

Practitioner and Provider Satisfaction Summary

AmeriHealth Caritas Louisiana

2014

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2014 – Practitioner and Provider Satisfaction Summary

Objective

On an annual basis AmeriHealth Caritas Louisiana (ACLA) contracts a survey vendor to conduct the plan's Practitioner and Provider satisfaction survey.

The objective of the survey is to assess the strength of ACLA's relationship with contracted practitioners and providers, to identify opportunities for improvement and to compare performance with other Medicaid health plans.

Practitioners and providers in the network are surveyed for satisfaction in the following areas:

<ul style="list-style-type: none">➤ Overall Satisfaction and Loyalty➤ Provider Network Management➤ Provider Services Staff➤ Claims Reimbursement Process➤ Utilization Management	<ul style="list-style-type: none">➤ Quality Management➤ Pharmacy Services➤ Additional Topics (Network, Provider Self-Service, Cultural Competency, Provider Training Formats)
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Methodology

A two-wave mail methodology with phone follow-up was used for 2014. Questionnaires were mailed to the selected practitioners and providers, followed by a second questionnaire to non-responders.

Both mailings included a four-page survey accompanied by a one-page cover letter and a business reply envelope. The cover letter included an Internet website for those who preferred to complete the survey online. Unique user names and passwords were provided for each selected practitioner or provider.

Non-responders to both mail and Internet were dialed by phone. Data collection was conducted August 7, 2014 through October 8, 2014.

Respondent Profile

Provider		
	2014	2013
Provider Type	(n=43)	(n=40)
Hospital/Skilled Nursing	81%	93%
Ancillary	19%	8%

Completed Survey					
	Practitioner			Provider	
	2014 (n=254)	2013 (n=161)		2014 (n=47)	2013 (n=39)
Office Manager	69%	66%	Business Manager	36%	28%
Receptionist	17%	11%	Clinical Manager	11%	10%
Practitioner	7%	12%	Owner/CEO	2%	0%
Nurse	7%	11%	Other	51%	62%
Other	0%	0%			

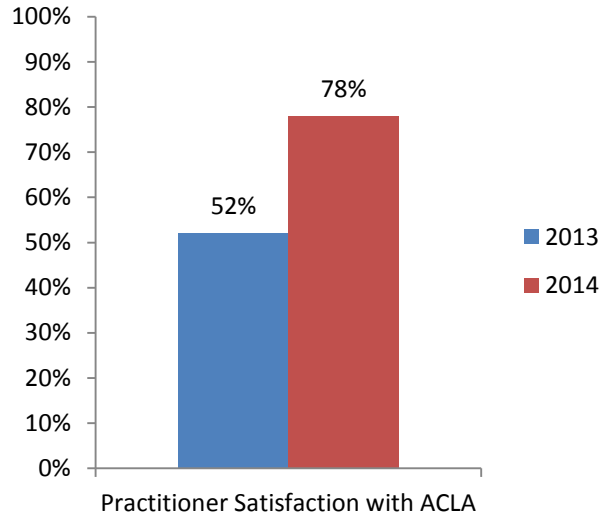
Conclusions & Composite Summary

Composite Summary (% Excellent/Very Good/Good)								
	Practitioner				Provider			
	2014		2013		2014		2013	
	ACLA	All Others	ACLA	All Others	ACLA	All Others	ACLA	All Others
Provider Relations/Network Management	81%	80%	69%	70%	68%	66%	64%	65%
Provider Services Staff	74%	75%	61%	62%	63%	63%	59%	61%
Claims Reimbursement Process	78%	79%	68%	69%	58%	67%	67%	72%
Utilization and Quality Management	69%	67%	59%	66%	60%	64%	79%	69%
Case Management	80%	78%	68%	71%	76%	79%	91%	88%
Pharmacy Services	52%	52%	27%	43%	38%	59%	74%	79%

2014 – Practitioner and Provider Satisfaction Summary

Practitioner Conclusions

- Among practitioners, nearly eight in ten are satisfied with AmeriHealth Caritas Louisiana (78% Excellent/Very Good/Good), which is significantly higher than ratings in 2013 at 52%.



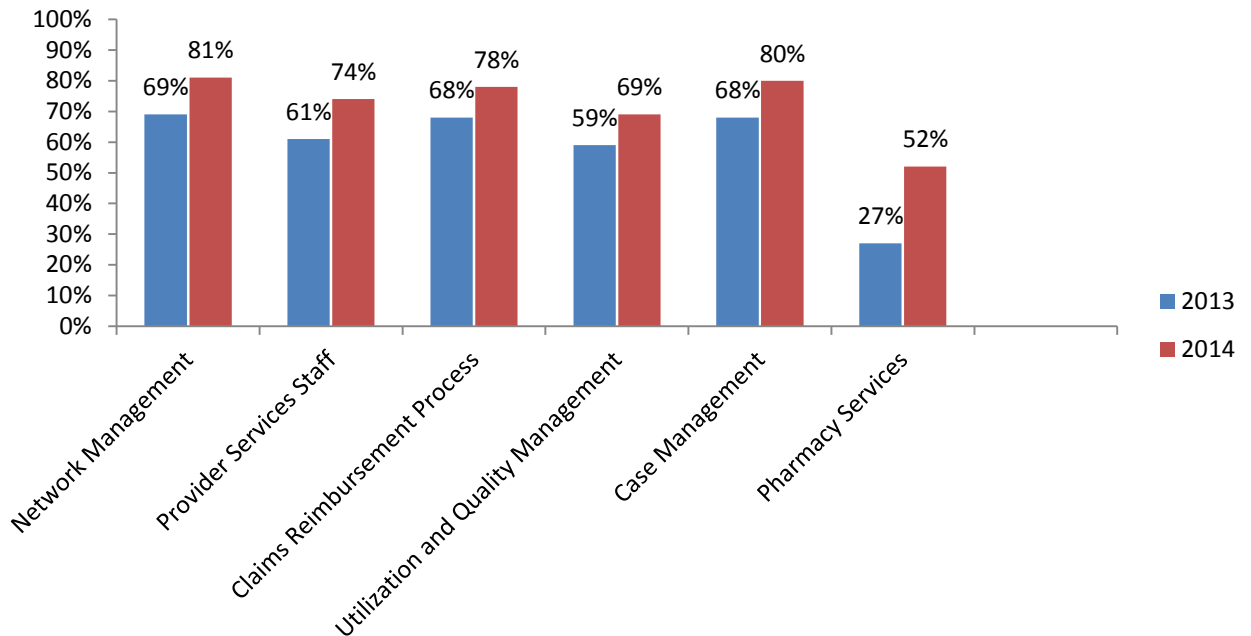
- Practitioners are slightly more satisfied with AmeriHealth Caritas Louisiana compared to all other Medicaid plans at 76%.
- Roughly eight in ten practitioners would recommend AmeriHealth Caritas Louisiana to other practices/providers, as well as to patients.
- About eight in ten practitioners agree AmeriHealth Caritas Louisiana takes physician/provider input and recommendations seriously.

Practitioner Composite Measures

- Composite measures are significantly higher than in 2013 on five out of six with the only exception being “Utilization and Quality Management.”
- Composite measures and related attributes for AmeriHealth Caritas Louisiana are rated on par with all other Medicaid plans.
 - Provider Relations/Network Management (81%) and Case Management (80%) earn the highest composite measures.
 - Pharmacy Services is the lowest rated composite area (52%).

2014 – Practitioner and Provider Satisfaction Summary

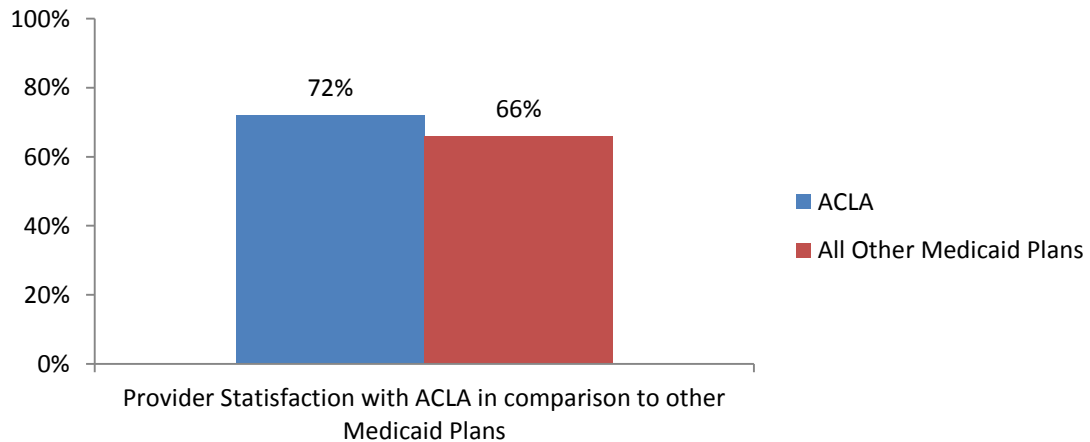
Practitioner Composite Measures for ACLA 2013 vs. 2014



- Over half the practitioners surveyed say there is an adequate number of specialists in the network.
- The vast majority of practitioners are aware of the services available through NaviNet. The NaviNet service most utilized is “Member benefits/eligibility verification,” followed by “Claims Status.”
- The top two methods for practitioners for using interpreter services are in-person (49%) and telephonic (49%). Of those practitioners who use telephonic services, eight in ten practitioners give high ratings to their experience with the service.
- About three in four practitioners find Provider Training Formats useful, while eight in ten mentioned they would find similar webinars with the same type of information useful as well.

Provider Conclusions

- Among providers, over seven in ten are satisfied overall (72% Excellent/Very Good/Good) which is comparable to 76% in 2013. Satisfaction with AmeriHealth Caritas Louisiana is rated directionally higher than all other Medicaid plans (66%).

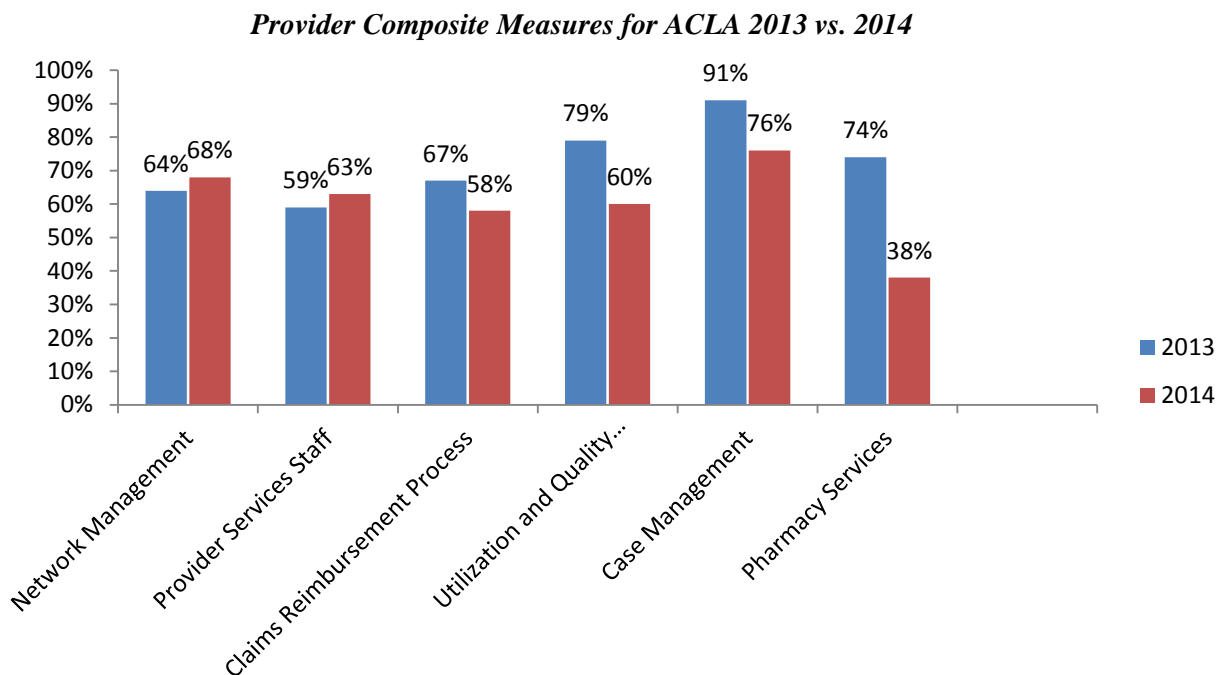


2014 – Practitioner and Provider Satisfaction Summary

- Between seven and eight in ten providers would recommend AmeriHealth Caritas Louisiana to other practices/providers and to patients, as well as agree AmeriHealth Caritas Louisiana takes their input and recommendations seriously.

Provider Composite Measures

- While there are no significant changes in composite measures year over year, both “Provider Relations/Network Management” and “Provider Services Staff” have increased directionally among providers. Additionally, most composite measures for AmeriHealth Caritas Louisiana are rated on par with all other Medicaid plans with the exception of “Pharmacy Services” receiving lower ratings for AmeriHealth Caritas Louisiana.
 - The highest rated composite area among providers is Case Management (76%).
 - The lowest rated composite area is Pharmacy Services (38%)



- Three in four providers are aware of the services available through NaviNet. The NaviNet service most utilized is “Member benefits/eligibility verification,” followed closely by “Claims status.”
- Just over nine in ten providers are satisfied with the JIVA process.
- The primary method for providers in using interpreter services is telephonic (61%) followed by in-person (45%). Of those practitioners who use telephonic services, eight in ten providers gave high ratings to their experience with the service.
- More than eight in ten providers think they would find educational training webinars useful.

Detailed Findings – 2015 Opportunities and Interventions

Practitioner & Provider Overall Satisfaction and Loyalty

➤ **Satisfaction with AmeriHealth Caritas Louisiana**

- Nearly eight in ten practitioners are satisfied with AmeriHealth Caritas Louisiana, which is significantly higher than in 2013.
- Over seven in ten providers are satisfied with the Plan; this is comparable to 2013 and directionally higher than “All Others.”
- Between seven and eight in ten providers and practitioners would recommend AmeriHealth Caritas Louisiana and believe the plan takes their input and recommendations seriously.

➤ **Loyalty to AmeriHealth Caritas Louisiana**

- While ratings are slightly lower than in 2013 for all “Loyalty” measures amongst providers, practitioners are rated significantly higher for all measures.
- Practitioner loyalty significantly increases over 2013, with about seven in ten falling in the “Loyal” category, while “Defection” has significantly decreases.
- About seven in ten providers fall into the “Loyal” category, increasing slightly from 2013.

Provider Relations/Network Management

- Among practitioners, AmeriHealth Caritas Louisiana is rated significantly higher than in 2013 and is comparable to all other Medicaid plans for Provider Relations/Network Management.
- Among providers, nearly seven in ten are satisfied with AmeriHealth Caritas Louisiana, which is directionally higher than the 2013 rating.

➤ **ACLA compared to “All Others”**

- Among practitioners, AmeriHealth Caritas Louisiana is rated significantly higher than 2013 in three out of five measures within Provider Relations/Network Management.
- Among providers, AmeriHealth Caritas Louisiana is rated directionally higher or comparable to 2013 ratings and compared to “All Others.”

Provider Services Staff

- About three in four practitioners are satisfied with Provider Services Staff, significantly higher than 2013 ratings.
- Nearly two in three providers are satisfied with Provider Services Staff, directionally higher than the satisfaction level in 2013.

➤ **ACLA Provider Services Staff compared to “All Others”**

- Among practitioners, AmeriHealth Caritas Louisiana is rated significantly higher than 2013 for all Provider Services Staff measures.
- Among providers, “Timeliness of resolving claims payment issues” is directionally higher than in 2013 and compared to “All Others.”

2014 – Practitioner and Provider Satisfaction Summary

Claims Reimbursement Process

- About eight in ten practitioners and six in ten providers give high ratings to the Claims Reimbursement Process.
- Among practitioners, AmeriHealth Caritas Louisiana is rated significantly higher than in 2013 for this measure.
- **ACLA Claims Reimbursement Process versus “All Others”**
 - Among practitioners, AmeriHealth Caritas Louisiana is rated significantly higher in 2014 than in 2013 for “Accuracy of claims processing” and is directionally higher for the other measures.
 - About seven in ten providers give high ratings to “Timeliness of claims processing.”

Utilization and Quality Management

- About seven in ten practitioners and six in ten providers give high ratings to AmeriHealth Caritas Louisiana for Utilization and Quality Management.
- **ACLA Utilization and Quality Management versus “All Others”**
 - About seven in ten practitioners and six in ten providers give high ratings to AmeriHealth Caritas Louisiana for Utilization and Quality Management.

Case Management

- Eight in ten practitioners give high ratings to Case Management for AmeriHealth Caritas Louisiana, significantly higher than 2013 ratings.
- Roughly three in four providers are satisfied with Case Management, comparable to all other Medicaid plans.
- **ACLA Case Management versus “All Others”**
 - Practitioners rate AmeriHealth Caritas Louisiana significantly higher than 2013 in four out of five Case Management individual measures.
 - Among providers, all measures are rated between seven to eight in ten.

Pharmacy Services

- At over half, the proportion of practitioners who give high ratings to AmeriHealth Caritas Louisiana Pharmacy Services is significantly higher than in 2013. This is the lowest composite score for AmeriHealth Caritas Louisiana among both practitioners and providers.
- Among practitioners, ACLA is rated significantly higher in 2014 than in 2013 for all Pharmacy Services measures and is comparable to all other Medicaid plans.

2014 – Practitioner and Provider Satisfaction Summary

- Providers rated “Variety of drugs available on formulary” the highest among the Pharmacy Services measures at nearly half among those surveyed.

Additional Topics

Network

- Over half the practitioners indicate the specialist network has an adequate number of specialists to whom they can refer their patients, which is significantly higher than 2013.

Provider Self Service

NAVINET

- The vast majority of practitioners and roughly three in four providers are aware of the services available through NaviNet.
- The NaviNet service most utilized by both practitioners and providers is “Member benefits/eligibility verification.”

JIVA

- Over nine in ten providers are satisfied with the JIVA process.

Cultural Competency

- An equal proportion of Practitioners use in-person interpreter services and telephonic services for their patients while more providers use telephonic services over in-person services.
- Roughly eight in ten practitioners and providers are satisfied with their experience using telephonic interpreter services.

Provider Training Preference

- Three in four practitioners find on-site educational training opportunities useful and eight in ten would find educational training webinars useful as well.
- Over eight in ten providers would find educational training webinars useful.

Conclusions

Practitioner Conclusions

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AmeriHealth Caritas Louisiana is committed to continual quality improvement. Every day, our associates dedicate their time and expertise to providing better outcomes for our members and a better experience for our providers, our ability to form cohesive partnerships with practitioners; providers have worked in tandem to propel our plan toward a model of excellence. We look forward to helping people get the care they need to stay well and build healthy communities.