

# 2025 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.



### Goals

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 2025 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 2025 and June 2025, 1,851 network PCPs were selected to participate in the survey. Two hundred fifty-seven (257) PCPs completed the survey, resulting in a 14.63% response rate compared to the 2024 response rate of 15.64%, yielding a 1 percentage point decrease.

Composite measure and contributing questions	2025 UnitedHealthcare results	2024 UnitedHealthcare results	2025 HealthChoice aggregate results
<b>Claims composite</b>	<b>38.5% -</b>	<b>43.5% +</b>	<b>51.7% -</b>
• Accuracy of claims processing	44.8% -	46.2% +	55.1% -
• Timeliness of initials processing	42.4% -	47.2% +	55.1% -
• Timeliness of adjustments/appeals claims processing	28.3%	37.0% +	45.0% -
<b>Pre-authorization composite</b>	<b>28.3% -</b>	<b>34.4% +</b>	<b>43.9% -</b>
Timeliness of obtaining authorization of outpatient services	25.3% -	32.2% +	43.0% -
Overall experience in obtaining prior authorization of <b>outpatient</b> services	24.6% -	34.3% +	41.8% -
Timeliness for obtaining authorization of <b>inpatient</b> services	32.2% -	38.0% +	48.1% -
Overall experience in obtaining prior authorization of <b>inpatient</b> services	31.0% -	36.8% +	48.1% -
Timeliness of obtaining authorization for medications	29.6% -	34.3% +	41.5% -
Overall experience in obtaining prior authorization for medications	27.1% -	31.0% +	40.3% -
<b>Customer service/provider relations composite</b>	<b>39.0% -</b>	<b>42.1% +</b>	<b>50.1% -</b>
• Process for obtaining member eligibility information	53.5% -	60.3% +	61.7% -
• Quality of written communication, policy bulletins and manuals	45.4% -	49.8% +	53.5% -
• Ease of contacting the correct customer service representative	34.5% -	36.0% +	46.3% -
• Timeliness and courtesy of the health plan's provider relations customer service	37.2% -	40.6% +	50.5% -
• Accuracy of responses and/or ability to resolve problems	35.8% -	36.6% +	46.7% -
• Accuracy and accessibility of drug formulary and formulary updates	33.6% -	39.9% +	45.2% -
• Overall, how would you rate customer service/provider relations?	<b>38.6% +</b>	37.7% +	53.2% -
• How would you rate the number and quality of specialists in the network?	33.2% -	35.7% +	43.5% -
<b>Overall satisfaction composite</b>	<b>74.9% -</b>	<b>76.3% +</b>	<b>84.6% -</b>
• Overall satisfaction with UnitedHealthcare	<b>66.8% +</b>	65.7% +	77.7% -

**Note:**

+ = UnitedHealthcare 2025 rate is **above** the 2025 HealthChoice aggregate

- = UnitedHealthcare 2025 rate is **below** the UnitedHealthcare 2024 rate and/or below the 2025 HealthChoice aggregate

Composite measure and contributing questions	2025 UnitedHealthcare results	2024 UnitedHealthcare results	2025 HealthChoice aggregate results
• Would you recommend UnitedHealthcare to patients?	78.5% -	81.7% +	88.1% -
• Would you recommend UnitedHealthcare to physicians?	79.3% -	81.6% +	88.0% -
<b>Overall rating for coordination of care/care management</b>	<b>32.1% -</b>	<b>35.5% +</b>	<b>48.2% -</b>

**Note:**

+ = UnitedHealthcare 2025 rate is **above** the 2025 HealthChoice aggregate

- = UnitedHealthcare 2025 rate is **below** the UnitedHealthcare 2024 rate and/or below the 2025 HealthChoice aggregate

## Loyalty analysis

Year	Loyal	Indifferent	Not loyal
<b>2025</b>	21.1%	72.8%	6.2%
<b>2024</b>	24.3%	71.7%	4.0%
<b>2023</b>	19.3%	74.5%	6.2%

**The PCP loyalty analysis is performed by examining responses to the following questions:**

- Q22. What is your overall satisfaction with UnitedHealthcare?
- Q23. Would you recommend UnitedHealthcare to patients?
- Q24. Would you recommend UnitedHealthcare to other providers?

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

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

	Overall Satisfaction with UnitedHealthcare (Q22)	Would Recommend Specified UnitedHealthcare to Patients (Q23)	Would Recommend Specified UnitedHealthcare to Other Physicians (Q24)
<b>1</b>	Very Satisfied	Definitely Yes	Definitely Yes
<b>2</b>	Very Satisfied	Definitely Yes	Probably Yes
<b>3</b>	Very Satisfied	Probably Yes	Definitely Yes

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

Overall Satisfaction with UnitedHealthcare (Q22)		Would Recommed Specified UnitedHealthcare to Patients (Q23)	Would Recommed Specified UnitedHealthcare 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 2025 rate

- Increase in the UnitedHealthcare 2025 rate compared to the UnitedHealthcare 2024 rate for:
  - Overall, how would you rate customer service/provider relations (1 percentage point)
  - Overall satisfaction with UnitedHealthcare (1 percentage point)
- Did not meet or exceed any HealthChoice aggregate rates for composite or attributed measures

### Loyalty analysis

- Loyal
  - Decreased 3.2 percentage points in loyalty compared to prior year’s rate
- Indifference
  - Increased 1.1 percentage points compared to prior year’s rate
- Not loyal
  - Decreased 2.1 percentage points compared to prior year’s rate

## **Composite or attributed measure with the largest decrease compared to the 2025 aggregate**

- Timeliness of obtaining authorization of outpatient services (17.2 percentage points)
- Timeliness of adjustments/appeals claims processing (16.7 percentage points)
- Overall rating for coordination of care/care management (16.1 percentage points)
- Timeliness for obtaining authorization of inpatient services (15.9 percentage points)
- Pre-authorization composite (15.6 percentage points)
- Claims composite (13.2 percentage points)
- Overall experience in obtaining prior authorization for medications (13.2 percentage points)
- Accuracy and accessibility of drug formulary and formulary updates (11.6 percentage points)

## **Recommendation**

- Current Provider Satisfaction Work Group will be revised:
  - Clinical quality manager will work with provider relations manager, with input from Provider Resolution Center, to determine provider pain points and current or potential interventions to address those pain points
  - A work plan will be developed to monitor intervention effectiveness
  - Results will be reported at QMC, SQIS and PAC quarterly