

Legend:

Individual blank cells indicate questions with extremely small base sizes (n<10).
 * Indicates data not sig tested due to small base size (n<30).
 ** Indicates small base size (n<50); interpret with caution.
 *** Indicates extremely small group base size (n<10); data not displayed (column will be blank).
 △▽ Indicates a significant difference at the 95% confidence level between 2017 national and health plan scores
 ▲▽ Indicates a significant difference at the 95% confidence level between 2015/2016 and 2017 scores.
 - Indicates questions without comparable trend data.

Overall Measures

Overall satisfaction with UnitedHealthcare Community Plan (Q5)
 Extent to which would like to see more UnitedHealthcare Community Plan patients in practice (Q17)
 Likelihood to renew contract (Q8)

Relationship with UHC

Helps me take care of my patients (Q10)
 Attentiveness to my overall needs (Q11)
 Helps me be successful in my role at my practice (Q12)

Cultural Competency Performance

Information in the provider manual on Cultural Competency (Q13)
 Cultural Competency training materials and sessions (Q14)
 Accessibility of state required behavioral health training (Q15)

Clinical Practice Consultant

Likelihood to recommend services and support provided by CPC (Q17)
 CPC's support on population health management quality and utilization goals (Q18)
 CPC's support on quality improvement goals measured by HEDIS or related metrics (Q19)

Customer Service

Assistance provided by toll free IVR (Q20)
 Assistance provided by Provider Service Call Center (Q21)
 Helpfulness of the Provider Administrative Guide/Manual (Q22)

Claims Processing

Timeliness of claims processing (Q23)
 Accuracy of claims processing (Q24)
 Timeliness of the claims appeals process (Q25)
 Communication of the determination of claims appeals (Q26)

Care Management (notification/prior authorization processes)

Ease of prior authorization process (excluding radiology services) (Q31)
 Timeliness of prior authorization process (excluding radiology services) (Q32)
 Ease of the notification/prior authorization process for radiology services (Q33)
 Timeliness of the notification/prior authorization process for radiology services (Q34)
 Ease of the pharmaceutical prior authorization process (Q35)
 Clinical appropriateness of utilization review decisions (Q36)
 Effectiveness of care management programs for members (Q37)
 Assistance provided by care management staff in facilitating treatment coordination (Q38)
 Availability of disease management and health education programs for your members (Q39)

Rating Abilities in Service Areas

Providing services to children with special health care needs (Q40)
 Coordinating mental health services (Q41)
 Coordinating alcohol and/or substance abuse services (Q42)
 Coordinating rehabilitation services (Q43)

Rating Behavior in Service Areas

Timeliness (Q44)
 Accuracy (Q45)
 Sufficiency of information to coordinate care (Q46)

Timeliness of Exchange of Information

Primary Care Physicians (Q47a)
 Specialists/Consulting Physicians (Q47b)
 Inpatient Hospitals (Q47c)
 Emergency Department/Urgent Care Centers (Q47d)
 Behavioral Health Practitioners (Q47e)

Usefulness of Exchange of Information

Primary Care Physicians (Q48a)
 Specialists/Consulting Physicians (Q48b)
 Inpatient Hospitals (Q48c)
 Emergency Departments/Urgent Care Centers (Q48d)
 Behavioral Health Practitioners (Q48e)

Credentialing Process

Ease of initiating the credentialing process (Q27)
 Ease of completing the credentialing process (Q28)

Specialty Network

Quality of specialists in the referral network (Q29)
 Availability of medical specialists to accommodate your referrals within a reasonable number of days (Q30)

Image

UHC Community Plan is trustworthy (Q49)
 UHC Community Plan is easy to do business with (Q50)
 Like UHC Community Plan as a company and feel good about doing business with them (Q51)
 UHC Community Plan demonstrates social responsibility in the community (Q52)
 UHC Community Plan is leading the insurance industry in simplifying health care (Q53)

UHC C&S National		UHC C&S Louisiana Health Plan			
2017	2017	2016	2015		
3328	212	243	111		
	△▽	Y1	△	Y2	△

40	37	-3	-2	40	39
47	41	-3	+3	44	38
75	76	+1	+5	75	71

42	40	+4	36	-	
38	37	+3	-5	34	42
39	40	+5	35	-	

45	45	-	-
44	44	-	-
43	43	-	-

63	72*	-	-
61	67*	-	-
63	67*	-	-

40	46	+9	+4	37	42
43	45	+6	+6	39	39
39	44	+7	-1	37	45

50	49	-3	-10	52	59
47	48	-3	-9	51	57
40	44	-1	-9	45	53
40	41	-1	-11	42	52

38	33	+0	+4	33	29
40	35	+1	+1	34	34
40	36	+4	-1	32	37
40	34	+3	-6	31	40
35	33	-2	+2	35	31
37	34	+1	+1	33	33
41	39	+5	+1	34	38
42	39	+6	+0	33	39
43	44	+7	+3	37	41

44	44	-	-
34	34	-	-
40	40	-	-
37	37	-	-

43	43	-	-
44	44	-	-
43	43	-	-

58	55	+9	+3	46	52
54	54	+12	+3	42	51
51	50	+9	-3	41	53
49	49	+9	+2	40	47
40	48	+12	+6	36	42

61	60	+9	+3	51	57
62	62	+8	+5	54	57
59	58	+9	+1	49	57
57	56	+9	-1	47	57
51	55	+8	-2	47	57

53	53	-1	+4	54	49
52	51	-2	+1	53	50

48	40	+1	-7	39	47
44	36	+1	-4	35	40

55	60	+7	+8	53	52
47	49	+8	+9	41	40
50	54	+12	+12	42	42
52	57	+11	+10	46	47
45	48	+9	+10	39	38

UHC C&S National		UHC C&S Louisiana Health Plan			
2017	2017	2016	2015		
3328	212	243	111		
	△▽	Y1	△	Y2	△

64	63	-2	+1	65	62
63	56	-1	+2	57	54
85	83	-2	-4	85	87

63	58	+2	56	-	
59	57	+1	-5	56	62
59	58	+6	52	-	

65	65	-	-
64	64	-	-
60	60	-	-

79	84*	-	-
77	79*	-	-
77	79*	-	-

63	66	+7	+6	59	60
66	65	+4	+5	61	60
60	64	+6	+9	58	55

73	72	+2	-8	70	80
69	68	+1	-12	67	80
63	62	+1	-11	61	73
62	62	+3	-12	59	74

62	59	+4	+11	55	48
64	61	+5	+12	56	49
64	58	+1	+5	57	53
64	58	+0	+4	58	54
58	57	+3	+7	54	50
59	57	+3	+12	54	45
64	60	+4	+6	56	54
64	62	+4	+8	58	54
65	65	+6	+2	59	63

64	64	-	-
52	52	-	-
56	56	-	-
55	55	-	-

60	60	-	-
58	58	-	-
61	61	-	-

79	△	69	+3	-3	66	72
78	72	+8	+1	64	71	
74	70	+8	-5	62	75	
73	68	+10	-6	58	74	
62	63	+7	+3	56	60	

82	75	+0	-3	75	78	
84	79	+2	-1	77	80	
81	75	+2	-5	73	80	
79	△	71	+0	-8	71	79
72	70	-1	-2	71	72	

72	74	+2	+3	72	71
72	72	+1	+3	71	69

72	△	63	+1	-1	62	64
67	60	+7	+0	53	60	

74	74	+3	+1	71	73
67	72	+13	+5	59	67
68	73	+10	+10	63	63
69	75	+9	+10	66	65
63	67	+12	+9	55	58