



2008 Provider Survey

Contract Number:	06385
Plans/Program:	Children's Mercy Family Health Partners UniCare Health Plan of Kansas HealthConnect Kansas
Survey Year:	2008

Report submitted by:



2947 S.W. Wanamaker Drive
Topeka, Kansas 66614-4193
(785) 273-2552

Prepared for:



2008 Provider Survey

The 2008 provider survey was administered to primary care case managers (PCCMs) in the HealthConnect Kansas (HCK) program, as well as to primary care providers (PCPs) in the two managed care plans, Children's Mercy Family Health Partners (CMFHP) and UniCare Health Plan of Kansas (UniCare).

OBJECTIVES

Kansas Foundation for Medical Care, Inc. (KFMC), the External Quality Review Organization (EQRO) for the State of Kansas, administered the provider survey simultaneously in the fall of 2008 to participants in the two plans and HCK. In previous years, KFMC had surveyed the PCCMs in the HCK program and the plans had administered their own provider survey. The objectives of administering the provider survey were to (1) measure the providers' satisfaction with their participation in CMFHP, UniCare or HCK; (2) identify quality improvement opportunities from the providers' perspective; and (3) collect consistent cross-plans/program provider information.

BACKGROUND

The 2008 provider survey was adapted from the HCK survey KFMC developed in 2004, and administered from 2004-2007. The Kansas Health Policy Authority (KHPA) provided input and feedback to the development of both the 2004 and 2008 surveys. KFMC assessed the reliability of the 2008 survey tool using appropriate statistical tests. Face and content validity of the survey was established by KHPA's Peer Education and Resource Council (PERC). Separate survey tools were produced for each of the two plans and the HCK program. The wording was the same except for references to (1) specific plan/program; (2) provider participant ("PCP" for plans and "PCCM" for HCK); (3) population providers serve (members [plans] and beneficiaries [HCK]); and (4) resources (website and provider manual).

The surveys include statements/questions regarding the following topics:

- Satisfaction
- Access to Services/Treatments
- Customer Service
- Non-Pharmacy Prior Authorizations
- Finance issues
- Pharmacy and Drug Benefits
- Resources
- Program Services/Education
- Quality Improvement

TECHNICAL METHODS OF DATA COLLECTION AND ANALYSIS

The study population included PCPs/PCCMs who participate in one plan/program (CMFHP/UniCare/HCK), as well as those who participate in multiple networks. Specialists who serve as PCPs/PCCMs were also in the study population. A total of 769 providers were selected, 259 CMFHP; 257 UniCare; and 253 HCK. The surveys were mailed to the attention of the office manager, with a cover letter stating that input from

multiple disciplines (physician, business manager etc.) will probably be needed to respond to the survey. First, KFMC used a mail-only process consisting of one survey mailing and a reminder postcard to nonrespondents. However, to improve the response rate KFMC called provider offices that had not yet responded. Of the 769 surveys mailed, 32 were removed due to ineligibles, duplicate providers, and undeliverables. From the remaining 737 mailed surveys, a total of 300 were returned for an overall adjusted response rate of 41%. Separate adjusted response rates were calculated for each of the three surveys (34% CMFHP; 39% UniCare; and 48% HCK). In the analysis, KFMC weighted some of the survey results to minimize any potential for a provider selection bias. Survey results that indicated strengths and areas for improvement, related to plan/program management, are provided below. Results of statistical testing are provided in the complete report.

STRENGTHS RELATED TO PLAN/PROGRAM MANAGEMENT

- CMFHP, UniCare, and HCK all had greater than 90% provider satisfaction with their plan/program.
- All three had greater than 90% provider satisfaction with being a PCP/PCCM.
- Greater than 90% of CMFHP and UniCare provider respondents indicated their provider manuals were useful. HCK's rate was close, at 89%.
- CMFHP had greater than 90% satisfaction for accuracy of claims processing and for the rate respondents "agree/strongly agree" customer service representatives are easy to reach.

AREAS FOR IMPROVEMENT RELATED TO PLAN/PROGRAM MANAGEMENT

- There was a statistically significant difference among the plan's/program's weighted rates, regarding whether information on the website was "somewhat useful/very useful." CMFHP and HCK provider respondents (98% and 99% respectively) reported their websites are useful, while 86% of UniCare's respondents indicated their website is useful.
- CMFHP, UniCare, and HCK respondents reported low rates of Vaccine for Children (VFC) participation.
- Respondents to all three surveys indicated educating members/beneficiaries about their responsibilities was an area for improvement.