

2013 Provider Satisfaction Report



Louisiana Healthcare Connections

Project Number: 916007

Introduction

Your Account Executive is Steve Brightwell (770-978-3173 ext. 1353), and your Project Manager is Melisa Bradica (770-978-3173 ext. 1335). Should you have any questions or comments regarding any aspect of the survey or reporting process, please feel free to call either your Account Executive or Project Manager. You may also contact Joy Jones, Manager, Project Management, at 770-978-3173, ext. 1319.

NCQA Standard UM 11 (satisfaction with the Utilization Management Process) currently directs that at least annually, managed care organizations gather information regarding provider satisfaction with the UM process. The 2013 TMG Provider Satisfaction Survey supports this requirement.

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,' and 'Completely satisfied' or 'Somewhat satisfied') 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

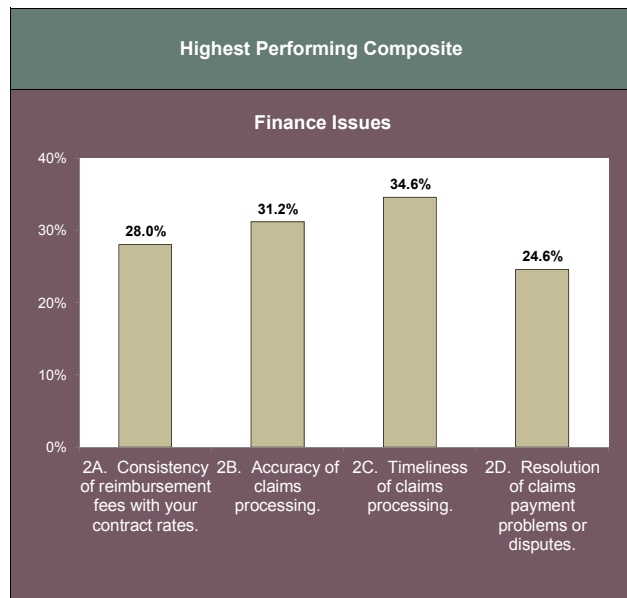
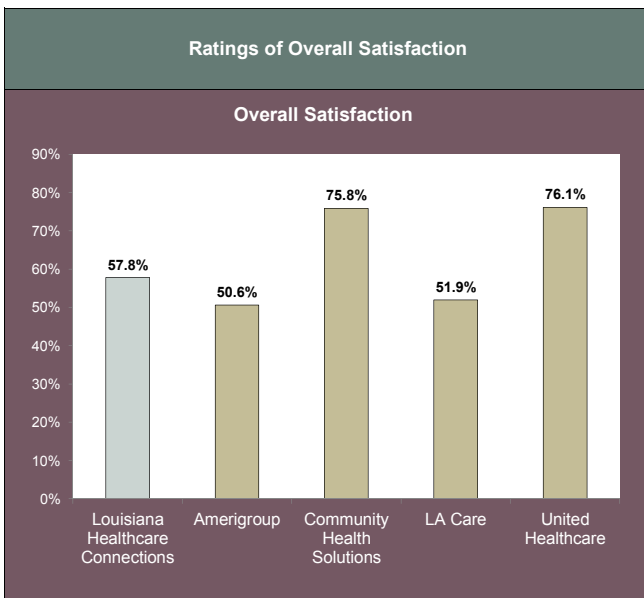
Chart 1 highlights key results from Louisiana Healthcare Connections' Provider Satisfaction Survey.

Chart 1

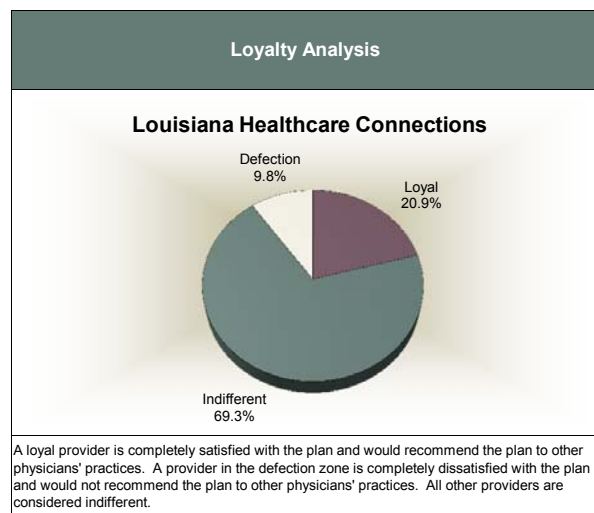
Provider Satisfaction Report Highlights

Louisiana Healthcare Connections

	Highest and Lowest Performing Questions		2013		2013 Mean Scores**		2012 TMG B.o.B.***	
			n*	SRS*	Louisiana	TMG B.o.B.	Medicaid	Aggregate
Summary Rate Scores	Highest Scoring Questions							
	8A. Would you recommend Louisiana Healthcare Connections to other physicians' practices?		166	72.3%	NA	NA	92.0%	91.9%
	8B. Please rate your overall satisfaction with Louisiana Healthcare Connections.		180	57.8%	3.41	4.14	78.0%	78.5%
	7B. Provider Relations representative's ability to answer questions and resolve problems.		99	35.4%	3.32	4.10	72.1%	68.8%
	Lowest Scoring Questions							
	5C. Variety of branded drugs on the formulary.		155	15.5%	2.65	3.36	35.4%	37.0%
	4F. The frequency of feedback/reports from Behavioral Health Clinicians for patients in your care.		109	14.7%	2.99	NA	NA	NA
	5A. Consistency of the formulary over time.		156	14.1%	2.81	3.43	37.1%	39.9%



Priority Matrix		
Composite Strength	Correlation****	Percentile
No composites are considered Strengths.		
Top Priority		
All Other Plans (Comparative Rating)	0.696	<10th
Finance Issues	0.599	<10th
Pharmacy	0.581	<10th
Utilization and Quality Management	0.580	<10th
Strength: Composite is highly correlated with overall satisfaction and ranks at or above the 75th percentile when compared to the TMG Book of Business benchmark.		
Top Priority: Composite is highly correlated with overall satisfaction and ranks below the 75th percentile when compared to the TMG 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. TMG B.o.B. is represented by the Medicaid Book of Business.

*** The Myers Group's 2012 Medicaid Book of Business benchmark consists of data from 4 plans representing 700 respondents, while the Aggregate Book of Business benchmark consists of data from 8 plans representing 1524 respondents in Primary Care, Specialty, and Behavioral Health areas of medicine.

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

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

Table of Contents

1.	EXECUTIVE SUMMARY	1-1
2.	METHODOLOGY	2-1
	SAMPLING METHODOLOGY	2-1
	RESPONSE RATE	2-1
	PROFILE OF SURVEY RESPONDENTS.....	2-3
	<i>Charts 2A – 2B.....</i>	2-3
3.	SUMMARY OF BENCHMARK COMPARISONS	3-1
	<i>Charts 3A – 3D.....</i>	3-2
4.	COMPOSITE ANALYSES	4-1
	<i>Charts 4A – 4H.....</i>	4-1
5.	GLOBAL PROPORTIONS.....	5-1
	<i>Charts 5A – 5C.....</i>	5-1
6.	SEGMENTATION ANALYSES.....	6-1
	<i>Charts 6A – 6H.....</i>	6-1
7.	CORRELATION ANALYSIS.....	7-1
	<i>Chart 7A</i>	7-1
8.	PRIORITY MATRIX.....	8-1
	<i>Chart 8A</i>	8-1
9.	LOYALTY ANALYSIS	9-1
	<i>Chart 9A</i>	9-1
10.	TECHNICAL NOTES	10-1
11.	LOUISIANA HEALTHCARE CONNECTIONS SURVEY TOOL	11-1
12.	COMMENTS	12-1
13.	BANNER TABLES.....	13-1
14.	GLOSSARY OF TERMS.....	14-1
15.	APPENDIX A: QUESTION SUMMARIES	15-1
	<i>Charts A.1 – A.9.....</i>	15-1

1. Executive Summary

The Myers Group (TMG), a National Committee for Quality Assurance (NCQA) Certified Survey Vendor, was selected by Louisiana Healthcare Connections to conduct its 2013 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.

TMG followed a two-wave mail and Internet¹ with phone follow-up survey methodology to administer the Provider Satisfaction Survey from August to October of 2013. A total of 217 surveys were completed (70 mail, 14 Internet, and 133 phone), yielding a response rate of 6.2% for the mail/Internet data component and 21.9% 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 2013 Summary Rates² for Louisiana Healthcare Connections' composites and key attributes.

Composites/Key Attributes	2013 Summary Rates	2012 TMG Medicaid BoB Summary Rates ³	*
Overall Satisfaction with Louisiana Healthcare Connections	57.8%	78.0%	↓
All Other Plans (Comparative Rating)	23.2%	56.3%	↓
Finance Issues	29.6%	49.9%	↓
Utilization and Quality Management	20.4%	50.8%	↓
Network/Coordination of Care	17.8%	51.8%	↓
Pharmacy	16.4%	36.3%	↓
Health Plan Call Center Service Staff	27.2%	60.1%	↓
Provider Relations	29.5%	53.2%	↓
Recommend to Other Physicians' Practices	72.3%	92.0%	↓

*↓↑ Indicates a significant difference when compared to the 2012 TMG Medicaid Book of Business.

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

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

³ The Myers Group's 2012 Medicaid Book of Business consists of data from 4 plans representing 700 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.
- 2012 TMG Medicaid Book of Business consists of data from 4 plans representing 700 respondents in Primary Care, Specialty, and Behavioral Health areas of medicine.
- 2012 TMG Aggregate Book of Business consists of data from 8 plans representing 1,524 respondents in Primary Care, Specialty, and Behavioral Health areas of medicine.

2013 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 TMG 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 TMG 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:

- Louisiana Healthcare Connections
- Amerigroup
- Community Health Solutions
- LA Care
- United Healthcare

There are two open-ended questions on the survey tool. The first open-ended question (F) allows respondents to provide an e-mail address if that is their preferred method of communication. The second open-ended question (9) allows respondents to comment on what Louisiana Healthcare Connections can do to improve its service to their organization.

2. Methodology

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

Survey Administration Tasks	Date
First questionnaire, including the web address to complete the survey online, is sent to each provider's office.	8/21/2013
Second questionnaire, including the web address to complete the survey online, is sent to each provider's office.	8/22/2013
Telephone calls by CATI (computer-assisted telephone interviews) are conducted for non-respondents.	9/23/2013
Data collection ends.	10/25/2013

Sampling Methodology

Centene provided TMG with a database consisting of 142,099 providers. Louisiana Healthcare Connections providers were eligible for inclusion in the sample based on plan code, specialty, and provider type criteria. TMG cleaned the database by removing duplicate providers from the database according to the provider's National Provider ID. A sample of 1,500 providers was pulled according to the stratification instructions given by Louisiana Healthcare Connections. A total of 70 mail, 14 Internet, and 133 phone surveys were completed.

Response Rate

Louisiana Healthcare Connections' sample size is 1,500. The Myers Group collected 217 surveys (70 mail, 14 Internet, and 133 phone) from the eligible provider population from August to October of 2013. After adjusting for ineligible members, your mail/Internet survey response rate is 6.2%, and your phone survey response rate is 21.9%. 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 152 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, 838 office managers were included in the database for the phone follow-up data collection component. From this sample of office managers, 133 surveys were completed. Phone surveys are

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

considered ineligible if they meet one of the disposition categories listed in the table below.

Survey Methodology	Ineligible Disposition	N
Mail/Internet Component	Bad Address with no forwarding information	151
	Deceased, Not Eligible	1
TOTAL MAIL/INTERNET INELIGIBLE SURVEYS		152

Survey Methodology	Ineligible Disposition	N
Phone Component	Deceased	2
	No Eligible Respondent	72
	Wrong Number	101
	Fax/Pager/Modem/Data Line	8
	Not in Service	0
	Disconnected	30
	Number Changed	19
	Cell Phone	0
TOTAL PHONE INELIGIBLE SURVEYS		232

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

$$\frac{70 \text{ (mail)} + 14 \text{ (Internet)}}{1,500 \text{ (sample)} - 152 \text{ (ineligible)}} = 6.2\%$$

Phone Component

$$\frac{133 \text{ (phone)}}{838 \text{ (sample)} - 232 \text{ (ineligible)}} = 21.9\%$$

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 percentage of respondents by demographic category and is compared to the 2012 TMG Medicaid Book of Business. This page also includes the overall satisfaction (8B) Summary Rate Score for both Louisiana Healthcare Connections and the 2012 TMG 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 – 2B

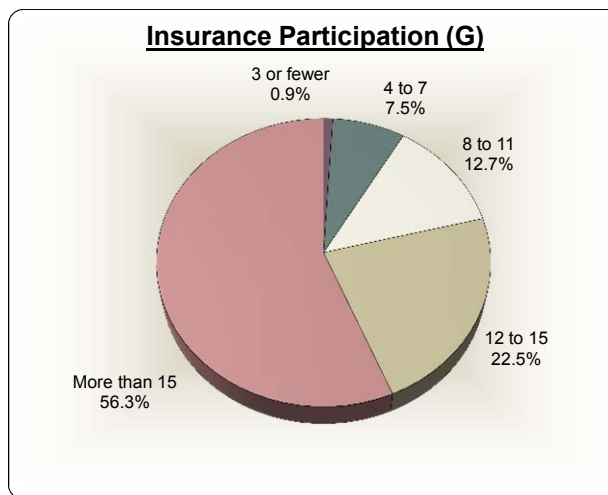
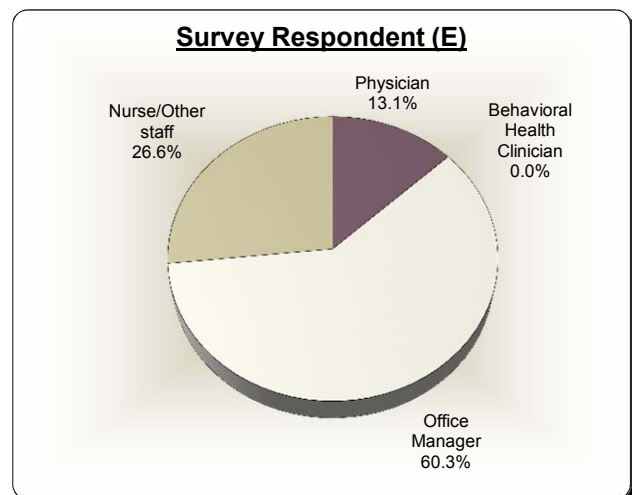
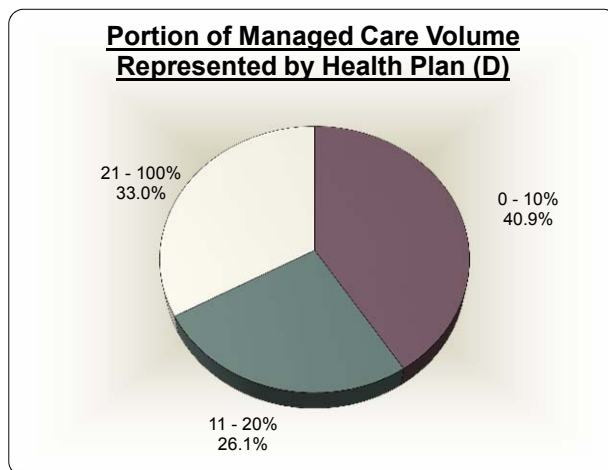
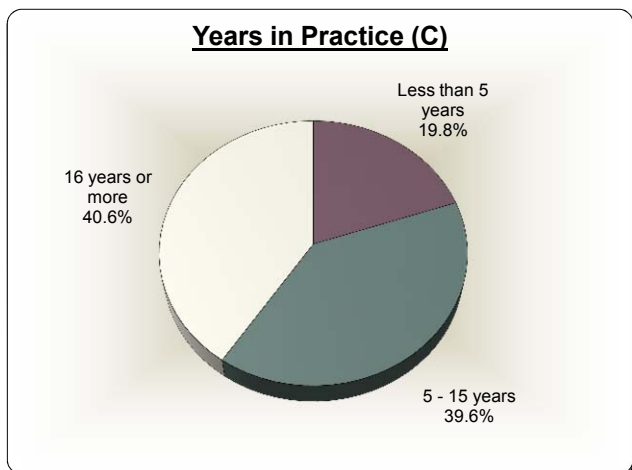
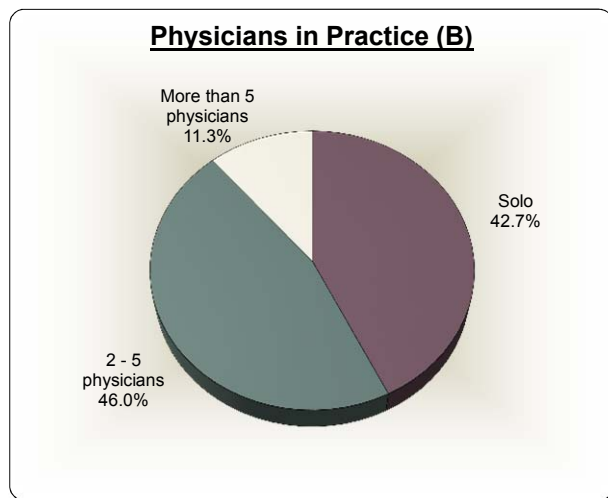
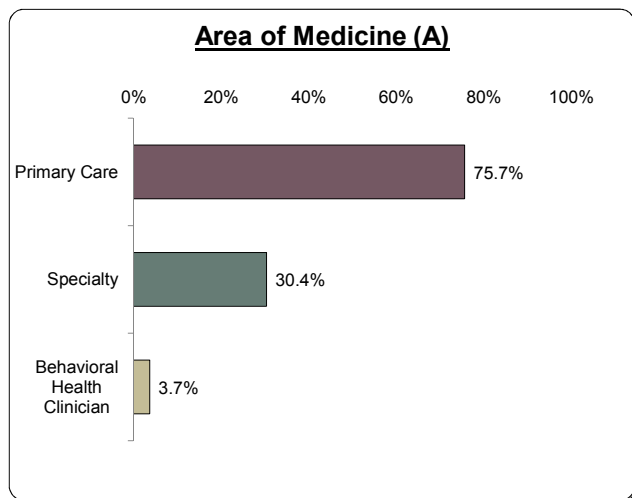
Profile of Survey Respondents

Survey Demographics

Louisiana Healthcare Connections

Provider Satisfaction Survey

217 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

Benchmark Comparisons

Louisiana Healthcare Connections

Provider Satisfaction Survey

217 Total Respondents

217 Total Respondents			Current				
Demographic		Category	2013	2012 TMG 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	75.7%	54.2%		61.5%	77.8%
			30.4%	38.7%	↑		
			3.7%	10.0%	↓		
					↓		
	Physicians in Practice (B)	Solo 2 - 5 physicians More than 5 physicians	42.7%	33.2%	↑	61.8%	79.9%
			46.0%	37.2%	↑		
			11.3%	29.5%	↓		
	Years in Practice (C)	Less than 5 years 5 - 15 years 16 years or more	19.8%	20.3%	↔	58.8%	70.9%
			39.6%	32.9%	↑		
			40.6%	46.8%	↔		
	Portion of Managed Care Volume Represented by Health Plan (D)	0 - 10% 11 - 20% 21 - 100%	40.9%	32.8%	↑	53.0%	69.5%
			26.1%	27.9%	↔		
			33.0%	39.3%	↔		
	Survey Respondent (E)	Physician Behavioral Health Clinician Office Manager Nurse/Other staff	13.1%	31.6%	↓	34.6%	73.4%
			NA	5.7%	NA		
			60.3%	38.4%	↑		
			26.6%	24.3%	↔		
	Insurance Participation (G)	3 or fewer 4 to 7 8 to 11 12 to 15 More than 15	0.9%	2.0%	—	50.0%	75.0%
			7.5%	9.7%	↔		
			12.7%	16.9%	↔		
22.5%			19.0%	↔			
56.3%			52.4%	↔			

* The Myers Group's 2012 Medicaid Book of Business (B.o.B.) consists of data from 4 plans representing 700 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 1: The sum of responses for Area of Medicine may be greater than 100% as respondents are able to choose multiple response options.

Note 2: There were no respondents who identified themselves as a Behavioral Health Clinician (E). As such, NA is displayed.

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 2012 TMG Medicaid and Aggregate Books of Business. Significant differences are highlighted.
<u>Page 3B</u>	<u>Benchmark Comparisons – Percentiles</u> Displays a comparison of Louisiana Healthcare Connections' Summary Rates to the Summary Rate Percentiles of the 2012 TMG Medicaid Book of Business Percentiles. Attributes at or above the 75 th percentile are shaded green, attributes at or above the 50 th percentile but below the 75 th percentile are shaded yellow, and attributes below the 25 th percentile are shaded red. Attributes at or above the 25 th percentile but below the 50 th percentile and those attributes without a comparable benchmark are not shaded.
<u>Page 3C</u>	<u>Benchmark Comparisons – Physician and Office Manager Respondents</u> The chart on page 3C 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 2012 TMG Medicaid Respondent-Level Benchmark. Significant differences are highlighted.
<u>Page 3D</u>	<u>Benchmark Comparisons – Primary Care and Specialty Respondents</u> The chart on page 3D 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 2012 TMG 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
2012 TMG Medicaid Book of Business	Contains data from all eligible Medicaid Provider Satisfaction pilot surveys for which TMG collected data. Calculated on the plan level.	<ul style="list-style-type: none"> • 4 plans
2012 TMG Medicaid Respondent-Level Benchmark	Contains data from all eligible Medicaid Provider Satisfaction pilot surveys for which TMG collected data. Calculated on the respondent level.	<ul style="list-style-type: none"> • 700 respondents
2012 TMG Aggregate Book of Business	Contains data from all eligible Aggregate Provider Satisfaction pilot surveys for which TMG collected data. Calculated on the plan level.	<ul style="list-style-type: none"> • 8 plans • 1,524 respondents

Charts 3A – 3D

Summary of Benchmark Comparisons

Composites and Attributes - Summary Rate Scores

Louisiana Healthcare Connections

Provider Satisfaction Survey

217 Total Respondents

Composites and Key Questions	Current		2012 TMG Book of Business Benchmarks**	
	2013		Medicaid	Aggregate
	Valid n	Summary Rate*		
Overall Satisfaction		57.8%	78.0%	78.5%
8A. Would you recommend Louisiana Healthcare Connections to other physicians' practices?	166	72.3%	92.0%	91.9%
8B. Please rate your overall satisfaction with Louisiana Healthcare Connections.	180	57.8%	78.0%	78.5%
8C. Please rate your overall satisfaction with Amerigroup.	156	50.6%	NA	NA
8D. Please rate your overall satisfaction with Community Health Solutions.	153	75.8%	NA	NA
8E. Please rate your overall satisfaction with LA Care.	154	51.9%	NA	NA
8F. Please rate your overall satisfaction with United Healthcare.	163	76.1%	NA	NA
All Other Plans (Comparative Rating)				
1A. How would you rate Louisiana Healthcare Connections compared to all other health plans you contract with?	207	23.2%	56.3%	56.1%
Finance Issues		29.6%	49.9%	52.4%
2A. Consistency of reimbursement fees with your contract rates.	189	28.0%	44.1%	48.1%
2B. Accuracy of claims processing.	186	31.2%	52.6%	57.7%
2C. Timeliness of claims processing.	188	34.6%	52.9%	53.6%
2D. Resolution of claims payment problems or disputes.	175	24.6%	50.1%	50.2%
Utilization and Quality Management		20.4%	50.8%	49.6%
3A. Access to knowledgeable UM staff.	178	20.8%	49.7%	48.2%
3B. Procedures for obtaining pre-certification/referral/authorization information.	182	19.8%	47.1%	47.4%
3C. Timeliness of obtaining pre-certification/referral/authorization information.	184	17.9%	49.6%	48.0%
3D. The health plan's facilitation/support of appropriate clinical care for patients.	176	18.8%	50.8%	49.6%
3E. Access to Case/Care Managers from this health plan.	166	18.1%	51.3%	49.3%
3F. Degree to which the plan covers and encourages preventive care and wellness.	177	27.1%	56.2%	55.0%
3G. Extent to which UM staff share review criteria and reasons for adverse determinations.	154	18.2%	NA	NA
3H. Consistency of review decisions.	156	17.9%	NA	NA
Network/Coordination of Care		17.8%	51.8%	52.0%
4A. The number of specialists in this health plan's provider network.	170	17.1%	50.9%	49.6%
4B. The quality of specialists in this health plan's provider network.	164	20.7%	57.4%	57.5%
4C. The timeliness of feedback/reports from specialists in this health plan's provider network.	159	15.7%	47.1%	49.0%
4D. The frequency of feedback/reports from specialists for patients in your care.	157	16.6%	NA	NA
4E. The timeliness of feedback/reports from Behavioral Health Clinicians for patients in your care.	118	16.1%	NA	NA
4F. The frequency of feedback/reports from Behavioral Health Clinicians for patients in your care.	109	14.7%	NA	NA
Pharmacy		16.4%	36.3%	38.3%
5A. Consistency of the formulary over time.	156	14.1%	37.1%	39.9%
5B. Extent to which formulary reflects current standards of care.	159	17.0%	38.5%	40.6%
5C. Variety of branded drugs on the formulary.	155	15.5%	35.4%	37.0%
5D. Ease of prescribing your preferred medications within formulary guidelines.	151	18.5%	36.5%	38.3%
5E. Availability of comparable drugs to substitute those not included in the formulary.	147	17.0%	34.0%	35.4%
Health Plan Call Center Service Staff		27.2%	60.1%	60.3%
6A. Ease of reaching health plan call center staff over the phone.	173	24.3%	59.0%	59.9%
6B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	177	31.6%	60.0%	61.1%
6C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.	163	22.7%	58.8%	58.4%
6D. Overall satisfaction with health plan's call center service.	175	30.3%	62.6%	61.6%
Provider Relations		29.5%	53.2%	51.0%
7A. Do you have a Provider Relations representative from this health plan assigned to your practice?	148	73.0%	46.2%	40.5%
7B. Provider Relations representative's ability to answer questions and resolve problems.	99	35.4%	72.1%	68.8%
7C. Quality of provider orientation process.	149	26.8%	43.4%	40.9%
7D. Quality of written communications, policy bulletins, and manuals.	164	26.2%	44.0%	43.4%

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

** The Myers Group's 2012 Medicaid Book of Business consists of data from 4 plans representing 700 respondents, while the Aggregate Book of Business consists of data from 8 plans representing 1524 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 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.

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


2012 TMG Medicaid Book of Business Percentiles

Louisiana Healthcare Connections


Provider Satisfaction Survey


217 Total Respondents

Composites and Key Questions	2013 Louisiana Summary Rate Score*	Percentile Ranking	2012 TMG B.o.B. Summary Rate**	2012 TMG Medicaid B.o.B. Percentiles			
				25th	50th	75th	90th
Overall Satisfaction	57.8%	<10th	78.0%	74.0%	77.6%	81.6%	82.7%
8A. Would you recommend Louisiana Healthcare Connections to other physicians' practices?	72.3%	<10th	92.0%	91.0%	91.4%	92.4%	93.9%
8B. Please rate your overall satisfaction with Louisiana Healthcare Connections.	57.8%	<10th	78.0%	74.0%	77.6%	81.6%	82.7%
8C. Please rate your overall satisfaction with Amerigroup.	50.6%	NA	NA	NA	NA	NA	NA
8D. Please rate your overall satisfaction with Community Health Solutions.	75.8%	NA	NA	NA	NA	NA	NA
8E. Please rate your overall satisfaction with LA Care.	51.9%	NA	NA	NA	NA	NA	NA
8F. Please rate your overall satisfaction with United Healthcare.	76.1%	NA	NA	NA	NA	NA	NA
All Other Plans (Comparative Rating)							
1A. How would you rate Louisiana Healthcare Connections compared to all other health plans you contract with?	23.2%	<10th	56.3%	50.0%	55.8%	62.1%	64.6%
Finance Issues	29.6%	<10th	49.9%	45.2%	53.4%	58.2%	60.4%
2A. Consistency of reimbursement fees with your contract rates.	28.0%	<10th	44.1%	39.1%	46.0%	51.0%	55.0%
2B. Accuracy of claims processing.	31.2%	<10th	52.6%	47.5%	57.4%	62.6%	63.0%
2C. Timeliness of claims processing.	34.6%	<10th	52.9%	48.9%	55.9%	59.8%	63.6%
2D. Resolution of claims payment problems or disputes.	24.6%	<10th	50.1%	45.2%	54.5%	59.3%	59.9%
Utilization and Quality Management	20.4%	<10th	50.8%	42.7%	50.2%	58.3%	60.5%
3A. Access to knowledgeable UM staff.	20.8%	<10th	49.7%	46.5%	48.8%	52.0%	56.4%
3B. Procedures for obtaining pre-certification/referral/authorization information.	19.8%	<10th	47.1%	39.5%	47.6%	55.2%	56.2%
3C. Timeliness of obtaining pre-certification/referral/authorization information.	17.9%	<10th	49.6%	41.0%	49.6%	58.3%	60.0%
3D. The health plan's facilitation/support of appropriate clinical care for patients.	18.8%	<10th	50.8%	43.4%	51.0%	58.4%	60.9%
3E. Access to Case/Care Managers from this health plan.	18.1%	<10th	51.3%	41.1%	51.7%	61.9%	62.9%
3F. Degree to which the plan covers and encourages preventive care and wellness.	27.1%	<10th	56.2%	47.8%	52.8%	61.3%	68.9%
3G. Extent to which UM staff share review criteria and reasons for adverse determinations.	18.2%	NA	NA	NA	NA	NA	NA
3H. Consistency of review decisions.	17.9%	NA	NA	NA	NA	NA	NA
Network/Coordination of Care	17.8%	<10th	51.8%	44.7%	53.1%	60.2%	62.7%
4A. The number of specialists in this health plan's provider network.	17.1%	<10th	50.9%	42.8%	49.8%	57.9%	61.0%
4B. The quality of specialists in this health plan's provider network.	20.7%	<10th	57.4%	49.6%	59.1%	66.8%	69.8%
4C. The timeliness of feedback/reports from specialists in this health plan's provider network.	15.7%	<10th	47.1%	41.7%	50.5%	55.9%	57.4%
4D. The frequency of feedback/reports from specialists for patients in your care.	16.6%	NA	NA	NA	NA	NA	NA
4E. The timeliness of feedback/reports from Behavioral Health Clinicians for patients in your care.	16.1%	NA	NA	NA	NA	NA	NA
4F. The frequency of feedback/reports from Behavioral Health Clinicians for patients in your care.	14.7%	NA	NA	NA	NA	NA	NA
Pharmacy	16.4%	<10th	36.3%	27.6%	36.2%	44.9%	47.2%
5A. Consistency of the formulary over time.	14.1%	<10th	37.1%	27.6%	36.4%	45.9%	47.9%
5B. Extent to which formulary reflects current standards of care.	17.0%	<10th	38.5%	29.6%	38.8%	47.7%	49.9%
5C. Variety of branded drugs on the formulary.	15.5%	<10th	35.4%	27.4%	36.2%	44.2%	45.1%
5D. Ease of prescribing your preferred medications within formulary guidelines.	18.5%	<10th	36.5%	28.1%	35.7%	44.0%	47.2%
5E. Availability of comparable drugs to substitute those not included in the formulary.	17.0%	<10th	34.0%	25.3%	33.9%	42.6%	45.7%
Health Plan Call Center Service Staff	27.2%	<10th	60.1%	57.2%	60.7%	63.6%	67.7%
6A. Ease of reaching health plan call center staff over the phone.	24.3%	<10th	59.0%	52.6%	57.9%	64.4%	69.2%
6B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	31.6%	<10th	60.0%	56.8%	60.7%	63.9%	66.6%
6C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.	22.7%	<10th	58.8%	56.4%	60.1%	62.6%	66.5%
6D. Overall satisfaction with health plan's call center service.	30.3%	<10th	62.6%	58.6%	64.0%	68.0%	70.5%
Provider Relations	29.5%	<10th	53.2%	51.2%	52.8%	54.8%	56.2%
7A. Do you have a Provider Relations representative from this health plan assigned to your practice?	73.0%	99th	46.2%	38.8%	44.2%	51.6%	57.4%
7B. Provider Relations representative's ability to answer questions and resolve problems.	35.4%	<10th	72.1%	66.4%	73.6%	79.3%	80.4%
7C. Quality of provider orientation process.	28.8%	<10th	43.4%	40.1%	44.0%	47.4%	51.4%
7D. Quality of written communications, policy bulletins, and manuals.	26.2%	<10th	44.0%	41.9%	45.5%	47.7%	47.8%

 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).

** The Myers Group's 2012 Medicaid Book of Business consists of data from 4 plans representing 700 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.

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

2012 TMG Medicaid Respondent-Level Benchmark

Survey Respondent (E)

Louisiana Healthcare Connections

Provider Satisfaction Survey

28 Total Physician Respondents

129 Total Office Manager Respondents

Composites and Key Questions	2013 Louisiana Summary Rate Score*		2013 Louisiana Physicians Only		2012 TMG Medicaid Respondent-Level Benchmark** (Physicians Only) SRS*	2013 Louisiana Office Managers Only		2012 TMG Medicaid Respondent-Level Benchmark** (Office Managers Only) SRS*
	Valid n	SRS*	Valid n	SRS*		Valid n	SRS*	
Overall Satisfaction		57.8%		34.6%	73.4%		64.2%	78.6%
8A. Would you recommend Louisiana Healthcare Connections to other physicians' practices?	166	72.3%	23	47.8%	86.3%	96	76.0%	92.3%
8B. Please rate your overall satisfaction with Louisiana Healthcare Connections.	180	57.8%	26	34.6%	73.4%	106	64.2%	78.6%
8C. Please rate your overall satisfaction with Amerigroup.	156	50.6%	23	21.7%	NA	89	56.2%	NA
8D. Please rate your overall satisfaction with Community Health Solutions.	153	75.8%	24	66.7%	NA	84	77.4%	NA
8E. Please rate your overall satisfaction with LA Care.	154	51.9%	21	33.3%	NA	86	55.8%	NA
8F. Please rate your overall satisfaction with United Healthcare.	163	76.1%	24	58.3%	NA	94	78.7%	NA
All Other Plans (Comparative Rating)								
1A. How would you rate Louisiana Healthcare Connections compared to all other health plans you contract with?	207	23.2%	27	11.1%	61.6%	122	26.2%	45.5%
Finance Issues		29.6%		18.9%	56.7%		29.6%	35.3%
2A. Consistency of reimbursement fees with your contract rates.	189	28.0%	24	16.7%	54.1%	110	29.1%	28.2%
2B. Accuracy of claims processing.	186	31.2%	24	16.7%	58.2%	109	32.1%	38.1%
2C. Timeliness of claims processing.	188	34.6%	24	25.0%	60.4%	110	34.5%	38.6%
2D. Resolution of claims payment problems or disputes.	175	24.6%	23	17.4%	54.2%	101	22.8%	36.4%
Utilization and Quality Management		20.4%		14.9%	59.0%		19.3%	40.0%
3A. Access to knowledgeable UM staff.	178	20.8%	24	16.7%	53.4%	106	18.9%	40.3%
3B. Procedures for obtaining pre-certification/referral/authorization information.	182	19.8%	23	17.4%	54.6%	108	17.6%	37.3%
3C. Timeliness of obtaining pre-certification/referral/authorization information.	184	17.9%	23	13.0%	57.2%	110	19.1%	40.3%
3D. The health plan's facilitation/support of appropriate clinical care for patients.	176	18.8%	25	12.0%	60.1%	100	19.0%	38.3%
3E. Access to Case/Care Managers from this health plan.	166	18.1%	23	8.7%	61.8%	95	18.9%	39.3%
3F. Degree to which the plan covers and encourages preventive care and wellness.	177	27.1%	23	21.7%	66.9%	102	22.5%	44.5%
3G. Extent to which UM staff share review criteria and reasons for adverse determinations.	154	18.2%	24	12.5%	NA	86	20.9%	NA
3H. Consistency of review decisions.	156	17.9%	23	17.4%	NA	87	16.1%	NA
Network/Coordination of Care		17.8%		29.6%	60.8%		13.8%	41.1%
4A. The number of specialists in this health plan's provider network.	170	17.1%	24	25.0%	60.7%	100	12.0%	37.0%
4B. The quality of specialists in this health plan's provider network.	164	20.7%	23	34.8%	66.1%	97	17.5%	45.2%
4C. The timeliness of feedback/reports from specialists in this health plan's provider network.	159	15.7%	24	29.2%	55.6%	92	12.0%	41.0%
4D. The frequency of feedback/reports from specialists for patients in your care.	157	16.6%	24	29.2%	NA	88	10.2%	NA
4E. The timeliness of feedback/reports from Behavioral Health Clinicians for patients in your care.	118	16.1%	17	35.3%	NA	65	9.2%	NA
4F. The frequency of feedback/reports from Behavioral Health Clinicians for patients in your care.	109	14.7%	17	35.3%	NA	58	5.2%	NA
Pharmacy		16.4%		26.2%	45.6%		12.0%	22.5%
5A. Consistency of the formulary over time.	156	14.1%	24	25.0%	48.7%	91	8.8%	22.9%
5B. Extent to which formulary reflects current standards of care.	159	17.0%	26	26.9%	48.3%	91	12.1%	24.4%
5C. Variety of branded drugs on the formulary.	155	15.5%	26	26.9%	42.2%	89	9.0%	21.5%
5D. Ease of prescribing your preferred medications within formulary guidelines.	151	18.5%	25	24.0%	46.3%	85	16.5%	22.8%
5E. Availability of comparable drugs to substitute those not included in the formulary.	147	17.0%	25	28.0%	42.4%	81	13.6%	20.9%
Health Plan Call Center Service Staff		27.2%		25.3%	57.1%		25.8%	61.3%
6A. Ease of reaching health plan call center staff over the phone.	173	24.3%	23	26.1%	58.4%	103	23.3%	61.1%
6B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	177	31.6%	24	29.2%	53.7%	105	30.5%	61.6%
6C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.	163	22.7%	24	20.8%	60.0%	97	20.6%	59.0%
6D. Overall satisfaction with health plan's call center service.	175	30.3%	24	25.0%	56.3%	104	28.8%	63.4%
Provider Relations		29.5%		31.3%	54.5%		29.9%	50.0%
7A. Do you have a Provider Relations representative from this health plan assigned to your practice?	148	73.0%	21	61.9%	40.9%	87	73.6%	51.8%
7B. Provider Relations representative's ability to answer questions and resolve problems.	99	35.4%	12	41.7%	71.7%	58	37.9%	72.4%
7C. Quality of provider orientation process.	149	26.8%	21	28.6%	45.3%	87	26.4%	37.0%
7D. Quality of written communications, policy bulletins, and manuals.	164	26.2%	21	23.8%	46.5%	95	25.3%	40.7%

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

** The 2012 TMG 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.

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

2012 TMG Medicaid Respondent-Level Benchmark

Area of Medicine (A)

Louisiana Healthcare Connections

Provider Satisfaction Survey

162 Total Primary Care Respondents
65 Total Specialty Respondents

Composites and Key Questions	2013 Louisiana Summary Rate Score*		2013 Louisiana Primary Care Only		2012 TMG Medicaid Respondent-Level Benchmark** (Primary Care Only) SRS*	2013 Louisiana Specialty Only		2012 TMG Medicaid Respondent-Level Benchmark** (Specialty Only) SRS*
	Valid n	SRS*	Valid n	SRS*		Valid n	SRS*	
Overall Satisfaction		57.8%		61.5%	77.2%		52.7%	73.0%
8A. Would you recommend Louisiana Healthcare Connections to other physicians' practices?	166	72.3%	124	72.6%	91.5%	48	77.1%	89.1%
8B. Please rate your overall satisfaction with Louisiana Healthcare Connections.	180	57.8%	135	61.5%	77.2%	55	52.7%	73.0%
8C. Please rate your overall satisfaction with Amerigroup.	156	50.6%	116	52.6%	NA	49	46.9%	NA
8D. Please rate your overall satisfaction with Community Health Solutions.	153	75.8%	118	78.0%	NA	47	74.5%	NA
8E. Please rate your overall satisfaction with LA Care.	154	51.9%	117	54.7%	NA	47	40.4%	NA
8F. Please rate your overall satisfaction with United Healthcare.	163	76.1%	121	76.9%	NA	51	72.5%	NA
All Other Plans (Comparative Rating)								
1A. How would you rate Louisiana Healthcare Connections compared to all other health plans you contract with?	207	23.2%	155	25.8%	56.8%	61	23.0%	45.3%
Finance Issues		29.6%		33.3%	42.6%		22.2%	43.6%
2A. Consistency of reimbursement fees with your contract rates.	189	28.0%	144	31.9%	38.7%	53	18.9%	36.1%
2B. Accuracy of claims processing.	186	31.2%	140	34.3%	44.5%	54	22.2%	48.3%
2C. Timeliness of claims processing.	188	34.6%	141	39.7%	44.6%	55	25.5%	48.5%
2D. Resolution of claims payment problems or disputes.	175	24.6%	129	27.1%	42.7%	54	22.2%	41.5%
Utilization and Quality Management		20.4%		20.4%	46.7%		21.0%	46.1%
3A. Access to knowledgeable UM staff.	178	20.8%	129	22.5%	45.6%	57	19.3%	43.3%
3B. Procedures for obtaining pre-certification/referral/authorization information.	182	19.8%	140	17.9%	39.9%	50	26.0%	44.1%
3C. Timeliness of obtaining pre-certification/referral/authorization information.	184	17.9%	143	14.7%	45.0%	49	28.6%	45.2%
3D. The health plan's facilitation/support of appropriate clinical care for patients.	176	18.8%	132	19.7%	46.5%	52	17.3%	47.1%
3E. Access to Case/Care Managers from this health plan.	166	18.1%	127	19.7%	47.1%	45	13.3%	47.4%
3F. Degree to which the plan covers and encourages preventive care and wellness.	177	27.1%	143	28.0%	56.3%	42	21.4%	49.7%
3G. Extent to which UM staff share review criteria and reasons for adverse determinations.	154	18.2%	121	19.8%	NA	39	17.9%	NA
3H. Consistency of review decisions.	156	17.9%	122	18.9%	NA	41	14.6%	NA
Network/Coordination of Care		17.8%		17.8%	51.6%		17.4%	47.6%
4A. The number of specialists in this health plan's provider network.	170	17.1%	136	16.9%	50.5%	42	16.7%	45.2%
4B. The quality of specialists in this health plan's provider network.	164	20.7%	132	20.5%	57.0%	40	22.5%	54.0%
4C. The timeliness of feedback/reports from specialists in this health plan's provider network.	159	15.7%	130	16.2%	47.4%	38	13.2%	43.8%
4D. The frequency of feedback/reports from specialists for patients in your care.	157	16.6%	130	16.2%	NA	36	16.7%	NA
4E. The timeliness of feedback/reports from Behavioral Health Clinicians for patients in your care.	118	16.1%	103	17.5%	NA	20	10.0%	NA
4F. The frequency of feedback/reports from Behavioral Health Clinicians for patients in your care.	109	14.7%	95	15.8%	NA	19	10.5%	NA
Pharmacy		16.4%		16.0%	33.5%		20.2%	32.3%
5A. Consistency of the formulary over time.	156	14.1%	119	14.3%	34.4%	44	18.2%	33.7%
5B. Extent to which formulary reflects current standards of care.	159	17.0%	122	15.6%	36.8%	44	22.7%	33.7%
5C. Variety of branded drugs on the formulary.	155	15.5%	121	14.9%	32.3%	41	17.1%	31.6%
5D. Ease of prescribing your preferred medications within formulary guidelines.	151	18.5%	118	18.6%	33.6%	41	22.0%	32.3%
5E. Availability of comparable drugs to substitute those not included in the formulary.	147	17.0%	116	16.4%	30.6%	38	21.1%	30.5%
Health Plan Call Center Service Staff		27.2%		27.8%	57.1%		27.0%	60.0%
6A. Ease of reaching health plan call center staff over the phone.	173	24.3%	131	25.2%	58.8%	51	23.5%	57.7%
6B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	177	31.6%	134	32.1%	57.4%	52	32.7%	61.1%
6C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.	163	22.7%	126	22.2%	54.5%	47	25.5%	60.9%
6D. Overall satisfaction with health plan's call center service.	175	30.3%	132	31.8%	57.6%	53	26.4%	60.5%
Provider Relations		29.5%		33.4%	52.2%		27.3%	51.7%
7A. Do you have a Provider Relations representative from this health plan assigned to your practice?	148	73.0%	113	76.1%	55.8%	43	62.8%	42.3%
7B. Provider Relations representative's ability to answer questions and resolve problems.	99	35.4%	80	40.0%	71.2%	24	37.5%	73.5%
7C. Quality of provider orientation process.	149	26.8%	113	30.1%	43.5%	43	20.9%	38.8%
7D. Quality of written communications, policy bulletins, and manuals.	164	26.2%	126	30.2%	41.9%	47	23.4%	42.9%

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

** The 2012 TMG 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.

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:

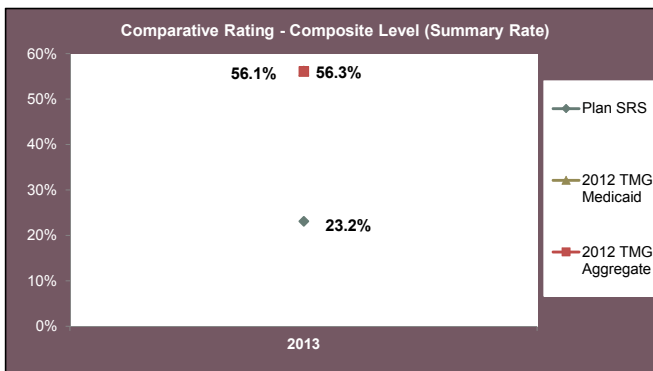
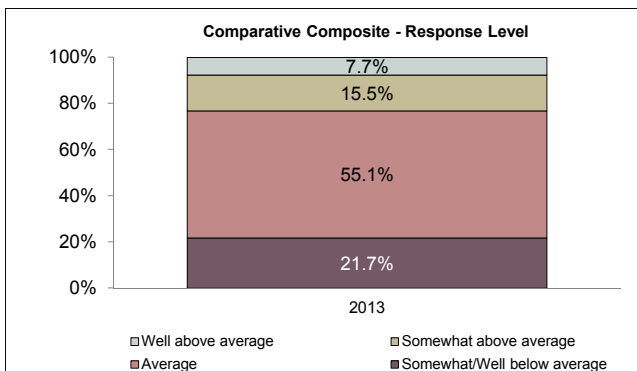
- ☑ Response Level Percentages – graphical display of composite responses. This graph provides a breakdown of the composite response distributions, namely, 'Well above average,' 'Somewhat above average,' 'Average,' and 'Somewhat/Well below average' for all composites except for overall satisfaction (8B), 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 the 2012 Medicaid and Aggregate benchmark Summary Rate Scores.
- ☑ Top Box Scores – displays the top response percentages. Top Box Scores and valid n's for 2013 are compared to the 2012 Medicaid and Aggregate benchmark Top Box Scores.
- ☑ Summary Rate Scores – displays the top two response percentages. Summary Rate Scores and valid n's for 2013 are compared to the 2012 Medicaid and Aggregate benchmark Summary Rate Scores.
- ☑ Summary Rate and Top Box Scores for 2013 are compared to the 2012 TMG Medicaid Book of Business percentile scores. Percentile threshold rankings are displayed for the average, 25th percentile, 50th percentile, 75th percentile, and 90th percentile. Plan scores are displayed as they emerge along the percentile continuum with an explanation of findings.

Charts 4A – 4H

Composite Analysis

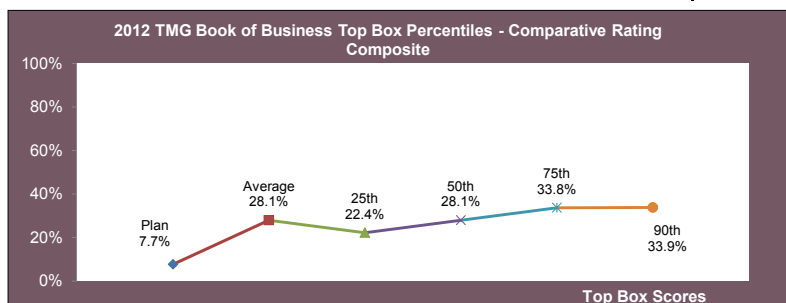
Comparative Rating - Top Box and Summary Rate Scores

207 Total Comparative Rating Respondents

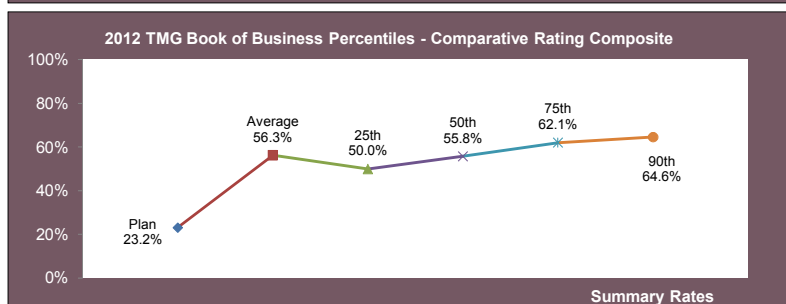


Top Box Score*	Attribute	2013		2012 TMG Book of Business**	
		n	Top Box Score*	Medicaid	Aggregate
	Comparative Rating				
	1A. How would you rate Louisiana Healthcare Connections compared to all other health plans you contract with?	207	7.7%	28.1%	27.6%

Summary Rate Score*	Attribute	2013		2012 TMG Book of Business**	
		n	SRS*	Medicaid	Aggregate
	Comparative Rating				
	1A. How would you rate Louisiana Healthcare Connections compared to all other health plans you contract with?	207	23.2%	56.3%	56.1%



Your 2013 Top Box Summary Rate for the Comparative Rating composite is 7.7%, which is significantly below TMG's 2012 Medicaid Book of Business Top Box Summary Rate Score of 28.1%.



Your 2013 Summary Rate for the Comparative Rating composite is 23.2%, which is significantly below TMG's 2012 Medicaid Book of Business Summary Rate Score of 56.3%.

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

** The Myers Group's 2012 Medicaid Book of Business consists of data from 4 plans representing 700 respondents, while the Aggregate Book of Business consists of data from 8 plans representing 1524 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 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.

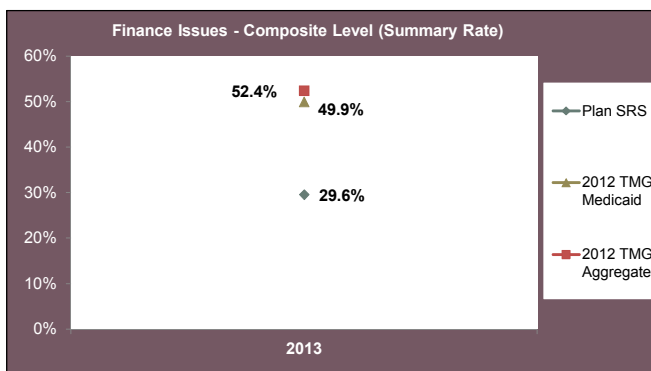
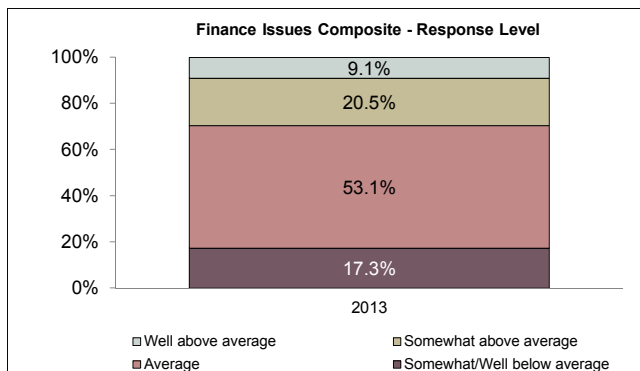
Composite Analysis

Finance Issues - Top Box and Summary Rate Scores

189 Total Finance Issues Respondents

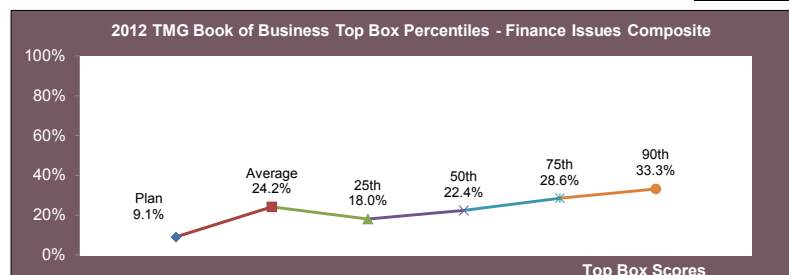
Louisiana Healthcare Connections

Provider Satisfaction Survey

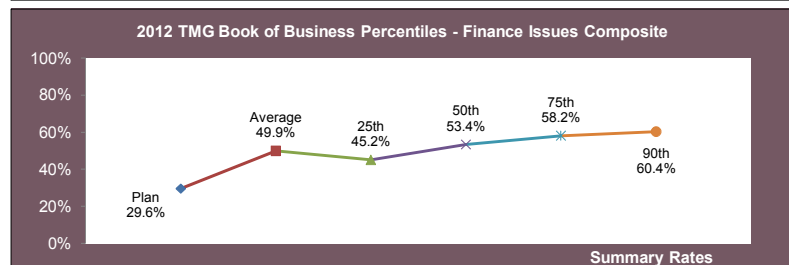


Top Box Scores*	Composite and Attributes		2013		2012 TMG Book of Business**	
			n	Top Box Score*	Medicaid	Aggregate
	Finance Issues			9.1%	24.2%	26.0%
2A. Consistency of reimbursement fees with your contract rates.			189	9.5%	21.9%	25.0%
2B. Accuracy of claims processing.			186	9.1%	24.8%	26.7%
2C. Timeliness of claims processing.			188	9.6%	24.3%	26.5%
2D. Resolution of claims payment problems or disputes.			175	8.0%	25.8%	25.8%

Summary Rate Scores*	Composite and Attributes		2013		2012 TMG Book of Business**	
			n	SRS*	Medicaid	Aggregate
	Finance Issues			29.6%	49.9%	52.4%
2A. Consistency of reimbursement fees with your contract rates.			189	28.0%	44.1%	48.1%
2B. Accuracy of claims processing.			186	31.2%	52.6%	57.7%
2C. Timeliness of claims processing.			188	34.6%	52.9%	53.6%
2D. Resolution of claims payment problems or disputes.			175	24.6%	50.1%	50.2%



Your 2013 Top Box Summary Rate for the Finance Issues composite is 9.1%, which is significantly below TMG's 2012 Medicaid Book of Business Top Box Summary Rate Score of 24.2%.



Your 2013 Summary Rate for the Finance Issues composite is 29.6%, which is significantly below TMG's 2012 Medicaid Book of Business Summary Rate Score of 49.9%.

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

** The Myers Group's 2012 Medicaid Book of Business consists of data from 4 plans representing 700 respondents, while the Aggregate Book of Business consists of data from 8 plans representing 1524 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 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.

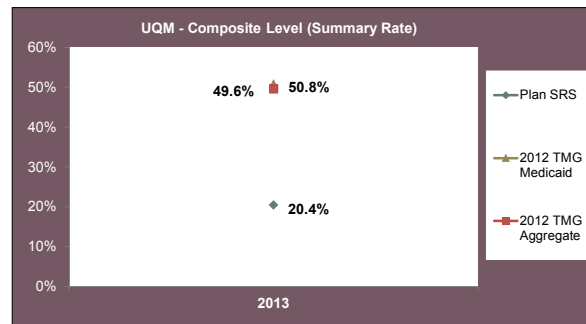
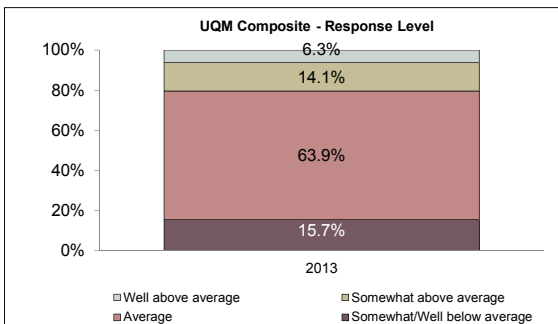
Composite Analysis

Utilization and Quality Management - Top Box and Summary Rate Scores

Louisiana Healthcare Connections

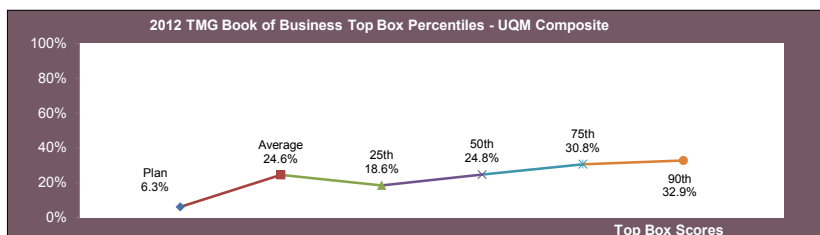
Provider Satisfaction Survey

184 Total Utilization and Quality Management Respondents

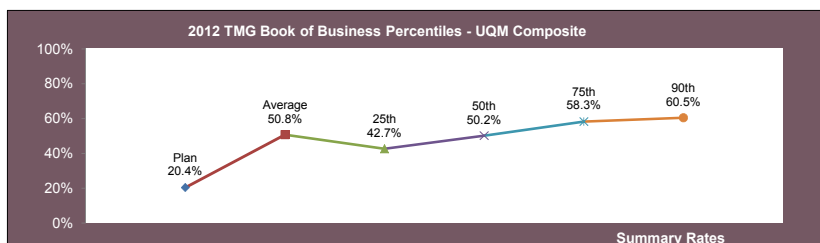


	Composite and Attributes		2013		2012 TMG Book of Business**	
			n	Top Box Score*	Medicaid	Aggregate
Top Box Scores*	Utilization and Quality Management			6.3%	24.6%	23.9%
	3A. Access to knowledgeable UM staff.		178	5.6%	24.5%	23.5%
	3B. Procedures for obtaining pre-certification/referral/authorization information.		182	7.1%	22.6%	22.2%
	3C. Timeliness of obtaining pre-certification/referral/authorization information.		184	4.9%	23.7%	22.9%
	3D. The health plan's facilitation/support of appropriate clinical care for patients.		176	5.7%	24.9%	24.5%
	3E. Access to Case/Care Managers from this health plan.		166	3.6%	23.1%	23.1%
	3F. Degree to which the plan covers and encourages preventive care and wellness.		177	10.7%	28.7%	27.1%
	3G. Extent to which UM staff share review criteria and reasons for adverse determinations.		154	5.2%	NA	NA
	3H. Consistency of review decisions.		156	5.1%	NA	NA

	Composite and Attributes		2013		2012 TMG Book of Business**	
			n	SRS*	Medicaid	Aggregate
Summary Rate Scores*	Utilization and Quality Management			20.4%	50.8%	49.6%
	3A. Access to knowledgeable UM staff.		178	20.8%	49.7%	48.2%
	3B. Procedures for obtaining pre-certification/referral/authorization information.		182	19.8%	47.1%	47.4%
	3C. Timeliness of obtaining pre-certification/referral/authorization information.		184	17.9%	49.6%	48.0%
	3D. The health plan's facilitation/support of appropriate clinical care for patients.		176	18.8%	50.8%	49.6%
	3E. Access to Case/Care Managers from this health plan.		166	18.1%	51.3%	49.3%
	3F. Degree to which the plan covers and encourages preventive care and wellness.		177	27.1%	56.2%	55.0%
	3G. Extent to which UM staff share review criteria and reasons for adverse determinations.		154	18.2%	NA	NA
	3H. Consistency of review decisions.		156	17.9%	NA	NA



Your 2013 Top Box Summary Rate for the Utilization and Quality Management composite is 6.3%, which is significantly below TMG's 2012 Medicaid Book of Business Top Box Summary Rate Score of 24.6%.



Your 2013 Summary Rate for the Utilization and Quality Management composite is 20.4%, which is significantly below TMG's 2012 Medicaid Book of Business Summary Rate Score of 50.8%.

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

** The Myers Group's 2012 Medicaid Book of Business consists of data from 4 plans representing 700 respondents, while the Aggregate Book of Business consists of data from 8 plans representing 1524 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 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 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 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 TMG Book of Business.

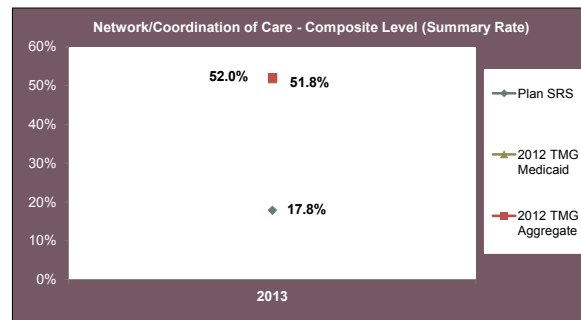
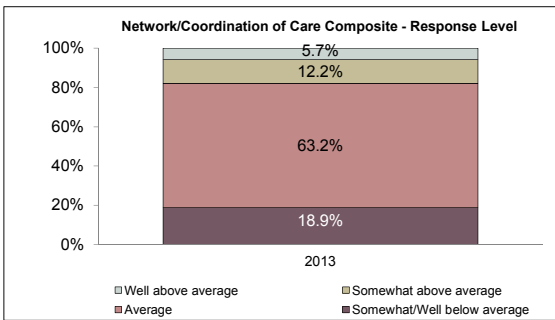
Composite Analysis

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

Louisiana Healthcare Connections

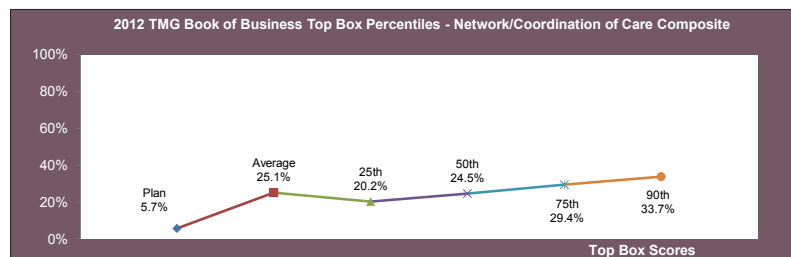
Provider Satisfaction Survey

170 Total Network/Coordination of Care Respondents

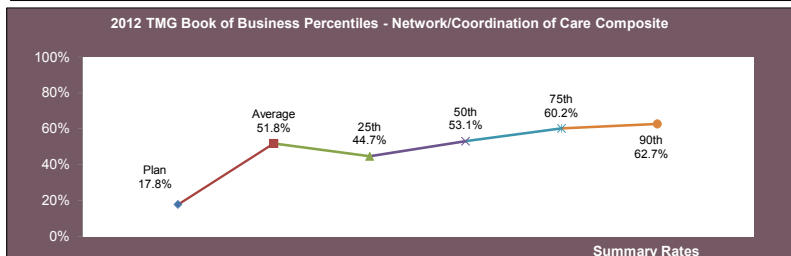


Top Box Scores*	Composite and Attributes		2013		2012 TMG Book of Business**	
			n	Top Box Score*	Medicaid	Aggregate
	Network/Coordination of Care			5.7%	25.1%	25.7%
4A. The number of specialists in this health plan's provider network.			170	7.1%	24.1%	24.2%
4B. The quality of specialists in this health plan's provider network.			164	4.9%	29.0%	29.8%
4C. The timeliness of feedback/reports from specialists in this health plan's provider network.			159	5.0%	22.2%	23.0%
4D. The frequency of feedback/reports from specialists for patients in your care.			157	7.0%	NA	NA
4E. The timeliness of feedback/reports from Behavioral Health Clinicians for patients in your care.			118	7.6%	NA	NA
4F. The frequency of feedback/reports from Behavioral Health Clinicians for patients in your care.			109	6.4%	NA	NA

Summary Rate Scores*	Composite and Attributes		2013		2012 TMG Book of Business**	
			n	SRS*	Medicaid	Aggregate
	Network/Coordination of Care			17.8%	51.8%	52.0%
4A. The number of specialists in this health plan's provider network.			170	17.1%	50.9%	49.6%
4B. The quality of specialists in this health plan's provider network.			164	20.7%	57.4%	57.5%
4C. The timeliness of feedback/reports from specialists in this health plan's provider network.			159	15.7%	47.1%	49.0%
4D. The frequency of feedback/reports from specialists for patients in your care.			157	16.6%	NA	NA
4E. The timeliness of feedback/reports from Behavioral Health Clinicians for patients in your care.			118	16.1%	NA	NA
4F. The frequency of feedback/reports from Behavioral Health Clinicians for patients in your care.			109	14.7%	NA	NA



Your 2013 Top Box Summary Rate for the Network/Coordination of Care composite is 5.7%, which is significantly below TMG's 2012 Medicaid Book of Business Top Box Summary Rate Score of 25.1%.



Your 2013 Summary Rate for the Network/Coordination of Care composite is 17.8%, which is significantly below TMG's 2012 Medicaid Book of Business Summary Rate Score of 51.8%.

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

** The Myers Group's 2012 Medicaid Book of Business consists of data from 4 plans representing 700 respondents, while the Aggregate Book of Business consists of data from 8 plans representing 1524 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 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 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 TMG Book of Business.

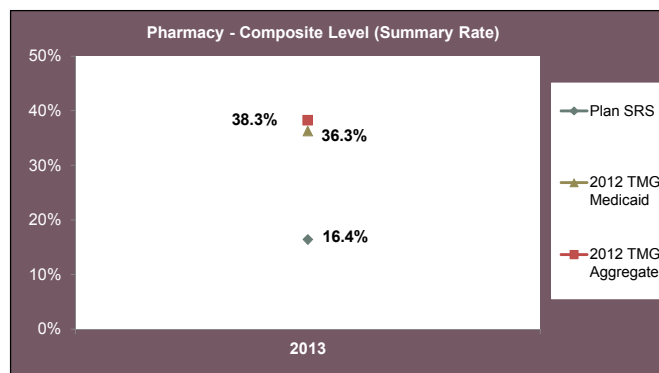
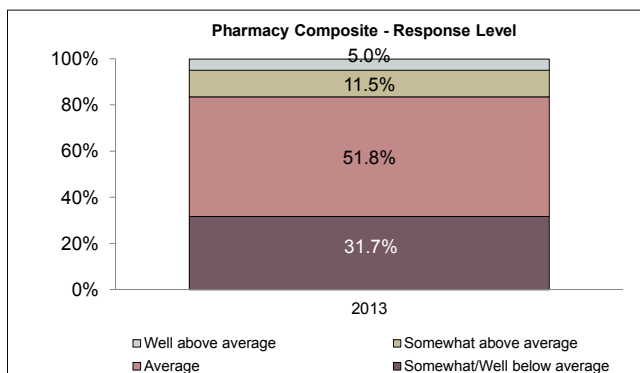
Composite Analysis

Pharmacy - Top Box and Summary Rate Scores

159 Total Pharmacy Respondents

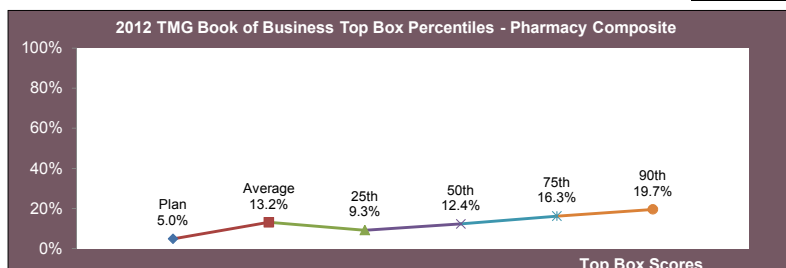
Louisiana Healthcare Connections

Provider Satisfaction Survey

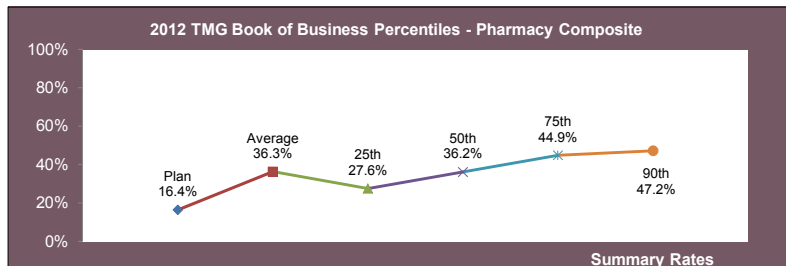


Top Box Scores*	Composite and Attributes		2013		2012 TMG Book of Business**	
			n	Top Box Score*	Medicaid	Aggregate
	Pharmacy			5.0%	13.2%	15.1%
	5A. Consistency of the formulary over time.		156	3.8%	14.3%	15.7%
	5B. Extent to which formulary reflects current standards of care.		159	5.7%	13.2%	16.3%
	5C. Variety of branded drugs on the formulary.		155	4.5%	12.9%	14.3%
	5D. Ease of prescribing your preferred medications within formulary guidelines.		151	5.3%	13.5%	15.1%
	5E. Availability of comparable drugs to substitute those not included in the formulary.		147	5.4%	11.9%	14.0%

Summary Rate Scores*	Composite and Attributes		2013		2012 TMG Book of Business**	
			n	SRS*	Medicaid	Aggregate
	Pharmacy			16.4%	36.3%	38.3%
	5A. Consistency of the formulary over time.		156	14.1%	37.1%	39.9%
	5B. Extent to which formulary reflects current standards of care.		159	17.0%	38.5%	40.6%
	5C. Variety of branded drugs on the formulary.		155	15.5%	35.4%	37.0%
	5D. Ease of prescribing your preferred medications within formulary guidelines.		151	18.5%	36.5%	38.3%
	5E. Availability of comparable drugs to substitute those not included in the formulary.		147	17.0%	34.0%	35.4%



Your 2013 Top Box Summary Rate for the Pharmacy composite is 5.0%, which is significantly below TMG's 2012 Medicaid Book of Business Top Box Summary Rate Score of 13.2%.



Your 2013 Summary Rate for the Pharmacy composite is 16.4%, which is significantly below TMG's 2012 Medicaid Book of Business Summary Rate Score of 36.3%.

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

** The Myers Group's 2012 Medicaid Book of Business consists of data from 4 plans representing 700 respondents, while the Aggregate Book of Business consists of data from 8 plans representing 1524 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 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.

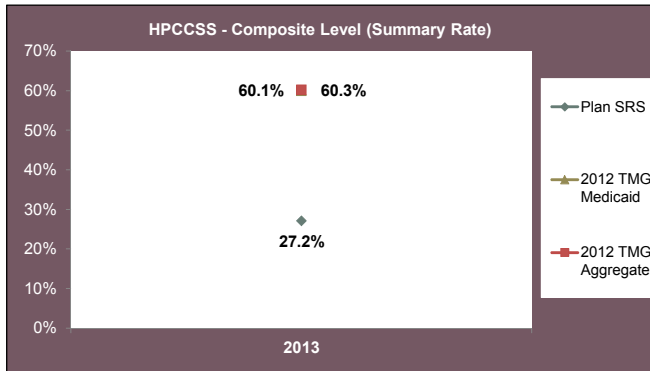
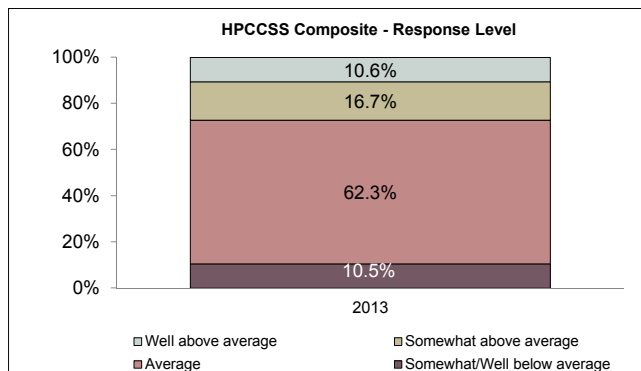
Composite Analysis

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

177 Total Health Plan Call Center Service Staff Respondents

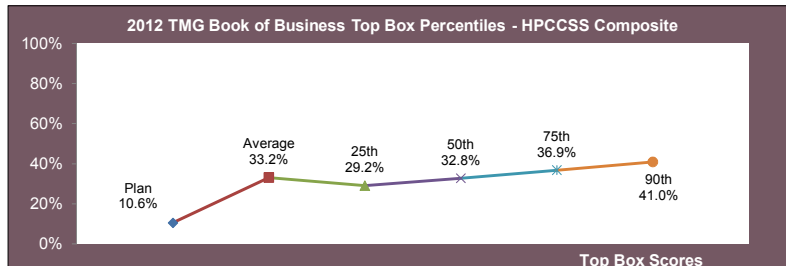
Louisiana Healthcare Connections

Provider Satisfaction Survey

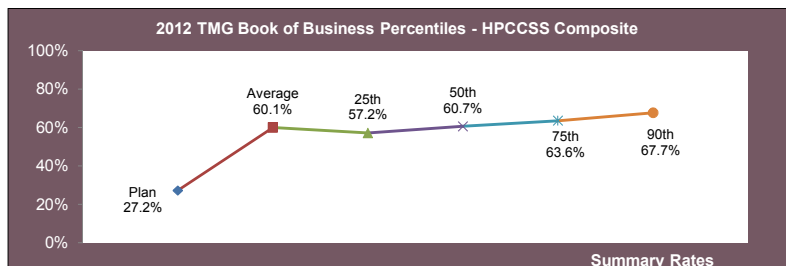


Top Box Scores*	Composite and Attributes		2013		2012 TMG Book of Business**	
			n	Top Box Score*	Medicaid	Aggregate
	Health Plan Call Center Service Staff			10.6%	33.2%	32.9%
	6A. Ease of reaching health plan call center staff over the phone.	173	10.4%		31.9%	32.7%
	6B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	177	11.9%		35.4%	33.8%
	6C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.	163	8.6%		32.1%	31.6%
	6D. Overall satisfaction with health plan's call center service.	175	11.4%		33.4%	33.4%

Summary Rate Scores*	Composite and Attributes		2013		2012 TMG Book of Business**	
			n	SRS*	Medicaid	Aggregate
	Health Plan Call Center Service Staff			27.2%	60.1%	60.3%
	6A. Ease of reaching health plan call center staff over the phone.	173	24.3%		59.0%	59.9%
	6B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	177	31.6%		60.0%	61.1%
	6C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.	163	22.7%		58.8%	58.4%
	6D. Overall satisfaction with health plan's call center service.	175	30.3%		62.6%	61.6%



Your 2013 Top Box Summary Rate for the Health Plan Call Center Service Staff composite is 10.6%, which is significantly below TMG's 2012 Medicaid Book of Business Top Box Summary Rate Score of 33.2%.



Your 2013 Summary Rate for the Health Plan Call Center Service Staff composite is 27.2%, which is significantly below TMG's 2012 Medicaid Book of Business Summary Rate Score of 60.1%.

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

** The Myers Group's 2012 Medicaid Book of Business consists of data from 4 plans representing 700 respondents, while the Aggregate Book of Business consists of data from 8 plans representing 1524 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 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.

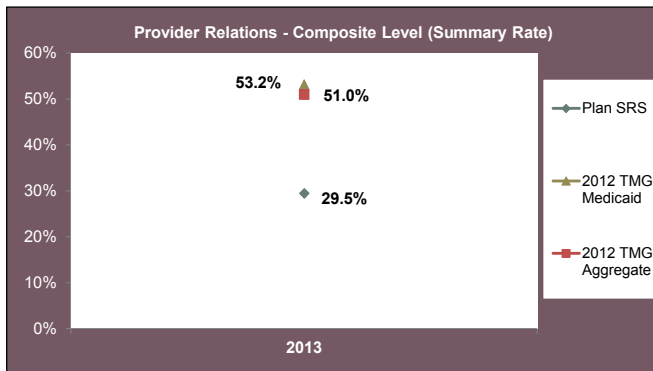
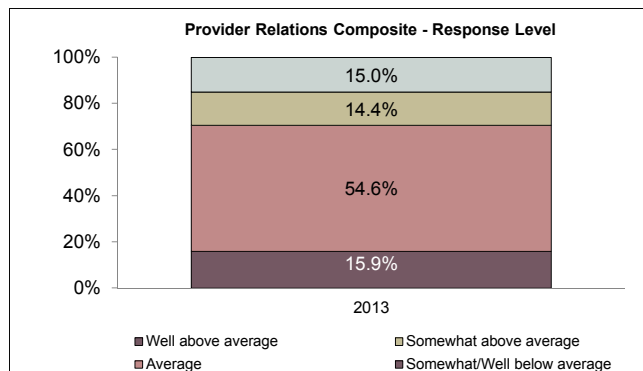
Composite Analysis

Provider Relations - Top Box and Summary Rate Scores

164 Total Provider Relations Respondents

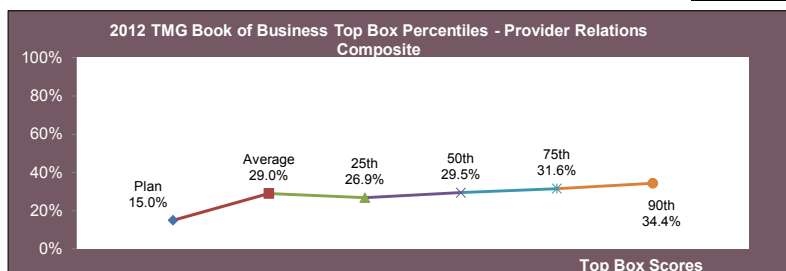
Louisiana Healthcare Connections

Provider Satisfaction Survey

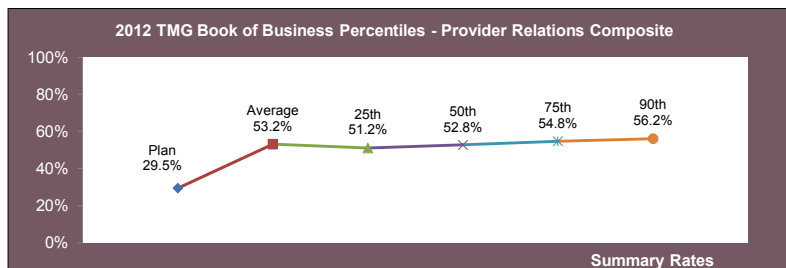


Top Box Scores*	Composite and Attributes	2013		2012 TMG Book of Business**	
		n	Top Box Score*	Medicaid	Aggregate
	Provider Relations		15.0%	29.0%	28.6%
	7A. Do you have a Provider Relations representative from this health plan assigned to your practice?	148	73.0%	46.2%	40.5%
	7B. Provider Relations representative's ability to answer questions and resolve problems.	99	20.2%	41.4%	41.8%
	7C. Quality of provider orientation process.	149	12.8%	21.8%	22.1%
	7D. Quality of written communications, policy bulletins, and manuals.	164	12.2%	23.9%	22.0%

Summary Rate Scores*	Composite and Attributes	2013		2012 TMG Book of Business**	
		n	SRS*	Medicaid	Aggregate
	Provider Relations		29.5%	53.2%	51.0%
	7A. Do you have a Provider Relations representative from this health plan assigned to your practice?	148	73.0%	46.2%	40.5%
	7B. Provider Relations representative's ability to answer questions and resolve problems.	99	35.4%	72.1%	68.8%
	7C. Quality of provider orientation process.	149	26.8%	43.4%	40.9%
	7D. Quality of written communications, policy bulletins, and manuals.	164	26.2%	44.0%	43.4%



Your 2013 Top Box Summary Rate for the Provider Relations composite is 15.0%, which is significantly below TMG's 2012 Medicaid Book of Business Top Box Summary Rate Score of 29.0%.



Your 2013 Summary Rate for the Provider Relations composite is 29.5%, which is significantly below TMG's 2012 Medicaid Book of Business Summary Rate Score of 53.2%.

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

** The Myers Group's 2012 Medicaid Book of Business consists of data from 4 plans representing 700 respondents, while the Aggregate Book of Business consists of data from 8 plans representing 1524 respondents in Primary Care, Specialty, and Behavioral Health areas of medicine. See Technical Notes for more information.

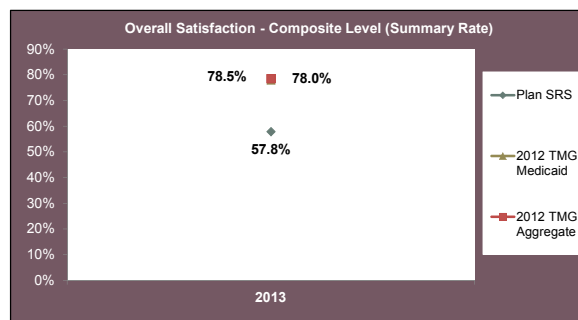
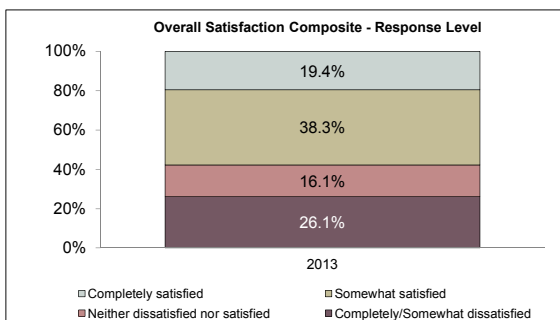
Note 1: Significance Testing - Cells highlighted in red denote current year plan percentage is significantly lower when compared to benchmark data; cells highlighted in green denote current year plan percentage is significantly higher when compared to benchmark data; no shading denotes that there was 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 Provider Relations composite is the average of 7B through 7D. It does not include 7A.

Composite Analysis

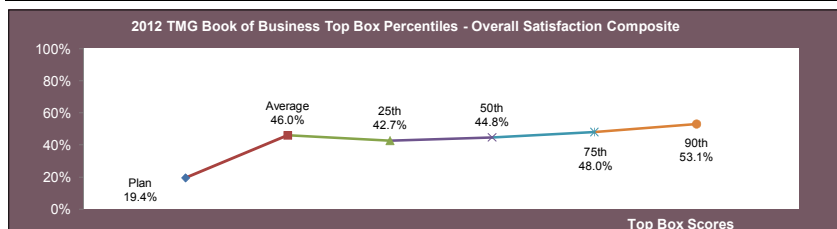
Overall Satisfaction - Top Box and Summary Rate Scores

180 Total Overall Satisfaction Respondents

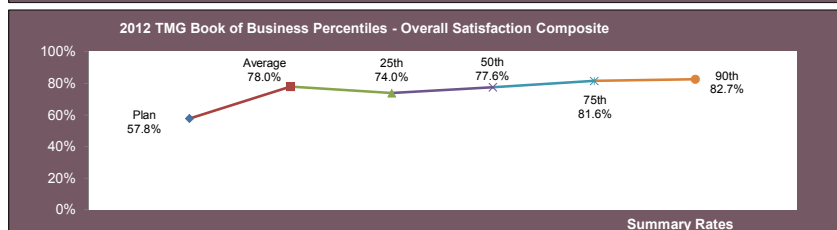


Top Box Scores *	Composite and Attributes		2013		2012 TMG Book of Business**	
			n	Top Box Score*	Medicaid	Aggregate
	Overall Satisfaction			19.4%	46.0%	46.1%
	8A. Would you recommend Louisiana Healthcare Connections to other physicians' practices?		166	72.3%	92.0%	91.9%
	8B. Please rate your overall satisfaction with Louisiana Healthcare Connections.		180	19.4%	46.0%	46.1%
	8C. Please rate your overall satisfaction with Amerigroup.		156	13.5%	NA	NA
	8D. Please rate your overall satisfaction with Community Health Solutions.		153	35.9%	NA	NA
	8E. Please rate your overall satisfaction with LA Care.		154	20.8%	NA	NA
	8F. Please rate your overall satisfaction with United Healthcare.		163	39.3%	NA	NA

Summary Rate Scores *	Composite and Attributes		2013		2012 TMG Book of Business**	
			n	SRS*	Medicaid	Aggregate
	Overall Satisfaction			57.8%	78.0%	78.5%
	8A. Would you recommend Louisiana Healthcare Connections to other physicians' practices?		166	72.3%	92.0%	91.9%
	8B. Please rate your overall satisfaction with Louisiana Healthcare Connections.		180	57.8%	78.0%	78.5%
	8C. Please rate your overall satisfaction with Amerigroup.		156	50.6%	NA	NA
	8D. Please rate your overall satisfaction with Community Health Solutions.		153	75.8%	NA	NA
	8E. Please rate your overall satisfaction with LA Care.		154	51.9%	NA	NA
	8F. Please rate your overall satisfaction with United Healthcare.		163	76.1%	NA	NA



Your 2013 Top Box Summary Rate for the Overall Satisfaction composite is 19.4%, which is significantly below TMG's 2012 Medicaid Book of Business Top Box Summary Rate Score of 46.0%.



Your 2013 Summary Rate for the Overall Satisfaction composite is 57.8%, which is significantly below TMG's 2012 Medicaid Book of Business Summary Rate Score of 78.0%.

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

** The Myers Group's 2012 Medicaid Book of Business consists of data from 4 plans representing 700 respondents, while the Aggregate Book of Business consists of data from 8 plans representing 1524 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 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.

5. Global Proportions

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

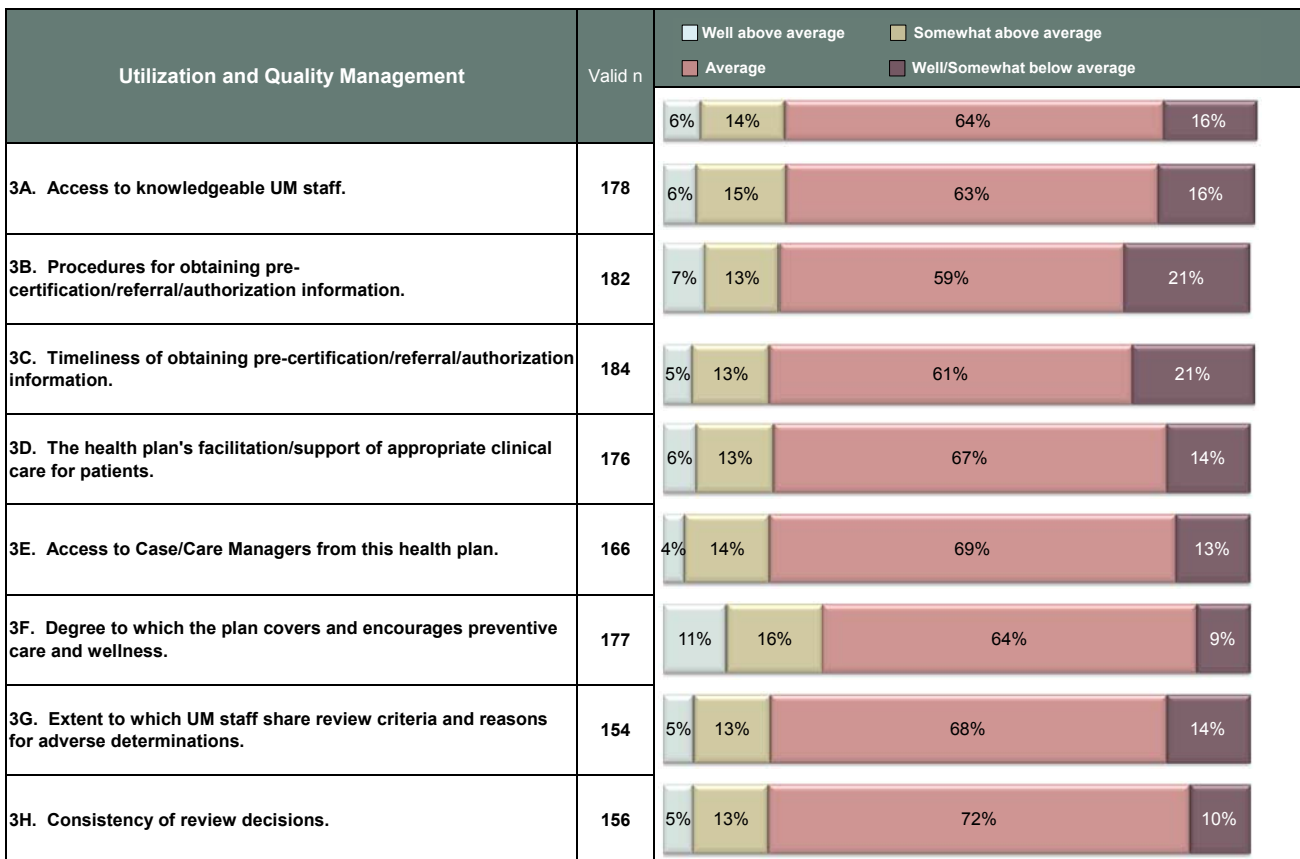
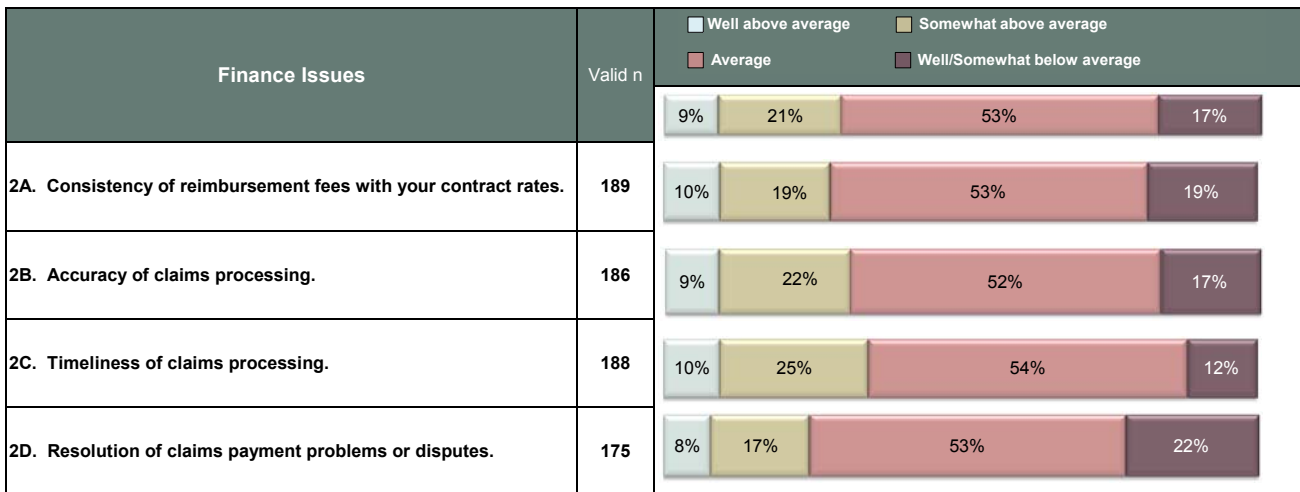
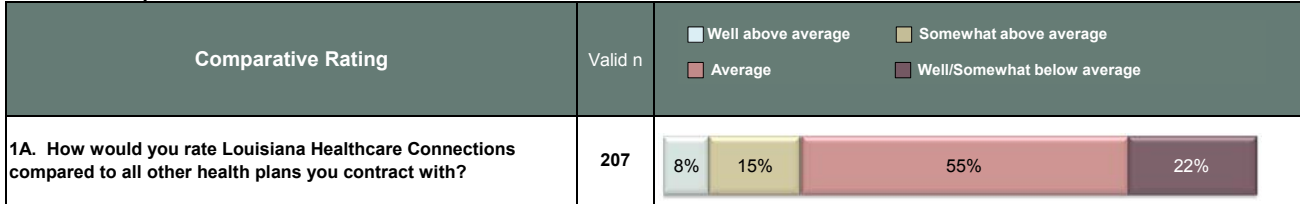
Global Proportions

Composite/Attribute Response Distributions

Louisiana Healthcare Connections

Provider Satisfaction Survey

217 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.

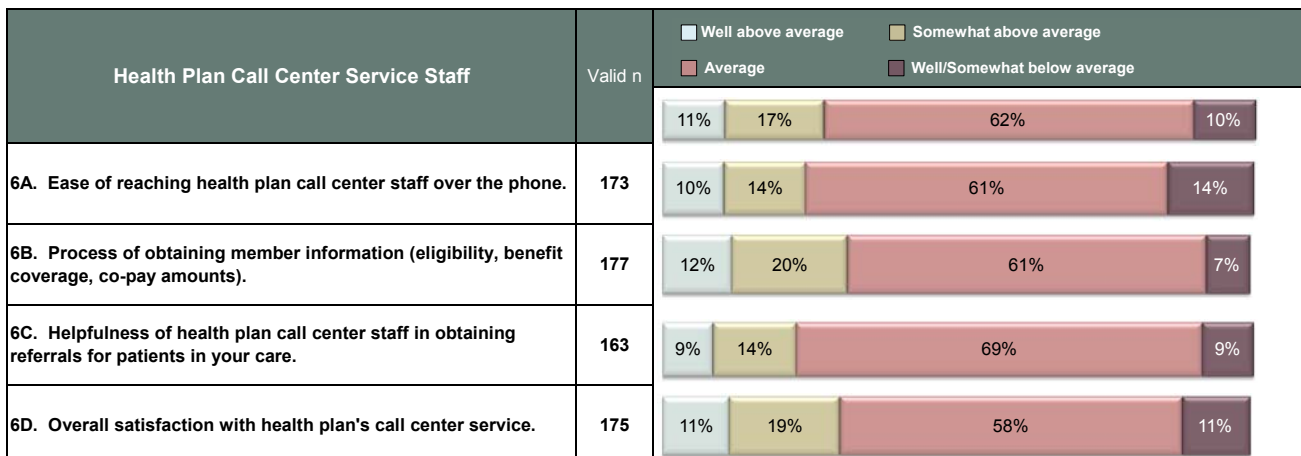
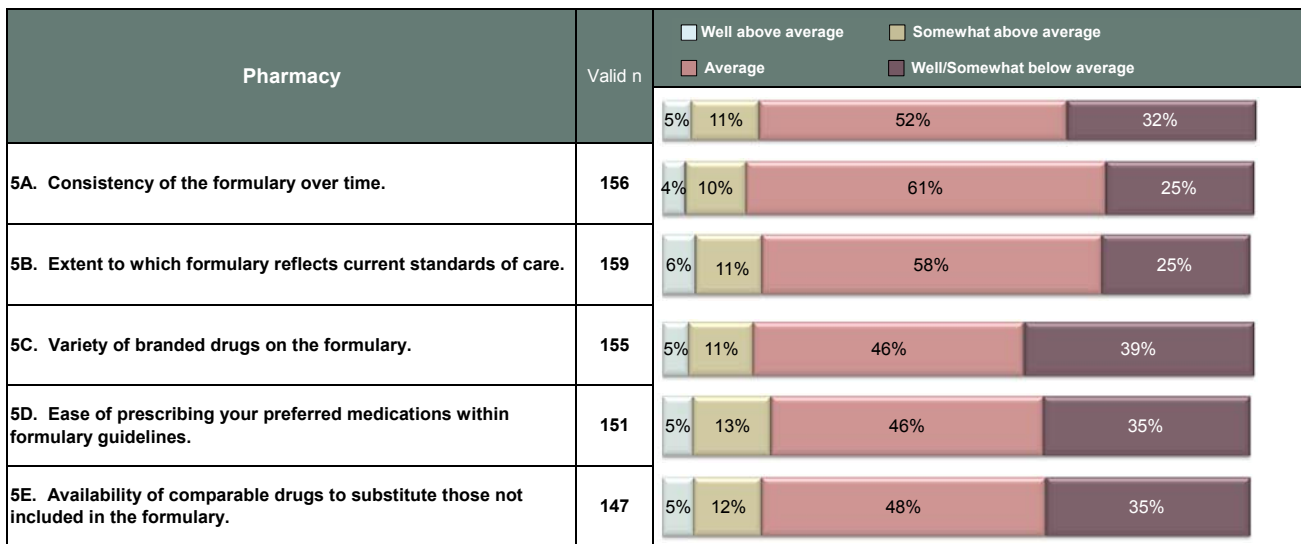
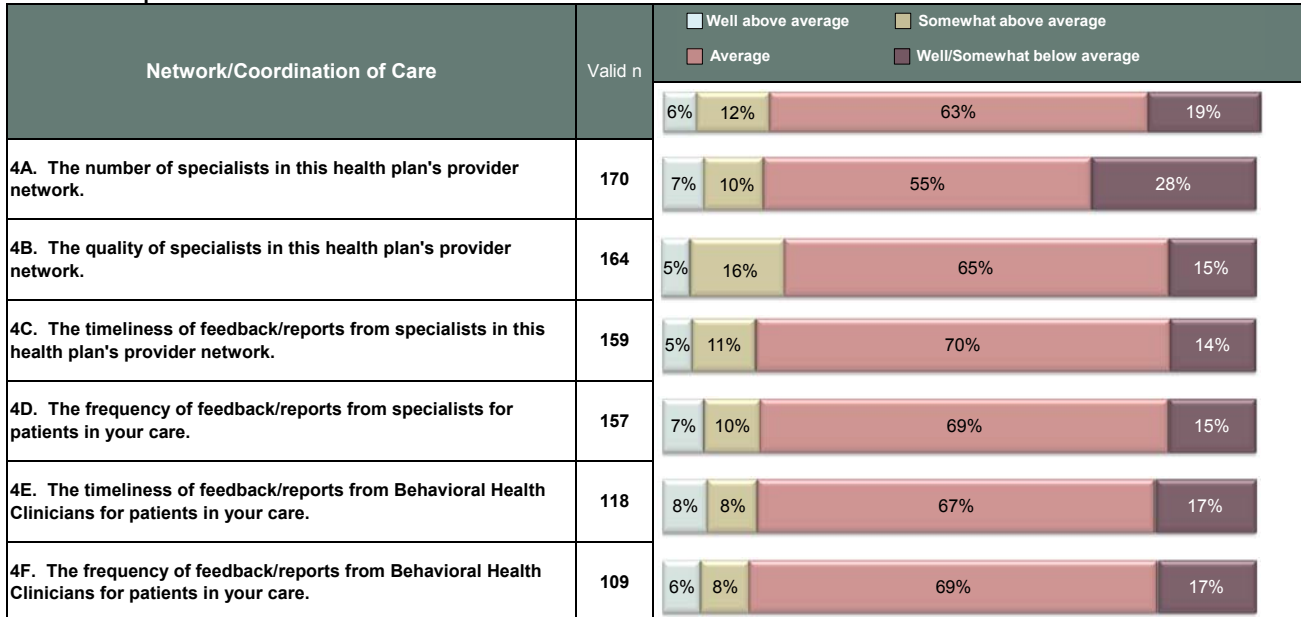
Global Proportions

Composite/Attribute Response Distributions

Louisiana Healthcare Connections

Provider Satisfaction Survey

217 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.

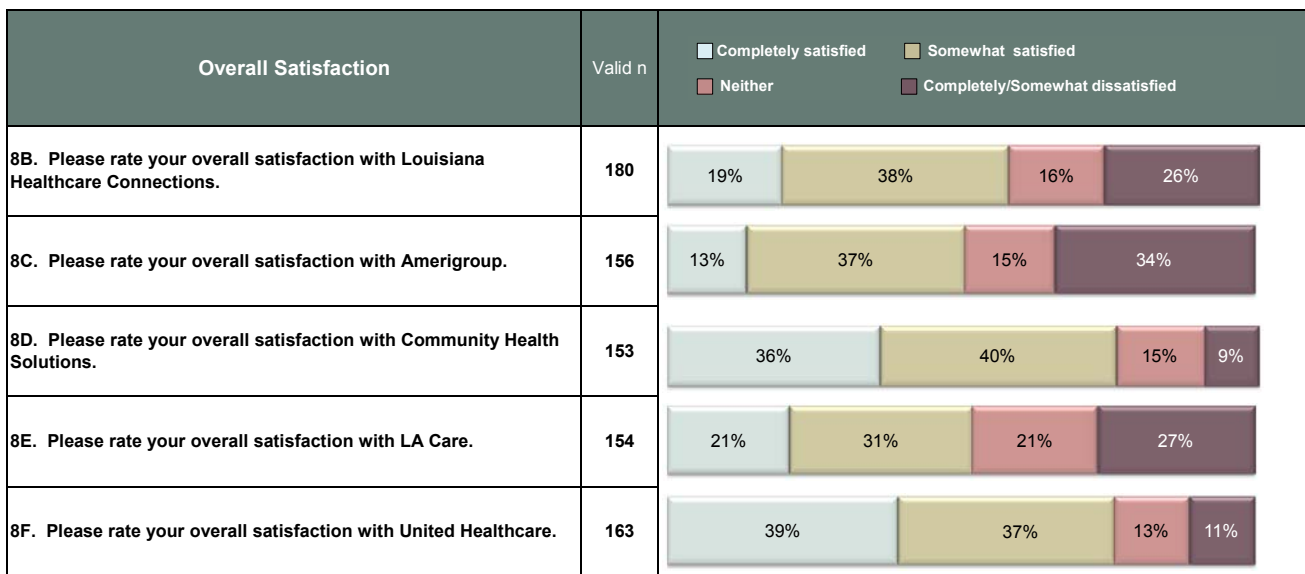
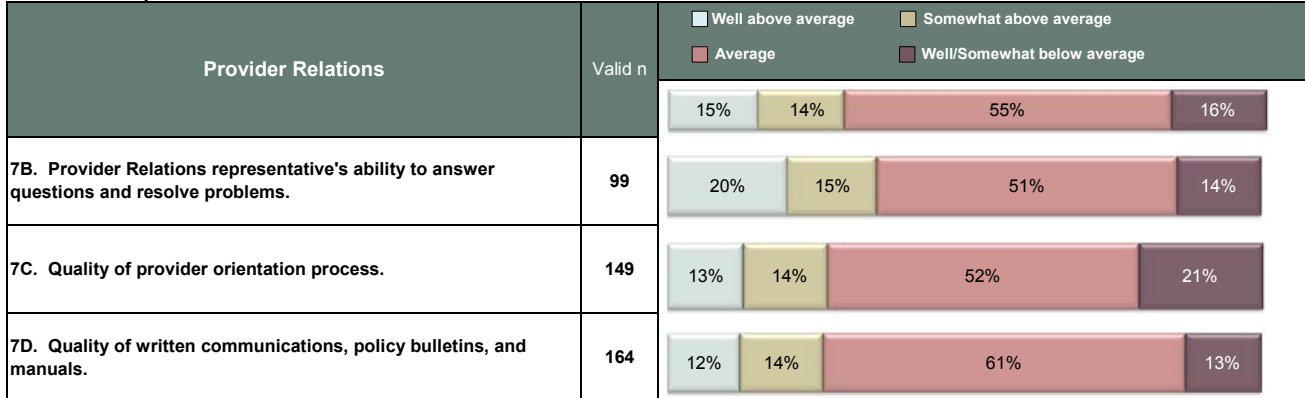
Global Proportions

Composite/Attribute Response Distributions

Louisiana Healthcare Connections

Provider Satisfaction Survey

217 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)
- ✓ Insurance Participation (G)
- ✓ Preferred Method of Communication (F)
- ✓ Survey Methodology

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, 58.8% are 'Completely satisfied' or 'Somewhat satisfied' with Louisiana Healthcare Connections, while 61.1% of respondents who have been in practice five to 15 years and 52.9% of respondents who have been in practice 16 years or more are 'Completely satisfied' or 'Somewhat satisfied' with Louisiana Healthcare Connections."

Years in Practice (C)	Less than 5 years	5 – 15 years	16 years or more
8B. Please rate your overall satisfaction with Louisiana Healthcare Connections.	58.8%	61.1%	52.9%

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

217 Total Respondents

Composite/Attribute	Primary Care		Specialty		Behavioral Health Clinician		Range*
	Valid n**	%	Valid n**	%	Valid n**	%	
Overall Satisfaction		61.5%		52.7%		42.9%	8.8%
8A. Would you recommend Louisiana Healthcare Connections to other physicians' practices?	124	72.6%	48	77.1%	6	66.7%	4.5%
8B. Please rate your overall satisfaction with Louisiana Healthcare Connections.	135	61.5%	55	52.7%	7	42.9%	8.8%
8C. Please rate your overall satisfaction with Amerigroup.	116	52.6%	49	46.9%	7	57.1%	5.6%
8D. Please rate your overall satisfaction with Community Health Solutions.	118	78.0%	47	74.5%	6	83.3%	3.5%
8E. Please rate your overall satisfaction with LA Care.	117	54.7%	47	40.4%	7	71.4%	14.3%
8F. Please rate your overall satisfaction with United Healthcare.	121	76.9%	51	72.5%	7	42.9%	4.3%
All Other Plans (Comparative Rating)							
1A. How would you rate Louisiana Healthcare Connections compared to all other health plans you contract with?	155	25.8%	61	23.0%	7	57.1%	2.9%
Finance Issues		33.3%		22.2%		47.6%	11.1%
2A. Consistency of reimbursement fees with your contract rates.	144	31.9%	53	18.9%	7	57.1%	13.1%
2B. Accuracy of claims processing.	140	34.3%	54	22.2%	7	42.9%	12.1%
2C. Timeliness of claims processing.	141	39.7%	55	25.5%	7	57.1%	14.3%
2D. Resolution of claims payment problems or disputes.	129	27.1%	54	22.2%	6	33.3%	4.9%
Utilization and Quality Management		20.4%		21.0%		26.9%	0.6%
3A. Access to knowledgeable UM staff.	129	22.5%	57	19.3%	6	33.3%	3.2%
3B. Procedures for obtaining pre-certification/referral/authorization information.	140	17.9%	50	26.0%	6	0.0%	8.1%
3C. Timeliness of obtaining pre-certification/referral/authorization information.	143	14.7%	49	28.6%	6	33.3%	13.9%
3D. The health plan's facilitation/support of appropriate clinical care for patients.	132	19.7%	52	17.3%	4	25.0%	2.4%
3E. Access to Case/Care Managers from this health plan.	127	19.7%	45	13.3%	5	20.0%	6.4%
3F. Degree to which the plan covers and encourages preventive care and wellness.	143	28.0%	42	21.4%	6	50.0%	6.5%
3G. Extent to which UM staff share review criteria and reasons for adverse determinations.	121	19.8%	39	17.9%	5	20.0%	1.9%
3H. Consistency of review decisions.	122	18.9%	41	14.6%	5	0.0%	4.2%
Network/Coordination of Care		17.8%		17.4%		46.7%	0.4%
4A. The number of specialists in this health plan's provider network.	136	16.9%	42	16.7%	4	75.0%	0.2%
4B. The quality of specialists in this health plan's provider network.	132	20.5%	40	22.5%	4	25.0%	2.0%
4C. The timeliness of feedback/reports from specialists in this health plan's provider network.	130	16.2%	38	13.2%	5	40.0%	3.0%
4D. The frequency of feedback/reports from specialists for patients in your care.	130	16.2%	36	16.7%	5	40.0%	0.5%
4E. The timeliness of feedback/reports from Behavioral Health Clinicians for patients in your care.	103	17.5%	20	10.0%	5	20.0%	7.5%
4F. The frequency of feedback/reports from Behavioral Health Clinicians for patients in your care.	95	15.8%	19	10.5%	5	20.0%	5.3%
Pharmacy		16.0%		20.2%		20.0%	4.2%
5A. Consistency of the formulary over time.	119	14.3%	44	18.2%	6	16.7%	3.9%
5B. Extent to which formulary reflects current standards of care.	122	15.6%	44	22.7%	6	33.3%	7.2%
5C. Variety of branded drugs on the formulary.	121	14.9%	41	17.1%	6	16.7%	2.2%
5D. Ease of prescribing your preferred medications within formulary guidelines.	118	18.6%	41	22.0%	6	16.7%	3.3%
5E. Availability of comparable drugs to substitute those not included in the formulary.	116	16.4%	38	21.1%	6	16.7%	4.7%
Health Plan Call Center Service Staff		27.8%		27.0%		36.3%	0.8%
6A. Ease of reaching health plan call center staff over the phone.	131	25.2%	51	23.5%	8	0.0%	1.7%
6B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	134	32.1%	52	32.7%	8	62.5%	0.6%
6C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.	126	22.2%	47	25.5%	5	40.0%	3.3%
6D. Overall satisfaction with health plan's call center service.	132	31.8%	53	26.4%	7	42.9%	5.4%
Provider Relations		33.4%		27.3%		38.9%	6.1%
7A. Do you have a Provider Relations representative from this health plan assigned to your practice?	113	76.1%	43	62.8%	7	71.4%	13.3%
7B. Provider Relations representative's ability to answer questions and resolve problems.	80	40.0%	24	37.5%	4	50.0%	2.5%
7C. Quality of provider orientation process.	113	30.1%	43	20.9%	6	16.7%	9.2%
7D. Quality of written communications, policy bulletins, and manuals.	126	30.2%	47	23.4%	8	50.0%	6.8%

* 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.

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

217 Total Respondents

Composite/Attribute	Solo		2 - 5 physicians		More than 5 physicians		Range*
	Valid n**	%	Valid n**	%	Valid n**	%	
Overall Satisfaction		61.8%		58.8%		40.0%	3.1%
8A. Would you recommend Louisiana Healthcare Connections to other physicians' practices?	69	73.9%	76	75.0%	17	52.9%	1.1%
8B. Please rate your overall satisfaction with Louisiana Healthcare Connections.	76	61.8%	80	58.8%	20	40.0%	3.1%
8C. Please rate your overall satisfaction with Amerigroup.	63	52.4%	70	50.0%	19	47.4%	2.4%
8D. Please rate your overall satisfaction with Community Health Solutions.	64	81.3%	69	75.4%	16	68.8%	5.9%
8E. Please rate your overall satisfaction with LA Care.	64	53.1%	68	51.5%	18	55.6%	1.7%
8F. Please rate your overall satisfaction with United Healthcare.	66	83.3%	74	73.0%	20	70.0%	10.4%
All Other Plans (Comparative Rating)							
1A. How would you rate Louisiana Healthcare Connections compared to all other health plans you contract with?	87	25.3%	93	24.7%	23	8.7%	0.6%
Finance Issues		30.1%		30.7%		21.7%	0.6%
2A. Consistency of reimbursement fees with your contract rates.	83	30.1%	87	27.6%	17	23.5%	2.5%
2B. Accuracy of claims processing.	80	33.8%	86	32.6%	17	11.8%	1.2%
2C. Timeliness of claims processing.	80	32.5%	87	37.9%	18	27.8%	5.4%
2D. Resolution of claims payment problems or disputes.	71	23.9%	85	24.7%	17	23.5%	0.8%
Utilization and Quality Management		21.6%		19.6%		18.9%	1.9%
3A. Access to knowledgeable UM staff.	73	21.9%	80	20.0%	21	19.0%	1.9%
3B. Procedures for obtaining pre-certification/referral/authorization information.	80	21.3%	79	19.0%	19	15.8%	2.3%
3C. Timeliness of obtaining pre-certification/referral/authorization information.	80	18.8%	81	17.3%	19	15.8%	1.5%
3D. The health plan's facilitation/support of appropriate clinical care for patients.	74	18.9%	80	18.8%	18	16.7%	0.2%
3E. Access to Case/Care Managers from this health plan.	69	20.3%	74	16.2%	19	21.1%	4.1%
3F. Degree to which the plan covers and encourages preventive care and wellness.	78	28.2%	79	26.6%	16	25.0%	1.6%
3G. Extent to which UM staff share review criteria and reasons for adverse determinations.	67	16.4%	69	20.3%	16	18.8%	3.9%
3H. Consistency of review decisions.	68	14.7%	69	20.3%	17	23.5%	5.6%
Network/Coordination of Care		13.8%		19.6%		31.1%	5.8%
4A. The number of specialists in this health plan's provider network.	77	14.3%	75	16.0%	15	33.3%	1.7%
4B. The quality of specialists in this health plan's provider network.	76	14.5%	70	24.3%	15	40.0%	9.8%
4C. The timeliness of feedback/reports from specialists in this health plan's provider network.	71	12.7%	70	18.6%	15	20.0%	5.9%
4D. The frequency of feedback/reports from specialists for patients in your care.	71	14.1%	70	15.7%	14	28.6%	1.6%
4E. The timeliness of feedback/reports from Behavioral Health Clinicians for patients in your care.	51	13.7%	54	14.8%	11	36.4%	1.1%
4F. The frequency of feedback/reports from Behavioral Health Clinicians for patients in your care.	46	15.2%	52	11.5%	9	33.3%	3.7%
Pharmacy		14.2%		19.6%		15.9%	5.4%
5A. Consistency of the formulary over time.	69	11.6%	67	16.4%	16	18.8%	4.8%
5B. Extent to which formulary reflects current standards of care.	69	15.9%	69	18.8%	17	17.6%	2.9%
5C. Variety of branded drugs on the formulary.	68	14.7%	67	17.9%	17	11.8%	3.2%
5D. Ease of prescribing your preferred medications within formulary guidelines.	68	13.2%	65	24.6%	16	18.8%	11.4%
5E. Availability of comparable drugs to substitute those not included in the formulary.	65	15.4%	64	20.3%	16	12.5%	4.9%
Health Plan Call Center Service Staff		22.7%		31.6%		26.1%	8.9%
6A. Ease of reaching health plan call center staff over the phone.	76	19.7%	76	30.3%	17	17.6%	10.5%
6B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	75	25.3%	80	37.5%	18	27.8%	12.2%
6C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.	73	19.2%	71	23.9%	16	31.3%	4.8%
6D. Overall satisfaction with health plan's call center service.	75	26.7%	78	34.6%	18	27.8%	7.9%
Provider Relations		35.2%		24.5%		26.2%	10.8%
7A. Do you have a Provider Relations representative from this health plan assigned to your practice?	65	72.3%	65	76.9%	14	64.3%	4.6%
7B. Provider Relations representative's ability to answer questions and resolve problems.	43	39.5%	46	30.4%	8	37.5%	9.1%
7C. Quality of provider orientation process.	66	36.4%	66	21.2%	13	7.7%	15.2%
7D. Quality of written communications, policy bulletins, and manuals.	67	29.9%	78	21.8%	15	33.3%	8.1%

* 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.

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

217 Total Respondents

Composite/Attribute	Less than 5 years		5 - 15 years		16 years or more		Range*
	Valid n**	%	Valid n**	%	Valid n**	%	
Overall Satisfaction		58.8%		61.1%		52.9%	8.3%
8A. Would you recommend Louisiana Healthcare Connections to other physicians' practices?	32	71.9%	68	72.1%	62	72.6%	0.7%
8B. Please rate your overall satisfaction with Louisiana Healthcare Connections.	34	58.8%	72	61.1%	70	52.9%	8.3%
8C. Please rate your overall satisfaction with Amerigroup.	27	51.9%	63	57.1%	63	46.0%	11.1%
8D. Please rate your overall satisfaction with Community Health Solutions.	29	79.3%	62	87.1%	58	63.8%	23.3%
8E. Please rate your overall satisfaction with LA Care.	31	51.6%	62	64.5%	57	38.6%	25.9%
8F. Please rate your overall satisfaction with United Healthcare.	33	75.8%	65	86.2%	61	67.2%	18.9%
All Other Plans (Comparative Rating)							
1A. How would you rate Louisiana Healthcare Connections compared to all other health plans you contract with?	42	26.2%	79	24.1%	81	21.0%	5.2%
Finance Issues		33.9%		31.8%		26.1%	7.9%
2A. Consistency of reimbursement fees with your contract rates.	36	33.3%	71	31.0%	78	23.1%	10.3%
2B. Accuracy of claims processing.	35	31.4%	70	35.7%	77	27.3%	8.4%
2C. Timeliness of claims processing.	35	42.9%	71	38.0%	77	28.6%	14.3%
2D. Resolution of claims payment problems or disputes.	32	28.1%	71	22.5%	67	25.4%	5.6%
Utilization and Quality Management		22.5%		23.6%		17.6%	5.9%
3A. Access to knowledgeable UM staff.	31	29.0%	68	22.1%	74	17.6%	11.5%
3B. Procedures for obtaining pre-certification/referral/authorization information.	33	21.2%	71	21.1%	73	19.2%	2.0%
3C. Timeliness of obtaining pre-certification/referral/authorization information.	35	17.1%	71	19.7%	74	17.6%	2.6%
3D. The health plan's facilitation/support of appropriate clinical care for patients.	31	22.6%	71	23.9%	69	13.0%	10.9%
3E. Access to Case/Care Managers from this health plan.	29	17.2%	64	18.8%	68	19.1%	1.9%
3F. Degree to which the plan covers and encourages preventive care and wellness.	36	27.8%	70	35.7%	67	19.4%	16.3%
3G. Extent to which UM staff share review criteria and reasons for adverse determinations.	26	19.2%	63	22.2%	62	14.5%	7.7%
3H. Consistency of review decisions.	28	14.3%	62	22.6%	62	16.1%	8.3%
Network/Coordination of Care		21.9%		15.8%		18.9%	6.1%
4A. The number of specialists in this health plan's provider network.	32	21.9%	67	13.4%	67	19.4%	8.4%
4B. The quality of specialists in this health plan's provider network.	30	26.7%	66	18.2%	65	21.5%	8.5%
4C. The timeliness of feedback/reports from specialists in this health plan's provider network.	29	17.2%	63	15.9%	64	15.6%	1.6%
4D. The frequency of feedback/reports from specialists for patients in your care.	30	20.0%	63	17.5%	61	14.8%	5.2%
4E. The timeliness of feedback/reports from Behavioral Health Clinicians for patients in your care.	24	20.8%	45	13.3%	46	17.4%	7.5%
4F. The frequency of feedback/reports from Behavioral Health Clinicians for patients in your care.	23	17.4%	41	12.2%	43	16.3%	5.2%
Pharmacy		20.6%		17.9%		12.7%	7.9%
5A. Consistency of the formulary over time.	34	17.6%	62	14.5%	57	12.3%	5.4%
5B. Extent to which formulary reflects current standards of care.	35	22.9%	66	18.2%	56	12.5%	10.4%
5C. Variety of branded drugs on the formulary.	35	17.1%	62	17.7%	56	12.5%	5.2%
5D. Ease of prescribing your preferred medications within formulary guidelines.	33	24.2%	63	22.2%	54	11.1%	13.1%
5E. Availability of comparable drugs to substitute those not included in the formulary.	33	21.2%	60	16.7%	53	15.1%	6.1%
Health Plan Call Center Service Staff		30.1%		31.0%		22.8%	8.2%
6A. Ease of reaching health plan call center staff over the phone.	31	29.0%	71	25.4%	68	22.1%	7.0%
6B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	31	32.3%	72	37.5%	70	25.7%	11.8%
6C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.	31	25.8%	65	29.2%	63	15.9%	13.4%
6D. Overall satisfaction with health plan's call center service.	30	33.3%	72	31.9%	69	27.5%	5.8%
Provider Relations		32.1%		31.9%		26.1%	6.0%
7A. Do you have a Provider Relations representative from this health plan assigned to your practice?	27	66.7%	58	69.0%	59	79.7%	13.0%
7B. Provider Relations representative's ability to answer questions and resolve problems.	14	42.9%	39	38.5%	44	27.3%	15.6%
7C. Quality of provider orientation process.	29	27.6%	60	30.0%	58	24.1%	5.9%
7D. Quality of written communications, policy bulletins, and manuals.	31	25.8%	66	27.3%	63	27.0%	1.5%

* 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.

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)

Louisiana Healthcare Connections

Provider Satisfaction Survey

217 Total Respondents

Composite/Attribute	0 - 10%		11 - 20%		21 - 100%		Range*
	Valid n**	%	Valid n**	%	Valid n**	%	
Overall Satisfaction		53.0%		59.6%		59.3%	6.5%
8A. Would you recommend Louisiana Healthcare Connections to other physicians' practices?	59	69.5%	42	71.4%	58	75.9%	6.4%
8B. Please rate your overall satisfaction with Louisiana Healthcare Connections.	66	53.0%	47	59.6%	59	59.3%	6.5%
8C. Please rate your overall satisfaction with Amerigroup.	57	52.6%	41	51.2%	52	48.1%	4.6%
8D. Please rate your overall satisfaction with Community Health Solutions.	51	72.5%	40	77.5%	54	77.8%	5.2%
8E. Please rate your overall satisfaction with LA Care.	55	50.9%	40	60.0%	52	44.2%	15.8%
8F. Please rate your overall satisfaction with United Healthcare.	58	74.1%	43	76.7%	54	75.9%	2.6%
All Other Plans (Comparative Rating)							
1A. How would you rate Louisiana Healthcare Connections compared to all other health plans you contract with?	78	20.5%	52	23.1%	64	29.7%	9.2%
Finance Issues		31.2%		29.4%		29.4%	1.8%
2A. Consistency of reimbursement fees with your contract rates.	70	31.4%	50	28.0%	63	25.4%	6.0%
2B. Accuracy of claims processing.	70	31.4%	48	33.3%	62	30.6%	2.7%
2C. Timeliness of claims processing.	71	38.0%	47	34.0%	63	33.3%	4.7%
2D. Resolution of claims payment problems or disputes.	63	23.8%	45	22.2%	60	28.3%	6.1%
Utilization and Quality Management		17.8%		20.1%		25.1%	7.3%
3A. Access to knowledgeable UM staff.	72	18.1%	43	18.6%	58	27.6%	9.5%
3B. Procedures for obtaining pre-certification/referral/authorization information.	73	17.8%	44	15.9%	58	25.9%	10.0%
3C. Timeliness of obtaining pre-certification/referral/authorization information.	74	14.9%	45	20.0%	58	20.7%	5.8%
3D. The health plan's facilitation/support of appropriate clinical care for patients.	69	20.3%	42	16.7%	58	19.0%	3.6%
3E. Access to Case/Care Managers from this health plan.	68	13.2%	39	15.4%	54	27.8%	14.5%
3F. Degree to which the plan covers and encourages preventive care and wellness.	66	22.7%	44	34.1%	60	30.0%	11.4%
3G. Extent to which UM staff share review criteria and reasons for adverse determinations.	61	13.1%	39	23.1%	50	22.0%	10.0%
3H. Consistency of review decisions.	58	17.2%	40	17.5%	53	20.8%	3.5%
Network/Coordination of Care		14.5%		16.3%		24.0%	9.6%
4A. The number of specialists in this health plan's provider network.	60	15.0%	44	13.6%	59	23.7%	10.1%
4B. The quality of specialists in this health plan's provider network.	58	17.2%	42	19.0%	58	27.6%	10.3%
4C. The timeliness of feedback/reports from specialists in this health plan's provider network.	54	11.1%	43	16.3%	58	20.7%	9.6%
4D. The frequency of feedback/reports from specialists for patients in your care.	54	14.8%	43	18.6%	56	17.9%	3.8%
4E. The timeliness of feedback/reports from Behavioral Health Clinicians for patients in your care.	38	7.9%	27	14.8%	49	24.5%	16.6%
4F. The frequency of feedback/reports from Behavioral Health Clinicians for patients in your care.	35	8.6%	25	8.0%	46	23.9%	15.9%
Pharmacy		18.4%		11.4%		20.3%	8.9%
5A. Consistency of the formulary over time.	51	17.6%	41	4.9%	56	19.6%	14.8%
5B. Extent to which formulary reflects current standards of care.	52	19.2%	41	9.8%	59	22.0%	12.3%
5C. Variety of branded drugs on the formulary.	50	20.0%	40	10.0%	58	17.2%	10.0%
5D. Ease of prescribing your preferred medications within formulary guidelines.	49	18.4%	38	21.1%	57	19.3%	2.7%
5E. Availability of comparable drugs to substitute those not included in the formulary.	48	16.7%	36	11.1%	56	23.2%	12.1%
Health Plan Call Center Service Staff		19.2%		24.9%		39.2%	20.0%
6A. Ease of reaching health plan call center staff over the phone.	64	18.8%	45	24.4%	57	28.1%	9.3%
6B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	65	20.0%	47	27.7%	59	49.2%	29.2%
6C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.	60	16.7%	43	20.9%	53	34.0%	17.3%
6D. Overall satisfaction with health plan's call center service.	65	21.5%	45	26.7%	59	45.8%	24.2%
Provider Relations		25.4%		17.5%		44.1%	26.5%
7A. Do you have a Provider Relations representative from this health plan assigned to your practice?	55	70.9%	39	64.1%	50	80.0%	15.9%
7B. Provider Relations representative's ability to answer questions and resolve problems.	36	33.3%	23	17.4%	38	50.0%	32.6%
7C. Quality of provider orientation process.	51	21.6%	41	17.1%	51	41.2%	24.1%
7D. Quality of written communications, policy bulletins, and manuals.	56	21.4%	44	18.2%	56	41.1%	22.9%

* 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.

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

217 Total Respondents

Composite/Attribute	Physician		Office Manager		Nurse/ Other staff		Range*
	Valid n**	%	Valid n**	%	Valid n**	%	
Overall Satisfaction		34.6%		64.2%		57.8%	6.4%
8A. Would you recommend Louisiana Healthcare Connections to other physicians' practices?	23	47.8%	96	76.0%	44	77.3%	1.2%
8B. Please rate your overall satisfaction with Louisiana Healthcare Connections.	26	34.6%	106	64.2%	45	57.8%	6.4%
8C. Please rate your overall satisfaction with Amerigroup.	23	21.7%	89	56.2%	41	56.1%	0.1%
8D. Please rate your overall satisfaction with Community Health Solutions.	24	66.7%	84	77.4%	42	81.0%	3.6%
8E. Please rate your overall satisfaction with LA Care.	21	33.3%	86	55.8%	44	56.8%	1.0%
8F. Please rate your overall satisfaction with United Healthcare.	24	58.3%	94	78.7%	43	81.4%	2.7%
All Other Plans (Comparative Rating)							
1A. How would you rate Louisiana Healthcare Connections compared to all other health plans you contract with?	27	11.1%	122	26.2%	56	21.4%	4.8%
Finance Issues		18.9%		29.6%		33.1%	3.5%
2A. Consistency of reimbursement fees with your contract rates.	24	16.7%	110	29.1%	53	32.1%	3.0%
2B. Accuracy of claims processing.	24	16.7%	109	32.1%	50	34.0%	1.9%
2C. Timeliness of claims processing.	24	25.0%	110	34.5%	51	37.3%	2.7%
2D. Resolution of claims payment problems or disputes.	23	17.4%	101	22.8%	48	29.2%	6.4%
Utilization and Quality Management		14.9%		19.3%		26.3%	7.0%
3A. Access to knowledgeable UM staff.	24	16.7%	106	18.9%	46	28.3%	9.4%
3B. Procedures for obtaining pre-certification/referral/authorization information.	23	17.4%	108	17.6%	48	27.1%	9.5%
3C. Timeliness of obtaining pre-certification/referral/authorization information.	23	13.0%	110	19.1%	48	18.8%	0.3%
3D. The health plan's facilitation/support of appropriate clinical care for patients.	25	12.0%	100	19.0%	48	22.9%	3.9%
3E. Access to Case/Care Managers from this health plan.	23	8.7%	95	18.9%	45	22.2%	3.3%
3F. Degree to which the plan covers and encourages preventive care and wellness.	23	21.7%	102	22.5%	49	38.8%	16.2%
3G. Extent to which UM staff share review criteria and reasons for adverse determinations.	24	12.5%	86	20.9%	42	16.7%	4.3%
3H. Consistency of review decisions.	23	17.4%	87	16.1%	44	22.7%	6.6%
Network/Coordination of Care		29.6%		13.8%		21.2%	7.3%
4A. The number of specialists in this health plan's provider network.	24	25.0%	100	12.0%	44	25.0%	13.0%
4B. The quality of specialists in this health plan's provider network.	23	34.8%	97	17.5%	42	21.4%	3.9%
4C. The timeliness of feedback/reports from specialists in this health plan's provider network.	24	29.2%	92	12.0%	41	17.1%	5.1%
4D. The frequency of feedback/reports from specialists for patients in your care.	24	29.2%	88	10.2%	43	23.3%	13.0%
4E. The timeliness of feedback/reports from Behavioral Health Clinicians for patients in your care.	17	35.3%	65	9.2%	35	20.0%	10.8%
4F. The frequency of feedback/reports from Behavioral Health Clinicians for patients in your care.	17	35.3%	58	5.2%	33	21.2%	16.0%
Pharmacy		26.2%		12.0%		21.0%	9.0%
5A. Consistency of the formulary over time.	24	25.0%	91	8.8%	39	20.5%	11.7%
5B. Extent to which formulary reflects current standards of care.	26	26.9%	91	12.1%	40	22.5%	10.4%
5C. Variety of branded drugs on the formulary.	26	26.9%	89	9.0%	38	23.7%	14.7%
5D. Ease of prescribing your preferred medications within formulary guidelines.	25	24.0%	85	16.5%	39	20.5%	4.0%
5E. Availability of comparable drugs to substitute those not included in the formulary.	25	28.0%	81	13.6%	39	17.9%	4.4%
Health Plan Call Center Service Staff		25.3%		25.8%		29.9%	4.0%
6A. Ease of reaching health plan call center staff over the phone.	23	26.1%	103	23.3%	44	22.7%	0.6%
6B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	24	29.2%	105	30.5%	45	33.3%	2.9%
6C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.	24	20.8%	97	20.6%	41	29.3%	8.6%
6D. Overall satisfaction with health plan's call center service.	24	25.0%	104	28.8%	44	34.1%	5.2%
Provider Relations		31.3%		29.9%		24.2%	5.7%
7A. Do you have a Provider Relations representative from this health plan assigned to your practice?	21	61.9%	87	73.6%	37	78.4%	4.8%
7B. Provider Relations representative's ability to answer questions and resolve problems.	12	41.7%	58	37.9%	27	22.2%	15.7%
7C. Quality of provider orientation process.	21	28.6%	87	26.4%	38	23.7%	2.8%
7D. Quality of written communications, policy bulletins, and manuals.	21	23.8%	95	25.3%	45	26.7%	1.4%

* Range is the difference between Summary Rates shown. Due to the small sample size of Physician 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.

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: There were no respondents in the Behavioral Health Clinician segment. As such, this segment is excluded from this analysis.

Segmentation Analysis

Plan Summary Rates by Insurance Participation (G)

Louisiana Healthcare Connections

Provider Satisfaction Survey

217 Total Respondents

Composite/Attribute	3 or fewer		4 to 7		8 to 11		12 to 15		More than 15		Range*
	Valid n**	%	Valid n**	%	Valid n**	%	Valid n**	%	Valid n**	%	
Overall Satisfaction		50.0%		85.7%		50.0%		61.0%		53.0%	8.0%
8A. Would you recommend Louisiana Healthcare Connections to other physicians' practices?	2	50.0%	14	85.7%	19	57.9%	35	77.1%	94	71.3%	5.9%
8B. Please rate your overall satisfaction with Louisiana Healthcare Connections.	2	50.0%	14	85.7%	20	50.0%	41	61.0%	100	53.0%	8.0%
8C. Please rate your overall satisfaction with Amerigroup.	1	0.0%	10	60.0%	19	47.4%	35	51.4%	88	48.9%	2.6%
8D. Please rate your overall satisfaction with Community Health Solutions.	1	100.0%	14	78.6%	18	72.2%	36	86.1%	81	70.4%	15.7%
8E. Please rate your overall satisfaction with LA Care.	1	100.0%	11	72.7%	18	44.4%	39	53.8%	83	48.2%	5.7%
8F. Please rate your overall satisfaction with United Healthcare.	2	100.0%	12	83.3%	19	68.4%	37	81.1%	90	73.3%	7.7%
All Other Plans (Comparative Rating)											
1A. How would you rate Louisiana Healthcare Connections compared to all other health plans you contract with?	2	50.0%	16	37.5%	25	24.0%	45	26.7%	116	19.8%	6.8%
Finance Issues		100.0%		39.6%		25.7%		21.9%		30.3%	8.3%
2A. Consistency of reimbursement fees with your contract rates.	2	100.0%	14	42.9%	23	26.1%	43	18.6%	106	28.3%	9.7%
2B. Accuracy of claims processing.	1	100.0%	15	46.7%	22	31.8%	40	22.5%	107	30.8%	8.3%
2C. Timeliness of claims processing.	2	100.0%	15	33.3%	23	30.4%	40	30.0%	107	35.5%	5.5%
2D. Resolution of claims payment problems or disputes.	1	100.0%	14	35.7%	21	14.3%	36	16.7%	102	26.5%	9.8%
Utilization and Quality Management		58.3%		38.2%		21.6%		18.5%		17.2%	1.3%
3A. Access to knowledgeable UM staff.	2	50.0%	14	42.9%	20	30.0%	41	22.0%	98	14.3%	7.7%
3B. Procedures for obtaining pre-certification/referral/authorization information.	2	0.0%	12	50.0%	21	28.6%	42	14.3%	103	15.5%	1.2%
3C. Timeliness of obtaining pre-certification/referral/authorization information.	2	0.0%	12	33.3%	20	15.0%	42	11.9%	106	17.9%	6.0%
3D. The health plan's facilitation/support of appropriate clinical care for patients.	1	100.0%	14	21.4%	21	19.0%	40	20.0%	97	16.5%	3.5%
3E. Access to Case/Care Managers from this health plan.	2	100.0%	11	36.4%	18	11.1%	39	12.8%	93	17.2%	4.4%
3F. Degree to which the plan covers and encourages preventive care and wellness.	2	100.0%	11	45.5%	23	26.1%	40	30.0%	100	22.0%	8.0%
3G. Extent to which UM staff share review criteria and reasons for adverse determinations.	1	100.0%	11	27.3%	19	26.3%	33	18.2%	90	14.4%	3.7%
3H. Consistency of review decisions.	2	0.0%	10	50.0%	18	16.7%	34	11.8%	90	16.7%	4.9%
Network/Coordination of Care		66.7%		27.2%		23.1%		7.7%		18.0%	10.3%
4A. The number of specialists in this health plan's provider network.	2	100.0%	15	20.0%	19	10.5%	39	10.3%	93	18.3%	8.0%
4B. The quality of specialists in this health plan's provider network.	2	100.0%	13	30.8%	17	35.3%	39	12.8%	91	17.6%	4.8%
4C. The timeliness of feedback/reports from specialists in this health plan's provider network.	2	0.0%	13	30.8%	17	23.5%	37	0.0%	88	18.2%	18.2%
4D. The frequency of feedback/reports from specialists for patients in your care.	2	0.0%	12	33.3%	19	21.1%	36	5.6%	86	18.6%	13.0%
4E. The timeliness of feedback/reports from Behavioral Health Clinicians for patients in your care.	2	100.0%	9	44.4%	15	20.0%	30	3.3%	61	14.8%	11.4%
4F. The frequency of feedback/reports from Behavioral Health Clinicians for patients in your care.	1	100.0%	9	44.4%	15	20.0%	27	3.7%	57	12.3%	8.6%
Pharmacy		50.0%		32.6%		16.6%		11.9%		14.7%	2.7%
5A. Consistency of the formulary over time.	2	50.0%	14	28.6%	22	9.1%	37	10.8%	79	13.9%	3.1%
5B. Extent to which formulary reflects current standards of care.	2	100.0%	15	33.3%	21	19.0%	39	7.7%	79	15.2%	7.5%
5C. Variety of branded drugs on the formulary.	2	50.0%	14	28.6%	20	20.0%	38	7.9%	78	14.1%	6.2%
5D. Ease of prescribing your preferred medications within formulary guidelines.	2	0.0%	13	30.8%	20	20.0%	36	19.4%	77	15.6%	3.9%
5E. Availability of comparable drugs to substitute those not included in the formulary.	2	50.0%	12	41.7%	20	15.0%	36	13.9%	75	14.7%	0.8%
Health Plan Call Center Service Staff		75.0%		50.0%		13.9%		24.0%		26.4%	2.4%
6A. Ease of reaching health plan call center staff over the phone.	1	0.0%	14	42.9%	20	10.0%	38	23.7%	97	22.7%	1.0%
6B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	2	100.0%	13	46.2%	19	15.8%	39	28.2%	101	32.7%	4.5%
6C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.	2	100.0%	13	53.8%	20	15.0%	38	18.4%	88	20.5%	2.0%
6D. Overall satisfaction with health plan's call center service.	2	100.0%	14	57.1%	20	15.0%	39	25.6%	97	29.9%	4.3%
Provider Relations		83.3%		44.9%		12.8%		34.5%		27.0%	7.5%
7A. Do you have a Provider Relations representative from this health plan assigned to your practice?	2	100.0%	11	81.8%	17	52.9%	29	72.4%	88	75.0%	2.6%
7B. Provider Relations representative's ability to answer questions and resolve problems.	2	100.0%	9	55.6%	8	12.5%	20	35.0%	59	33.9%	1.1%
7C. Quality of provider orientation process.	2	50.0%	11	36.4%	15	13.3%	36	36.1%	82	24.4%	11.7%
7D. Quality of written communications, policy bulletins, and manuals.	2	100.0%	14	42.9%	16	12.5%	37	32.4%	92	22.8%	9.6%

* Range is the difference between Summary Rates shown. Due to the small sample size of respondents with 11 or fewer, 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.

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

217 Total Respondents

Composite/Attribute	Mail		Telephone		Fax		Online Portal		E-mail		In Person with Provider Representative		Other		Range*
	Valid n**	%	Valid n**	%	Valid n**	%	Valid n**	%	Valid n**	%	Valid n**	%	Valid n**	%	
Overall Satisfaction		53.8%		66.7%		66.7%		50.0%		61.0%		50.0%		50.0%	12.8%
8A. Would you recommend Louisiana Healthcare Connections to other physicians' practices?	70	70.0%	6	66.7%	40	70.0%	4	75.0%	37	83.8%	2	50.0%	3	33.3%	13.8%
8B. Please rate your overall satisfaction with Louisiana Healthcare Connections.	78	53.8%	6	66.7%	42	66.7%	4	50.0%	41	61.0%	2	50.0%	2	50.0%	12.8%
8C. Please rate your overall satisfaction with Amerigroup.	67	49.3%	5	60.0%	35	57.1%	2	50.0%	37	51.4%	2	50.0%	3	33.3%	7.9%
8D. Please rate your overall satisfaction with Community Health Solutions.	63	74.6%	5	100.0%	36	83.3%	3	66.7%	36	69.4%	2	50.0%	3	100.0%	13.9%
8E. Please rate your overall satisfaction with LA Care.	64	51.6%	5	40.0%	36	55.6%	3	33.3%	36	55.6%	2	50.0%	3	100.0%	4.0%
8F. Please rate your overall satisfaction with United Healthcare.	71	76.1%	5	100.0%	41	82.9%	2	50.0%	36	66.7%	1	100.0%	3	100.0%	16.3%
All Other Plans (Comparative Rating)															
1A. How would you rate Louisiana Healthcare Connections compared to all other health plans you contract with?	87	18.4%	7	14.3%	50	22.0%	6	16.7%	47	38.3%	2	0.0%	3	0.0%	19.9%
Finance Issues		28.7%		21.9%		18.9%		35.7%		42.7%		25.0%		0.0%	23.8%
2A. Consistency of reimbursement fees with your contract rates.	75	30.7%	7	14.3%	44	13.6%	7	42.9%	49	40.8%	2	0.0%	2	0.0%	27.2%
2B. Accuracy of claims processing.	75	32.0%	6	0.0%	41	17.1%	7	28.6%	50	46.0%	2	50.0%	2	0.0%	28.9%
2C. Timeliness of claims processing.	76	30.3%	6	33.3%	43	27.9%	7	42.9%	49	46.9%	2	50.0%	2	0.0%	19.0%
2D. Resolution of claims payment problems or disputes.	73	21.9%	5	40.0%	41	17.1%	7	28.6%	43	37.2%	2	0.0%	2	0.0%	20.1%
Utilization and Quality Management		21.3%		5.6%		16.6%		28.2%		26.2%		0.0%		0.0%	9.6%
3A. Access to knowledgeable UM staff.	77	18.2%	6	0.0%	42	23.8%	7	28.6%	39	28.2%	2	0.0%	2	0.0%	10.0%
3B. Procedures for obtaining pre-certification/referral/authorization information.	74	21.6%	6	0.0%	41	17.1%	6	33.3%	48	22.9%	2	0.0%	2	0.0%	5.8%
3C. Timeliness of obtaining pre-certification/referral/authorization information.	72	22.2%	6	0.0%	43	11.6%	7	14.3%	48	22.9%	2	0.0%	2	0.0%	11.3%
3D. The health plan's facilitation/support of appropriate clinical care for patients.	74	21.6%	5	0.0%	40	7.5%	6	33.3%	44	27.3%	1	0.0%	2	0.0%	19.8%
3E. Access to Case/Care Managers from this health plan.	66	18.2%	6	33.3%	39	15.4%	6	16.7%	41	22.0%	2	0.0%	2	0.0%	6.6%
3F. Degree to which the plan covers and encourages preventive care and wellness.	73	26.0%	5	0.0%	37	24.3%	7	42.9%	47	34.0%	2	0.0%	2	0.0%	9.7%
3G. Extent to which UM staff share review criteria and reasons for adverse determinations.	64	17.2%	5	0.0%	37	10.8%	5	20.0%	37	32.4%	2	0.0%	2	0.0%	21.6%
3H. Consistency of review decisions.	64	21.9%	5	20.0%	37	10.8%	6	16.7%	38	21.1%	2	0.0%	2	0.0%	11.1%
Network/Coordination of Care		19.1%		24.4%		8.2%		16.7%		24.0%		83.3%		0.0%	15.9%
4A. The number of specialists in this health plan's provider network.	70	18.6%	6	33.3%	41	9.8%	6	16.7%	41	19.5%	2	50.0%	2	0.0%	9.8%
4B. The quality of specialists in this health plan's provider network.	68	19.1%	5	40.0%	41	7.3%	6	16.7%	38	34.2%	2	100.0%	2	0.0%	26.9%
4C. The timeliness of feedback/reports from specialists in this health plan's provider network.	66	19.7%	5	0.0%	40	7.5%	6	16.7%	38	18.4%	1	100.0%	2	0.0%	12.2%
4D. The frequency of feedback/reports from specialists for patients in your care.	66	19.7%	5	0.0%	38	7.9%	6	33.3%	38	18.4%	1	100.0%	2	0.0%	11.8%
4E. The timeliness of feedback/reports from Behavioral Health Clinicians for patients in your care.	46	17.4%	5	0.0%	25	16.0%	5	20.0%	32	15.6%	1	100.0%	2	0.0%	1.8%
4F. The frequency of feedback/reports from Behavioral Health Clinicians for patients in your care.	44	18.2%	5	0.0%	22	9.1%	5	20.0%	29	13.8%	1	100.0%	2	0.0%	9.1%
Pharmacy		19.2%		12.0%		7.0%		20.0%		20.8%		0.0%		0.0%	13.8%
5A. Consistency of the formulary over time.	64	15.6%	5	0.0%	38	10.5%	5	20.0%	36	13.9%	2	0.0%	2	0.0%	5.1%
5B. Extent to which formulary reflects current standards of care.	68	23.5%	5	20.0%	38	10.5%	5	20.0%	34	11.8%	2	0.0%	3	0.0%	13.0%
5C. Variety of branded drugs on the formulary.	66	21.2%	5	20.0%	36	5.6%	5	20.0%	34	14.7%	2	0.0%	3	0.0%	15.7%
5D. Ease of prescribing your preferred medications within formulary guidelines.	63	15.9%	5	20.0%	36	8.3%	5	20.0%	33	33.3%	2	0.0%	3	0.0%	25.0%
5E. Availability of comparable drugs to substitute those not included in the formulary.	61	19.7%	5	0.0%	34	0.0%	5	20.0%	33	30.3%	2	0.0%	3	0.0%	30.3%
Health Plan Call Center Service Staff		24.2%		16.7%		20.4%		25.0%		42.1%		25.0%		0.0%	21.7%
6A. Ease of reaching health plan call center staff over the phone.	75	24.0%	6	0.0%	40	22.5%	5	20.0%	39	33.3%	2	0.0%	2	0.0%	10.8%
6B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	75	26.7%	6	33.3%	40	20.0%	5	40.0%	43	48.8%	2	100.0%	2	0.0%	28.8%
6C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.	70	20.0%	6	0.0%	42	19.0%	5	20.0%	33	36.4%	2	0.0%	2	0.0%	17.3%
6D. Overall satisfaction with health plan's call center service.	77	26.0%	6	33.3%	40	20.0%	5	20.0%	40	50.0%	2	0.0%	2	0.0%	30.0%
Provider Relations		23.5%		0.0%		29.8%		32.8%		39.9%		33.3%		33.3%	16.4%
7A. Do you have a Provider Relations representative from this health plan assigned to your practice?	63	69.8%	3	66.7%	34	61.8%	3	100.0%	36	83.3%	2	100.0%	2	100.0%	21.6%
7B. Provider Relations representative's ability to answer questions and resolve problems.	41	26.8%	2	0.0%	19	42.1%	3	33.3%	28	46.4%	2	50.0%	2	0.0%	19.6%
7C. Quality of provider orientation process.	66	24.2%	5	0.0%	34	20.6%	5	40.0%	34	35.3%	2	50.0%	2	50.0%	14.7%
7D. Quality of written communications, policy bulletins, and manuals.	67	19.4%	4	0.0%	41	26.8%	4	25.0%	42	38.1%	2	0.0%	2	50.0%	18.7%

* Range is the difference between Summary Rates shown. Due to the small sample size of respondents with Telephone, Online Portal, In Person with Provider Representative, and 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.

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

217 Total Respondents

Composite/Attribute	Mail		Phone		Internet		Range*
	Valid n**	%	Valid n**	%	Valid n**	%	
Overall Satisfaction		47.1%		68.4%		35.7%	21.3%
8A. Would you recommend Louisiana Healthcare Connections to other physicians' practices?	61	68.9%	93	75.3%	12	66.7%	6.4%
8B. Please rate your overall satisfaction with Louisiana Healthcare Connections.	68	47.1%	98	68.4%	14	35.7%	21.3%
8C. Please rate your overall satisfaction with Amerigroup.	65	36.9%	80	63.8%	11	36.4%	26.8%
8D. Please rate your overall satisfaction with Community Health Solutions.	64	67.2%	77	83.1%	12	75.0%	15.9%
8E. Please rate your overall satisfaction with LA Care.	63	34.9%	81	67.9%	10	30.0%	33.0%
8F. Please rate your overall satisfaction with United Healthcare.	67	64.2%	85	84.7%	11	81.8%	20.5%
All Other Plans (Comparative Rating)							
1A. How would you rate Louisiana Healthcare Connections compared to all other health plans you contract with?	66	30.3%	127	18.1%	14	35.7%	12.2%
Finance Issues		42.9%		21.7%		29.1%	21.3%
2A. Consistency of reimbursement fees with your contract rates.	65	40.0%	110	20.9%	14	28.6%	19.1%
2B. Accuracy of claims processing.	65	46.2%	107	22.4%	14	28.6%	23.7%
2C. Timeliness of claims processing.	64	48.4%	110	27.3%	14	28.6%	21.2%
2D. Resolution of claims payment problems or disputes.	62	37.1%	100	16.0%	13	30.8%	21.1%
Utilization and Quality Management		24.1%		18.4%		19.6%	5.7%
3A. Access to knowledgeable UM staff.	57	21.1%	109	20.2%	12	25.0%	0.9%
3B. Procedures for obtaining pre-certification/referral/authorization information.	61	26.2%	108	17.6%	13	7.7%	8.6%
3C. Timeliness of obtaining pre-certification/referral/authorization information.	61	24.6%	110	14.5%	13	15.4%	10.0%
3D. The health plan's facilitation/support of appropriate clinical care for patients.	62	24.2%	101	14.9%	13	23.1%	9.3%
3E. Access to Case/Care Managers from this health plan.	59	20.3%	97	17.5%	10	10.0%	2.8%
3F. Degree to which the plan covers and encourages preventive care and wellness.	64	28.1%	102	25.5%	11	36.4%	2.6%
3G. Extent to which UM staff share review criteria and reasons for adverse determinations.	56	23.2%	87	16.1%	11	9.1%	7.1%
3H. Consistency of review decisions.	59	27.1%	85	12.9%	12	8.3%	14.2%
Network/Coordination of Care		22.3%		14.2%		26.1%	8.1%
4A. The number of specialists in this health plan's provider network.	60	18.3%	100	15.0%	10	30.0%	3.3%
4B. The quality of specialists in this health plan's provider network.	58	25.9%	96	16.7%	10	30.0%	9.2%
4C. The timeliness of feedback/reports from specialists in this health plan's provider network.	57	22.8%	91	11.0%	11	18.2%	11.8%
4D. The frequency of feedback/reports from specialists for patients in your care.	58	22.4%	87	12.6%	12	16.7%	9.8%
4E. The timeliness of feedback/reports from Behavioral Health Clinicians for patients in your care.	37	16.2%	72	15.3%	9	22.2%	0.9%
4F. The frequency of feedback/reports from Behavioral Health Clinicians for patients in your care.	35	17.1%	65	12.3%	9	22.2%	4.8%
Pharmacy		24.8%		11.2%		15.0%	13.7%
5A. Consistency of the formulary over time.	54	20.4%	90	10.0%	12	16.7%	10.4%
5B. Extent to which formulary reflects current standards of care.	56	23.2%	91	12.1%	12	25.0%	11.1%
5C. Variety of branded drugs on the formulary.	58	24.1%	85	11.8%	12	0.0%	12.4%
5D. Ease of prescribing your preferred medications within formulary guidelines.	56	28.6%	83	12.0%	12	16.7%	16.5%
5E. Availability of comparable drugs to substitute those not included in the formulary.	54	27.8%	81	9.9%	12	16.7%	17.9%
Health Plan Call Center Service Staff		32.4%		23.4%		30.2%	9.0%
6A. Ease of reaching health plan call center staff over the phone.	62	30.6%	99	21.2%	12	16.7%	9.4%
6B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	65	30.8%	99	30.3%	13	46.2%	0.5%
6C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.	60	28.3%	92	18.5%	11	27.3%	9.9%
6D. Overall satisfaction with health plan's call center service.	65	40.0%	97	23.7%	13	30.8%	16.3%
Provider Relations		39.2%		22.8%		33.9%	16.4%
7A. Do you have a Provider Relations representative from this health plan assigned to your practice?	57	68.4%	77	77.9%	14	64.3%	9.5%
7B. Provider Relations representative's ability to answer questions and resolve problems.	36	47.2%	55	27.3%	8	37.5%	19.9%
7C. Quality of provider orientation process.	53	34.0%	84	21.4%	12	33.3%	12.5%
7D. Quality of written communications, policy bulletins, and manuals.	55	36.4%	96	19.8%	13	30.8%	16.6%

* 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.

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
3G. Extent to which UM staff share review criteria and reasons for adverse determinations.	0.660
2D. Resolution of claims payment problems or disputes.	0.636
3D. The health plan's facilitation/support of appropriate clinical care for patients.	0.589
3H. Consistency of review decisions.	0.582
2B. Accuracy of claims processing.	0.580
3A. Access to knowledgeable UM staff.	0.569
5C. Variety of branded drugs on the formulary.	0.569
3E. Access to Case/Care Managers from this health plan.	0.553
5D. Ease of prescribing your preferred medications within formulary guidelines.	0.530

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 2012 TMG Medicaid Book of Business 25th and 75th 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




217 Total Respondents

Attributes	Correlation Coefficient**	2013 Louisiana Summary Rate Score*	2012 TMG Medicaid B.o.B. Percentiles	
			25th Percentile	75th Percentile
Finance Issues				
2A. Consistency of reimbursement fees with your contract rates.	0.467	28.0%	39.1%	51.0%
2B. Accuracy of claims processing.	0.580	31.2%	47.5%	62.6%
2C. Timeliness of claims processing.	0.497	34.6%	48.9%	59.8%
2D. Resolution of claims payment problems or disputes.	0.636	24.6%	45.2%	59.3%
Utilization and Quality Management				
3A. Access to knowledgeable UM staff.	0.569	20.8%	46.5%	52.0%
3B. Procedures for obtaining pre-certification/referral/authorization information.	0.507	19.8%	39.5%	55.2%
3C. Timeliness of obtaining pre-certification/referral/authorization information.	0.510	17.9%	41.0%	58.3%
3D. The health plan's facilitation/support of appropriate clinical care for patients.	0.589	18.8%	43.4%	58.4%
3E. Access to Case/Care Managers from this health plan.	0.553	18.1%	41.1%	61.9%
3F. Degree to which the plan covers and encourages preventive care and wellness.	0.428	27.1%	47.8%	61.3%
3G. Extent to which UM staff share review criteria and reasons for adverse determinations.	0.660	18.2%	NA	NA
3H. Consistency of review decisions.	0.582	17.9%	NA	NA
Network/Coordination of Care				
4A. The number of specialists in this health plan's provider network.	0.380	17.1%	42.8%	57.9%
4B. The quality of specialists in this health plan's provider network.	0.389	20.7%	49.6%	66.8%
4C. The timeliness of feedback/reports from specialists in this health plan's provider network.	0.323	15.7%	41.7%	55.9%
4D. The frequency of feedback/reports from specialists for patients in your care.	0.357	16.6%	NA	NA
4E. The timeliness of feedback/reports from Behavioral Health Clinicians for patients in your care.	0.467	16.1%	NA	NA
4F. The frequency of feedback/reports from Behavioral Health Clinicians for patients in your care.	0.397	14.7%	NA	NA
Pharmacy				
5A. Consistency of the formulary over time.	0.473	14.1%	27.6%	45.9%
5B. Extent to which formulary reflects current standards of care.	0.500	17.0%	29.6%	47.7%
5C. Variety of branded drugs on the formulary.	0.569	15.5%	27.4%	44.2%
5D. Ease of prescribing your preferred medications within formulary guidelines.	0.530	18.5%	28.1%	44.0%
5E. Availability of comparable drugs to substitute those not included in the formulary.	0.514	17.0%	25.3%	42.6%
Health Plan Call Center Service Staff				
6A. Ease of reaching health plan call center staff over the phone.	0.497	24.3%	52.6%	64.4%
6B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	0.349	31.6%	56.8%	63.9%
6C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.	0.439	22.7%	56.4%	62.6%
6D. Overall satisfaction with health plan's call center service.	0.491	30.3%	58.6%	68.0%
Provider Relations				
7B. Provider Relations representative's ability to answer questions and resolve problems.	0.456	35.4%	66.4%	79.3%
7C. Quality of provider orientation process.	0.434	26.8%	40.1%	47.4%
7D. Quality of written communications, policy bulletins, and manuals.	0.396	26.2%	41.9%	47.7%

* 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 with 8B (Overall satisfaction with Louisiana Healthcare Connections) are shown in 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*

TMG 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 2012 TMG Medicaid Book of Business⁵ percentile scores.

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

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

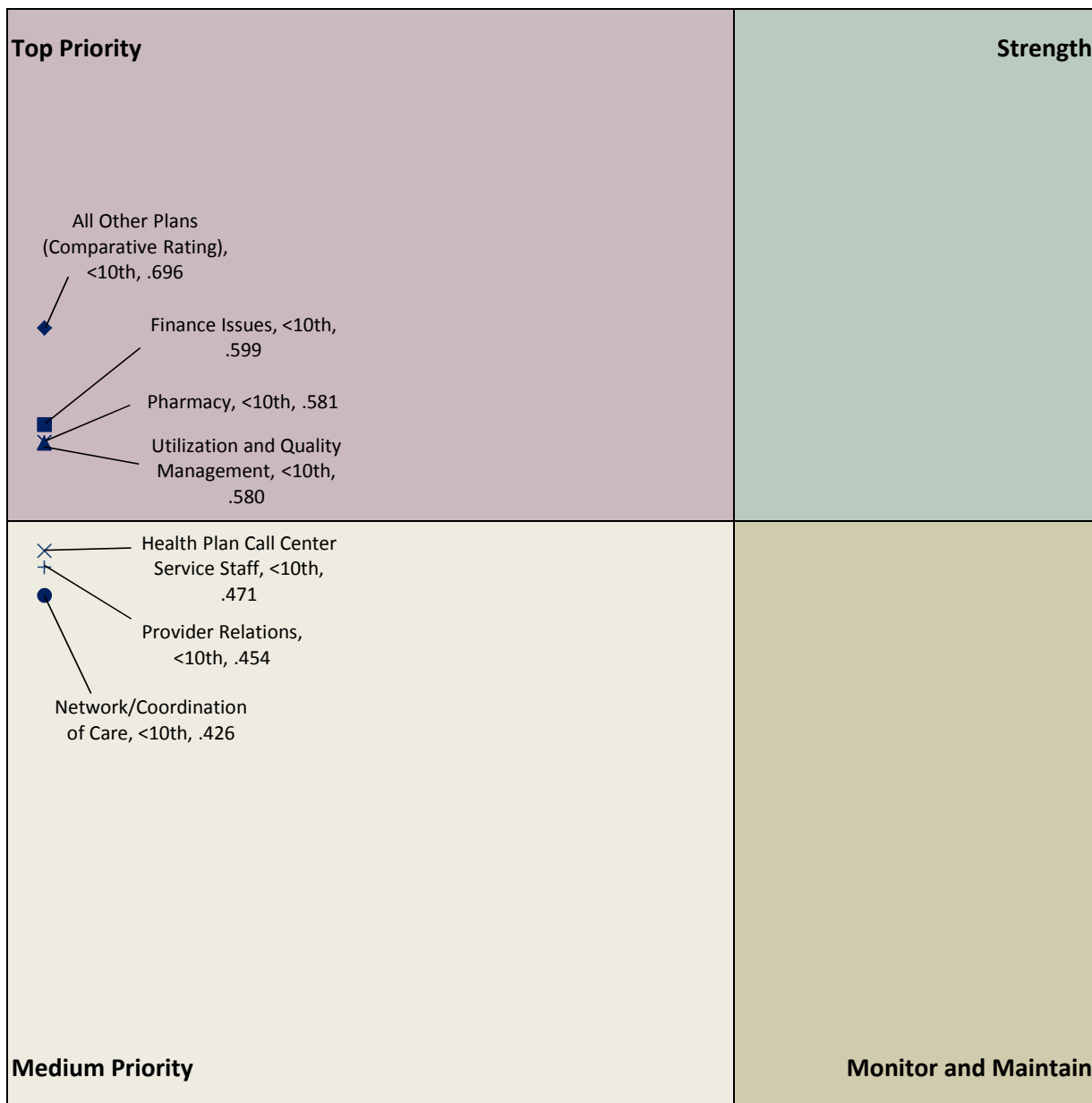
Chart 8A

⁵ The Myers Group's 2012 Medicaid Book of Business consists of data from 4 plans representing 700 respondents in Primary Care, Specialty, and Behavioral Health areas of medicine.

Priority Matrix

Louisiana Healthcare Connections

Provider Satisfaction Survey



Top Priority: Summary Rate falls below the 75th percentile when compared to the 2012 TMG 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 2012 TMG 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 2012 TMG 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 2012 TMG 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.

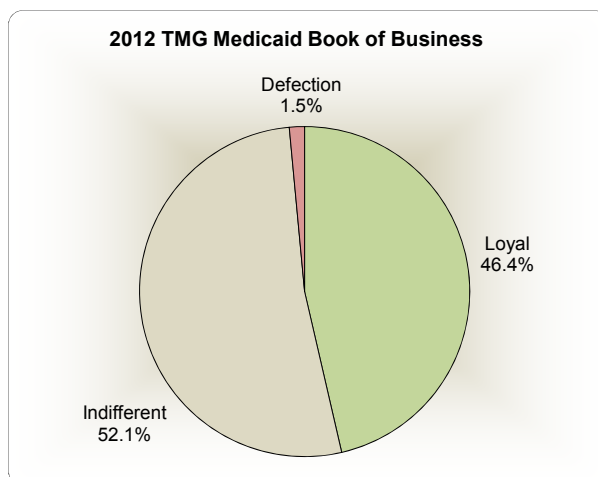
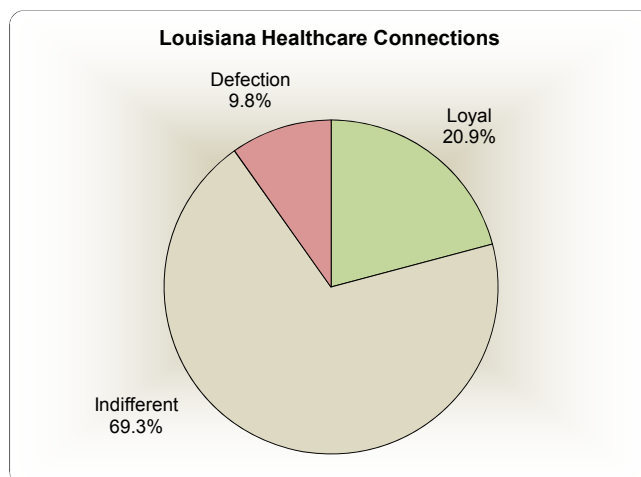
Chart 9A

Loyalty Analysis

Louisiana Healthcare Connections

Provider Satisfaction Survey

163 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	2013 Loyalty		2012 TMG Medicaid Book of Business	Significance Testing**
	Valid n	Percent	Percent	
Loyal	34	20.9%	46.4%	Significantly lower
Indifferent	113	69.3%	52.1%	Significantly higher
Defection	16	9.8%	1.5%	Unable to Test

* Eligible Respondents are those answering both questions.

** Significance Testing - "Significantly lower" denotes the result that would be found if a hypothesis test were conducted to determine if the percentage is lower. "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 -1 (perfect negative 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

TMG 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, TMG 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, TMG 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 (The Myers Group 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.

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:

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

The Myers Group Aggregate Book of Business (2012)

The 2012 TMG Aggregate Book of Business is a benchmark that is comprised of data from 8 plans representing 1,524 respondents in Primary Care, Specialty, and Behavioral Health areas of medicine.

The Myers Group Medicaid Book of Business (2012)

The 2012 TMG Medicaid Book of Business is a benchmark that is comprised of data from 4 plans representing 700 respondents in Primary Care, Specialty, and Behavioral Health areas of medicine.

The Myers Group Medicaid Respondent-Level Benchmark (2012)

The 2012 TMG Medicaid Respondent-Level Benchmark contains respondent-level data from 4 plans representing 700 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 The Myers Group 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—TMG 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).

11. Louisiana Healthcare Connections Survey Tool

Overall Satisfaction (Cont.)

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

Thank You

Please return the completed survey in the postage-paid envelope to:

tmg

The Myers Group

The Myers Group
Attn: Survey Processing Department
PO Box 100072
Duluth, GA 30096-9805
Toll-Free: 1-800-692-0041

For Internal Purposes Only: 916007



PHYSICIAN SATISFACTION SURVEY

Answer **all** the questions by shading the circle with blue or black ink. Like this ●
With the exception of Question F, all responses to the survey are kept confidential and only The Myers Group has access to them. If you want to know more about this study, please call The Myers Group at 1-800-692-0041.

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 Representative

☐7 Other

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

☐1 3 or fewer

☐2 4 to 7

☐3 8 to 11

☐4 12 to 15

☐5 More than 15

Comparative Rating

This first question asks you to think about 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?

Well below average

Somewhat below average

Average

Somewhat above average

Well above average

Not applicable

☐1

☐2

☐3

☐4

☐5

☐6

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.

☐1

☐2

☐3

☐4

☐5

☐6

2B. Accuracy of claims processing.

☐1

☐2

☐3

☐4

☐5

☐6

2C. Timeliness of claims processing.

☐1

☐2

☐3

☐4

☐5

☐6

2D. Resolution of claims payment problems or disputes.

☐1

☐2

☐3

☐4

☐5

☐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.

	Well below average	Somewhat below average	Average	Somewhat above average	Well above average	Not applicable
3A. Access to knowledgeable UM staff.	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
3B. Procedures for obtaining pre-certification/referral/authorization information.	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
3C. Timeliness of obtaining pre-certification/referral/authorization information.	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
3D. The health plan's facilitation/support of appropriate clinical care for patients.	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
3E. Access to Case/Care Managers from this health plan.	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
3F. Degree to which the plan covers and encourages preventive care and wellness.	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
3G. Extent to which UM staff share review criteria and reasons for adverse determinations.	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
3H. Consistency of review decisions.	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 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="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
4B. The quality of specialists in this health plan's provider network.	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
4C. The timeliness of feedback/reports from specialists in this health plan's provider network.	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
4D. The frequency of feedback/reports from specialists for patients in your care.	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
4E. The timeliness of feedback/reports from Behavioral Health Clinicians for patients in your care.	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
4F. The frequency of feedback/reports from Behavioral Health Clinicians for patients in your care.	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 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="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
5B. Extent to which formulary reflects current standards of care.	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
5C. Variety of branded drugs on the formulary.	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
5D. Ease of prescribing your preferred medications within formulary guidelines.	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
5E. Availability of comparable drugs to substitute those not included in the formulary.	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 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.

	Well below average	Somewhat below average	Average	Somewhat above average	Well above average	Not applicable
6A. Ease of reaching health plan call center staff over the phone.	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
6B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
6C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
6D. Overall satisfaction with health plan's call center service.	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 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 representative from this health plan assigned to your practice?	<input type="radio"/> 1 Yes	Go to question 7B				
	<input type="radio"/> 2 No	Go to question 7C				
	Well below average	Somewhat below average	Average	Somewhat above average	Well above average	Not applicable
7B. Provider Relations representative's ability to answer questions and resolve problems.	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
7C. Quality of provider orientation process.	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
7D. Quality of written communications, policy bulletins, and manuals.	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 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="radio"/> 1 Yes					
	<input type="radio"/> 2 No					
Please rate your overall satisfaction with each of the following health plans:						
	Completely dissatisfied	Somewhat dissatisfied	Neither dissatisfied nor satisfied	Somewhat satisfied	Completely satisfied	Does not apply
8B. Louisiana Healthcare Connections	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
8C. Amerigroup	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
8D. Community Health Solutions	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
8E. LA Care	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
8F. United Health Care	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6

12. Comments

Open-ended questions often provide valuable insight into topics not specifically addressed on the survey tool. Respondents can give feedback regarding issues, concerns, compliments, and praise based upon their interaction with the health plan or simply provide additional demographic information. The 2013 Louisiana Healthcare Connections survey tool includes two open-ended questions:

- ✓ Question F. What is your preferred method of receiving communications from this health plan? E-mail address.
- ✓ Question 9. What can Louisiana Healthcare Connections do to improve its service to your organization?

Verbatim comments from this question are included within an Excel data file (916007 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 Louisiana Healthcare Connections to other physicians' practices (8A)
- ✓ Overall Satisfaction with Louisiana Healthcare Connections (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

13. Banner Tables

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

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

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

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

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

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

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

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

Louisiana Healthcare Connections
Provider Satisfaction Survey (916007)

TABLE OF CONTENTS

Demographics 1

Page 1.....A.	Please indicate your area of medicine. (Mark all that apply)
Page 2.....B.	How many physicians are in your practice?
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 representative from this health plan assigned to your practice?
Page 32.....7B.	Provider Relations representative's ability to answer questions and resolve problems.

Louisiana Healthcare Connections
Provider Satisfaction Survey (916007)

TABLE OF CONTENTS

Page 33.....	7C. Quality of provider orientation process.
Page 34.....	7D. Quality of written communications, policy bulletins, and manuals.
Page 35.....	8A. Would you recommend Louisiana Healthcare Connections to other physicians' practices?
Page 36.....	8B. Please rate your overall satisfaction with Louisiana Healthcare Connections.
Page 37.....	8C. Please rate your overall satisfaction with Amerigroup.
Page 38.....	8D. Please rate your overall satisfaction with Community Health Solutions.
Page 39.....	8E. Please rate your overall satisfaction with LA Care.
Page 40.....	8F. Please rate your overall satisfaction with United Healthcare.
Page 41.....	3G. Extent to which UM staff share review criteria and reasons for adverse determinations.
Page 42.....	3H. Consistency of review decisions.
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.

Louisiana Healthcare Connections
Provider Satisfaction Survey (916007)

TABLE OF CONTENTS

Demographics 2

Page 46.....A.	Please indicate your area of medicine. (Mark all that apply)
Page 47.....B.	How many physicians are in your practice?
Page 48.....C.	How many years have you been in this practice?
Page 49.....D.	What portion of your managed care volume is represented by Louisiana Healthcare Connections?
Page 50.....E.	Please mark who is completing this survey. (Mark only one)
Page 51.....F.	What is your preferred method of receiving communications from this health plan?
Page 52.....G.	Please indicate the number of insurance companies with which you or your practice participates.
Page 53.....1A.	How would you rate Louisiana Healthcare Connections compared to all other health plans you contract with?
Page 54.....2A.	Consistency of reimbursement fees with your contract rates.
Page 55.....2B.	Accuracy of claims processing.
Page 56.....2C.	Timeliness of claims processing.
Page 57.....2D.	Resolution of claims payment problems or disputes.
Page 58.....3A.	Access to knowledgeable UM staff.
Page 59.....3B.	Procedures for obtaining pre-certification/referral/authorization information.
Page 60.....3C.	Timeliness of obtaining pre-certification/referral/authorization information.
Page 61.....3D.	The health plan's facilitation/support of appropriate clinical care for patients.
Page 62.....3E.	Access to Case/Care Managers from this health plan.
Page 63.....3F.	Degree to which the plan covers and encourages preventive care and wellness.
Page 64.....4A.	The number of specialists in this health plan's provider network.
Page 65.....4B.	The quality of specialists in this health plan's provider network.
Page 66.....4C.	The timeliness of feedback/reports from specialists in this health plan's provider network.
Page 67.....5A.	Consistency of the formulary over time.
Page 68.....5B.	Extent to which formulary reflects current standards of care.
Page 69.....5C.	Variety of branded drugs on the formulary.
Page 70.....5D.	Ease of prescribing your preferred medications within formulary guidelines.
Page 71.....5E.	Availability of comparable drugs to substitute those not included in the formulary.
Page 72.....6A.	Ease of reaching health plan call center staff over the phone.
Page 73.....6B.	Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).
Page 74.....6C.	Helpfulness of health plan call center staff in obtaining referrals for patients in your care.
Page 75.....6D.	Overall satisfaction with health plan's call center service.
Page 76.....7A.	Do you have a Provider Relations representative from this health plan assigned to your practice?
Page 77.....7B.	Provider Relations representative's ability to answer questions and resolve problems.

Louisiana Healthcare Connections
Provider Satisfaction Survey (916007)

TABLE OF CONTENTS

Page 78.....	7C. Quality of provider orientation process.
Page 79.....	7D. Quality of written communications, policy bulletins, and manuals.
Page 80.....	8A. Would you recommend Louisiana Healthcare Connections to other physicians' practices?
Page 81.....	8B. Please rate your overall satisfaction with Louisiana Healthcare Connections.
Page 82.....	8C. Please rate your overall satisfaction with Amerigroup.
Page 83.....	8D. Please rate your overall satisfaction with Community Health Solutions.
Page 84.....	8E. Please rate your overall satisfaction with LA Care.
Page 85.....	8F. Please rate your overall satisfaction with United Healthcare.
Page 86.....	3G. Extent to which UM staff share review criteria and reasons for adverse determinations.
Page 87.....	3H. Consistency of review decisions.
Page 88.....	4D. The frequency of feedback/reports from specialists for patients in your care.
Page 89.....	4E. The timeliness of feedback/reports from Behavioral Health Clinicians for patients in your care.
Page 90.....	4F. The frequency of feedback/reports from Behavioral Health Clinicians for patients in your care.

Louisiana Healthcare Connections
Provider Satisfaction Survey (916007)

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

	Area of Medicine		Physicians in Practice		Years in Practice		Managed Care Volume		Survey Respondent		Insurance Participation											
	Total Answering	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	
Total Eligible	217	162		658	91	98	24	42	84	86	83	53	67	28	-	129	57	2	16	27	48	120
Total Valid Responses	235	182		8419	93	109	29	45	96	89	86	57	76	28	-	145	59	2	17	29	56	126
Total Respondents	214	162		658	90	97	23	42	83	84	82	51	67	28	-	127	56	2	16	26	48	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%
Primary Care	162	162		146	75	72	12	31	66	62	57	40	54	23	-	100	36	2	11	19	39	88
	75.7%	100.0%		21.5%	75.0%	83.3%	74.2%	52.2%	73.8%	79.5%	73.8%	69.5%	78.4%	82.1%		78.7%	64.3%	100.0%	68.8%	73.1%	81.2%	74.6%
Specialty	65	14		655	16	33	15	12	25	26	27	15	19	5	-	39	21	-	6	10	14	33
	30.4%	8.6%		100.0%	62.5%	17.8%	34.0%	65.2%	28.6%	30.1%	31.0%	32.9%	29.4%	17.9%		30.7%	37.5%		37.5%	38.5%	29.2%	28.0%
Behavioral Health Clinician	8	6		58	2	4	2	2	5	1	2	2	3	-	-	6	2	-	-	-	3	5
	3.7%	3.7%		7.7%	100.0%	2.2%	4.1%	8.7%	4.8%	6.0%	1.2%	2.4%	3.9%	4.5%		4.7%	3.6%				6.2%	4.2%

Louisiana Healthcare Connections
Provider Satisfaction Survey (916007)

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	217	162	65	8	91	98	24	42	84	86	83	53	67	28	-	129	57	2	16	27	48	120		
Total Answering	213	159	64	8	91	98	24	42	81	85	82	51	66	27	-	128	56	2	16	26	46	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%		
No Answer	4	3	1	-	-	-	-	-	3	1	1	2	1	1	-	1	1	-	-	1	2	1		
Solo	91	75	16	2	91	-	-	15	29	46	39	22	25	7	-	60	23	1	7	14	21	48		
	42.7%	47.2%	25.0%	25.0%	100.0%			35.7%	35.8%	54.1% HI	47.6%	43.1%	37.9%	25.9%		46.9% N	41.1%	50.0%	43.8%	53.8%	45.7%	40.3%		
2 - 5 physicians	98	72	33	4	-	98	-	23	45	27	36	21	33	14	-	54	29	-	8	10	19	58		
	46.0%	45.3%	51.6%	50.0%		100.0%		54.8% J	55.6% J	31.8%	43.9%	41.2%	50.0%	51.9%		42.2%	51.8%		50.0%	38.5%	41.3%	48.7%		
More than 5 physicians	24	12	15	2	-	-	24	4	7	12	7	8	8	6	-	14	4	1	1	2	6	13		
	11.3%	7.5%	23.4% B	25.0%			100.0%	9.5%	8.6%	14.1%	8.5%	15.7%	12.1%	22.2% q		10.9%	7.1%	50.0%	6.2%	7.7%	13.0%	10.9%		

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)

Presented by The Myers Group
770-978-3173
2013

Louisiana Healthcare Connections
Provider Satisfaction Survey (916007)

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	217	162	65	8	91	98	24	42	84	86	83	53	67	28	-	129	57	2	16	27	48	120		
Total Answering	212	159	63	8	90	95	23	42	84	86	81	52	65	28	-	126	55	2	15	26	47	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%		
No Answer	5	3	2	-	1	3	1	-	-	-	2	1	2	-	-	3	2	-	1	1	1	2		
Less than 5 years	42	31	12	2	15	23	4	42	-	-	12	5	16	6	-	21	14	1	3	5	10	22		
	19.8%	19.5%	19.0%	25.0%	16.7%	24.2%	17.4%	100.0%			14.8%	9.6%	24.6%	21.4%		16.7%	25.5%	50.0%	20.0%	19.2%	21.3%	18.6%		
												L												
5 - 15 years	84	66	25	5	29	45	7	-	84	-	35	23	22	10	-	49	24	-	8	10	18	45		
	39.6%	41.5%	39.7%	62.5%	32.2%	47.4%	30.4%		100.0%		43.2%	44.2%	33.8%	35.7%		38.9%	43.6%		53.3%	38.5%	38.3%	38.1%		
						E																		
16 years or more	86	62	26	1	46	27	12	-	-	86	34	24	27	12	-	56	17	1	4	11	19	51		
	40.6%	39.0%	41.3%	12.5%	51.1%	28.4%	52.2%			100.0%	42.0%	46.2%	41.5%	42.9%		44.4%	30.9%	50.0%	26.7%	42.3%	40.4%	43.2%		
		D	D		F	F										q								

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)

Presented by The Myers Group
770-978-3173
2013

Louisiana Healthcare Connections
Provider Satisfaction Survey (916007)

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

	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	217	162	65	8	91	98	24	42	84	86	83	53	67	28	-	129	57	2	16	27	48	120
Total Answering	203	151	61	7	86	90	23	33	80	85	83	53	67	28	-	120	52	2	14	26	46	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%
No Answer	14	11	4	1	5	8	1	9	4	1	-	-	-	-	-	9	5	-	2	1	2	6
None	5	2	2	-	3	2	-	1	3	1	5	-	-	1	-	3	1	-	-	1	1	3
	2.5%	1.3%	3.3%		3.5%	2.2%		3.0%	3.8%	1.2%	6.0%			3.6%		2.5%	1.9%			3.8%	2.2%	2.6%
10% or less	78	55	25	2	36	34	7	11	32	33	78	-	-	8	-	49	20	-	3	7	15	52
	38.4%	36.4%	41.0%	28.6%	41.9%	37.8%	30.4%	33.3%	40.0%	38.8%	94.0%			28.6%		40.8%	38.5%		21.4%	26.9%	32.6%	45.6% St
11 - 20%	53	40	15	2	22	21	8	5	23	24	-	53	-	6	-	34	12	-	1	8	12	32
	26.1%	26.5%	24.6%	28.6%	25.6%	23.3%	34.8%	15.2%	28.8% h	28.2% h		100.0%		21.4%		28.3%	23.1%		7.1%	30.8% s	26.1% s	28.1% s
21 - 30%	34	28	10	1	18	14	2	7	9	18	-	-	34	4	-	19	10	1	5	3	12	13
	16.7%	18.5%	16.4%	14.3%	20.9% g	15.6%	8.7%	21.2%	11.2%	21.2% i			50.7%	14.3%		15.8%	19.2%	50.0%	35.7% tv	11.5%	26.1% v	11.4%
31 - 50%	22	18	5	2	6	12	4	8	8	6	-	-	22	4	-	10	8	-	3	3	5	11
	10.8%	11.9%	8.2%	28.6%	7.0%	13.3%	17.4%	24.2% iJ	10.0%	7.1%			32.8%	14.3%		8.3%	15.4%		21.4%	11.5%	10.9%	9.6%
51 - 75%	8	5	4	-	-	6	1	-	5	1	-	-	8	3	-	4	1	-	1	4	1	2
	3.9%	3.3%	6.6%			6.7%	4.3%		6.2% j	1.2%			11.9%	10.7%		3.3%	1.9%		7.1%	15.4% uv	2.2%	1.8%
76 - 100%	3	3	-	-	1	1	1	1	-	2	-	-	3	2	-	1	-	1	1	-	-	1
	1.5%	2.0%			1.2%	1.1%	4.3%	3.0%		2.4%			4.5%	7.1%		0.8%		50.0%	7.1%			0.9%

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 The Myers Group
770-978-3173
2013

Louisiana Healthcare Connections
Provider Satisfaction Survey (916007)

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

		Area of		Physicians				Years in				Managed Care			Survey Respondent				Insurance Participation				
		Medicine		in Practice				Practice				Volume											
Total	Primary	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	Specialty	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	217	162	65	8	91	98	24	42	84	86	83	53	67	28	-	129	57	2	16	27	48	120	
Total Answering	214	159	65	8	90	97	24	41	83	85	82	52	66	28	-	129	57	2	16	27	48	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%	
No Answer	3	3	-	-	1	1	-	1	1	1	1	1	1	-	-	-	-	-	-	-	-	3	
Physician	28	23	5	-	7	14	6	6	10	12	9	6	13	28	-	-	-	-	4	3	7	14	
	13.1%	14.5%	7.7%		7.8%	14.4%	25.0% e	14.6%	12.0%	14.1%	11.0%	11.5%	19.7%	100.0%				25.0%	11.1%	14.6%	12.0%		
Behavioral Health Clinician	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
Office Manager	129	100	39	6	60	54	14	21	49	56	52	34	34	-	-	129	-	2	5	14	30	74	
	60.3%	62.9%	60.0%	75.0%	66.7%	55.7%	58.3%	51.2%	59.0%	65.9%	63.4%	65.4%	51.5%			100.0%		100.0% STUV	31.2%	51.9%	62.5% s	63.2% s	
Nurse	11	8	4	-	3	7	-	-	8	2	2	3	4	-	-	-	11	-	3	4	1	3	
	5.1%	5.0%	6.2%		3.3%	7.2%			9.6% J	2.4%	2.4%	5.8%	6.1%				19.3%	18.8% u	14.8% uv	2.1%	2.6%		
Other staff	46	28	17	2	20	22	4	14	16	15	19	9	15	-	-	-	46	-	4	6	10	26	
	21.5%	17.6%	26.2%	25.0%	22.2%	22.7%	16.7%	34.1% ij	19.3%	17.6%	23.2%	17.3%	22.7%				80.7%	25.0%	22.2%	20.8%	22.2%		

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)

Presented by The Myers Group
770-978-3173
2013

Louisiana Healthcare Connections
Provider Satisfaction Survey (916007)

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

	Area of Medicine		Physicians in Practice					Years in Practice					Managed Care Volume			Survey Respondent				Insurance Participation				
	Total Answering	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	217	162	65	8	91	98	24	42	84	86	83	53	67	28	-	129	57	2	16	27	48	120		
Total Answering	212	158	64	7	88	97	23	41	83	83	80	53	66	27	-	126	56	2	16	26	46	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%		
No Answer	5	4	1	1	3	1	1	1	1	3	3	-	1	1	-	3	1	-	-	1	2	2		
Mail	90	59	31	1	41	35	12	16	33	40	45	20	21	17	-	51	22	1	4	13	17	54		
	42.5%	37.3%	48.4%	14.3%	46.6%	36.1%	52.2%	39.0%	39.8%	48.2%	56.2%	37.7%	31.8%	63.0%		40.5%	39.3%	50.0%	25.0%	50.0%	37.0%	45.8%		
		d	D								LM			PQ					s	s				
Telephone	7	7	-	-	2	5	-	2	1	4	3	3	1	2	-	4	1	-	-	-	3	4		
	3.3%	4.4%			2.3%	5.2%		4.9%	1.2%	4.8%	3.8%	5.7%	1.5%	7.4%		3.2%	1.8%				6.5%	3.4%		
Fax	50	40	16	1	23	22	5	10	22	16	12	17	15	2	-	32	15	1	7	7	12	21		
	23.6%	25.3%	25.0%	14.3%	26.1%	22.7%	21.7%	24.4%	26.5%	19.3%	15.0%	32.1%	22.7%	7.4%		25.4%	26.8%	50.0%	43.8%	26.9%	26.1%	17.8%		
											K					N	N		V					
Online portal	7	7	1	1	3	4	-	2	3	2	1	2	4	1	-	2	4	-	1	-	2	4		
	3.3%	4.4%	1.6%	14.3%	3.4%	4.1%		4.9%	3.6%	2.4%	1.2%	3.8%	6.1%	3.7%		1.6%	7.1%		6.2%		4.3%	3.4%		
E-mail	53	42	15	4	18	28	5	11	21	19	17	11	22	3	-	35	13	-	4	6	11	31		
	25.0%	26.6%	23.4%	57.1%	20.5%	28.9%	21.7%	26.8%	25.3%	22.9%	21.2%	20.8%	33.3%	11.1%		27.8%	23.2%		25.0%	23.1%	23.9%	26.3%		
				c												N								
In person from your Provider Representative	2	1	1	-	-	2	-	-	1	1	1	-	1	1	-	1	-	-	-	-	-	2		
	0.9%	0.6%	1.6%			2.1%			1.2%	1.2%	1.2%		1.5%	3.7%		0.8%						1.7%		
Other	3	2	-	-	1	1	1	-	2	1	1	-	2	1	-	1	1	-	-	-	1	2		
	1.4%	1.3%			1.1%	1.0%	4.3%		2.4%	1.2%	1.2%		3.0%	3.7%		0.8%	1.8%				2.2%	1.7%		

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 The Myers Group
770-978-3173
2013

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)	
217	162	65	8	91	98	24	42	84	86	83	53	67	28	-	129	57	2	16	27	48	120	
213	159	63	8	91	95	23	41	81	86	82	53	67	28	-	125	57	2	16	27	48	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%	
4	3	2	-	-	3	1	1	3	-	1	-	-	-	-	4	-	-	-	-	-	-	
2	2	-	-	1	-	1	1	-	1	-	-	2	-	-	2	-	2	-	-	-	-	
0.9%	1.3%			1.1%		4.3%	2.4%		1.2%			3.0%			1.6%		100.0%					
16	11	6	-	7	8	1	3	8	4	3	1	10	4	-	5	7	-	16	-	-	-	
7.5%	6.9%	9.5%		7.7%	8.4%	4.3%	7.3%	9.9%	4.7%	3.7%	1.9%	14.9%	14.3%		4.0%	12.3%		100.0%				
												KL				p						
27	19	10	-	14	10	2	5	10	11	8	8	10	3	-	14	10	-	-	27	-	-	
12.7%	11.9%	15.9%		15.4%	10.5%	8.7%	12.2%	12.3%	12.8%	9.8%	15.1%	14.9%	10.7%		11.2%	17.5%			100.0%			
48	39	14	3	21	19	6	10	18	19	16	12	18	7	-	30	11	-	-	-	48	-	
22.5%	24.5%	22.2%	37.5%	23.1%	20.0%	26.1%	24.4%	22.2%	22.1%	19.5%	22.6%	26.9%	25.0%		24.0%	19.3%				100.0%		
120	88	33	5	48	58	13	22	45	51	55	32	27	14	-	74	29	-	-	-	-	120	
56.3%	55.3%	52.4%	62.5%	52.7%	61.1%	56.5%	53.7%	55.6%	59.3%	67.1%	60.4%	40.3%	50.0%		59.2%	50.9%					100.0%	

2013

Louisiana Healthcare Connections
Provider Satisfaction Survey (916007)

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

	Area of Medicine				Physicians in Practice			Years in Practice			Managed Care Volume			Survey Respondent				Insurance Participation					
	Total Answering	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	217	162	65	8	91	98	24	42	84	86	83	53	67	28	-	129	57	2	16	27	48	120	
Total Answering	207	155	61	7	87	93	23	42	79	81	78	52	64	27	-	122	56	2	16	25	45	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%	
No Answer	4	3	1	-	2	1	1	-	3	1	2	1	-	1	-	3	-	-	-	2	1	-	
Well below average	22	14	7	1	5	9	7	7	7	8	6	5	10	12	-	6	4	1	2	3	3	13	
	10.6%	9.0%	11.5%	14.3%	5.7%	9.7%	30.4% EF	16.7%	8.9%	9.9%	7.7%	9.6%	15.6%	44.4% PQ		4.9%	7.1%	50.0%	12.5%	12.0%	6.7%	11.2%	
Somewhat below average	23	18	6	-	11	10	1	2	8	12	10	7	6	1	-	17	5	-	1	4	4	14	
	11.1%	11.6%	9.8%		12.6%	10.8%	4.3%	4.8%	10.1%	14.8% h	12.8%	13.5%	9.4%	3.7%		13.9% N	8.9%		6.2%	16.0%	8.9%	12.1%	
Average	114	83	34	2	49	51	13	22	45	44	46	28	29	11	-	67	35	-	7	12	26	66	
	55.1%	53.5%	55.7%	28.6%	56.3%	54.8%	56.5%	52.4%	57.0%	54.3%	59.0%	53.8%	45.3%	40.7%		54.9%	62.5% n		43.8%	48.0%	57.8%	56.9%	
Somewhat above average	32	28	9	3	15	16	1	7	10	14	12	5	14	1	-	20	11	1	3	5	10	13	
	15.5%	18.1%	14.8%	42.9%	17.2% G	17.2% G	4.3%	16.7%	12.7%	17.3%	15.4%	9.6%	21.9% 1	3.7%		16.4% N	19.6% N	50.0%	18.8%	20.0%	22.2%	11.2%	
Well above average	16	12	5	1	7	7	1	4	9	3	4	7	5	2	-	12	1	-	3	1	2	10	
	7.7%	7.7%	8.2%	14.3%	8.0%	7.5%	4.3%	9.5%	11.4% j	3.7%	5.1%	13.5%	7.8%	7.4%		9.8% Q	1.8%		18.8%	4.0%	4.4%	8.6%	
Not Applicable	6	4	3	1	2	4	-	-	2	4	3	-	3	-	-	4	1	-	-	-	2	4	
Summary Rate - Well above average/Somewhat above average	48	40	14	4	22	23	2	11	19	17	16	12	19	3	-	32	12	1	6	6	12	23	
	23.2%	25.8%	23.0%	57.1% bc	25.3% G	24.7% G	8.7%	26.2%	24.1%	21.0%	20.5%	23.1%	29.7%	11.1%		26.2% N	21.4%	50.0%	37.5%	24.0%	26.7%	19.8%	

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 The Myers Group
770-978-3173
2013

Louisiana Healthcare Connections
Provider Satisfaction Survey (916007)

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	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	217	162	65	8	91	98	24	42	84	86	83	53	67	28	-	129	57	2	16	27	48	120
Total Answering	189	144	53	7	83	87	17	36	71	78	70	50	63	24	-	110	53	2	14	23	43	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%
No Answer	14	9	5	-	6	4	4	4	4	5	7	-	3	3	-	8	3	-	-	3	4	6
Well below average	16	8	7	1	4	11	1	2	8	6	7	3	5	4	-	8	4	-	1	1	-	14
	8.5%	5.6%	13.2%	14.3%	4.8%	12.6%	5.9%	5.6%	11.3%	7.7%	10.0%	6.0%	7.9%	16.7%		7.3%	7.5%		7.1%	4.3%		13.2%
						e															t	
Somewhat below average	19	14	7	-	7	7	4	2	3	13	8	6	5	4	-	14	1	-	1	1	6	11
	10.1%	9.7%	13.2%		8.4%	8.0%	23.5%	5.6%	4.2%	16.7%	11.4%	12.0%	7.9%	16.7%		12.7%	1.9%		7.1%	4.3%	14.0%	10.4%
						hI								q		Q						
Average	101	76	29	2	47	45	8	20	38	41	33	27	37	12	-	56	31	-	6	15	29	51
	53.4%	52.8%	54.7%	28.6%	56.6%	51.7%	47.1%	55.6%	53.5%	52.6%	47.1%	54.0%	58.7%	50.0%		50.9%	58.5%		42.9%	65.2%	67.4%	48.1%
						v																
Somewhat above average	35	30	6	3	18	14	3	9	12	13	16	9	9	1	-	21	13	1	3	5	6	19
	18.5%	20.8%	11.3%	42.9%	21.7%	16.1%	17.6%	25.0%	16.9%	16.7%	22.9%	18.0%	14.3%	4.2%		19.1%	24.5%	50.0%	21.4%	21.7%	14.0%	17.9%
		c													N	N						
Well above average	18	16	4	1	7	10	1	3	10	5	6	5	7	3	-	11	4	1	3	1	2	11
	9.5%	11.1%	7.5%	14.3%	8.4%	11.5%	5.9%	8.3%	14.1%	6.4%	8.6%	10.0%	11.1%	12.5%		10.0%	7.5%	50.0%	21.4%	4.3%	4.7%	10.4%
Not Applicable	14	9	7	1	2	7	3	2	9	3	6	3	1	1	-	11	1	-	2	1	1	8
Summary Rate - Well above average/Somewhat above average	53	46	10	4	25	24	4	12	22	18	22	14	16	4	-	32	17	2	6	6	8	30
	28.0%	31.9%	18.9%	57.1%	30.1%	27.6%	23.5%	33.3%	31.0%	23.1%	31.4%	28.0%	25.4%	16.7%		29.1%	32.1%	100.0%	42.9%	26.1%	18.6%	28.3%
		C		C													STUV		u			

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 The Myers Group
770-978-3173
2013

Louisiana Healthcare Connections
Provider Satisfaction Survey (916007)

2B. Accuracy of claims processing.

	Area of		Physicians					Years in					Managed Care			Survey Respondent				Insurance Participation				
	Medicine		in Practice					Practice					Volume			Nurse/				Participation				
	Total	Primary	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	Specialty	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	217	162	65	8	91	98	24	42	84	86	83	53	67	28	-	129	57	2	16	27	48	120		
Total Answering	186	140	54	7	80	86	17	35	70	77	70	48	62	24	-	109	50	1	15	22	40	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%		
No Answer	14	9	5	-	6	4	4	3	4	6	7	1	3	3	-	8	3	-	-	3	4	6		
Well below average	13	7	5	1	3	8	2	2	3	7	5	3	5	8	-	2	3	-	1	-	1	11		
	7.0%	5.0%	9.3%	14.3%	3.8%	9.3%	11.8%	5.7%	4.3%	9.1%	7.1%	6.2%	8.1%	33.3% PQ		1.8%	6.0%		6.7%		2.5%	10.3% U		
Somewhat below average	18	11	8	-	4	9	3	4	6	8	7	6	4	3	-	12	3	-	1	2	4	11		
	9.7%	7.9%	14.8%		5.0%	10.5%	17.6%	11.4%	8.6%	10.4%	10.0%	12.5%	6.5%	12.5%		11.0%	6.0%		6.7%	9.1%	10.0%	10.3%		
Average	97	74	29	3	46	41	10	18	36	41	36	23	34	9	-	60	27	-	6	13	26	52		
	52.2%	52.9%	53.7%	42.9%	57.5%	47.7%	58.8%	51.4%	51.4%	53.2%	51.4%	47.9%	54.8%	37.5%		55.0%	54.0%		40.0%	59.1%	65.0% sv	48.6%		
Somewhat above average	41	34	8	2	19	20	2	7	17	16	18	9	13	1	-	27	12	1	6	4	9	20		
	22.0%	24.3%	14.8%	28.6%	23.8%	23.3%	11.8%	20.0%	24.3%	20.8%	25.7%	18.8%	21.0%	4.2%		24.8% N	24.0% N	100.0% STUV	40.0%	18.2%	22.5%	18.7%		
Well above average	17	14	4	1	8	8	-	4	8	5	4	7	6	3	-	8	5	-	1	3	-	13		
	9.1%	10.0%	7.4%	14.3%	10.0%	9.3%		11.4%	11.4%	6.5%	5.7%	14.6%	9.7%	12.5%		7.3%	10.0%		6.7%	13.6%		12.1%		
Not Applicable	17	13	6	1	5	8	3	4	10	3	6	4	2	1	-	12	4	1	1	2	4	7		
Summary Rate - Well above average/Somewhat above average	58	48	12	3	27	28	2	11	25	21	22	16	19	4	-	35	17	1	7	7	9	33		
	31.2%	34.3% c	22.2%	42.9%	33.8% G	32.6% G	11.8%	31.4%	35.7%	27.3%	31.4%	33.3%	30.6%	16.7%		32.1% n	34.0% n	100.0% STUV	46.7% u	31.8%	22.5%	30.8%		

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)

Presented by The Myers Group

770-978-3173

2013

Louisiana Healthcare Connections
Provider Satisfaction Survey (916007)

2C. Timeliness of claims processing.

	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	217	162	65	8	91	98	24	42	84	86	83	53	67	28	-	129	57	2	16	27	48	120
Total Answering	188	141	55	7	80	87	18	35	71	77	71	47	63	24	-	110	51	2	15	23	40	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%
No Answer	15	10	5	-	7	4	4	4	6	5	7	2	3	3	-	9	3	-	-	3	4	7
Well below average	11	7	3	1	3	6	1	2	3	6	4	2	5	6	-	3	2	-	-	1	2	8
	5.9%	5.0%	5.5%	14.3%	3.8%	6.9%	5.6%	5.7%	4.2%	7.8%	5.6%	4.3%	7.9%	25.0% PQ		2.7%	3.9%			4.3%	5.0%	7.5%
Somewhat below average	11	4	6	-	2	5	4	2	2	4	2	5	4	2	-	6	3	-	1	1	2	7
	5.9%	2.8%	10.9% b		2.5%	5.7%	22.2% E	5.7%	2.8%	5.2%	2.8%	10.6%	6.3%	8.3%		5.5%	5.9%		6.7%	4.3%	5.0%	6.5%
Average	101	74	32	2	49	43	8	16	39	45	38	24	33	10	-	63	27	-	9	14	24	54
	53.7%	52.5%	58.2%	28.6%	61.2%	49.4%	44.4%	45.7%	54.9%	58.4%	53.5%	51.1%	52.4%	41.7%		57.3%	52.9%		60.0%	60.9%	60.0%	50.5%
Somewhat above average	47	40	10	3	18	24	5	10	18	18	23	10	14	4	-	30	12	2	3	4	12	25
	25.0%	28.4%	18.2%	42.9%	22.5%	27.6%	27.8%	28.6%	25.4%	23.4%	32.4%	21.3%	22.2%	16.7%		27.3%	23.5%	100.0% STUV	20.0%	17.4%	30.0%	23.4%
Well above average	18	16	4	1	8	9	-	5	9	4	4	6	7	2	-	8	7	-	2	3	-	13
	9.6%	11.3%	7.3%	14.3%	10.0%	10.3%		14.3%	12.7%	5.2%	5.6%	12.8%	11.1%	8.3%		7.3%	13.7%		13.3%	13.0%		12.1%
Not Applicable	14	11	5	1	4	7	2	3	7	4	5	4	1	1	-	10	3	-	1	1	4	6
Summary Rate - Well above average/Somewhat above average	65	56	14	4	26	33	5	15	27	22	27	16	21	6	-	38	19	2	5	7	12	38
	34.6%	39.7% C	25.5%	57.1%	32.5%	37.9%	27.8%	42.9%	38.0%	28.6%	38.0%	34.0%	33.3%	25.0%		34.5%	37.3%	100.0% STUV	33.3%	30.4%	30.0%	35.5%

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 The Myers Group

770-978-3173

2013

Louisiana Healthcare Connections
Provider Satisfaction Survey (916007)

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	217	162	65	8	91	98	24	42	84	86	83	53	67	28	-	129	57	2	16	27	48	120
Total Answering	175	129	54	6	71	85	17	32	71	67	63	45	60	23	-	101	48	1	14	21	36	102
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	15	11	4	1	7	3	4	4	5	6	7	3	2	4	-	8	3	-	-	3	5	6
Well below average	21	11	10	1	6	11	3	4	6	10	9	4	7	8	-	7	6	-	2	2	2	15
	12.0%	8.5%	18.5%	16.7%	8.5%	12.9%	17.6%	12.5%	8.5%	14.9%	14.3%	8.9%	11.7%	34.8%		6.9%	12.5%		14.3%	9.5%	5.6%	14.7%
			b											PQ							u	
Somewhat below average	18	10	7	-	6	8	4	2	6	9	4	8	6	1	-	14	3	-	1	4	3	10
	10.3%	7.8%	13.0%		8.5%	9.4%	23.5%	6.2%	8.5%	13.4%	6.3%	17.8%	10.0%	4.3%		13.9%	6.2%		7.1%	19.0%	8.3%	9.8%
												k				n						
Average	93	73	25	3	42	45	6	17	43	31	35	23	30	10	-	57	25	-	6	12	25	50
	53.1%	56.6%	46.3%	50.0%	59.2%	52.9%	35.3%	53.1%	60.6%	46.3%	55.6%	51.1%	50.0%	43.5%		56.4%	52.1%		42.9%	57.1%	69.4%	49.0%
					g				j											sV		
Somewhat above average	29	24	7	2	11	14	4	5	8	15	11	5	12	1	-	18	9	1	4	2	4	17
	16.6%	18.6%	13.0%	33.3%	15.5%	16.5%	23.5%	15.6%	11.3%	22.4%	17.5%	11.1%	20.0%	4.3%		17.8%	18.8%	100.0%	28.6%	9.5%	11.1%	16.7%
									i							N	N	STUV				
Well above average	14	11	5	-	6	7	-	4	8	2	4	5	5	3	-	5	5	-	1	1	2	10
	8.0%	8.5%	9.3%		8.5%	8.2%		12.5%	11.3%	3.0%	6.3%	11.1%	8.3%	13.0%		5.0%	10.4%		7.1%	4.8%	5.6%	9.8%
									j													
Not Applicable	27	22	7	1	13	10	3	6	8	13	13	5	5	1	-	20	6	1	2	3	7	12
Summary Rate - Well above average/Somewhat above average	43	35	12	2	17	21	4	9	16	17	15	10	17	4	-	23	14	1	5	3	6	27
	24.6%	27.1%	22.2%	33.3%	23.9%	24.7%	23.5%	28.1%	22.5%	25.4%	23.8%	22.2%	28.3%	17.4%		22.8%	29.2%	100.0%	35.7%	14.3%	16.7%	26.5%
																		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.

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

Presented by The Myers Group
770-978-3173
2013

Louisiana Healthcare Connections
Provider Satisfaction Survey (916007)

3A. Access to knowledgeable UM staff.

	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	217	162	65	8	91	98	24	42	84	86	83	53	67	28	-	129	57	2	16	27	48	120
Total Answering	178	129	57	6	73	80	21	31	68	74	72	43	58	24	-	106	46	2	14	20	41	98
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	15	12	3	-	7	6	2	4	6	5	5	3	2	2	-	9	4	-	1	3	5	5
Well below average	13	8	4	-	1	10	2	3	3	6	5	3	4	6	-	5	2	-	3	1	-	9
	7.3%	6.2%	7.0%		1.4%	12.5%	9.5%	9.7%	4.4%	8.1%	6.9%	7.0%	6.9%	25.0% PQ		4.7%	4.3%		21.4%	5.0%		9.2%
Somewhat below average	16	11	5	-	9	4	2	1	7	7	7	5	4	5	-	8	2	-	-	3	4	9
	9.0%	8.5%	8.8%		12.3%	5.0%	9.5%	3.2%	10.3%	9.5%	9.7%	11.6%	6.9%	20.8% q		7.5%	4.3%			15.0%	9.8%	9.2%
Average	112	81	37	4	47	50	13	18	43	48	47	27	34	9	-	73	29	1	5	10	28	66
	62.9%	62.8%	64.9%	66.7%	64.4%	62.5%	61.9%	58.1%	63.2%	64.9%	65.3%	62.8%	58.6%	37.5%		68.9% N	63.0% N	50.0%	35.7%	50.0%	68.3% S	67.3% S
Somewhat above average	27	22	6	-	13	10	3	6	9	12	10	6	11	2	-	16	9	1	5	5	7	8
	15.2%	17.1%	10.5%		17.8%	12.5%	14.3%	19.4%	13.2%	16.2%	13.9%	14.0%	19.0%	8.3%		15.1%	19.6%	50.0%	35.7% v	25.0% v	17.1%	8.2%
Well above average	10	7	5	2	3	6	1	3	6	1	3	2	5	2	-	4	4	-	1	1	2	6
	5.6%	5.4%	8.8%	33.3%	4.1%	7.5%	4.8%	9.7%	8.8%	1.4%	4.2%	4.7%	8.6%	8.3%		3.8%	8.7%		7.1%	5.0%	4.9%	6.1%
									J													
Not Applicable	24	21	5	2	11	12	1	7	10	7	6	7	7	2	-	14	7	-	1	4	2	17
Summary Rate - Well above average/Somewhat above average	37	29	11	2	16	16	4	9	15	13	13	8	16	4	-	20	13	1	6	6	9	14
	20.8%	22.5%	19.3%	33.3%	21.9%	20.0%	19.0%	29.0%	22.1%	17.6%	18.1%	18.6%	27.6%	16.7%		18.9%	28.3%	50.0%	42.9% v	30.0%	22.0%	14.3%

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 The Myers Group
770-978-3173
2013

Louisiana Healthcare Connections
Provider Satisfaction Survey (916007)

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

	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	217	162	65	8	91	98	24	42	84	86	83	53	67	28	-	129	57	2	16	27	48	120
Total Answering	182	140	50	6	80	79	19	33	71	73	73	44	58	23	-	108	48	2	12	21	42	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%
No Answer	18	13	6	-	7	8	3	5	5	8	7	4	2	2	-	11	5	-	1	4	5	7
Well below average	14	11	2	-	5	6	2	2	6	6	6	4	4	6	-	7	1	-	1	2	3	8
	7.7%	7.9%	4.0%		6.2%	7.6%	10.5%	6.1%	8.5%	8.2%	8.2%	9.1%	6.9%	26.1% PQ		6.5%	2.1%		8.3%	9.5%	7.1%	7.8%
Somewhat below average	25	22	5	2	9	11	4	7	11	5	10	5	9	3	-	17	3	1	1	2	7	14
	13.7%	15.7%	10.0%	33.3%	11.2%	13.9%	21.1%	21.2% j	15.5% j	6.8%	13.7%	11.4%	15.5%	13.0%		15.7% q	6.2%	50.0%	8.3%	9.5%	16.7%	13.6%
Average	107	82	30	4	49	47	10	17	39	48	44	28	30	10	-	65	31	1	4	11	26	65
	58.8%	58.6%	60.0%	66.7%	61.2%	59.5%	52.6%	51.5%	54.9%	65.8%	60.3%	63.6%	51.7%	43.5%		60.2%	64.6% n	50.0%	33.3%	52.4%	61.9% s	63.1% s
Somewhat above average	23	17	7	-	13	8	1	4	9	10	8	4	10	2	-	14	7	-	5	4	4	9
	12.6%	12.1%	14.0%		16.2% g	10.1%	5.3%	12.1%	12.7%	13.7%	11.0%	9.1%	17.2%	8.7%		13.0%	14.6%		41.7% UV	19.0%	9.5%	8.7%
Well above average	13	8	6	-	4	7	2	3	6	4	5	3	5	2	-	5	6	-	1	2	2	7
	7.1%	5.7%	12.0%		5.0%	8.9%	10.5%	9.1%	8.5%	5.5%	6.8%	6.8%	8.6%	8.7%		4.6%	12.5%		8.3%	9.5%	4.8%	6.8%
Not Applicable	17	9	9	2	4	11	2	4	8	5	3	5	7	3	-	10	4	-	3	2	1	10
Summary Rate - Well above average/Somewhat above average	36	25	13	-	17	15	3	7	15	14	13	7	15	4	-	19	13	-	6	6	6	16
	19.8%	17.9%	26.0%		21.2%	19.0%	15.8%	21.2%	21.1%	19.2%	17.8%	15.9%	25.9%	17.4%		17.6%	27.1%		50.0% UV	28.6%	14.3%	15.5%

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 The Myers Group
770-978-3173
2013

Louisiana Healthcare Connections
Provider Satisfaction Survey (916007)

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

	Physicians in Practice										Years in Practice			Managed Care Volume			Survey Respondent				Insurance Participation				
	Medicine										Practice			Volume			Physician				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	217	162	65	8	91	98	24	42	84	86	83	53	67	28	-	129	57	2	16	27	48	120			
Total Answering	184	143	49	6	80	81	19	35	71	74	74	45	58	23	-	110	48	2	12	20	42	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%			
No Answer	18	12	7	-	6	9	3	5	5	7	6	4	3	2	-	10	6	-	1	5	5	6			
Well below average	11	7	3	-	3	5	2	2	5	4	6	3	2	5	-	4	2	-	1	2	1	7			
	6.0%	4.9%	6.1%		3.8%	6.2%	10.5%	5.7%	7.0%	5.4%	8.1%	6.7%	3.4%	21.7% Pq		3.6%	4.2%		8.3%	10.0%	2.4%	6.6%			
Somewhat below average	27	25	6	2	10	12	4	9	9	8	8	6	11	2	-	18	5	1	1	3	7	15			
	14.7%	17.5%	12.2%	33.3%	12.5%	14.8%	21.1%	25.7% j	12.7%	10.8%	10.8%	13.3%	19.0%	8.7%		16.4%	10.4%	50.0%	8.3%	15.0%	16.7%	14.2%			
Average	113	90	26	2	52	50	10	18	43	49	49	27	33	13	-	67	32	1	6	12	29	65			
	61.4%	62.9%	53.1%	33.3%	65.0%	61.7%	52.6%	51.4%	60.6%	66.2%	66.2%	60.0%	56.9%	56.5%		60.9%	66.7%	50.0%	50.0%	60.0%	69.0%	61.3%			
Somewhat above average	24	16	9	2	12	10	1	3	10	11	7	7	9	1	-	17	6	-	3	2	3	14			
	13.0%	11.2%	18.4%	33.3%	15.0%	12.3%	5.3%	8.6%	14.1%	14.9%	9.5%	15.6%	15.5%	4.3%		15.5% N	12.5%		25.0%	10.0%	7.1%	13.2%			
Well above average	9	5	5	-	3	4	2	3	4	2	4	2	3	2	-	4	3	-	1	1	2	5			
	4.9%	3.5%	10.2%		3.8%	4.9%	10.5%	8.6%	5.6%	2.7%	5.4%	4.4%	5.2%	8.7%		3.6%	6.2%		8.3%	5.0%	4.8%	4.7%			
Not Applicable	15	7	9	2	5	8	2	2	8	5	3	4	6	3	-	9	3	-	3	2	1	8			
Summary Rate - Well above average/Somewhat above average	33	21	14	2	15	14	3	6	14	13	11	9	12	3	-	21	9	-	4	3	5	19			
	17.9%	14.7%	28.6% b	33.3%	18.8%	17.3%	15.8%	17.1%	19.7%	17.6%	14.9%	20.0%	20.7%	13.0%		19.1%	18.8%		33.3%	15.0%	11.9%	17.9%			

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 The Myers Group

770-978-3173

2013

Louisiana Healthcare Connections
Provider Satisfaction Survey (916007)

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

	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	217	162	65	8	91	98	24	42	84	86	83	53	67	28	-	129	57	2	16	27	48	120
Total Answering	176	132	52	4	74	80	18	31	71	69	69	42	58	25	-	100	48	1	14	21	40	97
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	23	16	8	1	9	11	3	6	7	10	9	5	4	2	-	14	7	-	1	5	6	10
Well below average	10	7	2	-	2	5	2	2	5	3	3	3	4	6	-	2	1	-	1	2	-	7
	5.7%	5.3%	3.8%		2.7%	6.2%	11.1%	6.5%	7.0%	4.3%	4.3%	7.1%	6.9%	24.0% PQ		2.0%	2.1%		7.1%	9.5%		7.2%
Somewhat below average	15	10	6	-	7	5	2	1	5	8	7	3	4	3	-	8	4	-	1	3	4	7
	8.5%	7.6%	11.5%		9.5%	6.2%	11.1%	3.2%	7.0%	11.6% h	10.1%	7.1%	6.9%	12.0%		8.0%	8.3%		7.1%	14.3%	10.0%	7.2%
Average	118	89	35	3	51	55	11	21	44	49	45	29	39	13	-	71	32	-	9	12	28	67
	67.0%	67.4%	67.3%	75.0%	68.9%	68.8%	61.1%	67.7%	62.0%	71.0%	65.2%	69.0%	67.2%	52.0%		71.0% n	66.7%		64.3%	57.1%	70.0%	69.1%
Somewhat above average	23	20	4	1	10	10	2	2	13	8	11	5	6	1	-	16	6	1	1	2	6	12
	13.1%	15.2%	7.7%	25.0%	13.5%	12.5%	11.1%	6.5%	18.3% h	11.6%	15.9%	11.9%	10.3%	4.0%		16.0% N	12.5%	100.0% STUV	7.1%	9.5%	15.0%	12.4%
Well above average	10	6	5	-	4	5	1	5	4	1	3	2	5	2	-	3	5	-	2	2	2	4
	5.7%	4.5%	9.6%		5.4%	6.2%	5.6%	16.1% J	5.6%	1.4%	4.3%	4.8%	8.6%	8.0%		3.0%	10.4%		14.3%	9.5%	5.0%	4.1%
Not Applicable	18	14	5	3	8	7	3	5	6	7	5	6	5	1	-	15	2	1	1	1	2	13
Summary Rate - Well above average/Somewhat above average	33	26	9	1	14	15	3	7	17	9	14	7	11	3	-	19	11	1	3	4	8	16
	18.8%	19.7%	17.3%	25.0%	18.9%	18.8%	16.7%	22.6%	23.9% j	13.0%	20.3%	16.7%	19.0%	12.0%		19.0%	22.9%	100.0% STUV	21.4%	19.0%	20.0%	16.5%

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 The Myers Group
770-978-3173
2013

Louisiana Healthcare Connections
Provider Satisfaction Survey (916007)

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

	Area of Medicine			Physicians in Practice			Years in Practice			Managed Care Volume			Survey Respondent				Insurance Participation					
	Total Answering	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	217	162	65	8	91	98	24	42	84	86	83	53	67	28	-	129	57	2	16	27	48	120
Total Answering	166	127	45	5	69	74	19	29	64	68	68	39	54	23	-	95	45	2	11	18	39	93
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	19	14	6	-	7	9	3	5	7	7	7	4	3	3	-	11	5	-	2	4	5	7
Well below average	10	7	2	-	2	4	2	1	5	4	4	5	1	5	-	3	1	-	-	2	1	7
	6.0%	5.5%	4.4%		2.9%	5.4%	10.5%	3.4%	7.8%	5.9%	5.9%	12.8%	1.9%	21.7%		3.2%	2.2%			11.1%	2.6%	7.5%
												m		PQ								
Somewhat below average	11	6	5	-	3	5	3	2	3	5	7	1	3	4	-	4	3	-	-	1	4	6
	6.6%	4.7%	11.1%		4.3%	6.8%	15.8%	6.9%	4.7%	7.4%	10.3%	2.6%	5.6%	17.4%		4.2%	6.7%			5.6%	10.3%	6.5%
											1											
Average	115	89	32	4	50	53	10	21	44	46	48	27	35	12	-	70	31	-	7	13	29	64
	69.3%	70.1%	71.1%	80.0%	72.5%	71.6%	52.6%	72.4%	68.8%	67.6%	70.6%	69.2%	64.8%	52.2%		73.7%	68.9%		63.6%	72.2%	74.4%	68.8%
																n						
Somewhat above average	24	20	4	1	13	8	3	4	8	12	9	5	10	-	-	18	6	2	2	2	4	13
	14.5%	15.7%	8.9%	20.0%	18.8%	10.8%	15.8%	13.8%	12.5%	17.6%	13.2%	12.8%	18.5%			18.9%	13.3%	100.0%	18.2%	11.1%	10.3%	14.0%
																	STUV					
Well above average	6	5	2	-	1	4	1	1	4	1	-	1	5	2	-	-	4	-	2	-	1	3
	3.6%	3.9%	4.4%		1.4%	5.4%	5.3%	3.4%	6.2%	1.5%		2.6%	9.3%	8.7%			8.9%		18.2%		2.6%	3.2%
Not Applicable	32	21	14	3	15	15	2	8	13	11	8	10	10	2	-	23	7	-	3	5	4	20
Summary Rate - Well above average/Somewhat above average	30	25	6	1	14	12	4	5	12	13	9	6	15	2	-	18	10	2	4	2	5	16
	18.1%	19.7%	13.3%	20.0%	20.3%	16.2%	21.1%	17.2%	18.8%	19.1%	13.2%	15.4%	27.8%	8.7%		18.9%	22.2%	100.0%	36.4%	11.1%	12.8%	17.2%
												K						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 The Myers Group
770-978-3173
2013

Louisiana Healthcare Connections
Provider Satisfaction Survey (916007)

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

	Area of Medicine				Physicians in Practice				Years in Practice				Managed Care Volume				Survey Respondent				Insurance Participation					
	Total Answering	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	217	162	65	8	91	98	24	42	84	86	83	53	67	28	-	129	57	2	16	27	48	120				
Total Answering	177	143	42	6	78	79	16	36	70	67	66	44	60	23	-	102	49	2	11	23	40	100				
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	21	13	8	1	7	10	4	5	8	8	8	4	4	4	-	11	6	-	2	4	6	8				
Well below average	7	4	2	-	1	5	1	2	2	3	2	1	4	5	-	1	1	-	1	1	-	5				
	4.0%	2.8%	4.8%		1.3%	6.3%	6.2%	5.6%	2.9%	4.5%	3.0%	2.3%	6.7%	21.7% PQ		1.0%	2.0%		9.1%	4.3%		5.0%				
Somewhat below average	9	7	3	1	5	4	-	-	4	4	3	3	3	1	-	6	2	-	-	3	2	4				
	5.1%	4.9%	7.1%	16.7%	6.4%	5.1%			5.7%	6.0%	4.5%	6.8%	5.0%	4.3%		5.9%	4.1%			13.0%	5.0%	4.0%				
Average	113	92	28	2	50	49	11	24	39	47	46	25	35	12	-	72	27	-	5	13	26	69				
	63.8%	64.3%	66.7%	33.3%	64.1%	62.0%	68.8%	66.7%	55.7%	70.1% i	69.7%	56.8%	58.3%	52.2%		70.6% q	55.1%		45.5%	56.5%	65.0%	69.0%				
Somewhat above average	29	24	5	2	15	11	3	4	14	11	11	9	9	3	-	15	11	1	3	3	9	12				
	16.4%	16.8%	11.9%	33.3%	19.2%	13.9%	18.8%	11.1%	20.0%	16.4%	16.7%	20.5%	15.0%	13.0%		14.7%	22.4%	50.0%	27.3%	13.0%	22.5%	12.0%				
Well above average	19	16	4	1	7	10	1	6	11	2	4	6	9	2	-	8	8	1	2	3	3	10				
	10.7%	11.2%	9.5%	16.7%	9.0%	12.7%	6.2%	16.7% J	15.7% J	3.0%	6.1%	13.6%	15.0%	8.7%		7.8%	16.3%	50.0%	18.2%	13.0%	7.5%	10.0%				
Not Applicable	19	6	15	1	6	9	4	1	6	11	9	5	3	1	-	16	2	-	3	-	2	12				
Summary Rate - Well above average/Somewhat above average	48	40	9	3	22	21	4	10	25	13	15	15	18	5	-	23	19	2	5	6	12	22				
	27.1%	28.0%	21.4%	50.0%	28.2%	26.6%	25.0%	27.8%	35.7% J	19.4%	22.7%	34.1%	30.0%	21.7%		22.5%	38.8% P	100.0% STUV	45.5%	26.1%	30.0%	22.0%				

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 The Myers Group
770-978-3173
2013

Louisiana Healthcare Connections
Provider Satisfaction Survey (916007)

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

	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	217	162	65	8	91	98	24	42	84	86	83	53	67	28	-	129	57	2	16	27	48	120		
Total Answering	170	136	42	4	77	75	15	32	67	67	60	44	59	24	-	100	44	2	15	19	39	93		
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	31	21	11	2	11	13	6	6	10	14	14	6	6	3	-	20	7	-	1	6	8	15		
Well below average	17	13	3	-	7	8	1	3	5	9	10	2	4	4	-	11	2	-	1	-	4	12		
	10.0%	9.6%	7.1%		9.1%	10.7%	6.7%	9.4%	7.5%	13.4%	16.7%	4.5%	6.8%	16.7%		11.0%	4.5%		6.7%		10.3%	12.9%		
											Lm													
Somewhat below average	30	25	7	-	16	11	3	6	9	14	15	6	9	2	-	22	5	-	1	2	9	18		
	17.6%	18.4%	16.7%		20.8%	14.7%	20.0%	18.8%	13.4%	20.9%	25.0%	13.6%	15.3%	8.3%		22.0%	11.4%		6.7%	10.5%	23.1%	19.4%		
																nq				s	s			
Average	94	75	25	1	43	44	6	16	44	31	26	30	32	12	-	55	26	-	10	15	22	46		
	55.3%	55.1%	59.5%	25.0%	55.8%	58.7%	40.0%	50.0%	65.7%	46.3%	43.3%	68.2%	54.2%	50.0%		55.0%	59.1%		66.7%	78.9%	56.4%	49.5%		
									J			K							uV					
Somewhat above average	17	13	4	2	7	7	3	3	4	10	5	4	8	3	-	8	6	1	1	2	3	9		
	10.0%	9.6%	9.5%	50.0%	9.1%	9.3%	20.0%	9.4%	6.0%	14.9%	8.3%	9.1%	13.6%	12.5%		8.0%	13.6%	50.0%	6.7%	10.5%	7.7%	9.7%		
										i														
Well above average	12	10	3	1	4	5	2	4	5	3	4	2	6	3	-	4	5	1	2	-	1	8		
	7.1%	7.4%	7.1%	25.0%	5.2%	6.7%	13.3%	12.5%	7.5%	4.5%	6.7%	4.5%	10.2%	12.5%		4.0%	11.4%	50.0%	13.3%		2.6%	8.6%		
Not Applicable	16	5	12	2	3	10	3	4	7	5	9	3	2	1	-	9	6	-	-	2	1	12		
Summary Rate - Well above average/Somewhat above average	29	23	7	3	11	12	5	7	9	13	9	6	14	6	-	12	11	2	3	2	4	17		
	17.1%	16.9%	16.7%	75.0%	14.3%	16.0%	33.3%	21.9%	13.4%	19.4%	15.0%	13.6%	23.7%	25.0%		12.0%	25.0%	100.0%	20.0%	10.5%	10.3%	18.3%		
				BC													p	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 The Myers Group
770-978-3173
2013

Louisiana Healthcare Connections
Provider Satisfaction Survey (916007)

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

	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	217	162	65	8	91	98	24	42	84	86	83	53	67	28	-	129	57	2	16	27	48	120
Total Answering	164	132	40	4	76	70	15	30	66	65	58	42	58	23	-	97	42	2	13	17	39	91
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	23	12	2	12	15	6	6	11	15	15	8	6	4	-	20	9	-	2	7	8	16
Well below average	10	8	1	-	5	4	-	1	6	3	7	1	2	2	-	7	1	-	-	1	3	6
	6.1%	6.1%	2.5%		6.6%	5.7%		3.3%	9.1%	4.6%	12.1% Lm	2.4%	3.4%	8.7%		7.2%	2.4%			5.9%	7.7%	6.6%
Somewhat below average	14	11	3	-	5	8	1	6	4	3	5	2	5	2	-	8	4	-	-	1	5	8
	8.5%	8.3%	7.5%		6.6%	11.4%	6.7%	20.0% iJ	6.1%	4.6%	8.6%	4.8%	8.6%	8.7%		8.2%	9.5%			5.9%	12.8%	8.8%
Average	106	86	27	3	55	41	8	15	44	45	36	31	35	11	-	65	28	-	9	9	26	61
	64.6%	65.2%	67.5%	75.0%	72.4% f	58.6%	53.3%	50.0%	66.7%	69.2% h	62.1%	73.8%	60.3%	47.8%		67.0% n	66.7%		69.2%	52.9%	66.7%	67.0%
Somewhat above average	26	21	7	1	9	14	3	7	9	10	9	6	11	6	-	13	7	-	4	6	4	11
	15.9%	15.9%	17.5%	25.0%	11.8%	20.0%	20.0%	23.3%	13.6%	15.4%	15.5%	14.3%	19.0%	26.1%		13.4%	16.7%		30.8%	35.3% Uv	10.3%	12.1%
Well above average	8	6	2	-	2	3	3	1	3	4	1	2	5	2	-	4	2	2	-	-	1	5
	4.9%	4.5%	5.0%		2.6%	4.3%	20.0% e	3.3%	4.5%	6.2%	1.7%	4.8%	8.6% k	8.7%		4.1%	4.8%	100.0% UV			2.6%	5.5%
Not Applicable	19	7	13	2	3	13	3	6	7	6	10	3	3	1	-	12	6	-	1	3	1	13
Summary Rate - Well above average/Somewhat above average	34	27	9	1	11	17	6	8	12	14	10	8	16	8	-	17	9	2	4	6	5	16
	20.7%	20.5%	22.5%	25.0%	14.5%	24.3%	40.0% e	26.7%	18.2%	21.5%	17.2%	19.0%	27.6%	34.8%		17.5%	21.4%	100.0% STUV	30.8%	35.3% u	12.8%	17.6%

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 The Myers Group

770-978-3173

2013

Louisiana Healthcare Connections
Provider Satisfaction Survey (916007)

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	217	162	65	8	91	98	24	42	84	86	83	53	67	28	-	129	57	2	16	27	48	120
Total Answering	159	130	38	5	71	70	15	29	63	64	54	43	58	24	-	92	41	2	13	17	37	88
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	22	13	3	12	15	6	7	12	13	15	7	6	3	-	21	9	-	2	6	8	17
Well below average	7	4	3	-	2	4	1	2	2	3	2	1	4	3	-	3	1	-	-	1	1	5
	4.4%	3.1%	7.9%		2.8%	5.7%	6.7%	6.9%	3.2%	4.7%	3.7%	2.3%	6.9%	12.5%		3.3%	2.4%			5.9%	2.7%	5.7%
Somewhat below average	16	13	3	-	9	5	1	4	5	6	7	5	4	4	-	9	3	-	1	2	5	8
	10.1%	10.0%	7.9%		12.7%	7.1%	6.7%	13.8%	7.9%	9.4%	13.0%	11.6%	6.9%	16.7%		9.8%	7.3%		7.7%	11.8%	13.5%	9.1%
Average	111	92	27	3	51	48	10	18	46	45	39	30	38	10	-	69	30	2	8	10	31	59
	69.8%	70.8%	71.1%	60.0%	71.8%	68.6%	66.7%	62.1%	73.0%	70.3%	72.2%	69.8%	65.5%	41.7%		75.0%	73.2%	100.0%	61.5%	58.8%	83.8%	67.0%
																N	N	STUV			tv	
Somewhat above average	17	14	4	1	7	7	3	3	6	8	5	4	8	4	-	8	5	-	4	4	-	8
	10.7%	10.8%	10.5%	20.0%	9.9%	10.0%	20.0%	10.3%	9.5%	12.5%	9.3%	9.3%	13.8%	16.7%		8.7%	12.2%		30.8%	23.5%		9.1%
																		v				
Well above average	8	7	1	1	2	6	-	2	4	2	1	3	4	3	-	3	2	-	-	-	-	8
	5.0%	5.4%	2.6%	20.0%	2.8%	8.6%		6.9%	6.3%	3.1%	1.9%	7.0%	6.9%	12.5%		3.3%	4.9%					9.1%
Not Applicable	24	10	14	-	8	13	3	6	9	9	14	3	3	1	-	16	7	-	1	4	3	15
Summary Rate - Well above average/Somewhat above average	25	21	5	2	9	13	3	5	10	10	6	7	12	7	-	11	7	-	4	4	-	16
	15.7%	16.2%	13.2%	40.0%	12.7%	18.6%	20.0%	17.2%	15.9%	15.6%	11.1%	16.3%	20.7%	29.2%		12.0%	17.1%		30.8%	23.5%		18.2%
														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.

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

Presented by The Myers Group
770-978-3173
2013

Louisiana Healthcare Connections
Provider Satisfaction Survey (916007)

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	217	162	65	8	91	98	24	42	84	86	83	53	67	28	-	129	57	2	16	27	48	120
Total Answering	156	119	44	6	69	67	16	34	62	57	51	41	56	24	-	91	39	2	14	22	37	79
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	25	11	-	14	17	5	6	13	16	16	7	8	2	-	22	11	-	2	4	5	23
Well below average	19	14	4	-	4	11	3	3	8	7	6	5	8	9	-	6	4	-	2	4	1	12
	12.2%	11.8%	9.1%		5.8%	16.4%	18.8%	8.8%	12.9%	12.3%	11.8%	12.2%	14.3%	37.5% PQ		6.6%	10.3%		14.3%	18.2% u	2.7%	15.2% U
Somewhat below average	20	17	5	1	10	8	1	5	10	5	4	6	7	-	-	16	3	-	2	3	5	10
	12.8%	14.3%	11.4%	16.7%	14.5%	11.9%	6.2%	14.7%	16.1%	8.8%	7.8%	14.6%	12.5%			17.6% q	7.7%		14.3%	13.6%	13.5%	12.7%
Average	95	71	27	4	47	37	9	20	35	38	32	28	30	9	-	61	24	1	6	13	27	46
	60.9%	59.7%	61.4%	66.7%	68.1%	55.2%	56.2%	58.8%	56.5%	66.7%	62.7%	68.3%	53.6%	37.5%		67.0% N	61.5% n	50.0%	42.9%	59.1%	73.0% s	58.2%
Somewhat above average	16	13	5	1	7	7	2	4	6	6	7	2	7	4	-	6	6	-	3	2	4	7
	10.3%	10.9%	11.4%	16.7%	10.1%	10.4%	12.5%	11.8%	9.7%	10.5%	13.7%	4.9%	12.5%	16.7%		6.6%	15.4%		21.4%	9.1%	10.8%	8.9%
Well above average	6	4	3	-	1	4	1	2	3	1	2	-	4	2	-	2	2	1	1	-	-	4
	3.8%	3.4%	6.8%		1.4%	6.0%	6.2%	5.9%	4.8%	1.8%	3.9%		7.1%	8.3%		2.2%	5.1%	50.0%	7.1%			5.1%
Not Applicable	25	18	10	2	8	14	3	2	9	13	16	5	3	2	-	16	7	-	-	1	6	18
Summary Rate - Well above average/Somewhat above average	22	17	8	1	8	11	3	6	9	7	9	2	11	6	-	8	8	1	4	2	4	11
	14.1%	14.3%	18.2%	16.7%	11.6%	16.4%	18.8%	17.6%	14.5%	12.3%	17.6% L	4.9%	19.6% L	25.0% p		8.8%	20.5% p	50.0%	28.6%	9.1%	10.8%	13.9%

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 The Myers Group
770-978-3173
2013

Louisiana Healthcare Connections
Provider Satisfaction Survey (916007)

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 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	217	162	65	8	91	98	24	42	84	86	83	53	67	28	-	129	57	2	16	27	48	120
Total Answering	159	122	44	6	69	69	17	35	66	56	52	41	59	26	-	91	40	2	15	21	39	79
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	27	11	-	16	16	5	6	10	19	17	9	6	1	-	25	10	-	1	5	6	24
Well below average	19	15	4	1	5	9	4	2	10	6	5	5	9	8	-	7	3	-	1	4	2	12
	11.9%	12.3%	9.1%	16.7%	7.2%	13.0%	23.5%	5.7%	15.2%	10.7%	9.6%	12.2%	15.3%	30.8% PQ		7.7%	7.5%		6.7%	19.0%	5.1%	15.2% u
Somewhat below average	21	17	5	-	9	10	1	5	8	8	10	4	5	4	-	14	2	-	2	2	5	12
	13.2%	13.9%	11.4%		13.0%	14.5%	5.9%	14.3%	12.1%	14.3%	19.2%	9.8%	8.5%	15.4%		15.4% Q	5.0%		13.3%	9.5%	12.8%	15.2%
Average	92	71	25	3	44	37	9	20	36	35	27	28	32	7	-	59	26	-	7	11	29	43
	57.9%	58.2%	56.8%	50.0%	63.8%	53.6%	52.9%	57.1%	54.5%	62.5%	51.9%	68.3%	54.2%	26.9%		64.8% N	65.0% N		46.7%	52.4%	74.4% stV	54.4%
Somewhat above average	18	13	6	2	8	8	2	4	9	5	7	4	7	5	-	7	6	-	4	2	3	8
	11.3%	10.7%	13.6%	33.3%	11.6%	11.6%	11.8%	11.4%	13.6%	8.9%	13.5%	9.8%	11.9%	19.2%		7.7%	15.0%		26.7%	9.5%	7.7%	10.1%
Well above average	9	6	4	-	3	5	1	4	3	2	3	-	6	2	-	4	3	2	1	2	-	4
	5.7%	4.9%	9.1%		4.3%	7.2%	5.9%	11.4%	4.5%	3.6%	5.8%		10.2%	7.7%		4.4%	7.5%	100.0% STV	6.7%	9.5%		5.1%
Not Applicable	21	13	10	2	6	13	2	1	8	11	14	3	2	1	-	13	7	-	-	1	3	17
Summary Rate - Well above average/Somewhat above average	27	19	10	2	11	13	3	8	12	7	10	4	13	7	-	11	9	2	5	4	3	12
	17.0%	15.6%	22.7%	33.3%	15.9%	18.8%	17.6%	22.9%	18.2%	12.5%	19.2%	9.8%	22.0% 1	26.9%		12.1%	22.5%	100.0% STUV	33.3% U	19.0%	7.7%	15.2%

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 The Myers Group
770-978-3173
2013

Louisiana Healthcare Connections
Provider Satisfaction Survey (916007)

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	217	162	65	8	91	98	24	42	84	86	83	53	67	28	-	129	57	2	16	27	48	120
Total Answering	155	121	41	6	68	67	17	35	62	56	50	40	58	26	-	89	38	2	14	20	38	78
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	24	11	-	13	16	5	6	11	16	15	8	6	1	-	23	9	-	1	4	5	23
Well below average	25	21	4	1	9	9	6	4	10	10	5	7	12	9	-	11	4	1	3	4	4	13
	16.1%	17.4%	9.8%	16.7%	13.2%	13.4%	35.3% ef	11.4%	16.1%	17.9%	10.0%	17.5%	20.7%	34.6% PQ		12.4%	10.5%	50.0%	21.4%	20.0%	10.5%	16.7%
Somewhat below average	35	30	7	1	16	17	1	7	14	14	15	9	9	4	-	23	7	-	3	4	10	18
	22.6%	24.8%	17.1%	16.7%	23.5% G	25.4% G	5.9%	20.0%	22.6%	25.0%	30.0% m	22.5%	15.5%	15.4%		25.8%	18.4%		21.4%	20.0%	26.3%	23.1%
Average	71	52	23	3	33	29	8	18	27	25	20	20	27	6	-	47	18	-	4	8	21	36
	45.8%	43.0%	56.1%	50.0%	48.5%	43.3%	47.1%	51.4%	43.5%	44.6%	40.0%	50.0%	46.6%	23.1%		52.8% N	47.4% N		28.6%	40.0%	55.3% s	46.2%
Somewhat above average	17	12	6	1	6	9	2	4	8	5	8	3	6	5	-	5	7	1	3	3	3	6
	11.0%	9.9%	14.6%	16.7%	8.8%	13.4%	11.8%	11.4%	12.9%	8.9%	16.0%	7.5%	10.3%	19.2% p		5.6%	18.4% p	50.0%	21.4%	15.0%	7.9%	7.7%
Well above average	7	6	1	-	4	3	-	2	3	2	2	1	4	2	-	3	2	-	1	1	-	5
	4.5%	5.0%	2.4%		5.9%	4.5%		5.7%	4.8%	3.6%	4.0%	2.5%	6.9%	7.7%		3.4%	5.3%		7.1%	5.0%		6.4%
Not Applicable	28	17	13	2	10	15	2	1	11	14	18	5	3	1	-	17	10	-	1	3	5	19
Summary Rate - Well above average/Somewhat above average	24	18	7	1	10	12	2	6	11	7	10	4	10	7	-	8	9	1	4	4	3	11
	15.5%	14.9%	17.1%	16.7%	14.7%	17.9%	11.8%	17.1%	17.7%	12.5%	20.0%	10.0%	17.2%	26.9% p		9.0%	23.7% p	50.0%	28.6%	20.0%	7.9%	14.1%

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.

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

Presented by The Myers Group
770-978-3173
2013

Louisiana Healthcare Connections
Provider Satisfaction Survey (916007)

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

	Area of		Physicians					Years in			Managed Care			Survey Respondent				Insurance Participation					
	Medicine		in Practice					Practice			Volume			=====				=====					
	Total	Primary	BH		Solo	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.	(E)	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	217	162	65	8	91	98	24	42	84	86	83	53	67	28	-	129	57	2	16	27	48	120	
Total Answering	151	118	41	6	68	65	16	33	63	54	49	38	57	25	-	85	39	2	13	20	36	77	
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	25	12	-	15	16	5	6	11	17	16	9	7	2	-	23	11	-	2	5	7	22	
Well below average	24	19	5	1	8	9	6	6	8	9	4	6	13	9	-	10	4	1	3	5	4	11	
	15.9%	16.1%	12.2%	16.7%	11.8%	13.8%	37.5% EF	18.2%	12.7%	16.7%	8.2%	15.8%	22.8% K	36.0% PQ		11.8%	10.3%	50.0%	23.1%	25.0%	11.1%	14.3%	
Somewhat below average	29	22	9	1	12	16	1	3	16	10	14	4	11	2	-	20	7	-	-	3	5	21	
	19.2%	18.6%	22.0%	16.7%	17.6%	24.6% G	6.2%	9.1%	25.4% H	18.5%	28.6% L	10.5%	19.3%	8.0%		23.5% N	17.9%			15.0%	13.9%	27.3% u	
Average	70	55	18	3	39	24	6	16	25	29	22	20	22	8	-	41	20	1	6	8	20	33	
	46.4%	46.6%	43.9%	50.0%	57.4% F	36.9%	37.5%	48.5%	39.7%	53.7%	44.9%	52.6%	38.6%	32.0%		48.2%	51.3%	50.0%	46.2%	40.0%	55.6%	42.9%	
Somewhat above average	20	15	8	1	6	11	3	7	10	3	6	7	7	3	-	11	6	-	4	1	7	7	
	13.2%	12.7%	19.5%	16.7%	8.8%	16.9%	18.8%	21.2% J	15.9% j	5.6%	12.2%	18.4%	12.3%	12.0%		12.9%	15.4%		30.8% t	5.0%	19.4% t	9.1%	
Well above average	8	7	1	-	3	5	-	1	4	3	3	1	4	3	-	3	2	-	-	3	-	5	
	5.3%	5.9%	2.4%		4.4%	7.7%		3.0%	6.3%	5.6%	6.1%	2.6%	7.0%	12.0%		3.5%	5.1%			15.0%		6.5%	
Not Applicable	29	19	12	2	8	17	3	3	10	15	18	6	3	1	-	21	7	-	1	2	5	21	
Summary Rate - Well above average/Somewhat above average	28	22	9	1	9	16	3	8	14	6	9	8	11	6	-	14	8	-	4	4	7	12	
	18.5%	18.6%	22.0%	16.7%	13.2%	24.6% e	18.8%	24.2%	22.2%	11.1%	18.4%	21.1%	19.3%	24.0%		16.5%	20.5%		30.8%	20.0%	19.4%	15.6%	

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)

Presented by The Myers Group
770-978-3173
2013

Louisiana Healthcare Connections
Provider Satisfaction Survey (916007)

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 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	217	162	65	8	91	98	24	42	84	86	83	53	67	28	-	129	57	2	16	27	48	120		
Total Answering	147	116	38	6	65	64	16	33	60	53	48	36	56	25	-	81	39	2	12	20	36	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%		
No Answer	41	28	14	-	16	19	5	7	13	18	18	10	7	2	-	27	11	-	3	5	7	24		
Well below average	28	24	4	-	11	11	5	7	10	10	6	7	12	10	-	12	5	1	3	5	5	14		
	19.0%	20.7%	10.5%		16.9%	17.2%	31.2%	21.2%	16.7%	18.9%	12.5%	19.4%	21.4%	40.0% PQ		14.8%	12.8%	50.0%	25.0%	25.0%	13.9%	18.7%		
Somewhat below average	23	19	5	2	11	11	1	1	12	10	10	4	8	1	-	15	7	-	1	2	6	14		
	15.6%	16.4%	13.2%	33.3%	16.9%	17.2%	6.2%	3.0%	20.0% H	18.9% H	20.8%	11.1%	14.3%	4.0%		18.5% N	17.9% n		8.3%	10.0%	16.7%	18.7%		
Average	71	54	21	3	33	29	8	18	28	25	24	21	23	7	-	43	20	-	3	10	20	36		
	48.3%	46.6%	55.3%	50.0%	50.8%	45.3%	50.0%	54.5%	46.7%	47.2%	50.0%	58.3%	41.1%	28.0%		53.1% N	51.3% n		25.0%	50.0%	55.6% S	48.0% s		
Somewhat above average	17	12	7	1	5	10	2	6	7	4	5	3	9	4	-	7	6	-	5	2	5	5		
	11.6%	10.3%	18.4%	16.7%	7.7%	15.6%	12.5%	18.2%	11.7%	7.5%	10.4%	8.3%	16.1%	16.0%		8.6%	15.4%		41.7% TuV	10.0%	13.9%	6.7%		
Well above average	8	7	1	-	5	3	-	1	3	4	3	1	4	3	-	4	1	1	-	1	-	6		
	5.4%	6.0%	2.6%		7.7%	4.7%		3.0%	5.0%	7.5%	6.2%	2.8%	7.1%	12.0%		4.9%	2.6%	50.0%		5.0%		8.0%		
Not Applicable	29	18	13	2	10	15	3	2	11	15	17	7	4	1	-	21	7	-	1	2	5	21		
Summary Rate - Well above average/Somewhat above average	25	19	8	1	10	13	2	7	10	8	8	4	13	7	-	11	7	1	5	3	5	11		
	17.0%	16.4%	21.1%	16.7%	15.4%	20.3%	12.5%	21.2%	16.7%	15.1%	16.7%	11.1%	23.2%	28.0%		13.6%	17.9%	50.0%	41.7% uv	15.0%	13.9%	14.7%		

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 The Myers Group
770-978-3173
2013

Louisiana Healthcare Connections
Provider Satisfaction Survey (916007)

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	217	162	65	8	91	98	24	42	84	86	83	53	67	28	-	129	57	2	16	27	48	120
Total Answering	173	131	51	8	76	76	17	31	71	68	64	45	57	23	-	103	44	1	14	20	38	97
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	32	21	11	-	12	14	6	7	10	14	15	5	6	3	-	20	9	-	2	5	8	16
Well below average	11	7	3	-	2	5	3	2	3	6	3	3	5	6	-	3	2	-	1	2	2	6
	6.4%	5.3%	5.9%		2.6%	6.6%	17.6%	6.5%	4.2%	8.8%	4.7%	6.7%	8.8%	26.1% PQ		2.9%	4.5%		7.1%	10.0%	5.3%	6.2%
Somewhat below average	14	9	6	1	3	9	2	4	4	5	6	4	4	6	-	3	5	-	-	2	4	8
	8.1%	6.9%	11.8%	12.5%	3.9%	11.8%	11.8%	12.9%	5.6%	7.4%	9.4%	8.9%	7.0%	26.1% P		2.9%	11.4% p			10.0%	10.5%	8.2%
Average	106	82	30	7	56	39	9	16	46	42	43	27	32	5	-	73	27	1	7	14	23	61
	61.3%	62.6%	58.8%	87.5% BC	73.7% F	51.3%	52.9%	51.6%	64.8%	61.8%	67.2%	60.0%	56.1%	21.7%		70.9% N	61.4% N	100.0% STUV	50.0%	70.0%	60.5%	62.9%
Somewhat above average	24	19	5	-	8	14	2	5	9	10	6	6	10	2	-	15	6	-	4	1	5	12
	13.9%	14.5%	9.8%		10.5%	18.4%	11.8%	16.1%	12.7%	14.7%	9.4%	13.3%	17.5%	8.7%		14.6%	13.6%		28.6% t	5.0%	13.2%	12.4%
Well above average	18	14	7	-	7	9	1	4	9	5	6	5	6	4	-	9	4	-	2	1	4	10
	10.4%	10.7%	13.7%		9.2%	11.8%	5.9%	12.9%	12.7%	7.4%	9.4%	11.1%	10.5%	17.4%		8.7%	9.1%		14.3%	5.0%	10.5%	10.3%
Not Applicable	12	10	3	-	3	8	1	4	3	4	4	3	4	2	-	6	4	1	-	2	2	7
Summary Rate - Well above average/Somewhat above average	42	33	12	-	15	23	3	9	18	15	12	11	16	6	-	24	10	-	6	2	9	22
	24.3%	25.2%	23.5%		19.7%	30.3%	17.6%	29.0%	25.4%	22.1%	18.8%	24.4%	28.1%	26.1%		23.3%	22.7%		42.9% T	10.0%	23.7%	22.7%

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 The Myers Group
770-978-3173
2013

Louisiana Healthcare Connections
Provider Satisfaction Survey (916007)

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	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	217	162	65	8	91	98	24	42	84	86	83	53	67	28	-	129	57	2	16	27	48	120		
Total Answering	177	134	52	8	75	80	18	31	72	70	65	47	59	24	-	105	45	2	13	19	39	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%		
No Answer	34	23	11	-	14	14	6	8	10	15	17	5	6	3	-	22	9	-	2	6	8	17		
Well below average	5	2	2	-	-	3	2	1	2	2	4	1	-	1	-	2	2	-	-	1	1	3		
	2.8%	1.5%	3.8%			3.8%	11.1%	3.2%	2.8%	2.9%	6.2%	2.1%		4.2%		1.9%	4.4%			5.3%	2.6%	3.0%		
Somewhat below average	8	5	4	-	3	3	1	1	2	4	1	5	2	4	-	2	2	-	-	2	2	4		
	4.5%	3.7%	7.7%		4.0%	3.8%	5.6%	3.2%	2.8%	5.7%	1.5%	10.6%	3.4%	16.7%		1.9%	4.4%			10.5%	5.1%	4.0%		
												k		p										
Average	108	84	29	3	53	44	10	19	41	46	47	28	28	12	-	69	26	-	7	13	25	61		
	61.0%	62.7%	55.8%	37.5%	70.7%	55.0%	55.6%	61.3%	56.9%	65.7%	72.3%	59.6%	47.5%	50.0%		65.7%	57.8%		53.8%	68.4%	64.1%	60.4%		
					F						M													
Somewhat above average	35	27	9	4	14	19	1	6	14	14	10	6	18	3	-	22	9	1	3	2	7	21		
	19.8%	20.1%	17.3%	50.0%	18.7%	23.8%	5.6%	19.4%	19.4%	20.0%	15.4%	12.8%	30.5%	12.5%		21.0%	20.0%	50.0%	23.1%	10.5%	17.9%	20.8%		
				bc	g	G							KL											
Well above average	21	16	8	1	5	11	4	4	13	4	3	7	11	4	-	10	6	1	3	1	4	12		
	11.9%	11.9%	15.4%	12.5%	6.7%	13.8%	22.2%	12.9%	18.1%	5.7%	4.6%	14.9%	18.6%	16.7%		9.5%	13.3%	50.0%	23.1%	5.3%	10.3%	11.9%		
							J					k	K											
Not Applicable	6	5	2	-	2	4	-	3	2	1	1	1	2	1	-	2	3	-	1	2	1	2		
Summary Rate - Well above average/Somewhat above average	56	43	17	5	19	30	5	10	27	18	13	13	29	7	-	32	15	2	6	3	11	33		
	31.6%	32.1%	32.7%	62.5%	25.3%	37.5%	27.8%	32.3%	37.5%	25.7%	20.0%	27.7%	49.2%	29.2%		30.5%	33.3%	100.0%	46.2%	15.8%	28.2%	32.7%		
				b		e							KL					STUV	t			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 The Myers Group
770-978-3173
2013

Louisiana Healthcare Connections
Provider Satisfaction Survey (916007)

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 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	217	162	65	8	91	98	24	42	84	86	83	53	67	28	-	129	57	2	16	27	48	120		
Total Answering	163	126	47	5	73	71	16	31	65	63	60	43	53	24	-	97	41	2	13	20	38	88		
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	39	28	11	-	16	17	6	9	12	17	19	5	9	3	-	24	11	-	2	6	8	21		
Well below average	5	2	2	-	3	1	1	-	1	4	1	1	3	2	-	2	1	-	-	1	2	2		
	3.1%	1.6%	4.3%		4.1%	1.4%	6.2%		1.5%	6.3%	1.7%	2.3%	5.7%	8.3%		2.1%	2.4%			5.0%	5.3%	2.3%		
Somewhat below average	9	6	3	-	-	6	2	2	2	4	3	4	2	6	-	2	1	-	1	1	2	5		
	5.5%	4.8%	6.4%			8.5%	12.5%	6.5%	3.1%	6.3%	5.0%	9.3%	3.8%	25.0% PQ		2.1%	2.4%		7.7%	5.0%	5.3%	5.7%		
Average	112	90	30	3	56	47	8	21	43	45	46	29	30	11	-	73	27	-	5	15	27	63		
	68.7%	71.4%	63.8%	60.0%	76.7% G	66.2%	50.0%	67.7%	66.2%	71.4%	76.7% M	67.4%	56.6%	45.8%		75.3% N	65.9%		38.5%	75.0% S	71.1% S	71.6% S		
Somewhat above average	23	17	7	2	10	10	2	4	12	7	9	5	9	2	-	13	8	-	5	3	4	11		
	14.1%	13.5%	14.9%	40.0%	13.7%	14.1%	12.5%	12.9%	18.5%	11.1%	15.0%	11.6%	17.0%	8.3%		13.4%	19.5%		38.5% uv	15.0%	10.5%	12.5%		
Well above average	14	11	5	-	4	7	3	4	7	3	1	4	9	3	-	7	4	2	2	-	3	7		
	8.6%	8.7%	10.6%		5.5%	9.9%	18.8%	12.9%	10.8%	4.8%	1.7%	9.3%	17.0%	12.5%		7.2%	9.8%	100.0% SUV	15.4%		7.9%	8.0%		
Not Applicable	15	8	7	3	2	10	2	2	7	6	4	5	5	1	-	8	5	-	1	1	2	11		
Summary Rate - Well above average/Somewhat above average	37	28	12	2	14	17	5	8	19	10	10	9	18	5	-	20	12	2	7	3	7	18		
	22.7%	22.2%	25.5%	40.0%	19.2%	23.9%	31.2%	25.8%	29.2% j	15.9%	16.7%	20.9%	34.0% K	20.8%		20.6%	29.3%	100.0% STUV	53.8% TUV	15.0%	18.4%	20.5%		

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 The Myers Group

770-978-3173

2013

Louisiana Healthcare Connections
Provider Satisfaction Survey (916007)

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

	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	217	162	65	8	91	98	24	42	84	86	83	53	67	28	-	129	57	2	16	27	48	120
Total Answering	175	132	53	7	75	78	18	30	72	69	65	45	59	24	-	104	44	2	14	20	39	97
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	35	24	11	-	14	15	6	9	11	14	17	6	6	3	-	22	10	-	2	6	8	18
Well below average	8	5	2	-	2	4	2	1	3	4	3	2	3	4	-	2	2	-	1	2	1	4
	4.6%	3.8%	3.8%		2.7%	5.1%	11.1%	3.3%	4.2%	5.8%	4.6%	4.4%	5.1%	16.7%		1.9%	4.5%		7.1%	10.0%	2.6%	4.1%
														p								
Somewhat below average	12	6	6	-	3	6	2	4	1	6	4	4	4	7	-	2	3	-	-	2	3	7
	6.9%	4.5%	11.3%		4.0%	7.7%	11.1%	13.3%	1.4%	8.7%	6.2%	8.9%	6.8%	29.2%		1.9%	6.8%			10.0%	7.7%	7.2%
								i		I				PQ								
Average	102	79	31	4	50	41	9	15	45	40	44	27	25	7	-	70	24	-	5	13	25	57
	58.3%	59.8%	58.5%	57.1%	66.7%	52.6%	50.0%	50.0%	62.5%	58.0%	67.7%	60.0%	42.4%	29.2%		67.3%	54.5%		35.7%	65.0%	64.1%	58.8%
					f						M	m				N	N			s	s	s
Somewhat above average	33	26	8	3	16	15	2	4	13	15	12	6	15	3	-	22	7	1	5	1	7	18
	18.9%	19.7%	15.1%	42.9%	21.3%	19.2%	11.1%	13.3%	18.1%	21.7%	18.5%	13.3%	25.4%	12.5%		21.2%	15.9%	50.0%	35.7%	5.0%	17.9%	18.6%
																		T		t	T	
Well above average	20	16	6	-	4	12	3	6	10	4	2	6	12	3	-	8	8	1	3	2	3	11
	11.4%	12.1%	11.3%		5.3%	15.4%	16.7%	20.0%	13.9%	5.8%	3.1%	13.3%	20.3%	12.5%		7.7%	18.2%	50.0%	21.4%	10.0%	7.7%	11.3%
						E		j				k	K				p					
Not Applicable	7	6	1	1	2	5	-	3	1	3	1	2	2	1	-	3	3	-	-	1	1	5
Summary Rate - Well above average/Somewhat above average	53	42	14	3	20	27	5	10	23	19	14	12	27	6	-	30	15	2	8	3	10	29
	30.3%	31.8%	26.4%	42.9%	26.7%	34.6%	27.8%	33.3%	31.9%	27.5%	21.5%	26.7%	45.8%	25.0%		28.8%	34.1%	100.0%	57.1%	15.0%	25.6%	29.9%
													KL					STUV	TUV			

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 The Myers Group
770-978-3173
2013

Louisiana Healthcare Connections
Provider Satisfaction Survey (916007)

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

	Area of		Physicians		Years in		Managed Care		Survey Respondent		Insurance Participation											
	Medicine		in Practice		Practice		Volume		Physician		Nurse/											
	Total	Primary	BH	Solo	2-5	>5	<5	5-15	16 or	0-	11-	21-	Physician	BH	Office	Other	3 or	4 to	8 to	12 to	More	
	Answering	Care	Specialty	Clin.	phys.	phys.	years	years	more	10%	20%	100%	(N)	Clin.	Manager	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	217	162	65	8	91	98	24	42	84	86	83	53	67	28	-	129	57	2	16	27	48	120
Total Answering	148	113	43	7	65	65	14	27	58	59	55	39	50	21	-	87	37	2	11	17	29	88
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	69	49	22	1	26	33	10	15	26	27	28	14	17	7	-	42	20	-	5	10	19	32
Yes	108	86	27	5	47	50	9	18	40	47	39	25	40	13	-	64	29	2	9	9	21	66
	73.0%	76.1%	62.8%	71.4%	72.3%	76.9%	64.3%	66.7%	69.0%	79.7%	70.9%	64.1%	80.0%	61.9%		73.6%	78.4%	100.0%	81.8%	52.9%	72.4%	75.0%
												1					TUV	t				t
No	40	27	16	2	18	15	5	9	18	12	16	14	10	8	-	23	8	-	2	8	8	22
	27.0%	23.9%	37.2%	28.6%	27.7%	23.1%	35.7%	33.3%	31.0%	20.3%	29.1%	35.9%	20.0%	38.1%		26.4%	21.6%		18.2%	47.1%	27.6%	25.0%
												m							sv			
Summary Rate - Yes	108	86	27	5	47	50	9	18	40	47	39	25	40	13	-	64	29	2	9	9	21	66
	73.0%	76.1%	62.8%	71.4%	72.3%	76.9%	64.3%	66.7%	69.0%	79.7%	70.9%	64.1%	80.0%	61.9%		73.6%	78.4%	100.0%	81.8%	52.9%	72.4%	75.0%
												1					TUV	t				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 The Myers Group
770-978-3173
2013

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)	
108	86	27	5	47	50	9	18	40	47	39	25	40	13	-	64	29	2	9	9	21	66	
99 100.0%	80 100.0%	24 100.0%	4 100.0%	43 100.0%	46 100.0%	8 100.0%	14 100.0%	39 100.0%	44 100.0%	36 100.0%	23 100.0%	38 100.0%	12 100.0%	-	58 100.0%	27 100.0%	2 100.0%	9 100.0%	8 100.0%	20 100.0%	59 100.0%	
5	2	3	-	2	2	1	1	1	2	2	2	1	1	-	3	1	-	-	1	1	3	
9 9.1%	4 5.0%	3 12.5%	1 25.0%	2 4.7%	5 10.9%	2 25.0%	1 7.1%	2 5.1%	6 13.6%	5 13.9%	1 4.3%	3 7.9%	2 16.7%	-	2 3.4%	5 18.5% p	-	-	1 12.5%	1 5.0%	7 11.9%	
5 5.1%	2 2.5%	4 16.7% b	-	1 2.3%	1 2.2%	2 25.0%	-	2 5.1%	3 6.8%	-	2 8.7%	3 7.9%	1 8.3%	-	4 6.9%	-	-	-	1 12.5%	1 5.0%	3 5.1%	
50 50.5%	42 52.5% c	8 33.3%	1 25.0%	23 53.5% G	26 56.5% G	1 12.5%	7 50.0%	20 51.3%	23 52.3%	19 52.8%	16 69.6% M	13 34.2%	4 33.3%	-	30 51.7%	16 59.3%	-	4 44.4%	5 62.5%	11 55.0%	29 49.2%	
15 15.2%	14 17.5%	4 16.7%	2 50.0%	8 18.6%	6 13.0%	1 12.5%	2 14.3%	5 12.8%	6 13.6%	9 25.0%	-	6 15.8%	1 8.3%	-	12 20.7% Q	1 3.7%	-	1 11.1%	-	5 25.0%	9 15.3%	
20 20.2%	18 22.5%	5 20.8%	-	9 20.9%	8 17.4%	2 25.0%	4 28.6%	10 25.6%	6 13.6%	3 8.3%	4 17.4%	13 34.2% K	4 33.3%	-	10 17.2%	5 18.5%	2 100.0% STUV	4 44.4% u	1 12.5%	2 10.0%	11 18.6%	
4	4	-	1	2	2	-	3	-	1	1	-	1	-	-	3	1	-	-	-	-	4	
35 35.4%	32 40.0%	9 37.5%	2 50.0%	17 39.5%	14 30.4%	3 37.5%	6 42.9%	15 38.5%	12 27.3%	12 33.3%	4 17.4%	19 50.0% L	5 41.7%	-	22 37.9%	6 22.2%	2 100.0% STUV	5 55.6% T	1 12.5%	7 35.0%	20 33.9%	

Presented by The Myers Group
770-978-3173
2013

Louisiana Healthcare Connections
Provider Satisfaction Survey (916007)

7C. Quality of provider orientation process.

	Area of Medicine		Physicians in Practice		Years in Practice		Years 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	217	162	65	8	91	98	24	42	84	86	83	53	67	28	-	129	57	2	16	27	48	120
Total Answering	149	113	43	6	66	66	13	29	60	58	51	41	51	21	-	87	38	2	11	15	36	82
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	45	31	14	-	20	16	9	9	15	20	23	7	9	4	-	29	12	-	2	10	8	24
Well below average	15	11	4	-	2	9	3	4	4	7	8	3	4	5	-	6	4	-	-	2	3	10
	10.1%	9.7%	9.3%		3.0%	13.6%	23.1% E	13.8% e	6.7%	12.1%	15.7%	7.3%	7.8%	23.8% p		6.9%	10.5%			13.3%	8.3%	12.2%
Somewhat below average	16	7	9	-	7	5	3	1	7	7	2	5	9	2	-	8	5	-	2	4	2	8
	10.7%	6.2%	20.9% B		10.6%	7.6%	23.1%	3.4%	11.7%	12.1%	3.9%	12.2%	17.6% K	9.5%		9.2%	13.2%		18.2%	26.7% u	5.6%	9.8%
Average	78	61	21	5	33	38	6	16	31	30	30	26	17	8	-	50	20	1	5	7	18	44
	52.3%	54.0%	48.8%	83.3% bC	50.0%	57.6%	46.2%	55.2%	51.7%	51.7%	58.8% M	63.4% M	33.3%	38.1%		57.5%	52.6%	50.0%	45.5%	46.7%	50.0%	53.7%
Somewhat above average	21	18	3	1	16	5	-	4	8	9	8	3	9	2	-	15	3	-	-	1	10	10
	14.1%	15.9% c	7.0%	16.7%	24.2% F	7.6%		13.8%	13.3%	15.5%	15.7%	7.3%	17.6%	9.5%		17.2%	7.9%			6.7%	27.8% Tv	12.2%
Well above average	19	16	6	-	8	9	1	4	10	5	3	4	12	4	-	8	6	1	4	1	3	10
	12.8%	14.2%	14.0%		12.1%	13.6%	7.7%	13.8%	16.7%	8.6%	5.9%	9.8%	23.5% Kl	19.0%		9.2%	15.8%	50.0%	36.4% tu	6.7%	8.3%	12.2%
Not Applicable	23	18	8	2	5	16	2	4	9	8	9	5	7	3	-	13	7	-	3	2	4	14
Summary Rate - Well above average/Somewhat above average	40	34	9	1	24	14	1	8	18	14	11	7	21	6	-	23	9	1	4	2	13	20
	26.8%	30.1%	20.9%	16.7%	36.4% fG	21.2%	7.7%	27.6%	30.0%	24.1%	21.6%	17.1%	41.2% KL	28.6%		26.4%	23.7%	50.0%	36.4%	13.3%	36.1% t	24.4%

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 The Myers Group

770-978-3173

2013

Louisiana Healthcare Connections
Provider Satisfaction Survey (916007)

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

	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	217	162	65	8	91	98	24	42	84	86	83	53	67	28	-	129	57	2	16	27	48	120		
Total Answering	164	126	47	8	67	78	15	31	66	63	56	44	56	21	-	95	45	2	14	16	37	92		
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	31	16	-	22	17	8	10	16	20	24	7	10	6	-	30	11	-	2	10	10	24		
Well below average	9	5	3	-	2	6	1	2	2	5	4	1	4	4	-	3	2	-	-	-	1	8		
	5.5%	4.0%	6.4%		3.0%	7.7%	6.7%	6.5%	3.0%	7.9%	7.1%	2.3%	7.1%	19.0% p		3.2%	4.4%				2.7%	8.7%		
Somewhat below average	12	10	3	1	4	6	1	1	4	5	1	5	6	2	-	6	4	-	-	3	3	6		
	7.3%	7.9%	6.4%	12.5%	6.0%	7.7%	6.7%	3.2%	6.1%	7.9%	1.8%	11.4% k	10.7% K	9.5%		6.3%	8.9%			18.8%	8.1%	6.5%		
Average	100	73	30	3	41	49	8	20	42	36	39	30	23	10	-	62	27	-	8	11	21	57		
	61.0%	57.9%	63.8%	37.5%	61.2%	62.8%	53.3%	64.5%	63.6%	57.1%	69.6% M	68.2% M	41.1%	47.6%		65.3%	60.0%		57.1%	68.8%	56.8%	62.0%		
Somewhat above average	23	20	6	4	13	8	2	3	10	10	10	4	9	1	-	17	4	-	2	-	8	13		
	14.0%	15.9%	12.8%	50.0% bC	19.4%	10.3%	13.3%	9.7%	15.2%	15.9%	17.9%	9.1%	16.1%	4.8%		17.9% N	8.9%		14.3%		21.6%	14.1%		
Well above average	20	18	5	-	7	9	3	5	8	7	2	4	14	4	-	7	8	2	4	2	4	8		
	12.2%	14.3%	10.6%		10.4%	11.5%	20.0%	16.1%	12.1%	11.1%	3.6%	9.1%	25.0% KL	19.0%		7.4%	17.8% p	100.0% STUV	28.6%	12.5%	10.8%	8.7%		
Not Applicable	6	5	2	-	2	3	1	1	2	3	3	2	1	1	-	4	1	-	-	1	1	4		
Summary Rate - Well above average/Somewhat above average	43	38	11	4	20	17	5	8	18	17	12	8	23	5	-	24	12	2	6	2	12	21		
	26.2%	30.2%	23.4%	50.0%	29.9%	21.8%	33.3%	25.8%	27.3%	27.0%	21.4%	18.2%	41.1% KL	23.8%		25.3%	26.7% STUV	100.0% STUV	42.9% t	12.5%	32.4% t	22.8%		

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)

Presented by The Myers Group
770-978-3173
2013

Louisiana Healthcare Connections
Provider Satisfaction Survey (916007)

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

	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	217	162	65	8	91	98	24	42	84	86	83	53	67	28	-	129	57	2	16	27	48	120		
Total Answering	166 100.0%	124 100.0%	48 100.0%	6 100.0%	69 100.0%	76 100.0%	17 100.0%	32 100.0%	68 100.0%	62 100.0%	59 100.0%	42 100.0%	58 100.0%	23 100.0%	-	96 100.0%	44 100.0%	2 100.0%	14 100.0%	19 100.0%	35 100.0%	94 100.0%		
No Answer	51	38	17	2	22	22	7	10	16	24	24	11	9	5	-	33	13	-	2	8	13	26		
Yes	120 72.3%	90 72.6%	37 77.1%	4 66.7%	51 73.9%	57 75.0%	9 52.9%	23 71.9%	49 72.1%	45 72.6%	41 69.5%	30 71.4%	44 75.9%	11 47.8%	-	73 76.0%	34 77.3%	1 50.0%	12 85.7%	11 57.9%	27 77.1%	67 71.3%		
No	46 27.7%	34 27.4%	11 22.9%	2 33.3%	18 26.1%	19 25.0%	8 47.1%	9 28.1%	19 27.9%	17 27.4%	18 30.5%	12 28.6%	14 24.1%	12 52.2%	-	23 24.0%	10 22.7%	1 50.0%	2 14.3%	8 42.1%	8 22.9%	27 28.7%		
Summary Rate - Yes	120 72.3%	90 72.6%	37 77.1%	4 66.7%	51 73.9%	57 75.0%	9 52.9%	23 71.9%	49 72.1%	45 72.6%	41 69.5%	30 71.4%	44 75.9%	11 47.8%	-	73 76.0%	34 77.3%	1 50.0%	12 85.7%	11 57.9%	27 77.1%	67 71.3%		

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 The Myers Group
770-978-3173
2013

Louisiana Healthcare Connections
Provider Satisfaction Survey (916007)

8B. Please rate your overall satisfaction with 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	217	162	65	8	91	98	24	42	84	86	83	53	67	28	-	129	57	2	16	27	48	120	
Total Answering	180	135	55	7	76	80	20	34	72	70	66	47	59	26	-	106	45	2	14	20	41	100	
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	26	10	1	15	17	4	8	12	15	17	5	8	2	-	22	12	-	2	7	7	19	
Completely dissatisfied	18	13	5	1	5	9	3	2	7	9	5	4	9	9	-	5	3	-	1	3	2	12	
	10.0%	9.6%	9.1%	14.3%	6.6%	11.2%	15.0%	5.9%	9.7%	12.9%	7.6%	8.5%	15.3%	34.6% PQ		4.7%	6.7%		7.1%	15.0%	4.9%	12.0%	
Somewhat dissatisfied	29	21	10	1	11	12	6	7	10	11	11	9	8	5	-	17	7	1	-	5	9	14	
	16.1%	15.6%	18.2%	14.3%	14.5%	15.0%	30.0%	20.6%	13.9%	15.7%	16.7%	19.1%	13.6%	19.2%		16.0%	15.6%	50.0%		25.0%	22.0%	14.0%	
Neither dissatisfied nor satisfied	29	18	11	2	13	12	3	5	11	13	15	6	7	3	-	16	9	-	1	2	5	21	
	16.1%	13.3%	20.0%	28.6%	17.1%	15.0%	15.0%	14.7%	15.3%	18.6%	22.7%	12.8%	11.9%	11.5%		15.1%	20.0%		7.1%	10.0%	12.2%	21.0% s	
Somewhat satisfied	69	54	18	1	31	33	4	12	28	26	27	16	21	5	-	48	16	1	7	8	18	33	
	38.3%	40.0% d	32.7%	14.3%	40.8% G	41.2% G	20.0%	35.3%	38.9%	37.1%	40.9%	34.0%	35.6%	19.2%		45.3% N	35.6%	50.0%	50.0%	40.0%	43.9%	33.0%	
Completely satisfied	35	29	11	2	16	14	4	8	16	11	8	12	14	4	-	20	10	-	5	2	7	20	
	19.4%	21.5%	20.0%	28.6%	21.1%	17.5%	20.0%	23.5%	22.2%	15.7%	12.1%	25.5% k	23.7% k	15.4%		18.9%	22.2%		35.7% t	10.0%	17.1%	20.0%	
Does not apply	1	1	-	-	-	1	-	-	-	1	-	1	-	-	-	1	-	-	-	-	-	1	
Summary Rate - Completely satisfied/ Somewhat satisfied	104	83	29	3	47	47	8	20	44	37	35	28	35	9	-	68	26	1	12	10	25	53	
	57.8%	61.5%	52.7%	42.9%	61.8% g	58.8%	40.0%	58.8%	61.1%	52.9%	53.0%	59.6%	59.3%	34.6%		64.2% N	57.8% n	50.0%	85.7% TUV	50.0%	61.0%	53.0%	

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 The Myers Group
770-978-3173
2013

Louisiana Healthcare Connections
Provider Satisfaction Survey (916007)

8C. Please rate your overall satisfaction with Amerigroup.

	==== Area of Medicine =====				==== Physicians in Practice ===			==== Years in Practice =====			==== Managed Care Volume =====			==== Survey Respondent =====				==== Insurance Participation =====				
	Total Answering	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	217	162	65	8	91	98	24	42	84	86	83	53	67	28	-	129	57	2	16	27	48	120
Total Answering	156	116	49	7	63	70	19	27	63	63	57	41	52	23	-	89	41	1	10	19	35	88
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	31	11	1	19	18	4	9	13	18	17	9	8	3	-	24	14	-	2	7	8	23
Completely dissatisfied	20	12	9	-	10	8	1	2	6	12	9	4	7	4	-	6	9	-	-	2	4	14
	12.8%	10.3%	18.4%		15.9%	11.4%	5.3%	7.4%	9.5%	19.0%	15.8%	9.8%	13.5%	17.4%		6.7%	22.0%			10.5%	11.4%	15.9%
										h							P					
Somewhat dissatisfied	33	26	10	1	12	16	5	5	13	12	11	8	12	8	-	20	5	1	1	4	9	18
	21.2%	22.4%	20.4%	14.3%	19.0%	22.9%	26.3%	18.5%	20.6%	19.0%	19.3%	19.5%	23.1%	34.8%		22.5%	12.2%	100.0%	10.0%	21.1%	25.7%	20.5%
														Q				STUV				
Neither dissatisfied nor satisfied	24	17	7	2	8	11	4	6	8	10	7	8	8	6	-	13	4	-	3	4	4	13
	15.4%	14.7%	14.3%	28.6%	12.7%	15.7%	21.1%	22.2%	12.7%	15.9%	12.3%	19.5%	15.4%	26.1%		14.6%	9.8%		30.0%	21.1%	11.4%	14.8%
Somewhat satisfied	58	46	16	3	24	26	7	11	25	22	25	14	17	2	-	41	15	-	5	5	15	31
	37.2%	39.7%	32.7%	42.9%	38.1%	37.1%	36.8%	40.7%	39.7%	34.9%	43.9%	34.1%	32.7%	8.7%		46.1%	36.6%		50.0%	26.3%	42.9%	35.2%
																N	N					
Completely satisfied	21	15	7	1	9	9	2	3	11	7	5	7	8	3	-	9	8	-	1	4	3	12
	13.5%	12.9%	14.3%	14.3%	14.3%	12.9%	10.5%	11.1%	17.5%	11.1%	8.8%	17.1%	15.4%	13.0%		10.1%	19.5%		10.0%	21.1%	8.6%	13.6%
Does not apply	20	15	5	-	9	10	1	6	8	5	9	3	7	2	-	16	2	1	4	1	5	9
Summary Rate - Completely satisfied/ Somewhat satisfied	79	61	23	4	33	35	9	14	36	29	30	21	25	5	-	50	23	-	6	9	18	43
	50.6%	52.6%	46.9%	57.1%	52.4%	50.0%	47.4%	51.9%	57.1%	46.0%	52.6%	51.2%	48.1%	21.7%		56.2%	56.1%		60.0%	47.4%	51.4%	48.9%
																N	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 The Myers Group

770-978-3173

2013

Louisiana Healthcare Connections
Provider Satisfaction Survey (916007)

8D. Please rate your overall satisfaction with Community Health Solutions.

	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	217	162	65	8	91	98	24	42	84	86	83	53	67	28	-	129	57	2	16	27	48	120
Total Answering	153	118	47	6	64	69	16	29	62	58	51	40	54	24	-	84	42	1	14	18	36	81
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	30	13	1	18	19	5	8	13	20	19	9	8	3	-	26	13	-	2	7	9	23
Completely dissatisfied	4	3	1	-	1	2	1	1	-	3	1	1	2	2	-	-	1	-	-	-	-	4
	2.6%	2.5%	2.1%		1.6%	2.9%	6.2%	3.4%		5.2%	2.0%	2.5%	3.7%	8.3%			2.4%					4.9%
Somewhat dissatisfied	10	6	4	-	5	2	1	1	2	6	4	2	3	2	-	5	3	-	-	2	3	5
	6.5%	5.1%	8.5%		7.8%	2.9%	6.2%	3.4%	3.2%	10.3%	7.8%	5.0%	5.6%	8.3%		6.0%	7.1%			11.1%	8.3%	6.2%
Neither dissatisfied nor satisfied	23	17	7	1	6	13	3	4	6	12	9	6	7	4	-	14	4	-	3	3	2	15
	15.0%	14.4%	14.9%	16.7%	9.4%	18.8%	18.8%	13.8%	9.7%	20.7%	17.6%	15.0%	13.0%	16.7%		16.7%	9.5%		21.4%	16.7%	5.6%	18.5%
										i											U	
Somewhat satisfied	61	44	24	2	27	26	7	15	24	20	25	15	18	6	-	35	19	1	4	7	18	29
	39.9%	37.3%	51.1%	33.3%	42.2%	37.7%	43.8%	51.7%	38.7%	34.5%	49.0%	37.5%	33.3%	25.0%		41.7%	45.2%	100.0%	28.6%	38.9%	50.0%	35.8%
											m						n	STUV				
Completely satisfied	55	48	11	3	25	26	4	8	30	17	12	16	24	10	-	30	15	-	7	6	13	28
	35.9%	40.7%	23.4%	50.0%	39.1%	37.7%	25.0%	27.6%	48.4%	29.3%	23.5%	40.0%	44.4%	41.7%		35.7%	35.7%		50.0%	33.3%	36.1%	34.6%
		C							HJ			k	K									
Does not apply	22	14	5	1	9	10	3	5	9	8	13	4	5	1	-	19	2	1	-	2	3	16
Summary Rate - Completely satisfied/Somewhat satisfied	116	92	35	5	52	52	11	23	54	37	37	31	42	16	-	65	34	1	11	13	31	57
	75.8%	78.0%	74.5%	83.3%	81.2%	75.4%	68.8%	79.3%	87.1%	63.8%	72.5%	77.5%	77.8%	66.7%		77.4%	81.0%	100.0%	78.6%	72.2%	86.1%	70.4%
								J									sTUV				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 The Myers Group

770-978-3173

2013

Louisiana Healthcare Connections
Provider Satisfaction Survey (916007)

8E. Please rate your overall satisfaction with LA 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	217	162	65	8	91	98	24	42	84	86	83	53	67	28	-	129	57	2	16	27	48	120				
Total Answering	154	117	47	7	64	68	18	31	62	57	55	40	52	21	-	86	44	1	11	18	39	83				
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	31	12	1	19	19	4	8	13	20	18	10	8	3	-	26	13	-	2	7	9	23				
Completely dissatisfied	9	8	2	-	2	5	1	2	3	4	2	2	5	2	-	2	3	-	-	1	1	7				
	5.8%	6.8%	4.3%		3.1%	7.4%	5.6%	6.5%	4.8%	7.0%	3.6%	5.0%	9.6%	9.5%		2.3%	6.8%			5.6%	2.6%	8.4%				
Somewhat dissatisfied	32	20	17	1	13	14	4	5	12	14	13	8	11	7	-	15	10	-	2	3	12	15				
	20.8%	17.1%	36.2%	14.3%	20.3%	20.6%	22.2%	16.1%	19.4%	24.6%	23.6%	20.0%	21.2%	33.3%		17.4%	22.7%		18.2%	16.7%	30.8%	18.1%				
Neither dissatisfied nor satisfied	33	25	9	1	15	14	3	8	7	17	12	6	13	5	-	21	6	-	1	6	5	21				
	21.4%	21.4%	19.1%	14.3%	23.4%	20.6%	16.7%	25.8%	11.3%	29.8%	21.8%	15.0%	25.0%	23.8%		24.4%	13.6%		9.1%	33.3%	12.8%	25.3%				
										I										su		u				
Somewhat satisfied	48	37	11	2	21	21	5	9	23	14	17	15	12	1	-	31	16	-	6	6	13	22				
	31.2%	31.6%	23.4%	28.6%	32.8%	30.9%	27.8%	29.0%	37.1%	24.6%	30.9%	37.5%	23.1%	4.8%		36.0%	36.4%		54.5%	33.3%	33.3%	26.5%				
																N	N			v						
Completely satisfied	32	27	8	3	13	14	5	7	17	8	11	9	11	6	-	17	9	1	2	2	8	18				
	20.8%	23.1%	17.0%	42.9%	20.3%	20.6%	27.8%	22.6%	27.4%	14.0%	20.0%	22.5%	21.2%	28.6%		19.8%	20.5%	100.0%	18.2%	11.1%	20.5%	21.7%				
									j									STUV								
Does not apply	21	14	6	-	8	11	2	3	9	9	10	3	7	4	-	17	-	1	3	2	-	14				
Summary Rate - Completely satisfied/ Somewhat satisfied	80	64	19	5	34	35	10	16	40	22	28	24	23	7	-	48	25	1	8	8	21	40				
	51.9%	54.7%	40.4%	71.4%	53.1%	51.5%	55.6%	51.6%	64.5%	38.6%	50.9%	60.0%	44.2%	33.3%		55.8%	56.8%	100.0%	72.7%	44.4%	53.8%	48.2%				
		c		c					J							n	n	STUV	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 The Myers Group

770-978-3173

2013

Louisiana Healthcare Connections
Provider Satisfaction Survey (916007)

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

	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	217	162	65	8	91	98	24	42	84	86	83	53	67	28	-	129	57	2	16	27	48	120	
Total Answering	163	121	51	7	66	74	20	33	65	61	58	43	54	24	-	94	43	2	12	19	37	90	
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	31	12	1	18	19	4	8	13	20	18	10	8	3	-	25	13	-	2	7	9	23	
Completely dissatisfied	7	6	3	1	1	4	2	2	1	4	2	1	4	3	-	1	2	-	1	1	1	4	
	4.3%	5.0%	5.9%	14.3%	1.5%	5.4%	10.0%	6.1%	1.5%	6.6%	3.4%	2.3%	7.4%	12.5% p		1.1%	4.7%		8.3%	5.3%	2.7%	4.4%	
Somewhat dissatisfied	11	5	6	1	3	4	2	2	1	7	5	3	3	3	-	5	3	-	-	2	2	7	
	6.7%	4.1%	11.8%	14.3%	4.5%	5.4%	10.0%	6.1%	1.5%	11.5% I	8.6%	7.0%	5.6%	12.5%		5.3%	7.0%			10.5%	5.4%	7.8%	
Neither dissatisfied nor satisfied	21	17	5	2	7	12	2	4	7	9	8	6	6	4	-	14	3	-	1	3	4	13	
	12.9%	14.0%	9.8%	28.6%	10.6%	16.2%	10.0%	12.1%	10.8%	14.8%	13.8%	14.0%	11.1%	16.7%		14.9%	7.0%		8.3%	15.8%	10.8%	14.4%	
Somewhat satisfied	60	43	22	1	28	27	5	13	24	21	28	14	15	6	-	36	17	1	4	6	14	33	
	36.8%	35.5%	43.1% d	14.3%	42.4%	36.5%	25.0%	39.4%	36.9%	34.4%	48.3% M	32.6%	27.8%	25.0%		38.3%	39.5%	50.0%	33.3%	31.6%	37.8%	36.7%	
Completely satisfied	64	50	15	2	27	27	9	12	32	20	15	19	26	8	-	38	18	1	6	7	16	33	
	39.3%	41.3%	29.4%	28.6%	40.9%	36.5%	45.0%	36.4%	49.2% j	32.8%	25.9%	44.2% k	48.1% K	33.3%		40.4%	41.9%	50.0%	50.0%	36.8%	43.2%	36.7%	
Does not apply	12	10	2	-	7	5	-	1	6	5	7	-	5	1	-	10	1	-	2	1	2	7	
Summary Rate - Completely satisfied/ Somewhat satisfied	124	93	37	3	55	54	14	25	56	41	43	33	41	14	-	74	35	2	10	13	30	66	
	76.1%	76.9% d	72.5%	42.9%	83.3%	73.0%	70.0%	75.8%	86.2% J	67.2%	74.1%	76.7%	75.9%	58.3%		78.7% n	81.4% N	100.0% TUV	83.3%	68.4%	81.1%	73.3%	

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 The Myers Group
770-978-3173
2013

Louisiana Healthcare Connections
Provider Satisfaction Survey (916007)

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	217	162	65	8	91	98	24	42	84	86	83	53	67	28	-	129	57	2	16	27	48	120				
Total Answering	154	121	39	5	67	69	16	26	63	62	61	39	50	24	-	86	42	1	11	19	33	90				
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	27	18	10	-	9	13	5	7	9	10	10	5	6	3	-	16	8	-	1	5	8	11				
Well below average	13	9	3	-	5	5	2	2	4	7	3	4	6	8	-	4	1	-	1	2	2	8				
	8.4%	7.4%	7.7%		7.5%	7.2%	12.5%	7.7%	6.3%	11.3%	4.9%	10.3%	12.0%	33.3% PQ		4.7%	2.4%		9.1%	10.5%	6.1%	8.9%				
Somewhat below average	9	4	5	-	5	2	2	-	3	6	4	4	1	1	-	6	2	-	-	3	1	5				
	5.8%	3.3%	12.8% b		7.5%	2.9%	12.5%		4.8%	9.7%	6.6%	10.3%	2.0%	4.2%		7.0%	4.8%			15.8%	3.0%	5.6%				
Average	104	84	24	4	46	48	9	19	42	40	46	22	32	12	-	58	32	-	7	9	24	64				
	67.5%	69.4%	61.5%	80.0%	68.7%	69.6%	56.2%	73.1%	66.7%	64.5%	75.4% L	56.4%	64.0%	50.0%		67.4%	76.2% N		63.6%	47.4%	72.7% t	71.1% t				
Somewhat above average	20	17	4	1	9	9	2	4	8	8	7	6	7	1	-	14	5	1	2	3	5	9				
	13.0%	14.0%	10.3%	20.0%	13.4%	13.0%	12.5%	15.4%	12.7%	12.9%	11.5%	15.4%	14.0%	4.2%		16.3% N	11.9% STUV	100.0%	18.2%	15.8%	15.2%	10.0%				
Well above average	8	7	3	-	2	5	1	1	6	1	1	3	4	2	-	4	2	-	1	2	1	4				
	5.2%	5.8%	7.7%		3.0%	7.2%	6.2%	3.8%	9.5% J	1.6%	1.6%	7.7%	8.0%	8.3%		4.7%	4.8%		9.1%	10.5%	3.0%	4.4%				
Not Applicable	36	23	16	3	15	16	3	9	12	14	12	9	11	1	-	27	7	1	4	3	7	19				
Summary Rate - Well above average/Somewhat above average	28	24	7	1	11	14	3	5	14	9	8	9	11	3	-	18	7	1	3	5	6	13				
	18.2%	19.8%	17.9%	20.0%	16.4%	20.3%	18.8%	19.2%	22.2%	14.5%	13.1%	23.1%	22.0%	12.5%		20.9%	16.7%	100.0% STUV	27.3%	26.3%	18.2%	14.4%				

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 The Myers Group
770-978-3173
2013

Louisiana Healthcare Connections
Provider Satisfaction Survey (916007)

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	217	162	65	8	91	98	24	42	84	86	83	53	67	28	-	129	57	2	16	27	48	120
Total Answering	156	122	41	5	68	69	17	28	62	62	58	40	53	23	-	87	44	2	10	18	34	90
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	23	15	8	-	10	9	4	6	7	10	10	4	4	4	-	13	6	-	1	5	7	9
Well below average	10	7	2	-	4	3	3	2	3	5	3	3	4	5	-	4	1	1	-	3	1	5
	6.4%	5.7%	4.9%		5.9%	4.3%	17.6%	7.1%	4.8%	8.1%	5.2%	7.5%	7.5%	21.7% pQ		4.6%	2.3%	50.0%		16.7%	2.9%	5.6%
Somewhat below average	6	2	4	-	1	3	1	1	-	4	-	2	4	3	-	1	2	-	-	1	1	4
	3.8%	1.6%	9.8% b		1.5%	4.3%	5.9%	3.6%		6.5%		5.0%	7.5%	13.0% p		1.1%	4.5%			5.6%	2.9%	4.4%
Average	112	90	29	5	53	49	9	21	45	43	45	28	34	11	-	68	31	1	5	11	28	66
	71.8%	73.8%	70.7%	100.0% BC	77.9% g	71.0%	52.9%	75.0%	72.6%	69.4%	77.6%	70.0%	64.2%	47.8%		78.2% N	70.5% n	50.0%	50.0%	61.1%	82.4% s	73.3%
Somewhat above average	20	17	3	-	7	10	3	1	10	9	9	6	5	2	-	11	7	-	3	3	4	9
	12.8%	13.9%	7.3%		10.3%	14.5%	17.6%	3.6%	16.1% H	14.5% h	15.5%	15.0%	9.4%	8.7%		12.6%	15.9%		30.0%	16.7%	11.8%	10.0%
Well above average	8	6	3	-	3	4	1	3	4	1	1	1	6	2	-	3	3	-	2	-	-	6
	5.1%	4.9%	7.3%		4.4%	5.8%	5.9%	10.7%	6.5%	1.6%	1.7%	2.5%	11.3% Kl	8.7%		3.4%	6.8%		20.0%			6.7%
Not Applicable	38	25	16	3	13	20	3	8	15	14	15	9	10	1	-	29	7	-	5	4	7	21
Summary Rate - Well above average/Somewhat above average	28	23	6	-	10	14	4	4	14	10	10	7	11	4	-	14	10	-	5	3	4	15
	17.9%	18.9%	14.6%		14.7%	20.3%	23.5%	14.3%	22.6%	16.1%	17.2%	17.5%	20.8%	17.4%		16.1%	22.7%		50.0% tUV	16.7%	11.8%	16.7%

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 The Myers Group
770-978-3173
2013

Louisiana Healthcare Connections
Provider Satisfaction Survey (916007)

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	217	162	65	8	91	98	24	42	84	86	83	53	67	28	-	129	57	2	16	27	48	120									
Total Answering	157	130	36	5	71	70	14	30	63	61	54	43	56	24	-	88	43	2	12	19	36	86									
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	32	19	14	2	10	14	7	6	10	14	15	6	6	3	-	20	8	-	2	5	8	16									
Well below average	7	4	2	-	2	4	1	2	2	3	2	2	3	4	-	2	1	-	-	-	1	6									
	4.5%	3.1%	5.6%		2.8%	5.7%	7.1%	6.7%	3.2%	4.9%	3.7%	4.7%	5.4%	16.7%		2.3%	2.3%				2.8%	7.0%									
														pq																	
Somewhat below average	16	13	4	-	8	7	1	5	6	4	8	2	6	3	-	8	5	-	1	2	5	8									
	10.2%	10.0%	11.1%		11.3%	10.0%	7.1%	16.7%	9.5%	6.6%	14.8%	4.7%	10.7%	12.5%		9.1%	11.6%		8.3%	10.5%	13.9%	9.3%									
											1																				
Average	108	92	24	3	51	48	8	17	44	45	36	31	37	10	-	69	27	2	7	13	28	56									
	68.8%	70.8%	66.7%	60.0%	71.8%	68.6%	57.1%	56.7%	69.8%	73.8%	66.7%	72.1%	66.1%	41.7%		78.4%	62.8%	100.0%	58.3%	68.4%	77.8%	65.1%									
																Nq	n	STUV													
Somewhat above average	15	11	4	1	6	4	4	2	6	7	6	5	4	4	-	5	6	-	2	3	2	8									
	9.6%	8.5%	11.1%	20.0%	8.5%	5.7%	28.6%	6.7%	9.5%	11.5%	11.1%	11.6%	7.1%	16.7%		5.7%	14.0%		16.7%	15.8%	5.6%	9.3%									
							f																								
Well above average	11	10	2	1	4	7	-	4	5	2	2	3	6	3	-	4	4	-	2	1	-	8									
	7.0%	7.7%	5.6%	20.0%	5.6%	10.0%		13.3%	7.9%	3.3%	3.7%	7.0%	10.7%	12.5%		4.5%	9.3%		16.7%	5.3%		9.3%									
Not Applicable	28	13	15	1	10	14	3	6	11	11	14	4	5	1	-	21	6	-	2	3	4	18									
Summary Rate - Well above average/Somewhat above average	26	21	6	2	10	11	4	6	11	9	8	8	10	7	-	9	10	-	4	4	2	16									
	16.6%	16.2%	16.7%	40.0%	14.1%	15.7%	28.6%	20.0%	17.5%	14.8%	14.8%	18.6%	17.9%	29.2%		10.2%	23.3%		33.3%	21.1%	5.6%	18.6%									
														p			p		U			U									

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 The Myers Group
770-978-3173
2013

Louisiana Healthcare Connections
Provider Satisfaction Survey (916007)

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

	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	217	162	65	8	91	98	24	42	84	86	83	53	67	28	-	129	57	2	16	27	48	120
Total Answering	118	103	20	5	51	54	11	24	45	46	38	27	49	17	-	65	35	2	9	15	30	61
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	22	13	1	13	13	7	6	10	16	17	6	6	5	-	21	7	-	3	6	7	17
Well below average	7	5	1	-	2	4	1	2	2	3	3	1	3	5	-	1	1	-	-	-	2	5
	5.9%	4.9%	5.0%		3.9%	7.4%	9.1%	8.3%	4.4%	6.5%	7.9%	3.7%	6.1%	29.4% PQ		1.5%	2.9%				6.7%	8.2%
Somewhat below average	13	12	1	-	3	8	-	3	7	2	3	4	6	1	-	7	5	-	1	2	4	6
	11.0%	11.7%	5.0%		5.9%	14.8%		12.5%	15.6% j	4.3%	7.9%	14.8%	12.2%	5.9%		10.8%	14.3%		11.1%	13.3%	13.3%	9.8%
Average	79	68	16	4	39	34	6	14	30	33	29	18	28	5	-	51	22	-	4	10	23	41
	66.9%	66.0%	80.0%	80.0%	76.5%	63.0%	54.5%	58.3%	66.7%	71.7%	76.3% m	66.7%	57.1%	29.4%		78.5% N	62.9% N		44.4%	66.7%	76.7% s	67.2%
Somewhat above average	10	9	2	-	2	4	4	2	3	5	2	2	6	3	-	2	5	1	3	2	1	3
	8.5%	8.7%	10.0%		3.9%	7.4%	36.4% Ef	8.3%	6.7%	10.9%	5.3%	7.4%	12.2%	17.6%		3.1%	14.3% p	50.0%	33.3% uv	13.3%	3.3%	4.9%
Well above average	9	9	-	1	5	4	-	3	3	3	1	2	6	3	-	4	2	1	1	1	-	6
	7.6%	8.7%		20.0%	9.8%	7.4%		12.5%	6.7%	6.5%	2.6%	7.4%	12.2% k	17.6%		6.2%	5.7%	50.0%	11.1%	6.7%		9.8%
Not Applicable	65	37	32	2	27	31	6	12	29	24	28	20	12	6	-	43	15	-	4	6	11	42
Summary Rate - Well above average/Somewhat above average	19	18	2	1	7	8	4	5	6	8	3	4	12	6	-	6	7	2	4	3	1	9
	16.1%	17.5%	10.0%	20.0%	13.7%	14.8%	36.4%	20.8%	13.3%	17.4%	7.9%	14.8%	24.5% K	35.3% P		9.2%	20.0%	100.0% STUV	44.4% Uv	20.0%	3.3%	14.8% U

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 The Myers Group
770-978-3173
2013

Louisiana Healthcare Connections
Provider Satisfaction Survey (916007)

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	217	162	65	8	91	98	24	42	84	86	83	53	67	28	-	129	57	2	16	27	48	120	
Total Answering	109	95	19	5	46	52	9	23	41	43	35	25	46	17	-	58	33	1	9	15	27	57	
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	35	23	12	-	15	13	7	6	9	17	19	5	6	4	-	24	7	-	2	5	7	19	
Well below average	6	4	1	-	1	5	-	2	2	2	3	1	2	3	-	2	1	-	-	-	-	6	
	5.5%	4.2%	5.3%		2.2%	9.6%		8.7%	4.9%	4.7%	8.6%	4.0%	4.3%	17.6%		3.4%	3.0%					10.5%	
Somewhat below average	12	11	2	-	4	8	-	3	7	1	2	3	7	1	-	8	3	-	1	3	3	5	
	11.0%	11.6%	10.5%		8.7%	15.4%		13.0%	17.1%	2.3%	5.7%	12.0%	15.2%	5.9%		13.8%	9.1%		11.1%	20.0%	11.1%	8.8%	
								J															
Average	75	65	14	4	34	33	6	14	27	33	27	19	26	7	-	45	22	-	4	9	23	39	
	68.8%	68.4%	73.7%	80.0%	73.9%	63.5%	66.7%	60.9%	65.9%	76.7%	77.1%	76.0%	56.5%	41.2%		77.6%	66.7%		44.4%	60.0%	85.2%	68.4%	
											M	m				N	n				Stv		
Somewhat above average	9	9	1	1	4	3	2	3	3	3	2	1	6	3	-	1	5	-	4	2	-	3	
	8.3%	9.5%	5.3%	20.0%	8.7%	5.8%	22.2%	13.0%	7.3%	7.0%	5.7%	4.0%	13.0%	17.6%		1.7%	15.2%		44.4%	13.3%		5.3%	
														P			P		tV				
Well above average	7	6	1	-	3	3	1	1	2	4	1	1	5	3	-	2	2	1	-	1	1	4	
	6.4%	6.3%	5.3%		6.5%	5.8%	11.1%	4.3%	4.9%	9.3%	2.9%	4.0%	10.9%	17.6%		3.4%	6.1%	100.0%		6.7%	3.7%	7.0%	
																		TUV					
Not Applicable	73	44	34	3	30	33	8	13	34	26	29	23	15	7	-	47	17	1	5	7	14	44	
Summary Rate - Well above average/Somewhat above average	16	15	2	1	7	6	3	4	5	7	3	2	11	6	-	3	7	1	4	3	1	7	
	14.7%	15.8%	10.5%	20.0%	15.2%	11.5%	33.3%	17.4%	12.2%	16.3%	8.6%	8.0%	23.9%	35.3%		5.2%	21.2%	100.0%	44.4%	20.0%	3.7%	12.3%	
												kl		P			P	STUV	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 The Myers Group
770-978-3173
2013

Louisiana Healthcare Connections
Provider Satisfaction Survey (916007)

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	217	90	7	50	7	53	2	3	70	133	14	
Total Valid Responses	235	91	7	57	9	61	2	2	72	146	17	
Total Respondents	214	89	7	49	7	53	2	2	69	131	14	
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
Primary Care	162	59	7	40	7	42	1	2	52	100	10	
	75.7%	66.3%	100.0%	81.6%	100.0%	79.2%	50.0%	100.0%	75.4%	76.3%	71.4%	
Specialty	65	31	-	16	1	15	1	-	20	39	6	
	30.4%	34.8%		32.7%	14.3%	28.3%	50.0%		29.0%	29.8%	42.9%	
Behavioral Health Clinician	8	1	-	1	1	4	-	-	-	7	1	
	3.7%	1.1%		2.0%	14.3%	7.5%				5.3%	7.1%	

Louisiana Healthcare Connections
Provider Satisfaction Survey (916007)

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	217	90	7	50	7	53	2	3	70	133	14
Total Answering	213	88	7	50	7	51	2	3	69	130	14
	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	-	-	-	2	-	-	1	3	-
Solo	91	41	2	23	3	18	-	1	32	53	6
	42.7%	46.6%	28.6%	46.0%	42.9%	35.3%		33.3%	46.4%	40.8%	42.9%
2 - 5 physicians	98	35	5	22	4	28	2	1	31	60	7
	46.0%	39.8%	71.4%	44.0%	57.1%	54.9%	100.0%	33.3%	44.9%	46.2%	50.0%
			b			b	BcDEFH				
More than 5 physicians	24	12	-	5	-	5	-	1	6	17	1
	11.3%	13.6%		10.0%		9.8%		33.3%	8.7%	13.1%	7.1%

Comparison Groups: BCDEFH/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)

Presented by The Myers Group
770-978-3173
2013

Louisiana Healthcare Connections
Provider Satisfaction Survey (916007)

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	217	90	7	50	7	53	2	3	70	133	14
Total Answering	212	89	7	48	7	51	2	3	67	131	14
	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	1	-	2	-	2	-	-	3	2	-
Less than 5 years	42	16	2	10	2	11	-	-	11	29	2
	19.8%	18.0%	28.6%	20.8%	28.6%	21.6%			16.4%	22.1%	14.3%
5 - 15 years	84	33	1	22	3	21	1	2	26	52	6
	39.6%	37.1%	14.3%	45.8%	42.9%	41.2%	50.0%	66.7%	38.8%	39.7%	42.9%
				C		c		c			
16 years or more	86	40	4	16	2	19	1	1	30	50	6
	40.6%	44.9%	57.1%	33.3%	28.6%	37.3%	50.0%	33.3%	44.8%	38.2%	42.9%

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)

Presented by The Myers Group
770-978-3173
2013

Louisiana Healthcare Connections
Provider Satisfaction Survey (916007)

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

===== 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	217	90	7	50	7	53	2	3	70	133	14
Total Answering	203	86	7	44	7	50	2	3	70	119	14
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	14	4	-	6	-	3	-	-	-	14	-
None	5	2	-	-	-	2	-	1	2	3	-
	2.5%	2.3%				4.0%		33.3%	2.9%	2.5%	
10% or less	78	43	3	12	1	15	1	-	30	44	4
	38.4%	50.0%	42.9%	27.3%	14.3%	30.0%	50.0%		42.9%	37.0%	28.6%
		DEF									
11 - 20%	53	20	3	17	2	11	-	-	16	34	3
	26.1%	23.3%	42.9%	38.6%	28.6%	22.0%			22.9%	28.6%	21.4%
				bf							
21 - 30%	34	8	-	9	4	9	1	2	13	16	5
	16.7%	9.3%		20.5%	57.1%	18.0%	50.0%	66.7%	18.6%	13.4%	35.7%
					BdF			Bdf			j
31 - 50%	22	5	1	4	-	12	-	-	3	17	2
	10.8%	5.8%	14.3%	9.1%		24.0%			4.3%	14.3%	14.3%
						BD				I	
51 - 75%	8	5	-	2	-	1	-	-	4	4	-
	3.9%	5.8%		4.5%		2.0%			5.7%	3.4%	
76 - 100%	3	3	-	-	-	-	-	-	2	1	-
	1.5%	3.5%							2.9%	0.8%	

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)

Presented by The Myers Group
770-978-3173
2013

Louisiana Healthcare Connections
Provider Satisfaction Survey (916007)

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	217	90	7	50	7	53	2	3	70	133	14
Total Answering	214	90	7	49	7	51	2	3	68	132	14
	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	-	2	-	-	2	1	-
Physician	28	17	2	2	1	3	1	1	19	3	6
	13.1%	18.9%	28.6%	4.1%	14.3%	5.9%	50.0%	33.3%	27.9%	2.3%	42.9%
		DF							J		J
Behavioral Health Clinician	-	-	-	-	-	-	-	-	-	-	-
Office Manager	129	51	4	32	2	35	1	1	36	88	5
	60.3%	56.7%	57.1%	65.3%	28.6%	68.6%	50.0%	33.3%	52.9%	66.7%	35.7%
				E		E				iK	
Nurse	11	3	-	7	-	1	-	-	1	10	-
	5.1%	3.3%		14.3%		2.0%			1.5%	7.6%	
				BF						I	
Other staff	46	19	1	8	4	12	-	1	12	31	3
	21.5%	21.1%	14.3%	16.3%	57.1%	23.5%		33.3%	17.6%	23.5%	21.4%
					bcDF						

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 The Myers Group
770-978-3173
2013

Louisiana Healthcare Connections
Provider Satisfaction Survey (916007)

F. What is your preferred method of receiving communications 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	217	90	7	50	7	53	2	3	70	133	14
Total Answering	212	90	7	50	7	53	2	3	66	132	14
	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	1	-
Mail	90	90	-	-	-	-	-	-	39	47	4
	42.5%	100.0%							59.1%	35.6%	28.6%
									JK		
Telephone	7	-	7	-	-	-	-	-	1	6	-
	3.3%		100.0%						1.5%	4.5%	
Fax	50	-	-	50	-	-	-	-	9	40	1
	23.6%			100.0%					13.6%	30.3%	7.1%
									IK		
Online portal	7	-	-	-	7	-	-	-	1	6	-
	3.3%				100.0%				1.5%	4.5%	
E-mail	53	-	-	-	-	53	-	-	14	31	8
	25.0%					100.0%			21.2%	23.5%	57.1%
										IJ	
In person from your Provider Representative	2	-	-	-	-	-	2	-	-	1	1
	0.9%						100.0%			0.8%	7.1%
Other	3	-	-	-	-	-	-	3	2	1	-
	1.4%							100.0%	3.0%	0.8%	

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)

Presented by The Myers Group
770-978-3173
2013

Louisiana Healthcare Connections
Provider Satisfaction Survey (916007)

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	217	90	7	50	7	53	2	3	70	133	14
Total Answering	213	89	7	48	7	52	2	3	69	130	14
	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	1	-	2	-	1	-	-	1	3	-
3 or fewer	2	1	-	1	-	-	-	-	-	2	-
	0.9%	1.1%		2.1%						1.5%	
4 to 7	16	4	-	7	1	4	-	-	3	11	2
	7.5%	4.5%		14.6%	14.3%	7.7%			4.3%	8.5%	14.3%
				b							
8 to 11	27	13	-	7	-	6	-	-	9	17	1
	12.7%	14.6%		14.6%		11.5%			13.0%	13.1%	7.1%
12 to 15	48	17	3	12	2	11	-	1	14	28	6
	22.5%	19.1%	42.9%	25.0%	28.6%	21.2%		33.3%	20.3%	21.5%	42.9%
More than 15	120	54	4	21	4	31	2	2	43	72	5
	56.3%	60.7%	57.1%	43.8%	57.1%	59.6%	100.0%	66.7%	62.3%	55.4%	35.7%
		d					BCDEF		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 The Myers Group
770-978-3173
2013

Louisiana Healthcare Connections
Provider Satisfaction Survey (916007)

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	217	90	7	50	7	53	2	3	70	133	14
Total Answering	207	87	7	50	6	47	2	3	66	127	14
	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	-	-	-	2	-	-	2	2	-
Well below average	22	8	2	4	-	4	1	2	9	9	4
	10.6%	9.2%	28.6%	8.0%		8.5%	50.0%	66.7% BDF	13.6%	7.1%	28.6% j
Somewhat below average	23	13	1	4	1	4	-	-	6	16	1
	11.1%	14.9%	14.3%	8.0%	16.7%	8.5%			9.1%	12.6%	7.1%
Average	114	50	3	31	4	21	1	1	31	79	4
	55.1%	57.5%	42.9%	62.0% f	66.7%	44.7%	50.0%	33.3%	47.0%	62.2% IK	28.6%
Somewhat above average	32	10	1	10	1	9	-	-	12	17	3
	15.5%	11.5%	14.3%	20.0%	16.7%	19.1%			18.2%	13.4%	21.4%
Well above average	16	6	-	1	-	9	-	-	8	6	2
	7.7%	6.9%		2.0%		19.1% bD			12.1% j	4.7%	14.3%
Not Applicable	6	1	-	-	1	4	-	-	2	4	-
Summary Rate - Well above average/Somewhat above average	48	16	1	11	1	18	-	-	20	23	5
	23.2%	18.4%	14.3%	22.0%	16.7%	38.3% Bd			30.3% j	18.1%	35.7%

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 The Myers Group
770-978-3173
2013

Louisiana Healthcare Connections
Provider Satisfaction Survey (916007)

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	217	90	7	50	7	53	2	3	70	133	14
Total Answering	189	75	7	44	7	49	2	2	65	110	14
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	14	8	-	1	-	3	-	1	4	10	-
Well below average	16	4	2	2	1	4	2	1	5	10	1
	8.5%	5.3%	28.6%	4.5%	14.3%	8.2%	100.0%	50.0%	7.7%	9.1%	7.1%
							BCDEF				
Somewhat below average	19	10	-	3	1	4	-	-	4	12	3
	10.1%	13.3%		6.8%	14.3%	8.2%			6.2%	10.9%	21.4%
Average	101	38	4	33	2	21	-	1	30	65	6
	53.4%	50.7%	57.1%	75.0%	28.6%	42.9%		50.0%	46.2%	59.1%	42.9%
				BEF						i	
Somewhat above average	35	18	1	2	3	11	-	-	18	16	1
	18.5%	24.0%	14.3%	4.5%	42.9%	22.4%			27.7%	14.5%	7.1%
			D		D	D			JK		
Well above average	18	5	-	4	-	9	-	-	8	7	3
	9.5%	6.7%		9.1%		18.4%			12.3%	6.4%	21.4%
						b					
Not Applicable	14	7	-	5	-	1	-	-	1	13	-
Summary Rate - Well above average/Somewhat above average	53	23	1	6	3	20	-	-	26	23	4
	28.0%	30.7%	14.3%	13.6%	42.9%	40.8%			40.0%	20.9%	28.6%
			D			cD			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)

Presented by The Myers Group
770-978-3173
2013

Louisiana Healthcare Connections
Provider Satisfaction Survey (916007)

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	217	90	7	50	7	53	2	3	70	133	14
Total Answering	186	75	6	41	7	50	2	2	65	107	14
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	14	7	1	1	-	3	-	1	4	10	-
Well below average	13	5	2	2	-	2	1	1	6	4	3
	7.0%	6.7%	33.3%	4.9%		4.0%	50.0%	50.0%	9.2%	3.7%	21.4%
Somewhat below average	18	9	-	1	1	7	-	-	4	13	1
	9.7%	12.0%		2.4%	14.3%	14.0%			6.2%	12.1%	7.1%
		D				D					
Average	97	37	4	31	4	18	-	1	25	66	6
	52.2%	49.3%	66.7%	75.6%	57.1%	36.0%		50.0%	38.5%	61.7%	42.9%
				BF						I	
Somewhat above average	41	19	-	5	1	14	1	-	22	17	2
	22.0%	25.3%		12.2%	14.3%	28.0%	50.0%		33.8%	15.9%	14.3%
		d				d			Jk		
Well above average	17	5	-	2	1	9	-	-	8	7	2
	9.1%	6.7%		4.9%	14.3%	18.0%			12.3%	6.5%	14.3%
						bD					
Not Applicable	17	8	-	8	-	-	-	-	1	16	-
Summary Rate - Well above average/Somewhat above average	58	24	-	7	2	23	1	-	30	24	4
	31.2%	32.0%		17.1%	28.6%	46.0%	50.0%		46.2%	22.4%	28.6%
		d				D			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)

Presented by The Myers Group

770-978-3173

2013

Louisiana Healthcare Connections
Provider Satisfaction Survey (916007)

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	217	90	7	50	7	53	2	3	70	133	14
Total Answering	188	76	6	43	7	49	2	2	64	110	14
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	15	6	1	2	-	4	-	1	5	10	-
Well below average	11	4	1	2	-	2	1	1	6	3	2
	5.9%	5.3%	16.7%	4.7%		4.1%	50.0%	50.0%	9.4%	2.7%	14.3%
									j		
Somewhat below average	11	7	-	2	1	1	-	-	4	6	1
	5.9%	9.2%		4.7%	14.3%	2.0%			6.2%	5.5%	7.1%
			f								
Average	101	42	3	27	3	23	-	1	23	71	7
	53.7%	55.3%	50.0%	62.8%	42.9%	46.9%		50.0%	35.9%	64.5%	50.0%
										I	
Somewhat above average	47	16	2	8	3	16	1	-	21	23	3
	25.0%	21.1%	33.3%	18.6%	42.9%	32.7%	50.0%		32.8%	20.9%	21.4%
									j		
Well above average	18	7	-	4	-	7	-	-	10	7	1
	9.6%	9.2%		9.3%		14.3%			15.6%	6.4%	7.1%
									j		
Not Applicable	14	8	-	5	-	-	-	-	1	13	-
Summary Rate - Well above average/Somewhat above average	65	23	2	12	3	23	1	-	31	30	4
	34.6%	30.3%	33.3%	27.9%	42.9%	46.9%	50.0%		48.4%	27.3%	28.6%
						bd			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)

Presented by The Myers Group
770-978-3173
2013

Louisiana Healthcare Connections
Provider Satisfaction Survey (916007)

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	217	90	7	50	7	53	2	3	70	133	14
Total Answering	175	73	5	41	7	43	2	2	62	100	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	15	6	1	2	-	4	-	1	4	11	-
Well below average	21	6	2	3	1	7	1	1	7	11	3
	12.0%	8.2%	40.0%	7.3%	14.3%	16.3%	50.0%	50.0%	11.3%	11.0%	23.1%
Somewhat below average	18	8	-	3	1	4	1	-	6	11	1
	10.3%	11.0%		7.3%	14.3%	9.3%	50.0%		9.7%	11.0%	7.7%
Average	93	43	1	28	3	16	-	1	26	62	5
	53.1%	58.9%	20.0%	68.3%	42.9%	37.2%		50.0%	41.9%	62.0%	38.5%
		CF		CF						I	
Somewhat above average	29	9	1	5	1	13	-	-	12	14	3
	16.6%	12.3%	20.0%	12.2%	14.3%	30.2%			19.4%	14.0%	23.1%
					BD						
Well above average	14	7	1	2	1	3	-	-	11	2	1
	8.0%	9.6%	20.0%	4.9%	14.3%	7.0%			17.7%	2.0%	7.7%
									J		
Not Applicable	27	11	1	7	-	6	-	-	4	22	1
Summary Rate - Well above average/Somewhat above average	43	16	2	7	2	16	-	-	23	16	4
	24.6%	21.9%	40.0%	17.1%	28.6%	37.2%			37.1%	16.0%	30.8%
					bD				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)

Presented by The Myers Group
770-978-3173
2013

Louisiana Healthcare Connections
Provider Satisfaction Survey (916007)

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	217	90	7	50	7	53	2	3	70	133	14
Total Answering	178	77	6	42	7	39	2	2	57	109	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	15	5	1	4	-	4	-	1	3	12	-
Well below average	13	2	2	3	-	3	1	1	5	6	2
	7.3%	2.6%	33.3%	7.1%		7.7%	50.0%	50.0%	8.8%	5.5%	16.7%
Somewhat below average	16	12	-	2	-	2	-	-	9	4	3
	9.0%	15.6%		4.8%		5.1%			15.8%	3.7%	25.0%
		Df							J		j
Average	112	49	4	27	5	23	1	1	31	77	4
	62.9%	63.6%	66.7%	64.3%	71.4%	59.0%	50.0%	50.0%	54.4%	70.6%	33.3%
									IK		
Somewhat above average	27	8	-	9	1	9	-	-	7	19	1
	15.2%	10.4%		21.4%	14.3%	23.1%			12.3%	17.4%	8.3%
						b					
Well above average	10	6	-	1	1	2	-	-	5	3	2
	5.6%	7.8%		2.4%	14.3%	5.1%			8.8%	2.8%	16.7%
Not Applicable	24	8	-	4	-	10	-	-	10	12	2
Summary Rate - Well above average/Somewhat above average	37	14	-	10	2	11	-	-	12	22	3
	20.8%	18.2%		23.8%	28.6%	28.2%			21.1%	20.2%	25.0%

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 The Myers Group
770-978-3173
2013

Louisiana Healthcare Connections
Provider Satisfaction Survey (916007)

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	217	90	7	50	7	53	2	3	70	133	14
Total Answering	182	74	6	41	6	48	2	2	61	108	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	18	7	1	4	-	4	-	1	3	15	-
Well below average	14	5	1	5	-	1	-	1	6	6	2
	7.7%	6.8%	16.7%	12.2%		2.1%		50.0%	9.8%	5.6%	15.4%
				f							
Somewhat below average	25	9	1	7	-	7	-	-	10	15	-
	13.7%	12.2%	16.7%	17.1%		14.6%			16.4%	13.9%	
Average	107	44	4	22	4	29	2	1	29	68	10
	58.8%	59.5%	66.7%	53.7%	66.7%	60.4%	100.0%	50.0%	47.5%	63.0%	76.9%
							BcDeF			i	I
Somewhat above average	23	8	-	6	1	8	-	-	8	14	1
	12.6%	10.8%		14.6%	16.7%	16.7%			13.1%	13.0%	7.7%
Well above average	13	8	-	1	1	3	-	-	8	5	-
	7.1%	10.8%		2.4%	16.7%	6.2%			13.1%	4.6%	
		d							j		
Not Applicable	17	9	-	5	1	1	-	-	6	10	1
Summary Rate - Well above average/Somewhat above average	36	16	-	7	2	11	-	-	16	19	1
	19.8%	21.6%		17.1%	33.3%	22.9%			26.2%	17.6%	7.7%
									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 The Myers Group
770-978-3173
2013

Louisiana Healthcare Connections
Provider Satisfaction Survey (916007)

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	217	90	7	50	7	53	2	3	70	133	14
Total Answering	184	72	6	43	7	48	2	2	61	110	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	18	8	1	4	-	4	-	1	3	15	-
Well below average	11	3	1	4	-	1	-	1	5	4	2
	6.0%	4.2%	16.7%	9.3%		2.1%		50.0%	8.2%	3.6%	15.4%
Somewhat below average	27	7	2	9	1	8	-	-	7	19	1
	14.7%	9.7%	33.3%	20.9%	14.3%	16.7%			11.5%	17.3%	7.7%
Average	113	46	3	25	5	28	2	1	34	71	8
	61.4%	63.9%	50.0%	58.1%	71.4%	58.3%	100.0%	50.0%	55.7%	64.5%	61.5%
							BCDeF				
Somewhat above average	24	9	-	4	1	10	-	-	8	14	2
	13.0%	12.5%		9.3%	14.3%	20.8%			13.1%	12.7%	15.4%
Well above average	9	7	-	1	-	1	-	-	7	2	-
	4.9%	9.7%		2.3%		2.1%			11.5%	1.8%	
		df							J		
Not Applicable	15	10	-	3	-	1	-	-	6	8	1
Summary Rate - Well above average/Somewhat above average	33	16	-	5	1	11	-	-	15	16	2
	17.9%	22.2%		11.6%	14.3%	22.9%			24.6%	14.5%	15.4%

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)

Presented by The Myers Group
770-978-3173
2013

Louisiana Healthcare Connections
Provider Satisfaction Survey (916007)

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	217	90	7	50	7	53	2	3	70	133	14
Total Answering	176	74	5	40	6	44	1	2	62	101	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	23	9	1	4	-	7	1	1	3	19	1
Well below average	10	3	-	3	-	1	1	1	5	2	3
	5.7%	4.1%		7.5%		2.3%	100.0% BDF	50.0%	8.1%	2.0%	23.1% J
Somewhat below average	15	9	-	2	-	3	-	-	7	7	1
	8.5%	12.2%		5.0%		6.8%			11.3%	6.9%	7.7%
Average	118	46	5	32	4	28	-	1	35	77	6
	67.0%	62.2%	100.0% BDeF	80.0% Bf	66.7%	63.6%		50.0%	56.5%	76.2% IK	46.2%
Somewhat above average	23	9	-	2	1	11	-	-	9	12	2
	13.1%	12.2%		5.0%	16.7%	25.0% bD			14.5%	11.9%	15.4%
Well above average	10	7	-	1	1	1	-	-	6	3	1
	5.7%	9.5% df		2.5%	16.7%	2.3%			9.7%	3.0%	7.7%
Not Applicable	18	7	1	6	1	2	-	-	5	13	-
Summary Rate - Well above average/Somewhat above average	33	16	-	3	2	12	-	-	15	15	3
	18.8%	21.6% D		7.5%	33.3%	27.3% D			24.2%	14.9%	23.1%

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)

Presented by The Myers Group
770-978-3173
2013

Louisiana Healthcare Connections
Provider Satisfaction Survey (916007)

3E. Access to Case/Care Managers 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	217	90	7	50	7	53	2	3	70	133	14
Total Answering	166	66	6	39	6	41	2	2	59	97	10
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	19	7	1	6	-	4	-	1	2	16	1
Well below average	10	3	2	2	-	1	-	1	5	4	1
	6.0%	4.5%	33.3%	5.1%		2.4%		50.0%	8.5%	4.1%	10.0%
Somewhat below average	11	6	1	-	-	2	2	-	4	5	2
	6.6%	9.1%	16.7%			4.9%	100.0%		6.8%	5.2%	20.0%
							BCF				
Average	115	45	1	31	5	29	-	1	38	71	6
	69.3%	68.2%	16.7%	79.5%	83.3%	70.7%		50.0%	64.4%	73.2%	60.0%
		C		C	C	C					
Somewhat above average	24	9	2	4	-	9	-	-	9	14	1
	14.5%	13.6%	33.3%	10.3%		22.0%			15.3%	14.4%	10.0%
Well above average	6	3	-	2	1	-	-	-	3	3	-
	3.6%	4.5%		5.1%	16.7%				5.1%	3.1%	
Not Applicable	32	17	-	5	1	8	-	-	9	20	3
Summary Rate - Well above average/Somewhat above average	30	12	2	6	1	9	-	-	12	17	1
	18.1%	18.2%	33.3%	15.4%	16.7%	22.0%			20.3%	17.5%	10.0%

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 The Myers Group
770-978-3173
2013

Louisiana Healthcare Connections
Provider Satisfaction Survey (916007)

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	217	90	7	50	7	53	2	3	70	133	14
Total Answering	177	73	5	37	7	47	2	2	64	102	11
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	21	8	1	6	-	4	-	1	3	17	1
Well below average	7	3	-	1	-	-	1	1	6	-	1
	4.0%	4.1%		2.7%			50.0%	50.0%	9.4%		9.1%
Somewhat below average	9	5	-	1	1	1	1	-	4	4	1
	5.1%	6.8%		2.7%	14.3%	2.1%	50.0%		6.2%	3.9%	9.1%
Average	113	46	5	26	3	30	-	1	36	72	5
	63.8%	63.0%	100.0%	70.3%	42.9%	63.8%		50.0%	56.2%	70.6%	45.5%
			BDEF							i	
Somewhat above average	29	12	-	6	2	9	-	-	9	18	2
	16.4%	16.4%		16.2%	28.6%	19.1%			14.1%	17.6%	18.2%
Well above average	19	7	-	3	1	7	-	-	9	8	2
	10.7%	9.6%		8.1%	14.3%	14.9%			14.1%	7.8%	18.2%
Not Applicable	19	9	1	7	-	2	-	-	3	14	2
Summary Rate - Well above average/Somewhat above average	48	19	-	9	3	16	-	-	18	26	4
	27.1%	26.0%		24.3%	42.9%	34.0%			28.1%	25.5%	36.4%

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)

Presented by The Myers Group

770-978-3173

2013

Louisiana Healthcare Connections
Provider Satisfaction Survey (916007)

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	217	90	7	50	7	53	2	3	70	133	14
Total Answering	170	70	6	41	6	41	2	2	60	100	10
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	31	10	1	8	1	8	-	1	4	27	-
Well below average	17	9	2	3	1	1	-	1	7	10	-
	10.0%	12.9%	33.3%	7.3%	16.7%	2.4%		50.0%	11.7%	10.0%	
		F									
Somewhat below average	30	13	-	10	-	6	1	-	13	15	2
	17.6%	18.6%		24.4%		14.6%	50.0%		21.7%	15.0%	20.0%
Average	94	35	2	24	4	26	-	1	29	60	5
	55.3%	50.0%	33.3%	58.5%	66.7%	63.4%		50.0%	48.3%	60.0%	50.0%
Somewhat above average	17	7	2	2	-	5	1	-	4	10	3
	10.0%	10.0%	33.3%	4.9%		12.2%	50.0%		6.7%	10.0%	30.0%
Well above average	12	6	-	2	1	3	-	-	7	5	-
	7.1%	8.6%		4.9%	16.7%	7.3%			11.7%	5.0%	
Not Applicable	16	10	-	1	-	4	-	-	6	6	4
Summary Rate - Well above average/Somewhat above average	29	13	2	4	1	8	1	-	11	15	3
	17.1%	18.6%	33.3%	9.8%	16.7%	19.5%	50.0%		18.3%	15.0%	30.0%

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 The Myers Group
770-978-3173
2013

Louisiana Healthcare Connections
Provider Satisfaction Survey (916007)

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

===== 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	217	90	7	50	7	53	2	3	70	133	14
Total Answering	164	68	5	41	6	38	2	2	58	96	10
	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	12	1	8	1	9	-	1	6	28	-
Well below average	10	6	-	3	-	-	-	1	5	5	-
	6.1%	8.8%		7.3%				50.0%	8.6%	5.2%	
Somewhat below average	14	3	-	5	-	5	-	-	7	6	1
	8.5%	4.4%		12.2%		13.2%			12.1%	6.2%	10.0%
Average	106	46	3	30	5	20	-	1	31	69	6
	64.6%	67.6%	60.0%	73.2%	83.3%	52.6%		50.0%	53.4%	71.9%	60.0%
				f	f				I		
Somewhat above average	26	9	2	1	1	11	2	-	10	13	3
	15.9%	13.2%	40.0%	2.4%	16.7%	28.9%	100.0%		17.2%	13.5%	30.0%
		D	d			bD	BCDEF				
Well above average	8	4	-	2	-	2	-	-	5	3	-
	4.9%	5.9%		4.9%		5.3%			8.6%	3.1%	
Not Applicable	19	10	1	1	-	6	-	-	6	9	4
Summary Rate - Well above average/Somewhat above average	34	13	2	3	1	13	2	-	15	16	3
	20.7%	19.1%	40.0%	7.3%	16.7%	34.2%	100.0%		25.9%	16.7%	30.0%
		d				bD	BCDEF				

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 The Myers Group
770-978-3173
2013

Louisiana Healthcare Connections
Provider Satisfaction Survey (916007)

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

===== 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	217	90	7	50	7	53	2	3	70	133	14
Total Answering	159	66	5	40	6	38	1	2	57	91	11
	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	11	1	8	1	8	1	1	5	29	-
Well below average	7	4	-	2	-	-	-	1	5	2	-
	4.4%	6.1%		5.0%				50.0%	8.8%	2.2%	
Somewhat below average	16	6	1	5	-	4	-	-	7	8	1
	10.1%	9.1%	20.0%	12.5%		10.5%			12.3%	8.8%	9.1%
Average	111	43	4	30	5	27	-	1	32	71	8
	69.8%	65.2%	80.0%	75.0%	83.3%	71.1%		50.0%	56.1%	78.0%	72.7%
									I		
Somewhat above average	17	10	-	3	1	3	-	-	8	8	1
	10.7%	15.2%		7.5%	16.7%	7.9%			14.0%	8.8%	9.1%
Well above average	8	3	-	-	-	4	1	-	5	2	1
	5.0%	4.5%				10.5%	100.0%		8.8%	2.2%	9.1%
							BF				
Not Applicable	24	13	1	2	-	7	-	-	8	13	3
Summary Rate - Well above average/Somewhat above average	25	13	-	3	1	7	1	-	13	10	2
	15.7%	19.7%		7.5%	16.7%	18.4%	100.0%		22.8%	11.0%	18.2%
		d					BDEF		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)

Presented by The Myers Group
770-978-3173
2013

Louisiana Healthcare Connections
Provider Satisfaction Survey (916007)

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	217	90	7	50	7	53	2	3	70	133	14
Total Answering	156	64	5	38	5	36	2	2	54	90	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	36	16	1	7	2	10	-	-	7	29	-
Well below average	19	9	-	4	1	2	1	1	10	6	3
	12.2%	14.1%		10.5%	20.0%	5.6%	50.0%	50.0%	18.5%	6.7%	25.0%
									J		
Somewhat below average	20	7	-	7	-	6	-	-	6	13	1
	12.8%	10.9%		18.4%		16.7%			11.1%	14.4%	8.3%
Average	95	38	5	23	3	23	1	1	27	62	6
	60.9%	59.4%	100.0%	60.5%	60.0%	63.9%	50.0%	50.0%	50.0%	68.9%	50.0%
			BDeF							I	
Somewhat above average	16	5	-	3	1	5	-	-	6	8	2
	10.3%	7.8%		7.9%	20.0%	13.9%			11.1%	8.9%	16.7%
Well above average	6	5	-	1	-	-	-	-	5	1	-
	3.8%	7.8%		2.6%					9.3%	1.1%	
									J		
Not Applicable	25	10	1	5	-	7	-	1	9	14	2
Summary Rate - Well above average/Somewhat above average	22	10	-	4	1	5	-	-	11	9	2
	14.1%	15.6%		10.5%	20.0%	13.9%			20.4%	10.0%	16.7%

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 The Myers Group
770-978-3173
2013

Louisiana Healthcare Connections
Provider Satisfaction Survey (916007)

5B. Extent to which formulary reflects current standards of 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	217	90	7	50	7	53	2	3	70	133	14
Total Answering	159	68	5	38	5	34	2	3	56	91	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	37	15	1	8	2	11	-	-	6	31	-
Well below average	19	7	-	4	1	3	1	2	10	6	3
	11.9%	10.3%		10.5%	20.0%	8.8%	50.0%	66.7% BDF	17.9% J	6.6%	25.0%
Somewhat below average	21	10	-	7	-	3	1	-	8	12	1
	13.2%	14.7%		18.4%		8.8%	50.0%		14.3%	13.2%	8.3%
Average	92	35	4	23	3	24	-	1	25	62	5
	57.9%	51.5%	80.0%	60.5%	60.0%	70.6% b		33.3%	44.6%	68.1% Ik	41.7%
Somewhat above average	18	9	1	3	1	3	-	-	8	8	2
	11.3%	13.2%	20.0%	7.9%	20.0%	8.8%			14.3%	8.8%	16.7%
Well above average	9	7	-	1	-	1	-	-	5	3	1
	5.7%	10.3% d		2.6%		2.9%			8.9%	3.3%	8.3%
Not Applicable	21	7	1	4	-	8	-	-	8	11	2
Summary Rate - Well above average/Somewhat above average	27	16	1	4	1	4	-	-	13	11	3
	17.0%	23.5% d	20.0%	10.5%	20.0%	11.8%			23.2% j	12.1%	25.0%

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 The Myers Group
770-978-3173
2013

Louisiana Healthcare Connections
Provider Satisfaction Survey (916007)

5C. Variety of branded drugs on the formulary.

	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	217	90	7	50	7	53	2	3	70	133	14
Total Answering	155	66	5	36	5	34	2	3	58	85	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	34	13	1	8	2	10	-	-	4	30	-
Well below average	25	10	-	8	1	2	1	2	12	10	3
	16.1%	15.2%		22.2% F	20.0%	5.9%	50.0%	66.7% bF	20.7%	11.8%	25.0%
Somewhat below average	35	12	2	11	-	8	1	-	13	21	1
	22.6%	18.2%	40.0%	30.6%		23.5%	50.0%		22.4%	24.7% k	8.3%
Average	71	30	2	15	3	19	-	1	19	44	8
	45.8%	45.5%	40.0%	41.7%	60.0%	55.9%		33.3%	32.8%	51.8% I	66.7% I
Somewhat above average	17	11	1	2	-	2	-	-	10	7	-
	11.0%	16.7% df	20.0%	5.6%		5.9%			17.2%	8.2%	
Well above average	7	3	-	-	1	3	-	-	4	3	-
	4.5%	4.5%			20.0%	8.8%			6.9%	3.5%	
Not Applicable	28	11	1	6	-	9	-	-	8	18	2
Summary Rate - Well above average/Somewhat above average	24	14	1	2	1	5	-	-	14	10	-
	15.5%	21.2% D	20.0%	5.6%	20.0%	14.7%			24.1% j	11.8%	

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)

Presented by The Myers Group
770-978-3173
2013

Louisiana Healthcare Connections
Provider Satisfaction Survey (916007)

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	217	90	7	50	7	53	2	3	70	133	14
Total Answering	151	63	5	36	5	33	2	3	56	83	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	37	15	1	9	2	10	-	-	6	31	-
Well below average	24	11	-	5	-	4	1	2	12	8	4
	15.9%	17.5%		13.9%		12.1%	50.0%	66.7% bdF	21.4% j	9.6%	33.3% j
Somewhat below average	29	12	-	9	1	5	1	-	11	17	1
	19.2%	19.0%		25.0%	20.0%	15.2%	50.0%		19.6%	20.5%	8.3%
Average	70	30	4	19	3	13	-	1	17	48	5
	46.4%	47.6%	80.0% bF	52.8%	60.0%	39.4%		33.3%	30.4%	57.8% I	41.7%
Somewhat above average	20	6	1	3	1	7	-	-	11	7	2
	13.2%	9.5%	20.0%	8.3%	20.0%	21.2%			19.6% j	8.4%	16.7%
Well above average	8	4	-	-	-	4	-	-	5	3	-
	5.3%	6.3%				12.1%			8.9%	3.6%	
Not Applicable	29	12	1	5	-	10	-	-	8	19	2
Summary Rate - Well above average/Somewhat above average	28	10	1	3	1	11	-	-	16	10	2
	18.5%	15.9%	20.0%	8.3%	20.0%	33.3% bD			28.6% J	12.0%	16.7%

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 The Myers Group
770-978-3173
2013

Louisiana Healthcare Connections
Provider Satisfaction Survey (916007)

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

	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	217	90	7	50	7	53	2	3	70	133	14
Total Answering	147	61	5	34	5	33	2	3	54	81	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	41	16	1	10	2	12	-	-	8	33	-
Well below average	28	12	-	8	1	3	1	2	13	11	4
	19.0%	19.7%		23.5%	20.0%	9.1%	50.0%	66.7% bF	24.1%	13.6%	33.3%
Somewhat below average	23	9	2	7	-	4	1	-	5	18	-
	15.6%	14.8%	40.0%	20.6%		12.1%	50.0%		9.3%	22.2% I	
Average	71	28	3	19	3	16	-	1	21	44	6
	48.3%	45.9%	60.0%	55.9%	60.0%	48.5%		33.3%	38.9%	54.3% i	50.0%
Somewhat above average	17	7	-	-	1	7	-	-	10	5	2
	11.6%	11.5%			20.0%	21.2%			18.5% J	6.2%	16.7%
Well above average	8	5	-	-	-	3	-	-	5	3	-
	5.4%	8.2%				9.1%			9.3%	3.7%	
Not Applicable	29	13	1	6	-	8	-	-	8	19	2
Summary Rate - Well above average/Somewhat above average	25	12	-	-	1	10	-	-	15	8	2
	17.0%	19.7%			20.0%	30.3%			27.8% J	9.9%	16.7%

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 The Myers Group
770-978-3173
2013

Louisiana Healthcare Connections
Provider Satisfaction Survey (916007)

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	217	90	7	50	7	53	2	3	70	133	14
Total Answering	173	75	6	40	5	39	2	2	62	99	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	32	12	1	7	2	8	-	1	3	29	-
Well below average	11	3	2	1	-	2	1	1	4	4	3
	6.4%	4.0%	33.3%	2.5%		5.1%	50.0%	50.0%	6.5%	4.0%	25.0% j
Somewhat below average	14	6	1	3	2	2	-	-	5	6	3
	8.1%	8.0%	16.7%	7.5%	40.0%	5.1%			8.1%	6.1%	25.0%
Average	106	48	3	27	2	22	1	1	34	68	4
	61.3%	64.0%	50.0%	67.5%	40.0%	56.4%	50.0%	50.0%	54.8%	68.7% iK	33.3%
Somewhat above average	24	9	-	5	1	9	-	-	9	14	1
	13.9%	12.0%		12.5%	20.0%	23.1%			14.5%	14.1%	8.3%
Well above average	18	9	-	4	-	4	-	-	10	7	1
	10.4%	12.0%		10.0%		10.3%			16.1% j	7.1%	8.3%
Not Applicable	12	3	-	3	-	6	-	-	5	5	2
Summary Rate - Well above average/Somewhat above average	42	18	-	9	1	13	-	-	19	21	2
	24.3%	24.0%		22.5%	20.0%	33.3%			30.6%	21.2%	16.7%

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 The Myers Group
770-978-3173
2013

Louisiana Healthcare Connections
Provider Satisfaction Survey (916007)

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	217	90	7	50	7	53	2	3	70	133	14
Total Answering	177	75	6	40	5	43	2	2	65	99	13
	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	13	1	7	2	9	-	1	4	30	-
Well below average	5	2	1	-	-	1	-	1	3	2	-
	2.8%	2.7%	16.7%			2.3%		50.0%	4.6%	2.0%	
Somewhat below average	8	5	-	2	-	1	-	-	5	1	2
	4.5%	6.7%		5.0%		2.3%			7.7%	1.0%	15.4%
									j		
Average	108	48	3	30	3	20	-	1	37	66	5
	61.0%	64.0%	50.0%	75.0%	60.0%	46.5%		50.0%	56.9%	66.7%	38.5%
		f		F						K	
Somewhat above average	35	11	2	3	2	14	2	-	11	22	2
	19.8%	14.7%	33.3%	7.5%	40.0%	32.6%	100.0%		16.9%	22.2%	15.4%
						BD	BCDEF				
Well above average	21	9	-	5	-	7	-	-	9	8	4
	11.9%	12.0%		12.5%		16.3%			13.8%	8.1%	30.8%
										j	
Not Applicable	6	2	-	3	-	1	-	-	1	4	1
Summary Rate - Well above average/Somewhat above average	56	20	2	8	2	21	2	-	20	30	6
	31.6%	26.7%	33.3%	20.0%	40.0%	48.8%	100.0%		30.8%	30.3%	46.2%
						BD	BCDEF				

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 The Myers Group
770-978-3173
2013

Louisiana Healthcare Connections
Provider Satisfaction Survey (916007)

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	217	90	7	50	7	53	2	3	70	133	14
Total Answering	163	70	6	42	5	33	2	2	60	92	11
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	39	14	1	7	2	13	-	1	7	32	-
Well below average	5	2	-	-	-	1	-	1	3	1	1
	3.1%	2.9%				3.0%		50.0%	5.0%	1.1%	9.1%
Somewhat below average	9	4	2	3	-	-	-	-	5	2	2
	5.5%	5.7%	33.3%	7.1%					8.3%	2.2%	18.2%
Average	112	50	4	31	4	20	2	1	35	72	5
	68.7%	71.4%	66.7%	73.8%	80.0%	60.6%	100.0%	50.0%	58.3%	78.3%	45.5%
							BcDF			IK	
Somewhat above average	23	6	-	5	1	9	-	-	10	11	2
	14.1%	8.6%		11.9%	20.0%	27.3%			16.7%	12.0%	18.2%
					Bd						
Well above average	14	8	-	3	-	3	-	-	7	6	1
	8.6%	11.4%		7.1%		9.1%			11.7%	6.5%	9.1%
Not Applicable	15	6	-	1	-	7	-	-	3	9	3
Summary Rate - Well above average/Somewhat above average	37	14	-	8	1	12	-	-	17	17	3
	22.7%	20.0%		19.0%	20.0%	36.4%			28.3%	18.5%	27.3%
					bd						

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 The Myers Group
770-978-3173
2013

Louisiana Healthcare Connections
Provider Satisfaction Survey (916007)

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	217	90	7	50	7	53	2	3	70	133	14
Total Answering	175	77	6	40	5	40	2	2	65	97	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	35	12	1	8	2	10	-	1	4	31	-
Well below average	8	1	2	1	-	2	-	1	3	3	2
	4.6%	1.3%	33.3% b	2.5%		5.0%		50.0%	4.6%	3.1%	15.4%
Somewhat below average	12	7	1	2	-	2	-	-	7	2	3
	6.9%	9.1%	16.7%	5.0%		5.0%			10.8% J	2.1%	23.1% j
Average	102	49	1	29	4	16	2	1	29	69	4
	58.3%	63.6% CF	16.7%	72.5% CF	80.0% CF	40.0%	100.0% BCDF	50.0%	44.6%	71.1% IK	30.8%
Somewhat above average	33	11	1	5	-	14	-	-	18	13	2
	18.9%	14.3%	16.7%	12.5%		35.0% BD			27.7% J	13.4%	15.4%
Well above average	20	9	1	3	1	6	-	-	8	10	2
	11.4%	11.7%	16.7%	7.5%	20.0%	15.0%			12.3%	10.3%	15.4%
Not Applicable	7	1	-	2	-	3	-	-	1	5	1
Summary Rate - Well above average/Somewhat above average	53	20	2	8	1	20	-	-	26	23	4
	30.3%	26.0%	33.3%	20.0%	20.0%	50.0% BD			40.0% J	23.7%	30.8%

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)

Presented by The Myers Group
770-978-3173
2013

Louisiana Healthcare Connections
Provider Satisfaction Survey (916007)

7A. Do you have a Provider Relations representative 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	217	90	7	50	7	53	2	3	70	133	14
Total Answering	148	63	3	34	3	36	2	2	57	77	14
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	69	27	4	16	4	17	-	1	13	56	-
Yes	108	44	2	21	3	30	2	2	39	60	9
	73.0%	69.8%	66.7%	61.8%	100.0%	83.3%	100.0%	100.0%	68.4%	77.9%	64.3%
					BDF	D	BDF	BDF			
No	40	19	1	13	-	6	-	-	18	17	5
	27.0%	30.2%	33.3%	38.2%		16.7%			31.6%	22.1%	35.7%
				F							
Summary Rate - Yes	108	44	2	21	3	30	2	2	39	60	9
	73.0%	69.8%	66.7%	61.8%	100.0%	83.3%	100.0%	100.0%	68.4%	77.9%	64.3%
					BDF	D	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 The Myers Group
770-978-3173
2013

Louisiana Healthcare Connections
Provider Satisfaction Survey (916007)

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	108	44	2	21	3	30	2	2	39	60	9
Total Answering	99	41	2	19	3	28	2	2	36	55	8
	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	2	-	1	-	1	-	-	2	2	1
Well below average	9	1	-	-	1	5	1	1	2	5	2
	9.1%	2.4%			33.3%	17.9%	50.0%	50.0%	5.6%	9.1%	25.0%
					B						
Somewhat below average	5	2	-	-	-	3	-	-	1	4	-
	5.1%	4.9%				10.7%			2.8%	7.3%	
Average	50	27	2	11	1	7	-	1	16	31	3
	50.5%	65.9%	100.0%	57.9%	33.3%	25.0%		50.0%	44.4%	56.4%	37.5%
		F	BDEF	F							
Somewhat above average	15	3	-	4	-	8	-	-	9	5	1
	15.2%	7.3%		21.1%		28.6%			25.0%	9.1%	12.5%
						B			j		
Well above average	20	8	-	4	1	5	1	-	8	10	2
	20.2%	19.5%		21.1%	33.3%	17.9%	50.0%		22.2%	18.2%	25.0%
Not Applicable	4	1	-	1	-	1	-	-	1	3	-
Summary Rate - Well above average/Somewhat above average	35	11	-	8	1	13	1	-	17	15	3
	35.4%	26.8%		42.1%	33.3%	46.4%	50.0%		47.2%	27.3%	37.5%
					b				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)

Presented by The Myers Group
770-978-3173
2013

Louisiana Healthcare Connections
Provider Satisfaction Survey (916007)

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	217	90	7	50	7	53	2	3	70	133	14
Total Answering	149	66	5	34	5	34	2	2	53	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	45	18	1	8	2	12	-	1	11	34	-
Well below average	15	6	1	1	1	4	1	1	5	8	2
	10.1%	9.1%	20.0%	2.9%	20.0%	11.8%	50.0%	50.0%	9.4%	9.5%	16.7%
Somewhat below average	16	9	-	2	-	5	-	-	5	9	2
	10.7%	13.6%		5.9%		14.7%			9.4%	10.7%	16.7%
Average	78	35	4	24	2	13	-	-	25	49	4
	52.3%	53.0%	80.0%	70.6%	40.0%	38.2%			47.2%	58.3%	33.3%
			F	bF						k	
Somewhat above average	21	8	-	4	1	6	-	1	12	8	1
	14.1%	12.1%		11.8%	20.0%	17.6%		50.0%	22.6%	9.5%	8.3%
								J			
Well above average	19	8	-	3	1	6	1	-	6	10	3
	12.8%	12.1%		8.8%	20.0%	17.6%	50.0%		11.3%	11.9%	25.0%
Not Applicable	23	6	1	8	-	7	-	-	6	15	2
Summary Rate - Well above average/Somewhat above average	40	16	-	7	2	12	1	1	18	18	4
	26.8%	24.2%		20.6%	40.0%	35.3%	50.0%	50.0%	34.0%	21.4%	33.3%

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)

Presented by The Myers Group
770-978-3173
2013

Louisiana Healthcare Connections
Provider Satisfaction Survey (916007)

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	217	90	7	50	7	53	2	3	70	133	14
Total Answering	164	67	4	41	4	42	2	2	55	96	13
	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	20	1	8	3	11	-	1	14	33	-
Well below average	9	4	-	1	-	2	1	1	4	3	2
	5.5%	6.0%		2.4%		4.8%	50.0%	50.0%	7.3%	3.1%	15.4%
Somewhat below average	12	6	1	2	-	3	-	-	6	6	-
	7.3%	9.0%	25.0%	4.9%		7.1%			10.9%	6.2%	
Average	100	44	3	27	3	21	1	-	25	68	7
	61.0%	65.7%	75.0%	65.9%	75.0%	50.0%	50.0%		45.5%	70.8%	53.8%
									I		
Somewhat above average	23	4	-	6	-	11	-	1	14	8	1
	14.0%	6.0%		14.6%		26.2%		50.0%	25.5%	8.3%	7.7%
						B			Jk		
Well above average	20	9	-	5	1	5	-	-	6	11	3
	12.2%	13.4%		12.2%	25.0%	11.9%			10.9%	11.5%	23.1%
Not Applicable	6	3	2	1	-	-	-	-	1	4	1
Summary Rate - Well above average/Somewhat above average	43	13	-	11	1	16	-	1	20	19	4
	26.2%	19.4%		26.8%	25.0%	38.1%		50.0%	36.4%	19.8%	30.8%
						B			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)

Presented by The Myers Group
770-978-3173
2013

Louisiana Healthcare Connections
Provider Satisfaction Survey (916007)

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

===== Preferred Method ===== Survey =====											
===== of Communication ===== Methodology =====											
Total	Mail	Phone	Fax	Online	E-mail	In person	Other	Mail	Phone	Internet	
Answering				Portal		w/Provider					
						Rep.					
-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	
Total	217	90	7	50	7	53	2	3	70	133	14
Total Answering	166	70	6	40	4	37	2	3	61	93	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	51	20	1	10	3	16	-	-	9	40	2
Yes	120	49	4	28	3	31	1	1	42	70	8
	72.3%	70.0%	66.7%	70.0%	75.0%	83.8%	50.0%	33.3%	68.9%	75.3%	66.7%
						bh					
No	46	21	2	12	1	6	1	2	19	23	4
	27.7%	30.0%	33.3%	30.0%	25.0%	16.2%	50.0%	66.7%	31.1%	24.7%	33.3%
		f						f			
Summary Rate - Yes	120	49	4	28	3	31	1	1	42	70	8
	72.3%	70.0%	66.7%	70.0%	75.0%	83.8%	50.0%	33.3%	68.9%	75.3%	66.7%
						bh					

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 The Myers Group
770-978-3173
2013

Louisiana Healthcare Connections
Provider Satisfaction Survey (916007)

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	217	90	7	50	7	53	2	3	70	133	14
Total Answering	180	78	6	42	4	41	2	2	68	98	14
	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	12	1	7	3	12	-	1	2	34	-
Completely dissatisfied	18	6	2	3	1	3	1	1	10	5	3
	10.0%	7.7%	33.3%	7.1%	25.0%	7.3%	50.0%	50.0%	14.7%	5.1%	21.4%
									J		
Somewhat dissatisfied	29	16	-	5	1	6	-	-	11	16	2
	16.1%	20.5%		11.9%	25.0%	14.6%			16.2%	16.3%	14.3%
Neither dissatisfied nor satisfied	29	14	-	6	-	7	-	-	15	10	4
	16.1%	17.9%		14.3%		17.1%			22.1%	10.2%	28.6%
									J		
Somewhat satisfied	69	26	3	19	1	17	1	1	22	45	2
	38.3%	33.3%	50.0%	45.2%	25.0%	41.5%	50.0%	50.0%	32.4%	45.9%	14.3%
									k	iK	
Completely satisfied	35	16	1	9	1	8	-	-	10	22	3
	19.4%	20.5%	16.7%	21.4%	25.0%	19.5%			14.7%	22.4%	21.4%
Does not apply	1	-	-	1	-	-	-	-	-	1	-
Summary Rate - Completely satisfied/Somewhat satisfied	104	42	4	28	2	25	1	1	32	67	5
	57.8%	53.8%	66.7%	66.7%	50.0%	61.0%	50.0%	50.0%	47.1%	68.4%	35.7%
										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 The Myers Group
770-978-3173
2013

Louisiana Healthcare Connections
Provider Satisfaction Survey (916007)

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	217	90	7	50	7	53	2	3	70	133	14
Total Answering	156	67	5	35	2	37	2	3	65	80	11
	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	15	1	9	4	12	-	-	2	38	1
Completely dissatisfied	20	10	-	2	-	5	1	-	15	3	2
	12.8%	14.9%		5.7%		13.5%	50.0%		23.1%	3.8%	18.2%
									J		
Somewhat dissatisfied	33	13	2	6	1	8	-	2	15	16	2
	21.2%	19.4%	40.0%	17.1%	50.0%	21.6%		66.7%	23.1%	20.0%	18.2%
								bd			
Neither dissatisfied nor satisfied	24	11	-	7	-	5	-	-	11	10	3
	15.4%	16.4%		20.0%		13.5%			16.9%	12.5%	27.3%
Somewhat satisfied	58	26	2	14	1	13	1	-	16	40	2
	37.2%	38.8%	40.0%	40.0%	50.0%	35.1%	50.0%		24.6%	50.0%	18.2%
									IK		
Completely satisfied	21	7	1	6	-	6	-	1	8	11	2
	13.5%	10.4%	20.0%	17.1%		16.2%		33.3%	12.3%	13.8%	18.2%
Does not apply	20	8	1	6	1	4	-	-	3	15	2
Summary Rate - Completely satisfied/Somewhat satisfied	79	33	3	20	1	19	1	1	24	51	4
	50.6%	49.3%	60.0%	57.1%	50.0%	51.4%	50.0%	33.3%	36.9%	63.8%	36.4%
									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 The Myers Group
770-978-3173
2013

Louisiana Healthcare Connections
Provider Satisfaction Survey (916007)

8D. Please rate your overall satisfaction with Community Health Solutions.

	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	217	90	7	50	7	53	2	3	70	133	14
Total Answering	153	63	5	36	3	36	2	3	64	77	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	42	16	1	9	4	12	-	-	1	40	1
Completely dissatisfied	4	1	-	1	-	2	-	-	4	-	-
	2.6%	1.6%		2.8%		5.6%			6.2%		
Somewhat dissatisfied	10	6	-	-	1	2	-	-	5	4	1
	6.5%	9.5%			33.3%	5.6%			7.8%	5.2%	8.3%
Neither dissatisfied nor satisfied	23	9	-	5	-	7	1	-	12	9	2
	15.0%	14.3%		13.9%		19.4%	50.0%		18.8%	11.7%	16.7%
Somewhat satisfied	61	24	2	18	2	13	1	1	23	36	2
	39.9%	38.1%	40.0%	50.0%	66.7%	36.1%	50.0%	33.3%	35.9%	46.8%	16.7%
										K	
Completely satisfied	55	23	3	12	-	12	-	2	20	28	7
	35.9%	36.5%	60.0%	33.3%		33.3%		66.7%	31.2%	36.4%	58.3%
										i	
Does not apply	22	11	1	5	-	5	-	-	5	16	1
Summary Rate - Completely satisfied/ Somewhat satisfied	116	47	5	30	2	25	1	3	43	64	9
	75.8%	74.6%	100.0%	83.3%	66.7%	69.4%	50.0%	100.0%	67.2%	83.1%	75.0%
			BDF					BDF		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.

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

Presented by The Myers Group
770-978-3173
2013

Louisiana Healthcare Connections
Provider Satisfaction Survey (916007)

8E. Please rate your overall satisfaction with LA 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	217	90	7	50	7	53	2	3	70	133	14
Total Answering	154	64	5	36	3	36	2	3	63	81	10
	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	17	1	8	4	12	-	-	2	39	1
Completely dissatisfied	9	1	1	2	-	4	-	-	5	4	-
	5.8%	1.6%	20.0%	5.6%		11.1% b			7.9%	4.9%	
Somewhat dissatisfied	32	17	2	6	2	3	-	-	18	11	3
	20.8%	26.6% F	40.0%	16.7%	66.7% dF	8.3%			28.6% J	13.6%	30.0%
Neither dissatisfied nor satisfied	33	13	-	8	-	9	1	-	18	11	4
	21.4%	20.3%		22.2%		25.0%	50.0%		28.6% J	13.6%	40.0% j
Somewhat satisfied	48	19	1	12	-	14	1	1	12	35	1
	31.2%	29.7%	20.0%	33.3%		38.9%	50.0%	33.3%	19.0%	43.2% IK	10.0%
Completely satisfied	32	14	1	8	1	6	-	2	10	20	2
	20.8%	21.9%	20.0%	22.2%	33.3%	16.7%		66.7% f	15.9%	24.7%	20.0%
Does not apply	21	9	1	6	-	5	-	-	5	13	3
Summary Rate - Completely satisfied/ Somewhat satisfied	80	33	2	20	1	20	1	3	22	55	3
	51.9%	51.6%	40.0%	55.6%	33.3%	55.6%	50.0%	100.0% BCDEF	34.9%	67.9% IK	30.0%

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 The Myers Group
770-978-3173
2013

Louisiana Healthcare Connections
Provider Satisfaction Survey (916007)

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

	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	217	90	7	50	7	53	2	3	70	133	14
Total Answering	163	71	5	41	2	36	1	3	67	85	11
	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	16	1	8	4	13	-	-	1	40	1
Completely dissatisfied	7	2	-	2	-	3	-	-	6	1	-
	4.3%	2.8%		4.9%		8.3%			9.0%	1.2%	
									J		
Somewhat dissatisfied	11	5	-	1	1	3	-	-	7	4	-
	6.7%	7.0%		2.4%	50.0%	8.3%			10.4%	4.7%	
Neither dissatisfied nor satisfied	21	10	-	4	-	6	-	-	11	8	2
	12.9%	14.1%		9.8%		16.7%			16.4%	9.4%	18.2%
Somewhat satisfied	60	25	2	16	1	14	-	1	24	32	4
	36.8%	35.2%	40.0%	39.0%	50.0%	38.9%		33.3%	35.8%	37.6%	36.4%
Completely satisfied	64	29	3	18	-	10	1	2	19	40	5
	39.3%	40.8%	60.0%	43.9%		27.8%	100.0%	66.7%	28.4%	47.1%	45.5%
							BcDF			I	
Does not apply	12	3	1	1	1	4	1	-	2	8	2
Summary Rate - Completely satisfied/ Somewhat satisfied	124	54	5	34	1	24	1	3	43	72	9
	76.1%	76.1%	100.0%	82.9%	50.0%	66.7%	100.0%	100.0%	64.2%	84.7%	81.8%
			BDF	f			BDF	BDF		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.

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

Presented by The Myers Group
770-978-3173
2013

Louisiana Healthcare Connections
Provider Satisfaction Survey (916007)

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	217	90	7	50	7	53	2	3	70	133	14
Total Answering	154	64	5	37	5	37	2	2	56	87	11
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	27	12	1	5	1	6	-	1	5	22	-
Well below average	13	6	-	3	-	1	1	1	8	1	4
	8.4%	9.4%		8.1%		2.7%	50.0%	50.0%	14.3%	1.1%	36.4%
									J		J
Somewhat below average	9	6	-	-	-	2	1	-	4	5	-
	5.8%	9.4%				5.4%	50.0%		7.1%	5.7%	
Average	104	41	5	30	4	22	-	1	31	67	6
	67.5%	64.1%	100.0%	81.1%	80.0%	59.5%		50.0%	55.4%	77.0%	54.5%
			BDF	bF					I		
Somewhat above average	20	7	-	2	1	10	-	-	9	10	1
	13.0%	10.9%		5.4%	20.0%	27.0%			16.1%	11.5%	9.1%
						bD					
Well above average	8	4	-	2	-	2	-	-	4	4	-
	5.2%	6.2%		5.4%		5.4%			7.1%	4.6%	
Not Applicable	36	14	1	8	1	10	-	-	9	24	3
Summary Rate - Well above average/Somewhat above average	28	11	-	4	1	12	-	-	13	14	1
	18.2%	17.2%		10.8%	20.0%	32.4%			23.2%	16.1%	9.1%
						bD					

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 The Myers Group
770-978-3173
2013

Louisiana Healthcare Connections
Provider Satisfaction Survey (916007)

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	217	90	7	50	7	53	2	3	70	133	14
Total Answering	156	64	5	37	6	38	2	2	59	85	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	23	11	1	5	1	3	-	1	4	19	-
Well below average	10	3	-	3	-	1	1	1	5	2	3
	6.4%	4.7%		8.1%		2.6%	50.0%	50.0%	8.5%	2.4%	25.0%
									j		
Somewhat below average	6	5	-	-	-	1	-	-	5	1	-
	3.8%	7.8%				2.6%			8.5%	1.2%	
									j		
Average	112	42	4	30	5	28	1	1	33	71	8
	71.8%	65.6%	80.0%	81.1%	83.3%	73.7%	50.0%	50.0%	55.9%	83.5%	66.7%
				b						I	
Somewhat above average	20	8	1	4	-	7	-	-	11	8	1
	12.8%	12.5%	20.0%	10.8%		18.4%			18.6%	9.4%	8.3%
Well above average	8	6	-	-	1	1	-	-	5	3	-
	5.1%	9.4%			16.7%	2.6%			8.5%	3.5%	
Not Applicable	38	15	1	8	-	12	-	-	7	29	2
Summary Rate - Well above average/Somewhat above average	28	14	1	4	1	8	-	-	16	11	1
	17.9%	21.9%	20.0%	10.8%	16.7%	21.1%			27.1%	12.9%	8.3%
									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)

Presented by The Myers Group
770-978-3173
2013

Louisiana Healthcare Connections
Provider Satisfaction Survey (916007)

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	217	90	7	50	7	53	2	3	70	133	14
Total Answering	157	66	5	38	6	38	1	2	58	87	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	32	10	1	8	1	8	1	1	4	28	-
Well below average	7	4	1	1	-	-	-	1	5	2	-
	4.5%	6.1%	20.0%	2.6%				50.0%	8.6%	2.3%	
Somewhat below average	16	5	2	6	1	2	-	-	7	8	1
	10.2%	7.6%	40.0%	15.8%	16.7%	5.3%			12.1%	9.2%	8.3%
Average	108	44	2	28	3	29	-	1	33	66	9
	68.8%	66.7%	40.0%	73.7%	50.0%	76.3%		50.0%	56.9%	75.9%	75.0%
									I		
Somewhat above average	15	9	-	3	1	2	-	-	7	7	1
	9.6%	13.6%		7.9%	16.7%	5.3%			12.1%	8.0%	8.3%
Well above average	11	4	-	-	1	5	1	-	6	4	1
	7.0%	6.1%			16.7%	13.2%	100.0%		10.3%	4.6%	8.3%
							BEF				
Not Applicable	28	14	1	4	-	7	-	-	8	18	2
Summary Rate - Well above average/Somewhat above average	26	13	-	3	2	7	1	-	13	11	2
	16.6%	19.7%		7.9%	33.3%	18.4%	100.0%		22.4%	12.6%	16.7%
		d					BDEF				

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 The Myers Group
770-978-3173
2013

Louisiana Healthcare Connections
Provider Satisfaction Survey (916007)

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	217	90	7	50	7	53	2	3	70	133	14
Total Answering	118	46	5	25	5	32	1	2	37	72	9
	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	14	1	9	1	7	-	1	8	26	-
Well below average	7	2	1	1	-	1	-	1	5	1	1
	5.9%	4.3%	20.0%	4.0%		3.1%		50.0%	13.5%	1.4%	11.1%
									J		
Somewhat below average	13	5	1	3	1	3	-	-	5	8	-
	11.0%	10.9%	20.0%	12.0%	20.0%	9.4%			13.5%	11.1%	
Average	79	31	3	17	3	23	-	1	21	52	6
	66.9%	67.4%	60.0%	68.0%	60.0%	71.9%		50.0%	56.8%	72.2%	66.7%
Somewhat above average	10	5	-	4	-	1	-	-	3	6	1
	8.5%	10.9%		16.0%		3.1%			8.1%	8.3%	11.1%
Well above average	9	3	-	-	1	4	1	-	3	5	1
	7.6%	6.5%			20.0%	12.5%	100.0%		8.1%	6.9%	11.1%
							BEF				
Not Applicable	65	30	1	16	1	14	1	-	25	35	5
Summary Rate - Well above average/Somewhat above average	19	8	-	4	1	5	1	-	6	11	2
	16.1%	17.4%		16.0%	20.0%	15.6%	100.0%		16.2%	15.3%	22.2%
							BDEF				

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 The Myers Group
770-978-3173
2013

Louisiana Healthcare Connections
Provider Satisfaction Survey (916007)

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	217	90	7	50	7	53	2	3	70	133	14
Total Answering	109	44	5	22	5	29	1	2	35	65	9
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	35	14	1	8	1	8	-	1	9	26	-
Well below average	6	3	1	1	-	-	-	1	4	2	-
	5.5%	6.8%	20.0%	4.5%				50.0%	11.4%	3.1%	
Somewhat below average	12	3	-	4	1	4	-	-	4	7	1
	11.0%	6.8%		18.2%	20.0%	13.8%			11.4%	10.8%	11.1%
Average	75	30	4	15	3	21	-	1	21	48	6
	68.8%	68.2%	80.0%	68.2%	60.0%	72.4%		50.0%	60.0%	73.8%	66.7%
Somewhat above average	9	5	-	1	1	2	-	-	3	5	1
	8.3%	11.4%		4.5%	20.0%	6.9%			8.6%	7.7%	11.1%
Well above average	7	3	-	1	-	2	1	-	3	3	1
	6.4%	6.8%		4.5%		6.9%	100.0%		8.6%	4.6%	11.1%
							BDF				
Not Applicable	73	32	1	20	1	16	1	-	26	42	5
Summary Rate - Well above average/Somewhat above average	16	8	-	2	1	4	1	-	6	8	2
	14.7%	18.2%		9.1%	20.0%	13.8%	100.0%		17.1%	12.3%	22.2%
							BDEF				

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 The Myers Group
770-978-3173
2013

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 'Well below average' to 'Well above average' 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,' and 'Completely satisfied' or 'Somewhat satisfied').

The Myers Group Aggregate Book of Business (2012)

The 2012 TMG Aggregate Book of Business is a benchmark containing data from 8 plans representing 1,524 respondents in Primary Care, Specialty, and Behavioral Health areas of medicine.

The Myers Group Medicaid Book of Business (2012)

The 2012 TMG Medicaid Book of Business is a benchmark containing data from 4 plans representing 700 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 benchmark comparisons to 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 3.11, meaning that the average response option chosen is between 'Average' and 'Somewhat above average.'

Survey Item	Plan Mean	2012 TMG B.o.B Mean
2A. Consistency of reimbursement fees with your contract rates.	3.11	3.52

Charts A.1 – A.9

Question Summaries

Demographics

Louisiana Healthcare Connections

Provider Satisfaction Survey

217 Total Respondents

Survey Item	Valid n	Category Responses						
A. Please indicate your area of medicine. (Mark all that apply)	214	<u>Primary Care</u> 75.7%	<u>Specialty</u> 30.4%	<u>Behavioral Health Clinician</u> 3.7%				
B. How many physicians are in your practice?	213	<u>Solo</u> 42.7%	<u>2 - 5 physicians</u> 46.0%	<u>More than 5 physicians</u> 11.3%				
C. How many years have you been in this practice?	212	<u>Less than 5 years</u> 19.8%	<u>5 - 15 years</u> 39.6%	<u>16 years or more</u> 40.6%				
D. What portion of your managed care volume is represented by Louisiana Healthcare Connections?	203	<u>None</u> 2.5%	<u>10% or less</u> 38.4%	<u>11 - 20%</u> 26.1%	<u>21 - 30%</u> 16.7%	<u>31 - 50%</u> 10.8%	<u>51 - 75%</u> 3.9%	<u>76 - 100%</u> 1.5%
E. Please mark who is completing this survey. (Mark only one)	214	<u>Physician</u> 13.1%	<u>Behavioral Health Clinician</u> 0.0%	<u>Office Manager</u> 60.3%	<u>Nurse</u> 5.1%	<u>Other staff</u> 21.5%		
F. What is your preferred method of receiving communications from this health plan?	212	<u>Mail</u> 42.5%	<u>Telephone</u> 3.3%	<u>Fax</u> 23.6%	<u>Online portal</u> 3.3%	<u>E-mail</u> 25.0%	<u>In person from your Provider Representative</u> 0.9%	<u>Other</u> 1.4%
G. Please indicate the number of insurance companies with which you or your practice participates.	213	<u>3 or fewer</u> 0.9%	<u>4 to 7</u> 7.5%	<u>8 to 11</u> 12.7%	<u>12 to 15</u> 22.5%	<u>More than 15</u> 56.3%		

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

217 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>	2013	Medicaid BoB***	2013	Medicaid BoB***
1A. How would you rate Louisiana Healthcare Connections compared to all other health plans you contract with?	207	7.7%	15.5%	55.1%	11.1%	10.6%	n = 6	23.2%	56.3%	2.99	3.74

* 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 2012 TMG 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 benchmark data; Cells highlighted in **green** denote current year plan percentage is significantly higher when compared to 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

217 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	2013	Medicaid BoB***	2013	Medicaid BoB***
2A. Consistency of reimbursement fees with your contract rates.	189	9.5%	18.5%	53.4%	10.1%	8.5%	n = 14	28.0%	44.1%	3.11	3.52
2B. Accuracy of claims processing.	186	9.1%	22.0%	52.2%	9.7%	7.0%	n = 17	31.2%	52.6%	3.17	3.66
2C. Timeliness of claims processing.	188	9.6%	25.0%	53.7%	5.9%	5.9%	n = 14	34.6%	52.9%	3.27	3.65
2D. Resolution of claims payment problems or disputes.	175	8.0%	16.6%	53.1%	10.3%	12.0%	n = 27	24.6%	50.1%	2.98	3.63

* 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 2012 TMG 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 benchmark data; Cells highlighted in green denote current year plan percentage is significantly higher when compared to 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

217 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.								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>	2013	Medicaid BoB***	2013	Medicaid BoB***
3A. Access to knowledgeable UM staff.	178	5.6%	15.2%	62.9%	9.0%	7.3%	n = 24	20.8%	49.7%	3.03	3.66
3B. Procedures for obtaining pre-certification/referral/authorization information.	182	7.1%	12.6%	58.8%	13.7%	7.7%	n = 17	19.8%	47.1%	2.98	3.59
3C. Timeliness of obtaining pre-certification/referral/authorization information.	184	4.9%	13.0%	61.4%	14.7%	6.0%	n = 15	17.9%	49.6%	2.96	3.64
3D. The health plan's facilitation/support of appropriate clinical care for patients.	176	5.7%	13.1%	67.0%	8.5%	5.7%	n = 18	18.8%	50.8%	3.05	3.68
3E. Access to Case/Care Managers from this health plan.	166	3.6%	14.5%	69.3%	6.6%	6.0%	n = 32	18.1%	51.3%	3.03	3.68
3F. Degree to which the plan covers and encourages preventive care and wellness.	177	10.7%	16.4%	63.8%	5.1%	4.0%	n = 19	27.1%	56.2%	3.25	3.78
3G. Extent to which UM staff share review criteria and reasons for adverse determinations.	154	5.2%	13.0%	67.5%	5.8%	8.4%	n = 36	18.2%	NA	3.01	NA
3H. Consistency of review decisions.	156	5.1%	12.8%	71.8%	3.8%	6.4%	n = 38	17.9%	NA	3.06	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 2012 TMG 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 benchmark data; Cells highlighted in green denote current year plan percentage is significantly higher when compared to 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

217 Total Respondents

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.								Summary Rate Scores*		Mean Scores**	
Survey Item	Valid n	Well above average	Somewhat above average	Average	Somewhat below average	Well below average	Not Applicable	2013	Medicaid BoB***	2013	Medicaid BoB***
4A. The number of specialists in this health plan's provider network.	170	7.1%	10.0%	55.3%	17.6%	10.0%	n = 16	17.1%	50.9%	2.86	3.59
4B. The quality of specialists in this health plan's provider network.	164	4.9%	15.9%	64.6%	8.5%	6.1%	n = 19	20.7%	57.4%	3.05	3.80
4C. The timeliness of feedback/reports from specialists in this health plan's provider network.	159	5.0%	10.7%	69.8%	10.1%	4.4%	n = 24	15.7%	47.1%	3.02	3.61
4D. The frequency of feedback/reports from specialists for patients in your care.	157	7.0%	9.6%	68.8%	10.2%	4.5%	n = 28	16.6%	NA	3.04	NA
4E. The timeliness of feedback/reports from Behavioral Health Clinicians for patients in your care.	118	7.6%	8.5%	66.9%	11.0%	5.9%	n = 65	16.1%	NA	3.01	NA
4F. The frequency of feedback/reports from Behavioral Health Clinicians for patients in your care.	109	6.4%	8.3%	68.8%	11.0%	5.5%	n = 73	14.7%	NA	2.99	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 2012 TMG 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 benchmark data; Cells highlighted in green denote current year plan percentage is significantly higher when compared to 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

217 Total Respondents

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.								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>	2013	Medicaid BoB***	2013	Medicaid BoB***
5A. Consistency of the formulary over time.	156	3.8%	10.3%	60.9%	12.8%	12.2%	n = 25	14.1%	37.1%	2.81	3.43
5B. Extent to which formulary reflects current standards of care.	159	5.7%	11.3%	57.9%	13.2%	11.9%	n = 21	17.0%	38.5%	2.86	3.44
5C. Variety of branded drugs on the formulary.	155	4.5%	11.0%	45.8%	22.6%	16.1%	n = 28	15.5%	35.4%	2.65	3.36
5D. Ease of prescribing your preferred medications within formulary guidelines.	151	5.3%	13.2%	46.4%	19.2%	15.9%	n = 29	18.5%	36.5%	2.73	3.40
5E. Availability of comparable drugs to substitute those not included in the formulary.	147	5.4%	11.6%	48.3%	15.6%	19.0%	n = 29	17.0%	34.0%	2.69	3.36

* 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 2012 TMG 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 benchmark data; Cells highlighted in green denote current year plan percentage is significantly higher when compared to 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

217 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.								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>	2013	Medicaid BoB***	2013	Medicaid BoB***
6A. Ease of reaching health plan call center staff over the phone.	173	10.4%	13.9%	61.3%	8.1%	6.4%	n = 12	24.3%	59.0%	3.14	3.82
6B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	177	11.9%	19.8%	61.0%	4.5%	2.8%	n = 6	31.6%	60.0%	3.33	3.90
6C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.	163	8.6%	14.1%	68.7%	5.5%	3.1%	n = 15	22.7%	58.8%	3.20	3.83
6D. Overall satisfaction with health plan's call center service.	175	11.4%	18.9%	58.3%	6.9%	4.6%	n = 7	30.3%	62.6%	3.26	3.90

* 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 2012 TMG 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 benchmark data; Cells highlighted in green denote current year plan percentage is significantly higher when compared to 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

217 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	Yes	No					2013	Medicaid BoB***	2013	Medicaid BoB***
7A. Do you have a Provider Relations representative from this health plan assigned to your practice?	148	73.0%	27.0%					73.0%	46.2%	NA	NA
Survey Item	Valid n	Well above average	Somewhat above average	Average	Somewhat below average	Well below average	Not Applicable	2013	Medicaid BoB***	2013	Medicaid BoB***
7B. Provider Relations representative's ability to answer questions and resolve problems.	99	20.2%	15.2%	50.5%	5.1%	9.1%	n = 4	35.4%	72.1%	3.32	4.10
7C. Quality of provider orientation process.	149	12.8%	14.1%	52.3%	10.7%	10.1%	n = 23	26.8%	43.4%	3.09	3.52
7D. Quality of written communications, policy bulletins, and manuals.	164	12.2%	14.0%	61.0%	7.3%	5.5%	n = 6	26.2%	44.0%	3.20	3.60

* 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 2012 TMG 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 benchmark data; Cells highlighted in green denote current year plan percentage is significantly higher when compared to 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

217 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					2013	Medicaid BoB***	2013	Medicaid BoB***
8A. Would you recommend Louisiana Healthcare Connections to other physicians' practices?	166	72.3%	27.7%					72.3%	92.0%	NA	NA
Survey Item	Valid n	Completely satisfied	Somewhat satisfied	Neither dissatisfied nor satisfied	Somewhat dissatisfied	Completely dissatisfied	Does not apply	2013	Medicaid BoB***	2013	Medicaid BoB***
8B. Please rate your overall satisfaction with Louisiana Healthcare Connections.	180	19.4%	38.3%	16.1%	16.1%	10.0%	n = 1	57.8%	78.0%	3.41	4.14
8C. Please rate your overall satisfaction with Amerigroup.	156	13.5%	37.2%	15.4%	21.2%	12.8%	n = 20	50.6%	NA	3.17	NA
8D. Please rate your overall satisfaction with Community Health Solutions.	153	35.9%	39.9%	15.0%	6.5%	2.6%	n = 22	75.8%	NA	4.00	NA
8E. Please rate your overall satisfaction with LA Care.	154	20.8%	31.2%	21.4%	20.8%	5.8%	n = 21	51.9%	NA	3.40	NA
8F. Please rate your overall satisfaction with United Healthcare.	163	39.3%	36.8%	12.9%	6.7%	4.3%	n = 12	76.1%	NA	4.00	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 2012 TMG 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 benchmark data; Cells highlighted in green denote current year plan percentage is significantly higher when compared to 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.