



**Community Health Solutions of Louisiana  
Provider Satisfaction Survey Report  
2014**

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## I. Methodology

In 2014, Community Health Solutions of Louisiana (CHS-LA) revisited the Provider Satisfaction Survey developed in 2013. The decision was made to shorten the survey from four pages to two in hopes that a shorter survey would facilitate a higher response rate. CHS-LA condensed the various categories (provider enrollment, provider communication, etc.) into as few questions as possible. Below is a summary of the number of survey questions by subject area:

Provider Enrollment	2
Provider Orientation	1
Claims Pre-Processing	3
Provider Communication	5
Provider Complaints	3
Care Coordination/Utilization Management	4
Patient-Centered Medical Home	3

The twenty-one questions were formatted onto two pages, single-sided and a cover letter was developed explaining the survey. The back page of the cover letter consisted of a list of our Provider Service Representatives, who conduct on-site quarterly visits with all of our network providers, to contact if assistance was needed with completing the survey.

In addition to the questions by subject area listed above, CHS-LA also collected information on who completed the survey (office manager, practice manager, billing clerk, clinician, or CEO). The survey instrument allowed medical homes the option to self-identify by providing their practice name, Medicaid ID, and NPI. This allowed for better tracking of responses received and opportunity to follow-up for addressing specific provider concerns.

CHS-LA presented the updated survey to DHH and IPRO. While IPRO initially questioned the shortened survey and requested that CHS-LA make corrections to certain questions, they ultimately approved the survey tool with minor revisions. CHS-LA mailed 687 Provider Satisfaction Surveys on November 22, 2013. The surveys were not mailed until the middle of Q4 2013, which interfered with a plan to have the Provider Service Representatives hand-deliver and administer the surveys during their Q4 provider visits. This plan was pushed back to Q1 2014.

CHS-LA tallied that 15% of the surveys were returned within a month of distribution. The Provider Network department teamed with the Member Provider Services call center to increase the response rate. The plan developed was to target those practices that had not returned a survey

(determining this by the self-identifying mechanism). Surveys were faxed to medical homes. In the two days following, the call center called each medical home to confirm that they received the survey. The call center also agreed to complete surveys via phone. These efforts resulted in a significant increase in the overall response rate.

Responses to the questions were either “yes” or “no,” or asked the provider to answer the question on a scale of Not Applicable to 7:

1	Not at all satisfied
2	Mostly dissatisfied
3	Somewhat dissatisfied
4	Neutral
5	Somewhat satisfied
6	Mostly satisfied
7	Completed satisfied

The questions CHS-LA included in the survey are below:

#### **Provider Enrollment**

1. How satisfied were you with speed of enrollment in network?  
N/A 1 2 3 4 5 6 7
2. How satisfied were you with ease of enrollment in network?  
N/A 1 2 3 4 5 6 7

#### **Provider Orientation**

1. How satisfied were you with information covered and knowledge of trainer during orientation?  
N/A 1 2 3 4 5 6 7

#### **Claims Pre-Processing**

1. If you have an issue/problem related to CHS-LA claims pre-processing policy and procedures, do you know who to contact at CHS-LA?  
Yes No N/A
2. How satisfied are you with responsiveness of CHS-LA staff to claims inquiries?  
N/A 1 2 3 4 5 6 7
3. How satisfied are you with claims resolution timeframe?  
N/A 1 2 3 4 5 6 7

#### **Provider Communication**

1. Do you know who your CHS-LA Provider Services Representative is?  
Yes No
2. How satisfied are you overall with communication from your assigned CHS-LA Provider

Services Representative?

N/A 1 2 3 4 5 6 7

3. How satisfied are you with content of CHS-LA website?

N/A 1 2 3 4 5 6 7

4. How satisfied are you with content of CHS-LA newsletter?

N/A 1 2 3 4 5 6 7

5. How satisfied are you overall with CHS-LA practice-specific reports?

N/A 1 2 3 4 5 6 7

### **Provider Complaints**

1. If you have a complaint regarding CHS-LA functions, do you know how to submit that complaint?

Yes No

2. How satisfied are you with responsiveness of CHS-LA staff to your complaint?

N/A 1 2 3 4 5 6 7

3. How satisfied are you with resolution of complaint?

N/A 1 2 3 4 5 6 7

### **Utilization Management/Care Coordination**

1. How satisfied are you overall with communication with CHS-LA Care Management nurses and advocates?

N/A 1 2 3 4 5 6 7

2. How satisfied are you with CHS-LA's processes for authorization and medical necessity review overall?

N/A 1 2 3 4 5 6 7

3. How satisfied are you with appeal process of denied requests?

N/A 1 2 3 4 5 6 7

4. How satisfied are you with rationale for decisions that result in a denied request?

N/A 1 2 3 4 5 6 7

### **Patient-Centered Medical Home**

1. Do you believe that pursuing PCMH recognition is likely to lead to improved patient outcomes?

Yes No

2. How satisfied are you with technical support and practice specific data offered by CHS-LA during application for PCMH recognition?

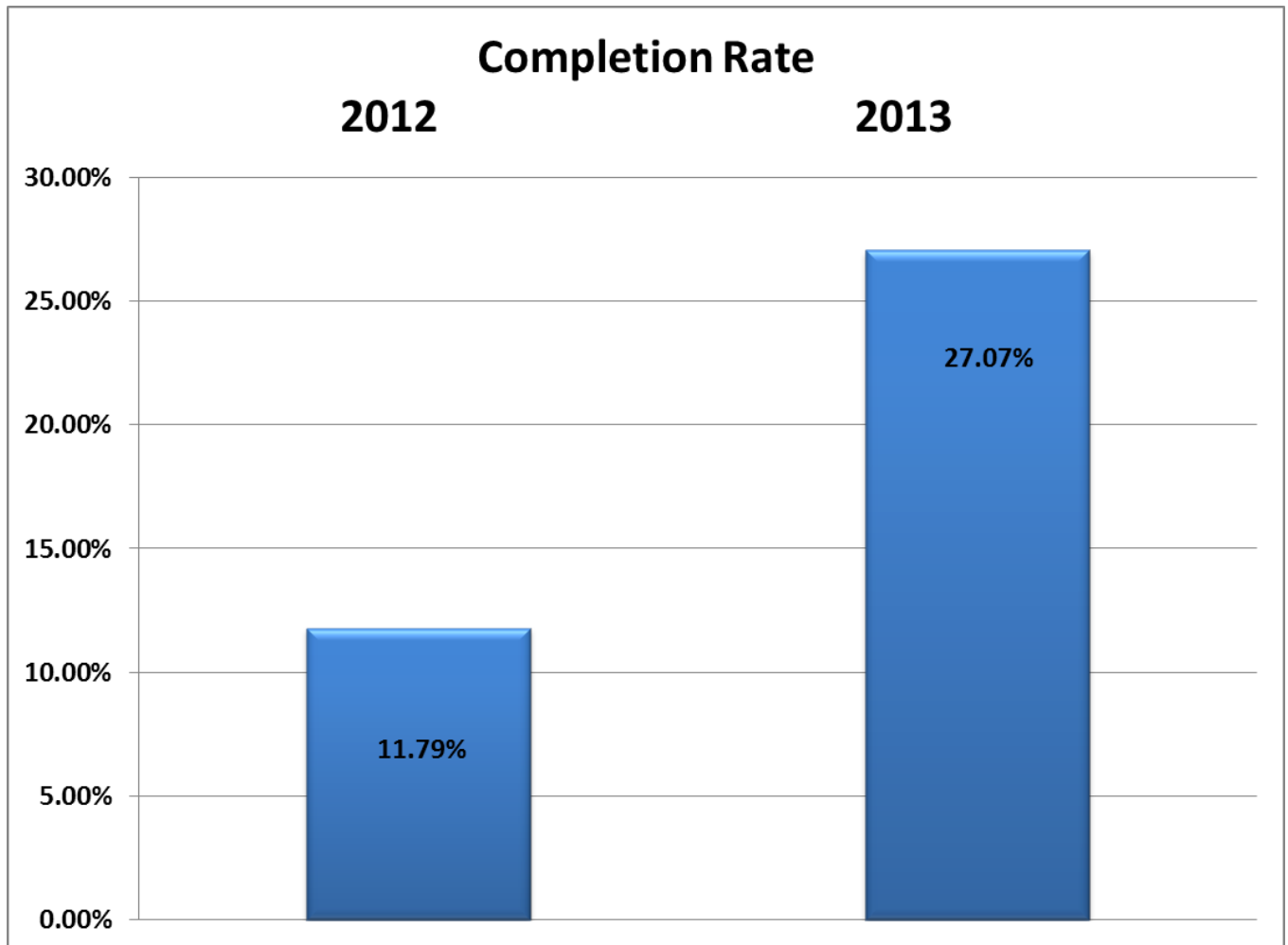
N/A 1 2 3 4 5 6 7

3. How satisfied are you with CHS-LA PCMH incentives?

N/A 1 2 3 4 5 6 7

## II. Completion Rate

CHS-LA mailed Provider Satisfaction Surveys to 687 medical homes and continued to target those same medical homes through the beginning of 2014. At the end of the reporting period, CHS-LA totaled 186 surveys completed and returned, or 27% of total surveys mailed. The completion rate for the previous year's survey was 11.79%.



### **III. Results & Analysis**

#### **Provider Enrollment**

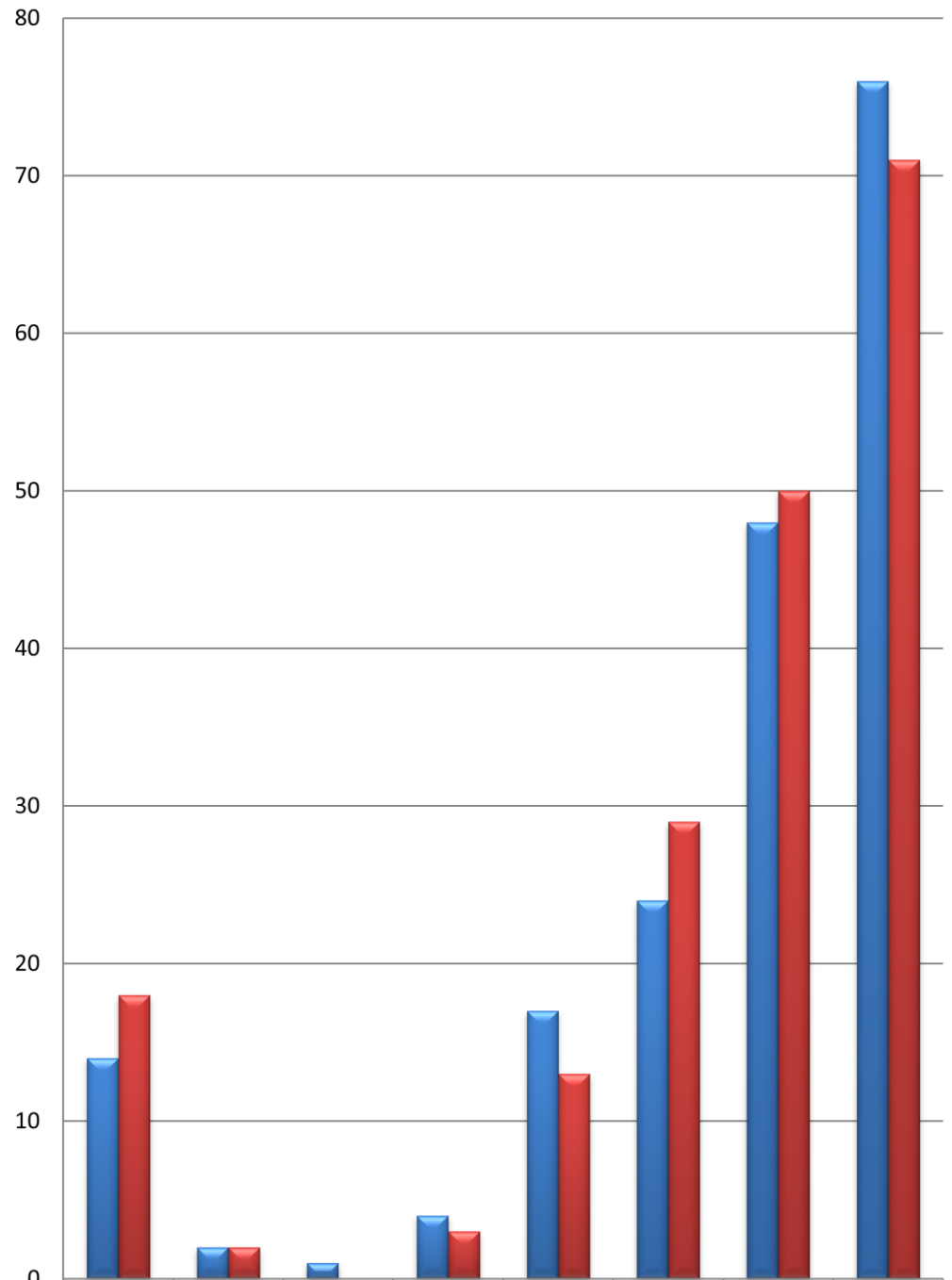
- 86.04% of responding providers rated CHS-LA satisfactory<sup>1</sup> on the speed of enrollment.
- 89.28% of responding providers rated CHS-LA satisfactory on the ease of enrollment.

Though the majority of CHS-LA providers are satisfied with the provider enrollment process, we continuously work to improve the speed and ease of enrollment to attract more providers to our network.

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<sup>1</sup> All satisfactory scores are those answers rated 5 – 7.

## Provider Enrollment



■ How satisfied were you with speed of enrollment in network?

■ How satisfied were you with ease of enrollment in network?

N/A	1	2	3	4	5	6	7
14	2	1	4	17	24	48	76
18	2	0	3	13	29	50	71

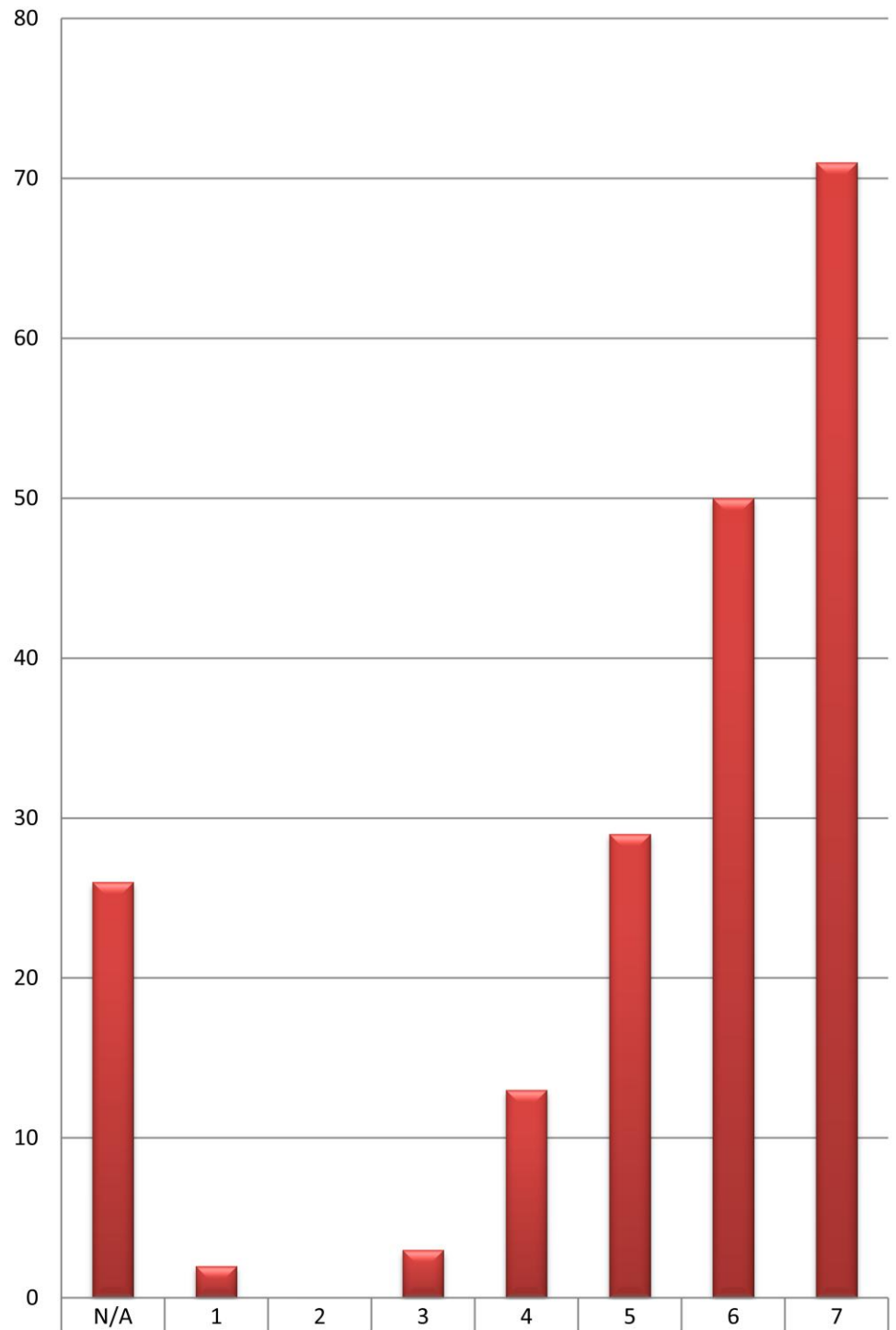


### **Provider Orientation**

- 93.75% of responding providers rated information covered, and knowledge of CHS-LA trainer satisfactory.

The majority of CHS-LA providers are satisfied overall with the content of the orientation and the knowledge level of the trainer. CHS-LA continues to update the training as appropriate and ensures that staff are kept up-to-date on any changes in plan or Medicaid policy and procedure.

## Provider Orientation



How satisfied were you with information covered and knowledge of training during orientation?

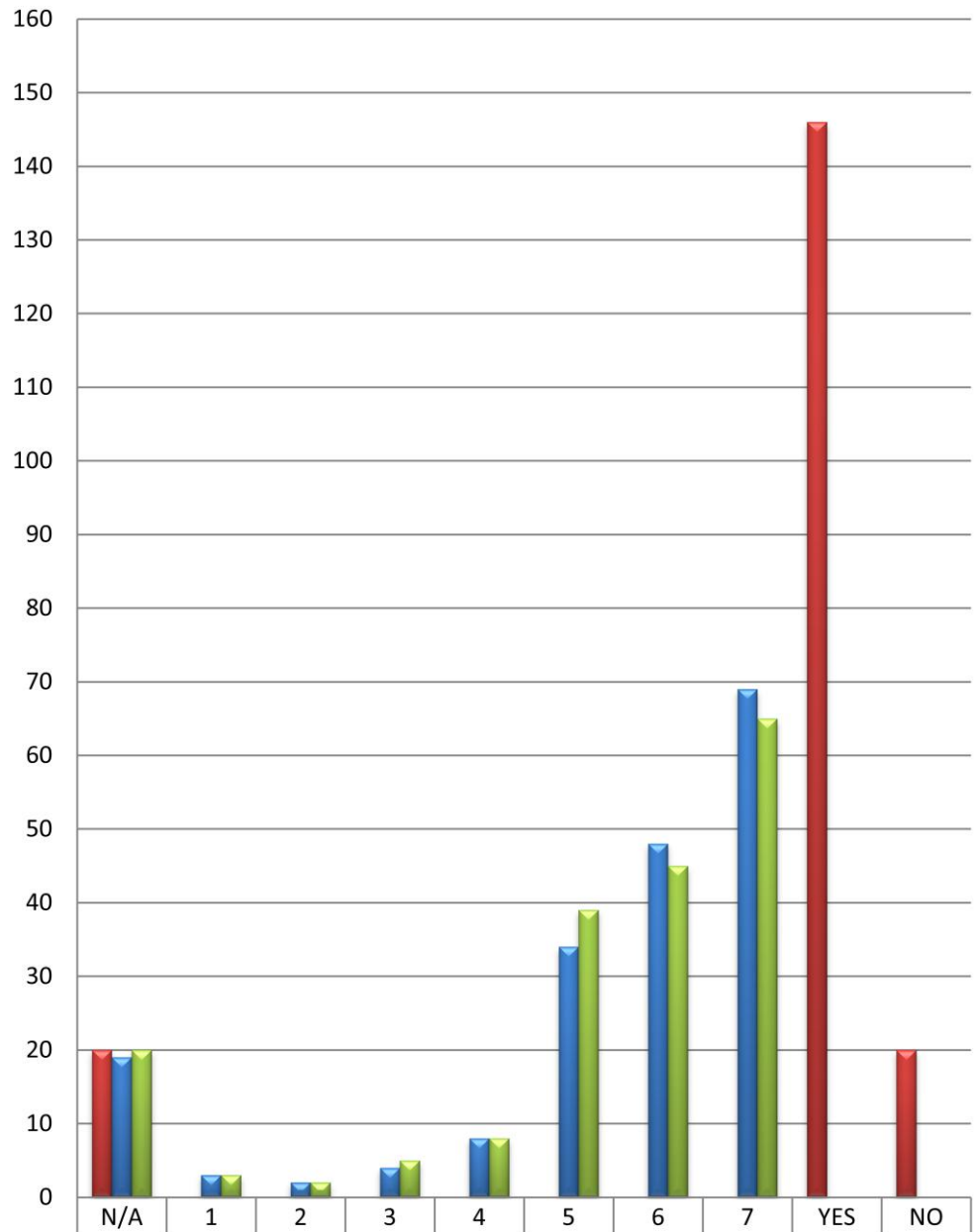
N/A	1	2	3	4	5	6	7
26	2	0	3	13	29	50	71

### **Claims Pre-Processing**

- 87.95% of providers responded that they know who to contact at CHS-LA if they have an issue related to claims pre-processing policy and procedures.
- 90.41% of responding providers rated CHS-LA satisfactory on responsiveness to claims inquiries.
- 89.75% of responding providers rated CHS-LA satisfactory on claims resolution timeframe.

The majority of providers understand how to report issues regarding claims pre-processing and are satisfied with CHS-LA's responsiveness and resolution timeframe to claims issues.

## Claims Pre-Processing



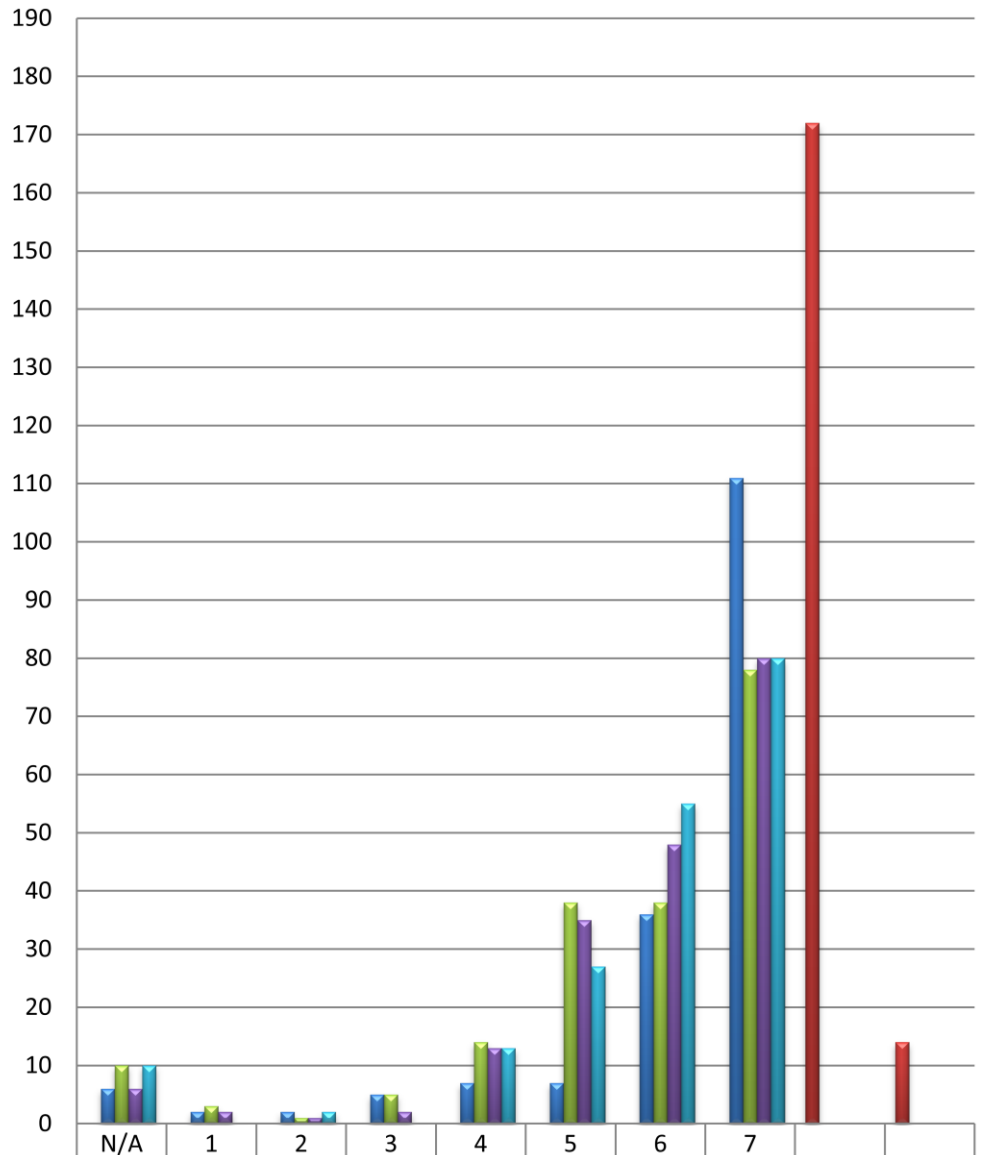
<div></div> If you have an issue/problem related to CHS-LA claims pre-processing policy and procedures, so you know who to contact at CHS-LA?	20								146	20
<div></div> How satisfied are you with responsiveness of CHS-LA staff to claims inquires?	19	3	2	4	8	34	48	69		
<div></div> How satisfied are you with claims resolution timeframe?	20	3	2	5	8	39	45	65		

## **Provider Communication**

- 92.47% of providers responded that they know their CHS-LA Provider Service Representative.
- 85.55% of responding providers rated CHS-LA satisfactory on overall communication with their Provider Service Representative.
- 87.5% of responding providers rated CHS-LA satisfactory on website content.
- 90.55% of responding providers rated CHS-LA satisfactory on newsletter content.
- 92.04% of responding providers rated CHS-LA satisfactory on practice-specific reports.

The majority of providers know and are satisfied with their CHS-LA Provider Service Representative and other communication from CHS-LA. Our representatives make quarterly visits to all of our network providers to ensure understanding of and satisfaction with our company and the Bayou Health program. Network providers also received assistance from their Provider Service Representatives in achieving their HEDIS measures. CHS-LA continues to provide needed content to its' providers via the provider newsletter and website and solicits feedback from providers on a regular basis in order to fulfill practice needs.

## Provider Communication



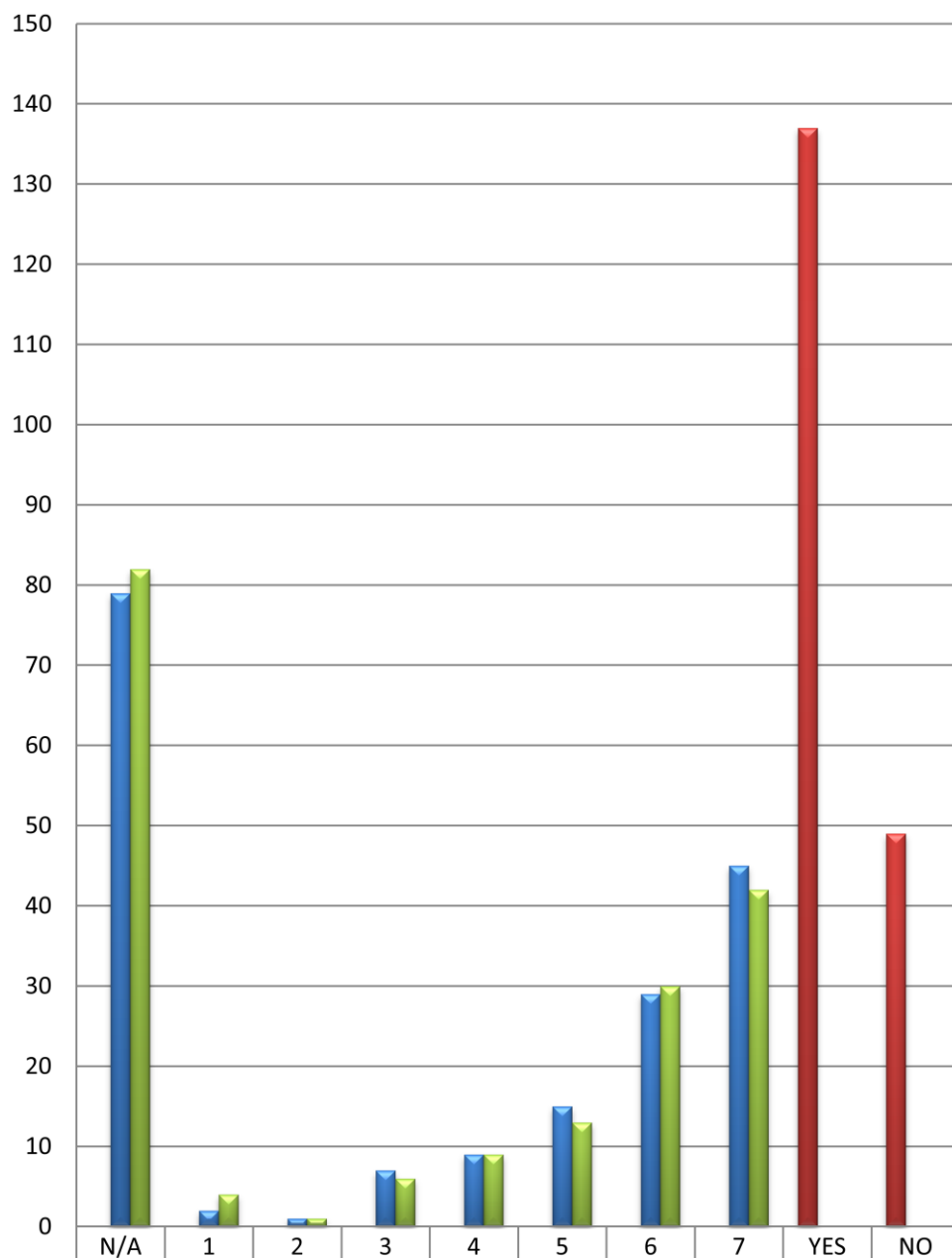
Do you know who your CHS-LA Providers Service Representative is?									172	14
How satisfied are you with your overall with communication with your assigned CHS Provider Services Representative?	6	2	2	5	7	7	36	111		
How satisfied are you with content of CHS-LA website?	10	3	1	5	14	38	38	78		
How satisfied are you with content of CHS-LA newsletter?	6	2	1	2	13	35	48	80		
How satisfied are you overall with CHS-LA practice specific reports?	10	0	2	0	13	27	55	80		

### **Provider Complaints**

- 73.65% of providers responded that they understand how to submit a complaint to CHS-LA.
- 83.17% of responding providers rated CHS-LA satisfactory on staff responsiveness to complaint. 42.47% of responding providers answered N/A on responsiveness.
- 81.73% of responding providers rated CHS-LA satisfactory on complaint resolution. 44.08% of responding providers answered N/A on satisfactory resolution.

The majority of CHS-LA providers understand how to submit a complaint and are satisfied overall with responsiveness to their complaint and resolution. CHS-LA continues to improve the complaint process and recently implemented a new computer system that allows tracking of complaints on a real-time basis.

## Provider Complaints



<input type="checkbox"/> If you have a complaint regarding CHS-LA functions, do you know how to submit that complaint?									137	49
<input checked="" type="checkbox"/> How satisfied are you with responsiveness of CHS-LA staff to your complaint?	79	2	1	7	9	15	29	45		
<input checked="" type="checkbox"/> How satisfied are you with resolution of complaint?	82	4	1	6	9	13	30	42		



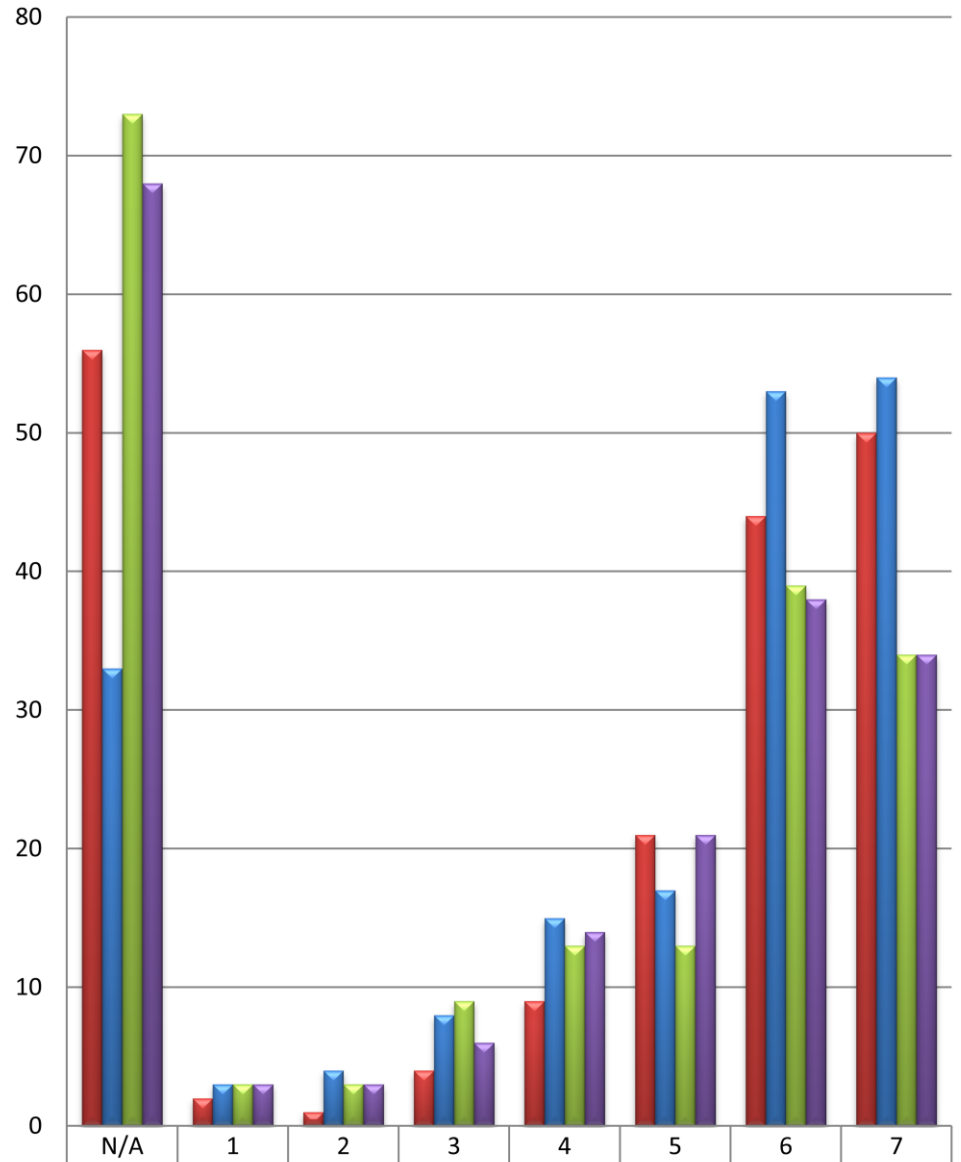
### **Care Coordination/Utilization Management**

- 88.46% of providers responded that they are satisfied overall with communication with CHS-LA Care Management nurses and advocates.
- 81.04% of responding providers rated CHS-LA satisfactory on processes for authorization and medical necessity review.
- 76.10% of responding providers rated CHS-LA satisfactory on the appeal process for denied requests.
- 78.81% of responding providers rated CHS-LA satisfactory on the rationale for decisions that resulted in a denied request.

Respondents to this portion of the survey mostly chose “N/A” while those who chose otherwise showed overall satisfaction with the CHS-LA Care Management nurses and advocates and CHS-LA’s processes for authorization, appeal process, and rationale for decisions. CHS-LA is committed to marketing our Care Management program throughout the state. Our Care Coordinators throughout the state are available to assist patients with chronic medical conditions and to reinforce Primary Care consultation.

CHS-LA will also work on ensuring that providers are aware of policy and procedure regarding authorizations, medical necessity review, and rationale for decisions. Our Utilization Management staff work quickly and efficiently to process authorizations and request additional information when necessary.

## Care Coordination/Utilization Management



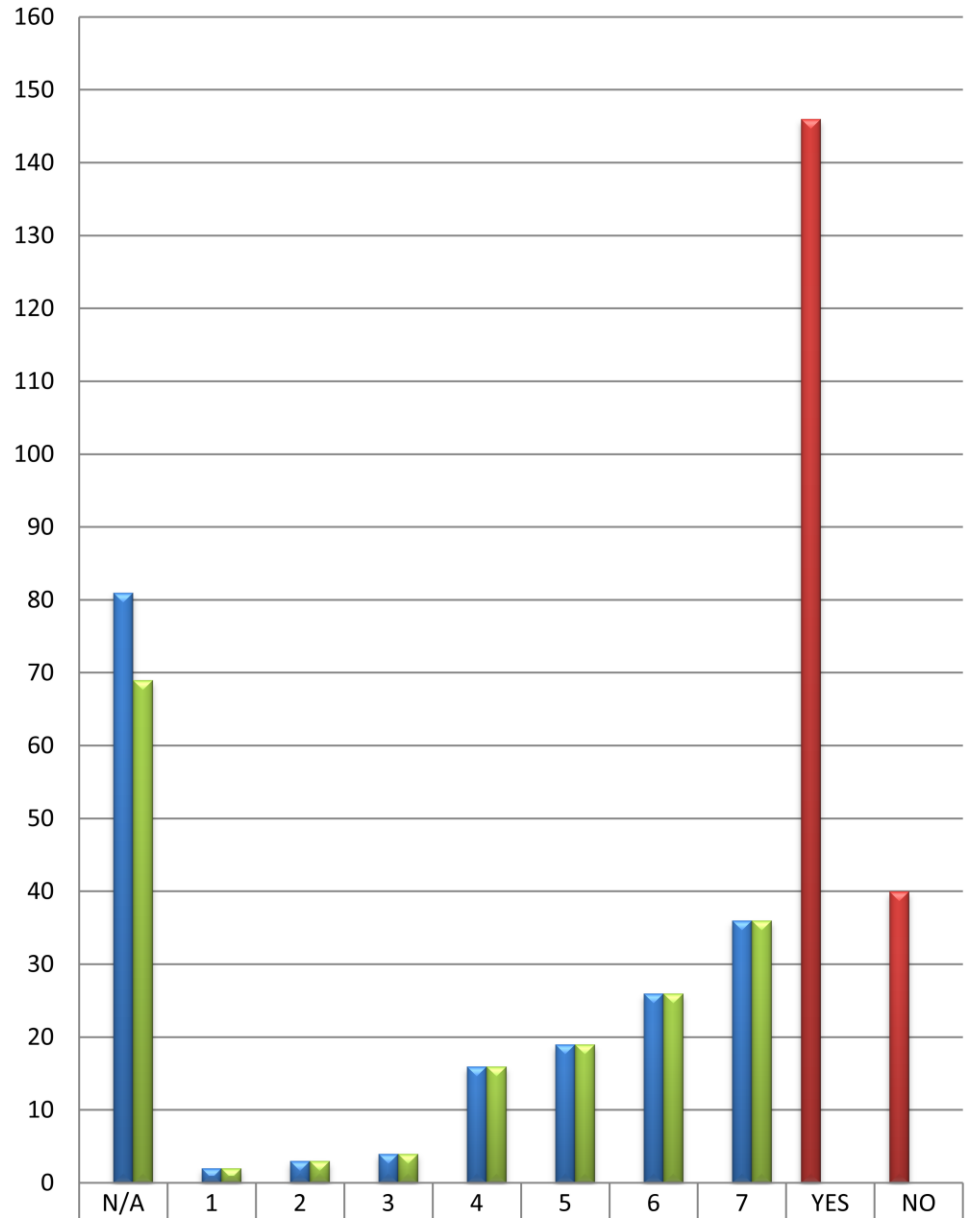
How satisfied are you overall with communication with CHS-LA Care Management nurses and advocates?	56	2	1	4	9	21	44	50
How satisfied are you with CHS-LA's processes for authorization and medical necessity review overall?	33	3	4	8	15	17	53	54
How satisfied are you with appeal process of denied requests?	73	3	3	9	13	13	39	34
How satisfied are you with rationale for decisions that result in a denied request?	68	3	3	6	14	21	38	34

### **Patient-Centered Medical Home**

- 78.49% of providers responded that pursuing PCMH recognition is likely to lead to improved patient outcomes.
- 77.14% of responding providers rated CHS-LA satisfactory on technical support and practice-specific data offered by CHS-LA during PCMH application. 43.54% of responding providers answered N/A to this question.
- 69.23% of responding providers rated CHS-LA satisfactory on PCMH incentives. 37.09% of responding providers answered N/A to this question.

The majority of respondents responded positively to the question that “pursuing PCMH recognition is likely to lead to improved patient outcomes.” However, most responses indicated that providers have not enlisted CHS-LA’s help in attaining PCMH accreditation. Those providers that have or that have received our incentives showed overall satisfaction with our tools and incentives. CHS-LA is working in 2014 to educate providers more on the PCMH process.

## Patient - Centered Medical Home



<input checked="" type="checkbox"/> Do you believe that pursuing PCMH recognition is likely to lead to improved patient outcome?									146	40
<input checked="" type="checkbox"/> How satisfied are you with technical support and practice specific data offered by CHS-LA during application for PCMH recognition?	81	2	3	4	16	19	26	36		
<input checked="" type="checkbox"/> How satisfied are you with CHS-LA PCMH incentives?	69	2	3	4	16	19	26	36		

## **IV. Opportunities for Improvement**

Despite an increase in the response rate for this year's survey, CHS-LA will continuously work to improve the response rate. One method to increase responses is to distribute the survey via an online website such as Survey Monkey. This sort of online tool would automate the process for both CHS-LA and the providers. The service would also allow us to lengthen the survey and ask more detailed and meaningful questions. CHS-LA would like to gather more detail regarding HEDIS and our field staff.

CHS-LA will also provide more direction to providers on a paper survey to choose one of the answers provided – dissuading providers from writing in their own answer. This issue was mainly on the first question in the Patient-Centered Medical Home grouping, which asked “do you believe that PCMH recognition is likely to lead to improved patient outcomes?” Many providers wrote in “unsure” as their response. CHS-LA will also evaluate adding responses such as “unsure” or “don’t know” to the survey. Such responses would indicate, like with PCMH, that more provider education is needed and should be a focus moving forward.

CHS-LA is currently developing a plan to get the Provider Satisfaction Survey approved and out to providers much earlier in 2014. This will allow more time for Provider Service Representatives and our call center to reach providers and increase our response rate.

In addition to improvements to the survey tool, CHS-LA will continue offering technical assistance in the form of our Provider Service Representative quarterly visits. On these quarterly visits, the provider service reps cover such things as new provider bulletins developed over the quarter, validate all demographic information, verify hours, and help analyze Document Distribution System (DDS) reports. This assistance ensures that our network providers have consistent communication with our company and have an opportunity to ask any questions or clarify any issues they may have. Particular efforts will be made with focus of these quarterly visits to improve scores surrounding Provider Complaints & Patient Centered Medical Home topics.