



## 2023 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-August 2023

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

**Response Rate:** 38.7% (1,161 surveys were completed)

### 2023 Satisfaction Scores:

Composite	IEHP Trend Data Summary Rates			Source: 2022 Press Ganey Medicaid B.o.B. Summary Rate <sup>^</sup>	
	2021	2022	2023	Percentile	IEHP to Other Health Plans*
Overall Satisfaction	96.4%	93.1%	94.2%↑	100 <sup>th</sup>	Significantly higher
Finance Issues	58.1%	60.3%	62.9%↑	100 <sup>th</sup>	Significantly higher
UM and QM	62.3%	62.3%	64.8%↑	100 <sup>th</sup>	Significantly higher
Network/Coordination of Care	52.5%	53.3%	54.2%↑	96 <sup>th</sup>	Significantly higher
Pharmacy	50.3%	50.0%	53.5%↑	100 <sup>th</sup>	Significantly higher
HP Call Center Staff	65.3%	66.2%	69.7%↑	100 <sup>th</sup>	Significantly higher
Provider Relations	59.5%	57.5%	62.1%↑	96 <sup>th</sup>	Significantly higher
Recommend to Other Physicians' Practices	98.1%	98.2%	98.2%↔	97 <sup>th</sup>	Significantly higher

\*All significance testing is performed at the 95% significance level using a z -test of proportions.

<sup>^</sup> The 2022 Press Ganey Medicaid B.o.B. consists of data from 104 plans representing 19,251 respondents in Primary Care, Specialty, and Behavioral Health areas.