

## 2008 Provider Survey Cross-Plans/Program Comparison of Weighted Survey Results

CMFHP = Children's Mercy Family Health Partners UniCare = UniCare Health Plan of Kansas HCK = HealthConnect Kansas		Response(s) Measured	CMFHP	UniCare	HCK
Question	Survey Questions				
<b>Satisfaction</b>					
Q1	Overall, I am satisfied with CMFHP/UniCare/HCK.	Agree/Strongly Agree	97%	91%	93%
Q2	I am satisfied with being a primary care provider/primary care case manager in CMFHP/UniCare/HCK.	Agree/Strongly Agree	96%	92%	95%
Q3	I would recommend becoming a primary care provider/primary care case manager in CMFHP/UniCare/HCK to other healthcare providers.	Agree/Strongly Agree	88%	85%	87%
<b>Access to Services/Treatments</b>					
Q4	Patients have as much access to the tests and treatments they need.	Agree/Strongly Agree	98%	91%	87%
Q5	Patients have as much access to the prescription drugs they need.	Agree/Strongly Agree	84%	80%	72%
Q6	Patients have as much access to medical specialists as they need.	Agree/Strongly Agree	81%	82%	69%
Q7	Children with special healthcare needs have as much access to specialists as they need.	Agree/Strongly Agree	82%	81%	79%

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<b>Customer Service</b>					
Q8	Customer service representatives are easy to reach.	Agree/Strongly Agree	97%	84%	89%
Q9	Representatives in customer service make immediate decisions.	Agree/Strongly Agree	88%	77%	85%
Q10	Questions, concerns, or problems are resolved without requiring you to make additional calls.	Agree/Strongly Agree	82%	70%	75%
<b>Non-Pharmacy Prior Authorizations</b>					
Q11	Process of obtaining prior authorizations.	Somewhat Satisfied/ Very Satisfied	82%	74%	74%
Q12	Timeliness of prior authorizations.	Somewhat Satisfied/ Very Satisfied	82%	75%	79%
<b>Finance Issues</b>					
Q13	Accuracy of claims processing.	Somewhat Satisfied/ Very Satisfied	97%	88%	92%
Q14	Timeliness of claims processing.	Somewhat Satisfied/ Very Satisfied	96%	88%	92%
Q15	Clarity of remittance advices.	Somewhat Satisfied/ Very Satisfied	84%	90%	87%
Q16	Resolution of claims payment problems or disputes.	Somewhat Satisfied/ Very Satisfied	88%	81%	84%

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<b>Pharmacy and Drug Benefits</b>					
Q17	Ease of using formulary.	Somewhat Satisfied/ Very Satisfied	89%	82%	87%
Q18	Variety of drugs available in formulary.	Somewhat Satisfied/ Very Satisfied	84%	74%	73%
Q19	Process of obtaining pharmaceutical prior authorizations.	Somewhat Satisfied/ Very Satisfied	64%	71%	66%
Q20	Timeliness of receiving pharmaceutical prior authorizations.	Somewhat Satisfied/ Very Satisfied	76%	69%	74%
Q21	Resolution of questions, concerns or problems without requiring additional calls.	Somewhat Satisfied/ Very Satisfied	82%	80%	71%
<b>Resources</b>					
Q22	Information on website.	Somewhat Useful/ Very Useful	98%	86%	99%
Q23	Provider administration/operations manual.	Somewhat Useful/ Very Useful	98%	92%	89%

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Program Services/Education					
Q24	I know how to help patients obtain transportation to their appointments.	Yes	64%	51%	59%
Q25	I've been informed of healthcare services for children with special healthcare needs, available through WIC (Women, Infants and Children) and Title V (a Federal program that provides extra support).	Yes	73%	54%	72%
Q26	I know how to access translation services to assist patients.	Yes	54%	43%	63%
Q27	In comparison to all of my other patients, CMFHP/UniCare/HCK patients are just as informed about their insurance plan.	Yes	72%	62%	54%
Quality Improvement					
Q28	For each of the following statements, please rate the <u>level of priority</u> you consider is needed for improving CMFHP/UniCare/HCK.				
a.	Increase number of specialists that accept members/beneficiaries.	High/Medium High	62%	63%	62%
b.	Educate members/beneficiaries about their responsibilities, e.g., importance of keeping appointments or calling to cancel.	High/Medium High	80%	81%	90%
c.	Increase provider training about policies and procedures related to services.	High/Medium High	36%	49%	37%

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Quality Improvement					
Q29	In comparison to all of your other patients, please rate the <u>level of challenge</u> you experience in providing care to CMFHP/UniCare/HCK patients regarding their...				
a.	Understanding of the referral process.	Higher	21%	11%	20%
b.	Keeping appointments or calling to cancel.	Higher	32%	29%	43%
c.	Compliance with recommended care.	Higher	27%	23%	34%
Quality Improvement					
Q30	In comparison to all of your other patients, please rate the <u>degree of additional instruction</u> needed by CMFHP/UniCare/HCK patients regarding...				
a.	Importance of preventive care.	Higher	36%	23%	30%
b.	Importance of bringing their medical insurance card to appointments.	Higher	52%	40%	56%
c.	Importance of bringing to appointments containers/list of current prescriptions and over the counter medications including herbal supplements, vitamins, etc.	Higher	32%	22%	37%