

2022 PerformCare Provider Satisfaction Survey Report

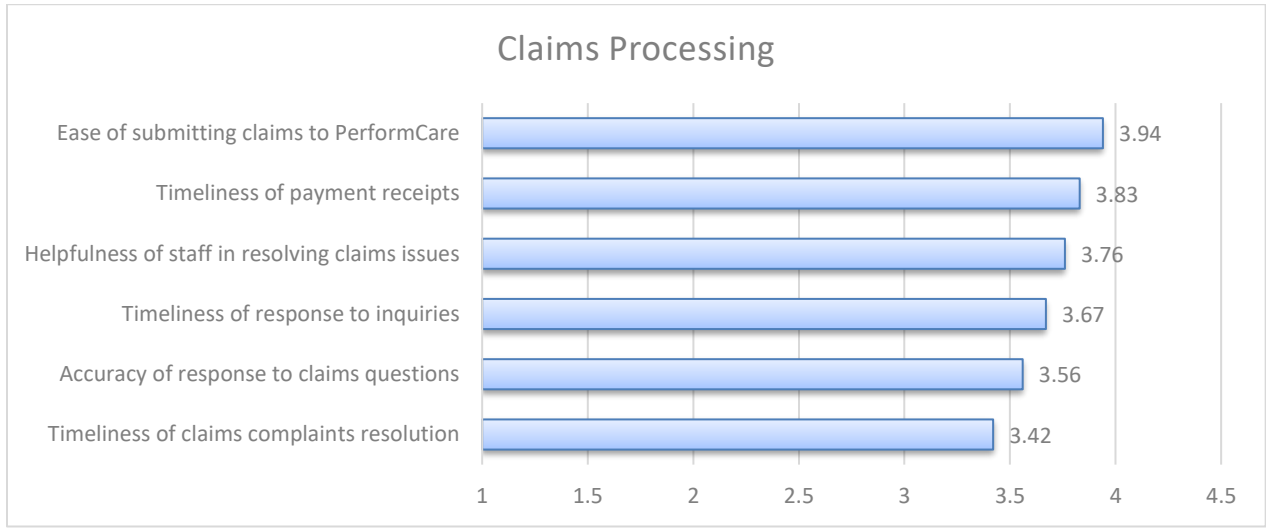
The HealthChoices Program Standards and Requirements (PSR) requires Primary Contractors, or the Behavioral Health Managed Care Organization or subcontractor, to assess Provider satisfaction through an annual Provider Satisfaction Survey. The areas addressed by the survey must include (at a minimum): Claims Processing, Provider Relations, Credentialing, Authorizations, Service Management and Quality Management. PerformCare includes several additional categories to ensure that the Provider’s experiences with PerformCare are captured.

In 2022, PerformCare conducted a Provider Satisfaction Survey via Survey Monkey for Providers serving the Capital and Franklin/Fulton regions. The survey link was emailed to 487 individuals in the Provider network. Eighteen emails were undeliverable and 95 surveys were completed, resulting in a response rate of 20.3%. This was a decrease from the 2021 response rate of 27.6%. An additional survey was conducted in the Capital region by CABHC, and PerformCare will prepare a separate report comparing results of both surveys. This report presents the results of the 2022 PerformCare survey.

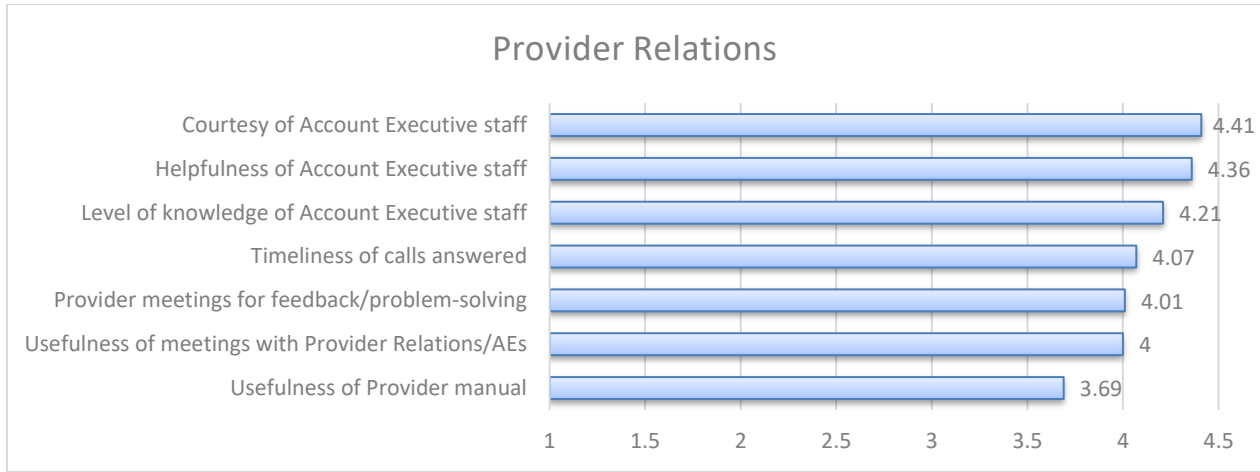
The PerformCare survey used a 5-point Likert scale. Response choices for each question were Very Satisfied (numeric value 5), Satisfied (4), Neutral (3), Dissatisfied (2), Very Dissatisfied (1), and No Experience. Ratings were based only on those who responded to the questions. All responses of “No Experience” were excluded from satisfaction rating calculations. Providers were given the opportunity to make comments, which were shared with Department Heads for review. Survey results are summarized by category for ease of review.

| Category | Number of Questions per Category | 2019 Overall Rating | 2020 Overall Rating | 2021 Overall Rating | 2022 Overall Rating |
|--|---|----------------------------|----------------------------|----------------------------|----------------------------|
| Service Management- Member Services | 5 | 4.00 | 4.20 | 4.21 | 4.05 |
| Credentialing | 5 | 3.78 | 4.01 | 3.82 | 3.79 |
| Provider Relations | 8 | 3.86 | 4.17 | 4.02 | 4.21 |
| Authorization | 5 | 3.97 | 4.12 | 3.96 | 4.01 |
| Service Management- Clinical Care Management | 11 | 4.06 | 4.20 | 4.20 | 4.08 |
| Complaints & Grievances | 5 | 3.77 | 4.02 | 3.94 | 3.78 |
| Quality Management | 8 | 3.80 | 4.06 | 3.87 | 3.78 |
| Claims Processing | 7 | 3.66 | 3.91 | 3.80 | 3.68 |
| Communications* | 5 | 3.85 | 3.94 | 3.74 | 3.80 |
| Access* | 5 | 3.48 | 3.86 | 3.69 | 3.37 |
| Special Investigations Unit (SIU) | 6 | 3.38 | 3.76 | 3.55 | 3.28 |
| Overall Satisfaction with PerformCare | 1 | 3.90 | 4.08 | 3.91 | 3.98 |

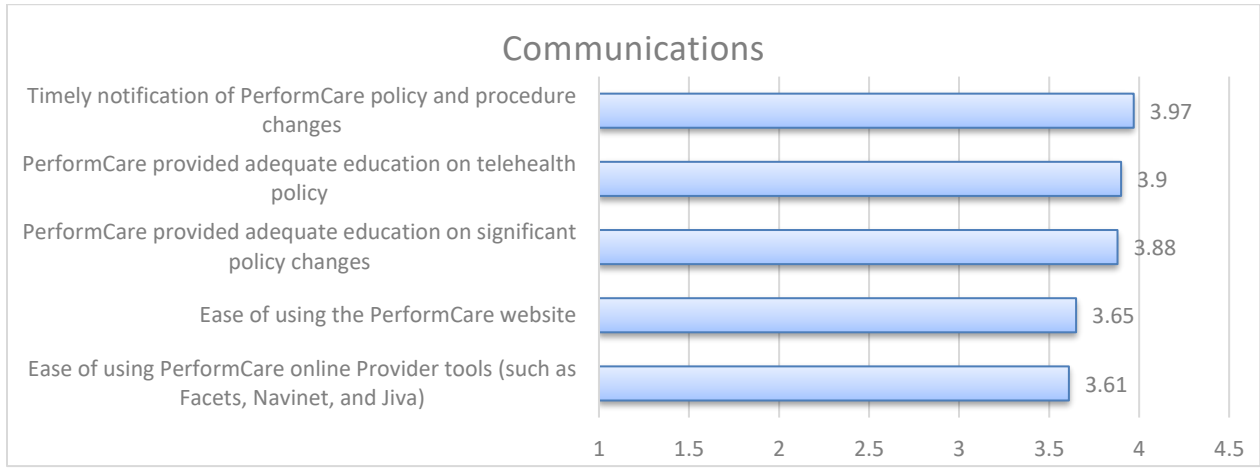
**Communications and Access categories do not have an overall rating question; rating is an average of all responses in the category.*



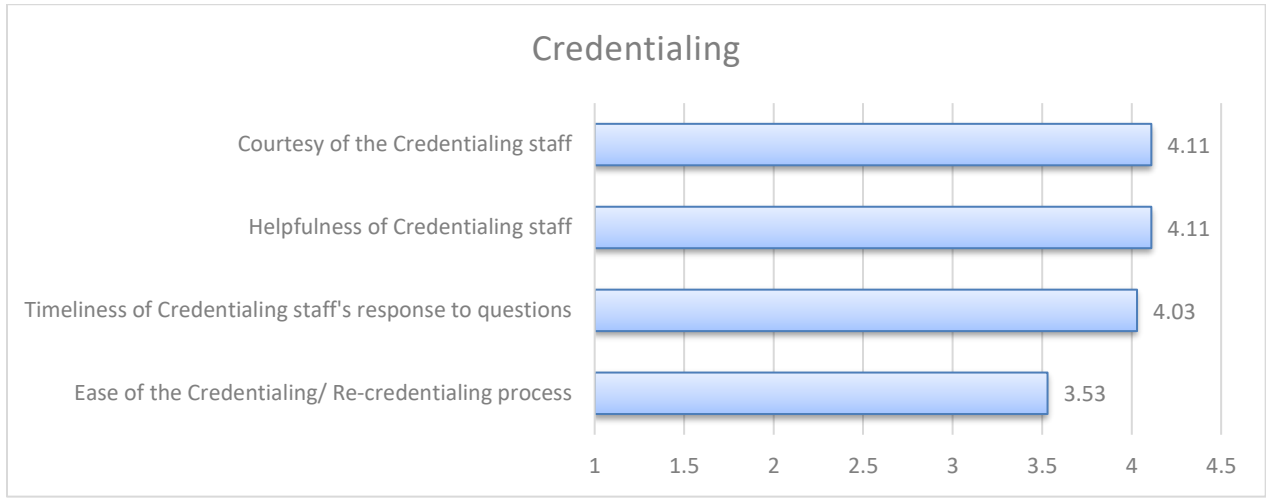
| Claims Processing- Overall Rating 3.68 | | | | | | | |
|---|--|--------------------|---------------|-------------|------------------|-----------------------|--|
| Question | Response Distribution (Number and percentage of respondents for each answer choice) | | | | | | Average Rating (excludes all "No Experience" responses) |
| | No Experience (excluded from rating calculations) | Very Satisfied (5) | Satisfied (4) | Neutral (3) | Dissatisfied (2) | Very Dissatisfied (1) | |
| Ease of submitting claims to PerformCare | 30 | 19 | 31 | 9 | 4 | 2 | 3.94 |
| | 31.58% | 20.00% | 32.63% | 9.47% | 4.21% | 2.11% | |
| Timeliness of payment receipt | 30 | 13 | 37 | 8 | 5 | 2 | 3.83 |
| | 31.58% | 13.68% | 38.95% | 8.42% | 5.26% | 2.11% | |
| Accuracy of response to claims questions | 31 | 10 | 34 | 7 | 8 | 5 | 3.56 |
| | 32.63% | 10.53% | 35.79% | 7.37% | 8.42% | 5.26% | |
| Timeliness of response to inquiries | 29 | 13 | 34 | 9 | 4 | 6 | 3.67 |
| | 30.53% | 13.68% | 35.79% | 9.47% | 4.21% | 6.32% | |
| Timeliness of claims complaints resolution | 40 | 7 | 23 | 16 | 4 | 5 | 3.42 |
| | 42.11% | 7.37% | 24.21% | 16.84% | 4.21% | 5.26% | |
| Helpfulness of staff in resolving claims issues | 29 | 15 | 33 | 10 | 3 | 5 | 3.76 |
| | 30.53% | 15.79% | 34.74% | 10.53% | 3.16% | 5.26% | |
| Overall rating of Claims Processing through PerformCare | 26 | 14 | 34 | 10 | 7 | 4 | 3.68 |
| | 27.37% | 14.74% | 35.79% | 10.53% | 7.37% | 4.21% | |



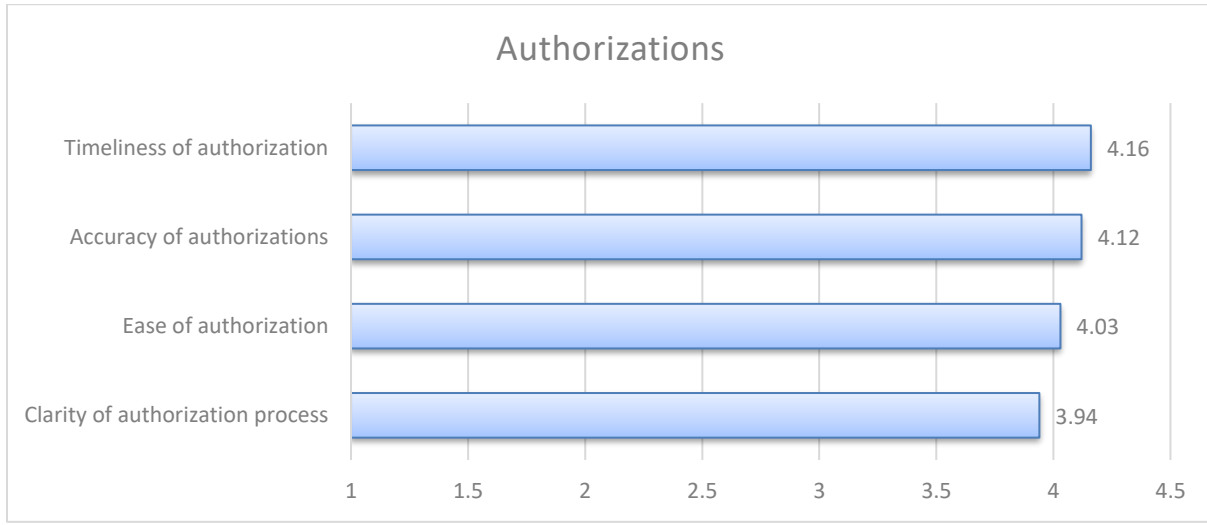
| Provider Relations- Overall Rating 4.21 | | | | | | | |
|--|--|--------------------|---------------|-------------|------------------|-----------------------|--|
| Question | Response Distribution (Number and percentage of respondents for each answer choice) | | | | | | Average Rating (excludes all "No Experience" responses) |
| | No Experience (excluded from rating calculations) | Very Satisfied (5) | Satisfied (4) | Neutral (3) | Dissatisfied (2) | Very Dissatisfied (1) | |
| Timeliness of calls answered | 5 | 21 | 55 | 7 | 1 | 2 | 4.07 |
| | 5.49% | 23.08% | 60.44% | 7.69% | 1.10% | 2.20% | |
| Courtesy of AE staff | 8 | 43 | 31 | 9 | 0 | 0 | 4.41 |
| | 8.79% | 47.25% | 34.07% | 9.89% | 0.00% | 0.00% | |
| Helpfulness of AE staff | 10 | 40 | 32 | 7 | 2 | 0 | 4.36 |
| | 10.99% | 43.96% | 35.16% | 7.69% | 2.20% | 0.00% | |
| Level of knowledge of AE staff | 10 | 34 | 34 | 10 | 2 | 1 | 4.21 |
| | 10.99% | 37.36% | 37.36% | 10.99% | 2.20% | 1.10% | |
| Usefulness of Provider manual | 5 | 16 | 38 | 25 | 3 | 4 | 3.69 |
| | 5.49% | 17.58% | 41.76% | 27.47% | 3.30% | 4.40% | |
| Usefulness of meetings with Provider Relations and AEs | 14 | 24 | 36 | 13 | 1 | 3 | 4.00 |
| | 15.38% | 26.37% | 39.56% | 14.29% | 1.10% | 3.30% | |
| Provider meetings for feedback/ problem solving | 12 | 24 | 39 | 12 | 1 | 3 | 4.01 |
| | 13.19% | 26.37% | 42.86% | 13.19% | 1.10% | 3.30% | |
| Overall rating of Provider Relations/AEs | 5 | 34 | 39 | 10 | 3 | 0 | 4.21 |
| | 5.49% | 37.36% | 42.86% | 10.99% | 3.30% | 0.00% | |



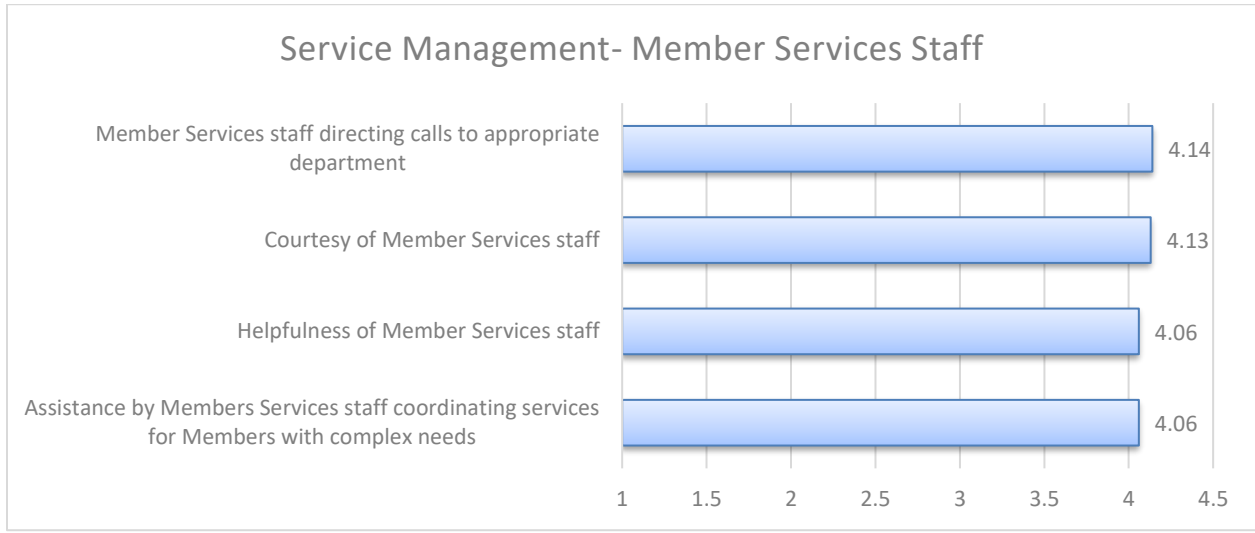
| Communications-Overall Average Rating 3.80 | | | | | | | |
|--|--|--------------------|---------------|-------------|------------------|-----------------------|--|
| Question | Response Distribution (Number and percentage of respondents for each answer choice) | | | | | | Average Rating (excludes all "No Experience" responses) |
| | No Experience (excluded from rating calculations) | Very Satisfied (5) | Satisfied (4) | Neutral (3) | Dissatisfied (2) | Very Dissatisfied (1) | |
| Timely notification of PerformCare policy and procedure changes | 2 | 26 | 42 | 15 | 4 | 2 | 3.97 |
| | 2.20% | 28.57% | 46.15% | 16.48% | 4.40% | 2.20% | |
| PerformCare provided adequate education on telehealth policy | 5 | 20 | 45 | 14 | 6 | 1 | 3.90 |
| | 5.49% | 21.98% | 49.45% | 15.38% | 6.59% | 1.10% | |
| Adequate education on other significant policy changes | 2 | 18 | 50 | 15 | 4 | 2 | 3.88 |
| | 2.20% | 19.78% | 54.95% | 16.48% | 4.40% | 2.20% | |
| Ease of using the PerformCare website | 3 | 14 | 44 | 17 | 11 | 2 | 3.65 |
| | 3.30% | 15.38% | 48.35% | 18.68% | 12.09% | 2.20% | |
| Ease of using PerformCare online Provider tools (such as Facets, Navinet and Jiva) | 11 | 13 | 39 | 17 | 6 | 5 | 3.61 |
| | 12.09% | 14.29% | 42.86% | 18.68% | 6.59% | 5.49% | |



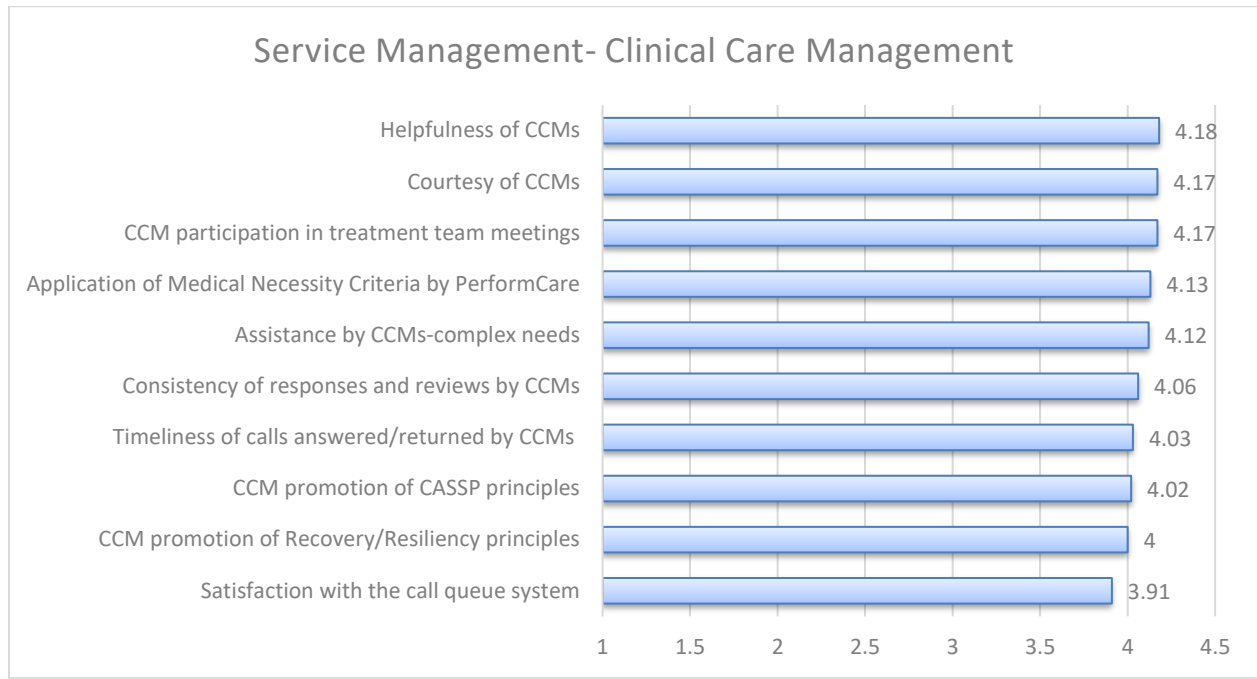
| Credentialing- Overall Rating 3.79 | | | | | | | |
|---|--|--------------------|---------------|-------------|------------------|-----------------------|--|
| Question | Response Distribution (Number and percentage of respondents for each answer choice) | | | | | | Average Rating (excludes all "No Experience" responses) |
| | No Experience (excluded from rating calculations) | Very Satisfied (5) | Satisfied (4) | Neutral (3) | Dissatisfied (2) | Very Dissatisfied (1) | |
| Ease of the Credentialing/ Re-credentialing process | 16 | 9 | 39 | 13 | 8 | 5 | 3.53 |
| | 17.78% | 10.00% | 43.33% | 14.44% | 8.89% | 5.56% | |
| Courtesy of the Credentialing staff | 16 | 23 | 38 | 12 | 0 | 1 | 4.11 |
| | 17.78% | 25.56% | 42.22% | 13.33% | 0.00% | 1.11% | |
| Helpfulness of the Credentialing staff | 16 | 23 | 38 | 12 | 0 | 1 | 4.11 |
| | 17.78% | 25.56% | 42.22% | 13.33% | 0.00% | 1.11% | |
| Timeliness of Credentialing staff's response to questions | 19 | 21 | 34 | 14 | 1 | 1 | 4.03 |
| | 21.11% | 23.33% | 37.78% | 15.56% | 1.11% | 1.11% | |
| Overall rating of Credentialing | 15 | 16 | 35 | 19 | 2 | 3 | 3.79 |
| | 16.67% | 17.78% | 38.89% | 21.11% | 2.22% | 3.33% | |



| Authorizations- Overall Rating 4.01 | | | | | | | |
|--------------------------------------|--|--------------------|---------------|-------------|------------------|-----------------------|--|
| Question | Response Distribution (Number and percentage of respondents for each answer choice) | | | | | | Average Rating (excludes all "No Experience" responses) |
| | No Experience (excluded from rating calculations) | Very Satisfied (5) | Satisfied (4) | Neutral (3) | Dissatisfied (2) | Very Dissatisfied (1) | |
| Timeliness of authorization | 23 | 21 | 37 | 8 | 1 | 0 | 4.16 |
| | 25.56% | 23.33% | 41.11% | 8.89% | 1.11% | 0.00% | |
| Ease of authorization | 22 | 21 | 31 | 13 | 3 | 0 | 4.03 |
| | 24.44% | 23.33% | 34.44% | 14.44% | 3.33% | 0.00% | |
| Accuracy of authorizations | 23 | 24 | 28 | 14 | 1 | 0 | 4.12 |
| | 25.56% | 26.67% | 31.11% | 15.56% | 1.11% | 0.00% | |
| Clarity of precertification policies | 27 | 15 | 31 | 15 | 2 | 0 | 3.94 |
| | 30.00% | 16.67% | 34.44% | 16.67% | 2.22% | 0.00% | |
| Overall rating of authorizations | 23 | 17 | 36 | 12 | 2 | 0 | 4.01 |
| | 25.56% | 18.89% | 40.00% | 13.33% | 2.22% | 0.00% | |

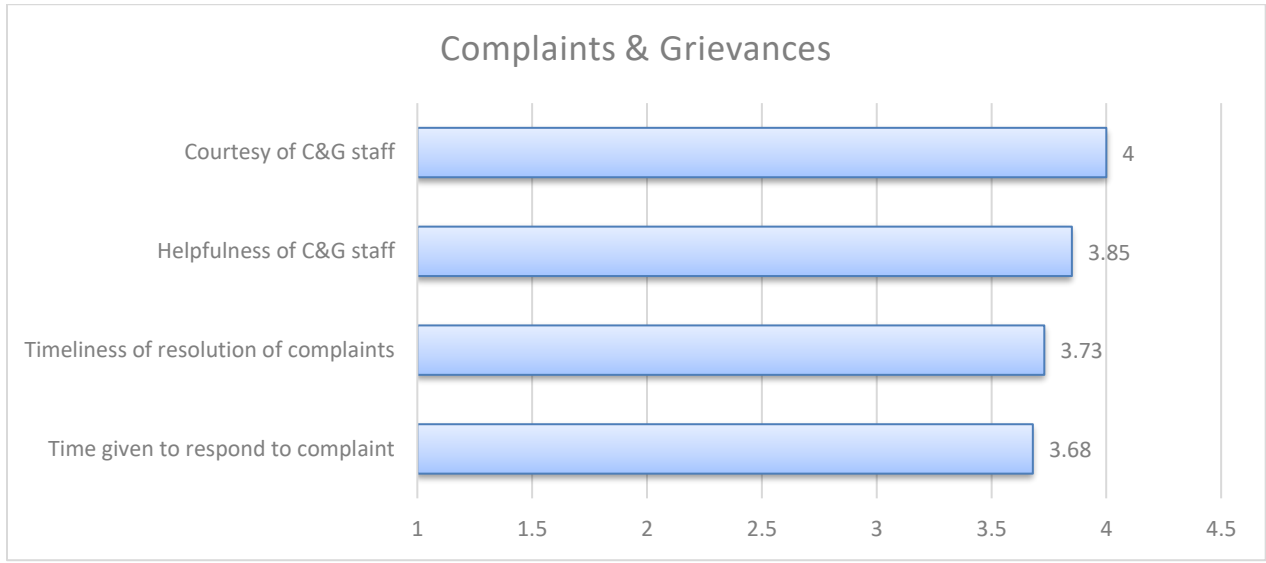


| Service Management- Member Services Staff- Overall Rating 4.05 | | | | | | | |
|---|--|--------------------|---------------|-------------|------------------|-----------------------|--|
| Question | Response Distribution (Number and percentage of respondents for each answer choice) | | | | | | Average Rating (excludes all "No Experience" responses) |
| | No Experience (excluded from rating calculations) | Very Satisfied (5) | Satisfied (4) | Neutral (3) | Dissatisfied (2) | Very Dissatisfied (1) | |
| Courtesy of Member Services staff | 18 | 24 | 33 | 13 | 1 | 0 | 4.13 |
| | 20.22% | 26.97% | 37.08% | 14.61% | 1.12% | 0.00% | |
| Helpfulness of Member Services staff | 17 | 24 | 32 | 13 | 2 | 1 | 4.06 |
| | 19.10% | 26.97% | 35.96% | 14.61% | 2.25% | 1.12% | |
| Member Services staff directing call to appropriate department | 19 | 26 | 31 | 10 | 3 | 0 | 4.14 |
| | 21.35% | 29.21% | 34.83% | 11.24% | 3.37% | 0.00% | |
| Assistance coordinating services for Members with complex needs | 22 | 23 | 30 | 11 | 1 | 2 | 4.06 |
| | 24.72% | 25.84% | 33.71% | 12.36% | 1.12% | 2.25% | |
| Overall rating of Member Services | 16 | 25 | 33 | 11 | 2 | 2 | 4.05 |
| | 17.98% | 28.09% | 37.08% | 12.36% | 2.25% | 2.25% | |

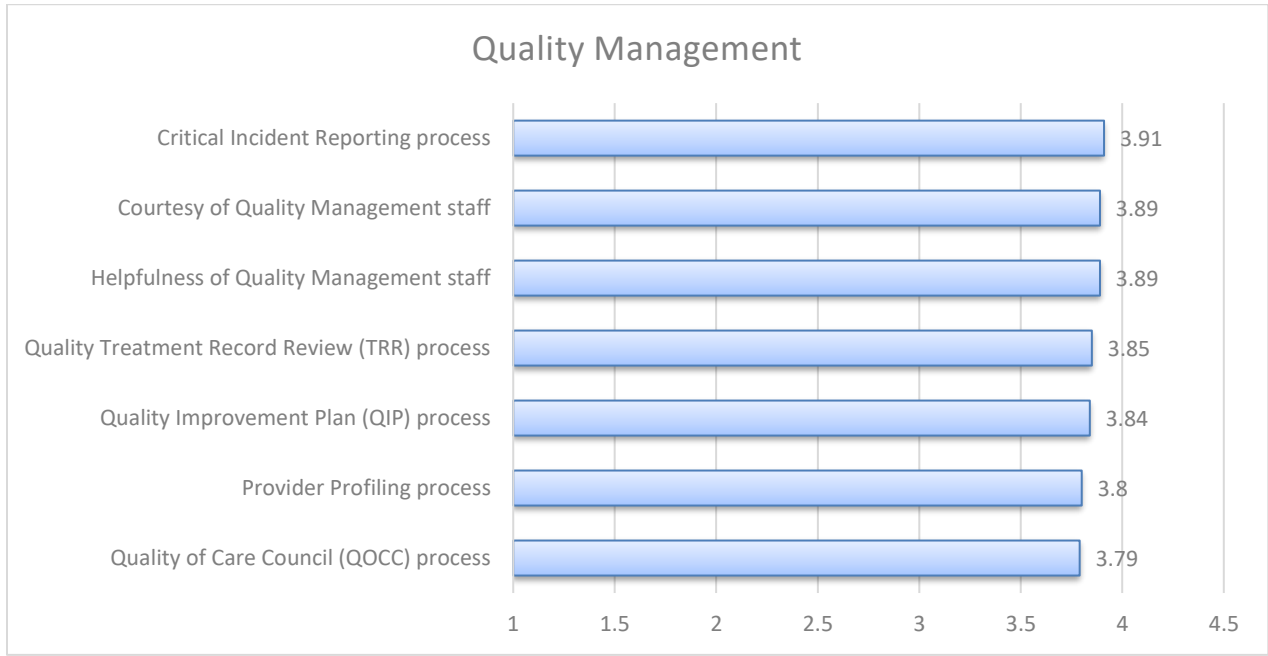


| Service Management- Clinical Care Management- Overall Rating 4.08 | | | | | | | |
|---|--|--------------------|---------------|-------------|------------------|-----------------------|--|
| Question | Response Distribution (Number and percentage of respondents for each answer choice) | | | | | | Average Rating (excludes all "No Experience" responses) |
| | No Experience (excluded from rating calculations) | Very Satisfied (5) | Satisfied (4) | Neutral (3) | Dissatisfied (2) | Very Dissatisfied (1) | |
| Courtesy of Clinical Care Managers (CCMs) | 23 | 24 | 32 | 8 | 1 | 1 | 4.17 |
| | 25.84% | 26.97% | 35.96% | 8.99% | 1.12% | 1.12% | |
| Helpfulness of CCMs | 23 | 26 | 30 | 8 | 0 | 2 | 4.18 |
| | 25.84% | 29.21% | 33.71% | 8.99% | 0.00% | 2.25% | |
| Application of medical necessity criteria by PerformCare | 28 | 22 | 27 | 11 | 0 | 1 | 4.13 |
| | 31.46% | 24.72% | 30.34% | 12.36% | 0.00% | 1.12% | |
| Consistency of responses from CCMs | 25 | 21 | 32 | 7 | 2 | 2 | 4.06 |
| | 28.09% | 23.60% | 35.96% | 7.87% | 2.25% | 2.25% | |
| CCMs' participation in treatment team meetings | 36 | 21 | 22 | 9 | 0 | 1 | 4.17 |
| | 40.45% | 23.60% | 24.72% | 10.11% | 0.00% | 1.12% | |
| Level of satisfaction with the Call Queue system | 31 | 15 | 26 | 15 | 1 | 1 | 3.91 |
| | 34.83% | 16.85% | 29.21% | 16.85% | 1.12% | 1.12% | |

| Service Management-Clinical Care Management (continued) | Response Distribution (Number and percentage of respondents for each answer choice) | | | | | | Average Rating (excludes all "No Experience" responses) |
|---|--|--------------------|---------------|-------------|------------------|-----------------------|--|
| | No Experience (excluded from rating calculations) | Very Satisfied (5) | Satisfied (4) | Neutral (3) | Dissatisfied (2) | Very Dissatisfied (1) | |
| CCMs' promotion of Recovery/Resiliency principles | 31 | 20 | 22 | 13 | 2 | 1 | 4.00 |
| | 34.83% | 22.47% | 24.72% | 14.61% | 2.25% | 1.12% | |
| CCMs' promotion of CASSP principles (for children/adolescents) | 40 | 18 | 18 | 10 | 2 | 1 | 4.02 |
| | 44.94% | 20.22% | 20.22% | 11.24% | 2.25% | 1.12% | |
| Timeliness of calls answered/returned by CCMs | 26 | 18 | 33 | 9 | 2 | 1 | 4.03 |
| | 29.21% | 20.22% | 37.08% | 10.11% | 2.25% | 1.12% | |
| Assistance by CCMs for coordinating services for Members with complex needs | 30 | 22 | 24 | 12 | 0 | 1 | 4.12 |
| | 33.71% | 24.72% | 26.97% | 13.48% | 0.00% | 1.12% | |
| Overall rating of Clinical Care Management | 24 | 22 | 30 | 11 | 0 | 2 | 4.08 |
| | 26.97% | 24.72% | 33.71% | 12.36% | 0.00% | 2.25% | |

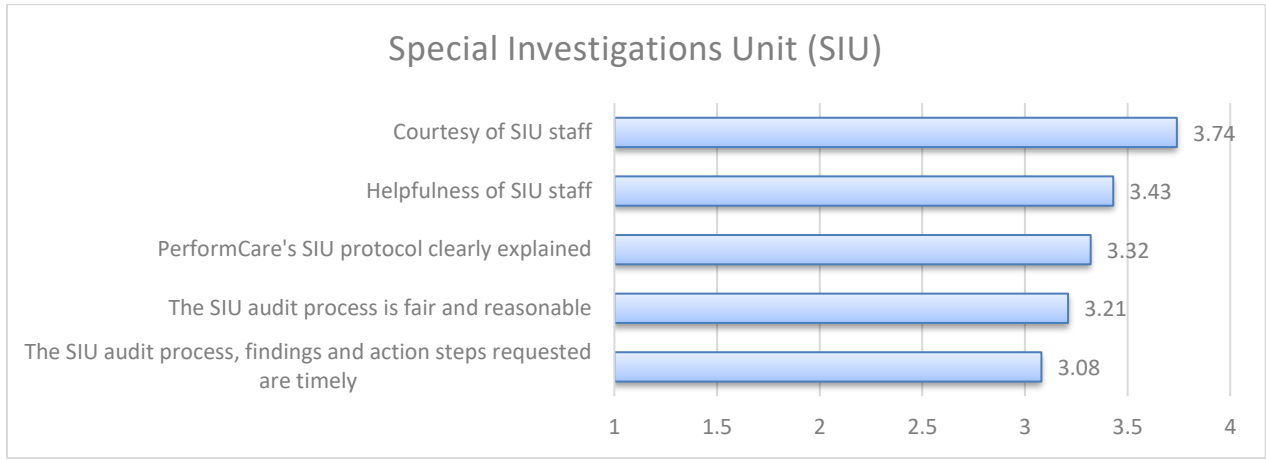


| Complaints & Grievances (C&G)- Overall Rating 3.78 | | | | | | | |
|--|--|--------------------|---------------|-------------|------------------|-----------------------|--|
| Question | Response Distribution (Number and percentage of respondents for each answer choice) | | | | | | Average Rating (excludes all "No Experience" responses) |
| | No Experience (excluded from rating calculations) | Very Satisfied (5) | Satisfied (4) | Neutral (3) | Dissatisfied (2) | Very Dissatisfied (1) | |
| Courtesy of C&G staff | 48 | 9 | 23 | 9 | 0 | 0 | 4.00 |
| | 53.93% | 10.11% | 25.84% | 10.11% | 0.00% | 0.00% | |
| Helpfulness of C&G staff | 48 | 9 | 19 | 11 | 2 | 0 | 3.85 |
| | 53.93% | 10.11% | 21.35% | 12.36% | 2.25% | 0.00% | |
| Time given to respond to complaint | 48 | 6 | 19 | 14 | 1 | 1 | 3.68 |
| | 53.93% | 6.74% | 21.35% | 15.73% | 1.12% | 1.12% | |
| Timeliness of resolution of complaints | 49 | 8 | 17 | 12 | 2 | 1 | 3.73 |
| | 55.06% | 8.99% | 19.10% | 13.48% | 2.25% | 1.12% | |
| Overall rating of Complaints & Grievances | 48 | 8 | 19 | 12 | 1 | 1 | 3.78 |
| | 53.93% | 8.99% | 21.35% | 13.48% | 1.12% | 1.12% | |



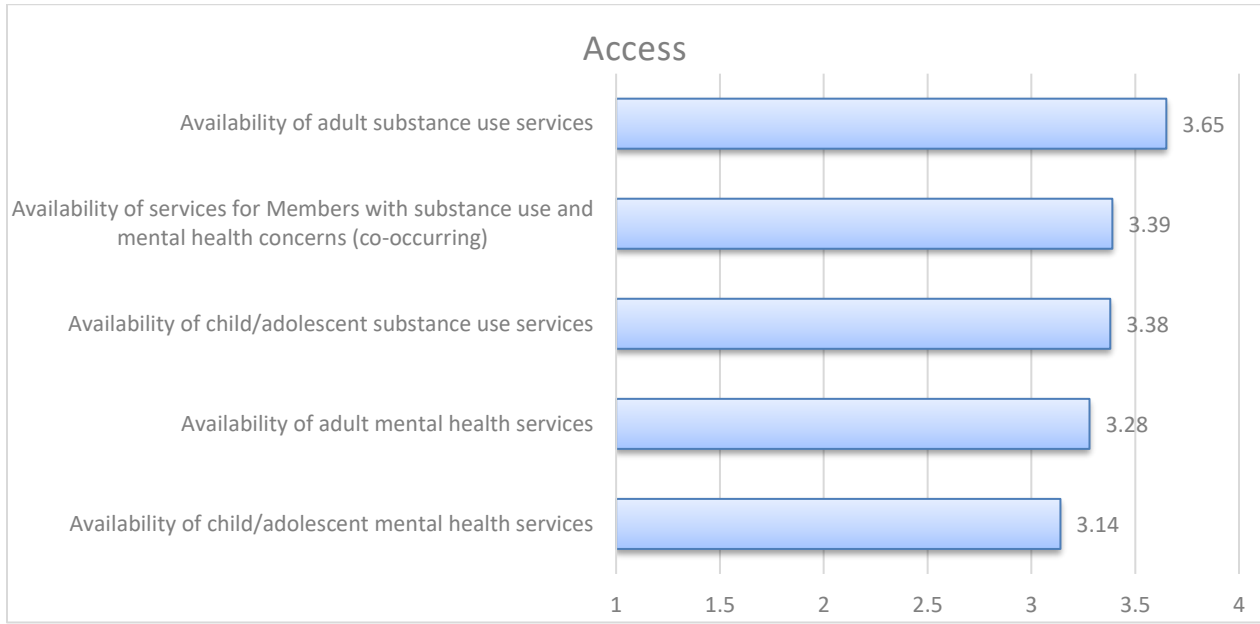
| Quality Management-Overall Rating 3.78 | | | | | | | |
|---|--|--------------------|---------------|-------------|------------------|-----------------------|--|
| Question | Response Distribution (Number and percentage of respondents for each answer choice) | | | | | | Average Rating (excludes all "No Experience" responses) |
| | No Experience (excluded from rating calculations) | Very Satisfied (5) | Satisfied (4) | Neutral (3) | Dissatisfied (2) | Very Dissatisfied (1) | |
| Courtesy of Quality Management staff | 35 | 9 | 31 | 13 | 1 | 0 | 3.89 |
| | 39.33% | 10.11% | 34.83% | 14.61% | 1.12% | 0.00% | |
| Helpfulness of Quality Management staff | 36 | 12 | 25 | 14 | 2 | 0 | 3.89 |
| | 40.45% | 13.48% | 28.09% | 15.73% | 2.25% | 0.00% | |
| Quality Treatment Record Review (TRR) process | 35 | 13 | 24 | 13 | 4 | 0 | 3.85 |
| | 39.33% | 14.61% | 26.97% | 14.61% | 4.49% | 0.00% | |
| Provider Profiling process | 39 | 9 | 24 | 15 | 2 | 0 | 3.80 |
| | 43.82% | 10.11% | 26.97% | 16.85% | 2.25% | 0.00% | |
| Critical Incident Reporting (CIR) process | 36 | 10 | 29 | 13 | 1 | 0 | 3.91 |
| | 40.45% | 11.24% | 32.58% | 14.61% | 1.12% | 0.00% | |

| Quality Management (continued) | Response Distribution (Number and percentage of respondents for each answer choice) | | | | | | Average Rating (excludes all "No Experience" responses) |
|--|--|--------------------|---------------|-------------|------------------|-----------------------|--|
| | No Experience (excluded from rating calculations) | Very Satisfied (5) | Satisfied (4) | Neutral (3) | Dissatisfied (2) | Very Dissatisfied (1) | |
| Quality of Care Council (QOCC) process | 47 | 6 | 23 | 11 | 2 | 0 | 3.79 |
| | 52.81% | 6.74% | 25.84% | 12.36% | 2.25% | 0.00% | |
| Quality Improvement Plan (QIP) process | 39 | 9 | 26 | 13 | 2 | 0 | 3.84 |
| | 43.82% | 10.11% | 29.21% | 14.61% | 2.25% | 0.00% | |
| Overall satisfaction with Quality Management | 31 | 9 | 29 | 18 | 2 | 0 | 3.78 |
| | 34.83% | 10.11% | 32.58% | 20.22% | 2.25% | 0.00% | |



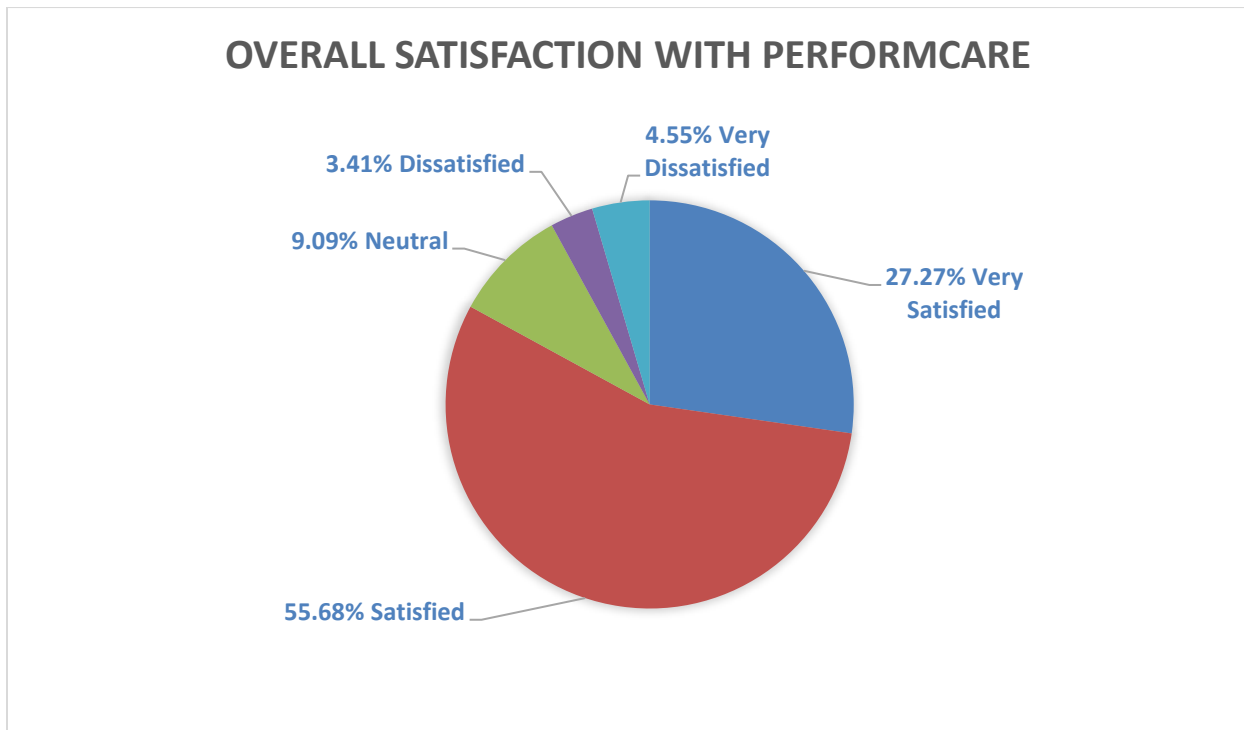
Note: Caution should be taken when interpreting SIU ratings due to the low number of respondents noting experience with this department.

| Special Investigations Unit (SIU)- Overall Rating 3.28 | | | | | | | |
|---|--|--------------------|---------------|-------------|------------------|-----------------------|--|
| Question | Response Distribution (Number and percentage of respondents for each answer choice) | | | | | | Average Rating (excludes all "No Experience" responses) |
| | No Experience (excluded from rating calculations) | Very Satisfied (5) | Satisfied (4) | Neutral (3) | Dissatisfied (2) | Very Dissatisfied (1) | |
| Courtesy of SIU staff | 66 | 5 | 10 | 5 | 3 | 0 | 3.74 |
| | 74.16% | 5.62% | 11.24% | 5.62% | 3.37% | 0.00% | |
| Helpfulness of SIU staff | 66 | 5 | 6 | 7 | 4 | 1 | 3.43 |
| | 74.16% | 5.62% | 6.74% | 7.87% | 4.49% | 1.12% | |
| PerformCare's SIU protocol is clearly explained to the Providers | 64 | 3 | 9 | 8 | 3 | 2 | 3.32 |
| | 71.91% | 3.37% | 10.11% | 8.99% | 3.37% | 2.25% | |
| The SIU audit process is fair and reasonable | 65 | 3 | 6 | 10 | 3 | 2 | 3.21 |
| | 73.03% | 3.37% | 6.74% | 11.24% | 3.37% | 2.25% | |
| The SIU audit process, findings and action steps requested are timely | 65 | 3 | 6 | 9 | 2 | 4 | 3.08 |
| | 73.03% | 3.37% | 6.74% | 10.11% | 2.25% | 4.49% | |
| Overall satisfaction with SIU | 64 | 3 | 7 | 10 | 4 | 1 | 3.28 |
| | 71.91% | 3.37% | 7.87% | 11.24% | 4.49% | 1.12% | |



| Access-Overall Average Rating 3.37 | | | | | | | |
|---|--|--------------------|---------------|-------------|------------------|-----------------------|--|
| Question | Response Distribution (Number and percentage of respondents for each answer choice) | | | | | | Average Rating (excludes all "No Experience" responses) |
| | No Experience (excluded from rating calculations) | Very Satisfied (5) | Satisfied (4) | Neutral (3) | Dissatisfied (2) | Very Dissatisfied (1) | |
| Availability of adult mental health services | 29 | 7 | 22 | 18 | 7 | 6 | 3.28 |
| | 32.58% | 7.87% | 24.72% | 20.22% | 7.87% | 6.74% | |
| Availability of child/adolescent mental health services | 30 | 7 | 20 | 14 | 10 | 8 | 3.14 |
| | 33.71% | 7.87% | 22.47% | 15.73% | 11.24% | 8.99% | |
| Availability of child/adolescent substance use services | 42 | 7 | 17 | 14 | 5 | 4 | 3.38 |
| | 47.19% | 7.87% | 19.10% | 15.73% | 5.62% | 4.49% | |
| Availability of adult substance use services | 27 | 10 | 28 | 18 | 4 | 2 | 3.65 |
| | 30.34% | 11.24% | 31.46% | 20.22% | 4.49% | 2.25% | |
| Availability of services for Members with substance use and mental health concerns (co-occurring) | 20 | 9 | 29 | 16 | 10 | 5 | 3.39 |
| | 22.47% | 10.11% | 32.58% | 17.98% | 11.24% | 5.62% | |

Overall Satisfaction with PerformCare



A total of 88 Providers responded to the item “Overall Satisfaction with PerformCare”. Almost 83% of Providers were either Satisfied or Very Satisfied with PerformCare, and less than 8% of Providers reported being Dissatisfied or Very Dissatisfied. The average Overall Satisfaction with PerformCare rating was 3.98, which is an increase from 3.91 in 2021.

Areas of Strength

In 2022, most survey categories scored at or above the 3.5 satisfaction-rating goal. Provider Relations, Clinical Care Management, Member Services and Authorizations all scored above a 4.0 rating. Almost all individual items in these four categories scored an average rating of 4.0 or above. Four categories improved in 2022: Authorizations (3.96 to 4.01), Communications (3.74 to 3.80), Overall Satisfaction with PerformCare (3.91 to 3.98), and Provider Relations, which had the highest rating in the past six years (4.02 to 4.21). Courtesy and helpfulness of PerformCare staff continued to be higher-scoring items across most categories, including Provider Relations, Credentialing, Member Services Staff, Clinical Care Management, Complaints and Grievances, and Quality Management. Providers commented favorably on Account Executives, Claims staff, Credentialing staff, Member Services staff, and Clinical Care Managers (CCMs); improvements in claims processing; PerformCare’s website; improved efficiencies in Complaints and Grievances; CCMs advocating for Members and being fair with authorizations; and all PerformCare staff being “very helpful, professional, and caring”.

Areas of Opportunity

Two categories and several individual items within those categories averaged below a mid-neutral (3.5) satisfaction rating in 2022. Although caution should be taken when reviewing Special Investigations Unit (SIU) results due to the small number of Providers who had experience with SIU (less than 30), the SIU overall rating was the lowest at 3.28, followed by the Access overall rating of 3.37. All items within these categories scored below a 3.5, with the exception of *Courtesy of staff* (3.74) in the SIU category, and *Availability of adult SU services* (3.65) in the Access category. The lowest-scoring SIU item was *The SIU audit process, findings and action steps requested are timely* (3.08); the lowest-scoring Access item was *Availability of child/adolescent mental health services* (3.14). The only other survey item scoring below a 3.5 was *Timeliness of complaint resolution* (3.42) in the Claims category. Providers commented negatively on: difficulties with paper/secondary claims, inaccurate claims denials, Provider meetings not resulting in changes, difficulties with Jiva/NaviNet, length of the credentialing process, length of the authorization process, not always receiving accurate information, need for explanation of Treatment Record Review requirements, length of the SIU process, and the shortage of network Providers.

Future Directions for Provider Satisfaction Surveys in 2023

In 2023, PerformCare plans to conduct the survey again for Providers who serve the Capital and Franklin/Fulton regions. An additional survey will be conducted by CABHC in the Capital region, and PerformCare will compare results to obtain a more complete picture of Provider Satisfaction. The survey will be reviewed and updated as needed, with continued focus on refining the survey and increasing the response rate. PerformCare will continue to use the survey as a tool to help identify opportunities for improvement in Provider Satisfaction.