
2009

Provider Satisfaction Survey

Executive Overview

Delaware Physicians Care, Incorporated

Overview

- Survey conducted by The Myers Group (TMG), a NCQA certified survey vendor
 - Time Period: October – December 2009
 - 100% sampling of the DPCI participating provider practices
 - Two wave mail with phone follow-up
 - Total Surveys Mailed: 1323
 - Mail Response Rate: 28.6%
 - Phone Response Rate: 20.02%
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Comparison Data

- ❑ **All Other Plans** includes respondents rating of all other health plans in the market
 - ❑ **TMG Medicaid Book of Business** includes data from 40 Medicaid plans which TMG collected data
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Satisfaction Composites

- **Call Center/Member Services**
 - Process of obtaining member information, eligibility and benefits
 - **Provider Relations**
 - Representatives responsive, courtesy and timeliness to answering questions and resolving issues
 - Quality of provider orientations, provider education and inservice materials
 - Written communication and materials
 - Dissemination of quality improvement initiatives and results
 - **Network**
 - Adequacy of specialty network
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Satisfaction Composites

■ Utilization

- Prior authorization: helpfulness of staff, timeliness of phone access and timeliness of decisions, prior authorization process
- Timeliness and consistency of review decisions, timeliness of appeals
- Access to case management, community resource options, and disease management referral process

■ Finance

- Accuracy and timeliness of claims processing, resolution of claims issues, reimbursement rates

■ Overall Satisfaction and Loyalty

- Overall satisfaction with DPCI
 - Recommending DPCI to other physicians and patients
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Trend Comparisons

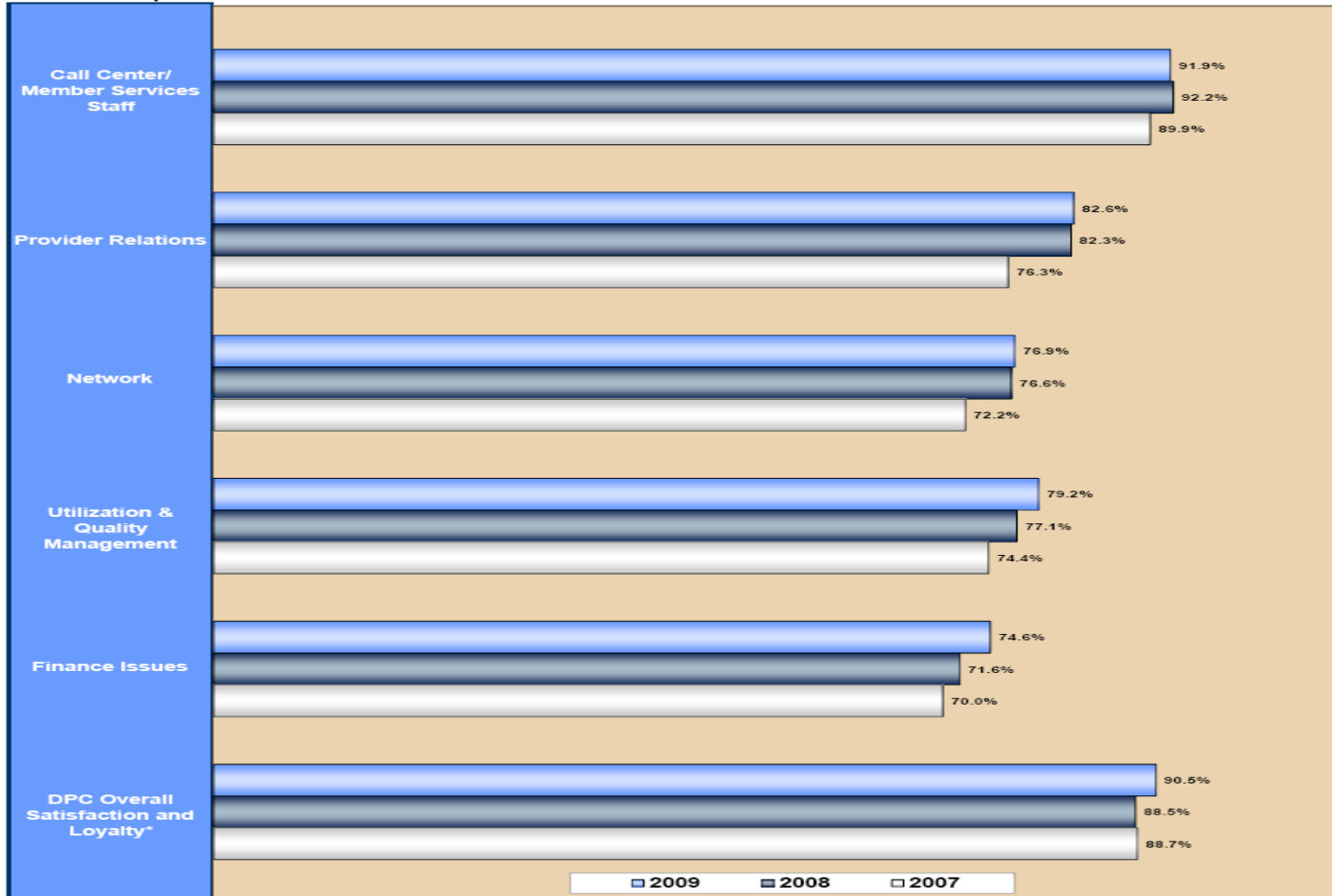
Trend Comparisons

Composites

Top 3 Summary Rate Scores - Excellent, Very good, & Good

468 Total Respondents

Delaware Physicians Care, Inc.
Provider Satisfaction Survey



Results

Top 3 Summary Rates represents the proportion of respondents who chose Excellent, Very Good or Good

Composites/Attributes	Summary Rate Definition	2009 Top 3 Summary Rates		DPCI Trend Data Top 3 Summary Rates	
		DPCI	All Other Plans	2008	2007
Call Center/Medical Services	Excellent, Very good, or Good	91.9%	85.3%	92.2%	89.9%
Provider Relations		82.6%	76.9%	82.3%	76.3%
Network		76.9%	77.6%	76.6%	72.2%
Utilization & Quality Management		79.2%	75.1%	77.1%	74.4%
Finance Issues		74.6%	69.1%	71.6%	70.0%
Overall Satisfaction and Loyalty¹		90.5%	NA	88.5%	88.7%
Recommend to other physicians	Definitely or Probably Yes	92.2%	NA	91.8%	91.3%
Recommend to other patients		92.1%	NA	91.0%	90.9%
Overall satisfaction	Very/Smwt Satisfied	87.2%	79.5%	82.7%	84.0%

Provider Responses to Question 29

What do you like best about DPCI?

“Immediate provider relations access”

“Promptness in payment and eligibility”

“Simplicity of mental health referrals”

“I can reach a live person if I need one and everyone is very helpful”

“Timeliness and accuracy in processing claims”

“Prior authorization staff is always very helpful”

“Ease and promptness of obtaining referrals and authorizations”

Next Steps

- Review Executive Summary Report with department managers
 - Review the results with the Service Improvement Committee
 - Develop a 2010 Provider Satisfaction Action Plan
 - Communicate the findings and action plan to the provider network
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