



2023 PROVIDER SATISFACTION SURVEY ANALYSIS

Background

Annually, Contra Costa Health Plan (CCHP) conducts a Provider Survey of contracted providers to gauge provider satisfaction across areas such as access, utilization management, quality management, coordination of care, network adequacy, call center, and provider relations. The survey is sent to CCHP contracted providers.

Methodology

CCHP contracted with Press Ganey, a healthcare performance improvement company, to conduct the provider satisfaction survey. Press Ganey sent an initial email blast, followed by a mailed questionnaire, then began follow-up calls to non-responders after three weeks. The survey was sent to 1,500 providers contracted with CCHP. A total of 101 surveys were completed for an overall response rate of 6.7%.

Summary rates generally represent the most favorable response percentages, or the percentage of those who responded with “Somewhat Above Average” and “Well Above Average”.

Composite scores included in the survey covered:

- Overall Satisfaction
- All Other Plans (Comparative Rating)
- Finance Issues
- Utilization and Quality Management
- Network/Coordination of Care
- Health Plan Call Center Service Staff
- Provider Relations

Press Ganey develops benchmarks based on their other customers with a Medicaid line of business. Percentiles are displayed for benchmarking purposes. Statistical testing was conducted and is performed at the 95% confidence level. This is CCHP’s first year of using this specific survey instrument so trending to prior years is not possible.

Analysis

Overall, network providers report high Overall Satisfaction with 80.4% responding favorably, placing CCHP in the 84th percentile of Medicaid plans sampled by Press Ganey. Providers also expressed high satisfaction with Provider Relations, with 54.4% responding favorably. This places CCHP in the 93rd percentile and again, this score is significantly higher than the benchmark. Both the Net Satisfaction Score (69.1%) and the Net Loyalty Score (76.1%) were also significantly higher than their respective benchmarks.

CCHP scored above the 50th percentile in all measures and enhanced analysis done by Press Ganey did not identify any measures as opportunities for improvement. Language Access was a custom series of questions and so benchmarking is not available.

Table 1. Overall Summary Rate Scores and Percentile by Measure

Measure Name	Summary Rate Score (SRS)	2022 Medicaid Percentile*
Overall Satisfaction**	80.4%	84 th
All Other Plans (Comparative Rating)	45.4%	78 th
Would Recommend	91.2%	71 st
Provider Relations**	54.4%	93 rd
Utilization and Quality Management	41.4%	81 st
Finance Issues	39.0%	74 th
Health Plan Call Center Service Staff	40.5%	69 th
Network/Coordination of Care	33.7%	68 th
Language Access	75.8%	-

*Compared to other Medicaid health plans utilizing Press Ganey for provider satisfaction

**Significantly higher than benchmark

CCHP conducted additional analysis to delve deeper into the summary scores, aiming to gain a more nuanced understanding of performance. Despite scoring above the 50th percentile on all Summary Rate Scores, it is essential to explore individual measures to identify areas of opportunity.

Network and Coordination of Care. Network/Coordination of Care had only 33.7% of respondents rating CCHP as well or somewhat above average, placing it in the 68th percentile. Individual attributes in this measure that were rated the lowest were (1) the timeliness of feedback/reports from BH providers and (2) the timeliness of feedback/reports from specialists, with 26.8% and 31.8%, respectively, responding favorably, which corresponds to 56th and 60th percentiles. While both lower performing attributes were related to the timeliness of feedback/reports, the quality of BH providers in the network was ranked at the 92nd percentile and the quality of specialists in the network was ranked 77th percentile. Additionally, providers indicated satisfaction with the number of specialists in the network (61st percentile) and the number of behavioral health providers in the network (68th percentile).

Health Plan Call Center Service Staff. CCHP also further examined the attributes related to the health plan call center service staff, which had 40.5% responding favorably, placing CCHP in the 69th percentile. Respondents indicated the most dissatisfaction with the ease of reaching health plan call center staff over the phone, with only 32.6% responding favorably, placing CCHP in the 50th percentile. Additionally, 19.1% of respondents said that CCHP was well below average in this area. Respondents did rate the helpfulness of plan call center staff in obtaining referrals at 43.7%, placing CCHP in the 79th percentile.

Finance. In the Finance related questions, the attribute with the lowest percentage of satisfactory responses was related to the timeliness of claims processing, with only 38.8% responding positively. However, this rating puts CCHP in the 61st percentile, and nearly 50.0% of respondents indicated that CCHP was average in this regard. The attribute that performed the best in this section was the consistency of reimbursement fees with the contracted rate, where 41.4% responded favorably to this question. CCHP ranked in the 81st percentile for this attribute.

Utilization and Quality Management. In the Utilization and Quality Management composite, the attribute that achieved the highest percentage of positive responses was related to access to knowledgeable UM staff, with 45.1% (88th percentile) responses indicating satisfaction. The second highest attribute in this section was about the timeliness of obtaining pre-certification/referral/authorization information, where 42.2% (79th percentile) responded favorably. This further demonstrates CCHP’s commitment to providing timely access to services.

Provider Relations. The lowest performing attribute in this domain asked if providers have a Provider Relations representative assigned to their practice, with only 25.9% (18th percentile) indicating that they were assigned a representative. However, for those who indicated they were assigned a rep, 84.6% (100th percentile) rated the representative’s ability to answer questions and resolve problems as satisfactory, and there were zero unsatisfactory responses for this question.

Language Access. The vast majority of providers in the CCHP network are aware of the interpreting services provided by CCHP, with 84.4% responding yes. Of those who have used the services, 81.6% indicated that the services covered the languages that were needed and 80.0% were satisfied with the training and competency of the interpreters.

Interestingly, when analyzing the data by area of medicine, PCPs generally have higher Summary Rate Scores, but Specialists report slightly higher Overall Satisfaction (81.7% compared to 80.0% for PCPs). Specialists are also slightly more likely to recommend CCHP to other providers. The Summary Rate Scores for Provider Relations are nearly identical by area of medicine.

Table 2. Summary Rate Scores (SRS) by Area of Medicine

Measure Name	PCP SRS	Specialist SRS
Overall Satisfaction	80.0%	81.7%
All Other Plans (Comparative Rating)	58.8%	43.8%
Would Recommend	87.5%	92.1%

Measure Name	PCP SRS	Specialist SRS
Provider Relations	50.9%	50.5%
Utilization and Quality Management	45.5%	39.1%
Finance Issues	49.2%	37.6%
Health Plan Call Center Service Staff	48.3%	40.0%
Network/Coordination of Care	49.9%	28.7%
Language Access	76.2%	77.1%


As a result in the change in methodology, CCHP is unable to compare the results of the 2023 survey to provider satisfaction surveys conducted in previous years. However, this change in methodology allows for comparison to other organizations, which allows for more meaningful analysis and identification of opportunity areas.

Discussion

While CCHP performs well, opportunities for improvement still exist. The response rate for this survey was lower compared to 2022 and improving the response rate for this survey could provide a more robust picture of provider satisfaction. The Provider Relations Director indicated that providers expressed confusion with the various vendors conducting surveys on behalf of CCHP and many surveys being conducted in short succession. As such, CCHP has decided to use the same vendor for the provider satisfaction that CCHP uses for the Timely Access surveys (Provider Appointment and Availability Survey, Emergency Instructions, etc). Additionally, in 2024, CCHP will aim to space surveys across the year in order to improve response rates.

The two largest areas of opportunity identified relate to the ease of reaching health plan call center staff over the phone and the timeliness of claims payments to providers. The CCHP Quality Director conducted key informant interviews with the Director of Membership and Claims Supervisor to conduct a barrier analysis and gain insights into ongoing improvement projects within the organization.

One notable barrier identified is the current staffing level in the call center, hindering prompt answer time and triage for provider calls. The Director of Membership Services, who oversees the fielding and triaging of provider calls, is actively engaged in enhancing the efficiency and effectiveness of the unit. Recognizing the importance of promptly addressing provider inquiries and concerns, the director is focused on staffing up the unit to ensure adequate coverage and swift response times. By bolstering the team's capabilities, the director aims to streamline communication channels and improve overall provider satisfaction.



A newly appointed Claims Supervisor is spearheading a targeted initiative to enhance the auto-adjudication rate, aiming to streamline claims processing efficiency. An initial barrier in this endeavor is the complexity of existing claims adjudication workflows, necessitating careful optimization for automation. By leveraging technology and refining workflows, the project aims to increase the percentage of claims that can be automatically processed without manual intervention, thereby reducing processing times and enhancing accuracy.

Conclusion

Overall, CCHP's provider network reports overall satisfaction with CCHP (80.4%, 84th percentile) and CCHP performs significantly better than other plans on Overall Satisfaction, Net Satisfaction Score, Net Loyalty Score, and Provider Relations. CCHP outperforms other Medicaid health plans and all aggregate plans surveyed by Press Ganey in each Summary Rate Score. CCHP PCPs generally have higher Summary Rate Scores for the various measures when compared to Specialists, but both PCPs and Specialists indicated high Overall Satisfaction with CCHP.

CCHP identified several areas of improvement, including improving timeliness of claims processing and call center answer time for providers. Moving forward, CCHP remains committed to fostering strong partnerships with providers to ensure the delivery of high-quality, culturally competent services. By continually collaborating with providers and addressing their feedback, CCHP aims to enhance access to care and further improve the overall experience for both providers and members.