

2024 Provider Satisfaction Survey results

Background

UnitedHealthcare Community Plan of Maryland is committed to improving provider satisfaction. To assess our performance, we evaluate data from the Maryland Department of Health (MDH) Provider Satisfaction report, the Division of HealthChoice Care Coordination/Complaint Resolution and UnitedHealthcare Grievance Appeals and Complaint (GAC) reports to identify opportunities for improving provider satisfaction. The data is evaluated and presented to the Service Quality Improvement Subcommittee (SQIS), Provider Advisory Committee (PAC) and Quality Management Committee (QMC).

The provider survey measures how well managed care organizations (MCOs) are meeting network primary care provider (PCP) expectations and needs. From this survey, UnitedHealthcare can determine PCP ratings of and experiences with MCOs. Based on PCP experiences, potential opportunities for improvement are identified.



Goal

1. To meet or exceed the HealthChoice Aggregate benchmark
2. To exceed the UnitedHealthcare rate compared to the prior year

Method

MDH selected the Center for the Study of Services (CSS), a National Committee for Quality Assurance (NCQA) certified vendor, to conduct the 2024 Provider Satisfaction Survey. CSS administered this survey to PCPs participating in Maryland's Medicaid managed care program, HealthChoice, via a mixed methodology that included mail, email and fax. Non-respondents were contacted by phone.

Between February 2024 and June 2024, 1,719 network PCPs were selected to participate in the survey. Two hundred-fifty (250) PCPs completed the survey resulting in a 15.64% response rate compared to the 2023 response rate of 10.3% surveying 173 PCPs and yielding a 5.34 percentage point increase.



Composite measure and contributing questions	2024 UnitedHealthcare results	2024 HealthChoice aggregate results	2023 UnitedHealthcare results	2023 HealthChoice aggregate results
Claims composite	43.5% -	52.0%	37.5% +	53.5%
• Accuracy of claims processing	46.2% -	54.6%	40.8% +	56.7%
• Timeliness of initials processing	47.2% -	54.5%	39.2% +	57.1%
• Timeliness of adjustments/appeals claims processing	37.0% -	46.9%	32.4% +	46.6%
Pre-authorization composite	34.4% -	44.7%	24.0% +	41.5%
Timeliness of obtaining authorization of outpatient services	32.2% -	43.6%	23.1% +	38.1%
Overall experience in obtaining prior authorization of outpatient services	34.3% -	43.1%	21.7% +	38.8%
Timeliness for obtaining authorization of inpatient services	38.0% -	48.2%	28.2% +	45.7%
Overall experience in obtaining prior authorization of inpatient services	36.8% -	48.1%	25.0% +	45.9%
Timeliness of obtaining authorization for medications	34.3% -	43.9%	25.0% +	40.5%
Overall experience in obtaining prior authorization for medications	31.0% -	41.4%	20.7% +	38.6%
Customer service/provider relations composite	42.1% -	52.5%	31.6% +	50.2%
• Process for obtaining member eligibility information	60.3% -	63.2%	50.6% +	62.4%
• Quality of written communication, policy bulletins and manuals	49.8% -	56.4%	35.8% +	55.0%
• Ease of contacting the correct customer service representative	36.0% -	48.9%	28.0% +	47.5%
• Timeliness and courtesy of the health plan's provider relations/customer service	40.6% -	53.3%	30.6% +	50.5%

Note:

+ = UnitedHealthcare 2024 rate is **above** the 2024 HealthChoice aggregate
 - = UnitedHealthcare 2024 rate is **below** the 2024 HealthChoice aggregate

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Composite measure and contributing questions	2024 UnitedHealthcare results	2024 HealthChoice aggregate results	2023 UnitedHealthcare results	2023 HealthChoice aggregate results
• Accuracy of responses and/or ability to resolve problems	36.6% -	48.3%	28.4% +	47.8%
• Accuracy and accessibility of drug formulary and formulary updates	39.9% -	47.9%	28.5% +	46.2%
• Overall, how would you rate customer service/ provider relations?	37.7% -	53.4%	27.6% +	49.2%
• How would you rate the number and quality of specialists in the network?	35.7% -	47.2%	23.3% +	43.2%
Overall satisfaction composite	76.3% -	84.6%	65.4% +	83.4%
• Overall satisfaction with UnitedHealthcare	65.7% -	76.4%	60.8% +	77.6%
• Would you recommend UnitedHealthcare to patients?	81.7% -	88.4%	67.5% +	86.2%
• Would you recommend UnitedHealthcare to physicians?	81.6% -	89.0%	67.9% +	86.5%
Overall rating for coordination of care/ care management	35.5% -	46.0%	34.5% +	44.8%
What percentage of your scheduled specified MCO appointments are “no-show” appointments each week (inverse measure)?	87.2%	91.9%	85.0%	82.0%

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Loyalty analysis

Year	Loyal	Indifferent	Not loyal
2024	24.3%	71.7%	4.0%
2023	19.3%	74.5%	6.2%
2022	32.1%	62.9%	5.0%

Physician loyalty analysis is performed by examining responses to the following questions:

- Q22. What is your overall satisfaction with Specified MCO?
- Q23. Would you recommend Specified MCO to patients?
- Q24. Would you recommend Specified MCO to other physicians?

All physicians used in this analysis need to have provided a valid response to all 3 questions.

A physician is considered **loyal** if they provided the following 3 combinations of responses:

	Overall Satisfaction with Specified MCO (Q22)	Would Recommend Specified HealthChoice MCO to Patients (Q23)	Would Recommend Specified HealthChoice MCO to Other Physicians (Q24)
1	Very Satisfied	Definitely Yes	Definitely Yes
2	Very Satisfied	Definitely Yes	Probably Yes
3	Very Satisfied	Probably Yes	Definitely Yes

A physician is considered **not loyal** if they provided the following 3 combinations of responses:

	Overall Satisfaction with Specified MCO (Q22)	Would Recommend Specified HealthChoice MCO to Patients (Q23)	Would Recommend Specified HealthChoice MCO to Other Physicians (Q24)
1	Very Dissatisfied	Definitely Not	Definitely Not
2	Very Dissatisfied	Definitely Not	Probably Not
3	Very Dissatisfied	Probably Not	Definitely Not

All other response combinations are categorized as **indifferent**.

Scores are calculated as proportion of respondents selecting the response option combinations described above.



Summary

UnitedHealthcare 2024 rate

- Did not meet or exceed any HealthChoice Aggregate rates for composite or attributed measures
- Exceeded all composite and attributed measures compared to the prior year

Loyalty analysis

- Loyal
 - Increased 5 percentage points in loyalty compared to prior year's rate
- Indifference
 - Decreased 2.8 percentage points compared to prior year's rate
- Not loyal
 - Decreased 2.2 percentage points compared to prior year's rate

Composite or attributed measures with the largest increase from the prior year

- Would you recommend UnitedHealthcare to patients? (14.2 percentage points)
- Quality of written communication, policy bulletins and manuals (14.0 percentage points)
- Would you recommend UnitedHealthcare to physicians? (13.7 percentage points)
- Overall experience in obtaining prior authorization of outpatient services (12.6 percentage points)
- How would you rate the number and quality of specialists in the network? (12.4 percentage points)
- Overall experience in obtaining prior authorization of inpatient services (11.8 percentage points)

Composite or attributed measure with the largest decrease compared to the 2024 aggregate

- Overall, how would you rate customer service/provider relations (15.7 percentage points)
- Ease of contacting the correct customer service representative (12.9 percentage points)
- Timeliness and courtesy of the health plan's provider relations/customer service (12.7 percentage points)
- Timeliness of obtaining authorization of outpatient services (11.4 percentage points)
- Overall experience in obtaining prior authorization of inpatient services (11.3 percentage points)

Recommendation

- Continue the Provider Satisfaction Work Group
 - In the process of reviewing Work Group participants to ensure appropriate business partners are involved to support consistent improvement in UnitedHealthcare rates
- Each measure owner develops interventions to address the area(s) identified for continuous improvement and meet or exceed the aggregate
 - Each intervention has a measurable goal to determine interventions effectiveness as well as a remediation plan is goal is not met
- The measure owner submits the selected interventions, including goals, to the Work Group facilitator
- The interventions and goals are used to develop the Provider Satisfaction Work Plan