



2017 Mercy Care Provider Satisfaction Survey results: Acute

Composites/Attributes	Summary Rate Definition	2017 Top 3 Summary Rates		Mercy Care Plan Trend Data Top 3 Summary Rates	
		Mercy Care Plan	All Other Medicaid/Medicare HMOs	2016	2015
Call Center/Medical Services	Excellent, Very good, or Good	93.7%	90.8%	94.4%	91.6%
Provider Relations		86.0%	83.5%	82.8%	82.0%
Network		85.9%	78.0%	75.2%	76.0%
Utilization & Quality Management		83.9%	78.4%	78.6%	80.5%
Finance Issues		80.4%	72.8%	77.2%	72.6%
Pharmacy and Drug Benefits		83.9%	75.9%	77.4%	83.8%
Cultural Competence or Interpretive Services	Rarely/Never	71.4%	NA	74.8%	74.8%
Overall Satisfaction and Loyalty³		94.5%	NA	90.0%	89.4%
Recommend to other physicians' practices	Definitely or Probably Yes	97.0%	NA	94.0%	93.2%
Recommend to other patients		96.9%	NA	90.8%	93.4%
Overall satisfaction	Very/Smwt Satisfied	89.6%	82.7%	85.2%	81.5%