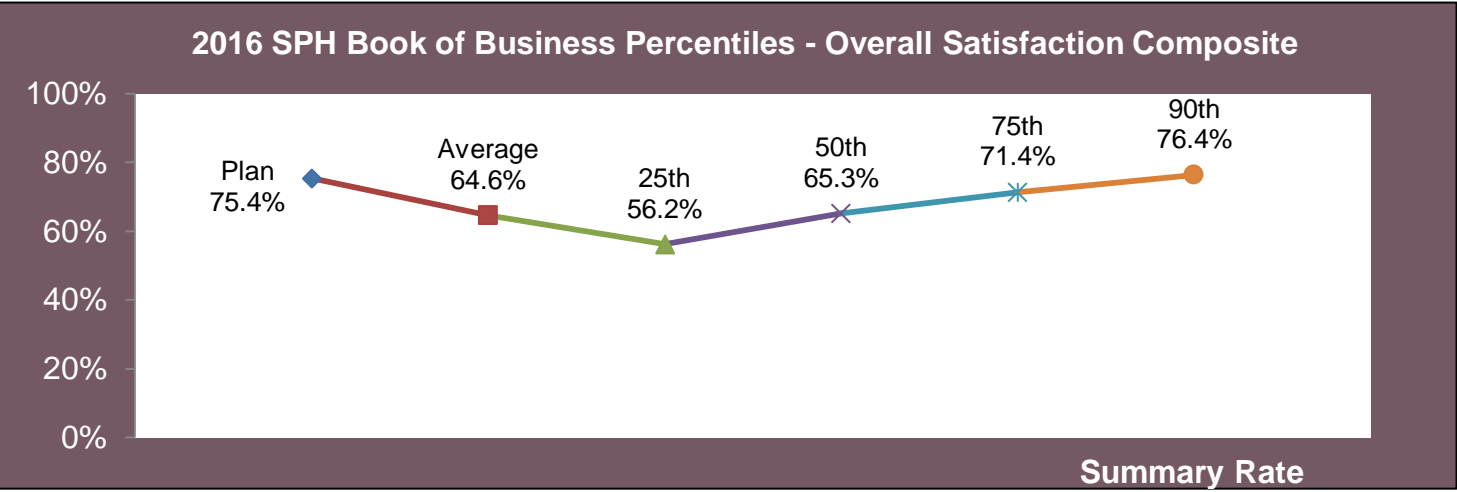


Top Box Scores*	Composite and Attributes	2017		2016		2015		2016 SPH Book of Business**	
		n	Top Box Score*	n	Top Box Score*	n	Top Box Score*	Medicaid	Aggregate
	Overall Satisfaction		32.8%		25.0%			28.0%	29.1%
	11A. Would you recommend Aetna Better Health of Louisiana to other physicians' practices?	59	88.1%	150	76.7%			80.9%	83.0%
	11B. Please rate your overall satisfaction with Aetna Better Health of Louisiana.	61	32.8%	152	25.0%			28.0%	29.1%
	11C. Please rate your overall satisfaction with Amerigroup.	59	28.8%	146	23.3%			NA	NA
	11D. Please rate your overall satisfaction with Amerihealth Caritas.	59	32.2%	143	25.2%			NA	NA
	11E. Please rate your overall satisfaction with Louisiana Health Care Connections.	62	35.5%	147	32.0%			NA	NA
	11F. Please rate your overall satisfaction with United.	60	41.7%	148	24.3%			NA	NA

Summary Rate Scores*	Composite and Attributes	2017		2016		2015		2016 SPH Book of Business**	
		n	SRS*	n	SRS*	n	SRS*	Medicaid	Aggregate
	Overall Satisfaction		75.4%		66.4%			64.6%	64.4%
	11A. Would you recommend Aetna Better Health of Louisiana to other physicians' practices?	59	88.1%	150	76.7%			80.9%	83.0%
	11B. Please rate your overall satisfaction with Aetna Better Health of Louisiana.	61	75.4%	152	66.4%			64.6%	64.4%
	11C. Please rate your overall satisfaction with Amerigroup.	59	72.9%	146	68.5%			NA	NA
	11D. Please rate your overall satisfaction with Amerihealth Caritas.	59	74.6%	143	67.8%			NA	NA
	11E. Please rate your overall satisfaction with Louisiana Health Care Connections.	62	74.2%	147	66.7%			NA	NA
	11F. Please rate your overall satisfaction with United.	60	78.3%	148	70.9%			NA	NA



Your 2017 Top Box Summary Rate for the Overall Satisfaction composite is 32.8%, which is not significantly different from SPH's 2016 Medicaid Book of Business Top Box Summary Rate Score of 28.0%.



Your 2017 Summary Rate for the Overall Satisfaction composite is 75.4%, which is not significantly different from SPH's 2016 Medicaid Book of Business Summary Rate Score of 64.6%.

* Top Box Scores represent the top response percentage ("Yes;" "Completely satisfied"). Summary Rate Scores represent the top two response percentages ("Yes;" "Completely satisfied" and "Somewhat satisfied").

** SPH Analytics's 2016 Medicaid Book of Business consists of data from 58 plans representing 14957 respondents, while the Aggregate Book of Business consists of data from 83 plans representing 22418 respondents in Primary Care, Specialty, and Behavioral Health areas of medicine. See Technical Notes for more information.

Note 1: Significance Testing - Cells highlighted in red denote current year plan percentage is significantly lower when compared to trend or benchmark data; cells highlighted in green denote current year plan percentage is significantly higher when compared to trend or benchmark data; no shading denotes that there was no significant difference between the percentages, there is no benchmark, or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Note 2: The Overall Satisfaction Summary Rate includes only 11B. It does not include 11A or 11C through 11F.

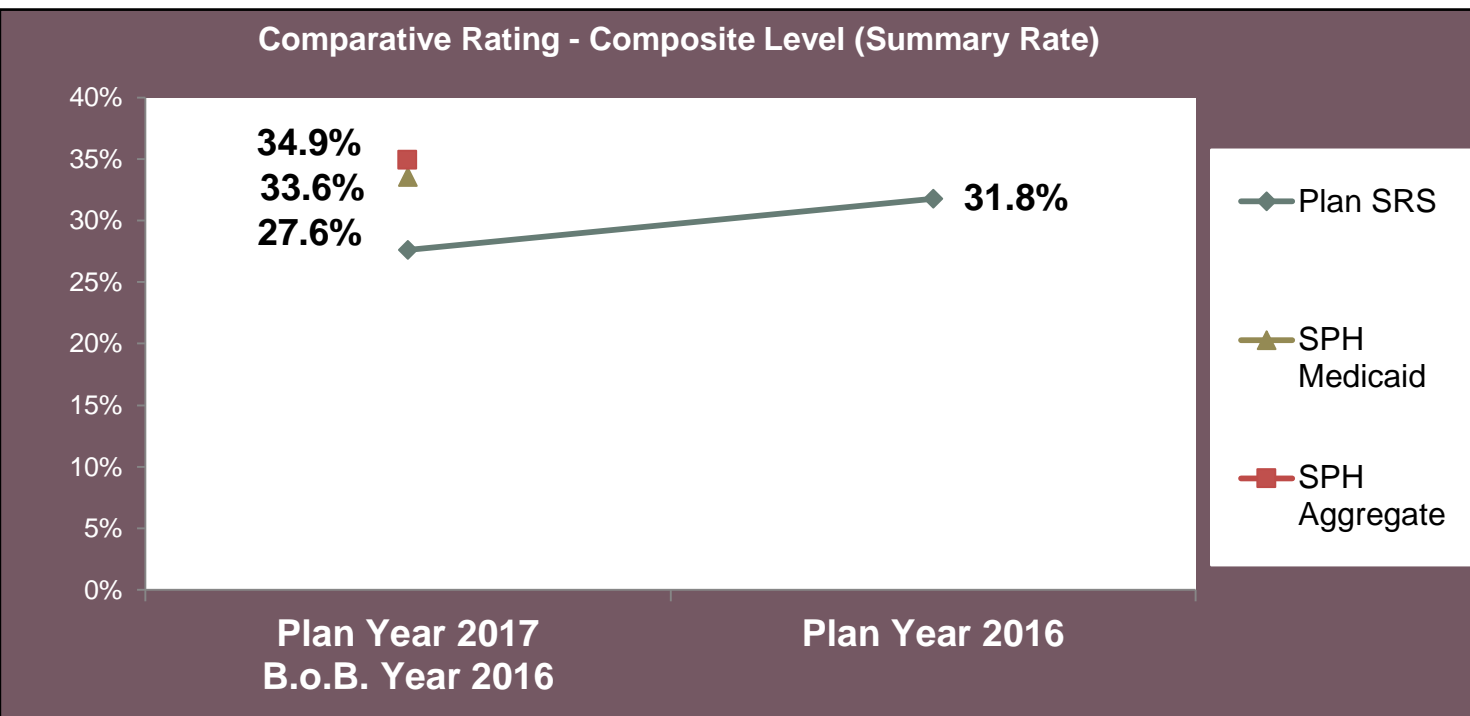
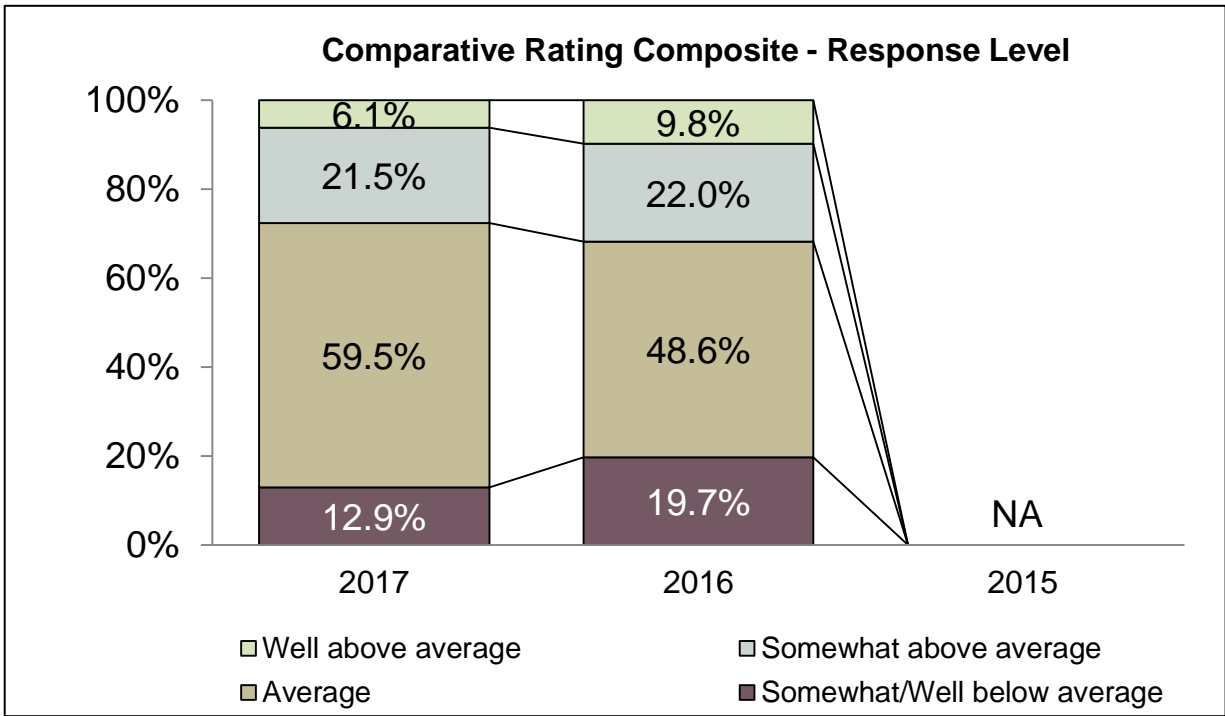
Composite Analysis

Comparative Rating - Top Box and Summary Rate Scores

163 Total Comparative Rating Respondents

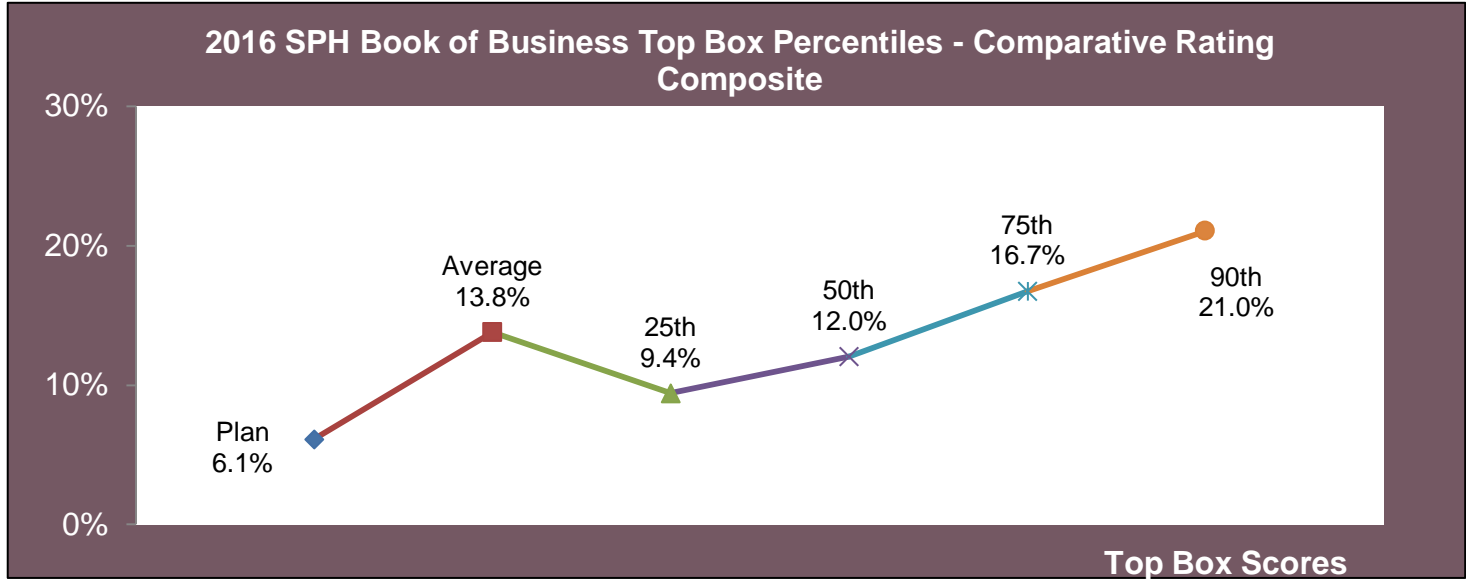
Aetna Better Health of Louisiana

Provider Satisfaction Survey

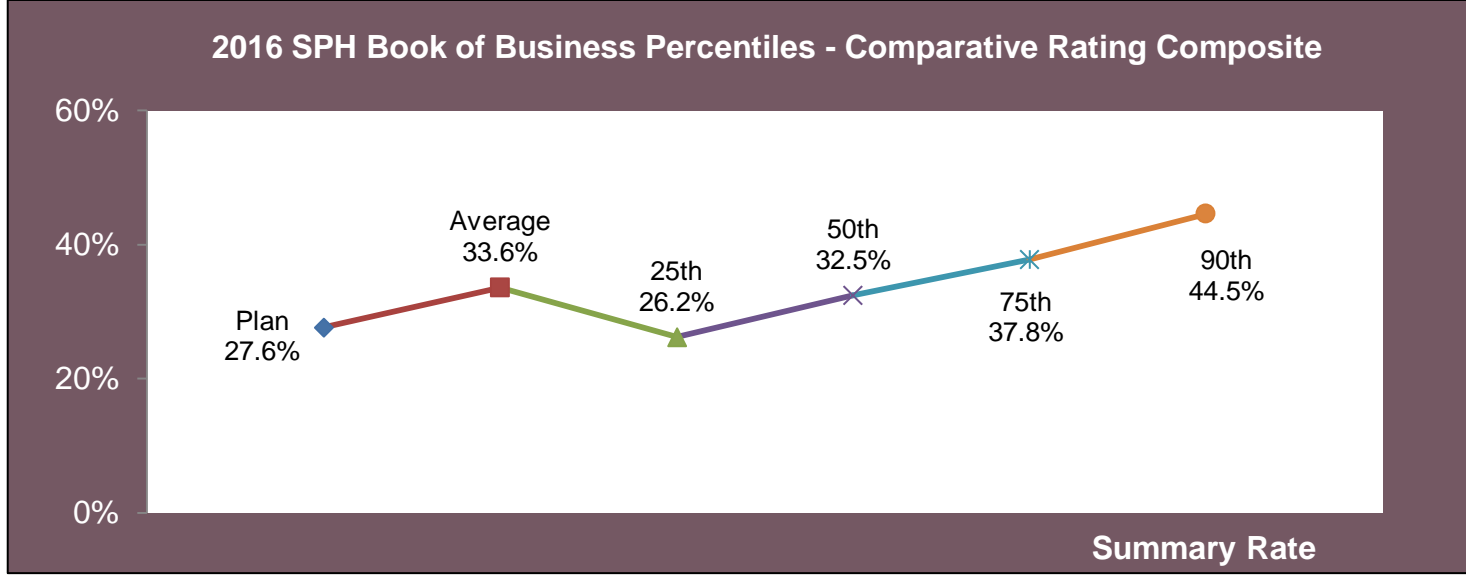


Top Box Score*	Attribute	2017		2016		2015		2016 SPH Book of Business**	
		n	Top Box Score*	n	Top Box Score*	n	Top Box Score*	Medicaid	Aggregate
	Comparative Rating								
	1A. How would you rate Aetna Better Health of Louisiana compared to all other health plans you contract with?	163	6.1%	173	9.8%			13.8%	14.7%

Summary Rate Score*	Attribute	2017		2016		2015		2016 SPH Book of Business**	
		n	SRS*	n	SRS*	n	SRS*	Medicaid	Aggregate
	Comparative Rating								
	1A. How would you rate Aetna Better Health of Louisiana compared to all other health plans you contract with?	163	27.6%	173	31.8%			33.6%	34.9%



Your 2017 Top Box Summary Rate for the Comparative Rating composite is 6.1%, which is significantly below SPH's 2016 Medicaid Book of Business Top Box Summary Rate Score of 13.8%.



Your 2017 Summary Rate for the Comparative Rating composite is 27.6%, which is not significantly different from SPH's 2016 Medicaid Book of Business Summary Rate Score of 33.6%.

* Top Box Scores represent the top response percentage ("Well above average"). Summary Rate Scores represent the top two response percentages ("Well above average" and "Somewhat above average").

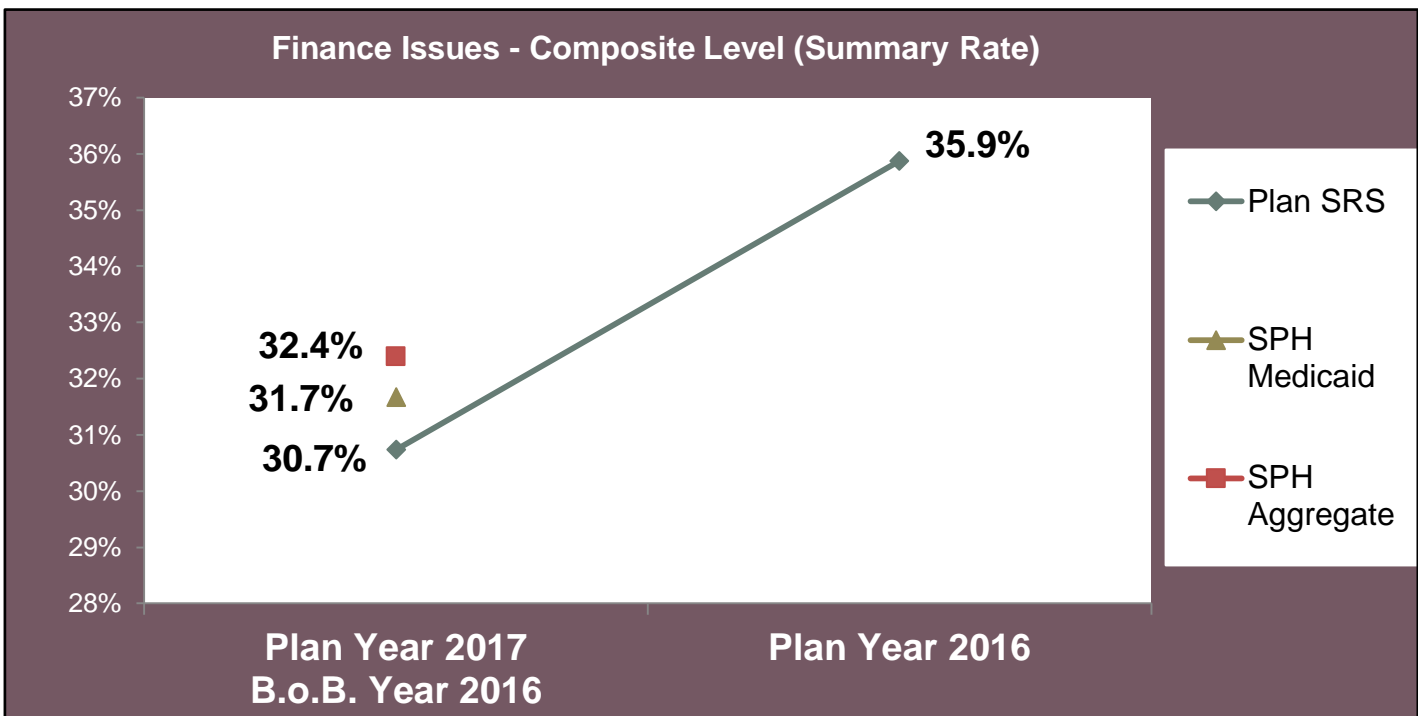
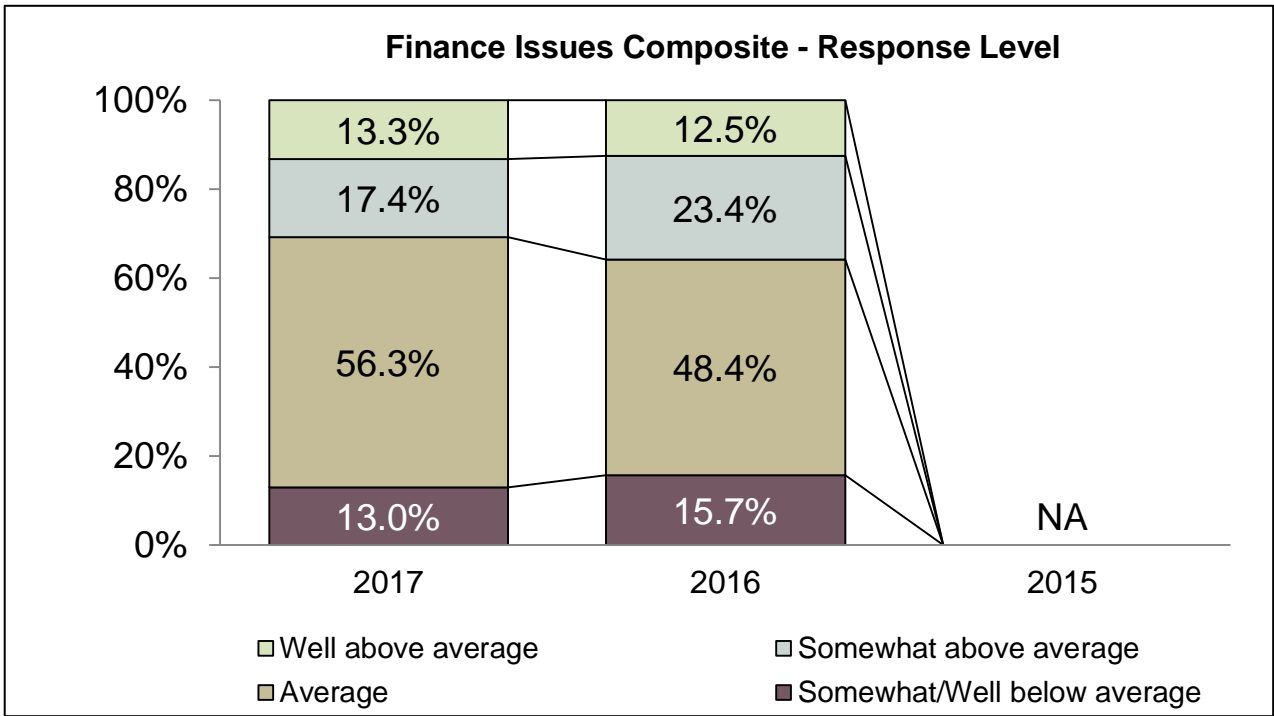
** SPH Analytics's 2016 Medicaid Book of Business consists of data from 58 plans representing 14957 respondents, while the Aggregate Book of Business consists of data from 83 plans representing 22418 respondents in Primary Care, Specialty, and Behavioral Health areas of medicine. See Technical Notes for more information.

Note: Significance Testing - Cells highlighted in red denote current year plan percentage is significantly lower when compared to trend or benchmark data; cells highlighted in green denote current year plan percentage is significantly higher when compared to trend or benchmark data; no shading denotes that there was no significant difference between the percentages or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Composite Analysis

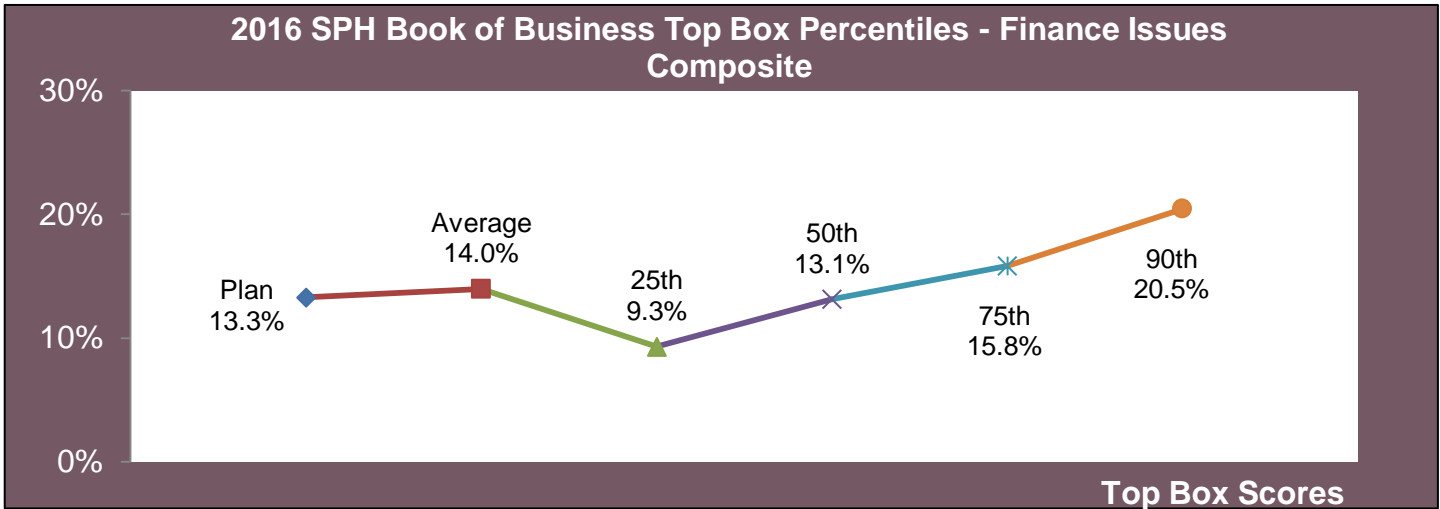
Finance Issues - Top Box and Summary Rate Scores

144 Total Finance Issues Respondents

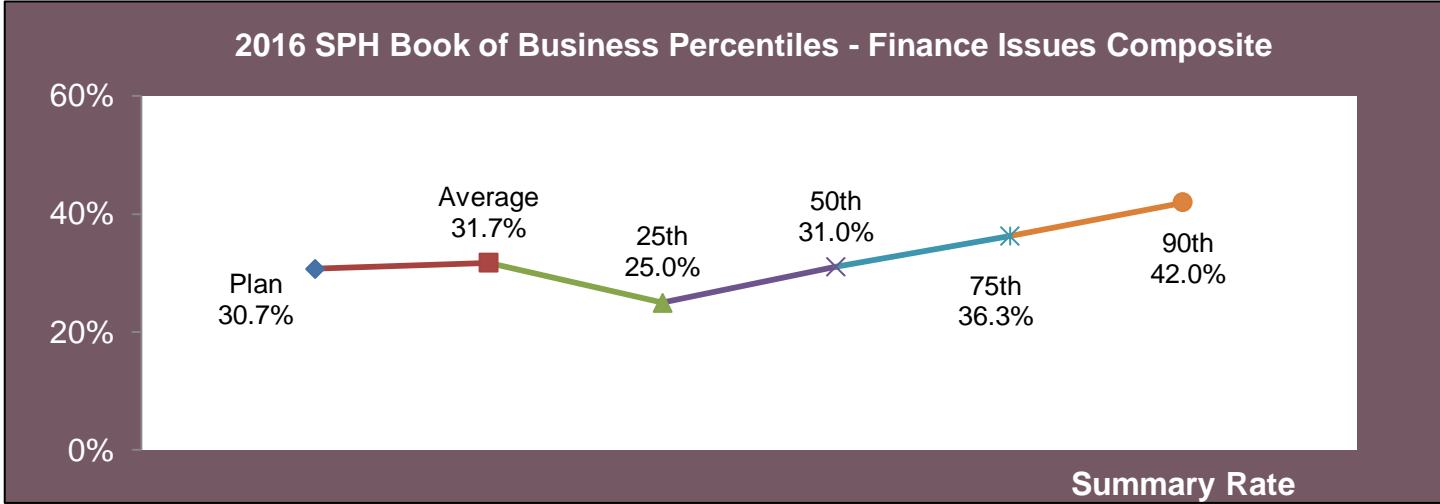


Top Box Scores*	Composite and Attributes	2017		2016		2015		2016 SPH Book of Business**	
		n	Top Box Score*	n	Top Box Score*	n	Top Box Score*	Medicaid	Aggregate
	Finance Issues		13.3%		12.5%			14.0%	14.4%
	2A. Consistency of reimbursement fees with your contract rates.	144	9.0%	151	11.9%			12.6%	13.0%
	2B. Accuracy of claims processing.	143	14.0%	149	11.4%			14.8%	15.5%
	2C. Timeliness of claims processing.	142	17.6%	148	12.8%			15.8%	16.0%
	2D. Resolution of claims payment problems or disputes.	135	12.6%	137	13.9%			12.7%	13.3%

Summary Rate Scores*	Composite and Attributes	2017		2016		2015		2016 SPH Book of Business**	
		n	SRS*	n	SRS*	n	SRS*	Medicaid	Aggregate
	Finance Issues		30.7%		35.9%			31.7%	32.4%
	2A. Consistency of reimbursement fees with your contract rates.	144	25.7%	151	31.8%			29.5%	30.0%
	2B. Accuracy of claims processing.	143	32.2%	149	39.6%			33.7%	34.8%
	2C. Timeliness of claims processing.	142	30.3%	148	38.5%			35.1%	35.1%
	2D. Resolution of claims payment problems or disputes.	135	34.8%	137	33.6%			28.4%	29.7%



Your 2017 Top Box Summary Rate for the Finance Issues composite is 13.3%, which is not significantly different from SPH's 2016 Medicaid Book of Business Top Box Summary Rate Score of 14.0%.



Your 2017 Summary Rate for the Finance Issues composite is 30.7%, which is not significantly different from SPH's 2016 Medicaid Book of Business Summary Rate Score of 31.7%.

* Top Box Scores represent the top response percentage ("Well above average"). Summary Rate Scores represent the top two response percentages ("Well above average" and "Somewhat above average").

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Note: Significance Testing - Cells highlighted in red denote current year plan percentage is significantly lower when compared to trend or benchmark data; cells highlighted in green denote current year plan percentage is significantly higher when compared to trend or benchmark data; no shading denotes that there was no significant difference between the percentages or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

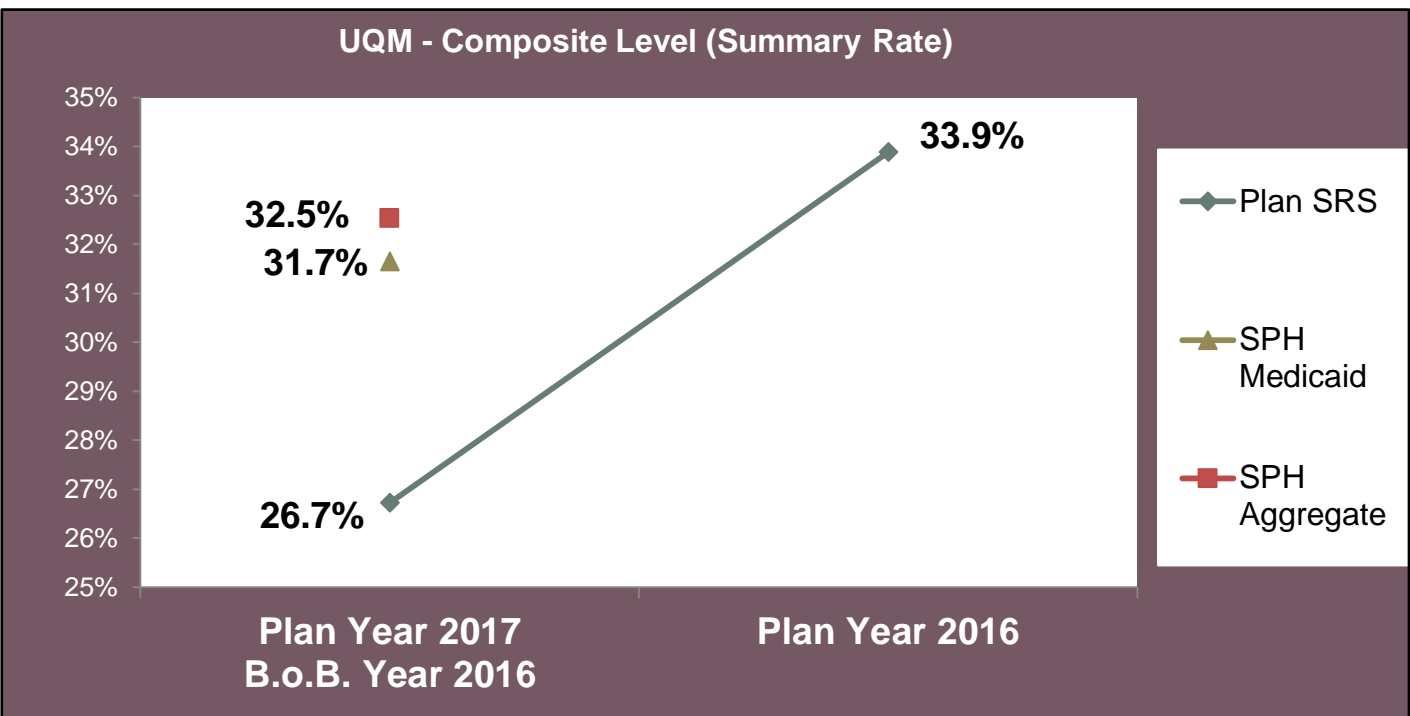
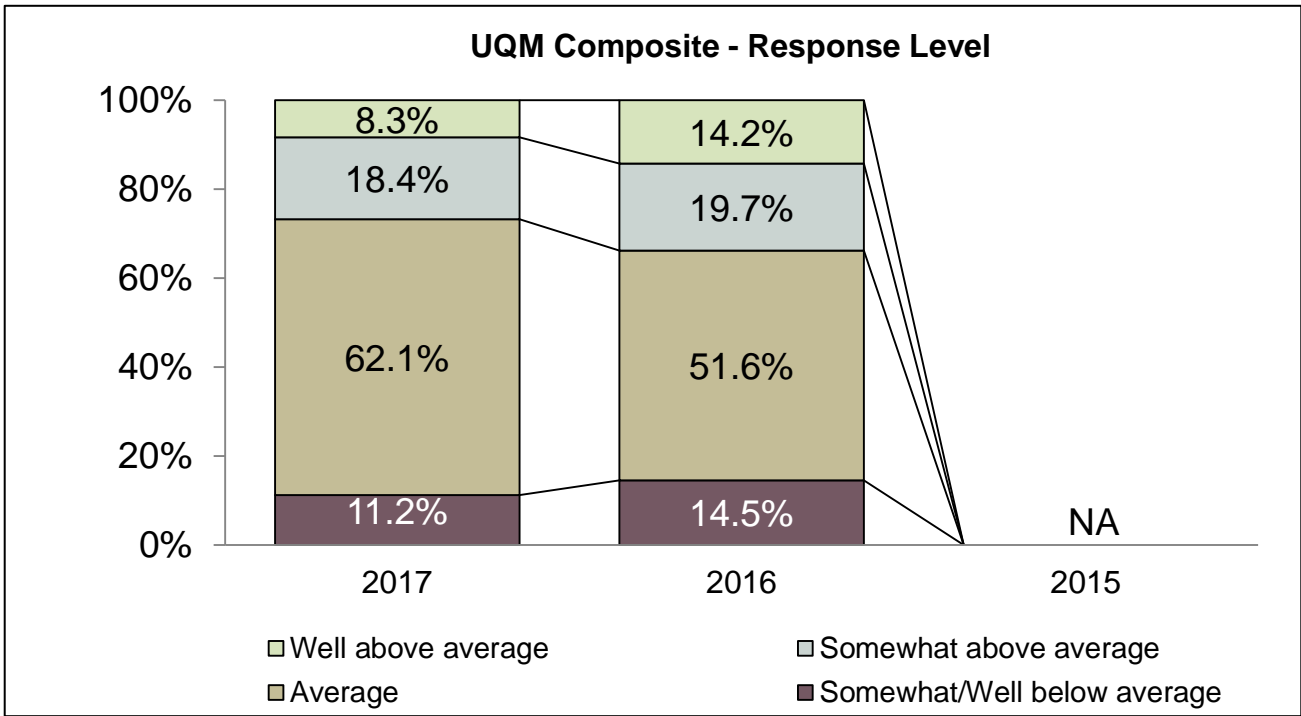
Composite Analysis

Utilization and Quality Management - Top Box and Summary Rate Scores

133 Total Utilization and Quality Management Respondents

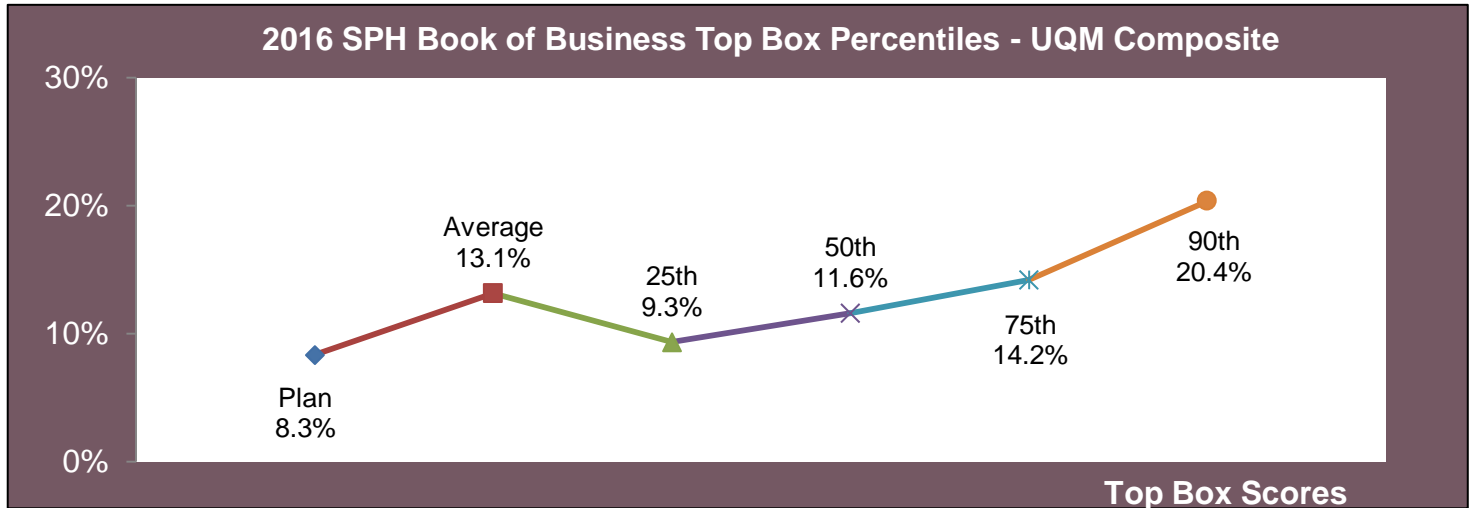
Aetna Better Health of Louisiana

Provider Satisfaction Survey

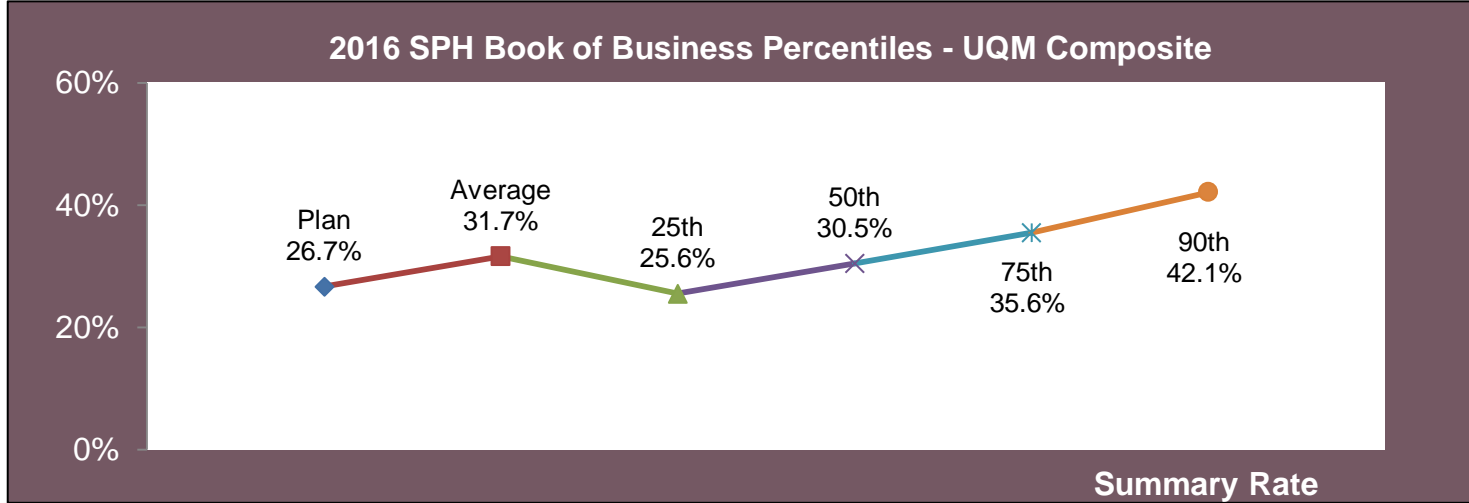


Top Box Scores*	Composite and Attributes	2017		2016		2015		2016 SPH Book of Business**	
		n	Top Box Score*	n	Top Box Score*	n	Top Box Score*	Medicaid	Aggregate
	Utilization and Quality Management		8.3%		14.2%			13.1%	13.8%
	3A. Access to knowledgeable UM staff.	123	8.1%	136	10.3%			11.8%	12.6%
	3B. Procedures for obtaining pre-certification/referral/authorization information.	133	8.3%	142	15.5%			12.3%	13.1%
	3C. Timeliness of obtaining pre-certification/referral/authorization information.	128	10.2%	141	16.3%			12.7%	13.7%
	3D. The health plan's facilitation/support of appropriate clinical care for patients.	126	8.7%	139	15.1%			12.6%	13.1%
	3E. Access to Case/Care Managers from this health plan.	117	5.1%	137	10.9%			12.2%	12.9%
	3F. Degree to which the plan covers and encourages preventive care and wellness.	124	9.7%	129	17.1%			17.1%	17.3%

Summary Rate Scores*	Composite and Attributes	2017		2016		2015		2016 SPH Book of Business**	
		n	SRS*	n	SRS*	n	SRS*	Medicaid	Aggregate
	Utilization and Quality Management		26.7%		33.9%			31.7%	32.5%
	3A. Access to knowledgeable UM staff.	123	26.0%	136	29.4%			29.9%	30.7%
	3B. Procedures for obtaining pre-certification/referral/authorization information.	133	26.3%	142	37.3%			31.1%	32.3%
	3C. Timeliness of obtaining pre-certification/referral/authorization information.	128	32.0%	141	33.3%			31.1%	32.3%
	3D. The health plan's facilitation/support of appropriate clinical care for patients.	126	23.8%	139	33.1%			30.1%	31.2%
	3E. Access to Case/Care Managers from this health plan.	117	24.8%	137	31.4%			29.2%	30.1%
	3F. Degree to which the plan covers and encourages preventive care and wellness.	124	27.4%	129	38.8%			38.5%	38.6%



Your 2017 Top Box Summary Rate for the Utilization and Quality Management composite is 8.3%, which is not significantly different from SPH's 2016 Medicaid Book of Business Top Box Summary Rate Score of 13.1%.



Your 2017 Summary Rate for the Utilization and Quality Management composite is 26.7%, which is not significantly different from SPH's 2016 Medicaid Book of Business Summary Rate Score of 31.7%.

* Top Box Scores represent the top response percentage ("Well above average"). Summary Rate Scores represent the top two response percentages ("Well above average" and "Somewhat above average").

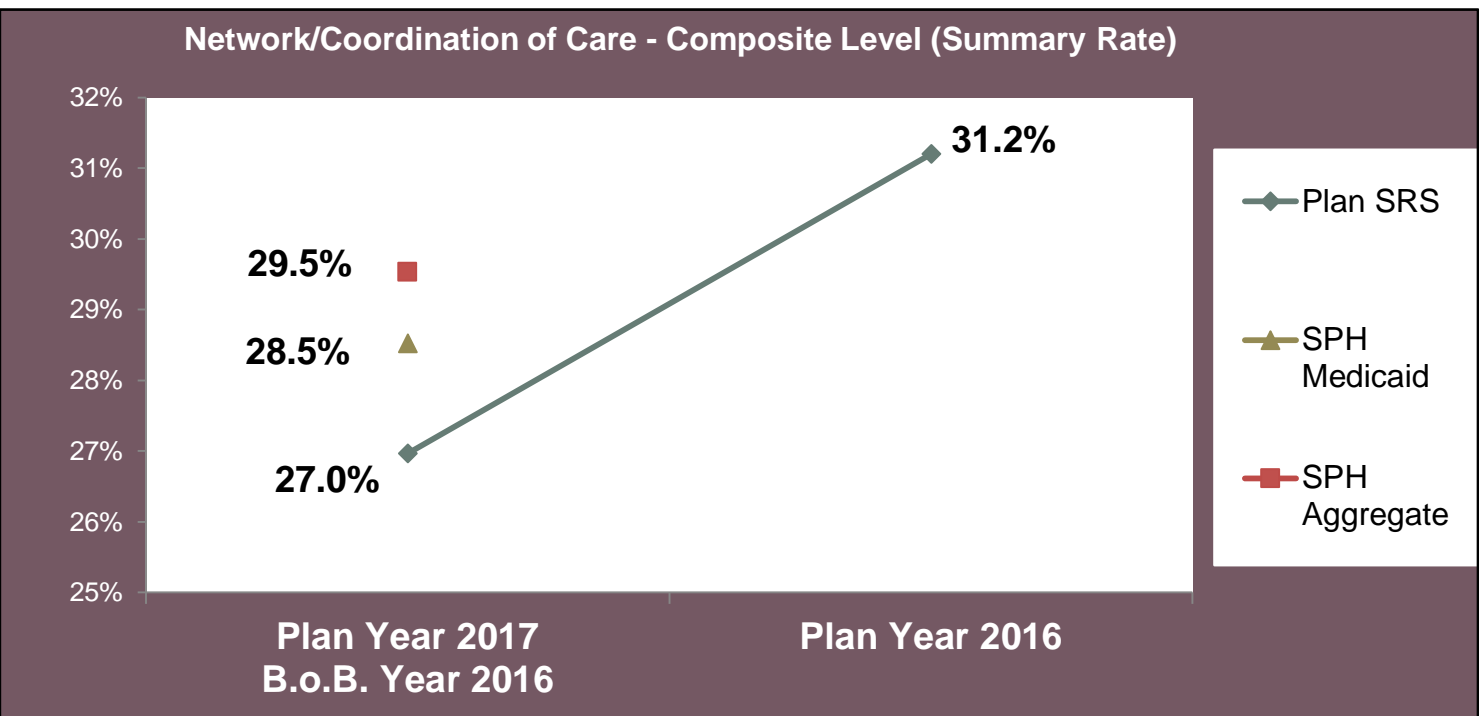
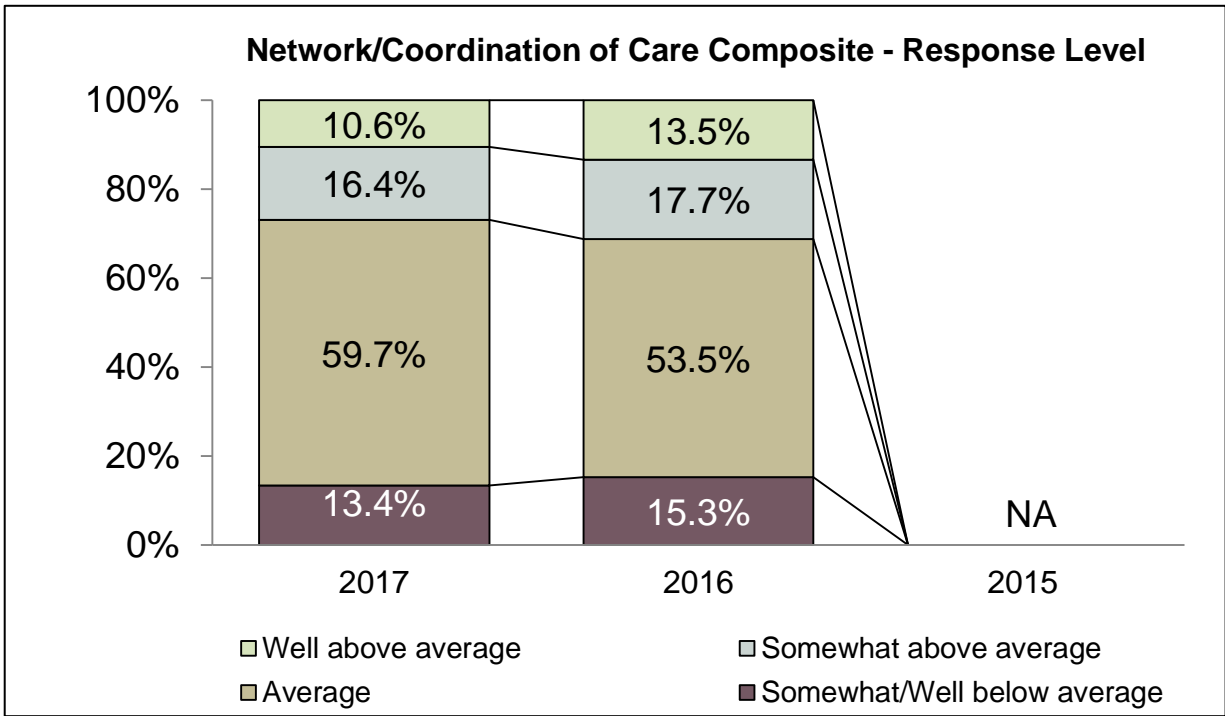
** SPH Analytics's 2016 Medicaid Book of Business consists of data from 58 plans representing 14957 respondents, while the Aggregate Book of Business consists of data from 83 plans representing 22418 respondents in Primary Care, Specialty, and Behavioral Health areas of medicine. See Technical Notes for more information.

Note: Significance Testing - Cells highlighted in red denote current year plan percentage is significantly lower when compared to trend or benchmark data; cells highlighted in green denote current year plan percentage is significantly higher when compared to trend or benchmark data; no shading denotes that there was no significant difference between the percentages or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Composite Analysis

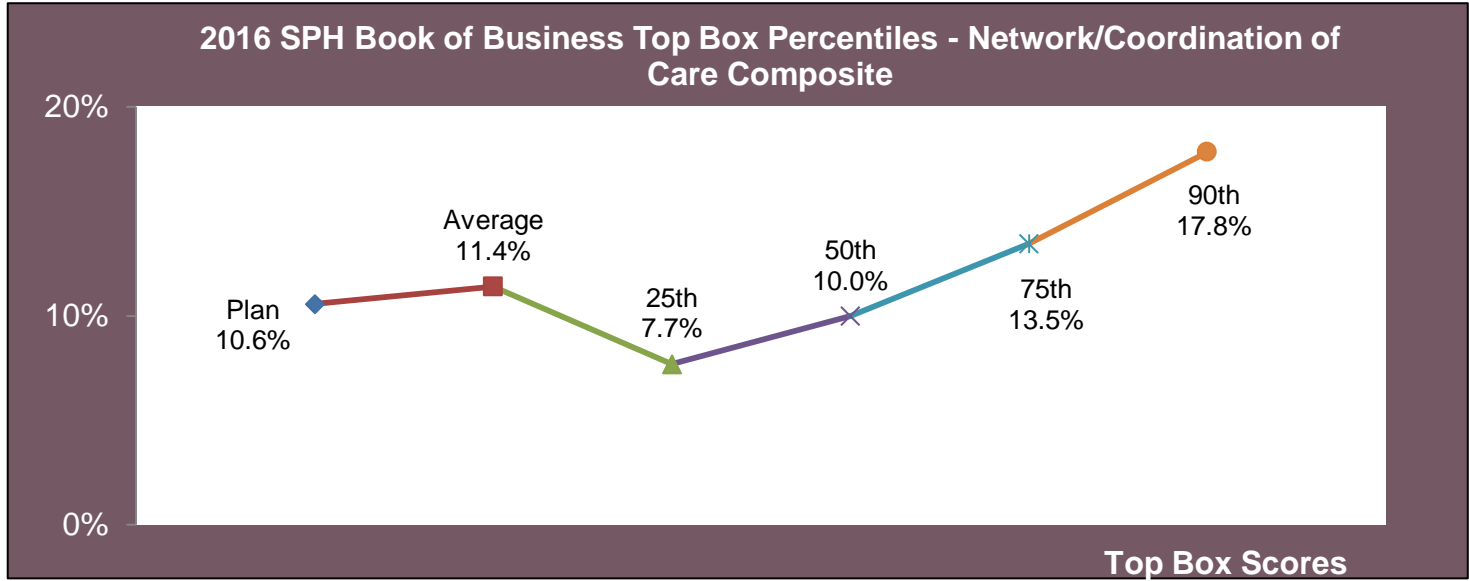
Network/Coordination of Care - Top Box and Summary Rate Scores

121 Total Network/Coordination of Care Respondents

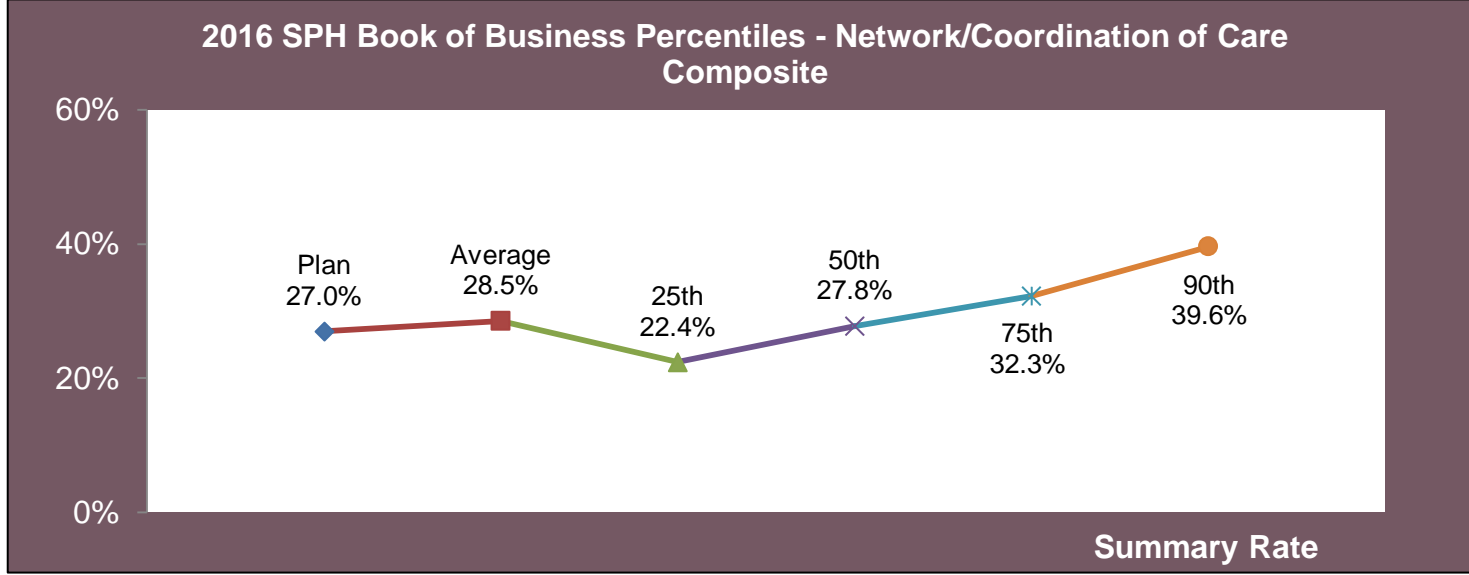


Top Box Scores*	Composite and Attributes	2017		2016		2015		2016 SPH Book of Business**	
		n	Top Box Score*	n	Top Box Score*	n	Top Box Score*	Medicaid	Aggregate
Top Box Scores*	Network/Coordination of Care		10.6%		13.5%			11.4%	12.0%
	4A. The number of specialists in this health plan's provider network.	120	10.0%	127	11.8%			10.3%	10.8%
	4B. The quality of specialists in this health plan's provider network.	121	9.9%	124	15.3%			12.9%	13.6%
	4C. The timeliness of feedback/reports from specialists in this health plan's provider network.	110	11.8%	121	13.2%			11.0%	11.6%

Summary Rate Scores*	Composite and Attributes	2017		2016		2015		2016 SPH Book of Business**	
		n	SRS*	n	SRS*	n	SRS*	Medicaid	Aggregate
Summary Rate Scores*	Network/Coordination of Care		27.0%		31.2%			28.5%	29.5%
	4A. The number of specialists in this health plan's provider network.	120	28.3%	127	27.6%			25.4%	26.5%
	4B. The quality of specialists in this health plan's provider network.	121	28.9%	124	36.3%			32.3%	33.4%
	4C. The timeliness of feedback/reports from specialists in this health plan's provider network.	110	23.6%	121	29.8%			27.9%	28.7%



Your 2017 Top Box Summary Rate for the Network/Coordination of Care composite is 10.6%, which is not significantly different from SPH's 2016 Medicaid Book of Business Top Box Summary Rate Score of 11.4%.



Your 2017 Summary Rate for the Network/Coordination of Care composite is 27.0%, which is not significantly different from SPH's 2016 Medicaid Book of Business Summary Rate Score of 28.5%.

* Top Box Scores represent the top response percentage ("Well above average"). Summary Rate Scores represent the top two response percentages ("Well above average" and "Somewhat above average").

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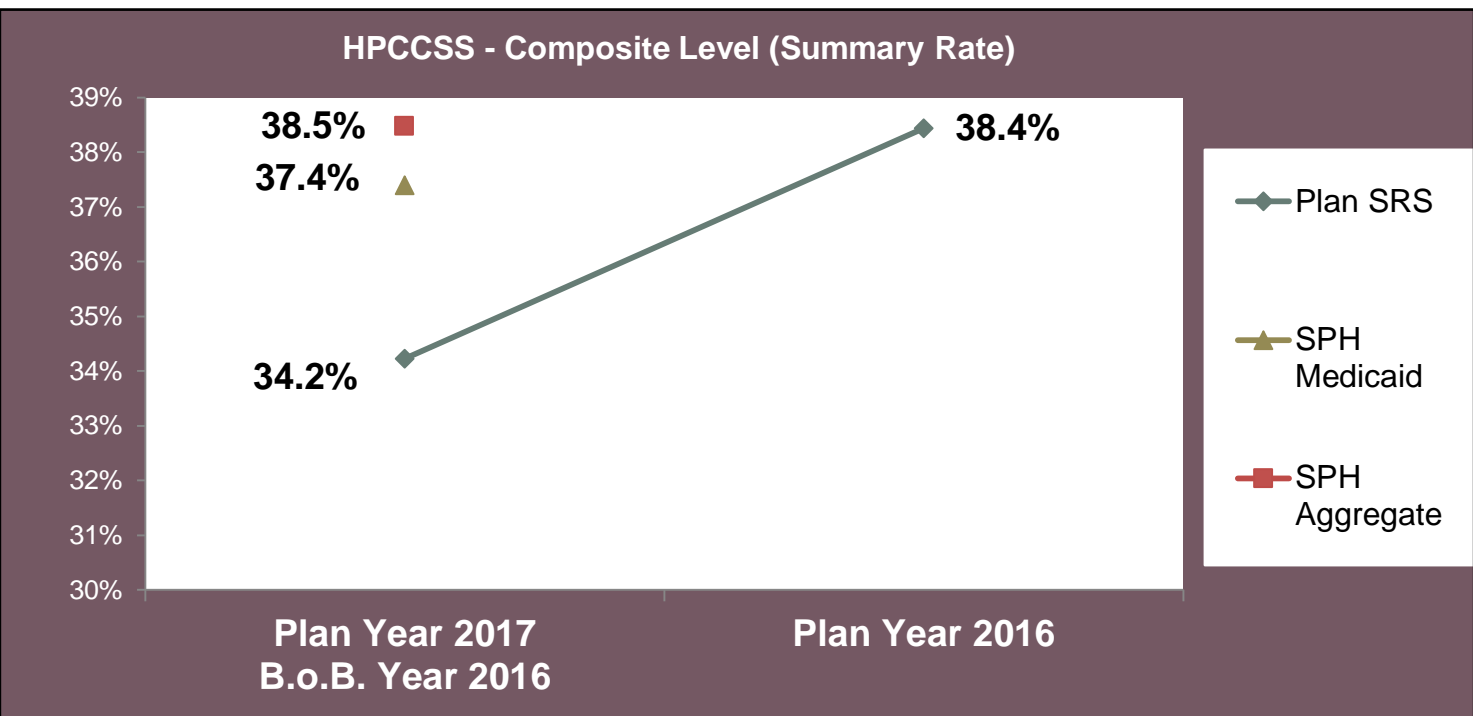
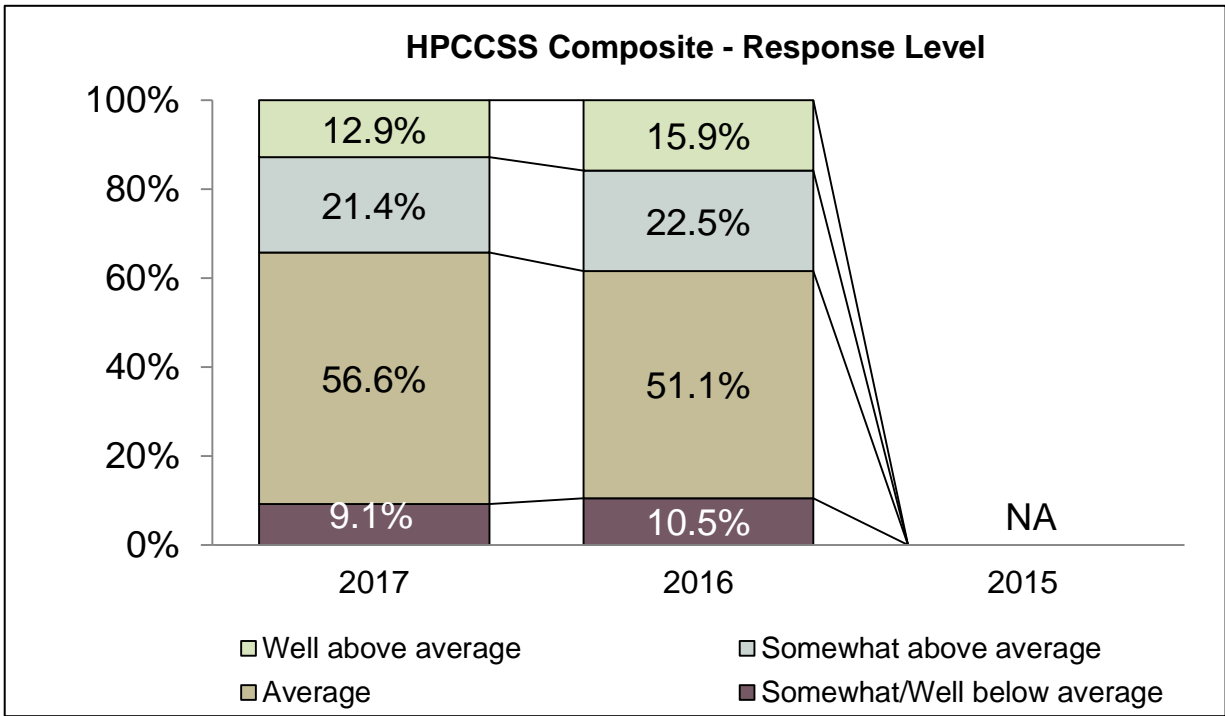
Composite Analysis

Health Plan Call Center Service Staff - Top Box and Summary Rate Scores

135 Total Health Plan Call Center Service Staff Respondents

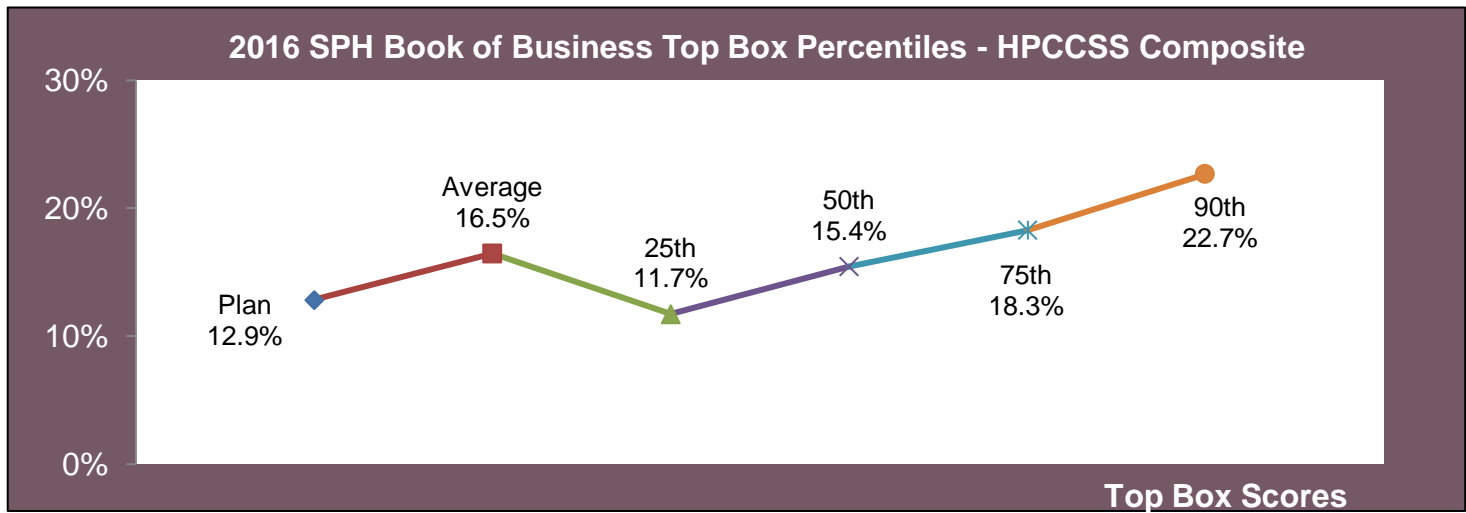
Aetna Better Health of Louisiana

Provider Satisfaction Survey

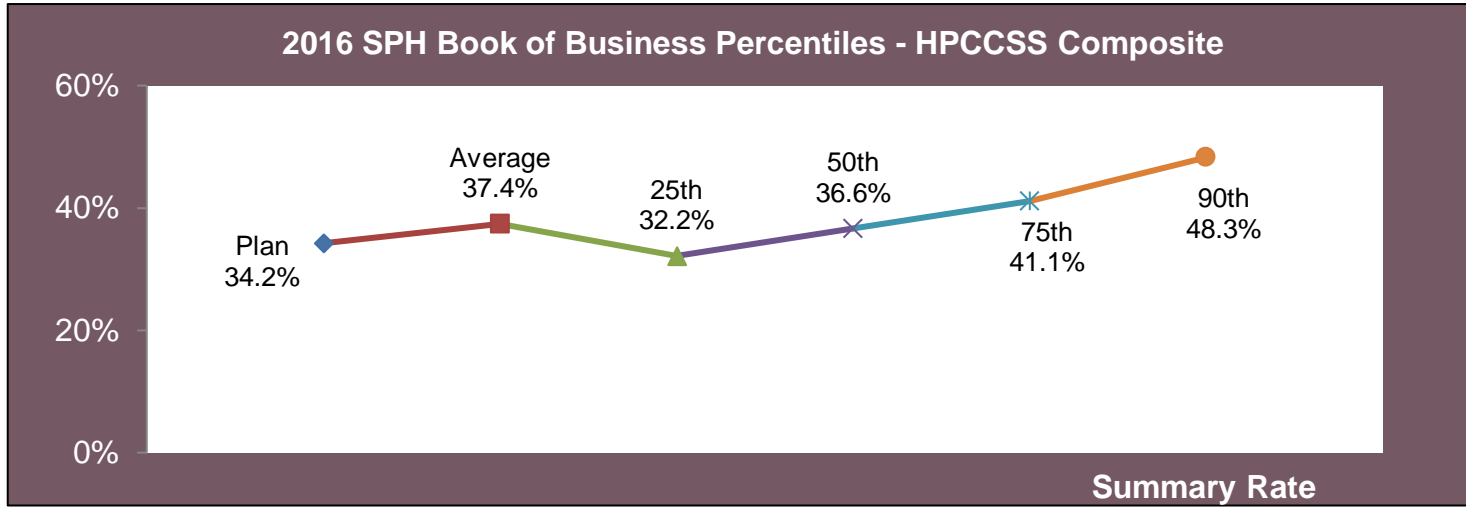


Top Box Scores*	Composite and Attributes	2017		2016		2015		2016 SPH Book of Business**	
		n	Top Box Score*	n	Top Box Score*	n	Top Box Score*	Medicaid	Aggregate
	Health Plan Call Center Service Staff		12.9%		15.9%			16.5%	17.4%
5A. Ease of reaching health plan call center staff over the phone.		133	15.8%	145	12.4%			14.8%	16.0%
	5B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	133	13.5%	146	20.5%			19.2%	19.8%
	5C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.	115	9.6%	132	13.6%			15.0%	15.8%
	5D. Overall satisfaction with health plan's call center service.	135	12.6%	147	17.0%			16.8%	17.9%

Summary Rate Scores*	Composite and Attributes	2017		2016		2015		2016 SPH Book of Business**	
		n	SRS*	n	SRS*	n	SRS*	Medicaid	Aggregate
	Health Plan Call Center Service Staff		34.2%		38.4%			37.4%	38.5%
5A. Ease of reaching health plan call center staff over the phone.		133	33.8%	145	36.6%			35.1%	36.5%
	5B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	133	35.3%	146	39.0%			41.5%	42.1%
	5C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.	115	32.2%	132	39.4%			35.3%	36.2%
	5D. Overall satisfaction with health plan's call center service.	135	35.6%	147	38.8%			37.8%	39.2%



Your 2017 Top Box Summary Rate for the Health Plan Call Center Service Staff composite is 12.9%, which is not significantly different from SPH's 2016 Medicaid Book of Business Top Box Summary Rate Score of 16.5%.



Your 2017 Summary Rate for the Health Plan Call Center Service Staff composite is 34.2%, which is not significantly different from SPH's 2016 Medicaid Book of Business Summary Rate Score of 37.4%.

* Top Box Scores represent the top response percentage ("Well above average"). Summary Rate Scores represent the top two response percentages ("Well above average" and "Somewhat above average").

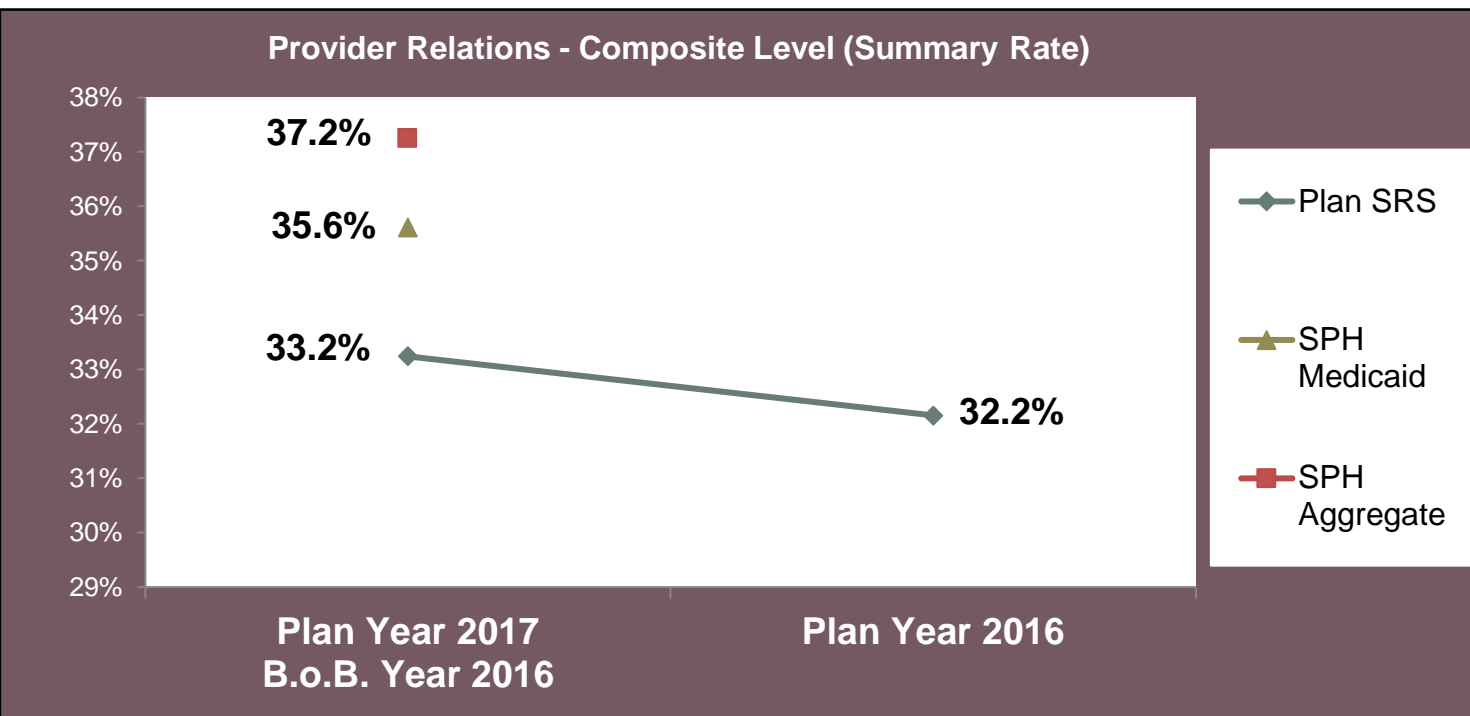
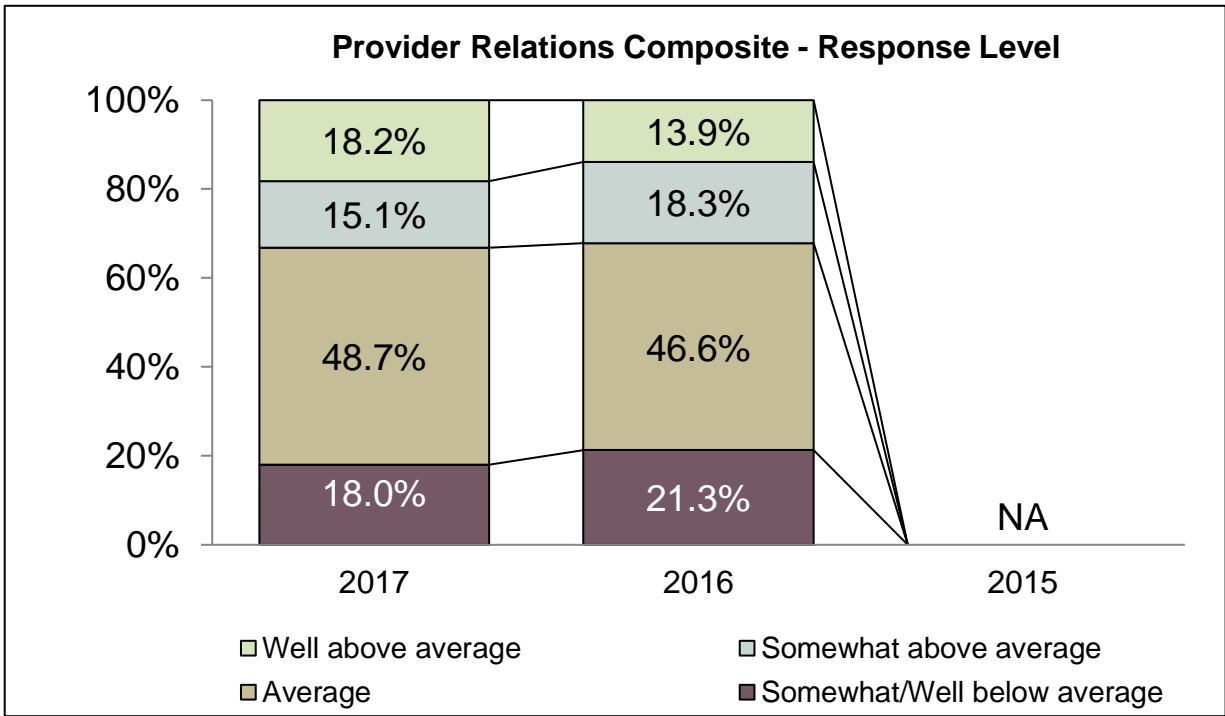
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Note: Significance Testing - Cells highlighted in red denote current year plan percentage is significantly lower when compared to trend or benchmark data; cells highlighted in green denote current year plan percentage is significantly higher when compared to trend or benchmark data; no shading denotes that there was no significant difference between the percentages or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Composite Analysis

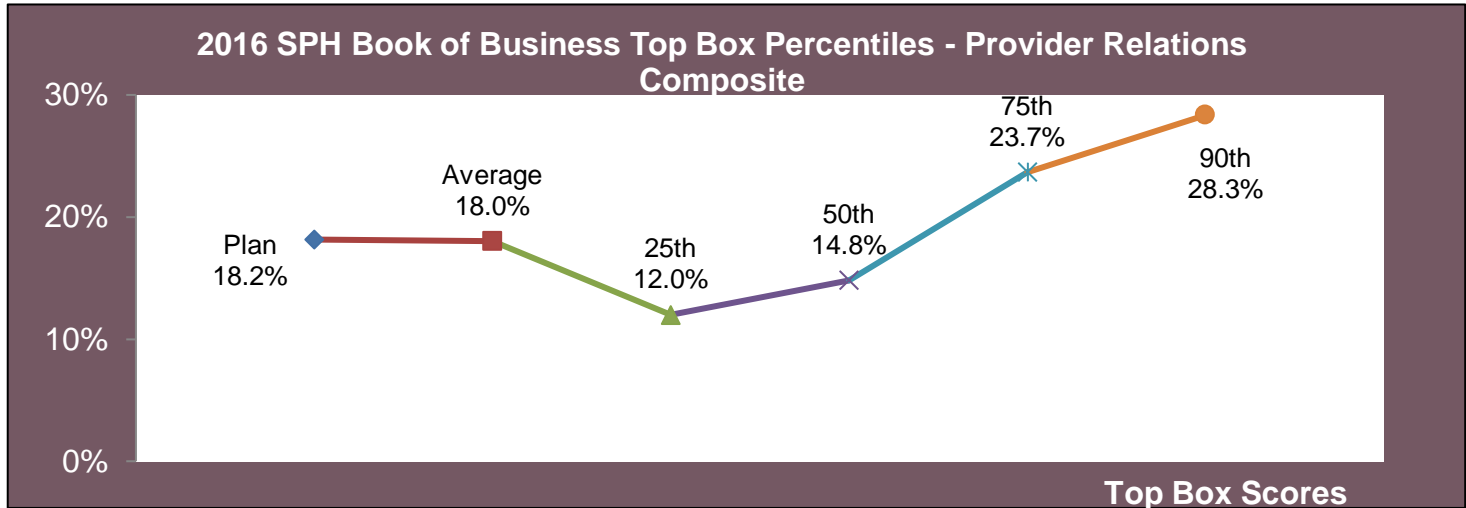
Provider Relations - Top Box and Summary Rate Scores

117 Total Provider Relations Respondents

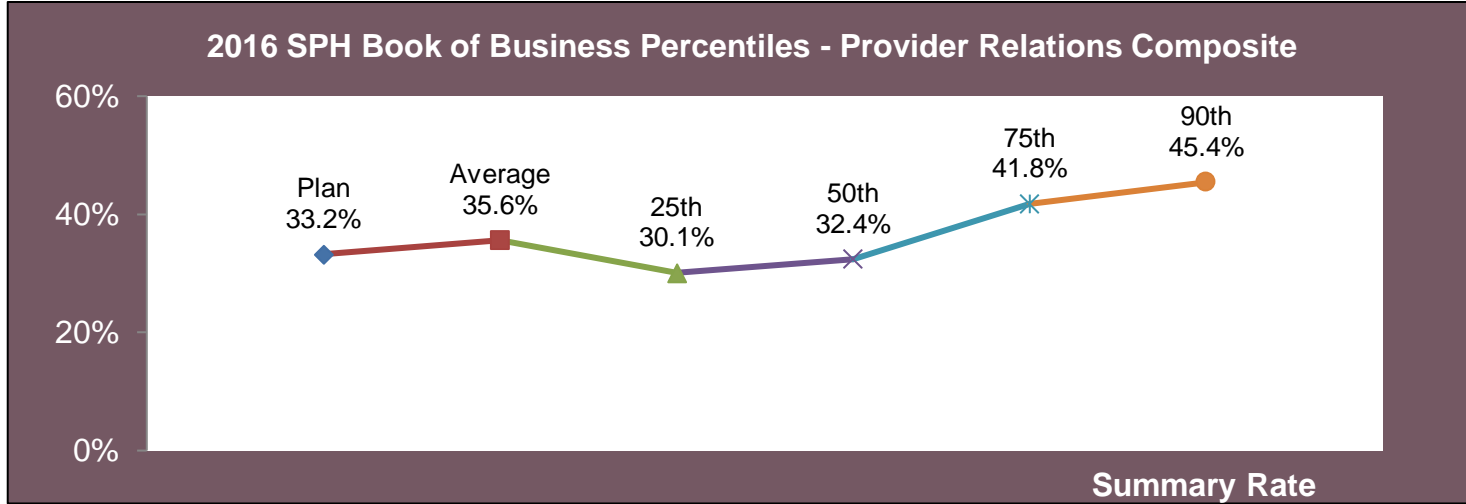


Top Box Scores*	Composite and Attributes	2017		2016		2015		2016 SPH Book of Business**	
		n	Top Box Score*	n	Top Box Score*	n	Top Box Score*	Medicaid	Aggregate
Top Box Scores*	Provider Relations		18.2%		13.9%			18.0%	19.2%
	6A. Do you have a Provider Relations representative from this health plan assigned to your practice?	128	51.6%	132	53.0%			50.4%	46.2%
	6B. Provider Relations representative's ability to answer questions and resolve problems.	62	29.0%	67	16.4%			25.7%	27.7%
	6C. Quality of provider orientation process.	111	12.6%	109	11.0%			13.7%	14.1%
	6D. Quality of written communications, policy bulletins, and manuals.	117	12.8%	133	14.3%			14.7%	15.7%

Summary Rate Scores*	Composite and Attributes	2017		2016		2015		2016 SPH Book of Business**	
		n	SRS*	n	SRS*	n	SRS*	Medicaid	Aggregate
Summary Rate Scores*	Provider Relations		33.2%		32.2%			35.6%	37.2%
	6A. Do you have a Provider Relations representative from this health plan assigned to your practice?	128	51.6%	132	53.0%			50.4%	46.2%
	6B. Provider Relations representative's ability to answer questions and resolve problems.	62	43.5%	67	41.8%			47.1%	49.6%
	6C. Quality of provider orientation process.	111	28.8%	109	23.9%			28.0%	29.0%
	6D. Quality of written communications, policy bulletins, and manuals.	117	27.4%	133	30.8%			31.7%	33.1%



Your 2017 Top Box Summary Rate for the Provider Relations composite is 18.2%, which is not significantly different from SPH's 2016 Medicaid Book of Business Top Box Summary Rate Score of 18.0%.



Your 2017 Summary Rate for the Provider Relations composite is 33.2%, which is not significantly different from SPH's 2016 Medicaid Book of Business Summary Rate Score of 35.6%.

* Top Box Scores represent the top response percentage ("Yes;" "Well above average"). Summary Rate Scores represent the top two response percentages ("Yes;" "Well above average" and "Somewhat above average").

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Note 1: Significance Testing - Cells highlighted in red denote current year plan percentage is significantly lower when compared to trend or benchmark data; cells highlighted in green denote current year plan percentage is significantly higher when compared to trend or benchmark data; no shading denotes that there was no significant difference between the percentages or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Note 2: The Provider Relations composite is the average of 6B through 6D. It does not include 6A.

5. Global Proportions

Pages 5A through 5C provide a graphical presentation of the percentage of providers who chose each response option.⁵ The charts present the composite percentages, as well as the percentages for each attribute that make up the composite.

Global proportions are a useful tool to understand a provider's satisfaction, dissatisfaction, or neutrality when they rate a particular service or service area. Summary Rate Scores alone are not as complete an indication of performance given that they do not show a distribution of responses across all response categories.

	Summary Rate Score			
	Well above average	Somewhat above average	Average	Somewhat/Well below average
Case 1	65%	10%	20%	5%
Case 2	15%	60%	15%	10%

The above chart demonstrates two cases in which a high Summary Rate becomes less revealing. In Case 1, a relatively large percentage of providers are found to be very satisfied ('Well above average'). In Case 2, a large proportion of the Summary Rate responses are 'Somewhat above average,' rather than the more favorable response of 'Well above average.' When reviewing cases one and two, the first case shows a higher average rating than the second, even though the Summary Rates are equal (both 75%).

Charts 5A – 5C

⁵ Response distributions are also provided in the Question Summaries, which are located in section 15, *Appendix A*.

Global Proportions

Composite/Attribute Response Distributions

172 Total Respondents

Comparative Rating	Valid n	<div>Well above average</div> <div>Somewhat above average</div> <div>Average</div> <div>Well/Somewhat below average</div>
1A. How would you rate Aetna Better Health of Louisiana compared to all other health plans you contract with?	163	<div> <div>6%</div> <div>21%</div> <div>60%</div> <div>13%</div> </div>

Finance Issues	Valid n	<div>Well above average</div> <div>Somewhat above average</div> <div>Average</div> <div>Well/Somewhat below average</div>
		<div> <div>13%</div> <div>17%</div> <div>56%</div> <div>13%</div> </div>
2A. Consistency of reimbursement fees with your contract rates.	144	<div> <div>9%</div> <div>17%</div> <div>58%</div> <div>17%</div> </div>
2B. Accuracy of claims processing.	143	<div> <div>14%</div> <div>18%</div> <div>58%</div> <div>10%</div> </div>
2C. Timeliness of claims processing.	142	<div> <div>18%</div> <div>13%</div> <div>60%</div> <div>10%</div> </div>
2D. Resolution of claims payment problems or disputes.	135	<div> <div>13%</div> <div>22%</div> <div>50%</div> <div>16%</div> </div>

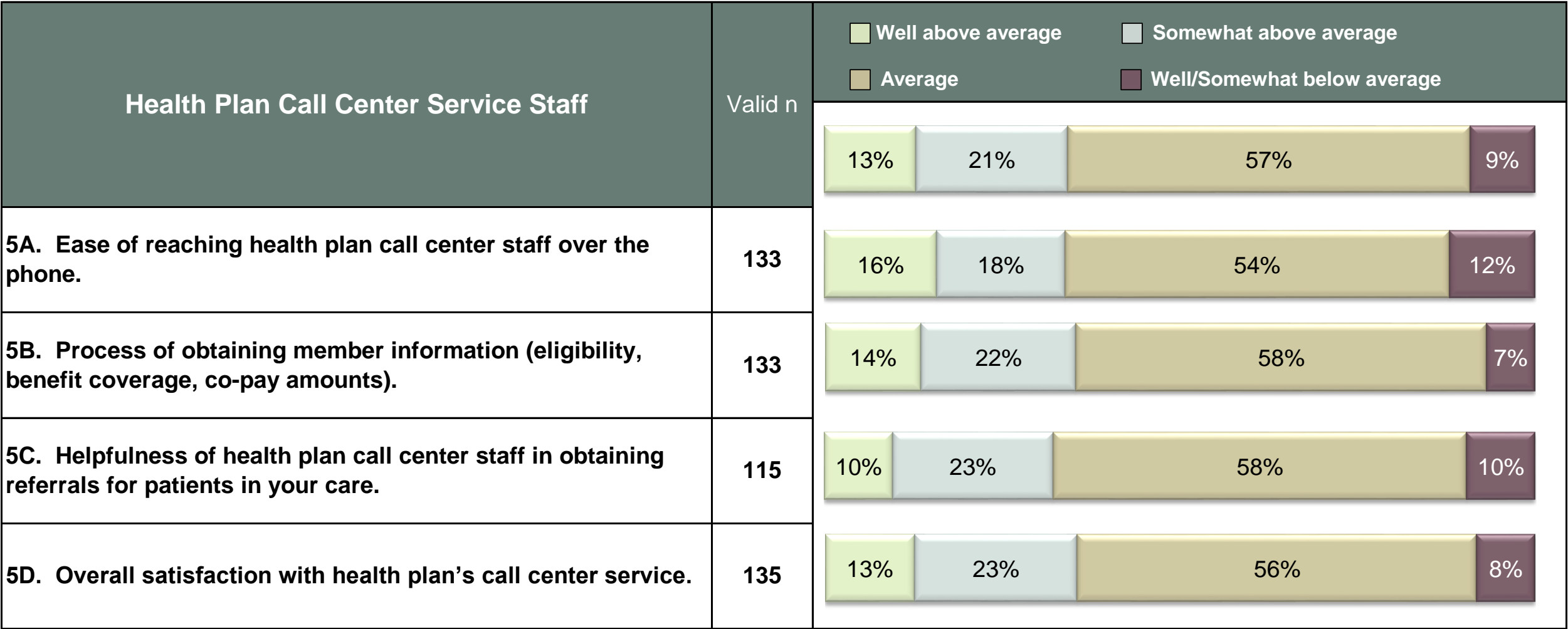
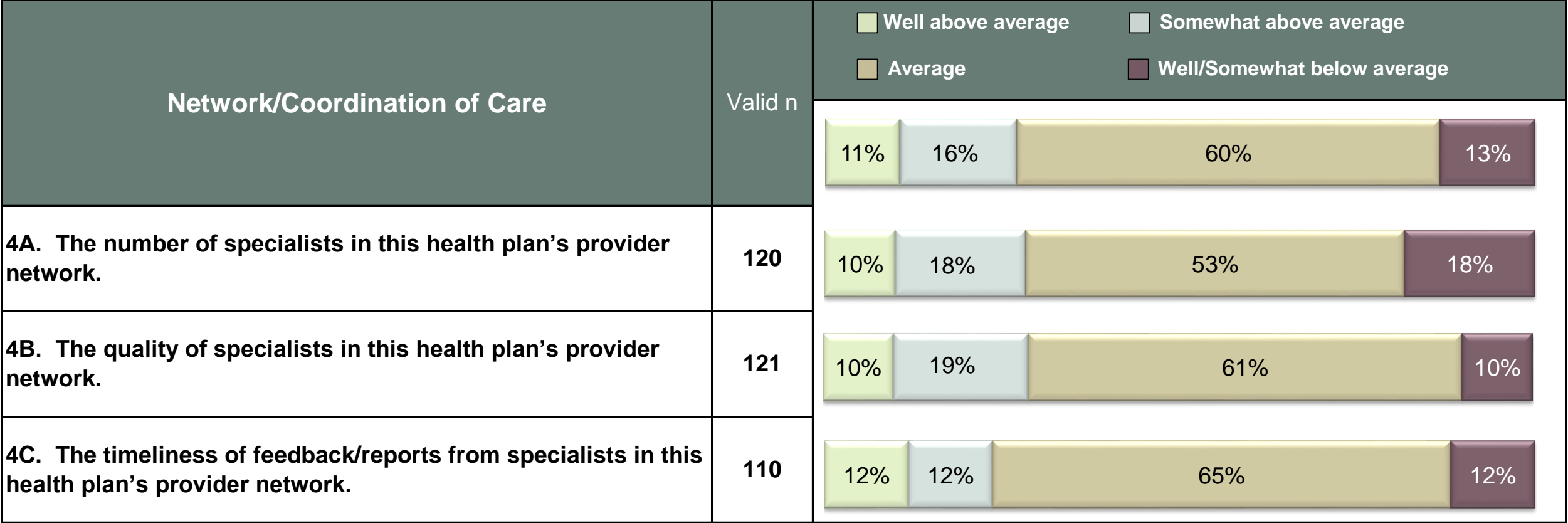
Utilization and Quality Management	Valid n	<div>Well above average</div> <div>Somewhat above average</div> <div>Average</div> <div>Well/Somewhat below average</div>
		<div> <div>8%</div> <div>18%</div> <div>62%</div> <div>11%</div> </div>
3A. Access to knowledgeable UM staff.	123	<div> <div>8%</div> <div>18%</div> <div>63%</div> <div>11%</div> </div>
3B. Procedures for obtaining pre-certification/referral/authorization information.	133	<div> <div>8%</div> <div>18%</div> <div>62%</div> <div>11%</div> </div>
3C. Timeliness of obtaining pre-certification/referral/authorization information.	128	<div> <div>10%</div> <div>22%</div> <div>55%</div> <div>13%</div> </div>
3D. The health plan’s facilitation/support of appropriate clinical care for patients.	126	<div> <div>9%</div> <div>15%</div> <div>68%</div> <div>8%</div> </div>
3E. Access to Case/Care Managers from this health plan.	117	<div> <div>5%</div> <div>20%</div> <div>62%</div> <div>13%</div> </div>
3F. Degree to which the plan covers and encourages preventive care and wellness.	124	<div> <div>10%</div> <div>18%</div> <div>62%</div> <div>10%</div> </div>

Note: Percentages may not add to 100% due to rounding.

Global Proportions

Composite/Attribute Response Distributions

172 Total Respondents



Note: Percentages may not add to 100% due to rounding.

Global Proportions

Composite/Attribute Response Distributions

172 Total Respondents

Provider Relations	Valid n	<div>Well above average</div> <div>Somewhat above average</div> <div>Average</div> <div>Well/Somewhat below average</div>
		<div> <div>18%</div> <div>15%</div> <div>49%</div> <div>18%</div> </div>
6B. Provider Relations representative's ability to answer questions and resolve problems.	62	<div> <div>29%</div> <div>15%</div> <div>42%</div> <div>15%</div> </div>
6C. Quality of provider orientation process.	111	<div> <div>13%</div> <div>16%</div> <div>50%</div> <div>22%</div> </div>
6D. Quality of written communications, policy bulletins, and manuals.	117	<div> <div>13%</div> <div>15%</div> <div>55%</div> <div>18%</div> </div>

Overall Satisfaction	Valid n	<div>Completely satisfied</div> <div>Somewhat satisfied</div> <div>Neither</div> <div>Completely/Somewhat dissatisfied</div>
11B. Please rate your overall satisfaction with Aetna Better Health of Louisiana.	61	<div> <div>33%</div> <div>43%</div> <div>10%</div> <div>15%</div> </div>
11C. Please rate your overall satisfaction with Amerigroup.	59	<div> <div>29%</div> <div>44%</div> <div>10%</div> <div>17%</div> </div>
11D. Please rate your overall satisfaction with Amerihealth Caritas.	59	<div> <div>32%</div> <div>42%</div> <div>17%</div> <div>8%</div> </div>
11E. Please rate your overall satisfaction with Louisiana Health Care Connections.	62	<div> <div>35%</div> <div>39%</div> <div>8%</div> <div>18%</div> </div>
11F. Please rate your overall satisfaction with United.	60	<div> <div>42%</div> <div>37%</div> <div>10%</div> <div>12%</div> </div>

Note: Percentages may not add to 100% due to rounding.

6. Segmentation Analyses

The database provided by Aetna Better Health of Louisiana includes demographic information, and the Provider Satisfaction Survey asks demographic questions about the respondent's medical practice, which facilitates a market segmentation of the providers. The charts beginning on page 6A present Summary Rate Scores organized across the following demographics:

- ☒ Area of Medicine (A)
- ☒ Physicians in Practice (B)
- ☒ Years in Practice (C)
- ☒ Portion of Managed Care Volume Represented by Health Plan (D)
- ☒ Survey Respondent (E)
- ☒ Insurance Participation (G)
- ☒ Physician Segmentation ID (Database)

The percentages represent the Summary Rate for each segment of the demographic category. For example, in the table below, the Summary Rate for 11B, '*Please rate your overall satisfaction with Aetna Better Health of Louisiana.*' is the percentage of respondents who selected 'Completely satisfied' or 'Somewhat satisfied.'

The interpretation of this example would be, "Of the respondents who have been in practice less than five years, 60.0% are 'Completely satisfied' or 'Somewhat satisfied' with Aetna Better Health of Louisiana, while 89.3% of respondents who have been in practice five to 15 years and 65.2% of respondents who have been in practice 16 years or more are 'Completely satisfied' or 'Somewhat satisfied' with Aetna Better Health of Louisiana."

Years in Practice	Less than 5 years	5 – 15 years	16 years or more
11B. Please rate your overall satisfaction with Aetna Better Health of Louisiana.	60.0%	89.3%	65.2%

Results on the following pages are provided for individual attributes and for each composite. Caution is recommended when making comparisons between segments with a small valid n (less than 30), as the results may not be representative of the population.

Charts 6A – 6G

Segmentation Analysis
Plan Summary Rates by Area of Medicine (A)

Aetna Better Health of Louisiana
Provider Satisfaction Survey

172 Total Respondents

Composite/Attribute	Primary Care		Specialty		Behavioral Health Clinician		Hospital Location		Range*
	Valid n**	%	Valid n**	%	Valid n**	%	Valid n**	%	
Overall Satisfaction		73.7%		72.7%		83.3%		85.7%	10.6%
11A. Would you recommend Aetna Better Health of Louisiana to other physicians' practices?	18	94.4%	21	85.7%	22	95.5%	6	83.3%	9.7%
11B. Please rate your overall satisfaction with Aetna Better Health of Louisiana.	19	73.7%	22	72.7%	24	83.3%	7	85.7%	10.6%
11C. Please rate your overall satisfaction with Amerigroup.	18	77.8%	19	63.2%	25	76.0%	5	80.0%	14.6%
11D. Please rate your overall satisfaction with Amerihealth Caritas.	18	72.2%	20	75.0%	24	70.8%	6	83.3%	4.2%
11E. Please rate your overall satisfaction with Louisiana Health Care Connections.	19	94.7%	22	59.1%	25	68.0%	6	66.7%	35.6%
11F. Please rate your overall satisfaction with United.	17	88.2%	22	68.2%	25	72.0%	6	66.7%	20.1%
All Other Plans (Comparative Rating)									
1A. How would you rate Aetna Better Health of Louisiana compared to all other health plans you contract with?	46	21.7%	80	21.3%	62	46.8%	28	21.4%	25.5%
Finance Issues		27.5%		25.3%		43.2%		24.1%	17.9%
2A. Consistency of reimbursement fees with your contract rates.	41	24.4%	68	20.6%	56	35.7%	21	19.0%	15.1%
2B. Accuracy of claims processing.	40	27.5%	68	26.5%	56	44.6%	21	23.8%	18.2%
2C. Timeliness of claims processing.	40	27.5%	66	22.7%	56	39.3%	21	28.6%	16.6%
2D. Resolution of claims payment problems or disputes.	39	30.8%	64	31.3%	49	53.1%	20	25.0%	22.3%
Utilization and Quality Management		28.0%		25.0%		39.4%		20.6%	14.5%
3A. Access to knowledgeable UM staff.	35	25.7%	57	24.6%	47	36.2%	18	27.8%	11.6%
3B. Procedures for obtaining pre-certification/referral/authorization information.	40	25.0%	63	25.4%	51	41.2%	18	16.7%	16.2%
3C. Timeliness of obtaining pre-certification/referral/authorization information.	40	32.5%	61	29.5%	47	53.2%	18	27.8%	23.7%
3D. The health plan's facilitation/support of appropriate clinical care for patients.	39	28.2%	58	24.1%	46	30.4%	19	21.1%	6.3%
3E. Access to Case/Care Managers from this health plan.	34	26.5%	54	25.9%	45	28.9%	16	18.8%	3.0%
3F. Degree to which the plan covers and encourages preventive care and wellness.	40	30.0%	54	20.4%	47	46.8%	17	11.8%	26.4%
Network/Coordination of Care		25.4%		24.1%		41.1%		25.1%	17.0%
4A. The number of specialists in this health plan's provider network.	37	27.0%	53	28.3%	53	41.5%	17	23.5%	14.5%
4B. The quality of specialists in this health plan's provider network.	38	26.3%	52	23.1%	54	46.3%	18	22.2%	23.2%
4C. The timeliness of feedback/reports from specialists in this health plan's provider network.	35	22.9%	48	20.8%	45	35.6%	17	29.4%	14.7%
Health Plan Call Center Service Staff		31.6%		34.2%		48.7%		33.0%	17.1%
5A. Ease of reaching health plan call center staff over the phone.	34	26.5%	60	31.7%	53	49.1%	18	33.3%	22.6%
5B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	37	32.4%	62	37.1%	52	51.9%	17	41.2%	19.5%
5C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.	35	34.3%	50	34.0%	48	45.8%	16	18.8%	11.8%
5D. Overall satisfaction with health plan's call center service.	36	33.3%	65	33.8%	54	48.1%	18	38.9%	14.8%
Provider Relations		35.9%		29.1%		47.2%		24.7%	18.0%
6A. Do you have a Provider Relations representative from this health plan assigned to your practice?	31	48.4%	61	45.9%	53	58.5%	18	38.9%	12.6%
6B. Provider Relations representative's ability to answer questions and resolve problems.	13	46.2%	27	44.4%	29	51.7%	7	28.6%	7.3%
6C. Quality of provider orientation process.	33	33.3%	55	25.5%	43	44.2%	15	26.7%	18.7%
6D. Quality of written communications, policy bulletins, and manuals.	32	28.1%	57	17.5%	46	45.7%	16	18.8%	28.1%

* Range is the difference between Summary Rates shown. Due to the small sample size of Hospital Location respondents, this segment is excluded from range calculations.

** Valid n refers to the total number of respondents answering the item within the subgroup under the column heading.

Note 1: The Overall Satisfaction Summary Rate includes only 11B. It does not include 11A or 11C through 11F.

Note 2: The Provider Relations composite is the average of 6B through 6D. It does not include 6A.

Segmentation Analysis

Plan Summary Rates by Physicians in Practice (B)

Aetna Better Health of Louisiana

Provider Satisfaction Survey

172 Total Respondents

Composite/Attribute	Solo		2 - 5 physicians		More than 5 physicians		Range*
	Valid n**	%	Valid n**	%	Valid n**	%	
Overall Satisfaction		72.4%		88.2%		70.0%	18.2%
11A. Would you recommend Aetna Better Health of Louisiana to other physicians' practices?	28	85.7%	17	100.0%	9	77.8%	22.2%
11B. Please rate your overall satisfaction with Aetna Better Health of Louisiana.	29	72.4%	17	88.2%	10	70.0%	18.2%
11C. Please rate your overall satisfaction with Amerigroup.	28	71.4%	15	80.0%	11	72.7%	8.6%
11D. Please rate your overall satisfaction with Amerihealth Caritas.	27	77.8%	16	81.3%	11	45.5%	35.8%
11E. Please rate your overall satisfaction with Louisiana Health Care Connections.	30	70.0%	16	93.8%	11	54.5%	39.2%
11F. Please rate your overall satisfaction with United.	29	82.8%	16	87.5%	11	63.6%	23.9%
All Other Plans (Comparative Rating)							
1A. How would you rate Aetna Better Health of Louisiana compared to all other health plans you contract with?	55	45.5%	55	14.5%	40	25.0%	30.9%
Finance Issues		43.1%		20.1%		32.9%	23.0%
2A. Consistency of reimbursement fees with your contract rates.	53	37.7%	46	17.4%	34	23.5%	20.3%
2B. Accuracy of claims processing.	52	48.1%	48	20.8%	32	31.3%	27.2%
2C. Timeliness of claims processing.	53	39.6%	46	21.7%	32	34.4%	17.9%
2D. Resolution of claims payment problems or disputes.	49	46.9%	44	20.5%	33	42.4%	26.5%
Utilization and Quality Management		39.7%		19.7%		22.6%	19.9%
3A. Access to knowledgeable UM staff.	41	36.6%	43	18.6%	32	28.1%	18.0%
3B. Procedures for obtaining pre-certification/referral/authorization information.	43	41.9%	47	19.1%	33	21.2%	22.7%
3C. Timeliness of obtaining pre-certification/referral/authorization information.	42	40.5%	47	27.7%	33	30.3%	12.8%
3D. The health plan's facilitation/support of appropriate clinical care for patients.	44	38.6%	43	18.6%	31	16.1%	22.5%
3E. Access to Case/Care Managers from this health plan.	43	39.5%	36	19.4%	29	13.8%	25.7%
3F. Degree to which the plan covers and encourages preventive care and wellness.	44	40.9%	40	15.0%	31	25.8%	25.9%
Network/Coordination of Care		31.6%		18.5%		33.5%	15.0%
4A. The number of specialists in this health plan's provider network.	45	28.9%	36	22.2%	31	38.7%	16.5%
4B. The quality of specialists in this health plan's provider network.	44	34.1%	37	16.2%	31	38.7%	22.5%
4C. The timeliness of feedback/reports from specialists in this health plan's provider network.	41	31.7%	35	17.1%	26	23.1%	14.6%
Health Plan Call Center Service Staff		41.2%		29.0%		33.6%	12.2%
5A. Ease of reaching health plan call center staff over the phone.	53	37.7%	43	30.2%	29	34.5%	7.5%
5B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	50	44.0%	44	27.3%	31	35.5%	16.7%
5C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.	41	39.0%	38	28.9%	28	32.1%	10.1%
5D. Overall satisfaction with health plan's call center service.	52	44.2%	44	29.5%	31	32.3%	14.7%
Provider Relations		47.8%		27.6%		22.9%	24.9%
6A. Do you have a Provider Relations representative from this health plan assigned to your practice?	51	58.8%	40	42.5%	29	48.3%	16.3%
6B. Provider Relations representative's ability to answer questions and resolve problems.	27	59.3%	16	43.8%	14	28.6%	30.7%
6C. Quality of provider orientation process.	41	41.5%	40	22.5%	24	20.8%	20.6%
6D. Quality of written communications, policy bulletins, and manuals.	47	42.6%	36	16.7%	26	19.2%	25.9%

* Range is the difference between Summary Rates shown. The larger the number, the greater the difference in Summary Rates between segment groups for any given question/composite.

** Valid n refers to the total number of respondents answering the item within the subgroup under the column heading.

Note 1: The Overall Satisfaction Summary Rate includes only 11B. It does not include 11A or 11C through 11F.

Note 2: The Provider Relations composite is the average of 6B through 6D. It does not include 6A.

Segmentation Analysis

Plan Summary Rates by Years in Practice (C)

Aetna Better Health of Louisiana

Provider Satisfaction Survey

172 Total Respondents

Composite/Attribute	Less than 5 years		5 - 15 years		16 years or more		Range*
	Valid n**	%	Valid n**	%	Valid n**	%	
Overall Satisfaction		60.0%		89.3%		65.2%	24.1%
11A. Would you recommend Aetna Better Health of Louisiana to other physicians' practices?	10	70.0%	27	92.6%	21	90.5%	2.1%
11B. Please rate your overall satisfaction with Aetna Better Health of Louisiana.	10	60.0%	28	89.3%	23	65.2%	24.1%
11C. Please rate your overall satisfaction with Amerigroup.	10	70.0%	28	85.7%	20	60.0%	25.7%
11D. Please rate your overall satisfaction with Amerihealth Caritas.	10	100.0%	26	69.2%	22	68.2%	1.0%
11E. Please rate your overall satisfaction with Louisiana Health Care Connections.	10	90.0%	29	72.4%	22	68.2%	4.2%
11F. Please rate your overall satisfaction with United.	10	80.0%	28	82.1%	21	71.4%	10.7%
All Other Plans (Comparative Rating)							
1A. How would you rate Aetna Better Health of Louisiana compared to all other health plans you contract with?	39	25.6%	66	28.8%	53	28.3%	0.5%
Finance Issues		31.2%		32.7%		28.0%	4.7%
2A. Consistency of reimbursement fees with your contract rates.	32	28.1%	58	25.9%	50	24.0%	1.9%
2B. Accuracy of claims processing.	31	35.5%	58	31.0%	50	32.0%	1.0%
2C. Timeliness of claims processing.	30	26.7%	58	34.5%	50	26.0%	8.5%
2D. Resolution of claims payment problems or disputes.	26	34.6%	56	39.3%	50	30.0%	9.3%
Utilization and Quality Management		26.9%		32.4%		20.9%	11.5%
3A. Access to knowledgeable UM staff.	28	25.0%	49	32.7%	45	20.0%	12.7%
3B. Procedures for obtaining pre-certification/referral/authorization information.	30	30.0%	53	30.2%	48	20.8%	9.4%
3C. Timeliness of obtaining pre-certification/referral/authorization information.	28	25.0%	50	42.0%	48	27.1%	14.9%
3D. The health plan's facilitation/support of appropriate clinical care for patients.	28	28.6%	49	26.5%	48	18.8%	7.8%
3E. Access to Case/Care Managers from this health plan.	23	17.4%	49	30.6%	44	22.7%	7.9%
3F. Degree to which the plan covers and encourages preventive care and wellness.	28	35.7%	52	32.7%	43	16.3%	16.4%
Network/Coordination of Care		34.0%		32.0%		16.1%	15.9%
4A. The number of specialists in this health plan's provider network.	32	34.4%	48	33.3%	40	17.5%	15.8%
4B. The quality of specialists in this health plan's provider network.	31	35.5%	50	34.0%	40	17.5%	16.5%
4C. The timeliness of feedback/reports from specialists in this health plan's provider network.	28	32.1%	42	28.6%	38	13.2%	15.4%
Health Plan Call Center Service Staff		26.9%		42.1%		30.0%	12.1%
5A. Ease of reaching health plan call center staff over the phone.	30	23.3%	52	46.2%	47	27.7%	18.5%
5B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	30	23.3%	54	42.6%	46	32.6%	10.0%
5C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.	28	28.6%	43	41.9%	43	25.6%	16.3%
5D. Overall satisfaction with health plan's call center service.	31	32.3%	53	37.7%	47	34.0%	3.7%
Provider Relations		36.4%		40.9%		22.8%	18.1%
6A. Do you have a Provider Relations representative from this health plan assigned to your practice?	25	64.0%	53	47.2%	47	48.9%	1.8%
6B. Provider Relations representative's ability to answer questions and resolve problems.	16	43.8%	23	65.2%	21	19.0%	46.2%
6C. Quality of provider orientation process.	27	33.3%	39	28.2%	42	26.2%	2.0%
6D. Quality of written communications, policy bulletins, and manuals.	28	32.1%	48	29.2%	39	23.1%	6.1%

* Range is the difference between Summary Rates shown. Due to the small sample size of Less than 5 years respondents, this segment is excluded from range calculations.

** Valid n refers to the total number of respondents answering the item within the subgroup under the column heading.

Note 1: The Overall Satisfaction Summary Rate includes only 11B. It does not include 11A or 11C through 11F.

Note 2: The Provider Relations composite is the average of 6B through 6D. It does not include 6A.

Segmentation Analysis

Plan Summary Rates by Portion of Managed Care Volume Represented by Health Plan (D)

Aetna Better Health of Louisiana

Provider Satisfaction Survey

172 Total Respondents

Composite/Attribute	0 - 10%		11 - 20%		21 - 100%		Range*
	Valid n**	%	Valid n**	%	Valid n**	%	
Overall Satisfaction		67.7%		85.7%		84.6%	NA
11A. Would you recommend Aetna Better Health of Louisiana to other physicians' practices?	30	86.7%	15	86.7%	12	91.7%	NA
11B. Please rate your overall satisfaction with Aetna Better Health of Louisiana.	31	67.7%	14	85.7%	13	84.6%	NA
11C. Please rate your overall satisfaction with Amerigroup.	31	64.5%	13	84.6%	13	76.9%	NA
11D. Please rate your overall satisfaction with Amerihealth Caritas.	32	68.8%	12	91.7%	13	76.9%	NA
11E. Please rate your overall satisfaction with Louisiana Health Care Connections.	33	66.7%	14	85.7%	13	84.6%	NA
11F. Please rate your overall satisfaction with United.	31	80.6%	14	78.6%	13	76.9%	NA
All Other Plans (Comparative Rating)							
1A. How would you rate Aetna Better Health of Louisiana compared to all other health plans you contract with?	95	29.5%	32	25.0%	24	37.5%	NA
Finance Issues		30.7%		25.3%		44.2%	NA
2A. Consistency of reimbursement fees with your contract rates.	88	25.0%	27	22.2%	23	39.1%	NA
2B. Accuracy of claims processing.	87	32.2%	28	25.0%	21	47.6%	NA
2C. Timeliness of claims processing.	88	30.7%	27	25.9%	20	40.0%	NA
2D. Resolution of claims payment problems or disputes.	83	34.9%	25	28.0%	20	50.0%	NA
Utilization and Quality Management		24.5%		26.1%		40.9%	NA
3A. Access to knowledgeable UM staff.	70	24.3%	29	24.1%	17	41.2%	NA
3B. Procedures for obtaining pre-certification/referral/authorization information.	77	22.1%	29	31.0%	19	42.1%	NA
3C. Timeliness of obtaining pre-certification/referral/authorization information.	72	29.2%	29	31.0%	19	42.1%	NA
3D. The health plan's facilitation/support of appropriate clinical care for patients.	69	21.7%	29	24.1%	21	33.3%	NA
3E. Access to Case/Care Managers from this health plan.	65	21.5%	28	25.0%	19	42.1%	NA
3F. Degree to which the plan covers and encourages preventive care and wellness.	71	28.2%	28	21.4%	18	44.4%	NA
Network/Coordination of Care		23.6%		30.3%		38.2%	NA
4A. The number of specialists in this health plan's provider network.	67	25.4%	27	33.3%	19	36.8%	NA
4B. The quality of specialists in this health plan's provider network.	70	28.6%	26	26.9%	18	38.9%	NA
4C. The timeliness of feedback/reports from specialists in this health plan's provider network.	59	16.9%	26	30.8%	18	38.9%	NA
Health Plan Call Center Service Staff		32.1%		33.3%		51.9%	NA
5A. Ease of reaching health plan call center staff over the phone.	81	32.1%	28	32.1%	18	50.0%	NA
5B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	79	32.9%	28	35.7%	20	55.0%	NA
5C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.	64	29.7%	26	30.8%	18	50.0%	NA
5D. Overall satisfaction with health plan's call center service.	80	33.8%	29	34.5%	19	52.6%	NA
Provider Relations		34.1%		28.4%		40.2%	NA
6A. Do you have a Provider Relations representative from this health plan assigned to your practice?	76	47.4%	28	42.9%	18	77.8%	NA
6B. Provider Relations representative's ability to answer questions and resolve problems.	32	46.9%	12	33.3%	14	50.0%	NA
6C. Quality of provider orientation process.	62	29.0%	25	24.0%	17	35.3%	NA
6D. Quality of written communications, policy bulletins, and manuals.	68	26.5%	25	28.0%	17	35.3%	NA

* Range is the difference between Summary Rates shown. Due to the small sample size of these segments, range calculations are not included.

** Valid n refers to the total number of respondents answering the item within the subgroup under the column heading.

Note 1: The Overall Satisfaction Summary Rate includes only 11B. It does not include 11A or 11C through 11F.

Note 2: The Provider Relations composite is the average of 6B through 6D. It does not include 6A.

Segmentation Analysis

Plan Summary Rates by Survey Respondent (E)

Aetna Better Health of Louisiana

Provider Satisfaction Survey

172 Total Respondents

Composite/Attribute	Physician		Behavioral Health Clinician		Office Manager		Nurse/Other staff		Range*
	Valid n**	%	Valid n**	%	Valid n**	%	Valid n**	%	
Overall Satisfaction		0.0%		77.8%		73.5%		86.7%	13.1%
11A. Would you recommend Aetna Better Health of Louisiana to other physicians' practices?	1	0.0%	9	88.9%	32	90.6%	16	87.5%	3.1%
11B. Please rate your overall satisfaction with Aetna Better Health of Louisiana.	2	0.0%	9	77.8%	34	73.5%	15	86.7%	13.1%
11C. Please rate your overall satisfaction with Amerigroup.	2	50.0%	9	66.7%	32	75.0%	15	73.3%	1.7%
11D. Please rate your overall satisfaction with Amerihealth Caritas.	1	0.0%	8	87.5%	34	70.6%	15	80.0%	9.4%
11E. Please rate your overall satisfaction with Louisiana Health Care Connections.	2	50.0%	9	77.8%	35	82.9%	15	60.0%	22.9%
11F. Please rate your overall satisfaction with United.	1	0.0%	9	88.9%	34	82.4%	15	66.7%	15.7%
All Other Plans (Comparative Rating)									
1A. How would you rate Aetna Better Health of Louisiana compared to all other health plans you contract with?	10	20.0%	14	28.6%	93	30.1%	42	23.8%	6.3%
Finance Issues		27.5%		34.6%		33.0%		24.3%	8.7%
2A. Consistency of reimbursement fees with your contract rates.	10	30.0%	13	30.8%	85	25.9%	33	21.2%	4.7%
2B. Accuracy of claims processing.	10	30.0%	14	42.9%	82	35.4%	35	20.0%	15.4%
2C. Timeliness of claims processing.	10	30.0%	14	28.6%	81	32.1%	34	26.5%	5.6%
2D. Resolution of claims payment problems or disputes.	10	20.0%	11	36.4%	78	38.5%	34	29.4%	9.0%
Utilization and Quality Management		11.0%		15.1%		30.3%		23.7%	6.5%
3A. Access to knowledgeable UM staff.	6	0.0%	9	11.1%	74	31.1%	32	21.9%	9.2%
3B. Procedures for obtaining pre-certification/referral/authorization information.	8	0.0%	8	25.0%	81	29.6%	34	23.5%	6.1%
3C. Timeliness of obtaining pre-certification/referral/authorization information.	8	12.5%	8	12.5%	79	34.2%	32	34.4%	0.2%
3D. The health plan's facilitation/support of appropriate clinical care for patients.	7	14.3%	9	11.1%	73	30.1%	35	14.3%	15.9%
3E. Access to Case/Care Managers from this health plan.	7	14.3%	9	11.1%	68	26.5%	31	25.8%	0.7%
3F. Degree to which the plan covers and encourages preventive care and wellness.	8	25.0%	10	20.0%	73	30.1%	31	22.6%	7.6%
Network/Coordination of Care		19.0%		13.9%		29.5%		27.2%	2.3%
4A. The number of specialists in this health plan's provider network.	7	14.3%	12	8.3%	71	32.4%	28	28.6%	3.8%
4B. The quality of specialists in this health plan's provider network.	7	28.6%	12	16.7%	69	30.4%	30	30.0%	0.4%
4C. The timeliness of feedback/reports from specialists in this health plan's provider network.	7	14.3%	12	16.7%	62	25.8%	26	23.1%	2.7%
Health Plan Call Center Service Staff		39.3%		36.0%		34.8%		33.0%	1.8%
5A. Ease of reaching health plan call center staff over the phone.	7	28.6%	12	33.3%	79	35.4%	32	34.4%	1.1%
5B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	8	50.0%	10	60.0%	80	32.5%	32	34.4%	1.9%
5C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.	7	28.6%	10	20.0%	69	36.2%	26	26.9%	9.3%
5D. Overall satisfaction with health plan's call center service.	8	50.0%	13	30.8%	80	35.0%	33	36.4%	1.4%
Provider Relations		NA		30.6%		36.1%		27.8%	8.3%
6A. Do you have a Provider Relations representative from this health plan assigned to your practice?	7	0.0%	14	64.3%	73	49.3%	31	61.3%	12.0%
6B. Provider Relations representative's ability to answer questions and resolve problems.	0	0.0%	9	22.2%	32	46.9%	19	42.1%	4.8%
6C. Quality of provider orientation process.	7	14.3%	11	36.4%	67	29.9%	25	24.0%	5.9%
6D. Quality of written communications, policy bulletins, and manuals.	6	16.7%	9	33.3%	70	31.4%	29	17.2%	14.2%

* Range is the difference between Summary Rates shown. Due to the small sample size of Physician and Behavioral Health Clinician respondents, these segments are excluded from range calculations.

** Valid n refers to the total number of respondents answering the item within the subgroup under the column heading.

Note 1: The Overall Satisfaction Summary Rate includes only 11B. It does not include 11A or 11C through 11F.

Note 2: The Provider Relations composite is the average of 6B through 6D. It does not include 6A.

Note 3: NA indicates there is at least one attribute within the composite with no valid respondents.

Segmentation Analysis
Plan Summary Rates by Insurance Participation (G)

Aetna Better Health of Louisiana
Provider Satisfaction Survey

172 Total Respondents

Composite/Attribute	3 or fewer		4 to 7		8 to 11		12 to 15		More than 15		Range*
	Valid n**	%	Valid n**	%	Valid n**	%	Valid n**	%	Valid n**	%	
Overall Satisfaction	NA		85.7%		61.5%		62.5%		80.0%		5.7%
11A. Would you recommend Aetna Better Health of Louisiana to other physicians' practices?	0	0.0%	13	84.6%	14	92.9%	8	87.5%	23	87.0%	2.3%
11B. Please rate your overall satisfaction with Aetna Better Health of Louisiana.	0	0.0%	14	85.7%	13	61.5%	8	62.5%	25	80.0%	5.7%
11C. Please rate your overall satisfaction with Amerigroup.	0	0.0%	13	84.6%	14	57.1%	8	87.5%	23	69.6%	15.1%
11D. Please rate your overall satisfaction with Amerihealth Caritas.	0	0.0%	13	100.0%	14	57.1%	8	62.5%	23	73.9%	26.1%
11E. Please rate your overall satisfaction with Louisiana Health Care Connections.	0	0.0%	13	69.2%	15	86.7%	8	62.5%	25	72.0%	2.8%
11F. Please rate your overall satisfaction with United.	0	0.0%	13	76.9%	14	78.6%	8	87.5%	24	75.0%	1.9%
All Other Plans (Comparative Rating)											
1A. How would you rate Aetna Better Health of Louisiana compared to all other health plans you contract with?	1	0.0%	37	43.2%	24	33.3%	24	25.0%	74	20.3%	23.0%
Finance Issues	0.0%		42.5%		35.2%		25.4%		26.1%		16.5%
2A. Consistency of reimbursement fees with your contract rates.	1	0.0%	33	30.3%	22	36.4%	23	21.7%	64	21.9%	8.4%
2B. Accuracy of claims processing.	1	0.0%	34	47.1%	22	36.4%	22	22.7%	63	27.0%	20.1%
2C. Timeliness of claims processing.	1	0.0%	32	37.5%	22	36.4%	22	27.3%	64	26.6%	10.9%
2D. Resolution of claims payment problems or disputes.	1	0.0%	29	55.2%	19	31.6%	20	30.0%	66	28.8%	26.4%
Utilization and Quality Management	0.0%		34.5%		33.3%		23.6%		22.9%		11.6%
3A. Access to knowledgeable UM staff.	1	0.0%	28	28.6%	20	35.0%	18	22.2%	54	24.1%	4.5%
3B. Procedures for obtaining pre-certification/referral/authorization information.	1	0.0%	32	37.5%	20	35.0%	19	21.1%	59	20.3%	17.2%
3C. Timeliness of obtaining pre-certification/referral/authorization information.	1	0.0%	29	44.8%	20	40.0%	19	21.1%	58	27.6%	17.2%
3D. The health plan's facilitation/support of appropriate clinical care for patients.	1	0.0%	30	26.7%	19	31.6%	19	21.1%	55	21.8%	4.8%
3E. Access to Case/Care Managers from this health plan.	1	0.0%	26	26.9%	19	26.3%	20	25.0%	50	24.0%	2.9%
3F. Degree to which the plan covers and encourages preventive care and wellness.	1	0.0%	26	42.3%	22	31.8%	16	31.3%	57	19.3%	23.0%
Network/Coordination of Care	NA		37.0%		28.1%		14.2%		26.8%		10.2%
4A. The number of specialists in this health plan's provider network.	0	0.0%	29	31.0%	21	33.3%	20	15.0%	48	31.3%	0.2%
4B. The quality of specialists in this health plan's provider network.	0	0.0%	29	41.4%	22	27.3%	20	15.0%	48	29.2%	12.2%
4C. The timeliness of feedback/reports from specialists in this health plan's provider network.	0	0.0%	26	38.5%	21	23.8%	16	12.5%	45	20.0%	18.5%
Health Plan Call Center Service Staff	NA		41.5%		36.0%		25.6%		33.3%		8.2%
5A. Ease of reaching health plan call center staff over the phone.	0	0.0%	33	42.4%	23	34.8%	20	35.0%	55	29.1%	13.3%
5B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	0	0.0%	30	43.3%	24	33.3%	20	30.0%	57	35.1%	8.2%
5C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.	0	0.0%	29	37.9%	20	40.0%	16	12.5%	48	33.3%	4.6%
5D. Overall satisfaction with health plan's call center service.	0	0.0%	33	42.4%	25	36.0%	20	25.0%	56	35.7%	6.7%
Provider Relations	NA		48.0%		33.2%		16.9%		31.5%		16.5%
6A. Do you have a Provider Relations representative from this health plan assigned to your practice?	0	0.0%	29	72.4%	23	34.8%	22	50.0%	53	49.1%	23.4%
6B. Provider Relations representative's ability to answer questions and resolve problems.	0	0.0%	20	50.0%	8	37.5%	10	20.0%	24	50.0%	0.0%
6C. Quality of provider orientation process.	0	0.0%	26	42.3%	17	35.3%	20	15.0%	47	25.5%	16.8%
6D. Quality of written communications, policy bulletins, and manuals.	0	0.0%	29	51.7%	15	26.7%	19	15.8%	53	18.9%	32.9%

* Range is the difference between Summary Rates shown. Due to the small sample size of respondents with 3 or fewer, or 8 to 15, these segments are excluded from range calculations.

** Valid n refers to the total number of respondents answering the item within the subgroup under the column heading.

Note 1: The Overall Satisfaction Summary Rate includes only 11B. It does not include 11A or 11C through 11F.

Note 2: The Provider Relations composite is the average of 6B through 6D. It does not include 6A.

Note 3: NA indicates there is at least one attribute within the composite with no valid respondents.

Segmentation Analysis

Plan Summary Rates by Physician Segmentation ID (Database)

Aetna Better Health of Louisiana

Provider Satisfaction Survey

172 Total Respondents

Composite/Attribute	PCP		Specialist		Hospitals		Range*
	Valid n**	%	Valid n**	%	Valid n**	%	
Overall Satisfaction		69.2%		77.8%		66.7%	NA
11A. Would you recommend Aetna Better Health of Louisiana to other physicians' practices?	12	91.7%	44	88.6%	3	66.7%	NA
11B. Please rate your overall satisfaction with Aetna Better Health of Louisiana.	13	69.2%	45	77.8%	3	66.7%	NA
11C. Please rate your overall satisfaction with Amerigroup.	12	75.0%	44	70.5%	3	100.0%	NA
11D. Please rate your overall satisfaction with Amerihealth Caritas.	12	75.0%	44	72.7%	3	100.0%	NA
11E. Please rate your overall satisfaction with Louisiana Health Care Connections.	13	92.3%	46	69.6%	3	66.7%	NA
11F. Please rate your overall satisfaction with United.	11	90.9%	46	73.9%	3	100.0%	NA
All Other Plans (Comparative Rating)							
1A. How would you rate Aetna Better Health of Louisiana compared to all other health plans you contract with?	35	22.9%	118	29.7%	10	20.0%	NA
Finance Issues		24.0%		33.2%		26.4%	NA
2A. Consistency of reimbursement fees with your contract rates.	30	23.3%	104	26.9%	10	20.0%	NA
2B. Accuracy of claims processing.	30	26.7%	104	34.6%	9	22.2%	NA
2C. Timeliness of claims processing.	30	23.3%	102	32.4%	10	30.0%	NA
2D. Resolution of claims payment problems or disputes.	31	22.6%	95	38.9%	9	33.3%	NA
Utilization and Quality Management		23.4%		28.3%		20.0%	NA
3A. Access to knowledgeable UM staff.	29	20.7%	89	28.1%	5	20.0%	NA
3B. Procedures for obtaining pre-certification/referral/authorization information.	32	18.8%	96	29.2%	5	20.0%	NA
3C. Timeliness of obtaining pre-certification/referral/authorization information.	32	28.1%	91	34.1%	5	20.0%	NA
3D. The health plan's facilitation/support of appropriate clinical care for patients.	31	22.6%	90	24.4%	5	20.0%	NA
3E. Access to Case/Care Managers from this health plan.	28	25.0%	84	25.0%	5	20.0%	NA
3F. Degree to which the plan covers and encourages preventive care and wellness.	32	25.0%	87	28.7%	5	20.0%	NA
Network/Coordination of Care		19.5%		28.7%		40.0%	NA
4A. The number of specialists in this health plan's provider network.	28	17.9%	87	31.0%	5	40.0%	NA
4B. The quality of specialists in this health plan's provider network.	30	20.0%	86	31.4%	5	40.0%	NA
4C. The timeliness of feedback/reports from specialists in this health plan's provider network.	29	20.7%	76	23.7%	5	40.0%	NA
Health Plan Call Center Service Staff		27.3%		36.8%		26.8%	NA
5A. Ease of reaching health plan call center staff over the phone.	27	22.2%	99	37.4%	7	28.6%	NA
5B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	30	30.0%	96	37.5%	7	28.6%	NA
5C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.	27	25.9%	82	35.4%	6	16.7%	NA
5D. Overall satisfaction with health plan's call center service.	29	31.0%	100	37.0%	6	33.3%	NA
Provider Relations		30.7%		33.8%		35.6%	NA
6A. Do you have a Provider Relations representative from this health plan assigned to your practice?	26	34.6%	95	56.8%	7	42.9%	NA
6B. Provider Relations representative's ability to answer questions and resolve problems.	9	44.4%	50	44.0%	3	33.3%	NA
6C. Quality of provider orientation process.	26	26.9%	80	28.8%	5	40.0%	NA
6D. Quality of written communications, policy bulletins, and manuals.	24	20.8%	87	28.7%	6	33.3%	NA

* Range is the difference between Summary Rates shown. Due to the small sample size of these segments, range calculations are not included.

** Valid n refers to the total number of respondents answering the item within the subgroup under the column heading.

Note 1: The Overall Satisfaction Summary Rate includes only 11B. It does not include 11A or 11C through 11F.

Note 2: The Provider Relations composite is the average of 6B through 6D. It does not include 6A.

7. Correlation Analysis

The provider's overall satisfaction with the plan (11B) is an important measure of how well the plan is meeting the needs and expectations of the provider network. Thus, the collection and review of data related to the provider's rating of Aetna Better Health of Louisiana could provide your plan with the fundamental information needed to help maintain or even improve the overall caliber of your plan.

Not all plan services impact providers' overall rating of the plan to the same degree. A correlation analysis was run to determine which attributes have the strongest relationship with overall satisfaction with the plan (11B). The correlation analysis produces the Pearson correlation coefficient, which illustrates the strength of the relationship between each attribute and overall satisfaction. A correlation coefficient of '1' represents the strongest relationship (a perfect positive correlation), while a coefficient of '0' represents the weakest relationship (no correlation). A correlation coefficient approaching a value of +/- 1.000 represents an increasing association of the attribute with overall satisfaction.

The attributes with the highest correlation coefficients are noted below. Attributes are listed in descending order of correlation coefficient.

Attribute	Correlation Coefficient
2A. Consistency of reimbursement fees with your contract rates.	0.600
6C. Quality of provider orientation process.	0.569
3C. Timeliness of obtaining pre-certification/referral/authorization information.	0.568
6D. Quality of written communications, policy bulletins, and manuals.	0.566

The correlation analysis presented on page 7A lists each applicable attribute and the corresponding Pearson correlation coefficient. Summary Rates for Aetna Better Health of Louisiana are displayed. Summary Rates for the 2016 SPH Analytics Medicaid Book of Business 25th and 75th percentiles are provided where applicable to help identify how Aetna Better Health of Louisiana performs for each attribute. Attributes identified as highly correlated with overall satisfaction are highlighted in tan.

Chart 7A

Correlation Analysis

Attribute Correlations to Overall Satisfaction
with Aetna Better Health of Louisiana (11B)

172 Total Respondents

Attributes	Correlation Coefficient**	2017 Aetna Better Health of Louisiana Summary Rate Score*	2016 SPH Medicaid B.o.B. Percentiles	
			25th Percentile	75th Percentile
Finance Issues				
2A. Consistency of reimbursement fees with your contract rates.	0.600	25.7%	22.9%	34.4%
2B. Accuracy of claims processing.	0.526	32.2%	26.5%	39.6%
2C. Timeliness of claims processing.	0.408	30.3%	28.6%	41.6%
2D. Resolution of claims payment problems or disputes.	0.423	34.8%	22.9%	33.1%
Utilization and Quality Management				
3A. Access to knowledgeable UM staff.	0.515	26.0%	23.7%	32.9%
3B. Procedures for obtaining pre-certification/referral/authorization information.	0.552	26.3%	25.0%	35.0%
3C. Timeliness of obtaining pre-certification/referral/authorization information.	0.568	32.0%	24.1%	35.6%
3D. The health plan’s facilitation/support of appropriate clinical care for patients.	0.431	23.8%	24.4%	33.3%
3E. Access to Case/Care Managers from this health plan.	0.444	24.8%	23.7%	33.2%
3F. Degree to which the plan covers and encourages preventive care and wellness.	0.436	27.4%	30.6%	42.3%
Network/Coordination of Care				
4A. The number of specialists in this health plan’s provider network.	0.419	28.3%	19.1%	28.9%
4B. The quality of specialists in this health plan’s provider network.	0.243	28.9%	26.0%	36.1%
4C. The timeliness of feedback/reports from specialists in this health plan’s provider network.	0.253	23.6%	23.0%	32.0%
Health Plan Call Center Service Staff				
5A. Ease of reaching health plan call center staff over the phone.	0.484	33.8%	28.3%	39.1%
5B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	0.475	35.3%	36.0%	44.1%
5C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.	0.548	32.2%	29.7%	39.4%
5D. Overall satisfaction with health plan's call center service.	0.487	35.6%	30.7%	42.5%
Provider Relations				
6B. Provider Relations representative's ability to answer questions and resolve problems.	0.515	43.5%	40.9%	53.9%
6C. Quality of provider orientation process.	0.569	28.8%	21.3%	34.4%
6D. Quality of written communications, policy bulletins, and manuals.	0.566	27.4%	26.0%	35.6%

* Summary Rate Scores are the sum of the most favorable response options.

** A correlation coefficient approaching a value of +/-1.000 represents an increasing association of the attribute with overall satisfaction. See Technical Notes for a thorough explanation of the correlation analysis.

Note: Attributes with a strong relationship (0.500 correlation) with 11B (Overall satisfaction with Health Plan) are shown in bold. The highest performing attributes, those with a correlation of 0.555 or greater, are shaded tan.

- At or above the 75th percentile.
- At or above the 25th percentile, but below the 75th percentile; or no benchmark.
- Below the 25th percentile.

8. *Priority Matrix*

SPH offers a graphical display of relative performance of survey composites, along with each composite's relative 'importance' as it relates to overall satisfaction with Aetna Better Health of Louisiana. The matrix on page 8A is divided into four sections. A composite's placement in the matrix is determined by its correlation with overall satisfaction and its percentile ranking as compared to the 2016 SPH Analytics Medicaid Book of Business⁶ percentile scores.⁷

Composites highly correlated with overall satisfaction as determined by the Correlation Analysis and scoring at or above the 75th percentile are considered plan *Strengths* and are placed in the top right cell. Composites highly correlated with overall satisfaction but scoring below the 75th percentile are considered *Top Priority* and are placed in the top left cell. *Monitor and Maintain* includes those composites in the bottom right cell, which are not highly correlated with overall satisfaction but rank at or above the 75th percentile. Composites that are not highly correlated with overall satisfaction and rank below the 75th percentile are considered *Medium Priority* and are placed in the bottom left cell.

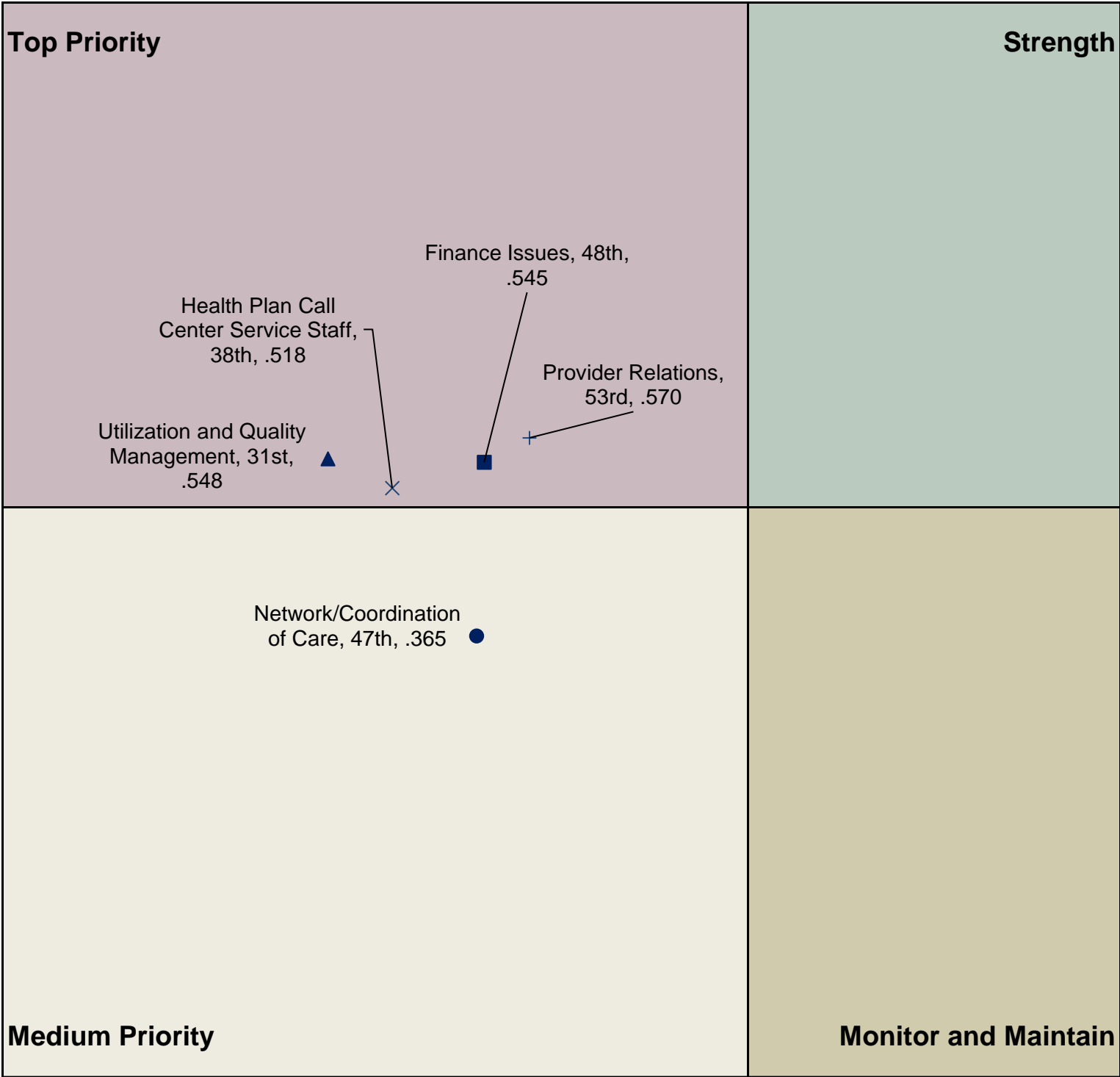
<p><u>Top Priority</u></p> <ul style="list-style-type: none"> • Highly correlated with overall satisfaction • Summary Rate Score falls below the 75th percentile 	<p><u>Strength</u></p> <ul style="list-style-type: none"> • Highly correlated with overall satisfaction • Summary Rate Score is at or above the 75th percentile
<p><u>Medium Priority</u></p> <ul style="list-style-type: none"> • Summary Rate Score falls below the 75th percentile 	<p><u>Monitor and Maintain</u></p> <ul style="list-style-type: none"> • Summary Rate Score is at or above the 75th percentile

Chart 8A

⁶ SPH Analytics' 2016 Medicaid Book of Business consists of data from 58 plans representing 14,957 respondents in Primary Care, Specialty, and Behavioral Health areas of medicine.

⁷ The *All Other Plans (Comparative Rating)* attribute is not included in this analysis. It is often an indicator of plan performance, but it is not an attribute on which plans can directly act. Please note, however, that this attribute is highly correlated with overall satisfaction and with each of the composites. As such, as plan performance improves or declines, it is possible that directional shifts will also occur in this attribute's Summary Rate Score.

Priority Matrix



Top Priority: Summary Rate falls below the 75th percentile when compared to the 2016 SPH Analytics Medicaid Book of business benchmark on composites that are moderately or highly correlated with Overall Satisfaction with Aetna Better Health of Louisiana.

Strength: Summary Rate at or above the 75th percentile when compared to the 2016 SPH Analytics Medicaid Book of business benchmark on composites that are moderately or highly correlated with Overall Satisfaction with Aetna Better Health of Louisiana.

Medium Priority: Summary Rate falls below the 75th percentile when compared to the 2016 SPH Analytics Medicaid Book of business benchmark on composites that are slightly associated with Overall Satisfaction with Aetna Better Health of Louisiana.

Monitor and Maintain: Summary Rate at or above the 75th percentile when compared to the 2016 SPH Analytics Medicaid Book of business benchmark on composites that are slightly associated with Overall Satisfaction with Aetna Better Health of Louisiana.

9. Loyalty Analysis

Provider loyalty develops when the health plan consistently meets or exceeds the expectations of its providers. A loyal provider is very satisfied with the plan and willing to recommend the plan to other physicians' practices.

Page 9A presents an assessment of provider loyalty with Aetna Better Health of Louisiana. Provider loyalty is based upon responses to question 11B, ('Please rate your overall satisfaction with Aetna Better Health of Louisiana') and question 11A, ('Would you recommend Aetna Better Health of Louisiana to other physicians' practices?').

The different zones within the analysis are defined as follows:

Loyal Zone: Providers are completely satisfied and would recommend the plan to other physicians' practices.

Defection Zone: Providers are completely dissatisfied and would not recommend the plan to other physicians' practices.

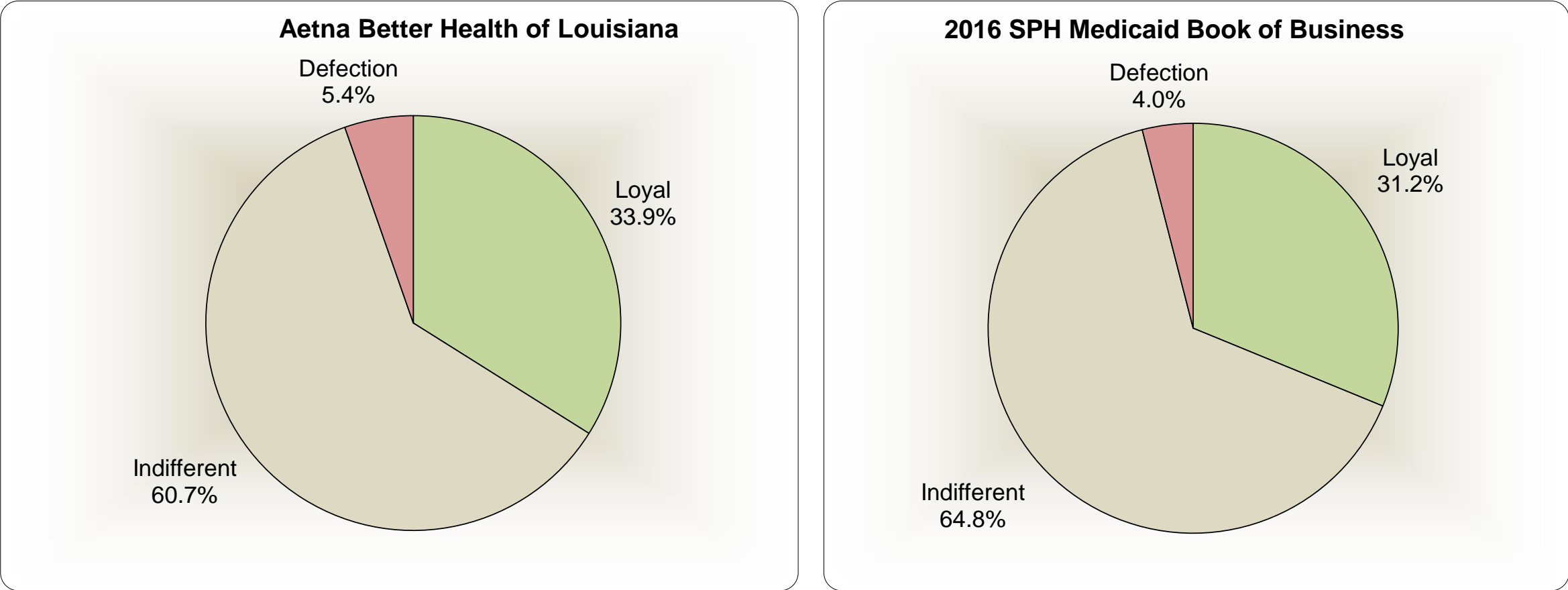
Indifferent Zone: Providers are mixed as to whether they are satisfied or whether they would recommend the plan to other physicians' practices.

Chart 9A

Loyalty Analysis

Aetna Better Health of Louisiana Provider Satisfaction Survey

56 Eligible Respondents*



Zone Definitions

	Recommend Health Plan to other physicians' practices? (11A)		Overall satisfaction with Health Plan? (11B)
Loyal	"Yes"	And	"Completely satisfied"
Indifferent	All other responses		
Defection	"No"	And	"Completely dissatisfied"

Loyalty Scores & Comparison

Zone	2017		2016		2015		2016 SPH Medicaid Book of Business	Significance Testing**		
	Valid n	Percent	Valid n	Percent	Valid n	Percent		2016 to 2017	2015 to 2017	2017 to SPH B.o.B.
Loyal	19	33.9%	36	25.2%			31.2%	Not significant		Not significant
Indifferent	34	60.7%	95	66.4%			64.8%	Not significant		Not significant
Defection	3	5.4%	12	8.4%			4.0%	Unable to Test		Unable to Test

* Eligible Respondents are those answering both questions.

** Significance Testing - "Significant decrease/Significantly lower" denotes the result that would be found if a hypothesis test were conducted to determine if the percentage is lower. "Significant increase/Significantly higher" denotes the result that would be found if a hypothesis test were conducted to determine if the percentage is higher. "Not significant" denotes that there was insufficient support to conclude that there was a significant difference in percentages. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

10. Technical Notes

Presented alphabetically by subject area

Composite Categories

The Aetna Better Health of Louisiana Provider Satisfaction Survey includes eight composite categories. Each composite category represents an overall aspect of plan quality and is comprised of similar questions. For each composite, an overall score is computed. The composite score is the average of the Summary Rates of the questions comprising a composite. For example, the *Finance Issues* composite is the average of the Summary Rates of questions 2A through 2D.

Correlation Analysis

Correlation analysis is run between attributes and the overall satisfaction variable as measured by question 11B, *Please rate your overall satisfaction with Aetna Better Health of Louisiana*. The Pearson's product moment correlation coefficient, r , is used to measure the strength of the linear association between each attribute and the overall satisfaction variable. These scores can range from 0 (no relationship) to +1 (perfect positive relationship).

The correlation analysis is designed to compare continuous variables. As such, not every survey attribute, such as those with dichotomous response options ("Yes" or "No"), is applicable for use within the correlation analysis.

Demographic Categories

SPH collapses several of the practice characteristic variables into fewer segments than those defined by the survey. The consolidation of these categories with small samples allows for more valid between-group statistical comparisons.

Mean Score

Mean Scores are an average of all responses. They are calculated by assigning a value of five to the most favorable response option, a four to the next most favorable response option, and so on until a value of one is reached. These values are assuming that there are five response options. If there are a different number of response options, the most favorable response option receives a value equal to the total number of response options. When every response receives a value, the values are averaged to give the Mean Score.

Multiple Mark Response

Some questions allow for respondents to mark multiple response options. As a result, response options to these questions typically add up to more than 100%. Also note that Multiple Mark Responses contain an extra row of information in the Banner Tables called 'Total Valid Responses,' which displays the total number of responses given.

Response Rate

The formula for determining the response rate is:

$$\frac{\text{Completed surveys}}{\text{Final sample size} - \text{Ineligible surveys}} = \text{Response rate}$$

For a mail and Internet with phone follow-up survey methodology, the following dispositions are considered ineligible: deceased, not eligible, bad address, wrong number, fax/pager/modem/data line, not in service, number changed, cell phone, and disconnected.

Rounding of Data

For many survey questions, you will often see listed response distribution percentages that do not add to exactly 100%. In some cases, they may add to 99.9% and in others to 100.1%. This tends to cause some concern, as it gives the appearance of a valid response being omitted or even counted twice. The following explanation is provided as a means to understanding how rounding affects the percentages shown in the report.

The key to understanding how rounding affects listed percentages is to know that the survey question's entire valid response set is being accounted for. That is, although the percentages do not add to exactly 100%, the entire response set is represented in the percentages shown.

In many cases, dividing a number of responses by the total number of valid responses provides a percentage that will go out to an infinite number of decimal places. An example of this is dividing one by three: No matter how many decimal places this quotient is taken out, it will always be a continuous string of three's. As a result, we see the following when adding each of the item response percentages:

Response 1:	n = 1	.3	.33	.333	.3333
Response 2:	n = 1	.3	.33	.333	.3333
Response 3:	<u>n = 1</u>	<u>.3</u>	<u>.33</u>	<u>.333</u>	<u>.3333</u>
	3	.9	.99	.999	.9999

It is evident that no matter how many decimal places we take our quotient out, we will never be able to add the results to exactly '1' (or 100%), even though all '3' responses are included in the percentage calculation. Through consultation with a number of our clients, SPH has determined that using a single decimal place in the reporting of percentages provides an adequate level of detail. Typically, when percentages are calculated in our report applications, all decimal places are computed, but only the first decimal place is actually shown. As such, adding rounded single-digit decimals may not equal 100%. If the same figures were taken out an additional decimal place, however, they might then add to exactly 100%. Or, as the example above shows, they may never equal an even 100%. Finally, when rounding, SPH employs the standard practice of rounding down any number from one to four and rounding up any number from five to nine.

Sampling Error

Sampling error can be thought of as the extent to which survey results may differ from what would be obtained if every eligible member in the sample had been surveyed. The size of such error depends largely on the percentage distributions (i.e., the number of respondents selecting each answer category) and the number of members surveyed. The more disproportionate the percentage distributions or the larger the sample size is, the smaller the error.

The following tables may be used in estimating approximate sampling error. The first table shows the range (plus or minus the figure shown) within which the population percentage could be expected to lay **95** out of 100 times a sample of that size and percentage distribution would be selected. The second table shows the range (plus or minus the figure shown) within which the population percentage could be expected to lay **90** out of 100 times a sample of that size and percentage distribution would be selected.

95% Confidence Interval Approximate Half Width (+/-) for Population Percent					
Valid Responses	Percentage Distribution				
	50/50	60/40	70/30	80/20	90/10
50	13.9	13.6	12.7	11.1	8.3
100	9.8	9.6	9.0	7.8	5.9
200	6.9	6.8	6.4	5.5	4.2
300	5.7	5.5	5.2	4.5	3.4
400	4.9	4.8	4.5	3.9	2.9
500	4.4	4.3	4.0	3.5	2.6
750	3.6	3.5	3.3	2.9	2.1
850	3.4	3.3	3.1	2.7	2.0

90% Confidence Interval Approximate Half Width (+/-) for Population Percent					
Valid Responses	Percentage Distribution				
	50/50	60/40	70/30	80/20	90/10
50	11.6	11.4	10.7	9.3	7.0
100	8.2	8.1	7.5	6.6	4.9
200	5.8	5.7	5.3	4.7	3.5
300	4.7	4.7	4.4	3.8	2.8
400	4.1	4.0	3.8	3.3	2.5
500	3.7	3.6	3.4	2.9	2.2
750	3.0	2.9	2.8	2.4	1.8
850	2.8	2.8	2.6	2.3	1.7

The sampling error table is used in the following manner. Assume that 'Overall satisfaction with the health plan' received a Summary Rate of seventy percent (70.0%) from a sample of 500 valid responses. For a 95% confidence interval, look at the table where the sample size of 500 intersects the percentage distribution of 70/30. The

margin of error for this sample size is four percentage points (4.0%). Therefore, on average, in 95 out of 100 similar samples, the 95% confidence interval (e.g., 66.0% to 74.0%) will span the true unknown population percentage.

Statistical Significance

A statistically significant hypothesis testing result means that — based on the sample(s), conditions/assumptions, and level of significance — there is sufficient evidence to conclude the alternate hypothesis. For example, when testing for a difference between a population Summary Rate and a set constant score (SPH Analytics Book of Business), statistical significance would mean that there is sufficient support for the statement that there is a difference between the population Summary Rate and the set constant score. As another example, when testing to see if there is a difference between last year's population Summary Rate and this year's population Summary Rate—statistical significance would mean that there is sufficient evidence for the statement that the population Summary Rates are different.

Throughout the report, statistically significant results are denoted through green and red highlighted cells. Green cells indicate that the current year score has significantly increased compared to previous years or is significantly above the SPH benchmark. Red cells indicated that the current year score has significantly decreased compared to previous years or is significantly below the SPH benchmark.

Summary Rates

All survey questions have specific response options designated for inclusion in Summary Rate scoring. These scores are computed as the proportion of favorable responses to the total number of valid responses for each question. For example, the rating questions' Summary Rates are computed using the following proportion:

$$\frac{\text{Well above average} + \text{Somewhat above average}}{\text{Well above average} + \text{Somewhat above average} + \text{Average} + \text{Somewhat below average} + \text{Well below average}}$$

The overall satisfaction questions use the following scale specifically asking about the respondent's level of satisfaction:

$$\frac{\text{Completely satisfied} + \text{Somewhat satisfied}}{\text{Completely satisfied} + \text{Somewhat satisfied} + \text{Neither dissatisfied nor satisfied} + \text{Somewhat dissatisfied} + \text{Completely dissatisfied}}$$

SPH Analytics Aggregate Book of Business (2016)

The 2016 SPH Analytics Aggregate Book of Business is a benchmark that is comprised of data from 83 plans representing 22,418 respondents in Primary Care, Specialty, and Behavioral Health areas of medicine.

SPH Analytics Medicaid Book of Business (2016)

The 2016 SPH Analytics Medicaid Book of Business is a benchmark that is comprised of data from 58 plans representing 14,957 respondents in Primary Care, Specialty, and Behavioral Health areas of medicine.

SPH Analytics Medicaid Respondent-Level Benchmark (2016)

The 2016 SPH Analytics Medicaid Respondent-Level Benchmark contains respondent-level data from 58 plans representing 14,957 respondents in Primary Care, Specialty, and Behavioral Health areas of medicine. This benchmark segments results by Survey Respondent (Physician and Office Manager) and Area of Medicine (Primary Care and Specialty) and is shown on the *respondent-level*, meaning that ratings from the respondents are averaged to compute the Summary Rate.

Valid n

The term valid n is used to show the number of respondents giving a valid response to a particular question. It gives information only on the question it refers to and no others. Valid responses are those that actually rate an attribute. They do not include responses such as 'N/A' because a response of 'N/A' does not rate an attribute. The difference in value between the valid n and the total number of respondents completing the survey is a result of removing invalid responses and respondents submitting a survey but not answering that particular question.

Z-Test

To test for true differences in population score(s), statistical inference methods are applied. In particular, hypothesis testing is done to draw conclusions about differences in scores between a population and a set constant (e.g., a Summary Rate versus SPH Analytics Book of Business score). The hypothesis of no difference is rejected if the absolute value of the test statistic exceeds a critical value corresponding to a level of significance. The test statistic used depends on which of these types of hypothesis tests are performed.

When checking for a statistically significant difference between a Summary Rate for a population and a set constant score—with various conditions/assumptions—SPH uses the statistic test that follows:

$$z = \frac{\hat{p} - p_0}{\sqrt{\frac{p_0 q_0}{n}}}$$

\hat{p} = Summary Rate from the sample
 p_0 = Set constant score for comparison
 $q_0 = 1 - (\text{Set constant score}) = (1 - p_0)$
 n = Sample size

For hypothesis testing of composites, n equals the maximum denominator of the composite questions. With a large sample size (generally $n > 30$, technically $np_0 \geq 5$ and $nq_0 \geq 5$), the z-statistic has a distribution that can be treated as the standard normal distribution. Thus, the hypothesis that the population 'Summary Rate' equals the set constant score, p_0 , is rejected at a 0.05 level of significance when the absolute value of the z-statistic exceeds 1.96 (obtained from cumulative standard normal distribution table).

The second hypothesis-testing situation involves testing for statistically significant differences between two population percents (or proportions), e.g., two population Summary Rates. When comparing the population percentages (or proportions)—with various conditions/ assumptions—the appropriate test statistic is the z-statistic as follows:

$$z = \frac{\hat{p}_1 - \hat{p}_2}{\sqrt{\hat{p}\hat{q}\left(\frac{1}{n_1} + \frac{1}{n_2}\right)}}$$

\hat{p}_1 = Summary Rate from the 1st sample

\hat{p}_2 = Summary Rate from the 2nd sample

n_1 = Size of the sample from the 1st population

n_2 = Size of the sample from the 2nd population

\hat{p} = Pooled Summary Rate, $\hat{p} = \frac{n_1\hat{p}_1 + n_2\hat{p}_2}{n_1 + n_2}$

$\hat{q} = 1 - (\text{Pooled Summary Rate})$

For hypothesis testing of composites, n equals the maximum denominator of the composite questions. With large sample sizes ($n_1\hat{p}_1 \geq 5$, $n_1(1 - \hat{p}_1) \geq 5$, $n_2\hat{p}_2 \geq 5$, and $n_2(1 - \hat{p}_2) \geq 5$) the z-statistic has a distribution that can be treated as the standard normal distribution. Thus, the hypothesis that the populations under comparison have equal population Summary Rates is rejected at a 0.05 level of significance when the absolute value of the z-statistic exceeds 1.96 (obtained from cumulative standard normal distribution table).

11. Aetna Better Health of Louisiana Survey Tool

Special Services (continued)

Please rate Aetna Better Health of Louisiana in the following service areas when compared to your experience with other Healthy Louisiana MCOs you work with.

	Completely dissatisfied	Somewhat dissatisfied	Neither dissatisfied nor satisfied	Somewhat satisfied	Completely satisfied	Does not apply
10A. Ability to provide services to children with special healthcare needs	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
10B. Ability to coordinate mental health services, inclusive of residential or inpatient, when needed	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
10C. Ability to coordinate alcohol and/or substance use services, inclusive of residential or inpatient, when needed	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
10D. Ability to coordinate rehabilitation services when needed	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

Please rate your experience with Aetna Better Health of Louisiana’s coordination of behavioral health care services in the following domains:

	Excellent	Very good	Good	Fair	Poor	Does not apply
10E. Timeliness.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
10F. Accuracy.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
10G. Sufficiency of information to coordinate care	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

Overall Satisfaction

These questions ask about your overall satisfaction with Aetna Better Health of Louisiana. Additionally, please rate your satisfaction with the other plans listed and provide feedback on how Aetna Better Health of Louisiana can improve.

11A. Would you recommend Aetna Better Health of Louisiana to other physicians’ practices?

☐1 Yes


☐2 No

Please rate your overall satisfaction with each of the following health plans:

	Completely dissatisfied	Somewhat dissatisfied	Neither dissatisfied nor satisfied	Somewhat satisfied	Completely satisfied	Does not apply
11B. Aetna Better Health of Louisiana	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
11C. Amerigroup	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
11D. Amerihealth Caritas	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
11E. Louisiana Health Care Connections	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
11F. United.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

12. What can Aetna Better Health of Louisiana do to improve its service to your organization?

Thank you. Please return the completed survey in the postage-paid envelope.



SPH Analytics

Attn: Survey Processing Department

PO Box 100072, Duluth, GA 30096-9876

Toll-Free: 1-877-499-2538

9128480



PHYSICIAN SATISFACTION SURVEY

Answer **all** the questions by marking the box with blue or black ink. Like this ☒. If you want to know more about this study, please call SPH Analytics at 1-877-499-2538.

Demographics

Please answer the following questions about you and your practice.

A. Please indicate your area of medicine. (Mark all that apply)

☐A Primary Care

☐B Specialty

☐C Behavioral Health Clinician

☐D Hospital Location

B. How many physicians are in your practice?

☐1 Solo

☐2 2-5 physicians

☐3 More than 5 physicians

C. How many years have you been in this practice?

☐1 Less than 5 years

☐2 5-15 years

☐3 16 years or more

D. What portion of your managed care volume is represented by Aetna Better Health of Louisiana?

☐1 None

☐2 10% or less

☐3 11-20%

☐4 21-30%

☐5 31-50%

☐6 51-75%

☐7 76-100%

E. Please mark who is completing this survey. (Mark only one)

☐1 Physician

☐2 Behavioral Health Clinician

☐3 Office Manager

☐4 Nurse

☐5 Other staff

F. What is your preferred method of receiving communications from this health plan?

☐1 Mail

☐2 Telephone

☐3 Fax

☐4 Online portal

☐5 E-mail (Please indicate your e-mail address)

☐6 In person from your Provider Representative

☐7 Other

G. Please indicate the number of insurance companies with which you or your practice participates.

☐1 3 or fewer

☐2 4 to 7

☐3 8 to 11

☐4 12 to 15

☐5 More than 15

Comparative Rating

This first question asks you to think about Aetna Better Health of Louisiana in comparison to all of the other health plans that you work with.

1A. How would you rate Aetna Better Health of Louisiana compared to all other health plans you contract with?

Well below average	Somewhat below average	Average	Somewhat above average	Well above average	Not applicable
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

Finance Issues

These questions ask about Finance Issues. Please rate Aetna Better Health of Louisiana in the following service areas when compared to your experience with other health plans you work with.

2A. Consistency of reimbursement fees with your contract rates.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
2B. Accuracy of claims processing.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
2C. Timeliness of claims processing.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
2D. Resolution of claims payment problems or disputes.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

Utilization and Quality Management

These questions ask about Utilization and Quality Management.

Please rate Aetna Better Health of Louisiana in the following service areas when compared to your experience with other health plans you work with.

3A.	Access to knowledgeable UM staff.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
3B.	Procedures for obtaining pre-certification/referral/authorization information.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
3C.	Timeliness of obtaining pre-certification/referral/authorization information.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
3D.	The health plan’s facilitation/support of appropriate clinical care for patients.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
3E.	Access to Case/Care Managers from this health plan.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
3F.	Degree to which the plan covers and encourages preventive care and wellness.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

Network/Coordination of Care

These questions ask about Aetna Better Health of Louisiana’s network providers.

Please rate Aetna Better Health of Louisiana in the following service areas when compared to your experience with other health plans you work with.

4A.	The number of specialists in this health plan’s provider network.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
4B.	The quality of specialists in this health plan’s provider network.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
4C.	The timeliness of feedback/reports from specialists in this health plan’s provider network. .	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

Health Plan Call Center Service Staff

These questions ask about your experiences when calling Aetna Better Health of Louisiana’s call center.

Please rate Aetna Better Health of Louisiana in the following service areas when compared to your experience with other health plans you work with.

5A.	Ease of reaching health plan call center staff over the phone.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
5B.	Process of obtaining member information (eligibility, benefit coverage, co-pay amounts). .	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
5C.	Helpfulness of health plan call center staff in obtaining referrals for patients in your care. .	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
5D.	Overall satisfaction with health plan’s call center service.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

Provider Relations

These questions ask about your experiences with Aetna Better Health of Louisiana’s Provider Relations department.

Please rate Aetna Better Health of Louisiana in the following service areas when compared to your experience with other health plans you work with.

6A.	Do you have a Provider Relations representative from this health plan assigned to your practice? <input type="checkbox"/> 1 Yes Go to Question 6B <input type="checkbox"/> 2 No Go to Question 6C						
6B.	Provider Relations representative’s ability to answer questions and resolve problems. . . .	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
6C.	Quality of provider orientation process.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
6D.	Quality of written communications, policy bulletins, and manuals.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/>

Provider Portal

These questions ask about Aetna’s Provider Portal. This is the secure site that you access with a username and password. Please rate Aetna in the following service areas when compared to your experience with other health plans you work with.

7A. Have you logged into and used the Aetna Provider Portal?
☐1 Yes**Go to Question 9B**
☐2 No**Thank you. Please return the completed survey in the postage-paid envelope.**

Well below average

Somewhat below average

Average

Somewhat above average

Well above average

Not applicable

Provider Portal (continued)

Thinking of your experiences with Aetna’s Provider Portal, please rate your satisfaction with the following:

7B.	Finding information you needed regarding member eligibility.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
7C.	Finding information you needed regarding claim payments or remittance advices.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
7D.	Finding information you needed regarding the patient (member) Gaps in Care Report. <input type="checkbox"/> 1 Completely dissatisfied <input type="checkbox"/> 2 Somewhat dissatisfied <input type="checkbox"/> 3 Neither dissatisfied nor satisfied <input type="checkbox"/> 4 Somewhat satisfied <input type="checkbox"/> 5 Completely satisfied <input type="checkbox"/> 6 N/A because we are not a PCP (Primary Care Provider) practice and/or not yet available from my health plan					
7E.	The portal’s prior authorization, requirement submissions, and confirmations functions. . .	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
7F.	The portal’s reporting functions.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
7G.	Are there any functions that you would like to see added to the Provider Portal?					

Completely dissatisfied

Somewhat dissatisfied

Neither dissatisfied nor satisfied

Somewhat satisfied

Completely satisfied

7H. Using any number from 0 to 10, where 0 is the worst experience and 10 is the best experience, what number would you use to rate your overall experience with the Provider Portal?

0	1	2	3	4	5	6	7	8	9	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7I. What can Aetna do to improve your experience with the Provider Portal?

Special Services

These questions ask about Aetna’s special services.

Language Assistance Items

8A.	Are you aware that Aetna Better Health of Louisiana offers a language assistance / telephone interpreter service to you when caring for our members? <input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No Skip to Question 9A						
8B.	Have you used this service? <input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No Skip to Question 9A						
8C.	How satisfied are you with Aetna Better Health of Louisiana’s language assistance service?.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

Completely dissatisfied

Somewhat dissatisfied

Neither dissatisfied nor satisfied

Somewhat satisfied

Completely satisfied

Does not apply

Cultural Competency

How satisfied are you with the following:

9A.	Information you received in the provider manual on Cultural Competency	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
9B.	Cultural Competency training materials and sessions.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
9C.	Accessibility of state required behavioral health training.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6



12. Comments

Open-ended questions often provide valuable insight into topics not specifically addressed on the survey tool. Respondents can give feedback regarding issues, concerns, compliments, and praise based upon their interaction with the health plan or simply provide additional demographic information. The 2017 Aetna Better Health of Louisiana survey tool includes four open-ended questions:

- ✓ QF. What is your preferred method of receiving communications from this health plan? E-mail address.
- ✓ Q7G. Are there any functions that you would like to see added to the Provider Portal?
- ✓ Q7I. What can Aetna do to improve your experience with the Provider Portal?
- ✓ Q12. What can Aetna Better Health of Louisiana do to improve its service to your organization?

Verbatim comments for open-ended questions are included within an Excel data file (9128480 Comments Report). To preserve confidentiality, these comments are separated into two tabs. The first tab of the Excel file includes response for QF and is indexed by the following database fields provided by Aetna Better Health of Louisiana:

- Provider NPI
- Title
- Practice Name

The second tab of the Excel file includes responses to Q7G, Q7I, and Q12 and is indexed by the following key questions and demographics to provide more information about the individual respondent:

- ✓ Overall Satisfaction with Aetna Better Health of Louisiana (11B)
- ✓ Area of Medicine (A)
- ✓ Physicians in Practice (B)
- ✓ Years in Practice (C)
- ✓ Portion of Managed Care Volume Represented by Health Plan (D)
- ✓ Survey Respondent (E)
- ✓ Insurance Participation (G)
- ✓ Physician Segmentation ID (Database)

13. *Banner Tables*

The tables in the following section show detailed results for each question in your survey. Responses are organized across the banner table by various practice characteristics. In order to aid you in viewing the data contained in these tables, the following explanation is provided.

The different categories by which the data are 'sliced' are presented as column headers. Each category has a set of possible response choices that are listed immediately below the headers. The left-most column in each table is labeled 'Total' and shows results for the entire set of valid responses.

On the left side of the page, you will see three row headers: 'Total,' 'Total Answering,' and 'No Answer.' 'Total' represents the number of possible responses that meet the criteria for inclusion into the given question. For questions that are asked of all respondents, this figure will typically equal the valid number of responses to the current survey. 'Total Answering' shows how many of the total respondents provided valid answers to the given question. Finally, 'No Answer' is the number of individuals who did not respond to the question, even though they were eligible to do so.

You will notice that, in some cases, a survey response choice shows only the number of respondents providing that answer with no percentage. These response options are not considered valid responses by standard analytical practice and are therefore omitted from the percentage calculations.

In some tables, an additional row is added to show Summary Rates and is labeled 'Summary Rate.' These scores are a single question response or combination of question responses considered to be favorable. It is included at the bottom of each of these tables and is shown with the response option or options that make up the score listed beside it.

Information regarding the statistical testing of results is shown in the lower left corner of each table. The first line displays the Comparison Groups. These are the columns (denoted by uppercase letters and separated by a slash (/)) in which statistical tests are run. Columns (B) and (C), for example, show results for the Primary Care and Specialty groups. These columns are compared in the statistical test to each other, but not to any other columns. If a letter is present, whether uppercase or lowercase, its corresponding percentage is significantly higher than the specified percentages within its comparison group.

The second line shows the type or types of statistical tests that are included in the table. The last two lines define the meaning of the uppercase and lowercase letters. If a percentage has an uppercase letter beneath it, a significant difference exists at the 95% level of confidence. A lowercase letter denotes a significant difference at the 90% level of confidence. A banner table example is presented on the following page with key points noted.

	AREA OF MEDICINE		
	Total	Primary Care	Specialty
	-----	-----	-----
	(A)	(B)	(C)
Total	433 ¹	22	407
Total Answering	429 ²	22	403
	100.0%	100.0%	100.0%
No Answer	4 ³	-	4
Yes	198	6	189
	46.2%	27.3%	46.9% B ⁴
No	231	16	214
	53.8%	72.7% C ⁵	53.1%

1. For the given question, 433 respondents were eligible to answer. For questions asked of all respondents, this figure will equal the number of complete surveys. In other cases, it will equal the number of appropriate responses to a gate question. Gate questions are those that filter out respondents who would not logically be able to answer follow-up questions. For example, respondents who say that they do not have a personal doctor would not be able to provide a doctor rating, and so they are filtered out of the response set for the rating question.

2. Of those who were eligible to answer this question, 429 provided a valid response.

3. Four respondents – all Specialists – who were eligible to answer the question did not provide an answer.

4. Specialists provided a significantly higher percentage of 'Yes' responses than PCPs. The 'B' below the percentage refers to the group in column B – in this case, PCPs – and signifies that the 46.9% is significantly higher than the 27.3%. Because the 'B' is capitalized, we know that the difference is significant at the 95% level.

5. PCPs provided a significantly higher percentage of 'No' responses. As in the previous note, the 'C' refers to the group in column C – Specialists – and is significant at 95%.

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Demographics

Page 1	A. Please indicate your area of medicine. (Mark all that apply)
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Page 3	C. How many years have you been in this practice?
Page 4	D. What portion of your managed care volume is represented by Aetna Better Health of Louisiana?
Page 5	E. Please mark who is completing this survey. (Mark only one)
Page 6	F. What is your preferred method of receiving communications from this health plan?
Page 7	G. Please indicate the number of insurance companies with which you or your practice participates.
Page 8	1A. How would you rate Aetna Better Health of Louisiana compared to all other health plans you contract with?
Page 9	2A. Consistency of reimbursement fees with your contract rates.
Page 10	2B. Accuracy of claims processing.
Page 11	2C. Timeliness of claims processing.
Page 12	2D. Resolution of claims payment problems or disputes.
Page 13	3A. Access to knowledgeable UM staff.
Page 14	3B. Procedures for obtaining pre-certification/referral/authorization information.
Page 15	3C. Timeliness of obtaining pre-certification/referral/authorization information.
Page 16	3D. The health plan's facilitation/support of appropriate clinical care for patients.
Page 17	3E. Access to Case/Care Managers from this health plan.
Page 18	3F. Degree to which the plan covers and encourages preventive care and wellness.
Page 19	4A. The number of specialists in this health plan's provider network.
Page 20	4B. The quality of specialists in this health plan's provider network.
Page 21	4C. The timeliness of feedback/reports from specialists in this health plan's provider network.
Page 22	5A. Ease of reaching health plan call center staff over the phone.
Page 23	5B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).
Page 24	5C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.
Page 25	5D. Overall satisfaction with health plan's call center service.
Page 26	6A. Do you have a Provider Relations representative from this health plan assigned to your practice?
Page 27	6B. Provider Relations representative's ability to answer questions and resolve problems.
Page 28	6C. Quality of provider orientation process.
Page 29	6D. Quality of written communications, policy bulletins, and manuals.
Page 30	11A. Would you recommend Aetna Better Health of Louisiana to other physicians' practices?
Page 31	11B. Please rate your overall satisfaction with Aetna Better Health of Louisiana.
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Page 33	11D. Please rate your overall satisfaction with Amerihealth Caritas.
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Page 35	11F. Please rate your overall satisfaction with United.
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Page 37	7B. Finding information you needed regarding member eligibility.
Page 38	7C. Finding information you needed regarding claim payments or remittance advices.
Page 39	7D. Finding information you needed regarding the patient (member) Gaps in Care Report.
Page 40	7E. The portal's prior authorization, requirement submissions, and confirmations functions.
Page 41	7F. The portal's reporting functions.
Page 42	7H. What number would you use to rate your overall experience with the Provider Portal?
Page 44	8A. Are you aware that Aetna Better Health of Louisiana offers a language assistance / telephone interpreter service to you when caring for our members?
Page 45	8B. Have you used this service?
Page 46	8C. How satisfied are you with Aetna Better Health of Louisiana's language assistance service?
Page 47	9A. How satisfied are you with the following: Information you received in the provider manual on Cultural Competency.
Page 48	9B. How satisfied are you with the following: Cultural Competency training materials and sessions.
Page 49	9C. How satisfied are you with the following: Accessibility of state required behavioral health training.
Page 50	10A. Ability to provide services to children with special healthcare needs.
Page 51	10B. Ability to coordinate mental health services, inclusive of residential or inpatient, when needed.
Page 52	10C. Ability to coordinate alcohol and/or substance use services, inclusive of residential or inpatient, when needed.
Page 53	10D. Ability to coordinate rehabilitation services when needed.
Page 54	10E. Timeliness.
Page 55	10F. Accuracy.
Page 56	10G. Sufficiency of information to coordinate care.

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Page 57	A. Please indicate your area of medicine. (Mark all that apply)
Page 58	B. How many physicians are in your practice?
Page 59	C. How many years have you been in this practice?
Page 60	D. What portion of your managed care volume is represented by Aetna Better Health of Louisiana?
Page 61	E. Please mark who is completing this survey. (Mark only one)
Page 62	F. What is your preferred method of receiving communications from this health plan?
Page 63	G. Please indicate the number of insurance companies with which you or your practice participates.
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Page 66	2B. Accuracy of claims processing.
Page 67	2C. Timeliness of claims processing.
Page 68	2D. Resolution of claims payment problems or disputes.
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Page 71	3C. Timeliness of obtaining pre-certification/referral/authorization information.
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Page 73	3E. Access to Case/Care Managers from this health plan.
Page 74	3F. Degree to which the plan covers and encourages preventive care and wellness.
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Page 76	4B. The quality of specialists in this health plan's provider network.
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Page 79	5B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).
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Page 110	10F. Accuracy.
Page 111	10G. Sufficiency of information to coordinate care.

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A. Please indicate your area of medicine. (Mark all that apply)

	Area of Medicine					Physicians in Practice			Years in Practice			Managed Care Volume			Survey Respondent			Insurance Participation					
	Total Answering	Primry Care	Spclty	BH Clin.	Hosp. Loc.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+
Total Eligible	172	49	84	67	30	59	57	42	40	69	56	99	32	24	11	16	95	46	1	39	25	26	78
Total Valid Responses	230	76	137	103	60	67	78	63	56	89	74	124	42	37	14	18	129	64	1	52	37	30	106
Total Respondents	168	49	84	67	30	55	57	42	39	69	53	96	31	24	11	15	92	46	1	37	24	25	78
	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100.0%
Primary Care	49	49	12	7	8	15	22	9	12	21	15	21	9	13	5	-	32	12	-	-	10	8	30
	29.2%	100.0%	14.3%	10.4%	26.7%	27.3%	38.6%	21.4%	30.8%	30.4%	28.3%	21.9%	29.0%	54.2%	45.5%		34.8%	26.1%			41.7%	32.0%	38.5%
Specialty	84	12	84	24	17	21	33	21	21	29	29	49	14	12	7	2	46	27	1	14	13	10	45
	50.0%	24.5%	100.0%	35.8%	56.7%	38.2%	57.9%	50.0%	53.8%	42.0%	54.7%	51.0%	45.2%	50.0%	63.6%	13.3%	50.0%	58.7%	100%	37.8%	54.2%	40.0%	57.7%
Behavioral Health Clinician	67	7	24	67	5	28	15	16	17	31	16	40	13	7	1	15	36	13	-	33	11	11	11
	39.9%	14.3%	28.6%	100%	16.7%	50.9%	26.3%	38.1%	43.6%	44.9%	30.2%	41.7%	41.9%	29.2%	9.1%	100.0%	39.1%	28.3%		89.2%	45.8%	44.0%	14.1%
Hospital Location	30	8	17	5	30	3	8	17	6	8	14	14	6	5	1	1	15	12	-	5	3	1	20
	17.9%	16.3%	20.2%	7.5%	100%	5.5%	14.0%	40.5%	15.4%	11.6%	26.4%	14.6%	19.4%	20.8%	9.1%	6.7%	16.3%	26.1%		13.5%	12.5%	4.0%	25.6%

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B. How many physicians are in your practice?

	Area of Medicine					Physicians in Practice			Years in Practice			Managed Care Volume			Survey Respondent			Insurance Participation					
	Total Answering	Primry Care	Spclty	BH Clin.	Hosp. Loc.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/ Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)
Total	172	49	84	67	30	59	57	42	40	69	56	99	32	24	11	16	95	46	1	39	25	26	78
Total Answering	158	46	75	59	28	59	57	42	37	62	53	89	31	23	11	14	92	38	-	34	23	25	74
	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%
No Answer	14	3	9	8	2	-	-	-	3	7	3	10	1	1	-	2	3	8	1	5	2	1	4
Solo	59	15	21	28	3	59	-	-	14	21	22	40	9	8	5	9	35	8	-	18	9	11	20
	37.3%	32.6%	28.0%	47.5%	10.7%	100%			37.8%	33.9%	41.5%	44.9%	29.0%	34.8%	45.5%	64.3%	38.0%	21.1%		52.9%	39.1%	44.0%	27.0%
		E	E	CE												qR	R			W			
2 - 5 physicians	57	22	33	15	8	-	57	-	13	23	19	28	15	8	2	2	36	16	-	13	9	9	25
	36.1%	47.8%	44.0%	25.4%	28.6%		100%		35.1%	37.1%	35.8%	31.5%	48.4%	34.8%	18.2%	14.3%	39.1%	42.1%		38.2%	39.1%	36.0%	33.8%
		De	D									1					oP	oP					
More than 5 physicians	42	9	21	16	17	-	-	42	10	18	12	21	7	7	4	3	21	14	-	3	5	5	29
	26.6%	19.6%	28.0%	27.1%	60.7%			100%	27.0%	29.0%	22.6%	23.6%	22.6%	30.4%	36.4%	21.4%	22.8%	36.8%		8.8%	21.7%	20.0%	39.2%
					BCD																	Tu	

Comparison Groups: BCDE/FGH/IJK/LMN/OPQR/STUVW

Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

Note: When comparing groups the Z-Test is only valid for large sample sizes (n >=30)

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C. How many years have you been in this practice?

	Area of Medicine				Physicians in Practice			Years in Practice			Managed Care Volume			Survey Respondent				Insurance Participation					
	Total Answering	Primry Care	Spclty	BH Clin.	Hosp. Loc.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/ Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)
Total	172	49	84	67	30	59	57	42	40	69	56	99	32	24	11	16	95	46	1	39	25	26	78
Total Answering	165	48	79	64	28	57	55	40	40	69	56	95	32	23	11	15	92	44	1	37	24	26	74
	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100.0%
No Answer	7	1	5	3	2	2	2	2	-	-	-	4	-	1	-	1	3	2	-	2	1	-	4
Less than 5 years	40	12	21	17	6	14	13	10	40	-	-	27	5	5	1	5	25	9	-	15	7	5	11
	24.2%	25.0%	26.6%	26.6%	21.4%	24.6%	23.6%	25.0%	100%			28.4%	15.6%	21.7%	9.1%	33.3%	27.2% o	20.5%		40.5% vW	29.2%	19.2%	14.9%
5 - 15 years	69	21	29	31	8	21	23	18	-	69	-	36	15	11	4	5	36	21	-	13	9	12	34
	41.8%	43.8%	36.7%	48.4% e	28.6%	36.8%	41.8%	45.0%		100%		37.9%	46.9%	47.8%	36.4%	33.3%	39.1%	47.7%		35.1%	37.5%	46.2%	45.9%
16 years or more	56	15	29	16	14	22	19	12	-	-	56	32	12	7	6	5	31	14	1	9	8	9	29
	33.9%	31.3%	36.7%	25.0%	50.0% D	38.6%	34.5%	30.0%			100%	33.7%	37.5%	30.4%	54.5%	33.3%	33.7%	31.8%	100% TUVW	24.3%	33.3%	34.6%	39.2%

Comparison Groups: BCDE/FGH/IJK/LMN/OPQR/STUVW

Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

Note: When comparing groups the Z-Test is only valid for large sample sizes (n >=30)

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Aetna Better Health of Louisiana
Provider Satisfaction Survey (9128480)

D. What portion of your managed care volume is represented by Aetna Better Health of Louisiana?

	Area of Medicine				Physicians in Practice			Years in Practice			Managed Care Volume			Survey Respondent				Insurance Participation					
	Total Answering	Primry Care	Spclty	BH Clin.	Hosp. Loc.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/ Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)
Total	172	49	84	67	30	59	57	42	40	69	56	99	32	24	11	16	95	46	1	39	25	26	78
Total Answering	155	43	75	60	25	57	51	35	37	62	51	99	32	24	9	13	91	39	1	37	25	23	68
	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100.0%
No Answer	17	6	9	7	5	2	6	7	3	7	5	-	-	-	2	3	4	7	-	2	-	3	10
None	1	1	1	-	-	1	-	-	1	-	-	1	-	-	-	-	1	-	-	-	-	-	1
	0.6%	2.3%	1.3%			1.8%			2.7%			1.0%					1.1%						1.5%
10% or less	98	20	48	40	14	39	28	21	26	36	32	98	-	-	5	9	55	26	1	25	13	17	41
	63.2%	46.5%	64.0%	66.7%	56.0%	68.4%	54.9%	60.0%	70.3%	58.1%	62.7%	99.0%			55.6%	69.2%	60.4%	66.7%	100%	67.6%	52.0%	73.9%	60.3%
			b	B															TUVW				
11 - 20%	32	9	14	13	6	9	15	7	5	15	12	-	32	-	2	4	18	8	-	9	7	2	14
	20.6%	20.9%	18.7%	21.7%	24.0%	15.8%	29.4%	20.0%	13.5%	24.2%	23.5%	100.0%		22.2%	30.8%	19.8%	20.5%		24.3%	28.0%	8.7%	20.6%	
							f												v	v			
21 - 30%	16	10	9	5	2	4	6	5	4	8	3	-	-	16	1	-	12	3	-	1	4	2	9
	10.3%	23.3%	12.0%	8.3%	8.0%	7.0%	11.8%	14.3%	10.8%	12.9%	5.9%			66.7%	11.1%		13.2%	7.7%		2.7%	16.0%	8.7%	13.2%
																				t		T	
31 - 50%	5	1	2	2	2	3	1	1	-	2	3	-	-	5	1	-	2	2	-	1	1	1	2
	3.2%	2.3%	2.7%	3.3%	8.0%	5.3%	2.0%	2.9%		3.2%	5.9%			20.8%	11.1%		2.2%	5.1%		2.7%	4.0%	4.3%	2.9%
51 - 75%	2	1	1	-	-	1	1	-	1	1	-	-	-	2	-	-	2	-	-	1	-	1	-
	1.3%	2.3%	1.3%			1.8%	2.0%		2.7%	1.6%				8.3%			2.2%			2.7%		4.3%	
76 - 100%	1	1	-	-	1	-	-	1	-	-	1	-	-	1	-	-	1	-	-	-	-	-	1
	0.6%	2.3%			4.0%			2.9%			2.0%			4.2%			1.1%						1.5%

Comparison Groups: BCDE/FGH/IJK/LMN/OPQR/STUVW

Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Presented by SPH Analytics

770-978-3173

2018

Aetna Better Health of Louisiana
Provider Satisfaction Survey (9128480)

E. Please mark who is completing this survey. (Mark only one)

	Area of Medicine				Physicians in Practice				Years in Practice			Managed Care Volume			Survey Respondent			Insurance Participation					
	Total Answering	Primry Care	Spclty	BH Clin.	Hosp. Loc.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)
Total	172	49	84	67	30	59	57	42	40	69	56	99	32	24	11	16	95	46	1	39	25	26	78
Total Answering	168	49	82	65	29	57	56	42	40	66	56	96	32	24	11	16	95	46	1	38	25	26	76
	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100.0%
No Answer	4	-	2	2	1	2	1	-	-	3	-	3	-	-	-	-	-	-	-	1	-	-	2
Physician	11	5	7	1	1	5	2	4	1	4	6	5	2	2	11	-	-	-	-	-	1	1	9
	6.5%	10.2%	8.5%	1.5%	3.4%	8.8%	3.6%	9.5%	2.5%	6.1%	10.7%	5.2%	6.3%	8.3%	100%						4.0%	3.8%	11.8%
			d	D							i												
Behavioral Health Clinician	16	-	2	15	1	9	2	3	5	5	5	9	4	-	-	16	-	-	-	8	4	4	-
	9.5%		2.4%	23.1%	3.4%	15.8%	3.6%	7.1%	12.5%	7.6%	8.9%	9.4%	12.5%			100.0%				21.1%	16.0%	15.4%	
				CE		G																	
Office Manager	95	32	46	36	15	35	36	21	25	36	31	56	18	17	-	-	95	-	-	22	17	13	42
	56.5%	65.3%	56.1%	55.4%	51.7%	61.4%	64.3%	50.0%	62.5%	54.5%	55.4%	58.3%	56.3%	70.8%			100.0%			57.9%	68.0%	50.0%	55.3%
Nurse	6	2	5	-	3	1	2	1	1	2	2	3	2	1	-	-	-	6	1	2	1	-	2
	3.6%	4.1%	6.1%		10.3%	1.8%	3.6%	2.4%	2.5%	3.0%	3.6%	3.1%	6.3%	4.2%				13.0%	100%	5.3%	4.0%		2.6%
																		TUW					
Other staff	40	10	22	13	9	7	14	13	8	19	12	23	6	4	-	-	-	40	-	6	2	8	23
	23.8%	20.4%	26.8%	20.0%	31.0%	12.3%	25.0%	31.0%	20.0%	28.8%	21.4%	24.0%	18.8%	16.7%				87.0%		15.8%	8.0%	30.8%	30.3%
							f	F													U	tU	

Comparison Groups: BCDE/FGH/IJK/LMN/OPQR/STUVW

Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Presented by SPH Analytics

770-978-3173

2018

Aetna Better Health of Louisiana
Provider Satisfaction Survey (9128480)

F. What is your preferred method of receiving communications from this health plan?

	Area of Medicine				Physicians in Practice				Years in Practice			Managed Care Volume			Survey Respondent				Insurance Participation				
	Total Answering	Primry Care	Spclty	BH Clin.	Hosp. Loc.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/ Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	
Total	172	49	84	67	30	59	57	42	40	69	56	99	32	24	11	16	95	46	1	39	25	26	78
Total Answering	163	45	80	63	29	55	55	40	40	65	52	95	29	23	10	14	90	45	1	39	20	25	75
	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100.0%
No Answer	9	4	4	4	1	4	2	2	-	4	4	4	3	1	1	2	5	1	-	-	5	1	3
Mail	46	14	24	13	8	15	19	9	8	23	11	26	7	6	7	4	24	10	-	7	5	5	28
	28.2%	31.1%	30.0%	20.6%	27.6%	27.3%	34.5%	22.5%	20.0%	35.4%	21.2%	27.4%	24.1%	26.1%	70.0%	28.6%	26.7%	22.2%		17.9%	25.0%	20.0%	37.3%
										ik					PQR								Tv
Telephone	8	2	5	4	1	3	3	1	3	2	3	6	-	1	-	-	3	5	1	4	1	-	2
	4.9%	4.4%	6.3%	6.3%	3.4%	5.5%	5.5%	2.5%	7.5%	3.1%	5.8%	6.3%		4.3%			3.3%	11.1%	100%	10.3%	5.0%		2.7%
																			TUW				
Fax	38	10	18	18	9	14	9	9	10	13	14	22	5	6	2	6	17	12	-	13	2	7	15
	23.3%	22.2%	22.5%	28.6%	31.0%	25.5%	16.4%	22.5%	25.0%	20.0%	26.9%	23.2%	17.2%	26.1%	20.0%	42.9%	18.9%	26.7%		33.3%	10.0%	28.0%	20.0%
																q				U			
Online portal	2	-	2	-	-	-	2	-	-	1	1	2	-	-	-	-	1	1	-	-	-	1	1
	1.2%		2.5%				3.6%			1.5%	1.9%	2.1%					1.1%	2.2%				4.0%	1.3%
E-mail	59	18	25	24	9	18	20	18	17	22	19	36	13	9	1	3	40	13	-	13	9	10	26
	36.2%	40.0%	31.3%	38.1%	31.0%	32.7%	36.4%	45.0%	42.5%	33.8%	36.5%	37.9%	44.8%	39.1%	10.0%	21.4%	44.4%	28.9%		33.3%	45.0%	40.0%	34.7%
																	Opr						
In person from your Provider Representative	8	1	6	3	1	5	2	1	2	3	3	3	4	1	-	1	5	2	-	2	3	2	1
	4.9%	2.2%	7.5%	4.8%	3.4%	9.1%	3.6%	2.5%	5.0%	4.6%	5.8%	3.2%	13.8%	4.3%		7.1%	5.6%	4.4%		5.1%	15.0%	8.0%	1.3%
																				w			
Other	2	-	-	1	1	-	-	2	-	1	1	-	-	-	-	-	-	2	-	-	-	-	2
	1.2%			1.6%	3.4%			5.0%		1.5%	1.9%							4.4%					2.7%

Comparison Groups: BCDE/FGH/IJK/LMN/OPQR/STUVW

Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

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Presented by SPH Analytics

770-978-3173

2018

Aetna Better Health of Louisiana
Provider Satisfaction Survey (9128480)

G. Please indicate the number of insurance companies with which you or your practice participates.

	Area of Medicine				Physicians in Practice			Years in Practice			Managed Care Volume			Survey Respondent				Insurance Participation					
Total Answering	Primry Care	Spclty	BH Clin.	Hosp. Loc.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	
Total	172	49	84	67	30	59	57	42	40	69	56	99	32	24	11	16	95	46	1	39	25	26	78
Total Answering	169	48	83	66	29	58	56	42	38	68	56	98	32	24	11	16	94	45	1	39	25	26	78
	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100.0%
No Answer	3	1	1	1	1	1	1	-	2	1	-	1	-	-	-	-	1	1	-	-	-	-	-
3 or fewer	1	-	1	-	-	-	-	-	-	-	1	1	-	-	-	-	-	1	1	-	-	-	-
	0.6%		1.2%								1.8%	1.0%					2.2%	100%					
4 to 7	39	-	14	33	5	18	13	3	15	13	9	25	9	3	-	8	22	8	-	39	-	-	-
	23.1%		16.9%	50.0%	17.2%	31.0%	23.2%	7.1%	39.5%	19.1%	16.1%	25.5%	28.1%	12.5%		50.0%	23.4%	17.8%		100.0%			
				CE		H	H		JK							QR							
8 to 11	25	10	13	11	3	9	9	5	7	9	8	13	7	5	1	4	17	3	-	-	25	-	-
	14.8%	20.8%	15.7%	16.7%	10.3%	15.5%	16.1%	11.9%	18.4%	13.2%	14.3%	13.3%	21.9%	20.8%	9.1%	25.0%	18.1%	6.7%			100.0%		
				R													R						
12 to 15	26	8	10	11	1	11	9	5	5	12	9	17	2	4	1	4	13	8	-	-	-	26	-
	15.4%	16.7%	12.0%	16.7%	3.4%	19.0%	16.1%	11.9%	13.2%	17.6%	16.1%	17.3%	6.3%	16.7%	9.1%	25.0%	13.8%	17.8%				100.0%	
		E	e	E								m											
More than 15	78	30	45	11	20	20	25	29	11	34	29	42	14	12	9	-	42	25	-	-	-	-	78
	46.2%	62.5%	54.2%	16.7%	69.0%	34.5%	44.6%	69.0%	28.9%	50.0%	51.8%	42.9%	43.8%	50.0%	81.8%		44.7%	55.6%					100.0%
		D	D		D			FG		I	I				Qr								

Comparison Groups: BCDE/FGH/IJK/LMN/OPQR/STUVW

Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

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Presented by SPH Analytics

770-978-3173

2018

Aetna Better Health of Louisiana
Provider Satisfaction Survey (9128480)

1A. How would you rate Aetna Better Health of Louisiana compared to all other health plans you contract with?

	Area of Medicine				Physicians in Practice				Years in Practice			Managed Care Volume			Survey Respondent				Insurance Participation				
	Total Answering	Primry Care	Spclty	BH Clin.	Hosp. Loc.	Solo			<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/ Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	
Total	172	49	84	67	30	59	57	42	40	69	56	99	32	24	11	16	95	46	1	39	25	26	78
Total Answering	163	46	80	62	28	55	55	40	39	66	53	95	32	24	10	14	93	42	1	37	24	24	74
	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100.0%
No Answer	1	-	1	-	-	1	-	-	-	-	1	1	-	-	1	-	-	-	-	-	-	-	1
Well below average	10	4	5	1	-	4	3	2	2	6	2	6	3	-	2	1	4	3	-	1	1	1	7
	6.1%	8.7%	6.3%	1.6%		7.3%	5.5%	5.0%	5.1%	9.1%	3.8%	6.3%	9.4%		20.0%	7.1%	4.3%	7.1%		2.7%	4.2%	4.2%	9.5%
Somewhat below average	11	4	5	2	3	6	3	1	2	5	4	6	3	2	2	-	8	-	-	2	1	1	7
	6.7%	8.7%	6.3%	3.2%	10.7%	10.9%	5.5%	2.5%	5.1%	7.6%	7.5%	6.3%	9.4%	8.3%	20.0%		8.6%			5.4%	4.2%	4.2%	9.5%
Average	97	28	53	30	19	20	41	27	25	36	32	55	18	13	4	9	53	29	1	18	14	16	45
	59.5%	60.9%	66.3%	48.4%	67.9%	36.4%	74.5%	67.5%	64.1%	54.5%	60.4%	57.9%	56.3%	54.2%	40.0%	64.3%	57.0%	69.0%	100% TUWV	48.6%	58.3%	66.7%	60.8%
Somewhat above average	35	6	16	23	6	19	5	9	9	13	12	21	7	7	1	3	21	9	-	12	8	5	10
	21.5%	13.0%	20.0%	37.1%	21.4%	34.5%	9.1%	22.5%	23.1%	19.7%	22.6%	22.1%	21.9%	29.2%	10.0%	21.4%	22.6%	21.4%		32.4%	33.3%	20.8%	13.5%
Well above average	10	4	1	6	-	6	3	1	1	6	3	7	1	2	1	1	7	1	-	4	-	1	5
	6.1%	8.7%	1.3%	9.7%		10.9%	5.5%	2.5%	2.6%	9.1%	5.7%	7.4%	3.1%	8.3%	10.0%	7.1%	7.5%	2.4%		10.8%		4.2%	6.8%
Not Applicable	8	3	3	5	2	3	2	2	1	3	2	3	-	-	-	2	2	4	-	2	1	2	3
Summary Rate - Well above average/Somewhat above average	45	10	17	29	6	25	8	10	10	19	15	28	8	9	2	4	28	10	-	16	8	6	15
	27.6%	21.7%	21.3%	46.8%	21.4%	45.5%	14.5%	25.0%	25.6%	28.8%	28.3%	29.5%	25.0%	37.5%	20.0%	28.6%	30.1%	23.8%		43.2%	33.3%	25.0%	20.3%

Comparison Groups: BCDE/FGH/IJK/LMN/OPQR/STUVW

Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

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Presented by SPH Analytics

770-978-3173

2018

Aetna Better Health of Louisiana
Provider Satisfaction Survey (9128480)

2A. Consistency of reimbursement fees with your contract rates.

	----- Area of -----		- Physicians in -			- Years in -			--- Managed Care ---			----- Survey Respondent -----			----- Insurance Participation -----								
	----- Medicine -----		--- Practice ---			--- Practice ---			----- Volume -----			-----			-----								
	Total Answering	Primry Care	Spclty	BH Clin.	Hosp. Loc.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/ Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)
Total	172	49	84	67	30	59	57	42	40	69	56	99	32	24	11	16	95	46	1	39	25	26	78
Total Answering	144	41	68	56	21	53	46	34	32	58	50	88	27	23	10	13	85	33	1	33	22	23	64
	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100.0%
No Answer	9	1	7	2	4	2	4	3	2	4	1	3	2	1	1	-	2	5	-	3	-	-	5
Well below average	7	1	3	2	1	3	1	2	3	4	-	6	-	-	1	2	1	2	-	2	1	1	3
	4.9%	2.4%	4.4%	3.6%	4.8%	5.7%	2.2%	5.9%	9.4%	6.9%		6.8%			10.0%	15.4%	1.2%	6.1%		6.1%	4.5%	4.3%	4.7%
Somewhat below average	17	5	8	5	4	6	6	4	4	5	8	10	2	4	2	2	12	1	-	3	2	4	8
	11.8%	12.2%	11.8%	8.9%	19.0%	11.3%	13.0%	11.8%	12.5%	8.6%	16.0%	11.4%	7.4%	17.4%	20.0%	15.4%	14.1%	3.0%		9.1%	9.1%	17.4%	12.5%
																	R						
Average	83	25	43	29	12	24	31	20	16	34	30	50	19	10	4	5	50	23	1	18	11	13	39
	57.6%	61.0%	63.2%	51.8%	57.1%	45.3%	67.4%	58.8%	50.0%	58.6%	60.0%	56.8%	70.4%	43.5%	40.0%	38.5%	58.8%	69.7%	100%	54.5%	50.0%	56.5%	60.9%
							F						N					OP	TUVW				
Somewhat above average	24	4	8	16	4	11	5	7	5	12	6	14	5	5	1	3	14	5	-	7	5	5	7
	16.7%	9.8%	11.8%	28.6%	19.0%	20.8%	10.9%	20.6%	15.6%	20.7%	12.0%	15.9%	18.5%	21.7%	10.0%	23.1%	16.5%	15.2%		21.2%	22.7%	21.7%	10.9%
				BC																			
Well above average	13	6	6	4	-	9	3	1	4	3	6	8	1	4	2	1	8	2	-	3	3	-	7
	9.0%	14.6%	8.8%	7.1%		17.0%	6.5%	2.9%	12.5%	5.2%	12.0%	9.1%	3.7%	17.4%	20.0%	7.7%	9.4%	6.1%		9.1%	13.6%		10.9%
						gH																	
Not Applicable	19	7	9	9	5	4	7	5	6	7	5	8	3	-	-	3	8	8	-	3	3	3	9
Summary Rate - Well above average/Somewhat above average	37	10	14	20	4	20	8	8	9	15	12	22	6	9	3	4	22	7	-	10	8	5	14
	25.7%	24.4%	20.6%	35.7%	19.0%	37.7%	17.4%	23.5%	28.1%	25.9%	24.0%	25.0%	22.2%	39.1%	30.0%	30.8%	25.9%	21.2%		30.3%	36.4%	21.7%	21.9%
				c		g																	

Comparison Groups: BCDE/FGH/IJK/LMN/OPQR/STUVW

Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Presented by SPH Analytics

770-978-3173

2018

Aetna Better Health of Louisiana
Provider Satisfaction Survey (9128480)

2B. Accuracy of claims processing.

	Area of Medicine				Physicians in Practice				Years in Practice			Managed Care Volume			Survey Respondent			Insurance Participation					
	Total Answering	Primry Care	Spclty	BH Clin.	Hosp. Loc.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)
Total	172	49	84	67	30	59	57	42	40	69	56	99	32	24	11	16	95	46	1	39	25	26	78
Total Answering	143	40	68	56	21	52	48	32	31	58	50	87	28	21	10	14	82	35	1	34	22	22	63
	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100.0%
No Answer	10	1	7	2	4	3	3	4	3	4	1	4	1	2	1	-	3	4	-	2	-	1	6
Well below average	5	1	3	1	-	2	-	2	3	2	-	4	-	-	1	1	2	1	-	1	2	1	1
	3.5%	2.5%	4.4%	1.8%		3.8%		6.3%	9.7%	3.4%		4.6%			10.0%	7.1%	2.4%	2.9%		2.9%	9.1%	4.5%	1.6%
Somewhat below average	9	3	5	4	2	3	4	2	3	2	4	6	1	2	2	1	4	2	-	2	1	1	5
	6.3%	7.5%	7.4%	7.1%	9.5%	5.8%	8.3%	6.3%	9.7%	3.4%	8.0%	6.9%	3.6%	9.5%	20.0%	7.1%	4.9%	5.7%		5.9%	4.5%	4.5%	7.9%
Average	83	25	42	26	14	22	34	18	14	36	30	49	20	9	4	6	47	25	1	15	11	15	40
	58.0%	62.5%	61.8%	46.4%	66.7%	42.3%	70.8%	56.3%	45.2%	62.1%	60.0%	56.3%	71.4%	42.9%	40.0%	42.9%	57.3%	71.4%	100%	44.1%	50.0%	68.2%	63.5%
			d		d		F						N					op	TUVW		t	t	
Somewhat above average	26	4	11	18	3	13	4	9	7	11	7	17	4	5	-	3	19	3	-	10	5	3	8
	18.2%	10.0%	16.2%	32.1%	14.3%	25.0%	8.3%	28.1%	22.6%	19.0%	14.0%	19.5%	14.3%	23.8%		21.4%	23.2%	8.6%		29.4%	22.7%	13.6%	12.7%
				BCe		G		G									R			w			
Well above average	20	7	7	7	2	12	6	1	4	7	9	11	3	5	3	3	10	4	-	6	3	2	9
	14.0%	17.5%	10.3%	12.5%	9.5%	23.1%	12.5%	3.1%	12.9%	12.1%	18.0%	12.6%	10.7%	23.8%	30.0%	21.4%	12.2%	11.4%		17.6%	13.6%	9.1%	14.3%
						H	h																
Not Applicable	19	8	9	9	5	4	6	6	6	7	5	8	3	1	-	2	10	7	-	3	3	3	9
Summary Rate - Well above average/Somewhat above average	46	11	18	25	5	25	10	10	11	18	16	28	7	10	3	6	29	7	-	16	8	5	17
	32.2%	27.5%	26.5%	44.6%	23.8%	48.1%	20.8%	31.3%	35.5%	31.0%	32.0%	32.2%	25.0%	47.6%	30.0%	42.9%	35.4%	20.0%		47.1%	36.4%	22.7%	27.0%
				bCe		G								m			r			VW			

Comparison Groups: BCDE/FGH/IJK/LMN/OPQR/STUVW

Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Presented by SPH Analytics

770-978-3173

2018

Aetna Better Health of Louisiana
Provider Satisfaction Survey (9128480)

2C. Timeliness of claims processing.

	Area of Medicine					Physicians in Practice			Years in Practice			Managed Care Volume			Survey Respondent			Insurance Participation					
	Total Answering	Primry Care	Spclty	BH Clin.	Hosp. Loc.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/ Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)
Total	172	49	84	67	30	59	57	42	40	69	56	99	32	24	11	16	95	46	1	39	25	26	78
Total Answering	142	40	66	56	21	53	46	32	30	58	50	88	27	20	10	14	81	34	1	32	22	22	64
	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100.0%
No Answer	10	1	8	2	3	2	4	4	4	3	1	3	1	3	1	-	4	4	-	3	-	1	5
Well below average	6	1	4	1	-	2	1	2	3	3	-	4	1	-	1	1	2	2	-	1	2	1	2
	4.2%	2.5%	6.1%	1.8%		3.8%	2.2%	6.3%	10.0%	5.2%		4.5%	3.7%		10.0%	7.1%	2.5%	5.9%		3.1%	9.1%	4.5%	3.1%
Somewhat below average	8	4	3	3	1	4	2	1	3	2	3	5	1	2	1	2	4	1	-	2	1	1	4
	5.6%	10.0%	4.5%	5.4%	4.8%	7.5%	4.3%	3.1%	10.0%	3.4%	6.0%	5.7%	3.7%	10.0%	10.0%	14.3%	4.9%	2.9%		6.3%	4.5%	4.5%	6.3%
Average	85	24	44	30	14	26	33	18	16	33	34	52	18	10	5	7	49	22	1	17	11	14	41
	59.9%	60.0%	66.7%	53.6%	66.7%	49.1%	71.7%	56.3%	53.3%	56.9%	68.0%	59.1%	66.7%	50.0%	50.0%	50.0%	60.5%	64.7%	100% TUVW	53.1%	50.0%	63.6%	64.1%
Somewhat above average	18	3	6	11	2	8	4	6	2	12	2	11	4	3	-	1	13	3	-	4	4	3	7
	12.7%	7.5%	9.1%	19.6% bc	9.5%	15.1%	8.7%	18.8%	6.7%	20.7% IK	4.0%	12.5%	14.8%	15.0%		7.1%	16.0%	8.8%		12.5%	18.2%	13.6%	10.9%
Well above average	25	8	9	11	4	13	6	5	6	8	11	16	3	5	3	3	13	6	-	8	4	3	10
	17.6%	20.0%	13.6%	19.6%	19.0%	24.5%	13.0%	15.6%	20.0%	13.8%	22.0%	18.2%	11.1%	25.0%	30.0%	21.4%	16.0%	17.6%		25.0%	18.2%	13.6%	15.6%
Not Applicable	20	8	10	9	6	4	7	6	6	8	5	8	4	1	-	2	10	8	-	4	3	3	9
Summary Rate - Well above average/Somewhat above average	43	11	15	22	6	21	10	11	8	20	13	27	7	8	3	4	26	9	-	12	8	6	17
	30.3%	27.5%	22.7%	39.3% C	28.6%	39.6% G	21.7%	34.4%	26.7%	34.5%	26.0%	30.7%	25.9%	40.0%	30.0%	28.6%	32.1%	26.5%		37.5%	36.4%	27.3%	26.6%

Comparison Groups: BCDE/FGH/IJK/LMN/OPQR/STUVW

Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Presented by SPH Analytics

770-978-3173

2018

Aetna Better Health of Louisiana
Provider Satisfaction Survey (9128480)

2D. Resolution of claims payment problems or disputes.

	Area of Medicine					Physicians in Practice			Years in Practice			Managed Care Volume			Survey Respondent				Insurance Participation				
	Total Answering	Primry Care	Spclty	BH Clin.	Hosp. Loc.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)
Total	172	49	84	67	30	59	57	42	40	69	56	99	32	24	11	16	95	46	1	39	25	26	78
Total Answering	135	39	64	49	20	49	44	33	26	56	50	83	25	20	10	11	78	34	1	29	19	20	66
	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100.0%
No Answer	12	2	9	3	3	3	6	3	6	3	1	4	2	3	1	-	6	4	-	5	-	1	5
Well below average	11	1	7	2	1	4	3	3	4	6	1	7	3	-	1	1	6	2	-	2	2	1	6
	8.1%	2.6%	10.9%	4.1%	5.0%	8.2%	6.8%	9.1%	15.4%	10.7%	2.0%	8.4%	12.0%		10.0%	9.1%	7.7%	5.9%		6.9%	10.5%	5.0%	9.1%
			b						k	k													
Somewhat below average	10	3	2	4	1	6	3	1	2	2	5	4	4	1	-	3	6	1	-	2	2	2	4
	7.4%	7.7%	3.1%	8.2%	5.0%	12.2%	6.8%	3.0%	7.7%	3.6%	10.0%	4.8%	16.0%	5.0%		27.3%	7.7%	2.9%		6.9%	10.5%	10.0%	6.1%
						h										r							
Average	67	23	35	17	13	16	29	15	11	26	29	43	11	9	7	3	36	21	1	9	9	11	37
	49.6%	59.0%	54.7%	34.7%	65.0%	32.7%	65.9%	45.5%	42.3%	46.4%	58.0%	51.8%	44.0%	45.0%	70.0%	27.3%	46.2%	61.8%	100%	31.0%	47.4%	55.0%	56.1%
		D	D		D		Fh								P		P	TUVW			t	T	
Somewhat above average	30	6	13	19	3	15	5	9	6	15	8	21	4	5	-	3	19	7	-	10	4	6	10
	22.2%	15.4%	20.3%	38.8%	15.0%	30.6%	11.4%	27.3%	23.1%	26.8%	16.0%	25.3%	16.0%	25.0%		27.3%	24.4%	20.6%		34.5%	21.1%	30.0%	15.2%
			BCE			G		g												w			
Well above average	17	6	7	7	2	8	4	5	3	7	7	8	3	5	2	1	11	3	-	6	2	-	9
	12.6%	15.4%	10.9%	14.3%	10.0%	16.3%	9.1%	15.2%	11.5%	12.5%	14.0%	9.6%	12.0%	25.0%	20.0%	9.1%	14.1%	8.8%		20.7%	10.5%		13.6%
Not Applicable	25	8	11	15	7	7	7	6	8	10	5	12	5	1	-	5	11	8	-	5	6	5	7
Summary Rate - Well above average/Somewhat above average	47	12	20	26	5	23	9	14	9	22	15	29	7	10	2	4	30	10	-	16	6	6	19
	34.8%	30.8%	31.3%	53.1%	25.0%	46.9%	20.5%	42.4%	34.6%	39.3%	30.0%	34.9%	28.0%	50.0%	20.0%	36.4%	38.5%	29.4%		55.2%	31.6%	30.0%	28.8%
			BCE			G		G												uvW			

Comparison Groups: BCDE/FGH/IJK/LMN/OPQR/STUVW

Independent Z-Test for Percentages (unpooled proportions)

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2018

Aetna Better Health of Louisiana
Provider Satisfaction Survey (9128480)

3A. Access to knowledgeable UM staff.

	Area of Medicine					Physicians in Practice			Years in Practice			Managed Care Volume			Survey Respondent			Insurance Participation					
	Total Answering	Primry Care	Spclty	BH Clin.	Hosp. Loc.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/ Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)
Total	172	49	84	67	30	59	57	42	40	69	56	99	32	24	11	16	95	46	1	39	25	26	78
Total Answering	123	35	57	47	18	41	43	32	28	49	45	70	29	17	6	9	74	32	1	28	20	18	54
	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100.0%
No Answer	14	4	10	3	5	3	5	3	4	3	3	6	1	2	1	1	7	4	-	4	1	-	8
Well below average	5	3	1	1	-	3	-	2	1	3	1	3	1	-	2	1	1	1	-	1	1	-	3
	4.1%	8.6%	1.8%	2.1%		7.3%		6.3%	3.6%	6.1%	2.2%	4.3%	3.4%		33.3% q	11.1%	1.4%	3.1%		3.6%	5.0%		5.6%
Somewhat below average	9	5	3	3	1	4	3	1	1	4	4	4	4	-	1	1	7	-	-	2	3	-	4
	7.3%	14.3%	5.3%	6.4%	5.6%	9.8%	7.0%	3.1%	3.6%	8.2%	8.9%	5.7%	13.8%		16.7%	11.1%	9.5%			7.1%	15.0%		7.4%
Average	77	18	39	26	12	19	32	20	19	26	31	46	17	10	3	6	43	24	1	17	9	14	34
	62.6%	51.4%	68.4%	55.3%	66.7%	46.3%	74.4% F	62.5%	67.9%	53.1%	68.9%	65.7%	58.6%	58.8%	50.0%	66.7%	58.1%	75.0% q	100% TUVW	60.7%	45.0%	77.8% U	63.0%
Somewhat above average	22	5	11	11	4	10	4	8	3	13	6	13	6	3	-	-	15	6	-	3	5	4	10
	17.9%	14.3%	19.3%	23.4%	22.2%	24.4% g	9.3%	25.0% g	10.7%	26.5% i	13.3%	18.6%	20.7%	17.6%			20.3%	18.8%		10.7%	25.0%	22.2%	18.5%
Well above average	10	4	3	6	1	5	4	1	4	3	3	4	1	4	-	1	8	1	-	5	2	-	3
	8.1%	11.4%	5.3%	12.8%	5.6%	12.2%	9.3%	3.1%	14.3%	6.1%	6.7%	5.7%	3.4%	23.5% lm		11.1%	10.8%	3.1%		17.9%	10.0%		5.6%
Not Applicable	35	10	17	17	7	15	9	7	8	17	8	23	2	5	4	6	14	10	-	7	4	8	16
Summary Rate - Well above average/Somewhat above average	32	9	14	17	5	15	8	9	7	16	9	17	7	7	-	1	23	7	-	8	7	4	13
	26.0%	25.7%	24.6%	36.2%	27.8%	36.6% g	18.6%	28.1%	25.0%	32.7%	20.0%	24.3%	24.1%	41.2%		11.1%	31.1% p	21.9%		28.6%	35.0%	22.2%	24.1%

Comparison Groups: BCDE/FGH/IJK/LMN/OPQR/STUVW

Independent Z-Test for Percentages (unpooled proportions)

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Presented by SPH Analytics

770-978-3173

2018

Aetna Better Health of Louisiana
Provider Satisfaction Survey (9128480)

3B. Procedures for obtaining pre-certification/referral/authorization information.

	Area of Medicine				Physicians in Practice				Years in Practice			Managed Care Volume			Survey Respondent			Insurance Participation					
Total Answering	Primry Care	Spclty	BH	Hosp. Loc.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/ Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	
Total	172	49	84	67	30	59	57	42	40	69	56	99	32	24	11	16	95	46	1	39	25	26	78
Total Answering	133	40	63	51	18	43	47	33	30	53	48	77	29	19	8	8	81	34	1	32	20	19	59
	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100.0%
No Answer	13	4	9	3	6	2	5	3	4	3	2	5	1	2	1	1	5	5	-	4	-	1	7
Well below average	7	2	4	1	-	4	1	2	2	2	3	6	-	-	1	1	4	1	-	1	2	1	3
	5.3%	5.0%	6.3%	2.0%		9.3%	2.1%	6.1%	6.7%	3.8%	6.3%	7.8%			12.5%	12.5%	4.9%	2.9%		3.1%	10.0%	5.3%	5.1%
Somewhat below average	8	6	4	1	1	3	5	-	1	4	3	4	2	2	2	-	4	2	-	-	2	-	6
	6.0%	15.0%	6.3%	2.0%	5.6%	7.0%	10.6%		3.3%	7.5%	6.3%	5.2%	6.9%	10.5%	25.0%		4.9%	5.9%			10.0%		10.2%
			D																				
Average	83	22	39	28	14	18	32	24	18	31	32	50	18	9	5	5	49	23	1	19	9	14	38
	62.4%	55.0%	61.9%	54.9%	77.8% bd	41.9%	68.1%	72.7% F	60.0%	58.5%	66.7%	64.9%	62.1%	47.4%	62.5%	62.5%	60.5%	67.6%	100% TUVW	59.4%	45.0%	73.7% u	64.4%
Somewhat above average	24	5	12	15	2	14	4	6	5	11	8	13	7	4	-	1	16	6	-	8	5	3	8
	18.0%	12.5%	19.0%	29.4% Be	11.1%	32.6% G	8.5%	18.2%	16.7%	20.8%	16.7%	16.9%	24.1%	21.1%		12.5%	19.8%	17.6%		25.0%	25.0%	15.8%	13.6%
Well above average	11	5	4	6	1	4	5	1	4	5	2	4	2	4	-	1	8	2	-	4	2	1	4
	8.3%	12.5%	6.3%	11.8%	5.6%	9.3%	10.6%	3.0%	13.3%	9.4%	4.2%	5.2%	6.9%	21.1%		12.5%	9.9%	5.9%		12.5%	10.0%	5.3%	6.8%
Not Applicable	26	5	12	13	6	14	5	6	6	13	6	17	2	3	2	7	9	7	-	3	5	6	12
Summary Rate - Well above average/Somewhat above average	35	10	16	21	3	18	9	7	9	16	10	17	9	8	-	2	24	8	-	12	7	4	12
	26.3%	25.0%	25.4%	41.2% bcE	16.7%	41.9% GH	19.1%	21.2%	30.0%	30.2%	20.8%	22.1%	31.0%	42.1%		25.0%	29.6%	23.5%		37.5% w	35.0%	21.1%	20.3%

Comparison Groups: BCDE/FGH/IJK/LMN/OPQR/STUVW

Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Presented by SPH Analytics

770-978-3173

2018

Aetna Better Health of Louisiana
Provider Satisfaction Survey (9128480)

3C. Timeliness of obtaining pre-certification/referral/authorization information.

	Area of		Physicians in		Years in		Managed Care		Survey Respondent		Insurance Participation												
	Medicine		Practice		Practice		Volume																
Total Answering	Primry Care	Spclty	BH Clin.	Hosp. Loc.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/ Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	
Total	172	49	84	67	30	59	57	42	40	69	56	99	32	24	11	16	95	46	1	39	25	26	78
Total Answering	128	40	61	47	18	42	47	33	28	50	48	72	29	19	8	8	79	32	1	29	20	19	58
	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100.0%
No Answer	14	4	9	3	7	2	5	4	4	4	2	5	1	2	1	1	5	6	-	4	-	1	8
Well below average	8	2	5	1	-	4	2	2	2	3	3	6	1	-	1	1	4	2	-	1	2	1	4
	6.3%	5.0%	8.2%	2.1%		9.5%	4.3%	6.1%	7.1%	6.0%	6.3%	8.3%	3.4%		12.5%	12.5%	5.1%	6.3%		3.4%	10.0%	5.3%	6.9%
Somewhat below average	9	7	3	1	1	4	5	-	-	5	4	3	4	2	2	-	6	1	-	1	2	1	5
	7.0%	17.5%	4.9%	2.1%	5.6%	9.5%	10.6%			10.0%	8.3%	4.2%	13.8%	10.5%	25.0%		7.6%	3.1%		3.4%	10.0%	5.3%	8.6%
		cD																					
Average	70	18	35	20	12	17	27	21	19	21	28	42	15	9	4	6	42	18	1	14	8	13	33
	54.7%	45.0%	57.4%	42.6%	66.7%	40.5%	57.4%	63.6%	67.9%	42.0%	58.3%	58.3%	51.7%	47.4%	50.0%	75.0%	53.2%	56.3%	100%	48.3%	40.0%	68.4%	56.9%
					d			F	J									TUVW			u		
Somewhat above average	28	6	13	18	4	11	9	7	3	16	9	15	7	4	-	-	18	9	-	8	6	4	10
	21.9%	15.0%	21.3%	38.3%	22.2%	26.2%	19.1%	21.2%	10.7%	32.0%	18.8%	20.8%	24.1%	21.1%			22.8%	28.1%		27.6%	30.0%	21.1%	17.2%
				Bc				I															
Well above average	13	7	5	7	1	6	4	3	4	5	4	6	2	4	1	1	9	2	-	5	2	-	6
	10.2%	17.5%	8.2%	14.9%	5.6%	14.3%	8.5%	9.1%	14.3%	10.0%	8.3%	8.3%	6.9%	21.1%	12.5%	12.5%	11.4%	6.3%		17.2%	10.0%		10.3%
Not Applicable	30	5	14	17	5	15	5	5	8	15	6	22	2	3	2	7	11	8	-	6	5	6	12
Summary Rate - Well above average/Somewhat above average	41	13	18	25	5	17	13	10	7	21	13	21	9	8	1	1	27	11	-	13	8	4	16
	32.0%	32.5%	29.5%	53.2%	27.8%	40.5%	27.7%	30.3%	25.0%	42.0%	27.1%	29.2%	31.0%	42.1%	12.5%	12.5%	34.2%	34.4%		44.8%	40.0%	21.1%	27.6%
				BCE													op			v			

Comparison Groups: BCDE/FGH/IJK/LMN/OPQR/STUVW

Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

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Presented by SPH Analytics

770-978-3173

2018

Aetna Better Health of Louisiana
Provider Satisfaction Survey (9128480)

3D. The health plan's facilitation/support of appropriate clinical care for patients.

	Area of Medicine					Physicians in Practice			Years in Practice			Managed Care Volume			Survey Respondent				Insurance Participation				
Total Answering	Primry Care	Spclty	BH Clin.	Hosp. Loc.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/ Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	
Total	172	49	84	67	30	59	57	42	40	69	56	99	32	24	11	16	95	46	1	39	25	26	78
Total Answering	126	39	58	46	19	44	43	31	28	49	48	69	29	21	7	9	73	35	1	30	19	19	55
	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100.0%
No Answer	14	4	10	3	6	2	6	3	4	3	3	6	1	2	1	1	6	5	-	4	-	1	8
Well below average	5	3	2	1	1	2	1	2	1	2	2	3	1	-	1	1	2	1	-	1	1	-	3
	4.0%	7.7%	3.4%	2.2%	5.3%	4.5%	2.3%	6.5%	3.6%	4.1%	4.2%	4.3%	3.4%		14.3%	11.1%	2.7%	2.9%		3.3%	5.3%		5.5%
Somewhat below average	5	4	1	1	-	4	1	-	1	1	3	1	2	1	1	-	3	1	-	1	1	-	3
	4.0%	10.3%	1.7%	2.2%		9.1%	2.3%		3.6%	2.0%	6.3%	1.4%	6.9%	4.8%	14.3%		4.1%	2.9%		3.3%	5.3%		5.5%
			c																				
Average	86	21	41	30	14	21	33	24	18	33	34	50	19	13	4	7	46	28	1	20	11	15	37
	68.3%	53.8%	70.7%	65.2%	73.7%	47.7%	76.7%	77.4%	64.3%	67.3%	70.8%	72.5%	65.5%	61.9%	57.1%	77.8%	63.0%	80.0%	100%	66.7%	57.9%	78.9%	67.3%
			b				F	F										q	TUVW				
Somewhat above average	19	4	11	10	3	11	4	4	5	9	5	10	6	3	-	-	14	4	-	5	4	4	6
	15.1%	10.3%	19.0%	21.7%	15.8%	25.0%	9.3%	12.9%	17.9%	18.4%	10.4%	14.5%	20.7%	14.3%			19.2%	11.4%		16.7%	21.1%	21.1%	10.9%
						G																	
Well above average	11	7	3	4	1	6	4	1	3	4	4	5	1	4	1	1	8	1	-	3	2	-	6
	8.7%	17.9%	5.2%	8.7%	5.3%	13.6%	9.3%	3.2%	10.7%	8.2%	8.3%	7.2%	3.4%	19.0%	14.3%	11.1%	11.0%	2.9%		10.0%	10.5%		10.9%
						h								m			r						
Not Applicable	32	6	16	18	5	13	8	8	8	17	5	24	2	1	3	6	16	6	-	5	6	6	15
Summary Rate - Well above average/Somewhat above average	30	11	14	14	4	17	8	5	8	13	9	15	7	7	1	1	22	5	-	8	6	4	12
	23.8%	28.2%	24.1%	30.4%	21.1%	38.6%	18.6%	16.1%	28.6%	26.5%	18.8%	21.7%	24.1%	33.3%	14.3%	11.1%	30.1%	14.3%		26.7%	31.6%	21.1%	21.8%
						GH											R						

Comparison Groups: BCDE/FGH/IJK/LMN/OPQR/STUVW

Independent Z-Test for Percentages (unpooled proportions)

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Lowercase letters indicate significance at the 90% level.

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Presented by SPH Analytics

770-978-3173

2018

Aetna Better Health of Louisiana
Provider Satisfaction Survey (9128480)

3E. Access to Case/Care Managers from this health plan.

	Area of Medicine					Physicians in Practice			Years in Practice			Managed Care Volume			Survey Respondent				Insurance Participation				
Total Answering	Primry Care	Spclty	BH Clin.	Hosp. Loc.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/ Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	
Total	172	49	84	67	30	59	57	42	40	69	56	99	32	24	11	16	95	46	1	39	25	26	78
Total Answering	117	34	54	45	16	43	36	29	23	49	44	65	28	19	7	9	68	31	1	26	19	20	50
	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100.0%
No Answer	18	5	12	4	8	3	8	4	5	6	3	8	3	2	1	1	6	8	-	5	1	1	10
Well below average	5	2	2	1	-	3	-	2	1	2	2	4	-	-	1	1	2	1	-	1	2	-	2
	4.3%	5.9%	3.7%	2.2%		7.0%		6.9%	4.3%	4.1%	4.5%	6.2%			14.3%	11.1%	2.9%	3.2%		3.8%	10.5%		4.0%
Somewhat below average	10	6	4	3	1	6	3	1	1	4	5	3	5	1	2	2	5	1	-	1	2	2	5
	8.5%	17.6%	7.4%	6.7%	6.3%	14.0%	8.3%	3.4%	4.3%	8.2%	11.4%	4.6%	17.9%	5.3%	28.6%	22.2%	7.4%	3.2%		3.8%	10.5%	10.0%	10.0%
													1										
Average	73	17	34	28	12	17	26	22	17	28	27	44	16	10	3	5	43	21	1	17	10	13	31
	62.4%	50.0%	63.0%	62.2%	75.0%	39.5%	72.2%	75.9%	73.9%	57.1%	61.4%	67.7%	57.1%	52.6%	42.9%	55.6%	63.2%	67.7%	100% TUVW	65.4%	52.6%	65.0%	62.0%
					b			F	F														
Somewhat above average	23	4	12	12	3	14	5	3	3	12	8	12	6	5	-	1	14	7	-	7	4	5	7
	19.7%	11.8%	22.2%	26.7%	18.8%	32.6%	13.9%	10.3%	13.0%	24.5%	18.2%	18.5%	21.4%	26.3%		11.1%	20.6%	22.6%		26.9%	21.1%	25.0%	14.0%
					b			GH															
Well above average	6	5	2	1	-	3	2	1	1	3	2	2	1	3	1	-	4	1	-	-	1	-	5
	5.1%	14.7%	3.7%	2.2%		7.0%	5.6%	3.4%	4.3%	6.1%	4.5%	3.1%	3.6%	15.8%	14.3%		5.9%	3.2%			5.3%		10.0%
Not Applicable	37	10	18	18	6	13	13	9	12	14	9	26	1	3	3	6	21	7	-	8	5	5	18
Summary Rate - Well above average/Somewhat above average	29	9	14	13	3	17	7	4	4	15	10	14	7	8	1	1	18	8	-	7	5	5	12
	24.8%	26.5%	25.9%	28.9%	18.8%	39.5%	19.4%	13.8%	17.4%	30.6%	22.7%	21.5%	25.0%	42.1%	14.3%	11.1%	26.5%	25.8%		26.9%	26.3%	25.0%	24.0%
														1									

Comparison Groups: BCDE/FGH/IJK/LMN/OPQR/STUVW

Independent Z-Test for Percentages (unpooled proportions)

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Provider Satisfaction Survey (9128480)

3F. Degree to which the plan covers and encourages preventive care and wellness.

	Area of Medicine				Physicians in Practice			Years in Practice			Managed Care Volume			Survey Respondent				Insurance Participation					
Total Answering	Primry Care	Spclty	BH Clin.	Hosp. Loc.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	
Total	172	49	84	67	30	59	57	42	40	69	56	99	32	24	11	16	95	46	1	39	25	26	78
Total Answering	124	40	54	47	17	44	40	31	28	52	43	71	28	18	8	10	73	31	1	26	22	16	57
	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100.0%
No Answer	21	5	15	4	8	5	8	5	5	7	5	10	2	4	1	1	9	8	-	5	-	3	12
Well below average	6	2	2	1	-	3	-	2	1	3	2	4	1	-	1	1	2	2	-	2	1	-	3
	4.8%	5.0%	3.7%	2.1%		6.8%		6.5%	3.6%	5.8%	4.7%	5.6%	3.6%		12.5%	10.0%	2.7%	6.5%		7.7%	4.5%		5.3%
Somewhat below average	7	4	3	-	-	4	2	1	1	3	3	6	1	-	2	-	4	1	-	-	2	1	4
	5.6%	10.0%	5.6%			9.1%	5.0%	3.2%	3.6%	5.8%	7.0%	8.5%	3.6%		25.0%		5.5%	3.2%		9.1%	6.3%		7.0%
Average	77	22	38	24	15	19	32	20	16	29	31	41	20	10	3	7	45	21	1	13	12	10	39
	62.1%	55.0%	70.4%	51.1%	88.2%	43.2%	80.0%	64.5%	57.1%	55.8%	72.1%	57.7%	71.4%	55.6%	37.5%	70.0%	61.6%	67.7%	100% TUVW	50.0%	54.5%	62.5%	68.4%
Somewhat above average	22	6	8	16	-	15	2	5	5	12	5	14	4	4	1	2	14	4	-	7	4	5	6
	17.7%	15.0%	14.8%	34.0%		34.1%	5.0%	16.1%	17.9%	23.1%	11.6%	19.7%	14.3%	22.2%	12.5%	20.0%	19.2%	12.9%		26.9%	18.2%	31.3%	10.5%
				BC		Gh													w		w		
Well above average	12	6	3	6	2	3	4	3	5	5	2	6	2	4	1	-	8	3	-	4	3	-	5
	9.7%	15.0%	5.6%	12.8%	11.8%	6.8%	10.0%	9.7%	17.9%	9.6%	4.7%	8.5%	7.1%	22.2%	12.5%		11.0%	9.7%		15.4%	13.6%		8.8%
								k															
Not Applicable	27	4	15	16	5	10	9	6	7	10	8	18	2	2	2	5	13	7	-	8	3	7	9
Summary Rate - Well above average/Somewhat above average	34	12	11	22	2	18	6	8	10	17	7	20	6	8	2	2	22	7	-	11	7	5	11
	27.4%	30.0%	20.4%	46.8%	11.8%	40.9%	15.0%	25.8%	35.7%	32.7%	16.3%	28.2%	21.4%	44.4%	25.0%	20.0%	30.1%	22.6%		42.3%	31.8%	31.3%	19.3%
		e		CE		G		k	k											W			

Comparison Groups: BCDE/FGH/IJK/LMN/OPQR/STUVW

Independent Z-Test for Percentages (unpooled proportions)

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Provider Satisfaction Survey (9128480)

4A. The number of specialists in this health plan's provider network.

	Area of		Physicians in						Years in			Managed Care			Survey Respondent				Insurance Participation				
	Total Answering	Primry Care	Spclty	BH Clin.	Hosp. Loc.	Practice			Practice			Volume			Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/ Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+
						Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%									
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)
Total	172	49	84	67	30	59	57	42	40	69	56	99	32	24	11	16	95	46	1	39	25	26	78
Total Answering	120	37	53	53	17	45	36	31	32	48	40	67	27	19	7	12	71	28	-	29	21	20	48
	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%
No Answer	21	4	15	4	8	5	8	5	5	7	5	12	2	2	2	1	7	9	-	6	1	2	11
Well below average	9	6	4	3	2	3	4	2	3	3	3	4	2	1	2	1	4	2	-	2	2	1	4
	7.5%	16.2%	7.5%	5.7%	11.8%	6.7%	11.1%	6.5%	9.4%	6.3%	7.5%	6.0%	7.4%	5.3%	28.6%	8.3%	5.6%	7.1%		6.9%	9.5%	5.0%	8.3%
Somewhat below average	13	6	5	3	1	8	3	1	4	4	5	9	1	3	-	2	8	3	-	3	2	2	6
	10.8%	16.2%	9.4%	5.7%	5.9%	17.8% H	8.3%	3.2%	12.5%	8.3%	12.5%	13.4% m	3.7%	15.8%		16.7%	11.3%	10.7%		10.3%	9.5%	10.0%	12.5%
Average	64	15	29	25	10	21	21	16	14	25	25	37	15	8	4	8	36	15	-	15	10	14	23
	53.3%	40.5%	54.7%	47.2%	58.8%	46.7%	58.3%	51.6%	43.8%	52.1%	62.5%	55.2%	55.6%	42.1%	57.1%	66.7%	50.7%	53.6%		51.7%	47.6%	70.0% w	47.9%
Somewhat above average	22	5	12	16	3	6	5	10	7	9	6	12	5	4	1	-	14	6	-	6	6	2	8
	18.3%	13.5%	22.6%	30.2% B	17.6%	13.3%	13.9%	32.3% fg	21.9%	18.8%	15.0%	17.9%	18.5%	21.1%	14.3%		19.7%	21.4%		20.7%	28.6%	10.0%	16.7%
Well above average	12	5	3	6	1	7	3	2	4	7	1	5	4	3	-	1	9	2	-	3	1	1	7
	10.0%	13.5%	5.7%	11.3%	5.9%	15.6%	8.3%	6.5%	12.5%	14.6% K	2.5%	7.5%	14.8%	15.8%		8.3%	12.7%	7.1%		10.3%	4.8%	5.0%	14.6%
Not Applicable	31	8	16	10	5	9	13	6	3	14	11	20	3	3	2	3	17	9	1	4	3	4	19
Summary Rate - Well above average/Somewhat above average	34	10	15	22	4	13	8	12	11	16	7	17	9	7	1	1	23	8	-	9	7	3	15
	28.3%	27.0%	28.3%	41.5%	23.5%	28.9%	22.2%	38.7%	34.4%	33.3% k	17.5%	25.4%	33.3%	36.8%	14.3%	8.3%	32.4% P	28.6% p		31.0%	33.3%	15.0%	31.3%

Comparison Groups: BCDE/FGH/IJK/LMN/OPQR/STUVW

Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Presented by SPH Analytics

770-978-3173

2018

Aetna Better Health of Louisiana
Provider Satisfaction Survey (9128480)

4B. The quality of specialists in this health plan's provider network.

	Area of Medicine					Physicians in Practice			Years in Practice			Managed Care Volume			Survey Respondent				Insurance Participation				
Total Answering	Primry Care	Spclty	BH Clin.	Hosp. Loc.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	
Total	172	49	84	67	30	59	57	42	40	69	56	99	32	24	11	16	95	46	1	39	25	26	78
Total Answering	121	38	52	54	18	44	37	31	31	50	40	70	26	18	7	12	69	30	-	29	22	20	48
	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	20	4	16	4	7	4	8	5	6	6	4	10	2	3	2	1	8	8	-	5	1	2	11
Well below average	6	4	2	1	1	2	2	2	1	3	2	3	1	1	1	1	3	1	-	1	2	1	2
	5.0%	10.5%	3.8%	1.9%	5.6%	4.5%	5.4%	6.5%	3.2%	6.0%	5.0%	4.3%	3.8%	5.6%	14.3%	8.3%	4.3%	3.3%	3.4%	9.1%	5.0%	4.2%	
Somewhat below average	6	5	1	1	-	2	3	-	-	4	2	3	1	2	-	1	3	2	-	-	2	1	3
	5.0%	13.2%	1.9%	1.9%		4.5%	8.1%			8.0%	5.0%	4.3%	3.8%	11.1%		8.3%	4.3%	6.7%		9.1%	5.0%	6.3%	
		cd																					
Average	74	19	37	27	13	25	26	17	19	26	29	44	17	8	4	8	42	18	-	16	12	15	29
	61.2%	50.0%	71.2%	50.0%	72.2%	56.8%	70.3%	54.8%	61.3%	52.0%	72.5%	62.9%	65.4%	44.4%	57.1%	66.7%	60.9%	60.0%	55.2%	54.5%	75.0%	60.4%	
			BD		bd						J												
Somewhat above average	23	6	10	17	3	8	3	10	6	10	7	14	4	4	2	1	11	8	-	7	5	2	9
	19.0%	15.8%	19.2%	31.5%	16.7%	18.2%	8.1%	32.3%	19.4%	20.0%	17.5%	20.0%	15.4%	22.2%	28.6%	8.3%	15.9%	26.7%	24.1%	22.7%	10.0%	18.8%	
				b				G															
Well above average	12	4	2	8	1	7	3	2	5	7	-	6	3	3	-	1	10	1	-	5	1	1	5
	9.9%	10.5%	3.8%	14.8%	5.6%	15.9%	8.1%	6.5%	16.1%	14.0%		8.6%	11.5%	16.7%		8.3%	14.5%	3.3%	17.2%	4.5%	5.0%	10.4%	
				C													R						
Not Applicable	31	7	16	9	5	11	12	6	3	13	12	19	4	3	2	3	18	8	1	5	2	4	19
Summary Rate - Well above average/Somewhat above average	35	10	12	25	4	15	6	12	11	17	7	20	7	7	2	2	21	9	-	12	6	3	14
	28.9%	26.3%	23.1%	46.3%	22.2%	34.1%	16.2%	38.7%	35.5%	34.0%	17.5%	28.6%	26.9%	38.9%	28.6%	16.7%	30.4%	30.0%	41.4%	27.3%	15.0%	29.2%	
				BCE		g		G	k	k									V				

Comparison Groups: BCDE/FGH/IJK/LMN/OPQR/STUVW

Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

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Presented by SPH Analytics

770-978-3173

2018

Aetna Better Health of Louisiana
Provider Satisfaction Survey (9128480)

4C. The timeliness of feedback/reports from specialists in this health plan's provider network.

	Area of Medicine					Physicians in Practice			Years in Practice			Managed Care Volume			Survey Respondent			Insurance Participation					
	Total Answering	Primry Care	Spclty	BH Clin.	Hosp. Loc.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/ Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)
Total	172	49	84	67	30	59	57	42	40	69	56	99	32	24	11	16	95	46	1	39	25	26	78
Total Answering	110	35	48	45	17	41	35	26	28	42	38	59	26	18	7	12	62	26	-	26	21	16	45
	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%
No Answer	22	5	17	5	8	4	9	6	6	6	6	11	2	4	2	1	9	9	-	6	1	2	12
Well below average	8	6	3	2	1	4	2	2	1	4	3	3	2	2	2	1	4	1	-	1	1	2	4
	7.3%	17.1%	6.3%	4.4%	5.9%	9.8%	5.7%	7.7%	3.6%	9.5%	7.9%	5.1%	7.7%	11.1%	28.6%	8.3%	6.5%	3.8%		3.8%	4.8%	12.5%	8.9%
			d																				
Somewhat below average	5	2	2	2	-	3	-	1	-	2	3	2	1	2	1	2	1	1	-	1	-	1	3
	4.5%	5.7%	4.2%	4.4%		7.3%		3.8%		4.8%	7.9%	3.4%	3.8%	11.1%	14.3%	16.7%	1.6%	3.8%		3.8%		6.3%	6.7%
Average	71	19	33	25	11	21	27	17	18	24	27	44	15	7	3	7	41	18	-	14	15	11	29
	64.5%	54.3%	68.8%	55.6%	64.7%	51.2%	77.1%	65.4%	64.3%	57.1%	71.1%	74.6%	57.7%	38.9%	42.9%	58.3%	66.1%	69.2%		53.8%	71.4%	68.8%	64.4%
						F						N											
Somewhat above average	13	3	8	8	4	6	1	5	5	5	3	5	5	3	1	-	7	4	-	4	3	1	5
	11.8%	8.6%	16.7%	17.8%	23.5%	14.6%	2.9%	19.2%	17.9%	11.9%	7.9%	8.5%	19.2%	16.7%	14.3%		11.3%	15.4%		15.4%	14.3%	6.3%	11.1%
						g		G															
Well above average	13	5	2	8	1	7	5	1	4	7	2	5	3	4	-	2	9	2	-	6	2	1	4
	11.8%	14.3%	4.2%	17.8%	5.9%	17.1%	14.3%	3.8%	14.3%	16.7%	5.3%	8.5%	11.5%	22.2%		16.7%	14.5%	7.7%		23.1%	9.5%	6.3%	8.9%
						h				k													
Not Applicable	40	9	19	17	5	14	13	10	6	21	12	29	4	2	2	3	24	11	1	7	3	8	21
Summary Rate - Well above average/Somewhat above average	26	8	10	16	5	13	6	6	9	12	5	10	8	7	1	2	16	6	-	10	5	2	9
	23.6%	22.9%	20.8%	35.6%	29.4%	31.7%	17.1%	23.1%	32.1%	28.6%	13.2%	16.9%	30.8%	38.9%	14.3%	16.7%	25.8%	23.1%		38.5%	23.8%	12.5%	20.0%
									k	k				1						V			

Comparison Groups: BCDE/FGH/IJK/LMN/OPQR/STUVW

Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

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Presented by SPH Analytics

770-978-3173

2018

Aetna Better Health of Louisiana
Provider Satisfaction Survey (9128480)

5A. Ease of reaching health plan call center staff over the phone.

	Area of Medicine				Physicians in Practice			Years in Practice			Managed Care Volume			Survey Respondent				Insurance Participation					
	Total Answering	Primry Care	Spclty	BH Clin.	Hosp. Loc.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)
Total	172	49	84	67	30	59	57	42	40	69	56	99	32	24	11	16	95	46	1	39	25	26	78
Total Answering	133	34	60	53	18	53	43	29	30	52	47	81	28	18	7	12	79	32	-	33	23	20	55
	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	21	7	16	4	9	2	9	7	8	6	4	10	2	4	2	1	10	7	-	4	-	2	14
Well below average	6	3	1	2	-	4	-	2	1	3	1	4	1	-	2	1	1	2	-	2	1	-	3
	4.5%	8.8%	1.7%	3.8%		7.5%		6.9%	3.3%	5.8%	2.1%	4.9%	3.6%		28.6%	8.3%	1.3%	6.3%		6.1%	4.3%		5.5%
Somewhat below average	10	2	4	4	1	5	2	2	5	2	2	5	4	1	-	3	5	2	-	3	3	2	2
	7.5%	5.9%	6.7%	7.5%	5.6%	9.4%	4.7%	6.9%	16.7% jk	3.8%	4.3%	6.2%	14.3%	5.6%		25.0%	6.3%	6.3%		9.1%	13.0%	10.0%	3.6%
Average	72	20	36	21	11	24	28	15	17	23	31	46	14	8	3	4	45	17	-	14	11	11	34
	54.1%	58.8%	60.0%	39.6%	61.1%	45.3%	65.1% F	51.7%	56.7%	44.2%	66.0% J	56.8%	50.0%	44.4%	42.9%	33.3%	57.0%	53.1%		42.4%	47.8%	55.0%	61.8% t
Somewhat above average	24	4	10	15	2	9	7	6	2	14	7	15	5	4	-	-	18	6	-	7	4	5	8
	18.0%	11.8%	16.7%	28.3% Be	11.1%	17.0%	16.3%	20.7%	6.7%	26.9% I	14.9%	18.5%	17.9%	22.2%			22.8%	18.8%		21.2%	17.4%	25.0%	14.5%
Well above average	21	5	9	11	4	11	6	4	5	10	6	11	4	5	2	4	10	5	-	7	4	2	8
	15.8%	14.7%	15.0%	20.8%	22.2%	20.8%	14.0%	13.8%	16.7%	19.2%	12.8%	13.6%	14.3%	27.8%	28.6%	33.3%	12.7%	15.6%		21.2%	17.4%	10.0%	14.5%
Not Applicable	18	8	8	10	3	4	5	6	2	11	5	8	2	2	2	3	6	7	1	2	2	4	9
Summary Rate - Well above average/Somewhat above average	45	9	19	26	6	20	13	10	7	24	13	26	9	9	2	4	28	11	-	14	8	7	16
	33.8%	26.5%	31.7%	49.1% Bc	33.3%	37.7%	30.2%	34.5%	23.3%	46.2% Ik	27.7%	32.1%	32.1%	50.0%	28.6%	33.3%	35.4%	34.4%		42.4%	34.8%	35.0%	29.1%

Comparison Groups: BCDE/FGH/IJK/LMN/OPQR/STUVW

Independent Z-Test for Percentages (unpooled proportions)

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770-978-3173

2018

Aetna Better Health of Louisiana
Provider Satisfaction Survey (9128480)

5B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).

	Area of Medicine				Physicians in Practice				Years in Practice			Managed Care Volume			Survey Respondent				Insurance Participation				
	Total Answering	Primry Care	Spclty	BH Clin.	Hosp. Loc.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)
Total	172	49	84	67	30	59	57	42	40	69	56	99	32	24	11	16	95	46	1	39	25	26	78
Total Answering	133	37	62	52	17	50	44	31	30	54	46	79	28	20	8	10	80	32	-	30	24	20	57
	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%
No Answer	21	6	15	5	9	3	8	7	7	6	4	10	2	4	2	1	9	8	-	5	-	2	13
Well below average	5	3	1	1	-	3	-	2	1	3	1	3	1	-	2	1	1	1	-	1	1	-	3
	3.8%	8.1%	1.6%	1.9%		6.0%		6.5%	3.3%	5.6%	2.2%	3.8%	3.6%		25.0%	10.0%	1.3%	3.1%		3.3%	4.2%		5.3%
Somewhat below average	4	1	1	2	-	2	1	-	3	1	-	3	1	-	-	1	3	-	-	1	2	1	-
	3.0%	2.7%	1.6%	3.8%		4.0%	2.3%		10.0%	1.9%		3.8%	3.6%			10.0%	3.8%			3.3%	8.3%	5.0%	
Average	77	21	37	22	10	23	31	18	19	27	30	47	16	9	2	2	50	20	-	15	13	13	34
	57.9%	56.8%	59.7%	42.3%	58.8%	46.0%	70.5%	58.1%	63.3%	50.0%	65.2%	59.5%	57.1%	45.0%	25.0%	20.0%	62.5%	62.5%		50.0%	54.2%	65.0%	59.6%
			d			F											OP	OP					
Somewhat above average	29	6	13	19	4	15	8	5	2	13	12	17	7	5	2	4	18	5	-	11	3	4	11
	21.8%	16.2%	21.0%	36.5%	23.5%	30.0%	18.2%	16.1%	6.7%	24.1%	26.1%	21.5%	25.0%	25.0%	25.0%	40.0%	22.5%	15.6%		36.7%	12.5%	20.0%	19.3%
				Bc						I	I									Uw			
Well above average	18	6	10	8	3	7	4	6	5	10	3	9	3	6	2	2	8	6	-	2	5	2	9
	13.5%	16.2%	16.1%	15.4%	17.6%	14.0%	9.1%	19.4%	16.7%	18.5%	6.5%	11.4%	10.7%	30.0%	25.0%	20.0%	10.0%	18.8%		6.7%	20.8%	10.0%	15.8%
									k					1									
Not Applicable	18	6	7	10	4	6	5	4	3	9	6	10	2	-	1	5	6	6	1	4	1	4	8
Summary Rate - Well above average/Somewhat above average	47	12	23	27	7	22	12	11	7	23	15	26	10	11	4	6	26	11	-	13	8	6	20
	35.3%	32.4%	37.1%	51.9%	41.2%	44.0%	27.3%	35.5%	23.3%	42.6%	32.6%	32.9%	35.7%	55.0%	50.0%	60.0%	32.5%	34.4%		43.3%	33.3%	30.0%	35.1%
				b		g				i				1		q							

Comparison Groups: BCDE/FGH/IJK/LMN/OPQR/STUVW

Independent Z-Test for Percentages (unpooled proportions)

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Presented by SPH Analytics

770-978-3173

2018

Aetna Better Health of Louisiana
Provider Satisfaction Survey (9128480)

5C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.

	Area of Medicine				Physicians in Practice				Years in Practice			Managed Care Volume			Survey Respondent				Insurance Participation				
	Total Answering	Primry Care	Spclty	BH Clin.	Hosp. Loc.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/ Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)
Total	172	49	84	67	30	59	57	42	40	69	56	99	32	24	11	16	95	46	1	39	25	26	78
Total Answering	115	35	50	48	16	41	38	28	28	43	43	64	26	18	7	10	69	26	-	29	20	16	48
	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%
No Answer	22	7	15	5	9	4	8	7	7	6	5	11	2	4	2	1	10	8	-	5	-	2	14
Well below average	5	3	1	1	-	3	-	2	1	3	1	3	1	-	2	1	1	1	-	1	1	-	3
	4.3%	8.6%	2.0%	2.1%		7.3%		7.1%	3.6%	7.0%	2.3%	4.7%	3.8%		28.6%	10.0%	1.4%	3.8%		3.4%	5.0%		6.3%
Somewhat below average	6	4	1	1	-	2	4	-	-	4	2	3	3	-	-	1	5	-	-	1	2	2	1
	5.2%	11.4%	2.0%	2.1%		4.9%	10.5%			9.3%	4.7%	4.7%	11.5%			10.0%	7.2%			3.4%	10.0%	12.5%	2.1%
Average	67	16	31	24	13	20	23	17	19	18	29	39	14	9	3	6	38	18	-	16	9	12	28
	58.3%	45.7%	62.0%	50.0%	81.3%	48.8%	60.5%	60.7%	67.9%	41.9%	67.4%	60.9%	53.8%	50.0%	42.9%	60.0%	55.1%	69.2%		55.2%	45.0%	75.0%	58.3%
					BD				J		J										u		
Somewhat above average	26	7	12	17	2	9	8	8	4	13	9	14	6	6	1	1	18	5	-	7	7	2	10
	22.6%	20.0%	24.0%	35.4%	12.5%	22.0%	21.1%	28.6%	14.3%	30.2%	20.9%	21.9%	23.1%	33.3%	14.3%	10.0%	26.1%	19.2%		24.1%	35.0%	12.5%	20.8%
				E					i											v			
Well above average	11	5	5	5	1	7	3	1	4	5	2	5	2	3	1	1	7	2	-	4	1	-	6
	9.6%	14.3%	10.0%	10.4%	6.3%	17.1%	7.9%	3.6%	14.3%	11.6%	4.7%	7.8%	7.7%	16.7%	14.3%	10.0%	10.1%	7.7%		13.8%	5.0%		12.5%
					H																		
Not Applicable	35	7	19	14	5	14	11	7	5	20	8	24	4	2	2	5	16	12	1	5	5	8	16
Summary Rate - Well above average/Somewhat above average	37	12	17	22	3	16	11	9	8	18	11	19	8	9	2	2	25	7	-	11	8	2	16
	32.2%	34.3%	34.0%	45.8%	18.8%	39.0%	28.9%	32.1%	28.6%	41.9%	25.6%	29.7%	30.8%	50.0%	28.6%	20.0%	36.2%	26.9%		37.9%	40.0%	12.5%	33.3%
				E																V	V		v

Comparison Groups: BCDE/FGH/IJK/LMN/OPQR/STUVW

Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Presented by SPH Analytics

770-978-3173

2018

Aetna Better Health of Louisiana
Provider Satisfaction Survey (9128480)

5D. Overall satisfaction with health plan's call center service.

	Area of Medicine				Physicians in Practice				Years in Practice			Managed Care Volume			Survey Respondent				Insurance Participation				
	Total Answering	Primry Care	Spclty	BH Clin.	Hosp. Loc.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)
Total	172	49	84	67	30	59	57	42	40	69	56	99	32	24	11	16	95	46	1	39	25	26	78
Total Answering	135	36	65	54	18	52	44	31	31	53	47	80	29	19	8	13	80	33	-	33	25	20	56
	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%
No Answer	23	7	15	6	10	3	8	8	7	9	4	11	2	5	2	1	10	7	-	4	-	2	15
Well below average	6	3	1	2	-	4	-	2	1	3	1	4	1	-	2	1	1	2	-	2	1	-	3
	4.4%	8.3%	1.5%	3.7%		7.7%		6.5%	3.2%	5.7%	2.1%	5.0%	3.4%		25.0%	7.7%	1.3%	6.1%		6.1%	4.0%		5.4%
Somewhat below average	5	1	2	1	-	3	1	1	3	1	1	2	3	-	-	1	3	1	-	2	-	2	1
	3.7%	2.8%	3.1%	1.9%		5.8%	2.3%	3.2%	9.7%	1.9%	2.1%	2.5%	10.3%			7.7%	3.8%	3.0%		6.1%		10.0%	1.8%
Average	76	20	40	25	11	22	30	18	17	29	29	47	15	9	2	7	48	18	-	15	15	13	32
	56.3%	55.6%	61.5%	46.3%	61.1%	42.3%	68.2%	58.1%	54.8%	54.7%	61.7%	58.8%	51.7%	47.4%	25.0%	53.8%	60.0%	54.5%		45.5%	60.0%	65.0%	57.1%
			d			F											O	O					
Somewhat above average	31	8	13	20	2	16	8	5	6	12	11	18	6	7	2	3	21	5	-	10	7	4	10
	23.0%	22.2%	20.0%	37.0%	11.1%	30.8%	18.2%	16.1%	19.4%	22.6%	23.4%	22.5%	20.7%	36.8%	25.0%	23.1%	26.3%	15.2%		30.3%	28.0%	20.0%	17.9%
				CE																			
Well above average	17	4	9	6	5	7	5	5	4	8	5	9	4	3	2	1	7	7	-	4	2	1	10
	12.6%	11.1%	13.8%	11.1%	27.8%	13.5%	11.4%	16.1%	12.9%	15.1%	10.6%	11.3%	13.8%	15.8%	25.0%	7.7%	8.8%	21.2%		12.1%	8.0%	5.0%	17.9%
																						v	
Not Applicable	14	6	4	7	2	4	5	3	2	7	5	8	1	-	1	2	5	6	1	2	-	4	7
Summary Rate - Well above average/Somewhat above average	48	12	22	26	7	23	13	10	10	20	16	27	10	10	4	4	28	12	-	14	9	5	20
	35.6%	33.3%	33.8%	48.1%	38.9%	44.2%	29.5%	32.3%	32.3%	37.7%	34.0%	33.8%	34.5%	52.6%	50.0%	30.8%	35.0%	36.4%		42.4%	36.0%	25.0%	35.7%

Comparison Groups: BCDE/FGH/IJK/LMN/OPQR/STUVW

Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Presented by SPH Analytics

770-978-3173

2018

Aetna Better Health of Louisiana
Provider Satisfaction Survey (9128480)

6A. Do you have a Provider Relations representative from this health plan assigned to your practice?

	Area of Medicine					Physicians in Practice			Years in Practice			Managed Care Volume			Survey Respondent				Insurance Participation				
Total Answering	Primry Care	Spclty	BH Clin.	Hosp. Loc.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	
Total	172	49	84	67	30	59	57	42	40	69	56	99	32	24	11	16	95	46	1	39	25	26	78
Total Answering	128	31	61	53	18	51	40	29	25	53	47	76	28	18	7	14	73	31	-	29	23	22	53
	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%
No Answer	44	18	23	14	12	8	17	13	15	16	9	23	4	6	4	2	22	15	1	10	2	4	25
Yes	66	15	28	31	7	30	17	14	16	25	23	36	12	14	-	9	36	19	-	21	8	11	26
	51.6%	48.4%	45.9%	58.5%	38.9%	58.8%	42.5%	48.3%	64.0%	47.2%	48.9%	47.4%	42.9%	77.8%	LM	64.3%	49.3%	61.3%		72.4%	34.8%	50.0%	49.1%
																				UvW			
No	62	16	33	22	11	21	23	15	9	28	24	40	16	4	7	5	37	12	-	8	15	11	27
	48.4%	51.6%	54.1%	41.5%	61.1%	41.2%	57.5%	51.7%	36.0%	52.8%	51.1%	52.6%	57.1%	22.2%	100%	35.7%	50.7%	38.7%		27.6%	65.2%	50.0%	50.9%
															PQR					T	t	T	
Summary Rate - Yes	66	15	28	31	7	30	17	14	16	25	23	36	12	14	-	9	36	19	-	21	8	11	26
	51.6%	48.4%	45.9%	58.5%	38.9%	58.8%	42.5%	48.3%	64.0%	47.2%	48.9%	47.4%	42.9%	77.8%	LM	64.3%	49.3%	61.3%		72.4%	34.8%	50.0%	49.1%
																				UvW			

Comparison Groups: BCDE/FGH/IJK/LMN/OPQR/STUVW

Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

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770-978-3173

2018

Aetna Better Health of Louisiana
Provider Satisfaction Survey (9128480)

6B. Provider Relations representative's ability to answer questions and resolve problems.

	Area of Medicine				Physicians in Practice				Years in Practice			Managed Care Volume			Survey Respondent				Insurance Participation				
	Total Answering	Primry Care	Spclty	BH Clin.	Hosp. Loc.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)
Total	66	15	28	31	7	30	17	14	16	25	23	36	12	14	-	9	36	19	-	21	8	11	26
Total Answering	62	13	27	29	7	27	16	14	16	23	21	32	12	14	-	9	32	19	-	20	8	10	24
	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%	100.0%		100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Well below average	6	1	4	1	-	1	1	2	3	1	2	4	2	-	-	1	1	4	-	1	2	-	3
	9.7%	7.7%	14.8%	3.4%		3.7%	6.3%	14.3%	18.8%	4.3%	9.5%	12.5%	16.7%			11.1%	3.1%	21.1%		5.0%	25.0%		12.5%
Somewhat below average	3	-	-	2	-	3	-	-	1	-	2	1	2	-	-	2	1	-	-	3	-	-	-
	4.8%			6.9%		11.1%			6.3%		9.5%	3.1%	16.7%			22.2%	3.1%			15.0%			
Average	26	6	11	11	5	7	8	8	5	7	13	12	4	7	-	4	15	7	-	6	3	8	9
	41.9%	46.2%	40.7%	37.9%	71.4%	25.9%	50.0%	57.1%	31.3%	30.4%	61.9%	37.5%	33.3%	50.0%		44.4%	46.9%	36.8%		30.0%	37.5%	80.0%	37.5%
					d			F			iJ										TUV		
Somewhat above average	9	2	5	6	1	6	1	2	2	5	2	7	-	2	-	-	7	-	-	4	1	1	3
	14.5%	15.4%	18.5%	20.7%	14.3%	22.2%	6.3%	14.3%	12.5%	21.7%	9.5%	21.9%		14.3%			21.9%			20.0%	12.5%	10.0%	12.5%
Well above average	18	4	7	9	1	10	6	2	5	10	2	8	4	5	-	2	8	8	-	6	2	1	9
	29.0%	30.8%	25.9%	31.0%	14.3%	37.0%	37.5%	14.3%	31.3%	43.5%	9.5%	25.0%	33.3%	35.7%		22.2%	25.0%	42.1%		30.0%	25.0%	10.0%	37.5%
						h				K												v	
Not Applicable	4	2	1	2	-	3	1	-	-	2	2	4	-	-	-	-	4	-	-	1	-	1	2
Summary Rate - Well above average/Somewhat above average	27	6	12	15	2	16	7	4	7	15	4	15	4	7	-	2	15	8	-	10	3	2	12
	43.5%	46.2%	44.4%	51.7%	28.6%	59.3%	43.8%	28.6%	43.8%	65.2%	19.0%	46.9%	33.3%	50.0%		22.2%	46.9%	42.1%		50.0%	37.5%	20.0%	50.0%
						H				K										v			v

Comparison Groups: BCDE/FGH/IJK/LMN/OPQR/STUVW

Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Presented by SPH Analytics

770-978-3173

2018

Aetna Better Health of Louisiana
Provider Satisfaction Survey (9128480)

6C. Quality of provider orientation process.

	Area of Medicine					Physicians in Practice			Years in Practice			Managed Care Volume			Survey Respondent			Insurance Participation					
	Total Answering	Primry Care	Spclty	BH Clin.	Hosp. Loc.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/ Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)
Total	172	49	84	67	30	59	57	42	40	69	56	99	32	24	11	16	95	46	1	39	25	26	78
Total Answering	111	33	55	43	15	41	40	24	27	39	42	62	25	17	7	11	67	25	-	26	17	20	47
	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%
No Answer	35	10	15	15	10	6	13	11	11	14	6	18	4	7	2	2	18	11	-	9	3	2	19
Well below average	11	5	5	2	1	6	1	3	5	4	2	7	2	1	2	1	6	2	-	2	2	2	5
	9.9%	15.2%	9.1%	4.7%	6.7%	14.6%	2.5%	12.5%	18.5%	10.3%	4.8%	11.3%	8.0%	5.9%	28.6%	9.1%	9.0%	8.0%		7.7%	11.8%	10.0%	10.6%
						G			k														
Somewhat below average	13	-	7	5	1	7	4	2	3	1	8	8	5	-	-	3	8	2	-	4	3	2	4
	11.7%		12.7%	11.6%	6.7%	17.1%	10.0%	8.3%	11.1%	2.6%	19.0%	12.9%	20.0%			27.3%	11.9%	8.0%		15.4%	17.6%	10.0%	8.5%
									J														
Average	55	17	29	17	9	11	26	14	10	23	21	29	12	10	4	3	33	15	-	9	6	13	26
	49.5%	51.5%	52.7%	39.5%	60.0%	26.8%	65.0%	58.3%	37.0%	59.0%	50.0%	46.8%	48.0%	58.8%	57.1%	27.3%	49.3%	60.0%		34.6%	35.3%	65.0%	55.3%
						F		F	i								P				Tu	t	
Somewhat above average	18	6	10	10	3	9	4	4	5	4	9	12	2	3	1	1	12	3	-	6	4	1	7
	16.2%	18.2%	18.2%	23.3%	20.0%	22.0%	10.0%	16.7%	18.5%	10.3%	21.4%	19.4%	8.0%	17.6%	14.3%	9.1%	17.9%	12.0%		23.1%	23.5%	5.0%	14.9%
																				v			
Well above average	14	5	4	9	1	8	5	1	4	7	2	6	4	3	-	3	8	3	-	5	2	2	5
	12.6%	15.2%	7.3%	20.9%	6.7%	19.5%	12.5%	4.2%	14.8%	17.9%	4.8%	9.7%	16.0%	17.6%		27.3%	11.9%	12.0%		19.2%	11.8%	10.0%	10.6%
				c		H			k														
Not Applicable	26	6	14	9	5	12	4	7	2	16	8	19	3	-	2	3	10	10	1	4	5	4	12
Summary Rate - Well above average/Somewhat above average	32	11	14	19	4	17	9	5	9	11	11	18	6	6	1	4	20	6	-	11	6	3	12
	28.8%	33.3%	25.5%	44.2%	26.7%	41.5%	22.5%	20.8%	33.3%	28.2%	26.2%	29.0%	24.0%	35.3%	14.3%	36.4%	29.9%	24.0%		42.3%	35.3%	15.0%	25.5%
				c		gh														V			

Comparison Groups: BCDE/FGH/IJK/LMN/OPQR/STUVW

Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

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770-978-3173

2018

Aetna Better Health of Louisiana
Provider Satisfaction Survey (9128480)

6D. Quality of written communications, policy bulletins, and manuals.

	Area of Medicine					Physicians in Practice			Years in Practice			Managed Care Volume			Survey Respondent				Insurance Participation				
	Total Answering	Primry Care	Spclty	BH Clin.	Hosp. Loc.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)
Total	172	49	84	67	30	59	57	42	40	69	56	99	32	24	11	16	95	46	1	39	25	26	78
Total Answering	117	32	57	46	16	47	36	26	28	48	39	68	25	17	6	9	70	29	-	29	15	19	53
	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%
No Answer	37	13	19	12	11	6	17	11	9	14	10	20	5	6	3	3	20	10	-	8	5	4	19
Well below average	9	4	4	1	-	5	1	2	3	3	3	7	1	-	2	1	5	1	-	1	2	1	5
	7.7%	12.5%	7.0%	2.2%		10.6%	2.8%	7.7%	10.7%	6.3%	7.7%	10.3%	4.0%		33.3%	11.1%	7.1%	3.4%		3.4%	13.3%	5.3%	9.4%
			d																				
Somewhat below average	12	4	7	4	3	2	7	3	4	4	4	5	7	-	-	1	8	3	-	2	3	2	5
	10.3%	12.5%	12.3%	8.7%	18.8%	4.3%	19.4%	11.5%	14.3%	8.3%	10.3%	7.4%	28.0%			11.1%	11.4%	10.3%		6.9%	20.0%	10.5%	9.4%
							F						L										
Average	64	15	36	20	10	20	22	16	12	27	23	38	10	11	3	4	35	20	-	11	6	13	33
	54.7%	46.9%	63.2%	43.5%	62.5%	42.6%	61.1%	61.5%	42.9%	56.3%	59.0%	55.9%	40.0%	64.7%	50.0%	44.4%	50.0%	69.0%		37.9%	40.0%	68.4%	62.3%
			D				f											q				Tu	T
Somewhat above average	17	5	6	11	1	11	2	3	4	7	6	11	2	4	1	1	11	3	-	8	3	1	5
	14.5%	15.6%	10.5%	23.9%	6.3%	23.4%	5.6%	11.5%	14.3%	14.6%	15.4%	16.2%	8.0%	23.5%	16.7%	11.1%	15.7%	10.3%		27.6%	20.0%	5.3%	9.4%
				cE		G														24.1%			
																				VW			
Well above average	15	4	4	10	2	9	4	2	5	7	3	7	5	2	-	2	11	2	-	7	1	2	5
	12.8%	12.5%	7.0%	21.7%	12.5%	19.1%	11.1%	7.7%	17.9%	14.6%	7.7%	10.3%	20.0%	11.8%		22.2%	15.7%	6.9%		24.1%	6.7%	10.5%	9.4%
				C																uw			
Not Applicable	18	4	8	9	3	6	4	5	3	7	7	11	2	1	2	4	5	7	1	2	5	3	6
Summary Rate - Well above average/Somewhat above average	32	9	10	21	3	20	6	5	9	14	9	18	7	6	1	3	22	5	-	15	4	3	10
	27.4%	28.1%	17.5%	45.7%	18.8%	42.6%	16.7%	19.2%	32.1%	29.2%	23.1%	26.5%	28.0%	35.3%	16.7%	33.3%	31.4%	17.2%		51.7%	26.7%	15.8%	18.9%
				CE		GH														uVW			

Comparison Groups: BCDE/FGH/IJK/LMN/OPQR/STUVW

Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Presented by SPH Analytics

770-978-3173

2018

Aetna Better Health of Louisiana
Provider Satisfaction Survey (9128480)

11A. Would you recommend Aetna Better Health of Louisiana to other physicians' practices?

	Area of Medicine				Physicians in Practice				Years in Practice			Managed Care Volume			Survey Respondent				Insurance Participation				
	Total Answering	Primry Care	Spclty	BH Clin.	Hosp. Loc.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)
Total	68	19	24	29	8	31	19	12	12	30	25	36	16	13	2	10	38	17	-	18	15	8	26
Total Answering	59	18	21	22	6	28	17	9	10	27	21	30	15	12	1	9	32	16	-	13	14	8	23
	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%
No Answer	9	1	3	7	2	3	2	3	2	3	4	6	1	1	1	1	6	1	-	5	1	-	3
Yes	52	17	18	21	5	24	17	7	7	25	19	26	13	11	-	8	29	14	-	11	13	7	20
	88.1%	94.4%	85.7%	95.5%	83.3%	85.7%	100%	77.8%	70.0%	92.6%	90.5%	86.7%	86.7%	91.7%		88.9%	90.6%	87.5%		84.6%	92.9%	87.5%	87.0%
							F																
No	7	1	3	1	1	4	-	2	3	2	2	4	2	1	1	1	3	2	-	2	1	1	3
	11.9%	5.6%	14.3%	4.5%	16.7%	14.3%		22.2%	30.0%	7.4%	9.5%	13.3%	13.3%	8.3%	100%	11.1%	9.4%	12.5%		15.4%	7.1%	12.5%	13.0%
															PQR								
Summary Rate - Yes	52	17	18	21	5	24	17	7	7	25	19	26	13	11	-	8	29	14	-	11	13	7	20
	88.1%	94.4%	85.7%	95.5%	83.3%	85.7%	100%	77.8%	70.0%	92.6%	90.5%	86.7%	86.7%	91.7%		88.9%	90.6%	87.5%		84.6%	92.9%	87.5%	87.0%
							F																

Comparison Groups: BCDE/FGH/IJK/LMN/OPQR/STUVW

Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Presented by SPH Analytics
770-978-3173
2018

Aetna Better Health of Louisiana
Provider Satisfaction Survey (9128480)

11B. Please rate your overall satisfaction with Aetna Better Health of Louisiana.

	Area of Medicine				Physicians in Practice				Years in Practice				Managed Care Volume			Survey Respondent				Insurance Participation					
	Total Answering	Primry Care	Spclty	BH Clin.	Hosp. Loc.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/ Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+		
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)		
Total	68	19	24	29	8	31	19	12	12	30	25	36	16	13	2	10	38	17	-	18	15	8	26		
Total Answering	61	19	22	24	7	29	17	10	10	28	23	31	14	13	2	9	34	15	-	14	13	8	25		
	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%		
No Answer	6	-	1	5	1	2	1	2	2	2	1	5	1	-	-	1	4	1	-	4	2	-	-		
Completely dissatisfied	4	2	2	2	-	3	-	1	2	1	1	2	1	1	2	1	1	-	-	1	-	1	2		
	6.6%	10.5%	9.1%	8.3%		10.3%		10.0%	20.0%	3.6%	4.3%	6.5%	7.1%	7.7%	100% PQ	11.1%	2.9%			7.1%		12.5%	8.0%		
Somewhat dissatisfied	5	1	3	-	-	2	-	1	2	1	2	4	1	-	-	-	3	2	-	1	2	-	2		
	8.2%	5.3%	13.6%			6.9%		10.0%	20.0%	3.6%	8.7%	12.9%	7.1%				8.8%	13.3%		7.1%	15.4%		8.0%		
Neither dissatisfied nor satisfied	6	2	1	2	1	3	2	1	-	1	5	4	-	1	-	1	5	-	-	-	3	2	1		
	9.8%	10.5%	4.5%	8.3%	14.3%	10.3%	11.8%	10.0%		3.6%	21.7% j	12.9%		7.7%		11.1%	14.7%				23.1%	25.0%	4.0%		
Somewhat satisfied	26	5	11	12	4	12	6	7	3	14	9	16	5	5	-	3	14	8	-	6	6	3	11		
	42.6%	26.3%	50.0%	50.0%	57.1% b	41.4%	35.3%	70.0% fg	30.0%	50.0%	39.1%	51.6%	35.7%	38.5%		33.3%	41.2%	53.3%		42.9%	46.2%	37.5%	44.0%		
Completely satisfied	20	9	5	8	2	9	9	-	3	11	6	5	7	6	-	4	11	5	-	6	2	2	9		
	32.8%	47.4% c	22.7%	33.3%	28.6%	31.0%	52.9%		30.0%	39.3%	26.1%	16.1%	50.0% L	46.2% 1		44.4%	32.4%	33.3%		42.9% u	15.4%	25.0%	36.0%		
Does not apply	1	-	1	-	-	-	1	-	-	-	1	-	1	-	-	-	-	1	-	-	-	-	1		
Summary Rate - Completely satisfied/ Somewhat satisfied	46	14	16	20	6	21	15	7	6	25	15	21	12	11	-	7	25	13	-	12	8	5	20		
	75.4%	73.7%	72.7%	83.3%	85.7%	72.4%	88.2%	70.0%	60.0%	89.3%	65.2%	67.7%	85.7%	84.6%		77.8%	73.5%	86.7%		85.7%	61.5%	62.5%	80.0%		
										iK															

Comparison Groups: BCDE/FGH/IJK/LMN/OPQR/STUVW

Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Presented by SPH Analytics

770-978-3173

2018

Aetna Better Health of Louisiana
Provider Satisfaction Survey (9128480)

11C. Please rate your overall satisfaction with Amerigroup.

	Area of Medicine				Physicians in Practice				Years in Practice			Managed Care Volume			Survey Respondent				Insurance Participation				
	Total Answering	Primry Care	Spclty	BH Clin.	Hosp. Loc.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/ Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)
Total	68	19	24	29	8	31	19	12	12	30	25	36	16	13	2	10	38	17	-	18	15	8	26
Total Answering	59	18	19	25	5	28	15	11	10	28	20	31	13	13	2	9	32	15	-	13	14	8	23
	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%
No Answer	5	-	2	3	1	2	1	1	2	2	1	4	1	-	-	-	4	1	-	4	-	-	1
Completely dissatisfied	1	1	1	1	-	1	-	-	-	-	1	-	-	1	1	-	-	-	-	-	-	-	1
	1.7%	5.6%	5.3%	4.0%		3.6%					5.0%			7.7%	50.0%							4.3%	
Somewhat dissatisfied	9	-	6	3	-	3	1	3	3	3	2	7	1	1	-	3	2	4	-	2	3	-	4
	15.3%		31.6%	12.0%		10.7%	6.7%	27.3%	30.0%	10.7%	10.0%	22.6%	7.7%	7.7%		33.3% q	6.3%	26.7% q		15.4%	21.4%		17.4%
Neither dissatisfied nor satisfied	6	3	-	2	1	4	2	-	-	1	5	4	1	1	-	-	6	-	-	-	3	1	2
	10.2%	16.7%		8.0%	20.0%	14.3%	13.3%			3.6%	25.0% J	12.9%	7.7%	7.7%			18.8%				21.4%	12.5%	8.7%
Somewhat satisfied	26	6	8	12	4	12	6	7	3	16	7	17	5	3	1	4	13	7	-	6	5	4	11
	44.1%	33.3%	42.1%	48.0%	80.0% Bc	42.9%	40.0%	63.6%	30.0%	57.1%	35.0%	54.8% N	38.5%	23.1%	50.0%	44.4%	40.6%	46.7%		46.2%	35.7%	50.0%	47.8%
Completely satisfied	17	8	4	7	-	8	6	1	4	8	5	3	6	7	-	2	11	4	-	5	3	3	5
	28.8%	44.4%	21.1%	28.0%		28.6%	40.0% H	9.1%	40.0%	28.6%	25.0%	9.7%	46.2% L	53.8% L		22.2%	34.4%	26.7%		38.5%	21.4%	37.5%	21.7%
Does not apply	4	1	3	1	2	1	3	-	-	-	4	1	2	-	-	1	2	1	-	1	1	-	2
Summary Rate - Completely satisfied/ Somewhat satisfied	43	14	12	19	4	20	12	8	7	24	12	20	11	10	1	6	24	11	-	11	8	7	16
	72.9%	77.8%	63.2%	76.0%	80.0%	71.4%	80.0%	72.7%	70.0%	85.7% K	60.0%	64.5%	84.6%	76.9%	50.0%	66.7%	75.0%	73.3%		84.6% u	57.1%	87.5% u	69.6%

Comparison Groups: BCDE/FGH/IJK/LMN/OPQR/STUVW

Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Presented by SPH Analytics

770-978-3173

2018

Aetna Better Health of Louisiana
Provider Satisfaction Survey (9128480)

11D. Please rate your overall satisfaction with Amerihealth Caritas.

	Area of Medicine				Physicians in Practice			Years in Practice			Managed Care Volume			Survey Respondent				Insurance Participation					
	Total Answering	Primry Care	Spclty	BH Clin.	Hosp. Loc.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)
Total	68	19	24	29	8	31	19	12	12	30	25	36	16	13	2	10	38	17	-	18	15	8	26
Total Answering	59	18	20	24	6	27	16	11	10	26	22	32	12	13	1	8	34	15	-	13	14	8	23
	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%
No Answer	5	1	1	3	1	2	1	1	2	2	1	3	2	-	1	-	3	1	-	4	-	-	1
Completely dissatisfied	1	1	1	1	-	1	-	-	-	-	1	-	-	1	1	-	-	-	-	-	-	-	1
	1.7%	5.6%	5.0%	4.2%		3.7%					4.5%			7.7%	100%							4.3%	
Somewhat dissatisfied	4	1	2	1	-	4	-	-	-	2	2	4	-	-	-	-	3	1	-	-	1	2	1
	6.8%	5.6%	10.0%	4.2%		14.8%				7.7%	9.1%	12.5%					8.8%	6.7%			7.1%	25.0%	4.3%
Neither dissatisfied nor satisfied	10	3	2	5	1	1	3	6	-	6	4	6	1	2	-	1	7	2	-	-	5	1	4
	16.9%	16.7%	10.0%	20.8%	16.7%	3.7%	18.8%	54.5% FG		23.1%	18.2%	18.8%	8.3%	15.4%		12.5%	20.6%	13.3%			35.7%	12.5%	17.4%
Somewhat satisfied	25	3	11	8	4	13	5	4	5	9	10	18	5	2	-	4	12	8	-	7	5	2	11
	42.4%	16.7%	55.0%	33.3%	66.7% B	48.1%	31.3%	36.4%	50.0%	34.6%	45.5%	56.3% N	41.7%	15.4%		50.0%	35.3%	53.3%		53.8%	35.7%	25.0%	47.8%
Completely satisfied	19	10	4	9	1	8	8	1	5	9	5	4	6	8	-	3	12	4	-	6	3	3	6
	32.2%	55.6% CE	20.0%	37.5%	16.7%	29.6% h	50.0% H	9.1%	50.0%	34.6%	22.7%	12.5%	50.0% L	61.5% L		37.5%	35.3%	26.7%		46.2%	21.4%	37.5%	26.1%
Does not apply	4	-	3	2	1	2	2	-	-	2	2	1	2	-	-	2	1	1	-	1	1	-	2
Summary Rate - Completely satisfied/ Somewhat satisfied	44	13	15	17	5	21	13	5	10	18	15	22	11	10	-	7	24	12	-	13	8	5	17
	74.6%	72.2%	75.0%	70.8%	83.3%	77.8% h	81.3% H	45.5%	100% JK	69.2%	68.2%	68.8%	91.7% L	76.9%		87.5%	70.6%	80.0%		100.0% UVW	57.1%	62.5%	73.9%

Comparison Groups: BCDE/FGH/IJK/LMN/OPQR/STUVW

Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Presented by SPH Analytics

770-978-3173

2018

Aetna Better Health of Louisiana
Provider Satisfaction Survey (9128480)

11E. Please rate your overall satisfaction with Louisiana Health Care Connections.

	Area of Medicine				Physicians in Practice			Years in Practice			Managed Care Volume			Survey Respondent				Insurance Participation					
Total Answering	Primry Care	Spclty	BH Clin.	Hosp. Loc.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/ Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	
Total	68	19	24	29	8	31	19	12	12	30	25	36	16	13	2	10	38	17	-	18	15	8	26
Total Answering	62	19	22	25	6	30	16	11	10	29	22	33	14	13	2	9	35	15	-	13	15	8	25
	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%
No Answer	5	-	2	3	1	1	2	1	2	1	2	3	2	-	-	-	3	2	-	4	-	-	1
Completely dissatisfied	2	1	1	2	-	2	-	-	-	1	1	1	-	1	1	-	1	-	-	1	-	-	1
	3.2%	5.3%	4.5%	8.0%		6.7%				3.4%	4.5%	3.0%		7.7%	50.0%		2.9%			7.7%			4.0%
Somewhat dissatisfied	9	-	7	2	1	4	1	3	-	6	3	7	1	1	-	1	2	6	-	1	1	2	5
	14.5%		31.8%	8.0%	16.7%	13.3%	6.3%	27.3%		20.7%	13.6%	21.2%	7.1%	7.7%		11.1%	5.7%	40.0%		7.7%	6.7%	25.0%	20.0%
			D														pQ						
Neither dissatisfied nor satisfied	5	-	1	4	1	3	-	2	1	1	3	3	1	-	-	1	3	-	-	2	1	1	1
	8.1%		4.5%	16.0%	16.7%	10.0%		18.2%	10.0%	3.4%	13.6%	9.1%	7.1%			11.1%	8.6%			15.4%	6.7%	12.5%	4.0%
Somewhat satisfied	24	9	8	7	4	10	8	5	3	11	10	14	7	3	1	2	17	4	-	3	8	1	12
	38.7%	47.4%	36.4%	28.0%	66.7%	33.3%	50.0%	45.5%	30.0%	37.9%	45.5%	42.4%	50.0%	23.1%	50.0%	22.2%	48.6%	26.7%		23.1%	53.3%	12.5%	48.0%
					d															tV		V	
Completely satisfied	22	9	5	10	-	11	7	1	6	10	5	8	5	8	-	5	12	5	-	6	5	4	6
	35.5%	47.4%	22.7%	40.0%		36.7%	43.8%	9.1%	60.0%	34.5%	22.7%	24.2%	35.7%	61.5%		55.6%	34.3%	33.3%		46.2%	33.3%	50.0%	24.0%
		c				H	H		K					L									
Does not apply	1	-	-	1	1	-	1	-	-	-	1	-	-	-	-	1	-	-	-	1	-	-	-
Summary Rate - Completely satisfied/ Somewhat satisfied	46	18	13	17	4	21	15	6	9	21	15	22	12	11	1	7	29	9	-	9	13	5	18
	74.2%	94.7%	59.1%	68.0%	66.7%	70.0%	93.8%	54.5%	90.0%	72.4%	68.2%	66.7%	85.7%	84.6%	50.0%	77.8%	82.9%	60.0%		69.2%	86.7%	62.5%	72.0%
		CD					FH																

Comparison Groups: BCDE/FGH/IJK/LMN/OPQR/STUVW

Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Presented by SPH Analytics

770-978-3173

2018

Aetna Better Health of Louisiana
Provider Satisfaction Survey (9128480)

11F. Please rate your overall satisfaction with United.

	Area of Medicine				Physicians in Practice			Years in Practice			Managed Care Volume			Survey Respondent				Insurance Participation					
	Total Answering	Primry Care	Spclty	BH Clin.	Hosp. Loc.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)
Total	68	19	24	29	8	31	19	12	12	30	25	36	16	13	2	10	38	17	-	18	15	8	26
Total Answering	60	17	22	25	6	29	16	11	10	28	21	31	14	13	1	9	34	15	-	13	14	8	24
	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%
No Answer	6	2	1	3	1	2	2	1	2	2	2	4	2	-	1	-	4	1	-	4	1	-	1
Completely dissatisfied	2	1	2	1	1	1	-	1	-	-	2	1	-	1	1	-	-	1	-	-	-	-	2
	3.3%	5.9%	9.1%	4.0%	16.7%	3.4%		9.1%			9.5%	3.2%		7.7%	100% R		6.7%						8.3%
Somewhat dissatisfied	5	1	3	3	-	2	1	-	2	2	1	4	1	-	-	-	4	1	-	2	2	-	1
	8.3%	5.9%	13.6%	12.0%		6.9%	6.3%		20.0%	7.1%	4.8%	12.9%	7.1%				11.8%	6.7%		15.4%	14.3%		4.2%
Neither dissatisfied nor satisfied	6	-	2	3	1	2	1	3	-	3	3	1	2	2	-	1	2	3	-	1	1	1	3
	10.0%		9.1%	12.0%	16.7%	6.9%	6.3%	27.3%		10.7%	14.3%	3.2%	14.3%	15.4%		11.1%	5.9%	20.0%		7.7%	7.1%	12.5%	12.5%
Somewhat satisfied	22	6	5	8	3	12	5	5	2	12	7	16	3	3	-	3	15	3	-	3	6	5	8
	36.7%	35.3%	22.7%	32.0%	50.0%	41.4%	31.3%	45.5%	20.0%	42.9%	33.3%	51.6% Mn	21.4%	23.1%		33.3%	44.1% r	20.0%		23.1%	42.9%	62.5% t	33.3%
Completely satisfied	25	9	10	10	1	12	9	2	6	11	8	9	8	7	-	5	13	7	-	7	5	2	10
	41.7%	52.9% e	45.5%	40.0%	16.7%	41.4%	56.3% H	18.2%	60.0%	39.3%	38.1%	29.0%	57.1% l	53.8%		55.6%	38.2%	46.7%		53.8%	35.7%	25.0%	41.7%
Does not apply	2	-	1	1	1	-	1	-	-	-	2	1	-	-	-	1	-	1	-	1	-	-	1
Summary Rate - Completely satisfied/ Somewhat satisfied	47	15	15	18	4	24	14	7	8	23	15	25	11	10	-	8	28	10	-	10	11	7	18
	78.3%	88.2%	68.2%	72.0%	66.7%	82.8%	87.5%	63.6%	80.0%	82.1%	71.4%	80.6%	78.6%	76.9%		88.9%	82.4%	66.7%		76.9%	78.6%	87.5%	75.0%

Comparison Groups: BCDE/FGH/IJK/LMN/OPQR/STUVW

Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Presented by SPH Analytics

770-978-3173

2018

Aetna Better Health of Louisiana
Provider Satisfaction Survey (9128480)

7A. Have you logged into and used the Aetna Provider Portal?

	Area of Medicine					Physicians in Practice			Years in Practice			Managed Care Volume			Survey Respondent			Insurance Participation					
	Total Answering	Primry Care	Spclty	BH Clin.	Hosp. Loc.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/ Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)
Total	172	49	84	67	30	59	57	42	40	69	56	99	32	24	11	16	95	46	1	39	25	26	78
Total Answering	138	41	65	56	20	52	45	30	30	58	48	81	27	19	8	14	78	35	1	31	25	20	59
	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100.0%
No Answer	34	8	19	11	10	7	12	12	10	11	8	18	5	5	3	2	17	11	-	8	-	6	19
Yes	68	19	24	29	8	31	19	12	12	30	25	36	16	13	2	10	38	17	-	18	15	8	26
	49.3%	46.3%	36.9%	51.8%	40.0%	59.6%	42.2%	40.0%	40.0%	51.7%	52.1%	44.4%	59.3%	68.4%	25.0%	71.4%	48.7%	48.6%		58.1%	60.0%	40.0%	44.1%
				c		gh								L		Oq							
No	70	22	41	27	12	21	26	18	18	28	23	45	11	6	6	4	40	18	1	13	10	12	33
	50.7%	53.7%	63.1%	48.2%	60.0%	40.4%	57.8%	60.0%	60.0%	48.3%	47.9%	55.6%	40.7%	31.6%	75.0%	28.6%	51.3%	51.4%	100%	41.9%	40.0%	60.0%	55.9%
			d				f	f				N			P		p		TUVW				
Summary Rate - Yes	68	19	24	29	8	31	19	12	12	30	25	36	16	13	2	10	38	17	-	18	15	8	26
	49.3%	46.3%	36.9%	51.8%	40.0%	59.6%	42.2%	40.0%	40.0%	51.7%	52.1%	44.4%	59.3%	68.4%	25.0%	71.4%	48.7%	48.6%		58.1%	60.0%	40.0%	44.1%
				c		gh								L		Oq							

Comparison Groups: BCDE/FGH/IJK/LMN/OPQR/STUVW

Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Presented by SPH Analytics
770-978-3173
2018

Aetna Better Health of Louisiana
Provider Satisfaction Survey (9128480)

7B. Finding information you needed regarding member eligibility.

	Area of Medicine					Physicians in Practice			Years in Practice			Managed Care Volume			Survey Respondent			Insurance Participation					
	Total Answering	Primry Care	Spclty	BH Clin.	Hosp. Loc.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)
Total	68	19	24	29	8	31	19	12	12	30	25	36	16	13	2	10	38	17	-	18	15	8	26
Total Answering	58	16	21	23	8	27	15	11	10	29	18	30	15	11	1	9	34	13	-	15	12	7	23
	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%
No Answer	10	3	3	6	-	4	4	1	2	1	7	6	1	2	1	1	4	4	-	3	3	1	3
Completely dissatisfied	3	1	-	1	-	2	-	1	1	1	1	1	2	-	1	1	1	-	-	2	-	-	1
	5.2%	6.3%		4.3%		7.4%		9.1%	10.0%	3.4%	5.6%	3.3%	13.3%		100% PQ	11.1%	2.9%			13.3%			4.3%
Somewhat dissatisfied	1	-	1	-	-	1	-	-	1	-	-	1	-	-	-	-	1	-	-	-	-	1	-
	1.7%		4.8%			3.7%			10.0%			3.3%					2.9%					14.3%	
Neither satisfied nor dissatisfied	11	2	4	4	3	4	2	3	3	5	3	8	1	2	-	1	6	4	-	3	3	1	4
	19.0%	12.5%	19.0%	17.4%	37.5%	14.8%	13.3%	27.3%	30.0%	17.2%	16.7%	26.7% m	6.7%	18.2%		11.1%	17.6%	30.8%		20.0%	25.0%	14.3%	17.4%
Somewhat satisfied	24	6	10	11	4	9	7	7	2	11	10	13	8	3	-	3	14	6	-	5	6	3	10
	41.4%	37.5%	47.6%	47.8%	50.0%	33.3%	46.7%	63.6% f	20.0%	37.9%	55.6% i	43.3%	53.3%	27.3%		33.3%	41.2%	46.2%		33.3%	50.0%	42.9%	43.5%
Completely satisfied	19	7	6	7	1	11	6	-	3	12	4	7	4	6	-	4	12	3	-	5	3	2	8
	32.8%	43.8% e	28.6%	30.4%	12.5%	40.7%	40.0%		30.0%	41.4%	22.2%	23.3%	26.7%	54.5% l		44.4%	35.3%	23.1%		33.3%	25.0%	28.6%	34.8%
Summary Rate - Completely satisfied/Somewhat satisfied	43	13	16	18	5	20	13	7	5	23	14	20	12	9	-	7	26	9	-	10	9	5	18
	74.1%	81.3%	76.2%	78.3%	62.5%	74.1%	86.7%	63.6%	50.0%	79.3% i	77.8%	66.7%	80.0%	81.8%		77.8%	76.5%	69.2%		66.7%	75.0%	71.4%	78.3%

Comparison Groups: BCDE/FGH/IJK/LMN/OPQR/STUVW

Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Presented by SPH Analytics

770-978-3173

2018

Aetna Better Health of Louisiana
Provider Satisfaction Survey (9128480)

7C. Finding information you needed regarding claim payments or remittance advices.

	Area of Medicine				Physicians in Practice			Years in Practice			Managed Care Volume			Survey Respondent				Insurance Participation					
Total Answering	Primry Care	Spclty	BH Clin.	Hosp. Loc.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	
Total	68	19	24	29	8	31	19	12	12	30	25	36	16	13	2	10	38	17	-	18	15	8	26
Total Answering	57	15	21	23	8	26	15	12	9	28	19	29	15	10	1	10	33	12	-	14	12	8	22
	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%
No Answer	11	4	3	6	-	5	4	-	3	2	6	7	1	3	1	-	5	5	-	4	3	-	4
Completely dissatisfied	3	1	1	1	-	2	-	1	2	1	-	2	1	-	1	1	1	-	-	1	-	1	1
	5.3%	6.7%	4.8%	4.3%		7.7%		8.3%	22.2%	3.6%		6.9%	6.7%		100% PQ	10.0%	3.0%			7.1%		12.5%	4.5%
Somewhat dissatisfied	3	-	2	-	-	1	-	2	-	2	1	1	1	1	-	-	1	2	-	1	-	-	2
	5.3%		9.5%			3.8%		16.7%		7.1%	5.3%	3.4%	6.7%	10.0%			3.0%	16.7%		7.1%			9.1%
Neither satisfied nor dissatisfied	10	2	4	4	3	5	2	3	1	2	6	6	2	1	-	3	4	3	-	1	3	2	4
	17.5%	13.3%	19.0%	17.4%	37.5%	19.2%	13.3%	25.0%	11.1%	7.1%	31.6%	20.7%	13.3%	10.0%		30.0%	12.1%	25.0%		7.1%	25.0%	25.0%	18.2%
								J															
Somewhat satisfied	19	4	6	9	4	7	5	6	2	11	6	12	5	2	-	2	12	4	-	5	5	2	7
	33.3%	26.7%	28.6%	39.1%	50.0%	26.9%	33.3%	50.0%	22.2%	39.3%	31.6%	41.4%	33.3%	20.0%		20.0%	36.4%	33.3%		35.7%	41.7%	25.0%	31.8%
Completely satisfied	22	8	8	9	1	11	8	-	4	12	6	8	6	6	-	4	15	3	-	6	4	3	8
	38.6%	53.3%	38.1%	39.1%	12.5%	42.3%	53.3%		44.4%	42.9%	31.6%	27.6%	40.0%	60.0%		40.0%	45.5%	25.0%		42.9%	33.3%	37.5%	36.4%
		E		e										1									
Summary Rate - Completely satisfied/ Somewhat satisfied	41	12	14	18	5	18	13	6	6	23	12	20	11	8	-	6	27	7	-	11	9	5	15
	71.9%	80.0%	66.7%	78.3%	62.5%	69.2%	86.7%	50.0%	66.7%	82.1%	63.2%	69.0%	73.3%	80.0%		60.0%	81.8%	58.3%		78.6%	75.0%	62.5%	68.2%
							H																

Comparison Groups: BCDE/FGH/IJK/LMN/OPQR/STUVW

Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

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Presented by SPH Analytics

770-978-3173

2018

Aetna Better Health of Louisiana
Provider Satisfaction Survey (9128480)

7D. Finding information you needed regarding the patient (member) Gaps in Care Report.

	Area of Medicine				Physicians in Practice			Years in Practice			Managed Care Volume			Survey Respondent				Insurance Participation					
	Total Answering	Primry Care	Spclty	BH Clin.	Hosp. Loc.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/ Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)
Total	68	19	24	29	8	31	19	12	12	30	25	36	16	13	2	10	38	17	-	18	15	8	26
Total Answering	41	15	14	17	4	18	12	8	6	20	14	19	11	9	1	6	24	9	-	11	9	3	17
	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%
No Answer	12	4	3	7	1	5	5	1	3	2	7	7	1	3	1	1	7	3	-	5	4	1	2
Completely dissatisfied	4	2	-	1	-	3	-	1	1	2	1	1	2	1	1	1	2	-	-	2	-	1	1
	9.8%	13.3%		5.9%		16.7%		12.5%	16.7%	10.0%	7.1%	5.3%	18.2%	11.1%	100% PQ	16.7%	8.3%			18.2%		33.3%	5.9%
Somewhat dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Neither dissatisfied nor satisfied	7	1	4	3	1	2	2	3	-	4	3	3	3	1	-	-	4	3	-	2	2	-	3
	17.1%	6.7%	28.6%	17.6%	25.0%	11.1%	16.7%	37.5%		20.0%	21.4%	15.8%	27.3%	11.1%			16.7%	33.3%		18.2%	22.2%		17.6%
Somewhat satisfied	18	4	7	10	2	9	3	4	3	8	6	14	2	2	-	4	10	3	-	5	5	-	8
	43.9%	26.7%	50.0%	58.8%	50.0%	50.0%	25.0%	50.0%	50.0%	40.0%	42.9%	73.7%	18.2%	22.2%		66.7%	41.7%	33.3%		45.5%	55.6%		47.1%
				b								MN											
Completely satisfied	12	8	3	3	1	4	7	-	2	6	4	1	4	5	-	1	8	3	-	2	2	2	5
	29.3%	53.3% cD	21.4%	17.6%	25.0%	22.2%	58.3% F		33.3%	30.0%	28.6%	5.3%	36.4% L	55.6% L		16.7%	33.3%	33.3%		18.2%	22.2%	66.7%	29.4%
N/A because we are not a PCP (Primary Care Provider) practice and/or not yet available from my health plan	15	-	7	5	3	8	2	3	3	8	4	10	4	1	-	3	7	5	-	2	2	4	7
Summary Rate - Completely satisfied/Somewhat satisfied	30	12	10	13	3	13	10	4	5	14	10	15	6	7	-	5	18	6	-	7	7	2	13
	73.2%	80.0%	71.4%	76.5%	75.0%	72.2%	83.3%	50.0%	83.3%	70.0%	71.4%	78.9%	54.5%	77.8%		83.3%	75.0%	66.7%		63.6%	77.8%	66.7%	76.5%

Comparison Groups: BCDE/FGH/IJK/LMN/OPQR/STUVW

Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Presented by SPH Analytics
770-978-3173
2018

Aetna Better Health of Louisiana
Provider Satisfaction Survey (9128480)

7E. The portal's prior authorization, requirement submissions, and confirmations functions.

	Area of Medicine				Physicians in Practice			Years in Practice			Managed Care Volume			Survey Respondent				Insurance Participation					
Total Answering	Primry Care	Spclty	BH Clin.	Hosp. Loc.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	
Total	68	19	24	29	8	31	19	12	12	30	25	36	16	13	2	10	38	17	-	18	15	8	26
Total Answering	52	15	19	21	7	23	13	11	8	26	17	26	14	10	1	8	30	12	-	12	11	6	22
	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%
No Answer	16	4	5	8	1	8	6	1	4	4	8	10	2	3	1	2	8	5	-	6	4	2	4
Completely dissatisfied	3	-	1	1	-	2	-	1	2	-	1	2	1	-	-	1	2	-	-	2	-	1	-
	5.8%		5.3%	4.8%		8.7%		9.1%	25.0%		5.9%	7.7%	7.1%			12.5%	6.7%			16.7%		16.7%	
Somewhat dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Neither satisfied nor dissatisfied	14	1	6	6	2	6	1	5	2	7	4	10	2	2	-	2	6	6	-	2	4	2	6
	26.9%	6.7%	31.6% B	28.6% b	28.6%	26.1%	7.7%	45.5% G	25.0%	26.9%	23.5%	38.5% m	14.3%	20.0%		25.0%	20.0%	50.0% q		16.7%	36.4%	33.3%	27.3%
Somewhat satisfied	25	8	11	11	4	11	7	5	1	15	9	13	7	5	1	3	15	5	-	5	6	1	13
	48.1%	53.3%	57.9%	52.4%	57.1%	47.8%	53.8%	45.5%	12.5%	57.7% I	52.9% I	50.0%	50.0%	50.0%	100% PQR	37.5%	50.0%	41.7%		41.7%	54.5% v	16.7% V	59.1%
Completely satisfied	10	6	1	3	1	4	5	-	3	4	3	1	4	3	-	2	7	1	-	3	1	2	3
	19.2%	40.0% Cd	5.3%	14.3%	14.3%	17.4%	38.5%		37.5%	15.4%	17.6%	3.8%	28.6% 1	30.0% 1		25.0%	23.3%	8.3%		25.0%	9.1%	33.3%	13.6%
Summary Rate - Completely satisfied/ Somewhat satisfied	35	14	12	14	5	15	12	5	4	19	12	14	11	8	1	5	22	6	-	8	7	3	16
	67.3%	93.3% CD	63.2%	66.7%	71.4%	65.2%	92.3% FH	45.5%	50.0%	73.1%	70.6%	53.8%	78.6% 1	80.0%	100% PQR	62.5%	73.3%	50.0%		66.7%	63.6%	50.0%	72.7%

Comparison Groups: BCDE/FGH/IJK/LMN/OPQR/STUVW

Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Presented by SPH Analytics

770-978-3173

2018

Aetna Better Health of Louisiana
Provider Satisfaction Survey (9128480)

7F. The portal's reporting functions.

	Area of Medicine				Physicians in Practice			Years in Practice			Managed Care Volume			Survey Respondent				Insurance Participation					
	Total Answering	Primry Care	Spclty	BH Clin.	Hosp. Loc.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)
Total	68	19	24	29	8	31	19	12	12	30	25	36	16	13	2	10	38	17	-	18	15	8	26
Total Answering	53	15	19	21	7	24	14	11	9	26	17	27	14	10	1	9	30	12	-	12	12	6	22
	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%
No Answer	15	4	5	8	1	7	5	1	3	4	8	9	2	3	1	1	8	5	-	6	3	2	4
Completely dissatisfied	2	-	-	1	-	1	-	1	1	-	1	1	1	-	-	1	1	-	-	2	-	-	-
	3.8%			4.8%		4.2%		9.1%	11.1%		5.9%	3.7%	7.1%			11.1%	3.3%			16.7%			
Somewhat dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Neither satisfied nor dissatisfied	15	2	6	7	3	7	3	4	3	5	6	10	4	1	-	2	8	5	-	2	5	3	5
	28.3%	13.3%	31.6%	33.3%	42.9%	29.2%	21.4%	36.4%	33.3%	19.2%	35.3%	37.0%	28.6%	10.0%		22.2%	26.7%	41.7%		16.7%	41.7%	50.0%	22.7%
												N											
Somewhat satisfied	24	7	10	9	3	11	5	6	2	15	7	14	4	6	1	4	12	6	-	5	6	1	12
	45.3%	46.7%	52.6%	42.9%	42.9%	45.8%	35.7%	54.5%	22.2%	57.7%	41.2%	51.9%	28.6%	60.0%	100%	44.4%	40.0%	50.0%		41.7%	50.0%	16.7%	54.5%
									I						PQR								V
Completely satisfied	12	6	3	4	1	5	6	-	3	6	3	2	5	3	-	2	9	1	-	3	1	2	5
	22.6%	40.0%	15.8%	19.0%	14.3%	20.8%	42.9%		33.3%	23.1%	17.6%	7.4%	35.7%	30.0%		22.2%	30.0%	8.3%		25.0%	8.3%	33.3%	22.7%
									L								r						
Summary Rate - Completely satisfied/Somewhat satisfied	36	13	13	13	4	16	11	6	5	21	10	16	9	9	1	6	21	7	-	8	7	3	17
	67.9%	86.7%	68.4%	61.9%	57.1%	66.7%	78.6%	54.5%	55.6%	80.8%	58.8%	59.3%	64.3%	90.0%	100%	66.7%	70.0%	58.3%		66.7%	58.3%	50.0%	77.3%
		d												L	PQR								

Comparison Groups: BCDE/FGH/IJK/LMN/OPQR/STUVW

Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

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Presented by SPH Analytics

770-978-3173

2018

Aetna Better Health of Louisiana
Provider Satisfaction Survey (9128480)

7H. What number would you use to rate your overall experience with the Provider Portal?

	Area of Medicine				Physicians in Practice				Years in Practice			Managed Care Volume			Survey Respondent				Insurance Participation				
	Total Answering	Primry Care	Spclty	BH Clin.	Hosp. Loc.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)
Total	68	19	24	29	8	31	19	12	12	30	25	36	16	13	2	10	38	17	-	18	15	8	26
Total Answering	57	15	20	23	6	26	14	12	9	29	18	29	14	11	1	10	31	14	-	13	12	8	23
	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%
No Answer	11	4	4	6	2	5	5	-	3	1	7	7	2	2	1	-	7	3	-	5	3	-	3
0	2	-	1	1	-	-	1	1	1	-	1	1	1	-	-	1	-	1	-	1	-	-	1
	3.5%		5.0%	4.3%			7.1%	8.3%	11.1%		5.6%	3.4%	7.1%			10.0%		7.1%		7.7%			4.3%
1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
2	2	1	-	-	-	2	-	-	-	1	1	-	2	-	1	-	1	-	-	1	-	-	1
	3.5%	6.7%				7.7%				3.4%	5.6%		14.3%		100% Q		3.2%			7.7%			4.3%
3	2	-	2	-	-	1	-	-	1	-	1	2	-	-	-	-	1	1	-	-	-	1	1
	3.5%		10.0%			3.8%			11.1%		5.6%	6.9%					3.2%	7.1%				12.5%	4.3%
4	1	-	-	-	1	1	-	-	-	-	1	-	-	1	-	-	1	-	-	-	-	-	1
	1.8%				16.7%	3.8%					5.6%			9.1%			3.2%						4.3%
5	9	1	6	3	1	2	-	5	1	5	3	6	1	1	-	2	3	4	-	1	2	1	5
	15.8%	6.7%	30.0% b	13.0%	16.7%	7.7%		41.7% F	11.1%	17.2%	16.7%	20.7%	7.1%	9.1%		20.0%	9.7%	28.6%		7.7%	16.7%	12.5%	21.7%
6	9	-	2	7	-	5	-	4	2	5	2	7	2	-	-	2	6	1	-	1	3	2	3
	15.8%		10.0%	30.4% c		19.2%		33.3%	22.2%	17.2%	11.1%	24.1%	14.3%			20.0%	19.4%	7.1%		7.7%	25.0%	25.0%	13.0%
7	12	4	5	6	1	6	4	1	-	7	4	6	4	2	-	2	5	4	-	3	3	2	4
	21.1%	26.7%	25.0%	26.1%	16.7%	23.1%	28.6%	8.3%		24.1%	22.2%	20.7%	28.6%	18.2%		20.0%	16.1%	28.6%		23.1%	25.0%	25.0%	17.4%
8	8	2	3	3	2	5	2	1	-	5	3	4	1	3	-	-	7	1	-	3	1	-	4
	14.0%	13.3%	15.0%	13.0%	33.3%	19.2%	14.3%	8.3%		17.2%	16.7%	13.8%	7.1%	27.3%			22.6%	7.1%		23.1%	8.3%		17.4%
9	3	-	1	1	-	2	1	-	2	1	-	3	-	-	-	1	1	1	-	1	1	-	1
	5.3%		5.0%	4.3%		7.7%	7.1%		22.2%	3.4%		10.3%				10.0%	3.2%	7.1%		7.7%	8.3%		4.3%
10	9	7	-	2	1	2	6	-	2	5	2	-	3	4	-	2	6	1	-	2	2	2	2
	15.8%	46.7% D		8.7%	16.7%	7.7%	42.9% F		22.2%	17.2%	11.1%		21.4%	36.4%		20.0%	19.4%	7.1%		15.4%	16.7%	25.0%	8.7%

Comparison Groups: BCDE/FGH/IJK/LMN/OPQR/STUVW

Independent Z-Test for Percentages (unpooled proportions)

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Lowercase letters indicate significance at the 90% level.

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Aetna Better Health of Louisiana
Provider Satisfaction Survey (9128480)

7H. What number would you use to rate your overall experience with the Provider Portal?

		Area of Medicine				Physicians in Practice			Years in Practice			Managed Care Volume			Survey Respondent				Insurance Participation				
Total Answering	Primry Care	Spclty	BH Clin.	Hosp. Loc.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/ Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	
Summary Rate - 8-10	20	9	4	6	3	9	9	1	4	11	5	7	4	7	-	3	14	3	-	6	4	2	7
	35.1%	60.0%	20.0%	26.1%	50.0%	34.6%	64.3%	8.3%	44.4%	37.9%	27.8%	24.1%	28.6%	63.6%	30.0%	45.2%	21.4%		46.2%	33.3%	25.0%	30.4%	
		CD				H	fH						Lm			r							

Comparison Groups: BCDE/FGH/IJK/LMN/OPQR/STUVW
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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Aetna Better Health of Louisiana
Provider Satisfaction Survey (9128480)

8A. Are you aware that Aetna Better Health of Louisiana offers a language assistance / telephone interpreter service to you when caring for our members?

	Area of Medicine				Physicians in Practice				Years in Practice			Managed Care Volume			Survey Respondent				Insurance Participation				
	Total Answering	Primry Care	Spclty	BH Clin.	Hosp. Loc.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/ Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)
Total	68	19	24	29	8	31	19	12	12	30	25	36	16	13	2	10	38	17	-	18	15	8	26
Total Answering	59	16	21	24	7	26	16	12	10	29	19	30	15	11	1	10	33	14	-	14	12	8	24
	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%
No Answer	9	3	3	5	1	5	3	-	2	1	6	6	1	2	1	-	5	3	-	4	3	-	2
Yes	34	11	15	11	4	15	9	5	3	18	13	17	9	8	-	3	21	9	-	7	6	4	17
	57.6%	68.8%	71.4%	45.8%	57.1%	57.7%	56.3%	41.7%	30.0%	62.1%	68.4%	56.7%	60.0%	72.7%		30.0%	63.6%	64.3%		50.0%	50.0%	50.0%	70.8%
			d							i	I						P	p					
No	25	5	6	13	3	11	7	7	7	11	6	13	6	3	1	7	12	5	-	7	6	4	7
	42.4%	31.3%	28.6%	54.2%	42.9%	42.3%	43.8%	58.3%	70.0%	37.9%	31.6%	43.3%	40.0%	27.3%	100%	70.0%	36.4%	35.7%		50.0%	50.0%	50.0%	29.2%
				c						jK						Qr							
Summary Rate - Yes	34	11	15	11	4	15	9	5	3	18	13	17	9	8	-	3	21	9	-	7	6	4	17
	57.6%	68.8%	71.4%	45.8%	57.1%	57.7%	56.3%	41.7%	30.0%	62.1%	68.4%	56.7%	60.0%	72.7%		30.0%	63.6%	64.3%		50.0%	50.0%	50.0%	70.8%
			d							i	I						P	p					

Comparison Groups: BCDE/FGH/IJK/LMN/OPQR/STUVW

Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

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Aetna Better Health of Louisiana
Provider Satisfaction Survey (9128480)

8B. Have you used this service?

	Area of Medicine					Physicians in Practice			Years in Practice			Managed Care Volume			Survey Respondent				Insurance Participation				
	Total Answering	Primry Care	Spclty	BH Clin.	Hosp. Loc.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)
Total	34	11	15	11	4	15	9	5	3	18	13	17	9	8	-	3	21	9	-	7	6	4	17
Total Answering	32	11	14	10	4	15	8	4	3	17	12	15	9	8	-	3	19	9	-	6	6	4	16
	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%
No Answer	2	-	1	1	-	-	1	1	-	1	1	2	-	-	-	-	2	-	-	1	-	-	1
Yes	1	1	1	1	-	-	1	-	-	-	1	-	1	-	-	-	1	-	-	-	1	-	-
	3.1%	9.1%	7.1%	10.0%			12.5%				8.3%		11.1%				5.3%				16.7%		
No	31	10	13	9	4	15	7	4	3	17	11	15	8	8	-	3	18	9	-	6	5	4	16
	96.9%	90.9%	92.9%	90.0%	100%	100%	87.5%	100%	100%	100%	91.7%	100%	88.9%	100.0%		100.0%	94.7%	100.0%		100.0%	83.3%	100.0%	100.0%
Summary Rate - Yes	1	1	1	1	-	-	1	-	-	-	1	-	1	-	-	-	1	-	-	-	1	-	-
	3.1%	9.1%	7.1%	10.0%			12.5%				8.3%		11.1%				5.3%				16.7%		

Comparison Groups: BCDE/FGH/IJK/LMN/OPQR/STUVW

Independent Z-Test for Percentages (unpooled proportions)

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Presented by SPH Analytics

770-978-3173

2018

Aetna Better Health of Louisiana
Provider Satisfaction Survey (9128480)

8C. How satisfied are you with Aetna Better Health of Louisiana's language assistance service?

	Area of Medicine				Physicians in Practice			Years in Practice			Managed Care Volume			Survey Respondent				Insurance Participation					
	Total Answering	Primry Care	Spclty	BH Clin.	Hosp. Loc.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/ Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)
Total	1	1	1	1	-	-	1	-	-	-	1	-	1	-	-	-	1	-	-	-	1	-	-
Total Answering	1	1	1	1	-	-	1	-	-	-	1	-	1	-	-	-	1	-	-	-	1	-	-
	100.0%	100.0%	100.0%	100%			100%				100%		100.0%				100.0%				100.0%		
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Completely dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Somewhat dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Neither satisfied nor dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Somewhat satisfied	1	1	1	1	-	-	1	-	-	-	1	-	1	-	-	-	1	-	-	-	1	-	-
	100.0%	100.0%	100.0%	100%			100%				100%		100.0%				100.0%				100.0%		
Completely satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Does not apply	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Summary Rate - Completely satisfied/ Somewhat satisfied	1	1	1	1	-	-	1	-	-	-	1	-	1	-	-	-	1	-	-	-	1	-	-
	100.0%	100.0%	100.0%	100%			100%				100%		100.0%				100.0%				100.0%		

Comparison Groups: BCDE/FGH/IJK/LMN/OPQR/STUVW

Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Presented by SPH Analytics

770-978-3173

2018

Aetna Better Health of Louisiana
Provider Satisfaction Survey (9128480)

9A. How satisfied are you with the following: Information you received in the provider manual on Cultural Competency.

	Area of Medicine					Physicians in Practice			Years in Practice			Managed Care Volume			Survey Respondent				Insurance Participation				
	Total Answering	Primry Care	Spclty	BH Clin.	Hosp. Loc.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/ Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)
Total	68	19	24	29	8	31	19	12	12	30	25	36	16	13	2	10	38	17	-	18	15	8	26
Total Answering	39	13	13	17	3	19	9	7	8	21	10	19	10	9	1	7	24	6	-	11	7	6	15
	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%
No Answer	10	3	3	6	1	5	3	1	2	2	6	7	1	2	1	-	6	3	-	5	3	-	2
Completely dissatisfied	2	1	-	1	-	1	-	1	1	1	-	1	1	-	1	1	-	-	-	1	-	-	1
	5.1%	7.7%		5.9%		5.3%		14.3%	12.5%	4.8%		5.3%	10.0%		100% P	14.3%				9.1%			6.7%
Somewhat dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Neither satisfied nor dissatisfied	8	1	5	3	-	4	2	2	1	6	1	6	1	1	-	-	5	3	-	1	-	2	5
	20.5%	7.7%	38.5% B	17.6%		21.1%	22.2%	28.6%	12.5%	28.6%	10.0%	31.6%	10.0%	11.1%			20.8%	50.0%		9.1%		33.3%	33.3%
Somewhat satisfied	17	4	7	9	2	8	3	4	4	8	5	11	3	3	-	3	11	2	-	5	6	1	5
	43.6%	30.8%	53.8%	52.9%	66.7%	42.1%	33.3%	57.1%	50.0%	38.1%	50.0%	57.9%	30.0%	33.3%		42.9%	45.8%	33.3%		45.5%	85.7% TVW	16.7%	33.3%
Completely satisfied	12	7	1	4	1	6	4	-	2	6	4	1	5	5	-	3	8	1	-	4	1	3	4
	30.8%	53.8% Cd	7.7%	23.5%	33.3%	31.6%	44.4%		25.0%	28.6%	40.0%	5.3%	50.0% L	55.6% L		42.9%	33.3%	16.7%		36.4%	14.3%	50.0%	26.7%
Does not apply	19	3	8	6	4	7	7	4	2	7	9	10	5	2	-	3	8	8	-	2	5	2	9
Summary Rate - Completely satisfied/ Somewhat satisfied	29	11	8	13	3	14	7	4	6	14	9	12	8	8	-	6	19	3	-	9	7	4	9
	74.4%	84.6%	61.5%	76.5%	100% CD	73.7%	77.8%	57.1%	75.0%	66.7%	90.0% j	63.2%	80.0%	88.9% l		85.7%	79.2%	50.0%		81.8%	100.0% vW	66.7%	60.0%

Comparison Groups: BCDE/FGH/IJK/LMN/OPQR/STUVW

Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Presented by SPH Analytics

770-978-3173

2018

Aetna Better Health of Louisiana
Provider Satisfaction Survey (9128480)

9B. How satisfied are you with the following: Cultural Competency training materials and sessions.

	----- Area of -----				- Physicians in -			--- Years in ---			--- Managed Care ---			--- Survey Respondent ---			----- Insurance Participation -----						
	----- Medicine -----				--- Practice ---			--- Practice ---			----- Volume -----			-----			-----						
	Total Answering	Primry Care	Spclty	BH Clin.	Hosp. Loc.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/ Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)
Total	68	19	24	29	8	31	19	12	12	30	25	36	16	13	2	10	38	17	-	18	15	8	26
Total Answering	45	15	16	20	4	22	11	8	8	20	17	23	11	10	2	7	26	9	-	11	11	5	18
	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%
No Answer	6	1	1	3	2	2	2	1	2	2	2	3	1	2	-	-	5	1	-	4	1	-	1
Completely dissatisfied	3	1	-	2	-	2	-	1	1	1	1	1	2	-	1	1	1	-	-	1	1	-	1
	6.7%	6.7%		10.0%		9.1%		12.5%	12.5%	5.0%	5.9%	4.3%	18.2%		50.0%	14.3%	3.8%			9.1%	9.1%		5.6%
Somewhat dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Neither satisfied nor dissatisfied	14	2	8	4	1	7	3	3	2	6	6	10	2	2	-	-	8	6	-	2	3	2	7
	31.1%	13.3%	50.0%	20.0%	25.0%	31.8%	27.3%	37.5%	25.0%	30.0%	35.3%	43.5%	18.2%	20.0%			30.8%	66.7%		18.2%	27.3%	40.0%	38.9%
			Bd														Q						
Somewhat satisfied	16	7	7	8	2	6	4	4	2	8	6	9	2	5	1	2	9	3	-	2	6	1	7
	35.6%	46.7%	43.8%	40.0%	50.0%	27.3%	36.4%	50.0%	25.0%	40.0%	35.3%	39.1%	18.2%	50.0%	50.0%	28.6%	34.6%	33.3%		18.2%	54.5%	20.0%	38.9%
																				t			
Completely satisfied	12	5	1	6	1	7	4	-	3	5	4	3	5	3	-	4	8	-	-	6	1	2	3
	26.7%	33.3%	6.3%	30.0%	25.0%	31.8%	36.4%		37.5%	25.0%	23.5%	13.0%	45.5%	30.0%		57.1%	30.8%			54.5%	9.1%	40.0%	16.7%
			C		C								1							UW			
Does not apply	17	3	7	6	2	7	6	3	2	8	6	10	4	1	-	3	7	7	-	3	3	3	7
Summary Rate - Completely satisfied/ Somewhat satisfied	28	12	8	14	3	13	8	4	5	13	10	12	7	8	1	6	17	3	-	8	7	3	10
	62.2%	80.0%	50.0%	70.0%	75.0%	59.1%	72.7%	50.0%	62.5%	65.0%	58.8%	52.2%	63.6%	80.0%	50.0%	85.7%	65.4%	33.3%		72.7%	63.6%	60.0%	55.6%
			c											1		R	r						

Comparison Groups: BCDE/FGH/IJK/LMN/OPQR/STUVW
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Presented by SPH Analytics
770-978-3173
2018

Aetna Better Health of Louisiana
Provider Satisfaction Survey (9128480)

9C. How satisfied are you with the following: Accessibility of state required behavioral health training.

	Area of Medicine				Physicians in Practice				Years in Practice			Managed Care Volume			Survey Respondent				Insurance Participation				
	Total Answering	Primry Care	Spclty	BH Clin.	Hosp. Loc.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/ Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)
Total	68	19	24	29	8	31	19	12	12	30	25	36	16	13	2	10	38	17	-	18	15	8	26
Total Answering	42	12	13	21	5	20	12	8	7	21	14	20	12	9	2	7	25	7	-	12	10	3	17
	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%
No Answer	7	2	1	4	1	2	3	1	2	2	3	5	1	1	-	-	5	2	-	5	2	-	-
Completely dissatisfied	3	2	-	1	-	1	1	1	1	1	1	2	1	-	1	1	1	-	-	1	1	-	1
	7.1%	16.7%		4.8%		5.0%	8.3%	12.5%	14.3%	4.8%	7.1%	10.0%	8.3%		50.0%	14.3%	4.0%			8.3%	10.0%		5.9%
Somewhat dissatisfied	1	-	-	1	-	1	-	-	-	-	1	-	1	-	-	-	1	-	-	-	1	-	-
	2.4%			4.8%		5.0%					7.1%		8.3%				4.0%				10.0%		
Neither satisfied nor dissatisfied	15	3	8	6	2	7	4	3	2	9	4	10	2	3	-	1	8	5	-	3	5	2	5
	35.7%	25.0%	61.5%	28.6%	40.0%	35.0%	33.3%	37.5%	28.6%	42.9%	28.6%	50.0%	16.7%	33.3%		14.3%	32.0%	71.4%		25.0%	50.0%	66.7%	29.4%
			BD									M					PQ						
Somewhat satisfied	15	3	5	9	2	8	3	4	2	6	7	7	5	3	1	3	9	2	-	4	2	-	9
	35.7%	25.0%	38.5%	42.9%	40.0%	40.0%	25.0%	50.0%	28.6%	28.6%	50.0%	35.0%	41.7%	33.3%	50.0%	42.9%	36.0%	28.6%		33.3%	20.0%		52.9%
																						u	
Completely satisfied	8	4	-	4	1	3	4	-	2	5	1	1	3	3	-	2	6	-	-	4	1	1	2
	19.0%	33.3%		19.0%	20.0%	15.0%	33.3%		28.6%	23.8%	7.1%	5.0%	25.0%	33.3%		28.6%	24.0%			33.3%	10.0%	33.3%	11.8%
														1									
Does not apply	19	5	10	4	2	9	4	3	3	7	8	11	3	3	-	3	8	8	-	1	3	5	9
Summary Rate - Completely satisfied/ Somewhat satisfied	23	7	5	13	3	11	7	4	4	11	8	8	8	6	1	5	15	2	-	8	3	1	11
	54.8%	58.3%	38.5%	61.9%	60.0%	55.0%	58.3%	50.0%	57.1%	52.4%	57.1%	40.0%	66.7%	66.7%	50.0%	71.4%	60.0%	28.6%		66.7%	30.0%	33.3%	64.7%
																r				u			u

Comparison Groups: BCDE/FGH/IJK/LMN/OPQR/STUVW

Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Presented by SPH Analytics

770-978-3173

2018

Aetna Better Health of Louisiana
Provider Satisfaction Survey (9128480)

10A. Ability to provide services to children with special healthcare needs.

	Area of Medicine					Physicians in Practice			Years in Practice			Managed Care Volume			Survey Respondent				Insurance Participation				
	Total Answering	Primry Care	Spclty	BH Clin.	Hosp. Loc.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/ Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)
Total	68	19	24	29	8	31	19	12	12	30	25	36	16	13	2	10	38	17	-	18	15	8	26
Total Answering	38	13	12	17	3	18	10	8	6	21	11	20	7	10	2	2	24	9	-	10	6	4	17
	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%
No Answer	5	-	1	4	1	2	1	1	3	1	1	4	1	-	-	1	3	1	-	5	-	-	-
Completely dissatisfied	1	-	-	1	-	-	-	1	1	-	-	1	-	-	-	1	-	-	-	1	-	-	-
	2.6%			5.9%				12.5%	16.7%			5.0%				50.0%				10.0%			
Somewhat dissatisfied	3	2	2	1	-	1	1	1	1	-	2	2	-	1	1	-	1	1	-	-	2	-	1
	7.9%	15.4%	16.7%	5.9%		5.6%	10.0%	12.5%	16.7%		18.2%	10.0%		10.0%	50.0%		4.2%	11.1%		33.3%			5.9%
Neither satisfied nor dissatisfied	9	2	5	4	1	5	2	2	-	5	4	6	2	1	-	1	5	3	-	1	1	2	5
	23.7%	15.4%	41.7%	23.5%	33.3%	27.8%	20.0%	25.0%		23.8%	36.4%	30.0%	28.6%	10.0%		50.0%	20.8%	33.3%		10.0%	16.7%	50.0%	29.4%
Somewhat satisfied	14	3	5	6	2	6	3	4	1	9	4	7	4	3	1	-	9	3	-	3	3	-	8
	36.8%	23.1%	41.7%	35.3%	66.7%	33.3%	30.0%	50.0%	16.7%	42.9%	36.4%	35.0%	57.1%	30.0%	50.0%		37.5%	33.3%		30.0%	50.0%		47.1%
Completely satisfied	11	6	-	5	-	6	4	-	3	7	1	4	1	5	-	-	9	2	-	5	-	2	3
	28.9%	46.2%		29.4%		33.3%	40.0%		50.0%	33.3%	9.1%	20.0%	14.3%	50.0%			37.5%	22.2%		50.0%		50.0%	17.6%
Does not apply	25	6	11	8	4	11	8	3	3	8	13	12	8	3	-	7	11	7	-	3	9	4	9
Summary Rate - Completely satisfied/ Somewhat satisfied	25	9	5	11	2	12	7	4	4	16	5	11	5	8	1	-	18	5	-	8	3	2	11
	65.8%	69.2%	41.7%	64.7%	66.7%	66.7%	70.0%	50.0%	66.7%	76.2%	45.5%	55.0%	71.4%	80.0%	50.0%		75.0%	55.6%		80.0%	50.0%	50.0%	64.7%

Comparison Groups: BCDE/FGH/IJK/LMN/OPQR/STUVW

Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Presented by SPH Analytics
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2018

Aetna Better Health of Louisiana
Provider Satisfaction Survey (9128480)

10B. Ability to coordinate mental health services, inclusive of residential or inpatient, when needed.

	Area of Medicine					Physicians in Practice			Years in Practice			Managed Care Volume			Survey Respondent			Insurance Participation					
	Total Answering	Primry Care	Spclty	BH Clin.	Hosp. Loc.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/ Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)
Total	68	19	24	29	8	31	19	12	12	30	25	36	16	13	2	10	38	17	-	18	15	8	26
Total Answering	39	14	9	18	5	20	10	8	5	20	14	17	9	11	2	5	23	8	-	10	8	5	15
	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%
No Answer	5	1	1	3	1	1	2	1	3	1	1	3	2	-	-	-	4	1	-	4	1	-	-
Completely dissatisfied	3	2	1	2	-	1	1	1	1	-	2	2	-	1	1	1	1	-	-	1	1	-	1
	7.7%	14.3%	11.1%	11.1%		5.0%	10.0%	12.5%	20.0%		14.3%	11.8%		9.1%	50.0%	20.0%	4.3%			10.0%	12.5%		6.7%
Somewhat dissatisfied	2	2	-	-	-	1	1	-	-	1	1	1	-	1	-	-	2	-	-	-	1	1	-
	5.1%	14.3%				5.0%	10.0%			5.0%	7.1%	5.9%		9.1%			8.7%			12.5%	20.0%		
Neither satisfied nor dissatisfied	10	2	4	4	2	6	1	3	1	4	5	6	2	2	-	-	6	4	-	2	2	1	5
	25.6%	14.3%	44.4%	22.2%	40.0%	30.0%	10.0%	37.5%	20.0%	20.0%	35.7%	35.3%	22.2%	18.2%			26.1%	50.0%		20.0%	25.0%	20.0%	33.3%
Somewhat satisfied	15	3	3	8	2	8	2	4	2	9	4	7	5	3	1	3	7	3	-	4	4	1	6
	38.5%	21.4%	33.3%	44.4%	40.0%	40.0%	20.0%	50.0%	40.0%	45.0%	28.6%	41.2%	55.6%	27.3%	50.0%	60.0%	30.4%	37.5%		40.0%	50.0%	20.0%	40.0%
Completely satisfied	9	5	1	4	1	4	5	-	1	6	2	1	2	4	-	1	7	1	-	3	-	2	3
	23.1%	35.7%	11.1%	22.2%	20.0%	20.0%	50.0%	f	20.0%	30.0%	14.3%	5.9%	22.2%	36.4%	1	20.0%	30.4%	12.5%		30.0%		40.0%	20.0%
Does not apply	24	4	14	8	2	10	7	3	4	9	10	16	5	2	-	5	11	8	-	4	6	3	11
Summary Rate - Completely satisfied/ Somewhat satisfied	24	8	4	12	3	12	7	4	3	15	6	8	7	7	1	4	14	4	-	7	4	3	9
	61.5%	57.1%	44.4%	66.7%	60.0%	60.0%	70.0%	50.0%	60.0%	75.0%	42.9%	47.1%	77.8%	63.6%	50.0%	80.0%	60.9%	50.0%		70.0%	50.0%	60.0%	60.0%

Comparison Groups: BCDE/FGH/IJK/LMN/OPQR/STUVW
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Presented by SPH Analytics
770-978-3173
2018

Aetna Better Health of Louisiana
Provider Satisfaction Survey (9128480)

10C. Ability to coordinate alcohol and/or substance use services, inclusive of residential or inpatient, when needed.

	Area of Medicine					Physicians in Practice			Years in Practice			Managed Care Volume			Survey Respondent			Insurance Participation					
	Total Answering	Primry Care	Spclty	BH Clin.	Hosp. Loc.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)
Total	68	19	24	29	8	31	19	12	12	30	25	36	16	13	2	10	38	17	-	18	15	8	26
Total Answering	32	11	8	16	5	16	7	7	2	18	12	12	9	10	2	5	19	5	-	9	5	3	15
	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%
No Answer	5	1	1	3	1	1	2	1	2	1	2	4	1	-	-	-	4	1	-	4	1	-	-
Completely dissatisfied	1	-	-	1	-	-	-	1	1	-	-	1	-	-	-	1	-	-	-	1	-	-	-
	3.1%			6.3%				14.3%	50.0%			8.3%				20.0%				11.1%			
Somewhat dissatisfied	3	3	1	1	-	2	1	-	-	1	2	1	-	2	1	-	2	-	-	-	1	1	1
	9.4%	27.3%	12.5%	6.3%		12.5%	14.3%			5.6%	16.7%	8.3%		20.0%	50.0%		10.5%				20.0%	33.3%	6.7%
Neither satisfied nor dissatisfied	8	2	3	3	2	5	1	2	-	3	5	4	2	2	-	1	4	3	-	1	1	1	5
	25.0%	18.2%	37.5%	18.8%	40.0%	31.3%	14.3%	28.6%		16.7%	41.7%	33.3%	22.2%	20.0%		20.0%	21.1%	60.0%		11.1%	20.0%	33.3%	33.3%
Somewhat satisfied	11	3	3	6	2	5	1	4	1	7	3	5	3	3	1	1	6	2	-	2	3	-	6
	34.4%	27.3%	37.5%	37.5%	40.0%	31.3%	14.3%	57.1%	50.0%	38.9%	25.0%	41.7%	33.3%	30.0%	50.0%	20.0%	31.6%	40.0%		22.2%	60.0%		40.0%
								g															
Completely satisfied	9	3	1	5	1	4	4	-	-	7	2	1	4	3	-	2	7	-	-	5	-	1	3
	28.1%	27.3%	12.5%	31.3%	20.0%	25.0%	57.1%			38.9%	16.7%	8.3%	44.4%	30.0%		40.0%	36.8%			55.6%		33.3%	20.0%
												L								w			
Does not apply	31	7	15	10	2	14	10	4	8	11	11	20	6	3	-	5	15	11	-	5	9	5	11
Summary Rate - Completely satisfied/ Somewhat satisfied	20	6	4	11	3	9	5	4	1	14	5	6	7	6	1	3	13	2	-	7	3	1	9
	62.5%	54.5%	50.0%	68.8%	60.0%	56.3%	71.4%	57.1%	50.0%	77.8%	41.7%	50.0%	77.8%	60.0%	50.0%	60.0%	68.4%	40.0%		77.8%	60.0%	33.3%	60.0%
										K													

Comparison Groups: BCDE/FGH/IJK/LMN/OPQR/STUVW

Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Presented by SPH Analytics
770-978-3173
2018

Aetna Better Health of Louisiana
Provider Satisfaction Survey (9128480)

10D. Ability to coordinate rehabilitation services when needed.

	Area of Medicine				Physicians in Practice			Years in Practice			Managed Care Volume			Survey Respondent				Insurance Participation					
	Total Answering	Primry Care	Spclty	BH Clin.	Hosp. Loc.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/ Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)
Total	68	19	24	29	8	31	19	12	12	30	25	36	16	13	2	10	38	17	-	18	15	8	26
Total Answering	40	13	10	20	5	20	10	7	5	21	14	19	9	11	2	6	24	7	-	12	7	4	17
	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%
No Answer	4	-	1	3	1	1	1	1	2	1	1	3	1	-	-	-	3	1	-	4	-	-	-
Completely dissatisfied	1	-	-	1	-	-	-	1	1	-	-	1	-	-	-	1	-	-	-	1	-	-	-
	2.5%			5.0%				14.3%	20.0%			5.3%				16.7%				8.3%			
Somewhat dissatisfied	4	4	1	1	-	2	2	-	-	1	3	2	-	2	1	-	3	-	-	-	2	1	1
	10.0%	30.8%	10.0%	5.0%		10.0%	20.0%			4.8%	21.4%	10.5%		18.2%	50.0%		12.5%			28.6%	25.0%	5.9%	
		d																					
Neither satisfied nor dissatisfied	7	2	3	2	2	4	1	2	-	3	4	4	1	2	-	1	3	3	-	1	-	1	5
	17.5%	15.4%	30.0%	10.0%	40.0%	20.0%	10.0%	28.6%		14.3%	28.6%	21.1%	11.1%	18.2%		16.7%	12.5%	42.9%		8.3%		25.0%	29.4%
Somewhat satisfied	15	3	5	7	2	7	2	4	2	9	4	8	4	3	1	1	8	4	-	2	5	-	8
	37.5%	23.1%	50.0%	35.0%	40.0%	35.0%	20.0%	57.1%	40.0%	42.9%	28.6%	42.1%	44.4%	27.3%	50.0%	16.7%	33.3%	57.1%		16.7%	71.4%		47.1%
																		p			T		t
Completely satisfied	13	4	1	9	1	7	5	-	2	8	3	4	4	4	-	3	10	-	-	8	-	2	3
	32.5%	30.8%	10.0%	45.0%	20.0%	35.0%	50.0%		40.0%	38.1%	21.4%	21.1%	44.4%	36.4%		50.0%	41.7%			66.7%		50.0%	17.6%
				C																W			
Does not apply	24	6	13	6	2	10	8	4	5	8	10	14	6	2	-	4	11	9	-	2	8	4	9
Summary Rate - Completely satisfied/ Somewhat satisfied	28	7	6	16	3	14	7	4	4	17	7	12	8	7	1	4	18	4	-	10	5	2	11
	70.0%	53.8%	60.0%	80.0%	60.0%	70.0%	70.0%	57.1%	80.0%	81.0%	50.0%	63.2%	88.9%	63.6%	50.0%	66.7%	75.0%	57.1%		83.3%	71.4%	50.0%	64.7%
									k				1										

Comparison Groups: BCDE/FGH/IJK/LMN/OPQR/STUVW

Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

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Presented by SPH Analytics

770-978-3173

2018

Aetna Better Health of Louisiana
Provider Satisfaction Survey (9128480)

10E. Timeliness.

	Area of Medicine				Physicians in Practice				Years in Practice			Managed Care Volume			Survey Respondent				Insurance Participation				
	Total Answering	Primry Care	Spclty	BH Clin.	Hosp. Loc.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)
Total	68	19	24	29	8	31	19	12	12	30	25	36	16	13	2	10	38	17	-	18	15	8	26
Total Answering	46	14	10	23	7	22	11	10	7	22	17	22	10	11	2	8	26	9	-	14	8	5	18
	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%
No Answer	5	1	2	4	1	1	2	1	2	1	2	3	2	-	-	-	4	1	-	4	1	-	-
Excellent	4	2	-	2	1	2	2	-	-	3	1	1	1	1	-	1	3	-	-	2	-	-	2
	8.7%	14.3%		8.7%	14.3%	9.1%	18.2%			13.6%	5.9%	4.5%	10.0%	9.1%		12.5%	11.5%			14.3%			11.1%
Very good	6	1	2	5	-	6	-	-	2	3	1	4	-	2	-	1	4	-	-	5	-	-	1
	13.0%	7.1%	20.0%	21.7%		27.3%			28.6%	13.6%	5.9%	18.2%		18.2%		12.5%	15.4%			35.7%			5.6%
																				W			
Good	21	3	4	12	3	6	5	8	2	13	6	9	6	5	-	3	10	8	-	5	4	3	9
	45.7%	21.4%	40.0%	52.2%	42.9%	27.3%	45.5%	80.0%	28.6%	59.1%	35.3%	40.9%	60.0%	45.5%		37.5%	38.5%	88.9%		35.7%	50.0%	60.0%	50.0%
				B				Fg										PQ					
Fair	12	6	4	3	3	7	3	1	2	2	8	6	3	2	2	2	7	1	-	1	3	1	6
	26.1%	42.9%	40.0%	13.0%	42.9%	31.8%	27.3%	10.0%	28.6%	9.1%	47.1%	27.3%	30.0%	18.2%	100%	25.0%	26.9%	11.1%		7.1%	37.5%	20.0%	33.3%
		D								J					PQR					t			T
Poor	3	2	-	1	-	1	1	1	1	1	1	2	-	1	-	1	2	-	-	1	1	1	-
	6.5%	14.3%		4.3%		4.5%	9.1%	10.0%	14.3%	4.5%	5.9%	9.1%		9.1%		12.5%	7.7%			7.1%	12.5%	20.0%	
Does not apply	17	4	12	2	-	8	6	1	3	7	6	11	4	2	-	2	8	7	-	-	6	3	8
Summary Rate - Excellent/ Very good	10	3	2	7	1	8	2	-	2	6	2	5	1	3	-	2	7	-	-	7	-	-	3
	21.7%	21.4%	20.0%	30.4%	14.3%	36.4%	18.2%		28.6%	27.3%	11.8%	22.7%	10.0%	27.3%		25.0%	26.9%			50.0%			16.7%
																				W			

Comparison Groups: BCDE/FGH/IJK/LMN/OPQR/STUVW

Independent Z-Test for Percentages (unpooled proportions)

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Aetna Better Health of Louisiana
Provider Satisfaction Survey (9128480)

10F. Accuracy.

	----- Area of -----				- Physicians in -				--- Years in ---				--- Managed Care ---			----- Survey Respondent -----				----- Insurance Participation -----				
	----- Medicine -----				--- Practice ---				--- Practice ---				--- Volume ---											
	Total Answering	Primry Care	Spclty	BH Clin.	Hosp. Loc.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/ Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	
Total	68	19	24	29	8	31	19	12	12	30	25	36	16	13	2	10	38	17	-	18	15	8	26	
Total Answering	49	14	13	23	7	24	12	10	8	22	19	24	11	11	2	8	29	9	-	14	8	6	20	
	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	
No Answer	4	-	1	3	1	1	1	1	2	1	1	3	1	-	-	-	3	1	-	4	-	-	-	
Excellent	5	2	1	2	1	3	2	-	-	3	2	1	2	1	-	1	4	-	-	2	-	-	3	
	10.2%	14.3%	7.7%	8.7%	14.3%	12.5%	16.7%			13.6%	10.5%	4.2%	18.2%	9.1%		12.5%	13.8%			14.3%			15.0%	
Very good	8	2	2	5	-	7	1	-	2	4	2	4	1	3	-	1	6	-	-	5	-	2	1	
	16.3%	14.3%	15.4%	21.7%		29.2%	8.3%		25.0%	18.2%	10.5%	16.7%	9.1%	27.3%		12.5%	20.7%			35.7%		33.3%	5.0%	
						g														W				
Good	20	4	5	10	3	5	6	7	3	13	4	10	4	5	-	2	9	9	-	5	3	1	10	
	40.8%	28.6%	38.5%	43.5%	42.9%	20.8%	50.0%	70.0%	37.5%	59.1%	21.1%	41.7%	36.4%	45.5%		25.0%	31.0%	100.0%		35.7%	37.5%	16.7%	50.0%	
						f		F		K								PQ					v	
Fair	14	5	5	5	3	9	2	2	2	2	10	7	4	2	2	3	9	-	-	1	4	3	6	
	28.6%	35.7%	38.5%	21.7%	42.9%	37.5%	16.7%	20.0%	25.0%	9.1%	52.6%	29.2%	36.4%	18.2%	100%	37.5%	31.0%			7.1%	50.0%	50.0%	30.0%	
								J							PQ					T	T	t		
Poor	2	1	-	1	-	-	1	1	1	-	1	2	-	-	-	1	1	-	-	1	1	-	-	
	4.1%	7.1%		4.3%			8.3%	10.0%	12.5%		5.3%	8.3%				12.5%	3.4%			7.1%	12.5%			
Does not apply	15	5	10	3	-	6	6	1	2	7	5	9	4	2	-	2	6	7	-	-	7	2	6	
Summary Rate - Excellent/ Very good	13	4	3	7	1	10	3	-	2	7	4	5	3	4	-	2	10	-	-	7	-	2	4	
	26.5%	28.6%	23.1%	30.4%	14.3%	41.7%	25.0%		25.0%	31.8%	21.1%	20.8%	27.3%	36.4%		25.0%	34.5%			50.0%		33.3%	20.0%	
																				w				

Comparison Groups: BCDE/FGH/IJK/LMN/OPQR/STUVW

Independent Z-Test for Percentages (unpooled proportions)

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Presented by SPH Analytics

770-978-3173

2018

Aetna Better Health of Louisiana
Provider Satisfaction Survey (9128480)

10G. Sufficiency of information to coordinate care.

	Area of Medicine				Physicians in Practice				Years in Practice			Managed Care Volume			Survey Respondent				Insurance Participation				
	Total Answering	Primry Care	Spclty	BH Clin.	Hosp. Loc.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)
Total	68	19	24	29	8	31	19	12	12	30	25	36	16	13	2	10	38	17	-	18	15	8	26
Total Answering	50	14	14	23	7	24	12	10	8	22	20	25	11	11	2	8	29	10	-	14	8	6	21
	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%
No Answer	4	-	1	3	1	1	1	1	2	1	1	3	1	-	-	-	3	1	-	4	-	-	-
Excellent	7	3	1	2	1	4	2	-	-	4	3	1	3	2	-	1	5	1	-	3	-	-	4
	14.0%	21.4%	7.1%	8.7%	14.3%	16.7%	16.7%			18.2%	15.0%	4.0%	27.3%	18.2%		12.5%	17.2%	10.0%		21.4%			19.0%
Very good	6	2	2	4	-	5	1	-	1	4	1	3	-	3	-	-	5	-	-	4	-	1	1
	12.0%	14.3%	14.3%	17.4%		20.8%	8.3%		12.5%	18.2%	5.0%	12.0%		27.3%			17.2%			28.6%		16.7%	4.8%
Good	24	3	8	13	4	7	7	7	5	11	8	13	7	3	-	4	11	9	-	6	5	1	11
	48.0%	21.4%	57.1%	56.5%	57.1%	29.2%	58.3%	70.0%	62.5%	50.0%	40.0%	52.0%	63.6%	27.3%		50.0%	37.9%	90.0%		42.9%	62.5%	16.7%	52.4%
			B	B	b		f	F					n					PQ			V		v
Fair	11	5	3	3	2	8	1	2	1	3	7	6	1	3	2	2	7	-	-	-	2	4	5
	22.0%	35.7%	21.4%	13.0%	28.6%	33.3%	8.3%	20.0%	12.5%	13.6%	35.0%	24.0%	9.1%	27.3%	100%	25.0%	24.1%				25.0%	66.7%	23.8%
						G				j					PQ						uW		
Poor	2	1	-	1	-	-	1	1	1	-	1	2	-	-	-	1	1	-	-	1	1	-	-
	4.0%	7.1%		4.3%			8.3%	10.0%	12.5%		5.0%	8.0%				12.5%	3.4%			7.1%	12.5%		
Does not apply	14	5	9	3	-	6	6	1	2	7	4	8	4	2	-	2	6	6	-	-	7	2	5
Summary Rate - Excellent/ Very good	13	5	3	6	1	9	3	-	1	8	4	4	3	5	-	1	10	1	-	7	-	1	5
	26.0%	35.7%	21.4%	26.1%	14.3%	37.5%	25.0%		12.5%	36.4%	20.0%	16.0%	27.3%	45.5%		12.5%	34.5%	10.0%		50.0%		16.7%	23.8%
														1			r			v			

Comparison Groups: BCDE/FGH/IJK/LMN/OPQR/STUVW

Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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2018

Aetna Better Health of Louisiana
 Provider Satisfaction Survey (9128480)

A. Please indicate your area of medicine. (Mark all that apply)

	-- Physician Seg. - ----- ID -----			
	Total Answering	PCP	Spclt	Hospt.
	-----	-----	-----	-----
Total Eligible	172	38	124	10
Total Valid Responses	230	51	163	16
Total Respondents	168 100.0%	36 100.0%	123 100.0%	9 100.0%
Primary Care	49 29.2%	32 88.9%	14 11.4%	3 33.3%
Specialty	84 50.0%	9 25.0%	72 58.5%	3 33.3%
Behavioral Health Clinician	67 39.9%	4 11.1%	62 50.4%	1 11.1%
Hospital Location	30 17.9%	6 16.7%	15 12.2%	9 100.0%

Aetna Better Health of Louisiana
Provider Satisfaction Survey (9128480)

B. How many physicians are in your practice?

-- Physician Seg. - ----- ID -----				
Total Answering	PCP	Spclt	Hospt.	
-----	-----	-----	-----	-----
Total	172	38	124	10
Total Answering	158	38	112	8
	100.0%	100.0%	100.0%	100.0%
No Answer	14	-	12	2
Solo	59	14	43	2
	37.3%	36.8%	38.4%	25.0%
2 - 5 physicians	57	16	41	-
	36.1%	42.1%	36.6%	
More than 5 physicians	42	8	28	6
	26.6%	21.1%	25.0%	75.0%

Note: When comparing groups the Z-Test is only valid for large sample sizes (n >=30)

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Aetna Better Health of Louisiana
Provider Satisfaction Survey (9128480)

C. How many years have you been in this practice?

-- Physician Seg. -				
----- ID -----				
Total	PCP	Spclt	Hospt.	
Answering				
-----	-----	-----	-----	-----
Total	172	38	124	10
Total Answering	165	38	119	8
	100.0%	100.0%	100.0%	100.0%
No Answer	7	-	5	2
Less than 5 years	40	11	28	1
	24.2%	28.9%	23.5%	12.5%
5 - 15 years	69	13	55	1
	41.8%	34.2%	46.2%	12.5%
16 years or more	56	14	36	6
	33.9%	36.8%	30.3%	75.0%

Note: When comparing groups the Z-Test is only valid for large sample sizes (n >=30)

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Aetna Better Health of Louisiana
Provider Satisfaction Survey (9128480)

D. What portion of your managed care volume is represented by Aetna Better Health of Louisiana?

	-- Physician Seg. - ----- ID -----			
	Total Answering	PCP	Spclt	Hospt.
	-----	-----	-----	-----
Total	172	38	124	10
Total Answering	155	33	113	9
	100.0%	100.0%	100.0%	100.0%
No Answer	17	5	11	1
None	1 0.6%	1 3.0%	-	-
10% or less	98 63.2%	15 45.5%	77 68.1%	6 66.7%
11 - 20%	32 20.6%	6 18.2%	23 20.4%	3 33.3%
21 - 30%	16 10.3%	6 18.2%	10 8.8%	-
31 - 50%	5 3.2%	3 9.1%	2 1.8%	-
51 - 75%	2 1.3%	1 3.0%	1 0.9%	-
76 - 100%	1 0.6%	1 3.0%	-	-

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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Aetna Better Health of Louisiana
Provider Satisfaction Survey (9128480)

E. Please mark who is completing this survey. (Mark only one)

	-- Physician Seg. - ----- ID -----			
	Total Answering	PCP	Spclt	Hospt.
	-----	-----	-----	-----
Total	172	38	124	10
Total Answering	168	38	121	9
	100.0%	100.0%	100.0%	100.0%
No Answer	4	-	3	1
Physician	11	6	5	-
	6.5%	15.8%	4.1%	
Behavioral Health Clinician	16	-	16	-
	9.5%		13.2%	
Office Manager	95	23	67	5
	56.5%	60.5%	55.4%	55.6%
Nurse	6	1	4	1
	3.6%	2.6%	3.3%	11.1%
Other staff	40	8	29	3
	23.8%	21.1%	24.0%	33.3%

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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Aetna Better Health of Louisiana
 Provider Satisfaction Survey (9128480)

F. What is your preferred method of receiving communications from this health plan?

-- Physician Seg. - ----- ID -----				
Total Answering	PCP	Spclt	Hospt.	
-----	-----	-----	-----	-----
Total	172	38	124	10
Total Answering	163	35	118	10
	100.0%	100.0%	100.0%	100.0%
No Answer	9	3	6	-
Mail	46	8	36	2
	28.2%	22.9%	30.5%	20.0%
Telephone	8	2	6	-
	4.9%	5.7%	5.1%	
Fax	38	11	23	4
	23.3%	31.4%	19.5%	40.0%
Online portal	2	-	2	-
	1.2%		1.7%	
E-mail	59	12	44	3
	36.2%	34.3%	37.3%	30.0%
In person from your Provider Representative	8	1	6	1
	4.9%	2.9%	5.1%	10.0%
Other	2	1	1	-
	1.2%	2.9%	0.8%	

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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Aetna Better Health of Louisiana
Provider Satisfaction Survey (9128480)

G. Please indicate the number of insurance companies with which you or your practice participates.

-- Physician Seg. -				
----- ID -----				
Total	PCP	Spclt	Hospt.	
Answering				
-----	-----	-----	-----	-----
Total	172	38	124	10
Total Answering	169	37	122	10
	100.0%	100.0%	100.0%	100.0%
No Answer	3	1	2	-
3 or fewer	1	-	1	-
	0.6%		0.8%	
4 to 7	39	1	36	2
	23.1%	2.7%	29.5%	20.0%
8 to 11	25	6	19	-
	14.8%	16.2%	15.6%	
12 to 15	26	8	18	-
	15.4%	21.6%	14.8%	
More than 15	78	22	48	8
	46.2%	59.5%	39.3%	80.0%

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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Aetna Better Health of Louisiana
Provider Satisfaction Survey (9128480)

1A. How would you rate Aetna Better Health of Louisiana compared to all other health plans you contract with?

-- Physician Seg. - ----- ID -----				
Total Answering	PCP	Spclt	Hospt.	
-----	-----	-----	-----	-----
Total	172	38	124	10
Total Answering	163	35	118	10
	100.0%	100.0%	100.0%	100.0%
No Answer	1	-	1	-
Well below average	10 6.1%	2 5.7%	8 6.8%	-
Somewhat below average	11 6.7%	3 8.6%	6 5.1%	2 20.0%
Average	97 59.5%	22 62.9%	69 58.5%	6 60.0%
Somewhat above average	35 21.5%	6 17.1%	27 22.9%	2 20.0%
Well above average	10 6.1%	2 5.7%	8 6.8%	-
Not Applicable	8	3	5	-
Summary Rate - Well above average/Somewhat above average	45 27.6%	8 22.9%	35 29.7%	2 20.0%

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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Aetna Better Health of Louisiana
Provider Satisfaction Survey (9128480)

2A. Consistency of reimbursement fees with your contract rates.

-- Physician Seg. -				
----- ID -----				
Total	PCP	Spclt	Hospt.	
Answering				
-----	-----	-----	-----	-----
Total	172	38	124	10
Total Answering	144	30	104	10
	100.0%	100.0%	100.0%	100.0%
No Answer	9	1	8	-
Well below average	7	-	6	1
	4.9%		5.8%	10.0%
Somewhat below average	17	3	13	1
	11.8%	10.0%	12.5%	10.0%
Average	83	20	57	6
	57.6%	66.7%	54.8%	60.0%
Somewhat above average	24	4	18	2
	16.7%	13.3%	17.3%	20.0%
Well above average	13	3	10	-
	9.0%	10.0%	9.6%	
Not Applicable	19	7	12	-
Summary Rate - Well above average/Somewhat above average	37	7	28	2
	25.7%	23.3%	26.9%	20.0%

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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Aetna Better Health of Louisiana
 Provider Satisfaction Survey (9128480)

2B. Accuracy of claims processing.

	-- Physician Seg. -			
	----- ID -----			
Total	PCP	Spclt	Hospt.	
Answering				
-----	-----	-----	-----	-----
Total	172	38	124	10
Total Answering	143	30	104	9
	100.0%	100.0%	100.0%	100.0%
No Answer	10	1	8	1
Well below average	5	-	5	-
	3.5%		4.8%	
Somewhat below average	9	2	7	-
	6.3%	6.7%	6.7%	
Average	83	20	56	7
	58.0%	66.7%	53.8%	77.8%
Somewhat above average	26	4	21	1
	18.2%	13.3%	20.2%	11.1%
Well above average	20	4	15	1
	14.0%	13.3%	14.4%	11.1%
Not Applicable	19	7	12	-
Summary Rate - Well above average/Somewhat above average	46	8	36	2
	32.2%	26.7%	34.6%	22.2%

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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Aetna Better Health of Louisiana
Provider Satisfaction Survey (9128480)

2C. Timeliness of claims processing.

-- Physician Seg. -				
----- ID -----				
Total	PCP	Spclt	Hospt.	
Answering				
-----	-----	-----	-----	-----
Total	172	38	124	10
Total Answering	142	30	102	10
	100.0%	100.0%	100.0%	100.0%
No Answer	10	1	9	-
Well below average	6	-	6	-
	4.2%		5.9%	
Somewhat below average	8	1	7	-
	5.6%	3.3%	6.9%	
Average	85	22	56	7
	59.9%	73.3%	54.9%	70.0%
Somewhat above average	18	3	14	1
	12.7%	10.0%	13.7%	10.0%
Well above average	25	4	19	2
	17.6%	13.3%	18.6%	20.0%
Not Applicable	20	7	13	-
Summary Rate - Well above average/Somewhat above average	43	7	33	3
	30.3%	23.3%	32.4%	30.0%

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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Aetna Better Health of Louisiana
Provider Satisfaction Survey (9128480)

2D. Resolution of claims payment problems or disputes.

-- Physician Seg. -				
----- ID -----				
Total	PCP	Spclt	Hospt.	
Answering				
-----	-----	-----	-----	-----
Total	172	38	124	10
Total Answering	135	31	95	9
	100.0%	100.0%	100.0%	100.0%
No Answer	12	1	11	-
Well below average	11	-	10	1
	8.1%		10.5%	11.1%
Somewhat below average	10	2	8	-
	7.4%	6.5%	8.4%	
Average	67	22	40	5
	49.6%	71.0%	42.1%	55.6%
Somewhat above average	30	4	24	2
	22.2%	12.9%	25.3%	22.2%
Well above average	17	3	13	1
	12.6%	9.7%	13.7%	11.1%
Not Applicable	25	6	18	1
Summary Rate - Well above average/Somewhat above average	47	7	37	3
	34.8%	22.6%	38.9%	33.3%

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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Aetna Better Health of Louisiana
Provider Satisfaction Survey (9128480)

3A. Access to knowledgeable UM staff.

-- Physician Seg. -				
----- ID -----				
Total	PCP	Spclt	Hospt.	
Answering				
-----	-----	-----	-----	-----
Total	172	38	124	10
Total Answering	123	29	89	5
	100.0%	100.0%	100.0%	100.0%
No Answer	14	1	10	3
Well below average	5	2	3	-
	4.1%	6.9%	3.4%	
Somewhat below average	9	3	5	1
	7.3%	10.3%	5.6%	20.0%
Average	77	18	56	3
	62.6%	62.1%	62.9%	60.0%
Somewhat above average	22	4	17	1
	17.9%	13.8%	19.1%	20.0%
Well above average	10	2	8	-
	8.1%	6.9%	9.0%	
Not Applicable	35	8	25	2
Summary Rate - Well above average/Somewhat above average	32	6	25	1
	26.0%	20.7%	28.1%	20.0%

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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Aetna Better Health of Louisiana
Provider Satisfaction Survey (9128480)

3B. Procedures for obtaining pre-certification/referral/authorization information.

	-- Physician Seg. - ----- ID -----			
	Total Answering	PCP	Spclt	Hospt.
	-----	-----	-----	-----
Total	172	38	124	10
Total Answering	133	32	96	5
	100.0%	100.0%	100.0%	100.0%
No Answer	13	1	9	3
Well below average	7 5.3%	1 3.1%	6 6.3%	-
Somewhat below average	8 6.0%	2 6.3%	6 6.3%	-
Average	83 62.4%	23 71.9%	56 58.3%	4 80.0%
Somewhat above average	24 18.0%	4 12.5%	19 19.8%	1 20.0%
Well above average	11 8.3%	2 6.3%	9 9.4%	-
Not Applicable	26	5	19	2
Summary Rate - Well above average/Somewhat above average	35 26.3%	6 18.8%	28 29.2%	1 20.0%

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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Aetna Better Health of Louisiana
Provider Satisfaction Survey (9128480)

3C. Timeliness of obtaining pre-certification/referral/authorization information.

-- Physician Seg. -				
----- ID -----				
Total	PCP	Spclt	Hospt.	
Answering				
-----	-----	-----	-----	-----
Total	172	38	124	10
Total Answering	128	32	91	5
	100.0%	100.0%	100.0%	100.0%
No Answer	14	2	9	3
Well below average	8	1	7	-
	6.3%	3.1%	7.7%	
Somewhat below average	9	3	5	1
	7.0%	9.4%	5.5%	20.0%
Average	70	19	48	3
	54.7%	59.4%	52.7%	60.0%
Somewhat above average	28	6	21	1
	21.9%	18.8%	23.1%	20.0%
Well above average	13	3	10	-
	10.2%	9.4%	11.0%	
Not Applicable	30	4	24	2
Summary Rate - Well above average/Somewhat above average	41	9	31	1
	32.0%	28.1%	34.1%	20.0%

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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Aetna Better Health of Louisiana
Provider Satisfaction Survey (9128480)

3D. The health plan's facilitation/support of appropriate clinical care for patients.

-- Physician Seg. -				
----- ID -----				
Total	PCP	Spclt	Hospt.	
Answering				
-----	-----	-----	-----	-----
Total	172	38	124	10
Total Answering	126	31	90	5
	100.0%	100.0%	100.0%	100.0%
No Answer	14	1	10	3
Well below average	5	2	3	-
	4.0%	6.5%	3.3%	
Somewhat below average	5	2	2	1
	4.0%	6.5%	2.2%	20.0%
Average	86	20	63	3
	68.3%	64.5%	70.0%	60.0%
Somewhat above average	19	4	14	1
	15.1%	12.9%	15.6%	20.0%
Well above average	11	3	8	-
	8.7%	9.7%	8.9%	
Not Applicable	32	6	24	2
Summary Rate - Well above average/Somewhat above average	30	7	22	1
	23.8%	22.6%	24.4%	20.0%

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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Aetna Better Health of Louisiana
Provider Satisfaction Survey (9128480)

3E. Access to Case/Care Managers from this health plan.

	-- Physician Seg. - ----- ID -----			
	Total Answering	PCP	Spclt	Hospt.
	-----	-----	-----	-----
Total	172	38	124	10
Total Answering	117	28	84	5
	100.0%	100.0%	100.0%	100.0%
No Answer	18	2	12	4
Well below average	5 4.3%	1 3.6%	4 4.8%	-
Somewhat below average	10 8.5%	4 14.3%	5 6.0%	1 20.0%
Average	73 62.4%	16 57.1%	54 64.3%	3 60.0%
Somewhat above average	23 19.7%	5 17.9%	17 20.2%	1 20.0%
Well above average	6 5.1%	2 7.1%	4 4.8%	-
Not Applicable	37	8	28	1
Summary Rate - Well above average/Somewhat above average	29 24.8%	7 25.0%	21 25.0%	1 20.0%

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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Aetna Better Health of Louisiana
Provider Satisfaction Survey (9128480)

3F. Degree to which the plan covers and encourages preventive care and wellness.

-- Physician Seg. - ----- ID -----				
Total Answering	PCP	Spclt	Hospt.	
-----	-----	-----	-----	-----
Total	172	38	124	10
Total Answering	124	32	87	5
	100.0%	100.0%	100.0%	100.0%
No Answer	21	2	15	4
Well below average	6 4.8%	1 3.1%	4 4.6%	1 20.0%
Somewhat below average	7 5.6%	2 6.3%	5 5.7%	-
Average	77 62.1%	21 65.6%	53 60.9%	3 60.0%
Somewhat above average	22 17.7%	5 15.6%	17 19.5%	-
Well above average	12 9.7%	3 9.4%	8 9.2%	1 20.0%
Not Applicable	27	4	22	1
Summary Rate - Well above average/Somewhat above average	34 27.4%	8 25.0%	25 28.7%	1 20.0%

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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Aetna Better Health of Louisiana
Provider Satisfaction Survey (9128480)

4A. The number of specialists in this health plan's provider network.

-- Physician Seg. - ----- ID -----				
Total Answering	PCP	Spclt	Hospt.	
-----	-----	-----	-----	-----
Total	172	38	124	10
Total Answering	120	28	87	5
	100.0%	100.0%	100.0%	100.0%
No Answer	21	2	15	4
Well below average	9	5	4	-
	7.5%	17.9%	4.6%	
Somewhat below average	13	5	7	1
	10.8%	17.9%	8.0%	20.0%
Average	64	13	49	2
	53.3%	46.4%	56.3%	40.0%
Somewhat above average	22	2	18	2
	18.3%	7.1%	20.7%	40.0%
Well above average	12	3	9	-
	10.0%	10.7%	10.3%	
Not Applicable	31	8	22	1
Summary Rate - Well above average/Somewhat above average	34	5	27	2
	28.3%	17.9%	31.0%	40.0%

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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Aetna Better Health of Louisiana
 Provider Satisfaction Survey (9128480)

4B. The quality of specialists in this health plan's provider network.

-- Physician Seg. - ----- ID -----				
Total Answering	PCP	Spclt	Hospt.	
-----	-----	-----	-----	-----
Total	172	38	124	10
Total Answering	121	30	86	5
	100.0%	100.0%	100.0%	100.0%
No Answer	20	1	16	3
Well below average	6	3	3	-
	5.0%	10.0%	3.5%	
Somewhat below average	6	3	3	-
	5.0%	10.0%	3.5%	
Average	74	18	53	3
	61.2%	60.0%	61.6%	60.0%
Somewhat above average	23	4	17	2
	19.0%	13.3%	19.8%	40.0%
Well above average	12	2	10	-
	9.9%	6.7%	11.6%	
Not Applicable	31	7	22	2
Summary Rate - Well above average/Somewhat above average	35	6	27	2
	28.9%	20.0%	31.4%	40.0%

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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Provider Satisfaction Survey (9128480)

4C. The timeliness of feedback/reports from specialists in this health plan's provider network.

-- Physician Seg. -				
----- ID -----				
Total	PCP	Spclt	Hospt.	
Answering				
-----	-----	-----	-----	-----
Total	172	38	124	10
Total Answering	110	29	76	5
	100.0%	100.0%	100.0%	100.0%
No Answer	22	2	17	3
Well below average	8	5	3	-
	7.3%	17.2%	3.9%	
Somewhat below average	5	1	4	-
	4.5%	3.4%	5.3%	
Average	71	17	51	3
	64.5%	58.6%	67.1%	60.0%
Somewhat above average	13	4	8	1
	11.8%	13.8%	10.5%	20.0%
Well above average	13	2	10	1
	11.8%	6.9%	13.2%	20.0%
Not Applicable	40	7	31	2
Summary Rate - Well above average/Somewhat above average	26	6	18	2
	23.6%	20.7%	23.7%	40.0%

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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Provider Satisfaction Survey (9128480)

5A. Ease of reaching health plan call center staff over the phone.

-- Physician Seg. - ----- ID -----				
Total Answering	PCP	Spclt	Hospt.	
-----	-----	-----	-----	-----
Total	172	38	124	10
Total Answering	133	27	99	7
	100.0%	100.0%	100.0%	100.0%
No Answer	21	4	14	3
Well below average	6	2	4	-
	4.5%	7.4%	4.0%	
Somewhat below average	10	2	7	1
	7.5%	7.4%	7.1%	14.3%
Average	72	17	51	4
	54.1%	63.0%	51.5%	57.1%
Somewhat above average	24	3	19	2
	18.0%	11.1%	19.2%	28.6%
Well above average	21	3	18	-
	15.8%	11.1%	18.2%	
Not Applicable	18	7	11	-
Summary Rate - Well above average/Somewhat above average	45	6	37	2
	33.8%	22.2%	37.4%	28.6%

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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Provider Satisfaction Survey (9128480)

5B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).

-- Physician Seg. - ----- ID -----				
Total Answering	PCP	Spclt	Hospt.	
-----	-----	-----	-----	-----
Total	172	38	124	10
Total Answering	133	30	96	7
	100.0%	100.0%	100.0%	100.0%
No Answer	21	3	15	3
Well below average	5 3.8%	2 6.7%	3 3.1%	-
Somewhat below average	4 3.0%	-	4 4.2%	-
Average	77 57.9%	19 63.3%	53 55.2%	5 71.4%
Somewhat above average	29 21.8%	5 16.7%	23 24.0%	1 14.3%
Well above average	18 13.5%	4 13.3%	13 13.5%	1 14.3%
Not Applicable	18	5	13	-
Summary Rate - Well above average/Somewhat above average	47 35.3%	9 30.0%	36 37.5%	2 28.6%

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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Provider Satisfaction Survey (9128480)

5C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.

-- Physician Seg. - ----- ID -----				
Total Answering	PCP	Spclt	Hospt.	
-----	-----	-----	-----	-----
Total	172	38	124	10
Total Answering	115	27	82	6
	100.0%	100.0%	100.0%	100.0%
No Answer	22	3	16	3
Well below average	5	2	3	-
	4.3%	7.4%	3.7%	
Somewhat below average	6	2	3	1
	5.2%	7.4%	3.7%	16.7%
Average	67	16	47	4
	58.3%	59.3%	57.3%	66.7%
Somewhat above average	26	5	20	1
	22.6%	18.5%	24.4%	16.7%
Well above average	11	2	9	-
	9.6%	7.4%	11.0%	
Not Applicable	35	8	26	1
Summary Rate - Well above average/Somewhat above average	37	7	29	1
	32.2%	25.9%	35.4%	16.7%

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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Provider Satisfaction Survey (9128480)

5D. Overall satisfaction with health plan's call center service.

-- Physician Seg. -				
----- ID -----				
Total	PCP	Spclt	Hospt.	
Answering				
-----	-----	-----	-----	-----
Total	172	38	124	10
Total Answering	135	29	100	6
	100.0%	100.0%	100.0%	100.0%
No Answer	23	4	15	4
Well below average	6	2	4	-
	4.4%	6.9%	4.0%	
Somewhat below average	5	1	3	1
	3.7%	3.4%	3.0%	16.7%
Average	76	17	56	3
	56.3%	58.6%	56.0%	50.0%
Somewhat above average	31	7	24	-
	23.0%	24.1%	24.0%	
Well above average	17	2	13	2
	12.6%	6.9%	13.0%	33.3%
Not Applicable	14	5	9	-
Summary Rate - Well above average/Somewhat above average	48	9	37	2
	35.6%	31.0%	37.0%	33.3%

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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Provider Satisfaction Survey (9128480)

6A. Do you have a Provider Relations representative from this health plan assigned to your practice?

	-- Physician Seg. -			
	----- ID -----			
	Total			
	Answering	PCP	Spclt	Hospt.
	-----	-----	-----	-----
Total	172	38	124	10
Total Answering	128	26	95	7
	100.0%	100.0%	100.0%	100.0%
No Answer	44	12	29	3
Yes	66	9	54	3
	51.6%	34.6%	56.8%	42.9%
No	62	17	41	4
	48.4%	65.4%	43.2%	57.1%
Summary Rate - Yes	66	9	54	3
	51.6%	34.6%	56.8%	42.9%

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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Provider Satisfaction Survey (9128480)

6B. Provider Relations representative's ability to answer questions and resolve problems.

	-- Physician Seg. - ----- ID -----			
	Total Answering	PCP	Spclt	Hospt.
	-----	-----	-----	-----
Total	66	9	54	3
Total Answering	62	9	50	3
	100.0%	100.0%	100.0%	100.0%
No Answer	-	-	-	-
Well below average	6 9.7%	-	6 12.0%	-
Somewhat below average	3 4.8%	-	2 4.0%	1 33.3%
Average	26 41.9%	5 55.6%	20 40.0%	1 33.3%
Somewhat above average	9 14.5%	2 22.2%	6 12.0%	1 33.3%
Well above average	18 29.0%	2 22.2%	16 32.0%	-
Not Applicable	4	-	4	-
Summary Rate - Well above average/Somewhat above average	27 43.5%	4 44.4%	22 44.0%	1 33.3%

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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Provider Satisfaction Survey (9128480)

6C. Quality of provider orientation process.

	-- Physician Seg. - ----- ID -----			
	Total Answering	PCP	Spclt	Hospt.
	-----	-----	-----	-----
Total	172	38	124	10
Total Answering	111	26	80	5
	100.0%	100.0%	100.0%	100.0%
No Answer	35	6	25	4
Well below average	11	3	8	-
	9.9%	11.5%	10.0%	
Somewhat below average	13	-	11	2
	11.7%		13.8%	40.0%
Average	55	16	38	1
	49.5%	61.5%	47.5%	20.0%
Somewhat above average	18	5	11	2
	16.2%	19.2%	13.8%	40.0%
Well above average	14	2	12	-
	12.6%	7.7%	15.0%	
Not Applicable	26	6	19	1
Summary Rate - Well above average/Somewhat above average	32	7	23	2
	28.8%	26.9%	28.8%	40.0%

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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Provider Satisfaction Survey (9128480)

6D. Quality of written communications, policy bulletins, and manuals.

	-- Physician Seg. - ----- ID -----			
	Total Answering	PCP	Spclt	Hospt.
	-----	-----	-----	-----
Total	172	38	124	10
Total Answering	117	24	87	6
	100.0%	100.0%	100.0%	100.0%
No Answer	37	10	23	4
Well below average	9 7.7%	2 8.3%	7 8.0%	-
Somewhat below average	12 10.3%	2 8.3%	9 10.3%	1 16.7%
Average	64 54.7%	15 62.5%	46 52.9%	3 50.0%
Somewhat above average	17 14.5%	3 12.5%	13 14.9%	1 16.7%
Well above average	15 12.8%	2 8.3%	12 13.8%	1 16.7%
Not Applicable	18	4	14	-
Summary Rate - Well above average/Somewhat above average	32 27.4%	5 20.8%	25 28.7%	2 33.3%

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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Aetna Better Health of Louisiana
Provider Satisfaction Survey (9128480)

11A. Would you recommend Aetna Better Health of Louisiana to other physicians' practices?

-- Physician Seg. -				
----- ID -----				
Total	PCP	Spclt	Hospt.	
Answering				
-----	-----	-----	-----	-----
Total	68	13	52	3
Total Answering	59	12	44	3
	100.0%	100.0%	100.0%	100.0%
No Answer	9	1	8	-
Yes	52	11	39	2
	88.1%	91.7%	88.6%	66.7%
No	7	1	5	1
	11.9%	8.3%	11.4%	33.3%
Summary Rate - Yes	52	11	39	2
	88.1%	91.7%	88.6%	66.7%

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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Aetna Better Health of Louisiana
Provider Satisfaction Survey (9128480)

11B. Please rate your overall satisfaction with Aetna Better Health of Louisiana.

-- Physician Seg. -				
----- ID -----				
Total	PCP	Spclt	Hospt.	
Answering				
-----	-----	-----	-----	-----
Total	68	13	52	3
Total Answering	61	13	45	3
	100.0%	100.0%	100.0%	100.0%
No Answer	6	-	6	-
Completely dissatisfied	4	2	2	-
	6.6%	15.4%	4.4%	
Somewhat dissatisfied	5	-	4	1
	8.2%		8.9%	33.3%
Neither dissatisfied nor satisfied	6	2	4	-
	9.8%	15.4%	8.9%	
Somewhat satisfied	26	3	21	2
	42.6%	23.1%	46.7%	66.7%
Completely satisfied	20	6	14	-
	32.8%	46.2%	31.1%	
Does not apply	1	-	1	-
Summary Rate -	46	9	35	2
Completely satisfied/ Somewhat satisfied	75.4%	69.2%	77.8%	66.7%

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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Aetna Better Health of Louisiana
 Provider Satisfaction Survey (9128480)

11C. Please rate your overall satisfaction with Amerigroup.

-- Physician Seg. -				
----- ID -----				
Total	PCP	Spclt	Hospt.	
Answering				
-----	-----	-----	-----	-----
Total	68	13	52	3
Total Answering	59	12	44	3
	100.0%	100.0%	100.0%	100.0%
No Answer	5	-	5	-
Completely dissatisfied	1	1	-	-
	1.7%	8.3%		
Somewhat dissatisfied	9	-	9	-
	15.3%		20.5%	
Neither dissatisfied nor satisfied	6	2	4	-
	10.2%	16.7%	9.1%	
Somewhat satisfied	26	4	20	2
	44.1%	33.3%	45.5%	66.7%
Completely satisfied	17	5	11	1
	28.8%	41.7%	25.0%	33.3%
Does not apply	4	1	3	-
Summary Rate -	43	9	31	3
Completely satisfied/ Somewhat satisfied	72.9%	75.0%	70.5%	100.0%

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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Aetna Better Health of Louisiana
 Provider Satisfaction Survey (9128480)

11D. Please rate your overall satisfaction with Amerihealth Caritas.

-- Physician Seg. - ----- ID -----				
Total Answering	PCP	Spclt	Hospt.	
-----	-----	-----	-----	-----
Total	68	13	52	3
Total Answering	59	12	44	3
	100.0%	100.0%	100.0%	100.0%
No Answer	5	1	4	-
Completely dissatisfied	1 1.7%	1 8.3%	-	-
Somewhat dissatisfied	4 6.8%	-	4 9.1%	-
Neither dissatisfied nor satisfied	10 16.9%	2 16.7%	8 18.2%	-
Somewhat satisfied	25 42.4%	2 16.7%	20 45.5%	3 100.0%
Completely satisfied	19 32.2%	7 58.3%	12 27.3%	-
Does not apply	4	-	4	-
Summary Rate - Completely satisfied/ Somewhat satisfied	44 74.6%	9 75.0%	32 72.7%	3 100.0%

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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Provider Satisfaction Survey (9128480)

11E. Please rate your overall satisfaction with Louisiana Health Care Connections.

-- Physician Seg. -				
----- ID -----				
Total	PCP	Spclt	Hospt.	
Answering				
-----	-----	-----	-----	-----
Total	68	13	52	3
Total Answering	62	13	46	3
	100.0%	100.0%	100.0%	100.0%
No Answer	5	-	5	-
Completely dissatisfied	2	1	1	-
	3.2%	7.7%	2.2%	
Somewhat dissatisfied	9	-	9	-
	14.5%		19.6%	
Neither dissatisfied nor satisfied	5	-	4	1
	8.1%		8.7%	33.3%
Somewhat satisfied	24	5	17	2
	38.7%	38.5%	37.0%	66.7%
Completely satisfied	22	7	15	-
	35.5%	53.8%	32.6%	
Does not apply	1	-	1	-
Summary Rate -	46	12	32	2
Completely satisfied/ Somewhat satisfied	74.2%	92.3%	69.6%	66.7%

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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 Provider Satisfaction Survey (9128480)

11F. Please rate your overall satisfaction with United.

-- Physician Seg. - ----- ID -----				
Total Answering	PCP	Spclt	Hospt.	
-----	-----	-----	-----	-----
Total	68	13	52	3
Total Answering	60	11	46	3
	100.0%	100.0%	100.0%	100.0%
No Answer	6	2	4	-
Completely dissatisfied	2	1	1	-
	3.3%	9.1%	2.2%	
Somewhat dissatisfied	5	-	5	-
	8.3%		10.9%	
Neither dissatisfied nor satisfied	6	-	6	-
	10.0%		13.0%	
Somewhat satisfied	22	3	16	3
	36.7%	27.3%	34.8%	100.0%
Completely satisfied	25	7	18	-
	41.7%	63.6%	39.1%	
Does not apply	2	-	2	-
Summary Rate - Completely satisfied/ Somewhat satisfied	47	10	34	3
	78.3%	90.9%	73.9%	100.0%

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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Provider Satisfaction Survey (9128480)

7A. Have you logged into and used the Aetna Provider Portal?

	-- Physician Seg. - ----- ID -----			
	Total Answering	PCP	Spclt	Hospt.
	-----	-----	-----	-----
Total	172	38	124	10
Total Answering	138	33	99	6
	100.0%	100.0%	100.0%	100.0%
No Answer	34	5	25	4
Yes	68	13	52	3
	49.3%	39.4%	52.5%	50.0%
No	70	20	47	3
	50.7%	60.6%	47.5%	50.0%
Summary Rate - Yes	68	13	52	3
	49.3%	39.4%	52.5%	50.0%

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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Provider Satisfaction Survey (9128480)

7B. Finding information you needed regarding member eligibility.

-- Physician Seg. -				
----- ID -----				
Total	PCP	Spclt	Hospt.	
Answering				
-----	-----	-----	-----	-----
Total	68	13	52	3
Total Answering	58	10	45	3
	100.0%	100.0%	100.0%	100.0%
No Answer	10	3	7	-
Completely dissatisfied	3	1	1	1
	5.2%	10.0%	2.2%	33.3%
Somewhat dissatisfied	1	-	1	-
	1.7%		2.2%	
Neither satisfied nor dissatisfied	11	-	11	-
	19.0%		24.4%	
Somewhat satisfied	24	5	17	2
	41.4%	50.0%	37.8%	66.7%
Completely satisfied	19	4	15	-
	32.8%	40.0%	33.3%	
Summary Rate -	43	9	32	2
Completely satisfied/	74.1%	90.0%	71.1%	66.7%
Somewhat satisfied				

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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Provider Satisfaction Survey (9128480)

7C. Finding information you needed regarding claim payments or remittance advices.

-- Physician Seg. -				
----- ID -----				
Total	PCP	Spclt	Hospt.	
Answering				
-----	-----	-----	-----	-----
Total	68	13	52	3
Total Answering	57	10	44	3
	100.0%	100.0%	100.0%	100.0%
No Answer	11	3	8	-
Completely dissatisfied	3	1	2	-
	5.3%	10.0%	4.5%	
Somewhat dissatisfied	3	-	2	1
	5.3%		4.5%	33.3%
Neither satisfied nor dissatisfied	10	1	9	-
	17.5%	10.0%	20.5%	
Somewhat satisfied	19	3	14	2
	33.3%	30.0%	31.8%	66.7%
Completely satisfied	22	5	17	-
	38.6%	50.0%	38.6%	
Summary Rate -	41	8	31	2
Completely satisfied/ Somewhat satisfied	71.9%	80.0%	70.5%	66.7%

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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Provider Satisfaction Survey (9128480)

7D. Finding information you needed regarding the patient (member) Gaps in Care Report.

-- Physician Seg. -				
----- ID -----				
Total	PCP	Spclt	Hospt.	
Answering				
-----	-----	-----	-----	-----
Total	68	13	52	3
Total Answering	41	9	31	1
	100.0%	100.0%	100.0%	100.0%
No Answer	12	4	8	-
Completely dissatisfied	4	2	1	1
	9.8%	22.2%	3.2%	100.0%
Somewhat dissatisfied	-	-	-	-
Neither dissatisfied nor satisfied	7	1	6	-
	17.1%	11.1%	19.4%	
Somewhat satisfied	18	2	16	-
	43.9%	22.2%	51.6%	
Completely satisfied	12	4	8	-
	29.3%	44.4%	25.8%	
N/A because we are not a PCP (Primary Care Provider) practice and/or not yet available from my health plan	15	-	13	2
Summary Rate - Completely satisfied/Somewhat satisfied	30	6	24	-
	73.2%	66.7%	77.4%	

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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Provider Satisfaction Survey (9128480)

7E. The portal's prior authorization, requirement submissions, and confirmations functions.

-- Physician Seg. -				
----- ID -----				
Total	PCP	Spclt	Hospt.	
Answering				
-----	-----	-----	-----	-----
Total	68	13	52	3
Total Answering	52	9	40	3
	100.0%	100.0%	100.0%	100.0%
No Answer	16	4	12	-
Completely dissatisfied	3	-	2	1
	5.8%		5.0%	33.3%
Somewhat dissatisfied	-	-	-	-
Neither satisfied nor dissatisfied	14	-	14	-
	26.9%		35.0%	
Somewhat satisfied	25	5	18	2
	48.1%	55.6%	45.0%	66.7%
Completely satisfied	10	4	6	-
	19.2%	44.4%	15.0%	
Summary Rate -	35	9	24	2
Completely satisfied/ Somewhat satisfied	67.3%	100.0%	60.0%	66.7%

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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Provider Satisfaction Survey (9128480)

7F. The portal's reporting functions.

	-- Physician Seg. - ----- ID -----			
	Total Answering	PCP	Spclt	Hospt.
	-----	-----	-----	-----
Total	68	13	52	3
Total Answering	53	9	41	3
	100.0%	100.0%	100.0%	100.0%
No Answer	15	4	11	-
Completely dissatisfied	2	-	1	1
	3.8%		2.4%	33.3%
Somewhat dissatisfied	-	-	-	-
Neither satisfied nor dissatisfied	15	-	14	1
	28.3%		34.1%	33.3%
Somewhat satisfied	24	5	18	1
	45.3%	55.6%	43.9%	33.3%
Completely satisfied	12	4	8	-
	22.6%	44.4%	19.5%	
Summary Rate -	36	9	26	1
Completely satisfied/ Somewhat satisfied	67.9%	100.0%	63.4%	33.3%

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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Provider Satisfaction Survey (9128480)

7H. What number would you use to rate your overall experience with the Provider Portal?

-- Physician Seg. - ----- ID -----				
Total Answering	PCP	Spclt	Hospt.	
-----	-----	-----	-----	-----
Total	68	13	52	3
Total Answering	57	9	45	3
	100.0%	100.0%	100.0%	100.0%
No Answer	11	4	7	-
0	2	-	2	-
	3.5%		4.4%	
1	-	-	-	-
2	2	1	-	1
	3.5%	11.1%		33.3%
3	2	-	2	-
	3.5%		4.4%	
4	1	-	1	-
	1.8%		2.2%	
5	9	-	9	-
	15.8%		20.0%	
6	9	-	9	-
	15.8%		20.0%	
7	12	2	9	1
	21.1%	22.2%	20.0%	33.3%
8	8	1	6	1
	14.0%	11.1%	13.3%	33.3%
9	3	-	3	-
	5.3%		6.7%	
10	9	5	4	-
	15.8%	55.6%	8.9%	
Summary Rate - 8-10	20	6	13	1
	35.1%	66.7%	28.9%	33.3%

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Presented by SPH Analytics
770-978-3173
2018

Aetna Better Health of Louisiana
Provider Satisfaction Survey (9128480)

8A. Are you aware that Aetna Better Health of Louisiana offers a language assistance / telephone interpreter service to you when caring for our members?

	-- Physician Seg. -			
	----- ID -----			
	Total			
	Answering	PCP	Spclt	Hospt.
	-----	-----	-----	-----
Total	68	13	52	3
Total Answering	59	10	46	3
	100.0%	100.0%	100.0%	100.0%
No Answer	9	3	6	-
Yes	34	5	27	2
	57.6%	50.0%	58.7%	66.7%
No	25	5	19	1
	42.4%	50.0%	41.3%	33.3%
Summary Rate - Yes	34	5	27	2
	57.6%	50.0%	58.7%	66.7%

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Presented by SPH Analytics
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2018

Aetna Better Health of Louisiana
 Provider Satisfaction Survey (9128480)

8B. Have you used this service?

-- Physician Seg. -				
----- ID -----				
Total	PCP	Spclt	Hospt.	
Answering				
-----	-----	-----	-----	-----
Total	34	5	27	2
Total Answering	32	5	25	2
	100.0%	100.0%	100.0%	100.0%
No Answer	2	-	2	-
Yes	1	-	1	-
	3.1%		4.0%	
No	31	5	24	2
	96.9%	100.0%	96.0%	100.0%
Summary Rate - Yes	1	-	1	-
	3.1%		4.0%	

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Presented by SPH Analytics
 770-978-3173
 2018

Aetna Better Health of Louisiana
Provider Satisfaction Survey (9128480)

8C. How satisfied are you with Aetna Better Health of Louisiana's language assistance service?

	-- Physician Seg. - ----- ID -----			
	Total Answering	PCP	Spclt	Hospt.
	-----	-----	-----	-----
Total	1	-	1	-
Total Answering	1 100.0%	-	1 100.0%	-
No Answer	-	-	-	-
Completely dissatisfied	-	-	-	-
Somewhat dissatisfied	-	-	-	-
Neither satisfied nor dissatisfied	-	-	-	-
Somewhat satisfied	1 100.0%	-	1 100.0%	-
Completely satisfied	-	-	-	-
Does not apply	-	-	-	-
Summary Rate - Completely satisfied/ Somewhat satisfied	1 100.0%	-	1 100.0%	-

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Presented by SPH Analytics
770-978-3173
2018

Aetna Better Health of Louisiana
Provider Satisfaction Survey (9128480)

9A. How satisfied are you with the following: Information you received in the provider manual on Cultural Competency.

-- Physician Seg. - ----- ID -----				
Total Answering	PCP	Spclt	Hospt.	
-----	-----	-----	-----	-----
Total	68	13	52	3
Total Answering	39	7	31	1
	100.0%	100.0%	100.0%	100.0%
No Answer	10	3	7	-
Completely dissatisfied	2	1	1	-
	5.1%	14.3%	3.2%	
Somewhat dissatisfied	-	-	-	-
Neither satisfied nor dissatisfied	8	-	8	-
	20.5%		25.8%	
Somewhat satisfied	17	2	14	1
	43.6%	28.6%	45.2%	100.0%
Completely satisfied	12	4	8	-
	30.8%	57.1%	25.8%	
Does not apply	19	3	14	2
Summary Rate - Completely satisfied/ Somewhat satisfied	29	6	22	1
	74.4%	85.7%	71.0%	100.0%

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Presented by SPH Analytics
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Aetna Better Health of Louisiana
Provider Satisfaction Survey (9128480)

9B. How satisfied are you with the following: Cultural Competency training materials and sessions.

	-- Physician Seg. - ----- ID -----			
	Total Answering	PCP	Spclt	Hospt.
	-----	-----	-----	-----
Total	68	13	52	3
Total Answering	45	9	35	1
	100.0%	100.0%	100.0%	100.0%
No Answer	6	1	5	-
Completely dissatisfied	3	1	2	-
	6.7%	11.1%	5.7%	
Somewhat dissatisfied	-	-	-	-
Neither satisfied nor dissatisfied	14	1	12	1
	31.1%	11.1%	34.3%	100.0%
Somewhat satisfied	16	4	12	-
	35.6%	44.4%	34.3%	
Completely satisfied	12	3	9	-
	26.7%	33.3%	25.7%	
Does not apply	17	3	12	2
Summary Rate - Completely satisfied/ Somewhat satisfied	28	7	21	-
	62.2%	77.8%	60.0%	

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Presented by SPH Analytics
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2018

Aetna Better Health of Louisiana
Provider Satisfaction Survey (9128480)

9C. How satisfied are you with the following: Accessibility of state required behavioral health training.

-- Physician Seg. -				
----- ID -----				
Total	PCP	Spclt	Hospt.	
Answering				
-----	-----	-----	-----	-----
Total	68	13	52	3
Total Answering	42	7	33	2
	100.0%	100.0%	100.0%	100.0%
No Answer	7	2	5	-
Completely dissatisfied	3	2	1	-
	7.1%	28.6%	3.0%	
Somewhat dissatisfied	1	-	1	-
	2.4%		3.0%	
Neither satisfied nor dissatisfied	15	-	15	-
	35.7%		45.5%	
Somewhat satisfied	15	3	10	2
	35.7%	42.9%	30.3%	100.0%
Completely satisfied	8	2	6	-
	19.0%	28.6%	18.2%	
Does not apply	19	4	14	1
Summary Rate -	23	5	16	2
Completely satisfied/ Somewhat satisfied	54.8%	71.4%	48.5%	100.0%

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Presented by SPH Analytics
770-978-3173
2018

Aetna Better Health of Louisiana
Provider Satisfaction Survey (9128480)

10A. Ability to provide services to children with special healthcare needs.

	-- Physician Seg. - ----- ID -----			
	Total Answering	PCP	Spclt	Hospt.
	-----	-----	-----	-----
Total	68	13	52	3
Total Answering	38	8	28	2
	100.0%	100.0%	100.0%	100.0%
No Answer	5	-	5	-
Completely dissatisfied	1 2.6%	-	1 3.6%	-
Somewhat dissatisfied	3 7.9%	2 25.0%	1 3.6%	-
Neither satisfied nor dissatisfied	9 23.7%	1 12.5%	8 28.6%	-
Somewhat satisfied	14 36.8%	2 25.0%	10 35.7%	2 100.0%
Completely satisfied	11 28.9%	3 37.5%	8 28.6%	-
Does not apply	25	5	19	1
Summary Rate - Completely satisfied/ Somewhat satisfied	25 65.8%	5 62.5%	18 64.3%	2 100.0%

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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2018

Aetna Better Health of Louisiana
Provider Satisfaction Survey (9128480)

10B. Ability to coordinate mental health services, inclusive of residential or inpatient, when needed.

-- Physician Seg. - ----- ID -----				
Total Answering	PCP	Spclt	Hospt.	
-----	-----	-----	-----	-----
Total	68	13	52	3
Total Answering	39	10	27	2
	100.0%	100.0%	100.0%	100.0%
No Answer	5	1	4	-
Completely dissatisfied	3	2	1	-
	7.7%	20.0%	3.7%	
Somewhat dissatisfied	2	2	-	-
	5.1%	20.0%		
Neither satisfied nor dissatisfied	10	1	9	-
	25.6%	10.0%	33.3%	
Somewhat satisfied	15	2	11	2
	38.5%	20.0%	40.7%	100.0%
Completely satisfied	9	3	6	-
	23.1%	30.0%	22.2%	
Does not apply	24	2	21	1
Summary Rate - Completely satisfied/ Somewhat satisfied	24	5	17	2
	61.5%	50.0%	63.0%	100.0%

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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2018

Aetna Better Health of Louisiana
Provider Satisfaction Survey (9128480)

10C. Ability to coordinate alcohol and/or substance use services, inclusive of residential or inpatient, when needed.

	-- Physician Seg. - ----- ID -----			
	Total Answering	PCP	Spclt	Hospt.
	-----	-----	-----	-----
Total	68	13	52	3
Total Answering	32	7	23	2
	100.0%	100.0%	100.0%	100.0%
No Answer	5	1	4	-
Completely dissatisfied	1 3.1%	-	1 4.3%	-
Somewhat dissatisfied	3 9.4%	3 42.9%	-	-
Neither satisfied nor dissatisfied	8 25.0%	1 14.3%	7 30.4%	-
Somewhat satisfied	11 34.4%	2 28.6%	8 34.8%	1 50.0%
Completely satisfied	9 28.1%	1 14.3%	7 30.4%	1 50.0%
Does not apply	31	5	25	1
Summary Rate - Completely satisfied/ Somewhat satisfied	20 62.5%	3 42.9%	15 65.2%	2 100.0%

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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Aetna Better Health of Louisiana
 Provider Satisfaction Survey (9128480)

10D. Ability to coordinate rehabilitation services when needed.

-- Physician Seg. - ----- ID -----				
Total Answering	PCP	Spclt	Hospt.	
-----	-----	-----	-----	-----
Total	68	13	52	3
Total Answering	40	9	30	1
	100.0%	100.0%	100.0%	100.0%
No Answer	4	-	4	-
Completely dissatisfied	1 2.5%	-	1 3.3%	-
Somewhat dissatisfied	4 10.0%	4 44.4%	-	-
Neither satisfied nor dissatisfied	7 17.5%	1 11.1%	6 20.0%	-
Somewhat satisfied	15 37.5%	2 22.2%	12 40.0%	1 100.0%
Completely satisfied	13 32.5%	2 22.2%	11 36.7%	-
Does not apply	24	4	18	2
Summary Rate - Completely satisfied/ Somewhat satisfied	28 70.0%	4 44.4%	23 76.7%	1 100.0%

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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Aetna Better Health of Louisiana
 Provider Satisfaction Survey (9128480)

10E. Timeliness.

-- Physician Seg. -				
----- ID -----				
Total	PCP	Spclt	Hospt.	
Answering				
-----	-----	-----	-----	-----
Total	68	13	52	3
Total Answering	46	9	34	3
	100.0%	100.0%	100.0%	100.0%
No Answer	5	-	5	-
Excellent	4	-	4	-
	8.7%		11.8%	
Very good	6	1	5	-
	13.0%	11.1%	14.7%	
Good	21	1	18	2
	45.7%	11.1%	52.9%	66.7%
Fair	12	5	6	1
	26.1%	55.6%	17.6%	33.3%
Poor	3	2	1	-
	6.5%	22.2%	2.9%	
Does not apply	17	4	13	-
Summary Rate - Excellent/ Very good	10	1	9	-
	21.7%	11.1%	26.5%	

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Presented by SPH Analytics
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 2018

Aetna Better Health of Louisiana
 Provider Satisfaction Survey (9128480)

10F. Accuracy.

-- Physician Seg. -				
----- ID -----				
Total	PCP	Spclt	Hospt.	
Answering				
-----	-----	-----	-----	-----
Total	68	13	52	3
Total Answering	49	9	37	3
	100.0%	100.0%	100.0%	100.0%
No Answer	4	-	4	-
Excellent	5	-	5	-
	10.2%		13.5%	
Very good	8	2	5	1
	16.3%	22.2%	13.5%	33.3%
Good	20	2	17	1
	40.8%	22.2%	45.9%	33.3%
Fair	14	4	9	1
	28.6%	44.4%	24.3%	33.3%
Poor	2	1	1	-
	4.1%	11.1%	2.7%	
Does not apply	15	4	11	-
Summary Rate - Excellent/ Very good	13	2	10	1
	26.5%	22.2%	27.0%	33.3%

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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 2018

Aetna Better Health of Louisiana
Provider Satisfaction Survey (9128480)

10G. Sufficiency of information to coordinate care.

-- Physician Seg. -				
----- ID -----				
Total	PCP	Spclt	Hospt.	
Answering				
-----	-----	-----	-----	-----
Total	68	13	52	3
Total Answering	50	9	38	3
	100.0%	100.0%	100.0%	100.0%
No Answer	4	-	4	-
Excellent	7	-	6	1
	14.0%		15.8%	33.3%
Very good	6	2	4	-
	12.0%	22.2%	10.5%	
Good	24	2	21	1
	48.0%	22.2%	55.3%	33.3%
Fair	11	4	6	1
	22.0%	44.4%	15.8%	33.3%
Poor	2	1	1	-
	4.0%	11.1%	2.6%	
Does not apply	14	4	10	-
Summary Rate - Excellent/ Very good	13	2	10	1
	26.0%	22.2%	26.3%	33.3%

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Presented by SPH Analytics
770-978-3173
2018

14. Glossary of Terms

Attributes are the individual questions that relate to specific characteristics of the health plan.

Composites are the mean of the Summary Rates of attributes with similar question topics.

Rating questions use a scale of 'Completely dissatisfied' to 'Completely satisfied' to assess overall experience with Aetna Better Health of Louisiana.

Summary Rates are single statistics generated for a survey question. Summary Rates represent the percentage of respondents who chose the most favorable response option(s) ('Well above average' or 'Somewhat above average,' 'Yes,' 'Completely satisfied' or 'Somewhat satisfied,' '8-10,' and 'Excellent' or 'Very good').

SPH Analytics Aggregate Book of Business (2016)

The 2016 SPH Analytics Aggregate Book of Business is a benchmark containing data from 83 plans representing 22,418 respondents in Primary Care, Specialty, and Behavioral Health areas of medicine.

SPH Analytics Medicaid Book of Business (2016)

The 2016 SPH Analytics Medicaid Book of Business is a benchmark containing data from 58 plans representing 14,957 respondents in Primary Care, Specialty, and Behavioral Health areas of medicine.

15. Appendix A: Question Summaries

The proportion of respondents who fall into each response category for all questions is shown beginning on page A.1. Each question addresses the provider's rating of Aetna Better Health of Louisiana. The Question Summary pages are broken down into several sections, which are described below.

Valid n & Category Responses

The Valid n column shows the number of respondents who chose to answer the question. This number may be lower than the total number of respondents who completed the survey because respondents either chose not to answer the question (left the question blank on the survey tool) or selected 'Not Applicable.' The Category Responses section provides the percentage of respondents who selected each response option.

Summary Rates

The Summary Rates section provides trend (if applicable) and benchmark comparisons of Aetna Better Health of Louisiana's Summary Rates. The Summary Rate is the proportion of respondents choosing the most positive response option(s) for each question. Typically, it is the sum of the proportion of respondents who selected 'Well above average' or 'Somewhat above average.' For all other questions, the Summary Rate is the sum of the bold category responses.

Mean Scores

The Mean Scores section provides further analysis of your results. While Summary Rates are very helpful in that they highlight areas where your plan scores well, they are not a complete indication of performance.

Mean Scores provide an average of responses. The score is calculated by assigning a value of one to five to each response option. For example, 'Well above average' receives a score of 5, while 'Well below average' receives a score of 1. Therefore, higher Mean Scores indicate more favorable responses, while lower Mean Scores indicate unfavorable responses.

For example, the Mean Score for Aetna Better Health of Louisiana in the example below is 3.13, meaning that the average response option chosen is between 'Average' and 'Somewhat above average.'

Question	Plan	Plan Mean	2016 SPH B.o.B Mean
2A. Consistency of reimbursement fees with your contract rates.	Aetna Better Health of Louisiana	3.13	3.16

Charts A.1 – A.11

Question Summaries

Demographics

172 Total Respondents

Survey Item	Valid n	Category Responses						
A. Please indicate your area of medicine. (Mark all that apply)	168	<u>Primary Care</u>	<u>Specialty</u>	<u>Behavioral Health Clinician</u>	<u>Hospital Location</u>			
		29.2%	50.0%	39.9%	17.9%			
B. How many physicians are in your practice?	158	<u>Solo</u>	<u>2 - 5 physicians</u>	<u>More than 5 physicians</u>				
		37.3%	36.1%	26.6%				
C. How many years have you been in this practice?	165	<u>Less than 5 years</u>	<u>5 - 15 years</u>	<u>16 years or more</u>				
		24.2%	41.8%	33.9%				
D. What portion of your managed care volume is represented by Aetna Better Health of Louisiana?	155	<u>None</u>	<u>10% or less</u>	<u>11 - 20%</u>	<u>21 - 30%</u>	<u>31 - 50%</u>	<u>51 - 75%</u>	<u>76 - 100%</u>
		0.6%	63.2%	20.6%	10.3%	3.2%	1.3%	0.6%
E. Please mark who is completing this survey. (Mark only one)	168	<u>Physician</u>	<u>Behavioral Health Clinician</u>	<u>Office Manager</u>	<u>Nurse</u>	<u>Other staff</u>		
		6.5%	9.5%	56.5%	3.6%	23.8%		
F. What is your preferred method of receiving communications from this health plan?	163	<u>Mail</u>	<u>Telephone</u>	<u>Fax</u>	<u>Online portal</u>	<u>E-mail</u>	<u>In person from your Provider Representative</u>	<u>Other</u>
		28.2%	4.9%	23.3%	1.2%	36.2%	4.9%	1.2%
G. Please indicate the number of insurance companies with which you or your practice participates.	169	<u>3 or fewer</u>	<u>4 to 7</u>	<u>8 to 11</u>	<u>12 to 15</u>	<u>More than 15</u>		
		0.6%	23.1%	14.8%	15.4%	46.2%		

Note: The sum of responses for Area of Medicine may be greater than 100% as respondents are able to choose multiple response options.

Question Summaries

Comparative Rating

172 Total Respondents

This first question asks you to think about Aetna Better Health of Louisiana in comparison to all of the other health plans that you work with.		Category Responses						Summary Rate Scores*				Mean Scores**	
Survey Item	Valid n	<u>Well above average</u>	<u>Somewhat above average</u>	<u>Average</u>	<u>Somewhat below average</u>	<u>Well below average</u>	<u>Not Applicable</u>	2017	2016	2015	Medicaid BoB***	2017	Medicaid BoB***
1A. How would you rate Aetna Better Health of Louisiana compared to all other health plans you contract with?	163	6.1%	21.5%	59.5%	6.7%	6.1%	n = 8	27.6%	31.8%		33.6%	3.15	3.26

* Summary Rate Scores represent the most favorable response options ("Well above average" & "Somewhat above average").

** Mean scores are the average of all responses.

*** B.o.B. represents the 2016 SPH Analytics Medicaid Book of Business Benchmark, which consists of Primary Care Physicians, Specialists, and Behavioral Health Clinicians.

Note: Significance Testing - Cells highlighted in red denote current year plan percentage is significantly lower when compared to trend or benchmark data; Cells highlighted in green denote current year plan percentage is significantly higher when compared to trend or benchmark data; No color denotes that there was no significant difference between the percentages or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Question Summaries

Finance Issues

172 Total Respondents

These questions ask about Finance Issues. Please rate Aetna Better Health of Louisiana in the following service areas when compared to your experience with other health plans you work with.		Category Responses						Summary Rate Scores*				Mean Scores**	
Survey Item	Valid n	<u>Well above average</u>	<u>Somewhat above average</u>	<u>Average</u>	<u>Somewhat below average</u>	<u>Well below average</u>	<u>Not Applicable</u>	2017	2016	2015	Medicaid BoB***	2017	Medicaid BoB***
2A. Consistency of reimbursement fees with your contract rates.	144	9.0%	16.7%	57.6%	11.8%	4.9%	n = 19	25.7%	31.8%		29.5%	3.13	3.16
2B. Accuracy of claims processing.	143	14.0%	18.2%	58.0%	6.3%	3.5%	n = 19	32.2%	39.6%		33.7%	3.33	3.29
2C. Timeliness of claims processing.	142	17.6%	12.7%	59.9%	5.6%	4.2%	n = 20	30.3%	38.5%		35.1%	3.34	3.34
2D. Resolution of claims payment problems or disputes.	135	12.6%	22.2%	49.6%	7.4%	8.1%	n = 25	34.8%	33.6%		28.4%	3.24	3.12

* Summary Rate Scores represent the most favorable response options ("Well above average" & "Somewhat above average").

** Mean scores are the average of all responses.

*** B.o.B. represents the 2016 SPH Analytics Medicaid Book of Business Benchmark, which consists of Primary Care Physicians, Specialists, and Behavioral Health Clinicians.

Note: Significance Testing - Cells highlighted in red denote current year plan percentage is significantly lower when compared to trend or benchmark data; Cells highlighted in green denote current year plan percentage is significantly higher when compared to trend or benchmark data; No color denotes that there was no significant difference between the percentages or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Question Summaries

Utilization and Quality Management

172 Total Respondents

These questions ask about Utilization and Quality Management. Please rate Aetna Better Health of Louisiana in the following service areas when compared to your experience with other health plans you work with.		Category Responses						Summary Rate Scores*				Mean Scores**	
Survey Item	Valid n	Well above average	Somewhat above average	Average	Somewhat below average	Well below average	Not Applicable	2017	2016	2015	Medicaid BoB***	2017	Medicaid BoB***
3A. Access to knowledgeable UM staff.	123	8.1%	17.9%	62.6%	7.3%	4.1%	n = 35	26.0%	29.4%		29.9%	3.19	3.25
3B. Procedures for obtaining pre-certification/referral/authorization information.	133	8.3%	18.0%	62.4%	6.0%	5.3%	n = 26	26.3%	37.3%		31.1%	3.18	3.20
3C. Timeliness of obtaining pre-certification/referral/authorization information.	128	10.2%	21.9%	54.7%	7.0%	6.3%	n = 30	32.0%	33.3%		31.1%	3.23	3.21
3D. The health plan’s facilitation/support of appropriate clinical care for patients.	126	8.7%	15.1%	68.3%	4.0%	4.0%	n = 32	23.8%	33.1%		30.1%	3.21	3.27
3E. Access to Case/Care Managers from this health plan.	117	5.1%	19.7%	62.4%	8.5%	4.3%	n = 37	24.8%	31.4%		29.2%	3.13	3.24
3F. Degree to which the plan covers and encourages preventive care and wellness.	124	9.7%	17.7%	62.1%	5.6%	4.8%	n = 27	27.4%	38.8%		38.5%	3.22	3.43

* Summary Rate Scores represent the most favorable response options ("Well above average" & "Somewhat above average").

** Mean scores are the average of all responses.

*** B.o.B. represents the 2016 SPH Analytics Medicaid Book of Business Benchmark, which consists of Primary Care Physicians, Specialists, and Behavioral Health Clinicians.

Note: Significance Testing - Cells highlighted in red denote current year plan percentage is significantly lower when compared to trend or benchmark data; Cells highlighted in green denote current year plan percentage is significantly higher when compared to trend or benchmark data; No color denotes that there was no significant difference between the percentages or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Question Summaries

Network/Coordination of Care

172 Total Respondents

These questions ask about Aetna Better Health of Louisiana's network providers. Please rate Aetna Better Health of Louisiana in the following service areas when compared to your experience with other health plans you work with.		Category Responses						Summary Rate Scores*				Mean Scores**	
Survey Item	Valid n	<u>Well above average</u>	<u>Somewhat above average</u>	<u>Average</u>	<u>Somewhat below average</u>	<u>Well below average</u>	<u>Not Applicable</u>	2017	2016	2015	Medicaid BoB***	2017	Medicaid BoB***
4A. The number of specialists in this health plan's provider network.	120	10.0%	18.3%	53.3%	10.8%	7.5%	n = 31	28.3%	27.6%		25.4%	3.13	3.04
4B. The quality of specialists in this health plan's provider network.	121	9.9%	19.0%	61.2%	5.0%	5.0%	n = 31	28.9%	36.3%		32.3%	3.24	3.30
4C. The timeliness of feedback/reports from specialists in this health plan's provider network.	110	11.8%	11.8%	64.5%	4.5%	7.3%	n = 40	23.6%	29.8%		27.9%	3.16	3.24

* Summary Rate Scores represent the most favorable response options ("Well above average" & "Somewhat above average").

** Mean scores are the average of all responses.

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Note: Significance Testing - Cells highlighted in red denote current year plan percentage is significantly lower when compared to trend or benchmark data; Cells highlighted in green denote current year plan percentage is significantly higher when compared to trend or benchmark data; No color denotes that there was no significant difference between the percentages or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Question Summaries

Health Plan Call Center Service Staff

172 Total Respondents

These questions ask about your experiences when calling Aetna Better Health of Louisiana's call center. Please rate Aetna Better Health of Louisiana in the following service areas when compared to your experience with other health plans you work with.		Category Responses						Summary Rate Scores*				Mean Scores**	
Survey Item	Valid n	<u>Well above average</u>	<u>Somewhat above average</u>	<u>Average</u>	<u>Somewhat below average</u>	<u>Well below average</u>	<u>Not Applicable</u>	2017	2016	2015	Medicaid BoB***	2017	Medicaid BoB***
5A. Ease of reaching health plan call center staff over the phone.	133	15.8%	18.0%	54.1%	7.5%	4.5%	n = 18	33.8%	36.6%		35.1%	3.33	3.30
5B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	133	13.5%	21.8%	57.9%	3.0%	3.8%	n = 18	35.3%	39.0%		41.5%	3.38	3.48
5C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.	115	9.6%	22.6%	58.3%	5.2%	4.3%	n = 35	32.2%	39.4%		35.3%	3.28	3.34
5D. Overall satisfaction with health plan's call center service.	135	12.6%	23.0%	56.3%	3.7%	4.4%	n = 14	35.6%	38.8%		37.8%	3.36	3.38

* Summary Rate Scores represent the most favorable response options ("Well above average" & "Somewhat above average").

** Mean scores are the average of all responses.

*** B.o.B. represents the 2016 SPH Analytics Medicaid Book of Business Benchmark, which consists of Primary Care Physicians, Specialists, and Behavioral Health Clinicians.

Note: Significance Testing - Cells highlighted in red denote current year plan percentage is significantly lower when compared to trend or benchmark data; Cells highlighted in green denote current year plan percentage is significantly higher when compared to trend or benchmark data; No color denotes that there was no significant difference between the percentages or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Question Summaries

Provider Relations

172 Total Respondents

These questions ask about your experiences with Aetna Better Health of Louisiana's Provider Relations department. Please rate Aetna Better Health of Louisiana in the following service areas when compared to your experience with other health plans you work with.		Category Responses						Summary Rate Scores*				Mean Scores**	
Survey Item	Valid n	<u>Yes</u>	<u>No</u>					2017	2016	2015	Medicaid BoB***	2017	Medicaid BoB***
6A. Do you have a Provider Relations representative from this health plan assigned to your practice?	128	51.6%	48.4%					51.6%	53.0%		50.4%	NA	NA
Survey Item	Valid n	<u>Well above average</u>	<u>Somewhat above average</u>	<u>Average</u>	<u>Somewhat below average</u>	<u>Well below average</u>	<u>Not Applicable</u>	2017	2016	2015	Medicaid BoB***	2017	Medicaid BoB***
6B. Provider Relations representative's ability to answer questions and resolve problems.	62	29.0%	14.5%	41.9%	4.8%	9.7%	n = 4	43.5%	41.8%		47.1%	3.48	3.52
6C. Quality of provider orientation process.	111	12.6%	16.2%	49.5%	11.7%	9.9%	n = 26	28.8%	23.9%		28.0%	3.10	3.14
6D. Quality of written communications, policy bulletins, and manuals.	117	12.8%	14.5%	54.7%	10.3%	7.7%	n = 18	27.4%	30.8%		31.7%	3.15	3.29

* Summary Rate Scores represent the most favorable response options ("Yes;" "Well above average" & "Somewhat above average").

** Mean scores are the average of all responses.

*** B.o.B. represents the 2016 SPH Analytics Medicaid Book of Business Benchmark, which consists of Primary Care Physicians, Specialists, and Behavioral Health Clinicians.

Note: Significance Testing - Cells highlighted in red denote current year plan percentage is significantly lower when compared to trend or benchmark data; Cells highlighted in green denote current year plan percentage is significantly higher when compared to trend or benchmark data; No color denotes that there was no significant difference between the percentages or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Question Summaries

Overall Satisfaction

Aetna Better Health of Louisiana

Provider Satisfaction Survey

172 Total Respondents

These questions ask about your overall satisfaction with Aetna Better Health of Louisiana. Additionally, please rate your satisfaction with the other plans listed and provide feedback on how Aetna Better Health of Louisiana can improve.		Category Responses						Summary Rate Scores*				Mean Scores**	
Survey Item	Valid n	<u>Yes</u>	<u>No</u>					2017	2016	2015	Medicaid BoB***	2017	Medicaid BoB***
11A. Would you recommend Aetna Better Health of Louisiana to other physicians' practices?	59	88.1%	11.9%					88.1%	76.7%		80.9%	NA	NA
Survey Item	Valid n	<u>Completely satisfied</u>	<u>Somewhat satisfied</u>	<u>Neither dissatisfied nor satisfied</u>	<u>Somewhat dissatisfied</u>	<u>Completely dissatisfied</u>	<u>Does not apply</u>	2017	2016	2015	Medicaid BoB***	2017	Medicaid BoB***
11B. Please rate your overall satisfaction with Aetna Better Health of Louisiana.	61	32.8%	42.6%	9.8%	8.2%	6.6%	n = 1	75.4%	66.4%		64.6%	3.87	3.71
11C. Please rate your overall satisfaction with Amerigroup.	59	28.8%	44.1%	10.2%	15.3%	1.7%	n = 4	72.9%	68.5%		NA	3.83	NA
11D. Please rate your overall satisfaction with Amerihealth Caritas.	59	32.2%	42.4%	16.9%	6.8%	1.7%	n = 4	74.6%	67.8%		NA	3.97	NA
11E. Please rate your overall satisfaction with Louisiana Health Care Connections.	62	35.5%	38.7%	8.1%	14.5%	3.2%	n = 1	74.2%	66.7%		NA	3.89	NA
11F. Please rate your overall satisfaction with United.	60	41.7%	36.7%	10.0%	8.3%	3.3%	n = 2	78.3%	70.9%		NA	4.05	NA

* Summary Rate Scores represent the most favorable response options ("Yes;" "Completely satisfied" & "Somewhat satisfied").

** Mean scores are the average of all responses.

*** B.o.B. represents the 2016 SPH Analytics Medicaid Book of Business Benchmark, which consists of Primary Care Physicians, Specialists, and Behavioral Health Clinicians.

Note: Significance Testing - Cells highlighted in red denote current year plan percentage is significantly lower when compared to trend or benchmark data; Cells highlighted in green denote current year plan percentage is significantly higher when compared to trend or benchmark data; No color denotes that there was no significant difference between the percentages or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Question Summaries

Custom Composite - Provider Portal

172 Total Respondents

These questions ask about Aetna’s Provider Portal. This is the secure site that you access with a username and password. Please rate Aetna in the following service areas when compared to your experience with other health plans you work with.		Category Responses					Summary Rate Scores*				Mean Scores**	
Survey Item	Valid n	Yes	No				2017	2016	2015	Medicaid BoB***	2017	Medicaid BoB***
7A. Have you logged into and used the Aetna Provider Portal?	138	49.3%	50.7%				49.3%	40.4%		NA	NA	NA
Survey Item	Valid n	Completely satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Completely dissatisfied	2017	2016	2015	Medicaid BoB***	2017	Medicaid BoB***
7B. Finding information you needed regarding member eligibility.	58	32.8%	41.4%	19.0%	1.7%	5.2%	74.1%	60.6%		NA	3.95	NA
7C. Finding information you needed regarding claim payments or remittance advices.	57	38.6%	33.3%	17.5%	5.3%	5.3%	71.9%	60.3%		NA	3.95	NA
Survey Item	Valid n	Completely satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Completely dissatisfied	2017	2016	2015	Medicaid BoB***	2017	Medicaid BoB***
7D. Finding information you needed regarding the patient (member) Gaps in Care Report.	41	29.3%	43.9%	17.1%	0.0%	9.8%	73.2%	59.5%		NA	3.83	NA
7E. The portal's prior authorization, requirement submissions, and confirmations functions.	52	19.2%	48.1%	26.9%	0.0%	5.8%	67.3%	47.5%		NA	3.75	NA
7F. The portal's reporting functions.	53	22.6%	45.3%	28.3%	0.0%	3.8%	67.9%	50.8%		NA	3.83	NA
Survey Item	Valid n	0-3	4-7	8-10			2017	2016	2015	Medicaid BoB***	2017	Medicaid BoB***
7H. What number would you use to rate your overall experience with the Provider Portal?	57	10.5%	54.4%	35.1%			35.1%	31.1%		NA	NA	NA

* Summary Rate Scores represent the most favorable response options (Shaded gray).

** Mean scores are the average of all responses.

Question Summaries

Custom Composite - Special Services

172 Total Respondents

These questions ask about Aetna's special services: Language Assistance Items & Cultural Competency		Category Responses						Summary Rate Scores*				Mean Scores**	
Survey Item	Valid n	Yes	No					2017	2016	2015	Medicaid BoB***	2017	Medicaid BoB***
8A. Are you aware that Aetna Better Health of Louisiana offers a language assistance / telephone interpreter service to you when caring for our members?	59	57.6%	42.4%					57.6%	NA		NA	NA	NA
8B. Have you used this service?	32	3.1%	96.9%					3.1%	NA		NA	NA	NA
Survey Item	Valid n	Completely satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Completely dissatisfied	Does not apply	2017	2016	2015	Medicaid BoB***	2017	Medicaid BoB***
8C. How satisfied are you with Aetna Better Health of Louisiana's language assistance service?	1	0.0%	100.0%	0.0%	0.0%	0.0%	n = 0	100.0%	NA		NA	4.00	NA
9A. How satisfied are you with the following: Information you received in the provider manual on Cultural Competency.	39	30.8%	43.6%	20.5%	0.0%	5.1%	n = 19	74.4%	NA		NA	3.95	NA
9B. How satisfied are you with the following: Cultural Competency training materials and sessions.	45	26.7%	35.6%	31.1%	0.0%	6.7%	n = 17	62.2%	NA		NA	3.76	NA
9C. How satisfied are you with the following: Accessibility of state required behavioral health training.	42	19.0%	35.7%	35.7%	2.4%	7.1%	n = 19	54.8%	NA		NA	3.57	NA

* Summary Rate Scores represent the most favorable response options (Shaded gray).

** Mean scores are the average of all responses.

Question Summaries

Custom Composite - Special Services (continued)

172 Total Respondents

Please rate Aetna Better Health of Louisiana in the following service areas when compared to your experience with other Healthy Louisiana MCOs you work with.		Category Responses						Summary Rate Scores*				Mean Scores**	
Survey Item	Valid n	<u>Completely satisfied</u>	<u>Somewhat satisfied</u>	<u>Neither satisfied nor dissatisfied</u>	<u>Somewhat dissatisfied</u>	<u>Completely dissatisfied</u>	<u>Does not apply</u>	2017	2016	2015	Medicaid BoB***	2017	Medicaid BoB***
10A. Ability to provide services to children with special healthcare needs.	38	28.9%	36.8%	23.7%	7.9%	2.6%	n = 25	65.8%	NA		NA	3.82	NA
10B. Ability to coordinate mental health services, inclusive of residential or inpatient, when needed.	39	23.1%	38.5%	25.6%	5.1%	7.7%	n = 24	61.5%	NA		NA	3.64	NA
10C. Ability to coordinate alcohol and/or substance use services, inclusive of residential or inpatient, when needed.	32	28.1%	34.4%	25.0%	9.4%	3.1%	n = 31	62.5%	NA		NA	3.75	NA
10D. Ability to coordinate rehabilitation services when needed.	40	32.5%	37.5%	17.5%	10.0%	2.5%	n = 24	70.0%	NA		NA	3.88	NA
Survey Item	Valid n	<u>Excellent</u>	<u>Very good</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Does not apply</u>						
10E. Please rate your experience with Aetna Better Health of Louisiana’s coordination of behavioral health care services in the following domains: Timeliness.	46	8.7%	13.0%	45.7%	26.1%	6.5%	n = 17	21.7%	NA		NA	2.91	NA
10F. Please rate your experience with Aetna Better Health of Louisiana’s coordination of behavioral health care services in the following domains: Accuracy.	49	10.2%	16.3%	40.8%	28.6%	4.1%	n = 15	26.5%	NA		NA	3.00	NA
10G. Please rate your experience with Aetna Better Health of Louisiana’s coordination of behavioral health care services in the following domains: Sufficiency of information to coordinate care.	50	14.0%	12.0%	48.0%	22.0%	4.0%	n = 14	26.0%	NA		NA	3.10	NA

* Summary Rate Scores represent the most favorable response options (Shaded gray).

** Mean scores are the average of all responses.

Quality Improvement Consulting

SPH Analytics Can Help You Identify Opportunities to Improve Performance

SPH Analytics' Quality Consulting Services help evaluate initiatives for potential improvement based on the survey data provided and best industry practices through consultation with your organization's team members. An in-depth analysis can help organizations identify strengths and weaknesses, as well as opportunities to improve performance.

Harnessing the Power of Information

SPHA Consulting Services help organizations develop initiatives and solutions for improved performance, patient/member satisfaction, and improvement in scores and ratings.

Action Plans for Improvement

SPHA consultants work with you to develop action plans for improvement. Our experienced consultants have extensive backgrounds in quality improvement, healthcare research, and program evaluation and development. Consultants have worked with and for leading healthcare organizations to implement process improvements and strategic initiatives.

Stars/Scores Improvement

We understand Star Ratings and scores improvement is important to your organization. As a leader in healthcare transformation, SPHA helps you evaluate your organization's performance to develop a realistic plan for improvement. SPHA looks beyond typical measures to help you gain a more meaningful understanding of patient and member sentiment. SPHA consultants help guide your performance improvement initiatives.

The answers are not always easy to find. However, there are steps you can take to bring you closer to your goals. SPHA's knowledgeable consultants help you develop plans that empower long-term success in the rapidly changing healthcare environment.



Benefits of SPHA's Consulting Services:

- Gain insight and information based on overall findings
- Examine organizational strengths and weaknesses and their impact on performance
- Identify common themes, best practices, and calls to action
- Develop action plans for improvement
- Improve ratings and scores

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