

STATE OF MARYLAND EXECUTIVE SUMMARY REPORT
FOR
2019 HEALTHCHOICE PCP SATISFACTION SURVEY

Prepared for:
Maryland Department of Health

Prepared by:
Center for the Study of Services

1625 K St. NW, 8th Floor

Washington, DC 20006



PCP Satisfaction Survey

Background and Purpose

Center for the Study of Services (CSS) administered the 2019 PCP Satisfaction Survey for Maryland Department of Health on behalf of HealthChoice managed care organizations (MCOs). PCPs were asked to rate their satisfaction with a specified MCO they participate with. The survey included questions on finance issues, utilization management, customer service, and provider relations. PCPs participating with the following nine MCOs in their HealthChoice programs were included in the study:

- Aetna Better Health of Maryland
- AMERIGROUP Community Care
- Jai Medical Systems
- Kaiser Permanente
- Maryland Physicians Care
- MedStar Family Choice
- Priority Partners
- UnitedHealthcare
- University of Maryland Health Partners

The HealthChoice MCOs provided the population files of participating PCPs. Prior to sampling, any physician with an address outside of Maryland or states bordering Maryland were marked as ineligible for the sample. The population file was deduplicated such that any physician was only selected for 1 MCO. This was done in a two-step process. First, the physicians were de-duplicated using the physician NPI. Then, the remaining eligible physicians were de-duplicated using physician name and address. All eligible physicians after the de-duplication process were selected for the sample.

The final survey sample included 7,044 physicians from the 9 HealthChoice MCOs.

CSS administered the PCP Satisfaction Survey using a mixed methodology (mail, web with telephone follow-up). The survey was fielded between March 15, 2019 and June 7, 2019. Survey protocol include two questionnaire mailings, each followed by a reminder postcard. The cover letter in the questionnaire mailings and reminder postcard contained information on how to complete the survey online. Non-respondents to the mail survey were contacted by telephone.

Response Rate

Among all the physicians who met eligibility criteria, 1,266 completed the survey, resulting in the adjusted response rate of 19.30 percent. Any survey where only the physician practice related questions were answered (questions 25 through 32) were marked as partial complete. Additional dispositions at the end of data collection are provided in Exhibit 1.

EXHIBIT 1: 2019 PCP SATISFACTION SURVEY: DISPOSITIONS AND RESPONSE RATE

| | Number | % Initial Sample |
|--------------------------------------|--------|------------------|
| Initial Sample | 7,044 | |
| Disposition | | |
| Complete and Eligible - Mail | 607 | 8.62% |
| Complete and Eligible - Phone | 464 | 6.59% |
| Complete and Eligible - Web | 195 | 2.77% |
| Complete and Eligible - Total | 1,266 | 17.97% |
| Partial Completes | 7 | 0.10% |
| Does not meet Eligible criteria | 129 | 1.83% |
| Deceased | 1 | 0.01% |
| Language Barrier | 0 | 0.00% |
| Retired, No Longer Working at Office | 356 | 5.05% |
| Refusals | 32 | 0.45% |
| Nonresponse after maximum attempts | 5,253 | 74.57% |
| Adjusted Response Rate * | | 19.30% |

* Adjusted response rate= Complete and Eligible Surveys/[Complete and Eligible + Refusal + Nonresponse after maximum attempts]

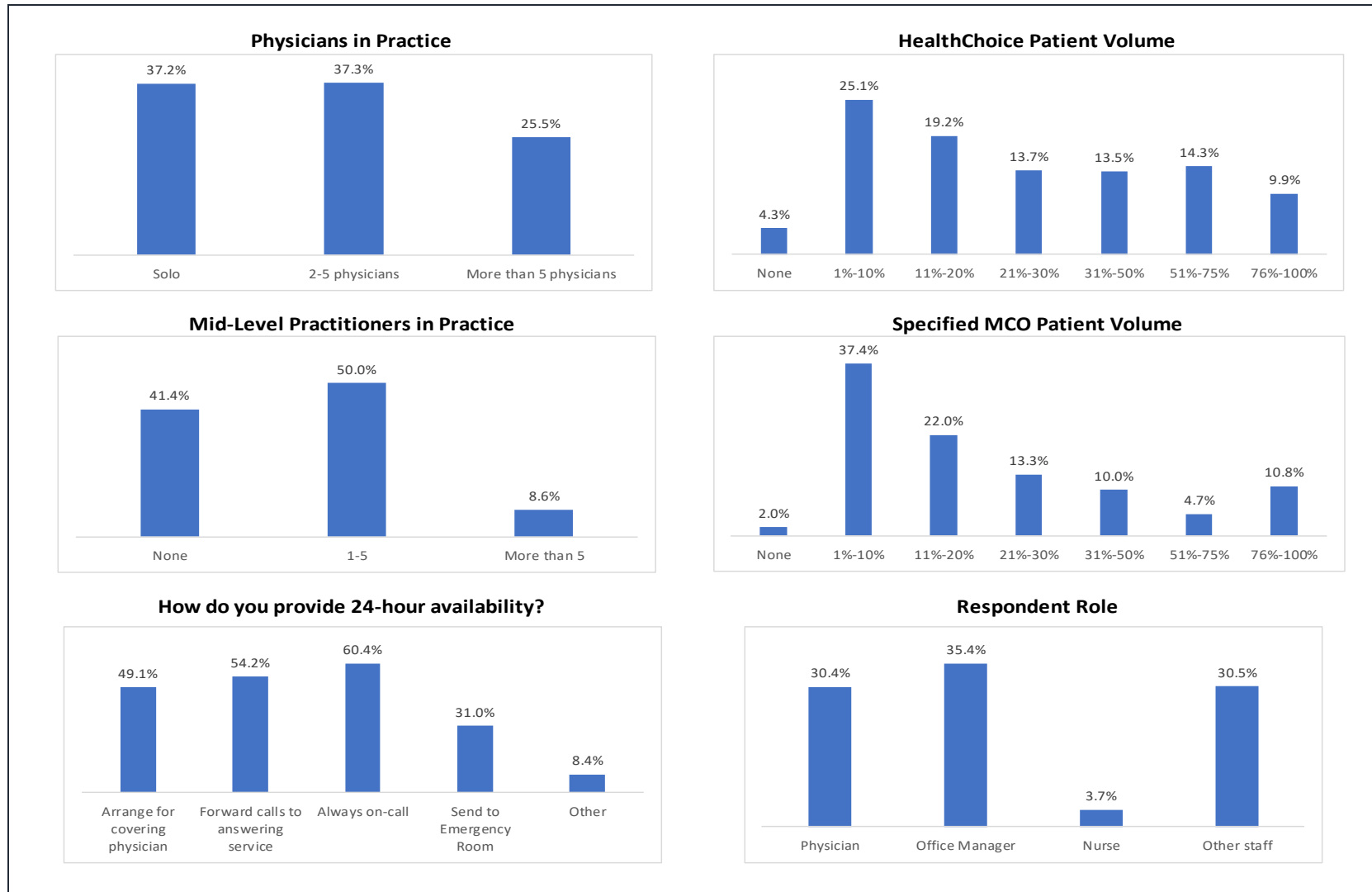
The following table show the unadjusted response rate by MCO.

EXHIBIT 2: 2019 PCP SATISFACTION SURVEY: RESPONSE RATE BY MCO

| MCO | Sample Size | Number of Completes | Unadjusted Response Rate |
|--|-------------|---------------------|--------------------------|
| Aetna Better Health of Maryland | 319 | 82 | 25.7% |
| AMERIGROUP Community Care | 1,211 | 247 | 20.4% |
| Jai Medical Systems | 131 | 38 | 29.0% |
| Kaiser Permanente | 379 | 85 | 22.4% |
| Maryland Physicians Care | 1,166 | 180 | 15.4% |
| MedStar Family Choice | 536 | 111 | 20.7% |
| Priority Partners | 1,158 | 209 | 18.0% |
| UnitedHealthcare | 1,930 | 236 | 12.2% |
| University of Maryland Health Partners | 214 | 78 | 36.4% |

Respondent Profile

The following charts show the distribution of survey responses to physician practice, patient volume, and respondent role questions:



Survey Results and Analysis

SURVEY MEASURES

The PCP Satisfaction Survey includes four **composite measures**. Composite measures combine results from related survey questions into a single measure to summarize performance in the areas listed below. **Question Summary Rates (QSRs)** express the proportion of respondents selecting the response option(s) of interest from a given question on the survey. **Composite Global Proportions** express the proportion of respondents selecting the response option(s) of interest from a given group of questions on the survey.

Overall Satisfaction combines responses to 3 survey questions about overall satisfaction and recommend MCO to physicians and patients:

- What is your overall satisfaction with *Specified MCO*?
- Would you recommend *Specified MCO* to patients?
- Would you recommend *Specified MCO* to other physicians?

Finance Issues combines responses to 3 survey questions about claims processing:

- Accuracy of claims processing.
- Timeliness of initial claims processing.
- Timeliness of adjustment/appeal claims processing.

Utilization Management combines responses to 4 survey questions about timeliness of authorization process:

- How would you rate your overall experience in obtaining **prior authorization** for medications?
- Timeliness of obtaining authorization for medication.
- Authorization of **outpatient** services.
- Authorization of **inpatient** services.

Customer Service and Provider Relations combines responses to 8 survey questions about communications from the MCO, customer service interactions, member eligibility information, and adequacy of specialist network:

- Process for obtaining member eligibility information.
- Responsiveness and courtesy of the health plan's provider relations/customer service representative.
- Timeliness to answer questions and/or resolve problems.
- Quality of written communications, policy bulletins, and manuals.
- Accuracy and accessibility of the drug formulary and formulary updates.
- Ease of using the telephone system.
- Overall, how would you rate Customer Service/Provider Relations?

- How would you rate the adequacy of number of specialists in the *Specified MCO* specialist network to whom you can refer your patients?

In addition, two single item measures are reported:

- Overall, how would you rate *Specified MCO* on Coordination of Care/Case Management?
- What percentage of your scheduled *Specified MCO* HealthChoice appointments are “no-show” appointments each week?
- For *Finance Issues, Utilization Management, Customer Service and Provider Relations* composite measures, questions that contribute to the composites and *Coordination of Care/Case Management* measure, results are reported as proportion of members selecting *Excellent or Very good*.
- For the *Overall Satisfaction* composite and questions that contribute to the composite, results are reported as proportion of members selecting *Very satisfied, Somewhat satisfied or, Definitely yes, Probably yes*.
- For *No-Show Specified MCO HealthChoice Appointments*, results are reported as proportion of members selecting *None* or *1% - 25%*.

HealthChoice PCP Satisfaction Survey instrument was updated in 2019. The following questions were updated:

- Authorization of **outpatient** services. (*Utilization Management*)
- Authorization of **inpatient** services. (*Utilization Management*)
- Ease of using the telephone system. (*Customer Service and Provider Relations*)
- How would you rate the adequacy of number of specialists in the *Specified MCO* specialist network to whom you can refer your patients? (*Customer Service and Provider Relations*)
- What percentage of your scheduled *Specified MCO* HealthChoice appointments are “no-show” appointments each week?

EXHIBIT 3: SUMMARY RATES OF COMPOSITES

| | COMPOSITES | | | | | | | | | | | |
|---|----------------------|---------|---------|----------------|---------|---------|-------------------------|-------|---------|---------------------------------------|---------|---------|
| | Overall Satisfaction | | | Finance Issues | | | Utilization Management* | | | Customer Service/ Provider Relations* | | |
| | 2019 | 2018 | 2017 | 2019 | 2018 | 2017 | 2019 | 2018 | 2017 | 2019 | 2018 | 2017 |
| HealthChoice Aggregate | 85.8% | 82.2% ★ | 81.7% ★ | 54.1% | 48.3% ★ | 46.3% ★ | 40.3% | 39.8% | 33.5% ★ | 51.6% | 46.5% ★ | 44.3% ★ |
| Aetna Better Health of Maryland | 76.8% ▼ | --- | --- | 43.0% | --- | --- | 37.0% | --- | --- | 40.4% | --- | --- |
| AMERIGROUP Community Care | 90.4% | 81.7% ★ | 77.1% ★ | 60.1% | 52.0% | 42.2% ★ | 38.9% | 37.9% | 29.6% | 58.5% | 50.0% | 42.3% ★ |
| Jai Medical Systems | 93.6% | 89.8% | 81.3% | 85.3% ▲ | 81.6% | 65.2% ★ | 88.4% ▲ | 81.1% | 62.3% ★ | 83.9% ▲ | 84.0% | 59.2% ★ |
| Kaiser Permanente | 92.8% | 95.0% | 88.1% | 83.9% ▲ | 87.0% | 76.7% | 87.5% ▲ | 92.2% | 74.3% | 80.0% ▲ | 86.2% | 74.0% |
| Maryland Physicians Care | 88.9% | 83.0% | 90.2% | 55.3% | 47.6% | 54.5% | 36.5% | 39.4% | 35.7% | 50.6% | 42.1% | 49.4% |
| MedStar Family Choice | 93.2% ▲ | 87.4% | 90.3% | 62.5% | 43.6% ★ | 52.2% | 43.4% | 39.4% | 43.0% | 58.6% | 45.3% | 53.5% |
| Priority Partners | 84.2% | 86.8% | 80.5% | 45.4% ▼ | 49.8% | 45.1% | 28.8% ▼ | 38.7% | 33.2% | 42.9% ▼ | 45.7% | 44.5% |
| UnitedHealthcare | 73.9% ▼ | 68.7% | 65.2% | 37.5% ▼ | 26.7% ★ | 28.5% | 28.8% ▼ | 22.2% | 17.5% ★ | 38.7% ▼ | 29.9% | 27.3% ★ |
| University of Maryland Health Partners | 91.1% | 89.5% | 92.5% | 58.5% | 59.2% | 48.8% | 32.7% | 38.3% | 29.8% | 48.7% | 49.9% | 44.2% |

All significance tests are conducted at the 95% confidence level.

Statistically significant differences between current-year MCO rate and the HealthChoice aggregate rate are marked next to the 2019 rate as ▲ when your current-year rate is higher or ▼ when it is lower.

Statistically significant differences between current-year rate and prior year rates are marked next to the prior year rates as ★ when your current-year rate is higher or ★ when it is lower.

* Some questions contributing to the composite was updated in 2019 and year-to-year comparison should be reviewed with caution.

EXHIBIT 4: SUMMARY RATE OF QUESTIONS CONTRIBUTING TO OVERALL SATISFACTION COMPOSITE

| | OVERALL SATISFACTION | | | | | | | | |
|---|----------------------|---------|---------|---------------------------|---------|---------|-----------------------------------|---------|---------|
| | OVERALL SATISFACTION | | | Recommend MCO to Patients | | | Recommend MCO to other Physicians | | |
| | 2019 | 2018 | 2017 | 2019 | 2018 | 2017 | 2019 | 2018 | 2017 |
| HealthChoice Aggregate | 80.7% | 75.8% ★ | 75.7% ★ | 89.1% | 86.5% | 84.9% ★ | 87.6% | 84.4% ★ | 84.6% ★ |
| Aetna Better Health of Maryland | 69.3% ▼ | --- | --- | 82.4% | --- | --- | 78.7% ▼ | --- | --- |
| AMERIGROUP Community Care | 87.7% ▲ | 76.9% ★ | 69.6% ★ | 91.8% | 85.2% ★ | 81.6% ★ | 91.6% | 82.9% ★ | 80.1% ★ |
| Jai Medical Systems | 91.9% | 92.5% | 74.6% ★ | 94.6% | 89.7% | 83.9% | 94.4% | 87.2% | 85.5% |
| Kaiser Permanente | 92.4% ▲ | 96.4% | 87.0% | 94.9% | 98.4% | 90.9% | 91.0% | 90.2% | 86.4% |
| Maryland Physicians Care | 80.8% | 77.7% | 86.4% | 93.3% | 86.3% | 91.9% | 92.6% | 85.1% ★ | 92.3% |
| MedStar Family Choice | 88.5% | 77.6% ★ | 83.2% | 96.1% ▲ | 92.9% | 94.7% | 95.0% ▲ | 91.8% | 93.0% |
| Priority Partners | 76.3% | 79.0% | 73.7% | 89.5% | 91.9% | 82.4% ★ | 86.8% | 89.5% | 85.5% |
| UnitedHealthcare | 69.7% ▼ | 60.3% ★ | 59.5% ★ | 77.2% ▼ | 74.2% | 69.7% | 74.9% ▼ | 71.6% | 66.5% |
| University of Maryland Health Partners | 85.3% | 81.2% | 86.1% | 93.3% | 93.1% | 95.1% | 94.7% | 94.3% | 96.2% |

All significance tests are conducted at the 95% confidence level.

Statistically significant differences between current-year MCO rate and the HealthChoice aggregate rate are marked next to the 2019 rate as ▲ when your current-year rate is higher or ▼ when it is lower.

Statistically significant differences between current-year rate and prior year rates are marked next to the prior year rates as ★ when your current-year rate is higher or ★ when it is lower.

EXHIBIT 5: SUMMARY RATE OF COORDINATION OF CARE AND NO-SHOW HEALTHCHOICE APPOINTMENTS

| | OTHER ITEMS | | | | | |
|---|---------------------------------|---------|---------|---|------|------|
| | Coordination of Case Management | | | No-Show Specified MCO HealthChoice Appointments | | |
| | 2019 | 2018 | 2017 | 2019 | 2018 | 2017 |
| HealthChoice Aggregate | 43.8% | 44.8% | 40.6% | 85.1% | --- | --- |
| Aetna Better Health of Maryland | 37.8% | --- | --- | 89.1% | --- | --- |
| AMERIGROUP Community Care | 44.6% | 43.2% | 37.0% | 85.5% | --- | --- |
| Jai Medical Systems | 85.7% ▲ | 83.8% | 64.2% ★ | 56.8% ▼ | --- | --- |
| Kaiser Permanente | 79.2% ▲ | 90.2% | 80.0% | 96.9% ▲ | --- | --- |
| Maryland Physicians Care | 38.5% | 40.7% | 42.6% | 85.0% | --- | --- |
| MedStar Family Choice | 50.0% | 48.8% | 49.5% | 80.9% | --- | --- |
| Priority Partners | 32.9% ▼ | 43.2% ★ | 38.1% | 83.2% | --- | --- |
| UnitedHealthcare | 32.1% ▼ | 23.4% | 22.8% | 86.8% | --- | --- |
| University of Maryland Health Partners | 37.3% | 58.0% ★ | 47.1% | 89.7% | --- | --- |

All significance tests are conducted at the 95% confidence level.

Statistically significant differences between current-year MCO rate and the HealthChoice aggregate rate are marked next to the 2019 rate as ▲ when your current-year rate is higher or ▼ when it is lower.

Statistically significant differences between current-year rate and prior year rates are marked next to the prior year rates as ★ when your current-year rate is higher or ★ when it is lower.

EXHIBIT 6: SUMMARY RATES OF QUESTIONS CONTRIBUTING TO FINANCE ISSUES COMPOSITE

| | FINANCE ISSUES | | | | | | | | |
|--|-------------------------------|---------|---------|---|---------|---------|---|---------|---------|
| | Accuracy of claims processing | | | Timeliness of initial claims processing | | | Timeliness of adjustment/appeal claims processing | | |
| | 2019 | 2018 | 2017 | 2019 | 2018 | 2017 | 2019 | 2018 | 2017 |
| HealthChoice Aggregate | 58.8% | 53.4% ★ | 51.6% ★ | 57.4% | 51.8% ★ | 50.7% ★ | 46.0% | 39.7% ★ | 36.7% ★ |
| Aetna Better Health of Maryland | 44.3% ▼ | --- | --- | 46.4% | --- | --- | 38.5% | --- | --- |
| AMERIGROUP Community Care | 65.3% | 56.9% | 45.7% ★ | 65.2% ▲ | 58.6% | 49.0% ★ | 49.7% | 40.5% | 31.9% ★ |
| Jai Medical Systems | 86.1% ▲ | 84.2% | 67.3% ★ | 86.5% ▲ | 81.6% | 66.7% ★ | 83.3% ▲ | 78.9% | 61.7% ★ |
| Kaiser Permanente | 84.4% ▲ | 87.0% | 80.0% | 84.4% ▲ | 87.0% | 81.3% | 82.8% ▲ | 87.0% | 68.8% |
| Maryland Physicians Care | 62.7% | 56.0% | 60.5% | 61.0% | 47.7% ★ | 60.0% | 42.3% | 39.0% | 42.9% |
| MedStar Family Choice | 64.5% | 50.6% | 57.0% | 65.2% | 48.1% ★ | 56.6% | 57.8% ▲ | 32.1% ★ | 43.0% ★ |
| Priority Partners | 50.6% ▼ | 56.6% | 52.2% | 50.0% | 53.1% | 47.2% | 35.5% ▼ | 39.7% | 36.0% |
| UnitedHealthcare | 43.9% ▼ | 30.6% ★ | 33.2% ★ | 37.4% ▼ | 30.3% | 31.7% | 31.1% ▼ | 19.2% ★ | 20.7% ★ |
| University of Maryland Health Partners | 64.7% | 63.0% | 55.6% | 61.4% | 63.3% | 54.6% | 49.2% | 51.1% | 36.2% |

All significance tests are conducted at the 95% confidence level.

Statistically significant differences between current-year MCO rate and the HealthChoice aggregate rate are marked next to the 2019 rate as ▲ when your current-year rate is higher or ▼ when it is lower.

Statistically significant differences between current-year rate and prior year rates are marked next to the prior year rates as ★ when your current-year rate is higher or ★ when it is lower.

EXHIBIT 7: SUMMARY RATES OF QUESTIONS CONTRIBUTING TO UTILIZATION MANAGEMENT COMPOSITE

| | UTILIZATION MANAGEMENT | | | | | | | | | | | |
|--|---|-------|---------|--|-------|---------|---------------------------------------|---------|---------|--------------------------------------|---------|---------|
| | Overall experience in obtaining prior authorization for medications | | | Timeliness of obtaining authorization for medication | | | Authorization of outpatient services* | | | Authorization of inpatient services* | | |
| | 2019 | 2018 | 2017 | 2019 | 2018 | 2017 | 2019 | 2018 | 2017 | 2019 | 2018 | 2017 |
| HealthChoice Aggregate | 38.6% | 36.8% | 29.6% ★ | 38.6% | 37.5% | 30.4% ★ | 40.1% | 41.4% | 37.1% | 43.8% | 43.5% | 37.0% ★ |
| Aetna Better Health of Maryland | 38.6% | --- | --- | 35.6% | --- | --- | 33.3% | --- | --- | 40.5% | --- | --- |
| AMERIGROUP Community Care | 38.4% | 36.2% | 25.3% ★ | 39.4% | 35.0% | 26.3% ★ | 38.5% | 41.5% | 34.9% | 39.2% | 38.9% | 32.0% |
| Jai Medical Systems | 88.2% ▲ | 78.9% | 56.3% ★ | 88.2% ▲ | 78.9% | 58.3% ★ | 86.1% ▲ | 83.8% | 64.6% ★ | 90.9% ▲ | 82.9% | 70.0% ★ |
| Kaiser Permanente | 85.5% ▲ | 89.3% | 69.6% | 87.3% ▲ | 95.0% | 73.9% | 85.9% ▲ | 93.3% | 73.9% | 91.2% ▲ | 91.1% | 80.0% |
| Maryland Physicians Care | 34.7% | 38.1% | 31.2% | 35.2% | 35.1% | 33.2% | 35.6% | 40.7% | 40.9% | 40.7% | 43.6% | 37.7% |
| MedStar Family Choice | 47.2% | 34.5% | 43.4% | 47.8% | 37.8% | 42.3% | 40.0% | 39.8% | 46.6% | 38.5% | 45.5% | 39.8% |
| Priority Partners | 26.9% ▼ | 35.1% | 29.0% | 27.4% ▼ | 36.7% | 29.7% | 30.7% ▼ | 40.6% ★ | 34.3% | 30.4% ▼ | 42.5% ★ | 39.8% |
| UnitedHealthcare | 27.6% ▼ | 20.1% | 14.0% ★ | 25.9% ▼ | 20.1% | 14.1% ★ | 30.8% ▼ | 22.8% | 20.1% ★ | 30.9% ▼ | 25.9% | 21.9% |
| University of Maryland Health Partners | 30.0% | 34.8% | 26.1% | 28.6% | 36.0% | 25.3% | 32.8% | 40.9% | 36.7% | 39.5% | 41.7% | 31.0% |

All significance tests are conducted at the 95% confidence level.

Statistically significant differences between current-year MCO rate and the HealthChoice aggregate rate are marked next to the 2019 rate as ▲ when your current-year rate is higher or ▼ when it is lower.

Statistically significant differences between current-year rate and prior year rates are marked next to the prior year rates as ★ when your current-year rate is higher or ★ when it is lower.

* Question was updated in 2019 and year-to-year comparison should be reviewed with caution.

EXHIBIT 8: SUMMARY RATES OF QUESTIONS THAT CONTRIBUTE TO CUSTOMER SERVICE/PROVIDER RELATIONS COMPOSITE

| | CUSTOMER SERVICE/PROVIDER RELATIONS | | | | | | | | | | | |
|---|--|---------|---------|--|-------|---------|--|---------|---------|--|---------|---------|
| | Process for obtaining member eligibility information | | | Responsiveness and courtesy of the health plan's provider relations/customer service rep | | | Timeliness to answer questions and/or resolve problems | | | Quality of written communications, policy bulletins, and manuals | | |
| | 2019 | 2018 | 2017 | 2019 | 2018 | 2017 | 2019 | 2018 | 2017 | 2019 | 2018 | 2017 |
| HealthChoice Aggregate | 64.3% | 56.3% ★ | 56.9% ★ | 56.1% | 53.6% | 52.8% | 49.9% | 45.8% | 45.1% ★ | 52.0% | 45.0% ★ | 44.3% ★ |
| Aetna Better Health of Maryland | 50.7% ▼ | --- | --- | 44.0% ▼ | --- | --- | 39.7% | --- | --- | 35.6% ▼ | --- | --- |
| AMERIGROUP Community Care | 70.5% | 60.9% ★ | 59.1% ★ | 68.0% ▲ | 59.2% | 48.1% ★ | 55.6% | 50.3% | 41.6% ★ | 60.4% ▲ | 50.3% ★ | 47.1% ★ |
| Jai Medical Systems | 81.6% ▲ | 86.1% | 68.4% | 84.2% ▲ | 86.5% | 59.6% ★ | 83.8% ▲ | 81.1% | 63.6% ★ | 88.9% ▲ | 86.5% | 58.9% ★ |
| Kaiser Permanente | 81.7% ▲ | 86.0% | 77.8% | 79.5% ▲ | 86.2% | 71.4% | 78.1% ▲ | 82.8% | 66.7% | 81.1% ▲ | 86.2% | 85.0% |
| Maryland Physicians Care | 66.3% | 55.7% | 64.3% | 58.2% | 49.6% | 60.8% | 50.3% | 42.5% | 49.8% | 50.0% | 35.1% ★ | 48.9% |
| MedStar Family Choice | 68.0% | 50.0% ★ | 63.5% | 59.6% | 51.8% | 62.9% | 58.4% | 41.2% ★ | 58.0% | 59.2% | 41.5% ★ | 51.8% |
| Priority Partners | 59.6% | 56.2% | 53.9% | 46.9% ▼ | 53.9% | 50.3% | 38.7% ▼ | 47.4% | 43.6% | 42.5% ▼ | 42.9% | 43.0% |
| UnitedHealthcare | 59.4% | 42.3% ★ | 43.9% ★ | 41.1% ▼ | 35.0% | 39.3% | 36.1% ▼ | 27.0% ★ | 26.9% ★ | 39.7% ▼ | 31.6% | 24.5% ★ |
| University of Maryland Health Partners | 50.7% ▼ | 58.5% | 50.0% | 52.1% | 60.4% | 53.5% | 54.8% | 52.3% | 50.0% | 47.8% | 44.2% | 45.8% |

All significance tests are conducted at the 95% confidence level.

Statistically significant differences between current-year MCO rate and the HealthChoice aggregate rate are marked next to the 2019 rate as ▲ when your current-year rate is higher or ▼ when it is lower.

Statistically significant differences between current-year rate and prior year rates are marked next to the prior year rates as ★ when your current-year rate is higher or ★ when it is lower.

EXHIBIT 9: SUMMARY RATES OF QUESTIONS THAT CONTRIBUTE TO CUSTOMER SERVICE/PROVIDER RELATIONS COMPOSITE

| | CUSTOMER SERVICE/PROVIDER RELATIONS | | | | | | | | | | | |
|---|--|---------|---------|-------------------------------------|---------|---------|--|-------|---------|--|---------|---------|
| | Accuracy and accessibility of the drug formulary and formulary updates | | | Ease of using the telephone system* | | | Overall, how would you rate Customer Service Provider Relations? | | | Adequacy of the number of specialists in the specified MCO specialist network* | | |
| | 2019 | 2018 | 2017 | 2019 | 2018 | 2017 | 2019 | 2018 | 2017 | 2019 | 2018 | 2017 |
| HealthChoice Aggregate | 48.7% | 43.2% ★ | 36.8% ★ | 49.3% | 42.2% ★ | 38.6% ★ | 52.7% | 49.3% | 48.7% | 39.7% | 36.9% | 31.4% ★ |
| Aetna Better Health of Maryland | 39.1% | --- | --- | 45.1% | --- | --- | 46.7% | --- | --- | 22.2% ▼ | --- | --- |
| AMERIGROUP Community Care | 55.9% | 41.2% ★ | 37.6% ★ | 55.5% | 47.5% | 35.5% ★ | 60.6% ▲ | 55.1% | 45.1% ★ | 41.3% | 35.9% | 24.4% ★ |
| Jai Medical Systems | 83.8% ▲ | 83.8% | 52.9% ★ | 81.6% ▲ | 80.6% | 55.6% ★ | 81.6% ▲ | 86.1% | 58.6% ★ | 86.1% ▲ | 81.1% | 55.6% ★ |
| Kaiser Permanente | 85.1% ▲ | 94.8% | 72.7% | 73.6% ▲ | 72.4% | 68.2% | 80.8% ▲ | 87.9% | 77.3% | 80.5% ▲ | 93.0% ★ | 72.7% |
| Maryland Physicians Care | 47.8% | 42.2% | 36.4% ★ | 44.4% | 36.6% | 45.2% | 51.2% | 44.8% | 53.6% | 36.6% | 30.1% | 36.2% |
| MedStar Family Choice | 55.0% | 43.4% | 50.0% | 64.7% ▲ | 45.8% ★ | 50.9% ★ | 58.4% | 50.0% | 59.6% | 45.5% | 38.6% | 31.0% ★ |
| Priority Partners | 40.2% ▼ | 41.0% | 39.9% | 40.1% ▼ | 41.9% | 36.2% | 43.2% ▼ | 48.2% | 51.6% | 31.6% ▼ | 34.1% | 37.8% |
| UnitedHealthcare | 32.9% ▼ | 27.6% | 18.5% ★ | 34.1% ▼ | 25.0% ★ | 19.0% ★ | 38.4% ▼ | 30.2% | 30.8% | 27.7% ▼ | 20.8% | 15.5% ★ |
| University of Maryland Health Partners | 40.8% | 43.4% | 33.7% | 51.4% | 44.8% | 42.1% | 54.1% | 54.9% | 48.5% | 38.2% | 40.9% | 29.8% |

All significance tests are conducted at the 95% confidence level.

Statistically significant differences between current-year MCO rate and the HealthChoice aggregate rate are marked next to the 2019 rate as ▲ when your current-year rate is higher or ▼ when it is lower.

Statistically significant differences between current-year rate and prior year rates are marked next to the prior year rates as ★ when your current-year rate is higher or ★ when it is lower.

* Question was updated in 2019 and year-to-year comparison should be reviewed with caution.

Loyalty Analysis

Physician loyalty analysis is performed by examining responses to the following questions:

- Q19. What is your overall satisfaction with *Specified MCO*?
- Q20. Would you recommend *Specified MCO* to patients?
- Q21. Would you recommend *Specified MCO* to other physicians?

All physicians used in this analysis provided a valid response to all 3 questions.

A physician is considered **loyal** if they provided the following 3 combinations of responses:

| | Overall Satisfaction with Specified MCO (Q19) | Would Recommend Specified HealthChoice MCO to Patients (Q20) | Would Recommend Specified HealthChoice MCO to Other Physicians (Q21) |
|---|---|--|--|
| 1 | Very Satisfied | Definitely Yes | Definitely Yes |
| 2 | Very Satisfied | Definitely Yes | Probably Yes |
| 3 | Very Satisfied | Probably Yes | Definitely Yes |

A physician is considered **not loyal** if they provided the following 3 combinations of responses:

| | Overall Satisfaction with Specified MCO (Q19) | Would Recommend Specified HealthChoice MCO to Patients (Q20) | Would Recommend Specified HealthChoice MCO to Other Physicians (Q21) |
|---|---|--|--|
| 1 | Very Dissatisfied | Definitely Not | Definitely Not |
| 2 | Very Dissatisfied | Definitely Not | Probably Not |
| 3 | Very Dissatisfied | Probably Not | Definitely Not |

All other response combinations are categorized as **indifferent**.

Scores are calculated as proportion of respondents selecting the response option combinations described above.

EXHIBIT 10: LOYALTY ANALYSIS RESULTS

| | Loyal | | | Indifferent | | | Not Loyal | | |
|---|-------|---------|---------|-------------|---------|---------|-----------|------|------|
| | 2019 | 2018 | 2017 | 2019 | 2018 | 2017 | 2019 | 2018 | 2017 |
| HealthChoice Aggregate | 38.8% | 33.3% ★ | 33.7% ★ | 59.2% | 64.3% ★ | 63.5% ★ | 2.0% | 2.5% | 2.9% |
| Aetna Better Health of Maryland | 35.1% | -- | -- | 59.5% | -- | -- | 5.4% | -- | -- |
| AMERIGROUP Community Care | 39.9% | 30.1% ★ | 27.9% ★ | 59.6% | 68.4% | 68.8% | 0.4% | 1.6% | 3.2% |
| Jai Medical Systems | 86.1% | 76.9% | 50.9% ★ | 13.9% | 23.1% | 43.6% ★ | 0.0% | 0.0% | 0.0% |
| Kaiser Permanente | 66.7% | 61.8% | 59.1% | 30.8% | 38.2% | 36.4% | 2.6% | 0.0% | 4.5% |
| Maryland Physicians Care | 35.2% | 31.4% | 44.6% | 64.2% | 67.6% | 54.1% ★ | 0.6% | 1.0% | 1.3% |
| MedStar Family Choice | 42.6% | 32.5% | 41.4% | 57.4% | 65.0% | 58.6% | 0.0% | 0.0% | 0.0% |
| Priority Partners | 33.5% | 36.4% | 29.2% | 64.4% | 63.1% | 69.1% | 2.1% | 0.5% | 1.7% |
| UnitedHealthcare | 26.1% | 13.3% ★ | 13.8% ★ | 68.6% | 79.0% ★ | 78.7% ★ | 5.3% | 7.6% | 7.4% |
| University of Maryland Health Partners | 37.8% | 47.5% | 38.6% | 62.2% | 51.3% | 60.4% | 0.0% | 0.0% | 0.0% |

** All statistical tests are conducted at the 95% confidence level.

Statistically significant differences between current-year rate and prior year rates are marked next to the prior year rates as ★ when the current-year rate is higher or ★ when it is lower.

Correlation Analysis

Correlation analysis is a tool for identifying program attributes that are strengths and attributes in need of improvement. The attribute importance (correlation) and attribute performance (score) are plotted in a graph and the graph is divided into four quadrants to identify the attributes that are strengths and attributes that are in need of improvement. The four quadrants are:

- LEVERAGE (high importance, high performance);
- MAINTAIN (low importance, high performance);
- MONITOR (low importance, low performance);
- IMPROVE (high importance, low performance)

Correlation analysis was performed for *overall satisfaction with specified MCO* question.

Data Analysis and Conclusions

4 attributes were identified in the IMPROVE quadrant and 5 attributes were identified in the LEVERAGE quadrant for overall satisfaction with specified MCOs at the aggregate level.

ATTRIBUTES IN THE IMPROVE AND MAINTAIN QUADRANT FOR OVERALL SATISFACTION WITH SPECIFIED MCOS

| IMPROVE | LEVERAGE |
|--|---|
| <ul style="list-style-type: none"> • Timeliness of adjustment/appeal claims processing • Provider relations/customer service responsiveness and courtesy • Quality of written communications, policy bulletins, and manuals • Accuracy and accessibility of drug formulary and formulary updates | <ul style="list-style-type: none"> • Accuracy of claims processing • Timeliness of initial processing • Process for obtaining member eligibility information • Timeliness to answer questions and/or resolve problems • Ease of using the telephone system |

Glossary of Terms

| | |
|---|---|
| Attributes | Areas of MCO performance and PCP experience assessed with the PCP Satisfaction survey. |
| Confidence Level | A confidence level is associated with tests of statistical significance of observed differences in survey scores. It is expressed as a percentage and represents how often the observed difference (e.g., between the plan's current-year rate and the relevant benchmark rate) is real and not simply due to chance. A 95% confidence level associated with a statistical test means that if repeated samples were surveyed, in 95 out of 100 samples the observed measure score would be truly different from the comparison score. |
| Correlation | A degree of association between two variables or attributes, typically measured by the <i>Pearson correlation coefficient</i> . The coefficient value of 1 indicates a strong positive relationship; -1 indicates a strong negative relationship; zero indicates no relationship at all. |
| Denominator (<i>N</i> , or Usable Responses) | Number of valid (appropriately answered) responses available to calculate a measure result. Examples of inappropriately answered questions include ambiguously marked answers, multiple marks when a single answer choice is expected, and responses that violate survey skip patterns. The denominator for an individual question is the total number of valid responses to that question. The denominator for a composite is the average number of responses across all questions in the composite. |
| Disposition | The final status given to a PCP record in the survey sample at the end of the study (e.g., completed survey, refusal, non-response, etc.). See <i>Response Rate</i> . |
| Quadrant Map | Scatter plot graph of attribute importance and performance that is divided into four rectangular areas or quadrants. The four quadrants are defined as follows: 1. LEVERAGE (high importance, high performance); 2. MAINTAIN (low importance, high performance); 3. MONITOR (low importance, low performance); 4. IMPROVE (high importance, low performance). |
| Question Summary Rate | Question Summary Rates (QSRs) express the proportion of respondents selecting the response option(s) of interest (typically representing the most favorable outcome(s) from a given question on the survey). Many survey items use a <i>Never, Sometimes, Usually, or Always</i> response scale, with <i>Always</i> being the most favorable outcome. Results are typically reported as the proportion of PCPs selecting <i>Usually</i> or <i>Always</i> . |

Response Rate

Survey response rate is calculated using the following formula:

$$\text{Response Rate} = \frac{\text{Complete and Eligible Surveys}}{[\text{Complete and Eligible} + \text{Incomplete (but Eligible)} + \text{Refusal} + \text{Nonresponse after maximum attempts} + \text{Added to Do Not Call (DNC) List}]}$$

Sample size

Number of PCPs selected for the survey.

Statistically
Significant
Difference

When survey results are calculated based on sample data and compared to a benchmark score (e.g., the NCQA National Average rate, the CSS Book-of-Business average, or the plan's own prior-year rate), the question is whether the observed difference is real or due to chance. A difference is said to be statistically significant at a given confidence level (e.g., 95%) if it has a 95% chance of being true.