

2016 Provider Satisfaction Report



Aetna Better Health of Louisiana

Project Number(s): 9111975

Introduction

Your Sales Executive is John DiCesare (770-299-1406), and your Account Project Manager is Bridgette Boston (770-978-3173 ext. 1335). Should you have any questions or comments regarding any aspect of the survey or reporting process, please feel free to call either your Sales Executive or Account Project Manager.

Many organizations conduct the SPHA Provider Satisfaction Survey to monitor provider satisfaction levels and to respond to one or more NCQA Health Plan Accreditation Standards. The 2016 SPHA Provider Satisfaction Survey template was designed to support the following NCQA standards.

- ✓ NCQA Standard QI 4 (Member Experience) currently directs managed care organizations, at least annually, to assess the practitioner's experience with the UM process. Organizations are expected to collect and analyze data and provider feedback in an effort to drive quality improvements.
- ✓ NCQA Standard QI 8 (Continuity and Coordination of Medical Care) looks to managed care organizations to gather information, at least annually, to assess and identify opportunities to improve coordination of medical care across its delivery system. This includes conducting quantitative analysis of data and feedback.

The Provider Satisfaction Survey targets providers to measure their satisfaction with Aetna Better Health of Louisiana. 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 Aetna Better Health of Louisiana survey:

- ☒ Overall Satisfaction
- ☒ All Other Plans (Comparative Rating)
- ☒ Finance Issues
- ☒ Utilization and Quality Management
- ☒ Network/Coordination of Care
- ☒ Health Plan Call Center Service Staff
- ☒ Provider Relations

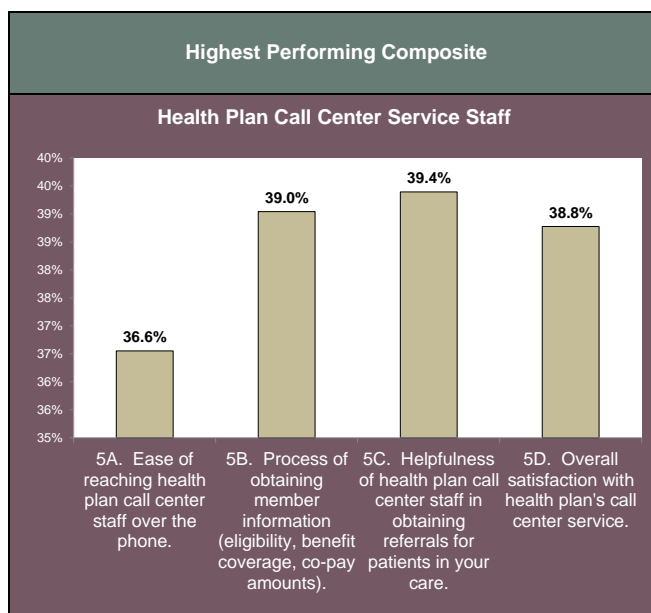
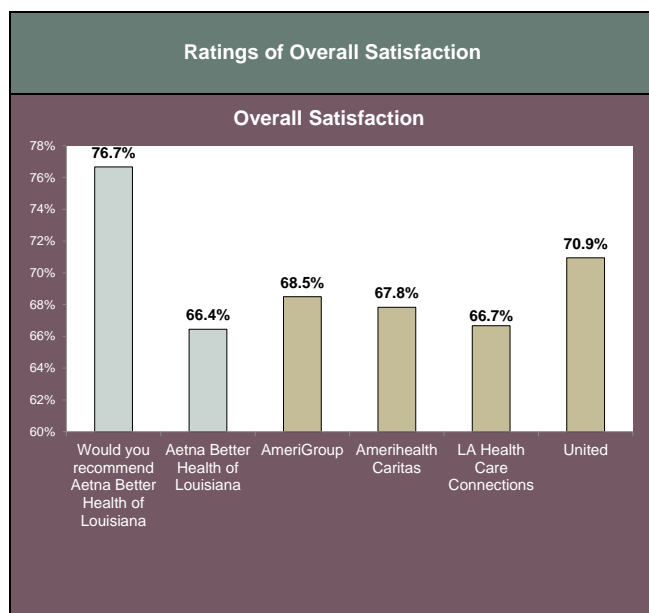
Chart 1 highlights key results from Aetna Better Health of Louisiana's Provider Satisfaction Survey.

Chart 1

Provider Satisfaction Report Highlights

Aetna Better Health of Louisiana

	Highest and Lowest Performing Questions	2016		2016 Mean Scores**		2015 SPHA B.o.B.***	
		n*	SRS*	Aetna	SPHA B.o.B.	Medicaid	Aggregate
Summary Rate Scores	Highest Scoring Questions						
	6B. Provider Relations representative's ability to answer questions and resolve problems.	67	41.8%	3.27	3.58	49.9%	51.3%
	2B. Accuracy of claims processing.	149	39.6%	3.34	3.34	35.1%	35.7%
	5C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.	132	39.4%	3.38	3.42	38.2%	39.2%
	Lowest Scoring Questions						
	3A. Access to knowledgeable UM staff.	136	29.4%	3.25	3.30	30.9%	32.0%
	4A. The number of specialists in this health plan's provider network.	127	27.6%	3.11	3.10	27.0%	28.0%
	6C. Quality of provider orientation process.	109	23.9%	2.94	3.24	30.1%	29.9%

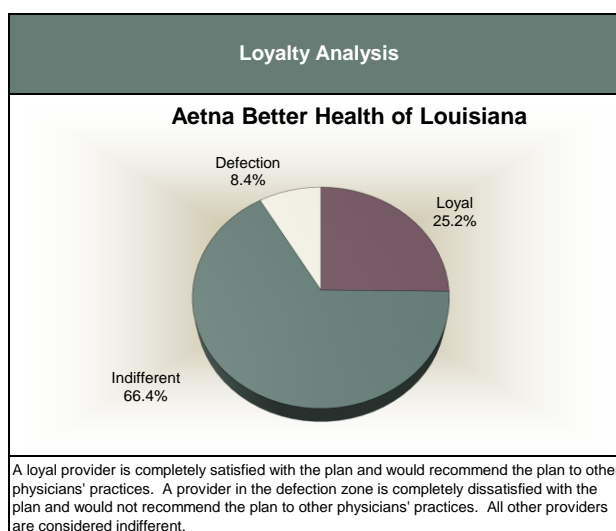


Priority Matrix

Composite Strength	Correlation****	Percentile
No composites are considered Strengths.		
Top Priority		
Utilization and Quality Management	0.680	63rd
Finance Issues	0.665	68th
Provider Relations	0.598	39th
Network/Coordination of Care	0.595	63rd
Health Plan Call Center Service Staff	0.580	51st

Strength: Composite is highly correlated with overall satisfaction and ranks at or above the 75th percentile when compared to the SPH Analytics Book of Business benchmark.

Top Priority: Composite is highly correlated with overall satisfaction and ranks below the 75th percentile when compared to the SPH Analytics 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. SPHA B.o.B. is represented by the Medicaid Book of Business.

*** SPH Analytics's 2015 Medicaid Book of Business benchmark consists of data from 46 plans representing 13436 respondents, while the Aggregate Book of Business benchmark consists of data from 55 plans representing 17370 respondents in Primary Care, Specialty, and Behavioral Health areas of medicine.

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

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

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1. Executive Summary

SPH Analytics (SPHA), a National Committee for Quality Assurance (NCQA) Certified Survey Vendor, was selected by Aetna Better Health of Louisiana to conduct its 2016 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.

SPHA followed a two-wave mail and Internet¹ with phone follow-up survey methodology to administer the Provider Satisfaction Survey from September to November of 2016. A total of 183 surveys were completed (69 mail, 23 Internet, and 91 phone), yielding a response rate of 6.8% for the mail/Internet data component and 12.4% 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 2016 Summary Rates² for Aetna Better Health of Louisiana's composites and key attributes. Data and significance testing for trend years (if applicable) and the 2015 SPH Analytics Medicaid Book of Business are also provided for comparison.

Composites/Attributes	2016 Summary Rates	2015 SPHA Medicaid BoB Summary Rates ³	**
Overall Satisfaction with Aetna Better Health of Louisiana	66.4%	70.1%	
All Other Plans (Comparative Rating)	31.8%	35.9%	
Finance Issues	35.9%	32.7%	
Utilization and Quality Management	33.9%	32.6%	
Network/Coordination of Care	31.2%	29.0%	
Health Plan Call Center Service Staff	38.4%	40.3%	
Provider Relations	32.2%	37.7%	
Recommend to Other Physicians' Practices	76.7%	84.0%	↓

*↓↑ Indicates a significant difference when compared to previous years (if applicable).

**↓↑ Indicates a significant difference when compared to the 2015 SPH Analytics Medicaid Book of Business.

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

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

³ SPH Analytics' 2015 Medicaid Book of Business consists of data from 46 plans representing 13,436 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.
- 2015 SPH Analytics Medicaid Book of Business consists of data from 46 plans representing 13,436 respondents in Primary Care, Specialty, and Behavioral Health areas of medicine.
- 2015 SPH Analytics Aggregate Book of Business consists of data from 55 plans representing 17,370 respondents in Primary Care, Specialty, and Behavioral Health areas of medicine.

2016 Provider Satisfaction CompositesAll Other Plans (Comparative Rating)

This item asks the respondent to rate Aetna Better Health of Louisiana 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.

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.

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 Aetna Better Health of Louisiana to other physicians' practices. They are also asked to rate their overall satisfaction with each of the following health plans:

- Aetna Better Health of Louisiana
- AmeriGroup
- Amerihealth Caritas
- LA Health Care Connections
- United

One open-ended question allows respondents to comment on what Aetna Better Health of Louisiana can do to improve its service to their organization.

2. Methodology

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

Survey Administration Tasks	Date
First questionnaire, including the web address to complete the survey online, is sent to each provider's office.	9/9/2016
Second questionnaire, including the web address to complete the survey online, is sent to each provider's office.	10/3/2016
Telephone calls by CATI (computer-assisted telephone interviews) are conducted for non-respondents.	10/18/2016
Data collection ends.	11/28/2016

Sampling Methodology

Aetna Better Health of Louisiana provided SPHA with a database consisting of 10,721 Aetna Better Health of Louisiana providers. SPHA then cleaned the database by removing any records with duplicate names or NPIs. From the database of unique providers, a stratified sample of records were sampled. A total of 183 mail, Internet, and phone surveys were completed.

Response Rate

Aetna Better Health of Louisiana's sample size is 1,500. SPH Analytics collected 183 surveys (69 mail, 23 Internet, and 91 phone) from the eligible provider population from September to November of 2016. After adjusting for ineligible members, your mail/Internet survey response rate is 6.8%, and your phone survey response rate is 12.4%. 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 1,500 providers, and a total of 150 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, 925 office managers were included in the database for the phone follow-up data collection component. From this sample of office managers, 91 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 Both waves of mail 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	146
	Deceased, Not Eligible	4
TOTAL MAIL/INTERNET INELIGIBLE SURVEYS		150

Survey Methodology	Ineligible Disposition	N
Phone Component	Deceased	0
	No Eligible Respondent	92
	Wrong Number	42
	Fax/Pager/Modem/Data Line	13
	Not in Service	1
	Disconnected	26
	Number Changed	19
	Cell Phone	0
TOTAL PHONE INELIGIBLE SURVEYS		193

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 Aetna Better Health of Louisiana's Provider Satisfaction Survey, the numerators and denominators used to compute your response rates are as follows:

Mail/Internet Component

$$\frac{69 \text{ (mail)} + 23 \text{ (Internet)}}{1,500 \text{ (sample)} - 150 \text{ (ineligible)}} = 6.8\%$$

Phone Component

$$\frac{91 \text{ (phone)}}{925 \text{ (sample)} - 193 \text{ (ineligible)}} = 12.4\%$$

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 Aetna Better Health of Louisiana compared to trend data (if applicable) while page 2C provides the percentage of respondents by demographic category and is compared to the 2015 SPH Analytics Medicaid Book of Business. Page 2C also includes the overall satisfaction (7B) Summary Rate Score for both Aetna Better Health of Louisiana and the 2015 SPH Analytics 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.

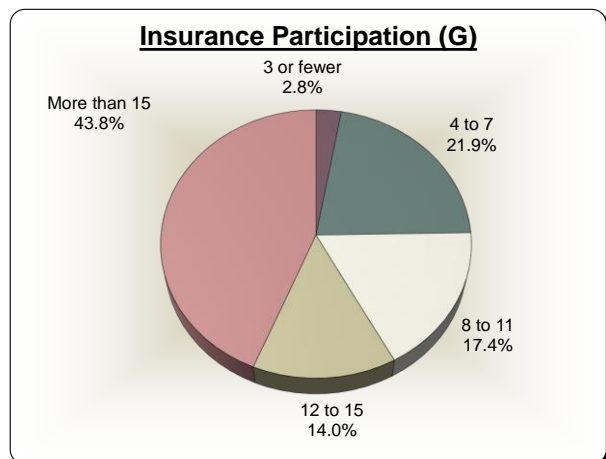
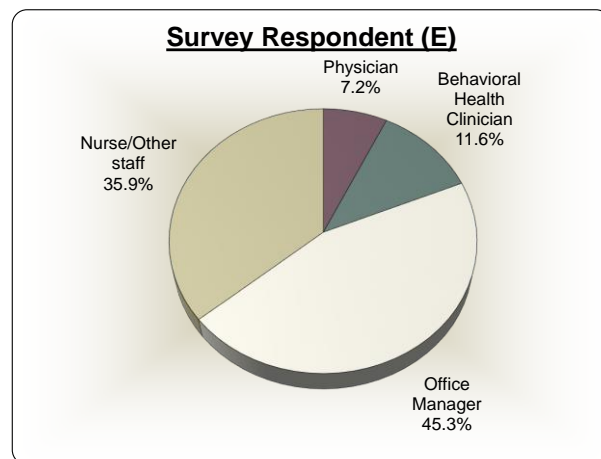
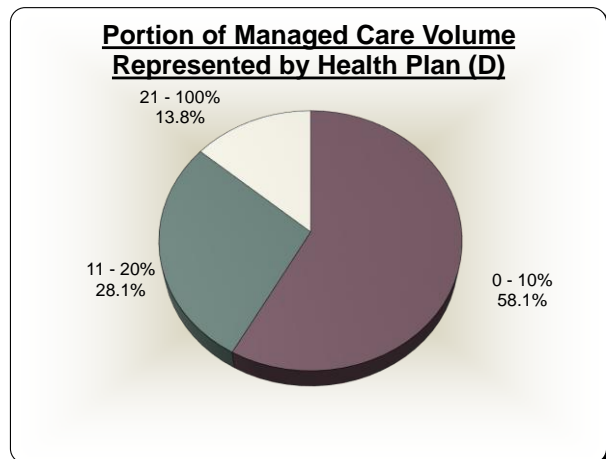
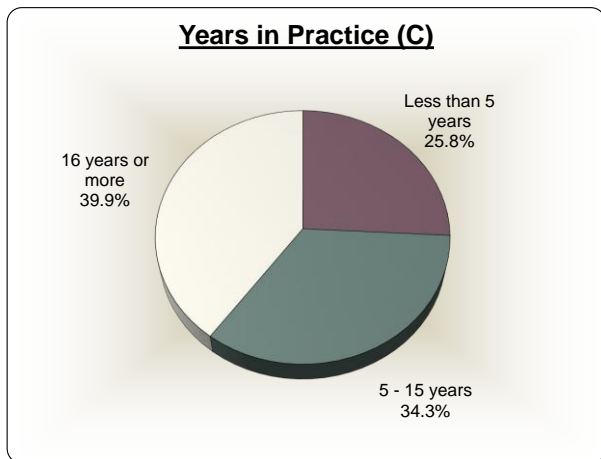
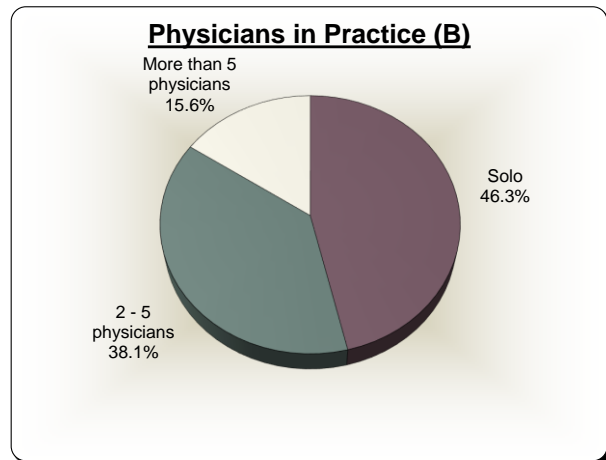
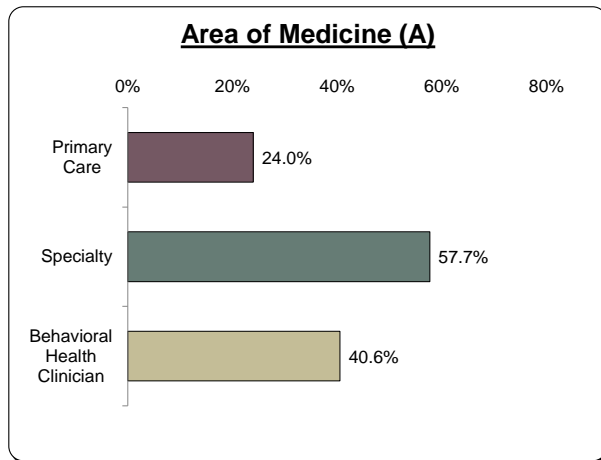
Charts 2A – 2C

Profile of Survey Respondents

Survey Demographics

Aetna Better Health of Louisiana
Provider Satisfaction Survey

183 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

Aetna Better Health of Louisiana
Provider Satisfaction Survey

183 Total Respondents

			Current			Significance Testing*	
Demographic		Category	2016	2015	2014	2015 to 2016	2014 to 2016
Survey Demographics	Area of Medicine (A)	Primary Care	24.0%				
		Specialty	57.7%			↓	↓
		Behavioral Health Clinician	40.6%			↑	↑
						↑	↑
	Physicians in Practice (B)	Solo	46.3%			↑	↔
		2 - 5 physicians	38.1%			↔	↔
		More than 5 physicians	15.6%			↓	↔
	Years in Practice (C)	Less than 5 years	25.8%			↔	↑
		5 - 15 years	34.3%			↔	↔
		16 years or more	39.9%			↔	↓
	Portion of Managed Care Volume Represented by Health Plan (D)	0 - 10%	58.1%			↔	↑
		11 - 20%	28.1%			↔	↔
		21 - 100%	13.8%			↔	↓
	Survey Respondent (E)	Physician	7.2%			↓	↓
		Behavioral Health Clinician	11.6%			↑	↔
		Office Manager	45.3%			↔	↔
		Nurse/Other staff	35.9%			↔	↑
	Insurance Participation (G)	3 or fewer	2.8%			—	—
		4 to 7	21.9%			↑	↑
		8 to 11	17.4%			↔	↔
		12 to 15	14.0%			↔	↓
		More than 15	43.8%			↔	↔

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

Profile of Survey Respondents

Benchmark Comparisons

Aetna Better Health of Louisiana
Provider Satisfaction Survey

183 Total Respondents			Current				
Demographic	Category	2016	2015 SPHA 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	24.0%	59.8%	↓	61.1%	74.2%
		Specialty	57.7%	44.5%	↑	67.9%	70.7%
		Behavioral Health Clinician	40.6%	9.7%	↑	68.9%	74.8%
	Physicians in Practice (B)	Solo	46.3%	37.4%	↑	63.5%	75.5%
		2 - 5 physicians	38.1%	39.7%	↔	68.0%	72.7%
		More than 5 physicians	15.6%	22.9%	↓	65.0%	66.8%
	Years in Practice (C)	Less than 5 years	25.8%	20.5%	↔	75.6%	74.7%
		5 - 15 years	34.3%	35.4%	↔	63.5%	72.8%
		16 years or more	39.9%	44.1%	↔	62.5%	71.6%
	Portion of Managed Care Volume Represented by Health Plan (D)	0 - 10%	58.1%	43.2%	↑	67.1%	64.3%
		11 - 20%	28.1%	22.1%	↔	64.3%	71.9%
		21 - 100%	13.8%	34.7%	↓	73.7%	82.1%
	Survey Respondent (E)	Physician	7.2%	15.7%	↓	36.4%	64.1%
		Behavioral Health Clinician	11.6%	3.3%	↑	55.6%	77.4%
		Office Manager	45.3%	48.0%	↔	75.0%	73.9%
		Nurse/Other staff	35.9%	33.0%	↔	65.3%	75.6%
	Insurance Participation (G)	3 or fewer	2.8%	2.0%	—	60.0%	80.7%
		4 to 7	21.9%	9.1%	↑	72.7%	77.3%
		8 to 11	17.4%	17.1%	↔	63.0%	77.6%
		12 to 15	14.0%	15.5%	↔	75.0%	73.2%
		More than 15	43.8%	56.3%	↓	62.5%	69.7%

* SPH Analytics's 2015 Medicaid Book of Business (B.o.B.) consists of data from 46 plans representing 13436 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 Aetna Better Health of Louisiana's Summary Rates to the Summary Rates of the 2015 SPH Analytics Medicaid and Aggregate Books of Business. Significant differences are highlighted.
<u>Page 3B</u>	<u>Trend Comparisons – Graphical Representation</u> Graphical presentation comparing Aetna Better Health of Louisiana's 2016 composite Summary Rates to trend results (if applicable).
<u>Page 3C</u>	<u>Benchmark Comparisons – Percentiles</u> Displays a comparison of Aetna Better Health of Louisiana's Summary Rates to the Summary Rate Percentiles of the 2015 SPH Analytics 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 Aetna Better Health of Louisiana's 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 2015 SPH Analytics Medicaid Respondent-Level Benchmark. Significant differences are highlighted.
<u>Page 3E</u>	<u>Benchmark Comparisons – Primary Care and Specialty Respondents</u> The chart on page 3E compares Aetna Better Health of Louisiana's 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 2015 SPH Analytics Medicaid Respondent-Level Benchmark. Significant differences are highlighted.

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

Benchmark	Definition	Contains Data From
2015 SPH Analytics Medicaid Book of Business	Contains data from all eligible Medicaid Provider Satisfaction surveys for which SPHA collected data. Calculated on the plan level.	<ul style="list-style-type: none"> • 46 plans
2015 SPH Analytics Medicaid Respondent-Level Benchmark	Contains data from all eligible Medicaid Provider Satisfaction surveys for which SPHA collected data. Calculated on the respondent level.	<ul style="list-style-type: none"> • 13,436 respondents
2015 SPH Analytics Aggregate Book of Business	Contains data from all eligible Aggregate Provider Satisfaction surveys for which SPHA collected data. Calculated on the plan level.	<ul style="list-style-type: none"> • 55 plans • 17,370 respondents

Charts 3A – 3E

Summary of Benchmark Comparisons

Composites and Attributes - Summary Rate Scores

Aetna Better Health of Louisiana

Provider Satisfaction Survey

183 Total Respondents

Composites and Key Questions	Current						2015 SPHA Book of Business Benchmarks**	
	2016		2015		2014			
	Valid n	Summary Rate*	Valid n	Summary Rate*	Valid n	Summary Rate	Medicaid	Aggregate
Overall Satisfaction		66.4%					70.1%	70.5%
7A. Would you recommend Aetna Better Health of Louisiana to other physicians' practices?	150	76.7%					84.0%	84.4%
7B. Please rate your overall satisfaction with Aetna Better Health of Louisiana.	152	66.4%					70.1%	70.5%
7C. Please rate your overall satisfaction with AmeriGroup.	146	68.5%					NA	NA
7D. Please rate your overall satisfaction with AmeriHealth Caritas.	143	67.8%					NA	NA
7E. Please rate your overall satisfaction with Louisiana Health Care Connections.	147	66.7%					NA	NA
7F. Please rate your overall satisfaction with United.	148	70.9%					NA	NA
All Other Plans (Comparative Rating)								
1A. How would you rate Aetna Better Health of Louisiana compared to all other health plans you contract with?	173	31.8%					35.9%	37.0%
Finance Issues		35.9%					32.7%	33.3%
2A. Consistency of reimbursement fees with your contract rates.	151	31.8%					30.5%	31.3%
2B. Accuracy of claims processing.	149	39.6%					35.1%	35.7%
2C. Timeliness of claims processing.	148	38.5%					35.1%	35.4%
2D. Resolution of claims payment problems or disputes.	137	33.6%					30.0%	30.9%
Utilization and Quality Management		33.9%					32.6%	33.4%
3A. Access to knowledgeable UM staff.	136	29.4%					30.9%	32.0%
3B. Procedures for obtaining pre-certification/referral/authorization information.	142	37.3%					31.5%	32.3%
3C. Timeliness of obtaining pre-certification/referral/authorization information.	141	33.3%					32.0%	33.0%
3D. The health plan's facilitation/support of appropriate clinical care for patients.	139	33.1%					31.1%	31.9%
3E. Access to Case/Care Managers from this health plan.	137	31.4%					30.8%	31.4%
3F. Degree to which the plan covers and encourages preventive care and wellness.	129	38.8%					39.6%	39.7%
Network/Coordination of Care		31.2%					29.0%	30.1%
4A. The number of specialists in this health plan's provider network.	127	27.6%					27.0%	28.0%
4B. The quality of specialists in this health plan's provider network.	124	36.3%					32.9%	34.3%
4C. The timeliness of feedback/reports from specialists in this health plan's provider network.	121	29.8%					27.0%	28.1%
Health Plan Call Center Service Staff		38.4%					40.3%	41.4%
5A. Ease of reaching health plan call center staff over the phone.	145	36.6%					38.7%	40.0%
5B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	146	39.0%					43.4%	44.2%
5C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.	132	39.4%					38.2%	39.2%
5D. Overall satisfaction with health plan's call center service.	147	38.8%					41.0%	42.1%
Provider Relations		32.2%					37.7%	38.2%
6A. Do you have a Provider Relations representative from this health plan assigned to your practice?	132	53.0%					53.1%	49.1%
6B. Provider Relations representative's ability to answer questions and resolve problems.	67	41.8%					49.9%	51.3%
6C. Quality of provider orientation process.	109	23.9%					30.1%	29.9%
6D. Quality of written communications, policy bulletins, and manuals.	133	30.8%					33.2%	33.4%

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

** SPH Analytics's 2015 Medicaid Book of Business consists of data from 46 plans representing 13436 respondents, while the Aggregate Book of Business consists of data from 55 plans representing 17370 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 7B. It does not include 7A or 7C through 7F.

Note 3: The Provider Relations composite is the average of 6B through 6D. It does not include 6A.

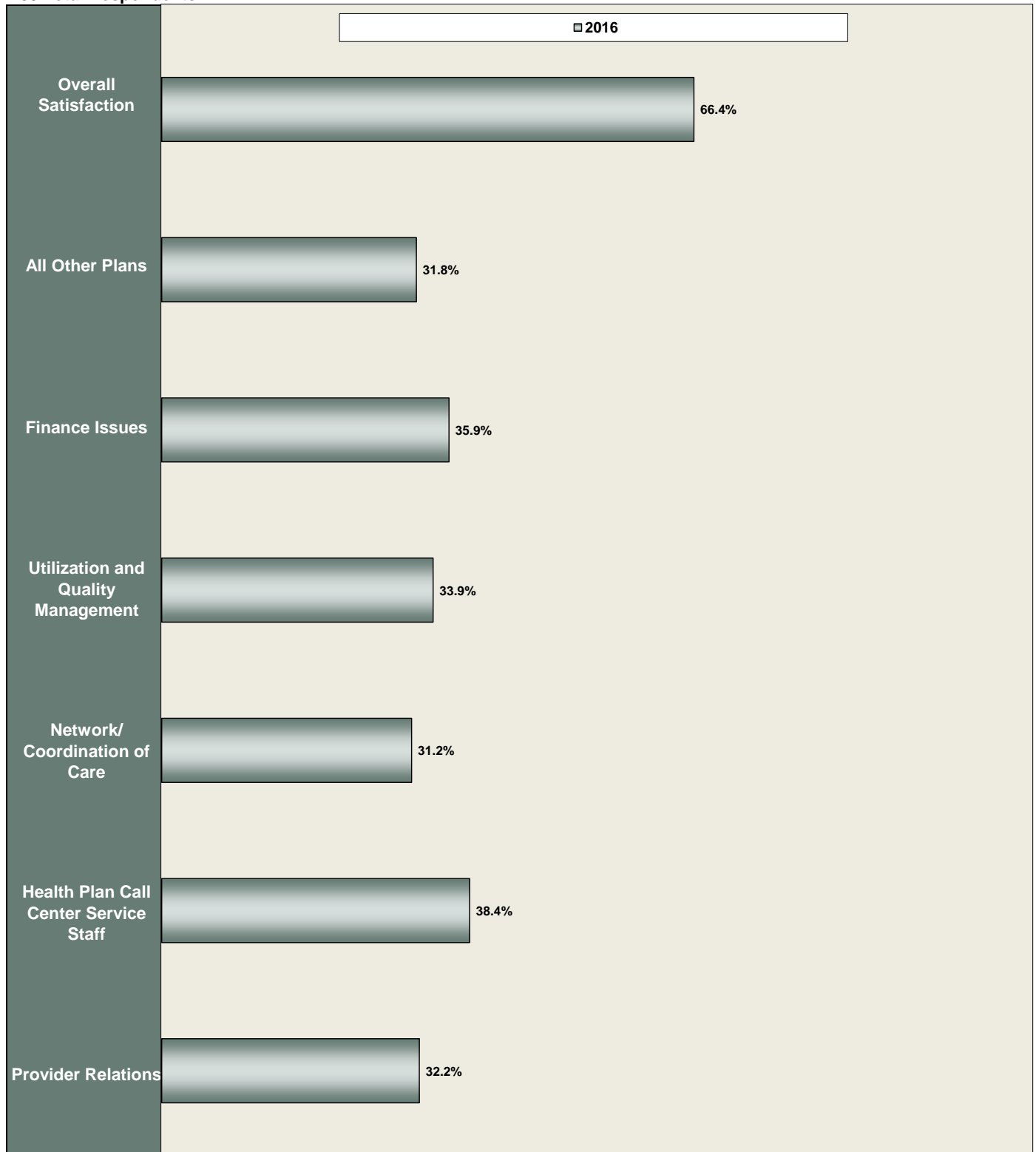
Trend Comparisons

Composites

Aetna Better Health of Louisiana

Provider Satisfaction Survey

183 Total Respondents



Note 1: The Overall Satisfaction composite represents only Q7B, 'Please rate your overall satisfaction with: Aetna Better Health of Louisiana'.

Note 2: The Provider Relations composite is the average of Q6B through Q6D. It does not include Q6A, 'Do you have a Provider Relations representative from this health plan assigned to your practice?'

Benchmark Comparisons





2015 SPH Analytics Medicaid Book of Business Percentiles

Aetna Better Health of Louisiana

Provider Satisfaction Survey

183 Total Respondents

Composite/Attribute	2016 Aetna Summary Rate Score*	Percentile Ranking	2015 SPHA B.o.B. Summary Rate**	2015 SPHA Medicaid B.o.B. Percentiles			
				25th	50th	75th	90th
Overall Satisfaction	66.4%	32nd	70.1%	63.2%	71.4%	77.8%	84.4%
7A. Would you recommend Aetna Better Health of Louisiana to other physicians' practices?	76.7%	23rd	84.0%	78.4%	85.2%	91.7%	94.8%
7B. Please rate your overall satisfaction with Aetna Better Health of Louisiana.	66.4%	32nd	70.1%	63.2%	71.4%	77.8%	84.4%
7C. Please rate your overall satisfaction with AmeriGroup.	68.5%	NA	NA	NA	NA	NA	NA
7D. Please rate your overall satisfaction with AmeriHealth Caritas.	67.8%	NA	NA	NA	NA	NA	NA
7E. Please rate your overall satisfaction with Louisiana Health Care Connections.	66.7%	NA	NA	NA	NA	NA	NA
7F. Please rate your overall satisfaction with United.	70.9%	NA	NA	NA	NA	NA	NA
All Other Plans (Comparative Rating)							
1A. How would you rate Aetna Better Health of Louisiana compared to all other health plans you contract with?	31.8%	47th	35.9%	26.7%	33.7%	44.2%	56.1%
Finance Issues	35.9%	68th	32.7%	26.4%	30.1%	38.9%	49.7%
2A. Consistency of reimbursement fees with your contract rates.	31.8%	59th	30.5%	22.5%	28.5%	37.9%	46.9%
2B. Accuracy of claims processing.	39.6%	72nd	35.1%	27.8%	32.0%	40.4%	53.6%
2C. Timeliness of claims processing.	38.5%	71st	35.1%	27.4%	32.5%	40.6%	51.8%
2D. Resolution of claims payment problems or disputes.	33.6%	67th	30.0%	22.8%	28.6%	35.4%	45.4%
Utilization and Quality Management	33.9%	63rd	32.6%	24.1%	30.8%	40.6%	49.6%
3A. Access to knowledgeable UM staff.	29.4%	51st	30.9%	21.9%	29.0%	38.1%	48.0%
3B. Procedures for obtaining pre-certification/referral/authorization information.	37.3%	71st	31.5%	23.4%	29.6%	39.3%	50.2%
3C. Timeliness of obtaining pre-certification/referral/authorization information.	33.3%	56th	32.0%	24.2%	30.7%	39.5%	49.3%
3D. The health plan's facilitation/support of appropriate clinical care for patients.	33.1%	62nd	31.1%	23.1%	29.5%	39.1%	46.9%
3E. Access to Case/Care Managers from this health plan.	31.4%	60th	30.8%	22.4%	30.2%	38.4%	46.1%
3F. Degree to which the plan covers and encourages preventive care and wellness.	38.8%	55th	39.6%	30.6%	38.0%	46.4%	56.0%
Network/Coordination of Care	31.2%	63rd	29.0%	21.4%	26.3%	37.5%	42.7%
4A. The number of specialists in this health plan's provider network.	27.6%	59th	27.0%	18.4%	23.2%	34.9%	44.2%
4B. The quality of specialists in this health plan's provider network.	36.3%	64th	32.9%	24.3%	30.0%	42.3%	47.4%
4C. The timeliness of feedback/reports from specialists in this health plan's provider network.	29.8%	65th	27.0%	22.1%	25.2%	31.3%	39.4%
Health Plan Call Center Service Staff	38.4%	51st	40.3%	30.3%	38.1%	50.9%	56.5%
5A. Ease of reaching health plan call center staff over the phone.	36.6%	53rd	38.7%	29.8%	36.2%	48.3%	55.2%
5B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	39.0%	35th	43.4%	35.2%	43.5%	50.5%	58.9%
5C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.	39.4%	60th	38.2%	28.1%	35.5%	47.3%	56.1%
5D. Overall satisfaction with health plan's call center service.	38.8%	48th	41.0%	31.3%	39.6%	49.2%	59.1%
Provider Relations	32.2%	39th	37.7%	27.3%	35.9%	45.5%	57.4%
6A. Do you have a Provider Relations representative from this health plan assigned to your practice?	53.0%	53rd	53.1%	41.9%	52.3%	62.3%	78.7%
6B. Provider Relations representative's ability to answer questions and resolve problems.	41.8%	31st	49.9%	38.0%	51.6%	63.0%	66.6%
6C. Quality of provider orientation process.	23.9%	40th	30.1%	20.8%	27.4%	36.5%	50.3%
6D. Quality of written communications, policy bulletins, and manuals.	30.8%	55th	33.2%	23.2%	30.1%	40.8%	54.6%

-  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).

** SPH Analytics's 2015 Medicaid Book of Business consists of data from 46 plans representing 13436 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 7B. It does not include 7A or 7C through 7F.

Note 2: The Provider Relations composite is the average of 6B through 6D. It does not include 6A.

Benchmark Comparisons

2015 SPH Analytics Medicaid Respondent-Level Benchmark Survey Respondent (E)

Aetna Better Health of Louisiana

Provider Satisfaction Survey

13 Total Physician Respondents

82 Total Office Manager Respondents

Composite/Attribute	2016 Aetna Physicians Only		2015 SPHA Medicaid Respondent-Level Benchmark** (Physicians Only) SRS*	2016 Aetna Office Managers Only		2015 SPHA Medicaid Respondent-Level Benchmark** (Office Managers Only) SRS*
	Valid n	SRS*		Valid n	SRS*	
Overall Satisfaction		36.4%	64.1%		75.0%	73.9%
7A. Would you recommend Aetna Better Health of Louisiana to other physicians' practices?	12	50.0%	80.2%	70	85.7%	86.6%
7B. Please rate your overall satisfaction with Aetna Better Health of Louisiana.	11	36.4%	64.1%	72	75.0%	73.9%
7C. Please rate your overall satisfaction with AmeriGroup.	9	22.2%	NA	71	71.8%	NA
7D. Please rate your overall satisfaction with AmeriHealth Caritas.	8	50.0%	NA	71	70.4%	NA
7E. Please rate your overall satisfaction with Louisiana Health Care Connections.	9	44.4%	NA	72	70.8%	NA
7F. Please rate your overall satisfaction with United.	10	70.0%	NA	73	72.6%	NA
All Other Plans (Comparative Rating)						
1A. How would you rate Aetna Better Health of Louisiana compared to all other health plans you contract with?	13	23.1%	48.7%	79	40.5%	36.8%
Finance Issues		17.8%	45.3%		40.8%	34.0%
2A. Consistency of reimbursement fees with your contract rates.	10	10.0%	42.8%	73	37.0%	32.1%
2B. Accuracy of claims processing.	10	30.0%	47.8%	72	41.7%	36.2%
2C. Timeliness of claims processing.	10	20.0%	47.5%	72	44.4%	36.9%
2D. Resolution of claims payment problems or disputes.	9	11.1%	43.3%	70	40.0%	30.8%
Utilization and Quality Management		14.9%	43.3%		37.7%	33.6%
3A. Access to knowledgeable UM staff.	8	25.0%	41.7%	63	33.3%	32.1%
3B. Procedures for obtaining pre-certification/referral/authorization information.	10	10.0%	41.1%	66	39.4%	32.7%
3C. Timeliness of obtaining pre-certification/referral/authorization information.	11	18.2%	41.5%	65	33.8%	32.5%
3D. The health plan's facilitation/support of appropriate clinical care for patients.	9	11.1%	43.6%	64	39.1%	31.4%
3E. Access to Case/Care Managers from this health plan.	8	12.5%	42.3%	64	37.5%	31.9%
3F. Degree to which the plan covers and encourages preventive care and wellness.	8	12.5%	49.6%	60	43.3%	41.3%
Network/Coordination of Care		16.1%	41.8%		38.6%	28.7%
4A. The number of specialists in this health plan's provider network.	12	8.3%	39.2%	55	34.5%	27.0%
4B. The quality of specialists in this health plan's provider network.	10	20.0%	46.4%	55	45.5%	32.4%
4C. The timeliness of feedback/reports from specialists in this health plan's provider network.	10	20.0%	40.0%	53	35.8%	26.7%
Health Plan Call Center Service Staff		15.3%	46.5%		42.8%	42.2%
5A. Ease of reaching health plan call center staff over the phone.	8	12.5%	44.7%	66	40.9%	40.1%
5B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	9	11.1%	47.5%	69	44.9%	46.5%
5C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.	8	12.5%	46.5%	62	41.9%	39.9%
5D. Overall satisfaction with health plan's call center service.	8	25.0%	47.0%	69	43.5%	42.3%
Provider Relations		6.7%	49.3%		40.6%	41.1%
6A. Do you have a Provider Relations representative from this health plan assigned to your practice?	8	12.5%	49.3%	63	58.7%	62.2%
6B. Provider Relations representative's ability to answer questions and resolve problems.	1	0.0%	60.7%	36	58.3%	54.9%
6C. Quality of provider orientation process.	4	0.0%	42.4%	50	28.0%	33.0%
6D. Quality of written communications, policy bulletins, and manuals.	5	20.0%	44.7%	65	35.4%	35.3%

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

** The 2015 SPH Analytics 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 7B. It does not include 7A or 7C through 7F.

Note 3: The Provider Relations composite is the average of 6B through 6D. It does not include 6A.

Benchmark Comparisons

2015 SPH Analytics Medicaid Respondent-Level Benchmark Area of Medicine (A)

Aetna Better Health of Louisiana

Provider Satisfaction Survey

42 Total Primary Care Respondents

101 Total Specialty Respondents

Composite/Attribute	2016 Aetna Primary Care Only		2015 SPHA Medicaid Respondent-Level Benchmark** (Primary Care Only) SRS*	2016 Aetna Specialty Only		2015 SPHA Medicaid Respondent-Level Benchmark** (Specialty Only) SRS*
	Valid n	SRS*		Valid n	SRS*	
Overall Satisfaction		61.1%	74.4%		67.9%	70.8%
7A. Would you recommend Aetna Better Health of Louisiana to other physicians' practices?	34	58.8%	86.2%	79	82.3%	83.8%
7B. Please rate your overall satisfaction with Aetna Better Health of Louisiana.	36	61.1%	74.4%	81	67.9%	70.8%
7C. Please rate your overall satisfaction with AmeriGroup.	34	58.8%	NA	74	67.6%	NA
7D. Please rate your overall satisfaction with AmeriHealth Caritas.	32	68.8%	NA	74	60.8%	NA
7E. Please rate your overall satisfaction with Louisiana Health Care Connections.	34	70.6%	NA	77	59.7%	NA
7F. Please rate your overall satisfaction with United.	34	79.4%	NA	79	67.1%	NA
All Other Plans (Comparative Rating)						
1A. How would you rate Aetna Better Health of Louisiana compared to all other health plans you contract with?	41	34.1%	38.8%	99	28.3%	36.8%
Finance Issues		33.8%	35.7%		33.1%	32.2%
2A. Consistency of reimbursement fees with your contract rates.	37	29.7%	33.2%	79	29.1%	29.9%
2B. Accuracy of claims processing.	35	40.0%	38.1%	80	37.5%	34.1%
2C. Timeliness of claims processing.	36	36.1%	38.2%	79	35.4%	34.8%
2D. Resolution of claims payment problems or disputes.	34	29.4%	33.4%	76	30.3%	30.1%
Utilization and Quality Management		26.4%	35.3%		29.6%	33.8%
3A. Access to knowledgeable UM staff.	32	28.1%	33.5%	76	25.0%	32.4%
3B. Procedures for obtaining pre-certification/referral/authorization information.	33	27.3%	33.1%	80	35.0%	34.2%
3C. Timeliness of obtaining pre-certification/referral/authorization information.	32	21.9%	33.3%	81	27.2%	34.3%
3D. The health plan's facilitation/support of appropriate clinical care for patients.	31	29.0%	33.6%	76	28.9%	32.1%
3E. Access to Case/Care Managers from this health plan.	32	28.1%	33.4%	75	26.7%	32.3%
3F. Degree to which the plan covers and encourages preventive care and wellness.	33	24.2%	45.0%	69	34.8%	37.4%
Network/Coordination of Care		16.6%	30.9%		29.9%	30.3%
4A. The number of specialists in this health plan's provider network.	31	16.1%	29.8%	67	23.9%	27.9%
4B. The quality of specialists in this health plan's provider network.	30	20.0%	34.6%	65	38.5%	34.3%
4C. The timeliness of feedback/reports from specialists in this health plan's provider network.	29	13.8%	28.3%	62	27.4%	28.7%
Health Plan Call Center Service Staff		29.6%	42.5%		36.0%	42.2%
5A. Ease of reaching health plan call center staff over the phone.	33	24.2%	40.9%	77	36.4%	40.5%
5B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	35	31.4%	46.6%	77	37.7%	45.5%
5C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.	34	26.5%	40.2%	69	36.2%	40.5%
5D. Overall satisfaction with health plan's call center service.	33	36.4%	42.2%	77	33.8%	42.2%
Provider Relations		29.0%	44.1%		34.0%	38.2%
6A. Do you have a Provider Relations representative from this health plan assigned to your practice?	31	61.3%	66.1%	67	40.3%	52.8%
6B. Provider Relations representative's ability to answer questions and resolve problems.	18	44.4%	56.4%	26	46.2%	52.3%
6C. Quality of provider orientation process.	25	20.0%	36.9%	56	25.0%	29.2%
6D. Quality of written communications, policy bulletins, and manuals.	31	22.6%	39.1%	68	30.9%	32.9%

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

** The 2015 SPH Analytics 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 7B. It does not include 7A or 7C through 7F.

Note 3: The Provider Relations composite is the average of 6B through 6D. It does not include 6A.

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 (if applicable), namely, 'Well above average,' 'Somewhat above average,' 'Average,' and 'Somewhat/Well below average' for all composites except for overall satisfaction (7B), 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 (if applicable) and the 2015 Medicaid and Aggregate benchmark Summary Rate Scores.
- ☑ Top Box Scores – displays the top response percentages. Top Box Scores and valid n's for 2016 are compared to trend data (if applicable) and the 2015 Medicaid and Aggregate benchmark Top Box Scores.
- ☑ Summary Rate Scores – displays the top two response percentages. Summary Rate Scores and valid n's for 2016 are compared to trend data (if applicable) and the 2015 Medicaid and Aggregate benchmark Summary Rate Scores.
- ☑ Summary Rate and Top Box Scores for 2016 are compared to the 2015 SPH Analytics 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 – 4G

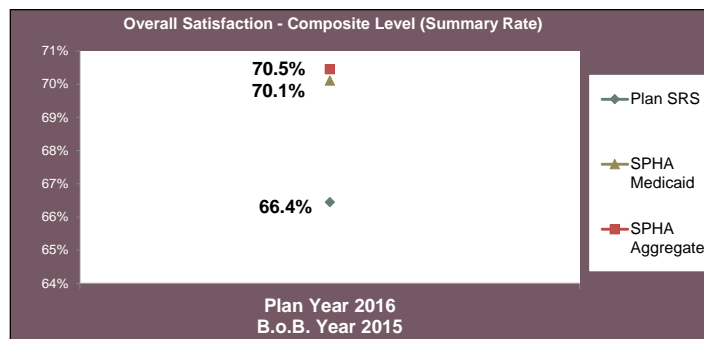
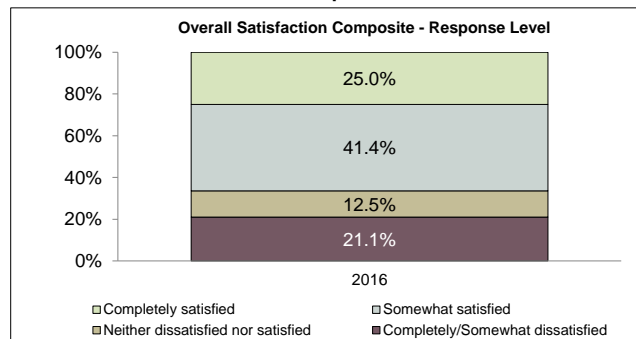
Composite Analysis

Overall Satisfaction - Top Box and Summary Rate Scores

152 Total Overall Satisfaction Respondents

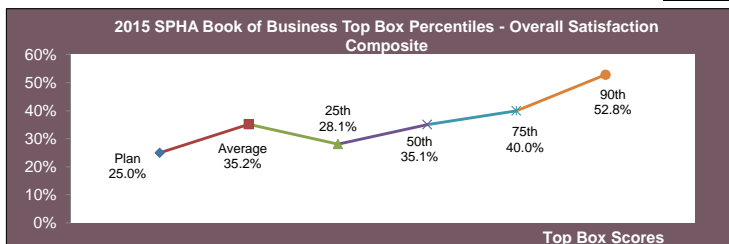
Aetna Better Health of Louisiana

Provider Satisfaction Survey

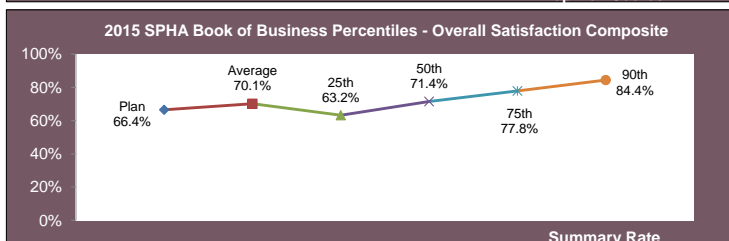


Top Box Scores*	Composite and Attributes	2016		2015		2014		2015 SPHA Book of Business**	
		n	Top Box Score*	n	Top Box Score*	n	Top Box Score*	Medicaid	Aggregate
	Overall Satisfaction		25.0%					35.2%	35.2%
	7A. Would you recommend Aetna Better Health of Louisiana to other physicians' practices?	150	76.7%					84.0%	84.4%
	7B. Please rate your overall satisfaction with Aetna Better Health of Louisiana.	152	25.0%					35.2%	35.2%
	7C. Please rate your overall satisfaction with AmeriGroup.	146	23.3%					NA	NA
	7D. Please rate your overall satisfaction with AmeriHealth Caritas.	143	25.2%					NA	NA
	7E. Please rate your overall satisfaction with Louisiana Health Care Connections.	147	32.0%					NA	NA
	7F. Please rate your overall satisfaction with United.	148	24.3%					NA	NA

Summary Rate Scores*	Composite and Attributes	2016		2015		2014		2015 SPHA Book of Business**	
		n	SRS*	n	SRS*	n	SRS*	Medicaid	Aggregate
	Overall Satisfaction		66.4%					70.1%	70.5%
	7A. Would you recommend Aetna Better Health of Louisiana to other physicians' practices?	150	76.7%					84.0%	84.4%
	7B. Please rate your overall satisfaction with Aetna Better Health of Louisiana.	152	66.4%					70.1%	70.5%
	7C. Please rate your overall satisfaction with AmeriGroup.	146	68.5%					NA	NA
	7D. Please rate your overall satisfaction with AmeriHealth Caritas.	143	67.8%					NA	NA
	7E. Please rate your overall satisfaction with Louisiana Health Care Connections.	147	66.7%					NA	NA
	7F. Please rate your overall satisfaction with United.	148	70.9%					NA	NA



Your 2016 Top Box Summary Rate for the Overall Satisfaction composite is 25.0%, which is significantly below SPHA's 2015 Medicaid Book of Business Top Box Summary Rate Score of 35.2%.



Your 2016 Summary Rate for the Overall Satisfaction composite is 66.4%, which is not significantly different from SPHA's 2015 Medicaid Book of Business Summary Rate Score of 70.1%.

* 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").

** SPH Analytics's 2015 Medicaid Book of Business consists of data from 46 plans representing 13436 respondents, while the Aggregate Book of Business consists of data from 55 plans representing 17370 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 7B. It does not include 7A or 7C through 7F.

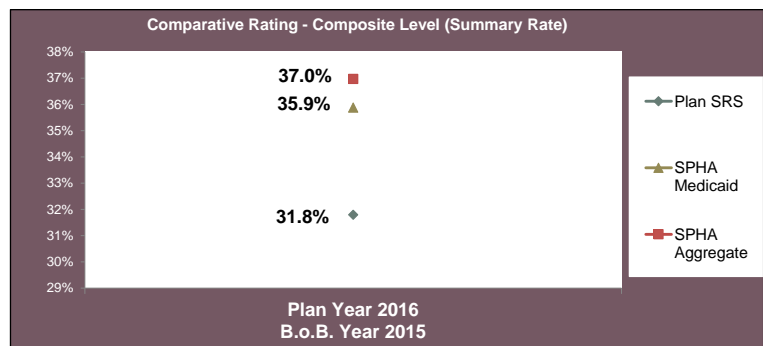
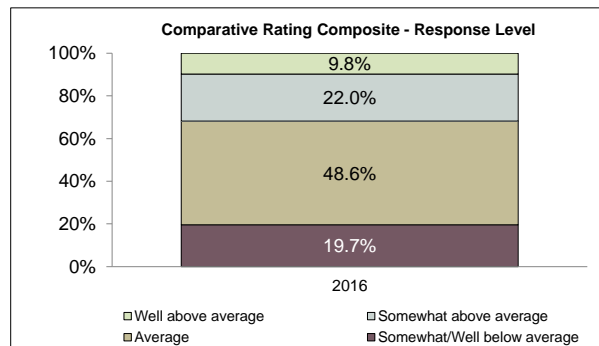
Composite Analysis

Comparative Rating - Top Box and Summary Rate Scores

173 Total Comparative Rating Respondents

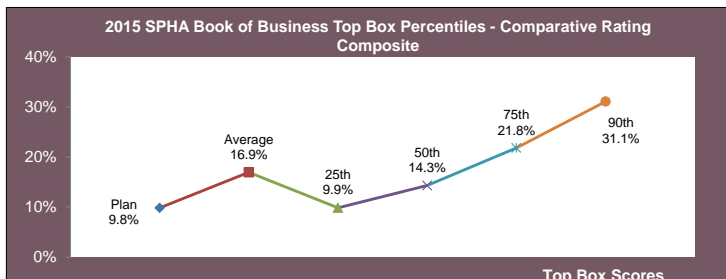
Aetna Better Health of Louisiana

Provider Satisfaction Survey

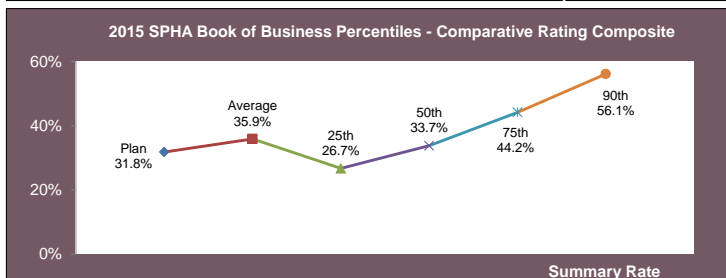


Top Box Score*	Attribute	2016		2015		2014		2015 SPHA Book of Business**	
		n	Top Box Score*	n	Top Box Score*	n	Top Box Score*	Medicaid	Aggregate
Comparative Rating									
	1A. How would you rate Aetna Better Health of Louisiana compared to all other health plans you contract with?	173	9.8%					16.9%	17.0%

Summary Rate Score	Attribute	2016		2015		2014		2015 SPHA Book of Business**	
		n	SRS*	n	SRS*	n	SRS*	Medicaid	Aggregate
Comparative Rating									
	1A. How would you rate Aetna Better Health of Louisiana compared to all other health plans you contract with?	173	31.8%					35.9%	37.0%



Your 2016 Top Box Summary Rate for the Comparative Rating composite is 9.8%, which is significantly below SPHA's 2015 Medicaid Book of Business Top Box Summary Rate Score of 16.9%.



Your 2016 Summary Rate for the Comparative Rating composite is 31.8%, which is not significantly different from SPHA's 2015 Medicaid Book of Business Summary Rate Score of 35.9%.

* 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").

** SPH Analytics's 2015 Medicaid Book of Business consists of data from 46 plans representing 13436 respondents, while the Aggregate Book of Business consists of data from 55 plans representing 17370 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.

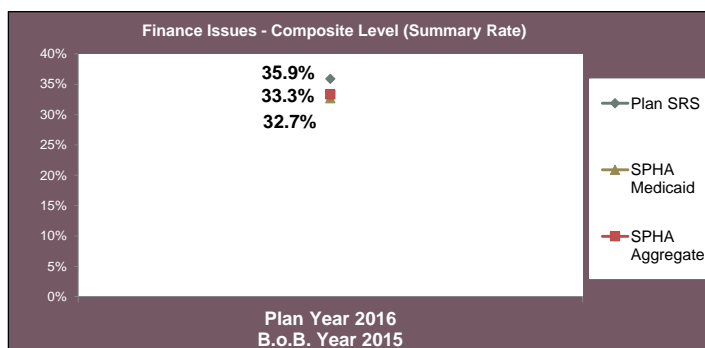
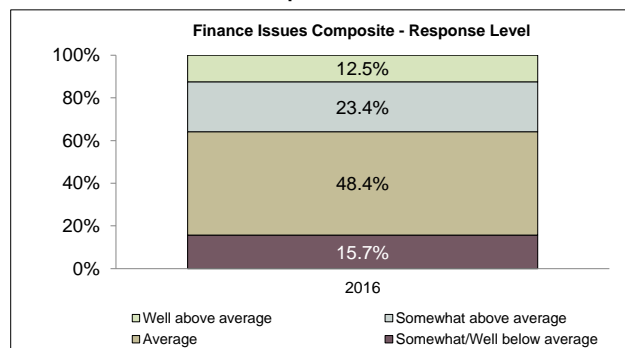
Composite Analysis

Finance Issues - Top Box and Summary Rate Scores

151 Total Finance Issues Respondents

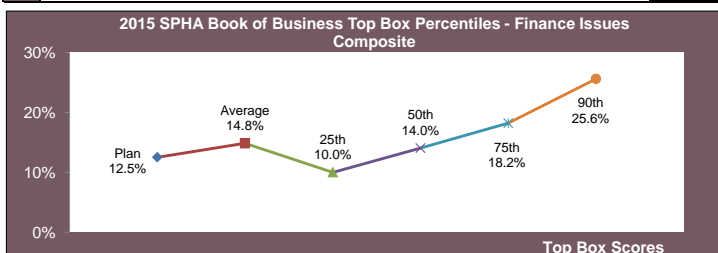
Aetna Better Health of Louisiana

Provider Satisfaction Survey

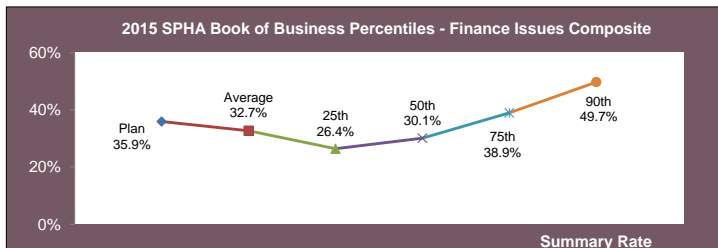


Top Box Scores*	Composite and Attributes		2016		2015		2014		2015 SPHA Book of Business**	
			n	Top Box Score*	n	Top Box Score*	n	Top Box Score*	Medicaid	Aggregate
Top Box Scores*	Finance Issues			12.5%					14.8%	15.2%
	2A. Consistency of reimbursement fees with your contract rates.		151	11.9%					13.6%	14.0%
	2B. Accuracy of claims processing.		149	11.4%					15.8%	16.4%
	2C. Timeliness of claims processing.		148	12.8%					16.4%	16.4%
	2D. Resolution of claims payment problems or disputes.		137	13.9%					13.6%	14.0%

Summary Rate Scores*	Composite and Attributes		2016		2015		2014		2015 SPHA Book of Business**	
			n	SRS*	n	SRS*	n	SRS*	Medicaid	Aggregate
Summary Rate Scores*	Finance Issues			35.9%					32.7%	33.3%
	2A. Consistency of reimbursement fees with your contract rates.		151	31.8%					30.5%	31.3%
	2B. Accuracy of claims processing.		149	39.6%					35.1%	35.7%
	2C. Timeliness of claims processing.		148	38.5%					35.1%	35.4%
	2D. Resolution of claims payment problems or disputes.		137	33.6%					30.0%	30.9%



Your 2016 Top Box Summary Rate for the Finance Issues composite is 12.5%, which is not significantly different from SPHA's 2015 Medicaid Book of Business Top Box Summary Rate Score of 14.8%.



Your 2016 Summary Rate for the Finance Issues composite is 35.9%, which is not significantly different from SPHA's 2015 Medicaid Book of Business Summary Rate Score of 32.7%.

* 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").

** SPH Analytics's 2015 Medicaid Book of Business consists of data from 46 plans representing 13436 respondents, while the Aggregate Book of Business consists of data from 55 plans representing 17370 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.

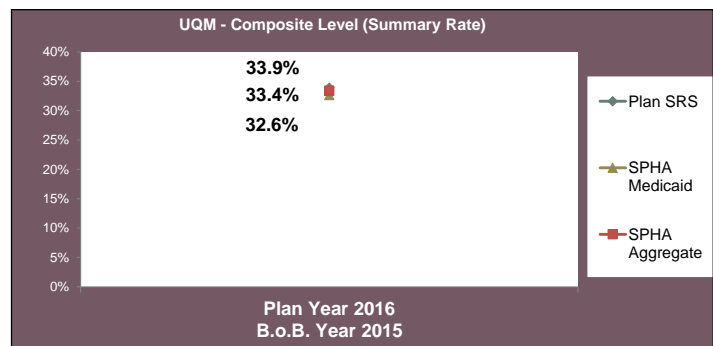
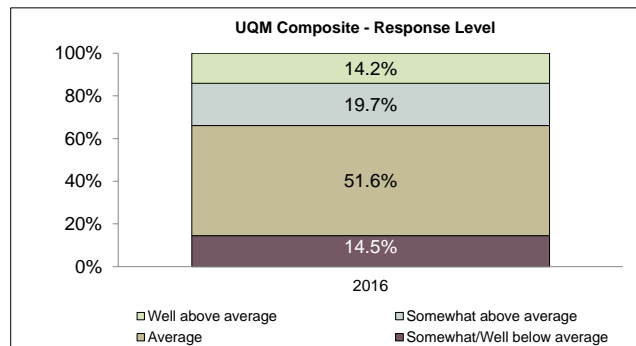
Composite Analysis

Aetna Better Health of Louisiana

Utilization and Quality Management - Top Box and Summary Rate Scores

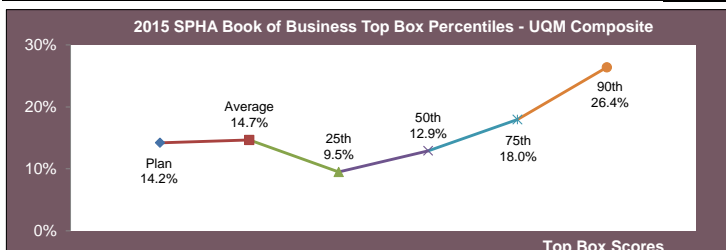
Provider Satisfaction Survey

142 Total Utilization and Quality Management Respondents

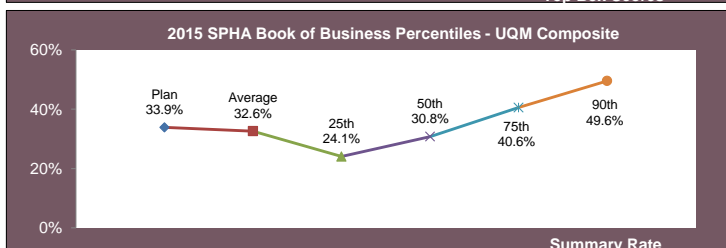


Top Box Scores*	Composite and Attributes		2016		2015		2014		2015 SPHA Book of Business**	
			n	Top Box Score*	n	Top Box Score*	n	Top Box Score*	Medicaid	Aggregate
	Utilization and Quality Management			14.2%					14.7%	15.1%
	3A. Access to knowledgeable UM staff.		136	10.3%					13.4%	14.0%
	3B. Procedures for obtaining pre-certification/referral/authorization information.		142	15.5%					13.7%	14.3%
	3C. Timeliness of obtaining pre-certification/referral/authorization information.		141	16.3%					14.2%	14.7%
	3D. The health plan's facilitation/support of appropriate clinical care for patients.		139	15.1%					13.8%	14.1%
	3E. Access to Case/Care Managers from this health plan.		137	10.9%					13.9%	14.3%
	3F. Degree to which the plan covers and encourages preventive care and wellness.		129	17.1%					19.0%	19.1%

Summary Rate Scores*	Composite and Attributes		2016		2015		2014		2015 SPHA Book of Business**	
			n	SRS*	n	SRS*	n	SRS*	Medicaid	Aggregate
	Utilization and Quality Management			33.9%					32.6%	33.4%
	3A. Access to knowledgeable UM staff.		136	29.4%					30.9%	32.0%
	3B. Procedures for obtaining pre-certification/referral/authorization information.		142	37.3%					31.5%	32.3%
	3C. Timeliness of obtaining pre-certification/referral/authorization information.		141	33.3%					32.0%	33.0%
	3D. The health plan's facilitation/support of appropriate clinical care for patients.		139	33.1%					31.1%	31.9%
	3E. Access to Case/Care Managers from this health plan.		137	31.4%					30.8%	31.4%
	3F. Degree to which the plan covers and encourages preventive care and wellness.		129	38.8%					39.6%	39.7%



Your 2016 Top Box Summary Rate for the Utilization and Quality Management composite is 14.2%, which is not significantly different from SPHA's 2015 Medicaid Book of Business Top Box Summary Rate Score of 14.7%.



Your 2016 Summary Rate for the Utilization and Quality Management composite is 33.9%, which is not significantly different from SPHA's 2015 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").

** SPH Analytics's 2015 Medicaid Book of Business consists of data from 46 plans representing 13436 respondents, while the Aggregate Book of Business consists of data from 55 plans representing 17370 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.

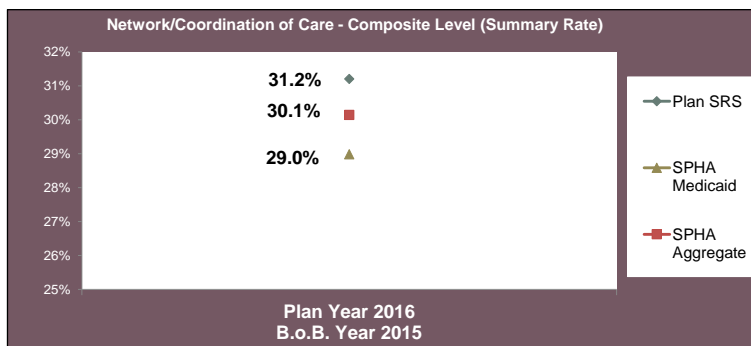
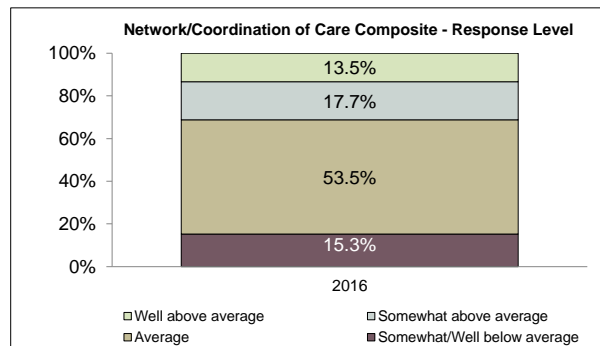
Composite Analysis

Aetna Better Health of Louisiana

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

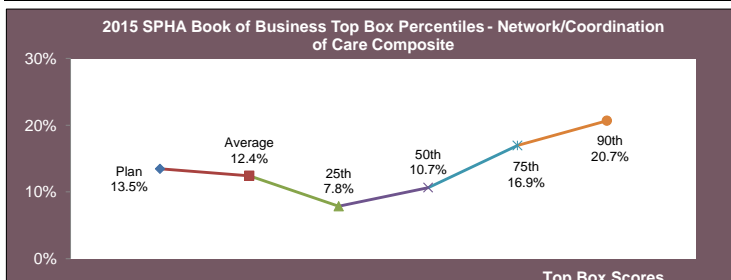
Provider Satisfaction Survey

127 Total Network/Coordination of Care Respondents

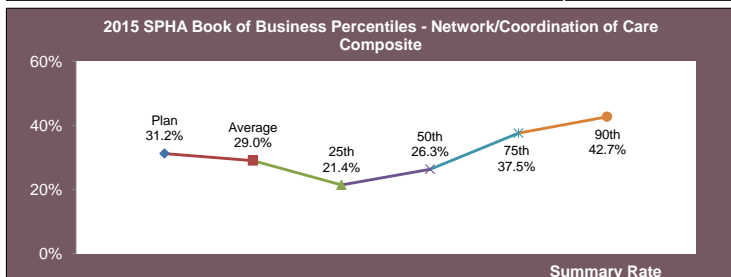


Top Box Scores*	Composite and Attributes		2016		2015		2014		2015 SPHA Book of Business**	
			n	Top Box Score*	n	Top Box Score*	n	Top Box Score*	Medicaid	Aggregate
	Network/Coordination of Care			13.5%					12.4%	12.9%
	4A. The number of specialists in this health plan's provider network.		127	11.8%					11.5%	11.9%
	4B. The quality of specialists in this health plan's provider network.		124	15.3%					14.5%	15.2%
	4C. The timeliness of feedback/reports from specialists in this health plan's provider network.		121	13.2%					11.2%	11.5%

Summary Rate Scores*	Composite and Attributes		2016		2015		2014		2015 SPHA Book of Business**	
			n	SRS*	n	SRS*	n	SRS*	Medicaid	Aggregate
	Network/Coordination of Care			31.2%					29.0%	30.1%
	4A. The number of specialists in this health plan's provider network.		127	27.6%					27.0%	28.0%
	4B. The quality of specialists in this health plan's provider network.		124	36.3%					32.9%	34.3%
	4C. The timeliness of feedback/reports from specialists in this health plan's provider network.		121	29.8%					27.0%	28.1%



Your 2016 Top Box Summary Rate for the Network/Coordination of Care composite is 13.5%, which is not significantly different from SPHA's 2015 Medicaid Book of Business Top Box Summary Rate Score of 12.4%.



Your 2016 Summary Rate for the Network/Coordination of Care composite is 31.2%, which is not significantly different from SPHA's 2015 Medicaid Book of Business Summary Rate Score of 29.0%.

* 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").

** SPH Analytics's 2015 Medicaid Book of Business consists of data from 46 plans representing 13436 respondents, while the Aggregate Book of Business consists of data from 55 plans representing 17370 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.

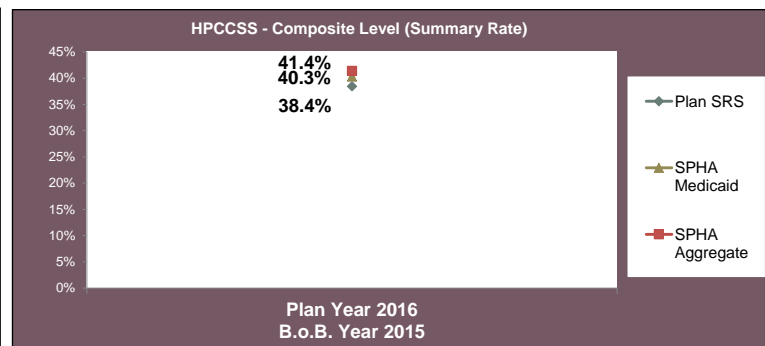
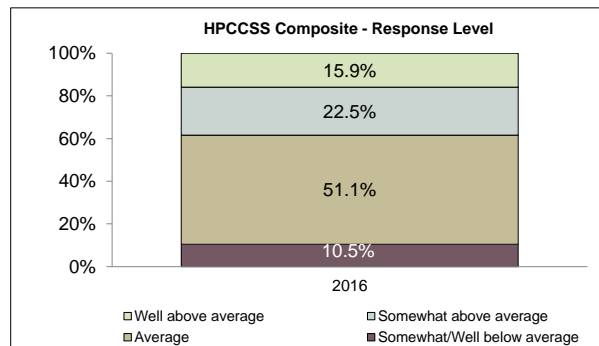
Composite Analysis

Aetna Better Health of Louisiana

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

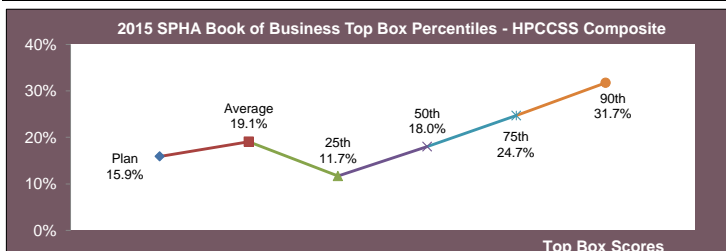
Provider Satisfaction Survey

147 Total Health Plan Call Center Service Staff Respondents

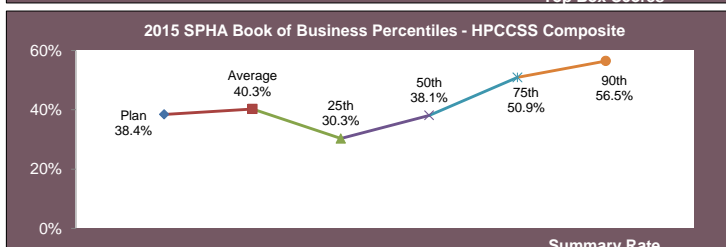


Top Box Scores*	Composite and Attributes	2016		2015		2014		2015 SPHA Book of Business**	
		n	Top Box Score*	n	Top Box Score*	n	Top Box Score*	Medicaid	Aggregate
	Health Plan Call Center Service Staff		15.9%					19.1%	20.0%
	5A. Ease of reaching health plan call center staff over the phone.	145	12.4%					18.3%	19.3%
	5B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	146	20.5%					21.4%	21.9%
	5C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.	132	13.6%					17.7%	18.8%
	5D. Overall satisfaction with health plan's call center service.	147	17.0%					19.1%	20.0%

Summary Rate Scores*	Composite and Attributes	2016		2015		2014		2015 SPHA Book of Business**	
		n	SRS*	n	SRS*	n	SRS*	Medicaid	Aggregate
	Health Plan Call Center Service Staff		38.4%					40.3%	41.4%
	5A. Ease of reaching health plan call center staff over the phone.	145	36.6%					38.7%	40.0%
	5B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	146	39.0%					43.4%	44.2%
	5C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.	132	39.4%					38.2%	39.2%
	5D. Overall satisfaction with health plan's call center service.	147	38.8%					41.0%	42.1%



Your 2016 Top Box Summary Rate for the Health Plan Call Center Service Staff composite is 15.9%, which is not significantly different from SPHA's 2015 Medicaid Book of Business Top Box Summary Rate Score of 19.1%.



Your 2016 Summary Rate for the Health Plan Call Center Service Staff composite is 38.4%, which is not significantly different from SPHA's 2015 Medicaid Book of Business Summary Rate Score of 40.3%.

* 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").

** SPH Analytics's 2015 Medicaid Book of Business consists of data from 46 plans representing 13436 respondents, while the Aggregate Book of Business consists of data from 55 plans representing 17370 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.

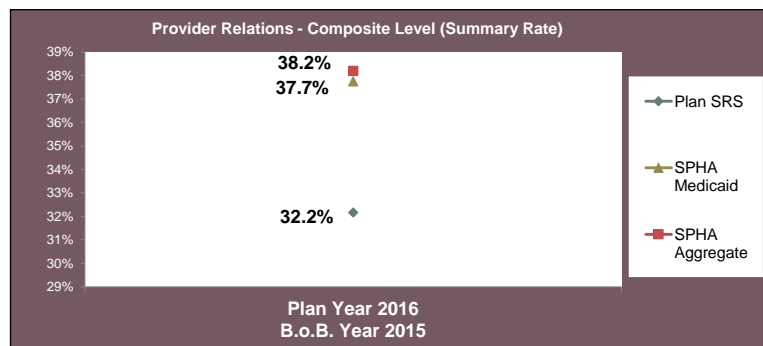
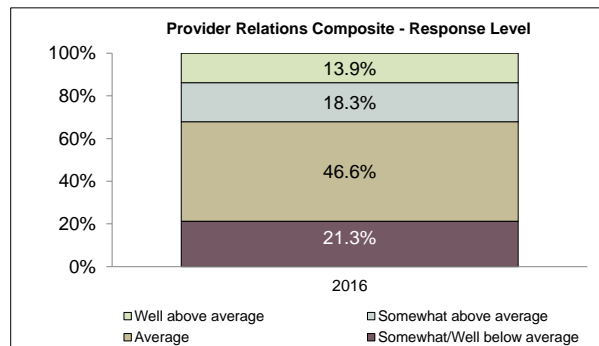
Composite Analysis

Aetna Better Health of Louisiana

Provider Relations - Top Box and Summary Rate Scores

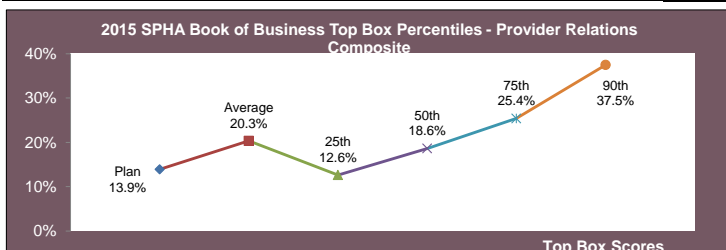
Provider Satisfaction Survey

133 Total Provider Relations Respondents

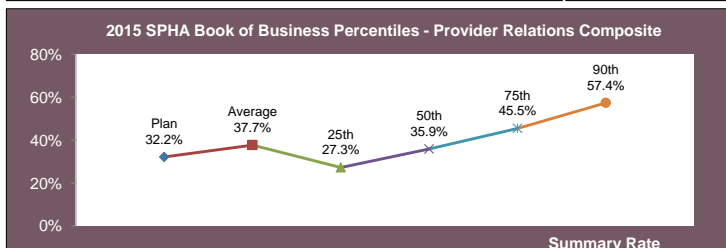


Top Box Scores*	Composite and Attributes		2016		2015		2014		2015 SPHA Book of Business**	
			n	Top Box Score*	n	Top Box Score*	n	Top Box Score*	Medicaid	Aggregate
Top Box Scores*	Provider Relations			13.9%					20.3%	20.6%
	6A. Do you have a Provider Relations representative from this health plan assigned to your practice?		132	53.0%					53.1%	49.1%
	6B. Provider Relations representative's ability to answer questions and resolve problems.		67	16.4%					28.6%	29.6%
	6C. Quality of provider orientation process.		109	11.0%					15.7%	15.7%
	6D. Quality of written communications, policy bulletins, and manuals.		133	14.3%					16.7%	16.4%

Summary Rate Scores*	Composite and Attributes		2016		2015		2014		2015 SPHA Book of Business**	
			n	SRS*	n	SRS*	n	SRS*	Medicaid	Aggregate
Summary Rate Scores*	Provider Relations			32.2%					37.7%	38.2%
	6A. Do you have a Provider Relations representative from this health plan assigned to your practice?		132	53.0%					53.1%	49.1%
	6B. Provider Relations representative's ability to answer questions and resolve problems.		67	41.8%					49.9%	51.3%
	6C. Quality of provider orientation process.		109	23.9%					30.1%	29.9%
	6D. Quality of written communications, policy bulletins, and manuals.		133	30.8%					33.2%	33.4%



Your 2016 Top Box Summary Rate for the Provider Relations composite is 13.9%, which is not significantly different from SPHA's 2015 Medicaid Book of Business Top Box Summary Rate Score of 20.3%.



Your 2016 Summary Rate for the Provider Relations composite is 32.2%, which is not significantly different from SPHA's 2015 Medicaid Book of Business Summary Rate Score of 37.7%.

* 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").

** SPH Analytics's 2015 Medicaid Book of Business consists of data from 46 plans representing 13436 respondents, while the Aggregate Book of Business consists of data from 55 plans representing 17370 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 6B through 6D. It does not include 6A.

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*.

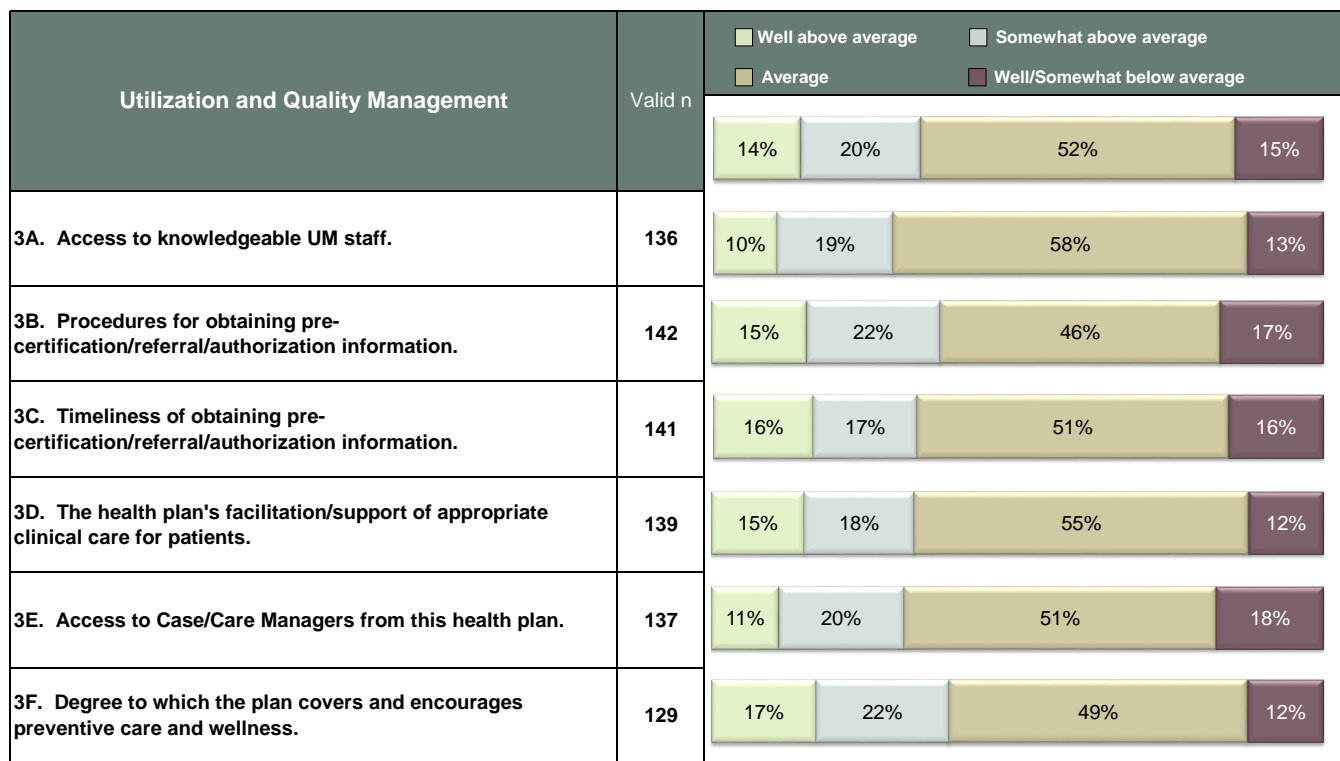
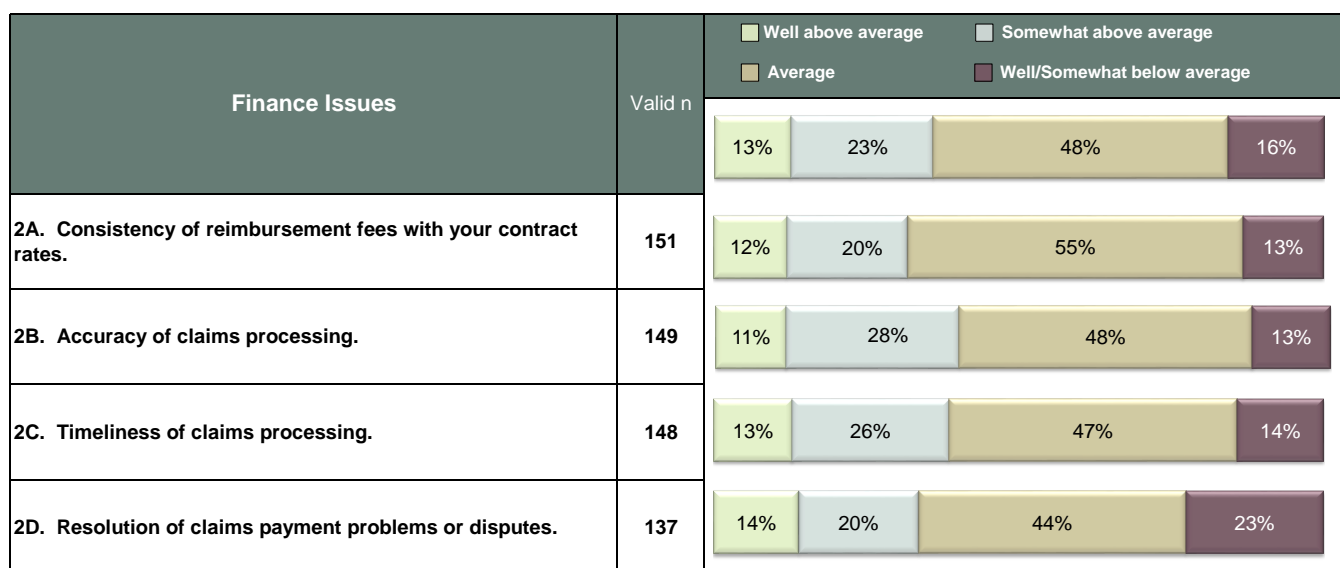
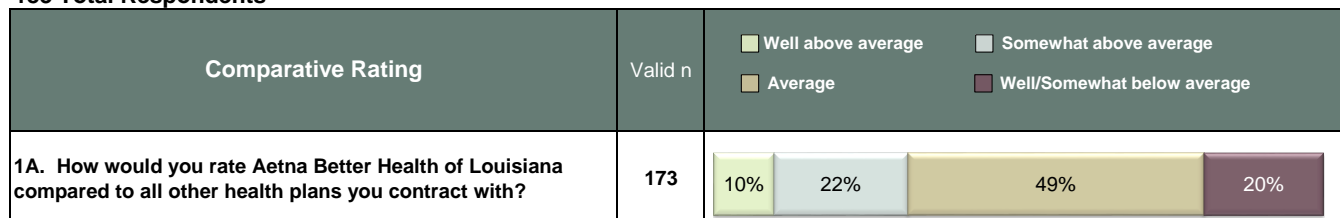
Global Proportions

Composite/Attribute Response Distributions

Aetna Better Health of Louisiana

Provider Satisfaction Survey

183 Total Respondents



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

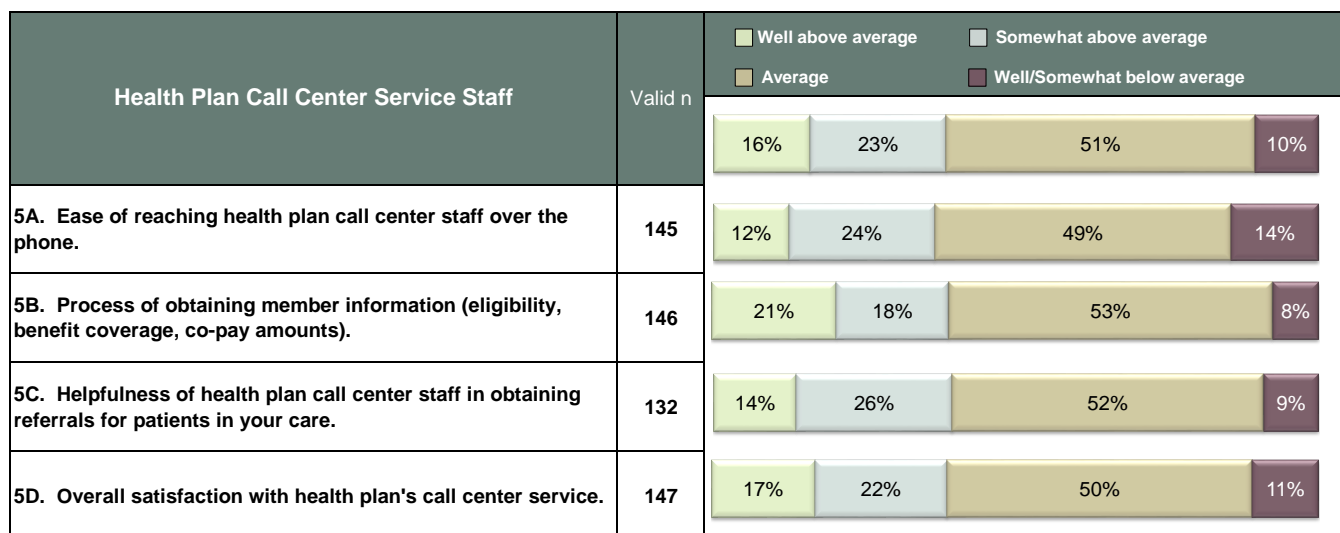
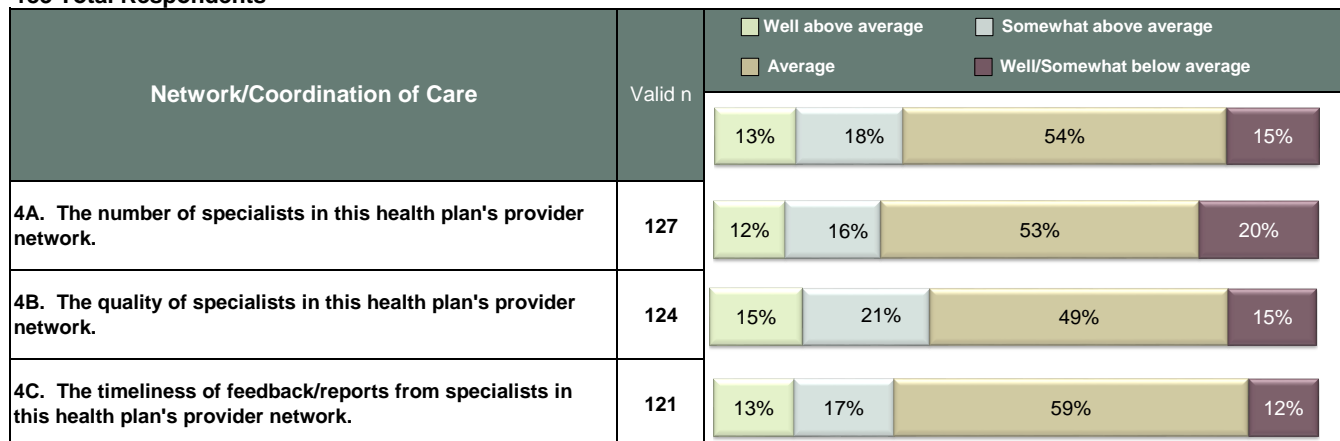
Global Proportions

Composite/Attribute Response Distributions

Aetna Better Health of Louisiana

Provider Satisfaction Survey

183 Total Respondents



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

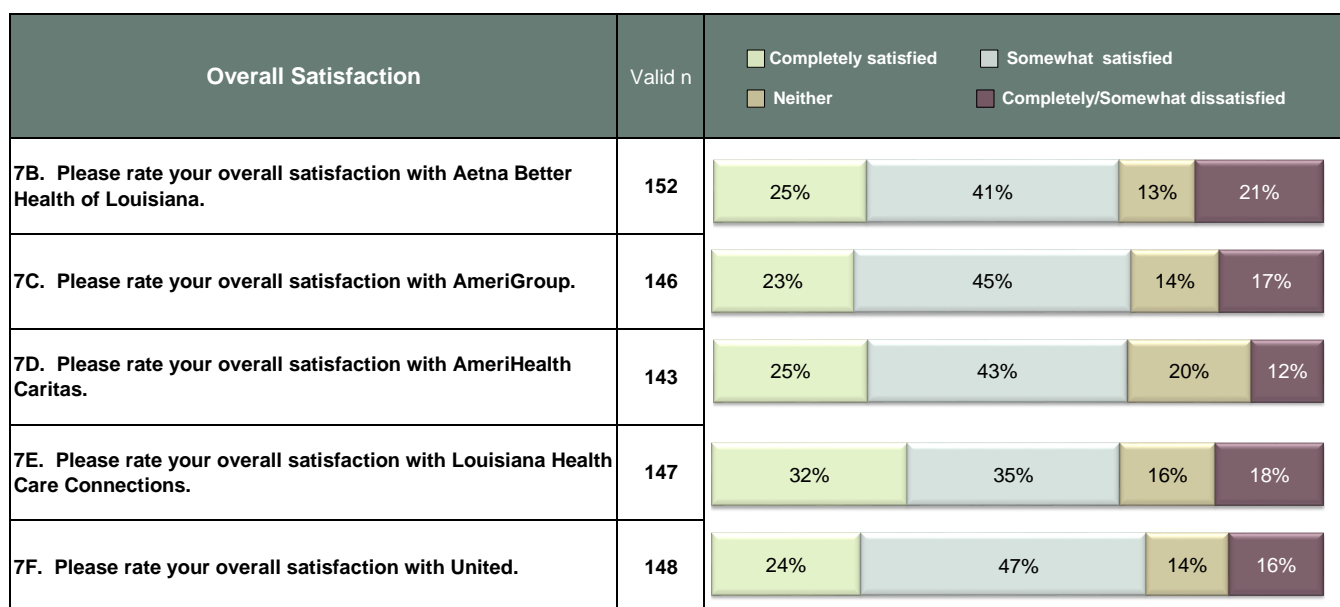
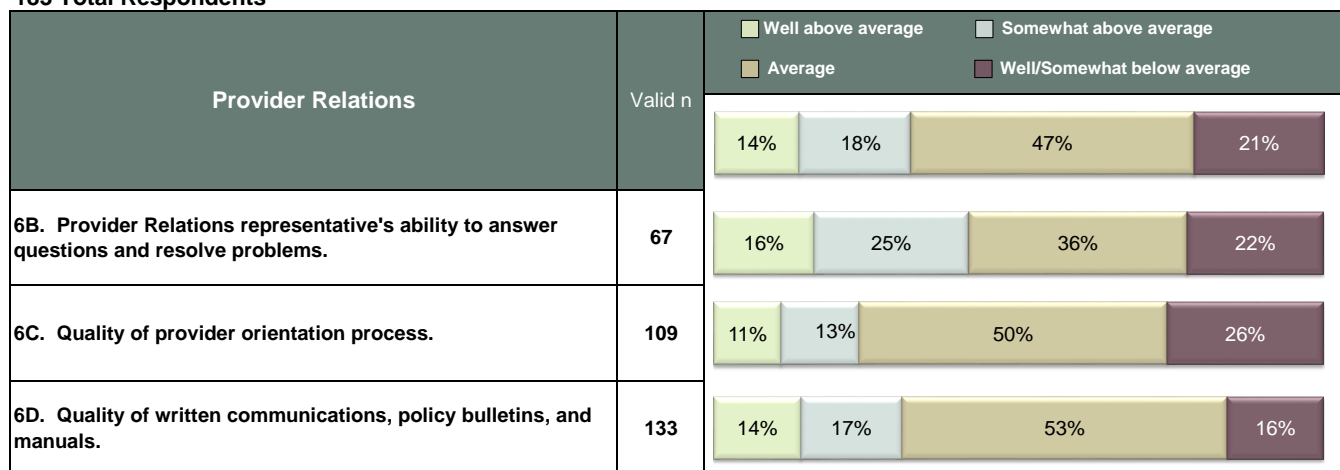
Global Proportions

Composite/Attribute Response Distributions

Aetna Better Health of Louisiana

Provider Satisfaction Survey

183 Total Respondents



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

6. Segmentation Analyses

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

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

The percentages represent the Summary Rate for each segment of the demographic category. For example, in the table below, the Summary Rate for 7B, *'Please rate your overall satisfaction with Aetna Better Health of Louisiana,'* 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, 75.6% are 'Completely satisfied' or 'Somewhat satisfied' with Aetna Better Health of Louisiana, while 63.5% of respondents who have been in practice five to 15 years and 62.5% of respondents who have been in practice 16 years or more are 'Completely satisfied' or 'Somewhat satisfied' with Aetna Better Health of Louisiana."

Years in Practice	Less than 5 years	5 – 15 years	16 years or more
7B. Please rate your overall satisfaction with Aetna Better Health of Louisiana.	75.6%	63.5%	62.5%

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 – 6G

Segmentation Analysis

Plan Summary Rates by Area of Medicine (A)

Aetna Better Health of Louisiana

Provider Satisfaction Survey

183 Total Respondents

Composite/Attribute	Primary Care		Specialty		Behavioral Health Clinician		Range*
	Valid n**	%	Valid n**	%	Valid n**	%	
Overall Satisfaction		61.1%		67.9%		68.9%	7.7%
7A. Would you recommend Aetna Better Health of Louisiana to other physicians' practices?	34	58.8%	79	82.3%	63	79.4%	23.5%
7B. Please rate your overall satisfaction with Aetna Better Health of Louisiana.	36	61.1%	81	67.9%	61	68.9%	7.7%
7C. Please rate your overall satisfaction with AmeriGroup.	34	58.8%	74	67.6%	61	75.4%	16.6%
7D. Please rate your overall satisfaction with AmeriHealth Caritas.	32	68.8%	74	60.8%	60	76.7%	15.9%
7E. Please rate your overall satisfaction with Louisiana Health Care Connections.	34	70.6%	77	59.7%	59	76.3%	16.5%
7F. Please rate your overall satisfaction with United.	34	79.4%	79	67.1%	58	77.6%	12.3%
All Other Plans (Comparative Rating)							
1A. How would you rate Aetna Better Health of Louisiana compared to all other health plans you contract with?	41	34.1%	99	28.3%	66	37.9%	9.6%
Finance Issues		33.8%		33.1%		39.6%	6.5%
2A. Consistency of reimbursement fees with your contract rates.	37	29.7%	79	29.1%	62	37.1%	8.0%
2B. Accuracy of claims processing.	35	40.0%	80	37.5%	62	43.5%	6.0%
2C. Timeliness of claims processing.	36	36.1%	79	35.4%	61	42.6%	7.2%
2D. Resolution of claims payment problems or disputes.	34	29.4%	76	30.3%	54	35.2%	5.8%
Utilization and Quality Management		26.4%		29.6%		43.0%	16.6%
3A. Access to knowledgeable UM staff.	32	28.1%	76	25.0%	53	37.7%	12.7%
3B. Procedures for obtaining pre-certification/referral/authorization information.	33	27.3%	80	35.0%	56	44.6%	17.4%
3C. Timeliness of obtaining pre-certification/referral/authorization information.	32	21.9%	81	27.2%	55	41.8%	19.9%
3D. The health plan's facilitation/support of appropriate clinical care for patients.	31	29.0%	76	28.9%	57	43.9%	14.9%
3E. Access to Case/Care Managers from this health plan.	32	28.1%	75	26.7%	56	42.9%	16.2%
3F. Degree to which the plan covers and encourages preventive care and wellness.	33	24.2%	69	34.8%	55	47.3%	23.0%
Network/Coordination of Care		16.6%		29.9%		38.2%	21.5%
4A. The number of specialists in this health plan's provider network.	31	16.1%	67	23.9%	51	39.2%	23.1%
4B. The quality of specialists in this health plan's provider network.	30	20.0%	65	38.5%	50	40.0%	20.0%
4C. The timeliness of feedback/reports from specialists in this health plan's provider network.	29	13.8%	62	27.4%	51	35.3%	21.5%
Health Plan Call Center Service Staff		29.6%		36.0%		47.0%	17.4%
5A. Ease of reaching health plan call center staff over the phone.	33	24.2%	77	36.4%	63	44.4%	20.2%
5B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	35	31.4%	77	37.7%	60	46.7%	15.2%
5C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.	34	26.5%	69	36.2%	54	50.0%	23.5%
5D. Overall satisfaction with health plan's call center service.	33	36.4%	77	33.8%	64	46.9%	13.1%
Provider Relations		29.0%		34.0%		38.3%	9.3%
6A. Do you have a Provider Relations representative from this health plan assigned to your practice?	31	61.3%	67	40.3%	59	69.5%	29.2%
6B. Provider Relations representative's ability to answer questions and resolve problems.	18	44.4%	26	46.2%	39	48.7%	4.3%
6C. Quality of provider orientation process.	25	20.0%	56	25.0%	51	29.4%	9.4%
6D. Quality of written communications, policy bulletins, and manuals.	31	22.6%	68	30.9%	60	36.7%	14.1%

* Range is the difference between Summary Rates shown. The larger the number, the greater the difference in Summary Rates between segment groups for any given question/composite.

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

Note 1: The Overall Satisfaction Summary Rate includes only 7B. It does not include 7A or 7C through 7F.

Note 2: The Provider Relations composite is the average of 6B through 6D. It does not include 6A.

Segmentation Analysis

Plan Summary Rates by Physicians in Practice (B)

Aetna Better Health of Louisiana

Provider Satisfaction Survey

183 Total Respondents

Composite/Attribute	Solo		2 - 5 physicians		More than 5 physicians		Range*
	Valid n**	%	Valid n**	%	Valid n**	%	
Overall Satisfaction		63.5%		68.0%		65.0%	4.5%
7A. Would you recommend Aetna Better Health of Louisiana to other physicians' practices?	63	74.6%	49	79.6%	19	68.4%	5.0%
7B. Please rate your overall satisfaction with Aetna Better Health of Louisiana.	63	63.5%	50	68.0%	20	65.0%	4.5%
7C. Please rate your overall satisfaction with AmeriGroup.	62	62.9%	50	66.0%	15	86.7%	3.1%
7D. Please rate your overall satisfaction with AmeriHealth Caritas.	60	66.7%	49	65.3%	16	62.5%	1.4%
7E. Please rate your overall satisfaction with Louisiana Health Care Connections.	61	65.6%	50	72.0%	17	52.9%	6.4%
7F. Please rate your overall satisfaction with United.	62	75.8%	49	67.3%	18	66.7%	8.5%
All Other Plans (Comparative Rating)							
1A. How would you rate Aetna Better Health of Louisiana compared to all other health plans you contract with?	70	38.6%	58	22.4%	25	16.0%	16.2%
Finance Issues		45.2%		23.1%		13.3%	22.2%
2A. Consistency of reimbursement fees with your contract rates.	65	43.1%	48	18.8%	19	10.5%	24.3%
2B. Accuracy of claims processing.	64	46.9%	48	27.1%	19	21.1%	19.8%
2C. Timeliness of claims processing.	65	46.2%	46	28.3%	19	10.5%	17.9%
2D. Resolution of claims payment problems or disputes.	58	44.8%	44	18.2%	18	11.1%	26.6%
Utilization and Quality Management		40.6%		26.3%		18.4%	14.3%
3A. Access to knowledgeable UM staff.	53	35.8%	45	24.4%	18	11.1%	11.4%
3B. Procedures for obtaining pre-certification/referral/authorization information.	58	44.8%	49	26.5%	16	25.0%	18.3%
3C. Timeliness of obtaining pre-certification/referral/authorization information.	57	42.1%	49	24.5%	16	25.0%	17.6%
3D. The health plan's facilitation/support of appropriate clinical care for patients.	57	40.4%	46	26.1%	17	17.6%	14.3%
3E. Access to Case/Care Managers from this health plan.	58	36.2%	45	24.4%	15	20.0%	11.8%
3F. Degree to which the plan covers and encourages preventive care and wellness.	50	44.0%	44	31.8%	17	11.8%	12.2%
Network/Coordination of Care		33.2%		25.0%		24.6%	8.2%
4A. The number of specialists in this health plan's provider network.	57	29.8%	40	17.5%	14	28.6%	12.3%
4B. The quality of specialists in this health plan's provider network.	51	35.3%	40	32.5%	16	37.5%	2.8%
4C. The timeliness of feedback/reports from specialists in this health plan's provider network.	52	34.6%	40	25.0%	13	7.7%	9.6%
Health Plan Call Center Service Staff		41.4%		33.0%		24.4%	8.4%
5A. Ease of reaching health plan call center staff over the phone.	59	40.7%	49	32.7%	18	22.2%	8.0%
5B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	62	38.7%	49	32.7%	16	25.0%	6.1%
5C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.	53	43.4%	47	34.0%	15	26.7%	9.4%
5D. Overall satisfaction with health plan's call center service.	61	42.6%	49	32.7%	17	23.5%	10.0%
Provider Relations		31.6%		30.5%		21.1%	1.1%
6A. Do you have a Provider Relations representative from this health plan assigned to your practice?	60	50.0%	42	57.1%	14	42.9%	7.1%
6B. Provider Relations representative's ability to answer questions and resolve problems.	29	34.5%	22	50.0%	6	16.7%	15.5%
6C. Quality of provider orientation process.	43	30.2%	38	10.5%	13	23.1%	19.7%
6D. Quality of written communications, policy bulletins, and manuals.	53	30.2%	45	31.1%	17	23.5%	0.9%

* Range is the difference between Summary Rates shown. Due to the small sample size of More than 5 respondents, this segment is excluded from range calculations.

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

Note 1: The Overall Satisfaction Summary Rate includes only 7B. It does not include 7A or 7C through 7F.

Note 2: The Provider Relations composite is the average of 6B through 6D. It does not include 6A.

Segmentation Analysis

Plan Summary Rates by Years in Practice (C)

Aetna Better Health of Louisiana

Provider Satisfaction Survey

183 Total Respondents

Composite/Attribute	Less than 5 years		5 - 15 years		16 years or more		Range*
	Valid n**	%	Valid n**	%	Valid n**	%	
Overall Satisfaction		75.6%		63.5%		62.5%	13.1%
7A. Would you recommend Aetna Better Health of Louisiana to other physicians' practices?	40	75.0%	51	76.5%	56	76.8%	1.8%
7B. Please rate your overall satisfaction with Aetna Better Health of Louisiana.	41	75.6%	52	63.5%	56	62.5%	13.1%
7C. Please rate your overall satisfaction with AmeriGroup.	40	75.0%	52	63.5%	50	66.0%	11.5%
7D. Please rate your overall satisfaction with AmeriHealth Caritas.	39	76.9%	50	64.0%	50	64.0%	12.9%
7E. Please rate your overall satisfaction with Louisiana Health Care Connections.	40	65.0%	51	68.6%	52	65.4%	3.6%
7F. Please rate your overall satisfaction with United.	41	78.0%	49	71.4%	54	66.7%	11.4%
All Other Plans (Comparative Rating)							
1A. How would you rate Aetna Better Health of Louisiana compared to all other health plans you contract with?	43	30.2%	60	36.7%	67	29.9%	6.8%
Finance Issues		34.5%		39.9%		34.6%	5.3%
2A. Consistency of reimbursement fees with your contract rates.	40	32.5%	52	36.5%	57	28.1%	8.5%
2B. Accuracy of claims processing.	39	38.5%	51	45.1%	57	36.8%	8.3%
2C. Timeliness of claims processing.	40	37.5%	51	43.1%	55	36.4%	6.8%
2D. Resolution of claims payment problems or disputes.	37	29.7%	46	34.8%	51	37.3%	7.5%
Utilization and Quality Management		31.2%		37.5%		32.4%	6.3%
3A. Access to knowledgeable UM staff.	35	28.6%	48	31.3%	49	28.6%	2.7%
3B. Procedures for obtaining pre-certification/referral/authorization information.	37	37.8%	48	37.5%	54	37.0%	0.8%
3C. Timeliness of obtaining pre-certification/referral/authorization information.	37	35.1%	47	36.2%	54	29.6%	6.5%
3D. The health plan's facilitation/support of appropriate clinical care for patients.	39	28.2%	48	39.6%	49	30.6%	11.4%
3E. Access to Case/Care Managers from this health plan.	36	25.0%	48	37.5%	50	30.0%	12.5%
3F. Degree to which the plan covers and encourages preventive care and wellness.	37	32.4%	42	42.9%	47	38.3%	10.4%
Network/Coordination of Care		29.5%		31.0%		31.7%	2.3%
4A. The number of specialists in this health plan's provider network.	35	28.6%	47	25.5%	42	26.2%	3.0%
4B. The quality of specialists in this health plan's provider network.	36	33.3%	44	36.4%	41	39.0%	5.7%
4C. The timeliness of feedback/reports from specialists in this health plan's provider network.	34	26.5%	45	31.1%	40	30.0%	4.6%
Health Plan Call Center Service Staff		29.9%		40.8%		43.4%	13.6%
5A. Ease of reaching health plan call center staff over the phone.	40	27.5%	49	36.7%	53	43.4%	15.9%
5B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	39	33.3%	50	40.0%	53	43.4%	10.1%
5C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.	35	28.6%	46	43.5%	47	44.7%	16.1%
5D. Overall satisfaction with health plan's call center service.	40	30.0%	51	43.1%	52	42.3%	13.1%
Provider Relations		34.2%		39.0%		23.0%	15.9%
6A. Do you have a Provider Relations representative from this health plan assigned to your practice?	37	62.2%	42	59.5%	52	40.4%	21.8%
6B. Provider Relations representative's ability to answer questions and resolve problems.	22	45.5%	24	54.2%	20	25.0%	29.2%
6C. Quality of provider orientation process.	37	27.0%	34	29.4%	35	14.3%	15.1%
6D. Quality of written communications, policy bulletins, and manuals.	40	30.0%	42	33.3%	47	29.8%	3.5%

* Range is the difference between Summary Rates shown. The larger the number, the greater the difference in Summary Rates between segment groups for any given question/composite.

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

Note 1: The Overall Satisfaction Summary Rate includes only 7B. It does not include 7A or 7C through 7F.

Note 2: The Provider Relations composite is the average of 6B through 6D. It does not include 6A.

Segmentation Analysis

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

Aetna Better Health of Louisiana

Provider Satisfaction Survey

183 Total Respondents

Composite/Attribute	0 - 10%		11 - 20%		21 - 100%		Range*
	Valid n**	%	Valid n**	%	Valid n**	%	
Overall Satisfaction		67.1%		64.3%		73.7%	2.8%
7A. Would you recommend Aetna Better Health of Louisiana to other physicians' practices?	79	74.7%	43	69.8%	19	94.7%	4.9%
7B. Please rate your overall satisfaction with Aetna Better Health of Louisiana.	82	67.1%	42	64.3%	19	73.7%	2.8%
7C. Please rate your overall satisfaction with AmeriGroup.	81	63.0%	40	75.0%	19	78.9%	12.0%
7D. Please rate your overall satisfaction with AmeriHealth Caritas.	76	67.1%	41	65.9%	19	78.9%	1.3%
7E. Please rate your overall satisfaction with Louisiana Health Care Connections.	80	68.8%	41	70.7%	19	68.4%	2.0%
7F. Please rate your overall satisfaction with United.	80	75.0%	41	73.2%	18	72.2%	1.8%
All Other Plans (Comparative Rating)							
1A. How would you rate Aetna Better Health of Louisiana compared to all other health plans you contract with?	92	31.5%	47	21.3%	23	60.9%	10.2%
Finance Issues		33.9%		29.1%		51.7%	4.8%
2A. Consistency of reimbursement fees with your contract rates.	82	26.8%	42	28.6%	23	52.2%	1.7%
2B. Accuracy of claims processing.	81	38.3%	41	29.3%	22	54.5%	9.0%
2C. Timeliness of claims processing.	81	37.0%	41	34.1%	22	50.0%	2.9%
2D. Resolution of claims payment problems or disputes.	69	33.3%	41	24.4%	22	50.0%	8.9%
Utilization and Quality Management		33.0%		28.3%		50.0%	4.6%
3A. Access to knowledgeable UM staff.	70	30.0%	39	23.1%	20	45.0%	6.9%
3B. Procedures for obtaining pre-certification/referral/authorization information.	75	36.0%	42	31.0%	20	55.0%	5.0%
3C. Timeliness of obtaining pre-certification/referral/authorization information.	74	33.8%	42	23.8%	20	50.0%	10.0%
3D. The health plan's facilitation/support of appropriate clinical care for patients.	73	31.5%	40	30.0%	20	50.0%	1.5%
3E. Access to Case/Care Managers from this health plan.	76	28.9%	37	29.7%	19	47.4%	0.8%
3F. Degree to which the plan covers and encourages preventive care and wellness.	64	37.5%	40	32.5%	19	52.6%	5.0%
Network/Coordination of Care		27.7%		29.1%		48.1%	1.5%
4A. The number of specialists in this health plan's provider network.	68	23.5%	36	27.8%	18	44.4%	4.2%
4B. The quality of specialists in this health plan's provider network.	66	31.8%	36	36.1%	17	52.9%	4.3%
4C. The timeliness of feedback/reports from specialists in this health plan's provider network.	65	27.7%	34	23.5%	17	47.1%	4.2%
Health Plan Call Center Service Staff		37.5%		35.8%		52.8%	1.8%
5A. Ease of reaching health plan call center staff over the phone.	79	36.7%	42	33.3%	17	52.9%	3.4%
5B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	80	36.3%	42	40.5%	18	50.0%	4.2%
5C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.	69	39.1%	39	35.9%	17	47.1%	3.2%
5D. Overall satisfaction with health plan's call center service.	79	38.0%	42	33.3%	18	61.1%	4.6%
Provider Relations		24.9%		31.2%		58.4%	6.3%
6A. Do you have a Provider Relations representative from this health plan assigned to your practice?	77	48.1%	38	60.5%	13	61.5%	12.5%
6B. Provider Relations representative's ability to answer questions and resolve problems.	35	34.3%	22	45.5%	8	62.5%	11.2%
6C. Quality of provider orientation process.	58	17.2%	33	21.2%	13	53.8%	4.0%
6D. Quality of written communications, policy bulletins, and manuals.	69	23.2%	41	26.8%	17	58.8%	3.6%

* Range is the difference between Summary Rates shown. Due to the small sample size of 21 to 100% respondents, this segment is excluded from range calculations.

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

Note 1: The Overall Satisfaction Summary Rate includes only 7B. It does not include 7A or 7C through 7F.

Note 2: The Provider Relations composite is the average of 6B through 6D. It does not include 6A.

Segmentation Analysis

Plan Summary Rates by Survey Respondent (E)

Aetna Better Health of Louisiana

Provider Satisfaction Survey

183 Total Respondents

Composite/Attribute	Physician		Behavioral Health Clinician		Office Manager		Nurse/Other staff		Range*
	Valid n**	%	Valid n**	%	Valid n**	%	Valid n**	%	
Overall Satisfaction		36.4%		55.6%		75.0%		65.3%	9.7%
7A. Would you recommend Aetna Better Health of Louisiana to other physicians' practices?	12	50.0%	18	77.8%	70	85.7%	48	70.8%	14.9%
7B. Please rate your overall satisfaction with Aetna Better Health of Louisiana.	11	36.4%	18	55.6%	72	75.0%	49	65.3%	9.7%
7C. Please rate your overall satisfaction with AmeriGroup.	9	22.2%	18	61.1%	71	71.8%	46	73.9%	2.1%
7D. Please rate your overall satisfaction with AmeriHealth Caritas.	8	50.0%	17	70.6%	71	70.4%	45	64.4%	6.0%
7E. Please rate your overall satisfaction with Louisiana Health Care Connections.	9	44.4%	17	58.8%	72	70.8%	47	68.1%	2.7%
7F. Please rate your overall satisfaction with United.	10	70.0%	17	64.7%	73	72.6%	46	73.9%	1.3%
All Other Plans (Comparative Rating)									
1A. How would you rate Aetna Better Health of Louisiana compared to all other health plans you contract with?	13	23.1%	18	33.3%	79	40.5%	62	22.6%	17.9%
Finance Issues		17.8%		47.2%		40.8%		28.6%	12.2%
2A. Consistency of reimbursement fees with your contract rates.	10	10.0%	18	50.0%	73	37.0%	49	22.4%	14.5%
2B. Accuracy of claims processing.	10	30.0%	18	55.6%	72	41.7%	48	33.3%	8.3%
2C. Timeliness of claims processing.	10	20.0%	18	50.0%	72	44.4%	47	29.8%	14.7%
2D. Resolution of claims payment problems or disputes.	9	11.1%	12	33.3%	70	40.0%	45	28.9%	11.1%
Utilization and Quality Management		14.9%		39.7%		37.7%		30.0%	7.8%
3A. Access to knowledgeable UM staff.	8	25.0%	13	30.8%	63	33.3%	50	24.0%	9.3%
3B. Procedures for obtaining pre-certification/referral/authorization information.	10	10.0%	14	50.0%	66	39.4%	50	36.0%	3.4%
3C. Timeliness of obtaining pre-certification/referral/authorization information.	11	18.2%	13	46.2%	65	33.8%	50	32.0%	1.8%
3D. The health plan's facilitation/support of appropriate clinical care for patients.	9	11.1%	17	35.3%	64	39.1%	47	27.7%	11.4%
3E. Access to Case/Care Managers from this health plan.	8	12.5%	17	29.4%	64	37.5%	46	26.1%	11.4%
3F. Degree to which the plan covers and encourages preventive care and wellness.	8	12.5%	15	46.7%	60	43.3%	44	34.1%	9.2%
Network/Coordination of Care		16.1%		27.1%		38.6%		26.0%	12.6%
4A. The number of specialists in this health plan's provider network.	12	8.3%	16	25.0%	55	34.5%	42	23.8%	10.7%
4B. The quality of specialists in this health plan's provider network.	10	20.0%	16	25.0%	55	45.5%	41	31.7%	13.7%
4C. The timeliness of feedback/reports from specialists in this health plan's provider network.	10	20.0%	16	31.3%	53	35.8%	40	22.5%	13.3%
Health Plan Call Center Service Staff		15.3%		40.5%		42.8%		35.3%	7.5%
5A. Ease of reaching health plan call center staff over the phone.	8	12.5%	17	35.3%	66	40.9%	52	34.6%	6.3%
5B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	9	11.1%	17	41.2%	69	44.9%	49	34.7%	10.2%
5C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.	8	12.5%	15	46.7%	62	41.9%	45	37.8%	4.2%
5D. Overall satisfaction with health plan's call center service.	8	25.0%	18	38.9%	69	43.5%	50	34.0%	9.5%
Provider Relations		6.7%		17.0%		40.6%		25.7%	14.9%
6A. Do you have a Provider Relations representative from this health plan assigned to your practice?	8	12.5%	17	41.2%	63	58.7%	44	56.8%	1.9%
6B. Provider Relations representative's ability to answer questions and resolve problems.	1	0.0%	7	14.3%	36	58.3%	23	26.1%	32.2%
6C. Quality of provider orientation process.	4	0.0%	15	13.3%	50	28.0%	38	23.7%	4.3%
6D. Quality of written communications, policy bulletins, and manuals.	5	20.0%	17	23.5%	65	35.4%	44	27.3%	8.1%

* Range is the difference between Summary Rates shown. Due to the small sample size of Physician and Behavioral Health Clinician respondents, these segments are excluded from range calculations.

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

Note 1: The Overall Satisfaction Summary Rate includes only 7B. It does not include 7A or 7C through 7F.

Note 2: The Provider Relations composite is the average of 6B through 6D. It does not include 6A.

Segmentation Analysis

Plan Summary Rates by Insurance Participation (G)

Aetna Better Health of Louisiana

Provider Satisfaction Survey

183 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		60.0%		72.7%		63.0%		75.0%		62.5%	10.2%
7A. Would you recommend Aetna Better Health of Louisiana to other physicians' practices?	5	100.0%	35	82.9%	24	75.0%	19	78.9%	64	70.3%	12.5%
7B. Please rate your overall satisfaction with Aetna Better Health of Louisiana.	5	60.0%	33	72.7%	27	63.0%	20	75.0%	64	62.5%	10.2%
7C. Please rate your overall satisfaction with AmeriGroup.	3	66.7%	34	73.5%	25	68.0%	21	66.7%	61	67.2%	6.3%
7D. Please rate your overall satisfaction with AmeriHealth Caritas.	4	50.0%	33	72.7%	24	66.7%	19	63.2%	61	67.2%	5.5%
7E. Please rate your overall satisfaction with Louisiana Health Care Connections.	4	50.0%	34	61.8%	25	80.0%	21	71.4%	61	65.6%	3.8%
7F. Please rate your overall satisfaction with United.	4	50.0%	33	81.8%	25	56.0%	21	71.4%	63	74.6%	7.2%
All Other Plans (Comparative Rating)											
1A. How would you rate Aetna Better Health of Louisiana compared to all other health plans you contract with?	5	40.0%	36	50.0%	31	35.5%	24	33.3%	75	20.0%	30.0%
Finance Issues		37.5%		53.3%		46.1%		24.5%		26.5%	26.9%
2A. Consistency of reimbursement fees with your contract rates.	3	33.3%	32	43.8%	27	44.4%	22	18.2%	65	24.6%	19.1%
2B. Accuracy of claims processing.	3	33.3%	32	56.3%	26	53.8%	20	25.0%	66	30.3%	25.9%
2C. Timeliness of claims processing.	2	50.0%	32	56.3%	27	44.4%	20	35.0%	65	27.7%	28.6%
2D. Resolution of claims payment problems or disputes.	3	33.3%	28	57.1%	24	41.7%	20	20.0%	60	23.3%	33.8%
Utilization and Quality Management		41.7%		58.0%		34.8%		32.3%		21.9%	36.1%
3A. Access to knowledgeable UM staff.	4	25.0%	27	55.6%	26	34.6%	20	25.0%	56	16.1%	39.5%
3B. Procedures for obtaining pre-certification/referral/authorization information.	4	50.0%	29	58.6%	25	40.0%	20	30.0%	61	27.9%	30.8%
3C. Timeliness of obtaining pre-certification/referral/authorization information.	4	25.0%	29	62.1%	23	34.8%	20	30.0%	62	21.0%	41.1%
3D. The health plan's facilitation/support of appropriate clinical care for patients.	4	50.0%	27	63.0%	25	28.0%	20	35.0%	60	20.0%	43.0%
3E. Access to Case/Care Managers from this health plan.	4	50.0%	27	51.9%	27	29.6%	20	35.0%	56	19.6%	32.2%
3F. Degree to which the plan covers and encourages preventive care and wellness.	4	50.0%	28	57.1%	24	41.7%	18	38.9%	52	26.9%	30.2%
Network/Coordination of Care		27.8%		52.2%		30.9%		29.2%		21.2%	30.9%
4A. The number of specialists in this health plan's provider network.	4	25.0%	25	44.0%	23	26.1%	17	29.4%	55	20.0%	24.0%
4B. The quality of specialists in this health plan's provider network.	4	25.0%	24	58.3%	22	31.8%	18	33.3%	53	28.3%	30.0%
4C. The timeliness of feedback/reports from specialists in this health plan's provider network.	3	33.3%	24	54.2%	23	34.8%	16	25.0%	52	15.4%	38.8%
Health Plan Call Center Service Staff		49.2%		55.1%		36.0%		39.4%		28.3%	26.8%
5A. Ease of reaching health plan call center staff over the phone.	5	40.0%	35	51.4%	25	36.0%	20	40.0%	57	26.3%	25.1%
5B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	3	66.7%	32	50.0%	26	38.5%	21	47.6%	61	27.9%	22.1%
5C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.	4	50.0%	27	63.0%	23	34.8%	19	36.8%	55	27.3%	35.7%
5D. Overall satisfaction with health plan's call center service.	5	40.0%	34	55.9%	26	34.6%	21	33.3%	57	31.6%	24.3%
Provider Relations		50.0%		45.4%		23.8%		31.7%		25.2%	20.2%
6A. Do you have a Provider Relations representative from this health plan assigned to your practice?	5	60.0%	32	59.4%	22	59.1%	17	70.6%	55	41.8%	17.6%
6B. Provider Relations representative's ability to answer questions and resolve problems.	3	33.3%	18	55.6%	13	30.8%	11	45.5%	22	36.4%	19.2%
6C. Quality of provider orientation process.	3	66.7%	28	39.3%	18	16.7%	14	14.3%	44	15.9%	23.4%
6D. Quality of written communications, policy bulletins, and manuals.	4	50.0%	29	41.4%	25	24.0%	17	35.3%	56	23.2%	18.2%

* Range is the difference between Summary Rates shown. Due to the small sample size of respondents with 3 or fewer, 8 to 11, or 12 to 15, these segments are excluded from range calculations.

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

Note 1: The Overall Satisfaction Summary Rate includes only 7B. It does not include 7A or 7C through 7F.

Note 2: The Provider Relations composite is the average of 6B through 6D. It does not include 6A.

Segmentation Analysis

Plan Summary Rates by Physician Segmentation ID (Database)

Aetna Better Health of Louisiana

Provider Satisfaction Survey

183 Total Respondents

Composite/Attribute	Primary Care		Specialist		Behavioral Health		Hospital/ Other Facilities		Range*
	Valid n**	%	Valid n**	%	Valid n**	%	Valid n**	%	
Overall Satisfaction		64.3%		62.3%		71.2%		66.7%	8.9%
7A. Would you recommend Aetna Better Health of Louisiana to other physicians' practices?	27	59.3%	50	80.0%	61	83.6%	12	66.7%	24.3%
7B. Please rate your overall satisfaction with Aetna Better Health of Louisiana.	28	64.3%	53	62.3%	59	71.2%	12	66.7%	8.9%
7C. Please rate your overall satisfaction with AmeriGroup.	28	64.3%	47	63.8%	60	75.0%	11	63.6%	11.2%
7D. Please rate your overall satisfaction with AmeriHealth Caritas.	26	73.1%	48	54.2%	59	76.3%	10	70.0%	22.1%
7E. Please rate your overall satisfaction with Louisiana Health Care Connections.	28	78.6%	50	52.0%	58	74.1%	11	63.6%	26.6%
7F. Please rate your overall satisfaction with United.	29	75.9%	51	64.7%	57	73.7%	11	72.7%	11.2%
All Other Plans (Comparative Rating)									
1A. How would you rate Aetna Better Health of Louisiana compared to all other health plans you contract with?	35	28.6%	62	22.6%	61	41.0%	15	40.0%	18.4%
Finance Issues		31.5%		26.5%		44.8%		42.9%	18.2%
2A. Consistency of reimbursement fees with your contract rates.	29	31.0%	52	21.2%	58	41.4%	12	33.3%	20.2%
2B. Accuracy of claims processing.	27	33.3%	51	31.4%	58	48.3%	13	46.2%	16.9%
2C. Timeliness of claims processing.	28	35.7%	50	28.0%	57	47.4%	13	46.2%	19.4%
2D. Resolution of claims payment problems or disputes.	27	25.9%	47	25.5%	50	42.0%	13	46.2%	16.5%
Utilization and Quality Management		23.6%		21.6%		46.7%		48.2%	25.1%
3A. Access to knowledgeable UM staff.	27	22.2%	46	15.2%	51	43.1%	12	41.7%	27.9%
3B. Procedures for obtaining pre-certification/referral/authorization information.	25	24.0%	51	29.4%	53	47.2%	13	53.8%	23.2%
3C. Timeliness of obtaining pre-certification/referral/authorization information.	25	24.0%	51	17.6%	52	48.1%	13	53.8%	30.4%
3D. The health plan's facilitation/support of appropriate clinical care for patients.	28	25.0%	45	20.0%	54	46.3%	12	41.7%	26.3%
3E. Access to Case/Care Managers from this health plan.	28	25.0%	43	16.3%	53	45.3%	13	38.5%	29.0%
3F. Degree to which the plan covers and encourages preventive care and wellness.	28	21.4%	39	30.8%	52	50.0%	10	60.0%	28.6%
Network/Coordination of Care		12.1%		27.0%		41.7%		43.9%	29.6%
4A. The number of specialists in this health plan's provider network.	25	12.0%	43	20.9%	48	39.6%	11	36.4%	27.6%
4B. The quality of specialists in this health plan's provider network.	25	16.0%	41	39.0%	47	42.6%	11	45.5%	26.6%
4C. The timeliness of feedback/reports from specialists in this health plan's provider network.	24	8.3%	38	21.1%	49	42.9%	10	50.0%	34.5%
Health Plan Call Center Service Staff		24.6%		31.3%		49.5%		47.1%	24.9%
5A. Ease of reaching health plan call center staff over the phone.	29	17.2%	44	31.8%	60	46.7%	12	50.0%	29.4%
5B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	29	27.6%	47	34.0%	57	49.1%	13	38.5%	21.5%
5C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.	28	25.0%	43	30.2%	51	52.9%	10	50.0%	27.9%
5D. Overall satisfaction with health plan's call center service.	28	28.6%	48	29.2%	61	49.2%	10	50.0%	20.6%
Provider Relations		19.4%		23.0%		39.7%		45.2%	20.3%
6A. Do you have a Provider Relations representative from this health plan assigned to your practice?	24	54.2%	41	31.7%	55	69.1%	12	50.0%	37.4%
6B. Provider Relations representative's ability to answer questions and resolve problems.	12	33.3%	13	30.8%	36	47.2%	6	50.0%	16.5%
6C. Quality of provider orientation process.	20	10.0%	30	10.0%	48	33.3%	11	45.5%	23.3%
6D. Quality of written communications, policy bulletins, and manuals.	27	14.8%	39	28.2%	57	38.6%	10	40.0%	23.8%

* Range is the difference between Summary Rates shown. Due to the small sample size of Hospital/Other Facilities respondents, this segment is excluded from range calculations.

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

Note 1: The Overall Satisfaction Summary Rate includes only 7B. It does not include 7A or 7C through 7F.

Note 2: The Provider Relations composite is the average of 6B through 6D. It does not include 6A.

7. Correlation Analysis

The provider's overall satisfaction with the plan (7B) 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 Aetna Better Health of Louisiana 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 (7B). The correlation analysis produces the Pearson correlation coefficient, which illustrates the strength of the relationship between each attribute and overall satisfaction. A correlation coefficient of '1' represents the strongest relationship (a perfect positive correlation), while a coefficient of '0' represents the weakest relationship (no correlation). A correlation coefficient approaching a value of +/- 1.000 represents an increasing association of the attribute with overall satisfaction.

The attributes with the highest correlation coefficients are noted below. Attributes are listed in descending order of correlation coefficient.

Attribute	Correlation Coefficient
2D. Resolution of claims payment problems or disputes.	0.685
3B. Procedures for obtaining pre-certification/referral/authorization information.	0.670
3C. Timeliness of obtaining pre-certification/referral/authorization information.	0.655
3D. The health plan's facilitation/support of appropriate clinical care for patients.	0.653
6C. Quality of provider orientation process.	0.652

The correlation analysis presented on page 7A lists each applicable attribute and the corresponding Pearson correlation coefficient. Summary Rates for Aetna Better Health of Louisiana are displayed. Summary Rates for the 2015 SPH Analytics Medicaid Book of Business 25th and 75th percentiles are provided where applicable to help identify how Aetna Better Health of Louisiana 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 Aetna Better Health of Louisiana (7B)

Aetna Better Health of Louisiana

Provider Satisfaction Survey

183 Total Respondents

Attributes	Correlation Coefficient**	2016 Aetna Summary Rate Score*	2015 SPHA Medicaid B.o.B. Percentiles	
			25th Percentile	75th Percentile
Finance Issues				
2A. Consistency of reimbursement fees with your contract rates.	0.589	31.8%	22.5%	37.9%
2B. Accuracy of claims processing.	0.623	39.6%	27.8%	40.4%
2C. Timeliness of claims processing.	0.576	38.5%	27.4%	40.6%
2D. Resolution of claims payment problems or disputes.	0.685	33.6%	22.8%	35.4%
Utilization and Quality Management				
3A. Access to knowledgeable UM staff.	0.599	29.4%	21.9%	38.1%
3B. Procedures for obtaining pre-certification/referral/authorization information.	0.670	37.3%	23.4%	39.3%
3C. Timeliness of obtaining pre-certification/referral/authorization information.	0.655	33.3%	24.2%	39.5%
3D. The health plan's facilitation/support of appropriate clinical care for patients.	0.653	33.1%	23.1%	39.1%
3E. Access to Case/Care Managers from this health plan.	0.623	31.4%	22.4%	38.4%
3F. Degree to which the plan covers and encourages preventive care and wellness.	0.547	38.8%	30.6%	46.4%
Network/Coordination of Care				
4A. The number of specialists in this health plan's provider network.	0.564	27.6%	18.4%	34.9%
4B. The quality of specialists in this health plan's provider network.	0.535	36.3%	24.3%	42.3%
4C. The timeliness of feedback/reports from specialists in this health plan's provider network.	0.543	29.8%	22.1%	31.3%
Health Plan Call Center Service Staff				
5A. Ease of reaching health plan call center staff over the phone.	0.537	36.6%	29.8%	48.3%
5B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	0.474	39.0%	35.2%	50.5%
5C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.	0.598	39.4%	28.1%	47.3%
5D. Overall satisfaction with health plan's call center service.	0.599	38.8%	31.3%	49.2%
Provider Relations				
6B. Provider Relations representative's ability to answer questions and resolve problems.	0.629	41.8%	38.0%	63.0%
6C. Quality of provider orientation process.	0.652	23.9%	20.8%	36.5%
6D. Quality of written communications, policy bulletins, and manuals.	0.517	30.8%	23.2%	40.8%

* 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 7B (Overall satisfaction with Health Plan) are shown in bold. The highest performing attributes, those with a correlation of 0.65 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

SPHA offers a graphical display of relative performance of survey composites, along with each composite's relative 'importance' as it relates to overall satisfaction with Aetna Better Health of Louisiana. 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 2015 SPH Analytics 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

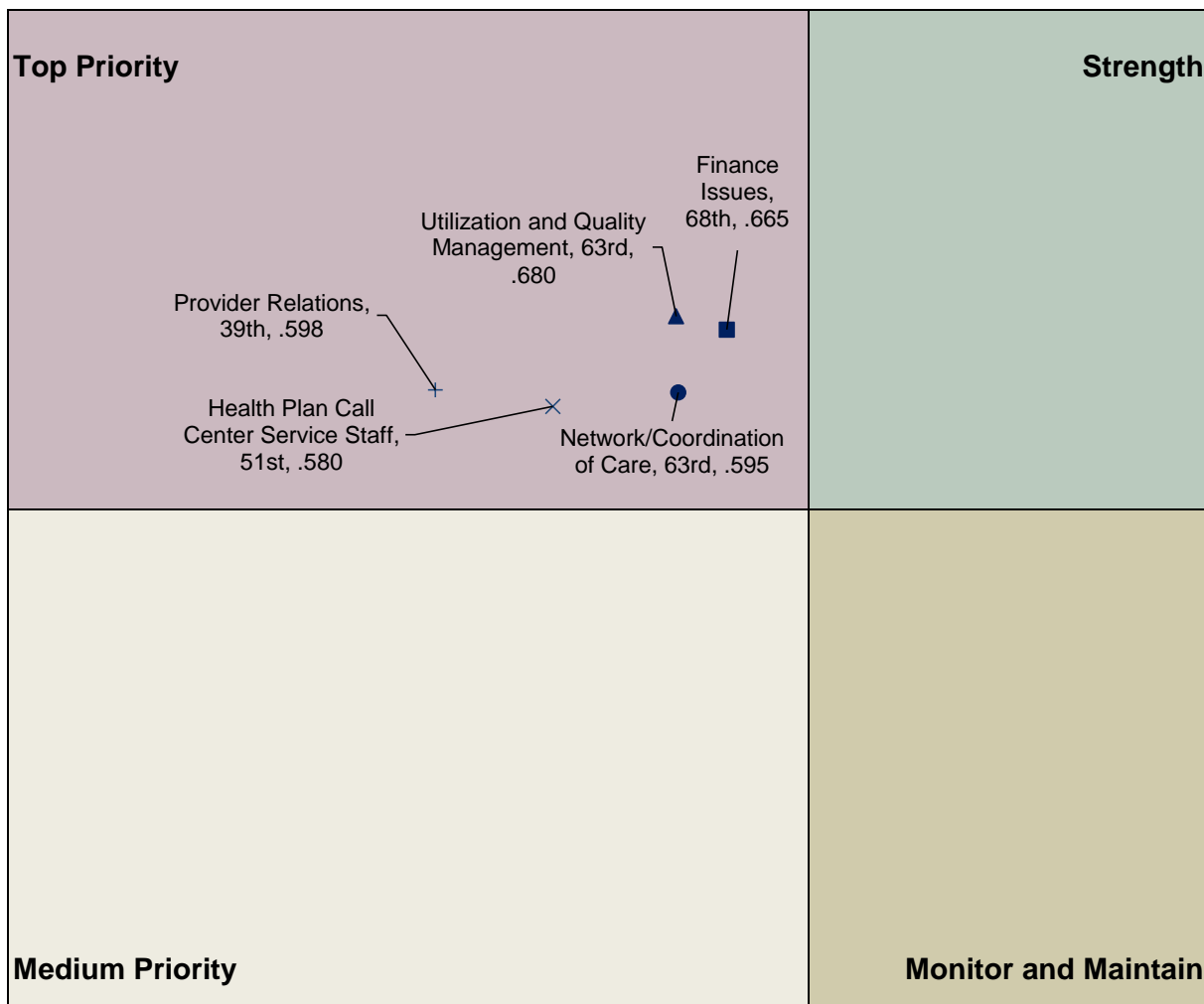
Chart 8A

⁶ SPH Analytics' 2015 Medicaid Book of Business consists of data from 46 plans representing 13,436 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

Aetna Better Health of Louisiana Provider Satisfaction Survey



Top Priority: Summary Rate falls below the 75th percentile when compared to the 2015 SPH Analytics Medicaid Book of business benchmark on composites that are moderately or highly correlated with Overall Satisfaction with Aetna Better Health of Louisiana.

Strength: Summary Rate at or above the 75th percentile when compared to the 2015 SPH Analytics Medicaid Book of business benchmark on composites that are moderately or highly correlated with Overall Satisfaction with Aetna Better Health of Louisiana.

Medium Priority: Summary Rate falls below the 75th percentile when compared to the 2015 SPH Analytics Medicaid Book of business benchmark on composites that are slightly associated with Overall Satisfaction with Aetna Better Health of Louisiana.

Monitor and Maintain: Summary Rate at or above the 75th percentile when compared to the 2015 SPH Analytics Medicaid Book of business benchmark on composites that are slightly associated with Overall Satisfaction with Aetna Better Health of Louisiana.

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 Aetna Better Health of Louisiana. Provider loyalty is based upon responses to question 7B, ('Please rate your overall satisfaction with Aetna Better Health of Louisiana') and question 8A, ('Would you recommend Aetna Better Health of Louisiana 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.

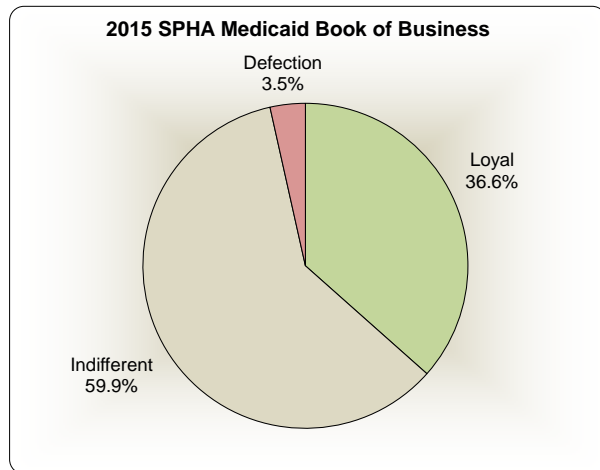
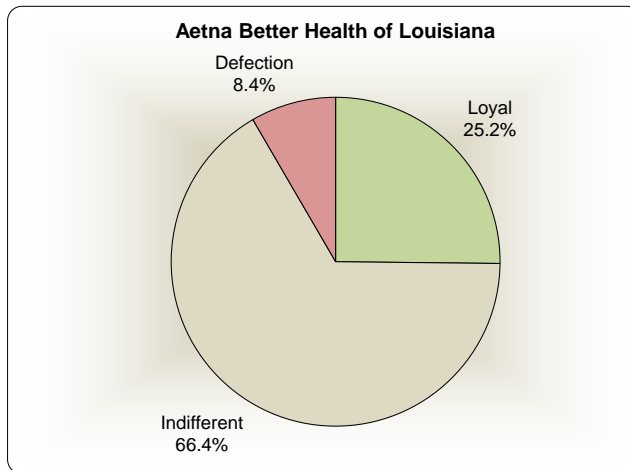
Indifferent Zone: Providers are mixed as to whether they are satisfied or whether they would recommend the plan to other physicians' practices.

Chart 9A

Loyalty Analysis

Aetna Better Health of Louisiana Provider Satisfaction Survey

143 Eligible Respondents*



Zone Definitions

	Recommend Health Plan to other physicians' practices? (7A)		Overall satisfaction with Health Plan? (7B)
Loyal	"Yes"	And	"Completely satisfied"
Indifferent	All other responses		
Defection	"No"	And	"Completely dissatisfied"

Loyalty Scores & Comparison

Zone	2016		2015		2014		2015 SPHA Medicaid Book of Business	Significance Testing**		
	Valid n	Percent	Valid n	Percent	Valid n	Percent		2015 to 2016	2014 to 2016	2016 to SPHA B.o.B.
Loyal	36	25.2%					36.6%			Significantly lower
Indifferent	95	66.4%					59.9%			Not significant
Defection	12	8.4%					3.5%			Significantly higher

* 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 Aetna Better Health of Louisiana 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 7B, *Please rate your overall satisfaction with Aetna Better Health of Louisiana*. 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

SPHA 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, SPHA 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, SPHA 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 (SPH Analytics 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 SPHA benchmark. Red cells indicated that the current year score has significantly decreased compared to previous years or is significantly below the SPHA 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:

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

SPH Analytics Aggregate Book of Business (2015)

The 2015 SPH Analytics Aggregate Book of Business is a benchmark that is comprised of data from 55 plans representing 17,370 respondents in Primary Care, Specialty, and Behavioral Health areas of medicine.

SPH Analytics Medicaid Book of Business (2015)

The 2015 SPH Analytics Medicaid Book of Business is a benchmark that is comprised of data from 46 plans representing 13,436 respondents in Primary Care, Specialty, and Behavioral Health areas of medicine.

SPH Analytics Medicaid Respondent-Level Benchmark (2015)

The 2015 SPH Analytics Medicaid Respondent-Level Benchmark contains respondent-level data from 46 plans representing 13,436 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 SPH Analytics 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—SPHA 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. Aetna Better Health of Louisiana Survey Tool

9G. Are there any functions that you would like to see added to the Provider Portal?


9H. Using any number from 0 to 10, where 0 is the worst experience and 10 is the best experience, what number would you use to rate your overall experience with the Provider Portal?

012345678910

☐☐☐☐☐☐☐☐☐☐☐

9I. What can Aetna do to improve your experience with the Provider Portal?

Thank you. Please return the completed survey in the postage-paid envelope.



SPH Analytics
Attn: Survey Processing Department
PO Box 100072, Duluth, GA 30096-9876
Toll-Free: 1-877-499-2538

9111975



PHYSICIAN SATISFACTION SURVEY

Answer **all** the questions by marking the box with blue or black ink. Like this ☒
If you want to know more about this study, please call SPH Analytics at 1-877-499-2538.

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 **Aetna Better Health of Louisiana**?
☐1 None
☐2 10% or less
☐3 11-20%
☐4 21-30%
☐5 31-50%
☐6 51-75%
☐7 76-100%
- E. Please mark who is completing this survey.
(Mark only one)
☐1 Physician
☐2 Behavioral Health Clinician
☐3 Office Manager
☐4 Nurse
☐5 Other staff

F. What is your preferred method of receiving communications from this health plan?
☐1 Mail
☐2 Telephone
☐3 Fax
☐4 Online portal
☐5 E-mail (Please indicate your e-mail address):

☐6 In person from your Provider Representative
☐7 Other

G. Please indicate the number of insurance companies with which you or your practice participates.
☐1 3 or fewer
☐2 4 to 7
☐3 8 to 11
☐4 12 to 15
☐5 More than 15

Comparative Rating

This first question asks you to think about **Aetna Better Health of Louisiana** in comparison to all of the other health plans that you work with.

- 1A. How would you rate **Aetna Better Health of Louisiana** compared to all other health plans you contract with?

Well below average

Somewhat below average

Average

Somewhat above average

Well above average

Not applicable

☐1☐2☐3☐4☐5☐6

Finance Issues

These questions ask about Finance Issues.

Please rate **Aetna Better Health of Louisiana** in the following service areas when compared to your experience with other health plans you work with.

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

☐1☐2☐3☐4☐5☐6
- 2B. Accuracy of claims processing.

☐1☐2☐3☐4☐5☐6
- 2C. Timeliness of claims processing.

☐1☐2☐3☐4☐5☐6
- 2D. Resolution of claims payment problems or disputes.

☐1☐2☐3☐4☐5☐6

Utilization and Quality Management

These questions ask about Utilization and Quality Management.

Please rate **Aetna Better Health of Louisiana** in the following service areas when compared to your experience with other health plans you work with.

		Well below average	Somewhat below average	Average	Somewhat above average	Well above average	Not applicable
3A.	Access to knowledgeable UM staff.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
3B.	Procedures for obtaining pre-certification/referral/authorization information.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
3C.	Timeliness of obtaining pre-certification/referral/authorization information.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
3D.	The health plan's facilitation/support of appropriate clinical care for patients.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
3E.	Access to Case/Care Managers from this health plan.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
3F.	Degree to which the plan covers and encourages preventive care and wellness.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

Network/Coordination of Care

These questions ask about **Aetna Better Health of Louisiana's** network providers.

Please rate **Aetna Better Health of Louisiana** in the following service areas when compared to your experience with other health plans you work with.

4A.	The number of specialists in this health plan's provider network.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
4B.	The quality of specialists in this health plan's provider network.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
4C.	The timeliness of feedback/reports from specialists in this health plan's provider network.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

Health Plan Call Center Service Staff

These questions ask about your experiences when calling **Aetna Better Health of Louisiana's** call center.

Please rate **Aetna Better Health of Louisiana** in the following service areas when compared to your experience with other health plans you work with.

5A.	Ease of reaching health plan call center staff over the phone.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
5B.	Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
5C.	Helpfulness of health plan call center staff in obtaining referrals for patients in your care.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
5D.	Overall satisfaction with health plan's call center service.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

Provider Relations

These questions ask about your experiences with **Aetna Better Health of Louisiana's** Provider Relations department.

Please rate **Aetna Better Health of Louisiana** in the following service areas when compared to your experience with other health plans you work with.

		Well below average	Somewhat below average	Average	Somewhat above average	Well above average	Not applicable
6A.	Do you have a Provider Relations representative from this health plan assigned to your practice? <input type="checkbox"/> 1 Yes Go to Question 6B <input type="checkbox"/> 2 No Go to Question 6C						
6B.	Provider Relations representative's ability to answer questions and resolve problems.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
6C.	Quality of provider orientation process.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
6D.	Quality of written communications, policy bulletins, and manuals.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

Overall Satisfaction

These questions ask about your overall satisfaction with **Aetna Better Health of Louisiana**.

Additionally, please rate your satisfaction with the other plans listed and provide feedback on how **Aetna Better Health of Louisiana** can improve.

7A. Would you recommend **Aetna Better Health of Louisiana** to other physicians' practices?
☐1 Yes
☐2 No

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

7B.	Aetna Better Health of Louisiana	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
7C.	Amerigroup	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
7D.	Amerihealth Caritas	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
7E.	Louisiana Health Care Connections	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
7F.	United	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

8. What can **Aetna Better Health of Louisiana** do to improve its service to your organization?

Provider Portal

These questions ask about Aetna's Provider Portal. This is the secure site that you access with a username and password. Please rate Aetna in the following service areas when compared to your experience with other health plans you work with.

9A. Have you logged into and used the Aetna Provider Portal?
☐1 Yes **Go to Question 9B**
☐2 No **Thank you. Please return the completed survey in the postage-paid envelope.**

Thinking of your experiences with Aetna's Provider Portal, please rate your satisfaction with the following:

9B.	Finding information you needed regarding member eligibility.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
9C.	Finding information you needed regarding claim payments or remittance advices.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
9D.	Finding information you needed regarding the patient (member) Gaps in Care Report. <input type="checkbox"/> 1 Completely dissatisfied <input type="checkbox"/> 2 Somewhat dissatisfied <input type="checkbox"/> 3 Neither dissatisfied nor satisfied <input type="checkbox"/> 4 Somewhat satisfied <input type="checkbox"/> 5 Completely satisfied <input type="checkbox"/> 6 N/A because we are not a PCP (Primary Care Provider) practice and/or not yet available from my health plan					
9E.	The portal's prior authorization, requirement submissions, and confirmations functions.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
9F.	The portal's reporting functions.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

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 2016 Aetna Better Health of Louisiana survey tool includes four open-ended questions:

- ✓ QF. What is your preferred method of receiving communications from this health plan? E-mail address.
- ✓ Q8. What can Aetna Better Health of Louisiana do to improve its service to your organization?
- ✓ 9G. Are there any functions that you would like to see added to the Provider Portal?
- ✓ 9I. What can Aetna do to improve your experience with the Provider Portal?

Verbatim comments for open-ended questions are included within an Excel data file (9111975 Comments Report). To preserve confidentiality, these comments are separated into two tabs. The first tab of the Excel file includes response for QF and is indexed by the following database fields provided by Aetna Better Health of Louisiana:

- Provider NPI
- Title
- Practice Name

The second tab of the Excel file includes responses to Q8 and is indexed by the following key questions and demographics to provide more information about the individual respondent:

- ✓ Overall Satisfaction with Aetna (7B)
- ✓ 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)

13. *Banner Tables*

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

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

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

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

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

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

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

	AREA OF MEDICINE		
	Total	Primary Care	Specialty
	-----	-----	-----
	(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% C ⁵	53.1%

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

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

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

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

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

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Provider Satisfaction Survey (9111975)

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Page 1	A. Please indicate your area of medicine. (Mark all that apply)
Page 2	B. How many physicians are in your practice?
Page 3	C. How many years have you been in this practice?
Page 4	D. What portion of your managed care volume is represented by Aetna Better Health of Louisiana?
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 Aetna Better Health of Louisiana compared to all other health plans you contract with?
Page 9	2A. Consistency of reimbursement fees with your contract rates.
Page 10	2B. Accuracy of claims processing.
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Page 12	2D. Resolution of claims payment problems or disputes.
Page 13	3A. Access to knowledgeable UM staff.
Page 14	3B. Procedures for obtaining pre-certification/referral/authorization information.
Page 15	3C. Timeliness of obtaining pre-certification/referral/authorization information.
Page 16	3D. The health plan's facilitation/support of appropriate clinical care for patients.
Page 17	3E. Access to Case/Care Managers from this health plan.
Page 18	3F. Degree to which the plan covers and encourages preventive care and wellness.
Page 19	4A. The number of specialists in this health plan's provider network.
Page 20	4B. The quality of specialists in this health plan's provider network.
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Page 22	5A. Ease of reaching health plan call center staff over the phone.
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Page 24	5C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.
Page 25	5D. Overall satisfaction with health plan's call center service.
Page 26	6A. Do you have a Provider Relations representative from this health plan assigned to your practice?
Page 27	6B. Provider Relations representative's ability to answer questions and resolve problems.
Page 28	6C. Quality of provider orientation process.
Page 29	6D. Quality of written communications, policy bulletins, and manuals.
Page 30	7A. Would you recommend Aetna Better Health of Louisiana to other physicians' practices?
Page 31	7B. Please rate your overall satisfaction with Aetna Better Health of Louisiana.
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Page 35	7F. Please rate your overall satisfaction with United.
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Page 37	9B. Finding information you needed regarding member eligibility.
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Page 39	9D. Finding information you needed regarding the patient (member) Gaps in Care Report.
Page 40	9E. The portal's prior authorization, requirement submissions, and confirmations functions.
Page 41	9F. The portal's reporting functions.
Page 42	9H. What number would you use to rate your overall experience with the Provider Portal?

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Page 44	A. Please indicate your area of medicine. (Mark all that apply)
Page 45	B. How many physicians are in your practice?
Page 46	C. How many years have you been in this practice?
Page 47	D. What portion of your managed care volume is represented by Aetna Better Health of Louisiana?
Page 48	E. Please mark who is completing this survey. (Mark only one)
Page 49	F. What is your preferred method of receiving communications from this health plan?
Page 50	G. Please indicate the number of insurance companies with which you or your practice participates.
Page 51	1A. How would you rate Aetna Better Health of Louisiana compared to all other health plans you contract with?
Page 52	2A. Consistency of reimbursement fees with your contract rates.
Page 53	2B. Accuracy of claims processing.
Page 54	2C. Timeliness of claims processing.
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Page 59	3D. The health plan's facilitation/support of appropriate clinical care for patients.
Page 60	3E. Access to Case/Care Managers from this health plan.
Page 61	3F. Degree to which the plan covers and encourages preventive care and wellness.
Page 62	4A. The number of specialists in this health plan's provider network.
Page 63	4B. The quality of specialists in this health plan's provider network.
Page 64	4C. The timeliness of feedback/reports from specialists in this health plan's provider network.
Page 65	5A. Ease of reaching health plan call center staff over the phone.
Page 66	5B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).
Page 67	5C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.
Page 68	5D. Overall satisfaction with health plan's call center service.
Page 69	6A. Do you have a Provider Relations representative from this health plan assigned to your practice?
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Page 72	6D. Quality of written communications, policy bulletins, and manuals.
Page 73	7A. Would you recommend Aetna Better Health of Louisiana to other physicians' practices?
Page 74	7B. Please rate your overall satisfaction with Aetna Better Health of Louisiana.
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Page 83	9E. The portal's prior authorization, requirement submissions, and confirmations functions.
Page 84	9F. The portal's reporting functions.
Page 85	9H. What number would you use to rate your overall experience with the Provider Portal?

Aetna Better Health of Louisiana
Provider Satisfaction Survey (9111975)

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

	----- Area of -----			- Physicians in -				----- Years in ---			--- Managed Care ---			----- Survey Respondent -----			----- Insurance Participation -----					
	----- Medicine -----			----- Practice -----				----- Practice -----			----- Volume -----											
	Total Answering	Primry Care	Spclty	BH Clin.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/ Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+
Total Eligible	183	42	101	71	74	61	25	46	61	71	97	47	23	13	21	82	65	5	39	31	25	78
Total Valid Responses	214	64	136	102	88	75	29	58	75	77	114	60	26	14	22	102	74	8	50	35	26	92
Total Respondents	175	42	101	71	74	61	24	44	59	68	93	46	22	13	21	79	61	5	39	29	23	76
	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100.0%
Primary Care	42	42	13	9	17	15	5	12	12	17	16	20	4	5	-	20	16	1	2	9	6	23
	24.0%	100.0%	12.9%	12.7%	23.0%	24.6%	20.8%	27.3%	20.3%	25.0%	17.2%	43.5%	18.2%	38.5%		25.3%	26.2%	20.0%	5.1%	31.0%	26.1%	30.3%
Specialty	101	13	101	22	37	37	18	20	35	45	55	23	12	8	1	51	41	4	15	14	12	55
	57.7%	31.0%	100.0%	31.0%	50.0%	60.7%	75.0%	45.5%	59.3%	66.2%	59.1%	50.0%	54.5%	61.5%	4.8%	64.6%	67.2%	80.0%	38.5%	48.3%	52.2%	72.4%
Behavioral Health Clinician	71	9	22	71	34	23	6	26	28	15	43	17	10	1	21	31	17	3	33	12	8	14
	40.6%	21.4%	21.8%	100%	45.9%	37.7%	25.0%	59.1%	47.5%	22.1%	46.2%	37.0%	45.5%	7.7%	100.0%	39.2%	27.9%	60.0%	84.6%	41.4%	34.8%	18.4%

Aetna Better Health of Louisiana
Provider Satisfaction Survey (9111975)

B. How many physicians are in your practice?

	----- Area of -----			- Physicians in -				---- Years in ---			--- Managed Care ---			---- Survey Respondent ----				----- Insurance Participation -----				
	----- Medicine -----			--- Practice ---				--- Practice ---			----- Volume -----											
	Total Answering	Primry Care	Spclty	BH Clin.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/ Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	183	42	101	71	74	61	25	46	61	71	97	47	23	13	21	82	65	5	39	31	25	78
Total Answering	160	37	92	63	74	61	25	40	54	63	85	42	20	13	20	72	54	4	34	26	22	72
	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100.0%
No Answer	23	5	9	8	-	-	-	6	7	8	12	5	3	-	1	10	11	1	5	5	3	6
Solo	74	17	37	34	74	-	-	18	21	35	45	20	6	9	15	34	16	1	23	16	10	23
	46.3%	45.9%	40.2%	54.0%	100%			45.0%	38.9%	55.6%	52.9%	47.6%	30.0%	69.2%	75.0%	47.2%	29.6%	25.0%	67.6%	61.5%	45.5%	31.9%
				c					i		M			Q	PQ	Q			ruV	V		
2 - 5 physicians	61	15	37	23	-	61	-	13	24	23	28	17	11	1	4	32	23	1	9	8	11	31
	38.1%	40.5%	40.2%	36.5%		100%		32.5%	44.4%	36.5%	32.9%	40.5%	55.0%	7.7%	20.0%	44.4%	42.6%	25.0%	26.5%	30.8%	50.0%	43.1%
													k			NO	NO			s	s	
More than 5 physicians	25	5	18	6	-	-	25	9	9	5	12	5	3	3	1	6	15	2	2	2	1	18
	15.6%	13.5%	19.6%	9.5%			100%	22.5%	16.7%	7.9%	14.1%	11.9%	15.0%	23.1%	5.0%	8.3%	27.8%	50.0%	5.9%	7.7%	4.5%	25.0%
			d					J									OP	stu				STU

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 SPH Analytics
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2016

Aetna Better Health of Louisiana
Provider Satisfaction Survey (9111975)

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

	----- Area of -----			- Physicians in -				---- Years in ---			--- Managed Care ---			----- Survey Respondent ----			----- Insurance Participation -----					
	----- Medicine -----			--- Practice ---				--- Practice ---			----- Volume -----											
	Total Answering	Primry Care	Spclty	BH Clin.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/ Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	183	42	101	71	74	61	25	46	61	71	97	47	23	13	21	82	65	5	39	31	25	78
Total Answering	178	41	100	69	74	60	23	46	61	71	95	47	23	13	20	81	63	5	39	30	24	76
	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100.0%
No Answer	5	1	1	2	-	1	2	-	-	-	2	-	-	-	1	1	2	-	-	1	1	2
Less than 5 years	46	12	20	26	18	13	9	46	-	-	29	11	4	2	9	22	13	2	17	7	3	16
	25.8%	29.3%	20.0%	37.7%	24.3%	21.7%	39.1%	100%			30.5%	23.4%	17.4%	15.4%	45.0%	27.2%	20.6%	40.0%	43.6%	23.3%	12.5%	21.1%
				C											NQ				tUV			
5 - 15 years	61	12	35	28	21	24	9	-	61	-	34	14	10	3	8	28	22	-	12	10	11	28
	34.3%	29.3%	35.0%	40.6%	28.4%	40.0%	39.1%		100%		35.8%	29.8%	43.5%	23.1%	40.0%	34.6%	34.9%		30.8%	33.3%	45.8%	36.8%
16 years or more	71	17	45	15	35	23	5	-	-	71	32	22	9	8	3	31	28	3	10	13	10	32
	39.9%	41.5%	45.0%	21.7%	47.3%	38.3%	21.7%			100%	33.7%	46.8%	39.1%	61.5%	15.0%	38.3%	44.4%	60.0%	25.6%	43.3%	41.7%	42.1%
		D	D		G									O		O	O					s

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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Aetna Better Health of Louisiana
Provider Satisfaction Survey (9111975)

D. What portion of your managed care volume is represented by Aetna Better Health of Louisiana?

	Area of Medicine				Physicians in Practice				Years in Practice			Managed Care Volume			Survey Respondent			Insurance Participation				
	Total Answering	Primry Care	Spclty	BH Clin.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	183	42	101	71	74	61	25	46	61	71	97	47	23	13	21	82	65	5	39	31	25	78
Total Answering	167	40	90	70	71	56	20	44	58	63	97	47	23	11	20	79	56	4	39	28	25	71
	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100.0%
No Answer	16	2	11	1	3	5	5	2	3	8	-	-	-	2	1	3	9	1	-	3	-	7
None	5	-	1	4	4	-	-	2	2	1	5	-	-	-	3	-	2	-	3	-	1	1
	3.0%		1.1%	5.7%	5.6%			4.5%	3.4%	1.6%	5.2%				15.0%		3.6%		7.7%		4.0%	1.4%
10% or less	92	16	54	39	41	28	12	27	32	31	92	-	-	7	11	41	33	3	25	15	10	39
	55.1%	40.0%	60.0%	55.7%	57.7%	50.0%	60.0%	61.4%	55.2%	49.2%	94.8%			63.6%	55.0%	51.9%	58.9%	75.0%	64.1%	53.6%	40.0%	54.9%
			B																u			
11 - 20%	47	20	23	17	20	17	5	11	14	22	-	47	-	3	3	28	12	-	6	8	12	21
	28.1%	50.0%	25.6%	24.3%	28.2%	30.4%	25.0%	25.0%	24.1%	34.9%		100.0%		27.3%	15.0%	35.4%	21.4%		15.4%	28.6%	48.0%	29.6%
		CD														Oq				S		s
21 - 30%	14	2	7	5	2	8	2	3	5	6	-	-	14	-	2	5	7	1	3	3	1	6
	8.4%	5.0%	7.8%	7.1%	2.8%	14.3%	10.0%	6.8%	8.6%	9.5%			60.9%		10.0%	6.3%	12.5%	25.0%	7.7%	10.7%	4.0%	8.5%
						E																
31 - 50%	7	2	5	4	4	2	1	1	3	3	-	-	7	1	1	4	1	-	1	2	1	3
	4.2%	5.0%	5.6%	5.7%	5.6%	3.6%	5.0%	2.3%	5.2%	4.8%			30.4%	9.1%	5.0%	5.1%	1.8%		2.6%	7.1%	4.0%	4.2%
51 - 75%	2	-	-	1	-	1	-	-	2	-	-	-	2	-	-	1	1	-	1	-	-	1
	1.2%			1.4%		1.8%			3.4%				8.7%			1.3%	1.8%		2.6%			1.4%
76 - 100%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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.

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Aetna Better Health of Louisiana
Provider Satisfaction Survey (9111975)

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

	----- Area of -----			- Physicians in -				- Years in -				--- Managed Care ---			--- Survey Respondent ---			----- Insurance Participation -----				
	----- Medicine -----			--- Practice ---				--- Practice ---				----- Volume -----										
	Total Answering	Primry Care	Spclty	BH Clin.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys. Clin.	Behav. Hlth. Clin.	Office Mgr.	Nurse/ Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	183	42	101	71	74	61	25	46	61	71	97	47	23	13	21	82	65	5	39	31	25	78
Total Answering	181	41	101	70	74	60	25	46	61	70	97	46	23	13	21	82	65	5	39	31	25	77
	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100.0%
No Answer	2	1	-	1	-	1	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	1
Physician	13	5	8	1	9	1	3	2	3	8	7	3	1	13	-	-	-	-	2	2	3	5
	7.2%	12.2%	7.9%	1.4%	12.2%	1.7%	12.0%	4.3%	4.9%	11.4%	7.2%	6.5%	4.3%	100%					5.1%	6.5%	12.0%	6.5%
			D		D	F																
Behavioral Health Clinician	21	-	1	21	15	4	1	9	8	3	14	3	3	-	21	-	-	-	11	5	2	2
	11.6%		1.0%	30.0%	20.3%	6.7%	4.0%	19.6%	13.1%	4.3%	14.4%	6.5%	13.0%		100.0%				28.2%	16.1%	8.0%	2.6%
			C		FG			J	j										UV	V		
Office Manager	82	20	51	31	34	32	6	22	28	31	41	28	10	-	-	82	-	-	17	14	16	35
	45.3%	48.8%	50.5%	44.3%	45.9%	53.3%	24.0%	47.8%	45.9%	44.3%	42.3%	60.9%	43.5%			100.0%			43.6%	45.2%	64.0%	45.5%
					G	G						K									v	
Nurse	6	2	6	1	1	2	3	2	1	3	3	2	-	-	-	-	6	2	-	-	-	4
	3.3%	4.9%	5.9%	1.4%	1.4%	3.3%	12.0%	4.3%	1.6%	4.3%	3.1%	4.3%					9.2%	40.0%				5.2%
Other staff	59	14	35	16	15	21	12	11	21	25	32	10	9	-	-	-	59	3	9	10	4	31
	32.6%	34.1%	34.7%	22.9%	20.3%	35.0%	48.0%	23.9%	34.4%	35.7%	33.0%	21.7%	39.1%				90.8%	60.0%	23.1%	32.3%	16.0%	40.3%
			d			e	E											u				S

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

Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

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Presented by SPH Analytics

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Aetna Better Health of Louisiana
Provider Satisfaction Survey (9111975)

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

	----- Area of -----			- Physicians in -				- Years in -			--- Managed Care ---			---- Survey Respondent ----				----- Insurance Participation -----				
	----- Medicine -----			--- Practice ---				--- Practice ---			----- Volume -----			-----				-----				
	Total Answering	Primry Care	Spclty	BH Clin.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	183	42	101	71	74	61	25	46	61	71	97	47	23	13	21	82	65	5	39	31	25	78
Total Answering	168	39	95	64	66	56	25	42	55	67	93	40	21	12	17	75	64	5	35	28	21	75
	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100.0%
No Answer	15	3	6	7	8	5	-	4	6	4	4	7	2	1	4	7	1	-	4	3	4	3
Mail	63	17	34	20	28	18	8	13	20	30	32	15	9	11	8	19	25	1	13	9	8	28
	37.5%	43.6%	35.8%	31.3%	42.4%	32.1%	32.0%	31.0%	36.4%	44.8%	34.4%	37.5%	42.9%	91.7% OPQ	47.1% p	25.3%	39.1% p	20.0%	37.1%	32.1%	38.1%	37.3%
Telephone	5	-	4	1	4	1	-	1	-	4	3	2	-	-	-	2	3	-	2	-	1	2
	3.0%		4.2%	1.6%	6.1%	1.8%		2.4%		6.0%	3.2%	5.0%				2.7%	4.7%		5.7%		4.8%	2.7%
Fax	39	9	28	10	16	14	6	11	9	19	23	9	3	-	2	24	13	1	6	8	4	20
	23.2%	23.1%	29.5%	15.6%	24.2%	25.0%	24.0%	26.2%	16.4%	28.4%	24.7%	22.5%	14.3%		11.8%	32.0% O	20.3%	20.0%	17.1%	28.6%	19.0%	26.7%
Online portal	7	2	4	2	1	1	4	-	3	2	4	1	1	-	1	2	4	-	-	1	-	6
	4.2%	5.1%	4.2%	3.1%	1.5%	1.8%	16.0% ef		5.5%	3.0%	4.3%	2.5%	4.8%		5.9%	2.7%	6.3%			3.6%		8.0%
E-mail	49	9	22	29	16	19	7	15	22	11	29	12	6	1	6	24	18	3	14	8	6	18
	29.2%	23.1%	23.2%	45.3% BC	24.2%	33.9%	28.0%	35.7% J	40.0% J	16.4%	31.2%	30.0%	28.6%	8.3%	35.3% n	32.0% N	28.1% N	60.0%	40.0% v	28.6%	28.6%	24.0%
In person from your Provider Representative	3	2	2	-	1	2	-	1	1	1	-	1	2	-	-	3	-	-	-	1	1	1
	1.8%	5.1%	2.1%		1.5%	3.6%		2.4%	1.8%	1.5%		2.5%	9.5%			4.0%				3.6%	4.8%	1.3%
Other	2	-	1	2	-	1	-	1	-	-	2	-	-	-	-	1	1	-	-	1	1	-
	1.2%		1.1%	3.1%		1.8%		2.4%			2.2%					1.3%	1.6%			3.6%	4.8%	

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

Independent Z-Test for Percentages (unpooled proportions)

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770-978-3173

2016

Aetna Better Health of Louisiana
Provider Satisfaction Survey (9111975)

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

	Area of Medicine			Physicians in Practice				Years in Practice			Managed Care Volume			Survey Respondent			Insurance Participation					
	Total Answering	Primry Care	Spclty	BH Clin.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	183	42	101	71	74	61	25	46	61	71	97	47	23	13	21	82	65	5	39	31	25	78
Total Answering	178	41	100	70	73	60	25	45	61	68	97	47	23	12	20	82	63	5	39	31	25	78
	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100.0%
No Answer	5	1	1	1	1	1	-	1	-	3	-	-	-	1	1	-	2	-	-	-	-	-
3 or fewer	5	1	4	3	1	1	2	2	-	3	3	-	1	-	-	-	5	5	-	-	-	-
	2.8%	2.4%	4.0%	4.3%	1.4%	1.7%	8.0%	4.4%		4.4%	3.1%		4.3%				7.9%	100%				
4 to 7	39	2	15	33	23	9	2	17	12	10	28	6	5	2	11	17	9	-	39	-	-	-
	21.9%	4.9%	15.0%	47.1%	31.5%	15.0%	8.0%	37.8%	19.7%	14.7%	28.9%	12.8%	21.7%	16.7%	55.0%	20.7%	14.3%		100.0%			
			B	BC	FG			IJ			L				NPQ							
8 to 11	31	9	14	12	16	8	2	7	10	13	15	8	5	2	5	14	10	-	-	31	-	-
	17.4%	22.0%	14.0%	17.1%	21.9%	13.3%	8.0%	15.6%	16.4%	19.1%	15.5%	17.0%	21.7%	16.7%	25.0%	17.1%	15.9%			100.0%		
					g																	
12 to 15	25	6	12	8	10	11	1	3	11	10	11	12	2	3	2	16	4	-	-	-	25	-
	14.0%	14.6%	12.0%	11.4%	13.7%	18.3%	4.0%	6.7%	18.0%	14.7%	11.3%	25.5%	8.7%	25.0%	10.0%	19.5%	6.3%				100.0%	
					g	G			h			Km				Q						
More than 15	78	23	55	14	23	31	18	16	28	32	40	21	10	5	2	35	35	-	-	-	-	78
	43.8%	56.1%	55.0%	20.0%	31.5%	51.7%	72.0%	35.6%	45.9%	47.1%	41.2%	44.7%	43.5%	41.7%	10.0%	42.7%	55.6%					100.0%
		D	D			E	Ef							O		O	O					

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 SPH Analytics
770-978-3173
2016

Aetna Better Health of Louisiana
Provider Satisfaction Survey (9111975)

1A. How would you rate Aetna Better Health of Louisiana compared to all other health plans you contract with?

	----- Area of -----			- Physicians in -			---- Years in ---			--- Managed Care ---			---- Survey Respondent ----			----- Insurance Participation -----						
	----- Medicine -----			----- Practice -----			----- Practice -----			----- Volume -----												
Total Answering	Primry Care	Spclty	BH Clin.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/ Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	
Total	183	42	101	71	74	61	25	46	61	71	97	47	23	13	21	82	65	5	39	31	25	78
Total Answering	173	41	99	66	70	58	25	43	60	67	92	47	23	13	18	79	62	5	36	31	24	75
	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100.0%
No Answer	7	-	2	3	2	2	-	2	-	3	2	-	-	-	2	1	3	-	2	-	-	2
Well below average	15	5	7	4	9	5	1	2	8	5	8	5	1	3	3	3	6	-	2	4	2	7
	8.7%	12.2%	7.1%	6.1%	12.9%	8.6%	4.0%	4.7%	13.3%	7.5%	8.7%	10.6%	4.3%	23.1%	16.7%	3.8%	9.7%		5.6%	12.9%	8.3%	9.3%
Somewhat below average	19	7	9	9	6	6	5	6	5	8	10	7	1	2	3	8	5	-	4	3	2	10
	11.0%	17.1%	9.1%	13.6%	8.6%	10.3%	20.0%	14.0%	8.3%	11.9%	10.9%	14.9%	4.3%	15.4%	16.7%	10.1%	8.1%		11.1%	9.7%	8.3%	13.3%
Average	84	15	55	28	28	34	15	22	25	34	45	25	7	5	6	36	37	3	12	13	12	43
	48.6%	36.6%	55.6%	42.4%	40.0%	58.6%	60.0%	51.2%	41.7%	50.7%	48.9%	53.2%	30.4%	38.5%	33.3%	45.6%	59.7%	60.0%	33.3%	41.9%	50.0%	57.3%
			Bd			E	e			m	m					Op					S	
Somewhat above average	38	11	19	18	18	10	3	8	14	16	22	9	6	2	2	27	7	1	11	9	7	10
	22.0%	26.8%	19.2%	27.3%	25.7%	17.2%	12.0%	18.6%	23.3%	23.9%	23.9%	19.1%	26.1%	15.4%	11.1%	34.2%	11.3%	20.0%	30.6%	29.0%	29.2%	13.3%
			nOQ													nOQ			V	v		
Well above average	17	3	9	7	9	3	1	5	8	4	7	1	8	1	4	5	7	1	7	2	1	5
	9.8%	7.3%	9.1%	10.6%	12.9%	5.2%	4.0%	11.6%	13.3%	6.0%	7.6%	2.1%	34.8%	7.7%	22.2%	6.3%	11.3%	20.0%	19.4%	6.5%	4.2%	6.7%
													KL						Uv			
Not Applicable	3	1	-	2	2	1	-	1	1	1	3	-	-	-	1	2	-	-	1	-	1	1
Summary Rate - Well above average/Somewhat above average	55	14	28	25	27	13	4	13	22	20	29	10	14	3	6	32	14	2	18	11	8	15
	31.8%	34.1%	28.3%	37.9%	38.6%	22.4%	16.0%	30.2%	36.7%	29.9%	31.5%	21.3%	60.9%	23.1%	33.3%	40.5%	22.6%	40.0%	50.0%	35.5%	33.3%	20.0%
					FG								KL			Q			V			

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV
Independent Z-Test for Percentages (unpooled proportions)
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Presented by SPH Analytics
770-978-3173
2016

Aetna Better Health of Louisiana
Provider Satisfaction Survey (9111975)

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

	----- Area of -----				- Physicians in -				- Years in ---				--- Managed Care ---			--- Survey Respondent ---				----- Insurance Participation -----				
	----- Medicine -----				--- Practice ---				--- Practice ---				----- Volume -----											
	Total Answering	Primry Care	Spclty	BH Clin.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/ Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+		
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)		
Total	183	42	101	71	74	61	25	46	61	71	97	47	23	13	21	82	65	5	39	31	25	78		
Total Answering	151	37	79	62	65	48	19	40	52	57	82	42	23	10	18	73	49	3	32	27	22	65		
	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100.0%		
No Answer	20	4	15	6	4	9	5	2	7	8	7	4	-	2	1	5	11	2	2	3	1	10		
Well below average	5	3	-	3	1	4	-	1	3	1	2	3	-	-	-	2	2	-	1	1	-	3		
	3.3%	8.1%		4.8%	1.5%	8.3%		2.5%	5.8%	1.8%	2.4%	7.1%				2.7%	4.1%		3.1%	3.7%		4.6%		
Somewhat below average	15	4	8	7	10	2	2	3	7	5	9	6	-	1	3	6	5	-	3	4	3	5		
	9.9%	10.8%	10.1%	11.3%	15.4%	4.2%	10.5%	7.5%	13.5%	8.8%	11.0%	14.3%		10.0%	16.7%	8.2%	10.2%		9.4%	14.8%	13.6%	7.7%		
Average	83	19	48	29	26	33	15	23	23	35	49	21	11	8	6	38	31	2	14	10	15	41		
	55.0%	51.4%	60.8%	46.8%	40.0%	68.8%	78.9%	57.5%	44.2%	61.4%	59.8%	50.0%	47.8%	80.0%	33.3%	52.1%	63.3%	66.7%	43.8%	37.0%	68.2%	63.1%		
			d			E	E			i				OP			O			sT	sT			
Somewhat above average	30	5	14	15	15	8	1	8	13	9	14	8	7	-	6	19	5	1	7	9	2	11		
	19.9%	13.5%	17.7%	24.2%	23.1%	16.7%	5.3%	20.0%	25.0%	15.8%	17.1%	19.0%	30.4%		33.3%	26.0%	10.2%	33.3%	21.9%	33.3%	9.1%	16.9%		
				G											q	Q			U					
Well above average	18	6	9	8	13	1	1	5	6	7	8	4	5	1	3	8	6	-	7	3	2	5		
	11.9%	16.2%	11.4%	12.9%	20.0%	2.1%	5.3%	12.5%	11.5%	12.3%	9.8%	9.5%	21.7%	10.0%	16.7%	11.0%	12.2%		21.9%	11.1%	9.1%	7.7%		
					FG														v					
Not Applicable	12	1	7	3	5	4	1	4	2	6	8	1	-	1	2	4	5	-	5	1	2	3		
Summary Rate - Well above average/Somewhat above average	48	11	23	23	28	9	2	13	19	16	22	12	12	1	9	27	11	1	14	12	4	16		
	31.8%	29.7%	29.1%	37.1%	43.1%	18.8%	10.5%	32.5%	36.5%	28.1%	26.8%	28.6%	52.2%	10.0%	50.0%	37.0%	22.4%	33.3%	43.8%	44.4%	18.2%	24.6%		
					FG								K1		NQ	Nq			Uv	Uv				

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

Independent Z-Test for Percentages (unpooled proportions)

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Presented by SPH Analytics

770-978-3173

2016

Aetna Better Health of Louisiana
Provider Satisfaction Survey (9111975)

2B. Accuracy of claims processing.

	----- Area of -----			- Physicians in -				- Years in -			--- Managed Care ---			---- Survey Respondent ----				----- Insurance Participation -----				
	----- Medicine -----			----- Practice -----				----- Practice -----			----- Volume -----			-----				-----				
	Total Answering	Primry Care	Spclty	BH Clin.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	183	42	101	71	74	61	25	46	61	71	97	47	23	13	21	82	65	5	39	31	25	78
Total Answering	149	35	80	62	64	48	19	39	51	57	81	41	22	10	18	72	48	3	32	26	20	66
	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100.0%
No Answer	21	5	14	6	4	9	5	2	8	9	8	5	-	2	1	6	11	2	2	3	3	9
Well below average	6	2	3	3	1	4	-	1	3	2	5	1	-	1	-	3	2	-	-	-	2	4
	4.0%	5.7%	3.8%	4.8%	1.6%	8.3%		2.6%	5.9%	3.5%	6.2%	2.4%		10.0%		4.2%	4.2%				10.0%	6.1%
Somewhat below average	13	3	4	8	8	2	1	1	7	4	7	5	1	-	5	4	3	-	3	5	2	3
	8.7%	8.6%	5.0%	12.9%	12.5%	4.2%	5.3%	2.6%	13.7%	7.0%	8.6%	12.2%	4.5%		27.8%	5.6%	6.3%		9.4%	19.2%	10.0%	4.5%
					f				H						Pq					v		
Average	71	16	43	24	25	29	14	22	18	30	38	23	9	6	3	35	27	2	11	7	11	39
	47.7%	45.7%	53.8%	38.7%	39.1%	60.4%	73.7%	56.4%	35.3%	52.6%	46.9%	56.1%	40.9%	60.0%	16.7%	48.6%	56.3%	66.7%	34.4%	26.9%	55.0%	59.1%
			d			E	E	I		i				O		O	O			T	ST	
Somewhat above average	42	8	22	20	18	13	3	11	17	14	24	7	8	2	7	23	10	1	12	11	3	15
	28.2%	22.9%	27.5%	32.3%	28.1%	27.1%	15.8%	28.2%	33.3%	24.6%	29.6%	17.1%	36.4%	20.0%	38.9%	31.9%	20.8%	33.3%	37.5%	42.3%	15.0%	22.7%
																		u	Uv			
Well above average	17	6	8	7	12	-	1	4	6	7	7	5	4	1	3	7	6	-	6	3	2	5
	11.4%	17.1%	10.0%	11.3%	18.8%		5.3%	10.3%	11.8%	12.3%	8.6%	12.2%	18.2%	10.0%	16.7%	9.7%	12.5%		18.8%	11.5%	10.0%	7.6%
					g																	
Not Applicable	13	2	7	3	6	4	1	5	2	5	8	1	1	1	2	4	6	-	5	2	2	3
Summary Rate - Well above average/Somewhat above average	59	14	30	27	30	13	4	15	23	21	31	12	12	3	10	30	16	1	18	14	5	20
	39.6%	40.0%	37.5%	43.5%	46.9%	27.1%	21.1%	38.5%	45.1%	36.8%	38.3%	29.3%	54.5%	30.0%	55.6%	41.7%	33.3%	33.3%	56.3%	53.8%	25.0%	30.3%
					FG								L					UV	UV			

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

Independent Z-Test for Percentages (unpooled proportions)

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Presented by SPH Analytics

770-978-3173

2016

Aetna Better Health of Louisiana
Provider Satisfaction Survey (9111975)

2C. Timeliness of claims processing.

	----- Area of -----			- Physicians in -				- Years in -			--- Managed Care ---			---- Survey Respondent ----				----- Insurance Participation -----				
	----- Medicine -----			----- Practice -----				----- Practice -----			----- Volume -----			-----				-----				
	Total Answering	Primry Care	Spclty	BH Clin.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	183	42	101	71	74	61	25	46	61	71	97	47	23	13	21	82	65	5	39	31	25	78
Total Answering	148	36	79	61	65	46	19	40	51	55	81	41	22	10	18	72	47	2	32	27	20	65
	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100.0%
No Answer	22	5	14	7	4	10	5	2	8	10	8	5	1	2	1	6	12	3	2	3	3	9
Well below average	5	-	2	4	2	2	-	-	3	2	4	-	1	-	2	2	1	-	-	2	-	3
	3.4%		2.5%	6.6%	3.1%	4.3%			5.9%	3.6%	4.9%		4.5%		11.1%	2.8%	2.1%			7.4%		4.6%
Somewhat below average	16	7	4	8	7	4	3	4	7	4	7	8	-	2	3	4	6	-	4	3	4	5
	10.8%	19.4%	5.1%	13.1%	10.8%	8.7%	15.8%	10.0%	13.7%	7.3%	8.6%	19.5%		20.0%	16.7%	5.6%	12.8%		12.5%	11.1%	20.0%	7.7%
			C																			
Average	70	16	45	23	26	27	14	21	19	29	40	19	10	6	4	34	26	1	10	10	9	39
	47.3%	44.4%	57.0%	37.7%	40.0%	58.7%	73.7%	52.5%	37.3%	52.7%	49.4%	46.3%	45.5%	60.0%	22.2%	47.2%	55.3%	50.0%	31.3%	37.0%	45.0%	60.0%
			D			E	E							O	O	O	O				ST	
Somewhat above average	38	8	18	19	19	11	1	10	17	11	21	10	6	1	7	24	6	1	12	9	4	12
	25.7%	22.2%	22.8%	31.1%	29.2%	23.9%	5.3%	25.0%	33.3%	20.0%	25.9%	24.4%	27.3%	10.0%	38.9%	33.3%	12.8%	50.0%	37.5%	33.3%	20.0%	18.5%
					G	G									nQ	nQ			v			
Well above average	19	5	10	7	11	2	1	5	5	9	9	4	5	1	2	8	8	-	6	3	3	6
	12.8%	13.9%	12.7%	11.5%	16.9%	4.3%	5.3%	12.5%	9.8%	16.4%	11.1%	9.8%	22.7%	10.0%	11.1%	11.1%	17.0%		18.8%	11.1%	15.0%	9.2%
					Fg																	
Not Applicable	13	1	8	3	5	5	1	4	2	6	8	1	-	1	2	4	6	-	5	1	2	4
Summary Rate - Well above average/Somewhat above average	57	13	28	26	30	13	2	15	22	20	30	14	11	2	9	32	14	1	18	12	7	18
	38.5%	36.1%	35.4%	42.6%	46.2%	28.3%	10.5%	37.5%	43.1%	36.4%	37.0%	34.1%	50.0%	20.0%	50.0%	44.4%	29.8%	50.0%	56.3%	44.4%	35.0%	27.7%
					FG	g									n	nq			V			

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV
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770-978-3173
2016

Aetna Better Health of Louisiana
Provider Satisfaction Survey (9111975)

2D. Resolution of claims payment problems or disputes.

	----- Area of -----			- Physicians in -			- Years in -			--- Managed Care ---			--- Survey Respondent ---			----- Insurance Participation -----						
	----- Medicine -----			--- Practice ---			--- Practice ---			--- Volume ---												
	Total Answering	Primry Care	Spclty	BH Clin.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/ Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	183	42	101	71	74	61	25	46	61	71	97	47	23	13	21	82	65	5	39	31	25	78
Total Answering	137	34	76	54	58	44	18	37	46	51	69	41	22	9	12	70	45	3	28	24	20	60
	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100.0%
No Answer	21	4	14	7	4	8	6	2	8	9	9	4	-	2	1	5	12	2	3	3	3	8
Well below average	13	4	6	6	3	6	1	1	7	5	7	5	1	-	2	6	5	-	-	3	2	8
	9.5%	11.8%	7.9%	11.1%	5.2%	13.6%	5.6%	2.7%	15.2%	9.8%	10.1%	12.2%	4.5%		16.7%	8.6%	11.1%			12.5%	10.0%	13.3%
									H													
Somewhat below average	18	6	8	8	11	3	4	5	6	5	10	7	-	3	2	6	7	-	3	4	4	7
	13.1%	17.6%	10.5%	14.8%	19.0%	6.8%	22.2%	13.5%	13.0%	9.8%	14.5%	17.1%		33.3%	16.7%	8.6%	15.6%		10.7%	16.7%	20.0%	11.7%
					f																	
Average	60	14	39	21	18	27	11	20	17	22	29	19	10	5	4	30	20	2	9	7	10	31
	43.8%	41.2%	51.3%	38.9%	31.0%	61.4%	61.1%	54.1%	37.0%	43.1%	42.0%	46.3%	45.5%	55.6%	33.3%	42.9%	44.4%	66.7%	32.1%	29.2%	50.0%	51.7%
						E	E															sT
Somewhat above average	27	4	12	13	15	7	1	6	11	10	13	6	7	-	2	19	6	1	10	7	2	7
	19.7%	11.8%	15.8%	24.1%	25.9%	15.9%	5.6%	16.2%	23.9%	19.6%	18.8%	14.6%	31.8%		16.7%	27.1%	13.3%	33.3%	35.7%	29.2%	10.0%	11.7%
					G											q			uv			
Well above average	19	6	11	6	11	1	1	5	5	9	10	4	4	1	2	9	7	-	6	3	2	7
	13.9%	17.6%	14.5%	11.1%	19.0%	2.3%	5.6%	13.5%	10.9%	17.6%	14.5%	9.8%	18.2%	11.1%	16.7%	12.9%	15.6%		21.4%	12.5%	10.0%	11.7%
					Fg																	
Not Applicable	25	4	11	10	12	9	1	7	7	11	19	2	1	2	8	7	8	-	8	4	2	10
Summary Rate - Well above average/Somewhat above average	46	10	23	19	26	8	2	11	16	19	23	10	11	1	4	28	13	1	16	10	4	14
	33.6%	29.4%	30.3%	35.2%	44.8%	18.2%	11.1%	29.7%	34.8%	37.3%	33.3%	24.4%	50.0%	11.1%	33.3%	40.0%	28.9%	33.3%	57.1%	41.7%	20.0%	23.3%
					FG								L			N			UV			

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

Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

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

Presented by SPH Analytics
770-978-3173
2016

Aetna Better Health of Louisiana
Provider Satisfaction Survey (9111975)

3A. Access to knowledgeable UM staff.

	----- Area of -----			----- Physicians in -----				----- Years in -----			----- Managed Care -----			----- Survey Respondent -----			----- Insurance Participation -----					
	----- Medicine -----			----- Practice -----				----- Practice -----			----- Volume -----											
	Total Answering	Primry Care	Spclty	BH Clin.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	183	42	101	71	74	61	25	46	61	71	97	47	23	13	21	82	65	5	39	31	25	78
Total Answering	136	32	76	53	53	45	18	35	48	49	70	39	20	8	13	63	50	4	27	26	20	56
	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100.0%
No Answer	24	7	15	4	7	10	5	3	7	13	8	7	1	2	1	10	11	-	1	3	2	16
Well below average	3	2	-	2	1	2	-	-	1	2	1	1	1	-	1	-	1	-	-	1	-	2
	2.2%	6.3%		3.8%	1.9%	4.4%			2.1%	4.1%	1.4%	2.6%	5.0%		7.7%		2.0%			3.8%		3.6%
Somewhat below average	14	3	5	6	4	5	3	3	5	5	8	5	1	2	3	3	6	1	2	3	2	6
	10.3%	9.4%	6.6%	11.3%	7.5%	11.1%	16.7%	8.6%	10.4%	10.2%	11.4%	12.8%	5.0%	25.0%	23.1%	4.8%	12.0%	25.0%	7.4%	11.5%	10.0%	10.7%
Average	79	18	52	25	29	27	13	22	27	28	40	24	9	4	5	39	31	2	10	13	13	39
	58.1%	56.3%	68.4%	47.2%	54.7%	60.0%	72.2%	62.9%	56.3%	57.1%	57.1%	61.5%	45.0%	50.0%	38.5%	61.9%	62.0%	50.0%	37.0%	50.0%	65.0%	69.6%
				D																S	St	
Somewhat above average	26	7	12	13	12	9	1	7	9	10	16	4	6	1	2	14	9	-	10	6	3	7
	19.1%	21.9%	15.8%	24.5%	22.6%	20.0%	5.6%	20.0%	18.8%	20.4%	22.9%	10.3%	30.0%	12.5%	15.4%	22.2%	18.0%		37.0%	23.1%	15.0%	12.5%
					G	g					1		1						uV			
Well above average	14	2	7	7	7	2	1	3	6	4	5	5	3	1	2	7	3	1	5	3	2	2
	10.3%	6.3%	9.2%	13.2%	13.2%	4.4%	5.6%	8.6%	12.5%	8.2%	7.1%	12.8%	15.0%	12.5%	15.4%	11.1%	6.0%	25.0%	18.5%	11.5%	10.0%	3.6%
																		v				
Not Applicable	23	3	10	14	14	6	2	8	6	9	19	1	2	3	7	9	4	1	11	2	3	6
Summary Rate - Well above average/Somewhat above average	40	9	19	20	19	11	2	10	15	14	21	9	9	2	4	21	12	1	15	9	5	9
	29.4%	28.1%	25.0%	37.7%	35.8%	24.4%	11.1%	28.6%	31.3%	28.6%	30.0%	23.1%	45.0%	25.0%	30.8%	33.3%	24.0%	25.0%	55.6%	34.6%	25.0%	16.1%
					G								1					UV	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 SPH Analytics

770-978-3173

2016

Aetna Better Health of Louisiana
Provider Satisfaction Survey (9111975)

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

	----- Area of -----			- Physicians in -				- Years in ---			--- Managed Care ---			--- Survey Respondent ---				----- Insurance Participation -----				
	----- Medicine -----			--- Practice ---				--- Practice ---			--- Volume ---			-----				-----				
	Total Answering	Primry Care	Spclty	BH Clin.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	183	42	101	71	74	61	25	46	61	71	97	47	23	13	21	82	65	5	39	31	25	78
Total Answering	142	33	80	56	58	49	16	37	48	54	75	42	20	10	14	66	50	4	29	25	20	61
	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100.0%
No Answer	21	6	13	4	6	7	6	3	7	9	6	5	1	2	1	7	11	1	2	3	2	11
Well below average	14	7	6	5	5	6	2	2	7	5	6	7	1	2	1	2	8	-	2	3	1	8
	9.9%	21.2%	7.5%	8.9%	8.6%	12.2%	12.5%	5.4%	14.6%	9.3%	8.0%	16.7%	5.0%	20.0%	7.1%	3.0%	16.0%		6.9%	12.0%	5.0%	13.1%
			c														P					
Somewhat below average	10	3	4	4	2	3	4	3	5	1	4	4	1	2	1	5	2	-	2	2	-	6
	7.0%	9.1%	5.0%	7.1%	3.4%	6.1%	25.0%	8.1%	10.4%	1.9%	5.3%	9.5%	5.0%	20.0%	7.1%	7.6%	4.0%		6.9%	8.0%		9.8%
							ef		j													
Average	65	14	42	22	25	27	6	18	18	28	38	18	7	5	5	33	22	2	8	10	13	30
	45.8%	42.4%	52.5%	39.3%	43.1%	55.1%	37.5%	48.6%	37.5%	51.9%	50.7%	42.9%	35.0%	50.0%	35.7%	50.0%	44.0%	50.0%	27.6%	40.0%	65.0%	49.2%
																				St		S
Somewhat above average	31	6	17	14	15	9	3	10	9	12	16	9	5	-	3	16	12	1	9	7	4	10
	21.8%	18.2%	21.3%	25.0%	25.9%	18.4%	18.8%	27.0%	18.8%	22.2%	21.3%	21.4%	25.0%		21.4%	24.2%	24.0%	25.0%	31.0%	28.0%	20.0%	16.4%
Well above average	22	3	11	11	11	4	1	4	9	8	11	4	6	1	4	10	6	1	8	3	2	7
	15.5%	9.1%	13.8%	19.6%	19.0%	8.2%	6.3%	10.8%	18.8%	14.8%	14.7%	9.5%	30.0%	10.0%	28.6%	15.2%	12.0%	25.0%	27.6%	12.0%	10.0%	11.5%
						f							1						uv			
Not Applicable	20	3	8	11	10	5	3	6	6	8	16	-	2	1	6	9	4	-	8	3	3	6
Summary Rate - Well above average/Somewhat above average	53	9	28	25	26	13	4	14	18	20	27	13	11	1	7	26	18	2	17	10	6	17
	37.3%	27.3%	35.0%	44.6%	44.8%	26.5%	25.0%	37.8%	37.5%	37.0%	36.0%	31.0%	55.0%	10.0%	50.0%	39.4%	36.0%	50.0%	58.6%	40.0%	30.0%	27.9%
				b	F								1		N	N	N		UV			

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

Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

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Presented by SPH Analytics

770-978-3173

2016

Aetna Better Health of Louisiana
Provider Satisfaction Survey (9111975)

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

	----- Area of -----			- Physicians in -				---- Years in ---				--- Managed Care ---			----- Survey Respondent -----				----- Insurance Participation -----				
	----- Medicine -----			--- Practice ---				--- Practice ---				----- Volume -----											
	Total Answering	Primry Care	Spclty	BH Clin.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/ Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	
Total	183	42	101	71	74	61	25	46	61	71	97	47	23	13	21	82	65	5	39	31	25	78	
Total Answering	141	32	81	55	57	49	16	37	47	54	74	42	20	11	13	65	50	4	29	23	20	62	
	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100.0%	
No Answer	20	7	11	4	6	7	5	3	7	8	6	5	1	1	1	8	10	-	2	4	2	10	
Well below average	10	5	3	3	6	3	1	3	4	3	5	4	1	3	1	1	4	-	1	2	1	6	
	7.1%	15.6%	3.7%	5.5%	10.5%	6.1%	6.3%	8.1%	8.5%	5.6%	6.8%	9.5%	5.0%	27.3%	7.7%	1.5%	8.0%		3.4%	8.7%	5.0%	9.7%	
			c											p									
Somewhat below average	12	6	7	4	-	3	6	2	7	2	4	6	1	1	1	6	4	-	2	2	-	8	
	8.5%	18.8%	8.6%	7.3%		6.1%	37.5%	5.4%	14.9%	3.7%	5.4%	14.3%	5.0%	9.1%	7.7%	9.2%	8.0%		6.9%	8.7%		12.9%	
							F		j														
Average	72	14	49	25	27	31	5	19	19	33	40	22	8	5	5	36	26	3	8	11	13	35	
	51.1%	43.8%	60.5%	45.5%	47.4%	63.3%	31.3%	51.4%	40.4%	61.1%	54.1%	52.4%	40.0%	45.5%	38.5%	55.4%	52.0%	75.0%	27.6%	47.8%	65.0%	56.5%	
			d			eG				I								s		S		S	
Somewhat above average	24	3	12	12	14	6	3	9	5	10	15	4	4	1	2	10	11	-	10	4	3	7	
	17.0%	9.4%	14.8%	21.8%	24.6%	12.2%	18.8%	24.3%	10.6%	18.5%	20.3%	9.5%	20.0%	9.1%	15.4%	15.4%	22.0%		34.5%	17.4%	15.0%	11.3%	
					f					1									V				
Well above average	23	4	10	11	10	6	1	4	12	6	10	6	6	1	4	12	5	1	8	4	3	6	
	16.3%	12.5%	12.3%	20.0%	17.5%	12.2%	6.3%	10.8%	25.5%	11.1%	13.5%	14.3%	30.0%	9.1%	30.8%	18.5%	10.0%	25.0%	27.6%	17.4%	15.0%	9.7%	
								hJ										V					
Not Applicable	22	3	9	12	11	5	4	6	7	9	17	-	2	1	7	9	5	1	8	4	3	6	
Summary Rate - Well above average/Somewhat above average	47	7	22	23	24	12	4	13	17	16	25	10	10	2	6	22	16	1	18	8	6	13	
	33.3%	21.9%	27.2%	41.8%	42.1%	24.5%	25.0%	35.1%	36.2%	29.6%	33.8%	23.8%	50.0%	18.2%	46.2%	33.8%	32.0%	25.0%	62.1%	34.8%	30.0%	21.0%	
				Bc	F								L						TUV				

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

Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

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770-978-3173

2016

Aetna Better Health of Louisiana
Provider Satisfaction Survey (9111975)

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

	----- Area of -----			- Physicians in -			---- Years in ---			--- Managed Care ---			----- Survey Respondent -----			----- Insurance Participation -----						
	----- Medicine -----			----- Practice -----			----- Practice -----			----- Volume -----												
	Total Answering	Primry Care	Spclty	BH Clin.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/ Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	183	42	101	71	74	61	25	46	61	71	97	47	23	13	21	82	65	5	39	31	25	78
Total Answering	139	31	76	57	57	46	17	39	48	49	73	40	20	9	17	64	47	4	27	25	20	60
	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100.0%
No Answer	24	8	14	5	7	9	6	4	7	11	5	7	3	1	1	9	13	1	2	5	2	12
Well below average	8	4	2	3	3	4	1	1	3	4	2	4	1	1	1	2	3	-	-	2	1	5
	5.8%	12.9%	2.6%	5.3%	5.3%	8.7%	5.9%	2.6%	6.3%	8.2%	2.7%	10.0%	5.0%	11.1%	5.9%	3.1%	6.4%			8.0%	5.0%	8.3%
Somewhat below average	9	3	6	2	3	2	2	2	3	3	5	4	-	1	1	5	2	-	2	2	-	5
	6.5%	9.7%	7.9%	3.5%	5.3%	4.3%	11.8%	5.1%	6.3%	6.1%	6.8%	10.0%		11.1%	5.9%	7.8%	4.3%		7.4%	8.0%		8.3%
Average	76	15	46	27	28	28	11	25	23	27	43	20	9	6	9	32	29	2	8	14	12	38
	54.7%	48.4%	60.5%	47.4%	49.1%	60.9%	64.7%	64.1%	47.9%	55.1%	58.9%	50.0%	45.0%	66.7%	52.9%	50.0%	61.7%	50.0%	29.6%	56.0% S	60.0% S	63.3% S
Somewhat above average	25	5	12	16	12	8	2	6	11	8	15	7	3	-	3	14	8	1	10	4	5	5
	18.0%	16.1%	15.8%	28.1% c	21.1%	17.4%	11.8%	15.4%	22.9%	16.3%	20.5%	17.5%	15.0%		17.6%	21.9%	17.0%	25.0%	37.0% tv	16.0%	25.0%	8.3%
Well above average	21	4	10	9	11	4	1	5	8	7	8	5	7	1	3	11	5	1	7	3	2	7
	15.1%	12.9%	13.2%	15.8%	19.3% g	8.7%	5.9%	12.8%	16.7%	14.3%	11.0%	12.5%	35.0% K1	11.1%	17.6%	17.2%	10.6%	25.0%	25.9%	12.0%	10.0%	11.7%
Not Applicable	20	3	11	9	10	6	2	3	6	11	19	-	-	3	3	9	5	-	10	1	3	6
Summary Rate - Well above average/Somewhat above average	46	9	22	25	23	12	3	11	19	15	23	12	10	1	6	25	13	2	17	7	7	12
	33.1%	29.0%	28.9%	43.9% c	40.4% G	26.1%	17.6%	28.2%	39.6%	30.6%	31.5%	30.0%	50.0%	11.1%	35.3%	39.1% N	27.7%	50.0%	63.0% TUV	28.0%	35.0%	20.0%

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 SPH Analytics
770-978-3173
2016

Aetna Better Health of Louisiana
Provider Satisfaction Survey (9111975)

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

	----- Area of -----				- Physicians in -				- Years in -				--- Managed Care ---				---- Survey Respondent ----				----- Insurance Participation -----			
	----- Medicine -----				----- Practice -----				----- Practice -----				----- Volume -----											
Total Answering	Primry Care	Spclty	BH Clin.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+			
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)			
Total	183	42	101	71	74	61	25	46	61	71	97	47	23	13	21	82	65	5	39	31	25	78		
Total Answering	137	32	75	56	58	45	15	36	48	50	76	37	19	8	17	64	46	4	27	27	20	56		
	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100.0%		
No Answer	25	8	14	5	6	9	7	6	7	10	7	7	2	2	1	8	14	1	2	4	2	14		
Well below average	8	4	2	3	4	3	1	1	3	4	3	4	1	1	2	1	3	-	1	2	1	4		
	5.8%	12.5%	2.7%	5.4%	6.9%	6.7%	6.7%	2.8%	6.3%	8.0%	3.9%	10.8%	5.3%	12.5%	11.8%	1.6%	6.5%		3.7%	7.4%	5.0%	7.1%		
Somewhat below average	16	6	7	5	5	6	3	3	6	6	12	3	1	2	1	6	7	-	3	2	1	10		
	11.7%	18.8%	9.3%	8.9%	8.6%	13.3%	20.0%	8.3%	12.5%	12.0%	15.8%	8.1%	5.3%	25.0%	5.9%	9.4%	15.2%		11.1%	7.4%	5.0%	17.9%		
Average	70	13	46	24	28	25	8	23	21	25	39	19	8	4	9	33	24	2	9	15	11	31		
	51.1%	40.6%	61.3%	42.9%	48.3%	55.6%	53.3%	63.9%	43.8%	50.0%	51.3%	51.4%	42.1%	50.0%	52.9%	51.6%	52.2%	50.0%	33.3%	55.6%	55.0%	55.4%		
Somewhat above average	28	4	12	18	12	11	1	4	13	11	16	7	5	-	3	17	8	-	10	5	5	8		
	20.4%	12.5%	16.0%	32.1%	20.7%	24.4%	6.7%	11.1%	27.1%	22.0%	21.1%	18.9%	26.3%		17.6%	26.6%	17.4%		37.0%	18.5%	25.0%	14.3%		
Well above average	15	5	8	6	9	-	2	5	5	4	6	4	4	1	2	7	4	2	4	3	2	3		
	10.9%	15.6%	10.7%	10.7%	15.5%		13.3%	13.9%	10.4%	8.0%	7.9%	10.8%	21.1%	12.5%	11.8%	10.9%	8.7%	50.0%	14.8%	11.1%	10.0%	5.4%		
Not Applicable	21	2	12	10	10	7	3	4	6	11	14	3	2	3	3	10	5	-	10	-	3	8		
Summary Rate - Well above average/Somewhat above average	43	9	20	24	21	11	3	9	18	15	22	11	9	1	5	24	12	2	14	8	7	11		
	31.4%	28.1%	26.7%	42.9%	36.2%	24.4%	20.0%	25.0%	37.5%	30.0%	28.9%	29.7%	47.4%	12.5%	29.4%	37.5%	26.1%	50.0%	51.9%	29.6%	35.0%	19.6%		

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 SPH Analytics

770-978-3173

2016

Aetna Better Health of Louisiana
Provider Satisfaction Survey (9111975)

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

	----- Area of -----			----- Physicians in -----				----- Years in -----				----- Managed Care -----			----- Survey Respondent -----			----- Insurance Participation -----				
	----- Medicine -----			----- Practice -----				----- Practice -----				----- Volume -----			-----			-----				
	Total Answering	Primry Care	Spclty	BH Clin.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/ Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	183	42	101	71	74	61	25	46	61	71	97	47	23	13	21	82	65	5	39	31	25	78
Total Answering	129	33	69	55	50	44	17	37	42	47	64	40	19	8	15	60	44	4	28	24	18	52
	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100.0%
No Answer	26	7	16	5	9	8	6	6	8	10	9	5	3	2	1	10	13	1	2	5	2	14
Well below average	6	4	2	-	2	1	3	2	2	2	3	2	-	2	-	-	4	-	-	1	-	5
	4.7%	12.1%	2.9%		4.0%	2.3%	17.6%	5.4%	4.8%	4.3%	4.7%	5.0%		25.0%			9.1%			4.2%		9.6%
Somewhat below average	10	5	5	4	3	3	2	1	3	5	4	6	-	-	1	4	4	-	2	3	1	4
	7.8%	15.2%	7.2%	7.3%	6.0%	6.8%	11.8%	2.7%	7.1%	10.6%	6.3%	15.0%			6.7%	6.7%	9.1%		7.1%	12.5%	5.6%	7.7%
Average	63	16	38	25	23	26	10	22	19	22	33	19	9	5	7	30	21	2	10	10	10	29
	48.8%	48.5%	55.1%	45.5%	46.0%	59.1%	58.8%	59.5%	45.2%	46.8%	51.6%	47.5%	47.4%	62.5%	46.7%	50.0%	47.7%	50.0%	35.7%	41.7%	55.6%	55.8%
																						s
Somewhat above average	28	5	15	16	13	9	1	7	9	12	14	9	3	-	4	14	10	1	9	6	4	8
	21.7%	15.2%	21.7%	29.1%	26.0%	20.5%	5.9%	18.9%	21.4%	25.5%	21.9%	22.5%	15.8%		26.7%	23.3%	22.7%	25.0%	32.1%	25.0%	22.2%	15.4%
					G	g													v			
Well above average	22	3	9	10	9	5	1	5	9	6	10	4	7	1	3	12	5	1	7	4	3	6
	17.1%	9.1%	13.0%	18.2%	18.0%	11.4%	5.9%	13.5%	21.4%	12.8%	15.6%	10.0%	36.8%	12.5%	20.0%	20.0%	11.4%	25.0%	25.0%	16.7%	16.7%	11.5%
													kL									
Not Applicable	28	2	16	11	15	9	2	3	11	14	24	2	1	3	5	12	8	-	9	2	5	12
Summary Rate - Well above average/Somewhat above average	50	8	24	26	22	14	2	12	18	18	24	13	10	1	7	26	15	2	16	10	7	14
	38.8%	24.2%	34.8%	47.3%	44.0%	31.8%	11.8%	32.4%	42.9%	38.3%	37.5%	32.5%	52.6%	12.5%	46.7%	43.3%	34.1%	50.0%	57.1%	41.7%	38.9%	26.9%
				B	G	g									N	N			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 SPH Analytics
770-978-3173
2016

Aetna Better Health of Louisiana
Provider Satisfaction Survey (9111975)

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

	----- Area of -----			- Physicians in -				- Years in -			--- Managed Care ---			---- Survey Respondent ----				----- Insurance Participation -----				
	----- Medicine -----			--- Practice ---				--- Practice ---			----- Volume -----			-----				-----				
	Total Answering	Primry Care	Spclty	BH Clin.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	183	42	101	71	74	61	25	46	61	71	97	47	23	13	21	82	65	5	39	31	25	78
Total Answering	127	31	67	51	57	40	14	35	47	42	68	36	18	12	16	55	42	4	25	23	17	55
	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100.0%
No Answer	31	9	19	9	7	13	7	4	10	15	14	7	2	1	1	13	16	-	5	6	2	16
Well below average	11	8	4	2	6	3	1	3	3	5	5	6	-	3	-	1	6	-	1	3	-	7
	8.7%	25.8%	6.0%	3.9%	10.5%	7.5%	7.1%	8.6%	6.4%	11.9%	7.4%	16.7%		25.0%		1.8%	14.3%		4.0%	13.0%		12.7%
			CD											P			P					
Somewhat below average	14	5	9	2	2	8	2	2	5	6	4	7	3	2	1	5	6	-	-	2	5	7
	11.0%	16.1%	13.4%	3.9%	3.5%	20.0%	14.3%	5.7%	10.6%	14.3%	5.9%	19.4%	16.7%	16.7%	6.3%	9.1%	14.3%			8.7%	29.4%	12.7%
			d			E						k								t		
Average	67	13	38	27	32	22	7	20	27	20	43	13	7	6	11	30	20	3	13	12	7	30
	52.8%	41.9%	56.7%	52.9%	56.1%	55.0%	50.0%	57.1%	57.4%	47.6%	63.2%	36.1%	38.9%	50.0%	68.8%	54.5%	47.6%	75.0%	52.0%	52.2%	41.2%	54.5%
											Im											
Somewhat above average	20	2	9	13	9	5	3	6	6	7	10	6	4	-	3	12	5	-	5	4	4	7
	15.7%	6.5%	13.4%	25.5%	15.8%	12.5%	21.4%	17.1%	12.8%	16.7%	14.7%	16.7%	22.2%		18.8%	21.8%	11.9%		20.0%	17.4%	23.5%	12.7%
				B																		
Well above average	15	3	7	7	8	2	1	4	6	4	6	4	4	1	1	7	5	1	6	2	1	4
	11.8%	9.7%	10.4%	13.7%	14.0%	5.0%	7.1%	11.4%	12.8%	9.5%	8.8%	11.1%	22.2%	8.3%	6.3%	12.7%	11.9%	25.0%	24.0%	8.7%	5.9%	7.3%
																		uv				
Not Applicable	25	2	15	11	10	8	4	7	4	14	15	4	3	-	4	14	7	1	9	2	6	7
Summary Rate - Well above average/Somewhat above average	35	5	16	20	17	7	4	10	12	11	16	10	8	1	4	19	10	1	11	6	5	11
	27.6%	16.1%	23.9%	39.2%	29.8%	17.5%	28.6%	28.6%	25.5%	26.2%	23.5%	27.8%	44.4%	8.3%	25.0%	34.5%	23.8%	25.0%	44.0%	26.1%	29.4%	20.0%
				Bc												N		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.

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Presented by SPH Analytics

770-978-3173

2016

Aetna Better Health of Louisiana
Provider Satisfaction Survey (9111975)

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

	----- Area of -----			- Physicians in -				- Years in -				--- Managed Care ---			---- Survey Respondent ----				----- Insurance Participation -----				
	----- Medicine -----			--- Practice ---				--- Practice ---				----- Volume -----			-----				-----				
	Total Answering	Primry Care	Spclty	BH Clin.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/ Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	
Total	183	42	101	71	74	61	25	46	61	71	97	47	23	13	21	82	65	5	39	31	25	78	
Total Answering	124	30	65	50	51	40	16	36	44	41	66	36	17	10	16	55	41	4	24	22	18	53	
	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100.0%	
No Answer	30	9	18	9	9	12	6	3	12	14	14	7	2	1	1	12	16	-	4	6	2	16	
Well below average	6	5	1	2	3	2	1	1	2	3	1	5	-	1	1	-	3	-	1	2	-	3	
	4.8%	16.7%	1.5%	4.0%	5.9%	5.0%	6.3%	2.8%	4.5%	7.3%	1.5%	13.9%		10.0%	6.3%		7.3%		4.2%	9.1%		5.7%	
		Cd										K											
Somewhat below average	12	4	5	2	2	5	3	3	3	4	5	3	3	2	1	3	6	-	-	1	2	9	
	9.7%	13.3%	7.7%	4.0%	3.9%	12.5%	18.8%	8.3%	6.8%	9.8%	7.6%	8.3%	17.6%	20.0%	6.3%	5.5%	14.6%			4.5%	11.1%	17.0%	
																					t		
Average	61	15	34	26	28	20	6	20	23	18	39	15	5	5	10	27	19	3	9	12	10	26	
	49.2%	50.0%	52.3%	52.0%	54.9%	50.0%	37.5%	55.6%	52.3%	43.9%	59.1%	41.7%	29.4%	50.0%	62.5%	49.1%	46.3%	75.0%	37.5%	54.5%	55.6%	49.1%	
											1M												
Somewhat above average	26	3	15	12	8	9	5	8	8	10	13	7	5	1	2	16	7	-	8	5	3	9	
	21.0%	10.0%	23.1%	24.0%	15.7%	22.5%	31.3%	22.2%	18.2%	24.4%	19.7%	19.4%	29.4%	10.0%	12.5%	29.1%	17.1%		33.3%	22.7%	16.7%	17.0%	
			b	b												n							
Well above average	19	3	10	8	10	4	1	4	8	6	8	6	4	1	2	9	6	1	6	2	3	6	
	15.3%	10.0%	15.4%	16.0%	19.6%	10.0%	6.3%	11.1%	18.2%	14.6%	12.1%	16.7%	23.5%	10.0%	12.5%	16.4%	14.6%	25.0%	25.0%	9.1%	16.7%	11.3%	
Not Applicable	29	3	18	12	14	9	3	7	5	16	17	4	4	2	4	15	8	1	11	3	5	9	
Summary Rate - Well above average/Somewhat above average	45	6	25	20	18	13	6	12	16	16	21	13	9	2	4	25	13	1	14	7	6	15	
	36.3%	20.0%	38.5%	40.0%	35.3%	32.5%	37.5%	33.3%	36.4%	39.0%	31.8%	36.1%	52.9%	20.0%	25.0%	45.5%	31.7%	25.0%	58.3%	31.8%	33.3%	28.3%	
			b	B												n			tuV				

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

Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

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770-978-3173

2016

Aetna Better Health of Louisiana
Provider Satisfaction Survey (9111975)

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

	----- Area of -----				- Physicians in -			---- Years in ---			--- Managed Care ---			---- Survey Respondent ----			----- Insurance Participation -----						
	----- Medicine -----				--- Practice ---			---- Practice ----			----- Volume -----				Behav. Hlth. Clin.	Office Mgr.	Nurse/ Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+	
	Total Answering	Primry Care	Spclty	BH Clin.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)										
Total	183	42	101	71	74	61	25	46	61	71	97	47	23	13	21	82	65	5	39	31	25	78	
Total Answering	121	29	62	51	52	40	13	34	45	40	65	34	17	10	16	53	40	3	24	23	16	52	
	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100.0%	
No Answer	28	9	17	6	8	11	6	3	11	13	12	7	2	1	1	10	16	-	4	5	2	15	
Well below average	6	4	1	2	4	1	1	1	2	3	1	5	-	1	1	-	3	-	1	2	1	2	
	5.0%	13.8%	1.6%	3.9%	7.7%	2.5%	7.7%	2.9%	4.4%	7.5%	1.5%	14.7%		10.0%	6.3%		7.5%		4.2%	8.7%	6.3%	3.8%	
			c									K											
Somewhat below average	8	3	4	2	1	4	1	2	1	4	4	2	2	-	1	3	4	1	-	1	2	4	
	6.6%	10.3%	6.5%	3.9%	1.9%	10.0%	7.7%	5.9%	2.2%	10.0%	6.2%	5.9%	11.8%		6.3%	5.7%	10.0%	33.3%		4.3%	12.5%	7.7%	
Average	71	18	40	29	29	25	10	22	28	21	42	19	7	7	9	31	24	1	10	12	9	38	
	58.7%	62.1%	64.5%	56.9%	55.8%	62.5%	76.9%	64.7%	62.2%	52.5%	64.6%	55.9%	41.2%	70.0%	56.3%	58.5%	60.0%	33.3%	41.7%	52.2%	56.3%	73.1%	
											m										St		
Somewhat above average	20	1	8	13	7	10	-	6	9	5	12	3	5	-	4	13	3	-	9	6	3	2	
	16.5%	3.4%	12.9%	25.5%	13.5%	25.0%		17.6%	20.0%	12.5%	18.5%	8.8%	29.4%		25.0%	24.5%	7.5%		37.5%	26.1%	18.8%	3.8%	
			b	Bc									1			Q			V	V			
Well above average	16	3	9	5	11	-	1	3	5	7	6	5	3	2	1	6	6	1	4	2	1	6	
	13.2%	10.3%	14.5%	9.8%	21.2%		7.7%	8.8%	11.1%	17.5%	9.2%	14.7%	17.6%	20.0%	6.3%	11.3%	15.0%	33.3%	16.7%	8.7%	6.3%	11.5%	
Not Applicable	34	4	22	14	14	10	6	9	5	18	20	6	4	2	4	19	9	2	11	3	7	11	
Summary Rate - Well above average/Somewhat above average	36	4	17	18	18	10	1	9	14	12	18	8	8	2	5	19	9	1	13	8	4	8	
	29.8%	13.8%	27.4%	35.3%	34.6%	25.0%	7.7%	26.5%	31.1%	30.0%	27.7%	23.5%	47.1%	20.0%	31.3%	35.8%	22.5%	33.3%	54.2%	34.8%	25.0%	15.4%	
				B	G	g							1						UV	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 SPH Analytics

770-978-3173

2016

Aetna Better Health of Louisiana
Provider Satisfaction Survey (9111975)

5A. Ease of reaching health plan call center staff over the phone.

	----- Area of -----				- Physicians in -				---- Years in ---				--- Managed Care ---				---- Survey Respondent ----				----- Insurance Participation -----				
	----- Medicine -----				--- Practice ---				---- Practice ---				----- Volume -----												
	Total Answering	Primry Care	Spclty	BH Clin.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+			
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)			
Total	183	42	101	71	74	61	25	46	61	71	97	47	23	13	21	82	65	5	39	31	25	78			
Total Answering	145	33	77	63	59	49	18	40	49	53	79	42	17	8	17	66	52	5	35	25	20	57			
	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100.0%			
No Answer	26	6	19	4	9	9	5	3	9	13	8	5	5	2	1	10	13	-	2	5	3	14			
Well below average	15	9	3	5	6	5	3	6	4	4	8	5	1	2	2	5	5	1	3	4	-	7			
	10.3%	27.3%	3.9%	7.9%	10.2%	10.2%	16.7%	15.0%	8.2%	7.5%	10.1%	11.9%	5.9%	25.0%	11.8%	7.6%	9.6%	20.0%	8.6%	16.0%		12.3%			
		CD																							
Somewhat below average	6	3	5	1	1	1	3	3	1	2	5	1	-	-	-	4	2	-	1	1	-	4			
	4.1%	9.1%	6.5%	1.6%	1.7%	2.0%	16.7%	7.5%	2.0%	3.8%	6.3%	2.4%				6.1%	3.8%		2.9%	4.0%		7.0%			
							e																		
Average	71	13	41	29	28	27	8	20	26	24	37	22	7	5	9	30	27	2	13	11	12	31			
	49.0%	39.4%	53.2%	46.0%	47.5%	55.1%	44.4%	50.0%	53.1%	45.3%	46.8%	52.4%	41.2%	62.5%	52.9%	45.5%	51.9%	40.0%	37.1%	44.0%	60.0%	54.4%			
																					s				
Somewhat above average	35	6	19	19	12	15	3	6	14	15	20	9	6	-	4	19	12	1	10	7	6	11			
	24.1%	18.2%	24.7%	30.2%	20.3%	30.6%	16.7%	15.0%	28.6%	28.3%	25.3%	21.4%	35.3%		23.5%	28.8%	23.1%	20.0%	28.6%	28.0%	30.0%	19.3%			
Well above average	18	2	9	9	12	1	1	5	4	8	9	5	3	1	2	8	6	1	8	2	2	4			
	12.4%	6.1%	11.7%	14.3%	20.3%	2.0%	5.6%	12.5%	8.2%	15.1%	11.4%	11.9%	17.6%	12.5%	11.8%	12.1%	11.5%	20.0%	22.9%	8.0%	10.0%	7.0%			
							FG												tV						
Not Applicable	12	3	5	4	6	3	2	3	3	5	10	-	1	3	3	6	-	-	2	1	2	7			
Summary Rate - Well above average/Somewhat above average	53	8	28	28	24	16	4	11	18	23	29	14	9	1	6	27	18	2	18	9	8	15			
	36.6%	24.2%	36.4%	44.4%	40.7%	32.7%	22.2%	27.5%	36.7%	43.4%	36.7%	33.3%	52.9%	12.5%	35.3%	40.9%	34.6%	40.0%	51.4%	36.0%	40.0%	26.3%			
							B									N	n		V						

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

Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

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Presented by SPH Analytics

770-978-3173

2016

Aetna Better Health of Louisiana
Provider Satisfaction Survey (9111975)

5B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).

	----- Area of Medicine -----			----- Physicians in Practice -----				----- Years in Practice -----				----- Managed Care Volume -----			----- Survey Respondent -----				----- Insurance Participation -----				
	Total Answering	Primry Care	Spclty	BH Clin.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/ Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	
Total	183	42	101	71	74	61	25	46	61	71	97	47	23	13	21	82	65	5	39	31	25	78	
Total Answering	146	35	77	60	62	49	16	39	50	53	80	42	18	9	17	69	49	3	32	26	21	61	
	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100.0%	
No Answer	26	6	18	6	8	9	5	4	9	12	9	5	4	2	1	9	14	1	3	4	3	13	
Well below average	6	4	1	2	2	4	-	2	2	2	3	3	-	1	-	2	2	-	1	1	-	4	
	4.1%	11.4%	1.3%	3.3%	3.2%	8.2%		5.1%	4.0%	3.8%	3.8%	7.1%		11.1%		2.9%	4.1%		3.1%	3.8%		6.6%	
			c																				
Somewhat below average	5	1	1	2	2	1	2	3	2	-	3	2	-	2	1	2	-	-	1	1	1	2	
	3.4%	2.9%	1.3%	3.3%	3.2%	2.0%	12.5%	7.7%	4.0%		3.8%	4.8%		22.2%	5.9%	2.9%			3.1%	3.8%	4.8%	3.3%	
Average	78	19	46	28	34	28	10	21	26	28	45	20	9	5	9	34	30	1	14	14	10	38	
	53.4%	54.3%	59.7%	46.7%	54.8%	57.1%	62.5%	53.8%	52.0%	52.8%	56.3%	47.6%	50.0%	55.6%	52.9%	49.3%	61.2%	33.3%	43.8%	53.8%	47.6%	62.3%	
																					s		
Somewhat above average	27	4	14	14	9	13	1	6	11	10	13	9	5	-	4	17	6	-	8	5	8	6	
	18.5%	11.4%	18.2%	23.3%	14.5%	26.5%	6.3%	15.4%	22.0%	18.9%	16.3%	21.4%	27.8%		23.5%	24.6%	12.2%		25.0%	19.2%	38.1%	9.8%	
						G										q			v		V		
Well above average	30	7	15	14	15	3	3	7	9	13	16	8	4	1	3	14	11	2	8	5	2	11	
	20.5%	20.0%	19.5%	23.3%	24.2%	6.1%	18.8%	17.9%	18.0%	24.5%	20.0%	19.0%	22.2%	11.1%	17.6%	20.3%	22.4%	66.7%	25.0%	19.2%	9.5%	18.0%	
					F													tUv					
Not Applicable	11	1	6	5	4	3	4	3	2	6	8	-	1	2	3	4	2	1	4	1	1	4	
Summary Rate - Well above average/Somewhat above average	57	11	29	28	24	16	4	13	20	23	29	17	9	1	7	31	17	2	16	10	10	17	
	39.0%	31.4%	37.7%	46.7%	38.7%	32.7%	25.0%	33.3%	40.0%	43.4%	36.3%	40.5%	50.0%	11.1%	41.2%	44.9%	34.7%	66.7%	50.0%	38.5%	47.6%	27.9%	
														n	n	N	n	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.

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Presented by SPH Analytics

770-978-3173

2016

Aetna Better Health of Louisiana
Provider Satisfaction Survey (9111975)

5C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.

	----- Area of -----			- Physicians in -				---- Years in ---			--- Managed Care ---			----- Survey Respondent -----			----- Insurance Participation -----					
	----- Medicine -----			--- Practice ---				----- Practice -----			----- Volume -----			-----			-----					
	Total Answering	Primry Care	Spclty	BH Clin.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/ Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	183	42	101	71	74	61	25	46	61	71	97	47	23	13	21	82	65	5	39	31	25	78
Total Answering	132	34	69	54	53	47	15	35	46	47	69	39	17	8	15	62	45	4	27	23	19	55
	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100.0%
No Answer	23	6	17	3	8	7	5	3	8	11	7	5	4	2	-	8	13	-	2	4	3	13
Well below average	8	4	1	4	4	3	1	3	3	2	4	3	1	2	1	2	2	-	2	2	-	4
	6.1%	11.8%	1.4%	7.4%	7.5%	6.4%	6.7%	8.6%	6.5%	4.3%	5.8%	7.7%	5.9%	25.0%	6.7%	3.2%	4.4%		7.4%	8.7%		7.3%
			c																			
Somewhat below average	4	3	1	3	-	1	3	1	1	1	1	3	-	-	1	1	2	-	-	1	-	3
	3.0%	8.8%	1.4%	5.6%		2.1%	20.0%	2.9%	2.2%	2.1%	1.4%	7.7%			6.7%	1.6%	4.4%			4.3%		5.5%
							f															
Average	68	18	42	20	26	27	7	21	22	23	37	19	8	5	6	33	24	2	8	12	12	33
	51.5%	52.9%	60.9%	37.0%	49.1%	57.4%	46.7%	60.0%	47.8%	48.9%	53.6%	48.7%	47.1%	62.5%	40.0%	53.2%	53.3%	50.0%	29.6%	52.2%	63.2%	60.0%
																				s	s	s
			D																			
Somewhat above average	34	6	16	18	12	15	2	5	14	15	17	10	5	-	5	18	11	-	11	5	6	10
	25.8%	17.6%	23.2%	33.3%	22.6%	31.9%	13.3%	14.3%	30.4%	31.9%	24.6%	25.6%	29.4%		33.3%	29.0%	24.4%		40.7%	21.7%	31.6%	18.2%
				b		g			h	h									v			
Well above average	18	3	9	9	11	1	2	5	6	6	10	4	3	1	2	8	6	2	6	3	1	5
	13.6%	8.8%	13.0%	16.7%	20.8%	2.1%	13.3%	14.3%	13.0%	12.8%	14.5%	10.3%	17.6%	12.5%	13.3%	12.9%	13.3%	50.0%	22.2%	13.0%	5.3%	9.1%
					F													u	u			
Not Applicable	28	2	15	14	13	7	5	8	7	13	21	3	2	3	6	12	7	1	10	4	3	10
Summary Rate - Well above average/Somewhat above average	52	9	25	27	23	16	4	10	20	21	27	14	8	1	7	26	17	2	17	8	7	15
	39.4%	26.5%	36.2%	50.0%	43.4%	34.0%	26.7%	28.6%	43.5%	44.7%	39.1%	35.9%	47.1%	12.5%	46.7%	41.9%	37.8%	50.0%	63.0%	34.8%	36.8%	27.3%
					B										N	N	n		TuV			

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

Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

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Presented by SPH Analytics

770-978-3173

2016

Aetna Better Health of Louisiana
Provider Satisfaction Survey (9111975)

5D. Overall satisfaction with health plan's call center service.

	----- Area of -----			- Physicians in -				- Years in -			--- Managed Care ---			---- Survey Respondent ----				----- Insurance Participation -----				
	----- Medicine -----			--- Practice ---				--- Practice ---			----- Volume -----			-----				-----				
	Total Answering	Primry Care	Spclty	BH Clin.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/ Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	183	42	101	71	74	61	25	46	61	71	97	47	23	13	21	82	65	5	39	31	25	78
Total Answering	147	33	77	64	61	49	17	40	51	52	79	42	18	8	18	69	50	5	34	26	21	57
	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100.0%
No Answer	26	7	19	3	8	10	5	3	8	14	10	5	4	2	-	10	14	-	3	4	3	15
Well below average	12	5	2	6	5	5	2	3	4	4	5	5	1	2	4	2	3	-	2	3	1	5
	8.2%	15.2%	2.6%	9.4%	8.2%	10.2%	11.8%	7.5%	7.8%	7.7%	6.3%	11.9%	5.6%	25.0%	22.2%	2.9%	6.0%		5.9%	11.5%	4.8%	8.8%
			c	c											p							
Somewhat below average	4	2	2	1	2	-	1	1	2	1	3	1	-	-	1	3	-	-	-	3	-	1
	2.7%	6.1%	2.6%	1.6%	3.3%		5.9%	2.5%	3.9%	1.9%	3.8%	2.4%			5.6%	4.3%				11.5%		1.8%
Average	74	14	47	27	28	28	10	24	23	25	41	22	6	4	6	34	30	3	13	11	13	33
	50.3%	42.4%	61.0%	42.2%	45.9%	57.1%	58.8%	60.0%	45.1%	48.1%	51.9%	52.4%	33.3%	50.0%	33.3%	49.3%	60.0%	60.0%	38.2%	42.3%	61.9%	57.9%
			bD														O			s	s	
Somewhat above average	32	7	13	19	11	14	2	5	13	14	18	8	5	1	5	16	10	-	10	5	5	11
	21.8%	21.2%	16.9%	29.7%	18.0%	28.6%	11.8%	12.5%	25.5%	26.9%	22.8%	19.0%	27.8%	12.5%	27.8%	23.2%	20.0%		29.4%	19.2%	23.8%	19.3%
			c		g					h												
Well above average	25	5	13	11	15	2	2	7	9	8	12	6	6	1	2	14	7	2	9	4	2	7
	17.0%	15.2%	16.9%	17.2%	24.6%	4.1%	11.8%	17.5%	17.6%	15.4%	15.2%	14.3%	33.3%	12.5%	11.1%	20.3%	14.0%	40.0%	26.5%	15.4%	9.5%	12.3%
					f													u				
Not Applicable	10	2	5	4	5	2	3	3	2	5	8	-	1	3	3	3	1	-	2	1	1	6
Summary Rate - Well above average/Somewhat above average	57	12	26	30	26	16	4	12	22	22	30	14	11	2	7	30	17	2	19	9	7	18
	38.8%	36.4%	33.8%	46.9%	42.6%	32.7%	23.5%	30.0%	43.1%	42.3%	38.0%	33.3%	61.1%	25.0%	38.9%	43.5%	34.0%	40.0%	55.9%	34.6%	33.3%	31.6%
													kL						tuV			

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

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Presented by SPH Analytics
770-978-3173
2016

Aetna Better Health of Louisiana
Provider Satisfaction Survey (9111975)

6A. Do you have a Provider Relations representative from this health plan assigned to your practice?

	----- Area of -----			- Physicians in -				---- Years in ---			--- Managed Care ---			---- Survey Respondent ----				----- Insurance Participation -----				
	----- Medicine -----			--- Practice ---				----- Practice -----			----- Volume -----			-----				-----				
Total	Primry	BH												Behav.		Nurse/						
Answering	Care	Spclty	Clin.	Solo	2-5	>5	<5	5-15	16		0-10%	11-20%	21-100%	Phys.	Hlth.	Office	Other	3 or	4 to	8 to	12 to	15+
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	183	42	101	71	74	61	25	46	61	71	97	47	23	13	21	82	65	5	39	31	25	78
Total Answering	132	31	67	59	60	42	14	37	42	52	77	38	13	8	17	63	44	5	32	22	17	55
	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100.0%
No Answer	51	11	34	12	14	19	11	9	19	19	20	9	10	5	4	19	21	-	7	9	8	23
Yes	70	19	27	41	30	24	6	23	25	21	37	23	8	1	7	37	25	3	19	13	12	23
	53.0%	61.3%	40.3%	69.5%	50.0%	57.1%	42.9%	62.2%	59.5%	40.4%	48.1%	60.5%	61.5%	12.5%	41.2%	58.7%	56.8%	60.0%	59.4%	59.1%	70.6%	41.8%
		C		C				J	j						n	N	N				V	
No	62	12	40	18	30	18	8	14	17	31	40	15	5	7	10	26	19	2	13	9	5	32
	47.0%	38.7%	59.7%	30.5%	50.0%	42.9%	57.1%	37.8%	40.5%	59.6%	51.9%	39.5%	38.5%	87.5%	58.8%	41.3%	43.2%	40.0%	40.6%	40.9%	29.4%	58.2%
			BD						Hi					oPQ							U	
Summary Rate - Yes	70	19	27	41	30	24	6	23	25	21	37	23	8	1	7	37	25	3	19	13	12	23
	53.0%	61.3%	40.3%	69.5%	50.0%	57.1%	42.9%	62.2%	59.5%	40.4%	48.1%	60.5%	61.5%	12.5%	41.2%	58.7%	56.8%	60.0%	59.4%	59.1%	70.6%	41.8%
		C		C				J	j						n	N	N				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 SPH Analytics
770-978-3173
2016

Aetna Better Health of Louisiana
Provider Satisfaction Survey (9111975)

6B. Provider Relations representative's ability to answer questions and resolve problems.

	----- Area of -----			- Physicians in -			- Years in -			--- Managed Care ---			--- Survey Respondent ---			----- Insurance Participation -----						
	----- Medicine -----			--- Practice ---			--- Practice ---			--- Volume ---												
	Total Answering	Primry Care	Spclty	BH Clin.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/ Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	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	19	27	41	30	24	6	23	25	21	37	23	8	1	7	37	25	3	19	13	12	23
Total Answering	67	18	26	39	29	22	6	22	24	20	35	22	8	1	7	36	23	3	18	13	11	22
	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100.0%
No Answer	2	1	1	1	-	2	-	1	1	-	1	1	-	-	-	1	1	-	1	-	1	-
Well below average	6	4	2	-	3	3	-	2	1	3	4	2	-	-	-	1	5	-	-	1	-	5
	9.0%	22.2%	7.7%		10.3%	13.6%		9.1%	4.2%	15.0%	11.4%	9.1%				2.8%	21.7% P			7.7%		22.7%
Somewhat below average	9	2	4	6	3	2	2	2	3	4	5	4	-	-	-	4	5	-	3	1	2	3
	13.4%	11.1%	15.4%	15.4%	10.3%	9.1%	33.3%	9.1%	12.5%	20.0%	14.3%	18.2%				11.1%	21.7%		16.7%	7.7%	18.2%	13.6%
Average	24	4	8	14	13	6	3	8	7	8	14	6	3	1	6	10	7	2	5	7	4	6
	35.8%	22.2%	30.8%	35.9%	44.8%	27.3%	50.0%	36.4%	29.2%	40.0%	40.0%	27.3%	37.5%	100% PQ	85.7% PQ	27.8%	30.4%	66.7%	27.8%	53.8%	36.4%	27.3%
Somewhat above average	17	5	8	10	7	6	1	6	8	3	8	6	2	-	1	11	5	1	4	3	3	6
	25.4%	27.8%	30.8%	25.6%	24.1%	27.3%	16.7%	27.3%	33.3%	15.0%	22.9%	27.3%	25.0%		14.3%	30.6%	21.7%	33.3%	22.2%	23.1%	27.3%	27.3%
Well above average	11	3	4	9	3	5	-	4	5	2	4	4	3	-	-	10	1	-	6	1	2	2
	16.4%	16.7%	15.4%	23.1%	10.3%	22.7%		18.2%	20.8%	10.0%	11.4%	18.2%	37.5%			27.8% Q	4.3%		33.3% tv	7.7%	18.2%	9.1%
Not Applicable	1	-	-	1	1	-	-	-	-	1	1	-	-	-	-	-	1	-	-	-	-	1
Summary Rate - Well above average/Somewhat above average	28	8	12	19	10	11	1	10	13	5	12	10	5	-	1	21	6	1	10	4	5	8
	41.8%	44.4%	46.2%	48.7%	34.5%	50.0% g	16.7%	45.5%	54.2% J	25.0%	34.3%	45.5%	62.5%		14.3%	58.3% OQ	26.1%	33.3%	55.6%	30.8%	45.5%	36.4%

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 SPH Analytics
770-978-3173
2016

Aetna Better Health of Louisiana
Provider Satisfaction Survey (9111975)

6C. Quality of provider orientation process.

	----- Area of -----			- Physicians in -				- Years in -			--- Managed Care ---			---- Survey Respondent ----				----- Insurance Participation -----				
	----- Medicine -----			--- Practice ---				--- Practice ---			----- Volume -----			-----				-----				
	Total Answering	Primry Care	Spclty	BH Clin.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	183	42	101	71	74	61	25	46	61	71	97	47	23	13	21	82	65	5	39	31	25	78
Total Answering	109	25	56	51	43	38	13	37	34	35	58	33	13	4	15	50	38	3	28	18	14	44
	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100.0%
No Answer	42	11	27	9	15	14	7	5	18	17	21	6	5	3	1	17	21	1	5	5	7	21
Well below average	16	8	4	7	5	7	3	5	7	3	11	4	1	1	3	5	6	-	3	4	-	9
	14.7%	32.0%	7.1%	13.7%	11.6%	18.4%	23.1%	13.5%	20.6%	8.6%	19.0%	12.1%	7.7%	25.0%	20.0%	10.0%	15.8%		10.7%	22.2%		20.5%
Somewhat below average	12	1	6	5	3	5	2	2	2	8	8	2	1	-	2	5	5	-	5	1	1	5
	11.0%	4.0%	10.7%	9.8%	7.0%	13.2%	15.4%	5.4%	5.9%	22.9%	13.8%	6.1%	7.7%		13.3%	10.0%	13.2%		17.9%	5.6%	7.1%	11.4%
Average	55	11	32	24	22	22	5	20	15	19	29	20	4	3	8	26	18	1	9	10	11	23
	50.5%	44.0%	57.1%	47.1%	51.2%	57.9%	38.5%	54.1%	44.1%	54.3%	50.0%	60.6%	30.8%	75.0%	53.3%	52.0%	47.4%	33.3%	32.1%	55.6%	78.6%	52.3%
Somewhat above average	14	2	10	7	8	3	1	6	3	5	8	4	1	-	1	8	5	1	5	2	2	4
	12.8%	8.0%	17.9%	13.7%	18.6%	7.9%	7.7%	16.2%	8.8%	14.3%	13.8%	12.1%	7.7%		6.7%	16.0%	13.2%	33.3%	17.9%	11.1%	14.3%	9.1%
Well above average	12	3	4	8	5	1	2	4	7	-	2	3	6	-	1	6	4	1	6	1	-	3
	11.0%	12.0%	7.1%	15.7%	11.6%	2.6%	15.4%	10.8%	20.6%		3.4%	9.1%	46.2%		6.7%	12.0%	10.5%	33.3%	21.4%	5.6%		6.8%
Not Applicable	32	6	18	11	16	9	5	4	9	19	18	8	5	6	5	15	6	1	6	8	4	13
Summary Rate - Well above average/Somewhat above average	26	5	14	15	13	4	3	10	10	5	10	7	7	-	2	14	9	2	11	3	2	7
	23.9%	20.0%	25.0%	29.4%	30.2%	10.5%	23.1%	27.0%	29.4%	14.3%	17.2%	21.2%	53.8%		13.3%	28.0%	23.7%	66.7%	39.3%	16.7%	14.3%	15.9%

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

Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

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

Presented by SPH Analytics

770-978-3173

2016

Aetna Better Health of Louisiana
Provider Satisfaction Survey (9111975)

6D. Quality of written communications, policy bulletins, and manuals.

	----- Area of -----			----- Physicians in -----				----- Years in -----			----- Managed Care -----			----- Survey Respondent -----				----- Insurance Participation -----				
	----- Medicine -----			----- Practice -----				----- Practice -----			----- Volume -----			-----				-----				
	Total Answering	Primry Care	Spclty	BH Clin.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	183	42	101	71	74	61	25	46	61	71	97	47	23	13	21	82	65	5	39	31	25	78
Total Answering	133	31	68	60	53	45	17	40	42	47	69	41	17	5	17	65	44	4	29	25	17	56
	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100.0%
No Answer	38	9	26	6	15	13	5	4	15	18	20	5	4	4	1	15	18	-	6	6	6	17
Well below average	12	5	3	6	3	4	4	3	5	3	8	2	2	-	3	2	6	-	2	3	-	7
	9.0%	16.1%	4.4%	10.0%	5.7%	8.9%	23.5%	7.5%	11.9%	6.4%	11.6%	4.9%	11.8%		17.6%	3.1%	13.6%		6.9%	12.0%		12.5%
		c					e										p					
Somewhat below average	9	2	4	4	4	4	1	3	1	5	6	2	1	1	1	2	5	-	4	1	1	3
	6.8%	6.5%	5.9%	6.7%	7.5%	8.9%	5.9%	7.5%	2.4%	10.6%	8.7%	4.9%	5.9%	20.0%	5.9%	3.1%	11.4%		13.8%	4.0%	5.9%	5.4%
Average	71	17	40	28	30	23	8	22	22	25	39	26	4	3	9	38	21	2	11	15	10	33
	53.4%	54.8%	58.8%	46.7%	56.6%	51.1%	47.1%	55.0%	52.4%	53.2%	56.5%	63.4%	23.5%	60.0%	52.9%	58.5%	47.7%	50.0%	37.9%	60.0%	58.8%	58.9%
											M	M							s	s	s	s
Somewhat above average	22	4	14	11	7	9	3	8	4	10	9	6	4	-	3	11	8	1	4	4	3	9
	16.5%	12.9%	20.6%	18.3%	13.2%	20.0%	17.6%	20.0%	9.5%	21.3%	13.0%	14.6%	23.5%		17.6%	16.9%	18.2%	25.0%	13.8%	16.0%	17.6%	16.1%
Well above average	19	3	7	11	9	5	1	4	10	4	7	5	6	1	1	12	4	1	8	2	3	4
	14.3%	9.7%	10.3%	18.3%	17.0%	11.1%	5.9%	10.0%	23.8%	8.5%	10.1%	12.2%	35.3%	20.0%	5.9%	18.5%	9.1%	25.0%	27.6%	8.0%	17.6%	7.1%
									hJ				KI			o		TV				
Not Applicable	12	2	7	5	6	3	3	2	4	6	8	1	2	4	3	2	3	1	4	-	2	5
Summary Rate - Well above average/Somewhat above average	41	7	21	22	16	14	4	12	14	14	16	11	10	1	4	23	12	2	12	6	6	13
	30.8%	22.6%	30.9%	36.7%	30.2%	31.1%	23.5%	30.0%	33.3%	29.8%	23.2%	26.8%	58.8%	20.0%	23.5%	35.4%	27.3%	50.0%	41.4%	24.0%	35.3%	23.2%
													KL					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 SPH Analytics

770-978-3173

2016

Aetna Better Health of Louisiana
Provider Satisfaction Survey (9111975)

7A. Would you recommend Aetna Better Health of Louisiana to other physicians' practices?

	----- Area of -----			- Physicians in -				---- Years in ---			--- Managed Care ---			---- Survey Respondent ----				----- Insurance Participation -----				
	----- Medicine -----			--- Practice ---				----- Practice -----			----- Volume -----			-----				-----				
	Total Answering	Primry Care	Spclty	BH Clin.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/ Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	183	42	101	71	74	61	25	46	61	71	97	47	23	13	21	82	65	5	39	31	25	78
Total Answering	150	34	79	63	63	49	19	40	51	56	79	43	19	12	18	70	48	5	35	24	19	64
	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100.0%
No Answer	33	8	22	8	11	12	6	6	10	15	18	4	4	1	3	12	17	-	4	7	6	14
Yes	115	20	65	50	47	39	13	30	39	43	59	30	18	6	14	60	34	5	29	18	15	45
	76.7%	58.8%	82.3%	79.4%	74.6%	79.6%	68.4%	75.0%	76.5%	76.8%	74.7%	69.8%	94.7%	50.0%	77.8%	85.7%	70.8%	100%	82.9%	75.0%	78.9%	70.3%
			B	B									KL			Nq		STUV				
No	35	14	14	13	16	10	6	10	12	13	20	13	1	6	4	10	14	-	6	6	4	19
	23.3%	41.2%	17.7%	20.6%	25.4%	20.4%	31.6%	25.0%	23.5%	23.2%	25.3%	30.2%	5.3%	50.0%	22.2%	14.3%	29.2%		17.1%	25.0%	21.1%	29.7%
		CD									M	M		P			p					
Summary Rate - Yes	115	20	65	50	47	39	13	30	39	43	59	30	18	6	14	60	34	5	29	18	15	45
	76.7%	58.8%	82.3%	79.4%	74.6%	79.6%	68.4%	75.0%	76.5%	76.8%	74.7%	69.8%	94.7%	50.0%	77.8%	85.7%	70.8%	100%	82.9%	75.0%	78.9%	70.3%
			B	B									KL			Nq		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 SPH Analytics

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2016

Aetna Better Health of Louisiana
Provider Satisfaction Survey (9111975)

7B. Please rate your overall satisfaction with Aetna Better Health of Louisiana.

	----- Area of -----			- Physicians in -				---- Years in ---			--- Managed Care ---			---- Survey Respondent ----				----- Insurance Participation -----				
	----- Medicine -----			--- Practice ---				--- Practice ---			----- Volume -----			-----				-----				
	Total Answering	Primry Care	Spclty	BH Clin.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	183	42	101	71	74	61	25	46	61	71	97	47	23	13	21	82	65	5	39	31	25	78
Total Answering	152	36	81	61	63	50	20	41	52	56	82	42	19	11	18	72	49	5	33	27	20	64
	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100.0%
No Answer	28	6	19	8	9	10	5	4	8	14	12	5	4	2	1	9	16	-	4	4	4	14
Completely dissatisfied	13	7	5	4	5	4	3	2	4	6	6	5	1	3	2	3	4	-	1	6	1	5
	8.6%	19.4%	6.2%	6.6%	7.9%	8.0%	15.0%	4.9%	7.7%	10.7%	7.3%	11.9%	5.3%	27.3%	11.1%	4.2%	8.2%		3.0%	22.2%	5.0%	7.8%
			cd											p						Suv		
Somewhat dissatisfied	19	5	9	7	9	6	3	2	10	7	10	7	1	3	2	6	8	1	3	2	3	10
	12.5%	13.9%	11.1%	11.5%	14.3%	12.0%	15.0%	4.9%	19.2%	12.5%	12.2%	16.7%	5.3%	27.3%	11.1%	8.3%	16.3%	20.0%	9.1%	7.4%	15.0%	15.6%
									H													
Neither dissatisfied nor satisfied	19	2	12	8	9	6	1	6	5	8	11	3	3	1	4	9	5	1	5	2	1	9
	12.5%	5.6%	14.8%	13.1%	14.3%	12.0%	5.0%	14.6%	9.6%	14.3%	13.4%	7.1%	15.8%	9.1%	22.2%	12.5%	10.2%	20.0%	15.2%	7.4%	5.0%	14.1%
				b																		
Somewhat satisfied	63	13	37	24	25	23	9	20	17	25	35	17	7	3	5	33	22	1	13	9	11	28
	41.4%	36.1%	45.7%	39.3%	39.7%	46.0%	45.0%	48.8%	32.7%	44.6%	42.7%	40.5%	36.8%	27.3%	27.8%	45.8%	44.9%	20.0%	39.4%	33.3%	55.0%	43.8%
																				r		
Completely satisfied	38	9	18	18	15	11	4	11	16	10	20	10	7	1	5	21	10	2	11	8	4	12
	25.0%	25.0%	22.2%	29.5%	23.8%	22.0%	20.0%	26.8%	30.8%	17.9%	24.4%	23.8%	36.8%	9.1%	27.8%	29.2%	20.4%	40.0%	33.3%	29.6%	20.0%	18.8%
																N						
Does not apply	3	-	1	2	2	1	-	1	1	1	3	-	-	-	2	1	-	-	2	-	1	-
Summary Rate -	101	22	55	42	40	34	13	31	33	35	55	27	14	4	10	54	32	3	24	17	15	40
Completely satisfied/	66.4%	61.1%	67.9%	68.9%	63.5%	68.0%	65.0%	75.6%	63.5%	62.5%	67.1%	64.3%	73.7%	36.4%	55.6%	75.0%	65.3%	60.0%	72.7%	63.0%	75.0%	62.5%
Somewhat satisfied																N	n					

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

Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

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

Presented by SPH Analytics
770-978-3173
2016

Aetna Better Health of Louisiana
Provider Satisfaction Survey (9111975)

7C. Please rate your overall satisfaction with AmeriGroup.

	----- Area of -----			- Physicians in -				- Years in ---			--- Managed Care ---			--- Survey Respondent ---				----- Insurance Participation -----				
	----- Medicine -----			--- Practice ---				--- Practice ---			--- Volume ---			-----				-----				
	Total Answering	Primry Care	Spclty	BH Clin.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	183	42	101	71	74	61	25	46	61	71	97	47	23	13	21	82	65	5	39	31	25	78
Total Answering	146	34	74	61	62	50	15	40	52	50	81	40	19	9	18	71	46	3	34	25	21	61
	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100.0%
No Answer	31	7	23	7	10	9	9	4	8	18	11	6	4	4	1	9	17	1	3	5	3	16
Completely dissatisfied	6	4	2	1	3	2	-	-	5	1	3	3	-	1	-	4	1	-	-	3	1	2
	4.1%	11.8%	2.7%	1.6%	4.8%	4.0%			9.6%	2.0%	3.7%	7.5%		11.1%		5.6%	2.2%			12.0%	4.8%	3.3%
			d						j													
Somewhat dissatisfied	19	8	9	5	11	6	1	5	7	7	15	4	-	5	3	7	4	-	4	2	2	11
	13.0%	23.5%	12.2%	8.2%	17.7%	12.0%	6.7%	12.5%	13.5%	14.0%	18.5%	10.0%		55.6%	16.7%	9.9%	8.7%		11.8%	8.0%	9.5%	18.0%
			d											OPQ								
Neither dissatisfied nor satisfied	21	2	13	9	9	9	1	5	7	9	12	3	4	1	4	9	7	1	5	3	4	7
	14.4%	5.9%	17.6%	14.8%	14.5%	18.0%	6.7%	12.5%	13.5%	18.0%	14.8%	7.5%	21.1%	11.1%	22.2%	12.7%	15.2%	33.3%	14.7%	12.0%	19.0%	11.5%
			b																			
Somewhat satisfied	66	13	37	28	27	20	10	18	19	26	29	23	11	1	7	32	25	1	12	13	9	31
	45.2%	38.2%	50.0%	45.9%	43.5%	40.0%	66.7%	45.0%	36.5%	52.0%	35.8%	57.5%	57.9%	11.1%	38.9%	45.1%	54.3%	33.3%	35.3%	52.0%	42.9%	50.8%
							ef					K		k	n	N	N					
Completely satisfied	34	7	13	18	12	13	3	12	14	7	22	7	4	1	4	19	9	1	13	4	5	10
	23.3%	20.6%	17.6%	29.5%	19.4%	26.0%	20.0%	30.0%	26.9%	14.0%	27.2%	17.5%	21.1%	11.1%	22.2%	26.8%	19.6%	33.3%	38.2%	16.0%	23.8%	16.4%
							j											TV				
Does not apply	6	1	4	3	2	2	1	2	1	3	5	1	-	-	2	2	2	1	2	1	1	1
Summary Rate -	100	20	50	46	39	33	13	30	33	33	51	30	15	2	11	51	34	2	25	17	14	41
Completely satisfied/	68.5%	58.8%	67.6%	75.4%	62.9%	66.0%	86.7%	75.0%	63.5%	66.0%	63.0%	75.0%	78.9%	22.2%	61.1%	71.8%	73.9%	66.7%	73.5%	68.0%	66.7%	67.2%
Somewhat satisfied				b			EF								N	N	N					

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

Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

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

Presented by SPH Analytics

770-978-3173

2016

Aetna Better Health of Louisiana
Provider Satisfaction Survey (9111975)

7D. Please rate your overall satisfaction with AmeriHealth Caritas.

	----- Area of -----			- Physicians in -				---- Years in ---			--- Managed Care ---			---- Survey Respondent ----				----- Insurance Participation -----				
	----- Medicine -----			--- Practice ---				----- Practice -----			----- Volume -----			-----				-----				
	Total Answering	Primry Care	Spclty	BH Clin.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/ Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	183	42	101	71	74	61	25	46	61	71	97	47	23	13	21	82	65	5	39	31	25	78
Total Answering	143	32	74	60	60	49	16	39	50	50	76	41	19	8	17	71	45	4	33	24	19	61
	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100.0%
No Answer	32	8	23	7	11	10	7	4	9	18	13	6	4	5	1	8	18	-	3	7	4	15
Completely dissatisfied	7	4	3	1	3	1	1	-	5	1	3	4	-	-	1	4	2	-	-	4	-	3
	4.9%	12.5%	4.1%	1.7%	5.0%	2.0%	6.3%		10.0%	2.0%	3.9%	9.8%			5.9%	5.6%	4.4%			16.7%		4.9%
			d						j													
Somewhat dissatisfied	10	3	6	2	2	5	2	3	5	2	6	3	1	2	-	5	3	-	1	1	2	6
	7.0%	9.4%	8.1%	3.3%	3.3%	10.2%	12.5%	7.7%	10.0%	4.0%	7.9%	7.3%	5.3%	25.0%		7.0%	6.7%		3.0%	4.2%	10.5%	9.8%
Neither dissatisfied nor satisfied	29	3	20	11	15	11	3	6	8	15	16	7	3	2	4	12	11	2	8	3	5	11
	20.3%	9.4%	27.0%	18.3%	25.0%	22.4%	18.8%	15.4%	16.0%	30.0%	21.1%	17.1%	15.8%	25.0%	23.5%	16.9%	24.4%	50.0%	24.2%	12.5%	26.3%	18.0%
			B						hi													
Somewhat satisfied	61	14	29	28	25	20	8	19	17	23	29	19	10	3	7	31	19	1	11	12	9	27
	42.7%	43.8%	39.2%	46.7%	41.7%	40.8%	50.0%	48.7%	34.0%	46.0%	38.2%	46.3%	52.6%	37.5%	41.2%	43.7%	42.2%	25.0%	33.3%	50.0%	47.4%	44.3%
Completely satisfied	36	8	16	18	15	12	2	11	15	9	22	8	5	1	5	19	10	1	13	4	3	14
	25.2%	25.0%	21.6%	30.0%	25.0%	24.5%	12.5%	28.2%	30.0%	18.0%	28.9%	19.5%	26.3%	12.5%	29.4%	26.8%	22.2%	25.0%	39.4%	16.7%	15.8%	23.0%
																		TU				
Does not apply	8	2	4	4	3	2	2	3	2	3	8	-	-	-	3	3	2	1	3	-	2	2
Summary Rate - Completely satisfied/ Somewhat satisfied	97	22	45	46	40	32	10	30	32	32	51	27	15	4	12	50	29	2	24	16	12	41
	67.8%	68.8%	60.8%	76.7%	66.7%	65.3%	62.5%	76.9%	64.0%	64.0%	67.1%	65.9%	78.9%	50.0%	70.6%	70.4%	64.4%	50.0%	72.7%	66.7%	63.2%	67.2%
				C																		

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 SPH Analytics

770-978-3173

2016

Aetna Better Health of Louisiana
Provider Satisfaction Survey (9111975)

7E. Please rate your overall satisfaction with Louisiana Health Care Connections.

	----- Area of -----			- Physicians in -			- Years in -			--- Managed Care ---			--- Survey Respondent ---			----- Insurance Participation -----						
	----- Medicine -----			----- Practice -----			----- Practice -----			----- Volume -----												
	Total Answering	Primry Care	Spclty	BH Clin.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/ Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	183	42	101	71	74	61	25	46	61	71	97	47	23	13	21	82	65	5	39	31	25	78
Total Answering	147	34	77	59	61	50	17	40	51	52	80	41	19	9	17	72	47	4	34	25	21	61
	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100.0%
No Answer	30	7	22	7	10	9	7	4	8	17	11	6	4	4	1	8	17	-	3	6	3	15
Completely dissatisfied	13	5	5	6	7	3	2	4	4	5	6	5	1	1	4	5	3	-	5	2	-	6
	8.8%	14.7%	6.5%	10.2%	11.5%	6.0%	11.8%	10.0%	7.8%	9.6%	7.5%	12.2%	5.3%	11.1%	23.5%	6.9%	6.4%		14.7%	8.0%		9.8%
Somewhat dissatisfied	13	2	9	3	3	4	4	5	6	1	5	4	2	3	1	4	4	-	2	1	1	8
	8.8%	5.9%	11.7%	5.1%	4.9%	8.0%	23.5% e	12.5% j	11.8% J	1.9%	6.3%	9.8%	10.5%	33.3% p	5.9%	5.6%	8.5%		5.9%	4.0%	4.8%	13.1%
Neither dissatisfied nor satisfied	23	3	17	5	11	7	2	5	6	12	14	3	3	1	2	12	8	2	6	2	5	7
	15.6%	8.8%	22.1% bD	8.5%	18.0%	14.0%	11.8%	12.5%	11.8%	23.1%	17.5% 1	7.3%	15.8%	11.1%	11.8%	16.7%	17.0%	50.0%	17.6%	8.0%	23.8%	11.5%
Somewhat satisfied	51	12	25	22	20	19	7	18	10	21	26	17	7	2	5	23	20	1	9	8	9	24
	34.7%	35.3%	32.5%	37.3%	32.8%	38.0%	41.2%	45.0% I	19.6%	40.4% I	32.5%	41.5%	36.8%	22.2%	29.4%	31.9%	42.6%	25.0%	26.5%	32.0%	42.9%	39.3%
Completely satisfied	47	12	21	23	20	17	2	8	25	13	29	12	6	2	5	28	12	1	12	12	6	16
	32.0%	35.3%	27.3%	39.0%	32.8% G	34.0% G	11.8%	20.0%	49.0% HJ	25.0%	36.3%	29.3%	31.6%	22.2%	29.4%	38.9%	25.5%	25.0%	35.3%	48.0% v	28.6%	26.2%
Does not apply	6	1	2	5	3	2	1	2	2	2	6	-	-	-	3	2	1	1	2	-	1	2
Summary Rate - Completely satisfied/ Somewhat satisfied	98	24	46	45	40	36	9	26	35	34	55	29	13	4	10	51	32	2	21	20	15	40
	66.7%	70.6%	59.7%	76.3% C	65.6%	72.0%	52.9%	65.0%	68.6%	65.4%	68.8%	70.7%	68.4%	44.4%	58.8%	70.8%	68.1%	50.0%	61.8%	80.0%	71.4%	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 SPH Analytics

770-978-3173

2016

Aetna Better Health of Louisiana
Provider Satisfaction Survey (9111975)

7F. Please rate your overall satisfaction with United.

	----- Area of -----			- Physicians in -				---- Years in ---			--- Managed Care ---			---- Survey Respondent ----				----- Insurance Participation -----				
	----- Medicine -----			----- Practice -----				----- Practice -----			----- Volume -----			-----				-----				
	Total Answering	Primry Care	Spclty	BH Clin.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	183	42	101	71	74	61	25	46	61	71	97	47	23	13	21	82	65	5	39	31	25	78
Total Answering	148	34	79	58	62	49	18	41	49	54	80	41	18	10	17	73	46	4	33	25	21	63
	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100.0%
No Answer	27	7	19	7	9	9	6	4	8	14	10	6	4	3	1	7	16	-	3	4	3	14
Completely dissatisfied	7	1	3	2	2	2	1	2	2	3	3	3	-	1	1	3	2	-	1	2	3	1
	4.7%	2.9%	3.8%	3.4%	3.2%	4.1%	5.6%	4.9%	4.1%	5.6%	3.8%	7.3%		10.0%	5.9%	4.1%	4.3%		3.0%	8.0%	14.3%	1.6%
Somewhat dissatisfied	16	4	8	5	6	4	3	3	5	6	8	4	1	1	4	6	3	-	2	3	1	8
	10.8%	11.8%	10.1%	8.6%	9.7%	8.2%	16.7%	7.3%	10.2%	11.1%	10.0%	9.8%	5.6%	10.0%	23.5%	8.2%	6.5%		6.1%	12.0%	4.8%	12.7%
Neither dissatisfied nor satisfied	20	2	15	6	7	10	2	4	7	9	9	4	4	1	1	11	7	2	3	6	2	7
	13.5%	5.9%	19.0%	10.3%	11.3%	20.4%	11.1%	9.8%	14.3%	16.7%	11.3%	9.8%	22.2%	10.0%	5.9%	15.1%	15.2%	50.0%	9.1%	24.0%	9.5%	11.1%
				B																		
Somewhat satisfied	69	16	38	30	31	24	8	19	29	19	34	22	11	4	9	33	23	1	14	7	12	35
	46.6%	47.1%	48.1%	51.7%	50.0%	49.0%	44.4%	46.3%	59.2%	35.2%	42.5%	53.7%	61.1%	40.0%	52.9%	45.2%	50.0%	25.0%	42.4%	28.0%	57.1%	55.6%
								J												T		T
Completely satisfied	36	11	15	15	16	9	4	13	6	17	26	8	2	3	2	20	11	1	13	7	3	12
	24.3%	32.4%	19.0%	25.9%	25.8%	18.4%	22.2%	31.7%	12.2%	31.5%	32.5%	19.5%	11.1%	30.0%	11.8%	27.4%	23.9%	25.0%	39.4%	28.0%	14.3%	19.0%
								I		I	M					O			UV			
Does not apply	8	1	3	6	3	3	1	1	4	3	7	-	1	-	3	2	3	1	3	2	1	1
Summary Rate - Completely satisfied/ Somewhat satisfied	105	27	53	45	47	33	12	32	35	36	60	30	13	7	11	53	34	2	27	14	15	47
	70.9%	79.4%	67.1%	77.6%	75.8%	67.3%	66.7%	78.0%	71.4%	66.7%	75.0%	73.2%	72.2%	70.0%	64.7%	72.6%	73.9%	50.0%	81.8%	56.0%	71.4%	74.6%
																			T			

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

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

Presented by SPH Analytics
770-978-3173
2016

Aetna Better Health of Louisiana
Provider Satisfaction Survey (9111975)

9A. Have you logged into and used the Aetna Provider Portal?

	----- Area of -----			- Physicians in -			---- Years in ---				--- Managed Care ---			----- Survey Respondent ----			----- Insurance Participation -----					
	----- Medicine -----			--- Practice ---			----- Practice -----				----- Volume -----											
	Total Answering	Primry Care	Spclty	BH Clin.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/ Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	183	42	101	71	74	61	25	46	61	71	97	47	23	13	21	82	65	5	39	31	25	78
Total Answering	151	35	79	65	63	53	19	41	50	57	85	40	18	9	21	71	49	4	35	23	22	65
	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100.0%
No Answer	32	7	22	6	11	8	6	5	11	14	12	7	5	4	-	11	16	1	4	8	3	13
Yes	61	19	27	28	25	25	5	16	25	20	33	19	8	2	11	27	21	1	18	8	9	24
	40.4%	54.3%	34.2%	43.1%	39.7%	47.2%	26.3%	39.0%	50.0%	35.1%	38.8%	47.5%	44.4%	22.2%	52.4%	38.0%	42.9%	25.0%	51.4%	34.8%	40.9%	36.9%
		C				g									n							
No	90	16	52	37	38	28	14	25	25	37	52	21	10	7	10	44	28	3	17	15	13	41
	59.6%	45.7%	65.8%	56.9%	60.3%	52.8%	73.7%	61.0%	50.0%	64.9%	61.2%	52.5%	55.6%	77.8%	47.6%	62.0%	57.1%	75.0%	48.6%	65.2%	59.1%	63.1%
			B				f							o								
Summary Rate - Yes	61	19	27	28	25	25	5	16	25	20	33	19	8	2	11	27	21	1	18	8	9	24
	40.4%	54.3%	34.2%	43.1%	39.7%	47.2%	26.3%	39.0%	50.0%	35.1%	38.8%	47.5%	44.4%	22.2%	52.4%	38.0%	42.9%	25.0%	51.4%	34.8%	40.9%	36.9%
		C				g									n							

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

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

Presented by SPH Analytics
770-978-3173
2016

Aetna Better Health of Louisiana
Provider Satisfaction Survey (9111975)

9B. Finding information you needed regarding member eligibility.

	----- Area of -----				- Physicians in -				- Years in -				--- Managed Care ---				---- Survey Respondent ----				----- Insurance Participation -----				
	----- Medicine -----				----- Practice -----				----- Practice -----				----- Volume -----												
	Total Answering	Primry Care	Spclty	BH Clin.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+			
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)			
Total	183	42	101	71	74	61	25	46	61	71	97	47	23	13	21	82	65	5	39	31	25	78			
Total Answering	66	19	30	29	28	25	5	16	27	22	35	19	9	4	11	28	22	1	20	9	9	24			
	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100.0%			
No Answer	117	23	71	42	46	36	20	30	34	49	62	28	14	9	10	54	43	4	19	22	16	54			
Completely dissatisfied	4	1	2	2	2	2	-	1	3	-	2	1	1	-	1	1	2	-	1	2	-	1			
	6.1%	5.3%	6.7%	6.9%	7.1%	8.0%		6.3%	11.1%		5.7%	5.3%	11.1%		9.1%	3.6%	9.1%		5.0%	22.2%		4.2%			
Somewhat dissatisfied	5	1	2	2	3	2	-	1	2	2	3	1	1	1	2	2	-	-	2	-	2	1			
	7.6%	5.3%	6.7%	6.9%	10.7%	8.0%		6.3%	7.4%	9.1%	8.6%	5.3%	11.1%	25.0%	18.2%	7.1%			10.0%		22.2%	4.2%			
Neither dissatisfied nor satisfied	17	4	8	8	7	6	2	2	8	7	9	5	2	1	5	4	7	-	5	2	2	7			
	25.8%	21.1%	26.7%	27.6%	25.0%	24.0%	40.0%	12.5%	29.6%	31.8%	25.7%	26.3%	22.2%	25.0%	45.5% p	14.3%	31.8%		25.0%	22.2%	22.2%	29.2%			
Somewhat satisfied	13	3	5	5	5	4	-	4	4	4	8	3	1	1	-	6	5	-	6	-	2	4			
	19.7%	15.8%	16.7%	17.2%	17.9%	16.0%		25.0%	14.8%	18.2%	22.9%	15.8%	11.1%	25.0%		21.4%	22.7%		30.0%		22.2%	16.7%			
Completely satisfied	27	10	13	12	11	11	3	8	10	9	13	9	4	1	3	15	8	1	6	5	3	11			
	40.9%	52.6%	43.3%	41.4%	39.3%	44.0%	60.0%	50.0%	37.0%	40.9%	37.1%	47.4%	44.4%	25.0%	27.3%	53.6%	36.4%	100% STUV	30.0%	55.6%	33.3%	45.8%			
Summary Rate - Completely satisfied/ Somewhat satisfied	40	13	18	17	16	15	3	12	14	13	21	12	5	2	3	21 O	13 O	1 STUV	12	5	5	15			
	60.6%	68.4%	60.0%	58.6%	57.1%	60.0%	60.0%	75.0%	51.9%	59.1%	60.0%	63.2%	55.6%	50.0%	27.3%	75.0%	59.1%	100%	60.0%	55.6%	55.6%	62.5%			

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 SPH Analytics
770-978-3173
2016

Aetna Better Health of Louisiana
Provider Satisfaction Survey (9111975)

9C. Finding information you needed regarding claim payments or remittance advices.

	----- Area of -----				- Physicians in -				- Years in ---				--- Managed Care ---			--- Survey Respondent ---				----- Insurance Participation -----				
	----- Medicine -----				--- Practice ---				--- Practice ---				--- Volume ---											
	Total Answering	Primry Care	Spclty	BH Clin.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/ Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+		
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)		
Total	183	42	101	71	74	61	25	46	61	71	97	47	23	13	21	82	65	5	39	31	25	78		
Total Answering	63	18	28	27	27	23	5	14	26	22	33	18	9	4	11	26	21	1	18	8	9	24		
	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100.0%		
No Answer	120	24	73	44	47	38	20	32	35	49	64	29	14	9	10	56	44	4	21	23	16	54		
Completely dissatisfied	4	-	2	3	2	2	-	1	3	-	3	-	1	-	2	1	1	-	2	1	-	1		
	6.3%		7.1%	11.1%	7.4%	8.7%		7.1%	11.5%		9.1%		11.1%		18.2%	3.8%	4.8%		11.1%	12.5%		4.2%		
Somewhat dissatisfied	7	2	1	4	2	4	-	4	2	1	4	2	1	-	2	2	3	-	3	2	1	1		
	11.1%	11.1%	3.6%	14.8%	7.4%	17.4%		28.6%	7.7%	4.5%	12.1%	11.1%	11.1%		18.2%	7.7%	14.3%		16.7%	25.0%	11.1%	4.2%		
								j																
Neither dissatisfied nor satisfied	14	3	9	5	6	5	2	1	6	7	6	5	2	1	4	4	5	-	3	1	1	8		
	22.2%	16.7%	32.1%	18.5%	22.2%	21.7%	40.0%	7.1%	23.1%	31.8%	18.2%	27.8%	22.2%	25.0%	36.4%	15.4%	23.8%		16.7%	12.5%	11.1%	33.3%		
Somewhat satisfied	20	7	10	8	7	9	-	3	9	7	11	5	3	2	1	10	6	-	5	2	5	7		
	31.7%	38.9%	35.7%	29.6%	25.9%	39.1%		21.4%	34.6%	31.8%	33.3%	27.8%	33.3%	50.0%	9.1%	38.5%	28.6%		27.8%	25.0%	55.6%	29.2%		
																O								
Completely satisfied	18	6	6	7	10	3	3	5	6	7	9	6	2	1	2	9	6	1	5	2	2	7		
	28.6%	33.3%	21.4%	25.9%	37.0%	13.0%	60.0%	35.7%	23.1%	31.8%	27.3%	33.3%	22.2%	25.0%	18.2%	34.6%	28.6%	100%	27.8%	25.0%	22.2%	29.2%		
						F		F										STUV						
Summary Rate - Completely satisfied/ Somewhat satisfied	38	13	16	15	17	12	3	8	15	14	20	11	5	3	3	19	12	1	10	4	7	14		
	60.3%	72.2%	57.1%	55.6%	63.0%	52.2%	60.0%	57.1%	57.7%	63.6%	60.6%	61.1%	55.6%	75.0%	27.3%	73.1%	57.1%	100%	55.6%	50.0%	77.8%	58.3%		
														O		O	O	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 SPH Analytics

770-978-3173

2016

Aetna Better Health of Louisiana
Provider Satisfaction Survey (9111975)

9D. Finding information you needed regarding the patient (member) Gaps in Care Report.

	----- Area of -----			- Physicians in -				---- Years in ---			--- Managed Care ---			---- Survey Respondent ----				----- Insurance Participation -----				
	----- Medicine -----			--- Practice ---				--- Practice ---			--- Volume ---			-----				-----				
	Total Answering	Primry Care	Spclty	BH Clin.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	183	42	101	71	74	61	25	46	61	71	97	47	23	13	21	82	65	5	39	31	25	78
Total Answering	42	18	17	17	18	15	4	10	19	13	21	13	7	2	9	17	14	1	11	5	6	18
	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100.0%
No Answer	129	24	77	47	52	40	20	31	39	54	69	31	14	11	11	58	47	4	23	23	18	57
Completely dissatisfied	2	-	1	1	1	1	-	-	2	-	1	-	1	-	1	-	1	-	-	1	-	1
	4.8%		5.9%	5.9%	5.6%	6.7%			10.5%		4.8%		14.3%		11.1%		7.1%			20.0%		5.6%
Somewhat dissatisfied	5	2	-	3	5	-	-	2	2	1	3	2	-	1	3	-	1	-	3	1	1	-
	11.9%	11.1%		17.6%	27.8%			20.0%	10.5%	7.7%	14.3%	15.4%		50.0%	33.3%		7.1%		27.3%	20.0%	16.7%	
Neither dissatisfied nor satisfied	10	3	6	4	3	5	2	1	4	5	5	2	3	-	3	2	5	-	2	1	1	6
	23.8%	16.7%	35.3%	23.5%	16.7%	33.3%	50.0%	10.0%	21.1%	38.5%	23.8%	15.4%	42.9%		33.3%	11.8%	35.7%		18.2%	20.0%	16.7%	33.3%
Somewhat satisfied	11	5	4	3	4	4	1	4	6	1	8	2	1	1	1	6	3	-	3	1	2	5
	26.2%	27.8%	23.5%	17.6%	22.2%	26.7%	25.0%	40.0%	31.6%	7.7%	38.1%	15.4%	14.3%	50.0%	11.1%	35.3%	21.4%		27.3%	20.0%	33.3%	27.8%
Completely satisfied	14	8	6	6	5	5	1	3	5	6	4	7	2	-	1	9	4	1	3	1	2	6
	33.3%	44.4%	35.3%	35.3%	27.8%	33.3%	25.0%	30.0%	26.3%	46.2%	19.0%	53.8%	28.6%		11.1%	52.9%	28.6%	100%	27.3%	20.0%	33.3%	33.3%
																O		STUV				
N/A because we are not a PCP (Primary Care Provider) practice and/or not yet available from my health plan	12	-	7	7	4	6	1	5	3	4	7	3	2	-	1	7	4	-	5	3	1	3
Summary Rate - Completely satisfied/Somewhat satisfied	25	13	10	9	9	9	2	7	11	7	12	9	3	1	2	15	7	1	6	2	4	11
	59.5%	72.2%	58.8%	52.9%	50.0%	60.0%	50.0%	70.0%	57.9%	53.8%	57.1%	69.2%	42.9%	50.0%	22.2%	88.2%	50.0%	100%	54.5%	40.0%	66.7%	61.1%
																OQ		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)

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770-978-3173
2016

Aetna Better Health of Louisiana
Provider Satisfaction Survey (9111975)

9E. The portal's prior authorization, requirement submissions, and confirmations functions.

	----- Area of -----			- Physicians in -				- Years in -			--- Managed Care ---			----- Survey Respondent -----			----- Insurance Participation -----					
	----- Medicine -----			----- Practice -----				----- Practice -----			----- Volume -----											
	Total Answering	Primry Care	Spclty	BH Clin.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/ Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	183	42	101	71	74	61	25	46	61	71	97	47	23	13	21	82	65	5	39	31	25	78
Total Answering	59	18	23	26	24	23	4	14	25	19	31	18	8	2	11	25	20	1	17	8	9	22
	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100.0%
No Answer	124	24	78	45	50	38	21	32	36	52	66	29	15	11	10	57	45	4	22	23	16	56
Completely dissatisfied	3	2	2	-	1	2	-	-	2	1	1	2	-	-	-	-	3	-	-	1	-	2
	5.1%	11.1%	8.7%		4.2%	8.7%			8.0%	5.3%	3.2%	11.1%					15.0%			12.5%		9.1%
Somewhat dissatisfied	6	2	1	4	3	2	1	3	3	-	4	2	-	-	3	1	2	-	2	-	1	3
	10.2%	11.1%	4.3%	15.4%	12.5%	8.7%	25.0%	21.4%	12.0%		12.9%	11.1%			27.3% p	4.0%	10.0%		11.8%		11.1%	13.6%
Neither dissatisfied nor satisfied	22	4	9	10	9	10	1	3	9	10	14	4	4	1	6	9	6	-	7	4	3	8
	37.3%	22.2%	39.1%	38.5%	37.5%	43.5%	25.0%	21.4%	36.0%	52.6% H	45.2% 1	22.2%	50.0%	50.0%	54.5%	36.0%	30.0%		41.2%	50.0%	33.3%	36.4%
Somewhat satisfied	13	3	5	5	5	3	1	3	5	4	6	4	2	1	1	6	4	-	4	2	3	3
	22.0%	16.7%	21.7%	19.2%	20.8%	13.0%	25.0%	21.4%	20.0%	21.1%	19.4%	22.2%	25.0%	50.0%	9.1%	24.0%	20.0%		23.5%	25.0%	33.3%	13.6%
Completely satisfied	15	7	6	7	6	6	1	5	6	4	6	6	2	-	1	9	5	1	4	1	2	6
	25.4%	38.9%	26.1%	26.9%	25.0%	26.1%	25.0%	35.7%	24.0%	21.1%	19.4%	33.3%	25.0%		9.1%	36.0% O	25.0%	100% STUV	23.5%	12.5%	22.2%	27.3%
Summary Rate - Completely satisfied/ Somewhat satisfied	28	10	11	12	11	9	2	8	11	8	12	10	4	1	2	15	9	1	8	3	5	9
	47.5%	55.6%	47.8%	46.2%	45.8%	39.1%	50.0%	57.1%	44.0%	42.1%	38.7%	55.6%	50.0%	50.0%	18.2%	60.0% O	45.0% O	100% STUV	47.1%	37.5%	55.6%	40.9%

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

Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

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

Presented by SPH Analytics

770-978-3173

2016

Aetna Better Health of Louisiana
Provider Satisfaction Survey (9111975)

9F. The portal's reporting functions.

	----- Area of -----			----- Physicians in -----				----- Years in -----			----- Managed Care -----			----- Survey Respondent -----				----- Insurance Participation -----				
	----- Medicine -----			----- Practice -----				----- Practice -----			----- Volume -----			-----				-----				
	Total Answering	Primry Care	Spclty	BH Clin.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	183	42	101	71	74	61	25	46	61	71	97	47	23	13	21	82	65	5	39	31	25	78
Total Answering	59	18	23	27	25	21	5	14	25	19	30	18	9	2	11	25	20	1	18	8	9	21
	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100.0%
No Answer	124	24	78	44	49	40	20	32	36	52	67	29	14	11	10	57	45	4	21	23	16	57
Completely dissatisfied	1	-	-	1	1	-	-	-	1	-	-	-	1	-	1	-	-	-	-	1	-	-
	1.7%			3.7%	4.0%				4.0%				11.1%		9.1%					12.5%		
Somewhat dissatisfied	6	2	-	3	5	-	-	2	2	2	3	3	-	1	3	1	1	-	2	1	3	-
	10.2%	11.1%		11.1%	20.0%			14.3%	8.0%	10.5%	10.0%	16.7%		50.0%	27.3%	4.0%	5.0%		11.1%	12.5%	33.3%	
															P							
Neither dissatisfied nor satisfied	22	5	9	10	7	11	3	4	10	8	15	4	3	-	5	8	9	-	7	3	1	11
	37.3%	27.8%	39.1%	37.0%	28.0%	52.4%	60.0%	28.6%	40.0%	42.1%	50.0%	22.2%	33.3%		45.5%	32.0%	45.0%		38.9%	37.5%	11.1%	52.4%
						e					L								u		U	
Somewhat satisfied	16	4	9	6	6	6	-	4	6	5	8	5	2	1	1	8	5	-	5	3	3	4
	27.1%	22.2%	39.1%	22.2%	24.0%	28.6%		28.6%	24.0%	26.3%	26.7%	27.8%	22.2%	50.0%	9.1%	32.0%	25.0%		27.8%	37.5%	33.3%	19.0%
																O						
Completely satisfied	14	7	5	7	6	4	2	4	6	4	4	6	3	-	1	8	5	1	4	-	2	6
	23.7%	38.9%	21.7%	25.9%	24.0%	19.0%	40.0%	28.6%	24.0%	21.1%	13.3%	33.3%	33.3%		9.1%	32.0%	25.0%	100%	22.2%		22.2%	28.6%
																O		SUV				
Summary Rate - Completely satisfied/Somewhat satisfied	30	11	14	13	12	10	2	8	12	9	12	11	5	1	2	16	10	1	9	3	5	10
	50.8%	61.1%	60.9%	48.1%	48.0%	47.6%	40.0%	57.1%	48.0%	47.4%	40.0%	61.1%	55.6%	50.0%	18.2%	64.0%	50.0%	100%	50.0%	37.5%	55.6%	47.6%
																O	O	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 SPH Analytics

770-978-3173

2016

Aetna Better Health of Louisiana
Provider Satisfaction Survey (9111975)

9H. What number would you use to rate your overall experience with the Provider Portal?

	----- Area of -----			- Physicians in -			---- Years in ---			--- Managed Care ---			---- Survey Respondent ----			----- Insurance Participation -----						
	----- Medicine -----			----- Practice -----			----- Practice -----			----- Volume -----												
	Total Answering	Primry Care	Spclty	BH Clin.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/ Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	183	42	101	71	74	61	25	46	61	71	97	47	23	13	21	82	65	5	39	31	25	78
Total Answering	61	17	27	27	24	24	5	15	26	19	31	19	9	2	11	26	21	1	18	8	9	23
	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100.0%
No Answer	122	25	74	44	50	37	20	31	35	52	66	28	14	11	10	56	44	4	21	23	16	55
0	3	1	1	2	1	2	-	1	1	1	3	-	-	-	1	1	1	-	2	-	-	1
	4.9%	5.9%	3.7%	7.4%	4.2%	8.3%		6.7%	3.8%	5.3%	9.7%				9.1%	3.8%	4.8%		11.1%			4.3%
1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
2	1	-	-	1	1	-	-	-	1	-	-	-	1	-	1	-	-	-	-	1	-	-
	1.6%			3.7%	4.2%				3.8%				11.1%		9.1%					12.5%		
3	5	2	1	1	3	1	-	2	2	1	2	3	-	1	1	1	2	-	1	2	2	-
	8.2%	11.8%	3.7%	3.7%	12.5%	4.2%		13.3%	7.7%	5.3%	6.5%	15.8%		50.0%	9.1%	3.8%	9.5%		5.6%	25.0%	22.2%	
4	4	1	2	2	2	2	-	1	2	1	3	1	-	-	2	1	1	-	1	-	1	2
	6.6%	5.9%	7.4%	7.4%	8.3%	8.3%		6.7%	7.7%	5.3%	9.7%	5.3%			18.2%	3.8%	4.8%		5.6%		11.1%	8.7%
5	10	3	4	2	3	5	1	3	2	5	5	-	5	1	1	3	5	1	1	1	2	5
	16.4%	17.6%	14.8%	7.4%	12.5%	20.8%	20.0%	20.0%	7.7%	26.3%	16.1%		55.6% K	50.0%	9.1%	11.5%	23.8%	100% STUV	5.6%	12.5%	22.2%	21.7%
6	10	2	5	7	3	5	1	1	6	3	4	6	-	-	1	6	3	-	5	1	1	3
	16.4%	11.8%	18.5%	25.9%	12.5%	20.8%	20.0%	6.7%	23.1%	15.8%	12.9%	31.6%			9.1%	23.1%	14.3%		27.8%	12.5%	11.1%	13.0%
7	9	2	7	2	3	3	2	-	6	3	4	4	1	-	1	5	3	-	1	1	2	5
	14.8%	11.8%	25.9% d	7.4%	12.5%	12.5%	40.0%		23.1%	15.8%	12.9%	21.1%	11.1%		9.1%	19.2%	14.3%		5.6%	12.5%	22.2%	21.7%
8	6	2	1	5	4	1	-	1	3	2	4	1	1	-	1	2	3	-	4	-	1	1
	9.8%	11.8%	3.7%	18.5% c	16.7%	4.2%		6.7%	11.5%	10.5%	12.9%	5.3%	11.1%		9.1%	7.7%	14.3%		22.2% v		11.1%	4.3%
9	6	1	3	2	1	4	-	2	2	2	4	1	1	-	1	4	1	-	-	2	-	4
	9.8%	5.9%	11.1%	7.4%	4.2%	16.7%		13.3%	7.7%	10.5%	12.9%	5.3%	11.1%		9.1%	15.4%	4.8%			25.0%		17.4%
10	7	3	3	3	3	1	1	4	1	1	2	3	-	-	1	3	2	-	3	-	-	2
	11.5%	17.6%	11.1%	11.1%	12.5%	4.2%	20.0% ij	26.7% ij	3.8%	5.3%	6.5%	15.8%			9.1%	11.5%	9.5%		16.7%			8.7%

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 SPH Analytics

770-978-3173

2016

Aetna Better Health of Louisiana
Provider Satisfaction Survey (9111975)

9H. What number would you use to rate your overall experience with the Provider Portal?

	----- Area of -----			- Physicians in -			----- Years in -----			--- Managed Care ---			----- Survey Respondent -----			----- Insurance Participation -----						
	----- Medicine -----			--- Practice ---			--- Practice ---			----- Volume -----			Behav. Hlth. Office Mgr. Nurse/ Other staff			3 or fewer	4 to 7	8 to 11	12 to 15	15+		
Total Answering	Primry Care	Spclty	BH Clin.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Clin.	Mgr.	Other staff	fewer	7	11	15	15+	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	
Summary Rate - 8-10	19	6	7	10	8	6	1	7	6	5	10	5	2	-	3	9	6	-	7	2	1	7
	31.1%	35.3%	25.9%	37.0%	33.3%	25.0%	20.0%	46.7%	23.1%	26.3%	32.3%	26.3%	22.2%	27.3%	34.6%	28.6%		38.9% u	25.0%	11.1%	30.4%	

u

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

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

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2016

Aetna Better Health of Louisiana
Provider Satisfaction Survey (9111975)

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

	----- Physician Segmentation -----				
	----- ID -----				
	Total Answering	Primary Care	Specialist	BH Clin.	Hospital/ Other Facilities
Total Eligible	183	37	63	67	16
Total Valid Responses	214	46	65	89	14
Total Respondents	175	37	60	66	12
	100.0%	100.0%	100.0%	100.0%	100.0%
Primary Care	42	29	5	5	3
	24.0%	78.4%	8.3%	7.6%	25.0%
Specialty	101	14	57	20	10
	57.7%	37.8%	95.0%	30.3%	83.3%
Behavioral Health Clinician	71	3	3	64	1
	40.6%	8.1%	5.0%	97.0%	8.3%

Aetna Better Health of Louisiana
Provider Satisfaction Survey (9111975)

B. How many physicians are in your practice?

	----- Physician Segmentation -----				
	----- ID -----				
	Total Answering	Primary Care	Specialist	BH Clin.	Hospital/ Other Facilities
	(A)	(B)	(C)	(D)	(E)
Total	183	37	63	67	16
Total Answering	160	34	58	58	10
	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	23	3	5	9	6
Solo	74	16	19	35	4
	46.3%	47.1%	32.8%	60.3%	40.0%
				C	
2 - 5 physicians	61	13	26	19	3
	38.1%	38.2%	44.8%	32.8%	30.0%
More than 5 physicians	25	5	13	4	3
	15.6%	14.7%	22.4%	6.9%	30.0%
			D		

Comparison Groups: BCDE

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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Aetna Better Health of Louisiana
Provider Satisfaction Survey (9111975)

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

	----- Physician Segmentation -----				
	----- ID -----				
	Total Answering	Primary Care	Specialist	BH Clin.	Hospital/ Other Facilities
	(A)	(B)	(C)	(D)	(E)
Total	183	37	63	67	16
Total Answering	178	36	62	64	16
	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	5	1	1	3	-
Less than 5 years	46	8	10	23	5
	25.8%	22.2%	16.1%	35.9% C	31.3%
5 - 15 years	61	12	17	28	4
	34.3%	33.3%	27.4%	43.8% C	25.0%
16 years or more	71	16	35	13	7
	39.9%	44.4% D	56.5% D	20.3%	43.8% d

Comparison Groups: BCDE

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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Aetna Better Health of Louisiana
Provider Satisfaction Survey (9111975)

D. What portion of your managed care volume is represented by Aetna Better Health of Louisiana?

	----- Physician Segmentation -----				
	----- ID -----				
	Total Answering	Primary Care	Specialist	BH Clin.	Hospital/ Other Facilities
	(A)	(B)	(C)	(D)	(E)
Total	183	37	63	67	16
Total Answering	167	34	53	65	15
	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	16	3	10	2	1
None	5	-	1	4	-
	3.0%		1.9%	6.2%	
10% or less	92	14	31	37	10
	55.1%	41.2%	58.5%	56.9%	66.7% b
11 - 20%	47	18	13	14	2
	28.1%	52.9% CDE	24.5%	21.5%	13.3%
21 - 30%	14	2	4	6	2
	8.4%	5.9%	7.5%	9.2%	13.3%
31 - 50%	7	-	4	3	-
	4.2%		7.5%	4.6%	
51 - 75%	2	-	-	1	1
	1.2%			1.5%	6.7%
76 - 100%	-	-	-	-	-

Comparison Groups: BCDE

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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Aetna Better Health of Louisiana
Provider Satisfaction Survey (9111975)

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

	----- Physician Segmentation -----				
	----- ID -----				
	Total Answering	Primary Care	Specialist	BH Clin.	Hospital/ Other Facilities
	(A)	(B)	(C)	(D)	(E)
Total	183	37	63	67	16
Total Answering	181	36	63	66	16
	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	2	1	-	1	-
Physician	13 7.2%	4 11.1% d	7 11.1% D	1 1.5%	1 6.3%
Behavioral Health Clinician	21 11.6%	-	-	21 31.8%	-
Office Manager	82 45.3%	18 50.0%	29 46.0%	30 45.5%	5 31.3%
Nurse	6 3.3%	1 2.8%	2 3.2%	1 1.5%	2 12.5%
Other staff	59 32.6%	13 36.1% d	25 39.7% D	13 19.7%	8 50.0% D

Comparison Groups: BCDE

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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Aetna Better Health of Louisiana
Provider Satisfaction Survey (9111975)

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

	----- Physician Segmentation -----				
	----- ID -----				
	Total Answering	Primary Care	Specialist	BH Clin.	Hospital/ Other Facilities
	(A)	(B)	(C)	(D)	(E)
Total	183	37	63	67	16
Total Answering	168	34	59	59	16
	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	15	3	4	8	-
Mail	63	14	28	16	5
	37.5%	41.2%	47.5%	27.1%	31.3%
			D		
Telephone	5	-	2	1	2
	3.0%		3.4%	1.7%	12.5%
Fax	39	9	17	11	2
	23.2%	26.5%	28.8%	18.6%	12.5%
Online portal	7	1	3	2	1
	4.2%	2.9%	5.1%	3.4%	6.3%
E-mail	49	7	8	28	6
	29.2%	20.6%	13.6%	47.5%	37.5%
				BC	c
In person from your Provider Representative	3	2	1	-	-
	1.8%	5.9%	1.7%		
Other	2	1	-	1	-
	1.2%	2.9%		1.7%	

Comparison Groups: BCDE

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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2016

Aetna Better Health of Louisiana
Provider Satisfaction Survey (9111975)

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

	----- Physician Segmentation -----				
	----- ID -----				
	Total Answering	Primary Care	Specialist	BH Clin.	Hospital/ Other Facilities
	(A)	(B)	(C)	(D)	(E)
Total	183	37	63	67	16
Total Answering	178	36	62	65	15
	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	5	1	1	2	1
3 or fewer	5	-	1	3	1
	2.8%		1.6%	4.6%	6.7%
4 to 7	39	1	1	34	3
	21.9%	2.8%	1.6%	52.3% BCE	20.0% c
8 to 11	31	8	10	11	2
	17.4%	22.2%	16.1%	16.9%	13.3%
12 to 15	25	8	9	7	1
	14.0%	22.2%	14.5%	10.8%	6.7%
More than 15	78	19	41	10	8
	43.8%	52.8% D	66.1% D	15.4%	53.3% D

Comparison Groups: BCDE

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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2016

Aetna Better Health of Louisiana
Provider Satisfaction Survey (9111975)

1A. How would you rate Aetna Better Health of Louisiana compared to all other health plans you contract with?

	----- Physician Segmentation -----				
	----- ID -----				
	Total Answering	Primary Care	Specialist	BH Clin.	Hospital/ Other Facilities
	(A)	(B)	(C)	(D)	(E)
Total	183	37	63	67	16
Total Answering	173	35	62	61	15
	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	7	1	1	4	1
Well below average	15	5	5	4	1
	8.7%	14.3%	8.1%	6.6%	6.7%
Somewhat below average	19	5	6	6	2
	11.0%	14.3%	9.7%	9.8%	13.3%
Average	84	15	37	26	6
	48.6%	42.9%	59.7%	42.6%	40.0%
			d		
Somewhat above average	38	7	11	16	4
	22.0%	20.0%	17.7%	26.2%	26.7%
Well above average	17	3	3	9	2
	9.8%	8.6%	4.8%	14.8%	13.3%
				c	
Not Applicable	3	1	-	2	-
Summary Rate - Well above average/Somewhat above average	55	10	14	25	6
	31.8%	28.6%	22.6%	41.0%	40.0%
				C	

Comparison Groups: BCDE

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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2016

Aetna Better Health of Louisiana
Provider Satisfaction Survey (9111975)

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

	----- Physician Segmentation -----				
	----- ID -----				
	Total Answering	Primary Care	Specialist	BH Clin.	Hospital/ Other Facilities
	(A)	(B)	(C)	(D)	(E)
Total	183	37	63	67	16
Total Answering	151	29	52	58	12
	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	20	5	7	6	2
Well below average	5	3	-	2	-
	3.3%	10.3%		3.4%	
Somewhat below average	15	3	5	7	-
	9.9%	10.3%	9.6%	12.1%	
Average	83	14	36	25	8
	55.0%	48.3%	69.2% bD	43.1%	66.7%
Somewhat above average	30	4	9	15	2
	19.9%	13.8%	17.3%	25.9%	16.7%
Well above average	18	5	2	9	2
	11.9%	17.2% c	3.8%	15.5% C	16.7%
Not Applicable	12	3	4	3	2
Summary Rate - Well above average/Somewhat above average	48	9	11	24	4
	31.8%	31.0%	21.2%	41.4% C	33.3%

Comparison Groups: BCDE

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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2016

Aetna Better Health of Louisiana
Provider Satisfaction Survey (9111975)

2B. Accuracy of claims processing.

	----- Physician Segmentation -----				
	----- ID -----				
	Total Answering	Primary Care	Specialist	BH Clin.	Hospital/ Other Facilities
	(A)	(B)	(C)	(D)	(E)
Total	183	37	63	67	16
Total Answering	149	27	51	58	13
	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	21	6	8	6	1
Well below average	6	2	1	2	1
	4.0%	7.4%	2.0%	3.4%	7.7%
Somewhat below average	13	3	3	7	-
	8.7%	11.1%	5.9%	12.1%	
Average	71	13	31	21	6
	47.7%	48.1%	60.8%	36.2%	46.2%
			D		
Somewhat above average	42	4	15	20	3
	28.2%	14.8%	29.4%	34.5%	23.1%
				B	
Well above average	17	5	1	8	3
	11.4%	18.5%	2.0%	13.8%	23.1%
		C		C	c
Not Applicable	13	4	4	3	2
Summary Rate - Well above average/Somewhat above average	59	9	16	28	6
	39.6%	33.3%	31.4%	48.3%	46.2%
				c	

Comparison Groups: BCDE

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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Aetna Better Health of Louisiana
Provider Satisfaction Survey (9111975)

2C. Timeliness of claims processing.

	----- Physician Segmentation -----				
	----- ID -----				
	Total Answering	Primary Care	Specialist	BH Clin.	Hospital/ Other Facilities
	(A)	(B)	(C)	(D)	(E)
Total	183	37	63	67	16
Total Answering	148	28	50	57	13
	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	22	6	8	7	1
Well below average	5	-	1	3	1
	3.4%		2.0%	5.3%	7.7%
Somewhat below average	16	5	4	6	1
	10.8%	17.9%	8.0%	10.5%	7.7%
Average	70	13	31	21	5
	47.3%	46.4%	62.0%	36.8%	38.5%
			D		
Somewhat above average	38	6	11	19	2
	25.7%	21.4%	22.0%	33.3%	15.4%
Well above average	19	4	3	8	4
	12.8%	14.3%	6.0%	14.0%	30.8%
					c
Not Applicable	13	3	5	3	2
Summary Rate - Well above average/Somewhat above average	57	10	14	27	6
	38.5%	35.7%	28.0%	47.4%	46.2%
				C	

Comparison Groups: BCDE

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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2016

Aetna Better Health of Louisiana
Provider Satisfaction Survey (9111975)

2D. Resolution of claims payment problems or disputes.

	----- Physician Segmentation -----				
	----- ID -----				
	Total Answering	Primary Care	Specialist	BH Clin.	Hospital/ Other Facilities
	(A)	(B)	(C)	(D)	(E)
Total	183	37	63	67	16
Total Answering	137	27	47	50	13
	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	21	5	8	7	1
Well below average	13	2	3	5	3
	9.5%	7.4%	6.4%	10.0%	23.1%
Somewhat below average	18	4	6	7	1
	13.1%	14.8%	12.8%	14.0%	7.7%
Average	60	14	26	17	3
	43.8%	51.9%	55.3%	34.0%	23.1%
		e	DE		
Somewhat above average	27	3	8	14	2
	19.7%	11.1%	17.0%	28.0%	15.4%
				b	
Well above average	19	4	4	7	4
	13.9%	14.8%	8.5%	14.0%	30.8%
					c
Not Applicable	25	5	8	10	2
Summary Rate - Well above average/Somewhat above average	46	7	12	21	6
	33.6%	25.9%	25.5%	42.0%	46.2%
				c	

Comparison Groups: BCDE

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 SPH Analytics

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2016

Aetna Better Health of Louisiana
Provider Satisfaction Survey (9111975)

3A. Access to knowledgeable UM staff.

	----- Physician Segmentation -----				
	----- ID -----				
	Total Answering	Primary Care	Specialist	BH Clin.	Hospital/ Other Facilities
	(A)	(B)	(C)	(D)	(E)
Total	183	37	63	67	16
Total Answering	136	27	46	51	12
	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	24	9	10	3	2
Well below average	3	1	-	1	1
	2.2%	3.7%		2.0%	8.3%
Somewhat below average	14	3	5	6	-
	10.3%	11.1%	10.9%	11.8%	
Average	79	17	34	22	6
	58.1%	63.0%	73.9%	43.1%	50.0%
		d	D		
Somewhat above average	26	5	6	12	3
	19.1%	18.5%	13.0%	23.5%	25.0%
Well above average	14	1	1	10	2
	10.3%	3.7%	2.2%	19.6%	16.7%
				BC	
Not Applicable	23	1	7	13	2
Summary Rate - Well above average/Somewhat above average	40	6	7	22	5
	29.4%	22.2%	15.2%	43.1%	41.7%
				BC	c

Comparison Groups: BCDE

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 SPH Analytics

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2016

Aetna Better Health of Louisiana
Provider Satisfaction Survey (9111975)

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

	----- Physician Segmentation -----				
	----- ID -----				
	Total Answering	Primary Care	Specialist	BH Clin.	Hospital/ Other Facilities
	(A)	(B)	(C)	(D)	(E)
Total	183	37	63	67	16
Total Answering	142	25	51	53	13
	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	21	8	9	3	1
Well below average	14	6	4	4	-
	9.9%	24.0% cd	7.8%	7.5%	
Somewhat below average	10	1	3	3	3
	7.0%	4.0%	5.9%	5.7%	23.1%
Average	65	12	29	21	3
	45.8%	48.0%	56.9% dE	39.6%	23.1%
Somewhat above average	31	4	11	12	4
	21.8%	16.0%	21.6%	22.6%	30.8%
Well above average	22	2	4	13	3
	15.5%	8.0%	7.8%	24.5% BC	23.1%
Not Applicable	20	4	3	11	2
Summary Rate - Well above average/Somewhat above average	53	6	15	25	7
	37.3%	24.0%	29.4%	47.2% Bc	53.8% b

Comparison Groups: BCDE

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 SPH Analytics

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Aetna Better Health of Louisiana
Provider Satisfaction Survey (9111975)

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

	----- Physician Segmentation -----				
	----- ID -----				
	Total Answering	Primary Care	Specialist	BH Clin.	Hospital/ Other Facilities
	(A)	(B)	(C)	(D)	(E)
Total	183	37	63	67	16
Total Answering	141	25	51	52	13
	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	20	8	8	3	1
Well below average	10	4	3	2	1
	7.1%	16.0%	5.9%	3.8%	7.7%
Somewhat below average	12	3	5	3	1
	8.5%	12.0%	9.8%	5.8%	7.7%
Average	72	12	34	22	4
	51.1%	48.0%	66.7%	42.3%	30.8%
			DE		
Somewhat above average	24	2	7	12	3
	17.0%	8.0%	13.7%	23.1%	23.1%
				b	
Well above average	23	4	2	13	4
	16.3%	16.0%	3.9%	25.0%	30.8%
				C	C
Not Applicable	22	4	4	12	2
Summary Rate - Well above average/Somewhat above average	47	6	9	25	7
	33.3%	24.0%	17.6%	48.1%	53.8%
				BC	bC

Comparison Groups: BCDE

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 SPH Analytics

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2016

Aetna Better Health of Louisiana
Provider Satisfaction Survey (9111975)

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

	----- Physician Segmentation -----				
	----- ID -----				
	Total Answering	Primary Care	Specialist	BH Clin.	Hospital/ Other Facilities
	(A)	(B)	(C)	(D)	(E)
Total	183	37	63	67	16
Total Answering	139	28	45	54	12
	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	24	7	12	4	1
Well below average	8	3	2	2	1
	5.8%	10.7%	4.4%	3.7%	8.3%
Somewhat below average	9	2	3	2	2
	6.5%	7.1%	6.7%	3.7%	16.7%
Average	76	16	31	25	4
	54.7%	57.1%	68.9%	46.3%	33.3%
			DE		
Somewhat above average	25	4	6	13	2
	18.0%	14.3%	13.3%	24.1%	16.7%
Well above average	21	3	3	12	3
	15.1%	10.7%	6.7%	22.2%	25.0%
			C		
Not Applicable	20	2	6	9	3
Summary Rate - Well above average/Somewhat above average	46	7	9	25	5
	33.1%	25.0%	20.0%	46.3%	41.7%
			BC		

Comparison Groups: BCDE

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 SPH Analytics

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2016

Aetna Better Health of Louisiana
Provider Satisfaction Survey (9111975)

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

	----- Physician Segmentation -----				
	----- ID -----				
	Total Answering	Primary Care	Specialist	BH Clin.	Hospital/ Other Facilities
	(A)	(B)	(C)	(D)	(E)
Total	183	37	63	67	16
Total Answering	137	28	43	53	13
	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	25	8	12	4	1
Well below average	8	3	1	2	2
	5.8%	10.7%	2.3%	3.8%	15.4%
Somewhat below average	16	5	5	5	1
	11.7%	17.9%	11.6%	9.4%	7.7%
Average	70	13	30	22	5
	51.1%	46.4%	69.8%	41.5%	38.5%
			BDE		
Somewhat above average	28	4	6	16	2
	20.4%	14.3%	14.0%	30.2%	15.4%
				bC	
Well above average	15	3	1	8	3
	10.9%	10.7%	2.3%	15.1%	23.1%
				C	c
Not Applicable	21	1	8	10	2
Summary Rate - Well above average/Somewhat above average	43	7	7	24	5
	31.4%	25.0%	16.3%	45.3%	38.5%
				bC	

Comparison Groups: BCDE

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 SPH Analytics

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2016

Aetna Better Health of Louisiana
Provider Satisfaction Survey (9111975)

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

	----- Physician Segmentation -----				
	----- ID -----				
	Total Answering	Primary Care	Specialist	BH Clin.	Hospital/ Other Facilities
	(A)	(B)	(C)	(D)	(E)
Total	183	37	63	67	16
Total Answering	129	28	39	52	10
	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	26	8	13	4	1
Well below average	6	3	1	-	2
	4.7%	10.7%	2.6%		20.0%
Somewhat below average	10	4	2	3	1
	7.8%	14.3%	5.1%	5.8%	10.0%
Average	63	15	24	23	1
	48.8%	53.6%	61.5%	44.2%	10.0%
		E	dE	E	
Somewhat above average	28	3	10	13	2
	21.7%	10.7%	25.6%	25.0%	20.0%
				b	
Well above average	22	3	2	13	4
	17.1%	10.7%	5.1%	25.0%	40.0%
				bC	bC
Not Applicable	28	1	11	11	5
Summary Rate - Well above average/Somewhat above average	50	6	12	26	6
	38.8%	21.4%	30.8%	50.0%	60.0%
				Bc	Bc

Comparison Groups: BCDE

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 SPH Analytics

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2016

Aetna Better Health of Louisiana
Provider Satisfaction Survey (9111975)

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

	----- Physician Segmentation -----				
	----- ID -----				
	Total Answering	Primary Care	Specialist	BH Clin.	Hospital/ Other Facilities
	(A)	(B)	(C)	(D)	(E)
Total	183	37	63	67	16
Total Answering	127	25	43	48	11
	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	31	8	12	8	3
Well below average	11	7	2	1	1
	8.7%	28.0% CD	4.7%	2.1%	9.1%
Somewhat below average	14	4	8	2	-
	11.0%	16.0%	18.6% D	4.2%	
Average	67	11	24	26	6
	52.8%	44.0%	55.8%	54.2%	54.5%
Somewhat above average	20	1	8	10	1
	15.7%	4.0%	18.6% B	20.8% B	9.1%
Well above average	15	2	1	9	3
	11.8%	8.0%	2.3%	18.8% C	27.3% c
Not Applicable	25	4	8	11	2
Summary Rate - Well above average/Somewhat above average	35	3	9	19	4
	27.6%	12.0%	20.9%	39.6% BC	36.4%

Comparison Groups: BCDE

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 SPH Analytics

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2016

Aetna Better Health of Louisiana
Provider Satisfaction Survey (9111975)

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

	----- Physician Segmentation -----				
	----- ID -----				
	Total Answering	Primary Care	Specialist	BH Clin.	Hospital/ Other Facilities
	(A)	(B)	(C)	(D)	(E)
Total	183	37	63	67	16
Total Answering	124	25	41	47	11
	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	30	8	11	8	3
Well below average	6	5	-	1	-
	4.8%	20.0%		2.1%	
		D			
Somewhat below average	12	3	6	2	1
	9.7%	12.0%	14.6%	4.3%	9.1%
			d		
Average	61	13	19	24	5
	49.2%	52.0%	46.3%	51.1%	45.5%
Somewhat above average	26	2	12	10	2
	21.0%	8.0%	29.3%	21.3%	18.2%
			B	b	
Well above average	19	2	4	10	3
	15.3%	8.0%	9.8%	21.3%	27.3%
				b	
Not Applicable	29	4	11	12	2
Summary Rate - Well above average/Somewhat above average	45	4	16	20	5
	36.3%	16.0%	39.0%	42.6%	45.5%
			B	B	b

Comparison Groups: BCDE

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 SPH Analytics

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Aetna Better Health of Louisiana
Provider Satisfaction Survey (9111975)

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

	----- Physician Segmentation -----				
	----- ID -----				
	Total Answering	Primary Care	Specialist	BH Clin.	Hospital/ Other Facilities
	(A)	(B)	(C)	(D)	(E)
Total	183	37	63	67	16
Total Answering	121	24	38	49	10
	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	28	8	12	5	3
Well below average	6	4	1	1	-
	5.0%	16.7% cd	2.6%	2.0%	
Somewhat below average	8	3	3	2	-
	6.6%	12.5%	7.9%	4.1%	
Average	71	15	26	25	5
	58.7%	62.5%	68.4% d	51.0%	50.0%
Somewhat above average	20	-	4	14	2
	16.5%		10.5%	28.6% C	20.0%
Well above average	16	2	4	7	3
	13.2%	8.3%	10.5%	14.3%	30.0%
Not Applicable	34	5	13	13	3
Summary Rate - Well above average/Somewhat above average	36	2	8	21	5
	29.8%	8.3%	21.1%	42.9% BC	50.0% Bc

Comparison Groups: BCDE

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 SPH Analytics

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2016

Aetna Better Health of Louisiana
Provider Satisfaction Survey (9111975)

5A. Ease of reaching health plan call center staff over the phone.

	----- Physician Segmentation -----				
	----- ID -----				
	Total Answering	Primary Care	Specialist	BH Clin.	Hospital/ Other Facilities
	(A)	(B)	(C)	(D)	(E)
Total	183	37	63	67	16
Total Answering	145	29	44	60	12
	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	26	7	14	3	2
Well below average	15	8	2	4	1
	10.3%	27.6% CDe	4.5%	6.7%	8.3%
Somewhat below average	6	3	1	-	2
	4.1%	10.3%	2.3%		16.7%
Average	71	13	27	28	3
	49.0%	44.8%	61.4% E	46.7%	25.0%
Somewhat above average	35	4	10	17	4
	24.1%	13.8%	22.7%	28.3% b	33.3%
Well above average	18	1	4	11	2
	12.4%	3.4%	9.1%	18.3% B	16.7%
Not Applicable	12	1	5	4	2
Summary Rate - Well above average/Somewhat above average	53	5	14	28	6
	36.6%	17.2%	31.8%	46.7% B	50.0% B

Comparison Groups: BCDE

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 SPH Analytics

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2016

Aetna Better Health of Louisiana
Provider Satisfaction Survey (9111975)

5B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).

	----- Physician Segmentation -----				
	----- ID -----				
	Total Answering	Primary Care	Specialist	BH Clin.	Hospital/ Other Facilities
	(A)	(B)	(C)	(D)	(E)
Total	183	37	63	67	16
Total Answering	146	29	47	57	13
	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	26	7	12	5	2
Well below average	6	4	1	1	-
	4.1%	13.8%	2.1%	1.8%	
		cd			
Somewhat below average	5	1	2	2	-
	3.4%	3.4%	4.3%	3.5%	
Average	78	16	28	26	8
	53.4%	55.2%	59.6%	45.6%	61.5%
Somewhat above average	27	4	8	14	1
	18.5%	13.8%	17.0%	24.6%	7.7%
				e	
Well above average	30	4	8	14	4
	20.5%	13.8%	17.0%	24.6%	30.8%
Not Applicable	11	1	4	5	1
Summary Rate - Well above average/Somewhat above average	57	8	16	28	5
	39.0%	27.6%	34.0%	49.1%	38.5%
				B	

Comparison Groups: BCDE

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 SPH Analytics

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2016

Aetna Better Health of Louisiana
Provider Satisfaction Survey (9111975)

5C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.

	----- Physician Segmentation -----				
	----- ID -----				
	Total Answering	Primary Care	Specialist	BH Clin.	Hospital/ Other Facilities
	(A)	(B)	(C)	(D)	(E)
Total	183	37	63	67	16
Total Answering	132	28	43	51	10
	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	23	7	12	2	2
Well below average	8	4	1	3	-
	6.1%	14.3%	2.3%	5.9%	
		c			
Somewhat below average	4	1	1	2	-
	3.0%	3.6%	2.3%	3.9%	
Average	68	16	28	19	5
	51.5%	57.1%	65.1%	37.3%	50.0%
		d	D		
Somewhat above average	34	6	10	17	1
	25.8%	21.4%	23.3%	33.3%	10.0%
				E	
Well above average	18	1	3	10	4
	13.6%	3.6%	7.0%	19.6%	40.0%
				Bc	BC
Not Applicable	28	2	8	14	4
Summary Rate - Well above average/Somewhat above average	52	7	13	27	5
	39.4%	25.0%	30.2%	52.9%	50.0%
				BC	

Comparison Groups: BCDE

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 SPH Analytics

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Aetna Better Health of Louisiana
Provider Satisfaction Survey (9111975)

5D. Overall satisfaction with health plan's call center service.

	----- Physician Segmentation -----				
	----- ID -----				
	Total Answering	Primary Care	Specialist	BH Clin.	Hospital/ Other Facilities
	(A)	(B)	(C)	(D)	(E)
Total	183	37	63	67	16
Total Answering	147	28	48	61	10
	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	26	7	12	2	5
Well below average	12	5	2	5	-
	8.2%	17.9% c	4.2%	8.2%	
Somewhat below average	4	2	1	1	-
	2.7%	7.1%	2.1%	1.6%	
Average	74	13	31	25	5
	50.3%	46.4%	64.6% D	41.0%	50.0%
Somewhat above average	32	5	9	17	1
	21.8%	17.9%	18.8%	27.9%	10.0%
Well above average	25	3	5	13	4
	17.0%	10.7%	10.4%	21.3%	40.0% bc
Not Applicable	10	2	3	4	1
Summary Rate - Well above average/Somewhat above average	57	8	14	30	5
	38.8%	28.6%	29.2%	49.2% bC	50.0%

Comparison Groups: BCDE

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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2016

Aetna Better Health of Louisiana
Provider Satisfaction Survey (9111975)

6A. Do you have a Provider Relations representative from this health plan assigned to your practice?

	----- Physician Segmentation -----				
	----- ID -----				
	Total Answering	Primary Care	Specialist	BH Clin.	Hospital/ Other Facilities
	(A)	(B)	(C)	(D)	(E)
Total	183	37	63	67	16
Total Answering	132	24	41	55	12
	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	51	13	22	12	4
Yes	70	13	13	38	6
	53.0%	54.2% c	31.7%	69.1% C	50.0%
No	62	11	28	17	6
	47.0%	45.8%	68.3% bD	30.9%	50.0%
Summary Rate - Yes	70	13	13	38	6
	53.0%	54.2% c	31.7%	69.1% C	50.0%

Comparison Groups: BCDE

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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Aetna Better Health of Louisiana
Provider Satisfaction Survey (9111975)

6B. Provider Relations representative's ability to answer questions and resolve problems.

	----- Physician Segmentation -----				
	----- ID -----				
	Total Answering	Primary Care	Specialist	BH Clin.	Hospital/ Other Facilities
	(A)	(B)	(C)	(D)	(E)
Total	70	13	13	38	6
Total Answering	67 100.0%	12 100.0%	13 100.0%	36 100.0%	6 100.0%
No Answer	2	1	-	1	-
Well below average	6 9.0%	3 25.0%	-	-	3 50.0%
Somewhat below average	9 13.4%	1 8.3%	3 23.1%	5 13.9%	-
Average	24 35.8%	4 33.3%	6 46.2%	14 38.9%	-
Somewhat above average	17 25.4%	2 16.7%	3 23.1%	9 25.0%	3 50.0%
Well above average	11 16.4%	2 16.7%	1 7.7%	8 22.2%	-
Not Applicable	1	-	-	1	-
Summary Rate - Well above average/Somewhat above average	28 41.8%	4 33.3%	4 30.8%	17 47.2%	3 50.0%

Comparison Groups: BCDE

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 SPH Analytics

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2016

Aetna Better Health of Louisiana
Provider Satisfaction Survey (9111975)

6C. Quality of provider orientation process.

	----- Physician Segmentation -----				
	----- ID -----				
	Total Answering	Primary Care	Specialist	BH Clin.	Hospital/ Other Facilities
	(A)	(B)	(C)	(D)	(E)
Total	183	37	63	67	16
Total Answering	109	20	30	48	11
	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	42	11	20	8	3
Well below average	16	7	1	6	2
	14.7%	35.0%	3.3%	12.5%	18.2%
		Cd			
Somewhat below average	12	-	7	5	-
	11.0%		23.3%	10.4%	
Average	55	11	19	21	4
	50.5%	55.0%	63.3%	43.8%	36.4%
			d		
Somewhat above average	14	1	3	7	3
	12.8%	5.0%	10.0%	14.6%	27.3%
Well above average	12	1	-	9	2
	11.0%	5.0%		18.8%	18.2%
				b	
Not Applicable	32	6	13	11	2
Summary Rate - Well above average/Somewhat above average	26	2	3	16	5
	23.9%	10.0%	10.0%	33.3%	45.5%
				BC	BC

Comparison Groups: BCDE

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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2016

Aetna Better Health of Louisiana
Provider Satisfaction Survey (9111975)

6D. Quality of written communications, policy bulletins, and manuals.

	----- Physician Segmentation -----				
	----- ID -----				
	Total Answering	Primary Care	Specialist	BH Clin.	Hospital/ Other Facilities
	(A)	(B)	(C)	(D)	(E)
Total	183	37	63	67	16
Total Answering	133	27	39	57	10
	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	38	9	20	5	4
Well below average	12	5	-	5	2
	9.0%	18.5%		8.8%	20.0%
Somewhat below average	9	2	3	4	-
	6.8%	7.4%	7.7%	7.0%	
Average	71	16	25	26	4
	53.4%	59.3%	64.1%	45.6%	40.0%
			d		
Somewhat above average	22	1	10	9	2
	16.5%	3.7%	25.6%	15.8%	20.0%
			B	B	
Well above average	19	3	1	13	2
	14.3%	11.1%	2.6%	22.8%	20.0%
			C	C	
Not Applicable	12	1	4	5	2
Summary Rate - Well above average/Somewhat above average	41	4	11	22	4
	30.8%	14.8%	28.2%	38.6%	40.0%
				B	

Comparison Groups: BCDE

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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2016

Aetna Better Health of Louisiana
Provider Satisfaction Survey (9111975)

7A. Would you recommend Aetna Better Health of Louisiana to other physicians' practices?

	----- Physician Segmentation -----				
	----- ID -----				
	Total Answering	Primary Care	Specialist	BH Clin.	Hospital/ Other Facilities
	(A)	(B)	(C)	(D)	(E)
Total	183	37	63	67	16
Total Answering	150	27	50	61	12
	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	33	10	13	6	4
Yes	115	16	40	51	8
	76.7%	59.3%	80.0%	83.6%	66.7%
			b	B	
No	35	11	10	10	4
	23.3%	40.7%	20.0%	16.4%	33.3%
		cD			
Summary Rate - Yes	115	16	40	51	8
	76.7%	59.3%	80.0%	83.6%	66.7%
			b	B	

Comparison Groups: BCDE

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 SPH Analytics

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2016

Aetna Better Health of Louisiana
Provider Satisfaction Survey (9111975)

7B. Please rate your overall satisfaction with Aetna Better Health of Louisiana.

	----- Physician Segmentation -----				
	----- ID -----				
	Total Answering	Primary Care	Specialist	BH Clin.	Hospital/ Other Facilities
	(A)	(B)	(C)	(D)	(E)
Total	183	37	63	67	16
Total Answering	152	28	53	59	12
	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	28	9	10	6	3
Completely dissatisfied	13	6	3	3	1
	8.6%	21.4%	5.7%	5.1%	8.3%
		cD			
Somewhat dissatisfied	19	3	7	7	2
	12.5%	10.7%	13.2%	11.9%	16.7%
Neither dissatisfied nor satisfied	19	1	10	7	1
	12.5%	3.6%	18.9%	11.9%	8.3%
			B		
Somewhat satisfied	63	11	27	23	2
	41.4%	39.3%	50.9%	39.0%	16.7%
			E	e	
Completely satisfied	38	7	6	19	6
	25.0%	25.0%	11.3%	32.2%	50.0%
				C	C
Does not apply	3	-	-	2	1
Summary Rate -	101	18	33	42	8
Completely satisfied/ Somewhat satisfied	66.4%	64.3%	62.3%	71.2%	66.7%

Comparison Groups: BCDE

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 SPH Analytics

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2016

Aetna Better Health of Louisiana
Provider Satisfaction Survey (9111975)

7C. Please rate your overall satisfaction with AmeriGroup.

	----- Physician Segmentation -----				
	----- ID -----				
	Total Answering	Primary Care	Specialist	BH Clin.	Hospital/ Other Facilities
	(A)	(B)	(C)	(D)	(E)
Total	183	37	63	67	16
Total Answering	146	28	47	60	11
	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	31	9	14	5	3
Completely dissatisfied	6	4	1	1	-
	4.1%	14.3%	2.1%	1.7%	
		cd			
Somewhat dissatisfied	19	4	8	4	3
	13.0%	14.3%	17.0%	6.7%	27.3%
Neither dissatisfied nor satisfied	21	2	8	10	1
	14.4%	7.1%	17.0%	16.7%	9.1%
Somewhat satisfied	66	12	23	26	5
	45.2%	42.9%	48.9%	43.3%	45.5%
Completely satisfied	34	6	7	19	2
	23.3%	21.4%	14.9%	31.7%	18.2%
				C	
Does not apply	6	-	2	2	2
Summary Rate -	100	18	30	45	7
Completely satisfied/ Somewhat satisfied	68.5%	64.3%	63.8%	75.0%	63.6%

Comparison Groups: BCDE

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 SPH Analytics

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2016

Aetna Better Health of Louisiana
Provider Satisfaction Survey (9111975)

7D. Please rate your overall satisfaction with AmeriHealth Caritas.

	----- Physician Segmentation -----				
	----- ID -----				
	Total Answering	Primary Care	Specialist	BH Clin.	Hospital/ Other Facilities
	(A)	(B)	(C)	(D)	(E)
Total	183	37	63	67	16
Total Answering	143	26	48	59	10
	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	32	10	14	5	3
Completely dissatisfied	7	4	2	1	-
	4.9%	15.4% d	4.2%	1.7%	
Somewhat dissatisfied	10	2	6	1	1
	7.0%	7.7%	12.5% D	1.7%	10.0%
Neither dissatisfied nor satisfied	29	1	14	12	2
	20.3%	3.8%	29.2% B	20.3% B	20.0%
Somewhat satisfied	61	13	18	25	5
	42.7%	50.0%	37.5%	42.4%	50.0%
Completely satisfied	36	6	8	20	2
	25.2%	23.1%	16.7%	33.9% C	20.0%
Does not apply	8	1	1	3	3
Summary Rate -	97	19	26	45	7
Completely satisfied/ Somewhat satisfied	67.8%	73.1% c	54.2%	76.3% C	70.0%

Comparison Groups: BCDE

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 SPH Analytics

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2016

Aetna Better Health of Louisiana
Provider Satisfaction Survey (9111975)

7E. Please rate your overall satisfaction with Louisiana Health Care Connections.

	----- Physician Segmentation -----				
	----- ID -----				
	Total Answering	Primary Care	Specialist	BH Clin.	Hospital/ Other Facilities
	(A)	(B)	(C)	(D)	(E)
Total	183	37	63	67	16
Total Answering	147	28	50	58	11
	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	30	9	13	5	3
Completely dissatisfied	13	2	6	5	-
	8.8%	7.1%	12.0%	8.6%	
Somewhat dissatisfied	13	2	5	4	2
	8.8%	7.1%	10.0%	6.9%	18.2%
Neither dissatisfied nor satisfied	23	2	13	6	2
	15.6%	7.1%	26.0%	10.3%	18.2%
			BD		
Somewhat satisfied	51	11	16	20	4
	34.7%	39.3%	32.0%	34.5%	36.4%
Completely satisfied	47	11	10	23	3
	32.0%	39.3%	20.0%	39.7%	27.3%
		c		C	
Does not apply	6	-	-	4	2
Summary Rate -	98	22	26	43	7
Completely satisfied/ Somewhat satisfied	66.7%	78.6%	52.0%	74.1%	63.6%
		C		C	

Comparison Groups: BCDE

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 SPH Analytics

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2016

Aetna Better Health of Louisiana
Provider Satisfaction Survey (9111975)

7F. Please rate your overall satisfaction with United.

	----- Physician Segmentation -----				
	----- ID -----				
	Total Answering	Primary Care	Specialist	BH Clin.	Hospital/ Other Facilities
	(A)	(B)	(C)	(D)	(E)
Total	183	37	63	67	16
Total Answering	148	29	51	57	11
	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	27	8	11	5	3
Completely dissatisfied	7	1	3	2	1
	4.7%	3.4%	5.9%	3.5%	9.1%
Somewhat dissatisfied	16	5	4	5	2
	10.8%	17.2%	7.8%	8.8%	18.2%
Neither dissatisfied nor satisfied	20	1	11	8	-
	13.5%	3.4%	21.6%	14.0%	
			B	b	
Somewhat satisfied	69	15	23	27	4
	46.6%	51.7%	45.1%	47.4%	36.4%
Completely satisfied	36	7	10	15	4
	24.3%	24.1%	19.6%	26.3%	36.4%
Does not apply	8	-	1	5	2
Summary Rate -	105	22	33	42	8
Completely satisfied/ Somewhat satisfied	70.9%	75.9%	64.7%	73.7%	72.7%

Comparison Groups: BCDE

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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2016

Aetna Better Health of Louisiana
Provider Satisfaction Survey (9111975)

9A. Have you logged into and used the Aetna Provider Portal?

	----- Physician Segmentation -----				
	----- ID -----				
	Total Answering	Primary Care	Specialist	BH Clin.	Hospital/ Other Facilities
	(A)	(B)	(C)	(D)	(E)
Total	183	37	63	67	16
Total Answering	151	30	49	60	12
	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	32	7	14	7	4
Yes	61	15	15	27	4
	40.4%	50.0% c	30.6%	45.0%	33.3%
No	90	15	34	33	8
	59.6%	50.0%	69.4% b	55.0%	66.7%
Summary Rate - Yes	61	15	15	27	4
	40.4%	50.0% c	30.6%	45.0%	33.3%

Comparison Groups: BCDE

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 SPH Analytics

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2016

Aetna Better Health of Louisiana
Provider Satisfaction Survey (9111975)

9B. Finding information you needed regarding member eligibility.

	----- Physician Segmentation -----				
	----- ID -----				
	Total Answering	Primary Care	Specialist	BH Clin.	Hospital/ Other Facilities
	(A)	(B)	(C)	(D)	(E)
Total	183	37	63	67	16
Total Answering	66 100.0%	15 100.0%	17 100.0%	30 100.0%	4 100.0%
No Answer	117	22	46	37	12
Completely dissatisfied	4 6.1%	1 6.7%	1 5.9%	2 6.7%	-
Somewhat dissatisfied	5 7.6%	1 6.7%	2 11.8%	2 6.7%	-
Neither dissatisfied nor satisfied	17 25.8%	3 20.0%	5 29.4%	8 26.7%	1 25.0%
Somewhat satisfied	13 19.7%	2 13.3%	3 17.6%	7 23.3%	1 25.0%
Completely satisfied	27 40.9%	8 53.3%	6 35.3%	11 36.7%	2 50.0%
Summary Rate - Completely satisfied/ Somewhat satisfied	40 60.6%	10 66.7%	9 52.9%	18 60.0%	3 75.0%

Comparison Groups: BCDE

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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2016

Aetna Better Health of Louisiana
Provider Satisfaction Survey (9111975)

9C. Finding information you needed regarding claim payments or remittance advices.

	----- Physician Segmentation -----				
	----- ID -----				
	Total Answering	Primary Care	Specialist	BH Clin.	Hospital/ Other Facilities
	(A)	(B)	(C)	(D)	(E)
Total	183	37	63	67	16
Total Answering	63	15	16	28	4
	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	120	22	47	39	12
Completely dissatisfied	4	-	1	3	-
	6.3%		6.3%	10.7%	
Somewhat dissatisfied	7	2	1	4	-
	11.1%	13.3%	6.3%	14.3%	
Neither dissatisfied nor satisfied	14	2	6	5	1
	22.2%	13.3%	37.5%	17.9%	25.0%
Somewhat satisfied	20	5	4	10	1
	31.7%	33.3%	25.0%	35.7%	25.0%
Completely satisfied	18	6	4	6	2
	28.6%	40.0%	25.0%	21.4%	50.0%
Summary Rate -	38	11	8	16	3
Completely satisfied/ Somewhat satisfied	60.3%	73.3%	50.0%	57.1%	75.0%

Comparison Groups: BCDE

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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2016

Aetna Better Health of Louisiana
Provider Satisfaction Survey (9111975)

9D. Finding information you needed regarding the patient (member) Gaps in Care Report.

	----- Physician Segmentation -----				
	----- ID -----				
	Total Answering	Primary Care	Specialist	BH Clin.	Hospital/ Other Facilities
	(A)	(B)	(C)	(D)	(E)
Total	183	37	63	67	16
Total Answering	42	15	8	17	2
	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	129	22	52	43	12
Completely dissatisfied	2	-	1	1	-
	4.8%		12.5%	5.9%	
Somewhat dissatisfied	5	2	-	3	-
	11.9%	13.3%		17.6%	
Neither dissatisfied nor satisfied	10	2	4	4	-
	23.8%	13.3%	50.0% b	23.5%	
Somewhat satisfied	11	5	2	3	1
	26.2%	33.3%	25.0%	17.6%	50.0%
Completely satisfied	14	6	1	6	1
	33.3%	40.0%	12.5%	35.3%	50.0%
N/A because we are not a PCP (Primary Care Provider) practice and/ or not yet available from my health plan	12	-	3	7	2
Summary Rate -	25	11	3	9	2
Completely satisfied/ Somewhat satisfied	59.5%	73.3% c	37.5%	52.9%	100.0% BCD

Comparison Groups: BCDE

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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Aetna Better Health of Louisiana
Provider Satisfaction Survey (9111975)

9E. The portal's prior authorization, requirement submissions, and confirmations functions.

	----- Physician Segmentation -----				
	----- ID -----				
	Total Answering	Primary Care	Specialist	BH Clin.	Hospital/ Other Facilities
	(A)	(B)	(C)	(D)	(E)
Total	183	37	63	67	16
Total Answering	59	15	14	27	3
	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	124	22	49	40	13
Completely dissatisfied	3	2	1	-	-
	5.1%	13.3%	7.1%		
Somewhat dissatisfied	6	1	1	4	-
	10.2%	6.7%	7.1%	14.8%	
Neither dissatisfied nor satisfied	22	3	7	10	2
	37.3%	20.0%	50.0% b	37.0%	66.7%
Somewhat satisfied	13	3	3	7	-
	22.0%	20.0%	21.4%	25.9%	
Completely satisfied	15	6	2	6	1
	25.4%	40.0%	14.3%	22.2%	33.3%
Summary Rate - Completely satisfied/ Somewhat satisfied	28	9	5	13	1
	47.5%	60.0%	35.7%	48.1%	33.3%

Comparison Groups: BCDE

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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Aetna Better Health of Louisiana
Provider Satisfaction Survey (9111975)

9F. The portal's reporting functions.

	----- Physician Segmentation -----				
	----- ID -----				
	Total Answering	Primary Care	Specialist	BH Clin.	Hospital/ Other Facilities
	(A)	(B)	(C)	(D)	(E)
Total	183	37	63	67	16
Total Answering	59	15	12	28	4
	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	124	22	51	39	12
Completely dissatisfied	1	-	-	1	-
	1.7%			3.6%	
Somewhat dissatisfied	6	2	1	3	-
	10.2%	13.3%	8.3%	10.7%	
Neither dissatisfied nor satisfied	22	3	7	10	2
	37.3%	20.0%	58.3%	35.7%	50.0%
			B		
Somewhat satisfied	16	4	4	8	-
	27.1%	26.7%	33.3%	28.6%	
Completely satisfied	14	6	-	6	2
	23.7%	40.0%		21.4%	50.0%
Summary Rate -	30	10	4	14	2
Completely satisfied/ Somewhat satisfied	50.8%	66.7%	33.3%	50.0%	50.0%
		c			

Comparison Groups: BCDE

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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2016

Aetna Better Health of Louisiana
Provider Satisfaction Survey (9111975)

9H. What number would you use to rate your overall experience with the Provider Portal?

	----- Physician Segmentation -----				
	----- ID -----				
	Total Answering	Primary Care	Specialist	BH Clin.	Hospital/ Other Facilities
	(A)	(B)	(C)	(D)	(E)
Total	183	37	63	67	16
Total Answering	61 100.0%	14 100.0%	15 100.0%	28 100.0%	4 100.0%
No Answer	122	23	48	39	12
0	3 4.9%	-	-	2 7.1%	1 25.0%
1	-	-	-	-	-
2	1 1.6%	-	-	1 3.6%	-
3	5 8.2%	2 14.3%	2 13.3%	1 3.6%	-
4	4 6.6%	1 7.1%	1 6.7%	2 7.1%	-
5	10 16.4%	3 21.4%	4 26.7%	3 10.7%	-
6	10 16.4%	1 7.1%	2 13.3%	7 25.0% b	-
7	9 14.8%	3 21.4%	3 20.0%	1 3.6%	2 50.0% d
8	6 9.8%	1 7.1%	-	5 17.9%	-
9	6 9.8%	1 7.1%	3 20.0%	2 7.1%	-
10	7 11.5%	2 14.3%	-	4 14.3%	1 25.0%
Summary Rate - 8-10	19 31.1%	4 28.6%	3 20.0%	11 39.3%	1 25.0%

Comparison Groups: BCDE

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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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 Aetna Better Health of Louisiana.

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').

SPH Analytics Aggregate Book of Business (2015)

The 2015 SPH Analytics Aggregate Book of Business is a benchmark containing data from 55 plans representing 17,370 respondents in Primary Care, Specialty, and Behavioral Health areas of medicine.

SPH Analytics Medicaid Book of Business (2015)

The 2015 SPH Analytics Medicaid Book of Business is a benchmark containing data from 46 plans representing 13,436 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 Aetna Better Health of Louisiana. 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 (if applicable) and benchmark comparisons of Aetna Better Health of Louisiana's 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 Aetna Better Health of Louisiana in the example below is 3.27, meaning that the average response option chosen is between 'Average' and 'Somewhat above average.'

Question	Plan	Plan Mean	2015 SPHA B.o.B Mean
2A. Consistency of reimbursement fees with your contract rates.	Aetna	3.27	3.19

Charts A.1 – A.10

Question Summaries

Demographics

Aetna Better Health of Louisiana

Provider Satisfaction Survey

183 Total Respondents

Survey Item	Valid n	Category Responses						
A. Please indicate your area of medicine. (Mark all that apply)	175	<u>Primary Care</u> 24.0%	<u>Specialty</u> 57.7%	<u>Behavioral Health Clinician</u> 40.6%				
B. How many physicians are in your practice?	160	<u>Solo</u> 46.3%	<u>2 - 5 physicians</u> 38.1%	<u>More than 5 physicians</u> 15.6%				
C. How many years have you been in this practice?	178	<u>Less than 5 years</u> 25.8%	<u>5 - 15 years</u> 34.3%	<u>16 years or more</u> 39.9%				
D. What portion of your managed care volume is represented by Aetna Better Health of Louisiana?	167	<u>None</u> 3.0%	<u>10% or less</u> 55.1%	<u>11 - 20%</u> 28.1%	<u>21 - 30%</u> 8.4%	<u>31 - 50%</u> 4.2%	<u>51 - 75%</u> 1.2%	<u>76 - 100%</u> 0.0%
E. Please mark who is completing this survey. (Mark only one)	181	<u>Physician</u> 7.2%	<u>Behavioral Health Clinician</u> 11.6%	<u>Office Manager</u> 45.3%	<u>Nurse</u> 3.3%	<u>Other staff</u> 32.6%		
F. What is your preferred method of receiving communications from this health plan?	168	<u>Mail</u> 37.5%	<u>Telephone</u> 3.0%	<u>Fax</u> 23.2%	<u>Online portal</u> 4.2%	<u>E-mail</u> 29.2%	<u>In person from your Provider Representative</u> 1.8%	<u>Other</u> 1.2%
G. Please indicate the number of insurance companies with which you or your practice participates.	178	<u>3 or fewer</u> 2.8%	<u>4 to 7</u> 21.9%	<u>8 to 11</u> 17.4%	<u>12 to 15</u> 14.0%	<u>More than 15</u> 43.8%		

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

Aetna Better Health of Louisiana

Provider Satisfaction Survey

183 Total Respondents

This first question asks you to think about Aetna Better Health of Louisiana 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>	2016	2015	2014	Medicaid BoB***	2016	Medicaid BoB***
1A. How would you rate Aetna Better Health of Louisiana compared to all other health plans you contract with?	173	9.8%	22.0%	48.6%	11.0%	8.7%	n = 3	31.8%			35.9%	3.13	3.33

* 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 2015 SPH Analytics 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

Aetna Better Health of Louisiana

Provider Satisfaction Survey

183 Total Respondents

Category Responses								Summary Rate Scores*				Mean Scores**	
Survey Item	Valid n	Well above average	Somewhat above average	Average	Somewhat below average	Well below average	Not Applicable	2016	2015	2014	Medicaid BoB***	2016	Medicaid BoB***
2A. Consistency of reimbursement fees with your contract rates.	151	11.9%	19.9%	55.0%	9.9%	3.3%	n = 12	31.8%			30.5%	3.27	3.19
2B. Accuracy of claims processing.	149	11.4%	28.2%	47.7%	8.7%	4.0%	n = 13	39.6%			35.1%	3.34	3.34
2C. Timeliness of claims processing.	148	12.8%	25.7%	47.3%	10.8%	3.4%	n = 13	38.5%			35.1%	3.34	3.36
2D. Resolution of claims payment problems or disputes.	137	13.9%	19.7%	43.8%	13.1%	9.5%	n = 25	33.6%			30.0%	3.15	3.18

* 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 2015 SPH Analytics 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

Utilization and Quality Management

Aetna Better Health of Louisiana

Provider Satisfaction Survey

183 Total Respondents

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>	2016	2015	2014	Medicaid BoB***	2016	Medicaid BoB***
3A. Access to knowledgeable UM staff.	136	10.3%	19.1%	58.1%	10.3%	2.2%	n = 23	29.4%			30.9%	3.25	3.30
3B. Procedures for obtaining pre-certification/referral/authorization information.	142	15.5%	21.8%	45.8%	7.0%	9.9%	n = 20	37.3%			31.5%	3.26	3.25
3C. Timeliness of obtaining pre-certification/referral/authorization information.	141	16.3%	17.0%	51.1%	8.5%	7.1%	n = 22	33.3%			32.0%	3.27	3.27
3D. The health plan's facilitation/support of appropriate clinical care for patients.	139	15.1%	18.0%	54.7%	6.5%	5.8%	n = 20	33.1%			31.1%	3.30	3.32
3E. Access to Case/Care Managers from this health plan.	137	10.9%	20.4%	51.1%	11.7%	5.8%	n = 21	31.4%			30.8%	3.19	3.30
3F. Degree to which the plan covers and encourages preventive care and wellness.	129	17.1%	21.7%	48.8%	7.8%	4.7%	n = 28	38.8%			39.6%	3.39	3.48

* 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 2015 SPH Analytics 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

Network/Coordination of Care

Aetna Better Health of Louisiana

Provider Satisfaction Survey

183 Total Respondents

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>	2016	2015	2014	Medicaid BoB***	2016	Medicaid BoB***
4A. The number of specialists in this health plan's provider network.	127	11.8%	15.7%	52.8%	11.0%	8.7%	n = 25	27.6%			27.0%	3.11	3.10
4B. The quality of specialists in this health plan's provider network.	124	15.3%	21.0%	49.2%	9.7%	4.8%	n = 29	36.3%			32.9%	3.32	3.34
4C. The timeliness of feedback/reports from specialists in this health plan's provider network.	121	13.2%	16.5%	58.7%	6.6%	5.0%	n = 34	29.8%			27.0%	3.26	3.26

* 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 2015 SPH Analytics 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

Health Plan Call Center Service Staff

Aetna Better Health of Louisiana

Provider Satisfaction Survey

183 Total Respondents

These questions ask about your experiences when calling Aetna Better Health of Louisiana's call center. Please rate Aetna Better Health of Louisiana 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>	2016	2015	2014	Medicaid BoB***	2016	Medicaid BoB***
5A. Ease of reaching health plan call center staff over the phone.	145	12.4%	24.1%	49.0%	4.1%	10.3%	n = 12	36.6%			38.7%	3.24	3.40
5B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	146	20.5%	18.5%	53.4%	3.4%	4.1%	n = 11	39.0%			43.4%	3.48	3.55
5C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.	132	13.6%	25.8%	51.5%	3.0%	6.1%	n = 28	39.4%			38.2%	3.38	3.42
5D. Overall satisfaction with health plan's call center service.	147	17.0%	21.8%	50.3%	2.7%	8.2%	n = 10	38.8%			41.0%	3.37	3.47

* 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 2015 SPH Analytics 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

Provider Relations

Aetna Better Health of Louisiana

Provider Satisfaction Survey

183 Total Respondents

These questions ask about your experiences with Aetna Better Health of Louisiana's Provider Relations department. Please rate Aetna Better Health of Louisiana 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>					2016	2015	2014	Medicaid BoB***	2016	Medicaid BoB***
6A. Do you have a Provider Relations representative from this health plan assigned to your practice?	132	53.0%	47.0%					53.0%			53.1%	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>	2016	2015	2014	Medicaid BoB***	2016	Medicaid BoB***
6B. Provider Relations representative's ability to answer questions and resolve problems.	67	16.4%	25.4%	35.8%	13.4%	9.0%	n = 1	41.8%			49.9%	3.27	3.58
6C. Quality of provider orientation process.	109	11.0%	12.8%	50.5%	11.0%	14.7%	n = 32	23.9%			30.1%	2.94	3.24
6D. Quality of written communications, policy bulletins, and manuals.	133	14.3%	16.5%	53.4%	6.8%	9.0%	n = 12	30.8%			33.2%	3.20	3.35

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

** Mean scores are the average of all responses.

*** B.o.B. represents the 2015 SPH Analytics 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

Overall Satisfaction

Aetna Better Health of Louisiana

Provider Satisfaction Survey

183 Total Respondents

These questions ask about your overall satisfaction with Aetna Better Health of Louisiana. Additionally, please rate your satisfaction with the other plans listed and provide feedback on how Aetna Better Health of Louisiana can improve.		Category Responses						Summary Rate Scores*				Mean Scores**	
Survey Item	Valid n	Yes	No					2016	2015	2014	Medicaid BoB***	2016	Medicaid BoB***
7A. Would you recommend Aetna Better Health of Louisiana to other physicians' practices?	150	76.7%	23.3%					76.7%			84.0%	NA	NA
Survey Item	Valid n	Completely satisfied	Somewhat satisfied	Neither dissatisfied nor satisfied	Somewhat dissatisfied	Completely dissatisfied	Does not apply	2016	2015	2014	Medicaid BoB***	2016	Medicaid BoB***
7B. Please rate your overall satisfaction with Aetna Better Health of Louisiana.	152	25.0%	41.4%	12.5%	12.5%	8.6%	n = 3	66.4%			70.1%	3.62	3.87
7C. Please rate your overall satisfaction with AmeriGroup.	146	23.3%	45.2%	14.4%	13.0%	4.1%	n = 6	68.5%			NA	3.71	NA
7D. Please rate your overall satisfaction with AmeriHealth Caritas.	143	25.2%	42.7%	20.3%	7.0%	4.9%	n = 8	67.8%			NA	3.76	NA
7E. Please rate your overall satisfaction with Louisiana Health Care Connections.	147	32.0%	34.7%	15.6%	8.8%	8.8%	n = 6	66.7%			NA	3.72	NA
7F. Please rate your overall satisfaction with United.	148	24.3%	46.6%	13.5%	10.8%	4.7%	n = 8	70.9%			NA	3.75	NA

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

** Mean scores are the average of all responses.

*** B.o.B. represents the 2015 SPH Analytics 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

Provider Portal

Aetna Better Health of Louisiana

Provider Satisfaction Survey

183 Total Respondents

These questions ask about your Aetna's Provider Portal. This is the secure site that you access with a username and password. Please rate Aetna in the following service areas when compared to your experience with other health plans you work with.		Category Responses						Summary Rate Scores*				Mean Scores**	
Survey Item	Valid n	Yes	No					2016	2015	2014	Medicaid BoB***	2016	Medicaid BoB***
9A. Have you logged into and used the Aetna Provider Portal?	151	40.4%	59.6%					40.4%			NA	NA	NA
Survey Item	Valid n	<u>Completely satisfied</u>	<u>Somewhat satisfied</u>	<u>Neither dissatisfied nor satisfied</u>	<u>Somewhat dissatisfied</u>	<u>Completely dissatisfied</u>	<u>N/A</u>	2016	2015	2014	Medicaid BoB***	2016	Medicaid BoB***
9B. Finding information you needed regarding member eligibility.	66	40.9%	19.7%	25.8%	7.6%	6.1%		60.6%			NA	3.82	NA
9C. Finding information you needed regarding claim payments or remittance advices.	63	28.6%	31.7%	22.2%	11.1%	6.3%		60.3%			NA	3.65	NA
9D. Finding information you needed regarding the patient (member) Gaps in Care Report.	42	33.3%	26.2%	23.8%	11.9%	4.8%	n = 12	59.5%			NA	3.71	NA
9E. The portal's prior authorization, requirement submissions, and confirmations functions.	59	25.4%	22.0%	37.3%	10.2%	5.1%		47.5%			NA	3.53	NA
9F. The portal's reporting functions.	59	23.7%	27.1%	37.3%	10.2%	1.7%		50.8%			NA	3.61	NA

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

** Mean scores are the average of all responses.

*** B.o.B. represents the 2015 SPH Analytics Medicaid Book of Business Benchmark, which consists of Primary Care Physicians, Specialists, and Behavioral Health Clinicians.

Question Summaries
Provider Portal Continued

183 Total Respondents

		Category Responses			Summary Rate Scores*				Mean Scores**	
Survey Item	Valid n	<u>0 - 3</u>	<u>4 - 7</u>	<u>8 - 10</u>	2016	2015	2014	Medicaid BoB***	2016	Medicaid BoB***
9H. What number would you use to rate your overall experience with the Provider Portal?	61	14.8%	54.1%	31.1%	31.1%			NA	1.84	NA

* Summary Rate Scores represent the most favorable response options ("8 - 10").
 ** Mean scores are the average of all responses.

Consulting Services

SPH Analytics Can Help You Identify Opportunities to Improve Performance

SPH Analytics (SPHA) Consulting Services help evaluate initiatives for potential improvement based on the data provided and best industry practices through consultation with your organization's team members. An in-depth analysis can help organizations identify strengths and weaknesses to improve performance.

Harnessing the Power of Information

SPHA Consulting Services help organizations develop initiatives and solutions for improved performance, patient/member satisfaction, and improvement in scores and ratings.

Action Plans for Improvement

SPHA consultants work with you to develop action plans for improvement. Our experienced consultants have extensive backgrounds in quality improvement, healthcare research, and program evaluation and development. Consultants have worked with and for leading healthcare organizations to implement process improvements and strategic initiatives.

Stars/Scores Improvement

We understand Star Ratings and scores improvement is important to your organization. As a leader in healthcare transformation, SPHA helps you evaluate your organization's performance to develop a realistic plan for improvement. SPHA looks beyond typical measures to help you gain a more meaningful understanding of patient and member sentiment. SPHA consultants help guide your performance improvement initiatives.

The answers are not always easy to find. However, there are steps you can take to bring you closer to your goals. SPHA's knowledgeable consultants help you develop plans that empower long-term success in the rapidly changing healthcare environment.



Benefits of SPHA's Consulting Services:

- Gain insight and information based on overall findings
- Examine organizational strengths and weaknesses and their impact on performance
- Identify common themes, best practices, and calls to action
- Develop action plans for improvement
- Improve ratings and scores

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