

2014 Provider Satisfaction Report



Louisiana Healthcare Connections

Project Number: 981977

Introduction

Your Sales Executive is Steve Brightwell (770-978-3173 ext. 1353), and your Account Project Manager is Adam Plato (770-978-3173 ext. 1325). Should you have any questions or comments regarding any aspect of the survey or reporting process, please feel free to call either your Sales Executive or Account Project Manager.

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 2014 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

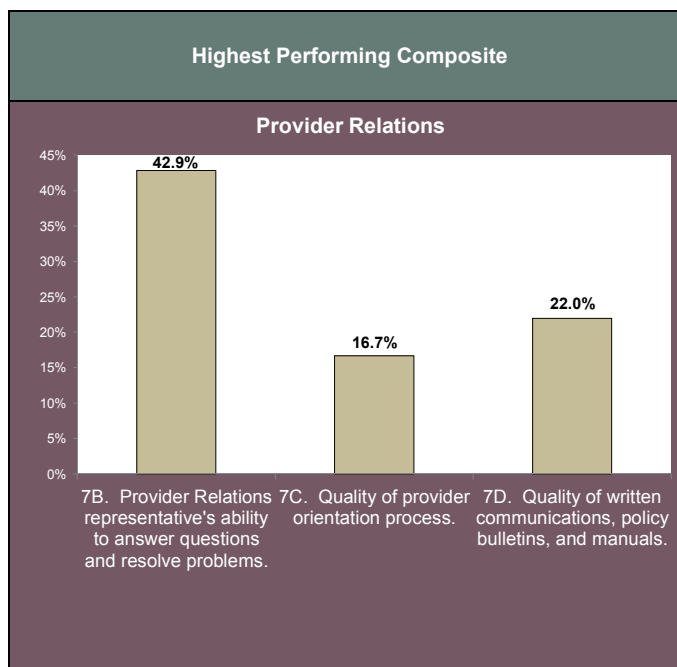
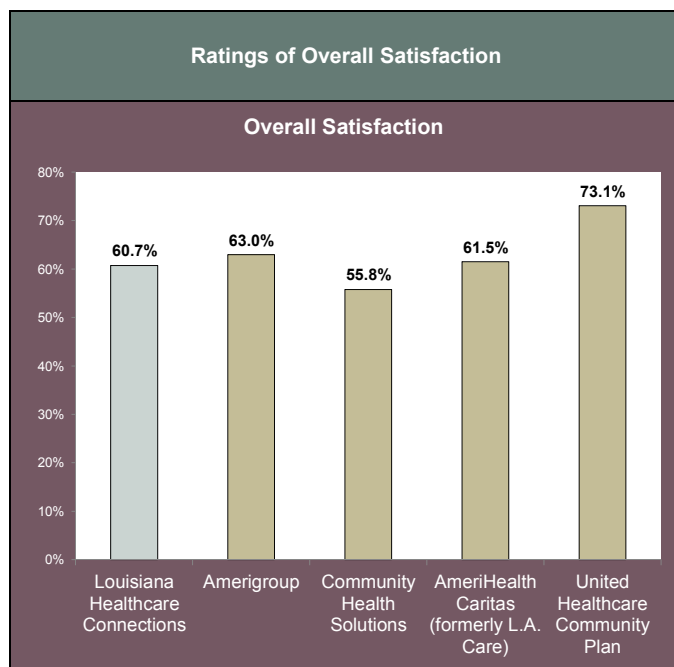
Chart 1 highlights key results from Louisiana Healthcare Connections' Provider Satisfaction Survey.

Chart 1

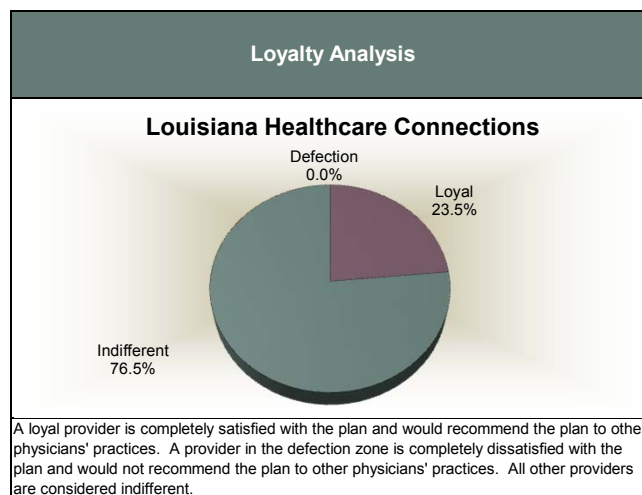
Provider Satisfaction Report Highlights

Louisiana Healthcare Connections

Summary Rate Scores	Highest and Lowest Performing Questions	2014		2014 Mean Scores**		2013 TMG B.o.B.***	
		n*	SRS*	Louisiana	TMG B.o.B.	Medicaid	Aggregate
	Highest Scoring Questions						
	8A. Would you recommend Louisiana Healthcare Connections to other physicians' practices?	53	88.7%	NA	NA	80.5%	85.2%
	8B. Please rate your overall satisfaction with Louisiana Healthcare Connections.	56	60.7%	3.73	3.74	65.9%	71.9%
	7B. Provider Relations representative's ability to answer questions and resolve problems.	21	42.9%	3.43	3.78	57.9%	58.2%
	Lowest Scoring Questions						
	4A. The number of specialists in this health plan's provider network.	48	10.4%	2.83	3.06	27.8%	34.1%
	3G. Extent to which UM staff share review criteria and reasons for adverse determinations.	49	10.2%	3.10	NA	NA	NA
	4C. The timeliness of feedback/reports from specialists in this health plan's provider network.	44	6.8%	2.91	3.31	32.5%	36.0%



Priority Matrix		
Composite	Correlation****	Percentile
Strength		
No composites are considered Strengths.		
Top Priority		
No composites are considered Top Priorities.		
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 2013 Medicaid Book of Business benchmark consists of data from 10 plans representing 6569 respondents, while the Aggregate Book of Business benchmark consists of data from 16 plans representing 7720 respondents in Primary Care, Specialty, and Behavioral Health areas of medicine.

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

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

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1. Executive Summary

The Myers Group (TMG), a National Committee for Quality Assurance (NCQA) Certified Survey Vendor, was selected by Louisiana Healthcare Connections to conduct its 2014 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 one-wave mail and Internet¹ with phone follow-up survey methodology to administer the Provider Satisfaction Survey from September to October of 2014. A total of 70 surveys were completed (16 mail, 6 Internet, and 48 phone), yielding a response rate of 4.9% for the mail/Internet data component and 32.4% 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 2014 Summary Rates² for Louisiana Healthcare Connections' composites and key attributes. Data and significance testing for trend years and the 2013 TMG Medicaid Book of Business are also provided for comparison.

Composites/Attributes	2014 Summary Rates	2013 Summary Rates	*	2013 TMG Medicaid BoB Summary Rates ³	**
Overall Satisfaction with Louisiana Healthcare Connections	60.7%	57.8%		65.9%	
All Other Plans (Comparative Rating)	21.0%	23.2%		37.3%	↓
Finance Issues	20.5%	29.6%		34.6%	↓
Utilization and Quality Management	19.0%	20.4%		37.1%	↓
Network/Coordination of Care	9.8%	17.8%		32.6%	↓
Pharmacy	16.1%	16.4%		23.1%	
Health Plan Call Center Service Staff	25.6%	27.2%		44.1%	↓
Provider Relations	27.2%	29.5%		45.1%	↓
Recommend to Other Physicians' Practices	88.7%	72.3%	↑	80.5%	

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

**↓↑ Indicates a significant difference when compared to the 2013 TMG Medicaid Book of Business.

¹ The mail wave 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 2013 Medicaid Book of Business consists of data from 10 plans representing 6,569 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.
- 2013 TMG Medicaid Book of Business consists of data from 10 plans representing 6,569 respondents in Primary Care, Specialty, and Behavioral Health areas of medicine.
- 2013 TMG Aggregate Book of Business consists of data from 16 plans representing 7,720 respondents in Primary Care, Specialty, and Behavioral Health areas of medicine.

2014 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 each of the following health plans:

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

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.

One final question asked if the respondent would like Louisiana Healthcare Connections to follow-up with them regarding their open-ended comment.

2. Methodology

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

Survey Administration Tasks	Date
Questionnaire, including the web address to complete the survey online, is sent to each provider's office.	9/5/2014
Telephone calls by CATI (computer-assisted telephone interviews) are conducted for non-respondents.	9/26/2014
Data collection ends.	10/20/2014

Sampling Methodology

Centene provided TMG with a database consisting of 143,496 providers. Louisiana Healthcare Connections providers were eligible for inclusion in the sample based on plan code criteria. TMG then cleaned the database by removing any records with duplicate addresses and NPIs. A sample of 545 providers was pulled according to the stratification instructions given by Louisiana Healthcare Connections. A total of 70 mail, Internet, and phone surveys were completed.

Response Rate

Louisiana Healthcare Connections' sample size is 545. The Myers Group collected 70 surveys (16 mail, 6 Internet, and 48 phone) from the eligible provider population from September to October of 2014. After adjusting for ineligible members, your mail/Internet survey response rate is 4.9%, and your phone survey response rate is 32.4%. 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 545 providers and a total of 99 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, 191 office managers were included in the database for the phone follow-up data collection component. From this sample of office managers, 48 surveys were completed. Phone surveys are considered ineligible if they meet one of the disposition categories listed in the table on the following page.

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

Survey Methodology	Ineligible Disposition	N
Mail/Internet Component	Bad Address with no forwarding information	99
	Deceased, Not Eligible	0
TOTAL MAIL/INTERNET INELIGIBLE SURVEYS		99

Survey Methodology	Ineligible Disposition	N
Phone Component	Deceased	0
	No Eligible Respondent	13
	Wrong Number	16
	Fax/Pager/Modem/Data Line	2
	Not in Service	0
	Disconnected	8
	Number Changed	4
	Cell Phone	0
TOTAL PHONE INELIGIBLE SURVEYS		43

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

$$\frac{16 \text{ (mail)} + 6 \text{ (Internet)}}{545 \text{ (sample)} - 99 \text{ (ineligible)}} = 4.9\%$$

Phone Component

$$\frac{48 \text{ (phone)}}{191 \text{ (sample)} - 43 \text{ (ineligible)}} = 32.4\%$$

Profile of Survey Respondents

The demographic characteristics of surveyed respondents should be representative of your provider population. Page 2A illustrates the percentage of respondents by demographic category within your respondent group:

- ☒ Area of Medicine (A)
- ☒ Physicians in Practice (B)
- ☒ Years in Practice (C)
- ☒ Portion of Managed Care Volume Represented by Health Plan (D)
- ☒ Survey Respondent (E)
- ☒ Insurance Participation (G)

Page 2B provides the demographic proportions for Louisiana Healthcare Connections compared to trend data while page 2C provides the percentage of respondents by demographic category and is compared to the 2013 TMG Medicaid Book of Business. Page 2C also includes the overall satisfaction (8B) Summary Rate Score for both Louisiana Healthcare Connections and the 2013 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 – 2C

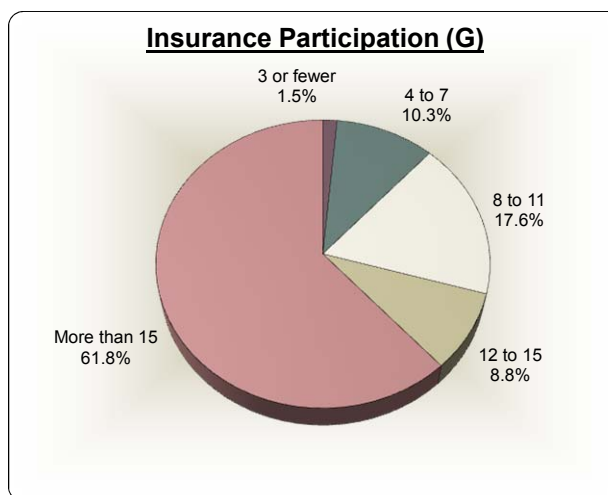
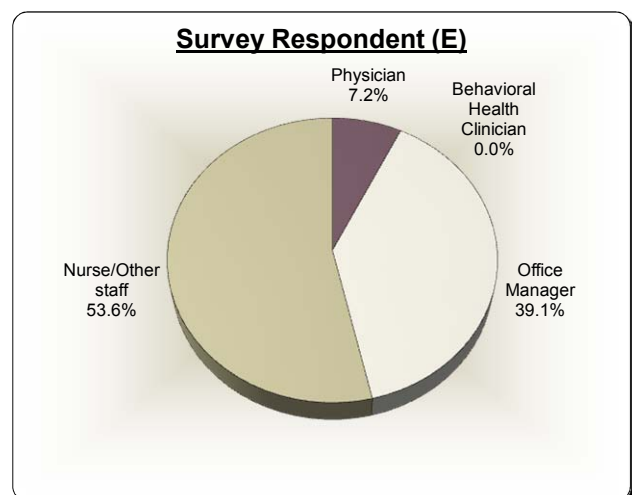
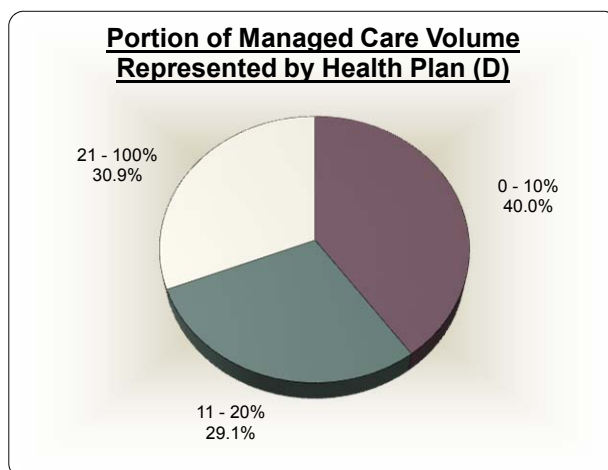
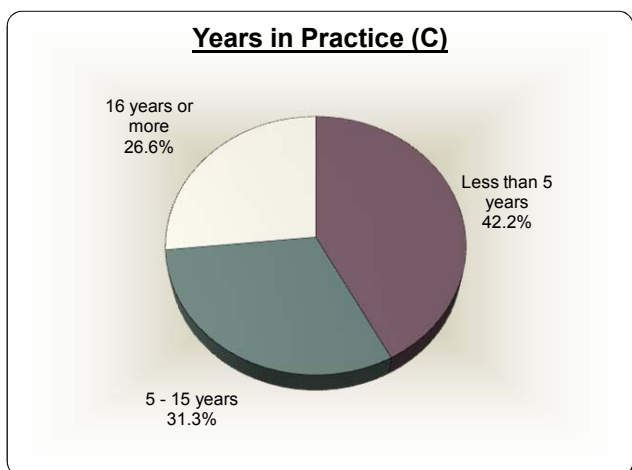
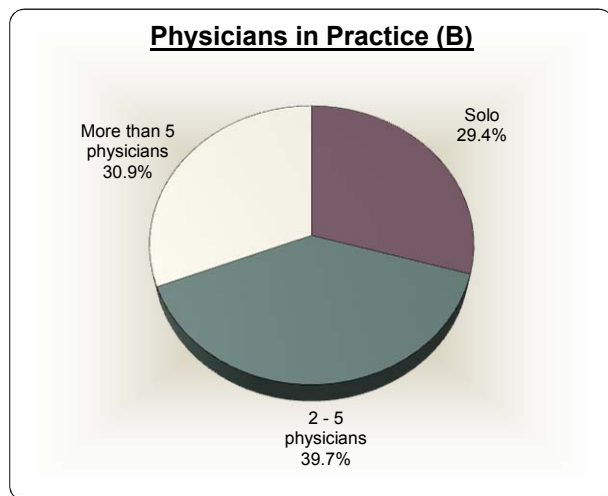
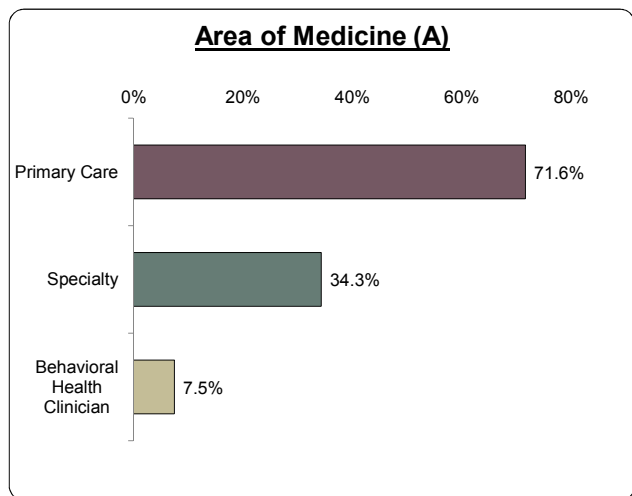
Profile of Survey Respondents

Survey Demographics

Louisiana Healthcare Connections

Provider Satisfaction Survey

70 Total Respondents



Note: The sum of responses for Area of Medicine may be greater than 100% as respondents are able to choose multiple response options.

Profile of Survey Respondents

Demographic Trending

Louisiana Healthcare Connections

Provider Satisfaction Survey

70 Total Respondents

70 Total Respondents			Current		
Demographic		Category	2014	2013	Significance Testing*
					2013 to 2014
Survey Demographics	Area of Medicine (A)	Primary Care	71.6%	75.7%	↔
		Specialty	34.3%	30.4%	↔
		Behavioral Health Clinician	7.5%	3.7%	↔
	Physicians in Practice (B)	Solo	29.4%	42.7%	↔
		2 - 5 physicians	39.7%	46.0%	↔
		More than 5 physicians	30.9%	11.3%	↑
	Years in Practice (C)	Less than 5 years	42.2%	19.8%	↑
		5 - 15 years	31.3%	39.6%	↔
		16 years or more	26.6%	40.6%	↓
	Portion of Managed Care Volume Represented by Health Plan (D)	0 - 10%	40.0%	40.9%	↔
		11 - 20%	29.1%	26.1%	↔
		21 - 100%	30.9%	33.0%	↔
	Survey Respondent (E)	Physician	7.2%	13.1%	↔
		Behavioral Health Clinician	NA	0.0%	NA
		Office Manager	39.1%	60.3%	↓
		Nurse/Other staff	53.6%	26.6%	↑
	Insurance Participation (G)	3 or fewer	1.5%	0.9%	—
		4 to 7	10.3%	7.5%	↔
		8 to 11	17.6%	12.7%	↔
		12 to 15	8.8%	22.5%	↓
More than 15		61.8%	56.3%	↔	

* Significance Testing - "↓" denotes significant decrease when compared to previous years. "↑" denotes significant increase when compared to previous years. "↔" denotes that there was no significant difference between the percentages. "—" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

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

Profile of Survey Respondents

Benchmark Comparisons

Louisiana Healthcare Connections

Provider Satisfaction Survey

70 Total Respondents

70 Total Respondents			Current						
Demographic		Category	2014	2013 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	71.6%	52.9%		62.5%	61.7%		
			34.3%	46.5%	↑			52.9%	61.2%
			7.5%	6.3%	↓			33.3%	76.5%
					—				
	Physicians in Practice (B)	Solo 2 - 5 physicians More than 5 physicians	29.4%	35.0%	↔	50.0%	67.7%		
			39.7%	36.4%	↔			65.2%	61.2%
			30.9%	28.6%	↔			64.7%	55.0%
	Years in Practice (C)	Less than 5 years 5 - 15 years 16 years or more	42.2%	17.3%		57.7%	59.3%		
			31.3%	32.4%	↔			50.0%	64.4%
			26.6%	50.3%	↓			83.3%	62.9%
	Portion of Managed Care Volume Represented by Health Plan (D)	0 - 10% 11 - 20% 21 - 100%	40.0%	36.0%	↔	60.0%	56.3%		
			29.1%	21.6%	↔			66.7%	66.9%
			30.9%	42.4%	↔			50.0%	70.0%
	Survey Respondent (E)	Physician Behavioral Health Clinician Office Manager Nurse/Other staff	7.2%	24.9%		40.0%	48.0%		
			NA	7.6%	↓			0.0%	71.3%
			39.1%	38.2%	NA			66.7%	65.6%
			53.6%	29.2%	↔			59.3%	65.3%
					↑				
	Insurance Participation (G)	3 or fewer 4 to 7 8 to 11 12 to 15 More than 15	1.5%	2.0%	—	100.0%	69.6%		
			10.3%	10.4%	↔			66.7%	69.4%
17.6%			15.6%	↔	37.5%			63.8%	
8.8%			16.4%	↔	50.0%			66.5%	
61.8%			55.7%	↔	65.7%			61.3%	

* The Myers Group's 2013 Medicaid Book of Business (B.o.B.) consists of data from 10 plans representing 6569 respondents in Primary Care, Specialty, and Behavioral Health areas of medicine. See Technical Notes for more information.

** Significance Testing - ↓ denotes plan percentage is significantly lower when compared to benchmark; ↑ denotes plan percentage is significantly higher when compared to benchmark; ↔ denotes that there was no significant difference between the percentages; — denotes that there was insufficient sample size to conduct the statistical test or there is no benchmark. All significance testing is performed at the 95% significance level.

Note: The sum of responses for Area of Medicine may be greater than 100% as respondents are able to choose multiple response options.

3. Summary of Benchmark Comparisons

Questions are combined into composite categories comprising a particular service area managed by your plan. These composites, the questions that make up the composites (attributes), and rating questions are shown on the following benchmark pages.

<u>Page 3A</u>	<u>Summary of Benchmark Comparisons</u> Displays a comparison of Louisiana Healthcare Connections' Summary Rates to trend data and the Summary Rates of the 2013 TMG Medicaid and Aggregate Books of Business. Significant differences are highlighted.
<u>Page 3B</u>	<u>Trend Comparisons – Graphical Representation</u> Graphical presentation comparing Louisiana Healthcare Connections' 2014 composite Summary Rates to 2013 results.
<u>Page 3C</u>	<u>Benchmark Comparisons – Percentiles</u> Displays a comparison of Louisiana Healthcare Connections' Summary Rates to the Summary Rate Percentiles of the 2013 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 3D</u>	<u>Benchmark Comparisons – Physician and Office Manager Respondents</u> The chart on page 3D compares Louisiana Healthcare Connections' Summary Rates from Physician and Office Manager respondents as defined by question E, <i>'Please mark who is completing this survey'</i> (response options: Physician, Behavioral Health Clinician, Office Manager, Nurse, Other staff) to the Summary Rates of Physician and Office Manager respondents from the 2013 TMG Medicaid Respondent-Level Benchmark. Significant differences are highlighted. Overall plan Summary Rates are also provided for comparison.
<u>Page 3E</u>	<u>Benchmark Comparisons – Primary Care and Specialty Respondents</u> The chart on page 3E compares Louisiana Healthcare Connections' Summary Rates from respondents in the Primary Care and Specialty areas of medicine as defined by question A, <i>'Please indicate your area of medicine'</i> (response options: Primary Care, Specialty, and Behavioral Health Clinician) to the Summary Rates of Primary Care and Specialty area of medicine respondents from the 2013 TMG Medicaid Respondent-Level Benchmark. Significant differences are highlighted. Overall plan Summary Rates are also provided for comparison.

A brief description of each benchmark is included in the below table:

Benchmark	Definition	Contains Data From
2013 TMG Medicaid Book of Business	Contains data from all eligible Medicaid Provider Satisfaction surveys for which TMG collected data. Calculated on the plan level.	<ul style="list-style-type: none">• 10 plans• 6,569 respondents
2013 TMG Medicaid Respondent-Level Benchmark	Contains data from all eligible Medicaid Provider Satisfaction surveys for which TMG collected data. Calculated on the respondent level.	
2013 TMG Aggregate Book of Business	Contains data from all eligible Aggregate Provider Satisfaction surveys for which TMG collected data. Calculated on the plan level.	<ul style="list-style-type: none">• 16 plans• 7,720 respondents

Charts 3A – 3E

Summary of Benchmark Comparisons

Composites and Attributes - Summary Rate Scores

Louisiana Healthcare Connections

Provider Satisfaction Survey

70 Total Respondents

Composites and Key Questions	Current				2013 TMG Book of Business Benchmarks**	
	2014		2013		Medicaid	Aggregate
	Valid n	Summary Rate*	Valid n	Summary Rate*		
Overall Satisfaction		60.7%		57.8%	65.9%	71.9%
8A. Would you recommend Louisiana Healthcare Connections to other physicians' practices?	53	88.7%	166	72.3%	80.5%	85.2%
8B. Please rate your overall satisfaction with Louisiana Healthcare Connections.	56	60.7%	180	57.8%	65.9%	71.9%
8C. Please rate your overall satisfaction with Amerigroup.	54	63.0%	156	50.6%	NA	NA
8D. Please rate your overall satisfaction with Community Health Solutions.	52	55.8%	153	75.8%	NA	NA
8E. Please rate your overall satisfaction with AmeriHealth Caritas (formerly L.A. Care).	52	61.5%	154	51.9%	NA	NA
8F. Please rate your overall satisfaction with United Healthcare Community Plan.	52	73.1%	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?	62	21.0%	207	23.2%	37.3%	43.8%
Finance Issues		20.5%		29.6%	34.6%	39.6%
2A. Consistency of reimbursement fees with your contract rates.	50	18.0%	189	28.0%	30.1%	36.0%
2B. Accuracy of claims processing.	49	24.5%	186	31.2%	37.9%	42.3%
2C. Timeliness of claims processing.	52	19.2%	188	34.6%	37.7%	42.4%
2D. Resolution of claims payment problems or disputes.	49	20.4%	175	24.6%	32.5%	37.5%
Utilization and Quality Management		19.0%		20.4%	37.1%	40.9%
3A. Access to knowledgeable UM staff.	53	18.9%	178	20.8%	35.0%	38.1%
3B. Procedures for obtaining pre-certification/referral/authorization information.	56	16.1%	182	19.8%	36.2%	39.8%
3C. Timeliness of obtaining pre-certification/referral/authorization information.	54	22.2%	184	17.9%	37.5%	41.1%
3D. The health plan's facilitation/support of appropriate clinical care for patients.	50	16.0%	176	18.8%	35.9%	39.8%
3E. Access to Case/Care Managers from this health plan.	41	12.2%	166	18.1%	33.5%	38.0%
3F. Degree to which the plan covers and encourages preventive care and wellness.	52	28.8%	177	27.1%	44.5%	48.4%
3G. Extent to which UM staff share review criteria and reasons for adverse determinations.	49	10.2%	154	18.2%	NA	NA
3H. Consistency of review decisions.	45	11.1%	156	17.9%	NA	NA
Network/Coordination of Care		9.8%		17.8%	32.6%	37.9%
4A. The number of specialists in this health plan's provider network.	48	10.4%	170	17.1%	27.8%	34.1%
4B. The quality of specialists in this health plan's provider network.	49	12.2%	164	20.7%	37.5%	43.7%
4C. The timeliness of feedback/reports from specialists in this health plan's provider network.	44	6.8%	159	15.7%	32.5%	36.0%
4D. The frequency of feedback/reports from specialists for patients in your care.	44	18.2%	157	16.6%	NA	NA
4E. The timeliness of feedback/reports from Behavioral Health Clinicians for patients in your care.	31	22.6%	118	16.1%	NA	NA
4F. The frequency of feedback/reports from Behavioral Health Clinicians for patients in your care.	33	21.2%	109	14.7%	NA	NA
Pharmacy		16.1%		16.4%	23.1%	28.4%
5A. Consistency of the formulary over time.	46	17.4%	156	14.1%	24.3%	30.9%
5B. Extent to which formulary reflects current standards of care.	45	20.0%	159	17.0%	24.8%	29.5%
5C. Variety of branded drugs on the formulary.	45	13.3%	155	15.5%	22.0%	27.2%
5D. Ease of prescribing your preferred medications within formulary guidelines.	49	14.3%	151	18.5%	23.6%	28.9%
5E. Availability of comparable drugs to substitute those not included in the formulary.	45	15.6%	147	17.0%	20.8%	25.6%
Health Plan Call Center Service Staff		25.6%		27.2%	44.1%	47.9%
6A. Ease of reaching health plan call center staff over the phone.	51	27.5%	173	24.3%	41.8%	45.8%
6B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	57	26.3%	177	31.6%	48.4%	51.6%
6C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.	48	25.0%	163	22.7%	41.9%	46.3%
6D. Overall satisfaction with health plan's call center service.	55	23.6%	175	30.3%	44.4%	48.1%
Provider Relations		27.2%		29.5%	45.1%	45.5%
7A. Do you have a Provider Relations representative from this health plan assigned to your practice?	45	53.3%	148	73.0%	52.1%	49.7%
7B. Provider Relations representative's ability to answer questions and resolve problems.	21	42.9%	99	35.4%	57.9%	58.2%
7C. Quality of provider orientation process.	36	16.7%	149	26.8%	35.5%	36.4%
7D. Quality of written communications, policy bulletins, and manuals.	41	22.0%	164	26.2%	42.1%	42.0%

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

** The Myers Group's 2013 Medicaid Book of Business consists of data from 10 plans representing 6569 respondents, while the Aggregate Book of Business consists of data from 16 plans representing 7720 respondents in Primary Care, Specialty, and Behavioral Health areas of medicine. See Technical Notes for more information.

Note 1: Significance Testing - Cells highlighted in red denote current year plan percentage is significantly lower when compared to trend or benchmark data; Cells highlighted in green denote current year plan percentage is significantly higher when compared to trend or benchmark data; No shading denotes that there was no significant difference between the percentages, there is no benchmark, or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Note 2: The Overall Satisfaction Summary Rate includes only 8B. It does not include 8A or 8C through 8F.

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

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

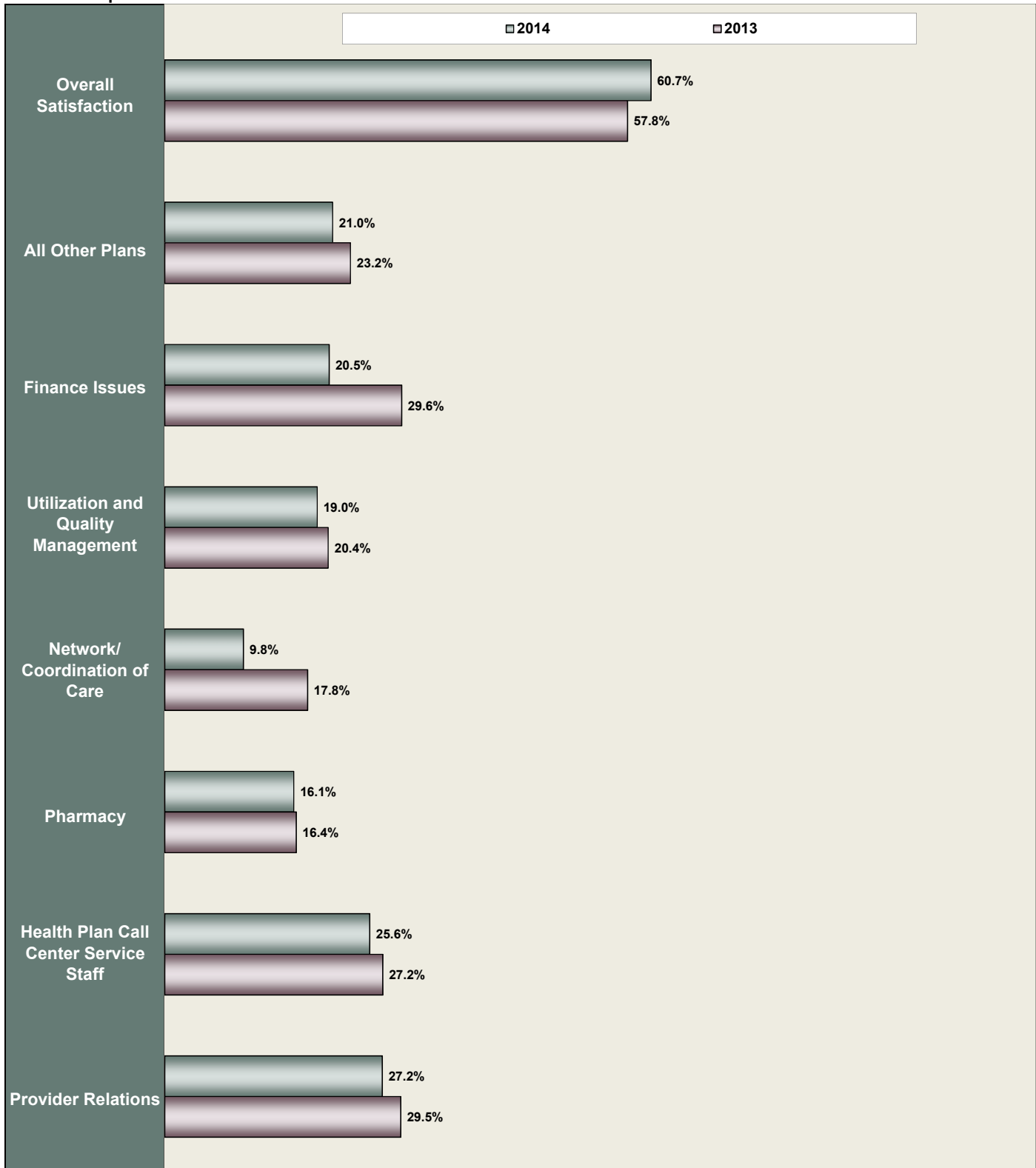
Trend Comparisons

Composites

Louisiana Healthcare Connections

Provider Satisfaction Survey

70 Total Respondents



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

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

Benchmark Comparisons





2013 TMG Medicaid Book of Business Percentiles

Louisiana Healthcare Connections

Provider Satisfaction Survey

70 Total Respondents

Composite/Attribute	2014 Louisiana Summary Rate Score*	Percentile Ranking	2013 TMG B.o.B. Summary Rate**	2013 TMG Medicaid B.o.B. Percentiles			
				25th	50th	75th	90th
Overall Satisfaction	60.7%	35th	65.9%	56.0%	69.3%	74.6%	80.8%
8A. Would you recommend Louisiana Healthcare Connections to other physicians' practices?	88.7%	79th	80.5%	73.1%	81.7%	87.5%	91.5%
8B. Please rate your overall satisfaction with Louisiana Healthcare Connections.	60.7%	35th	65.9%	56.0%	69.3%	74.6%	80.8%
8C. Please rate your overall satisfaction with Amerigroup.	63.0%	NA	NA	NA	NA	NA	NA
8D. Please rate your overall satisfaction with Community Health Solutions.	55.8%	NA	NA	NA	NA	NA	NA
8E. Please rate your overall satisfaction with AmeriHealth Caritas (formerly L.A. Care).	61.5%	NA	NA	NA	NA	NA	NA
8F. Please rate your overall satisfaction with United Healthcare Community Plan.	73.1%	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?	21.0%	<10th	37.3%	25.3%	36.2%	48.2%	53.3%
Finance Issues	20.5%	<10th	34.6%	26.9%	33.1%	38.0%	43.8%
2A. Consistency of reimbursement fees with your contract rates.	18.0%	<10th	30.1%	21.9%	29.3%	34.2%	39.1%
2B. Accuracy of claims processing.	24.5%	<10th	37.9%	28.4%	36.2%	42.9%	47.7%
2C. Timeliness of claims processing.	19.2%	<10th	37.7%	31.7%	36.2%	40.2%	47.1%
2D. Resolution of claims payment problems or disputes.	20.4%	<10th	32.5%	26.3%	31.1%	36.4%	41.3%
Utilization and Quality Management	19.0%	<10th	37.1%	28.8%	33.7%	41.4%	51.8%
3A. Access to knowledgeable UM staff.	18.9%	<10th	35.0%	26.4%	31.4%	38.5%	51.7%
3B. Procedures for obtaining pre-certification/referral/authorization information.	16.1%	<10th	36.2%	27.2%	32.9%	39.5%	56.8%
3C. Timeliness of obtaining pre-certification/referral/authorization information.	22.2%	<10th	37.5%	26.0%	36.6%	38.9%	55.1%
3D. The health plan's facilitation/support of appropriate clinical care for patients.	16.0%	<10th	35.9%	27.5%	32.6%	41.0%	49.8%
3E. Access to Case/Care Managers from this health plan.	12.2%	<10th	33.5%	26.7%	31.0%	36.7%	45.4%
3F. Degree to which the plan covers and encourages preventive care and wellness.	28.8%	<10th	44.5%	35.8%	45.0%	53.6%	56.3%
3G. Extent to which UM staff share review criteria and reasons for adverse determinations.	10.2%	NA	NA	NA	NA	NA	NA
3H. Consistency of review decisions.	11.1%	NA	NA	NA	NA	NA	NA
Network/Coordination of Care	9.8%	<10th	32.6%	27.0%	29.3%	38.4%	44.8%
4A. The number of specialists in this health plan's provider network.	10.4%	<10th	27.8%	22.8%	24.9%	32.4%	41.2%
4B. The quality of specialists in this health plan's provider network.	12.2%	<10th	37.5%	29.8%	34.8%	45.1%	52.8%
4C. The timeliness of feedback/reports from specialists in this health plan's provider network.	6.8%	<10th	32.5%	26.6%	30.4%	36.1%	44.4%
4D. The frequency of feedback/reports from specialists for patients in your care.	18.2%	NA	NA	NA	NA	NA	NA
4E. The timeliness of feedback/reports from Behavioral Health Clinicians for patients in your care.	22.6%	NA	NA	NA	NA	NA	NA
4F. The frequency of feedback/reports from Behavioral Health Clinicians for patients in your care.	21.2%	NA	NA	NA	NA	NA	NA
Pharmacy	16.1%	<10th	23.1%	18.9%	19.9%	25.2%	32.3%
5A. Consistency of the formulary over time.	17.4%	11th	24.3%	19.3%	22.0%	29.4%	34.1%
5B. Extent to which formulary reflects current standards of care.	20.0%	39th	24.8%	18.9%	24.2%	27.0%	37.4%
5C. Variety of branded drugs on the formulary.	13.3%	<10th	22.0%	18.0%	21.7%	24.9%	28.8%
5D. Ease of prescribing your preferred medications within formulary guidelines.	14.3%	<10th	23.6%	18.0%	22.1%	26.8%	32.7%
5E. Availability of comparable drugs to substitute those not included in the formulary.	15.6%	19th	20.8%	16.6%	18.9%	24.7%	28.8%
Health Plan Call Center Service Staff	25.6%	<10th	44.1%	34.9%	41.3%	42.8%	58.4%
6A. Ease of reaching health plan call center staff over the phone.	27.5%	<10th	41.8%	33.0%	38.7%	39.9%	57.5%
6B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	26.3%	<10th	48.4%	39.3%	45.2%	48.5%	64.8%
6C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.	25.0%	<10th	41.9%	32.5%	38.9%	42.2%	56.0%
6D. Overall satisfaction with health plan's call center service.	23.6%	<10th	44.4%	35.0%	42.3%	43.4%	57.8%
Provider Relations	27.2%	<10th	45.1%	38.4%	42.4%	50.6%	61.4%
7A. Do you have a Provider Relations representative from this health plan assigned to your practice?	53.3%	58th	52.1%	46.7%	49.3%	55.7%	60.1%
7B. Provider Relations representative's ability to answer questions and resolve problems.	42.9%	<10th	57.9%	52.7%	53.5%	65.4%	68.9%
7C. Quality of provider orientation process.	16.7%	<10th	35.5%	29.0%	31.7%	42.5%	52.3%
7D. Quality of written communications, policy bulletins, and manuals.	22.0%	<10th	42.1%	35.6%	39.4%	46.3%	57.5%

-  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 2013 Medicaid Book of Business consists of data from 10 plans representing 6569 respondents in Primary Care, Specialty, and Behavioral Health areas of medicine. See Technical Notes for more information.

Note 1: The Overall Satisfaction Summary Rate includes only 8B. It does not include 8A or 8C through 8F.

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

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

Benchmark Comparisons

2013 TMG Medicaid Respondent-Level Benchmark

Survey Respondent (E)

Louisiana Healthcare Connections

Provider Satisfaction Survey

5 Total Physician Respondents
27 Total Office Manager Respondents

Composite/Attribute	2014 Louisiana Summary Rate Score*		2014 Louisiana Physicians Only		2013 TMG Medicaid Respondent-Level Benchmark** (Physicians Only) SRS*	2014 Louisiana Office Managers Only		2013 TMG Medicaid Respondent-Level Benchmark** (Office Managers Only) SRS*
	Valid n	SRS*	Valid n	SRS*		Valid n	SRS*	
Overall Satisfaction		60.7%		40.0%	48.0%		66.7%	65.6%
8A. Would you recommend Louisiana Healthcare Connections to other physicians' practices?	53	88.7%	5	60.0%	67.9%	22	81.8%	79.5%
8B. Please rate your overall satisfaction with Louisiana Healthcare Connections.	56	60.7%	5	40.0%	48.0%	24	66.7%	65.6%
8C. Please rate your overall satisfaction with Amerigroup.	54	63.0%	5	0.0%	NA	23	82.6%	NA
8D. Please rate your overall satisfaction with Community Health Solutions.	52	55.8%	5	60.0%	NA	22	63.6%	NA
8E. Please rate your overall satisfaction with AmeriHealth Caritas (formerly L.A. Care).	52	61.5%	5	40.0%	NA	22	77.3%	NA
8F. Please rate your overall satisfaction with United Healthcare Community Plan.	52	73.1%	5	60.0%	NA	22	81.8%	NA
All Other Plans (Comparative Rating)								
1A. How would you rate Louisiana Healthcare Connections compared to all other health plans you contract with?	62	21.0%	5	0.0%	32.6%	24	29.2%	28.9%
Finance Issues		20.5%		8.3%	35.7%		18.5%	30.3%
2A. Consistency of reimbursement fees with your contract rates.	50	18.0%	3	0.0%	32.4%	22	13.6%	26.4%
2B. Accuracy of claims processing.	49	24.5%	3	33.3%	38.7%	22	18.2%	34.6%
2C. Timeliness of claims processing.	52	19.2%	3	0.0%	38.7%	22	18.2%	33.5%
2D. Resolution of claims payment problems or disputes.	49	20.4%	3	0.0%	33.2%	21	23.8%	26.8%
Utilization and Quality Management		19.0%		0.0%	33.5%		24.3%	29.2%
3A. Access to knowledgeable UM staff.	53	18.9%	5	0.0%	31.2%	21	23.8%	28.3%
3B. Procedures for obtaining pre-certification/referral/authorization information.	56	16.1%	5	0.0%	29.8%	24	16.7%	28.1%
3C. Timeliness of obtaining pre-certification/referral/authorization information.	54	22.2%	5	0.0%	31.7%	25	28.0%	29.5%
3D. The health plan's facilitation/support of appropriate clinical care for patients.	50	16.0%	5	0.0%	32.9%	23	17.4%	26.6%
3E. Access to Case/Care Managers from this health plan.	41	12.2%	5	0.0%	30.7%	16	25.0%	26.9%
3F. Degree to which the plan covers and encourages preventive care and wellness.	52	28.8%	4	0.0%	44.6%	20	35.0%	35.7%
3G. Extent to which UM staff share review criteria and reasons for adverse determinations.	49	10.2%	5	0.0%	NA	20	15.0%	NA
3H. Consistency of review decisions.	45	11.1%	5	0.0%	NA	19	15.8%	NA
Network/Coordination of Care		9.8%		27.8%	33.4%		12.4%	23.6%
4A. The number of specialists in this health plan's provider network.	48	10.4%	4	25.0%	26.5%	21	14.3%	20.3%
4B. The quality of specialists in this health plan's provider network.	49	12.2%	4	25.0%	40.2%	23	13.0%	26.5%
4C. The timeliness of feedback/reports from specialists in this health plan's provider network.	44	6.8%	3	33.3%	33.4%	20	10.0%	23.9%
4D. The frequency of feedback/reports from specialists for patients in your care.	44	18.2%	3	33.3%	NA	20	25.0%	NA
4E. The timeliness of feedback/reports from Behavioral Health Clinicians for patients in your care.	31	22.6%	3	33.3%	NA	13	23.1%	NA
4F. The frequency of feedback/reports from Behavioral Health Clinicians for patients in your care.	33	21.2%	4	25.0%	NA	13	23.1%	NA
Pharmacy		16.1%		26.7%	22.1%		18.0%	16.4%
5A. Consistency of the formulary over time.	46	17.4%	4	25.0%	23.6%	21	23.8%	16.8%
5B. Extent to which formulary reflects current standards of care.	45	20.0%	3	33.3%	23.2%	22	22.7%	16.8%
5C. Variety of branded drugs on the formulary.	45	13.3%	4	25.0%	21.0%	19	10.5%	15.3%
5D. Ease of prescribing your preferred medications within formulary guidelines.	49	14.3%	4	25.0%	23.0%	23	13.0%	17.3%
5E. Availability of comparable drugs to substitute those not included in the formulary.	45	15.6%	4	25.0%	19.7%	20	20.0%	15.6%
Health Plan Call Center Service Staff		25.6%		14.6%	35.7%		32.1%	39.3%
6A. Ease of reaching health plan call center staff over the phone.	51	27.5%	3	0.0%	34.0%	22	40.9%	37.4%
6B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	57	26.3%	4	0.0%	40.1%	24	29.2%	44.4%
6C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.	48	25.0%	3	33.3%	33.6%	21	33.3%	35.6%
6D. Overall satisfaction with health plan's call center service.	55	23.6%	4	25.0%	35.0%	24	25.0%	39.6%
Provider Relations		27.2%		83.3%	40.4%		25.7%	38.6%
7A. Do you have a Provider Relations representative from this health plan assigned to your practice?	45	53.3%	4	50.0%	34.3%	19	63.2%	55.7%
7B. Provider Relations representative's ability to answer questions and resolve problems.	21	42.9%	1	100.0%	49.0%	12	41.7%	52.7%
7C. Quality of provider orientation process.	36	16.7%	1	100.0%	31.9%	19	10.5%	29.6%
7D. Quality of written communications, policy bulletins, and manuals.	41	22.0%	2	50.0%	40.2%	20	25.0%	33.6%

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

** The 2013 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. It does not include 8A or 8C through 8F.

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

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

Benchmark Comparisons

2013 TMG Medicaid Respondent-Level Benchmark

Area of Medicine (A)

Louisiana Healthcare Connections

Provider Satisfaction Survey

48 Total Primary Care Respondents

23 Total Specialty Respondents

Composite/Attribute	2014 Louisiana Summary Rate Score*		2014 Louisiana Primary Care Only		2013 TMG Medicaid Respondent-Level Benchmark** (Primary Care Only) SRS*	2014 Louisiana Specialty Only		2013 TMG Medicaid Respondent-Level Benchmark** (Specialty Only) SRS*
	Valid n	SRS*	Valid n	SRS*		Valid n	SRS*	
Overall Satisfaction		60.7%		62.5%	61.6%		52.9%	62.8%
8A. Would you recommend Louisiana Healthcare Connections to other physicians' practices?	53	88.7%	39	87.2%	77.7%	14	92.9%	78.6%
8B. Please rate your overall satisfaction with Louisiana Healthcare Connections.	56	60.7%	40	62.5%	61.6%	17	52.9%	62.8%
8C. Please rate your overall satisfaction with Amerigroup.	54	63.0%	38	68.4%	NA	17	52.9%	NA
8D. Please rate your overall satisfaction with Community Health Solutions.	52	55.8%	36	61.1%	NA	17	47.1%	NA
8E. Please rate your overall satisfaction with AmeriHealth Caritas (formerly L.A. Care).	52	61.5%	36	66.7%	NA	17	52.9%	NA
8F. Please rate your overall satisfaction with United Healthcare Community Plan.	52	73.1%	37	78.4%	NA	16	62.5%	NA
All Other Plans (Comparative Rating)								
1A. How would you rate Louisiana Healthcare Connections compared to all other health plans you contract with?	62	21.0%	41	19.5%	29.1%	21	33.3%	30.6%
Finance Issues		20.5%		17.0%	30.0%		39.1%	31.8%
2A. Consistency of reimbursement fees with your contract rates.	50	18.0%	34	17.6%	26.4%	16	25.0%	27.4%
2B. Accuracy of claims processing.	49	24.5%	33	21.2%	33.0%	16	43.8%	36.2%
2C. Timeliness of claims processing.	52	19.2%	35	14.3%	33.9%	17	41.2%	34.6%
2D. Resolution of claims payment problems or disputes.	49	20.4%	34	14.7%	26.8%	15	46.7%	28.9%
Utilization and Quality Management		19.0%		20.3%	28.9%		21.4%	30.6%
3A. Access to knowledgeable UM staff.	53	18.9%	35	22.9%	27.6%	18	16.7%	29.5%
3B. Procedures for obtaining pre-certification/referral/authorization information.	56	16.1%	40	17.5%	25.6%	18	16.7%	31.1%
3C. Timeliness of obtaining pre-certification/referral/authorization information.	54	22.2%	38	21.1%	25.6%	17	23.5%	32.2%
3D. The health plan's facilitation/support of appropriate clinical care for patients.	50	16.0%	37	18.9%	27.0%	13	15.4%	27.7%
3E. Access to Case/Care Managers from this health plan.	41	12.2%	28	10.7%	26.7%	13	23.1%	28.1%
3F. Degree to which the plan covers and encourages preventive care and wellness.	52	28.8%	39	30.8%	40.8%	15	33.3%	35.2%
3G. Extent to which UM staff share review criteria and reasons for adverse determinations.	49	10.2%	33	15.2%	NA	16	6.3%	NA
3H. Consistency of review decisions.	45	11.1%	29	13.8%	NA	17	11.8%	NA
Network/Coordination of Care		9.8%		12.1%	24.6%		11.8%	27.1%
4A. The number of specialists in this health plan's provider network.	48	10.4%	33	15.2%	20.7%	15	6.7%	22.6%
4B. The quality of specialists in this health plan's provider network.	49	12.2%	34	14.7%	28.4%	15	13.3%	30.6%
4C. The timeliness of feedback/reports from specialists in this health plan's provider network.	44	6.8%	31	6.5%	24.8%	13	15.4%	28.0%
4D. The frequency of feedback/reports from specialists for patients in your care.	44	18.2%	31	16.1%	NA	13	30.8%	NA
4E. The timeliness of feedback/reports from Behavioral Health Clinicians for patients in your care.	31	22.6%	23	26.1%	NA	8	25.0%	NA
4F. The frequency of feedback/reports from Behavioral Health Clinicians for patients in your care.	33	21.2%	23	26.1%	NA	10	20.0%	NA
Pharmacy		16.1%		16.5%	18.4%		23.4%	17.9%
5A. Consistency of the formulary over time.	46	17.4%	34	14.7%	18.0%	12	33.3%	18.9%
5B. Extent to which formulary reflects current standards of care.	45	20.0%	33	18.2%	19.1%	12	33.3%	19.0%
5C. Variety of branded drugs on the formulary.	45	13.3%	32	15.6%	17.7%	13	15.4%	17.0%
5D. Ease of prescribing your preferred medications within formulary guidelines.	49	14.3%	34	17.6%	19.6%	15	13.3%	18.0%
5E. Availability of comparable drugs to substitute those not included in the formulary.	45	15.6%	31	16.1%	17.5%	14	21.4%	16.5%
Health Plan Call Center Service Staff		25.6%		21.3%	34.8%		41.0%	41.3%
6A. Ease of reaching health plan call center staff over the phone.	51	27.5%	36	25.0%	32.8%	16	37.5%	39.8%
6B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	57	26.3%	41	22.0%	40.3%	17	41.2%	45.8%
6C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.	48	25.0%	34	17.6%	31.4%	14	50.0%	38.3%
6D. Overall satisfaction with health plan's call center service.	55	23.6%	39	20.5%	34.8%	17	35.3%	41.3%
Provider Relations		27.2%		29.3%	39.2%		12.0%	37.3%
7A. Do you have a Provider Relations representative from this health plan assigned to your practice?	45	53.3%	33	66.7%	61.3%	13	15.4%	45.4%
7B. Provider Relations representative's ability to answer questions and resolve problems.	21	42.9%	19	47.4%	52.0%	2	0.0%	49.6%
7C. Quality of provider orientation process.	36	16.7%	26	19.2%	30.6%	9	11.1%	27.8%
7D. Quality of written communications, policy bulletins, and manuals.	41	22.0%	28	21.4%	34.9%	12	25.0%	34.6%

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

** The 2013 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. It does not include 8A or 8C through 8F.

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

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

4. Composite Analyses

The *Composite Analyses* section provides in-depth examination of the following composite features:

- ☑ Response Level Percentages – graphical display of composite responses. This graph provides a breakdown of the composite response distributions for current and trend data, namely, 'Well above average,' 'Somewhat above average,' 'Average,' and 'Somewhat/Well below average' for all composites except for overall satisfaction (8B), which is broken down by 'Completely satisfied,' 'Somewhat satisfied,' 'Neither dissatisfied nor satisfied,' and 'Completely/Somewhat dissatisfied.'
- ☑ Composite Level (Summary Rate) – graphical display of the composite and benchmark Summary Rate Scores. This graph plots where the composite Summary Rate Score falls in relation to trend data and the 2013 Medicaid and Aggregate benchmark Summary Rate Scores.
- ☑ Top Box Scores – displays the top response percentages. Top Box Scores and valid n's for 2014 are compared to trend data and the 2013 Medicaid and Aggregate benchmark Top Box Scores.
- ☑ Summary Rate Scores – displays the top two response percentages. Summary Rate Scores and valid n's for 2014 are compared to trend data and the 2013 Medicaid and Aggregate benchmark Summary Rate Scores.
- ☑ Summary Rate and Top Box Scores for 2014 are compared to the 2013 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

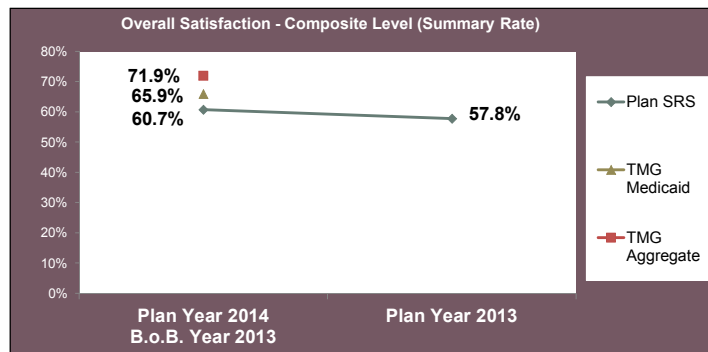
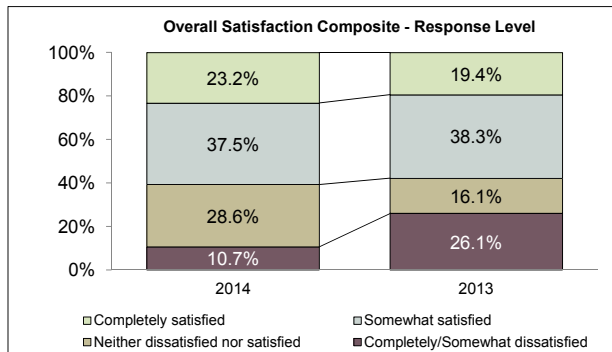
Composite Analysis

Overall Satisfaction - Top Box and Summary Rate Scores

56 Total Overall Satisfaction Respondents

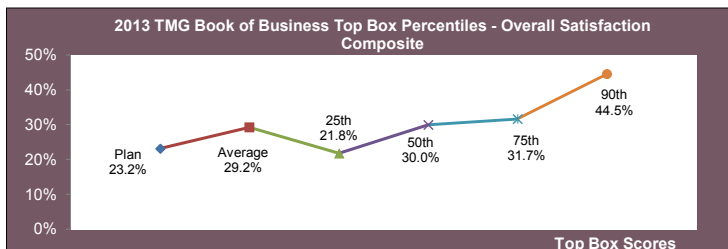
Louisiana Healthcare Connections

Provider Satisfaction Survey

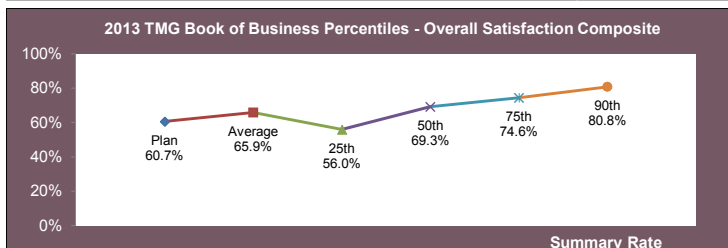


Top Box Scores*	Composite and Attributes		2014		2013		2013 TMG Book of Business**	
			n	Top Box Score*	n	Top Box Score*	Medicaid	Aggregate
	Overall Satisfaction			23.2%		19.4%	29.2%	35.7%
	8A. Would you recommend Louisiana Healthcare Connections to other physicians' practices?		53	88.7%	166	72.3%	80.5%	85.2%
	8B. Please rate your overall satisfaction with Louisiana Healthcare Connections.		56	23.2%	180	19.4%	29.2%	35.7%
	8C. Please rate your overall satisfaction with Amerigroup.		54	18.5%	156	13.5%	NA	NA
	8D. Please rate your overall satisfaction with Community Health Solutions.		52	28.8%	153	35.9%	NA	NA
	8E. Please rate your overall satisfaction with AmeriHealth Caritas (formerly L.A. Care).		52	23.1%	154	20.8%	NA	NA
	8F. Please rate your overall satisfaction with United Healthcare Community Plan.		52	32.7%	163	39.3%	NA	NA

Summary Rate Scores*	Composite and Attributes		2014		2013		2013 TMG Book of Business**	
			n	SRS*	n	SRS*	Medicaid	Aggregate
	Overall Satisfaction			60.7%		57.8%	65.9%	71.9%
	8A. Would you recommend Louisiana Healthcare Connections to other physicians' practices?		53	88.7%	166	72.3%	80.5%	85.2%
	8B. Please rate your overall satisfaction with Louisiana Healthcare Connections.		56	60.7%	180	57.8%	65.9%	71.9%
	8C. Please rate your overall satisfaction with Amerigroup.		54	63.0%	156	50.6%	NA	NA
	8D. Please rate your overall satisfaction with Community Health Solutions.		52	55.8%	153	75.8%	NA	NA
	8E. Please rate your overall satisfaction with AmeriHealth Caritas (formerly L.A. Care).		52	61.5%	154	51.9%	NA	NA
	8F. Please rate your overall satisfaction with United Healthcare Community Plan.		52	73.1%	163	76.1%	NA	NA



Your 2014 Top Box Summary Rate for the Overall Satisfaction composite is 23.2%, which is not significantly different from TMG's 2013 Medicaid Book of Business Top Box Summary Rate Score of 29.2%.



Your 2014 Summary Rate for the Overall Satisfaction composite is 60.7%, which is not significantly different from TMG's 2013 Medicaid Book of Business Summary Rate Score of 65.9%.

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

** The Myers Group's 2013 Medicaid Book of Business consists of data from 10 plans representing 6569 respondents, while the Aggregate Book of Business consists of data from 16 plans representing 7720 respondents in Primary Care, Specialty, and Behavioral Health areas of medicine. See Technical Notes for more information.

Note 1: Significance Testing - Cells highlighted in red denote current year plan percentage is significantly lower when compared to trend or benchmark data; cells highlighted in green denote current year plan percentage is significantly higher when compared to trend or benchmark data; no shading denotes that there was no significant difference between the percentages, there is no benchmark, or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Note 2: The Overall Satisfaction Summary Rate includes only 8B. It does not include 8A or 8C through 8F.

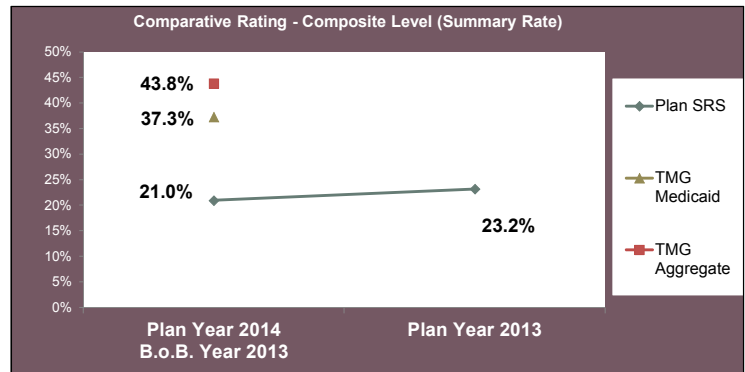
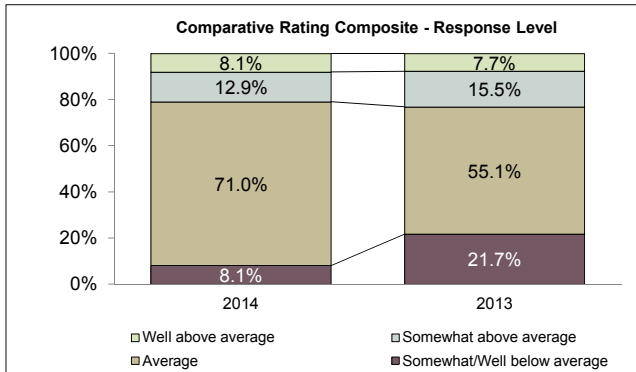
Composite Analysis

Comparative Rating - Top Box and Summary Rate Scores

Louisiana Healthcare Connections

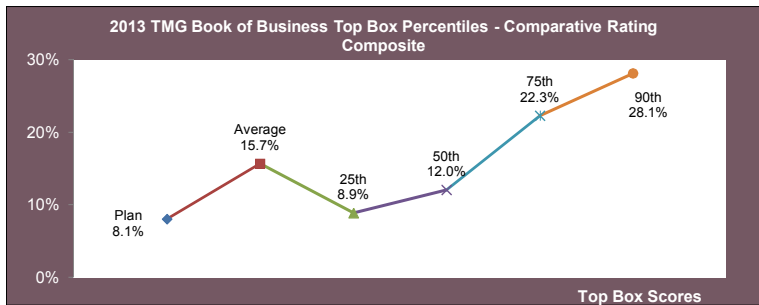
Provider Satisfaction Survey

62 Total Comparative Rating Respondents

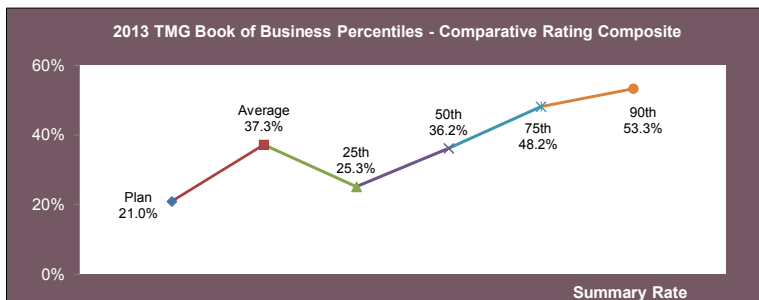


Top Box Score*	Attribute	2014		2013		2013 TMG Book of Business**	
		n	Top Box Score*	n	Top Box Score*	Medicaid	Aggregate
	Comparative Rating						
	1A. How would you rate Louisiana Healthcare Connections compared to all other health plans you contract with?	62	8.1%	207	7.7%	15.7%	20.1%

Summary Rate Score*	Attribute	2014		2013		2013 TMG Book of Business**	
		n	SRS*	n	SRS*	Medicaid	Aggregate
	Comparative Rating						
	1A. How would you rate Louisiana Healthcare Connections compared to all other health plans you contract with?	62	21.0%	207	23.2%	37.3%	43.8%



Your 2014 Top Box Summary Rate for the Comparative Rating composite is 8.1%, which is not significantly different from TMG's 2013 Medicaid Book of Business Top Box Summary Rate Score of 15.7%.



Your 2014 Summary Rate for the Comparative Rating composite is 21.0%, which is significantly below TMG's 2013 Medicaid Book of Business Summary Rate Score of 37.3%.

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

** The Myers Group's 2013 Medicaid Book of Business consists of data from 10 plans representing 6569 respondents, while the Aggregate Book of Business consists of data from 16 plans representing 7720 respondents in Primary Care, Specialty, and Behavioral Health areas of medicine. See Technical Notes for more information.

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

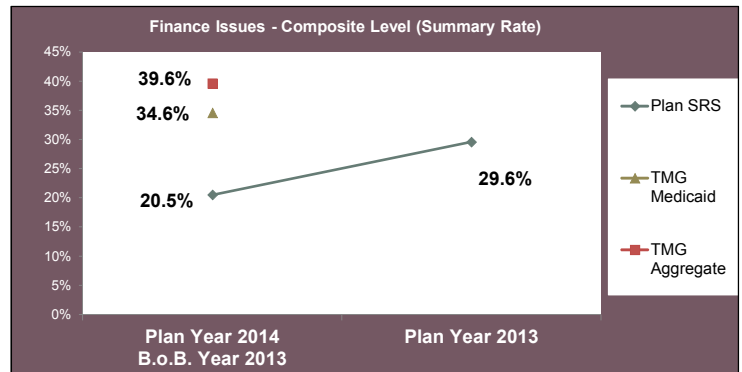
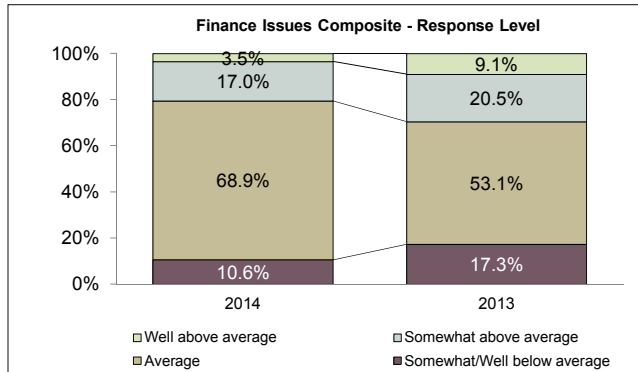
Composite Analysis

Finance Issues - Top Box and Summary Rate Scores

52 Total Finance Issues Respondents

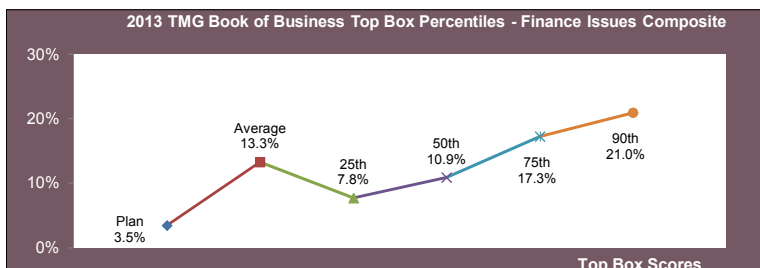
Louisiana Healthcare Connections

Provider Satisfaction Survey

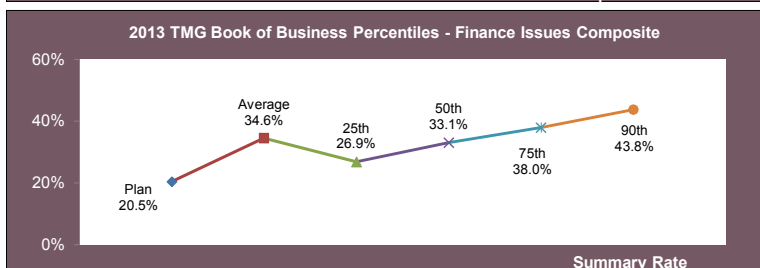


Top Box Scores*	Composite and Attributes		2014		2013		2013 TMG Book of Business**	
			n	Top Box Score*	n	Top Box Score*	Medicaid	Aggregate
	Finance Issues			3.5%		9.1%	13.3%	18.1%
	2A. Consistency of reimbursement fees with your contract rates.		50	2.0%	189	9.5%	12.2%	16.9%
	2B. Accuracy of claims processing.		49	4.1%	186	9.1%	14.7%	19.6%
	2C. Timeliness of claims processing.		52	3.8%	188	9.6%	14.8%	19.8%
	2D. Resolution of claims payment problems or disputes.		49	4.1%	175	8.0%	11.5%	16.1%

Summary Rate Scores*	Composite and Attributes		2014		2013		2013 TMG Book of Business**	
			n	SRS*	n	SRS*	Medicaid	Aggregate
	Finance Issues			20.5%		29.6%	34.6%	39.6%
	2A. Consistency of reimbursement fees with your contract rates.		50	18.0%	189	28.0%	30.1%	36.0%
	2B. Accuracy of claims processing.		49	24.5%	186	31.2%	37.9%	42.3%
	2C. Timeliness of claims processing.		52	19.2%	188	34.6%	37.7%	42.4%
	2D. Resolution of claims payment problems or disputes.		49	20.4%	175	24.6%	32.5%	37.5%



Your 2014 Top Box Summary Rate for the Finance Issues composite is 3.5%, which is significantly below TMG's 2013 Medicaid Book of Business Top Box Summary Rate Score of 13.3%.



Your 2014 Summary Rate for the Finance Issues composite is 20.5%, which is significantly below TMG's 2013 Medicaid Book of Business Summary Rate Score of 34.6%.

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

** The Myers Group's 2013 Medicaid Book of Business consists of data from 10 plans representing 6569 respondents, while the Aggregate Book of Business consists of data from 16 plans representing 7720 respondents in Primary Care, Specialty, and Behavioral Health areas of medicine. See Technical Notes for more information.

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

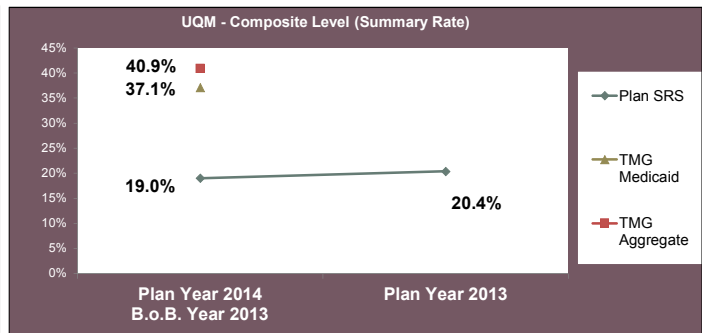
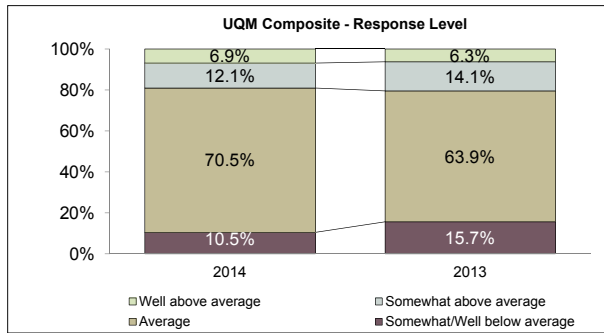
Composite Analysis

Utilization and Quality Management - Top Box and Summary Rate Scores

56 Total Utilization and Quality Management Respondents

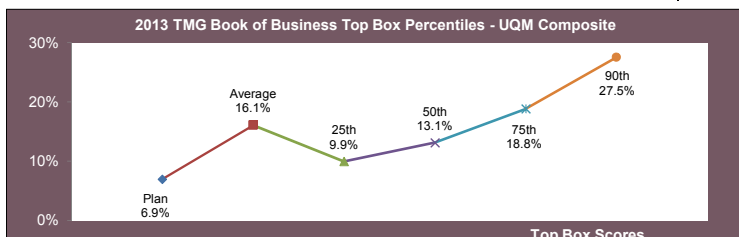
Louisiana Healthcare Connections

Provider Satisfaction Survey

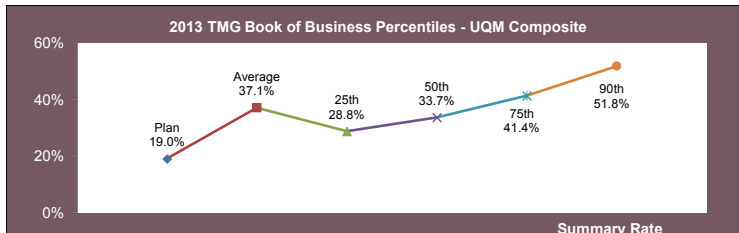


Top Box Scores*	Composite and Attributes		2014		2013		2013 TMG Book of Business**	
			n	Top Box Score*	n	Top Box Score*	Medicaid	Aggregate
	Utilization and Quality Management			6.9%		6.3%	16.1%	18.5%
3A. Access to knowledgeable UM staff.			53	1.9%	178	5.6%	14.7%	17.2%
3B. Procedures for obtaining pre-certification/referral/authorization information.			56	5.4%	182	7.1%	14.8%	16.9%
3C. Timeliness of obtaining pre-certification/referral/authorization information.			54	13.0%	184	4.9%	16.2%	18.3%
3D. The health plan's facilitation/support of appropriate clinical care for patients.			50	8.0%	176	5.7%	16.0%	18.2%
3E. Access to Case/Care Managers from this health plan.			41	0.0%	166	3.6%	14.4%	17.5%
3F. Degree to which the plan covers and encourages preventive care and wellness.			52	13.5%	177	10.7%	20.2%	23.2%
3G. Extent to which UM staff share review criteria and reasons for adverse determinations.			49	4.1%	154	5.2%	NA	NA
3H. Consistency of review decisions.			45	4.4%	156	5.1%	NA	NA

Summary Rate Scores*	Composite and Attributes		2014		2013		2013 TMG Book of Business**	
			n	SRS*	n	SRS*	Medicaid	Aggregate
	Utilization and Quality Management			19.0%		20.4%	37.1%	40.9%
3A. Access to knowledgeable UM staff.			53	18.9%	178	20.8%	35.0%	38.1%
3B. Procedures for obtaining pre-certification/referral/authorization information.			56	16.1%	182	19.8%	36.2%	39.8%
3C. Timeliness of obtaining pre-certification/referral/authorization information.			54	22.2%	184	17.9%	37.5%	41.1%
3D. The health plan's facilitation/support of appropriate clinical care for patients.			50	16.0%	176	18.8%	35.9%	39.8%
3E. Access to Case/Care Managers from this health plan.			41	12.2%	166	18.1%	33.5%	38.0%
3F. Degree to which the plan covers and encourages preventive care and wellness.			52	28.8%	177	27.1%	44.5%	48.4%
3G. Extent to which UM staff share review criteria and reasons for adverse determinations.			49	10.2%	154	18.2%	NA	NA
3H. Consistency of review decisions.			45	11.1%	156	17.9%	NA	NA



➤ Your 2014 Top Box Summary Rate for the Utilization and Quality Management composite is 6.9%, which is not significantly different from TMG's 2013 Medicaid Book of Business Top Box Summary Rate Score of 16.1%.



➤ Your 2014 Summary Rate for the Utilization and Quality Management composite is 19.0%, which is significantly below TMG's 2013 Medicaid Book of Business Summary Rate Score of 37.1%.

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

** The Myers Group's 2013 Medicaid Book of Business consists of data from 10 plans representing 6569 respondents, while the Aggregate Book of Business consists of data from 16 plans representing 7720 respondents in Primary Care, Specialty, and Behavioral Health areas of medicine. See Technical Notes for more information.

Note 1: Significance Testing - Cells highlighted in red denote current year plan percentage is significantly lower when compared to trend or benchmark data; cells highlighted in green denote current year plan percentage is significantly higher when compared to trend or benchmark data; no shading denotes that there was no significant difference between the percentages or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Note 2: The Utilization and Quality Management composite is the average of 3A through 3F. It does not include custom questions 3G through 3H. As such, the Top Box and Summary Rate percentile graphs do not include the custom questions as they do not have a benchmark in the TMG Book of Business.

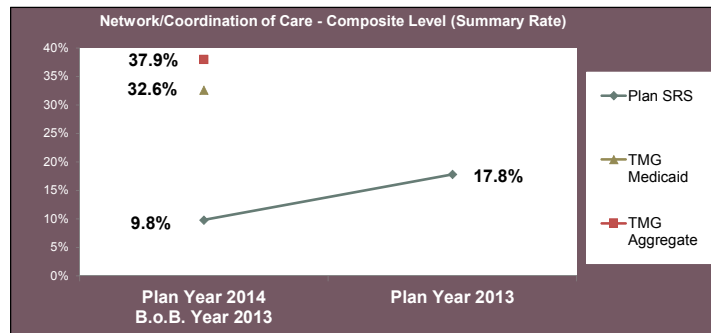
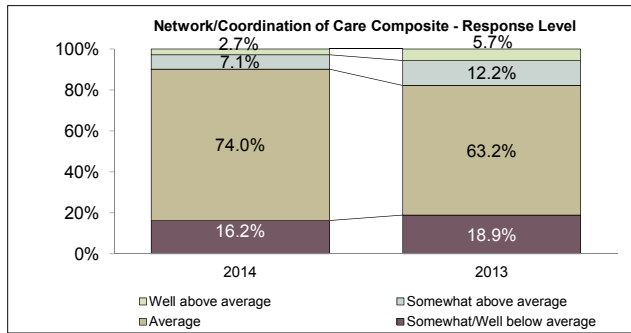
Composite Analysis

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

49 Total Network/Coordination of Care Respondents

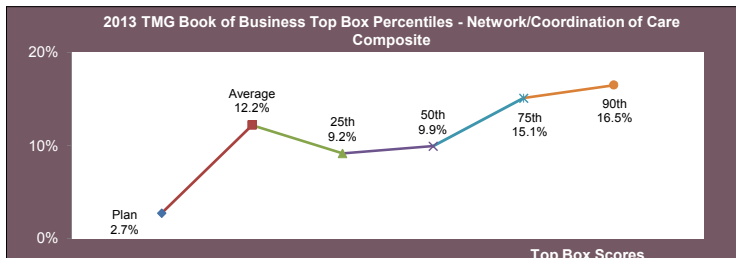
Louisiana Healthcare Connections

Provider Satisfaction Survey

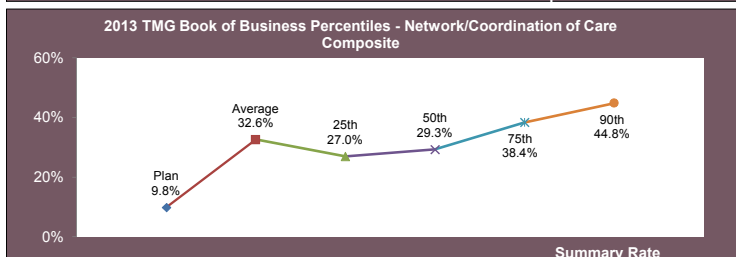


	2014		2013		2013 TMG Book of Business**	
	n	Top Box Score*	n	Top Box Score*	Medicaid	Aggregate
Composite and Attributes						
Network/Coordination of Care		2.7%		5.7%	12.2%	16.7%
4A. The number of specialists in this health plan's provider network.	48	4.2%	170	7.1%	9.9%	15.1%
4B. The quality of specialists in this health plan's provider network.	49	4.1%	164	4.9%	15.2%	20.2%
4C. The timeliness of feedback/reports from specialists in this health plan's provider network.	44	0.0%	159	5.0%	11.5%	14.9%
4D. The frequency of feedback/reports from specialists for patients in your care.	44	4.5%	157	7.0%	NA	NA
4E. The timeliness of feedback/reports from Behavioral Health Clinicians for patients in your care.	31	9.7%	118	7.6%	NA	NA
4F. The frequency of feedback/reports from Behavioral Health Clinicians for patients in your care.	33	9.1%	109	6.4%	NA	NA

	2014		2013		2013 TMG Book of Business**	
	n	SRS*	n	SRS*	Medicaid	Aggregate
Composite and Attributes						
Network/Coordination of Care		9.8%		17.8%	32.6%	37.9%
4A. The number of specialists in this health plan's provider network.	48	10.4%	170	17.1%	27.8%	34.1%
4B. The quality of specialists in this health plan's provider network.	49	12.2%	164	20.7%	37.5%	43.7%
4C. The timeliness of feedback/reports from specialists in this health plan's provider network.	44	6.8%	159	15.7%	32.5%	36.0%
4D. The frequency of feedback/reports from specialists for patients in your care.	44	18.2%	157	16.6%	NA	NA
4E. The timeliness of feedback/reports from Behavioral Health Clinicians for patients in your care.	31	22.6%	118	16.1%	NA	NA
4F. The frequency of feedback/reports from Behavioral Health Clinicians for patients in your care.	33	21.2%	109	14.7%	NA	NA



Your 2014 Top Box Summary Rate for the Network/Coordination of Care composite is 2.7%, which is significantly below TMG's 2013 Medicaid Book of Business Top Box Summary Rate Score of 12.2%.



Your 2014 Summary Rate for the Network/Coordination of Care composite is 9.8%, which is significantly below TMG's 2013 Medicaid Book of Business Summary Rate Score of 32.6%.

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

** The Myers Group's 2013 Medicaid Book of Business consists of data from 10 plans representing 6569 respondents, while the Aggregate Book of Business consists of data from 16 plans representing 7720 respondents in Primary Care, Specialty, and Behavioral Health areas of medicine. See Technical Notes for more information.

Note 1: Significance Testing - Cells highlighted in red denote current year plan percentage is significantly lower when compared to trend or benchmark data; cells highlighted in green denote current year plan percentage is significantly higher when compared to trend or benchmark data; no shading denotes that there was no significant difference between the percentages or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Note 2: The Network/Coordination of Care composite is the average of 4A through 4C. It does not include custom questions 4D through 4F. As such, the Top Box and Summary Rate percentile graphs do not include the custom questions as they do not have a benchmark in the TMG Book of Business.

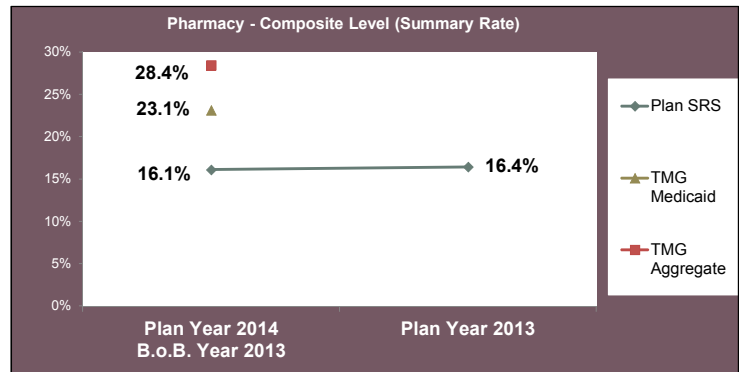
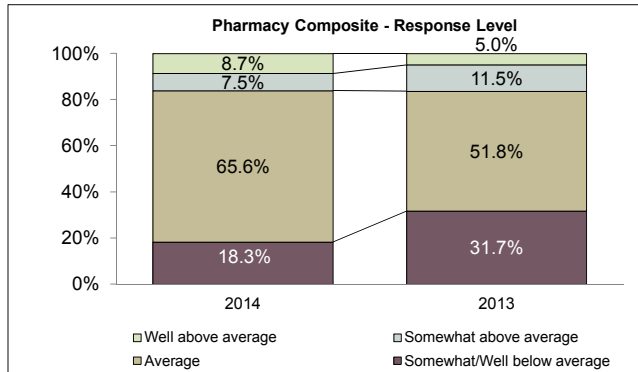
Composite Analysis

Pharmacy - Top Box and Summary Rate Scores

49 Total Pharmacy Respondents

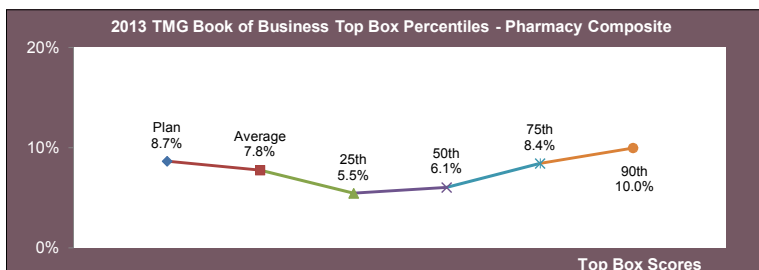
Louisiana Healthcare Connections

Provider Satisfaction Survey

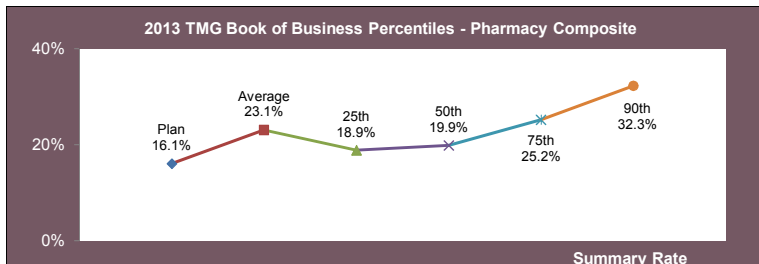


Top Box Scores*	Composite and Attributes		2014		2013		2013 TMG Book of Business**	
			n	Top Box Score*	n	Top Box Score*	Medicaid	Aggregate
Pharmacy				8.7%		5.0%	7.8%	10.7%
5A. Consistency of the formulary over time.			46	10.9%	156	3.8%	9.0%	11.8%
5B. Extent to which formulary reflects current standards of care.			45	13.3%	159	5.7%	8.9%	11.6%
5C. Variety of branded drugs on the formulary.			45	2.2%	155	4.5%	6.3%	9.8%
5D. Ease of prescribing your preferred medications within formulary guidelines.			49	10.2%	151	5.3%	8.4%	11.2%
5E. Availability of comparable drugs to substitute those not included in the formulary.			45	6.7%	147	5.4%	6.4%	8.9%

Summary Rate Scores*	Composite and Attributes		2014		2013		2013 TMG Book of Business**	
			n	SRS*	n	SRS*	Medicaid	Aggregate
Pharmacy				16.1%		16.4%	23.1%	28.4%
5A. Consistency of the formulary over time.			46	17.4%	156	14.1%	24.3%	30.9%
5B. Extent to which formulary reflects current standards of care.			45	20.0%	159	17.0%	24.8%	29.5%
5C. Variety of branded drugs on the formulary.			45	13.3%	155	15.5%	22.0%	27.2%
5D. Ease of prescribing your preferred medications within formulary guidelines.			49	14.3%	151	18.5%	23.6%	28.9%
5E. Availability of comparable drugs to substitute those not included in the formulary.			45	15.6%	147	17.0%	20.8%	25.6%



Your 2014 Top Box Summary Rate for the Pharmacy composite is 8.7%, which is unable to be tested statistically to TMG's 2013 Medicaid Book of Business Top Box Summary Rate Score of 7.8%.



Your 2014 Summary Rate for the Pharmacy composite is 16.1%, which is not significantly different from TMG's 2013 Medicaid Book of Business Summary Rate Score of 23.1%.

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

** The Myers Group's 2013 Medicaid Book of Business consists of data from 10 plans representing 6569 respondents, while the Aggregate Book of Business consists of data from 16 plans representing 7720 respondents in Primary Care, Specialty, and Behavioral Health areas of medicine. See Technical Notes for more information.

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

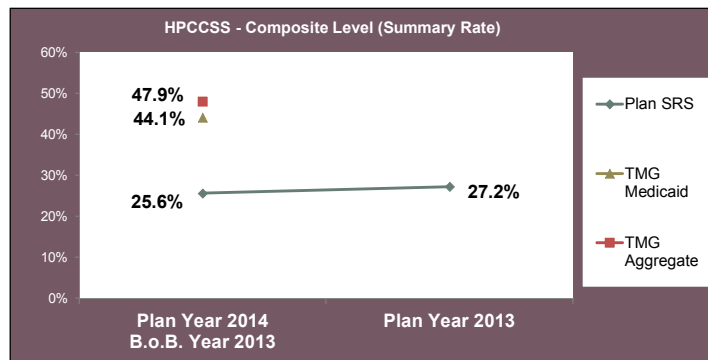
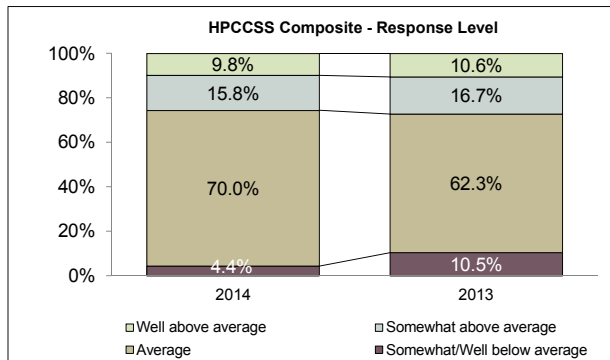
Composite Analysis

Louisiana Healthcare Connections

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

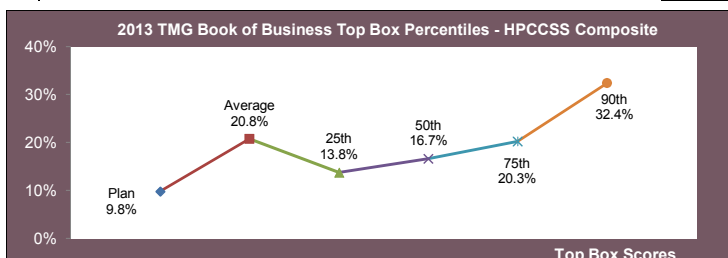
Provider Satisfaction Survey

57 Total Health Plan Call Center Service Staff Respondents

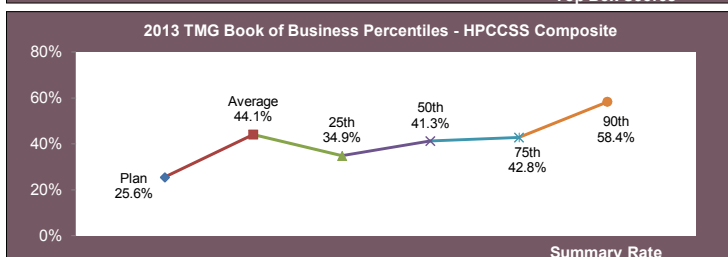


Top Box Scores*	Composite and Attributes	2014		2013		2013 TMG Book of Business**	
		n	Top Box Score*	n	Top Box Score*	Medicaid	Aggregate
	Health Plan Call Center Service Staff		9.8%		10.6%	20.8%	23.7%
	6A. Ease of reaching health plan call center staff over the phone.	51	11.8%	173	10.4%	18.7%	22.1%
	6B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	57	12.3%	177	11.9%	24.2%	26.7%
	6C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.	48	6.3%	163	8.6%	19.5%	22.3%
	6D. Overall satisfaction with health plan's call center service.	55	9.1%	175	11.4%	20.7%	23.8%

Summary Rate Scores*	Composite and Attributes	2014		2013		2013 TMG Book of Business**	
		n	SRS*	n	SRS*	Medicaid	Aggregate
	Health Plan Call Center Service Staff		25.6%		27.2%	44.1%	47.9%
	6A. Ease of reaching health plan call center staff over the phone.	51	27.5%	173	24.3%	41.8%	45.8%
	6B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	57	26.3%	177	31.6%	48.4%	51.6%
	6C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.	48	25.0%	163	22.7%	41.9%	46.3%
	6D. Overall satisfaction with health plan's call center service.	55	23.6%	175	30.3%	44.4%	48.1%



Your 2014 Top Box Summary Rate for the Health Plan Call Center Service Staff composite is 9.8%, which is significantly below TMG's 2013 Medicaid Book of Business Top Box Summary Rate Score of 20.8%.



Your 2014 Summary Rate for the Health Plan Call Center Service Staff composite is 25.6%, which is significantly below TMG's 2013 Medicaid Book of Business Summary Rate Score of 44.1%.

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

** The Myers Group's 2013 Medicaid Book of Business consists of data from 10 plans representing 6569 respondents, while the Aggregate Book of Business consists of data from 16 plans representing 7720 respondents in Primary Care, Specialty, and Behavioral Health areas of medicine. See Technical Notes for more information.

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

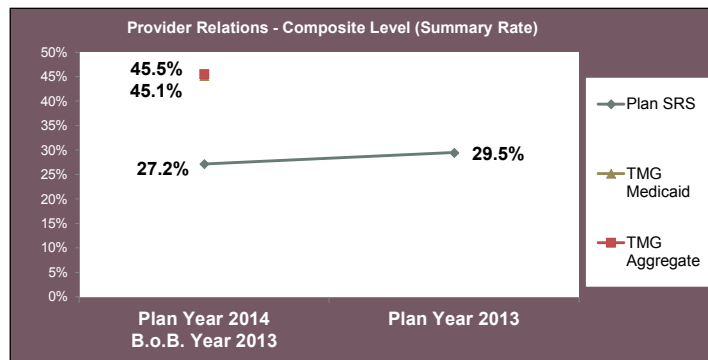
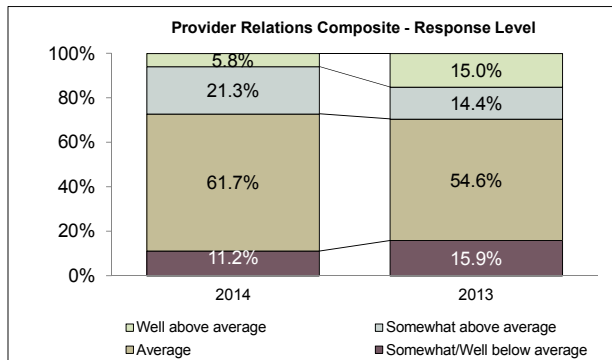
Composite Analysis

Louisiana Healthcare Connections

Provider Relations - Top Box and Summary Rate Scores

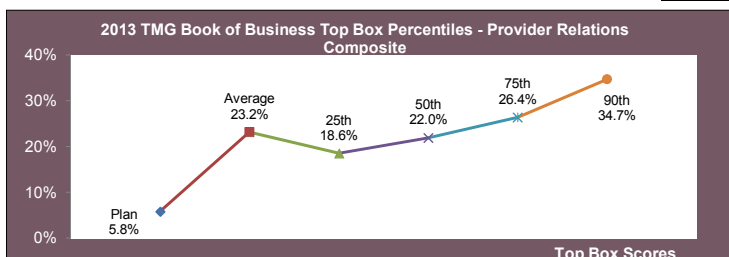
Provider Satisfaction Survey

41 Total Provider Relations Respondents

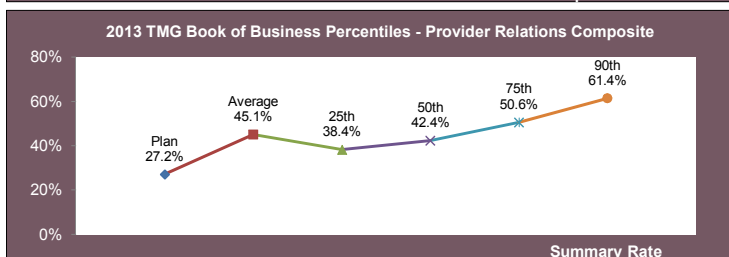


Top Box Scores*	Composite and Attributes		2014		2013		2013 TMG Book of Business**	
			n	Top Box Score*	n	Top Box Score*	Medicaid	Aggregate
Provider Relations				5.8%		15.0%	23.2%	24.2%
7A. Do you have a Provider Relations representative from this health plan assigned to your practice?			45	53.3%	148	73.0%	52.1%	49.7%
7B. Provider Relations representative's ability to answer questions and resolve problems.			21	9.5%	99	20.2%	32.7%	34.4%
7C. Quality of provider orientation process.			36	5.6%	149	12.8%	17.8%	18.4%
7D. Quality of written communications, policy bulletins, and manuals.			41	2.4%	164	12.2%	19.1%	19.7%

Summary Rate Scores*	Composite and Attributes		2014		2013		2013 TMG Book of Business**	
			n	SRS*	n	SRS*	Medicaid	Aggregate
Provider Relations				27.2%		29.5%	45.1%	45.5%
7A. Do you have a Provider Relations representative from this health plan assigned to your practice?			45	53.3%	148	73.0%	52.1%	49.7%
7B. Provider Relations representative's ability to answer questions and resolve problems.			21	42.9%	99	35.4%	57.9%	58.2%
7C. Quality of provider orientation process.			36	16.7%	149	26.8%	35.5%	36.4%
7D. Quality of written communications, policy bulletins, and manuals.			41	22.0%	164	26.2%	42.1%	42.0%



Your 2014 Top Box Summary Rate for the Provider Relations composite is 5.8%, which is significantly below TMG's 2013 Medicaid Book of Business Top Box Summary Rate Score of 23.2%.



Your 2014 Summary Rate for the Provider Relations composite is 27.2%, which is significantly below TMG's 2013 Medicaid Book of Business Summary Rate Score of 45.1%.

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

** The Myers Group's 2013 Medicaid Book of Business consists of data from 10 plans representing 6569 respondents, while the Aggregate Book of Business consists of data from 16 plans representing 7720 respondents in Primary Care, Specialty, and Behavioral Health areas of medicine. See Technical Notes for more information.

Note 1: Significance Testing - Cells highlighted in red denote current year plan percentage is significantly lower when compared to trend or benchmark data; cells highlighted in green denote current year plan percentage is significantly higher when compared to trend or benchmark data; no shading denotes that there was no significant difference between the percentages or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

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

5. Global Proportions

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

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

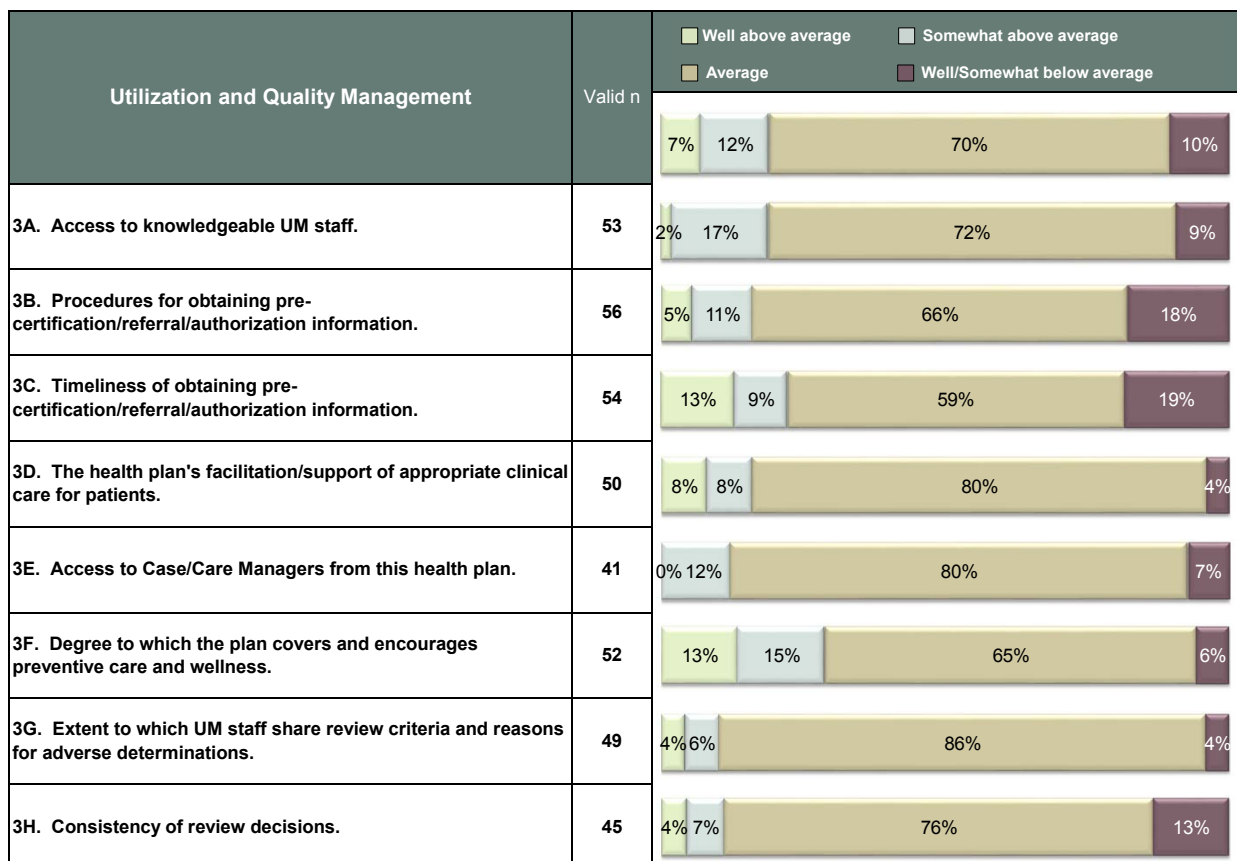
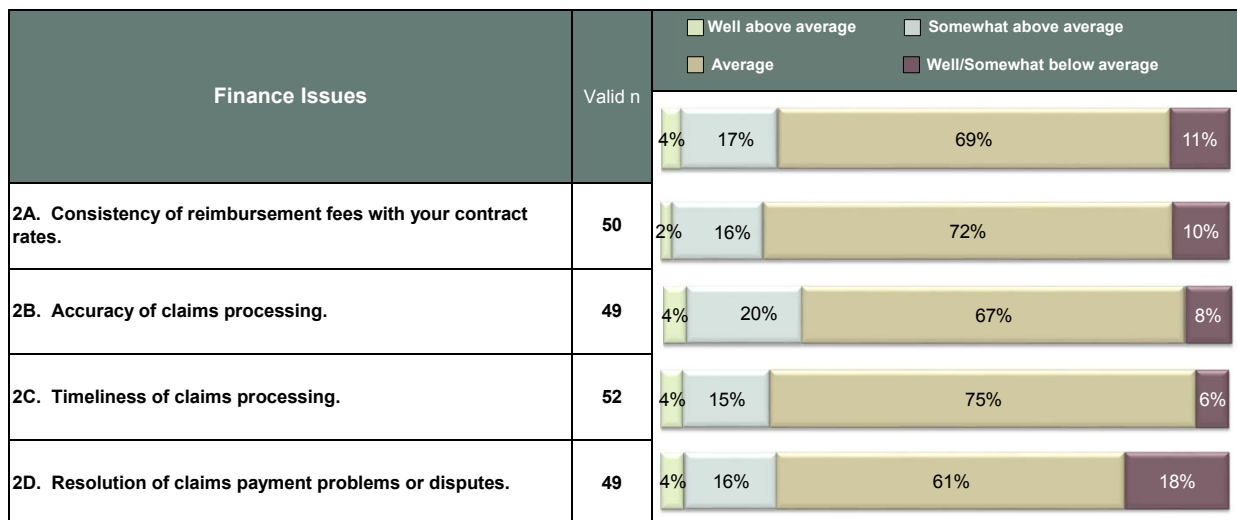
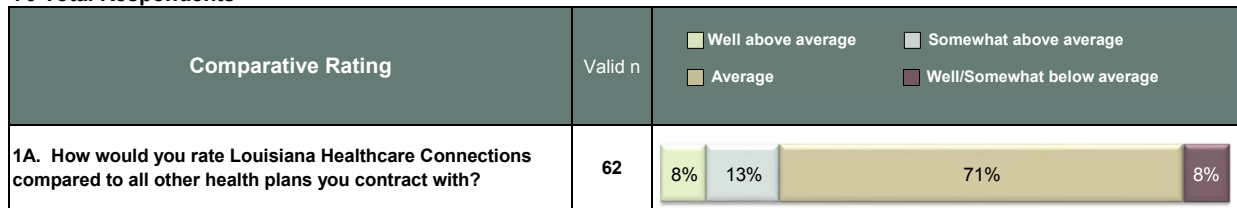
Global Proportions

Composite/Attribute Response Distributions

Louisiana Healthcare Connections

Provider Satisfaction Survey

70 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.

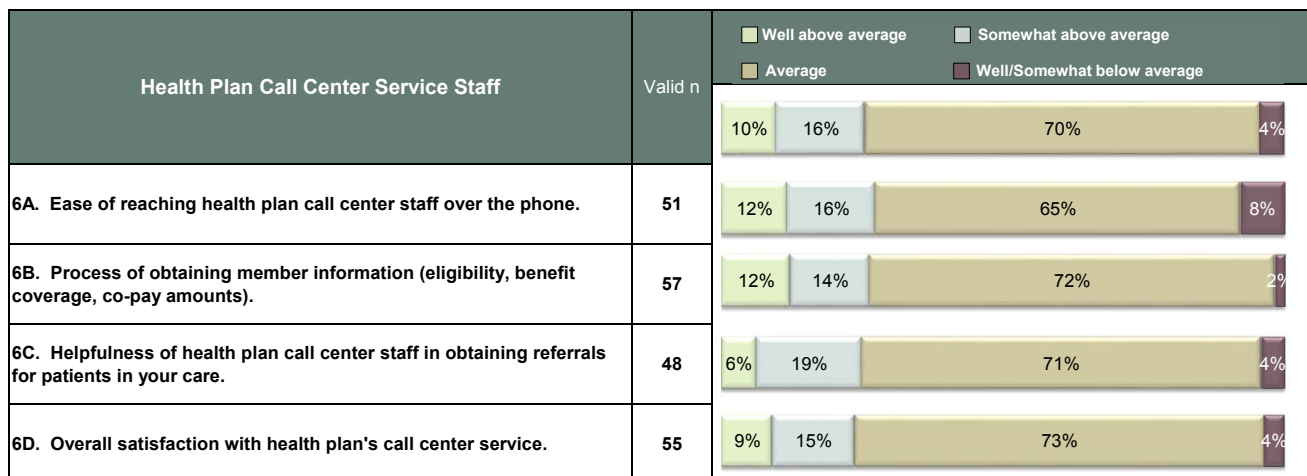
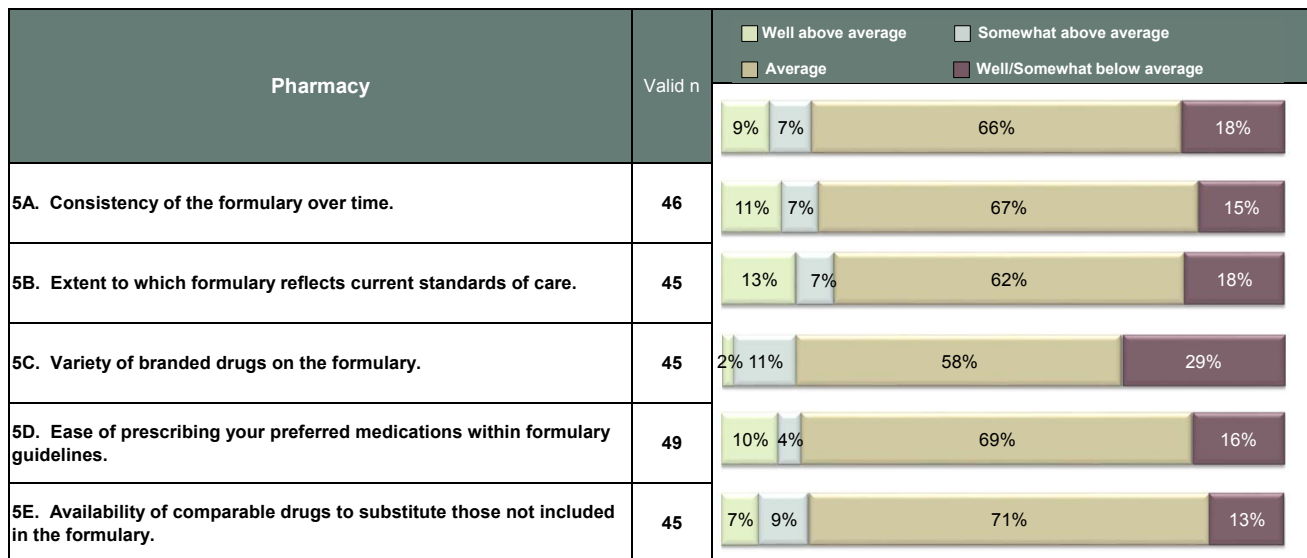
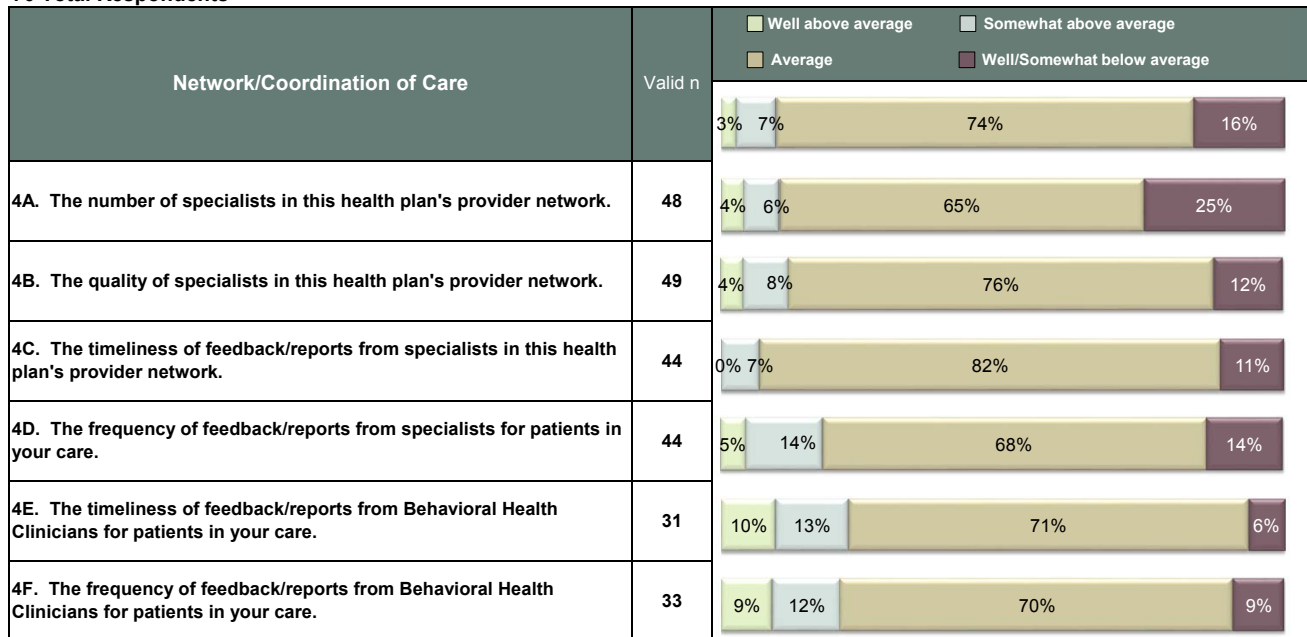
Global Proportions

Composite/Attribute Response Distributions

70 Total Respondents

Louisiana Healthcare Connections

Provider Satisfaction Survey



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

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

The Myers Group

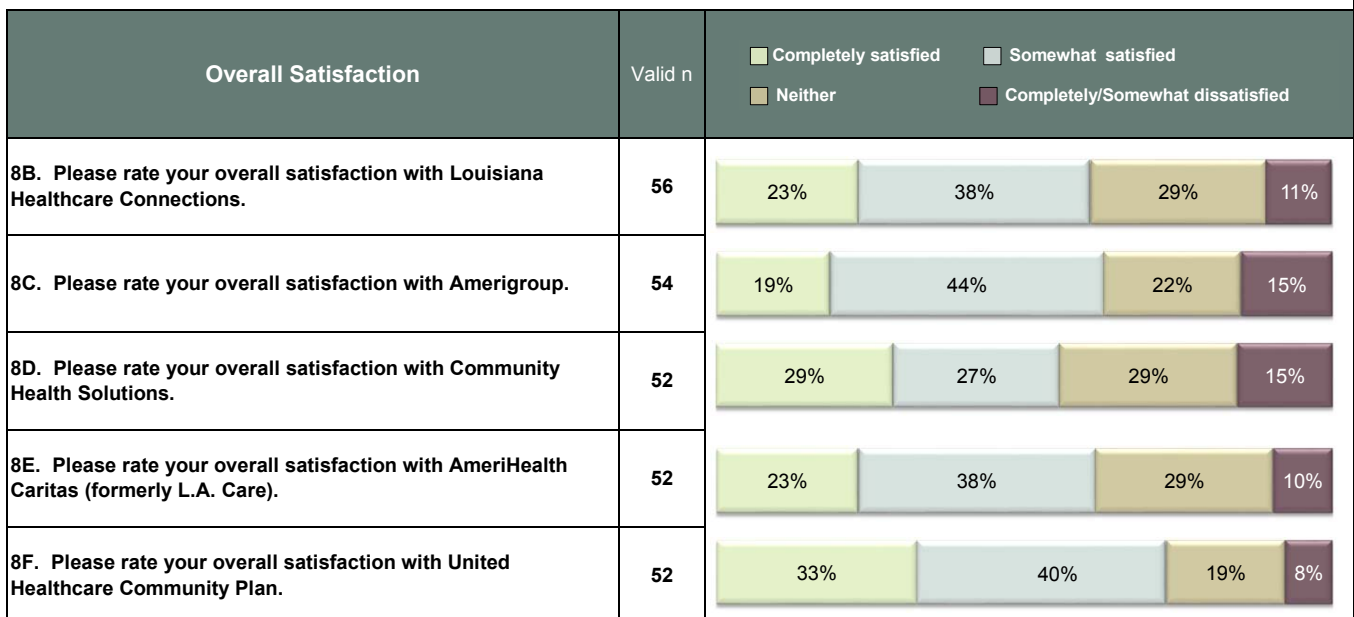
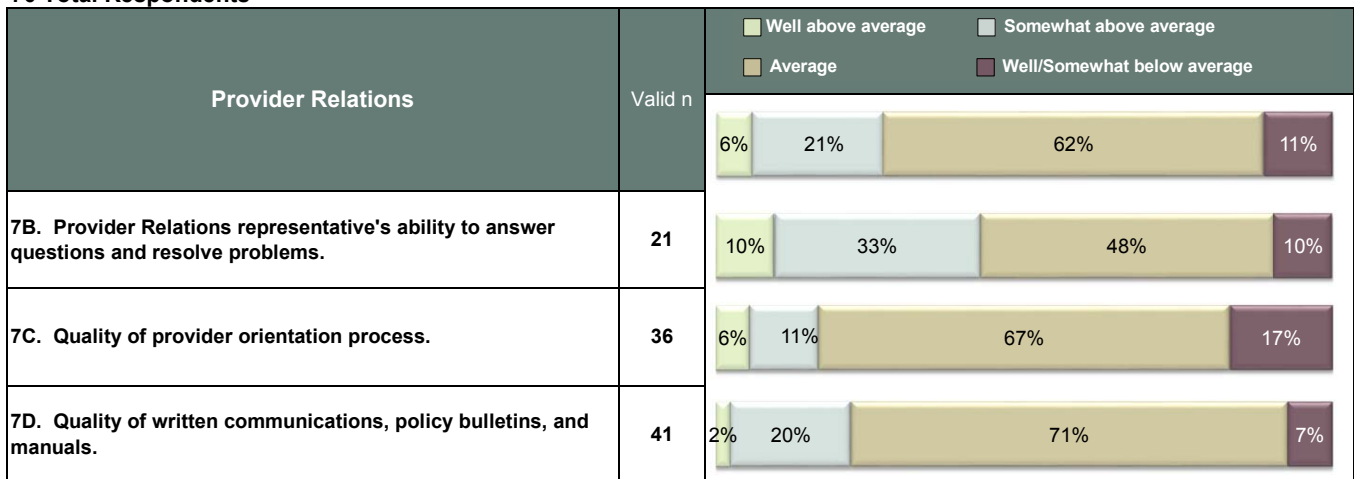
Global Proportions

Composite/Attribute Response Distributions

Louisiana Healthcare Connections

Provider Satisfaction Survey

70 Total Respondents



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

6. Segmentation Analyses

The database provided by Centene for Louisiana Healthcare Connections includes demographic information, and the Provider Satisfaction Survey asks demographic questions about the respondent's medical practice, which facilitates a market segmentation of the providers. The charts beginning on page 6A present Summary Rate Scores organized across the following demographics:

- ☒ Area of Medicine (A)
- ☒ Physicians in Practice (B)
- ☒ Years in Practice (C)
- ☒ Portion of Managed Care Volume Represented by Health Plan (D)
- ☒ Survey Respondent (E)
- ☒ Preferred Communication (F)
- ☒ Insurance Participation (G)
- ☒ Survey Methodology

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, 57.7% are 'Completely satisfied' or 'Somewhat satisfied' with Louisiana Healthcare Connections, while 50.0% of respondents who have been in practice five to 15 years, and 83.3% 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.	57.7%	50.0%	83.3%

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

70 Total Respondents

Composite/Attribute	Primary Care		Specialty		Behavioral Health Clinician		Range*
	Valid n**	%	Valid n**	%	Valid n**	%	
Overall Satisfaction		62.5%		52.9%		33.3%	NA
8A. Would you recommend Louisiana Healthcare Connections to other physicians' practices?	39	87.2%	14	92.9%	3	100.0%	NA
8B. Please rate your overall satisfaction with Louisiana Healthcare Connections.	40	62.5%	17	52.9%	3	33.3%	NA
8C. Please rate your overall satisfaction with Amerigroup.	38	68.4%	17	52.9%	3	66.7%	NA
8D. Please rate your overall satisfaction with Community Health Solutions.	36	61.1%	17	47.1%	3	33.3%	NA
8E. Please rate your overall satisfaction with AmeriHealth Caritas (formerly L.A. Care).	36	66.7%	17	52.9%	3	66.7%	NA
8F. Please rate your overall satisfaction with United Healthcare Community Plan.	37	78.4%	16	62.5%	3	100.0%	NA
All Other Plans (Comparative Rating)							
1A. How would you rate Louisiana Healthcare Connections compared to all other health plans you contract with?	41	19.5%	21	33.3%	4	25.0%	NA
Finance Issues		17.0%		39.1%		70.8%	NA
2A. Consistency of reimbursement fees with your contract rates.	34	17.6%	16	25.0%	3	33.3%	NA
2B. Accuracy of claims processing.	33	21.2%	16	43.8%	2	50.0%	NA
2C. Timeliness of claims processing.	35	14.3%	17	41.2%	2	100.0%	NA
2D. Resolution of claims payment problems or disputes.	34	14.7%	15	46.7%	2	100.0%	NA
Utilization and Quality Management		20.3%		21.4%		31.9%	NA
3A. Access to knowledgeable UM staff.	35	22.9%	18	16.7%	3	33.3%	NA
3B. Procedures for obtaining pre-certification/referral/authorization information.	40	17.5%	18	16.7%	4	25.0%	NA
3C. Timeliness of obtaining pre-certification/referral/authorization information.	38	21.1%	17	23.5%	3	33.3%	NA
3D. The health plan's facilitation/support of appropriate clinical care for patients.	37	18.9%	13	15.4%	2	50.0%	NA
3E. Access to Case/Care Managers from this health plan.	28	10.7%	13	23.1%	1	0.0%	NA
3F. Degree to which the plan covers and encourages preventive care and wellness.	39	30.8%	15	33.3%	4	50.0%	NA
3G. Extent to which UM staff share review criteria and reasons for adverse determinations.	33	15.2%	16	6.3%	3	33.3%	NA
3H. Consistency of review decisions.	29	13.8%	17	11.8%	3	33.3%	NA
Network/Coordination of Care		12.1%		11.8%		33.3%	NA
4A. The number of specialists in this health plan's provider network.	33	15.2%	15	6.7%	2	50.0%	NA
4B. The quality of specialists in this health plan's provider network.	34	14.7%	15	13.3%	2	50.0%	NA
4C. The timeliness of feedback/reports from specialists in this health plan's provider network.	31	6.5%	13	15.4%	2	0.0%	NA
4D. The frequency of feedback/reports from specialists for patients in your care.	31	16.1%	13	30.8%	2	0.0%	NA
4E. The timeliness of feedback/reports from Behavioral Health Clinicians for patients in your care.	23	26.1%	8	25.0%	1	100.0%	NA
4F. The frequency of feedback/reports from Behavioral Health Clinicians for patients in your care.	23	26.1%	10	20.0%	1	100.0%	NA
Pharmacy		16.5%		23.4%		40.0%	NA
5A. Consistency of the formulary over time.	34	14.7%	12	33.3%	2	50.0%	NA
5B. Extent to which formulary reflects current standards of care.	33	18.2%	12	33.3%	2	50.0%	NA
5C. Variety of branded drugs on the formulary.	32	15.6%	13	15.4%	2	50.0%	NA
5D. Ease of prescribing your preferred medications within formulary guidelines.	34	17.6%	15	13.3%	2	50.0%	NA
5E. Availability of comparable drugs to substitute those not included in the formulary.	31	16.1%	14	21.4%	2	0.0%	NA
Health Plan Call Center Service Staff		21.3%		41.0%		0.0%	NA
6A. Ease of reaching health plan call center staff over the phone.	36	25.0%	16	37.5%	2	0.0%	NA
6B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	41	22.0%	17	41.2%	2	0.0%	NA
6C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.	34	17.6%	14	50.0%	1	0.0%	NA
6D. Overall satisfaction with health plan's call center service.	39	20.5%	17	35.3%	2	0.0%	NA
Provider Relations		29.3%		12.0%		66.7%	NA
7A. Do you have a Provider Relations representative from this health plan assigned to your practice?	33	66.7%	13	15.4%	2	50.0%	NA
7B. Provider Relations representative's ability to answer questions and resolve problems.	19	47.4%	2	0.0%	1	100.0%	NA
7C. Quality of provider orientation process.	26	19.2%	9	11.1%	2	50.0%	NA
7D. Quality of written communications, policy bulletins, and manuals.	28	21.4%	12	25.0%	2	50.0%	NA

* Range is the difference between Summary Rates shown. Due to the small sample size of these segments, range calculations are not included.

** Valid n refers to the total number of respondents answering the item within the subgroup under the column heading.

Note 1: The Overall Satisfaction Summary Rate includes only 8B. It does not include 8A or 8C through 8F.

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

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

Segmentation Analysis

Plan Summary Rates by Physicians in Practice (B)

Louisiana Healthcare Connections

Provider Satisfaction Survey

70 Total Respondents

Composite/Attribute	Solo		2 - 5 physicians		More than 5 physicians		Range*
	Valid n**	%	Valid n**	%	Valid n**	%	
Overall Satisfaction		50.0%		65.2%		64.7%	NA
8A. Would you recommend Louisiana Healthcare Connections to other physicians' practices?	16	81.3%	22	100.0%	15	80.0%	NA
8B. Please rate your overall satisfaction with Louisiana Healthcare Connections.	16	50.0%	23	65.2%	17	64.7%	NA
8C. Please rate your overall satisfaction with Amerigroup.	15	66.7%	22	50.0%	17	76.5%	NA
8D. Please rate your overall satisfaction with Community Health Solutions.	14	50.0%	22	40.9%	16	81.3%	NA
8E. Please rate your overall satisfaction with AmeriHealth Caritas (formerly L.A. Care).	14	64.3%	21	52.4%	17	70.6%	NA
8F. Please rate your overall satisfaction with United Healthcare Community Plan.	13	61.5%	22	68.2%	17	88.2%	NA
All Other Plans (Comparative Rating)							
1A. How would you rate Louisiana Healthcare Connections compared to all other health plans you contract with?	18	22.2%	26	23.1%	17	17.6%	NA
Finance Issues		16.7%		26.2%		16.0%	NA
2A. Consistency of reimbursement fees with your contract rates.	14	14.3%	23	17.4%	12	25.0%	NA
2B. Accuracy of claims processing.	12	16.7%	23	30.4%	13	23.1%	NA
2C. Timeliness of claims processing.	14	21.4%	24	25.0%	13	7.7%	NA
2D. Resolution of claims payment problems or disputes.	14	14.3%	22	31.8%	12	8.3%	NA
Utilization and Quality Management		26.2%		16.8%		15.6%	NA
3A. Access to knowledgeable UM staff.	13	23.1%	23	21.7%	16	12.5%	NA
3B. Procedures for obtaining pre-certification/referral/authorization information.	15	20.0%	25	16.0%	16	12.5%	NA
3C. Timeliness of obtaining pre-certification/referral/authorization information.	16	37.5%	23	17.4%	15	13.3%	NA
3D. The health plan's facilitation/support of appropriate clinical care for patients.	14	21.4%	22	13.6%	14	14.3%	NA
3E. Access to Case/Care Managers from this health plan.	12	16.7%	19	10.5%	10	10.0%	NA
3F. Degree to which the plan covers and encourages preventive care and wellness.	13	38.5%	23	21.7%	16	31.3%	NA
3G. Extent to which UM staff share review criteria and reasons for adverse determinations.	14	7.1%	23	17.4%	12	0.0%	NA
3H. Consistency of review decisions.	13	7.7%	22	18.2%	10	0.0%	NA
Network/Coordination of Care		9.4%		7.9%		13.7%	NA
4A. The number of specialists in this health plan's provider network.	14	7.1%	22	9.1%	12	16.7%	NA
4B. The quality of specialists in this health plan's provider network.	15	13.3%	21	9.5%	13	15.4%	NA
4C. The timeliness of feedback/reports from specialists in this health plan's provider network.	13	7.7%	20	5.0%	11	9.1%	NA
4D. The frequency of feedback/reports from specialists for patients in your care.	13	30.8%	20	10.0%	11	18.2%	NA
4E. The timeliness of feedback/reports from Behavioral Health Clinicians for patients in your care.	8	25.0%	17	23.5%	6	16.7%	NA
4F. The frequency of feedback/reports from Behavioral Health Clinicians for patients in your care.	8	25.0%	18	22.2%	7	14.3%	NA
Pharmacy		18.5%		15.2%		14.3%	NA
5A. Consistency of the formulary over time.	15	26.7%	20	10.0%	11	18.2%	NA
5B. Extent to which formulary reflects current standards of care.	15	26.7%	19	15.8%	11	18.2%	NA
5C. Variety of branded drugs on the formulary.	15	6.7%	20	20.0%	10	10.0%	NA
5D. Ease of prescribing your preferred medications within formulary guidelines.	16	12.5%	20	15.0%	13	15.4%	NA
5E. Availability of comparable drugs to substitute those not included in the formulary.	15	20.0%	20	15.0%	10	10.0%	NA
Health Plan Call Center Service Staff		30.9%		26.9%		17.6%	NA
6A. Ease of reaching health plan call center staff over the phone.	14	35.7%	21	23.8%	16	25.0%	NA
6B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	17	29.4%	23	30.4%	17	17.6%	NA
6C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.	15	33.3%	22	27.3%	11	9.1%	NA
6D. Overall satisfaction with health plan's call center service.	16	25.0%	23	26.1%	16	18.8%	NA
Provider Relations		10.0%		40.4%		23.9%	NA
7A. Do you have a Provider Relations representative from this health plan assigned to your practice?	13	46.2%	18	50.0%	14	64.3%	NA
7B. Provider Relations representative's ability to answer questions and resolve problems.	6	0.0%	9	66.7%	6	50.0%	NA
7C. Quality of provider orientation process.	11	0.0%	17	29.4%	8	12.5%	NA
7D. Quality of written communications, policy bulletins, and manuals.	10	30.0%	20	25.0%	11	9.1%	NA

* Range is the difference between Summary Rates shown. Due to the small sample size of these segments, range calculations are not included.

** Valid n refers to the total number of respondents answering the item within the subgroup under the column heading.

Note 1: The Overall Satisfaction Summary Rate includes only 8B. It does not include 8A or 8C through 8F.

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

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

Segmentation Analysis

Plan Summary Rates by Years in Practice (C)

Louisiana Healthcare Connections

Provider Satisfaction Survey

70 Total Respondents

Composite/Attribute	Less than 5 years		5 - 15 years		16 years or more		Range*
	Valid n**	%	Valid n**	%	Valid n**	%	
Overall Satisfaction		57.7%		50.0%		83.3%	NA
8A. Would you recommend Louisiana Healthcare Connections to other physicians' practices?	24	91.7%	14	85.7%	12	91.7%	NA
8B. Please rate your overall satisfaction with Louisiana Healthcare Connections.	26	57.7%	14	50.0%	12	83.3%	NA
8C. Please rate your overall satisfaction with Amerigroup.	26	50.0%	12	66.7%	12	83.3%	NA
8D. Please rate your overall satisfaction with Community Health Solutions.	25	52.0%	11	63.6%	12	58.3%	NA
8E. Please rate your overall satisfaction with AmeriHealth Caritas (formerly L.A. Care).	26	53.8%	11	63.6%	11	81.8%	NA
8F. Please rate your overall satisfaction with United Healthcare Community Plan.	25	60.0%	13	92.3%	10	80.0%	NA
All Other Plans (Comparative Rating)							
1A. How would you rate Louisiana Healthcare Connections compared to all other health plans you contract with?	25	16.0%	19	10.5%	14	42.9%	NA
Finance Issues		8.6%		22.3%		35.1%	NA
2A. Consistency of reimbursement fees with your contract rates.	21	4.8%	13	15.4%	12	33.3%	NA
2B. Accuracy of claims processing.	20	5.0%	14	35.7%	11	45.5%	NA
2C. Timeliness of claims processing.	21	9.5%	14	21.4%	13	30.8%	NA
2D. Resolution of claims payment problems or disputes.	20	15.0%	12	16.7%	13	30.8%	NA
Utilization and Quality Management		20.3%		23.2%		9.1%	NA
3A. Access to knowledgeable UM staff.	23	26.1%	14	21.4%	13	0.0%	NA
3B. Procedures for obtaining pre-certification/referral/authorization information.	26	15.4%	12	16.7%	13	15.4%	NA
3C. Timeliness of obtaining pre-certification/referral/authorization information.	25	24.0%	11	27.3%	13	23.1%	NA
3D. The health plan's facilitation/support of appropriate clinical care for patients.	25	16.0%	11	27.3%	11	0.0%	NA
3E. Access to Case/Care Managers from this health plan.	19	10.5%	7	0.0%	12	8.3%	NA
3F. Degree to which the plan covers and encourages preventive care and wellness.	20	30.0%	15	46.7%	13	7.7%	NA
3G. Extent to which UM staff share review criteria and reasons for adverse determinations.	23	13.0%	9	0.0%	12	8.3%	NA
3H. Consistency of review decisions.	22	18.2%	8	0.0%	11	0.0%	NA
Network/Coordination of Care		7.3%		15.2%		3.3%	NA
4A. The number of specialists in this health plan's provider network.	23	8.7%	11	18.2%	10	0.0%	NA
4B. The quality of specialists in this health plan's provider network.	24	8.3%	11	27.3%	10	0.0%	NA
4C. The timeliness of feedback/reports from specialists in this health plan's provider network.	20	5.0%	10	0.0%	10	10.0%	NA
4D. The frequency of feedback/reports from specialists for patients in your care.	19	15.8%	11	9.1%	10	30.0%	NA
4E. The timeliness of feedback/reports from Behavioral Health Clinicians for patients in your care.	14	28.6%	8	12.5%	6	16.7%	NA
4F. The frequency of feedback/reports from Behavioral Health Clinicians for patients in your care.	16	31.3%	8	12.5%	6	0.0%	NA
Pharmacy		16.3%		17.6%		11.3%	NA
5A. Consistency of the formulary over time.	21	19.0%	11	18.2%	10	10.0%	NA
5B. Extent to which formulary reflects current standards of care.	20	20.0%	11	18.2%	10	20.0%	NA
5C. Variety of branded drugs on the formulary.	20	15.0%	9	11.1%	12	8.3%	NA
5D. Ease of prescribing your preferred medications within formulary guidelines.	22	13.6%	11	18.2%	12	8.3%	NA
5E. Availability of comparable drugs to substitute those not included in the formulary.	22	13.6%	9	22.2%	10	10.0%	NA
Health Plan Call Center Service Staff		19.8%		21.5%		41.3%	NA
6A. Ease of reaching health plan call center staff over the phone.	22	22.7%	14	14.3%	11	54.5%	NA
6B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	24	20.8%	15	26.7%	14	35.7%	NA
6C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.	20	15.0%	12	25.0%	12	41.7%	NA
6D. Overall satisfaction with health plan's call center service.	24	20.8%	15	20.0%	12	33.3%	NA
Provider Relations		26.1%		28.3%		28.7%	NA
7A. Do you have a Provider Relations representative from this health plan assigned to your practice?	19	47.4%	12	66.7%	11	45.5%	NA
7B. Provider Relations representative's ability to answer questions and resolve problems.	7	42.9%	8	37.5%	4	50.0%	NA
7C. Quality of provider orientation process.	15	13.3%	10	20.0%	8	25.0%	NA
7D. Quality of written communications, policy bulletins, and manuals.	18	22.2%	11	27.3%	9	11.1%	NA

* Range is the difference between Summary Rates shown. Due to the small sample size of these segments, range calculations are not included.

** Valid n refers to the total number of respondents answering the item within the subgroup under the column heading.

Note 1: The Overall Satisfaction Summary Rate includes only 8B. It does not include 8A or 8C through 8F.

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

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

Segmentation Analysis

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

Louisiana Healthcare Connections

Provider Satisfaction Survey

70 Total Respondents

Composite/Attribute	0 - 10%		11 - 20%		21 - 100%		Range*
	Valid n**	%	Valid n**	%	Valid n**	%	
Overall Satisfaction		60.0%		66.7%		50.0%	NA
8A. Would you recommend Louisiana Healthcare Connections to other physicians' practices?	18	88.9%	13	84.6%	14	85.7%	NA
8B. Please rate your overall satisfaction with Louisiana Healthcare Connections.	20	60.0%	15	66.7%	14	50.0%	NA
8C. Please rate your overall satisfaction with Amerigroup.	19	57.9%	14	71.4%	14	64.3%	NA
8D. Please rate your overall satisfaction with Community Health Solutions.	19	31.6%	14	78.6%	12	58.3%	NA
8E. Please rate your overall satisfaction with AmeriHealth Caritas (formerly L.A. Care).	19	52.6%	13	76.9%	13	61.5%	NA
8F. Please rate your overall satisfaction with United Healthcare Community Plan.	17	58.8%	14	78.6%	14	78.6%	NA
All Other Plans (Comparative Rating)							
1A. How would you rate Louisiana Healthcare Connections compared to all other health plans you contract with?	21	23.8%	15	26.7%	16	25.0%	NA
Finance Issues		24.7%		15.8%		22.4%	NA
2A. Consistency of reimbursement fees with your contract rates.	19	21.1%	12	16.7%	12	16.7%	NA
2B. Accuracy of claims processing.	18	33.3%	12	16.7%	13	23.1%	NA
2C. Timeliness of claims processing.	19	21.1%	14	14.3%	12	25.0%	NA
2D. Resolution of claims payment problems or disputes.	17	23.5%	13	15.4%	12	25.0%	NA
Utilization and Quality Management		16.4%		31.0%		18.1%	NA
3A. Access to knowledgeable UM staff.	18	5.6%	12	41.7%	15	20.0%	NA
3B. Procedures for obtaining pre-certification/referral/authorization information.	18	22.2%	14	21.4%	13	15.4%	NA
3C. Timeliness of obtaining pre-certification/referral/authorization information.	18	27.8%	14	35.7%	12	16.7%	NA
3D. The health plan's facilitation/support of appropriate clinical care for patients.	16	12.5%	14	21.4%	13	23.1%	NA
3E. Access to Case/Care Managers from this health plan.	16	12.5%	11	27.3%	10	0.0%	NA
3F. Degree to which the plan covers and encourages preventive care and wellness.	17	17.6%	13	38.5%	15	33.3%	NA
3G. Extent to which UM staff share review criteria and reasons for adverse determinations.	17	5.9%	13	15.4%	12	16.7%	NA
3H. Consistency of review decisions.	18	11.1%	9	22.2%	11	9.1%	NA
Network/Coordination of Care		2.4%		12.5%		21.0%	NA
4A. The number of specialists in this health plan's provider network.	16	0.0%	13	15.4%	13	23.1%	NA
4B. The quality of specialists in this health plan's provider network.	15	0.0%	14	14.3%	13	30.8%	NA
4C. The timeliness of feedback/reports from specialists in this health plan's provider network.	14	7.1%	13	7.7%	11	9.1%	NA
4D. The frequency of feedback/reports from specialists for patients in your care.	14	21.4%	13	23.1%	12	16.7%	NA
4E. The timeliness of feedback/reports from Behavioral Health Clinicians for patients in your care.	7	14.3%	12	25.0%	9	33.3%	NA
4F. The frequency of feedback/reports from Behavioral Health Clinicians for patients in your care.	7	14.3%	11	27.3%	11	27.3%	NA
Pharmacy		7.1%		14.8%		28.0%	NA
5A. Consistency of the formulary over time.	13	15.4%	13	15.4%	13	23.1%	NA
5B. Extent to which formulary reflects current standards of care.	14	14.3%	13	15.4%	11	36.4%	NA
5C. Variety of branded drugs on the formulary.	13	0.0%	14	7.1%	12	33.3%	NA
5D. Ease of prescribing your preferred medications within formulary guidelines.	17	5.9%	13	7.7%	13	30.8%	NA
5E. Availability of comparable drugs to substitute those not included in the formulary.	14	0.0%	14	28.6%	12	16.7%	NA
Health Plan Call Center Service Staff		32.6%		28.5%		17.7%	NA
6A. Ease of reaching health plan call center staff over the phone.	19	36.8%	13	30.8%	13	15.4%	NA
6B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	20	35.0%	15	33.3%	14	7.1%	NA
6C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.	16	37.5%	13	23.1%	12	25.0%	NA
6D. Overall satisfaction with health plan's call center service.	19	21.1%	15	26.7%	13	23.1%	NA
Provider Relations		25.5%		18.3%		47.1%	NA
7A. Do you have a Provider Relations representative from this health plan assigned to your practice?	19	31.6%	11	90.9%	12	50.0%	NA
7B. Provider Relations representative's ability to answer questions and resolve problems.	6	33.3%	10	30.0%	4	75.0%	NA
7C. Quality of provider orientation process.	10	20.0%	12	8.3%	10	30.0%	NA
7D. Quality of written communications, policy bulletins, and manuals.	13	23.1%	12	16.7%	11	36.4%	NA

* Range is the difference between Summary Rates shown. Due to the small sample size of these segments, range calculations are not included.

** Valid n refers to the total number of respondents answering the item within the subgroup under the column heading.

Note 1: The Overall Satisfaction Summary Rate includes only 8B. It does not include 8A or 8C through 8F.

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

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

Segmentation Analysis

Plan Summary Rates by Survey Respondent (E)

Louisiana Healthcare Connections

Provider Satisfaction Survey

70 Total Respondents

Composite/Attribute	Physician		Office Manager		Nurse/Other staff		Range*
	Valid n**	%	Valid n**	%	Valid n**	%	
Overall Satisfaction		40.0%		66.7%		59.3%	NA
8A. Would you recommend Louisiana Healthcare Connections to other physicians' practices?	5	60.0%	22	81.8%	26	100.0%	NA
8B. Please rate your overall satisfaction with Louisiana Healthcare Connections.	5	40.0%	24	66.7%	27	59.3%	NA
8C. Please rate your overall satisfaction with Amerigroup.	5	0.0%	23	82.6%	26	57.7%	NA
8D. Please rate your overall satisfaction with Community Health Solutions.	5	60.0%	22	63.6%	25	48.0%	NA
8E. Please rate your overall satisfaction with AmeriHealth Caritas (formerly L.A. Care).	5	40.0%	22	77.3%	25	52.0%	NA
8F. Please rate your overall satisfaction with United Healthcare Community Plan.	5	60.0%	22	81.8%	25	68.0%	NA
All Other Plans (Comparative Rating)							
1A. How would you rate Louisiana Healthcare Connections compared to all other health plans you contract with?	5	0.0%	24	29.2%	33	18.2%	NA
Finance Issues		8.3%		18.5%		23.8%	NA
2A. Consistency of reimbursement fees with your contract rates.	3	0.0%	22	13.6%	25	24.0%	NA
2B. Accuracy of claims processing.	3	33.3%	22	18.2%	24	29.2%	NA
2C. Timeliness of claims processing.	3	0.0%	22	18.2%	27	22.2%	NA
2D. Resolution of claims payment problems or disputes.	3	0.0%	21	23.8%	25	20.0%	NA
Utilization and Quality Management		0.0%		24.3%		18.3%	NA
3A. Access to knowledgeable UM staff.	5	0.0%	21	23.8%	27	18.5%	NA
3B. Procedures for obtaining pre-certification/referral/authorization information.	5	0.0%	24	16.7%	27	18.5%	NA
3C. Timeliness of obtaining pre-certification/referral/authorization information.	5	0.0%	25	28.0%	24	20.8%	NA
3D. The health plan's facilitation/support of appropriate clinical care for patients.	5	0.0%	23	17.4%	22	18.2%	NA
3E. Access to Case/Care Managers from this health plan.	5	0.0%	16	25.0%	20	5.0%	NA
3F. Degree to which the plan covers and encourages preventive care and wellness.	4	0.0%	20	35.0%	28	28.6%	NA
3G. Extent to which UM staff share review criteria and reasons for adverse determinations.	5	0.0%	20	15.0%	24	8.3%	NA
3H. Consistency of review decisions.	5	0.0%	19	15.8%	21	9.5%	NA
Network/Coordination of Care		27.8%		12.4%		4.5%	NA
4A. The number of specialists in this health plan's provider network.	4	25.0%	21	14.3%	23	4.3%	NA
4B. The quality of specialists in this health plan's provider network.	4	25.0%	23	13.0%	22	9.1%	NA
4C. The timeliness of feedback/reports from specialists in this health plan's provider network.	3	33.3%	20	10.0%	21	0.0%	NA
4D. The frequency of feedback/reports from specialists for patients in your care.	3	33.3%	20	25.0%	21	9.5%	NA
4E. The timeliness of feedback/reports from Behavioral Health Clinicians for patients in your care.	3	33.3%	13	23.1%	15	20.0%	NA
4F. The frequency of feedback/reports from Behavioral Health Clinicians for patients in your care.	4	25.0%	13	23.1%	16	18.8%	NA
Pharmacy		26.7%		18.0%		12.3%	NA
5A. Consistency of the formulary over time.	4	25.0%	21	23.8%	21	9.5%	NA
5B. Extent to which formulary reflects current standards of care.	3	33.3%	22	22.7%	20	15.0%	NA
5C. Variety of branded drugs on the formulary.	4	25.0%	19	10.5%	22	13.6%	NA
5D. Ease of prescribing your preferred medications within formulary guidelines.	4	25.0%	23	13.0%	22	13.6%	NA
5E. Availability of comparable drugs to substitute those not included in the formulary.	4	25.0%	20	20.0%	21	9.5%	NA
Health Plan Call Center Service Staff		14.6%		32.1%		21.4%	NA
6A. Ease of reaching health plan call center staff over the phone.	3	0.0%	22	40.9%	26	19.2%	NA
6B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	4	0.0%	24	29.2%	29	27.6%	NA
6C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.	3	33.3%	21	33.3%	24	16.7%	NA
6D. Overall satisfaction with health plan's call center service.	4	25.0%	24	25.0%	27	22.2%	NA
Provider Relations		83.3%		25.7%		24.0%	NA
7A. Do you have a Provider Relations representative from this health plan assigned to your practice?	4	50.0%	19	63.2%	22	45.5%	NA
7B. Provider Relations representative's ability to answer questions and resolve problems.	1	100.0%	12	41.7%	8	37.5%	NA
7C. Quality of provider orientation process.	1	100.0%	19	10.5%	16	18.8%	NA
7D. Quality of written communications, policy bulletins, and manuals.	2	50.0%	20	25.0%	19	15.8%	NA

* Range is the difference between Summary Rates shown. Due to the small sample size of these segments, range calculations are not included.

** Valid n refers to the total number of respondents answering the item within the subgroup under the column heading.

Note 1: The Overall Satisfaction Summary Rate includes only 8B. It does not include 8A or 8C through 8F.

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

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

Note 4: 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 Preferred Method of Communication (F)

Louisiana Healthcare Connections

Provider Satisfaction Survey

70 Total Respondents

Composite/Attribute	Mail		Phone		Fax		Online Portal		Email		In Person		Range*
	Valid n**	%	Valid n**	%	Valid n**	%	Valid n**	%	Valid n**	%	Valid n**	%	
Overall Satisfaction		62.5%		100.0%		61.5%		50.0%		55.6%		66.7%	NA
8A. Would you recommend Louisiana Healthcare Connections to other physicians' practices?	22	90.9%	3	100.0%	13	84.6%	2	100.0%	9	100.0%	2	50.0%	NA
8B. Please rate your overall satisfaction with Louisiana Healthcare Connections.	24	62.5%	3	100.0%	13	61.5%	2	50.0%	9	55.6%	3	66.7%	NA
8C. Please rate your overall satisfaction with Amerigroup.	22	68.2%	3	66.7%	13	61.5%	2	100.0%	9	44.4%	3	100.0%	NA
8D. Please rate your overall satisfaction with Community Health Solutions.	22	63.6%	3	66.7%	12	58.3%	2	100.0%	8	37.5%	3	33.3%	NA
8E. Please rate your overall satisfaction with AmeriHealth Caritas (formerly L.A. Care).	21	61.9%	3	66.7%	12	66.7%	2	50.0%	9	55.6%	3	100.0%	NA
8F. Please rate your overall satisfaction with United Healthcare Community Plan.	22	77.3%	2	100.0%	13	84.6%	2	100.0%	8	50.0%	3	66.7%	NA
All Other Plans (Comparative Rating)													
1A. How would you rate Louisiana Healthcare Connections compared to all other health plans you contract with?	23	26.1%	3	33.3%	16	12.5%	2	50.0%	14	21.4%	2	0.0%	NA
Finance Issues		23.5%		29.2%		15.8%		NA		17.9%		33.3%	NA
2A. Consistency of reimbursement fees with your contract rates.	20	20.0%	2	0.0%	11	18.2%	0	0.0%	12	16.7%	3	33.3%	NA
2B. Accuracy of claims processing.	18	27.8%	2	50.0%	12	25.0%	0	0.0%	12	16.7%	3	33.3%	NA
2C. Timeliness of claims processing.	20	25.0%	3	33.3%	11	9.1%	0	0.0%	13	15.4%	3	33.3%	NA
2D. Resolution of claims payment problems or disputes.	19	21.1%	3	33.3%	9	11.1%	0	0.0%	13	23.1%	3	33.3%	NA
Utilization and Quality Management		13.3%		0.0%		19.2%		83.3%		20.5%		38.9%	NA
3A. Access to knowledgeable UM staff.	19	15.8%	3	0.0%	13	15.4%	2	50.0%	12	25.0%	2	50.0%	NA
3B. Procedures for obtaining pre-certification/referral/authorization information.	22	9.1%	3	0.0%	14	14.3%	2	50.0%	11	18.2%	2	50.0%	NA
3C. Timeliness of obtaining pre-certification/referral/authorization information.	22	9.1%	3	0.0%	14	28.6%	1	100.0%	10	30.0%	2	50.0%	NA
3D. The health plan's facilitation/support of appropriate clinical care for patients.	20	10.0%	2	0.0%	13	7.7%	1	100.0%	10	20.0%	2	50.0%	NA
3E. Access to Case/Care Managers from this health plan.	17	11.8%	3	0.0%	9	22.2%	1	100.0%	8	0.0%	1	0.0%	NA
3F. Degree to which the plan covers and encourages preventive care and wellness.	21	23.8%	3	0.0%	11	27.3%	2	100.0%	10	30.0%	3	33.3%	NA
3G. Extent to which UM staff share review criteria and reasons for adverse determinations.	20	10.0%	3	0.0%	11	0.0%	0	0.0%	11	18.2%	2	50.0%	NA
3H. Consistency of review decisions.	18	5.6%	3	0.0%	11	9.1%	0	0.0%	10	20.0%	1	100.0%	NA
Network/Coordination of Care		14.9%		0.0%		7.5%		NA		0.0%		33.3%	NA
4A. The number of specialists in this health plan's provider network.	20	15.0%	2	0.0%	14	7.1%	0	0.0%	9	0.0%	2	50.0%	NA
4B. The quality of specialists in this health plan's provider network.	21	19.0%	2	0.0%	14	7.1%	0	0.0%	9	0.0%	2	50.0%	NA
4C. The timeliness of feedback/reports from specialists in this health plan's provider network.	19	10.5%	2	0.0%	12	8.3%	0	0.0%	8	0.0%	2	0.0%	NA
4D. The frequency of feedback/reports from specialists for patients in your care.	18	16.7%	2	0.0%	13	23.1%	0	0.0%	8	25.0%	2	0.0%	NA
4E. The timeliness of feedback/reports from Behavioral Health Clinicians for patients in your care.	11	27.3%	2	0.0%	8	0.0%	0	0.0%	7	42.9%	2	50.0%	NA
4F. The frequency of feedback/reports from Behavioral Health Clinicians for patients in your care.	11	36.4%	2	0.0%	9	0.0%	0	0.0%	8	25.0%	2	50.0%	NA
Pharmacy		16.4%		0.0%		20.8%		NA		8.7%		40.0%	NA
5A. Consistency of the formulary over time.	20	10.0%	1	0.0%	12	33.3%	0	0.0%	10	10.0%	2	50.0%	NA
5B. Extent to which formulary reflects current standards of care.	19	15.8%	1	0.0%	13	30.8%	0	0.0%	9	11.1%	2	50.0%	NA
5C. Variety of branded drugs on the formulary.	19	21.1%	3	0.0%	11	9.1%	0	0.0%	9	0.0%	2	50.0%	NA
5D. Ease of prescribing your preferred medications within formulary guidelines.	21	14.3%	2	0.0%	14	14.3%	0	0.0%	9	11.1%	2	50.0%	NA
5E. Availability of comparable drugs to substitute those not included in the formulary.	19	21.1%	2	0.0%	12	16.7%	0	0.0%	9	11.1%	2	0.0%	NA
Health Plan Call Center Service Staff		17.1%		37.5%		29.2%		NA		35.8%		0.0%	NA
6A. Ease of reaching health plan call center staff over the phone.	23	21.7%	2	50.0%	12	25.0%	2	50.0%	9	33.3%	2	0.0%	NA
6B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	24	12.5%	3	33.3%	15	33.3%	2	50.0%	10	40.0%	2	0.0%	NA
6C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.	23	21.7%	3	33.3%	10	30.0%	0	0.0%	10	30.0%	1	0.0%	NA
6D. Overall satisfaction with health plan's call center service.	24	12.5%	3	33.3%	14	28.6%	2	50.0%	10	40.0%	1	0.0%	NA
Provider Relations		20.3%		NA		31.1%		NA		38.9%		50.0%	NA
7A. Do you have a Provider Relations representative from this health plan assigned to your practice?	17	70.6%	2	50.0%	12	50.0%	2	50.0%	7	28.6%	3	66.7%	NA
7B. Provider Relations representative's ability to answer questions and resolve problems.	10	30.0%	0	0.0%	6	33.3%	1	100.0%	2	100.0%	2	50.0%	NA
7C. Quality of provider orientation process.	15	13.3%	2	0.0%	11	18.2%	0	0.0%	6	16.7%	2	50.0%	NA
7D. Quality of written communications, policy bulletins, and manuals.	17	17.6%	3	0.0%	12	41.7%	0	0.0%	7	0.0%	2	50.0%	NA

* Range is the difference between Summary Rates shown. Due to the small sample size of these segments, range calculations are not included.

** Valid n refers to the total number of respondents answering the item within the subgroup under the column heading.

Note 1: The Overall Satisfaction Summary Rate includes only 8B. It does not include 8A or 8C through 8F.

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

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

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

Note 5: There were no respondents in the Other 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

70 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		100.0%		66.7%		37.5%		50.0%		65.7%	NA
8A. Would you recommend Louisiana Healthcare Connections to other physicians' practices?	1	100.0%	6	83.3%	9	88.9%	5	100.0%	32	87.5%	NA
8B. Please rate your overall satisfaction with Louisiana Healthcare Connections.	1	100.0%	6	66.7%	8	37.5%	6	50.0%	35	65.7%	NA
8C. Please rate your overall satisfaction with Amerigroup.	1	100.0%	6	50.0%	8	37.5%	6	50.0%	33	72.7%	NA
8D. Please rate your overall satisfaction with Community Health Solutions.	0	0.0%	5	80.0%	8	25.0%	6	50.0%	33	60.6%	NA
8E. Please rate your overall satisfaction with AmeriHealth Caritas (formerly L.A. Care).	1	100.0%	5	60.0%	8	50.0%	6	50.0%	32	65.6%	NA
8F. Please rate your overall satisfaction with United Healthcare Community Plan.	0	0.0%	6	83.3%	8	62.5%	6	50.0%	32	78.1%	NA
All Other Plans (Comparative Rating)											
1A. How would you rate Louisiana Healthcare Connections compared to all other health plans you contract with?	1	100.0%	7	28.6%	11	9.1%	6	16.7%	36	22.2%	NA
Finance Issues		NA		43.8%		21.5%		17.5%		18.3%	NA
2A. Consistency of reimbursement fees with your contract rates.	0	0.0%	4	25.0%	9	11.1%	6	16.7%	31	19.4%	NA
2B. Accuracy of claims processing.	0	0.0%	4	50.0%	8	12.5%	6	16.7%	31	25.8%	NA
2C. Timeliness of claims processing.	1	0.0%	4	50.0%	8	25.0%	6	16.7%	33	15.2%	NA
2D. Resolution of claims payment problems or disputes.	1	0.0%	4	50.0%	8	37.5%	5	20.0%	31	12.9%	NA
Utilization and Quality Management		83.3%		10.3%		21.8%		18.1%		17.5%	NA
3A. Access to knowledgeable UM staff.	1	100.0%	6	16.7%	10	40.0%	5	0.0%	31	12.9%	NA
3B. Procedures for obtaining pre-certification/referral/authorization information.	1	100.0%	5	0.0%	11	9.1%	6	33.3%	33	15.2%	NA
3C. Timeliness of obtaining pre-certification/referral/authorization information.	1	100.0%	5	0.0%	9	22.2%	6	33.3%	33	21.2%	NA
3D. The health plan's facilitation/support of appropriate clinical care for patients.	1	100.0%	6	16.7%	9	22.2%	5	0.0%	29	13.8%	NA
3E. Access to Case/Care Managers from this health plan.	1	0.0%	5	0.0%	5	0.0%	6	16.7%	24	16.7%	NA
3F. Degree to which the plan covers and encourages preventive care and wellness.	1	100.0%	7	28.6%	8	37.5%	4	25.0%	32	25.0%	NA
3G. Extent to which UM staff share review criteria and reasons for adverse determinations.	1	100.0%	5	0.0%	8	25.0%	6	0.0%	29	6.9%	NA
3H. Consistency of review decisions.	1	100.0%	5	0.0%	7	28.6%	6	0.0%	26	7.7%	NA
Network/Coordination of Care		0.0%		22.2%		8.3%		0.0%		10.1%	NA
4A. The number of specialists in this health plan's provider network.	1	0.0%	6	16.7%	8	12.5%	6	0.0%	27	11.1%	NA
4B. The quality of specialists in this health plan's provider network.	1	0.0%	6	33.3%	8	12.5%	6	0.0%	28	10.7%	NA
4C. The timeliness of feedback/reports from specialists in this health plan's provider network.	1	0.0%	6	16.7%	8	0.0%	5	0.0%	24	8.3%	NA
4D. The frequency of feedback/reports from specialists for patients in your care.	1	100.0%	6	16.7%	8	0.0%	5	40.0%	24	16.7%	NA
4E. The timeliness of feedback/reports from Behavioral Health Clinicians for patients in your care.	1	100.0%	5	40.0%	5	40.0%	3	33.3%	17	5.9%	NA
4F. The frequency of feedback/reports from Behavioral Health Clinicians for patients in your care.	1	100.0%	5	40.0%	7	42.9%	3	0.0%	17	5.9%	NA
Pharmacy		60.0%		34.7%		15.0%		0.0%		14.1%	NA
5A. Consistency of the formulary over time.	1	100.0%	6	33.3%	8	12.5%	6	0.0%	25	16.0%	NA
5B. Extent to which formulary reflects current standards of care.	1	100.0%	5	40.0%	8	12.5%	5	0.0%	26	19.2%	NA
5C. Variety of branded drugs on the formulary.	1	0.0%	6	33.3%	8	25.0%	5	0.0%	25	8.0%	NA
5D. Ease of prescribing your preferred medications within formulary guidelines.	1	100.0%	6	33.3%	8	12.5%	6	0.0%	28	10.7%	NA
5E. Availability of comparable drugs to substitute those not included in the formulary.	1	0.0%	6	33.3%	8	12.5%	6	0.0%	24	16.7%	NA
Health Plan Call Center Service Staff		100.0%		13.3%		18.5%		16.7%		28.4%	NA
6A. Ease of reaching health plan call center staff over the phone.	1	100.0%	5	0.0%	6	16.7%	6	16.7%	33	33.3%	NA
6B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	1	100.0%	6	0.0%	7	14.3%	6	33.3%	37	29.7%	NA
6C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.	1	100.0%	5	20.0%	7	14.3%	6	16.7%	29	27.6%	NA
6D. Overall satisfaction with health plan's call center service.	1	100.0%	6	33.3%	7	28.6%	6	0.0%	35	22.9%	NA
Provider Relations		NA		NA		27.8%		41.7%		28.1%	NA
7A. Do you have a Provider Relations representative from this health plan assigned to your practice?	1	0.0%	3	66.7%	6	33.3%	4	25.0%	31	61.3%	NA
7B. Provider Relations representative's ability to answer questions and resolve problems.	0	0.0%	0	0.0%	2	50.0%	1	100.0%	18	38.9%	NA
7C. Quality of provider orientation process.	0	0.0%	3	0.0%	6	16.7%	4	25.0%	23	17.4%	NA
7D. Quality of written communications, policy bulletins, and manuals.	0	0.0%	4	25.0%	6	16.7%	6	0.0%	25	28.0%	NA

* Range is the difference between Summary Rates shown. Due to the small sample size of these segments, range calculations are not included.

** Valid n refers to the total number of respondents answering the item within the subgroup under the column heading.

Note 1: The Overall Satisfaction Summary Rate includes only 8B. It does not include 8A or 8C through 8F.

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

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

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

Segmentation Analysis

Plan Summary Rates by Survey Methodology

Louisiana Healthcare Connections

Provider Satisfaction Survey

70 Total Respondents

Composite/Attribute	Mail		Phone		Internet		Range*
	Valid n**	%	Valid n**	%	Valid n**	%	
Overall Satisfaction		43.8%		73.5%		33.3%	NA
8A. Would you recommend Louisiana Healthcare Connections to other physicians' practices?	13	76.9%	34	94.1%	6	83.3%	NA
8B. Please rate your overall satisfaction with Louisiana Healthcare Connections.	16	43.8%	34	73.5%	6	33.3%	NA
8C. Please rate your overall satisfaction with Amerigroup.	16	31.3%	32	81.3%	6	50.0%	NA
8D. Please rate your overall satisfaction with Community Health Solutions.	15	40.0%	31	64.5%	6	50.0%	NA
8E. Please rate your overall satisfaction with AmeriHealth Caritas (formerly L.A. Care).	15	40.0%	31	71.0%	6	66.7%	NA
8F. Please rate your overall satisfaction with United Healthcare Community Plan.	15	53.3%	31	83.9%	6	66.7%	NA
All Other Plans (Comparative Rating)							
1A. How would you rate Louisiana Healthcare Connections compared to all other health plans you contract with?	16	18.8%	40	20.0%	6	33.3%	NA
Finance Issues		28.8%		20.2%		4.2%	NA
2A. Consistency of reimbursement fees with your contract rates.	13	15.4%	31	22.6%	6	0.0%	NA
2B. Accuracy of claims processing.	13	38.5%	30	23.3%	6	0.0%	NA
2C. Timeliness of claims processing.	13	30.8%	33	18.2%	6	0.0%	NA
2D. Resolution of claims payment problems or disputes.	13	30.8%	30	16.7%	6	16.7%	NA
Utilization and Quality Management		12.0%		23.7%		13.9%	NA
3A. Access to knowledgeable UM staff.	15	6.7%	32	25.0%	6	16.7%	NA
3B. Procedures for obtaining pre-certification/referral/authorization information.	16	18.8%	34	17.6%	6	0.0%	NA
3C. Timeliness of obtaining pre-certification/referral/authorization information.	16	12.5%	32	28.1%	6	16.7%	NA
3D. The health plan's facilitation/support of appropriate clinical care for patients.	14	14.3%	30	16.7%	6	16.7%	NA
3E. Access to Case/Care Managers from this health plan.	15	6.7%	21	19.0%	5	0.0%	NA
3F. Degree to which the plan covers and encourages preventive care and wellness.	15	13.3%	31	35.5%	6	33.3%	NA
3G. Extent to which UM staff share review criteria and reasons for adverse determinations.	16	6.3%	27	7.4%	6	33.3%	NA
3H. Consistency of review decisions.	15	13.3%	25	8.0%	5	20.0%	NA
Network/Coordination of Care		14.7%		9.5%		0.0%	NA
4A. The number of specialists in this health plan's provider network.	14	14.3%	28	10.7%	6	0.0%	NA
4B. The quality of specialists in this health plan's provider network.	14	14.3%	29	13.8%	6	0.0%	NA
4C. The timeliness of feedback/reports from specialists in this health plan's provider network.	13	15.4%	25	4.0%	6	0.0%	NA
4D. The frequency of feedback/reports from specialists for patients in your care.	13	15.4%	25	24.0%	6	0.0%	NA
4E. The timeliness of feedback/reports from Behavioral Health Clinicians for patients in your care.	13	15.4%	14	28.6%	4	25.0%	NA
4F. The frequency of feedback/reports from Behavioral Health Clinicians for patients in your care.	13	15.4%	15	26.7%	5	20.0%	NA
Pharmacy		16.4%		15.6%		17.3%	NA
5A. Consistency of the formulary over time.	13	15.4%	27	22.2%	6	0.0%	NA
5B. Extent to which formulary reflects current standards of care.	13	15.4%	27	22.2%	5	20.0%	NA
5C. Variety of branded drugs on the formulary.	14	21.4%	25	8.0%	6	16.7%	NA
5D. Ease of prescribing your preferred medications within formulary guidelines.	14	14.3%	29	13.8%	6	16.7%	NA
5E. Availability of comparable drugs to substitute those not included in the formulary.	13	15.4%	26	11.5%	6	33.3%	NA
Health Plan Call Center Service Staff		29.3%		23.9%		25.0%	NA
6A. Ease of reaching health plan call center staff over the phone.	14	28.6%	31	25.8%	6	33.3%	NA
6B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	15	33.3%	36	27.8%	6	0.0%	NA
6C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.	14	28.6%	28	21.4%	6	33.3%	NA
6D. Overall satisfaction with health plan's call center service.	15	26.7%	34	20.6%	6	33.3%	NA
Provider Relations		26.9%		27.7%		22.2%	NA
7A. Do you have a Provider Relations representative from this health plan assigned to your practice?	12	33.3%	27	63.0%	6	50.0%	NA
7B. Provider Relations representative's ability to answer questions and resolve problems.	3	33.3%	15	46.7%	3	33.3%	NA
7C. Quality of provider orientation process.	9	22.2%	21	14.3%	6	16.7%	NA
7D. Quality of written communications, policy bulletins, and manuals.	8	25.0%	27	22.2%	6	16.7%	NA

* Range is the difference between Summary Rates shown. Due to the small sample size of these segments, range calculations are not included.

** Valid n refers to the total number of respondents answering the item within the subgroup under the column heading.

Note 1: The Overall Satisfaction Summary Rate includes only 8B. It does not include 8A or 8C through 8F.

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

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

7. Correlation Analysis

The provider's overall satisfaction with the plan (8B) is an important measure of how well the plan is meeting the needs and expectations of the provider network. Thus, the collection and review of data related to the provider's rating of Louisiana Healthcare Connections could provide your plan with the fundamental information needed to help maintain or even improve the overall caliber of your plan.

Not all plan services impact providers' overall rating of the plan to the same degree. A correlation analysis was run to determine which attributes have the strongest relationship with overall satisfaction with the plan (8B). The correlation analysis produces the Pearson correlation coefficient, which illustrates the strength of the relationship between each attribute and overall satisfaction. A correlation coefficient of '1' represents the strongest relationship (a perfect positive correlation), while a coefficient of '0' represents the weakest relationship (no correlation). A correlation coefficient approaching a value of +/- 1.000 represents an increasing association of the attribute with overall satisfaction.

The attribute with the highest correlation coefficient is noted below.

Attribute	Correlation Coefficient
7B. Provider Relations representative's ability to answer questions and resolve problems.	0.487

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 2013 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




70 Total Respondents

Attributes	Correlation Coefficient**	2014 Louisiana Summary Rate Score*	2013 TMG Medicaid B.o.B. Percentiles	
			25th Percentile	75th Percentile
Finance Issues				
2A. Consistency of reimbursement fees with your contract rates.	0.394	18.0%	21.9%	34.2%
2B. Accuracy of claims processing.	0.269	24.5%	28.4%	42.9%
2C. Timeliness of claims processing.	0.309	19.2%	31.7%	40.2%
2D. Resolution of claims payment problems or disputes.	0.213	20.4%	26.3%	36.4%
Utilization and Quality Management				
3A. Access to knowledgeable UM staff.	0.161	18.9%	26.4%	38.5%
3B. Procedures for obtaining pre-certification/referral/authorization information.	0.281	16.1%	27.2%	39.5%
3C. Timeliness of obtaining pre-certification/referral/authorization information.	0.136	22.2%	26.0%	38.9%
3D. The health plan's facilitation/support of appropriate clinical care for patients.	0.135	16.0%	27.5%	41.0%
3E. Access to Case/Care Managers from this health plan.	0.167	12.2%	26.7%	36.7%
3F. Degree to which the plan covers and encourages preventive care and wellness.	0.239	28.8%	35.8%	53.6%
3G. Extent to which UM staff share review criteria and reasons for adverse determinations.	0.105	10.2%	NA	NA
3H. Consistency of review decisions.	0.177	11.1%	NA	NA
Network/Coordination of Care				
4A. The number of specialists in this health plan's provider network.	0.243	10.4%	22.8%	32.4%
4B. The quality of specialists in this health plan's provider network.	0.232	12.2%	29.8%	45.1%
4C. The timeliness of feedback/reports from specialists in this health plan's provider network.	0.002	6.8%	26.6%	36.1%
4D. The frequency of feedback/reports from specialists for patients in your care.	0.247	18.2%	NA	NA
4E. The timeliness of feedback/reports from Behavioral Health Clinicians for patients in your care.	0.003	22.6%	NA	NA
4F. The frequency of feedback/reports from Behavioral Health Clinicians for patients in your care.	0.078	21.2%	NA	NA
Pharmacy				
5A. Consistency of the formulary over time.	0.268	17.4%	19.3%	29.4%
5B. Extent to which formulary reflects current standards of care.	0.220	20.0%	18.9%	27.0%
5C. Variety of branded drugs on the formulary.	0.196	13.3%	18.0%	24.9%
5D. Ease of prescribing your preferred medications within formulary guidelines.	0.274	14.3%	18.0%	26.8%
5E. Availability of comparable drugs to substitute those not included in the formulary.	0.097	15.6%	16.6%	24.7%
Health Plan Call Center Service Staff				
6A. Ease of reaching health plan call center staff over the phone.	0.182	27.5%	33.0%	39.9%
6B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	0.299	26.3%	39.3%	48.5%
6C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.	0.278	25.0%	32.5%	42.2%
6D. Overall satisfaction with health plan's call center service.	0.283	23.6%	35.0%	43.4%
Provider Relations				
7B. Provider Relations representative's ability to answer questions and resolve problems.	0.487	42.9%	52.7%	65.4%
7C. Quality of provider orientation process.	0.260	16.7%	29.0%	42.5%
7D. Quality of written communications, policy bulletins, and manuals.	0.327	22.0%	35.6%	46.3%

* Summary Rate Scores are the sum of the most favorable response options.

** A correlation coefficient approaching a value of +/-1.000 represents an increasing association of the attribute with overall satisfaction. See Technical Notes for a thorough explanation of the correlation analysis.

Note: Attributes with a strong relationship (0.400 correlation) with 8B (Overall satisfaction with Health Plan) are shown in bold. The highest performing attributes, those with a correlation of 0.4 or greater, are shaded tan.

-  At or above the 75th percentile.
-  At or above the 25th percentile, but below the 75th percentile; or no benchmark.
-  Below the 25th percentile.

8. *Priority Matrix*

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 2013 TMG Medicaid Book of Business⁶ percentile scores.⁷

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

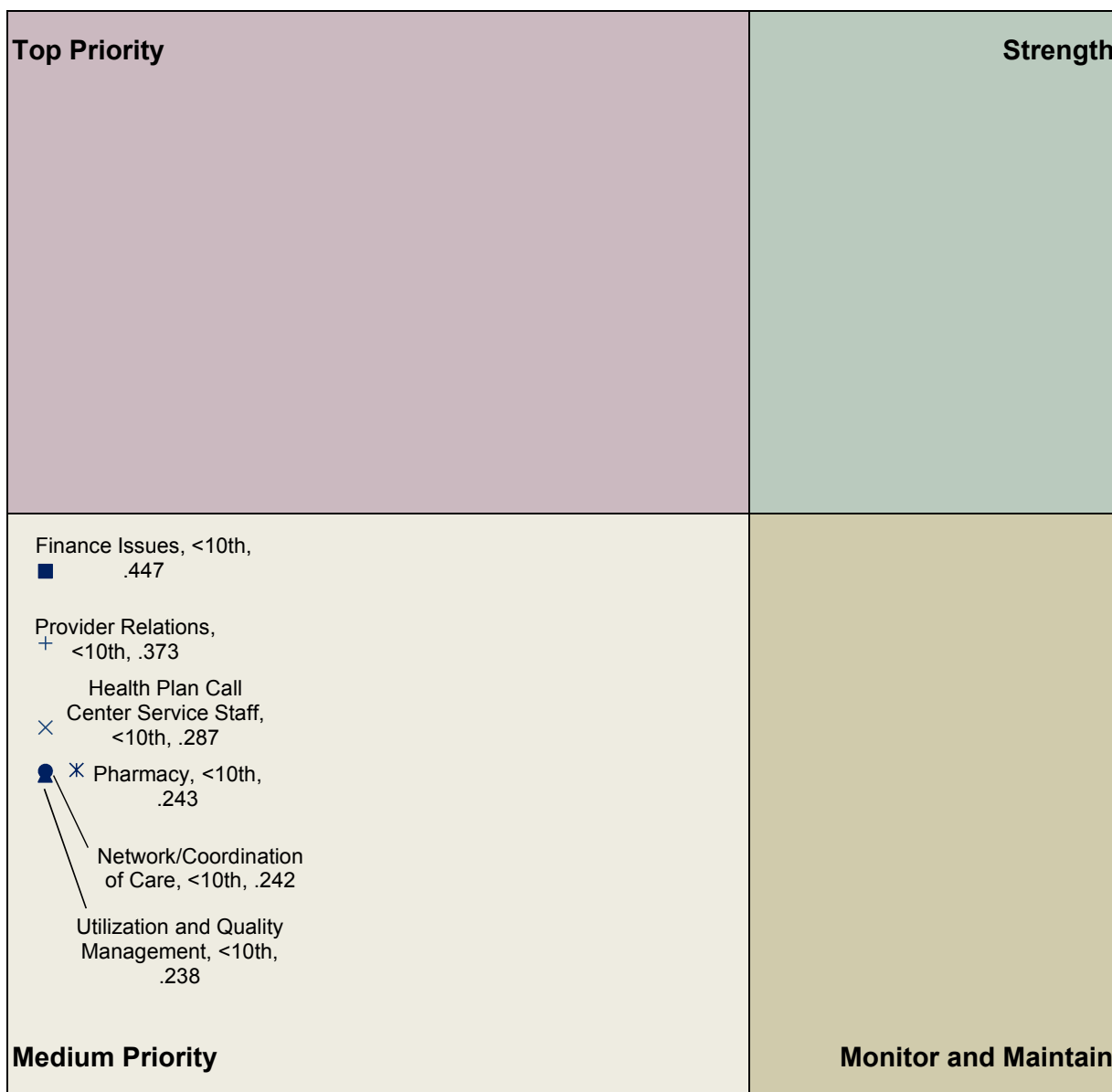
⁶ The Myers Group's 2013 Medicaid Book of Business consists of data from 10 plans representing 6,569 respondents in Primary Care, Specialty, and Behavioral Health areas of medicine.

⁷ The *All Other Plans (Comparative Rating)* attribute is not included in this analysis. It is often an indicator of plan performance, but it is not an attribute on which plans can directly act. Please note, however, that this attribute is highly correlated with overall satisfaction and with each of the composites. As such, as plan performance improves or declines, it is possible that directional shifts will also occur in this attribute's Summary Rate Score.

Priority Matrix

Louisiana Healthcare Connections

Provider Satisfaction Survey



Top Priority: Summary Rate falls below the 75th percentile when compared to the 2013 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 2013 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 2013 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 2013 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.

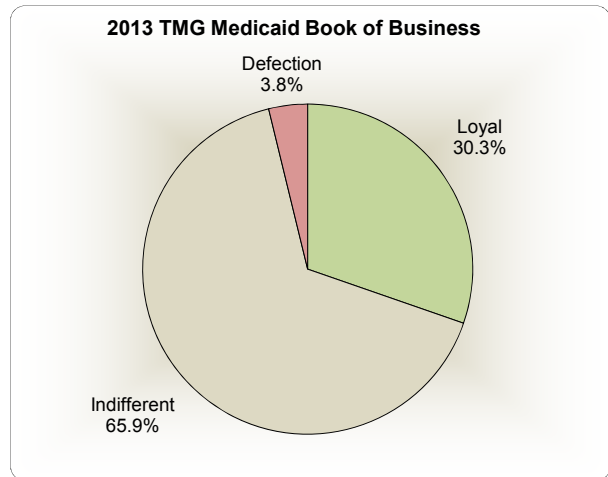
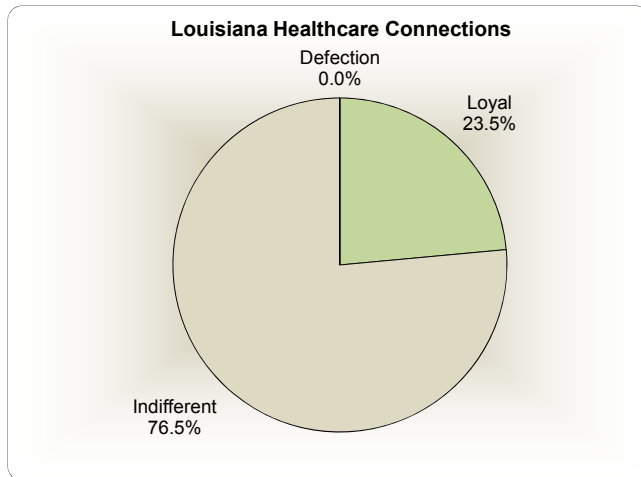
Chart 9A

Loyalty Analysis

Louisiana Healthcare Connections

Provider Satisfaction Survey

51 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	2014		2013		2013 TMG Medicaid Book of Business	Significance Testing**	
	Valid n	Percent	Valid n	Percent		2013 to 2014	2014 to TMG B.o.B.
Loyal	12	23.5%	34	20.9%	30.3%	Not significant	Not significant
Indifferent	39	76.5%	113	69.3%	65.9%	Not significant	Not significant
Defection	0	0.0%	16	9.8%	3.8%	Unable to Test	Unable to Test

* Eligible Respondents are those answering both questions.

** Significance Testing - "Significant decrease/Significantly lower" denotes the result that would be found if a hypothesis test were conducted to determine if the percentage is lower. "Significant increase/Significantly higher" denotes the result that would be found if a hypothesis test were conducted to determine if the percentage is higher. "Not significant" denotes that there was insufficient support to conclude that there was a significant difference in percentages. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

10. Technical Notes

Presented alphabetically by subject area

Composite Categories

The Louisiana Healthcare Connections Provider Satisfaction Survey includes eight composite categories. Each composite category represents an overall aspect of plan quality and is comprised of similar questions. For each composite, an overall score is computed. The composite score is the average of the Summary Rates of the questions comprising a composite. For example, the *Finance Issues* composite is the average of the Summary Rates of questions 2A through 2D.

Correlation Analysis

Correlation analysis is run between attributes and the overall satisfaction variable as measured by question 8B, *Please rate your overall satisfaction with Louisiana Healthcare Connections*. The Pearson's product moment correlation coefficient, r , is used to measure the strength of the linear association between each attribute and the overall satisfaction variable. These scores can range from 0 (no relationship) to +1 (perfect positive relationship).

The correlation analysis is designed to compare continuous variables. As such, not every survey attribute, such as those with dichotomous response options ("Yes" or "No"), is applicable for use within the correlation analysis.

Demographic Categories

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. As another example, when testing to see if there is a difference between last year's population Summary Rate and this year's population Summary Rate—statistical significance would mean that there is sufficient evidence for the statement that the population Summary Rates are different.

Throughout the report, statistically significant results are denoted through green and red highlighted cells. Green cells indicate that the current year score has significantly increased compared to previous years or is significantly above the TMG benchmark. Red cells indicated that the current year score has significantly decreased compared to previous years or is significantly below the TMG benchmark.

Summary Rates

All survey questions have specific response options designated for inclusion in Summary Rate scoring. These scores are computed as the proportion of favorable responses to the total number of valid responses for each question. For example, the rating questions' Summary Rates are computed using the following proportion:

$$\frac{\text{Well above average} + \text{Somewhat above average}}{\text{Well above average} + \text{Somewhat above average} + \text{Average} + \text{Somewhat below average} + \text{Well below average}}$$

The overall satisfaction questions use the following scale specifically asking about the respondent's level of satisfaction:

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

The Myers Group Aggregate Book of Business (2013)

The 2013 TMG Aggregate Book of Business is a benchmark that is comprised of data from 16 plans representing 7,720 respondents in Primary Care, Specialty, and Behavioral Health areas of medicine.

The Myers Group Medicaid Book of Business (2013)

The 2013 TMG Medicaid Book of Business is a benchmark that is comprised of data from 10 plans representing 6,569 respondents in Primary Care, Specialty, and Behavioral Health areas of medicine.

The Myers Group Medicaid Respondent-Level Benchmark (2013)

The 2013 TMG Medicaid Respondent-Level Benchmark contains respondent-level data from 10 plans representing 6,569 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).

The second hypothesis-testing situation involves testing for statistically significant differences between two population percents (or proportions), e.g., two population Summary Rates. When comparing the population percentages (or proportions)—with various conditions/ assumptions—the appropriate test statistic is the z-statistic as follows:

$$z = \frac{\hat{p}_1 - \hat{p}_2}{\sqrt{\hat{p}\hat{q}\left(\frac{1}{n_1} + \frac{1}{n_2}\right)}}$$

\hat{p}_1 = Summary Rate from the 1st sample

\hat{p}_2 = Summary Rate from the 2nd sample

n_1 = Size of the sample from the 1st population

n_2 = Size of the sample from the 2nd population

\hat{p} = Pooled Summary Rate, $\hat{p} = \frac{n_1\hat{p}_1 + n_2\hat{p}_2}{n_1 + n_2}$

$\hat{q} = 1 - (\text{Pooled Summary Rate})$

For hypothesis testing of composites, n equals the maximum denominator of the composite questions. With large sample sizes ($n_1\hat{p}_1 \geq 5$, $n_1(1 - \hat{p}_1) \geq 5$, $n_2\hat{p}_2 \geq 5$, and $n_2(1 - \hat{p}_2) \geq 5$) the z-statistic has a distribution that can be treated as the standard normal distribution. Thus, the hypothesis that the populations under comparison have equal population Summary Rates is rejected at a 0.05 level of significance when the absolute value of the z-statistic exceeds 1.96 (obtained from cumulative standard normal distribution table).

11. Louisiana Healthcare Connections Survey Tool

Overall Satisfaction (continued)

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

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

☐1 Yes

☐2 No

☐3 N/A



PHYSICIAN SATISFACTION SURVEY

Answer **all** the questions by marking the box 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 Relations Specialist

☐7 Other (Please specify):

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

☐1 3 or fewer

☐2 4 to 7

☐3 8 to 11

☐4 12 to 15

☐5 More than 15

Comparative Rating

This first question asks you to think about Louisiana Healthcare Connections in comparison to all of the other health plans that you work with.

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

☐1 ☐2 ☐3 ☐4 ☐5 ☐6

Well below average

Somewhat below average

Average

Somewhat above average

Well above average

Not applicable

Finance Issues

These questions ask about Finance Issues. Please rate Louisiana Healthcare Connections in the following service areas when compared to your experience with other health plans you work with.

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

Thank You

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

The Myers Group

Attn: Survey Processing Department

PO Box 100072

Duluth, GA 30096-9805

Toll-Free: 1-800-692-0041

For Processing Purposes Only:

981977	
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Utilization and Quality Management

These questions ask about Utilization and Quality Management. Please rate Louisiana Healthcare Connections in the following service areas when compared to your experience with other health plans you work with.

3A.

Access to knowledgeable UM staff.

1

2

3

4

5

6

3B.

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

1

2

3

4

5

6

3C.

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

1

2

3

4

5

6

3D.

The health plan’s facilitation/support of appropriate clinical care for patients.

1

2

3

4

5

6

3E.

Access to Case/Care Managers from this health plan.

1

2

3

4

5

6

3F.

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

1

2

3

4

5

6

3G.

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

1

2

3

4

5

6

3H.

Consistency of review decisions.

1

2

3

4

5

6

Well below average

Somewhat below average

Average

Somewhat above average

Well above average

Not applicable

Network/Coordination of Care

These questions ask about Louisiana Healthcare Connections’s 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.

1

2

3

4

5

6

4B.

The quality of specialists in this health plan’s provider network.

1

2

3

4

5

6

4C.

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

1

2

3

4

5

6

4D.

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

1

2

3

4

5

6

4E.

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

1

2

3

4

5

6

4F.

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

1

2

3

4

5

6

Well below average

Somewhat below average

Average

Somewhat above average

Well above average

Not applicable

Pharmacy

These questions ask about Louisiana Healthcare Connections’s 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.

1

2

3

4

5

6

5B.

Extent to which formulary reflects current standards of care.

1

2

3

4

5

6

5C.

Variety of branded drugs on the formulary.

1

2

3

4

5

6

5D.

Ease of prescribing your preferred medications within formulary guidelines.

1

2

3

4

5

6

5E.

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

1

2

3

4

5

6

Well below average

Somewhat below average

Average

Somewhat above average

Well above average

Not applicable

Health Plan Call Center Service Staff

These questions ask about your experiences when calling Louisiana Healthcare Connections’s call center. Please rate Louisiana Healthcare Connections in the following service areas when compared to your experience with other health plans you work with.

6A.

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

1

2

3

4

5

6

6B.

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

1

2

3

4

5

6

6C.

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

1

2

3

4

5

6

6D.

Overall satisfaction with health plan’s call center service.

1

2

3

4

5

6

Well below average

Somewhat below average

Average

Somewhat above average

Well above average

Not applicable

Provider Relations

These questions ask about your experiences with Louisiana Healthcare Connections’s Provider Relations department. Please rate Louisiana Healthcare Connections in the following service areas when compared to your experience with other health plans you work with.

7A.

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

1

2

YesGo to question 7B

NoGo to question 7C

7B.

Provider Relations Specialist's ability to answer questions and resolve problems.

1

2

3

4

5

6

7C.

Quality of provider orientation process.

1

2

3

4

5

6

7D.

Quality of written communications, policy bulletins, and manuals.

1

2

3

4

5

6

Well below average

Somewhat below average

Average

Somewhat above average

Well above average

Not applicable

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?

1

2

Yes

No

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

8B.

Louisiana Healthcare Connections

1

2

3

4

5

6

8C.

Amerigroup

1

2

3

4

5

6

8D.

Community Health Solutions

1

2

3

4

5

6

8E.

AmeriHealth Caritas (formerly L.A. Care)

1

2

3

4

5

6

8F.

UnitedHealthcare Community Plan

1

2

3

4

5

6

Completely dissatisfied

Somewhat dissatisfied

Neither dissatisfied nor satisfied

Somewhat satisfied

Completely satisfied

Does not apply

2

3

Please continue on back

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 2014 Louisiana Healthcare Connections survey tool includes two open-ended questions:

- ✓ QF. What is your preferred method of receiving communications from this health plan? E-mail address.
- ✓ Q9. What can Louisiana Healthcare Connections do to improve its service to your organization?

Verbatim comments for open-ended questions are included within an Excel data file (981977 Comments Report). To preserve confidentiality, these comments are separated into two tabs. The first tab of the Excel file includes responses for QF and is indexed by the following database fields provided by Louisiana Healthcare Connections:

- ✓ Provider NPI
- ✓ Practice Name

The second tab of the Excel file includes responses to Q9 and is indexed by the following key questions and demographics to provide more information about the individual respondent:

- ✓ Would you Recommend Louisiana to other physicians' practices (8A)
- ✓ Overall Satisfaction with Louisiana (8B)
- ✓ Area of Medicine (A)
- ✓ Physicians in Practice (B)
- ✓ Years in Practice (C)
- ✓ Portion of Managed Care Volume Represented by Health Plan (D)
- ✓ Survey Respondent (E)
- ✓ 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 Answering' 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		
	Total	Primary	Specialty
	Answering	Care	
	-----	-----	-----
	(A)	(B)	(C)
Total	433 ¹	22	407
Total Answering	429 ²	22	403
	100.0%	100.0%	100.0%
No Answer	4 ³	-	4
Yes	198	6	189
	46.2%	27.3%	46.9%
			B ⁴
No	231	16	214
	53.8%	72.7	53.1%
		C ⁵	

1. For the given question, 433 respondents were eligible to answer. For questions asked of all respondents, this figure will equal the number of complete surveys. In other cases, it will equal the number of appropriate responses to a gate question. Gate questions are those that filter out respondents who would not logically be able to answer follow-up questions. For example, respondents who say that they do not have a personal doctor would not be able to provide a doctor rating, and so they are filtered out of the response set for the rating question.

2. Of those who were eligible to answer this question, 429 provided a valid response.

3. Four respondents – all Specialists – who were eligible to answer the question did not provide an answer.

4. Specialists provided a significantly higher percentage of 'Yes' responses than PCPs. The 'B' below the percentage refers to the group in column B – in this case, PCPs – and signifies that the 46.9% is significantly higher than the 27.3%. Because the 'B' is capitalized, we know that the difference is significant at the 95% level.

5. PCPs provided a significantly higher percentage of 'No' responses. As in the previous note, the 'C' refers to the group in column C – Specialists – and is significant at 95%.

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Page 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?
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Page 41	3G. Extent to which UM staff share review criteria and reasons for adverse determinations.
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Page 43	4D. The frequency of feedback/reports from specialists for patients in your care.
Page 44	4E. The timeliness of feedback/reports from Behavioral Health Clinicians for patients in your care.
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Page 46	9A. Would you like Louisiana Healthcare Connections to follow-up with you regarding your above feedback? If so, your contact information will be forwarded to the health plan for further outreach.

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Page 51	E. Please mark who is completing this survey. (Mark only one)
Page 52	F. What is your preferred method of receiving communications from this health plan?
Page 53	G. Please indicate the number of insurance companies with which you or your practice participates.
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Page 55	2A. Consistency of reimbursement fees with your contract rates.
Page 56	2B. Accuracy of claims processing.
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Page 58	2D. Resolution of claims payment problems or disputes.
Page 59	3A. Access to knowledgeable UM staff.
Page 60	3B. Procedures for obtaining pre-certification/referral/authorization information.
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Page 62	3D. The health plan's facilitation/support of appropriate clinical care for patients.
Page 63	3E. Access to Case/Care Managers from this health plan.
Page 64	3F. Degree to which the plan covers and encourages preventive care and wellness.
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Page 90	4E. The timeliness of feedback/reports from Behavioral Health Clinicians for patients in your care.
Page 91	4F. The frequency of feedback/reports from Behavioral Health Clinicians for patients in your care.
Page 92	9A. Would you like Louisiana Healthcare Connections to follow-up with you regarding your above feedback? If so, your contact information will be forwarded to the health plan for further outreach.

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

	Area of Medicine		Physicians in Practice		Years in Practice		Managed Care 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	70	48	23	5	20	27	21	27	20	17	22	16	17	5	-	27	37	1	7	12	6	42
Total Valid Responses	76	57	30	13	21	28	25	28	21	18	22	17	21	5	-	28	42	1	9	14	5	46
Total Respondents	67	48	23	5	20	26	19	26	19	16	22	16	16	5	-	26	35	1	7	12	5	41
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	48	48	4	5	12	19	16	18	16	10	12	12	14	3	-	19	26	1	6	9	1	31
	71.6%	100.0%	17.4%	100.0%	60.0%	73.1%	84.2%	69.2%	84.2%	62.5%	54.5%	75.0%	87.5%	60.0%		73.1%	74.3%	100.0%	85.7%	75.0%	20.0%	75.6%
Specialty	23	4	23	3	8	8	6	8	4	7	10	5	4	2	-	8	12	-	2	3	4	13
	34.3%	8.3%	100.0%	60.0%	40.0%	30.8%	31.6%	30.8%	21.1%	43.8%	45.5%	31.3%	25.0%	40.0%		30.8%	34.3%		28.6%	25.0%	80.0%	31.7%
Behavioral Health Clinician	5	5	3	5	1	1	3	2	1	1	-	-	3	-	-	1	4	-	1	2	-	2
	7.5%	10.4%	13.0%	100.0%	5.0%	3.8%	15.8%	7.7%	5.3%	6.3%			18.8%			3.8%	11.4%		14.3%	16.7%		4.9%

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B. How many physicians are in your practice?

	Area of Medicine		Physicians in Practice		Years in Practice		Managed Care Volume		Survey Respondent		Insurance Participation											
	Total Answering	Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	70	48	23	5	20	27	21	27	20	17	22	16	17	5	-	27	37	1	7	12	6	42
Total Answering	68	47	22	5	20	27	21	27	19	17	22	16	17	5	-	27	36	1	7	12	6	41
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	2	1	1	-	-	-	-	-	1	-	-	-	-	-	-	-	1	-	-	-	-	1
Solo	20	12	8	1	20	-	-	8	7	4	9	5	4	1	-	8	11	1	1	4	1	13
	29.4%	25.5%	36.4%	20.0%	100.0%			29.6%	36.8%	23.5%	40.9%	31.3%	23.5%	20.0%		29.6%	30.6%	100.0%	14.3%	33.3%	16.7%	31.7%
																	STUV					
2 - 5 physicians	27	19	8	1	-	27	-	11	7	7	9	8	6	2	-	10	15	-	1	7	4	14
	39.7%	40.4%	36.4%	20.0%		100.0%		40.7%	36.8%	41.2%	40.9%	50.0%	35.3%	40.0%		37.0%	41.7%		14.3%	58.3%	66.7%	34.1%
																			S	S	S	T
More than 5 physicians	21	16	6	3	-	-	21	8	5	6	4	3	7	2	-	9	10	-	5	1	1	14
	30.9%	34.0%	27.3%	60.0%			100.0%	29.6%	26.3%	35.3%	18.2%	18.8%	41.2%	40.0%		33.3%	27.8%		71.4%	8.3%	16.7%	34.1%
																			TUV			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 (n >=30)

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

	Area of		Physicians					Years in					Managed Care			Survey Respondent				Insurance Participation				
	Medicine		in Practice					Practice					Volume			Physician				Nurse/				
	Total	Primary	Specialty	BH	Solo	2-5	>5	<5	5-15	16 or	0-	11-	21-	Physician	BH	Office	Nurse/	3 or	4 to	8 to	12 to	More		
	Answering	Care		Clin.		phys.	phys.	years	years	more	10%	20%	100%		Clin.	Manager	Other	fewer	7	11	15	than		
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)		
Total	70	48	23	5	20	27	21	27	20	17	22	16	17	5	-	27	37	1	7	12	6	42		
Total Answering	64	44	19	4	19	25	19	27	20	17	21	14	17	5	-	24	35	1	7	12	6	37		
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		
No Answer	6	4	4	1	1	2	2	-	-	-	1	2	-	-	-	3	2	-	-	-	-	5		
Less than 5 years	27	18	8	2	8	11	8	27	-	-	7	7	8	4	-	11	12	1	4	9	4	9		
	42.2%	40.9%	42.1%	50.0%	42.1%	44.0%	42.1%	100.0%			33.3%	50.0%	47.1%	80.0% pQ		45.8%	34.3%	100.0% STuV	57.1%	75.0% V	66.7% V	24.3%		
5 - 15 years	20	16	4	1	7	7	5	-	20	-	5	5	5	1	-	7	12	-	2	2	-	15		
	31.3%	36.4%	21.1%	25.0%	36.8%	28.0%	26.3%		100.0%		23.8%	35.7%	29.4%	20.0%		29.2%	34.3%		28.6%	16.7%		40.5% t		
16 years or more	17	10	7	1	4	7	6	-	-	17	9	2	4	-	-	6	11	-	1	1	2	13		
	26.6%	22.7%	36.8%	25.0%	21.1%	28.0%	31.6%			100.0%	42.9% L	14.3%	23.5%			25.0%	31.4%		14.3%	8.3%	33.3%	35.1%		

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 (n >=30)

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

	Practice Settings																			Volume										
	Primary Care										Specialty										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	70	48	23	5	20	27	21	27	20	17	22	16	17	5	-	27	37	1	7	12	6	42								
Total Answering	55	38	19	3	18	23	14	22	15	15	22	16	17	4	-	22	29	1	6	8	5	35								
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	4	2	2	4	7	5	5	2	-	-	-	1	-	5	8	-	1	4	1	7								
None	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-								
10% or less	22	12	10	-	9	9	4	7	5	9	22	-	-	2	-	10	10	1	-	1	2	18								
	40.0%	31.6%	52.6%		50.0%	39.1%	28.6%	31.8%	33.3%	60.0%	100.0%			50.0%		45.5%	34.5%	100.0%		12.5%	40.0%	51.4%								
11 - 20%	16	12	5	-	5	8	3	7	5	2	-	16	-	-	-	9	7	-	-	3	2	11								
	29.1%	31.6%	26.3%		27.8%	34.8%	21.4%	31.8%	33.3%	13.3%		100.0%				40.9%	24.1%			37.5%	40.0%	31.4%								
21 - 30%	8	6	2	2	1	4	3	4	2	2	-	-	8	2	-	2	4	-	3	2	1	2								
	14.5%	15.8%	10.5%	66.7% bC	5.6%	17.4%	21.4%	18.2%	13.3%	13.3%			47.1%	50.0%		9.1%	13.8%		50.0% V	25.0%	20.0%	5.7%								
31 - 50%	5	5	-	-	2	2	1	2	1	2	-	-	5	-	-	1	4	-	-	2	-	3								
	9.1%	13.2%			11.1%	8.7%	7.1%	9.1%	6.7%	13.3%			29.4%			4.5%	13.8%			25.0%		8.6%								
51 - 75%	3	2	2	1	1	-	2	1	2	-	-	-	3	-	-	-	3	-	2	-	-	1								
	5.5%	5.3%	10.5%	33.3%	5.6%		14.3%	4.5%	13.3%				17.6%				10.3%		33.3%			2.9%								
76 - 100%	1	1	-	-	-	-	1	1	-	-	-	-	1	-	-	-	1	-	1	-	-	-								
	1.8%	2.6%					7.1%	4.5%					5.9%				3.4%		16.7%											

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

	Area of Medicine				Physicians in Practice				Years in Practice				Managed Care Volume				Survey Respondent				Insurance Participation					
	Total Answering	Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15				
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)				
Total	70	48	23	5	20	27	21	27	20	17	22	16	17	5	-	27	37	1	7	12	6	42				
Total Answering	69	48	22	5	20	27	21	27	20	17	22	16	17	5	-	27	37	1	7	12	6	42				
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%				
No Answer	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-				
Physician	5	3	2	-	1	2	2	4	1	-	2	-	2	5	-	-	-	-	2	1	1	1				
	7.2%	6.3%	9.1%		5.0%	7.4%	9.5%	14.8%	5.0%		9.1%		11.8%	100.0%				28.6%	8.3%	16.7%	2.4%					
Behavioral Health Clinician	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-				
Office Manager	27	19	8	1	8	10	9	11	7	6	10	9	3	-	-	27	-	-	-	3	3	21				
	39.1%	39.6%	36.4%	20.0%	40.0%	37.0%	42.9%	40.7%	35.0%	35.3%	45.5% M	56.3% M	17.6%			100.0%			25.0%	50.0%	50.0%	t				
Nurse	12	7	4	1	3	7	2	4	5	3	1	2	6	-	-	-	12	-	3	5	-	3				
	17.4%	14.6%	18.2%	20.0%	15.0%	25.9%	9.5%	14.8%	25.0%	17.6%	4.5%	12.5%	35.3% K				32.4%		42.9% v	41.7% V		7.1%				
Other staff	25	19	8	3	8	8	8	8	7	8	9	5	6	-	-	-	25	1	2	3	2	17				
	36.2%	39.6%	36.4%	60.0%	40.0%	29.6%	38.1%	29.6%	35.0%	47.1%	40.9%	31.3%	35.3%				67.6%	100.0% STUV	28.6%	25.0%	33.3%	40.5%				

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

2014

Louisiana Healthcare Connections
Provider Satisfaction Survey (981977)

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	70	48	23	5	20	27	21	27	20	17	22	16	17	5	-	27	37	1	7	12	6	42
Total Answering	67	47	21	5	18	27	21	26	19	17	20	16	17	4	-	27	36	1	7	11	6	41
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	1	2	-	2	-	-	1	1	-	2	-	-	1	-	-	1	-	-	1	-	1
Mail	28	24	7	3	10	10	8	11	8	7	10	4	8	2	-	10	16	-	5	5	2	16
	41.8%	51.1%	33.3%	60.0%	55.6%	37.0%	38.1%	42.3%	42.1%	41.2%	50.0%	25.0%	47.1%	50.0%		37.0%	44.4%		71.4% v	45.5%	33.3%	39.0%
Telephone	3	1	2	-	-	2	1	1	-	2	1	1	1	-	-	-	3	-	1	-	-	2
	4.5%	2.1%	9.5%			7.4%	4.8%	3.8%		11.8%	5.0%	6.3%	5.9%				8.3%		14.3%			4.9%
Fax	17	9	8	-	7	4	6	5	6	4	6	5	3	1	-	9	7	-	1	2	-	14
	25.4%	19.1%	38.1%		38.9%	14.8%	28.6%	19.2%	31.6%	23.5%	30.0%	31.3%	17.6%	25.0%		33.3%	19.4%		14.3%	18.2%		34.1%
Online portal	2	2	1	1	-	-	2	1	1	-	-	1	1	-	-	-	2	-	-	-	-	2
	3.0%	4.3%	4.8%	20.0%			9.5%	3.8%	5.3%			6.3%	5.9%				5.6%					4.9%
E-mail	14	8	3	-	1	10	2	7	4	3	2	4	3	1	-	6	7	1	-	3	4	5
	20.9%	17.0%	14.3%		5.6%	37.0% EG	9.5%	26.9%	21.1%	17.6%	10.0%	25.0%	17.6%	25.0%		22.2%	19.4%	100.0% TuV		27.3%	66.7% tv	12.2%
In person from your Provider Representative	3	3	-	1	-	1	2	1	-	1	1	1	1	-	-	2	1	-	-	1	-	2
	4.5%	6.4%		20.0%		3.7%	9.5%	3.8%		5.9%	5.0%	6.3%	5.9%			7.4%	2.8%			9.1%		4.9%
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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
2014

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)	
70	48	23	5	20	27	21	27	20	17	22	16	17	5	-	27	37	1	7	12	6	42	
68	48	22	5	20	26	21	27	19	17	22	16	17	5	-	27	36	1	7	12	6	42	
100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
2	-	1	-	-	1	-	-	1	-	-	-	-	-	-	-	1	-	-	-	-	-	
1	1	-	-	1	-	-	1	-	-	1	-	-	-	-	-	1	1	-	-	-	-	
1.5%	2.1%			5.0%			3.7%			4.5%						2.8%	100.0%					
7	6	2	1	1	1	5	4	2	1	-	-	6	2	-	-	5	-	7	-	-	-	
10.3%	12.5%	9.1%	20.0%	5.0%	3.8%	23.8% eF	14.8%	10.5%	5.9%			35.3%	40.0%			13.9%		100.0%				
12	9	3	2	4	7	1	9	2	1	1	3	4	1	-	3	8	-	-	12	-	-	
17.6%	18.8%	13.6%	40.0%	20.0%	26.9% G	4.8%	33.3% IJ	10.5%	5.9%	4.5%	18.8%	23.5% k	20.0%		11.1%	22.2%			100.0%			
6	1	4	-	1	4	1	4	-	2	2	2	1	1	-	3	2	-	-	-	6	-	
8.8%	2.1%	18.2% b		5.0%	15.4%	4.8%	14.8%		11.8%	9.1%	12.5%	5.9%	20.0%		11.1%	5.6%				100.0%		
42	31	13	2	13	14	14	9	15	13	18	11	6	1	-	21	20	-	-	-	-	42	
61.8%	64.6%	59.1%	40.0%	65.0%	53.8%	66.7%	33.3%	78.9% H	76.5% H	81.8% M	68.8% M	35.3%	20.0%		77.8% Nq	55.6% n					100.0%	

2014

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

	Practice Volume														Practice Location										
															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	70	48	23	5	20	27	21	27	20	17	22	16	17	5	-	27	37	1	7	12	6	42			
Total Answering	62	41	21	4	18	26	17	25	19	14	21	15	16	5	-	24	33	1	7	11	6	36			
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%			
No Answer	3	2	2	1	1	-	1	-	-	1	-	-	1	-	-	-	2	-	-	-	-	2			
Well below average	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-			
Somewhat below average	5	3	2	1	2	2	1	4	1	-	1	1	2	3	-	-	2	-	1	2	1	1			
	8.1%	7.3%	9.5%	25.0%	11.1%	7.7%	5.9%	16.0%	5.3%		4.8%	6.7%	12.5%	60.0%			6.1%		14.3%	18.2%	16.7%	2.8%			
Average	44	30	12	2	12	18	13	17	16	8	15	10	10	2	-	17	25	-	4	8	4	27			
	71.0%	73.2%	57.1%	50.0%	66.7%	69.2%	76.5%	68.0%	84.2%	57.1%	71.4%	66.7%	62.5%	40.0%		70.8%	75.8%		57.1%	72.7%	66.7%	75.0%			
Somewhat above average	8	5	4	-	1	6	1	2	-	5	4	3	1	-	-	5	3	-	-	1	1	6			
	12.9%	12.2%	19.0%		5.6%	23.1%	5.9%	8.0%		35.7%	19.0%	20.0%	6.3%			20.8%	9.1%			9.1%	16.7%	16.7%			
Well above average	5	3	3	1	3	-	2	2	2	1	1	1	3	-	-	2	3	1	2	-	-	2			
	8.1%	7.3%	14.3%	25.0%	16.7%		11.8%	8.0%	10.5%	7.1%	4.8%	6.7%	18.8%			8.3%	9.1%	100.0%	28.6%			5.6%			
Not Applicable	5	5	-	-	1	1	3	2	1	2	1	1	-	-	-	3	2	-	-	1	-	4			
Summary Rate - Well above average/Somewhat above average	13	8	7	1	4	6	3	4	2	6	5	4	4	-	-	7	6	1	2	1	1	8			
	21.0%	19.5%	33.3%	25.0%	22.2%	23.1%	17.6%	16.0%	10.5%	42.9%	23.8%	26.7%	25.0%			29.2%	18.2%	100.0%	28.6%	9.1%	16.7%	22.2%			

2014

Louisiana Healthcare Connections
Provider Satisfaction Survey (981977)

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

	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	70	48	23	5	20	27	21	27	20	17	22	16	17	5	-	27	37	1	7	12	6	42
Total Answering	50	34	16	3	14	23	12	21	13	12	19	12	12	3	-	22	25	-	4	9	6	31
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	11	8	3	1	2	3	5	4	3	2	1	-	4	2	-	2	6	1	3	2	-	3
Well below average	1	-	1	-	-	1	-	-	-	1	1	-	-	-	-	1	-	-	-	-	-	1
	2.0%		6.3%			4.3%				8.3%	5.3%					4.5%					3.2%	
Somewhat below average	4	2	2	-	3	1	-	2	2	-	2	-	2	2	-	1	1	-	-	1	1	2
	8.0%	5.9%	12.5%		21.4%	4.3%		9.5%	15.4%		10.5%		16.7%	66.7% PQ		4.5%	4.0%			11.1%	16.7%	6.5%
Average	36	26	9	2	9	17	9	18	9	7	12	10	8	1	-	17	18	-	3	7	4	22
	72.0%	76.5%	56.3%	66.7%	64.3%	73.9%	75.0%	85.7% j	69.2%	58.3%	63.2%	83.3%	66.7%	33.3%		77.3%	72.0%		75.0%	77.8%	66.7%	71.0%
Somewhat above average	8	5	3	-	2	4	2	1	2	3	4	2	1	-	-	3	5	-	-	1	1	6
	16.0%	14.7%	18.8%		14.3%	17.4%	16.7%	4.8%	15.4%	25.0%	21.1%	16.7%	8.3%			13.6%	20.0%			11.1%	16.7%	19.4%
Well above average	1	1	1	1	-	-	1	-	-	1	-	-	1	-	-	-	1	-	1	-	-	-
	2.0%	2.9%	6.3%	33.3%			8.3%			8.3%			8.3%				4.0%		25.0%			
Not Applicable	9	6	4	1	4	1	4	2	4	3	2	4	1	-	-	3	6	-	-	1	-	8
Summary Rate - Well above average/Somewhat above average	9	6	4	1	2	4	3	1	2	4	4	2	2	-	-	3	6	-	1	1	1	6
	18.0%	17.6%	25.0%	33.3%	14.3%	17.4%	25.0%	4.8%	15.4%	33.3% H	21.1%	16.7%	16.7%			13.6%	24.0%		25.0%	11.1%	16.7%	19.4%

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

2014

Louisiana Healthcare Connections
Provider Satisfaction Survey (981977)

2B. Accuracy of claims processing.

	Area of		Physicians		Years in		Managed Care		Survey Respondent		Insurance Participation											
	Medicine		in Practice		Practice		Volume		Physician		Nurse/											
	Total	Primary	Specialty	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		Clin.		phys.	phys.	years	years	more	10%	20%	100%		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	70	48	23	5	20	27	21	27	20	17	22	16	17	5	-	27	37	1	7	12	6	42
Total Answering	49	33	16	2	12	23	13	20	14	11	18	12	13	3	-	22	24	-	4	8	6	31
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	12	9	3	1	3	3	5	5	2	3	2	1	3	2	-	2	7	1	3	2	-	4
Well below average	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Somewhat below average	4	4	-	-	2	2	-	2	1	-	2	1	1	-	-	4	-	-	-	1	-	3
	8.2%	12.1%			16.7%	8.7%		10.0%	7.1%		11.1%	8.3%	7.7%			18.2%			12.5%		9.7%	
Average	33	22	9	1	8	14	10	17	8	6	10	9	9	2	-	14	17	-	2	6	5	20
	67.3%	66.7%	56.3%	50.0%	66.7%	60.9%	76.9%	85.0% ij	57.1%	54.5%	55.6%	75.0%	69.2%	66.7%		63.6%	70.8%		50.0%	75.0%	83.3%	64.5%
Somewhat above average	10	6	5	-	1	7	2	1	4	4	6	2	1	1	-	4	5	-	-	1	1	8
	20.4%	18.2%	31.3%		8.3%	30.4% e	15.4%	5.0%	28.6% h	36.4% H	33.3% m	16.7%	7.7%	33.3%		18.2%	20.8%			12.5%	16.7%	25.8%
Well above average	2	1	2	1	1	-	1	-	1	1	-	-	2	-	-	-	2	-	2	-	-	-
	4.1%	3.0%	12.5%	50.0%	8.3%		7.7%		7.1%	9.1%			15.4%				8.3%		50.0%			
Not Applicable	9	6	4	2	5	1	3	2	4	3	2	3	1	-	-	3	6	-	-	2	-	7
Summary Rate - Well above average/Somewhat above average	12	7	7	1	2	7	3	1	5	5	6	2	3	1	-	4	7	-	2	1	1	8
	24.5%	21.2%	43.8%	50.0%	16.7%	30.4%	23.1%	5.0%	35.7% H	45.5% H	33.3%	16.7%	23.1%	33.3%		18.2%	29.2%		50.0%	12.5%	16.7%	25.8%

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

2014

Louisiana Healthcare Connections
Provider Satisfaction Survey (981977)

2C. Timeliness of claims processing.

	Area of Medicine		Physicians in Practice			Years in Practice			Managed Care Volume			Survey Respondent			Insurance Participation							
	Total Answering	Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	70	48	23	5	20	27	21	27	20	17	22	16	17	5	-	27	37	1	7	12	6	42
Total Answering	52	35	17	2	14	24	13	21	14	13	19	14	12	3	-	22	27	1	4	8	6	33
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	10	7	3	1	2	3	4	3	2	3	1	-	3	2	-	2	5	-	3	2	-	3
Well below average	1	1	-	-	1	-	-	-	1	-	-	1	-	-	-	1	-	-	-	-	-	1
	1.9%	2.9%			7.1%				7.1%			7.1%				4.5%						3.0%
Somewhat below average	2	2	-	-	1	1	-	1	-	-	2	-	-	-	-	1	1	1	-	-	-	1
	3.8%	5.7%			7.1%	4.2%		4.8%			10.5%					4.5%	3.7%	100.0% V				3.0%
Average	39	27	10	-	9	17	12	18	10	9	13	11	9	3	-	16	20	-	2	6	5	26
	75.0%	77.1%	58.8%		64.3%	70.8%	92.3% ef	85.7%	71.4%	69.2%	68.4%	78.6%	75.0%	100.0% PQ		72.7%	74.1%		50.0%	75.0%	83.3%	78.8%
Somewhat above average	8	4	5	1	3	5	-	2	3	2	3	2	2	-	-	3	5	-	1	2	1	4
	15.4%	11.4%	29.4%	50.0%	21.4%	20.8%		9.5%	21.4%	15.4%	15.8%	14.3%	16.7%			13.6%	18.5%		25.0%	25.0%	16.7%	12.1%
Well above average	2	1	2	1	-	1	1	-	-	2	1	-	1	-	-	1	1	-	1	-	-	1
	3.8%	2.9%	11.8%	50.0%		4.2%	7.7%			15.4%	5.3%		8.3%			4.5%	3.7%		25.0%			3.0%
Not Applicable	8	6	3	2	4	-	4	3	4	1	2	2	2	-	-	3	5	-	-	2	-	6
Summary Rate - Well above average/Somewhat above average	10	5	7	2	3	6	1	2	3	4	4	2	3	-	-	4	6	-	2	2	1	5
	19.2%	14.3%	41.2% B	100.0% BC	21.4%	25.0%	7.7%	9.5%	21.4%	30.8%	21.1%	14.3%	25.0%			18.2%	22.2%		50.0%	25.0%	16.7%	15.2%

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

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Louisiana Healthcare Connections
Provider Satisfaction Survey (981977)

2D. Resolution of claims payment problems or disputes.

	Area of		Physicians					Years in					Managed Care			Survey Respondent				Insurance Participation				
	Medicine		in Practice					Practice					Volume			Nurse/				Participation				
	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	70	48	23	5	20	27	21	27	20	17	22	16	17		5	-	27	37	1	7	12	6	42	
Total Answering	49	34	15	2	14	22	12	20	12	13	17	13	12		3	-	21	25	1	4	8	5	31	
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	12	9	3	1	2	3	6	4	3	3	1	1	4		2	-	3	6	-	3	2	-	5	
Well below average	-	-	-	-	-	-	-	-	-	-	-	-	-		-	-	-	-	-	-	-	-	-	
Somewhat below average	9	8	1	-	2	3	3	2	5	-	1	5	1		1	-	6	2	-	-	-	1	8	
	18.4%	23.5%	6.7%		14.3%	13.6%	25.0%	10.0%	41.7%		5.9%	38.5%	8.3%		33.3%		28.6%	8.0%			20.0%	25.8%		
		c							H			Km					q							
Average	30	21	7	-	10	12	8	15	5	9	12	6	8		2	-	10	18	1	2	5	3	19	
	61.2%	61.8%	46.7%		71.4%	54.5%	66.7%	75.0%	41.7%	69.2%	70.6%	46.2%	66.7%		66.7%		47.6%	72.0%	100.0%	50.0%	62.5%	60.0%	61.3%	
						i											p	STuV						
Somewhat above average	8	4	6	2	1	6	1	2	1	4	4	1	2		-	-	4	4	-	1	2	1	4	
	16.3%	11.8%	40.0%	100.0%	7.1%	27.3%	8.3%	10.0%	8.3%	30.8%	23.5%	7.7%	16.7%				19.0%	16.0%		25.0%	25.0%	20.0%	12.9%	
			B	BC		e																		
Well above average	2	1	1	-	1	1	-	1	1	-	-	1	1		-	-	1	1	-	1	1	-	-	
	4.1%	2.9%	6.7%		7.1%	4.5%		5.0%	8.3%			7.7%	8.3%				4.8%	4.0%		25.0%	12.5%			
Not Applicable	9	5	5	2	4	2	3	3	5	1	4	2	1		-	-	3	6	-	-	2	1	6	
Summary Rate - Well above average/Somewhat above average	10	5	7	2	2	7	1	3	2	4	4	2	3		-	-	5	5	-	2	3	1	4	
	20.4%	14.7%	46.7%	100.0%	14.3%	31.8%	8.3%	15.0%	16.7%	30.8%	23.5%	15.4%	25.0%				23.8%	20.0%		50.0%	37.5%	20.0%	12.9%	
			B	BC		g																		

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

Independent Z-Test for Percentages (unpooled proportions)

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Presented by The Myers Group
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Louisiana Healthcare Connections
Provider Satisfaction Survey (981977)

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	70	48	23	5	20	27	21	27	20	17	22	16	17	5	-	27	37	1	7	12	6	42
Total Answering	53	35	18	3	13	23	16	23	14	13	18	12	15	5	-	21	27	1	6	10	5	31
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	7	4	3	1	3	2	1	1	3	2	1	1	2	-	-	1	5	-	1	2	-	2
Well below average	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Somewhat below average	5	1	4	1	2	2	1	3	1	1	3	1	-	-	-	1	4	-	-	1	-	4
	9.4%	2.9%	22.2%	33.3%	15.4%	8.7%	6.3%	13.0%	7.1%	7.7%	16.7%	8.3%				4.8%	14.8%			10.0%		12.9%
			b																			
Average	38	26	11	1	8	16	13	14	10	12	14	6	12	5	-	15	18	-	5	5	5	23
	71.7%	74.3%	61.1%	33.3%	61.5%	69.6%	81.3%	60.9%	71.4%	92.3%	77.8%	50.0%	80.0%	100.0%		71.4%	66.7%		83.3%	50.0%	100.0%	74.2%
										H			1	PQ						TV		
Somewhat above average	9	7	3	1	3	4	2	5	3	-	1	4	3	-	-	4	5	1	1	3	-	4
	17.0%	20.0%	16.7%	33.3%	23.1%	17.4%	12.5%	21.7%	21.4%		5.6%	33.3%	20.0%			19.0%	18.5%	100.0%	16.7%	30.0%		12.9%
												k					STV					
Well above average	1	1	-	-	-	1	-	1	-	-	-	1	-	-	-	1	-	-	-	1	-	-
	1.9%	2.9%				4.3%		4.3%				8.3%				4.8%				10.0%		
Not Applicable	10	9	2	1	4	2	4	3	3	2	3	3	-	-	-	5	5	-	-	-	1	9
Summary Rate - Well above average/Somewhat above average	10	8	3	1	3	5	2	6	3	-	1	5	3	-	-	5	5	1	1	4	-	4
	18.9%	22.9%	16.7%	33.3%	23.1%	21.7%	12.5%	26.1%	21.4%		5.6%	41.7%	20.0%			23.8%	18.5%	100.0%	16.7%	40.0%		12.9%
												K					STV					

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

Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

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Presented by The Myers Group

770-978-3173

2014

Louisiana Healthcare Connections
Provider Satisfaction Survey (981977)

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	70	48	23	5	20	27	21	27	20	17	22	16	17	5	-	27	37	1	7	12	6	42			
Total Answering	56	40	18	4	15	25	16	26	12	13	18	14	13	5	-	24	27	1	5	11	6	33			
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%			
No Answer	6	3	3	1	3	1	1	-	3	2	1	1	2	-	-	-	5	-	1	1	-	2			
Well below average	1	1	-	1	1	-	-	1	-	-	-	-	-	-	-	-	1	-	-	1	-	-			
	1.8%	2.5%		25.0%	6.7%			3.8%									3.7%			9.1%					
Somewhat below average	9	8	3	2	-	7	2	2	4	1	2	1	3	-	-	2	7	-	-	2	1	6			
	16.1%	20.0%	16.7%	50.0%		28.0%	12.5%	7.7%	33.3%	7.7%	11.1%	7.1%	23.1%			8.3%	25.9%			18.2%	16.7%	18.2%			
									hj								p								
Average	37	24	12	-	11	14	12	19	6	10	12	10	8	5	-	18	14	-	5	7	3	22			
	66.1%	60.0%	66.7%		73.3%	56.0%	75.0%	73.1%	50.0%	76.9%	66.7%	71.4%	61.5%	100.0%		75.0%	51.9%		100.0%	63.6%	50.0%	66.7%			
														PQ		q			TUV						
Somewhat above average	6	5	2	1	3	3	-	2	1	2	3	2	1	-	-	3	3	1	-	1	2	2			
	10.7%	12.5%	11.1%	25.0%	20.0%	12.0%		7.7%	8.3%	15.4%	16.7%	14.3%	7.7%			12.5%	11.1%	100.0%		9.1%	33.3%	6.1%			
																		TUV							
Well above average	3	2	1	-	-	1	2	2	1	-	1	1	1	-	-	1	2	-	-	-	-	3			
	5.4%	5.0%	5.6%			4.0%	12.5%	7.7%	8.3%		5.6%	7.1%	7.7%			4.2%	7.4%					9.1%			
Not Applicable	8	5	2	-	2	1	4	1	5	2	3	1	2	-	-	3	5	-	1	-	-	7			
Summary Rate - Well above average/Somewhat above average	9	7	3	1	3	4	2	4	2	2	4	3	2	-	-	4	5	1	-	1	2	5			
	16.1%	17.5%	16.7%	25.0%	20.0%	16.0%	12.5%	15.4%	16.7%	15.4%	22.2%	21.4%	15.4%			16.7%	18.5%	100.0%		9.1%	33.3%	15.2%			
																		TUV							

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

Independent Z-Test for Percentages (unpooled proportions)

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Presented by The Myers Group

770-978-3173

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Louisiana Healthcare Connections
Provider Satisfaction Survey (981977)

3C. Timeliness of 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	70	48	23	5	20	27	21	27	20	17	22	16	17	5	-	27	37	1	7	12	6	42
Total Answering	54	38	17	3	16	23	15	25	11	13	18	14	12	5	-	25	24	1	5	9	6	33
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	6	4	2	1	3	2	1	-	4	2	1	1	2	-	-	-	6	-	1	2	-	2
Well below average	2	2	-	1	1	1	-	1	-	-	1	-	-	-	-	1	1	-	-	1	-	1
	3.7%	5.3%		33.3%	6.3%	4.3%		4.0%			5.6%					4.0%	4.2%			11.1%		3.0%
Somewhat below average	8	7	2	1	1	6	1	3	3	1	1	3	2	-	-	2	6	-	-	1	1	6
	14.8%	18.4%	11.8%	33.3%	6.3%	26.1%	6.7%	12.0%	27.3%	7.7%	5.6%	21.4%	16.7%			8.0%	25.0%			11.1%	16.7%	18.2%
Average	32	21	11	-	8	12	12	15	5	9	11	6	8	5	-	15	12	-	5	5	3	19
	59.3%	55.3%	64.7%		50.0%	52.2%	80.0%	60.0%	45.5%	69.2%	61.1%	42.9%	66.7%	100.0%		60.0%	50.0%		100.0%	55.6%	50.0%	57.6%
Somewhat above average	5	3	2	-	4	1	-	-	2	3	3	2	-	-	-	3	2	-	-	-	2	3
	9.3%	7.9%	11.8%		25.0%	4.3%			18.2%	23.1%	16.7%	14.3%				12.0%	8.3%			33.3%	9.1%	
Well above average	7	5	2	1	2	3	2	6	1	-	2	3	2	-	-	4	3	1	-	2	-	4
	13.0%	13.2%	11.8%	33.3%	12.5%	13.0%	13.3%	24.0%	9.1%		11.1%	21.4%	16.7%			16.0%	12.5%	100.0%		22.2%		12.1%
Not Applicable	10	6	4	1	1	2	5	2	5	2	3	1	3	-	-	2	7	-	1	1	-	7
Summary Rate - Well above average/Somewhat above average	12	8	4	1	6	4	2	6	3	3	5	5	2	-	-	7	5	1	-	2	2	7
	22.2%	21.1%	23.5%	33.3%	37.5%	17.4%	13.3%	24.0%	27.3%	23.1%	27.8%	35.7%	16.7%			28.0%	20.8%	100.0%		22.2%	33.3%	21.2%

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

Independent Z-Test for Percentages (unpooled proportions)

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Louisiana Healthcare Connections
Provider Satisfaction Survey (981977)

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	70	48	23	5	20	27	21	27	20	17	22	16	17	5	-	27	37	1	7	12	6	42
Total Answering	50	37	13	2	14	22	14	25	11	11	16	14	13	5	-	23	22	1	6	9	5	29
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	8	5	3	1	3	3	1	1	4	2	1	1	2	-	-	1	6	-	1	3	-	2
Well below average	1	1	-	-	-	1	-	-	1	-	-	-	-	-	-	1	-	-	-	-	-	1
	2.0%	2.7%				4.5%			9.1%							4.3%						3.4%
Somewhat below average	1	1	-	1	1	-	-	1	-	-	-	-	-	-	-	-	1	-	-	1	-	-
	2.0%	2.7%		50.0%	7.1%			4.0%									4.5%			11.1%		
Average	40	28	11	-	10	18	12	20	7	11	14	11	10	5	-	18	17	-	5	6	5	24
	80.0%	75.7%	84.6%		71.4%	81.8%	85.7%	80.0%	63.6%	100.0% HI	87.5%	78.6%	76.9%	100.0% PQ		78.3%	77.3%		83.3%	66.7%	100.0% TV	82.8%
Somewhat above average	4	4	1	1	1	2	1	2	1	-	1	2	1	-	-	2	2	-	-	1	-	3
	8.0%	10.8%	7.7%	50.0%	7.1%	9.1%	7.1%	8.0%	9.1%		6.3%	14.3%	7.7%			8.7%	9.1%			11.1%		10.3%
Well above average	4	3	1	-	2	1	1	2	2	-	1	1	2	-	-	2	2	1	1	1	-	1
	8.0%	8.1%	7.7%		14.3%	4.5%	7.1%	8.0%	18.2%		6.3%	7.1%	15.4%			8.7%	9.1%	100.0% STV	16.7%	11.1%		3.4%
Not Applicable	12	6	7	2	3	2	6	1	5	4	5	1	2	-	-	3	9	-	-	-	1	11
Summary Rate - Well above average/Somewhat above average	8	7	2	1	3	3	2	4	3	-	2	3	3	-	-	4	4	1	1	2	-	4
	16.0%	18.9%	15.4%	50.0%	21.4%	13.6%	14.3%	16.0%	27.3%		12.5%	21.4%	23.1%			17.4%	18.2%	100.0% STV	16.7%	22.2%		13.8%

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
2014

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)			
70	48	23	5	20	27	21	27	20	17	22	16	17	5	-	27	37	1	7	12	6	42			
41 100.0%	28 100.0%	13 100.0%	1 100.0%	12 100.0%	19 100.0%	10 100.0%	19 100.0%	7 100.0%	12 100.0%	16 100.0%	11 100.0%	10 100.0%	5 100.0%	-	16 100.0%	20 100.0%	1 100.0%	5 100.0%	5 100.0%	6 100.0%	24 100.0%			
9	5	4	1	3	3	2	1	4	3	1	1	2	-	-	1	7	-	1	4	-	2			
1 2.4%	1 3.6%	-	-	-	1 5.3%	-	-	1 14.3%	-	-	1 9.1%	-	-	-	-	1 5.0%	-	-	-	-	1 4.2%			
2 4.9%	2 7.1%	- 100.0%	1 B	1 8.3%	-	1 10.0%	2 10.5%	-	-	-	-	1 10.0%	-	-	-	2 10.0%	-	1 20.0%	1 20.0%	-	-			
33 80.5%	22 78.6%	10 76.9%	-	9 75.0%	16 84.2%	8 80.0%	15 78.9%	6 85.7%	11 91.7%	14 87.5%	7 63.6%	9 90.0%	5 100.0% PQ	-	12 75.0%	16 80.0%	1 100.0% V	4 80.0%	4 80.0%	5 83.3%	19 79.2%			
5 12.2%	3 10.7%	3 23.1%	-	2 16.7%	2 10.5%	1 10.0%	2 10.5%	-	1 8.3%	2 12.5%	3 27.3%	-	-	-	4 25.0% q	1 5.0%	-	-	-	1 16.7%	4 16.7%			
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-			
20	15	6	3	5	5	9	7	9	2	5	4	5	-	-	10	10	-	1	3	-	16			
5 12.2%	3 10.7%	3 23.1%	-	2 16.7%	2 10.5%	1 10.0%	2 10.5%	-	1 8.3%	2 12.5%	3 27.3%	-	-	-	4 25.0% q	1 5.0%	-	-	-	1 16.7%	4 16.7%			

2014

Louisiana Healthcare Connections
Provider Satisfaction Survey (981977)

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	70	48	23	5	20	27	21	27	20	17	22	16	17	5	-	27	37	1	7	12	6	42
Total Answering	52	39	15	4	13	23	16	20	15	13	17	13	15	4	-	20	28	1	7	8	4	32
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	10	6	4	1	4	3	2	2	3	3	2	2	1	-	-	2	7	-	-	4	-	4
Well below average	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Somewhat below average	3	2	1	1	2	-	1	3	-	-	1	-	1	1	-	-	2	-	1	2	-	-
	5.8%	5.1%	6.7%	25.0%	15.4%		6.3%	15.0%			5.9%		6.7%	25.0%			7.1%		14.3%	25.0%		
Average	34	25	9	1	6	18	10	11	8	12	13	8	9	3	-	13	18	-	4	3	3	24
	65.4%	64.1%	60.0%	25.0%	46.2%	78.3%	62.5%	55.0%	53.3%	92.3%	76.5%	61.5%	60.0%	75.0%		65.0%	64.3%		57.1%	37.5%	75.0%	75.0%
						E				HI											T	
Somewhat above average	8	7	3	1	3	2	3	2	4	1	3	2	2	-	-	3	5	1	1	-	1	5
	15.4%	17.9%	20.0%	25.0%	23.1%	8.7%	18.8%	10.0%	26.7%	7.7%	17.6%	15.4%	13.3%			15.0%	17.9%	100.0%	14.3%		25.0%	15.6%
																	SUV					
Well above average	7	5	2	1	2	3	2	4	3	-	-	3	3	-	-	4	3	-	1	3	-	3
	13.5%	12.8%	13.3%	25.0%	15.4%	13.0%	12.5%	20.0%	20.0%			23.1%	20.0%			20.0%	10.7%		14.3%	37.5%		9.4%
Not Applicable	8	3	4	-	3	1	3	5	2	1	3	1	1	1	-	5	2	-	-	-	2	6
Summary Rate - Well above average/Somewhat above average	15	12	5	2	5	5	5	6	7	1	3	5	5	-	-	7	8	1	2	3	1	8
	28.8%	30.8%	33.3%	50.0%	38.5%	21.7%	31.3%	30.0%	46.7%	7.7%	17.6%	38.5%	33.3%			35.0%	28.6%	100.0%	28.6%	37.5%	25.0%	25.0%
						j		j									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
2014

Louisiana Healthcare Connections
Provider Satisfaction Survey (981977)

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

	Area of Medicine		Physicians in Practice		Years in Practice		Managed Care Volume		Survey Respondent				Insurance Participation									
	Total Answering	Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	
Total	70	48	23	5	20	27	21	27	20	17	22	16	17	5	-	27	37	1	7	12	6	42
Total Answering	48	33	15	2	14	22	12	23	11	10	16	13	13	4	-	21	23	1	6	8	6	27
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	11	7	4	2	4	3	3	1	4	4	2	1	3	-	-	2	8	-	1	3	-	5
Well below average	3	3	-	1	2	1	-	1	2	-	1	1	-	-	-	-	3	-	-	1	-	2
	6.3%	9.1%		50.0%	14.3%	4.5%		4.3%	18.2%		6.3%	7.7%					13.0%			12.5%		7.4%
Somewhat below average	9	9	-	-	3	5	1	4	3	1	4	2	3	1	-	4	4	-	1	1	1	6
	18.8%	27.3%			21.4%	22.7%	8.3%	17.4%	27.3%	10.0%	25.0%	15.4%	23.1%	25.0%		19.0%	17.4%		16.7%	12.5%	16.7%	22.2%
Average	31	16	14	-	8	14	9	16	4	9	11	8	7	2	-	14	15	1	4	5	5	16
	64.6%	48.5%	93.3%		57.1%	63.6%	75.0%	69.6%	36.4%	90.0%	68.8%	61.5%	53.8%	50.0%		66.7%	65.2%	100.0%	66.7%	62.5%	83.3%	59.3%
			B					i		I							STV					
Somewhat above average	3	3	1	-	-	1	2	1	1	-	-	1	2	1	-	2	-	-	1	-	-	2
	6.3%	9.1%	6.7%			4.5%	16.7%	4.3%	9.1%			7.7%	15.4%	25.0%		9.5%			16.7%			7.4%
Well above average	2	2	-	1	1	1	-	1	1	-	-	1	1	-	-	1	1	-	-	1	-	1
	4.2%	6.1%		50.0%	7.1%	4.5%		4.3%	9.1%			7.7%	7.7%			4.8%	4.3%			12.5%		3.7%
Not Applicable	11	8	4	1	2	2	6	3	5	3	4	2	1	1	-	4	6	-	-	1	-	10
Summary Rate - Well above average/Somewhat above average	5	5	1	1	1	2	2	2	2	-	-	2	3	1	-	3	1	-	1	1	-	3
	10.4%	15.2%	6.7%	50.0%	7.1%	9.1%	16.7%	8.7%	18.2%			15.4%	23.1%	25.0%		14.3%	4.3%		16.7%	12.5%		11.1%

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

Independent Z-Test for Percentages (unpooled proportions)

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Presented by The Myers Group

770-978-3173

2014

Louisiana Healthcare Connections
Provider Satisfaction Survey (981977)

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

	===== Area of ===== ===== Medicine =====																			===== Physicians ===== ===== in Practice =====				===== Years in ===== ===== Practice =====				===== Managed Care ===== ===== Volume =====				===== Survey Respondent ===== ===== Physician =====				===== Insurance Participation ===== ===== Nurse/ ===== ===== Other =====					===== 3 or ===== ===== fewer =====			===== 4 to ===== ===== 7 =====			===== 8 to ===== ===== 11 =====			===== 12 to ===== ===== 15 =====			===== More ===== ===== than 15 =====		
Total Answering	Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/ Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15																																		
-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----																																		
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)																																		
Total	70	48	23	5	20	27	21	27	20	17	22	16	17	5	-	27	37	1	7	12	6	42																																	
Total Answering	49	34	15	2	15	21	13	24	11	10	15	14	13	4	-	23	22	1	6	8	6	28																																	
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%																																	
No Answer	11	7	4	2	4	3	3	1	4	4	2	1	3	-	-	2	8	-	1	3	-	5																																	
Well below average	3	2	1	1	1	2	-	2	1	-	1	1	-	-	-	-	3	-	-	1	1	1																																	
	6.1%	5.9%	6.7%	50.0%	6.7%	9.5%		8.3%	9.1%		6.7%	7.1%					13.6%			12.5%	16.7%	3.6%																																	
Somewhat below average	3	3	-	-	1	2	-	2	1	-	1	1	1	-	-	1	2	-	-	1	-	2																																	
	6.1%	8.8%			6.7%	9.5%		8.3%	9.1%		6.7%	7.1%	7.7%			4.3%	9.1%			12.5%		7.1%																																	
Average	37	24	12	-	11	15	11	18	6	10	13	10	8	3	-	19	15	1	4	5	5	22																																	
	75.5%	70.6%	80.0%		73.3%	71.4%	84.6%	75.0%	54.5%	100.0% HI	86.7%	71.4%	61.5%	75.0%		82.6%	68.2%	100.0% STV	66.7%	62.5%	83.3%	78.6%																																	
Somewhat above average	4	4	1	1	1	2	1	2	1	-	-	2	2	1	-	2	1	-	1	1	-	2																																	
	8.2%	11.8%	6.7%	50.0%	6.7%	9.5%	7.7%	8.3%	9.1%			14.3%	15.4%	25.0%		8.7%	4.5%		16.7%	12.5%		7.1%																																	
Well above average	2	1	1	-	1	-	1	-	2	-	-	-	2	-	-	1	1	-	1	-	-	1																																	
	4.1%	2.9%	6.7%		6.7%	7.7%		18.2%				15.4%				4.3%	4.5%		16.7%			3.6%																																	
Not Applicable	10	7	4	1	1	3	5	2	5	3	5	1	1	1	-	2	7	-	-	1	-	9																																	
Summary Rate - Well above average/Somewhat above average	6	5	2	1	2	2	2	2	3	-	-	2	4	1	-	3	2	-	2	1	-	3																																	
	12.2%	14.7%	13.3%	50.0%	13.3%	9.5%	15.4%	8.3%	27.3%			14.3%	30.8%	25.0%		13.0%	9.1%		33.3%	12.5%		10.7%																																	

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.

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Presented by The Myers Group

770-978-3173

2014

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

	Medicine													In Practice										Practice										Volume									
	Total	Primary		BH		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.	Solo	phys.	phys.	years	years	more	10%	20%	100%		Clin.	Manager	Other staff	fewer	7	11	15	than 15																					
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)																					
Total	70	48	23	5	20	27	21	27	20	17	22	16	17	5	-	27	37	1	7	12	6	42																					
Total Answering	44	31	13	2	13	20	11	20	10	10	14	13	11	3	-	20	21	1	6	8	5	24																					
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	11	7	4	2	4	3	3	1	4	4	2	1	3	-	-	2	8	-	1	3	-	5																					
Well below average	2	2	-	-	2	-	-	-	2	-	1	1	-	-	-	-	2	-	-	-	-	2																					
	4.5%	6.5%			15.4%				20.0%		7.1%	7.7%					9.5%					8.3%																					
Somewhat below average	3	3	-	1	1	1	1	2	1	-	1	-	1	1	-	-	2	-	1	1	-	1																					
	6.8%	9.7%		50.0%	7.7%	5.0%	9.1%	10.0%	10.0%		7.1%		9.1%	33.3%			9.5%		16.7%	12.5%		4.2%																					
Average	36	24	11	1	9	18	9	17	7	9	11	11	9	1	-	18	17	1	4	7	5	19																					
	81.8%	77.4%	84.6%	50.0%	69.2%	90.0%	81.8%	85.0%	70.0%	90.0%	78.6%	84.6%	81.8%	33.3%		90.0% N	81.0% n	100.0% sV	66.7%	87.5%	100.0% sV	79.2%																					
Somewhat above average	3	2	2	-	1	1	1	1	-	1	1	1	1	1	-	2	-	-	1	-	-	2																					
	6.8%	6.5%	15.4%		7.7%	5.0%	9.1%	5.0%		10.0%	7.1%	7.7%	9.1%	33.3%		10.0%			16.7%			8.3%																					
Well above average	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-																					
Not Applicable	15	10	6	1	3	4	7	6	6	3	6	2	3	2	-	5	8	-	-	1	1	13																					
Summary Rate - Well above average/Somewhat above average	3	2	2	-	1	1	1	1	-	1	1	1	1	1	-	2	-	-	1	-	-	2																					
	6.8%	6.5%	15.4%		7.7%	5.0%	9.1%	5.0%		10.0%	7.1%	7.7%	9.1%	33.3%		10.0%			16.7%			8.3%																					

2014

Louisiana Healthcare Connections
Provider Satisfaction Survey (981977)

5A. Consistency of the formulary over time.

	Area of		Physicians					Years in					Managed Care			Survey Respondent				Insurance Participation				
	Medicine		in Practice					Practice					Volume			Nurse/				Other				
	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	70	48	23	5	20	27	21	27	20	17	22	16	17	5	-	27	37	1	7	12	6	42		
Total Answering	46	34	12	2	15	20	11	21	11	10	13	13	13	4	-	21	21	1	6	8	6	25		
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	12	8	4	2	4	3	3	1	5	4	2	1	3	-	-	2	9	-	1	3	-	6		
Well below average	3	3	-	1	2	-	1	2	1	-	-	1	1	1	-	-	2	-	1	1	-	1		
	6.5%	8.8%		50.0%	13.3%		9.1%	9.5%	9.1%			7.7%	7.7%	25.0%			9.5%		16.7%	12.5%		4.0%		
Somewhat below average	4	4	-	-	1	3	-	1	2	1	-	2	1	-	-	3	1	-	-	-	1	3		
	8.7%	11.8%			6.7%	15.0%		4.8%	18.2%	10.0%		15.4%	7.7%			14.3%	4.8%			16.7%	12.0%			
Average	31	22	8	-	8	15	8	14	6	8	11	8	8	2	-	13	16	-	3	6	5	17		
	67.4%	64.7%	66.7%		53.3%	75.0%	72.7%	66.7%	54.5%	80.0%	84.6%	61.5%	61.5%	50.0%		61.9%	76.2%		50.0%	75.0%	83.3%	68.0%		
Somewhat above average	3	1	3	-	2	1	-	1	-	1	1	2	-	-	-	3	-	-	-	-	-	3		
	6.5%	2.9%	25.0%		13.3%	5.0%		4.8%		10.0%	7.7%	15.4%				14.3%					12.0%			
Well above average	5	4	1	1	2	1	2	3	2	-	1	-	3	1	-	2	2	1	2	1	-	1		
	10.9%	11.8%	8.3%	50.0%	13.3%	5.0%	18.2%	14.3%	18.2%		7.7%		23.1%	25.0%		9.5%	9.5%	100.0%	33.3%	12.5%		4.0%		
Not Applicable	12	6	7	1	1	4	7	5	4	3	7	2	1	1	-	4	7	-	-	1	-	11		
Summary Rate - Well above average/Somewhat above average	8	5	4	1	4	2	2	4	2	1	2	2	3	1	-	5	2	1	2	1	-	4		
	17.4%	14.7%	33.3%	50.0%	26.7%	10.0%	18.2%	19.0%	18.2%	10.0%	15.4%	15.4%	23.1%	25.0%		23.8%	9.5%	100.0%	33.3%	12.5%		16.0%		

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
2014

Louisiana Healthcare Connections
Provider Satisfaction Survey (981977)

5B. Extent to which formulary reflects current standards of 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	70	48	23	5	20	27	21	27	20	17	22	16	17	5	-	27	37	1	7	12	6	42			
Total Answering	45	33	12	2	15	19	11	20	11	10	14	13	11	3	-	22	20	1	5	8	5	26			
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	10	4	2	4	3	5	3	5	4	2	2	4	-	-	2	11	-	2	3	-	7			
Well below average	4	4	-	1	2	1	1	3	1	-	-	2	1	1	-	1	2	-	1	1	-	2			
	8.9%	12.1%		50.0%	13.3%	5.3%	9.1%	15.0%	9.1%			15.4%	9.1%	33.3%		4.5%	10.0%		20.0%	12.5%		7.7%			
Somewhat below average	4	4	-	-	1	3	-	1	1	1	2	1	-	-	-	3	1	-	-	-	1	3			
	8.9%	12.1%			6.7%	15.8%		5.0%	9.1%	10.0%	14.3%	7.7%				13.6%	5.0%			20.0%	11.5%				
Average	28	19	8	-	8	12	8	12	7	7	10	8	6	1	-	13	14	-	2	6	4	16			
	62.2%	57.6%	66.7%		53.3%	63.2%	72.7%	60.0%	63.6%	70.0%	71.4%	61.5%	54.5%	33.3%		59.1%	70.0%		40.0%	75.0%	80.0%	61.5%			
Somewhat above average	3	2	2	-	1	2	-	1	-	1	-	2	1	-	-	2	1	-	-	-	-	3			
	6.7%	6.1%	16.7%		6.7%	10.5%		5.0%		10.0%		15.4%	9.1%			9.1%	5.0%					11.5%			
Well above average	6	4	2	1	3	1	2	3	2	1	2	-	3	1	-	3	2	1	2	1	-	2			
	13.3%	12.1%	16.7%	50.0%	20.0%	5.3%	18.2%	15.0%	18.2%	10.0%	14.3%		27.3%	33.3%		13.6%	10.0%	100.0%	40.0%	12.5%		7.7%			
																		STV							
Not Applicable	11	5	7	1	1	5	5	4	4	3	6	1	2	2	-	3	6	-	-	1	1	9			
Summary Rate - Well above average/Somewhat above average	9	6	4	1	4	3	2	4	2	2	2	2	4	1	-	5	3	1	2	1	-	5			
	20.0%	18.2%	33.3%	50.0%	26.7%	15.8%	18.2%	20.0%	18.2%	20.0%	14.3%	15.4%	36.4%	33.3%		22.7%	15.0%	100.0%	40.0%	12.5%		19.2%			
																		STV							

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
2014

Louisiana Healthcare Connections
Provider Satisfaction Survey (981977)

5C. Variety of branded drugs on the formulary.

	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-		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	70	48	23	5	20	27	21	27	20	17	22	16	17	5	-	27	37	1	7	12	6	42		
Total Answering	45	32	13	2	15	20	10	20	9	12	13	14	12	4	-	19	22	1	6	8	5	25		
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	10	4	2	4	4	4	2	6	4	2	2	3	-	-	3	10	-	1	3	-	8		
Well below average	5	4	1	1	1	3	1	3	-	1	1	1	2	2	-	1	2	-	1	1	2	1		
	11.1%	12.5%	7.7%	50.0%	6.7%	15.0%	10.0%	15.0%		8.3%	7.7%	7.1%	16.7%	50.0%		5.3%	9.1%		16.7%	12.5%	40.0%	4.0%		
														p										
Somewhat below average	8	7	1	-	4	3	1	3	4	1	2	4	2	-	-	3	5	-	1	-	-	7		
	17.8%	21.9%	7.7%		26.7%	15.0%	10.0%	15.0%	44.4%	8.3%	15.4%	28.6%	16.7%			15.8%	22.7%		16.7%		28.0%			
									J															
Average	26	16	9	-	9	10	7	11	4	9	10	8	4	1	-	13	12	1	2	5	3	15		
	57.8%	50.0%	69.2%		60.0%	50.0%	70.0%	55.0%	44.4%	75.0%	76.9%	57.1%	33.3%	25.0%		68.4%	54.5%	100.0%	33.3%	62.5%	60.0%	60.0%		
											M					n		STuV						
Somewhat above average	5	4	2	1	1	4	-	2	1	1	-	1	4	-	-	2	3	-	1	2	-	2		
	11.1%	12.5%	15.4%	50.0%	6.7%	20.0%		10.0%	11.1%	8.3%		7.1%	33.3%			10.5%	13.6%		16.7%	25.0%		8.0%		
												1												
Well above average	1	1	-	-	-	-	1	1	-	-	-	-	-	1	-	-	-	-	1	-	-	-		
	2.2%	3.1%					10.0%	5.0%						25.0%					16.7%					
Not Applicable	11	6	6	1	1	3	7	5	5	1	7	-	2	1	-	5	5	-	-	1	1	9		
Summary Rate - Well above average/Somewhat above average	6	5	2	1	1	4	1	3	1	1	-	1	4	1	-	2	3	-	2	2	-	2		
	13.3%	15.6%	15.4%	50.0%	6.7%	20.0%	10.0%	15.0%	11.1%	8.3%		7.1%	33.3%	25.0%		10.5%	13.6%		33.3%	25.0%		8.0%		
												1												

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

Independent Z-Test for Percentages (unpooled proportions)

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Presented by The Myers Group

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Louisiana Healthcare Connections
Provider Satisfaction Survey (981977)

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

	Area of Medicine				Physicians in Practice				Years in Practice				Managed Care Volume				Survey Respondent				Insurance Participation					
	Total Answering	Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15				
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)				
Total	70	48	23	5	20	27	21	27	20	17	22	16	17	5	-	27	37	1	7	12	6	42				
Total Answering	49	34	15	2	16	20	13	22	11	12	17	13	13	4	-	23	22	1	6	8	6	28				
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%				
No Answer	12	9	3	2	3	4	4	2	6	3	1	2	3	-	-	2	10	-	1	3	-	7				
Well below average	1	1	-	-	-	-	1	1	-	-	-	-	1	1	-	-	-	-	1	-	-	-				
	2.0%	2.9%					7.7%	4.5%					7.7%	25.0%					16.7%							
Somewhat below average	7	7	-	-	4	3	-	2	3	1	3	2	2	-	-	3	4	-	-	1	1	5				
	14.3%	20.6%			25.0%	15.0%		9.1%	27.3%	8.3%	17.6%	15.4%	15.4%			13.0%	18.2%			12.5%	16.7%	17.9%				
Average	34	20	13	1	10	14	10	16	6	10	13	10	6	2	-	17	15	-	3	6	5	20				
	69.4%	58.8%	86.7%	50.0%	62.5%	70.0%	76.9%	72.7%	54.5%	83.3%	76.5%	76.9%	46.2%	50.0%		73.9%	68.2%		50.0%	75.0%	83.3%	71.4%				
			B								m	m														
Somewhat above average	2	2	1	-	-	2	-	-	-	1	-	1	1	-	-	1	1	-	-	-	-	2				
	4.1%	5.9%	6.7%			10.0%				8.3%		7.7%	7.7%			4.3%	4.5%					7.1%				
Well above average	5	4	1	1	2	1	2	3	2	-	1	-	3	1	-	2	2	1	2	1	-	1				
	10.2%	11.8%	6.7%	50.0%	12.5%	5.0%	15.4%	13.6%	18.2%		5.9%		23.1%	25.0%		8.7%	9.1%	100.0%	33.3%	12.5%		3.6%				
																		STV								
Not Applicable	9	5	5	1	1	3	4	3	3	2	4	1	1	1	-	2	5	-	-	1	-	7				
Summary Rate - Well above average/Somewhat above average	7	6	2	1	2	3	2	3	2	1	1	1	4	1	-	3	3	1	2	1	-	3				
	14.3%	17.6%	13.3%	50.0%	12.5%	15.0%	15.4%	13.6%	18.2%	8.3%	5.9%	7.7%	30.8%	25.0%		13.0%	13.6%	100.0%	33.3%	12.5%		10.7%				
													k					STV								

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

Independent Z-Test for Percentages (unpooled proportions)

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Louisiana Healthcare Connections
Provider Satisfaction Survey (981977)

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	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	70	48	23	5	20	27	21	27	20	17	22	16	17	5	-	27	37	1	7	12	6	42
Total Answering	45	31	14	2	15	20	10	22	9	10	14	14	12	4	-	20	21	1	6	8	6	24
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	10	4	2	4	4	4	2	6	4	2	2	3	-	-	3	10	-	1	3	-	8
Well below average	3	3	-	1	1	1	1	2	-	1	-	1	1	1	-	-	2	-	1	1	1	-
	6.7%	9.7%		50.0%	6.7%	5.0%	10.0%	9.1%		10.0%		7.1%	8.3%	25.0%			9.5%		16.7%	12.5%	16.7%	
Somewhat below average	3	3	-	-	1	2	-	2	-	-	1	1	1	-	-	2	1	-	-	1	-	2
	6.7%	9.7%			6.7%	10.0%		9.1%			7.1%	7.1%	8.3%			10.0%	4.8%			12.5%		8.3%
Average	32	20	11	1	10	14	8	15	7	8	13	8	8	2	-	14	16	1	3	5	5	18
	71.1%	64.5%	78.6%	50.0%	66.7%	70.0%	80.0%	68.2%	77.8%	80.0%	92.9%	57.1%	66.7%	50.0%		70.0%	76.2%	100.0%	50.0%	62.5%	83.3%	75.0%
											Lm							STV				
Somewhat above average	4	2	3	-	2	2	-	1	1	1	-	2	2	-	-	2	2	-	1	-	-	3
	8.9%	6.5%	21.4%		13.3%	10.0%		4.5%	11.1%	10.0%		14.3%	16.7%			10.0%	9.5%		16.7%			12.5%
Well above average	3	3	-	-	1	1	1	2	1	-	-	2	-	1	-	2	-	-	1	1	-	1
	6.7%	9.7%			6.7%	5.0%	10.0%	9.1%	11.1%			14.3%		25.0%		10.0%			16.7%	12.5%		4.2%
Not Applicable	11	7	5	1	1	3	7	3	5	3	6	-	2	1	-	4	6	-	-	1	-	10
Summary Rate - Well above average/Somewhat above average	7	5	3	-	3	3	1	3	2	1	-	4	2	1	-	4	2	-	2	1	-	4
	15.6%	16.1%	21.4%		20.0%	15.0%	10.0%	13.6%	22.2%	10.0%		28.6%	16.7%	25.0%		20.0%	9.5%		33.3%	12.5%		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
2014

Louisiana Healthcare Connections
Provider Satisfaction Survey (981977)

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	70	48	23	5	20	27	21	27	20	17	22	16	17	5	-	27	37	1	7	12	6	42
Total Answering	51	36	16	2	14	21	16	22	14	11	19	13	13	3	-	22	26	1	5	6	6	33
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	2	4	4	4	1	6	5	2	1	3	-	-	3	10	-	1	4	-	7
Well below average	2	2	-	1	1	1	-	1	-	-	1	-	-	-	-	1	1	-	-	1	-	1
	3.9%	5.6%		50.0%	7.1%	4.8%		4.5%			5.3%					4.5%	3.8%			16.7%		3.0%
Somewhat below average	2	-	2	-	1	1	-	1	1	-	1	-	1	-	-	-	2	-	1	-	-	1
	3.9%		12.5%		7.1%	4.8%		4.5%	7.1%		5.3%		7.7%				7.7%		20.0%			3.0%
Average	33	25	8	1	7	14	12	15	11	5	10	9	10	3	-	12	18	-	4	4	5	20
	64.7%	69.4%	50.0%	50.0%	50.0%	66.7%	75.0%	68.2%	78.6%	45.5%	52.6%	69.2%	76.9%	100.0% PQ		54.5%	69.2%		80.0%	66.7%	83.3%	60.6%
Somewhat above average	8	5	4	-	3	3	2	1	1	5	5	1	1	-	-	6	2	-	-	-	1	7
	15.7%	13.9%	25.0%		21.4%	14.3%	12.5%	4.5%	7.1%	45.5% HI	26.3%	7.7%	7.7%			27.3% q	7.7%			16.7%		21.2%
Well above average	6	4	2	-	2	2	2	4	1	1	2	3	1	-	-	3	3	1	-	1	-	4
	11.8%	11.1%	12.5%		14.3%	9.5%	12.5%	18.2%	7.1%	9.1%	10.5%	23.1%	7.7%			13.6%	11.5%	100.0% TV		16.7%		12.1%
Not Applicable	5	3	2	1	2	2	1	4	-	1	1	2	1	2	-	2	1	-	1	2	-	2
Summary Rate - Well above average/Somewhat above average	14	9	6	-	5	5	4	5	2	6	7	4	2	-	-	9	5	1	-	1	1	11
	27.5%	25.0%	37.5%		35.7%	23.8%	25.0%	22.7%	14.3%	54.5% hI	36.8%	30.8%	15.4%			40.9% q	19.2%	100.0% TUV		16.7%	16.7%	33.3%

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
2014

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)	
70	48	23	5	20	27	21	27	20	17	22	16	17	5	-	27	37	1	7	12	6	42	
57	41	17	2	17	23	17	24	15	14	20	15	14	4	-	24	29	1	6	7	6	37	
100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
11	6	5	2	2	3	4	1	5	3	1	1	2	-	-	2	8	-	1	3	-	5	
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
1	1	1	1	-	-	1	-	1	-	-	-	1	-	-	-	1	-	-	-	-	1	
1.8%	2.4%	5.9%	50.0%			5.9%		6.7%				7.1%				3.4%					2.7%	
41	31	9	1	12	16	13	19	10	9	13	10	12	4	-	17	20	-	6	6	4	25	
71.9%	75.6%	52.9%	50.0%	70.6%	69.6%	76.5%	79.2%	66.7%	64.3%	65.0%	66.7%	85.7%	100.0% PQ		70.8%	69.0%		100.0% uV	85.7%	66.7%	67.6%	
8	4	5	-	3	5	-	1	2	4	5	3	-	-	-	4	4	-	-	-	2	6	
14.0%	9.8%	29.4%		17.6%	21.7%		4.2%	13.3%	28.6% h	25.0%	20.0%				16.7%	13.8%				33.3%	16.2%	
7	5	2	-	2	2	3	4	2	1	2	2	1	-	-	3	4	1	-	1	-	5	
12.3%	12.2%	11.8%		11.8%	8.7%	17.6%	16.7%	13.3%	7.1%	10.0%	13.3%	7.1%			12.5%	13.8%	100.0% TV		14.3%		13.5%	
2	1	1	1	1	1	-	2	-	-	1	-	1	1	-	1	-	-	-	2	-	-	
15	9	7	-	5	7	3	5	4	5	7	5	1	-	-	7	8	1	-	1	2	11	
26.3%	22.0%	41.2%		29.4%	30.4%	17.6%	20.8%	26.7%	35.7%	35.0%	33.3% m	7.1%			29.2%	27.6%	100.0% TUV		14.3%	33.3%	29.7%	

2014

Louisiana Healthcare Connections
Provider Satisfaction Survey (981977)

6C. Helpfulness of health plan call center staff in obtaining referrals 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	70	48	23	5	20	27	21	27	20	17	22	16	17	5	-	27	37	1	7	12	6	42
Total Answering	48	34	14	1	15	22	11	20	12	12	16	13	12	3	-	21	24	1	5	7	6	29
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	13	8	5	2	3	3	5	2	5	4	1	2	3	-	-	2	10	-	1	3	-	7
Well below average	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Somewhat below average	2	2	-	1	2	-	-	1	1	-	1	-	-	-	-	-	2	-	-	1	-	1
	4.2%	5.9%		100.0% B	13.3%			5.0%	8.3%		6.3%						8.3%			14.3%		3.4%
Average	34	26	7	-	8	16	10	16	8	7	9	10	9	2	-	14	18	-	4	5	5	20
	70.8%	76.5% C	50.0%		53.3%	72.7%	90.9% E	80.0%	66.7%	58.3%	56.3%	76.9%	75.0%	66.7%		66.7%	75.0%		80.0%	71.4%	83.3%	69.0%
Somewhat above average	9	4	6	-	4	5	-	2	2	4	4	3	2	1	-	6	2	-	1	1	1	6
	18.8%	11.8%	42.9% B		26.7%	22.7%		10.0%	16.7%	33.3%	25.0%	23.1%	16.7%	33.3%		28.6% Q	8.3%		20.0%	14.3%	16.7%	20.7%
Well above average	3	2	1	-	1	1	1	1	1	1	2	-	1	-	-	1	2	1	-	-	-	2
	6.3%	5.9%	7.1%		6.7%	4.5%	9.1%	5.0%	8.3%	8.3%	12.5%		8.3%			4.8%	8.3%	100.0% V				6.9%
Not Applicable	9	6	4	2	2	2	5	5	3	1	5	1	2	2	-	4	3	-	1	2	-	6
Summary Rate - Well above average/Somewhat above average	12	6	7	-	5	6	1	3	3	5	6	3	3	1	-	7	4	1	1	1	1	8
	25.0%	17.6%	50.0% B		33.3%	27.3%	9.1%	15.0%	25.0%	41.7%	37.5%	23.1%	25.0%	33.3%		33.3%	16.7%	100.0% STUV	20.0%	14.3%	16.7%	27.6%

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

Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

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Presented by The Myers Group

770-978-3173

2014

Louisiana Healthcare Connections
Provider Satisfaction Survey (981977)

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

	Area of Medicine				Physicians in Practice				Years in Practice				Managed Care Volume			Survey Respondent				Insurance Participation					
	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	70	48	23	5	20	27	21	27	20	17	22	16	17	5	-	27	37	1	7	12	6	42			
Total Answering	55	39	17	2	16	23	16	24	15	12	19	15	13	4	-	24	27	1	6	7	6	35			
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	12	7	5	2	3	3	4	1	5	4	1	1	3	-	-	2	9	-	1	3	-	6			
Well below average	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-			
Somewhat below average	2	2	1	1	1	-	1	-	1	1	1	-	1	-	-	1	1	-	-	-	-	2			
	3.6%	5.1%	5.9%	50.0%	6.3%		6.3%		6.7%	8.3%	5.3%		7.7%			4.2%	3.7%					5.7%			
Average	40	29	10	1	11	17	12	19	11	7	14	11	9	3	-	17	20	-	4	5	6	25			
	72.7%	74.4%	58.8%	50.0%	68.8%	73.9%	75.0%	79.2%	73.3%	58.3%	73.7%	73.3%	69.2%	75.0%		70.8%	74.1%		66.7%	71.4%	100.0% stV	71.4%			
Somewhat above average	8	5	4	-	2	5	1	2	2	3	2	2	2	1	-	4	3	-	2	2	-	4			
	14.5%	12.8%	23.5%		12.5%	21.7%	6.3%	8.3%	13.3%	25.0%	10.5%	13.3%	15.4%	25.0%		16.7%	11.1%		33.3%	28.6%		11.4%			
Well above average	5	3	2	-	2	1	2	3	1	1	2	2	1	-	-	2	3	1	-	-	-	4			
	9.1%	7.7%	11.8%		12.5%	4.3%	12.5%	12.5%	6.7%	8.3%	10.5%	13.3%	7.7%			8.3%	11.1%	100.0% V				11.4%			
Not Applicable	3	2	1	1	1	1	1	2	-	1	2	-	1	1	-	1	1	-	-	2	-	1			
Summary Rate - Well above average/Somewhat above average	13	8	6	-	4	6	3	5	3	4	4	4	3	1	-	6	6	1	2	2	-	8			
	23.6%	20.5%	35.3%		25.0%	26.1%	18.8%	20.8%	20.0%	33.3%	21.1%	26.7%	23.1%	25.0%		25.0%	22.2%	100.0% STV	33.3%	28.6%		22.9%			

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

Independent Z-Test for Percentages (unpooled proportions)

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Presented by The Myers Group

770-978-3173

2014

Louisiana Healthcare Connections
Provider Satisfaction Survey (981977)

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																					
	Answering	Care	Specialty	Clin.	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		
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)		
Total	70	48	23	5	20	27	21	27	20	17	22	16	17	5	-	27	37	1	7	12	6	42		
Total Answering	45	33	13	2	13	18	14	19	12	11	19	11	12	4	-	19	22	1	3	6	4	31		
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	25	15	10	3	7	9	7	8	8	6	3	5	5	1	-	8	15	-	4	6	2	11		
Yes	24	22	2	1	6	9	9	9	8	5	6	10	6	2	-	12	10	-	2	2	1	19		
	53.3%	66.7%	15.4%	50.0%	46.2%	50.0%	64.3%	47.4%	66.7%	45.5%	31.6%	90.9%	50.0%	50.0%		63.2%	45.5%		66.7%	33.3%	25.0%	61.3%		
		C										KM												
No	21	11	11	1	7	9	5	10	4	6	13	1	6	2	-	7	12	1	1	4	3	12		
	46.7%	33.3%	84.6%	50.0%	53.8%	50.0%	35.7%	52.6%	33.3%	54.5%	68.4%	9.1%	50.0%	50.0%		36.8%	54.5%	100.0%	33.3%	66.7%	75.0%	38.7%		
			B								L	L					StV							
Summary Rate - Yes	24	22	2	1	6	9	9	9	8	5	6	10	6	2	-	12	10	-	2	2	1	19		
	53.3%	66.7%	15.4%	50.0%	46.2%	50.0%	64.3%	47.4%	66.7%	45.5%	31.6%	90.9%	50.0%	50.0%		63.2%	45.5%		66.7%	33.3%	25.0%	61.3%		
		C										KM												

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

Independent Z-Test for Percentages (unpooled proportions)

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

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770-978-3173

2014

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)	
24	22	2	1	6	9	9	9	8	5	6	10	6	2	-	12	10	-	2	2	1	19	
21	19	2	1	6	9	6	7	8	4	6	10	4	1	-	12	8	-	-	2	1	18	
100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%			100.0%	100.0%	100.0%	
2	2	-	-	-	-	-	2	-	-	-	-	2	1	-	-	1	-	2	-	-	-	
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
2	2	-	-	-	-	2	-	1	-	-	2	-	-	-	2	-	-	-	-	-	2	
9.5%	10.5%					33.3%		12.5%			20.0%				16.7%						11.1%	
10	8	2	-	6	3	1	4	4	2	4	5	1	-	-	5	5	-	-	1	-	9	
47.6%	42.1%	100.0% B		100.0% FG	33.3%	16.7%	57.1%	50.0%	50.0%	66.7%	50.0%	25.0%			41.7%	62.5%			50.0%		50.0%	
7	7	-	1	-	5	2	3	2	1	2	3	1	1	-	4	2	-	-	1	1	5	
33.3%	36.8%	100.0% B			55.6%	33.3%	42.9%	25.0%	25.0%	33.3%	30.0%	25.0%	100.0% PQ		33.3%	25.0%			50.0%	100.0% V	27.8%	
2	2	-	-	-	1	1	-	1	1	-	-	2	-	-	1	1	-	-	-	-	2	
9.5%	10.5%				11.1%	16.7%		12.5%	25.0%			50.0%			8.3%	12.5%					11.1%	
1	1	-	-	-	-	1	-	-	1	-	-	-	-	-	-	1	-	-	-	-	1	
9	9	-	1	-	6	3	3	3	2	2	3	3	1	-	5	3	-	-	1	1	7	
42.9%	47.4%	100.0% B			66.7%	50.0%	42.9%	37.5%	50.0%	33.3%	30.0%	75.0% 1	100.0% PO		41.7%	37.5%			50.0%	100.0% V	38.9%	

2014

Louisiana Healthcare Connections
Provider Satisfaction Survey (981977)

7C. Quality of provider orientation process.

	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	70	48	23	5	20	27	21	27	20	17	22	16	17	5	-	27	37	1	7	12	6	42		
Total Answering	36	26	9	2	11	17	8	15	10	8	10	12	10	1	-	19	16	-	3	6	4	23		
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	9	2	7	6	8	6	7	7	6	3	5	2	-	6	14	-	4	4	-	13		
Well below average	2	1	1	-	2	-	-	-	2	-	-	-	2	-	-	1	1	-	1	-	-	1		
	5.6%	3.8%	11.1%		18.2%				20.0%				20.0%			5.3%	6.3%		33.3%			4.3%		
Somewhat below average	4	4	-	1	2	2	-	4	-	-	1	2	-	-	-	3	1	-	-	2	-	2		
	11.1%	15.4%		50.0%	18.2%	11.8%		26.7%			10.0%	16.7%				15.8%	6.3%			33.3%		8.7%		
Average	24	16	7	-	7	10	7	9	6	6	7	9	5	-	-	13	11	-	2	3	3	16		
	66.7%	61.5%	77.8%		63.6%	58.8%	87.5% f	60.0%	60.0%	75.0%	70.0%	75.0%	50.0%			68.4%	68.8%		66.7%	50.0%	75.0%	69.6%		
Somewhat above average	4	3	1	-	-	4	-	1	1	2	2	1	1	1	-	-	3	-	-	-	1	3		
	11.1%	11.5%	11.1%			23.5%		6.7%	10.0%	25.0%	20.0%	8.3%	10.0%	100.0% Q			18.8%				25.0%	13.0%		
Well above average	2	2	-	1	-	1	1	1	1	-	-	-	2	-	-	2	-	-	-	1	-	1		
	5.6%	7.7%		50.0%		5.9%	12.5%	6.7%	10.0%				20.0%			10.5%				16.7%		4.3%		
Not Applicable	11	7	5	1	2	4	5	6	3	2	6	1	2	2	-	2	7	1	-	2	2	6		
Summary Rate - Well above average/Somewhat above average	6	5	1	1	-	5	1	2	2	2	2	1	3	1	-	2	3	-	-	1	1	4		
	16.7%	19.2%	11.1%	50.0%		29.4%	12.5%	13.3%	20.0%	25.0%	20.0%	8.3%	30.0%	100.0% PO		10.5%	18.8%			16.7%	25.0%	17.4%		

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

2014

		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)		
70	48	23	5	20	27	21	27	20	17	22	16	17		5	-	27	37	1	7	12	6	42	
41	28	12	2	10	20	11	18	11	9	13	12	11		2	-	20	19	-	4	6	6	25	
100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		
23	15	9	2	7	7	7	6	7	7	6	3	5		2	-	6	14	-	3	5	-	13	
1	-	1	-	-	-	1	-	1	-	1	-	-		-	-	1	-	-	-	-	-	1	
2.4%		8.3%				9.1%		9.1%		7.7%						5.0%						4.0%	
2	2	-	-	1	1	-	1	1	-	-	1	1		-	-	2	-	-	-	1	-	1	
4.9%	7.1%			10.0%	5.0%		5.6%	9.1%			8.3%	9.1%				10.0%			16.7%			4.0%	
29	20	8	1	6	14	9	13	6	8	9	9	6		1	-	12	16	-	3	4	6	16	
70.7%	71.4%	66.7%	50.0%	60.0%	70.0%	81.8%	72.2%	54.5%	88.9%	69.2%	75.0%	54.5%	50.0%			60.0%	84.2% p		75.0%	66.7%	100.0% tv	64.0%	
8	5	3	-	3	4	1	3	3	1	3	2	3		1	-	4	3	-	1	-	-	7	
19.5%	17.9%	25.0%		30.0%	20.0%	9.1%	16.7%	27.3%	11.1%	23.1%	16.7%	27.3%	50.0%			20.0%	15.8%		25.0%			28.0%	
1	1	-	1	-	1	-	1	-	-	-	-	1		-	-	1	-	-	-	1	-	-	
2.4%	3.6%		50.0%		5.0%		5.6%					9.1%				5.0%				16.7%			
6	5	2	1	3	-	3	3	2	1	3	1	1		1	-	1	4	1	-	1	-	4	
9	6	3	1	3	5	1	4	3	1	3	2	4		1	-	5	3	-	1	1	-	7	
22.0%	21.4%	25.0%	50.0%	30.0%	25.0%	9.1%	22.2%	27.3%	11.1%	23.1%	16.7%	36.4%	50.0%			25.0%	15.8%		25.0%	16.7%		28.0%	

2014

Louisiana Healthcare Connections
Provider Satisfaction Survey (981977)

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	70	48	23	5	20	27	21	27	20	17	22	16	17	5	-	27	37	1	7	12	6	42
Total Answering	53	39	14	3	16	22	15	24	14	12	18	13	14	5	-	22	26	1	6	9	5	32
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	17	9	9	2	4	5	6	3	6	5	4	3	3	-	-	5	11	-	1	3	1	10
Yes	47	34	13	3	13	22	12	22	12	11	16	11	12	3	-	18	26	1	5	8	5	28
	88.7%	87.2%	92.9%	100.0%	81.3%	100.0%	80.0%	91.7%	85.7%	91.7%	88.9%	84.6%	85.7%	60.0%		81.8%	100.0%	100.0%	83.3%	88.9%	100.0%	87.5%
				B		eg											nP	V			V	
No	6	5	1	-	3	-	3	2	2	1	2	2	2	2	-	4	-	-	1	1	-	4
	11.3%	12.8%	7.1%		18.8%		20.0%	8.3%	14.3%	8.3%	11.1%	15.4%	14.3%	40.0%		18.2%			16.7%	11.1%		12.5%
Summary Rate - Yes	47	34	13	3	13	22	12	22	12	11	16	11	12	3	-	18	26	1	5	8	5	28
	88.7%	87.2%	92.9%	100.0%	81.3%	100.0%	80.0%	91.7%	85.7%	91.7%	88.9%	84.6%	85.7%	60.0%		81.8%	100.0%	100.0%	83.3%	88.9%	100.0%	87.5%
				B		eg											nP	V			V	

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

Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

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

Presented by The Myers Group
770-978-3173
2014

Louisiana Healthcare Connections
Provider Satisfaction Survey (981977)

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	70	48	23	5	20	27	21	27	20	17	22	16	17	5	-	27	37	1	7	12	6	42		
Total Answering	56	40	17	3	16	23	17	26	14	12	20	15	14	5	-	24	27	1	6	8	6	35		
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	13	8	5	2	3	4	4	1	6	4	1	1	3	-	-	2	10	-	1	4	-	6		
Completely dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
Somewhat dissatisfied	6	4	2	-	2	1	3	3	2	-	1	3	2	3	-	3	-	-	1	1	1	3		
	10.7%	10.0%	11.8%		12.5%	4.3%	17.6%	11.5%	14.3%		5.0%	20.0%	14.3%	60.0% P		12.5%			16.7%	12.5%	16.7%	8.6%		
Neither dissatisfied nor satisfied	16	11	6	2	6	7	3	8	5	2	7	2	5	-	-	5	11	-	1	4	2	9		
	28.6%	27.5%	35.3%	66.7%	37.5%	30.4%	17.6%	30.8%	35.7%	16.7%	35.0%	13.3%	35.7%			20.8%	40.7%		16.7%	50.0%	33.3%	25.7%		
Somewhat satisfied	21	17	4	1	6	10	5	10	4	6	8	5	6	2	-	8	11	1	4	2	2	12		
	37.5%	42.5%	23.5%	33.3%	37.5%	43.5%	29.4%	38.5%	28.6%	50.0%	40.0%	33.3%	42.9%	40.0%		33.3%	40.7%	100.0% STUV	66.7% t	25.0%	33.3%	34.3%		
Completely satisfied	13	8	5	-	2	5	6	5	3	4	4	5	1	-	-	8	5	-	-	1	1	11		
	23.2%	20.0%	29.4%		12.5%	21.7%	35.3%	19.2%	21.4%	33.3%	20.0%	33.3%	7.1% m			33.3%	18.5%			12.5%	16.7%	31.4%		
Does not apply	1	-	1	-	1	-	-	-	-	1	1	-	-	-	-	1	-	-	-	-	-	1		
Summary Rate - Completely satisfied/ Somewhat satisfied	34	25	9	1	8	15	11	15	7	10	12	10	7	2	-	16	16	1	4	3	3	23		
	60.7%	62.5%	52.9%	33.3%	50.0%	65.2%	64.7%	57.7%	50.0%	83.3% hi	60.0%	66.7%	50.0%	40.0%		66.7%	59.3%	100.0% STUV	66.7%	37.5%	50.0%	65.7%		

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.

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Presented by The Myers Group
770-978-3173
2014

Louisiana Healthcare Connections
Provider Satisfaction Survey (981977)

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	70	48	23	5	20	27	21	27	20	17	22	16	17	5	-	27	37	1	7	12	6	42			
Total Answering	54	38	17	3	15	22	17	26	12	12	19	14	14	5	-	23	26	1	6	8	6	33			
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	13	8	5	2	3	4	4	1	6	4	1	1	3	-	-	2	10	-	1	4	-	6			
Completely dissatisfied	2	1	1	-	1	1	-	1	1	-	1	1	-	-	-	-	2	-	-	-	-	2			
	3.7%	2.6%	5.9%		6.7%	4.5%		3.8%	8.3%		5.3%	7.1%					7.7%					6.1%			
Somewhat dissatisfied	6	3	3	-	-	6	-	4	1	1	3	1	2	2	-	1	3	-	-	1	2	3			
	11.1%	7.9%	17.6%			27.3%		15.4%	8.3%	8.3%	15.8%	7.1%	14.3%	40.0%		4.3%	11.5%			12.5%	33.3%	9.1%			
Neither dissatisfied nor satisfied	12	8	4	1	4	4	4	8	2	1	4	2	3	3	-	3	6	-	3	4	1	4			
	22.2%	21.1%	23.5%	33.3%	26.7%	18.2%	23.5%	30.8%	16.7%	8.3%	21.1%	14.3%	21.4%	60.0%		13.0%	23.1%		50.0%	50.0%	16.7%	12.1%			
								j						p					v	v					
Somewhat satisfied	24	18	6	1	8	7	9	10	5	6	7	7	8	-	-	15	9	1	3	2	3	15			
	44.4%	47.4%	35.3%	33.3%	53.3%	31.8%	52.9%	38.5%	41.7%	50.0%	36.8%	50.0%	57.1%			65.2%	34.6%	100.0%	50.0%	25.0%	50.0%	45.5%			
																Q	STUV								
Completely satisfied	10	8	3	1	2	4	4	3	3	4	4	3	1	-	-	4	6	-	-	1	-	9			
	18.5%	21.1%	17.6%	33.3%	13.3%	18.2%	23.5%	11.5%	25.0%	33.3%	21.1%	21.4%	7.1%			17.4%	23.1%			12.5%		27.3%			
Does not apply	3	2	1	-	2	1	-	-	2	1	2	1	-	-	-	2	1	-	-	-	-	3			
Summary Rate - Completely satisfied/ Somewhat satisfied	34	26	9	2	10	11	13	13	8	10	11	10	9	-	-	19	15	1	3	3	3	24			
	63.0%	68.4%	52.9%	66.7%	66.7%	50.0%	76.5%	50.0%	66.7%	83.3%	57.9%	71.4%	64.3%			82.6%	57.7%	100.0%	50.0%	37.5%	50.0%	72.7%			
							f			H						O	STUV					t			

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

Independent Z-Test for Percentages (unpooled proportions)

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Lowercase letters indicate significance at the 90% level.

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

Presented by The Myers Group
770-978-3173
2014

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)	
70	48	23	5	20	27	21	27	20	17	22	16	17	5	-	27	37	1	7	12	6	42	
52	36	17	3	14	22	16	25	11	12	19	14	12	5	-	22	25	-	5	8	6	33	
100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	
14	9	5	2	3	5	4	1	7	4	1	1	4	-	-	2	11	-	2	4	-	6	
4	4	-	1	1	3	-	1	1	1	2	1	1	-	-	3	1	-	-	1	-	3	
7.7%	11.1%		33.3%	7.1%	13.6%		4.0%	9.1%	8.3%	10.5%	7.1%	8.3%			13.6%	4.0%			12.5%		9.1%	
4	2	2	-	1	2	1	2	-	2	3	-	1	1	-	2	1	-	-	-	1	3	
7.7%	5.6%	11.8%		7.1%	9.1%	6.3%	8.0%		16.7%	15.8%		8.3%	20.0%		9.1%	4.0%			16.7%		9.1%	
15	8	7	1	5	8	2	9	3	2	8	2	3	1	-	3	11	-	1	5	2	7	
28.8%	22.2%	41.2%	33.3%	35.7%	36.4%	12.5%	36.0%	27.3%	16.7%	42.1%	14.3%	25.0%	20.0%		13.6%	44.0%		20.0%	62.5%	33.3%	21.2%	
14	11	3	1	5	3	6	8	4	2	2	3	7	2	-	6	6	-	3	1	2	8	
26.9%	30.6%	17.6%	33.3%	35.7%	13.6%	37.5%	32.0%	36.4%	16.7%	10.5%	21.4%	58.3%	40.0%		27.3%	24.0%		60.0%	12.5%	33.3%	24.2%	
15	11	5	-	2	6	7	5	3	5	4	8	-	1	-	8	6	-	1	1	1	12	
28.8%	30.6%	29.4%		14.3%	27.3%	43.8%	20.0%	27.3%	41.7%	21.1%	57.1%		20.0%		36.4%	24.0%		20.0%	12.5%	16.7%	36.4%	
4	3	1	-	3	-	1	1	2	1	2	1	1	-	-	3	1	1	-	-	-	3	
29	22	8	1	7	9	13	13	7	7	6	11	7	3	-	14	12	-	4	2	3	20	
55.8%	61.1%	47.1%	33.3%	50.0%	40.9%	81.3%	52.0%	63.6%	58.3%	31.6%	78.6%	58.3%	60.0%		63.6%	48.0%		80.0%	25.0%	50.0%	60.6%	

2014

Louisiana Healthcare Connections
Provider Satisfaction Survey (981977)

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

	Area of Medicine				Physicians in Practice			Years in Practice			Managed Care Volume			Survey Respondent				Insurance Participation					
	Total Answering	Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	
Total	70	48	23	5	20	27	21	27	20	17	22	16	17	5	-	27	37	1	7	12	6	42	
Total Answering	52	36	17	3	14	21	17	26	11	11	19	13	13	5	-	22	25	1	5	8	6	32	
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	2	3	5	4	1	7	4	1	1	4	-	-	2	11	-	2	4	-	6	
Completely dissatisfied	2	2	-	1	1	1	-	2	-	-	-	1	-	-	-	1	1	-	-	1	-	1	
	3.8%	5.6%		33.3%	7.1%	4.8%		7.7%				7.7%				4.5%	4.0%			12.5%		3.1%	
Somewhat dissatisfied	3	2	1	-	-	2	1	2	1	-	-	-	2	1	-	1	1	-	-	1	1	1	
	5.8%	5.6%	5.9%			9.5%	5.9%	7.7%	9.1%				15.4%	20.0%		4.5%	4.0%			12.5%	16.7%	3.1%	
Neither dissatisfied nor satisfied	15	8	7	-	4	7	4	8	3	2	9	2	3	2	-	3	10	-	2	2	2	9	
	28.8%	22.2%	41.2%		28.6%	33.3%	23.5%	30.8%	27.3%	18.2%	47.4% L	15.4%	23.1%	40.0%		13.6%	40.0% P		40.0%	25.0%	33.3%	28.1%	
Somewhat satisfied	20	15	5	1	6	7	7	9	4	5	6	5	6	2	-	10	8	1	3	2	3	11	
	38.5%	41.7%	29.4%	33.3%	42.9%	33.3%	41.2%	34.6%	36.4%	45.5%	31.6%	38.5%	46.2%	40.0%		45.5%	32.0%	100.0% STUV	60.0%	25.0%	50.0%	34.4%	
Completely satisfied	12	9	4	1	3	4	5	5	3	4	4	5	2	-	-	7	5	-	-	2	-	10	
	23.1%	25.0%	23.5%	33.3%	21.4%	19.0%	29.4%	19.2%	27.3%	36.4%	21.1%	38.5%	15.4%			31.8%	20.0%			25.0%		31.3%	
Does not apply	4	3	1	-	3	1	-	-	2	2	2	2	-	-	-	3	1	-	-	-	-	4	
Summary Rate - Completely satisfied/ Somewhat satisfied	32	24	9	2	9	11	12	14	7	9	10	10	8	2	-	17	13	1	3	4	3	21	
	61.5%	66.7%	52.9%	66.7%	64.3%	52.4%	70.6%	53.8%	63.6%	81.8% h	52.6%	76.9%	61.5%	40.0%		77.3% q	52.0%	100.0% STUV	60.0%	50.0%	50.0%	65.6%	

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

2014

Louisiana Healthcare Connections
Provider Satisfaction Survey (981977)

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

	Area of Medicine				Physicians in Practice				Years in Practice				Managed Care Volume			Survey Respondent				Insurance Participation				
	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 Answering	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)		
Total	70	48	23	5	20	27	21	27	20	17	22	16	17	5	-	27	37	1	7	12	6	42		
Total Answering	52	37	16	3	13	22	17	25	13	10	17	14	14	5	-	22	25	-	6	8	6	32		
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	2	4	4	4	1	6	5	2	1	3	-	-	3	10	-	1	4	-	7		
Completely dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
Somewhat dissatisfied	4	3	1	-	1	2	1	3	-	1	2	1	1	1	-	2	1	-	-	-	1	3		
	7.7%	8.1%	6.3%		7.7%	9.1%	5.9%	12.0%		10.0%	11.8%	7.1%	7.1%	20.0%		9.1%	4.0%				16.7%	9.4%		
Neither dissatisfied nor satisfied	10	5	5	-	4	5	1	7	1	1	5	2	2	1	-	2	7	-	1	3	2	4		
	19.2%	13.5%	31.3%		30.8%	22.7%	5.9%	28.0%	7.7%	10.0%	29.4%	14.3%	14.3%	20.0%		9.1%	28.0%		16.7%	37.5%	33.3%	12.5%		
					g			i									p							
Somewhat satisfied	21	16	5	2	5	9	7	9	7	3	5	6	8	2	-	9	10	-	4	4	2	11		
	40.4%	43.2%	31.3%	66.7%	38.5%	40.9%	41.2%	36.0%	53.8%	30.0%	29.4%	42.9%	57.1%	40.0%		40.9%	40.0%		66.7%	50.0%	33.3%	34.4%		
Completely satisfied	17	13	5	1	3	6	8	6	5	5	5	5	3	1	-	9	7	-	1	1	1	14		
	32.7%	35.1%	31.3%	33.3%	23.1%	27.3%	47.1%	24.0%	38.5%	50.0%	29.4%	35.7%	21.4%	20.0%		40.9%	28.0%		16.7%	12.5%	16.7%	43.8%		
																					T			
Does not apply	4	2	2	-	3	1	-	1	1	2	3	1	-	-	-	2	2	1	-	-	-	3		
Summary Rate - Completely satisfied/Somewhat satisfied	38	29	10	3	8	15	15	15	12	8	10	11	11	3	-	18	17	-	5	5	3	25		
	73.1%	78.4%	62.5%	100.0%	61.5%	68.2%	88.2%	60.0%	92.3%	80.0%	58.8%	78.6%	78.6%	60.0%		81.8%	68.0%		83.3%	62.5%	50.0%	78.1%		
				BC			e		H															

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
2014

Louisiana Healthcare Connections
Provider Satisfaction Survey (981977)

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	70	48	23	5	20	27	21	27	20	17	22	16	17	5	-	27	37	1	7	12	6	42			
Total Answering	49	33	16	3	14	23	12	23	9	12	17	13	12	5	-	20	24	1	5	8	6	29			
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	10	6	4	1	4	3	2	1	4	4	2	1	2	-	-	2	7	-	1	4	-	3			
Well below average	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-			
Somewhat below average	2	2	-	1	1	1	-	2	-	-	-	-	1	-	-	-	2	-	-	2	-	-			
	4.1%	6.1%		33.3%	7.1%	4.3%		8.7%					8.3%				8.3%			25.0%					
Average	42	26	15	1	12	18	12	18	9	11	16	11	9	5	-	17	20	-	5	4	6	27			
	85.7%	78.8%	93.8%	33.3%	85.7%	78.3%	100.0%	78.3%	100.0%	91.7%	94.1%	84.6%	75.0%	100.0%		85.0%	83.3%		100.0%	50.0%	100.0%	93.1%			
			D				F		H					pQ				T		T		T			
Somewhat above average	3	3	1	1	-	3	-	1	-	1	-	1	2	-	-	2	1	-	-	1	-	2			
	6.1%	9.1%	6.3%	33.3%		13.0%		4.3%		8.3%		7.7%	16.7%			10.0%	4.2%			12.5%		6.9%			
Well above average	2	2	-	-	1	1	-	2	-	-	1	1	-	-	-	1	1	1	-	1	-	-			
	4.1%	6.1%			7.1%	4.3%		8.7%			5.9%	7.7%				5.0%	4.2%	100.0%		12.5%					
																		T							
Not Applicable	11	9	3	1	2	1	7	3	7	1	3	2	3	-	-	5	6	-	1	-	-	10			
Summary Rate - Well above average/Somewhat above average	5	5	1	1	1	4	-	3	-	1	1	2	2	-	-	3	2	1	-	2	-	2			
	10.2%	15.2%	6.3%	33.3%	7.1%	17.4%		13.0%		8.3%	5.9%	15.4%	16.7%			15.0%	8.3%	100.0%		25.0%		6.9%			
																		TV							

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

2014

Louisiana Healthcare Connections
Provider Satisfaction Survey (981977)

3H. Consistency of review decisions.

	Area of		Physicians		Years in		Managed Care		Survey Respondent		Insurance Participation											
	Medicine		in Practice		Practice		Volume															
	Total Answering	Primary Care	BH 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	70	48	23	5	20	27	21	27	20	17	22	16	17	5	-	27	37	1	7	12	6	42
Total Answering	45	29	17	3	13	22	10	22	8	11	18	9	11	5	-	19	21	1	5	7	6	26
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	13	9	4	1	4	3	5	2	5	4	2	4	2	-	-	4	8	-	1	4	-	6
Well below average	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Somewhat below average	6	5	1	1	2	4	-	3	1	1	2	2	1	1	-	1	4	-	-	3	1	2
	13.3%	17.2%	5.9%	33.3%	15.4%	18.2%		13.6%	12.5%	9.1%	11.1%	22.2%	9.1%	20.0%		5.3%	19.0%			42.9% v	16.7%	7.7%
Average	34	20	14	1	10	14	10	15	7	10	14	5	9	4	-	15	15	-	5	2	5	22
	75.6%	69.0%	82.4% d	33.3%	76.9%	63.6%	100.0% EF	68.2%	87.5%	90.9% h	77.8%	55.6%	81.8%	80.0%		78.9%	71.4%		100.0% TV	28.6%	83.3% T	84.6% T
Somewhat above average	3	2	2	1	-	3	-	2	-	-	1	1	1	-	-	2	1	-	-	1	-	2
	6.7%	6.9%	11.8%	33.3%		13.6%		9.1%			5.6%	11.1%	9.1%			10.5%	4.8%			14.3%		7.7%
Well above average	2	2	-	-	1	1	-	2	-	-	1	1	-	-	-	1	1	1	-	1	-	-
	4.4%	6.9%			7.7%	4.5%		9.1%			5.6%	11.1%				5.3%	4.8%	100.0% T		14.3%		
Not Applicable	12	10	2	1	3	2	6	3	7	2	2	3	4	-	-	4	8	-	1	1	-	10
Summary Rate - Well above average/Somewhat above average	5	4	2	1	1	4	-	4	-	-	2	2	1	-	-	3	2	1	-	2	-	2
	11.1%	13.8%	11.8%	33.3%	7.7%	18.2%		18.2%			11.1%	22.2%	9.1%			15.8%	9.5%	100.0% TV		28.6%		7.7%

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

2014

Louisiana Healthcare Connections
Provider Satisfaction Survey (981977)

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

	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	70	48	23	5	20	27	21	27	20	17	22	16	17	5	-	27	37	1	7	12	6	42
Total Answering	44	31	13	2	13	20	11	19	11	10	14	13	12	3	-	20	21	1	6	8	5	24
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	11	7	4	2	4	3	3	1	4	4	2	1	3	-	-	2	8	-	1	3	-	5
Well below average	1	1	-	-	1	-	-	-	1	-	1	-	-	-	-	-	1	-	-	-	-	1
	2.3%	3.2%			7.7%				9.1%		7.1%						4.8%					4.2%
Somewhat below average	5	4	1	1	1	2	2	2	1	1	2	-	1	1	-	1	3	-	1	2	-	2
	11.4%	12.9%	7.7%	50.0%	7.7%	10.0%	18.2%	10.5%	9.1%	10.0%	14.3%		8.3%	33.3%		5.0%	14.3%		16.7%	25.0%		8.3%
Average	30	21	8	1	7	16	7	14	8	6	8	10	9	1	-	14	15	-	4	6	3	17
	68.2%	67.7%	61.5%	50.0%	53.8%	80.0%	63.6%	73.7%	72.7%	60.0%	57.1%	76.9%	75.0%	33.3%		70.0%	71.4%		66.7%	75.0%	60.0%	70.8%
Somewhat above average	6	3	4	-	3	2	1	2	-	3	2	3	1	1	-	4	1	-	1	-	2	3
	13.6%	9.7%	30.8%		23.1%	10.0%	9.1%	10.5%		30.0%	14.3%	23.1%	8.3%	33.3%		20.0%	4.8%		16.7%		40.0%	12.5%
Well above average	2	2	-	-	1	-	1	1	1	-	1	-	1	-	-	1	1	1	-	-	-	1
	4.5%	6.5%			7.7%		9.1%	5.3%	9.1%		7.1%		8.3%			5.0%	4.8%	100.0%				4.2%
																	V					
Not Applicable	15	10	6	1	3	4	7	7	5	3	6	2	2	2	-	5	8	-	-	1	1	13
Summary Rate - Well above average/Somewhat above average	8	5	4	-	4	2	2	3	1	3	3	3	2	1	-	5	2	1	1	-	2	4
	18.2%	16.1%	30.8%		30.8%	10.0%	18.2%	15.8%	9.1%	30.0%	21.4%	23.1%	16.7%	33.3%		25.0%	9.5%	100.0%	16.7%		40.0%	16.7%
																	SUV					

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

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Louisiana Healthcare Connections
Provider Satisfaction Survey (981977)

4E. The timeliness 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	70	48	23	5	20	27	21	27	20	17	22	16	17	5	-	27	37	1	7	12	6	42				
Total Answering	31	23	8	1	8	17	6	14	8	6	7	12	9	3	-	13	15	1	5	5	3	17				
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	2	4	4	5	3	5	5	2	2	4	-	-	2	12	-	1	5	-	7				
Well below average	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-				
Somewhat below average	2	2	-	-	1	1	-	-	1	1	-	-	2	-	-	1	1	-	-	-	-	2				
	6.5%	8.7%			12.5%	5.9%			12.5%	16.7%			22.2%			7.7%	6.7%					11.8%				
Average	22	15	6	-	5	12	5	10	6	4	6	9	4	2	-	9	11	-	3	3	2	14				
	71.0%	65.2%	75.0%		62.5%	70.6%	83.3%	71.4%	75.0%	66.7%	85.7%	75.0%	44.4%	66.7%		69.2%	73.3%		60.0%	60.0%	66.7%	82.4%				
											m															
Somewhat above average	4	3	2	-	1	2	1	1	1	1	-	2	2	1	-	1	2	-	2	-	1	1				
	12.9%	13.0%	25.0%		12.5%	11.8%	16.7%	7.1%	12.5%	16.7%		16.7%	22.2%	33.3%		7.7%	13.3%		40.0%		33.3%	5.9%				
Well above average	3	3	-	1	1	2	-	3	-	-	1	1	1	-	-	2	1	1	-	2	-	-				
	9.7%	13.0%		100.0%	12.5%	11.8%		21.4%			14.3%	8.3%	11.1%			15.4%	6.7%	100.0%		40.0%						
				B														T								
Not Applicable	24	15	10	2	8	6	10	10	7	6	13	2	4	2	-	12	10	-	1	2	3	18				
Summary Rate - Well above average/Somewhat above average	7	6	2	1	2	4	1	4	1	1	1	3	3	1	-	3	3	1	2	2	1	1				
	22.6%	26.1%	25.0%	100.0%	25.0%	23.5%	16.7%	28.6%	12.5%	16.7%	14.3%	25.0%	33.3%	33.3%		23.1%	20.0%	100.0%	40.0%	40.0%	33.3%	5.9%				
				BC														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

2014

Louisiana Healthcare Connections
Provider Satisfaction Survey (981977)

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	70	48	23	5	20	27	21	27	20	17	22	16	17	5	-	27	37	1	7	12	6	42
Total Answering	33	23	10	1	8	18	7	16	8	6	7	11	11	4	-	13	16	1	5	7	3	17
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	13	9	4	2	4	3	4	2	5	4	2	2	3	-	-	2	10	-	1	3	-	7
Well below average	1	-	1	-	-	-	1	-	-	1	-	-	-	-	-	-	1	-	-	1	-	-
	3.0%		10.0%				14.3%			16.7%							6.3%			14.3%		
Somewhat below average	2	2	-	-	1	1	-	-	1	1	-	-	2	-	-	1	1	-	-	-	-	2
	6.1%	8.7%			12.5%	5.6%			12.5%	16.7%			18.2%			7.7%	6.3%					11.8%
Average	23	15	7	-	5	13	5	11	6	4	6	8	6	3	-	9	11	-	3	3	3	14
	69.7%	65.2%	70.0%		62.5%	72.2%	71.4%	68.8%	75.0%	66.7%	85.7%	72.7%	54.5%	75.0%		69.2%	68.8%		60.0%	42.9%	100.0%	82.4%
																				STV	t	
Somewhat above average	4	3	2	-	1	2	1	2	1	-	-	2	2	1	-	1	2	-	2	1	-	1
	12.1%	13.0%	20.0%		12.5%	11.1%	14.3%	12.5%	12.5%			18.2%	18.2%	25.0%		7.7%	12.5%		40.0%	14.3%		5.9%
Well above average	3	3	-	1	1	2	-	3	-	-	1	1	1	-	-	2	1	1	-	2	-	-
	9.1%	13.0%		100.0%	12.5%	11.1%		18.8%			14.3%	9.1%	9.1%			15.4%	6.3%	100.0%		28.6%		
				B														T				
Not Applicable	24	16	9	2	8	6	10	9	7	7	13	3	3	1	-	12	11	-	1	2	3	18
Summary Rate - Well above average/Somewhat above average	7	6	2	1	2	4	1	5	1	-	1	3	3	1	-	3	3	1	2	3	-	1
	21.2%	26.1%	20.0%	100.0%	25.0%	22.2%	14.3%	31.3%	12.5%		14.3%	27.3%	27.3%	25.0%		23.1%	18.8%	100.0%	40.0%	42.9%		5.9%
				BC														STV		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)

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Louisiana Healthcare Connections
Provider Satisfaction Survey (981977)

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

	Physicians										Managed Care			Survey Respondent				Insurance Participation					
	in 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	70	48	23	5	20	27	21	27	20	17	22	16	17	5	-	27	37	1	7	12	6	42	
Total Answering	48	33	16	3	15	18	15	23	12	10	16	14	11	4	-	22	22	1	4	7	5	31	
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	16	10	6	2	3	7	4	2	7	4	2	2	4	-	-	4	11	-	2	4	1	7	
Yes	13	10	3	-	4	4	5	6	5	2	2	4	6	2	-	6	5	-	2	2	2	7	
	27.1%	30.3%	18.8%		26.7%	22.2%	33.3%	26.1%	41.7%	20.0%	12.5%	28.6%	54.5%	50.0%		27.3%	22.7%		50.0%	28.6%	40.0%	22.6%	
No	35	23	13	3	11	14	10	17	7	8	14	10	5	2	-	16	17	1	2	5	3	24	
	72.9%	69.7%	81.3%	100.0%	73.3%	77.8%	66.7%	73.9%	58.3%	80.0%	87.5%	71.4%	45.5%	50.0%		72.7%	77.3%	100.0%	50.0%	71.4%	60.0%	77.4%	
				Bc							M						StuV						
N/A	6	5	1	-	2	2	2	2	1	3	4	-	2	1	-	1	4	-	1	1	-	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)

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Louisiana Healthcare Connections
Provider Satisfaction Survey (981977)

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	70	28	3	17	2	14	3	-	16	48	6
Total Valid Responses	76	34	3	17	4	11	4	-	17	53	6
Total Respondents	67	28	3	17	2	11	3	-	16	45	6
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%
Primary Care	48	24	1	9	2	8	3	-	9	33	6
	71.6%	85.7%	33.3%	52.9%	100.0%	72.7%	100.0%		56.3%	73.3%	100.0%
Specialty	23	7	2	8	1	3	-	-	8	15	-
	34.3%	25.0%	66.7%	47.1%	50.0%	27.3%			50.0%	33.3%	
Behavioral Health Clinician	5	3	-	-	1	-	1	-	-	5	-
	7.5%	10.7%			50.0%		33.3%			11.1%	

Louisiana Healthcare Connections
Provider Satisfaction Survey (981977)

B. How many physicians are in your practice?

===== 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	70	28	3	17	2	14	3	-	16	48	6
Total Answering	68	28	3	17	2	13	3	-	16	46	6
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	2	-	-	-	-	1	-	-	-	2	-
Solo	20	10	-	7	-	1	-	-	4	15	1
	29.4%	35.7%		41.2%		7.7%			25.0%	32.6%	16.7%
		F		F							
2 - 5 physicians	27	10	2	4	-	10	1	-	9	15	3
	39.7%	35.7%	66.7%	23.5%		76.9%	33.3%		56.3%	32.6%	50.0%
						BD			j		
More than 5 physicians	21	8	1	6	2	2	2	-	3	16	2
	30.9%	28.6%	33.3%	35.3%	100.0%	15.4%	66.7%		18.8%	34.8%	33.3%
					BCDF		f				

Comparison Groups: BCDEFGH/IJK

Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

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

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Louisiana Healthcare Connections
Provider Satisfaction Survey (981977)

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	70	28	3	17	2	14	3	-	16	48	6
Total Answering	64	26	3	15	2	14	2	-	13	45	6
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	6	2	-	2	-	-	1	-	3	3	-
Less than 5 years	27	11	1	5	1	7	1	-	7	16	4
	42.2%	42.3%	33.3%	33.3%	50.0%	50.0%	50.0%		53.8%	35.6%	66.7%
5 - 15 years	20	8	-	6	1	4	-	-	3	16	1
	31.3%	30.8%		40.0%	50.0%	28.6%			23.1%	35.6%	16.7%
16 years or more	17	7	2	4	-	3	1	-	3	13	1
	26.6%	26.9%	66.7%	26.7%		21.4%	50.0%		23.1%	28.9%	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 (n >=30)

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Louisiana Healthcare Connections
Provider Satisfaction Survey (981977)

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

	Preferred Method of Communication						Survey Methodology				
	Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	70	28	3	17	2	14	3	-	16	48	6
Total Answering	55 100.0%	22 100.0%	3 100.0%	14 100.0%	2 100.0%	9 100.0%	3 100.0%	-	14 100.0%	35 100.0%	6 100.0%
No Answer	15	6	-	3	-	5	-	-	2	13	-
None	-	-	-	-	-	-	-	-	-	-	-
10% or less	22 40.0%	10 45.5%	1 33.3%	6 42.9%	-	2 22.2%	1 33.3%	-	8 57.1%	14 40.0%	-
11 - 20%	16 29.1%	4 18.2%	1 33.3%	5 35.7%	1 50.0%	4 44.4%	1 33.3%	-	3 21.4%	11 31.4%	2 33.3%
21 - 30%	8 14.5%	3 13.6%	-	1 7.1%	-	3 33.3%	1 33.3%	-	2 14.3%	5 14.3%	1 16.7%
31 - 50%	5 9.1%	3 13.6%	-	2 14.3%	-	-	-	-	1 7.1%	2 5.7%	2 33.3%
51 - 75%	3 5.5%	2 9.1%	-	-	1 50.0%	-	-	-	-	2 5.7%	1 16.7%
76 - 100%	1 1.8%	-	1 33.3%	-	-	-	-	-	-	1 2.9%	-

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.

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Louisiana Healthcare Connections
Provider Satisfaction Survey (981977)

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	70	28	3	17	2	14	3	-	16	48	6
Total Answering	69	28	3	17	2	14	3	-	16	47	6
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	1	-	-	-	-	-	-	-	-	1	-
Physician	5	2	-	1	-	1	-	-	4	1	-
	7.2%	7.1%		5.9%		7.1%			25.0%	2.1%	
									J		
Behavioral Health Clinician	-	-	-	-	-	-	-	-	-	-	-
Office Manager	27	10	-	9	-	6	2	-	4	21	2
	39.1%	35.7%		52.9%		42.9%	66.7%		25.0%	44.7%	33.3%
Nurse	12	5	2	3	-	2	-	-	3	7	2
	17.4%	17.9%	66.7%	17.6%		14.3%			18.8%	14.9%	33.3%
			bdf								
Other staff	25	11	1	4	2	5	1	-	5	18	2
	36.2%	39.3%	33.3%	23.5%	100.0%	35.7%	33.3%		31.3%	38.3%	33.3%
					BCDFG						

Comparison Groups: BCDEFGH/IJK

Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

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

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Louisiana Healthcare Connections
Provider Satisfaction Survey (981977)

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	70	28	3	17	2	14	3	-	16	48	6
Total Answering	67	28	3	17	2	14	3	-	14	47	6
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	3	-	-	-	-	-	-	-	2	1	-
Mail	28	28	-	-	-	-	-	-	6	19	3
	41.8%	100.0%							42.9%	40.4%	50.0%
Telephone	3	-	3	-	-	-	-	-	1	2	-
	4.5%		100.0%						7.1%	4.3%	
Fax	17	-	-	17	-	-	-	-	4	12	1
	25.4%			100.0%					28.6%	25.5%	16.7%
Online portal	2	-	-	-	2	-	-	-	-	2	-
	3.0%				100.0%					4.3%	
E-mail	14	-	-	-	-	14	-	-	2	10	2
	20.9%					100.0%			14.3%	21.3%	33.3%
In person from your Provider Representative	3	-	-	-	-	-	3	-	1	2	-
	4.5%						100.0%		7.1%	4.3%	
Other	-	-	-	-	-	-	-	-	-	-	-

Comparison Groups: BCDEFGH/IJK

Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

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

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Louisiana Healthcare Connections
Provider Satisfaction Survey (981977)

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	70	28	3	17	2	14	3	-	16	48	6
Total Answering	68	28	3	17	2	13	3	-	16	46	6
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	2	-	-	-	-	1	-	-	-	2	-
3 or fewer	1	-	-	-	-	1	-	-	-	1	-
	1.5%					7.7%				2.2%	
4 to 7	7	5	1	1	-	-	-	-	3	3	1
	10.3%	17.9%	33.3%	5.9%					18.8%	6.5%	16.7%
8 to 11	12	5	-	2	-	3	1	-	2	7	3
	17.6%	17.9%		11.8%		23.1%	33.3%		12.5%	15.2%	50.0%
										ij	
12 to 15	6	2	-	-	-	4	-	-	1	5	-
	8.8%	7.1%				30.8%			6.3%	10.9%	
						b					
More than 15	42	16	2	14	2	5	2	-	10	30	2
	61.8%	57.1%	66.7%	82.4%	100.0%	38.5%	66.7%		62.5%	65.2%	33.3%
				bF	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)

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Louisiana Healthcare Connections
Provider Satisfaction Survey (981977)

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

===== 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	70	28	3	17	2	14	3	-	16	48	6
Total Answering	62	23	3	16	2	14	2	-	16	40	6
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	3	1	-	1	-	-	-	-	-	3	-
Well below average	-	-	-	-	-	-	-	-	-	-	-
Somewhat below average	5	2	-	1	-	1	-	-	2	3	-
	8.1%	8.7%		6.3%		7.1%			12.5%	7.5%	
Average	44	15	2	13	1	10	2	-	11	29	4
	71.0%	65.2%	66.7%	81.3%	50.0%	71.4%	100.0% BdF		68.8%	72.5%	66.7%
Somewhat above average	8	4	1	-	1	2	-	-	3	3	2
	12.9%	17.4%	33.3%		50.0%	14.3%			18.8%	7.5%	33.3%
Well above average	5	2	-	2	-	1	-	-	-	5	-
	8.1%	8.7%		12.5%		7.1%				12.5%	
Not Applicable	5	4	-	-	-	-	1	-	-	5	-
Summary Rate - Well above average/Somewhat above average	13	6	1	2	1	3	-	-	3	8	2
	21.0%	26.1%	33.3%	12.5%	50.0%	21.4%			18.8%	20.0%	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.

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Presented by The Myers Group
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Louisiana Healthcare Connections
Provider Satisfaction Survey (981977)

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	70	28	3	17	2	14	3	-	16	48	6
Total Answering	50	20	2	11	-	12	3	-	13	31	6
	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	11	4	-	4	-	2	-	-	3	8	-
Well below average	1	-	-	-	-	1	-	-	1	-	-
	2.0%					8.3%			7.7%		
Somewhat below average	4	-	-	1	-	1	-	-	2	2	-
	8.0%			9.1%		8.3%			15.4%	6.5%	
Average	36	16	2	8	-	8	2	-	8	22	6
	72.0%	80.0%	100.0%	72.7%		66.7%	66.7%		61.5%	71.0%	100.0%
			BDF							IJ	
Somewhat above average	8	3	-	2	-	2	1	-	2	6	-
	16.0%	15.0%		18.2%		16.7%	33.3%		15.4%	19.4%	
Well above average	1	1	-	-	-	-	-	-	-	1	-
	2.0%	5.0%								3.2%	
Not Applicable	9	4	1	2	2	-	-	-	-	9	-
Summary Rate - Well above average/Somewhat above average	9	4	-	2	-	2	1	-	2	7	-
	18.0%	20.0%		18.2%		16.7%	33.3%		15.4%	22.6%	

Comparison Groups: BCDEFGH/IJK

Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

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

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Louisiana Healthcare Connections
Provider Satisfaction Survey (981977)

2B. Accuracy of claims processing.

===== 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	70	28	3	17	2	14	3	-	16	48	6
Total Answering	49	18	2	12	-	12	3	-	13	30	6
	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	12	5	-	3	1	2	-	-	3	9	-
Well below average	-	-	-	-	-	-	-	-	-	-	-
Somewhat below average	4	1	-	2	-	1	-	-	-	3	1
	8.2%	5.6%		16.7%		8.3%				10.0%	16.7%
Average	33	12	1	7	-	9	2	-	8	20	5
	67.3%	66.7%	50.0%	58.3%		75.0%	66.7%		61.5%	66.7%	83.3%
Somewhat above average	10	3	1	3	-	2	1	-	5	5	-
	20.4%	16.7%	50.0%	25.0%		16.7%	33.3%		38.5%	16.7%	
Well above average	2	2	-	-	-	-	-	-	-	2	-
	4.1%	11.1%								6.7%	
Not Applicable	9	5	1	2	1	-	-	-	-	9	-
Summary Rate - Well above average/Somewhat above average	12	5	1	3	-	2	1	-	5	7	-
	24.5%	27.8%	50.0%	25.0%		16.7%	33.3%		38.5%	23.3%	

Comparison Groups: BCDEFGH/IJK

Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

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

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Louisiana Healthcare Connections
Provider Satisfaction Survey (981977)

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	70	28	3	17	2	14	3	-	16	48	6
Total Answering	52	20	3	11	-	13	3	-	13	33	6
	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	10	5	-	3	-	1	-	-	3	7	-
Well below average	1	1	-	-	-	-	-	-	-	1	-
	1.9%	5.0%								3.0%	
Somewhat below average	2	-	-	1	-	1	-	-	-	2	-
	3.8%			9.1%		7.7%				6.1%	
Average	39	14	2	9	-	10	2	-	9	24	6
	75.0%	70.0%	66.7%	81.8%		76.9%	66.7%		69.2%	72.7%	100.0%
										IJ	
Somewhat above average	8	4	1	1	-	1	1	-	3	5	-
	15.4%	20.0%	33.3%	9.1%		7.7%	33.3%		23.1%	15.2%	
Well above average	2	1	-	-	-	1	-	-	1	1	-
	3.8%	5.0%				7.7%			7.7%	3.0%	
Not Applicable	8	3	-	3	2	-	-	-	-	8	-
Summary Rate - Well above average/Somewhat above average	10	5	1	1	-	2	1	-	4	6	-
	19.2%	25.0%	33.3%	9.1%		15.4%	33.3%		30.8%	18.2%	

Comparison Groups: BCDEFGH/IJK

Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

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

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Louisiana Healthcare Connections
Provider Satisfaction Survey (981977)

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	70	28	3	17	2	14	3	-	16	48	6
Total Answering	49	19	3	9	-	13	3	-	13	30	6
	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	12	5	-	4	1	1	-	-	3	9	-
Well below average	-	-	-	-	-	-	-	-	-	-	-
Somewhat below average	9	3	-	2	-	3	1	-	1	7	1
	18.4%	15.8%		22.2%		23.1%	33.3%		7.7%	23.3%	16.7%
Average	30	12	2	6	-	7	1	-	8	18	4
	61.2%	63.2%	66.7%	66.7%		53.8%	33.3%		61.5%	60.0%	66.7%
Somewhat above average	8	3	1	1	-	2	1	-	4	4	-
	16.3%	15.8%	33.3%	11.1%		15.4%	33.3%		30.8%	13.3%	
Well above average	2	1	-	-	-	1	-	-	-	1	1
	4.1%	5.3%				7.7%				3.3%	16.7%
Not Applicable	9	4	-	4	1	-	-	-	-	9	-
Summary Rate - Well above average/Somewhat above average	10	4	1	1	-	3	1	-	4	5	1
	20.4%	21.1%	33.3%	11.1%		23.1%	33.3%		30.8%	16.7%	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)

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Louisiana Healthcare Connections
Provider Satisfaction Survey (981977)

3A. Access to knowledgeable UM staff.

===== 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	70	28	3	17	2	14	3	-	16	48	6
Total Answering	53	19	3	13	2	12	2	-	15	32	6
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	7	3	-	2	-	1	-	-	-	7	-
Well below average	-	-	-	-	-	-	-	-	-	-	-
Somewhat below average	5	2	1	2	-	-	-	-	2	3	-
	9.4%	10.5%	33.3%	15.4%					13.3%	9.4%	
Average	38	14	2	9	1	9	1	-	12	21	5
	71.7%	73.7%	66.7%	69.2%	50.0%	75.0%	50.0%	80.0%	65.6%	83.3%	
Somewhat above average	9	3	-	2	1	2	1	-	1	8	-
	17.0%	15.8%		15.4%	50.0%	16.7%	50.0%	6.7%	25.0%	i	
Well above average	1	-	-	-	-	1	-	-	-	-	1
	1.9%					8.3%					16.7%
Not Applicable	10	6	-	2	-	1	1	-	1	9	-
Summary Rate - Well above average/Somewhat above average	10	3	-	2	1	3	1	-	1	8	1
	18.9%	15.8%		15.4%	50.0%	25.0%	50.0%	6.7%	25.0%	i	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)

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Louisiana Healthcare Connections
Provider Satisfaction Survey (981977)

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

===== 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	70	28	3	17	2	14	3	-	16	48	6
Total Answering	56	22	3	14	2	11	2	-	16	34	6
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	6	2	-	2	-	1	-	-	-	6	-
Well below average	1	1	-	-	-	-	-	-	-	1	-
	1.8%	4.5%								2.9%	
Somewhat below average	9	4	-	2	1	2	-	-	1	7	1
	16.1%	18.2%		14.3%	50.0%	18.2%			6.3%	20.6%	16.7%
Average	37	15	3	10	-	7	1	-	12	20	5
	66.1%	68.2%	100.0%	71.4%		63.6%	50.0%		75.0%	58.8%	83.3%
			BDF								
Somewhat above average	6	2	-	-	-	2	1	-	2	4	-
	10.7%	9.1%				18.2%	50.0%		12.5%	11.8%	
Well above average	3	-	-	2	1	-	-	-	1	2	-
	5.4%			14.3%	50.0%				6.3%	5.9%	
Not Applicable	8	4	-	1	-	2	1	-	-	8	-
Summary Rate - Well above average/Somewhat above average	9	2	-	2	1	2	1	-	3	6	-
	16.1%	9.1%		14.3%	50.0%	18.2%	50.0%		18.8%	17.6%	

Comparison Groups: BCDEFGH/IJK

Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

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

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Louisiana Healthcare Connections
Provider Satisfaction Survey (981977)

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	70	28	3	17	2	14	3	-	16	48	6
Total Answering	54	22	3	14	1	10	2	-	16	32	6
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	6	2	-	2	-	2	-	-	-	6	-
Well below average	2	1	-	1	-	-	-	-	-	2	-
	3.7%	4.5%		7.1%						6.3%	
Somewhat below average	8	5	-	1	-	2	-	-	1	6	1
	14.8%	22.7%		7.1%		20.0%			6.3%	18.8%	16.7%
Average	32	14	3	8	-	5	1	-	13	15	4
	59.3%	63.6%	100.0%	57.1%		50.0%	50.0%		81.3%	46.9%	66.7%
			BDF						J		
Somewhat above average	5	2	-	1	-	1	-	-	1	4	-
	9.3%	9.1%		7.1%		10.0%			6.3%	12.5%	
Well above average	7	-	-	3	1	2	1	-	1	5	1
	13.0%			21.4%	100.0%	20.0%	50.0%		6.3%	15.6%	16.7%
					DF						
Not Applicable	10	4	-	1	1	2	1	-	-	10	-
Summary Rate - Well above average/Somewhat above average	12	2	-	4	1	3	1	-	2	9	1
	22.2%	9.1%		28.6%	100.0%	30.0%	50.0%		12.5%	28.1%	16.7%
					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)

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Louisiana Healthcare Connections
Provider Satisfaction Survey (981977)

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

===== 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	70	28	3	17	2	14	3	-	16	48	6
Total Answering	50	20	2	13	1	10	2	-	14	30	6
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	8	3	-	2	-	2	-	-	-	8	-
Well below average	1	-	-	-	-	1	-	-	-	1	-
	2.0%					10.0%				3.3%	
Somewhat below average	1	1	-	-	-	-	-	-	-	1	-
	2.0%	5.0%								3.3%	
Average	40	17	2	12	-	7	1	-	12	23	5
	80.0%	85.0%	100.0%	92.3%		70.0%	50.0%		85.7%	76.7%	83.3%
			bF								
Somewhat above average	4	1	-	-	1	-	1	-	2	2	-
	8.0%	5.0%			100.0%		50.0%		14.3%	6.7%	
					B						
Well above average	4	1	-	1	-	2	-	-	-	3	1
	8.0%	5.0%		7.7%		20.0%				10.0%	16.7%
Not Applicable	12	5	1	2	1	2	1	-	2	10	-
Summary Rate - Well above average/Somewhat above average	8	2	-	1	1	2	1	-	2	5	1
	16.0%	10.0%		7.7%	100.0%	20.0%	50.0%		14.3%	16.7%	16.7%
					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)

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Louisiana Healthcare Connections
Provider Satisfaction Survey (981977)

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

	Preferred Method of Communication						Survey Methodology				
	Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	70	28	3	17	2	14	3	-	16	48	6
Total Answering	41	17	3	9	1	8	1	-	15	21	5
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	9	3	-	3	-	2	-	-	-	9	-
Well below average	1	-	-	1	-	-	-	-	-	1	-
	2.4%			11.1%						4.8%	
Somewhat below average	2	1	1	-	-	-	-	-	-	2	-
	4.9%	5.9%	33.3%							9.5%	
Average	33	14	2	6	-	8	1	-	14	14	5
	80.5%	82.4%	66.7%	66.7%		100.0% bD	100.0% bD		93.3% J	66.7%	100.0% J
Somewhat above average	5	2	-	2	1	-	-	-	1	4	-
	12.2%	11.8%		22.2%	100.0% BD				6.7%	19.0%	
Well above average	-	-	-	-	-	-	-	-	-	-	-
Not Applicable	20	8	-	5	1	4	2	-	1	18	1
Summary Rate - Well above average/Somewhat above average	5	2	-	2	1	-	-	-	1	4	-
	12.2%	11.8%		22.2%	100.0% BD				6.7%	19.0%	

Comparison Groups: BCDEFGH/IJK

Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

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

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Louisiana Healthcare Connections
Provider Satisfaction Survey (981977)

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

===== 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	70	28	3	17	2	14	3	-	16	48	6
Total Answering	52	21	3	11	2	10	3	-	15	31	6
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	10	5	-	3	-	1	-	-	-	10	-
Well below average	-	-	-	-	-	-	-	-	-	-	-
Somewhat below average	3	1	1	-	-	-	-	-	1	2	-
	5.8%	4.8%	33.3%						6.7%	6.5%	
Average	34	15	2	8	-	7	2	-	12	18	4
	65.4%	71.4%	66.7%	72.7%		70.0%	66.7%		80.0%	58.1%	66.7%
Somewhat above average	8	4	-	1	1	1	-	-	2	5	1
	15.4%	19.0%		9.1%	50.0%	10.0%			13.3%	16.1%	16.7%
Well above average	7	1	-	2	1	2	1	-	-	6	1
	13.5%	4.8%		18.2%	50.0%	20.0%	33.3%			19.4%	16.7%
Not Applicable	8	2	-	3	-	3	-	-	1	7	-
Summary Rate - Well above average/Somewhat above average	15	5	-	3	2	3	1	-	2	11	2
	28.8%	23.8%		27.3%	100.0%	30.0%	33.3%		13.3%	35.5%	33.3%
				BDFG					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)

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Louisiana Healthcare Connections
Provider Satisfaction Survey (981977)

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	70	28	3	17	2	14	3	-	16	48	6
Total Answering	48	20	2	14	-	9	2	-	14	28	6
	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	11	5	-	2	-	3	-	-	-	11	-
Well below average	3	1	-	1	-	-	-	-	1	2	-
	6.3%	5.0%		7.1%					7.1%	7.1%	
Somewhat below average	9	5	-	3	-	1	-	-	2	6	1
	18.8%	25.0%		21.4%		11.1%			14.3%	21.4%	16.7%
Average	31	11	2	9	-	8	1	-	9	17	5
	64.6%	55.0%	100.0%	64.3%		88.9%	50.0%		64.3%	60.7%	83.3%
			BD			B					
Somewhat above average	3	2	-	1	-	-	-	-	2	1	-
	6.3%	10.0%		7.1%					14.3%	3.6%	
Well above average	2	1	-	-	-	-	1	-	-	2	-
	4.2%	5.0%					50.0%			7.1%	
Not Applicable	11	3	1	1	2	2	1	-	2	9	-
Summary Rate - Well above average/Somewhat above average	5	3	-	1	-	-	1	-	2	3	-
	10.4%	15.0%		7.1%			50.0%		14.3%	10.7%	

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)

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Louisiana Healthcare Connections
Provider Satisfaction Survey (981977)

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	70	28	3	17	2	14	3	-	16	48	6
Total Answering	49	21	2	14	-	9	2	-	14	29	6
	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	11	5	-	2	-	3	-	-	-	11	-
Well below average	3	2	-	1	-	-	-	-	-	3	-
	6.1%	9.5%		7.1%						10.3%	
Somewhat below average	3	1	-	-	-	1	-	-	2	1	-
	6.1%	4.8%				11.1%			14.3%	3.4%	
Average	37	14	2	12	-	8	1	-	10	21	6
	75.5%	66.7%	100.0%	85.7%		88.9%	50.0%		71.4%	72.4%	100.0%
			B							IJ	
Somewhat above average	4	3	-	-	-	-	1	-	2	2	-
	8.2%	14.3%					50.0%		14.3%	6.9%	
Well above average	2	1	-	1	-	-	-	-	-	2	-
	4.1%	4.8%		7.1%						6.9%	
Not Applicable	10	2	1	1	2	2	1	-	2	8	-
Summary Rate - Well above average/Somewhat above average	6	4	-	1	-	-	1	-	2	4	-
	12.2%	19.0%		7.1%			50.0%		14.3%	13.8%	

Comparison Groups: BCDEFGH/IJK

Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

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

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Louisiana Healthcare Connections
Provider Satisfaction Survey (981977)

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	70	28	3	17	2	14	3	-	16	48	6
Total Answering	44	19	2	12	-	8	2	-	13	25	6
	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	11	5	-	2	-	3	-	-	-	11	-
Well below average	2	1	-	-	-	-	-	-	1	1	-
	4.5%	5.3%							7.7%	4.0%	
Somewhat below average	3	3	-	-	-	-	-	-	1	1	1
	6.8%	15.8%							7.7%	4.0%	16.7%
Average	36	13	2	11	-	8	2	-	9	22	5
	81.8%	68.4%	100.0%	91.7%		100.0%	100.0%		69.2%	88.0%	83.3%
			B	b		B	B				
Somewhat above average	3	2	-	1	-	-	-	-	2	1	-
	6.8%	10.5%		8.3%					15.4%	4.0%	
Well above average	-	-	-	-	-	-	-	-	-	-	-
Not Applicable	15	4	1	3	2	3	1	-	3	12	-
Summary Rate - Well above average/Somewhat above average	3	2	-	1	-	-	-	-	2	1	-
	6.8%	10.5%		8.3%					15.4%	4.0%	

Comparison Groups: BCDEFGH/IJK

Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

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

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Louisiana Healthcare Connections
Provider Satisfaction Survey (981977)

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	70	28	3	17	2	14	3	-	16	48	6
Total Answering	46	20	1	12	-	10	2	-	13	27	6
	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	12	5	-	2	-	4	-	-	-	12	-
Well below average	3	3	-	-	-	-	-	-	1	2	-
	6.5%	15.0%							7.7%	7.4%	
Somewhat below average	4	-	-	1	-	3	-	-	-	4	-
	8.7%			8.3%		30.0%				14.8%	
Average	31	15	1	7	-	6	1	-	10	15	6
	67.4%	75.0%	100.0%	58.3%		60.0%	50.0%		76.9%	55.6%	100.0%
			BDF							IJ	
Somewhat above average	3	1	-	2	-	-	-	-	1	2	-
	6.5%	5.0%		16.7%					7.7%	7.4%	
Well above average	5	1	-	2	-	1	1	-	1	4	-
	10.9%	5.0%		16.7%		10.0%	50.0%		7.7%	14.8%	
Not Applicable	12	3	2	3	2	-	1	-	3	9	-
Summary Rate - Well above average/Somewhat above average	8	2	-	4	-	1	1	-	2	6	-
	17.4%	10.0%		33.3%		10.0%	50.0%		15.4%	22.2%	

Comparison Groups: BCDEFGH/IJK

Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

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

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Louisiana Healthcare Connections
Provider Satisfaction Survey (981977)

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

===== Preferred Method ===== Survey ===== ===== of Communication ===== Methodology =====											
Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet	
-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	
Total	70	28	3	17	2	14	3	-	16	48	6
Total Answering	45	19	1	13	-	9	2	-	13	27	5
	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	14	6	-	2	1	4	-	-	-	13	1
Well below average	4	3	-	-	-	1	-	-	1	3	-
	8.9%	15.8%				11.1%			7.7%	11.1%	
Somewhat below average	4	1	-	1	-	2	-	-	-	4	-
	8.9%	5.3%		7.7%		22.2%				14.8%	
Average	28	12	1	8	-	5	1	-	10	14	4
	62.2%	63.2%	100.0%	61.5%		55.6%	50.0%		76.9%	51.9%	80.0%
			BDF						j		
Somewhat above average	3	2	-	1	-	-	-	-	1	1	1
	6.7%	10.5%		7.7%					7.7%	3.7%	20.0%
Well above average	6	1	-	3	-	1	1	-	1	5	-
	13.3%	5.3%		23.1%		11.1%	50.0%		7.7%	18.5%	
Not Applicable	11	3	2	2	1	1	1	-	3	8	-
Summary Rate - Well above average/Somewhat above average	9	3	-	4	-	1	1	-	2	6	1
	20.0%	15.8%		30.8%		11.1%	50.0%		15.4%	22.2%	20.0%

Comparison Groups: BCDEFGH/IJK

Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

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

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Louisiana Healthcare Connections
Provider Satisfaction Survey (981977)

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	70	28	3	17	2	14	3	-	16	48	6
Total Answering	45	19	3	11	-	9	2	-	14	25	6
	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	14	5	-	2	1	5	-	-	-	14	-
Well below average	5	2	-	1	-	2	-	-	1	4	-
	11.1%	10.5%		9.1%		22.2%			7.1%	16.0%	
Somewhat below average	8	2	2	2	-	1	-	-	1	7	-
	17.8%	10.5%	66.7% Bf	18.2%		11.1%			7.1%	28.0% i	
Average	26	11	1	7	-	6	1	-	9	12	5
	57.8%	57.9%	33.3%	63.6%		66.7%	50.0%		64.3%	48.0%	83.3% j
Somewhat above average	5	4	-	-	-	-	1	-	2	2	1
	11.1%	21.1%					50.0%		14.3%	8.0%	16.7%
Well above average	1	-	-	1	-	-	-	-	1	-	-
	2.2%			9.1%					7.1%		
Not Applicable	11	4	-	4	1	-	1	-	2	9	-
Summary Rate - Well above average/Somewhat above average	6	4	-	1	-	-	1	-	3	2	1
	13.3%	21.1%		9.1%			50.0%		21.4%	8.0%	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)

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Louisiana Healthcare Connections
Provider Satisfaction Survey (981977)

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

===== 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	70	28	3	17	2	14	3	-	16	48	6
Total Answering	49	21	2	14	-	9	2	-	14	29	6
	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	12	4	-	2	1	5	-	-	-	12	-
Well below average	1	1	-	-	-	-	-	-	1	-	-
	2.0%	4.8%							7.1%		
Somewhat below average	7	3	-	2	-	1	-	-	2	5	-
	14.3%	14.3%		14.3%		11.1%			14.3%	17.2%	
Average	34	14	2	10	-	7	1	-	9	20	5
	69.4%	66.7%	100.0%	71.4%		77.8%	50.0%		64.3%	69.0%	83.3%
			BD								
Somewhat above average	2	2	-	-	-	-	-	-	1	-	1
	4.1%	9.5%							7.1%		16.7%
Well above average	5	1	-	2	-	1	1	-	1	4	-
	10.2%	4.8%		14.3%		11.1%	50.0%		7.1%	13.8%	
Not Applicable	9	3	1	1	1	-	1	-	2	7	-
Summary Rate - Well	7	3	-	2	-	1	1	-	2	4	1
above average/Somewhat	14.3%	14.3%		14.3%		11.1%	50.0%		14.3%	13.8%	16.7%
above average											

Comparison Groups: BCDEFGH/IJK

Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

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

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Louisiana Healthcare Connections
Provider Satisfaction Survey (981977)

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	70	28	3	17	2	14	3	-	16	48	6
Total Answering	45	19	2	12	-	9	2	-	13	26	6
	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	14	5	-	2	1	5	-	-	-	14	-
Well below average	3	2	-	-	-	1	-	-	1	2	-
	6.7%	10.5%				11.1%			7.7%	7.7%	
Somewhat below average	3	1	-	2	-	-	-	-	1	2	-
	6.7%	5.3%		16.7%					7.7%	7.7%	
Average	32	12	2	8	-	7	2	-	9	19	4
	71.1%	63.2%	100.0%	66.7%		77.8%	100.0%		69.2%	73.1%	66.7%
			BD				BD				
Somewhat above average	4	3	-	1	-	-	-	-	1	2	1
	8.9%	15.8%		8.3%					7.7%	7.7%	16.7%
Well above average	3	1	-	1	-	1	-	-	1	1	1
	6.7%	5.3%		8.3%		11.1%			7.7%	3.8%	16.7%
Not Applicable	11	4	1	3	1	-	1	-	3	8	-
Summary Rate - Well above average/Somewhat above average	7	4	-	2	-	1	-	-	2	3	2
	15.6%	21.1%		16.7%		11.1%			15.4%	11.5%	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)

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Louisiana Healthcare Connections
Provider Satisfaction Survey (981977)

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	70	28	3	17	2	14	3	-	16	48	6
Total Answering	51 100.0%	23 100.0%	2 100.0%	12 100.0%	2 100.0%	9 100.0%	2 100.0%	-	14 100.0%	31 100.0%	6 100.0%
No Answer	14	5	-	3	-	5	-	-	-	14	-
Well below average	2 3.9%	1 4.3%	-	1 8.3%	-	-	-	-	-	2 6.5%	-
Somewhat below average	2 3.9%	1 4.3%	-	1 8.3%	-	-	-	-	1 7.1%	1 3.2%	-
Average	33 64.7%	16 69.6%	1 50.0%	7 58.3%	1 50.0%	6 66.7%	2 100.0% BDF	-	9 64.3%	20 64.5%	4 66.7%
Somewhat above average	8 15.7%	5 21.7%	-	1 8.3%	-	1 11.1%	-	-	3 21.4%	4 12.9%	1 16.7%
Well above average	6 11.8%	-	1 50.0%	2 16.7%	1 50.0%	2 22.2%	-	-	1 7.1%	4 12.9%	1 16.7%
Not Applicable	5	-	1	2	-	-	1	-	2	3	-
Summary Rate - Well above average/Somewhat above average	14 27.5%	5 21.7%	1 50.0%	3 25.0%	1 50.0%	3 33.3%	-	-	4 28.6%	8 25.8%	2 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)

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Louisiana Healthcare Connections
Provider Satisfaction Survey (981977)

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	70	28	3	17	2	14	3	-	16	48	6
Total Answering	57	24	3	15	2	10	2	-	15	36	6
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	11	4	-	2	-	4	-	-	-	11	-
Well below average	-	-	-	-	-	-	-	-	-	-	-
Somewhat below average	1	-	-	-	1	-	-	-	-	1	-
	1.8%				50.0%					2.8%	
Average	41	21	2	10	-	6	2	-	10	25	6
	71.9%	87.5%	66.7%	66.7%		60.0%	100.0%		66.7%	69.4%	100.0%
							bDF				IJ
Somewhat above average	8	2	-	3	-	2	-	-	4	4	-
	14.0%	8.3%		20.0%		20.0%			26.7%	11.1%	
Well above average	7	1	1	2	1	2	-	-	1	6	-
	12.3%	4.2%	33.3%	13.3%	50.0%	20.0%			6.7%	16.7%	
Not Applicable	2	-	-	-	-	-	1	-	1	1	-
Summary Rate - Well above average/Somewhat above average	15	3	1	5	1	4	-	-	5	10	-
	26.3%	12.5%	33.3%	33.3%	50.0%	40.0%			33.3%	27.8%	

Comparison Groups: BCDEFGH/IJK

Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

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

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Provider Satisfaction Survey (981977)

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

===== Preferred Method ===== Survey ===== ===== of Communication ===== Methodology =====											
Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet	
-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	
Total	70	28	3	17	2	14	3	-	16	48	6
Total Answering	48	23	3	10	-	10	1	-	14	28	6
	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	13	4	-	3	1	4	-	-	-	13	-
Well below average	-	-	-	-	-	-	-	-	-	-	-
Somewhat below average	2	1	-	-	-	-	-	-	1	1	-
	4.2%	4.3%							7.1%	3.6%	
Average	34	17	2	7	-	7	1	-	9	21	4
	70.8%	73.9%	66.7%	70.0%		70.0%	100.0%		64.3%	75.0%	66.7%
						BDF					
Somewhat above average	9	5	-	2	-	2	-	-	3	4	2
	18.8%	21.7%		20.0%		20.0%			21.4%	14.3%	33.3%
Well above average	3	-	1	1	-	1	-	-	1	2	-
	6.3%		33.3%	10.0%		10.0%			7.1%	7.1%	
Not Applicable	9	1	-	4	1	-	2	-	2	7	-
Summary Rate - Well above average/Somewhat above average	12	5	1	3	-	3	-	-	4	6	2
	25.0%	21.7%	33.3%	30.0%		30.0%			28.6%	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)

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Provider Satisfaction Survey (981977)

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	70	28	3	17	2	14	3	-	16	48	6
Total Answering	55	24	3	14	2	10	1	-	15	34	6
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	12	4	-	3	-	4	-	-	-	12	-
Well below average	-	-	-	-	-	-	-	-	-	-	-
Somewhat below average	2	1	-	-	1	-	-	-	-	2	-
	3.6%	4.2%			50.0%					5.9%	
Average	40	20	2	10	-	6	1	-	11	25	4
	72.7%	83.3%	66.7%	71.4%		60.0%	100.0%		73.3%	73.5%	66.7%
						BDF					
Somewhat above average	8	3	-	2	-	3	-	-	3	3	2
	14.5%	12.5%		14.3%		30.0%			20.0%	8.8%	33.3%
Well above average	5	-	1	2	1	1	-	-	1	4	-
	9.1%		33.3%	14.3%	50.0%	10.0%			6.7%	11.8%	
Not Applicable	3	-	-	-	-	-	2	-	1	2	-
Summary Rate - Well above average/Somewhat above average	13	3	1	4	1	4	-	-	4	7	2
	23.6%	12.5%	33.3%	28.6%	50.0%	40.0%			26.7%	20.6%	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)

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Provider Satisfaction Survey (981977)

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	70	28	3	17	2	14	3	-	16	48	6
Total Answering	45	17	2	12	2	7	3	-	12	27	6
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	25	11	1	5	-	7	-	-	4	21	-
Yes	24	12	1	6	1	2	2	-	4	17	3
	53.3%	70.6%	50.0%	50.0%	50.0%	28.6%	66.7%		33.3%	63.0%	50.0%
		F							i		
No	21	5	1	6	1	5	1	-	8	10	3
	46.7%	29.4%	50.0%	50.0%	50.0%	71.4%	33.3%		66.7%	37.0%	50.0%
						B			j		
Summary Rate - Yes	24	12	1	6	1	2	2	-	4	17	3
	53.3%	70.6%	50.0%	50.0%	50.0%	28.6%	66.7%		33.3%	63.0%	50.0%
		F							i		

Comparison Groups: BCDEFGH/IJK

Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

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

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Provider Satisfaction Survey (981977)

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

	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	24	12	1	6	1	2	2	-	4	17	3
Total Answering	21 100.0%	10 100.0%	-	6 100.0%	1 100.0%	2 100.0%	2 100.0%	-	3 100.0%	15 100.0%	3 100.0%
No Answer	2	1	1	-	-	-	-	-	1	1	-
Well below average	-	-	-	-	-	-	-	-	-	-	-
Somewhat below average	2 9.5%	-	-	1 16.7%	-	-	1 50.0%	-	1 33.3%	-	1 33.3%
Average	10 47.6%	7 70.0%	-	3 50.0%	-	-	-	-	1 33.3%	8 53.3%	1 33.3%
Somewhat above average	7 33.3%	2 20.0%	-	1 16.7%	1 100.0% BD	2 100.0% BD	1 50.0%	-	1 33.3%	6 40.0%	-
Well above average	2 9.5%	1 10.0%	-	1 16.7%	-	-	-	-	-	1 6.7%	1 33.3%
Not Applicable	1	1	-	-	-	-	-	-	-	1	-
Summary Rate - Well above average/Somewhat above average	9 42.9%	3 30.0%	-	2 33.3%	1 100.0% BD	2 100.0% BD	1 50.0%	-	1 33.3%	7 46.7%	1 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)

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Provider Satisfaction Survey (981977)

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	70	28	3	17	2	14	3	-	16	48	6
Total Answering	36	15	2	11	-	6	2	-	9	21	6
	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	23	8	1	5	1	6	-	-	6	17	-
Well below average	2	1	-	1	-	-	-	-	-	2	-
	5.6%	6.7%		9.1%						9.5%	
Somewhat below average	4	2	-	-	-	2	-	-	-	3	1
	11.1%	13.3%				33.3%				14.3%	16.7%
Average	24	10	2	8	-	3	1	-	7	13	4
	66.7%	66.7%	100.0%	72.7%		50.0%	50.0%		77.8%	61.9%	66.7%
			BDF								
Somewhat above average	4	2	-	1	-	1	-	-	2	1	1
	11.1%	13.3%		9.1%		16.7%			22.2%	4.8%	16.7%
Well above average	2	-	-	1	-	-	1	-	-	2	-
	5.6%			9.1%			50.0%			9.5%	
Not Applicable	11	5	-	1	1	2	1	-	1	10	-
Summary Rate - Well above average/Somewhat above average	6	2	-	2	-	1	1	-	2	3	1
	16.7%	13.3%		18.2%		16.7%	50.0%		22.2%	14.3%	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)

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Provider Satisfaction Survey (981977)

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	70	28	3	17	2	14	3	-	16	48	6
Total Answering	41	17	3	12	-	7	2	-	8	27	6
	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	23	9	-	5	1	6	-	-	7	16	-
Well below average	1	-	-	1	-	-	-	-	-	1	-
	2.4%			8.3%						3.7%	
Somewhat below average	2	-	-	1	-	1	-	-	-	1	1
	4.9%			8.3%		14.3%				3.7%	16.7%
Average	29	14	3	5	-	6	1	-	6	19	4
	70.7%	82.4%	100.0%	41.7%		85.7%	50.0%		75.0%	70.4%	66.7%
		D	bD			D					
Somewhat above average	8	3	-	5	-	-	-	-	2	5	1
	19.5%	17.6%		41.7%					25.0%	18.5%	16.7%
Well above average	1	-	-	-	-	-	1	-	-	1	-
	2.4%						50.0%			3.7%	
Not Applicable	6	2	-	-	1	1	1	-	1	5	-
Summary Rate - Well above average/Somewhat above average	9	3	-	5	-	-	1	-	2	6	1
	22.0%	17.6%		41.7%			50.0%		25.0%	22.2%	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)

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Louisiana Healthcare Connections
Provider Satisfaction Survey (981977)

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	70	28	3	17	2	14	3	-	16	48	6
Total Answering	53	22	3	13	2	9	2	-	13	34	6
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	17	6	-	4	-	5	1	-	3	14	-
Yes	47	20	3	11	2	9	1	-	10	32	5
	88.7%	90.9%	100.0%	84.6%	100.0%	100.0%	50.0%		76.9%	94.1%	83.3%
No	6	2	-	2	-	-	1	-	3	2	1
	11.3%	9.1%		15.4%			50.0%		23.1%	5.9%	16.7%
Summary Rate - Yes	47	20	3	11	2	9	1	-	10	32	5
	88.7%	90.9%	100.0%	84.6%	100.0%	100.0%	50.0%		76.9%	94.1%	83.3%

Comparison Groups: BCDEFGH/IJK

Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

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

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Louisiana Healthcare Connections
Provider Satisfaction Survey (981977)

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	70	28	3	17	2	14	3	-	16	48	6
Total Answering	56	24	3	13	2	9	3	-	16	34	6
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	13	4	-	3	-	5	-	-	-	13	-
Completely dissatisfied	-	-	-	-	-	-	-	-	-	-	-
Somewhat dissatisfied	6	2	-	1	-	1	1	-	3	2	1
	10.7%	8.3%		7.7%		11.1%	33.3%		18.8%	5.9%	16.7%
Neither dissatisfied nor satisfied	16	7	-	4	1	3	-	-	6	7	3
	28.6%	29.2%		30.8%	50.0%	33.3%			37.5%	20.6%	50.0%
Somewhat satisfied	21	8	2	4	1	4	2	-	5	14	2
	37.5%	33.3%	66.7%	30.8%	50.0%	44.4%	66.7%		31.3%	41.2%	33.3%
Completely satisfied	13	7	1	4	-	1	-	-	2	11	-
	23.2%	29.2%	33.3%	30.8%		11.1%			12.5%	32.4%	
Does not apply	1	-	-	1	-	-	-	-	-	1	-
Summary Rate - Completely satisfied/ Somewhat satisfied	34	15	3	8	1	5	2	-	7	25	2
	60.7%	62.5%	100.0%	61.5%	50.0%	55.6%	66.7%		43.8%	73.5%	33.3%
			BDF							Ik	

Comparison Groups: BCDEFGH/IJK

Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

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

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Louisiana Healthcare Connections
Provider Satisfaction Survey (981977)

8C. Please rate your overall satisfaction with Amerigroup.

===== 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	70	28	3	17	2	14	3	-	16	48	6
Total Answering	54	22	3	13	2	9	3	-	16	32	6
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	13	4	-	3	-	5	-	-	-	13	-
Completely dissatisfied	2	1	-	1	-	-	-	-	1	1	-
	3.7%	4.5%		7.7%					6.3%	3.1%	
Somewhat dissatisfied	6	2	1	-	-	3	-	-	2	3	1
	11.1%	9.1%	33.3%			33.3%			12.5%	9.4%	16.7%
Neither dissatisfied nor satisfied	12	4	-	4	-	2	-	-	8	2	2
	22.2%	18.2%		30.8%		22.2%			50.0%	6.3%	33.3%
								J			
Somewhat satisfied	24	8	1	7	1	4	3	-	4	17	3
	44.4%	36.4%	33.3%	53.8%	50.0%	44.4%	100.0%	25.0%	53.1%	50.0%	
							BCDF		I		
Completely satisfied	10	7	1	1	1	-	-	-	1	9	-
	18.5%	31.8%	33.3%	7.7%	50.0%				6.3%	28.1%	
		d							I		
Does not apply	3	2	-	1	-	-	-	-	-	3	-
Summary Rate -	34	15	2	8	2	4	3	-	5	26	3
Completely satisfied/ Somewhat satisfied	63.0%	68.2%	66.7%	61.5%	100.0%	44.4%	100.0%	31.3%	81.3%	50.0%	
				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)

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Louisiana Healthcare Connections
Provider Satisfaction Survey (981977)

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	70	28	3	17	2	14	3	-	16	48	6
Total Answering	52	22	3	12	2	8	3	-	15	31	6
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	14	5	-	3	-	5	-	-	1	13	-
Completely dissatisfied	4	1	-	2	-	-	1	-	-	4	-
	7.7%	4.5%		16.7%			33.3%			12.9%	
Somewhat dissatisfied	4	1	-	-	-	2	1	-	1	3	-
	7.7%	4.5%				25.0%	33.3%		6.7%	9.7%	
Neither dissatisfied nor satisfied	15	6	1	3	-	3	-	-	8	4	3
	28.8%	27.3%	33.3%	25.0%		37.5%			53.3%	12.9%	50.0%
									J	j	j
Somewhat satisfied	14	7	1	2	2	2	-	-	2	10	2
	26.9%	31.8%	33.3%	16.7%	100.0%	25.0%			13.3%	32.3%	33.3%
					BCDF						
Completely satisfied	15	7	1	5	-	1	1	-	4	10	1
	28.8%	31.8%	33.3%	41.7%		12.5%	33.3%		26.7%	32.3%	16.7%
Does not apply	4	1	-	2	-	1	-	-	-	4	-
Summary Rate - Completely satisfied/ Somewhat satisfied	29	14	2	7	2	3	1	-	6	20	3
	55.8%	63.6%	66.7%	58.3%	100.0%	37.5%	33.3%		40.0%	64.5%	50.0%
					BDFG						

Comparison Groups: BCDEFGH/IJK

Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

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

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Provider Satisfaction Survey (981977)

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

	Preferred Method of Communication						Survey Methodology				
	Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	70	28	3	17	2	14	3	-	16	48	6
Total Answering	52	21	3	12	2	9	3	-	15	31	6
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	14	5	-	3	-	5	-	-	1	13	-
Completely dissatisfied	2	1	-	-	-	1	-	-	-	2	-
	3.8%	4.8%				11.1%				6.5%	
Somewhat dissatisfied	3	1	-	-	-	2	-	-	-	2	1
	5.8%	4.8%				22.2%				6.5%	16.7%
Neither dissatisfied nor satisfied	15	6	1	4	1	1	-	-	9	5	1
	28.8%	28.6%	33.3%	33.3%	50.0%	11.1%			60.0%	16.1%	16.7%
									JK		
Somewhat satisfied	20	7	1	5	-	4	3	-	6	11	3
	38.5%	33.3%	33.3%	41.7%		44.4%	100.0%		40.0%	35.5%	50.0%
							BCDF				
Completely satisfied	12	6	1	3	1	1	-	-	-	11	1
	23.1%	28.6%	33.3%	25.0%	50.0%	11.1%				35.5%	16.7%
Does not apply	4	2	-	2	-	-	-	-	-	4	-
Summary Rate - Completely satisfied/ Somewhat satisfied	32	13	2	8	1	5	3	-	6	22	4
	61.5%	61.9%	66.7%	66.7%	50.0%	55.6%	100.0%		40.0%	71.0%	66.7%
							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
2014

Louisiana Healthcare Connections
Provider Satisfaction Survey (981977)

8F. Please rate your overall satisfaction with United Healthcare Community 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	70	28	3	17	2	14	3	-	16	48	6
Total Answering	52	22	2	13	2	8	3	-	15	31	6
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	14	5	-	3	-	5	-	-	-	14	-
Completely dissatisfied	-	-	-	-	-	-	-	-	-	-	-
Somewhat dissatisfied	4	1	-	-	-	2	1	-	-	4	-
	7.7%	4.5%				25.0%	33.3%			12.9%	
Neither dissatisfied nor satisfied	10	4	-	2	-	2	-	-	7	1	2
	19.2%	18.2%		15.4%		25.0%			46.7%	3.2%	33.3%
									J		
Somewhat satisfied	21	10	1	4	1	3	2	-	6	11	4
	40.4%	45.5%	50.0%	30.8%	50.0%	37.5%	66.7%		40.0%	35.5%	66.7%
Completely satisfied	17	7	1	7	1	1	-	-	2	15	-
	32.7%	31.8%	50.0%	53.8%	50.0%	12.5%			13.3%	48.4%	
				F						I	
Does not apply	4	1	1	1	-	1	-	-	1	3	-
Summary Rate - Completely satisfied/ Somewhat satisfied	38	17	2	11	2	4	2	-	8	26	4
	73.1%	77.3%	100.0%	84.6%	100.0%	50.0%	66.7%		53.3%	83.9%	66.7%
			BF	f	BF					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
2014

Louisiana Healthcare Connections
Provider Satisfaction Survey (981977)

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	70	28	3	17	2	14	3	-	16	48	6
Total Answering	49	20	3	11	-	11	2	-	16	27	6
	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	10	4	-	3	-	2	-	-	-	10	-
Well below average	-	-	-	-	-	-	-	-	-	-	-
Somewhat below average	2	2	-	-	-	-	-	-	1	1	-
	4.1%	10.0%							6.3%	3.7%	
Average	42	16	3	11	-	9	1	-	14	24	4
	85.7%	80.0%	100.0%	100.0%		81.8%	50.0%		87.5%	88.9%	66.7%
			B	B							
Somewhat above average	3	2	-	-	-	-	1	-	1	1	1
	6.1%	10.0%					50.0%		6.3%	3.7%	16.7%
Well above average	2	-	-	-	-	2	-	-	-	1	1
	4.1%					18.2%				3.7%	16.7%
Not Applicable	11	4	-	3	2	1	1	-	-	11	-
Summary Rate - Well above average/Somewhat above average	5	2	-	-	-	2	1	-	1	2	2
	10.2%	10.0%				18.2%	50.0%		6.3%	7.4%	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
2014

Louisiana Healthcare Connections
Provider Satisfaction Survey (981977)

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	70	28	3	17	2	14	3	-	16	48	6
Total Answering	45	18	3	11	-	10	1	-	15	25	5
	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	13	4	-	4	1	2	1	-	1	11	1
Well below average	-	-	-	-	-	-	-	-	-	-	-
Somewhat below average	6	2	-	2	-	1	-	-	2	4	-
	13.3%	11.1%		18.2%		10.0%			13.3%	16.0%	
Average	34	15	3	8	-	7	-	-	11	19	4
	75.6%	83.3%	100.0%	72.7%		70.0%			73.3%	76.0%	80.0%
			bDF								
Somewhat above average	3	1	-	1	-	-	1	-	2	1	-
	6.7%	5.6%		9.1%			100.0%		13.3%	4.0%	
							BD				
Well above average	2	-	-	-	-	2	-	-	-	1	1
	4.4%					20.0%				4.0%	20.0%
Not Applicable	12	6	-	2	1	2	1	-	-	12	-
Summary Rate - Well above average/Somewhat above average	5	1	-	1	-	2	1	-	2	2	1
	11.1%	5.6%		9.1%		20.0%	100.0%		13.3%	8.0%	20.0%
							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
2014

Louisiana Healthcare Connections
Provider Satisfaction Survey (981977)

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	70	28	3	17	2	14	3	-	16	48	6
Total Answering	44	18	2	13	-	8	2	-	13	25	6
	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	11	5	-	2	-	3	-	-	-	11	-
Well below average	1	-	-	-	-	-	-	-	1	-	-
	2.3%								7.7%		
Somewhat below average	5	3	-	2	-	-	-	-	1	3	1
	11.4%	16.7%		15.4%					7.7%	12.0%	16.7%
Average	30	12	2	8	-	6	2	-	9	16	5
	68.2%	66.7%	100.0%	61.5%		75.0%	100.0%		69.2%	64.0%	83.3%
			BD				BD				
Somewhat above average	6	3	-	2	-	1	-	-	2	4	-
	13.6%	16.7%		15.4%		12.5%			15.4%	16.0%	
Well above average	2	-	-	1	-	1	-	-	-	2	-
	4.5%			7.7%		12.5%				8.0%	
Not Applicable	15	5	1	2	2	3	1	-	3	12	-
Summary Rate - Well above average/Somewhat above average	8	3	-	3	-	2	-	-	2	6	-
	18.2%	16.7%		23.1%		25.0%			15.4%	24.0%	

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

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2014

Louisiana Healthcare Connections
Provider Satisfaction Survey (981977)

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	70	28	3	17	2	14	3	-	16	48	6
Total Answering	31	11	2	8	-	7	2	-	13	14	4
	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	15	5	-	3	1	5	-	-	-	14	1
Well below average	-	-	-	-	-	-	-	-	-	-	-
Somewhat below average	2	1	-	1	-	-	-	-	-	1	1
	6.5%	9.1%		12.5%						7.1%	25.0%
Average	22	7	2	7	-	4	1	-	11	9	2
	71.0%	63.6%	100.0%	87.5%		57.1%	50.0%		84.6%	64.3%	50.0%
			BF								
Somewhat above average	4	3	-	-	-	1	-	-	2	2	-
	12.9%	27.3%				14.3%			15.4%	14.3%	
Well above average	3	-	-	-	-	2	1	-	-	2	1
	9.7%					28.6%	50.0%			14.3%	25.0%
Not Applicable	24	12	1	6	1	2	1	-	3	20	1
Summary Rate - Well above average/Somewhat above average	7	3	-	-	-	3	1	-	2	4	1
	22.6%	27.3%				42.9%	50.0%		15.4%	28.6%	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
2014

Louisiana Healthcare Connections
Provider Satisfaction Survey (981977)

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	70	28	3	17	2	14	3	-	16	48	6
Total Answering	33	11	2	9	-	8	2	-	13	15	5
	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	13	5	-	2	1	4	-	-	-	13	-
Well below average	1	-	-	1	-	-	-	-	-	1	-
	3.0%			11.1%						6.7%	
Somewhat below average	2	1	-	1	-	-	-	-	-	1	1
	6.1%	9.1%		11.1%						6.7%	20.0%
Average	23	6	2	7	-	6	1	-	11	9	3
	69.7%	54.5%	100.0%	77.8%		75.0%	50.0%		84.6%	60.0%	60.0%
			B								
Somewhat above average	4	4	-	-	-	-	-	-	2	2	-
	12.1%	36.4%							15.4%	13.3%	
Well above average	3	-	-	-	-	2	1	-	-	2	1
	9.1%					25.0%	50.0%			13.3%	20.0%
Not Applicable	24	12	1	6	1	2	1	-	3	20	1
Summary Rate - Well above average/Somewhat above average	7	4	-	-	-	2	1	-	2	4	1
	21.2%	36.4%				25.0%	50.0%		15.4%	26.7%	20.0%

Comparison Groups: BCDEFGH/IJK

Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

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

Presented by The Myers Group
770-978-3173
2014

Louisiana Healthcare Connections
Provider Satisfaction Survey (981977)

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

	Preferred Method						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	70	28	3	17	2	14	3	-	16	48	6
Total Answering	48	20	3	11	2	8	2	-	12	32	4
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	16	5	-	4	-	6	-	-	2	14	-
Yes	13	3	1	4	-	4	-	-	2	9	2
	27.1%	15.0%	33.3%	36.4%		50.0%			16.7%	28.1%	50.0%
						b					
No	35	17	2	7	2	4	2	-	10	23	2
	72.9%	85.0%	66.7%	63.6%	100.0%	50.0%	100.0%		83.3%	71.9%	50.0%
		f			bDF		bDF				
N/A	6	3	-	2	-	-	1	-	2	2	2

Comparison Groups: BCDEFGH/IJK

Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

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

Presented by The Myers Group
770-978-3173
2014

14. Glossary of Terms

Attributes are the individual questions that relate to specific characteristics of the health plan.

Composites are the mean of the Summary Rates of attributes with similar question topics.

Rating questions use a scale of 'Completely dissatisfied' to 'Completely satisfied' to assess overall experience with Louisiana Healthcare Connections.

Summary Rates are single statistics generated for a survey question. Summary Rates represent the percentage of respondents who chose the most favorable response option(s) ('Well above average' or 'Somewhat above average,' 'Yes,' and 'Completely satisfied' or 'Somewhat satisfied').

The Myers Group Aggregate Book of Business (2013)

The 2013 TMG Aggregate Book of Business is a benchmark containing data from 16 plans representing 7,720 respondents in Primary Care, Specialty, and Behavioral Health areas of medicine.

The Myers Group Medicaid Book of Business (2013)

The 2013 TMG Medicaid Book of Business is a benchmark containing data from 10 plans representing 6,569 respondents in Primary Care, Specialty, and Behavioral Health areas of medicine.

15. Appendix A: Question Summaries

The proportion of respondents who fall into each response category for all questions is shown beginning on page A.1. Each question addresses the provider's rating of Louisiana Healthcare Connections. The Question Summary pages are broken down into several sections, which are described below.

Valid n & Category Responses

The Valid n column shows the number of respondents who chose to answer the question. This number may be lower than the total number of respondents who completed the survey because respondents either chose not to answer the question (left the question blank on the survey tool) or selected 'Not Applicable.' The Category Responses section provides the percentage of respondents who selected each response option.

Summary Rates

The Summary Rates section provides trend and benchmark comparisons of Louisiana Healthcare Connections' Summary Rates. The Summary Rate is the proportion of respondents choosing the most positive response option(s) for each question. Typically, it is the sum of the proportion of respondents who selected 'Well above average' or 'Somewhat above average.' For all other questions, the Summary Rate is the sum of the bold category responses.

Mean Scores

The Mean Scores section provides further analysis of your results. While Summary Rates are very helpful in that they highlight areas where your plan scores well, they are not a complete indication of performance.

Mean Scores provide an average of responses. The score is calculated by assigning a value of one to five to each response option. For example, 'Well above average' receives a score of 5, while 'Well below average' receives a score of 1. Therefore, higher Mean Scores indicate more favorable responses, while lower Mean Scores indicate unfavorable responses.

For example, the Mean Score for Louisiana Healthcare Connections in the example below is 3.08, meaning that the average response option chosen is between 'Average' and 'Somewhat above average.'

Question	Plan	Plan Mean	2013 TMG B.o.B Mean
2A. Consistency of reimbursement fees with your contract rates.	Louisiana	3.08	3.11

Charts A.1 – A.10

Question Summaries

Demographics

Louisiana Healthcare Connections

Provider Satisfaction Survey

70 Total Respondents

Survey Item	Valid n	Category Responses						
A. Please indicate your area of medicine. (Mark all that apply)	67	<u>Primary Care</u> 71.6%	<u>Specialty</u> 34.3%	<u>Behavioral Health Clinician</u> 7.5%				
B. How many physicians are in your practice?	68	<u>Solo</u> 29.4%	<u>2 - 5 physicians</u> 39.7%	<u>More than 5 physicians</u> 30.9%				
C. How many years have you been in this practice?	64	<u>Less than 5 years</u> 42.2%	<u>5 - 15 years</u> 31.3%	<u>16 years or more</u> 26.6%				
D. What portion of your managed care volume is represented by Louisiana Healthcare Connections?	55	<u>None</u> 0.0%	<u>10% or less</u> 40.0%	<u>11 - 20%</u> 29.1%	<u>21 - 30%</u> 14.5%	<u>31 - 50%</u> 9.1%	<u>51 - 75%</u> 5.5%	<u>76 - 100%</u> 1.8%
E. Please mark who is completing this survey. (Mark only one)	69	<u>Physician</u> 7.2%	<u>Behavioral Health Clinician</u> 0.0%	<u>Office Manager</u> 39.1%	<u>Nurse</u> 17.4%	<u>Other staff</u> 36.2%		
F. What is your preferred method of receiving communications from this health plan?	67	<u>Mail</u> 41.8%	<u>Telephone</u> 4.5%	<u>Fax</u> 25.4%	<u>Online portal</u> 3.0%	<u>E-mail</u> 20.9%	<u>In person from your Provider Representative</u> 4.5%	<u>Other</u> 0.0%
G. Please indicate the number of insurance companies with which you or your practice participates.	68	<u>3 or fewer</u> 1.5%	<u>4 to 7</u> 10.3%	<u>8 to 11</u> 17.6%	<u>12 to 15</u> 8.8%	<u>More than 15</u> 61.8%		

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

70 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>	2014	2013	Medicaid BoB***	2014	Medicaid BoB***
1A. How would you rate Louisiana Healthcare Connections compared to all other health plans you contract with?	62	8.1%	12.9%	71.0%	8.1%	0.0%	n = 5	21.0%	23.2%	37.3%	3.21	3.30

* 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 2013 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 trend or benchmark data; Cells highlighted in green denote current year plan percentage is significantly higher when compared to trend or benchmark data; No color denotes that there was no significant difference between the percentages or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Question Summaries

Finance Issues

Louisiana Healthcare Connections

Provider Satisfaction Survey

70 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.								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>	2014	2013	Medicaid BoB***	2014	Medicaid BoB***
2A. Consistency of reimbursement fees with your contract rates.	50	2.0%	16.0%	72.0%	8.0%	2.0%	n = 9	18.0%	28.0%	30.1%	3.08	3.11
2B. Accuracy of claims processing.	49	4.1%	20.4%	67.3%	8.2%	0.0%	n = 9	24.5%	31.2%	37.9%	3.20	3.33
2C. Timeliness of claims processing.	52	3.8%	15.4%	75.0%	3.8%	1.9%	n = 8	19.2%	34.6%	37.7%	3.15	3.32
2D. Resolution of claims payment problems or disputes.	49	4.1%	16.3%	61.2%	18.4%	0.0%	n = 9	20.4%	24.6%	32.5%	3.06	3.14

* Summary Rate Scores represent the most favorable response options ("Well above average" & "Somewhat above average").

** Mean scores are the average of all responses.

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

Question Summaries

Utilization and Quality Management

Louisiana Healthcare Connections

Provider Satisfaction Survey

70 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>	2014	2013	Medicaid BoB***	2014	Medicaid BoB***
3A. Access to knowledgeable UM staff.	53	1.9%	17.0%	71.7%	9.4%	0.0%	n = 10	18.9%	20.8%	35.0%	3.11	3.32
3B. Procedures for obtaining pre-certification/referral/authorization information.	56	5.4%	10.7%	66.1%	16.1%	1.8%	n = 8	16.1%	19.8%	36.2%	3.02	3.28
3C. Timeliness of obtaining pre-certification/referral/authorization information.	54	13.0%	9.3%	59.3%	14.8%	3.7%	n = 10	22.2%	17.9%	37.5%	3.13	3.33
3D. The health plan's facilitation/support of appropriate clinical care for patients.	50	8.0%	8.0%	80.0%	2.0%	2.0%	n = 12	16.0%	18.8%	35.9%	3.18	3.39
3E. Access to Case/Care Managers from this health plan.	41	0.0%	12.2%	80.5%	4.9%	2.4%	n = 20	12.2%	18.1%	33.5%	3.02	3.31
3F. Degree to which the plan covers and encourages preventive care and wellness.	52	13.5%	15.4%	65.4%	5.8%	0.0%	n = 8	28.8%	27.1%	44.5%	3.37	3.51
3G. Extent to which UM staff share review criteria and reasons for adverse determinations.	49	4.1%	6.1%	85.7%	4.1%	0.0%	n = 11	10.2%	18.2%	NA	3.10	NA
3H. Consistency of review decisions.	45	4.4%	6.7%	75.6%	13.3%	0.0%	n = 12	11.1%	17.9%	NA	3.02	NA

* Summary Rate Scores represent the most favorable response options ("Well above average" & "Somewhat above average").

** Mean scores are the average of all responses.

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Question Summaries

Network/Coordination of Care

Louisiana Healthcare Connections

Provider Satisfaction Survey

70 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.		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>	2014	2013	Medicaid BoB***	2014	Medicaid BoB***
4A. The number of specialists in this health plan's provider network.	48	4.2%	6.3%	64.6%	18.8%	6.3%	n = 11	10.4%	17.1%	27.8%	2.83	3.06
4B. The quality of specialists in this health plan's provider network.	49	4.1%	8.2%	75.5%	6.1%	6.1%	n = 10	12.2%	20.7%	37.5%	2.98	3.40
4C. The timeliness of feedback/reports from specialists in this health plan's provider network.	44	0.0%	6.8%	81.8%	6.8%	4.5%	n = 15	6.8%	15.7%	32.5%	2.91	3.31
4D. The frequency of feedback/reports from specialists for patients in your care.	44	4.5%	13.6%	68.2%	11.4%	2.3%	n = 15	18.2%	16.6%	NA	3.07	NA
4E. The timeliness of feedback/reports from Behavioral Health Clinicians for patients in your care.	31	9.7%	12.9%	71.0%	6.5%	0.0%	n = 24	22.6%	16.1%	NA	3.26	NA
4F. The frequency of feedback/reports from Behavioral Health Clinicians for patients in your care.	33	9.1%	12.1%	69.7%	6.1%	3.0%	n = 24	21.2%	14.7%	NA	3.18	NA

* Summary Rate Scores represent the most favorable response options ("Well above average" & "Somewhat above average").

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Question Summaries

Pharmacy

Louisiana Healthcare Connections

Provider Satisfaction Survey

70 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.		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>	2014	2013	Medicaid BoB***	2014	Medicaid BoB***
5A. Consistency of the formulary over time.	46	10.9%	6.5%	67.4%	8.7%	6.5%	n = 12	17.4%	14.1%	24.3%	3.07	3.18
5B. Extent to which formulary reflects current standards of care.	45	13.3%	6.7%	62.2%	8.9%	8.9%	n = 11	20.0%	17.0%	24.8%	3.07	3.10
5C. Variety of branded drugs on the formulary.	45	2.2%	11.1%	57.8%	17.8%	11.1%	n = 11	13.3%	15.5%	22.0%	2.76	3.00
5D. Ease of prescribing your preferred medications within formulary guidelines.	49	10.2%	4.1%	69.4%	14.3%	2.0%	n = 9	14.3%	18.5%	23.6%	3.06	3.08
5E. Availability of comparable drugs to substitute those not included in the formulary.	45	6.7%	8.9%	71.1%	6.7%	6.7%	n = 11	15.6%	17.0%	20.8%	3.02	3.01

* Summary Rate Scores represent the most favorable response options ("Well above average" & "Somewhat above average").

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Question Summaries

Health Plan Call Center Service Staff

Louisiana Healthcare Connections

Provider Satisfaction Survey

70 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>	2014	2013	Medicaid BoB***	2014	Medicaid BoB***
6A. Ease of reaching health plan call center staff over the phone.	51	11.8%	15.7%	64.7%	3.9%	3.9%	n = 5	27.5%	24.3%	41.8%	3.27	3.42
6B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	57	12.3%	14.0%	71.9%	1.8%	0.0%	n = 2	26.3%	31.6%	48.4%	3.37	3.62
6C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.	48	6.3%	18.8%	70.8%	4.2%	0.0%	n = 9	25.0%	22.7%	41.9%	3.27	3.46
6D. Overall satisfaction with health plan's call center service.	55	9.1%	14.5%	72.7%	3.6%	0.0%	n = 3	23.6%	30.3%	44.4%	3.29	3.50

* Summary Rate Scores represent the most favorable response options ("Well above average" & "Somewhat above average").

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Question Summaries

Provider Relations

Louisiana Healthcare Connections

Provider Satisfaction Survey

70 Total Respondents

These questions ask about your experiences with Louisiana Healthcare Connections' Provider Relations department. Please rate Louisiana Healthcare Connections in the following service areas when compared to your experience with other health plans you work with.		Category Responses						Summary Rate Scores*			Mean Scores**	
Survey Item	Valid n	<u>Yes</u>	<u>No</u>					2014	2013	Medicaid BoB***	2014	Medicaid BoB***
7A. Do you have a Provider Relations representative from this health plan assigned to your practice?	45	53.3%	46.7%					53.3%	73.0%	52.1%	NA	NA
Survey Item	Valid n	<u>Well above average</u>	<u>Somewhat above average</u>	<u>Average</u>	<u>Somewhat below average</u>	<u>Well below average</u>	<u>Not Applicable</u>	2014	2013	Medicaid BoB***	2014	Medicaid BoB***
7B. Provider Relations representative's ability to answer questions and resolve problems.	21	9.5%	33.3%	47.6%	9.5%	0.0%	n = 1	42.9%	35.4%	57.9%	3.43	3.78
7C. Quality of provider orientation process.	36	5.6%	11.1%	66.7%	11.1%	5.6%	n = 11	16.7%	26.8%	35.5%	3.00	3.34
7D. Quality of written communications, policy bulletins, and manuals.	41	2.4%	19.5%	70.7%	4.9%	2.4%	n = 6	22.0%	26.2%	42.1%	3.15	3.47

* Summary Rate Scores represent the most favorable response options ("Yes;" "Well above average" & "Somewhat above average").

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Question Summaries

Overall Satisfaction

Louisiana Healthcare Connections

Provider Satisfaction Survey

70 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					2014	2013	Medicaid BoB***	2014	Medicaid BoB***
8A. Would you recommend Louisiana Healthcare Connections to other physicians' practices?	53	88.7%	11.3%					88.7%	72.3%	80.5%	NA	NA
Survey Item	Valid n	Completely satisfied	Somewhat satisfied	Neither dissatisfied nor satisfied	Somewhat dissatisfied	Completely dissatisfied	Does not apply	2014	2013	Medicaid BoB***	2014	Medicaid BoB***
8B. Please rate your overall satisfaction with Louisiana Healthcare Connections.	56	23.2%	37.5%	28.6%	10.7%	0.0%	n = 1	60.7%	57.8%	65.9%	3.73	3.74
8C. Please rate your overall satisfaction with Amerigroup.	54	18.5%	44.4%	22.2%	11.1%	3.7%	n = 3	63.0%	50.6%	NA	3.63	NA
8D. Please rate your overall satisfaction with Community Health Solutions.	52	28.8%	26.9%	28.8%	7.7%	7.7%	n = 4	55.8%	75.8%	NA	3.62	NA
8E. Please rate your overall satisfaction with AmeriHealth Caritas (formerly L.A. Care).	52	23.1%	38.5%	28.8%	5.8%	3.8%	n = 4	61.5%	51.9%	NA	3.71	NA
8F. Please rate your overall satisfaction with United Healthcare Community Plan.	52	32.7%	40.4%	19.2%	7.7%	0.0%	n = 4	73.1%	76.1%	NA	3.98	NA

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

** Mean scores are the average of all responses.

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Question Summaries

Comment Follow-Up

Louisiana Healthcare Connections

Provider Satisfaction Survey

70 Total Respondents

		Category Responses			Summary Rate Scores*			Mean Scores**	
Survey Item	Valid n	<u>Yes</u>	<u>No</u>	<u>N/A</u>	2014	2013	Medicaid BoB***	2014	Medicaid BoB***
9A. Would you like Louisiana Healthcare Connections to follow-up with you regarding your above feedback? If so, your contact information will be forwarded to the health plan for further outreach.	48	27.1%	72.9%	n = 6	27.1%	NA	NA	NA	NA

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

** Mean scores are the average of all responses.

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