OPERATIONS UPDATE

AHCCCS Provider Claims Survey 2015
Provider Claims Survey

- 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

• 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?

- 2015 Very Dissatisfied or Dissatisfied
- 2015 Very Satisfied or Satisfied

Reaching across Arizona to provide comprehensive quality health care for those in need
How Health Plans Compare

Provider Claims Survey
2015 Compared to 2014

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

- 2015 Very Satisfied/Satisfied
- 2014 Very Satisfied/Satisfied
- 2015 Very Dissatisfied/Dissatisfied
- 2014 Very Dissatisfied/Dissatisfied

Reaching across Arizona to provide comprehensive quality health care for those in need
How Health Plans Compare

Provider Claims Survey
September 2015

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

- Care 1st: 21.8% Very Dissatisfied or Dissatisfied, 78.2% Very Satisfied or Satisfied
- Maricopa Health Plan: 22.0% Very Dissatisfied or Dissatisfied, 78.0% Very Satisfied or Satisfied
- University Family Care: 28.2% Very Dissatisfied or Dissatisfied, 71.8% Very Satisfied or Satisfied
- Mercy Care Plan ALTS: 29.2% Very Dissatisfied or Dissatisfied, 70.8% Very Satisfied or Satisfied
- Mercy Care Plan Acute: 31.9% Very Dissatisfied or Dissatisfied, 68.1% Very Satisfied or Satisfied
- Phoenix Health Plan: 33.2% Very Dissatisfied or Dissatisfied, 66.8% Very Satisfied or Satisfied
- Health Net: 33.9% Very Dissatisfied or Dissatisfied, 66.1% Very Satisfied or Satisfied
- United Healthcare CRS: 40.6% Very Dissatisfied or Dissatisfied, 59.4% Very Satisfied or Satisfied
- United Healthcare ALTS: 41.9% Very Dissatisfied or Dissatisfied, 58.1% Very Satisfied or Satisfied
- Bridgeway: 44.1% Very Dissatisfied or Dissatisfied, 55.9% Very Satisfied or Satisfied
- United Healthcare Acute: 48.6% Very Dissatisfied or Dissatisfied, 51.4% Very Satisfied or Satisfied
- Health Choice: 55.9% Very Dissatisfied or Dissatisfied, 44.1% Very Satisfied or Satisfied

Reaching across Arizona to provide comprehensive quality health care for those in need
How Health Plans Compare

Provider Claims Survey
2015 Compared to 2014

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

Reaching across Arizona to provide comprehensive quality health care for those in need
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?

- University Family Care: 78.0%
- Care 1st: 76.6%
- Maricopa Health Plan: 67.5%
- Mercy Care Plan ALTS: 61.9%
- Phoenix Health Plan: 61.6%
- Health Net: 58.3%
- United Healthcare CNS: 55.2%
- United Healthcare ALTS: 47.4%
- United Healthcare Acute: 44.8%
- Bridgeway: 61.6%
- Health Choice: 52.6%
- 2015 Very Dissatisfied or Dissatisfied
- 2015 Very Satisfied or Satisfied
How Health Plans Compare

Provider Claims Survey
2015 compared to 2014

How Satisfied are you with this Health Plan's Timeliness of Resolution of Your Claims Issues?

Reaching across Arizona to provide comprehensive quality health care for those in need
How Health Plans Compare

Provider Claims Survey
September 2015

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

<table>
<thead>
<tr>
<th>Health Plan</th>
<th>2015 Very Dissatisfied or Dissatisfied</th>
<th>2015 Very Satisfied or Satisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>University Family Care</td>
<td>16.4%</td>
<td>83.6%</td>
</tr>
<tr>
<td>Monopola Health Plan</td>
<td>17.2%</td>
<td>82.8%</td>
</tr>
<tr>
<td>Care 1st</td>
<td>25.5%</td>
<td>74.5%</td>
</tr>
<tr>
<td>Mercy Care Plan Acute</td>
<td>26.4%</td>
<td>73.6%</td>
</tr>
<tr>
<td>Mercy Health Plan</td>
<td>27.3%</td>
<td>72.7%</td>
</tr>
<tr>
<td>Phoenix Health Plan</td>
<td>32.9%</td>
<td>67.1%</td>
</tr>
<tr>
<td>Health Net</td>
<td>33.6%</td>
<td>66.4%</td>
</tr>
<tr>
<td>United HealthCare ALTS</td>
<td>34.3%</td>
<td>65.7%</td>
</tr>
<tr>
<td>United HealthCare Acute</td>
<td>36.4%</td>
<td>63.6%</td>
</tr>
<tr>
<td>United HealthCare CRS</td>
<td>36.5%</td>
<td>63.5%</td>
</tr>
<tr>
<td>Bridgeway Health Choice</td>
<td>41.0%</td>
<td>59.0%</td>
</tr>
</tbody>
</table>

Reaching across Arizona to provide comprehensive quality health care for those in need
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?

- 2015 Very Dissatisfied or Dissatisfied
- 2015 Very Satisfied or Satisfied

Reaching across Arizona to provide comprehensive quality health care for those in need
Provider Claims Survey
2015 Compared to 2014

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

- 2015 Very Satisfied or Satisfied
- 2014 Very Satisfied or Satisfied
- 2015 Very Dissatisfied or Dissatisfied
- 2014 Very Dissatisfied or Dissatisfied

How Health Plans Compare

Reaching across Arizona to provide comprehensive quality health care for those in need
Overall Findings

• **Most satisfaction**
  o Health plan performance with **processing of initial claims**, **Claims Customer Service**, and **Provider Services Staff**.

• **Most dissatisfaction**
  o Health plan performance with **resolution of claims issues** and **timeliness of resolution of claims issues**.

• **Comments**
  o 1187 total comments across all health plans
    ▪ Provider satisfaction –
      ▪ 2015: 28.76%
      ▪ 2014: 18.3%
    ▪ Provider dissatisfaction –
      ▪ 2015: 71.24%
      ▪ 2014: 81.7%
  o 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.

14
Follow-up Actions & Expectations

• Contractors
  
  o 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 survey early 2016
Follow-up Actions & Expectations

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

Reaching across Arizona to provide comprehensive quality health care for those in need