

# OPERATIONS UPDATE

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## AHCCCS Provider Claims Survey 2015

# Provider Claims Survey

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- Survey was developed using web-based provider of survey solutions, *Survey Monkey*
- Utilized the same methodology and questions as the 2014 survey
- Survey for Acute Care, CRS, and ALTCS EPD
- Available on the web 9/24/15 – 10/25/15

# Survey Questions

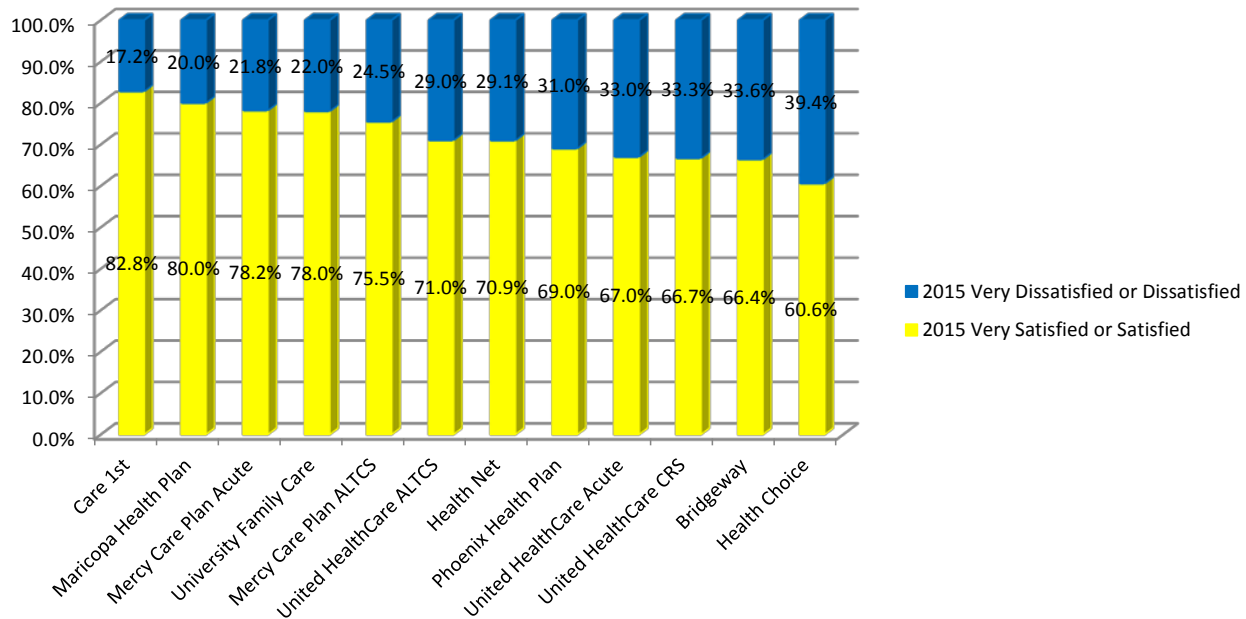
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- How satisfied are you with this Health Plan's processing of your initial claims?
- How satisfied are you with this Health Plan's resolution of your claims issues?
- How satisfied are you with this Health Plan's timeliness of resolution of your claims issues?
- How satisfied are you with this Health Plan's Claims Customer Service Department?
- How satisfied are you with this Health Plan's Provider Services Staff?

# How Health Plans Compare

## Provider Claims Survey September 2015

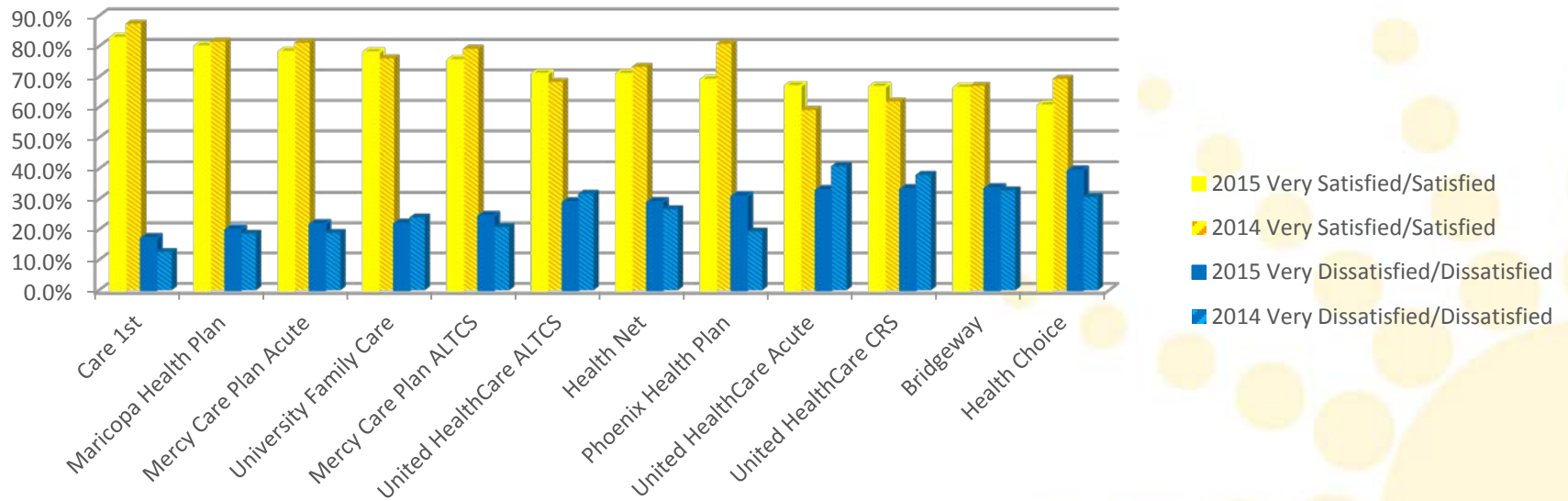
How Satisfied are you with this Health Plan's Processing of your Initial Claims?



# How Health Plans Compare

## Provider Claims Survey 2015 Compared to 2014

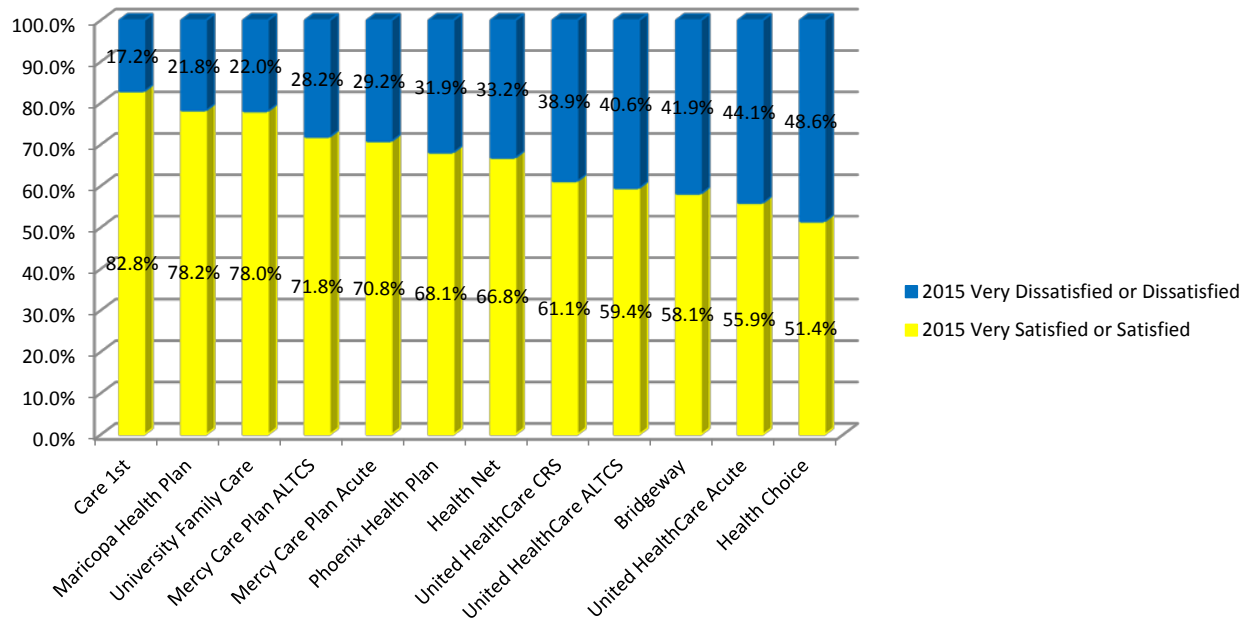
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# How Health Plans Compare

## Provider Claims Survey September 2015

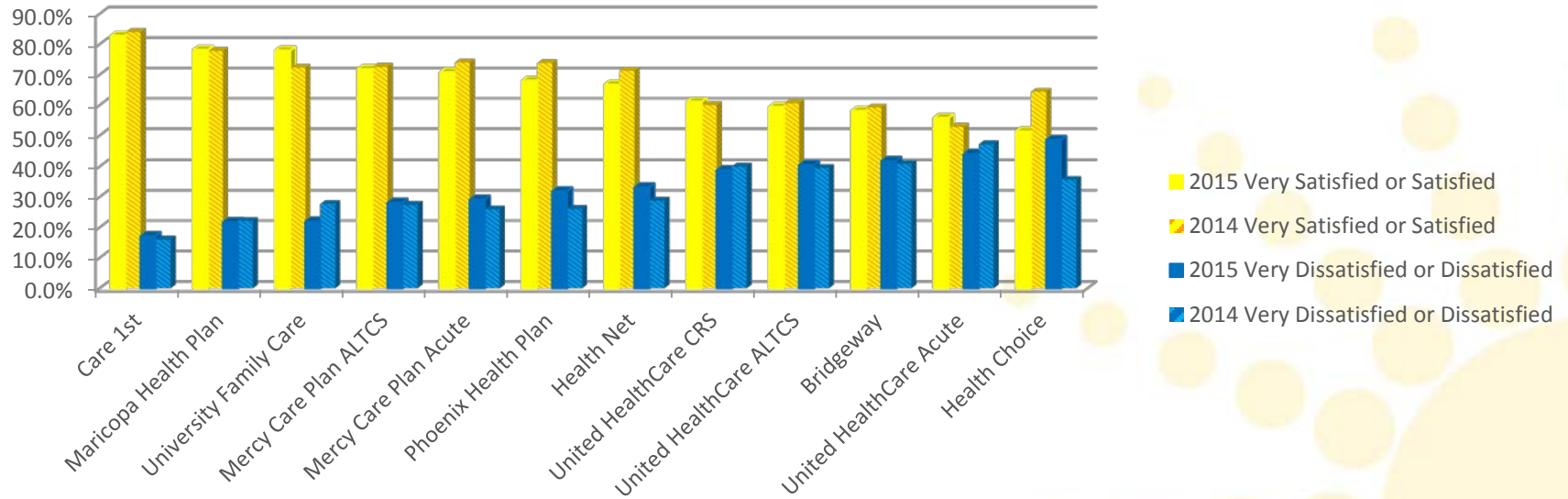
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# How Health Plans Compare

## Provider Claims Survey 2015 Compared to 2014

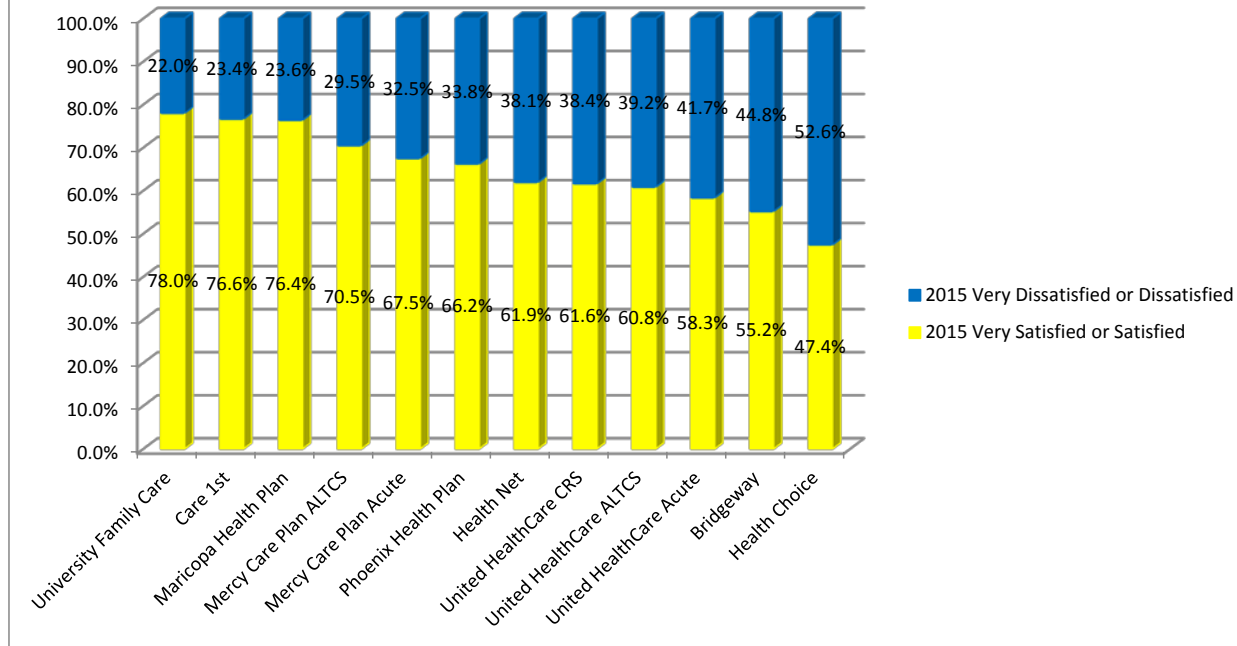
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# How Health Plans Compare

## Provider Claims Survey September 2015

How satisfied are you with this Health Plan's Timeliness of Resolution of your Claims Issues?

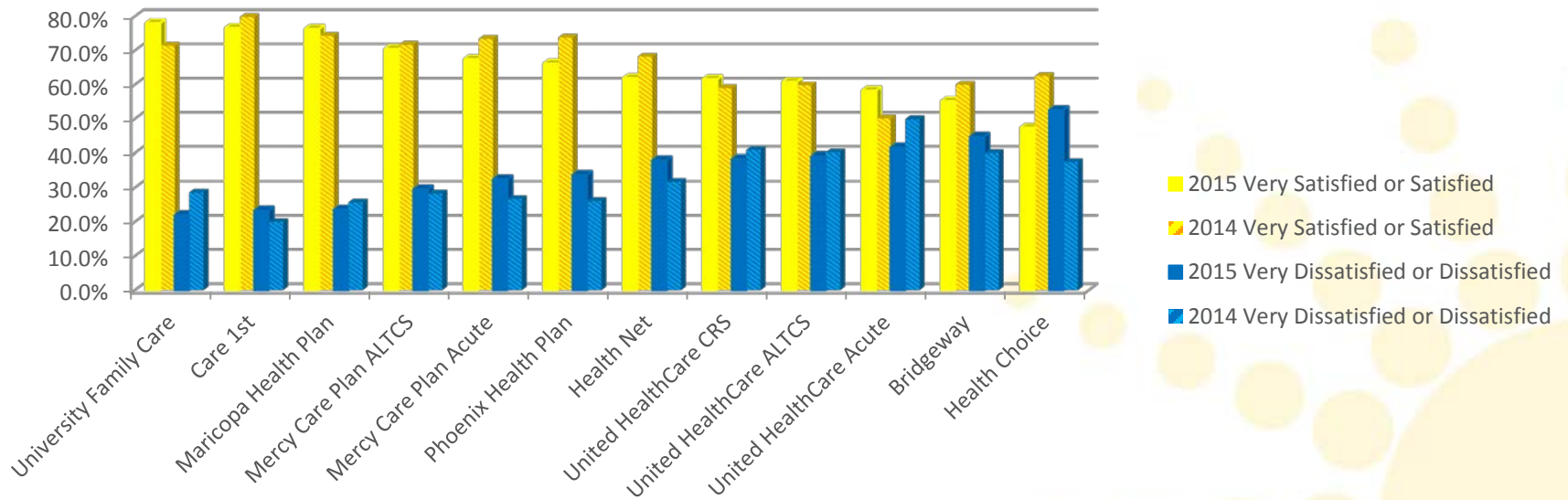




# How Health Plans Compare

## Provider Claims Survey 2015 compared to 2014

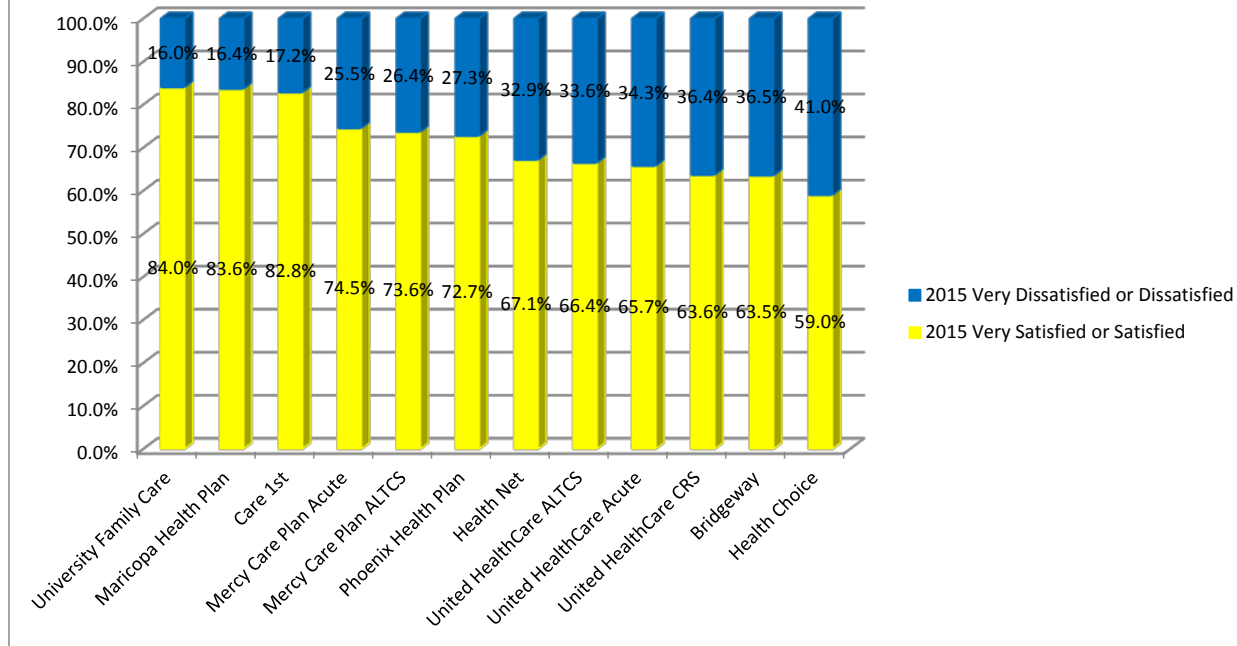
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# How Health Plans Compare

## Provider Claims Survey September 2015

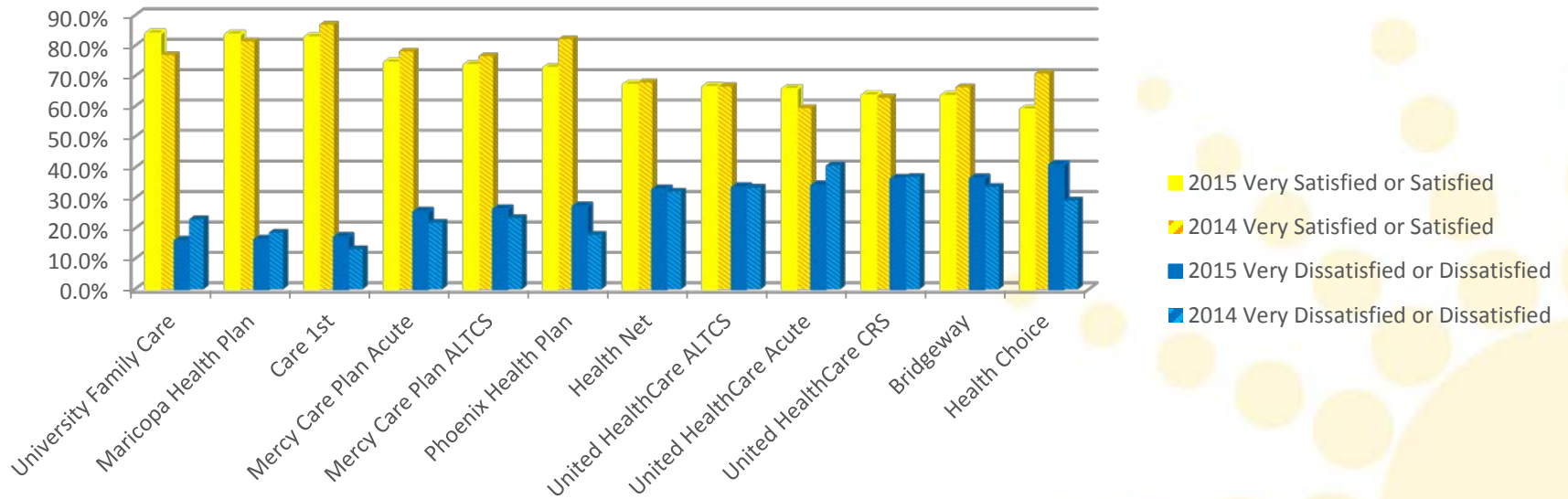
How Satisfied are you with this Health Plan's Claims Customer Service Department?



# How Health Plans Compare

## Provider Claims Survey 2015 Compared to 2014

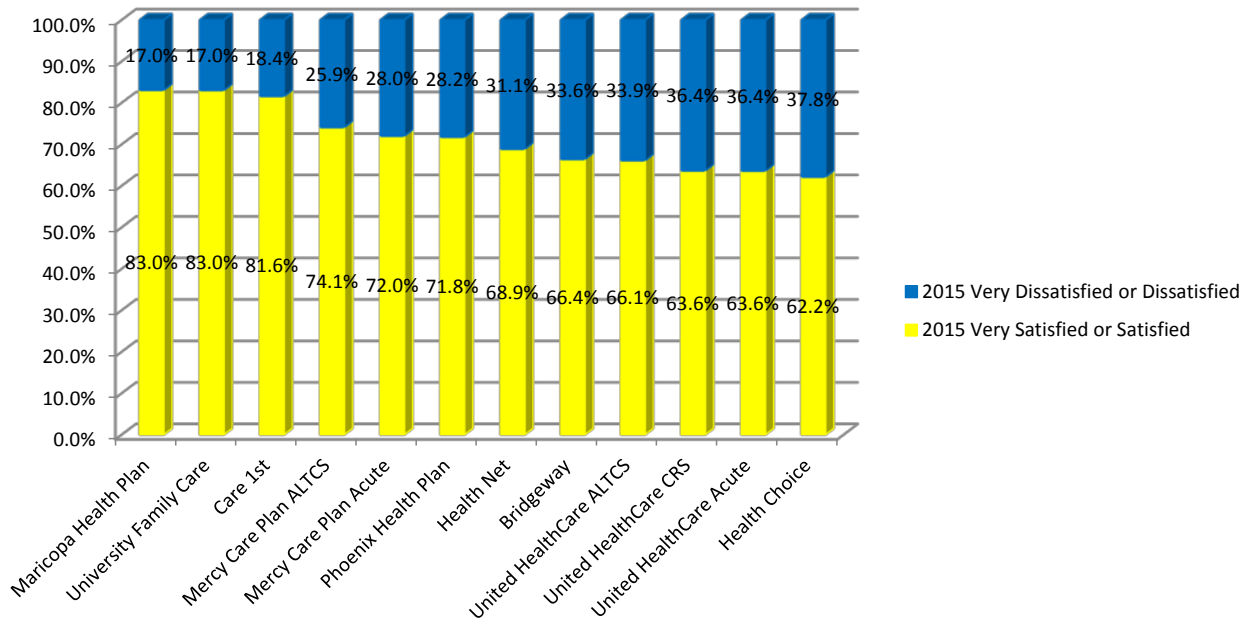
### How Satisfied are you with this Health Plan's Claims Customer Service Department?



# How Health Plans Compare

## Provider Claims Survey September 2015

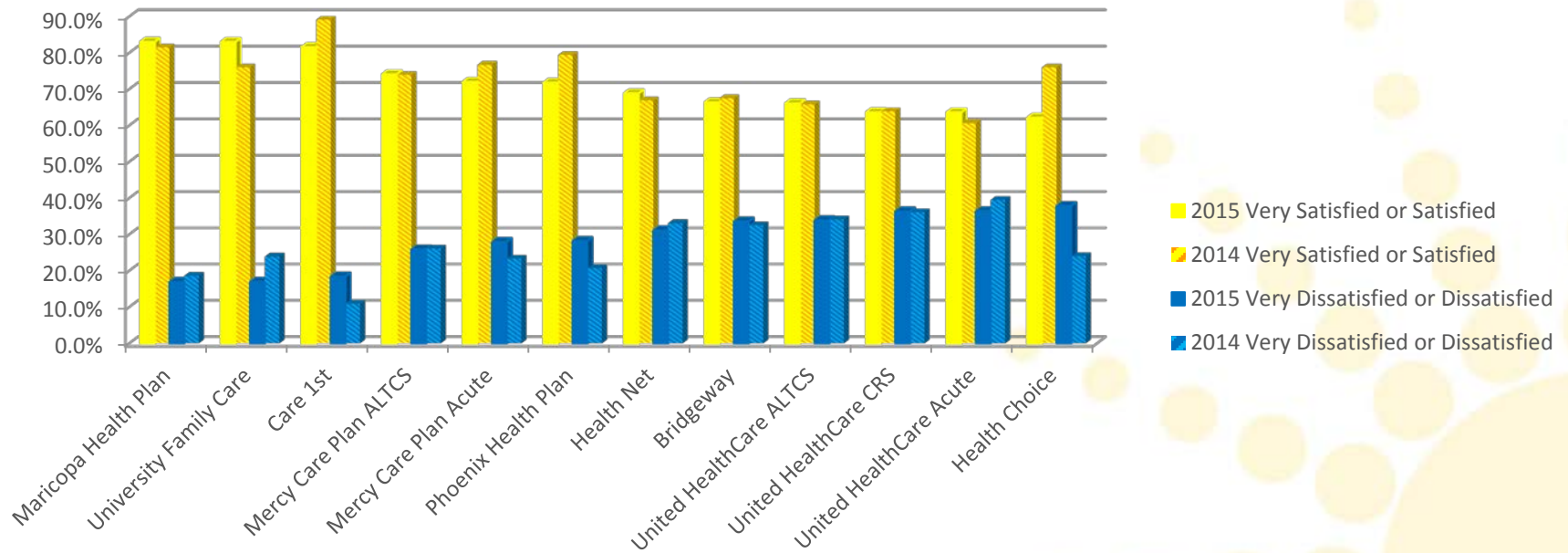
### How Satisfied are you with this Health Plan's Provider Services Staff?



# How Health Plans Compare

## Provider Claims Survey 2015 Compared to 2014

### How Satisfied are you with this Health Plan's Provider Services Staff?



# Overall Findings

- *Most satisfaction*
  - Health plan performance with **processing of initial claims, Claims Customer Service, and Provider Services Staff.**
- *Most dissatisfaction*
  - Health plan performance with **resolution of claims issues and timeliness of resolution of claims issues.**
- Comments
  - 1187 total comments across all health plans
    - Provider satisfaction –
      - 2015: 28.76%
      - 2014: 18.3%
    - Provider dissatisfaction –
      - 2015: 71.24%
      - 2014: 81.7%
  - Dissatisfied responses indicate a desire for health plan improvement in the efficiency and processes for **resolution of claims issues, particularly related to timeliness of resolution and subsequent payment.**

# Follow-up Actions & Expectations

- Contractors
  - Discuss the survey results at your Quarterly Health Plan Update meeting with the Director.
    - overview of the 2015 results and comparison to 2014
    - Correlation of implemented strategies to results
    - strengths and challenges
    - planned course of action to address needed improvements

# Follow-up Actions & Expectations

- AHCCCS
  - Survey Report posted to the AHCCCS web by 02/2016
  - Follow up survey early 2017



# Questions?

