

Provider Satisfaction Survey

QM Provider Satisfaction Work Plan - Working Document			
Topic & Key Action	2012 Provider Satisfaction Results	Assigned Person	
<b>EPSDT member outreach activities</b>			
<b>1.0 EPSDT Member Outreach Activities</b>			
1.1 Data Deep Dive	<b>36% Excellent/Very Good</b>	Adriene Gill	
1.2.1 Confirm EPSDT Data is Accurate and Reliable			
1.2.2 Request Additional Data Analysis to Support Strategic Decision Making			
<b>1.2 Review (and Modify as Needed) Current Activities to Impact Immunization PIP</b>			
1.1.1 School Events & Partnership Opportunities i.e. Back to School, Head Start, Early Start			
1.1.2 Outbound calls to pregnant and post partum members			
1.1.3 Targeted review of Clinic Days model			
1.1.4 Central Repository of Plan info for site visits			
1.1.5 Participation in Community Events			
<b>2.0 Responsiveness During Medical Necessity Appeals Process</b>			
<b>2.1 Track Work Flow Details for All Appeals Processes</b>			
2.1.1. Identify/differentiate each type of appeal received by plan and/or corporate	<b>28% Excellent/Very Good</b>	Andrew Curtis	
2.1.2 Track usual steps that occur once appeal reaches corporate and plan			
2.1.2 Work with QM Appeals team to identify areas of efficiency			
2.1.3 Identify other plan departments or internal contact that may help mitigate issues regarding responsiveness of process			
2.1.4 Provide recommendations to QM leadership team			
<b>2.2 Review Verbatim Responses from Survey</b>			
2.2.1 Contact providers who gave additional feedback about appeals process			
2.2.2 Request suggestions for improvement			
2.2.3 Provide suggestions to QM leadership for review			
<b>3.0 Clinical Practice Guidelines (CPGs)</b>			
<b>3.1 Update Provider Website to Include more CPGs</b>			
3.1.1 Review layout & Location of CPGs on provider websites of other AGP plans	<b>24% Excellent/Very Good</b>	Angela Olden	

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3.1.2 Incorporate best practices into LA Provider website	<b>24% Excellent/Very Good</b>	
3.1.3 Submit changes to corporate to update provide website		
<b>4.0 Members' understanding of their benefits</b>		
<b>4.1 Collaborate with Marketing</b>		Adriene Gill
4.1.1 Schedule collaborative meetings with Marketing team for opportunities to build a comprehensive member education system	<b>24% Excellent/Very Good</b>	Marketing Lead
4.1.2 Determine opportunities to modify and/or consolidate member message		Health Promotions Team
4.1.3 Provider suggestions to QM & Marketing Leadership		
<b>5.0 Members' understanding of preventive care/wellness programs</b>		
<b>5.1 Work with partner organizations that serve our member demographic</b>		Adriene Gill
5.1.1 Identify the top 10 partner organizations that work with our membership demographic		
5.1.2 Contact all partners to ensure they have a current supply and use Ameritips educational documents	<b>20% Excellent/Very Good</b>	
5.1.3 Request feedback from top partners to determine which Ameritips are most useful to their organization.		
5.1.4 Provider feedback & recommendations to QM leadership regarding partners' feedback		