



**ARIZONA HEALTH CARE COST CONTAINMENT SYSTEM  
2017 ARIZONA LONG TERM CARE SYSTEM, ELDERLY AND  
PHYSICALLY DISABLED (ALTCS/EPD)  
PROVIDER SURVEY RESULTS**

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*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, 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 specific to the following AHCCCS contracted MCOs for the ALTCS/EPD program:

• Mercy Care Plan LTC	• Banner-University Family Care LTC
• United Healthcare Community Plan LTC	

## 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.

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

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 913 responses to the survey for all ALTCS/EPD 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 Care Plan LTC (ALTCS/EPD)	325
Banner-University Family Care LTC (ALTCS/EPD)	358
UnitedHealthcare Community Plan LTC (ALTCS/EPD)	230

For all other MCOs, across other AHCCCS lines of business (Acute, CRS and RBHA), AHCCCS received a total of 3,672 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
Mercy Maricopa Integrated Care (RBHA)	292
Cenpatico Integrated Care (RBHA)	280
Health Choice Integrated Care (RBHA)	134

## Findings

### Survey Questions

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

- Generally providers expressed the most satisfaction with health plan performance with processing of initial claims, claims customer service, and the credentialing process.
- Generally providers expressed the most dissatisfaction with health plan 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 health plans is 89% to 70%.

#### 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 health plans is 87% to 65%.

#### 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 health plans is 86% to 63%.

#### 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 health plans is 86% to 68%.

Graph 5:

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

- 2017 Results: The range of satisfaction across all health plans is 84% to 67%.

Graph 6:

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

- 2017 Results: The range of satisfaction across all health plans is 88% to 72%.

### **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.

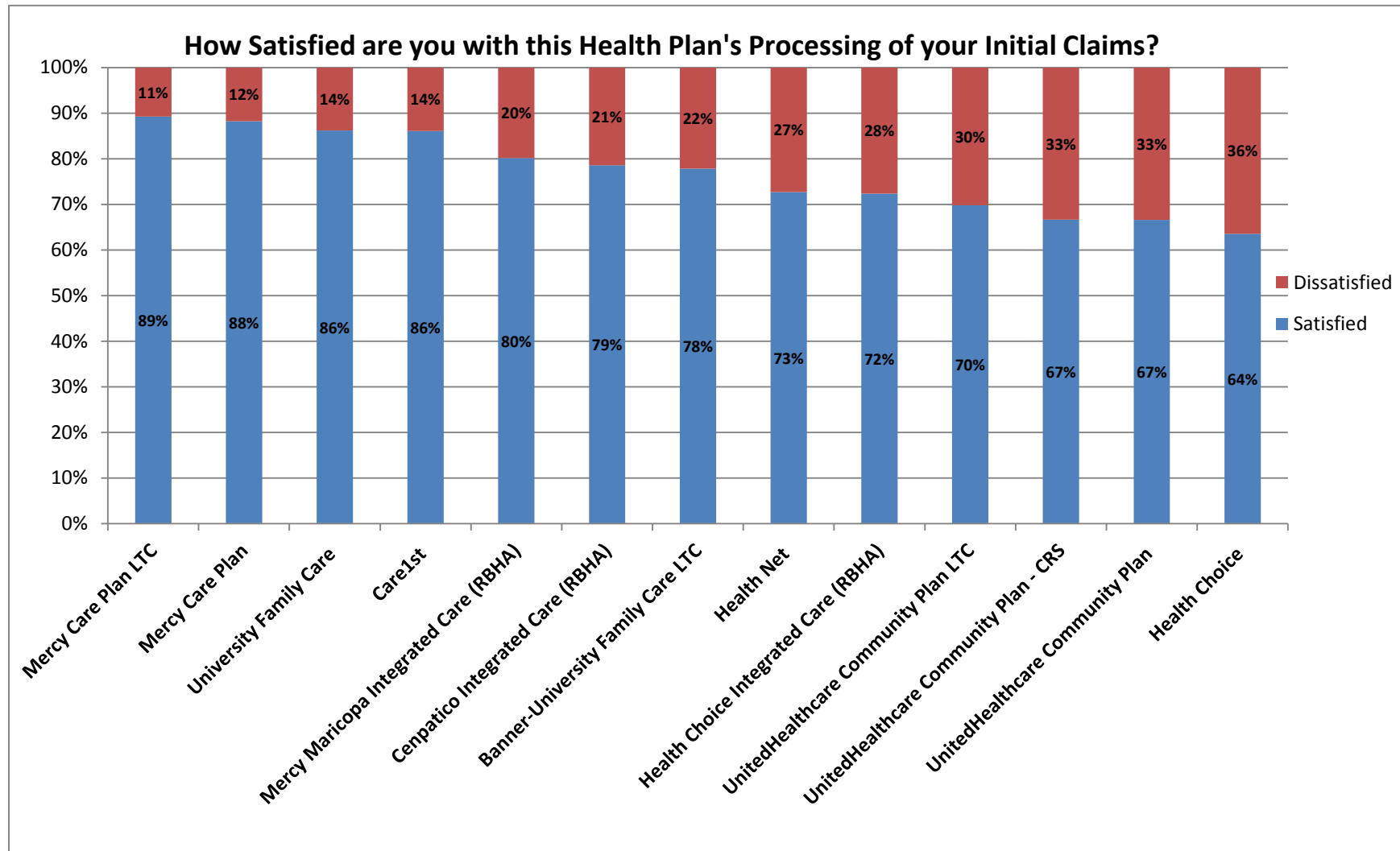
### **Outcome**

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.



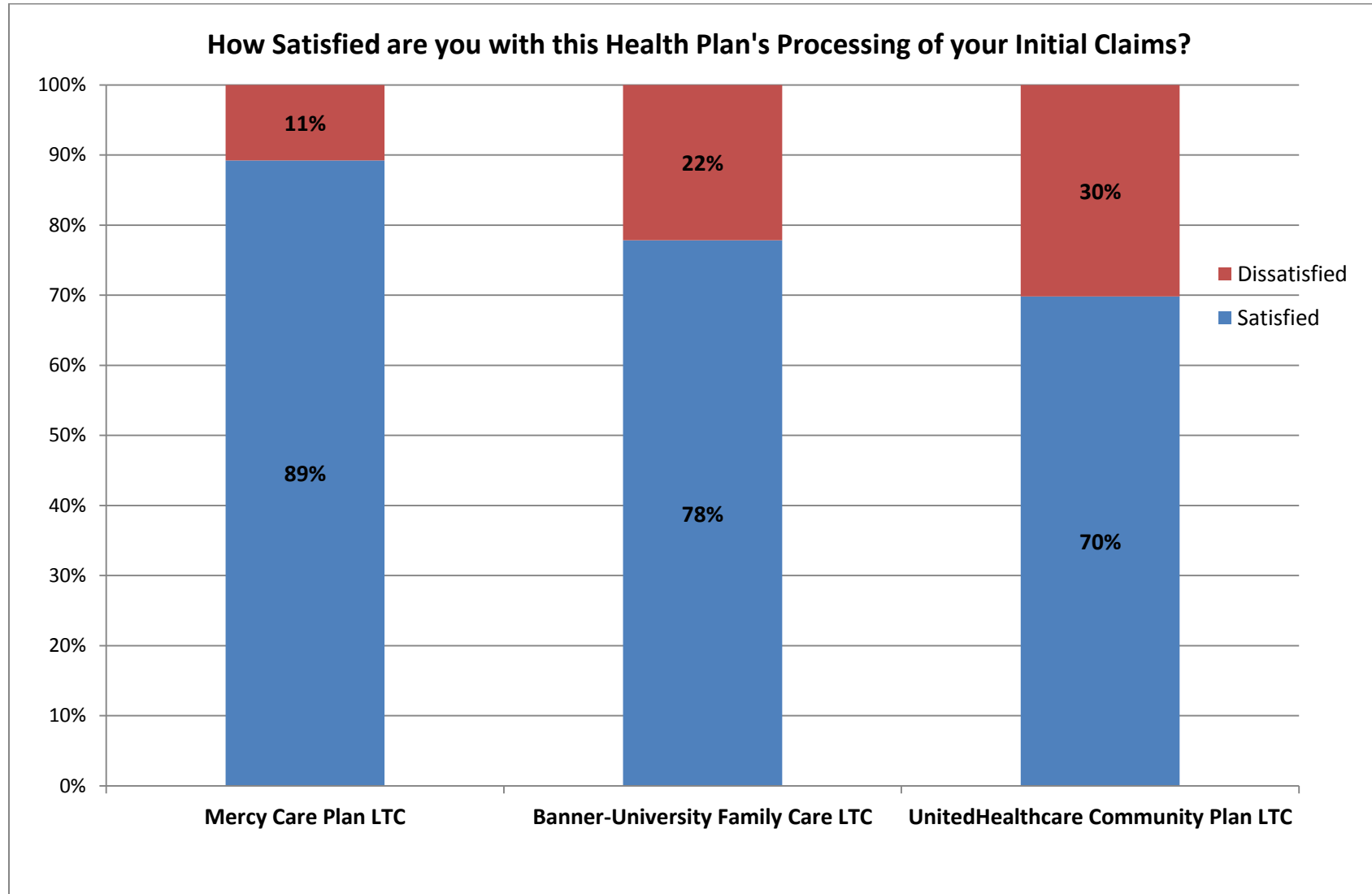
### How All Health Plans Compare

Graph 1



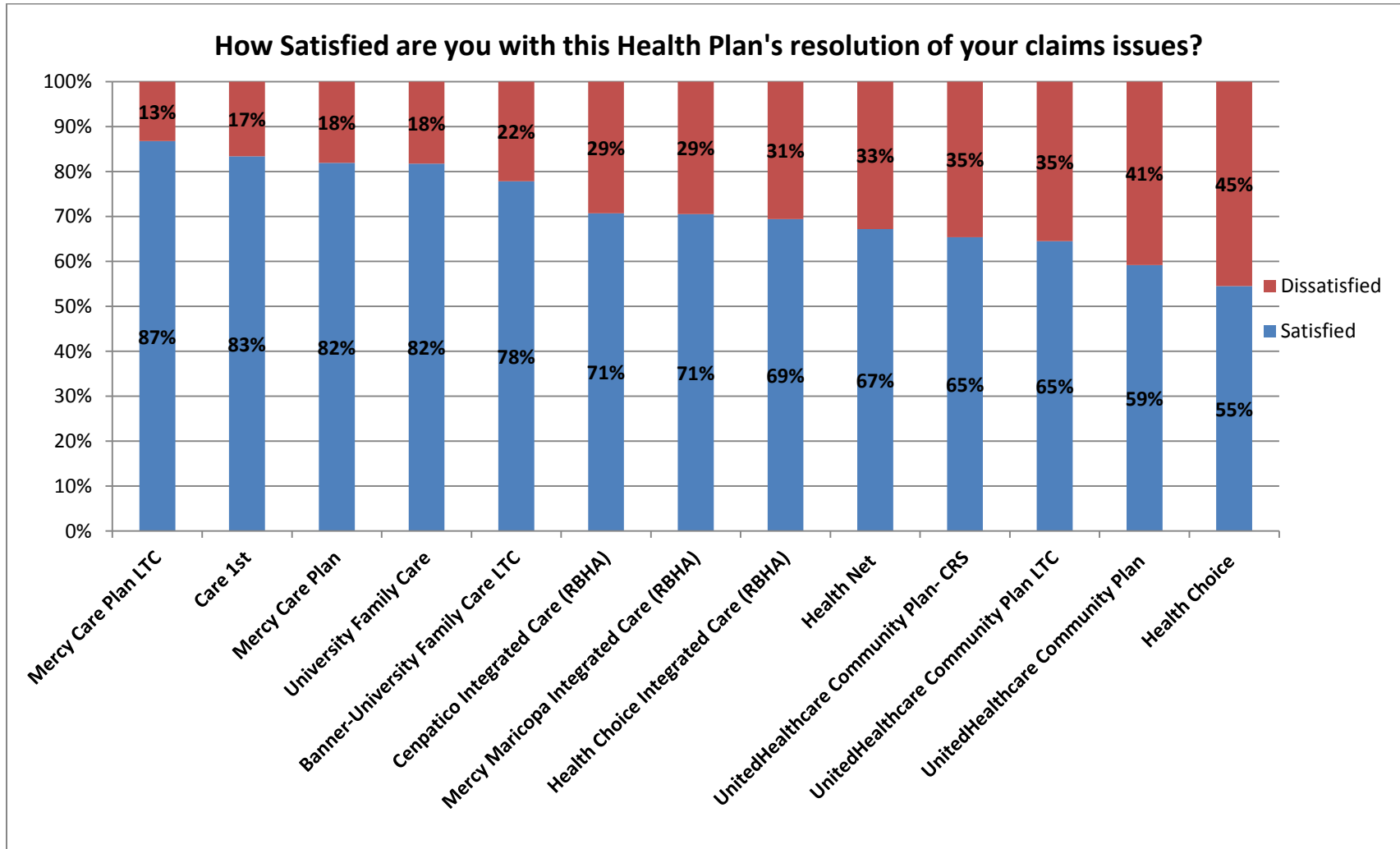
**How ALTCS/EPD Health Plans Compare**

**Graph 1.1**



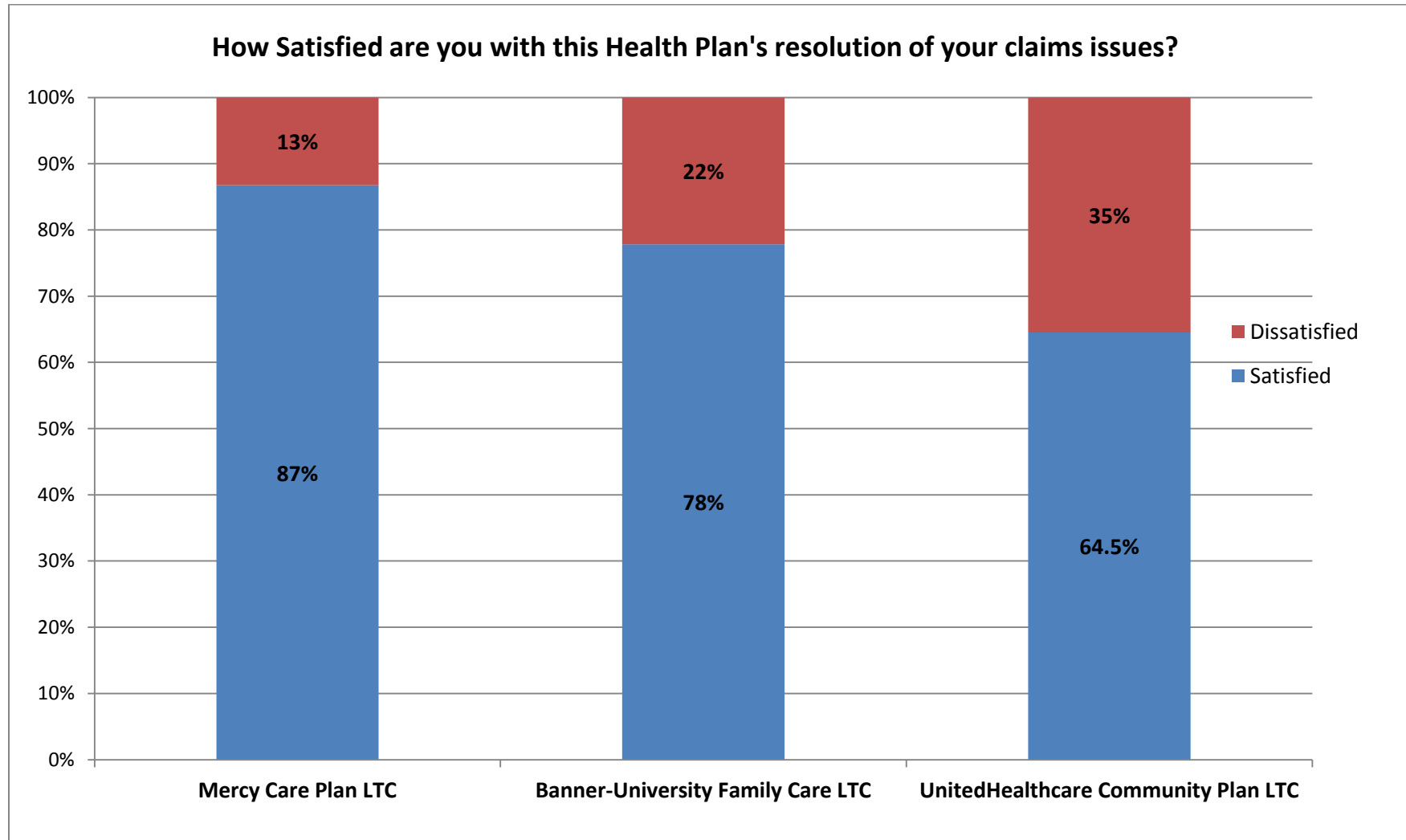
### How All Health Plans Compare (Continued)

Graph 2



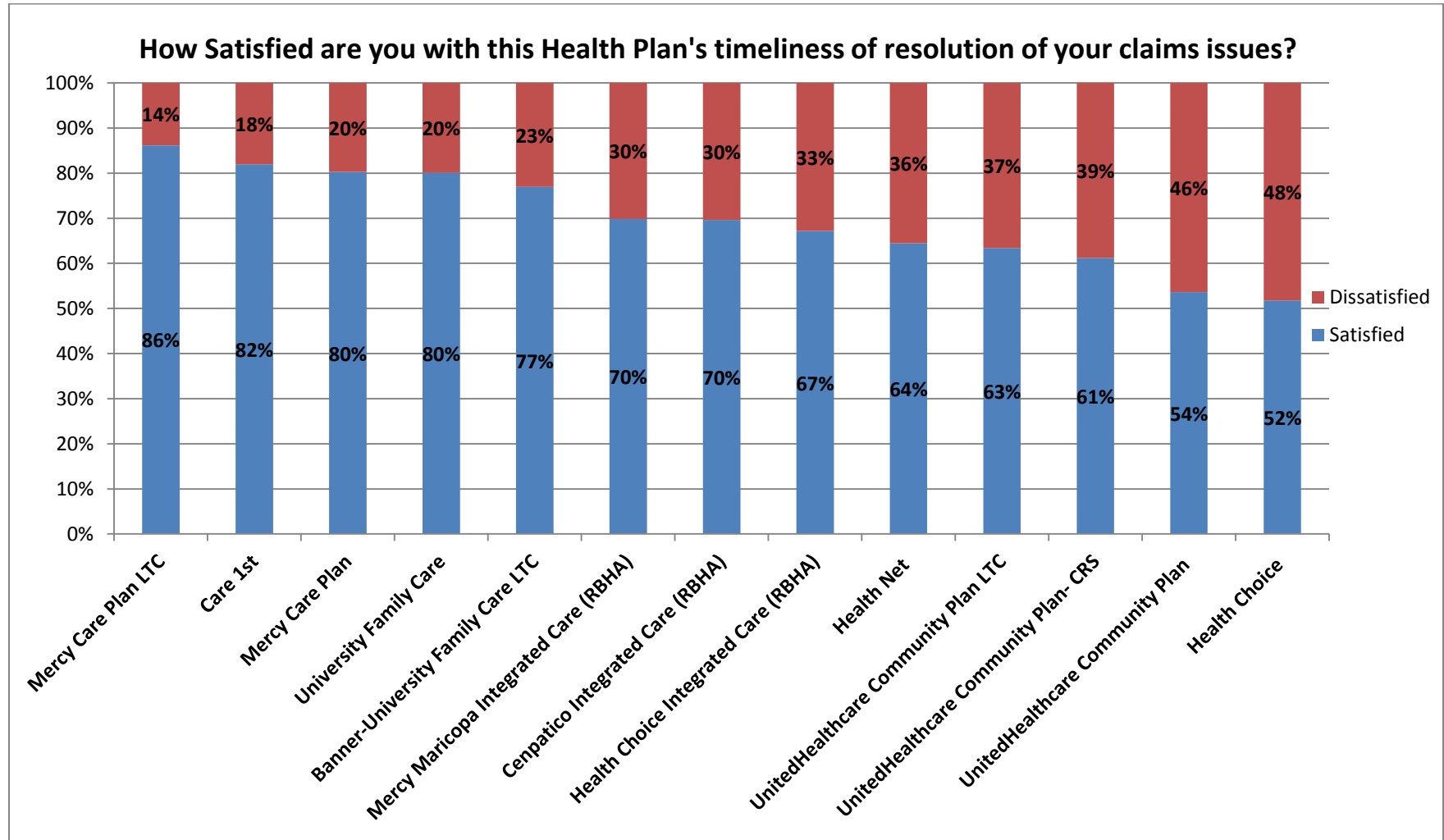
**How ALTCS/ EPD Health Plans Compare**

**Graph 2.1**



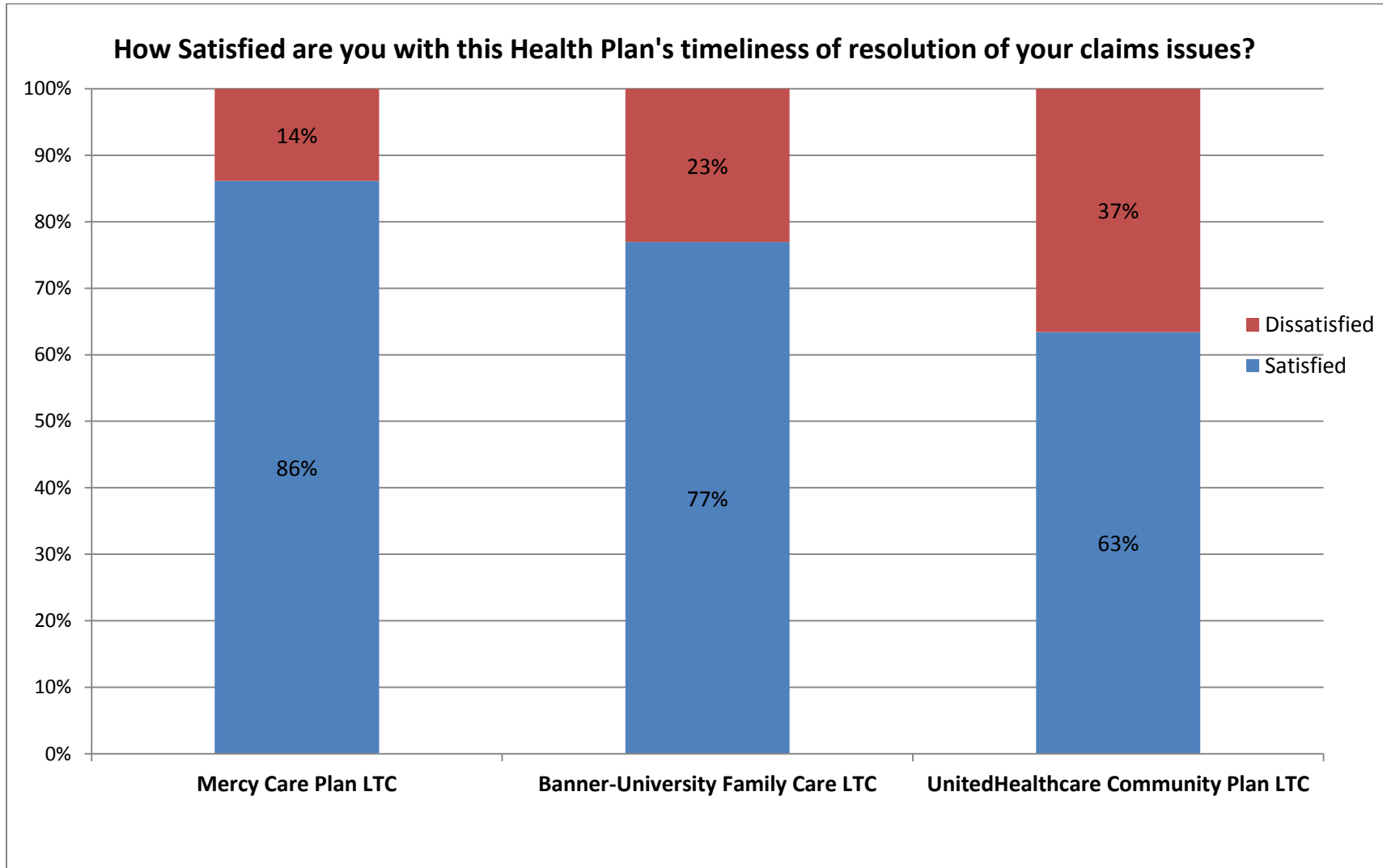
**How Health Plans Compare (Continued)**

**Graph 3**



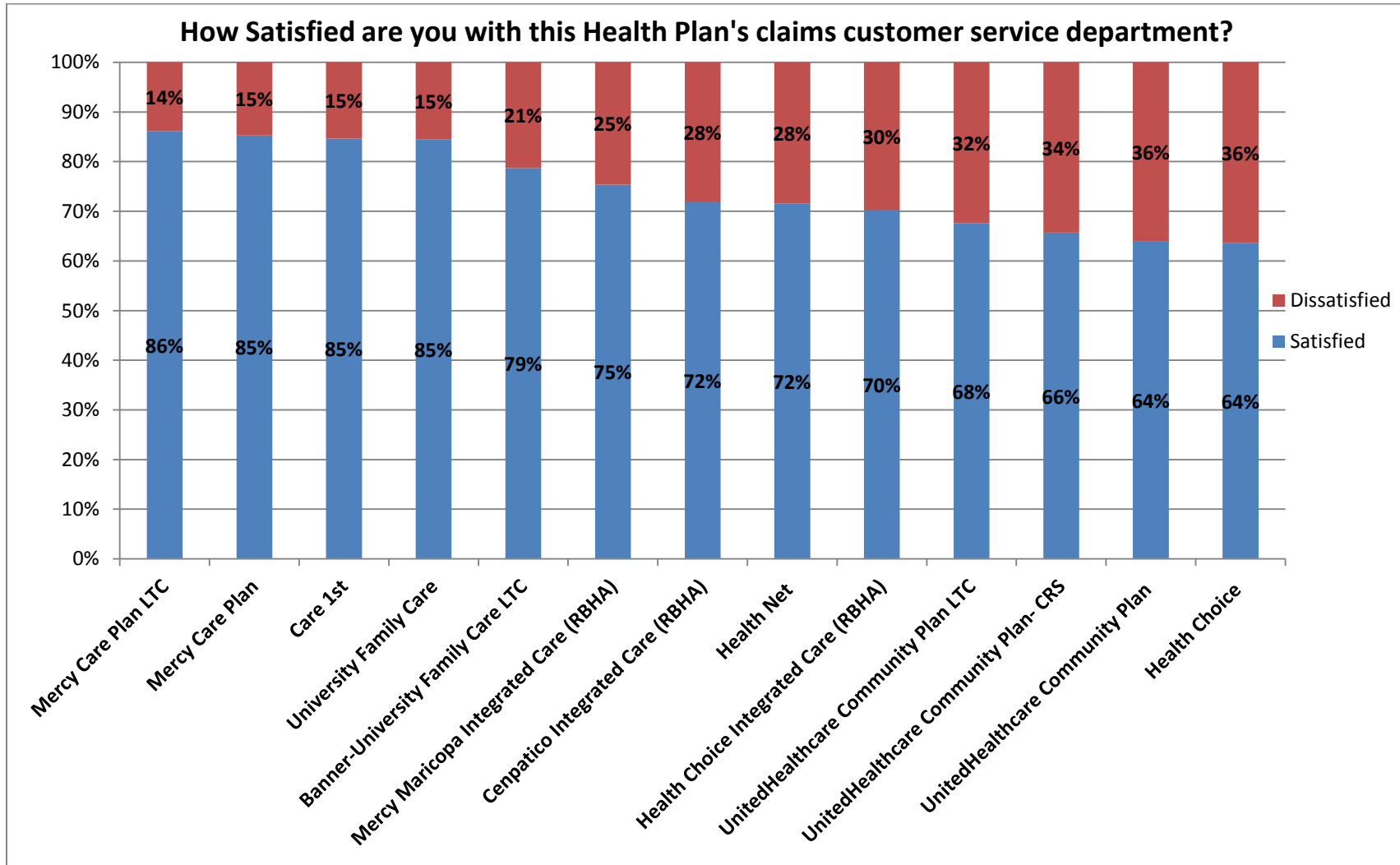
**How ALTCS/EPD Health Plans Compare**

**Graph 3.1**



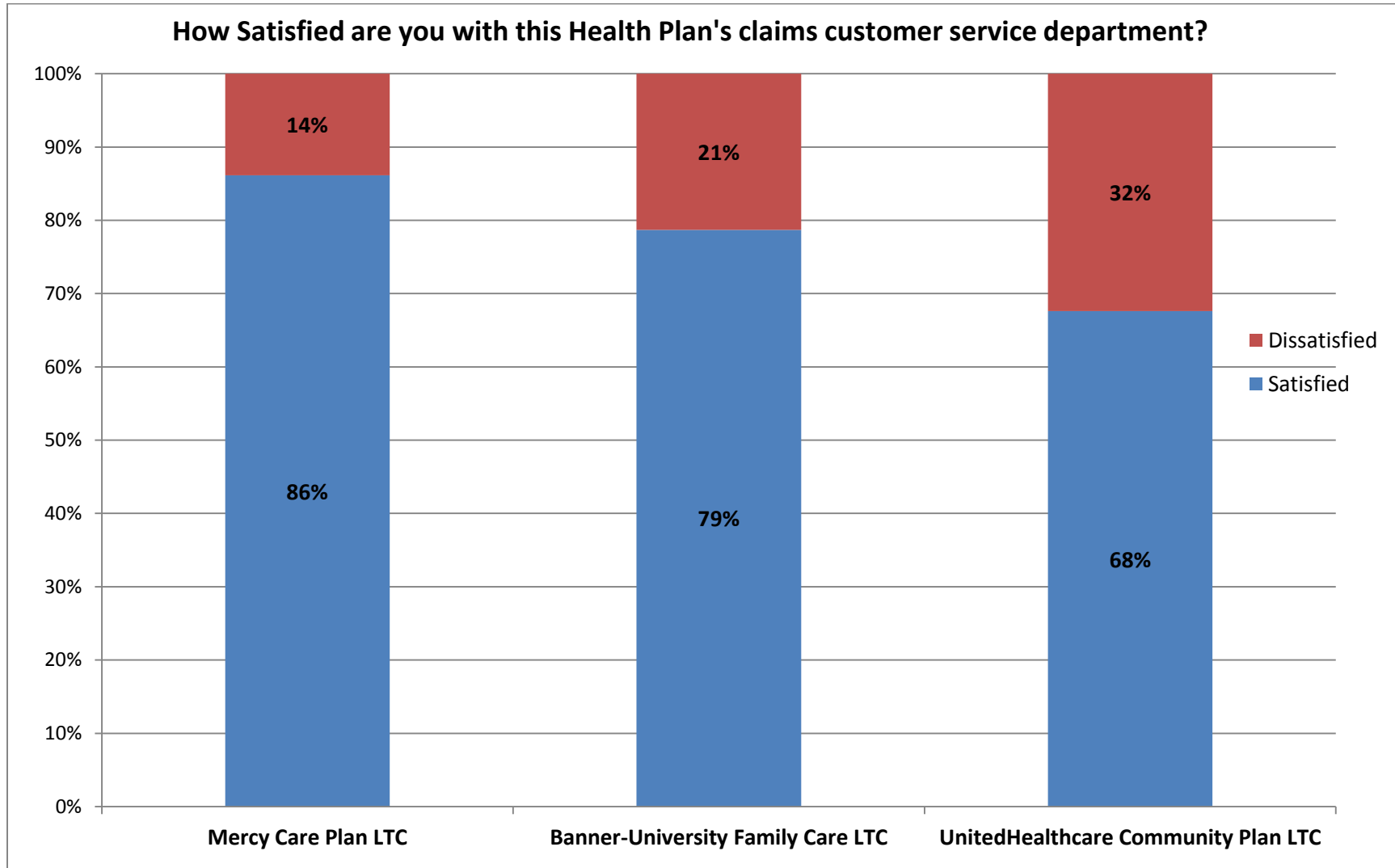
**How Health Plans Compare (Continued)**

**Graph 4**



**How ALTCS/EPD Health Plans Compare**

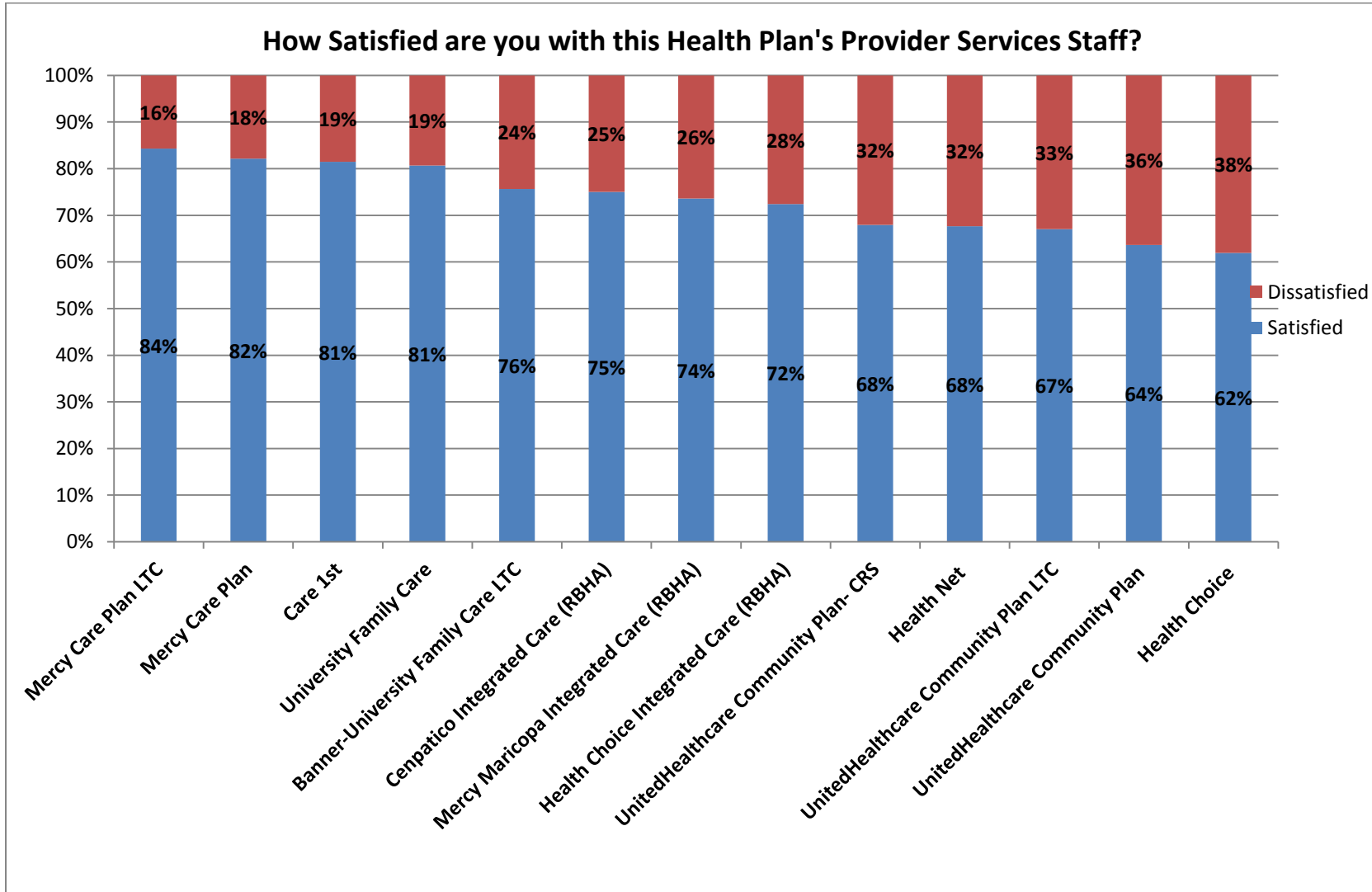
**Graph 4.1**





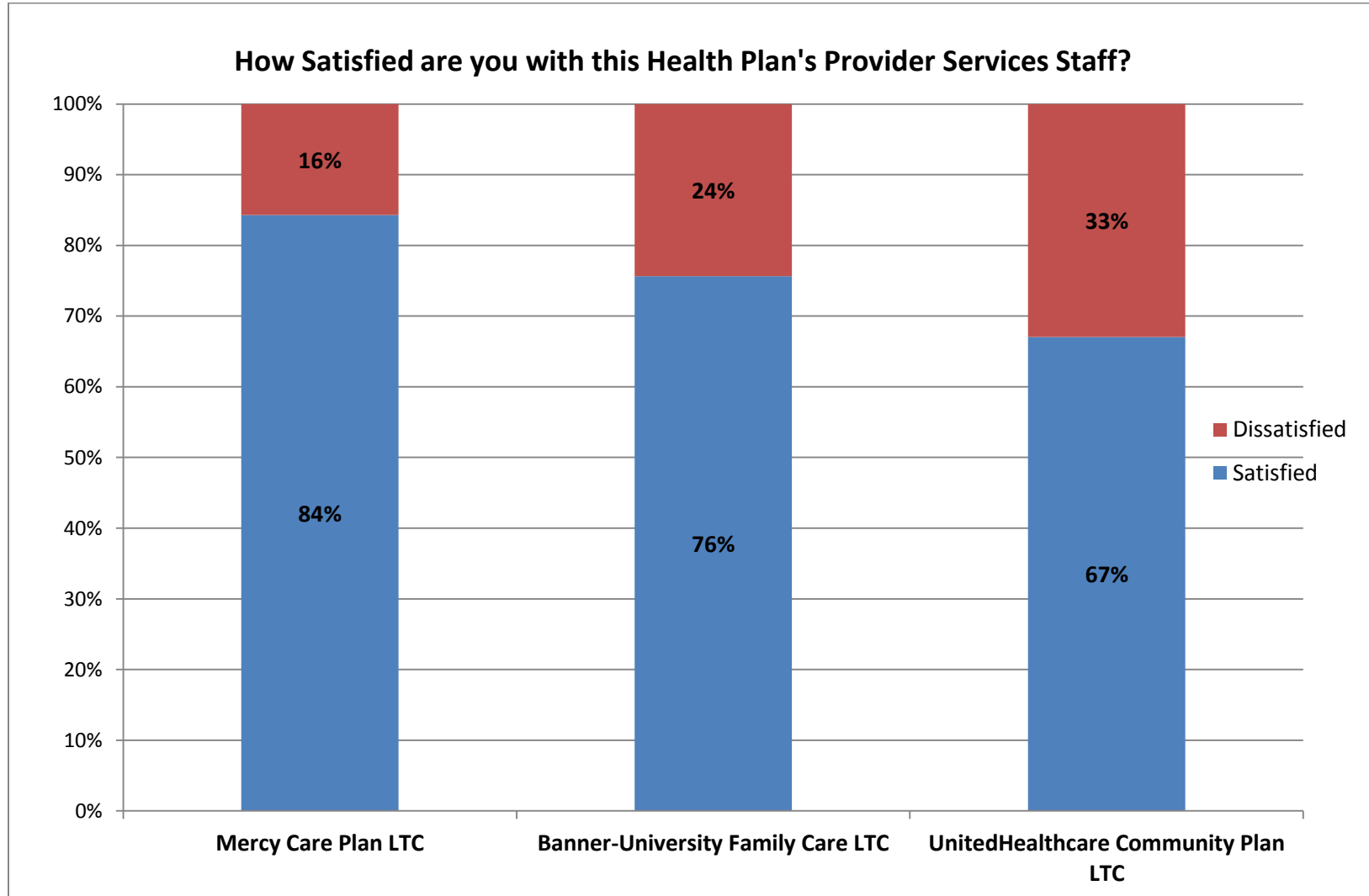
### How Health Plans Compare (Continued)

Graph 5



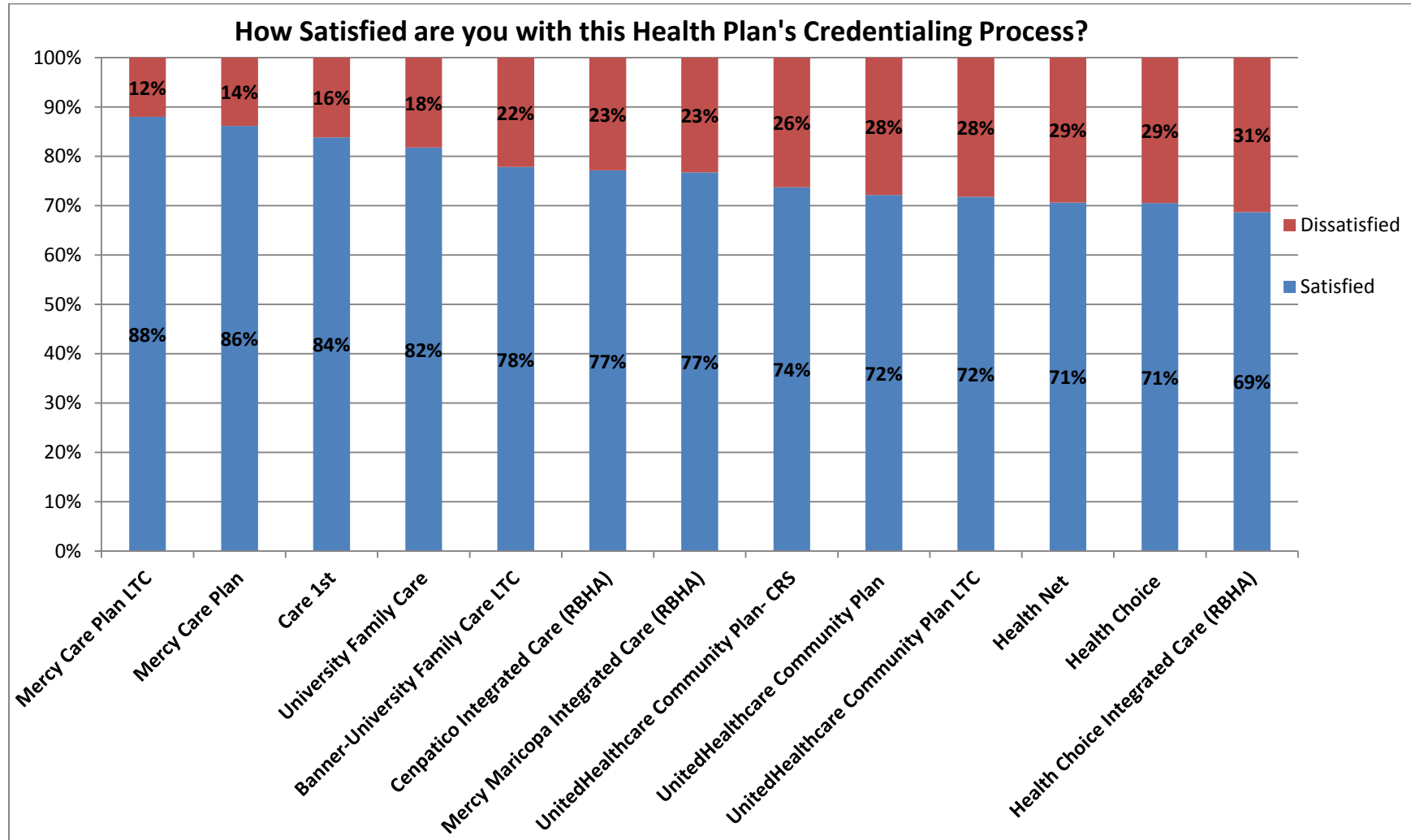
**How ALTCS/ EPD Health Plans Compare**

**Graph 5.1**



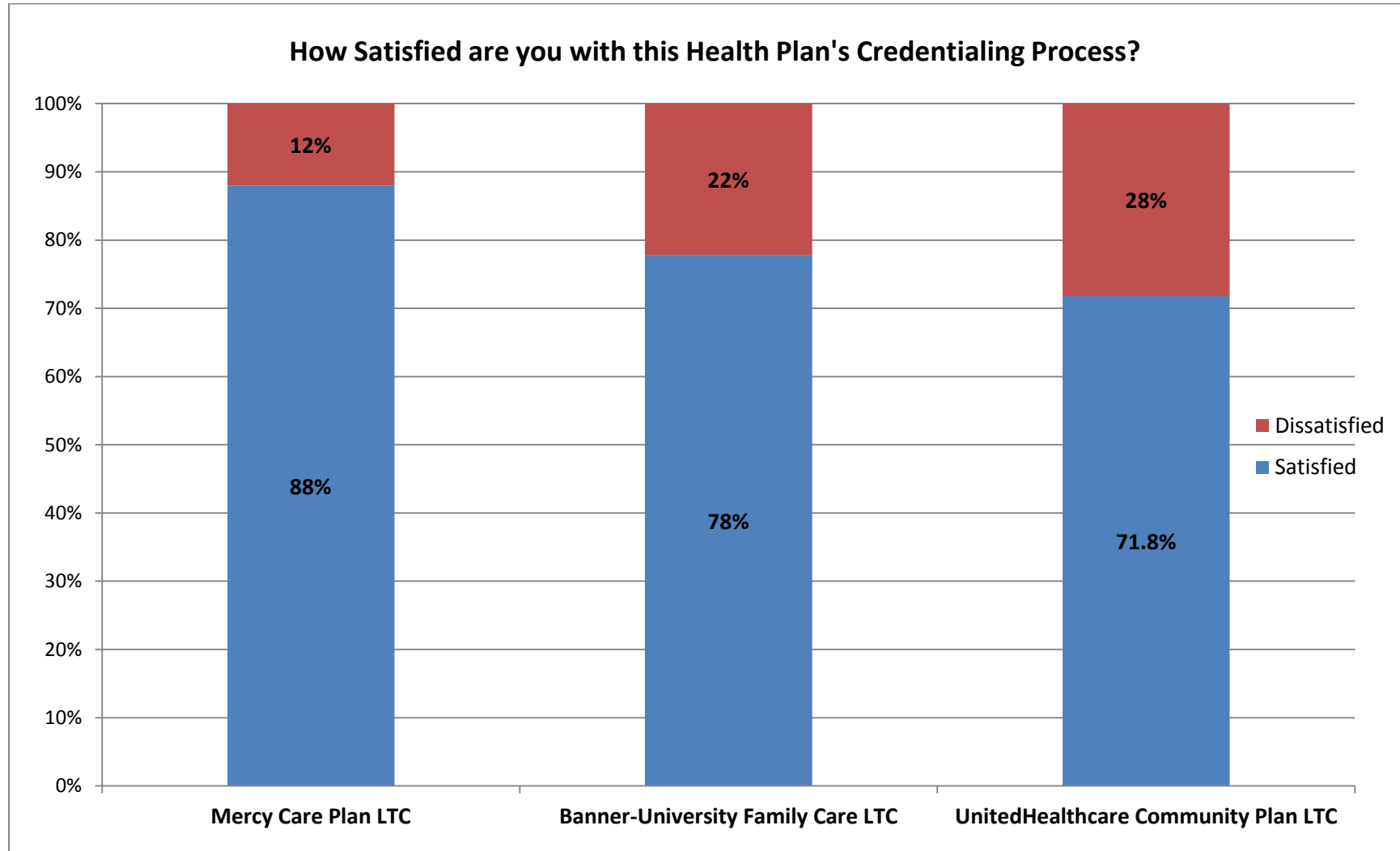
### How Health Plans Compare (Continued)

Graph 6



**How ALTCS/EPD Health Plans Compare**

**Graph 6.1**



## Health Plan Specific Results

### Mercy Care Plan LTC (ALTCS/EPD)

#### Results by Survey Question

Mercy Care Plan LTC ranked first overall out of the thirteen health plans assessed.

While Mercy Care LTC was a top performer, ranking first consistently in all questions and overall amongst all health plans. AHCCCS expects Mercy Care Plan LTC to review the results and develop process improvement strategies to maintain and improve upon the high level of performance demonstrated in the survey. AHCCCS identifies all focus areas (claims process, timeliness and resolution of claims issues, claims customer service, provider service staff and credentialing) as areas for sustained and improved performance and should be focus areas in Mercy Care Plan LTCs 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	2.8%	9
Dissatisfied	8.0%	26
Satisfied	67.1%	218
Very Satisfied	22.2%	72
<i>Number of Respondents</i>		<b>325</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	3.4%	11
Dissatisfied	9.8%	32
Satisfied	66.5%	216
Very Satisfied	20.3%	66
<i>Number of Respondents</i>		<b>325</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	3.1%	10
Dissatisfied	10.8%	35
Satisfied	66.8%	217
Very Satisfied	19.4%	63
<i>Number of Respondents</i>		<b>325</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	3.1%	10
Dissatisfied	10.8%	35
Satisfied	65.5%	213
Very Satisfied	20.6%	67
<b><i>Number of Respondents</i></b>		<b>325</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	4.6%	15
Dissatisfied	11.1%	36
Satisfied	61.5%	200
Very Satisfied	22.8%	74
<b><i>Number of Respondents</i></b>		<b>325</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	2.8%	9
Dissatisfied	9.2%	30
Satisfied	66.8%	217
Very Satisfied	21.2%	69
<b><i>Number of Respondents</i></b>		<b>325</b>

**Banner-University Family Care LTC (ALTCS/EPD)  
Results by Survey Question**

Banner-University Family Care LTC ranked fifth out of the thirteen health plans assessed.

AHCCCS expects Banner-University Family Care LTC to review the results and develop process improvement strategies to maintain and improve upon the results demonstrated by the 2017 survey. AHCCCS identifies all focus areas for sustained and improved performance and should be focus areas in Banner-University Family Care’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	11%	26
Dissatisfied	11%	25
Satisfied	67%	155
Very Satisfied	10%	24
<i>Number of Respondents</i>		<b>230</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	11%	25
Dissatisfied	11%	26
Satisfied	68%	156
Very Satisfied	10%	23
<i>Number of Respondents</i>		<b>230</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	11%	26
Dissatisfied	12%	27
Satisfied	66%	152
Very Satisfied	11%	25
<i>Number of Respondents</i>		<b>230</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	10%	24
Dissatisfied	11%	25
Satisfied	68%	157
Very Satisfied	10%	24
<b><i>Number of Respondents</i></b>		<b>230</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	11%	26
Dissatisfied	13%	30
Satisfied	64%	147
Very Satisfied	12%	27
<b><i>Number of Respondents</i></b>		<b>230</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	11%	25
Dissatisfied	11%	26
Satisfied	64%	148
Very Satisfied	13%	31
<b><i>Number of Respondents</i></b>		<b>230</b>



**UnitedHealthcare Community Plan LTC (ALTCS/EPD)**  
**Results by Survey Question**

UnitedHealthcare Community Plan LTC ranked eleventh overall out of the thirteen health plans assessed.

AHCCCS expects UHCCP-LTC 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 UHCCP-LTC’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	13.4%	48
Dissatisfied	16.8%	60
Satisfied	59.2%	212
Very Satisfied	10.6%	38
<b><i>Number of Respondents</i></b>		<b>358</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	15.9%	57
Dissatisfied	19.6%	70
Satisfied	54.7%	196
Very Satisfied	9.8%	35
<b><i>Number of Respondents</i></b>		<b>358</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	8.5%	60
Dissatisfied	10.1%	71
Satisfied	27.2%	192
Very Satisfied	5.0%	35
<b><i>Number of Respondents</i></b>		<b>358</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	14.8%	53
Dissatisfied	17.6%	63
Satisfied	55.6%	199
Very Satisfied	12.0%	43
<b><i>Number of Respondents</i></b>		<b>358</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	15.1%	54
Dissatisfied	17.9%	64
Satisfied	53.4%	191
Very Satisfied	13.7%	49
<b><i>Number of Respondents</i></b>		<b>358</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	14.8%	53
Dissatisfied	13.4%	48
Satisfied	60.3%	216
Very Satisfied	11.5%	41
<b><i>Number of Respondents</i></b>		<b>358</b>