

# 2017 Provider Satisfaction Report



## Louisiana Healthcare Connections

Project Number(s): 9123721

## **Introduction**

Your Sales Executive is Alisa Simpson (678-689-0303), and your Account Project Manager is Adam Plato (770-978-3173 ext. 1325). 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 UM 11 (Experience with the Utilization Management Process) 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 10 (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 Louisiana Healthcare Connections. 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;' 'Very satisfied' or 'Somewhat satisfied;' 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 Louisiana Healthcare Connections survey:

- ☒ Overall Satisfaction
- ☒ All Other Plans (Comparative Rating)
- ☒ Finance Issues
- ☒ Utilization and Quality Management
- ☒ Network/Coordination of Care
- ☒ Pharmacy
- ☒ Health Plan Call Center Service Staff
- ☒ Provider Relations
- ☒ Language Assistance Items
- ☒ Cultural Competency

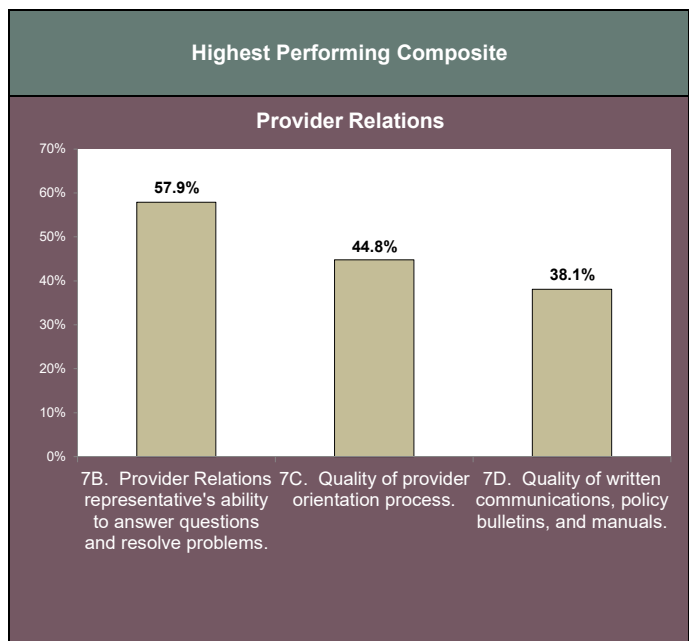
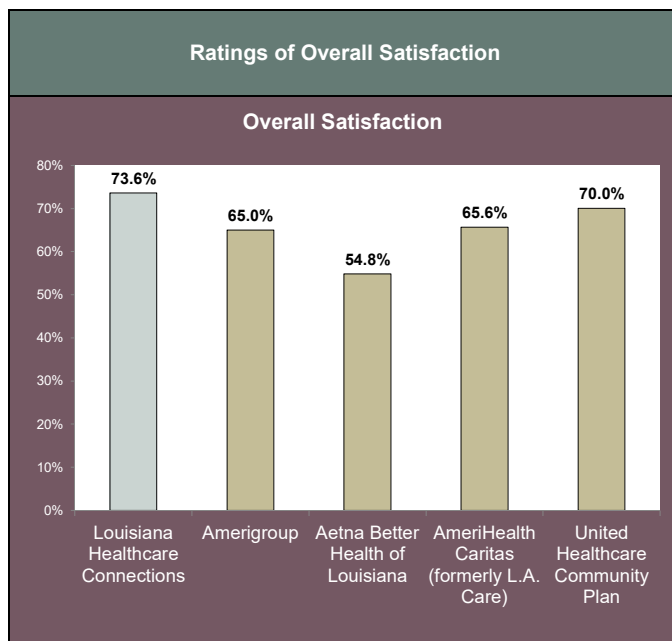
Chart 1 highlights key results from Louisiana Healthcare Connections's Provider Satisfaction Survey.

## **Chart 1**

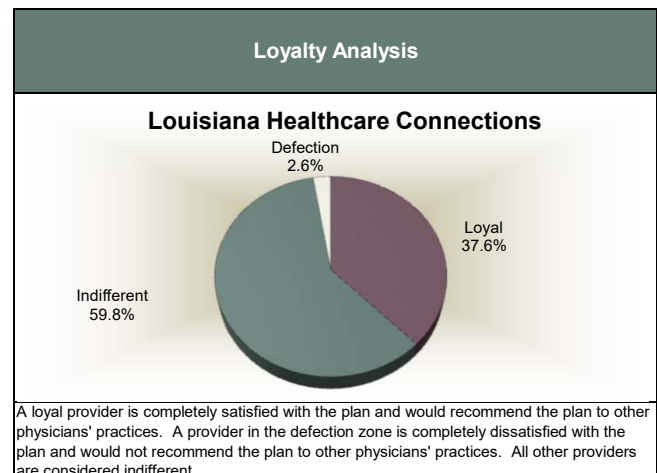
# Provider Satisfaction Report Highlights

## Louisiana Healthcare Connections

	Highest and Lowest Performing Questions	2017		2017 Mean Scores**		2016 SPH B.o.B.***	
		n*	SRS*	Louisiana	SPH B.o.B.	Medicaid	Aggregate
Summary Rate Scores	<b>Highest Scoring Questions</b>						
	10C. How satisfied are you with the Louisiana Healthcare Connections' language assistance service?	22	86.4%	4.50	NA	NA	NA
	11A. How satisfied are you with the following: Information you received in the provider manual on cultural competency.	156	61.5%	3.86	NA	NA	NA
	13B. Accuracy.	164	61.0%	3.64	NA	NA	NA
	<b>Lowest Scoring Questions</b>						
	5C. Variety of branded drugs on the formulary.	227	19.4%	2.91	2.98	18.2%	19.7%
	5D. Ease of prescribing your preferred medications within formulary guidelines.	230	19.1%	2.88	3.05	21.5%	23.2%
	5E. Availability of comparable drugs to substitute those not included in the formulary.	226	19.0%	2.92	3.01	19.1%	20.9%



Priority Matrix		
Composite	Correlation****	Percentile
<b>Strength</b>		
Finance Issues	0.578	82nd
<b>Top Priority</b>		
Utilization and Quality Management	0.581	68th
Pharmacy	0.553	54th
Health Plan Call Center Service Staff	0.546	47th
Strength: Composite is highly correlated with overall satisfaction and ranks at or above the 75th percentile when compared to the SPH Book of Business benchmark.		
Top Priority: Composite is highly correlated with overall satisfaction and ranks below the 75th percentile when compared to the SPH 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 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 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 Louisiana Healthcare Connections 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 Internet<sup>1</sup> with phone follow-up survey methodology to administer the Provider Satisfaction Survey from July to September of 2017. A total of 304 surveys were completed (103 mail, 21 Internet, and 180 phone), yielding a response rate of 9.0% for the mail/Internet data component and 22.6% 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 Rates<sup>2</sup> for Louisiana Healthcare Connections' composites and key attributes. Data and significance testing for trend years 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 <sup>3</sup>	**
<b>Overall Satisfaction with Louisiana Healthcare Connections</b>	<b>73.6%</b>	<b>77.5%</b>		<b>76.0%</b>		<b>64.6%</b>	↑
All Other Plans (Comparative Rating)	39.1%	44.3%		34.9%		33.6%	↑
Finance Issues	37.8%	37.5%		35.2%		31.7%	↑
Utilization and Quality Management	33.9%	33.0%		30.6%		31.7%	
Network/Coordination of Care	24.4%	33.3%		25.2%		28.5%	
Pharmacy	20.3%	21.4%		17.8%		20.4%	
Health Plan Call Center Service Staff	36.3%	45.9%		40.2%		37.4%	
Provider Relations	46.9%	41.7%		37.6%		35.6%	↑
Recommend to Other Physicians' Practices	85.5%	85.3%		88.0%		80.9%	

\*↓↑ Indicates a significant difference when compared to previous years.

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

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

<sup>2</sup> The Summary Rate represents the most favorable response percentage(s).

<sup>3</sup> 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,' and 'Completely satisfied' or 'Somewhat satisfied') 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 Composites**All Other Plans (Comparative Rating)

This item asks the respondent to rate Louisiana Healthcare Connections 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. Additionally, the survey tool includes two custom questions within this composite that allow providers to evaluate the extent to which UM staff share review criteria and reasons for adverse determinations and the consistency of review decisions. The custom questions (3G and 3H) are not included in the composite score calculations as they do not have a benchmark in the SPH Book of Business.

### 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. Additionally, the survey tool includes three custom questions within this composite that allow providers to evaluate the frequency of feedback and reports from specialists and Behavioral Health Clinicians for patients in their care and the timeliness of feedback and reports from Behavioral Health Clinicians for patients in their care. The custom questions (4D through 4F) are not included in the composite score calculations as they do not have a benchmark in the SPH Book of Business.

### Pharmacy

This composite assesses the consistency of the formulary over time, the extent to which the formulary reflects current standards of care, the variety of branded drugs on the formulary, the ease of prescribing preferred medications within formulary guidelines, and the availability of comparable drugs to substitute those not included in the formulary.

### 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.

### Overall Satisfaction

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

- Louisiana Healthcare Connections
- Amerigroup
- Aetna Better Health of Louisiana
- AmeriHealth Caritas (formerly L.A. Care)
- United Healthcare Community Plan

One open-ended question allows respondents to comment on what Louisiana Healthcare Connections can do to improve its service to their organization. A follow-up question is asked if the respondent would like Louisiana Healthcare Connections to follow-up with them regarding their open-ended comment.

### Language Assistance Items

This composite is new for Louisiana Healthcare Connections' 2017 survey and includes three questions asking the respondent about their awareness or, use of, and satisfaction with the language assistance service.

### Cultural Competency

This composite is new for Louisiana Healthcare Connections' 2017 survey and includes three questions asking the respondent about satisfaction with Cultural Competency training materials and with behavioral health training.

### Custom Questions

These are seven questions divided into two sets that are both new for Louisiana Healthcare Connections' 2017 survey. The first set of questions asks the respondent to rate Louisiana Healthcare Connections in their ability to provide services to children with special needs, and their ability to coordinate mental health services, alcohol and/or substance abuse services, and rehabilitation services. The second set includes three questions asking the respondent to rate their satisfaction with Louisiana Healthcare Connections' coordination of behavioral health care services in terms of timeliness, accuracy, and sufficiency.



## 2. Methodology

SPH utilized a one-wave mail and Internet<sup>4</sup> with phone follow-up survey methodology to administer the Provider Satisfaction Survey:

Survey Administration Tasks	Date
Questionnaire, including the web address to complete the survey online, is sent to each provider's office.	7/21/2017
Telephone calls by CATI (computer-assisted telephone interviews) are conducted for non-respondents.	8/14/2017
Data collection ends.	9/7/2017

### **Sampling Methodology**

Louisiana Healthcare Connections provided SPH with a database consisting of 6,308 Louisiana Healthcare Connections providers. SPH then cleaned the database by removing any records with duplicate addresses or NPIs. From the database of unique providers, 1,500 providers were pulled according to the stratification instructions given by Louisiana Healthcare Connections. A total of 304 mail, Internet, and phone surveys were completed.

### **Response Rate**

Louisiana Healthcare Connections' sample size is 1,500. SPH Analytics collected 304 surveys (103 mail, 21 Internet, and 180 phone) from the eligible provider population from July to September of 2017. After adjusting for ineligible members, your mail/Internet survey response rate is 9.0%, and your phone survey response rate is 22.6%. 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 121 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, 1,015 office managers were included in the database for the phone follow-up data collection component. From this sample of office managers, 180 surveys were completed. Phone surveys are considered ineligible if they meet one of the disposition categories listed in the table on the following page.

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

Survey Methodology	Ineligible Disposition	N
Mail/Internet Component	Bad Address with no forwarding information	120
	Deceased, Not Eligible	1
<b>TOTAL MAIL/INTERNET INELIGIBLE SURVEYS</b>		<b>121</b>

Survey Methodology	Ineligible Disposition	N
Phone Component	Deceased	1
	No Eligible Respondent	95
	Wrong Number	47
	Fax/Pager/Modem/Data Line	10
	Not in Service	0
	Disconnected	42
	Number Changed	23
	Cell Phone	1
<b>TOTAL PHONE INELIGIBLE SURVEYS</b>		<b>219</b>

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 Louisiana Healthcare Connections' Provider Satisfaction Survey, the numerators and denominators used to compute your response rates are as follows:

#### Mail/Internet Component

$$\frac{103 \text{ (mail)} + 21 \text{ (Internet)}}{1,500 \text{ (sample)} - 121 \text{ (ineligible)}} = 9.0\%$$

#### Phone Component

$$\frac{180 \text{ (phone)}}{1,015 \text{ (sample)} - 219 \text{ (ineligible)}} = 22.6\%$$

**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 Louisiana Healthcare Connections compared to trend data 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 (8B) Summary Rate Score for both Louisiana Healthcare Connections 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**

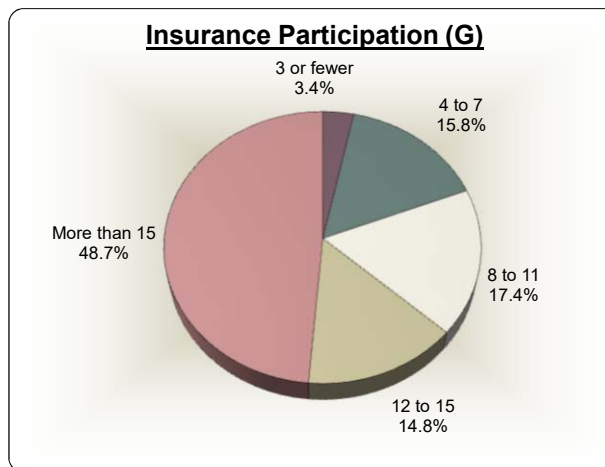
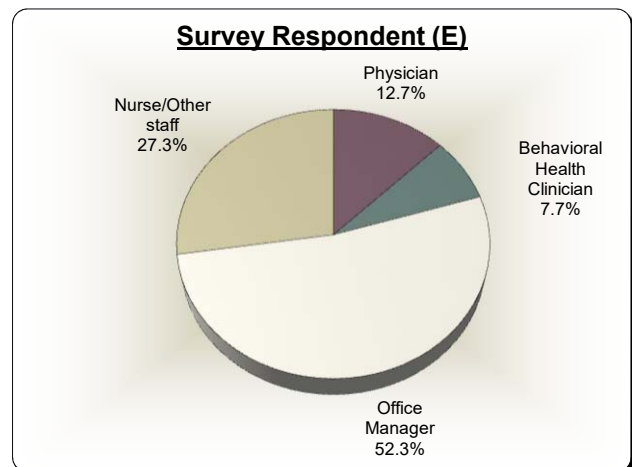
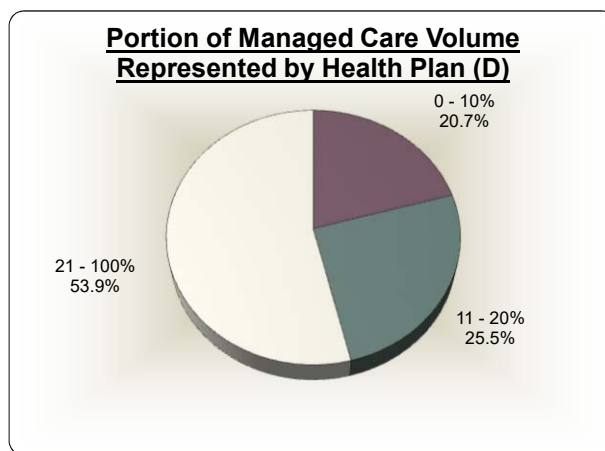
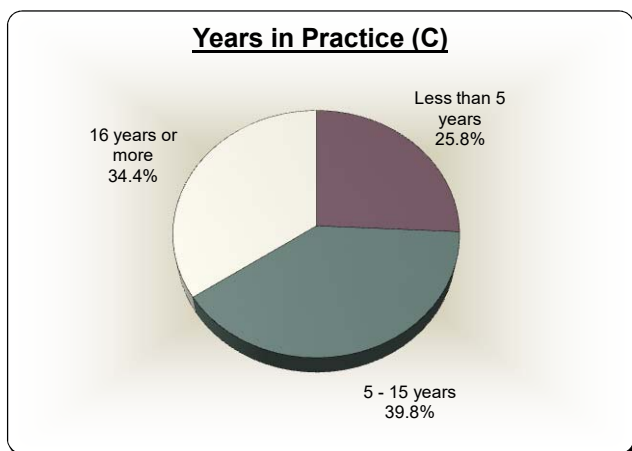
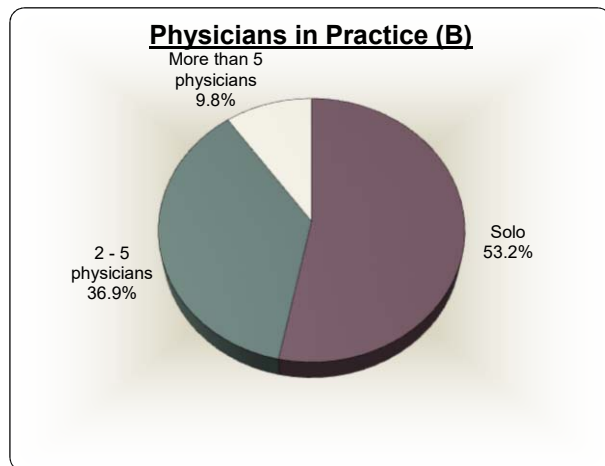
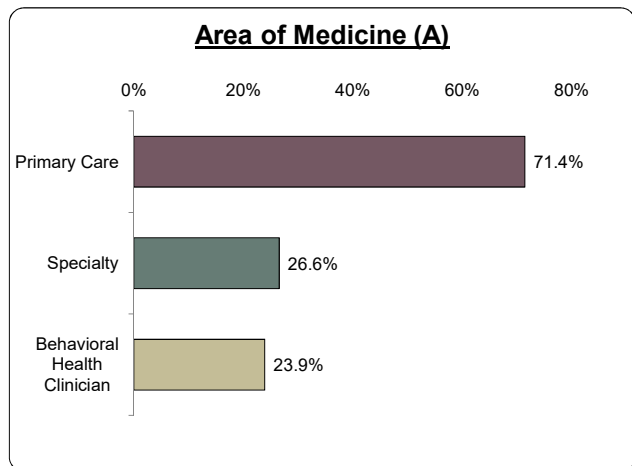
# Profile of Survey Respondents

## Survey Demographics

## Louisiana Healthcare Connections

### Provider Satisfaction Survey

304 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

## Louisiana Healthcare Connections

### Provider Satisfaction Survey

304 Total Respondents

304 Total Respondents			Current				
Demographic		Category	2017	2016	2015	Significance Testing*	
						2016 to 2017	2015 to 2017
Survey Demographics	Area of Medicine (A)	Primary Care Specialty Behavioral Health Clinician	71.4%	73.0%	68.8%	↔	↔
			26.6%	37.6%	42.0%	↓	↓
			23.9%	5.3%	4.8%	↑	↑
	Physicians in Practice (B)	Solo 2 - 5 physicians More than 5 physicians	53.2%	47.1%	40.0%	↔	↑
			36.9%	39.8%	44.4%	↔	↔
			9.8%	13.1%	15.6%	↔	↓
	Years in Practice (C)	Less than 5 years 5 - 15 years 16 years or more	25.8%	15.7%	26.4%	↑	↔
			39.8%	33.0%	33.1%	↔	↔
			34.4%	51.3%	40.5%	↓	↔
	Portion of Managed Care Volume Represented by Health Plan (D)	0 - 10% 11 - 20% 21 - 100%	20.7%	27.4%	37.5%	↔	↓
			25.5%	26.2%	27.4%	↔	↔
			53.9%	46.3%	35.1%	↔	↑
	Survey Respondent (E)	Physician Behavioral Health Clinician Office Manager Nurse/Other staff	12.7%	15.2%	7.8%	↔	↔
			7.7%	NA	NA	NA	NA
			52.3%	50.8%	58.0%	↔	↔
			27.3%	34.0%	34.2%	↔	↔
	Insurance Participation (G)	3 or fewer 4 to 7 8 to 11 12 to 15 More than 15	3.4%	0.5%	1.5%	—	—
			15.8%	5.3%	8.2%	↑	↑
			17.4%	13.8%	14.2%	↔	↔
			14.8%	22.3%	15.7%	↓	↔
			48.7%	58.0%	60.3%	↓	↓

\* 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.

# Profile of Survey Respondents

## Benchmark Comparisons

## Louisiana Healthcare Connections

### Provider Satisfaction Survey

304 Total Respondents

304 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	71.4%	52.1%		77.3%	67.4%
			26.6%	47.6%	↑	69.2%	64.5%
			23.9%	16.4%	↓	71.2%	76.6%
					↑		
	Physicians in Practice (B)	Solo 2 - 5 physicians More than 5 physicians	53.2%	43.8%		74.2%	69.5%
			36.9%	37.6%	↑	68.5%	64.8%
			9.8%	18.6%	↔	85.7%	60.9%
					↓		
	Years in Practice (C)	Less than 5 years 5 - 15 years 16 years or more	25.8%	19.4%		75.0%	68.3%
			39.8%	34.4%	↑	77.1%	66.8%
			34.4%	46.2%	↑	69.0%	64.7%
					↓		
	Portion of Managed Care Volume Represented by Health Plan (D)	0 - 10% 11 - 20% 21 - 100%	20.7%	40.8%		68.2%	58.7%
			25.5%	23.4%	↓	71.0%	65.4%
			53.9%	35.9%	↔	76.0%	75.1%
					↑		
	Survey Respondent (E)	Physician Behavioral Health Clinician Office Manager Nurse/Other staff	12.7%	13.8%		62.5%	53.5%
			7.7%	6.8%	↔	52.4%	67.5%
			52.3%	49.0%	↔	73.1%	68.1%
			27.3%	30.4%	↔	85.7%	69.5%
	Insurance Participation (G)	3 or fewer 4 to 7 8 to 11 12 to 15 More than 15	3.4%	2.5%		100.0%	73.3%
15.8%			13.8%	↔	68.6%	69.1%	
17.4%			17.2%	↔	79.1%	67.4%	
14.8%			12.7%	↔	78.9%	68.1%	
48.7%			53.7%	↔	68.6%	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 Louisiana Healthcare Connections' 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 Louisiana Healthcare Connections' 2017 composite Summary Rates to trend results.
<u>Page 3C</u>	<u>Benchmark Comparisons – Percentiles</u> Displays a comparison of Louisiana Healthcare Connections' Summary Rates to the Summary Rate Percentiles of the 2016 SPH Analytics Medicaid Book of Business Percentiles. Attributes at or above the 75 <sup>th</sup> percentile are shaded green, attributes at or above the 50 <sup>th</sup> percentile but below the 75 <sup>th</sup> percentile are shaded yellow, and attributes below the 25 <sup>th</sup> percentile are shaded red. Attributes at or above the 25 <sup>th</sup> percentile but below the 50 <sup>th</sup> 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 Louisiana Healthcare Connections' 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 Louisiana Healthcare Connections' 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"> <li>• 58 plans</li> </ul>
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.	<ul style="list-style-type: none"> <li>• 14,957 respondents</li> </ul>
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"> <li>• 83 plans</li> <li>• 22,418 respondents</li> </ul>

**Charts 3A – 3E**



# Summary of Benchmark Comparisons

## Composites and Attributes - Summary Rate Scores

## Louisiana Healthcare Connections

### Provider Satisfaction Survey

304 Total Respondents

Composites and Key Questions	Current							
	2017		2016		2015		2016 SPH Book of Business Benchmarks**	
	Valid n	Summary Rate*	Valid n	Summary Rate*	Valid n	Summary Rate*	Medicaid	Aggregate
<b>Overall Satisfaction</b>		<b>73.6%</b>		<b>77.5%</b>		<b>76.0%</b>	<b>64.6%</b>	<b>64.4%</b>
8A. Would you recommend Louisiana Healthcare Connections to other physicians' practices?	234	85.5%	150	85.3%	209	88.0%	80.9%	83.0%
8B. Please rate your overall satisfaction with Louisiana Healthcare Connections.	250	73.6%	160	77.5%	221	76.0%	64.6%	64.4%
8C. Please rate your overall satisfaction with Amerigroup.	223	65.0%	142	59.9%	196	59.7%	NA	NA
8D. Please rate your overall satisfaction with Aetna Better Health of Louisiana.	208	54.8%	126	51.6%	175	57.7%	NA	NA
8E. Please rate your overall satisfaction with AmeriHealth Caritas (formerly L.A. Care).	224	65.6%	140	62.1%	202	62.4%	NA	NA
8F. Please rate your overall satisfaction with United Healthcare Community Plan.	227	70.0%	144	61.8%	207	58.0%	NA	NA
<b>All Other Plans (Comparative Rating)</b>								
1A. How would you rate Louisiana Healthcare Connections compared to all other health plans you contract with?	294	39.1%	183	44.3%	258	34.9%	33.6%	34.9%
<b>Finance Issues</b>		<b>37.8%</b>		<b>37.5%</b>		<b>35.2%</b>	<b>31.7%</b>	<b>32.4%</b>
2A. Consistency of reimbursement fees with your contract rates.	253	33.6%	166	36.1%	221	32.6%	29.5%	30.0%
2B. Accuracy of claims processing.	250	39.6%	166	41.6%	224	38.8%	33.7%	34.8%
2C. Timeliness of claims processing.	247	43.7%	163	41.7%	226	37.6%	35.1%	35.1%
2D. Resolution of claims payment problems or disputes.	230	34.3%	161	30.4%	214	31.8%	28.4%	29.7%
<b>Utilization and Quality Management</b>		<b>33.9%</b>		<b>33.0%</b>		<b>30.6%</b>	<b>31.7%</b>	<b>32.5%</b>
3A. Access to knowledgeable UM staff.	245	31.4%	156	30.1%	222	29.7%	29.9%	30.7%
3B. Procedures for obtaining pre-certification/referral/authorization information.	261	31.8%	173	31.8%	229	27.5%	31.1%	32.3%
3C. Timeliness of obtaining pre-certification/referral/authorization information.	260	33.8%	170	30.6%	228	30.3%	31.1%	32.3%
3D. The health plan's facilitation/support of appropriate clinical care for patients.	249	31.7%	159	33.3%	221	27.1%	30.1%	31.2%
3E. Access to Case/Care Managers from this health plan.	237	30.4%	144	30.6%	191	30.4%	29.2%	30.1%
3F. Degree to which the plan covers and encourages preventive care and wellness.	241	44.4%	157	41.4%	221	38.5%	38.5%	38.6%
3G. Extent to which UM staff share review criteria and reasons for adverse determinations.	227	28.2%	140	25.7%	188	28.2%	NA	NA
3H. Consistency of review decisions.	228	27.6%	145	28.3%	199	27.6%	NA	NA
<b>Network/Coordination of Care</b>		<b>24.4%</b>		<b>33.3%</b>		<b>25.2%</b>	<b>28.5%</b>	<b>29.5%</b>
4A. The number of specialists in this health plan's provider network.	234	23.1%	145	32.4%	200	23.5%	25.4%	26.5%
4B. The quality of specialists in this health plan's provider network.	235	26.4%	143	33.6%	202	28.7%	32.3%	33.4%
4C. The timeliness of feedback/reports from specialists in this health plan's provider network.	220	23.6%	145	33.8%	196	23.5%	27.9%	28.7%
4D. The frequency of feedback/reports from specialists for patients in your care.	231	23.8%	141	31.9%	197	25.4%	NA	NA
4E. The timeliness of feedback/reports from Behavioral Health Clinicians for patients in your care.	212	22.2%	120	25.0%	152	15.1%	NA	NA
4F. The frequency of feedback/reports from Behavioral Health Clinicians for patients in your care.	209	23.9%	117	26.5%	146	17.1%	NA	NA
<b>Pharmacy</b>		<b>20.3%</b>		<b>21.4%</b>		<b>17.8%</b>	<b>20.4%</b>	<b>21.9%</b>
5A. Consistency of the formulary over time.	229	22.7%	140	22.1%	203	18.7%	21.0%	22.3%
5B. Extent to which formulary reflects current standards of care.	226	21.2%	139	24.5%	205	18.0%	22.1%	23.4%
5C. Variety of branded drugs on the formulary.	227	19.4%	144	17.4%	200	16.5%	18.2%	19.7%
5D. Ease of prescribing your preferred medications within formulary guidelines.	230	19.1%	144	24.3%	201	17.9%	21.5%	23.2%
5E. Availability of comparable drugs to substitute those not included in the formulary.	226	19.0%	140	18.6%	198	17.7%	19.1%	20.9%
<b>Health Plan Call Center Service Staff</b>		<b>36.3%</b>		<b>45.9%</b>		<b>40.2%</b>	<b>37.4%</b>	<b>38.5%</b>
6A. Ease of reaching health plan call center staff over the phone.	242	35.5%	150	43.3%	216	36.6%	35.1%	36.5%
6B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	245	41.6%	153	51.0%	217	47.9%	41.5%	42.1%
6C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.	226	31.9%	138	44.9%	200	37.0%	35.3%	36.2%
6D. Overall satisfaction with health plan's call center service.	244	36.1%	153	44.4%	217	39.2%	37.8%	39.2%
<b>Provider Relations</b>		<b>46.9%</b>		<b>41.7%</b>		<b>37.6%</b>	<b>35.6%</b>	<b>37.2%</b>
7A. Do you have a Provider Relations Specialist from this health plan assigned to your practice?	213	76.1%	137	72.3%	189	65.1%	50.4%	46.2%
7B. Provider Relations representative's ability to answer questions and resolve problems.	152	57.9%	93	49.5%	108	50.0%	47.1%	49.6%
7C. Quality of provider orientation process.	192	44.8%	125	34.4%	161	31.7%	28.0%	29.0%
7D. Quality of written communications, policy bulletins, and manuals.	226	38.1%	145	41.4%	190	31.1%	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 8B. It does not include 8A or 8C through 8F.

Note 3: The Provider Relations composite is the average of 7B through 7D. It does not include 7A.

Note 4: The Utilization and Quality Management composite is the average of 3A through 3F and does not include custom questions 3G or 3H. The Network/Coordination of Care composite is the average of 4A through 4C and does not include custom questions 4D through 4F.

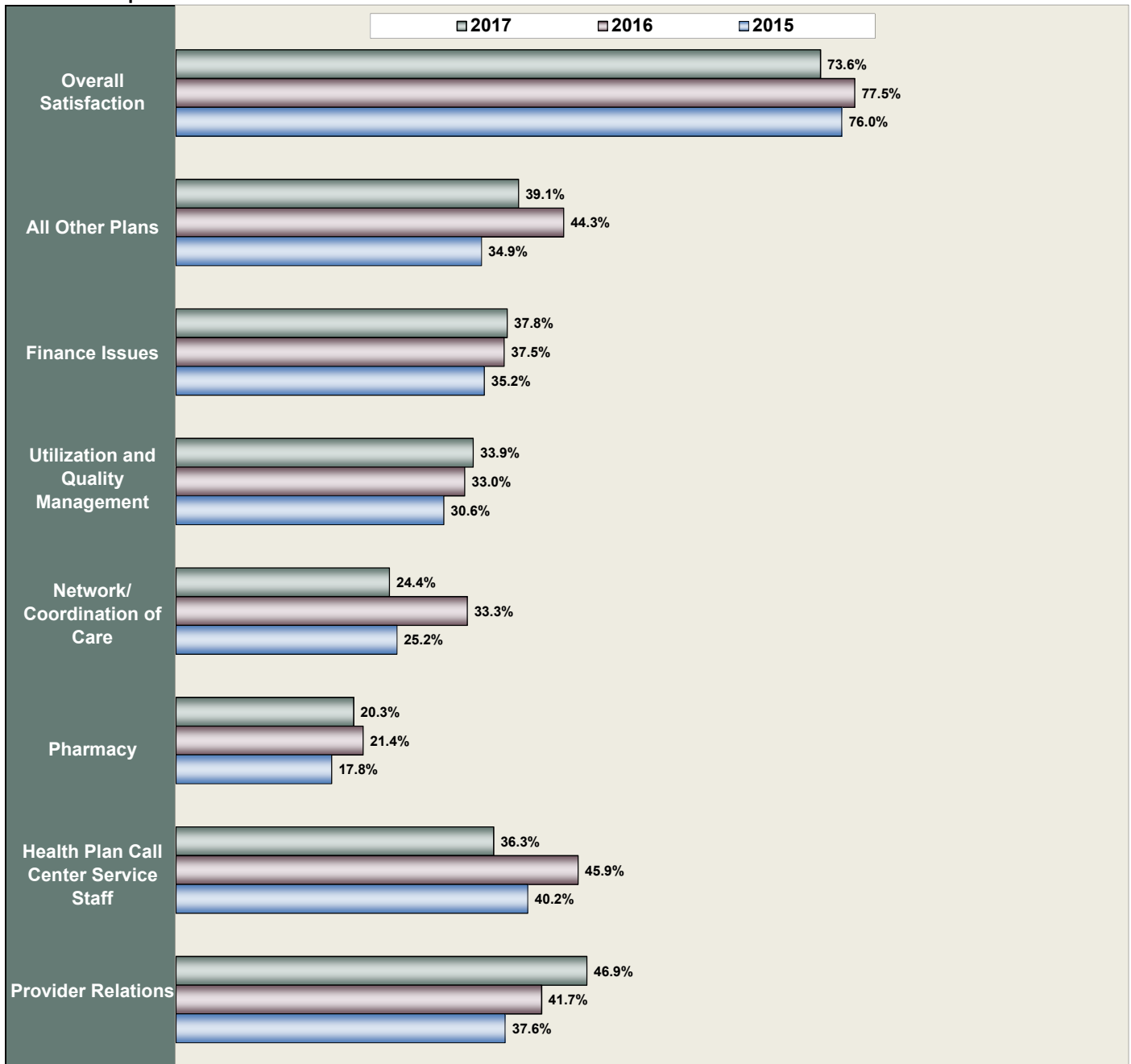
# Trend Comparisons

## Composites

## Louisiana Healthcare Connections

## Provider Satisfaction Survey

304 Total Respondents



Note 1: The Overall Satisfaction composite represents only Q8B, 'Please rate your overall satisfaction with: Louisiana Healthcare Connections'.

Note 2: The Provider Relations composite is the average of Q7B through Q7D. It does not include Q7A, 'Do you have a Provider Relations representative from this health plan assigned to your practice?'

Note 3: The Utilization and Quality Management composite is the average of 3A through 3F and does not include custom questions 3G or 3H. The Network/Coordination of Care composite is the average of 4A through 4C and does not include custom questions 4D through 4F.

# Benchmark Comparisons


## 2016 SPH Medicaid Book of Business Percentiles


## Louisiana Healthcare Connections


### Provider Satisfaction Survey


304 Total Respondents

Composite/Attribute	2017 Louisiana Summary Rate Score*	Percentile Ranking	2016 SPH B.o.B. Summary Rate**	2016 SPH Medicaid B.o.B. Percentiles			
				25th	50th	75th	90th
<b>Overall Satisfaction</b>	<b>73.6%</b>	<b>83rd</b>	<b>64.6%</b>	<b>56.2%</b>	<b>65.3%</b>	<b>71.4%</b>	<b>76.4%</b>
8A. Would you recommend Louisiana Healthcare Connections to other physicians' practices?	85.5%	66th	80.9%	76.1%	82.7%	87.0%	91.0%
8B. Please rate your overall satisfaction with Louisiana Healthcare Connections.	73.6%	83rd	64.6%	56.2%	65.3%	71.4%	76.4%
8C. Please rate your overall satisfaction with Amerigroup.	65.0%	NA	NA	NA	NA	NA	NA
8D. Please rate your overall satisfaction with Aetna Better Health of Louisiana.	54.8%	NA	NA	NA	NA	NA	NA
8E. Please rate your overall satisfaction with AmeriHealth Caritas (formerly L.A. Care).	65.6%	NA	NA	NA	NA	NA	NA
8F. Please rate your overall satisfaction with United Healthcare Community Plan.	70.0%	NA	NA	NA	NA	NA	NA
<b>All Other Plans (Comparative Rating)</b>							
1A. How would you rate Louisiana Healthcare Connections compared to all other health plans you contract with?	39.1%	78th	33.6%	26.2%	32.5%	37.8%	44.5%
<b>Finance Issues</b>	<b>37.8%</b>	<b>82nd</b>	<b>31.7%</b>	<b>25.0%</b>	<b>31.0%</b>	<b>36.3%</b>	<b>42.0%</b>
2A. Consistency of reimbursement fees with your contract rates.	33.6%	72nd	29.5%	22.9%	28.3%	34.4%	41.2%
2B. Accuracy of claims processing.	39.6%	75th	33.7%	26.5%	34.7%	39.6%	43.2%
2C. Timeliness of claims processing.	43.7%	86th	35.1%	28.6%	35.6%	41.6%	44.8%
2D. Resolution of claims payment problems or disputes.	34.3%	81st	28.4%	22.9%	27.6%	33.1%	41.1%
<b>Utilization and Quality Management</b>	<b>33.9%</b>	<b>68th</b>	<b>31.7%</b>	<b>25.6%</b>	<b>30.5%</b>	<b>35.6%</b>	<b>42.1%</b>
3A. Access to knowledgeable UM staff.	31.4%	66th	29.9%	23.7%	29.0%	32.9%	42.3%
3B. Procedures for obtaining pre-certification/referral/authorization information.	31.8%	66th	31.1%	25.0%	29.3%	35.0%	43.7%
3C. Timeliness of obtaining pre-certification/referral/authorization information.	33.8%	70th	31.1%	24.1%	29.8%	35.6%	41.6%
3D. The health plan's facilitation/support of appropriate clinical care for patients.	31.7%	63rd	30.1%	24.4%	29.2%	33.3%	40.7%
3E. Access to Case/Care Managers from this health plan.	30.4%	59th	29.2%	23.7%	28.9%	33.2%	39.8%
3F. Degree to which the plan covers and encourages preventive care and wellness.	44.4%	82nd	38.5%	30.6%	38.8%	42.3%	51.7%
3G. Extent to which UM staff share review criteria and reasons for adverse determinations.	28.2%	NA	NA	NA	NA	NA	NA
3H. Consistency of review decisions.	27.6%	NA	NA	NA	NA	NA	NA
<b>Network/Coordination of Care</b>	<b>24.4%</b>	<b>34th</b>	<b>28.5%</b>	<b>22.4%</b>	<b>27.8%</b>	<b>32.3%</b>	<b>39.6%</b>
4A. The number of specialists in this health plan's provider network.	23.1%	47th	25.4%	19.1%	23.4%	28.9%	38.0%
4B. The quality of specialists in this health plan's provider network.	26.4%	27th	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%
4D. The frequency of feedback/reports from specialists for patients in your care.	23.8%	NA	NA	NA	NA	NA	NA
4E. The timeliness of feedback/reports from Behavioral Health Clinicians for patients in your care.	22.2%	NA	NA	NA	NA	NA	NA
4F. The frequency of feedback/reports from Behavioral Health Clinicians for patients in your care.	23.9%	NA	NA	NA	NA	NA	NA
<b>Pharmacy</b>	<b>20.3%</b>	<b>54th</b>	<b>20.4%</b>	<b>14.9%</b>	<b>19.9%</b>	<b>23.1%</b>	<b>31.3%</b>
5A. Consistency of the formulary over time.	22.7%	67th	21.0%	15.6%	20.9%	23.8%	29.2%
5B. Extent to which formulary reflects current standards of care.	21.2%	49th	22.1%	16.6%	21.3%	24.8%	33.4%
5C. Variety of branded drugs on the formulary.	19.4%	56th	18.2%	12.5%	17.3%	22.1%	29.9%
5D. Ease of prescribing your preferred medications within formulary guidelines.	19.1%	44th	21.5%	14.2%	21.2%	24.5%	33.3%
5E. Availability of comparable drugs to substitute those not included in the formulary.	19.0%	52nd	19.1%	13.8%	18.7%	21.9%	29.3%
<b>Health Plan Call Center Service Staff</b>	<b>36.3%</b>	<b>47th</b>	<b>37.4%</b>	<b>32.2%</b>	<b>36.6%</b>	<b>41.1%</b>	<b>48.3%</b>
6A. Ease of reaching health plan call center staff over the phone.	35.5%	60th	35.1%	28.3%	33.7%	39.1%	46.7%
6B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	41.6%	53rd	41.5%	36.0%	40.0%	44.1%	51.5%
6C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.	31.9%	33rd	35.3%	29.7%	33.8%	39.4%	44.6%
6D. Overall satisfaction with health plan's call center service.	36.1%	49th	37.8%	30.7%	36.1%	42.5%	50.0%
<b>Provider Relations</b>	<b>46.9%</b>	<b>91st</b>	<b>35.6%</b>	<b>30.1%</b>	<b>32.4%</b>	<b>41.8%</b>	<b>45.4%</b>
7A. Do you have a Provider Relations Specialist from this health plan assigned to your practice?	76.1%	92nd	50.4%	37.8%	51.7%	57.1%	71.7%
7B. Provider Relations representative's ability to answer questions and resolve problems.	57.9%	86th	47.1%	40.9%	46.7%	53.9%	61.5%
7C. Quality of provider orientation process.	44.8%	93rd	28.0%	21.3%	26.5%	34.4%	39.0%
7D. Quality of written communications, policy bulletins, and manuals.	38.1%	78th	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 8B. It does not include 8A or 8C through 8F.

Note 2: The Provider Relations composite is the average of 7B through 7D. It does not include 7A.

Note 3: The Utilization and Quality Management composite is the average of 3A through 3F and does not include custom questions 3G or 3H. The Network/Coordination of Care composite is the average of 4A through 4C and does not include custom questions 4D through 4F.

# Benchmark Comparisons

## 2016 SPH Medicaid Respondent-Level Benchmark

### Survey Respondent (E)

## Louisiana Healthcare Connections

### Provider Satisfaction Survey

38 Total Physician Respondents  
157 Total Office Manager Respondents

Composite/Attribute	2017 Louisiana Summary Rate Score*		2017 Louisiana Physicians Only		2016 SPH Medicaid Respondent-Level Benchmark** (Physicians Only) SRS*	2017 Louisiana Office Managers Only		2016 SPH Medicaid Respondent-Level Benchmark** (Office Managers Only) SRS*
	Valid n	SRS*	Valid n	SRS*		Valid n	SRS*	
<b>Overall Satisfaction</b>		<b>73.6%</b>		<b>62.5%</b>	<b>53.5%</b>		<b>73.1%</b>	<b>68.1%</b>
8A. Would you recommend Louisiana Healthcare Connections to other physicians' practices?	234	85.5%	31	71.0%	70.8%	118	87.3%	83.8%
8B. Please rate your overall satisfaction with Louisiana Healthcare Connections.	250	73.6%	32	62.5%	53.5%	130	73.1%	68.1%
8C. Please rate your overall satisfaction with Amerigroup.	223	65.0%	32	40.6%	NA	114	69.3%	NA
8D. Please rate your overall satisfaction with Aetna Better Health of Louisiana.	208	54.8%	30	30.0%	NA	113	54.9%	NA
8E. Please rate your overall satisfaction with AmeriHealth Caritas (formerly L.A. Care).	224	65.6%	31	45.2%	NA	116	67.2%	NA
8F. Please rate your overall satisfaction with United Healthcare Community Plan.	227	70.0%	31	54.8%	NA	119	73.1%	NA
<b>All Other Plans (Comparative Rating)</b>								
1A. How would you rate Louisiana Healthcare Connections compared to all other health plans you contract with?	294	39.1%	37	37.8%	36.0%	153	37.9%	33.4%
<b>Finance Issues</b>		<b>37.8%</b>		<b>40.8%</b>	<b>33.7%</b>		<b>36.7%</b>	<b>32.2%</b>
2A. Consistency of reimbursement fees with your contract rates.	253	33.6%	35	45.7%	30.9%	136	30.9%	29.9%
2B. Accuracy of claims processing.	250	39.6%	34	41.2%	35.2%	133	39.8%	34.4%
2C. Timeliness of claims processing.	247	43.7%	33	45.5%	37.7%	135	41.5%	36.2%
2D. Resolution of claims payment problems or disputes.	230	34.3%	29	31.0%	30.8%	130	34.6%	28.4%
<b>Utilization and Quality Management</b>		<b>33.9%</b>		<b>37.8%</b>	<b>31.2%</b>		<b>32.2%</b>	<b>31.8%</b>
3A. Access to knowledgeable UM staff.	245	31.4%	31	35.5%	29.8%	133	29.3%	29.6%
3B. Procedures for obtaining pre-certification/referral/authorization information.	261	31.8%	35	31.4%	29.0%	137	30.7%	31.1%
3C. Timeliness of obtaining pre-certification/referral/authorization information.	260	33.8%	35	42.9%	29.5%	138	31.9%	31.5%
3D. The health plan's facilitation/support of appropriate clinical care for patients.	249	31.7%	34	35.3%	30.4%	128	29.7%	30.0%
3E. Access to Case/Care Managers from this health plan.	237	30.4%	31	29.0%	29.0%	121	31.4%	29.7%
3F. Degree to which the plan covers and encourages preventive care and wellness.	241	44.4%	34	52.9%	39.3%	129	40.3%	38.9%
3G. Extent to which UM staff share review criteria and reasons for adverse determinations.	227	28.2%	33	30.3%	NA	120	27.5%	NA
3H. Consistency of review decisions.	228	27.6%	33	30.3%	NA	124	25.8%	NA
<b>Network/Coordination of Care</b>		<b>24.4%</b>		<b>30.0%</b>	<b>31.8%</b>		<b>18.4%</b>	<b>27.6%</b>
4A. The number of specialists in this health plan's provider network.	234	23.1%	34	26.5%	27.2%	123	18.7%	24.9%
4B. The quality of specialists in this health plan's provider network.	235	26.4%	34	35.3%	37.0%	122	19.7%	30.8%
4C. The timeliness of feedback/reports from specialists in this health plan's provider network.	220	23.6%	32	28.1%	31.1%	112	17.0%	27.2%
4D. The frequency of feedback/reports from specialists for patients in your care.	231	23.8%	34	26.5%	NA	116	20.7%	NA
4E. The timeliness of feedback/reports from Behavioral Health Clinicians for patients in your care.	212	22.2%	28	21.4%	NA	110	20.9%	NA
4F. The frequency of feedback/reports from Behavioral Health Clinicians for patients in your care.	209	23.9%	28	21.4%	NA	111	23.4%	NA
<b>Pharmacy</b>		<b>20.3%</b>		<b>16.1%</b>	<b>22.0%</b>		<b>17.2%</b>	<b>20.7%</b>
5A. Consistency of the formulary over time.	229	22.7%	36	22.2%	22.4%	122	19.7%	21.1%
5B. Extent to which formulary reflects current standards of care.	226	21.2%	36	16.7%	22.9%	121	19.0%	22.0%
5C. Variety of branded drugs on the formulary.	227	19.4%	36	11.1%	20.2%	121	16.5%	19.0%
5D. Ease of prescribing your preferred medications within formulary guidelines.	230	19.1%	36	16.7%	22.4%	122	15.6%	21.8%
5E. Availability of comparable drugs to substitute those not included in the formulary.	226	19.0%	36	13.9%	22.1%	119	15.1%	19.5%
<b>Health Plan Call Center Service Staff</b>		<b>36.3%</b>		<b>32.3%</b>	<b>33.7%</b>		<b>37.9%</b>	<b>37.5%</b>
6A. Ease of reaching health plan call center staff over the phone.	242	35.5%	28	21.4%	31.2%	128	40.6%	35.1%
6B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	245	41.6%	34	44.1%	36.7%	127	40.9%	42.4%
6C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.	226	31.9%	32	31.3%	32.4%	119	31.9%	35.3%
6D. Overall satisfaction with health plan's call center service.	244	36.1%	31	32.3%	34.3%	128	38.3%	37.5%
<b>Provider Relations</b>		<b>46.9%</b>		<b>44.4%</b>	<b>36.4%</b>		<b>47.3%</b>	<b>39.0%</b>
7A. Do you have a Provider Relations Specialist from this health plan assigned to your practice?	213	76.1%	32	68.8%	43.8%	107	81.3%	58.4%
7B. Provider Relations representative's ability to answer questions and resolve problems.	152	57.9%	20	55.0%	46.3%	82	57.3%	51.7%
7C. Quality of provider orientation process.	192	44.8%	24	45.8%	30.8%	108	44.4%	31.4%
7D. Quality of written communications, policy bulletins, and manuals.	226	38.1%	31	32.3%	32.0%	120	40.0%	33.9%

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

\*\* The 2016 SPH 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 8B. It does not include 8A or 8C through 8F.

Note 3: The Provider Relations composite is the average of 7B through 7D. It does not include 7A.

Note 4: The Utilization and Quality Management composite is the average of 3A through 3F and does not include custom questions 3G or 3H. The Network/Coordination of Care composite is the average of 4A through 4C and does not include custom questions 4D through 4F.

# Benchmark Comparisons

## 2016 SPH Medicaid Respondent-Level Benchmark

### Area of Medicine (A)

## Louisiana Healthcare Connections

### Provider Satisfaction Survey

215 Total Primary Care Respondents

80 Total Specialty Respondents

Composite/Attribute	2017 Louisiana Summary Rate Score*		2017 Louisiana Primary Care Only		2016 SPH Medicaid Respondent-Level Benchmark** (Primary Care Only) SRS*	2017 Louisiana Specialty Only		2016 SPH Medicaid Respondent-Level Benchmark** (Specialty Only) SRS*
	Valid n	SRS*	Valid n	SRS*		Valid n	SRS*	
<b>Overall Satisfaction</b>		<b>73.6%</b>		<b>77.3%</b>	<b>67.3%</b>		<b>69.2%</b>	<b>64.9%</b>
8A. Would you recommend Louisiana Healthcare Connections to other physicians' practices?	234	85.5%	160	89.4%	83.3%	65	81.5%	81.0%
8B. Please rate your overall satisfaction with Louisiana Healthcare Connections.	250	73.6%	172	77.3%	67.3%	65	69.2%	64.9%
8C. Please rate your overall satisfaction with Amerigroup.	223	65.0%	147	61.2%	NA	63	71.4%	NA
8D. Please rate your overall satisfaction with Aetna Better Health of Louisiana.	208	54.8%	139	51.8%	NA	55	58.2%	NA
8E. Please rate your overall satisfaction with AmeriHealth Caritas (formerly L.A. Care).	224	65.6%	151	64.9%	NA	59	59.3%	NA
8F. Please rate your overall satisfaction with United Healthcare Community Plan.	227	70.0%	151	69.5%	NA	62	59.7%	NA
<b>All Other Plans (Comparative Rating)</b>								
1A. How would you rate Louisiana Healthcare Connections compared to all other health plans you contract with?	294	39.1%	208	39.9%	35.7%	77	42.9%	32.0%
<b>Finance Issues</b>		<b>37.8%</b>		<b>40.0%</b>	<b>33.7%</b>		<b>27.7%</b>	<b>30.2%</b>
2A. Consistency of reimbursement fees with your contract rates.	253	33.6%	179	35.8%	31.7%	67	25.4%	27.4%
2B. Accuracy of claims processing.	250	39.6%	176	41.5%	36.0%	64	26.6%	32.2%
2C. Timeliness of claims processing.	247	43.7%	175	46.3%	37.3%	65	35.4%	34.7%
2D. Resolution of claims payment problems or disputes.	230	34.3%	164	36.6%	29.9%	64	23.4%	26.6%
<b>Utilization and Quality Management</b>		<b>33.9%</b>		<b>34.8%</b>	<b>32.9%</b>		<b>26.1%</b>	<b>31.1%</b>
3A. Access to knowledgeable UM staff.	245	31.4%	172	33.7%	31.2%	66	21.2%	28.4%
3B. Procedures for obtaining pre-certification/referral/authorization information.	261	31.8%	187	32.6%	30.9%	66	22.7%	32.0%
3C. Timeliness of obtaining pre-certification/referral/authorization information.	260	33.8%	185	34.6%	31.0%	66	25.8%	32.0%
3D. The health plan's facilitation/support of appropriate clinical care for patients.	249	31.7%	179	32.4%	31.7%	64	25.0%	29.5%
3E. Access to Case/Care Managers from this health plan.	237	30.4%	166	28.9%	30.3%	62	24.2%	28.5%
3F. Degree to which the plan covers and encourages preventive care and wellness.	241	44.4%	178	46.6%	42.1%	61	37.7%	36.3%
3G. Extent to which UM staff share review criteria and reasons for adverse determinations.	227	28.2%	159	29.6%	NA	63	23.8%	NA
3H. Consistency of review decisions.	228	27.6%	162	27.8%	NA	60	30.0%	NA
<b>Network/Coordination of Care</b>		<b>24.4%</b>		<b>23.6%</b>	<b>28.4%</b>		<b>25.9%</b>	<b>29.3%</b>
4A. The number of specialists in this health plan's provider network.	234	23.1%	174	21.8%	25.9%	62	25.8%	25.8%
4B. The quality of specialists in this health plan's provider network.	235	26.4%	173	26.6%	31.6%	63	27.0%	33.3%
4C. The timeliness of feedback/reports from specialists in this health plan's provider network.	220	23.6%	165	22.4%	27.7%	56	25.0%	28.8%
4D. The frequency of feedback/reports from specialists for patients in your care.	231	23.8%	172	23.8%	NA	60	25.0%	NA
4E. The timeliness of feedback/reports from Behavioral Health Clinicians for patients in your care.	212	22.2%	156	19.9%	NA	50	24.0%	NA
4F. The frequency of feedback/reports from Behavioral Health Clinicians for patients in your care.	209	23.9%	154	22.1%	NA	49	24.5%	NA
<b>Pharmacy</b>		<b>20.3%</b>		<b>19.1%</b>	<b>22.5%</b>		<b>18.3%</b>	<b>21.6%</b>
5A. Consistency of the formulary over time.	229	22.7%	169	21.9%	22.7%	65	20.0%	22.0%
5B. Extent to which formulary reflects current standards of care.	226	21.2%	170	20.6%	24.2%	62	21.0%	23.0%
5C. Variety of branded drugs on the formulary.	227	19.4%	169	18.3%	20.8%	66	13.6%	19.4%
5D. Ease of prescribing your preferred medications within formulary guidelines.	230	19.1%	170	17.6%	23.1%	67	17.9%	22.8%
5E. Availability of comparable drugs to substitute those not included in the formulary.	226	19.0%	170	17.1%	21.6%	64	18.8%	20.8%
<b>Health Plan Call Center Service Staff</b>		<b>36.3%</b>		<b>37.7%</b>	<b>37.4%</b>		<b>32.2%</b>	<b>37.8%</b>
6A. Ease of reaching health plan call center staff over the phone.	242	35.5%	166	36.1%	34.7%	66	27.3%	35.2%
6B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	245	41.6%	173	44.5%	42.4%	64	34.4%	42.3%
6C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.	226	31.9%	165	31.5%	34.9%	53	34.0%	35.6%
6D. Overall satisfaction with health plan's call center service.	244	36.1%	170	38.8%	37.5%	63	33.3%	38.0%
<b>Provider Relations</b>		<b>46.9%</b>		<b>48.8%</b>	<b>40.4%</b>		<b>43.0%</b>	<b>35.6%</b>
7A. Do you have a Provider Relations Specialist from this health plan assigned to your practice?	213	76.1%	147	79.6%	63.5%	58	72.4%	49.0%
7B. Provider Relations representative's ability to answer questions and resolve problems.	152	57.9%	110	58.2%	52.1%	38	57.9%	47.3%
7C. Quality of provider orientation process.	192	44.8%	132	47.7%	33.8%	52	38.5%	27.7%
7D. Quality of written communications, policy bulletins, and manuals.	226	38.1%	161	40.4%	35.3%	58	32.8%	31.8%

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

\*\* The 2016 SPH 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 8B. It does not include 8A or 8C through 8F.

Note 3: The Provider Relations composite is the average of 7B through 7D. It does not include 7A.

Note 4: The Utilization and Quality Management composite is the average of 3A through 3F and does not include custom questions 3G or 3H. The Network/Coordination of Care composite is the average of 4A through 4C and does not include custom questions 4D through 4F.

## 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, namely, 'Well above average,' 'Somewhat above average,' 'Average,' and 'Somewhat/Well below average' for all composites except for overall satisfaction (8B), 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 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 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 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, 25<sup>th</sup> percentile, 50<sup>th</sup> percentile, 75<sup>th</sup> percentile, and 90<sup>th</sup> percentile. Plan scores are displayed as they emerge along the percentile continuum with an explanation of findings.

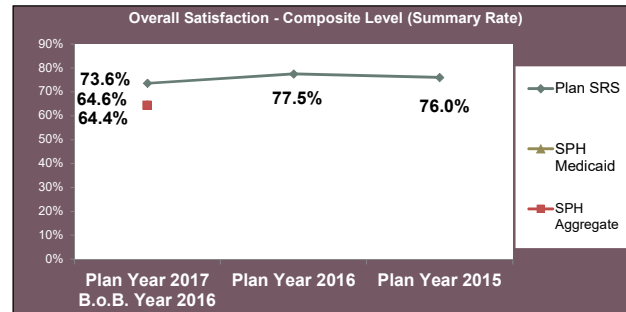
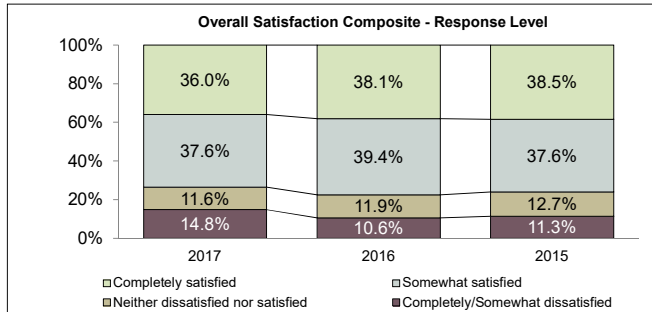
### **Charts 4A – 4H**



# Composite Analysis

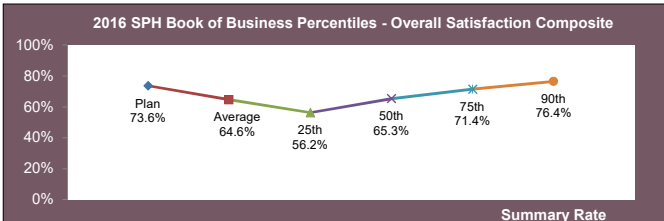
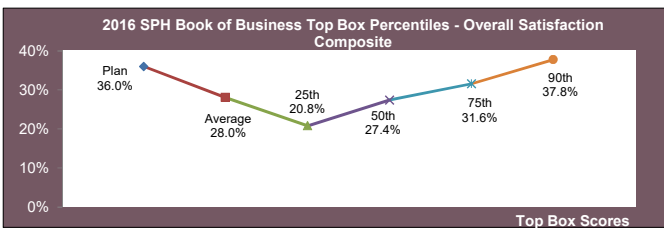
## Overall Satisfaction - Top Box and Summary Rate Scores 250 Total Overall Satisfaction Respondents

## Louisiana Healthcare Connections 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		36.0%		38.1%		38.5%	28.0%	29.1%
	8A. Would you recommend Louisiana Healthcare Connections to other physicians' practices?	234	85.5%	150	85.3%	209	88.0%	80.9%	83.0%
	8B. Please rate your overall satisfaction with Louisiana Healthcare Connections.	250	36.0%	160	38.1%	221	38.5%	28.0%	29.1%
	8C. Please rate your overall satisfaction with Amerigroup.	223	22.0%	142	20.4%	196	23.0%	NA	NA
	8D. Please rate your overall satisfaction with Aetna Better Health of Louisiana.	208	19.7%	126	12.7%	175	24.0%	NA	NA
	8E. Please rate your overall satisfaction with AmeriHealth Caritas (formerly L.A. Care).	224	24.6%	140	23.6%	202	25.7%	NA	NA
	8F. Please rate your overall satisfaction with United Healthcare Community Plan.	227	33.0%	144	22.2%	207	32.9%	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		73.6%		77.5%		76.0%	64.6%	64.4%
	8A. Would you recommend Louisiana Healthcare Connections to other physicians' practices?	234	85.5%	150	85.3%	209	88.0%	80.9%	83.0%
	8B. Please rate your overall satisfaction with Louisiana Healthcare Connections.	250	73.6%	160	77.5%	221	76.0%	64.6%	64.4%
	8C. Please rate your overall satisfaction with Amerigroup.	223	65.0%	142	59.9%	196	59.7%	NA	NA
	8D. Please rate your overall satisfaction with Aetna Better Health of Louisiana.	208	54.8%	126	51.6%	175	57.7%	NA	NA
	8E. Please rate your overall satisfaction with AmeriHealth Caritas (formerly L.A. Care).	224	65.6%	140	62.1%	202	62.4%	NA	NA
	8F. Please rate your overall satisfaction with United Healthcare Community Plan.	227	70.0%	144	61.8%	207	58.0%	NA	NA



Your 2017 Top Box Summary Rate for the Overall Satisfaction composite is 36.0%, which is significantly above 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 73.6%, which is significantly above 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 8B. It does not include 8A or 8C through 8F.

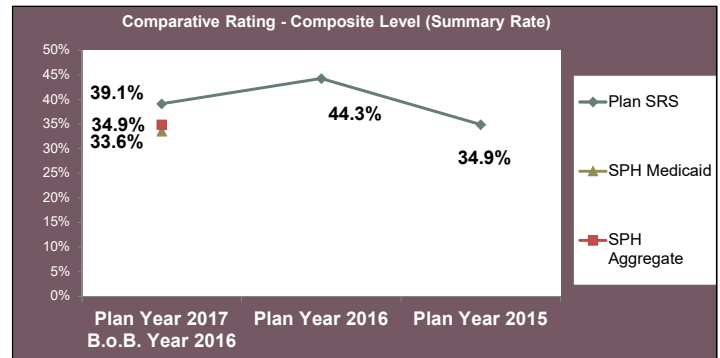
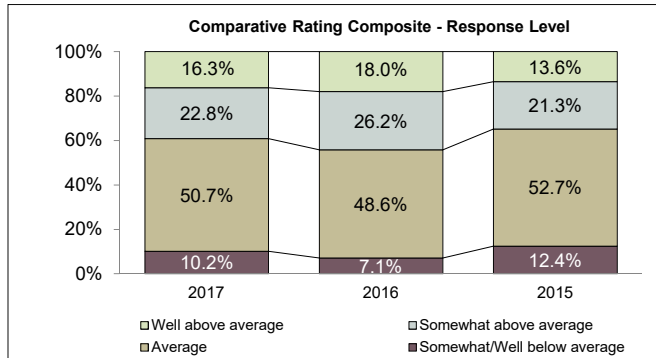
# Composite Analysis

## Comparative Rating - Top Box and Summary Rate Scores

294 Total Comparative Rating Respondents

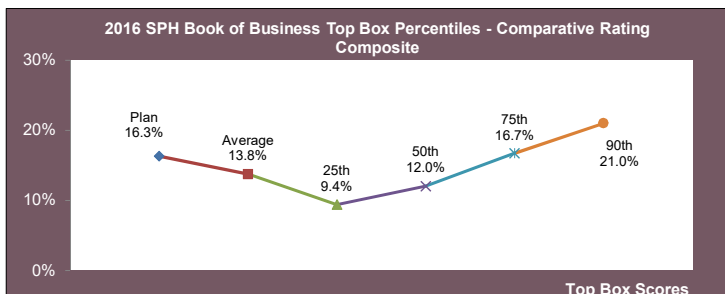
## Louisiana Healthcare Connections

### Provider Satisfaction Survey

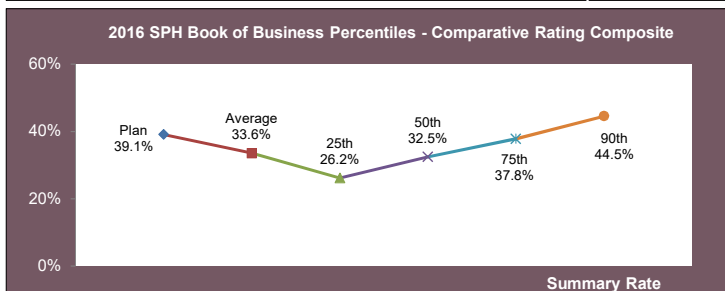


Top Box Score*	Attribute	2017		2016		2015		2016 SPH Book of Business**	
		n	Top Box Score*	n	Top Box Score*	n	Top Box Score*	Medicaid	Aggregate
	Comparative Rating								
	1A. How would you rate Louisiana Healthcare Connections compared to all other health plans you contract with?	294	16.3%	183	18.0%	258	13.6%	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 Louisiana Healthcare Connections compared to all other health plans you contract with?	294	39.1%	183	44.3%	258	34.9%	33.6%	34.9%



Your 2017 Top Box Summary Rate for the Comparative Rating composite is 16.3%, which is not significantly different from 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 39.1%, which is significantly above 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.



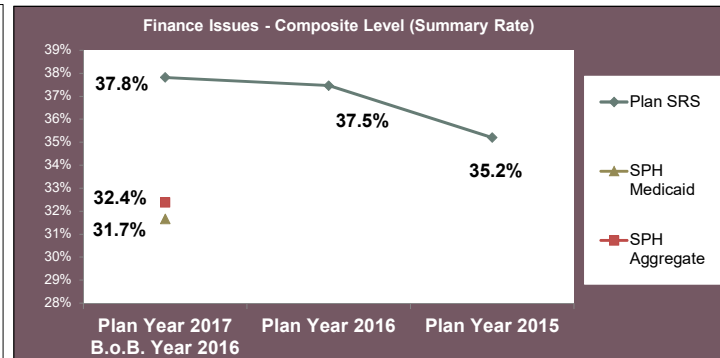
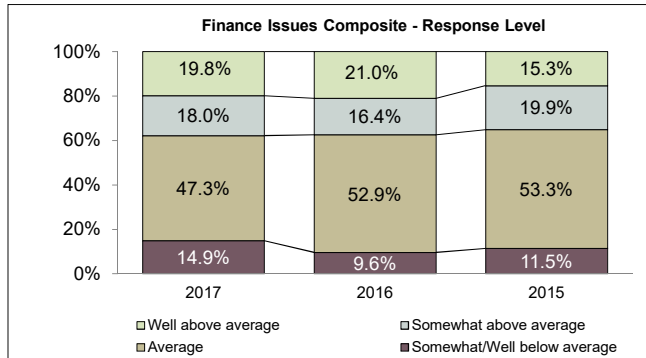
# Composite Analysis

## Finance Issues - Top Box and Summary Rate Scores

253 Total Finance Issues Respondents

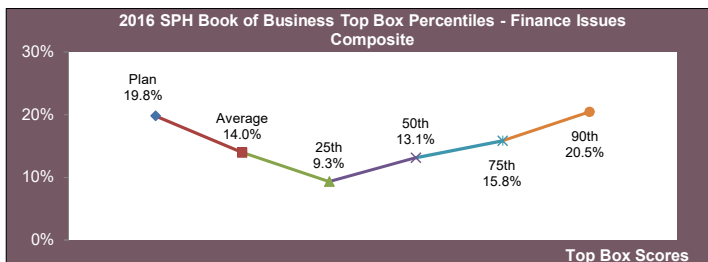
## Louisiana Healthcare Connections

### Provider Satisfaction Survey

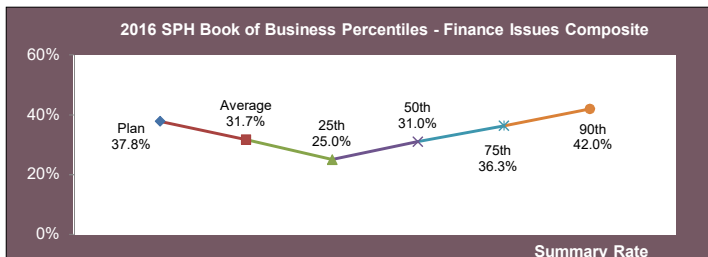


Top Box Scores*	Composite and Attributes	2017		2016		2015		2016 SPH Book of Business**	
		n	Top Box Score*	n	Top Box Score*	n	Top Box Score*	Medicaid	Aggregate
Top Box Scores*	<b>Finance Issues</b>		<b>19.8%</b>		<b>21.0%</b>		<b>15.3%</b>	<b>14.0%</b>	<b>14.4%</b>
	2A. Consistency of reimbursement fees with your contract rates.	253	16.6%	166	19.3%	221	11.8%	12.6%	13.0%
	2B. Accuracy of claims processing.	250	21.6%	166	20.5%	224	18.8%	14.8%	15.5%
	2C. Timeliness of claims processing.	247	21.9%	163	23.3%	226	17.3%	15.8%	16.0%
	2D. Resolution of claims payment problems or disputes.	230	19.1%	161	21.1%	214	13.6%	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
Summary Rate Scores*	<b>Finance Issues</b>		<b>37.8%</b>		<b>37.5%</b>		<b>35.2%</b>	<b>31.7%</b>	<b>32.4%</b>
	2A. Consistency of reimbursement fees with your contract rates.	253	33.6%	166	36.1%	221	32.6%	29.5%	30.0%
	2B. Accuracy of claims processing.	250	39.6%	166	41.6%	224	38.8%	33.7%	34.8%
	2C. Timeliness of claims processing.	247	43.7%	163	41.7%	226	37.6%	35.1%	35.1%
	2D. Resolution of claims payment problems or disputes.	230	34.3%	161	30.4%	214	31.8%	28.4%	29.7%



Your 2017 Top Box Summary Rate for the Finance Issues composite is 19.8%, which is significantly above 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 37.8%, which is significantly above 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.

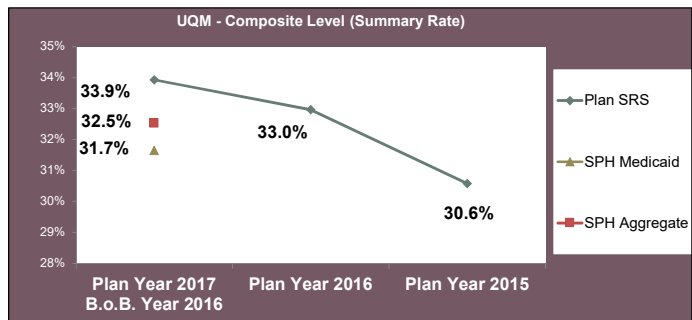
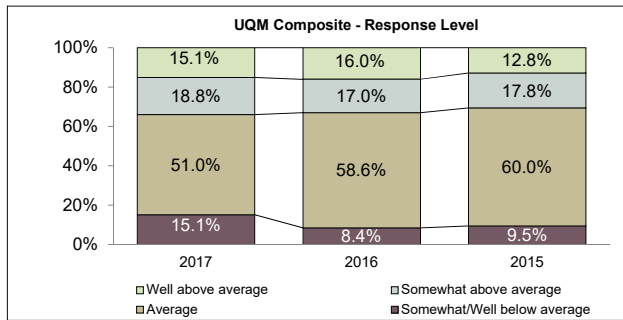
# Composite Analysis

## Utilization and Quality Management - Top Box and Summary Rate Scores

261 Total Utilization and Quality Management Respondents

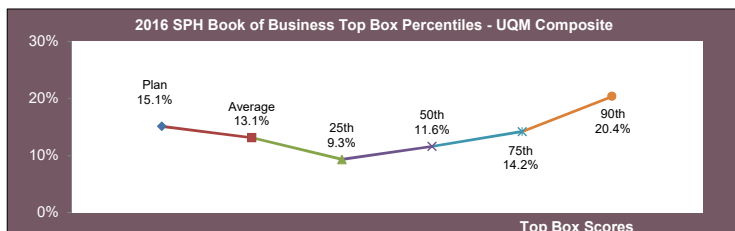
## Louisiana Healthcare Connections

### Provider Satisfaction Survey

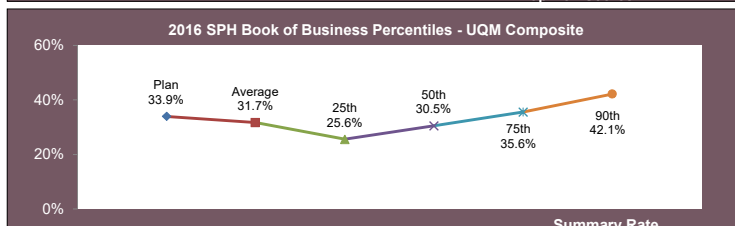


Top Box Scores*	Composite and Attributes		2017		2016		2015		2016 SPH Book of Business**	
			n	Top Box Score*	n	Top Box Score*	n	Top Box Score*	Medicaid	Aggregate
	<b>Utilization and Quality Management</b>			<b>15.1%</b>		<b>16.0%</b>		<b>12.8%</b>	<b>13.1%</b>	<b>13.8%</b>
3A. Access to knowledgeable UM staff.			245	13.1%	156	14.1%	222	11.7%	11.8%	12.6%
3B. Procedures for obtaining pre-certification/referral/authorization information.			261	13.8%	173	13.9%	229	12.7%	12.3%	13.1%
3C. Timeliness of obtaining pre-certification/referral/authorization information.			260	12.7%	170	14.1%	228	12.7%	12.7%	13.7%
3D. The health plan's facilitation/support of appropriate clinical care for patients.			249	14.5%	159	14.5%	221	10.4%	12.6%	13.1%
3E. Access to Case/Care Managers from this health plan.			237	15.2%	144	16.0%	191	11.5%	12.2%	12.9%
3F. Degree to which the plan covers and encourages preventive care and wellness.			241	21.6%	157	23.6%	221	17.6%	17.1%	17.3%
3G. Extent to which UM staff share review criteria and reasons for adverse determinations.			227	11.9%	140	12.9%	188	11.2%	NA	NA
3H. Consistency of review decisions.			228	11.8%	145	14.5%	199	8.5%	NA	NA

Summary Rate Scores*	Composite and Attributes		2017		2016		2015		2016 SPH Book of Business**	
			n	SRS*	n	SRS*	n	SRS*	Medicaid	Aggregate
	<b>Utilization and Quality Management</b>			<b>33.9%</b>		<b>33.0%</b>		<b>30.6%</b>	<b>31.7%</b>	<b>32.5%</b>
3A. Access to knowledgeable UM staff.			245	31.4%	156	30.1%	222	29.7%	29.9%	30.7%
3B. Procedures for obtaining pre-certification/referral/authorization information.			261	31.8%	173	31.8%	229	27.5%	31.1%	32.3%
3C. Timeliness of obtaining pre-certification/referral/authorization information.			260	33.8%	170	30.6%	228	30.3%	31.1%	32.3%
3D. The health plan's facilitation/support of appropriate clinical care for patients.			249	31.7%	159	33.3%	221	27.1%	30.1%	31.2%
3E. Access to Case/Care Managers from this health plan.			237	30.4%	144	30.6%	191	30.4%	29.2%	30.1%
3F. Degree to which the plan covers and encourages preventive care and wellness.			241	44.4%	157	41.4%	221	38.5%	38.5%	38.6%
3G. Extent to which UM staff share review criteria and reasons for adverse determinations.			227	28.2%	140	25.7%	188	28.2%	NA	NA
3H. Consistency of review decisions.			228	27.6%	145	28.3%	199	27.6%	NA	NA



Your 2017 Top Box Summary Rate for the Utilization and Quality Management composite is 15.1%, 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 33.9%, 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 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 Utilization and Quality Management composite is the average of 3A through 3F. It does not include custom questions 3G through 3H. As such, the Top Box and Summary Rate percentile graphs do not include the custom questions as they do not have a benchmark in the SPH Book of Business.

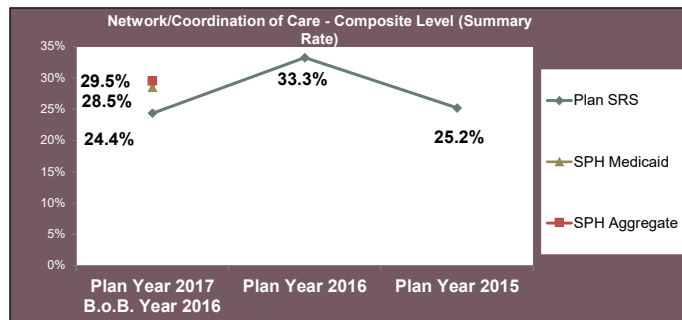
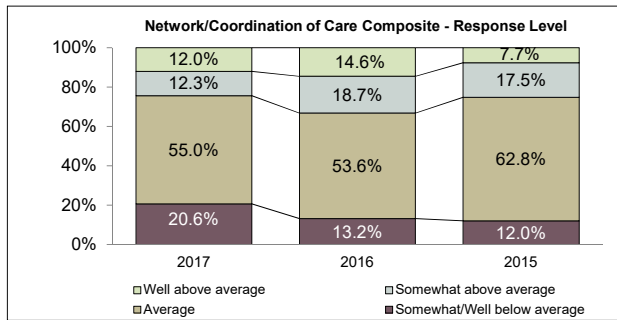
# Composite Analysis

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

235 Total Network/Coordination of Care Respondents

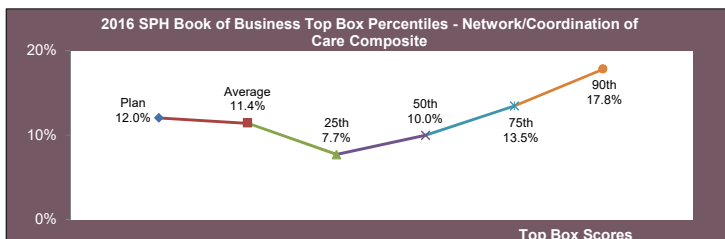
## Louisiana Healthcare Connections

### Provider Satisfaction Survey

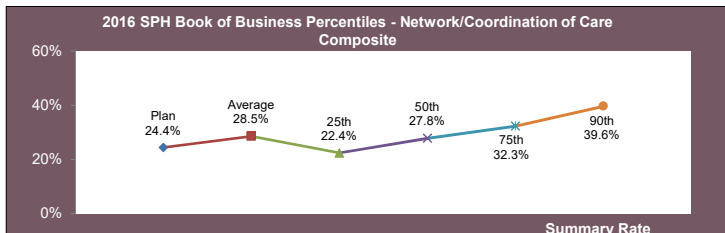


Composite and Attributes		2017		2016		2015		2016 SPH Book of Business**	
		n	Top Box Score*	n	Top Box Score*	n	Top Box Score*	Medicaid	Aggregate
Top Box Scores*	<b>Network/Coordination of Care</b>		<b>12.0%</b>		<b>14.6%</b>		<b>7.7%</b>	<b>11.4%</b>	<b>12.0%</b>
	4A. The number of specialists in this health plan's provider network.	234	12.0%	145	12.4%	200	6.5%	10.3%	10.8%
	4B. The quality of specialists in this health plan's provider network.	235	12.8%	143	14.7%	202	9.4%	12.9%	13.6%
	4C. The timeliness of feedback/reports from specialists in this health plan's provider network.	220	11.4%	145	16.6%	196	7.1%	11.0%	11.6%
	4D. The frequency of feedback/reports from specialists for patients in your care.	231	12.1%	141	15.6%	197	8.1%	NA	NA
	4E. The timeliness of feedback/reports from Behavioral Health Clinicians for patients in your care.	212	8.0%	120	11.7%	152	4.6%	NA	NA
	4F. The frequency of feedback/reports from Behavioral Health Clinicians for patients in your care.	209	9.1%	117	11.1%	146	7.5%	NA	NA

Composite and Attributes		2017		2016		2015		2016 SPH Book of Business**	
		n	SRS*	n	SRS*	n	SRS*	Medicaid	Aggregate
Summary Rate Scores*	<b>Network/Coordination of Care</b>		<b>24.4%</b>		<b>33.3%</b>		<b>25.2%</b>	<b>28.5%</b>	<b>29.5%</b>
	4A. The number of specialists in this health plan's provider network.	234	23.1%	145	32.4%	200	23.5%	25.4%	26.5%
	4B. The quality of specialists in this health plan's provider network.	235	26.4%	143	33.6%	202	28.7%	32.3%	33.4%
	4C. The timeliness of feedback/reports from specialists in this health plan's provider network.	220	23.6%	145	33.8%	196	23.5%	27.9%	28.7%
	4D. The frequency of feedback/reports from specialists for patients in your care.	231	23.8%	141	31.9%	197	25.4%	NA	NA
	4E. The timeliness of feedback/reports from Behavioral Health Clinicians for patients in your care.	212	22.2%	120	25.0%	152	15.1%	NA	NA
	4F. The frequency of feedback/reports from Behavioral Health Clinicians for patients in your care.	209	23.9%	117	26.5%	146	17.1%	NA	NA



Your 2017 Top Box Summary Rate for the Network/Coordination of Care composite is 12.0%, 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 24.4%, 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").

\*\* 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 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 Network/Coordination of Care composite is the average of 4A through 4C. It does not include custom questions 4D through 4F. As such, the Top Box and Summary Rate percentile graphs do not include the custom questions as they do not have a benchmark in the SPH Book of Business.

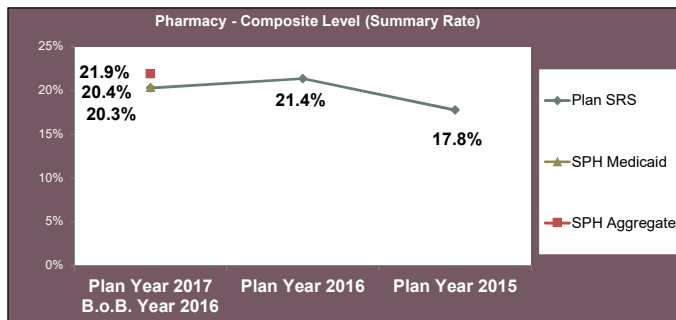
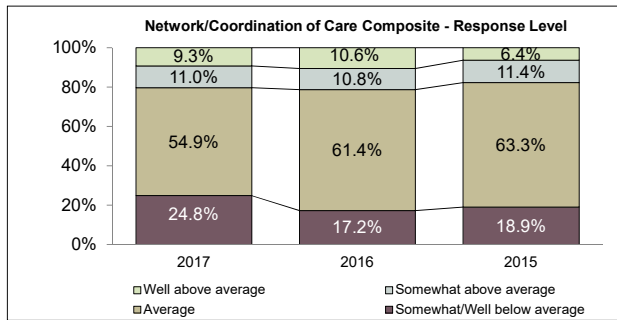
# Composite Analysis

## Pharmacy - Top Box and Summary Rate Scores

230 Total Pharmacy Respondents

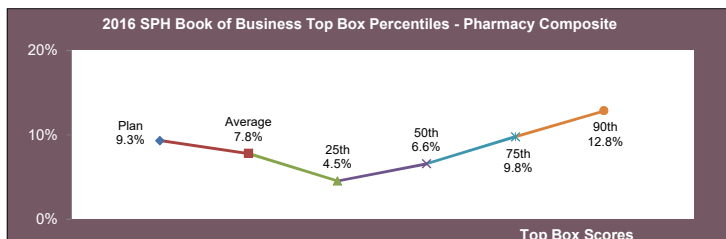
## Louisiana Healthcare Connections

### Provider Satisfaction Survey

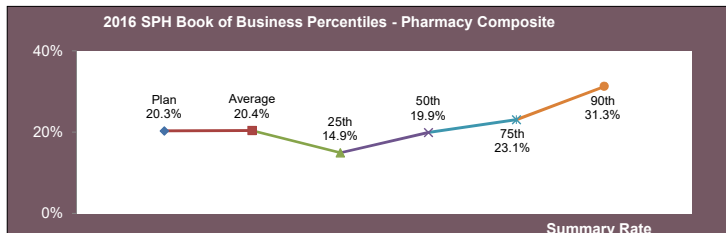


Top Box Scores*	Composite and Attributes		2017		2016		2015		2016 SPH Book of Business**	
			n	Top Box Score*	n	Top Box Score*	n	Top Box Score*	Medicaid	Aggregate
Top Box Scores*	<b>Network/Coordination of Care</b>			<b>9.3%</b>		<b>10.6%</b>		<b>6.4%</b>	<b>7.8%</b>	<b>8.4%</b>
	5A. Consistency of the formulary over time.		229	8.7%	140	11.4%	203	5.9%	7.6%	8.3%
	5B. Extent to which formulary reflects current standards of care.		226	10.6%	139	11.5%	205	6.8%	8.7%	9.2%
	5C. Variety of branded drugs on the formulary.		227	10.1%	144	9.7%	200	4.5%	6.9%	7.7%
	5D. Ease of prescribing your preferred medications within formulary guidelines.		230	7.8%	144	11.1%	201	8.5%	8.3%	9.0%
	5E. Availability of comparable drugs to substitute those not included in the formulary.		226	9.3%	140	9.3%	198	6.1%	7.3%	7.9%

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*	<b>Network/Coordination of Care</b>			<b>20.3%</b>		<b>21.4%</b>		<b>17.8%</b>	<b>20.4%</b>	<b>21.9%</b>
	5A. Consistency of the formulary over time.		229	22.7%	140	22.1%	203	18.7%	21.0%	22.3%
	5B. Extent to which formulary reflects current standards of care.		226	21.2%	139	24.5%	205	18.0%	22.1%	23.4%
	5C. Variety of branded drugs on the formulary.		227	19.4%	144	17.4%	200	16.5%	18.2%	19.7%
	5D. Ease of prescribing your preferred medications within formulary guidelines.		230	19.1%	144	24.3%	201	17.9%	21.5%	23.2%
	5E. Availability of comparable drugs to substitute those not included in the formulary.		226	19.0%	140	18.6%	198	17.7%	19.1%	20.9%



Your 2017 Top Box Summary Rate for the Pharmacy composite is 9.3%, which is not significantly different from SPH's 2016 Medicaid Book of Business Top Box Summary Rate Score of 7.8%.



Your 2017 Summary Rate for the Pharmacy composite is 20.3%, which is not significantly different from SPH's 2016 Medicaid Book of Business Summary Rate Score of 20.4%.

\* 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").

\*\* 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.

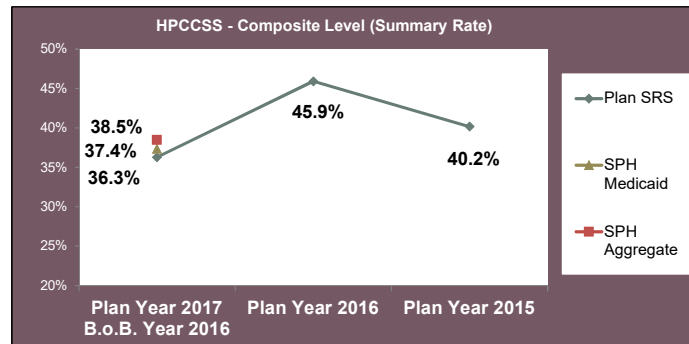
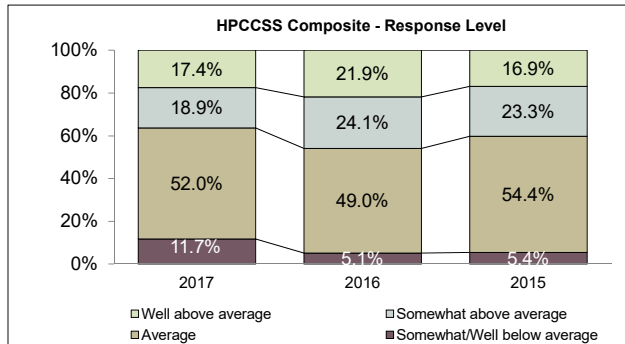
# Composite Analysis

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

245 Total Health Plan Call Center Service Staff Respondents

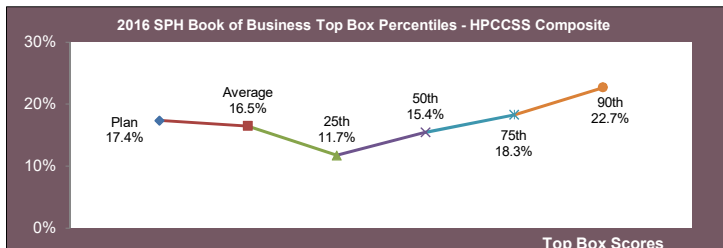
## Louisiana Healthcare Connections

### Provider Satisfaction Survey

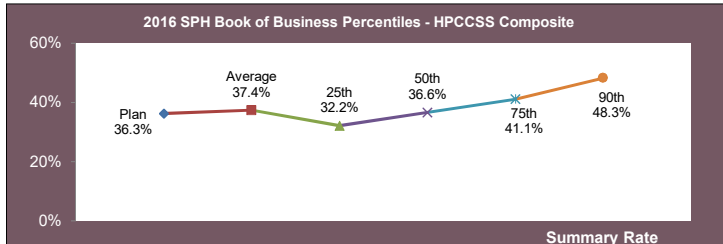


Top Box Scores*	Composite and Attributes		2017		2016		2015		2016 SPH Book of Business**	
			n	Top Box Score*	n	Top Box Score*	n	Top Box Score*	Medicaid	Aggregate
	<b>Health Plan Call Center Service Staff</b>			<b>17.4%</b>		<b>21.9%</b>		<b>16.9%</b>	<b>16.5%</b>	<b>17.4%</b>
	6A. Ease of reaching health plan call center staff over the phone.		242	16.5%	150	19.3%	216	15.3%	14.8%	16.0%
	6B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).		245	21.6%	153	27.5%	217	21.7%	19.2%	19.8%
	6C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.		226	14.2%	138	21.0%	200	15.0%	15.0%	15.8%
	6D. Overall satisfaction with health plan's call center service.		244	17.2%	153	19.6%	217	15.7%	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
	<b>Health Plan Call Center Service Staff</b>			<b>36.3%</b>		<b>45.9%</b>		<b>40.2%</b>	<b>37.4%</b>	<b>38.5%</b>
	6A. Ease of reaching health plan call center staff over the phone.		242	35.5%	150	43.3%	216	36.6%	35.1%	36.5%
	6B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).		245	41.6%	153	51.0%	217	47.9%	41.5%	42.1%
	6C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.		226	31.9%	138	44.9%	200	37.0%	35.3%	36.2%
	6D. Overall satisfaction with health plan's call center service.		244	36.1%	153	44.4%	217	39.2%	37.8%	39.2%



Your 2017 Top Box Summary Rate for the Health Plan Call Center Service Staff composite is 17.4%, 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 36.3%, 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").

\*\* 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.

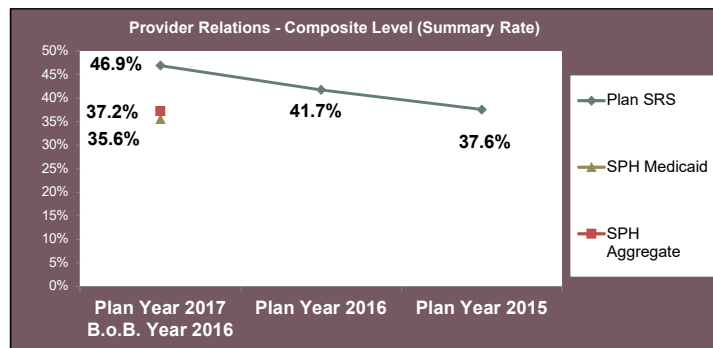
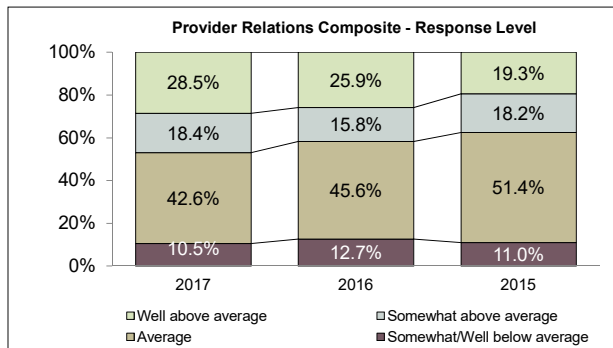
# Composite Analysis

## Provider Relations - Top Box and Summary Rate Scores

226 Total Provider Relations Respondents

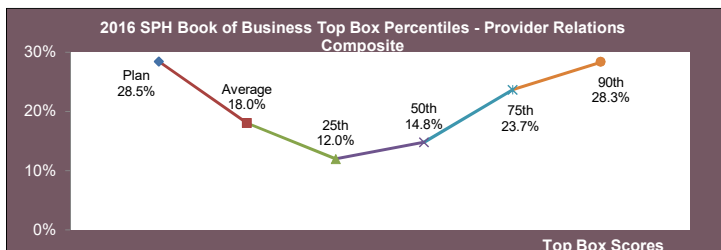
## Louisiana Healthcare Connections

### Provider Satisfaction Survey

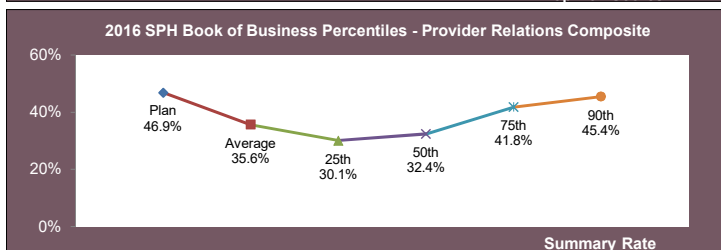


Top Box Scores*	Composite and Attributes	2017		2016		2015		2016 SPH Book of Business**	
		n	Top Box Score*	n	Top Box Score*	n	Top Box Score*	Medicaid	Aggregate
	Provider Relations		28.5%		25.9%		19.3%	18.0%	19.2%
	7A. Do you have a Provider Relations Specialist from this health plan assigned to your practice?	213	76.1%	137	72.3%	189	65.1%	50.4%	46.2%
	7B. Provider Relations representative's ability to answer questions and resolve problems.	152	35.5%	93	33.3%	108	27.8%	25.7%	27.7%
	7C. Quality of provider orientation process.	192	26.0%	125	21.6%	161	15.5%	13.7%	14.1%
	7D. Quality of written communications, policy bulletins, and manuals.	226	23.9%	145	22.8%	190	14.7%	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
	Provider Relations		46.9%		41.7%		37.6%	35.6%	37.2%
	7A. Do you have a Provider Relations Specialist from this health plan assigned to your practice?	213	76.1%	137	72.3%	189	65.1%	50.4%	46.2%
	7B. Provider Relations representative's ability to answer questions and resolve problems.	152	57.9%	93	49.5%	108	50.0%	47.1%	49.6%
	7C. Quality of provider orientation process.	192	44.8%	125	34.4%	161	31.7%	28.0%	29.0%
	7D. Quality of written communications, policy bulletins, and manuals.	226	38.1%	145	41.4%	190	31.1%	31.7%	33.1%



➤ Your 2017 Top Box Summary Rate for the Provider Relations composite is 28.5%, which is significantly above 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 46.9%, which is significantly above 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").

\*\* 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 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 7B through 7D. It does not include 7A.

## 5. Global Proportions

Pages 5A through 5C provide a graphical presentation of the percentage of providers who chose each response option.<sup>5</sup> 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

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

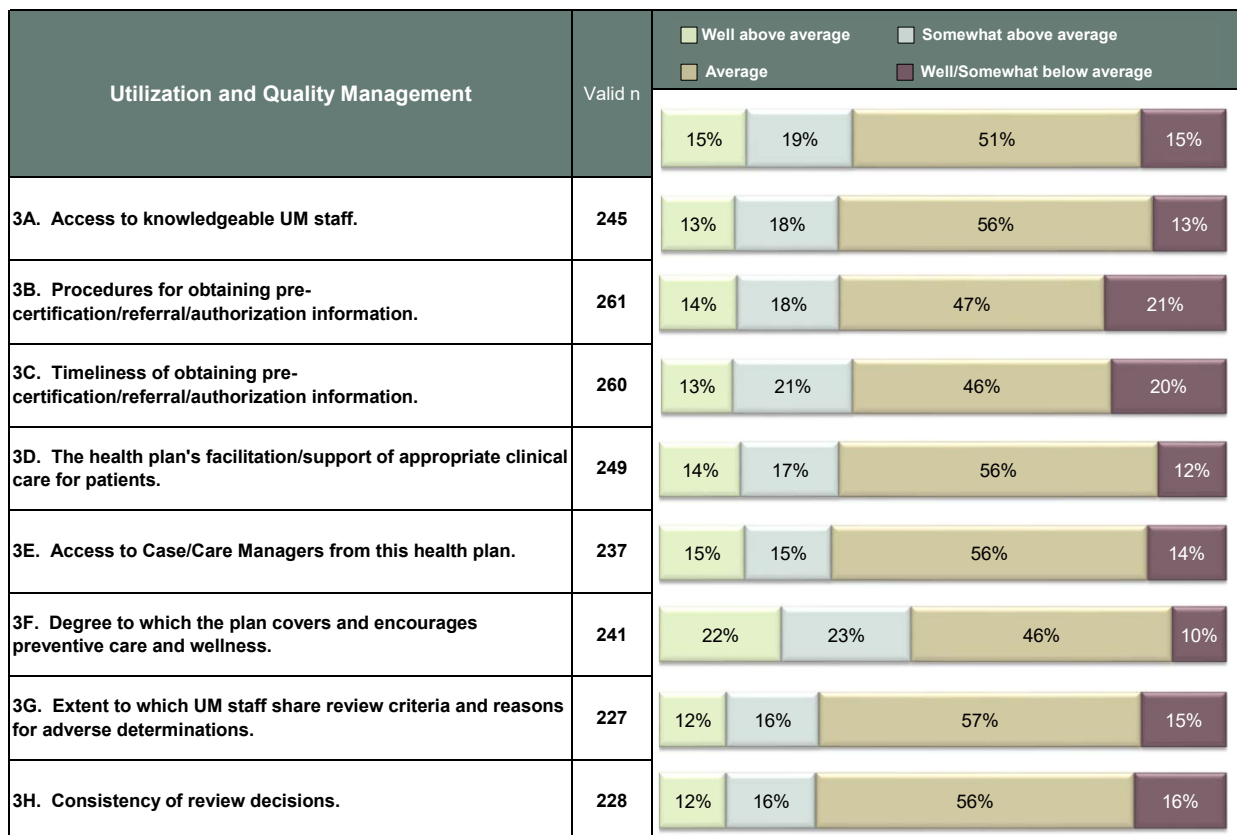
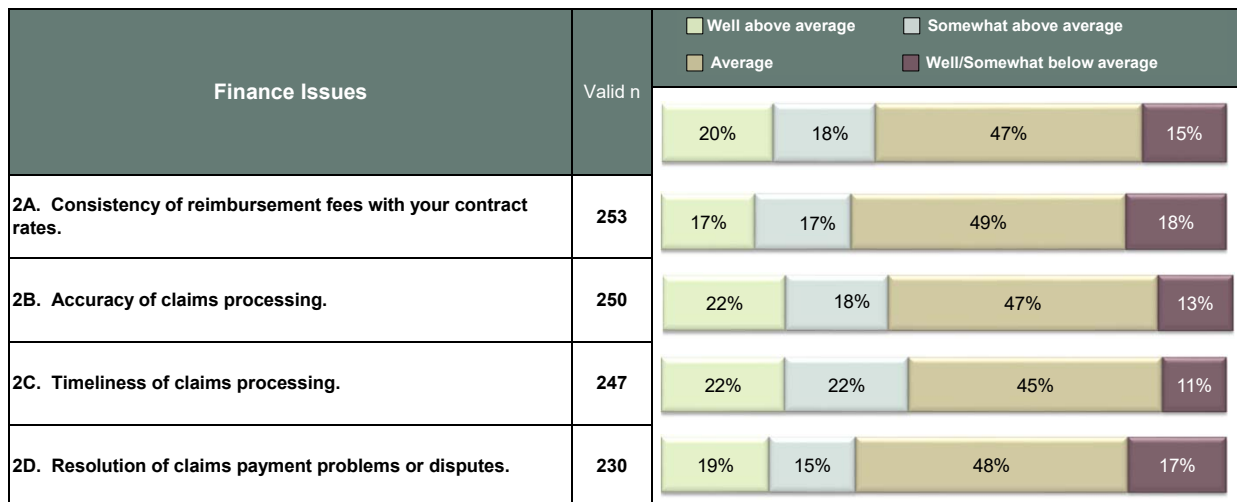
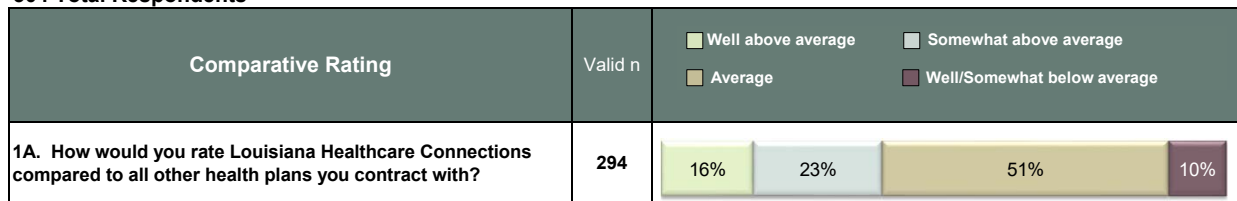


# Global Proportions

## Composite/Attribute Response Distributions

## Louisiana Healthcare Connections Provider Satisfaction Survey

304 Total Respondents



Note 1: Percentages may not add to 100% due to rounding.

Note 2: The Utilization and Quality Management composite scores include 3A through 3F.



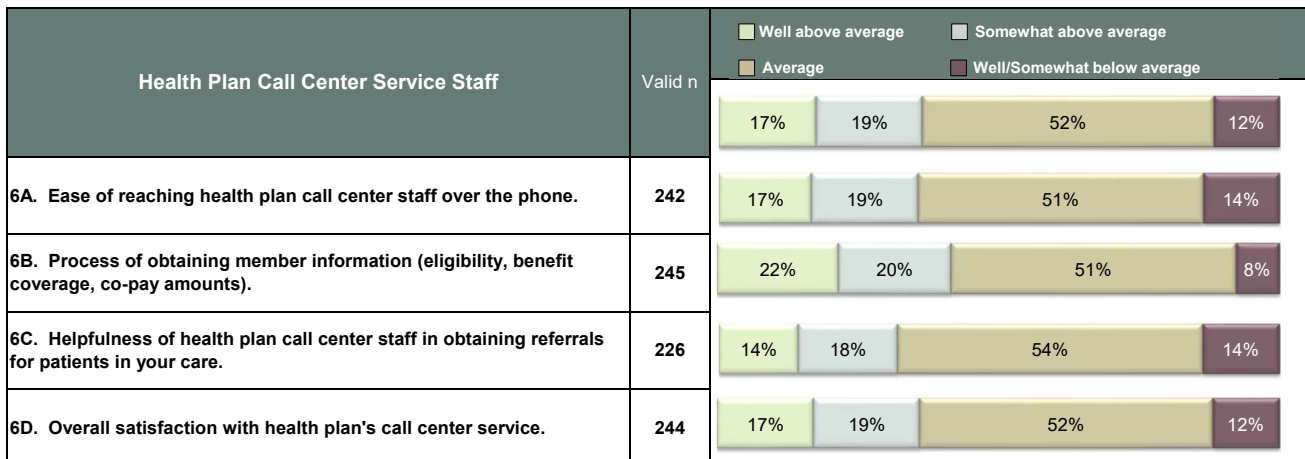
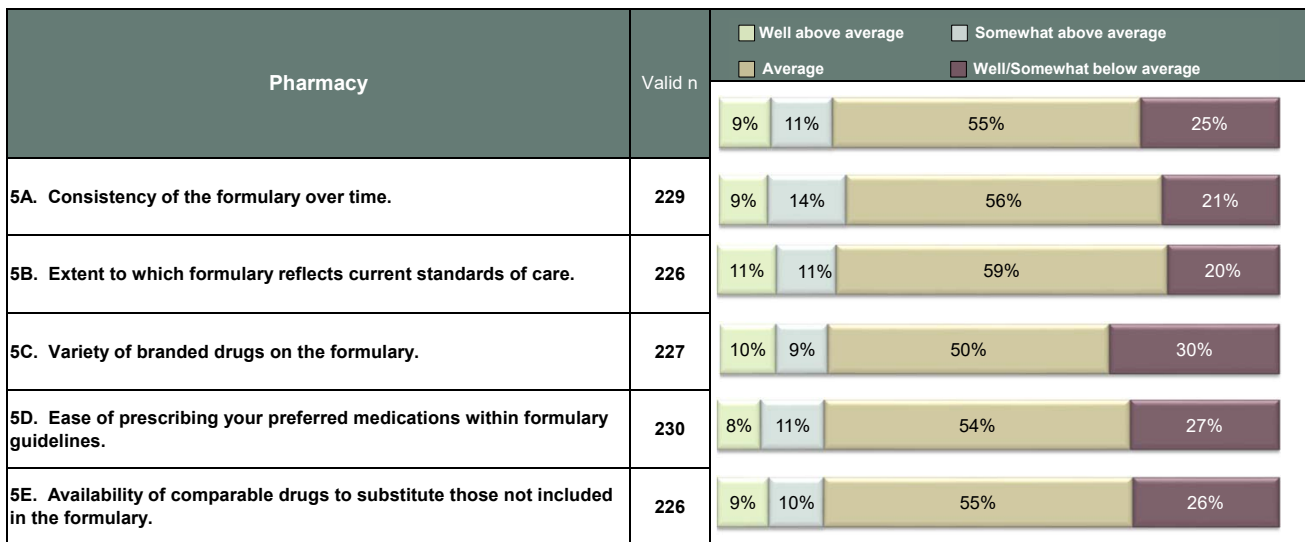
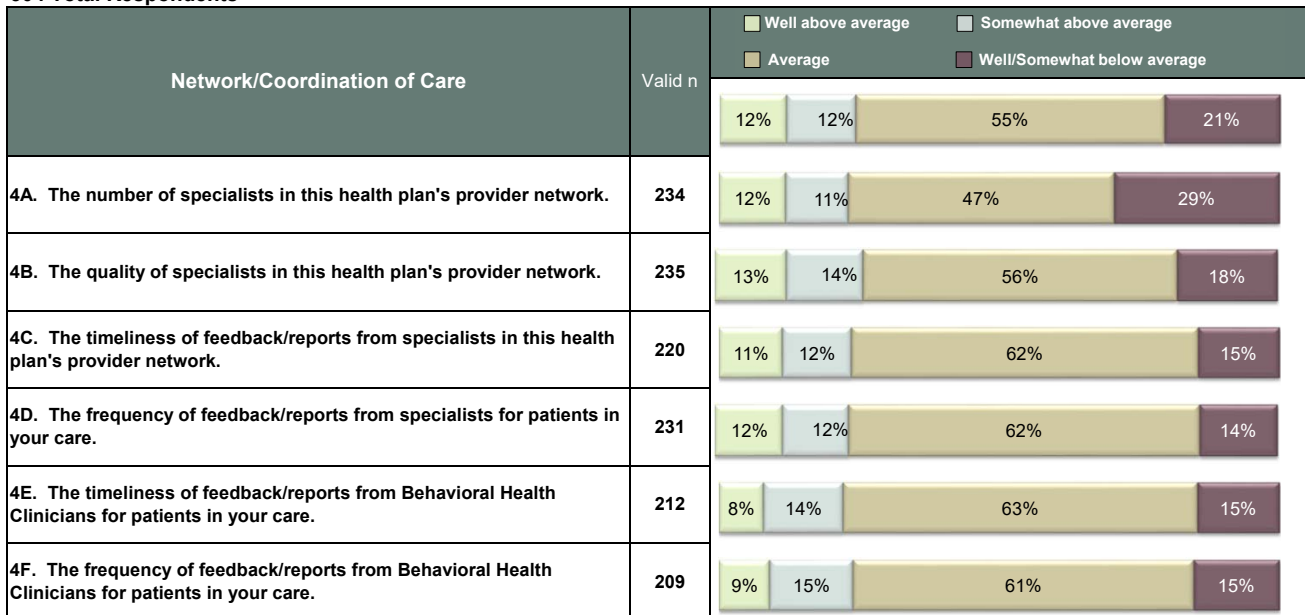
# Global Proportions

## Composite/Attribute Response Distributions

## Louisiana Healthcare Connections

### Provider Satisfaction Survey

304 Total Respondents



Note 1: Percentages may not add to 100% due to rounding.

Note 2: The Network/Coordination of Care composite scores include 4A through 4C.

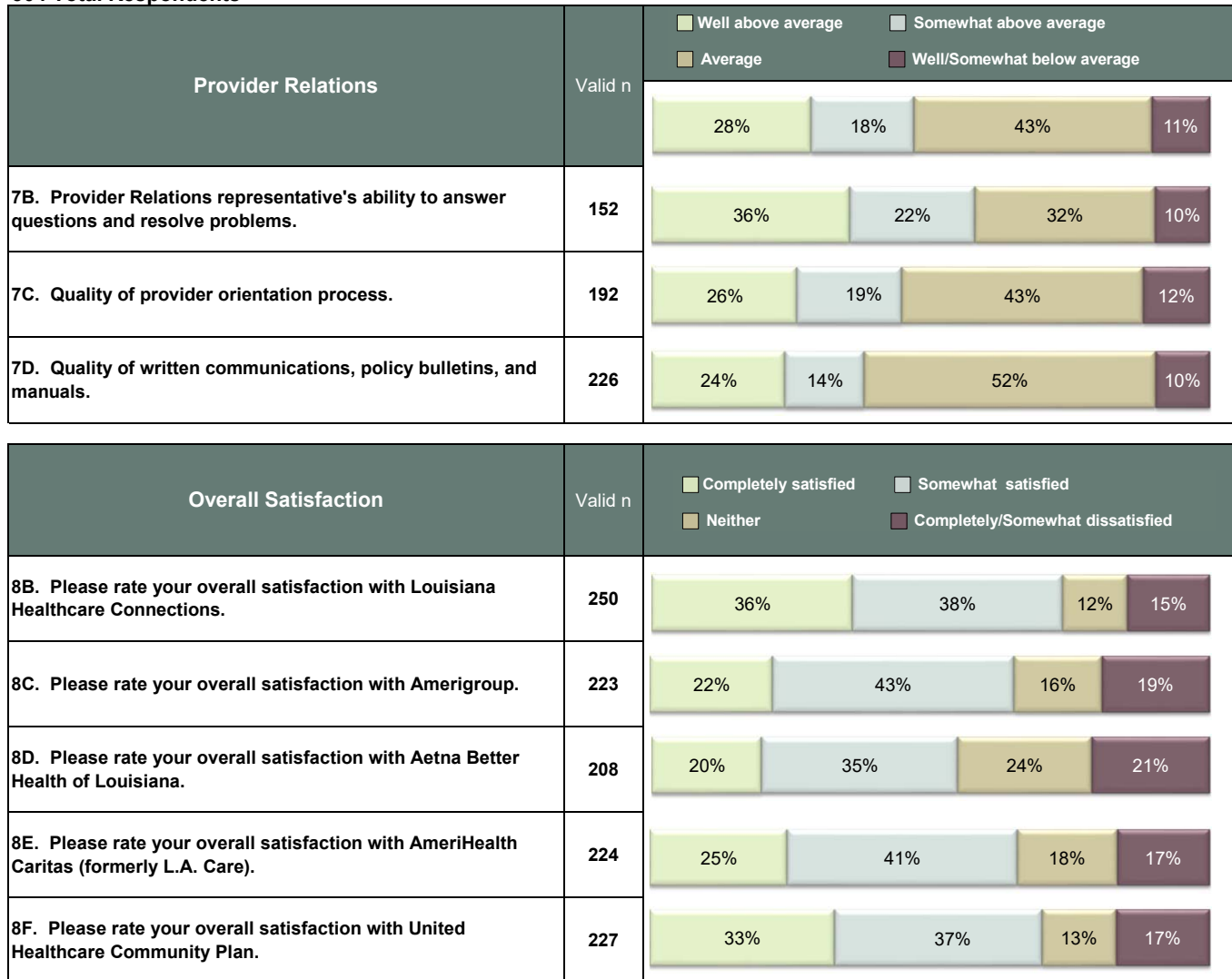
## Global Proportions

### Composite/Attribute Response Distributions

## Louisiana Healthcare Connections

### Provider Satisfaction Survey

304 Total Respondents



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

## 6. Segmentation Analyses

The database provided by Louisiana Healthcare Connections 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)
- ☒ Preferred Communication (F)
- ☒ Insurance Participation (G)
- ☒ Survey Methodology (Database)

The percentages represent the Summary Rate for each segment of the demographic category. For example, in the table below, the Summary Rate for 8B, *'Please rate your overall satisfaction with Louisiana Healthcare Connections,'* 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, 75.0% are 'Completely satisfied' or 'Somewhat satisfied' with Louisiana Healthcare Connections, while 77.1% of respondents who have been in practice five to 15 years and 69.0% of respondents who have been in practice 16 years or more are 'Completely satisfied' or 'Somewhat satisfied' with Louisiana Healthcare Connections."

Years in Practice	Less than 5 years	5 – 15 years	16 years or more
8B. Please rate your overall satisfaction with Louisiana Healthcare Connections.	75.0%	77.1%	69.0%

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 – 6H

# Segmentation Analysis

## Plan Summary Rates by Area of Medicine (A)

## Louisiana Healthcare Connections

### Provider Satisfaction Survey

304 Total Respondents

Composite/Attribute	Primary Care		Specialty		Behavioral Health Clinician		Range*
	Valid n**	%	Valid n**	%	Valid n**	%	
<b>Overall Satisfaction</b>		<b>77.3%</b>		<b>69.2%</b>		<b>71.2%</b>	<b>8.1%</b>
8A. Would you recommend Louisiana Healthcare Connections to other physicians' practices?	160	89.4%	65	81.5%	56	80.4%	9.0%
8B. Please rate your overall satisfaction with Louisiana Healthcare Connections.	172	77.3%	65	69.2%	59	71.2%	8.1%
8C. Please rate your overall satisfaction with Amerigroup.	147	61.2%	63	71.4%	56	85.7%	24.5%
8D. Please rate your overall satisfaction with Aetna Better Health of Louisiana.	139	51.8%	55	58.2%	53	69.8%	18.0%
8E. Please rate your overall satisfaction with AmeriHealth Caritas (formerly L.A. Care).	151	64.9%	59	59.3%	58	84.5%	25.2%
8F. Please rate your overall satisfaction with United Healthcare Community Plan.	151	69.5%	62	59.7%	57	87.7%	28.0%
<b>All Other Plans (Comparative Rating)</b>							
1A. How would you rate Louisiana Healthcare Connections compared to all other health plans you contract with?	208	39.9%	77	42.9%	69	43.5%	3.6%
<b>Finance Issues</b>		<b>40.0%</b>		<b>27.7%</b>		<b>37.3%</b>	<b>12.3%</b>
2A. Consistency of reimbursement fees with your contract rates.	179	35.8%	67	25.4%	59	27.1%	10.4%
2B. Accuracy of claims processing.	176	41.5%	64	26.6%	61	37.7%	14.9%
2C. Timeliness of claims processing.	175	46.3%	65	35.4%	59	45.8%	10.9%
2D. Resolution of claims payment problems or disputes.	164	36.6%	64	23.4%	52	38.5%	15.0%
<b>Utilization and Quality Management</b>		<b>34.8%</b>		<b>26.1%</b>		<b>38.8%</b>	<b>12.7%</b>
3A. Access to knowledgeable UM staff.	172	33.7%	66	21.2%	61	36.1%	14.9%
3B. Procedures for obtaining pre-certification/referral/authorization information.	187	32.6%	66	22.7%	61	36.1%	13.3%
3C. Timeliness of obtaining pre-certification/referral/authorization information.	185	34.6%	66	25.8%	61	37.7%	11.9%
3D. The health plan's facilitation/support of appropriate clinical care for patients.	179	32.4%	64	25.0%	59	33.9%	8.9%
3E. Access to Case/Care Managers from this health plan.	166	28.9%	62	24.2%	55	40.0%	15.8%
3F. Degree to which the plan covers and encourages preventive care and wellness.	178	46.6%	61	37.7%	49	49.0%	11.3%
3G. Extent to which UM staff share review criteria and reasons for adverse determinations.	159	29.6%	63	23.8%	48	29.2%	5.8%
3H. Consistency of review decisions.	162	27.8%	60	30.0%	51	23.5%	6.5%
<b>Network/Coordination of Care</b>		<b>23.6%</b>		<b>25.9%</b>		<b>33.3%</b>	<b>9.7%</b>
4A. The number of specialists in this health plan's provider network.	174	21.8%	62	25.8%	43	37.2%	15.4%
4B. The quality of specialists in this health plan's provider network.	173	26.6%	63	27.0%	45	31.1%	4.5%
4C. The timeliness of feedback/reports from specialists in this health plan's provider network.	165	22.4%	56	25.0%	41	31.7%	9.3%
4D. The frequency of feedback/reports from specialists for patients in your care.	172	23.8%	60	25.0%	43	27.9%	4.1%
4E. The timeliness of feedback/reports from Behavioral Health Clinicians for patients in your care.	156	19.9%	50	24.0%	50	30.0%	10.1%
4F. The frequency of feedback/reports from Behavioral Health Clinicians for patients in your care.	154	22.1%	49	24.5%	48	31.3%	9.2%
<b>Pharmacy</b>		<b>19.1%</b>		<b>18.3%</b>		<b>31.3%</b>	<b>13.0%</b>
5A. Consistency of the formulary over time.	169	21.9%	65	20.0%	41	39.0%	19.0%
5B. Extent to which formulary reflects current standards of care.	170	20.6%	62	21.0%	41	29.3%	8.7%
5C. Variety of branded drugs on the formulary.	169	18.3%	66	13.6%	40	35.0%	21.4%
5D. Ease of prescribing your preferred medications within formulary guidelines.	170	17.6%	67	17.9%	40	27.5%	9.9%
5E. Availability of comparable drugs to substitute those not included in the formulary.	170	17.1%	64	18.8%	39	25.6%	8.6%
<b>Health Plan Call Center Service Staff</b>		<b>37.7%</b>		<b>32.2%</b>		<b>37.3%</b>	<b>5.5%</b>
6A. Ease of reaching health plan call center staff over the phone.	166	36.1%	66	27.3%	58	36.2%	8.9%
6B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	173	44.5%	64	34.4%	56	42.9%	10.1%
6C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.	165	31.5%	53	34.0%	51	31.4%	2.6%
6D. Overall satisfaction with health plan's call center service.	170	38.8%	63	33.3%	57	38.6%	5.5%
<b>Provider Relations</b>		<b>48.8%</b>		<b>43.0%</b>		<b>47.9%</b>	<b>5.7%</b>
7A. Do you have a Provider Relations Specialist from this health plan assigned to your practice?	147	79.6%	58	72.4%	51	78.4%	7.2%
7B. Provider Relations representative's ability to answer questions and resolve problems.	110	58.2%	38	57.9%	38	57.9%	0.3%
7C. Quality of provider orientation process.	132	47.7%	52	38.5%	47	51.1%	12.6%
7D. Quality of written communications, policy bulletins, and manuals.	161	40.4%	58	32.8%	52	34.6%	7.6%

\* 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 8B. It does not include 8A or 8C through 8F.

Note 2: The Provider Relations composite is the average of 7B through 7D. It does not include 7A.

Note 3: The Utilization and Quality Management composite is the average of 3A through 3F and does not include custom questions 3G or 3H. The Network/Coordination of Care composite is the average of 4A through 4C and does not include custom questions 4D through 4F.

# Segmentation Analysis

## Plan Summary Rates by Physicians in Practice (B)

## Louisiana Healthcare Connections

### Provider Satisfaction Survey

304 Total Respondents

Composite/Attribute	Solo		2 - 5 physicians		More than 5 physicians		Range*
	Valid n**	%	Valid n**	%	Valid n**	%	
<b>Overall Satisfaction</b>		<b>74.2%</b>		<b>68.5%</b>		<b>85.7%</b>	<b>5.7%</b>
8A. Would you recommend Louisiana Healthcare Connections to other physicians' practices?	126	83.3%	81	87.7%	19	84.2%	4.3%
8B. Please rate your overall satisfaction with Louisiana Healthcare Connections.	132	74.2%	89	68.5%	21	85.7%	5.7%
8C. Please rate your overall satisfaction with Amerigroup.	117	65.8%	80	57.5%	18	83.3%	8.3%
8D. Please rate your overall satisfaction with Aetna Better Health of Louisiana.	108	54.6%	77	50.6%	16	68.8%	4.0%
8E. Please rate your overall satisfaction with AmeriHealth Caritas (formerly L.A. Care).	115	69.6%	84	58.3%	17	70.6%	11.2%
8F. Please rate your overall satisfaction with United Healthcare Community Plan.	121	69.4%	82	67.1%	16	81.3%	2.3%
<b>All Other Plans (Comparative Rating)</b>							
1A. How would you rate Louisiana Healthcare Connections compared to all other health plans you contract with?	154	38.3%	105	41.0%	26	38.5%	2.6%
<b>Finance Issues</b>		<b>31.7%</b>		<b>47.0%</b>		<b>43.4%</b>	<b>15.3%</b>
2A. Consistency of reimbursement fees with your contract rates.	142	28.9%	83	42.2%	21	33.3%	13.3%
2B. Accuracy of claims processing.	141	34.0%	82	50.0%	21	38.1%	16.0%
2C. Timeliness of claims processing.	140	35.7%	81	54.3%	20	55.0%	18.6%
2D. Resolution of claims payment problems or disputes.	125	28.0%	82	41.5%	19	47.4%	13.5%
<b>Utilization and Quality Management</b>		<b>33.2%</b>		<b>35.1%</b>		<b>32.0%</b>	<b>1.9%</b>
3A. Access to knowledgeable UM staff.	135	29.6%	82	34.1%	23	30.4%	4.5%
3B. Procedures for obtaining pre-certification/referral/authorization information.	134	32.8%	95	30.5%	25	28.0%	2.3%
3C. Timeliness of obtaining pre-certification/referral/authorization information.	134	35.1%	95	32.6%	24	33.3%	2.4%
3D. The health plan's facilitation/support of appropriate clinical care for patients.	132	30.3%	90	31.1%	22	40.9%	0.8%
3E. Access to Case/Care Managers from this health plan.	127	31.5%	83	30.1%	22	22.7%	1.4%
3F. Degree to which the plan covers and encourages preventive care and wellness.	128	39.8%	88	52.3%	22	36.4%	12.4%
3G. Extent to which UM staff share review criteria and reasons for adverse determinations.	124	28.2%	77	29.9%	23	21.7%	1.6%
3H. Consistency of review decisions.	117	25.6%	85	28.2%	22	31.8%	2.6%
<b>Network/Coordination of Care</b>		<b>25.1%</b>		<b>22.6%</b>		<b>26.1%</b>	<b>2.5%</b>
4A. The number of specialists in this health plan's provider network.	124	25.8%	84	17.9%	23	30.4%	7.9%
4B. The quality of specialists in this health plan's provider network.	124	25.8%	85	25.9%	23	30.4%	0.1%
4C. The timeliness of feedback/reports from specialists in this health plan's provider network.	114	23.7%	79	24.1%	23	17.4%	0.4%
4D. The frequency of feedback/reports from specialists for patients in your care.	123	22.8%	81	25.9%	23	17.4%	3.2%
4E. The timeliness of feedback/reports from Behavioral Health Clinicians for patients in your care.	108	24.1%	77	26.0%	22	4.5%	1.9%
4F. The frequency of feedback/reports from Behavioral Health Clinicians for patients in your care.	106	22.6%	76	31.6%	21	4.8%	8.9%
<b>Pharmacy</b>		<b>20.4%</b>		<b>22.1%</b>		<b>15.0%</b>	<b>1.7%</b>
5A. Consistency of the formulary over time.	119	22.7%	84	26.2%	23	13.0%	3.5%
5B. Extent to which formulary reflects current standards of care.	117	19.7%	83	25.3%	23	17.4%	5.6%
5C. Variety of branded drugs on the formulary.	117	20.5%	85	20.0%	22	13.6%	0.5%
5D. Ease of prescribing your preferred medications within formulary guidelines.	120	20.0%	84	17.9%	23	21.7%	2.1%
5E. Availability of comparable drugs to substitute those not included in the formulary.	116	19.0%	85	21.2%	22	9.1%	2.2%
<b>Health Plan Call Center Service Staff</b>		<b>35.2%</b>		<b>40.5%</b>		<b>27.1%</b>	<b>5.3%</b>
6A. Ease of reaching health plan call center staff over the phone.	129	35.7%	82	39.0%	24	25.0%	3.4%
6B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	134	38.1%	82	48.8%	23	39.1%	10.7%
6C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.	118	31.4%	81	34.6%	22	22.7%	3.2%
6D. Overall satisfaction with health plan's call center service.	131	35.9%	83	39.8%	23	21.7%	3.9%
<b>Provider Relations</b>		<b>43.0%</b>		<b>58.2%</b>		<b>27.5%</b>	<b>15.2%</b>
7A. Do you have a Provider Relations Specialist from this health plan assigned to your practice?	116	77.6%	73	74.0%	18	72.2%	3.6%
7B. Provider Relations representative's ability to answer questions and resolve problems.	87	55.2%	49	67.3%	12	41.7%	12.2%
7C. Quality of provider orientation process.	105	39.0%	66	59.1%	16	25.0%	20.0%
7D. Quality of written communications, policy bulletins, and manuals.	124	34.7%	77	48.1%	19	15.8%	13.4%

\* Range is the difference between Summary Rates shown. Due to the small sample size of More than 5 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 8B. It does not include 8A or 8C through 8F.

Note 2: The Provider Relations composite is the average of 7B through 7D. It does not include 7A.

Note 3: The Utilization and Quality Management composite is the average of 3A through 3F and does not include custom questions 3G or 3H. The Network/Coordination of Care composite is the average of 4A through 4C and does not include custom questions 4D through 4F.

# Segmentation Analysis

## Plan Summary Rates by Years in Practice (C)

## Louisiana Healthcare Connections

### Provider Satisfaction Survey

304 Total Respondents

Composite/Attribute	Less than 5 years		5 - 15 years		16 years or more		Range*
	Valid n**	%	Valid n**	%	Valid n**	%	
<b>Overall Satisfaction</b>		<b>75.0%</b>		<b>77.1%</b>		<b>69.0%</b>	<b>8.1%</b>
8A. Would you recommend Louisiana Healthcare Connections to other physicians' practices?	60	86.7%	90	87.8%	81	81.5%	6.3%
8B. Please rate your overall satisfaction with Louisiana Healthcare Connections.	64	75.0%	96	77.1%	87	69.0%	8.1%
8C. Please rate your overall satisfaction with Amerigroup.	58	72.4%	88	67.0%	74	56.8%	15.7%
8D. Please rate your overall satisfaction with Aetna Better Health of Louisiana.	50	50.0%	85	61.2%	70	50.0%	11.2%
8E. Please rate your overall satisfaction with AmeriHealth Caritas (formerly L.A. Care).	60	70.0%	85	67.1%	76	60.5%	9.5%
8F. Please rate your overall satisfaction with United Healthcare Community Plan.	60	68.3%	88	76.1%	76	64.5%	11.7%
<b>All Other Plans (Comparative Rating)</b>							
1A. How would you rate Louisiana Healthcare Connections compared to all other health plans you contract with?	74	44.6%	115	40.0%	101	34.7%	9.9%
<b>Finance Issues</b>		<b>46.5%</b>		<b>41.8%</b>		<b>27.8%</b>	<b>18.7%</b>
2A. Consistency of reimbursement fees with your contract rates.	56	44.6%	102	38.2%	92	21.7%	22.9%
2B. Accuracy of claims processing.	56	50.0%	103	42.7%	88	29.5%	20.5%
2C. Timeliness of claims processing.	54	51.9%	102	48.0%	88	33.0%	18.9%
2D. Resolution of claims payment problems or disputes.	53	39.6%	94	38.3%	81	27.2%	12.5%
<b>Utilization and Quality Management</b>		<b>41.1%</b>		<b>32.9%</b>		<b>30.3%</b>	<b>10.9%</b>
3A. Access to knowledgeable UM staff.	57	38.6%	101	32.7%	86	25.6%	13.0%
3B. Procedures for obtaining pre-certification/referral/authorization information.	61	44.3%	107	29.0%	91	26.4%	17.9%
3C. Timeliness of obtaining pre-certification/referral/authorization information.	61	42.6%	108	30.6%	89	31.5%	12.1%
3D. The health plan's facilitation/support of appropriate clinical care for patients.	62	37.1%	101	32.7%	85	27.1%	10.0%
3E. Access to Case/Care Managers from this health plan.	56	35.7%	99	29.3%	81	28.4%	7.3%
3F. Degree to which the plan covers and encourages preventive care and wellness.	62	48.4%	95	43.2%	82	42.7%	5.7%
3G. Extent to which UM staff share review criteria and reasons for adverse determinations.	56	28.6%	93	24.7%	77	31.2%	6.4%
3H. Consistency of review decisions.	53	26.4%	95	29.5%	79	25.3%	4.2%
<b>Network/Coordination of Care</b>		<b>24.2%</b>		<b>25.4%</b>		<b>23.6%</b>	<b>1.8%</b>
4A. The number of specialists in this health plan's provider network.	54	20.4%	95	23.2%	82	25.6%	5.2%
4B. The quality of specialists in this health plan's provider network.	57	26.3%	92	27.2%	83	25.3%	1.9%
4C. The timeliness of feedback/reports from specialists in this health plan's provider network.	54	25.9%	89	25.8%	75	20.0%	5.9%
4D. The frequency of feedback/reports from specialists for patients in your care.	56	23.2%	92	29.3%	82	18.3%	11.1%
4E. The timeliness of feedback/reports from Behavioral Health Clinicians for patients in your care.	53	22.6%	83	25.3%	75	18.7%	6.6%
4F. The frequency of feedback/reports from Behavioral Health Clinicians for patients in your care.	54	25.9%	81	27.2%	73	19.2%	8.0%
<b>Pharmacy</b>		<b>25.2%</b>		<b>20.0%</b>		<b>17.9%</b>	<b>7.3%</b>
5A. Consistency of the formulary over time.	54	27.8%	92	22.8%	81	19.8%	8.0%
5B. Extent to which formulary reflects current standards of care.	53	24.5%	91	20.9%	80	20.0%	4.5%
5C. Variety of branded drugs on the formulary.	52	26.9%	90	21.1%	83	13.3%	13.7%
5D. Ease of prescribing your preferred medications within formulary guidelines.	54	24.1%	91	16.5%	83	19.3%	7.6%
5E. Availability of comparable drugs to substitute those not included in the formulary.	53	22.6%	90	18.9%	81	17.3%	5.4%
<b>Health Plan Call Center Service Staff</b>		<b>37.6%</b>		<b>35.6%</b>		<b>36.6%</b>	<b>2.0%</b>
6A. Ease of reaching health plan call center staff over the phone.	58	39.7%	99	35.4%	83	33.7%	5.9%
6B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	59	44.1%	98	40.8%	86	40.7%	3.4%
6C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.	58	27.6%	91	33.0%	75	33.3%	5.7%
6D. Overall satisfaction with health plan's call center service.	59	39.0%	99	33.3%	83	38.6%	5.6%
<b>Provider Relations</b>		<b>50.5%</b>		<b>43.3%</b>		<b>49.2%</b>	<b>7.2%</b>
7A. Do you have a Provider Relations Specialist from this health plan assigned to your practice?	52	76.9%	80	73.8%	80	77.5%	3.8%
7B. Provider Relations representative's ability to answer questions and resolve problems.	37	62.2%	56	58.9%	58	55.2%	7.0%
7C. Quality of provider orientation process.	48	50.0%	72	36.1%	71	50.7%	14.6%
7D. Quality of written communications, policy bulletins, and manuals.	56	39.3%	89	34.8%	79	41.8%	6.9%

\* 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 8B. It does not include 8A or 8C through 8F.

Note 2: The Provider Relations composite is the average of 7B through 7D. It does not include 7A.

Note 3: The Utilization and Quality Management composite is the average of 3A through 3F and does not include custom questions 3G or 3H. The Network/Coordination of Care composite is the average of 4A through 4C and does not include custom questions 4D through 4F.



# Segmentation Analysis

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

304 Total Respondents

## Louisiana Healthcare Connections

### Provider Satisfaction Survey

Composite/Attribute	0 - 10%		11 - 20%		21 - 100%		Range*
	Valid n**	%	Valid n**	%	Valid n**	%	
<b>Overall Satisfaction</b>		<b>68.2%</b>		<b>71.0%</b>		<b>76.0%</b>	<b>7.8%</b>
8A. Would you recommend Louisiana Healthcare Connections to other physicians' practices?	42	88.1%	58	89.7%	117	82.1%	7.6%
8B. Please rate your overall satisfaction with Louisiana Healthcare Connections.	44	68.2%	62	71.0%	125	76.0%	7.8%
8C. Please rate your overall satisfaction with Amerigroup.	40	62.5%	55	52.7%	111	68.5%	15.7%
8D. Please rate your overall satisfaction with Aetna Better Health of Louisiana.	34	44.1%	52	48.1%	105	60.0%	15.9%
8E. Please rate your overall satisfaction with AmeriHealth Caritas (formerly L.A. Care).	38	55.3%	59	61.0%	109	69.7%	14.5%
8F. Please rate your overall satisfaction with United Healthcare Community Plan.	41	68.3%	55	58.2%	114	74.6%	16.4%
<b>All Other Plans (Comparative Rating)</b>							
1A. How would you rate Louisiana Healthcare Connections compared to all other health plans you contract with?	52	26.9%	68	33.8%	144	49.3%	22.4%
<b>Finance Issues</b>		<b>20.1%</b>		<b>35.3%</b>		<b>46.6%</b>	<b>26.6%</b>
2A. Consistency of reimbursement fees with your contract rates.	47	19.1%	62	27.4%	130	42.3%	23.2%
2B. Accuracy of claims processing.	46	21.7%	61	39.3%	129	47.3%	25.5%
2C. Timeliness of claims processing.	47	23.4%	59	44.1%	126	51.6%	28.2%
2D. Resolution of claims payment problems or disputes.	44	15.9%	53	30.2%	119	45.4%	29.5%
<b>Utilization and Quality Management</b>		<b>27.5%</b>		<b>33.9%</b>		<b>37.1%</b>	<b>9.6%</b>
3A. Access to knowledgeable UM staff.	44	18.2%	54	35.2%	128	35.9%	17.8%
3B. Procedures for obtaining pre-certification/referral/authorization information.	45	26.7%	63	28.6%	132	37.1%	10.5%
3C. Timeliness of obtaining pre-certification/referral/authorization information.	47	36.2%	63	27.0%	131	38.2%	11.2%
3D. The health plan's facilitation/support of appropriate clinical care for patients.	46	28.3%	54	27.8%	130	36.9%	9.1%
3E. Access to Case/Care Managers from this health plan.	43	25.6%	53	32.1%	126	31.0%	6.5%
3F. Degree to which the plan covers and encourages preventive care and wellness.	46	30.4%	57	52.6%	119	43.7%	22.2%
3G. Extent to which UM staff share review criteria and reasons for adverse determinations.	43	25.6%	52	25.0%	117	31.6%	6.6%
3H. Consistency of review decisions.	46	32.6%	45	24.4%	122	28.7%	8.2%
<b>Network/Coordination of Care</b>		<b>13.3%</b>		<b>22.5%</b>		<b>30.8%</b>	<b>17.5%</b>
4A. The number of specialists in this health plan's provider network.	46	10.9%	55	20.0%	118	30.5%	19.6%
4B. The quality of specialists in this health plan's provider network.	44	13.6%	55	25.5%	119	32.8%	19.1%
4C. The timeliness of feedback/reports from specialists in this health plan's provider network.	39	15.4%	50	22.0%	117	29.1%	13.7%
4D. The frequency of feedback/reports from specialists for patients in your care.	45	15.6%	50	28.0%	119	27.7%	12.4%
4E. The timeliness of feedback/reports from Behavioral Health Clinicians for patients in your care.	35	22.9%	43	20.9%	119	24.4%	3.4%
4F. The frequency of feedback/reports from Behavioral Health Clinicians for patients in your care.	34	17.6%	43	25.6%	118	27.1%	9.5%
<b>Pharmacy</b>		<b>10.4%</b>		<b>18.4%</b>		<b>24.2%</b>	<b>13.8%</b>
5A. Consistency of the formulary over time.	40	10.0%	56	19.6%	117	28.2%	18.2%
5B. Extent to which formulary reflects current standards of care.	40	10.0%	55	20.0%	116	25.9%	15.9%
5C. Variety of branded drugs on the formulary.	41	12.2%	55	14.5%	116	24.1%	11.9%
5D. Ease of prescribing your preferred medications within formulary guidelines.	40	10.0%	57	21.1%	117	21.4%	11.4%
5E. Availability of comparable drugs to substitute those not included in the formulary.	41	9.8%	54	16.7%	116	21.6%	11.8%
<b>Health Plan Call Center Service Staff</b>		<b>30.9%</b>		<b>28.2%</b>		<b>42.4%</b>	<b>14.1%</b>
6A. Ease of reaching health plan call center staff over the phone.	44	27.3%	55	25.5%	126	43.7%	18.2%
6B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	44	38.6%	59	32.2%	128	46.9%	14.7%
6C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.	37	29.7%	54	25.9%	122	36.9%	11.0%
6D. Overall satisfaction with health plan's call center service.	43	27.9%	58	29.3%	126	42.1%	14.2%
<b>Provider Relations</b>		<b>33.2%</b>		<b>46.5%</b>		<b>52.9%</b>	<b>19.7%</b>
7A. Do you have a Provider Relations Specialist from this health plan assigned to your practice?	38	73.7%	53	81.1%	107	74.8%	7.4%
7B. Provider Relations representative's ability to answer questions and resolve problems.	26	42.3%	38	55.3%	78	66.7%	24.4%
7C. Quality of provider orientation process.	35	34.3%	44	47.7%	102	48.0%	13.8%
7D. Quality of written communications, policy bulletins, and manuals.	39	23.1%	52	36.5%	118	44.1%	21.0%

\* 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 8B. It does not include 8A or 8C through 8F.

Note 2: The Provider Relations composite is the average of 7B through 7D. It does not include 7A.

Note 3: The Utilization and Quality Management composite is the average of 3A through 3F and does not include custom questions 3G or 3H. The Network/Coordination of Care composite is the average of 4A through 4C and does not include custom questions 4D through 4F.

# Segmentation Analysis

## Plan Summary Rates by Survey Respondent (E)

## Louisiana Healthcare Connections

## Provider Satisfaction Survey

304 Total Respondents

Composite/Attribute	Physician		Behavioral Health Clinician		Office Manager		Nurse/Other staff		Range*
	Valid n**	%	Valid n**	%	Valid n**	%	Valid n**	%	
<b>Overall Satisfaction</b>		<b>62.5%</b>		<b>52.4%</b>		<b>73.1%</b>		<b>85.7%</b>	<b>23.2%</b>
8A. Would you recommend Louisiana Healthcare Connections to other physicians' practices?	31	71.0%	20	70.0%	118	87.3%	61	93.4%	22.5%
8B. Please rate your overall satisfaction with Louisiana Healthcare Connections.	32	62.5%	21	52.4%	130	73.1%	63	85.7%	23.2%
8C. Please rate your overall satisfaction with Amerigroup.	32	40.6%	19	68.4%	114	69.3%	55	69.1%	28.7%
8D. Please rate your overall satisfaction with Aetna Better Health of Louisiana.	30	30.0%	18	77.8%	113	54.9%	44	63.6%	33.6%
8E. Please rate your overall satisfaction with AmeriHealth Caritas (formerly L.A. Care).	31	45.2%	21	76.2%	116	67.2%	52	73.1%	27.9%
8F. Please rate your overall satisfaction with United Healthcare Community Plan.	31	54.8%	21	76.2%	119	73.1%	53	69.8%	18.3%
<b>All Other Plans (Comparative Rating)</b>									
1A. How would you rate Louisiana Healthcare Connections compared to all other health plans you contract with?	37	37.8%	22	40.9%	153	37.9%	78	42.3%	4.5%
<b>Finance Issues</b>		<b>40.8%</b>		<b>36.2%</b>		<b>36.7%</b>		<b>38.5%</b>	<b>4.1%</b>
2A. Consistency of reimbursement fees with your contract rates.	35	45.7%	19	31.6%	136	30.9%	61	32.8%	14.8%
2B. Accuracy of claims processing.	34	41.2%	20	40.0%	133	39.8%	61	37.7%	3.5%
2C. Timeliness of claims processing.	33	45.5%	19	42.1%	135	41.5%	58	48.3%	6.8%
2D. Resolution of claims payment problems or disputes.	29	31.0%	16	31.3%	130	34.6%	54	35.2%	4.2%
<b>Utilization and Quality Management</b>		<b>37.8%</b>		<b>39.4%</b>		<b>32.2%</b>		<b>33.8%</b>	<b>5.6%</b>
3A. Access to knowledgeable UM staff.	31	35.5%	19	36.8%	133	29.3%	61	32.8%	6.2%
3B. Procedures for obtaining pre-certification/referral/authorization information.	35	31.4%	18	38.9%	137	30.7%	69	31.9%	1.2%
3C. Timeliness of obtaining pre-certification/referral/authorization information.	35	42.9%	19	42.1%	138	31.9%	66	31.8%	11.0%
3D. The health plan's facilitation/support of appropriate clinical care for patients.	34	35.3%	22	36.4%	128	29.7%	63	33.3%	5.6%
3E. Access to Case/Care Managers from this health plan.	31	29.0%	22	40.9%	121	31.4%	62	25.8%	5.6%
3F. Degree to which the plan covers and encourages preventive care and wellness.	34	52.9%	17	41.2%	129	40.3%	59	47.5%	12.6%
3G. Extent to which UM staff share review criteria and reasons for adverse determinations.	33	30.3%	19	31.6%	120	27.5%	53	28.3%	2.8%
3H. Consistency of review decisions.	33	30.3%	17	23.5%	124	25.8%	52	30.8%	5.0%
<b>Network/Coordination of Care</b>		<b>30.0%</b>		<b>31.1%</b>		<b>18.4%</b>		<b>32.0%</b>	<b>13.6%</b>
4A. The number of specialists in this health plan's provider network.	34	26.5%	15	33.3%	123	18.7%	60	28.3%	9.6%
4B. The quality of specialists in this health plan's provider network.	34	35.3%	16	31.3%	122	19.7%	61	34.4%	15.6%
4C. The timeliness of feedback/reports from specialists in this health plan's provider network.	32	28.1%	14	28.6%	112	17.0%	60	33.3%	16.4%
4D. The frequency of feedback/reports from specialists for patients in your care.	34	26.5%	17	17.6%	116	20.7%	62	30.6%	10.0%
4E. The timeliness of feedback/reports from Behavioral Health Clinicians for patients in your care.	28	21.4%	17	35.3%	110	20.9%	55	21.8%	0.9%
4F. The frequency of feedback/reports from Behavioral Health Clinicians for patients in your care.	28	21.4%	16	25.0%	111	23.4%	52	25.0%	3.6%
<b>Pharmacy</b>		<b>16.1%</b>		<b>35.9%</b>		<b>17.2%</b>		<b>27.6%</b>	<b>11.5%</b>
5A. Consistency of the formulary over time.	36	22.2%	11	36.4%	122	19.7%	57	28.1%	8.4%
5B. Extent to which formulary reflects current standards of care.	36	16.7%	10	30.0%	121	19.0%	56	28.6%	11.9%
5C. Variety of branded drugs on the formulary.	36	11.1%	10	40.0%	121	16.5%	58	27.6%	16.5%
5D. Ease of prescribing your preferred medications within formulary guidelines.	36	16.7%	9	33.3%	122	15.6%	60	26.7%	11.1%
5E. Availability of comparable drugs to substitute those not included in the formulary.	36	13.9%	10	40.0%	119	15.1%	59	27.1%	13.2%
<b>Health Plan Call Center Service Staff</b>		<b>32.3%</b>		<b>32.0%</b>		<b>37.9%</b>		<b>37.3%</b>	<b>5.7%</b>
6A. Ease of reaching health plan call center staff over the phone.	28	21.4%	20	30.0%	128	40.6%	63	34.9%	19.2%
6B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	34	44.1%	19	36.8%	127	40.9%	63	44.4%	3.5%
6C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.	32	31.3%	16	31.3%	119	31.9%	57	33.3%	2.1%
6D. Overall satisfaction with health plan's call center service.	31	32.3%	20	30.0%	128	38.3%	63	36.5%	6.0%
<b>Provider Relations</b>		<b>44.4%</b>		<b>44.3%</b>		<b>47.3%</b>		<b>49.6%</b>	<b>5.3%</b>
7A. Do you have a Provider Relations Specialist from this health plan assigned to your practice?	32	68.8%	18	72.2%	107	81.3%	53	69.8%	12.6%
7B. Provider Relations representative's ability to answer questions and resolve problems.	20	55.0%	12	58.3%	82	57.3%	35	62.9%	7.9%
7C. Quality of provider orientation process.	24	45.8%	15	46.7%	108	44.4%	43	44.2%	1.6%
7D. Quality of written communications, policy bulletins, and manuals.	31	32.3%	18	27.8%	120	40.0%	55	41.8%	9.6%

\* Range is the difference between Summary Rates shown. Due to the small sample size of Behavioral Health Clinician 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 8B. It does not include 8A or 8C through 8F.

Note 2: The Provider Relations composite is the average of 7B through 7D. It does not include 7A.

Note 3: The Utilization and Quality Management composite is the average of 3A through 3F and does not include custom questions 3G or 3H. The Network/Coordination of Care composite is the average of 4A through 4C and does not include custom questions 4D through 4F.



# Segmentation Analysis

## Plan Summary Rates by Preferred Method of Communication (F)

## Louisiana Healthcare Connections

### Provider Satisfaction Survey

304 Total Respondents

Composite/Attribute	Mail		Phone		Fax		Online Portal		Email		In Person		Other		Range*
	Valid n**	%	Valid n**	%	Valid n**	%	Valid n**	%	Valid n**	%	Valid n**	%	Valid n**	%	
<b>Overall Satisfaction</b>		<b>68.1%</b>		<b>66.7%</b>		<b>80.0%</b>		<b>40.0%</b>		<b>72.7%</b>		<b>76.9%</b>		<b>NA</b>	<b>11.9%</b>
8A. Would you recommend Louisiana Healthcare Connections to other physicians' practices?	69	78.3%	9	77.8%	68	89.7%	4	75.0%	51	84.3%	12	100.0%	0	0.0%	11.4%
8B. Please rate your overall satisfaction with Louisiana Healthcare Connections.	72	68.1%	9	66.7%	75	80.0%	5	40.0%	55	72.7%	13	76.9%	0	0.0%	11.9%
8C. Please rate your overall satisfaction with Amerigroup.	64	59.4%	7	85.7%	68	70.6%	5	60.0%	49	65.3%	12	50.0%	0	0.0%	11.2%
8D. Please rate your overall satisfaction with Aetna Better Health of Louisiana.	57	43.9%	9	55.6%	62	69.4%	5	40.0%	48	54.2%	12	41.7%	0	0.0%	25.5%
8E. Please rate your overall satisfaction with AmeriHealth Caritas (formerly L.A. Care).	65	66.2%	7	85.7%	68	72.1%	5	60.0%	49	63.3%	12	41.7%	0	0.0%	8.8%
8F. Please rate your overall satisfaction with United Healthcare Community Plan.	67	61.2%	9	77.8%	65	75.4%	5	40.0%	51	76.5%	12	50.0%	0	0.0%	15.3%
<b>All Other Plans (Comparative Rating)</b>															
1A. How would you rate Louisiana Healthcare Connections compared to all other health plans you contract with?	89	25.8%	10	40.0%	92	42.4%	6	16.7%	59	52.5%	14	35.7%	0	0.0%	26.7%
<b>Finance Issues</b>		<b>30.4%</b>		<b>42.9%</b>		<b>43.0%</b>		<b>25.0%</b>		<b>43.2%</b>		<b>28.3%</b>		<b>NA</b>	<b>12.9%</b>
2A. Consistency of reimbursement fees with your contract rates.	79	27.8%	7	42.9%	75	36.0%	5	20.0%	56	41.1%	13	15.4%	0	0.0%	13.2%
2B. Accuracy of claims processing.	74	35.1%	8	50.0%	74	43.2%	5	40.0%	58	41.4%	14	28.6%	0	0.0%	8.1%
2C. Timeliness of claims processing.	75	36.0%	8	50.0%	72	48.6%	5	40.0%	57	45.6%	13	46.2%	0	0.0%	12.6%
2D. Resolution of claims payment problems or disputes.	71	22.5%	7	28.6%	68	44.1%	5	0.0%	49	44.9%	13	23.1%	0	0.0%	22.4%
<b>Utilization and Quality Management</b>		<b>33.9%</b>		<b>27.7%</b>		<b>35.2%</b>		<b>8.9%</b>		<b>38.5%</b>		<b>21.8%</b>		<b>NA</b>	<b>4.6%</b>
3A. Access to knowledgeable UM staff.	74	32.4%	9	33.3%	76	32.9%	6	16.7%	49	32.7%	12	16.7%	0	0.0%	0.5%
3B. Procedures for obtaining pre-certification/referral/authorization information.	79	31.6%	9	22.2%	82	34.1%	6	0.0%	51	37.3%	13	7.7%	0	0.0%	5.6%
3C. Timeliness of obtaining pre-certification/referral/authorization information.	80	31.3%	9	22.2%	80	37.5%	6	16.7%	51	41.2%	13	15.4%	0	0.0%	9.9%
3D. The health plan's facilitation/support of appropriate clinical care for patients.	75	33.3%	10	30.0%	73	32.9%	4	0.0%	53	34.0%	12	16.7%	0	0.0%	1.1%
3E. Access to Case/Care Managers from this health plan.	70	27.1%	8	25.0%	70	31.4%	5	20.0%	50	38.0%	14	35.7%	0	0.0%	10.9%
3F. Degree to which the plan covers and encourages preventive care and wellness.	71	47.9%	9	33.3%	73	42.5%	3	0.0%	52	48.1%	13	38.5%	0	0.0%	5.6%
3G. Extent to which UM staff share review criteria and reasons for adverse determinations.	70	31.4%	7	28.6%	67	28.4%	5	0.0%	47	29.8%	10	10.0%	0	0.0%	3.1%
3H. Consistency of review decisions.	72	30.6%	7	14.3%	66	30.3%	3	33.3%	49	24.5%	11	18.2%	0	0.0%	6.1%
<b>Network/Coordination of Care</b>		<b>28.1%</b>		<b>18.5%</b>		<b>29.7%</b>		<b>8.3%</b>		<b>13.1%</b>		<b>19.4%</b>		<b>NA</b>	<b>16.6%</b>
4A. The number of specialists in this health plan's provider network.	72	25.0%	9	22.2%	72	27.8%	4	0.0%	44	9.1%	14	28.6%	0	0.0%	18.7%
4B. The quality of specialists in this health plan's provider network.	71	31.0%	9	22.2%	70	28.6%	4	25.0%	47	19.1%	14	14.3%	0	0.0%	11.8%
4C. The timeliness of feedback/reports from specialists in this health plan's provider network.	67	28.4%	9	11.1%	64	32.8%	3	0.0%	45	11.1%	13	15.4%	0	0.0%	21.7%
4D. The frequency of feedback/reports from specialists for patients in your care.	69	29.0%	10	20.0%	69	33.3%	3	0.0%	48	6.3%	13	23.1%	0	0.0%	27.1%
4E. The timeliness of feedback/reports from Behavioral Health Clinicians for patients in your care.	62	24.2%	8	12.5%	65	29.2%	3	0.0%	47	12.8%	10	10.0%	0	0.0%	16.5%
4F. The frequency of feedback/reports from Behavioral Health Clinicians for patients in your care.	63	27.0%	9	11.1%	61	32.8%	3	0.0%	46	10.9%	10	10.0%	0	0.0%	21.9%
<b>Pharmacy</b>		<b>20.2%</b>		<b>8.2%</b>		<b>23.2%</b>		<b>0.0%</b>		<b>18.5%</b>		<b>15.2%</b>		<b>NA</b>	<b>4.7%</b>
5A. Consistency of the formulary over time.	69	24.6%	7	14.3%	68	23.5%	3	0.0%	47	25.5%	13	7.7%	0	0.0%	2.0%
5B. Extent to which formulary reflects current standards of care.	70	20.0%	7	14.3%	66	24.2%	3	0.0%	48	18.8%	11	18.2%	0	0.0%	5.5%
5C. Variety of branded drugs on the formulary.	68	19.1%	7	0.0%	69	21.7%	3	0.0%	46	17.4%	12	16.7%	0	0.0%	4.3%
5D. Ease of prescribing your preferred medications within formulary guidelines.	69	18.8%	7	0.0%	70	24.3%	3	0.0%	46	15.2%	13	15.4%	0	0.0%	9.1%
5E. Availability of comparable drugs to substitute those not included in the formulary.	70	18.6%	8	12.5%	67	22.4%	3	0.0%	45	15.6%	11	18.2%	0	0.0%	6.8%
<b>Health Plan Call Center Service Staff</b>		<b>32.7%</b>		<b>39.7%</b>		<b>43.2%</b>		<b>17.5%</b>		<b>39.0%</b>		<b>6.6%</b>		<b>NA</b>	<b>10.5%</b>
6A. Ease of reaching health plan call center staff over the phone.	69	31.9%	10	40.0%	73	41.1%	5	20.0%	52	40.4%	13	0.0%	0	0.0%	9.2%
6B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	71	35.2%	9	55.6%	75	49.3%	4	25.0%	55	47.3%	12	0.0%	0	0.0%	14.1%
6C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.	69	29.0%	9	33.3%	65	40.0%	4	25.0%	51	29.4%	9	11.1%	0	0.0%	11.0%
6D. Overall satisfaction with health plan's call center service.	69	34.8%	10	30.0%	73	42.5%	6	0.0%	54	38.9%	13	15.4%	0	0.0%	7.7%
<b>Provider Relations</b>		<b>41.5%</b>		<b>41.7%</b>		<b>57.4%</b>		<b>64.4%</b>		<b>47.3%</b>		<b>20.5%</b>		<b>NA</b>	<b>16.0%</b>
7A. Do you have a Provider Relations Specialist from this health plan assigned to your practice?	66	69.7%	7	85.7%	61	72.1%	4	75.0%	48	83.3%	11	72.7%	0	0.0%	13.6%
7B. Provider Relations representative's ability to answer questions and resolve problems.	42	50.0%	6	50.0%	40	70.0%	3	66.7%	38	57.9%	8	25.0%	0	0.0%	20.0%
7C. Quality of provider orientation process.	56	41.1%	8	37.5%	51	56.9%	3	66.7%	45	44.4%	11	18.2%	0	0.0%	15.8%
7D. Quality of written communications, policy bulletins, and manuals.	69	33.3%	8	37.5%	66	45.5%	5	60.0%	48	39.6%	11	18.2%	0	0.0%	12.1%

\* Range is the difference between Summary Rates shown. Due to the small sample size of respondents answering Phone, Online, In Person, or Other 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 8B. It does not include 8A or 8C through 8F.

Note 2: The Provider Relations composite is the average of 7B through 7D. It does not include 7A.

Note 3: The Utilization and Quality Management composite is the average of 3A through 3F and does not include custom questions 3G or 3H. The Network/Coordination of Care composite is the average of 4A through 4C and does not include custom questions 4D through 4F.

Note 4: NA indicates there is at least one attribute within the composite with no valid respondents.

# Segmentation Analysis

## Plan Summary Rates by Insurance Participation (G)

## Louisiana Healthcare Connections

## Provider Satisfaction Survey

304 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**	%	
<b>Overall Satisfaction</b>		<b>100.0%</b>		<b>68.6%</b>		<b>79.1%</b>		<b>78.9%</b>		<b>68.6%</b>	<b>10.5%</b>
8A. Would you recommend Louisiana Healthcare Connections to other physicians' practices?	8	100.0%	34	79.4%	41	87.8%	38	89.5%	110	83.6%	10.1%
8B. Please rate your overall satisfaction with Louisiana Healthcare Connections.	10	100.0%	35	68.6%	43	79.1%	38	78.9%	121	68.6%	10.5%
8C. Please rate your overall satisfaction with Amerigroup.	7	57.1%	35	77.1%	36	66.7%	35	57.1%	108	63.0%	20.0%
8D. Please rate your overall satisfaction with Aetna Better Health of Louisiana.	6	33.3%	30	60.0%	34	58.8%	33	39.4%	103	57.3%	20.6%
8E. Please rate your overall satisfaction with AmeriHealth Caritas (formerly L.A. Care).	6	66.7%	35	77.1%	37	67.6%	36	55.6%	108	64.8%	21.6%
8F. Please rate your overall satisfaction with United Healthcare Community Plan.	8	75.0%	34	79.4%	38	60.5%	38	65.8%	107	71.0%	18.9%
<b>All Other Plans (Comparative Rating)</b>											
1A. How would you rate Louisiana Healthcare Connections compared to all other health plans you contract with?	8	25.0%	47	38.3%	51	45.1%	44	45.5%	139	35.3%	10.2%
<b>Finance Issues</b>		<b>77.2%</b>		<b>37.0%</b>		<b>37.2%</b>		<b>50.7%</b>		<b>31.1%</b>	<b>19.6%</b>
2A. Consistency of reimbursement fees with your contract rates.	8	75.0%	37	29.7%	46	32.6%	37	54.1%	122	25.4%	28.6%
2B. Accuracy of claims processing.	8	87.5%	38	39.5%	47	40.4%	37	51.4%	118	31.4%	20.0%
2C. Timeliness of claims processing.	8	75.0%	35	40.0%	46	47.8%	37	48.6%	119	38.7%	10.0%
2D. Resolution of claims payment problems or disputes.	7	71.4%	31	38.7%	43	27.9%	35	48.6%	114	28.9%	20.7%
<b>Utilization and Quality Management</b>		<b>65.0%</b>		<b>42.9%</b>		<b>39.2%</b>		<b>37.7%</b>		<b>24.9%</b>	<b>18.0%</b>
3A. Access to knowledgeable UM staff.	10	60.0%	38	36.8%	42	38.1%	39	46.2%	114	19.3%	26.9%
3B. Procedures for obtaining pre-certification/referral/authorization information.	10	70.0%	42	35.7%	45	37.8%	41	36.6%	122	23.8%	14.0%
3C. Timeliness of obtaining pre-certification/referral/authorization information.	10	60.0%	42	42.9%	44	40.9%	40	35.0%	123	26.0%	16.8%
3D. The health plan's facilitation/support of appropriate clinical care for patients.	9	66.7%	38	36.8%	44	34.1%	39	30.8%	117	25.6%	11.2%
3E. Access to Case/Care Managers from this health plan.	9	55.6%	37	43.2%	41	29.3%	34	26.5%	114	24.6%	18.7%
3F. Degree to which the plan covers and encourages preventive care and wellness.	9	77.8%	34	61.8%	42	54.8%	37	51.4%	117	29.9%	31.9%
3G. Extent to which UM staff share review criteria and reasons for adverse determinations.	9	44.4%	29	34.5%	38	28.9%	37	29.7%	112	23.2%	11.3%
3H. Consistency of review decisions.	9	22.2%	30	30.0%	37	27.0%	35	34.3%	116	25.0%	9.3%
<b>Network/Coordination of Care</b>		<b>45.8%</b>		<b>26.1%</b>		<b>27.7%</b>		<b>24.5%</b>		<b>20.1%</b>	<b>7.6%</b>
4A. The number of specialists in this health plan's provider network.	9	55.6%	30	23.3%	42	33.3%	38	23.7%	114	16.7%	16.7%
4B. The quality of specialists in this health plan's provider network.	9	44.4%	31	25.8%	42	28.6%	37	27.0%	114	22.8%	5.8%
4C. The timeliness of feedback/reports from specialists in this health plan's provider network.	8	37.5%	31	29.0%	38	21.1%	35	22.9%	106	20.8%	8.3%
4D. The frequency of feedback/reports from specialists for patients in your care.	8	37.5%	34	26.5%	41	22.0%	36	25.0%	110	20.9%	5.6%
4E. The timeliness of feedback/reports from Behavioral Health Clinicians for patients in your care.	9	33.3%	32	28.1%	39	30.8%	30	13.3%	101	18.8%	17.4%
4F. The frequency of feedback/reports from Behavioral Health Clinicians for patients in your care.	10	40.0%	31	32.3%	36	27.8%	30	13.3%	101	21.8%	18.9%
<b>Pharmacy</b>		<b>33.3%</b>		<b>23.8%</b>		<b>31.3%</b>		<b>14.3%</b>		<b>15.7%</b>	<b>17.0%</b>
5A. Consistency of the formulary over time.	9	33.3%	28	25.0%	40	32.5%	39	17.9%	111	18.0%	14.6%
5B. Extent to which formulary reflects current standards of care.	9	33.3%	27	22.2%	39	35.9%	38	10.5%	111	17.1%	25.4%
5C. Variety of branded drugs on the formulary.	9	22.2%	29	27.6%	39	28.2%	38	15.8%	110	14.5%	13.7%
5D. Ease of prescribing your preferred medications within formulary guidelines.	9	33.3%	31	22.6%	38	34.2%	38	13.2%	112	13.4%	21.1%
5E. Availability of comparable drugs to substitute those not included in the formulary.	9	44.4%	28	21.4%	39	25.6%	36	13.9%	112	15.2%	11.8%
<b>Health Plan Call Center Service Staff</b>		<b>62.9%</b>		<b>37.8%</b>		<b>33.1%</b>		<b>41.1%</b>		<b>32.6%</b>	<b>8.5%</b>
6A. Ease of reaching health plan call center staff over the phone.	9	66.7%	33	42.4%	41	29.3%	36	38.9%	121	32.2%	13.2%
6B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	8	75.0%	33	42.4%	44	34.1%	40	52.5%	118	37.3%	18.4%
6C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.	8	50.0%	30	30.0%	39	33.3%	39	30.8%	108	29.6%	3.7%
6D. Overall satisfaction with health plan's call center service.	10	60.0%	33	36.4%	42	35.7%	38	42.1%	119	31.1%	11.0%
<b>Provider Relations</b>		<b>72.4%</b>		<b>48.3%</b>		<b>47.3%</b>		<b>54.8%</b>		<b>41.9%</b>	<b>12.9%</b>
7A. Do you have a Provider Relations Specialist from this health plan assigned to your practice?	6	100.0%	28	71.4%	37	75.7%	35	82.9%	106	74.5%	11.4%
7B. Provider Relations representative's ability to answer questions and resolve problems.	6	83.3%	18	66.7%	26	61.5%	28	67.9%	74	48.6%	19.2%
7C. Quality of provider orientation process.	7	71.4%	28	42.9%	33	45.5%	28	53.6%	96	40.6%	12.9%
7D. Quality of written communications, policy bulletins, and manuals.	8	62.5%	31	35.5%	40	35.0%	35	42.9%	110	36.4%	7.9%

\* Range is the difference between Summary Rates shown. Due to the small sample size of respondents with 3 or fewer, 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 8B. It does not include 8A or 8C through 8F.

Note 2: The Provider Relations composite is the average of 7B through 7D. It does not include 7A.

Note 3: The Utilization and Quality Management composite is the average of 3A through 3F and does not include custom questions 3G or 3H. The Network/Coordination of Care composite is the average of 4A through 4C and does not include custom questions 4D through 4F.

# Segmentation Analysis

## Plan Summary Rates by Survey Methodology

## Louisiana Healthcare Connections

## Provider Satisfaction Survey

304 Total Respondents

Composite/Attribute	Mail		Phone		Internet		Range*
	Valid n**	%	Valid n**	%	Valid n**	%	
<b>Overall Satisfaction</b>		<b>70.8%</b>		<b>80.6%</b>		<b>40.0%</b>	<b>9.8%</b>
8A. Would you recommend Louisiana Healthcare Connections to other physicians' practices?	84	83.3%	131	89.3%	19	68.4%	6.0%
8B. Please rate your overall satisfaction with Louisiana Healthcare Connections.	96	70.8%	134	80.6%	20	40.0%	9.8%
8C. Please rate your overall satisfaction with Amerigroup.	87	57.5%	117	76.1%	19	31.6%	18.6%
8D. Please rate your overall satisfaction with Aetna Better Health of Louisiana.	77	45.5%	112	65.2%	19	31.6%	19.7%
8E. Please rate your overall satisfaction with AmeriHealth Caritas (formerly L.A. Care).	82	58.5%	122	74.6%	20	40.0%	16.1%
8F. Please rate your overall satisfaction with United Healthcare Community Plan.	84	67.9%	123	74.0%	20	55.0%	6.1%
<b>All Other Plans (Comparative Rating)</b>							
1A. How would you rate Louisiana Healthcare Connections compared to all other health plans you contract with?	100	46.0%	173	38.2%	21	14.3%	7.8%
<b>Finance Issues</b>		<b>50.4%</b>		<b>32.9%</b>		<b>14.6%</b>	<b>17.5%</b>
2A. Consistency of reimbursement fees with your contract rates.	91	45.1%	142	28.9%	20	15.0%	16.2%
2B. Accuracy of claims processing.	91	52.7%	140	34.3%	19	15.8%	18.5%
2C. Timeliness of claims processing.	90	56.7%	139	38.8%	18	16.7%	17.8%
2D. Resolution of claims payment problems or disputes.	83	47.0%	129	29.5%	18	11.1%	17.5%
<b>Utilization and Quality Management</b>		<b>36.0%</b>		<b>35.0%</b>		<b>15.1%</b>	<b>1.0%</b>
3A. Access to knowledgeable UM staff.	84	34.5%	142	32.4%	19	10.5%	2.1%
3B. Procedures for obtaining pre-certification/referral/authorization information.	95	29.5%	148	35.8%	18	11.1%	6.3%
3C. Timeliness of obtaining pre-certification/referral/authorization information.	95	34.7%	148	33.8%	17	29.4%	1.0%
3D. The health plan's facilitation/support of appropriate clinical care for patients.	94	37.2%	136	30.1%	19	15.8%	7.1%
3E. Access to Case/Care Managers from this health plan.	89	31.5%	129	32.6%	19	10.5%	1.1%
3F. Degree to which the plan covers and encourages preventive care and wellness.	93	48.4%	133	45.1%	15	13.3%	3.3%
3G. Extent to which UM staff share review criteria and reasons for adverse determinations.	89	33.7%	121	28.1%	17	0.0%	5.6%
3H. Consistency of review decisions.	89	34.8%	120	25.8%	19	5.3%	9.0%
<b>Network/Coordination of Care</b>		<b>23.6%</b>		<b>27.1%</b>		<b>6.5%</b>	<b>3.5%</b>
4A. The number of specialists in this health plan's provider network.	91	19.8%	127	27.6%	16	6.3%	7.8%
4B. The quality of specialists in this health plan's provider network.	92	26.1%	127	29.1%	16	6.3%	3.0%
4C. The timeliness of feedback/reports from specialists in this health plan's provider network.	88	25.0%	118	24.6%	14	7.1%	0.4%
4D. The frequency of feedback/reports from specialists for patients in your care.	89	27.0%	125	24.8%	17	0.0%	2.2%
4E. The timeliness of feedback/reports from Behavioral Health Clinicians for patients in your care.	81	25.9%	116	21.6%	15	6.7%	4.4%
4F. The frequency of feedback/reports from Behavioral Health Clinicians for patients in your care.	80	26.3%	114	24.6%	15	6.7%	1.7%
<b>Pharmacy</b>		<b>19.7%</b>		<b>22.8%</b>		<b>5.8%</b>	<b>3.1%</b>
5A. Consistency of the formulary over time.	89	21.3%	123	25.2%	17	11.8%	3.9%
5B. Extent to which formulary reflects current standards of care.	88	20.5%	121	24.0%	17	5.9%	3.5%
5C. Variety of branded drugs on the formulary.	88	18.2%	122	23.0%	17	0.0%	4.8%
5D. Ease of prescribing your preferred medications within formulary guidelines.	88	19.3%	124	21.0%	18	5.6%	1.6%
5E. Availability of comparable drugs to substitute those not included in the formulary.	89	19.1%	119	21.0%	18	5.6%	1.9%
<b>Health Plan Call Center Service Staff</b>		<b>37.7%</b>		<b>37.9%</b>		<b>17.7%</b>	<b>0.2%</b>
6A. Ease of reaching health plan call center staff over the phone.	90	37.8%	134	36.6%	18	16.7%	1.2%
6B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	94	46.8%	131	41.2%	20	20.0%	5.6%
6C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.	92	31.5%	117	34.2%	17	17.6%	2.7%
6D. Overall satisfaction with health plan's call center service.	92	34.8%	134	39.6%	18	16.7%	4.8%
<b>Provider Relations</b>		<b>51.9%</b>		<b>46.4%</b>		<b>29.2%</b>	<b>5.6%</b>
7A. Do you have a Provider Relations Specialist from this health plan assigned to your practice?	82	73.2%	111	80.2%	20	65.0%	7.0%
7B. Provider Relations representative's ability to answer questions and resolve problems.	56	64.3%	84	57.1%	12	33.3%	7.1%
7C. Quality of provider orientation process.	71	47.9%	104	45.2%	17	29.4%	2.7%
7D. Quality of written communications, policy bulletins, and manuals.	78	43.6%	128	36.7%	20	25.0%	6.9%

\* Range is the difference between Summary Rates shown. Due to the small sample size of Internet 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 8B. It does not include 8A or 8C through 8F.

Note 2: The Provider Relations composite is the average of 7B through 7D. It does not include 7A.

Note 3: The Utilization and Quality Management composite is the average of 3A through 3F and does not include custom questions 3G or 3H. The Network/Coordination of Care composite is the average of 4A through 4C and does not include custom questions 4D through 4F.

## 7. Correlation Analysis

The provider's overall satisfaction with the plan (8B) 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 Louisiana Healthcare Connections 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 (8B). 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
5A. Consistency of the formulary over time.	0.555
3B. Procedures for obtaining pre-certification/referral/authorization information.	0.547
6D. Overall satisfaction with health plan's call center service.	0.541
2A. Consistency of reimbursement fees with your contract rates.	0.541
2D. Resolution of claims payment problems or disputes.	0.539
5B. Extent to which formulary reflects current standards of care.	0.528
2C. Timeliness of claims processing.	0.525
3G. Extent to which UM staff share review criteria and reasons for adverse determinations.	0.524
3H. Consistency of review decisions.	0.514
3E. Access to Case/Care Managers from this health plan.	0.513

The correlation analysis presented on page 7A lists each applicable attribute and the corresponding Pearson correlation coefficient. Summary Rates for Louisiana Healthcare Connections are displayed. Summary Rates for the 2016 SPH Analytics Medicaid Book of Business 25<sup>th</sup> and 75<sup>th</sup> percentiles are provided where applicable to help identify how Louisiana Healthcare Connections 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 Louisiana Healthcare Connections (8B)

**Louisiana Healthcare Connections**

**Provider Satisfaction Survey**




304 Total Respondents

Attributes	Correlation Coefficient**	2017 Louisiana Summary Rate Score*	2016 SPH Medicaid B.o.B. Percentiles	
			25th Percentile	75th Percentile
<b>Finance Issues</b>				
2A. Consistency of reimbursement fees with your contract rates.	<b>0.541</b>	33.6%	22.9%	34.4%
2B. Accuracy of claims processing.	<b>0.494</b>	39.6%	26.5%	39.6%
2C. Timeliness of claims processing.	<b>0.525</b>	43.7%	28.6%	41.6%
2D. Resolution of claims payment problems or disputes.	<b>0.539</b>	34.3%	22.9%	33.1%
<b>Utilization and Quality Management</b>				
3A. Access to knowledgeable UM staff.	<b>0.505</b>	31.4%	23.7%	32.9%
3B. Procedures for obtaining pre-certification/referral/authorization information.	<b>0.547</b>	31.8%	25.0%	35.0%
3C. Timeliness of obtaining pre-certification/referral/authorization information.	<b>0.453</b>	33.8%	24.1%	35.6%
3D. The health plan's facilitation/support of appropriate clinical care for patients.	<b>0.470</b>	31.7%	24.4%	33.3%
3E. Access to Case/Care Managers from this health plan.	<b>0.513</b>	30.4%	23.7%	33.2%
3F. Degree to which the plan covers and encourages preventive care and wellness.	<b>0.443</b>	44.4%	30.6%	42.3%
3G. Extent to which UM staff share review criteria and reasons for adverse determinations.	<b>0.524</b>	28.2%	NA	NA
3H. Consistency of review decisions.	<b>0.514</b>	27.6%	NA	NA
<b>Network/Coordination of Care</b>				
4A. The number of specialists in this health plan's provider network.	0.378	23.1%	19.1%	28.9%
4B. The quality of specialists in this health plan's provider network.	0.378	26.4%	26.0%	36.1%
4C. The timeliness of feedback/reports from specialists in this health plan's provider network.	0.353	23.6%	23.0%	32.0%
4D. The frequency of feedback/reports from specialists for patients in your care.	0.364	23.8%	NA	NA
4E. The timeliness of feedback/reports from Behavioral Health Clinicians for patients in your care.	<b>0.422</b>	22.2%	NA	NA
4F. The frequency of feedback/reports from Behavioral Health Clinicians for patients in your care.	<b>0.406</b>	23.9%	NA	NA
<b>Pharmacy</b>				
5A. Consistency of the formulary over time.	<b>0.555</b>	22.7%	15.6%	23.8%
5B. Extent to which formulary reflects current standards of care.	<b>0.528</b>	21.2%	16.6%	24.8%
5C. Variety of branded drugs on the formulary.	<b>0.455</b>	19.4%	12.5%	22.1%
5D. Ease of prescribing your preferred medications within formulary guidelines.	<b>0.458</b>	19.1%	14.2%	24.5%
5E. Availability of comparable drugs to substitute those not included in the formulary.	<b>0.500</b>	19.0%	13.8%	21.9%
<b>Health Plan Call Center Service Staff</b>				
6A. Ease of reaching health plan call center staff over the phone.	<b>0.506</b>	35.5%	28.3%	39.1%
6B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	<b>0.461</b>	41.6%	36.0%	44.1%
6C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.	<b>0.485</b>	31.9%	29.7%	39.4%
6D. Overall satisfaction with health plan's call center service.	<b>0.541</b>	36.1%	30.7%	42.5%
<b>Provider Relations</b>				
7B. Provider Relations representative's ability to answer questions and resolve problems.	<b>0.483</b>	57.9%	40.9%	53.9%
7C. Quality of provider orientation process.	0.395	44.8%	21.3%	34.4%
7D. Quality of written communications, policy bulletins, and manuals.	<b>0.425</b>	38.1%	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 (0.400 correlation) with 8B (Overall satisfaction with Health Plan) are shown in bold. The highest performing attributes, those with a correlation of 0.51 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 Louisiana Healthcare Connections. 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 Business<sup>6</sup> percentile scores.<sup>7</sup>

Composites highly correlated with overall satisfaction as determined by the Correlation Analysis and scoring at or above the 75<sup>th</sup> percentile are considered plan *Strengths* and are placed in the top right cell. Composites highly correlated with overall satisfaction but scoring below the 75<sup>th</sup> 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 75<sup>th</sup> percentile. Composites that are not highly correlated with overall satisfaction and rank below the 75<sup>th</sup> percentile are considered *Medium Priority* and are placed in the bottom left cell.

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

**Chart 8A**

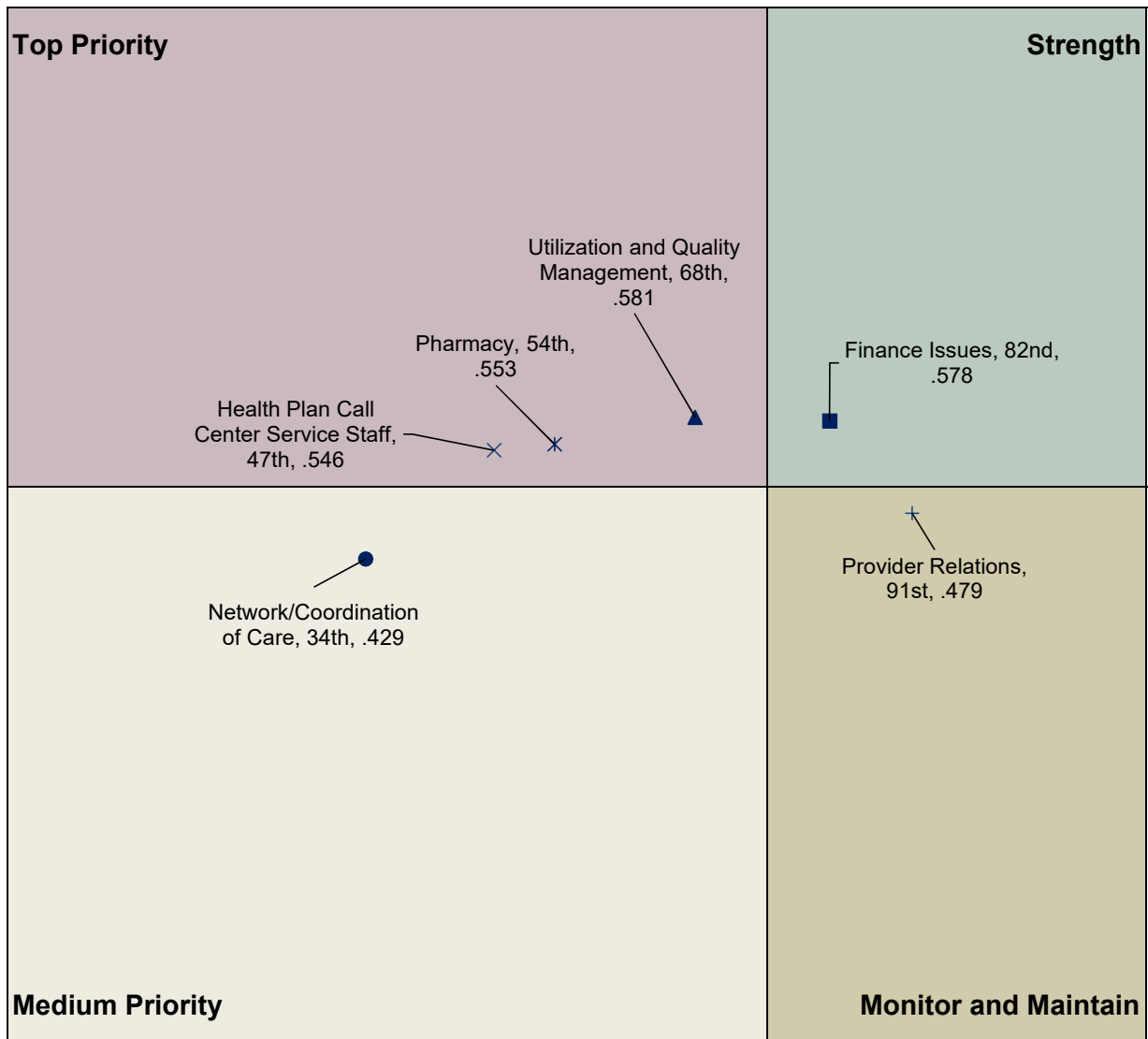
<sup>6</sup> SPH Analytics' 2016 Medicaid Book of Business consists of data from 58 plans representing 14,957 respondents in Primary Care, Specialty, and Behavioral Health areas of medicine.

<sup>7</sup> 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

## Louisiana Healthcare Connections Provider Satisfaction Survey



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

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

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

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

## **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 Louisiana Healthcare Connections. Provider loyalty is based upon responses to question 8B, ('Please rate your overall satisfaction with Louisiana Healthcare Connections') and question 8A, ('Would you recommend Louisiana Healthcare Connections 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**

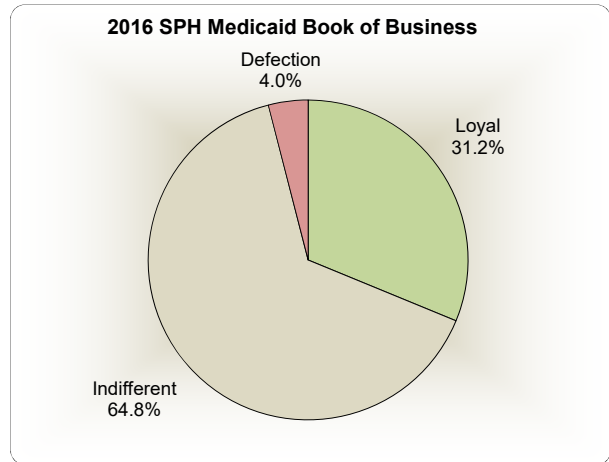
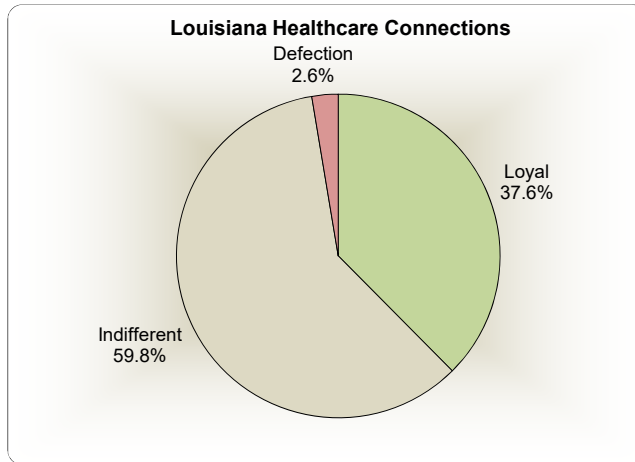


# Loyalty Analysis

## Louisiana Healthcare Connections

### Provider Satisfaction Survey

229 Eligible Respondents\*



### Zone Definitions

	Recommend Health Plan to other physicians' practices? (8A)		Overall satisfaction with Health Plan? (8B)
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	86	37.6%	56	37.8%	84	41.6%	31.2%	Not significant	Not significant	Significantly higher
Indifferent	137	59.8%	87	58.8%	113	55.9%	64.8%	Not significant	Not significant	Not significant
Defection	6	2.6%	5	3.4%	5	2.5%	4.0%	Not significant	Not significant	Not significant

\* 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 Louisiana Healthcare Connections 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 8B, *Please rate your overall satisfaction with Louisiana Healthcare Connections*. 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 1<sup>st</sup> sample

$\hat{p}_2$  = Summary Rate from the 2<sup>nd</sup> sample

$n_1$  = Size of the sample from the 1<sup>st</sup> population

$n_2$  = Size of the sample from the 2<sup>nd</sup> 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. Louisiana Healthcare Connections Survey Tool***



Language Assistance Items:

10A. Are you aware that the Louisiana Healthcare Connections offers a language assistance / telephone interpreter service to you when caring for our members?

☐1 Yes

☐2 No .....Go to Question 11A

10B. Have you used this service?

☐1 Yes

☐2 No .....Go to Question 11A

10C. How satisfied are you with the Louisiana Healthcare Connections' language assistance service?.....

☐1 ☐2 ☐3 ☐4 ☐5 ☐6

Cultural Competency:

How satisfied are you with the following:

11A. Information you received in the provider manual on Cultural Competency.....

11B. Cultural Competency training materials and sessions.....

11C. Accessibility of state required behavioral health training.....

☐1 ☐2 ☐3 ☐4 ☐5 ☐6

☐1 ☐2 ☐3 ☐4 ☐5 ☐6

☐1 ☐2 ☐3 ☐4 ☐5 ☐6

Excellent Very good Good Fair Poor N/A

12A. Ability to provide services to Children with special healthcare needs.....

12B. Ability to coordinate mental health services, inclusive of residential or inpatient, when needed.....

12C. Ability to coordinate alcohol and/or substance use services, inclusive of residential or inpatient, when needed.....

12D. Ability to coordinate rehabilitation services when needed.....

☐1 ☐2 ☐3 ☐4 ☐5 ☐6

☐1 ☐2 ☐3 ☐4 ☐5 ☐6

☐1 ☐2 ☐3 ☐4 ☐5 ☐6

☐1 ☐2 ☐3 ☐4 ☐5 ☐6

Please rate Louisiana Healthcare Connections in the following service areas when compared to your experience with other Healthy Louisiana MCOs you work with.

Please rate your experience with the Louisiana Healthcare Connections' coordination of behavioral health care services in the following domains.

13A. Timeliness.....

13B. Accuracy.....


13C. Sufficiency of information to coordinate care.....

☐1 ☐2 ☐3 ☐4 ☐5 ☐6

☐1 ☐2 ☐3 ☐4 ☐5 ☐6

☐1 ☐2 ☐3 ☐4 ☐5 ☐6

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

9123721



**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

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 Louisiana Healthcare Connections?

☐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 Relations Specialist

☐7 Other (Please specify):

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 Louisiana Healthcare Connections in comparison to all of the other health plans that you work with.

1A. How would you rate Louisiana Healthcare Connections compared to all other health plans you contract with?.....

☐1 ☐2 ☐3 ☐4 ☐5 ☐6

Well below average Somewhat below average Average Somewhat above average Well above average Not applicable



Finance Issues

These questions ask about Finance Issues.

Please rate Louisiana Healthcare Connections 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 Louisiana Healthcare Connections 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
3G.	Extent to which UM staff share review criteria and reasons for adverse determinations. . . .	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
3H.	Consistency of review decisions. . . . .	<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 Louisiana Healthcare Connections' network providers.

Please rate Louisiana Healthcare Connections 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
4D.	The frequency of feedback/reports from specialists 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
4E.	The timeliness of feedback/reports from Behavioral Health Clinicians 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
4F.	The frequency of feedback/reports from Behavioral Health Clinicians 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

Pharmacy

These questions ask about Louisiana Healthcare Connections' formulary.

Please rate Louisiana Healthcare Connections in the following service areas when compared to your experience with other health plans you work with.

5A.	Consistency of the formulary over time. . . . .	<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.	Extent to which formulary reflects current standards of 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
5C.	Variety of branded drugs on the formulary. . . . .	<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.	Ease of prescribing your preferred medications within formulary guidelines. . . . .	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
5E.	Availability of comparable drugs to substitute those not included in the formulary. . . . .	<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 Louisiana Healthcare Connections' call center.

Please rate Louisiana Healthcare Connections in the following service areas when compared to your experience with other health plans you work with.

6A.	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
6B.	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
6C.	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
6D.	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 Louisiana Healthcare Connections' Provider Relations department.

Please rate Louisiana Healthcare Connections in the following service areas when compared to your experience with other health plans you work with.

7A.	Do you have a Provider Relations Specialist from this health plan assigned to your practice? <input type="checkbox"/> 1 Yes . . . . .Go to Question 7B <input type="checkbox"/> 2 No . . . . .Go to Question 7C						
7B.	Provider Relations Specialist'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
7C.	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
7D.	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"/> 6

Overall Satisfaction

These questions ask about your overall satisfaction with Louisiana Healthcare Connections.

Additionally, please rate your satisfaction with the other plans listed and provide feedback on how Louisiana Healthcare Connections can improve.

8A.	Would you recommend Louisiana Healthcare Connections to other physicians' practices? <input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No	Completely dissatisfied	Somewhat dissatisfied	Neither dissatisfied nor satisfied	Somewhat satisfied	Completely satisfied	Does not apply
-----	---	-------------------------	-----------------------	------------------------------------	--------------------	----------------------	----------------

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

8B.	Louisiana Healthcare 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
8C.	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
8D.	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
8E.	AmeriHealth Caritas (formerly L.A. 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
8F.	UnitedHealthcare Community 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

9A.	What could Louisiana Healthcare Connections do to improve its service to your organization?

9B.	Would you like Louisiana Healthcare Connections to follow-up with you regarding your above feedback? If so, your contact information will be forwarded to the health plan for further outreach. <input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 3 N/A
-----	--



## **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 Louisiana Healthcare Connections survey tool includes two open-ended questions:

- ✓ QF. What is your preferred method of receiving communications from this health plan? E-mail address.
- ✓ Q9A. What can Louisiana Healthcare Connections do to improve its service to your organization?

Verbatim comments for open-ended questions are included within an Excel data file (9123721 Final Comments Report). These responses are indexed by key questions and demographics to provide more information about the individual respondent and include the following:

- ✓ Willingness to Recommend (8A)
- ✓ Overall Satisfaction with Louisiana (8B)
- ✓ 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)
- ✓ Preferred Method of Communication (F)
- ✓ Insurance Participation (G)
- ✓ Survey Methodology (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 3<sup>rd</sup> and 4<sup>th</sup> 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 <sup>1</sup>	22	407
Total Answering	429 <sup>2</sup> 100.0%	22 100.0%	403 100.0%
No Answer	4 <sup>3</sup>	-	4
Yes	198 46.2%	6 27.3%	189 46.9% B <sup>4</sup>
No	231 53.8%	16 72.7% C <sup>5</sup>	214 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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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 Louisiana Healthcare Connections?
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 Louisiana Healthcare Connections 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. Consistency of the formulary over time.
Page 23	5B. Extent to which formulary reflects current standards of care.
Page 24	5C. Variety of branded drugs on the formulary.
Page 25	5D. Ease of prescribing your preferred medications within formulary guidelines.
Page 26	5E. Availability of comparable drugs to substitute those not included in the formulary.
Page 27	6A. Ease of reaching health plan call center staff over the phone.
Page 28	6B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).
Page 29	6C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.
Page 30	6D. Overall satisfaction with health plan's call center service.
Page 31	7A. Do you have a Provider Relations Specialist from this health plan assigned to your practice?
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Page 39	8E. Please rate your overall satisfaction with AmeriHealth Caritas (formerly L.A. Care).
Page 40	8F. Please rate your overall satisfaction with United Healthcare Community Plan.
Page 41	3G. Extent to which UM staff share review criteria and reasons for adverse determinations.
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Page 43	4D. The frequency of feedback/reports from specialists for patients in your care.
Page 44	4E. The timeliness of feedback/reports from Behavioral Health Clinicians for patients in your care.
Page 45	4F. The frequency of feedback/reports from Behavioral Health Clinicians for patients in your care.
Page 46	9B. Would you like Louisiana Healthcare Connections to follow-up with you regarding your above feedback? If so, your contact information will be forwarded to the health plan for further outreach.
Page 47	10A. Are you aware that Louisiana Healthcare Connections offers a language assistance/telephone interpreter service to you when caring for our members?
Page 48	10B. Have you used this service?
Page 49	10C. How satisfied are you with the Louisiana Healthcare Connections' language assistance service?
Page 50	11A. How satisfied are you with the following: Information you received in the provider manual on cultural competency.
Page 51	11B. How satisfied are you with the following: Cultural Competency training materials and sessions.
Page 52	11C. How satisfied are you with the following: Accessibility of state required behavioral health training.
Page 53	12A. Ability to provide services to Children with special healthcare needs.
Page 54	12B. Ability to coordinate mental health services, inclusive of residential or inpatient, when needed.
Page 55	12C. Ability to coordinate alcohol and/or substance abuse services, inclusive of residential or inpatient, when needed.
Page 56	12D. Ability to coordinate rehabilitation services when needed.
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Page 59	13C. Sufficiency of information to coordinate care.

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Demographics 2

Page 60	A. Please indicate your area of medicine. (Mark all that apply)
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Page 62	C. How many years have you been in this practice?
Page 63	D. What portion of your managed care volume is represented by Louisiana Healthcare Connections?
Page 64	E. Please mark who is completing this survey. (Mark only one)
Page 65	F. What is your preferred method of receiving communications from this health plan?
Page 66	G. Please indicate the number of insurance companies with which you or your practice participates.
Page 67	1A. How would you rate Louisiana Healthcare Connections compared to all other health plans you contract with?
Page 68	2A. Consistency of reimbursement fees with your contract rates.
Page 69	2B. Accuracy of claims processing.
Page 70	2C. Timeliness of claims processing.
Page 71	2D. Resolution of claims payment problems or disputes.
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Page 73	3B. Procedures for obtaining pre-certification/referral/authorization information.
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Page 117	13B. Accuracy.
Page 118	13C. 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		Survey Respondent		Insurance Participation											
	Total Answering	Primary Care	BH Specialty	Solo Clin.	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15	
Total Eligible	304	215	80	72	157	109	29	77	119	103	56	69	146	38	23	157	82	10	47	52	44	145
Total Valid Responses	367	272	135	116	183	127	44	88	143	129	67	78	177	43	25	188	108	10	53	72	51	174
Total Respondents	301	215	80	72	156	109	28	77	118	102	55	68	146	37	23	156	82	10	47	52	44	143
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Primary Care	215	215	34	23	108	85	18	48	87	76	39	49	104	31	-	116	66	8	18	36	38	110
	71.4%	100.0%	42.5%	31.9%	69.2%	78.0%	64.3%	62.3%	73.7%	74.5%	70.9%	72.1%	71.2%	83.8%		74.4%	80.5%	80.0%	38.3%	69.2%	86.4%	76.9%
Specialty	80	34	80	21	39	22	15	16	26	36	18	17	34	9	2	42	27	-	5	18	9	47
	26.6%	15.8%	100.0%	29.2%	25.0%	20.2%	53.6%	20.8%	22.0%	35.3%	32.7%	25.0%	23.3%	24.3%	8.7%	26.9%	32.9%		10.6%	34.6%	20.5%	32.9%
Behavioral Health Clinician	72	23	21	72	36	20	11	24	30	17	10	12	39	3	23	30	15	2	30	18	4	17
	23.9%	10.7%	26.3%	100.0%	23.1%	18.3%	39.3%	31.2%	25.4%	16.7%	18.2%	17.6%	26.7%	8.1%	100.0%	19.2%	18.3%	20.0%	63.8%	34.6%	9.1%	11.9%

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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	Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	304	215	80	72	157	109	29	77	119	103	56	69	146	38	23	157	82	10	47	52	44	145
Total Answering	295	211	76	67	157	109	29	75	114	102	56	68	142	37	22	153	80	9	44	51	43	143
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	9	4	4	5	-	-	-	2	5	1	-	1	4	1	1	4	2	1	3	1	1	2
Solo	157	108	39	36	157	-	-	29	61	67	39	34	76	20	15	79	43	5	23	34	28	66
	53.2%	51.2%	51.3%	53.7%	100.0%			38.7%	53.5%	65.7% H	69.6% Hi	50.0%	53.5%	54.1%	68.2%	51.6%	53.8%	55.6%	52.3%	66.7% V	65.1% V	46.2%
2 - 5 physicians	109	85	22	20	-	109	-	38	42	27	15	28	51	11	6	63	27	2	16	13	14	62
	36.9%	40.3% c	28.9%	29.9%		100.0%		50.7% iJ	36.8% j	26.5%	26.8%	41.2% k	35.9%	29.7%	27.3%	41.2%	33.8%	22.2%	36.4%	25.5%	32.6%	43.4% T
More than 5 physicians	29	18	15	11	-	-	29	8	11	8	2	6	15	6	1	11	10	2	5	4	1	15
	9.8%	8.5%	19.7% B	16.4%			100.0%	10.7%	9.6%	7.8%	3.6%	8.8%	10.6% k	16.2%	4.5%	7.2%	12.5%	22.2%	11.4% u	7.8%	2.3%	10.5%

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV

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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2017

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

	Area of		Physicians					Years in					Managed Care			Survey Respondent				Insurance Participation				
	Medicine		in Practice					Practice					Volume			Physician				Nurse/				
	Total	Primary	BH			2-5	>5	<5	5-15	16 or	0-	11-	21-		BH	Office	Nurse/	3 or	4 to	8 to	12 to	More		
	Answering	Care	Specialty	Clin.	Solo	phys.	phys.	years	years	more	10%	20%	100%		Clin.	Manager	Other	fewer	7	11	15	than 15		
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)		(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	
Total	304	215	80	72	157	109	29	77	119	103	56	69	146		38	23	157	82	10	47	52	44	145	
Total Answering	299	211	78	71	157	107	27	77	119	103	56	68	146		38	23	155	80	10	47	52	44	141	
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
No Answer	5	4	2	1	-	2	2	-	-	-	-	1	-		-	-	2	2	-	-	-	-	4	
Less than 5 years	77	48	16	24	29	38	8	77	-	-	11	16	39		5	9	36	26	4	17	16	10	27	
	25.8%	22.7%	20.5%	33.8%	18.5%	35.5%	29.6%	100.0%			19.6%	23.5%	26.7%		13.2%	39.1%	23.2%	32.5%	40.0%	36.2%	30.8%	22.7%	19.1%	
				bc		E										N		N		V				
5 - 15 years	119	87	26	30	61	42	11	-	119	-	20	28	62		14	10	64	31	3	20	18	24	52	
	39.8%	41.2%	33.3%	42.3%	38.9%	39.3%	40.7%		100.0%		35.7%	41.2%	42.5%		36.8%	43.5%	41.3%	38.8%	30.0%	42.6%	34.6%	54.5%	36.9%	
																					TV			
16 years or more	103	76	36	17	67	27	8	-	-	103	25	24	45		19	4	55	23	3	10	18	10	62	
	34.4%	36.0%	46.2%	23.9%	42.7%	25.2%	29.6%			100.0%	44.6%	35.3%	30.8%		50.0%	17.4%	35.5%	28.8%	30.0%	21.3%	34.6%	22.7%	44.0%	
		D	D		F						m				OQ		O					S		

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV

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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2017

Louisiana Healthcare Connections  
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D. What portion of your managed care volume is represented by Louisiana Healthcare Connections?

	===== Area of Medicine ===== Physicians in Practice ===== Years in Practice ===== Managed Care Volume ===== Survey Respondent ===== Insurance Participation =====																					
	Total Answering	Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	
Total	304	215	80	72	157	109	29	77	119	103	56	69	146	38	23	157	82	10	47	52	44	145
Total Answering	271	192	69	61	149	94	23	66	110	94	56	69	146	35	20	141	72	9	39	50	42	130
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	33	23	11	11	8	15	6	11	9	9	-	-	-	3	3	16	10	1	8	2	2	15
None	5	3	3	2	2	2	1	2	-	3	5	-	-	1	-	3	1	-	1	-	-	4
	1.8%	1.6%	4.3%	3.3%	1.3%	2.1%	4.3%	3.0%		3.2%	8.9%			2.9%		2.1%	1.4%		2.6%			3.1%
10% or less	51	36	15	8	37	13	1	9	20	22	51	-	-	4	5	28	13	1	5	5	8	32
	18.8%	18.8%	21.7%	13.1%	24.8%	13.8%	4.3%	13.6%	18.2%	23.4%	91.1%			11.4%	25.0%	19.9%	18.1%	11.1%	12.8%	10.0%	19.0%	24.6%
					FG	g															ST	
11 - 20%	69	49	17	12	34	28	6	16	28	24	-	69	-	16	6	30	15	1	10	18	14	25
	25.5%	25.5%	24.6%	19.7%	22.8%	29.8%	26.1%	24.2%	25.5%	25.5%		100.0%		45.7%	30.0%	21.3%	20.8%	11.1%	25.6%	36.0%	33.3%	19.2%
														PQ						RV	rv	
21 - 30%	67	48	16	10	35	27	3	16	26	25	-	-	67	10	1	44	12	4	5	11	8	39
	24.7%	25.0%	23.2%	16.4%	23.5%	28.7%	13.0%	24.2%	23.6%	26.6%			45.9%	28.6%	5.0%	31.2%	16.7%	44.4%	12.8%	22.0%	19.0%	30.0%
						g								O		OQ	o	s			S	
31 - 50%	47	30	14	20	28	9	8	11	22	14	-	-	47	3	5	21	18	1	12	11	6	17
	17.3%	15.6%	20.3%	32.8%	18.8%	9.6%	34.8%	16.7%	20.0%	14.9%			32.2%	8.6%	25.0%	14.9%	25.0%	11.1%	30.8%	22.0%	14.3%	13.1%
			B	F	F		F									Np	Np	uV				
51 - 75%	25	21	4	7	10	13	2	12	9	4	-	-	25	-	1	14	10	-	4	5	5	11
	9.2%	10.9%	5.8%	11.5%	6.7%	13.8%	8.7%	18.2%	8.2%	4.3%			17.1%		5.0%	9.9%	13.9%		10.3%	10.0%	11.9%	8.5%
					e	iJ																
76 - 100%	7	5	-	2	3	2	2	-	5	2	-	-	7	1	2	1	3	2	2	-	1	2
	2.6%	2.6%		3.3%	2.0%	2.1%	8.7%		4.5%	2.1%			4.8%	2.9%	10.0%	0.7%	4.2%	22.2%	5.1%		2.4%	1.5%

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV

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

2017

Louisiana Healthcare Connections  
Provider Satisfaction Survey (9123721)

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	Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	304	215	80	72	157	109	29	77	119	103	56	69	146	38	23	157	82	10	47	52	44	145
Total Answering	300	213	80	71	157	107	28	76	119	101	55	67	146	38	23	157	82	10	46	52	43	144
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	4	2	-	1	-	2	1	1	-	2	1	2	-	-	-	-	-	-	1	-	1	1
Physician	38	31	9	3	20	11	6	5	14	19	5	16	14	38	-	-	-	3	5	9	9	11
	12.7%	14.6%	11.3%	4.2%	12.7%	10.3%	21.4%	6.6%	11.8%	18.8%	9.1%	23.9%	9.6%	100.0%				30.0%	10.9%	17.3%	20.9%	7.6%
		D	d							H		KM							v	v		
Behavioral Health Clinician	23	-	2	23	15	6	1	9	10	4	5	6	9	-	23	-	-	-	13	8	1	1
	7.7%		2.5%	32.4%	9.6%	5.6%	3.6%	11.8%	8.4%	4.0%	9.1%	9.0%	6.2%		100.0%				28.3%	15.4%	2.3%	0.7%
				C				j											UV	UV		
Office Manager	157	116	42	30	79	63	11	36	64	55	31	30	80	-	-	157	-	5	15	22	21	93
	52.3%	54.5%	52.5%	42.3%	50.3%	58.9%	39.3%	47.4%	53.8%	54.5%	56.4%	44.8%	54.8%			100.0%		50.0%	32.6%	42.3%	48.8%	64.6%
		d				g															STu	
Nurse	24	22	6	3	14	8	2	7	11	6	6	4	10	-	-	-	24	2	4	3	3	10
	8.0%	10.3%	7.5%	4.2%	8.9%	7.5%	7.1%	9.2%	9.2%	5.9%	10.9%	6.0%	6.8%				29.3%	20.0%	8.7%	5.8%	7.0%	6.9%
		d																				
Other staff	58	44	21	12	29	19	8	19	20	17	8	11	33	-	-	-	58	-	9	10	9	29
	19.3%	20.7%	26.3%	16.9%	18.5%	17.8%	28.6%	25.0%	16.8%	16.8%	14.5%	16.4%	22.6%				70.7%		19.6%	19.2%	20.9%	20.1%

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV

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

2017

Louisiana Healthcare Connections  
Provider Satisfaction Survey (9123721)

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

	Physicians in Practice										Years in Practice			Managed Care Volume			Survey Respondent				Insurance Participation							
	Area of Medicine										Physicians in Practice			Years in Practice			Managed Care Volume			Survey Respondent				Insurance Participation				
	Total Answering	Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15						
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)						
Total	304	215	80	72	157	109	29	77	119	103	56	69	146	38	23	157	82	10	47	52	44	145						
Total Answering	278	192	76	69	142	100	28	68	113	93	49	66	134	32	21	150	73	9	45	45	40	135						
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%						
No Answer	26	23	4	3	15	9	1	9	6	10	7	3	12	6	2	7	9	1	2	7	4	10						
Mail	92	67	23	17	50	29	9	22	34	34	17	24	41	17	5	48	21	6	13	10	13	48						
	33.1%	34.9%	30.3%	24.6%	35.2%	29.0%	32.1%	32.4%	30.1%	36.6%	34.7%	36.4%	30.6%	53.1%	23.8%	32.0%	28.8%	66.7%	28.9%	22.2%	32.5%	35.6%						
		d												OPQ				STUV				t						
Telephone	10	8	2	3	5	3	2	2	4	4	1	2	6	1	1	7	1	1	2	3	-	4						
	3.6%	4.2%	2.6%	4.3%	3.5%	3.0%	7.1%	2.9%	3.5%	4.3%	2.0%	3.0%	4.5%	3.1%	4.8%	4.7%	1.4%	11.1%	4.4%	6.7%	-	3.0%						
Fax	93	63	28	22	50	34	8	25	35	32	17	22	44	6	4	47	35	2	19	14	11	45						
	33.5%	32.8%	36.8%	31.9%	35.2%	34.0%	28.6%	36.8%	31.0%	34.4%	34.7%	33.3%	32.8%	18.8%	19.0%	31.3%	47.9%	22.2%	42.2%	31.1%	27.5%	33.3%						
																	NOP											
Online portal	8	4	2	3	2	5	-	-	6	1	1	-	4	-	1	5	2	-	-	1	-	7						
	2.9%	2.1%	2.6%	4.3%	1.4%	5.0%			5.3%	1.1%	2.0%		3.0%		4.8%	3.3%	2.7%			2.2%		5.2%						
									j																			
E-mail	60	38	14	23	29	24	5	18	25	17	11	10	34	6	10	35	9	-	10	13	13	24						
	21.6%	19.8%	18.4%	33.3%	20.4%	24.0%	17.9%	26.5%	22.1%	18.3%	22.4%	15.2%	25.4%	18.8%	47.6%	23.3%	12.3%		22.2%	28.9%	32.5%	17.8%						
				BC									1		NPQ	Q				v								
In person from your Provider Representative	15	12	7	1	6	5	4	1	9	5	2	8	5	2	-	8	5	-	1	4	3	7						
	5.4%	6.3%	9.2%	1.4%	4.2%	5.0%	14.3%	1.5%	8.0%	5.4%	4.1%	12.1%	3.7%	6.3%		5.3%	6.8%		2.2%	8.9%	7.5%	5.2%						
				D					H			m																
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-						



Louisiana Healthcare Connections  
Provider Satisfaction Survey (9123721)

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	Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15			
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)			
Total	304	215	80	72	157	109	29	77	119	103	56	69	146	38	23	157	82	10	47	52	44	145			
Total Answering	298	210	79	71	156	107	27	74	117	103	56	68	146	37	23	156	79	10	47	52	44	145			
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%			
No Answer	6	5	1	1	1	2	2	3	2	-	-	1	-	1	-	1	3	-	-	-	-	-			
3 or fewer	10	8	-	2	5	2	2	4	3	3	1	1	7	3	-	5	2	10	-	-	-	-			
	3.4%	3.8%		2.8%	3.2%	1.9%	7.4%	5.4%	2.6%	2.9%	1.8%	1.5%	4.8%	8.1%		3.2%	2.5%	100.0%							
4 to 7	47	18	5	30	23	16	5	17	20	10	6	10	23	5	13	15	13	-	47	-	-	-			
	15.8%	8.6%	6.3%	42.3%	14.7%	15.0%	18.5%	23.0%	17.1%	9.7%	10.7%	14.7%	15.8%	13.5%	56.5%	9.6%	16.5%		100.0%						
				BC				J								NPQ									
8 to 11	52	36	18	18	34	13	4	16	18	18	5	18	27	9	8	22	13	-	-	52	-	-			
	17.4%	17.1%	22.8%	25.4%	21.8%	12.1%	14.8%	21.6%	15.4%	17.5%	8.9%	26.5%	18.5%	24.3%	34.8%	14.1%	16.5%			100.0%					
					F							K	k		Pq										
12 to 15	44	38	9	4	28	14	1	10	24	10	8	14	20	9	1	21	12	-	-	-	44	-			
	14.8%	18.1%	11.4%	5.6%	17.9%	13.1%	3.7%	13.5%	20.5%	9.7%	14.3%	20.6%	13.7%	24.3%	4.3%	13.5%	15.2%				100.0%				
					G	g			J					O		o	o								
More than 15	145	110	47	17	66	62	15	27	52	62	36	25	69	11	1	93	39	-	-	-	-	145			
	48.7%	52.4%	59.5%	23.9%	42.3%	57.9%	55.6%	36.5%	44.4%	60.2%	64.3%	36.8%	47.3%	29.7%	4.3%	59.6%	49.4%					100.0%			
		D	D			E				HI	LM			O		NO	NO								

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV

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

2017

Louisiana Healthcare Connections  
Provider Satisfaction Survey (9123721)

1A. How would you rate Louisiana Healthcare Connections compared to all other health plans you contract with?

	Area of				Physicians				Years in				Managed Care			Survey Respondent				Insurance Participation				
	Medicine				in Practice				Practice				Volume											
	Total Answering	Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15		
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)		
Total	304	215	80	72	157	109	29	77	119	103	56	69	146	38	23	157	82	10	47	52	44	145		
Total Answering	294	208	77	69	154	105	26	74	115	101	52	68	144	37	22	153	78	8	47	51	44	139		
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		
No Answer	3	2	2	2	2	-	1	1	-	1	1	1	-	-	-	2	1	-	-	1	-	2		
Well below average	9	4	3	3	4	1	4	3	3	3	2	1	5	2	3	4	-	-	2	1	1	5		
	3.1%	1.9%	3.9%	4.3%	2.6%	1.0%	15.4% eF	4.1%	2.6%	3.0%	3.8%	1.5%	3.5%	5.4%	13.6%	2.6%			4.3%	2.0%	2.3%	3.6%		
Somewhat below average	21	12	8	5	11	8	2	4	7	10	3	5	13	7	1	8	4	-	2	3	1	15		
	7.1%	5.8%	10.4%	7.2%	7.1%	7.6%	7.7%	5.4%	6.1%	9.9%	5.8%	7.4%	9.0%	18.9%	4.5%	5.2%	5.1%		4.3%	5.9%	2.3%	10.8% sU		
Average	149	109	33	31	80	53	10	34	59	53	33	39	55	14	9	83	41	6	25	24	22	70		
	50.7%	52.4%	42.9%	44.9%	51.9%	50.5%	38.5%	45.9%	51.3%	52.5%	63.5% M	57.4% M	38.2%	37.8%	40.9%	54.2% n	52.6%	75.0% t	53.2%	47.1%	50.0%	50.4%		
Somewhat above average	67	49	20	18	31	30	6	20	27	20	13	15	34	10	6	33	18	1	9	15	10	30		
	22.8%	23.6%	26.0%	26.1%	20.1%	28.6%	23.1%	27.0%	23.5%	19.8%	25.0%	22.1%	23.6%	27.0%	27.3%	21.6%	23.1%	12.5%	19.1%	29.4%	22.7%	21.6%		
Well above average	48	34	13	12	28	13	4	13	19	15	1	8	37	4	3	25	15	1	9	8	10	19		
	16.3%	16.3%	16.9%	17.4%	18.2%	12.4%	15.4%	17.6%	16.5%	14.9%	1.9%	11.8% K	25.7% KL	10.8%	13.6%	16.3%	19.2%	12.5%	19.1%	15.7%	22.7%	13.7%		
Not Applicable	7	5	1	1	1	4	2	2	4	1	3	-	2	1	1	2	3	2	-	-	-	4		
Summary Rate - Well above average/Somewhat above average	115	83	33	30	59	43	10	33	46	35	14	23	71	14	9	58	33	2	18	23	20	49		
	39.1%	39.9%	42.9%	43.5%	38.3%	41.0%	38.5%	44.6%	40.0%	34.7%	26.9%	33.8%	49.3% KL	37.8%	40.9%	37.9%	42.3%	25.0%	38.3%	45.1%	45.5%	35.3%		

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV

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

2017

Louisiana Healthcare Connections  
Provider Satisfaction Survey (9123721)

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

	Area of		Physicians		Years in		Managed Care		Survey Respondent		Insurance Participation											
	Medicine		in Practice		Practice		Volume															
	Total Answering	Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	304	215	80	72	157	109	29	77	119	103	56	69	146	38	23	157	82	10	47	52	44	145
Total Answering	253	179	67	59	142	83	21	56	102	92	47	62	130	35	19	136	61	8	37	46	37	122
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	24	18	5	4	8	11	4	8	10	4	3	2	8	3	1	14	5	1	4	5	2	10
Well below average	14	6	5	4	8	3	3	4	3	6	4	4	6	1	3	8	2	-	2	3	1	8
	5.5%	3.4%	7.5%	6.8%	5.6%	3.6%	14.3%	7.1%	2.9%	6.5%	8.5%	6.5%	4.6%	2.9%	15.8%	5.9%	3.3%		5.4%	6.5%	2.7%	6.6%
Somewhat below average	31	20	9	6	23	6	2	8	10	13	7	8	15	7	3	17	4	-	3	6	4	17
	12.3%	11.2%	13.4%	10.2%	16.2%	7.2%	9.5%	14.3%	9.8%	14.1%	14.9%	12.9%	11.5%	20.0%	15.8%	12.5%	6.6%		8.1%	13.0%	10.8%	13.9%
					F									q								
Average	123	89	36	33	70	39	9	19	50	53	27	33	54	11	7	69	35	2	21	22	12	66
	48.6%	49.7%	53.7%	55.9%	49.3%	47.0%	42.9%	33.9%	49.0%	57.6%	57.4%	53.2%	41.5%	31.4%	36.8%	50.7%	57.4%	25.0%	56.8%	47.8%	32.4%	54.1%
									h	H	m					N	N		rU			rU
Somewhat above average	43	31	13	8	21	17	5	12	19	12	6	10	25	9	2	22	10	5	5	7	10	15
	17.0%	17.3%	19.4%	13.6%	14.8%	20.5%	23.8%	21.4%	18.6%	13.0%	12.8%	16.1%	19.2%	25.7%	10.5%	16.2%	16.4%	62.5%	13.5%	15.2%	27.0%	12.3%
																		STuV		v		
Well above average	42	33	4	8	20	18	2	13	20	8	3	7	30	7	4	20	10	1	6	8	10	16
	16.6%	18.4%	6.0%	13.6%	14.1%	21.7%	9.5%	23.2%	19.6%	8.7%	6.4%	11.3%	23.1%	20.0%	21.1%	14.7%	16.4%	12.5%	16.2%	17.4%	27.0%	13.1%
		C						J	J				KL							v		
Not Applicable	27	18	8	9	7	15	4	13	7	7	6	5	8	-	3	7	16	1	6	1	5	13
Summary Rate - Well above average/Somewhat above average	85	64	17	16	41	35	7	25	39	20	9	17	55	16	6	42	20	6	11	15	20	31
	33.6%	35.8%	25.4%	27.1%	28.9%	42.2%	33.3%	44.6%	38.2%	21.7%	19.1%	27.4%	42.3%	45.7%	31.6%	30.9%	32.8%	75.0%	29.7%	32.6%	54.1%	25.4%
						E		J	J				KL					STV		STV		

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV

Independent Z-Test for Percentages (unpooled proportions)

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Presented by SPH Analytics

770-978-3173

2017

Louisiana Healthcare Connections  
Provider Satisfaction Survey (9123721)

2B. Accuracy of claims processing.

	Area of Medicine				Physicians in Practice			Years in Practice			Managed Care Volume			Survey Respondent				Insurance Participation					
	Total Answering	Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	
Total	304	215	80	72	157	109	29	77	119	103	56	69	146	38	23	157	82	10	47	52	44	145	
Total Answering	250	176	64	61	141	82	21	56	103	88	46	61	129	34	20	133	61	8	38	47	37	118	
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
No Answer	29	24	8	3	10	12	6	8	10	10	4	3	10	4	-	14	10	1	2	5	2	15	
Well below average	11	7	4	3	6	1	4	3	5	3	3	-	8	1	1	8	1	-	1	1	1	8	
	4.4%	4.0%	6.3%	4.9%	4.3%	1.2%	19.0% eF	5.4%	4.9%	3.4%	6.5%		6.2%	2.9%	5.0%	6.0% q	1.6%		2.6%	2.1%	2.7%	6.8%	
Somewhat below average	22	14	6	4	14	7	1	2	8	12	5	7	9	5	2	9	6	-	1	4	3	14	
	8.8%	8.0%	9.4%	6.6%	9.9%	8.5%	4.8%	3.6%	7.8%	13.6% H	10.9%	11.5%	7.0%	14.7%	10.0%	6.8%	9.8%		2.6%	8.5%	8.1%	11.9% S	
Average	118	82	37	31	73	33	8	23	46	47	28	30	51	14	9	63	31	1	21	23	14	59	
	47.2%	46.6%	57.8%	50.8%	51.8% f	40.2%	38.1%	41.1%	44.7%	53.4%	60.9% M	49.2%	39.5%	41.2%	45.0%	47.4%	50.8%	12.5%	55.3% R	48.9% R	37.8% r	50.0% R	
Somewhat above average	45	30	11	12	25	15	5	13	19	13	5	13	26	7	5	25	8	5	9	7	9	14	
	18.0%	17.0%	17.2%	19.7%	17.7%	18.3%	23.8%	23.2%	18.4%	14.8%	10.9%	21.3%	20.2%	20.6%	25.0%	18.8%	13.1%	62.5% STUV	23.7%	14.9%	24.3%	11.9%	
Well above average	54	43	6	11	23	26	3	15	25	13	5	11	35	7	3	28	15	2	6	12	10	23	
	21.6%	24.4% C	9.4%	18.0%	16.3%	31.7% Eg	14.3%	26.8% j	24.3% j	14.8%	10.9%	18.0%	27.1% K	20.6%	15.0%	21.1%	24.6%	25.0%	15.8%	25.5%	27.0%	19.5%	
Not Applicable	25	15	8	8	6	15	2	13	6	5	6	5	7	-	3	10	11	1	7	-	5	12	
Summary Rate - Well above average/Somewhat above average	99	73	17	23	48	41	8	28	44	26	10	24	61	14	8	53	23	7	15	19	19	37	
	39.6%	41.5% C	26.6%	37.7%	34.0%	50.0% E	38.1%	50.0% J	42.7% j	29.5%	21.7%	39.3% K	47.3% K	41.2%	40.0%	39.8%	37.7%	87.5% STUV	39.5%	40.4%	51.4% V	31.4%	

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV

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Provider Satisfaction Survey (9123721)

2C. Timeliness of claims processing.

	Area of Medicine		Physicians in Practice		Years in Practice		Managed Care Volume		Survey Respondent		Insurance Participation											
	Total Answering	Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	304	215	80	72	157	109	29	77	119	103	56	69	146	38	23	157	82	10	47	52	44	145
Total Answering	247	175	65	59	140	81	20	54	102	88	47	59	126	33	19	135	58	8	35	46	37	119
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	33	26	7	5	12	13	7	10	12	10	4	5	13	5	1	15	11	1	6	5	2	15
Well below average	10	6	2	3	5	2	3	4	4	2	2	1	7	2	2	6	-	-	1	2	1	6
	4.0%	3.4%	3.1%	5.1%	3.6%	2.5%	15.0%	7.4%	3.9%	2.3%	4.3%	1.7%	5.6%	6.1%	10.5%	4.4%			2.9%	4.3%	2.7%	5.0%
Somewhat below average	18	9	9	4	10	7	1	2	3	13	5	5	8	4	3	8	3	-	1	4	4	9
	7.3%	5.1%	13.8%	6.8%	7.1%	8.6%	5.0%	3.7%	2.9%	14.8%	10.6%	8.5%	6.3%	12.1%	15.8%	5.9%	5.2%		2.9%	8.7%	10.8%	7.6%
			b							HI												
Average	111	79	31	25	75	28	5	20	46	44	29	27	46	12	6	65	27	2	19	18	14	58
	44.9%	45.1%	47.7%	42.4%	53.6%	34.6%	25.0%	37.0%	45.1%	50.0%	61.7%	45.8%	36.5%	36.4%	31.6%	48.1%	46.6%	25.0%	54.3%	39.1%	37.8%	48.7%
					FG						LM								r			
Somewhat above average	54	37	11	16	27	18	8	13	28	13	6	15	31	8	5	28	13	4	8	13	11	17
	21.9%	21.1%	16.9%	27.1%	19.3%	22.2%	40.0%	24.1%	27.5%	14.8%	12.8%	25.4%	24.6%	24.2%	26.3%	20.7%	22.4%	50.0%	22.9%	28.3%	29.7%	14.3%
						e		J				k	k					V		v	v	
Well above average	54	44	12	11	23	26	3	15	21	16	5	11	34	7	3	28	15	2	6	9	7	29
	21.9%	25.1%	18.5%	18.6%	16.4%	32.1%	15.0%	27.8%	20.6%	18.2%	10.6%	18.6%	27.0%	21.2%	15.8%	20.7%	25.9%	25.0%	17.1%	19.6%	18.9%	24.4%
						Eg							K									
Not Applicable	24	14	8	8	5	15	2	13	5	5	5	5	7	-	3	7	13	1	6	1	5	11
Summary Rate - Well above average/Somewhat above average	108	81	23	27	50	44	11	28	49	29	11	26	65	15	8	56	28	6	14	22	18	46
	43.7%	46.3%	35.4%	45.8%	35.7%	54.3%	55.0%	51.9%	48.0%	33.0%	23.4%	44.1%	51.6%	45.5%	42.1%	41.5%	48.3%	75.0%	40.0%	47.8%	48.6%	38.7%
						E		J	J			K	K					SV				

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV

Independent Z-Test for Percentages (unpooled proportions)

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770-978-3173

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Louisiana Healthcare Connections  
Provider Satisfaction Survey (9123721)

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	Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15				
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)				
Total	304	215	80	72	157	109	29	77	119	103	56	69	146	38	23	157	82	10	47	52	44	145				
Total Answering	230	164	64	52	125	82	19	53	94	81	44	53	119	29	16	130	54	7	31	43	35	114				
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%				
No Answer	34	26	7	6	14	12	7	10	14	9	4	4	15	5	1	17	10	1	6	6	2	15				
Well below average	20	11	6	5	14	2	4	5	8	7	7	3	10	3	3	12	2	-	1	4	2	13				
	8.7%	6.7%	9.4%	9.6%	11.2%	2.4%	21.1%	9.4%	8.5%	8.6%	15.9%	5.7%	8.4%	10.3%	18.8%	9.2%	3.7%		3.2%	9.3%	5.7%	11.4%				
					F		f														s					
Somewhat below average	20	16	6	3	14	5	1	4	4	12	2	8	10	7	-	10	3	-	4	4	4	8				
	8.7%	9.8%	9.4%	5.8%	11.2%	6.1%	5.3%	7.5%	4.3%	14.8%	4.5%	15.1%	8.4%	24.1%		7.7%	5.6%		12.9%	9.3%	11.4%	7.0%				
										I		k		PQ												
Average	111	77	37	24	62	41	5	23	46	40	28	26	45	10	8	63	30	2	14	23	12	60				
	48.3%	47.0%	57.8%	46.2%	49.6%	50.0%	26.3%	43.4%	48.9%	49.4%	63.6%	49.1%	37.8%	34.5%	50.0%	48.5%	55.6%	28.6%	45.2%	53.5%	34.3%	52.6%				
					G	G					M						n			u	U					
Somewhat above average	35	23	8	11	15	13	6	8	19	8	3	6	25	4	3	18	9	3	9	4	7	12				
	15.2%	14.0%	12.5%	21.2%	12.0%	15.9%	31.6%	15.1%	20.2%	9.9%	6.8%	11.3%	21.0%	13.8%	18.8%	13.8%	16.7%	42.9%	29.0%	9.3%	20.0%	10.5%				
							e		j			Kl					tv	TV								
Well above average	44	37	7	9	20	21	3	13	17	14	4	10	29	5	2	27	10	2	3	8	10	21				
	19.1%	22.6%	10.9%	17.3%	16.0%	25.6%	15.8%	24.5%	18.1%	17.3%	9.1%	18.9%	24.4%	17.2%	12.5%	20.8%	18.5%	28.6%	9.7%	18.6%	28.6%	18.4%				
		C				e						K								S						
Not Applicable	40	25	9	14	18	15	3	14	11	13	8	12	12	4	6	10	18	2	10	3	7	16				
Summary Rate - Well above average/Somewhat above average	79	60	15	20	35	34	9	21	36	22	7	16	54	9	5	45	19	5	12	12	17	33				
	34.3%	36.6%	23.4%	38.5%	28.0%	41.5%	47.4%	39.6%	38.3%	27.2%	15.9%	30.2%	45.4%	31.0%	31.3%	34.6%	35.2%	71.4%	38.7%	27.9%	48.6%	28.9%				
		C		c		E						k	Kl					sTV		tv						

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV

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Louisiana Healthcare Connections  
Provider Satisfaction Survey (9123721)

3A. Access to knowledgeable UM staff.

	Area of				Physicians				Years in				Managed Care			Survey Respondent				Insurance Participation					
	Medicine				in Practice				Practice				Volume												
	Total Answering	Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15			
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)			
Total	304	215	80	72	157	109	29	77	119	103	56	69	146	38	23	157	82	10	47	52	44	145			
Total Answering	245	172	66	61	135	82	23	57	101	86	44	54	128	31	19	133	61	10	38	42	39	114			
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%			
No Answer	28	22	6	6	10	12	5	8	10	8	4	7	8	3	1	14	9	-	4	6	1	14			
Well below average	13	9	2	5	7	1	5	4	3	6	1	2	9	3	4	4	2	-	2	4	2	5			
	5.3%	5.2%	3.0%	8.2%	5.2%	1.2%	21.7% eF	7.0%	3.0%	7.0%	2.3%	3.7%	7.0%	9.7%	21.1% pq	3.0%	3.3%		5.3%	9.5%	5.1%	4.4%			
Somewhat below average	19	9	10	4	13	5	1	1	7	11	2	4	13	6	1	9	3	-	3	3	2	11			
	7.8%	5.2%	15.2% B	6.6%	9.6%	6.1%	4.3%	1.8%	6.9% h	12.8% H	4.5%	7.4%	10.2%	19.4% pq	5.3%	6.8%	4.9%		7.9%	7.1%	5.1%	9.6%			
Average	136	96	40	30	75	48	10	30	58	47	33	29	60	11	7	81	36	4	19	19	17	76			
	55.5%	55.8%	60.6%	49.2%	55.6%	58.5%	43.5%	52.6%	57.4%	54.7%	75.0% LM	53.7%	46.9%	35.5%	36.8%	60.9% NO	59.0% No	40.0%	50.0%	45.2%	43.6%	66.7% rsTU			
Somewhat above average	45	29	8	13	25	16	4	14	19	12	7	15	21	7	6	24	8	6	8	9	11	10			
	18.4%	16.9%	12.1%	21.3%	18.5%	19.5%	17.4%	24.6%	18.8%	14.0%	15.9%	27.8%	16.4%	22.6%	31.6%	18.0%	13.1%	60.0% STuV	21.1% v	21.4% v	28.2% V	8.8%			
Well above average	32	29	6	9	15	12	3	8	14	10	1	4	25	4	1	15	12	-	6	7	7	12			
	13.1%	16.9% c	9.1%	14.8%	11.1%	14.6%	13.0%	14.0%	13.9%	11.6%	2.3%	7.4%	19.5% KL	12.9%	5.3%	11.3%	19.7% O		15.8%	16.7%	17.9%	10.5%			
Not Applicable	31	21	8	5	12	15	1	12	8	9	8	8	10	4	3	10	12	-	5	4	4	17			
Summary Rate - Well above average/Somewhat above average	77	58	14	22	40	28	7	22	33	22	8	19	46	11	7	39	20	6	14	16	18	22			
	31.4%	33.7% C	21.2%	36.1% c	29.6%	34.1%	30.4%	38.6%	32.7%	25.6%	18.2%	35.2% k	35.9% K	35.5%	36.8%	29.3%	32.8%	60.0% V	36.8% V	38.1% V	46.2% V	19.3%			

Comparison Groups: BCD/EFH/IJ/KLM/NOPQ/RSTUV

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2017

		Area of Medicine			Physicians in Practice			Years in Practice			Managed Care Volume			Survey Respondent				Insurance Participation				
Total Answering	Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	
304	215	80	72	157	109	29	77	119	103	56	69	146	38	23	157	82	10	47	52	44	145	
261	187	66	61	134	95	25	61	107	91	45	63	132	35	18	137	69	10	42	45	41	122	
100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
22	18	6	4	8	9	4	7	8	6	3	4	8	2	-	13	6	-	2	4	1	12	
21	13	4	7	10	6	4	5	9	7	2	4	13	4	4	9	4	1	5	4	3	8	
8.0%	7.0%	6.1%	11.5%	7.5%	6.3%	16.0%	8.2%	8.4%	7.7%	4.4%	6.3%	9.8%	11.4%	22.2%	6.6%	5.8%	10.0%	11.9%	8.9%	7.3%	6.6%	
35	23	12	8	14	15	5	6	14	15	4	13	16	9	3	18	5	-	4	4	3	23	
13.4%	12.3%	18.2%	13.1%	10.4%	15.8%	20.0%	9.8%	13.1%	16.5%	8.9%	20.6%	12.1%	25.7%	16.7%	13.1%	7.2%		9.5%	8.9%	7.3%	18.9%	
122	90	35	24	66	45	9	23	53	45	27	28	54	11	4	68	38	2	18	20	20	62	
46.7%	48.1%	53.0%	39.3%	49.3%	47.4%	36.0%	37.7%	49.5%	49.5%	60.0%	44.4%	40.9%	31.4%	22.2%	49.6%	55.1%	20.0%	42.9%	44.4%	48.8%	50.8%	
47	31	9	15	25	15	6	16	17	13	9	11	24	8	5	26	7	7	10	8	7	15	
18.0%	16.6%	13.6%	24.6%	18.7%	15.8%	24.0%	26.2%	15.9%	14.3%	20.0%	17.5%	18.2%	22.9%	27.8%	19.0%	10.1%	70.0%	23.8%	17.8%	17.1%	12.3%	
36	30	6	7	19	14	1	11	14	11	3	7	25	3	2	16	15	-	5	9	8	14	
13.8%	16.0%	9.1%	11.5%	14.2%	14.7%	4.0%	18.0%	13.1%	12.1%	6.7%	11.1%	18.9%	8.6%	11.1%	11.7%	21.7%		11.9%	20.0%	19.5%	11.5%	
21	10	8	7	15	5	-	9	4	6	8	2	6	1	5	7	7	-	3	3	2	11	
83	61	15	22	44	29	7	27	31	24	12	18	49	11	7	42	22	7	15	17	15	29	
31.8%	32.6%	22.7%	36.1%	32.8%	30.5%	28.0%	44.3%	29.0%	26.4%	26.7%	28.6%	37.1%	31.4%	38.9%	30.7%	31.9%	70.0%	35.7%	37.8%	36.6%	23.8%	

2017



		Area of Medicine				Physicians in Practice			Years in Practice			Managed Care Volume			Survey Respondent				Insurance Participation				
Total Answering	Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15		
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)		
304	215	80	72	157	109	29	77	119	103	56	69	146	38	23	157	82	10	47	52	44	145		
260	185	66	61	134	95	24	61	108	89	47	63	131	35	19	138	66	10	42	44	40	123		
100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		
23	19	6	4	9	9	4	7	8	7	3	4	8	2	-	13	7	-	3	4	1	12		
20	13	4	6	8	8	4	6	5	9	3	3	12	3	3	11	3	-	5	4	2	9		
7.7%	7.0%	6.1%	9.8%	6.0%	8.4%	16.7%	9.8%	4.6%	10.1%	6.4%	4.8%	9.2%	8.6%	15.8%	8.0%	4.5%		11.9%	9.1%	5.0%	7.3%		
33	20	12	6	16	15	1	6	18	9	6	7	17	5	1	19	8	-	3	2	4	24		
12.7%	10.8%	18.2%	9.8%	11.9%	15.8%	4.2%	9.8%	16.7%	10.1%	12.8%	11.1%	13.0%	14.3%	5.3%	13.8%	12.1%		7.1%	4.5%	10.0%	19.5%		
					G															ST			
119	88	33	26	63	41	11	23	52	43	21	36	52	12	7	64	34	4	16	20	20	58		
45.8%	47.6%	50.0%	42.6%	47.0%	43.2%	45.8%	37.7%	48.1%	48.3%	44.7%	57.1%	39.7%	34.3%	36.8%	46.4%	51.5%	40.0%	38.1%	45.5%	50.0%	47.2%		
											M					n							
55	39	10	14	28	20	6	16	20	18	15	12	24	12	6	27	10	6	10	13	8	18		
21.2%	21.1%	15.2%	23.0%	20.9%	21.1%	25.0%	26.2%	18.5%	20.2%	31.9%	19.0%	18.3%	34.3%	31.6%	19.6%	15.2%	60.0%	23.8%	29.5%	20.0%	14.6%		
										m			pQ			StUV			v				
33	25	7	9	19	11	2	10	13	10	2	5	26	3	2	17	11	-	8	5	6	14		
12.7%	13.5%	10.6%	14.8%	14.2%	11.6%	8.3%	16.4%	12.0%	11.2%	4.3%	7.9%	19.8%	8.6%	10.5%	12.3%	16.7%		19.0%	11.4%	15.0%	11.4%		
												KL											
21	11	8	7	14	5	1	9	3	7	6	2	7	1	4	6	9	-	2	4	3	10		
88	64	17	23	47	31	8	26	33	28	17	17	50	15	8	44	21	6	18	18	14	32		
33.8%	34.6%	25.8%	37.7%	35.1%	32.6%	33.3%	42.6%	30.6%	31.5%	36.2%	27.0%	38.2%	42.9%	42.1%	31.9%	31.8%	60.0%	42.9%	40.9%	35.0%	26.0%		
																	V	v	v				

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770-978-3173  
2017

Louisiana Healthcare Connections  
Provider Satisfaction Survey (9123721)

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	Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	
Total	304	215	80	72	157	109	29	77	119	103	56	69	146	38	23	157	82	10	47	52	44	145	
Total Answering	249	179	64	59	132	90	22	62	101	85	46	54	130	34	22	128	63	9	38	44	39	117	
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
No Answer	30	24	6	7	12	11	5	8	13	7	3	8	10	3	-	16	10	1	5	5	2	14	
Well below average	15	10	5	5	7	3	4	6	3	6	2	2	10	2	4	7	2	1	2	4	2	6	
	6.0%	5.6%	7.8%	8.5%	5.3%	3.3%	18.2% f	9.7%	3.0%	7.1%	4.3%	3.7%	7.7%	5.9%	18.2% q	5.5%	3.2%	11.1%	5.3%	9.1%	5.1%	5.1%	
Somewhat below average	15	7	7	4	8	6	1	3	3	9	2	6	6	7	3	2	3	-	2	3	2	8	
	6.0%	3.9%	10.9% b	6.8%	6.1%	6.7%	4.5%	4.8%	3.0%	10.6% i	4.3%	11.1%	4.6%	20.6% PQ	13.6%	1.6%	4.8%		5.3%	6.8%	5.1%	6.8%	
Average	140	104	36	30	77	53	8	30	62	47	29	31	66	13	7	81	37	2	20	22	23	73	
	56.2%	58.1%	56.3%	50.8%	58.3% G	58.9% g	36.4%	48.4%	61.4%	55.3%	63.0%	57.4%	50.8%	38.2%	31.8%	63.3% NO	58.7% NO	22.2%	52.6% r	50.0% r	59.0% R	62.4% R	
Somewhat above average	43	32	9	10	23	15	5	12	20	11	12	9	19	7	5	21	10	6	6	9	5	16	
	17.3%	17.9%	14.1%	16.9%	17.4%	16.7%	22.7%	19.4%	19.8%	12.9%	26.1%	16.7%	14.6%	20.6%	22.7%	16.4%	15.9%	66.7% STUV	15.8%	20.5%	12.8%	13.7%	
Well above average	36	26	7	10	17	13	4	11	13	12	1	6	29	5	3	17	11	-	8	6	7	14	
	14.5%	14.5%	10.9%	16.9%	12.9%	14.4%	18.2%	17.7%	12.9%	14.1%	2.2%	11.1% k	22.3% KL	14.7%	13.6%	13.3%	17.5%		21.1%	13.6%	17.9%	12.0%	
Not Applicable	25	12	10	6	13	8	2	7	5	11	7	7	6	1	1	13	9	-	4	3	3	14	
Summary Rate - Well above average/Somewhat above average	79	58	16	20	40	28	9	23	33	23	13	15	48	12	8	38	21	6	14	15	12	30	
	31.7%	32.4%	25.0%	33.9%	30.3%	31.1%	40.9%	37.1%	32.7%	27.1%	28.3%	27.8%	36.9%	35.3%	36.4%	29.7%	33.3%	66.7% stUV	36.8%	34.1%	30.8%	25.6%	

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV

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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Total Answering	Area of Medicine				Physicians in Practice			Years in Practice			Managed Care Volume			Survey Respondent				Insurance Participation				
	Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
304	215	80	72	157	109	29	77	119	103	56	69	146	38	23	157	82	10	47	52	44	145	
237	166	62	55	127	83	22	56	99	81	43	53	126	31	22	121	62	9	37	41	34	114	
100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
32	26	7	8	15	11	4	9	14	8	3	7	10	3	-	18	10	-	6	7	3	13	
16	8	3	7	7	4	5	7	3	5	1	1	12	3	4	6	3	-	5	4	2	5	
6.8%	4.8%	4.8%	12.7% b	5.5%	4.8%	22.7% ef	12.5% I	3.0%	6.2%	2.3%	1.9%	9.5% KL	9.7%	18.2%	5.0%	4.8%		13.5%	9.8%	5.9%	4.4%	
17	12	5	1	3	11	3	3	7	7	1	5	11	6	1	5	5	2	1	-	2	12	
7.2%	7.2% D	8.1%	1.8%	2.4%	13.3% E	13.6%	5.4%	7.1%	8.6%	2.3%	9.4%	8.7% k	19.4% oP	4.5%	4.1%	8.1%	22.2%	2.7%		5.9%	10.5% s	
132	98	39	25	77	43	9	26	60	46	30	30	64	13	8	72	38	2	15	25	21	69	
55.7%	59.0% d	62.9% d	45.5%	60.6% g	51.8%	40.9%	46.4%	60.6% h	56.8%	69.8% M	56.6%	50.8%	41.9%	36.4%	59.5% nO	61.3% nO	22.2%	40.5%	61.0% Rs	61.8% Rs	60.5% RS	
36	24	10	11	18	15	2	10	18	8	10	10	13	6	6	18	6	3	6	8	4	14	
15.2%	14.5%	16.1%	20.0%	14.2%	18.1%	9.1%	17.9%	18.2%	9.9%	23.3% m	18.9%	10.3%	19.4%	27.3% q	14.9%	9.7%	33.3%	16.2%	19.5%	11.8%	12.3%	
36	24	5	11	22	10	3	10	11	15	1	7	26	3	3	20	10	2	10	4	5	14	
15.2%	14.5%	8.1%	20.0% c	17.3%	12.0%	13.6%	17.9%	11.1%	18.5%	2.3%	13.2% K	20.6% K	9.7%	13.6%	16.5%	16.1%	22.2%	27.0% Tv	9.8%	14.7%	12.3%	
35	23	11	9	15	15	3	12	6	14	10	9	10	4	1	18	10	1	4	4	7	18	
72	48	15	22	40	25	5	20	29	23	11	17	39	9	9	38	16	5	16	12	9	28	
30.4%	28.9%	24.2% c	40.0% c	31.5%	30.1%	22.7%	35.7%	29.3%	28.4%	25.6%	32.1%	31.0%	29.0%	40.9%	31.4%	25.8%	55.6% v	43.2% v	29.3%	26.5%	24.6%	

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Louisiana Healthcare Connections  
Provider Satisfaction Survey (9123721)

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

	Area of				Physicians				Years in				Managed Care			Survey Respondent				Insurance Participation					
	Medicine				in Practice				Practice				Volume												
	Total Answering	Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/ Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15			
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)			
Total	304	215	80	72	157	109	29	77	119	103	56	69	146	38	23	157	82	10	47	52	44	145			
Total Answering	241	178	61	49	128	88	22	62	95	82	46	57	119	34	17	129	59	9	34	42	37	117			
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%			
No Answer	33	25	9	11	15	11	5	11	14	7	4	7	14	2	1	20	10	1	6	6	3	14			
Well below average	9	5	4	1	3	3	3	4	2	3	2	1	6	2	1	6	-	-	1	2	1	5			
	3.7%	2.8%	6.6%	2.0%	2.3%	3.4%	13.6%	6.5%	2.1%	3.7%	4.3%	1.8%	5.0%	5.9%	5.9%	4.7%			2.9%	4.8%	2.7%	4.3%			
Somewhat below average	14	8	4	2	9	3	2	3	4	7	1	5	8	5	2	4	3	1	-	3	2	8			
	5.8%	4.5%	6.6%	4.1%	7.0%	3.4%	9.1%	4.8%	4.2%	8.5%	2.2%	8.8%	6.7%	14.7% p	11.8%	3.1%	5.1%	11.1%		7.1%	5.4%	6.8%			
Average	111	82	30	22	65	36	9	25	48	37	29	21	53	9	7	67	28	1	12	14	15	69			
	46.1%	46.1%	49.2%	44.9%	50.8%	40.9%	40.9%	40.3%	50.5%	45.1%	63.0% LM	36.8%	44.5%	26.5%	41.2%	51.9% N	47.5% N	11.1%	35.3% r	33.3% r	40.5% R	59.0% RSTU			
Somewhat above average	55	39	17	15	22	29	3	20	18	16	12	15	19	8	5	29	11	3	12	13	10	17			
	22.8%	21.9%	27.9%	30.6%	17.2%	33.0%	13.6%	32.3% EG	18.9%	19.5%	26.1%	26.3%	16.0%	23.5%	29.4%	22.5%	18.6%	33.3%	35.3% V	31.0% V	27.0%	14.5%			
Well above average	52	44	6	9	29	17	5	10	23	19	2	15	33	10	2	23	17	4	9	10	9	18			
	21.6%	24.7% C	9.8%	18.4%	22.7%	19.3%	22.7%	16.1%	24.2%	23.2%	4.3%	26.3% K	27.7% K	29.4%	11.8%	17.8%	28.8% o	44.4% v	26.5%	23.8%	24.3%	15.4%			
Not Applicable	30	12	10	12	14	10	2	4	10	14	6	5	13	2	5	8	13	-	7	4	4	14			
Summary Rate - Well above average/Somewhat above average	107	83	23	24	51	46	8	30	41	35	14	30	52	18	7	52	28	7	21	23	19	35			
	44.4%	46.6%	37.7%	49.0%	39.8%	52.3% e	36.4%	48.4%	43.2%	42.7%	30.4%	52.6% K	43.7%	52.9%	41.2%	40.3%	47.5%	77.8% V	61.8% V	54.8% V	51.4% V	29.9%			

Comparison Groups: BCD/EFH/IJ/KLM/NOPQ/RSTUV

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

2017

Louisiana Healthcare Connections  
Provider Satisfaction Survey (9123721)

4A. The number 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	Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15											
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)											
Total	304	215	80	72	157	109	29	77	119	103	56	69	146	38	23	157	82	10	47	52	44	145											
Total Answering	234	174	62	43	124	84	23	54	95	82	46	55	118	34	15	123	60	9	30	42	38	114											
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%											
No Answer	46	33	9	15	21	17	5	16	18	11	7	8	17	2	3	24	16	1	13	6	3	19											
Well below average	30	24	5	3	20	6	4	6	13	10	9	5	14	3	2	20	5	1	1	5	4	19											
	12.8%	13.8%	8.1%	7.0%	16.1%	7.1%	17.4%	11.1%	13.7%	12.2%	19.6%	9.1%	11.9%	8.8%	13.3%	16.3%	8.3%	11.1%	3.3%	11.9%	10.5%	16.7%											
					F																S												
Somewhat below average	39	36	6	1	19	19	1	13	11	15	12	10	16	9	-	18	11	-	4	7	6	22											
	16.7%	20.7%	9.7%	2.3%	15.3%	22.6%	4.3%	24.1%	11.6%	18.3%	26.1%	18.2%	13.6%	26.5%		14.6%	18.3%		13.3%	16.7%	15.8%	19.3%											
		CD	d		G	G		i			m																						
Average	111	76	35	23	53	44	11	24	49	36	20	29	52	13	8	62	27	3	18	16	19	54											
	47.4%	43.7%	56.5%	53.5%	42.7%	52.4%	47.8%	44.4%	51.6%	43.9%	43.5%	52.7%	44.1%	38.2%	53.3%	50.4%	45.0%	33.3%	60.0%	38.1%	50.0%	47.4%											
			b															t															
Somewhat above average	26	16	10	10	19	4	3	7	9	10	4	6	15	5	4	11	6	3	3	8	4	8											
	11.1%	9.2%	16.1%	23.3%	15.3%	4.8%	13.0%	13.0%	9.5%	12.2%	8.7%	10.9%	12.7%	14.7%	26.7%	8.9%	10.0%	33.3%	10.0%	19.0%	10.5%	7.0%											
			B		F													v		v													
Well above average	28	22	6	6	13	11	4	4	13	11	1	5	21	4	1	12	11	2	4	6	5	11											
	12.0%	12.6%	9.7%	14.0%	10.5%	13.1%	17.4%	7.4%	13.7%	13.4%	2.2%	9.1%	17.8%	11.8%	6.7%	9.8%	18.3%	22.2%	13.3%	14.3%	13.2%	9.6%											
													K1																				
Not Applicable	24	8	9	14	12	8	1	7	6	10	3	6	11	2	5	10	6	-	4	4	3	12											
Summary Rate - Well above average/Somewhat above average	54	38	16	16	32	15	7	11	22	21	5	11	36	9	5	23	17	5	7	14	9	19											
	23.1%	21.8%	25.8%	37.2%	25.8%	17.9%	30.4%	20.4%	23.2%	25.6%	10.9%	20.0%	30.5%	26.5%	33.3%	18.7%	28.3%	55.6%	23.3%	33.3%	23.7%	16.7%											
				b									K					suV		V													

Comparison Groups: BCD/EFH/IJ/KLM/NOPQ/RSTUV

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

2017

Louisiana Healthcare Connections  
Provider Satisfaction Survey (9123721)

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	Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	
Total	304	215	80	72	157	109	29	77	119	103	56	69	146	38	23	157	82	10	47	52	44	145	
Total Answering	235	173	63	45	124	85	23	57	92	83	44	55	119	34	16	122	61	9	31	42	37	114	
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
No Answer	41	32	7	12	18	16	4	11	19	10	7	8	15	2	2	23	13	1	10	5	3	19	
Well below average	15 6.4%	13 7.5%	2 3.2%	1 2.2%	9 7.3%	2 2.4%	4 17.4%	4 7.0%	6 6.5%	5 6.0%	4 9.1%	4 7.3%	6 5.0%	2 5.9%	1 6.3%	10 8.2%	2 3.3%	-	3 9.7%	3 7.1%	1 2.7%	8 7.0%	
		d			f	f	f																
Somewhat below average	27 11.5%	18 10.4%	8 12.7%	3 6.7%	13 10.5%	13 15.3%	1 4.3%	9 15.8%	7 7.6%	11 13.3%	11 25.0%	6 10.9%	9 7.6%	4 11.8%	1 6.3%	16 13.1%	5 8.2%	-	1 3.2%	5 11.9%	2 5.4%	19 16.7%	
					g	g					LM										SU		
Average	131 55.7%	96 55.5%	36 57.1%	27 60.0%	70 56.5%	48 56.5%	11 47.8%	29 50.9%	54 58.7%	46 55.4%	23 52.3%	31 56.4%	65 54.6%	16 47.1%	9 56.3%	72 59.0%	33 54.1%	5 55.6%	19 61.3%	22 52.4%	24 64.9%	61 53.5%	
Somewhat above average	32 13.6%	22 12.7%	10 15.9%	8 17.8%	18 14.5%	10 11.8%	4 17.4%	9 15.8%	14 15.2%	8 9.6%	5 11.4%	10 18.2%	15 12.6%	9 26.5%	4 25.0%	11 9.0%	8 13.1%	2 22.2%	4 12.9%	9 21.4%	4 10.8%	12 10.5%	
														P									
Well above average	30 12.8%	24 13.9%	7 11.1%	6 13.3%	14 11.3%	12 14.1%	3 13.0%	6 10.5%	11 12.0%	13 15.7%	1 2.3%	4 7.3%	24 20.2%	3 8.8%	1 6.3%	13 10.7%	13 21.3%	2 22.2%	4 12.9%	3 7.1%	6 16.2%	14 12.3%	
													KL				nop						
Not Applicable	28	10	10	15	15	8	2	9	8	10	5	6	12	2	5	12	8	-	6	5	4	12	
Summary Rate - Well above average/Somewhat above average	62 26.4%	46 26.6%	17 27.0%	14 31.1%	32 25.8%	22 25.9%	7 30.4%	15 26.3%	25 27.2%	21 25.3%	6 13.6%	14 25.5%	39 32.8%	12 35.3%	5 31.3%	24 19.7%	21 34.4%	4 44.4%	8 25.8%	12 28.6%	10 27.0%	26 22.8%	
													K	P			P						

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV

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

2017

Louisiana Healthcare Connections  
Provider Satisfaction Survey (9123721)

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

	Physicians										Managed Care			Survey Respondent				Insurance Participation				
	in Practice										Volume			Nurse/								
	Total Answering	Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	304	215	80	72	157	109	29	77	119	103	56	69	146	38	23	157	82	10	47	52	44	145
Total Answering	220	165	56	41	114	79	23	54	89	75	39	50	117	32	14	112	60	8	31	38	35	106
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	42	34	8	11	19	17	4	12	17	12	8	9	13	3	1	23	14	1	10	5	4	19
Well below average	13	11	1	2	8	2	3	6	3	4	2	2	9	2	1	8	2	-	4	3	-	6
	5.9%	6.7%	1.8%	4.9%	7.0%	2.5%	13.0%	11.1%	3.4%	5.3%	5.1%	4.0%	7.7%	6.3%	7.1%	7.1%	3.3%		12.9%	7.9%		5.7%
		c						i														
Somewhat below average	19	17	2	2	8	11	-	7	6	6	3	6	10	5	1	8	4	1	1	6	5	6
	8.6%	10.3%	3.6%	4.9%	7.0%	13.9%		13.0%	6.7%	8.0%	7.7%	12.0%	8.5%	15.6%	7.1%	7.1%	6.7%	12.5%	3.2%	15.8%	14.3%	5.7%
		C																	s	s		
Average	136	100	39	24	71	47	16	27	57	50	28	31	64	16	8	77	34	4	17	21	22	72
	61.8%	60.6%	69.6%	58.5%	62.3%	59.5%	69.6%	50.0%	64.0%	66.7%	71.8%	62.0%	54.7%	50.0%	57.1%	68.8%	56.7%	50.0%	54.8%	55.3%	62.9%	67.9%
									h	h	M					n						
Somewhat above average	27	18	9	9	18	6	3	10	11	6	4	7	15	7	3	8	9	3	6	6	4	6
	12.3%	10.9%	16.1%	22.0%	15.8%	7.6%	13.0%	18.5%	12.4%	8.0%	10.3%	14.0%	12.8%	21.9%	21.4%	7.1%	15.0%	37.5%	19.4%	15.8%	11.4%	5.7%
					f		j							p				v	v			
Well above average	25	19	5	4	9	13	1	4	12	9	2	4	19	2	1	11	11	-	3	2	4	16
	11.4%	11.5%	8.9%	9.8%	7.9%	16.5%	4.3%	7.4%	13.5%	12.0%	5.1%	8.0%	16.2%	6.3%	7.1%	9.8%	18.3%		9.7%	5.3%	11.4%	15.1%
						eG							K				n				t	
Not Applicable	42	16	16	20	24	13	2	11	13	16	9	10	16	3	8	22	8	1	6	9	5	20
Summary Rate - Well above average/Somewhat above average	52	37	14	13	27	19	4	14	23	15	6	11	34	9	4	19	20	3	9	8	8	22
	23.6%	22.4%	25.0%	31.7%	23.7%	24.1%	17.4%	25.9%	25.8%	20.0%	15.4%	22.0%	29.1%	28.1%	28.6%	17.0%	33.3%	37.5%	29.0%	21.1%	22.9%	20.8%
													k				p					

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV

Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

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Presented by SPH Analytics

770-978-3173

2017

Louisiana Healthcare Connections  
Provider Satisfaction Survey (9123721)

5A. Consistency of the formulary over time.

	Area of Medicine		Physicians in Practice				Years in Practice				Managed Care Volume			Survey Respondent				Insurance Participation					
	Total Answering	Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)		
Total	304	215	80	72	157	109	29	77	119	103	56	69	146	38	23	157	82	10	47	52	44	145	
Total Answering	229	169	65	41	119	84	23	54	92	81	40	56	117	36	11	122	57	9	28	40	39	111	
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
No Answer	48	39	10	12	24	17	4	13	21	13	10	7	20	2	2	28	16	1	10	7	3	24	
Well below average	19	13	4	4	10	5	4	5	9	5	3	3	13	5	2	7	4	2	3	3	1	10	
	8.3%	7.7%	6.2%	9.8%	8.4%	6.0%	17.4%	9.3%	9.8%	6.2%	7.5%	5.4%	11.1%	13.9%	18.2%	5.7%	7.0%	22.2%	10.7%	7.5%	2.6%	9.0%	
Somewhat below average	29	22	5	3	13	14	2	10	10	9	3	9	15	9	1	11	7	-	6	2	8	13	
	12.7%	13.0%	7.7%	7.3%	10.9%	16.7%	8.7%	18.5%	10.9%	11.1%	7.5%	16.1%	12.8%	25.0%	9.1%	9.0%	12.3%		21.4%	5.0%	20.5%	11.7%	
Average	129	97	43	18	69	43	14	24	52	51	30	33	56	14	4	80	30	4	12	22	23	68	
	56.3%	57.4%	66.2%	43.9%	58.0%	51.2%	60.9%	44.4%	56.5%	63.0%	75.0%	58.9%	47.9%	38.9%	36.4%	65.6%	52.6%	44.4%	42.9%	55.0%	59.0%	61.3%	
Somewhat above average	32	21	9	11	16	14	2	7	16	9	3	8	18	7	4	15	6	2	4	8	4	13	
	14.0%	12.4%	13.8%	26.8%	13.4%	16.7%	8.7%	13.0%	17.4%	11.1%	7.5%	14.3%	15.4%	19.4%	36.4%	12.3%	10.5%	22.2%	14.3%	20.0%	10.3%	11.7%	
Well above average	20	16	4	5	11	8	1	8	5	7	1	3	15	1	-	9	10	1	3	5	3	7	
	8.7%	9.5%	6.2%	12.2%	9.2%	9.5%	4.3%	14.8%	5.4%	8.6%	2.5%	5.4%	12.8%	2.8%		7.4%	17.5%	11.1%	10.7%	12.5%	7.7%	6.3%	
Not Applicable	27	7	5	19	14	8	2	10	6	9	6	6	9	-	10	7	9	-	9	5	2	10	
Summary Rate - Well above average/Somewhat above average	52	37	13	16	27	22	3	15	21	16	4	11	33	8	4	24	16	3	7	13	7	20	
	22.7%	21.9%	20.0%	39.0%	22.7%	26.2%	13.0%	27.8%	22.8%	19.8%	10.0%	19.6%	28.2%	22.2%	36.4%	19.7%	28.1%	33.3%	25.0%	32.5%	17.9%	18.0%	

Comparison Groups: BCD/EFH/IJ/KLM/NOPQ/RSTUV

Independent Z-Test for Percentages (unpooled proportions)

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Presented by SPH Analytics

770-978-3173

2017



Louisiana Healthcare Connections  
Provider Satisfaction Survey (9123721)

5B. Extent to which formulary reflects current standards of care.

===== Area of =====    ===== Physicians =====    ===== Years in =====    ===== Managed Care =====    ===== Survey Respondent =====    ===== Insurance Participation ===== ===== Medicine =====    ===== in Practice =====    ===== Practice =====    ===== Volume =====    =====																					
Total	Primary	BH			2-5	>5	<5	5-15	16 or	0-	11-	21-		BH	Office	Nurse/		4	8	12	More
Answering	Care	Specialty	Clin.	Solo	phys.	phys.	years	years	more	10%	20%	100%		Physician	Clin.	Manager	Other	3 or	to	to	than
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)		(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
Total	304	215	80	72	157	109	29	77	119	103	56	69	146	38	23	157	82	10	47	52	44
Total Answering	226	170	62	41	117	83	23	53	91	80	40	55	116	36	10	121	56	9	27	39	38
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	47	38	9	11	24	16	4	12	21	13	9	7	20	2	2	28	15	1	10	7	3
Well below average	15	9	4	4	11	3	1	4	6	5	3	3	9	3	2	6	3	-	3	3	2
	6.6%	5.3%	6.5%	9.8%	9.4%	3.6%	4.3%	7.5%	6.6%	6.3%	7.5%	5.5%	7.8%	8.3%	20.0%	5.0%	5.4%		11.1%	7.7%	5.3%
					f																
Somewhat below average	30	25	4	1	14	12	4	7	10	13	4	11	14	12	1	12	5	-	5	1	6
	13.3%	14.7%	6.5%	2.4%	12.0%	14.5%	17.4%	13.2%	11.0%	16.3%	10.0%	20.0%	12.1%	33.3%	10.0%	9.9%	8.9%		18.5%	2.6%	15.8%
		CD												OPQ					T	T	T
Average	133	101	41	24	69	47	14	29	56	46	29	30	63	15	4	80	32	6	13	21	26
	58.8%	59.4%	66.1%	58.5%	59.0%	56.6%	60.9%	54.7%	61.5%	57.5%	72.5%	54.5%	54.3%	41.7%	40.0%	66.1%	57.1%	66.7%	48.1%	53.8%	68.4%
											LM					N				s	
Somewhat above average	24	16	8	9	9	13	2	6	11	7	2	5	15	4	3	14	3	2	3	8	1
	10.6%	9.4%	12.9%	22.0%	7.7%	15.7%	8.7%	11.3%	12.1%	8.8%	5.0%	9.1%	12.9%	11.1%	30.0%	11.6%	5.4%	22.2%	11.1%	20.5%	2.6%
				b		e							k		q				UV		
Well above average	24	19	5	3	14	8	2	7	8	9	2	6	15	2	-	9	13	1	3	6	3
	10.6%	11.2%	8.1%	7.3%	12.0%	9.6%	8.7%	13.2%	8.8%	11.3%	5.0%	10.9%	12.9%	5.6%		7.4%	23.2%	11.1%	11.1%	15.4%	7.9%
													k				NP				
Not Applicable	31	7	9	20	16	10	2	12	7	10	7	7	10	-	11	8	11	-	10	6	3
Summary Rate - Well above average/Somewhat above average	48	35	13	12	23	21	4	13	19	16	4	11	30	6	3	23	16	3	6	14	4
	21.2%	20.6%	21.0%	29.3%	19.7%	25.3%	17.4%	24.5%	20.9%	20.0%	10.0%	20.0%	25.9%	16.7%	30.0%	19.0%	28.6%	33.3%	22.2%	35.9%	10.5%
													K						UV		

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV

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

2017

Louisiana Healthcare Connections  
Provider Satisfaction Survey (9123721)

5C. Variety of branded drugs on the formulary.

	Area of Medicine				Physicians in Practice				Years in Practice				Managed Care Volume				Survey Respondent				Insurance Participation					
	Total Answering	Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15				
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)				
Total	304	215	80	72	157	109	29	77	119	103	56	69	146	38	23	157	82	10	47	52	44	145				
Total Answering	227	169	66	40	117	85	22	52	90	83	41	55	116	36	10	121	58	9	29	39	38	110				
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%				
No Answer	48	40	10	11	23	18	4	13	20	14	10	7	20	2	1	28	17	1	9	7	3	25				
Well below average	19	15	4	2	11	5	3	5	9	5	4	4	10	2	1	11	5	-	3	3	1	12				
	8.4%	8.9%	6.1%	5.0%	9.4%	5.9%	13.6%	9.6%	10.0%	6.0%	9.8%	7.3%	8.6%	5.6%	10.0%	9.1%	8.6%		10.3%	7.7%	2.6%	10.9% U				
Somewhat below average	50	38	11	2	22	22	6	11	19	19	8	18	21	20	2	21	5	2	5	6	10	26				
	22.0%	22.5% D	16.7% D	5.0%	18.8%	25.9%	27.3%	21.2%	21.1%	22.9%	19.5%	32.7% M	18.1%	55.6% OPQ	20.0%	17.4% q	8.6%	22.2%	17.2%	15.4%	26.3%	23.6%				
Average	114	85	42	22	60	41	10	22	43	48	24	25	57	10	3	69	32	5	13	19	21	56				
	50.2%	50.3%	63.6% b	55.0%	51.3%	48.2%	45.5%	42.3%	47.8%	57.8% h	58.5%	45.5%	49.1%	27.8%	30.0%	57.0% No	55.2% N	55.6%	44.8%	48.7%	55.3%	50.9%				
Somewhat above average	21	13	6	9	12	9	-	7	10	4	3	4	12	2	4	11	4	1	4	6	2	8				
	9.3%	7.7%	9.1%	22.5% Bc	10.3%	10.6%		13.5%	11.1%	4.8%	7.3%	7.3%	10.3%	5.6%	40.0% NPQ	9.1%	6.9%	11.1%	13.8%	15.4%	5.3%	7.3%				
Well above average	23	18	3	5	12	8	3	7	9	7	2	4	16	2	-	9	12	1	4	5	4	8				
	10.1%	10.7% c	4.5%	12.5%	10.3%	9.4%	13.6%	13.5%	10.0%	8.4%	4.9%	7.3%	13.8% k	5.6%		7.4%	20.7% NP	11.1%	13.8%	12.8%	10.5%	7.3%				
Not Applicable	29	6	4	21	17	6	3	12	9	6	5	7	10	-	12	8	7	-	9	6	3	10				
Summary Rate - Well above average/Somewhat above average	44	31	9	14	24	17	3	14	19	11	5	8	28	4	4	20	16	2	8	11	6	16				
	19.4%	18.3%	13.6%	35.0% BC	20.5%	20.0%	13.6%	26.9% j	21.1%	13.3%	12.2%	14.5%	24.1% k	11.1%	40.0% n	16.5%	27.6% N	22.2%	27.6%	28.2% v	15.8%	14.5%				

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV

Independent Z-Test for Percentages (unpooled proportions)

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Presented by SPH Analytics

770-978-3173

2017

Louisiana Healthcare Connections  
Provider Satisfaction Survey (9123721)

5D. Ease of prescribing your preferred medications within formulary guidelines.

	Area of Medicine													Physicians in Practice				Years in Practice				Managed Care Volume				Survey Respondent				Insurance Participation				
	Total Answering	Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15												
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)												
Total	304	215	80	72	157	109	29	77	119	103	56	69	146	38	23	157	82	10	47	52	44	145												
Total Answering	230	170	67	40	120	84	23	54	91	83	40	57	117	36	9	122	60	9	31	38	38	112												
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%												
No Answer	47	39	10	11	22	18	4	13	20	13	10	7	20	2	1	28	16	1	8	7	3	25												
Well below average	28	21	7	4	13	11	3	5	15	8	7	6	15	7	2	12	6	2	5	3	1	17												
	12.2%	12.4%	10.4%	10.0%	10.8%	13.1%	13.0%	9.3%	16.5%	9.6%	17.5%	10.5%	12.8%	19.4%	22.2%	9.8%	10.0%	22.2%	16.1% u	7.9%	2.6%	15.2% U												
Somewhat below average	33	25	6	3	16	14	3	9	13	11	8	9	15	10	2	12	8	-	5	3	9	16												
	14.3%	14.7%	9.0%	7.5%	13.3%	16.7%	13.0%	16.7%	14.3%	13.3%	20.0%	15.8%	12.8%	27.8% Pq	22.2%	9.8%	13.3%	16.1%	7.9%	23.7% t	14.3%													
Average	125	94	42	22	67	44	12	27	48	48	21	30	62	13	2	79	30	4	14	19	23	64												
	54.3%	55.3%	62.7%	55.0%	55.8%	52.4%	52.2%	50.0%	52.7%	57.8%	52.5%	52.6%	53.0%	36.1%	22.2%	64.8% NOq	50.0% o	44.4%	45.2%	50.0%	60.5%	57.1%												
Somewhat above average	26	16	10	10	14	10	2	7	10	9	2	7	15	4	3	12	7	2	4	10	1	9												
	11.3%	9.4%	14.9%	25.0% B	11.7%	11.9%	8.7%	13.0%	11.0%	10.8%	5.0%	12.3%	12.8% k	11.1%	33.3%	9.8%	11.7%	22.2%	12.9%	26.3% UV	2.6%	8.0%												
Well above average	18	14	2	1	10	5	3	6	5	7	2	5	10	2	-	7	9	1	3	3	4	6												
	7.8%	8.2% cd	3.0%	2.5%	8.3%	6.0%	13.0%	11.1%	5.5%	8.4%	5.0%	8.8%	8.5%	5.6%		5.7%	15.0% p	11.1%	9.7%	7.9%	10.5%	5.4%												
Not Applicable	27	6	3	21	15	7	2	10	8	7	6	5	9	-	13	7	6	-	8	7	3	8												
Summary Rate - Well above average/Somewhat above average	44	30	12	11	24	15	5	13	15	16	4	12	25	6	3	19	16	3	7	13	5	15												
	19.1%	17.6%	17.9%	27.5%	20.0%	17.9%	21.7%	24.1%	16.5%	19.3%	10.0%	21.1%	21.4% k	16.7%	33.3%	15.6%	26.7% p	33.3%	22.6%	34.2% UV	13.2%	13.4%												

Comparison Groups: BCD/EFQ/HIJ/KLM/NOPQ/RSTUV

Independent Z-Test for Percentages (unpooled proportions)

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770-978-3173  
2017

Louisiana Healthcare Connections  
Provider Satisfaction Survey (9123721)

5E. Availability of comparable drugs to substitute those not included in the formulary.

===== Area of =====    ===== Physicians =====    ===== Years in =====    ===== Managed Care =====    ===== Survey Respondent =====    ===== Insurance Participation ===== ===== Medicine =====    ===== in Practice =====    ===== Practice =====    ===== Volume =====    =====																						
Total	Primary	BH			2-5	>5	<5	5-15	16 or	0-	11-	21-		BH	Office	Nurse/		3 or	4 to	8 to	12 to	More
Answering	Care	Specialty	Clin.	Solo	phys.	phys.	years	years	more	10%	20%	100%		Physician	Clin.	Manager	Other	fewer	7	11	15	than 15
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)		(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	304	215	80	72	157	109	29	77	119	103	56	69	146	38	23	157	82	10	47	52	44	145
Total Answering	226	170	64	39	116	85	22	53	90	81	41	54	116	36	10	119	59	9	28	39	36	112
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	47	38	11	11	24	17	4	11	21	14	11	7	18	2	2	27	16	-	10	7	3	24
Well below average	23	16	6	3	11	6	5	6	12	5	5	3	14	5	2	10	6	2	5	3	-	13
	10.2%	9.4%	9.4%	7.7%	9.5%	7.1%	22.7% f	11.3%	13.3%	6.2%	12.2%	5.6%	12.1%	13.9%	20.0%	8.4%	10.2%	22.2%	17.9%	7.7%		11.6%
Somewhat below average	36	30	6	2	16	18	2	9	11	16	10	12	12	15	-	12	7	-	2	3	10	21
	15.9%	17.6% cD	9.4%	5.1%	13.8%	21.2%	9.1%	17.0%	12.2%	19.8%	24.4% m	22.2% m	10.3%	41.7% PQ		10.1%	11.9%		7.1%	7.7%	27.8% ST	18.8% sT
Average	124	95	40	24	67	43	13	26	50	46	22	30	65	11	4	79	30	3	15	23	21	61
	54.9%	55.9%	62.5%	61.5%	57.8%	50.6%	59.1%	49.1%	55.6%	56.8%	53.7%	55.6%	56.0%	30.6%	40.0%	66.4% NQ	50.8% N	33.3%	53.6%	59.0%	58.3%	54.5%
Somewhat above average	22	14	9	6	10	11	-	5	11	6	2	6	10	3	3	11	5	3	2	7	2	8
	9.7%	8.2%	14.1%	15.4%	8.6%	12.9%		9.4%	12.2%	7.4%	4.9%	11.1%	8.6%	8.3%	30.0%	9.2%	8.5%	33.3% uv	7.1%	17.9% u	5.6%	7.1%
Well above average	21	15	3	4	12	7	2	7	6	8	2	3	15	2	1	7	11	1	4	3	3	9
	9.3%	8.8%	4.7%	10.3%	10.3%	8.2%	9.1%	13.2%	6.7%	9.9%	4.9%	5.6%	12.9% kl	5.6%	10.0%	5.9%	18.6% NP	11.1%	14.3%	7.7%	8.3%	8.0%
Not Applicable	31	7	5	22	17	7	3	13	8	8	4	8	12	-	11	11	7	1	9	6	5	9
Summary Rate - Well above average/Somewhat above average	43	29	12	10	22	18	2	12	17	14	4	9	25	5	4	18	16	4	6	10	5	17
	19.0%	17.1%	18.8%	25.6%	19.0%	21.2%	9.1%	22.6%	18.9%	17.3%	9.8%	16.7%	21.6% K	13.9%	40.0%	15.1%	27.1% p	44.4% uv	21.4%	25.6%	13.9%	15.2%

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV

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Provider Satisfaction Survey (9123721)

6A. 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	Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15			
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)			
Total	304	215	80	72	157	109	29	77	119	103	56	69	146	38	23	157	82	10	47	52	44	145			
Total Answering	242	166	66	58	129	82	24	58	99	83	44	55	126	28	20	128	63	9	33	41	36	121			
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%			
No Answer	44	36	11	11	21	18	4	12	19	12	10	7	14	3	2	24	15	-	11	7	3	20			
Well below average	15	10	5	3	6	5	4	6	2	7	1	3	11	5	2	6	2	-	1	3	2	9			
	6.2%	6.0%	7.6%	5.2%	4.7%	6.1%	16.7%	10.3%	2.0%	8.4%	2.3%	5.5%	8.7%	17.9%	10.0%	4.7%	3.2%		3.0%	7.3%	5.6%	7.4%			
								I		i			k	pq											
Somewhat below average	18	9	5	5	10	6	1	3	9	6	5	2	9	3	1	11	3	-	3	3	1	11			
	7.4%	5.4%	7.6%	8.6%	7.8%	7.3%	4.2%	5.2%	9.1%	7.2%	11.4%	3.6%	7.1%	10.7%	5.0%	8.6%	4.8%		9.1%	7.3%	2.8%	9.1%			
																					u				
Average	123	87	38	29	67	39	13	26	53	42	26	36	51	14	11	59	36	3	15	23	19	62			
	50.8%	52.4%	57.6%	50.0%	51.9%	47.6%	54.2%	44.8%	53.5%	50.6%	59.1%	65.5%	40.5%	50.0%	55.0%	46.1%	57.1%	33.3%	45.5%	56.1%	52.8%	51.2%			
											M	M													
Somewhat above average	46	29	11	12	21	20	4	12	19	15	7	8	29	6	6	27	7	3	6	7	6	24			
	19.0%	17.5%	16.7%	20.7%	16.3%	24.4%	16.7%	20.7%	19.2%	18.1%	15.9%	14.5%	23.0%	21.4%	30.0%	21.1%	11.1%	33.3%	18.2%	17.1%	16.7%	19.8%			
															q	q									
Well above average	40	31	7	9	25	12	2	11	16	13	5	6	26	-	-	25	15	3	8	5	8	15			
	16.5%	18.7%	10.6%	15.5%	19.4%	14.6%	8.3%	19.0%	16.2%	15.7%	11.4%	10.9%	20.6%			19.5%	23.8%	33.3%	24.2%	12.2%	22.2%	12.4%			
		c			g								l												
Not Applicable	18	13	3	3	7	9	1	7	1	8	2	7	6	7	1	5	4	1	3	4	5	4			
Summary Rate - Well above average/Somewhat above average	86	60	18	21	46	32	6	23	35	28	12	14	55	6	6	52	22	6	14	12	14	39			
	35.5%	36.1%	27.3%	36.2%	35.7%	39.0%	25.0%	39.7%	35.4%	33.7%	27.3%	25.5%	43.7%	21.4%	30.0%	40.6%	34.9%	66.7%	42.4%	29.3%	38.9%	32.2%			
													KL			N		TV							

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV

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Provider Satisfaction Survey (9123721)

6B. 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	Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15				
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)				
Total	304	215	80	72	157	109	29	77	119	103	56	69	146	38	23	157	82	10	47	52	44	145				
Total Answering	245	173	64	56	134	82	23	59	98	86	44	59	128	34	19	127	63	8	33	44	40	118				
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%				
No Answer	46	36	12	12	21	18	5	13	19	13	10	7	15	3	2	26	15	1	11	7	3	21				
Well below average	10	7	3	1	4	2	4	4	3	3	2	2	6	3	1	6	-	-	1	3	-	6				
	4.1%	4.0%	4.7%	1.8%	3.0%	2.4%	17.4% ef	6.8%	3.1%	3.5%	4.5%	3.4%	4.7%	8.8%	5.3%	4.7%			3.0%	6.8%		5.1%				
Somewhat below average	9	6	2	2	6	3	-	2	3	4	1	2	6	4	1	2	2	1	-	-	2	6				
	3.7%	3.5%	3.1%	3.6%	4.5%	3.7%		3.4%	3.1%	4.7%	2.3%	3.4%	4.7%	11.8% p	5.3%	1.6%	3.2%	12.5%			5.0%	5.1%				
Average	124	83	37	29	73	37	10	27	52	44	24	36	56	12	10	67	33	1	18	26	17	62				
	50.6%	48.0%	57.8%	51.8%	54.5%	45.1%	43.5%	45.8%	53.1%	51.2%	54.5%	61.0% M	43.8%	35.3%	52.6%	52.8% n	52.4% n	12.5%	54.5% R	59.1% R	42.5% R	52.5% R				
Somewhat above average	49	34	14	12	24	19	6	14	18	16	13	9	24	10	6	24	9	4	5	8	12	20				
	20.0%	19.7%	21.9%	21.4%	17.9%	23.2%	26.1%	23.7%	18.4%	18.6%	29.5% l	15.3%	18.8%	29.4% q	31.6%	18.9%	14.3%	50.0% stv	15.2%	18.2%	30.0%	16.9%				
Well above average	53	43	8	12	27	21	3	12	22	19	4	10	36	5	1	28	19	2	9	7	9	24				
	21.6%	24.9% C	12.5%	21.4%	20.1%	25.6%	13.0%	20.3%	22.4%	22.1%	9.1%	16.9%	28.1% Kl	14.7%	5.3%	22.0% O	30.2% no	25.0%	27.3%	15.9%	22.5%	20.3%				
Not Applicable	13	6	4	4	2	9	1	5	2	4	2	3	3	1	2	4	4	1	3	1	1	6				
Summary Rate - Well above average/Somewhat above average	102	77	22	24	51	40	9	26	40	35	17	19	60	15	7	52	28	6	14	15	21	44				
	41.6%	44.5%	34.4%	42.9%	38.1%	48.8%	39.1%	44.1%	40.8%	40.7%	38.6%	32.2%	46.9% l	44.1%	36.8%	40.9%	44.4%	75.0% stv	42.4%	34.1%	52.5% tv	37.3%				

Comparison Groups: BCD/EFH/IJ/KLM/NOPQ/RSTUV

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

2017

Louisiana Healthcare Connections  
Provider Satisfaction Survey (9123721)

6C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.

	Area of		Physicians					Years in					Managed Care			Survey Respondent				Insurance Participation												
	Medicine		in Practice					Practice					Volume																			
	Total	Primary	BH																													
	Answering	Care	Specialty	Clin.	Solo	2-5	>5	<5	5-15	16 or	0-	11-	21-	Physician	BH	Office	Nurse/	3 or	4 to	8 to	12 to	More										
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)										
Total	304	215	80	72	157	109	29	77	119	103	56	69	146	38	23	157	82	10	47	52	44	145										
Total Answering	226	165	53	51	118	81	22	58	91	75	37	54	122	32	16	119	57	8	30	39	39	108										
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%										
No Answer	49	38	13	13	22	20	5	13	20	15	11	7	17	3	3	26	16	1	12	8	3	22										
Well below average	9	8	1	1	4	2	3	5	1	3	1	1	7	2	1	5	1	-	1	2	2	4										
	4.0%	4.8%	1.9%	2.0%	3.4%	2.5%	13.6%	8.6%	1.1%	4.0%	2.7%	1.9%	5.7%	6.3%	6.3%	4.2%	1.8%		3.3%	5.1%	5.1%	3.7%										
Somewhat below average	22	11	7	4	7	11	3	5	12	5	3	9	9	7	1	10	4	-	2	3	2	15										
	9.7%	6.7%	13.2%	7.8%	5.9%	13.6%	13.6%	8.6%	13.2%	6.7%	8.1%	16.7%	7.4%	21.9%	6.3%	8.4%	7.0%		6.7%	7.7%	5.1%	13.9%										
Average	123	94	27	30	70	40	11	32	48	42	22	30	61	13	9	66	33	4	18	21	23	57										
	54.4%	57.0%	50.9%	58.8%	59.3%	49.4%	50.0%	55.2%	52.7%	56.0%	59.5%	55.6%	50.0%	40.6%	56.3%	55.5%	57.9%	50.0%	60.0%	53.8%	59.0%	52.8%										
Somewhat above average	40	27	12	9	19	18	3	9	16	14	9	8	22	10	3	20	7	2	4	8	7	18										
	17.7%	16.4%	22.6%	17.6%	16.1%	22.2%	13.6%	15.5%	17.6%	18.7%	24.3%	14.8%	18.0%	31.3%	18.8%	16.8%	12.3%	25.0%	13.3%	20.5%	17.9%	16.7%										
Well above average	32	25	6	7	18	10	2	7	14	11	2	6	23	-	2	18	12	2	5	5	5	14										
	14.2%	15.2%	11.3%	13.7%	15.3%	12.3%	9.1%	12.1%	15.4%	14.7%	5.4%	11.1%	18.9%		12.5%	15.1%	21.1%	25.0%	16.7%	12.8%	12.8%	13.0%										
Not Applicable	29	12	14	8	17	8	2	6	8	13	8	8	7	3	4	12	9	1	5	5	2	15										
Summary Rate - Well above average/Somewhat above average	72	52	18	16	37	28	5	16	30	25	11	14	45	10	5	38	19	4	9	13	12	32										
	31.9%	31.5%	34.0%	31.4%	31.4%	34.6%	22.7%	27.6%	33.0%	33.3%	29.7%	25.9%	36.9%	31.3%	31.3%	31.9%	33.3%	50.0%	30.0%	33.3%	30.8%	29.6%										

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV

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

2017

Louisiana Healthcare Connections  
Provider Satisfaction Survey (9123721)

6D. 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	Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15			
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)			
Total	304	215	80	72	157	109	29	77	119	103	56	69	146	38	23	157	82	10	47	52	44	145			
Total Answering	244	170	63	57	131	83	23	59	99	83	43	58	126	31	20	128	63	10	33	42	38	119			
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%			
No Answer	47	38	13	11	21	20	5	12	19	15	11	7	15	3	2	25	16	-	11	8	3	22			
Well below average	13	9	3	2	5	5	3	7	3	3	1	2	10	2	2	7	2	-	1	3	2	7			
	5.3%	5.3%	4.8%	3.5%	3.8%	6.0%	13.0%	11.9% ij	3.0%	3.6%	2.3%	3.4%	7.9% k	6.5%	10.0%	5.5%	3.2%		3.0%	7.1%	5.3%	5.9%			
Somewhat below average	16	7	7	5	10	4	2	3	4	9	3	6	7	3	2	5	6	-	1	3	3	9			
	6.6%	4.1%	11.1% b	8.8%	7.6%	4.8%	8.7%	5.1%	4.0%	10.8% i	7.0%	10.3%	5.6%	9.7%	10.0%	3.9%	9.5%		3.0%	7.1%	7.9%	7.6%			
Average	127	88	32	28	69	41	13	26	59	39	27	33	56	16	10	67	32	4	19	21	17	66			
	52.0%	51.8%	50.8%	49.1%	52.7%	49.4%	56.5%	44.1%	59.6% hj	47.0%	62.8% M	56.9%	44.4%	51.6%	50.0%	52.3%	50.8%	40.0%	57.6%	50.0%	44.7%	55.5%			
Somewhat above average	46	34	13	11	22	20	2	12	17	17	7	10	24	9	4	27	6	3	4	8	10	20			
	18.9%	20.0%	20.6%	19.3%	16.8%	24.1% G	8.7%	20.3%	17.2%	20.5%	16.3%	17.2%	19.0%	29.0% Q	20.0%	21.1% Q	9.5%	30.0%	12.1%	19.0%	26.3%	16.8%			
Well above average	42	32	8	11	25	13	3	11	16	15	5	7	29	1	2	22	17	3	8	7	6	17			
	17.2%	18.8%	12.7%	19.3%	19.1%	15.7%	13.0%	18.6%	16.2%	18.1%	11.6%	12.1%	23.0% kl	3.2%	10.0%	17.2% N	27.0% No	30.0%	24.2%	16.7%	15.8%	14.3%			
Not Applicable	13	7	4	4	5	6	1	6	1	5	2	4	5	4	1	4	3	-	3	2	3	4			
Summary Rate - Well above average/Somewhat above average	88	66	21	22	47	33	5	23	33	32	12	17	53	10	6	49	23	6	12	15	16	37			
	36.1%	38.8%	33.3%	38.6%	35.9%	39.8% g	21.7%	39.0%	33.3%	38.6%	27.9%	29.3%	42.1% kl	32.3%	30.0%	38.3%	36.5%	60.0% v	36.4%	35.7%	42.1%	31.1%			

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV

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

2017



Louisiana Healthcare Connections  
Provider Satisfaction Survey (9123721)

7A. Do you have a Provider Relations Specialist from this health plan assigned to your practice?

	Area of		Physicians		Years in		Managed Care		Survey Respondent		Insurance Participation											
	Medicine		in Practice		Practice		Volume															
	Total Answering	Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	304	215	80	72	157	109	29	77	119	103	56	69	146	38	23	157	82	10	47	52	44	145
Total Answering	213	147	58	51	116	73	18	52	80	80	38	53	107	32	18	107	53	6	28	37	35	106
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	91	68	22	21	41	36	11	25	39	23	18	16	39	6	5	50	29	4	19	15	9	39
Yes	162	117	42	40	90	54	13	40	59	62	28	43	80	22	13	87	37	6	20	28	29	79
	76.1%	79.6%	72.4%	78.4%	77.6%	74.0%	72.2%	76.9%	73.8%	77.5%	73.7%	81.1%	74.8%	68.8%	72.2%	81.3%	69.8%	100.0%	71.4%	75.7%	82.9%	74.5%
																	STUV					
No	51	30	16	11	26	19	5	12	21	18	10	10	27	10	5	20	16	-	8	9	6	27
	23.9%	20.4%	27.6%	21.6%	22.4%	26.0%	27.8%	23.1%	26.3%	22.5%	26.3%	18.9%	25.2%	31.3%	27.8%	18.7%	30.2%		28.6%	24.3%	17.1%	25.5%
Summary Rate - Yes	162	117	42	40	90	54	13	40	59	62	28	43	80	22	13	87	37	6	20	28	29	79
	76.1%	79.6%	72.4%	78.4%	77.6%	74.0%	72.2%	76.9%	73.8%	77.5%	73.7%	81.1%	74.8%	68.8%	72.2%	81.3%	69.8%	100.0%	71.4%	75.7%	82.9%	74.5%
																	STUV					

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV

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

2017

Louisiana Healthcare Connections  
Provider Satisfaction Survey (9123721)

7B. Provider Relations representative's ability to answer questions and resolve problems.

	Area of				Physicians				Years in				Managed Care				Survey Respondent				Insurance Participation				
	Medicine				in Practice				Practice				Volume												
	Total Answering	Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15			
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)			
Total	162	117	42	40	90	54	13	40	59	62	28	43	80	22	13	87	37	6	20	28	29	79			
Total Answering	152	110	38	38	87	49	12	37	56	58	26	38	78	20	12	82	35	6	18	26	28	74			
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%			
No Answer	3	2	2	1	-	3	-	-	1	2	1	1	1	1	-	2	-	-	1	1	-	1			
Well below average	9	5	1	4	7	1	1	4	2	3	-	2	7	1	3	5	-	-	2	2	-	5			
	5.9%	4.5%	2.6%	10.5%	8.0% f	2.0%	8.3%	10.8%	3.6%	5.2%		5.3%	9.0%	5.0%	25.0%	6.1%			11.1%	7.7%		6.8%			
Somewhat below average	6	3	1	2	3	3	-	2	2	2	2	2	2	1	1	3	1	-	1	1	1	3			
	3.9%	2.7%	2.6%	5.3%	3.4%	6.1%		5.4%	3.6%	3.4%	7.7%	5.3%	2.6%	5.0%	8.3%	3.7%	2.9%		5.6%	3.8%	3.6%	4.1%			
Average	49	38	14	10	29	12	6	8	19	21	13	13	17	7	1	27	12	1	3	7	8	30			
	32.2%	34.5%	36.8%	26.3%	33.3%	24.5%	50.0%	21.6%	33.9%	36.2%	50.0% M	34.2%	21.8%	35.0% O	8.3%	32.9% O	34.3% O	16.7%	16.7%	26.9%	28.6%	40.5% S			
Somewhat above average	34	22	9	7	22	11	1	7	14	13	7	12	15	7	5	15	6	1	5	6	7	15			
	22.4%	20.0%	23.7%	18.4%	25.3% g	22.4%	8.3%	18.9%	25.0%	22.4%	26.9%	31.6%	19.2%	35.0%	41.7%	18.3%	17.1%	16.7%	27.8%	23.1%	25.0%	20.3%			
Well above average	54	42	13	15	26	22	4	16	19	19	4	9	37	4	2	32	16	4	7	10	12	21			
	35.5%	38.2%	34.2%	39.5%	29.9%	44.9% e	33.3%	43.2%	33.9%	32.8%	15.4%	23.7%	47.4% KL	20.0%	16.7%	39.0% no	45.7% NO	66.7% v	38.9%	38.5%	42.9%	28.4%			
Not Applicable	7	5	2	1	3	2	1	3	2	2	1	4	1	1	1	3	2	-	1	1	1	4			
Summary Rate - Well above average/Somewhat above average	88	64	22	22	48	33	5	23	33	32	11	21	52	11	7	47	22	5	12	16	19	36			
	57.9%	58.2%	57.9%	57.9%	55.2%	67.3%	41.7%	62.2%	58.9%	55.2%	42.3%	55.3%	66.7% K	55.0%	58.3%	57.3%	62.9%	83.3% V	66.7%	61.5%	67.9% v	48.6%			

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV

Independent Z-Test for Percentages (unpooled proportions)

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Louisiana Healthcare Connections  
Provider Satisfaction Survey (9123721)

7C. Quality of provider orientation process.

	Physicians													Survey Respondent				Insurance Participation				
	in Practice													Volume								
														Nurse/								
	Total Answering	Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	304	215	80	72	157	109	29	77	119	103	56	69	146	38	23	157	82	10	47	52	44	145
Total Answering	192	132	52	47	105	66	16	48	72	71	35	44	102	24	15	108	43	7	28	33	28	96
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	67	53	15	15	31	25	10	17	26	22	14	10	26	8	5	30	23	1	14	10	7	30
Well below average	11	8	2	1	5	3	3	6	2	3	1	4	6	2	-	8	1	-	1	3	-	7
	5.7%	6.1%	3.8%	2.1%	4.8%	4.5%	18.8%	12.5%	2.8%	4.2%	2.9%	9.1%	5.9%	8.3%		7.4%	2.3%		3.6%	9.1%		7.3%
								i														
Somewhat below average	12	6	2	4	7	5	-	6	4	2	3	1	7	3	2	4	3	-	3	3	1	5
	6.3%	4.5%	3.8%	8.5%	6.7%	7.6%		12.5%	5.6%	2.8%	8.6%	2.3%	6.9%	12.5%	13.3%	3.7%	7.0%		10.7%	9.1%	3.6%	5.2%
								j														
Average	83	55	28	18	52	19	9	12	40	30	19	18	40	8	6	48	20	2	12	12	12	45
	43.2%	41.7%	53.8%	38.3%	49.5%	28.8%	56.3%	25.0%	55.6%	42.3%	54.3%	40.9%	39.2%	33.3%	40.0%	44.4%	46.5%	28.6%	42.9%	36.4%	42.9%	46.9%
					F		F		H	H												
Somewhat above average	36	23	10	9	14	21	1	10	13	13	5	15	14	8	5	16	6	-	6	7	6	17
	18.8%	17.4%	19.2%	19.1%	13.3%	31.8%	6.3%	20.8%	18.1%	18.3%	14.3%	34.1%	13.7%	33.3%	33.3%	14.8%	14.0%		21.4%	21.2%	21.4%	17.7%
					EG							KM		pq								
Well above average	50	40	10	15	27	18	3	14	13	23	7	6	35	3	2	32	13	5	6	8	9	22
	26.0%	30.3%	19.2%	31.9%	25.7%	27.3%	18.8%	29.2%	18.1%	32.4%	20.0%	13.6%	34.3%	12.5%	13.3%	29.6%	30.2%	71.4%	21.4%	24.2%	32.1%	22.9%
										I			kL			No	n	STUV				
Not Applicable	45	30	13	10	21	18	3	12	21	10	7	15	18	6	3	19	16	2	5	9	9	19
Summary Rate - Well above average/Somewhat above average	86	63	20	24	41	39	4	24	26	36	12	21	49	11	7	48	19	5	12	15	15	39
	44.8%	47.7%	38.5%	51.1%	39.0%	59.1%	25.0%	50.0%	36.1%	50.7%	34.3%	47.7%	48.0%	45.8%	46.7%	44.4%	44.2%	71.4%	42.9%	45.5%	53.6%	40.6%
						EG				i								v				

Comparison Groups: BCD/EFJ/HIJ/KLM/NOPQ/RSTUV

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  
2017

Louisiana Healthcare Connections  
Provider Satisfaction Survey (9123721)

7D. 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	Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	
Total	304	215	80	72	157	109	29	77	119	103	56	69	146	38	23	157	82	10	47	52	44	145	
Total Answering	226	161	58	52	124	77	19	56	89	79	39	52	118	31	18	120	55	8	31	40	35	110	
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
No Answer	63	48	15	14	28	25	9	16	24	22	15	11	23	7	3	30	22	1	14	9	6	30	
Well below average	9	6	2	3	6	-	3	4	1	4	2	1	6	1	2	5	1	-	1	2	1	5	
	4.0%	3.7%	3.4%	5.8%	4.8%		15.8%	7.1%	1.1%	5.1%	5.1%	1.9%	5.1%	3.2%	11.1%	4.2%	1.8%		3.2%	5.0%	2.9%	4.5%	
								i															
Somewhat below average	13	10	1	2	5	5	3	3	6	4	2	4	7	6	1	4	2	2	-	3	3	5	
	5.8%	6.2%	1.7%	3.8%	4.0%	6.5%	15.8%	5.4%	6.7%	5.1%	5.1%	7.7%	5.9%	19.4%	5.6%	3.3%	3.6%	25.0%		7.5%	8.6%	4.5%	
														PQ									
Average	118	80	36	29	70	35	10	27	51	38	26	28	53	14	10	63	29	1	19	21	16	60	
	52.2%	49.7%	62.1%	55.8%	56.5%	45.5%	52.6%	48.2%	57.3%	48.1%	66.7%	53.8%	44.9%	45.2%	55.6%	52.5%	52.7%	12.5%	61.3%	52.5%	45.7%	54.5%	
			b								M								R	R	R	R	
Somewhat above average	32	23	9	6	13	18	-	10	12	10	2	10	15	6	2	17	7	1	4	4	5	17	
	14.2%	14.3%	15.5%	11.5%	10.5%	23.4%		17.9%	13.5%	12.7%	5.1%	19.2%	12.7%	19.4%	11.1%	14.2%	12.7%	12.5%	12.9%	10.0%	14.3%	15.5%	
						E					K												
Well above average	54	42	10	12	30	19	3	12	19	23	7	9	37	4	3	31	16	4	7	10	10	23	
	23.9%	26.1%	17.2%	23.1%	24.2%	24.7%	15.8%	21.4%	21.3%	29.1%	17.9%	17.3%	31.4%	12.9%	16.7%	25.8%	29.1%	50.0%	22.6%	25.0%	28.6%	20.9%	
													kL			n	n						
Not Applicable	15	6	7	6	5	7	1	5	6	2	2	6	5	-	2	7	5	1	2	3	3	5	
Summary Rate - Well above average/Somewhat above average	86	65	19	18	43	37	3	22	31	33	9	19	52	10	5	48	23	5	11	14	15	40	
	38.1%	40.4%	32.8%	34.6%	34.7%	48.1%	15.8%	39.3%	34.8%	41.8%	23.1%	36.5%	44.1%	32.3%	27.8%	40.0%	41.8%	62.5%	35.5%	35.0%	42.9%	36.4%	
					G	eG							K										

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV

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  
2017

Louisiana Healthcare Connections  
Provider Satisfaction Survey (9123721)

8A. Would you recommend Louisiana Healthcare Connections to other physicians' practices?

		Area of		Physicians				Years in			Managed Care			Survey Respondent				Insurance Participation					
		Medicine		in Practice				Practice			Volume												
Total	Primary	BH			2-5	>5	<5	5-15	16 or	0-	11-	21-		BH	Office	Nurse/		3 or	4 to	8 to	12 to	More	
Answering	Care	Specialty	Clin.	Solo	phys.	phys.	years	years	more	10%	20%	100%		Clin.	Manager	Other	staff	fewer	7	11	15	than 15	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)		(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	
Total	304	215	80	72	157	109	29	77	119	103	56	69	146	38	23	157	82	10	47	52	44	145	
Total Answering	234	160	65	56	126	81	19	60	90	81	42	58	117	31	20	118	61	8	34	41	38	110	
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
No Answer	70	55	15	16	31	28	10	17	29	22	14	11	29	7	3	39	21	2	13	11	6	35	
Yes	200	143	53	45	105	71	16	52	79	66	37	52	96	22	14	103	57	8	27	36	34	92	
	85.5%	89.4%	81.5%	80.4%	83.3%	87.7%	84.2%	86.7%	87.8%	81.5%	88.1%	89.7%	82.1%	71.0%	70.0%	87.3% n	93.4% NO	100.0% STUV	79.4%	87.8%	89.5%	83.6%	
No	34	17	12	11	21	10	3	8	11	15	5	6	21	9	6	15	4	-	7	5	4	18	
	14.5%	10.6%	18.5%	19.6%	16.7%	12.3%	15.8%	13.3%	12.2%	18.5%	11.9%	10.3%	17.9%	29.0% pQ	30.0% Q	12.7%	6.6%		20.6%	12.2%	10.5%	16.4%	
Summary Rate - Yes	200	143	53	45	105	71	16	52	79	66	37	52	96	22	14	103	57	8	27	36	34	92	
	85.5%	89.4%	81.5%	80.4%	83.3%	87.7%	84.2%	86.7%	87.8%	81.5%	88.1%	89.7%	82.1%	71.0%	70.0%	87.3% n	93.4% NO	100.0% STUV	79.4%	87.8%	89.5%	83.6%	

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV

Independent Z-Test for Percentages (unpooled proportions)

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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

2017

Louisiana Healthcare Connections  
Provider Satisfaction Survey (9123721)

8B. Please rate your overall satisfaction with Louisiana Healthcare Connections.

	Physicians										Years in Practice			Managed Care			Survey Respondent				Insurance Participation				
	Medicine										in Practice			Volume			Nurse/								
	Total Answering	Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15			
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)			
Total	304	215	80	72	157	109	29	77	119	103	56	69	146	38	23	157	82	10	47	52	44	145			
Total Answering	250	172	65	59	132	89	21	64	96	87	44	62	125	32	21	130	63	10	35	43	38	121			
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%			
No Answer	50	40	13	12	24	19	6	13	21	15	10	7	20	5	2	25	18	-	11	8	6	22			
Completely dissatisfied	7	3	1	4	6	1	-	3	1	3	1	1	5	1	3	3	-	-	1	4	2	-			
	2.8%	1.7%	1.5%	6.8%	4.5%	1.1%		4.7%	1.0%	3.4%	2.3%	1.6%	4.0%	3.1%	14.3%	2.3%			2.9%	9.3%	5.3%				
Somewhat dissatisfied	30	14	12	10	15	12	2	6	11	13	5	9	13	7	5	13	5	-	5	3	1	21			
	12.0%	8.1%	18.5%	16.9%	11.4%	13.5%	9.5%	9.4%	11.5%	14.9%	11.4%	14.5%	10.4%	21.9%	23.8%	10.0%	7.9%		14.3%	7.0%	2.6%	17.4%			
			B	b										q					u		TU				
Neither dissatisfied nor satisfied	29	22	7	3	13	15	1	7	10	11	8	8	12	4	2	19	4	-	5	2	5	17			
	11.6%	12.8%	10.8%	5.1%	9.8%	16.9%	4.8%	10.9%	10.4%	12.6%	18.2%	12.9%	9.6%	12.5%	9.5%	14.6%	6.3%		14.3%	4.7%	13.2%	14.0%			
						G										q					T				
Somewhat satisfied	94	66	23	23	48	33	11	22	44	28	22	26	40	13	6	42	31	4	17	14	10	48			
	37.6%	38.4%	35.4%	39.0%	36.4%	37.1%	52.4%	34.4%	45.8%	32.2%	50.0%	41.9%	32.0%	40.6%	28.6%	32.3%	49.2%	40.0%	48.6%	32.6%	26.3%	39.7%			
									j		M						oP		U						
Completely satisfied	90	67	22	19	50	28	7	26	30	32	8	18	55	7	5	53	23	6	7	20	20	35			
	36.0%	39.0%	33.8%	32.2%	37.9%	31.5%	33.3%	40.6%	31.3%	36.8%	18.2%	29.0%	44.0%	21.9%	23.8%	40.8%	36.5%	60.0%	20.0%	46.5%	52.6%	28.9%			
													KL			No		Sv		SV		SV			
Does not apply	4	3	2	1	1	1	2	-	2	1	2	-	1	1	-	2	1	-	1	1	-	2			
Summary Rate -	184	133	45	42	98	61	18	48	74	60	30	44	95	20	11	95	54	10	24	34	30	83			
Completely satisfied/ Somewhat satisfied	73.6%	77.3%	69.2%	71.2%	74.2%	68.5%	85.7%	75.0%	77.1%	69.0%	68.2%	71.0%	76.0%	62.5%	52.4%	73.1%	85.7%	100.0%	68.6%	79.1%	78.9%	68.6%			
							f									o	NOF	STUV							

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV

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

2017

Louisiana Healthcare Connections  
Provider Satisfaction Survey (9123721)

8C. Please rate your overall satisfaction with Amerigroup.

	Area of		Physicians					Years in			Managed Care			Survey Respondent				Insurance Participation				
	Medicine		in Practice					Practice			Volume			Nurse/				More than 15				
	Total	Primary	Specialty	BH	Solo	2-5	>5	<5	5-15	16 or	0-	11-	21-	Physician	BH	Office	Nurse/	3 or	4 to	8 to	12 to	More
	Answering	Care		Clin.		phys.	phys.	years	years	more	10%	20%	100%		Clin.	Manager	Other	fewer	7	11	15	than 15
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	304	215	80	72	157	109	29	77	119	103	56	69	146	38	23	157	82	10	47	52	44	145
Total Answering	223	147	63	56	117	80	18	58	88	74	40	55	111	32	19	114	55	7	35	36	35	108
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	56	46	14	13	26	22	7	14	21	20	12	7	23	3	2	29	22	-	11	10	5	26
Completely dissatisfied	13	10	5	-	6	4	2	2	2	9	1	6	5	5	-	5	3	1	1	5	1	5
	5.8%	6.8%	7.9%		5.1%	5.0%	11.1%	3.4%	2.3%	12.2% hI	2.5%	10.9% k	4.5%	15.6% p		4.4%	5.5%	14.3%	2.9%	13.9% su	2.9%	4.6%
Somewhat dissatisfied	30	23	5	2	15	15	-	7	11	11	4	15	11	7	2	11	9	1	4	2	8	15
	13.5%	15.6% cD	7.9%	3.6%	12.8%	18.8%		12.1%	12.5%	14.9%	10.0%	27.3% KM	9.9%	21.9%	10.5%	9.6%	16.4%	14.3%	11.4%	5.6%	22.9% T	13.9% t
Neither dissatisfied nor satisfied	35	24	8	6	19	15	1	7	16	12	10	5	19	7	4	19	5	1	3	5	6	20
	15.7%	16.3%	12.7%	10.7%	16.2% g	18.8% g	5.6%	12.1%	18.2%	16.2%	25.0% L	9.1%	17.1%	21.9%	21.1%	16.7%	9.1%	14.3%	8.6%	13.9%	17.1%	18.5% s
Somewhat satisfied	96	60	32	29	51	30	10	28	42	25	16	24	45	13	8	46	27	1	19	17	16	41
	43.0%	40.8%	50.8%	51.8%	43.6%	37.5%	55.6%	48.3% j	47.7% j	33.8%	40.0%	43.6%	40.5%	40.6%	42.1%	40.4%	49.1%	14.3%	54.3% Rv	47.2% R	45.7% R	38.0% r
Completely satisfied	49	30	13	19	26	16	5	14	17	17	9	5	31	-	5	33	11	3	8	7	4	27
	22.0%	20.4%	20.6%	33.9% b	22.2%	20.0%	27.8%	24.1%	19.3%	23.0%	22.5% l	9.1%	27.9% L		26.3%	28.9%	20.0%	42.9%	22.9%	19.4%	11.4%	25.0% U
Does not apply	25	22	3	3	14	7	4	5	10	9	4	7	12	3	2	14	5	3	1	6	4	11
Summary Rate - Completely satisfied/ Somewhat satisfied	145	90	45	48	77	46	15	42	59	42	25	29	76	13	13	79	38	4	27	24	20	68
	65.0%	61.2%	71.4%	85.7% Bc	65.8%	57.5%	83.3% eF	72.4% j	67.0%	56.8%	62.5%	52.7%	68.5% l	40.6%	68.4% N	69.3% N	69.1% N	57.1%	77.1% uv	66.7%	57.1%	63.0%

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV

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  
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2017

Louisiana Healthcare Connections  
Provider Satisfaction Survey (9123721)

8D. 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	Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	
Total	304	215	80	72	157	109	29	77	119	103	56	69	146	38	23	157	82	10	47	52	44	145	
Total Answering	208	139	55	53	108	77	16	50	85	70	34	52	105	30	18	113	44	6	30	34	33	103	
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
No Answer	58	48	15	13	28	21	8	15	21	21	12	7	25	3	2	31	22	-	11	11	6	26	
Completely dissatisfied	16	13	5	-	9	5	1	4	8	4	3	4	9	2	-	11	3	1	-	4	3	8	
	7.7%	9.4%	9.1%		8.3%	6.5%	6.3%	8.0%	9.4%	5.7%	8.8%	7.7%	8.6%	6.7%		9.7%	6.8%	16.7%		11.8%	9.1%	7.8%	
Somewhat dissatisfied	28	18	5	9	18	9	-	7	6	14	5	7	11	7	1	16	3	3	5	2	5	13	
	13.5%	12.9%	9.1%	17.0%	16.7%	11.7%		14.0%	7.1%	20.0%	14.7%	13.5%	10.5%	23.3% oq	5.6%	14.2%	6.8%	50.0% Tv	16.7%	5.9%	15.2%	12.6%	
Neither dissatisfied nor satisfied	50	36	13	7	22	24	4	14	19	17	11	16	22	12	3	24	10	-	7	8	12	23	
	24.0%	25.9% D	23.6%	13.2%	20.4%	31.2% e	25.0%	28.0%	22.4%	24.3%	32.4%	30.8%	21.0%	40.0% op	16.7%	21.2%	22.7%		23.3%	23.5%	36.4%	22.3%	
Somewhat satisfied	73	50	23	19	39	22	8	13	37	22	11	19	37	9	9	36	18	-	8	14	10	39	
	35.1%	36.0%	41.8%	35.8%	36.1%	28.6%	50.0%	26.0%	43.5% H	31.4%	32.4%	36.5%	35.2%	30.0%	50.0%	31.9%	40.9%		26.7%	41.2%	30.3%	37.9%	
Completely satisfied	41	22	9	18	20	17	3	12	15	13	4	6	26	-	5	26	10	2	10	6	3	20	
	19.7%	15.8%	16.4%	34.0% BC	18.5%	22.1%	18.8%	24.0%	17.6%	18.6%	11.8%	11.5%	24.8% kL		27.8%	23.0%	22.7%	33.3%	33.3% U	17.6%	9.1%	19.4%	
Does not apply	38	28	10	6	21	11	5	12	13	12	10	10	16	5	3	13	16	4	6	7	5	16	
Summary Rate - Completely satisfied/ Somewhat satisfied	114	72	32	37	59	39	11	25	52	35	15	25	63	9	14	62	28	2	18	20	13	59	
	54.8%	51.8%	58.2%	69.8% B	54.6%	50.6%	68.8%	50.0%	61.2%	50.0%	44.1%	48.1%	60.0%	30.0%	77.8% NP	54.9% N	63.6% N	33.3%	60.0% u	58.8%	39.4%	57.3%	

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV

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

2017



Louisiana Healthcare Connections  
Provider Satisfaction Survey (9123721)

8E. Please rate your overall satisfaction with AmeriHealth Caritas (formerly L.A. Care).

	Area of Medicine				Physicians in Practice			Years in Practice			Managed Care Volume			Survey Respondent				Insurance Participation					
	Total Answering	Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	
Total	304	215	80	72	157	109	29	77	119	103	56	69	146	38	23	157	82	10	47	52	44	145	
Total Answering	224	151	59	58	115	84	17	60	85	76	38	59	109	31	21	116	52	6	35	37	36	108	
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
No Answer	57	47	14	13	27	22	7	15	21	20	12	8	23	4	2	30	21	-	11	11	5	26	
Completely dissatisfied	12	9	3	2	6	3	2	5	2	5	1	3	8	3	2	5	2	1	-	6	1	4	
	5.4%	6.0%	5.1%	3.4%	5.2%	3.6%	11.8%	8.3%	2.4%	6.6%	2.6%	5.1%	7.3%	9.7%	9.5%	4.3%	3.8%	16.7%		16.2% UV	2.8%	3.7%	
Somewhat dissatisfied	25	17	8	3	13	11	1	4	10	11	6	5	13	5	1	13	4	1	3	4	4	13	
	11.2%	11.3%	13.6%	5.2%	11.3%	13.1%	5.9%	6.7%	11.8%	14.5%	15.8%	8.5%	11.9%	16.1%	4.8%	11.2%	7.7%	16.7%	8.6%	10.8%	11.1%	12.0%	
Neither dissatisfied nor satisfied	40	27	13	4	16	21	2	9	16	14	10	15	12	9	2	20	8	-	5	2	11	21	
	17.9%	17.9%	22.0%	6.9%	13.9%	25.0%	11.8%	15.0%	18.8%	18.4%	26.3%	25.4%	11.0%	29.0%	9.5%	17.2%	15.4%		14.3%	5.4%	30.6% sT	19.4% T	
Somewhat satisfied	92	65	24	27	47	32	9	24	37	30	15	28	41	11	10	48	22	1	17	14	13	46	
	41.1%	43.0%	40.7%	46.6%	40.9%	38.1%	52.9%	40.0%	43.5%	39.5%	39.5%	47.5%	37.6%	35.5%	47.6%	41.4%	42.3%	16.7%	48.6%	37.8%	36.1%	42.6%	
Completely satisfied	55	33	11	22	33	17	3	18	20	16	6	8	35	3	6	30	16	3	10	11	7	24	
	24.6%	21.9%	18.6%	37.9%	28.7%	20.2%	17.6%	30.0%	23.5%	21.1%	15.8%	13.6%	32.1%	9.7%	28.6%	25.9%	30.8%	50.0%	28.6%	29.7%	19.4%	22.2%	
Does not apply	23	17	7	1	15	3	5	2	13	7	6	2	14	3	-	11	9	4	1	4	3	11	
Summary Rate - Completely satisfied/Somewhat satisfied	147	98	35	49	80	49	12	42	57	46	21	36	76	14	16	78	38	4	27	25	20	70	
	65.6%	64.9%	59.3%	84.5%	69.6%	58.3%	70.6%	70.0%	67.1%	60.5%	55.3%	61.0%	69.7%	45.2%	76.2%	67.2%	73.1%	66.7%	77.1%	67.6%	55.6%	64.8%	

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV

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

2017

Louisiana Healthcare Connections  
Provider Satisfaction Survey (9123721)

8F. Please rate your overall satisfaction with United Healthcare Community Plan.

	Area of Medicine				Physicians in Practice				Years in Practice				Managed Care Volume			Survey Respondent				Insurance Participation					
	Total Answering	Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15			
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)			
Total	304	215	80	72	157	109	29	77	119	103	56	69	146	38	23	157	82	10	47	52	44	145			
Total Answering	227	151	62	57	121	82	16	60	88	76	41	55	114	31	21	119	53	8	34	38	38	107			
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%			
No Answer	60	49	15	13	28	23	8	16	21	22	12	9	25	4	2	32	22	-	11	11	5	29			
Completely dissatisfied	11	10	4	-	6	4	1	5	3	3	2	1	8	2	-	6	3	1	1	3	2	4			
	4.8%	6.6%	6.5%		5.0%	4.9%	6.3%	8.3%	3.4%	3.9%	4.9%	1.8%	7.0% 1	6.5%		5.0%	5.7%	12.5%	2.9%	7.9%	5.3%	3.7%			
Somewhat dissatisfied	27	12	13	5	15	10	1	6	7	13	4	14	7	6	4	10	6	1	3	9	3	11			
	11.9%	7.9%	21.0% Bd	8.8%	12.4%	12.2%	6.3%	10.0%	8.0%	17.1% i	9.8%	25.5% KM	6.1%	19.4%	19.0%	8.4%	11.3%	12.5%	8.8%	23.7% suv	7.9%	10.3%			
Neither dissatisfied nor satisfied	30	24	8	2	16	13	1	8	11	11	7	8	14	6	1	16	7	-	3	3	8	16			
	13.2%	15.9% D	12.9% d	3.5%	13.2%	15.9%	6.3%	13.3%	12.5%	14.5%	17.1%	14.5%	12.3%	19.4% o	4.8%	13.4%	13.2%		8.8%	7.9%	21.1% t	15.0%			
Somewhat satisfied	84	58	19	25	43	27	8	19	38	26	12	19	45	13	10	48	11	2	18	12	12	38			
	37.0%	38.4%	30.6%	43.9%	35.5%	32.9%	50.0%	31.7%	43.2%	34.2%	29.3%	34.5%	39.5%	41.9% Q	47.6% Q	40.3% Q	20.8%	25.0%	52.9% tuv	31.6%	31.6%	35.5%			
Completely satisfied	75	47	18	25	41	28	5	22	29	23	16	13	40	4	6	39	26	4	9	11	13	38			
	33.0%	31.1%	29.0%	43.9% bc	33.9%	34.1%	31.3%	36.7%	33.0%	30.3%	39.0%	23.6%	35.1%	12.9%	28.6%	32.8% N	49.1% NoP	50.0%	26.5%	28.9%	34.2%	35.5%			
Does not apply	17	15	3	2	8	4	5	1	10	5	3	5	7	3	-	6	7	2	2	3	1	9			
Summary Rate - Completely satisfied/ Somewhat satisfied	159	105	37	50	84	55	13	41	67	49	28	32	85	17	16	87	37	6	27	23	25	76			
	70.0%	69.5%	59.7%	87.7% BC	69.4%	67.1%	81.3%	68.3%	76.1%	64.5%	68.3%	58.2%	74.6% L	54.8%	76.2% n	73.1% n	69.8%	75.0%	79.4% t	60.5%	65.8%	71.0%			

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV

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  
2017

Louisiana Healthcare Connections  
Provider Satisfaction Survey (9123721)

3G. Extent to which UM staff share review criteria and reasons for adverse determinations.

	Area of Medicine										Physicians in Practice			Years in Practice			Managed Care Volume			Survey Respondent				Insurance Participation				
	Total Answering	Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15						
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)							
Total	304	215	80	72	157	109	29	77	119	103	56	69	146	38	23	157	82	10	47	52	44	145						
Total Answering	227	159	63	48	124	77	23	56	93	77	43	52	117	33	19	120	53	9	29	38	37	112						
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%						
No Answer	37	32	8	9	16	15	4	10	14	11	6	8	12	3	-	19	14	-	8	7	3	16						
Well below average	15	7	3	7	7	4	4	6	4	5	1	3	10	4	5	4	2	-	4	5	1	5						
	6.6%	4.4%	4.8%	14.6% bc	5.6%	5.2%	17.4%	10.7%	4.3%	6.5%	2.3%	5.8%	8.5% k	12.1%	26.3% PQ	3.3%	3.8%		13.8%	13.2% u	2.7%	4.5%						
Somewhat below average	19	10	7	4	6	9	4	2	11	6	2	8	9	6	3	5	5	2	3	2	2	10						
	8.4%	6.3%	11.1%	8.3%	4.8%	11.7% e	17.4%	3.6%	11.8% H	7.8%	4.7%	15.4% k	7.7%	18.2% P	15.8%	4.2%	9.4%	22.2%	10.3%	5.3%	5.4%	8.9%						
Average	129	95	38	23	76	41	10	32	55	42	29	28	61	13	5	78	31	3	12	20	23	71						
	56.8%	59.7%	60.3%	47.9%	61.3%	53.2%	43.5%	57.1%	59.1%	54.5%	67.4% m	53.8%	52.1%	39.4%	26.3%	65.0% NO	58.5% nO	33.3%	41.4%	52.6%	62.2% s	63.4% rS						
Somewhat above average	37	25	9	8	19	15	3	12	13	11	10	9	15	6	5	22	4	4	5	5	5	16						
	16.3%	15.7%	14.3%	16.7%	15.3%	19.5%	13.0%	21.4%	14.0%	14.3%	23.3%	17.3%	12.8%	18.2%	26.3% q	18.3% Q	7.5%	44.4% tuv	17.2%	13.2%	13.5%	14.3%						
Well above average	27	22	6	6	16	8	2	4	10	13	1	4	22	4	1	11	11	-	5	6	6	10						
	11.9%	13.8%	9.5%	12.5%	12.9%	10.4%	8.7%	7.1%	10.8%	16.9% h	2.3%	7.7%	18.8% KL	12.1%	5.3%	9.2%	20.8% Op		17.2%	15.8%	16.2%	8.9%						
Not Applicable	40	24	9	15	17	17	2	11	12	15	7	9	17	2	4	18	15	1	10	7	4	17						
Summary Rate - Well above average/Somewhat above average	64	47	15	14	35	23	5	16	23	24	11	13	37	10	6	33	15	4	10	11	11	26						
	28.2%	29.6%	23.8%	29.2%	28.2%	29.9%	21.7%	28.6%	24.7%	31.2%	25.6%	25.0%	31.6%	30.3%	31.6%	27.5%	28.3%	44.4%	34.5%	28.9%	29.7%	23.2%						

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV

Independent Z-Test for Percentages (unpooled proportions)

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2017

Louisiana Healthcare Connections  
Provider Satisfaction Survey (9123721)

3H. Consistency of review decisions.

	Area of Medicine		Physicians in Practice		Years in Practice		Managed Care Volume		Survey Respondent		Insurance Participation											
	Total Answering	Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	304	215	80	72	157	109	29	77	119	103	56	69	146	38	23	157	82	10	47	52	44	145
Total Answering	228	162	60	51	117	85	22	53	95	79	46	45	122	33	17	124	52	9	30	37	35	116
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	38	31	10	10	20	12	5	12	18	7	4	8	15	2	1	20	15	-	9	8	3	14
Well below average	20	11	4	8	11	5	4	6	7	7	2	4	13	4	5	10	1	-	4	5	1	10
	8.8%	6.8%	6.7%	15.7%	9.4%	5.9%	18.2%	11.3%	7.4%	8.9%	4.3%	8.9%	10.7%	12.1% q	29.4% pQ	8.1% Q	1.9%		13.3%	13.5% u	2.9%	8.6%
Somewhat below average	17	8	6	4	9	7	1	2	7	8	1	5	10	4	3	8	2	-	3	1	3	10
	7.5%	4.9%	10.0%	7.8%	7.7%	8.2%	4.5%	3.8%	7.4%	10.1%	2.2%	11.1% k	8.2% k	12.1%	17.6%	6.5%	3.8%		10.0%	2.7%	8.6%	8.6%
Average	128	98	32	27	67	49	10	31	53	44	28	25	64	15	5	74	33	7	14	21	19	67
	56.1%	60.5%	53.3%	52.9%	57.3%	57.6%	45.5%	58.5%	55.8%	55.7%	60.9%	55.6%	52.5%	45.5%	29.4%	59.7% O	63.5% nO	77.8% s	46.7%	56.8%	54.3%	57.8%
Somewhat above average	36	24	13	8	20	12	4	9	15	11	12	6	17	6	3	19	7	2	3	7	7	16
	15.8%	14.8%	21.7%	15.7%	17.1%	14.1%	18.2%	17.0%	15.8%	13.9%	26.1% m	13.3%	13.9%	18.2%	17.6%	15.3%	13.5%	22.2%	10.0%	18.9%	20.0%	13.8%
Well above average	27	21	5	4	10	12	3	5	13	9	3	5	18	4	1	13	9	-	6	3	5	13
	11.8%	13.0%	8.3%	7.8%	8.5%	14.1%	13.6%	9.4%	13.7%	11.4%	6.5%	11.1%	14.8% k	12.1%	5.9%	10.5%	17.3%		20.0%	8.1%	14.3%	11.2%
Not Applicable	38	22	10	11	20	12	2	12	6	17	6	16	9	3	5	13	15	1	8	7	6	15
Summary Rate - Well above average/Somewhat above average	63	45	18	12	30	24	7	14	28	20	15	11	35	10	4	32	16	2	9	10	12	29
	27.6%	27.8%	30.0%	23.5%	25.6%	28.2%	31.8%	26.4%	29.5%	25.3%	32.6%	24.4%	28.7%	30.3%	23.5%	25.8%	30.8%	22.2%	30.0%	27.0%	34.3%	25.0%

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV

Independent Z-Test for Percentages (unpooled proportions)

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

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2017

Louisiana Healthcare Connections  
Provider Satisfaction Survey (9123721)

4D. The frequency of feedback/reports from specialists for patients in your care.

	Area of Medicine		Physicians in Practice					Years in Practice					Managed Care Volume			Survey Respondent				Insurance Participation				
	Total Answering	Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15		
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)		
Total	304	215	80	72	157	109	29	77	119	103	56	69	146	38	23	157	82	10	47	52	44	145		
Total Answering	231	172	60	43	123	81	23	56	92	82	45	50	119	34	17	116	62	8	34	41	36	110		
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		
No Answer	38	30	7	11	16	16	4	11	17	9	7	8	13	2	1	23	11	1	8	5	3	18		
Well below average	14	10	1	3	9	1	4	6	4	4	2	3	9	3	1	8	2	-	4	3	-	7		
	6.1%	5.8%	1.7%	7.0%	7.3%	1.2%	17.4%	10.7%	4.3%	4.9%	4.4%	6.0%	7.6%	8.8%	5.9%	6.9%	3.2%		11.8%	7.3%		6.4%		
		c			F	F	F																	
Somewhat below average	18	15	3	2	9	9	-	5	7	6	1	7	10	4	1	6	6	1	-	7	5	5		
	7.8%	8.7%	5.0%	4.7%	7.3%	11.1%		8.9%	7.6%	7.3%	2.2%	14.0%	8.4%	11.8%	5.9%	5.2%	9.7%	12.5%		17.1%	13.9%	4.5%		
												K	k							V				
Average	144	106	41	26	77	50	15	32	54	57	35	26	67	18	12	78	35	4	21	22	22	75		
	62.3%	61.6%	68.3%	60.5%	62.6%	61.7%	65.2%	57.1%	58.7%	69.5%	77.8%	52.0%	56.3%	52.9%	70.6%	67.2%	56.5%	50.0%	61.8%	53.7%	61.1%	68.2%		
											LM													
Somewhat above average	27	18	9	9	17	8	2	8	13	6	5	9	12	6	2	12	7	3	6	7	3	6		
	11.7%	10.5%	15.0%	20.9%	13.8%	9.9%	8.7%	14.3%	14.1%	7.3%	11.1%	18.0%	10.1%	17.6%	11.8%	10.3%	11.3%	37.5%	17.6%	17.1%	8.3%	5.5%		
																		uv	v	v				
Well above average	28	23	6	3	11	13	2	5	14	9	2	5	21	3	1	12	12	-	3	2	6	17		
	12.1%	13.4%	10.0%	7.0%	8.9%	16.0%	8.7%	8.9%	15.2%	11.0%	4.4%	10.0%	17.6%	8.8%	5.9%	10.3%	19.4%		8.8%	4.9%	16.7%	15.5%		
												K					o			t	T			
Not Applicable	35	13	13	18	18	12	2	10	10	12	4	11	14	2	5	18	9	1	5	6	5	17		
Summary Rate - Well above average/Somewhat above average	55	41	15	12	28	21	4	13	27	15	7	14	33	9	3	24	19	3	9	9	9	23		
	23.8%	23.8%	25.0%	27.9%	22.8%	25.9%	17.4%	23.2%	29.3%	18.3%	15.6%	28.0%	27.7%	26.5%	17.6%	20.7%	30.6%	37.5%	26.5%	22.0%	25.0%	20.9%		
									j			k												

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV

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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Area of Medicine	Physicians in Practice	Years in Practice	Managed Care Volume	Survey Respondent	Insurance Participation
1	2	3	4	5	6
7	8	9	10	11	12
13	14	15	16	17	18
19	20	21	22	23	24
25	26	27	28	29	30
31	32	33	34	35	36
37	38	39	40	41	42
43	44	45	46	47	48
49	50	51	52	53	54
55	56	57	58	59	60
61	62	63	64	65	66
67	68	69	70	71	72
73	74	75	76	77	78
79	80	81	82	83	84
85	86	87	88	89	90
91	92	93	94	95	96
97	98	99	100	101	102
103	104	105	106	107	108
109	110	111	112	113	114
115	116	117	118	119	120
121	122	123	124	125	126
127	128	129	130	131	132
133	134	135	136	137	138
139	140	141	142	143	144
145	146	147	148	149	150
151	152	153	154	155	156
157	158	159	160	161	162
163	164	165	166	167	168
169	170	171	172	173	174
175	176	177	178	179	180
181	182	183	184	185	186
187	188	189	190	191	192
193	194	195	196	197	198
199	200	201	202	203	204
205	206	207	208	209	210
211	212	213	214	215	216
217	218	219	220	221	222
223	224	225	226	227	228
229	230	231	232	233	234
235	236	237	238	239	240
241	242	243	244	245	246
247	248	249	250	251	252
253	254	255	256	257	258
259	260	261	262	263	264
265	266	267	268	269	270
271	272	273	274	275	276
277	278	279	280	281	282
283	284	285	286	287	288
289	290	291	292	293	294
295	296	297	298	299	300
301	302	303	304	305	306
307	308	309	310	311	312
313	314	315	316	317	318
319	320	321	322	323	324
325	326	327	328	329	330
331	332	333	334	335	336
337	338	339	340	341	342
343	344	345	346	347	348
349	350	351	352	353	354
355	356	357	358	359	360
361	362	363	364	365	366
367	368	369	370	371	372
373	374	375	376	377	378
379	380	381	382	383	384
385	386	387	388	389	390
391	392	393	394	395	396
397	398	399	400	401	402
403	404	405	406		

	Practice Volume														Practice Location									
	Headline		In Practice												Volume									
	Total Answering	Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15		
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)		
Total	304	215	80	72	157	109	29	77	119	103	56	69	146	38	23	157	82	10	47	52	44	145		
Total Answering	212	156	50	50	108	77	22	53	83	75	35	43	119	28	17	110	55	9	32	39	30	101		
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		
No Answer	36	29	7	10	16	15	4	10	16	9	7	8	12	2	1	21	11	-	8	5	3	17		
Well below average	16	11	2	4	9	3	4	8	3	5	3	2	11	4	1	8	3	-	3	4	2	7		
	7.5%	7.1%	4.0%	8.0%	8.3%	3.9%	18.2% F	15.1% I	3.6%	6.7%	8.6%	4.7%	9.2%	14.3%	5.9%	7.3%	5.5%		9.4%	10.3%	6.7%	6.9%		
Somewhat below average	15	12	3	3	3	9	2	5	4	6	2	7	5	5	2	2	5	2	2	2	2	7		
	7.1%	7.7%	6.0%	6.0%	2.8%	11.7% E	9.1%	9.4%	4.8%	8.0%	5.7%	16.3% M	4.2%	17.9% P	11.8%	1.8%	9.1% P	22.2%	6.3%	5.1%	6.7%	6.9%		
Average	134	102	33	28	70	45	15	28	55	50	22	25	74	13	8	77	35	4	18	21	22	68		
	63.2%	65.4%	66.0%	56.0%	64.8%	58.4%	68.2%	52.8%	66.3%	66.7%	62.9%	58.1%	62.2%	46.4%	47.1%	70.0% No	63.6%	44.4%	56.3%	53.8%	73.3% t	67.3%		
Somewhat above average	30	17	9	13	20	9	1	8	15	7	6	5	18	4	6	15	5	2	7	11	1	9		
	14.2%	10.9%	18.0%	26.0% B	18.5% G	11.7%	4.5%	15.1%	18.1%	9.3%	17.1%	11.6%	15.1%	14.3%	35.3% pQ	13.6%	9.1%	22.2%	21.9% Uv	28.2% UV	3.3%	8.9%		
Well above average	17	14	3	2	6	11	-	4	6	7	2	4	11	2	-	8	7	1	2	1	3	10		
	8.0%	9.0%	6.0%	4.0%	5.6%	14.3% e		7.5%	7.2%	9.3%	5.7%	9.3%	9.2%	7.1%		7.3%	12.7%	11.1%	6.3%	2.6%	10.0%	9.9% t		
Not Applicable	56	30	23	12	33	17	3	14	20	19	14	18	15	8	5	26	16	1	7	8	11	27		
Summary Rate - Well above average/Somewhat above average	47	31	12	15	26	20	1	12	21	14	8	9	29	6	6	23	12	3	9	12	4	19		
	22.2%	19.9%	24.0%	30.0%	24.1% G	26.0% G	4.5%	22.6%	25.3%	18.7%	22.9%	20.9%	24.4%	21.4%	35.3%	20.9%	21.8%	33.3%	28.1% u	30.8%	13.3%	18.8%		

2017

Louisiana Healthcare Connections  
Provider Satisfaction Survey (9123721)

4F. The frequency of feedback/reports from Behavioral Health Clinicians for patients in your care.

	Area of Medicine		Physicians in Practice					Years in Practice			Managed Care Volume			Survey Respondent				Insurance Participation				
	Total Answering	Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	304	215	80	72	157	109	29	77	119	103	56	69	146	38	23	157	82	10	47	52	44	145
Total Answering	209	154	49	48	106	76	21	54	81	73	34	43	118	28	16	111	52	10	31	36	30	101
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	38	31	9	11	18	15	4	10	17	10	8	8	12	2	1	21	13	-	8	6	3	18
Well below average	17	12	2	4	9	4	4	8	4	5	3	2	12	4	1	9	3	-	3	4	2	8
	8.1%	7.8%	4.1%	8.3%	8.5%	5.3%	19.0%	14.8% i	4.9%	6.8%	8.8%	4.7%	10.2%	14.3%	6.3%	8.1%	5.8%		9.7%	11.1%	6.7%	7.9%
Somewhat below average	15	12	2	4	4	8	2	6	4	5	1	7	6	5	2	2	5	2	3	2	2	6
	7.2%	7.8%	4.1%	8.3%	3.8%	10.5% e	9.5%	11.1%	4.9%	6.8%	2.9%	16.3% Km	5.1%	17.9% P	12.5%	1.8%	9.6% p	20.0%	9.7%	5.6%	6.7%	5.9%
Average	127	96	33	25	69	40	14	26	51	49	24	23	68	13	9	74	31	4	15	20	22	65
	60.8%	62.3%	67.3%	52.1%	65.1% f	52.6%	66.7%	48.1%	63.0% h	67.1% H	70.6%	53.5%	57.6%	46.4%	56.3%	66.7% n	59.6%	40.0%	48.4%	55.6%	73.3% rs	64.4%
Somewhat above average	31	19	9	12	16	13	1	10	15	6	4	7	19	4	3	17	6	3	7	8	1	12
	14.8%	12.3%	18.4%	25.0% b	15.1% g	17.1% g	4.8%	18.5% j	18.5% j	8.2%	11.8%	16.3%	16.1%	14.3%	18.8%	15.3%	11.5%	30.0% u	22.6% U	22.2% U	3.3%	11.9% u
Well above average	19	15	3	3	8	11	-	4	7	8	2	4	13	2	1	9	7	1	3	2	3	10
	9.1%	9.7%	6.1%	6.3%	7.5%	14.5%		7.4%	8.6%	11.0%	5.9%	9.3%	11.0%	7.1%	6.3%	8.1%	13.5%	10.0%	9.7%	5.6%	10.0%	9.9%
Not Applicable	57	30	22	13	33	18	4	13	21	20	14	18	16	8	6	25	17	-	8	10	11	26
Summary Rate - Well above average/Somewhat above average	50	34	12	15	24	24	1	14	22	14	6	11	32	6	4	26	13	4	10	10	4	22
	23.9%	22.1%	24.5%	31.3%	22.6% G	31.6% G	4.8%	25.9%	27.2%	19.2%	17.6%	25.6%	27.1%	21.4%	25.0%	23.4%	25.0%	40.0%	32.3% u	27.8%	13.3%	21.8%

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV

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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Louisiana Healthcare Connections  
Provider Satisfaction Survey (9123721)

9B. Would you like Louisiana Healthcare Connections to follow-up with you regarding your above feedback? If so, your contact information will be forwarded to the health plan for further outreach.

	Area of Medicine		Physicians in Practice					Years in Practice					Managed Care Volume			Survey Respondent				Insurance Participation				
	Total Answering	Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15		
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)		
Total	304	215	80	72	157	109	29	77	119	103	56	69	146	38	23	157	82	10	47	52	44	145		
Total Answering	235	159	64	60	121	87	20	58	90	83	44	57	117	29	21	123	58	10	34	39	35	115		
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		
No Answer	61	48	16	12	32	21	7	17	25	18	11	9	25	7	2	31	21	-	11	12	6	28		
Yes	51	33	12	18	31	13	5	14	17	20	10	11	26	10	6	27	7	2	10	8	6	25		
	21.7%	20.8%	18.8%	30.0%	25.6%	14.9%	25.0%	24.1%	18.9%	24.1%	22.7%	19.3%	22.2%	34.5%	28.6%	22.0%	12.1%	20.0%	29.4%	20.5%	17.1%	21.7%		
					f									Q		q								
No	184	126	52	42	90	74	15	44	73	63	34	46	91	19	15	96	51	8	24	31	29	90		
	78.3%	79.2%	81.3%	70.0%	74.4%	85.1%	75.0%	75.9%	81.1%	75.9%	77.3%	80.7%	77.8%	65.5%	71.4%	78.0%	87.9%	80.0%	70.6%	79.5%	82.9%	78.3%		
					e												Np							
N/A	8	8	-	-	4	1	2	2	4	2	1	3	4	2	-	3	3	-	2	1	3	2		

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV

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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Louisiana Healthcare Connections  
Provider Satisfaction Survey (9123721)

10A. Are you aware that Louisiana Healthcare Connections offers a language assistance/telephone interpreter service to you when caring for our members?

	Area of		Physicians		Years in		Managed Care		Survey Respondent		Insurance Participation											
	Medicine		in Practice		Practice		Volume		Nurse/		Other staff											
	Total Answering	Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	304	215	80	72	157	109	29	77	119	103	56	69	146	38	23	157	82	10	47	52	44	145
Total Answering	252	174	68	60	133	89	23	64	99	86	45	62	125	36	21	127	65	9	36	44	41	120
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	52	41	12	12	24	20	6	13	20	17	11	7	21	2	2	30	17	1	11	8	3	25
Yes	189	140	49	41	102	65	16	44	76	68	34	44	102	23	9	102	54	7	25	33	27	95
	75.0%	80.5%	72.1%	68.3%	76.7%	73.0%	69.6%	68.8%	76.8%	79.1%	75.6%	71.0%	81.6%	63.9%	42.9%	80.3%	83.1%	77.8%	69.4%	75.0%	65.9%	79.2%
		d														nO	NO					
No	63	34	19	19	31	24	7	20	23	18	11	18	23	13	12	25	11	2	11	11	14	25
	25.0%	19.5%	27.9%	31.7%	23.3%	27.0%	30.4%	31.3%	23.2%	20.9%	24.4%	29.0%	18.4%	36.1%	57.1%	19.7%	16.9%	22.2%	30.6%	25.0%	34.1%	20.8%
				b										pQ	PQ							

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV

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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2017

Louisiana Healthcare Connections  
Provider Satisfaction Survey (9123721)

10B. Have you used this service?

	Area of		Physicians		Years in		Managed Care		Survey Respondent		Insurance Participation											
	Medicine		in Practice		Practice		Volume		Physician		Nurse/Other staff		3 or fewer		4 to 7		8 to 11		12 to 15		More than 15	
Total Answering	Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	
Total	189	140	49	41	102	65	16	44	76	68	34	44	102	23	9	102	54	7	25	33	27	95
Total Answering	182	135	45	40	101	61	14	43	72	66	34	43	97	23	9	100	49	7	25	32	27	89
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	7	5	4	1	1	4	2	1	4	2	-	1	5	-	-	2	5	-	-	1	-	6
Yes	23	21	6	6	13	8	2	4	8	10	3	6	12	3	1	13	6	-	1	2	5	14
	12.6%	15.6%	13.3%	15.0%	12.9%	13.1%	14.3%	9.3%	11.1%	15.2%	8.8%	14.0%	12.4%	13.0%	11.1%	13.0%	12.2%		4.0%	6.3%	18.5%	15.7%
																				s	St	
No	159	114	39	34	88	53	12	39	64	56	31	37	85	20	8	87	43	7	24	30	22	75
	87.4%	84.4%	86.7%	85.0%	87.1%	86.9%	85.7%	90.7%	88.9%	84.8%	91.2%	86.0%	87.6%	87.0%	88.9%	87.0%	87.8%	100.0%	96.0%	93.8%	81.5%	84.3%
																		UV	uV	v		

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV

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

2017

Louisiana Healthcare Connections  
Provider Satisfaction Survey (9123721)

10C. How satisfied are you with the Louisiana Healthcare Connections' language assistance service?

	Area of Medicine				Physicians in Practice				Years in Practice				Managed Care Volume			Survey Respondent				Insurance Participation					
	Total Answering	Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15			
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)			
Total	23	21	6	6	13	8	2	4	8	10	3	6	12	3	1	13	6	-	1	2	5	14			
Total Answering	22	20	6	6	13	7	2	4	7	10	3	6	11	2	1	13	6	-	1	2	5	13			
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%			
No Answer	1	1	-	-	-	1	-	-	1	-	-	-	1	1	-	-	-	-	-	-	-	1			
Very satisfied	15	13	6	5	7	6	2	3	5	6	1	5	7	-	1	9	5	-	1	2	2	9			
	68.2%	65.0%	100.0%	83.3%	53.8%	85.7%	100.0%	75.0%	62.5%	60.0%	33.3%	83.3%	63.6%		100.0%	69.2%	83.3%		100.0%	100.0%	40.0%	69.2%			
			B			e	E								P				UV	UV	V				
Somewhat satisfied	4	4	-	1	4	-	-	-	2	2	1	1	2	2	-	2	-	-	-	-	3	1			
	18.2%	20.0%		16.7%	30.8%				28.6%	20.0%	33.3%	16.7%	18.2%	100.0%		15.4%					60.0%	7.7%			
														P							V				
Neither satisfied nor dissatisfied	2	2	-	-	1	1	-	1	-	1	-	-	2	-	-	2	-	-	-	-	-	2			
	9.1%	10.0%			7.7%	14.3%		25.0%		10.0%			18.2%			15.4%						15.4%			
Somewhat dissatisfied	1	1	-	-	1	-	-	-	-	1	1	-	-	-	-	-	1	-	-	-	-	1			
	4.5%	5.0%			7.7%					10.0%	33.3%						16.7%					7.7%			
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-			
Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-			
Summary Rate - Very satisfied/Somewhat satisfied	19	17	6	6	11	6	2	3	7	8	2	6	9	2	1	11	5	-	1	2	5	10			
	86.4%	85.0%	100.0%	100.0%	84.6%	85.7%	100.0%	75.0%	100.0%	80.0%	66.7%	100.0%	81.8%	100.0%	100.0%	84.6%	83.3%		100.0%	100.0%	100.0%	76.9%			
			b	b															V	V	V				

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV

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  
2017

Louisiana Healthcare Connections  
Provider Satisfaction Survey (9123721)

11A. How satisfied are you with the following: Information you received in the provider manual on cultural competency.

	Physicians										Years in Practice			Managed Care			Survey Respondent				Insurance Participation				
	Medicine										in Practice			Volume			Nurse/								
	Total Answering	Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15			
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)			
Total	304	215	80	72	157	109	29	77	119	103	56	69	146	38	23	157	82	10	47	52	44	145			
Total Answering	156	107	30	47	88	50	12	43	62	48	24	40	78	19	19	84	32	6	27	27	25	69			
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%			
No Answer	75	60	20	15	32	32	8	17	31	26	15	14	33	7	3	38	26	1	12	12	10	37			
Very satisfied	53	35	10	17	31	15	5	13	23	16	4	13	34	1	6	32	14	3	11	8	10	20			
	34.0%	32.7%	33.3%	36.2%	35.2%	30.0%	41.7%	30.2%	37.1%	33.3%	16.7%	32.5%	43.6%	5.3%	31.6%	38.1%	43.8%	50.0%	40.7%	29.6%	40.0%	29.0%			
													K		N	N	N								
Somewhat satisfied	43	29	8	17	22	14	5	8	17	17	7	13	16	8	6	20	9	2	7	10	4	20			
	27.6%	27.1%	26.7%	36.2%	25.0%	28.0%	41.7%	18.6%	27.4%	35.4%	29.2%	32.5%	20.5%	42.1%	31.6%	23.8%	28.1%	33.3%	25.9%	37.0%	16.0%	29.0%			
										h										u					
Neither satisfied nor dissatisfied	48	37	9	10	27	18	2	18	15	15	10	12	23	8	4	27	8	-	7	7	7	27			
	30.8%	34.6%	30.0%	21.3%	30.7%	36.0%	16.7%	41.9%	24.2%	31.3%	41.7%	30.0%	29.5%	42.1%	21.1%	32.1%	25.0%		25.9%	25.9%	28.0%	39.1%			
		d						i																	
Somewhat dissatisfied	9	5	3	2	7	2	-	4	5	-	3	2	3	2	2	5	-	1	1	2	3	2			
	5.8%	4.7%	10.0%	4.3%	8.0%	4.0%		9.3%	8.1%		12.5%	5.0%	3.8%	10.5%	10.5%	6.0%		16.7%	3.7%	7.4%	12.0%	2.9%			
Very dissatisfied	3	1	-	1	1	1	-	-	2	-	-	-	2	-	1	-	1	-	1	-	1	-			
	1.9%	0.9%		2.1%	1.1%	2.0%			3.2%				2.6%		5.3%		3.1%		3.7%		4.0%				
Not applicable	73	48	30	10	37	27	9	17	26	29	17	15	35	12	1	35	24	3	8	13	9	39			
Summary Rate - Very satisfied/Somewhat satisfied	96	64	18	34	53	29	10	21	40	33	11	26	50	9	12	52	23	5	18	18	14	40			
	61.5%	59.8%	60.0%	72.3%	60.2%	58.0%	83.3%	48.8%	64.5%	68.8%	45.8%	65.0%	64.1%	47.4%	63.2%	61.9%	71.9%	83.3%	66.7%	66.7%	56.0%	58.0%			
							eF			H							n								

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV

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

2017

Louisiana Healthcare Connections  
Provider Satisfaction Survey (9123721)

11B. How satisfied are you with the following: Cultural Competency training materials and sessions.

	Physicians										Managed Care			Survey Respondent				Insurance Participation				
	in Practice										Volume			Nurse/								
	Total Answering	Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	304	215	80	72	157	109	29	77	119	103	56	69	146	38	23	157	82	10	47	52	44	145
Total Answering	157	105	32	50	89	51	12	42	61	51	24	39	81	19	19	86	31	5	29	29	26	67
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	79	64	20	15	36	32	8	17	32	29	15	16	34	9	3	40	26	2	12	11	11	39
Very satisfied	51	31	10	19	28	16	5	12	23	15	4	11	32	-	8	32	11	2	11	7	10	21
	32.5%	29.5%	31.3%	38.0%	31.5%	31.4%	41.7%	28.6%	37.7%	29.4%	16.7%	28.2%	39.5%		42.1%	37.2%	35.5%	40.0%	37.9%	24.1%	38.5%	31.3%
													K									
Somewhat satisfied	42	27	10	17	22	13	6	11	17	13	4	15	18	9	4	19	9	1	10	10	6	15
	26.8%	25.7%	31.3%	34.0%	24.7%	25.5%	50.0%	26.2%	27.9%	25.5%	16.7%	38.5%	22.2%	47.4%	21.1%	22.1%	29.0%	20.0%	34.5%	34.5%	23.1%	22.4%
							e					Km										
Neither satisfied nor dissatisfied	57	43	11	13	35	20	1	16	18	23	13	13	28	8	6	33	10	1	7	11	8	30
	36.3%	41.0%	34.4%	26.0%	39.3%	39.2%	8.3%	38.1%	29.5%	45.1%	54.2%	33.3%	34.6%	42.1%	31.6%	38.4%	32.3%	20.0%	24.1%	37.9%	30.8%	44.8%
		d			G	G				i	m										S	
Somewhat dissatisfied	5	3	1	1	4	1	-	3	2	-	3	-	2	2	1	2	-	1	1	1	1	1
	3.2%	2.9%	3.1%	2.0%	4.5%	2.0%		7.1%	3.3%		12.5%		2.5%	10.5%	5.3%	2.3%		20.0%	3.4%	3.4%	3.8%	1.5%
Very dissatisfied	2	1	-	-	-	1	-	-	1	-	-	-	1	-	-	-	1	-	-	-	1	-
	1.3%	1.0%				2.0%			1.6%				1.2%				3.2%				3.8%	
Not applicable	68	46	28	7	32	26	9	18	26	23	17	14	31	10	1	31	25	3	6	12	7	39
Summary Rate - Very satisfied/Somewhat satisfied	93	58	20	36	50	29	11	23	40	28	8	26	50	9	12	51	20	3	21	17	16	36
	59.2%	55.2%	62.5%	72.0%	56.2%	56.9%	91.7%	54.8%	65.6%	54.9%	33.3%	66.7%	61.7%	47.4%	63.2%	59.3%	64.5%	60.0%	72.4%	58.6%	61.5%	53.7%
			B				EF					K	K					v				

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV

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

2017

Louisiana Healthcare Connections  
Provider Satisfaction Survey (9123721)

11C. 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	Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	
Total	304	215	80	72	157	109	29	77	119	103	56	69	146	38	23	157	82	10	47	52	44	145	
Total Answering	146	93	30	54	78	51	12	43	52	49	23	33	78	16	19	80	29	6	29	27	20	63	
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
No Answer	78	64	19	15	34	33	7	17	32	28	15	16	34	9	3	39	26	2	13	11	11	38	
Very satisfied	44	20	11	22	26	11	6	13	17	14	5	7	30	1	10	23	10	-	14	6	7	17	
	30.1%	21.5%	36.7%	40.7%	33.3%	21.6%	50.0%	30.2%	32.7%	28.6%	21.7%	21.2%	38.5%	6.3%	52.6%	28.8%	34.5%		48.3%	22.2%	35.0%	27.0%	
				B			f						l		Np	N	N		TV				
Somewhat satisfied	42	32	7	19	17	18	5	12	17	12	3	10	24	6	2	25	8	4	6	11	5	16	
	28.8%	34.4%	23.3%	35.2%	21.8%	35.3%	41.7%	27.9%	32.7%	24.5%	13.0%	30.3%	30.8%	37.5%	10.5%	31.3%	27.6%	66.7%	20.7%	40.7%	25.0%	25.4%	
						e							K	o		O		SuV		s			
Neither satisfied nor dissatisfied	48	34	9	11	31	16	-	14	14	20	11	13	20	5	6	27	10	1	7	9	5	26	
	32.9%	36.6%	30.0%	20.4%	39.7%	31.4%		32.6%	26.9%	40.8%	47.8%	39.4%	25.6%	31.3%	31.6%	33.8%	34.5%	16.7%	24.1%	33.3%	25.0%	41.3%	
											m										s		
Somewhat dissatisfied	10	6	3	2	4	5	1	4	3	3	4	3	3	4	1	5	-	1	2	1	2	4	
	6.8%	6.5%	10.0%	3.7%	5.1%	9.8%	8.3%	9.3%	5.8%	6.1%	17.4%	9.1%	3.8%	25.0%	5.3%	6.3%		16.7%	6.9%	3.7%	10.0%	6.3%	
											m			op									
Very dissatisfied	2	1	-	-	-	1	-	-	1	-	-	-	1	-	-	-	1	-	-	-	1	-	
	1.4%	1.1%				2.0%			1.9%				1.3%				3.4%				5.0%		
Not applicable	80	58	31	3	45	25	10	17	35	26	18	20	34	13	1	38	27	2	5	14	13	44	
Summary Rate - Very satisfied/Somewhat satisfied	86	52	18	41	43	29	11	25	34	26	8	17	54	7	12	48	18	4	20	17	12	33	
	58.9%	55.9%	60.0%	75.9%	55.1%	56.9%	91.7%	58.1%	65.4%	53.1%	34.8%	51.5%	69.2%	43.8%	63.2%	60.0%	62.1%	66.7%	69.0%	63.0%	60.0%	52.4%	
				B			EF						Kl										

Comparison Groups: BCD/EF/FG/HIJ/KLM/NOPQ/RSTUV

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

2017

Louisiana Healthcare Connections  
Provider Satisfaction Survey (9123721)

12A. Ability to provide services to Children with special healthcare needs.

===== Area of =====    ===== Physicians =====    ===== Years in =====    ===== Managed Care =====    ===== Survey Respondent =====    ===== Insurance Participation ===== ===== Medicine =====    ===== in Practice =====    ===== Practice =====    ===== Volume =====    =====																					
Total	Primary	BH			2-5	>5	<5	5-15	16 or	0-	11-	21-		BH	Office	Nurse/		4	8	12	More
Answering	Care	Specialty	Clin.	Solo	phys.	phys.	years	years	more	10%	20%	100%		Physician	Clin.	Manager	Other	3 or	to	to	than
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)		(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
Total	304	215	80	72	157	109	29	77	119	103	56	69	146	38	23	157	82	10	47	52	44
Total Answering	158	109	34	44	79	61	16	47	62	48	19	39	91	19	16	84	37	7	25	26	28
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	76	59	23	17	36	28	7	16	33	26	13	16	31	8	3	40	25	1	14	15	9
Excellent	29	21	6	9	13	12	4	7	14	8	1	6	20	1	1	16	10	-	3	3	8
	18.4%	19.3%	17.6%	20.5%	16.5%	19.7%	25.0%	14.9%	22.6%	16.7%	5.3%	15.4%	22.0%	5.3%	6.3%	19.0%	27.0%		12.0%	11.5%	28.6%
												K				No	No				
Very good	45	29	10	17	16	21	6	17	15	12	6	12	23	7	6	27	4	5	10	6	6
	28.5%	26.6%	29.4%	38.6%	20.3%	34.4%	37.5%	36.2%	24.2%	25.0%	31.6%	30.8%	25.3%	36.8%	37.5%	32.1%	10.8%	71.4%	40.0%	23.1%	21.4%
						e								Q	Q	Q		TUV			
Good	55	38	13	12	31	21	3	17	21	17	5	16	32	5	6	27	17	2	10	11	9
	34.8%	34.9%	38.2%	27.3%	39.2%	34.4%	18.8%	36.2%	33.9%	35.4%	26.3%	41.0%	35.2%	26.3%	37.5%	32.1%	45.9%	28.6%	40.0%	42.3%	32.1%
					g																
Fair	26	20	4	4	17	6	3	6	11	9	7	5	13	5	1	14	6	-	2	4	4
	16.5%	18.3%	11.8%	9.1%	21.5%	9.8%	18.8%	12.8%	17.7%	18.8%	36.8%	12.8%	14.3%	26.3%	6.3%	16.7%	16.2%		8.0%	15.4%	14.3%
					f						lm			o							S
Poor	3	1	1	2	2	1	-	-	1	2	-	-	3	1	2	-	-	-	-	2	1
	1.9%	0.9%	2.9%	4.5%	2.5%	1.6%			1.6%	4.2%			3.3%	5.3%	12.5%				7.7%	3.6%	
N/A	70	47	23	11	42	20	6	14	24	29	24	14	24	11	4	33	20	2	8	11	7
Summary Rate - Excellent/ Very good	74	50	16	26	29	33	10	24	29	20	7	18	43	8	7	43	14	5	13	9	14
	46.8%	45.9%	47.1%	59.1%	36.7%	54.1%	62.5%	51.1%	46.8%	41.7%	36.8%	46.2%	47.3%	42.1%	43.8%	51.2%	37.8%	71.4%	52.0%	34.6%	50.0%
						E	e											t			

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV

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

2017

Louisiana Healthcare Connections  
Provider Satisfaction Survey (9123721)

12B. Ability to coordinate mental health services, inclusive of residential or inpatient, when needed.

	Area of		Physicians		Years in		Managed Care		Survey Respondent		Insurance Participation											
	Medicine		in Practice		Practice		Volume															
	Total Answering	Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	304	215	80	72	157	109	29	77	119	103	56	69	146	38	23	157	82	10	47	52	44	145
Total Answering	151	103	32	39	76	59	14	46	57	47	22	35	85	19	17	80	34	7	23	28	26	65
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	79	61	25	20	36	30	8	16	35	27	14	17	32	9	4	41	24	1	15	15	9	36
Excellent	14	11	3	2	6	6	2	5	5	4	-	2	11	-	-	5	9	-	1	1	4	7
	9.3%	10.7%	9.4%	5.1%	7.9%	10.2%	14.3%	10.9%	8.8%	8.5%		5.7%	12.9%			6.3%	26.5% P		4.3%	3.6%	15.4%	10.8%
Very good	31	17	9	15	13	14	2	10	13	8	6	5	17	2	5	19	5	3	7	6	4	11
	20.5%	16.5%	28.1%	38.5% B	17.1%	23.7%	14.3%	21.7%	22.8%	17.0%	27.3%	14.3%	20.0%	10.5%	29.4%	23.8%	14.7%	42.9%	30.4%	21.4%	15.4%	16.9%
Good	65	47	12	14	31	29	5	23	23	18	6	16	38	6	7	39	13	4	11	12	9	28
	43.0%	45.6%	37.5%	35.9%	40.8%	49.2%	35.7%	50.0%	40.4%	38.3%	27.3%	45.7%	44.7%	31.6%	41.2%	48.8%	38.2%	57.1%	47.8%	42.9%	34.6%	43.1%
Fair	28	18	6	6	19	6	3	6	11	11	7	7	14	6	3	13	6	-	3	6	5	14
	18.5%	17.5%	18.8%	15.4%	25.0% F	10.2%	21.4%	13.0%	19.3%	23.4%	31.8%	20.0%	16.5%	31.6%	17.6%	16.3%	17.6%		13.0%	21.4%	19.2%	21.5%
Poor	13	10	2	2	7	4	2	2	5	6	3	5	5	5	2	4	1	-	1	3	4	5
	8.6%	9.7%	6.3%	5.1%	9.2%	6.8%	14.3%	4.3%	8.8%	12.8%	13.6%	14.3%	5.9%	26.3% PQ	11.8%	5.0%	2.9%		4.3%	10.7%	15.4%	7.7%
N/A	74	51	23	13	45	20	7	15	27	29	20	17	29	10	2	36	24	2	9	9	9	44
Summary Rate - Excellent/ Very good	45	28	12	17	19	20	4	15	18	12	6	7	28	2	5	24	14	3	8	7	8	18
	29.8%	27.2%	37.5%	43.6% b	25.0%	33.9%	28.6%	32.6%	31.6%	25.5%	27.3%	20.0%	32.9%	10.5%	29.4%	30.0% N	41.2% N	42.9%	34.8%	25.0%	30.8%	27.7%

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV

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  
2017



Louisiana Healthcare Connections  
Provider Satisfaction Survey (9123721)

12C. Ability to coordinate alcohol and/or substance abuse 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	Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	304	215	80	72	157	109	29	77	119	103	56	69	146	38	23	157	82	10	47	52	44	145
Total Answering	125	89	26	30	60	52	12	35	53	36	19	28	71	14	11	70	29	6	17	21	22	59
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	81	63	25	19	38	30	8	19	34	27	15	17	33	7	3	45	25	2	13	16	9	37
Excellent	17	13	3	3	6	9	2	4	11	2	-	4	13	-	1	8	8	-	2	2	4	9
	13.6%	14.6%	11.5%	10.0%	10.0%	17.3%	16.7%	11.4%	20.8%	5.6%		14.3%	18.3%		9.1%	11.4%	27.6%		11.8%	9.5%	18.2%	15.3%
									J								p					
Very good	25	17	6	11	12	10	2	8	8	9	4	5	14	3	4	16	2	2	6	4	4	9
	20.0%	19.1%	23.1%	36.7%	20.0%	19.2%	16.7%	22.9%	15.1%	25.0%	21.1%	17.9%	19.7%	21.4%	36.4%	22.9%	6.9%	33.3%	35.3%	19.0%	18.2%	15.3%
				b											q	Q						
Good	49	37	8	9	23	22	4	16	21	11	6	9	29	2	2	33	12	4	5	9	6	25
	39.2%	41.6%	30.8%	30.0%	38.3%	42.3%	33.3%	45.7%	39.6%	30.6%	31.6%	32.1%	40.8%	14.3%	18.2%	47.1%	41.4%	66.7%	29.4%	42.9%	27.3%	42.4%
																NO	N	su				
Fair	22	14	6	5	14	7	1	6	8	8	6	6	10	3	3	11	5	-	3	4	4	11
	17.6%	15.7%	23.1%	16.7%	23.3%	13.5%	8.3%	17.1%	15.1%	22.2%	31.6%	21.4%	14.1%	21.4%	27.3%	15.7%	17.2%		17.6%	19.0%	18.2%	18.6%
Poor	12	8	3	2	5	4	3	1	5	6	3	4	5	6	1	2	2	-	1	2	4	5
	9.6%	9.0%	11.5%	6.7%	8.3%	7.7%	25.0%	2.9%	9.4%	16.7%	15.8%	14.3%	7.0%	42.9%	9.1%	2.9%	6.9%		5.9%	9.5%	18.2%	8.5%
										H				OPQ								
N/A	98	63	29	23	59	27	9	23	32	40	22	24	42	17	9	42	28	2	17	15	13	49
Summary Rate - Excellent/ Very good	42	30	9	14	18	19	4	12	19	11	4	9	27	3	5	24	10	2	8	6	8	18
	33.6%	33.7%	34.6%	46.7%	30.0%	36.5%	33.3%	34.3%	35.8%	30.6%	21.1%	32.1%	38.0%	21.4%	45.5%	34.3%	34.5%	33.3%	47.1%	28.6%	36.4%	30.5%

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV

Independent Z-Test for Percentages (unpooled proportions)

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770-978-3173

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Louisiana Healthcare Connections  
Provider Satisfaction Survey (9123721)

12D. Ability to coordinate rehabilitation services when needed.

	Area of		Physicians		Years in		Managed Care		Survey Respondent		Insurance Participation											
	Medicine		in Practice		Practice		Volume															
	Total Answering	Primary Care	BH Specialty	Clin. Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	304	215	80	72	157	109	29	77	119	103	56	69	146	38	23	157	82	10	47	52	44	145
Total Answering	142	100	30	35	70	55	15	42	54	44	22	33	78	15	12	80	33	7	24	21	22	67
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	79	62	25	18	37	30	8	16	34	28	16	18	30	9	3	42	24	1	13	16	10	36
Excellent	15	12	3	2	5	8	2	4	9	2	-	3	12	-	1	8	6	-	1	1	4	9
	10.6%	12.0%	10.0%	5.7%	7.1%	14.5%	13.3%	9.5%	16.7%	4.5%		9.1%	15.4%		8.3%	10.0%	18.2%		4.2%	4.8%	18.2%	13.4%
									J													
Very good	33	21	8	15	17	11	3	10	12	11	5	8	17	3	4	19	6	3	11	4	5	9
	23.2%	21.0%	26.7%	42.9%	24.3%	20.0%	20.0%	23.8%	22.2%	25.0%	22.7%	24.2%	21.8%	20.0%	33.3%	23.8%	18.2%	42.9%	45.8%	19.0%	22.7%	13.4%
				B															TuV			
Good	57	41	12	11	28	24	5	20	21	14	8	10	33	2	3	38	14	4	7	10	6	30
	40.1%	41.0%	40.0%	31.4%	40.0%	43.6%	33.3%	47.6%	38.9%	31.8%	36.4%	30.3%	42.3%	13.3%	25.0%	47.5%	42.4%	57.1%	29.2%	47.6%	27.3%	44.8%
															N	N						
Fair	26	17	6	6	15	8	3	7	8	11	7	8	11	5	3	12	6	-	4	4	4	14
	18.3%	17.0%	20.0%	17.1%	21.4%	14.5%	20.0%	16.7%	14.8%	25.0%	31.8%	24.2%	14.1%	33.3%	25.0%	15.0%	18.2%		16.7%	19.0%	18.2%	20.9%
										m												
Poor	11	9	1	1	5	4	2	1	4	6	2	4	5	5	1	3	1	-	1	2	3	5
	7.7%	9.0%	3.3%	2.9%	7.1%	7.3%	13.3%	2.4%	7.4%	13.6%	9.1%	12.1%	6.4%	33.3%	8.3%	3.8%	3.0%		4.2%	9.5%	13.6%	7.5%
										H						oPQ						
N/A	83	53	25	19	50	24	6	19	31	31	18	18	38	14	8	35	25	2	10	15	12	42
Summary Rate - Excellent/ Very good	48	33	11	17	22	19	5	14	21	13	5	11	29	3	5	27	12	3	12	5	9	18
	33.8%	33.0%	36.7%	48.6%	31.4%	34.5%	33.3%	33.3%	38.9%	29.5%	22.7%	33.3%	37.2%	20.0%	41.7%	33.8%	36.4%	42.9%	50.0%	23.8%	40.9%	26.9%
																			tV			

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV

Independent Z-Test for Percentages (unpooled proportions)

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Lowercase letters indicate significance at the 90% level.

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770-978-3173

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Louisiana Healthcare Connections  
Provider Satisfaction Survey (9123721)

## 13A. Timeliness.

	Area of Medicine				Physicians in Practice				Years in Practice				Managed Care Volume				Survey Respondent				Insurance Participation					
	Total Answering	Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15				
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)				
Total	304	215	80	72	157	109	29	77	119	103	56	69	146	38	23	157	82	10	47	52	44	145				
Total Answering	166	118	32	49	90	57	16	43	62	60	26	39	92	24	16	87	37	8	27	28	26	75				
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%				
No Answer	75	59	22	18	30	31	9	16	34	24	13	14	32	7	3	41	23	2	14	15	8	33				
Very satisfied	37	24	6	15	20	14	3	9	15	13	2	7	27	2	5	22	8	2	10	6	6	13				
	22.3%	20.3%	18.8%	30.6%	22.2%	24.6%	18.8%	20.9%	24.2%	21.7%	7.7%	17.9%	29.3% K	8.3%	31.3% n	25.3% N	21.6%	25.0%	37.0% v	21.4%	23.1%	17.3%				
Somewhat satisfied	60	44	13	21	32	19	8	21	22	17	8	11	38	4	7	33	14	6	9	12	8	25				
	36.1%	37.3%	40.6%	42.9%	35.6%	33.3%	50.0%	48.8% J	35.5%	28.3%	30.8%	28.2%	41.3%	16.7%	43.8% n	37.9% N	37.8% n	75.0% STUV	33.3%	42.9%	30.8%	33.3%				
Neither satisfied nor dissatisfied	42	29	11	8	22	16	2	7	15	19	10	11	17	11	1	22	8	-	6	5	5	26				
	25.3%	24.6%	34.4% d	16.3%	24.4%	28.1%	12.5%	16.3%	24.2%	31.7% h	38.5% m	28.2%	18.5%	45.8% OpQ	6.3%	25.3% O	21.6% o		22.2%	17.9%	19.2%	34.7% t				
Somewhat dissatisfied	16	14	1	1	9	5	2	1	9	6	5	6	4	3	-	9	4	-	-	1	3	10				
	9.6%	11.9% CD	3.1%	2.0%	10.0%	8.8%	12.5%	2.3%	14.5% H	10.0% h	19.2% m	15.4% m	4.3%	12.5%		10.3%	10.8%			3.6%	11.5%	13.3% t				
Very dissatisfied	11	7	1	4	7	3	1	5	1	5	1	4	6	4	3	1	3	-	2	4	4	1				
	6.6%	5.9%	3.1%	8.2%	7.8%	5.3%	6.3%	11.6% i	1.6%	8.3% i	3.8%	10.3%	6.5%	16.7% P	18.8% p	1.1%	8.1%		7.4%	14.3% v	15.4% v	1.3%				
Not applicable	63	38	26	5	37	21	4	18	23	19	17	16	22	7	4	29	22	-	6	9	10	37				
Summary Rate - Very satisfied/Somewhat satisfied	97	68	19	36	52	33	11	30	37	30	10	18	65	6	12	55	22	8	19	18	14	38				
	58.4%	57.6%	59.4%	73.5% B	57.8%	57.9%	68.8%	69.8% J	59.7%	50.0%	38.5%	46.2%	70.7% KL	25.0%	75.0% N	63.2% N	59.5% N	100.0% STUV	70.4% v	64.3%	53.8%	50.7%				

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV

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 &gt;=30)

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770-978-3173

2017

Louisiana Healthcare Connections  
Provider Satisfaction Survey (9123721)

## 13B. Accuracy.

	Area of Medicine				Physicians in Practice				Years in Practice				Managed Care Volume			Survey Respondent				Insurance Participation				
	Total Answering	Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15		
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)		
Total	304	215	80	72	157	109	29	77	119	103	56	69	146	38	23	157	82	10	47	52	44	145		
Total Answering	164	116	32	48	90	53	17	44	62	57	23	40	92	24	18	83	37	9	25	28	27	73		
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		
No Answer	80	62	24	19	35	32	9	14	37	28	15	15	34	8	3	45	23	1	15	14	10	37		
Very satisfied	37	26	5	12	24	10	3	11	16	10	2	5	27	1	4	23	9	2	7	6	8	13		
	22.6%	22.4%	15.6%	25.0%	26.7%	18.9%	17.6%	25.0%	25.8%	17.5%	8.7%	12.5%	29.3%	4.2%	22.2%	27.7%	24.3%	22.2%	28.0%	21.4%	29.6%	17.8%		
													KL			n	N	N						
Somewhat satisfied	63	43	13	25	28	22	10	20	24	18	8	14	37	6	8	34	13	7	10	13	5	27		
	38.4%	37.1%	40.6%	52.1%	31.1%	41.5%	58.8%	45.5%	38.7%	31.6%	34.8%	35.0%	40.2%	25.0%	44.4%	41.0%	35.1%	77.8%	40.0%	46.4%	18.5%	37.0%		
				b			E											StUV	u	U		U		
Neither satisfied nor dissatisfied	43	32	13	5	24	15	3	7	15	21	8	15	18	13	2	18	10	-	5	5	9	24		
	26.2%	27.6%	40.6%	10.4%	26.7%	28.3%	17.6%	15.9%	24.2%	36.8%	34.8%	37.5%	19.6%	54.2%	11.1%	21.7%	27.0%		20.0%	17.9%	33.3%	32.9%		
				D						H		M		OPQ							t			
Somewhat dissatisfied	10	8	-	2	6	4	-	3	5	2	3	3	4	1	2	6	1	-	1	1	2	6		
	6.1%	6.9%		4.2%	6.7%	7.5%		6.8%	8.1%	3.5%	13.0%	7.5%	4.3%	4.2%	11.1%	7.2%	2.7%		4.0%	3.6%	7.4%	8.2%		
Very dissatisfied	11	7	1	4	8	2	1	3	2	6	2	3	6	3	2	2	4	-	2	3	3	3		
	6.7%	6.0%	3.1%	8.3%	8.9%	3.8%	5.9%	6.8%	3.2%	10.5%	8.7%	7.5%	6.5%	12.5%	11.1%	2.4%	10.8%		8.0%	10.7%	11.1%	4.1%		
Not applicable	60	37	24	5	32	24	3	19	20	18	18	14	20	6	2	29	22	-	7	10	7	35		
Summary Rate - Very satisfied/Somewhat satisfied	100	69	18	37	52	32	13	31	40	28	10	19	64	7	12	57	22	9	17	19	13	40		
	61.0%	59.5%	56.3%	77.1%	57.8%	60.4%	76.5%	70.5%	64.5%	49.1%	43.5%	47.5%	69.6%	29.2%	66.7%	68.7%	59.5%	100.0%	68.0%	67.9%	48.1%	54.8%		
				Bc				J	j			KL			N	N	N	STUV						

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV

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 &gt;=30)

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Louisiana Healthcare Connections  
Provider Satisfaction Survey (9123721)

13C. Sufficiency of information to coordinate care.

	Area of Medicine				Physicians in Practice				Years in Practice				Managed Care Volume				Survey Respondent				Insurance Participation					
	Total Answering	Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15				
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)				
Total	304	215	80	72	157	109	29	77	119	103	56	69	146	38	23	157	82	10	47	52	44	145				
Total Answering	168	119	34	46	92	56	17	44	65	58	26	40	93	25	18	84	39	9	25	27	29	76				
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%				
No Answer	77	59	24	18	32	32	9	15	35	26	14	14	33	7	3	43	23	1	15	16	8	34				
Very satisfied	42	29	8	13	26	13	3	10	16	16	2	6	30	1	3	25	13	2	10	5	8	16				
	25.0%	24.4%	23.5%	28.3%	28.3%	23.2%	17.6%	22.7%	24.6%	27.6%	7.7%	15.0%	32.3% KL	4.0%	16.7%	29.8% N	33.3% N	22.2%	40.0% tv	18.5%	27.6%	21.1%				
Somewhat satisfied	56	38	12	21	26	19	9	21	23	11	8	13	32	5	7	30	12	7	7	11	7	24				
	33.3%	31.9%	35.3%	45.7%	28.3%	33.9%	52.9% e	47.7% J	35.4% J	19.0%	30.8%	32.5%	34.4%	20.0%	38.9%	35.7%	30.8%	77.8% STUV	28.0%	40.7%	24.1%	31.6%				
Neither satisfied nor dissatisfied	50	37	12	7	27	18	4	8	19	23	11	17	20	13	5	22	10	-	6	6	9	28				
	29.8%	31.1% D	35.3% D	15.2%	29.3%	32.1%	23.5%	18.2%	29.2%	39.7% H	42.3% M	42.5% M	21.5%	52.0% oPQ	27.8%	26.2%	25.6%		24.0%	22.2%	31.0%	36.8%				
Somewhat dissatisfied	11	8	1	3	7	4	-	2	5	4	4	1	6	3	2	5	1	-	-	3	2	6				
	6.5%	6.7%	2.9%	6.5%	7.6%	7.1%		4.5%	7.7%	6.9%	15.4% 1	2.5%	6.5%	12.0%	11.1%	6.0%	2.6%			11.1%	6.9%	7.9%				
Very dissatisfied	9	7	1	2	6	2	1	3	2	4	1	3	5	3	1	2	3	-	2	2	3	2				
	5.4%	5.9%	2.9%	4.3%	6.5%	3.6%	5.9%	6.8%	3.1%	6.9%	3.8%	7.5%	5.4%	12.0%	5.6%	2.4%	7.7%		8.0%	7.4%	10.3%	2.6%				
Not applicable	59	37	22	8	33	21	3	18	19	19	16	15	20	6	2	30	20	-	7	9	7	35				
Summary Rate - Very satisfied/Somewhat satisfied	98	67	20	34	52	32	12	31	39	27	10	19	62	6	10	55	25	9	17	16	15	40				
	58.3%	56.3%	58.8%	73.9% B	56.5%	57.1%	70.6%	70.5% J	60.0%	46.6%	38.5%	47.5%	66.7% KL	24.0%	55.6% N	65.5% N	64.1% N	100.0% STUV	68.0%	59.3%	51.7%	52.6%				

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV

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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Louisiana Healthcare Connections  
Provider Satisfaction Survey (9123721)

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

	Preferred Method of Communication							Survey Methodology			
	Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
Total Eligible	304	92	10	93	8	60	15	-	103	180	21
Total Valid Responses	367	107	13	113	9	75	20	-	105	240	22
Total Respondents	301	91	10	93	8	60	14	-	101	179	21
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%
Primary Care	215	67	8	63	4	38	12	-	80	124	11
	71.4%	73.6%	80.0%	67.7%	50.0%	63.3%	85.7%		79.2%	69.3%	52.4%
Specialty	80	23	2	28	2	14	7	-	15	60	5
	26.6%	25.3%	20.0%	30.1%	25.0%	23.3%	50.0%		14.9%	33.5%	23.8%
Behavioral Health Clinician	72	17	3	22	3	23	1	-	10	56	6
	23.9%	18.7%	30.0%	23.7%	37.5%	38.3%	7.1%		9.9%	31.3%	28.6%

Louisiana Healthcare Connections  
Provider Satisfaction Survey (9123721)

B. How many physicians are in your practice?

	Preferred Method of Communication						Survey Methodology				
	Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	304	92	10	93	8	60	15	-	103	180	21
Total Answering	295	88	10	92	7	58	15	-	102	172	21
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	9	4	-	1	1	2	-	-	1	8	-
Solo	157	50	5	50	2	29	6	-	48	97	12
	53.2%	56.8%	50.0%	54.3%	28.6%	50.0%	40.0%		47.1%	56.4%	57.1%
2 - 5 physicians	109	29	3	34	5	24	5	-	44	57	8
	36.9%	33.0%	30.0%	37.0%	71.4%	41.4%	33.3%		43.1%	33.1%	38.1%
					Bcdfg				j		
More than 5 physicians	29	9	2	8	-	5	4	-	10	18	1
	9.8%	10.2%	20.0%	8.7%		8.6%	26.7%		9.8%	10.5%	4.8%

Comparison Groups: BCDEFGH/IJK

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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Louisiana Healthcare Connections  
Provider Satisfaction Survey (9123721)

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

	Preferred Method of Communication						Survey Methodology				
	Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	304	92	10	93	8	60	15	-	103	180	21
Total Answering	299	90	10	92	7	60	15	-	102	176	21
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	5	2	-	1	1	-	-	-	1	4	-
Less than 5 years	77	22	2	25	-	18	1	-	29	44	4
	25.8%	24.4%	20.0%	27.2%		30.0%	6.7%		28.4%	25.0%	19.0%
		G		G		G					
5 - 15 years	119	34	4	35	6	25	9	-	38	72	9
	39.8%	37.8%	40.0%	38.0%	85.7%	41.7%	60.0%		37.3%	40.9%	42.9%
					BCDF						
16 years or more	103	34	4	32	1	17	5	-	35	60	8
	34.4%	37.8%	40.0%	34.8%	14.3%	28.3%	33.3%		34.3%	34.1%	38.1%
		e									

Comparison Groups: BCDEFGH/IJK

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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Louisiana Healthcare Connections  
Provider Satisfaction Survey (9123721)

D. What portion of your managed care volume is represented by Louisiana Healthcare Connections?

	Preferred Method of Communication						Survey Methodology				
	Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	304	92	10	93	8	60	15	-	103	180	21
Total Answering	271	82	9	83	5	55	15	-	96	154	21
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	33	10	1	10	3	5	-	-	7	26	-
None	5	1	-	1	-	1	1	-	2	3	-
	1.8%	1.2%		1.2%		1.8%	6.7%		2.1%	1.9%	
10% or less	51	16	1	16	1	10	1	-	19	30	2
	18.8%	19.5%	11.1%	19.3%	20.0%	18.2%	6.7%		19.8%	19.5%	9.5%
		g									
11 - 20%	69	24	2	22	-	10	8	-	32	33	4
	25.5%	29.3%	22.2%	26.5%		18.2%	53.3%		33.3%	21.4%	19.0%
							b d F		J		
21 - 30%	67	22	2	20	3	12	3	-	24	34	9
	24.7%	26.8%	22.2%	24.1%	60.0%	21.8%	20.0%		25.0%	22.1%	42.9%
					f g						j
31 - 50%	47	13	2	14	-	14	1	-	9	36	2
	17.3%	15.9%	22.2%	16.9%		25.5%	6.7%		9.4%	23.4%	9.5%
						G				I k	
51 - 75%	25	3	1	9	1	7	1	-	8	14	3
	9.2%	3.7%	11.1%	10.8%	20.0%	12.7%	6.7%		8.3%	9.1%	14.3%
				b		b					
76 - 100%	7	3	1	1	-	1	-	-	2	4	1
	2.6%	3.7%	11.1%	1.2%		1.8%			2.1%	2.6%	4.8%

Comparison Groups: BCDEFGH/IJK

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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Louisiana Healthcare Connections  
Provider Satisfaction Survey (9123721)

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

	Preferred Method of Communication						Survey Methodology				
	Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	304	92	10	93	8	60	15	-	103	180	21
Total Answering	300	91	10	92	8	60	15	-	100	179	21
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	4	1	-	1	-	-	-	-	3	1	-
Physician	38	17	1	6	-	6	2	-	28	3	7
	12.7%	18.7%	10.0%	6.5%		10.0%	13.3%		28.0%	1.7%	33.3%
		D							J		J
Behavioral Health Clinician	23	5	1	4	1	10	-	-	9	11	3
	7.7%	5.5%	10.0%	4.3%	12.5%	16.7%			9.0%	6.1%	14.3%
						BD					
Office Manager	157	48	7	47	5	35	8	-	41	108	8
	52.3%	52.7%	70.0%	51.1%	62.5%	58.3%	53.3%		41.0%	60.3%	38.1%
									IK		
Nurse	24	6	-	11	1	2	2	-	10	14	-
	8.0%	6.6%		12.0%	12.5%	3.3%	13.3%		10.0%	7.8%	
				F							
Other staff	58	15	1	24	1	7	3	-	12	43	3
	19.3%	16.5%	10.0%	26.1%	12.5%	11.7%	20.0%		12.0%	24.0%	14.3%
				F						I	

Comparison Groups: BCDEFGH/IJK

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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Provider Satisfaction Survey (9123721)

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

===== Preferred Method ===== Survey ===== ===== of Communication ===== Methodology =====											
Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet	
-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	
Total	304	92	10	93	8	60	15	-	103	180	21
Total Answering	278	92	10	93	8	60	15	-	82	175	21
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	26	-	-	-	-	-	-	-	21	5	-
Mail	92	92	-	-	-	-	-	-	33	47	12
	33.1%	100.0%							40.2%	26.9%	57.1%
									J	J	J
Telephone	10	-	10	-	-	-	-	-	3	7	-
	3.6%		100.0%						3.7%	4.0%	
Fax	93	-	-	93	-	-	-	-	25	67	1
	33.5%			100.0%					30.5%	38.3%	4.8%
									K	K	
Online portal	8	-	-	-	8	-	-	-	-	8	-
	2.9%				100.0%					4.6%	
E-mail	60	-	-	-	-	60	-	-	19	34	7
	21.6%					100.0%			23.2%	19.4%	33.3%
In person from your Provider Representative	15	-	-	-	-	-	15	-	2	12	1
	5.4%						100.0%		2.4%	6.9%	4.8%
									i		
Other	-	-	-	-	-	-	-	-	-	-	-

Comparison Groups: BCDEFGH/IJK

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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Louisiana Healthcare Connections  
Provider Satisfaction Survey (9123721)

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

	Preferred Method of Communication						Survey Methodology				
	Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	304	92	10	93	8	60	15	-	103	180	21
Total Answering	298	90	10	91	8	60	15	-	101	176	21
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	6	2	-	2	-	-	-	-	2	4	-
3 or fewer	10	6	1	2	-	-	-	-	5	5	-
	3.4%	6.7%	10.0%	2.2%					5.0%	2.8%	
4 to 7	47	13	2	19	-	10	1	-	11	31	5
	15.8%	14.4%	20.0%	20.9%		16.7%	6.7%		10.9%	17.6%	23.8%
				g							
8 to 11	52	10	3	14	1	13	4	-	18	30	4
	17.4%	11.1%	30.0%	15.4%	12.5%	21.7%	26.7%		17.8%	17.0%	19.0%
						b					
12 to 15	44	13	-	11	-	13	3	-	20	20	4
	14.8%	14.4%		12.1%		21.7%	20.0%		19.8%	11.4%	19.0%
									j		
More than 15	145	48	4	45	7	24	7	-	47	90	8
	48.7%	53.3%	40.0%	49.5%	87.5%	40.0%	46.7%		46.5%	51.1%	38.1%
					BCDFG						

Comparison Groups: BCDEFGH/IJK

Independent Z-Test for Percentages (unpooled proportions)

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Lowercase letters indicate significance at the 90% level.

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Louisiana Healthcare Connections  
Provider Satisfaction Survey (9123721)

1A. How would you rate Louisiana Healthcare Connections compared to all other health plans you contract with?

	Preferred Method of Communication						Survey Methodology				
	Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	304	92	10	93	8	60	15	-	103	180	21
Total Answering	294	89	10	92	6	59	14	-	100	173	21
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	3	1	-	1	-	-	-	-	1	2	-
Well below average	9	4	1	-	1	3	-	-	7	2	-
	3.1%	4.5%	10.0%		16.7%	5.1%			7.0%	1.2%	
									J		
Somewhat below average	21	7	-	6	-	4	1	-	10	7	4
	7.1%	7.9%		6.5%		6.8%	7.1%		10.0%	4.0%	19.0%
									J		J
Average	149	55	5	47	4	21	8	-	37	98	14
	50.7%	61.8%	50.0%	51.1%	66.7%	35.6%	57.1%		37.0%	56.6%	66.7%
		F		f						I	I
Somewhat above average	67	11	1	28	-	15	3	-	32	33	2
	22.8%	12.4%	10.0%	30.4%		25.4%	21.4%		32.0%	19.1%	9.5%
				Bc		B			JK		
Well above average	48	12	3	11	1	16	2	-	14	33	1
	16.3%	13.5%	30.0%	12.0%	16.7%	27.1%	14.3%		14.0%	19.1%	4.8%
						BD				K	
Not Applicable	7	2	-	-	2	1	1	-	2	5	-
Summary Rate - Well above average/Somewhat above average	115	23	4	39	1	31	5	-	46	66	3
	39.1%	25.8%	40.0%	42.4%	16.7%	52.5%	35.7%		46.0%	38.2%	14.3%
				B		BE			K	K	

Comparison Groups: BCDEFGH/IJK

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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2017

Louisiana Healthcare Connections  
Provider Satisfaction Survey (9123721)

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

	Preferred Method of Communication						Survey Methodology				
	Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	304	92	10	93	8	60	15	-	103	180	21
Total Answering	253	79	7	75	5	56	13	-	91	142	20
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	24	6	2	8	1	2	1	-	6	18	-
Well below average	14	6	-	2	1	3	1	-	8	5	1
	5.5%	7.6%		2.7%	20.0%	5.4%	7.7%		8.8%	3.5%	5.0%
Somewhat below average	31	10	1	7	-	8	3	-	9	17	5
	12.3%	12.7%	14.3%	9.3%		14.3%	23.1%		9.9%	12.0%	25.0%
Average	123	41	3	39	3	22	7	-	33	79	11
	48.6%	51.9%	42.9%	52.0%	60.0%	39.3%	53.8%		36.3%	55.6%	55.0%
									I		
Somewhat above average	43	14	-	13	-	13	1	-	20	20	3
	17.0%	17.7%		17.3%		23.2%	7.7%		22.0%	14.1%	15.0%
						g					
Well above average	42	8	3	14	1	10	1	-	21	21	-
	16.6%	10.1%	42.9%	18.7%	20.0%	17.9%	7.7%		23.1%	14.8%	
			bg								
Not Applicable	27	7	1	10	2	2	1	-	6	20	1
Summary Rate - Well above average/Somewhat above average	85	22	3	27	1	23	2	-	41	41	3
	33.6%	27.8%	42.9%	36.0%	20.0%	41.1%	15.4%		45.1%	28.9%	15.0%
				g		G			JK		

Comparison Groups: BCDEFGH/IJK

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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## 2B. Accuracy of claims processing.

	Preferred Method of Communication						Survey Methodology				
	Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	304	92	10	93	8	60	15	-	103	180	21
Total Answering	250	74	8	74	5	58	14	-	91	140	19
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	29	9	1	12	-	2	-	-	6	22	1
Well below average	11	4	-	2	1	3	1	-	5	6	-
	4.4%	5.4%		2.7%	20.0%	5.2%	7.1%		5.5%	4.3%	
Somewhat below average	22	5	-	8	-	5	1	-	11	8	3
	8.8%	6.8%		10.8%		8.6%	7.1%		12.1%	5.7%	15.8%
Average	118	39	4	32	2	26	8	-	27	78	13
	47.2%	52.7%	50.0%	43.2%	40.0%	44.8%	57.1%		29.7%	55.7%	68.4%
									I	I	
Somewhat above average	45	12	1	15	1	12	2	-	21	22	2
	18.0%	16.2%	12.5%	20.3%	20.0%	20.7%	14.3%		23.1%	15.7%	10.5%
Well above average	54	14	3	17	1	12	2	-	27	26	1
	21.6%	18.9%	37.5%	23.0%	20.0%	20.7%	14.3%		29.7%	18.6%	5.3%
									JK	K	
Not Applicable	25	9	1	7	3	-	1	-	6	18	1
Summary Rate - Well above average/Somewhat above average	99	26	4	32	2	24	4	-	48	48	3
	39.6%	35.1%	50.0%	43.2%	40.0%	41.4%	28.6%		52.7%	34.3%	15.8%
									JK	K	

Comparison Groups: BCDEFGH/IJK

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 &gt;=30)

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Provider Satisfaction Survey (9123721)

## 2C. Timeliness of claims processing.

	Preferred Method of Communication						Survey Methodology				
	Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	304	92	10	93	8	60	15	-	103	180	21
Total Answering	247	75	8	72	5	57	13	-	90	139	18
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	33	10	1	14	-	2	1	-	7	24	2
Well below average	10	4	-	-	1	5	-	-	7	3	-
	4.0%	5.3%			20.0%	8.8%			7.8%	2.2%	
									j		
Somewhat below average	18	6	-	4	-	4	2	-	8	7	3
	7.3%	8.0%		5.6%		7.0%	15.4%		8.9%	5.0%	16.7%
Average	111	38	4	33	2	22	5	-	24	75	12
	44.9%	50.7%	50.0%	45.8%	40.0%	38.6%	38.5%		26.7%	54.0%	66.7%
									I	I	
Somewhat above average	54	10	1	18	2	15	5	-	24	28	2
	21.9%	13.3%	12.5%	25.0%	40.0%	26.3%	38.5%		26.7%	20.1%	11.1%
				b		b	b		k		
Well above average	54	17	3	17	-	11	1	-	27	26	1
	21.9%	22.7%	37.5%	23.6%		19.3%	7.7%		30.0%	18.7%	5.6%
		g		g					jK	K	
Not Applicable	24	7	1	7	3	1	1	-	6	17	1
Summary Rate - Well above average/Somewhat above average	108	27	4	35	2	26	6	-	51	54	3
	43.7%	36.0%	50.0%	48.6%	40.0%	45.6%	46.2%		56.7%	38.8%	16.7%
									JK	K	

Comparison Groups: BCDEFGH/IJK

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 &gt;=30)

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2D. Resolution of claims payment problems or disputes.

	Preferred Method of Communication						Survey Methodology				
	Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	304	92	10	93	8	60	15	-	103	180	21
Total Answering	230	71	7	68	5	49	13	-	83	129	18
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	34	10	2	14	-	3	1	-	7	26	1
Well below average	20	5	-	3	1	7	1	-	11	8	1
	8.7%	7.0%		4.4%	20.0%	14.3%	7.7%		13.3%	6.2%	5.6%
						d			j		
Somewhat below average	20	10	1	3	-	3	1	-	10	7	3
	8.7%	14.1%	14.3%	4.4%		6.1%	7.7%		12.0%	5.4%	16.7%
			D								
Average	111	40	4	32	4	17	8	-	23	76	12
	48.3%	56.3%	57.1%	47.1%	80.0%	34.7%	61.5%		27.7%	58.9%	66.7%
		F			dF		f			I	I
Somewhat above average	35	4	1	12	-	13	3	-	15	18	2
	15.2%	5.6%	14.3%	17.6%		26.5%	23.1%		18.1%	14.0%	11.1%
			B			B					
Well above average	44	12	1	18	-	9	-	-	24	20	-
	19.1%	16.9%	14.3%	26.5%		18.4%			28.9%	15.5%	
									J		
Not Applicable	40	11	1	11	3	8	1	-	13	25	2
Summary Rate - Well above average/Somewhat above average	79	16	2	30	-	22	3	-	39	38	2
	34.3%	22.5%	28.6%	44.1%		44.9%	23.1%		47.0%	29.5%	11.1%
				B		B			JK	K	

Comparison Groups: BCDEFGH/IJK

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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3A. Access to knowledgeable UM staff.

	Preferred Method of Communication						Survey Methodology				
	Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	304	92	10	93	8	60	15	-	103	180	21
Total Answering	245	74	9	76	6	49	12	-	84	142	19
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	28	11	-	9	-	3	1	-	6	21	1
Well below average	13	4	1	1	-	4	1	-	11	2	-
	5.3%	5.4%	11.1%	1.3%		8.2%	8.3%		13.1%	1.4%	
						d			J		
Somewhat below average	19	8	1	2	1	5	2	-	5	9	5
	7.8%	10.8%	11.1%	2.6%	16.7%	10.2%	16.7%		6.0%	6.3%	26.3%
			D								ij
Average	136	38	4	48	4	24	7	-	39	85	12
	55.5%	51.4%	44.4%	63.2%	66.7%	49.0%	58.3%		46.4%	59.9%	63.2%
									I		
Somewhat above average	45	13	1	15	1	10	1	-	22	21	2
	18.4%	17.6%	11.1%	19.7%	16.7%	20.4%	8.3%		26.2%	14.8%	10.5%
									Jk		
Well above average	32	11	2	10	-	6	1	-	7	25	-
	13.1%	14.9%	22.2%	13.2%		12.2%	8.3%		8.3%	17.6%	
									I		
Not Applicable	31	7	1	8	2	8	2	-	13	17	1
Summary Rate - Well above average/Somewhat above average	77	24	3	25	1	16	2	-	29	46	2
	31.4%	32.4%	33.3%	32.9%	16.7%	32.7%	16.7%		34.5%	32.4%	10.5%
									K	K	

Comparison Groups: BCDEFGH/IJK

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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Provider Satisfaction Survey (9123721)

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

	Preferred Method of Communication						Survey Methodology				
	Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	304	92	10	93	8	60	15	-	103	180	21
Total Answering	261	79	9	82	6	51	13	-	95	148	18
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	22	10	-	7	-	2	-	-	3	18	1
Well below average	21	6	3	4	-	6	-	-	14	5	2
	8.0%	7.6%	33.3% d	4.9%		11.8%			14.7% J	3.4%	11.1%
Somewhat below average	35	17	-	4	2	6	1	-	17	13	5
	13.4%	21.5% D		4.9%	33.3%	11.8%	7.7%		17.9% J	8.8%	27.8% j
Average	122	31	4	46	4	20	11	-	36	77	9
	46.7%	39.2%	44.4%	56.1% Bf	66.7%	39.2%	84.6% BCDF		37.9%	52.0% I	50.0%
Somewhat above average	47	17	-	19	-	8	-	-	18	28	1
	18.0%	21.5%		23.2%		15.7%			18.9% K	18.9% K	5.6%
Well above average	36	8	2	9	-	11	1	-	10	25	1
	13.8%	10.1%	22.2%	11.0%		21.6% b	7.7%		10.5%	16.9% k	5.6%
Not Applicable	21	3	1	4	2	7	2	-	5	14	2
Summary Rate - Well above average/Somewhat above average	83	25	2	28	-	19	1	-	28	53	2
	31.8%	31.6% G	22.2%	34.1% G		37.3% G	7.7%		29.5% K	35.8% K	11.1%

Comparison Groups: BCDEFGH/IJK

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

	Preferred Method of Communication						Survey Methodology				
	Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	304	92	10	93	8	60	15	-	103	180	21
Total Answering	260	80	9	80	6	51	13	-	95	148	17
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	23	10	-	8	-	2	-	-	3	19	1
Well below average	20	5	2	4	-	6	1	-	13	6	1
	7.7%	6.3%	22.2%	5.0%		11.8%	7.7%		13.7%	4.1%	5.9%
									J		
Somewhat below average	33	14	1	4	3	6	1	-	16	14	3
	12.7%	17.5%	11.1%	5.0%	50.0%	11.8%	7.7%		16.8%	9.5%	17.6%
			D		cDfg						
Average	119	36	4	42	2	18	9	-	33	78	8
	45.8%	45.0%	44.4%	52.5%	33.3%	35.3%	69.2%		34.7%	52.7%	47.1%
				F			bF		I		
Somewhat above average	55	18	-	19	1	13	1	-	24	26	5
	21.2%	22.5%		23.8%	16.7%	25.5%	7.7%		25.3%	17.6%	29.4%
		g		g		g					
Well above average	33	7	2	11	-	8	1	-	9	24	-
	12.7%	8.8%	22.2%	13.8%		15.7%	7.7%		9.5%	16.2%	
Not Applicable	21	2	1	5	2	7	2	-	5	13	3
Summary Rate - Well above average/Somewhat above average	88	25	2	30	1	21	2	-	33	50	5
	33.8%	31.3%	22.2%	37.5%	16.7%	41.2%	15.4%		34.7%	33.8%	29.4%
				g		G					

Comparison Groups: BCDEFGH/IJK

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

	Preferred Method of Communication						Survey Methodology				
	Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	304	92	10	93	8	60	15	-	103	180	21
Total Answering	249	75	10	73	4	53	12	-	94	136	19
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	30	13	-	10	1	2	1	-	5	24	1
Well below average	15	5	3	-	-	5	-	-	10	5	-
	6.0%	6.7%	30.0%			9.4%			10.6%	3.7%	
									j		
Somewhat below average	15	6	-	2	-	1	3	-	7	4	4
	6.0%	8.0%		2.7%		1.9%	25.0%		7.4%	2.9%	21.1%
		f					df				j
Average	140	39	4	47	4	29	7	-	42	86	12
	56.2%	52.0%	40.0%	64.4%	100.0%	54.7%	58.3%		44.7%	63.2%	63.2%
					BCDFG					I	
Somewhat above average	43	16	1	13	-	9	1	-	23	18	2
	17.3%	21.3%	10.0%	17.8%		17.0%	8.3%		24.5%	13.2%	10.5%
									Jk		
Well above average	36	9	2	11	-	9	1	-	12	23	1
	14.5%	12.0%	20.0%	15.1%		17.0%	8.3%		12.8%	16.9%	5.3%
									k		
Not Applicable	25	4	-	10	3	5	2	-	4	20	1
Summary Rate - Well above average/Somewhat above average	79	25	3	24	-	18	2	-	35	41	3
	31.7%	33.3%	30.0%	32.9%		34.0%	16.7%		37.2%	30.1%	15.8%
									K		

Comparison Groups: BCDEFGH/IJK

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

	Preferred Method of Communication						Survey Methodology				
	Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	304	92	10	93	8	60	15	-	103	180	21
Total Answering	237	70	8	70	5	50	14	-	89	129	19
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	32	12	1	11	2	2	-	-	5	26	1
Well below average	16	6	1	1	1	5	-	-	10	4	2
	6.8%	8.6%	12.5%	1.4%	20.0%	10.0%			11.2%	3.1%	10.5%
		D				d			J		
Somewhat below average	17	5	-	4	1	3	-	-	10	3	4
	7.2%	7.1%		5.7%	20.0%	6.0%			11.2%	2.3%	21.1%
									J		J
Average	132	40	5	43	2	23	9	-	41	80	11
	55.7%	57.1%	62.5%	61.4%	40.0%	46.0%	64.3%		46.1%	62.0%	57.9%
				f						I	
Somewhat above average	36	8	1	11	1	11	3	-	19	15	2
	15.2%	11.4%	12.5%	15.7%	20.0%	22.0%	21.4%		21.3%	11.6%	10.5%
									j		
Well above average	36	11	1	11	-	8	2	-	9	27	-
	15.2%	15.7%	12.5%	15.7%		16.0%	14.3%		10.1%	20.9%	
									I		
Not Applicable	35	10	1	12	1	8	1	-	9	25	1
Summary Rate - Well above average/Somewhat above average	72	19	2	22	1	19	5	-	28	42	2
	30.4%	27.1%	25.0%	31.4%	20.0%	38.0%	35.7%		31.5%	32.6%	10.5%
									K	K	

Comparison Groups: BCDEFGH/IJK

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

	Preferred Method of Communication						Survey Methodology				
	Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	304	92	10	93	8	60	15	-	103	180	21
Total Answering	241	71	9	73	3	52	13	-	93	133	15
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	33	14	1	11	1	2	1	-	2	29	2
Well below average	9	4	-	-	1	4	-	-	7	2	-
	3.7%	5.6%			33.3%	7.7%			7.5%	1.5%	
									J		
Somewhat below average	14	4	1	3	-	3	1	-	9	3	2
	5.8%	5.6%	11.1%	4.1%		5.8%	7.7%		9.7%	2.3%	13.3%
									J		
Average	111	29	5	39	2	20	7	-	32	68	11
	46.1%	40.8%	55.6%	53.4%	66.7%	38.5%	53.8%		34.4%	51.1%	73.3%
				f					I	Ij	
Somewhat above average	55	18	-	15	-	15	3	-	24	29	2
	22.8%	25.4%		20.5%		28.8%	23.1%		25.8%	21.8%	13.3%
Well above average	52	16	3	16	-	10	2	-	21	31	-
	21.6%	22.5%	33.3%	21.9%		19.2%	15.4%		22.6%	23.3%	
Not Applicable	30	7	-	9	4	6	1	-	8	18	4
Summary Rate - Well above average/Somewhat above average	107	34	3	31	-	25	5	-	45	60	2
	44.4%	47.9%	33.3%	42.5%		48.1%	38.5%		48.4%	45.1%	13.3%
									K	K	

Comparison Groups: BCDEFGH/IJK

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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Louisiana Healthcare Connections  
Provider Satisfaction Survey (9123721)

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

	Preferred Method of Communication						Survey Methodology				
	Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	304	92	10	93	8	60	15	-	103	180	21
Total Answering	234	72	9	72	4	44	14	-	91	127	16
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	46	15	-	16	2	7	1	-	6	39	1
Well below average	30	9	2	10	1	5	1	-	14	16	-
	12.8%	12.5%	22.2%	13.9%	25.0%	11.4%	7.1%		15.4%	12.6%	
Somewhat below average	39	12	1	11	1	9	2	-	24	12	3
	16.7%	16.7%	11.1%	15.3%	25.0%	20.5%	14.3%		26.4%	9.4%	18.8%
									J		
Average	111	33	4	31	2	26	7	-	35	64	12
	47.4%	45.8%	44.4%	43.1%	50.0%	59.1%	50.0%		38.5%	50.4%	75.0%
						d			i	IJ	
Somewhat above average	26	11	-	8	-	2	2	-	11	14	1
	11.1%	15.3%		11.1%		4.5%	14.3%		12.1%	11.0%	6.3%
		F									
Well above average	28	7	2	12	-	2	2	-	7	21	-
	12.0%	9.7%	22.2%	16.7%		4.5%	14.3%		7.7%	16.5%	
				F					I		
Not Applicable	24	5	1	5	2	9	-	-	6	14	4
Summary Rate - Well above average/Somewhat above average	54	18	2	20	-	4	4	-	18	35	1
	23.1%	25.0%	22.2%	27.8%		9.1%	28.6%		19.8%	27.6%	6.3%
		F		F					k	K	

Comparison Groups: BCDEFGH/IJK

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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Louisiana Healthcare Connections  
Provider Satisfaction Survey (9123721)

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

	Preferred Method of Communication						Survey Methodology				
	Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	304	92	10	93	8	60	15	-	103	180	21
Total Answering	235	71	9	70	4	47	14	-	92	127	16
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	41	16	-	14	2	4	1	-	5	35	1
Well below average	15	4	3	3	-	4	-	-	9	6	-
	6.4%	5.6%	33.3% bd	4.3%		8.5%			9.8%	4.7%	
Somewhat below average	27	8	-	11	1	5	-	-	14	11	2
	11.5%	11.3%		15.7%	25.0%	10.6%			15.2%	8.7%	12.5%
Average	131	37	4	36	2	29	12	-	45	73	13
	55.7%	52.1%	44.4%	51.4%	50.0%	61.7%	85.7% BCDF		48.9%	57.5%	81.3% IJ
Somewhat above average	32	14	-	9	1	4	1	-	17	14	1
	13.6%	19.7% f		12.9%	25.0%	8.5%	7.1%		18.5% k	11.0%	6.3%
Well above average	30	8	2	11	-	5	1	-	7	23	-
	12.8%	11.3%	22.2%	15.7%		10.6%	7.1%		7.6%	18.1% I	
Not Applicable	28	5	1	9	2	9	-	-	6	18	4
Summary Rate - Well above average/Somewhat above average	62	22	2	20	1	9	2	-	24	37	1
	26.4%	31.0%	22.2%	28.6%	25.0%	19.1%	14.3%		26.1% K	29.1% K	6.3%

Comparison Groups: BCDEFGH/IJK

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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Louisiana Healthcare Connections  
Provider Satisfaction Survey (9123721)

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

	Preferred Method of Communication						Survey Methodology				
	Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	304	92	10	93	8	60	15	-	103	180	21
Total Answering	220	67	9	64	3	45	13	-	88	118	14
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	42	16	-	15	2	4	1	-	6	34	2
Well below average	13	4	1	1	-	6	-	-	8	3	2
	5.9%	6.0%	11.1%	1.6%		13.3%			9.1%	2.5%	14.3%
						D			J		
Somewhat below average	19	5	1	5	-	5	1	-	8	8	3
	8.6%	7.5%	11.1%	7.8%		11.1%	7.7%		9.1%	6.8%	21.4%
Average	136	39	6	37	3	29	10	-	50	78	8
	61.8%	58.2%	66.7%	57.8%	100.0%	64.4%	76.9%		56.8%	66.1%	57.1%
					BCDFG						
Somewhat above average	27	10	-	11	-	3	-	-	13	13	1
	12.3%	14.9%		17.2%		6.7%			14.8%	11.0%	7.1%
				f							
Well above average	25	9	1	10	-	2	2	-	9	16	-
	11.4%	13.4%	11.1%	15.6%		4.4%	15.4%		10.2%	13.6%	
		f		F							
Not Applicable	42	9	1	14	3	11	1	-	9	28	5
Summary Rate - Well above average/Somewhat above average	52	19	1	21	-	5	2	-	22	29	1
	23.6%	28.4%	11.1%	32.8%		11.1%	15.4%		25.0%	24.6%	7.1%
		F		cF					K	K	

Comparison Groups: BCDEFGH/IJK

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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Louisiana Healthcare Connections  
Provider Satisfaction Survey (9123721)

5A. Consistency of the formulary over time.

	Preferred Method of Communication						Survey Methodology				
	Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	304	92	10	93	8	60	15	-	103	180	21
Total Answering	229	69	7	68	3	47	13	-	89	123	17
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	48	20	1	17	2	3	2	-	5	41	2
Well below average	19	8	-	5	-	4	-	-	12	4	3
	8.3%	11.6%		7.4%		8.5%			13.5%	3.3%	17.6%
									J		
Somewhat below average	29	8	2	7	-	5	1	-	19	5	5
	12.7%	11.6%	28.6%	10.3%		10.6%	7.7%		21.3%	4.1%	29.4%
									J		J
Average	129	36	4	40	3	26	11	-	39	83	7
	56.3%	52.2%	57.1%	58.8%	100.0%	55.3%	84.6%		43.8%	67.5%	41.2%
					BCDF		BDF			IK	
Somewhat above average	32	10	-	10	-	10	-	-	12	18	2
	14.0%	14.5%		14.7%		21.3%			13.5%	14.6%	11.8%
Well above average	20	7	1	6	-	2	1	-	7	13	-
	8.7%	10.1%	14.3%	8.8%		4.3%	7.7%		7.9%	10.6%	
Not Applicable	27	3	2	8	3	10	-	-	9	16	2
Summary Rate - Well above average/Somewhat above average	52	17	1	16	-	12	1	-	19	31	2
	22.7%	24.6%	14.3%	23.5%		25.5%	7.7%		21.3%	25.2%	11.8%
		g		g		g					

Comparison Groups: BCDEFGH/IJK

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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Provider Satisfaction Survey (9123721)

5B. Extent to which formulary reflects current standards of care.

===== Preferred Method ===== Survey ===== ===== of Communication ===== Methodology =====											
Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	
Total	304	92	10	93	8	60	15	-	103	180	21
Total Answering	226	70	7	66	3	48	11	-	88	121	17
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	47	20	1	17	2	3	2	-	5	40	2
Well below average	15	7	-	5	-	3	-	-	10	5	-
	6.6%	10.0%		7.6%		6.3%			11.4%	4.1%	
									J		
Somewhat below average	30	8	1	7	-	6	1	-	21	4	5
	13.3%	11.4%	14.3%	10.6%		12.5%	9.1%		23.9%	3.3%	29.4%
									J		J
Average	133	41	5	38	3	30	8	-	39	83	11
	58.8%	58.6%	71.4%	57.6%	100.0%	62.5%	72.7%		44.3%	68.6%	64.7%
					BcDFG					I	
Somewhat above average	24	7	-	9	-	6	-	-	10	13	1
	10.6%	10.0%		13.6%		12.5%			11.4%	10.7%	5.9%
Well above average	24	7	1	7	-	3	2	-	8	16	-
	10.6%	10.0%	14.3%	10.6%		6.3%	18.2%		9.1%	13.2%	
Not Applicable	31	2	2	10	3	9	2	-	10	19	2
Summary Rate - Well above average/Somewhat above average	48	14	1	16	-	9	2	-	18	29	1
	21.2%	20.0%	14.3%	24.2%		18.8%	18.2%		20.5%	24.0%	5.9%
									K	K	

Comparison Groups: BCDEFGH/IJK

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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Provider Satisfaction Survey (9123721)

5C. Variety of branded drugs on the formulary.

===== Preferred Method ===== Survey ===== ===== of Communication ===== Methodology =====											
	Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	304	92	10	93	8	60	15	-	103	180	21
Total Answering	227	68	7	69	3	46	12	-	88	122	17
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	48	20	2	16	2	3	2	-	5	41	2
Well below average	19	4	1	9	-	4	1	-	11	8	-
	8.4%	5.9%	14.3%	13.0%		8.7%	8.3%		12.5%	6.6%	
Somewhat below average	50	21	-	11	-	7	2	-	29	14	7
	22.0%	30.9%		15.9%		15.2%	16.7%		33.0%	11.5%	41.2%
		DF							J		J
Average	114	30	6	34	3	27	7	-	32	72	10
	50.2%	44.1%	85.7%	49.3%	100.0%	58.7%	58.3%		36.4%	59.0%	58.8%
			BDF		BDFG				I		i
Somewhat above average	21	5	-	8	-	6	1	-	8	13	-
	9.3%	7.4%		11.6%		13.0%	8.3%		9.1%	10.7%	
Well above average	23	8	-	7	-	2	1	-	8	15	-
	10.1%	11.8%		10.1%		4.3%	8.3%		9.1%	12.3%	
Not Applicable	29	4	1	8	3	11	1	-	10	17	2
Summary Rate - Well above average/Somewhat above average	44	13	-	15	-	8	2	-	16	28	-
	19.4%	19.1%		21.7%		17.4%	16.7%		18.2%	23.0%	

Comparison Groups: BCDEFGH/IJK

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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Provider Satisfaction Survey (9123721)

5D. Ease of prescribing your preferred medications within formulary guidelines.

	Preferred Method of Communication						Survey Methodology				
	Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	304	92	10	93	8	60	15	-	103	180	21
Total Answering	230	69	7	70	3	46	13	-	88	124	18
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	47	20	2	15	2	3	2	-	5	40	2
Well below average	28	15	-	7	-	3	-	-	15	11	2
	12.2%	21.7%		10.0%		6.5%			17.0%	8.9%	11.1%
		dF							j		
Somewhat below average	33	9	1	8	1	6	2	-	20	8	5
	14.3%	13.0%	14.3%	11.4%	33.3%	13.0%	15.4%		22.7%	6.5%	27.8%
									J		J
Average	125	32	6	38	2	30	9	-	36	79	10
	54.3%	46.4%	85.7%	54.3%	66.7%	65.2%	69.2%		40.9%	63.7%	55.6%
			BD			B				I	
Somewhat above average	26	8	-	11	-	4	1	-	10	15	1
	11.3%	11.6%		15.7%		8.7%	7.7%		11.4%	12.1%	5.6%
Well above average	18	5	-	6	-	3	1	-	7	11	-
	7.8%	7.2%		8.6%		6.5%	7.7%		8.0%	8.9%	
Not Applicable	27	3	1	8	3	11	-	-	10	16	1
Summary Rate - Well above average/Somewhat above average	44	13	-	17	-	7	2	-	17	26	1
	19.1%	18.8%		24.3%		15.2%	15.4%		19.3%	21.0%	5.6%
									K	K	

Comparison Groups: BCDEFGH/IJK

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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Provider Satisfaction Survey (9123721)

5E. Availability of comparable drugs to substitute those not included in the formulary.

===== Preferred Method ===== Survey ===== ===== of Communication ===== Methodology =====											
Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet	
-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	
Total	304	92	10	93	8	60	15	-	103	180	21
Total Answering	226	70	8	67	3	45	11	-	89	119	18
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	47	18	1	17	2	4	2	-	5	40	2
Well below average	23	10	-	7	-	5	-	-	14	8	1
	10.2%	14.3%		10.4%		11.1%			15.7%	6.7%	5.6%
									J		
Somewhat below average	36	8	2	7	1	7	2	-	22	9	5
	15.9%	11.4%	25.0%	10.4%	33.3%	15.6%	18.2%		24.7%	7.6%	27.8%
									J		j
Average	124	39	5	38	2	26	7	-	36	77	11
	54.9%	55.7%	62.5%	56.7%	66.7%	57.8%	63.6%		40.4%	64.7%	61.1%
									I		
Somewhat above average	22	7	-	7	-	5	1	-	10	11	1
	9.7%	10.0%		10.4%		11.1%	9.1%		11.2%	9.2%	5.6%
Well above average	21	6	1	8	-	2	1	-	7	14	-
	9.3%	8.6%	12.5%	11.9%		4.4%	9.1%		7.9%	11.8%	
Not Applicable	31	4	1	9	3	11	2	-	9	21	1
Summary Rate - Well above average/Somewhat above average	43	13	1	15	-	7	2	-	17	25	1
	19.0%	18.6%	12.5%	22.4%		15.6%	18.2%		19.1%	21.0%	5.6%
									K	K	

Comparison Groups: BCDEFGH/IJK

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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Louisiana Healthcare Connections  
Provider Satisfaction Survey (9123721)

6A. Ease of reaching health plan call center staff over the phone.

	Preferred Method of Communication						Survey Methodology				
	Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	304	92	10	93	8	60	15	-	103	180	21
Total Answering	242	69	10	73	5	52	13	-	90	134	18
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	44	16	-	15	2	5	2	-	4	39	1
Well below average	15	7	-	1	-	5	-	-	11	3	1
	6.2%	10.1%		1.4%		9.6%			12.2%	2.2%	5.6%
		D				d			J		
Somewhat below average	18	7	1	4	1	4	1	-	7	8	3
	7.4%	10.1%	10.0%	5.5%	20.0%	7.7%	7.7%		7.8%	6.0%	16.7%
Average	123	33	5	38	3	22	12	-	38	74	11
	50.8%	47.8%	50.0%	52.1%	60.0%	42.3%	92.3%		42.2%	55.2%	61.1%
							BCDF			i	
Somewhat above average	46	10	1	19	1	9	-	-	24	19	3
	19.0%	14.5%	10.0%	26.0%	20.0%	17.3%			26.7%	14.2%	16.7%
				b					J		
Well above average	40	12	3	11	-	12	-	-	10	30	-
	16.5%	17.4%	30.0%	15.1%		23.1%			11.1%	22.4%	
									I		
Not Applicable	18	7	-	5	1	3	-	-	9	7	2
Summary Rate - Well above average/Somewhat above average	86	22	4	30	1	21	-	-	34	49	3
	35.5%	31.9%	40.0%	41.1%	20.0%	40.4%			37.8%	36.6%	16.7%
									K	K	

Comparison Groups: BCDEFGH/IJK

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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Louisiana Healthcare Connections  
Provider Satisfaction Survey (9123721)

6B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).

	Preferred Method of Communication						Survey Methodology				
	Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	304	92	10	93	8	60	15	-	103	180	21
Total Answering	245	71	9	75	4	55	12	-	94	131	20
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	46	18	-	15	2	5	2	-	4	41	1
Well below average	10	4	-	2	1	3	-	-	7	2	1
	4.1%	5.6%		2.7%	25.0%	5.5%			7.4% J	1.5%	5.0%
Somewhat below average	9	5	-	2	-	2	-	-	6	2	1
	3.7%	7.0%		2.7%		3.6%			6.4% j	1.5%	5.0%
Average	124	37	4	34	2	24	12	-	37	73	14
	50.6%	52.1%	44.4%	45.3%	50.0%	43.6%	100.0% BCDEF		39.4%	55.7% I	70.0% I
Somewhat above average	49	11	1	20	1	12	-	-	25	20	4
	20.0%	15.5%	11.1%	26.7% b	25.0%	21.8%			26.6% J	15.3%	20.0%
Well above average	53	14	4	17	-	14	-	-	19	34	-
	21.6%	19.7%	44.4%	22.7%		25.5%			20.2%	26.0%	
Not Applicable	13	3	1	3	2	-	1	-	5	8	-
Summary Rate - Well above average/Somewhat above average	102	25	5	37	1	26	-	-	44	54	4
	41.6%	35.2%	55.6%	49.3% b	25.0%	47.3%			46.8% K	41.2% K	20.0%

Comparison Groups: BCDEFGH/IJK

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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Provider Satisfaction Survey (9123721)

6C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.

	Preferred Method of Communication						Survey Methodology				
	Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	304	92	10	93	8	60	15	-	103	180	21
Total Answering	226	69	9	65	4	51	9	-	92	117	17
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	49	18	-	17	2	5	2	-	5	43	1
Well below average	9	4	-	-	-	3	-	-	9	-	-
	4.0%	5.8%				5.9%			9.8%		
Somewhat below average	22	7	1	6	2	5	1	-	10	8	4
	9.7%	10.1%	11.1%	9.2%	50.0%	9.8%	11.1%		10.9%	6.8%	23.5%
Average	123	38	5	33	1	28	7	-	44	69	10
	54.4%	55.1%	55.6%	50.8%	25.0%	54.9%	77.8%		47.8%	59.0%	58.8%
							dE				
Somewhat above average	40	8	-	17	1	9	1	-	21	17	2
	17.7%	11.6%		26.2%	25.0%	17.6%	11.1%		22.8%	14.5%	11.8%
				B							
Well above average	32	12	3	9	-	6	-	-	8	23	1
	14.2%	17.4%	33.3%	13.8%		11.8%			8.7%	19.7%	5.9%
									IK		
Not Applicable	29	5	1	11	2	4	4	-	6	20	3
Summary Rate - Well above average/Somewhat above average	72	20	3	26	1	15	1	-	29	40	3
	31.9%	29.0%	33.3%	40.0%	25.0%	29.4%	11.1%		31.5%	34.2%	17.6%
				G							

Comparison Groups: BCDEFGH/IJK

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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Provider Satisfaction Survey (9123721)

6D. Overall satisfaction with health plan's call center service.

===== Preferred Method ===== Survey ===== ===== of Communication ===== Methodology =====											
Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	
Total	304	92	10	93	8	60	15	-	103	180	21
Total Answering	244	69	10	73	6	54	13	-	92	134	18
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	47	17	-	16	2	5	2	-	5	41	1
Well below average	13	5	-	2	1	4	-	-	10	3	-
	5.3%	7.2%		2.7%	16.7%	7.4%			10.9%	2.2%	
									J		
Somewhat below average	16	4	-	4	-	4	2	-	7	7	2
	6.6%	5.8%		5.5%		7.4%	15.4%		7.6%	5.2%	11.1%
Average	127	36	7	36	5	25	9	-	43	71	13
	52.0%	52.2%	70.0%	49.3%	83.3%	46.3%	69.2%		46.7%	53.0%	72.2%
					bDF						Ij
Somewhat above average	46	9	-	19	-	11	2	-	18	26	2
	18.9%	13.0%		26.0%		20.4%	15.4%		19.6%	19.4%	11.1%
				B							
Well above average	42	15	3	12	-	10	-	-	14	27	1
	17.2%	21.7%	30.0%	16.4%		18.5%			15.2%	20.1%	5.6%
										K	
Not Applicable	13	6	-	4	-	1	-	-	6	5	2
Summary Rate - Well above average/Somewhat above average	88	24	3	31	-	21	2	-	32	53	3
	36.1%	34.8%	30.0%	42.5%		38.9%	15.4%		34.8%	39.6%	16.7%
		g		G		g			k	K	

Comparison Groups: BCDEFGH/IJK

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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Provider Satisfaction Survey (9123721)

7A. Do you have a Provider Relations Specialist from this health plan assigned to your practice?

	Preferred Method of Communication						Survey Methodology				
	Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	304	92	10	93	8	60	15	-	103	180	21
Total Answering	213	66	7	61	4	48	11	-	82	111	20
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	91	26	3	32	4	12	4	-	21	69	1
Yes	162	46	6	44	3	40	8	-	60	89	13
	76.1%	69.7%	85.7%	72.1%	75.0%	83.3%	72.7%		73.2%	80.2%	65.0%
						b					
No	51	20	1	17	1	8	3	-	22	22	7
	23.9%	30.3%	14.3%	27.9%	25.0%	16.7%	27.3%		26.8%	19.8%	35.0%
			f								
Summary Rate - Yes	162	46	6	44	3	40	8	-	60	89	13
	76.1%	69.7%	85.7%	72.1%	75.0%	83.3%	72.7%		73.2%	80.2%	65.0%
						b					

Comparison Groups: BCDEFGH/IJK

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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Provider Satisfaction Survey (9123721)

7B. Provider Relations representative's ability to answer questions and resolve problems.

===== Preferred Method ===== Survey ===== ===== of Communication ===== Methodology =====											
Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	
Total	162	46	6	44	3	40	8	-	60	89	13
Total Answering	152	42	6	40	3	38	8	-	56	84	12
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	3	1	-	1	-	1	-	-	2	1	-
Well below average	9	3	-	1	-	4	-	-	5	3	1
	5.9%	7.1%		2.5%		10.5%			8.9%	3.6%	8.3%
Somewhat below average	6	-	-	1	-	4	1	-	2	2	2
	3.9%			2.5%		10.5%	12.5%		3.6%	2.4%	16.7%
Average	49	18	3	10	1	8	5	-	13	31	5
	32.2%	42.9%	50.0%	25.0%	33.3%	21.1%	62.5%		23.2%	36.9%	41.7%
		dF					DF			i	
Somewhat above average	34	11	1	8	2	6	1	-	15	17	2
	22.4%	26.2%	16.7%	20.0%	66.7%	15.8%	12.5%		26.8%	20.2%	16.7%
					dfg						
Well above average	54	10	2	20	-	16	1	-	21	31	2
	35.5%	23.8%	33.3%	50.0%		42.1%	12.5%		37.5%	36.9%	16.7%
				BG		bG			k	k	
Not Applicable	7	3	-	3	-	1	-	-	2	4	1
Summary Rate - Well above average/Somewhat above average	88	21	3	28	2	22	2	-	36	48	4
	57.9%	50.0%	50.0%	70.0%	66.7%	57.9%	25.0%		64.3%	57.1%	33.3%
				bG		g			K		

Comparison Groups: BCDEFGH/IJK

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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Provider Satisfaction Survey (9123721)

## 7C. Quality of provider orientation process.

	Preferred Method of Communication						Survey Methodology				
	Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	304	92	10	93	8	60	15	-	103	180	21
Total Answering	192	56	8	51	3	45	11	-	71	104	17
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	67	21	1	25	3	9	2	-	18	48	1
Well below average	11	3	-	1	-	3	2	-	6	5	-
	5.7%	5.4%		2.0%		6.7%	18.2%		8.5%	4.8%	
Somewhat below average	12	1	-	3	-	8	-	-	5	3	4
	6.3%	1.8%		5.9%		17.8%			7.0%	2.9%	23.5%
						Bd					J
Average	83	29	5	18	1	14	7	-	26	49	8
	43.2%	51.8%	62.5%	35.3%	33.3%	31.1%	63.6%		36.6%	47.1%	47.1%
		dF	f				dF				
Somewhat above average	36	8	-	10	2	9	2	-	15	18	3
	18.8%	14.3%		19.6%	66.7%	20.0%	18.2%		21.1%	17.3%	17.6%
					bdf						
Well above average	50	15	3	19	-	11	-	-	19	29	2
	26.0%	26.8%	37.5%	37.3%		24.4%			26.8%	27.9%	11.8%
									k		
Not Applicable	45	15	1	17	2	6	2	-	14	28	3
Summary Rate - Well above average/Somewhat above average	86	23	3	29	2	20	2	-	34	47	5
	44.8%	41.1%	37.5%	56.9%	66.7%	44.4%	18.2%		47.9%	45.2%	29.4%
		g		bG		g					

Comparison Groups: BCDEFGH/IJK

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 &gt;=30)

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Louisiana Healthcare Connections  
Provider Satisfaction Survey (9123721)

7D. Quality of written communications, policy bulletins, and manuals.

	Preferred Method of Communication						Survey Methodology				
	Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	304	92	10	93	8	60	15	-	103	180	21
Total Answering	226	69	8	66	5	48	11	-	78	128	20
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	63	20	1	22	2	10	3	-	20	42	1
Well below average	9	5	-	1	-	3	-	-	7	2	-
	4.0%	7.2%		1.5%		6.3%			9.0%	1.6%	
		d							J		
Somewhat below average	13	2	-	1	-	5	3	-	8	3	2
	5.8%	2.9%		1.5%		10.4%	27.3%		10.3%	2.3%	10.0%
						d	bd		J		
Average	118	39	5	34	2	21	6	-	29	76	13
	52.2%	56.5%	62.5%	51.5%	40.0%	43.8%	54.5%		37.2%	59.4%	65.0%
									I	I	
Somewhat above average	32	8	-	9	2	7	2	-	12	17	3
	14.2%	11.6%		13.6%	40.0%	14.6%	18.2%		15.4%	13.3%	15.0%
Well above average	54	15	3	21	1	12	-	-	22	30	2
	23.9%	21.7%	37.5%	31.8%	20.0%	25.0%			28.2%	23.4%	10.0%
									K	k	
Not Applicable	15	3	1	5	1	2	1	-	5	10	-
Summary Rate - Well above average/Somewhat above average	86	23	3	30	3	19	2	-	34	47	5
	38.1%	33.3%	37.5%	45.5%	60.0%	39.6%	18.2%		43.6%	36.7%	25.0%
				G	g				k		

Comparison Groups: BCDEFGH/IJK

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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Louisiana Healthcare Connections  
Provider Satisfaction Survey (9123721)

8A. Would you recommend Louisiana Healthcare Connections to other physicians' practices?

	Preferred Method of Communication						Survey Methodology				
	Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	304	92	10	93	8	60	15	-	103	180	21
Total Answering	234	69	9	68	4	51	12	-	84	131	19
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	70	23	1	25	4	9	3	-	19	49	2
Yes	200	54	7	61	3	43	12	-	70	117	13
	85.5%	78.3%	77.8%	89.7% b	75.0%	84.3%	100.0% BDF		83.3%	89.3% k	68.4%
No	34	15	2	7	1	8	-	-	14	14	6
	14.5%	21.7% d	22.2%	10.3%	25.0%	15.7%			16.7%	10.7%	31.6% j
Summary Rate - Yes	200	54	7	61	3	43	12	-	70	117	13
	85.5%	78.3%	77.8%	89.7% b	75.0%	84.3%	100.0% BDF		83.3%	89.3% k	68.4%

Comparison Groups: BCDEFGH/IJK

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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Louisiana Healthcare Connections  
Provider Satisfaction Survey (9123721)

8B. Please rate your overall satisfaction with Louisiana Healthcare Connections.

	Preferred Method of Communication						Survey Methodology				
	Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	304	92	10	93	8	60	15	-	103	180	21
Total Answering	250	72	9	75	5	55	13	-	96	134	20
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	50	18	-	18	2	5	2	-	6	43	1
Completely dissatisfied	7	2	-	-	-	5	-	-	5	2	-
	2.8%	2.8%				9.1%			5.2%	1.5%	
Somewhat dissatisfied	30	10	1	10	1	6	1	-	11	13	6
	12.0%	13.9%	11.1%	13.3%	20.0%	10.9%	7.7%		11.5%	9.7%	30.0%
											ij
Neither dissatisfied nor satisfied	29	11	2	5	2	4	2	-	12	11	6
	11.6%	15.3%	22.2%	6.7%	40.0%	7.3%	15.4%		12.5%	8.2%	30.0%
		d									J
Somewhat satisfied	94	22	3	35	1	20	7	-	37	52	5
	37.6%	30.6%	33.3%	46.7%	20.0%	36.4%	53.8%		38.5%	38.8%	25.0%
				B							
Completely satisfied	90	27	3	25	1	20	3	-	31	56	3
	36.0%	37.5%	33.3%	33.3%	20.0%	36.4%	23.1%		32.3%	41.8%	15.0%
									k	K	
Does not apply	4	2	1	-	1	-	-	-	1	3	-
Summary Rate -	184	49	6	60	2	40	10	-	68	108	8
Completely satisfied/	73.6%	68.1%	66.7%	80.0%	40.0%	72.7%	76.9%		70.8%	80.6%	40.0%
Somewhat satisfied				be					K	iK	

Comparison Groups: BCDEFGH/IJK

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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Louisiana Healthcare Connections  
Provider Satisfaction Survey (9123721)

8C. Please rate your overall satisfaction with Amerigroup.

	Preferred Method of Communication						Survey Methodology				
	Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	304	92	10	93	8	60	15	-	103	180	21
Total Answering	223	64	7	68	5	49	12	-	87	117	19
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	56	20	1	19	2	7	2	-	6	49	1
Completely dissatisfied	13	5	-	3	-	3	1	-	7	4	2
	5.8%	7.8%		4.4%		6.1%	8.3%		8.0%	3.4%	10.5%
Somewhat dissatisfied	30	11	1	10	-	4	2	-	12	15	3
	13.5%	17.2%	14.3%	14.7%		8.2%	16.7%		13.8%	12.8%	15.8%
Neither dissatisfied nor satisfied	35	10	-	7	2	10	3	-	18	9	8
	15.7%	15.6%		10.3%	40.0%	20.4%	25.0%		20.7%	7.7%	42.1%
									J		IJ
Somewhat satisfied	96	25	3	28	1	24	5	-	37	55	4
	43.0%	39.1%	42.9%	41.2%	20.0%	49.0%	41.7%		42.5%	47.0%	21.1%
									K	K	
Completely satisfied	49	13	3	20	2	8	1	-	13	34	2
	22.0%	20.3%	42.9%	29.4%	40.0%	16.3%	8.3%		14.9%	29.1%	10.5%
			g	fG						IK	
Does not apply	25	8	2	6	1	4	1	-	10	14	1
Summary Rate - Completely satisfied/Somewhat satisfied	145	38	6	48	3	32	6	-	50	89	6
	65.0%	59.4%	85.7%	70.6%	60.0%	65.3%	50.0%		57.5%	76.1%	31.6%
			bg						K	IK	

Comparison Groups: BCDEFGH/IJK

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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Provider Satisfaction Survey (9123721)

8D. Please rate your overall satisfaction with Aetna Better Health of Louisiana.

	Preferred Method of Communication						Survey Methodology				
	Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	304	92	10	93	8	60	15	-	103	180	21
Total Answering	208	57	9	62	5	48	12	-	77	112	19
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	58	19	-	21	2	8	2	-	8	49	1
Completely dissatisfied	16	5	1	3	-	5	1	-	7	9	-
	7.7%	8.8%	11.1%	4.8%		10.4%	8.3%		9.1%	8.0%	
Somewhat dissatisfied	28	12	1	5	1	7	1	-	11	14	3
	13.5%	21.1%	11.1%	8.1%	20.0%	14.6%	8.3%		14.3%	12.5%	15.8%
		D									
Neither dissatisfied nor satisfied	50	15	2	11	2	10	5	-	24	16	10
	24.0%	26.3%	22.2%	17.7%	40.0%	20.8%	41.7%		31.2%	14.3%	52.6%
		J									IJ
Somewhat satisfied	73	18	2	24	-	19	4	-	26	43	4
	35.1%	31.6%	22.2%	38.7%		39.6%	33.3%		33.8%	38.4%	21.1%
		k									
Completely satisfied	41	7	3	19	2	7	1	-	9	30	2
	19.7%	12.3%	33.3%	30.6%	40.0%	14.6%	8.3%		11.7%	26.8%	10.5%
				BFG						IK	
Does not apply	38	16	1	10	1	4	1	-	18	19	1
Summary Rate - Completely satisfied/Somewhat satisfied	114	25	5	43	2	26	5	-	35	73	6
	54.8%	43.9%	55.6%	69.4%	40.0%	54.2%	41.7%		45.5%	65.2%	31.6%
				Bg						IK	

Comparison Groups: BCDEFGH/IJK

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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Louisiana Healthcare Connections  
Provider Satisfaction Survey (9123721)

8E. Please rate your overall satisfaction with AmeriHealth Caritas (formerly L.A. Care).

	Preferred Method of Communication						Survey Methodology				
	Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	304	92	10	93	8	60	15	-	103	180	21
Total Answering	224	65	7	68	5	49	12	-	82	122	20
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	57	19	-	22	2	7	2	-	7	49	1
Completely dissatisfied	12	3	-	2	-	4	1	-	7	4	1
	5.4%	4.6%		2.9%		8.2%	8.3%		8.5%	3.3%	5.0%
Somewhat dissatisfied	25	8	-	5	-	7	3	-	10	12	3
	11.2%	12.3%		7.4%		14.3%	25.0%		12.2%	9.8%	15.0%
Neither dissatisfied nor satisfied	40	11	1	12	2	7	3	-	17	15	8
	17.9%	16.9%	14.3%	17.6%	40.0%	14.3%	25.0%		20.7%	12.3%	40.0%
											J
Somewhat satisfied	92	30	2	30	1	19	3	-	35	50	7
	41.1%	46.2%	28.6%	44.1%	20.0%	38.8%	25.0%		42.7%	41.0%	35.0%
Completely satisfied	55	13	4	19	2	12	2	-	13	41	1
	24.6%	20.0%	57.1% bfg	27.9%	40.0%	24.5%	16.7%		15.9% k	33.6% IK	5.0%
Does not apply	23	8	3	3	1	4	1	-	14	9	-
Summary Rate - Completely satisfied/ Somewhat satisfied	147	43	6	49	3	31	5	-	48	91	8
	65.6%	66.2%	85.7% G	72.1% G	60.0%	63.3%	41.7%		58.5%	74.6% IK	40.0%

Comparison Groups: BCDEFGH/IJK

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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Louisiana Healthcare Connections  
Provider Satisfaction Survey (9123721)

8F. Please rate your overall satisfaction with United Healthcare Community Plan.

===== Preferred Method ===== Survey ===== ===== of Communication ===== Methodology =====											
Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	
Total	304	92	10	93	8	60	15	-	103	180	21
Total Answering	227	67	9	65	5	51	12	-	84	123	20
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	60	20	-	23	2	8	2	-	10	49	1
Completely dissatisfied	11	3	1	2	1	3	-	-	5	6	-
	4.8%	4.5%	11.1%	3.1%	20.0%	5.9%			6.0%	4.9%	
Somewhat dissatisfied	27	11	-	7	-	4	4	-	10	14	3
	11.9%	16.4%		10.8%		7.8%	33.3% f		11.9%	11.4%	15.0%
Neither dissatisfied nor satisfied	30	12	1	7	2	5	2	-	12	12	6
	13.2%	17.9%	11.1%	10.8%	40.0%	9.8%	16.7%		14.3%	9.8%	30.0% j
Somewhat satisfied	84	19	4	28	1	22	3	-	32	46	6
	37.0%	28.4%	44.4%	43.1% b	20.0%	43.1% b	25.0%		38.1%	37.4%	30.0%
Completely satisfied	75	22	3	21	1	17	3	-	25	45	5
	33.0%	32.8%	33.3%	32.3%	20.0%	33.3%	25.0%		29.8%	36.6%	25.0%
Does not apply	17	5	1	5	1	1	1	-	9	8	-
Summary Rate - Completely satisfied/ Somewhat satisfied	159	41	7	49	2	39	6	-	57	91	11
	70.0%	61.2%	77.8%	75.4% bg	40.0%	76.5% bg	50.0%		67.9%	74.0%	55.0%

Comparison Groups: BCDEFGH/IJK

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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Provider Satisfaction Survey (9123721)

3G. Extent to which UM staff share review criteria and reasons for adverse determinations.

	Preferred Method of Communication						Survey Methodology				
	Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	304	92	10	93	8	60	15	-	103	180	21
Total Answering	227	70	7	67	5	47	10	-	89	121	17
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	37	14	2	13	1	2	1	-	4	32	1
Well below average	15	7	1	-	-	6	-	-	11	2	2
	6.6%	10.0%	14.3%			12.8%			12.4%	1.7%	11.8%
									J		
Somewhat below average	19	5	1	6	-	3	1	-	10	6	3
	8.4%	7.1%	14.3%	9.0%		6.4%	10.0%		11.2%	5.0%	17.6%
Average	129	36	3	42	5	24	8	-	38	79	12
	56.8%	51.4%	42.9%	62.7%	100.0%	51.1%	80.0%		42.7%	65.3%	70.6%
					BCDF		BF			I	I
Somewhat above average	37	13	1	12	-	9	-	-	22	15	-
	16.3%	18.6%	14.3%	17.9%		19.1%			24.7%	12.4%	
									J		
Well above average	27	9	1	7	-	5	1	-	8	19	-
	11.9%	12.9%	14.3%	10.4%		10.6%	10.0%		9.0%	15.7%	
Not Applicable	40	8	1	13	2	11	4	-	10	27	3
Summary Rate - Well above average/Somewhat above average	64	22	2	19	-	14	1	-	30	34	-
	28.2%	31.4%	28.6%	28.4%		29.8%	10.0%		33.7%	28.1%	
		g		g		g					

Comparison Groups: BCDEFGH/IJK

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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Louisiana Healthcare Connections  
Provider Satisfaction Survey (9123721)

3H. Consistency of review decisions.

	Preferred Method of Communication						Survey Methodology				
	Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	304	92	10	93	8	60	15	-	103	180	21
Total Answering	228	72	7	66	3	49	11	-	89	120	19
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	38	13	2	12	2	4	1	-	4	33	1
Well below average	20	9	2	1	-	7	-	-	13	5	2
	8.8%	12.5%	28.6%	1.5%		14.3%			14.6%	4.2%	10.5%
		D				D			J		
Somewhat below average	17	7	-	6	-	2	-	-	7	6	4
	7.5%	9.7%		9.1%		4.1%			7.9%	5.0%	21.1%
										j	
Average	128	34	4	39	2	28	9	-	38	78	12
	56.1%	47.2%	57.1%	59.1%	66.7%	57.1%	81.8%		42.7%	65.0%	63.2%
							Bdf			I	i
Somewhat above average	36	13	-	13	1	8	-	-	19	16	1
	15.8%	18.1%		19.7%	33.3%	16.3%			21.3%	13.3%	5.3%
									K		
Well above average	27	9	1	7	-	4	2	-	12	15	-
	11.8%	12.5%	14.3%	10.6%		8.2%	18.2%		13.5%	12.5%	
Not Applicable	38	7	1	15	3	7	3	-	10	27	1
Summary Rate - Well above average/Somewhat above average	63	22	1	20	1	12	2	-	31	31	1
	27.6%	30.6%	14.3%	30.3%	33.3%	24.5%	18.2%		34.8%	25.8%	5.3%
									K	K	

Comparison Groups: BCDEFGH/IJK

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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Louisiana Healthcare Connections  
Provider Satisfaction Survey (9123721)

4D. The frequency of feedback/reports from specialists for patients in your care.

	Preferred Method of Communication						Survey Methodology				
	Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	304	92	10	93	8	60	15	-	103	180	21
Total Answering	231	69	10	69	3	48	13	-	89	125	17
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	38	15	-	12	2	4	1	-	5	32	1
Well below average	14	3	1	1	-	7	1	-	9	3	2
	6.1%	4.3%	10.0%	1.4%		14.6%	7.7%		10.1%	2.4%	11.8%
						bd			J		
Somewhat below average	18	4	1	5	-	6	1	-	8	7	3
	7.8%	5.8%	10.0%	7.2%		12.5%	7.7%		9.0%	5.6%	17.6%
Average	144	42	6	40	3	32	8	-	48	84	12
	62.3%	60.9%	60.0%	58.0%	100.0%	66.7%	61.5%		53.9%	67.2%	70.6%
					BCDFG				I		
Somewhat above average	27	10	1	11	-	1	1	-	14	13	-
	11.7%	14.5%	10.0%	15.9%		2.1%	7.7%		15.7%	10.4%	
		F		F							
Well above average	28	10	1	12	-	2	2	-	10	18	-
	12.1%	14.5%	10.0%	17.4%		4.2%	15.4%		11.2%	14.4%	
		F		F							
Not Applicable	35	8	-	12	3	8	1	-	9	23	3
Summary Rate - Well above average/Somewhat above average	55	20	2	23	-	3	3	-	24	31	-
	23.8%	29.0%	20.0%	33.3%		6.3%	23.1%		27.0%	24.8%	
		F		F							

Comparison Groups: BCDEFGH/IJK

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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Louisiana Healthcare Connections  
Provider Satisfaction Survey (9123721)

4E. The timeliness of feedback/reports from Behavioral Health Clinicians for patients in your care.

	Preferred Method of Communication						Survey Methodology				
	Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	304	92	10	93	8	60	15	-	103	180	21
Total Answering	212	62	8	65	3	47	10	-	81	116	15
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	36	14	-	12	2	3	1	-	5	30	1
Well below average	16	4	-	1	-	8	1	-	9	4	3
	7.5%	6.5%		1.5%		17.0%	10.0%		11.1%	3.4%	20.0%
						bD			J		
Somewhat below average	15	6	-	4	-	3	-	-	10	4	1
	7.1%	9.7%		6.2%		6.4%			12.3%	3.4%	6.7%
									J		
Average	134	37	7	41	3	30	8	-	41	83	10
	63.2%	59.7%	87.5%	63.1%	100.0%	63.8%	80.0%		50.6%	71.6%	66.7%
			Bdf		BDF				I		
Somewhat above average	30	8	-	13	-	5	-	-	13	16	1
	14.2%	12.9%		20.0%		10.6%			16.0%	13.8%	6.7%
Well above average	17	7	1	6	-	1	1	-	8	9	-
	8.0%	11.3%	12.5%	9.2%		2.1%	10.0%		9.9%	7.8%	
		F		f							
Not Applicable	56	16	2	16	3	10	4	-	17	34	5
Summary Rate - Well above average/Somewhat above average	47	15	1	19	-	6	1	-	21	25	1
	22.2%	24.2%	12.5%	29.2%		12.8%	10.0%		25.9%	21.6%	6.7%
				Fg					K	K	

Comparison Groups: BCDEFGH/IJK

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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Louisiana Healthcare Connections  
Provider Satisfaction Survey (9123721)

4F. The frequency of feedback/reports from Behavioral Health Clinicians for patients in your care.

	Preferred Method of Communication						Survey Methodology				
	Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	304	92	10	93	8	60	15	-	103	180	21
Total Answering	209	63	9	61	3	46	10	-	80	114	15
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	38	14	-	14	2	3	1	-	5	32	1
Well below average	17	4	-	2	-	8	1	-	9	5	3
	8.1%	6.3%		3.3%		17.4%	10.0%		11.3%	4.4%	20.0%
						bd			j		
Somewhat below average	15	4	1	5	-	3	-	-	10	5	-
	7.2%	6.3%	11.1%	8.2%		6.5%			12.5%	4.4%	
									j		
Average	127	38	7	34	3	30	8	-	40	76	11
	60.8%	60.3%	77.8%	55.7%	100.0%	65.2%	80.0%		50.0%	66.7%	73.3%
					BDF		d			I	i
Somewhat above average	31	10	-	12	-	4	-	-	13	17	1
	14.8%	15.9%		19.7%		8.7%			16.3%	14.9%	6.7%
				f							
Well above average	19	7	1	8	-	1	1	-	8	11	-
	9.1%	11.1%	11.1%	13.1%		2.2%	10.0%		10.0%	9.6%	
		F		F							
Not Applicable	57	15	1	18	3	11	4	-	18	34	5
Summary Rate - Well above average/Somewhat above average	50	17	1	20	-	5	1	-	21	28	1
	23.9%	27.0%	11.1%	32.8%		10.9%	10.0%		26.3%	24.6%	6.7%
		F		cFG					K	K	

Comparison Groups: BCDEFGH/IJK

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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Louisiana Healthcare Connections  
Provider Satisfaction Survey (9123721)

9B. Would you like Louisiana Healthcare Connections to follow-up with you regarding your above feedback? If so, your contact information will be forwarded to the health plan for further outreach.

	Preferred Method of Communication						Survey Methodology				
	Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	304	92	10	93	8	60	15	-	103	180	21
Total Answering	235	63	9	70	6	54	13	-	86	130	19
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	61	21	1	23	2	6	2	-	12	48	1
Yes	51	10	4	10	1	18	4	-	15	35	1
	21.7%	15.9%	44.4% bd	14.3%	16.7%	33.3% BD	30.8%		17.4% k	26.9% iK	5.3%
No	184	53	5	60	5	36	9	-	71	95	18
	78.3%	84.1% cF	55.6%	85.7% cF	83.3%	66.7%	69.2%		82.6% j	73.1%	94.7% iJ
N/A	8	8	-	-	-	-	-	-	5	2	1

Comparison Groups: BCDEFGH/IJK

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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770-978-3173

2017

Louisiana Healthcare Connections  
Provider Satisfaction Survey (9123721)

10A. Are you aware that Louisiana Healthcare Connections offers a language assistance/telephone interpreter service to you when caring for our members?

	Preferred Method of Communication						Survey Methodology				
	Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	304	92	10	93	8	60	15	-	103	180	21
Total Answering	252	73	10	72	6	55	13	-	96	136	20
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	52	19	-	21	2	5	2	-	7	44	1
Yes	189	54	8	54	3	41	10	-	66	108	15
	75.0%	74.0%	80.0%	75.0%	50.0%	74.5%	76.9%		68.8%	79.4%	75.0%
									i		
No	63	19	2	18	3	14	3	-	30	28	5
	25.0%	26.0%	20.0%	25.0%	50.0%	25.5%	23.1%		31.3%	20.6%	25.0%
									j		

Comparison Groups: BCDEFGH/IJK

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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2017

Louisiana Healthcare Connections  
Provider Satisfaction Survey (9123721)

10B. Have you used this service?

	Preferred Method of Communication						Survey Methodology				
	Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	189	54	8	54	3	41	10	-	66	108	15
Total Answering	182	52	7	53	3	39	9	-	65	102	15
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	7	2	1	1	-	2	1	-	1	6	-
Yes	23	7	-	3	-	9	-	-	7	14	2
	12.6%	13.5%		5.7%		23.1%			10.8%	13.7%	13.3%
						D					
No	159	45	7	50	3	30	9	-	58	88	13
	87.4%	86.5%	100.0%	94.3%	100.0%	76.9%	100.0%		89.2%	86.3%	86.7%
			BdF	F	BdF		BdF				

Comparison Groups: BCDEFGH/IJK

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

2017

Louisiana Healthcare Connections  
Provider Satisfaction Survey (9123721)

10C. How satisfied are you with the Louisiana Healthcare Connections' language assistance service?

	Preferred Method of Communication						Survey Methodology				
	Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	23	7	-	3	-	9	-	-	7	14	2
Total Answering	22	7	-	3	-	8	-	-	6	14	2
	100.0%	100.0%		100.0%		100.0%			100.0%	100.0%	100.0%
No Answer	1	-	-	-	-	1	-	-	1	-	-
Very satisfied	15	6	-	2	-	5	-	-	3	12	-
	68.2%	85.7%		66.7%		62.5%			50.0%	85.7%	
Somewhat satisfied	4	-	-	-	-	3	-	-	1	2	1
	18.2%					37.5%			16.7%	14.3%	50.0%
Neither satisfied nor dissatisfied	2	1	-	-	-	-	-	-	2	-	-
	9.1%	14.3%							33.3%		
Somewhat dissatisfied	1	-	-	1	-	-	-	-	-	-	1
	4.5%			33.3%							50.0%
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-
Not applicable	-	-	-	-	-	-	-	-	-	-	-
Summary Rate - Very satisfied/Somewhat satisfied	19	6	-	2	-	8	-	-	4	14	1
	86.4%	85.7%		66.7%		100.0%			66.7%	100.0%	50.0%

Comparison Groups: BCDEFGH/IJK

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

2017

Louisiana Healthcare Connections  
Provider Satisfaction Survey (9123721)

11A. How satisfied are you with the following: Information you received in the provider manual on cultural competency.

	Preferred Method of Communication						Survey Methodology				
	Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	304	92	10	93	8	60	15	-	103	180	21
Total Answering	156	43	5	46	4	36	10	-	46	94	16
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	75	24	1	27	2	11	2	-	23	51	1
Very satisfied	53	16	1	16	2	12	3	-	8	44	1
	34.0%	37.2%	20.0%	34.8%	50.0%	33.3%	30.0%		17.4%	46.8%	6.3%
										IK	
Somewhat satisfied	43	6	2	15	2	11	3	-	13	26	4
	27.6%	14.0%	40.0%	32.6%	50.0%	30.6%	30.0%		28.3%	27.7%	25.0%
				B		b					
Neither satisfied nor dissatisfied	48	17	2	13	-	10	3	-	18	20	10
	30.8%	39.5%	40.0%	28.3%		27.8%	30.0%		39.1%	21.3%	62.5%
									J		iJ
Somewhat dissatisfied	9	3	-	1	-	3	1	-	5	3	1
	5.8%	7.0%		2.2%		8.3%	10.0%		10.9%	3.2%	6.3%
Very dissatisfied	3	1	-	1	-	-	-	-	2	1	-
	1.9%	2.3%		2.2%					4.3%	1.1%	
Not applicable	73	25	4	20	2	13	3	-	34	35	4
Summary Rate - Very satisfied/Somewhat satisfied	96	22	3	31	4	23	6	-	21	70	5
	61.5%	51.2%	60.0%	67.4%	100.0%	63.9%	60.0%		45.7%	74.5%	31.3%
					BcDFG					IK	

Comparison Groups: BCDEFGH/IJK

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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2017

Louisiana Healthcare Connections  
Provider Satisfaction Survey (9123721)

11B. How satisfied are you with the following: Cultural Competency training materials and sessions.

===== Preferred Method ===== Survey ===== ===== of Communication ===== Methodology =====											
Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	
Total	304	92	10	93	8	60	15	-	103	180	21
Total Answering	157	45	4	48	3	38	9	-	44	96	17
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	79	26	1	27	2	12	2	-	25	53	1
Very satisfied	51	14	1	13	3	15	3	-	7	43	1
	32.5%	31.1%	25.0%	27.1%	100.0% BCDFG	39.5%	33.3%		15.9%	44.8% IK	5.9%
Somewhat satisfied	42	5	2	19	-	10	3	-	10	27	5
	26.8%	11.1%	50.0%	39.6% B		26.3% b	33.3%		22.7%	28.1%	29.4%
Neither satisfied nor dissatisfied	57	23	1	15	-	12	3	-	20	26	11
	36.3%	51.1% Df	25.0%	31.3%		31.6%	33.3%		45.5% J	27.1%	64.7% J
Somewhat dissatisfied	5	2	-	1	-	1	-	-	5	-	-
	3.2%	4.4%		2.1%		2.6%			11.4%		
Very dissatisfied	2	1	-	-	-	-	-	-	2	-	-
	1.3%	2.2%							4.5%		
Not applicable	68	21	5	18	3	10	4	-	34	31	3
Summary Rate - Very satisfied/Somewhat satisfied	93	19	3	32	3	25	6	-	17	70	6
	59.2%	42.2%	75.0%	66.7% B	100.0% BDFG	65.8% B	66.7%		38.6%	72.9% IK	35.3%

Comparison Groups: BCDEFGH/IJK

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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Louisiana Healthcare Connections  
Provider Satisfaction Survey (9123721)

11C. How satisfied are you with the following: Accessibility of state required behavioral health training.

	Preferred Method of Communication						Survey Methodology				
	Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	304	92	10	93	8	60	15	-	103	180	21
Total Answering	146	41	4	44	4	35	8	-	43	86	17
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	78	27	1	25	2	12	2	-	25	52	1
Very satisfied	44	11	-	13	3	13	2	-	6	35	3
	30.1%	26.8%		29.5%	75.0% BDg	37.1%	25.0%		14.0%	40.7% IK	17.6%
Somewhat satisfied	42	8	3	16	-	11	2	-	9	29	4
	28.8%	19.5%	75.0% Bdfg	36.4% b		31.4%	25.0%		20.9%	33.7%	23.5%
Neither satisfied nor dissatisfied	48	16	1	13	1	9	4	-	20	20	8
	32.9%	39.0%	25.0%	29.5%	25.0%	25.7%	50.0%		46.5% J	23.3%	47.1% j
Somewhat dissatisfied	10	5	-	2	-	2	-	-	6	2	2
	6.8%	12.2%		4.5%		5.7%			14.0% J	2.3%	11.8%
Very dissatisfied	2	1	-	-	-	-	-	-	2	-	-
	1.4%	2.4%							4.7%		
Not applicable	80	24	5	24	2	13	5	-	35	42	3
Summary Rate - Very satisfied/Somewhat satisfied	86	19	3	29	3	24	4	-	15	64	7
	58.9%	46.3%	75.0%	65.9% b	75.0%	68.6% B	50.0%		34.9%	74.4% IK	41.2%

Comparison Groups: BCDEFGH/IJK

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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Louisiana Healthcare Connections  
Provider Satisfaction Survey (9123721)

12A. Ability to provide services to Children with special healthcare needs.

	Preferred Method of Communication						Survey Methodology				
	Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	304	92	10	93	8	60	15	-	103	180	21
Total Answering	158	47	5	51	2	35	6	-	53	90	15
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	76	28	2	26	2	11	3	-	18	57	1
Excellent	29	11	-	9	1	6	1	-	6	22	1
	18.4%	23.4%		17.6%	50.0%	17.1%	16.7%		11.3%	24.4%	6.7%
										IK	
Very good	45	12	2	16	-	12	-	-	16	23	6
	28.5%	25.5%	40.0%	31.4%		34.3%			30.2%	25.6%	40.0%
Good	55	17	2	16	1	8	4	-	18	33	4
	34.8%	36.2%	40.0%	31.4%	50.0%	22.9%	66.7%		34.0%	36.7%	26.7%
							dF				
Fair	26	6	1	10	-	7	1	-	10	12	4
	16.5%	12.8%	20.0%	19.6%		20.0%	16.7%		18.9%	13.3%	26.7%
Poor	3	1	-	-	-	2	-	-	3	-	-
	1.9%	2.1%				5.7%			5.7%		
N/A	70	17	3	16	4	14	6	-	32	33	5
Summary Rate - Excellent/ Very good	74	23	2	25	1	18	1	-	22	45	7
	46.8%	48.9%	40.0%	49.0%	50.0%	51.4%	16.7%		41.5%	50.0%	46.7%
		g		g		G					

Comparison Groups: BCDEFGH/IJK

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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Louisiana Healthcare Connections  
Provider Satisfaction Survey (9123721)

12B. Ability to coordinate mental health services, inclusive of residential or inpatient, when needed.

	Preferred Method of Communication						Survey Methodology				
	Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	304	92	10	93	8	60	15	-	103	180	21
Total Answering	151	47	5	49	2	29	6	-	54	83	14
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	79	28	2	27	2	12	4	-	20	58	1
Excellent	14	5	-	4	1	2	1	-	2	11	1
	9.3%	10.6%		8.2%	50.0%	6.9%	16.7%		3.7%	13.3%	7.1%
										I	
Very good	31	10	-	9	1	8	-	-	11	17	3
	20.5%	21.3%		18.4%	50.0%	27.6%			20.4%	20.5%	21.4%
Good	65	18	4	23	-	11	3	-	22	39	4
	43.0%	38.3%	80.0%	46.9%		37.9%	50.0%		40.7%	47.0%	28.6%
			BdF								
Fair	28	8	1	9	-	5	2	-	12	12	4
	18.5%	17.0%	20.0%	18.4%		17.2%	33.3%		22.2%	14.5%	28.6%
Poor	13	6	-	4	-	3	-	-	7	4	2
	8.6%	12.8%		8.2%		10.3%			13.0%	4.8%	14.3%
N/A	74	17	3	17	4	19	5	-	29	39	6
Summary Rate - Excellent/ Very good	45	15	-	13	2	10	1	-	13	28	4
	29.8%	31.9%		26.5%	100.0%	34.5%	16.7%		24.1%	33.7%	28.6%
					BDFG						

Comparison Groups: BCDEFGH/IJK

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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2017

Louisiana Healthcare Connections  
Provider Satisfaction Survey (9123721)

12C. Ability to coordinate alcohol and/or substance abuse services, inclusive of residential or inpatient, when needed.

===== Preferred Method ===== Survey ===== ===== of Communication ===== Methodology =====											
Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	
Total	304	92	10	93	8	60	15	-	103	180	21
Total Answering	125	41	2	43	2	26	4	-	45	70	10
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	81	29	3	26	2	12	4	-	19	61	1
Excellent	17	6	-	7	1	2	1	-	4	12	1
	13.6%	14.6%		16.3%	50.0%	7.7%	25.0%		8.9%	17.1%	10.0%
Very good	25	7	-	6	1	9	-	-	8	16	1
	20.0%	17.1%		14.0%	50.0%	34.6%			17.8%	22.9%	10.0%
Good	49	13	2	19	-	10	2	-	17	29	3
	39.2%	31.7%	100.0%	44.2%		38.5%	50.0%		37.8%	41.4%	30.0%
			BDFG								
Fair	22	9	-	7	-	4	-	-	8	11	3
	17.6%	22.0%		16.3%		15.4%			17.8%	15.7%	30.0%
Poor	12	6	-	4	-	1	1	-	8	2	2
	9.6%	14.6%		9.3%		3.8%	25.0%		17.8%	2.9%	20.0%
								J			
N/A	98	22	5	24	4	22	7	-	39	49	10
Summary Rate - Excellent/ Very good	42	13	-	13	2	11	1	-	12	28	2
	33.6%	31.7%		30.2%	100.0%	42.3%	25.0%		26.7%	40.0%	20.0%
				BDFG							

Comparison Groups: BCDEFGH/IJK

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  
2017

Louisiana Healthcare Connections  
Provider Satisfaction Survey (9123721)

12D. Ability to coordinate rehabilitation services when needed.

	Preferred Method of Communication						Survey Methodology				
	Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	304	92	10	93	8	60	15	-	103	180	21
Total Answering	142	45	3	49	2	27	6	-	47	84	11
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	79	28	2	28	2	11	4	-	20	58	1
Excellent	15	6	-	6	1	1	1	-	4	10	1
	10.6%	13.3%		12.2%	50.0%	3.7%	16.7%		8.5%	11.9%	9.1%
Very good	33	9	1	9	1	8	1	-	9	23	1
	23.2%	20.0%	33.3%	18.4%	50.0%	29.6%	16.7%		19.1%	27.4%	9.1%
										k	
Good	57	15	2	23	-	12	2	-	16	38	3
	40.1%	33.3%	66.7%	46.9%		44.4%	33.3%		34.0%	45.2%	27.3%
Fair	26	10	-	8	-	5	1	-	9	12	5
	18.3%	22.2%		16.3%		18.5%	16.7%		19.1%	14.3%	45.5%
										J	
Poor	11	5	-	3	-	1	1	-	9	1	1
	7.7%	11.1%		6.1%		3.7%	16.7%		19.1%	1.2%	9.1%
									J		
N/A	83	19	5	16	4	22	5	-	36	38	9
Summary Rate - Excellent/ Very good	48	15	1	15	2	9	2	-	13	33	2
	33.8%	33.3%	33.3%	30.6%	100.0%	33.3%	33.3%		27.7%	39.3%	18.2%
					BCDFG					k	

Comparison Groups: BCDEFGH/IJK

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

2017

Louisiana Healthcare Connections  
Provider Satisfaction Survey (9123721)

## 13A. Timeliness.

	Preferred Method of Communication						Survey Methodology				
	Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	304	92	10	93	8	60	15	-	103	180	21
Total Answering	166	46	5	53	4	33	8	-	57	94	15
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	75	28	2	23	2	12	4	-	19	55	1
Very satisfied	37	14	1	12	1	6	3	-	5	30	2
	22.3%	30.4%	20.0%	22.6%	25.0%	18.2%	37.5%		8.8%	31.9%	13.3%
										Ik	
Somewhat satisfied	60	10	2	20	1	16	-	-	22	35	3
	36.1%	21.7%	40.0%	37.7%	25.0%	48.5%			38.6%	37.2%	20.0%
				b		B					
Neither satisfied nor dissatisfied	42	17	1	11	2	2	5	-	14	20	8
	25.3%	37.0%	20.0%	20.8%	50.0%	6.1%	62.5%		24.6%	21.3%	53.3%
		dF		F	f		cDF			IJ	
Somewhat dissatisfied	16	1	1	8	-	5	-	-	7	8	1
	9.6%	2.2%	20.0%	15.1%		15.2%			12.3%	8.5%	6.7%
				B		B					
Very dissatisfied	11	4	-	2	-	4	-	-	9	1	1
	6.6%	8.7%		3.8%		12.1%			15.8%	1.1%	6.7%
									J		
Not applicable	63	18	3	17	2	15	3	-	27	31	5
Summary Rate - Very satisfied/Somewhat satisfied	97	24	3	32	2	22	3	-	27	65	5
	58.4%	52.2%	60.0%	60.4%	50.0%	66.7%	37.5%		47.4%	69.1%	33.3%
										IK	

Comparison Groups: BCDEFGH/IJK

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 &gt;=30)

Presented by SPH Analytics

770-978-3173

2017

Louisiana Healthcare Connections  
Provider Satisfaction Survey (9123721)

## 13B. Accuracy.

===== Preferred Method ===== Survey ===== ===== of Communication ===== Methodology =====											
Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	
Total	304	92	10	93	8	60	15	-	103	180	21
Total Answering	164	49	4	52	4	31	8	-	54	95	15
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	80	28	2	25	2	15	4	-	20	57	3
Very satisfied	37	12	-	11	1	9	2	-	3	32	2
	22.6%	24.5%		21.2%	25.0%	29.0%	25.0%		5.6%	33.7%	13.3%
									IK		
Somewhat satisfied	63	14	3	21	2	14	-	-	24	37	2
	38.4%	28.6%	75.0%	40.4%	50.0%	45.2%			44.4%	38.9%	13.3%
			B						K	K	
Neither satisfied nor dissatisfied	43	18	-	12	1	2	6	-	13	20	10
	26.2%	36.7%		23.1%	25.0%	6.5%	75.0%		24.1%	21.1%	66.7%
		F		F			BDeF				IJ
Somewhat dissatisfied	10	1	1	6	-	2	-	-	6	3	1
	6.1%	2.0%	25.0%	11.5%		6.5%			11.1%	3.2%	6.7%
			b						j		
Very dissatisfied	11	4	-	2	-	4	-	-	8	3	-
	6.7%	8.2%		3.8%		12.9%			14.8%	3.2%	
									J		
Not applicable	60	15	4	16	2	14	3	-	29	28	3
Summary Rate - Very satisfied/Somewhat satisfied	100	26	3	32	3	23	2	-	27	69	4
	61.0%	53.1%	75.0%	61.5%	75.0%	74.2%	25.0%		50.0%	72.6%	26.7%
		g	g	G	g	BG			k	IK	

Comparison Groups: BCDEFGH/IJK

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 &gt;=30)

Presented by SPH Analytics

770-978-3173

2017

Louisiana Healthcare Connections  
Provider Satisfaction Survey (9123721)

13C. Sufficiency of information to coordinate care.

	Preferred Method of Communication						Survey Methodology				
	Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	304	92	10	93	8	60	15	-	103	180	21
Total Answering	168	50	3	53	4	34	8	-	54	98	16
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	77	27	2	24	2	14	4	-	19	56	2
Very satisfied	42	14	-	15	1	8	2	-	3	38	1
	25.0%	28.0%		28.3%	25.0%	23.5%	25.0%		5.6%	38.8%	6.3%
										IK	
Somewhat satisfied	56	12	3	18	2	15	-	-	18	33	5
	33.3%	24.0%	100.0%	34.0%	50.0%	44.1%			33.3%	33.7%	31.3%
			BDEF			b					
Neither satisfied nor dissatisfied	50	19	-	12	1	5	6	-	18	24	8
	29.8%	38.0%		22.6%	25.0%	14.7%	75.0%		33.3%	24.5%	50.0%
		dF					BDeF				j
Somewhat dissatisfied	11	2	-	5	-	4	-	-	7	2	2
	6.5%	4.0%		9.4%		11.8%			13.0%	2.0%	12.5%
									J		
Very dissatisfied	9	3	-	3	-	2	-	-	8	1	-
	5.4%	6.0%		5.7%		5.9%			14.8%	1.0%	
									J		
Not applicable	59	15	5	16	2	12	3	-	30	26	3
Summary Rate - Very satisfied/Somewhat satisfied	98	26	3	33	3	23	2	-	21	71	6
	58.3%	52.0%	100.0%	62.3%	75.0%	67.6%	25.0%		38.9%	72.4%	37.5%
			BDFG	G	g	G				IK	

Comparison Groups: BCDEFGH/IJK

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  
2017



## **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 Louisiana Healthcare Connections.

**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;' 'Very satisfied' or 'Somewhat satisfied;' 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 Louisiana Healthcare Connections. 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 and benchmark comparisons of Louisiana Healthcare Connections' 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 Louisiana Healthcare Connections in the example below is 3.27, 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.	Louisiana	3.27	3.16

### **Charts A.1 – A.13**

## Question Summaries

### Demographics

### Louisiana Healthcare Connections

### Provider Satisfaction Survey

304 Total Respondents

Survey Item	Valid n	Category Responses						
A. Please indicate your area of medicine. (Mark all that apply)	301	<u>Primary Care</u> 71.4%	<u>Specialty</u> 26.6%	<u>Behavioral Health Clinician</u> 23.9%				
B. How many physicians are in your practice?	295	<u>Solo</u> 53.2%	<u>2 - 5 physicians</u> 36.9%	<u>More than 5 physicians</u> 9.8%				
C. How many years have you been in this practice?	299	<u>Less than 5 years</u> 25.8%	<u>5 - 15 years</u> 39.8%	<u>16 years or more</u> 34.4%				
D. What portion of your managed care volume is represented by Louisiana Healthcare Connections?	271	<u>None</u> 1.8%	<u>10% or less</u> 18.8%	<u>11 - 20%</u> 25.5%	<u>21 - 30%</u> 24.7%	<u>31 - 50%</u> 17.3%	<u>51 - 75%</u> 9.2%	<u>76 - 100%</u> 2.6%
E. Please mark who is completing this survey. (Mark only one)	300	<u>Physician</u> 12.7%	<u>Behavioral Health Clinician</u> 7.7%	<u>Office Manager</u> 52.3%	<u>Nurse</u> 8.0%	<u>Other staff</u> 19.3%		
F. What is your preferred method of receiving communications from this health plan?	278	<u>Mail</u> 33.1%	<u>Telephone</u> 3.6%	<u>Fax</u> 33.5%	<u>Online portal</u> 2.9%	<u>E-mail</u> 21.6%	<u>In person from your Provider Representative</u> 5.4%	<u>Other</u> 0.0%
G. Please indicate the number of insurance companies with which you or your practice participates.	298	<u>3 or fewer</u> 3.4%	<u>4 to 7</u> 15.8%	<u>8 to 11</u> 17.4%	<u>12 to 15</u> 14.8%	<u>More than 15</u> 48.7%		

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

## Louisiana Healthcare Connections

### Provider Satisfaction Survey

#### 304 Total Respondents

This first question asks you to think about Louisiana Healthcare Connections 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 Louisiana Healthcare Connections compared to all other health plans you contract with?	294	16.3%	22.8%	50.7%	7.1%	3.1%	n = 7	39.1%	44.3%	34.9%	33.6%	3.42	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 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

## Louisiana Healthcare Connections

### Provider Satisfaction Survey

#### 304 Total Respondents

These questions ask about Finance Issues. Please rate Louisiana Healthcare Connections 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***
2A. Consistency of reimbursement fees with your contract rates.	253	16.6%	17.0%	48.6%	12.3%	5.5%	n = 27	33.6%	36.1%	32.6%	29.5%	3.27	3.16
2B. Accuracy of claims processing.	250	21.6%	18.0%	47.2%	8.8%	4.4%	n = 25	39.6%	41.6%	38.8%	33.7%	3.44	3.29
2C. Timeliness of claims processing.	247	21.9%	21.9%	44.9%	7.3%	4.0%	n = 24	43.7%	41.7%	37.6%	35.1%	3.50	3.34
2D. Resolution of claims payment problems or disputes.	230	19.1%	15.2%	48.3%	8.7%	8.7%	n = 40	34.3%	30.4%	31.8%	28.4%	3.27	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 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

## Louisiana Healthcare Connections

### Provider Satisfaction Survey

#### 304 Total Respondents

These questions ask about Utilization and Quality Management. Please rate Louisiana Healthcare Connections 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.	245	13.1%	18.4%	55.5%	7.8%	5.3%	n = 31	31.4%	30.1%	29.7%	29.9%	3.26	3.25
3B. Procedures for obtaining pre-certification/referral/authorization information.	261	13.8%	18.0%	46.7%	13.4%	8.0%	n = 21	31.8%	31.8%	27.5%	31.1%	3.16	3.20
3C. Timeliness of obtaining pre-certification/referral/authorization information.	260	12.7%	21.2%	45.8%	12.7%	7.7%	n = 21	33.8%	30.6%	30.3%	31.1%	3.18	3.21
3D. The health plan's facilitation/support of appropriate clinical care for patients.	249	14.5%	17.3%	56.2%	6.0%	6.0%	n = 25	31.7%	33.3%	27.1%	30.1%	3.28	3.27
3E. Access to Case/Care Managers from this health plan.	237	15.2%	15.2%	55.7%	7.2%	6.8%	n = 35	30.4%	30.6%	30.4%	29.2%	3.25	3.24
3F. Degree to which the plan covers and encourages preventive care and wellness.	241	21.6%	22.8%	46.1%	5.8%	3.7%	n = 30	44.4%	41.4%	38.5%	38.5%	3.53	3.43
3G. Extent to which UM staff share review criteria and reasons for adverse determinations.	227	11.9%	16.3%	56.8%	8.4%	6.6%	n = 40	28.2%	25.7%	28.2%	NA	3.19	NA
3H. Consistency of review decisions.	228	11.8%	15.8%	56.1%	7.5%	8.8%	n = 38	27.6%	28.3%	27.6%	NA	3.14	NA

\* 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 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

## Louisiana Healthcare Connections

### Provider Satisfaction Survey

#### 304 Total Respondents

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.	234	12.0%	11.1%	47.4%	16.7%	12.8%	n = 24	23.1%	32.4%	23.5%	25.4%	2.93	3.04
4B. The quality of specialists in this health plan's provider network.	235	12.8%	13.6%	55.7%	11.5%	6.4%	n = 28	26.4%	33.6%	28.7%	32.3%	3.15	3.30
4C. The timeliness of feedback/reports from specialists in this health plan's provider network.	220	11.4%	12.3%	61.8%	8.6%	5.9%	n = 42	23.6%	33.8%	23.5%	27.9%	3.15	3.24
4D. The frequency of feedback/reports from specialists for patients in your care.	231	12.1%	11.7%	62.3%	7.8%	6.1%	n = 35	23.8%	31.9%	25.4%	NA	3.16	NA
4E. The timeliness of feedback/reports from Behavioral Health Clinicians for patients in your care.	212	8.0%	14.2%	63.2%	7.1%	7.5%	n = 56	22.2%	25.0%	15.1%	NA	3.08	NA
4F. The frequency of feedback/reports from Behavioral Health Clinicians for patients in your care.	209	9.1%	14.8%	60.8%	7.2%	8.1%	n = 57	23.9%	26.5%	17.1%	NA	3.10	NA

\* 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 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

### Pharmacy

## Louisiana Healthcare Connections

### Provider Satisfaction Survey

#### 304 Total Respondents

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***
5A. Consistency of the formulary over time.	229	8.7%	14.0%	56.3%	12.7%	8.3%	n = 27	22.7%	22.1%	18.7%	21.0%	3.02	3.11
5B. Extent to which formulary reflects current standards of care.	226	10.6%	10.6%	58.8%	13.3%	6.6%	n = 31	21.2%	24.5%	18.0%	22.1%	3.05	3.11
5C. Variety of branded drugs on the formulary.	227	10.1%	9.3%	50.2%	22.0%	8.4%	n = 29	19.4%	17.4%	16.5%	18.2%	2.91	2.98
5D. Ease of prescribing your preferred medications within formulary guidelines.	230	7.8%	11.3%	54.3%	14.3%	12.2%	n = 27	19.1%	24.3%	17.9%	21.5%	2.88	3.05
5E. Availability of comparable drugs to substitute those not included in the formulary.	226	9.3%	9.7%	54.9%	15.9%	10.2%	n = 31	19.0%	18.6%	17.7%	19.1%	2.92	3.01

\* 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 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

### Health Plan Call Center Service Staff

### Louisiana Healthcare Connections

### Provider Satisfaction Survey

#### 304 Total Respondents

These questions ask about your experiences when calling Louisiana Healthcare Connections' call center. Please rate Louisiana Healthcare Connections 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***
6A. Ease of reaching health plan call center staff over the phone.	242	16.5%	19.0%	50.8%	7.4%	6.2%	n = 18	35.5%	43.3%	36.6%	35.1%	3.32	3.30
6B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	245	21.6%	20.0%	50.6%	3.7%	4.1%	n = 13	41.6%	51.0%	47.9%	41.5%	3.51	3.48
6C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.	226	14.2%	17.7%	54.4%	9.7%	4.0%	n = 29	31.9%	44.9%	37.0%	35.3%	3.28	3.34
6D. Overall satisfaction with health plan's call center service.	244	17.2%	18.9%	52.0%	6.6%	5.3%	n = 13	36.1%	44.4%	39.2%	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 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

## Louisiana Healthcare Connections

### Provider Satisfaction Survey

#### 304 Total Respondents

These questions ask about your experiences with Louisiana Healthcare Connections' Provider Relations department. Please rate Louisiana Healthcare Connections 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***
7A. Do you have a Provider Relations Specialist from this health plan assigned to your practice?	213	76.1%	23.9%					76.1%	72.3%	65.1%	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***
7B. Provider Relations representative's ability to answer questions and resolve problems.	152	35.5%	22.4%	32.2%	3.9%	5.9%	n = 7	57.9%	49.5%	50.0%	47.1%	3.78	3.52
7C. Quality of provider orientation process.	192	26.0%	18.8%	43.2%	6.3%	5.7%	n = 45	44.8%	34.4%	31.7%	28.0%	3.53	3.14
7D. Quality of written communications, policy bulletins, and manuals.	226	23.9%	14.2%	52.2%	5.8%	4.0%	n = 15	38.1%	41.4%	31.1%	31.7%	3.48	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 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

### Louisiana Healthcare Connections

### Provider Satisfaction Survey

#### 304 Total Respondents

These questions ask about your overall satisfaction with Louisiana Healthcare Connections. Additionally, please rate your satisfaction with the other plans listed and provide feedback on how Louisiana Healthcare Connections can improve.		Category Responses						Summary Rate Scores*				Mean Scores**	
Survey Item	Valid n	Yes	No					2017	2016	2015	Medicaid BoB***	2017	Medicaid BoB***
8A. Would you recommend Louisiana Healthcare Connections to other physicians' practices?	234	85.5%	14.5%					85.5%	85.3%	88.0%	80.9%	NA	NA
Survey Item	Valid n	Completely satisfied	Somewhat satisfied	Neither dissatisfied nor satisfied	Somewhat dissatisfied	Completely dissatisfied	Does not apply	2017	2016	2015	Medicaid BoB***	2017	Medicaid BoB***
8B. Please rate your overall satisfaction with Louisiana Healthcare Connections.	250	36.0%	37.6%	11.6%	12.0%	2.8%	n = 4	73.6%	77.5%	76.0%	64.6%	3.92	3.71
8C. Please rate your overall satisfaction with Amerigroup.	223	22.0%	43.0%	15.7%	13.5%	5.8%	n = 25	65.0%	59.9%	59.7%	NA	3.62	NA
8D. Please rate your overall satisfaction with Aetna Better Health of Louisiana.	208	19.7%	35.1%	24.0%	13.5%	7.7%	n = 38	54.8%	51.6%	57.7%	NA	3.46	NA
8E. Please rate your overall satisfaction with AmeriHealth Caritas (formerly L.A. Care).	224	24.6%	41.1%	17.9%	11.2%	5.4%	n = 23	65.6%	62.1%	62.4%	NA	3.68	NA
8F. Please rate your overall satisfaction with United Healthcare Community Plan.	227	33.0%	37.0%	13.2%	11.9%	4.8%	n = 17	70.0%	61.8%	58.0%	NA	3.81	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 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

### Comment Follow-Up

### Louisiana Healthcare Connections

### Provider Satisfaction Survey

304 Total Respondents

Survey Item	Valid n	Category Responses			Summary Rate Scores*				Mean Scores**	
		<u>Yes</u>	<u>No</u>	<u>N/A</u>	2017	2016	2015	Medicaid BoB***	2017	Medicaid BoB***
9B. Would you like Louisiana Healthcare Connections to follow-up with you regarding your above feedback? If so, your contact information will be forwarded to the health plan for further outreach.	235	21.7%	78.3%	n = 8	21.7%	20.0%	23.1%	NA	NA	NA

\* Summary Rate Scores represent the most favorable response options ("Yes").

\*\* Mean scores are the average of all responses.

\*\*\* B.o.B. represents the 2016 SPH 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

### Language Assistance Items

### Louisiana Healthcare Connections

### Provider Satisfaction Survey

304 Total Respondents

		Category Responses						Summary Rate Scores*		Mean Scores**	
Survey Item	Valid n	<u>Yes</u>	<u>No</u>					2017	Medicaid BoB	2017	Medicaid BoB
10A. Are you aware that Louisiana Healthcare Connections offers a language assistance/telephone interpreter service to you when caring for our members?	252	75.0%	25.0%					75.0%	NA	NA	NA
10B. Have you used this service?	182	12.6%	87.4%					12.6%	NA	NA	NA
Survey Item	Valid n	<u>Very satisfied</u>	<u>Somewhat satisfied</u>	<u>Neither satisfied nor dissatisfied</u>	<u>Somewhat dissatisfied</u>	<u>Very dissatisfied</u>	<u>Not applicable</u>	2017	Medicaid BoB	2017	Medicaid BoB
10C. How satisfied are you with the Louisiana Healthcare Connections' language assistance service?	22	68.2%	18.2%	9.1%	4.5%	0.0%	n = 0	86.4%	NA	4.50	NA

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

\*\* Mean scores are the average of all responses.

Note: Questions 10A-10C are new to the 2017 survey. Accordingly, trend data are not available.

## Question Summaries

### Cultural Competency

### Louisiana Healthcare Connections

### Provider Satisfaction Survey

304 Total Respondents

Survey Item	Valid n	Category Responses						Summary Rate Scores*		Mean Scores**	
		<u>Very satisfied</u>	<u>Somewhat satisfied</u>	<u>Neither satisfied nor dissatisfied</u>	<u>Somewhat dissatisfied</u>	<u>Very dissatisfied</u>	<u>Not applicable</u>	2017	Medicaid BoB	2017	Medicaid BoB
11A. How satisfied are you with the following: Information you received in the provider manual on cultural competency.	156	34.0%	27.6%	30.8%	5.8%	1.9%	n = 73	61.5%	NA	3.86	NA
11B. How satisfied are you with the following: Cultural Competency training materials and sessions.	157	32.5%	26.8%	36.3%	3.2%	1.3%	n = 68	59.2%	NA	3.86	NA
11C. How satisfied are you with the following: Accessibility of state required behavioral health training.	146	30.1%	28.8%	32.9%	6.8%	1.4%	n = 80	58.9%	NA	3.79	NA

\* Summary Rate Scores represent the most favorable response options ("Very satisfied" & "Somewhat satisfied").

\*\* Mean scores are the average of all responses.

Note: Questions 11A-11C are new to the 2017 survey. Accordingly, trend data are not available.

## Question Summaries

### Custom Questions

### Louisiana Healthcare Connections

### Provider Satisfaction Survey

#### 304 Total Respondents

Please rate Louisiana Healthcare Connections 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	Excellent	Very good	Good	Fair	Poor	N/A	2017	Medicaid BoB	2017	Medicaid BoB
12A. Ability to provide services to Children with special healthcare needs.	158	18.4%	28.5%	34.8%	16.5%	1.9%	n = 70	46.8%	NA	3.45	NA
12B. Ability to coordinate mental health services, inclusive of residential or inpatient, when needed.	151	9.3%	20.5%	43.0%	18.5%	8.6%	n = 74	29.8%	NA	3.03	NA
12C. Ability to coordinate alcohol and/or substance abuse services, inclusive of residential or inpatient, when needed.	125	13.6%	20.0%	39.2%	17.6%	9.6%	n = 98	33.6%	NA	3.10	NA
12D. Ability to coordinate rehabilitation services when needed.	142	10.6%	23.2%	40.1%	18.3%	7.7%	n = 83	33.8%	NA	3.11	NA

\* Summary Rate Scores represent the most favorable response options ("Very satisfied" & "Somewhat satisfied").

\*\* Mean scores are the average of all responses.

Note: Questions 12A-12D are new to the 2017 survey. Accordingly, trend data are not available.

## Question Summaries

### Custom Questions (Continued)

## Louisiana Healthcare Connections

### Provider Satisfaction Survey

#### 304 Total Respondents

Please rate Louisiana Healthcare Connections' coordination of behavioral health care services in the following domains.		Category Responses						Summary Rate Scores*		Mean Scores**	
Survey Item	Valid n	<u>Very satisfied</u>	<u>Somewhat satisfied</u>	<u>Neither satisfied nor dissatisfied</u>	<u>Somewhat dissatisfied</u>	<u>Very dissatisfied</u>	<u>Not applicable</u>	2017	Medicaid BoB	2017	Medicaid BoB
13A. Timeliness.	166	22.3%	36.1%	25.3%	9.6%	6.6%	n = 63	58.4%	NA	3.58	NA
13B. Accuracy.	164	22.6%	38.4%	26.2%	6.1%	6.7%	n = 60	61.0%	NA	3.64	NA
13C. Sufficiency of information to coordinate care.	168	25.0%	33.3%	29.8%	6.5%	5.4%	n = 59	58.3%	NA	3.66	NA

\* Summary Rate Scores represent the most favorable response options ("Very satisfied" & "Somewhat satisfied").

\*\* Mean scores are the average of all responses.

Note: Questions 13A-13C are new to the 2017 survey. Accordingly, trend data are not available.



# 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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