

Legend:

^ Competitive Ratings are based on the percentage of respondents who indicated UHC's performance is significantly/somewhat better. Individual blank cells indicate questions with extremely small base sizes (n<10).
 * Indicates data not sig tested due to small base size (n<30).
 ** Indicates small base size (n<50); interpret with caution.
 *** Indicates extremely small group base size (n<10); data not displayed (column will be blank).
 ▲ ▼ Indicates a significant difference at the 95% confidence level between 2012 national and health plan scores
 ▲ ▼ Indicates a significant difference at the 95% confidence level between 2010/2011 and 2012 scores.
 — Indicates questions without comparable trend data.
 ■ Primary focus areas ■ Secondary focus areas for improving satisfaction.

Overall Measures

Overall satisfaction with UnitedHealthcare (Q10)
 Likelihood to recommend to peers (Q11)
 Likelihood to recommend to patients (Q12)
 Likelihood to renew contract (Q13)

Pharmacy and Care Management

Ease of matching the patients' prescriptions to the treatment plan (Q26)
 Ease of inpatient admission notification process (Q27a)
 Timeliness of inpatient admission notification process (Q27b)
 Ease of prior authorization notification process (Q27c)
 Timeliness of prior authorization notification process (Q27d)
 Ease of notification process for radiology procedures and services (Q27e)
 Timeliness of notification process for radiology procedures and services (Q27f)
 Ease of review process for inpatient and outpatient procedures and services (Q27g)
 Timeliness of review process for inpatient and outpatient procedures and services (Q27h)
 Overall satisfaction with the notification process (Q28)

Reimbursement, Credentialing and Contracting

Competitiveness of reimbursement rates (Q23a)
 Presenting medical and reimbursement policies in a way that is easy to understand (Q23b)
 Consistency of medical and reimbursement policies (Q23c)
 Ease of initiating and completing the credentialing process (Q23d)
 Timeliness of the credentialing process (Q23e)
 Ease of the contracting process (Q23f)
 Timeliness of the contracting process (Q23g)
 Effective compensation structures beyond fee for service that reward for quality, efficiency, and patient outcomes (Q23h)

Communications

Providing easy access to information on reimbursement policy changes (Q19a)
 Providing easy access to information on medical policy changes (Q19b)
 Clarity of medical and reimbursement policies (Q19c)
 Consistency of applying medical and reimbursement policy criteria to claims (Q19d)
 Bi-monthly Network Bulletin on being an effective source of information (Q18)
 Letter volume (Q20a)
 Letter frequency (Q20b)
 Letter clarity (Q20c)

Network Account Manager (Contracting Representative)

Responsive and available to your practice (Q15a)
 Is able to address your concerns (Q15b)

Physician Advocate (Provider Relations Representative)

Responsive and available to your practice (Q16a)
 Is able to address your concerns (Q16b)

Medical Director (for Clinical Issues)

Responsive and available to your practice (Q17a)
 Is able to address your concerns (Q17b)

Specialty Network

Quality of UHC's specialty network (Q24)
 Accessibility of UHC's specialty network (Q25)

UnitedHealthcare Programs

Quality of clinical disease programs (Q29a)
 Quality of case management programs (Q29b)
 Quality of wellness programs (Q29c)
 Ease of finding information about clinical disease programs (Q30a)
 Ease of finding information about case management programs (Q30b)
 Ease of finding information about wellness programs (Q30c)
 Overall satisfaction with UnitedHealthcare programs (Q31)

Image

UHC is a trustworthy company (Q32a)
 UHC is easy to do business with (Q32b)
 Like UHC as a company and feel good about doing business with them (Q32c)
 UHC demonstrates social responsibility to the community (Q32d)
 UHC is leading the insurance industry in simplifying health care (Q32e)

Competitive Ratings^

UnitedHealthcare's performance is significantly/somewhat better than Aetna (Q14a)
 UnitedHealthcare's performance is significantly/somewhat better than WellPoint/Anthem BlueCross BlueShield (Q14b)
 UnitedHealthcare's performance is significantly/somewhat better than Local/Regional BlueCross BlueShield (Q14c)
 UnitedHealthcare's performance is significantly/somewhat better than Humana (Q14d)
 UnitedHealthcare's performance is significantly/somewhat better than CIGNA (Q14e)

**All Physicians
(Primary Care and Specialists)
(Top Box 8-10)**

UHC National	UHC Health Plan			
	2012	2012	2011	2010
2953	60		47**	78
	▲ ▼	Y1 ▲ Y2 ▲		

35	42	+2	+13	40**	29
39	40	-2	+3	42**	37
38	40	-6	+6	46**	34
66	72	-5	+6	77**	66

34	40	+6	+6	34**	34
41	47**	+9	38**	-	-
41	44**	+2	42**	-	-
35	39	+4	35**	-	-
36	41	+12	29**	-	-
36	42**	+8	+10	34**	32
36	41**	+7	34**	-	-
36	44**	+10	+17	34*	27**
35	37**	+5	32**	-	-
36	45	+3	+14	42**	31

29	43	-3	+8	46**	35
32	49**	-	-	-	-
32	49**	-	-	-	-
40	49**	+8	+8	41**	41
40	59**	+14	+16	45**	43
38	57**	+11	46**	-	-
38	50**	+7	43**	-	-
31	49**	+6	43**	-	-

32	42**	-	-	-	-
33	42**	-	-	-	-
31	36**	-	-	-	-
32	41**	-	-	-	-
33	36**	+8	+0	28**	36
36	43**	-	-	-	-
35	43**	-	-	-	-
38	46**	-	-	-	-

42	34*	-	-	-	-
41	33*	-	-	-	-

40	38*	-	-	-	-
40	41*	-	-	-	-

39	46*	-	-	-	-
38	42*	-	-	-	-

54	66**	+11	+13	55**	53
52	62**	+12	+14	50**	48

39	32*	-9	41*	-	-
40	34**	-3	37*	-	-
43	36**	-6	42*	-	-
38	45**	+11	34*	-	-
38	47**	+13	34*	-	-
40	47**	+6	41*	-	-
40	52**	+10	+22	42*	30**

39	51	+14	+8	37**	43
36	51	+13	+22	38**	29
36	50	+8	+16	42**	34
36	53	+17	+14	36**	39
30	42	+7	+14	35**	28

16	22	-1	+14	23**	8
13	22**	+13	+9	9**	13
10	14	+8	+9	6**	5
17	16	+1	+1	15**	15
13	20	+3	+15	17**	5

**All Physicians
(Primary Care and Specialists)
(Top Box 6-10)**

UHC National	UHC Health Plan				UHC National	UHC Health Plan			
	2012	2012	2011	2010		2012	2012	2011	2010
2953	60		47**	78	2079	51		37**	61
	▲ ▼	Y1 ▲ Y2 ▲				▲ ▼	Y1 ▲ Y2 ▲		

63	71	+9	+15	62**	56	66	74	+8	+17	66**	57
63	75	+13	+16	62**	59	65	77**	+11	+16	66**	61
61	76	+12	+20	64**	56	63	77**	+11	+19	66**	58
82	87	-2	+4	89**	83	84	88	-3	+0	91**	88

65	73	+4	+16	69**	57	66	70**	-3	+14	73**	56**
68	76**	-4	80**	-	70	75**	-13	88*	-	-	-
68	76**	-4	80**	-	70	75**	-13	88*	-	-	-
60	70	+1	69**	-	63	70**	-5	75*	-	-	-
61	69	+1	68**	-	64	69**	-5	74*	-	-	-
61	68**	-3	+10	71**	58	63	70**	-9	+11	79*	59**
61	68**	-3	71**	-	64	70**	-9	79*	-	-	-
60	66**	-6	+18	72*	48**	64	69**	-11	+22	80*	47**
61	65**	-4	69*	-	65	68**	-5	73*	-	-	-
63	73	-5	+19	78**	54	65	74**	-11	+21	85**	53**

57	53	-12	-1	65**	54	59	55**	-18	+0	73**	55
59	63**	-	-	65**	-	62	65**	-	-	-	-
59	63**	-	-	65**	-	62	65**	-	-	-	-
66	68**	-6	+4	74**	64	68	70**	-10	+7	80*	63**
66	71**	+0	+5	71**	66	68	75**	+0	+10	75*	65**
64	73**	+6	67**	-	67	77**	+3	74*	-	-	-
64	71**	+1	70**	-	67	75**	+0	75*	-	-	-
54	62**	-7	69**	-	56	63**	-14	77*	-	-	-

58	57**	-	-	60	57**	-	-	-	-	-	-
58	56**	-	-	59	56**	-	-	-	-	-	-
56	55**	-	-	58	55**	-	-	-	-	-	-
56	57**	-	-	59	57**	-	-	-	-	-	-
60	68**	-1	+8	69**	60	62	68**	-4	+5	72*	63**
62	64**	-	-	64	66**	-	-	-	-	-	-
62	64**	-	-	64	66**	-	-	-	-	-	-
64	67**	-	-	65	69**	-	-	-	-	-	-

61	64*	-	-	63	60*	-	-	-	-	-	-
59	59*	-	-	61	54*	-	-	-	-	-	-

59	76*	-	-	62	74*	-	-	-	-	-	-
57	75*	-	-	60	73*	-	-	-	-	-	-

61	73*	-	-	64	71*	-	-	-	-	-	-
58	71*	-	-	62	70*	-	-	-	-	-	-

77	77**	-11	+3	88**	74	78	78**	-16	+1	94**	77**
75	76**	-1	+1	77**	75	76	77**	-4	+0	81**	77**

67	66*	-12	78*	-	68	69*	-13	82*	-	-	-
66	68**	-8	76*	-	68	71*	-12	83*	-	-	-
70	69**	-9	78*	-	71	72*	-9	81*	-	-	-
63	74**	+0	74*	-	64	75*	-1	76*	-	-	-
64	75**	+0	75*	-	65	76*	-1	77*	-	-	-
66	74**	+0	74*	-	67	77**	+1	76*	-	-	-
68	82**	+8	+26	74*	56**	69	80**	+1	+22	79*	58*

66	83	+16	+15	67**	68	68	83	+13	+13	70**	70
61	76	+11	+21	65**	55	64	77	+10	+23	68**	55
62	77	+12	+23	65**	54	63	78	+10	+24	68**	54
59	73	+5	+18	68**	55	60	74	+6	+16	68**	58
52	64	-1	+17	65**	47	54	64	-2	+15	66**	49

32	43	-1	+20	44**	23	32	44**	+6	+21	38**	23
29	46**	+5	+23	41**	23	29	48**	+9	+23	39*	25**
24	28	+7	+12	21**	16	24	30	+13	+13	17**	17
36	45	-5	+16	50**	29	37	47**	-3	+18	50**	29
30	49	+0	+28	49**	21	32	49**	-2	+28	51**	21