



**ARIZONA HEALTH CARE COST CONTAINMENT SYSTEM
2016 REGIONAL BEHAVIORAL HEALTH AUTHORITY
PROVIDER SURVEY RESULTS**

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The survey was sponsored by AHCCCS, Arizona's Medicaid program, Division of Health Care Management, Operations Unit.

Survey Overview

The Arizona Health Care Cost Containment System (AHCCCS) mission and vision are to reach across Arizona to provide comprehensive quality healthcare to those in need while shaping tomorrow's managed health care from today's experience, quality and innovation. AHCCCS is dedicated to continuously improving the efficiency and effectiveness of its programs while ensuring the delivery of the highest quality care to its customers.

AHCCCS expects its contracted Regional Behavioral Health Authorities (RBHAs) to; implement program innovation and best practices; continuously develop mechanisms to reduce administrative cost, improve program efficiency and provide added value to the program. RBHAs are expected to add value to the program by meeting several AHCCCS values, including recognizing that physical and behavioral health care providers are an essential partner in the delivery of health care services, and operating the RBHA in a manner that is efficient and effective for both physical and behavioral health care providers as well as the RBHA.

As a part of AHCCCS' ongoing monitoring activities of the RBHAs, AHCCCS conducted a provider survey in October 2016. The purpose of the survey was to solicit feedback from providers contracted with the RBHAs regarding their satisfaction with claims processing, payment, customer service and credentialing processes. AHCCCS appreciates all providers who participated in this survey to offer their time and valuable feedback regarding RBHA performance in these respective areas.

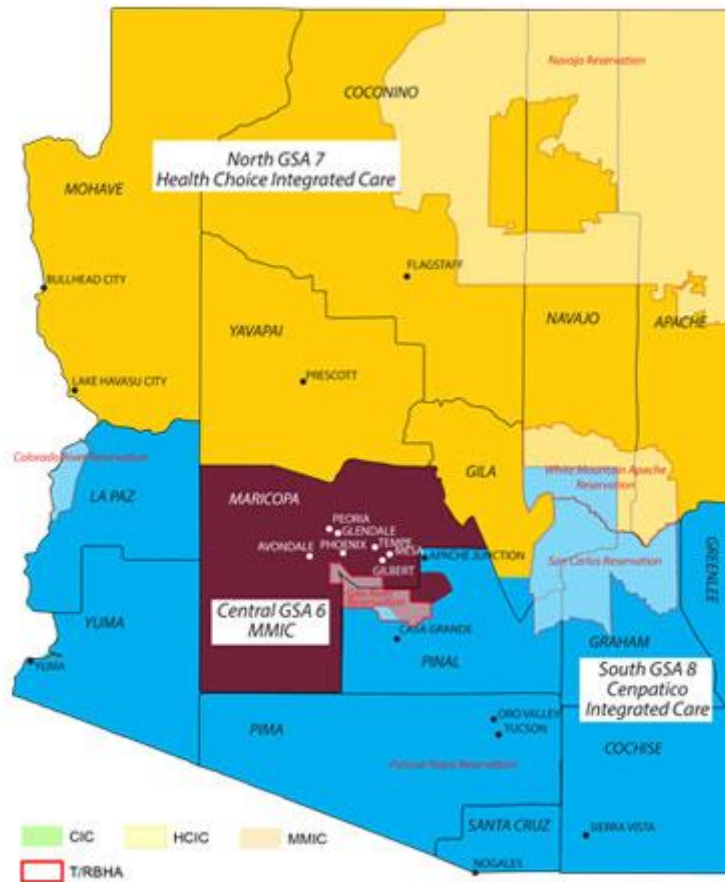
The survey was developed using a web-based provider of survey solutions, *Survey Monkey*. The survey was made accessible for participation via the provider section of the AHCCCS public website. In addition, AHCCCS required the RBHA's to notify all contracted providers on or before September 30, 2016, to request their participation in the survey. RBHAs were required to submit evidence to AHCCCS to verify distribution of the online survey to their contracted network. The survey remained available on the AHCCCS website until October 31, 2016. At that time, the survey link was disabled and resulting data was collected for review by AHCCCS.

Survey responses allow for comparison between RBHAs and are provided individually to the RBHAs to guide quality improvement activities. The results of this survey will be used by AHCCCS to support ongoing RBHA monitoring and quality improvement processes.

This report summarizes overall survey performance of the following AHCCCS contracted RBHAs, which cover the below depicted geographic service areas (GSAs) throughout Arizona:

- Mercy Maricopa Integrated Care (Mercy Maricopa)
- Cenpatico Integrated Care (CIC)
- Health Choice Integrated Care (HCIC)

Arizona Regional Behavioral Health Areas (T/RBHAs)



Revised 8-13-15

Survey Questions

The survey consisted of seven questions to determine provider satisfaction with RBHA claims payment, claims processing, customer service and credentialing processes. Survey respondents were given the option to provide feedback on multiple RBHAs should they represent agencies who contract with more than one RBHA. The survey was designed as follows:

1. Are you contracted with [RBHA]? YES or NO

A 'NO' selection moves the survey participant to the next RBHA.

RBHA:
Mercy Maricopa Integrated Care
Cenpatico Integrated Care
Health Choice Integrated Care

For the following questions, if an individual tries to skip the question the following error message displays: **! This question requires an answer.**

- How satisfied are you with this RBHAs processing of your initial claims?
- How satisfied are you with this RBHAs resolution of your claims issues?
- How satisfied are you with this RBHAs timeliness of resolution of your claims issues?
- How satisfied are you with this RBHAs claims customer service department?
- How satisfied are you with this RBHAs provider services staff?
- How satisfied are you with this RBHAs Credentialing process?
- Comments (not a required field)

The following rating options were available for each of the above questions:

- Very Satisfied
- Satisfied
- Dissatisfied
- Very Dissatisfied

Survey Response

AHCCCS received a total of 308 responses to the survey for all three RBHA's. The following table shows the number of contracted survey respondents who completed the survey, by RBHA:

RBHA	# of Contracted Survey Respondents who Completed the Survey
Mercy Maricopa Integrated Care	113
Cenpatico Integrated Care	122
Health Choice Integrated Care	73

Survey Findings

Results of the survey vary by RBHA and focus area. In all focus areas, the survey results indicate opportunities for improvement by all RBHAs, particularly for Mercy Maricopa Integrated Care and Cenpatico Integrated Care. AHCCCS does not establish performance benchmarks for the provider survey. However it is expected that RBHAs closely examine their individual results and implement process improvements if an overall satisfaction rating falls below 80% for each question/category.

While there are substantial variations in the results between and amongst the RBHAs for all focus areas, when reviewing consolidated averages of RBHA performance, generally:

- Providers expressed the most **satisfaction** with overall RBHA performance for provider services staff and processing of initial claims.
- Providers expressed the most **dissatisfaction** with overall RBHA performance for the timely resolution of claims issues, general resolution of claims issues, and credentialing processes. Providers were collectively most dissatisfied with the timely resolution of claims issues for all RBHA's.

Though the above general statements provide a generalized summary of the results, specific performance by RBHA varied widely for each focus area. Average results for each survey question is provided in the following graphs and summarized below.

Survey Questions

Graph 1:

Survey Question: *How satisfied are you with the RBHAs processing of your initial claims?*

- The range of satisfaction across all RBHAs is 58% to 82%.

AHCCCS recognizes the processing of initial claims as an opportunity for ongoing improvement for all RBHAs, particularly Mercy Maricopa and CIC.

Graph 2:

Survey Question: *How satisfied are you with the RBHAs resolution of your claims issues?*

- The range of satisfaction across all RBHAs is 57% to 81%.

AHCCCS recognizes the resolution of claims issues as an opportunity for ongoing improvement for all RBHAs, particularly Mercy Maricopa and CIC.

Graph 3:

Survey Question: *How satisfied are you with this RBHAs timeliness of resolution of your claims issues?*

- The range of satisfaction across all RBHAs is 45% to 78%.

This metric yielded the lowest individual and average satisfaction results for all RBHAs. AHCCCS recognizes the timeliness of resolution of claims issues as a priority area for substantial improvement by all RBHAs.

Graph 4:

Survey Question: *How satisfied are you with the RBHAs Claims Customer Service Department?*

- The range of satisfaction across all RBHAs is 58% to 82%.

AHCCCS recognizes the provision of claims customer service as an opportunity for ongoing improvement by all RBHAs, particularly Mercy Maricopa and CIC.

Graph 5:

Survey Question: *How satisfied are you with this RBHAs Provider Services Staff?*

- The range of satisfaction across all RBHAs is 57% to 79%.

AHCCCS recognizes provider services staff as a priority area for ongoing improvement by all RBHAs.

Graph 6:

Survey Question: *How satisfied are you with the RBHAs Credentialing Process?*

- The range of satisfaction across all RBHAs is 61% to 77%.

AHCCCS recognizes the improvement of credentialing processes as a priority area for ongoing improvement by all RBHAs.

Survey Comments

The survey allowed respondents to submit comments which AHCCCS collected and categorized as *satisfied* or *dissatisfied*. Comments which did not apply to the survey or the RBHA were not considered and are not included in the corresponding analysis. AHCCCS recognizes that dissatisfied respondents may be more likely to comment than satisfied individuals. However, of the 105 comments received across all RBHAs, AHCCCS identifies that 30% of all submitted comments indicate provider satisfaction. Of the 70% of dissatisfied

comments received in the 2016 survey, responses indicate a desire for RBHA improvement in the efficiency and processes for resolution of claims issues, particularly related to timeliness of resolution, subsequent payment, and efficient and responsive customer service.

Outcome

AHCCCS recognizes the need for improvements across all focus areas, particularly in regards to RBHA claim processes (including both timely claims processing and resolution of claims issues), claims and general provider customer service and credentialing processes. AHCCCS expects RBHAs to fully review their individual results and provider feedback and enhance processes that result in increased provider satisfaction and efficient business operations. AHCCCS will continue to work with the RBHAs to implement strategies to improve overall efficiency and customer service experience for providers.

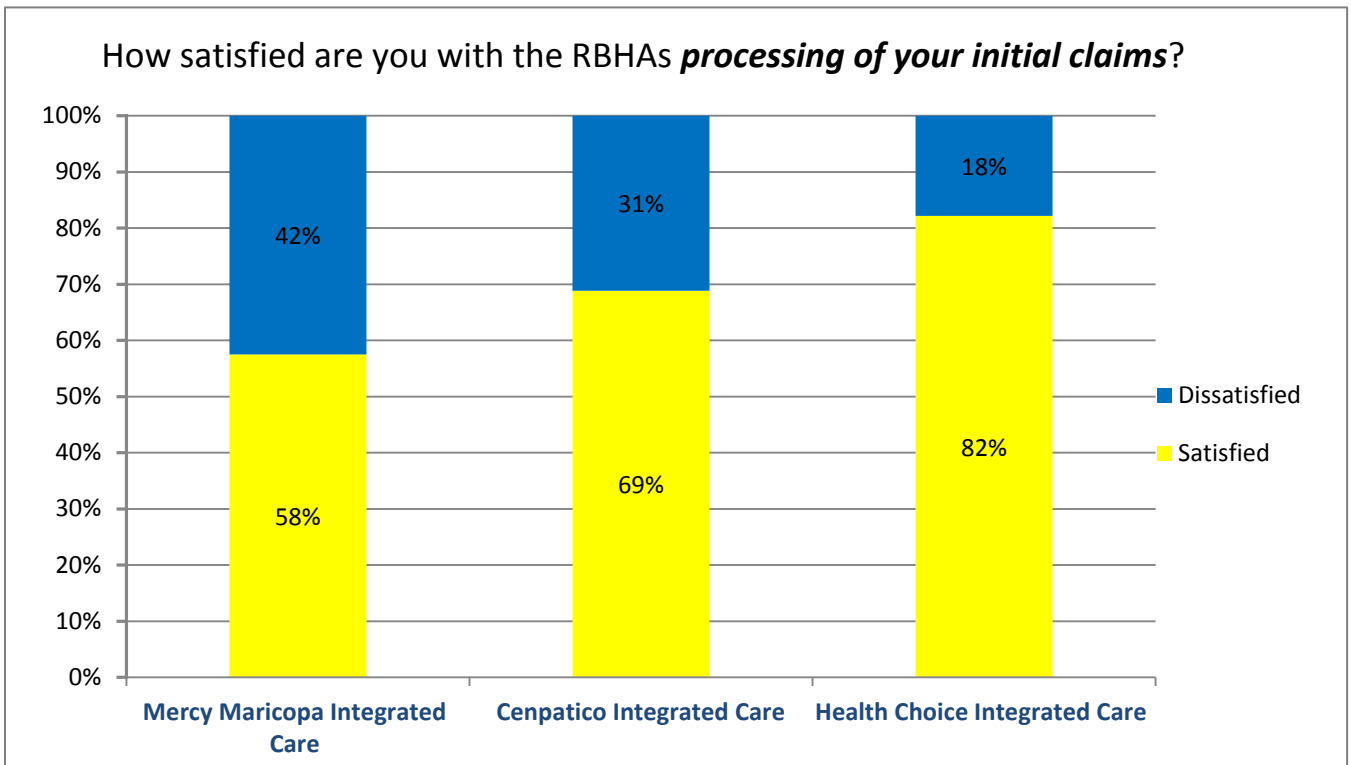
How RBHA's Compare

For presentation purposes, results were tabulated and collapsed into two primary categories: *satisfied and dissatisfied*. The categories reflect the combination of the following survey responses:

Very dissatisfied & dissatisfied = *Dissatisfied*

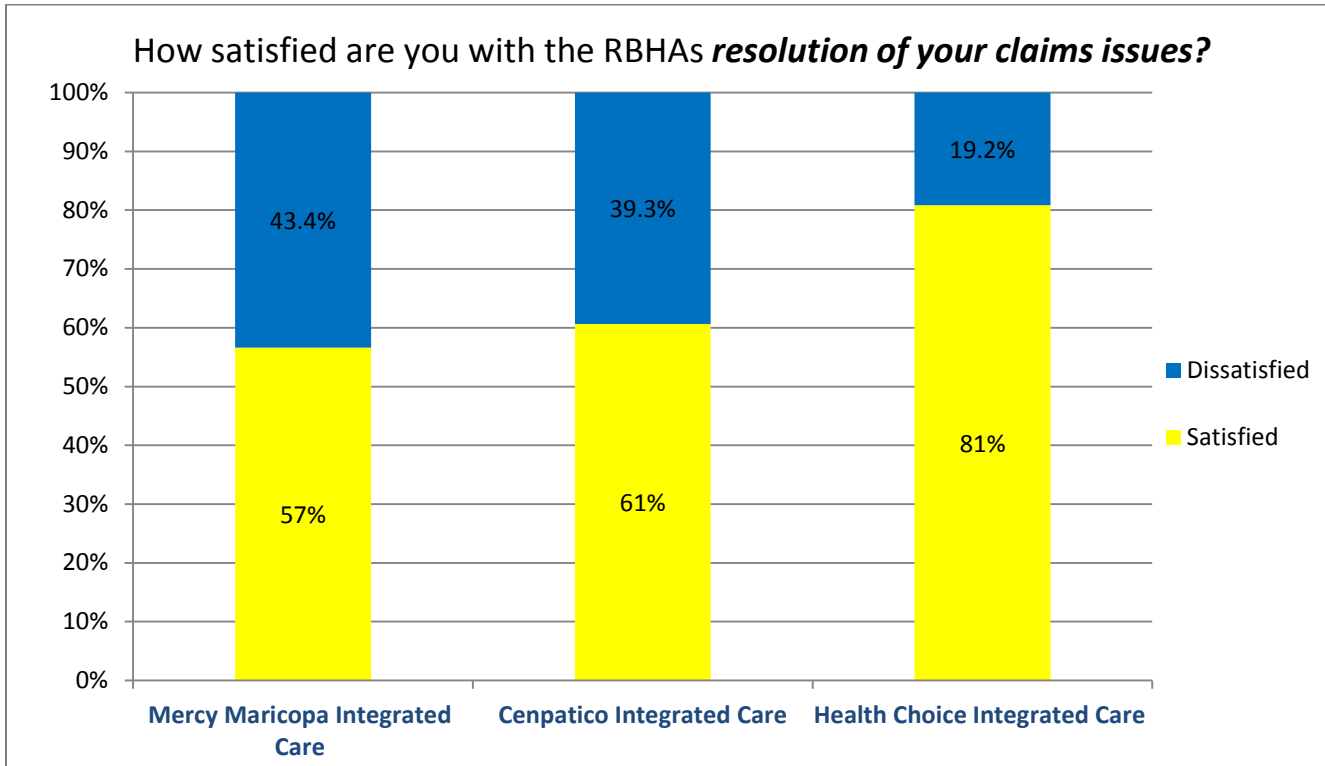
Very satisfied and satisfied = *Satisfied*

Graph 1

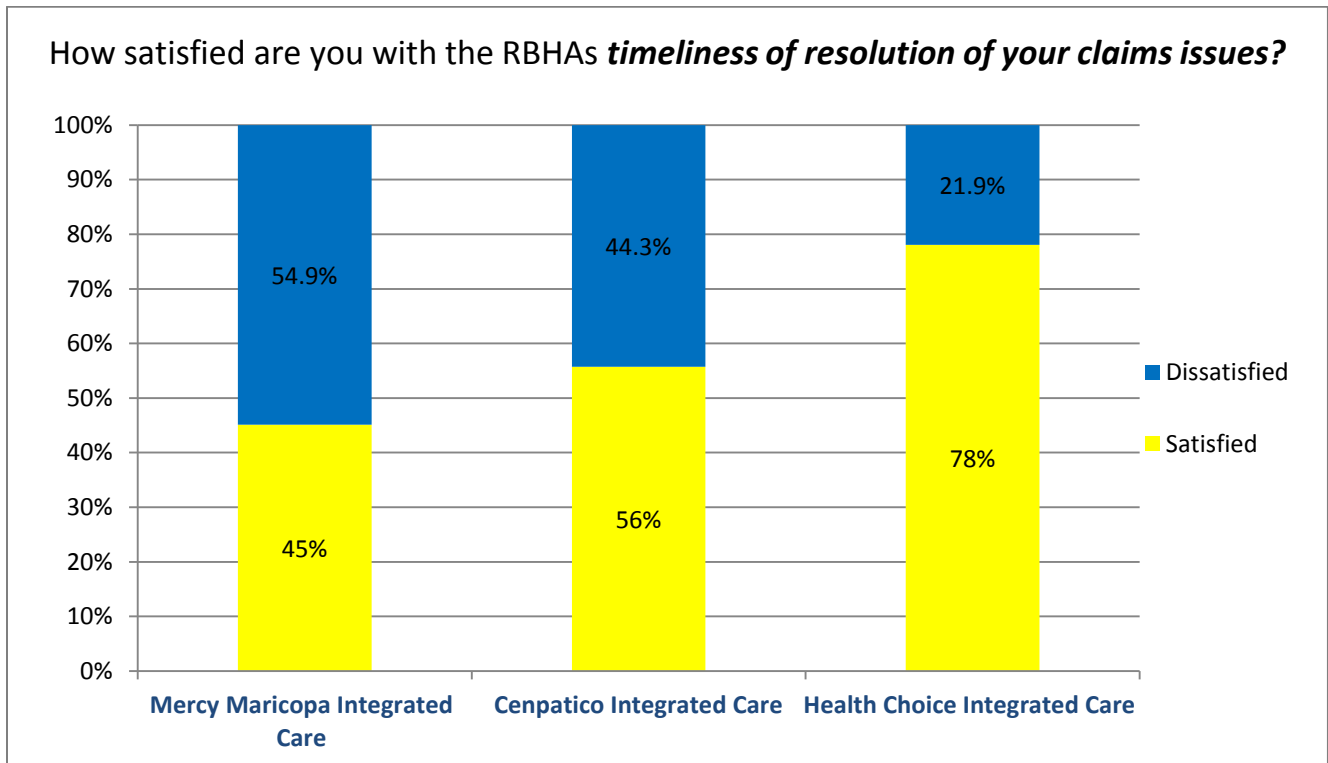


How RBHA's Compare (Continued)

Graph 2

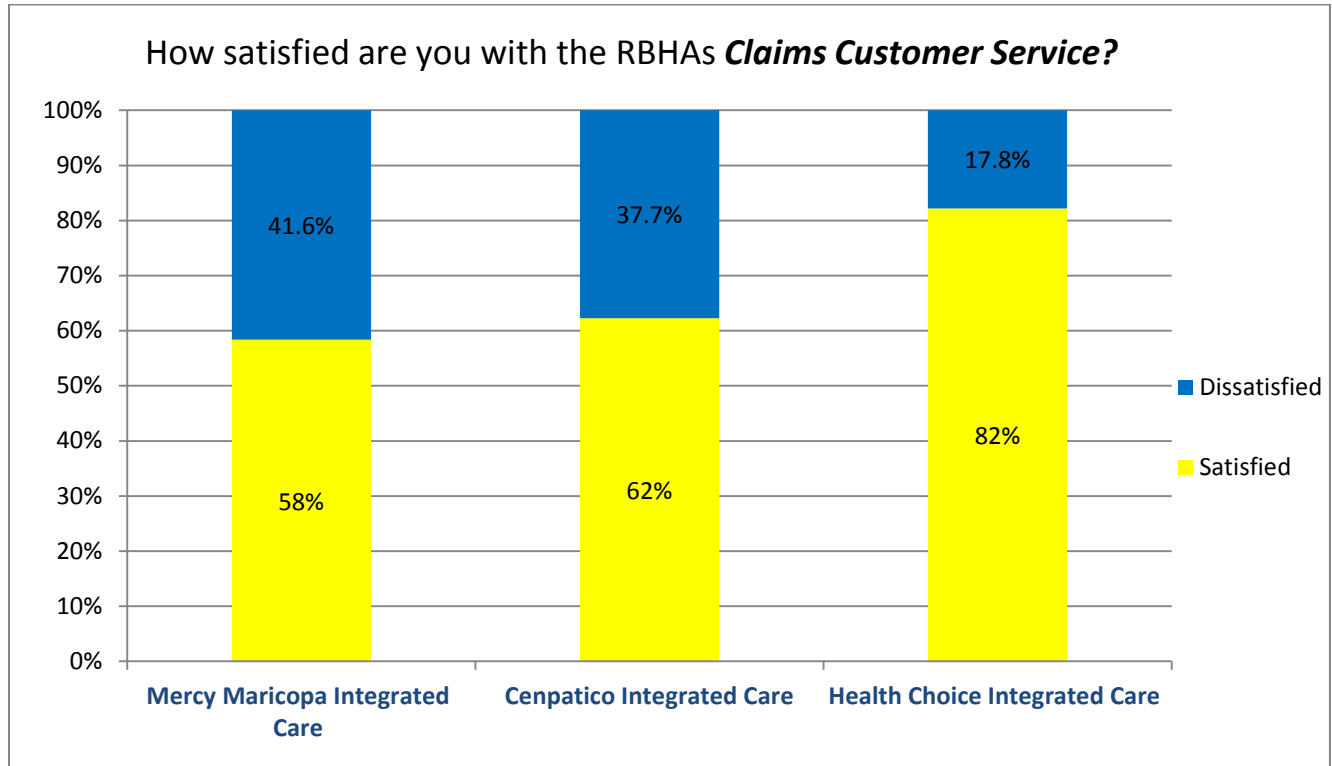


Graph 3

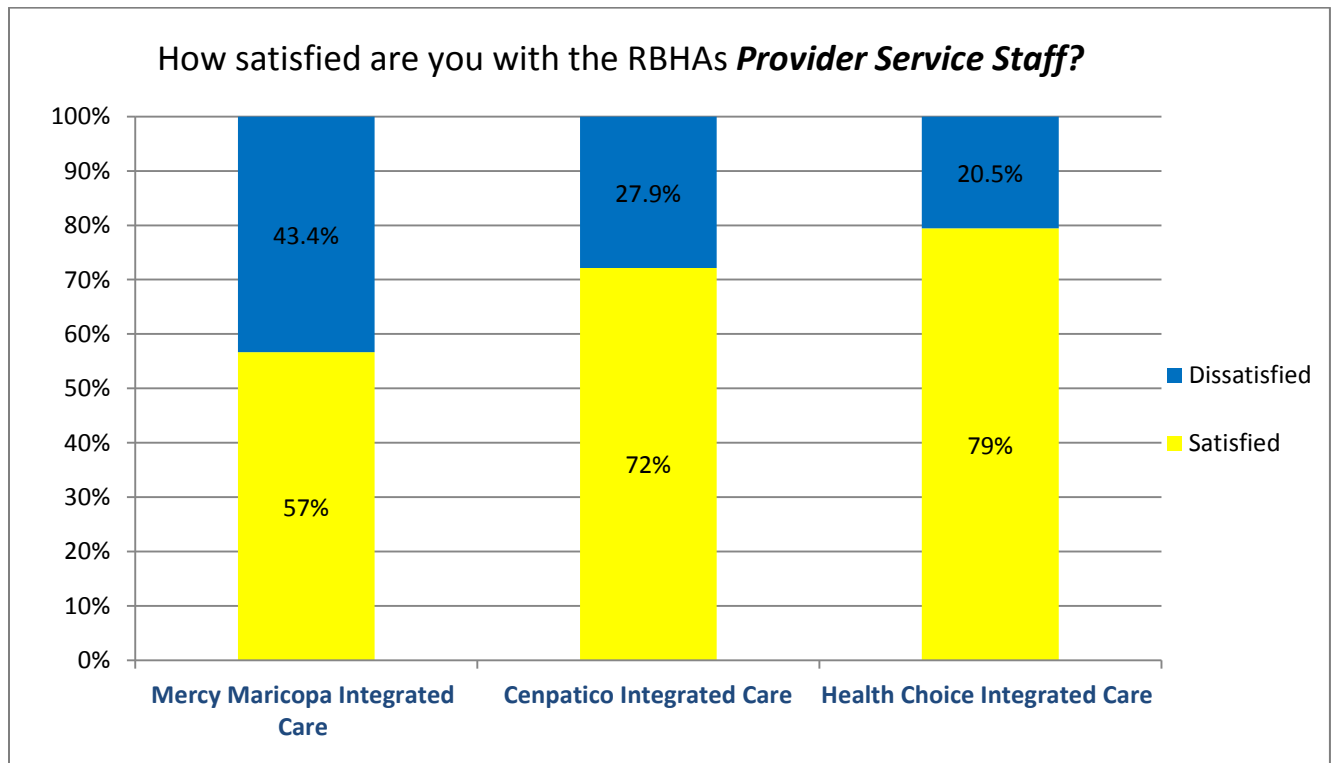


How RBHA's Compare (Continued)

Graph 4

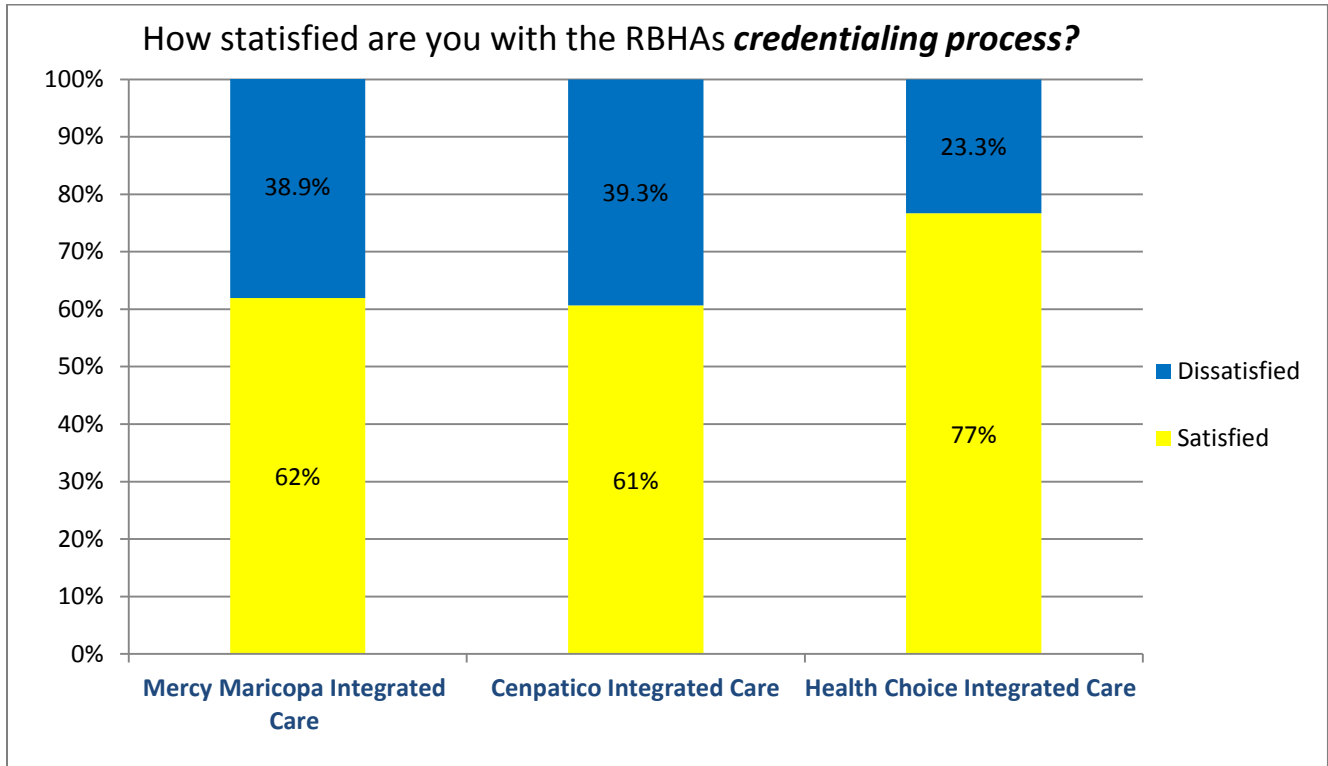


Graph 5



How RBHA's Compare (Continued)

Graph 6



RBHA Specific Results

Mercy Maricopa Integrated Care

Results by Survey Question

AHCCCS expects Mercy Maricopa to review the results and develop process improvement strategies. AHCCCS identifies Mercy Maricopa’s performance across all survey areas i.e. processing of initial claims, resolution and timeliness of resolution of claims issues, claims customer service, provider services staff and credentialing performance as significant opportunities for substantial improvement and should be priority areas in its quality improvement plan. For all surveyed areas, with the exception of credentialing, Mercy Maricopa received the lowest satisfaction ratings of all RBHAs from its providers.

AHCCCS expects Mercy Maricopa to develop a robust performance improvement plan which addresses all survey areas, with an emphasis on remedying provider satisfaction regarding claims processes (processing, resolution of claims issues in a timely manner, and claims customer service). This is a priority area which requires immediate correction by Mercy Maricopa.

How satisfied are you with Mercy Maricopa’s processing of your initial claims?		
Answer Options	Response Percent	Response Count
Very Dissatisfied	15.9%	18
Dissatisfied	26.5%	30
Satisfied	50.4%	57
Very Satisfied	7.1%	8
<i>Number of Respondents</i>		113

How satisfied are you with Mercy Maricopa’s resolution of your claims issues?		
Answer Options	Response Percent	Response Count
Very Dissatisfied	17.7%	20
Dissatisfied	25.7%	29
Satisfied	50.4%	57
Very Satisfied	6.2%	7
<i>Number of Respondents</i>		113

**Mercy Maricopa Integrated Care
Results by Survey Question (Continued)**

How satisfied are you with Mercy Maricopa’s timeliness of resolution of your claims issues?		
Answer Options	Response Percent	Response Count
Very Dissatisfied	24.8%	28
Dissatisfied	30.1%	34
Satisfied	39.8%	45
Very Satisfied	5.3%	6
<i>Number of Respondents</i>		113

How satisfied are you with Mercy Maricopa’s Claims Customer Service Department?		
Answer Options	Response Percent	Response Count
Very Dissatisfied	15.9%	18
Dissatisfied	25.7%	29
Satisfied	50.4%	57
Very Satisfied	8.0%	9
<i>Number of Respondents</i>		113

How satisfied are you with Mercy Maricopa’s Provider Services staff?		
Answer Options	Response Percent	Response Count
Very Dissatisfied	19.5%	22
Dissatisfied	23.9%	27
Satisfied	49.6%	56
Very Satisfied	7.1%	8
<i>Number of Respondents</i>		113

How satisfied are you with Mercy Maricopa’s Credentialing Process?		
Answer Options	Response Percent	Response Count
Very Dissatisfied	13.3%	15
Dissatisfied	25.7%	29
Satisfied	54.9%	62
Very Satisfied	7.1%	8
<i>Number of Respondents</i>		113

Cenpatico Integrated Care (CIC)

Results by Survey Question

AHCCCS expects CIC to review the following results and develop process improvement strategies. AHCCCS identifies CIC's performance across all survey areas i.e. processing of initial claims, resolution and timeliness of resolution of claims issues, claims customer service, provider services staff and credentialing performance as significant opportunities for substantial improvement and should be priority areas in its quality improvement plan. CIC's overall provider satisfaction results were consistently below AHCCCS' recommended minimum performance standards.

AHCCCS expects CIC to develop a robust performance improvement plan which addresses all survey areas, with a priority on remedying provider satisfaction regarding timely claims issue resolution, general claims issue resolution, claims customer service staff performance and credentialing.

How satisfied are you with CIC's processing of your initial claims?		
Answer Options	Response Percent	Response Count
Very Dissatisfied	14.8%	18
Dissatisfied	16.4%	20
Satisfied	53.3%	65
Very Satisfied	15.6%	19
<i>Number of Respondents</i>		122

How satisfied are you with CIC's resolution of your claims issues?		
Answer Options	Response Percent	Response Count
Very Dissatisfied	13.1%	16
Dissatisfied	26.2%	32
Satisfied	47.5%	58
Very Satisfied	13.1%	16
<i>Number of Respondents</i>		122

How satisfied are you with CIC's timeliness of resolution of your claims issues?		
Answer Options	Response Percent	Response Count
Very Dissatisfied	18.0%	22
Dissatisfied	26.2%	32
Satisfied	44.3%	54
Very Satisfied	11.5%	14
<i>Number of Respondents</i>		122

**Cenpatico Integrated Care (CIC)
Results by Survey Question (Continued)**

How satisfied are you with CIC's Claims Customer Service Department?		
Answer Options	Response Percent	Response Count
Very Dissatisfied	19.7%	24
Dissatisfied	18.0%	22
Satisfied	49.2%	60
Very Satisfied	13.1%	16
<i>Number of Respondents</i>		122

How satisfied are you with CIC's Provider Services Staff?		
Answer Options	Response Percent	Response Count
Very Dissatisfied	12.3%	15
Dissatisfied	15.6%	19
Satisfied	55.7%	68
Very Satisfied	16.4%	20
<i>Number of Respondents</i>		122

How satisfied are you with CIC's Credentialing Process?		
Answer Options	Response Percent	Response Count
Very Dissatisfied	14.8%	18
Dissatisfied	24.6%	30
Satisfied	49.2%	60
Very Satisfied	11.5%	14
<i>Number of Respondents</i>		122

Health Choice Integrated Care (HCIC)

Results by Survey Question

AHCCCS expects HCIC to review the following plan specific results, identify any areas for improvement, and develop process improvement strategies. HCIC was the strongest performer amongst all RBHAs, however, AHCCCS identifies HCIC’s timeliness of resolution of claims issues, provider services staff performance and credentialing process as areas for further improvement and should be focus areas in its quality improvement plan.

How satisfied are you with HCIC’s processing of your initial claims?		
Answer Options	Response Percent	Response Count
Very Dissatisfied	11.0%	8
Dissatisfied	6.8%	5
Satisfied	65.8%	48
Very Satisfied	16.4%	12
<i>Number of Respondents</i>		73

How satisfied are you with HCIC’s resolution of your claims issues?		
Answer Options	Response Percent	Response Count
Very Dissatisfied	13.7%	10
Dissatisfied	5.5%	4
Satisfied	64.4%	47
Very Satisfied	16.4%	12
<i>Number of Respondents</i>		73

How satisfied are you with HCIC’s timeliness of resolution of your claims issues?		
Answer Options	Response Percent	Response Count
Very Dissatisfied	15.1%	11
Dissatisfied	6.8%	5
Satisfied	61.6%	45
Very Satisfied	16.4%	12
<i>Number of Respondents</i>		73

**Health Choice Integrated Care (HCIC)
Results by Survey Question (Continued)**

How satisfied are you with HCIC’s Claims Customer Service Department?		
Answer Options	Response Percent	Response Count
Very Dissatisfied	8.2%	6
Dissatisfied	9.6%	7
Satisfied	63.0%	46
Very Satisfied	19.2%	14
<i>Number of Respondents</i>		73

How satisfied are you with HCIC’s Provider Services staff?		
Answer Options	Response Percent	Response Count
Very Dissatisfied	6.8%	5
Dissatisfied	13.7%	10
Satisfied	56.2%	41
Very Satisfied	23.3%	17
<i>Number of Respondents</i>		73

How satisfied are you with HCIC’s Credentialing Processes?		
Answer Options	Response Percent	Response Count
Very Dissatisfied	11.0%	8
Dissatisfied	12.3%	9
Satisfied	58.9%	43
Very Satisfied	17.8%	13
<i>Number of Respondents</i>		73