

# 2023 Provider Satisfaction Survey results

## Background

UnitedHealthcare Community Plan of Maryland is committed to improving provider satisfaction. To assess our performance, we evaluate data from the Maryland Department of Health (MDH) Provider Satisfaction report, the Division of HealthChoice Care Coordination/Complaint Resolution and UnitedHealthcare's Grievance Appeals and Complaint (GAC) reports to identify opportunities for improving provider satisfaction. The data is evaluated and presented to the Service Quality Improvement Subcommittee (SQIS), Provider Advisory Committee (PAC), and Quality Management Committee (QMC).

The provider survey measures how well Managed Care Organizations (MCOs) are meeting network primary care provider expectations and needs. From this survey, UnitedHealthcare can determine PCP ratings of and experiences with the MCOs. Based on PCP experiences, potential opportunities for improvement are identified.

## Goal

- To meet or exceed the HealthChoice Aggregate benchmark
- To exceed the UnitedHealthcare rate compared to the prior year

## Method:

MDH selected the Center for the Study of Services (CSS), a National Committee for Quality Assurance (NCQA) certified vendor, to conduct the 2023 Provider Satisfaction Survey. CSS administered this survey to PCPs participating in Maryland's Medicaid managed care program, HealthChoice, using a mixed methodology that included mail, email and fax. Non-respondents were contacted by phone.

Between March 2023 and June 2023, 1,733 network PCPs were selected to participate in the survey, and 173 PCPs completed the survey. This resulted in a 10.3% response rate compared to 2022's response rate of 12.05%, yielding a 1.7% decrease.

**Note:** + = The UnitedHealthcare 2023 rate is above the 2023 HealthChoice Aggregate  
- = The UnitedHealthcare 2023 rate is below the 2023 HealthChoice Aggregate

Composite measure & contributing questions	2023 UnitedHealthcare results	2023 Aggregate results	2022 UnitedHealthcare results	2022 Aggregate results
<b>Claims composite</b>	<b>37.5%↓</b>	<b>53.5%</b>	<b>44.5%↓</b>	<b>52.8%</b>
• Accuracy of claims processing	40.8%↓	56.7%	48.7%↓	56.5%
• Timeliness of initials processing	39.2%↓	57.1%	50.3%↓	57.2%
• Timeliness of adjustments/ appeals claims processing	32.4%↓	46.6%	34.5%↓	44.9%
<b>Prior authorization composite</b>	<b>24.0%↓</b>	<b>41.5%</b>	<b>41.6%↓</b>	<b>46.9%</b>
Timeliness of obtaining authorization of outpatient services	23.1%↓	38.1%	35.3%↓	43.7%
Overall experience in obtaining prior authorization of outpatient services	21.7%↓	38.8%	37.2%↓	44.2%
Timeliness for obtaining authorization of inpatient services	28.2%↓	45.7%	48.9%↓	52.8%
Overall experience in obtaining prior authorization of inpatient services	25.0%↓	45.9%	50.0%↓	53.1%
Timeliness of obtaining authorization for medications	25.0%↓	40.5%	41.0%↓	44.9%
Overall experience in obtaining prior authorization for medications	20.7%↓	38.6%	37.2%↓	42.7%
<b>Customer service/ provider relations composite</b>	<b>31.6%↓</b>	<b>50.2%</b>	<b>41.7%↓</b>	<b>52.7%</b>
• Process for obtaining member eligibility information	50.6%↓	62.4%	55.1%↓	63.8%
• Quality of written communication, policy bulletins and manuals	35.8%↓	55.0%	43.8%↓	56.5%
• Ease of contacting the correct customer service representative	28.0%↓	47.5%	39.5%↓	50.2%
• Timeliness and courtesy of the health plan's provider relations/customer service	30.6%↓	50.5%	40.1%↓	54.1%
• Accuracy of responses and/or ability to resolve problems	28.4%↓	47.8%	35.5%↓	49.5%
• Accuracy and accessibility of drug formulary and formulary updates	28.5%↓	46.2%	38.1%↓	48.3%
• Overall, how would you rate Customer Service/Provider Relations	27.6%↓	49.2%	45.2%↓	55.9%
• How would you rate the number and quality of specialists in the network	23.3%↓	43.2%	36.2%↓	43.6%
<b>Overall satisfaction composite</b>	<b>65.4%↓</b>	<b>83.4%</b>	<b>72.7%↓</b>	<b>84.6%</b>
• Overall satisfaction with UnitedHealthcare	60.8%↓	77.6%	65.5%↓	76.9%
• Would you recommend UnitedHealthcare to patients	67.5%↓	86.2%	76.5%↓	88.6%
• Would you recommend UnitedHealthcare to physicians	67.9%↓	86.5%	76.3%↓	88.4%
<b>Overall rating for coordination of care care management</b>	<b>34.5%↓</b>	<b>44.8%</b>	<b>41.0%↓</b>	<b>49.9%</b>
<b>What percentage of your scheduled specified MCO appointments are "no show" appointments each week (*inverse measure*)</b>	<b>85.0%↓</b>	<b>82.0%</b>	<b>86.2%↓</b>	<b>83.5%</b>

Loyalty analysis			
Year	Loyal	Indifferent	Not loyal
2023	19.3%	74.5%	6.2%
2022	32.1%	62.9%	5.0%
2021	21.1%	73.0%	5.9%

**PCP loyalty analysis is performed by examining responses to the following questions:**

- Q 22. What is your overall satisfaction with *specified MCO*?
- Q 23. Would you recommend *specified MCO* to patients?
- Q 24. Would you recommend *specified MCO* to other physicians?

All physicians used in this analysis need to have provided a valid response to all 3 questions. A physician is considered loyal if they provided the following 3 combination of responses:

	Overall satisfaction with specified MCO	Would recommend specified HealthChoice MCO to patients (Q23)	Would recommend specified HealthChoice MCO to other physicians (Q24)
1	Very satisfied	Definitely yes	Definitely yes
2	Very satisfied	Definitely yes	Probably yes
3	Very satisfied	Probably yes	Definitely yes

A physician is considered **not loyal** if they provided the following 3 combinations of responses:

	Overall satisfaction with specified MCO	Would recommend specified HealthChoice MCO to patients (Q23)	Would recommend specified HealthChoice MCO to other physicians (Q24)
1	Very dissatisfied	Definitely not	Definitely not
2	Very dissatisfied	Definitely not	Probably not
3	Very dissatisfied	Probably not	Definitely not

## Summary:

### UnitedHealthcare 2023 rate:

- Did not meet or exceed any HealthChoice aggregate rates for composite or attributed measures
- Did not improve in any composite or attributed measures compared to the prior year

### Composite or attributed measures with the largest decrease from the prior year:

- Overall experience in obtaining prior authorization of inpatient services (25.0 percentage points)
- Timeliness for obtaining authorization of inpatient services (20.7 percentage points)
- Prior authorization composite (17.6 percentage points)
- Overall, how would you rate Customer Service/Provider Relations (17.6 percentage points)
- Overall experience in obtaining prior authorization for outpatient service (16.5 percentage points)
- Timeliness of obtaining authorization for medications (16.0 percentage points)
- Timeliness of initial claims processing (11.1 percentage points)

### Recommendations:

- Continue the provider satisfaction work group
- Each measure owner develops interventions to address the area(s) identified for improvement
  - Each intervention has a measurable goal to determine interventions effectiveness as well as a remediation plan is goal is not met
- The measure owner submits the selected interventions including goals to the work group facilitator
- The interventions and goals are used to develop the provider satisfaction work plan
- The work plan is presented quarterly to the appropriate quality committees