



Connecticut BHP
Supporting Health and Recovery

Child, Quality, Access, and Policy Committee

4/20/12

2011 Provider Satisfaction Survey Results

Annual survey conducted by Fact Finders, Inc, a marketing and opinion research firm located in Albany, New York

Goal: To provide representative and reliable measurement of provider's experiences with, attitudes toward and suggestions for CT BHP

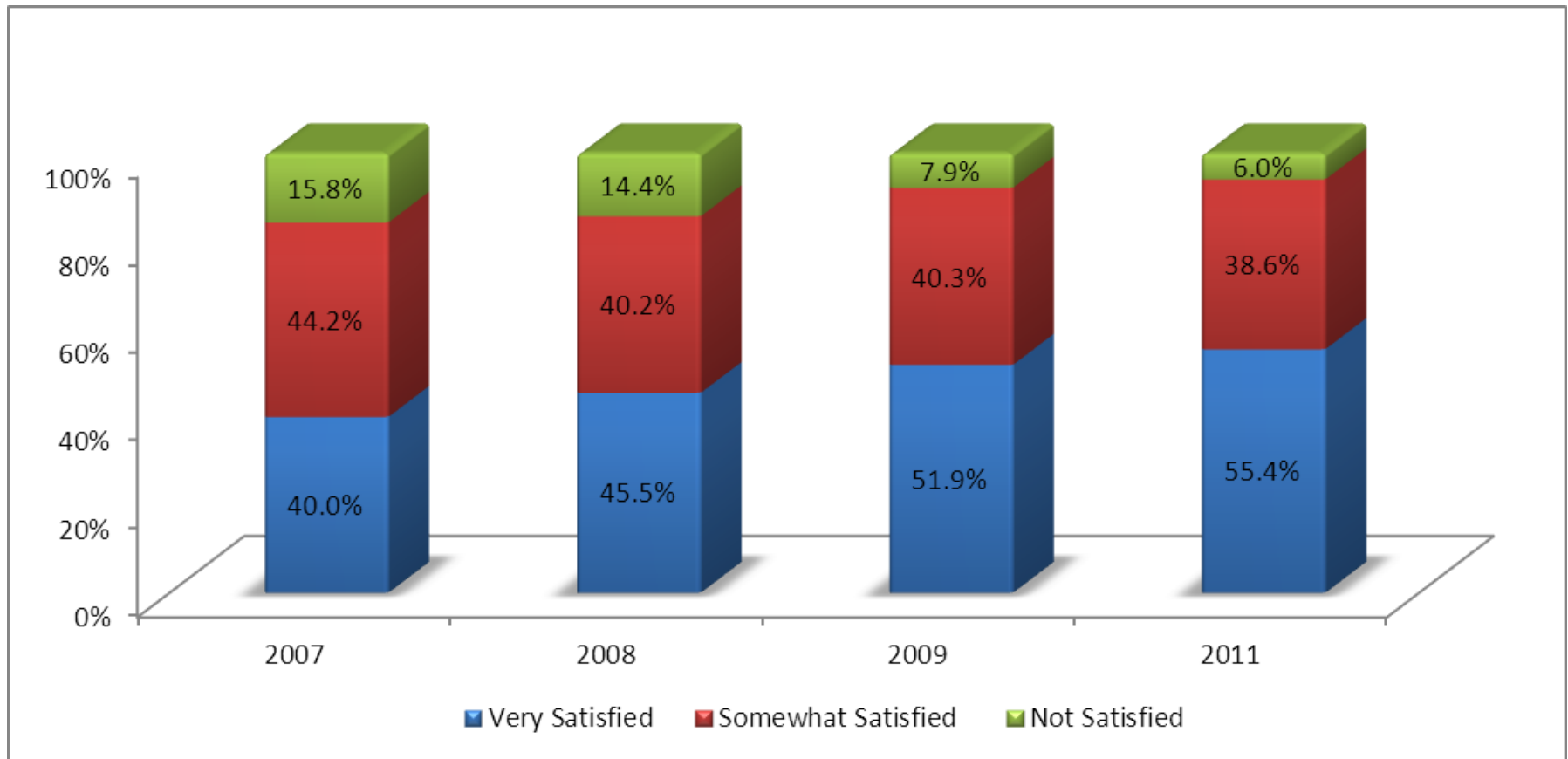
Scope of Fact Finders Provider Satisfaction Survey

- Overall satisfaction with CT BHP services;
- Ratings of the authorization process;
- Interactions with CT BHP staff including
 - Provider Relations
 - Customer Service
 - Care Management and Medical Affairs
- Satisfaction with the denial, appeals and complaints processes;
- Suggestions for service modifications that could improve provider satisfaction with CT BHP

Sample and Method

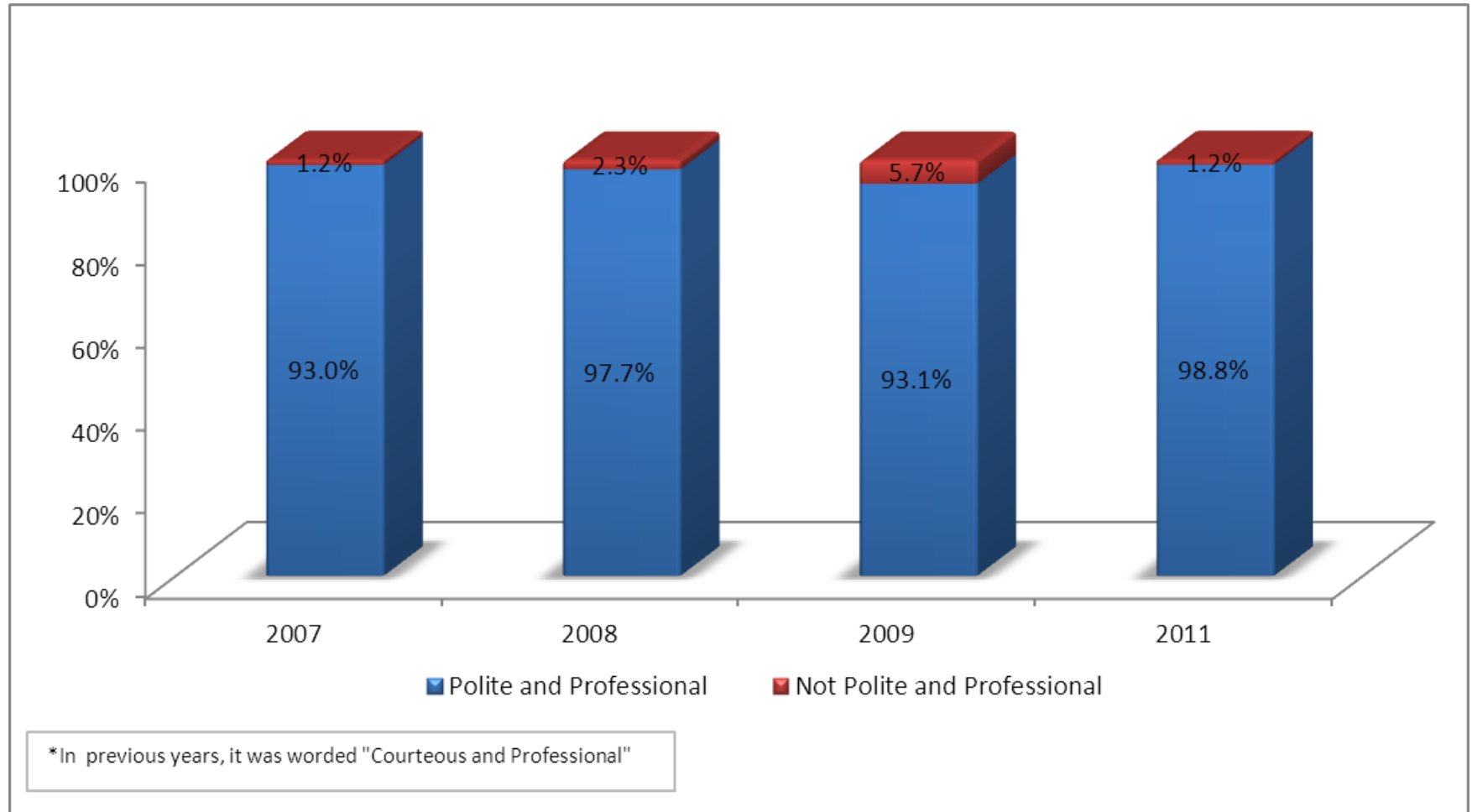
- Random probability sample of all providers who have contracted to provide services for the CT BHP
 - Providers in sample are contacted up to 10 times
- Sample was stratified by two separate subgroups of network providers:
 - 130 individual practitioners (outside confines of a facility)
 - 104 facilities (saw members within a facility, program, or agency)
- Interviews were completed between June 30, 2011 and August 19, 2011
 - Telephonic interviews between 9AM and 9PM on weekdays

Overall, how satisfied are you with the services of the Partnership?

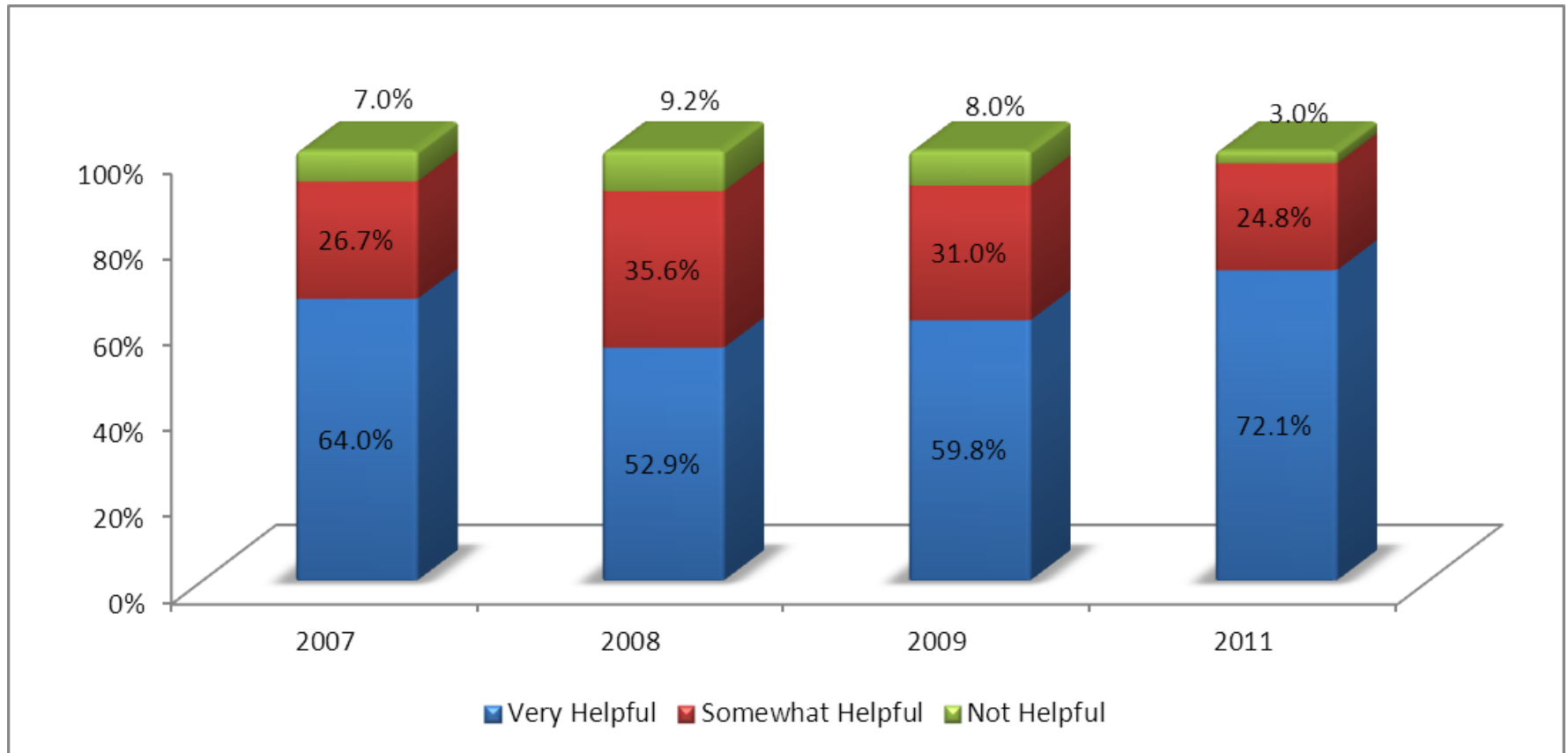


Satisfaction with Provider Relations Specialists

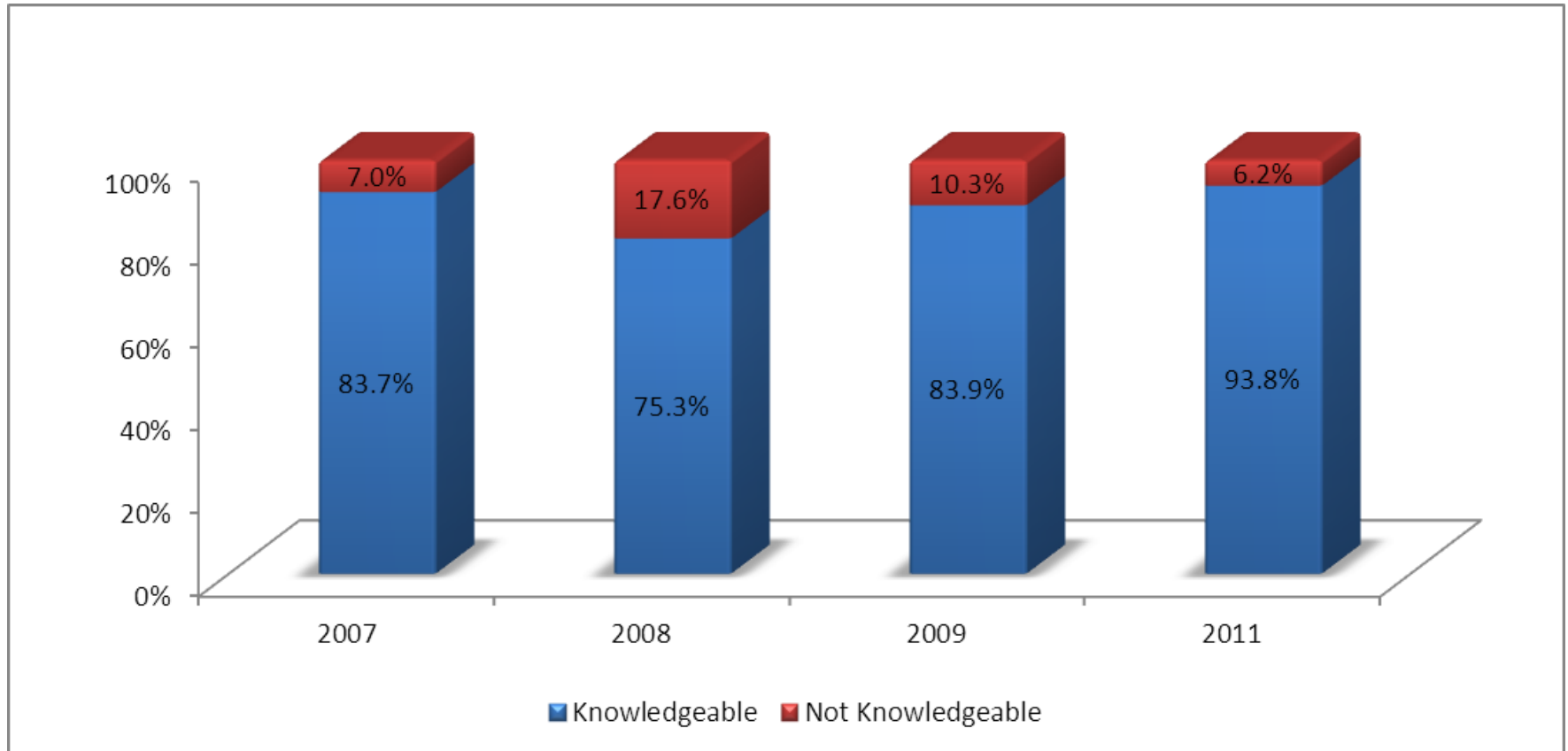
Are the Provider Relations Specialists polite and professional?*



Are the Provider Relations Specialists very helpful, somewhat, or not helpful?

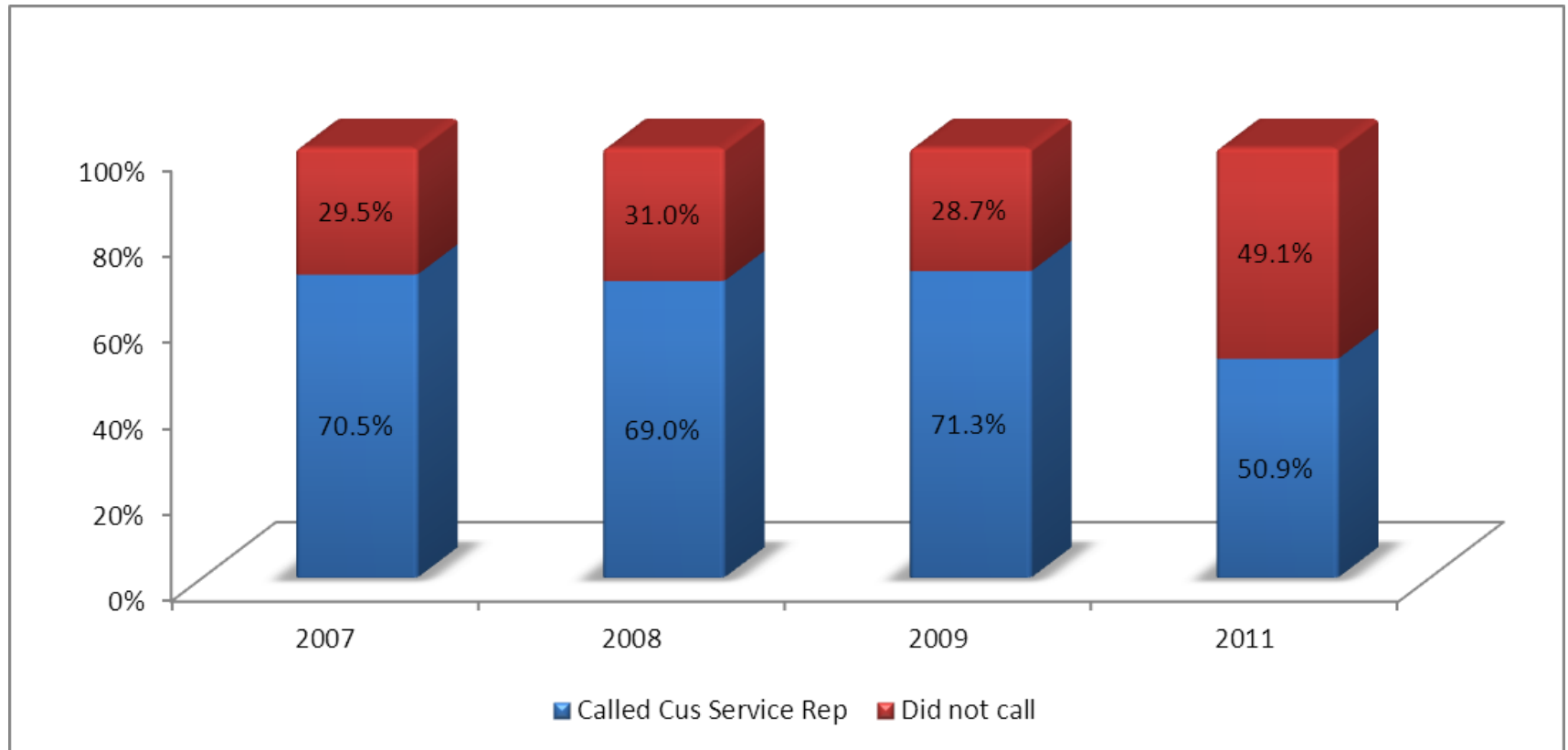


Are the Provider Relations Specialists knowledgeable?

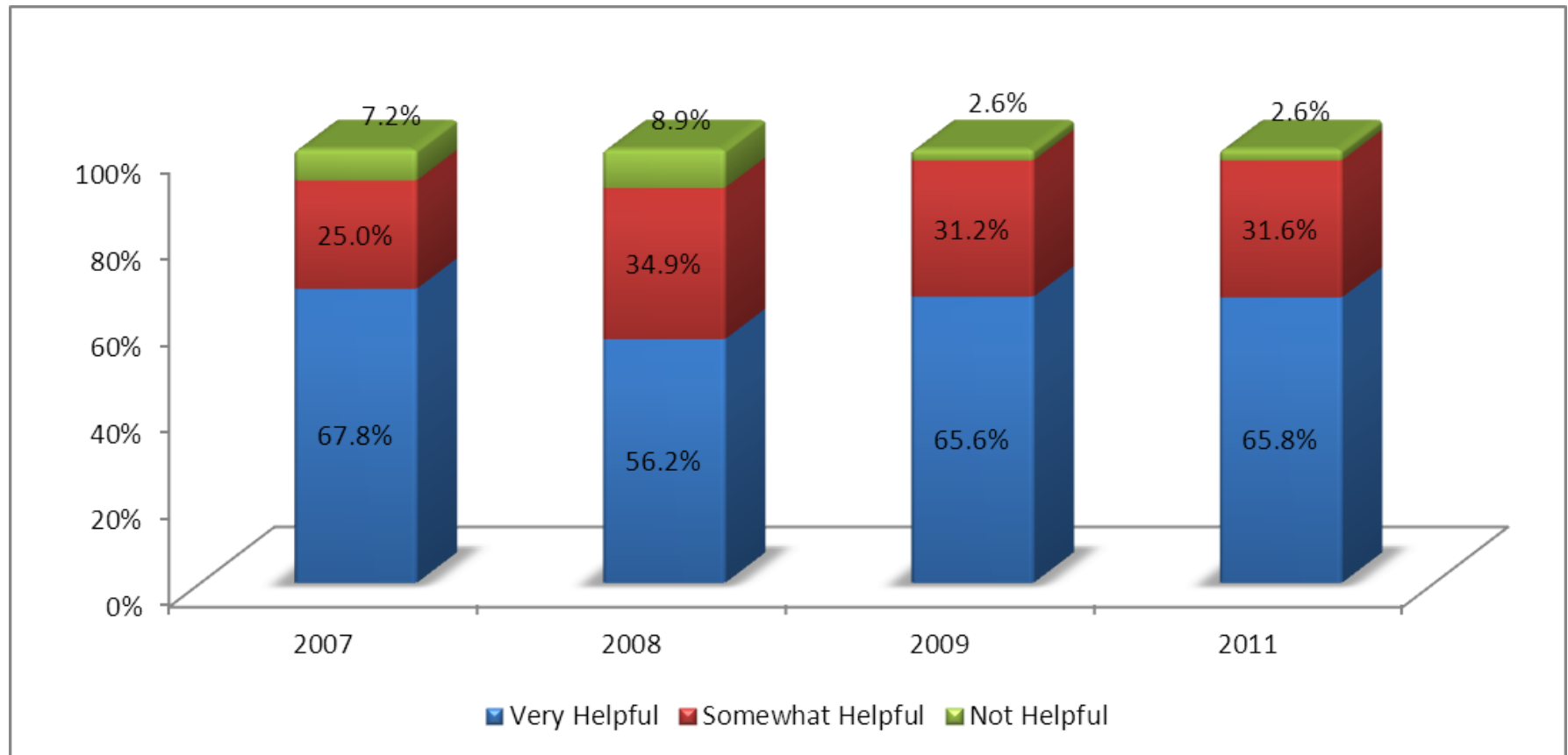


Satisfaction with Customer Service

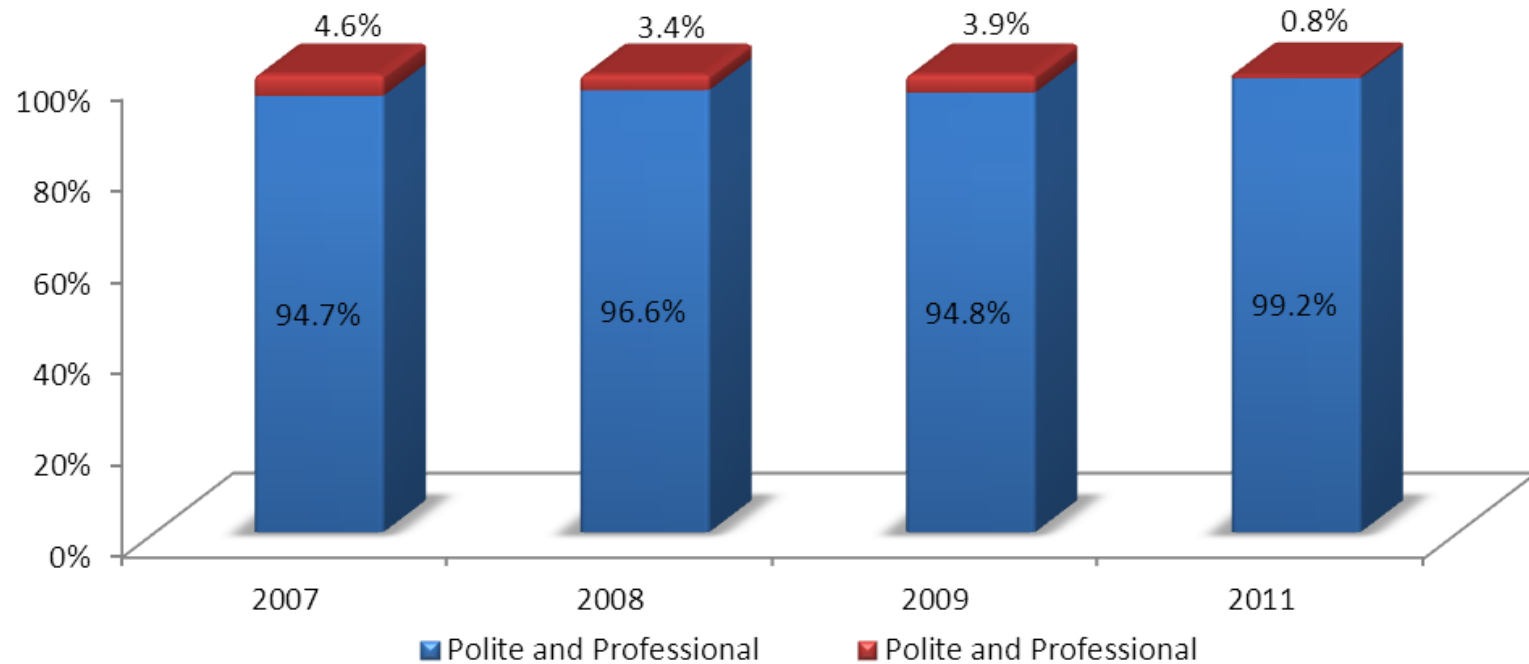
In the last 6 months, have you called a Customer Service Representative for any reason such as a question or comment?



Are the Customer Service Representatives very helpful, somewhat, or not helpful?



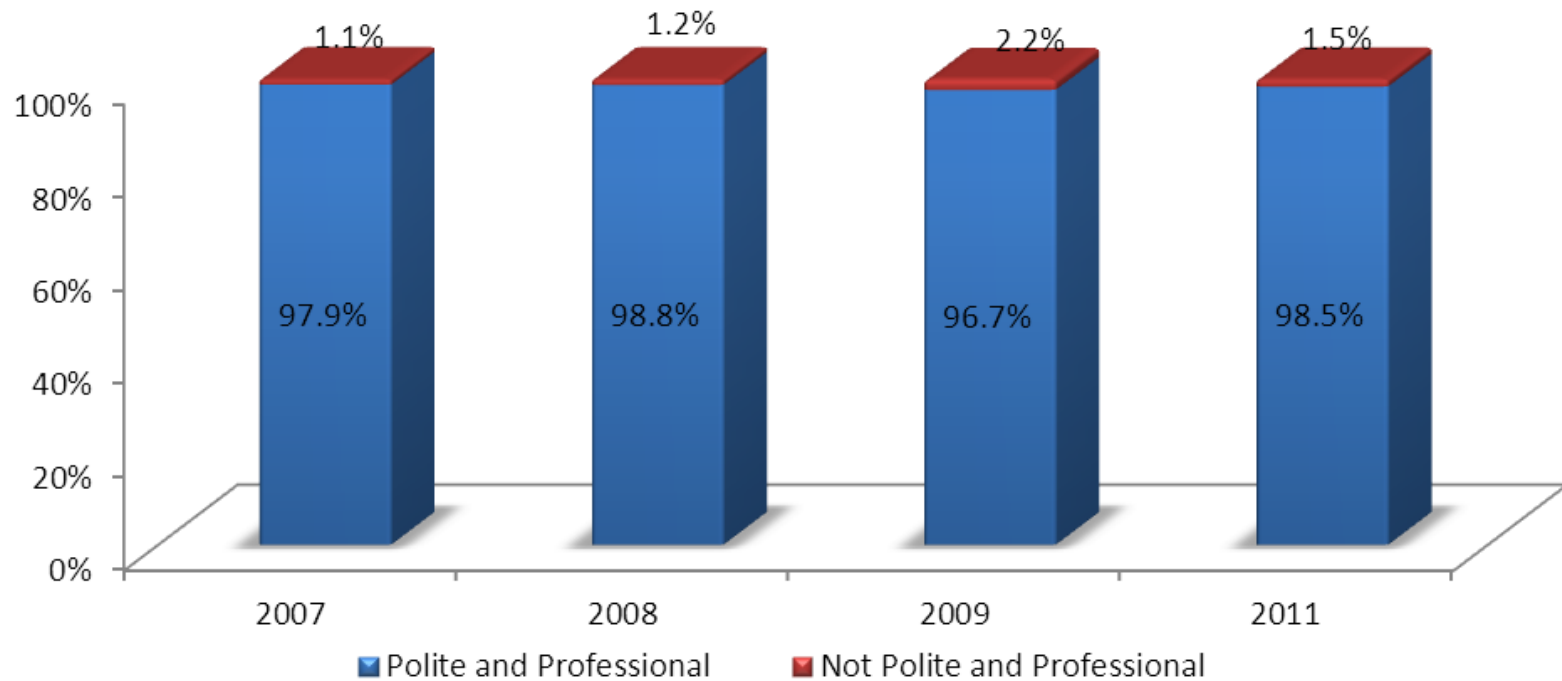
Are the Customer Service Representatives polite and professional?*



*In previous years, it was worded "Courteous and Professional"

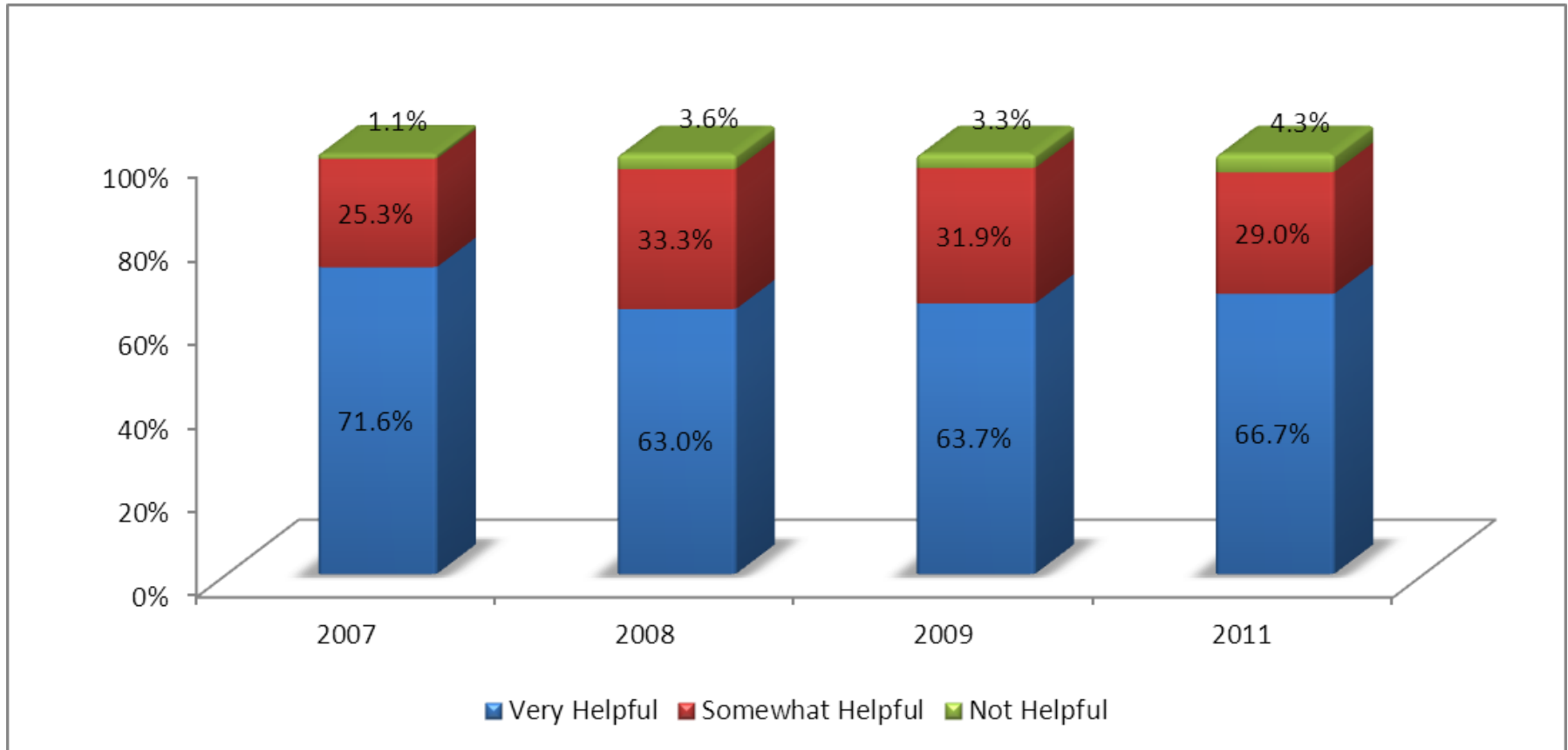
Satisfaction with Clinical Staff

When you call regarding authorization of care, are the clinicians polite and professional?*



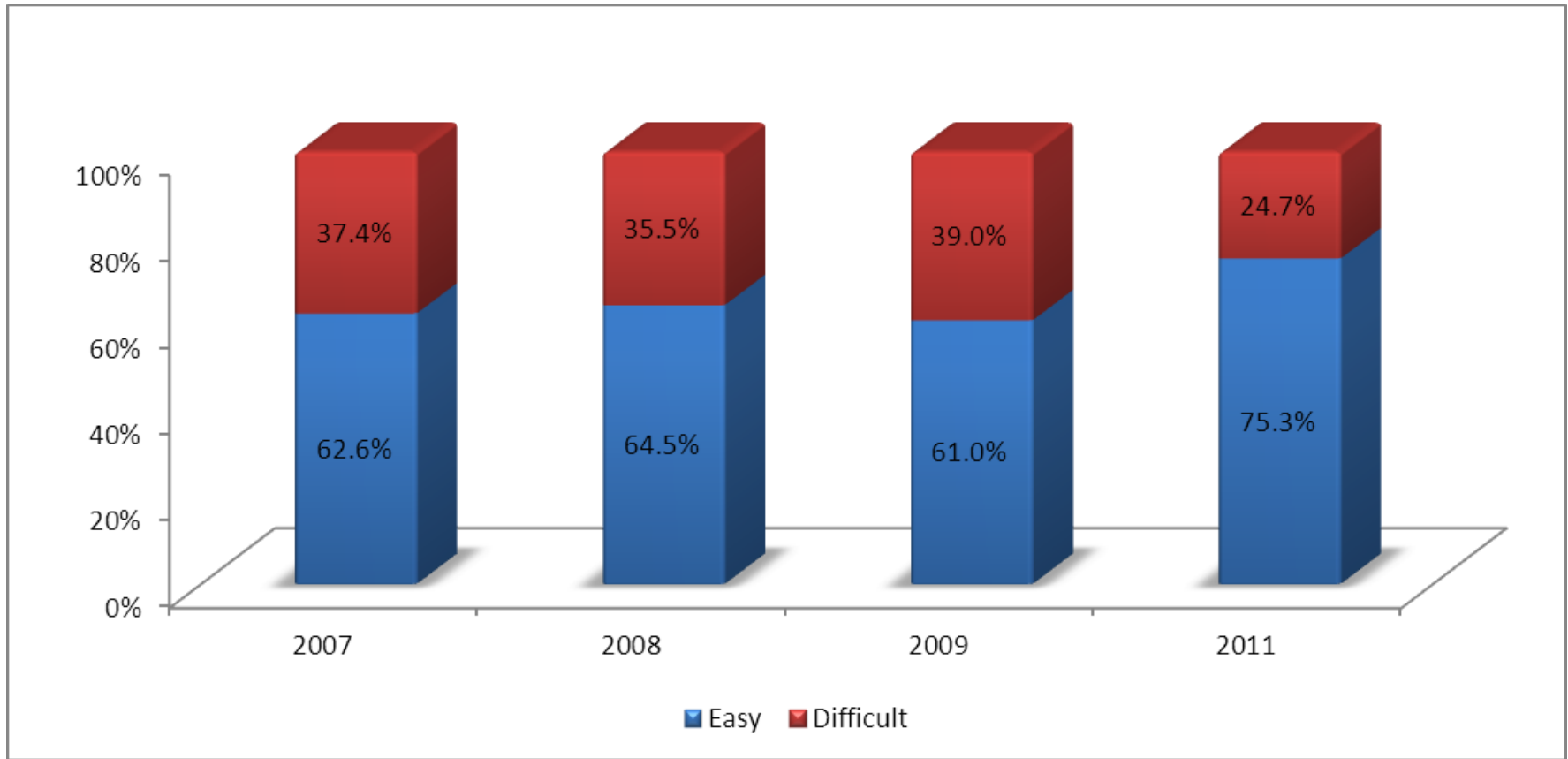
*In previous years, it was worded "Courteous and Professional"

Are the clinicians very helpful, somewhat, or not helpful?

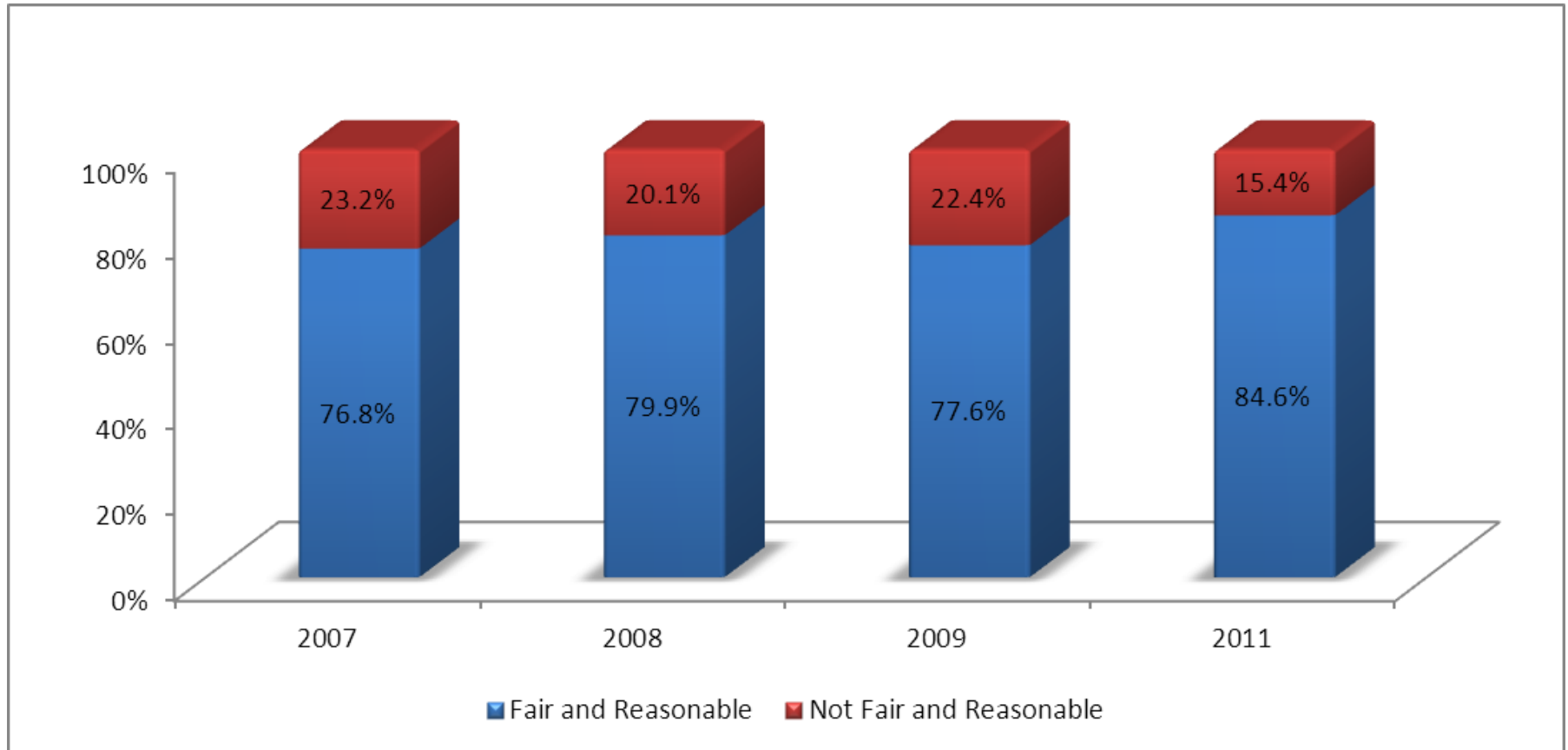


Satisfaction with the Authorization Process

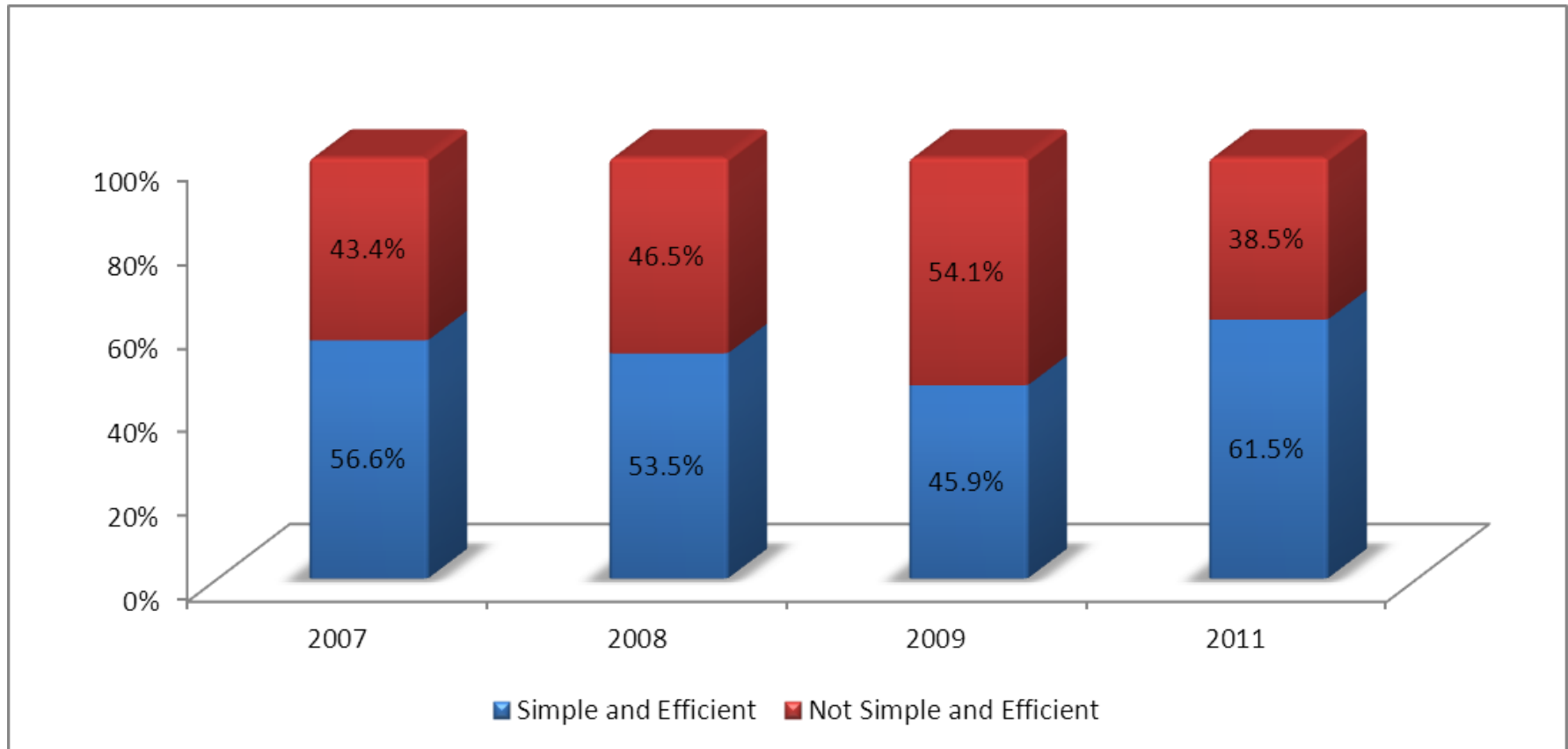
Overall, do you find the authorization process easy or difficult?



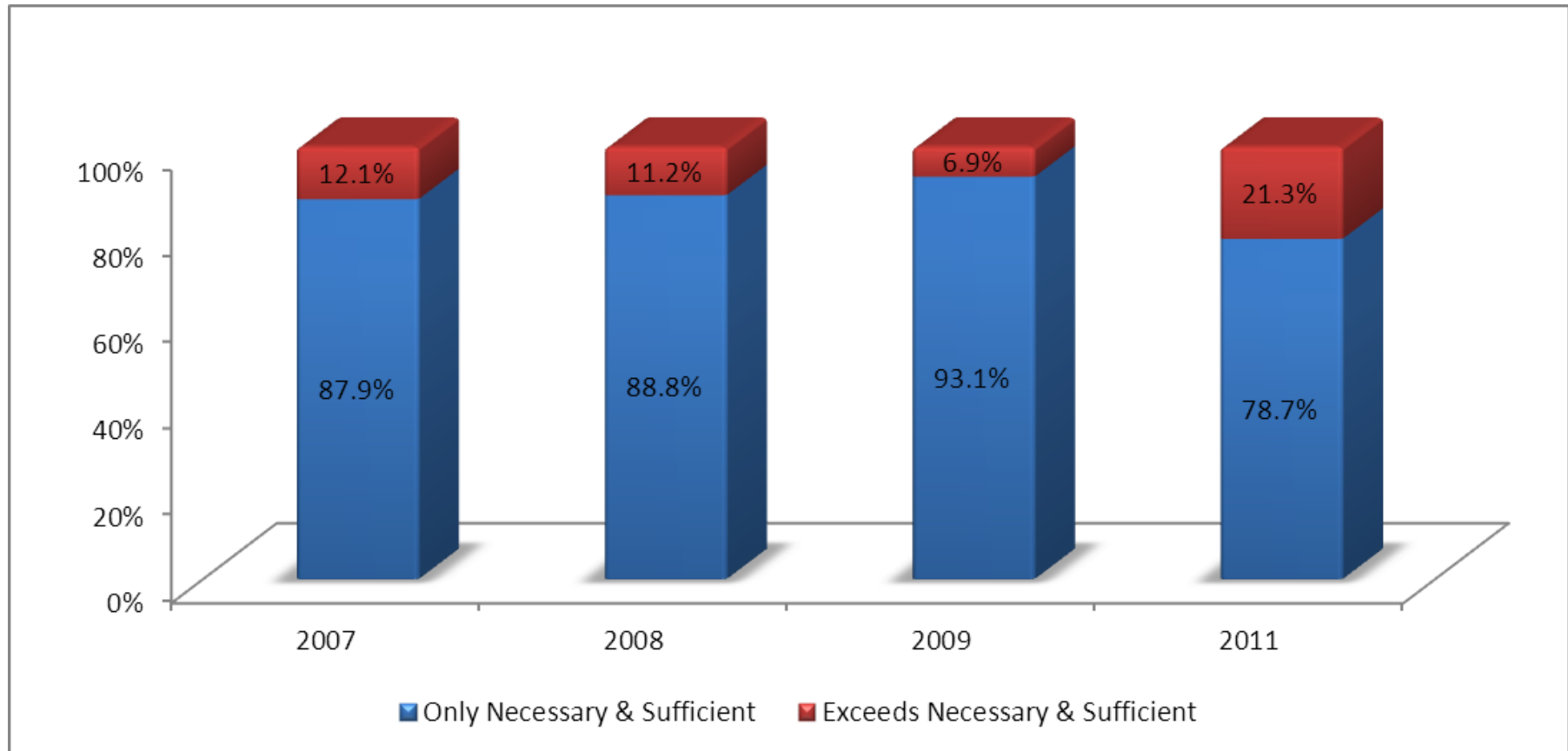
Do you think the authorization process is fair and reasonable?



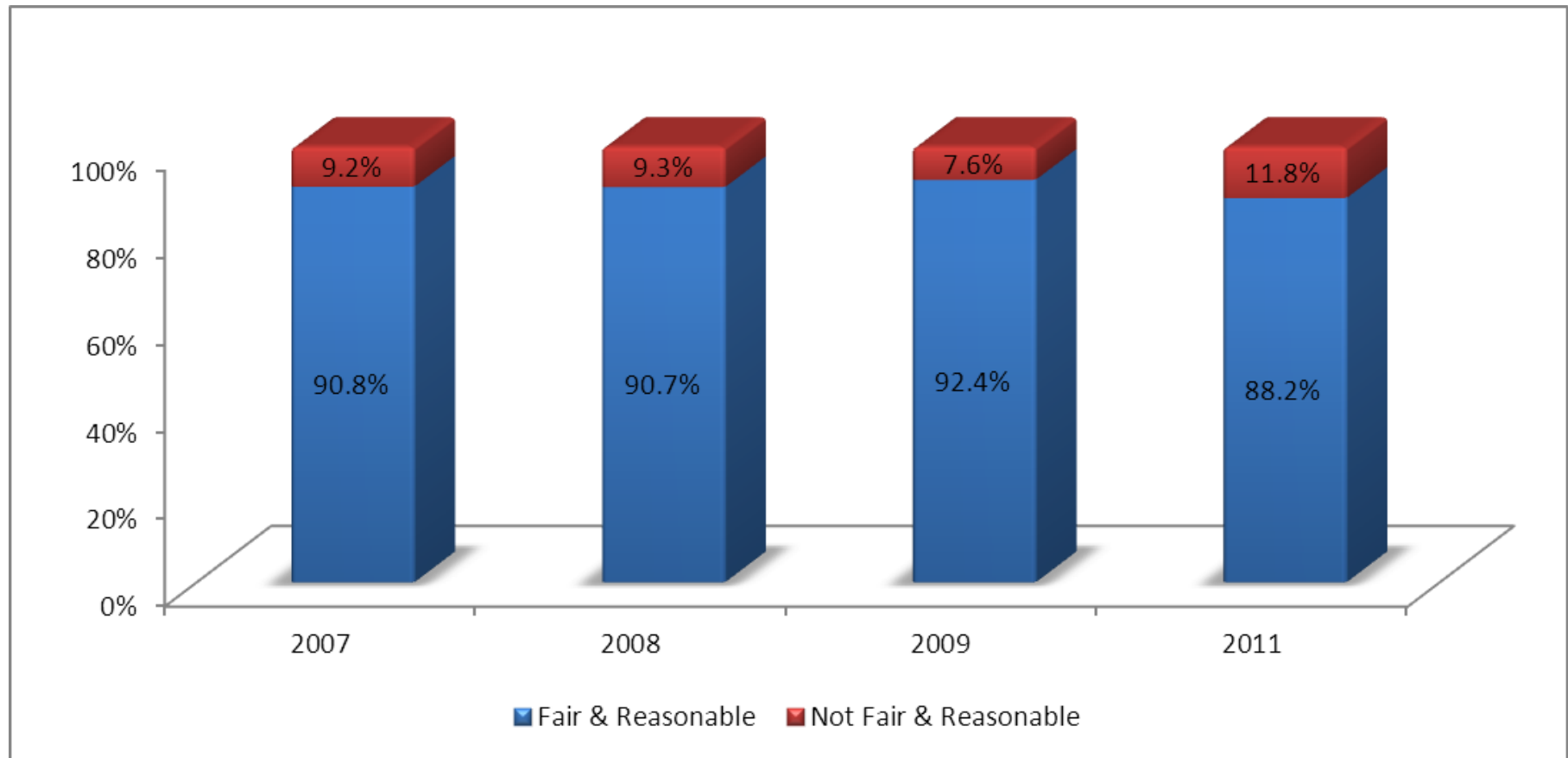
Do you think the authorization process is simple, efficient, and of low administrative burden?



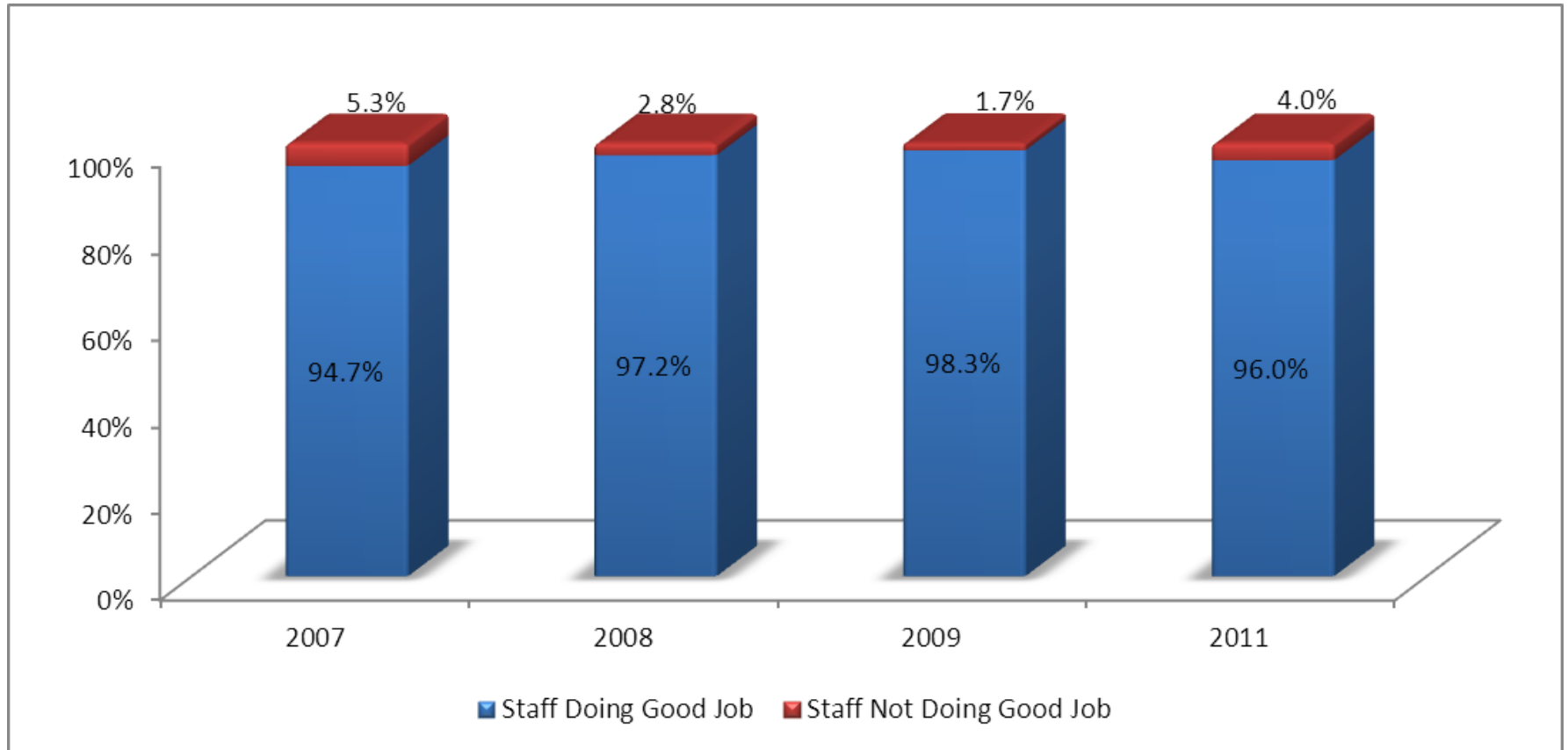
Do you think the Partnership staff request only the information that is necessary and sufficient?



Do you think the state's level of care guidelines are fair and reasonable?

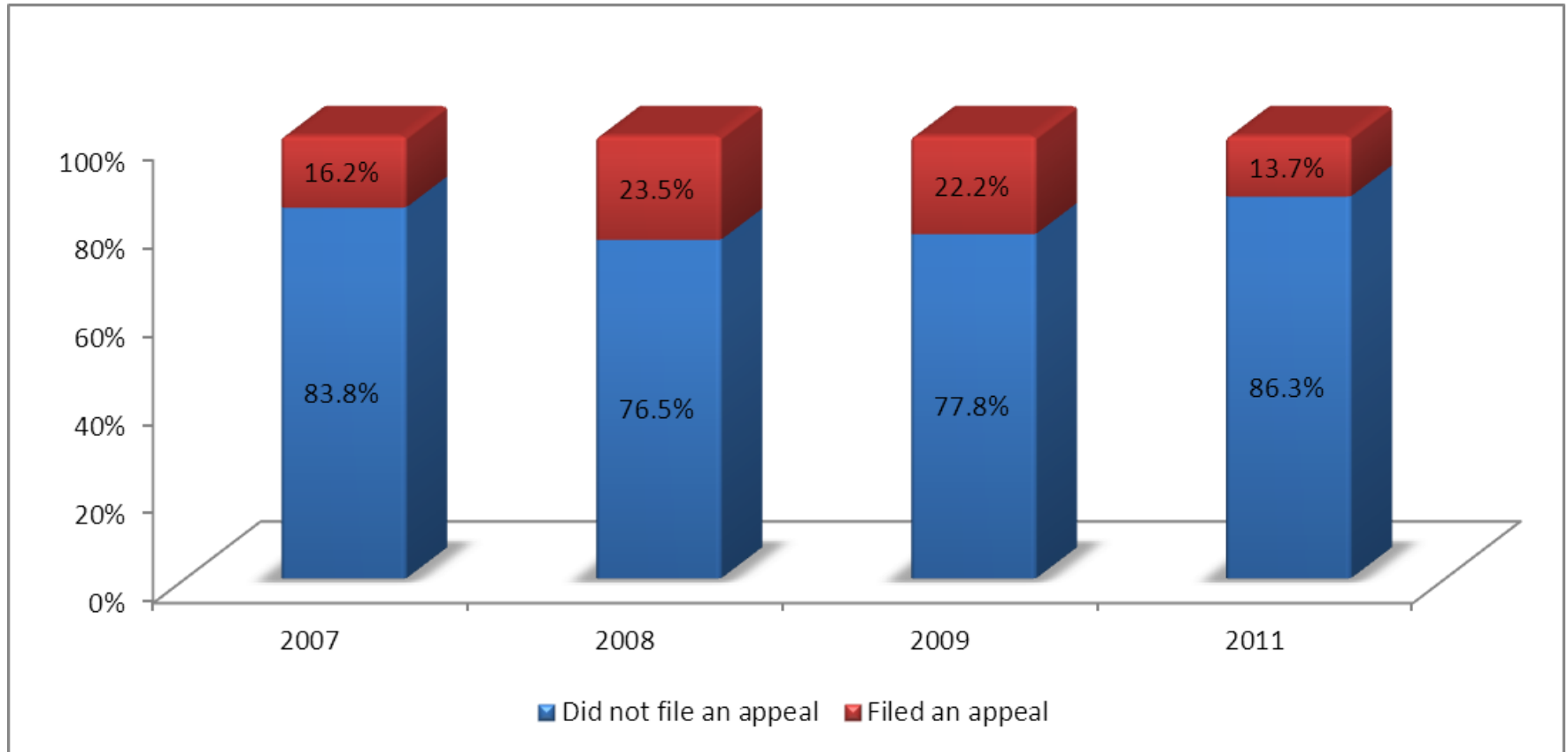


Do you think the Partnership staff are doing a good job applying the level of care guidelines?

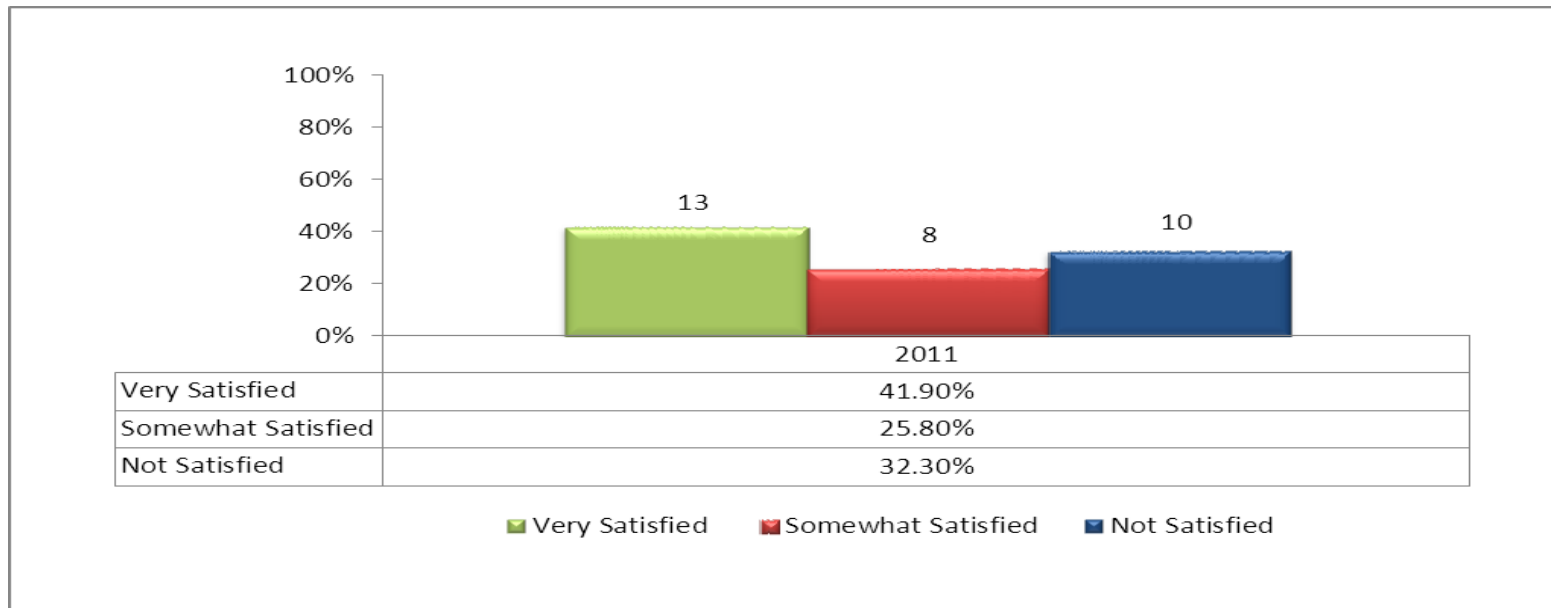


Satisfaction with Appeals and Complaints Processes

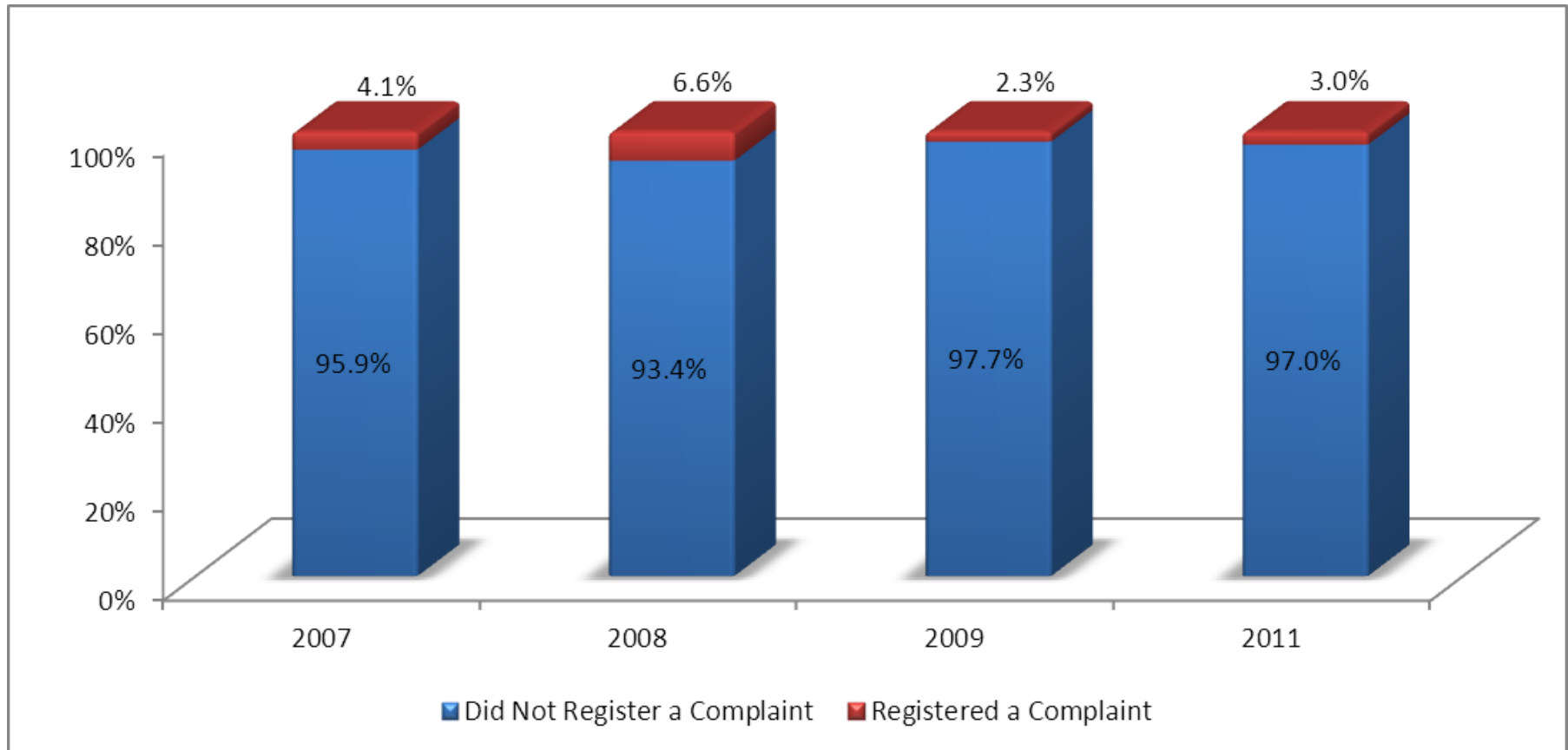
In the last 6 months, have you filed any appeals?



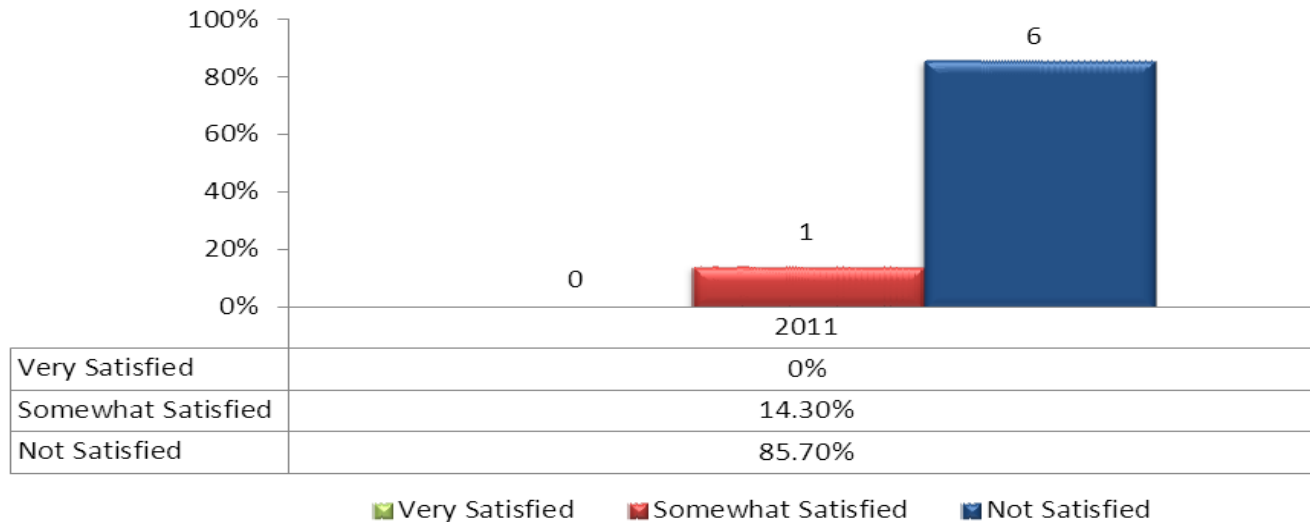
Are you very satisfied, somewhat satisfied, or not satisfied with the Partnership's appeals process?



In the last 6 months, have you registered a formal complaint with the Partnership?



Are you very satisfied, somewhat, or not satisfied with the Partnership's complaint resolution?



***The subsample of providers who registered a complaint is too small from which to draw inferences**

Reimbursement/Claims

- Of those who had an opinion on the CT BHP *fees*, 55.3% felt they were about the same or higher than other plans (a 8.9 decrease from 2009)
- Of those who had an opinion on the *quality* of HP claims service in 2011, 83.7% rated the quality of the claims service as good or excellent (a 29.1% increase from 2009)

Website

- In 2011, 84.1% of providers using the CT BHP website found it easy to use.
- Satisfaction with the following aspects of the website:
 - Downloading forms – 93.3%
 - Checking member eligibility – 93.4%
 - Registering outpatient care – 89.4%
 - Downloading authorization letters – 95.9%
 - Checking authorization status – 90.1%

Communications

- Of those who have used the provider handbook, 71.8% felt it was easy to find information they were looking for.
- Of those who received the newsletter, 80.9% found the information useful.
- Of those who received provider alerts, 80.6% found the information useful.