



**ARIZONA HEALTH COST CARE CONTAINMENT SYSTEM  
2017 REGIONAL BEHAVIORAL HEALTH AUTHORITY  
PROVIDER SURVEY RESULTS**

## CONTENTS

Survey Overview .....	3
Survey Questions .....	4
Summary.....	6
Findings.....	7
Survey Questions .....	7
Survey Comments.....	8
Outcome .....	8
How Health Plans Compare .....	9
Graph 1 .....	9
How Health Plans Compare (Continued).....	12
Graph 2 .....	12
How Health Plans Compare (Continued).....	15
Graph 3 .....	15
How Health Plans Compare (Continued).....	18
Graph 4 .....	18
How Health Plans Compare (Continued).....	21
Graph 5 .....	21
How Health Plans Compare (Continued).....	24
Graph 6 .....	24
Health Plan Specific Results.....	27
Cenpatico Integrated Care (RBHA) Results by Survey Question.....	27
Mercy Maricopa Integrated Care (RBHA) Results by Survey Question .....	29
Health Choice Integrated Care (RBHA) Results by Survey Question .....	31

*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 Managed Care Organizations (MCOs) or health plans to; implement program innovation and best practices; continuously develop mechanisms to reduce administrative cost, improve program efficiency and provide added value to the program. Health plans 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 health plan in a manner that is efficient and effective for both physical and behavioral health care providers and the health plan.

As a part of AHCCCS's ongoing monitoring activities of the Acute Care, Children's Rehabilitative Services (CRS), Arizona Long Term Care System, Elderly and Physically Disabled (ALTCS/EPD) and Regional Behavioral Health Authorities (RBHAs), AHCCCS conducted a provider survey in November and December 2017. The purpose of the survey was to solicit feedback from providers contracted with AHCCCS MCOs regarding their satisfaction with claims processing, resolution of claims issues, claims customer service, provider services staff, and credentialing processes. AHCCCS appreciates all providers who participated in this survey to offer their time and valuable feedback regarding MCO performance.

The survey was made accessible for provider participation via the AHCCCS public website. On November 16, 2017, AHCCCS issued an email notification to 9,600 registered email addresses and provided a link to complete the survey. Providers actively contracted with MCOs for the above listed lines of business (Acute, ALTCS/EPD, CRS, and RBHA) were encouraged to complete the survey. Additionally, throughout the month of November and December 2017, health plans sent notification of the survey to their contracted provider network. MCOs were required to submit evidence to AHCCCS to verify distribution of the survey to their contracted network. The survey remained available on the AHCCCS website until January 2, 2018. At that time, the survey link was disabled and resulting data was collected for review by AHCCCS. Responses submitted after January 2<sup>nd</sup> are not included in the following analysis.

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

This report summarizes the results of the 2017 survey and includes specific performance related to the following AHCCCS contracted RBHAs. Additionally, this report includes a comparison of the results for the 2016 AHCCCS Provider Survey.

- Mercy Maricopa Integrated Care (Mercy Maricopa)
- Cenpatico Integrated Care (CIC)

- Health Choice Integrated Care (HCIC)

## Survey Questions

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

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

A 'NO' selection moves the survey participant to the next health plan by line of business.

Health Plans:
Care 1 <sup>st</sup> (Acute)
Health Choice (Acute)
Health Net (Acute)
Mercy Care Plan (Acute)
UnitedHealthcare Community Plan (Acute)
University Family Care (Acute)
UnitedHealthcare Community Plan (CRS)
UnitedHealthcare Community Plan LTC (ALTCS/EPD)
Mercy Care Plan LTC (ALTCS/EPD)
Banner-University Family Care LTC (ALTCS/EPD)
<b>Mercy Maricopa Integrated Care (RBHA)</b>
<b>Cenpatico Integrated Care (RBHA)</b>
<b>Health Choice Integrated Care (RBHA)</b>

The following questions were asked specifically to address MCO claims processing, resolution of claims issues, provider and claims customer service performance and credentialing. If an individual tries to skip the question the following error message displays: **This question requires an answer.**

- 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 satisfied are you with this Health Plan's credentialing process?
- Comments (not a required field)

The Rating options available for each of the above questions were:

- Very Satisfied
- Satisfied
- Dissatisfied
- Very Dissatisfied

## Summary

AHCCCS received a total of 706 responses to the survey for all RBHA health plans. The following table shows the number of contracted survey respondents who completed the survey, by health plan:

MCO	# of Contracted Survey Respondents who Completed the Survey
Mercy Maricopa Integrated Care (RBHA)	292
Cenpatico Integrated Care (RBHA)	280
Health Choice Integrated Care (RBHA)	134

For all other MCOs across other AHCCCS lines of business (Acute, ALTCS/EPD and CRS), AHCCCS received a total of 3,879 responses to the survey, as detailed below:

MCO	# of Contracted Survey Respondents who Completed the Survey
Care 1st (Acute)	410
Health Choice (Acute)	431
Health Net (Acute)	436
Mercy Care Plan (Acute)	476
UnitedHealthcare Community Plan (Acute)	539
University Family Care (Acute)	362
UnitedHealthcare Community Plan (CRS)	312
UnitedHealthcare Community Plan LTC (ALTCS/EPD)	358
Mercy Care Plan LTC (ALTCS/EPD)	325
Banner-University Family Care LTC (ALTCS/EPD)	230

## Findings

### Survey Questions

Results of the survey vary by RBHA. In all focus areas, the survey results indicate opportunities for improvement by all RBHAs and overall:

- Generally providers expressed the most satisfaction with RBHA performance with processing of initial claims, claims customer service, and the credentialing process.
- Generally providers expressed the most dissatisfaction with RBHA performance with resolution of claims issues and timeliness of resolution of claims issues.

The results for each survey question are provided in the following graphs and are summarized below.

#### Graph 1:

Survey Question: *How satisfied are you with this Health Plan's processing of your initial claims?*

- 2017 Results: The range of satisfaction across all RBHAs is 80% to 72%.
- 2016 Results: The range of satisfaction across all RBHAs was 82% to 58%.

#### Graph 2:

Survey Question: *How satisfied are you with this Health Plan's resolution of your claims issues?*

- 2017 Results: The range of satisfaction across all RBHAs is 71% to 69%.
- 2016 Results: The range of satisfaction across all RBHAs was 81% to 57%.

#### Graph 3:

Survey Question: *How satisfied are you with this Health Plan's timeliness of resolution of your claims issues?*

- 2017 Results: The range of satisfaction across all RBHAs is 70% to 67%.
- 2016 Results: The range of satisfaction across all RBHAs was 78% to 45%.

#### Graph 4:

Survey Question: *How satisfied are you with this Health Plan's Claims Customer Service Department?*

- 2017 Results: The range of satisfaction across all RBHAs is 75% to 70%.

- 2016 Results: The range of satisfaction across all RBHAs was 82% to 58%.

Graph 5:

Survey Question: *How satisfied are you with this Health Plan's Provider Services Staff?*

- 2017 Results: The range of satisfaction across all RBHAs is 75% to 72%.
- 2016 Results: The range of satisfaction across all RBHAs was 80% to 57%.

Graph 6:

Survey Question: *How satisfied are you with this Health Plan's Credentialing Process?*

- 2017 Results: The range of satisfaction across all RBHAs is 77% to 69%.
- 2016 Results: The range of satisfaction across all RBHAs was 77% to 62%.

### 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 MCO, 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 1,168 comments received across all MCOs, AHCCCS identified that 24% of all submitted comments indicated provider satisfaction. Of the 74% of dissatisfied comments received in the 2017 survey, responses indicate a desire for MCO 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.

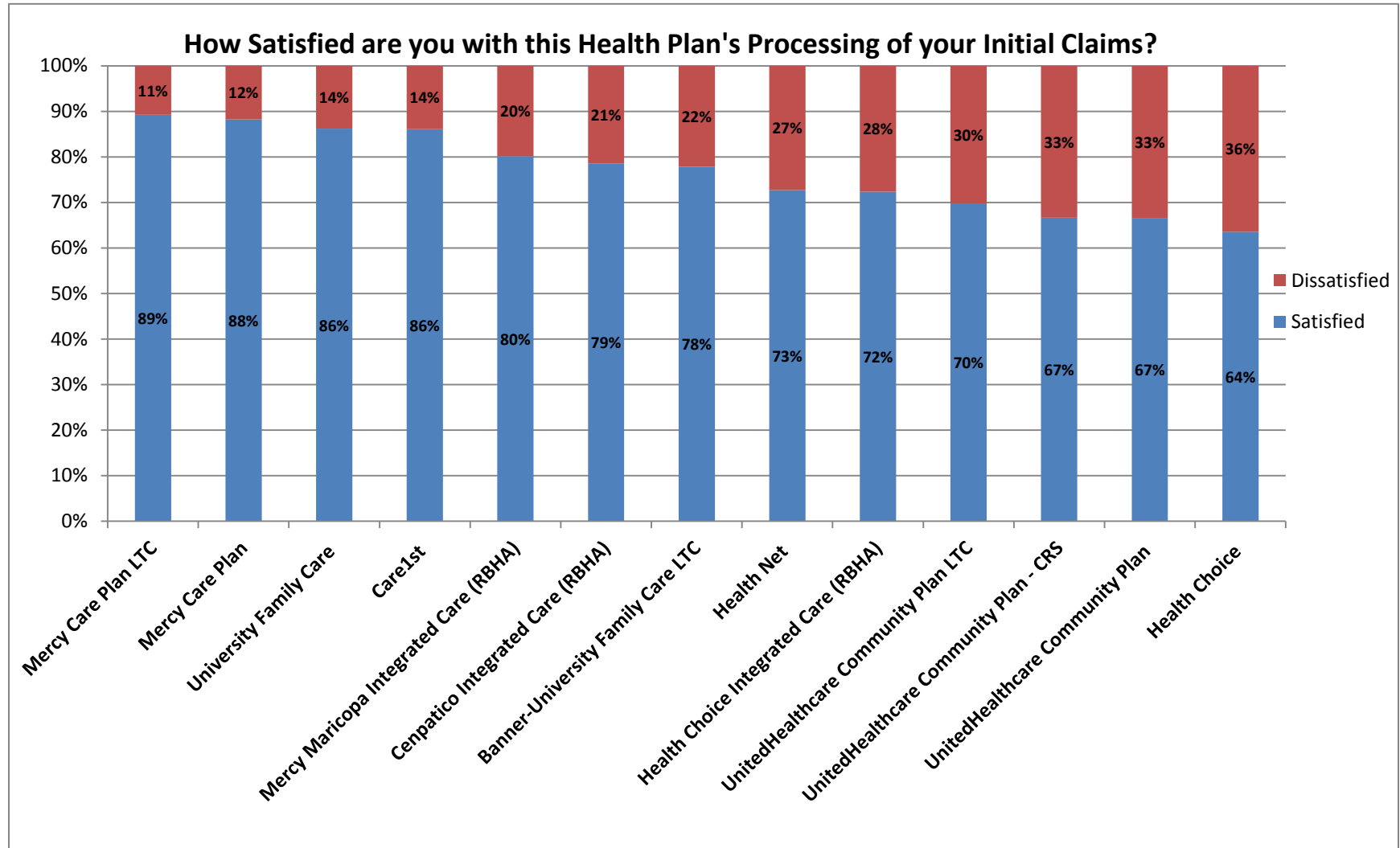
### Outcome

AHCCCS recognizes the need for improvements regarding health plans' claim processes and expects health plans to strive to enhance processes that result in increased provider satisfaction and efficient business operations. AHCCCS will continue to work with the health plans to implement strategies to improve overall efficiency and customer service experience for providers.



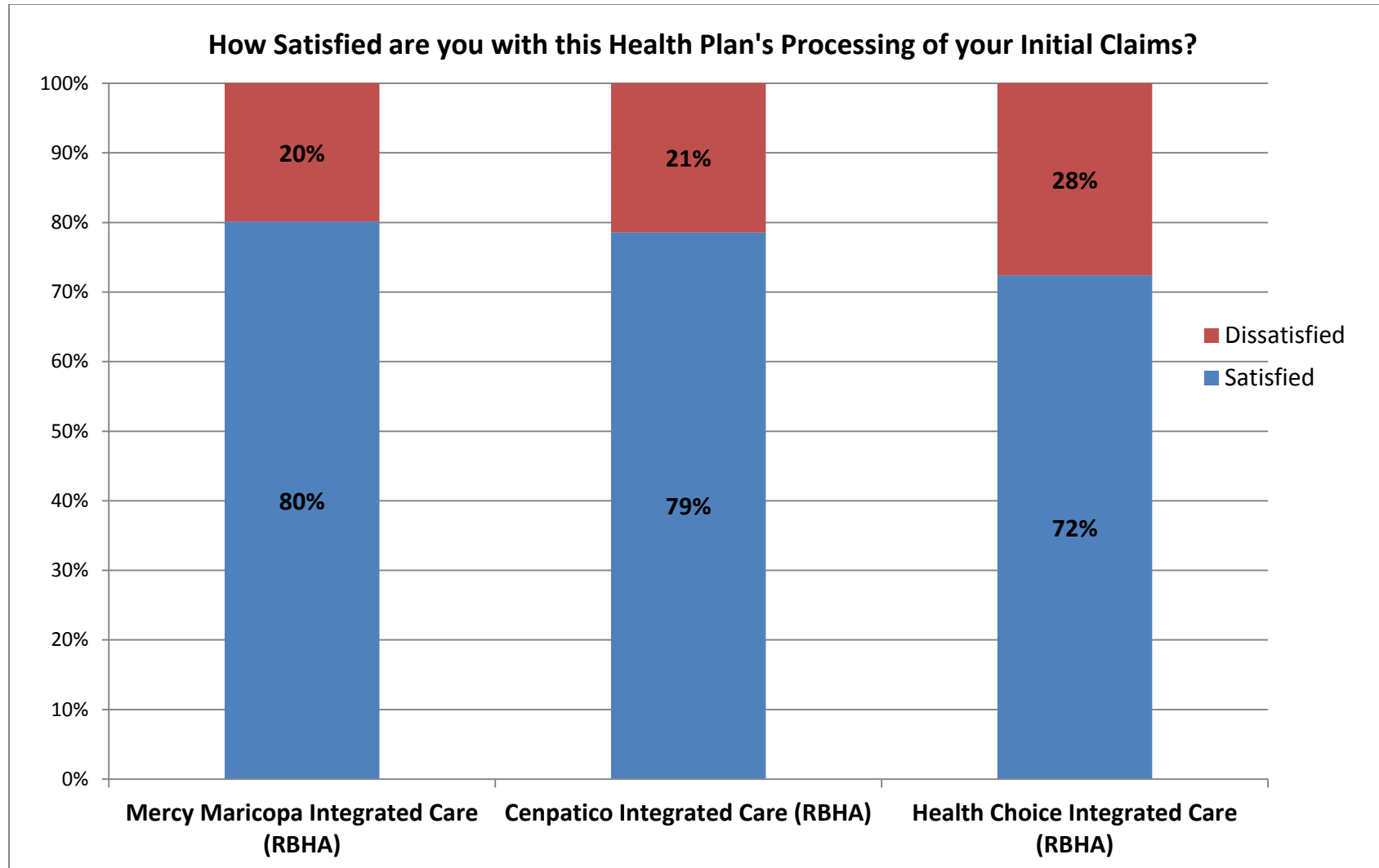
### How All Health Plans Compare

Graph 1



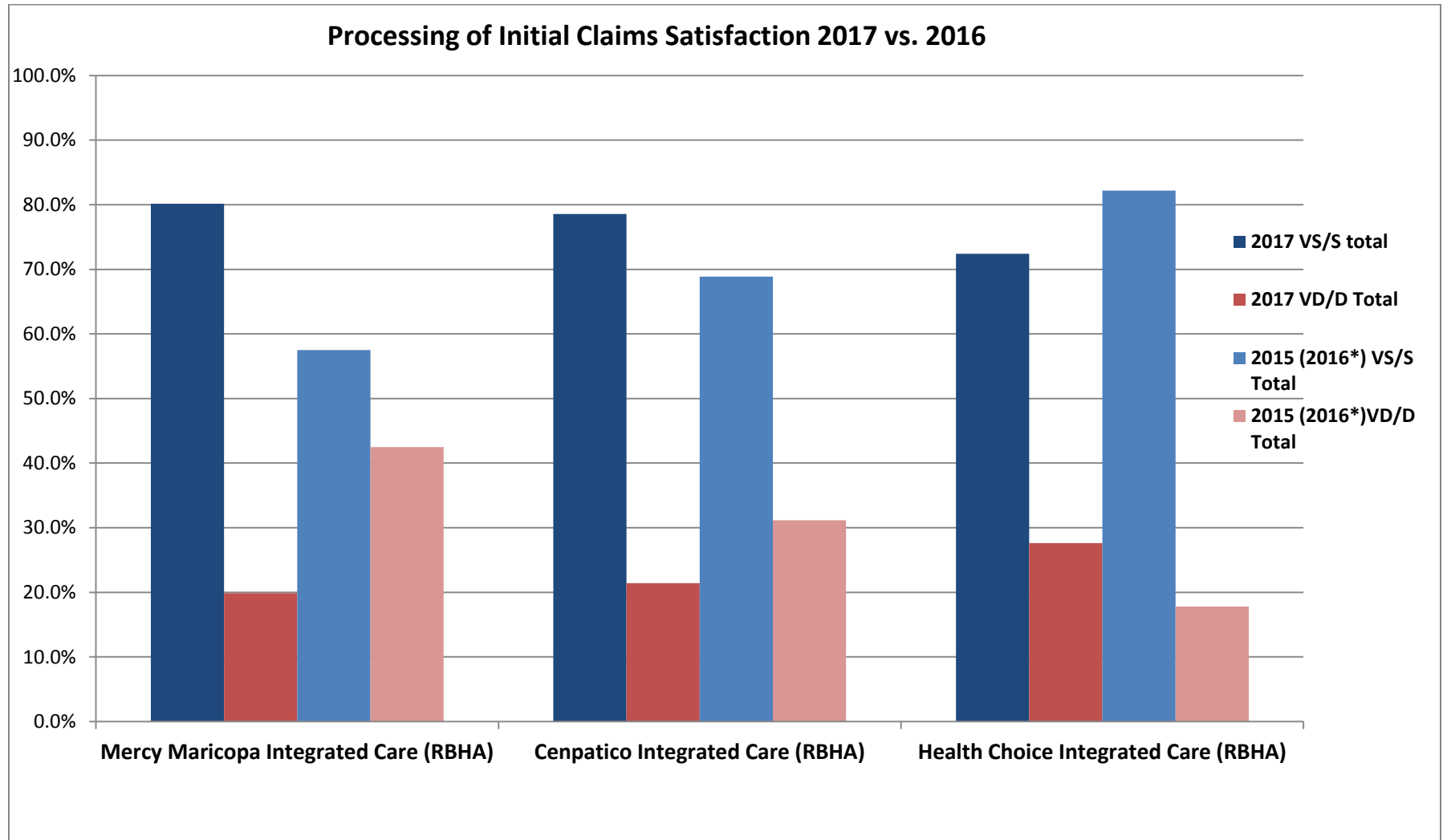
**How RBHA Health Plans Compare**

**Graph 1.1**



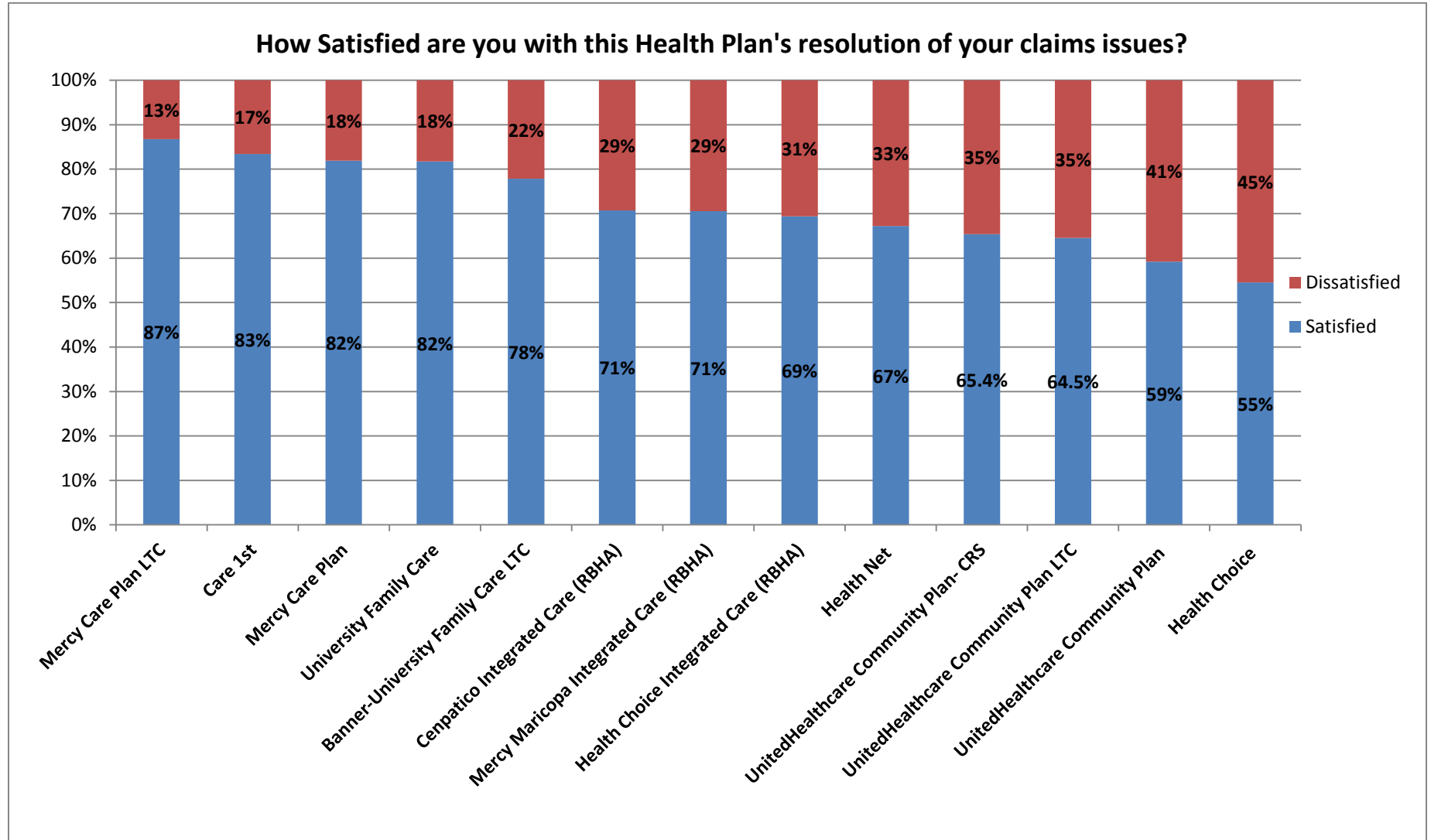
2017 Compared to 2016  
Provider Survey Results

Graph 1.2



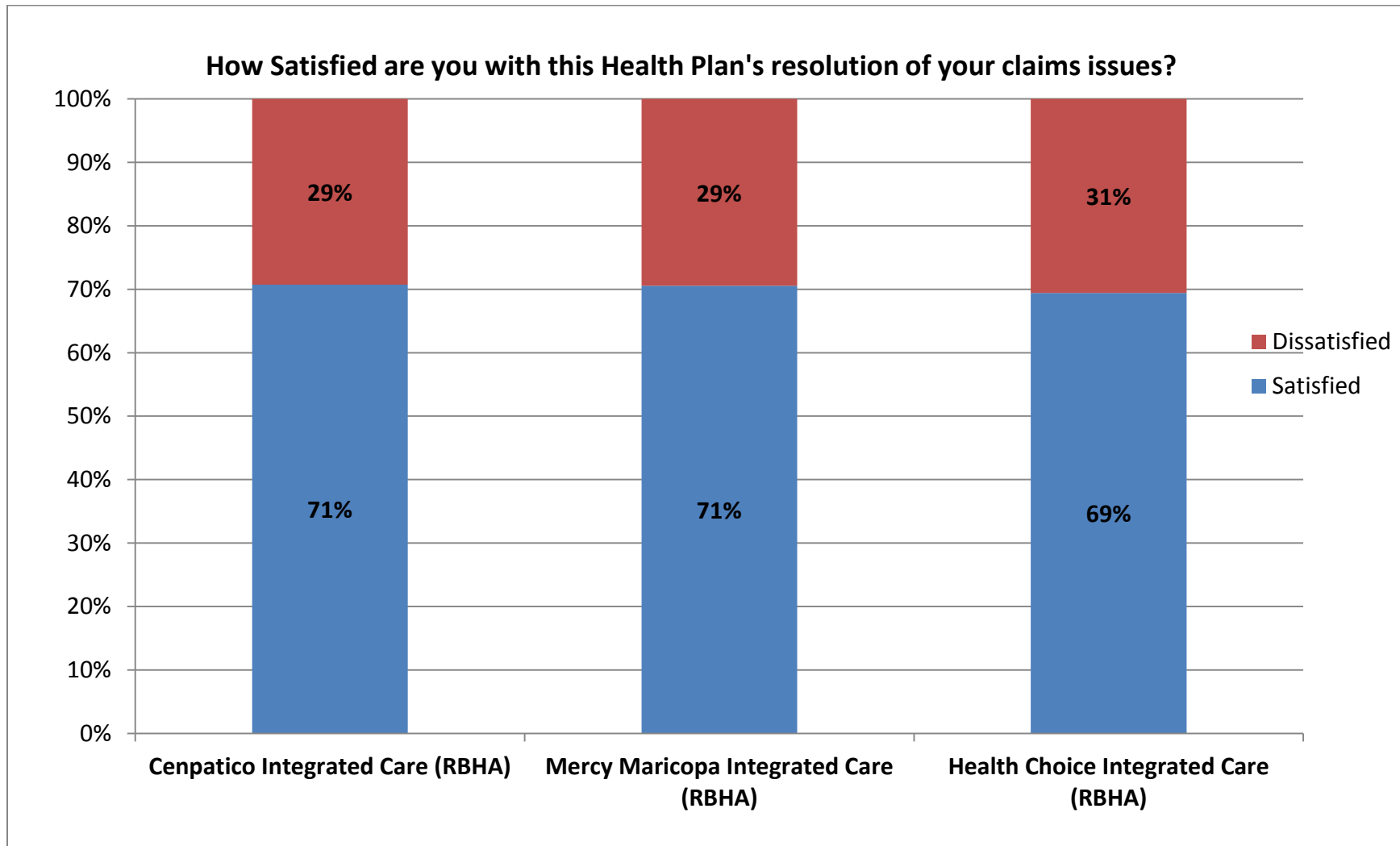
**How All Health Plans Compare (Continued)**

**Graph 2**



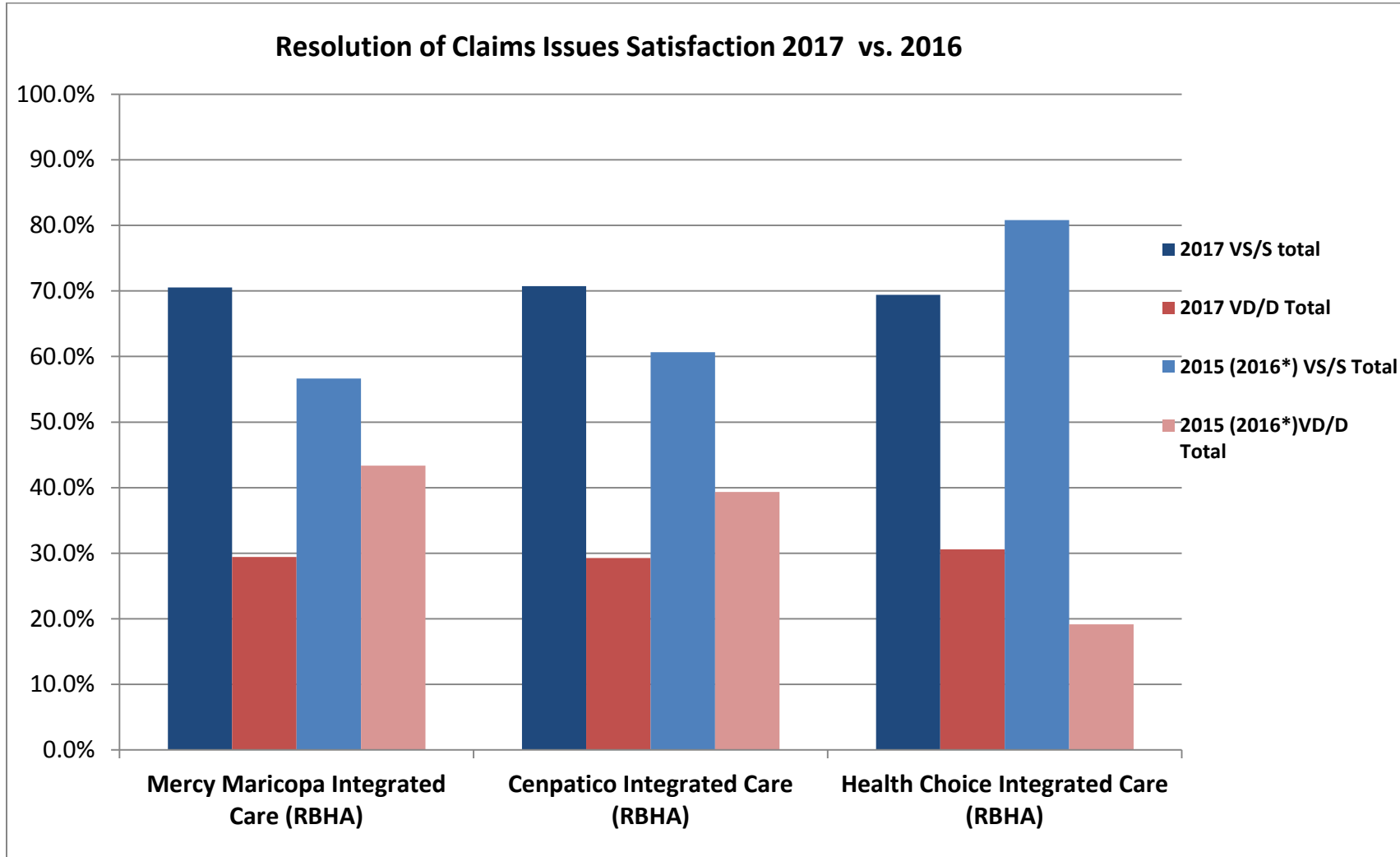
**How RBHA Health Plans Compare (Continued)**

**Graph 2.1**



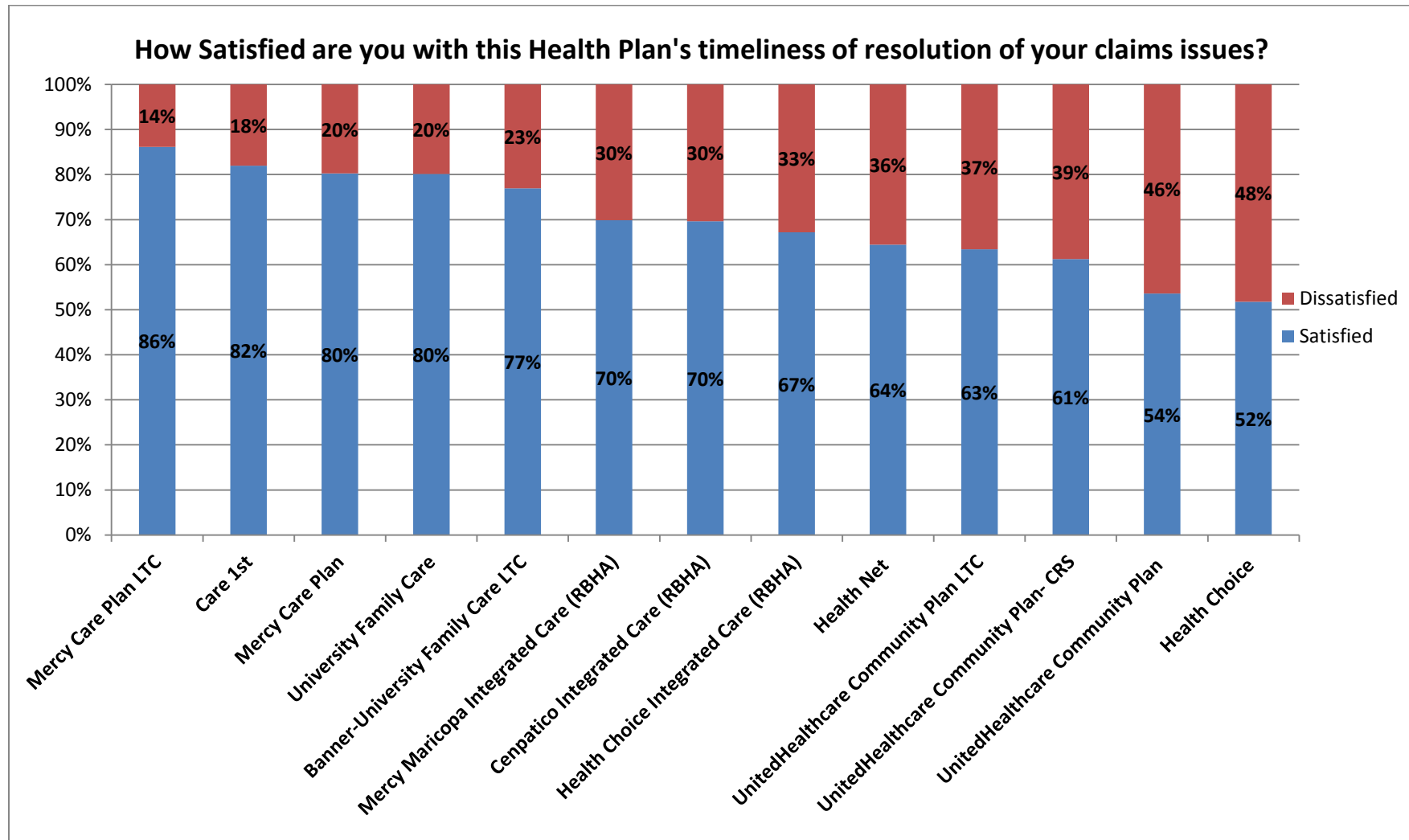
2017 Compared to 2016  
Provider Survey Results

Graph 2.2



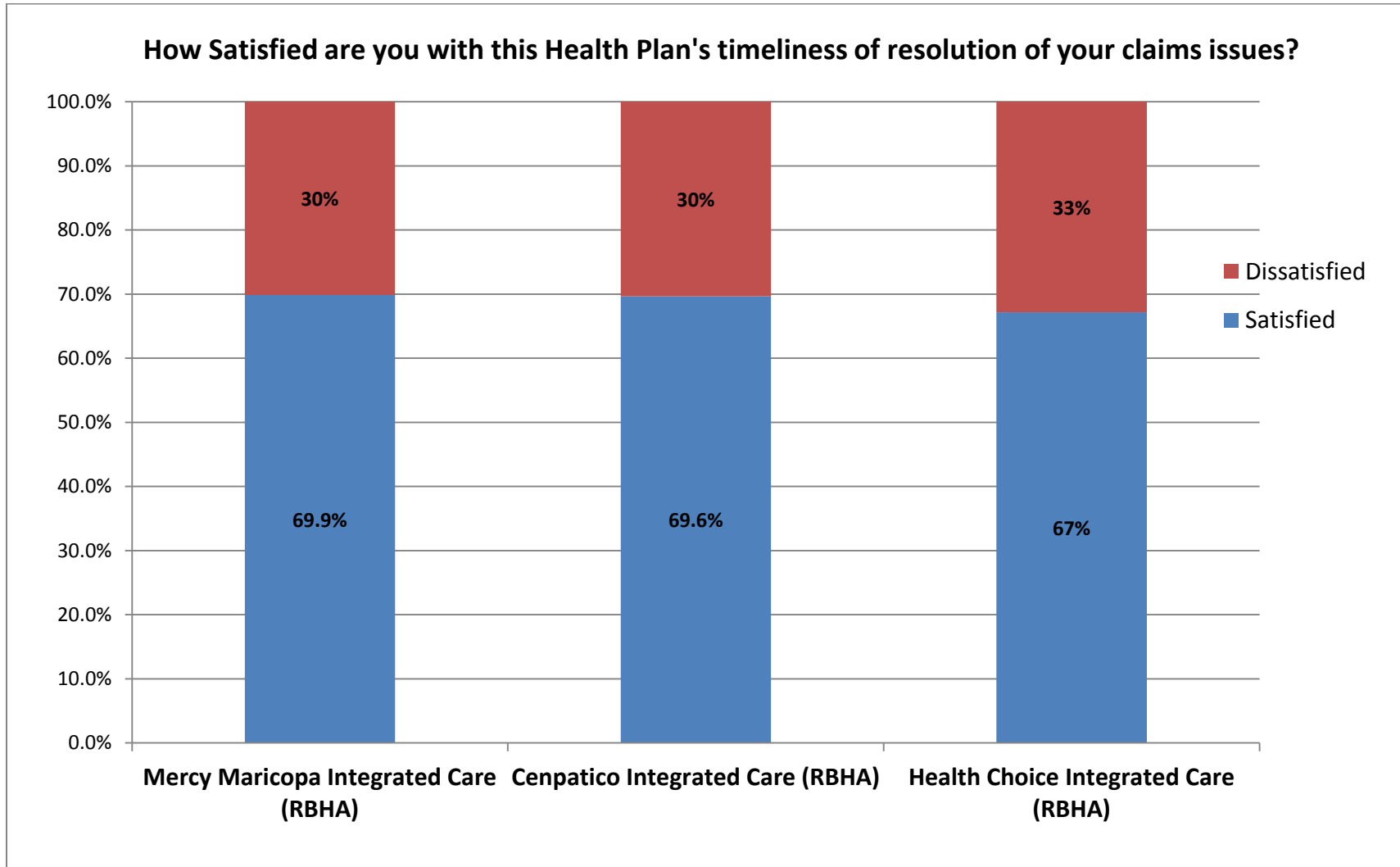
**How All Health Plans Compare (Continued)**

**Graph 3**



**How RBHA Health Plans Compare**

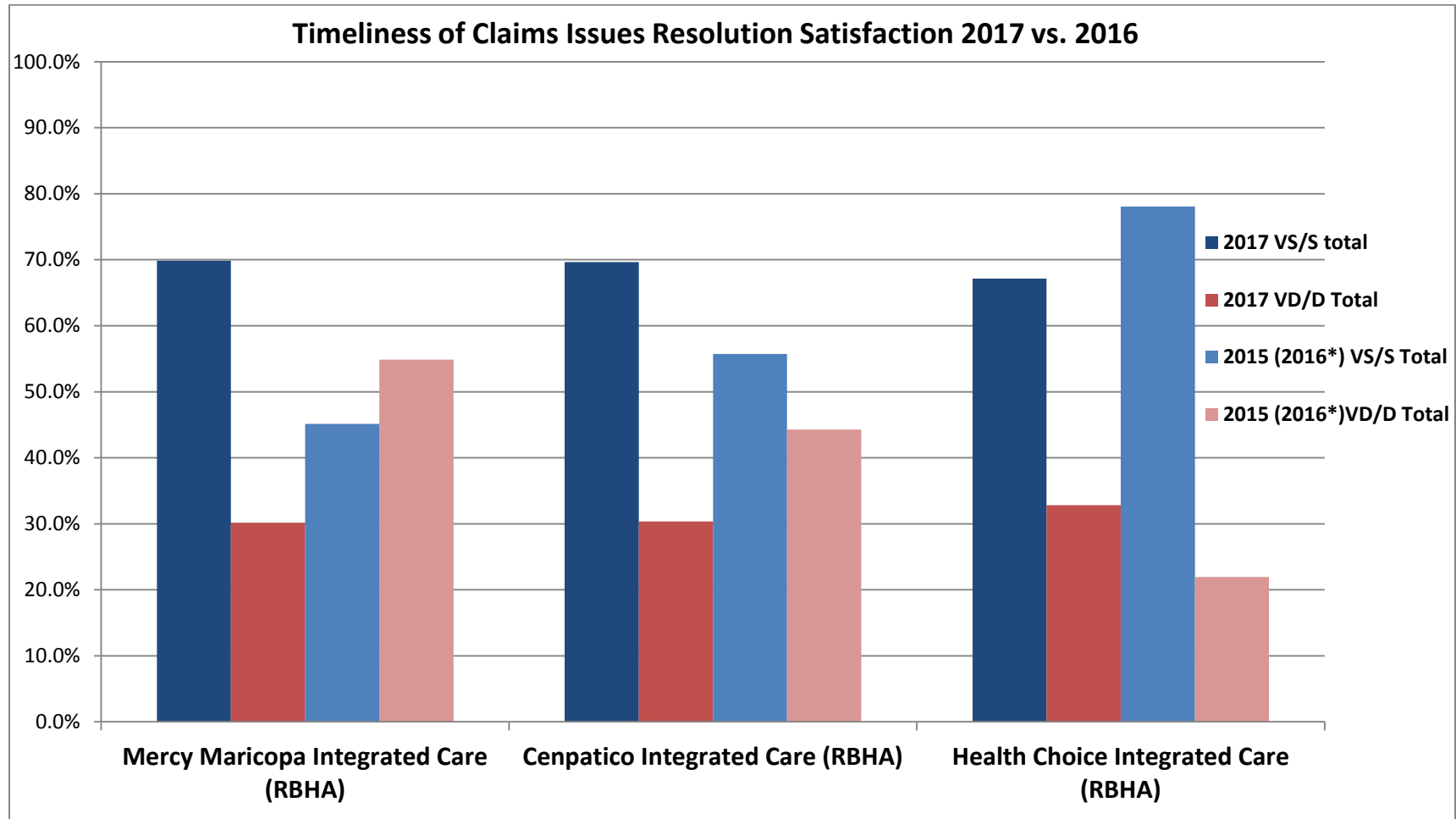
**Graph 3.1**





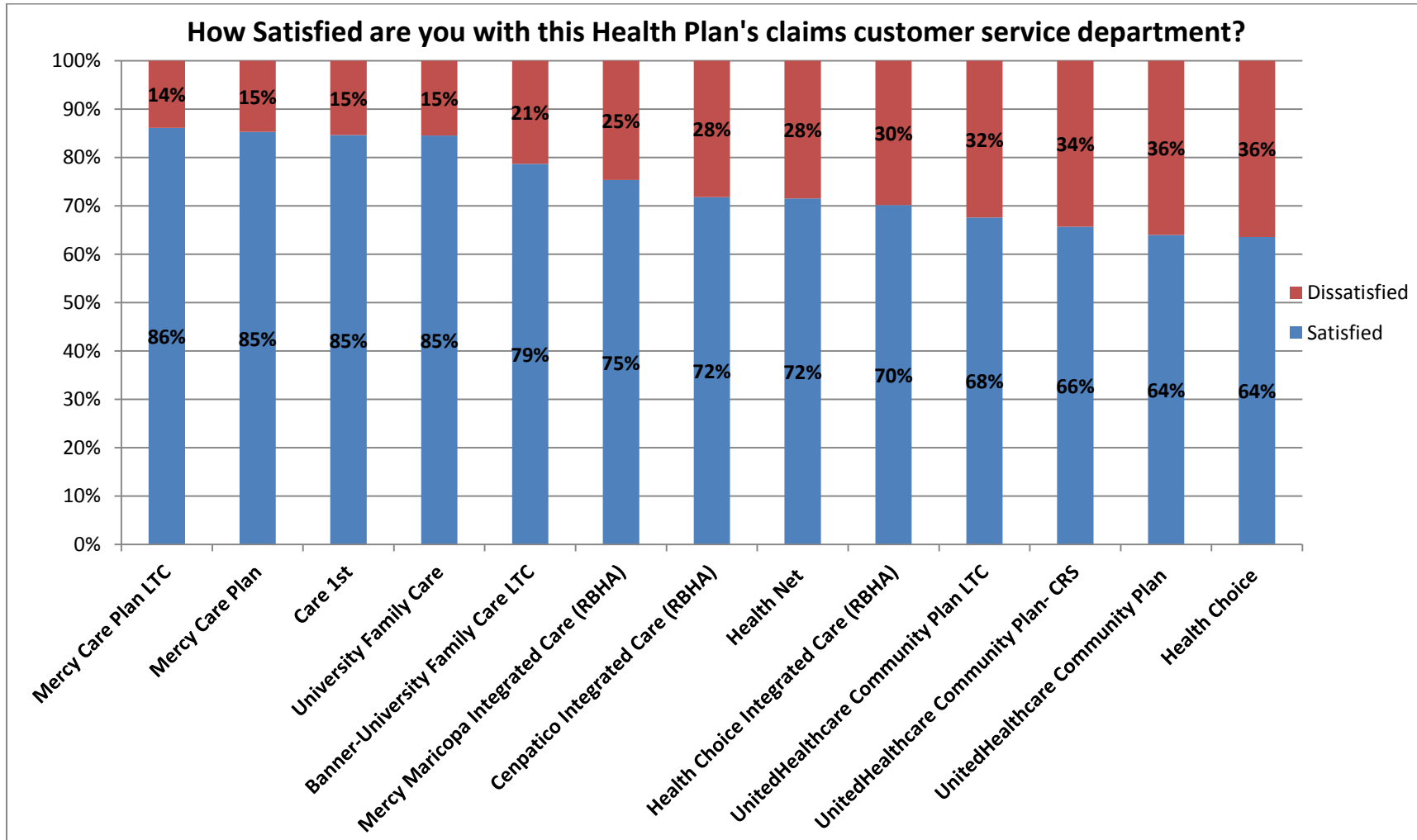
2017 Compared to 2016  
Provider Survey Results

**Graph 3.2**



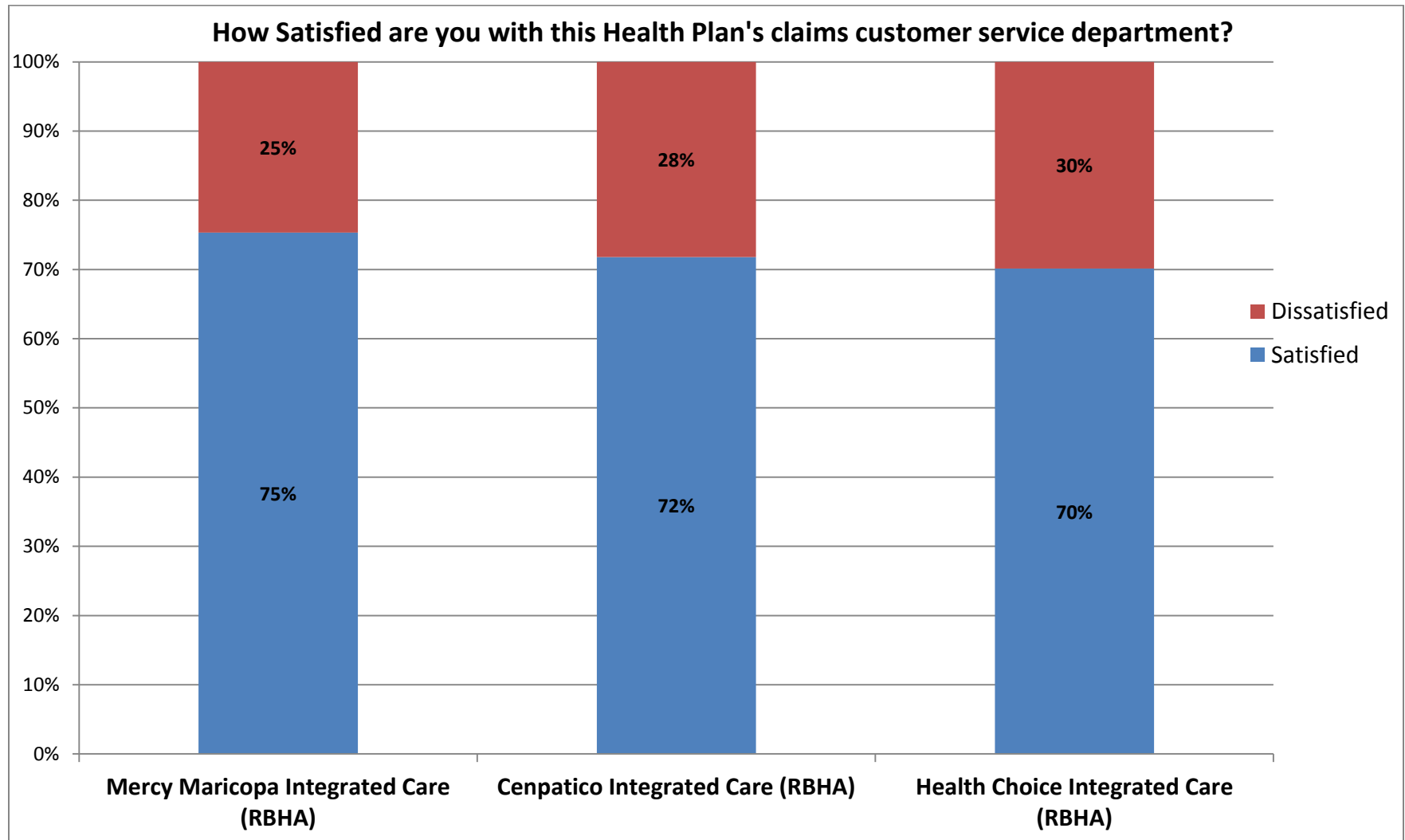
**How All Health Plans Compare (Continued)**

**Graph 4**



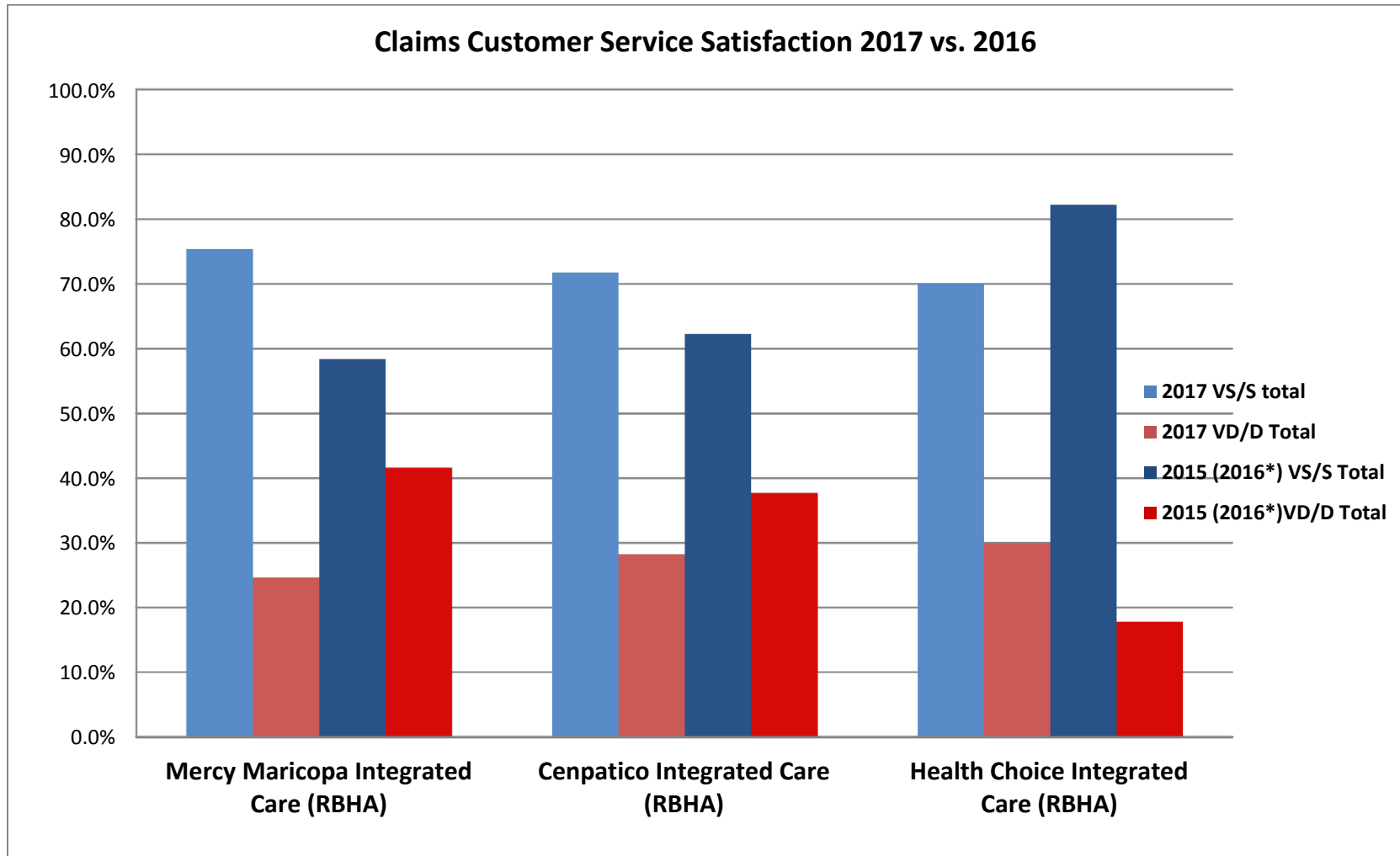
**How RBHA Health Plans Compare**

**Graph 4.1**



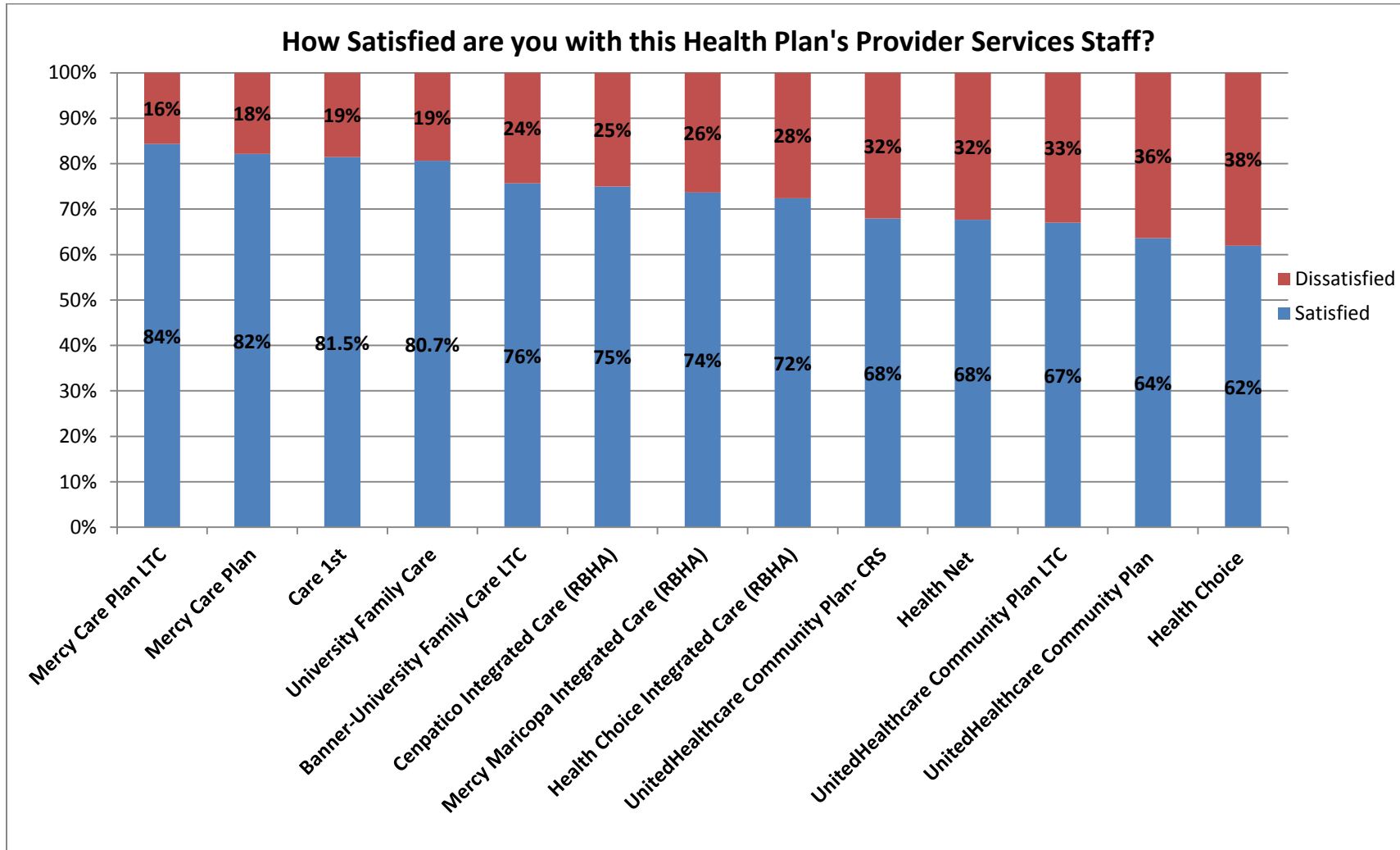
2017 Compared to 2016  
Provider Survey Results

**Graph 4.2**



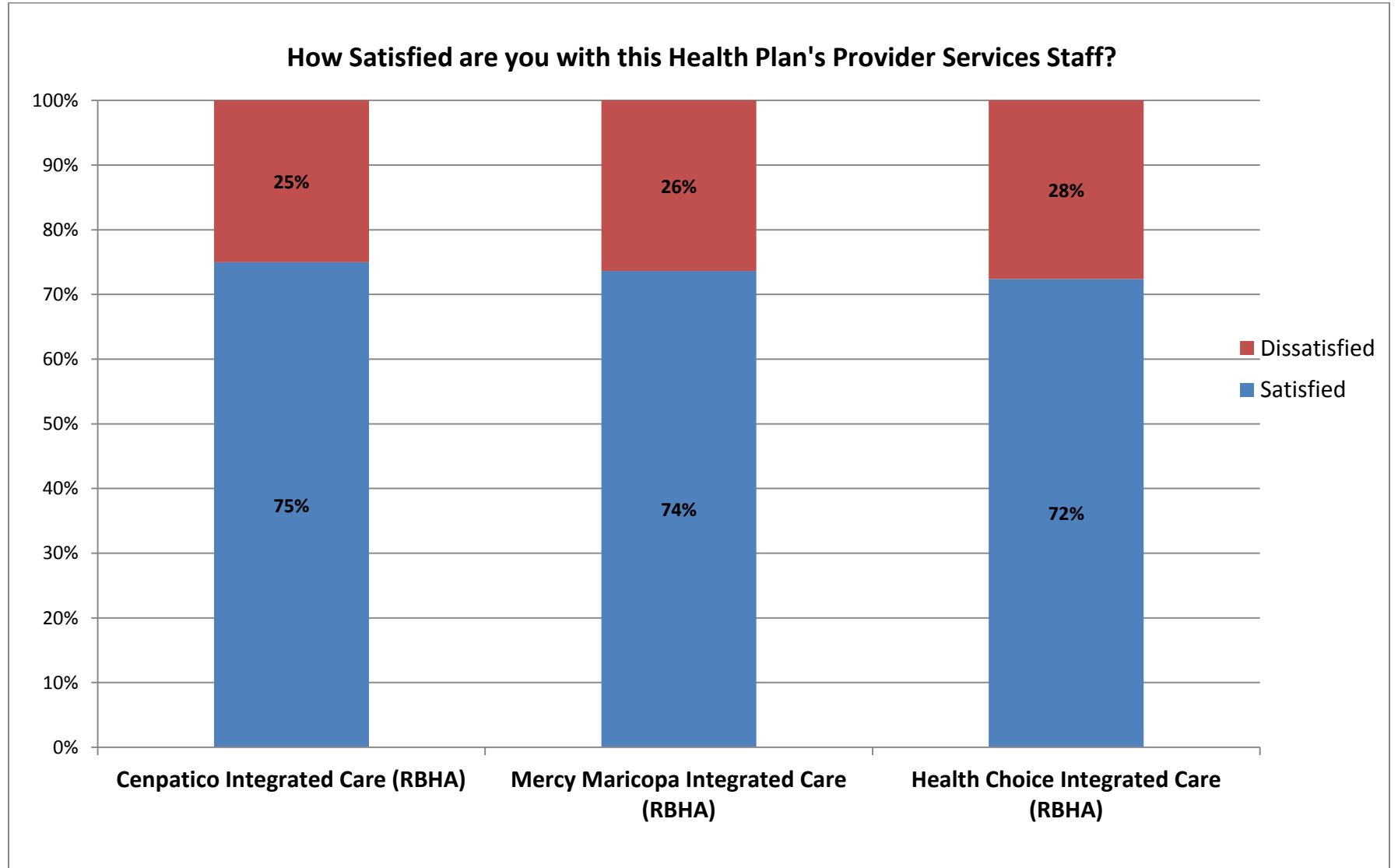
**How All Health Plans Compare (Continued)**

**Graph 5**



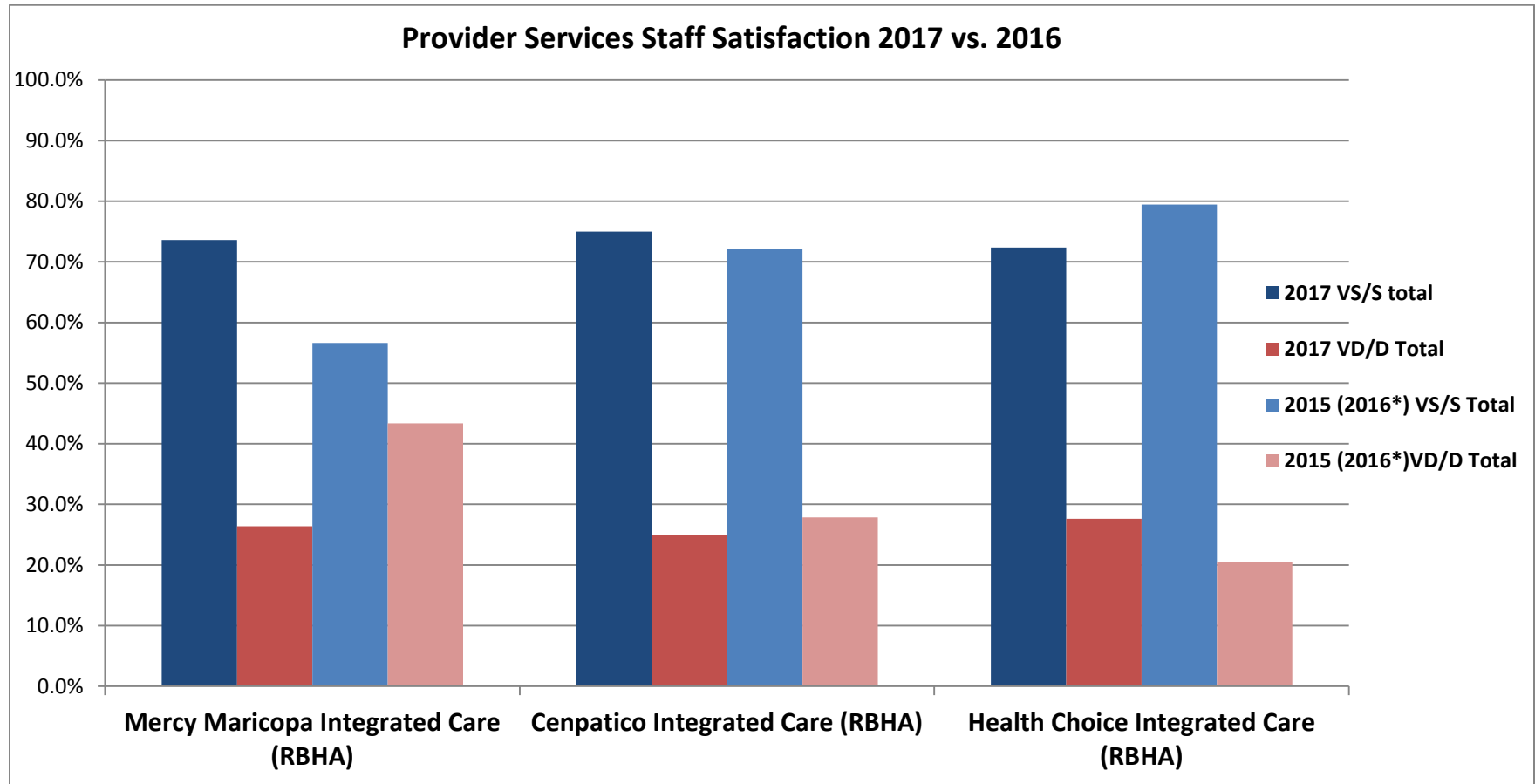
**How RBHA Health Plans Compare**

**Graph 5.1**



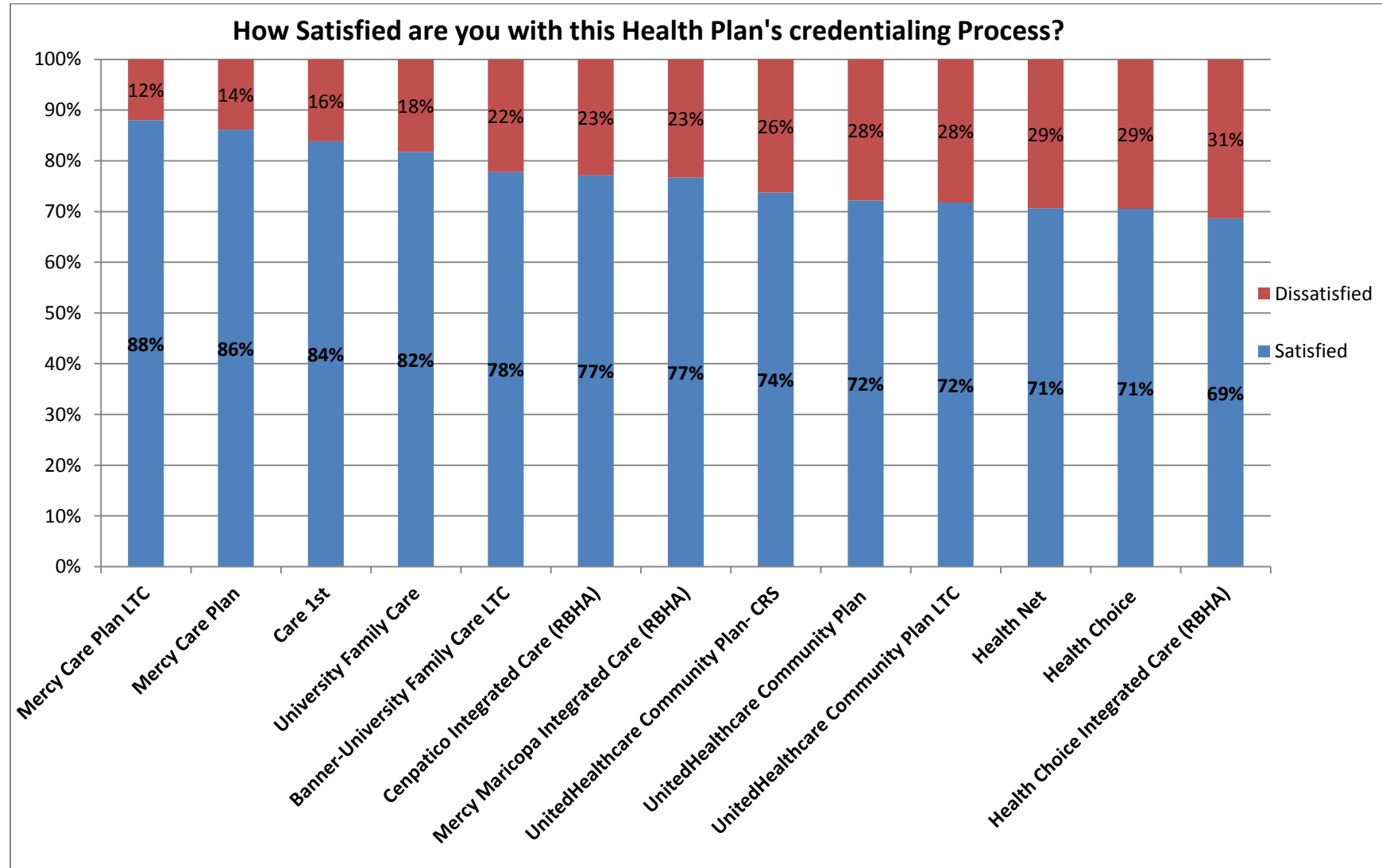
2017 Compared to 2016  
Provider Survey Results

**Graph 5.2**



### How Health Plans Compare (Continued)

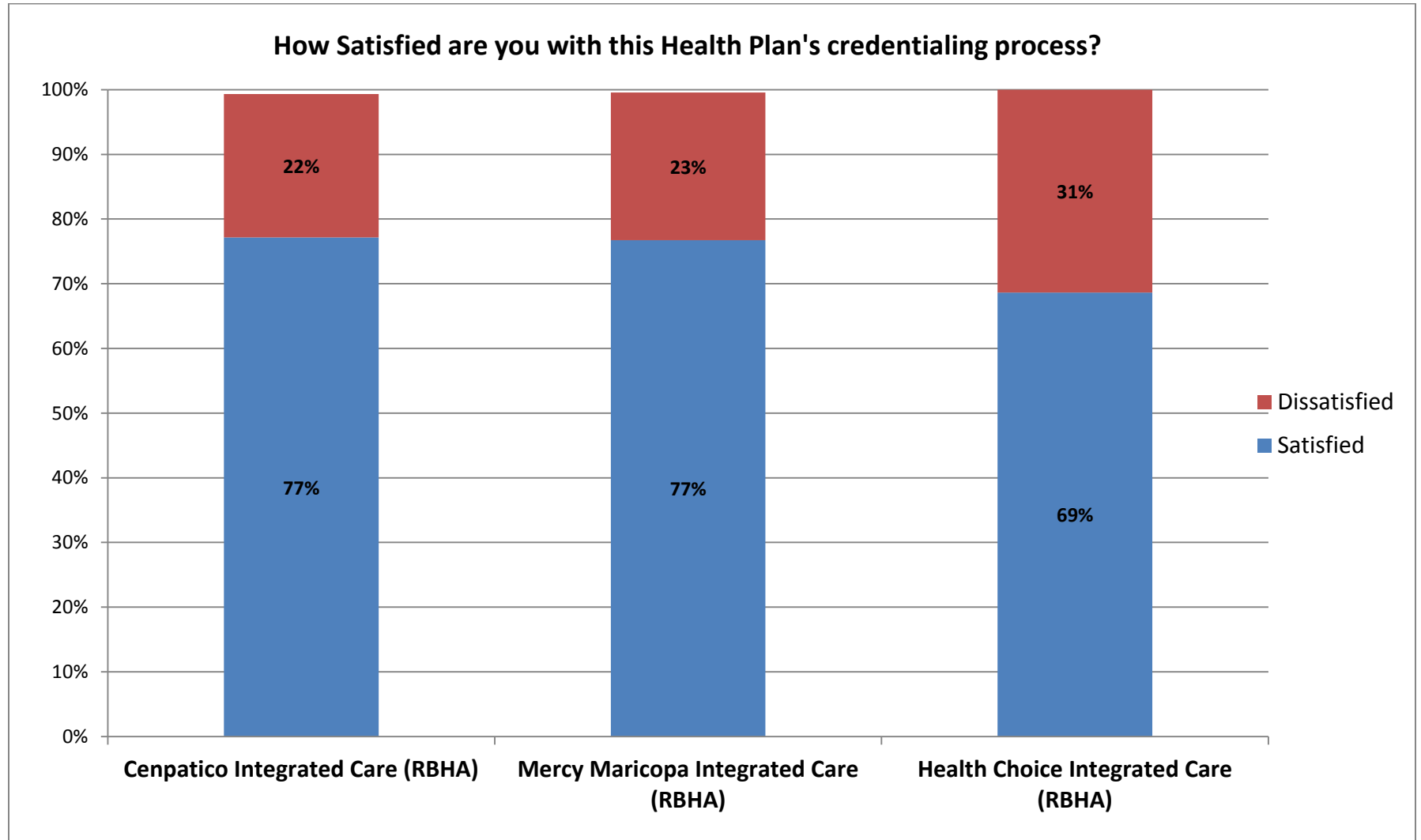
Graph 6





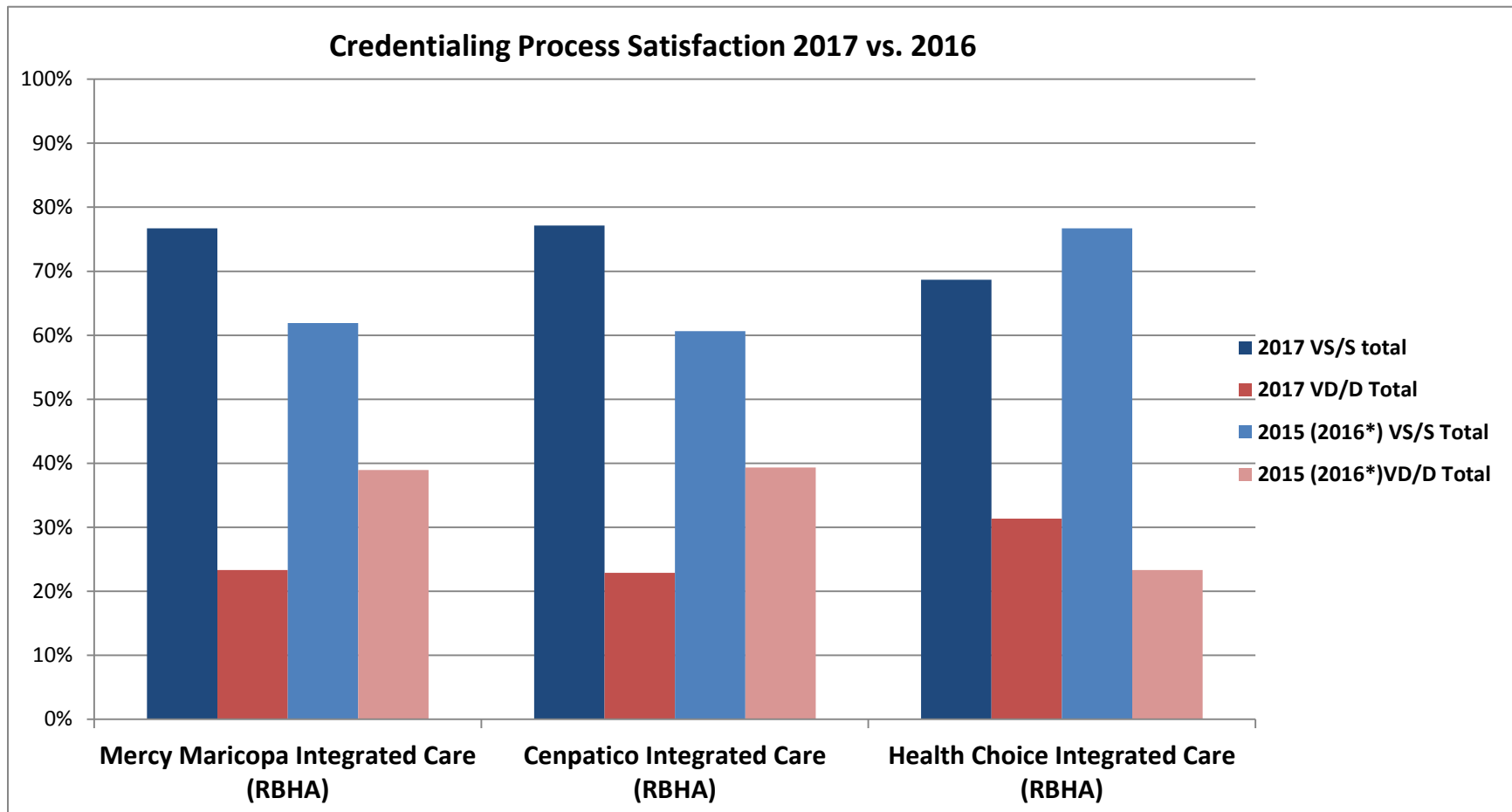
**How RBHA Health Plans Compare**

**Graph 6.1**



2017 Compared to 2016  
Provider Survey Results

**Graph 6.2**



## RBHA Health Plan Specific Results

### Cenpatico Integrated Care (CIC)

#### Results by Survey Question

CIC ranked joint *sixth* overall out of the thirteen health plans assessed. CIC’s overall performance improved an average of 10% from the survey conducted in 2016.

AHCCCS recognizes the need for focused and prioritized improvements across all focus areas. AHCCCS expects CIC to fully review their individual results and provider feedback and continue to enhance processes that result in increased provider satisfaction and efficient business operations. AHCCCS will continue to work with CIC to implement strategies to improve overall efficiency and customer service experience for providers.

<b>How satisfied are you with this Health Plan’s processing of your initial claims?</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Very Dissatisfied	7.9%	22
Dissatisfied	13.6%	38
Satisfied	61.1%	171
Very Satisfied	17.5%	49
<b><i>Number of Respondents</i></b>		<b>280</b>

<b>How satisfied are you with this Health Plan’s resolution of your claims issues?</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Very Dissatisfied	10.4%	29
Dissatisfied	18.9%	53
Satisfied	57.1%	160
Very Satisfied	13.6%	38
<b><i>Number of Respondents</i></b>		<b>280</b>

<b>How satisfied are you with this Health Plan’s timeliness of resolution of your claims issues?</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Very Dissatisfied	12.1%	34
Dissatisfied	18.2%	51

Satisfied	55.4%	155
Very Satisfied	14.3%	40
<b>Number of Respondents</b>		<b>280</b>

<b>How satisfied are you with this Health Plan’s Claims Customer Service Department?</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Very Dissatisfied	11.4%	32
Dissatisfied	16.8%	47
Satisfied	56.8%	159
Very Satisfied	15.0%	42
<b>Number of Respondents</b>		<b>280</b>

<b>How satisfied are you with this Health Plan’s Provider Services staff?</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Very Dissatisfied	8.2%	23
Dissatisfied	16.8%	47
Satisfied	56.1%	157
Very Satisfied	18.9%	53
<b>Number of Respondents</b>		<b>280</b>

<b>How satisfied are you with this Health Plan’s Credentialing Process?</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Very Dissatisfied	8.9%	25
Dissatisfied	13.9%	39
Satisfied	59.3%	166
Very Satisfied	17.9%	50
<b>Number of Respondents</b>		<b>280</b>

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

Mercy Maricopa ranked joint *sixth* overall out of the thirteen health plans assessed and demonstrated the most improved provider satisfaction survey results from the prior year survey. Mercy Maricopa’s overall performance saw an average increase of 18% from the survey conducted in 2016.

AHCCCS expects Mercy Maricopa to review the results and develop process improvement strategies. AHCCCS identifies Mercy Maricopa’s performance across the following survey areas; claims resolution, timeliness of resolution of claims issues, claims customer service, provider services staff and credentialing as significant opportunities for ongoing improvement and should be priority areas in its quality improvement plan.

<b>How satisfied are you with this Health Plan’s processing of your initial claims?</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Very Dissatisfied	8.2%	24
Dissatisfied	11.6%	34
Satisfied	67.1%	196
Very Satisfied	13.0%	38
<b><i>Number of Respondents</i></b>		<b>292</b>

<b>How satisfied are you with this Health Plan’s resolution of your claims issues?</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Very Dissatisfied	9.2%	27
Dissatisfied	20.2%	59
Satisfied	59.2%	173
Very Satisfied	11.3%	33
<b><i>Number of Respondents</i></b>		<b>292</b>

<b>How satisfied are you with this Health Plan’s timeliness of resolution of your claims issues?</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Very Dissatisfied	9.6%	28
Dissatisfied	20.5%	60
Satisfied	59.9%	175
Very Satisfied	9.9%	29

<i>Number of Respondents</i>	<b>292</b>
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<b>How satisfied are you with this Health Plan’s Claims Customer Service Department?</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Very Dissatisfied	8.2%	24
Dissatisfied	16.4%	48
Satisfied	64.7%	189
Very Satisfied	10.6%	31
<i>Number of Respondents</i>		<b>292</b>

<b>How satisfied are you with this Health Plan’s Provider Services staff?</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Very Dissatisfied	9.9%	29
Dissatisfied	16.4%	48
Satisfied	59.9%	175
Very Satisfied	13.7%	40
<i>Number of Respondents</i>		<b>292</b>

<b>How satisfied are you with this Health Plan’s Credentialing Process?</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Very Dissatisfied	8.9%	26
Dissatisfied	14.4%	42
Satisfied	63.0%	184
Very Satisfied	13.7%	40
<i>Number of Respondents</i>		<b>292</b>

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

HCIC ranked *ninth* overall out of the thirteen health plans assessed and provider satisfaction results decreased an average of 10% from the survey completed in 2016.

AHCCCS expects HCIC to review the results and develop process improvement strategies to correct and substantially improve the performance results demonstrated by the 2017 survey. AHCCCS identifies all focus areas for immediate correction and improved performance and should be focus areas in HCIC’s quality improvement plan.

<b>How satisfied are you with this Health Plan’s processing of your initial claims?</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Very Dissatisfied	14.2%	19
Dissatisfied	13.4%	18
Satisfied	54.5%	73
Very Satisfied	17.9%	24
<b><i>Number of Respondents</i></b>		<b>134</b>

<b>How satisfied are you with this Health Plan’s resolution of your claims issues?</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Very Dissatisfied	14.9%	20
Dissatisfied	15.7%	21
Satisfied	53.7%	72
Very Satisfied	15.7%	21
<b><i>Number of Respondents</i></b>		<b>134</b>

<b>How satisfied are you with this Health Plan’s timeliness of resolution of your claims issues?</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Very Dissatisfied	16.4%	22
Dissatisfied	16.4%	22
Satisfied	52.2%	70
Very Satisfied	14.9%	20
<b><i>Number of Respondents</i></b>		<b>134</b>

<b>How satisfied are you with this Health Plan's Claims Customer Service Department?</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Very Dissatisfied	15.7%	21
Dissatisfied	14.2%	19
Satisfied	56.0%	75
Very Satisfied	14.2%	19
<b><i>Number of Respondents</i></b>		<b>134</b>

<b>How satisfied are you with this Health Plan's Provider Services staff?</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Very Dissatisfied	15.7%	21
Dissatisfied	11.9%	16
Satisfied	56.0%	75
Very Satisfied	16.4%	22
<b><i>Number of Respondents</i></b>		<b>134</b>

<b>How satisfied are you with this Health Plan's Credentialing Process?</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Very Dissatisfied	17.9%	24
Dissatisfied	13.4%	18
Satisfied	54.5%	73
Very Satisfied	14.2%	19
<b><i>Number of Respondents</i></b>		<b>134</b>