



2025 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-September 2025

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

Response Rate: 32.1% (962 surveys were completed)

2025 Satisfaction Scores:

Composite	IEHP Trend Data Summary Rates			Source: 2024 Press Ganey Medicaid B.o.B. Summary Rate [^]	
	2023	2024	2025	Percentile	IEHP to Other Health Plans*
Overall Satisfaction	94.2%	92.6%	93.4%↑	100 th	Significantly higher
Finance Issues	62.9%	56.9%	59.9%↑	99 th	Significantly higher
UM and QM	64.8%	62.2%	65.5%↑	100 th	Significantly higher
Network/Coordination of Care	54.2%	51.2%	53.4%↑	98 th	Significantly higher
Pharmacy	53.5%	47.2%	55.0%↑	100 th	Significantly higher
HP Call Center Staff	69.7%	64.5%	68.7%↑	100 th	Significantly higher
Provider Relations	62.1%	58.9%	62.4%↑	98 th	Significantly higher
Recommend to Other Physicians' Practices	98.2%	96.9%	98.2%↑	99 th	Significantly higher

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

[^] The 2024 Press Ganey Medicaid B.o.B. consists of data from 108 plans representing 17,393 respondents in Primary Care, Specialty, and Behavioral Health areas.