



# 2023 Provider Satisfaction LTC Survey Results

Patricia Weidman, Director, Network  
Management



# LTC Provider Satisfaction Survey

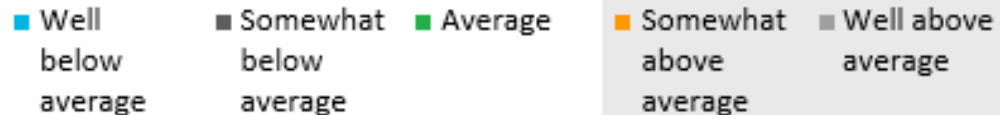
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# Background and Objectives

## Background

- Survey targets providers to measure their satisfaction with Mercy Care
- Information obtained allows Mercy Care to measure how well we are meeting providers' expectations and needs
- Report summarizes the results and assists us in identifying plan strengths and opportunities

## Summary Rates



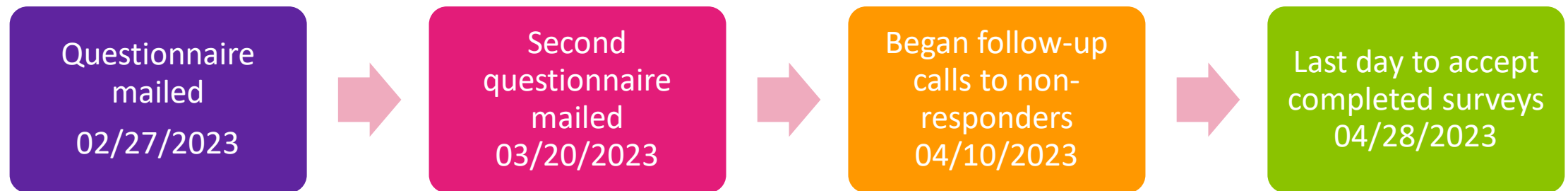
## Composites included in the survey:

- Overall satisfaction
- All Other Plans (comparative rating)
- Finance issues
- Utilization and Quality Management
- Network/Coordination of Care
- Pharmacy
- Health Plan Call Center staff
- Provider Relations

## Benchmark

All core measures are compared to the 2022 Press Ganey Medicaid Book of Business, as well as the 2022 Press Ganey Aggregate Book of Business.

# Methodology



2022 Completed Surveys						
Provider type	Sample size	Mail	Phone	Internet	Total	Response rate
PH Professional	583	6	17	8	31	5.3%
BH Professional	18	3	1	0	4	22.2%
Facilities and other LTC Provider Types	302	28	26	27	81	26.8%
<b>Total</b>	<b>903</b>	<b>37</b>	<b>44</b>	<b>35</b>	<b>116</b>	<b>12.8%</b>

# Dashboard – Key Findings

Changes from last year



## TRENDING UP

Measures that increased significantly from 2022

None of the measures increased significantly



## TRENDING DOWN

Measures that decreased significantly from 2022

1. Rating of Mercy Care LTC compared to all other contracted health plans
2. Consistency of reimbursement fees with your contract rates
13. Quality of specialists in the network
14. Timeliness of feedback/reports from specialists
16. Extent to which formulary reflects current standards of care
19. Availability of comparable drugs to substitute those not included in the formulary

Measure Name	2023 Summary Rate Score	2022 PG Medicaid BoB %tile
<b>Would Recommend</b> <i>(%Yes)</i>	<b>90.7%</b>	<b>68<sup>th</sup></b>
<b>All Other Plans (Comparative Rating)</b> <i>(%Well or Somewhat above average)</i>	<b>49.1%</b>	<b>84<sup>th</sup></b>
<b>Overall satisfaction</b> <i>(%Completely or Somewhat Satisfied)</i>	<b>78.6%</b>	<b>82<sup>nd</sup></b>
<b>Finance Issues</b> <i>(%Well or Somewhat above average)</i>	<b>48.0%</b>	<b>88<sup>th</sup></b>
<b>Utilization and Quality Management</b> <i>(%Well or Somewhat above average)</i>	<b>48.8%</b>	<b>89<sup>th</sup></b>
<b>Network/Coordination of Care</b> <i>(%Well or Somewhat above average)</i>	<b>39.0%</b>	<b>83<sup>rd</sup></b>
<b>Pharmacy</b> <i>(%Well or Somewhat above average)</i>	<b>27.9%</b>	<b>60<sup>th</sup></b>
<b>Health Plan Call Center Service Staff</b> <i>(%Well or Somewhat above average)</i>	<b>47.4%</b>	<b>87<sup>th</sup></b>
<b>Provider Relations</b> <i>(%Well or Somewhat above average)</i>	<b>53.3%</b>	<b>93<sup>rd</sup></b>

**Overall Satisfaction Score: 78.6%**

**Would Recommend: 90.7%**

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SatisAction™ KEY DRIVER STATISTICAL MODEL  
Key Drivers of Overall Satisfaction with Health Plan

## POWER

(Top 6)

Promote and Leverage Strengths

- 2 Consistency of reimbursement fees with your contract rates
- 8 Timeliness of obtaining pre-certification/referral/authorization information
- 23 Overall satisfaction with health plan's call center service
- 10 Access to Case/Care Managers from this health plan
- 20 Ease of reaching health plan call center staff over the phone
- 7 Procedures for obtaining pre-certification/referral/authorization information

## OPPORTUNITY

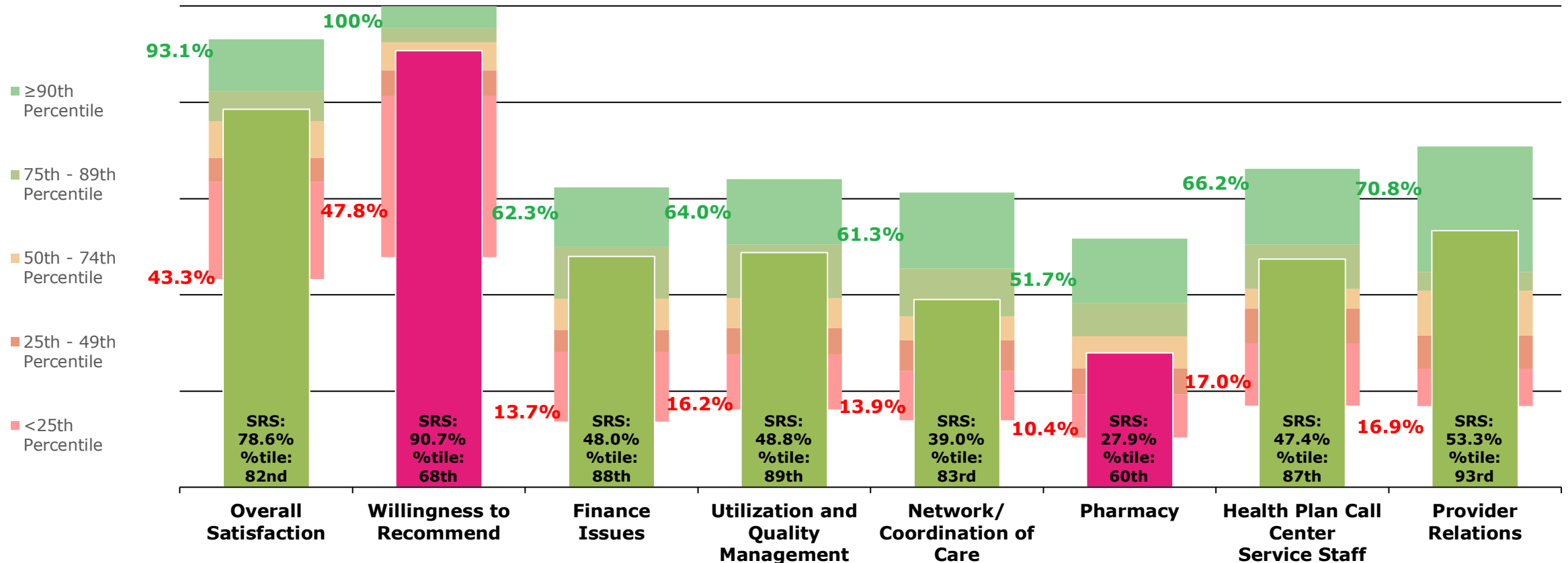
Focus Resources on Improving Processes That Underlie These Items

None of the measures are considered to be areas of opportunity

# Composite and Key Question Summary

## COMPARISON RELATIVE TO PG Medicaid BOOK OF BUSINESS

The graph below shows how Mercy Care LTC scores compare to the distribution of scores in the 2022 PG Medicaid Book of Business. Mercy Care LTC is performing above the 75<sup>th</sup> percentile for all but two measures. On the other measures, Mercy Care LTC is performing above the median.



**Green** bar = Mercy Care LTC performing at or above the 75<sup>th</sup> percentile

**Red** bar = Mercy Care LTC performing below the 25<sup>th</sup> percentile

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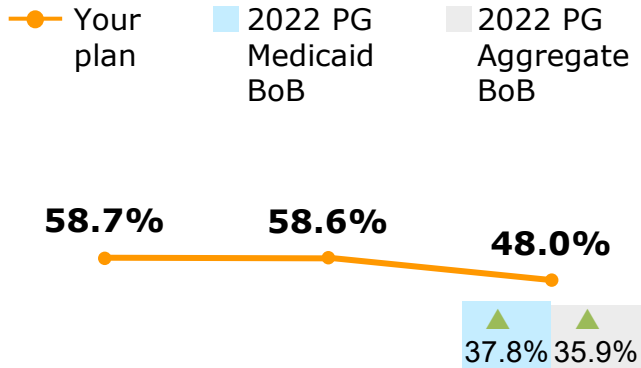


# Finance

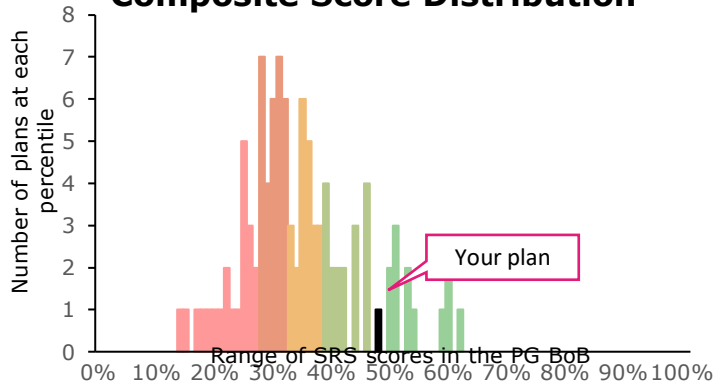
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# Finance Issues

## Composite Summary Rate Score



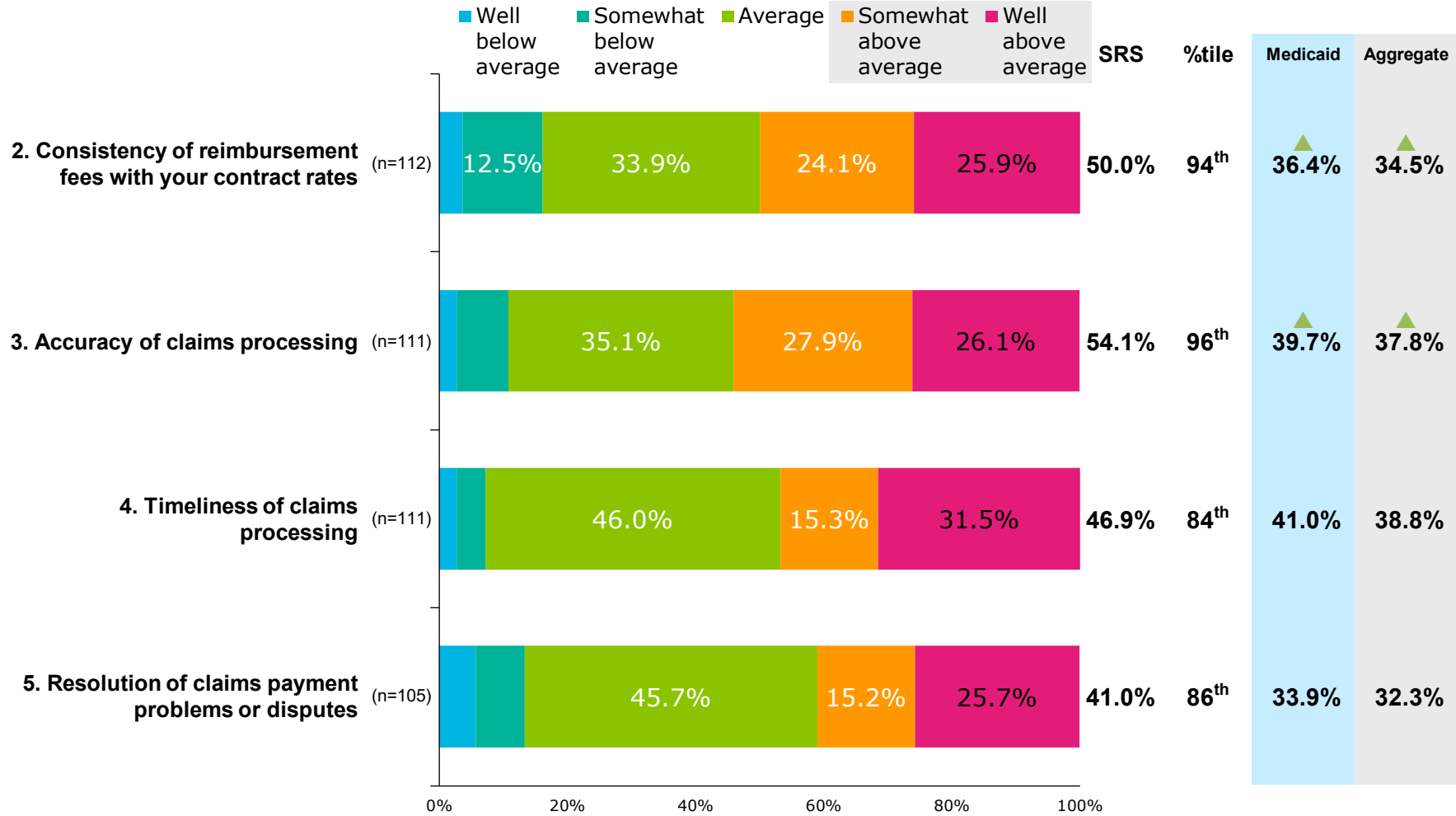
## 2022 Medicaid BoB Composite Score Distribution



The black marker indicates your plan's percentile ranking within the PG Medicaid BoB. The percentile range represented by each color are defined below.



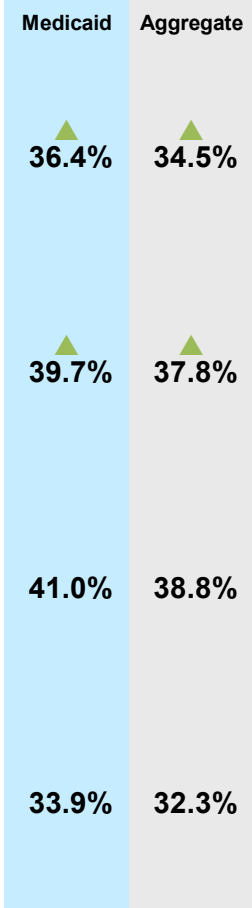
## 2023 Attribute Response Distributions



### Significance Testing

↑ Score is significantly higher or lower than the previous year's score. ↓ 2023 score is significantly higher or lower than the respective benchmark score.  
# 2023 score is significantly higher or lower than the 2020 score.

## 2022 PG BoB







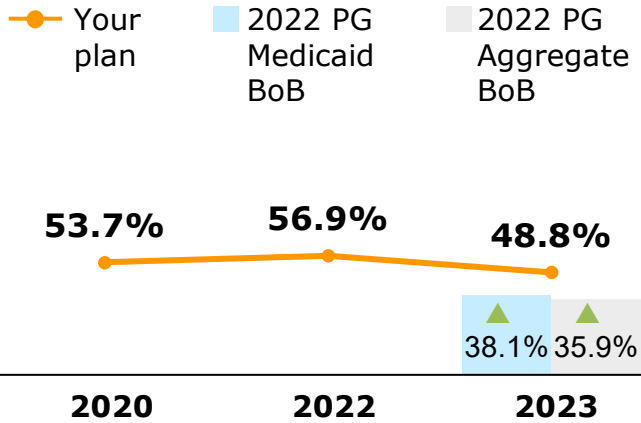
# Utilization and Quality Management

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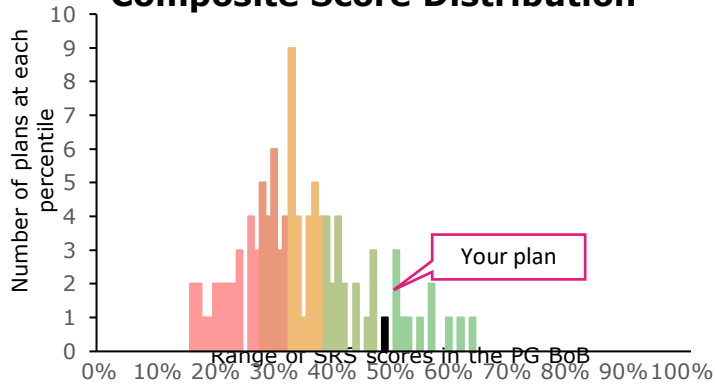


# Utilization and Quality Management

## Composite Summary Rate Score



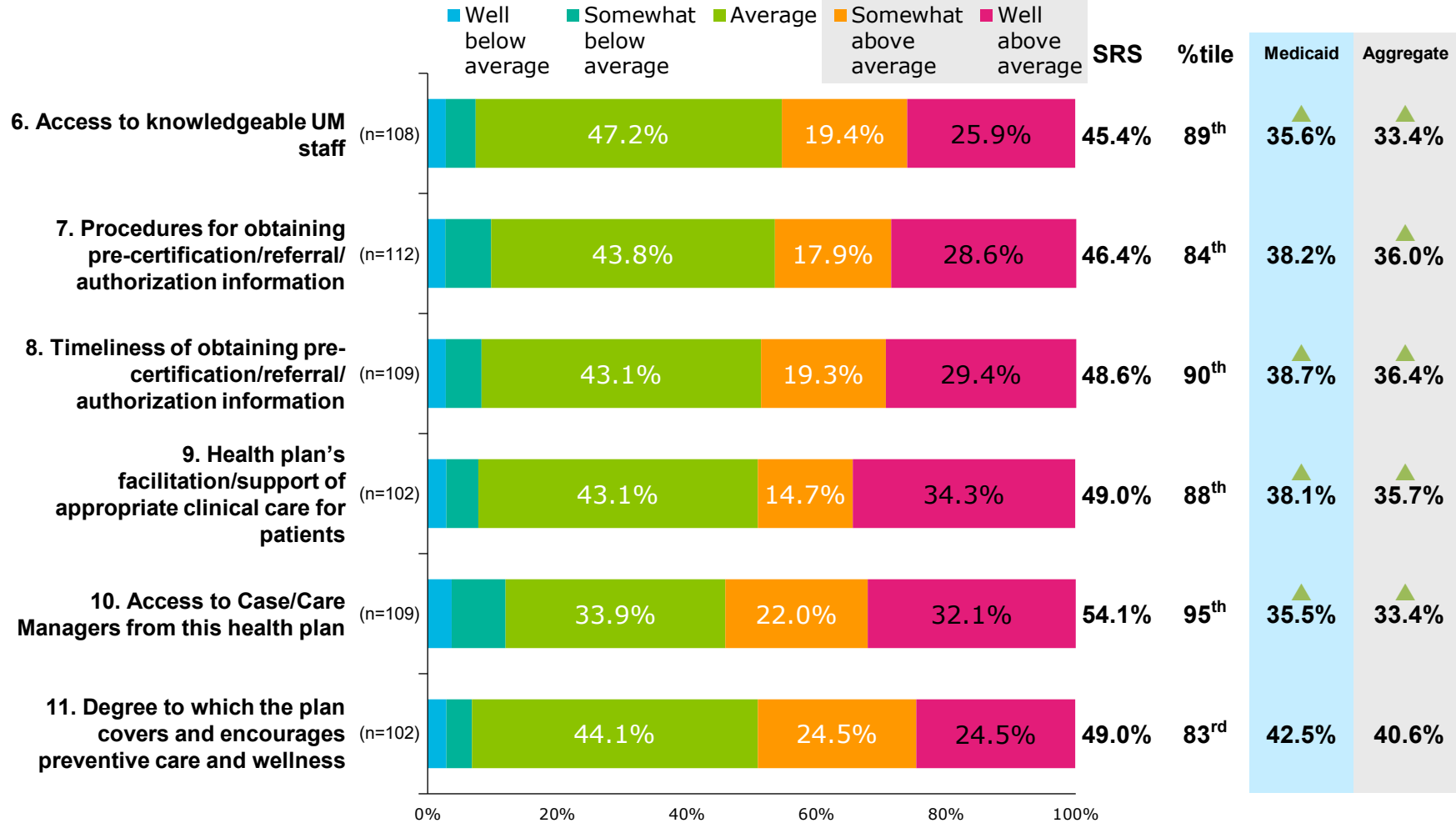
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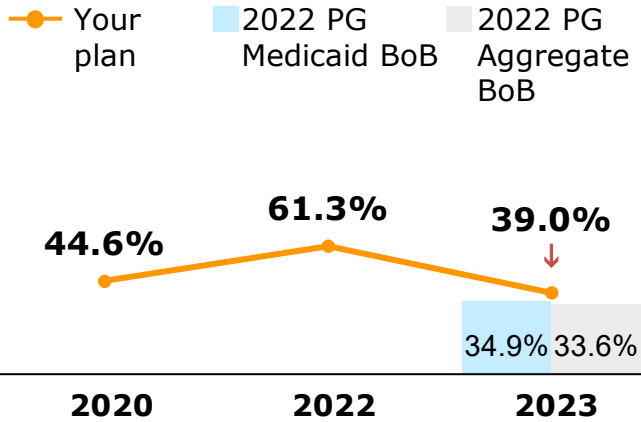


# Network/Coordination of care

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# Network/Coordination of Care

## Composite Summary Rate Score



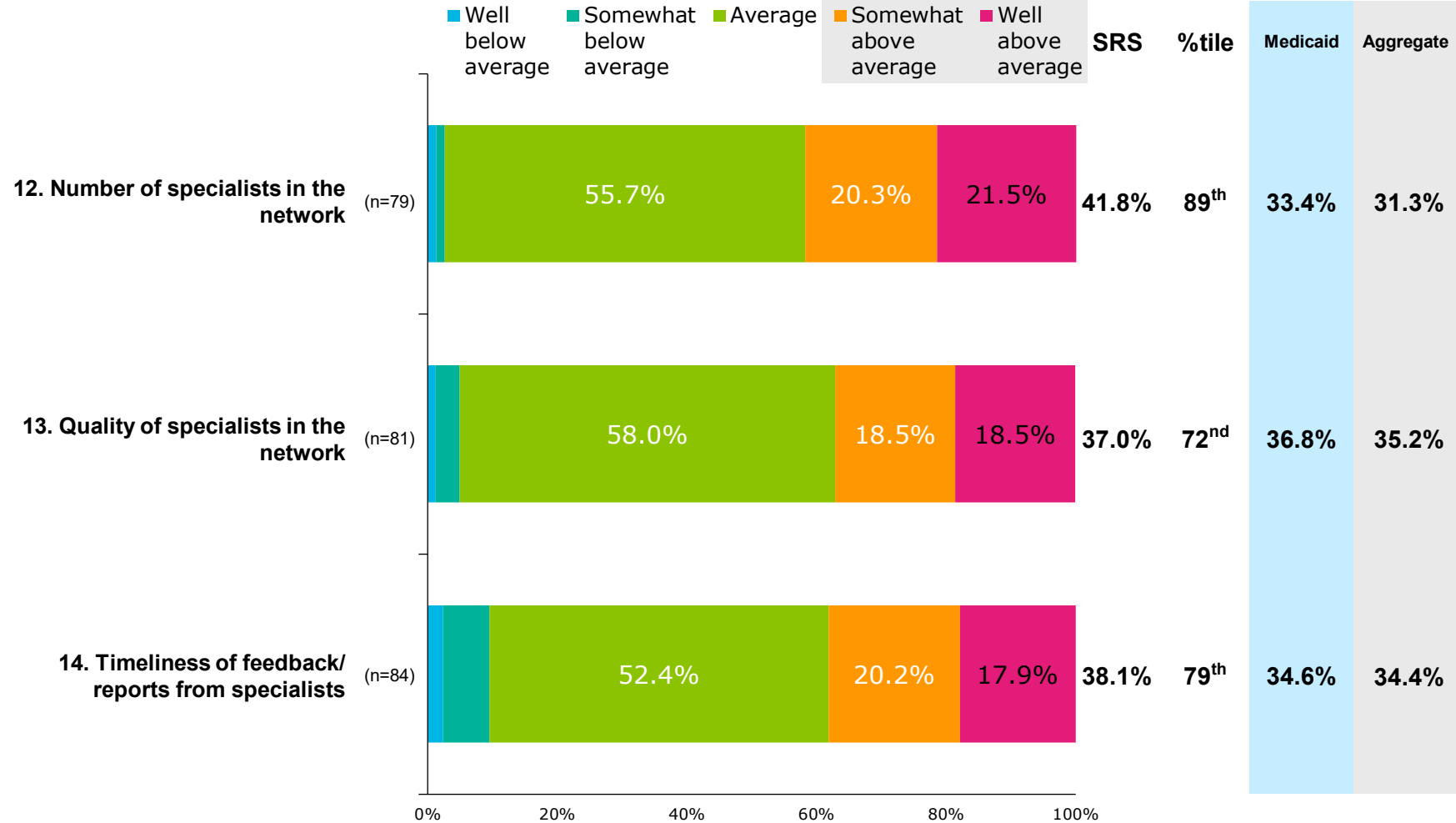
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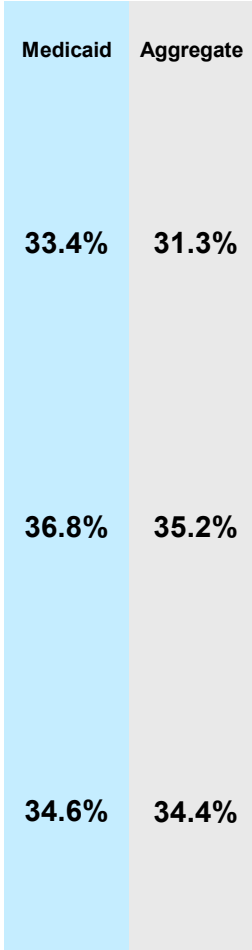
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## 2022 PG BoB





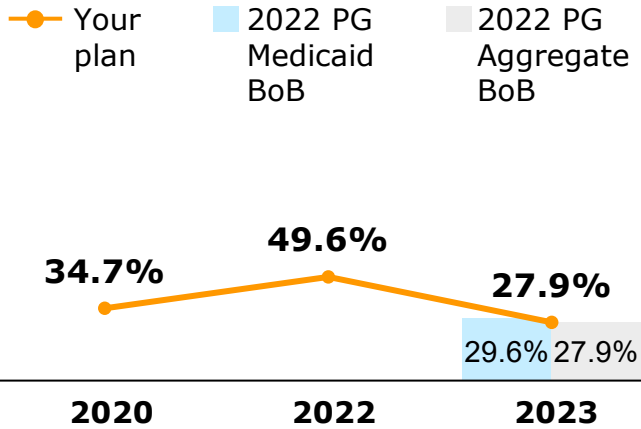
# Pharmacy

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# Pharmacy

## Composite Summary Rate Score



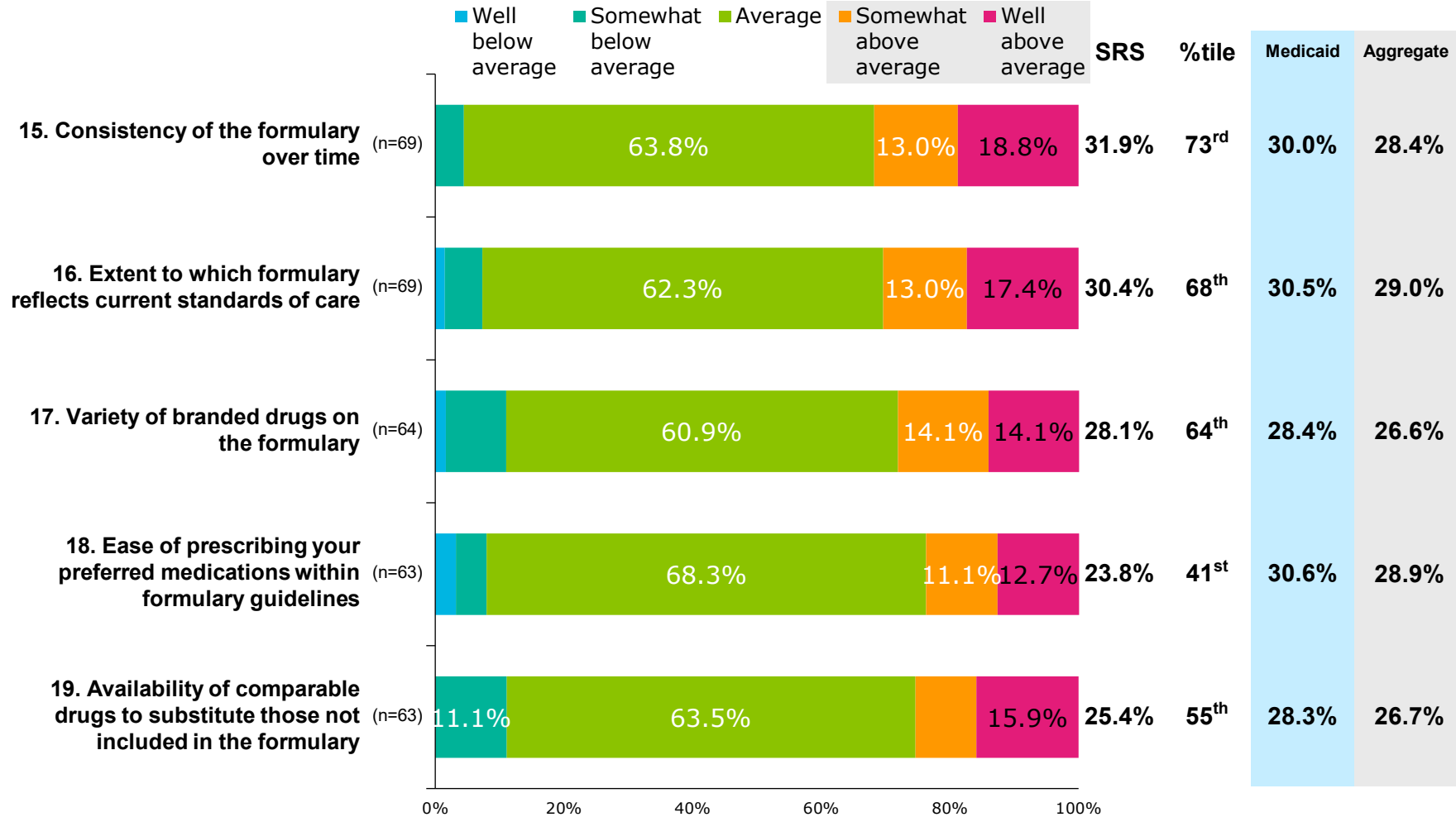
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## 2022 PG BoB

Medicaid	Aggregate
30.0%	28.4%
30.5%	29.0%
28.4%	26.6%
30.6%	28.9%
28.3%	26.7%



mercy care



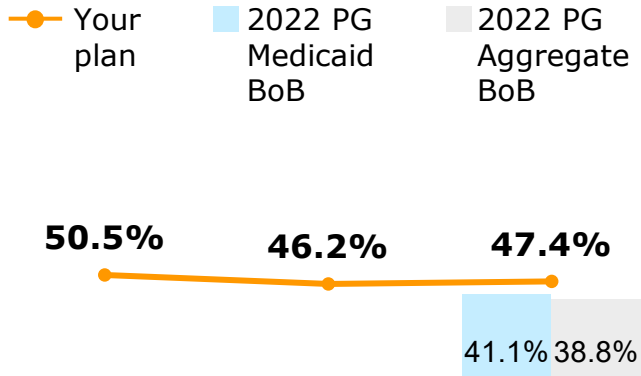
# Health Plan Call Center staff

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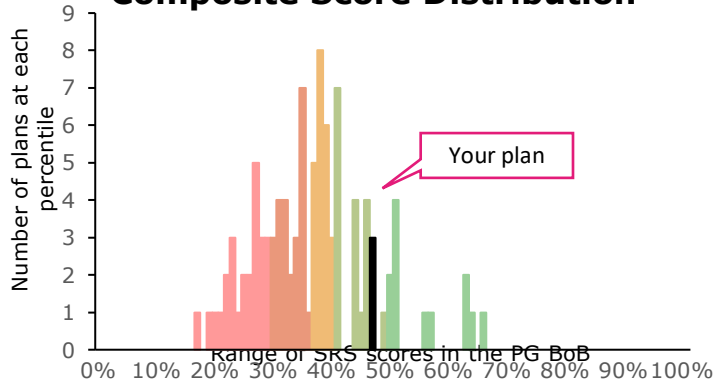


# Health Plan Call Center Service Staff

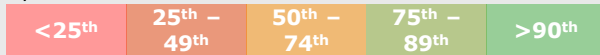
## Composite Summary Rate Score



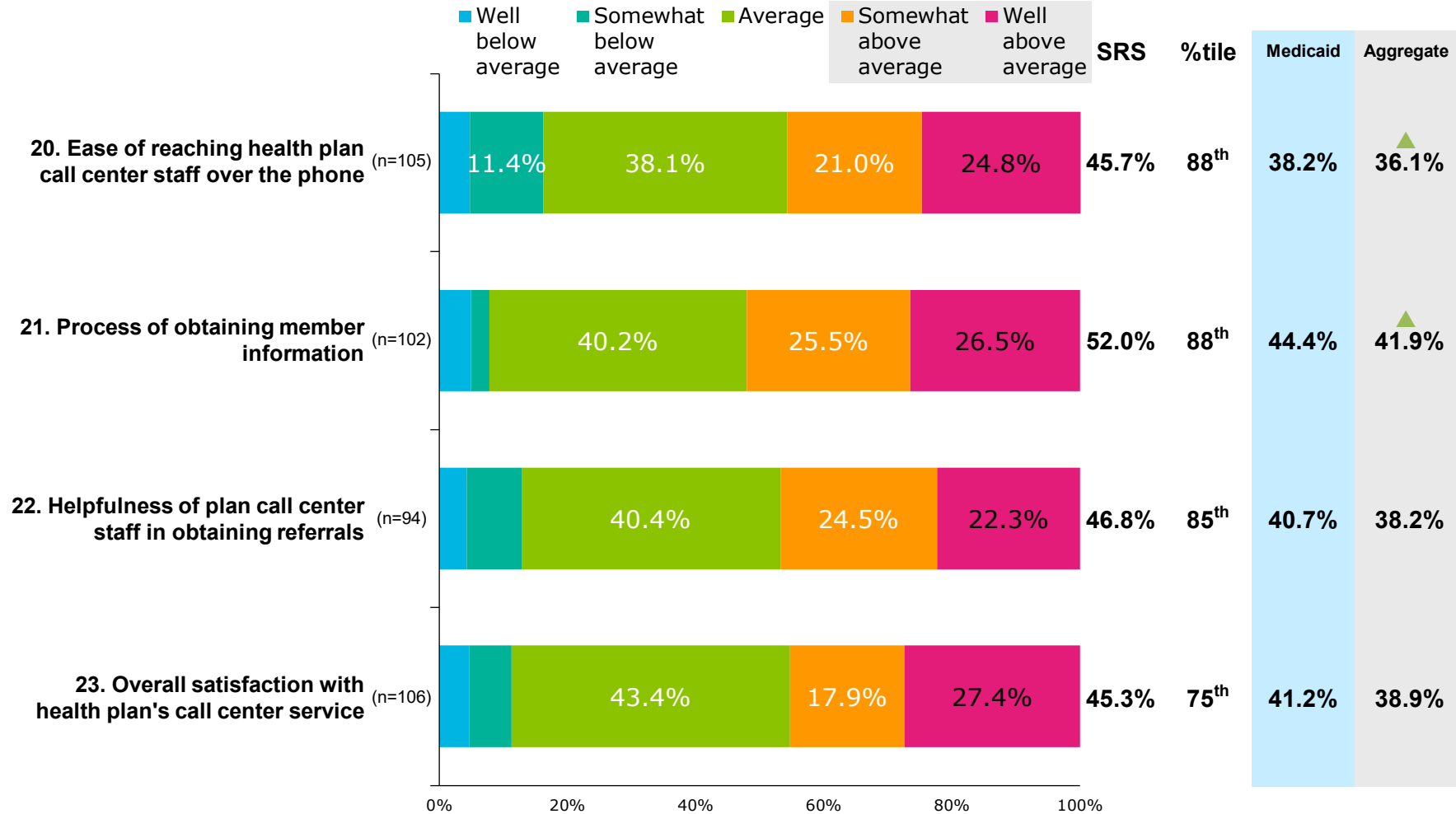
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## 2022 PG BoB

Attribute	2022 PG Medicaid BoB	2022 PG Aggregate BoB
20. Ease of reaching health plan call center staff over the phone	38.2%	36.1%
21. Process of obtaining member information	44.4%	41.9%
22. Helpfulness of plan call center staff in obtaining referrals	40.7%	38.2%
23. Overall satisfaction with health plan's call center service	41.2%	38.9%







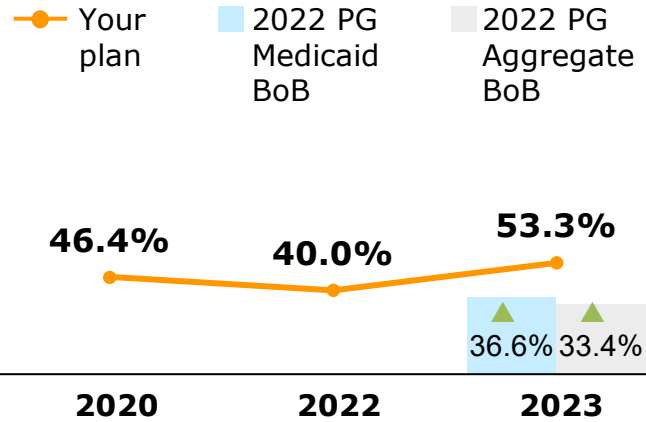
# Provider Relations

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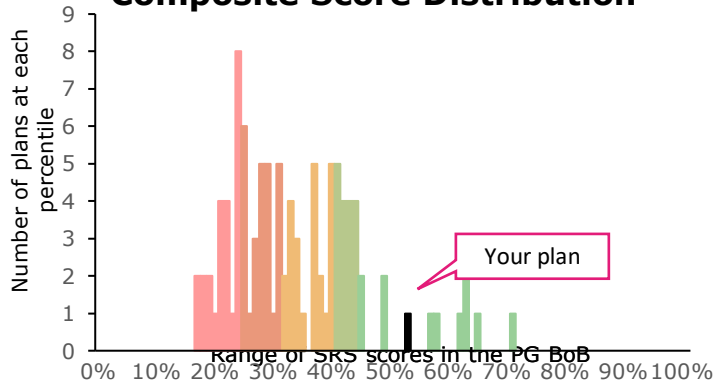


# Provider Relations

## Composite Summary Rate Score



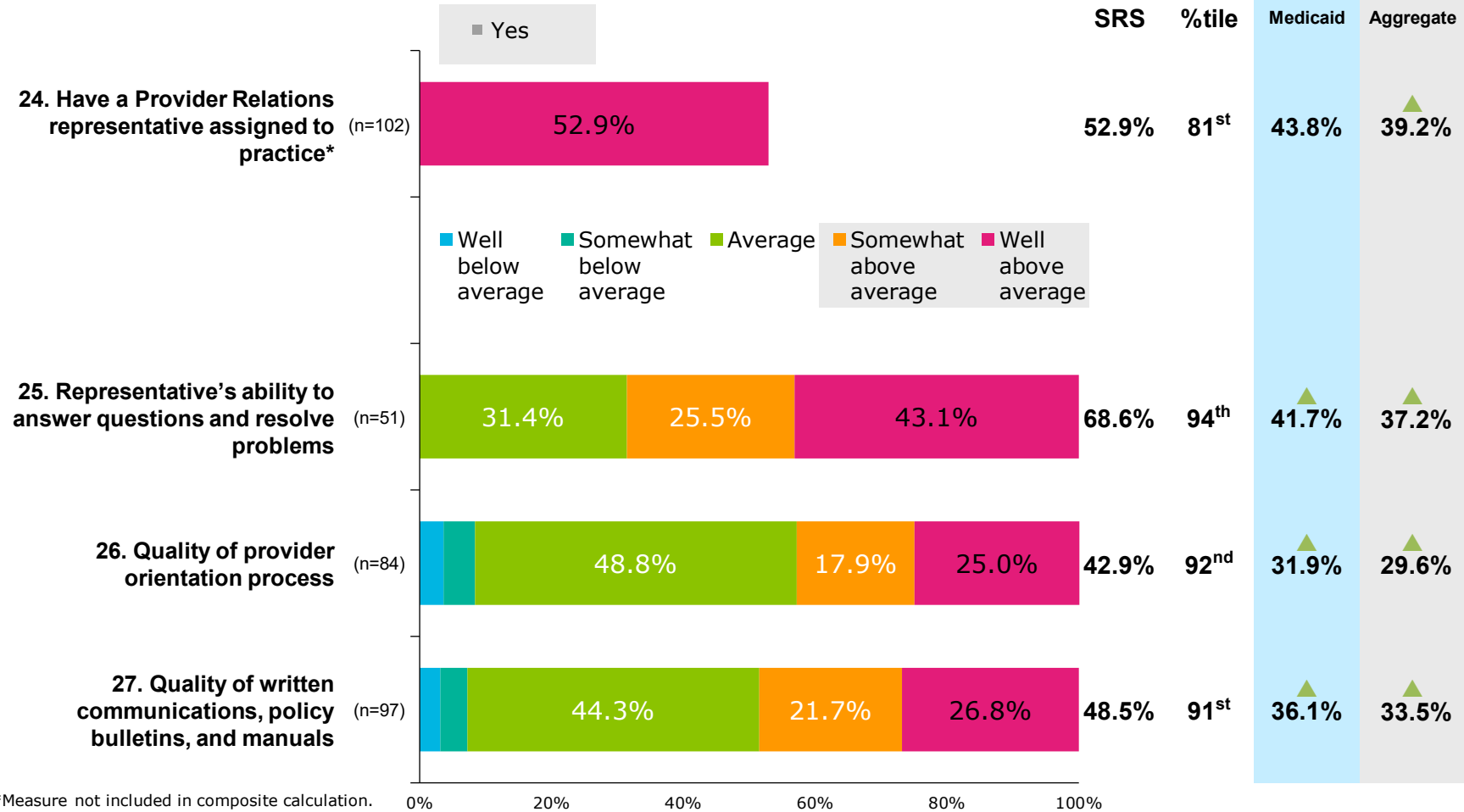
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## 2023 Attribute Response Distributions



\*Measure not included in composite calculation.

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# Overall satisfaction

Question	2023	2022	2020
28. Would you recommend Mercy Care to other physicians' practices?	90.7	72.2%	63.5%
29. Please rate your overall satisfaction with each of the following health plans: A. Mercy Care	78.6	76.3%	84.9%

# Questions?

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# Thank you



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