



## 2020 Mercy Care Provider Satisfaction Survey results

Composites/Attributes	2020 Summary Rates	2019 Summary Rates	*	2018 SPH Medicaid BoB Summary Rates <sup>2</sup>	**
<b>Overall Satisfaction with Mercy Care</b>	<b>84.9%</b>	<b>81.7%</b>		<b>66.6%</b>	↑
All Other Plans (Comparative Rating)	52.0%	49.6%		32.9%	↑
Finance Issues	42.6%	40.8%		28.6%	↑
Utilization and Quality Management	44.2%	40.7%		30.5%	↑
Network/Coordination of Care	45.8%	43.5%		27.9%	↑
Pharmacy	31.6%	23.4%		21.4%	↑
Health Plan Call Center Service Staff	48.7%	42.6%		35.3%	↑
Provider Relations	41.5%	29.9%		34.6%	
Recommend to Other Physicians' Practices	93.3%	95.8%		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.