2016 Provider Satisfaction Report

Louisiana Healthcare Connections

Project Number(s): 9111930

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Introduction

Your Sales Executive is Steve Brightwell (678-689-0286), and your Account Project Manager is Adam Plato (770-978-3173 ext. 1325). Should you have any questions or comments regarding any aspect of the survey or reporting process, please feel free to call either your Sales Executive or Account Project Manager.

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 UM 11 (Experience with the Utilization Management Process) 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 10 (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 Louisiana Healthcare Connections. For comparison purposes, results are presented by Summary Rates. The Summary Rate is the sum of the proportion of respondents who selected the most positive response options ('Well above average' or 'Somewhat above average;' 'Yes;' and 'Completely satisfied' or 'Somewhat satisfied') for the attribute.

Composite scores are calculated by taking the average Summary Rates of the attributes in the specified section. The following composites are included in the Louisiana Healthcare Connections survey:

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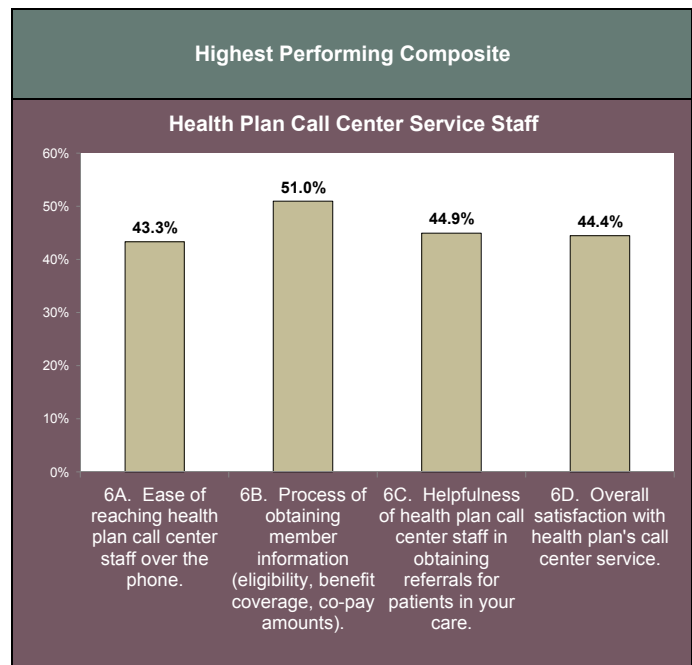- ☑ Health Plan Call Center Service Staff
- ☑ Provider Relations

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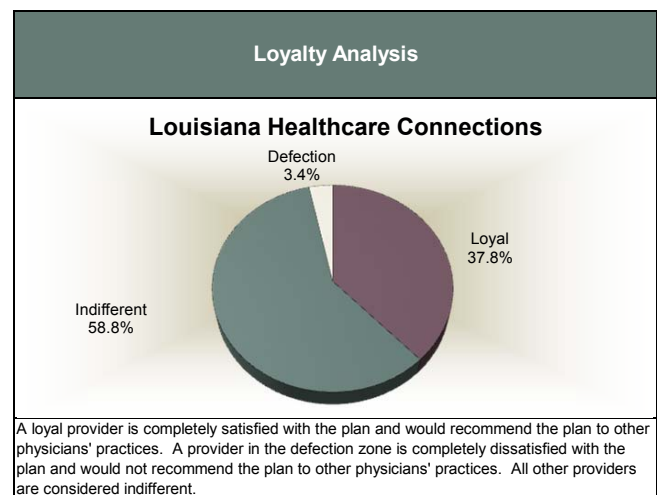
Chart 1

Provider Satisfaction Report Highlights

Louisiana Healthcare Connections

	Highest and Lowest Performing Questions	2016		2016 Mean Scores**		2015 SPHA B.o.B.***	
		n*	SRS*	Louisiana	SPHA B.o.B.	Medicaid	Aggregate
Summary Rate Scores	*Highest Scoring Questions*						
	6B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	153	51.0%	3.75	3.55	43.4%	44.2%
	7B. Provider Relations representative's ability to answer questions and resolve problems.	93	49.5%	3.65	3.58	49.9%	51.3%
	6C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.	138	44.9%	3.56	3.42	38.2%	39.2%
	Lowest Scoring Questions						
	5A. Consistency of the formulary over time.	140	22.1%	3.21	3.18	23.1%	24.1%
	5E. Availability of comparable drugs to substitute those not included in the formulary.	140	18.6%	2.99	3.07	20.9%	21.9%
	5C. Variety of branded drugs on the formulary.	144	17.4%	2.96	3.06	21.1%	22.1%

Ratings of Overall Satisfaction

Overall Satisfaction

Louisiana Healthcare Connections	Amerigroup	Aetna Better Health of Louisiana	AmeriHealth Caritas (formerly L.A. Care)	United Healthcare Community Plan
77.5%	59.9%	51.6%	62.1%	61.8%

Highest Performing Composite

Health Plan Call Center Service Staff

6A. Ease of reaching health plan call center staff over the phone.	6B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	6C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.	6D. Overall satisfaction with health plan's call center service.
43.3%	51.0%	44.9%	44.4%

Priority Matrix

Composite	Correlation****	Percentile
Strength		
No composites are considered Strengths.		
Top Priority		
Utilization and Quality Management	0.584	59th
Health Plan Call Center Service Staff	0.564	68th
Finance Issues	0.524	72nd

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

Top Priority: Composite is highly correlated with overall satisfaction and ranks below the 75th percentile when compared to the SPHA Book of Business benchmark.

Loyalty Analysis

Louisiana Healthcare Connections

Defection 3.4%
Loyal 37.8%
Indifferent 58.8%

A loyal provider is completely satisfied with the plan and would recommend the plan to other physicians' practices. A provider in the defection zone is completely dissatisfied with the plan and would not recommend the plan to other physicians' practices. All other providers are considered indifferent.

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

Table of Contents

1. *Executive Summary*

SPH Analytics (SPHA), a National Committee for Quality Assurance (NCQA) Certified Survey Vendor, was selected by Louisiana Healthcare Connections 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 one-wave mail and Internet[1] with phone follow-up survey methodology to administer the Provider Satisfaction Survey from August to September of 2016. A total of 194 surveys were completed (69 mail, 10 Internet, and 115 phone), yielding a response rate of 5.7% for the mail/Internet data component and 17.5% 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 Rates[2] for Louisiana Healthcare Connections' composites and key attributes. Data and significance testing for trend years and the 2015 SPH Analytics Medicaid Book of Business are also provided for comparison.

Composites/Attributes	2016 Summary Rates	2015 Summary Rates	*	2014 Summary Rates	*	2015 SPHA Medicaid BoB Summary Rates[3]	**
Overall Satisfaction with Louisiana Healthcare Connections	**77.5%**	**76.0%**		**60.7%**	↑	**70.1%**	↑
All Other Plans (Comparative Rating)	44.3%	34.9%	↑	21.0%	↑	35.9%	↑
Finance Issues	37.5%	35.2%		20.5%	↑	32.7%	
Utilization and Quality Management	33.0%	30.6%		19.0%	↑	32.6%	
Network/Coordination of Care	33.3%	25.2%		9.8%		29.0%	
Pharmacy	21.4%	17.8%		16.1%		22.4%	
Health Plan Call Center Service Staff	45.9%	40.2%		25.6%	↑	40.3%	
Provider Relations	41.7%	37.6%		27.2%		37.7%	
Recommend to Other Physicians' Practices	85.3%	88.0%		88.7%		84.0%	

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

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[1] The mail wave included the web address, along with a user ID and password, to complete the survey online.
[2] The Summary Rate represents the most favorable response percentage(s).
[3] 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 Composites

All Other Plans (Comparative Rating)
This item asks the respondent to rate Louisiana Healthcare Connections compared to all other plans with which the provider contracts.

Finance Issues
This composite addresses the consistency of reimbursement fees with contract rates, accuracy and timeliness of claims processing, and resolution of claims payment problems or disputes.

Utilization and Quality Management
This composite measures access to knowledgeable Utilization Management staff, procedures and timeliness for obtaining pre-certification/referral/authorization information, the health plan's facilitation/support of appropriate clinical care for patients, access to Case/Care Managers from this health plan, and the degree to which the plan covers and encourages preventive care and wellness. Additionally, the survey tool includes two custom questions within this composite that allow providers to evaluate the extent to which UM staff share review criteria and reasons for adverse determinations and the consistency of review decisions. The custom questions (3G and 3H) are not included in the composite score calculations as they do not have a benchmark in the SPHA Book of Business.

Network/Coordination of Care
This composite addresses the number and quality of specialists, as well as the timeliness of feedback/reports from specialists, in this health plan's provider network. Additionally, the survey tool includes three custom questions within this composite that allow providers to evaluate the frequency of feedback and reports from specialists and Behavioral Health Clinicians for patients in their care and the timeliness of feedback and reports from Behavioral Health Clinicians for patients in their care. The custom questions (4D through 4F) are not included in the composite score calculations as they do not have a benchmark in the SPHA Book of Business.

Pharmacy
This composite assesses the consistency of the formulary over time, the extent to which the formulary reflects current standards of care, the variety of branded drugs on the formulary, the ease of prescribing preferred medications within formulary guidelines, and the availability of comparable drugs to substitute those not included in the formulary.

Health Plan Call Center Service Staff
This composite measures the ease of reaching health plan call center staff over the phone, the process of obtaining member information (eligibility, benefit coverage, co-pay amounts), the helpfulness of health plan call center staff in obtaining referrals for patients in their care, and overall satisfaction with the health plan's call center service.

Provider Relations
This composite addresses the quality of the provider orientation process and of written communications, policy bulletins, and manuals. If a Provider Relations representative from the health plan is assigned to the practice, providers are also asked about the representative's ability to answer questions and resolve problems.

Overall Satisfaction
Respondents are asked if they would recommend Louisiana Healthcare Connections to other physicians' practices. They are also asked to rate their overall satisfaction with each of the following health plans:

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

One open-ended question allows respondents to comment on what Louisiana Healthcare Connections can do to improve its service to their organization.

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

2. Methodology

SPHA utilized a one-wave mail and Internet[4] with phone follow-up survey methodology to administer the Provider Satisfaction Survey:

Survey Administration Tasks	Date
Questionnaire, including the web address to complete the survey online, is sent to each provider's office.	8/4/2016
Telephone calls by CATI (computer-assisted telephone interviews) are conducted for non-respondents.	8/24/2016
Data collection ends.	9/27/2016

Sampling Methodology

Louisiana Healthcare Connections provided SPHA with a database consisting of 3,169 Louisiana Healthcare Connections providers. SPHA then cleaned the database by removing any records with duplicate addresses or NPIs. From the database of unique providers, 1,500 providers were pulled according to the stratification instructions given by Louisiana Healthcare Connections. A total of 194 mail, Internet, and phone surveys were completed.

Response Rate

Louisiana Healthcare Connections' sample size is 1,500. SPH Analytics collected 194 surveys (69 mail, 10 Internet, and 115 phone) from the eligible provider population from August to September of 2016. After adjusting for ineligible members, your mail/Internet survey response rate is 5.7%, and your phone survey response rate is 17.5%. 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 126 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, 828 office managers were included in the database for the phone follow-up data collection component. From this sample of office managers, 115 surveys were completed. Phone surveys are considered ineligible if they meet one of the disposition categories listed in the table on the following page.

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

Survey Methodology	Ineligible Disposition	N
Mail/Internet Component	Bad Address with no forwarding information	125
	Deceased, Not Eligible	1
TOTAL MAIL/INTERNET INELIGIBLE SURVEYS		**126**

Survey Methodology	Ineligible Disposition	N
Phone Component	Deceased	0
	No Eligible Respondent	72
	Wrong Number	45
	Fax/Pager/Modem/Data Line	5
	Not in Service	2
	Disconnected	28
	Number Changed	17
	Cell Phone	0
TOTAL PHONE INELIGIBLE SURVEYS		**169**

To calculate the response rate, ineligible surveys are subtracted from the sample size:

$$\frac{\text{Completed surveys}}{\text{Sample size} - \text{Ineligible surveys}} = \text{Response rate}$$

Using the final figures from Louisiana Healthcare Connections' Provider Satisfaction Survey, the numerators and denominators used to compute your response rates are as follows:

Mail/Internet Component

$$\frac{69 \text{ (mail)} + 10 \text{ (Internet)}}{1,500 \text{ (sample)} - 126 \text{ (ineligible)}} = 5.7\%$$

Phone Component

$$\frac{115 \text{ (phone)}}{828 \text{ (sample)} - 169 \text{ (ineligible)}} = 17.5\%$$

Profile of Survey Respondents

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

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

Page 2B provides the demographic proportions for Louisiana Healthcare Connections compared to trend data while page 2C provides the percentage of respondents by demographic category and is compared to the 2015 SPH Analytics Medicaid Book of Business. Page 2C also includes the overall satisfaction (8B) Summary Rate Score for both Louisiana Healthcare Connections 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

194 Total Respondents

Area of Medicine (A)

Area	Percentage
Primary Care	73.0%
Specialty	37.6%
Behavioral Health Clinician	5.3%

Physicians in Practice (B)

- More than 5 physicians 13.1%
- Solo 47.1%
- 2 - 5 physicians 39.8%

Years in Practice (C)

- Less than 5 years 15.7%
- 16 years or more 51.3%
- 5 - 15 years 33.0%

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

- 0 - 10% 27.4%
- 21 - 100% 46.3%
- 11 - 20% 26.2%

Survey Respondent (E)

- Physician 15.2%
- Nurse/Other staff 34.0%
- Behavioral Health Clinician 0.0%
- Office Manager 50.8%

Insurance Participation (G)

- 3 or fewer 0.5%
- 4 to 7 5.3%
- 8 to 11 13.8%
- More than 15 58.0%
- 12 to 15 22.3%
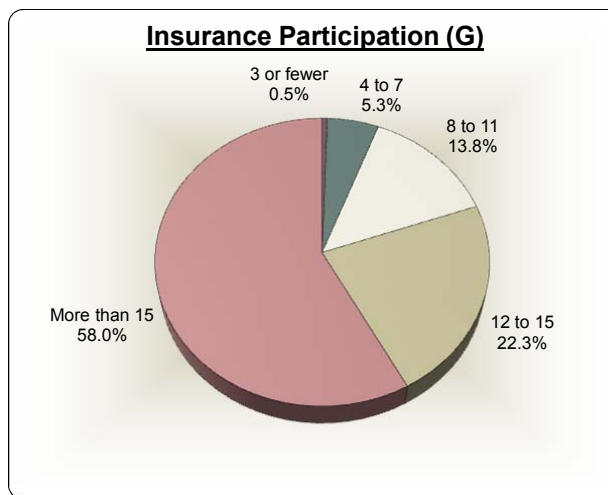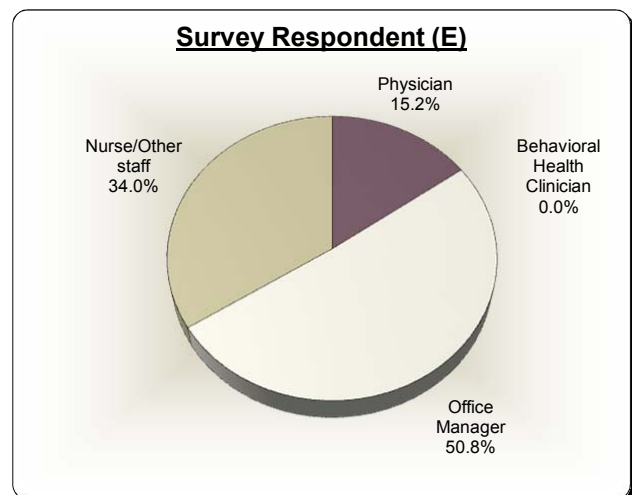
Note: The sum of responses for Area of Medicine may be greater than 100% as respondents are able to choose multiple response options.

Profile of Survey Respondents
Demographic Trending

Louisiana Healthcare Connections
Provider Satisfaction Survey

194 Total Respondents

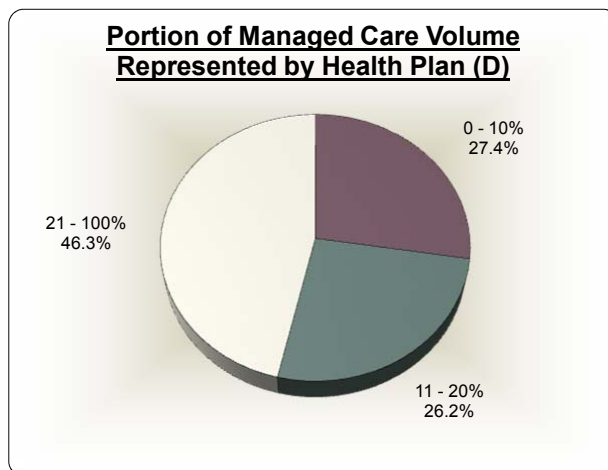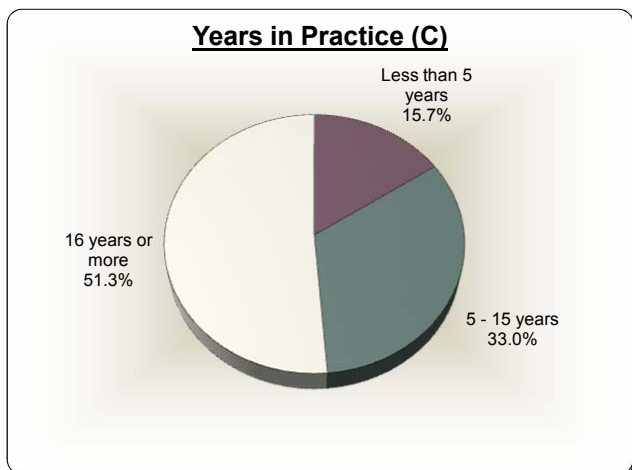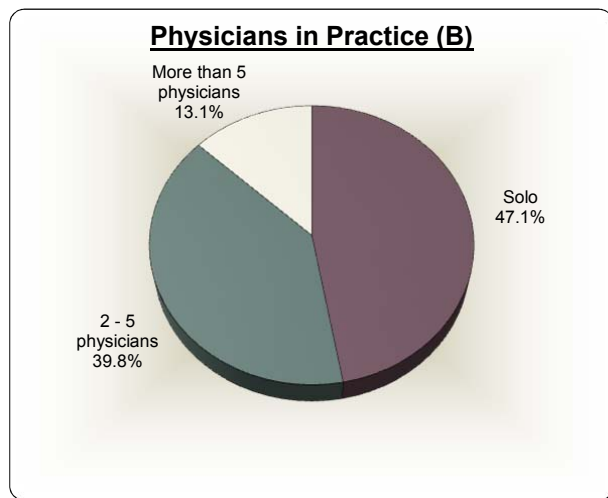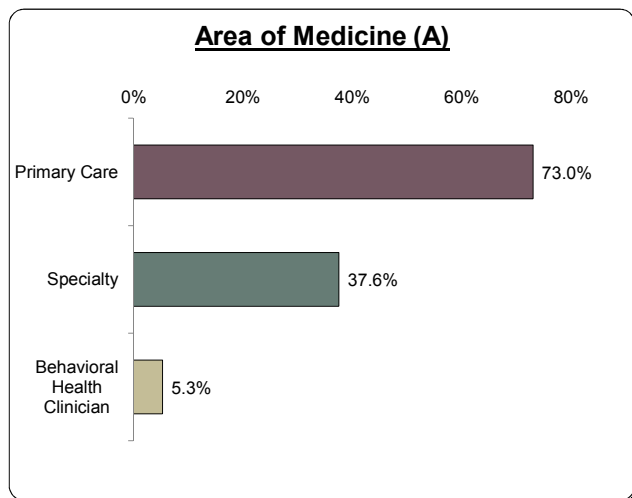| Demographic	Category	2016	2015	2014	Significance Testing* 2015 to 2016	Significance Testing* 2014 to 2016
Area of Medicine (A)	**Primary Care**	73.0%	68.8%	71.6%	↔	↔
	Specialty	37.6%	42.0%	34.3%	↔	↔
	Behavioral Health Clinician	5.3%	4.8%	7.5%	↔	↔
Physicians in Practice (B)	**Solo**	47.1%	40.0%	29.4%	↔	↑
	2 - 5 physicians	39.8%	44.4%	39.7%	↔	↔
	More than 5 physicians	13.1%	15.6%	30.9%	↔	↓
Years in Practice (C)	**Less than 5 years**	15.7%	26.4%	42.2%	↓	↓
	5 - 15 years	33.0%	33.1%	31.3%	↔	↔
	16 years or more	51.3%	40.5%	26.6%	↑	↑
Portion of Managed Care Volume Represented by Health Plan (D)	**0 - 10%**	27.4%	37.5%	40.0%	↓	↔
	11 - 20%	26.2%	27.4%	29.1%	↔	↔
	21 - 100%	46.3%	35.1%	30.9%	↑	↑
Survey Respondent (E)	**Physician**	15.2%	7.8%	7.2%	↑	↔
	Behavioral Health Clinician	NA	NA	NA	NA	NA
	Office Manager	50.8%	58.0%	39.1%	↔	↔
	Nurse/Other staff	34.0%	34.2%	53.6%	↔	↓
Insurance Participation (G)	**3 or fewer**	0.5%	1.5%	1.5%	—	—
	4 to 7	5.3%	8.2%	10.3%	↔	↔
	8 to 11	13.8%	14.2%	17.6%	↔	↔
	12 to 15	22.3%	15.7%	8.8%	↔	↑
	More than 15	58.0%	60.3%	61.8%	↔	↔

Survey Demographics

* 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.

Profile of Survey Respondents

Benchmark Comparisons

194 Total Respondents

Demographic	Category	Current 2016	2015 SPHA Book of Business Benchmark* Medicaid	Significance Testing** Plan to Medicaid Benchmark	Overall Satisfaction Summary Rates Plan	Medicaid Benchmark
Area of Medicine (A)	**Primary Care**	73.0%	59.8%	↑	80.0%	74.2%
	Specialty	37.6%	44.5%	↔	71.9%	70.7%
	Behavioral Health Clinician	5.3%	9.7%	↓	87.5%	74.8%
Physicians in Practice (B)	**Solo**	47.1%	37.4%	↑	76.7%	75.5%
	2 - 5 physicians	39.8%	39.7%	↔	79.4%	72.7%
	More than 5 physicians	13.1%	22.9%	↓	76.2%	66.8%
Years in Practice (C)	**Less than 5 years**	15.7%	20.5%	↔	63.6%	74.7%
	5 - 15 years	33.0%	35.4%	↔	76.9%	72.8%
	16 years or more	51.3%	44.1%	↑	81.0%	71.6%
Portion of Managed Care Volume Represented by Health Plan (D)	**0 - 10%**	27.4%	43.2%	↓	69.0%	64.3%
	11 - 20%	26.2%	22.1%	↔	65.0%	71.9%
	21 - 100%	46.3%	34.7%	↑	88.7%	82.1%
Survey Respondent (E)	**Physician**	15.2%	15.7%	↔	63.0%	64.1%
	Behavioral Health Clinician	NA	3.3%	NA	NA	77.4%
	Office Manager	50.8%	48.0%	↔	81.9%	73.9%
	Nurse/Other staff	34.0%	33.0%	↔	81.3%	75.6%
Insurance Participation (G)	**3 or fewer**	0.5%	2.0%	—	100.0%	80.7%
	4 to 7	5.3%	9.1%	↔	62.5%	77.3%
	8 to 11	13.8%	17.1%	↔	78.3%	77.6%
	12 to 15	22.3%	15.5%	↑	68.4%	73.2%
	More than 15	58.0%	56.3%	↔	81.6%	69.7%

Survey Demographics

* 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.

Page 3A Summary of Benchmark Comparisons
      Displays a comparison of Louisiana Healthcare Connections' Summary Rates to the Summary Rates of the 2015 SPH Analytics Medicaid and Aggregate Books of Business. Significant differences are highlighted.

Page 3B Trend Comparisons – Graphical Representation
      Graphical presentation comparing Louisiana Healthcare Connections' 2016 composite Summary Rates to trend results.

Page 3C Benchmark Comparisons – Percentiles
      Displays a comparison of Louisiana Healthcare Connections' Summary Rates to the Summary Rate Percentiles of the 2015 SPH Analytics Medicaid Book of Business Percentiles. Attributes at or above the 75th percentile are shaded green, attributes at or above the 50th percentile but below the 75th percentile are shaded yellow, and attributes below the 25th percentile are shaded red. Attributes at or above the 25th percentile but below the 50th percentile and those attributes without a comparable benchmark are not shaded.

Page 3D Benchmark Comparisons – Physician and Office Manager Respondents
      The chart on page 3D compares Louisiana Healthcare Connections' Summary Rates from Physician and Office Manager respondents as defined by question E, *'Please mark who is completing this survey'* (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.

Page 3E Benchmark Comparisons – Primary Care and Specialty Respondents
      The chart on page 3E compares Louisiana Healthcare Connections' Summary Rates from respondents in the Primary Care and Specialty areas of medicine as defined by question A, *'Please indicate your area of medicine'* (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.	• 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.	• 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.	• 55 plans • 17,370 respondents

Charts 3A – 3E

Summary of Benchmark Comparisons
Composites and Attributes - Summary Rate Scores

194 Total Respondents

Composites and Key Questions	Current 2016 Valid n	2016 Summary Rate*	2015 Valid n	2015 Summary Rate*	2014 Valid n	2014 Summary Rate*	2015 SPHA Book of Business Benchmarks** Medicaid	Aggregate
Overall Satisfaction		77.5%		76.0%		60.7%	70.1%	70.5%
8A. Would you recommend Louisiana Healthcare Connections to other physicians' practices?	150	85.3%	209	88.0%	53	88.7%	84.0%	84.4%
8B. Please rate your overall satisfaction with Louisiana Healthcare Connections.	160	77.5%	221	76.0%	56	60.7%	70.1%	70.5%
8C. Please rate your overall satisfaction with Amerigroup.	142	59.9%	196	59.7%	54	63.0%	NA	NA
8D. Please rate your overall satisfaction with Aetna Better Health of Louisiana.	126	51.6%	175	57.7%	52	55.8%	NA	NA
8E. Please rate your overall satisfaction with AmeriHealth Caritas (formerly L.A. Care).	140	62.1%	202	62.4%	52	61.5%	NA	NA
8F. Please rate your overall satisfaction with United Healthcare Community Plan.	144	61.8%	207	58.0%	52	73.1%	NA	NA
All Other Plans (Comparative Rating)								
1A. How would you rate Louisiana Healthcare Connections compared to all other health plans you contract with?	183	44.3%	258	34.9%	62	21.0%	35.9%	37.0%
Finance Issues		37.5%		35.2%		20.5%	32.7%	33.3%
2A. Consistency of reimbursement fees with your contract rates.	166	36.1%	221	32.6%	50	18.0%	30.5%	31.3%
2B. Accuracy of claims processing.	166	41.6%	224	38.8%	49	24.5%	35.1%	35.7%
2C. Timeliness of claims processing.	163	41.7%	226	37.6%	52	19.2%	35.1%	35.4%
2D. Resolution of claims payment problems or disputes.	161	30.4%	214	31.8%	49	20.4%	30.0%	30.9%
Utilization and Quality Management		33.0%		30.6%		19.0%	32.6%	33.4%
3A. Access to knowledgeable UM staff.	156	30.1%	222	29.7%	53	18.9%	30.9%	32.0%
3B. Procedures for obtaining pre-certification/referral/authorization information.	173	31.8%	229	27.5%	56	16.1%	31.5%	32.3%
3C. Timeliness of obtaining pre-certification/referral/authorization information.	170	30.6%	228	30.3%	54	22.2%	32.0%	33.0%
3D. The health plan's facilitation/support of appropriate clinical care for patients.	159	33.3%	221	27.1%	50	16.0%	31.1%	31.9%
3E. Access to Case/Care Managers from this health plan.	144	30.6%	191	30.4%	41	12.2%	30.8%	31.4%
3F. Degree to which the plan covers and encourages preventive care and wellness.	157	41.4%	221	38.5%	52	28.8%	39.6%	39.7%
3G. Extent to which UM staff share review criteria and reasons for adverse determinations.	140	25.7%	188	28.2%	49	10.2%	NA	NA
3H. Consistency of review decisions.	145	28.3%	199	27.6%	45	11.1%	NA	NA
Network/Coordination of Care		33.3%		25.2%		9.8%	29.0%	30.1%
4A. The number of specialists in this health plan's provider network.	145	32.4%	200	23.5%	48	10.4%	27.0%	28.0%
4B. The quality of specialists in this health plan's provider network.	143	33.6%	202	28.7%	49	12.2%	32.9%	34.3%
4C. The timeliness of feedback/reports from specialists in this health plan's provider network.	145	33.8%	196	23.5%	44	6.8%	27.0%	28.1%
4D. The frequency of feedback/reports from specialists for patients in your care.	141	31.9%	197	25.4%	44	18.2%	NA	NA
4E. The timeliness of feedback/reports from Behavioral Health Clinicians for patients in your care.	120	25.0%	152	15.1%	31	22.6%	NA	NA
4F. The frequency of feedback/reports from Behavioral Health Clinicians for patients in your care.	117	26.5%	146	17.1%	33	21.2%	NA	NA
Pharmacy		21.4%		17.8%		16.1%	22.4%	23.4%
5A. Consistency of the formulary over time.	140	22.1%	203	18.7%	46	17.4%	23.1%	24.1%
5B. Extent to which formulary reflects current standards of care.	139	24.5%	205	18.0%	45	20.0%	23.5%	24.6%
5C. Variety of branded drugs on the formulary.	144	17.4%	200	16.5%	45	13.3%	21.1%	22.1%
5D. Ease of prescribing your preferred medications within formulary guidelines.	144	24.3%	201	17.9%	49	14.3%	23.3%	24.5%
5E. Availability of comparable drugs to substitute those not included in the formulary.	140	18.6%	198	17.7%	45	15.6%	20.9%	21.9%
Health Plan Call Center Service Staff		45.9%		40.2%		25.6%	40.3%	41.4%
6A. Ease of reaching health plan call center staff over the phone.	150	43.3%	216	36.6%	51	27.5%	38.7%	40.0%
6B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	153	51.0%	217	47.9%	57	26.3%	43.4%	44.2%
6C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.	138	44.9%	200	37.0%	48	25.0%	38.2%	39.2%
6D. Overall satisfaction with health plan's call center service.	153	44.4%	217	39.2%	55	23.6%	41.0%	42.1%
Provider Relations		41.7%		37.6%		27.2%	37.7%	38.2%
7A. Do you have a Provider Relations Specialist from this health plan assigned to your practice?	137	72.3%	189	65.1%	45	53.3%	53.1%	49.1%
7B. Provider Relations representative's ability to answer questions and resolve problems.	93	49.5%	108	50.0%	21	42.9%	49.9%	51.3%
7C. Quality of provider orientation process.	125	34.4%	161	31.7%	36	16.7%	30.1%	29.9%
7D. Quality of written communications, policy bulletins, and manuals.	145	41.4%	190	31.1%	41	22.0%	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 8B. It does not include 8A or 8C through 8F.

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

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

Trend Comparisons

Composites

194 Total Respondents

Legend: ■2016 ■2015 ■2014

Category	2016	2015	2014
Overall Satisfaction	77.5%	76.0%	60.7%
All Other Plans	44.3%	34.9%	21.0%
Finance Issues	37.5%	35.2%	20.5%
Utilization and Quality Management	33.0%	30.6%	19.0%
Network/ Coordination of Care	33.3%	25.2%	9.8%
Pharmacy	21.4%	17.8%	16.1%
Health Plan Call Center Service Staff	45.9%	40.2%	25.6%
Provider Relations	41.7%	37.6%	27.2%

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

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

Note 3: The Utilization and Quality Management composite is the average of 3A through 3F and does not include custom questions 3G or 3H. The Network/Coordination of Care composite is the average of 4A through 4C and does not include custom questions 4D through 4F.
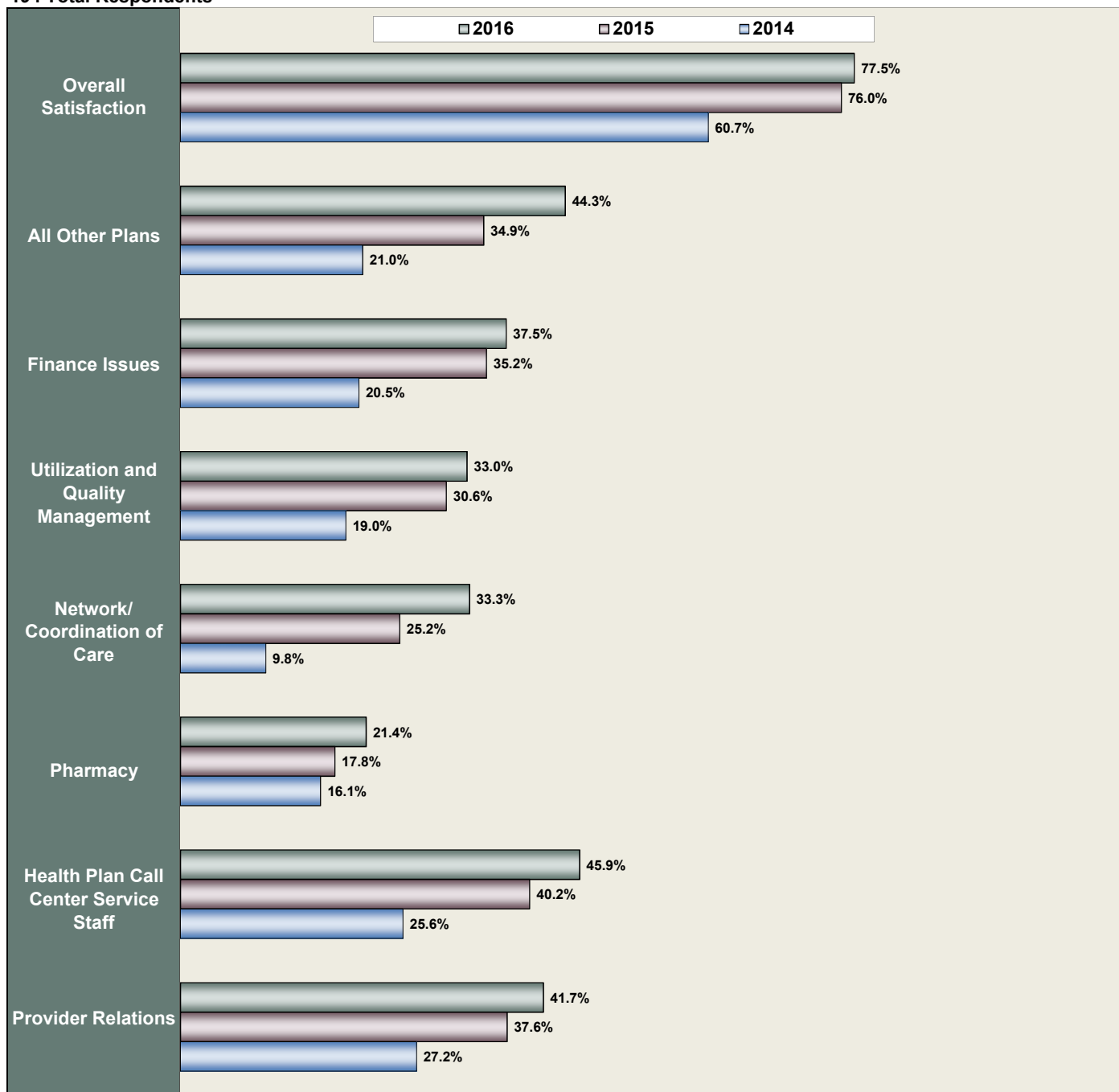
Benchmark Comparisons
2015 SPHA Medicaid Book of Business Percentiles

194 Total Respondents

Composite/Attribute	2016 Louisiana 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	**77.5%**	**74th**	**70.1%**	**63.2%**	**71.4%**	**77.8%**	**84.4%**
8A. Would you recommend Louisiana Healthcare Connections to other physicians' practices?	85.3%	50th	84.0%	78.4%	85.2%	91.7%	94.8%
8B. Please rate your overall satisfaction with Louisiana Healthcare Connections.	77.5%	74th	70.1%	63.2%	71.4%	77.8%	84.4%
8C. Please rate your overall satisfaction with Amerigroup.	59.9%	NA	NA	NA	NA	NA	NA
8D. Please rate your overall satisfaction with Aetna Better Health of Louisiana.	51.6%	NA	NA	NA	NA	NA	NA
8E. Please rate your overall satisfaction with AmeriHealth Caritas (formerly L.A. Care).	62.1%	NA	NA	NA	NA	NA	NA
8F. Please rate your overall satisfaction with United Healthcare Community Plan.	61.8%	NA	NA	NA	NA	NA	NA
All Other Plans (Comparative Rating)							
1A. How would you rate Louisiana Healthcare Connections compared to all other health plans you contract with?	44.3%	77th	35.9%	26.7%	33.7%	44.2%	56.1%
Finance Issues	**37.5%**	**72nd**	**32.7%**	**26.4%**	**30.1%**	**38.9%**	**49.7%**
2A. Consistency of reimbursement fees with your contract rates.	36.1%	71st	30.5%	22.5%	28.5%	37.9%	46.9%
2B. Accuracy of claims processing.	41.6%	78th	35.1%	27.8%	32.0%	40.4%	53.6%
2C. Timeliness of claims processing.	41.7%	77th	35.1%	27.4%	32.5%	40.6%	51.8%
2D. Resolution of claims payment problems or disputes.	30.4%	56th	30.0%	22.8%	28.6%	35.4%	45.4%
Utilization and Quality Management	**33.0%**	**59th**	**32.6%**	**24.1%**	**30.8%**	**40.6%**	**49.6%**
3A. Access to knowledgeable UM staff.	30.1%	55th	30.9%	21.9%	29.0%	38.1%	48.0%
3B. Procedures for obtaining pre-certification/referral/authorization information.	31.8%	60th	31.5%	23.4%	29.6%	39.3%	50.2%
3C. Timeliness of obtaining pre-certification/referral/authorization information.	30.6%	49th	32.0%	24.2%	30.7%	39.5%	49.3%
3D. The health plan's facilitation/support of appropriate clinical care for patients.	33.3%	62nd	31.1%	23.1%	29.5%	39.1%	46.9%
3E. Access to Case/Care Managers from this health plan.	30.6%	54th	30.8%	22.4%	30.2%	38.4%	46.1%
3F. Degree to which the plan covers and encourages preventive care and wellness.	41.4%	61st	39.6%	30.6%	38.0%	46.4%	56.0%
3G. Extent to which UM staff share review criteria and reasons for adverse determinations.	25.7%	NA	NA	NA	NA	NA	NA
3H. Consistency of review decisions.	28.3%	NA	NA	NA	NA	NA	NA
Network/Coordination of Care	**33.3%**	**67th**	**29.0%**	**21.4%**	**26.3%**	**37.5%**	**42.7%**
4A. The number of specialists in this health plan's provider network.	32.4%	70th	27.0%	18.4%	23.2%	34.9%	44.2%
4B. The quality of specialists in this health plan's provider network.	33.6%	59th	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.	33.8%	84th	27.0%	22.1%	25.2%	31.3%	39.4%
4D. The frequency of feedback/reports from specialists for patients in your care.	31.9%	NA	NA	NA	NA	NA	NA
4E. The timeliness of feedback/reports from Behavioral Health Clinicians for patients in your care.	25.0%	NA	NA	NA	NA	NA	NA
4F. The frequency of feedback/reports from Behavioral Health Clinicians for patients in your care.	26.5%	NA	NA	NA	NA	NA	NA
Pharmacy	**21.4%**	**53rd**	**22.4%**	**16.1%**	**20.6%**	**27.9%**	**35.6%**
5A. Consistency of the formulary over time.	22.1%	57th	23.1%	17.6%	20.7%	29.5%	36.3%
5B. Extent to which formulary reflects current standards of care.	24.5%	60th	23.5%	17.0%	21.3%	29.1%	37.9%
5C. Variety of branded drugs on the formulary.	17.4%	44th	21.1%	14.6%	19.7%	26.7%	32.6%
5D. Ease of prescribing your preferred medications within formulary guidelines.	24.3%	50th	23.3%	16.7%	24.3%	28.0%	36.0%
5E. Availability of comparable drugs to substitute those not included in the formulary.	18.6%	45th	20.9%	14.0%	19.3%	26.8%	33.3%
Health Plan Call Center Service Staff	**45.9%**	**68th**	**40.3%**	**30.3%**	**38.1%**	**50.9%**	**56.5%**
6A. Ease of reaching health plan call center staff over the phone.	43.3%	68th	38.7%	29.8%	36.2%	48.3%	55.2%
6B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	51.0%	76th	43.4%	35.2%	43.5%	50.5%	58.9%
6C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.	44.9%	72nd	38.2%	28.1%	35.5%	47.3%	56.1%
6D. Overall satisfaction with health plan's call center service.	44.4%	65th	41.0%	31.3%	39.6%	49.2%	59.1%
Provider Relations	**41.7%**	**63rd**	**37.7%**	**27.3%**	**35.9%**	**45.5%**	**57.4%**
7A. Do you have a Provider Relations Specialist from this health plan assigned to your practice?	72.3%	86th	53.1%	41.9%	52.3%	62.3%	78.7%
7B. Provider Relations representative's ability to answer questions and resolve problems.	49.5%	44th	49.9%	38.0%	51.6%	63.0%	66.6%
7C. Quality of provider orientation process.	34.4%	72nd	30.1%	20.8%	27.4%	36.5%	50.3%
7D. Quality of written communications, policy bulletins, and manuals.	41.4%	80th	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 8B. It does not include 8A or 8C through 8F.

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

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

Benchmark Comparisons
2015 SPHA Medicaid Respondent-Level Benchmark
Survey Respondent (E)

Louisiana Healthcare Connections
Provider Satisfaction Survey

29 Total Physician Respondents
97 Total Office Manager Respondents

Composite/Attribute	2016 Louisiana Summary Rate Score*		2016 Louisiana Physicians Only		2015 SPHA Medicaid Respondent-Level Benchmark** (Physicians Only) SRS*	2016 Louisiana Office Managers Only		2015 SPHA Medicaid Respondent-Level Benchmark** (Office Managers Only) SRS*
	Valid n	SRS*	Valid n	SRS*		Valid n	SRS*	
Overall Satisfaction		**77.5%**		**63.0%**	**64.1%**		**81.9%**	**73.9%**
8A. Would you recommend Louisiana Healthcare Connections to other physicians' practices?	150	85.3%	27	74.1%	80.2%	77	90.9%	86.6%
8B. Please rate your overall satisfaction with Louisiana Healthcare Connections.	160	77.5%	27	63.0%	64.1%	83	81.9%	73.9%
8C. Please rate your overall satisfaction with Amerigroup.	142	59.9%	27	40.7%	NA	73	63.0%	NA
8D. Please rate your overall satisfaction with Aetna Better Health of Louisiana.	126	51.6%	25	52.0%	NA	62	50.0%	NA
8E. Please rate your overall satisfaction with AmeriHealth Caritas (formerly L.A. Care).	140	62.1%	25	40.0%	NA	71	66.2%	NA
8F. Please rate your overall satisfaction with United Healthcare Community Plan.	144	61.8%	27	63.0%	NA	76	59.2%	NA
All Other Plans (Comparative Rating)								
1A. How would you rate Louisiana Healthcare Connections compared to all other health plans you contract with?	183	44.3%	27	44.4%	48.7%	90	48.9%	36.8%
Finance Issues		**37.5%**		**50.0%**	**45.3%**		**40.8%**	**34.0%**
2A. Consistency of reimbursement fees with your contract rates.	166	36.1%	25	44.0%	42.8%	88	37.5%	32.1%
2B. Accuracy of claims processing.	166	41.6%	25	52.0%	47.8%	85	47.1%	36.2%
2C. Timeliness of claims processing.	163	41.7%	25	60.0%	47.5%	85	47.1%	36.9%
2D. Resolution of claims payment problems or disputes.	161	30.4%	25	44.0%	43.3%	82	31.7%	30.8%
Utilization and Quality Management		**33.0%**		**35.9%**	**43.3%**		**35.3%**	**33.6%**
3A. Access to knowledgeable UM staff.	156	30.1%	25	36.0%	41.7%	83	33.7%	32.1%
3B. Procedures for obtaining pre-certification/referral/authorization information.	173	31.8%	28	28.6%	41.1%	89	36.0%	32.7%
3C. Timeliness of obtaining pre-certification/referral/authorization information.	170	30.6%	27	33.3%	41.5%	88	34.1%	32.5%
3D. The health plan's facilitation/support of appropriate clinical care for patients.	159	33.3%	27	37.0%	43.6%	82	34.1%	31.4%
3E. Access to Case/Care Managers from this health plan.	144	30.6%	23	30.4%	42.3%	75	30.7%	31.9%
3F. Degree to which the plan covers and encourages preventive care and wellness.	157	41.4%	26	50.0%	49.6%	81	43.2%	41.3%
3G. Extent to which UM staff share review criteria and reasons for adverse determinations.	140	25.7%	26	46.2%	NA	69	24.6%	NA
3H. Consistency of review decisions.	145	28.3%	24	41.7%	NA	72	29.2%	NA
Network/Coordination of Care		**33.3%**		**36.7%**	**41.8%**		**34.1%**	**28.7%**
4A. The number of specialists in this health plan's provider network.	145	32.4%	24	33.3%	39.2%	75	34.7%	27.0%
4B. The quality of specialists in this health plan's provider network.	143	33.6%	23	39.1%	46.4%	77	32.5%	32.4%
4C. The timeliness of feedback/reports from specialists in this health plan's provider network.	145	33.8%	24	37.5%	40.0%	77	35.1%	26.7%
4D. The frequency of feedback/reports from specialists for patients in your care.	141	31.9%	24	37.5%	NA	76	31.6%	NA
4E. The timeliness of feedback/reports from Behavioral Health Clinicians for patients in your care.	120	25.0%	23	26.1%	NA	62	24.2%	NA
4F. The frequency of feedback/reports from Behavioral Health Clinicians for patients in your care.	117	26.5%	23	30.4%	NA	61	24.6%	NA
Pharmacy		**21.4%**		**26.3%**	**32.6%**		**17.6%**	**22.1%**
5A. Consistency of the formulary over time.	140	22.1%	27	29.6%	34.8%	75	18.7%	22.5%
5B. Extent to which formulary reflects current standards of care.	139	24.5%	26	30.8%	33.5%	76	18.4%	23.5%
5C. Variety of branded drugs on the formulary.	144	17.4%	27	18.5%	30.4%	75	14.7%	20.8%
5D. Ease of prescribing your preferred medications within formulary guidelines.	144	24.3%	27	29.6%	33.5%	76	19.7%	23.2%
5E. Availability of comparable drugs to substitute those not included in the formulary.	140	18.6%	26	23.1%	30.9%	73	16.4%	20.5%
Health Plan Call Center Service Staff		**45.9%**		**43.2%**	**46.5%**		**48.1%**	**42.2%**
6A. Ease of reaching health plan call center staff over the phone.	150	43.3%	25	44.0%	44.7%	77	44.2%	40.1%
6B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	153	51.0%	26	42.3%	47.5%	78	56.4%	46.5%
6C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.	138	44.9%	25	44.0%	46.5%	67	46.3%	39.9%
6D. Overall satisfaction with health plan's call center service.	153	44.4%	26	42.3%	47.0%	77	45.5%	42.3%
Provider Relations		**41.7%**		**35.1%**	**49.3%**		**51.3%**	**41.1%**
7A. Do you have a Provider Relations Specialist from this health plan assigned to your practice?	137	72.3%	26	61.5%	49.3%	68	80.9%	62.2%
7B. Provider Relations representative's ability to answer questions and resolve problems.	93	49.5%	16	37.5%	60.7%	52	59.6%	54.9%
7C. Quality of provider orientation process.	125	34.4%	21	28.6%	42.4%	64	43.8%	33.0%
7D. Quality of written communications, policy bulletins, and manuals.	145	41.4%	23	39.1%	44.7%	77	50.6%	35.3%

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

** The 2015 SPHA Medicaid Book of Business Benchmark consists of Primary Care Physicians, Specialists, and Behavioral Health Clinicians. These benchmark comparisons are based on respondent-level results. Please see the Technical Notes for further detail.

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

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

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

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

Benchmark Comparisons
2015 SPHA Medicaid Respondent-Level Benchmark
Area of Medicine (A)

138 Total Primary Care Respondents
71 Total Specialty Respondents

Composite/Attribute	2016 Louisiana Summary Rate Score*		2016 Louisiana Primary Care Only		2015 SPHA Medicaid Respondent-Level Benchmark** (Primary Care Only) SRS*	2016 Louisiana Specialty Only		2015 SPHA Medicaid Respondent-Level Benchmark** (Specialty Only) SRS*
	Valid n	SRS*	Valid n	SRS*		Valid n	SRS*	
Overall Satisfaction		**77.5%**		**80.0%**	**74.4%**		**71.9%**	**70.8%**
8A. Would you recommend Louisiana Healthcare Connections to other physicians' practices?	150	85.3%	106	86.8%	86.2%	55	85.5%	83.8%
8B. Please rate your overall satisfaction with Louisiana Healthcare Connections.	160	77.5%	115	80.0%	74.4%	57	71.9%	70.8%
8C. Please rate your overall satisfaction with Amerigroup.	142	59.9%	98	61.2%	NA	54	55.6%	NA
8D. Please rate your overall satisfaction with Aetna Better Health of Louisiana.	126	51.6%	85	45.9%	NA	51	60.8%	NA
8E. Please rate your overall satisfaction with AmeriHealth Caritas (formerly L.A. Care).	140	62.1%	98	63.3%	NA	52	55.8%	NA
8F. Please rate your overall satisfaction with United Healthcare Community Plan.	144	61.8%	102	65.7%	NA	53	54.7%	NA
All Other Plans (Comparative Rating)								
1A. How would you rate Louisiana Healthcare Connections compared to all other health plans you contract with?	183	44.3%	129	48.8%	38.8%	68	41.2%	36.8%
Finance Issues		**37.5%**		**40.9%**	**35.7%**		**34.6%**	**32.2%**
2A. Consistency of reimbursement fees with your contract rates.	166	36.1%	118	39.0%	33.2%	61	32.8%	29.9%
2B. Accuracy of claims processing.	166	41.6%	117	45.3%	38.1%	62	37.1%	34.1%
2C. Timeliness of claims processing.	163	41.7%	117	43.6%	38.2%	60	43.3%	34.8%
2D. Resolution of claims payment problems or disputes.	161	30.4%	115	35.7%	33.4%	60	25.0%	30.1%
Utilization and Quality Management		**33.0%**		**35.7%**	**35.3%**		**33.7%**	**33.8%**
3A. Access to knowledgeable UM staff.	156	30.1%	114	32.5%	33.5%	53	35.8%	32.4%
3B. Procedures for obtaining pre-certification/referral/authorization information.	173	31.8%	125	35.2%	33.1%	61	27.9%	34.2%
3C. Timeliness of obtaining pre-certification/referral/authorization information.	170	30.6%	123	34.1%	33.3%	59	30.5%	34.3%
3D. The health plan's facilitation/support of appropriate clinical care for patients.	159	33.3%	116	36.2%	33.6%	55	32.7%	32.1%
3E. Access to Case/Care Managers from this health plan.	144	30.6%	105	34.3%	33.4%	51	29.4%	32.3%
3F. Degree to which the plan covers and encourages preventive care and wellness.	157	41.4%	120	41.7%	45.0%	50	46.0%	37.4%
3G. Extent to which UM staff share review criteria and reasons for adverse determinations.	140	25.7%	103	28.2%	NA	46	23.9%	NA
3H. Consistency of review decisions.	145	28.3%	104	29.8%	NA	50	30.0%	NA
Network/Coordination of Care		**33.3%**		**35.6%**	**30.9%**		**34.9%**	**30.3%**
4A. The number of specialists in this health plan's provider network.	145	32.4%	113	32.7%	29.8%	43	39.5%	27.9%
4B. The quality of specialists in this health plan's provider network.	143	33.6%	108	36.1%	34.6%	44	34.1%	34.3%
4C. The timeliness of feedback/reports from specialists in this health plan's provider network.	145	33.8%	111	37.8%	28.3%	45	31.1%	28.7%
4D. The frequency of feedback/reports from specialists for patients in your care.	141	31.9%	110	34.5%	NA	43	32.6%	NA
4E. The timeliness of feedback/reports from Behavioral Health Clinicians for patients in your care.	120	25.0%	104	26.9%	NA	28	25.0%	NA
4F. The frequency of feedback/reports from Behavioral Health Clinicians for patients in your care.	117	26.5%	103	27.2%	NA	26	30.8%	NA
Pharmacy		**21.4%**		**23.4%**	**25.0%**		**24.8%**	**22.4%**
5A. Consistency of the formulary over time.	140	22.1%	108	25.9%	25.7%	44	20.5%	22.8%
5B. Extent to which formulary reflects current standards of care.	139	24.5%	106	26.4%	26.5%	45	26.7%	23.8%
5C. Variety of branded drugs on the formulary.	144	17.4%	107	19.6%	23.5%	49	20.4%	20.5%
5D. Ease of prescribing your preferred medications within formulary guidelines.	144	24.3%	108	25.0%	26.0%	48	31.3%	23.3%
5E. Availability of comparable drugs to substitute those not included in the formulary.	140	18.6%	104	20.2%	23.4%	48	25.0%	21.4%
Health Plan Call Center Service Staff		**45.9%**		**45.9%**	**42.5%**		**49.3%**	**42.2%**
6A. Ease of reaching health plan call center staff over the phone.	150	43.3%	107	42.1%	40.9%	55	49.1%	40.5%
6B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	153	51.0%	109	51.4%	46.6%	55	52.7%	45.5%
6C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.	138	44.9%	102	45.1%	40.2%	48	47.9%	40.5%
6D. Overall satisfaction with health plan's call center service.	153	44.4%	109	45.0%	42.2%	55	47.3%	42.2%
Provider Relations		**41.7%**		**43.8%**	**44.1%**		**44.0%**	**38.2%**
7A. Do you have a Provider Relations Specialist from this health plan assigned to your practice?	137	72.3%	99	76.8%	66.1%	48	60.4%	52.8%
7B. Provider Relations representative's ability to answer questions and resolve problems.	93	49.5%	74	51.4%	56.4%	25	56.0%	52.3%
7C. Quality of provider orientation process.	125	34.4%	93	36.6%	36.9%	43	34.9%	29.2%
7D. Quality of written communications, policy bulletins, and manuals.	145	41.4%	106	43.4%	39.1%	51	41.2%	32.9%

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

** The 2015 SPHA Medicaid Book of Business Benchmark consists of Primary Care Physicians, Specialists, and Behavioral Health Clinicians. These benchmark comparisons are based on respondent-level results. Please see the Technical Notes for further detail.

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

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

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

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

4. Composite Analyses

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

☑ Response Level Percentages – graphical display of composite responses. This graph provides a breakdown of the composite response distributions for current and trend data, namely, 'Well above average,' 'Somewhat above average,' 'Average,' and 'Somewhat/Well below average' for all composites except for overall satisfaction (8B), which is broken down by 'Completely satisfied,' 'Somewhat satisfied,' 'Neither dissatisfied nor satisfied,' and 'Completely/Somewhat dissatisfied.'

☑ Composite Level (Summary Rate) – graphical display of the composite and benchmark Summary Rate Scores. This graph plots where the composite Summary Rate Score falls in relation to trend data and the 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 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 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 – 4H

Composite Analysis

Overall Satisfaction - Top Box and Summary Rate Scores

160 Total Overall Satisfaction Respondents

Overall Satisfaction Composite - Response Level

	2016	2015	2014
Completely satisfied	38.1%	38.5%	23.2%
Somewhat satisfied	39.4%	37.6%	37.5%
Neither dissatisfied nor satisfied	11.9%	12.7%	28.6%
Completely/Somewhat dissatisfied	10.6%	11.3%	10.7%

Overall Satisfaction - Composite Level (Summary Rate)

77.5%
70.5%
70.1%
76.0%
60.7%

Plan SRS
SPHA Medicaid
SPHA Aggregate

Plan Year 2016   Plan Year 2015   Plan Year 2014
B.o.B. Year 2015

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		**38.1%**		**38.5%**		**23.2%**	**35.2%**	**35.2%**
8A. Would you recommend Louisiana Healthcare Connections to other physicians' practices?	150	85.3%	209	88.0%	53	88.7%	84.0%	84.4%
8B. Please rate your overall satisfaction with Louisiana Healthcare Connections.	160	38.1%	221	38.5%	56	23.2%	35.2%	35.2%
8C. Please rate your overall satisfaction with Amerigroup.	142	20.4%	196	23.0%	54	18.5%	NA	NA
8D. Please rate your overall satisfaction with Aetna Better Health of Louisiana.	126	12.7%	175	24.0%	52	28.8%	NA	NA
8E. Please rate your overall satisfaction with AmeriHealth Caritas (formerly L.A. Care).	140	23.6%	202	25.7%	52	23.1%	NA	NA
8F. Please rate your overall satisfaction with United Healthcare Community Plan.	144	22.2%	207	32.9%	52	32.7%	NA	NA

Summary Rate Scores*

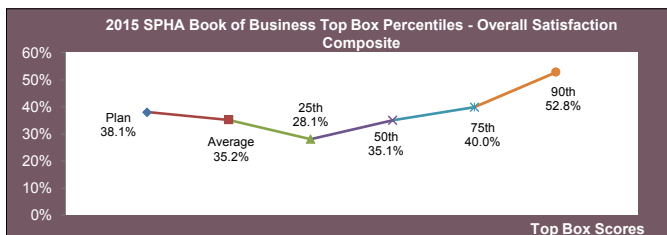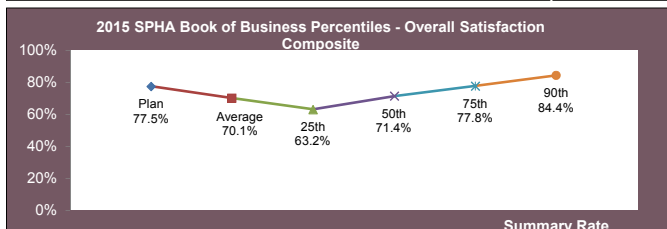| Composite and Attributes	2016		2015		2014		2015 SPHA Book of Business**	
	n	SRS*	n	SRS*	n	SRS*	Medicaid	Aggregate
Overall Satisfaction		**77.5%**		**76.0%**		**60.7%**	**70.1%**	**70.5%**
8A. Would you recommend Louisiana Healthcare Connections to other physicians' practices?	150	85.3%	209	88.0%	53	88.7%	84.0%	84.4%
8B. Please rate your overall satisfaction with Louisiana Healthcare Connections.	160	77.5%	221	76.0%	56	60.7%	70.1%	70.5%
8C. Please rate your overall satisfaction with Amerigroup.	142	59.9%	196	59.7%	54	63.0%	NA	NA
8D. Please rate your overall satisfaction with Aetna Better Health of Louisiana.	126	51.6%	175	57.7%	52	55.8%	NA	NA
8E. Please rate your overall satisfaction with AmeriHealth Caritas (formerly L.A. Care).	140	62.1%	202	62.4%	52	61.5%	NA	NA
8F. Please rate your overall satisfaction with United Healthcare Community Plan.	144	61.8%	207	58.0%	52	73.1%	NA	NA

2015 SPHA Book of Business Top Box Percentiles - Overall Satisfaction Composite

Plan 38.1%
Average 35.2%
25th 28.1%
50th 35.1%
75th 40.0%
90th 52.8%

Top Box Scores

> Your 2016 Top Box Summary Rate for the Overall Satisfaction composite is 38.1%, which is not significantly different from SPHA's 2015 Medicaid Book of Business Top Box Summary Rate Score of 35.2%.

2015 SPHA Book of Business Percentiles - Overall Satisfaction Composite

Plan 77.5%
Average 70.1%
25th 63.2%
50th 71.4%
75th 77.8%
90th 84.4%

Summary Rate

> Your 2016 Summary Rate for the Overall Satisfaction composite is 77.5%, which is significantly above 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 8B. It does not include 8A or 8C through 8F.

Composite Analysis

Comparative Rating - Top Box and Summary Rate Scores

183 Total Comparative Rating Respondents

Comparative Rating Composite - Response Level

Comparative Rating - Composite Level (Summary Rate)

	2016		2015		2014		2015 SPHA Book of Business**	
Attribute	**n**	**Top Box Score***	**n**	**Top Box Score***	**n**	**Top Box Score***	**Medicaid**	**Aggregate**
Comparative Rating								
1A. How would you rate Louisiana Healthcare Connections compared to all other health plans you contract with?	183	18.0%	258	13.6%	62	8.1%	16.9%	17.0%

	2016		2015		2014		2015 SPHA Book of Business**	
Attribute	**n**	**SRS***	**n**	**SRS***	**n**	**SRS***	**Medicaid**	**Aggregate**
Comparative Rating								
1A. How would you rate Louisiana Healthcare Connections compared to all other health plans you contract with?	183	44.3%	258	34.9%	62	21.0%	35.9%	37.0%

2015 SPHA Book of Business Top Box Percentiles - Comparative Rating Composite

Your 2016 Top Box Summary Rate for the Comparative Rating composite is 18.0%, which is not significantly different from SPHA's 2015 Medicaid Book of Business Top Box Summary Rate Score of 16.9%.

2015 SPHA Book of Business Percentiles - Comparative Rating Composite
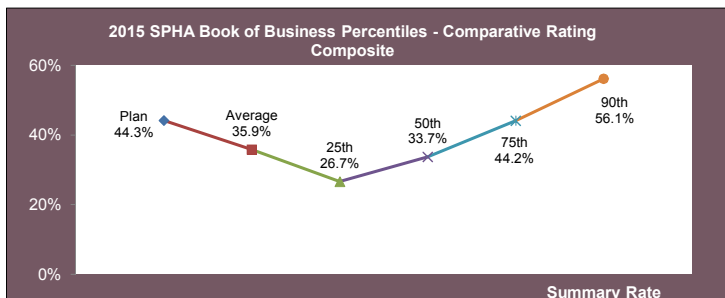
Your 2016 Summary Rate for the Comparative Rating composite is 44.3%, which is significantly above SPHA's 2015 Medicaid Book of Business Summary Rate Score of 35.9%.

* 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

166 Total Finance Issues Respondents

Louisiana Healthcare Connections
Provider Satisfaction Survey

Finance Issues Composite - Response Level

Finance Issues - Composite Level (Summary Rate)

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
Finance Issues		**21.0%**		**15.3%**		**3.5%**	**14.8%**	**15.2%**
2A. Consistency of reimbursement fees with your contract rates.	166	19.3%	221	11.8%	50	2.0%	13.6%	14.0%
2B. Accuracy of claims processing.	166	20.5%	224	18.8%	49	4.1%	15.8%	16.4%
2C. Timeliness of claims processing.	163	23.3%	226	17.3%	52	3.8%	16.4%	16.4%
2D. Resolution of claims payment problems or disputes.	161	21.1%	214	13.6%	49	4.1%	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
Finance Issues		**37.5%**		**35.2%**		**20.5%**	**32.7%**	**33.3%**
2A. Consistency of reimbursement fees with your contract rates.	166	36.1%	221	32.6%	50	18.0%	30.5%	31.3%
2B. Accuracy of claims processing.	166	41.6%	224	38.8%	49	24.5%	35.1%	35.7%
2C. Timeliness of claims processing.	163	41.7%	226	37.6%	52	19.2%	35.1%	35.4%
2D. Resolution of claims payment problems or disputes.	161	30.4%	214	31.8%	49	20.4%	30.0%	30.9%

2015 SPHA Book of Business Top Box Percentiles - Finance Issues Composite

Your 2016 Top Box Summary Rate for the Finance Issues composite is 21.0%, which is significantly above SPHA's 2015 Medicaid Book of Business Top Box Summary Rate Score of 14.8%.

2015 SPHA Book of Business Percentiles - Finance Issues Composite
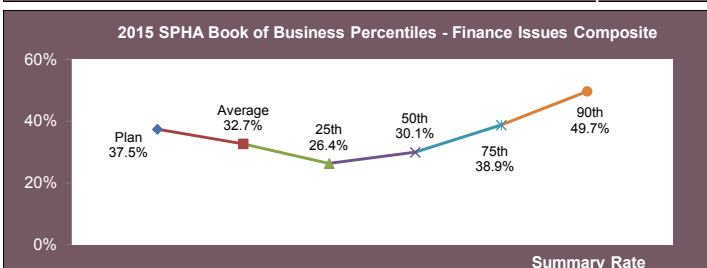
Your 2016 Summary Rate for the Finance Issues composite is 37.5%, which is not significantly different from SPHA's 2015 Medicaid Book of Business Summary Rate Score of 32.7%.

* 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.
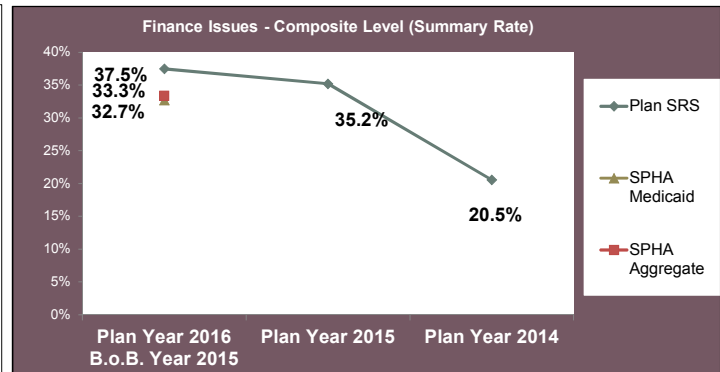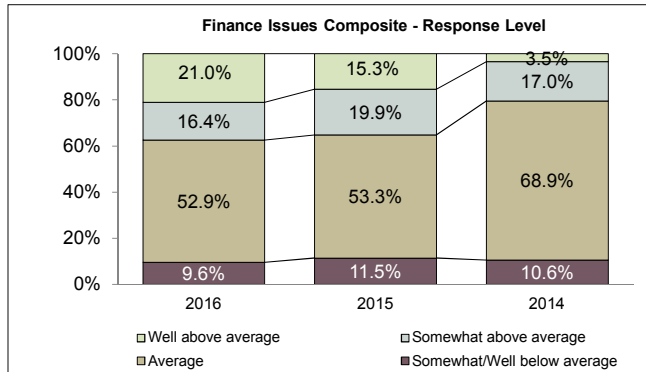
SPH Analytics

4C

Composite Analysis

Utilization and Quality Management - Top Box and Summary Rate Scores

Louisiana Healthcare Connections

Provider Satisfaction Survey

173 Total Utilization and Quality Management Respondents

UQM Composite - Response Level

UQM - Composite Level (Summary Rate)

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		**16.0%**		**12.8%**		**6.9%**	**14.7%**	**15.1%**
3A. Access to knowledgeable UM staff.	156	14.1%	222	11.7%	53	1.9%	13.4%	14.0%
3B. Procedures for obtaining pre-certification/referral/authorization information.	173	13.9%	229	12.7%	56	5.4%	13.7%	14.3%
3C. Timeliness of obtaining pre-certification/referral/authorization information.	170	14.1%	228	12.7%	54	13.0%	14.2%	14.7%
3D. The health plan's facilitation/support of appropriate clinical care for patients.	159	14.5%	221	10.4%	50	8.0%	13.8%	14.1%
3E. Access to Case/Care Managers from this health plan.	144	16.0%	191	11.5%	41	0.0%	13.9%	14.3%
3F. Degree to which the plan covers and encourages preventive care and wellness.	157	23.6%	221	17.6%	52	13.5%	19.0%	19.1%
3G. Extent to which UM staff share review criteria and reasons for adverse determinations.	140	12.9%	188	11.2%	49	4.1%	NA	NA
3H. Consistency of review decisions.	145	14.5%	199	8.5%	45	4.4%	NA	NA

Composite and Attributes	2016		2015		2014		2015 SPHA Book of Business**	
	n	SRS*	n	SRS*	n	SRS*	Medicaid	Aggregate
Utilization and Quality Management		**33.0%**		**30.6%**		**19.0%**	**32.6%**	**33.4%**
3A. Access to knowledgeable UM staff.	156	30.1%	222	29.7%	53	18.9%	30.9%	32.0%
3B. Procedures for obtaining pre-certification/referral/authorization information.	173	31.8%	229	27.5%	56	16.1%	31.5%	32.3%
3C. Timeliness of obtaining pre-certification/referral/authorization information.	170	30.6%	228	30.3%	54	22.2%	32.0%	33.0%
3D. The health plan's facilitation/support of appropriate clinical care for patients.	159	33.3%	221	27.1%	50	16.0%	31.1%	31.9%
3E. Access to Case/Care Managers from this health plan.	144	30.6%	191	30.4%	41	12.2%	30.8%	31.4%
3F. Degree to which the plan covers and encourages preventive care and wellness.	157	41.4%	221	38.5%	52	28.8%	39.6%	39.7%
3G. Extent to which UM staff share review criteria and reasons for adverse determinations.	140	25.7%	188	28.2%	49	10.2%	NA	NA
3H. Consistency of review decisions.	145	28.3%	199	27.6%	45	11.1%	NA	NA

2015 SPHA Book of Business Top Box Percentiles - UQM Composite

> Your 2016 Top Box Summary Rate for the Utilization and Quality Management composite is 16.0%, which is not significantly different from SPHA's 2015 Medicaid Book of Business Top Box Summary Rate Score of 14.7%.

2015 SPHA Book of Business Percentiles - UQM Composite
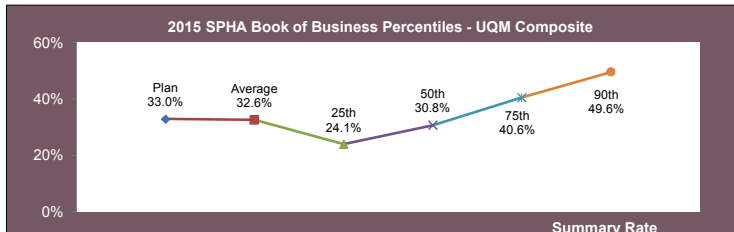
> Your 2016 Summary Rate for the Utilization and Quality Management composite is 33.0%, which is not significantly different from SPHA's 2015 Medicaid Book of Business Summary Rate Score of 32.6%.

* 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 1: Significance Testing - Cells highlighted in red denote current year plan percentage is significantly lower when compared to trend or benchmark data; cells highlighted in green denote current year plan percentage is significantly higher when compared to trend or benchmark data; no shading denotes that there was no significant difference between the percentages or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.
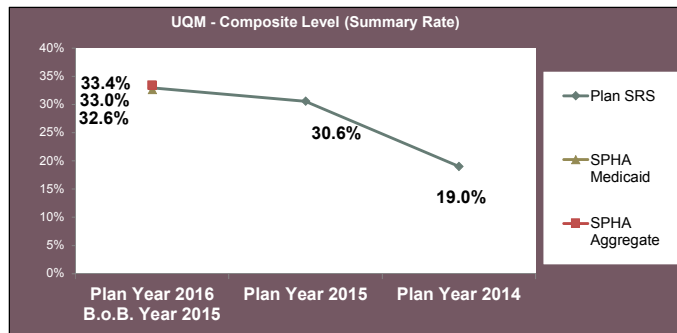
Note 2: The Utilization and Quality Management composite is the average of 3A through 3F. It does not include custom questions 3G through 3H. As such, the Top Box and Summary Rate percentile graphs do not include the custom questions as they do not have a benchmark in the SPHA Book of Business.

Composite Analysis

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

145 Total Network/Coordination of Care Respondents

Network/Coordination of Care Composite - Response Level

Network/Coordination of Care - Composite Level (Summary Rate)

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			**14.6%**		**7.7%**		**2.7%**	**12.4%**	**12.9%**
4A. The number of specialists in this health plan's provider network.		145	12.4%	200	6.5%	48	4.2%	11.5%	11.9%
4B. The quality of specialists in this health plan's provider network.		143	14.7%	202	9.4%	49	4.1%	14.5%	15.2%
4C. The timeliness of feedback/reports from specialists in this health plan's provider network.		145	16.6%	196	7.1%	44	0.0%	11.2%	11.5%
4D. The frequency of feedback/reports from specialists for patients in your care.		141	15.6%	197	8.1%	44	4.5%	NA	NA
4E. The timeliness of feedback/reports from Behavioral Health Clinicians for patients in your care.		120	11.7%	152	4.6%	31	9.7%	NA	NA
4F. The frequency of feedback/reports from Behavioral Health Clinicians for patients in your care.		117	11.1%	146	7.5%	33	9.1%	NA	NA

Top Box Scores

Composite and Attributes		2016		2015		2014		2015 SPHA Book of Business**	
		n	SRS*	n	SRS*	n	SRS*	Medicaid	Aggregate
Network/Coordination of Care			**33.3%**		**25.2%**		**9.8%**	**29.0%**	**30.1%**
4A. The number of specialists in this health plan's provider network.		145	32.4%	200	23.5%	48	10.4%	27.0%	28.0%
4B. The quality of specialists in this health plan's provider network.		143	33.6%	202	28.7%	49	12.2%	32.9%	34.3%
4C. The timeliness of feedback/reports from specialists in this health plan's provider network.		145	33.8%	196	23.5%	44	6.8%	27.0%	28.1%
4D. The frequency of feedback/reports from specialists for patients in your care.		141	31.9%	197	25.4%	44	18.2%	NA	NA
4E. The timeliness of feedback/reports from Behavioral Health Clinicians for patients in your care.		120	25.0%	152	15.1%	31	22.6%	NA	NA
4F. The frequency of feedback/reports from Behavioral Health Clinicians for patients in your care.		117	26.5%	146	17.1%	33	21.2%	NA	NA

Summary Rate Scores

2015 SPHA Book of Business Top Box Percentiles - Network/Coordination of Care Composite

> Your 2016 Top Box Summary Rate for the Network/Coordination of Care composite is 14.6%, which is not significantly different from SPHA's 2015 Medicaid Book of Business Top Box Summary Rate Score of 12.4%.

2015 SPHA Book of Business Percentiles - Network/Coordination of Care Composite
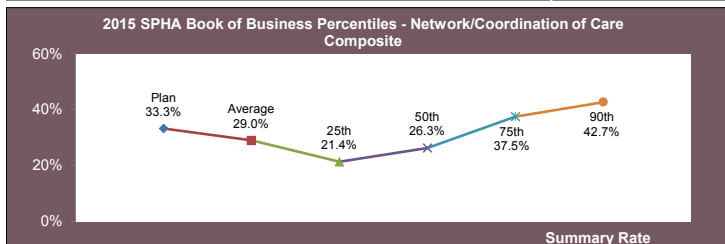
> Your 2016 Summary Rate for the Network/Coordination of Care composite is 33.3%, which is not significantly different from SPHA's 2015 Medicaid Book of Business Summary Rate Score of 29.0%.

* 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 1: Significance Testing - Cells highlighted in red denote current year plan percentage is significantly lower when compared to trend or benchmark data; cells highlighted in green denote current year plan percentage is significantly higher when compared to trend or benchmark data; no shading denotes that there was no significant difference between the percentages or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.
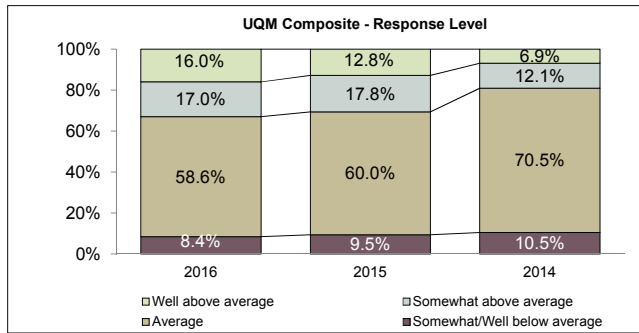
Note 2: The Network/Coordination of Care composite is the average of 4A through 4C. It does not include custom questions 4D through 4F. As such, the Top Box and Summary Rate percentile graphs do not include the custom questions as they do not have a benchmark in the SPHA Book of Business.
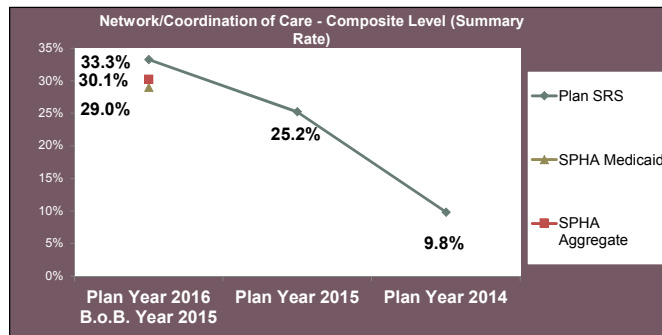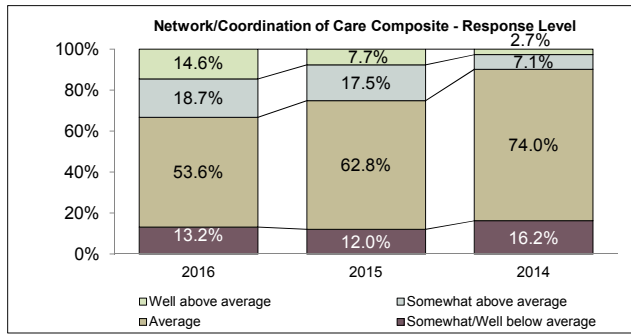
Composite Analysis

Pharmacy - Top Box and Summary Rate Scores

144 Total Pharmacy Respondents

Network/Coordination of Care Composite - Response Level

Pharmacy - Composite Level (Summary Rate)

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		**10.6%**		**6.4%**		**8.7%**	**9.3%**	**9.6%**
5A. Consistency of the formulary over time.	140	11.4%	203	5.9%	46	10.9%	9.6%	9.9%
5B. Extent to which formulary reflects current standards of care.	139	11.5%	205	6.8%	45	13.3%	10.0%	10.3%
5C. Variety of branded drugs on the formulary.	144	9.7%	200	4.5%	45	2.2%	8.6%	9.0%
5D. Ease of prescribing your preferred medications within formulary guidelines.	144	11.1%	201	8.5%	49	10.2%	9.8%	10.2%
5E. Availability of comparable drugs to substitute those not included in the formulary.	140	9.3%	198	6.1%	45	6.7%	8.3%	8.8%

Composite and Attributes	2016		2015		2014		2015 SPHA Book of Business**	
	n	SRS*	n	SRS*	n	SRS*	Medicaid	Aggregate
Network/Coordination of Care		**21.4%**		**17.8%**		**16.1%**	**22.4%**	**23.4%**
5A. Consistency of the formulary over time.	140	22.1%	203	18.7%	46	17.4%	23.1%	24.1%
5B. Extent to which formulary reflects current standards of care.	139	24.5%	205	18.0%	45	20.0%	23.5%	24.6%
5C. Variety of branded drugs on the formulary.	144	17.4%	200	16.5%	45	13.3%	21.1%	22.1%
5D. Ease of prescribing your preferred medications within formulary guidelines.	144	24.3%	201	17.9%	49	14.3%	23.3%	24.5%
5E. Availability of comparable drugs to substitute those not included in the formulary.	140	18.6%	198	17.7%	45	15.6%	20.9%	21.9%

2015 SPHA Book of Business Top Box Percentiles - Pharmacy Composite

> Your 2016 Top Box Summary Rate for the Pharmacy composite is 10.6%, which is not significantly different from SPHA's 2015 Medicaid Book of Business Top Box Summary Rate Score of 9.3%.

2015 SPHA Book of Business Percentiles - Pharmacy Composite
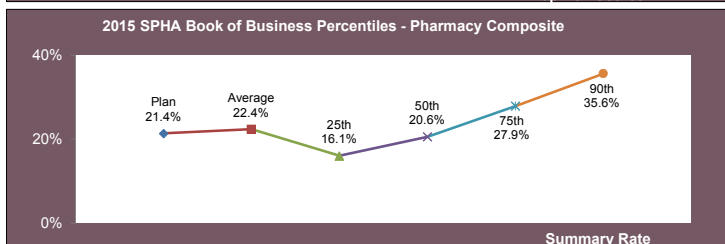
> Your 2016 Summary Rate for the Pharmacy composite is 21.4%, which is not significantly different from SPHA's 2015 Medicaid Book of Business Summary Rate Score of 22.4%.

* 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

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

153 Total Health Plan Call Center Service Staff Respondents

HPCCSS Composite - Response Level

HPCCSS - Composite Level (Summary Rate)

Composite and Attributes	2016		2015		2014		2015 SPHA Book of Business**	
Top Box Scores	n	Top Box Score*	n	Top Box Score*	n	Top Box Score*	Medicaid	Aggregate
Health Plan Call Center Service Staff		**21.9%**		**16.9%**		**9.8%**	**19.1%**	**20.0%**
6A. Ease of reaching health plan call center staff over the phone.	150	19.3%	216	15.3%	51	11.8%	18.3%	19.3%
6B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	153	27.5%	217	21.7%	57	12.3%	21.4%	21.9%
6C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.	138	21.0%	200	15.0%	48	6.3%	17.7%	18.8%
6D. Overall satisfaction with health plan's call center service.	153	19.6%	217	15.7%	55	9.1%	19.1%	20.0%

Composite and Attributes	2016		2015		2014		2015 SPHA Book of Business**	
Summary Rate Scores	n	SRS*	n	SRS*	n	SRS*	Medicaid	Aggregate
Health Plan Call Center Service Staff		**45.9%**		**40.2%**		**25.6%**	**40.3%**	**41.4%**
6A. Ease of reaching health plan call center staff over the phone.	150	43.3%	216	36.6%	51	27.5%	38.7%	40.0%
6B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	153	51.0%	217	47.9%	57	26.3%	43.4%	44.2%
6C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.	138	44.9%	200	37.0%	48	25.0%	38.2%	39.2%
6D. Overall satisfaction with health plan's call center service.	153	44.4%	217	39.2%	55	23.6%	41.0%	42.1%

2015 SPHA Book of Business Top Box Percentiles - HPCCSS Composite

Your 2016 Top Box Summary Rate for the Health Plan Call Center Service Staff composite is 21.9%, which is not significantly different from SPHA's 2015 Medicaid Book of Business Top Box Summary Rate Score of 19.1%.

2015 SPHA Book of Business Percentiles - HPCCSS Composite
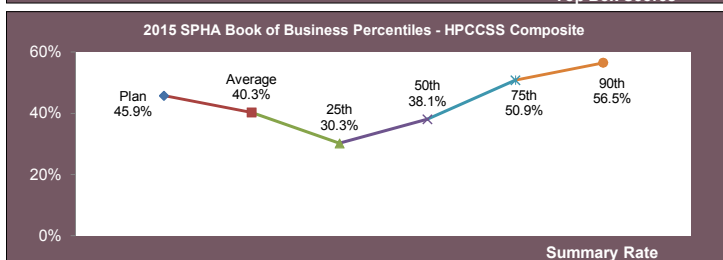
Your 2016 Summary Rate for the Health Plan Call Center Service Staff composite is 45.9%, which is not significantly different from SPHA's 2015 Medicaid Book of Business Summary Rate Score of 40.3%.

* 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

Provider Relations - Top Box and Summary Rate Scores

145 Total Provider Relations Respondents

Provider Relations Composite - Response Level

Provider Relations - Composite Level (Summary Rate)

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
Provider Relations		**25.9%**		**19.3%**		**5.8%**	**20.3%**	**20.6%**
7A. Do you have a Provider Relations Specialist from this health plan assigned to your practice?	137	72.3%	189	65.1%	45	53.3%	53.1%	49.1%
7B. Provider Relations representative's ability to answer questions and resolve problems.	93	33.3%	108	27.8%	21	9.5%	28.6%	29.6%
7C. Quality of provider orientation process.	125	21.6%	161	15.5%	36	5.6%	15.7%	15.7%
7D. Quality of written communications, policy bulletins, and manuals.	145	22.8%	190	14.7%	41	2.4%	16.7%	16.4%

Top Box Scores

Composite and Attributes		2016		2015		2014		2015 SPHA Book of Business**	
	n	SRS*	n	SRS*	n	SRS*	Medicaid	Aggregate
Provider Relations		**41.7%**		**37.6%**		**27.2%**	**37.7%**	**38.2%**
7A. Do you have a Provider Relations Specialist from this health plan assigned to your practice?	137	72.3%	189	65.1%	45	53.3%	53.1%	49.1%
7B. Provider Relations representative's ability to answer questions and resolve problems.	93	49.5%	108	50.0%	21	42.9%	49.9%	51.3%
7C. Quality of provider orientation process.	125	34.4%	161	31.7%	36	16.7%	30.1%	29.9%
7D. Quality of written communications, policy bulletins, and manuals.	145	41.4%	190	31.1%	41	22.0%	33.2%	33.4%

Summary Rate Scores

2015 SPHA Book of Business Top Box Percentiles - Provider Relations Composite

> Your 2016 Top Box Summary Rate for the Provider Relations composite is 25.9%, which is not significantly different from SPHA's 2015 Medicaid Book of Business Top Box Summary Rate Score of 20.3%.

2015 SPHA Book of Business Percentiles - Provider Relations Composite
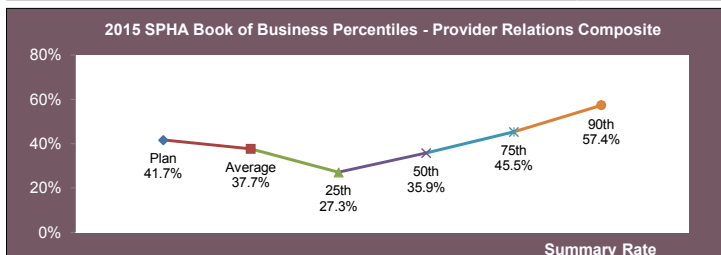
> Your 2016 Summary Rate for the Provider Relations composite is 41.7%, which is not significantly different from SPHA's 2015 Medicaid Book of Business Summary Rate Score of 37.7%.

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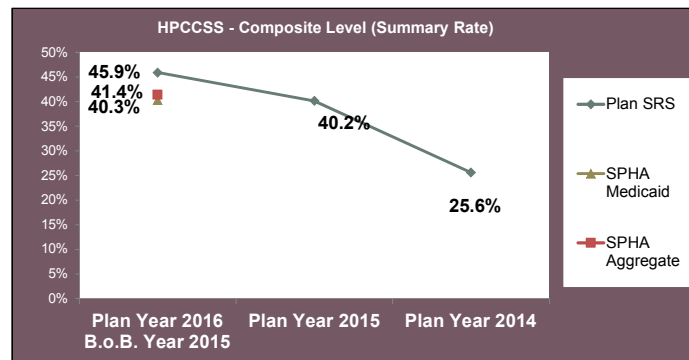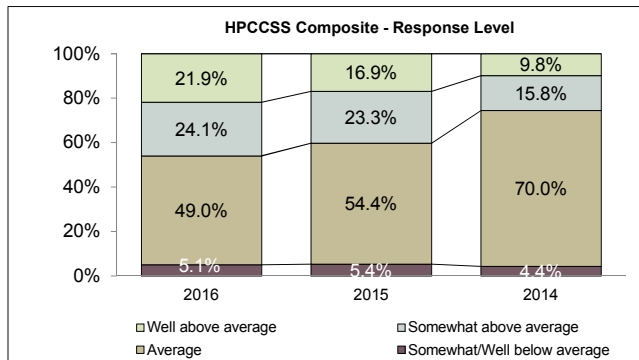
Note 2: The Provider Relations composite is the average of 7B through 7D. It does not include 7A.

5. *Global Proportions*

Pages 5A through 5C provide a graphical presentation of the percentage of providers who chose each response option.[5] The charts present the composite percentages, as well as the percentages for each attribute that make up the composite.

Global proportions are a useful tool to understand a provider's satisfaction, dissatisfaction, or neutrality when they rate a particular service or service area. Summary Rate Scores alone are not as complete an indication of performance given that they do not show a distribution of responses across all response categories.

	Summary Rate Score			
	Well above average	Somewhat above average	Average	Somewhat/Well below average
Case 1	65%	10%	20%	5%
Case 2	15%	60%	15%	10%

The above chart demonstrates two cases in which a high Summary Rate becomes less revealing. In Case 1, a relatively large percentage of providers are found to be very satisfied ('Well above average'). In Case 2, a large proportion of the Summary Rate responses are 'Somewhat above average,' rather than the more favorable response of 'Well above average.' When reviewing cases one and two, the first case shows a higher average rating than the second, even though the Summary Rates are equal (both 75%).

Charts 5A – 5C

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

Global Proportions

Composite/Attribute Response Distributions

194 Total Respondents

Comparative Rating	Valid n	Well above average	Somewhat above average	Average	Well/Somewhat below average
1A. How would you rate Louisiana Healthcare Connections compared to all other health plans you contract with?	183	18%	26%	49%	7%

Finance Issues	Valid n	Well above average	Somewhat above average	Average	Well/Somewhat below average
		21%	16%	53%	10%
2A. Consistency of reimbursement fees with your contract rates.	166	19%	17%	52%	11%
2B. Accuracy of claims processing.	166	20%	21%	51%	7%
2C. Timeliness of claims processing.	163	23%	18%	53%	6%
2D. Resolution of claims payment problems or disputes.	161	21%	9%	55%	14%

Utilization and Quality Management	Valid n	Well above average	Somewhat above average	Average	Well/Somewhat below average
		16%	17%	59%	8%
3A. Access to knowledgeable UM staff.	156	14%	16%	62%	8%
3B. Procedures for obtaining pre-certification/referral/authorization information.	173	14%	18%	58%	10%
3C. Timeliness of obtaining pre-certification/referral/authorization information.	170	14%	16%	56%	13%
3D. The health plan's facilitation/support of appropriate clinical care for patients.	159	14%	19%	59%	8%
3E. Access to Case/Care Managers from this health plan.	144	16%	15%	62%	8%
3F. Degree to which the plan covers and encourages preventive care and wellness.	157	24%	18%	55%	4%
3G. Extent to which UM staff share review criteria and reasons for adverse determinations.	140	13%	13%	65%	9%
3H. Consistency of review decisions.	145	14%	14%	65%	7%

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

Note 2: The Utilization and Quality Management composite scores include 3A through 3F.

Global Proportions
Composite/Attribute Response Distributions
194 Total Respondents

Network/Coordination of Care	Valid n	Well above average	Somewhat above average	Average	Well/Somewhat below average
		15%	19%	54%	13%
4A. The number of specialists in this health plan's provider network.	145	12%	20%	48%	19%
4B. The quality of specialists in this health plan's provider network.	143	15%	19%	55%	11%
4C. The timeliness of feedback/reports from specialists in this health plan's provider network.	145	17%	17%	57%	9%
4D. The frequency of feedback/reports from specialists for patients in your care.	141	16%	16%	62%	6%
4E. The timeliness of feedback/reports from Behavioral Health Clinicians for patients in your care.	120	12%	13%	59%	16%
4F. The frequency of feedback/reports from Behavioral Health Clinicians for patients in your care.	117	11%	15%	59%	15%

Pharmacy	Valid n	Well above average	Somewhat above average	Average	Well/Somewhat below average
		11%	11%	61%	17%
5A. Consistency of the formulary over time.	140	11%	11%	69%	9%
5B. Extent to which formulary reflects current standards of care.	139	12%	13%	63%	13%
5C. Variety of branded drugs on the formulary.	144	10%	8%	59%	24%
5D. Ease of prescribing your preferred medications within formulary guidelines.	144	11%	13%	56%	20%
5E. Availability of comparable drugs to substitute those not included in the formulary.	140	9%	9%	61%	21%

Health Plan Call Center Service Staff	Valid n	Well above average	Somewhat above average	Average	Well/Somewhat below average
		22%	24%	49%	5%
6A. Ease of reaching health plan call center staff over the phone.	150	19%	24%	50%	7%
6B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	153	27%	24%	46%	3%
6C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.	138	21%	24%	48%	7%
6D. Overall satisfaction with health plan's call center service.	153	20%	25%	52%	3%

Note 1: Percentages may not add to 100% due to rounding.
Note 2: The Network/Coordination of Care composite scores include 4A through 4C.

Global Proportions
Composite/Attribute Response Distributions

194 Total Respondents

Provider Relations	Valid n	☐ Well above average ☐ Somewhat above average ☐ Average ☐ Well/Somewhat below average
		26% / 16% / 46% / 13%
7B. Provider Relations representative's ability to answer questions and resolve problems.	93	33% / 16% / 39% / 12%
7C. Quality of provider orientation process.	125	22% / 13% / 50% / 15%
7D. Quality of written communications, policy bulletins, and manuals.	145	23% / 19% / 48% / 11%

Overall Satisfaction	Valid n	☐ Completely satisfied ☐ Somewhat satisfied ☐ Neither ☐ Completely/Somewhat dissatisfied
8B. Please rate your overall satisfaction with Louisiana Healthcare Connections.	160	38% / 39% / 12% / 11%
8C. Please rate your overall satisfaction with Amerigroup.	142	20% / 39% / 18% / 22%
8D. Please rate your overall satisfaction with Aetna Better Health of Louisiana.	126	13% / 39% / 29% / 20%
8E. Please rate your overall satisfaction with AmeriHealth Caritas (formerly L.A. Care).	140	24% / 39% / 20% / 18%
8F. Please rate your overall satisfaction with United Healthcare Community Plan.	144	22% / 40% / 9% / 29%

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

6. Segmentation Analyses

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

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

The percentages represent the Summary Rate for each segment of the demographic category. For example, in the table below, the Summary Rate for 8B, *'Please rate your overall satisfaction with Louisiana Healthcare Connections*,' is the percentage of respondents who selected 'Completely satisfied' or 'Somewhat satisfied.'

The interpretation of this example would be, "Of the respondents who have been in practice less than five years, 63.6% are 'Completely satisfied' or 'Somewhat satisfied' with Louisiana Healthcare Connections, while 76.9% of respondents who have been in practice five to 15 years and 81.0% of respondents who have been in practice 16 years or more are 'Completely satisfied' or 'Somewhat satisfied' with Louisiana Healthcare Connections."

Years in Practice	Less than 5 years	5 – 15 years	16 years or more
8B. Please rate your overall satisfaction with Louisiana Healthcare Connections.	63.6%	76.9%	81.0%

Results on the following pages are provided for individual attributes and for each composite. Caution is recommended when making comparisons between segments with a small valid n (less than 30), as the results may not be representative of the population.

Charts 6A – 6H

Plan Summary Rates by Area of Medicine (A)

194 Total Respondents

Composite/Attribute	Primary Care		Specialty		Behavioral Health Clinician		Range*
	Valid n**	%	Valid n**	%	Valid n**	%	
Overall Satisfaction		**80.0%**		**71.9%**		**87.5%**	**8.1%**
8A. Would you recommend Louisiana Healthcare Connections to other physicians' practices?	106	86.8%	55	85.5%	8	100.0%	1.3%
8B. Please rate your overall satisfaction with Louisiana Healthcare Connections.	115	80.0%	57	71.9%	8	87.5%	8.1%
8C. Please rate your overall satisfaction with Amerigroup.	98	61.2%	54	55.6%	7	57.1%	5.7%
8D. Please rate your overall satisfaction with Aetna Better Health of Louisiana.	85	45.9%	51	60.8%	7	57.1%	14.9%
8E. Please rate your overall satisfaction with AmeriHealth Caritas (formerly L.A. Care).	98	63.3%	52	55.8%	7	71.4%	7.5%
8F. Please rate your overall satisfaction with United Healthcare Community Plan.	102	65.7%	53	54.7%	7	71.4%	11.0%
All Other Plans (Comparative Rating)							
1A. How would you rate Louisiana Healthcare Connections compared to all other health plans you contract with?	129	48.8%	68	41.2%	10	70.0%	7.7%
Finance Issues		**40.9%**		**34.6%**		**42.2%**	**6.3%**
2A. Consistency of reimbursement fees with your contract rates.	118	39.0%	61	32.8%	9	44.4%	6.2%
2B. Accuracy of claims processing.	117	45.3%	62	37.1%	9	44.4%	8.2%
2C. Timeliness of claims processing.	117	43.6%	60	43.3%	10	40.0%	0.3%
2D. Resolution of claims payment problems or disputes.	115	35.7%	60	25.0%	10	40.0%	10.7%
Utilization and Quality Management		**35.7%**		**33.7%**		**48.4%**	**1.9%**
3A. Access to knowledgeable UM staff.	114	32.5%	53	35.8%	8	50.0%	3.4%
3B. Procedures for obtaining pre-certification/referral/authorization information.	125	35.2%	61	27.9%	9	33.3%	7.3%
3C. Timeliness of obtaining pre-certification/referral/authorization information.	123	34.1%	59	30.5%	9	44.4%	3.6%
3D. The health plan's facilitation/support of appropriate clinical care for patients.	116	36.2%	55	32.7%	9	55.6%	3.5%
3E. Access to Case/Care Managers from this health plan.	105	34.3%	51	29.4%	7	57.1%	4.9%
3F. Degree to which the plan covers and encourages preventive care and wellness.	120	41.7%	50	46.0%	10	50.0%	4.3%
3G. Extent to which UM staff share review criteria and reasons for adverse determinations.	103	28.2%	46	23.9%	8	37.5%	4.2%
3H. Consistency of review decisions.	104	29.8%	50	30.0%	7	42.9%	0.2%
Network/Coordination of Care		**35.6%**		**34.9%**		**33.1%**	**0.7%**
4A. The number of specialists in this health plan's provider network.	113	32.7%	43	39.5%	7	28.6%	6.8%
4B. The quality of specialists in this health plan's provider network.	108	36.1%	44	34.1%	6	33.3%	2.0%
4C. The timeliness of feedback/reports from specialists in this health plan's provider network.	111	37.8%	45	31.1%	8	37.5%	6.7%
4D. The frequency of feedback/reports from specialists for patients in your care.	110	34.5%	43	32.6%	7	42.9%	2.0%
4E. The timeliness of feedback/reports from Behavioral Health Clinicians for patients in your care.	104	26.9%	28	25.0%	6	50.0%	1.9%
4F. The frequency of feedback/reports from Behavioral Health Clinicians for patients in your care.	103	27.2%	26	30.8%	6	50.0%	3.6%
Pharmacy		**23.4%**		**24.8%**		**34.2%**	**1.3%**
5A. Consistency of the formulary over time.	108	25.9%	44	20.5%	6	33.3%	5.5%
5B. Extent to which formulary reflects current standards of care.	106	26.4%	45	26.7%	6	50.0%	0.3%
5C. Variety of branded drugs on the formulary.	107	19.6%	49	20.4%	8	25.0%	0.8%
5D. Ease of prescribing your preferred medications within formulary guidelines.	108	25.0%	48	31.3%	8	25.0%	6.3%
5E. Availability of comparable drugs to substitute those not included in the formulary.	104	20.2%	48	25.0%	8	37.5%	4.8%
Health Plan Call Center Service Staff		**45.9%**		**49.3%**		**45.8%**	**3.4%**
6A. Ease of reaching health plan call center staff over the phone.	107	42.1%	55	49.1%	6	50.0%	7.0%
6B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	109	51.4%	55	52.7%	8	50.0%	1.4%
6C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.	102	45.1%	48	47.9%	6	33.3%	2.8%
6D. Overall satisfaction with health plan's call center service.	109	45.0%	55	47.3%	8	50.0%	2.3%
Provider Relations		**43.8%**		**44.0%**		**69.0%**	**0.3%**
7A. Do you have a Provider Relations Specialist from this health plan assigned to your practice?	99	76.8%	48	60.4%	8	62.5%	16.4%
7B. Provider Relations representative's ability to answer questions and resolve problems.	74	51.4%	25	56.0%	5	100.0%	4.6%
7C. Quality of provider orientation process.	93	36.6%	43	34.9%	6	50.0%	1.7%
7D. Quality of written communications, policy bulletins, and manuals.	106	43.4%	51	41.2%	7	57.1%	2.2%

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

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

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

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

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

Segmentation Analysis

Plan Summary Rates by Physicians in Practice (B)

194 Total Respondents

Composite/Attribute	Solo		2 - 5 physicians		More than 5 physicians		Range*
	Valid n**	%	Valid n**	%	Valid n**	%	
Overall Satisfaction		**76.7%**		**79.4%**		**76.2%**	**2.7%**
8A. Would you recommend Louisiana Healthcare Connections to other physicians' practices?	73	87.7%	58	82.8%	16	81.3%	4.9%
8B. Please rate your overall satisfaction with Louisiana Healthcare Connections.	73	76.7%	63	79.4%	21	76.2%	2.7%
8C. Please rate your overall satisfaction with Amerigroup.	65	58.5%	55	60.0%	19	63.2%	1.5%
8D. Please rate your overall satisfaction with Aetna Better Health of Louisiana.	61	55.7%	49	55.1%	14	28.6%	0.6%
8E. Please rate your overall satisfaction with AmeriHealth Caritas (formerly L.A. Care).	66	65.2%	53	58.5%	19	63.2%	6.7%
8F. Please rate your overall satisfaction with United Healthcare Community Plan.	68	70.6%	55	60.0%	18	38.9%	10.6%
All Other Plans (Comparative Rating)							
1A. How would you rate Louisiana Healthcare Connections compared to all other health plans you contract with?	86	48.8%	74	41.9%	20	30.0%	6.9%
Finance Issues		**39.9%**		**39.5%**		**18.5%**	**0.4%**
2A. Consistency of reimbursement fees with your contract rates.	76	38.2%	66	37.9%	21	19.0%	0.3%
2B. Accuracy of claims processing.	78	42.3%	65	44.6%	20	25.0%	2.3%
2C. Timeliness of claims processing.	78	44.9%	62	45.2%	20	15.0%	0.3%
2D. Resolution of claims payment problems or disputes.	76	34.2%	63	30.2%	20	15.0%	4.1%
Utilization and Quality Management		**34.7%**		**34.3%**		**20.3%**	**0.4%**
3A. Access to knowledgeable UM staff.	71	35.2%	61	29.5%	21	9.5%	5.7%
3B. Procedures for obtaining pre-certification/referral/authorization information.	78	34.6%	71	32.4%	21	19.0%	2.2%
3C. Timeliness of obtaining pre-certification/referral/authorization information.	75	34.7%	70	30.0%	22	18.2%	4.7%
3D. The health plan's facilitation/support of appropriate clinical care for patients.	72	30.6%	62	38.7%	22	27.3%	8.2%
3E. Access to Case/Care Managers from this health plan.	64	29.7%	57	33.3%	21	19.0%	3.6%
3F. Degree to which the plan covers and encourages preventive care and wellness.	71	43.7%	62	41.9%	21	28.6%	1.7%
3G. Extent to which UM staff share review criteria and reasons for adverse determinations.	60	30.0%	58	20.7%	19	21.1%	9.3%
3H. Consistency of review decisions.	67	29.9%	57	28.1%	19	21.1%	1.8%
Network/Coordination of Care		**29.8%**		**40.5%**		**24.6%**	**10.7%**
4A. The number of specialists in this health plan's provider network.	67	26.9%	54	40.7%	21	28.6%	13.9%
4B. The quality of specialists in this health plan's provider network.	63	31.7%	56	41.1%	21	19.0%	9.3%
4C. The timeliness of feedback/reports from specialists in this health plan's provider network.	65	30.8%	58	39.7%	19	26.3%	8.9%
4D. The frequency of feedback/reports from specialists for patients in your care.	67	28.4%	55	41.8%	17	11.8%	13.5%
4E. The timeliness of feedback/reports from Behavioral Health Clinicians for patients in your care.	53	26.4%	48	27.1%	17	17.6%	0.7%
4F. The frequency of feedback/reports from Behavioral Health Clinicians for patients in your care.	52	28.8%	47	29.8%	16	12.5%	0.9%
Pharmacy		**20.9%**		**23.8%**		**15.4%**	**2.9%**
5A. Consistency of the formulary over time.	68	22.1%	52	23.1%	18	16.7%	1.0%
5B. Extent to which formulary reflects current standards of care.	65	21.5%	54	29.6%	18	16.7%	8.1%
5C. Variety of branded drugs on the formulary.	67	17.9%	55	18.2%	19	15.8%	0.3%
5D. Ease of prescribing your preferred medications within formulary guidelines.	68	25.0%	55	25.5%	18	16.7%	0.5%
5E. Availability of comparable drugs to substitute those not included in the formulary.	66	18.2%	53	22.6%	18	11.1%	4.5%
Health Plan Call Center Service Staff		**47.7%**		**48.3%**		**29.6%**	**0.5%**
6A. Ease of reaching health plan call center staff over the phone.	69	46.4%	62	45.2%	18	22.2%	1.2%
6B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	72	52.8%	62	54.8%	17	29.4%	2.1%
6C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.	65	44.6%	55	47.3%	18	38.9%	2.7%
6D. Overall satisfaction with health plan's call center service.	72	47.2%	61	45.9%	18	27.8%	1.3%
Provider Relations		**39.6%**		**48.5%**		**26.7%**	**8.8%**
7A. Do you have a Provider Relations Specialist from this health plan assigned to your practice?	67	71.6%	54	87.0%	15	26.7%	15.4%
7B. Provider Relations representative's ability to answer questions and resolve problems.	44	43.2%	45	55.6%	4	50.0%	12.4%
7C. Quality of provider orientation process.	57	33.3%	53	41.5%	15	13.3%	8.2%
7D. Quality of written communications, policy bulletins, and manuals.	66	42.4%	60	48.3%	18	16.7%	5.9%

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

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

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

Segmentation Analysis

Plan Summary Rates by Years in Practice (C)

194 Total Respondents

Composite/Attribute	Less than 5 years		5 - 15 years		16 years or more		Range*
	Valid n**	%	Valid n**	%	Valid n**	%	
Overall Satisfaction		**63.6%**		**76.9%**		**81.0%**	**4.0%**
8A. Would you recommend Louisiana Healthcare Connections to other physicians' practices?	23	87.0%	48	81.3%	77	87.0%	5.8%
8B. Please rate your overall satisfaction with Louisiana Healthcare Connections.	22	63.6%	52	76.9%	84	81.0%	4.0%
8C. Please rate your overall satisfaction with Amerigroup.	22	54.5%	47	66.0%	72	56.9%	9.0%
8D. Please rate your overall satisfaction with Aetna Better Health of Louisiana.	20	65.0%	41	46.3%	63	52.4%	6.0%
8E. Please rate your overall satisfaction with AmeriHealth Caritas (formerly L.A. Care).	21	61.9%	46	60.9%	71	62.0%	1.1%
8F. Please rate your overall satisfaction with United Healthcare Community Plan.	23	65.2%	44	72.7%	75	56.0%	16.7%
All Other Plans (Comparative Rating)							
1A. How would you rate Louisiana Healthcare Connections compared to all other health plans you contract with?	28	39.3%	61	44.3%	91	44.0%	0.3%
Finance Issues		**34.0%**		**39.2%**		**36.6%**	**2.6%**
2A. Consistency of reimbursement fees with your contract rates.	24	41.7%	54	35.2%	86	33.7%	1.5%
2B. Accuracy of claims processing.	24	33.3%	52	42.3%	87	41.4%	0.9%
2C. Timeliness of claims processing.	25	36.0%	50	42.0%	85	42.4%	0.4%
2D. Resolution of claims payment problems or disputes.	24	25.0%	51	37.3%	83	28.9%	8.3%
Utilization and Quality Management		**22.2%**		**31.3%**		**37.4%**	**6.1%**
3A. Access to knowledgeable UM staff.	26	30.8%	51	25.5%	76	34.2%	8.7%
3B. Procedures for obtaining pre-certification/referral/authorization information.	26	19.2%	56	33.9%	88	34.1%	0.2%
3C. Timeliness of obtaining pre-certification/referral/authorization information.	27	18.5%	55	30.9%	86	33.7%	2.8%
3D. The health plan's facilitation/support of appropriate clinical care for patients.	27	14.8%	53	30.2%	77	41.6%	11.4%
3E. Access to Case/Care Managers from this health plan.	23	21.7%	46	28.3%	73	34.2%	6.0%
3F. Degree to which the plan covers and encourages preventive care and wellness.	25	28.0%	51	39.2%	79	46.8%	7.6%
3G. Extent to which UM staff share review criteria and reasons for adverse determinations.	23	21.7%	49	22.4%	66	30.3%	7.9%
3H. Consistency of review decisions.	24	16.7%	46	23.9%	73	34.2%	10.3%
Network/Coordination of Care		**15.4%**		**39.3%**		**35.6%**	**3.8%**
4A. The number of specialists in this health plan's provider network.	21	19.0%	47	38.3%	75	33.3%	5.0%
4B. The quality of specialists in this health plan's provider network.	22	13.6%	46	47.8%	73	31.5%	16.3%
4C. The timeliness of feedback/reports from specialists in this health plan's provider network.	22	13.6%	47	31.9%	74	41.9%	10.0%
4D. The frequency of feedback/reports from specialists for patients in your care.	20	15.0%	46	32.6%	73	37.0%	4.4%
4E. The timeliness of feedback/reports from Behavioral Health Clinicians for patients in your care.	19	10.5%	41	31.7%	58	25.9%	5.8%
4F. The frequency of feedback/reports from Behavioral Health Clinicians for patients in your care.	18	11.1%	39	30.8%	58	29.3%	1.5%
Pharmacy		**14.1%**		**22.0%**		**22.9%**	**0.9%**
5A. Consistency of the formulary over time.	20	15.0%	47	27.7%	71	21.1%	6.5%
5B. Extent to which formulary reflects current standards of care.	20	15.0%	49	26.5%	68	25.0%	1.5%
5C. Variety of branded drugs on the formulary.	23	13.0%	48	14.6%	71	21.1%	6.5%
5D. Ease of prescribing your preferred medications within formulary guidelines.	22	9.1%	49	24.5%	71	28.2%	3.7%
5E. Availability of comparable drugs to substitute those not included in the formulary.	22	18.2%	48	16.7%	68	19.1%	2.5%
Health Plan Call Center Service Staff		**30.8%**		**51.4%**		**46.2%**	**5.1%**
6A. Ease of reaching health plan call center staff over the phone.	20	35.0%	51	49.0%	77	42.9%	6.2%
6B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	21	38.1%	51	56.9%	79	50.6%	6.2%
6C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.	15	20.0%	47	55.3%	74	43.2%	12.1%
6D. Overall satisfaction with health plan's call center service.	20	30.0%	52	44.2%	79	48.1%	3.9%
Provider Relations		**29.6%**		**39.5%**		**47.2%**	**7.6%**
7A. Do you have a Provider Relations Specialist from this health plan assigned to your practice?	20	70.0%	48	70.8%	68	73.5%	2.7%
7B. Provider Relations representative's ability to answer questions and resolve problems.	12	50.0%	33	42.4%	47	55.3%	12.9%
7C. Quality of provider orientation process.	20	15.0%	41	34.1%	62	40.3%	6.2%
7D. Quality of written communications, policy bulletins, and manuals.	21	23.8%	50	42.0%	72	45.8%	3.8%

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

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

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

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

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

Segmentation Analysis

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

194 Total Respondents

Composite/Attribute	0 - 10%		11 - 20%		21 - 100%		Range*
	Valid n**	%	Valid n**	%	Valid n**	%	
Overall Satisfaction		69.0%		65.0%		88.7%	23.7%
8A. Would you recommend Louisiana Healthcare Connections to other physicians' practices?	34	82.4%	39	76.9%	61	90.2%	13.2%
8B. Please rate your overall satisfaction with Louisiana Healthcare Connections.	42	69.0%	40	65.0%	62	88.7%	23.7%
8C. Please rate your overall satisfaction with Amerigroup.	36	50.0%	38	57.9%	53	69.8%	19.8%
8D. Please rate your overall satisfaction with Aetna Better Health of Louisiana.	29	37.9%	36	52.8%	47	59.6%	21.6%
8E. Please rate your overall satisfaction with AmeriHealth Caritas (formerly L.A. Care).	39	64.1%	34	61.8%	51	62.7%	2.3%
8F. Please rate your overall satisfaction with United Healthcare Community Plan.	35	40.0%	37	75.7%	56	62.5%	35.7%
All Other Plans (Comparative Rating)							
1A. How would you rate Louisiana Healthcare Connections compared to all other health plans you contract with?	40	20.0%	43	32.6%	73	63.0%	43.0%
Finance Issues		22.4%		35.2%		50.2%	27.8%
2A. Consistency of reimbursement fees with your contract rates.	44	15.9%	39	28.2%	63	55.6%	39.6%
2B. Accuracy of claims processing.	43	25.6%	38	42.1%	66	53.0%	27.4%
2C. Timeliness of claims processing.	41	24.4%	39	43.6%	65	55.4%	31.0%
2D. Resolution of claims payment problems or disputes.	42	23.8%	37	27.0%	65	36.9%	13.1%
Utilization and Quality Management		28.6%		27.1%		42.5%	15.3%
3A. Access to knowledgeable UM staff.	37	18.9%	39	30.8%	62	40.3%	21.4%
3B. Procedures for obtaining pre-certification/referral/authorization information.	42	35.7%	41	22.0%	67	38.8%	16.9%
3C. Timeliness of obtaining pre-certification/referral/authorization information.	41	34.1%	41	24.4%	67	37.3%	12.9%
3D. The health plan's facilitation/support of appropriate clinical care for patients.	39	33.3%	39	25.6%	64	45.3%	19.7%
3E. Access to Case/Care Managers from this health plan.	38	21.1%	33	24.2%	59	42.4%	21.3%
3F. Degree to which the plan covers and encourages preventive care and wellness.	35	28.6%	39	35.9%	65	50.8%	22.2%
3G. Extent to which UM staff share review criteria and reasons for adverse determinations.	37	21.6%	33	21.2%	57	31.6%	10.4%
3H. Consistency of review decisions.	38	21.1%	35	22.9%	56	37.5%	16.4%
Network/Coordination of Care		30.7%		30.0%		39.2%	9.2%
4A. The number of specialists in this health plan's provider network.	35	28.6%	37	29.7%	58	41.4%	12.8%
4B. The quality of specialists in this health plan's provider network.	35	37.1%	36	25.0%	58	37.9%	12.9%
4C. The timeliness of feedback/reports from specialists in this health plan's provider network.	38	26.3%	34	35.3%	60	38.3%	12.0%
4D. The frequency of feedback/reports from specialists for patients in your care.	35	25.7%	31	32.3%	60	35.0%	9.3%
4E. The timeliness of feedback/reports from Behavioral Health Clinicians for patients in your care.	28	25.0%	29	27.6%	49	22.4%	5.1%
4F. The frequency of feedback/reports from Behavioral Health Clinicians for patients in your care.	28	28.6%	28	25.0%	48	25.0%	3.6%
Pharmacy		17.5%		24.3%		24.8%	7.3%
5A. Consistency of the formulary over time.	36	13.9%	34	26.5%	56	28.6%	14.7%
5B. Extent to which formulary reflects current standards of care.	36	27.8%	35	22.9%	55	25.5%	4.9%
5C. Variety of branded drugs on the formulary.	35	14.3%	37	24.3%	58	19.0%	10.0%
5D. Ease of prescribing your preferred medications within formulary guidelines.	35	20.0%	36	25.0%	59	28.8%	8.8%
5E. Availability of comparable drugs to substitute those not included in the formulary.	34	11.8%	35	22.9%	58	22.4%	11.1%
Health Plan Call Center Service Staff		40.2%		41.5%		57.4%	17.2%
6A. Ease of reaching health plan call center staff over the phone.	41	39.0%	36	41.7%	57	52.6%	13.6%
6B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	41	41.5%	38	50.0%	56	62.5%	21.0%
6C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.	39	43.6%	30	40.0%	54	55.6%	15.6%
6D. Overall satisfaction with health plan's call center service.	41	36.6%	38	34.2%	56	58.9%	24.7%
Provider Relations		31.1%		36.9%		54.3%	23.2%
7A. Do you have a Provider Relations Specialist from this health plan assigned to your practice?	29	65.5%	37	67.6%	56	78.6%	13.1%
7B. Provider Relations representative's ability to answer questions and resolve problems.	18	38.9%	24	41.7%	41	61.0%	22.1%
7C. Quality of provider orientation process.	33	18.2%	32	31.3%	49	51.0%	32.8%
7D. Quality of written communications, policy bulletins, and manuals.	36	36.1%	37	37.8%	57	50.9%	14.8%

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

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

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

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

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

Segmentation Analysis

Plan Summary Rates by Survey Respondent (E)

194 Total Respondents

Composite/Attribute	Physician Valid n**	Physician %	Behavioral Health Clinician Valid n**	Behavioral Health Clinician %	Office Manager Valid n**	Office Manager %	Nurse/Other staff Valid n**	Nurse/Other staff %	Range*
Overall Satisfaction		**63.0%**		**NA**		**81.9%**		**81.3%**	**19.0%**
8A. Would you recommend Louisiana Healthcare Connections to other physicians' practices?	27	74.1%	0	0.0%	77	90.9%	44	81.8%	16.8%
8B. Please rate your overall satisfaction with Louisiana Healthcare Connections.	27	63.0%	0	0.0%	83	81.9%	48	81.3%	19.0%
8C. Please rate your overall satisfaction with Amerigroup.	27	40.7%	0	0.0%	73	63.0%	40	70.0%	29.3%
8D. Please rate your overall satisfaction with Aetna Better Health of Louisiana.	25	52.0%	0	0.0%	62	50.0%	37	56.8%	6.8%
8E. Please rate your overall satisfaction with AmeriHealth Caritas (formerly L.A. Care).	25	40.0%	0	0.0%	71	66.2%	42	71.4%	31.4%
8F. Please rate your overall satisfaction with United Healthcare Community Plan.	27	63.0%	0	0.0%	76	59.2%	39	66.7%	7.5%
All Other Plans (Comparative Rating)									
1A. How would you rate Louisiana Healthcare Connections compared to all other health plans you contract with?	27	44.4%	0	0.0%	90	48.9%	64	39.1%	9.8%
Finance Issues		**50.0%**		**NA**		**40.8%**		**27.4%**	**22.6%**
2A. Consistency of reimbursement fees with your contract rates.	25	44.0%	0	0.0%	88	37.5%	51	31.4%	12.6%
2B. Accuracy of claims processing.	25	52.0%	0	0.0%	85	47.1%	54	29.6%	22.4%
2C. Timeliness of claims processing.	25	60.0%	0	0.0%	85	47.1%	51	25.5%	34.5%
2D. Resolution of claims payment problems or disputes.	25	44.0%	0	0.0%	82	31.7%	52	23.1%	20.9%
Utilization and Quality Management		**35.9%**		**NA**		**35.3%**		**28.8%**	**7.1%**
3A. Access to knowledgeable UM staff.	25	36.0%	0	0.0%	83	33.7%	46	21.7%	14.3%
3B. Procedures for obtaining pre-certification/referral/authorization information.	28	28.6%	0	0.0%	89	36.0%	54	27.8%	8.2%
3C. Timeliness of obtaining pre-certification/referral/authorization information.	27	33.3%	0	0.0%	88	34.1%	53	24.5%	9.6%
3D. The health plan's facilitation/support of appropriate clinical care for patients.	27	37.0%	0	0.0%	82	34.1%	48	31.3%	5.8%
3E. Access to Case/Care Managers from this health plan.	23	30.4%	0	0.0%	75	30.7%	44	31.8%	1.4%
3F. Degree to which the plan covers and encourages preventive care and wellness.	26	50.0%	0	0.0%	81	43.2%	48	35.4%	14.6%
3G. Extent to which UM staff share review criteria and reasons for adverse determinations.	26	46.2%	0	0.0%	69	24.6%	44	15.9%	30.2%
3H. Consistency of review decisions.	24	41.7%	0	0.0%	72	29.2%	48	20.8%	20.8%
Network/Coordination of Care		**36.7%**		**NA**		**34.1%**		**30.8%**	**5.8%**
4A. The number of specialists in this health plan's provider network.	24	33.3%	0	0.0%	75	34.7%	45	28.9%	5.8%
4B. The quality of specialists in this health plan's provider network.	23	39.1%	0	0.0%	77	32.5%	42	33.3%	6.7%
4C. The timeliness of feedback/reports from specialists in this health plan's provider network.	24	37.5%	0	0.0%	77	35.1%	43	30.2%	7.3%
4D. The frequency of feedback/reports from specialists for patients in your care.	24	37.5%	0	0.0%	76	31.6%	40	30.0%	7.5%
4E. The timeliness of feedback/reports from Behavioral Health Clinicians for patients in your care.	23	26.1%	0	0.0%	62	24.2%	34	26.5%	2.3%
4F. The frequency of feedback/reports from Behavioral Health Clinicians for patients in your care.	23	30.4%	0	0.0%	61	24.6%	32	28.1%	5.8%
Pharmacy		**26.3%**		**NA**		**17.6%**		**27.3%**	**9.8%**
5A. Consistency of the formulary over time.	27	29.6%	0	0.0%	75	18.7%	35	25.7%	11.0%
5B. Extent to which formulary reflects current standards of care.	26	30.8%	0	0.0%	76	18.4%	34	35.3%	16.9%
5C. Variety of branded drugs on the formulary.	27	18.5%	0	0.0%	75	14.7%	39	23.1%	8.4%
5D. Ease of prescribing your preferred medications within formulary guidelines.	27	29.6%	0	0.0%	76	19.7%	38	31.6%	11.8%
5E. Availability of comparable drugs to substitute those not included in the formulary.	26	23.1%	0	0.0%	73	16.4%	38	21.1%	6.6%
Health Plan Call Center Service Staff		**43.2%**		**NA**		**48.1%**		**43.8%**	**4.9%**
6A. Ease of reaching health plan call center staff over the phone.	25	44.0%	0	0.0%	77	44.2%	46	41.3%	2.9%
6B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	26	42.3%	0	0.0%	78	56.4%	47	46.8%	14.1%
6C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.	25	44.0%	0	0.0%	67	46.3%	44	43.2%	3.1%
6D. Overall satisfaction with health plan's call center service.	26	42.3%	0	0.0%	77	45.5%	48	43.8%	3.1%
Provider Relations		**35.1%**		**NA**		**51.3%**		**29.5%**	**21.8%**
7A. Do you have a Provider Relations Specialist from this health plan assigned to your practice?	26	61.5%	0	0.0%	68	80.9%	40	67.5%	19.3%
7B. Provider Relations representative's ability to answer questions and resolve problems.	16	37.5%	0	0.0%	52	59.6%	24	37.5%	22.1%
7C. Quality of provider orientation process.	21	28.6%	0	0.0%	64	43.8%	39	23.1%	20.7%
7D. Quality of written communications, policy bulletins, and manuals.	23	39.1%	0	0.0%	77	50.6%	43	27.9%	22.7%

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

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

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

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

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

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

Segmentation Analysis

Plan Summary Rates by Preferred Method of Communication (F)

194 Total Respondents

Composite/Attribute	Mail Valid n**	Mail %	Phone Valid n**	Phone %	Fax Valid n**	Fax %	Online Portal Valid n**	Online Portal %	Email Valid n**	Email %	In Person Valid n**	In Person %	Other Valid n**	Other %	Range*
Overall Satisfaction		65.9%		85.7%		84.8%		66.7%		77.8%		80.0%		50.0%	18.9%
8A. Would you recommend Louisiana Healthcare Connections to other physicians' practices?	39	74.4%	7	100.0%	47	91.5%	3	66.7%	34	94.1%	5	80.0%	2	0.0%	19.8%
8B. Please rate your overall satisfaction with Louisiana Healthcare Connections.	44	65.9%	7	85.7%	46	84.8%	3	66.7%	36	77.8%	5	80.0%	2	50.0%	18.9%
8C. Please rate your overall satisfaction with Amerigroup.	40	45.0%	7	85.7%	40	65.0%	3	66.7%	32	59.4%	4	75.0%	2	100.0%	20.0%
8D. Please rate your overall satisfaction with Aetna Better Health of Louisiana.	36	44.4%	6	66.7%	36	52.8%	2	50.0%	29	55.2%	5	40.0%	2	100.0%	10.7%
8E. Please rate your overall satisfaction with AmeriHealth Caritas (formerly L.A. Care).	39	51.3%	7	85.7%	38	65.8%	2	50.0%	30	56.7%	5	80.0%	2	100.0%	14.5%
8F. Please rate your overall satisfaction with United Healthcare Community Plan.	40	55.0%	7	100.0%	41	70.7%	3	33.3%	32	62.5%	5	60.0%	1	100.0%	15.7%
All Other Plans (Comparative Rating)															
1A. How would you rate Louisiana Healthcare Connections compared to all other health plans you contract with?	52	36.5%	8	62.5%	60	41.7%	3	66.7%	37	48.6%	7	57.1%	2	50.0%	12.1%
Finance Issues		38.3%		58.5%		35.7%		8.3%		43.0%		26.7%		0.0%	7.3%
2A. Consistency of reimbursement fees with your contract rates.	47	38.3%	8	50.0%	46	32.6%	3	33.3%	39	38.5%	3	66.7%	1	0.0%	5.9%
2B. Accuracy of claims processing.	49	46.9%	8	62.5%	46	41.3%	2	0.0%	37	43.2%	5	20.0%	1	0.0%	5.6%
2C. Timeliness of claims processing.	47	42.6%	7	71.4%	45	40.0%	3	0.0%	37	48.6%	5	20.0%	1	0.0%	8.6%
2D. Resolution of claims payment problems or disputes.	47	25.5%	6	50.0%	45	28.9%	3	0.0%	36	41.7%	5	0.0%	1	0.0%	16.1%
Utilization and Quality Management		30.7%		16.2%		31.9%		16.7%		44.4%		14.4%		NA	13.7%
3A. Access to knowledgeable UM staff.	41	29.3%	7	28.6%	48	31.3%	3	33.3%	35	34.3%	5	0.0%	0	0.0%	5.0%
3B. Procedures for obtaining pre-certification/referral/authorization information.	46	28.3%	8	0.0%	54	35.2%	3	0.0%	37	45.9%	5	0.0%	2	0.0%	17.7%
3C. Timeliness of obtaining pre-certification/referral/authorization information.	44	27.3%	8	25.0%	52	28.8%	3	33.3%	38	42.1%	5	0.0%	2	0.0%	14.8%
3D. The health plan's facilitation/support of appropriate clinical care for patients.	39	30.8%	8	12.5%	47	29.8%	2	0.0%	37	45.9%	6	16.7%	2	0.0%	16.2%
3E. Access to Case/Care Managers from this health plan.	35	28.6%	6	16.7%	46	28.3%	2	0.0%	32	43.8%	5	20.0%	0	0.0%	15.5%
3F. Degree to which the plan covers and encourages preventive care and wellness.	40	40.0%	7	14.3%	50	38.0%	3	33.3%	33	54.5%	6	50.0%	0	0.0%	16.5%
3G. Extent to which UM staff share review criteria and reasons for adverse determinations.	39	28.2%	6	16.7%	41	17.1%	3	0.0%	29	41.4%	4	0.0%	1	0.0%	24.3%
3H. Consistency of review decisions.	37	37.8%	7	14.3%	47	23.4%	3	0.0%	28	39.3%	4	0.0%	1	0.0%	15.9%
Network/Coordination of Care		31.1%		0.0%		32.6%		22.2%		42.3%		0.0%		33.3%	11.1%
4A. The number of specialists in this health plan's provider network.	36	27.8%	7	0.0%	43	30.2%	3	66.7%	35	45.7%	3	0.0%	2	0.0%	17.9%
4B. The quality of specialists in this health plan's provider network.	36	30.6%	7	0.0%	42	33.3%	2	0.0%	36	41.7%	3	0.0%	2	50.0%	11.1%
4C. The timeliness of feedback/reports from specialists in this health plan's provider network.	40	35.0%	7	0.0%	41	34.1%	3	0.0%	33	39.4%	3	0.0%	2	50.0%	5.2%
4D. The frequency of feedback/reports from specialists for patients in your care.	37	32.4%	7	0.0%	43	30.2%	3	0.0%	30	40.0%	3	0.0%	2	50.0%	9.8%
4E. The timeliness of feedback/reports from Behavioral Health Clinicians for patients in your care.	31	32.3%	7	0.0%	34	23.5%	3	0.0%	28	21.4%	2	0.0%	1	100.0%	10.8%
4F. The frequency of feedback/reports from Behavioral Health Clinicians for patients in your care.	31	35.5%	7	14.3%	32	25.0%	3	0.0%	28	21.4%	2	0.0%	0	0.0%	14.1%
Pharmacy		20.4%		11.4%		28.5%		6.7%		20.8%		0.0%		40.0%	8.1%
5A. Consistency of the formulary over time.	35	20.0%	7	14.3%	40	30.0%	3	0.0%	31	22.6%	5	0.0%	2	50.0%	10.0%
5B. Extent to which formulary reflects current standards of care.	35	22.9%	7	14.3%	40	30.0%	3	0.0%	31	22.6%	5	0.0%	1	100.0%	7.4%
5C. Variety of branded drugs on the formulary.	36	16.7%	7	0.0%	40	27.5%	3	0.0%	33	15.2%	5	0.0%	2	0.0%	12.3%
5D. Ease of prescribing your preferred medications within formulary guidelines.	36	25.0%	7	28.6%	40	30.0%	3	0.0%	33	24.2%	5	0.0%	2	50.0%	5.8%
5E. Availability of comparable drugs to substitute those not included in the formulary.	34	17.6%	7	0.0%	40	25.0%	3	33.3%	31	19.4%	5	0.0%	2	0.0%	7.4%
Health Plan Call Center Service Staff		43.4%		43.3%		49.9%		33.3%		45.6%		25.0%		12.5%	6.5%
6A. Ease of reaching health plan call center staff over the phone.	41	39.0%	6	50.0%	41	46.3%	3	33.3%	35	42.9%	4	25.0%	2	0.0%	7.3%
6B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	42	47.6%	6	50.0%	43	58.1%	3	33.3%	35	51.4%	4	50.0%	2	0.0%	10.5%
6C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.	38	39.5%	5	40.0%	38	47.4%	3	33.3%	32	50.0%	2	0.0%	2	0.0%	10.5%
6D. Overall satisfaction with health plan's call center service.	42	47.6%	6	33.3%	44	47.7%	3	33.3%	34	38.2%	4	25.0%	2	50.0%	9.5%
Provider Relations		41.1%		4.8%		43.5%		27.8%		53.9%		16.7%		NA	12.8%
7A. Do you have a Provider Relations Specialist from this health plan assigned to your practice?	41	78.0%	4	25.0%	38	68.4%	3	100.0%	31	64.5%	5	100.0%	2	50.0%	13.5%
7B. Provider Relations representative's ability to answer questions and resolve problems.	31	45.2%	1	0.0%	25	48.0%	3	33.3%	19	73.7%	4	25.0%	0	0.0%	28.5%
7C. Quality of provider orientation process.	35	37.1%	6	0.0%	32	31.3%	2	0.0%	31	45.2%	4	0.0%	1	100.0%	13.9%
7D. Quality of written communications, policy bulletins, and manuals.	39	41.0%	7	14.3%	43	51.2%	2	50.0%	35	42.9%	4	25.0%	2	0.0%	10.1%

* Range is the difference between Summary Rates shown. Due to the small sample size of respondents answering Phone, Online, In Person, or Other these segments are excluded from range calculations.

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

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

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

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

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

Segmentation Analysis

Plan Summary Rates by Insurance Participation (G)

194 Total Respondents

Composite/Attribute	3 or fewer		4 to 7		8 to 11		12 to 15		More than 15		Range*
	Valid n**	%	Valid n**	%	Valid n**	%	Valid n**	%	Valid n**	%	
Overall Satisfaction		100.0%		62.5%		78.3%		68.4%		81.6%	13.2%
8A. Would you recommend Louisiana Healthcare Connections to other physicians' practices?	1	100.0%	8	87.5%	23	91.3%	34	79.4%	81	85.2%	5.8%
8B. Please rate your overall satisfaction with Louisiana Healthcare Connections.	1	100.0%	8	62.5%	23	78.3%	38	68.4%	87	81.6%	13.2%
8C. Please rate your overall satisfaction with Amerigroup.	1	100.0%	8	50.0%	21	61.9%	37	54.1%	73	61.6%	7.6%
8D. Please rate your overall satisfaction with Aetna Better Health of Louisiana.	1	100.0%	7	42.9%	19	63.2%	30	50.0%	67	49.3%	0.7%
8E. Please rate your overall satisfaction with AmeriHealth Caritas (formerly L.A. Care).	1	100.0%	8	50.0%	21	61.9%	35	65.7%	72	59.7%	6.0%
8F. Please rate your overall satisfaction with United Healthcare Community Plan.	1	100.0%	8	75.0%	22	59.1%	38	63.2%	72	58.3%	4.8%
All Other Plans (Comparative Rating)											
1A. How would you rate Louisiana Healthcare Connections compared to all other health plans you contract with?	1	100.0%	10	70.0%	26	34.6%	37	48.6%	104	40.4%	8.3%
Finance Issues		0.0%		38.8%		36.4%		40.8%		36.8%	4.0%
2A. Consistency of reimbursement fees with your contract rates.	1	0.0%	7	42.9%	25	36.0%	40	40.0%	91	34.1%	5.9%
2B. Accuracy of claims processing.	1	0.0%	8	37.5%	24	45.8%	39	41.0%	92	40.2%	0.8%
2C. Timeliness of claims processing.	1	0.0%	8	37.5%	22	40.9%	39	43.6%	90	43.3%	0.3%
2D. Resolution of claims payment problems or disputes.	1	0.0%	8	37.5%	22	22.7%	39	38.5%	88	29.5%	8.9%
Utilization and Quality Management		100.0%		47.6%		32.2%		26.6%		34.3%	7.7%
3A. Access to knowledgeable UM staff.	1	100.0%	7	71.4%	20	30.0%	36	33.3%	89	25.8%	7.5%
3B. Procedures for obtaining pre-certification/referral/authorization information.	1	100.0%	7	42.9%	22	27.3%	42	21.4%	96	35.4%	14.0%
3C. Timeliness of obtaining pre-certification/referral/authorization information.	1	100.0%	7	42.9%	23	26.1%	41	24.4%	94	33.0%	8.6%
3D. The health plan's facilitation/support of appropriate clinical care for patients.	1	100.0%	7	42.9%	23	30.4%	40	25.0%	86	37.2%	12.2%
3E. Access to Case/Care Managers from this health plan.	1	100.0%	7	42.9%	22	31.8%	35	22.9%	76	31.6%	8.7%
3F. Degree to which the plan covers and encourages preventive care and wellness.	1	100.0%	7	42.9%	23	47.8%	40	32.5%	82	42.7%	10.2%
3G. Extent to which UM staff share review criteria and reasons for adverse determinations.	1	100.0%	7	42.9%	20	25.0%	37	27.0%	73	23.3%	3.7%
3H. Consistency of review decisions.	1	100.0%	6	50.0%	21	19.0%	34	26.5%	80	28.8%	2.3%
Network/Coordination of Care		100.0%		38.1%		25.5%		29.7%		36.0%	6.3%
4A. The number of specialists in this health plan's provider network.	1	100.0%	7	42.9%	20	20.0%	39	28.2%	76	36.8%	8.6%
4B. The quality of specialists in this health plan's provider network.	1	100.0%	7	42.9%	19	31.6%	40	30.0%	74	35.1%	5.1%
4C. The timeliness of feedback/reports from specialists in this health plan's provider network.	1	100.0%	7	28.6%	20	25.0%	39	30.8%	75	36.0%	5.2%
4D. The frequency of feedback/reports from specialists for patients in your care.	1	100.0%	7	28.6%	19	31.6%	38	28.9%	73	32.9%	3.9%
4E. The timeliness of feedback/reports from Behavioral Health Clinicians for patients in your care.	1	100.0%	7	42.9%	19	21.1%	32	25.0%	59	23.7%	1.3%
4F. The frequency of feedback/reports from Behavioral Health Clinicians for patients in your care.	1	100.0%	7	42.9%	19	26.3%	29	27.6%	59	23.7%	3.9%
Pharmacy		100.0%		35.0%		20.5%		20.6%		19.8%	0.8%
5A. Consistency of the formulary over time.	1	100.0%	8	37.5%	22	18.2%	34	23.5%	74	20.3%	3.3%
5B. Extent to which formulary reflects current standards of care.	1	100.0%	8	37.5%	21	14.3%	34	23.5%	74	25.7%	2.1%
5C. Variety of branded drugs on the formulary.	1	100.0%	8	25.0%	22	18.2%	36	16.7%	76	15.8%	0.9%
5D. Ease of prescribing your preferred medications within formulary guidelines.	1	100.0%	8	37.5%	22	31.8%	36	22.2%	76	21.1%	1.2%
5E. Availability of comparable drugs to substitute those not included in the formulary.	1	100.0%	8	37.5%	20	20.0%	35	17.1%	74	16.2%	0.9%
Health Plan Call Center Service Staff		100.0%		67.9%		51.6%		33.1%		48.4%	15.3%
6A. Ease of reaching health plan call center staff over the phone.	1	100.0%	7	57.1%	21	61.9%	38	26.3%	80	46.3%	19.9%
6B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	1	100.0%	7	71.4%	22	54.5%	40	37.5%	80	53.8%	16.3%
6C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.	1	100.0%	7	71.4%	20	40.0%	36	36.1%	72	47.2%	11.1%
6D. Overall satisfaction with health plan's call center service.	1	100.0%	7	71.4%	22	50.0%	40	32.5%	80	46.3%	13.8%
Provider Relations		100.0%		55.7%		22.8%		42.6%		44.6%	2.0%
7A. Do you have a Provider Relations Specialist from this health plan assigned to your practice?	1	100.0%	8	62.5%	21	76.2%	31	77.4%	74	68.9%	8.5%
7B. Provider Relations representative's ability to answer questions and resolve problems.	1	100.0%	5	60.0%	15	26.7%	23	52.2%	47	51.1%	1.1%
7C. Quality of provider orientation process.	1	100.0%	7	57.1%	20	10.0%	32	31.3%	64	40.6%	9.4%
7D. Quality of written communications, policy bulletins, and manuals.	1	100.0%	8	50.0%	22	31.8%	36	44.4%	76	42.1%	2.3%

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

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

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

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

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

Segmentation Analysis
Plan Summary Rates by Survey Methodology

194 Total Respondents

Composite/Attribute	Mail Valid n**	Mail %	Phone Valid n**	Phone %	Internet Valid n**	Internet %	Range*
Overall Satisfaction		76.1%		79.8%		66.7%	3.6%
8A. Would you recommend Louisiana Healthcare Connections to other physicians' practices?	57	82.5%	84	88.1%	9	77.8%	5.6%
8B. Please rate your overall satisfaction with Louisiana Healthcare Connections.	67	76.1%	84	79.8%	9	66.7%	3.6%
8C. Please rate your overall satisfaction with Amerigroup.	60	53.3%	73	65.8%	9	55.6%	12.4%
8D. Please rate your overall satisfaction with Aetna Better Health of Louisiana.	50	44.0%	67	55.2%	9	66.7%	11.2%
8E. Please rate your overall satisfaction with AmeriHealth Caritas (formerly L.A. Care).	59	57.6%	72	66.7%	9	55.6%	9.0%
8F. Please rate your overall satisfaction with United Healthcare Community Plan.	62	53.2%	73	68.5%	9	66.7%	15.3%
All Other Plans (Comparative Rating)							
1A. How would you rate Louisiana Healthcare Connections compared to all other health plans you contract with?	60	48.3%	113	43.4%	10	30.0%	5.0%
Finance Issues		46.8%		30.6%		37.5%	16.3%
2A. Consistency of reimbursement fees with your contract rates.	67	41.8%	91	31.9%	8	37.5%	9.9%
2B. Accuracy of claims processing.	67	50.7%	91	35.2%	8	37.5%	15.6%
2C. Timeliness of claims processing.	65	52.3%	90	33.3%	8	50.0%	19.0%
2D. Resolution of claims payment problems or disputes.	66	42.4%	87	21.8%	8	25.0%	20.6%
Utilization and Quality Management		37.4%		28.9%		40.4%	8.5%
3A. Access to knowledgeable UM staff.	61	39.3%	85	24.7%	10	20.0%	14.6%
3B. Procedures for obtaining pre-certification/referral/authorization information.	67	34.3%	97	28.9%	9	44.4%	5.5%
3C. Timeliness of obtaining pre-certification/referral/authorization information.	66	33.3%	95	27.4%	9	44.4%	6.0%
3D. The health plan's facilitation/support of appropriate clinical care for patients.	65	38.5%	85	28.2%	9	44.4%	10.2%
3E. Access to Case/Care Managers from this health plan.	63	34.9%	72	26.4%	9	33.3%	8.5%
3F. Degree to which the plan covers and encourages preventive care and wellness.	61	44.3%	87	37.9%	9	55.6%	6.3%
3G. Extent to which UM staff share review criteria and reasons for adverse determinations.	61	34.4%	70	17.1%	9	33.3%	17.3%
3H. Consistency of review decisions.	60	31.7%	76	23.7%	9	44.4%	8.0%
Network/Coordination of Care		38.9%		26.6%		54.2%	12.3%
4A. The number of specialists in this health plan's provider network.	60	38.3%	77	26.0%	8	50.0%	12.4%
4B. The quality of specialists in this health plan's provider network.	59	40.7%	76	25.0%	8	62.5%	15.7%
4C. The timeliness of feedback/reports from specialists in this health plan's provider network.	61	37.7%	76	28.9%	8	50.0%	8.8%
4D. The frequency of feedback/reports from specialists for patients in your care.	58	37.9%	75	25.3%	8	50.0%	12.6%
4E. The timeliness of feedback/reports from Behavioral Health Clinicians for patients in your care.	49	26.5%	66	22.7%	5	40.0%	3.8%
4F. The frequency of feedback/reports from Behavioral Health Clinicians for patients in your care.	49	28.6%	63	23.8%	5	40.0%	4.8%
Pharmacy		19.2%		25.0%		4.4%	5.8%
5A. Consistency of the formulary over time.	56	17.9%	75	26.7%	9	11.1%	8.8%
5B. Extent to which formulary reflects current standards of care.	56	25.0%	74	25.7%	9	11.1%	0.7%
5C. Variety of branded drugs on the formulary.	58	17.2%	77	19.5%	9	0.0%	2.2%
5D. Ease of prescribing your preferred medications within formulary guidelines.	56	19.6%	79	30.4%	9	0.0%	10.7%
5E. Availability of comparable drugs to substitute those not included in the formulary.	56	16.1%	75	22.7%	9	0.0%	6.6%
Health Plan Call Center Service Staff		41.1%		48.6%		58.5%	7.5%
6A. Ease of reaching health plan call center staff over the phone.	65	38.5%	77	46.8%	8	50.0%	8.3%
6B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	64	45.3%	81	54.3%	8	62.5%	9.0%
6C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.	61	41.0%	70	45.7%	7	71.4%	4.7%
6D. Overall satisfaction with health plan's call center service.	63	39.7%	82	47.6%	8	50.0%	7.9%
Provider Relations		44.6%		38.9%		48.1%	5.6%
7A. Do you have a Provider Relations Specialist from this health plan assigned to your practice?	57	75.4%	71	67.6%	9	88.9%	7.8%
7B. Provider Relations representative's ability to answer questions and resolve problems.	41	48.8%	44	50.0%	8	50.0%	1.2%
7C. Quality of provider orientation process.	52	38.5%	65	29.2%	8	50.0%	9.2%
7D. Quality of written communications, policy bulletins, and manuals.	56	46.4%	80	37.5%	9	44.4%	8.9%

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

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

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

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

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

7. Correlation Analysis

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

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

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

Attribute	Correlation Coefficient
6C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.	0.553
6D. Overall satisfaction with health plan's call center service.	0.534
3E. Access to Case/Care Managers from this health plan.	0.528
5E. Availability of comparable drugs to substitute those not included in the formulary.	0.523
6A. Ease of reaching health plan call center staff over the phone.	0.520
5C. Variety of branded drugs on the formulary.	0.510
3B. Procedures for obtaining pre-certification/referral/authorization information.	0.510
2A. Consistency of reimbursement fees with your contract rates.	0.506

The correlation analysis presented on page 7A lists each applicable attribute and the corresponding Pearson correlation coefficient. Summary Rates for Louisiana Healthcare Connections are displayed. Summary Rates for the 2015 SPH Analytics Medicaid Book of Business 25th and 75th percentiles are provided where applicable to help identify how Louisiana Healthcare Connections performs for each attribute. Attributes identified as highly correlated with overall satisfaction are highlighted in tan.

Chart 7A

Correlation Analysis

**Attribute Correlations to Overall Satisfaction
with Louisiana Healthcare Connections (8B)**

194 Total Respondents

Attributes	Correlation Coefficient**	2016 Louisiana 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.	**0.506**	36.1%	22.5%	37.9%
2B. Accuracy of claims processing.	**0.444**	41.6%	27.8%	40.4%
2C. Timeliness of claims processing.	0.387	41.7%	27.4%	40.6%
2D. Resolution of claims payment problems or disputes.	**0.494**	30.4%	22.8%	35.4%
Utilization and Quality Management				
3A. Access to knowledgeable UM staff.	**0.493**	30.1%	21.9%	38.1%
3B. Procedures for obtaining pre-certification/referral/authorization information.	**0.510**	31.8%	23.4%	39.3%
3C. Timeliness of obtaining pre-certification/referral/authorization information.	**0.505**	30.6%	24.2%	39.5%
3D. The health plan's facilitation/support of appropriate clinical care for patients.	**0.495**	33.3%	23.1%	39.1%
3E. Access to Case/Care Managers from this health plan.	**0.528**	30.6%	22.4%	38.4%
3F. Degree to which the plan covers and encourages preventive care and wellness.	**0.445**	41.4%	30.6%	46.4%
3G. Extent to which UM staff share review criteria and reasons for adverse determinations.	**0.462**	25.7%	NA	NA
3H. Consistency of review decisions.	**0.440**	28.3%	NA	NA
Network/Coordination of Care				
4A. The number of specialists in this health plan's provider network.	0.370	32.4%	18.4%	34.9%
4B. The quality of specialists in this health plan's provider network.	0.237	33.6%	24.3%	42.3%
4C. The timeliness of feedback/reports from specialists in this health plan's provider network.	0.282	33.8%	22.1%	31.3%
4D. The frequency of feedback/reports from specialists for patients in your care.	0.276	31.9%	NA	NA
4E. The timeliness of feedback/reports from Behavioral Health Clinicians for patients in your care.	0.396	25.0%	NA	NA
4F. The frequency of feedback/reports from Behavioral Health Clinicians for patients in your care.	**0.484**	26.5%	NA	NA
Pharmacy				
5A. Consistency of the formulary over time.	0.380	22.1%	17.6%	29.5%
5B. Extent to which formulary reflects current standards of care.	0.357	24.5%	17.0%	29.1%
5C. Variety of branded drugs on the formulary.	**0.510**	17.4%	14.6%	26.7%
5D. Ease of prescribing your preferred medications within formulary guidelines.	**0.462**	24.3%	16.7%	28.0%
5E. Availability of comparable drugs to substitute those not included in the formulary.	**0.523**	18.6%	14.0%	26.8%
Health Plan Call Center Service Staff				
6A. Ease of reaching health plan call center staff over the phone.	**0.520**	43.3%	29.8%	48.3%
6B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	**0.448**	51.0%	35.2%	50.5%
6C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.	**0.553**	44.9%	28.1%	47.3%
6D. Overall satisfaction with health plan's call center service.	**0.534**	44.4%	31.3%	49.2%
Provider Relations				
7B. Provider Relations representative's ability to answer questions and resolve problems.	**0.496**	49.5%	38.0%	63.0%
7C. Quality of provider orientation process.	**0.415**	34.4%	20.8%	36.5%
7D. Quality of written communications, policy bulletins, and manuals.	**0.480**	41.4%	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 8B (Overall satisfaction with Health Plan) are shown in bold. The highest performing attributes, those with a correlation of 0.506 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 Louisiana Healthcare Connections. The matrix on page 8A is divided into four sections. A composite's placement in the matrix is determined by its correlation with overall satisfaction and its percentile ranking as compared to the 2015 SPH Analytics Medicaid Book of Business[6] 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.

Top Priority • Highly correlated with overall satisfaction • Summary Rate Score falls below the 75th percentile	**Strength** • Highly correlated with overall satisfaction • Summary Rate Score is at or above the 75th percentile
Medium Priority • Summary Rate Score falls below the 75th percentile	**Monitor and Maintain** • Summary Rate Score is at or above the 75th percentile

Chart 8A

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[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

Top Priority

Strength

Health Plan Call
Center Service Staff,
68th, .564

Utilization and Quality
Management, 59th,
.584

Finance Issues, 72nd,
.524

Pharmacy, 53rd,
.483

Provider Relations,
63rd, .464

Network/Coordination
of Care, 67th, .309

Medium Priority

Monitor and Maintain
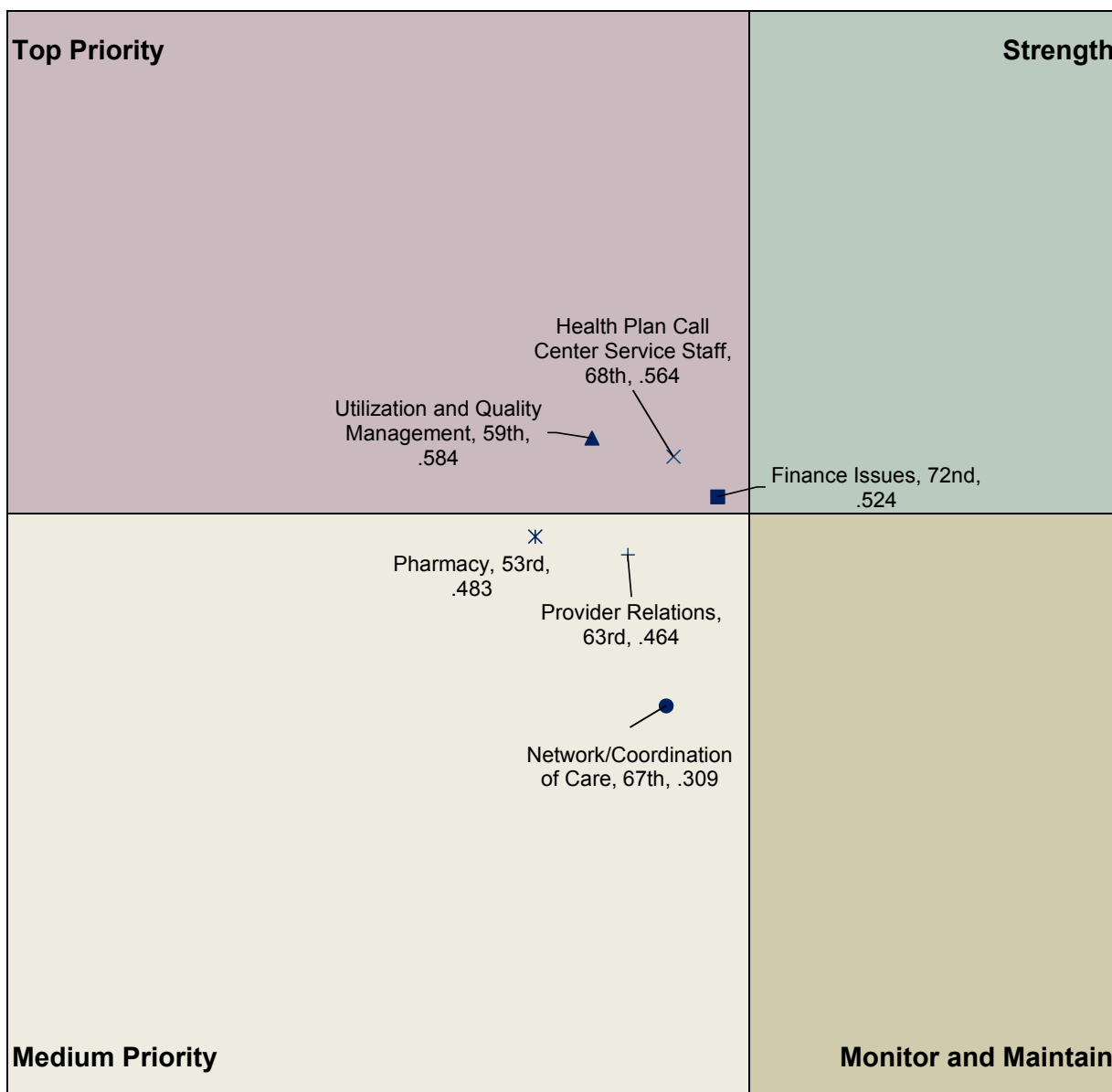
Top Priority: Summary Rate falls below the 75th percentile when compared to the 2015 SPHA Medicaid Book of business benchmark on composites that are moderately or highly correlated with Overall Satisfaction with Louisiana Healthcare Connections.

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

Medium Priority: Summary Rate falls below the 75th percentile when compared to the 2015 SPHA Medicaid Book of business benchmark on composites that are slightly associated with Overall Satisfaction with Louisiana Healthcare Connections.

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

SPH Analytics

9. Loyalty Analysis

Provider loyalty develops when the health plan consistently meets or exceeds the expectations of its providers. A loyal provider is very satisfied with the plan and willing to recommend the plan to other physicians' practices.

Page 9A presents an assessment of provider loyalty with Louisiana Healthcare Connections. Provider loyalty is based upon responses to question 8B, ('Please rate your overall satisfaction with Louisiana Healthcare Connections') and question 8A, ('Would you recommend Louisiana Healthcare Connections to other physicians' practices?').

The different zones within the analysis are defined as follows:

Loyal Zone: Providers are completely satisfied and would recommend the plan to other physicians' practices.

Defection Zone: Providers are completely dissatisfied and would not recommend the plan to other physicians' practices.

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

Chart 9A

Loyalty Analysis

148 Eligible Respondents*

Louisiana Healthcare Connections

Defection
3.4%

Loyal
37.8%

Indifferent
58.8%

2015 SPHA Medicaid Book of Business

Defection
3.5%

Loyal
36.6%
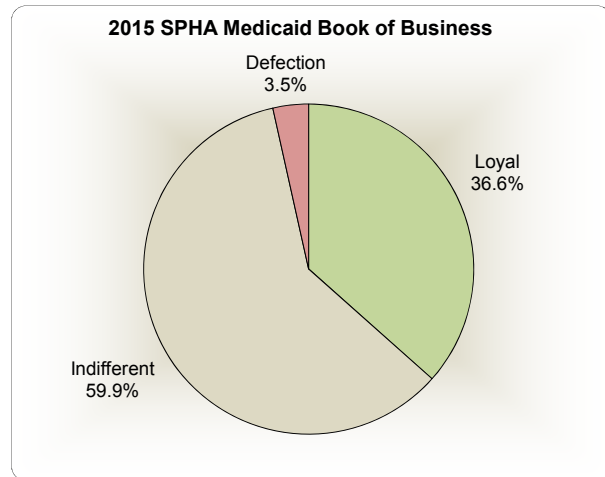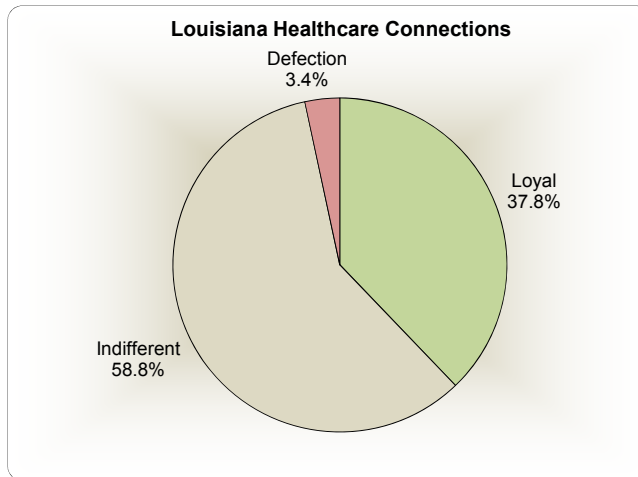
Indifferent
59.9%

Zone Definitions

	Recommend Health Plan to other physicians' practices? (8A)		**Overall satisfaction with Health Plan? (8B)**
Loyal	*"Yes"*	**And**	*"Completely satisfied"*
Indifferent	*All other responses*		
Defection	*"No"*	**And**	*"Completely dissatisfied"*

Loyalty Scores & Comparison

Zone	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	56	37.8%	84	41.6%	12	23.5%	36.6%	Not significant	Not significant	Not significant
Indifferent	87	58.8%	113	55.9%	39	76.5%	59.9%	Not significant	Significant decrease	Not significant
Defection	5	3.4%	5	2.5%	0	0.0%	3.5%	Not significant	Unable to Test	Not significant

* Eligible Respondents are those answering both questions.

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

10. Technical Notes

Presented alphabetically by subject area

Composite Categories

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

Correlation Analysis

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

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

Demographic Categories

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:	n = 1	.3	.33	.333	.3333
	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:

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

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

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

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:

$$z = \frac{\hat{p} - p_0}{\sqrt{\dfrac{p_0 q_0}{n}}}$$

$\hat{p}$ = Summary Rate from the sample

p_0 = Set constant score for comparison

q_0 = 1 − (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 − (Pooled Summary Rate)

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

11. Louisiana Healthcare Connections Survey Tool

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

_____

_____

_____

_____

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

☐₁ Yes
☐₂ No
☐₃ N/A

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**

9111930

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louisiana healthcare connections™

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
   ☐ᵦ Specialty
   ☐c Behavioral Health Clinician

B. How many physicians are in your practice?
   ☐₁ Solo
   ☐₂ 2-5 physicians
   ☐₃ More than 5 physicians

C. How many years have you been in this practice?
   ☐₁ Less than 5 years
   ☐₂ 5-15 years
   ☐₃ 16 years or more

D. What portion of your managed care volume is represented by Louisiana Healthcare Connections?
   ☐₁ None
   ☐₂ 10% or less
   ☐₃ 11-20%
   ☐₄ 21-30%
   ☐₅ 31-50%
   ☐₆ 51-75%
   ☐₇ 76-100%

E. Please mark who is completing this survey.
   (Mark only one)
   ☐₁ Physician
   ☐₂ Behavioral Health Clinician
   ☐₃ Office Manager
   ☐₄ Nurse
   ☐₅ Other staff

F. What is your preferred method of receiving communications from this health plan?
   ☐₁ Mail
   ☐₂ Telephone
   ☐₃ Fax
   ☐₄ Online portal
   ☐₅ E-mail (Please indicate your e-mail address):
   _____
   ☐₆ In person from your Provider Relations Specialist
   ☐₇ Other (Please specify):
   _____

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

Comparative Rating

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

	Well below average	Somewhat below average	Average	Somewhat above average	Well above average	Not applicable
1A. How would you rate Louisiana Healthcare Connections compared to all other health plans you contract with?	☐₁	☐₂	☐₃	☐₄	☐₅	☐₆

Finance Issues

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

2A. Consistency of reimbursement fees with your contract rates.	☐₁	☐₂	☐₃	☐₄	☐₅	☐₆
2B. Accuracy of claims processing.	☐₁	☐₂	☐₃	☐₄	☐₅	☐₆
2C. Timeliness of claims processing.	☐₁	☐₂	☐₃	☐₄	☐₅	☐₆
2D. Resolution of claims payment problems or disputes.	☐₁	☐₂	☐₃	☐₄	☐₅	☐₆

Utilization and Quality Management

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

	Well below average	Somewhat below average	Average	Somewhat above average	Well above average	Not applicable
3A. Access to knowledgeable UM staff.	□₁	□₂	□₃	□₄	□₅	□₆
3B. Procedures for obtaining pre-certification/referral/authorization information.	□₁	□₂	□₃	□₄	□₅	□₆
3C. Timeliness of obtaining pre-certification/referral/authorization information.	□₁	□₂	□₃	□₄	□₅	□₆
3D. The health plan's facilitation/support of appropriate clinical care for patients.	□₁	□₂	□₃	□₄	□₅	□₆
3E. Access to Case/Care Managers from this health plan.	□₁	□₂	□₃	□₄	□₅	□₆
3F. Degree to which the plan covers and encourages preventive care and wellness.	□₁	□₂	□₃	□₄	□₅	□₆
3G. Extent to which UM staff share review criteria and reasons for adverse determinations.	□₁	□₂	□₃	□₄	□₅	□₆
3H. Consistency of review decisions.	□₁	□₂	□₃	□₄	□₅	□₆

Network/Coordination of Care

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

	Well below average	Somewhat below average	Average	Somewhat above average	Well above average	Not applicable
4A. The number of specialists in this health plan's provider network.	□₁	□₂	□₃	□₄	□₅	□₆
4B. The quality of specialists in this health plan's provider network.	□₁	□₂	□₃	□₄	□₅	□₆
4C. The timeliness of feedback/reports from specialists in this health plan's provider network.	□₁	□₂	□₃	□₄	□₅	□₆
4D. The frequency of feedback/reports from specialists for patients in your care.	□₁	□₂	□₃	□₄	□₅	□₆
4E. The timeliness of feedback/reports from Behavioral Health Clinicians for patients in your care.	□₁	□₂	□₃	□₄	□₅	□₆
4F. The frequency of feedback/reports from Behavioral Health Clinicians for patients in your care.	□₁	□₂	□₃	□₄	□₅	□₆

Pharmacy

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

	Well below average	Somewhat below average	Average	Somewhat above average	Well above average	Not applicable
5A. Consistency of the formulary over time.	□₁	□₂	□₃	□₄	□₅	□₆
5B. Extent to which formulary reflects current standards of care.	□₁	□₂	□₃	□₄	□₅	□₆
5C. Variety of branded drugs on the formulary.	□₁	□₂	□₃	□₄	□₅	□₆
5D. Ease of prescribing your preferred medications within formulary guidelines.	□₁	□₂	□₃	□₄	□₅	□₆
5E. Availability of comparable drugs to substitute those not included in the formulary.	□₁	□₂	□₃	□₄	□₅	□₆

Health Plan Call Center Service Staff

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

	Well below average	Somewhat below average	Average	Somewhat above average	Well above average	Not applicable
6A. Ease of reaching health plan call center staff over the phone.	□₁	□₂	□₃	□₄	□₅	□₆
6B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	□₁	□₂	□₃	□₄	□₅	□₆
6C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.	□₁	□₂	□₃	□₄	□₅	□₆
6D. Overall satisfaction with health plan's call center service.	□₁	□₂	□₃	□₄	□₅	□₆

Provider Relations

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

7A. Do you have a Provider Relations Specialist from this health plan assigned to your practice?
□₁ Yes . . . .**Go to question 7B**
□₂ No . . . .**Go to question 7C**

	Well below average	Somewhat below average	Average	Somewhat above average	Well above average	Not applicable
7B. Provider Relations Specialist's ability to answer questions and resolve problems.	□₁	□₂	□₃	□₄	□₅	□₆
7C. Quality of provider orientation process.	□₁	□₂	□₃	□₄	□₅	□₆
7D. Quality of written communications, policy bulletins, and manuals.	□₁	□₂	□₃	□₄	□₅	□₆

Overall Satisfaction

These questions ask about your overall satisfaction with Louisiana Healthcare Connections. Additionally, please rate your satisfaction with the other plans listed and provide feedback on how Louisiana Healthcare Connections can improve.

8A. Would you recommend Louisiana Healthcare Connections to other physicians' practices?
□₁ Yes
□₂ No

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

	Completely dissatisfied	Somewhat dissatisfied	Neither dissatisfied nor satisfied	Somewhat satisfied	Completely satisfied	Does not apply
8B. Louisiana Healthcare Connections	□₁	□₂	□₃	□₄	□₅	□₆
8C. Amerigroup	□₁	□₂	□₃	□₄	□₅	□₆
8D. Aetna Better Health of Louisiana	□₁	□₂	□₃	□₄	□₅	□₆
8E. AmeriHealth Caritas (formerly L.A. Care)	□₁	□₂	□₃	□₄	□₅	□₆
8F. UnitedHealthcare Community Plan	□₁	□₂	□₃	□₄	□₅	□₆

Please continue on back

12. Comments

Open-ended questions often provide valuable insight into topics not specifically addressed on the survey tool. Respondents can give feedback regarding issues, concerns, compliments, and praise based upon their interaction with the health plan or simply provide additional demographic information. The 2016 Louisiana Healthcare Connections survey tool includes two open-ended questions:

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

Verbatim comments for open-ended questions are included within an Excel data file (9111930 Comments Report). These responses are indexed by key questions and demographics to provide more information about the individual respondent and include the following:

- ✓ Willingness to Recommend (8A)
- ✓ Overall Satisfaction with Louisiana (8B)
- ✓ Area of Medicine (A)
- ✓ Physicians in Practice (B)
- ✓ Years in Practice (C)
- ✓ Portion of Managed Care Volume Represented by Health Plan (D)
- ✓ Survey Respondent (E)
- ✓ Preferred Method of Communication (F)
- ✓ Insurance Participation (G)
- ✓ Methodology

13. Banner Tables

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

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

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

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

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

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

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

AREA OF MEDICINE

	Total	Primary Care	Specialty
	----------	----------	---------
	(A)	(B)	(C)
Total	433[1]	22	407
Total Answering	429[2] 100.0%	22 100.0%	403 100.0%
No Answer	4[3]	-	4
Yes	198 46.2%	6 27.3%	189 46.9% B[4]
No	231 53.8%	16 72.7 C[5]	214 53.1%

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

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

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

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

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

Louisiana Healthcare Connections
Provider Satisfaction Survey (9111930)

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Louisiana Healthcare Connections
Provider Satisfaction Survey (9111930)

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

	Total Answering	======= Area of Medicine =======			==== Physicians in Practice ===			===== Years in Practice =====			=== Managed Care Volume ===			======= Survey Respondent =======				===== Insurance Participation =====				
		Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15
Total Eligible	194	138	71	10	90	76	25	30	63	98	45	43	76	29	-	97	65	1	10	26	42	109
Total Valid Responses	219	168	96	23	99	88	29	36	73	107	49	44	93	32	-	106	76	1	15	28	49	119
Total Respondents	189	138	71	10	87	75	24	29	62	95	43	42	74	28	-	93	65	1	10	24	42	106
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Primary Care	138	138	21	9	62	55	19	22	51	63	28	28	60	24	-	67	45	1	9	17	35	71
	73.0%	100.0%	29.6%	90.0%	71.3%	73.3%	79.2%	75.9%	82.3%	66.3%	65.1%	66.7%	81.1%	85.7%		72.0%	69.2%	100.0%	90.0%	70.8%	83.3%	67.0%
Specialty	71	21	71	4	35	28	8	10	19	41	21	14	27	8	-	33	27	-	6	10	12	42
	37.6%	15.2%	100.0%	40.0%	40.2%	37.3%	33.3%	34.5%	30.6%	43.2%	48.8%	33.3%	36.5%	28.6%		35.5%	41.5%		60.0%	41.7%	28.6%	39.6%
Behavioral Health Clinician	10	9	4	10	2	5	2	4	3	3	-	2	6	-	-	6	4	-	-	1	2	6
	5.3%	6.5%	5.6%	100.0%	2.3%	6.7%	8.3%	13.8%	4.8%	3.2%		4.8%	8.1%			6.5%	6.2%			4.2%	4.8%	5.7%

Louisiana Healthcare Connections
Provider Satisfaction Survey (9111930)

B. How many physicians are in your practice?

	Total Answering	Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/ Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15
	======= Area of ========			==== Physicians ====			===== Years in =====			=== Managed Care ===			======= Survey Respondent =======				===== Insurance Participation =====				
	======= Medicine =======			==== in Practice ===			===== Practice =====			====== Volume ======											
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	194	138	71	10	90	76	25	30	63	98	45	43	76	29	-	97	65	1	10	26	42	109
Total Answering	191	136	71	9	90	76	25	28	63	97	45	41	75	29	-	95	64	1	10	26	41	107
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	3	2	-	1	-	-	-	2	-	1	-	2	1	-	-	2	1	-	-	-	1	2
Solo	90	62	35	2	90	-	-	8	28	53	19	21	36	18	-	47	23	1	7	17	17	45
	47.1%	45.6%	49.3%	22.2%	100.0%			28.6%	44.4%	54.6%	42.2%	51.2%	48.0%	62.1%		49.5%	35.9%	100.0%	70.0%	65.4%	41.5%	42.1%
			d							H				Q			q	STUV	uv	UV		
2 - 5 physicians	76	55	28	5	-	76	-	14	29	31	17	12	31	7	-	36	32	-	3	7	15	48
	39.8%	40.4%	39.4%	55.6%		100.0%		50.0%	46.0%	32.0%	37.8%	29.3%	41.3%	24.1%		37.9%	50.0%		30.0%	26.9%	36.6%	44.9%
								j	j								N					t
More than 5 physicians	25	19	8	2	-	-	25	6	6	13	9	8	8	4	-	12	9	-	-	2	9	14
	13.1%	14.0%	11.3%	22.2%			100.0%	21.4%	9.5%	13.4%	20.0%	19.5%	10.7%	13.8%		12.6%	14.1%			7.7%	22.0%	13.1%
																					t	

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (n >=30)

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

	Total Answering	Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15
	======= Area of ========			==== Physicians ====			===== Years in =====			=== Managed Care ===			======= Survey Respondent =======				===== Insurance Participation =====				
	======= Medicine =======			==== in Practice ===			===== Practice =====			====== Volume ======											
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	194	138	71	10	90	76	25	30	63	98	45	43	76	29	-	97	65	1	10	26	42	109
Total Answering	191	136	70	10	89	74	25	30	63	98	45	43	74	29	-	95	64	1	10	26	42	107
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	3	2	1	-	1	2	-	-	-	-	-	-	2	-	-	2	1	-	-	-	-	2
Less than 5 years	30	22	10	4	8	14	6	30	-	-	3	8	13	4	-	15	11	-	1	7	7	14
	15.7%	16.2%	14.3%	40.0%	9.0%	18.9%	24.0%	100.0%			6.7%	18.6%	17.6%	13.8%		15.8%	17.2%		10.0%	26.9%	16.7%	13.1%
						e	e					k	k									
5 - 15 years	63	51	19	3	28	29	6	-	63	-	15	15	25	10	-	32	19	-	6	8	13	34
	33.0%	37.5%	27.1%	30.0%	31.5%	39.2%	24.0%		100.0%		33.3%	34.9%	33.8%	34.5%		33.7%	29.7%		60.0%	30.8%	31.0%	31.8%
																			uv			
16 years or more	98	63	41	3	53	31	13	-	-	98	27	20	36	15	-	48	34	1	3	11	22	59
	51.3%	46.3%	58.6%	30.0%	59.6%	41.9%	52.0%			100.0%	60.0%	46.5%	48.6%	51.7%		50.5%	53.1%	100.0%	30.0%	42.3%	52.4%	55.1%
			bd		F													STUV				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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D. What portion of your managed care volume is represented by Louisiana Healthcare Connections?

	Total Answering	Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	194	138	71	10	90	76	25	30	63	98	45	43	76	29	-	97	65	1	10	26	42	109
Total Answering	164 100.0%	116 100.0%	62 100.0%	8 100.0%	76 100.0%	60 100.0%	25 100.0%	24 100.0%	55 100.0%	83 100.0%	45 100.0%	43 100.0%	76 100.0%	27 100.0%	-	83 100.0%	52 100.0%	1 100.0%	10 100.0%	23 100.0%	36 100.0%	92 100.0%
No Answer	30	22	9	2	14	16	-	6	8	15	-	-	-	2	-	14	13	-	-	3	6	17
None	2 1.2%	1 0.9%	1 1.6%	-	1 1.3%	1 1.7%	-	-	1 1.8%	1 1.2%	2 4.4%	-	-	-	-	1 1.2%	1 1.9%	-	-	1 4.3%	1 2.8%	-
10% or less	43 26.2%	27 23.3%	20 32.3%	-	18 23.7%	16 26.7%	9 36.0%	3 12.5%	14 25.5%	26 31.3% H	43 95.6%	-	-	5 18.5%	-	24 28.9%	13 25.0%	1 100.0% STUV	1 10.0%	4 17.4%	14 38.9% St	22 23.9%
11 - 20%	43 26.2%	28 24.1%	14 22.6%	2 25.0%	21 27.6%	12 20.0%	8 32.0%	8 33.3%	15 27.3%	20 24.1%	-	43 100.0%	-	9 33.3% q	-	26 31.3% Q	8 15.4%	-	1 10.0%	7 30.4%	11 30.6% s	24 26.1%
21 - 30%	37 22.6%	29 25.0%	12 19.4%	1 12.5%	16 21.1%	17 28.3%	4 16.0%	3 12.5%	10 18.2%	23 27.7% h	-	-	37 48.7%	8 29.6%	-	13 15.7%	16 30.8% P	-	3 30.0%	2 8.7%	5 13.9%	27 29.3% TU
31 - 50%	25 15.2%	18 15.5%	10 16.1%	3 37.5%	13 17.1%	9 15.0%	3 12.0%	6 25.0% j	11 20.0% j	7 8.4%	-	-	25 32.9%	4 14.8%	-	12 14.5%	9 17.3%	-	2 20.0%	7 30.4% U	3 8.3%	13 14.1%
51 - 75%	11 6.7%	10 8.6%	4 6.5%	1 12.5%	6 7.9%	4 6.7%	-	2 8.3%	4 7.3%	5 6.0%	-	-	11 14.5%	-	-	7 8.4%	3 5.8%	-	3 30.0% t	1 4.3%	-	6 6.5%
76 - 100%	3 1.8%	3 2.6%	1 1.6%	1 12.5%	1 1.3%	1 1.7%	1 4.0%	2 8.3%	-	1 1.2%	-	-	3 3.9%	1 3.7%	-	-	2 3.8%	-	-	1 4.3%	2 5.6%	-

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)

Louisiana Healthcare Connections
Provider Satisfaction Survey (9111930)

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

	Total Answering	======= Area of ======== Medicine =======		==== Physicians ==== in Practice ===			===== Years in ===== Practice =====			=== Managed Care === Volume ======			======= Survey Respondent =======				===== Insurance Participation =====				
		Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	194	138	71	10	90	76	25	30	63	98	45	43	76	29	-	97	65	1	10	26	42	109
Total Answering	191 100.0%	136 100.0%	68 100.0%	10 100.0%	88 100.0%	75 100.0%	25 100.0%	30 100.0%	61 100.0%	97 100.0%	44 100.0%	43 100.0%	75 100.0%	29 100.0%	-	97 100.0%	65 100.0%	1 100.0%	9 100.0%	26 100.0%	41 100.0%	108 100.0%
No Answer	3	2	3	-	2	1	-	-	2	1	1	-	1	-	-	-	-	-	1	-	1	1
Physician	29 15.2%	24 17.6%	8 11.8%	-	18 20.5% F	7 9.3%	4 16.0%	4 13.3%	10 16.4%	15 15.5%	5 11.4%	9 20.9%	13 17.3%	29 100.0%	-	-	-	1 100.0% STUV	4 44.4% V	9 34.6% V	8 19.5% V	7 6.5%
Behavioral Health Clinician	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Office Manager	97 50.8%	67 49.3%	33 48.5%	6 60.0%	47 53.4%	36 48.0%	12 48.0%	15 50.0%	32 52.5%	48 49.5%	25 56.8%	26 60.5%	32 42.7% m	-	-	97 100.0%	-	-	3 33.3%	11 42.3%	24 58.5%	56 51.9%
Nurse	6 3.1%	6 4.4%	1 1.5%	-	2 2.3%	4 5.3%	-	1 3.3%	1 1.6%	4 4.1%	-	-	2 2.7%	-	-	-	6 9.2%	-	1 11.1%	1 3.8%	-	3 2.8%
Other staff	59 30.9%	39 28.7%	26 38.2%	4 40.0%	21 23.9% e	28 37.3%	9 36.0%	10 33.3%	18 29.5%	30 30.9%	14 31.8%	8 18.6%	28 37.3% L	-	-	-	59 90.8%	-	1 11.1%	5 19.2%	9 22.0%	42 38.9% 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.
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Louisiana Healthcare Connections
Provider Satisfaction Survey (9111930)

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

	Total Answering	======= Area of Medicine =======			==== Physicians in Practice ====			===== Years in Practice =====			=== Managed Care Volume ===			======= Survey Respondent =======				===== Insurance Participation =====				
		Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/ Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	194	138	71	10	90	76	25	30	63	98	45	43	76	29	-	97	65	1	10	26	42	109
Total Answering	174	125	62	10	79	72	20	30	59	82	35	40	71	25	-	86	61	1	10	23	36	98
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	20	13	9	-	11	4	5	-	4	16	10	3	5	4	-	11	4	-	-	3	6	11
Mail	53	34	22	2	23	26	4	2	17	33	16	16	12	16	-	18	19	-	3	9	14	25
	30.5%	27.2%	35.5%	20.0%	29.1%	36.1%	20.0%	6.7%	28.8% H	40.2% H	45.7% M	40.0% M	16.9%	64.0% PQ		20.9%	31.1%		30.0%	39.1%	38.9%	25.5%
Telephone	9	7	2	-	4	2	2	4	2	3	1	2	5	2	-	4	3	-	1	3	3	2
	5.2%	5.6%	3.2%		5.1%	2.8%	10.0%	13.3%	3.4%	3.7%	2.9%	5.0%	7.0%	8.0%		4.7%	4.9%		10.0%	13.0%	8.3%	2.0%
Fax	61	49	20	1	36	21	4	8	24	29	11	12	26	3	-	30	27	1	3	7	10	37
	35.1%	39.2% D	32.3% D	10.0%	45.6% FG	29.2%	20.0%	26.7%	40.7%	35.4%	31.4%	30.0%	36.6%	12.0%		34.9% N	44.3% N	100.0% STUV	30.0%	30.4%	27.8%	37.8%
Online portal	3	2	1	1	2	1	-	1	1	1	-	1	1	-	-	3	-	-	-	1	-	1
	1.7%	1.6%	1.6%	10.0%	2.5%	1.4%		3.3%	1.7%	1.2%		2.5%	1.4%			3.5%				4.3%		1.0%
E-mail	39	28	13	4	7	21	9	13	11	14	7	9	19	3	-	26	9	-	1	3	8	27
	22.4%	22.4%	21.0%	40.0%	8.9%	29.2% E	45.0% E	43.3% IJ	18.6%	17.1%	20.0%	22.5%	26.8%	12.0%		30.2% NQ	14.8%		10.0%	13.0%	22.2%	27.6% st
In person from your Provider Representative	7	5	2	2	5	1	1	2	3	1	-	-	6	1	-	5	1	-	2	-	-	5
	4.0%	4.0%	3.2%	20.0%	6.3%	1.4%	5.0%	6.7%	5.1%	1.2%			8.5%	4.0%		5.8%	1.6%		20.0%			5.1%
Other	2	-	2	-	2	-	-	-	1	1	-	-	2	-	-	-	2	-	-	-	1	1
	1.1%		3.2%		2.5%				1.7%	1.2%			2.8%				3.3%				2.8%	1.0%

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)

Louisiana Healthcare Connections
Provider Satisfaction Survey (9111930)

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

	Total Answering	======= Area of ======= ======= Medicine =======			==== Physicians ==== ==== in Practice ===			===== Years in ===== ===== Practice =====			=== Managed Care === ===== Volume =====			======= Survey Respondent ======= =======================================				===== Insurance Participation ===== =======================================				
		Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	194	138	71	10	90	76	25	30	63	98	45	43	76	29	-	97	65	1	10	26	42	109
Total Answering	188 100.0%	133 100.0%	70 100.0%	9 100.0%	87 100.0%	73 100.0%	25 100.0%	29 100.0%	61 100.0%	96 100.0%	44 100.0%	43 100.0%	75 100.0%	29 100.0%	-	94 100.0%	62 100.0%	1 100.0%	10 100.0%	26 100.0%	42 100.0%	109 100.0%
No Answer	6	5	1	1	3	3	-	1	2	2	1	-	1	-	-	3	3	-	-	-	-	-
3 or fewer	1 0.5%	1 0.8%	-	-	1 1.1%	-	-	-	-	1 1.0%	1 2.3%	-	-	1 3.4%	-	-	-	1 100.0%	-	-	-	-
4 to 7	10 5.3%	9 6.8%	6 8.6%	-	7 8.0%	3 4.1%	-	1 3.4%	6 9.8%	3 3.1%	1 2.3%	1 2.3%	8 10.7% KL	4 13.8%	-	3 3.2%	2 3.2%	-	10 100.0%	-	-	-
8 to 11	26 13.8%	17 12.8%	10 14.3%	1 11.1%	17 19.5% fg	7 9.6%	2 8.0%	7 24.1%	8 13.1%	11 11.5%	5 11.4%	7 16.3%	11 14.7%	9 31.0% PQ	-	11 11.7%	6 9.7%	-	-	26 100.0%	-	-
12 to 15	42 22.3%	35 26.3%	12 17.1%	2 22.2%	17 19.5%	15 20.5%	9 36.0%	7 24.1%	13 21.3%	22 22.9%	15 34.1% M	11 25.6%	10 13.3%	8 27.6%	-	24 25.5% q	9 14.5%	-	-	-	42 100.0%	-
More than 15	109 58.0%	71 53.4%	42 60.0%	6 66.7%	45 51.7% e	48 65.8%	14 56.0%	14 48.3%	34 55.7%	59 61.5%	22 50.0%	24 55.8%	46 61.3%	7 24.1%	-	56 59.6% N	45 72.6% Np	-	-	-	-	109 100.0%

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

Louisiana Healthcare Connections
Provider Satisfaction Survey (9111930)

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

	Total Answering	Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	194	138	71	10	90	76	25	30	63	98	45	43	76	29	-	97	65	1	10	26	42	109
Total Answering	183	129	68	10	86	74	20	28	61	91	40	43	73	27	-	90	64	1	10	26	37	104
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	9	7	3	-	2	2	5	2	2	5	4	-	3	2	-	6	-	-	-	-	5	4
Well below average	7	4	3	-	2	3	2	1	2	4	2	3	1	2	-	2	3	-	-	-	2	5
	3.8%	3.1%	4.4%		2.3%	4.1%	10.0%	3.6%	3.3%	4.4%	5.0%	7.0%	1.4%	7.4%		2.2%	4.7%				5.4%	4.8%
Somewhat below average	6	6	-	-	2	3	1	1	3	2	2	2	1	3	-	1	2	-	1	3	1	1
	3.3%	4.7%			2.3%	4.1%	5.0%	3.6%	4.9%	2.2%	5.0%	4.7%	1.4%	11.1%		1.1%	3.1%		10.0%	11.5%	2.7%	1.0%
																				v		
Average	89	56	37	3	40	37	11	15	29	45	28	24	25	10	-	43	34	-	2	14	16	56
	48.6%	43.4%	54.4%	30.0%	46.5%	50.0%	55.0%	53.6%	47.5%	49.5%	70.0%	55.8%	34.2%	37.0%		47.8%	53.1%		20.0%	53.8%	43.2%	53.8%
											M	M								S		S
Somewhat above average	48	40	15	7	18	25	4	9	17	19	3	8	27	6	-	25	17	-	3	5	16	20
	26.2%	31.0%	22.1%	70.0%	20.9%	33.8%	20.0%	32.1%	27.9%	20.9%	7.5%	18.6%	37.0%	22.2%		27.8%	26.6%		30.0%	19.2%	43.2%	19.2%
				BC		e							KL								TV	
Well above average	33	23	13	-	24	6	2	2	10	21	5	6	19	6	-	19	8	1	4	4	2	22
	18.0%	17.8%	19.1%		27.9%	8.1%	10.0%	7.1%	16.4%	23.1%	12.5%	14.0%	26.0%	22.2%		21.1%	12.5%	100.0%	40.0%	15.4%	5.4%	21.2%
					FG					H			k					STUV	U			U
Not Applicable	2	2	-	-	2	-	-	-	-	2	1	-	-	-	-	1	1	-	-	-	-	1
Summary Rate - Well above average/Somewhat above average	81	63	28	7	42	31	6	11	27	40	8	14	46	12	-	44	25	1	7	9	18	42
	44.3%	48.8%	41.2%	70.0%	48.8%	41.9%	30.0%	39.3%	44.3%	44.0%	20.0%	32.6%	63.0%	44.4%		48.9%	39.1%	100.0%	70.0%	34.6%	48.6%	40.4%
				c									KL					STUV	Tv			

Area of Medicine: (B)(C)(D) — Physicians in Practice: (E)(F)(G) — Years in Practice: (H)(I)(J) — Managed Care Volume: (K)(L)(M) — Survey Respondent: (N)(O)(P)(Q) — Insurance Participation: (R)(S)(T)(U)(V)

Louisiana Healthcare Connections
Provider Satisfaction Survey (9111930)

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

	Total Answering	======= Area of ======== Medicine =======			==== Physicians ==== in Practice ===			===== Years in ===== Practice =====			=== Managed Care === Volume ======			======= Survey Respondent =======				===== Insurance Participation =====				
		Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	194	138	71	10	90	76	25	30	63	98	45	43	76	29	-	97	65	1	10	26	42	109
Total Answering	166 100.0%	118 100.0%	61 100.0%	9 100.0%	76 100.0%	66 100.0%	21 100.0%	24 100.0%	54 100.0%	86 100.0%	44 100.0%	39 100.0%	63 100.0%	25 100.0%	-	88 100.0%	51 100.0%	1 100.0%	7 100.0%	25 100.0%	40 100.0%	91 100.0%
No Answer	13	9	5	-	6	7	-	2	4	6	-	2	3	1	-	4	8	-	-	1	-	8
Well below average	11 6.6%	7 5.9%	4 6.6%	-	5 6.6%	4 6.1%	2 9.5%	1 4.2%	5 9.3%	5 5.8%	6 13.6% M	2 5.1%	1 1.6%	-	-	8 9.1%	3 5.9%	-	-	1 4.0%	3 7.5%	7 7.7%
Somewhat below average	8 4.8%	5 4.2%	3 4.9%	1 11.1%	3 3.9%	4 6.1%	1 4.8%	1 4.2%	3 5.6%	4 4.7%	2 4.5%	3 7.7%	2 3.2%	1 4.0%	-	5 5.7%	2 3.9%	-	-	1 4.0%	3 7.5%	3 3.3%
Average	87 52.4%	60 50.8%	34 55.7%	4 44.4%	39 51.3%	33 50.0%	14 66.7%	12 50.0%	27 50.0%	48 55.8%	29 65.9% M	23 59.0% m	25 39.7%	13 52.0%	-	42 47.7%	30 58.8%	1 100.0% STUV	4 57.1%	14 56.0%	18 45.0%	50 54.9%
Somewhat above average	28 16.9%	24 20.3%	9 14.8%	3 33.3%	13 17.1%	12 18.2%	3 14.3%	5 20.8%	9 16.7%	13 15.1%	3 6.8%	3 7.7%	15 23.8% KL	4 16.0%	-	13 14.8%	11 21.6%	-	1 14.3%	5 20.0%	11 27.5% V	10 11.0%
Well above average	32 19.3%	22 18.6%	11 18.0%	1 11.1%	16 21.1% G	13 19.7% G	1 4.8%	5 20.8%	10 18.5%	16 18.6%	4 9.1%	8 20.5%	20 31.7% K	7 28.0% q	-	20 22.7% Q	5 9.8%	-	2 28.6%	4 16.0%	5 12.5%	21 23.1%
Not Applicable	15	11	5	1	8	3	4	4	5	6	1	2	10	3	-	5	6	-	3	-	2	10
Summary Rate - Well above average/Somewhat above average	60 36.1%	46 39.0%	20 32.8%	4 44.4%	29 38.2% g	25 37.9% g	4 19.0%	10 41.7%	19 35.2%	29 33.7%	7 15.9%	11 28.2%	35 55.6% KL	11 44.0%	-	33 37.5%	16 31.4%	-	3 42.9%	9 36.0%	16 40.0%	31 34.1%

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
Provider Satisfaction Survey (9111930)

2B. Accuracy of claims processing.

	Total Answering	Area of Medicine			Physicians in Practice			Years in Practice			Managed Care Volume			Survey Respondent				Insurance Participation				
		Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/ Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	194	138	71	10	90	76	25	30	63	98	45	43	76	29	-	97	65	1	10	26	42	109
Total Answering	166 100.0%	117 100.0%	62 100.0%	9 100.0%	78 100.0%	65 100.0%	20 100.0%	24 100.0%	52 100.0%	87 100.0%	43 100.0%	38 100.0%	66 100.0%	25 100.0%	-	85 100.0%	54 100.0%	1 100.0%	8 100.0%	24 100.0%	39 100.0%	92 100.0%
No Answer	14	11	4	1	6	7	1	3	5	6	-	2	3	1	-	6	7	-	-	2	-	8
Well below average	3 1.8%	3 2.6%	-	-	1 1.3%	2 3.1%	-	-	2 3.8%	1 1.1%	2 4.7%	1 2.6%	-	-	-	2 2.4%	1 1.9%	-	-	-	3 7.7%	-
Somewhat below average	9 5.4%	7 6.0%	3 4.8%	2 22.2%	4 5.1%	3 4.6%	2 10.0%	-	4 7.7%	5 5.7%	2 4.7%	2 5.3%	2 3.0%	-	-	3 3.5%	6 11.1%	-	-	-	-	9 9.8%
Average	85 51.2%	54 46.2%	36 58.1%	3 33.3%	40 51.3%	31 47.7%	13 65.0%	16 66.7% i	24 46.2%	45 51.7%	28 65.1% M	19 50.0%	29 43.9%	12 48.0%	-	40 47.1%	31 57.4%	1 100.0% STUV	5 62.5%	13 54.2%	20 51.3%	46 50.0%
Somewhat above average	35 21.1%	27 23.1%	11 17.7%	3 33.3%	15 19.2%	17 26.2%	3 15.0%	4 16.7%	11 21.2%	17 19.5%	4 9.3%	6 15.8%	19 28.8% K	6 24.0%	-	21 24.7%	8 14.8%	-	-	5 20.8%	9 23.1%	19 20.7%
Well above average	34 20.5%	26 22.2%	12 19.4%	1 11.1%	18 23.1%	12 18.5%	2 10.0%	4 16.7%	11 21.2%	19 21.8%	7 16.3%	10 26.3%	16 24.2%	7 28.0%	-	19 22.4%	8 14.8%	-	3 37.5%	6 25.0%	7 17.9%	18 19.6%
Not Applicable	14	10	5	-	6	4	4	3	6	5	2	3	7	3	-	6	4	-	2	-	3	9
Summary Rate - Well above average/Somewhat above average	69 41.6%	53 45.3%	23 37.1%	4 44.4%	33 42.3%	29 44.6% g	5 25.0%	8 33.3%	22 42.3%	36 41.4%	11 25.6%	16 42.1%	35 53.0% K	13 52.0% q	-	40 47.1% Q	16 29.6%	-	3 37.5%	11 45.8%	16 41.0%	37 40.2%

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
Provider Satisfaction Survey (9111930)

2C. Timeliness of claims processing.

	Total Answering	======= Area of ======== Medicine =======			==== Physicians ==== in Practice ===			===== Years in ===== Practice =====			=== Managed Care === Volume ======			======= Survey Respondent =======				===== Insurance Participation =====				
		Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/ Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	194	138	71	10	90	76	25	30	63	98	45	43	76	29	-	97	65	1	10	26	42	109
Total Answering	163 100.0%	117 100.0%	60 100.0%	10 100.0%	78 100.0%	62 100.0%	20 100.0%	25 100.0%	50 100.0%	85 100.0%	41 100.0%	39 100.0%	65 100.0%	25 100.0%	-	85 100.0%	51 100.0%	1 100.0%	8 100.0%	22 100.0%	39 100.0%	90 100.0%
No Answer	17	11	6	-	6	10	1	2	7	8	2	1	4	1	-	6	10	-	-	4	-	10
Well below average	5 3.1%	4 3.4%	1 1.7%	-	1 1.3%	3 4.8%	1 5.0%	-	3 6.0%	2 2.4%	2 4.9%	2 5.1%	-	-	-	3 3.5%	1 2.0%	-	-	-	4 10.3% v	1 1.1%
Somewhat below average	4 2.5%	3 2.6%	1 1.7%	-	3 3.8%	1 1.6%	-	-	3 6.0%	1 1.2%	2 4.9%	1 2.6%	-	-	-	2 2.4%	2 3.9%	-	-	-	-	3 3.3%
Average	86 52.8%	59 50.4%	32 53.3%	6 60.0%	39 50.0%	30 48.4%	16 80.0% EF	16 64.0%	23 46.0%	46 54.1%	27 65.9% M	19 48.7%	29 44.6%	10 40.0%	-	40 47.1%	35 68.6% NP	1 100.0% STUV	5 62.5%	13 59.1%	18 46.2%	47 52.2%
Somewhat above average	30 18.4%	22 18.8%	12 20.0%	2 20.0%	16 20.5%	11 17.7%	2 10.0%	5 20.0%	9 18.0%	14 16.5%	3 7.3%	7 17.9%	16 24.6% K	8 32.0% Q	-	17 20.0% q	5 9.8%	-	-	6 27.3%	7 17.9%	17 18.9%
Well above average	38 23.3%	29 24.8%	14 23.3%	2 20.0%	19 24.4% G	17 27.4% G	1 5.0%	4 16.0%	12 24.0%	22 25.9%	7 17.1%	10 25.6%	20 30.8% k	7 28.0%	-	23 27.1%	8 15.7%	-	3 37.5%	3 13.6%	10 25.6%	22 24.4%
Not Applicable	14	10	5	-	6	4	4	3	6	5	2	3	7	3	-	6	4	-	2	-	3	9
Summary Rate - Well above average/Somewhat above average	68 41.7%	51 43.6%	26 43.3%	4 40.0%	35 44.9% G	28 45.2% G	3 15.0%	9 36.0%	21 42.0%	36 42.4%	10 24.4%	17 43.6% k	36 55.4% K	15 60.0% Q	-	40 47.1% Q	13 25.5%	-	3 37.5%	9 40.9%	17 43.6%	39 43.3%

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
Provider Satisfaction Survey (9111930)

2D. Resolution of claims payment problems or disputes.

	Total Answering	Area of Medicine: Primary Care	Specialty	BH Clin.	Physicians in Practice: Solo	2-5 phys.	>5 phys.	Years in Practice: <5 years	5-15 years	16 or more	Managed Care Volume: 0-10%	11-20%	21-100%	Survey Respondent: Physician	BH Clin.	Office Manager	Nurse/Other staff	Insurance Participation: 3 or fewer	4 to 7	8 to 11	12 to 15	More than 15
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	194	138	71	10	90	76	25	30	63	98	45	43	76	29	-	97	65	1	10	26	42	109
Total Answering	161 100.0%	115 100.0%	60 100.0%	10 100.0%	76 100.0%	63 100.0%	20 100.0%	24 100.0%	51 100.0%	83 100.0%	42 100.0%	37 100.0%	65 100.0%	25 100.0%	-	82 100.0%	52 100.0%	1 100.0%	8 100.0%	22 100.0%	39 100.0%	88 100.0%
No Answer	17	11	6	-	7	9	1	2	6	9	1	2	4	1	-	6	10	-	-	4	-	10
Well below average	9 5.6%	6 5.2%	3 5.0%	-	2 2.6%	7 11.1% e	-	1 4.2%	5 9.8%	3 3.6%	3 7.1%	3 8.1%	1 1.5%	2 8.0%	-	3 3.7%	3 5.8%	-	-	3 13.6%	3 7.7%	3 3.4%
Somewhat below average	14 8.7%	11 9.6%	4 6.7%	4 40.0% bC	4 5.3%	7 11.1%	3 15.0%	2 8.3%	8 15.7% j	4 4.8%	4 9.5%	3 8.1%	6 9.2%	1 4.0%	-	7 8.5%	6 11.5%	-	-	2 9.1%	1 2.6%	11 12.5% U
Average	89 55.3%	57 49.6% D	38 63.3% bD	2 20.0%	44 57.9%	30 47.6%	14 70.0% f	15 62.5% I	19 37.3%	52 62.7% I	25 59.5%	21 56.8%	34 52.3%	11 44.0%	-	46 56.1%	31 59.6%	1 100.0% STUV	5 62.5%	12 54.5%	20 51.3%	48 54.5%
Somewhat above average	15 9.3%	12 10.4%	4 6.7%	1 10.0%	8 10.5%	5 7.9%	2 10.0%	2 8.3%	7 13.7%	6 7.2%	4 9.5%	2 5.4%	6 9.2%	6 24.0% Pq	-	5 6.1%	4 7.7%	-	-	2 9.1%	7 17.9% v	6 6.8%
Well above average	34 21.1%	29 25.2%	11 18.3%	3 30.0%	18 23.7% G	14 22.2% G	1 5.0%	4 16.7%	12 23.5%	18 21.7%	6 14.3%	8 21.6%	18 27.7% k	5 20.0%	-	21 25.6%	8 15.4%	-	3 37.5%	3 13.6%	8 20.5%	20 22.7%
Not Applicable	16	12	5	-	7	4	4	4	6	6	2	4	7	3	-	9	3	-	2	-	3	11
Summary Rate - Well above average/Somewhat above average	49 30.4%	41 35.7%	15 25.0%	4 40.0%	26 34.2% G	19 30.2%	3 15.0%	6 25.0%	19 37.3%	24 28.9%	10 23.8%	10 27.0%	24 36.9%	11 44.0% q	-	26 31.7%	12 23.1%	-	3 37.5%	5 22.7%	15 38.5%	26 29.5%

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)

Louisiana Healthcare Connections
Provider Satisfaction Survey (9111930)

3A. Access to knowledgeable UM staff.

	Total Answering	======= Area of Medicine =======			==== Physicians in Practice ===			===== Years in Practice =====			=== Managed Care Volume ===			======= Survey Respondent =======				===== Insurance Participation =====				
		Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	194	138	71	10	90	76	25	30	63	98	45	43	76	29	-	97	65	1	10	26	42	109
Total Answering	156 100.0%	114 100.0%	53 100.0%	8 100.0%	71 100.0%	61 100.0%	21 100.0%	26 100.0%	51 100.0%	76 100.0%	37 100.0%	39 100.0%	62 100.0%	25 100.0%	-	83 100.0%	46 100.0%	1 100.0%	7 100.0%	20 100.0%	36 100.0%	89 100.0%
No Answer	18	12	7	-	8	9	1	3	5	10	4	2	2	-	-	8	10	-	1	4	1	10
Well below average	3 1.9%	3 2.6%	-	-	2 2.8%	1 1.6%	-	-	1 2.0%	2 2.6%	-	1 2.6%	2 3.2%	2 8.0%	-	1 1.2%	-	-	1 14.3%	-	1 2.8%	1 1.1%
Somewhat below average	10 6.4%	5 4.4%	5 9.4%	-	3 4.2%	6 9.8%	1 4.8%	1 3.8%	7 13.7% J	1 1.3%	2 5.4%	3 7.7%	3 4.8%	2 8.0%	-	2 2.4%	5 10.9% P	-	-	-	-	9 10.1%
Average	96 61.5%	69 60.5%	29 54.7%	4 50.0%	41 57.7%	36 59.0%	18 85.7% EF	17 65.4%	30 58.8%	47 61.8%	28 75.7% M	23 59.0%	32 51.6%	12 48.0%	-	52 62.7%	31 67.4%	-	1 14.3%	14 70.0% S	23 63.9% S	56 62.9% S
Somewhat above average	25 16.0%	18 15.8%	12 22.6%	3 37.5%	13 18.3% G	10 16.4% g	1 4.8%	4 15.4%	8 15.7%	13 17.1%	4 10.8%	6 15.4%	13 21.0%	2 8.0%	-	16 19.3%	7 15.2%	-	3 42.9%	4 20.0%	7 19.4%	11 12.4%
Well above average	22 14.1%	19 16.7%	7 13.2%	1 12.5%	12 16.9% g	8 13.1%	1 4.8%	4 15.4%	5 9.8%	13 17.1%	3 8.1%	6 15.4%	12 19.4% k	7 28.0% Q	-	12 14.5%	3 6.5%	1 100.0% STUV	2 28.6%	2 10.0%	5 13.9%	12 13.5%
Not Applicable	20	12	11	2	11	6	3	1	7	12	4	2	12	4	-	6	9	-	2	2	5	10
Summary Rate - Well above average/Somewhat above average	47 30.1%	37 32.5%	19 35.8%	4 50.0%	25 35.2% G	18 29.5% G	2 9.5%	8 30.8%	13 25.5%	26 34.2%	7 18.9%	12 30.8%	25 40.3% K	9 36.0%	-	28 33.7%	10 21.7%	1 100.0% sTUV	5 71.4% TUV	6 30.0%	12 33.3%	23 25.8%

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

	Total Answering	Area of Medicine			Physicians in Practice			Years in Practice			Managed Care Volume				Survey Respondent				Insurance Participation				
		Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/ Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	194	138	71	10	90	76	25	30	63	98	45	43	76	29	-	97	65	1	10	26	42	109
Total Answering	173 100.0%	125 100.0%	61 100.0%	9 100.0%	78 100.0%	71 100.0%	21 100.0%	26 100.0%	56 100.0%	88 100.0%	42 100.0%	41 100.0%	67 100.0%	28 100.0%	-	89 100.0%	54 100.0%	1 100.0%	7 100.0%	22 100.0%	42 100.0%	96 100.0%
No Answer	15	10	5	-	9	5	1	3	4	8	2	2	4	-	-	7	8	-	2	4	-	8
Well below average	6 3.5%	5 4.0%	2 3.3%	-	4 5.1%	-	2 9.5%	1 3.8%	1 1.8%	4 4.5%	2 4.8%	3 7.3%	1 1.5%	1 3.6%	-	4 4.5%	1 1.9%	-	1 14.3%	-	2 4.8%	3 3.1%
Somewhat below average	12 6.9%	6 4.8%	6 9.8%	-	3 3.8%	8 11.3% e	1 4.8%	3 11.5%	7 12.5%	2 2.3% J	4 9.5%	4 9.8%	4 6.0%	5 17.9% P	-	3 3.4%	4 7.4%	-	-	2 9.1%	3 7.1%	7 7.3%
Average	100 57.8%	70 56.0%	36 59.0%	6 66.7%	44 56.4%	40 56.3%	14 66.7%	17 65.4%	29 51.8%	52 59.1%	21 50.0%	25 61.0%	36 53.7%	14 50.0%	-	50 56.2%	34 63.0%	-	3 42.9%	14 63.6%	28 66.7%	52 54.2%
Somewhat above average	31 17.9%	23 18.4%	11 18.0%	2 22.2%	14 17.9%	14 19.7%	3 14.3%	1 3.8%	13 23.2% H	16 18.2% H	8 19.0%	5 12.2%	13 19.4%	2 7.1%	-	21 23.6% N	8 14.8%	-	2 28.6%	2 9.1%	6 14.3%	20 20.8%
Well above average	24 13.9%	21 16.8%	6 9.8%	1 11.1%	13 16.7% g	9 12.7%	1 4.8%	4 15.4%	6 10.7%	14 15.9%	7 16.7%	4 9.8%	13 19.4%	6 21.4%	-	11 12.4%	7 13.0%	1 100.0% STUV	1 14.3%	4 18.2%	3 7.1%	14 14.6%
Not Applicable	6	3	5	1	3	-	3	1	3	2	1	-	5	1	-	1	3	-	1	-	-	5
Summary Rate - Well above average/Somewhat above average	55 31.8%	44 35.2%	17 27.9%	3 33.3%	27 34.6%	23 32.4%	4 19.0%	5 19.2%	19 33.9%	30 34.1%	15 35.7%	9 22.0%	26 38.8% l	8 28.6%	-	32 36.0%	15 27.8%	1 100.0% STUV	3 42.9%	6 27.3%	9 21.4%	34 35.4% 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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3C. Timeliness of obtaining pre-certification/referral/authorization information.

	Total Answering	======= Area of ======= Medicine ======= Primary Care	Specialty	BH Clin.	==== Physicians ==== in Practice === Solo	2-5 phys.	>5 phys.	===== Years in ===== Practice ===== <5 years	5-15 years	16 or more	=== Managed Care === Volume ====== 0- 10%	11- 20%	21- 100%	======= Survey Respondent ======= Physician	BH Clin.	Office Manager	Nurse/ Other staff	===== Insurance Participation ===== 3 or fewer	4 to 7	8 to 11	12 to 15	More than 15
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	194	138	71	10	90	76	25	30	63	98	45	43	76	29	-	97	65	1	10	26	42	109
Total Answering	170 100.0%	123 100.0%	59 100.0%	9 100.0%	75 100.0%	70 100.0%	22 100.0%	27 100.0%	55 100.0%	86 100.0%	41 100.0%	41 100.0%	67 100.0%	27 100.0%	-	88 100.0%	53 100.0%	1 100.0%	7 100.0%	23 100.0%	41 100.0%	94 100.0%
No Answer	16	11	6	-	11	5	-	2	5	9	2	1	5	-	-	7	9	-	2	3	-	10
Well below average	6 3.5%	5 4.1%	2 3.4%	-	3 4.0%	1 1.4%	2 9.1%	1 3.7%	1 1.8%	4 4.7%	1 2.4%	4 9.8% m	1 1.5%	1 3.7%	-	4 4.5%	1 1.9%	-	1 14.3%	2 8.7%	1 2.4%	2 2.1%
Somewhat below average	16 9.4%	8 6.5%	9 15.3% b	1 11.1%	6 8.0%	9 12.9%	1 4.5%	2 7.4%	9 16.4%	5 5.8% j	5 12.2%	5 12.2%	5 7.5%	3 11.1%	-	9 10.2%	2 3.8%	-	-	1 4.3%	4 9.8%	11 11.7%
Average	96 56.5%	68 55.3%	30 50.8%	4 44.4%	40 53.3%	39 55.7%	15 68.2%	19 70.4% i	28 50.9%	48 55.8%	21 51.2%	22 53.7%	36 53.7%	14 51.9%	-	45 51.1%	37 69.8% P	-	3 42.9%	14 60.9%	26 63.4%	50 53.2%
Somewhat above average	28 16.5%	21 17.1%	12 20.3%	2 22.2%	13 17.3%	12 17.1%	3 13.6%	3 11.1%	11 20.0%	13 15.1%	8 19.5%	6 14.6%	12 17.9%	3 11.1%	-	18 20.5%	7 13.2%	-	2 28.6%	3 13.0%	7 17.1%	16 17.0%
Well above average	24 14.1%	21 17.1%	6 10.2%	2 22.2%	13 17.3% G	9 12.9%	1 4.5%	2 7.4%	6 10.9%	16 18.6% h	6 14.6%	4 9.8%	13 19.4%	6 22.2%	-	12 13.6%	6 11.3%	1 100.0% STUV	1 14.3%	3 13.0%	3 7.3%	15 16.0%
Not Applicable	8	4	6	1	4	1	3	1	3	3	2	1	4	2	-	2	3	-	1	-	1	5
Summary Rate - Well above average/Somewhat above average	52 30.6%	42 34.1%	18 30.5%	4 44.4%	26 34.7% g	21 30.0%	4 18.2%	5 18.5%	17 30.9%	29 33.7% h	14 34.1%	10 24.4%	25 37.3%	9 33.3%	-	30 34.1%	13 24.5%	1 100.0% STUV	3 42.9%	6 26.1%	10 24.4%	31 33.0%

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)

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

	Total Answering	Area of Medicine — Primary Care	Specialty	BH Clin.	Physicians in Practice — Solo	2-5 phys.	>5 phys.	Years in Practice — <5 years	5-15 years	16 or more	Managed Care Volume — 0-10%	11-20%	21-100%	Survey Respondent — Physician	BH Clin.	Office Manager	Nurse/Other staff	Insurance Participation — 3 or fewer	4 to 7	8 to 11	12 to 15	More than 15
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	194	138	71	10	90	76	25	30	63	98	45	43	76	29	-	97	65	1	10	26	42	109
Total Answering	159 100.0%	116 100.0%	55 100.0%	9 100.0%	72 100.0%	62 100.0%	22 100.0%	27 100.0%	53 100.0%	77 100.0%	39 100.0%	39 100.0%	64 100.0%	27 100.0%	-	82 100.0%	48 100.0%	1 100.0%	7 100.0%	23 100.0%	40 100.0%	86 100.0%
No Answer	25	16	10	-	13	11	1	3	8	13	3	4	8	1	-	11	13	-	2	3	-	17
Well below average	2 1.3%	2 1.7%	1 1.8%	-	2 2.8%	-	-	-	1 1.9%	1 1.3%	1 2.6%	-	1 1.6%	-	-	1 1.2%	1 2.1%	-	1 14.3%	-	-	1 1.2%
Somewhat below average	10 6.3%	8 6.9%	4 7.3%	-	5 6.9%	4 6.5%	1 4.5%	1 3.7%	5 9.4%	4 5.2%	2 5.1%	5 12.8% m	2 3.1%	5 18.5% Pq	-	1 1.2%	2 4.2%	-	1 14.3%	2 8.7%	3 7.5%	4 4.7%
Average	94 59.1%	64 55.2%	32 58.2%	4 44.4%	43 59.7%	34 54.8%	15 68.2%	22 81.5% IJ	31 58.5%	40 51.9%	23 59.0%	24 61.5%	32 50.0%	12 44.4%	-	52 63.4%	30 62.5% n	-	2 28.6%	14 60.9%	27 67.5% S	49 57.0%
Somewhat above average	30 18.9%	23 19.8%	11 20.0%	4 44.4%	8 11.1%	17 27.4% E	5 22.7%	2 7.4%	11 20.8% h	16 20.8% h	8 20.5% l	3 7.7%	18 28.1% L	3 11.1%	-	17 20.7%	10 20.8%	-	-	5 21.7%	7 17.5%	18 20.9%
Well above average	23 14.5%	19 16.4%	7 12.7%	1 11.1%	14 19.4% G	7 11.3%	1 4.5%	2 7.4%	5 9.4%	16 20.8% hi	5 12.8%	7 17.9%	11 17.2%	7 25.9%	-	11 13.4%	5 10.4%	1 100.0% STUV	3 42.9% tu	2 8.7%	3 7.5%	14 16.3%
Not Applicable	10	6	6	1	5	3	2	-	2	8	3	-	4	1	-	4	4	-	1	-	2	6
Summary Rate - Well above average/Somewhat above average	53 33.3%	42 36.2%	18 32.7%	5 55.6%	22 30.6%	24 38.7%	6 27.3%	4 14.8%	16 30.2% h	32 41.6% H	13 33.3%	10 25.6%	29 45.3% L	10 37.0%	-	28 34.1%	15 31.3%	1 100.0% STUV	3 42.9%	7 30.4%	10 25.0%	32 37.2%

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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

	Total Answering	Area of Medicine			Physicians in Practice			Years in Practice			Managed Care Volume			Survey Respondent				Insurance Participation				
		Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/ Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	194	138	71	10	90	76	25	30	63	98	45	43	76	29	-	97	65	1	10	26	42	109
Total Answering	144 100.0%	105 100.0%	51 100.0%	7 100.0%	64 100.0%	57 100.0%	21 100.0%	23 100.0%	46 100.0%	73 100.0%	38 100.0%	33 100.0%	59 100.0%	23 100.0%	-	75 100.0%	44 100.0%	1 100.0%	7 100.0%	22 100.0%	35 100.0%	76 100.0%
No Answer	26	18	9	1	15	10	1	4	8	13	3	3	7	2	-	12	12	-	2	3	1	17
Well below average	2 1.4%	2 1.9%	-	-	2 3.1%	-	-	-	1 2.2%	1 1.4%	1 2.6%	1 3.0%	-	1 4.3%	-	-	1 2.3%	-	-	-	1 2.9%	1 1.3%
Somewhat below average	9 6.3%	7 6.7%	3 5.9%	-	5 7.8%	2 3.5%	2 9.5%	2 8.7%	6 13.0% J	1 1.4%	3 7.9%	1 3.0%	3 5.1%	4 17.4% pq	-	2 2.7%	1 2.3%	-	1 14.3%	1 4.5%	3 8.6%	4 5.3%
Average	89 61.8%	60 57.1%	33 64.7%	3 42.9%	38 59.4%	36 63.2%	15 71.4%	16 69.6%	26 56.5%	46 63.0%	26 68.4%	23 69.7%	31 52.5% m	11 47.8%	-	50 66.7%	28 63.6%	-	3 42.9%	14 63.6%	23 65.7%	47 61.8%
Somewhat above average	21 14.6%	16 15.2%	7 13.7%	2 28.6%	7 10.9%	11 19.3%	2 9.5%	2 8.7%	7 15.2%	11 15.1%	3 7.9%	3 9.1%	13 22.0% Kl	2 8.7%	-	9 12.0%	10 22.7%	-	-	4 18.2%	5 14.3%	12 15.8%
Well above average	23 16.0%	20 19.0%	8 15.7%	2 28.6%	12 18.8%	8 14.0%	2 9.5%	3 13.0%	6 13.0%	14 19.2%	5 13.2%	5 15.2%	12 20.3%	5 21.7%	-	14 18.7%	4 9.1% u	1 100.0% STUV	3 42.9%	3 13.6%	3 8.6%	12 15.8%
Not Applicable	24	15	11	2	11	9	3	3	9	12	4	7	10	4	-	10	9	-	1	1	6	16
Summary Rate - Well above average/Somewhat above average	44 30.6%	36 34.3%	15 29.4%	4 57.1%	19 29.7%	19 33.3%	4 19.0%	5 21.7%	13 28.3%	25 34.2%	8 21.1%	8 24.2%	25 42.4% Kl	7 30.4%	-	23 30.7%	14 31.8%	1 100.0% STUV	3 42.9%	7 31.8%	8 22.9%	24 31.6%

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)

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

	Total Answering	Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	194	138	71	10	90	76	25	30	63	98	45	43	76	29	-	97	65	1	10	26	42	109
Total Answering	157 100.0%	120 100.0%	50 100.0%	10 100.0%	71 100.0%	62 100.0%	21 100.0%	25 100.0%	51 100.0%	79 100.0%	35 100.0%	39 100.0%	65 100.0%	26 100.0%	-	81 100.0%	48 100.0%	1 100.0%	7 100.0%	23 100.0%	40 100.0%	82 100.0%
No Answer	22	14	9	-	12	9	1	4	7	10	2	1	7	1	-	11	10	-	2	3	-	15
Well below average	1 0.6%	-	1 2.0%	-	-	1 1.6%	-	-	1 2.0%	-	-	-	-	-	-	-	-	-	-	-	-	1 1.2%
Somewhat below average	5 3.2%	3 2.5%	3 6.0%	-	4 5.6%	-	1 4.8%	1 4.0%	1 2.0%	3 3.8%	2 5.7%	3 7.7%	-	2 7.7%	-	1 1.2%	1 2.1%	-	-	-	2 5.0%	3 3.7%
Average	86 54.8%	67 55.8%	23 46.0%	5 50.0%	36 50.7%	35 56.5%	14 66.7%	17 68.0%	29 56.9%	39 49.4%	23 65.7%	22 56.4%	32 49.2%	11 42.3%	-	45 55.6%	30 62.5% n	-	4 57.1%	12 52.2%	25 62.5%	43 52.4%
									j													
Somewhat above average	28 17.8%	20 16.7%	11 22.0%	3 30.0%	11 15.5%	14 22.6%	2 9.5%	5 20.0%	9 17.6%	13 16.5%	2 5.7%	6 15.4%	12 18.5% K	2 7.7%	-	17 21.0% n	9 18.8%	-	-	6 26.1%	4 10.0%	17 20.7% u
Well above average	37 23.6%	30 25.0%	12 24.0%	2 20.0%	20 28.2%	12 19.4%	4 19.0%	2 8.0%	11 21.6% h	24 30.4% H	8 22.9%	8 20.5%	21 32.3%	11 42.3% pQ	-	18 22.2%	8 16.7%	1 100.0% STUV	3 42.9%	5 21.7%	9 22.5%	18 22.0%
Not Applicable	15	4	12	-	7	5	3	1	5	9	8	3	4	2	-	5	7	-	1	-	2	12
Summary Rate - Well above average/Somewhat above average	65 41.4%	50 41.7%	23 46.0%	5 50.0%	31 43.7%	26 41.9%	6 28.6%	7 28.0%	20 39.2% h	37 46.8%	10 28.6%	14 35.9%	33 50.8% K	13 50.0%	-	35 43.2%	17 35.4%	1 100.0% STUV	3 42.9%	11 47.8%	13 32.5%	35 42.7%

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)

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

	Total Answering	Area of Medicine			Physicians in Practice			Years in Practice			Managed Care Volume			Survey Respondent				Insurance Participation				
		Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	194	138	71	10	90	76	25	30	63	98	45	43	76	29	-	97	65	1	10	26	42	109
Total Answering	145 100.0%	113 100.0%	43 100.0%	7 100.0%	67 100.0%	54 100.0%	21 100.0%	21 100.0%	47 100.0%	75 100.0%	35 100.0%	37 100.0%	58 100.0%	24 100.0%	-	75 100.0%	45 100.0%	1 100.0%	7 100.0%	20 100.0%	39 100.0%	76 100.0%
No Answer	28	19	10	1	15	11	2	5	10	12	3	2	10	1	-	13	13	-	2	3	1	18
Well below average	9 6.2%	9 8.0%	1 2.3%	-	7 10.4% F	1 1.9%	1 4.8%	2 9.5%	3 6.4%	4 5.3%	1 2.9%	2 5.4%	4 6.9%	3 12.5%	-	1 1.3%	5 11.1% P	-	1 14.3%	4 20.0%	-	4 5.3%
Somewhat below average	19 13.1%	17 15.0%	4 9.3%	3 42.9% c	8 11.9%	10 18.5% g	1 4.8%	6 28.6% J	7 14.9%	6 8.0%	6 17.1%	5 13.5%	4 6.9%	4 16.7%	-	11 14.7%	3 6.7%	-	1 14.3%	2 10.0%	7 17.9%	9 11.8%
Average	70 48.3%	50 44.2%	21 48.8%	2 28.6%	34 50.7%	21 38.9%	13 61.9% f	9 42.9%	19 40.4%	40 53.3%	18 51.4%	19 51.4%	26 44.8%	9 37.5%	-	37 49.3%	24 53.3%	-	2 28.6%	10 50.0%	21 53.8%	35 46.1%
Somewhat above average	29 20.0%	22 19.5%	11 25.6%	1 14.3%	9 13.4%	16 29.6% E	4 19.0%	1 4.8%	13 27.7% H	15 20.0% H	6 17.1%	6 16.2%	15 25.9%	5 20.8%	-	13 17.3%	11 24.4%	-	-	3 15.0%	9 23.1%	17 22.4%
Well above average	18 12.4%	15 13.3%	6 14.0%	1 14.3%	9 13.4%	6 11.1%	2 9.5%	3 14.3%	5 10.6%	10 13.3%	4 11.4%	5 13.5%	9 15.5%	3 12.5%	-	13 17.3% Q	2 4.4%	1 100.0% STUV	3 42.9% tU	1 5.0%	2 5.1%	11 14.5% u
Not Applicable	21	6	18	2	8	11	2	4	6	11	7	4	8	4	-	9	7	-	1	3	2	15
Summary Rate - Well above average/Somewhat above average	47 32.4%	37 32.7%	17 39.5%	2 28.6%	18 26.9%	22 40.7%	6 28.6%	4 19.0%	18 38.3% h	25 33.3%	10 28.6%	11 29.7%	24 41.4%	8 33.3%	-	26 34.7%	13 28.9%	1 100.0% STUV	3 42.9%	4 20.0%	11 28.2%	28 36.8%

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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

	Total Answering	======= Area of Medicine =======		==== Physicians in Practice ===			===== Years in Practice =====			=== Managed Care === Volume			======= Survey Respondent =======				===== Insurance Participation =====				
		Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/ Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	194	138	71	10	90	76	25	30	63	98	45	43	76	29	-	97	65	1	10	26	42	109
Total Answering	143 100.0%	108 100.0%	44 100.0%	6 100.0%	63 100.0%	56 100.0%	21 100.0%	22 100.0%	46 100.0%	73 100.0%	35 100.0%	36 100.0%	58 100.0%	23 100.0%	-	77 100.0%	42 100.0%	1 100.0%	7 100.0%	19 100.0%	40 100.0%	74 100.0%
No Answer	30	21	11	2	17	11	2	5	11	13	4	3	10	1	-	13	15	-	2	3	1	20
Well below average	3 2.1%	3 2.8%	-	-	3 4.8%	-	-	-	2 4.3%	1 1.4%	1 2.9%	-	1 1.7%	-	-	-	3 7.1%	-	-	-	-	3 4.1%
Somewhat below average	13 9.1%	12 11.1%	2 4.5%	3 50.0% bC	5 7.9%	7 12.5%	1 4.8%	4 18.2%	2 4.3%	7 9.6%	2 5.7%	3 8.3%	5 8.6%	2 8.7%	-	8 10.4%	2 4.8%	-	-	1 5.3%	3 7.5%	9 12.2%
Average	79 55.2%	54 50.0% D	27 61.4% D	1 16.7%	35 55.6%	26 46.4%	16 76.2% eF	15 68.2% I	20 43.5%	42 57.5%	19 54.3%	24 66.7%	30 51.7%	12 52.2%	-	44 57.1%	23 54.8%	-	4 57.1%	12 63.2%	25 62.5%	36 48.6%
Somewhat above average	27 18.9%	23 21.3%	7 15.9%	1 16.7%	8 12.7%	17 30.4% EG	2 9.5%	-	16 34.8% J	11 15.1%	9 25.7%	4 11.1%	11 19.0%	4 17.4%	-	12 15.6%	11 26.2%	-	-	5 26.3%	8 20.0%	14 18.9%
Well above average	21 14.7%	16 14.8%	8 18.2%	1 16.7%	12 19.0%	6 10.7%	2 9.5%	3 13.6%	6 13.0%	12 16.4%	4 11.4%	5 13.9%	11 19.0%	5 21.7%	-	13 16.9% q	3 7.1% STUV	1 100.0%	3 42.9% tu	1 5.3%	4 10.0%	12 16.2%
Not Applicable	21	9	16	2	10	9	2	3	6	12	6	4	8	5	-	7	8	-	1	4	1	15
Summary Rate - Well above average/Somewhat above average	48 33.6%	39 36.1%	15 34.1%	2 33.3%	20 31.7%	23 41.1% G	4 19.0%	3 13.6%	22 47.8% Hj	23 31.5% H	13 37.1%	9 25.0%	22 37.9%	9 39.1%	-	25 32.5%	14 33.3%	1 100.0% STUV	3 42.9%	6 31.6%	12 30.0%	26 35.1%

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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

	Total Answering	====== Area of ======== Medicine =======			==== Physicians ==== ==== in Practice ===			===== Years in ===== Practice =====			=== Managed Care === Volume ======				======= Survey Respondent =======				===== Insurance Participation =====				
		Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0- 10%	11- 20%	21- 100%	Physician	BH Clin.	Office Manager	Nurse/ Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	194	138	71	10	90	76	25	30	63	98	45	43	76	29	-	97	65	1	10	26	42	109
Total Answering	145 100.0%	111 100.0%	45 100.0%	8 100.0%	65 100.0%	58 100.0%	19 100.0%	22 100.0%	47 100.0%	74 100.0%	38 100.0%	34 100.0%	60 100.0%	24 100.0%	-	77 100.0%	43 100.0%	1 100.0%	7 100.0%	20 100.0%	39 100.0%	75 100.0%
No Answer	33	23	13	2	18	12	3	6	11	15	4	3	12	1	-	15	16	-	2	3	2	23
Well below average	3 2.1%	3 2.7%	1 2.2%	1 12.5%	2 3.1%	1 1.7%	-	1 4.5%	1 2.1%	1 1.4%	1 2.6%	-	2 3.3%	-	-	2 2.6%	1 2.3%	-	1 14.3%	-	-	2 2.7%
Somewhat below average	10 6.9%	9 8.1%	2 4.4%	1 12.5%	4 6.2%	4 6.9%	2 10.5%	2 9.1%	4 8.5%	4 5.4%	1 2.6%	6 17.6% Km	3 5.0%	3 12.5%	-	3 3.9%	3 7.0%	-	-	-	4 10.3%	6 8.0%
Average	83 57.2%	57 51.4%	28 62.2%	3 37.5%	39 60.0%	30 51.7%	12 63.2%	16 72.7% j	27 57.4%	38 51.4%	26 68.4% l	16 47.1%	32 53.3%	12 50.0%	-	45 58.4%	26 60.5%	-	4 57.1%	15 75.0% v	23 59.0%	40 53.3%
Somewhat above average	25 17.2%	22 19.8%	6 13.3%	1 12.5%	8 12.3%	15 25.9% eg	2 10.5%	-	8 17.0%	17 23.0%	6 15.8%	5 14.7%	11 18.3%	5 20.8%	-	11 14.3%	9 20.9%	-	1 14.3%	3 15.0%	8 20.5%	11 14.7%
Well above average	24 16.6%	20 18.0%	8 17.8%	2 25.0%	12 18.5%	8 13.8%	3 15.8%	3 13.6%	7 14.9%	14 18.9%	4 10.5%	7 20.6%	12 20.0%	4 16.7%	-	16 20.8% q	4 9.3%	1 100.0% STUV	1 14.3%	2 10.0%	4 10.3%	16 21.3%
Not Applicable	16	4	13	-	7	6	3	2	5	9	3	6	4	4	-	5	6	-	1	3	1	11
Summary Rate - Well above average/Somewhat above average	49 33.8%	42 37.8%	14 31.1%	3 37.5%	20 30.8%	23 39.7%	5 26.3%	3 13.6%	15 31.9% h	31 41.9% H	10 26.3%	12 35.3%	23 38.3%	9 37.5%	-	27 35.1%	13 30.2%	1 100.0% STUV	2 28.6%	5 25.0%	12 30.8%	27 36.0%

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)

Louisiana Healthcare Connections
Provider Satisfaction Survey (9111930)

5A. Consistency of the formulary over time.

	Total Answering	====== Area of Medicine ======		==== Physicians in Practice ===			===== Years in Practice =====			=== Managed Care Volume ===			======= Survey Respondent =======				===== Insurance Participation =====				
		Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	194	138	71	10	90	76	25	30	63	98	45	43	76	29	-	97	65	1	10	26	42	109
Total Answering	140	108	44	6	68	52	18	20	47	71	36	34	56	27	-	75	35	1	8	22	34	74
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	35	27	12	3	17	13	5	7	11	16	5	3	15	1	-	16	18	-	2	3	2	23
Well below average	5	5	-	-	4	1	-	-	4	1	2	2	1	3	-	-	2	-	-	2	1	2
	3.6%	4.6%			5.9%	1.9%			8.5% j	1.4%	5.6%	5.9%	1.8%	11.1%			5.7%			9.1%	2.9%	2.7%
Somewhat below average	7	5	4	-	3	4	-	-	4	3	2	1	2	1	-	3	2	-	-	1	2	4
	5.0%	4.6%	9.1%		4.4%	7.7%			8.5%	4.2%	5.6%	2.9%	3.6%	3.7%		4.0%	5.7%			4.5%	5.9%	5.4%
Average	97	70	31	4	46	35	15	17	26	52	27	22	37	15	-	58	22	-	5	15	23	53
	69.3%	64.8%	70.5%	66.7%	67.6%	67.3%	83.3%	85.0% I	55.3%	73.2% I	75.0%	64.7%	66.1%	55.6%		77.3% N	62.9%		62.5%	68.2%	67.6%	71.6%
Somewhat above average	15	15	2	1	4	8	2	1	8	6	3	3	8	4	-	6	5	1	1	2	5	6
	10.7%	13.9% C	4.5%	16.7%	5.9%	15.4% e	11.1%	5.0%	17.0%	8.5%	8.3%	8.8%	14.3%	14.8%		8.0%	14.3%	100.0% STUV	12.5%	9.1%	14.7%	8.1%
Well above average	16	13	7	1	11	4	1	2	5	9	2	6	8	4	-	8	4	-	2	2	3	9
	11.4%	12.0%	15.9%	16.7%	16.2%	7.7%	5.6%	10.0%	10.6%	12.7%	5.6%	17.6%	14.3%	14.8%		10.7%	11.4%		25.0%	9.1%	8.8%	12.2%
Not Applicable	19	3	15	1	5	11	2	3	5	11	4	6	5	1	-	6	12	-	-	1	6	12
Summary Rate - Well above average/Somewhat above average	31	28	9	2	15	12	3	3	13	15	5	9	16	8	-	14	9	1	3	4	8	15
	22.1%	25.9%	20.5%	33.3%	22.1%	23.1%	16.7%	15.0%	27.7%	21.1%	13.9%	26.5%	28.6% k	29.6%		18.7%	25.7%	100.0% STUV	37.5%	18.2%	23.5%	20.3%

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
Provider Satisfaction Survey (9111930)

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

	Total Answering	Area of Medicine			Physicians in Practice			Years in Practice			Managed Care Volume			Survey Respondent				Insurance Participation				
		Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	194	138	71	10	90	76	25	30	63	98	45	43	76	29	-	97	65	1	10	26	42	109
Total Answering	139 100.0%	106 100.0%	45 100.0%	6 100.0%	65 100.0%	54 100.0%	18 100.0%	20 100.0%	49 100.0%	68 100.0%	36 100.0%	35 100.0%	55 100.0%	26 100.0%	-	76 100.0%	34 100.0%	1 100.0%	8 100.0%	21 100.0%	34 100.0%	74 100.0%
No Answer	36	28	12	3	18	13	5	7	11	17	6	3	15	1	-	16	19	-	2	3	2	24
Well below average	8 5.8%	6 5.7%	3 6.7%	-	6 9.2%	2 3.7%	-	1 5.0%	5 10.2%	2 2.9%	2 5.6%	3 8.6%	2 3.6%	4 15.4% p	-	1 1.3%	2 5.9%	-	-	4 19.0% uv	1 2.9%	3 4.1%
Somewhat below average	10 7.2%	7 6.6%	5 11.1%	-	4 6.2%	4 7.4%	2 11.1%	2 10.0%	4 8.2%	4 5.9%	2 5.6%	2 5.7%	5 9.1%	5 19.2% p	-	4 5.3%	-	-	2 25.0%	-	3 8.8%	5 6.8%
Average	87 62.6%	65 61.3%	25 55.6%	3 50.0%	41 63.1%	32 59.3%	13 72.2%	14 70.0%	27 55.1%	45 66.2%	22 61.1%	22 62.9%	34 61.8%	9 34.6%	-	57 75.0% Nq	20 58.8% n	-	3 37.5%	14 66.7%	22 64.7%	47 63.5%
Somewhat above average	18 12.9%	15 14.2%	5 11.1%	1 16.7%	4 6.2%	12 22.2% EG	1 5.6%	1 5.0%	8 16.3%	8 11.8%	7 19.4%	3 8.6%	7 12.7%	4 15.4%	-	5 6.6%	9 26.5% P	1 100.0% STUV	1 12.5%	1 4.8%	4 11.8%	11 14.9%
Well above average	16 11.5%	13 12.3%	7 15.6%	2 33.3%	10 15.4%	4 7.4%	2 11.1%	2 10.0%	5 10.2%	9 13.2%	3 8.3%	5 14.3%	7 12.7%	4 15.4%	-	9 11.8%	3 8.8%	-	2 25.0%	2 9.5%	4 11.8%	8 10.8%
Not Applicable	19	4	14	1	7	9	2	3	3	13	3	5	6	2	-	5	12	-	-	2	6	11
Summary Rate - Well above average/Somewhat above average	34 24.5%	28 26.4%	12 26.7%	3 50.0%	14 21.5%	16 29.6%	3 16.7%	3 15.0%	13 26.5%	17 25.0%	10 27.8%	8 22.9%	14 25.5%	8 30.8%	-	14 18.4%	12 35.3% p	1 100.0% STUV	3 37.5%	3 14.3%	8 23.5%	19 25.7%

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)

Louisiana Healthcare Connections
Provider Satisfaction Survey (9111930)

5C. Variety of branded drugs on the formulary.

	Total Answering	======= Area of Medicine =======			==== Physicians in Practice ===			===== Years in Practice =====			=== Managed Care Volume ===			======= Survey Respondent =======				===== Insurance Participation =====				
		Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	194	138	71	10	90	76	25	30	63	98	45	43	76	29	-	97	65	1	10	26	42	109
Total Answering	144 100.0%	107 100.0%	49 100.0%	8 100.0%	67 100.0%	55 100.0%	19 100.0%	23 100.0%	48 100.0%	71 100.0%	35 100.0%	37 100.0%	58 100.0%	27 100.0%	-	75 100.0%	39 100.0%	1 100.0%	8 100.0%	22 100.0%	36 100.0%	76 100.0%
No Answer	36	27	12	2	19	12	5	6	11	18	6	3	14	1	-	16	19	-	2	3	2	24
Well below average	11 7.6%	8 7.5%	4 8.2%	-	8 11.9% f	2 3.6%	1 5.3%	1 4.3%	7 14.6% j	3 4.2%	2 5.7%	3 8.1%	5 8.6%	6 22.2%	-	-	4 10.3%	-	1 12.5%	3 13.6%	2 5.6%	5 6.6%
Somewhat below average	23 16.0%	14 13.1%	12 24.5%	2 25.0%	10 14.9%	11 20.0%	2 10.5%	3 13.0%	9 18.8%	11 15.5%	5 14.3%	7 18.9%	9 15.5%	3 11.1%	-	15 20.0%	4 10.3%	-	1 12.5%	1 4.5%	8 22.2% T	13 17.1% T
Average	85 59.0%	64 59.8%	23 46.9%	4 50.0%	37 55.2%	32 58.2%	13 68.4%	16 69.6%	25 52.1%	42 59.2%	23 65.7%	18 48.6%	33 56.9%	13 48.1%	-	49 65.3%	22 56.4%	-	4 50.0%	14 63.6%	20 55.6%	46 60.5%
Somewhat above average	11 7.6%	9 8.4%	3 6.1%	1 12.5%	5 7.5%	5 9.1%	1 5.3%	1 4.3%	2 4.2%	8 11.3%	1 2.9%	5 13.5% k	5 8.6%	1 3.7%	-	4 5.3%	6 15.4% n	-	-	2 9.1%	2 5.6%	7 9.2%
Well above average	14 9.7%	12 11.2%	7 14.3%	1 12.5%	7 10.4%	5 9.1%	2 10.5%	2 8.7%	5 10.4%	7 9.9%	4 11.4%	4 10.8%	6 10.3%	4 14.8%	-	7 9.3%	3 7.7%	1 100.0% STUV	2 25.0%	2 9.1%	4 11.1%	5 6.6%
Not Applicable	14	4	10	-	4	9	1	1	4	9	4	3	4	1	-	6	7	-	-	1	4	9
Summary Rate - Well above average/Somewhat above average	25 17.4%	21 19.6%	10 20.4%	2 25.0%	12 17.9%	10 18.2%	3 15.8%	3 13.0%	7 14.6%	15 21.1%	5 14.3%	9 24.3%	11 19.0%	5 18.5%	-	11 14.7%	9 23.1%	1 100.0% STUV	2 25.0%	4 18.2%	6 16.7%	12 15.8%

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)
Presented by SPH Analytics
770-978-3173
2016

Louisiana Healthcare Connections
Provider Satisfaction Survey (9111930)

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

	Total Answering	Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	194	138	71	10	90	76	25	30	63	98	45	43	76	29	-	97	65	1	10	26	42	109
Total Answering	144 100.0%	108 100.0%	48 100.0%	8 100.0%	68 100.0%	55 100.0%	18 100.0%	22 100.0%	49 100.0%	71 100.0%	35 100.0%	36 100.0%	59 100.0%	27 100.0%	-	76 100.0%	38 100.0%	1 100.0%	8 100.0%	22 100.0%	36 100.0%	76 100.0%
No Answer	35	26	12	2	18	12	5	6	11	17	6	3	14	1	-	16	18	-	2	3	2	23
Well below average	13 9.0%	11 10.2%	3 6.3%	1 12.5%	7 10.3%	5 9.1%	1 5.6%	2 9.1%	8 16.3% J	3 4.2%	3 8.6%	4 11.1%	5 8.5%	6 22.2% P	-	3 3.9%	3 7.9%	-	1 12.5%	3 13.6%	4 11.1%	5 6.6%
Somewhat below average	16 11.1%	8 7.4%	9 18.8% b	1 12.5%	6 8.8%	9 16.4%	1 5.6%	1 4.5%	3 6.1%	12 16.9% Hi	3 8.6%	4 11.1%	6 10.2%	2 7.4%	-	8 10.5%	5 13.2%	-	1 12.5%	-	4 11.1%	11 14.5%
Average	80 55.6%	62 57.4%	21 43.8%	4 50.0%	38 55.9%	27 49.1%	13 72.2% f	17 77.3% IJ	26 53.1%	36 50.7%	22 62.9%	19 52.8%	31 52.5%	11 40.7%	-	50 65.8% Nq	18 47.4%	-	3 37.5%	12 54.5%	20 55.6%	44 57.9%
Somewhat above average	19 13.2%	15 13.9%	7 14.6%	1 12.5%	8 11.8%	9 16.4%	1 5.6%	-	6 12.2%	12 16.9%	3 8.6%	4 11.1%	10 16.9%	4 14.8%	-	6 7.9%	9 23.7% P	-	1 12.5%	5 22.7%	4 11.1%	9 11.8%
Well above average	16 11.1%	12 11.1%	8 16.7%	1 12.5%	9 13.2%	5 9.1%	2 11.1%	2 9.1%	6 12.2%	8 11.3%	4 11.4%	5 13.9%	7 11.9%	4 14.8%	-	9 11.8%	3 7.9%	1 100.0% STUV	2 25.0%	2 9.1%	4 11.1%	7 9.2%
Not Applicable	15	4	11	-	4	9	2	2	3	10	4	4	3	1	-	5	9	-	-	1	4	10
Summary Rate - Well above average/Somewhat above average	35 24.3%	27 25.0%	15 31.3%	2 25.0%	17 25.0%	14 25.5%	3 16.7%	2 9.1%	12 24.5% h	20 28.2% H	7 20.0%	9 25.0%	17 28.8%	8 29.6%	-	15 19.7%	12 31.6%	1 100.0% STUV	3 37.5%	7 31.8%	8 22.2%	16 21.1%

(Column headers grouped as: ====== Area of ====== Medicine ======, ==== Physicians ==== in Practice ===, ===== Years in ===== Practice =====, === Managed Care === Volume ======, ======= Survey Respondent =======, ===== Insurance Participation =====)

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

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

	Total Answering	Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15
	======= Area of ========			==== Physicians ====			===== Years in =====			=== Managed Care ===			======= Survey Respondent =======				===== Insurance Participation =====				
	======= Medicine =======			==== in Practice ===			===== Practice =====			====== Volume ======											
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	194	138	71	10	90	76	25	30	63	98	45	43	76	29	-	97	65	1	10	26	42	109
Total Answering	140	104	48	8	66	53	18	22	48	68	34	35	58	26	-	73	38	1	8	20	35	74
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	36	27	12	2	19	12	5	6	10	19	6	3	14	2	-	16	18	-	2	4	2	24
Well below average	11	7	5	-	7	2	2	1	6	4	3	3	4	5	-	-	5	-	-	3	2	6
	7.9%	6.7%	10.4%		10.6%	3.8%	11.1%	4.5%	12.5%	5.9%	8.8%	8.6%	6.9%	19.2%			13.2%			15.0%	5.7%	8.1%
Somewhat below average	18	10	9	1	6	12	-	2	7	9	4	5	8	2	-	11	4	-	2	-	6	10
	12.9%	9.6%	18.8%	12.5%	9.1%	22.6%		9.1%	14.6%	13.2%	11.8%	14.3%	13.8%	7.7%		15.1%	10.5%		25.0%		17.1%	13.5%
						E																
Average	85	66	22	4	41	27	14	15	27	42	23	19	33	13	-	50	21	-	3	13	21	46
	60.7%	63.5%	45.8%	50.0%	62.1%	50.9%	77.8%	68.2%	56.3%	61.8%	67.6%	54.3%	56.9%	50.0%		68.5%	55.3%		37.5%	65.0%	60.0%	62.2%
			C				F									n						
Somewhat above average	13	11	5	2	5	8	-	1	4	7	1	3	8	2	-	5	6	-	1	1	3	8
	9.3%	10.6%	10.4%	25.0%	7.6%	15.1%		4.5%	8.3%	10.3%	2.9%	8.6%	13.8%	7.7%		6.8%	15.8%		12.5%	5.0%	8.6%	10.8%
													K									
Well above average	13	10	7	1	7	4	2	3	4	6	3	5	5	4	-	7	2	1	2	3	3	4
	9.3%	9.6%	14.6%	12.5%	10.6%	7.5%	11.1%	13.6%	8.3%	8.8%	8.8%	14.3%	8.6%	15.4%		9.6%	5.3%	100.0%	25.0%	15.0%	8.6%	5.4%
																		STUV				
Not Applicable	18	7	11	-	5	11	2	2	5	11	5	5	4	1	-	8	9	-	-	2	5	11
Summary Rate - Well above average/Somewhat above average	26	21	12	3	12	12	2	4	8	13	4	8	13	6	-	12	8	1	3	4	6	12
	18.6%	20.2%	25.0%	37.5%	18.2%	22.6%	11.1%	18.2%	16.7%	19.1%	11.8%	22.9%	22.4%	23.1%		16.4%	21.1%	100.0%	37.5%	20.0%	17.1%	16.2%
																		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

Louisiana Healthcare Connections
Provider Satisfaction Survey (9111930)

6A. Ease of reaching health plan call center staff over the phone.

	Total Answering	Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15
	======= Area of ========			==== Physicians ====			===== Years in =====			=== Managed Care ===			======= Survey Respondent =======				===== Insurance Participation =====				
	======= Medicine =======			==== in Practice ===			===== Practice =====			====== Volume ======											
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	194	138	71	10	90	76	25	30	63	98	45	43	76	29	-	97	65	1	10	26	42	109
Total Answering	150 100.0%	107 100.0%	55 100.0%	6 100.0%	69 100.0%	62 100.0%	18 100.0%	20 100.0%	51 100.0%	77 100.0%	41 100.0%	36 100.0%	57 100.0%	25 100.0%	-	77 100.0%	46 100.0%	1 100.0%	7 100.0%	21 100.0%	38 100.0%	80 100.0%
No Answer	30	22	11	2	15	11	4	6	10	13	3	3	13	1	-	13	16	-	2	3	2	20
Well below average	6 4.0%	5 4.7%	1 1.8%	-	3 4.3%	3 4.8%	-	-	5 9.8% j	1 1.3%	2 4.9%	1 2.8%	2 3.5%	1 4.0%	-	1 1.3%	4 8.7% P	-	1 14.3%	-	2 5.3%	3 3.8%
Somewhat below average	4 2.7%	3 2.8%	1 1.8%	-	2 2.9%	2 3.2%	-	1 5.0%	2 3.9%	1 1.3%	1 2.4%	1 2.8%	2 3.5%	1 4.0%	-	1 1.3%	2 4.3%	-	-	2 9.5%	1 2.6%	1 1.3%
Average	75 50.0%	54 50.5%	26 47.3%	3 50.0%	32 46.4%	29 46.8%	14 77.8% EF	12 60.0% i	19 37.3%	42 54.5% i	22 53.7%	19 52.8%	23 40.4%	12 48.0%	-	41 53.2%	21 45.7%	-	2 28.6%	6 28.6%	25 65.8% STv	39 48.8% t
Somewhat above average	36 24.0%	25 23.4%	12 21.8%	2 33.3%	15 21.7%	18 29.0% g	2 11.1%	3 15.0%	17 33.3% h	16 20.8%	9 22.0%	11 30.6%	14 24.6%	7 28.0%	-	17 22.1%	12 26.1%	-	1 14.3%	8 38.1% u	6 15.8%	21 26.3%
Well above average	29 19.3%	20 18.7%	15 27.3%	1 16.7%	17 24.6%	10 16.1%	2 11.1%	4 20.0%	8 15.7%	17 22.1%	7 17.1%	4 11.1%	16 28.1% L	4 16.0%	-	17 22.1%	7 15.2% STUV	1 100.0%	3 42.9% u	5 23.8%	4 10.5%	16 20.0%
Not Applicable	14	9	5	2	6	3	3	4	2	8	1	4	6	3	-	7	3	-	1	2	2	9
Summary Rate - Well above average/Somewhat above average	65 43.3%	45 42.1%	27 49.1%	3 50.0%	32 46.4% G	28 45.2% G	4 22.2%	7 35.0%	25 49.0%	33 42.9%	16 39.0%	15 41.7%	30 52.6%	11 44.0%	-	34 44.2%	19 41.3% STUV	1 100.0% STUV	4 57.1%	13 61.9% U	10 26.3%	37 46.3% 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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770-978-3173
2016

Louisiana Healthcare Connections
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6B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).

	Total Answering	======= Area of ======== Medicine =======		=== Physicians ==== in Practice ===		===== Years in ===== Practice =====		=== Managed Care === Volume ======		======= Survey Respondent =======		===== Insurance Participation =====	
		Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	194	138	71	10	90	76	25	30	63	98	45	43	76	29	-	97	65	1	10	26	42	109
Total Answering	153 100.0%	109 100.0%	55 100.0%	8 100.0%	72 100.0%	62 100.0%	17 100.0%	21 100.0%	51 100.0%	79 100.0%	41 100.0%	38 100.0%	56 100.0%	26 100.0%	-	78 100.0%	47 100.0%	1 100.0%	7 100.0%	22 100.0%	40 100.0%	80 100.0%
No Answer	32	24	11	2	15	12	5	6	11	14	3	3	15	1	-	14	17	-	2	3	2	22
Well below average	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Somewhat below average	5 3.3%	3 2.8%	2 3.6%	1 12.5%	3 4.2%	1 1.6%	1 5.9%	-	4 7.8% j	1 1.3%	2 4.9%	1 2.6%	1 1.8%	1 3.8%	-	3 3.8%	1 2.1%	-	-	1 4.5%	2 5.0%	1 1.3%
Average	70 45.8%	50 45.9%	24 43.6%	3 37.5%	31 43.1%	27 43.5%	11 64.7% e	13 61.9% I	18 35.3%	38 48.1%	22 53.7%	18 47.4%	20 35.7% m	14 53.8%	-	31 39.7%	24 51.1%	-	2 28.6%	9 40.9%	23 57.5%	36 45.0%
Somewhat above average	36 23.5%	24 22.0%	14 25.5%	3 37.5%	16 22.2%	17 27.4%	2 11.8%	3 14.3%	17 33.3% hj	15 19.0%	8 19.5%	11 28.9%	13 23.2%	6 23.1%	-	21 26.9%	9 19.1%	-	1 14.3%	5 22.7%	8 20.0%	21 26.3%
Well above average	42 27.5%	32 29.4%	15 27.3%	1 12.5%	22 30.6%	17 27.4%	3 17.6%	5 23.8%	12 23.5%	25 31.6%	9 22.0%	8 21.1%	22 39.3% kL	5 19.2%	-	23 29.5%	13 27.7%	1 100.0% STUV	4 57.1% U	7 31.8%	7 17.5%	22 27.5%
Not Applicable	9	5	5	-	3	2	3	3	1	5	1	2	5	2	-	5	1	-	1	1	-	7
Summary Rate - Well above average/Somewhat above average	78 51.0%	56 51.4%	29 52.7%	4 50.0%	38 52.8% g	34 54.8% G	5 29.4%	8 38.1%	29 56.9%	40 50.6%	17 41.5%	19 50.0%	35 62.5% K	11 42.3%	-	44 56.4%	22 46.8%	1 100.0% sTUV	5 71.4% u	12 54.5%	15 37.5%	43 53.8% u

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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

	Total Answering	Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	194	138	71	10	90	76	25	30	63	98	45	43	76	29	-	97	65	1	10	26	42	109
Total Answering	138 100.0%	102 100.0%	48 100.0%	6 100.0%	65 100.0%	55 100.0%	18 100.0%	15 100.0%	47 100.0%	74 100.0%	39 100.0%	30 100.0%	54 100.0%	25 100.0%	-	67 100.0%	44 100.0%	1 100.0%	7 100.0%	20 100.0%	36 100.0%	72 100.0%
No Answer	32	24	11	2	16	12	4	6	11	14	4	3	13	1	-	14	17	-	2	3	2	21
Well below average	4 2.9%	3 2.9%	1 2.1%	-	4 6.2%	-	-	-	3 6.4%	1 1.4%	1 2.6%	1 3.3%	2 3.7%	2 8.0%	-	-	2 4.5%	-	1 14.3%	-	1 2.8%	2 2.8%
Somewhat below average	6 4.3%	3 2.9%	3 6.3%	-	2 3.1%	4 7.3%	-	1 6.7%	3 6.4%	2 2.7%	1 2.6%	3 10.0%	2 3.7%	1 4.0%	-	4 6.0%	1 2.3%	-	-	1 5.0%	2 5.6%	3 4.2%
Average	66 47.8%	50 49.0%	21 43.8%	4 66.7%	30 46.2%	25 45.5%	11 61.1%	11 73.3% I	15 31.9%	39 52.7% I	20 51.3%	14 46.7%	20 37.0%	11 44.0%	-	32 47.8%	22 50.0%	-	1 14.3%	11 55.0% s	20 55.6% s	33 45.8% s
Somewhat above average	33 23.9%	24 23.5%	12 25.0%	1 16.7%	13 20.0%	15 27.3%	5 27.8%	1 6.7%	15 31.9% H	16 21.6% h	11 28.2%	5 16.7%	17 31.5%	7 28.0%	-	15 22.4%	11 25.0%	-	3 42.9%	5 25.0%	7 19.4%	17 23.6%
Well above average	29 21.0%	22 21.6%	11 22.9%	1 16.7%	16 24.6%	11 20.0%	2 11.1%	2 13.3%	11 23.4%	16 21.6%	6 15.4%	7 23.3%	13 24.1%	4 16.0%	-	16 23.9%	8 18.2%	1 100.0% STUV	2 28.6%	3 15.0%	6 16.7%	17 23.6%
Not Applicable	24	12	12	2	9	9	3	9	5	10	2	10	9	3	-	16	4	-	1	3	4	16
Summary Rate - Well above average/Somewhat above average	62 44.9%	46 45.1%	23 47.9%	2 33.3%	29 44.6%	26 47.3%	7 38.9%	3 20.0%	26 55.3% H	32 43.2% H	17 43.6%	12 40.0%	30 55.6%	11 44.0%	-	31 46.3%	19 43.2%	1 100.0% sTUV	5 71.4% u	8 40.0%	13 36.1%	34 47.2%

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
Provider Satisfaction Survey (9111930)

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

	Total Answering	Area of Medicine			Physicians in Practice			Years in Practice			Managed Care Volume			Survey Respondent				Insurance Participation				
		Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	194	138	71	10	90	76	25	30	63	98	45	43	76	29	-	97	65	1	10	26	42	109
Total Answering	153 100.0%	109 100.0%	55 100.0%	8 100.0%	72 100.0%	61 100.0%	18 100.0%	20 100.0%	52 100.0%	79 100.0%	41 100.0%	38 100.0%	56 100.0%	26 100.0%	-	77 100.0%	48 100.0%	1 100.0%	7 100.0%	22 100.0%	40 100.0%	80 100.0%
No Answer	30	22	11	2	15	11	4	6	10	13	3	3	13	1	-	13	16	-	2	3	2	20
Well below average	3 2.0%	3 2.8%	-	-	3 4.2%	-	-	-	2 3.8%	1 1.3%	1 2.4%	1 2.6%	1 1.8%	2 7.7%	-	-	1 2.1%	-	1 14.3%	-	1 2.5%	1 1.3%
Somewhat below average	2 1.3%	1 0.9%	1 1.8%	-	-	2 3.3%	-	-	1 1.9%	1 1.3%	-	2 5.3%	-	1 3.8%	-	-	1 2.1%	-	-	1 4.5%	-	1 1.3%
Average	80 52.3%	56 51.4%	28 50.9%	4 50.0%	35 48.6%	31 50.8%	13 72.2% ef	14 70.0% j	26 50.0%	39 49.4%	25 61.0% M	22 57.9% m	22 39.3%	12 46.2%	-	42 54.5%	25 52.1%	-	1 14.3%	10 45.5% s	26 65.0% S	41 51.3% S
Somewhat above average	38 24.8%	27 24.8%	13 23.6%	3 37.5%	17 23.6%	17 27.9%	3 16.7%	3 15.0%	14 26.9%	20 25.3%	8 19.5%	6 15.8%	20 35.7% kL	7 26.9%	-	19 24.7%	12 25.0%	-	2 28.6%	7 31.8%	8 20.0%	20 25.0%
Well above average	30 19.6%	22 20.2%	13 23.6%	1 12.5%	17 23.6%	11 18.0%	2 11.1%	3 15.0%	9 17.3%	18 22.8%	7 17.1%	7 18.4%	13 23.2%	4 15.4%	-	16 20.8%	9 18.8%	1 100.0% STUV	3 42.9%	4 18.2%	5 12.5%	17 21.3%
Not Applicable	11	7	5	-	3	4	3	4	1	6	1	2	7	2	-	7	1	-	1	1	-	9
Summary Rate - Well above average/Somewhat above average	68 44.4%	49 45.0%	26 47.3%	4 50.0%	34 47.2%	28 45.9%	5 27.8%	6 30.0%	23 44.2%	38 48.1%	15 36.6%	13 34.2%	33 58.9% KL	11 42.3%	-	35 45.5%	21 43.8%	1 100.0%	5 71.4% sTUV	11 50.0% U	13 32.5%	37 46.3%

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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

	Total Answering	Area of Medicine			Physicians in Practice			Years in Practice			Managed Care Volume			Survey Respondent				Insurance Participation				
		Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	194	138	71	10	90	76	25	30	63	98	45	43	76	29	-	97	65	1	10	26	42	109
Total Answering	137	99	48	8	67	54	15	20	48	68	29	37	56	26	-	68	40	1	8	21	31	74
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	57	39	23	2	23	22	10	10	15	30	16	6	20	3	-	29	25	-	2	5	11	35
Yes	99	76	29	5	48	47	4	14	34	50	19	25	44	16	-	55	27	1	5	16	24	51
	72.3%	76.8%	60.4%	62.5%	71.6%	87.0%	26.7%	70.0%	70.8%	73.5%	65.5%	67.6%	78.6%	61.5%		80.9%	67.5%	100.0%	62.5%	76.2%	77.4%	68.9%
			C			G	EG									n		STUV				
No	38	23	19	3	19	7	11	6	14	18	10	12	12	10	-	13	13	-	3	5	7	23
	27.7%	23.2%	39.6%	37.5%	28.4%	13.0%	73.3%	30.0%	29.2%	26.5%	34.5%	32.4%	21.4%	38.5%		19.1%	32.5%		37.5%	23.8%	22.6%	31.1%
			B		F		EF							p								
Summary Rate - Yes	99	76	29	5	48	47	4	14	34	50	19	25	44	16	-	55	27	1	5	16	24	51
	72.3%	76.8%	60.4%	62.5%	71.6%	87.0%	26.7%	70.0%	70.8%	73.5%	65.5%	67.6%	78.6%	61.5%		80.9%	67.5%	100.0%	62.5%	76.2%	77.4%	68.9%
			C			G	EG									n		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)

Louisiana Healthcare Connections
Provider Satisfaction Survey (9111930)

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

	Total Answering	Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	99	76	29	5	48	47	4	14	34	50	19	25	44	16	-	55	27	1	5	16	24	51
Total Answering	93 100.0%	74 100.0%	25 100.0%	5 100.0%	44 100.0%	45 100.0%	4 100.0%	12 100.0%	33 100.0%	47 100.0%	18 100.0%	24 100.0%	41 100.0%	16 100.0%	-	52 100.0%	24 100.0%	1 100.0%	5 100.0%	15 100.0%	23 100.0%	47 100.0%
No Answer	1	-	1	-	-	1	-	-	1	-	1	-	-	-	-	-	1	-	-	1	-	-
Well below average	6 6.5%	3 4.1%	3 12.0%	-	2 4.5%	3 6.7%	1 25.0%	-	3 9.1%	3 6.4%	2 11.1%	2 8.3%	1 2.4%	1 6.3%	-	3 5.8%	1 4.2%	-	-	-	3 13.0%	3 6.4%
Somewhat below average	5 5.4%	4 5.4%	-	-	3 6.8%	2 4.4%	-	-	2 6.1%	3 6.4%	3 16.7%	-	2 4.9%	1 6.3%	-	3 5.8%	1 4.2%	-	-	1 6.7%	1 4.3%	3 6.4%
Average	36 38.7%	29 39.2%	8 32.0%	-	20 45.5%	15 33.3%	1 25.0%	6 50.0%	14 42.4%	15 31.9%	6 33.3%	12 50.0%	13 31.7%	8 50.0%	-	15 28.8%	13 54.2% P	-	2 40.0%	10 66.7% UV	7 30.4%	17 36.2%
Somewhat above average	15 16.1%	12 16.2%	7 28.0%	3 60.0% B	5 11.4%	9 20.0%	1 25.0%	2 16.7%	4 12.1%	9 19.1%	1 5.6%	1 4.2%	11 26.8% KL	1 6.3%	-	8 15.4%	6 25.0% n	-	1 20.0%	3 20.0%	4 17.4%	6 12.8%
Well above average	31 33.3%	26 35.1%	7 28.0%	2 40.0%	14 31.8%	16 35.6%	1 25.0%	4 33.3%	10 30.3%	17 36.2%	6 33.3%	9 37.5%	14 34.1%	5 31.3%	-	23 44.2% Q	3 12.5% STUV	1 100.0%	2 40.0%	1 6.7%	8 34.8% T	18 38.3% T
Not Applicable	5	2	3	-	4	1	-	2	-	3	-	1	3	-	-	3	2	-	-	-	1	4
Summary Rate - Well above average/Somewhat above average	46 49.5%	38 51.4%	14 56.0%	5 100.0% BC	19 43.2%	25 55.6%	2 50.0%	6 50.0%	14 42.4%	26 55.3%	7 38.9%	10 41.7%	25 61.0%	6 37.5%	-	31 59.6% q	9 37.5% sTUV	1 100.0%	3 60.0%	4 26.7%	12 52.2% t	24 51.1% t

Area of Medicine: (B)(C)(D). Physicians in Practice: (E)(F)(G). Years in Practice: (H)(I)(J). Managed Care Volume: (K)(L)(M). Survey Respondent: (N)(O)(P)(Q). Insurance Participation: (R)(S)(T)(U)(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)

Louisiana Healthcare Connections
Provider Satisfaction Survey (9111930)

7C. Quality of provider orientation process.

	Total Answering	Area of Medicine			Physicians in Practice			Years in Practice			Managed Care Volume			Survey Respondent				Insurance Participation				
		Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	194	138	71	10	90	76	25	30	63	98	45	43	76	29	-	97	65	1	10	26	42	109
Total Answering	125 100.0%	93 100.0%	43 100.0%	6 100.0%	57 100.0%	53 100.0%	15 100.0%	20 100.0%	41 100.0%	62 100.0%	33 100.0%	32 100.0%	49 100.0%	21 100.0%	-	64 100.0%	39 100.0%	1 100.0%	7 100.0%	20 100.0%	32 100.0%	64 100.0%
No Answer	40	28	16	2	18	15	6	7	15	17	7	5	14	4	-	18	17	-	2	5	4	25
Well below average	14 11.2%	10 10.8%	5 11.6%	1 16.7%	2 3.5%	7 13.2% e	5 33.3% E	2 10.0%	3 7.3%	9 14.5%	11 33.3% LM	2 6.3%	1 2.0%	1 4.8%	-	8 12.5%	5 12.8%	-	-	-	8 25.0% v	6 9.4%
Somewhat below average	5 4.0%	5 5.4%	-	-	2 3.5%	-	3 20.0%	2 10.0%	3 7.3%	-	-	2 6.3%	3 6.1%	2 9.5%	-	2 3.1%	1 2.6%	-	1 14.3%	1 5.0%	1 3.1%	2 3.1%
Average	63 50.4%	44 47.3%	23 53.5%	2 33.3%	34 59.6% g	24 45.3%	5 33.3%	13 65.0%	21 51.2%	28 45.2%	16 48.5%	18 56.3%	20 40.8%	12 57.1%	-	26 40.6%	24 61.5% P	-	2 28.6%	17 85.0% SUV	13 40.6%	30 46.9%
Somewhat above average	16 12.8%	12 12.9%	7 16.3%	2 33.3%	6 10.5%	9 17.0%	1 6.7%	-	5 12.2%	10 16.1%	3 9.1%	1 3.1%	12 24.5% kL	2 9.5%	-	10 15.6%	4 10.3%	-	1 14.3%	1 5.0%	3 9.4%	11 17.2% t
Well above average	27 21.6%	22 23.7%	8 18.6%	1 16.7%	13 22.8% g	13 24.5% G	1 6.7%	3 15.0%	9 22.0%	15 24.2%	3 9.1%	9 28.1% K	13 26.5% K	4 19.0%	-	18 28.1% Q	5 12.8%	1 100.0% STUV	3 42.9% t	1 5.0%	7 21.9% t	15 23.4% T
Not Applicable	29	17	12	2	15	8	4	3	7	19	5	6	13	4	-	15	9	-	1	1	6	20
Summary Rate - Well above average/Somewhat above average	43 34.4%	34 36.6%	15 34.9%	3 50.0%	19 33.3% g	22 41.5% G	2 13.3%	3 15.0%	14 34.1% h	25 40.3% H	6 18.2%	10 31.3%	25 51.0% Kl	6 28.6%	-	28 43.8% Q	9 23.1%	1 100.0% STUV	4 57.1% T	2 10.0%	10 31.3% T	26 40.6% 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)

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2016

Louisiana Healthcare Connections
Provider Satisfaction Survey (9111930)

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

	Total Answering	Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/ Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	194	138	71	10	90	76	25	30	63	98	45	43	76	29	-	97	65	1	10	26	42	109
Total Answering	145 100.0%	106 100.0%	51 100.0%	7 100.0%	66 100.0%	60 100.0%	18 100.0%	21 100.0%	50 100.0%	72 100.0%	36 100.0%	37 100.0%	57 100.0%	23 100.0%	-	77 100.0%	43 100.0%	1 100.0%	8 100.0%	22 100.0%	36 100.0%	76 100.0%
No Answer	37	26	15	2	18	12	6	7	12	17	7	4	14	4	-	16	16	-	2	4	3	24
Well below average	10 6.9%	9 8.5%	2 3.9%	-	3 4.5%	2 3.3%	5 27.8% EF	-	4 8.0%	6 8.3%	6 16.7% M	2 5.4%	2 3.5%	2 8.7%	-	6 7.8%	2 4.7%	-	1 12.5%	-	8 22.2% V	1 1.3%
Somewhat below average	6 4.1%	4 3.8%	2 3.9%	-	1 1.5%	3 5.0%	2 11.1%	2 9.5%	2 4.0%	2 2.8%	-	3 8.1%	3 5.3%	1 4.3%	-	3 3.9%	2 4.7%	-	-	-	2 5.6%	4 5.3%
Average	69 47.6%	47 44.3%	26 51.0%	3 42.9%	34 51.5%	26 43.3%	8 44.4%	14 66.7% iJ	23 46.0%	31 43.1%	17 47.2%	18 48.6%	23 40.4%	11 47.8%	-	29 37.7%	27 62.8% P	-	3 37.5%	15 68.2% U	10 27.8%	39 51.3% U
Somewhat above average	27 18.6%	19 17.9%	11 21.6%	2 28.6%	11 16.7%	14 23.3%	2 11.1%	2 9.5%	8 16.0%	16 22.2%	8 22.2% l	3 8.1%	15 26.3% L	4 17.4%	-	17 22.1%	6 14.0%	-	1 12.5%	5 22.7%	8 22.2%	13 17.1%
Well above average	33 22.8%	27 25.5%	10 19.6%	2 28.6%	17 25.8% G	15 25.0% G	1 5.6%	3 14.3%	13 26.0%	17 23.6%	5 13.9%	11 29.7% k	14 24.6%	5 21.7%	-	22 28.6% Q	6 14.0%	1 100.0% STUV	3 37.5%	2 9.1%	8 22.2%	19 25.0% T
Not Applicable	12	6	5	1	6	4	1	2	1	9	2	2	5	2	-	4	6	-	-	-	3	9
Summary Rate - Well above average/Somewhat above average	60 41.4%	46 43.4%	21 41.2%	4 57.1%	28 42.4% G	29 48.3% G	3 16.7%	5 23.8%	21 42.0%	33 45.8% H	13 36.1%	14 37.8%	29 50.9%	9 39.1%	-	39 50.6% Q	12 27.9%	1 100.0% STUV	4 50.0%	7 31.8%	16 44.4%	32 42.1%

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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2016

Louisiana Healthcare Connections
Provider Satisfaction Survey (9111930)

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

	Total Answering	Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	194	138	71	10	90	76	25	30	63	98	45	43	76	29	-	97	65	1	10	26	42	109
Total Answering	150 100.0%	106 100.0%	55 100.0%	8 100.0%	73 100.0%	58 100.0%	16 100.0%	23 100.0%	48 100.0%	77 100.0%	34 100.0%	39 100.0%	61 100.0%	27 100.0%	-	77 100.0%	44 100.0%	1 100.0%	8 100.0%	23 100.0%	34 100.0%	81 100.0%
No Answer	44	32	16	2	17	18	9	7	15	21	11	4	15	2	-	20	21	-	2	3	8	28
Yes	128 85.3%	92 86.8%	47 85.5%	8 100.0% BC	64 87.7%	48 82.8%	13 81.3%	20 87.0%	39 81.3%	67 87.0%	28 82.4%	30 76.9%	55 90.2% l	20 74.1%	-	70 90.9% n	36 81.8%	1 100.0% UV	7 87.5%	21 91.3%	27 79.4%	69 85.2%
No	22 14.7%	14 13.2%	8 14.5%	-	9 12.3%	10 17.2%	3 18.8%	3 13.0%	9 18.8%	10 13.0%	6 17.6%	9 23.1% m	6 9.8%	7 25.9% p	-	7 9.1%	8 18.2%	-	1 12.5%	2 8.7%	7 20.6%	12 14.8%
Summary Rate - Yes	128 85.3%	92 86.8%	47 85.5%	8 100.0% BC	64 87.7%	48 82.8%	13 81.3%	20 87.0%	39 81.3%	67 87.0%	28 82.4%	30 76.9%	55 90.2% l	20 74.1%	-	70 90.9% n	36 81.8%	1 100.0% UV	7 87.5%	21 91.3%	27 79.4%	69 85.2%

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
Provider Satisfaction Survey (9111930)

8B. Please rate your overall satisfaction with Louisiana Healthcare Connections.

	Total Answering	======= Area of Medicine =======		==== Physicians in Practice ===			===== Years in Practice =====			=== Managed Care Volume ===			======= Survey Respondent =======				===== Insurance Participation =====				
		Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/ Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	194	138	71	10	90	76	25	30	63	98	45	43	76	29	-	97	65	1	10	26	42	109
Total Answering	160 100.0%	115 100.0%	57 100.0%	8 100.0%	73 100.0%	63 100.0%	21 100.0%	22 100.0%	52 100.0%	84 100.0%	42 100.0%	40 100.0%	62 100.0%	27 100.0%	-	83 100.0%	48 100.0%	1 100.0%	8 100.0%	23 100.0%	38 100.0%	87 100.0%
No Answer	31	22	12	2	15	12	4	6	11	13	3	3	13	1	-	13	16	-	2	3	2	21
Completely dissatisfied	6 3.8%	4 3.5%	2 3.5%	-	3 4.1%	2 3.2%	1 4.8%	-	4 7.7%	2 2.4%	2 4.8%	2 5.0%	2 3.2%	2 7.4%	-	1 1.2%	3 6.3%	-	1 12.5%	-	3 7.9%	2 2.3%
Somewhat dissatisfied	11 6.9%	6 5.2%	5 8.8%	-	4 5.5%	5 7.9%	2 9.5%	4 18.2%	3 5.8%	4 4.8%	4 9.5% m	5 12.5% M	1 1.6%	3 11.1%	-	5 6.0%	3 6.3%	-	-	4 17.4%	-	7 8.0%
Neither dissatisfied nor satisfied	19 11.9%	13 11.3%	9 15.8%	1 12.5%	10 13.7%	6 9.5%	2 9.5%	4 18.2%	5 9.6%	10 11.9%	7 16.7%	7 17.5%	4 6.5%	5 18.5%	-	9 10.8%	3 6.3%	-	2 25.0%	1 4.3%	9 23.7% TV	7 8.0%
Somewhat satisfied	63 39.4%	40 34.8%	26 45.6%	5 62.5%	25 34.2%	31 49.2% e	7 33.3%	9 40.9%	21 40.4%	33 39.3%	13 31.0%	16 40.0%	25 40.3%	9 33.3%	-	32 38.6%	22 45.8%	-	1 12.5%	11 47.8% S	11 28.9%	39 44.8% Su
Completely satisfied	61 38.1%	52 45.2% C	15 26.3%	2 25.0%	31 42.5%	19 30.2%	9 42.9%	5 22.7%	19 36.5%	35 41.7% h	16 38.1%	10 25.0%	30 48.4% L	8 29.6%	-	36 43.4%	17 35.4%	1 100.0% STUV	4 50.0%	7 30.4%	15 39.5%	32 36.8%
Does not apply	3	1	2	-	2	1	-	2	-	1	-	-	1	1	-	1	1	-	-	-	2	1
Summary Rate - Completely satisfied/ Somewhat satisfied	124 77.5%	92 80.0%	41 71.9%	7 87.5%	56 76.7%	50 79.4%	16 76.2%	14 63.6%	40 76.9%	68 81.0%	29 69.0%	26 65.0%	55 88.7% KL	17 63.0%	-	68 81.9% n	39 81.3% n	1 100.0% STUV	5 62.5%	18 78.3%	26 68.4%	71 81.6%

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)

Louisiana Healthcare Connections
Provider Satisfaction Survey (9111930)

8C. Please rate your overall satisfaction with Amerigroup.

	Total Answering	Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	194	138	71	10	90	76	25	30	63	98	45	43	76	29	-	97	65	1	10	26	42	109
Total Answering	142 100.0%	98 100.0%	54 100.0%	7 100.0%	65 100.0%	55 100.0%	19 100.0%	22 100.0%	47 100.0%	72 100.0%	36 100.0%	38 100.0%	53 100.0%	27 100.0%	-	73 100.0%	40 100.0%	1 100.0%	8 100.0%	21 100.0%	37 100.0%	73 100.0%
No Answer	37	28	12	2	18	14	5	7	13	16	5	4	14	1	-	18	17	-	2	3	3	26
Completely dissatisfied	8 5.6%	4 4.1%	5 9.3%	-	6 9.2% f	1 1.8%	1 5.3%	-	2 4.3%	6 8.3%	3 8.3%	1 2.6%	4 7.5%	2 7.4%	-	4 5.5%	2 5.0%	-	1 12.5%	2 9.5%	2 5.4%	3 4.1%
Somewhat dissatisfied	23 16.2%	15 15.3%	10 18.5%	-	9 13.8%	11 20.0%	3 15.8%	6 27.3%	5 10.6%	12 16.7%	7 19.4%	8 21.1%	6 11.3%	9 33.3% P	-	6 8.2%	8 20.0% p	-	2 25.0%	5 23.8%	4 10.8%	12 16.4%
Neither dissatisfied nor satisfied	26 18.3%	19 19.4%	9 16.7%	3 42.9%	12 18.5%	10 18.2%	3 15.8%	4 18.2%	9 19.1%	13 18.1%	8 22.2%	7 18.4%	6 11.3%	5 18.5%	-	17 23.3% Q	2 5.0%	-	1 12.5%	1 4.8%	11 29.7% T	13 17.8% T
Somewhat satisfied	56 39.4%	39 39.8%	20 37.0%	4 57.1%	23 35.4%	28 50.9% eG	4 21.1%	9 40.9%	21 44.7%	25 34.7%	5 13.9%	14 36.8% K	30 56.6% Kl	6 22.2%	-	30 41.1% n	20 50.0% N	-	4 50.0% u	10 47.6% U	7 18.9%	33 45.2% U
Completely satisfied	29 20.4%	21 21.4%	10 18.5%	-	15 23.1% F	5 9.1%	8 42.1% F	3 13.6%	10 21.3%	16 22.2%	13 36.1% M	8 21.1%	7 13.2%	5 18.5%	-	16 21.9%	8 20.0%	1 100.0% TUV	-	3 14.3%	13 35.1% tV	12 16.4%
Does not apply	15	12	5	1	7	7	1	1	3	10	4	1	9	1	-	6	8	-	-	2	2	10
Summary Rate - Completely satisfied/ Somewhat satisfied	85 59.9%	60 61.2%	30 55.6%	4 57.1%	38 58.5%	33 60.0%	12 63.2%	12 54.5%	31 66.0%	41 56.9%	18 50.0%	22 57.9%	37 69.8% k	11 40.7%	-	46 63.0% N	28 70.0% N	1 100.0% STUV	4 50.0%	13 61.9%	20 54.1%	45 61.6%

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)
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Louisiana Healthcare Connections
Provider Satisfaction Survey (9111930)

8D. Please rate your overall satisfaction with Aetna Better Health of Louisiana.

	Total Answering	Area of Medicine			Physicians in Practice			Years in Practice			Managed Care Volume			Survey Respondent				Insurance Participation				
		Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	194	138	71	10	90	76	25	30	63	98	45	43	76	29	-	97	65	1	10	26	42	109
Total Answering	126	85	51	7	61	49	14	20	41	63	29	36	47	25	-	62	37	1	7	19	30	67
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	37	27	12	2	18	14	5	6	13	17	6	4	14	1	-	18	17	-	2	3	2	27
Completely dissatisfied	11	9	4	-	5	5	1	-	5	6	3	1	5	2	-	6	3	-	2	2	3	4
	8.7%	10.6%	7.8%		8.2%	10.2%	7.1%		12.2%	9.5%	10.3%	2.8%	10.6%	8.0%		9.7%	8.1%		28.6%	10.5%	10.0%	6.0%
Somewhat dissatisfied	14	10	4	-	7	3	3	1	5	7	4	5	4	2	-	7	5	-	-	2	5	7
	11.1%	11.8%	7.8%		11.5%	6.1%	21.4%	5.0%	12.2%	11.1%	13.8%	13.9%	8.5%	8.0%		11.3%	13.5%			10.5%	16.7%	10.4%
Neither dissatisfied nor satisfied	36	27	12	3	15	14	6	6	12	17	11	11	10	8	-	18	8	-	2	3	7	23
	28.6%	31.8%	23.5%	42.9%	24.6%	28.6%	42.9%	30.0%	29.3%	27.0%	37.9%	30.6%	21.3%	32.0%		29.0%	21.6%		28.6%	15.8%	23.3%	34.3% t
Somewhat satisfied	49	31	22	4	22	23	4	11	15	23	8	14	21	10	-	24	15	-	3	9	11	25
	38.9%	36.5%	43.1%	57.1%	36.1%	46.9%	28.6%	55.0%	36.6%	36.5%	27.6%	38.9%	44.7%	40.0%		38.7%	40.5%		42.9%	47.4%	36.7%	37.3%
Completely satisfied	16	8	9	-	12	4	-	2	4	10	3	5	7	3	-	7	6	1	-	3	4	8
	12.7%	9.4%	17.6%		19.7% f	8.2%		10.0%	9.8%	15.9%	10.3%	13.9%	14.9%	12.0%		11.3%	16.2% TUV	100.0%		15.8%	13.3%	11.9%
Does not apply	31	26	8	1	11	13	6	4	9	18	10	3	15	3	-	17	11	-	1	4	10	15
Summary Rate - Completely satisfied/ Somewhat satisfied	65	39	31	4	34	27	4	13	19	33	11	19	28	13	-	31	21	1	3	12	15	33
	51.6%	45.9%	60.8% b	57.1%	55.7% G	55.1% g	28.6%	65.0%	46.3%	52.4%	37.9%	52.8%	59.6% k	52.0%		50.0%	56.8%	100.0% STUV	42.9%	63.2%	50.0%	49.3%

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
Provider Satisfaction Survey (9111930)

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

	Total Answering	Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	194	138	71	10	90	76	25	30	63	98	45	43	76	29	-	97	65	1	10	26	42	109
Total Answering	140	98	52	7	66	53	19	21	46	71	39	34	51	25	-	71	42	1	8	21	35	72
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	36	27	12	2	17	14	5	6	13	16	5	4	14	1	-	17	17	-	2	3	2	26
Completely dissatisfied	8	5	5	-	6	1	1	-	2	6	2	1	5	4	-	2	2	-	1	3	1	3
	5.7%	5.1%	9.6%		9.1%	1.9%	5.3%		4.3%	8.5%	5.1%	2.9%	9.8%	16.0%		2.8%	4.8%		12.5%	14.3%	2.9%	4.2%
					f									P								
Somewhat dissatisfied	17	8	11	-	6	9	2	5	4	8	7	5	5	5	-	7	4	-	1	4	2	10
	12.1%	8.2%	21.2%		9.1%	17.0%	10.5%	23.8%	8.7%	11.3%	17.9%	14.7%	9.8%	20.0%		9.9%	9.5%		12.5%	19.0%	5.7%	13.9%
			B																			
Neither dissatisfied nor satisfied	28	23	7	2	11	12	4	3	12	13	5	7	9	6	-	15	6	-	2	1	9	16
	20.0%	23.5%	13.5%	28.6%	16.7%	22.6%	21.1%	14.3%	26.1%	18.3%	12.8%	20.6%	17.6%	24.0%		21.1%	14.3%		25.0%	4.8%	25.7%	22.2%
																					T	T
Somewhat satisfied	54	37	18	4	25	23	6	10	16	26	10	13	23	7	-	29	18	-	3	9	10	30
	38.6%	37.8%	34.6%	57.1%	37.9%	43.4%	31.6%	47.6%	34.8%	36.6%	25.6%	38.2%	45.1%	28.0%		40.8%	42.9%		37.5%	42.9%	28.6%	41.7%
													K									
Completely satisfied	33	25	11	1	18	8	6	3	12	18	15	8	9	3	-	18	12	1	1	4	13	13
	23.6%	25.5%	21.2%	14.3%	27.3%	15.1%	31.6%	14.3%	26.1%	25.4%	38.5%	23.5%	17.6%	12.0%		25.4%	28.6%	100.0%	12.5%	19.0%	37.1%	18.1%
					f						M						n	STUV			sV	
Does not apply	18	13	7	1	7	9	1	3	4	11	1	5	11	3	-	9	6	-	-	2	5	11
Summary Rate - Completely satisfied/ Somewhat satisfied	87	62	29	5	43	31	12	13	28	44	25	21	32	10	-	47	30	1	4	13	23	43
	62.1%	63.3%	55.8%	71.4%	65.2%	58.5%	63.2%	61.9%	60.9%	62.0%	64.1%	61.8%	62.7%	40.0%		66.2%	71.4%	100.0%	50.0%	61.9%	65.7%	59.7%
																N	N	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)

Louisiana Healthcare Connections
Provider Satisfaction Survey (9111930)

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

	Total Answering	Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15
	======= Area of ========			==== Physicians ====			===== Years in =====			=== Managed Care ===			======= Survey Respondent =======				===== Insurance Participation =====				
	======= Medicine =======			==== in Practice ===			===== Practice =====			====== Volume ======											
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	194	138	71	10	90	76	25	30	63	98	45	43	76	29	-	97	65	1	10	26	42	109
Total Answering	144 100.0%	102 100.0%	53 100.0%	7 100.0%	68 100.0%	55 100.0%	18 100.0%	23 100.0%	44 100.0%	75 100.0%	35 100.0%	37 100.0%	56 100.0%	27 100.0%	-	76 100.0%	39 100.0%	1 100.0%	8 100.0%	22 100.0%	38 100.0%	72 100.0%
No Answer	39	28	14	2	18	15	6	7	15	16	5	5	15	1	-	18	19	-	2	3	3	28
Completely dissatisfied	13 9.0%	10 9.8%	4 7.5%	1 14.3%	5 7.4%	6 10.9%	1 5.6%	3 13.0%	3 6.8%	6 8.0%	1 2.9%	2 5.4%	9 16.1% Kl	1 3.7%	-	9 11.8%	3 7.7%	-	1 12.5%	3 13.6%	-	9 12.5%
Somewhat dissatisfied	29 20.1%	16 15.7%	14 26.4%	-	8 11.8%	13 23.6% e	8 44.4% E	4 17.4%	4 9.1%	20 26.7% I	15 42.9% LM	4 10.8%	8 14.3%	5 18.5%	-	15 19.7%	9 23.1%	-	-	4 18.2%	10 26.3%	15 20.8%
Neither dissatisfied nor satisfied	13 9.0%	9 8.8%	6 11.3%	1 14.3%	7 10.3%	3 5.5%	2 11.1%	1 4.3%	5 11.4%	7 9.3%	5 14.3%	3 8.1%	4 7.1%	4 14.8% q	-	7 9.2%	1 2.6%	-	1 12.5%	2 9.1%	4 10.5%	6 8.3%
Somewhat satisfied	57 39.6%	43 42.2%	20 37.7%	4 57.1%	27 39.7%	23 41.8%	7 38.9%	11 47.8%	20 45.5%	26 34.7%	6 17.1%	19 51.4% K	23 41.1% K	10 37.0%	-	29 38.2%	17 43.6%	-	5 62.5% u	7 31.8%	12 31.6%	31 43.1%
Completely satisfied	32 22.2%	24 23.5%	9 17.0%	1 14.3%	21 30.9% f	10 18.2%	-	4 17.4%	12 27.3%	16 21.3%	8 22.9%	9 24.3%	12 21.4%	7 25.9%	-	16 21.1%	9 23.1%	1 100.0% STUV	1 12.5%	6 27.3%	12 31.6% v	11 15.3%
Does not apply	11	8	4	1	4	6	1	-	4	7	5	1	5	1	-	3	7	-	-	1	1	9
Summary Rate - Completely satisfied/ Somewhat satisfied	89 61.8%	67 65.7%	29 54.7%	5 71.4%	48 70.6% G	33 60.0%	7 38.9%	15 65.2%	32 72.7% j	42 56.0%	14 40.0%	28 75.7% K	35 62.5% K	17 63.0%	-	45 59.2%	26 66.7%	1 100.0% TUV	6 75.0%	13 59.1%	24 63.2%	42 58.3%

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
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Louisiana Healthcare Connections
Provider Satisfaction Survey (9111930)

3G. Extent to which UM staff share review criteria and reasons for adverse determinations.

	Total Answering	Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	194	138	71	10	90	76	25	30	63	98	45	43	76	29	-	97	65	1	10	26	42	109
Total Answering	140 100.0%	103 100.0%	46 100.0%	8 100.0%	60 100.0%	58 100.0%	19 100.0%	23 100.0%	49 100.0%	66 100.0%	37 100.0%	33 100.0%	57 100.0%	26 100.0%	-	69 100.0%	44 100.0%	1 100.0%	7 100.0%	20 100.0%	37 100.0%	73 100.0%
No Answer	28	19	11	1	16	10	2	4	10	13	3	4	9	1	-	14	13	-	2	3	-	20
Well below average	5 3.6%	1 1.0%	4 8.7% b	-	3 5.0%	2 3.4%	-	-	4 8.2%	1 1.5%	-	2 6.1%	2 3.5%	1 3.8%	-	1 1.4%	2 4.5%	-	-	-	1 2.7%	4 5.5%
Somewhat below average	8 5.7%	6 5.8%	3 6.5%	-	5 8.3% f	1 1.7%	2 10.5%	2 8.7%	3 6.1%	3 4.5%	-	4 12.1%	4 7.0%	4 15.4% p	-	2 2.9%	2 4.5%	-	-	1 5.0%	2 5.4%	5 6.8%
Average	91 65.0%	67 65.0%	28 60.9%	5 62.5%	34 56.7%	43 74.1% E	13 68.4%	16 69.6%	31 63.3%	42 63.6%	29 78.4% M	20 60.6%	33 57.9%	9 34.6%	-	49 71.0% N	33 75.0% N	-	4 57.1%	14 70.0%	24 64.9%	47 64.4%
Somewhat above average	18 12.9%	14 13.6%	5 10.9%	2 25.0%	9 15.0%	7 12.1%	1 5.3%	3 13.0%	7 14.3%	8 12.1%	4 10.8%	3 9.1%	8 14.0%	7 26.9% Q	-	9 13.0% q	2 4.5%	-	1 14.3%	3 15.0%	8 21.6% v	6 8.2%
Well above average	18 12.9%	15 14.6%	6 13.0%	1 12.5%	9 15.0%	5 8.6%	3 15.8%	2 8.7%	4 8.2%	12 18.2%	4 10.8%	4 12.1%	10 17.5%	5 19.2%	-	8 11.6%	5 11.4%	1 100.0% STUV	2 28.6%	2 10.0%	2 5.4%	11 15.1% u
Not Applicable	26	16	14	1	14	8	4	3	4	19	5	6	10	2	-	14	8	-	1	3	5	16
Summary Rate - Well above average/Somewhat above average	36 25.7%	29 28.2%	11 23.9%	3 37.5%	18 30.0%	12 20.7%	4 21.1%	5 21.7%	11 22.4%	20 30.3%	8 21.6%	7 21.2%	18 31.6%	12 46.2% pQ	-	17 24.6%	7 15.9%	1 100.0% STUV	3 42.9%	5 25.0%	10 27.0%	17 23.3%

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3H. Consistency of review decisions.

	Total Answering	Area of Medicine — Primary Care	Area of Medicine — Specialty	Area of Medicine — BH Clin.	Physicians in Practice — Solo	Physicians in Practice — 2-5 phys.	Physicians in Practice — >5 phys.	Years in Practice — <5 years	Years in Practice — 5-15 years	Years in Practice — 16 or more	Managed Care Volume — 0-10%	Managed Care Volume — 11-20%	Managed Care Volume — 21-100%	Survey Respondent — Physician	Survey Respondent — BH Clin.	Survey Respondent — Office Manager	Survey Respondent — Nurse/Other staff	Insurance Participation — 3 or fewer	Insurance Participation — 4 to 7	Insurance Participation — 8 to 11	Insurance Participation — 12 to 15	Insurance Participation — More than 15
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	194	138	71	10	90	76	25	30	63	98	45	43	76	29	-	97	65	1	10	26	42	109
Total Answering	145 100.0%	104 100.0%	50 100.0%	7 100.0%	67 100.0%	57 100.0%	19 100.0%	24 100.0%	46 100.0%	73 100.0%	38 100.0%	35 100.0%	56 100.0%	24 100.0%	-	72 100.0%	48 100.0%	1 100.0%	6 100.0%	21 100.0%	34 100.0%	80 100.0%
No Answer	25	17	10	1	14	9	2	3	10	11	3	3	8	1	-	12	12	-	2	3	-	17
Well below average	2 1.4%	-	2 4.0%	-	1 1.5%	1 1.8%	-	-	2 4.3%	-	-	-	1 1.8%	-	-	1 1.4%	-	-	-	-	-	2 2.5%
Somewhat below average	8 5.5%	4 3.8%	5 10.0%	-	5 7.5%	2 3.5%	1 5.3%	1 4.2%	4 8.7%	3 4.1%	1 2.6%	3 8.6%	4 7.1%	3 12.5%	-	2 2.8%	3 6.3%	-	1 16.7%	2 9.5%	-	4 5.0%
Average	94 64.8%	69 66.3%	28 56.0%	4 57.1%	41 61.2%	38 66.7%	14 73.7%	19 79.2% j	29 63.0%	45 61.6%	29 76.3% M	24 68.6%	30 53.6%	11 45.8%	-	48 66.7% n	35 72.9% N	-	2 33.3%	15 71.4% s	25 73.5% s	51 63.8%
Somewhat above average	20 13.8%	14 13.5%	8 16.0%	1 14.3%	7 10.4%	10 17.5%	2 10.5%	2 8.3%	7 15.2%	10 13.7%	3 7.9%	3 8.6%	11 19.6% k	3 12.5%	-	11 15.3%	6 12.5%	-	1 16.7%	1 4.8%	5 14.7%	13 16.3% t
Well above average	21 14.5%	17 16.3%	7 14.0%	2 28.6%	13 19.4%	6 10.5%	2 10.5%	2 8.3%	4 8.7%	15 20.5% hi	5 13.2%	5 14.3%	10 17.9%	7 29.2% Q	-	10 13.9%	4 8.3%	1 100.0% STUV	2 33.3%	3 14.3%	4 11.8%	10 12.5%
Not Applicable	24	17	11	2	9	10	4	3	7	14	4	5	12	4	-	13	5	-	2	2	8	12
Summary Rate - Well above average/Somewhat above average	41 28.3%	31 29.8%	15 30.0%	3 42.9%	20 29.9%	16 28.1%	4 21.1%	4 16.7%	11 23.9%	25 34.2% h	8 21.1%	8 22.9%	21 37.5% k	10 41.7% q	-	21 29.2%	10 20.8%	1 100.0% STUV	3 50.0%	4 19.0%	9 26.5%	23 28.8%

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
Provider Satisfaction Survey (9111930)

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

	Total Answering	Area of Medicine Primary Care	Specialty	BH Clin.	Physicians in Practice Solo	2-5 phys.	>5 phys.	Years in Practice <5 years	5-15 years	16 or more	Managed Care Volume 0-10%	11-20%	21-100%	Survey Respondent Physician	BH Clin.	Office Manager	Nurse/ Other staff	Insurance Participation 3 or fewer	4 to 7	8 to 11	12 to 15	More than 15
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	194	138	71	10	90	76	25	30	63	98	45	43	76	29	-	97	65	1	10	26	42	109
Total Answering	141 100.0%	110 100.0%	43 100.0%	7 100.0%	67 100.0%	55 100.0%	17 100.0%	20 100.0%	46 100.0%	73 100.0%	35 100.0%	31 100.0%	60 100.0%	24 100.0%	-	76 100.0%	40 100.0%	1 100.0%	7 100.0%	19 100.0%	38 100.0%	73 100.0%
No Answer	32	23	12	2	16	12	4	6	11	14	4	4	12	1	-	14	16	-	2	4	2	21
Well below average	2 1.4%	2 1.8%	-	1 14.3%	1 1.5%	1 1.8%	-	1 5.0%	1 2.2%	-	1 2.9%	-	1 1.7%	-	-	1 1.3%	1 2.5%	-	-	-	-	2 2.7%
Somewhat below average	7 5.0%	6 5.5%	2 4.7%	-	4 6.0%	2 3.6%	1 5.9%	1 5.0%	3 6.5%	3 4.1%	1 2.9%	4 12.9%	2 3.3%	2 8.3%	-	2 2.6%	2 5.0%	-	-	-	3 7.9%	4 5.5%
Average	87 61.7%	64 58.2%	27 62.8%	3 42.9%	43 64.2%	29 52.7%	14 82.4% eF	15 75.0%	27 58.7%	43 58.9%	24 68.6%	17 54.8%	36 60.0%	13 54.2%	-	49 64.5%	25 62.5%	-	5 71.4%	13 68.4%	24 63.2%	43 58.9%
Somewhat above average	23 16.3%	21 19.1%	5 11.6%	1 14.3%	7 10.4%	15 27.3% EG	1 5.9%	-	9 19.6%	14 19.2%	5 14.3%	5 16.1%	10 16.7%	6 25.0%	-	8 10.5%	9 22.5%	-	1 14.3%	4 21.1%	8 21.1%	10 13.7%
Well above average	22 15.6%	17 15.5%	9 20.9%	2 28.6%	12 17.9%	8 14.5%	1 5.9%	3 15.0%	6 13.0%	13 17.8%	4 11.4%	5 16.1%	11 18.3%	3 12.5%	-	16 21.1% Q	3 7.5%	1 100.0% STUV	1 14.3%	2 10.5%	3 7.9%	14 19.2% u
Not Applicable	21	5	16	1	7	9	4	4	6	11	6	8	4	4	-	7	9	-	1	3	2	15
Summary Rate - Well above average/Somewhat above average	45 31.9%	38 34.5%	14 32.6%	3 42.9%	19 28.4% g	23 41.8% G	2 11.8%	3 15.0%	15 32.6% h	27 37.0% H	9 25.7%	10 32.3%	21 35.0%	9 37.5%	-	24 31.6%	12 30.0%	1 100.0% STUV	2 28.6%	6 31.6%	11 28.9%	24 32.9%

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

	Total Answering	====== Area of Medicine ======			==== Physicians in Practice ===			===== Years in Practice =====			=== Managed Care Volume ===			======= Survey Respondent =======				===== Insurance Participation =====				
		Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	194	138	71	10	90	76	25	30	63	98	45	43	76	29	-	97	65	1	10	26	42	109
Total Answering	120	104	28	6	53	48	17	19	41	58	28	29	49	23	-	62	34	1	7	19	32	59
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	32	22	13	2	17	12	3	5	11	15	4	3	12	1	-	14	16	-	2	3	2	22
Well below average	4	4	-	-	3	1	-	-	4	-	1	1	2	2	-	-	2	-	2	-	-	2
	3.3%	3.8%			5.7%	2.1%			9.8%		3.6%	3.4%	4.1%	8.7%			5.9%		28.6%			3.4%
Somewhat below average	15	14	2	-	6	7	2	2	6	7	3	7	4	5	-	5	4	-	-	3	5	7
	12.5%	13.5%	7.1%		11.3%	14.6%	11.8%	10.5%	14.6%	12.1%	10.7%	24.1% m	8.2%	21.7%		8.1%	11.8%			15.8%	15.6%	11.9%
Average	71	58	19	3	30	27	12	15	18	36	17	13	32	10	-	42	19	-	2	12	19	36
	59.2%	55.8%	67.9%	50.0%	56.6%	56.3%	70.6%	78.9% I	43.9%	62.1% i	60.7%	44.8%	65.3% l	43.5%		67.7% N	55.9%		28.6%	63.2% s	59.4%	61.0% s
Somewhat above average	16	16	1	2	5	9	2	-	8	8	5	2	6	3	-	8	5	-	1	2	6	7
	13.3%	15.4% C	3.6%	33.3%	9.4%	18.8%	11.8%		19.5%	13.8%	17.9%	6.9%	12.2%	13.0%		12.9%	14.7%		14.3%	10.5%	18.8%	11.9%
Well above average	14	12	6	1	9	4	1	2	5	7	2	6	5	3	-	7	4	1	2	2	2	7
	11.7%	11.5%	21.4%	16.7%	17.0%	8.3%	5.9%	10.5%	12.2%	12.1%	7.1%	20.7%	10.2%	13.0%		11.3%	11.8%	100.0% STUV	28.6%	10.5%	6.3%	11.9%
Not Applicable	42	12	30	2	20	16	5	6	11	25	13	11	15	5	-	21	15	-	1	4	8	28
Summary Rate - Well above average/Somewhat above average	30	28	7	3	14	13	3	2	13	15	7	8	11	6	-	15	9	1	3	4	8	14
	25.0%	26.9%	25.0%	50.0%	26.4%	27.1%	17.6%	10.5%	31.7% H	25.9% h	25.0%	27.6%	22.4%	26.1%		24.2%	26.5%	100.0% STUV	42.9%	21.1%	25.0%	23.7%

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)

Louisiana Healthcare Connections
Provider Satisfaction Survey (9111930)

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

	Total Answering	====== Area of ======== Medicine =======		==== Physicians ==== in Practice ===			===== Years in ===== Practice =====			=== Managed Care === Volume ======			======= Survey Respondent =======				===== Insurance Participation =====				
		Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	194	138	71	10	90	76	25	30	63	98	45	43	76	29	-	97	65	1	10	26	42	109
Total Answering	117 100.0%	103 100.0%	26 100.0%	6 100.0%	52 100.0%	47 100.0%	16 100.0%	18 100.0%	39 100.0%	58 100.0%	28 100.0%	28 100.0%	48 100.0%	23 100.0%	-	61 100.0%	32 100.0%	1 100.0%	7 100.0%	19 100.0%	29 100.0%	59 100.0%
No Answer	32	22	13	2	17	12	3	5	11	15	4	3	12	1	-	14	16	-	2	3	2	22
Well below average	6 5.1%	6 5.8%	-	-	4 7.7%	2 4.3%	-	-	5 12.8% J	1 1.7%	1 3.6%	1 3.6%	3 6.3%	2 8.7%	-	2 3.3%	2 6.3%	-	2 28.6%	-	-	4 6.8%
Somewhat below average	11 9.4%	10 9.7%	2 7.7%	-	4 7.7%	5 10.6%	2 12.5%	1 5.6%	5 12.8%	5 8.6%	3 10.7%	6 21.4% M	2 4.2%	5 21.7% p	-	3 4.9%	2 6.3%	-	-	2 10.5%	5 17.2%	4 6.8%
Average	69 59.0%	59 57.3%	16 61.5%	3 50.0%	29 55.8%	26 55.3%	12 75.0%	15 83.3% IJ	17 43.6%	35 60.3%	16 57.1%	14 50.0%	31 64.6%	9 39.1%	-	41 67.2% N	19 59.4%	-	2 28.6%	12 63.2% s	16 55.2%	37 62.7% s
Somewhat above average	18 15.4%	16 15.5%	3 11.5%	2 33.3%	7 13.5%	10 21.3% g	1 6.3%	-	8 20.5%	10 17.2%	6 21.4% L	1 3.6%	8 16.7% L	4 17.4%	-	8 13.1%	6 18.8%	-	1 14.3%	3 15.8%	6 20.7%	8 13.6%
Well above average	13 11.1%	12 11.7%	5 19.2%	1 16.7%	8 15.4%	4 8.5%	1 6.3%	2 11.1%	4 10.3%	7 12.1%	2 7.1%	6 21.4%	4 8.3%	3 13.0%	-	7 11.5%	3 9.4%	1 100.0% STUV	2 28.6%	2 10.5%	2 6.9%	6 10.2%
Not Applicable	45	13	32	2	21	17	6	7	13	25	13	12	16	5	-	22	17	-	1	4	11	28
Summary Rate - Well above average/Somewhat above average	31 26.5%	28 27.2%	8 30.8%	3 50.0%	15 28.8%	14 29.8%	2 12.5%	2 11.1%	12 30.8% h	17 29.3% h	8 28.6%	7 25.0%	12 25.0%	7 30.4%	-	15 24.6%	9 28.1%	1 100.0% STUV	3 42.9%	5 26.3%	8 27.6%	14 23.7%

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

	Total Answering	======= Area of ======== Medicine =======			==== Physicians ==== ==== in Practice ===			===== Years in ===== ===== Practice =====			=== Managed Care === ====== Volume ======			======= Survey Respondent ======= =================================				===== Insurance Participation ===== =================================				
		Primary Care	Specialty	BH Clin.	Solo	2-5 phys.	>5 phys.	<5 years	5-15 years	16 or more	0-10%	11-20%	21-100%	Physician	BH Clin.	Office Manager	Nurse/ Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	More than 15
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	194	138	71	10	90	76	25	30	63	98	45	43	76	29	-	97	65	1	10	26	42	109
Total Answering	150 100.0%	107 100.0%	56 100.0%	8 100.0%	66 100.0%	60 100.0%	21 100.0%	24 100.0%	47 100.0%	77 100.0%	38 100.0%	35 100.0%	59 100.0%	25 100.0%	-	79 100.0%	43 100.0%	1 100.0%	8 100.0%	20 100.0%	37 100.0%	81 100.0%
No Answer	37	26	13	2	19	14	4	6	14	16	6	5	14	3	-	14	20	-	2	5	5	22
Yes	30 20.0%	23 21.5%	9 16.1%	3 37.5%	18 27.3% f	9 15.0%	3 14.3%	6 25.0%	13 27.7% j	10 13.0%	5 13.2%	5 14.3%	16 27.1% k	8 32.0%	-	14 17.7%	8 18.6%	-	3 37.5%	4 20.0%	6 16.2%	16 19.8%
No	120 80.0%	84 78.5%	47 83.9%	5 62.5%	48 72.7%	51 85.0% e	18 85.7%	18 75.0%	34 72.3%	67 87.0% i	33 86.8% m	30 85.7%	43 72.9%	17 68.0%	-	65 82.3%	35 81.4%	1 100.0% STUV	5 62.5%	16 80.0%	31 83.8%	65 80.2%
N/A	7	5	2	-	5	2	-	-	2	5	1	3	3	1	-	4	2	-	-	1	-	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)

Louisiana Healthcare Connections
Provider Satisfaction Survey (9111930)

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

	Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
		================= Preferred Method ====================						======= Survey ========			
		================= of Communication ====================					===== Methodology =====			
Total Eligible	194	53	9	61	3	39	7	2	69	115	10
Total Valid Responses	219	58	9	70	4	45	9	2	72	137	10
Total Respondents	189	52	8	60	3	37	7	2	69	110	10
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Primary Care	138	34	7	49	2	28	5	-	49	83	6
	73.0%	65.4%	87.5%	81.7%	66.7%	75.7%	71.4%		71.0%	75.5%	60.0%
Specialty	71	22	2	20	1	13	2	2	23	44	4
	37.6%	42.3%	25.0%	33.3%	33.3%	35.1%	28.6%	100.0%	33.3%	40.0%	40.0%
Behavioral Health Clinician	10	2	-	1	1	4	2	-	-	10	-
	5.3%	3.8%		1.7%	33.3%	10.8%	28.6%			9.1%	

Louisiana Healthcare Connections
Provider Satisfaction Survey (9111930)

B. How many physicians are in your practice?

	Total Answering	================= Preferred Method ==================== of Communication ====================							======= Survey ======== ===== Methodology =====		
		Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	194	53	9	61	3	39	7	2	69	115	10
Total Answering	191 100.0%	53 100.0%	8 100.0%	61 100.0%	3 100.0%	37 100.0%	7 100.0%	2 100.0%	68 100.0%	113 100.0%	10 100.0%
No Answer	3	-	1	-	-	2	-	-	1	2	-
Solo	90 47.1%	23 43.4% F	4 50.0% f	36 59.0% bF	2 66.7% f	7 18.9%	5 71.4% F	2 100.0% BCDFg	33 48.5%	53 46.9%	4 40.0%
2 - 5 physicians	76 39.8%	26 49.1% G	2 25.0%	21 34.4%	1 33.3%	21 56.8% cDG	1 14.3%	-	23 33.8%	48 42.5%	5 50.0%
More than 5 physicians	25 13.1%	4 7.5%	2 25.0%	4 6.6%	-	9 24.3% BD	1 14.3%	-	12 17.6%	12 10.6%	1 10.0%

Comparison Groups: BCDEFGH/IJK
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (n >=30)

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770-978-3173
2016

Louisiana Healthcare Connections
Provider Satisfaction Survey (9111930)

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

	Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	194	53	9	61	3	39	7	2	69	115	10
Total Answering	191	52	9	61	3	38	6	2	69	112	10
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	3	1	-	-	-	1	1	-	-	3	-
Less than 5 years	30	2	4	8	1	13	2	-	5	24	1
	15.7%	3.8%	44.4%	13.1%	33.3%	34.2%	33.3%		7.2%	21.4%	10.0%
			Bd	b		BD				I	
5 - 15 years	63	17	2	24	1	11	3	1	23	36	4
	33.0%	32.7%	22.2%	39.3%	33.3%	28.9%	50.0%	50.0%	33.3%	32.1%	40.0%
16 years or more	98	33	3	29	1	14	1	1	41	52	5
	51.3%	63.5%	33.3%	47.5%	33.3%	36.8%	16.7%	50.0%	59.4%	46.4%	50.0%
		cdFG		g						j	

Comparison Groups: BCDEFGH/IJK
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (n >=30)

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2016

Louisiana Healthcare Connections
Provider Satisfaction Survey (9111930)

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

	Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	194	53	9	61	3	39	7	2	69	115	10
Total Answering	164	44	8	49	2	35	6	2	65	89	10
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	30	9	1	12	1	4	1	-	4	26	-
None	2	2	-	-	-	-	-	-	1	1	-
	1.2%	4.5%							1.5%	1.1%	
10% or less	43	14	1	11	-	7	-	-	26	15	2
	26.2%	31.8%	12.5%	22.4%		20.0%			40.0% J	16.9%	20.0%
11 - 20%	43	16	2	12	1	9	-	-	19	23	1
	26.2%	36.4%	25.0%	24.5%	50.0%	25.7%			29.2% k	25.8%	10.0%
21 - 30%	37	7	2	14	1	9	1	1	9	24	4
	22.6%	15.9%	25.0%	28.6%	50.0%	25.7%	16.7%	50.0%	13.8%	27.0% I	40.0%
31 - 50%	25	4	2	7	-	5	4	1	4	18	3
	15.2%	9.1%	25.0%	14.3%		14.3%	66.7% BcDF	50.0%	6.2%	20.2% I	30.0%
51 - 75%	11	-	-	4	-	5	1	-	5	6	-
	6.7%			8.2%		14.3%	16.7%		7.7%	6.7%	
76 - 100%	3	1	1	1	-	-	-	-	1	2	-
	1.8%	2.3%	12.5%	2.0%					1.5%	2.2%	

Comparison Groups: BCDEFGH/IJK
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
Provider Satisfaction Survey (9111930)

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

	Total Answering	================= Preferred Method ====================						======= Survey ======== ===== Methodology =====		
		Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	194	53	9	61	3	39	7	2	69	115	10
Total Answering	191 100.0%	53 100.0%	9 100.0%	60 100.0%	3 100.0%	38 100.0%	7 100.0%	2 100.0%	68 100.0%	113 100.0%	10 100.0%
No Answer	3	-	-	1	-	1	-	-	1	2	-
Physician	29 15.2%	16 30.2% DF	2 22.2%	3 5.0%	-	3 7.9%	1 14.3%	-	22 32.4% J	4 3.5%	3 30.0% j
Behavioral Health Clinician	-	-	-	-	-	-	-	-	-	-	-
Office Manager	97 50.8%	18 34.0%	4 44.4%	30 50.0% b	3 100.0% BCDFg	26 68.4% Bd	5 71.4% B	-	30 44.1%	61 54.0%	6 60.0%
Nurse	6 3.1%	1 1.9%	-	5 8.3%	-	-	-	-	-	6 5.3%	-
Other staff	59 30.9%	18 34.0%	3 33.3%	22 36.7%	-	9 23.7%	1 14.3%	2 100.0% BCDFG	16 23.5%	42 37.2% IK	1 10.0%

Comparison Groups: BCDEFGH/IJK
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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2016

Louisiana Healthcare Connections
Provider Satisfaction Survey (9111930)

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

	Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	============= Preferred Method ============								===== Survey =====		
	============= of Communication ============								==== Methodology ====		
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	194	53	9	61	3	39	7	2	69	115	10
Total Answering	174 100.0%	53 100.0%	9 100.0%	61 100.0%	3 100.0%	39 100.0%	7 100.0%	2 100.0%	50 100.0%	114 100.0%	10 100.0%
No Answer	20	-	-	-	-	-	-	-	19	1	-
Mail	53 30.5%	53 100.0%	-	-	-	-	-	-	29 58.0% Jk	21 18.4%	3 30.0%
Telephone	9 5.2%	-	9 100.0%	-	-	-	-	-	2 4.0%	7 6.1%	-
Fax	61 35.1%	-	-	61 100.0%	-	-	-	-	8 16.0%	53 46.5% I	-
Online portal	3 1.7%	-	-	-	3 100.0%	-	-	-	1 2.0%	2 1.8%	-
E-mail	39 22.4%	-	-	-	-	39 100.0%	-	-	10 20.0%	24 21.1%	5 50.0% ij
In person from your Provider Representative	7 4.0%	-	-	-	-	-	7 100.0%	-	-	5 4.4%	2 20.0%
Other	2 1.1%	-	-	-	-	-	-	2 100.0%	-	2 1.8%	-

Comparison Groups: BCDEFGH/IJK
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)
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2016

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

	Total Answering	================= Preferred Method ==================== of Communication ====================							======= Survey ======== ===== Methodology =====		
		Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	194	53	9	61	3	39	7	2	69	115	10
Total Answering	188 100.0%	51 100.0%	9 100.0%	58 100.0%	2 100.0%	39 100.0%	7 100.0%	2 100.0%	68 100.0%	110 100.0%	10 100.0%
No Answer	6	2	-	3	1	-	-	-	1	5	-
3 or fewer	1 0.5%	-	-	1 1.7%	-	-	-	-	1 1.5%	-	-
4 to 7	10 5.3%	3 5.9%	1 11.1%	3 5.2%	-	1 2.6%	2 28.6%	-	2 2.9%	7 6.4%	1 10.0%
8 to 11	26 13.8%	9 17.6%	3 33.3%	7 12.1%	1 50.0%	3 7.7%	-	-	8 11.8%	17 15.5%	1 10.0%
12 to 15	42 22.3%	14 27.5%	3 33.3%	10 17.2%	-	8 20.5%	-	1 50.0%	21 30.9% J	18 16.4%	3 30.0%
More than 15	109 58.0%	25 49.0% c	2 22.2%	37 63.8% C	1 50.0%	27 69.2% BC	5 71.4% C	1 50.0%	36 52.9%	68 61.8%	5 50.0%

Comparison Groups: BCDEFGH/IJK
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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Louisiana Healthcare Connections
Provider Satisfaction Survey (9111930)

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

	Total Answering	================= Preferred Method ====================							======= Survey ========		
		================= of Communication ====================							===== Methodology =====		
		Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	194	53	9	61	3	39	7	2	69	115	10
Total Answering	183	52	8	60	3	37	7	2	60	113	10
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	9	-	1	-	-	2	-	-	8	1	-
Well below average	7	4	-	2	-	-	-	-	3	4	-
	3.8%	7.7%		3.3%					5.0%	3.5%	
Somewhat below average	6	3	-	-	-	1	1	-	3	2	1
	3.3%	5.8%				2.7%	14.3%		5.0%	1.8%	10.0%
Average	89	26	3	33	1	18	2	1	25	58	6
	48.6%	50.0%	37.5%	55.0%	33.3%	48.6%	28.6%	50.0%	41.7%	51.3%	60.0%
Somewhat above average	48	13	4	14	1	10	3	1	11	35	2
	26.2%	25.0%	50.0%	23.3%	33.3%	27.0%	42.9%	50.0%	18.3%	31.0%	20.0%
										i	
Well above average	33	6	1	11	1	8	1	-	18	14	1
	18.0%	11.5%	12.5%	18.3%	33.3%	21.6%	14.3%		30.0%	12.4%	10.0%
									Jk		
Not Applicable	2	1	-	1	-	-	-	-	1	1	-
Summary Rate - Well above average/Somewhat above average	81	19	5	25	2	18	4	1	29	49	3
	44.3%	36.5%	62.5%	41.7%	66.7%	48.6%	57.1%	50.0%	48.3%	43.4%	30.0%

Comparison Groups: BCDEFGH/IJK
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
Provider Satisfaction Survey (9111930)

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

	Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	================= Preferred Method ==================== ======= Survey ========										
	================= of Communication ==================== ===== Methodology =====										
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	194	53	9	61	3	39	7	2	69	115	10
Total Answering	166	47	8	46	3	39	3	1	67	91	8
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	13	3	1	9	-	-	-	-	-	12	1
Well below average	11	5	-	2	-	3	-	-	4	6	1
	6.6%	10.6%		4.3%		7.7%			6.0%	6.6%	12.5%
Somewhat below average	8	4	-	1	-	1	1	1	2	6	-
	4.8%	8.5%		2.2%		2.6%	33.3%	100.0% BDFG	3.0%	6.6%	
Average	87	20	4	28	2	20	-		33	50	4
	52.4%	42.6%	50.0%	60.9% b	66.7%	51.3%			49.3%	54.9%	50.0%
Somewhat above average	28	10	2	8	1	5	1	-	8	19	1
	16.9%	21.3%	25.0%	17.4%	33.3%	12.8%	33.3%		11.9%	20.9%	12.5%
Well above average	32	8	2	7	-	10	1	-	20	10	2
	19.3%	17.0%	25.0%	15.2%		25.6%	33.3%		29.9% J	11.0%	25.0%
Not Applicable	15	3	-	6	-	-	4	1	2	12	1
Summary Rate - Well above average/Somewhat above average	60	18	4	15	1	15	2	-	28	29	3
	36.1%	38.3%	50.0%	32.6%	33.3%	38.5%	66.7%		41.8%	31.9%	37.5%

Comparison Groups: BCDEFGH/IJK
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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2016

Louisiana Healthcare Connections
Provider Satisfaction Survey (9111930)

2B. Accuracy of claims processing.

	Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	========= Preferred Method ========= of Communication =========								===== Survey ===== Methodology =====		
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	194	53	9	61	3	39	7	2	69	115	10
Total Answering	166 100.0%	49 100.0%	8 100.0%	46 100.0%	2 100.0%	37 100.0%	5 100.0%	1 100.0%	67 100.0%	91 100.0%	8 100.0%
No Answer	14	2	1	8	1	1	-	-	-	13	1
Well below average	3 1.8%	3 6.1%	-	-	-	-	-	-	2 3.0%	1 1.1%	-
Somewhat below average	9 5.4%	4 8.2%	-	2 4.3%	-	2 5.4%	1 20.0%	-	-	9 9.9%	-
Average	85 51.2%	19 38.8%	3 37.5%	25 54.3%	2 100.0% BCDFg	19 51.4%	3 60.0%	1 100.0% BCDFg	31 46.3%	49 53.8%	5 62.5%
Somewhat above average	35 21.1%	14 28.6%	2 25.0%	11 23.9%	-	7 18.9%	1 20.0%	-	12 17.9%	20 22.0%	3 37.5%
Well above average	34 20.5%	9 18.4%	3 37.5%	8 17.4%	-	9 24.3%	-	-	22 32.8% J	12 13.2%	-
Not Applicable	14	2	-	7	-	1	2	1	2	11	1
Summary Rate - Well above average/Somewhat above average	69 41.6%	23 46.9%	5 62.5% g	19 41.3%	-	16 43.2%	1 20.0%	-	34 50.7% J	32 35.2%	3 37.5%

Comparison Groups: BCDEFGH/IJK
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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Louisiana Healthcare Connections
Provider Satisfaction Survey (9111930)

2C. Timeliness of claims processing.

	Total Answering	================= Preferred Method ====================							======= Survey ======== ===== Methodology =====		
		Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	194	53	9	61	3	39	7	2	69	115	10
Total Answering	163 100.0%	47 100.0%	7 100.0%	45 100.0%	3 100.0%	37 100.0%	5 100.0%	1 100.0%	65 100.0%	90 100.0%	8 100.0%
No Answer	17	4	2	9	-	1	-	-	2	14	1
Well below average	5 3.1%	4 8.5%	-	-	-	-	-	-	3 4.6%	2 2.2%	-
Somewhat below average	4 2.5%	3 6.4%	-	-	-	1 2.7%	-	-	1 1.5%	3 3.3%	-
Average	86 52.8%	20 42.6%	2 28.6%	27 60.0% bc	3 100.0% BCDF	18 48.6%	4 80.0% bC	1 100.0% BCDF	27 41.5%	55 61.1% I	4 50.0%
Somewhat above average	30 18.4%	10 21.3%	4 57.1% bdF	9 20.0%	-	6 16.2%	1 20.0%	-	11 16.9%	17 18.9%	2 25.0%
Well above average	38 23.3%	10 21.3%	1 14.3%	9 20.0%	-	12 32.4%	-	-	23 35.4% J	13 14.4%	2 25.0%
Not Applicable	14	2	-	7	-	1	2	1	2	11	1
Summary Rate - Well above average/Somewhat above average	68 41.7%	20 42.6%	5 71.4% dG	18 40.0%	-	18 48.6%	1 20.0%	-	34 52.3% J	30 33.3%	4 50.0%

Comparison Groups: BCDEFGH/IJK
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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Louisiana Healthcare Connections
Provider Satisfaction Survey (9111930)

2D. Resolution of claims payment problems or disputes.

	Total Answering	================= Preferred Method ==================== of Communication ====================							======= Survey ======== ===== Methodology =====		
		Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	194	53	9	61	3	39	7	2	69	115	10
Total Answering	161 100.0%	47 100.0%	6 100.0%	45 100.0%	3 100.0%	36 100.0%	5 100.0%	1 100.0%	66 100.0%	87 100.0%	8 100.0%
No Answer	17	4	2	9	-	1	-	-	1	15	1
Well below average	9 5.6%	6 12.8% f	-	-	-	1 2.8%	-	-	5 7.6%	4 4.6%	-
Somewhat below average	14 8.7%	4 8.5%	-	1 2.2%	1 33.3%	3 8.3%	3 60.0% BDF	-	5 7.6%	8 9.2%	1 12.5%
Average	89 55.3%	25 53.2%	3 50.0%	31 68.9% F	2 66.7%	17 47.2%	2 40.0%	1 100.0% BCDFG	28 42.4%	56 64.4% I	5 62.5%
Somewhat above average	15 9.3%	6 12.8%	2 33.3%	2 4.4%	-	4 11.1%	-	-	9 13.6%	5 5.7%	1 12.5%
Well above average	34 21.1%	6 12.8%	1 16.7%	11 24.4%	-	11 30.6% b	-	-	19 28.8% j	14 16.1%	1 12.5%
Not Applicable	16	2	1	7	-	2	2	1	2	13	1
Summary Rate - Well above average/Somewhat above average	49 30.4%	12 25.5%	3 50.0%	13 28.9%	-	15 41.7%	-	-	28 42.4% J	19 21.8%	2 25.0%

Louisiana Healthcare Connections
Provider Satisfaction Survey (9111930)

3A. Access to knowledgeable UM staff.

	Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	================= Preferred Method ====================						======= Survey ========				
	================= of Communication ====================						===== Methodology =====				
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	194	53	9	61	3	39	7	2	69	115	10
Total Answering	156	41	7	48	3	35	5	-	61	85	10
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	18	7	1	7	-	2	-	-	2	16	-
Well below average	3	1	-	-	1	-	1	-	2	-	1
	1.9%	2.4%			33.3%		20.0%		3.3%		10.0%
Somewhat below average	10	4	-	3	-	-	1	-	3	5	2
	6.4%	9.8%		6.3%			20.0%		4.9%	5.9%	20.0%
Average	96	24	5	30	1	23	3	-	32	59	5
	61.5%	58.5%	71.4%	62.5%	33.3%	65.7%	60.0%		52.5%	69.4%	50.0%
										I	
Somewhat above average	25	7	2	11	1	2	-	-	10	14	1
	16.0%	17.1%	28.6%	22.9%	33.3%	5.7%			16.4%	16.5%	10.0%
				F							
Well above average	22	5	-	4	-	10	-	-	14	7	1
	14.1%	12.2%		8.3%		28.6%			23.0%	8.2%	10.0%
						bD			J		
Not Applicable	20	5	1	6	-	2	2	2	6	14	-
Summary Rate - Well above average/Somewhat above average	47	12	2	15	1	12	-	-	24	21	2
	30.1%	29.3%	28.6%	31.3%	33.3%	34.3%			39.3%	24.7%	20.0%
									j		

Comparison Groups: BCDEFGH/IJK
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
Provider Satisfaction Survey (9111930)

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

	Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
		================= Preferred Method =================== ======= Survey ========					================= of Communication ================== ===== Methodology =====				
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	194	53	9	61	3	39	7	2	69	115	10
Total Answering	173	46	8	54	3	37	5	2	67	97	9
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	15	5	1	5	-	2	1	-	-	15	-
Well below average	6	3	-	3	-	-	-	-	1	5	-
	3.5%	6.5%		5.6%					1.5%	5.2%	
Somewhat below average	12	5	1	2	-	2	-	1	5	5	2
	6.9%	10.9%	12.5%	3.7%		5.4%		50.0%	7.5%	5.2%	22.2%
Average	100	25	7	30	3	18	5	1	38	59	3
	57.8%	54.3%	87.5%	55.6%	100.0%	48.6%	100.0%	50.0%	56.7%	60.8%	33.3%
			BDF		BDF		BDF			k	
Somewhat above average	31	8	-	12	-	9	-	-	10	18	3
	17.9%	17.4%		22.2%		24.3%			14.9%	18.6%	33.3%
Well above average	24	5	-	7	-	8	-	-	13	10	1
	13.9%	10.9%		13.0%		21.6%			19.4%	10.3%	11.1%
Not Applicable	6	2	-	2	-	-	1	-	2	3	1
Summary Rate - Well above average/Somewhat above average	55	13	-	19	-	17	-	-	23	28	4
	31.8%	28.3%		35.2%		45.9%			34.3%	28.9%	44.4%
						b					

Comparison Groups: BCDEFGH/IJK
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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Louisiana Healthcare Connections
Provider Satisfaction Survey (9111930)

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

	Total Answering	================= Preferred Method ====================							======= Survey ========		
		================= of Communication =================						===== Methodology =====			
		Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	194	53	9	61	3	39	7	2	69	115	10
Total Answering	170 100.0%	44 100.0%	8 100.0%	52 100.0%	3 100.0%	38 100.0%	5 100.0%	2 100.0%	66 100.0%	95 100.0%	9 100.0%
No Answer	16	5	1	7	-	1	1	-	-	16	-
Well below average	6 3.5%	3 6.8%	-	2 3.8%	-	1 2.6%	-	-	1 1.5%	5 5.3%	-
Somewhat below average	16 9.4%	4 9.1%	1 12.5%	4 7.7%	-	3 7.9%	1 20.0%	1 50.0%	4 6.1%	9 9.5%	3 33.3% i
Average	96 56.5%	25 56.8%	5 62.5%	31 59.6%	2 66.7%	18 47.4%	4 80.0% f	1 50.0%	39 59.1% K	55 57.9% K	2 22.2%
Somewhat above average	28 16.5%	8 18.2%	2 25.0%	7 13.5%	1 33.3%	9 23.7%	-	-	9 13.6%	16 16.8%	3 33.3%
Well above average	24 14.1%	4 9.1%	-	8 15.4%	-	7 18.4%	-	-	13 19.7%	10 10.5%	1 11.1%
Not Applicable	8	4	-	2	-	-	1	-	3	4	1
Summary Rate - Well above average/Somewhat above average	52 30.6%	12 27.3%	2 25.0%	15 28.8%	1 33.3%	16 42.1%	-	-	22 33.3%	26 27.4%	4 44.4%

Comparison Groups: BCDEFGH/IJK
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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Louisiana Healthcare Connections
Provider Satisfaction Survey (9111930)

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

	Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	================= Preferred Method ===================							======= Survey ========			
	================= of Communication ===================							===== Methodology =====			
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	194	53	9	61	3	39	7	2	69	115	10
Total Answering	159	39	8	47	2	37	6	2	65	85	9
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	25	9	1	12	–	2	1	–	–	24	1
Well below average	2	1	–	1	–	–	–	–	–	2	–
	1.3%	2.6%		2.1%						2.4%	
Somewhat below average	10	4	–	2	–	1	1	–	6	3	1
	6.3%	10.3%		4.3%		2.7%	16.7%		9.2%	3.5%	11.1%
Average	94	22	7	30	2	19	4	2	34	56	4
	59.1%	56.4%	87.5%	63.8%	100.0%	51.4%	66.7%	100.0%	52.3%	65.9%	44.4%
			BdF		BDFg			BDFg		i	
Somewhat above average	30	7	1	8	–	11	1	–	11	16	3
	18.9%	17.9%	12.5%	17.0%		29.7%	16.7%		16.9%	18.8%	33.3%
Well above average	23	5	–	6	–	6	–	–	14	8	1
	14.5%	12.8%		12.8%		16.2%			21.5%	9.4%	11.1%
									J		
Not Applicable	10	5	–	2	1	–	–	–	4	6	–
Summary Rate - Well above average/Somewhat above average	53	12	1	14	–	17	1	–	25	24	4
	33.3%	30.8%	12.5%	29.8%		45.9%	16.7%		38.5%	28.2%	44.4%
						Cg					

Comparison Groups: BCDEFGH/IJK
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
Provider Satisfaction Survey (9111930)

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

	Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	194	53	9	61	3	39	7	2	69	115	10
Total Answering	144	35	6	46	2	32	5	–	63	72	9
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	26	9	2	11	–	2	1	–	1	24	1
Well below average	2	2	–	–	–	–	–	–	1	1	–
	1.4%	5.7%							1.6%	1.4%	
Somewhat below average	9	2	1	1	–	2	1	–	6	1	2
	6.3%	5.7%	16.7%	2.2%		6.3%	20.0%		9.5%	1.4%	22.2%
									J		
Average	89	21	4	32	2	16	3	–	34	51	4
	61.8%	60.0%	66.7%	69.6%	100.0%	50.0%	60.0%		54.0%	70.8%	44.4%
				f	BcDFg					I	
Somewhat above average	21	4	1	6	–	8	1	–	9	9	3
	14.6%	11.4%	16.7%	13.0%		25.0%	20.0%		14.3%	12.5%	33.3%
Well above average	23	6	–	7	–	6	–	–	13	10	–
	16.0%	17.1%		15.2%		18.8%			20.6%	13.9%	
Not Applicable	24	9	1	4	1	5	1	2	5	19	–
Summary Rate - Well above average/Somewhat above average	44	10	1	13	–	14	1	–	22	19	3
	30.6%	28.6%	16.7%	28.3%		43.8%	20.0%		34.9%	26.4%	33.3%

Preferred Method of Communication spans columns (B) through (H); Survey Methodology spans columns (I) through (K).

Comparison Groups: BCDEFGH/IJK
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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

	Total Answering	================= Preferred Method ====================							======= Survey ========		
		================= of Communication ====================							===== Methodology =====		
		Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	194	53	9	61	3	39	7	2	69	115	10
Total Answering	157 100.0%	40 100.0%	7 100.0%	50 100.0%	3 100.0%	33 100.0%	6 100.0%	-	61 100.0%	87 100.0%	9 100.0%
No Answer	22	7	2	8	-	3	1	-	-	21	1
Well below average	1 0.6%	-	-	-	-	-	-	-	1 1.6%	-	-
Somewhat below average	5 3.2%	1 2.5%	-	2 4.0%	-	2 6.1%	-	-	2 3.3%	2 2.3%	1 11.1%
Average	86 54.8%	23 57.5%	6 85.7% bdF	29 58.0% f	2 66.7%	13 39.4%	3 50.0%	-	31 50.8%	52 59.8%	3 33.3%
Somewhat above average	28 17.8%	7 17.5%	1 14.3%	9 18.0%	1 33.3%	7 21.2%	2 33.3%	-	6 9.8%	18 20.7% i	4 44.4% I
Well above average	37 23.6%	9 22.5%	-	10 20.0%	-	11 33.3%	1 16.7%	-	21 34.4% Jk	15 17.2%	1 11.1%
Not Applicable	15	6	-	3	-	3	-	2	8	7	-
Summary Rate - Well above average/Somewhat above average	65 41.4%	16 40.0% c	1 14.3%	19 38.0%	1 33.3%	18 54.5% C	3 50.0%	-	27 44.3%	33 37.9%	5 55.6%

Comparison Groups: BCDEFGH/IJK
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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

	Total Answering	================= Preferred Method ==================== of Communication ====================							======= Survey ======== ===== Methodology =====		
		Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	----------	------	------	------	-------	-------	-----------	------	------	-------	--------
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	194	53	9	61	3	39	7	2	69	115	10
Total Answering	145 100.0%	36 100.0%	7 100.0%	43 100.0%	3 100.0%	35 100.0%	3 100.0%	2 100.0%	60 100.0%	77 100.0%	8 100.0%
No Answer	28	8	2	12	-	2	2	-	1	26	1
Well below average	9 6.2%	3 8.3%	-	3 7.0%	-	1 2.9%	1 33.3%	-	3 5.0%	5 6.5%	1 12.5%
Somewhat below average	19 13.1%	4 11.1%	1 14.3%	6 14.0%	-	6 17.1%	1 33.3%	-	6 10.0%	13 16.9%	-
Average	70 48.3%	19 52.8%	6 85.7% BDeFg	21 48.8%	1 33.3%	12 34.3%	1 33.3%	2 100.0% BDEFG	28 46.7%	39 50.6%	3 37.5%
Somewhat above average	29 20.0%	7 19.4%	-	7 16.3%	2 66.7% bd	9 25.7%	-	-	12 20.0%	13 16.9%	4 50.0% j
Well above average	18 12.4%	3 8.3%	-	6 14.0%	-	7 20.0%	-	-	11 18.3%	7 9.1%	-
Not Applicable	21	9	-	6	-	2	2	-	8	12	1
Summary Rate - Well above average/Somewhat above average	47 32.4%	10 27.8%	-	13 30.2%	2 66.7%	16 45.7%	-	-	23 38.3%	20 26.0%	4 50.0%

Comparison Groups: BCDEFGH/IJK
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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

	Total Answering	================= Preferred Method ==================== of Communication ====================							======= Survey ======== ===== Methodology =====		
		Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	----------	------	------	------	-------	-------	-----------	------	------	-------	--------
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	194	53	9	61	3	39	7	2	69	115	10
Total Answering	143 100.0%	36 100.0%	7 100.0%	42 100.0%	2 100.0%	36 100.0%	3 100.0%	2 100.0%	59 100.0%	76 100.0%	8 100.0%
No Answer	30	8	2	13	1	2	2	-	1	28	1
Well below average	3 2.1%	2 5.6%	-	1 2.4%	-	-	-	-	1 1.7%	2 2.6%	-
Somewhat below average	13 9.1%	2 5.6%	1 14.3%	4 9.5%	-	5 13.9%	1 33.3%	-	2 3.4%	11 14.5% I	-
Average	79 55.2%	21 58.3%	6 85.7% bDF	23 54.8%	2 100.0% BDF	16 44.4%	2 66.7%	1 50.0%	32 54.2%	44 57.9%	3 37.5%
Somewhat above average	27 18.9%	8 22.2%	-	7 16.7%	-	7 19.4%	-	-	12 20.3%	11 14.5%	4 50.0% j
Well above average	21 14.7%	3 8.3%	-	7 16.7%	-	8 22.2% b	-	1 50.0%	12 20.3%	8 10.5%	1 12.5%
Not Applicable	21	9	-	6	-	1	2	-	9	11	1
Summary Rate - Well above average/Somewhat above average	48 33.6%	11 30.6%	-	14 33.3%	-	15 41.7%	-	1 50.0%	24 40.7% j	19 25.0%	5 62.5% J

Comparison Groups: BCDEFGH/IJK
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)
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4C. The timeliness of feedback/reports from specialists in this health plan's provider network.

	Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
		================= Preferred Method ====================						======= Survey ========			
		================= of Communication ====================					===== Methodology =====			
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	194	53	9	61	3	39	7	2	69	115	10
Total Answering	145	40	7	41	3	33	3	2	61	76	8
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	33	9	2	15	-	2	3	-	1	31	1
Well below average	3	1	-	1	-	-	1	-	-	3	-
	2.1%	2.5%		2.4%			33.3%			3.9%	
Somewhat below average	10	4	1	1	-	4	-	-	4	5	1
	6.9%	10.0%	14.3%	2.4%		12.1%			6.6%	6.6%	12.5%
Average	83	21	6	25	3	16	2	1	34	46	3
	57.2%	52.5%	85.7% BF	61.0%	100.0% BDF	48.5%	66.7%	50.0%	55.7%	60.5%	37.5%
Somewhat above average	25	13	-	5	-	5	-	-	10	12	3
	17.2%	32.5% Df		12.2%		15.2%			16.4%	15.8%	37.5%
Well above average	24	1	-	9	-	8	-	1	13	10	1
	16.6%	2.5%		22.0% B		24.2% B		50.0%	21.3%	13.2%	12.5%
Not Applicable	16	4	-	5	-	4	1	-	7	8	1
Summary Rate - Well above average/Somewhat above average	49	14	-	14	-	13	-	1	23	22	4
	33.8%	35.0%		34.1%		39.4%		50.0%	37.7%	28.9%	50.0%

Comparison Groups: BCDEFGH/IJK
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
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5A. Consistency of the formulary over time.

	Total Answering	============== Preferred Method ==================						======= Survey ========		
		============== of Communication ==================						===== Methodology =====		
		Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	194	53	9	61	3	39	7	2	69	115	10
Total Answering	140 100.0%	35 100.0%	7 100.0%	40 100.0%	3 100.0%	31 100.0%	5 100.0%	2 100.0%	56 100.0%	75 100.0%	9 100.0%
No Answer	35	10	2	17	-	3	2	-	2	32	1
Well below average	5 3.6%	4 11.4%	-	-	-	-	-	-	4 7.1%	1 1.3%	-
Somewhat below average	7 5.0%	2 5.7%	-	3 7.5%	-	-	-	-	4 7.1%	3 4.0%	-
Average	97 69.3%	22 62.9%	6 85.7%	25 62.5%	3 100.0% BDF	24 77.4%	5 100.0% BDF	1 50.0%	38 67.9%	51 68.0%	8 88.9% ij
Somewhat above average	15 10.7%	4 11.4%	1 14.3%	7 17.5%	-	3 9.7%	-	-	4 7.1%	11 14.7%	-
Well above average	16 11.4%	3 8.6%	-	5 12.5%	-	4 12.9%	-	1 50.0%	6 10.7%	9 12.0%	1 11.1%
Not Applicable	19	8	-	4	-	5	-	-	11	8	-
Summary Rate - Well above average/Somewhat above average	31 22.1%	7 20.0%	1 14.3%	12 30.0%	-	7 22.6%	-	1 50.0%	10 17.9%	20 26.7%	1 11.1%

Comparison Groups: BCDEFGH/IJK
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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

	Total Answering	================= Preferred Method ================== of Communication =================					In person w/Provider Rep.	Other	======= Survey ======== ===== Methodology =====		
		Mail	Phone	Fax	Online Portal	E-mail			Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	194	53	9	61	3	39	7	2	69	115	10
Total Answering	139 100.0%	35 100.0%	7 100.0%	40 100.0%	3 100.0%	31 100.0%	5 100.0%	1 100.0%	56 100.0%	74 100.0%	9 100.0%
No Answer	36	10	2	18	–	3	2	–	2	33	1
Well below average	8 5.8%	4 11.4%	–	–	1 33.3%	–	–	–	6 10.7% j	2 2.7%	–
Somewhat below average	10 7.2%	2 5.7%	–	4 10.0%	–	3 9.7%	1 20.0%	–	4 7.1%	5 6.8%	1 11.1%
Average	87 62.6%	21 60.0%	6 85.7% bd	24 60.0%	2 66.7%	21 67.7%	4 80.0%	–	32 57.1%	48 64.9%	7 77.8%
Somewhat above average	18 12.9%	5 14.3%	1 14.3%	6 15.0%	–	3 9.7%	–	–	9 16.1%	9 12.2%	–
Well above average	16 11.5%	3 8.6%	–	6 15.0%	–	4 12.9%	–	1 100.0% BDF	5 8.9%	10 13.5%	1 11.1%
Not Applicable	19	8	–	3	–	5	–	1	11	8	–
Summary Rate – Well above average/Somewhat above average	34 24.5%	8 22.9%	1 14.3%	12 30.0%	–	7 22.6%	–	1 100.0% BCDF	14 25.0%	19 25.7%	1 11.1%

Comparison Groups: BCDEFGH/IJK
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)
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5C. Variety of branded drugs on the formulary.

	Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	================ Preferred Method =================== ======= Survey ======== ================ of Communication =================== ===== Methodology =====										
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	194	53	9	61	3	39	7	2	69	115	10
Total Answering	144 100.0%	36 100.0%	7 100.0%	40 100.0%	3 100.0%	33 100.0%	5 100.0%	2 100.0%	58 100.0%	77 100.0%	9 100.0%
No Answer	36	10	2	19	-	2	2	-	2	33	1
Well below average	11 7.6%	4 11.1%	-	1 2.5%	-	-	1 20.0%	2 100.0% BDG	7 12.1% j	3 3.9%	1 11.1%
Somewhat below average	23 16.0%	8 22.2%	-	10 25.0% f	-	3 9.1%	1 20.0%	-	7 12.1%	15 19.5%	1 11.1%
Average	85 59.0%	18 50.0%	7 100.0% BDFg	18 45.0%	3 100.0% BDFg	25 75.8% BD	3 60.0%	-	34 58.6%	44 57.1%	7 77.8%
Somewhat above average	11 7.6%	4 11.1%	-	5 12.5%	-	1 3.0%	-	-	4 6.9%	7 9.1%	-
Well above average	14 9.7%	2 5.6%	-	6 15.0%	-	4 12.1%	-	-	6 10.3%	8 10.4%	-
Not Applicable	14	7	-	2	-	4	-	-	9	5	-
Summary Rate - Well above average/Somewhat above average	25 17.4%	6 16.7%	-	11 27.5%	-	5 15.2%	-	-	10 17.2%	15 19.5%	-

Comparison Groups: BCDEFGH/IJK
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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

	Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	194	53	9	61	3	39	7	2	69	115	10
Total Answering	144 100.0%	36 100.0%	7 100.0%	40 100.0%	3 100.0%	33 100.0%	5 100.0%	2 100.0%	56 100.0%	79 100.0%	9 100.0%
No Answer	35	10	2	18	-	2	2	-	2	32	1
Well below average	13 9.0%	6 16.7%	-	2 5.0%	-	-	2 40.0%	-	9 16.1% J	3 3.8%	1 11.1%
Somewhat below average	16 11.1%	6 16.7%	-	6 15.0%	1 33.3%	2 6.1%	-	-	6 10.7%	8 10.1%	2 22.2%
Average	80 55.6%	15 41.7%	5 71.4%	20 50.0%	2 66.7%	23 69.7% Bd	3 60.0%	1 50.0%	30 53.6%	44 55.7%	6 66.7%
Somewhat above average	19 13.2%	7 19.4%	2 28.6%	6 15.0%	-	4 12.1%	-	-	5 8.9%	14 17.7%	-
Well above average	16 11.1%	2 5.6%	-	6 15.0%	-	4 12.1%	-	1 50.0%	6 10.7%	10 12.7%	-
Not Applicable	15	7	-	3	-	4	-	-	11	4	-
Summary Rate - Well above average/Somewhat above average	35 24.3%	9 25.0%	2 28.6%	12 30.0%	-	8 24.2%	-	1 50.0%	11 19.6%	24 30.4%	-

Comparison Groups: BCDEFGH/IJK
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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

	Total Answering	================= Preferred Method ====================					In person w/Provider Rep.		======= Survey ======== ===== Methodology =====		
		Mail	Phone	Fax	Online Portal	E-mail		Other	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	194	53	9	61	3	39	7	2	69	115	10
Total Answering	140 100.0%	34 100.0%	7 100.0%	40 100.0%	3 100.0%	31 100.0%	5 100.0%	2 100.0%	56 100.0%	75 100.0%	9 100.0%
No Answer	36	11	2	17	-	3	2	-	2	33	1
Well below average	11 7.9%	5 14.7% d	-	1 2.5%	-	-	-	2 100.0%	8 14.3% BD	3 4.0%	-
Somewhat below average	18 12.9%	5 14.7%	-	6 15.0%	1 33.3%	3 9.7%	2 40.0%	-	6 10.7%	10 13.3%	2 22.2%
Average	85 60.7%	18 52.9%	7 100.0% BDEFg	23 57.5%	1 33.3%	22 71.0%	3 60.0%	-	33 58.9%	45 60.0%	7 77.8%
Somewhat above average	13 9.3%	4 11.8%	-	5 12.5%	-	3 9.7%	-	-	4 7.1%	9 12.0%	-
Well above average	13 9.3%	2 5.9%	-	5 12.5%	1 33.3%	3 9.7%	-	-	5 8.9%	8 10.7%	-
Not Applicable	18	8	-	4	-	5	-	-	11	7	-
Summary Rate - Well above average/Somewhat above average	26 18.6%	6 17.6%	-	10 25.0%	1 33.3%	6 19.4%	-	-	9 16.1%	17 22.7%	-

Comparison Groups: BCDEFGH/IJK
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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6A. Ease of reaching health plan call center staff over the phone.

	Total Answering	================= Preferred Method ====================							======= Survey ========		
		================= of Communication ====================							===== Methodology =====		
		Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	194	53	9	61	3	39	7	2	69	115	10
Total Answering	150	41	6	41	3	35	4	2	65	77	8
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	30	9	2	14	-	2	2	-	-	29	1
Well below average	6	4	-	-	-	-	1	1	2	3	1
	4.0%	9.8%					25.0%	50.0%	3.1%	3.9%	12.5%
Somewhat below average	4	2	-	2	-	-	-	-	2	2	-
	2.7%	4.9%		4.9%					3.1%	2.6%	
Average	75	19	3	20	2	20	2	1	36	36	3
	50.0%	46.3%	50.0%	48.8%	66.7%	57.1%	50.0%	50.0%	55.4%	46.8%	37.5%
Somewhat above average	36	11	2	9	1	9	-	-	12	21	3
	24.0%	26.8%	33.3%	22.0%	33.3%	25.7%			18.5%	27.3%	37.5%
Well above average	29	5	1	10	-	6	1	-	13	15	1
	19.3%	12.2%	16.7%	24.4%		17.1%	25.0%		20.0%	19.5%	12.5%
Not Applicable	14	3	1	6	-	2	1	-	4	9	1
Summary Rate - Well above average/Somewhat above average	65	16	3	19	1	15	1	-	25	36	4
	43.3%	39.0%	50.0%	46.3%	33.3%	42.9%	25.0%		38.5%	46.8%	50.0%

Comparison Groups: BCDEFGH/IJK
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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6B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).

	Total Answering	================= Preferred Method ==================== of Communication ====================							======= Survey ======== ===== Methodology =====		
		Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	194	53	9	61	3	39	7	2	69	115	10
Total Answering	153 100.0%	42 100.0%	6 100.0%	43 100.0%	3 100.0%	35 100.0%	4 100.0%	2 100.0%	64 100.0%	81 100.0%	8 100.0%
No Answer	32	9	2	15	–	3	2	–	1	30	1
Well below average	–	–	–	–	–	–	–	–	–	–	–
Somewhat below average	5 3.3%	1 2.4%	–	1 2.3%	1 33.3%	–	–	1 50.0%	1 1.6%	4 4.9%	–
Average	70 45.8%	21 50.0%	3 50.0%	17 39.5%	1 33.3%	17 48.6%	2 50.0%	1 50.0%	34 53.1%	33 40.7%	3 37.5%
Somewhat above average	36 23.5%	11 26.2%	2 33.3%	11 25.6%	1 33.3%	8 22.9%	1 25.0%	–	12 18.8%	22 27.2%	2 25.0%
Well above average	42 27.5%	9 21.4%	1 16.7%	14 32.6%	–	10 28.6%	1 25.0%	–	17 26.6%	22 27.2%	3 37.5%
Not Applicable	9	2	1	3	–	1	1	–	4	4	1
Summary Rate – Well above average/Somewhat above average	78 51.0%	20 47.6%	3 50.0%	25 58.1%	1 33.3%	18 51.4%	2 50.0%	–	29 45.3%	44 54.3%	5 62.5%

Comparison Groups: BCDEFGH/IJK
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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

	Total Answering	================= Preferred Method ==================== of Communication ====================							======= Survey ======== ===== Methodology =====		
		Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	194	53	9	61	3	39	7	2	69	115	10
Total Answering	138 100.0%	38 100.0%	5 100.0%	38 100.0%	3 100.0%	32 100.0%	2 100.0%	2 100.0%	61 100.0%	70 100.0%	7 100.0%
No Answer	32	9	2	16	-	2	2	-	-	31	1
Well below average	4 2.9%	2 5.3%	-	-	-	-	1 50.0%	1 50.0%	1 1.6%	2 2.9%	1 14.3%
Somewhat below average	6 4.3%	2 5.3%	-	3 7.9%	-	1 3.1%	-	-	2 3.3%	3 4.3%	1 14.3%
Average	66 47.8%	19 50.0%	3 60.0%	17 44.7%	2 66.7%	15 46.9%	1 50.0%	1 50.0%	33 54.1%	33 47.1%	-
Somewhat above average	33 23.9%	10 26.3%	2 40.0%	8 21.1%	1 33.3%	9 28.1%	-	-	12 19.7%	18 25.7%	3 42.9%
Well above average	29 21.0%	5 13.2%	-	10 26.3%	-	7 21.9%	-	-	13 21.3%	14 20.0%	2 28.6%
Not Applicable	24	6	2	7	-	5	3	-	8	14	2
Summary Rate - Well above average/Somewhat above average	62 44.9%	15 39.5%	2 40.0%	18 47.4%	1 33.3%	16 50.0%	-	-	25 41.0%	32 45.7%	5 71.4% i

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

	Total Answering	================= Preferred Method ==================== of Communication ==================								======= Survey ======== ===== Methodology =====		
		Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	194	53	9	61	3	39	7	2	69	115	10
Total Answering	153 100.0%	42 100.0%	6 100.0%	44 100.0%	3 100.0%	34 100.0%	4 100.0%	2 100.0%	63 100.0%	82 100.0%	8 100.0%
No Answer	30	9	2	14	-	2	2	-	-	29	1
Well below average	3 2.0%	2 4.8%	-	-	-	-	1 25.0%	-	1 1.6%	1 1.2%	1 12.5%
Somewhat below average	2 1.3%	2 4.8%	-	-	-	-	-	-	1 1.6%	1 1.2%	-
Average	80 52.3%	18 42.9%	4 66.7%	23 52.3%	2 66.7%	21 61.8% b	2 50.0%	1 50.0%	36 57.1%	41 50.0%	3 37.5%
Somewhat above average	38 24.8%	14 33.3%	2 33.3%	9 20.5%	1 33.3%	8 23.5%	1 25.0%	1 50.0%	11 17.5%	23 28.0%	4 50.0% i
Well above average	30 19.6%	6 14.3%	-	12 27.3%	-	5 14.7%	-	-	14 22.2%	16 19.5%	-
Not Applicable	11	2	1	3	-	3	1	-	6	4	1
Summary Rate - Well above average/Somewhat above average	68 44.4%	20 47.6%	2 33.3%	21 47.7%	1 33.3%	13 38.2%	1 25.0%	1 50.0%	25 39.7%	39 47.6%	4 50.0%

Comparison Groups: BCDEFGH/IJK
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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

	Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
		================= Preferred Method ====================					======= Survey ========				
		================= of Communication ====================					===== Methodology =====				
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	194	53	9	61	3	39	7	2	69	115	10
Total Answering	137	41	4	38	3	31	5	2	57	71	9
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	57	12	5	23	-	8	2	-	12	44	1
Yes	99	32	1	26	3	20	5	1	43	48	8
	72.3%	78.0%	25.0%	68.4%	100.0%	64.5%	100.0%	50.0%	75.4%	67.6%	88.9%
		C		c	BCDF	c	BCDF				j
No	38	9	3	12	-	11	-	1	14	23	1
	27.7%	22.0%	75.0%	31.6%		35.5%		50.0%	24.6%	32.4%	11.1%
			Bdf							k	
Summary Rate - Yes	99	32	1	26	3	20	5	1	43	48	8
	72.3%	78.0%	25.0%	68.4%	100.0%	64.5%	100.0%	50.0%	75.4%	67.6%	88.9%
		C		c	BCDF	c	BCDF				j

Comparison Groups: BCDEFGH/IJK
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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

	Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
					================= Preferred Method ==================== ======= Survey ========			===== Methodology =====			
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	99	32	1	26	3	20	5	1	43	48	8
Total Answering	93	31	1	25	3	19	4	-	41	44	8
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	1	1	-	-	-	-	-	-	1	-	-
Well below average	6	3	-	-	-	-	1	-	5	-	1
	6.5%	9.7%					25.0%		12.2%		12.5%
Somewhat below average	5	1	1	-	1	1	-	-	4	1	-
	5.4%	3.2%	100.0% BEF		33.3%	5.3%			9.8%	2.3%	
Average	36	13	-	13	1	4	2	-	12	21	3
	38.7%	41.9%		52.0% F	33.3%	21.1%	50.0%		29.3%	47.7% i	37.5%
Somewhat above average	15	4	-	4	1	5	-	-	3	10	2
	16.1%	12.9%		16.0%	33.3%	26.3%			7.3%	22.7% I	25.0%
Well above average	31	10	-	8	-	9	1	-	17	12	2
	33.3%	32.3%		32.0%		47.4%	25.0%		41.5%	27.3%	25.0%
Not Applicable	5	-	-	1	-	1	1	1	1	4	-
Summary Rate - Well above average/Somewhat above average	46	14	-	12	1	14	1	-	20	22	4
	49.5%	45.2%		48.0%	33.3%	73.7% BdG	25.0%		48.8%	50.0%	50.0%

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7C. Quality of provider orientation process.

	Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	194	53	9	61	3	39	7	2	69	115	10
Total Answering	125 100.0%	35 100.0%	6 100.0%	32 100.0%	2 100.0%	31 100.0%	4 100.0%	1 100.0%	52 100.0%	65 100.0%	8 100.0%
No Answer	40	10	2	18	–	4	2	–	6	33	1
Well below average	14 11.2%	7 20.0% F	–	–	–	1 3.2%	1 25.0%	–	11 21.2% J	3 4.6%	–
Somewhat below average	5 4.0%	1 2.9%	1 16.7%	–	–	2 6.5%	1 25.0%	–	2 3.8%	2 3.1%	1 12.5%
Average	63 50.4%	14 40.0%	5 83.3% BF	22 68.8% Bf	2 100.0% BDFG	14 45.2%	2 50.0%	–	19 36.5%	41 63.1% I	3 37.5%
Somewhat above average	16 12.8%	4 11.4%	–	5 15.6%	–	5 16.1%	–	1 100.0% BDF	4 7.7%	9 13.8%	3 37.5% i
Well above average	27 21.6%	9 25.7%	–	5 15.6%	–	9 29.0%	–	–	16 30.8% J	10 15.4%	1 12.5%
Not Applicable	29	8	1	11	1	4	1	1	11	17	1
Summary Rate - Well above average/Somewhat above average	43 34.4%	13 37.1%	–	10 31.3%	–	14 45.2%	–	1 100.0% BDF	20 38.5%	19 29.2%	4 50.0%

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

	Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	================= Preferred Method ====================								======= Survey ========		
	================= of Communication ====================								===== Methodology =====		
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	194	53	9	61	3	39	7	2	69	115	10
Total Answering	145	39	7	43	2	35	4	2	56	80	9
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	37	11	2	15	–	3	2	–	7	29	1
Well below average	10	3	–	–	–	–	1	1	8	1	1
	6.9%	7.7%					25.0%	50.0%	14.3%	1.3%	11.1%
									J		
Somewhat below average	6	3	1	–	–	2	–	–	2	2	2
	4.1%	7.7%	14.3%			5.7%			3.6%	2.5%	22.2%
Average	69	17	5	21	1	18	2	1	20	47	2
	47.6%	43.6%	71.4%	48.8%	50.0%	51.4%	50.0%	50.0%	35.7%	58.8%	22.2%
										IK	
Somewhat above average	27	7	1	11	1	5	1	–	8	16	3
	18.6%	17.9%	14.3%	25.6%	50.0%	14.3%	25.0%		14.3%	20.0%	33.3%
Well above average	33	9	–	11	–	10	–	–	18	14	1
	22.8%	23.1%		25.6%		28.6%			32.1%	17.5%	11.1%
									jk		
Not Applicable	12	3	–	3	1	1	1	–	6	6	–
Summary Rate - Well above average/Somewhat above average	60	16	1	22	1	15	1	–	26	30	4
	41.4%	41.0%	14.3%	51.2%	50.0%	42.9%	25.0%		46.4%	37.5%	44.4%
		c		C		c					

Comparison Groups: BCDEFGH/IJK
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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

	Total Answering	================= Preferred Method ====================							======= Survey ======== ===== Methodology =====		
		Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	194	53	9	61	3	39	7	2	69	115	10
Total Answering	150 100.0%	39 100.0%	7 100.0%	47 100.0%	3 100.0%	34 100.0%	5 100.0%	2 100.0%	57 100.0%	84 100.0%	9 100.0%
No Answer	44	14	2	14	-	5	2	-	12	31	1
Yes	128 85.3%	29 74.4%	7 100.0% BD	43 91.5% B	2 66.7%	32 94.1% B	4 80.0%	-	47 82.5%	74 88.1%	7 77.8%
No	22 14.7%	10 25.6% DF	-	4 8.5%	1 33.3%	2 5.9%	1 20.0%	2 100.0% BDEFG	10 17.5%	10 11.9%	2 22.2%
Summary Rate - Yes	128 85.3%	29 74.4%	7 100.0% BD	43 91.5% B	2 66.7%	32 94.1% B	4 80.0%	-	47 82.5%	74 88.1%	7 77.8%

Comparison Groups: BCDEFGH/IJK
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)
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8B. Please rate your overall satisfaction with Louisiana Healthcare Connections.

	Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
		================= Preferred Method ====================						======= Survey ========			
		================= of Communication ====================						===== Methodology =====			
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	194	53	9	61	3	39	7	2	69	115	10
Total Answering	160	44	7	46	3	36	5	2	67	84	9
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	31	9	2	14	-	2	2	-	1	29	1
Completely dissatisfied	6	4	-	-	-	-	1	1	4	1	1
	3.8%	9.1%					20.0%	50.0%	6.0%	1.2%	11.1%
Somewhat dissatisfied	11	4	-	2	-	3	-	-	4	7	-
	6.9%	9.1%		4.3%		8.3%			6.0%	8.3%	
Neither dissatisfied nor satisfied	19	7	1	5	1	5	-	-	8	9	2
	11.9%	15.9%	14.3%	10.9%	33.3%	13.9%			11.9%	10.7%	22.2%
Somewhat satisfied	63	18	3	19	1	16	3	1	20	40	3
	39.4%	40.9%	42.9%	41.3%	33.3%	44.4%	60.0%	50.0%	29.9%	47.6% I	33.3%
Completely satisfied	61	11	3	20	1	12	1	-	31	27	3
	38.1%	25.0%	42.9%	43.5% b	33.3%	33.3%	20.0%		46.3% j	32.1%	33.3%
Does not apply	3	-	-	1	-	1	-	-	1	2	-
Summary Rate - Completely satisfied/ Somewhat satisfied	124	29	6	39	2	28	4	1	51	67	6
	77.5%	65.9%	85.7%	84.8% B	66.7%	77.8%	80.0%	50.0%	76.1%	79.8%	66.7%

Comparison Groups: BCDEFGH/IJK
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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8C. Please rate your overall satisfaction with Amerigroup.

	Total Answering	================= Preferred Method ==================== of Communication ====================							======= Survey ======== ===== Methodology =====		
		Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	194	53	9	61	3	39	7	2	69	115	10
Total Answering	142 100.0%	40 100.0%	7 100.0%	40 100.0%	3 100.0%	32 100.0%	4 100.0%	2 100.0%	60 100.0%	73 100.0%	9 100.0%
No Answer	37	9	2	16	-	6	2	-	2	34	1
Completely dissatisfied	8 5.6%	3 7.5%	1 14.3%	3 7.5%	-	-	-	-	5 8.3%	3 4.1%	-
Somewhat dissatisfied	23 16.2%	10 25.0% D	-	3 7.5%	-	7 21.9% d	-	-	13 21.7% j	7 9.6%	3 33.3%
Neither dissatisfied nor satisfied	26 18.3%	9 22.5%	-	8 20.0%	1 33.3%	6 18.8%	1 25.0%	-	10 16.7%	15 20.5%	1 11.1%
Somewhat satisfied	56 39.4%	11 27.5%	3 42.9%	19 47.5% b	2 66.7%	16 50.0% B	2 50.0%	2 100.0% BCDFG	15 25.0%	37 50.7% I	4 44.4%
Completely satisfied	29 20.4%	7 17.5%	3 42.9% f	7 17.5%	-	3 9.4%	1 25.0%	-	17 28.3% j	11 15.1%	1 11.1%
Does not apply	15	4	-	5	-	1	1	-	7	8	-
Summary Rate - Completely satisfied/ Somewhat satisfied	85 59.9%	18 45.0%	6 85.7% Bf	26 65.0% b	2 66.7%	19 59.4%	3 75.0%	2 100.0% BDF	32 53.3%	48 65.8%	5 55.6%

Comparison Groups: BCDEFGH/IJK
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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8D. Please rate your overall satisfaction with Aetna Better Health of Louisiana.

	Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	================= Preferred Method ====================								======= Survey ========		
	================= of Communication ==================								===== Methodology =====		
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	194	53	9	61	3	39	7	2	69	115	10
Total Answering	126	36	6	36	2	29	5	2	50	67	9
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	37	10	2	16	-	5	2	-	2	34	1
Completely dissatisfied	11	4	1	4	-	-	1	-	6	4	1
	8.7%	11.1%	16.7%	11.1%			20.0%		12.0%	6.0%	11.1%
Somewhat dissatisfied	14	5	1	4	-	2	1	-	5	8	1
	11.1%	13.9%	16.7%	11.1%		6.9%	20.0%		10.0%	11.9%	11.1%
Neither dissatisfied nor satisfied	36	11	-	9	1	11	1	-	17	18	1
	28.6%	30.6%		25.0%	50.0%	37.9%	20.0%		34.0% k	26.9%	11.1%
Somewhat satisfied	49	13	4	14	1	12	2	1	15	29	5
	38.9%	36.1%	66.7%	38.9%	50.0%	41.4%	40.0%	50.0%	30.0%	43.3%	55.6%
Completely satisfied	16	3	-	5	-	4	-	1	7	8	1
	12.7%	8.3%		13.9%		13.8%		50.0%	14.0%	11.9%	11.1%
Does not apply	31	7	1	9	1	5	-	-	17	14	-
Summary Rate - Completely satisfied/ Somewhat satisfied	65	16	4	19	1	16	2	2	22	37	6
	51.6%	44.4%	66.7%	52.8%	50.0%	55.2%	40.0%	100.0% BcDFG	44.0%	55.2%	66.7%

Comparison Groups: BCDEFGH/IJK
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)
                                        Presented by SPH Analytics
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8E. Please rate your overall satisfaction with AmeriHealth Caritas (formerly L.A. Care).

	Total Answering	================= Preferred Method ================== of Communication ==================							======= Survey ======== ===== Methodology =====		
		Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	194	53	9	61	3	39	7	2	69	115	10
Total Answering	140 100.0%	39 100.0%	7 100.0%	38 100.0%	2 100.0%	30 100.0%	5 100.0%	2 100.0%	59 100.0%	72 100.0%	9 100.0%
No Answer	36	9	2	16	-	5	2	-	2	33	1
Completely dissatisfied	8 5.7%	3 7.7%	1 14.3%	2 5.3%	-	1 3.3%	-	-	5 8.5%	3 4.2%	-
Somewhat dissatisfied	17 12.1%	7 17.9%	-	3 7.9%	-	5 16.7%	-	-	9 15.3%	6 8.3%	2 22.2%
Neither dissatisfied nor satisfied	28 20.0%	9 23.1%	-	8 21.1%	1 50.0%	7 23.3%	1 20.0%	-	11 18.6%	15 20.8%	2 22.2%
Somewhat satisfied	54 38.6%	11 28.2%	3 42.9%	18 47.4% b	1 50.0%	14 46.7%	4 80.0% Bdf	1 50.0%	15 25.4%	34 47.2% I	5 55.6% i
Completely satisfied	33 23.6%	9 23.1%	3 42.9% f	7 18.4%	-	3 10.0%	-	1 50.0%	19 32.2% j	14 19.4%	-
Does not apply	18	5	-	7	1	4	-	-	8	10	-
Summary Rate - Completely satisfied/ Somewhat satisfied	87 62.1%	20 51.3%	6 85.7% Bf	25 65.8%	1 50.0%	17 56.7%	4 80.0% BDF	2 100.0%	34 57.6%	48 66.7%	5 55.6%

Comparison Groups: BCDEFGH/IJK
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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2016

Louisiana Healthcare Connections
Provider Satisfaction Survey (9111930)

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

	Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	================= Preferred Method ==================== ======= Survey ========								===== Methodology =====		
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	194	53	9	61	3	39	7	2	69	115	10
Total Answering	144 100.0%	40 100.0%	7 100.0%	41 100.0%	3 100.0%	32 100.0%	5 100.0%	1 100.0%	62 100.0%	73 100.0%	9 100.0%
No Answer	39	9	2	17	-	6	2	1	2	36	1
Completely dissatisfied	13 9.0%	2 5.0%	-	4 9.8%	1 33.3%	5 15.6%	1 20.0%	-	6 9.7%	6 8.2%	1 11.1%
Somewhat dissatisfied	29 20.1%	12 30.0% D	-	4 9.8%	-	5 15.6%	1 20.0%	-	16 25.8%	12 16.4%	1 11.1%
Neither dissatisfied nor satisfied	13 9.0%	4 10.0%	-	4 9.8%	1 33.3%	2 6.3%	-	-	7 11.3%	5 6.8%	1 11.1%
Somewhat satisfied	57 39.6%	10 25.0%	3 42.9%	21 51.2% B	1 33.3%	16 50.0% B	3 60.0%	-	18 29.0%	34 46.6% I	5 55.6%
Completely satisfied	32 22.2%	12 30.0% f	4 57.1% dF	8 19.5%	-	4 12.5%	-	1 100.0% BCDF	15 24.2%	16 21.9%	1 11.1%
Does not apply	11	4	-	3	-	1	-	-	5	6	-
Summary Rate - Completely satisfied/ Somewhat satisfied	89 61.8%	22 55.0%	7 100.0% BDEFg	29 70.7%	1 33.3%	20 62.5%	3 60.0%	1 100.0% BDEFg	33 53.2%	50 68.5% i	6 66.7%

Comparison Groups: BCDEFGH/IJK
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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770-978-3173
2016

Louisiana Healthcare Connections
Provider Satisfaction Survey (9111930)

3G. Extent to which UM staff share review criteria and reasons for adverse determinations.

	Total Answering	================= Preferred Method ================== of Communication ==================							======= Survey ======== ===== Methodology =====		
		Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	194	53	9	61	3	39	7	2	69	115	10
Total Answering	140 100.0%	39 100.0%	6 100.0%	41 100.0%	3 100.0%	29 100.0%	4 100.0%	1 100.0%	61 100.0%	70 100.0%	9 100.0%
No Answer	28	7	2	13	-	2	2	-	1	26	1
Well below average	5 3.6%	2 5.1%	-	-	-	-	1 25.0%	1 100.0% BG	2 3.3%	2 2.9%	1 11.1%
Somewhat below average	8 5.7%	2 5.1%	1 16.7%	4 9.8%	-	-	-	-	5 8.2%	3 4.3%	-
Average	91 65.0%	24 61.5%	4 66.7%	30 73.2%	3 100.0% BcDF	17 58.6%	3 75.0%	-	33 54.1%	53 75.7% I	5 55.6%
Somewhat above average	18 12.9%	7 17.9% d	1 16.7%	2 4.9%	-	5 17.2%	-	-	11 18.0% j	5 7.1%	2 22.2%
Well above average	18 12.9%	4 10.3%	-	5 12.2%	-	7 24.1%	-	-	10 16.4%	7 10.0%	1 11.1%
Not Applicable	26	7	1	7	-	8	1	1	7	19	-
Summary Rate - Well above average/Somewhat above average	36 25.7%	11 28.2%	1 16.7%	7 17.1%	-	12 41.4% D	-	-	21 34.4% J	12 17.1%	3 33.3%

Comparison Groups: BCDEFGH/IJK
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Presented by SPH Analytics
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2016

Louisiana Healthcare Connections
Provider Satisfaction Survey (9111930)

3H. Consistency of review decisions.

	Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	194	53	9	61	3	39	7	2	69	115	10
Total Answering	145	37	7	47	3	28	4	1	60	76	9
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	25	7	1	12	-	2	2	-	-	24	1
Well below average	2	-	-	-	-	-	1	-	1	-	1
	1.4%						25.0%		1.7%		11.1%
Somewhat below average	8	2	-	2	-	1	1	1	2	5	1
	5.5%	5.4%		4.3%		3.6%	25.0%	100.0%	3.3%	6.6%	11.1%
								BDFG			
Average	94	21	6	34	3	16	2	-	38	53	3
	64.8%	56.8%	85.7%	72.3%	100.0%	57.1%	50.0%		63.3%	69.7%	33.3%
			bf		BDFG				k	K	
Somewhat above average	20	8	1	4	-	5	-	-	8	9	3
	13.8%	21.6%	14.3%	8.5%		17.9%			13.3%	11.8%	33.3%
		d									
Well above average	21	6	-	7	-	6	-	-	11	9	1
	14.5%	16.2%		14.9%		21.4%			18.3%	11.8%	11.1%
Not Applicable	24	9	1	2	-	9	1	1	9	15	-
Summary Rate - Well above average/Somewhat above average	41	14	1	11	-	11	-	-	19	18	4
	28.3%	37.8%	14.3%	23.4%		39.3%			31.7%	23.7%	44.4%

Comparison Groups: BCDEFGH/IJK
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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2016

Louisiana Healthcare Connections
Provider Satisfaction Survey (9111930)

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

	Total Answering	================= Preferred Method ====================							======= Survey ======== ===== Methodology =====		
		Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	194	53	9	61	3	39	7	2	69	115	10
Total Answering	141 100.0%	37 100.0%	7 100.0%	43 100.0%	3 100.0%	30 100.0%	3 100.0%	2 100.0%	58 100.0%	75 100.0%	8 100.0%
No Answer	32	9	2	14	-	3	2	-	1	30	1
Well below average	2 1.4%	1 2.7%	-	-	-	-	1 33.3%	-	-	2 2.7%	-
Somewhat below average	7 5.0%	3 8.1%	-	1 2.3%	-	3 10.0%	-	-	3 5.2%	3 4.0%	1 12.5%
Average	87 61.7%	21 56.8%	7 100.0% BDF	29 67.4%	3 100.0% BDF	15 50.0%	2 66.7%	1 50.0%	33 56.9%	51 68.0% k	3 37.5%
Somewhat above average	23 16.3%	11 29.7% D	-	4 9.3%	-	6 20.0%	-	-	9 15.5%	10 13.3%	4 50.0% iJ
Well above average	22 15.6%	1 2.7%	-	9 20.9% B	-	6 20.0% B	-	1 50.0%	13 22.4%	9 12.0%	-
Not Applicable	21	7	-	4	-	6	2	-	10	10	1
Summary Rate - Well above average/Somewhat above average	45 31.9%	12 32.4%	-	13 30.2%	-	12 40.0%	-	1 50.0%	22 37.9%	19 25.3%	4 50.0%

Comparison Groups: BCDEFGH/IJK
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
Provider Satisfaction Survey (9111930)

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

	Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	194	53	9	61	3	39	7	2	69	115	10
Total Answering	120 100.0%	31 100.0%	7 100.0%	34 100.0%	3 100.0%	28 100.0%	2 100.0%	1 100.0%	49 100.0%	66 100.0%	5 100.0%
No Answer	32	9	2	15	–	2	2	–	1	30	1
Well below average	4 3.3%	3 9.7%	–	–	–	–	1 50.0%	–	2 4.1%	1 1.5%	1 20.0%
Somewhat below average	15 12.5%	6 19.4% d	–	2 5.9%	1 33.3%	5 17.9%	–	–	8 16.3%	6 9.1%	1 20.0%
Average	71 59.2%	12 38.7%	7 100.0% BDF	24 70.6% B	2 66.7%	17 60.7% b	1 50.0%	–	26 53.1% k	44 66.7% K	1 20.0%
Somewhat above average	16 13.3%	7 22.6%	–	3 8.8%	–	3 10.7%	–	–	7 14.3%	7 10.6%	2 40.0%
Well above average	14 11.7%	3 9.7%	–	5 14.7%	–	3 10.7%	–	1 100.0% BDF	6 12.2%	8 12.1%	–
Not Applicable	42	13	–	12	–	9	3	1	19	19	4
Summary Rate – Well above average/Somewhat above average	30 25.0%	10 32.3%	–	8 23.5%	–	6 21.4%	–	1 100.0% BDF	13 26.5%	15 22.7%	2 40.0%

Comparison Groups: BCDEFGH/IJK
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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2016

Louisiana Healthcare Connections
Provider Satisfaction Survey (9111930)

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

	Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	================= Preferred Method ==================== ======= Survey ========										
	================= of Communication ==================== ===== Methodology =====										
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	194	53	9	61	3	39	7	2	69	115	10
Total Answering	117	31	7	32	3	28	2	-	49	63	5
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	32	9	2	15	-	2	2	-	1	30	1
Well below average	6	3	-	-	1	1	1	-	3	2	1
	5.1%	9.7%			33.3%	3.6%	50.0%		6.1%	3.2%	20.0%
Somewhat below average	11	5	-	1	-	4	-	-	7	3	1
	9.4%	16.1%		3.1%		14.3%			14.3%	4.8%	20.0%
		d							j		
Average	69	12	6	23	2	17	1	-	25	43	1
	59.0%	38.7%	85.7%	71.9%	66.7%	60.7%	50.0%		51.0%	68.3%	20.0%
			B	B		b				iK	
Somewhat above average	18	8	1	3	-	3	-	-	8	8	2
	15.4%	25.8%	14.3%	9.4%		10.7%			16.3%	12.7%	40.0%
		d									
Well above average	13	3	-	5	-	3	-	-	6	7	-
	11.1%	9.7%		15.6%		10.7%			12.2%	11.1%	
Not Applicable	45	13	-	14	-	9	3	2	19	22	4
Summary Rate - Well above average/Somewhat above average	31	11	1	8	-	6	-	-	14	15	2
	26.5%	35.5%	14.3%	25.0%		21.4%			28.6%	23.8%	40.0%

Comparison Groups: BCDEFGH/IJK
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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Louisiana Healthcare Connections
Provider Satisfaction Survey (9111930)

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

	Total Answering	Mail	Phone	Fax	Online Portal	E-mail	In person w/Provider Rep.	Other	Mail	Phone	Internet
	================ Preferred Method =================== ======= Survey ========										
	================ of Communication =================== ===== Methodology =====										
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
Total	194	53	9	61	3	39	7	2	69	115	10
Total Answering	150	38	7	44	3	35	5	1	58	83	9
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	37	13	2	16	-	2	2	1	4	32	1
Yes	30	5	3	7	1	7	5	-	7	20	3
	20.0%	13.2%	42.9%	15.9%	33.3%	20.0%	100.0% BCDEF		12.1%	24.1% i	33.3%
No	120	33	4	37	2	28	-	1	51	63	6
	80.0%	86.8%	57.1%	84.1%	66.7%	80.0%		100.0% BCDF	87.9% j	75.9%	66.7%
N/A	7	2	-	1	-	2	-	-	7	-	-

Comparison Groups: BCDEFGH/IJK
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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2016

14. Glossary of Terms

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

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

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

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

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 Louisiana Healthcare Connections. The Question Summary pages are broken down into several sections, which are described below.

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

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

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

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

For example, the Mean Score for Louisiana Healthcare Connections in the example below is 3.37, 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.	Louisiana	3.37	3.19

Charts A.1 – A.10

194 Total Respondents

Survey Item	Valid n	Category Responses						
A. Please indicate your area of medicine. (Mark all that apply)	189	Primary Care 73.0%	Specialty 37.6%	Behavioral Health Clinician 5.3%				
B. How many physicians are in your practice?	191	Solo 47.1%	2 - 5 physicians 39.8%	More than 5 physicians 13.1%				
C. How many years have you been in this practice?	191	Less than 5 years 15.7%	5 - 15 years 33.0%	16 years or more 51.3%				
D. What portion of your managed care volume is represented by Louisiana Healthcare Connections?	164	None 1.2%	10% or less 26.2%	11 - 20% 26.2%	21 - 30% 22.6%	31 - 50% 15.2%	51 - 75% 6.7%	76 - 100% 1.8%
E. Please mark who is completing this survey. (Mark only one)	191	Physician 15.2%	Behavioral Health Clinician 0.0%	Office Manager 50.8%	Nurse 3.1%	Other staff 30.9%		
F. What is your preferred method of receiving communications from this health plan?	174	Mail 30.5%	Telephone 5.2%	Fax 35.1%	Online portal 1.7%	E-mail 22.4%	In person from your Provider Representative 4.0%	Other 1.1%
G. Please indicate the number of insurance companies with which you or your practice participates.	188	3 or fewer 0.5%	4 to 7 5.3%	8 to 11 13.8%	12 to 15 22.3%	More than 15 58.0%		

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

194 Total Respondents

This first question asks you to think about Louisiana Healthcare Connections in comparison to all of the other health plans that you work with.		Category Responses						Summary Rate Scores*				Mean Scores**	
Survey Item	Valid n	Well above average	Somewhat above average	Average	Somewhat below average	Well below average	Not Applicable	2016	2015	2014	Medicaid BoB***	2016	Medicaid BoB***
1A. How would you rate Louisiana Healthcare Connections compared to all other health plans you contract with?	183	18.0%	26.2%	48.6%	3.3%	3.8%	n = 2	44.3%	34.9%	21.0%	35.9%	3.51	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 SPHA 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

194 Total Respondents

These questions ask about Finance Issues. Please rate Louisiana Healthcare Connections in the following service areas when compared to your experience with other health plans you work with.		Category Responses						Summary Rate Scores*				Mean Scores**	
Survey Item	Valid n	Well above average	Somewhat above average	Average	Somewhat below average	Well below average	Not Applicable	2016	2015	2014	Medicaid BoB***	2016	Medicaid BoB***
2A. Consistency of reimbursement fees with your contract rates.	166	19.3%	16.9%	52.4%	4.8%	6.6%	n = 15	36.1%	32.6%	18.0%	30.5%	3.37	3.19
2B. Accuracy of claims processing.	166	20.5%	21.1%	51.2%	5.4%	1.8%	n = 14	41.6%	38.8%	24.5%	35.1%	3.53	3.34.
2C. Timeliness of claims processing.	163	23.3%	18.4%	52.8%	2.5%	3.1%	n = 14	41.7%	37.6%	19.2%	35.1%	3.56	3.36
2D. Resolution of claims payment problems or disputes.	161	21.1%	9.3%	55.3%	8.7%	5.6%	n = 16	30.4%	31.8%	20.4%	30.0%	3.32	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 SPHA 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

194 Total Respondents

These questions ask about Utilization and Quality Management. Please rate Louisiana Healthcare Connections in the following service areas when compared to your experience with other health plans you work with.		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***
3A. Access to knowledgeable UM staff.	156	14.1%	16.0%	61.5%	6.4%	1.9%	n = 20	30.1%	29.7%	18.9%	30.9%	3.34	3.30
3B. Procedures for obtaining pre-certification/referral/authorization information.	173	13.9%	17.9%	57.8%	6.9%	3.5%	n = 6	31.8%	27.5%	16.1%	31.5%	3.32	3.25
3C. Timeliness of obtaining pre-certification/referral/authorization information.	170	14.1%	16.5%	56.5%	9.4%	3.5%	n = 8	30.6%	30.3%	22.2%	32.0%	3.28	3.27
3D. The health plan's facilitation/support of appropriate clinical care for patients.	159	14.5%	18.9%	59.1%	6.3%	1.3%	n = 10	33.3%	27.1%	16.0%	31.1%	3.39	3.32
3E. Access to Case/Care Managers from this health plan.	144	16.0%	14.6%	61.8%	6.3%	1.4%	n = 24	30.6%	30.4%	12.2%	30.8%	3.38	3.30
3F. Degree to which the plan covers and encourages preventive care and wellness.	157	23.6%	17.8%	54.8%	3.2%	0.6%	n = 15	41.4%	38.5%	28.8%	39.6%	3.61	3.48
3G. Extent to which UM staff share review criteria and reasons for adverse determinations.	140	12.9%	12.9%	65.0%	5.7%	3.6%	n = 26	25.7%	28.2%	10.2%	NA	3.26	NA
3H. Consistency of review decisions.	145	14.5%	13.8%	64.8%	5.5%	1.4%	n = 24	28.3%	27.6%	11.1%	NA	3.34	NA

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

** Mean scores are the average of all responses.

*** B.o.B. represents the 2015 SPHA 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

194 Total Respondents

These questions ask about Louisiana Healthcare Connections' network providers. Please rate Louisiana Healthcare Connections in the following service areas when compared to your experience with other health plans you work with.		Category Responses						Summary Rate Scores*				Mean Scores**	
Survey Item	Valid n	Well above average	Somewhat above average	Average	Somewhat below average	Well below average	Not Applicable	2016	2015	2014	Medicaid BoB***	2016	Medicaid BoB***
4A. The number of specialists in this health plan's provider network.	145	**12.4%**	**20.0%**	48.3%	13.1%	6.2%	n = 21	**32.4%**	23.5%	10.4%	27.0%	**3.19**	3.10
4B. The quality of specialists in this health plan's provider network.	143	**14.7%**	**18.9%**	55.2%	9.1%	2.1%	n = 21	**33.6%**	28.7%	12.2%	32.9%	**3.35**	3.34
4C. The timeliness of feedback/reports from specialists in this health plan's provider network.	145	**16.6%**	**17.2%**	57.2%	6.9%	2.1%	n = 16	**33.8%**	**23.5%**	6.8%	27.0%	**3.39**	3.26
4D. The frequency of feedback/reports from specialists for patients in your care.	141	**15.6%**	**16.3%**	61.7%	5.0%	1.4%	n = 21	**31.9%**	25.4%	18.2%	NA	**3.40**	NA
4E. The timeliness of feedback/reports from Behavioral Health Clinicians for patients in your care.	120	**11.7%**	**13.3%**	59.2%	12.5%	3.3%	n = 42	**25.0%**	**15.1%**	22.6%	NA	**3.18**	NA
4F. The frequency of feedback/reports from Behavioral Health Clinicians for patients in your care.	117	**11.1%**	**15.4%**	59.0%	9.4%	5.1%	n = 45	**26.5%**	17.1%	21.2%	NA	**3.18**	NA

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

** Mean scores are the average of all responses.

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Question Summaries

Pharmacy

194 Total Respondents

These questions ask about Louisiana Healthcare Connections' formulary. Please rate Louisiana Healthcare Connections in the following service areas when compared to your experience with other health plans you work with.		Category Responses						Summary Rate Scores*				Mean Scores**	
Survey Item	Valid n	Well above average	Somewhat above average	Average	Somewhat below average	Well below average	Not Applicable	2016	2015	2014	Medicaid BoB***	2016	Medicaid BoB***
5A. Consistency of the formulary over time.	140	11.4%	10.7%	69.3%	5.0%	3.6%	n = 19	22.1%	18.7%	17.4%	23.1%	3.21	3.18
5B. Extent to which formulary reflects current standards of care.	139	11.5%	12.9%	62.6%	7.2%	5.8%	n = 19	24.5%	18.0%	20.0%	23.5%	3.17	3.18
5C. Variety of branded drugs on the formulary.	144	9.7%	7.6%	59.0%	16.0%	7.6%	n = 14	17.4%	16.5%	13.3%	21.1%	2.96	3.06
5D. Ease of prescribing your preferred medications within formulary guidelines.	144	11.1%	13.2%	55.6%	11.1%	9.0%	n = 15	24.3%	17.9%	14.3%	23.3%	3.06	3.11
5E. Availability of comparable drugs to substitute those not included in the formulary.	140	9.3%	9.3%	60.7%	12.9%	7.9%	n = 18	18.6%	17.7%	15.6%	20.9%	2.99	3.07

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

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Question Summaries

Health Plan Call Center Service Staff

194 Total Respondents

These questions ask about your experiences when calling Louisiana Healthcare Connections' call center. Please rate Louisiana Healthcare Connections in the following service areas when compared to your experience with other health plans you work with.		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***
6A. Ease of reaching health plan call center staff over the phone.	150	**19.3%**	**24.0%**	50.0%	2.7%	4.0%	n = 14	**43.3%**	36.6%	27.5%	38.7%	**3.52**	3.40
6B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	153	**27.5%**	**23.5%**	45.8%	3.3%	0.0%	n = 9	**51.0%**	47.9%	26.3%	43.4%	**3.75**	3.55
6C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.	138	**21.0%**	**23.9%**	47.8%	4.3%	2.9%	n = 24	**44.9%**	37.0%	25.0%	38.2%	**3.56**	3.42
6D. Overall satisfaction with health plan's call center service.	153	**19.6%**	**24.8%**	52.3%	1.3%	2.0%	n = 11	**44.4%**	39.2%	23.6%	41.0%	**3.59**	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.

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Question Summaries

Provider Relations

194 Total Respondents

These questions ask about your experiences with Louisiana Healthcare Connections' Provider Relations department. Please rate Louisiana Healthcare Connections in the following service areas when compared to your experience with other health plans you work with.		Category Responses						Summary Rate Scores*				Mean Scores**	
Survey Item	**Valid n**	Yes	No					**2016**	**2015**	**2014**	**Medicaid BoB***	**2016**	**Medicaid BoB***
7A. Do you have a Provider Relations Specialist from this health plan assigned to your practice?	137	72.3%	27.7%					72.3%	65.1%	53.3%	53.1%	NA	NA
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***
7B. Provider Relations representative's ability to answer questions and resolve problems.	93	33.3%	16.1%	38.7%	5.4%	6.5%	n = 5	49.5%	50.0%	42.9%	49.9%	3.65	3.58
7C. Quality of provider orientation process.	125	21.6%	12.8%	50.4%	4.0%	11.2%	n = 29	34.4%	31.7%	16.7%	30.1%	3.30	3.24
7D. Quality of written communications, policy bulletins, and manuals.	145	22.8%	18.6%	47.6%	4.1%	6.9%	n = 12	41.4%	31.1%	22.0%	33.2%	3.46	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.

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Question Summaries

Overall Satisfaction

194 Total Respondents

These questions ask about your overall satisfaction with Louisiana Healthcare Connections. Additionally, please rate your satisfaction with the other plans listed and provide feedback on how Louisiana Healthcare Connections can improve.

Survey Item	Valid n	Yes	No					2016	2015	2014	Medicaid BoB***	2016	Medicaid BoB***
		Category Responses						**Summary Rate Scores***				**Mean Scores****	
8A. Would you recommend Louisiana Healthcare Connections to other physicians' practices?	150	**85.3%**	14.7%					**85.3%**	88.0%	88.7%	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***
8B. Please rate your overall satisfaction with Louisiana Healthcare Connections.	160	**38.1%**	**39.4%**	11.9%	6.9%	3.8%	n = 3	**77.5%**	76.0%	**60.7%**	**70.1%**	**4.01**	3.87
8C. Please rate your overall satisfaction with Amerigroup.	142	**20.4%**	**39.4%**	18.3%	16.2%	5.6%	n = 15	**59.9%**	59.7%	63.0%	NA	**3.53**	NA
8D. Please rate your overall satisfaction with Aetna Better Health of Louisiana.	126	**12.7%**	**38.9%**	28.6%	11.1%	8.7%	n = 31	**51.6%**	57.7%	55.8%	NA	**3.36**	NA
8E. Please rate your overall satisfaction with AmeriHealth Caritas (formerly L.A. Care).	140	**23.6%**	**38.6%**	20.0%	12.1%	5.7%	n = 18	**62.1%**	62.4%	61.5%	NA	**3.62**	NA
8F. Please rate your overall satisfaction with United Healthcare Community Plan.	144	**22.2%**	**39.6%**	9.0%	20.1%	9.0%	n = 11	**61.8%**	58.0%	73.1%	NA	**3.46**	NA

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

** Mean scores are the average of all responses.

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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
Comment Follow-Up

Louisiana Healthcare Connections
Provider Satisfaction Survey

194 Total Respondents

Survey Item	Valid n	Category Responses			Summary Rate Scores*				Mean Scores**	
		Yes	No	N/A	2016	2015	2014	Medicaid BoB***	2016	Medicaid BoB***
9A. Would you like Louisiana Healthcare Connections to follow-up with you regarding your above feedback? If so, your contact information will be forwarded to the health plan for further outreach.	150	**20.0%**	80.0%	n = 7	**20.0%**	23.1%	27.1%	NA	**NA**	NA

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

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SPH Analytics

A.10

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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