

Phoenix Health Plan
 Provider Satisfaction Survey
 Summary Report
 CYE 2010

Background

Phoenix Health Plan (PHP) is committed to making continual improvements in services for its members through contracted providers and programs, while ensuring that high-quality care is provided to all members. This report presents the results of provider satisfaction research with PHP providers in nine counties. Results are presented and analyzed in two groups: the three counties (Gila, Maricopa, and Pinal) serviced by PHP for a longer period of time, and the six counties (Apache, Coconino, Mohave, Navajo, Pima, and Yavapai) in which PHP began offering services more recently.

Provider Characteristics

A total of 409 completed written surveys were collected between April 19th and May 14th 2010, by mail or fax from a total sample of 2,272 primary care providers, OB/GYN providers, and other specialists, resulting in an overall response rate of 18 percent. Similar surveys were conducted with PHP providers in the three counties in January 2009, with a response rate of 13 percent; and in the six counties in May 2009, with a response rate of 12 percent.

Survey Analysis

The average of the means for all 16 questions related to four service areas: member services, prior authorization, provider services, and claims were 7.03 in 2010 for all nine counties compared to 6.76 in 2009. Respondents used a 10-point scale where 10 is the “best possible”. The “top-box” performance is typically considered to be a rating of 8-10 or 9-10 on a 10 point scale and PHP’s overall satisfaction mean rating of 7.03 in the nine counties is good. Courtesy receive the highest mean rating with each group question. Targeted areas for improvement have not changed from 2009 to 2010:

- The accuracy and timeliness of claims processing
- Completing Prior Authorization in a timely manner

Overall ratings include:

2009	2010	Satisfaction with Member Services
7.36	7.48	Courtesy of member service reps when you call
6.99	7.18	Calls to member service answered promptly
6.65	7.13	Knowledge of member service representative

2009	2010	Satisfaction with Prior Authorization
6.55	7.18	Courtesy of prior authorization (PA) staff when you call
6.25	6.93	Clear, complete answers to your PA questions
5.77	6.61	How well PHP educates you about PA guidelines
7.75	6.62	Ease of using PA process
5.75	6.26	PA completed in a timely manner

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2009	2010	Satisfaction with Provider Services
7.22	7.43	Courtesy of provider relations representative
7.02	N/A	Quality of initial orientation from provider relations rep- RETIRED
6.96	6.98	Prompt service from provider relations representative
6.56	6.85	Quality of working relationship with provider relations representative regarding ongoing education
N/A	6.88	Quality of Provider relations representative visits- NEW

2009	2010	Satisfaction with Claims Processing
6.95	7.36	Courtesy of claims customer service representative when you call
6.38	6.95	Accuracy of claims processing
6.43	6.86	Clear, complete answers to your claims questions
6.05	6.79	Timeliness of claims processing