

SI133 CHS Provider Satisfaction Survey Report

Report due: April 30, 2013

Health Plan Name: Community Health Solutions of Louisiana

Health Plan ID: 2162446

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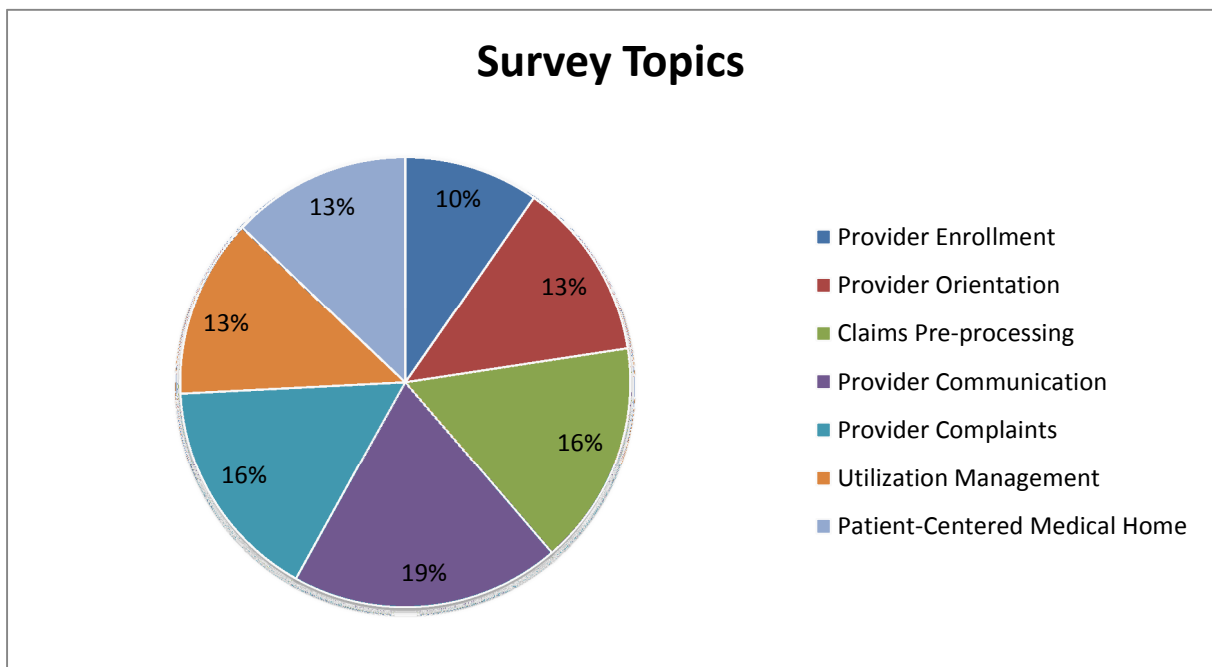
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I. Methodology

CHS submitted survey templates to DHH for approval prior to dissemination. The original survey submitted by CHS was one page; DHH requested additional questions ranging from provider satisfaction regarding education, enrollment, and communication to utilization management processes and claims preprocessing. The additional questions, approved by DHH, extended the survey to 4 pages (not including the cover sheet), totaling 31 questions. Additional space was provided at the end of the survey for recommendations to improve processes or to submit additional feedback or comments. The cover sheet included with the survey asked providers to complete and return the survey by April 1, 2013.

Questions were grouped based on mandated DHH categories. Three questions pertained to provider enrollment, four questions to provider orientation, five regarding claims pre-processing, six pertaining to provider communication, five regarding provider complaints, four on familiarity and satisfaction with utilization management, and four regarding the Patient-Centered Medical Home process and incentives.



Responses to the questionnaire consisted of a rating scale from 1-7:

- 1 = not at all satisfied
- 2 = mostly dissatisfied
- 3 = somewhat dissatisfied

- 4 = neutral
- 5 = somewhat satisfied
- 6 = mostly satisfied
- 7 = completely satisfied

Providers were also allowed to choose “N/A.” Four questions did request a “Yes” or “No” response.

II. Completed Survey Rate

Provider satisfaction surveys were mailed to 712 contracted CHS medical homes as a 4 page document printed on 2 pages front & back. Fifty-two (52) surveys were returned as undeliverable; these addresses were corrected in our system and re-mailed with a 100% success rate. The original mailing was initiated January 14, 2013. Seventy (70) completed surveys were received in the first month. As these surveys were received and recorded, CHS personnel discovered that the last two pages of the survey were omitted in all of the received surveys. It is unclear whether the mailing did not include the last two pages, or if providers chose to not complete the last two pages of the survey. Since we requested that survey responses be faxed back to CHS, we are concerned that many of the surveys may have been completed but did not get transmitted due to the printing of the survey instrument.

A second mailing of the provider survey was conducted February 27, 2013 with a revised cover letter acknowledging the mistake with printing. This survey was sent to the same 712 contracted medical homes. The deadline for survey submission was not changed from April 1, 2013. CHS received eighty-four (84) completed surveys from this second mailing.

CHS Provider Service Representatives also mass emailed the provider surveys to all contracted providers within their territory; CHS’ state office assisted in fax blasting the survey to all contracted providers as well. Provider Service Representatives followed up with their providers during provider visits, trainings, and periodic email inquiries.

Of the first mailing of surveys, 9.83% were returned with responses. The response rate of the second mailing was marginally better at 11.79%. CHS recorded non-responses to any questions as “N/A.” Responses from the first mailing were consistent for the first page of the survey, but the second page of the survey was rarely included and resulted in majority “N/A” responses; “N/A” was recorded for 100% of the returned surveys for the last page of the survey (which included the entire section on Patient-Centered Medical Home) and all but one question under the Utilization Management topic.

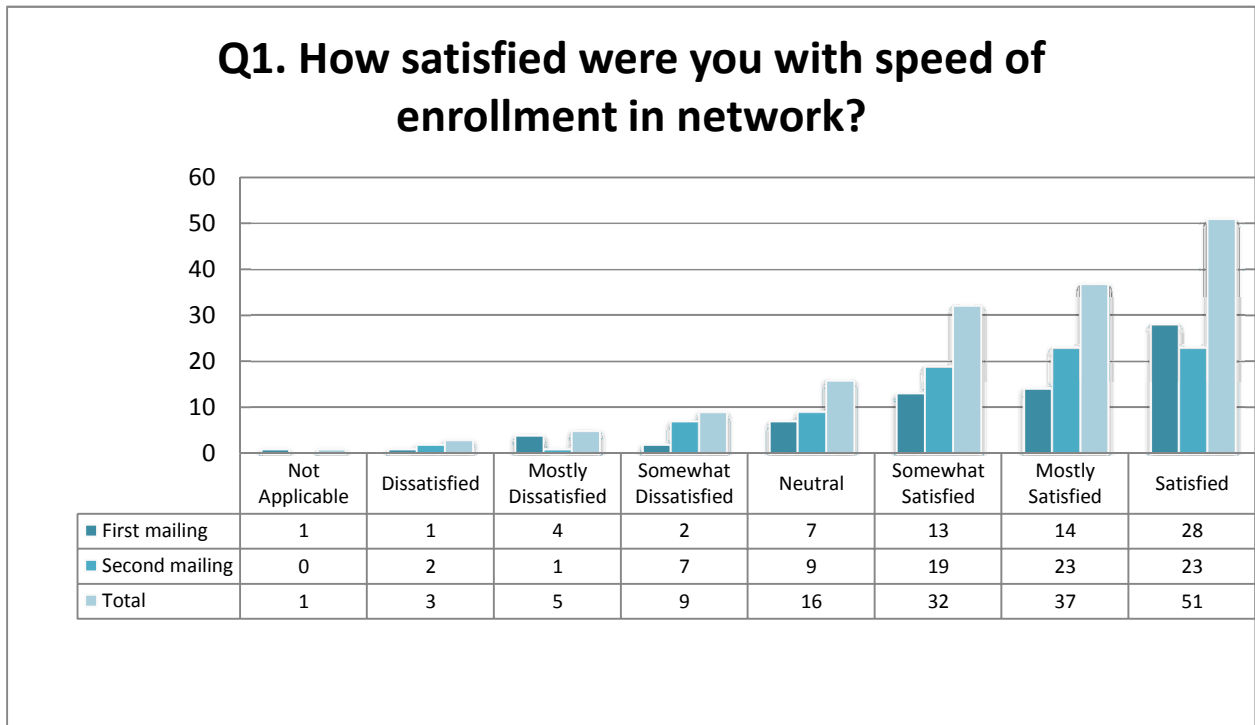
Responses received following the second mailing of provider surveys showed a more consistent response rate across all questions asked in the four pages. However, certain sections still record a high rate of “N/A” responses chosen by the provider. The sections recording the highest number of “N/A” responses chosen by the provider include Provider Communication, Provider Complaints, Utilization Management, and Patient-Centered Medical Home. It should be noted that these are the latter sections of the survey.

III. Results & Analysis

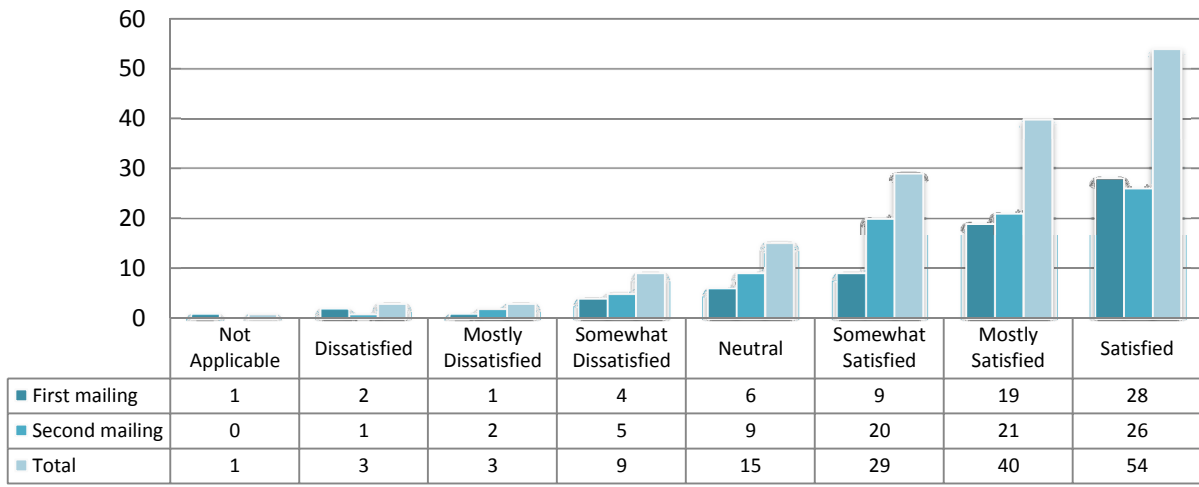
CHS received a total of 154 responses from both mailings of the provider surveys. CHS is choosing to report survey results according to “first mailing” and “second mailing” designation. Results are also totaled in an attempt to gain a more comprehensive percentage. Any non-responses were recorded by CHS personnel as “N/A.” There are a significant number of non-responses from the first mailing of surveys which skews the overall percentage of satisfactory and dissatisfactory ratings. This skewing will be addressed in the results provided below. The percentage of satisfactory answers is based on a rating of 5-7 or “Yes” choices.

Provider Enrollment

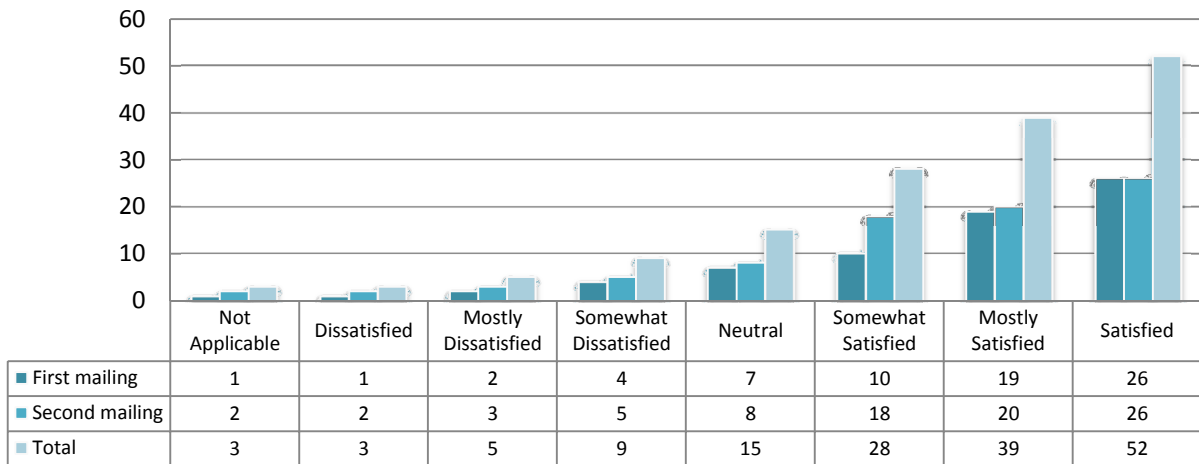
- 77.92% of providers rated CHS satisfactory on the speed of enrollment.
- 79.87% of providers rated CHS satisfactory on the responsiveness of staff during enrollment.
- 77.27% of providers rated CHS satisfactory on the resolution of issues during enrollment.



Q2. How satisfied were you with responsiveness of CHS-LA staff during enrollment?



Q3. How satisfied were you with resolution of issues during enrollment?

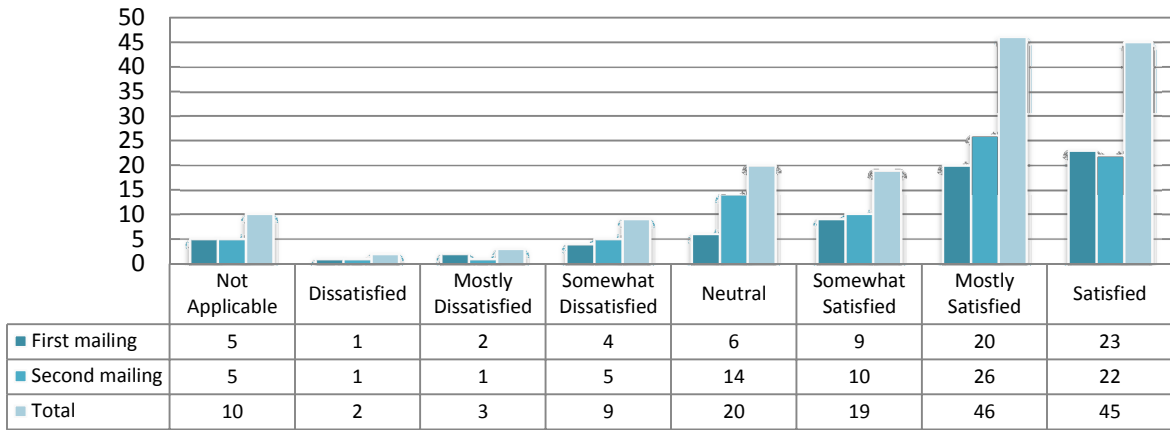


Provider Orientation

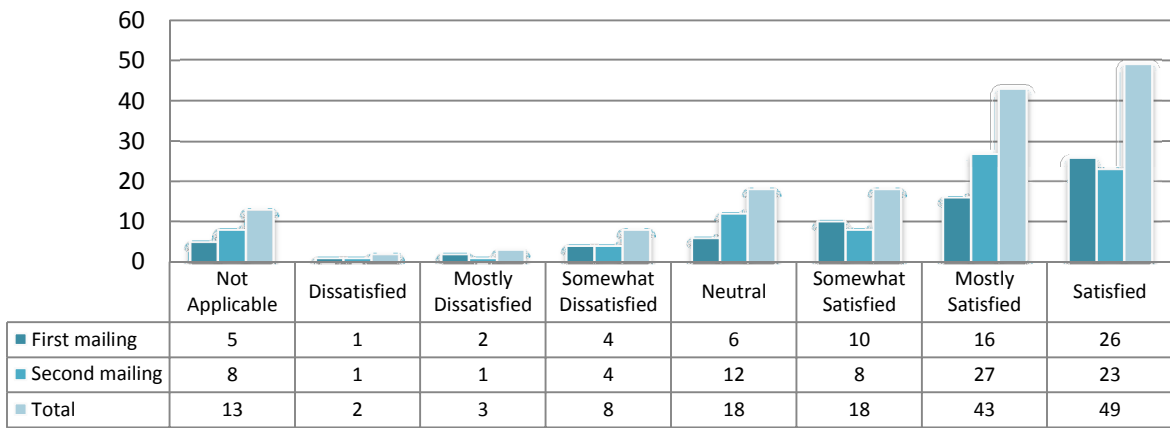
- 71.42% of providers reported satisfaction with the information covered during orientation.
- 71.42% of providers reported satisfaction with the knowledge level of the trainer.
- 72.72% of providers reported satisfaction with the responsiveness of the trainer.
- 62.33% of providers reported satisfaction with the ease of signing up for and access to orientation. It should be noted that this last inquiry displays a disproportionate number of

“N/A” responses from the first mailing. If these “N/A” responses are removed from the final total, CHS’ satisfaction percentage increases to 76.19%.

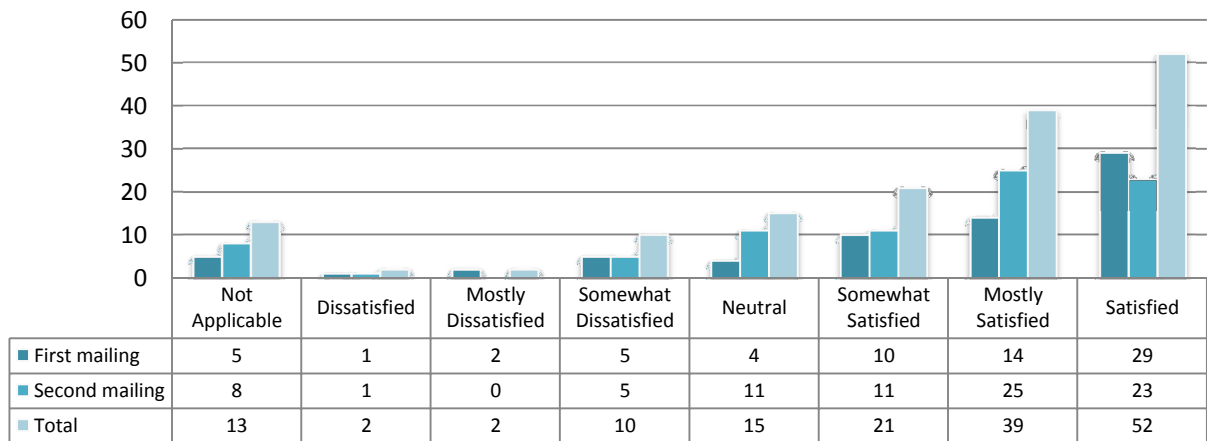
Q1. How satisfied were you with information covered during orientation?



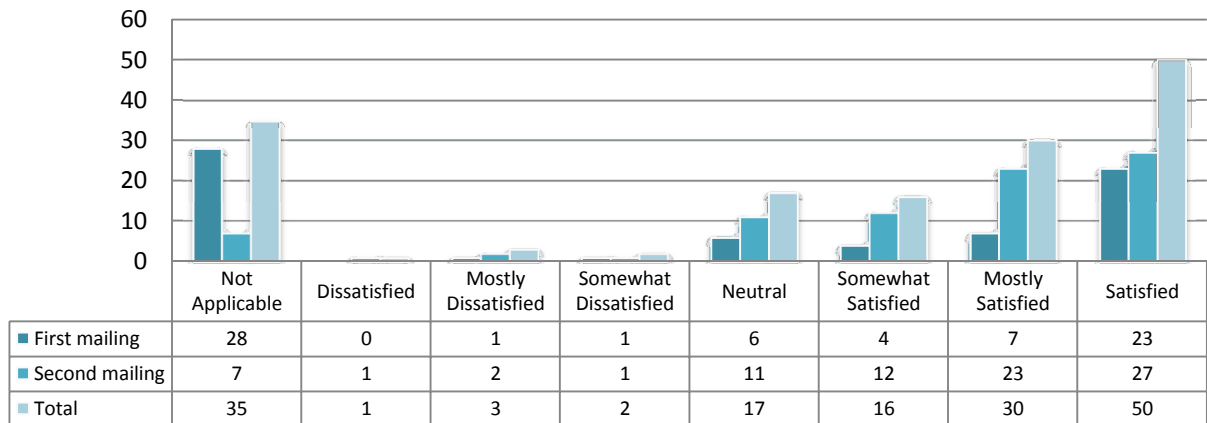
Q2. How satisfied were you with knowledge level of trainer?



Q3. How satisfied were you with responsiveness of trainer?



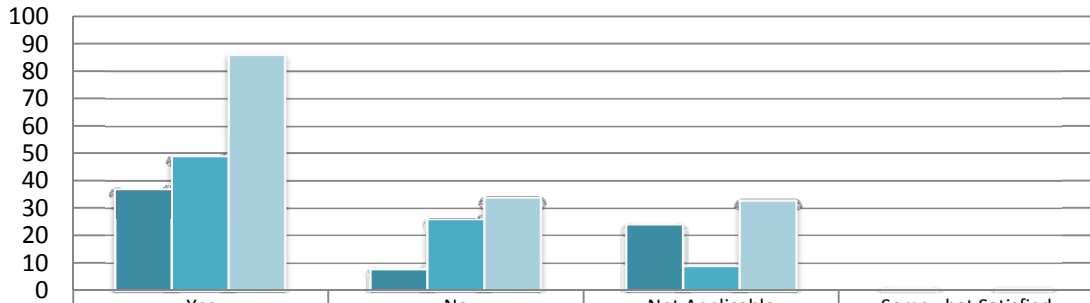
Q4. How satisfied were you with ease of signing up for and access to orientation?



Claims Pre-Processing

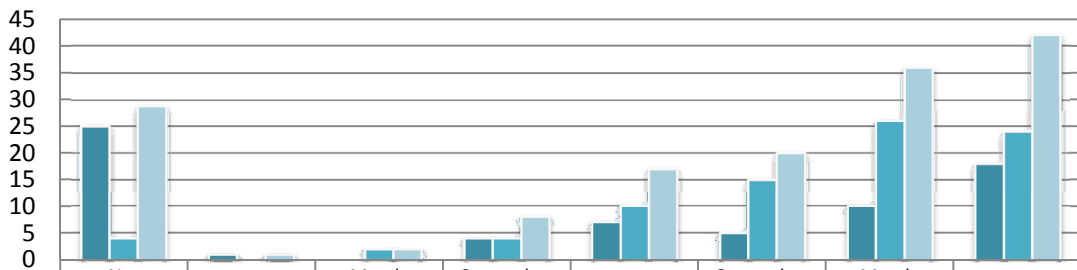
- 55.84% of providers reported that they do know who to contact at CHS regarding claims pre-processing issues or problems.
- 63.63% of providers are satisfied with CHS' turnaround time regarding claims payments.
- 60.38% of providers are satisfied with the responsiveness of CHS staff to claims inquiries.
- 61.03% are satisfied with the completeness and accuracy of feedback to claims inquiries and/or issues.
- 59.09% of providers are satisfied with the timeframe regarding claims resolution.

Q1. If you have an issue/problem related to CHS-LA claims pre-processing policy and procedures, do you know who to contact at CHS-LA?



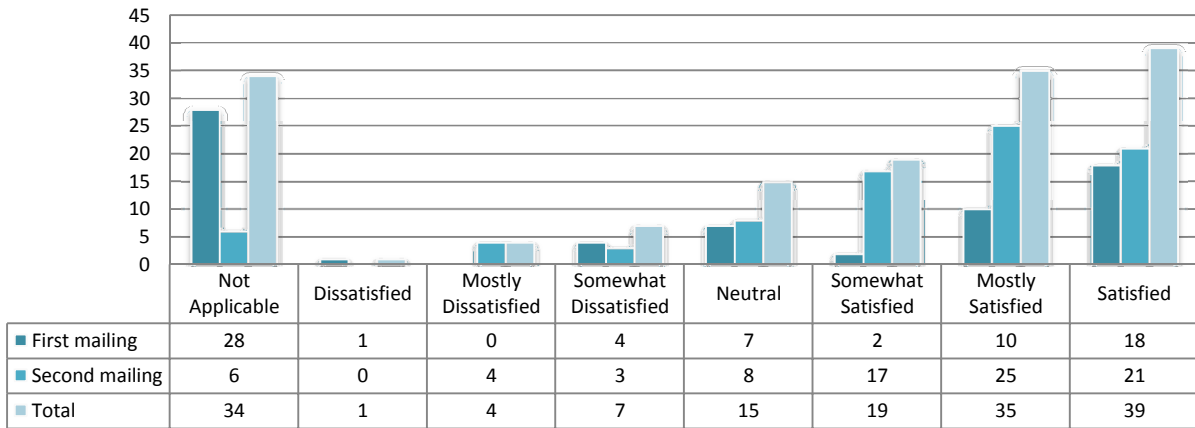
	Yes	No	Not Applicable	Somewhat Satisfied
First mailing	37	8	24	1
Second mailing	49	26	9	0
Total	86	34	33	1

Q2. How satisfied are you with the claims payment turnaround time?

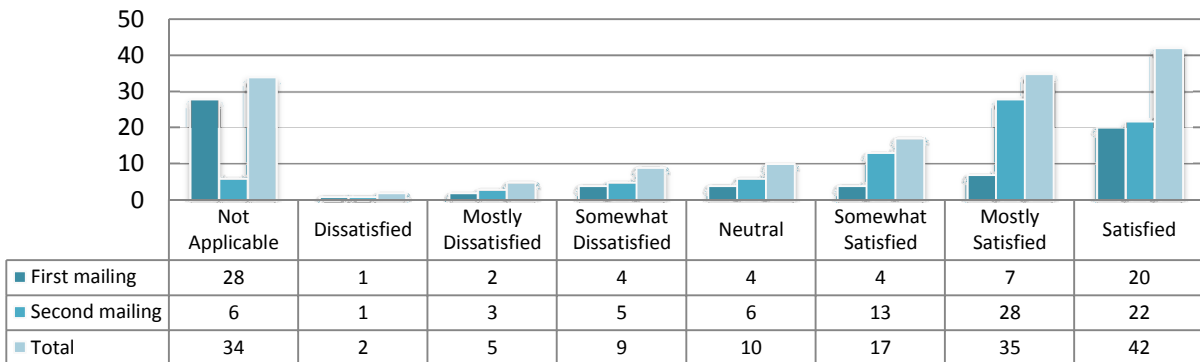


	Not Applicable	Dissatisfied	Mostly Dissatisfied	Somewhat Dissatisfied	Neutral	Somewhat Satisfied	Mostly Satisfied	Satisfied
First mailing	25	1	0	4	7	5	10	18
Second mailing	4	0	2	4	10	15	26	24
Total	29	1	2	8	17	20	36	42

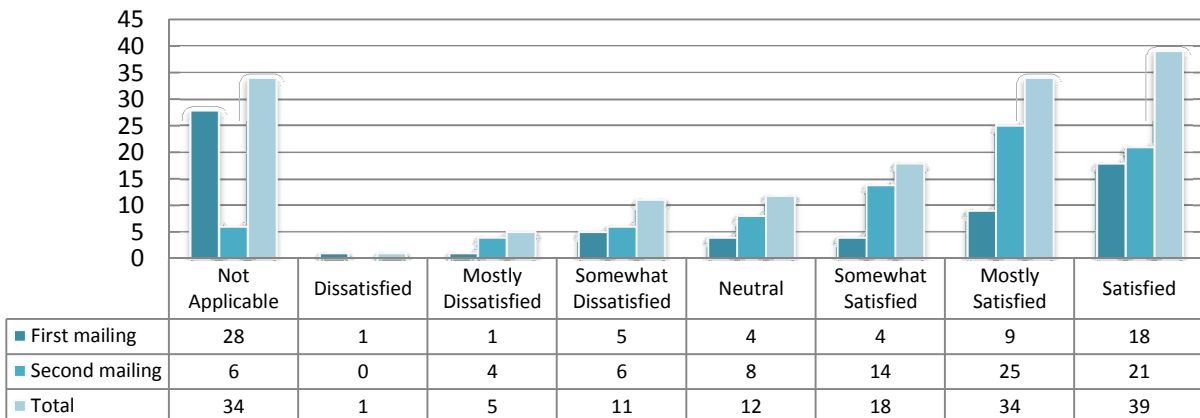
Q3. How satisfied are you with responsiveness of CHS-LA staff to claims inquiries?



Q4. How satisfied are you with completeness/accuracy of feedback regarding resolution of claims issue?

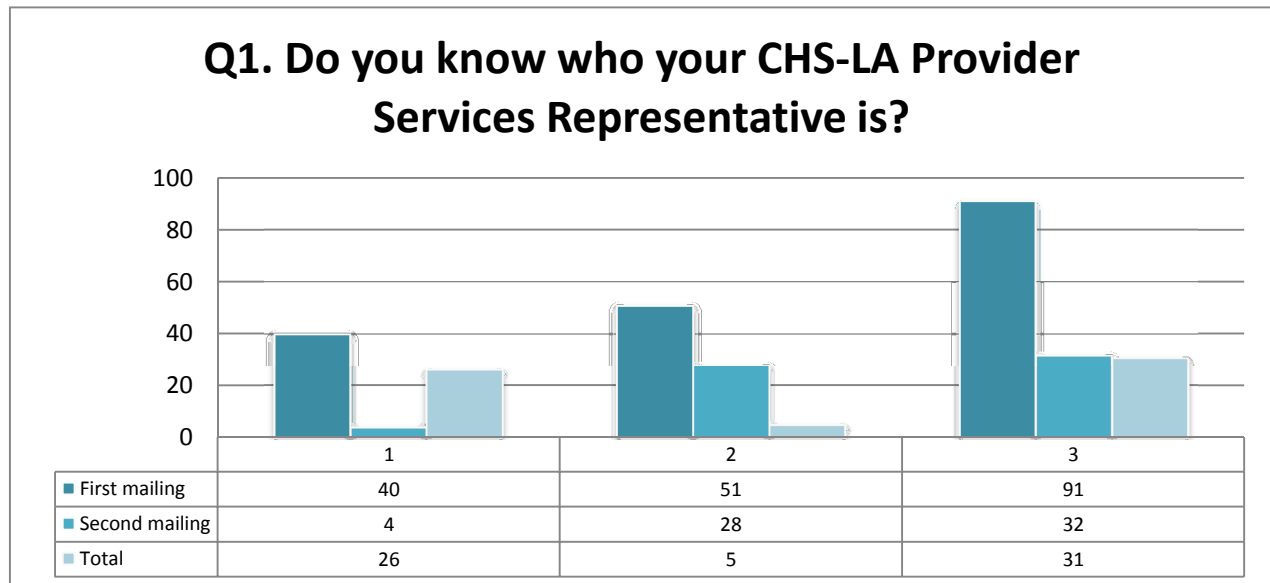


Q5. How satisfied are you with claims resolution timeframe?

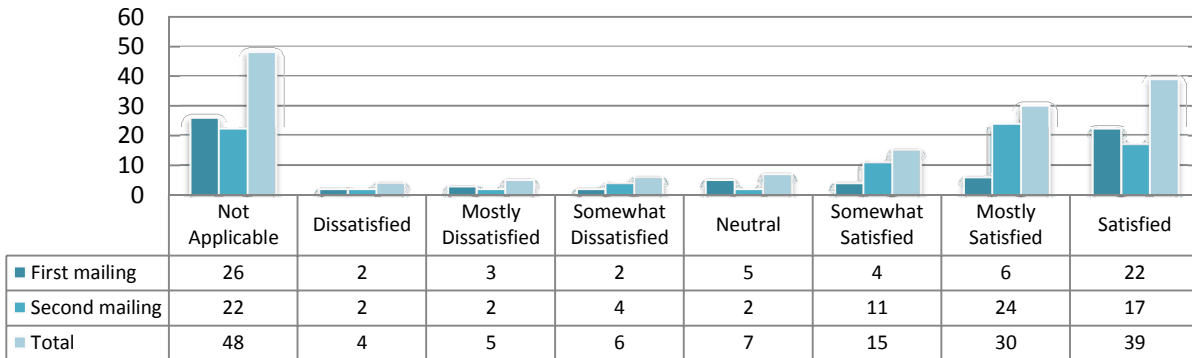


Provider Communication

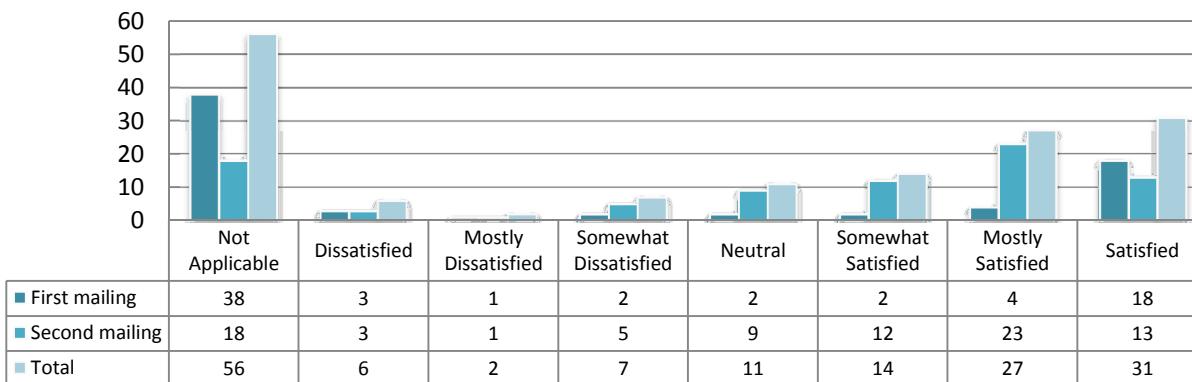
- First mailing responders to this and later sections typically did not answer or return these questions to CHS. CHS recorded all non-responses as “N/A.”
- 59.09% of providers reported that they know who their CHS-LA Provider Services Representative is. If non-responders to the first mailing are removed from the total, the satisfaction rate increases to 71.09%.
- 54.54% reported satisfaction with the frequency and nature of communication with their assigned CHS-LA Provider Services Representative. If non-responders to the first mailing are removed from the total, the success rate increases to 65.62%.
- 46.75% of providers reported satisfaction with the frequency and nature of communication with CHS-LA Care Management nurses and advocates. If non-responders to the first mailing are removed from the total, the satisfaction rate increases to 62.06%.
- 56.49% of providers are satisfied with the content/format of the CHS-LA website. If non-responders to the first mailing are removed from the total, the satisfaction rate increases to 68.5%.
- 39.61% of providers are satisfied with the content and format of the CHS-LA newsletter. If non-responders to the first mailing are removed from the total, the satisfaction rate increases to 67.77%.
- 38.31% of providers are satisfied with the content and format of CHS-LA practice-specific reports. If non-responders to the first mailing are removed from the total, the satisfaction rate increases to 66.29%.



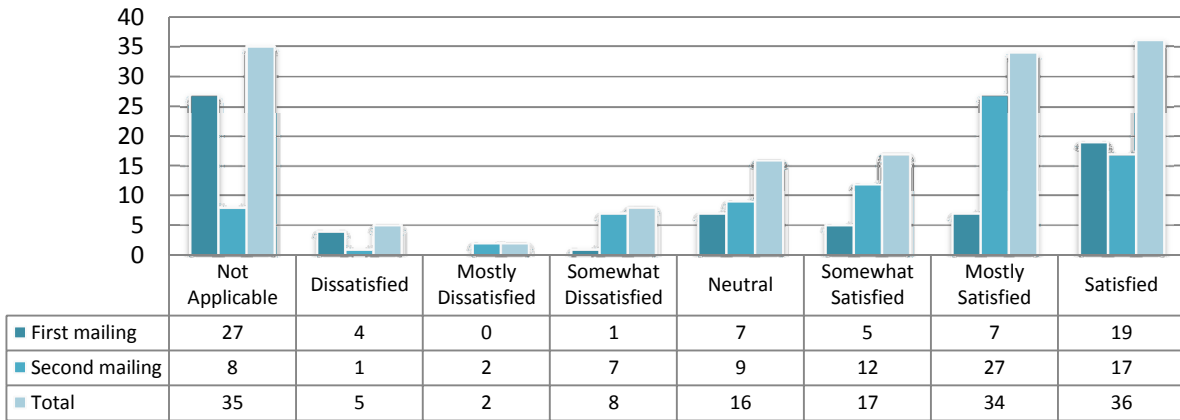
Q2. How satisfied are you with frequency/nature of communication with your assigned CHS-LA Provider Services Representative?



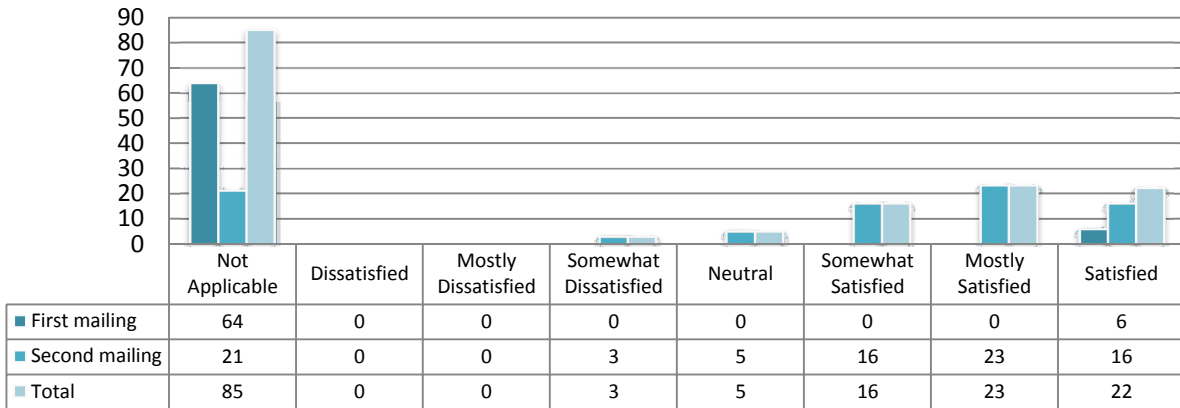
Q3. How satisfied are you with frequency/nature of communication with CHS-LA Care Management nurses and advocates?



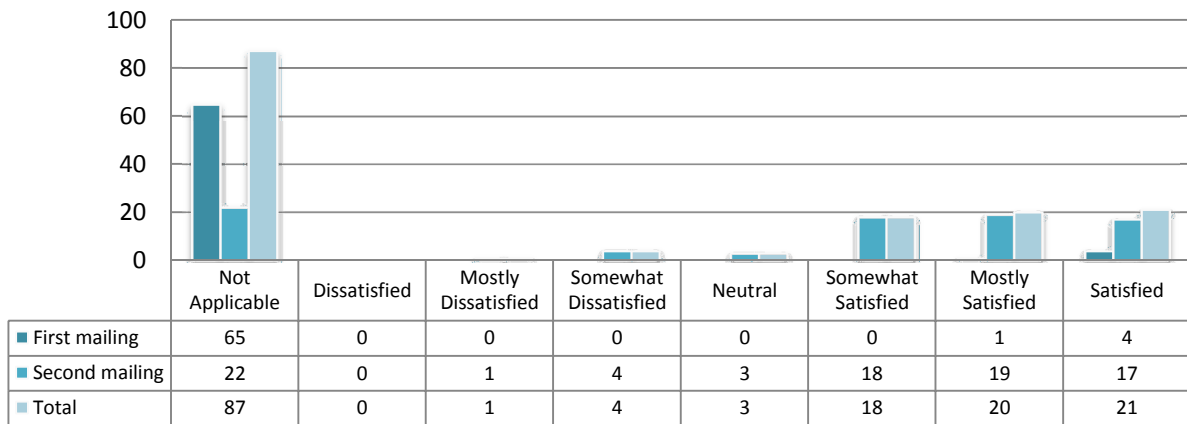
Q4. How satisfied are you with content/format of CHS-LA website?



Q5. How satisfied are you with content/format of CHS-LA newsletter?



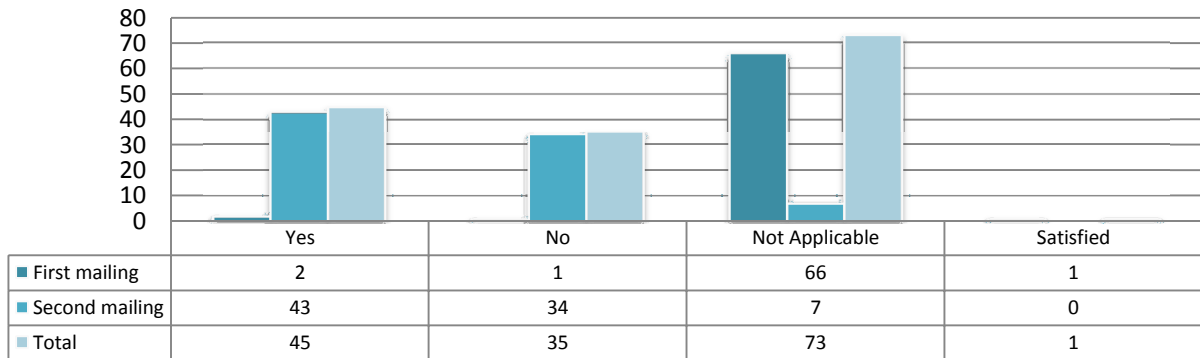
Q6. How satisfied are you with content/format of CHS-LA practice-specific reports?



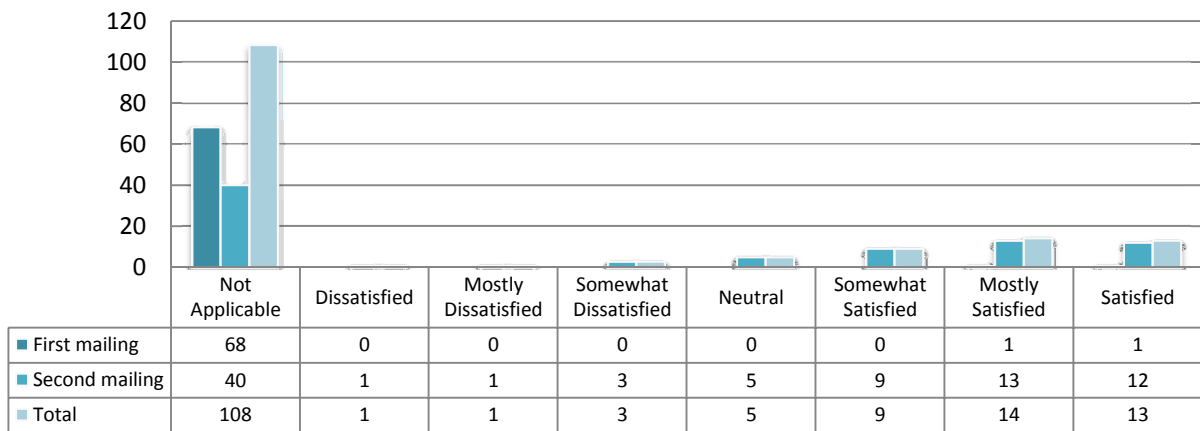
Provider Complaints

- 29.22% of providers responded that they know how to submit a complaint to CHS-LA. If non-responders to the first mailing are removed from the total, the satisfaction rate increases to 51.13%.
- 23.37% of providers responded that they are satisfied with the ease of submitting a complaint to CHS-LA. If non-responders to the first mailing are removed from the total, the satisfaction rate increases to 41.86%.
- 22.07% of providers responded satisfactorily to the responsiveness of CHS-LA staff to their complaints. If non-responders to the first mailing are removed from the total, the satisfaction rate increases to 40%.
- 22.72% of providers reported satisfaction with the resolution of complaints. If non-responders to the first mailing are removed from the total, the satisfaction rate increases to 41.17%.
- 22.07% of providers were satisfied with the timeframe of complaint resolutions. If non-responders to the first mailing are removed from the total, the satisfaction rate increases to 40%.

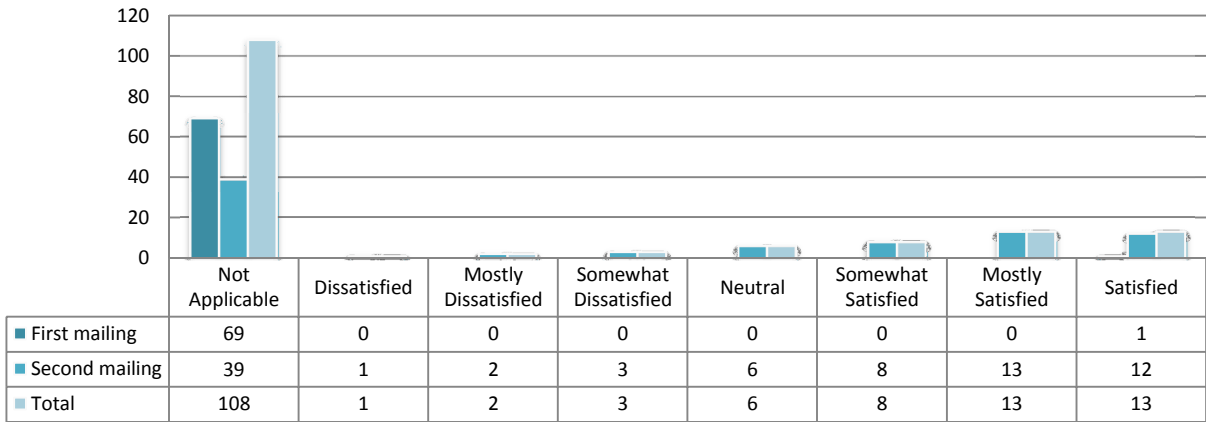
Q1. If you have a complaint regarding CHS-LA functions, do you know how to submit that complaint?



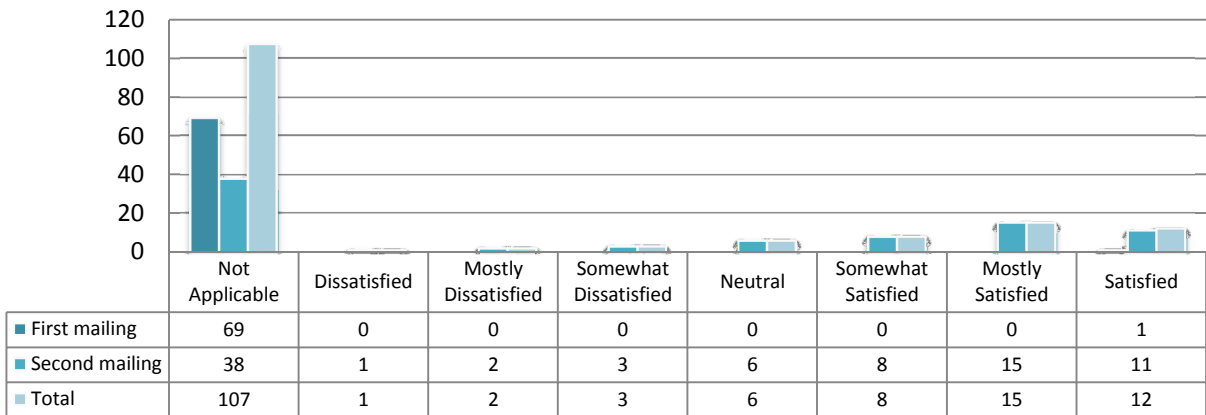
Q2. How satisfied are you with ease of submitting a complaint to CHS-LA?



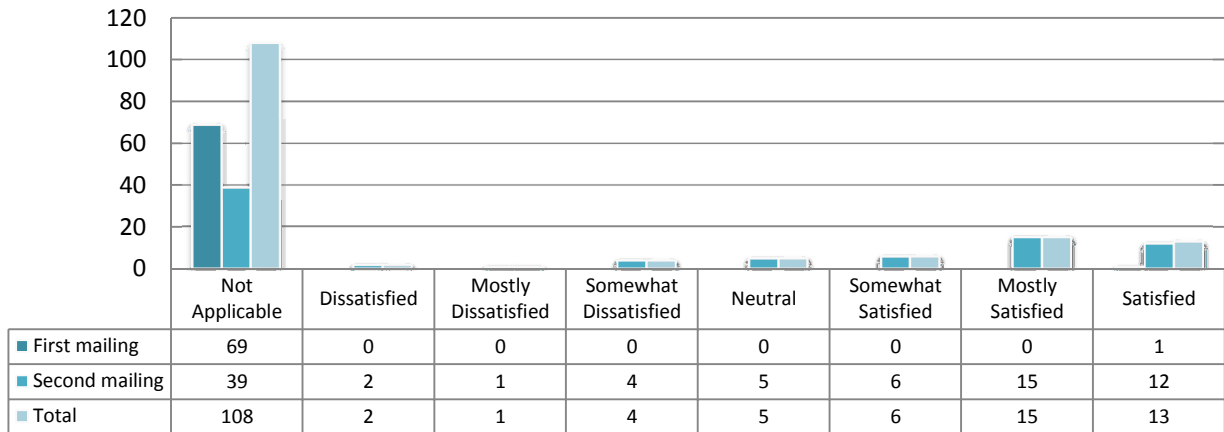
Q3. How satisfied are you with responsiveness of CHS-LA staff to your complaint?



Q4. How satisfied are you with resolution of complaint?



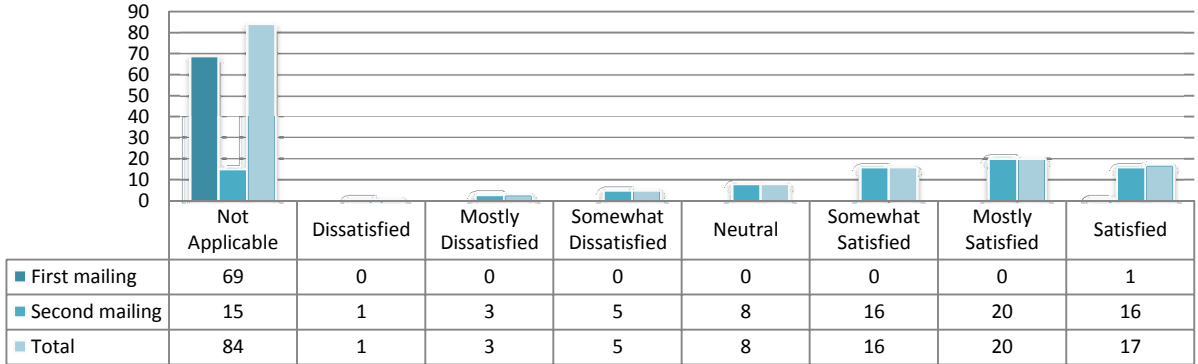
Q5. How satisfied are you with complaint resolution timeframe?



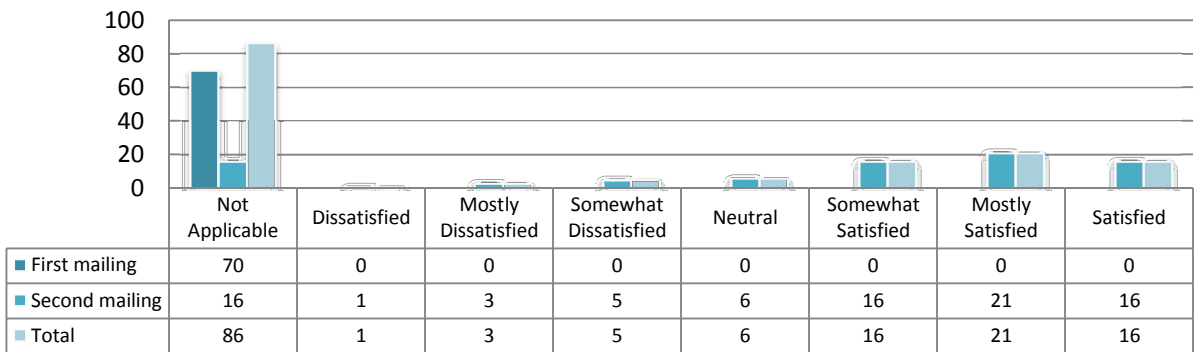
Utilization Management

- 34.41% of providers reported satisfaction with CHS' process for submitting an authorization/medical necessity review. If non-responders to the first mailing are removed from the total, the satisfaction rate increases to 62.35%.
- 34.41% of providers reported satisfaction with the response time to requests for authorization/medical necessity review. If non-responders to the first mailing are removed from the total, the satisfaction rate increases to 63.09%. It should be noted that, beginning with this inquiry, 100% of responses to the first mailing did not return or answer the remaining questions.
- 25.32% of providers reported satisfaction with the appeal process of denied requests. If non-responders to the first mailing are removed from the total, the satisfaction rate increases to 46.42%.
- 27.27% of providers reported satisfaction with CHS-LA rationale for decisions. If non-responders to the first mailing are removed from the total, the satisfaction rate increases to 50%.

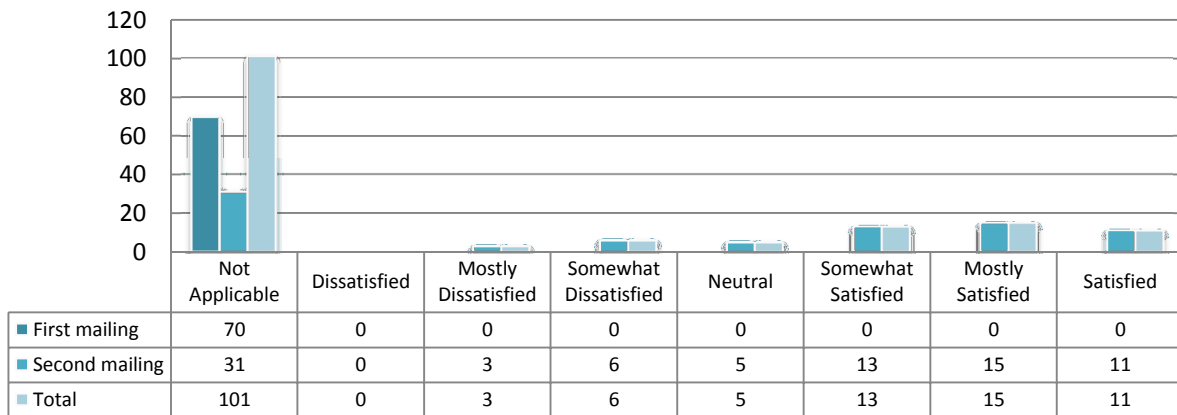
Q1. How satisfied are you with CHS-LA's processes for submitting a request for authorization/medical necessity review?



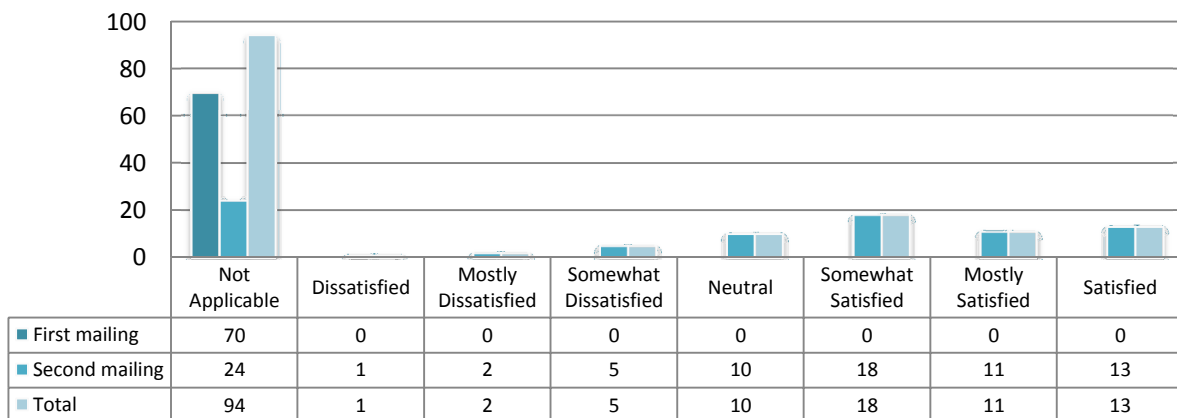
Q2. How satisfied are you with response time to request for authorization/medical necessity review?



Q3. How satisfied are you with appeal process of denied requests?



Q4. How satisfied are you with rationale for decisions?

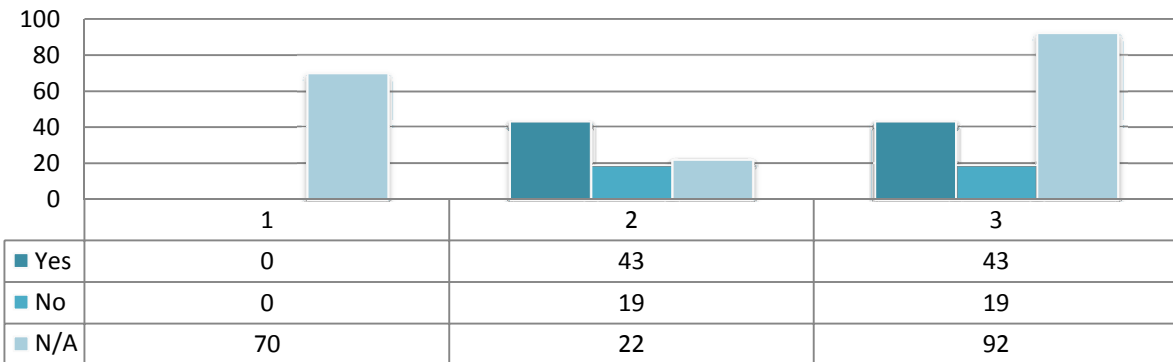


Patient-Centered Medical Home

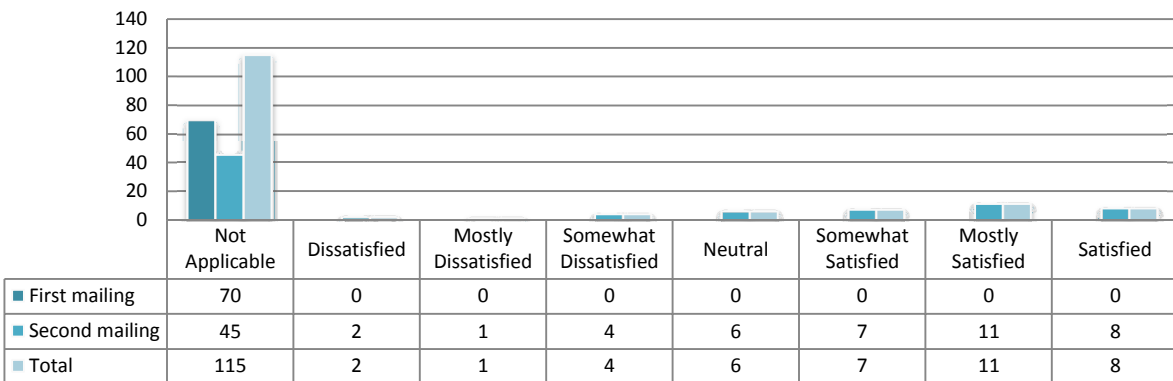
- 27.92% of providers reported believing that pursuing PCMH recognition is likely to lead to improved patient outcomes. If non-responders to the first mailing are removed from the total, the satisfaction rate increases to 51.19%.
- 16.88% of providers reported satisfaction with the technical support offered by CHS-LA during application for PCMH recognition. If non-responders to the first mailing are removed from the total, the satisfaction rate increases to 30.95%.
- 17.53% of providers reported satisfaction with the helpfulness of CHS-LA practice-specific data for completion of the PCMH application process. If non-responders to the first mailing are removed from the total, the satisfaction rate increases to 32.14%.

- 14.28% of providers reported satisfaction with CHS-LA’s PCMH incentives. If non-responders to the first mailing are removed from the total, the satisfaction rate increases to 26.19%.

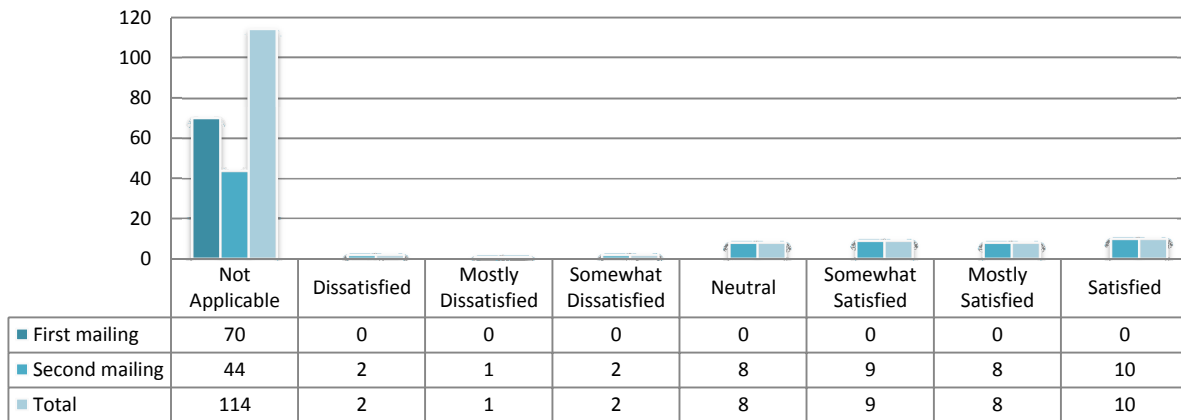
Q1. Do you believe that pursuing PCMH recognition is likely to lead to improved patient outcomes?



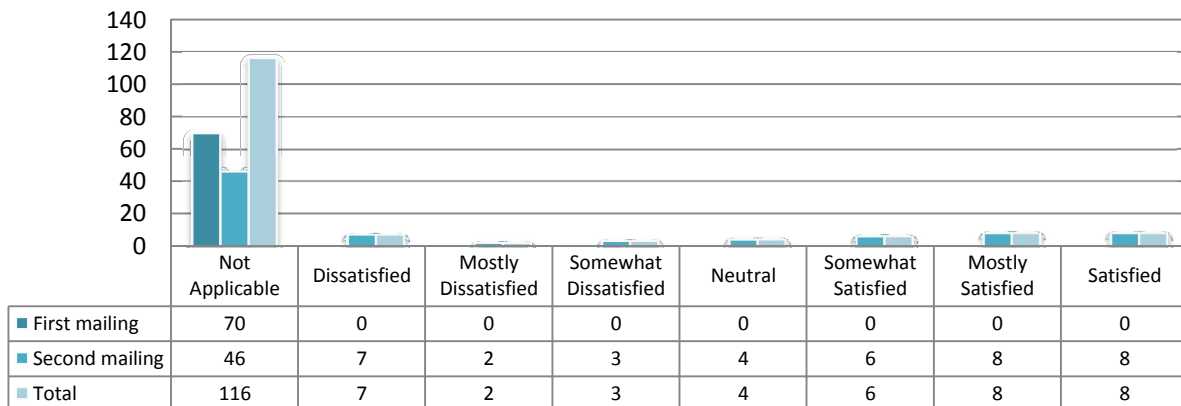
Q2. How satisfied are you with technical support offered by CHS-LA during application for PCMH recognition?



Q3. How helpful is CHS-LA practice-specific data to completion of the PCMH application process?



Q4. How satisfied are you with CHS-LA's PCMH incentives?



IV. Conclusion

Overall, response to the Provider Satisfaction Survey was low despite mass mailings, email, and fax blasts. The results we were able to obtain with an overall return rate of 11.79% is further complicated by the fact that the response rate through the course of the survey decreases. This decrease can be attributed to a few factors: 1. Length of the survey; 2. Unfamiliarity with question topic; and 3. Time/effort to complete and return the survey.

As stated above, provider responses to the survey beyond the first page steadily decreased. Many providers only returned the first page of the survey. First mailing responders showed a decrease in response beginning with the second question in the Claims Pre-Processing section. All responders showed a decrease in response beginning with the

Provider Communication section, with first mailing responses trickling to a mere 7.14%. Poor response rate to the Provider Communication section of the survey could also be attributed to lack of familiarity with the CHS-LA Care Management program, education of which is a focus for all contracted providers in the second quarter of 2013. In addition, attention is being directed to the content and format of our website to improve accessibility to information and necessary forms. Work is also being done to increase access to online forms and submissions. CHS-LA is also enhancing dissemination of a monthly newsletter via mass mailings, emails, and fax blasts this year.

Responses to the Provider Complaints, Utilization Management, and Patient-Centered Medical Home sections of the survey also display a marked decrease, most likely due to unfamiliarity with the CHS-LA complaint system, prior-authorization and pre-cert processes, PCMH recognition, and /or length of the survey. Efforts are also underway to focus on more education with providers about each of these areas.

CHS recommends truncating the survey to a more manageable and less time-consuming length in order to boost response rate. This could be accomplished by reducing the number of questions per section and/or combining questions. In addition, CHS intends to automate the survey process and result-gathering by hosting the survey online or implementing a web module on the CHS-LA website to retain sole control and usability of the data.