

Provider Satisfaction Surveys- CABHC and PerformCare Report

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- ❑ Timeline:
 - CABHC Survey in November
 - PerformCare Survey in May

- ❑ Response Rates:
 - Mid-20 percent to mid-30 percent range

- ❑ Both surveys use 5-point Likert Scale
(1=Very Dissatisfied; 5=Very Satisfied)

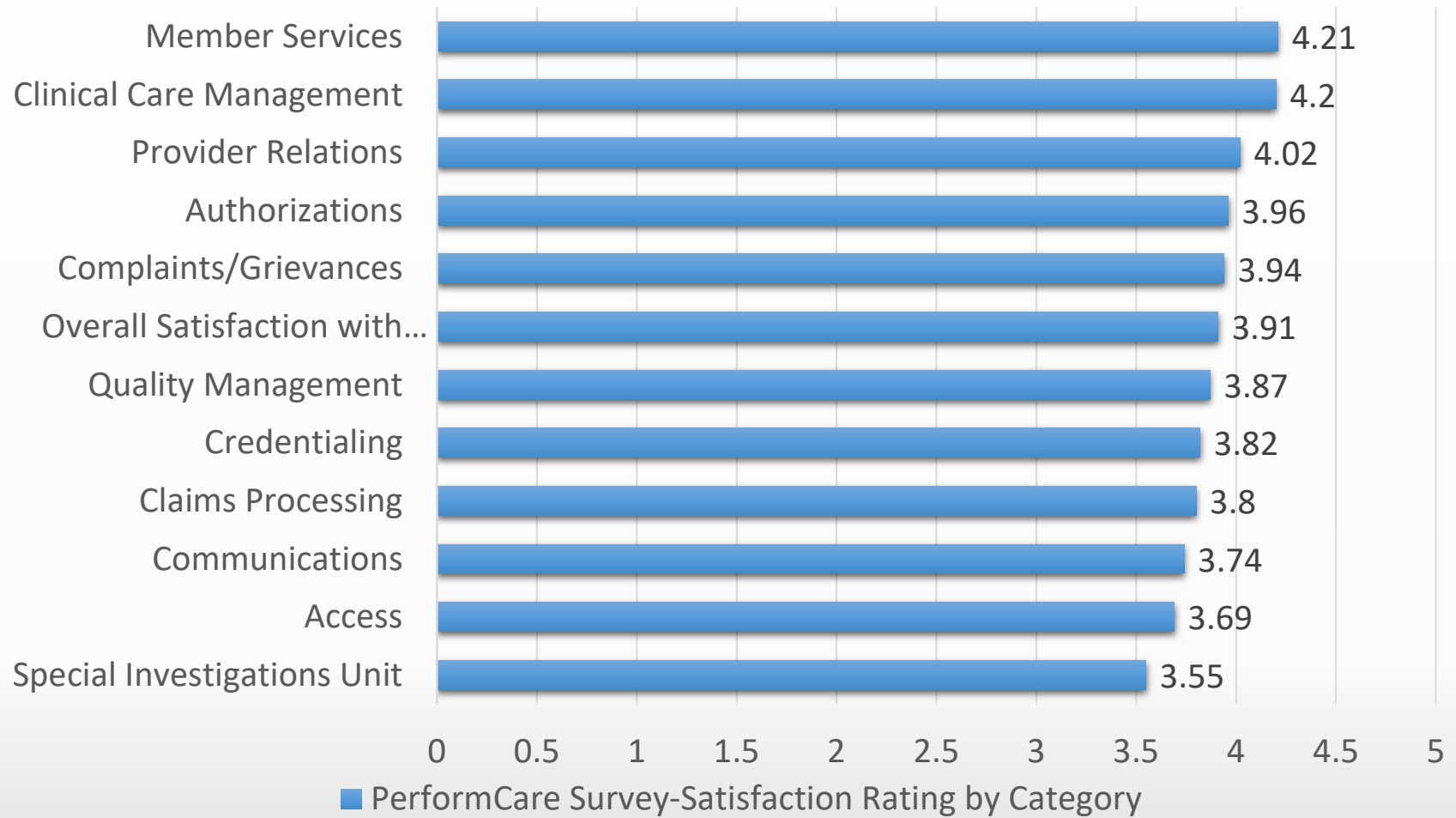
- ❑ Providers can comment in both surveys after each category

- ❑ PerformCare Survey Report: July
- ❑ PerformCare/CABHC Comparison Report: August
 - Results of both surveys compared and analyzed
- ❑ Results presented to:
 - CQI Workgroup
 - QI/UM Committee
 - Provider Advisory Committee
 - Primary Contractors
 - Included in PerformCare Program Evaluation

Questions per Category

| Survey Category | PerformCare Survey | CABHC Survey |
|--|--------------------|--------------|
| Service Management- Member Services | 5 | 5 |
| Credentialing | 5 | 1 |
| Provider Relations | 8 | 2 |
| Provider Meetings & Trainings | N/A* | 4 |
| Authorization | 5 | N/A** |
| Administrative Appeals | N/A | 3 |
| Service Management- Clinical Care Management | 11 | 7 |
| Complaints & Grievances | 5 | N/A |
| Complaints | N/A | 3 |
| Grievances | N/A | 4 |
| Quality Management | 9 | N/A*** |
| Treatment Record Reviews | N/A**** | 4 |
| Claims Processing | 7 | 7 |
| Communications | 4 | 6 |
| Access | 5 | N/A |
| Special Investigations Unit (SIU) | 6 | N/A |
| Provider Manual | N/A***** | 3 |
| Provider Orientation | N/A | 2 |
| Overall Satisfaction with PerformCare | 1 | N/A |

2021 Provider Satisfaction Ratings PerformCare Survey



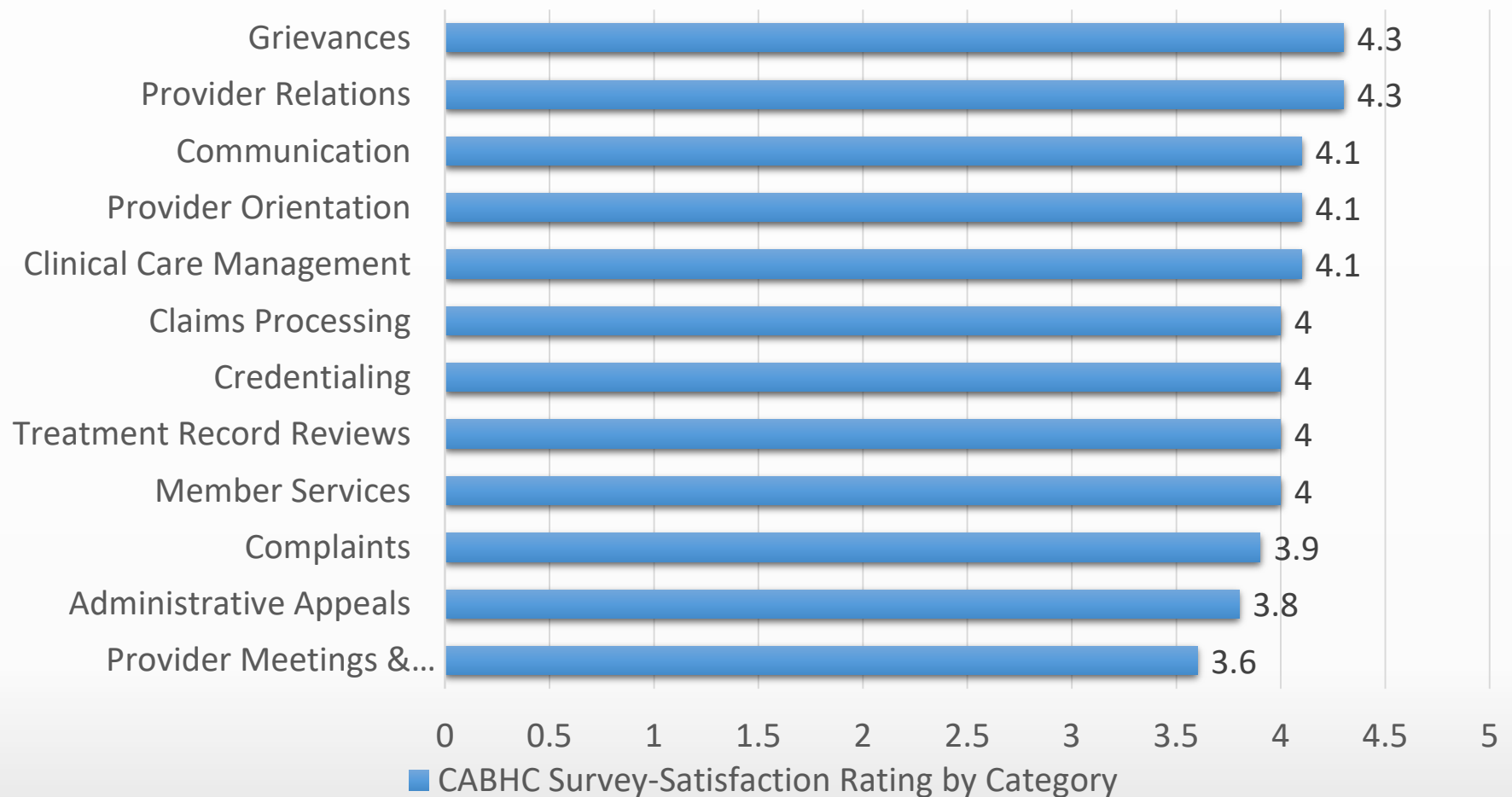
PerformCare Survey Four-Year Comparison

| PerformCare Survey Year-to-Year Comparison | | | | |
|---|------|-------|-------|-------|
| Survey Category | 2018 | 2019 | 2020 | 2021 |
| Service Management-Member Services | 4.05 | ↓4.00 | ↑4.20 | ↑4.21 |
| Credentialing | 3.99 | ↓3.78 | ↑4.01 | ↓3.82 |
| Provider Relations | 3.92 | ↓3.86 | ↑4.17 | ↓4.02 |
| Authorizations | 4.02 | ↓3.97 | ↑4.12 | ↓3.96 |
| Service Management-Clinical Care Management | 4.03 | ↑4.06 | ↑4.20 | =4.20 |
| Complaints & Grievances | 3.90 | ↓3.77 | ↑4.02 | ↓3.94 |
| Quality Management | 3.73 | ↑3.80 | ↑4.06 | ↓3.87 |
| Claims Processing | 3.86 | ↓3.66 | ↑3.91 | ↓3.80 |
| Communications | 3.75 | ↑3.85 | ↑3.94 | ↓3.74 |
| Access | 3.56 | ↓3.48 | ↑3.86 | ↓3.69 |
| Special Investigations Unit (SIU) | 3.73 | ↓3.38 | ↑3.76 | ↓3.55 |
| Overall Satisfaction with PerformCare | 3.89 | ↑3.90 | ↑4.08 | ↓3.91 |

2021 PerformCare Survey Summary

- ❑ Satisfaction ratings dropped from 2020, but remained higher than 2019.
- ❑ Highest-scoring categories: Member Services, Clinical Care Management, Provider Relations
- ❑ Courtesy and helpfulness of staff: high-scoring items across most categories
- ❑ Positive comments about: helpfulness of Account Executives, Member Services staff, Clinical Care Managers, and support navigating: the coronavirus crisis, telehealth and the IBHS transition.
- ❑ All categories averaged above 3.5 goal.
- ❑ All individual items averaged above 3.5 except:
 - *Availability of adult mental health services (Access)*
 - *SIU protocol is clearly explained to the Providers and SIU audit process, findings and action steps requested are timely (SIU).*
- ✓ Negative comments about: selection of SU services, lack of MH specialty services, IBHS transitioning, length of credentialing process, and impact of IBHS staffing regulations on access to services.

2020 Provider Satisfaction Ratings CABHC Survey



CABHC Survey-Four-Year Comparison

| CABHC Survey Year-to-Year Comparison | | | | |
|---|------|------|------|------|
| Survey Category | 2017 | 2018 | 2019 | 2020 |
| Service Management-Member Services | 3.8 | ↑3.9 | ↓3.8 | ↑4.0 |
| Credentialing and Re-credentialing | 3.6 | ↓3.5 | ↑3.8 | ↑4.0 |
| Provider Relations | 4.0 | ↓3.9 | ↓3.8 | ↑4.3 |
| Provider Orientation | N/A | 3.5 | ↑4.0 | ↑4.1 |
| Provider Meetings & Trainings | 3.9 | ↓3.7 | ↑3.8 | ↓3.6 |
| Administrative Appeals | 3.6 | ↓3.4 | ↑3.5 | ↑3.8 |
| Service Management-Clinical Care Management | 4.0 | ↓3.9 | ↓3.8 | ↑4.1 |
| Complaints | N/A | 3.6 | ↑4.0 | ↓3.9 |
| Grievances | 3.9 | ↓3.5 | ↑4.0 | ↑4.3 |
| Treatment Record Reviews | 3.4 | ↑3.8 | ↑4.1 | ↓4.0 |
| Claims Processing | 3.6 | ↑3.8 | ↓3.7 | ↑4.0 |
| Communications | 3.8 | ↓3.6 | ↑3.7 | ↑4.1 |
| Average Total Score | 3.8 | ↓3.7 | ↑3.8 | ↑4.0 |

2020 CABHC Survey Summary

- ❑ Average for all categories = 4.0; improved from 2019 (3.8)
- ❑ Improved ratings in:
 - Communications
 - Provider Relations
 - Claims (highest in 6 years)
 - Quality: Credentialing, Administrative Appeals, Grievances
 - Clinical: Care Management and Member Services
- ❑ Positive comments:
 - Communication
 - AEs: responsive, informed, professional, helpful
 - Provider meetings and trainings helpful (mixed; mostly positive)
 - Care Management and Member Services
- ❑ Decreased ratings in:
 - Provider Meetings and Trainings (*Usefulness and Accuracy/clarity of information*)
 - Quality: Treatment Record Reviews, Complaints
- ❑ Negative comments:
 - Provider Manual
 - Claims process
 - Member Services (mostly positive, but sometimes unable to answer questions/return call)

□ Claims:

- Both surveys—all items scored > 3.5
 - PerformCare survey—highest-scoring items:
 - *Ease of submitting claims to PerformCare (3.99), and Timeliness of payment receipts (3.90)*
 - CABHC survey—all items had improved scores. Highest-scoring items:
 - *Ease of submitting electronic claims (4.2), Claims payments and/or claims denial letters are received within 45 days (4.1), and Satisfactory and timely answers to your questions (4.1)*
- ✓ Both surveys—comments about frustrations with claims processing

□ Provider Relations:

- PerformCare survey—all items scored > 3.5
 - PerformCare survey—highest-scoring:
 - *Courtesy of AE staff, Helpfulness of AE staff, Level of knowledge of AE staff, Timeliness of calls answered, and Overall Rating* (all > 4.0)
 - CABHC survey—AE & Provider Orientation sections scored > 4.0
 - Both surveys—favorable comments about AEs
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- ✓ CABHC survey—*Usefulness of trainings and Accuracy/clarity of information presented* in Provider Meetings/Trainings subsection had a 0.6-point drop
 - ✓ CABHC survey—comments about Provider Manual

☐ Communications:

- Both surveys—all items scored > 3.5
 - PerformCare survey—highest-scoring items:
 - *Timely notification of PerformCare policy/procedure changes (3.88) and Adequate education on telehealth policy (3.83)*
 - CABHC survey—all six items improved
 - CABHC survey—highest-scoring items:
 - *Ease of reaching someone who can answer your questions (4.2) and When calling the Provider line my calls were returned within 48 hours (4.2)*
 - CABHC survey—comments mostly positive
- ✓ PerformCare survey—comments on informing/explaining changes, and Navinet issues

Analysis-CABHC and PerformCare Surveys

☐ Credentialing:

- Both surveys—all items scored > 3.5
- PerformCare survey—highest-scoring item:
 - *Courtesy of credentialing staff (4.06)*
- CABHC survey—one credentialing item (improved):
 - *Fairness of credentialing/re-credentialing process (4.0)*
- ✓ PerformCare survey—comments on length of credentialing process

☐ Authorizations:

- Both surveys—all items scored > 3.5
- PerformCare survey—highest-scoring items:
 - *Timeliness of authorization (4.1), Accuracy of authorizations (4.0)*
- CABHC survey—two authorization items:
 - *Timeliness of authorizations (4.1), Accuracy of authorizations (4.2)*
- ✓ PerformCare survey—comments on frustrations with authorizations.

Analysis-CABHC and PerformCare Surveys

☐ Member Services:

- Both surveys—all items scored ≥ 4.0
 - PerformCare survey—highest-scoring items:
 - *Courtesy of Member Services staff (4.3), Helpfulness of Member Services staff (4.2)*
 - CABHC survey—all 5 items improved; all scored 4.0
 - Both surveys—mostly positive comments
- ✓ CABHC survey—comments on staff not returning calls/unable to answer questions

☐ Clinical Care Management:

- Both surveys—all items scored ≥ 4.0
 - PerformCare survey—highest-scoring items:
 - *Courtesy of Clinical Care Managers (4.4), Helpfulness of Clinical Care Managers (4.4) and Consistency of responses and reviews by CCMs (4.2)*
 - CABHC survey—all 7 items improved; all scored ≥ 4.0
 - Both surveys—mostly positive comments
- ✓ Both surveys—a few negative comments

☐ Complaints & Grievances:

- Both surveys—all items scored > 3.5
 - PerformCare survey—highest-scoring items:
 - *Courtesy of C&G staff (3.94), Time given to respond to a complaint (3.9)*
 - CABHC survey—all items improved in Grievances subsection; highest-scoring items: *Timeliness of complaint resolution (4.0), Timeliness of grievance resolution (4.6)*
- ✓ PerformCare survey—comments about trivial complaints

☐ Quality Management:

- Both surveys—all items scored > 3.5
 - PerformCare survey—highest-scoring items:
 - *QOCC Process (4.06), Courtesy of QI staff (4.03)*
 - CABHC survey—Grievances: highest-scoring subsection
 - PerformCare survey—positive comments about auditing tools and feedback
- ✓ PerformCare survey—comment about treatment record reviews

❑ Access (PerformCare survey only):

- PerformCare survey—overall rating > 3.5
- PerformCare survey—highest-scoring items:
 - *Availability of adult SU services (3.72), Availability of services for co-occurring concerns (3.69)*
- ✓ PerformCare survey—*Availability of adult MH services (3.48)* scored below 3.5 goal
- ✓ PerformCare survey—comments on the need for more services and IBHS regulations impacting availability of services

❑ Special Investigations Unit (SIU) (PerformCare survey only):

- PerformCare survey—overall rating > 3.5
- PerformCare survey—highest-scoring items:
 - *Courtesy of SIU staff (3.79), Helpfulness of SIU staff (3.72)*
- ✓ PerformCare survey—lowest overall category rating. *SIU protocol clearly explained (3.48)* and *SIU audit process timely (3.36)* scored below 3.5 goal.
- ✓ PerformCare survey—comment about process being harsh

- ❑ **Overall Satisfaction with PerformCare (PerformCare survey only):**
 - PerformCare survey—scored 3.91
 - PerformCare survey—positive comments on support navigating the pandemic and IBHS transition, claims process, quality service to Members, CCMs

- ✓ PerformCare survey—comments about needing support for documentation issues, paperwork

Response to Survey Results

- Results shared with :
 - Primary Contractors (CABHC, TMCA)
 - PerformCare department representatives
 - QI/UM Committee
 - Provider Advisory Committee
 - PerformCare Program Evaluation

- PerformCare addresses concerns with staff and addresses concerns identified by Primary Contractors

- PerformCare responds to Providers who wish to be contacted to discuss any issues

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