

Provider Satisfaction Survey Template

Appendix A

MCO provider satisfaction survey results shall utilize the following rating system:

Excellent – 6 Very Good – 5 Good – 4 Fair – 3 Poor – 2 Don't know – 1

The survey shall include the following required questions:

Care Coordination/Continuity of Care

1. Effectiveness of MCO's care coordination/care management programs for members.

Excellent – 6 Very Good – 5 Good – 4 Fair – 3 Poor – 2 Don't know – 1

2. Assistance provided by care coordination/care management staff to providers.

Excellent – 6 Very Good – 5 Good – 4 Fair – 3 Poor – 2 Don't know – 1

3. MCO provides needed information to providers to care for its members.

Excellent – 6 Very Good – 5 Good – 4 Fair – 3 Poor – 2 Don't know – 1

Overall Satisfaction

4. Likelihood you would recommend the MCO to other patients.

Excellent – 6 Very Good – 5 Good – 4 Fair – 3 Poor – 2 Don't know – 1

5. Likelihood you would recommend the MCO to other physicians.

Excellent – 6 Very Good – 5 Good – 4 Fair – 3 Poor – 2 Don't know – 1

6. Overall satisfaction with the MCO.

Excellent – 6 Very Good – 5 Good – 4 Fair – 3 Poor – 2 Don't know – 1

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Claims

7. MCO's accuracy of claims processing.
Excellent – 6 Very Good – 5 Good – 4 Fair – 3 Poor – 2 Don't know – 1
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8. MCO's timeliness of claims processing.
Excellent – 6 Very Good – 5 Good – 4 Fair – 3 Poor – 2 Don't know – 1
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9. MCO's timeliness of adjustment/appeal claims processing.
Excellent – 6 Very Good – 5 Good – 4 Fair – 3 Poor – 2 Don't know – 1
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10. Ease of resolving claims issues without making multiple inquiries.
Excellent – 6 Very Good – 5 Good – 4 Fair – 3 Poor – 2 Don't know – 1
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Provider Relations

11. MCO's process for providing member information (eligibility, benefit coverage, co-pay amounts).
Excellent – 6 Very Good – 5 Good – 4 Fair – 3 Poor – 2 Don't know – 1
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12. Satisfaction with MCO's customer service in answering questions and/or resolving problems when provider or provider's staff calls the MCO.
Excellent – 6 Very Good – 5 Good – 4 Fair – 3 Poor – 2 Don't know – 1
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13. MCO's frequency and effectiveness of provider representative visits to the provider's office.
Excellent – 6 Very Good – 5 Good – 4 Fair – 3 Poor – 2 Don't know – 1
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14. Usefulness of MCO's written provider communications, policy bulletins, and manuals.
Excellent – 6 Very Good – 5 Good – 4 Fair – 3 Poor – 2 Don't know – 1
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15. Quality of MCO's provider orientation and education processes.
Excellent – 6 Very Good – 5 Good – 4 Fair – 3 Poor – 2 Don't know – 1
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16. Ease of completing MCO's credentialing and re-credentialing.
Excellent – 6 Very Good – 5 Good – 4 Fair – 3 Poor – 2 Don't know – 1
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17. MCO's attentiveness to the provider's overall needs.
Excellent – 6 Very Good – 5 Good – 4 Fair – 3 Poor – 2 Don't know – 1
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Provider Network

18. Quality of the MCO's primary care practitioners.
Excellent – 6 Very Good – 5 Good – 4 Fair – 3 Poor – 2 Don't know – 1
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19. The number of primary care practitioners within the MCO's provider network.
Excellent – 6 Very Good – 5 Good – 4 Fair – 3 Poor – 2 Don't know – 1
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20. Quality of the MCO's specialists (contracted providers).
Excellent – 6 Very Good – 5 Good – 4 Fair – 3 Poor – 2 Don't know – 1
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21. The number of specialists to whom the provider can refer patients (consider both contracted and non-contract providers).
Excellent – 6 Very Good – 5 Good – 4 Fair – 3 Poor – 2 Don't know – 1
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22. The number of specialists in the MCO's provider network (contracted providers only).
Excellent – 6 Very Good – 5 Good – 4 Fair – 3 Poor – 2 Don't know – 1
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Utilization/Quality Management

23. Ease of the prior authorization process.
Excellent – 6 Very Good – 5 Good – 4 Fair – 3 Poor – 2 Don't know – 1
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24. Timeliness of obtaining outpatient authorization of services.
Excellent – 6 Very Good – 5 Good – 4 Fair – 3 Poor – 2 Don't know – 1
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25. Timeliness of obtaining inpatient authorization of services.
Excellent – 6 Very Good – 5 Good – 4 Fair – 3 Poor – 2 Don't know – 1
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26. Satisfaction with coordination of home health and DME services.
Excellent – 6 Very Good – 5 Good – 4 Fair – 3 Poor – 2 Don't know – 1
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27. Procedures for obtaining pre-certification/referral/authorization information.
Excellent – 6 Very Good – 5 Good – 4 Fair – 3 Poor – 2 Don't know – 1
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28. Degree to which the plan covers and encourages preventive care and wellness.
Excellent – 6 Very Good – 5 Good – 4 Fair – 3 Poor – 2 Don't know – 1
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29. Clinical appropriateness of UM decision.
Excellent – 6 Very Good – 5 Good – 4 Fair – 3 Poor – 2 Don't know – 1
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Pharmacy/Drug Benefits

30. Ease of using formulary.

Excellent – 6 Very Good – 5 Good – 4 Fair – 3 Poor – 2 Don't know – 1

31. Ease of the pharmacy prior authorization process.

Excellent – 6 Very Good – 5 Good – 4 Fair – 3 Poor – 2 Don't know – 1

32. MCOs variety of drugs available in formulary.

Excellent – 6 Very Good – 5 Good – 4 Fair – 3 Poor – 2 Don't know – 1

33. Timeliness of response to pharmacy prior authorization requests.

Excellent – 6 Very Good – 5 Good – 4 Fair – 3 Poor – 2 Don't know – 1

34. Extent to which formulary reflects current standards of care.

Excellent – 6 Very Good – 5 Good – 4 Fair – 3 Poor – 2 Don't know – 1

35. Ease of prescribing preferred medications within formulary guidelines.

Excellent – 6 Very Good – 5 Good – 4 Fair – 3 Poor – 2 Don't know – 1

36. Ease of prescribing drugs that are not on formulary when determined to be medically necessary by the MCO or through a Fair Hearing process.

Excellent – 6 Very Good – 5 Good – 4 Fair – 3 Poor – 2 Don't know – 1

37. Availability of comparable drugs to substitute those not included in the formulary.

Excellent – 6 Very Good – 5 Good – 4 Fair – 3 Poor – 2 Don't know – 1
