

STATE OF MARYLAND EXECUTIVE SUMMARY REPORT
FOR
2018 HEALTHCHOICE PCP SATISFACTION SURVEY

Prepared for:
Maryland Department of Health

Prepared by:
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PCP Satisfaction Survey

Background and Purpose

Center for the Study of Services (CSS) administered the 2018 PCP Satisfaction survey for Maryland Department of Health on behalf of HealthChoice MCOs. PCPs were asked to rate their satisfaction with a specified Managed Care Organization (MCO) as well as other HealthChoice MCOs they participate with. The survey questionnaire included questions on finance issues, utilization management and customer service and provider relations. PCPs participating with the following eight MCOs in their HealthChoice programs were included in the study:

- AMERIGROUP Community Care
- Jai Medical Systems
- Kaiser Permanente
- Maryland Physicians Care
- MedStar Family Choice
- Priority Partners
- UnitedHealthcare
- University of Maryland Health Partners

The population files of participating PCPs were provided by MCOs. Prior to sampling, any physician with an address outside of Maryland or states bordering Maryland were marked as ineligible for the sample. The population file was deduplicated such that any physician was only selected for 1 MCO even though the physician may participate in HealthChoice through multiple MCOs. This was done in a two-step process. First the physicians were de-duplicated using the physician NPI. Then the remaining eligible physicians were de-duplicated using physician name and address. All eligible physicians after the de-duplication process were selected for the sample.

The final survey sample included 6,516 physicians from 8 MCOs.

CSS administered the PCP Satisfaction Survey using a mixed (mail, web with telephone follow-up) methodology. The survey was fielded between March 16, 2018 and June 5, 2018. Survey protocol include two questionnaire mailings, each followed by a reminder postcard. Cover letter in the questionnaire mailings and reminder postcard contained information on how to complete the survey online. Non-respondents to the mail survey are contacted by telephone.

Response Rate

Among all the physicians who met eligibility criteria, 1,136 completed the survey, resulting in the adjusted response rate of 17.95 percent. Any survey where only the physician practice related questions were answered (questions 1 through 5, question 31) were marked as partial complete. Additional detail of physician status at the of data collection is provided in Exhibit 1.

EXHIBIT 1: 2018 PCP SATISFACTION SURVEY: DISPOSITIONS AND RESPONSE RATE

	Number	% Initial Sample
Initial Sample	6,516	
Disposition		
Complete and Eligible - Mail	644	9.88%
Complete and Eligible - Phone	329	5.05%
Complete and Eligible - Web	163	2.50%
Complete and Eligible - Total	1,136	17.43%
Partial Completes	124	1.90%
Does not meet Eligible criteria	95	1.46%
Deceased	1	0.02%
Language Barrier	0	0.00%
Retired, No Longer Working at Office	92	1.41%
Refusals	121	1.86%
Nonresponse after maximum attempts	4,947	75.92%
Adjusted Response Rate *		17.95%

* Adjusted response rate= Complete and Eligible Surveys/[Complete and Eligible + Refusal + Nonresponse after maximum attempts]

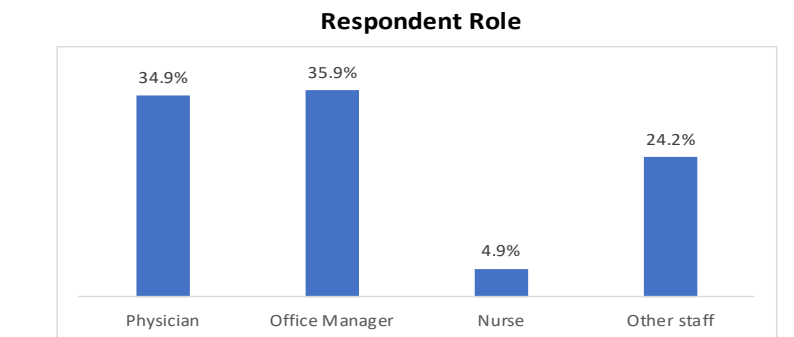
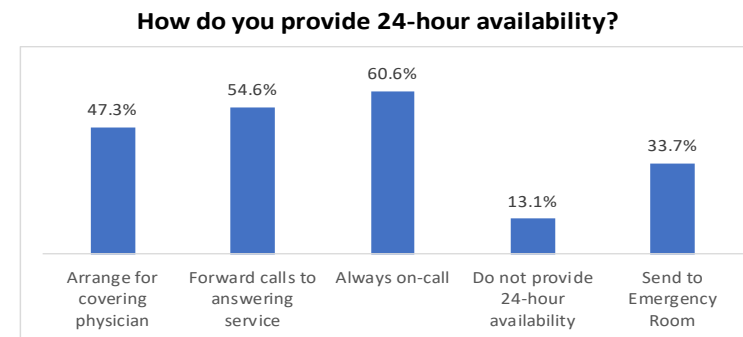
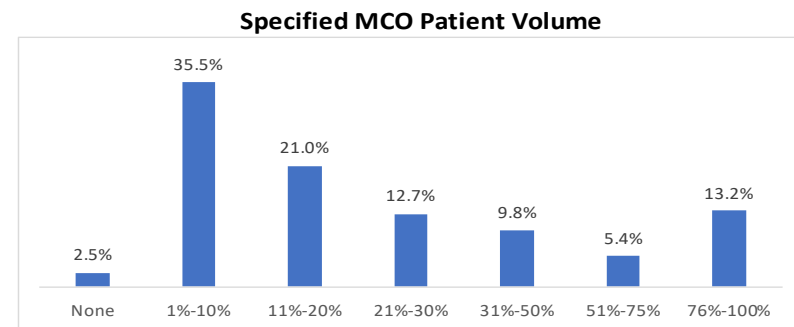
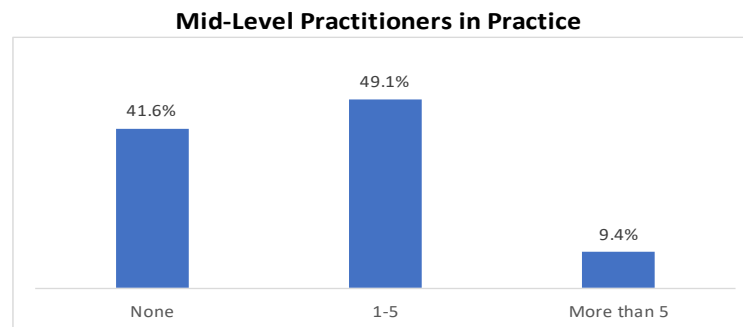
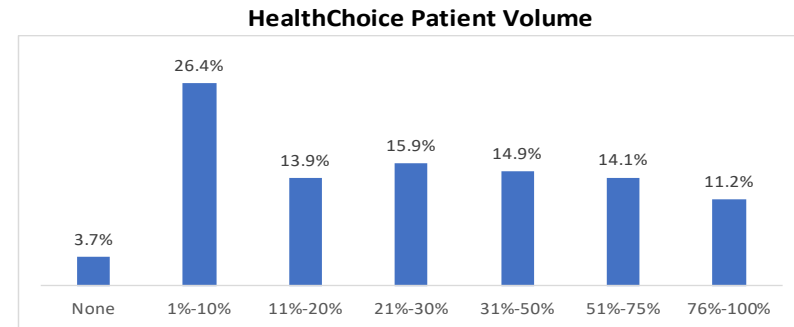
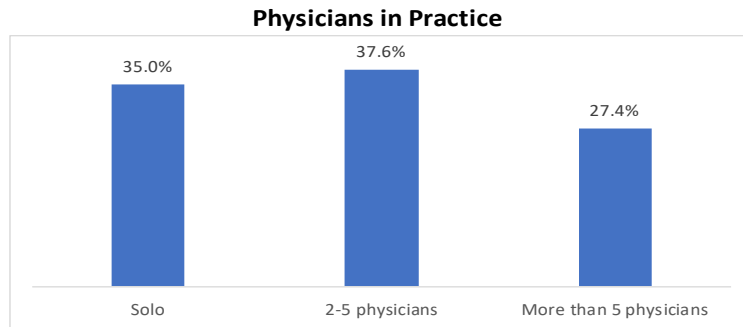
The following table show the unadjusted response rate by MCO.

EXHIBIT 2: 2018 PCP SATISFACTION SURVEY: RESPONSE RATE BY MCO

MCO	Sample Size	Number of Completes	Unadjusted Response Rate
AMERIGROUP Community Care	1,096	218	19.9%
Jai Medical Systems	138	41	29.7%
Kaiser Permanente	332	63	19.0%
Maryland Physicians Care	950	129	13.6%
MedStar Family Choice	503	91	18.1%
Priority Partners	1,265	243	19.2%
UnitedHealthcare	1,937	252	13.0%
University of Maryland Health Partners	295	99	33.6%

Respondent Profile

The following charts show the distribution of survey responses to physician practice, patient volume and respondent role questions:



Survey Results and Analysis

SURVEY MEASURES

The results for four **composite measures** and questions that contribute to the composites are reported. Composite measures combine results from related survey questions into a single measure to summarize performance in the areas listed below. **Question Summary Rates (QSRs)** express the proportion of respondents selecting the response option(s) of interest from a given question on the survey. **Composite Global Proportions** express the proportion of respondents selecting the response option(s) of interest from a given group of questions on the survey.

Overall Satisfaction combines responses to 3 survey questions about overall satisfaction and recommend MCO to physicians and patients:

- What is your overall satisfaction with *Specified MCO*?
- Would you recommend *Specified MCO* to patients?
- Would you recommend *Specified MCO* to other physicians?

Finance Issues combines responses to 3 survey questions about claims processing:

- Accuracy of claims processing.
- Timeliness of initial claims processing.
- Timeliness of adjustment/appeal claims processing.

Utilization Management combines responses to 4 survey questions about timeliness of authorization process:

- Timeliness for obtaining authorization of **outpatient** services.
- Timeliness for obtaining authorization of **inpatient** services.
- Timeliness of obtaining authorization for medication.
- How would you rate your overall experience in obtaining **prior authorization** for medications?

Customer Service and Provider Relations combines responses to 8 survey questions about communications from MCO, customer service interactions, member eligibility information and adequacy of specialist network:

- Process for obtaining member eligibility information.
- Responsiveness and courtesy of the health plan's provider relations/customer service representative.
- Timeliness to answer questions and/or resolve problems.
- Quality of written communications, policy bulletins, and manuals.
- How would you rate the accuracy and accessibility of the drug formulary and formulary updates?
- Overall, how would you rate Customer Service/Provider Relations?
- Overall, how would you rate the telephone system?
- Specialist network has an adequate number of specialists to whom I can refer my patients.

In addition, two single item measures are reported:

- Overall, how would you rate *Specified MCO* on Coordination of Care/Case Management?
 - What percentage of your scheduled HealthChoice appointments are “no-show” appointments each week?
- For *Finance Issues, Utilization Management, Customer Service and Provider Relations* composite measures, questions that contribute to the composites and *Coordination of Case/Case Management* measure, results are reported as proportion of members selecting *Excellent or Very good*.
 - For the *Overall Satisfaction* composite and questions that contribute to the composite, results are reported as proportion of members selecting *Very satisfied, Somewhat satisfied or, Definitely yes, Probably yes*.
 - For *No-Show HealthChoice Appointments*, results are reported as proportion of members selecting *None* or 1% - 25%.

EXHIBIT 3: SUMMARY RATES OF COMPOSITES

	COMPOSITES											
	Overall Satisfaction			Finance Issues			Utilization Management			Customer Service/ Provider Relations		
	2018	2017	2016	2018	2017	2016	2018	2017	2016	2018	2017	2016
HealthChoice Aggregate	82.2%	81.7%	82.6%	48.3%	46.3%	44.8%	39.8%	33.5% ★	31.3% ★	46.5%	44.3%	41.7% ★
AMERIGROUP Community Care	81.7%	77.1%	86.1%	52.0%	42.2%	46.2%	37.9%	29.6%	30.3%	50.0%	42.3%	44.3%
Jai Medical Systems	89.8%	81.3%	81.5%	81.6% ▲	65.2%	68.8%	81.1% ▲	62.3%	59.9% ★	84.0% ▲	59.2% ★	63.1% ★
Kaiser Permanente	95.0% ▲	88.1%	89.5%	87.0% ▲	76.7%	77.1%	92.2% ▲	74.3%	73.7%	86.2% ▲	74.0%	71.9%
Maryland Physicians Care	83.0%	90.2%	91.1% ★	47.6%	54.5%	48.3%	39.4%	35.7%	33.3%	42.1%	49.4%	44.0%
MedStar Family Choice	87.4%	90.3%	86.3%	43.6%	52.2%	45.9%	39.4%	43.0%	35.3%	45.3%	53.5%	44.8%
Priority Partners	86.8%	80.5%	82.2%	49.8%	45.1%	34.5% ★	38.7%	33.2%	27.3% ★	45.7%	44.5%	33.5% ★
UnitedHealthcare	68.7% ▼	65.2%	62.7%	26.7% ▼	28.5%	29.8%	22.2% ▼	17.5%	17.2%	29.9% ▼	27.3%	30.5%
University of Maryland Health Partners	89.5%	92.5%	92.2%	59.2% ▲	48.8%	59.5%	38.3%	29.8%	33% ★	49.9%	44.2%	45.5%

** All statistical tests are conducted at the 95% confidence level.

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Statistically significant differences between current-year rate and prior year rates are marked next to the prior year rates as ★ when your current-year rate is higher or ★ when it is lower.

EXHIBIT 4: SUMMARY RATE OF QUESTIONS CONTRIBUTING TO OVERALL SATISFACTION COMPOSITE

	OVERALL SATISFACTION								
	Overall Satisfaction			Recommend MCO to Patients			Recommend MCO to other Physicians		
	2018	2017	2016	2018	2017	2016	2018	2017	2016
HealthChoice Aggregate	75.8%	75.7%	77.6%	86.5%	84.9%	86.0%	84.4%	84.6%	84.1%
AMERIGROUP Community Care	76.9%	69.6%	81.5%	85.2%	81.6%	89.0%	82.9%	80.1%	87.7%
Jai Medical Systems	92.5% ▲	74.6% ★	73.3% ★	89.7%	83.9%	86.7%	87.2%	85.5%	84.4%
Kaiser Permanente	96.4% ▲	87.0%	91.9%	98.4% ▲	90.9%	91.4%	90.2%	86.4%	85.3%
Maryland Physicians Care	77.7%	86.4% ★	86.9% ★	86.3%	91.9%	93.4% ★	85.1%	92.3% ★	93.0% ★
MedStar Family Choice	77.6%	83.2%	78.4%	92.9%	94.7%	90.0%	91.8%	93.0%	90.4%
Priority Partners	79.0%	73.7%	74.3%	91.9% ▲	82.4% ★	88.4%	89.5% ▲	85.5%	83.8%
UnitedHealthcare	60.3% ▼	59.5%	60.2%	74.2% ▼	69.7%	65.8% ★	71.6% ▼	66.5%	62.1% ★
University of Maryland Health Partners	81.2%	86.1%	86.8%	93.1%	95.1%	95.0%	94.3% ▲	96.2%	94.9%

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Statistically significant differences between current-year rate and prior year rates are marked next to the prior year rates as ★ when your current-year rate is higher or ★ when it is lower.

EXHIBIT 5: SUMMARY RATE OF COORDINATION OF CARE AND NO-SHOW HEALTHCHOICE APPOINTMENTS

	OTHER ITEMS					
	Coordination of Case Management			No-Show HealthChoice Appointments		
	2018	2017	2016	2018	2017	2016
HealthChoice Aggregate	44.8%	40.6%	38.2% ★	78.8%	80.0%	82.8% ★
AMERIGROUP Community Care	43.2%	37.0%	41.4%	75.9%	78.3%	77.7%
Jai Medical Systems	83.8% ▲	64.2% ★	61.9% ★	24.3% ▼	49.1% ★	40.9%
Kaiser Permanente	90.2% ▲	80.0%	80.0%	87.5%	95.2%	93.3%
Maryland Physicians Care	40.7%	42.6%	41.2%	87.2% ▲	80.1%	85.6%
MedStar Family Choice	48.8%	49.5%	38.8%	81.9%	81.2%	88.4%
Priority Partners	43.2%	38.1%	31.6% ★	75.8%	80.0%	78.9%
UnitedHealthcare	23.4% ▼	22.8%	21.8%	83.8%	85.3%	87.0%
University of Maryland Health Partners	58.0% ▲	47.1%	46.0%	85.2%	85.4%	89.1%

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Statistically significant differences between current-year rate and prior year rates are marked next to the prior year rates as ★ when your current-year rate is higher or ★ when it is lower.

EXHIBIT 6: SUMMARY RATES OF QUESTIONS CONTRIBUTING TO FINANCE ISSUES COMPOSITE

	FINANCE ISSUES								
	Accuracy of claims processing			Timeliness of initial claims processing			Timeliness of adjustment/appeal claims processing		
	2018	2017	2016	2018	2017	2016	2018	2017	2016
HealthChoice Aggregate	53.4%	51.6%	49.9%	51.8%	50.7%	48.7%	39.7%	36.7%	35.9%
AMERIGROUP Community Care	56.9%	45.7% ★	51.9%	58.6%	49.0%	50.0%	40.5%	31.9%	36.8%
Jai Medical Systems	84.2% ▲	67.3%	69.8%	81.6% ▲	66.7%	70.7%	78.9% ▲	61.7%	65.9%
Kaiser Permanente	87.0% ▲	80.0%	77.4%	87.0% ▲	81.3%	80.6%	87.0% ▲	68.8%	73.3%
Maryland Physicians Care	56.0%	60.5%	55.2%	47.7%	60.0% ★	52.4%	39.0%	42.9%	37.2%
MedStar Family Choice	50.6%	57.0%	52.7%	48.1%	56.6%	49.1%	32.1%	43.0%	35.9%
Priority Partners	56.6%	52.2%	37.8% ★	53.1%	47.2%	38.7% ★	39.7%	36.0%	27.1% ★
UnitedHealthcare	30.6% ▼	33.2%	33.0%	30.3% ▼	31.7%	34.2%	19.2% ▼	20.7%	22.1%
University of Maryland Health Partners	63.0%	55.6%	65.8%	63.3% ▲	54.6%	63.2%	51.1% ▲	36.2% ★	49.5%

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EXHIBIT 7: SUMMARY RATES OF QUESTIONS CONTRIBUTING TO UTILIZATION MANAGEMENT COMPOSITE

	UTILIZATION MANAGEMENT											
	Timeliness for obtaining authorization of outpatient services			Timeliness for obtaining authorization of inpatient services			Timeliness of obtaining authorization for medication			Overall experience in obtaining prior authorization for medication		
	2018	2017	2016	2018	2017	2016	2018	2017	2016	2018	2017	2016
HealthChoice Aggregate	41.4%	37.1%	32.9% ★	43.5%	37.0% ★	35.4% ★	37.5%	30.4% ★	29.0% ★	36.8%	29.6% ★	27.9% ★
AMERIGROUP Community Care	41.5%	34.9%	29.4% ★	38.9%	32.0%	37.6%	35.0%	26.3%	26.8%	36.2%	25.3% ★	27.4%
Jai Medical Systems	83.8% ▲	64.6% ★	61.9% ★	82.9% ▲	70.0%	63.9%	78.9% ▲	58.3% ★	60.5%	78.9% ▲	56.3% ★	53.5% ★
Kaiser Permanente	93.3% ▲	73.9%	75.0%	91.1% ▲	80.0%	82.8%	95.0% ▲	73.9%	71.4%	89.3% ▲	69.6%	65.7% ★
Maryland Physicians Care	40.7%	40.9%	36.7%	43.6%	37.7%	36.0%	35.1%	33.2%	31.6%	38.1%	31.2%	28.8%
MedStar Family Choice	39.8%	46.6%	36.7%	45.5%	39.8%	44.2%	37.8%	42.3%	32.5%	34.5%	43.4%	27.9%
Priority Partners	40.6%	34.3%	27.5% ★	42.5%	39.8%	30.1% ★	36.7%	29.7%	25.6% ★	35.1%	29.0%	26.1%
UnitedHealthcare	22.8% ▼	20.1%	18.6%	25.9% ▼	21.9%	16.4% ★	20.1% ▼	14.1%	16.9%	20.1% ▼	14.0%	16.9%
University of Maryland Health Partners	40.9%	36.7%	37.3%	41.7%	31.0%	36.5%	36.0%	25.3%	26.0%	34.8%	26.1%	29.5%

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Statistically significant differences between current-year rate and prior year rates are marked next to the prior year rates as ★ when your current-year rate is higher or ★ when it is lower.

EXHIBIT 8: SUMMARY RATES OF QUESTIONS THAT CONTRIBUTE TO CUSTOMER SERVICE/PROVIDER RELATIONS COMPOSITE

	CUSTOMER SERVICE/PROVIDER RELATIONS											
	Process for obtaining member eligibility information			Responsiveness and courtesy of the health plan's provider relations/customer service rep			Timeliness to answer questions and/or resolve problems			Quality of written communications, policy bulletins, and manuals		
	2018	2017	2016	2018	2017	2016	2018	2017	2016	2018	2017	2016
HealthChoice Aggregate	56.3%	56.9%	54.1%	53.6%	52.8%	50.5%	45.8%	45.1%	41.5% ★	45.0%	44.3%	40.4% ★
AMERIGROUP Community Care	60.9%	59.1%	53.4%	59.2%	48.1% ★	55.1%	50.3%	41.6%	43.8%	50.3%	47.1%	46.9%
Jai Medical Systems	86.1% ▲	68.4%	62.2% ★	86.5% ▲	59.6% ★	71.1%	81.1% ▲	63.6%	64.4%	86.5% ▲	58.9% ★	66.7% ★
Kaiser Permanente	86.0% ▲	77.8%	75.7%	86.2% ▲	71.4%	73.0%	82.8% ▲	66.7%	66.7%	86.2% ▲	85.0%	78.1%
Maryland Physicians Care	55.7%	64.3%	60.3%	49.6%	60.8% ★	54.1%	42.5%	49.8%	44.8%	35.1% ▼	48.9% ★	39.1%
MedStar Family Choice	50.0%	63.5%	56.8%	51.8%	62.9%	53.9%	41.2%	58.0% ★	46.1%	41.5%	51.8%	40.3%
Priority Partners	56.2%	53.9%	43.6% ★	53.9%	50.3%	42.8% ★	47.4%	43.6%	31.0% ★	42.9%	43.0%	31.5% ★
UnitedHealthcare	42.3% ▼	43.9%	49.2%	35.0% ▼	39.3%	36.5%	27.0% ▼	26.9%	27.7%	31.6% ▼	24.5%	33.5%
University of Maryland Health Partners	58.5%	50.0%	52.9%	60.4%	53.5%	55.7%	52.3%	50.0%	51.3%	44.2%	45.8%	39.4%

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Statistically significant differences between current-year rate and prior year rates are marked next to the prior year rates as ★ when your current-year rate is higher or ★ when it is lower.

EXHIBIT 9: SUMMARY RATES OF QUESTIONS THAT CONTRIBUTE TO CUSTOMER SERVICE/PROVIDER RELATIONS COMPOSITE

	CUSTOMER SERVICE/PROVIDER RELATIONS											
	Accuracy and accessibility of the drug formulary and formulary updates			Overall, how would you rate Customer Service/Provider Relations?			Overall, how would you rate the telephone system?			Specialist network has an adequate number of specialists to whom I can refer my patients.		
	2018	2017	2016	2018	2017	2016	2018	2017	2016	2018	2017	2016
HealthChoice Aggregate	43.2%	36.8% ★	34.5% ★	49.3%	48.7%	47.2%	42.2%	38.6%	36.5% ★	36.9%	31.4% ★	28.7% ★
AMERIGROUP Community Care	41.2%	37.6%	34.5%	55.1%	45.1%	52.8%	47.5%	35.5% ★	39.3%	35.9%	24.4% ★	28.7%
Jai Medical Systems	83.8% ▲	52.9% ★	66.7%	86.1% ▲	58.6% ★	61.4% ★	80.6% ▲	55.6% ★	56.8% ★	81.1% ▲	55.6% ★	55.6% ★
Kaiser Permanente	94.8% ▲	72.7%	76.5%	87.9% ▲	77.3%	72.2%	72.4% ▲	68.2%	61.8%	93.0% ▲	72.7%	71.4% ★
Maryland Physicians Care	42.2%	36.4%	34.5%	44.8%	53.6%	50.2%	36.6%	45.2%	39.9%	30.1%	36.2%	28.8%
MedStar Family Choice	43.4%	50.0%	38.1%	50.0%	59.6%	53.1%	45.8%	50.9%	40.8%	38.6%	31.0%	29.1%
Priority Partners	41.0%	39.9%	27.3% ★	48.2%	51.6%	38.6%	41.9%	36.2%	25.4% ★	34.1%	37.8%	28.2%
UnitedHealthcare	27.6% ▼	18.5% ★	24.2%	30.2% ▼	30.8%	31.8%	25.0% ▼	19.0%	22.7%	20.8% ▼	15.5%	18.4%
University of Maryland Health Partners	43.4%	33.7%	36.0%	54.9%	48.5%	55.7%	44.8%	42.1%	48.2%	40.9%	29.8%	24.8% ★

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Statistically significant differences between current-year rate and prior year rates are marked next to the prior year rates as ★ when your current-year rate is higher or ★ when it is lower.

Loyalty Analysis

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

- Q25a. What is your overall satisfaction with *Specified MCO*?
- Q26. Would you recommend *Specified MCO* to patients?
- Q27. 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 (Q25)	Would Recommend Specified HealthChoice MCO to Patients (Q26)	Would Recommend Specified HealthChoice MCO to Other Physicians (Q27)
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 (Q25)	Would Recommend Specified HealthChoice MCO to Patients (Q26)	Would Recommend Specified HealthChoice MCO to Other Physicians (Q27)
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.

EXHIBIT 10: LOYALTY ANALYSIS RESULTS

	Loyal			Indifferent			Not Loyal		
	2018	2017	2016	2018	2017	2016	2018	2017	2016
HealthChoice Aggregate	33.3%	33.7%	31.2%	64.3%	63.5%	66.3%	2.5%	2.9%	2.4%
AMERIGROUP Community Care	30.1%	27.9%	33.9%	68.4%	68.8%	65.0%	1.6%	3.2%	1.1%
Jai Medical Systems	76.9%	50.9% ★	50.0% ★	23.1%	43.6% ★	50.0% ★	0.0%	0.0%	0.0%
Kaiser Permanente	61.8%	59.1%	67.6%	38.2%	36.4%	32.4%	0.0%	0.0%	0.0%
Maryland Physicians Care	31.4%	44.6% ★	36.3%	67.6%	54.1% ★	63.3%	1.0%	1.3%	0.4%
MedStar Family Choice	32.5%	41.4%	29.8%	65.0%	58.6%	69.4%	2.5%	0.0%	0.8%
Priority Partners	36.4%	29.2%	26.7% ★	63.1%	69.1%	73.3% ★	0.5%	1.7%	0.0%
UnitedHealthcare	13.3%	13.8%	14.3%	79.0%	78.7%	75.7%	7.6%	7.4%	10.0%
University of Maryland Health Partners	47.5%	38.6%	39.1%	51.3%	60.4%	60.0%	1.3%	1.0%	0.9%

** All statistical tests are conducted at the 95% confidence level.

Statistically significant differences between current-year rate and prior year rates are marked next to the prior year rates as ★ when your current-year rate is higher or ★ when it is lower.

Correlation Analysis

Correlation analysis is a tool for identifying program attributes that are strengths and attributes in need of improvement. The attribute importance (correlation) and attribute performance (score) are plotted in a graph and the graph is divided into four quadrants to identify the attributes that are strengths and attributes that are in need of improvement. The four quadrants are:

- LEVERAGE (high importance, high performance);
- MAINTAIN (low importance, high performance);
- MONITOR (low importance, low performance);
- IMPROVE (high importance, low performance)

Correlation analysis was performed for *overall satisfaction with specified MCO* question.

Data Analysis and Conclusions

5 attributes were identified in the IMPROVE quadrant and 6 attributes were identified in the LEVERAGE quadrant for overall satisfaction with specified MCO at the aggregate level.

ATTRIBUTES IN THE IMPROVE AND MAINTAIN QUADRANT FOR OVERALL SATISFACTION WITH SPECIFIED MCO

IMPROVE	LEVERAGE
<ul style="list-style-type: none"> • Timeliness for obtaining authorization of outpatient services • Timeliness of obtaining authorization for medication • Overall experience in obtaining prior authorization for medications • Accuracy and accessibility of drug formulary and formulary updates • Telephone system overall 	<ul style="list-style-type: none"> • Accuracy of claims processing • Provider relations/customer service responsiveness and courtesy • Timeliness to answer questions and/or resolve problems • Quality of written communications, policy bulletins, and manuals • Customer service/provider relations overall • Overall rating for coordination of care/case management

Glossary of Terms

Attributes	Areas of health plan performance and member experience assessed with the CAHPS survey
Confidence Level	A confidence level is associated with tests of statistical significance of observed differences in survey scores. It is expressed as a percentage and represents how often the observed difference (e.g., between the plan's current-year rate and the relevant benchmark rate) is real and not simply due to chance. A 95% confidence level associated with a statistical test means that if repeated samples were surveyed, in 95 out of 100 samples the observed measure score would be truly different from the comparison score.
Correlation	A degree of association between two variables, or attributes, typically measured by the <i>Pearson correlation coefficient</i> . The coefficient value of 1 indicates a strong positive relationship; -1 indicates a strong negative relationship; zero indicates no relationship at all.
Denominator (N, or Usable Responses)	Number of valid (appropriately answered) responses available to calculate a measure result. Examples of inappropriately answered questions include ambiguously marked answers, multiple marks when a single answer choice is expected, and responses that violate survey skip patterns. The denominator for an individual question is the total number of valid responses to that question. The denominator for a composite is the average number of responses across all questions in the composite.
Disposition	The final status given to a member record in the survey sample at the end of the study (e.g., completed survey, refusal, non-response, etc.). See <i>Response Rate</i> .
Question Summary Rate	Question Summary Rates (QSRs) express the proportion of respondents selecting the response option(s) of interest (typically representing the most favorable outcome(s) from a given question on the survey). Many survey items use a <i>Never, Sometimes, Usually, or Always</i> response scale, with <i>Always</i> being the most favorable outcome. Results are typically reported as the proportion of members selecting <i>Usually</i> or <i>Always</i> .
Response Rate	Survey response rate is calculated by NCQA using the following formula: $\text{Response Rate} = \frac{\text{Complete and Eligible Surveys}}{[\text{Complete and Eligible} + \text{Incomplete (but Eligible)} + \text{Refusal} + \text{Nonresponse after maximum attempts} + \text{Added to Do Not Call (DNC) List}]}$
Sample size	Number of members selected for the survey.

Statistically
Significant
Difference

When survey results are calculated based on sample data and compared to a benchmark score (e.g., the NCQA National Average rate, the CSS Book-of-Business average, or the plan's own prior-year rate), the question is whether the observed difference is real or due to chance. A difference is said to be statistically significant at a given confidence level (e.g., 95%) if it has a 95% chance of being true.