



## 2018 IEHP Provider Satisfaction Survey

**Purpose of Survey:** Annually, IEHP surveys contracted Providers to assess their satisfaction with the services and support they receive from IEHP.

**Time of Survey:** July 2018-August 2018

**Survey Administrator:** SPH Analytics, a National Committee for Quality Assurance (NCQA) Certified Survey Vendor.

**Response Rate:** 40.7% (676 surveys were completed)

### 2018 Satisfaction Scores:

Composite	Summary Rate Definition	IEHP Trend Data Summary Rates			Source: 2017 SPHA Medicaid B.o.B. Summary Rate	
		2016	2017	2018	IEHP Percentile	IEHP to Other Health Plans
Overall Satisfaction	Yes/Completely Satisfied/Somewhat Satisfied	93.0%	92.8%	92.0%	99th	Significantly above
Finance Issues	Well above average/Somewhat above average	52.6%	50.1%	51.5%	95th	Significantly above
UM and QM		55.5%	56.0%	59.4%	96th	Significantly above
Network/Coordination of Care		52.1%	46.6%	48.4%	92th	Significantly above
Pharmacy		42.1%	39.7%	44.5%	98th	Significantly above
Call Center Service Staff		62.5%	63.8%	62.0%	94th	Significantly above
Provider Relations	Yes/Well above average/Somewhat above average	60.5%	58.1%	53.8%	88th	Significantly above
Recommend to Other Physicians' Practices	Yes	97.5%	97.1%	97.0%	97th	Significantly above

\* All significance testing referenced in this report was performed at the 95% significance level ( $p < 0.05$ ).

\*\* Other Health Plan comparisons are to the 2017 SPHA Medicaid Book of Business. This consists of data from 114 plans representing 28,660 respondents in Primary Care, Specialty, and Behavioral Health areas of medicine.