



## 2019 Mercy Care Long Term Care Provider Satisfaction Survey results

Composites/Attributes	2019 Summary Rates	2018 Summary Rates	*	2018 SPH Medicaid BoB Summary Rates <sup>3</sup>	**
<b>Overall Satisfaction with Mercy Care Plan</b>	<b>78.4%</b>	<b>NA</b>		<b>66.6%</b>	
All Other Plans (Comparative Rating)	70.2%	NA		32.9%	↑
Finance Issues	56.0%	NA		28.6%	↑
Utilization and Quality Management	49.0%	NA		30.5%	↑
Network/Coordination of Care	41.5%	NA		27.9%	
Pharmacy	40.4%	NA		21.4%	
Health Plan Call Center Service Staff	44.0%	NA		35.3%	
Provider Relations	47.4%	NA		34.6%	
Recommend to Other Physicians' Practices	85.7%	NA		83.2%	

\*↓↑ Indicates a significant difference when compared to previous years (if applicable).

\*\*↓↑ Indicates a significant difference when compared to the 2018 SPH Analytics Medicaid Book of Business.