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Overall Measures

Overall satisfaction with UnitedHealthcare Community Plan (Q5)
 Extent to which would like to see more UnitedHealthcare Community Plan patients in practice (Q8)
 Likelihood to renew contract (Q9)

Relationship with UHC

Helps me take care of my patients (Q11)
 Attentiveness to my overall needs (Q12)
 Helps me be successful in my role at my practice (Q13)
 Helping coordinate care for my patients (Q14)
 Online resources for provider education/training (Q15)

Customer Service

Assistance provided by toll free IVR (Q17)
 Assistance provided by Provider Service Call Center (Q18)
 Helpfulness of the Provider Administrative Guide/Manual (Q19)

Claims Processing

Timeliness of claims processing (Q20)
 Accuracy of claims processing (Q21)
 Timeliness of the claims appeals process (Q22)
 Communication of the determination of claims appeals (Q23)
 Satisfaction with claims reimbursement process (Q24)
 Satisfaction with complaint and appeals process (Q25)

Patient Centered Medical Home

Support provided by plan staff toward implementation of Patient Centered Medical Home (Q26)

Care Management (notification/prior authorization processes)

Ease of prior authorization process (excluding radiology services) (Q30)
 Timeliness of prior authorization process (excluding radiology services) (Q31)
 Ease of the notification/prior authorization process for radiology services (Q32)
 Timeliness of the notification/prior authorization process for radiology services (Q33)
 Ease of the pharmaceutical prior authorization process (Q34)
 Clinical appropriateness of utilization review decisions (Q35)
 Effectiveness of care management programs for members (Q36)
 Assistance provided by care management staff (Q37)
 Availability of disease management and health education programs for your members (Q38)

Communications

Satisfaction with communication you receive from the plan (Q39)
 Satisfaction with the care provider enrollment process (Q40)
 Satisfaction with the training provided to address patients' cultural competency needs (Q41)
 Satisfaction with the plan's language assistance service (Q44)

Timeliness of Exchange of Information

Primary Care Physicians (Q45a)
 Specialists/Consulting Physicians (Q45b)
 Inpatient Hospitals (Q45c)
 Emergency Department/Urgent Care Centers (Q45d)
 Behavioral Health Practitioners (Q45e)

Usefulness of Exchange of Information

Primary Care Physicians (Q46a)
 Specialists/Consulting Physicians (Q46b)
 Inpatient Hospitals (Q46c)
 Emergency Departments/Urgent Care Centers (Q46d)
 Behavioral Health Practitioners (Q46e)

Credentialing Process

Ease of initiating the credentialing process (Q26)
 Ease of completing the credentialing process (Q27)

Specialty Network

Quality of specialists in the referral network (Q28)
 Availability of medical specialists to accommodate your referrals within a reasonable number of days (Q29)

UHC C&S National		UHC C&S Louisiana Health Plan			
2016	2016	2015	2014		
	243	111	92		
	▲ ▼	Y1	▲	Y2	▲

UHC C&S National		UHC C&S Louisiana Health Plan			
2016	2016	2015	2014		
	243	111	92		
	▲ ▼	Y1	▲	Y2	▲

40	+1	-11	39	51
44	+6	▼ -22	38	66
75	+4	-8	71	83

65	+3	▼ -18	62	83
57	+3	▼ -25	54	82
85	-2	▼ -9	87	94

36			-	-
34	-8	▼ -17	42	51
35			-	-
36	+0	▼ -22	36	58
37	-11		48	-

56			-	-
56	-6	▼ -21	62	77
52			-	-
53	-11	▼ -29	64	82
58	-12		70	-

37	-5	▼ -21	42	58
39	+0	▼ -19	39	58
37	-8	▼ -23	45	60

59	-1	▼ -21	60	80
61	+1	▼ -21	60	82
58	+3	▼ -22	55	80

52	-7	▼ -14	59	66
51	-6	-13	57	64
45	-8	▼ -19	53	64
42	-10	▼ -19	52	61
41			-	-
35			-	-

70	-10	▼ -18	80	88
67	▼ -13	▼ -18	80	85
61	-12	▼ -18	73	79
59	▼ -15	▼ -21	74	80
60			-	-
56			-	-

-			-	-
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-			-	-
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33	+4	▼ -20	29	53
34	+0	▼ -21	34	55
32	-5	▼ -21	37	53
31	-9	▼ -16	40	47
35	+4	▼ -16	31	51
33	+0	▼ -17	33	50
34	-4	▼ -18	38	52
33	-6	▼ -20	39	53
37	-4	▼ -17	41	54

55	+7	▼ -19	48	74
56	+7	▼ -18	49	74
57	+4	▼ -14	53	71
58	+4	▼ -15	54	73
54	+4	▼ -18	50	72
54	+9	▼ -21	45	75
56	+2	▼ -27	54	83
58	+4	▼ -21	54	79
59	-4	▼ -23	63	82

38			-	-
46			-	-
41			-	-
0			-	-

61			-	-
68			-	-
63			-	-
0			-	-

46	-6	-10	52	56
42	-9	-12	51	54
41	-12	▼ -18	53	59
40	-7	-11	47	51
36	-6	-8	42	44

66	-6	▼ -15	72	81
64	-7	▼ -16	71	80
62	▼ -13	▼ -18	75	80
58	▼ -16	▼ -19	74	77
56	-4	▼ -17	60	73

51	-6	▼ -14	57	65
54	-3	-9	57	63
49	-8	▼ -15	57	64
47	-10	▼ -17	57	64
47	-10	▼ -16	57	63

75	-3	-6	78	81
77	-3	-7	80	84
73	-7	-11	80	84
71	-8	-10	79	81
71	-1	-7	72	78

54	+5	▼ -15	49	69
53	+3	▼ -16	50	69

72	+1	▼ -16	71	88
71	+2	▼ -17	69	88

39	-8	▼ -14	47	53
35	-5	-11	40	46

62	-2	-9	64	71
53	-7	-11	60	64

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Image

- UHC Community Plan is trustworthy (Q47)
- UHC Community Plan is easy to do business with (Q48)
- Like UHC Community Plan as a company and feel good about doing business with them (Q49)
- UHC Community Plan demonstrates social responsibility in the community (Q50)
- UHC Community Plan is leading the insurance industry in simplifying health care (Q51)

**All Physician
(Top Box %8-10)**

UHC C&S		UHC C&S Louisiana Health Plan			
National					
2016	2016	2015		2014	
	243	Y1	Δ	Y2	Δ
△▽					

**All Physician
(%6-10)**

UHC C&S		UHC C&S Louisiana Health Plan			
National					
2016	2016	2015		2014	
	243	Y1	Δ	Y2	Δ
△▽					