

# 2012 Provider Satisfaction Report



The  
**Myers**  
Group

## Louisiana Healthcare Connections

Project Number: 912461

## Table of Contents

<b>1.</b>	<b>EXECUTIVE SUMMARY .....</b>	<b>1-1</b>
<b>2.</b>	<b>PROJECT OVERVIEW .....</b>	<b>2-1</b>
	BACKGROUND.....	2-1
	SAMPLING METHODOLOGY .....	2-2
	RESPONSE RATE .....	2-2
	SAMPLING ERROR.....	2-4
	RELIABILITY .....	2-4
	PROVIDER PROFILE.....	2-5
	<i>Charts 2A – 2C</i> .....	2-5
<b>3.</b>	<b>SUMMARY RATE COMPARISON .....</b>	<b>3-1</b>
	<i>Chart 3A</i> .....	3-1
<b>4.</b>	<b>BENCHMARK COMPARISON .....</b>	<b>4-1</b>
	<i>Charts 4A – 4F</i> .....	4-2
<b>5.</b>	<b>QUESTION SUMMARIES.....</b>	<b>5-1</b>
	<i>Charts 5A – 5I</i> .....	5-1
<b>6.</b>	<b>MEAN SCORE ANALYSIS.....</b>	<b>6-1</b>
	<i>Chart 6A</i> .....	6-1
<b>7.</b>	<b>SEGMENTATION ANALYSIS .....</b>	<b>7-1</b>
	<i>Charts 7A – 7F</i> .....	7-1
<b>8.</b>	<b>STATISTICAL ANALYSIS.....</b>	<b>8-1</b>
	CORRELATION ANALYSIS .....	8-1
	<i>Chart 8A</i> .....	8-2
	OPPORTUNITY ANALYSIS .....	8-3
	<i>Chart 8B</i> .....	8-5
<b>9.</b>	<b>LOYALTY ANALYSIS .....</b>	<b>9-1</b>
	<i>Chart 9A</i> .....	9-1
<b>10.</b>	<b>TECHNICAL NOTES .....</b>	<b>10-1</b>
<b>11.</b>	<b>LOUISIANA HEALTHCARE CONNECTIONS SURVEY TOOL .....</b>	<b>11-1</b>
<b>12.</b>	<b>COMMENTS .....</b>	<b>12-1</b>
<b>13.</b>	<b>GLOSSARY OF TERMS.....</b>	<b>13-1</b>
<b>14.</b>	<b>BANNER TABLES.....</b>	<b>14-1</b>

## 1. Executive Summary

The Myers Group (TMG), a National Committee for Quality Assurance (NCQA) Certified Survey Vendor, was selected by Louisiana Healthcare Connections to conduct its 2012 Provider Satisfaction Survey. Information obtained from these surveys allows plans to measure how well they are meeting their providers' expectations and needs. Based on the data collected, this report summarizes the results and assists in identifying plan strengths and opportunities.

TMG followed a one-wave mail with Internet option<sup>1</sup> and phone follow-up survey methodology to administer the Provider Satisfaction Survey from October through December 2012. A total of 233 surveys were completed (65 mail surveys, 12 Internet surveys, and 156 phone surveys), yielding a response rate of 5.9% for the mail and Internet data collection component and 30.2% for the phone data collection component. Please refer to the *Project Overview* (Section 2) for further detail on the calculation of response rates.

The chart below presents 2012 Summary Rates<sup>2</sup> for Louisiana Healthcare Connections' composites and overall satisfaction attributes. In the survey, respondents were asked to rate Louisiana Healthcare Connections and all other Bayou health plans. A comparison between these scores is displayed in the chart below. In addition, results from the 2011 TMG Medicaid Book of Business Benchmark<sup>3</sup> are also provided for comparison.

Composites/Attributes	Summary Rate Definition	2012 Summary Rates		2011 TMG Medicaid B.o.B. Summary Rate
		Louisiana	All other Bayou Plans	
Call Center/Provider Services Staff	Excellent or Very good	45.3%	34.0%	NA
Provider Relations		39.9%	30.2%	38.3%
Continuity/Coordination of Care		37.7%	32.8%	36.8%
Network		31.0%	25.1%	28.0%
Utilization & Quality Management		33.7%	27.5%	NA
Finance		37.2%	29.8%	29.1%
<b>Overall Satisfaction and Loyalty</b>		<b>73.7%</b>	<b>NA</b>	<b>80.4%</b>
Recommend to other practices	Definitely or Probably Yes	78.4%	NA	83.3%
Recommend to other patients		74.8%	NA	83.3%
<b>Overall satisfaction</b>	<b>Very/Smwt Satisfied</b>	<b>68.0%</b>	<b>67.6%</b>	<b>74.4%</b>

<sup>1</sup> A letter accompanied the mail survey that provided a web address by which the respondent could complete the survey online.

<sup>2</sup> The Summary Rate is the percentage of respondents giving the most favorable response(s). The response options that make up the Summary Rate are shown in the column labeled, "Summary Rate Definition."

<sup>3</sup> The 2011 TMG Medicaid Book of Business is a benchmark containing data from all eligible Provider Satisfaction Surveys for which TMG collected data in 2011. The benchmark is comprised of Primary Care Physicians, Specialists, and Behavioral Health Clinicians and includes data from 57 plans encompassing 19,710 respondents.

## Presentation of Results

- Summary Rate is the proportion of respondents who selected the most positive response options (“Excellent” or “Very good;” “Yes;” “Definitely yes” or “Probably yes;” and “Very satisfied” or “Somewhat satisfied”) for the attribute.
- Attributes are the individual questions that focus on specific characteristics of the health plan.
- Composites are calculated by taking the average of the Summary Rates of the attributes in the specified section.
- All other Bayou Plans comparison allows providers to rate Louisiana Healthcare Connections versus all other Bayou health plans in the market.
- 2011 TMG Medicaid Book of Business is a benchmark containing data from all eligible provider satisfaction surveys for which TMG collected data in 2011. The benchmark is comprised of Primary Care Physicians, Specialists, and Behavioral Health Clinicians and includes data from 57 plans encompassing 19,710 respondents.

## **2012 Provider Satisfaction Composites**

### Call Center/Provider Services Staff

This composite measures the process of obtaining member information (eligibility, benefit coverage, co-pay amounts), the helpfulness of Medical Management staff in obtaining specialist referrals for patients in your care, and the helpfulness of Provider Services staff in resolving claims issues.

### Provider Relations

The responsiveness and courtesy of the Provider Relations representative and their timeliness to answer questions and/or resolve problems are addressed in this composite. Respondents also evaluate the quality of the provider orientation process, of provider educational meetings/in-services, and of written communications, policy bulletins, and manuals. Finally, the distribution of information regarding Quality Improvement initiatives and results is assessed in this section.

### Continuity/Coordination of Care

In this composite, respondents indicate whether they receive feedback/reports from Specialists regarding patients in their care. Respondents are then asked to rate the timeliness and frequency of the feedback/reports from Specialists for patients in their care.

### Network

This composite asks respondents if the specialist and behavioral health networks have an adequate number of high-quality specialists/practitioners to whom they can refer their patients. Respondents also rate whether the health plan takes provider input and recommendations seriously.

### Utilization & Quality Management

In this composite, respondents evaluate the process of obtaining pre-certification/referral/authorization information and the capability to request authorizations by phone, fax, or web portal. The consistency of review decisions, the administration of the PCP's referrals to specialists, and the phone access to Case/Care Managers are also referenced for this composite. Respondents evaluate the extent to which Utilization Management staff share review criteria and reasons for adverse determinations and the health plan's encouragement/support of provider participation in QI activities. Respondents also assess the timeliness of the pre-certification process, the timeliness of the Utilization Management appeals process, and the timeliness of resolution requiring Medical Director intervention. Additionally, the referral process of patients to disease management programs and the facilitation/support of appropriate clinical care for patients are measured in this composite. Finally, respondents evaluate the alternative care and community resource options offered by the Case/Care Manager and the degree to which the plan covers and encourages preventive care and health wellness.

### Finance

This composite addresses the reimbursement rates for provided services, the accuracy and timeliness of claims processing, and the resolution of claims payment problems or disputes.

### Overall Satisfaction and Loyalty

Respondents are asked to rate their overall satisfaction with Louisiana Healthcare Connections and all other Bayou Health Plans in which they participate. They are also asked whether they are likely to recommend Louisiana Healthcare Connections to other physicians and patients. Two open-ended questions allow respondents to comment on what they like best about Louisiana Healthcare Connections, and what could be done to improve the plan.

### ***Noteworthy Findings***

This section identifies significant differences in Summary Rates in comparison to All other Bayou Plans and the 2011 TMG Medicaid Book of Business with respect to composites. Individual attribute analysis can be found in the *Summary Rate Comparison* in Section 3 and the *Benchmark Comparison* in Section 4.

### **Composite Analysis**

Each composite category represents an overall aspect of plan quality and is comprised of questions impacting that specific area of focus. The Louisiana Healthcare Connections Provider Satisfaction Survey includes the following composite categories:

- ✓ Call Center/Provider Services Staff
- ✓ Provider Relations
- ✓ Continuity/Coordination of Care
- ✓ Network
- ✓ Utilization & Quality Management
- ✓ Finance
- ✓ Overall Satisfaction and Loyalty

The table on the following page shows whether there are any significant differences between Louisiana Healthcare Connections' current results versus all other Bayou Plans and the 2011 TMG Medicaid Book of Business. The percentile (25<sup>th</sup>, 50<sup>th</sup>, 75<sup>th</sup>, 90<sup>th</sup>) that the composite *exceeds* when compared to the 2011 TMG Medicaid Book of Business is also provided.<sup>4</sup> The final column shows how many attributes within the composite are highly correlated with overall satisfaction.<sup>5</sup> An explanation of your results by each composite is also provided on the following page.

---

<sup>4</sup> For example, if the percentile threshold shown is "25th," then the composite Summary Rate falls between the 25th and 50th percentile when compared to the 2011 TMG Book of Business.

<sup>5</sup> Attributes highly correlated with satisfaction are explained in more detail in the subsequent sections of the *Executive Summary* and in Section 8.

Composites	Significance Testing <sup>6</sup>		Percentile Threshold	Highly Correlated Attributes
	All other Bayou Plans	TMG Medicaid BOB <sup>7</sup>	Medicaid BOB	
Call Center/Provider Services Staff	Sig. higher	NA	NA	2
Provider Relations	Sig. higher	Not sig.	50th	0
Continuity/Coordination of Care	Not sig.	Not sig.	50th	0
Network	Not sig.	Not sig.	50th	1
Utilization & Quality Management	Not sig.	NA	NA	6
Finance	Not sig.	Sig. higher	+75th	1
Overall Satisfaction and Loyalty	NA	Sig. lower	<25th	NA

- ✓ When compared to all other Bayou Plans, the 2012 Louisiana Healthcare Connections *Call Center/Provider Services Staff* and *Provider Relations* composite Summary Rate Scores are significantly higher. All remaining comparable composites are not significantly different.
- ✓ The *Finance* composite Summary Rate Score is significantly higher when compared to the 2011 TMG Medicaid Book of Business benchmark, while the *Overall Satisfaction and Loyalty* composite Summary Rate Score is significantly lower than the 2011 TMG Medicaid Book of Business benchmark. The remaining comparable composites are not significantly different than the benchmark. The *Finance* composite ranks above the 75th percentile, while the *Overall Satisfaction and Loyalty* composite falls below the 25th percentile when compared to the 2011 TMG Medicaid Book of Business. The remaining composites (*Provider Relations*, *Continuity/Coordination of Care*, and *Network*) rank between the 50th and 75th percentiles of the 2011 TMG Medicaid Book of Business.
- ✓ Among the ten attributes highly correlated with overall satisfaction, six fall within the *Utilization & Quality Management* composite, indicating that this area could be of importance to your providers. The remaining attributes fall within the *Call Center/Provider Services Staff*, *Network*, and *Finance Issues* composites.

<sup>6</sup> Significance testing determines if an observed difference is too large to have occurred by chance alone. An “NA” signifies that at least one attribute within the composite is not comparable to current results.

<sup>7</sup> The 2011 TMG Medicaid Book of Business is a benchmark containing data from all eligible Provider Satisfaction Surveys for which TMG collected data in 2011. The benchmark is comprised of Primary Care Physicians, Specialists, and Behavioral Health Clinicians and includes data from 57 plans encompassing 19,710 respondents.

### **Loyalty Analysis**

Provider loyalty develops when the health plan consistently meets or exceeds the expectations of its providers. A loyal provider is very satisfied with the plan and is willing to recommend the plan to other physicians and patients. A provider in the defection zone is very dissatisfied with the plan and is not willing to recommend the plan to other physicians and patients. All other providers who do not fall into either the loyal or defection categories are considered indifferent. The table below shows the proportion of Louisiana Healthcare Connections' providers included in the *Loyal*, *Indifferent*, and *Defection* categories.

Zone	2012	2011 TMG B.o.B	Significance Testing
			B.o.B vs. 2012
Loyal	32.3%	30.2%	Not sig.
Indifferent	59.4%	66.5%	Not sig.
Defection	8.4%	3.3%	Sig. higher

### **Correlations with Overall Satisfaction**

The provider's overall satisfaction with the plan (Q36) is an important measure of how well the plan is meeting the needs and expectations of the provider network. Thus, the collection and review of data related to the provider's rating of Louisiana Healthcare Connections could provide your plan with the fundamental information needed to help maintain or even improve the overall caliber of your plan.

Not all plan services impact providers' overall rating of the plan to the same degree. A correlation analysis was run to determine which attributes have the strongest relationship with overall rating of the plan (Q36). The correlation analysis produces the Pearson Correlation Coefficient, which illustrates the strength of the relationship between each attribute and overall satisfaction for your health plan. A correlation coefficient of 1 represents the strongest correlation (a perfect positive relationship), while a coefficient of 0 represents the weakest correlation (no relationship). As the correlation coefficient increases, so also does the strength of the relationship.

Based on how your plan's attributes compare to the 2011 TMG Medicaid Book of Business, TMG provides an opportunity analysis, which identifies these highly correlated attributes as *strengths*, *opportunities*, or *areas to monitor* for use in developing your action plan.

**Strengths (Market & Maintain)**

The following plan service areas are highly correlated with overall satisfaction among respondents. When compared to the 2011 TMG Medicaid Book of Business, your Summary Rates for the following attributes are at or above the 75<sup>th</sup> percentile. Therefore, these attributes are considered strengths of your plan. Attributes are listed in descending order of correlation coefficient.

Attribute	Correlation Coefficient
Q22. Timeliness of resolution requiring Medical Director intervention.	0.719
Q23. Encouragement/support of provider participation in QI activities.	0.712
Q15. Provider input and recommendations are taken seriously.	0.709
Q33. Resolution of claims payment problems or disputes.	0.705

**Opportunities (Investigate & Improve)**

Among the sample of providers surveyed, no attributes are identified that are highly correlated with overall satisfaction and also fall below the 25<sup>th</sup> percentile when compared to the 2011 TMG Medicaid Book of Business.

**Areas to Monitor**

The following plan service areas are also highly correlated with overall satisfaction among respondents. When compared to the 2011 TMG Medicaid Book of Business, your Summary Rates for the following attributes are between the 25<sup>th</sup> and 75<sup>th</sup> percentiles. While these service areas are neither strengths nor opportunities, they are nonetheless areas of great importance to providers. Therefore, they should be monitored, as they may become strengths or opportunities in the future depending on the plan's success in these areas. Attributes that do not have a comparable benchmark in the 2011 TMG Medicaid Book of Business are also included in this section. Attributes are listed in descending order of correlation coefficient.

Attribute	Correlation Coefficient
Q21. Timeliness of UM appeals process.	0.774
Q2. Helpfulness of Medical Management staff in obtaining specialist referrals for patients in your care.	0.745
Q3. Helpfulness of Provider Services staff in resolving claims issues.	0.738
Q27. Alternative care and community resource options offered by the Case/Care Manager to your patients.	0.726
Q19. Extent to which UM staff share review criteria and reasons for adverse determinations.	0.717
Q25. Facilitation/support of appropriate clinical care for patients.	0.705

### ***Demographics***

The Louisiana Healthcare Connections Provider Satisfaction Survey includes the following demographic categories:

- ✓ Area of Practice (QA)
- ✓ Physicians in Practice (QB)
- ✓ Years in Practice (QC)
- ✓ Portion of Managed Care Volume Represented by Louisiana Healthcare Connections (QD)
- ✓ 24-Hour Availability (QE)
- ✓ Survey Respondent (QF)

Through years of experience and analysis of the 2011 TMG Medicaid Book of Business, TMG has observed that the demographics of a response group may affect satisfaction results. The summary below details the demographic categories that vary significantly when compared to the 2011 TMG Medicaid Book of Business.

- ✓ Benchmark
  - Area of Practice (QA), Physicians in Practice (QB), Years in Practice (QC), Portion of Managed Care Volume Represented by Louisiana Healthcare Connections (QD), 24-Hour Availability (QE), and Survey Respondent (QF) are significantly different when compared to the demographic categories of the 2011 TMG Medicaid Book of Business.<sup>8</sup>

---

<sup>8</sup> Note – Not all demographic categories are comparable to the 2011 TMG Medicaid Book of Business due to the customization of individual health plan survey tools.

## **2. Project Overview**

Your Account Executive for this project is Steve Brightwell (770-978-3173 ext. 1353), and your Project Manager is Melisa Bradica (770-978-3173 ext. 1335). Should you have any questions or comments regarding any aspect of the survey or reporting process, please feel free to call either your Account Executive or your Project Manager. Additionally, Joy Jones, Manager, Project Management, is available to address questions at 770-978-3173, ext. 1319.

### ***Background***

TMG was selected by Louisiana Healthcare Connections to conduct its 2012 Provider Satisfaction Survey. NCQA Standard UM 11 (satisfaction with the Utilization Management Process) currently directs that at least annually, managed care organizations gather information regarding provider satisfaction with the UM process. The 2012 TMG Provider Satisfaction Survey supports this requirement.

The Provider Satisfaction Survey targets providers to measure their satisfaction with Louisiana Healthcare Connections. For comparison purposes, results are presented by Summary Rates. The Summary Rate is the sum of the proportion of respondents who selected the most positive response options (“Excellent” or “Very good;” “Yes;” “Definitely yes” or “Probably yes;” and “Very satisfied” or “Somewhat satisfied”) for the attribute. The composite scores are calculated by taking the average Summary Rates of the attributes in the specified section. The following composites are included in the Louisiana Healthcare Connections survey:

- ✓ Call Center/Provider Services Staff
- ✓ Provider Relations
- ✓ Continuity/Coordination of Care
- ✓ Network
- ✓ Utilization & Quality Management
- ✓ Finance
- ✓ Overall Satisfaction and Loyalty

Throughout the report, comparisons are made between the rating of Louisiana Healthcare Connections versus All other Bayou Plans and the 2011 TMG Medicaid Book of Business. A description of the comparisons is provided below.

### **All other Bayou Plans**

Most questions on the survey tool include two parts; the first asks respondents to rate Louisiana Healthcare Connections, while the second asks participants to rate all other Bayou health plans in the market. A comparison between the ratings for Louisiana Healthcare Connections and ratings for All other Bayou Plans is shown in the *Summary Rate Comparison* (Section 3) and in the *Question Summaries* (Section 5).

### **2011 TMG Medicaid Book of Business**

The 2011 TMG Medicaid Book of Business is a benchmark containing data from all eligible Provider Satisfaction Surveys for which TMG collected data in 2011. The Medicaid benchmark includes data from 57 plans encompassing 19,710 respondents and is comprised of Primary Care Physicians, Specialists, and Behavioral Health

Clinicians. This benchmark is calculated on the plan level, meaning the Summary Rate from the 57 plans is averaged to calculate the benchmark. Where available, comparisons of Louisiana Healthcare Connections Summary Rates are shown alongside the 2011 TMG Medicaid Book of Business Summary Rates and Summary Rate percentiles. Comparisons are also shown between Louisiana Healthcare Connections Mean Scores and the 2011 TMG Medicaid Book of Business Mean Scores and Mean Score percentiles.

**Sampling Methodology**

Centene provided TMG with a database consisting of 35,150 providers, of which 3,698 were eligible for inclusion in the sample based on the plan code, specialty, and provider type criteria provided by Louisiana Healthcare Connections. TMG then cleaned the database by removing duplicate providers from the database according to the provider's National Provider ID. As a result, a sample of 1,350 providers was pulled according to the stratification instructions given by Louisiana Healthcare Connections. The sample was stratified according to Provider Type to include approximately 83% of PCPs and 17% of Specialists as outlined in the table below. Furthermore, the sample was capped so that no more than ten providers from each address were included.

PROVIDER TYPE	RAW DATABASE	FINAL SAMPLE	SURVEY RESPONDENTS
PCP	1,482	1,120	197
Specialist	2,216	230	36
<b>TOTAL</b>	<b>3,698</b>	<b>1,350</b>	<b>233</b>

**Response Rate**

TMG used a one-wave mail with Internet option and phone follow-up survey methodology to administer the survey to Louisiana Healthcare Connections providers. A total of 233 (65 mail, 12 Internet, and 156 phone) surveys were completed.

The mail survey was distributed to a sample of 1,350 providers. A letter accompanied the mail survey that provided a web address by which the respondent could complete the survey online. A total of 54 surveys were considered ineligible, yielding a response rate of 5.9%. Mail/Internet surveys are considered ineligible if returned for the following reasons: bad address with no forwarding information, provider is deceased, or if the provider no longer participates with the health plan. The chart on the following page shows the number of ineligible mail/Internet surveys for the disposition categories listed.

At the pre-determined date, follow-up phone calls were made to office managers of non-respondent practices by means of the CATI system. As a result, 672 office managers were included in the database for the phone follow-up data collection component. From this sample of office managers, 156 surveys were completed, yielding a response rate of 30.2% after adjusting for ineligible surveys. Phone surveys are considered ineligible if they meet one of the disposition categories listed in the table below.

Survey Methodology	Ineligible Disposition	N
Mail/Internet Component	Bad Address with no forwarding information	54
	Deceased, Not Eligible	0
<b>TOTAL MAIL/INTERNET INELIGIBLE SURVEYS</b>		<b>54</b>

Survey Methodology	Ineligible Disposition	N
Phone Component	Deceased	1
	No Eligible Respondent	38
	Wrong Number	69
	Fax/Pager/Modem/Data Line	10
	Not in Service	0
	Disconnected	22
	Cell Phone	0
	Number Changed	16
<b>TOTAL PHONE INELIGIBLE SURVEYS</b>		<b>156</b>

To calculate the response rate, ineligible surveys are subtracted from the sample size.

$$\frac{\text{Completed surveys}}{\text{Sample size} - \text{Ineligible surveys}} = \text{Response rate}$$

Using the final figures from Louisiana Healthcare Connections' Provider Satisfaction Survey, the numerator and denominator used to compute your response rate are presented below:

**Mail and Internet Component**

$$\frac{65 \text{ (mail) and } 12 \text{ (Internet)}}{1,350 \text{ (sample)} - 54 \text{ (ineligible)}} = 5.9\%$$

**Phone Component**

$$\frac{156 \text{ (phone)}}{672 \text{ (sample)} - 156 \text{ (ineligible)}} = 30.2\%$$

**Sampling Error**

All sample surveys are subject to sampling error; that is the extent to which the results differ from what would be obtained if every eligible provider were surveyed. The size of the sampling error largely depends on the percentage distributions of each question and the number of providers surveyed. For information on how to estimate sampling error based upon your sample size, please see the *Technical Notes*.

**Reliability**

TMG has developed the 2012 Provider Satisfaction Survey utilizing input from several health plans and health industry professionals. The survey has been used for over 250 projects and has been consistently updated with provider feedback over the past ten years. There is currently no publicly reported benchmark available for comparison to the TMG Provider Satisfaction Survey.

The composites consist of questions of similar content, which are grouped together on the survey. Using Cronbach’s alpha as a measure of reliability, the values for each composite were tested on the 2011 TMG Medicaid Book of Business data, which includes 57 plans encompassing 19,710 respondents. The values for each composite are shown below.

Composite <sup>9</sup>	Cronbach’s alpha
Call Center/Member Services	0.882
Provider Relations	0.940
Continuity/Coordination of Care	0.924
Network	0.884
Utilization & Quality Management	0.981
Finance Issues	0.901
Pharmacy and Drug Benefits	0.928
<b>Overall Satisfaction</b>	<b>0.915</b>

Cronbach’s alpha is the most commonly used estimate of reliability of questions in a survey. The alpha coefficient ranges in value from 0 to 1 and measures the extent to which responses acquired at the same time correlate highly with each other. The higher the score, the more reliable the generated scale. The customary benchmark value is that the alpha should be .700 or higher.

*This analysis was conducted on the 2011 TMG Medicaid Book of Business and indicates that the standard 2012 TMG Provider Survey is reliable. The Cronbach’s Alpha value will vary, however, depending on the customization of Louisiana Healthcare Connections’ survey tool.*

<sup>9</sup> The composites shown in the table may not match the composites presented in this report due to differences between Louisiana Healthcare Connections’ survey tool and that of the 2011 TMG Medicaid Book of Business.

### **Provider Profile**

The characteristics of respondents surveyed should be representative of your provider population. The charts beginning on page 2A illustrate the following demographics for your plan:

- Area of Practice (QA)
- Physicians in Practice (QB)
- Years in Practice (QC)
- Portion of Managed Care Volume Represented by Louisiana Healthcare Connections (QD)
- 24-Hour Availability (QE)
- Survey Respondent (QF)

Page 2C provides a comparison to the benchmark data. To help you identify how your plan's population differs from the benchmark data, significant differences are highlighted. Significant differences are determined by a z-test. (See *Technical Notes* for more information on this topic.)

Through years of experience and analysis of our current Book of Business, TMG has observed that the demographics of a response group may have an effect on the overall satisfaction results. The statements below represent generalized results the 2011 TMG Medicaid Book of Business. Attention should be given to general observations, as a higher proportion of these types of respondents could affect Louisiana Healthcare Connections' satisfaction scores.

- ✓ Providers in *smaller* practices give higher ratings of overall satisfaction.
- ✓ Providers with a *higher* percentage of volume represented by the plan give higher ratings of overall satisfaction.
- ✓ Office managers, Nurses, and Other staff members give higher ratings of overall satisfaction.

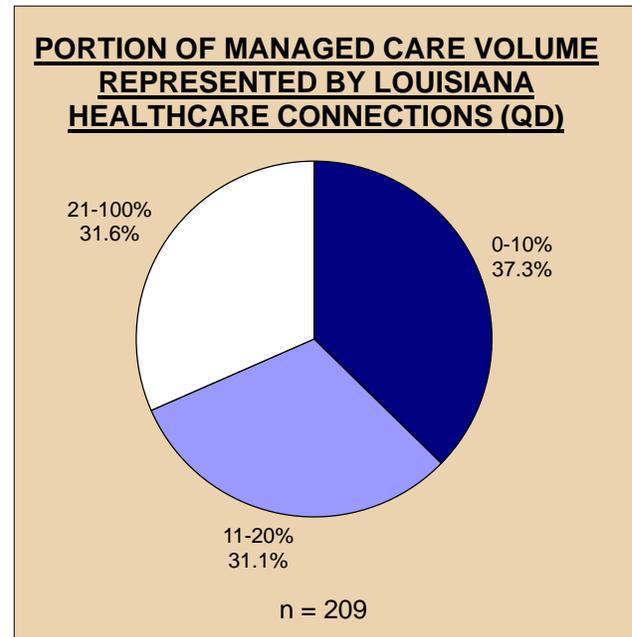
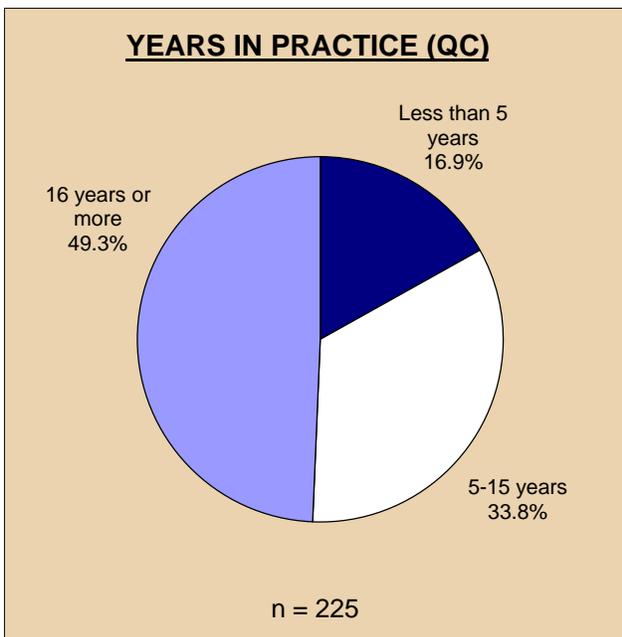
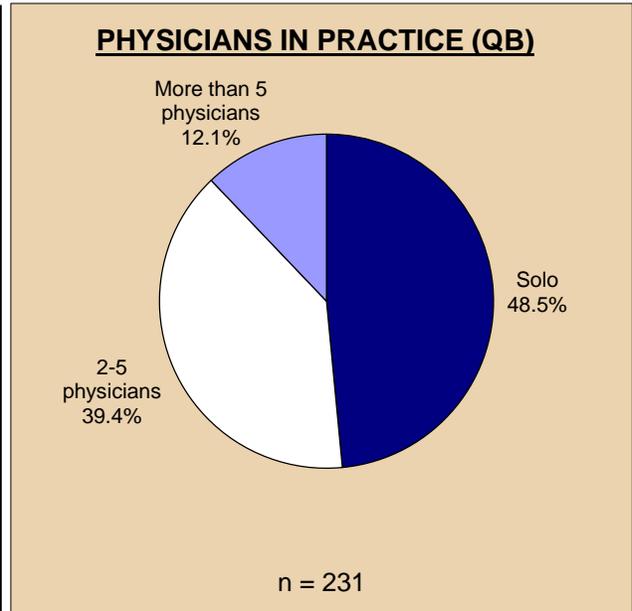
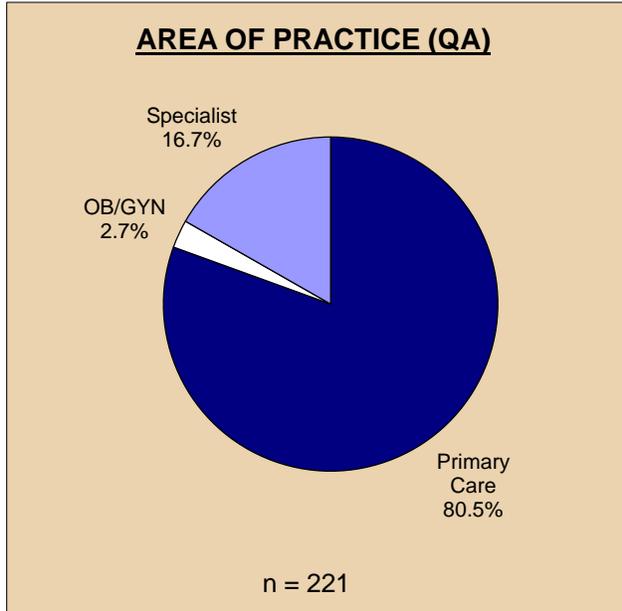
The benchmark comparison on page 2C shows the Overall Satisfaction Summary Rate (Q36) for both Louisiana Healthcare Connections and the 2011 TMG Medicaid Book of Business for each demographic category. A higher proportion of these types of respondents could affect the satisfaction scores. The full detail of demographic results for your plan is shown in the *Segmentation Analysis*.

### **Charts 2A – 2C**

# Profile of Survey Respondents

## Practice Demographics

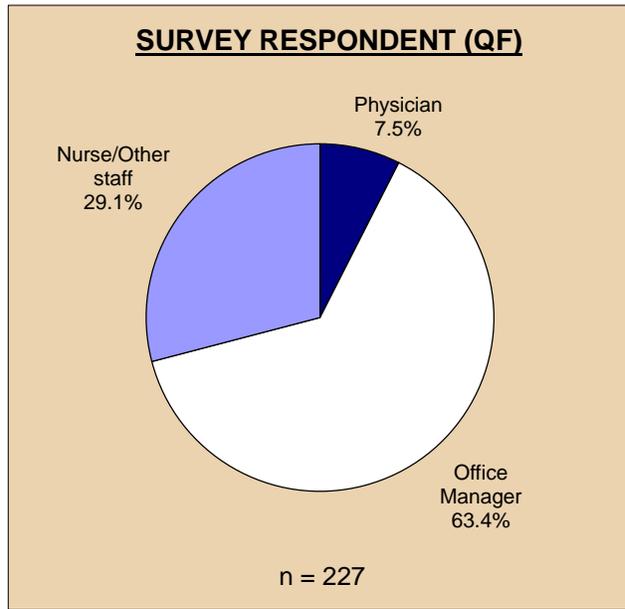
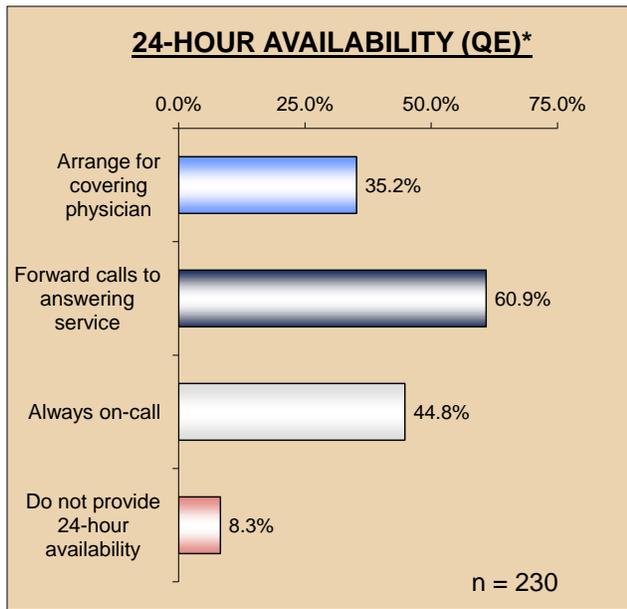
233 Total Respondents



# Profile of Survey Respondents

## Practice Demographics (Continued)

233 Total Respondents



\* The sum of responses for 24-Hour Availability (QE) may be greater than 100% as respondents are able to choose multiple response options.

# Profile of Survey Respondents

## Benchmark Comparisons

233 Total Respondents

Demographic	Category	2012 Louisiana Healthcare Connections		2011 TMG Medicaid Book of Business	Significance Testing*	Overall Satisfaction Summary Rate	
		Valid n	%		Louisiana vs. Medicaid B.o.B.**	Louisiana Healthcare Connections	2011 TMG Medicaid B.o.B.
Area of Practice (QA)	Primary Care	221	80.5%	53.7%	Above	69.1%	74.9%
	OB/GYN		2.7%	NA	NA	40.0%	NA
	Specialist		16.7%	44.3%	Below	71.4%	73.5%
	Behavioral Health		NA	2.1%	NA	NA	80.5%
Physicians in Practice (QB)	Solo	231	48.5%	42.8%	Not Sig.	76.2%	76.8%
	2-5 physicians		39.4%	38.9%	Not Sig.	64.0%	72.8%
	More than 5 physicians		12.1%	18.3%	Below	50.0%	68.8%
Years in Practice (QC)	Less than 5 years	225	16.9%	9.8%	Above	74.1%	72.3%
	5-15 years		33.8%	35.8%	Not Sig.	76.7%	75.0%
	16 years or more		49.3%	54.4%	Not Sig.	60.7%	73.3%
Portion of Managed Care Volume Represented by Louisiana Healthcare Connections (QD)	0-10%	209	37.3%	50.2%	Below	73.8%	68.5%
	11-20%		31.1%	21.5%	Above	63.3%	76.6%
	21-100%		31.6%	28.2%	Not Sig.	69.1%	81.3%
24-Hour Availability (QE)	Arrange for covering physician	230	35.2%	30.8%	Not Sig.	56.7%	69.5%
	Forward calls to answering service		60.9%	53.7%	Above	73.1%	74.2%
	Always on-call		44.8%	48.5%	Not Sig.	72.8%	73.7%
	Do not provide 24-hour availability		8.3%	8.8%	Not Sig.	58.3%	70.1%
Survey Respondent (QF)	Physician	227	7.5%	15.9%	Below	46.7%	65.9%
	Behavioral Health Clinician		NA	3.0%	NA	NA	72.9%
	Office Manager		63.4%	52.6%	Above	73.0%	77.0%
	Nurse/Other staff		29.1%	28.5%	Not Sig.	65.3%	77.0%

\* Significance Testing - "Below" denotes the result that would be found if a hypothesis test were conducted to determine if the percentage is lower. "Above" denotes the result that would be found if a hypothesis test were conducted to determine if the percentage is higher. "Not Sig." denotes that there was insufficient support to conclude that there was a significant difference in percentages. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

\*\* B.o.B. represents the 2011 TMG Medicaid Book of Business Benchmark that consists of Primary Care Physicians, Specialists, and Behavioral Health Clinicians.

Note 1: Please note that the 'OB/GYN' (QA) response option is not included in the 2011 TMG Medicaid Benchmark. Additionally, the 'Behavioral Health' (QA) and 'Behavioral Health Clinician' (QF) response options were not included on the Louisiana Healthcare Connections survey tool. For these reasons, please use caution when making comparisons between Louisiana Healthcare Connections results and the TMG Book of Business Benchmark results.

Note 2: The sum of responses for 24-Hour Availability (QE) may be greater than 100% as respondents are able to choose multiple response options.

**Research on the TMG Book of Business shows:**

- ✓ Providers in smaller practices give higher ratings of overall satisfaction.
- ✓ Providers with a higher percentage of volume represented by the plan give higher ratings of overall satisfaction.
- ✓ Office Managers, Nurses, and other staff members give higher ratings of overall satisfaction.

### 3. Summary Rate Comparison

Results are presented by Summary Rates, which represent the combined percentage of respondents that rated the statement the following:

- “Excellent” or “Very good”
- “Yes”
- “Definitely yes” or “Probably yes”
- “Very satisfied” or “Somewhat satisfied”

The charts and graphs on the following pages provide comparisons of Louisiana Healthcare Connections’ 2012 Summary Rates to the following:

- All other Bayou Plans’ Attributes & Composites

On this page, the Summary Rates are compared to the other set of scores specified. Composite scores are calculated by taking the average Summary Rate of those attributes within each section.

Focus should be given to those attributes and composites that show significant differences in Summary Rates. Significance testing determines if an observed difference is too large to have occurred by chance alone and is provided where applicable. Please see the *Technical Notes* for more information on significance testing.

- **Significant lower** denotes the result that would be found if a hypothesis test were conducted to determine if the percentage is lower.
- **Significant higher** denotes the result that would be found if a hypothesis test were conducted to determine if the percentage is higher.
- **Not significant** denotes that there was insufficient support to conclude that there was a significant difference in percentages.
- **Unable to Test** denotes that there is an insufficient sample size to conduct the statistical test.

#### Chart 3A

# Summary Rate Comparison

## Louisiana Healthcare Connections Compared to All Other Bayou Plans

233 Total Respondents

Composite/Attribute	Louisiana Healthcare Connections		All Other Bayou Plans		Significance Testing***
	Valid n*	2012 SRS**	Valid n*	2012 SRS**	
<b>Call Center/Provider Services Staff</b>		<b>45.3%</b>		<b>34.0%</b>	<b>Sig. higher</b>
Q1. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	219	52.1%	209	37.8%	Sig. higher
Q2. Helpfulness of Medical Management staff in obtaining specialist referrals for patients in your care.	200	40.5%	196	31.1%	Not sig.
Q3. Helpfulness of Provider Services staff in resolving claims issues.	196	43.4%	193	33.2%	Sig. higher
<b>Provider Relations</b>		<b>39.9%</b>		<b>30.2%</b>	<b>Sig. higher</b>
Q4. Responsiveness and courtesy of the health plan's Provider Relations representative.	206	51.5%	200	39.5%	Sig. higher
Q5. Timeliness to answer questions and/or resolve problems.	203	41.9%	199	28.6%	Sig. higher
Q6. Quality of provider orientation process.	198	38.4%	193	30.6%	Not sig.
Q7. Quality of provider educational meetings/in-services.	166	30.1%	166	25.9%	Not sig.
Q8. Quality of written communications, policy bulletins, and manuals.	198	39.4%	195	31.8%	Not sig.
Q9. Distribution of information regarding Quality Improvement initiatives and results.	186	38.2%	182	24.7%	Sig. higher
<b>Continuity/Coordination of Care</b>		<b>37.7%</b>		<b>32.8%</b>	<b>Not sig.</b>
Q11. Timeliness of feedback/reports from Specialists for patients in your care.	169	39.6%	167	32.9%	Not sig.
Q12. Frequency of feedback/reports from Specialists for patients in your care.	162	35.8%	159	32.7%	Not sig.
<b>Network</b>		<b>31.0%</b>		<b>25.1%</b>	<b>Not sig.</b>
Q13. Specialists network has an adequate number of high-quality specialists for patient referrals.	175	32.6%	170	26.5%	Not sig.
Q14. Behavioral health network has an adequate number of high-quality practitioners to whom I can refer my patients.	146	21.9%	142	19.0%	Not sig.
Q15. Provider input and recommendations are taken seriously.	156	38.5%	157	29.9%	Not sig.
<b>Utilization &amp; Quality Management</b>		<b>33.7%</b>		<b>27.5%</b>	<b>Not sig.</b>
Q16. Process of obtaining pre-certification/referral/authorization information.	187	33.7%	181	26.5%	Not sig.
Q17. Timeliness of UM's pre-certification process.	169	31.4%	170	22.9%	Not sig.
Q18. Capability to request authorizations by phone, fax, or web portal.	185	36.2%	180	27.2%	Not sig.
Q19. Extent to which UM staff share review criteria and reasons for adverse determinations.	153	29.4%	149	24.8%	Not sig.
Q20. Consistency of review decisions.	150	32.0%	146	24.7%	Not sig.
Q21. Timeliness of UM appeals process.	128	29.7%	122	23.8%	Not sig.
Q22. Timeliness of resolution requiring Medical Director intervention.	111	33.3%	112	27.7%	Not sig.
Q23. Encouragement/support of provider participation in QI activities.	138	33.3%	136	25.0%	Not sig.
Q24. Administration of the PCP's referrals to a specialist.	160	41.9%	160	36.9%	Not sig.
Q25. Facilitation/support of appropriate clinical care for patients.	158	32.9%	158	28.5%	Not sig.
Q26. Phone access to Case/Care Managers.	151	34.4%	150	28.0%	Not sig.
Q27. Alternative care and community resource options offered by the Case/Care Manager to your patients.	133	30.1%	132	25.8%	Not sig.
Q28. Satisfaction with the referral process of patients to disease management programs.	132	32.6%	130	30.0%	Not sig.
Q29. Degree to which preventive care and health wellness are covered and encouraged.	164	41.5%	163	33.1%	Not sig.
<b>Finance</b>		<b>37.2%</b>		<b>29.8%</b>	<b>Not sig.</b>
Q30. Reimbursement rates for services you provide.	166	33.7%	161	27.3%	Not sig.
Q31. Accuracy of claims processing.	162	40.1%	157	32.5%	Not sig.
Q32. Timeliness of claims processing.	162	39.5%	158	31.6%	Not sig.
Q33. Resolution of claims payment problems or disputes.	147	35.4%	148	27.7%	Not sig.
<b>Overall Satisfaction and Loyalty</b>		<b>73.7%</b>		<b>NA</b>	<b>NA</b>
Q34. Would you recommend Louisiana Healthcare Connections to other providers?	171	78.4%	NA	NA	NA
Q35. Would you recommend Louisiana Healthcare Connections to your patients?	159	74.8%	NA	NA	NA
Q36. What is your overall satisfaction with Louisiana Healthcare Connections?****	181	68.0%	179	67.6%	Not sig.

\* Valid n is the number of respondents who gave a rating for the attribute.

\*\* Summary Rate Scores (SRS) generally represent the most favorable response option(s).

\*\*\* Significance Testing - "Sig. higher" denotes the result that would be found if a hypothesis test were conducted to determine if the percentage is higher. "Sig. lower" denotes the result that would be found if a hypothesis test were conducted to determine if the percentage is lower. "Not sig." denotes that there was insufficient support to conclude that there was a significant difference in percentages. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level. Significance testing of composites should be used with caution as a rough guideline, since the test procedure is approximate.

\*\*\*\* Overall satisfaction with Louisiana is compared to Q37. What is your overall satisfaction with other Bayou Health Plans?

#### **4. Benchmark Comparison**

The charts beginning on page 4A provide a comparison of Louisiana Healthcare Connections' Summary Rates to the 2011 TMG Medicaid Book of Business Summary Rates.

##### **2011 TMG Medicaid Book of Business Comparisons**

The 2011 TMG Medicaid Book of Business is a benchmark containing data from all eligible Medicaid Provider Satisfaction Surveys for which TMG collected data in 2011. This benchmark is calculated on the *plan level*, meaning the Summary Rates from each of the 57 eligible plans (representing 19,710 respondents) were averaged to create the 2011 TMG Medicaid Book of Business. The benchmark is comprised of Primary Care Physicians, Specialists, and Behavioral Health Clinicians.

##### Summary Rates (Page 4A)

The chart on page 4A shows a comparison of Louisiana Healthcare Connections' Summary Rates to the Summary Rates of the 2011 TMG Medicaid Book of Business. Significance testing is also provided.

##### Percentiles (Page 4B)

The chart on page 4B shows a comparison of Louisiana Healthcare Connections' Summary Rates to the Summary Rate Percentiles of the 2011 TMG Medicaid Book of Business percentiles. Attributes at or above the 75<sup>th</sup> percentile are shaded green, attributes at or above the 50<sup>th</sup> percentile but below the 75<sup>th</sup> percentile are shaded yellow, and attributes below the 25<sup>th</sup> percentile are shaded red. Attributes at or above the 25<sup>th</sup> percentile but below the 50<sup>th</sup> percentile and those attributes without a comparable benchmark are not shaded.

##### **2011 TMG Medicaid Respondent-Level Benchmark Comparisons**

The 2011 TMG Medicaid Respondent-Level Benchmark contains the respondent-level data from the 57 Provider Satisfaction Surveys included in 2011 TMG Medicaid Book of Business. The results from this benchmark are segmented by Area of Practice (PCP and Specialist) and Survey Respondent (Physician and Office Manager) and are shown on the *respondent level*, meaning that the Summary Rate is calculated by taking the proportion of respondents who answered favorably to calculate the Summary Rate.

The 2011 TMG Medicaid Respondent-Level Benchmark is shown to analyze how Physician respondents from Louisiana Healthcare Connections compare to Physician benchmark respondents and how Office Manager respondents from Louisiana Healthcare Connections compare to Office Manager benchmark respondents. Additionally, the Respondent-Level Benchmark is shown to analyze how Louisiana Healthcare Connections respondents from the different areas of medicine compare to benchmark respondents in similar areas of medicine.

Summary Rates – Primary Care Area of Practice Respondents Only (Page 4C)

The chart on page 4C illustrates Louisiana Healthcare Connections' Summary Rates from Primary Care area of practice respondents only as defined by Question A, "*Please indicate your practice area*" (response options: Primary Care, OB/GYN, and Specialist) to the Summary Rates of Primary Care area of practice respondents from the 2011 TMG Medicaid Respondent-Level Benchmark.

Summary Rates – Specialist Area of Practice Respondents Only (Page 4D)

The chart on page 4D illustrates Louisiana Healthcare Connections' Summary Rates from Specialist area of practice respondents only as defined by Question A, "*Please indicate your practice area*" (response options: Primary Care, OB/GYN, and Specialist) to the Summary Rates of Specialist area of practice respondents from the 2011 TMG Medicaid Respondent-Level Benchmark.

Summary Rates – Physician Respondents Only (Page 4E)

The chart on page 4E compares Louisiana Healthcare Connections' Summary Rates from Physician respondents only as defined by Question F, "*Please mark who is completing this survey*" (response options: Physician, Office Manager, Nurse, Other staff) to the Summary Rates of Physician respondents from the 2011 TMG Medicaid Respondent-Level Benchmark.

Summary Rates – Office Manager Respondents Only (Page 4F)

The chart on page 4F illustrates Louisiana Healthcare Connections' Summary Rates from Office Manager respondents only as defined by Question F, "*Please mark who is completing this survey*" (response options: Physician, Office Manager, Nurse, Other staff) to the Summary Rates of Office Manager respondents from the 2011 TMG Medicaid Respondent-Level Benchmark.

**Charts 4A – 4F**

# Benchmark Comparison

## 2011 TMG Medicaid Book of Business

233 Total Respondents

Composite/Attribute	2012 Louisiana Healthcare Connections		2011 TMG Medicaid B.o.B. Summary Rate***	Significance Testing****
	Valid n*	SRS**		
<b>Call Center/Provider Services Staff</b>		<b>45.3%</b>	<b>NA</b>	<b>NA</b>
Q1. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	219	52.1%	50.1%	Not sig.
Q2. Helpfulness of Medical Management staff in obtaining specialist referrals for patients in your care.	200	40.5%	38.5%	Not sig.
Q3. Helpfulness of Provider Services staff in resolving claims issues.	196	43.4%	NA	NA
<b>Provider Relations</b>		<b>39.9%</b>	<b>38.3%</b>	<b>Not sig.</b>
Q4. Responsiveness and courtesy of the health plan's Provider Relations representative.	206	51.5%	48.9%	Not sig.
Q5. Timeliness to answer questions and/or resolve problems.	203	41.9%	40.3%	Not sig.
Q6. Quality of provider orientation process.	198	38.4%	36.6%	Not sig.
Q7. Quality of provider educational meetings/inservices.	166	30.1%	31.8%	Not sig.
Q8. Quality of written communications, policy bulletins, and manuals.	198	39.4%	38.1%	Not sig.
Q9. Distribution of information regarding Quality Improvement initiatives and results.	186	38.2%	33.8%	Not sig.
<b>Continuity/Coordination of Care</b>		<b>37.7%</b>	<b>36.8%</b>	<b>Not sig.</b>
Q11. Timeliness of feedback/reports from Specialists for patients in your care.	169	39.6%	37.1%	Not sig.
Q12. Frequency of feedback/reports from Specialists for patients in your care.	162	35.8%	36.6%	Not sig.
<b>Network</b>		<b>31.0%</b>	<b>28.0%</b>	<b>Not sig.</b>
Q13. Specialists network has an adequate number of high-quality specialists for patient referrals.	175	32.6%	29.4%	Not sig.
Q14. Behavioral health network has an adequate number of high-quality practitioners to whom I can refer my patients.	146	21.9%	22.9%	Not sig.
Q15. Provider input and recommendations are taken seriously.	156	38.5%	31.6%	Not sig.
<b>Utilization &amp; Quality Management</b>		<b>33.7%</b>	<b>NA</b>	<b>NA</b>
Q16. Process of obtaining pre-certification/referral/authorization information.	187	33.7%	33.9%	Not sig.
Q17. Timeliness of UM's pre-certification process.	169	31.4%	32.3%	Not sig.
Q18. Capability to request authorizations by phone, fax, or web portal.	185	36.2%	NA	NA
Q19. Extent to which UM staff share review criteria and reasons for adverse determinations.	153	29.4%	28.7%	Not sig.
Q20. Consistency of review decisions.	150	32.0%	28.7%	Not sig.
Q21. Timeliness of UM appeals process.	128	29.7%	25.2%	Not sig.
Q22. Timeliness of resolution requiring Medical Director intervention.	111	33.3%	26.3%	Not sig.
Q23. Encouragement/support of provider participation in QI activities.	138	33.3%	27.6%	Not sig.
Q24. Administration of the PCP's referrals to a specialist.	160	41.9%	31.8%	Sig. higher
Q25. Facilitation/support of appropriate clinical care for patients.	158	32.9%	31.0%	Not sig.
Q26. Phone access to Case/Care Managers.	151	34.4%	31.6%	Not sig.
Q27. Alternative care and community resource options offered by the Case/Care Manager to your patients.	133	30.1%	27.6%	Not sig.
Q28. Satisfaction with the referral process of patients to disease management programs.	132	32.6%	28.9%	Not sig.
Q29. Degree to which preventive care and health wellness are covered and encouraged.	164	41.5%	38.7%	Not sig.
<b>Finance</b>		<b>37.2%</b>	<b>29.1%</b>	<b>Sig. higher</b>
Q30. Reimbursement rates for services you provide.	166	33.7%	20.9%	Sig. higher
Q31. Accuracy of claims processing.	162	40.1%	34.2%	Not sig.
Q32. Timeliness of claims processing.	162	39.5%	34.8%	Not sig.
Q33. Resolution of claims payment problems or disputes.	147	35.4%	26.7%	Sig. higher
<b>Overall Satisfaction and Loyalty*****</b>		<b>73.7%</b>	<b>80.4%</b>	<b>Sig. lower</b>
Q34. Would you recommend Louisiana Healthcare Connections to other providers?	171	78.4%	83.3%	Not sig.
Q35. Would you recommend Louisiana Healthcare Connections to your patients?	159	74.8%	83.3%	Sig. lower
Q36. What is your overall satisfaction with Louisiana Healthcare Connections?	181	68.0%	74.4%	Sig. lower
Q37. What is your overall satisfaction with other Bayou Health Plans?	179	67.6%	80.0%	Sig. lower

\* Valid n is the number of respondents who gave a rating for the attribute.

\*\* Summary Rate Scores (SRS) generally represent the most favorable response option(s).

\*\*\* B.o.B. represents the 2011 TMG Medicaid Book of Business Benchmark which consists of Primary Care Physicians, Specialists, and Behavioral Health Clinicians.

\*\*\*\* Significance Testing - "Sig. higher" denotes the result that would be found if a hypothesis test were conducted to determine if the percentage is higher. "Sig. lower" denotes the result that would be found if a hypothesis test were conducted to determine if the percentage is lower. "Not sig." denotes that there was insufficient support to conclude that there was a significant difference in percentages. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level. Significance testing of composites should be used with caution as a rough guideline, since the test procedure is approximate.

\*\*\*\*\* The Overall Satisfaction and Loyalty composite is the average of those attributes shaded gray. It does NOT include Q37. What is your overall satisfaction with other Bayou Health Plans?

# Benchmark Comparison

## 2011 TMG Medicaid Book of Business Percentiles

233 Total Respondents

Composite/Attribute	2012 Louisiana Summary Rate Score*	2011 TMG Medicaid B.o.B. Summary Rate**	2011 TMG Medicaid B.o.B. Percentiles			
			25th	50th	75th	90th
<b>Call Center/Provider Services Staff</b>	<b>45.3%</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>
Q1. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	52.1%	50.1%	43.4%	49.6%	57.3%	66.0%
Q2. Helpfulness of Medical Management staff in obtaining specialist referrals for patients in your care.	40.5%	38.5%	31.0%	36.8%	46.1%	49.1%
Q3. Helpfulness of Provider Services staff in resolving claims issues.	43.4%	NA	NA	NA	NA	NA
<b>Provider Relations</b>	<b>39.9%</b>	<b>38.3%</b>	<b>32.6%</b>	<b>37.7%</b>	<b>43.4%</b>	<b>48.5%</b>
Q4. Responsiveness and courtesy of the health plan's Provider Relations representative.	51.5%	48.9%	43.5%	47.8%	55.0%	60.4%
Q5. Timeliness to answer questions and/or resolve problems.	41.9%	40.3%	35.2%	39.1%	45.7%	52.2%
Q6. Quality of provider orientation process.	38.4%	36.6%	31.2%	36.3%	43.0%	47.1%
Q7. Quality of provider educational meetings/inservices.	30.1%	31.8%	26.0%	31.4%	37.5%	41.6%
Q8. Quality of written communications, policy bulletins, and manuals.	39.4%	38.1%	31.5%	38.8%	42.2%	48.9%
Q9. Distribution of information regarding Quality Improvement initiatives and results.	38.2%	33.8%	28.7%	32.5%	36.9%	41.0%
<b>Continuity/Coordination of Care</b>	<b>37.7%</b>	<b>36.8%</b>	<b>31.8%</b>	<b>36.1%</b>	<b>39.7%</b>	<b>44.2%</b>
Q11. Timeliness of feedback/reports from Specialists for patients in your care.	39.6%	37.1%	32.2%	37.3%	40.8%	44.4%
Q12. Frequency of feedback/reports from Specialists for patients in your care.	35.8%	36.6%	31.5%	34.9%	38.6%	44.0%
<b>Network</b>	<b>31.0%</b>	<b>28.0%</b>	<b>21.5%</b>	<b>26.8%</b>	<b>33.2%</b>	<b>39.7%</b>
Q13. Specialists network has an adequate number of high-quality specialists for patient referrals.	32.6%	29.4%	22.6%	28.0%	35.2%	46.2%
Q14. Behavioral health network has an adequate number of high-quality practitioners to whom I can refer my patients.	21.9%	22.9%	16.1%	22.2%	27.9%	34.2%
Q15. Provider input and recommendations are taken seriously.	38.5%	31.6%	25.8%	30.1%	36.5%	38.8%
<b>Utilization &amp; Quality Management</b>	<b>33.7%</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>
Q16. Process of obtaining pre-certification/referral/authorization information.	33.7%	33.9%	27.5%	34.2%	38.5%	44.4%
Q17. Timeliness of UM's pre-certification process.	31.4%	32.3%	25.2%	30.8%	35.1%	50.3%
Q18. Capability to request authorizations by phone, fax, or web portal.	36.2%	NA	NA	NA	NA	NA
Q19. Extent to which UM staff share review criteria and reasons for adverse determinations.	29.4%	28.7%	21.4%	27.2%	32.2%	42.5%
Q20. Consistency of review decisions.	32.0%	28.7%	22.7%	28.5%	33.8%	38.4%
Q21. Timeliness of UM appeals process.	29.7%	25.2%	18.7%	24.5%	30.1%	34.1%
Q22. Timeliness of resolution requiring Medical Director intervention.	33.3%	26.3%	19.6%	25.9%	31.8%	33.8%
Q23. Encouragement/support of provider participation in QI activities.	33.3%	27.6%	23.2%	28.6%	31.0%	35.1%
Q24. Administration of the PCP's referrals to a specialist.	41.9%	31.8%	25.2%	29.5%	37.6%	44.1%
Q25. Facilitation/support of appropriate clinical care for patients.	32.9%	31.0%	24.8%	30.3%	36.6%	41.8%
Q26. Phone access to Case/Care Managers.	34.4%	31.6%	25.0%	31.4%	36.4%	45.3%
Q27. Alternative care and community resource options offered by the Case/Care Manager to your patients.	30.1%	27.6%	23.6%	25.6%	32.5%	36.2%
Q28. Satisfaction with the referral process of patients to disease management programs.	32.6%	28.9%	23.5%	27.1%	34.3%	36.2%
Q29. Degree to which preventive care and health wellness are covered and encouraged.	41.5%	38.7%	33.5%	38.4%	41.9%	48.1%
<b>Finance</b>	<b>37.2%</b>	<b>29.1%</b>	<b>22.4%</b>	<b>27.8%</b>	<b>35.0%</b>	<b>41.6%</b>
Q30. Reimbursement rates for services you provide.	33.7%	20.9%	14.6%	18.2%	26.2%	29.7%
Q31. Accuracy of claims processing.	40.1%	34.2%	26.8%	32.4%	42.2%	47.9%
Q32. Timeliness of claims processing.	39.5%	34.8%	27.5%	34.9%	42.1%	48.5%
Q33. Resolution of claims payment problems or disputes.	35.4%	26.7%	20.7%	25.9%	29.6%	40.5%
<b>Overall Satisfaction and Loyalty***</b>	<b>73.7%</b>	<b>80.4%</b>	<b>76.3%</b>	<b>81.6%</b>	<b>85.8%</b>	<b>91.8%</b>
Q34. Would you recommend Louisiana Healthcare Connections to other providers?	78.4%	83.3%	79.6%	84.7%	88.6%	94.4%
Q35. Would you recommend Louisiana Healthcare Connections to your patients?	74.8%	83.3%	80.8%	84.4%	88.2%	93.6%
Q36. What is your overall satisfaction with Louisiana Healthcare Connections?	68.0%	74.4%	68.5%	75.8%	80.7%	87.5%
Q37. What is your overall satisfaction with other Bayou Health Plans?	67.6%	80.0%	75.4%	81.7%	84.6%	86.7%

- At or above the 75th percentile.
- At or above the 50th percentile, but below the 75th percentile.
- At or above the 25th percentile, but below the 50th percentile; or no benchmark.
- Below the 25th percentile.

\* Summary Rate Scores generally represent the most favorable response option(s).

\*\* B.o.B. represents the 2011 TMG Medicaid Book of Business Benchmark which consists of Primary Care Physicians, Specialists, and Behavioral Health Clinicians.

\*\*\* The Overall Satisfaction and Loyalty composite is the average of Q34. through Q36. It does NOT include Q37. What is your overall satisfaction with other Bayou Health Plans?

**Benchmark Comparison**  
**2011 TMG Medicaid Respondent-Level Benchmark\***  
**Primary Care Respondents (QA)**  
**178 Total PCP Respondents**

**Louisiana Healthcare Connections**  
**Provider Satisfaction Survey**

Composite/Attribute	2012 Louisiana Healthcare Connections PCPs Only		2011 TMG Medicaid Respondent-Level Benchmark (PCPs Only) SRS***	Significance Testing****
	Valid n**	SRS***		
<b>Call Center/Provider Services Staff</b>		<b>46.8%</b>	<b>NA</b>	<b>NA</b>
Q1. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	168	53.6%	52.0%	Not sig.
Q2. Helpfulness of Medical Management staff in obtaining specialist referrals for patients in your care.	155	42.6%	40.9%	Not sig.
Q3. Helpfulness of Provider Services staff in resolving claims issues.	151	44.4%	NA	NA
<b>Provider Relations</b>		<b>42.7%</b>	<b>40.7%</b>	<b>Not sig.</b>
Q4. Responsiveness and courtesy of the health plan's Provider Relations representative.	159	54.1%	51.1%	Not sig.
Q5. Timeliness to answer questions and/or resolve problems.	155	45.8%	42.2%	Not sig.
Q6. Quality of provider orientation process.	151	39.7%	38.6%	Not sig.
Q7. Quality of provider educational meetings/in-services.	129	34.1%	33.7%	Not sig.
Q8. Quality of written communications, policy bulletins, and manuals.	147	41.5%	41.4%	Not sig.
Q9. Distribution of information regarding Quality Improvement initiatives and results.	140	40.7%	37.5%	Not sig.
<b>Continuity/Coordination of Care</b>		<b>39.3%</b>	<b>36.7%</b>	<b>Not sig.</b>
Q11. Timeliness of feedback/reports from Specialists for patients in your care.	134	40.3%	37.0%	Not sig.
Q12. Frequency of feedback/reports from Specialists for patients in your care.	128	38.3%	36.3%	Not sig.
<b>Network</b>		<b>31.0%</b>	<b>27.1%</b>	<b>Not sig.</b>
Q13. Specialists network has an adequate number of high-quality specialists for patient referrals.	141	31.2%	28.6%	Not sig.
Q14. Behavioral health network has an adequate number of high-quality practitioners to whom I can refer my patients.	123	22.0%	20.5%	Not sig.
Q15. Provider input and recommendations are taken seriously.	118	39.8%	32.2%	Not sig.
<b>Utilization &amp; Quality Management</b>		<b>33.3%</b>	<b>NA</b>	<b>NA</b>
Q16. Process of obtaining pre-certification/referral/authorization information.	143	32.9%	32.9%	Not sig.
Q17. Timeliness of UM's pre-certification process.	126	31.0%	29.9%	Not sig.
Q18. Capability to request authorizations by phone, fax, or web portal.	141	36.2%	NA	NA
Q19. Extent to which UM staff share review criteria and reasons for adverse determinations.	117	29.1%	28.7%	Not sig.
Q20. Consistency of review decisions.	116	31.0%	29.1%	Not sig.
Q21. Timeliness of UM appeals process.	94	27.7%	26.2%	Not sig.
Q22. Timeliness of resolution requiring Medical Director intervention.	85	31.8%	28.9%	Not sig.
Q23. Encouragement/support of provider participation in QI activities.	105	32.4%	30.6%	Not sig.
Q24. Administration of the PCP's referrals to a specialist.	128	41.4%	33.2%	Sig. higher
Q25. Facilitation/support of appropriate clinical care for patients.	125	33.6%	32.6%	Not sig.
Q26. Phone access to Case/Care Managers.	120	34.2%	32.6%	Not sig.
Q27. Alternative care and community resource options offered by the Case/Care Manager to your patients.	106	29.2%	28.4%	Not sig.
Q28. Satisfaction with the referral process of patients to disease management programs.	105	33.3%	29.3%	Not sig.
Q29. Degree to which preventive care and health wellness are covered and encouraged.	131	42.0%	43.0%	Not sig.
<b>Finance</b>		<b>37.8%</b>	<b>31.5%</b>	<b>Not sig.</b>
Q30. Reimbursement rates for services you provide.	126	34.9%	23.8%	Sig. higher
Q31. Accuracy of claims processing.	126	39.7%	35.3%	Not sig.
Q32. Timeliness of claims processing.	126	41.3%	37.2%	Not sig.
Q33. Resolution of claims payment problems or disputes.	113	35.4%	29.6%	Not sig.
<b>Overall Satisfaction and Loyalty*****</b>		<b>72.8%</b>	<b>81.3%</b>	<b>Sig. lower</b>
Q34. Would you recommend Louisiana Healthcare Connections to other providers?	130	77.7%	84.3%	Sig. lower
Q35. Would you recommend Louisiana Healthcare Connections to your patients?	124	71.8%	84.1%	Sig. lower
Q36. What is your overall satisfaction with Louisiana Healthcare Connections?	139	69.1%	75.4%	Not sig.
Q37. What is your overall satisfaction with other Bayou Health Plans?	136	70.6%	82.1%	Sig. lower

\* The 2011 TMG Medicaid Book of Business Benchmark consists of Primary Care Physicians, Specialists, and Behavioral Health Clinicians. This benchmark comparison is based on respondent-level results. Please see the Technical Notes for further detail.

\*\* Valid n is the number of respondents who gave a rating for the attribute.

\*\*\* Summary Rate Scores (SRS) generally represent the most favorable response option(s).

\*\*\*\* Significance Testing - "Sig. higher" denotes the result that would be found if a hypothesis test were conducted to determine if the percentage is higher. "Sig. lower" denotes the result that would be found if a hypothesis test were conducted to determine if the percentage is lower. "Not sig." denotes that there was insufficient support to conclude that there was a significant difference in percentages. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level. Significance testing of composites should be used with caution as a rough guideline, since the test procedure is approximate.

\*\*\*\*\* The Overall Satisfaction and Loyalty composite is the average of those attributes shaded gray. It does NOT include Q37. What is your overall satisfaction with other Bayou Health Plans?

# Benchmark Comparison

## 2011 TMG Medicaid Respondent-Level Benchmark\*

Specialist Respondents (QA)

37 Total Specialist Respondents

Composite/Attribute	2012 Louisiana Healthcare Connections Specialists Only		2011 TMG Medicaid Respondent-Level Benchmark (Specialists Only) SRS***	Significance Testing****
	Valid n**	SRS***		
<b>Call Center/Provider Services Staff</b>		<b>47.6%</b>	<b>NA</b>	<b>NA</b>
Q1. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	34	52.9%	49.8%	Not sig.
Q2. Helpfulness of Medical Management staff in obtaining specialist referrals for patients in your care.	30	40.0%	40.6%	Not sig.
Q3. Helpfulness of Provider Services staff in resolving claims issues.	30	50.0%	NA	NA
<b>Provider Relations</b>		<b>34.5%</b>	<b>37.0%</b>	<b>Not sig.</b>
Q4. Responsiveness and courtesy of the health plan's Provider Relations representative.	31	45.2%	47.0%	Not sig.
Q5. Timeliness to answer questions and/or resolve problems.	33	33.3%	38.4%	Not sig.
Q6. Quality of provider orientation process.	32	34.4%	35.6%	Not sig.
Q7. Quality of provider educational meetings/in-services.	24	20.8%	30.7%	Not sig.
Q8. Quality of written communications, policy bulletins, and manuals.	35	40.0%	37.9%	Not sig.
Q9. Distribution of information regarding Quality Improvement initiatives and results.	33	33.3%	32.2%	Not sig.
<b>Continuity/Coordination of Care</b>		<b>37.8%</b>	<b>40.3%</b>	<b>Not sig.</b>
Q11. Timeliness of feedback/reports from Specialists for patients in your care.	26	42.3%	41.2%	Not sig.
Q12. Frequency of feedback/reports from Specialists for patients in your care.	24	33.3%	39.3%	Not sig.
<b>Network</b>		<b>39.7%</b>	<b>30.7%</b>	<b>Not sig.</b>
Q13. Specialists network has an adequate number of high-quality specialists for patient referrals.	24	50.0%	33.3%	Not sig.
Q14. Behavioral health network has an adequate number of high-quality practitioners to whom I can refer my patients.	16	25.0%	28.4%	Unable to Test
Q15. Provider input and recommendations are taken seriously.	25	44.0%	30.5%	Not sig.
<b>Utilization &amp; Quality Management</b>		<b>42.2%</b>	<b>NA</b>	<b>NA</b>
Q16. Process of obtaining pre-certification/referral/authorization information.	30	36.7%	36.5%	Not sig.
Q17. Timeliness of UM's pre-certification process.	29	37.9%	34.0%	Not sig.
Q18. Capability to request authorizations by phone, fax, or web portal.	30	50.0%	NA	NA
Q19. Extent to which UM staff share review criteria and reasons for adverse determinations.	26	34.6%	27.4%	Not sig.
Q20. Consistency of review decisions.	24	45.8%	28.2%	Not sig.
Q21. Timeliness of UM appeals process.	26	42.3%	23.0%	Sig. higher
Q22. Timeliness of resolution requiring Medical Director intervention.	19	47.4%	24.4%	Unable to Test
Q23. Encouragement/support of provider participation in QI activities.	20	45.0%	26.9%	Not sig.
Q24. Administration of the PCP's referrals to a specialist.	21	57.1%	35.5%	Sig. higher
Q25. Facilitation/support of appropriate clinical care for patients.	22	31.8%	31.2%	Not sig.
Q26. Phone access to Case/Care Managers.	22	40.9%	31.0%	Not sig.
Q27. Alternative care and community resource options offered by the Case/Care Manager to your patients.	19	42.1%	29.5%	Not sig.
Q28. Satisfaction with the referral process of patients to disease management programs.	18	38.9%	30.4%	Not sig.
Q29. Degree to which preventive care and health wellness are covered and encouraged.	22	40.9%	35.0%	Not sig.
<b>Finance</b>		<b>40.9%</b>	<b>26.9%</b>	<b>Not sig.</b>
Q30. Reimbursement rates for services you provide.	28	32.1%	16.8%	Unable to Test
Q31. Accuracy of claims processing.	25	48.0%	32.7%	Not sig.
Q32. Timeliness of claims processing.	25	40.0%	33.4%	Not sig.
Q33. Resolution of claims payment problems or disputes.	23	43.5%	24.7%	Sig. higher
<b>Overall Satisfaction and Loyalty*****</b>		<b>82.8%</b>	<b>79.6%</b>	<b>Not sig.</b>
Q34. Would you recommend Louisiana Healthcare Connections to other providers?	27	88.9%	82.7%	Unable to Test
Q35. Would you recommend Louisiana Healthcare Connections to your patients?	25	88.0%	82.9%	Unable to Test
Q36. What is your overall satisfaction with Louisiana Healthcare Connections?	28	71.4%	73.2%	Not sig.
Q37. What is your overall satisfaction with other Bayou Health Plans?	29	72.4%	78.7%	Not sig.

\* The 2011 TMG Medicaid Book of Business Benchmark consists of Primary Care Physicians, Specialists, and Behavioral Health Clinicians. This benchmark comparison is based on respondent-level results. Please see the Technical Notes for further detail.

\*\* Valid n is the number of respondents who gave a rating for the attribute.

\*\*\* Summary Rate Scores (SRS) generally represent the most favorable response option(s).

\*\*\*\* Significance Testing - "Sig. higher" denotes the result that would be found if a hypothesis test were conducted to determine if the percentage is higher. "Sig. lower" denotes the result that would be found if a hypothesis test were conducted to determine if the percentage is lower. "Not sig." denotes that there was insufficient support to conclude that there was a significant difference in percentages. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level. Significance testing of composites should be used with caution as a rough guideline, since the test procedure is approximate.

\*\*\*\*\* The Overall Satisfaction and Loyalty composite is the average of those attributes shaded gray. It does NOT include Q37. What is your overall satisfaction with other Bayou Health Plans?

# Benchmark Comparison

## 2011 TMG Medicaid Respondent-Level Benchmark\*

Physician Respondents (QF)  
17 Total Physician Respondents

Composite/Attribute	2012 Louisiana Healthcare Connections Physicians Only		2011 TMG Medicaid Respondent-Level Benchmark (Physicians Only)	Significance Testing****
	Valid n**	SRS***	SRS***	
<b>Call Center/Provider Services Staff</b>		<b>38.8%</b>	<b>NA</b>	<b>NA</b>
Q1. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	16	50.0%	48.7%	Not sig.
Q2. Helpfulness of Medical Management staff in obtaining specialist referrals for patients in your care.	13	30.8%	40.8%	Not sig.
Q3. Helpfulness of Provider Services staff in resolving claims issues.	14	35.7%	NA	NA
<b>Provider Relations</b>		<b>42.6%</b>	<b>40.8%</b>	<b>Not sig.</b>
Q4. Responsiveness and courtesy of the health plan's Provider Relations representative.	14	57.1%	48.7%	Not sig.
Q5. Timeliness to answer questions and/or resolve problems.	14	50.0%	41.6%	Not sig.
Q6. Quality of provider orientation process.	14	28.6%	39.7%	Not sig.
Q7. Quality of provider educational meetings/in-services.	11	36.4%	36.8%	Unable to Test
Q8. Quality of written communications, policy bulletins, and manuals.	15	33.3%	40.7%	Not sig.
Q9. Distribution of information regarding Quality Improvement initiatives and results.	12	50.0%	37.2%	Unable to Test
<b>Continuity/Coordination of Care</b>		<b>23.3%</b>	<b>38.0%</b>	<b>Not sig.</b>
Q11. Timeliness of feedback/reports from Specialists for patients in your care.	15	26.7%	37.8%	Not sig.
Q12. Frequency of feedback/reports from Specialists for patients in your care.	15	20.0%	38.2%	Not sig.
<b>Network</b>		<b>25.0%</b>	<b>27.2%</b>	<b>Unable to Test</b>
Q13. Specialists network has an adequate number of high-quality specialists for patient referrals.	16	31.3%	31.0%	Unable to Test
Q14. Behavioral health network has an adequate number of high-quality practitioners to whom I can refer my patients.	16	18.8%	20.1%	Unable to Test
Q15. Provider input and recommendations are taken seriously.	16	25.0%	30.4%	Unable to Test
<b>Utilization &amp; Quality Management</b>		<b>32.1%</b>	<b>NA</b>	<b>NA</b>
Q16. Process of obtaining pre-certification/referral/authorization information.	15	33.3%	31.7%	Unable to Test
Q17. Timeliness of UM's pre-certification process.	13	30.8%	31.4%	Unable to Test
Q18. Capability to request authorizations by phone, fax, or web portal.	15	40.0%	NA	NA
Q19. Extent to which UM staff share review criteria and reasons for adverse determinations.	13	23.1%	29.0%	Unable to Test
Q20. Consistency of review decisions.	13	23.1%	29.5%	Unable to Test
Q21. Timeliness of UM appeals process.	13	23.1%	27.9%	Unable to Test
Q22. Timeliness of resolution requiring Medical Director intervention.	8	50.0%	31.6%	Unable to Test
Q23. Encouragement/support of provider participation in QI activities.	13	38.5%	31.5%	Unable to Test
Q24. Administration of the PCP's referrals to a specialist.	14	35.7%	34.5%	Unable to Test
Q25. Facilitation/support of appropriate clinical care for patients.	14	21.4%	34.0%	Unable to Test
Q26. Phone access to Case/Care Managers.	13	30.8%	31.6%	Unable to Test
Q27. Alternative care and community resource options offered by the Case/Care Manager to your patients.	12	33.3%	28.1%	Unable to Test
Q28. Satisfaction with the referral process of patients to disease management programs.	11	36.4%	29.2%	Unable to Test
Q29. Degree to which preventive care and health wellness are covered and encouraged.	17	29.4%	40.5%	Not sig.
<b>Finance</b>		<b>29.4%</b>	<b>28.2%</b>	<b>Unable to Test</b>
Q30. Reimbursement rates for services you provide.	15	26.7%	20.0%	Unable to Test
Q31. Accuracy of claims processing.	15	33.3%	31.8%	Unable to Test
Q32. Timeliness of claims processing.	16	37.5%	34.3%	Not sig.
Q33. Resolution of claims payment problems or disputes.	15	20.0%	26.8%	Unable to Test
<b>Overall Satisfaction and Loyalty*****</b>		<b>49.9%</b>	<b>73.2%</b>	<b>Unable to Test</b>
Q34. Would you recommend Louisiana Healthcare Connections to other providers?	16	56.3%	76.3%	Unable to Test
Q35. Would you recommend Louisiana Healthcare Connections to your patients?	15	46.7%	77.3%	Unable to Test
Q36. What is your overall satisfaction with Louisiana Healthcare Connections?	15	46.7%	65.9%	Not sig.
Q37. What is your overall satisfaction with other Bayou Health Plans?	17	47.1%	74.1%	Unable to Test

\* The 2011 TMG Medicaid Book of Business Benchmark consists of Primary Care Physicians, Specialists, and Behavioral Health Clinicians. This benchmark comparison is based on respondent-level results. Please see the Technical Notes for further detail.

\*\* Valid n is the number of respondents who gave a rating for the attribute.

\*\*\* Summary Rate Scores (SRS) generally represent the most favorable response option(s).

\*\*\*\* Significance Testing - "Sig. higher" denotes the result that would be found if a hypothesis test were conducted to determine if the percentage is higher. "Sig. lower" denotes the result that would be found if a hypothesis test were conducted to determine if the percentage is lower. "Not sig." denotes that there was insufficient support to conclude that there was a significant difference in percentages. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level. Significance testing of composites should be used with caution as a rough guideline, since the test procedure is approximate.

\*\*\*\*\* The Overall Satisfaction and Loyalty composite is the average of those attributes shaded gray. It does NOT include Q37. What is your overall satisfaction with other Bayou Health Plans?

**Benchmark Comparison**  
**2011 TMG Medicaid Respondent-Level Benchmark\***  
**Office Manager Respondents (QF)**  
**144 Total Office Manager Respondents**

**Louisiana Healthcare Connections**  
**Provider Satisfaction Survey**

Composite/Attribute	2012 Louisiana Healthcare Connections Office Mgr. Only		2011 TMG Medicaid Respondent-Level Benchmark (Office Mgr. Only) SRS***	Significance Testing****
	Valid n**	SRS***		
<b>Call Center/Provider Services Staff</b>		<b>44.4%</b>	<b>NA</b>	<b>NA</b>
Q1. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	135	51.9%	51.9%	Not sig.
Q2. Helpfulness of Medical Management staff in obtaining specialist referrals for patients in your care.	125	38.4%	41.2%	Not sig.
Q3. Helpfulness of Provider Services staff in resolving claims issues.	121	43.0%	NA	NA
<b>Provider Relations</b>		<b>38.1%</b>	<b>39.2%</b>	<b>Not sig.</b>
Q4. Responsiveness and courtesy of the health plan's Provider Relations representative.	126	50.8%	50.1%	Not sig.
Q5. Timeliness to answer questions and/or resolve problems.	128	39.1%	40.3%	Not sig.
Q6. Quality of provider orientation process.	121	37.2%	37.0%	Not sig.
Q7. Quality of provider educational meetings/in-services.	102	27.5%	32.1%	Not sig.
Q8. Quality of written communications, policy bulletins, and manuals.	123	38.2%	40.6%	Not sig.
Q9. Distribution of information regarding Quality Improvement initiatives and results.	117	35.9%	35.3%	Not sig.
<b>Continuity/Coordination of Care</b>		<b>34.6%</b>	<b>37.0%</b>	<b>Not sig.</b>
Q11. Timeliness of feedback/reports from Specialists for patients in your care.	103	36.9%	37.5%	Not sig.
Q12. Frequency of feedback/reports from Specialists for patients in your care.	99	32.3%	36.5%	Not sig.
<b>Network</b>		<b>30.2%</b>	<b>28.9%</b>	<b>Not sig.</b>
Q13. Specialists network has an adequate number of high-quality specialists for patient referrals.	110	32.7%	31.5%	Not sig.
Q14. Behavioral health network has an adequate number of high-quality practitioners to whom I can refer my patients.	91	20.9%	23.8%	Not sig.
Q15. Provider input and recommendations are taken seriously.	92	37.0%	31.3%	Not sig.
<b>Utilization &amp; Quality Management</b>		<b>30.2%</b>	<b>NA</b>	<b>NA</b>
Q16. Process of obtaining pre-certification/referral/authorization information.	114	33.3%	35.3%	Not sig.
Q17. Timeliness of UM's pre-certification process.	103	30.1%	32.6%	Not sig.
Q18. Capability to request authorizations by phone, fax, or web portal.	113	35.4%	NA	NA
Q19. Extent to which UM staff share review criteria and reasons for adverse determinations.	94	24.5%	28.8%	Not sig.
Q20. Consistency of review decisions.	91	27.5%	29.3%	Not sig.
Q21. Timeliness of UM appeals process.	76	25.0%	25.0%	Not sig.
Q22. Timeliness of resolution requiring Medical Director intervention.	66	25.8%	26.2%	Not sig.
Q23. Encouragement/support of provider participation in QI activities.	85	32.9%	28.6%	Not sig.
Q24. Administration of the PCP's referrals to a specialist.	100	37.0%	34.0%	Not sig.
Q25. Facilitation/support of appropriate clinical care for patients.	97	33.0%	33.0%	Not sig.
Q26. Phone access to Case/Care Managers.	95	28.4%	32.8%	Not sig.
Q27. Alternative care and community resource options offered by the Case/Care Manager to your patients.	80	25.0%	30.2%	Not sig.
Q28. Satisfaction with the referral process of patients to disease management programs.	84	27.4%	30.2%	Not sig.
Q29. Degree to which preventive care and health wellness are covered and encouraged.	102	37.3%	41.0%	Not sig.
<b>Finance</b>		<b>35.6%</b>	<b>30.4%</b>	<b>Not sig.</b>
Q30. Reimbursement rates for services you provide.	103	34.0%	20.8%	Sig. higher
Q31. Accuracy of claims processing.	100	39.0%	35.5%	Not sig.
Q32. Timeliness of claims processing.	100	37.0%	37.1%	Not sig.
Q33. Resolution of claims payment problems or disputes.	86	32.6%	28.1%	Not sig.
<b>Overall Satisfaction and Loyalty*****</b>		<b>78.8%</b>	<b>82.5%</b>	<b>Not sig.</b>
Q34. Would you recommend Louisiana Healthcare Connections to other providers?	105	83.8%	85.5%	Not sig.
Q35. Would you recommend Louisiana Healthcare Connections to your patients?	98	79.6%	85.0%	Not sig.
Q36. What is your overall satisfaction with Louisiana Healthcare Connections?	111	73.0%	77.0%	Not sig.
Q37. What is your overall satisfaction with other Bayou Health Plans?	108	73.1%	83.0%	Sig. lower

\* The 2011 TMG Medicaid Book of Business Benchmark consists of Primary Care Physicians, Specialists, and Behavioral Health Clinicians. This benchmark comparison is based on respondent-level results. Please see the Technical Notes for further detail.

\*\* Valid n is the number of respondents who gave a rating for the attribute.

\*\*\* Summary Rate Scores (SRS) generally represent the most favorable response option(s).

\*\*\*\* Significance Testing - "Sig. higher" denotes the result that would be found if a hypothesis test were conducted to determine if the percentage is higher. "Sig. lower" denotes the result that would be found if a hypothesis test were conducted to determine if the percentage is lower. "Not sig." denotes that there was insufficient support to conclude that there was a significant difference in percentages. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level. Significance testing of composites should be used with caution as a rough guideline, since the test procedure is approximate.

\*\*\*\*\* The Overall Satisfaction and Loyalty composite is the average of those attributes shaded gray. It does NOT include Q37. What is your overall satisfaction with other Bayou Health Plans?

## 5. Question Summaries

The proportion of respondents that fall into each response category for all questions is shown beginning on page 5A. Each question addresses the provider’s rating of Louisiana Healthcare Connections and All other Bayou Plans. The question summary pages are broken down into several sections, which are described below:

### Valid n & Category Responses

The Valid n column shows the number of respondents who chose to answer the question. This number may be lower than the total number of respondents who completed the survey because respondents either chose not to answer the question (left the question blank on the survey tool) or selected “NA.” The Category Responses section provides the percentage of respondents who selected each response option.

### Summary Rates

The Summary Rates section provides benchmark comparisons of Louisiana Healthcare Connections’ Summary Rates. The Summary Rate is the proportion of respondents choosing the most positive response options for each question; typically, it is the sum of the proportion of respondents who selected “Excellent” or “Very good.” For all other questions, the Summary Rate is the sum of the shaded category responses or otherwise denoted.

### Mean Scores

The Mean Scores section provides further analysis of your results. While Summary Rates are very helpful in that they highlight areas where your plan scores well, they are not a complete indication of performance.

Mean Scores provide an average of responses. The score is calculated by assigning a value of one to five to each response option. For example, “Excellent” receives a score of 5, while “Poor” receives a score of 1. Therefore, higher Mean Scores indicate more favorable responses, while lower Mean Scores indicate unfavorable responses.

For example, the Mean Score for Louisiana Healthcare Connections in the example below is 3.52, meaning that the average response option chosen is between “Good” and “Very good.” The mean for All other Bayou Plans is 3.25, meaning that the average response option chosen by respondents for All other Bayou Plans is also between “Good” and “Very good.” The Mean Score for the 2011 TMG Medicaid Book of Business<sup>10</sup> is also provided for comparison.

Question	Plan	Plan Mean	2011 TMG B.o.B Mean
Q1. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	Louisiana	3.52	3.50
	All other Bayou Plans	3.25	3.33

### **Charts 5A – 5I**

<sup>10</sup> The 2011 TMG Medicaid Book of Business is a benchmark containing data from all eligible Provider Satisfaction Surveys for which TMG collected data in 2011. The benchmark is comprised of Primary Care Physicians, Specialists, and Behavioral Health Clinicians and includes data from 57 plans encompassing 19,710 respondents.

# Question Summaries

## Call Center/Provider Services Staff

### 233 Total Respondents

This is the department responsible for patient benefits and eligibility information, referral questions, claim inquiries, policies and procedures. Please rate the following compared to other Bayou Health Plans in the market:  Survey Item	Plan	Valid n	Category Responses					Summary Rate Scores*		Mean Scores**	
			<u>Excellent</u>	<u>Very good</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	2012	B.o.B.***	2012	B.o.B.***
<b>Q1. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).</b>	Louisiana	219	21.0%	31.1%	32.4%	10.0%	5.5%	<b>52.1%</b>	50.1%	<b>3.52</b>	3.50
	All other Bayou	209	10.0%	27.8%	42.1%	17.2%	2.9%	<b>37.8%</b>	38.9%	<b>3.25</b>	3.33
<b>Q2. Helpfulness of Medical Management staff in obtaining specialist referrals for patients in your care.</b>	Louisiana	200	12.0%	28.5%	34.5%	14.0%	11.0%	<b>40.5%</b>	38.5%	<b>3.17</b>	3.18
	All other Bayou	196	6.1%	25.0%	41.8%	18.9%	8.2%	<b>31.1%</b>	33.3%	<b>3.02</b>	3.20
<b>Q3. Helpfulness of Provider Services staff in resolving claims issues.</b>	Louisiana	196	14.3%	29.1%	29.1%	14.8%	12.8%	<b>43.4%</b>	NA	<b>3.17</b>	NA
	All other Bayou	193	8.8%	24.4%	45.1%	13.0%	8.8%	<b>33.2%</b>	NA	<b>3.11</b>	NA

\* Summary Rate Scores generally represent the most favorable response option(s) (Excellent & Very good).

\*\* Mean scores are the average of all responses.

\*\*\* B.o.B. represents the 2011 TMG Medicaid Book of Business Benchmark which consists of Primary Care Physicians, Specialists, and Behavioral Health Clinicians.

Note: Please note that the wording for Question 2 differs from the benchmark wording, which is "Helpfulness of Member Services staff in obtaining specialist referrals for patients in your care."

# Question Summaries

## Provider Relations

## Louisiana Healthcare Connections

### Provider Satisfaction Survey

#### 233 Total Respondents

Survey Item	Plan	Valid n	Category Responses					Summary Rate Scores*		Mean Scores**	
			Excellent	Very good	Good	Fair	Poor	2012	B.o.B.***	2012	B.o.B.***
<b>Q4. Responsiveness and courtesy of the health plan's Provider Relations representative.</b>	Louisiana	206	19.4%	32.0%	28.6%	11.7%	8.3%	<b>51.5%</b>	48.9%	<b>3.43</b>	3.45
	All other Bayou	200	10.5%	29.0%	41.0%	15.0%	4.5%	<b>39.5%</b>	35.2%	<b>3.26</b>	3.25
<b>Q5. Timeliness to answer questions and/or resolve problems.</b>	Louisiana	203	13.8%	28.1%	31.5%	15.3%	11.3%	<b>41.9%</b>	40.3%	<b>3.18</b>	3.21
	All other Bayou	199	6.5%	22.1%	47.7%	14.1%	9.5%	<b>28.6%</b>	29.7%	<b>3.02</b>	3.12
<b>Q6. Quality of provider orientation process.</b>	Louisiana	198	11.6%	26.8%	34.3%	14.1%	13.1%	<b>38.4%</b>	36.6%	<b>3.10</b>	3.18
	All other Bayou	193	7.8%	22.8%	46.1%	16.1%	7.3%	<b>30.6%</b>	27.9%	<b>3.08</b>	3.08
<b>Q7. Quality of provider educational meetings/in-services.</b>	Louisiana	166	11.4%	18.7%	37.3%	18.1%	14.5%	<b>30.1%</b>	31.8%	<b>2.95</b>	3.02
	All other Bayou	166	4.2%	21.7%	45.2%	18.7%	10.2%	<b>25.9%</b>	25.5%	<b>2.91</b>	2.99
<b>Q8. Quality of written communications, policy bulletins, and manuals.</b>	Louisiana	198	14.6%	24.7%	32.3%	18.7%	9.6%	<b>39.4%</b>	38.1%	<b>3.16</b>	3.23
	All other Bayou	195	6.7%	25.1%	42.1%	19.0%	7.2%	<b>31.8%</b>	29.6%	<b>3.05</b>	3.13
<b>Q9. Distribution of information regarding Quality Improvement initiatives and results.</b>	Louisiana	186	13.4%	24.7%	37.1%	16.1%	8.6%	<b>38.2%</b>	33.8%	<b>3.18</b>	3.15
	All other Bayou	182	5.5%	19.2%	48.4%	19.2%	7.7%	<b>24.7%</b>	26.7%	<b>2.96</b>	3.07

\* Summary Rate Scores generally represent the most favorable response option(s) (Excellent & Very good).

\*\* Mean scores are the average of all responses.

\*\*\* B.o.B. represents the 2011 TMG Medicaid Book of Business Benchmark which consists of Primary Care Physicians, Specialists, and Behavioral Health Clinicians.

# Question Summaries

## Continuity/Coordination of Care

### 233 Total Respondents

Please rate the following qualities and services provided by Louisiana compared to other Bayou Health Plans in the market:  Survey Item	Plan	Valid n	Category Responses					Summary Rate Scores*		Mean Scores**	
			Yes	No				2012	B.o.B.***	2012	B.o.B.***
<b>Q10. Do you receive feedback/reports from Specialists regarding patients in your care?</b>	Louisiana	167	86.8%	13.2%				<b>86.8%</b>	75.0%	<b>NA</b>	NA
Survey Item	Plan	Valid n	Excellent	Very good	Good	Fair	Poor	2012	B.o.B.***	2012	B.o.B.***
<b>Q11. Timeliness of feedback/reports from Specialists for patients in your care.</b>	Louisiana	169	10.7%	29.0%	42.0%	10.7%	7.7%	<b>39.6%</b>	37.1%	<b>3.24</b>	3.32
	All other Bayou	167	7.8%	25.1%	48.5%	10.8%	7.8%	<b>32.9%</b>	33.9%	<b>3.14</b>	3.26
<b>Q12. Frequency of feedback/reports from Specialists for patients in your care.</b>	Louisiana	162	9.9%	25.9%	45.7%	12.3%	6.2%	<b>35.8%</b>	36.6%	<b>3.21</b>	3.29
	All other Bayou	159	7.5%	25.2%	48.4%	13.2%	5.7%	<b>32.7%</b>	33.2%	<b>3.16</b>	3.25

\* Summary Rate Scores generally represent the most favorable response option(s) (Excellent & Very good or Yes).

\*\* Mean scores are the average of all responses.

\*\*\* B.o.B. represents the 2011 TMG Medicaid Book of Business Benchmark which consists of Primary Care Physicians, Specialists, and Behavioral Health Clinicians.

# Question Summaries

Network

Louisiana Healthcare Connections

Provider Satisfaction Survey

## 233 Total Respondents

Please rate the following qualities and services provided by Louisiana compared to other Bayou Health Plans in the market:  Survey Item	Plan	Valid n	Category Responses					Summary Rate Scores*		Mean Scores**	
			<u>Excellent</u>	<u>Very good</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	2012	B.o.B.***	2012	B.o.B.***
<b>Q13. Specialists network has an adequate number of high-quality specialists for patient referrals.</b>	Louisiana	175	8.6%	24.0%	36.6%	14.9%	16.0%	<b>32.6%</b>	29.4%	<b>2.94</b>	2.91
	All other Bayou	170	5.9%	20.6%	39.4%	18.2%	15.9%	<b>26.5%</b>	33.1%	<b>2.82</b>	3.14
<b>Q14. Behavioral health network has an adequate number of high-quality practitioners to whom I can refer my patients.</b>	Louisiana	146	7.5%	14.4%	36.3%	17.1%	24.7%	<b>21.9%</b>	22.9%	<b>2.63</b>	2.66
	All other Bayou	142	4.9%	14.1%	38.0%	19.0%	23.9%	<b>19.0%</b>	24.3%	<b>2.57</b>	2.86
<b>Q15. Provider input and recommendations are taken seriously.</b>	Louisiana	156	14.7%	23.7%	36.5%	15.4%	9.6%	<b>38.5%</b>	31.6%	<b>3.19</b>	3.04
	All other Bayou	157	8.9%	21.0%	42.0%	18.5%	9.6%	<b>29.9%</b>	25.5%	<b>3.01</b>	2.97

\* Summary Rate Scores generally represent the most favorable response option(s) (Excellent & Very good).

\*\* Mean scores are the average of all responses.

\*\*\* B.o.B. represents the 2011 TMG Medicaid Book of Business Benchmark which consists of Primary Care Physicians, Specialists, and Behavioral Health Clinicians.

# Question Summaries

## Utilization & Quality Management

### 233 Total Respondents

Please rate the following qualities and services provided by Louisiana compared to other Bayou Health Plans in the market:  Survey Item	Plan	Valid n	Category Responses					Summary Rate Scores*		Mean Scores**	
			Excellent	Very good	Good	Fair	Poor	2012	B.o.B.***	2012	B.o.B.***
<b>Q16. Process of obtaining pre-certification/referral/authorization information.</b>	Louisiana	187	11.8%	21.9%	31.0%	13.9%	21.4%	<b>33.7%</b>	33.9%	<b>2.89</b>	3.06
	All other Bayou	181	8.3%	18.2%	39.2%	21.5%	12.7%	<b>26.5%</b>	27.0%	<b>2.88</b>	3.03
<b>Q17. Timeliness of UM's pre-certification process.</b>	Louisiana	169	10.7%	20.7%	36.1%	18.9%	13.6%	<b>31.4%</b>	32.3%	<b>2.96</b>	3.05
	All other Bayou	170	6.5%	16.5%	44.7%	24.1%	8.2%	<b>22.9%</b>	25.3%	<b>2.89</b>	2.99
<b>Q18. Capability to request authorizations by phone, fax, or web portal.</b>	Louisiana	185	11.9%	24.3%	37.3%	15.1%	11.4%	<b>36.2%</b>	NA	<b>3.10</b>	NA
	All other Bayou	180	6.7%	20.6%	45.0%	20.0%	7.8%	<b>27.2%</b>	NA	<b>2.98</b>	NA
<b>Q19. Extent to which UM staff share review criteria and reasons for adverse determinations.</b>	Louisiana	153	9.8%	19.6%	44.4%	13.1%	13.1%	<b>29.4%</b>	28.7%	<b>3.00</b>	3.02
	All other Bayou	149	7.4%	17.4%	48.3%	18.1%	8.7%	<b>24.8%</b>	22.7%	<b>2.97</b>	2.96
<b>Q20. Consistency of review decisions.</b>	Louisiana	150	11.3%	20.7%	39.3%	18.7%	10.0%	<b>32.0%</b>	28.7%	<b>3.05</b>	3.04
	All other Bayou	146	8.2%	16.4%	46.6%	24.0%	4.8%	<b>24.7%</b>	22.6%	<b>2.99</b>	2.99
<b>Q21. Timeliness of UM appeals process.</b>	Louisiana	128	7.0%	22.7%	35.2%	21.1%	14.1%	<b>29.7%</b>	25.2%	<b>2.88</b>	2.88
	All other Bayou	122	5.7%	18.0%	41.0%	25.4%	9.8%	<b>23.8%</b>	20.0%	<b>2.84</b>	2.87
<b>Q22. Timeliness of resolution requiring Medical Director intervention.</b>	Louisiana	111	9.9%	23.4%	36.9%	18.9%	10.8%	<b>33.3%</b>	26.3%	<b>3.03</b>	2.94
	All other Bayou	112	7.1%	20.5%	46.4%	18.8%	7.1%	<b>27.7%</b>	21.7%	<b>3.02</b>	2.92

\* Summary Rate Scores generally represent the most favorable response option(s) (Excellent & Very good).

\*\* Mean scores are the average of all responses.

\*\*\* B.o.B. represents the 2011 TMG Medicaid Book of Business Benchmark which consists of Primary Care Physicians, Specialists, and Behavioral Health Clinicians.

# Question Summaries

## Utilization & Quality Management (Continued)

### 233 Total Respondents

Please rate the following qualities and services provided by Louisiana compared to other Bayou Health Plans in the market:  Survey Item	Plan	Valid n	Category Responses					Summary Rate Scores*		Mean Scores**	
			Excellent	Very good	Good	Fair	Poor	2012	B.o.B.***	2012	B.o.B.***
<b>Q23. Encouragement/support of provider participation in QI activities.</b>	Louisiana	138	11.6%	21.7%	38.4%	16.7%	11.6%	<b>33.3%</b>	27.6%	<b>3.05</b>	3.03
	All other Bayou	136	7.4%	17.6%	46.3%	19.9%	8.8%	<b>25.0%</b>	21.5%	<b>2.95</b>	2.96
<b>Q24. Administration of the PCP's referrals to a specialist.</b>	Louisiana	160	14.4%	27.5%	32.5%	16.9%	8.8%	<b>41.9%</b>	31.8%	<b>3.22</b>	3.10
	All other Bayou	160	8.8%	28.1%	38.8%	17.5%	6.9%	<b>36.9%</b>	26.8%	<b>3.14</b>	3.06
<b>Q25. Facilitation/support of appropriate clinical care for patients.</b>	Louisiana	158	13.3%	19.6%	43.0%	15.8%	8.2%	<b>32.9%</b>	31.0%	<b>3.14</b>	3.14
	All other Bayou	158	7.6%	20.9%	47.5%	19.0%	5.1%	<b>28.5%</b>	25.1%	<b>3.07</b>	3.07
<b>Q26. Phone access to Case/Care Managers.</b>	Louisiana	151	9.3%	25.2%	40.4%	17.2%	7.9%	<b>34.4%</b>	31.6%	<b>3.11</b>	3.07
	All other Bayou	150	5.3%	22.7%	48.7%	19.3%	4.0%	<b>28.0%</b>	24.4%	<b>3.06</b>	2.97
<b>Q27. Alternative care and community resource options offered by the Case/Care Manager to your patients.</b>	Louisiana	133	8.3%	21.8%	46.6%	15.0%	8.3%	<b>30.1%</b>	27.6%	<b>3.07</b>	3.01
	All other Bayou	132	6.1%	19.7%	49.2%	19.7%	5.3%	<b>25.8%</b>	22.4%	<b>3.02</b>	2.96
<b>Q28. Satisfaction with the referral process of patients to disease management programs.</b>	Louisiana	132	8.3%	24.2%	40.9%	12.1%	14.4%	<b>32.6%</b>	28.9%	<b>3.00</b>	3.02
	All other Bayou	130	6.2%	23.8%	45.4%	13.8%	10.8%	<b>30.0%</b>	23.7%	<b>3.01</b>	2.99
<b>Q29. Degree to which preventive care and health wellness are covered and encouraged.</b>	Louisiana	164	14.0%	27.4%	39.0%	11.6%	7.9%	<b>41.5%</b>	38.7%	<b>3.28</b>	3.28
	All other Bayou	163	9.2%	23.9%	46.6%	14.1%	6.1%	<b>33.1%</b>	31.3%	<b>3.16</b>	3.18

\* Summary Rate Scores generally represent the most favorable response option(s) (Excellent & Very good).

\*\* Mean scores are the average of all responses.

\*\*\* B.o.B. represents the 2011 TMG Medicaid Book of Business Benchmark which consists of Primary Care Physicians, Specialists, and Behavioral Health Clinicians.

# Question Summaries

Finance

Louisiana Healthcare Connections

Provider Satisfaction Survey

## 233 Total Respondents

Please rate the following qualities and services provided by Louisiana compared to other Bayou Health Plans in the market:  Survey Item	Plan	Valid n	Category Responses					Summary Rate Scores*		Mean Scores**	
			<u>Excellent</u>	<u>Very good</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	2012	B.o.B.***	2012	B.o.B.***
<b>Q30. Reimbursement rates for services you provide.</b>	Louisiana	166	14.5%	19.3%	28.3%	18.7%	19.3%	<b>33.7%</b>	20.9%	<b>2.91</b>	2.61
	All other Bayou	161	7.5%	19.9%	37.3%	18.6%	16.8%	<b>27.3%</b>	19.8%	<b>2.83</b>	2.73
<b>Q31. Accuracy of claims processing.</b>	Louisiana	162	16.7%	23.5%	31.5%	19.8%	8.6%	<b>40.1%</b>	34.2%	<b>3.20</b>	3.11
	All other Bayou	157	8.3%	24.2%	42.0%	17.8%	7.6%	<b>32.5%</b>	29.0%	<b>3.08</b>	3.11
<b>Q32. Timeliness of claims processing.</b>	Louisiana	162	18.5%	21.0%	40.7%	13.6%	6.2%	<b>39.5%</b>	34.8%	<b>3.32</b>	3.15
	All other Bayou	158	9.5%	22.2%	44.9%	17.1%	6.3%	<b>31.6%</b>	29.3%	<b>3.11</b>	3.12
<b>Q33. Resolution of claims payment problems or disputes.</b>	Louisiana	147	14.3%	21.1%	29.3%	20.4%	15.0%	<b>35.4%</b>	26.7%	<b>2.99</b>	2.86
	All other Bayou	148	6.8%	20.9%	39.9%	23.0%	9.5%	<b>27.7%</b>	22.1%	<b>2.93</b>	2.89

\* Summary Rate Scores generally represent the most favorable response option(s) (Excellent & Very good).

\*\* Mean scores are the average of all responses.

\*\*\* B.o.B. represents the 2011 TMG Medicaid Book of Business Benchmark which consists of Primary Care Physicians, Specialists, and Behavioral Health Clinicians.

# Question Summaries

## Overall Satisfaction and Loyalty

### 233 Total Respondents

Survey Item	Plan	Valid n	Category Responses	Summary Rate Scores*		Mean Scores**											
				2012	B.o.B.***	2012	B.o.B.***										
Q34. Would you recommend Louisiana Healthcare Connections to other providers?	Louisiana	171	<table border="0"> <tr> <td><u>Definitely yes</u></td> <td><u>Probably yes</u></td> <td><u>Probably not</u></td> <td><u>Definitely not</u></td> </tr> <tr> <td>37.4%</td> <td>40.9%</td> <td>14.0%</td> <td>7.6%</td> </tr> </table>	<u>Definitely yes</u>	<u>Probably yes</u>	<u>Probably not</u>	<u>Definitely not</u>	37.4%	40.9%	14.0%	7.6%	<b>78.4%</b>	83.3%	<b>3.08</b>	3.14		
			<u>Definitely yes</u>	<u>Probably yes</u>	<u>Probably not</u>	<u>Definitely not</u>											
37.4%	40.9%	14.0%	7.6%														
Q35. Would you recommend Louisiana Healthcare Connections to your patients?	Louisiana	159	<table border="0"> <tr> <td><u>Definitely yes</u></td> <td><u>Probably yes</u></td> <td><u>Probably not</u></td> <td><u>Definitely not</u></td> </tr> <tr> <td>37.1%</td> <td>37.7%</td> <td>16.4%</td> <td>8.8%</td> </tr> </table>	<u>Definitely yes</u>	<u>Probably yes</u>	<u>Probably not</u>	<u>Definitely not</u>	37.1%	37.7%	16.4%	8.8%	<b>74.8%</b>	83.3%	<b>3.03</b>	3.16		
			<u>Definitely yes</u>	<u>Probably yes</u>	<u>Probably not</u>	<u>Definitely not</u>											
37.1%	37.7%	16.4%	8.8%														
Q36. What is your overall satisfaction with Louisiana Healthcare Connections?	Louisiana	181	<table border="0"> <tr> <td><u>Very satisfied</u></td> <td><u>Somewhat satisfied</u></td> <td><u>Neither satisfied nor dissatisfied</u></td> <td><u>Somewhat dissatisfied</u></td> <td><u>Very dissatisfied</u></td> </tr> <tr> <td>37.6%</td> <td>30.4%</td> <td>14.4%</td> <td>7.7%</td> <td>9.9%</td> </tr> </table>	<u>Very satisfied</u>	<u>Somewhat satisfied</u>	<u>Neither satisfied nor dissatisfied</u>	<u>Somewhat dissatisfied</u>	<u>Very dissatisfied</u>	37.6%	30.4%	14.4%	7.7%	9.9%	<b>68.0%</b>	74.4%	<b>3.78</b>	3.94
			<u>Very satisfied</u>	<u>Somewhat satisfied</u>	<u>Neither satisfied nor dissatisfied</u>	<u>Somewhat dissatisfied</u>	<u>Very dissatisfied</u>										
37.6%	30.4%	14.4%	7.7%	9.9%													
Q37. What is your overall satisfaction with other Bayou Health Plans?	All other Bayou	179	<table border="0"> <tr> <td><u>Very satisfied</u></td> <td><u>Somewhat satisfied</u></td> <td><u>Neither satisfied nor dissatisfied</u></td> <td><u>Somewhat dissatisfied</u></td> <td><u>Very dissatisfied</u></td> </tr> <tr> <td>17.3%</td> <td>50.3%</td> <td>16.8%</td> <td>12.3%</td> <td>3.4%</td> </tr> </table>	<u>Very satisfied</u>	<u>Somewhat satisfied</u>	<u>Neither satisfied nor dissatisfied</u>	<u>Somewhat dissatisfied</u>	<u>Very dissatisfied</u>	17.3%	50.3%	16.8%	12.3%	3.4%	<b>67.6%</b>	80.0%	<b>3.66</b>	3.95
			<u>Very satisfied</u>	<u>Somewhat satisfied</u>	<u>Neither satisfied nor dissatisfied</u>	<u>Somewhat dissatisfied</u>	<u>Very dissatisfied</u>										
17.3%	50.3%	16.8%	12.3%	3.4%													

\* Summary Rate Scores generally represent the most favorable response option(s) (those response options shaded gray).

\*\* Mean scores are the average of all responses.

\*\*\* B.o.B. represents the 2011 TMG Medicaid Book of Business Benchmark which consists of Primary Care Physicians, Specialists, and Behavioral Health Clinicians.

# Question Summaries

## Demographics

### 233 Total Respondents

Survey Item	Valid n	Category Responses						
A. Please indicate your practice area:	221	<u>Primary Care</u>	<u>OB/GYN</u>	<u>Specialist</u>				
		80.5%	2.7%	16.7%				
B. How many physicians are in your practice?	231	<u>Solo</u>	<u>2 - 5 physicians</u>	<u>More than 5 physicians</u>				
		48.5%	39.4%	12.1%				
C. How many years have you been in practice?	225	<u>Less than 5 years</u>	<u>5 - 15 years</u>	<u>16 years or more</u>				
		16.9%	33.8%	49.3%				
D. What portion of your managed care volume is represented by Louisiana Healthcare Connections?	209	<u>None</u>	<u>1 - 10%</u>	<u>11 - 20%</u>	<u>21 - 30%</u>	<u>31 - 50%</u>	<u>51 - 75%</u>	<u>76 - 100%</u>
		1.9%	35.4%	31.1%	19.1%	7.2%	4.3%	1.0%
E. How do you provide 24-hour availability? (Mark all that apply.)	230	<u>Arrange for covering physician</u>	<u>Forward calls to answering service</u>	<u>Always on-call</u>	<u>Do not provide 24-hour availability</u>			
		35.2%	60.9%	44.8%	8.3%			
F. Please mark who is completing this survey. (Mark only one.)	227	<u>Physician</u>	<u>Office Manager</u>	<u>Nurse</u>	<u>Other staff</u>			
		7.5%	63.4%	7.5%	21.6%			

Note: The sum of responses for 24-Hour Availability (QE) may be greater than 100% as respondents are able to choose multiple response options.

## 6. Mean Score Analysis

The Mean Score Analysis on page 6A compares the Mean Scores for Louisiana Healthcare Connections to the Mean Scores of the 2011 TMG Medicaid Book of Business.<sup>11</sup> The average Mean Score for the benchmark is shown in the first column, and is followed by the 25<sup>th</sup>, 50<sup>th</sup>, 75<sup>th</sup>, and 90<sup>th</sup> mean percentile scores. Louisiana Healthcare Connections' Mean Scores are compared to these percentiles and are shaded green if they exceed the 75<sup>th</sup> percentile, yellow if they exceed the 50<sup>th</sup> percentile, and red if they are below the 25<sup>th</sup> percentile. Attributes that rank between the 25<sup>th</sup> and 50<sup>th</sup> percentiles, along with those attributes that do not have a corresponding benchmark are not shaded.

Mean Scores are a useful tool for understanding how neutral or dissatisfied respondents are when they rate a particular question or composite area. Summary Rates alone are not as complete of an indication of performance. For example, the chart below shows two cases where the Summary Rates are equal, however, the Mean Scores are very different due to the distribution of responses.

	Excellent	Very good	Good	Fair	Poor	Summary Rate*	Mean Score
Case 1.	10%	65%	0%	0%	25%	75%	3.35
Case 2.	70%	5%	25%	0%	0%	75%	4.45

\* The Summary Rate is the sum of the proportion of respondents who selected "Excellent" or "Very good."

As shown in the chart above, a high Summary Rate becomes less telling as: (1) a relatively small percentage of providers are found to be very satisfied ("Excellent") or (2) a large proportion of the Summary Rate responses are "Very good" responses, rather than the more favorable "Excellent" responses.

### Mean Score Calculation

The Mean Score is calculated by assigning a value to each response option. For example, to calculate the Mean Score for a five-point scale such as the "Excellent" to "Poor" scale, a value of five is assigned to "Excellent", four to "Very good," three to "Good," two to "Fair," and one to "Poor." When using a four-point scale, a value of four is applied to the most positive response option, and when using a three-point scale, a value of three is assigned to the most positive response option. Higher Mean Scores indicate more favorable responses while lower Mean Scores indicate unfavorable responses. Using the five-point scale of "Excellent" to "Poor," a Mean Score of 3.35 would indicate that, on average, respondents rate the plan between "Good" and "Very good" on a specific attribute, while a Mean Score of 4.45 indicates that, on average, respondents rate the plan between "Very good" and "Excellent."

### **Chart 6A**

<sup>11</sup> The 2011 TMG Medicaid Book of Business is a benchmark containing data from all eligible Provider Satisfaction Surveys for which TMG collected data in 2011. The benchmark is comprised of Primary Care Physicians, Specialists, and Behavioral Health Clinicians and includes data from 57 plans encompassing 19,710 respondents.

# Mean Score Analysis

## 2011 TMG Medicaid Book of Business

233 Total Respondents

Composite/Attribute	2012 Louisiana Mean	2011 TMG Medicaid Book of Business Mean Score Percentiles				
		Mean	25th	50th	75th	90th
<b>Call Center/Provider Services Staff</b>	<b>3.286</b>	NA	NA	NA	NA	NA
Q1. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	3.521	3.502	3.345	3.510	3.660	3.819
Q2. Helpfulness of Medical Management staff in obtaining specialist referrals for patients in your care.	3.165	3.178	2.945	3.185	3.340	3.478
Q3. Helpfulness of Provider Services staff in resolving claims issues.	3.173	NA	NA	NA	NA	NA
<b>Provider Relations</b>	<b>3.165</b>	<b>3.207</b>	<b>3.065</b>	<b>3.216</b>	<b>3.345</b>	<b>3.464</b>
Q4. Responsiveness and courtesy of the health plan's Provider Relations representative.	3.427	3.451	3.320	3.460	3.590	3.726
Q5. Timeliness to answer questions and/or resolve problems.	3.177	3.207	3.070	3.225	3.355	3.515
Q6. Quality of provider orientation process.	3.096	3.180	3.045	3.190	3.320	3.456
Q7. Quality of provider educational meetings/in-services.	2.946	3.024	2.845	3.020	3.203	3.305
Q8. Quality of written communications, policy bulletins, and manuals.	3.162	3.233	3.070	3.260	3.360	3.490
Q9. Distribution of information regarding Quality Improvement initiatives and results.	3.183	3.146	3.040	3.140	3.245	3.290
<b>Continuity/Coordination of Care</b>	<b>3.226</b>	<b>3.307</b>	<b>3.220</b>	<b>3.308</b>	<b>3.386</b>	<b>3.454</b>
Q11. Timeliness of feedback/reports from Specialists for patients in your care.	3.243	3.323	3.230	3.325	3.413	3.490
Q12. Frequency of feedback/reports from Specialists for patients in your care.	3.210	3.292	3.210	3.290	3.360	3.418
<b>Network</b>	<b>2.920</b>	<b>2.871</b>	<b>2.698</b>	<b>2.893</b>	<b>3.074</b>	<b>3.229</b>
Q13. Specialists network has an adequate number of high-quality specialists for patient referrals.	2.943	2.906	2.695	2.955	3.135	3.367
Q14. Behavioral health network has an adequate number of high-quality practitioners to whom I can refer my patients.	2.630	2.663	2.475	2.650	2.905	3.046
Q15. Provider input and recommendations are taken seriously.	3.186	3.044	2.923	3.075	3.183	3.273
<b>Utilization &amp; Quality Management</b>	<b>3.054</b>	NA	NA	NA	NA	NA
Q16. Process of obtaining pre-certification/referral/authorization information.	2.888	3.063	2.895	3.110	3.215	3.404
Q17. Timeliness of UM's pre-certification process.	2.959	3.046	2.870	3.050	3.190	3.430
Q18. Capability to request authorizations by phone, fax, or web portal.	3.103	NA	NA	NA	NA	NA
Q19. Extent to which UM staff share review criteria and reasons for adverse determinations.	3.000	3.020	2.860	3.030	3.128	3.400
Q20. Consistency of review decisions.	3.047	3.035	2.890	3.060	3.165	3.260
Q21. Timeliness of UM appeals process.	2.875	2.880	2.730	2.880	3.000	3.146
Q22. Timeliness of resolution requiring Medical Director intervention.	3.027	2.943	2.793	2.940	3.118	3.159
Q23. Encouragement/support of provider participation in QI activities.	3.051	3.028	2.960	3.040	3.150	3.196
Q24. Administration of the PCP's referrals to a specialist.	3.219	3.100	2.950	3.120	3.235	3.475
Q25. Facilitation/support of appropriate clinical care for patients.	3.139	3.139	3.013	3.165	3.270	3.345
Q26. Phone access to Case/Care Managers.	3.106	3.073	2.915	3.045	3.220	3.493
Q27. Alternative care and community resource options offered by the Case/Care Manager to your patients.	3.068	3.013	2.890	3.010	3.140	3.272
Q28. Satisfaction with the referral process of patients to disease management programs.	3.000	3.021	2.915	3.020	3.165	3.300
Q29. Degree to which preventive care and health wellness are covered and encouraged.	3.280	3.283	3.143	3.310	3.383	3.552
<b>Finance</b>	<b>3.105</b>	<b>2.934</b>	<b>2.750</b>	<b>2.926</b>	<b>3.094</b>	<b>3.282</b>
Q30. Reimbursement rates for services you provide.	2.910	2.610	2.395	2.560	2.820	3.000
Q31. Accuracy of claims processing.	3.198	3.113	2.943	3.100	3.300	3.447
Q32. Timeliness of claims processing.	3.321	3.152	2.963	3.165	3.298	3.514
Q33. Resolution of claims payment problems or disputes.	2.993	2.860	2.700	2.880	2.960	3.168
<b>Overall Satisfaction and Loyalty*</b>	<b>3.297</b>	<b>3.414</b>	<b>3.288</b>	<b>3.432</b>	<b>3.560</b>	<b>3.696</b>
Q34. Would you recommend Louisiana Healthcare Connections to other providers?	3.082	3.142	3.005	3.140	3.290	3.430
Q35. Would you recommend Louisiana Healthcare Connections to your patients?	3.031	3.164	3.053	3.170	3.310	3.387
Q36. What is your overall satisfaction with Louisiana Healthcare Connections?	3.779	3.935	3.808	3.985	4.080	4.270
Q37. What is your overall satisfaction with other Bayou Health Plans?	3.659	3.952	3.870	3.990	4.040	4.108

-  At or above the 75th percentile.
-  At or above the 50th percentile, but below the 75th percentile.
-  At or above the 25th percentile, but below the 50th percentile; or no benchmark.
-  Below the 25th percentile.

\* The Overall Satisfaction and Loyalty composite is the average of those attributes shaded gray. It does NOT include Q37. What is your overall satisfaction with other Bayou Health Plans?

## 7. **Segmentation Analysis**

The Provider Satisfaction Survey includes demographic information about the respondent’s medical practice, facilitating a market segmentation of the providers. The charts beginning on page 7A present Summary Rates organized across the following practice demographics:

- Area of Practice (QA)
- Physicians in Practice (QB)
- Years in Practice (QC)
- Managed Care Volume Represented by Louisiana Healthcare Connections (QD)
- Survey Respondent (QF)
- Methodology (Mail, Phone, and Internet)

The percentages represent the Summary Rate for each segment of the demographic category. For example, in the table below, the Summary Rate for overall satisfaction with Louisiana Healthcare Connections is the percentage of respondents who selected “Very satisfied” or “Somewhat satisfied.”

The interpretation of this example would be, “Among respondents in the Primary Care area of practice, 69.1% are ‘Very satisfied’ or ‘Somewhat satisfied’ with Louisiana Healthcare Connections, while 40.0% of OB/GYN respondents and 71.4% of Specialist respondents are ‘Very satisfied’ or ‘Somewhat satisfied’ with Louisiana Healthcare Connections.”

Area of Practice	Primary Care	OB/GYN	Specialist
Q36. Overall satisfaction with Louisiana Healthcare Connections?	69.1%	40.0%	71.4%

Results on the following pages are provided for individual attributes and for each composite. Caution is recommended when making comparisons between segments with a small Valid n (less than 30) as the results may not be representative of the population.

### **Charts 7A – 7F**

# Segmentation Analysis

Area of Practice (QA)

Provider Satisfaction Survey

233 Total Respondents

Area of Practice (QA) Composite/Attribute	Primary Care		OB/GYN		Specialist	
	Valid n	2012 SRS*	Valid n	2012 SRS*	Valid n	2012 SRS*
<b>Call Center/Provider Services Staff</b>	<b>46.8%</b>		<b>16.7%</b>		<b>47.6%</b>	
Q1. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	168	53.6%	6	16.7%	34	52.9%
Q2. Helpfulness of Medical Management staff in obtaining specialist referrals for patients in your care.	155	42.6%	6	16.7%	30	40.0%
Q3. Helpfulness of Provider Services staff in resolving claims issues.	151	44.4%	6	16.7%	30	50.0%
<b>Provider Relations</b>	<b>42.7%</b>		<b>18.3%</b>		<b>34.5%</b>	
Q4. Responsiveness and courtesy of the health plan's Provider Relations representative.	159	54.1%	5	20.0%	31	45.2%
Q5. Timeliness to answer questions and/or resolve problems.	155	45.8%	5	20.0%	33	33.3%
Q6. Quality of provider orientation process.	151	39.7%	4	25.0%	32	34.4%
Q7. Quality of provider educational meetings/in-services.	129	34.1%	4	0.0%	24	20.8%
Q8. Quality of written communications, policy bulletins, and manuals.	147	41.5%	5	20.0%	35	40.0%
Q9. Distribution of information regarding Quality Improvement initiatives and results.	140	40.7%	4	25.0%	33	33.3%
<b>Continuity/Coordination of Care**</b>	<b>39.3%</b>		<b>0.0%</b>		<b>37.8%</b>	
Q10. Do you receive feedback/reports from Specialists regarding patients in your care?	133	86.5%	4	50.0%	22	90.9%
Q11. Timeliness of feedback/reports from Specialists for patients in your care.	134	40.3%	2	0.0%	26	42.3%
Q12. Frequency of feedback/reports from Specialists for patients in your care.	128	38.3%	2	0.0%	24	33.3%
<b>Network</b>	<b>31.0%</b>		<b>6.7%</b>		<b>39.7%</b>	
Q13. Specialists network has an adequate number of high-quality specialists for patient referrals.	141	31.2%	2	0.0%	24	50.0%
Q14. Behavioral health network has an adequate number of high-quality practitioners to whom I can refer my patients.	123	22.0%	1	0.0%	16	25.0%
Q15. Provider input and recommendations are taken seriously.	118	39.8%	5	20.0%	25	44.0%
<b>Utilization &amp; Quality Management</b>	<b>33.3%</b>		<b>12.7%</b>		<b>42.2%</b>	
Q16. Process of obtaining pre-certification/referral/authorization information.	143	32.9%	4	25.0%	30	36.7%
Q17. Timeliness of UM's pre-certification process.	126	31.0%	4	0.0%	29	37.9%
Q18. Capability to request authorizations by phone, fax, or web portal.	141	36.2%	4	0.0%	30	50.0%
Q19. Extent to which UM staff share review criteria and reasons for adverse determinations.	117	29.1%	3	0.0%	26	34.6%
Q20. Consistency of review decisions.	116	31.0%	4	0.0%	24	45.8%
Q21. Timeliness of UM appeals process.	94	27.7%	3	0.0%	26	42.3%
Q22. Timeliness of resolution requiring Medical Director intervention.	85	31.8%	1	0.0%	19	47.4%
Q23. Encouragement/support of provider participation in QI activities.	105	32.4%	5	20.0%	20	45.0%
Q24. Administration of the PCP's referrals to a specialist.	128	41.4%	2	0.0%	21	57.1%
Q25. Facilitation/support of appropriate clinical care for patients.	125	33.6%	3	33.3%	22	31.8%
Q26. Phone access to Case/Care Managers.	120	34.2%	3	33.3%	22	40.9%
Q27. Alternative care and community resource options offered by the Case/Care Manager to your patients.	106	29.2%	3	0.0%	19	42.1%
Q28. Satisfaction with the referral process of patients to disease management programs.	105	33.3%	3	0.0%	18	38.9%
Q29. Degree to which preventive care and health wellness are covered and encouraged.	131	42.0%	3	66.7%	22	40.9%
<b>Finance</b>	<b>37.8%</b>		<b>25.0%</b>		<b>40.9%</b>	
Q30. Reimbursement rates for services you provide.	126	34.9%	4	25.0%	28	32.1%
Q31. Accuracy of claims processing.	126	39.7%	4	25.0%	25	48.0%
Q32. Timeliness of claims processing.	126	41.3%	4	25.0%	25	40.0%
Q33. Resolution of claims payment problems or disputes.	113	35.4%	4	25.0%	23	43.5%
<b>Overall Satisfaction and Loyalty***</b>	<b>72.8%</b>		<b>66.7%</b>		<b>82.8%</b>	
Q34. Would you recommend Louisiana Healthcare Connections to other providers?	130	77.7%	5	60.0%	27	88.9%
Q35. Would you recommend Louisiana Healthcare Connections to your patients?	124	71.8%	2	100.0%	25	88.0%
Q36. What is your overall satisfaction with Louisiana Healthcare Connections?	139	69.1%	5	40.0%	28	71.4%
Q37. What is your overall satisfaction with other Bayou Health Plans?	136	70.6%	5	0.0%	29	72.4%

\* SRS (Summary Rate Scores) generally represent the most favorable response option(s).

\*\* The Continuity/Coordination of Care composite Summary Rate is the average of questions Q11 and Q12. It does NOT include Q10.

\*\*\* The Overall Satisfaction and Loyalty composite is the average of those attributes shaded gray. It does NOT include Q37. What is your overall satisfaction with other Bayou Health Plans?

# Segmentation Analysis

## Physicians in Practice (QB)

## Provider Satisfaction Survey

233 Total Respondents

Physicians in Practice (QB) Composite/Attribute	Solo		2 to 5		More than 5	
	Valid n	2012 SRS*	Valid n	2012 SRS*	Valid n	2012 SRS*
<b>Call Center/Provider Services Staff</b>		<b>47.2%</b>		<b>45.5%</b>		<b>35.3%</b>
Q1. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	110	55.5%	83	51.8%	24	37.5%
Q2. Helpfulness of Medical Management staff in obtaining specialist referrals for patients in your care.	99	42.4%	79	39.2%	20	35.0%
Q3. Helpfulness of Provider Services staff in resolving claims issues.	94	43.6%	79	45.6%	21	33.3%
<b>Provider Relations</b>		<b>42.7%</b>		<b>39.1%</b>		<b>30.5%</b>
Q4. Responsiveness and courtesy of the health plan's Provider Relations representative.	100	55.0%	82	51.2%	22	36.4%
Q5. Timeliness to answer questions and/or resolve problems.	97	47.4%	82	36.6%	22	36.4%
Q6. Quality of provider orientation process.	95	35.8%	79	45.6%	22	22.7%
Q7. Quality of provider educational meetings/in-services.	75	33.3%	68	27.9%	21	23.8%
Q8. Quality of written communications, policy bulletins, and manuals.	94	41.5%	78	38.5%	24	33.3%
Q9. Distribution of information regarding Quality Improvement initiatives and results.	83	43.4%	78	34.6%	23	30.4%
<b>Continuity/Coordination of Care**</b>		<b>35.9%</b>		<b>39.4%</b>		<b>37.9%</b>
Q10. Do you receive feedback/reports from Specialists regarding patients in your care?	78	87.2%	72	91.7%	15	60.0%
Q11. Timeliness of feedback/reports from Specialists for patients in your care.	79	39.2%	73	39.7%	15	40.0%
Q12. Frequency of feedback/reports from Specialists for patients in your care.	77	32.5%	69	39.1%	14	35.7%
<b>Network</b>		<b>26.6%</b>		<b>35.6%</b>		<b>29.6%</b>
Q13. Specialists network has an adequate number of high-quality specialists for patient referrals.	79	27.8%	75	36.0%	19	36.8%
Q14. Behavioral health network has an adequate number of high-quality practitioners to whom I can refer my patients.	66	16.7%	63	27.0%	15	20.0%
Q15. Provider input and recommendations are taken seriously.	68	35.3%	64	43.8%	22	31.8%
<b>Utilization &amp; Quality Management</b>		<b>33.0%</b>		<b>35.2%</b>		<b>32.8%</b>
Q16. Process of obtaining pre-certification/referral/authorization information.	85	34.1%	76	36.8%	24	20.8%
Q17. Timeliness of UM's pre-certification process.	75	33.3%	70	30.0%	22	31.8%
Q18. Capability to request authorizations by phone, fax, or web portal.	86	34.9%	72	36.1%	25	44.0%
Q19. Extent to which UM staff share review criteria and reasons for adverse determinations.	68	30.9%	63	28.6%	21	28.6%
Q20. Consistency of review decisions.	65	32.3%	63	34.9%	21	23.8%
Q21. Timeliness of UM appeals process.	54	31.5%	54	29.6%	19	26.3%
Q22. Timeliness of resolution requiring Medical Director intervention.	42	31.0%	51	35.3%	17	35.3%
Q23. Encouragement/support of provider participation in QI activities.	60	28.3%	57	40.4%	20	30.0%
Q24. Administration of the PCP's referrals to a specialist.	71	40.8%	67	43.3%	20	40.0%
Q25. Facilitation/support of appropriate clinical care for patients.	70	34.3%	66	30.3%	21	38.1%
Q26. Phone access to Case/Care Managers.	66	30.3%	66	37.9%	18	38.9%
Q27. Alternative care and community resource options offered by the Case/Care Manager to your patients.	57	28.1%	57	29.8%	18	38.9%
Q28. Satisfaction with the referral process of patients to disease management programs.	57	29.8%	59	35.6%	15	33.3%
Q29. Degree to which preventive care and health wellness are covered and encouraged.	75	42.7%	68	44.1%	20	30.0%
<b>Finance</b>		<b>37.5%</b>		<b>37.3%</b>		<b>34.1%</b>
Q30. Reimbursement rates for services you provide.	77	32.5%	66	36.4%	21	28.6%
Q31. Accuracy of claims processing.	76	40.8%	66	40.9%	18	33.3%
Q32. Timeliness of claims processing.	77	40.3%	67	37.3%	17	41.2%
Q33. Resolution of claims payment problems or disputes.	66	36.4%	61	34.4%	18	33.3%
<b>Overall Satisfaction and Loyalty***</b>		<b>78.1%</b>		<b>71.7%</b>		<b>65.7%</b>
Q34. Would you recommend Louisiana Healthcare Connections to other providers?	78	82.1%	71	76.1%	20	75.0%
Q35. Would you recommend Louisiana Healthcare Connections to your patients?	71	76.1%	68	75.0%	18	72.2%
Q36. What is your overall satisfaction with Louisiana Healthcare Connections?	84	76.2%	75	64.0%	20	50.0%
Q37. What is your overall satisfaction with other Bayou Health Plans?	81	67.9%	74	71.6%	22	54.5%

\* SRS (Summary Rate Scores) generally represent the most favorable response option(s).

\*\* The Continuity/Coordination of Care composite Summary Rate is the average of questions Q11 and Q12. It does NOT include Q10.

\*\*\* The Overall Satisfaction and Loyalty composite is the average of those attributes shaded gray. It does NOT include Q37. What is your overall satisfaction with other Bayou Health Plans?

# Segmentation Analysis

Years in Practice (QC)

Provider Satisfaction Survey

233 Total Respondents

Years in Practice (QC)	Less than 5		5 to 15		16 or more	
Composite/Attribute	Valid n	2012 SRS*	Valid n	2012 SRS*	Valid n	2012 SRS*
<b>Call Center/Provider Services Staff</b>		<b>50.8%</b>		<b>48.2%</b>		<b>41.9%</b>
Q1. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	37	56.8%	72	56.9%	102	48.0%
Q2. Helpfulness of Medical Management staff in obtaining specialist referrals for patients in your care.	33	42.4%	66	40.9%	94	39.4%
Q3. Helpfulness of Provider Services staff in resolving claims issues.	32	53.1%	62	46.8%	94	38.3%
<b>Provider Relations</b>		<b>40.3%</b>		<b>46.3%</b>		<b>35.2%</b>
Q4. Responsiveness and courtesy of the health plan's Provider Relations representative.	36	55.6%	66	56.1%	96	46.9%
Q5. Timeliness to answer questions and/or resolve problems.	34	41.2%	68	52.9%	93	34.4%
Q6. Quality of provider orientation process.	31	35.5%	66	43.9%	93	35.5%
Q7. Quality of provider educational meetings/in-services.	26	26.9%	53	37.7%	79	25.3%
Q8. Quality of written communications, policy bulletins, and manuals.	33	45.5%	65	43.1%	92	34.8%
Q9. Distribution of information regarding Quality Improvement initiatives and results.	32	37.5%	59	44.1%	87	34.5%
<b>Continuity/Coordination of Care**</b>		<b>35.5%</b>		<b>43.4%</b>		<b>34.4%</b>
Q10. Do you receive feedback/reports from Specialists regarding patients in your care?	27	85.2%	55	87.3%	79	86.1%
Q11. Timeliness of feedback/reports from Specialists for patients in your care.	29	41.4%	57	42.1%	77	37.7%
Q12. Frequency of feedback/reports from Specialists for patients in your care.	27	29.6%	56	44.6%	74	31.1%
<b>Network</b>		<b>26.5%</b>		<b>33.7%</b>		<b>30.6%</b>
Q13. Specialists network has an adequate number of high-quality specialists for patient referrals.	30	30.0%	58	37.9%	81	30.9%
Q14. Behavioral health network has an adequate number of high-quality practitioners to whom I can refer my patients.	25	20.0%	49	22.4%	66	21.2%
Q15. Provider input and recommendations are taken seriously.	27	29.6%	54	40.7%	68	39.7%
<b>Utilization &amp; Quality Management</b>		<b>33.3%</b>		<b>39.0%</b>		<b>29.4%</b>
Q16. Process of obtaining pre-certification/referral/authorization information.	31	25.8%	62	46.8%	86	26.7%
Q17. Timeliness of UM's pre-certification process.	27	29.6%	54	40.7%	82	25.6%
Q18. Capability to request authorizations by phone, fax, or web portal.	29	27.6%	62	45.2%	87	33.3%
Q19. Extent to which UM staff share review criteria and reasons for adverse determinations.	23	21.7%	51	35.3%	72	26.4%
Q20. Consistency of review decisions.	21	33.3%	51	35.3%	71	28.2%
Q21. Timeliness of UM appeals process.	17	29.4%	46	30.4%	59	27.1%
Q22. Timeliness of resolution requiring Medical Director intervention.	16	37.5%	39	33.3%	51	31.4%
Q23. Encouragement/support of provider participation in QI activities.	19	36.8%	46	41.3%	66	25.8%
Q24. Administration of the PCP's referrals to a specialist.	27	44.4%	53	47.2%	72	36.1%
Q25. Facilitation/support of appropriate clinical care for patients.	23	47.8%	53	32.1%	76	27.6%
Q26. Phone access to Case/Care Managers.	23	34.8%	49	44.9%	72	26.4%
Q27. Alternative care and community resource options offered by the Case/Care Manager to your patients.	20	30.0%	42	33.3%	65	26.2%
Q28. Satisfaction with the referral process of patients to disease management programs.	23	21.7%	45	33.3%	59	35.6%
Q29. Degree to which preventive care and health wellness are covered and encouraged.	26	46.2%	54	46.3%	78	35.9%
<b>Finance</b>		<b>47.4%</b>		<b>42.7%</b>		<b>30.1%</b>
Q30. Reimbursement rates for services you provide.	24	41.7%	55	38.2%	82	28.0%
Q31. Accuracy of claims processing.	19	52.6%	53	50.9%	84	29.8%
Q32. Timeliness of claims processing.	21	52.4%	53	41.5%	82	34.1%
Q33. Resolution of claims payment problems or disputes.	21	42.9%	50	40.0%	70	28.6%
<b>Overall Satisfaction and Loyalty***</b>		<b>79.4%</b>		<b>78.4%</b>		<b>69.2%</b>
Q34. Would you recommend Louisiana Healthcare Connections to other providers?	27	81.5%	57	78.9%	82	76.8%
Q35. Would you recommend Louisiana Healthcare Connections to your patients?	23	82.6%	54	79.6%	77	70.1%
Q36. What is your overall satisfaction with Louisiana Healthcare Connections?	27	74.1%	60	76.7%	89	60.7%
Q37. What is your overall satisfaction with other Bayou Health Plans?	27	66.7%	58	74.1%	87	63.2%

\* SRS (Summary Rate Scores) generally represent the most favorable response option(s).

\*\* The Continuity/Coordination of Care composite Summary Rate is the average of questions Q11 and Q12. It does NOT include Q10.

\*\*\* The Overall Satisfaction and Loyalty composite is the average of those attributes shaded gray. It does NOT include Q37. What is your overall satisfaction with other Bayou Health Plans?

# Segmentation Analysis

Managed Care Volume Represented by Louisiana Healthcare Connections (QD)

233 Total Respondents

Louisiana Healthcare Connections

Provider Satisfaction Survey

Managed Care Volume Represented by Louisiana Healthcare Connections (QD)	0-10%		11-20%		21-100%	
Composite/Attribute	Valid n	2012 SRS*	Valid n	2012 SRS*	Valid n	2012 SRS*
<b>Call Center/Provider Services Staff</b>		<b>44.5%</b>		<b>44.8%</b>		<b>48.9%</b>
Q1. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	76	50.0%	62	56.5%	65	53.8%
Q2. Helpfulness of Medical Management staff in obtaining specialist referrals for patients in your care.	63	38.1%	58	34.5%	63	49.2%
Q3. Helpfulness of Provider Services staff in resolving claims issues.	66	45.5%	53	43.4%	62	43.5%
<b>Provider Relations</b>		<b>41.1%</b>		<b>36.2%</b>		<b>44.9%</b>
Q4. Responsiveness and courtesy of the health plan's Provider Relations representative.	65	53.8%	59	45.8%	64	56.3%
Q5. Timeliness to answer questions and/or resolve problems.	66	40.9%	58	39.7%	61	49.2%
Q6. Quality of provider orientation process.	66	36.4%	57	40.4%	59	42.4%
Q7. Quality of provider educational meetings/in-services.	53	26.4%	47	31.9%	52	34.6%
Q8. Quality of written communications, policy bulletins, and manuals.	65	46.2%	55	27.3%	59	47.5%
Q9. Distribution of information regarding Quality Improvement initiatives and results.	63	42.9%	50	32.0%	56	39.3%
<b>Continuity/Coordination of Care**</b>		<b>33.3%</b>		<b>35.6%</b>		<b>40.0%</b>
Q10. Do you receive feedback/reports from Specialists regarding patients in your care?	51	84.3%	48	89.6%	51	86.3%
Q11. Timeliness of feedback/reports from Specialists for patients in your care.	55	34.5%	44	38.6%	53	39.6%
Q12. Frequency of feedback/reports from Specialists for patients in your care.	53	32.1%	43	32.6%	52	40.4%
<b>Network</b>		<b>30.8%</b>		<b>25.0%</b>		<b>39.2%</b>
Q13. Specialists network has an adequate number of high-quality specialists for patient referrals.	55	32.7%	48	27.1%	55	38.2%
Q14. Behavioral health network has an adequate number of high-quality practitioners to whom I can refer my patients.	43	16.3%	44	18.2%	48	33.3%
Q15. Provider input and recommendations are taken seriously.	46	43.5%	47	29.8%	52	46.2%
<b>Utilization &amp; Quality Management</b>		<b>34.2%</b>		<b>28.3%</b>		<b>40.1%</b>
Q16. Process of obtaining pre-certification/referral/authorization information.	59	35.6%	52	34.6%	59	35.6%
Q17. Timeliness of UM's pre-certification process.	59	30.5%	46	32.6%	48	37.5%
Q18. Capability to request authorizations by phone, fax, or web portal.	60	38.3%	50	28.0%	57	43.9%
Q19. Extent to which UM staff share review criteria and reasons for adverse determinations.	48	31.3%	41	22.0%	50	36.0%
Q20. Consistency of review decisions.	48	33.3%	39	25.6%	50	40.0%
Q21. Timeliness of UM appeals process.	42	33.3%	33	18.2%	44	36.4%
Q22. Timeliness of resolution requiring Medical Director intervention.	34	32.4%	29	24.1%	40	45.0%
Q23. Encouragement/support of provider participation in QI activities.	43	37.2%	37	18.9%	46	45.7%
Q24. Administration of the PCP's referrals to a specialist.	49	44.9%	43	39.5%	54	42.6%
Q25. Facilitation/support of appropriate clinical care for patients.	52	30.8%	42	33.3%	50	36.0%
Q26. Phone access to Case/Care Managers.	49	30.6%	36	36.1%	52	36.5%
Q27. Alternative care and community resource options offered by the Case/Care Manager to your patients.	42	26.2%	34	17.6%	45	42.2%
Q28. Satisfaction with the referral process of patients to disease management programs.	43	30.2%	35	31.4%	44	38.6%
Q29. Degree to which preventive care and health wellness are covered and encouraged.	52	44.2%	41	34.1%	55	45.5%
<b>Finance</b>		<b>30.6%</b>		<b>44.5%</b>		<b>38.7%</b>
Q30. Reimbursement rates for services you provide.	59	30.5%	43	41.9%	51	33.3%
Q31. Accuracy of claims processing.	58	31.0%	42	45.2%	50	44.0%
Q32. Timeliness of claims processing.	60	30.0%	42	45.2%	49	44.9%
Q33. Resolution of claims payment problems or disputes.	52	30.8%	35	45.7%	49	32.7%
<b>Overall Satisfaction and Loyalty***</b>		<b>74.9%</b>		<b>75.7%</b>		<b>73.3%</b>
Q34. Would you recommend Louisiana Healthcare Connections to other providers?	58	75.9%	47	83.0%	52	78.8%
Q35. Would you recommend Louisiana Healthcare Connections to your patients?	56	75.0%	42	81.0%	50	72.0%
Q36. What is your overall satisfaction with Louisiana Healthcare Connections?	61	73.8%	49	63.3%	55	69.1%
Q37. What is your overall satisfaction with other Bayou Health Plans?	61	77.0%	48	60.4%	55	67.3%

\* SRS (Summary Rate Scores) generally represent the most favorable response option(s).

\*\* The Continuity/Coordination of Care composite Summary Rate is the average of questions Q11 and Q12. It does NOT include Q10.

\*\*\* The Overall Satisfaction and Loyalty composite is the average of those attributes shaded gray. It does NOT include Q37. What is your overall satisfaction with other Bayou Health Plans?

# Segmentation Analysis

Survey Respondent (QF)

233 Total Respondents

Louisiana Healthcare Connections

Provider Satisfaction Survey

Survey Respondent (QF) Composite/Attribute	Physician		Office Manager		Nurse/Other staff	
	Valid n	2012 SRS*	Valid n	2012 SRS*	Valid n	2012 SRS*
<b>Call Center/Provider Services Staff</b>		<b>38.8%</b>		<b>44.4%</b>		<b>49.9%</b>
Q1. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	16	50.0%	135	51.9%	62	53.2%
Q2. Helpfulness of Medical Management staff in obtaining specialist referrals for patients in your care.	13	30.8%	125	38.4%	56	48.2%
Q3. Helpfulness of Provider Services staff in resolving claims issues.	14	35.7%	121	43.0%	56	48.2%
<b>Provider Relations</b>		<b>42.6%</b>		<b>38.1%</b>		<b>44.2%</b>
Q4. Responsiveness and courtesy of the health plan's Provider Relations representative.	14	57.1%	126	50.8%	60	53.3%
Q5. Timeliness to answer questions and/or resolve problems.	14	50.0%	128	39.1%	56	48.2%
Q6. Quality of provider orientation process.	14	28.6%	121	37.2%	57	43.9%
Q7. Quality of provider educational meetings/in-services.	11	36.4%	102	27.5%	47	34.0%
Q8. Quality of written communications, policy bulletins, and manuals.	15	33.3%	123	38.2%	54	44.4%
Q9. Distribution of information regarding Quality Improvement initiatives and results.	12	50.0%	117	35.9%	51	41.2%
<b>Continuity/Coordination of Care**</b>		<b>23.3%</b>		<b>34.6%</b>		<b>50.6%</b>
Q10. Do you receive feedback/reports from Specialists regarding patients in your care?	13	61.5%	102	86.3%	48	93.8%
Q11. Timeliness of feedback/reports from Specialists for patients in your care.	15	26.7%	103	36.9%	45	51.1%
Q12. Frequency of feedback/reports from Specialists for patients in your care.	15	20.0%	99	32.3%	42	50.0%
<b>Network</b>		<b>25.0%</b>		<b>30.2%</b>		<b>36.6%</b>
Q13. Specialists network has an adequate number of high-quality specialists for patient referrals.	16	31.3%	110	32.7%	43	34.9%
Q14. Behavioral health network has an adequate number of high-quality practitioners to whom I can refer my patients.	16	18.8%	91	20.9%	33	27.3%
Q15. Provider input and recommendations are taken seriously.	16	25.0%	92	37.0%	44	47.7%
<b>Utilization &amp; Quality Management</b>		<b>32.1%</b>		<b>30.2%</b>		<b>44.5%</b>
Q16. Process of obtaining pre-certification/referral/authorization information.	15	33.3%	114	33.3%	52	34.6%
Q17. Timeliness of UM's pre-certification process.	13	30.8%	103	30.1%	47	36.2%
Q18. Capability to request authorizations by phone, fax, or web portal.	15	40.0%	113	35.4%	51	39.2%
Q19. Extent to which UM staff share review criteria and reasons for adverse determinations.	13	23.1%	94	24.5%	43	44.2%
Q20. Consistency of review decisions.	13	23.1%	91	27.5%	42	47.6%
Q21. Timeliness of UM appeals process.	13	23.1%	76	25.0%	36	44.4%
Q22. Timeliness of resolution requiring Medical Director intervention.	8	50.0%	66	25.8%	34	47.1%
Q23. Encouragement/support of provider participation in QI activities.	13	38.5%	85	32.9%	36	36.1%
Q24. Administration of the PCP's referrals to a specialist.	14	35.7%	100	37.0%	40	57.5%
Q25. Facilitation/support of appropriate clinical care for patients.	14	21.4%	97	33.0%	42	38.1%
Q26. Phone access to Case/Care Managers.	13	30.8%	95	28.4%	40	52.5%
Q27. Alternative care and community resource options offered by the Case/Care Manager to your patients.	12	33.3%	80	25.0%	38	42.1%
Q28. Satisfaction with the referral process of patients to disease management programs.	11	36.4%	84	27.4%	33	45.5%
Q29. Degree to which preventive care and health wellness are covered and encouraged.	17	29.4%	102	37.3%	40	57.5%
<b>Finance</b>		<b>29.4%</b>		<b>35.6%</b>		<b>43.7%</b>
Q30. Reimbursement rates for services you provide.	15	26.7%	103	34.0%	42	35.7%
Q31. Accuracy of claims processing.	15	33.3%	100	39.0%	41	46.3%
Q32. Timeliness of claims processing.	16	37.5%	100	37.0%	42	45.2%
Q33. Resolution of claims payment problems or disputes.	15	20.0%	86	32.6%	40	47.5%
<b>Overall Satisfaction and Loyalty***</b>		<b>49.9%</b>		<b>78.8%</b>		<b>73.4%</b>
Q34. Would you recommend Louisiana Healthcare Connections to other providers?	16	56.3%	105	83.8%	44	77.3%
Q35. Would you recommend Louisiana Healthcare Connections to your patients?	15	46.7%	98	79.6%	40	77.5%
Q36. What is your overall satisfaction with Louisiana Healthcare Connections?	15	46.7%	111	73.0%	49	65.3%
Q37. What is your overall satisfaction with other Bayou Health Plans?	17	47.1%	108	73.1%	49	63.3%

\* SRS (Summary Rate Scores) generally represent the most favorable response option(s).

\*\* The Continuity/Coordination of Care composite Summary Rate is the average of questions Q11 and Q12. It does NOT include Q10.

\*\*\* The Overall Satisfaction and Loyalty composite is the average of those attributes shaded gray. It does NOT include Q37. What is your overall satisfaction with other Bayou Health Plans?

# Segmentation Analysis

Methodology

233 Total Respondents

Methodology	Mail		Phone		Internet	
	Valid n	2012 SRS*	Valid n	2012 SRS*	Valid n	2012 SRS*
<b>Composite/Attribute</b>						
<b>Call Center/Provider Services Staff</b>		<b>52.9%</b>		<b>41.6%</b>		<b>49.5%</b>
Q1. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	62	61.3%	145	46.9%	12	66.7%
Q2. Helpfulness of Medical Management staff in obtaining specialist referrals for patients in your care.	59	47.5%	130	37.7%	11	36.4%
Q3. Helpfulness of Provider Services staff in resolving claims issues.	58	50.0%	127	40.2%	11	45.5%
<b>Provider Relations</b>		<b>46.9%</b>		<b>36.9%</b>		<b>36.1%</b>
Q4. Responsiveness and courtesy of the health plan's Provider Relations representative.	59	57.6%	135	49.6%	12	41.7%
Q5. Timeliness to answer questions and/or resolve problems.	58	50.0%	133	38.3%	12	41.7%
Q6. Quality of provider orientation process.	58	44.8%	128	35.9%	12	33.3%
Q7. Quality of provider educational meetings/inservices.	55	38.2%	100	25.0%	11	36.4%
Q8. Quality of written communications, policy bulletins, and manuals.	60	45.0%	126	37.3%	12	33.3%
Q9. Distribution of information regarding Quality Improvement initiatives and results.	59	45.8%	117	35.0%	10	30.0%
<b>Continuity/Coordination of Care**</b>		<b>39.4%</b>		<b>37.5%</b>		<b>31.8%</b>
Q10. Do you receive feedback/reports from Specialists regarding patients in your care?	45	86.7%	111	87.4%	11	81.8%
Q11. Timeliness of feedback/reports from Specialists for patients in your care.	54	38.9%	104	40.4%	11	36.4%
Q12. Frequency of feedback/reports from Specialists for patients in your care.	50	40.0%	101	34.7%	11	27.3%
<b>Network</b>		<b>37.5%</b>		<b>28.5%</b>		<b>22.2%</b>
Q13. Specialists network has an adequate number of high-quality specialists for patient referrals.	57	36.8%	106	32.1%	12	16.7%
Q14. Behavioral health network has an adequate number of high-quality practitioners to whom I can refer my patients.	54	27.8%	80	18.8%	12	16.7%
Q15. Provider input and recommendations are taken seriously.	46	47.8%	98	34.7%	12	33.3%
<b>Utilization &amp; Quality Management</b>		<b>34.9%</b>		<b>33.5%</b>		<b>29.1%</b>
Q16. Process of obtaining pre-certification/referral/authorization information.	62	37.1%	113	31.9%	12	33.3%
Q17. Timeliness of UM's pre-certification process.	57	33.3%	104	30.8%	8	25.0%
Q18. Capability to request authorizations by phone, fax, or web portal.	61	44.3%	113	31.9%	11	36.4%
Q19. Extent to which UM staff share review criteria and reasons for adverse determinations.	52	26.9%	92	31.5%	9	22.2%
Q20. Consistency of review decisions.	53	28.3%	88	34.1%	9	33.3%
Q21. Timeliness of UM appeals process.	49	26.5%	72	31.9%	7	28.6%
Q22. Timeliness of resolution requiring Medical Director intervention.	44	36.4%	64	31.3%	3	33.3%
Q23. Encouragement/support of provider participation in QI activities.	50	32.0%	81	34.6%	7	28.6%
Q24. Administration of the PCP's referrals to a specialist.	54	38.9%	96	44.8%	10	30.0%
Q25. Facilitation/support of appropriate clinical care for patients.	51	37.3%	97	30.9%	10	30.0%
Q26. Phone access to Case/Care Managers.	54	40.7%	90	31.1%	7	28.6%
Q27. Alternative care and community resource options offered by the Case/Care Manager to your patients.	49	36.7%	77	27.3%	7	14.3%
Q28. Satisfaction with the referral process of patients to disease management programs.	46	30.4%	79	35.4%	7	14.3%
Q29. Degree to which preventive care and health wellness are covered and encouraged.	57	40.4%	97	41.2%	10	50.0%
<b>Finance</b>		<b>44.0%</b>		<b>32.9%</b>		<b>37.4%</b>
Q30. Reimbursement rates for services you provide.	60	41.7%	97	27.8%	9	44.4%
Q31. Accuracy of claims processing.	58	44.8%	94	37.2%	10	40.0%
Q32. Timeliness of claims processing.	57	47.4%	95	34.7%	10	40.0%
Q33. Resolution of claims payment problems or disputes.	57	42.1%	82	31.7%	8	25.0%
<b>Overall Satisfaction and Loyalty***</b>		<b>67.7%</b>		<b>78.6%</b>		<b>60.0%</b>
Q34. Would you recommend Louisiana Healthcare Connections to other providers?	58	72.4%	103	82.5%	10	70.0%
Q35. Would you recommend Louisiana Healthcare Connections to your patients?	60	68.3%	89	79.8%	10	70.0%
Q36. What is your overall satisfaction with Louisiana Healthcare Connections?	61	62.3%	110	73.6%	10	40.0%
Q37. What is your overall satisfaction with other Bayou Health Plans?	63	65.1%	107	72.0%	9	33.3%

\* SRS (Summary Rate Scores) generally represent the most favorable response option(s).

\*\* The Continuity/Coordination of Care composite Summary Rate is the average of questions Q11 and Q12. It does NOT include Q10.

\*\*\* The Overall Satisfaction and Loyalty composite is the average of those attributes shaded gray. It does NOT include Q37. What is your overall satisfaction with other Bayou Health Plans?

## 8. Statistical Analysis

### Correlation Analysis

The provider's overall satisfaction with the plan (Q36) is an important measure of how well the plan is meeting the needs and expectations of the provider network. Thus, the collection and review of data related to the provider's rating of Louisiana Healthcare Connections could provide your plan with the fundamental information needed to help maintain or even improve the overall caliber of your plan.

Not all plan services impact providers' overall rating of the plan to the same degree. A correlation analysis was run to determine which attributes have the strongest relationship with overall rating of the plan (Q36). The correlation analysis produces the Pearson Correlation Coefficient, which illustrates the strength of the relationship between each attribute and overall satisfaction for your health plan. A correlation coefficient of 1 represents the strongest correlation (a perfect positive relationship), while a coefficient of 0 represents the weakest correlation (no relationship). As the correlation coefficient increases, so also does the strength of the relationship.

Respondents who rate the attributes highlighted in this section positively also rated their overall satisfaction with the plan positively. For your plan, attributes highly correlated with overall satisfaction are those attributes with a correlation coefficient greater than or equal to 0.705. Attributes are listed in descending order of correlation coefficient.

### Correlations with Overall Satisfaction

Attribute	Correlation Coefficient
Q21. Timeliness of UM appeals process.	0.774
Q2. Helpfulness of Medical Management staff in obtaining specialist referrals for patients in your care.	0.745
Q3. Helpfulness of Provider Services staff in resolving claims issues.	0.738
Q27. Alternative care and community resource options offered by the Case/Care Manager to your patients.	0.726
Q22. Timeliness of resolution requiring Medical Director intervention.	0.719
Q19. Extent to which UM staff share review criteria and reasons for adverse determinations.	0.717
Q23. Encouragement/support of provider participation in QI activities.	0.712
Q15. Provider input and recommendations are taken seriously.	0.709
Q25. Facilitation/support of appropriate clinical care for patients.	0.705
Q33. Resolution of claims payment problems or disputes.	0.705

The correlation analysis presented on page 8A lists each applicable attribute and the corresponding Pearson Correlation Coefficient. In addition, Summary Rates for Louisiana Healthcare Connections and the 2011 TMG Medicaid Book of Business 25<sup>th</sup> and 75<sup>th</sup> percentiles are provided where applicable so that you are able to see how your plan performs for each attribute. Attributes identified as being highly correlated with overall satisfaction are shown in gray.

**Chart 8A**

# Correlation Analysis

## Attribute Correlations to Satisfaction with Health Plan (Q36)

233 Total Respondents

Attributes	Correlation Coefficient*	2012 Louisiana Summary Rate Score**	2011 TMG Medicaid B.o.B. Percentiles	
			25th Percentile	75th Percentile
<b>Call Center/Provider Services Staff</b>				
Q1. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	0.618	52.1%	43.4%	57.3%
Q2. Helpfulness of Medical Management staff in obtaining specialist referrals for patients in your care.	<b>0.745</b>	40.5%	31.0%	46.1%
Q3. Helpfulness of Provider Services staff in resolving claims issues.	<b>0.738</b>	43.4%	NA	NA
<b>Provider Relations</b>				
Q4. Responsiveness and courtesy of the health plan's Provider Relations representative.	0.613	51.5%	43.5%	55.0%
Q5. Timeliness to answer questions and/or resolve problems.	0.700	41.9%	35.2%	45.7%
Q6. Quality of provider orientation process.	0.610	38.4%	31.2%	43.0%
Q7. Quality of provider educational meetings/in-services.	0.597	30.1%	26.0%	37.5%
Q8. Quality of written communications, policy bulletins, and manuals.	0.653	39.4%	31.5%	42.2%
Q9. Distribution of information regarding Quality Improvement initiatives and results.	0.636	38.2%	28.7%	36.9%
<b>Continuity/Coordination of Care</b>				
Q11. Timeliness of feedback/reports from Specialists for patients in your care.	0.392	39.6%	32.2%	40.8%
Q12. Frequency of feedback/reports from Specialists for patients in your care.	0.444	35.8%	31.5%	38.6%
<b>Network</b>				
Q13. Specialists network has an adequate number of high-quality specialists for patient referrals.	0.586	32.6%	22.6%	35.2%
Q14. Behavioral health network has an adequate number of high-quality practitioners to whom I can refer my patients.	0.522	21.9%	16.1%	27.9%
Q15. Provider input and recommendations are taken seriously.	<b>0.709</b>	38.5%	25.8%	36.5%
<b>Utilization &amp; Quality Management</b>				
Q16. Process of obtaining pre-certification/referral/authorization information.	0.698	33.7%	27.5%	38.5%
Q17. Timeliness of UM's pre-certification process.	0.673	31.4%	25.2%	35.1%
Q18. Capability to request authorizations by phone, fax, or web portal.	0.612	36.2%	NA	NA
Q19. Extent to which UM staff share review criteria and reasons for adverse determinations.	<b>0.717</b>	29.4%	21.4%	32.2%
Q20. Consistency of review decisions.	0.681	32.0%	22.7%	33.8%
Q21. Timeliness of UM appeals process.	<b>0.774</b>	29.7%	18.7%	30.1%
Q22. Timeliness of resolution requiring Medical Director intervention.	<b>0.719</b>	33.3%	19.6%	31.8%
Q23. Encouragement/support of provider participation in QI activities.	<b>0.712</b>	33.3%	23.2%	31.0%
Q24. Administration of the PCP's referrals to a specialist.	0.702	41.9%	25.2%	37.6%
Q25. Facilitation/support of appropriate clinical care for patients.	<b>0.705</b>	32.9%	24.8%	36.6%
Q26. Phone access to Case/Care Managers.	0.704	34.4%	25.0%	36.4%
Q27. Alternative care and community resource options offered by the Case/Care Manager to your patients.	<b>0.726</b>	30.1%	23.6%	32.5%
Q28. Satisfaction with the referral process of patients to disease management programs.	0.673	32.6%	23.5%	34.3%
Q29. Degree to which preventive care and health wellness are covered and encouraged.	0.619	41.5%	33.5%	41.9%
<b>Finance</b>				
Q30. Reimbursement rates for services you provide.	0.574	33.7%	14.6%	26.2%
Q31. Accuracy of claims processing.	0.659	40.1%	26.8%	42.2%
Q32. Timeliness of claims processing.	0.525	39.5%	27.5%	42.1%
Q33. Resolution of claims payment problems or disputes.	<b>0.705</b>	35.4%	20.7%	29.6%

\* As the correlation coefficient approaches a value of +/- 1.000 the association of the attribute with overall satisfaction is increased. See Technical Notes for a thorough explanation of the Correlation Analysis.

\*\* Summary Rate Scores generally represent the most favorable response option(s).

Note: Attributes highly correlated with overall satisfaction are shown in gray.

-  At or above the 75th percentile.
-  At or above the 25th percentile, but below the 75th percentile; or no benchmark.
-  Below the 25th percentile.

**Opportunity Analysis**

Depending on your plan’s success in each of the service areas highly correlated with overall satisfaction, TMG offers the following opportunity analysis.

The grid on page 8B is divided into six sections. An attribute's placement to the left, right or center is determined by the Summary Rates of Louisiana Healthcare Connections as compared to the 2011 TMG Medicaid Book of Business<sup>12</sup> percentile scores. Those attributes scoring above the 75th percentile are considered strengths and are placed to the right. Attributes scoring below the 25th percentile are considered opportunities and placed to the left. All remaining attributes scoring between the 25th and 75th percentiles are considered comparable to other plans and are placed in the center. Also placed in the center are attributes without a benchmark.

Those attributes found to be highly correlated with overall plan satisfaction (as determined by the correlation analysis on page 8A) are placed in the top portion of the grid in one of the following areas:

<b>Opportunity</b> Plan rates below the 25 <sup>th</sup> percentile	<b>Monitor</b> Plan rates between the 25 <sup>th</sup> and 75 <sup>th</sup> percentiles	<b>Strength</b> Plan rates at or above the 75 <sup>th</sup> percentile
Strong relationship with Overall Satisfaction	Strong relationship with Overall Satisfaction or Attribute without a benchmark	Strong relationship with Overall Satisfaction
Moderate to Weak relationship with Overall Satisfaction	Moderate to Weak relationship with Overall Satisfaction or Attribute without a benchmark	Moderate to Weak relationship with Overall Satisfaction

<sup>12</sup> The 2011 TMG Medicaid Book of Business is a benchmark containing data from all eligible Provider Satisfaction Surveys for which TMG collected data in 2011. The benchmark is comprised of Primary Care Physicians, Specialists, and Behavioral Health Clinicians and includes data from 57 plans encompassing 19,710 respondents.

The opportunity analysis for Louisiana Healthcare Connections reveals the following attributes as *strengths, opportunities, and areas to monitor*:

**Strengths (Market & Maintain)**

The following plan service areas are highly correlated with overall satisfaction among respondents. When compared to the 2011 TMG Medicaid Book of Business, your Summary Rates for the following attributes are at or above the 75<sup>th</sup> percentile. Therefore, these attributes are considered strengths of your plan. Attributes are listed in descending order of correlation coefficient.

Attribute	Correlation Coefficient
Q22. Timeliness of resolution requiring Medical Director intervention.	0.719
Q23. Encouragement/support of provider participation in QI activities.	0.712
Q15. Provider input and recommendations are taken seriously.	0.709
Q33. Resolution of claims payment problems or disputes.	0.705

**Opportunities (Investigate & Improve)**

Among the sample of providers surveyed, no attributes are identified that are highly correlated with overall satisfaction and also fall below the 25<sup>th</sup> percentile when compared to the 2011 TMG Medicaid Book of Business.

**Areas to Monitor**

The following plan service areas are also highly correlated with overall satisfaction among respondents. When compared to the 2011 TMG Medicaid Book of Business, your Summary Rates for the following attributes are between the 25<sup>th</sup> and 75<sup>th</sup> percentiles. While these service areas are neither strengths nor opportunities, they are nonetheless areas of great importance to providers. Therefore, they should be monitored, as they may become strengths or opportunities in the future depending on the plan’s success in these areas. Attributes that do not have a comparable benchmark in the 2011 TMG Medicaid Book of Business are also included in this section. Attributes are listed in descending order of correlation coefficient.

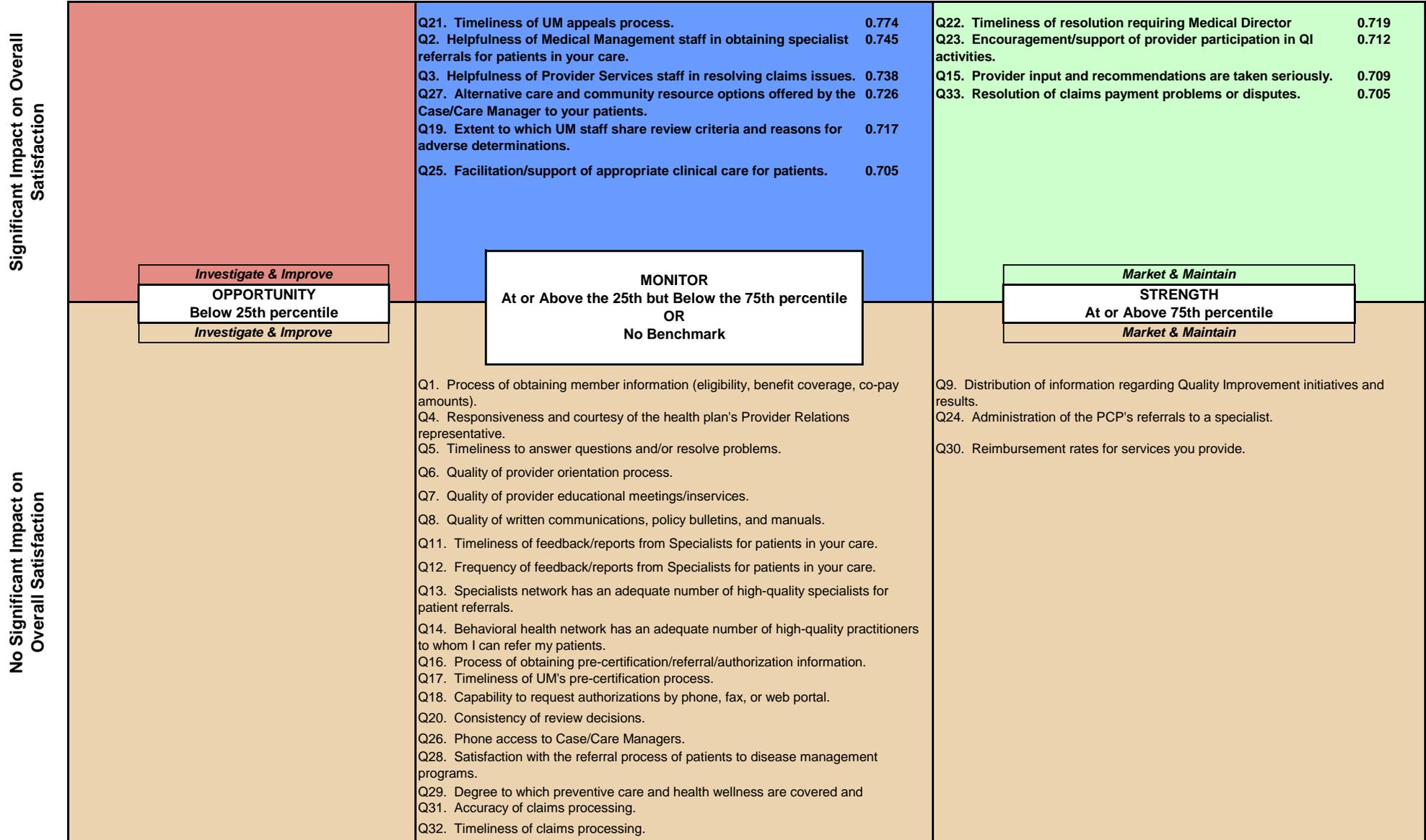
Attribute	Correlation Coefficient
Q21. Timeliness of UM appeals process.	0.774
Q2. Helpfulness of Medical Management staff in obtaining specialist referrals for patients in your care.	0.745
Q3. Helpfulness of Provider Services staff in resolving claims issues.	0.738
Q27. Alternative care and community resource options offered by the Case/Care Manager to your patients.	0.726
Q19. Extent to which UM staff share review criteria and reasons for adverse determinations.	0.717
Q25. Facilitation/support of appropriate clinical care for patients.	0.705

**Chart 8B**

# Opportunity Analysis

Attributes Highly Correlated with Overall Satisfaction (Q36)

233 Total Respondents



Attributes found to have a significant positive impact on overall satisfaction with the health plan by the correlation analysis (testing the strength of the relationship between physicians' overall satisfaction with the plan and physicians' attribute scores) are reported as attributes highly correlated with overall satisfaction and are placed in the "significant" regions in the top portion of the grid. An attribute's placement on the right, left, or center of the grid is determined by its Summary Rate Score relative to the TMG Medicaid Book of Business. Attributes below the 25th percentile are placed to the left, attributes above the 75th percentile are placed to the right, and attributes between the 25th and 75th percentile are placed in the center. Attributes that have no medicaid benchmark are also placed in the middle section. See the Technical Notes section for more information.

Numbers shown are Pearson Correlation Coefficients. The closer the coefficient is to 1 or -1, the stronger its influence on overall satisfaction.

## **9. Loyalty Analysis**

Provider loyalty develops when the health plan consistently meets or exceeds the expectations of its providers. A loyal provider is very satisfied with the plan and willing to recommend the plan to other physicians and patients.

Page 9A presents an assessment of provider loyalty with Louisiana Healthcare Connections. Provider loyalty is based upon responses to three key questions, including:

- Q36. *Overall Satisfaction with Louisiana Healthcare Connections?*
- Q34. *Would you recommend Louisiana Healthcare Connections to other practices?*
- Q35. *Would you recommend Louisiana Healthcare Connections to your patients?*

The different zones within the analysis are defined as follows:

*Loyal Zone:* Providers in this category are very satisfied and likely to recommend the plan to other patients and physicians.

*Defection Zone:* Providers in this category are very dissatisfied and not likely to recommend the plan to other patients and physicians.

*Indifferent Zone:* Providers in this category are mixed as to whether they are satisfied with the plan or whether they would be willing to recommend the plan to other patients and physicians.

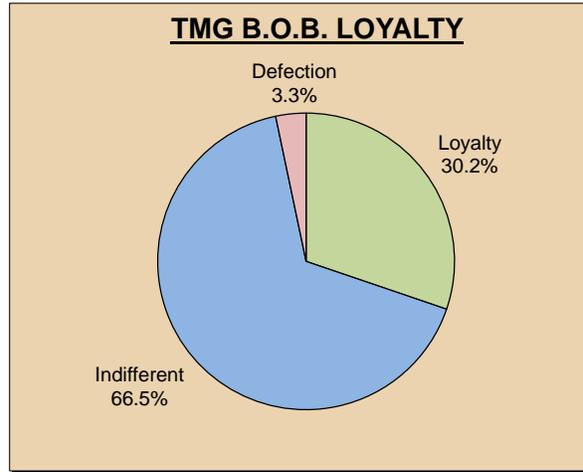
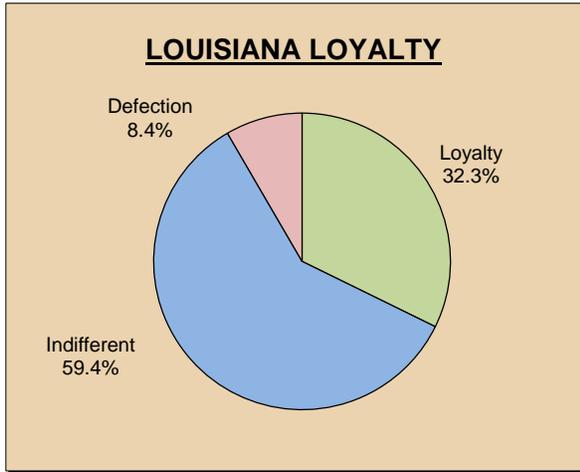
### **Chart 9A**

# Loyalty Analysis

## Louisiana Healthcare Connections

### Provider Satisfaction Survey

155 Eligible Respondents\*



### Zone Definitions

	Recommend the health plan to other physicians' practices?		Recommend the health plan to other patients?		Overall Satisfaction with Health Plan
Loyal	"Definitely Yes"	And	"Definitely Yes"	And	"Very satisfied"
	"Definitely Yes"	And	"Probably Yes"	And	
	"Probably Yes"	And	"Definitely Yes"	And	
Indifferent	All other responses				
Defection	"Definitely Not"	And	"Definitely Not"	And	"Very dissatisfied"
	"Definitely Not"	And	"Probably Not"	And	
	"Probably Not"	And	"Definitely Not"	And	

### Loyalty Scores & Comparison

Zone	2012 Loyalty		2011 TMG Medicaid Book of Business	Significance Testing**
	Valid n	Percent	Percent	
Loyal	50	32.3%	30.2%	Not sig.
Indifferent	92	59.4%	66.5%	Not sig.
Defection	13	8.4%	3.3%	Sig. higher

\* Eligible Respondents are those answering all three questions.

\*\* Significance Testing - "Sig. lower" denotes the result that would be found if a hypothesis test were conducted to determine if the percentage is lower. "Sig. higher" denotes the result that would be found if a hypothesis test were conducted to determine if the percentage is higher. "Not sig." denotes that there was insufficient support to conclude that there was a significant difference in percentages. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

## **10. Technical Notes**

Presented alphabetically by subject area

### **Composite Categories**

The Louisiana Healthcare Connections Provider Satisfaction Survey includes seven composite categories. Each composite category represents an overall aspect of plan quality and is comprised of similar questions. For each composite, an overall score is computed. The composite score is the average of the Summary Rates of the questions comprising a composite. For example, the *Call Center/Provider Services Staff* composite is the average of the Summary Rates of Questions 1 through 3.

### **Correlation Analysis**

*Correlation analysis* is run between attributes and the overall satisfaction variable as measured by Question 36, “*Overall satisfaction with Louisiana Healthcare Connections?*” The Pearson’s product moment Correlation Coefficient,  $r$ , is used to measure the strength of the linear association between each attribute and the overall satisfaction variable.

The Pearson Correlation Coefficient indicates the strength of the linear relationship between the attribute and the overall satisfaction. These scores can range from  $-1$  (perfect negative relationship) to  $+1$  (perfect positive relationship).

### **Demographic Categories**

TMG collapses several of the practice characteristic variables into fewer segments than those defined by the survey. The consolidation of these categories with small samples allows for more valid between-group statistical comparisons.

### **Mean Score**

Mean Scores are an average of all responses. They are calculated by assigning a value of five to the most favorable response option, a four on the next most favorable response option, and so on until a value of one is reached. These values are assuming that there are five response options. If there are a different number of response options, the most favorable response option receives a value equal to the total number of response options. When every response receives a value, the values are averaged to give the Mean Score.

### **Multiple Mark Response**

Some questions allow for respondents to mark multiple response options. As a result, response options to these questions typically add up to more than 100%. Also note that Multiple Mark Responses contain an extra row of information in the Banner Tables called “Total Valid Responses” which displays the total number of responses given.

**Response Rate**

The formula for determining the response rate is:

$$\frac{\text{Completed surveys}}{\text{Final sample size} - \text{Ineligible surveys}} = \text{Response rate}$$

For a mail with Internet option and phone follow-up survey methodology, the following dispositions are considered ineligible: deceased, not eligible, bad address, wrong number, fax/pager/modem data line, not in service, disconnected, cell phone, and number changed.

**Rounding of Data**

For many survey questions, you will often see response distribution percentages listed that do not add to exactly 100%. In some cases, they may add to 99.9%, and in others, to 100.1%. This tends to cause some concern, as it gives the appearance of a valid response being omitted, or even counted twice. The following explanation is provided as a means to understanding how rounding affects the percentages shown in the report.

The key to understanding how rounding affects listed percentages is knowing that the survey question’s entire valid response set is being accounted for. That is, although the percentages don’t add to exactly 100%, the entire response set is represented in the percentages shown.

In many cases, dividing a number of responses by the total number of valid responses provides a percentage that will go out to an infinite number of decimal places. An example of this is dividing 1 by 3; no matter how many decimal places this quotient is taken out to, it will always be a continuous string of ‘3’s. As a result, we see the following when adding each of the item response percentages:

Response 1:	n = 1	.3	.33	.333	.3333
Response 2:	n = 1	.3	.33	.333	.3333
Response 3:	<u>n = 1</u>	<u>.3</u>	<u>.33</u>	<u>.333</u>	<u>.3333</u>
	3	.9	.99	.999	.9999

It is evident that no matter how many decimal places we take our quotient out to, we will never be able to add the results to exactly 1 (or 100%), even though all 3 responses are included in the percentage calculation.

Through consultation with a number of our clients, TMG has determined that using a single decimal place in the reporting of percentages provides an adequate level of detail. Typically, when percentages are calculated in our report applications, all decimal places are computed, but only the first decimal place is actually shown. As such, adding rounded single-digit decimals may not equal 100%. If the same figures were taken out an additional decimal place, however, they might then add to exactly 100%. Or, as the example above shows, they may never equal an even 100%.

Finally, when rounding, TMG employs the standard practice of rounding down any number from 1 to 4, and rounding up any number from 5 to 9.

### **Sampling Error**

Sampling error can be thought of as the extent to which survey results may differ from what would be obtained if every eligible member in the sample had been surveyed. The size of such error depends largely on the percentage distributions (i.e., the number of respondents selecting each answer category) and the number of members surveyed. The more disproportionate the percentage distributions or the larger the sample size is, the smaller the error.

The following tables may be used in estimating approximate sampling error. The first table shows the range (plus or minus the figure shown) within which the population percentage could be expected to lay **95** out of 100 times a sample of that size and percentage distribution would be selected. The second table shows the range (plus or minus the figure shown) within which the population percentage could be expected to lay **90** out of 100 times a sample of that size and percentage distribution would be selected.

<b>95% Confidence Interval</b>					
Approximate Half Width (+/-) for Population Percent					
Valid Responses	Percentage Distribution				
	50/50	60/40	70/30	80/20	90/10
50	13.9	13.6	12.7	11.1	8.3
100	9.8	9.6	9.0	7.8	5.9
200	6.9	6.8	6.4	5.5	4.2
300	5.7	5.5	5.2	4.5	3.4
400	4.9	4.8	4.5	3.9	2.9
500	4.4	4.3	4.0	3.5	2.6
750	3.6	3.5	3.3	2.9	2.1
850	3.4	3.3	3.1	2.7	2.0

<b>90% Confidence Interval</b>					
Approximate Half Width (+/-) for Population Percent					
Valid Responses	Percentage Distribution				
	50/50	60/40	70/30	80/20	90/10
50	11.6	11.4	10.7	9.3	7.0
100	8.2	8.1	7.5	6.6	4.9
200	5.8	5.7	5.3	4.7	3.5
300	4.7	4.7	4.4	3.8	2.8
400	4.1	4.0	3.8	3.3	2.5
500	3.7	3.6	3.4	2.9	2.2
750	3.0	2.9	2.8	2.4	1.8
850	2.8	2.8	2.6	2.3	1.7

The sampling error table is used in the following manner. Assume that “overall satisfaction with the health plan” received a Summary Rate of seventy percent (70.0%) from a sample of 500 valid responses. For a 95% confidence interval, look at the table where the sample size of 500 intersects the percentage distribution of 70/30. The margin of error for this sample size is four percentage points (4.0%). Therefore, on average, in 95 out of 100 similar samples, the 95% confidence interval (e.g., 66.0% to 74.0%) will span the true unknown population percentage.

**Statistical Significance**

A statistically significant hypothesis testing result means that—based on the sample(s), conditions/assumptions, and level of significance—there is sufficient evidence to conclude the alternate hypothesis. For example, when testing for a difference between a population Summary Rate and a set constant score (The Myers Group Book of Business), statistical significance would mean that there is sufficient support for the statement that there is a difference between the population Summary Rate and the set constant score. As another example, when testing to see if there is a difference between last year’s population Summary Rate and this year’s population Summary Rate—statistical significance would mean that there is sufficient evidence for the statement that the population Summary Rates are different.

**Survey Administration Protocol**

The Provider Satisfaction Survey was administered using a one-wave mail with Internet option and phone follow-up survey methodology. The protocol is outlined in the chart below.

Survey Administration Tasks	Date
The first questionnaire is sent with the option to take the survey on the Internet.	10/16/2012
Telephone calls by CATI (computer-assisted telephone interviews) are conducted for non-respondents.	10/29/2012
Data collection ends.	12/7/2012

**Summary Rates**

All survey questions have specific response options designated for inclusion in Summary Rate scoring. These scores are computed as the proportion of favorable responses to the total number of valid responses for each question. For example, the rating questions’ Summary Rates are computed using the following proportion:

$$\frac{\text{Excellent + Very good}}{\text{Excellent + Very good + Good + Fair + Poor}}$$

For the two loyalty questions in which respondents are asked if they would recommend Louisiana Healthcare Connections to other patients and providers, the Summary Rate proportion is computed as follows:

$$\frac{\text{Definitely yes + Probably Yes}}{\text{Definitely yes + Probably yes + Probably not + Definitely not}}$$

The overall satisfaction question uses the following scale specifically asking about the respondent's level of satisfaction:

Very satisfied + Somewhat satisfied

---

Very satisfied + Somewhat satisfied + Neither satisfied nor dissatisfied +  
Somewhat dissatisfied + Very dissatisfied

### ***The Myers Group Medicaid Book of Business (2011)***

The 2011 TMG Medicaid Book of Business is a benchmark containing data from all eligible Medicaid Provider Satisfaction Surveys TMG collected data for in 2011. Plans were included in the Book of Business only if they contained at least 12 of the benchmark questions. As a result, the 2011 TMG Medicaid Book of Business is comprised of 57 plans encompassing 19,710 respondents. Attributes were included in the 2011 TMG Medicaid Book of Business if at least 11 of the plans included the question in their survey.

### ***The Myers Group Medicaid Respondent-Level Benchmark (2011)***

The 2011 TMG Medicaid Respondent-Level Benchmark contains the respondent-level data from the 57 Provider Satisfaction Surveys included in 2011 TMG Medicaid Book of Business. This benchmark segments results by Survey Respondent (Physician and Office Manager) and is shown on the *respondent-level*, meaning that ratings from the respondents (2,693 Physician Survey respondents plus 9,079 Office Manager respondents) are averaged to compute the Summary Rate. This benchmark also segments results by Area of Medicine (Primary Care and Specialty) and is shown on the *respondent-level*, meaning that ratings from the respondents (9,958 Primary Care Area of Medicine respondents and 8,384 Specialty Area of Medicine respondents) are averaged to compute the Summary Rate.

As in the 2011 TMG Medicaid Book of Business, plans were included in the TMG Respondent-Level Benchmark only if they contained at least 12 of the benchmark questions. Attributes were included in the 2011 TMG Medicaid Respondent-Level Benchmark if at least 11 of the plans included the question in their survey.

The 2011 TMG Medicaid Respondent-Level Benchmark is shown only on pages 4C-4F to provide a comparison of how Physician respondents from Louisiana Healthcare Connections compare to Physician Benchmark respondents and how Office Manager respondents from Louisiana Healthcare Connections compare to Office Manager Benchmark respondents, as well as how Louisiana Healthcare Connections respondents in the different areas of medicine compare to benchmark respondents in similar areas of medicine.

### ***Valid n***

The term Valid n is used to show the number of respondents giving a valid response to a particular question. It gives information only on the question it refers to and no others. Valid responses are those that actually rate an attribute. They do not include responses such as "NA" because a response of "NA" does not rate an attribute. The difference in value between the Valid n and the total number of respondents completing the survey is a result of removing invalid responses and respondents submitting a survey but not answering that particular question.

### Z-Test

To test for true differences in population score(s), statistical inference methods are applied. In particular, hypothesis testing is done to draw conclusions about differences in scores between a population and a set constant (e.g., a Summary Rate versus The Myers Group Book of Business score) or between different populations (e.g., a Summary Rate for this year versus a Summary Rate for last year). The hypothesis of no difference is rejected if the absolute value of the test statistic exceeds a critical value corresponding to a level of significance. The test statistic used depends on which of these types of hypothesis tests are performed.

When checking for a statistically significant difference between a Summary Rate for a population and a set constant score—with various conditions/assumptions—TMG uses the statistic test that follows:

$$z = \frac{\hat{p} - p_0}{\sqrt{\frac{p_0 q_0}{n}}}$$

$\hat{p}$  = Summary Rate from the sample  
 $p_0$  = Set constant score for comparison  
 $q_0 = 1 - (\text{Set constant score}) = (1 - p_0)$   
 $n$  = Sample size

For hypothesis testing of composites,  $n$  equals the maximum denominator of the composite questions. With a large sample size (generally  $n > 30$ , technically  $np_0 \geq 5$  and  $nq_0 \geq 5$ ), the z-statistic has a distribution that can be treated as the standard normal distribution. Thus, the hypothesis that the population “Summary Rate” equals the set constant score,  $p_0$ , is rejected at a 0.05 level of significance when the absolute value of the z-statistic exceeds 1.96 (obtained from cumulative standard normal distribution table).

The second hypothesis-testing situation involves testing for statistically significant differences between two population percents (or proportions), e.g., two population Summary Rates. When comparing the population percentages (or proportions)—with various conditions/assumptions—the appropriate test statistic is the z-statistic as follows:

$$z = \frac{\hat{p}_1 - \hat{p}_2}{\sqrt{\hat{p}\hat{q}\left(\frac{1}{n_1} + \frac{1}{n_2}\right)}}$$

$\hat{p}_1$  = Summary Rate from the 1<sup>st</sup> sample  
 $\hat{p}_2$  = Summary Rate from the 2<sup>nd</sup> sample  
 $n_1$  = Size of the sample from the 1<sup>st</sup> population  
 $n_2$  = Size of the sample from the 2<sup>nd</sup> population  
 $\hat{p}$  = Pooled Summary Rate,  $\hat{p} = \frac{n_1 \hat{p}_1 + n_2 \hat{p}_2}{n_1 + n_2}$   
 $\hat{q}$  = 1 – (Pooled Summary Rate)

*For hypothesis testing of composites,  $n$  equals the maximum denominator of the composite questions. With large sample sizes ( $n_1 \hat{p}_1 \geq 5$ ,  $n_1(1 - \hat{p}_1) \geq 5$ ,  $n_2 \hat{p}_2 \geq 5$ , and  $n_2(1 - \hat{p}_2) \geq 5$ ) the z-statistic has a distribution that can be treated as the standard normal distribution. Thus, the hypothesis that the populations under comparison have equal population Summary Rates is rejected at a 0.05 level of significance when the absolute value of the z-statistic exceeds 1.96 (obtained from cumulative standard normal distribution table).*

## ***11. Louisiana Healthcare Connections Survey Tool***



**Finance (continued)**

33. Resolution of claims payment problems or disputes.
- |  |                             |                             |                             |                             |                             |                             |
|--|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|
| Louisiana Healthcare Connections ..... | <input type="checkbox"/> _1 | <input type="checkbox"/> _2 | <input type="checkbox"/> _3 | <input type="checkbox"/> _4 | <input type="checkbox"/> _5 | <input type="checkbox"/> _6 |
| All other Bayou Health Plans .....     | <input type="checkbox"/> _1 | <input type="checkbox"/> _2 | <input type="checkbox"/> _3 | <input type="checkbox"/> _4 | <input type="checkbox"/> _5 | <input type="checkbox"/> _6 |

Excellent  
Very good  
Good  
Fair  
Poor  
N/A

**Overall Satisfaction**

34. Would you recommend Louisiana Healthcare Connections to other providers?
- \_1 Definitely yes  
\_2 Probably yes  
\_3 Probably not  
\_4 Definitely not
35. Would you recommend Louisiana Healthcare Connections to your patients?
- \_1 Definitely yes  
\_2 Probably yes  
\_3 Probably not  
\_4 Definitely not
36. What is your overall satisfaction with Louisiana Healthcare Connections?
- \_1 Very satisfied  
\_2 Somewhat satisfied  
\_3 Neither satisfied nor dissatisfied  
\_4 Somewhat dissatisfied  
\_5 Very dissatisfied
37. What is your overall satisfaction with other Bayou Health Plans?
- \_1 Very satisfied  
\_2 Somewhat satisfied  
\_3 Neither satisfied nor dissatisfied  
\_4 Somewhat dissatisfied  
\_5 Very dissatisfied

38. What do you like best about Louisiana Healthcare Connections?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

39. How can we improve Louisiana Healthcare Connections?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_



**PROVIDER SATISFACTION SURVEY**

Answer **all** the questions by shading the box with blue or black ink. Like this ■

- A. Please indicate your practice area:
- \_1 Primary Care  
\_2 OB/GYN  
\_3 Specialist
- B. How many physicians are in your practice?
- \_1 Solo  
\_2 2-5 physicians  
\_3 More than 5 physicians
- C. How many years have you been in practice?
- \_1 Less than 5 years  
\_2 5 -15 years  
\_3 16 years or more
- D. What portion of your managed care volume is represented by Louisiana Healthcare Connections?
- \_0 None  
\_1 1-10%  
\_2 11-20%  
\_3 21-30%  
\_4 31-50%  
\_5 51-75%  
\_6 76-100%
- E. How do you provide 24-hour availability? (Mark all that apply)
- \_A Arrange for covering physician  
\_B Forward calls to answering service  
\_C Always on-call  
\_D Do not provide 24-hour availability
- F. Please mark who is completing this survey. (Mark only one)
- \_1 Physician  
\_2 Office Manager  
\_3 Nurse  
\_4 Other staff

**Call Center/Provider Services Staff**

This is the department responsible for patient benefits and eligibility information, referral questions, claim inquiries, policies and procedures. Please rate the following compared to other Bayou Health Plans in the market:

1. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).
- |  |                             |                             |                             |                             |                             |                             |
|--|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|
| Louisiana Healthcare Connections ..... | <input type="checkbox"/> _1 | <input type="checkbox"/> _2 | <input type="checkbox"/> _3 | <input type="checkbox"/> _4 | <input type="checkbox"/> _5 | <input type="checkbox"/> _6 |
| All other Bayou Health Plans .....     | <input type="checkbox"/> _1 | <input type="checkbox"/> _2 | <input type="checkbox"/> _3 | <input type="checkbox"/> _4 | <input type="checkbox"/> _5 | <input type="checkbox"/> _6 |
2. Helpfulness of Medical Management staff in obtaining specialist referrals for patients in your care.
- |  |                             |                             |                             |                             |                             |                             |
|--|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|
| Louisiana Healthcare Connections ..... | <input type="checkbox"/> _1 | <input type="checkbox"/> _2 | <input type="checkbox"/> _3 | <input type="checkbox"/> _4 | <input type="checkbox"/> _5 | <input type="checkbox"/> _6 |
| All other Bayou Health Plans .....     | <input type="checkbox"/> _1 | <input type="checkbox"/> _2 | <input type="checkbox"/> _3 | <input type="checkbox"/> _4 | <input type="checkbox"/> _5 | <input type="checkbox"/> _6 |
3. Helpfulness of Provider Services staff in resolving claims issues.
- |  |                             |                             |                             |                             |                             |                             |
|--|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|
| Louisiana Healthcare Connections ..... | <input type="checkbox"/> _1 | <input type="checkbox"/> _2 | <input type="checkbox"/> _3 | <input type="checkbox"/> _4 | <input type="checkbox"/> _5 | <input type="checkbox"/> _6 |
| All other Bayou Health Plans .....     | <input type="checkbox"/> _1 | <input type="checkbox"/> _2 | <input type="checkbox"/> _3 | <input type="checkbox"/> _4 | <input type="checkbox"/> _5 | <input type="checkbox"/> _6 |

Excellent  
Very good  
Good  
Fair  
Poor  
N/A

**Provider Relations**

This is the department responsible for orientation, education, and communication of plan policies and procedures. Please rate the following qualities and services provided by Louisiana Healthcare Connections compared to other Bayou Health Plans in the market:

4. Responsiveness and courtesy of the health plan's Provider Relations representative.
- |  |                             |                             |                             |                             |                             |                             |
|--|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|
| Louisiana Healthcare Connections ..... | <input type="checkbox"/> _1 | <input type="checkbox"/> _2 | <input type="checkbox"/> _3 | <input type="checkbox"/> _4 | <input type="checkbox"/> _5 | <input type="checkbox"/> _6 |
| All other Bayou Health Plans .....     | <input type="checkbox"/> _1 | <input type="checkbox"/> _2 | <input type="checkbox"/> _3 | <input type="checkbox"/> _4 | <input type="checkbox"/> _5 | <input type="checkbox"/> _6 |
5. Timeliness to answer questions and/or resolve problems.
- |  |                             |                             |                             |                             |                             |                             |
|--|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|
| Louisiana Healthcare Connections ..... | <input type="checkbox"/> _1 | <input type="checkbox"/> _2 | <input type="checkbox"/> _3 | <input type="checkbox"/> _4 | <input type="checkbox"/> _5 | <input type="checkbox"/> _6 |
| All other Bayou Health Plans .....     | <input type="checkbox"/> _1 | <input type="checkbox"/> _2 | <input type="checkbox"/> _3 | <input type="checkbox"/> _4 | <input type="checkbox"/> _5 | <input type="checkbox"/> _6 |

**Thank You**

*Please return your completed survey in the postage-paid envelope to:*



**THE Myers GROUP**  
*Improving the Business of Healthcare Satisfaction*

The Myers Group  
Attn: Survey Processing Department  
PO Box 100072  
Duluth, GA 30096-9805  
Toll-Free: 1-800-692-0041

**For Internal Purposes Only: 912461**



**Provider Relations (continued)**

- 6. Quality of provider orientation process.
  - Louisiana Healthcare Connections 1 2 3 4 5 6
  - All other Bayou Health Plans 1 2 3 4 5 6
- 7. Quality of provider educational meetings/inservices.
  - Louisiana Healthcare Connections 1 2 3 4 5 6
  - All other Bayou Health Plans 1 2 3 4 5 6
- 8. Quality of written communications, policy bulletins, and manuals.
  - Louisiana Healthcare Connections 1 2 3 4 5 6
  - All other Bayou Health Plans 1 2 3 4 5 6
- 9. Distribution of information regarding Quality Improvement initiatives and results.
  - Louisiana Healthcare Connections 1 2 3 4 5 6
  - All other Bayou Health Plans 1 2 3 4 5 6

Excellent  
Very good  
Good  
Fair  
Poor  
N/A

**Continuity/Coordination of Care**

- 10. Do you receive feedback/reports from Specialists regarding patients in your care?
  - 1 Yes
  - 2 No
  - 3 Not applicable
- 11. Timeliness of feedback/reports from Specialists for patients in your care.
  - Louisiana Healthcare Connections 1 2 3 4 5 6
  - All other Bayou Health Plans 1 2 3 4 5 6
- 12. Frequency of feedback/reports from Specialists for patients in your care.
  - Louisiana Healthcare Connections 1 2 3 4 5 6
  - All other Bayou Health Plans 1 2 3 4 5 6

Excellent  
Very good  
Good  
Fair  
Poor  
N/A

**Network**

- 13. Specialists network has an adequate number of high-quality specialists for patient referrals.
  - Louisiana Healthcare Connections 1 2 3 4 5 6
  - All other Bayou Health Plans 1 2 3 4 5 6
- 14. Behavioral health network has an adequate number of high-quality practitioners to whom I can refer my patients.
  - Louisiana Healthcare Connections 1 2 3 4 5 6
  - All other Bayou Health Plans 1 2 3 4 5 6
- 15. Provider input and recommendations are taken seriously.
  - Louisiana Healthcare Connections 1 2 3 4 5 6
  - All other Bayou Health Plans 1 2 3 4 5 6

**Utilization & Quality Management**

- 16. Process of obtaining pre-certification/referral/authorization information.
  - Louisiana Healthcare Connections 1 2 3 4 5 6
  - All other Bayou Health Plans 1 2 3 4 5 6
- 17. Timeliness of UM's pre-certification process.
  - Louisiana Healthcare Connections 1 2 3 4 5 6
  - All other Bayou Health Plans 1 2 3 4 5 6
- 18. Capability to request authorizations by phone, fax, or web portal.
  - Louisiana Healthcare Connections 1 2 3 4 5 6
  - All other Bayou Health Plans 1 2 3 4 5 6



**Utilization & Quality Management (continued)**

- 19. Extent to which UM staff share review criteria and reasons for adverse determinations.
  - Louisiana Healthcare Connections 1 2 3 4 5 6
  - All other Bayou Health Plans 1 2 3 4 5 6
- 20. Consistency of review decisions.
  - Louisiana Healthcare Connections 1 2 3 4 5 6
  - All other Bayou Health Plans 1 2 3 4 5 6
- 21. Timeliness of UM appeals process.
  - Louisiana Healthcare Connections 1 2 3 4 5 6
  - All other Bayou Health Plans 1 2 3 4 5 6
- 22. Timeliness of resolution requiring Medical Director intervention.
  - Louisiana Healthcare Connections 1 2 3 4 5 6
  - All other Bayou Health Plans 1 2 3 4 5 6
- 23. Encouragement/support of provider participation in QI activities.
  - Louisiana Healthcare Connections 1 2 3 4 5 6
  - All other Bayou Health Plans 1 2 3 4 5 6
- 24. Administration of the PCP's referrals to a specialist.
  - Louisiana Healthcare Connections 1 2 3 4 5 6
  - All other Bayou Health Plans 1 2 3 4 5 6
- 25. Facilitation/support of appropriate clinical care for patients.
  - Louisiana Healthcare Connections 1 2 3 4 5 6
  - All other Bayou Health Plans 1 2 3 4 5 6
- 26. Phone access to Case/Care Managers.
  - Louisiana Healthcare Connections 1 2 3 4 5 6
  - All other Bayou Health Plans 1 2 3 4 5 6
- 27. Alternative care and community resource options offered by the Case/Care Manager to your patients.
  - Louisiana Healthcare Connections 1 2 3 4 5 6
  - All other Bayou Health Plans 1 2 3 4 5 6
- 28. Satisfaction with the referral process of patients to disease management programs.
  - Louisiana Healthcare Connections 1 2 3 4 5 6
  - All other Bayou Health Plans 1 2 3 4 5 6
- 29. Degree to which preventive care and health wellness are covered and encouraged.
  - Louisiana Healthcare Connections 1 2 3 4 5 6
  - All other Bayou Health Plans 1 2 3 4 5 6

Excellent  
Very good  
Good  
Fair  
Poor  
N/A

**Finance**

- 30. Reimbursement rates for services you provide.
  - Louisiana Healthcare Connections 1 2 3 4 5 6
  - All other Bayou Health Plans 1 2 3 4 5 6
- 31. Accuracy of claims processing.
  - Louisiana Healthcare Connections 1 2 3 4 5 6
  - All other Bayou Health Plans 1 2 3 4 5 6
- 32. Timeliness of claims processing.
  - Louisiana Healthcare Connections 1 2 3 4 5 6
  - All other Bayou Health Plans 1 2 3 4 5 6

## **12. Comments**

Open-ended questions often provide valuable insight into topics not specifically addressed on the survey tool. Respondents can give feedback regarding issues, concerns, compliments, and praise based upon their interaction with the health plan, or simply provide additional demographic information. The 2012 Louisiana Healthcare Connections survey tool includes two open-ended questions:

- ✓ Question 38. *What do you like best about Louisiana Healthcare Connections?*
- ✓ Question 39. *How can we improve Louisiana Healthcare Connections?*

Verbatim comments from these questions are included within an Excel data file (912641 Comments Report). These responses are also indexed by key questions and demographics to provide more information about the individual respondent and they include the following:

- ✓ Area of Practice (QA)
- ✓ Physicians in Practice (QB)
- ✓ Years in Practice (QC)
- ✓ Portion of Managed Care Volume Represented by Louisiana Healthcare Connections (QD)
- ✓ Survey Respondent (QF)
- ✓ Methodology (Mail, Phone, Internet)
- ✓ Overall Satisfaction with Louisiana Healthcare Connections (Q36)

### **13. Glossary of Terms**

**Attributes** are the individual questions that relate to specific characteristics of the health plan.

**All other Bayou Plans** is comparison data provided by respondents. Respondents were asked to rate Louisiana Healthcare Connections and all other Bayou health plans in the market. This is not to be confused with The Myers Group Book of Business.

**Composites** are the mean of the Summary Rates of attributes with similar question topics.

**Rating** questions use a scale of Very dissatisfied to Very satisfied for assessing overall experience with Louisiana Healthcare Connections.

**Summary Rates** are single statistics generated for a survey question. Summary Rates represent the percentage of respondents who chose the most favorable response option(s) (“Excellent” and “Very good;” “Yes;” “Definitely yes” and “Probably yes;” “Very satisfied” and “Somewhat satisfied”).

#### **The Myers Group Medicaid Book of Business (2011)**

The 2011 TMG Medicaid Book of Business is a benchmark containing data from all eligible Medicaid Provider Satisfaction Surveys for which The Myers Group collected data in 2011. Plans were included in the Book of Business only if they contained at least 12 of the benchmark questions. As a result, the 2011 TMG Medicaid Book of Business is comprised of 57 plans encompassing more than 19,710 respondents. Attributes were included in the 2011 TMG Medicaid Book of Business if at least 11 of the plans included the question in their survey.

## 14. *Banner Tables*

The tables in the following section show detailed results for each question in your survey. Responses are organized across the banner table by various practice characteristics. In order to aid you in viewing the data contained in these tables, the following explanation is provided.

The different categories by which the data are “sliced” are presented as column headers. Each category has a set of possible response choices that are listed immediately below the headers. The left-most column in each table is labeled “Total” and shows results for the entire set of valid responses.

On the left side of the page, you will see three row headers: “Total,” “Total Valid Responses,” and “No Answer.” “Total” represents the number of possible responses that meet the criteria for inclusion into the given question. For questions that are asked of all respondents, this figure will typically equal 233, which is the valid number of responses to the current survey. “Total Valid Responses” shows how many of the total respondents provided valid answers to the given question. Finally, “No Answer” is the number of individuals who did not respond to the question, even though they were eligible to do so.

You will notice that, in some cases, a survey response choice shows only the number of respondents providing that answer with no percentage. These response options are not considered valid responses by standard analytical practice, and are therefore omitted from the percentage calculations.

In some tables, an additional row is added to show Summary Rates and is labeled “Summary Rate.” These scores are a single question response or combination of question responses considered to be favorable. It is included at the bottom of each of these tables and is shown with the response option or options that make up the score listed beside it.

Information regarding the statistical testing of results is shown in the lower left corner of each table. The first line displays the Comparison Groups. These are the columns (denoted by uppercase letters and separated by a slash (/)) in which statistical tests are run. Columns (B) and (C), for example, show results for the Primary Care and Specialty groups. These columns are compared in the statistical test to each other, but not to any other columns. If a letter is present, whether upper- or lowercase, its corresponding percentage is significantly higher than the specified percentages within its comparison group.

The second line shows the type or types of statistical tests that are included in the table. The last two lines define the meaning of the upper- and lowercase letters. If a percentage has an uppercase letter beneath it, a significant difference exists at the 95% level of confidence. A lowercase letter denotes a significant difference at the 90% level of confidence. A banner table example is presented below with key points noted.

	AREA OF PRACTICE		
		Primary Care	Specialty
	Total ----- (A)	----- (B)	----- (C)
Total Eligible	433 <sup>1</sup>	22	407
Total Valid Responses	429 <sup>2</sup> 100.0%	22 100.0%	403 100.0%
No Answer	4 <sup>3</sup>	-	4
Yes	198 46.2%	6 27.3%	189 46.9% B <sup>4</sup>
No	231 53.8%	16 72.7% C <sup>5</sup>	214 53.1%

1 – For the given question, 433 respondents were eligible to answer. For questions asked of all respondents, this figure will equal the number of complete surveys. In other cases, it will equal the number of appropriate responses to a gate question. Gate questions are those that filter out respondents who would not logically be able to answer follow-up questions. For example, respondents who say that they do not have a personal doctor would not be able to provide a doctor rating, and so they are filtered out of the response set for the rating question.

2 – Of those who were eligible to answer this question, 429 provided valid responses.

3 – Four respondents – all Specialists – who were eligible to answer the question did not provide an answer.

4 – Specialists provided a significantly higher percentage of “Yes” responses than PCPs. The “B” below the percentage refers to the group in column B – in this case, PCPs – and signifies that the 46.9% is significantly higher than the 27.3%. Because the “B” is capitalized, we know that the difference is significant at the 95% level.

5 – PCPs provided a significantly higher percentage of “No” responses. As in the previous note, the “C” refers to the group in column C – Specialists – and is significant at 95%.

Louisiana Healthcare Connections  
Provider Satisfaction Survey (912461)

TABLE OF CONTENTS

Demographics

Page 1.....A.	Please indicate your practice area:
Page 2.....B.	How many physicians are in your practice?
Page 3.....C.	How many years have you been in practice?
Page 4.....D.	What portion of your managed care volume is represented by Louisiana Healthcare Connections?
Page 5.....E.	How do you provide 24-hour availability? (Mark all that apply.)
Page 6.....F.	Please mark who is completing this survey. (Mark only one.)
Page 7.....Q1.	Process of obtaining member information (eligibility, benefit coverage, co-pay amounts). (Louisiana Healthcare Connections)
Page 8.....Q1.	Process of obtaining member information (eligibility, benefit coverage, co-pay amounts). (All other Bayou Health Plans)
Page 9.....Q2.	Helpfulness of Medical Management staff in obtaining specialist referrals for patients in your care. (Louisiana Healthcare Connections)
Page 10.....Q2.	Helpfulness of Medical Management staff in obtaining specialist referrals for patients in your care. (All other Bayou Health Plans)
Page 11.....Q3.	Helpfulness of Provider Services staff in resolving claims issues. (Louisiana Healthcare Connections)
Page 12.....Q3.	Helpfulness of Provider Services staff in resolving claims issues. (All other Bayou Health Plans)
Page 13.....Q4.	Responsiveness and courtesy of the health plan's Provider Relations representative. (Louisiana Healthcare Connections)
Page 14.....Q4.	Responsiveness and courtesy of the health plan's Provider Relations representative. (All other Bayou Health Plans)
Page 15.....Q5.	Timeliness to answer questions and/or resolve problems. (Louisiana Healthcare Connections)
Page 16.....Q5.	Timeliness to answer questions and/or resolve problems. (All other Bayou Health Plans)
Page 17.....Q6.	Quality of provider orientation process. (Louisiana Healthcare Connections)
Page 18.....Q6.	Quality of provider orientation process. (All other Bayou Health Plans)
Page 19.....Q7.	Quality of practitioner educational meetings/in-services. (Louisiana Healthcare Connections)
Page 20.....Q7.	Quality of practitioner educational meetings/in-services. (All other Bayou Health Plans)
Page 21.....Q8.	Quality of written communications, policy bulletins, and manuals. (Louisiana Healthcare Connections)
Page 22.....Q8.	Quality of written communications, policy bulletins, and manuals. (All other Bayou Health Plans)
Page 23.....Q9.	Distribution of information regarding Quality Improvement initiatives and results. (Louisiana Healthcare Connections)
Page 24.....Q9.	Distribution of information regarding Quality Improvement initiatives and results. (All other Bayou Health Plans)
Page 25.....Q10.	Do you receive feedback/reports from Specialists regarding patients in your care?
Page 26.....Q11.	Timeliness of feedback/reports from Specialists for patients in your care. (Louisiana Healthcare Connections)
Page 27.....Q11.	Timeliness of feedback/reports from Specialists for patients in your care. (All other Bayou Health Plans)
Page 28.....Q12.	Frequency of feedback/reports from Specialists for patients in your care. (Louisiana Healthcare Connections)
Page 29.....Q12.	Frequency of feedback/reports from Specialists for patients in your care. (All other Bayou Health Plans)
Page 30.....Q13.	Specialists network has an adequate number of high-quality specialists for patient referrals. (Louisiana Healthcare Connections)
Page 31.....Q13.	Specialists network has an adequate number of high-quality specialists for patient referrals. (All other Bayou Health Plans)
Page 32.....Q14.	Behavioral health network has an adequate number of high-quality practitioners to whom I can refer my patients. (Louisiana Healthcare Connections)

Louisiana Healthcare Connections  
Provider Satisfaction Survey (912461)

TABLE OF CONTENTS

Page 33.....Q14. Behavioral health network has an adequate number of high-quality practitioners to whom I can refer my patients. (All other Bayou Health Plans)

Page 34.....Q15. Provider input and recommendations are taken seriously. (Louisiana Healthcare Connections)

Page 35.....Q15. Provider input and recommendations are taken seriously. (All other Bayou Health Plans)

Page 36.....Q16. Process of obtaining pre-certification/referral/authorization information. (Louisiana Healthcare Connections)

Page 37.....Q16. Process of obtaining pre-certification/referral/authorization information. (All other Bayou Health Plans)

Page 38.....Q17. Timeliness of UM's pre-certification process. (Louisiana Healthcare Connections)

Page 39.....Q17. Timeliness of UM's pre-certification process. (All other Bayou Health Plans)

Page 40.....Q18. Capability to request authorizations by phone, fax, or web portal. (Louisiana Healthcare Connections)

Page 41.....Q18. Capability to request authorizations by phone, fax, or web portal. (All other Bayou Health Plans)

Page 42.....Q19. Extent to which UM staff share review criteria and reasons for adverse determinations. (Louisiana Healthcare Connections)

Page 43.....Q19. Extent to which UM staff share review criteria and reasons for adverse determinations. (All other Bayou Health Plans)

Page 44.....Q20. Consistency of review decisions. (Louisiana Healthcare Connections)

Page 45.....Q20. Consistency of review decisions. (All other Bayou Health Plans)

Page 46.....Q21. Timeliness of UM appeals process. (Louisiana Healthcare Connections)

Page 47.....Q21. Timeliness of UM appeals process. (All other Bayou Health Plans)

Page 48.....Q22. Timeliness of resolution requiring Medical Director intervention. (Louisiana Healthcare Connections)

Page 49.....Q22. Timeliness of resolution requiring Medical Director intervention. (All other Bayou Health Plans)

Page 50.....Q23. Encouragement/support of provider participation in QI activities. (Louisiana Healthcare Connections)

Page 51.....Q23. Encouragement/support of provider participation in QI activities. (All other Bayou Health Plans)

Page 52.....Q24. Administration of the PCP's referrals to a specialist. (Louisiana Healthcare Connections)

Page 53.....Q24. Administration of the PCP's referrals to a specialist. (All other Bayou Health Plans)

Page 54.....Q25. Facilitation/support of appropriate clinical care for patients. (Louisiana Healthcare Connections)

Page 55.....Q25. Facilitation/support of appropriate clinical care for patients. (All other Bayou Health Plans)

Page 56.....Q26. Phone access to Case/Care Managers. (Louisiana Healthcare Connections)

Page 57.....Q26. Phone access to Case/Care Managers. (All other Bayou Health Plans)

Page 58.....Q27. Alternative care and community resource options offered by the Case/Care Manager to your patients. (Louisiana Healthcare Connections)

Page 59.....Q27. Alternative care and community resource options offered by the Case/Care Manager to your patients. (All other Bayou Health Plans)

Page 60.....Q28. Satisfaction with the referral process of patients to disease management programs. (Louisiana Healthcare Connections)

Page 61.....Q28. Satisfaction with the referral process of patients to disease management programs. (All other Bayou Health Plans)

Page 62.....Q29. Degree to which preventive care and health wellness are covered and encouraged. (Louisiana Healthcare Connections)

Page 63.....Q29. Degree to which preventive care and health wellness are covered and encouraged. (All other Bayou Health Plans)

Page 64.....Q30. Reimbursement rates for services you provide. (Louisiana Healthcare Connections)

Page 65.....Q30. Reimbursement rates for services you provide. (All other Bayou Health Plans)

Louisiana Healthcare Connections  
Provider Satisfaction Survey (912461)

TABLE OF CONTENTS

Page 66.....Q31. Accuracy of claims processing. (Louisiana Healthcare Connections)

Page 67.....Q31. Accuracy of claims processing. (All other Bayou Health Plans)

Page 68.....Q32. Timeliness of claims processing. (Louisiana Healthcare Connections)

Page 69.....Q32. Timeliness of claims processing. (All other Bayou Health Plans)

Page 70.....Q33. Resolution of claims payment problems or disputes. (Louisiana Healthcare Connections)

Page 71.....Q33. Resolution of claims payment problems or disputes. (All other Bayou Health Plans)

Page 72.....Q34. Would you recommend Louisiana Healthcare Connections to other providers?

Page 73.....Q35. Would you recommend Louisiana Healthcare Connections to your patients?

Page 74.....Q36. What is your overall satisfaction with Louisiana Healthcare Connections?

Page 75.....Q37. What is your overall satisfaction with other Bayou Health Plans?

Louisiana Healthcare Connections  
 Provider Satisfaction Survey (912461)

A. Please indicate your practice area:

	-% MANAGED CARE VOL-%												-SURVEY RESPONDENT-				-METHODODOLOGY-				-24-HOUR AVAILABILITY-			
	-AREA OF-				-PHYSICIANS IN-				-YEARS IN-				-REPRESENTED BY-				-HEALTH PLAN-							
	PCP	OB/GYN	Spec	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21-100%	Phys.	Office	Nurse/	Mgr.	Other	Mail	Phone	Internet	Arrange	Forward	Always	None
Total	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	
Total	233	178	6	37	112	91	28	38	76	111	78	65	66	17	144	66	65	156	12	81	140	103	19	
Total Answering	221	178	6	37	108	87	25	36	72	108	75	61	64	17	138	61	63	146	12	77	134	98	17	
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
No Answer	12	-	-	-	4	4	3	2	4	3	3	4	2	-	6	5	2	10	-	4	6	5	2	
Primary Care	178	178	-	-	86	75	16	29	58	86	56	50	55	15	114	44	53	113	12	61	105	80	14	
	80.5%	100.0%			79.6%	86.2%	64.0%	80.6%	80.6%	79.6%	74.7%	82.0%	85.9%	88.2%	82.6%	72.1%	84.1%	77.4%	100.0%	79.2%	78.4%	81.6%	82.4%	
						G							k	p					QR					
OB/GYN	6	-	6	-	3	2	1	2	2	2	2	2	2	-	4	2	1	5	-	2	4	4	-	
	2.7%		100.0%		2.8%	2.3%	4.0%	5.6%	2.8%	1.9%	2.7%	3.3%	3.1%		2.9%	3.3%	1.6%	3.4%		2.6%	3.0%	4.1%		
Specialist	37	-	-	37	19	10	8	5	12	20	17	9	7	2	20	15	9	28	-	14	25	14	3	
	16.7%			100.0%	17.6%	11.5%	32.0%	13.9%	16.7%	18.5%	22.7%	14.8%	10.9%	11.8%	14.5%	24.6%	14.3%	19.2%		18.2%	18.7%	14.3%	17.6%	
							F							m										

Comparison Groups: BCD/EFG/HIJ/KLM/NOP/QRS/TUVW

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case letters indicate significance at the 90% level.

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Presented by The Myers Group

770-978-3173

2013

Louisiana Healthcare Connections  
 Provider Satisfaction Survey (912461)

B. How many physicians are in your practice?

	-----% MANAGED CARE VOL-----																						
	-----AREA OF-----				-----PHYSICIANS IN-----			-----YEARS IN-----				-----REPRESENTED BY-----			-----SURVEY RESPONDENT-----			-----METHODOLOGY-----			-----24-HOUR AVAILABILITY-----		
Total	-----MEDICINE-----				-----PRACTICE-----			-----PRACTICE-----				-----HEALTH PLAN-----			Office Nurse/								
Answering	PCP	OB/GYN	Spec	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21-100%	Phys.	Mgr.	Other	Mail	Phone	Internet	Arrange	Forward	Always	None	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	
Total	233	178	6	37	112	91	28	38	76	111	78	65	66	17	144	66	65	156	12	81	140	103	19
Total Answering	231	177	6	37	112	91	28	38	75	111	78	64	66	17	144	66	63	156	12	81	139	103	19
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	2	1	-	-	-	-	-	-	1	-	-	1	-	-	-	-	2	-	-	-	1	-	-
Solo	112	86	3	19	112	-	-	22	38	50	42	31	29	9	67	34	31	76	5	39	66	45	13
	48.5%	48.6%	50.0%	51.4%	100.0%			57.9%	50.7%	45.0%	53.8%	48.4%	43.9%	52.9%	46.5%	51.5%	49.2%	48.7%	41.7%	48.1%	47.5%	43.7%	68.4%
																							tuV
2 - 5 physicians	91	75	2	10	-	91	-	14	30	44	32	24	28	3	66	21	25	62	4	33	59	50	3
	39.4%	42.4%	33.3%	27.0%		100.0%		36.8%	40.0%	39.6%	41.0%	37.5%	42.4%	17.6%	45.8%	31.8%	39.7%	39.7%	33.3%	40.7%	42.4%	48.5%	15.8%
			d												NP					W	W	W	
More than 5 physicians	28	16	1	8	-	-	28	2	7	17	4	9	9	5	11	11	7	18	3	9	14	8	3
	12.1%	9.0%	16.7%	21.6%			100.0%	5.3%	9.3%	15.3%	5.1%	14.1%	13.6%	29.4%	7.6%	16.7%	11.1%	11.5%	25.0%	11.1%	10.1%	7.8%	15.8%
				b						H		k	k	o		o							

Comparison Groups: BCD/EFG/HIJ/KLM/NOP/QRS/TUVW  
 Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.  
 Note: When comparing groups the Z-Test is only valid for large sample sizes (n >=30)

Louisiana Healthcare Connections  
 Provider Satisfaction Survey (912461)

C. How many years have you been in practice?

	--% MANAGED CARE VOL--											--SURVEY RESPONDENT--				--METHODODOLOGY--			--24-HOUR AVAILABILITY--				
	--AREA OF--				--PHYSICIANS IN--			--YEARS IN--				--REPRESENTED BY--			--HEALTH PLAN--	Phys.	Nurse/	Mail	Phone	Internet	Arrange	Forward	Always
Total	PCP	OB/GYN	Spec	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21-100%	Mgr.	Other	Phys.	Other	Mail	Phone	Internet	Arrange	Forward	Always	None
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	
Total	233	178	6	37	112	91	28	38	76	111	78	65	66	17	144	66	65	156	12	81	140	103	19
Total Answering	225	173	6	37	110	88	26	38	76	111	77	64	62	15	141	64	60	153	12	78	136	101	19
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	8	5	-	-	2	3	2	-	-	-	1	1	4	2	3	2	5	3	-	3	4	2	-
Less than 5 years	38	29	2	5	22	14	2	38	-	-	9	13	12	3	22	13	11	25	2	10	28	15	3
	16.9%	16.8%	33.3%	13.5%	20.0%	15.9%	7.7%	100.0%			11.7%	20.3%	19.4%	20.0%	15.6%	20.3%	18.3%	16.3%	16.7%	12.8%	20.6%	14.9%	15.8%
					g																		
5 - 15 years	76	58	2	12	38	30	7	-	76	-	24	20	25	4	51	19	17	53	6	27	49	37	8
	33.8%	33.5%	33.3%	32.4%	34.5%	34.1%	26.9%		100.0%		31.2%	31.2%	40.3%	26.7%	36.2%	29.7%	28.3%	34.6%	50.0%	34.6%	36.0%	36.6%	42.1%
16 years or more	111	86	2	20	50	44	17	-	-	111	44	31	25	8	68	32	32	75	4	41	59	49	8
	49.3%	49.7%	33.3%	54.1%	45.5%	50.0%	65.4%			100.0%	57.1%	48.4%	40.3%	53.3%	48.2%	50.0%	53.3%	49.0%	33.3%	52.6%	43.4%	48.5%	42.1%
							e				M												

Comparison Groups: BCD/EFG/HIJ/KLM/NOP/QRS/TUVW  
 Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.  
 Note: When comparing groups the Z-Test is only valid for large sample sizes (n >=30)

Louisiana Healthcare Connections  
 Provider Satisfaction Survey (912461)

D. What portion of your managed care volume is represented by Louisiana Healthcare Connections?

	--% MANAGED CARE VOL--											--SURVEY RESPONDENT--				--METHODODOLOGY--			--24-HOUR AVAILABILITY--				
	AREA OF MEDICINE		PHYSICIANS IN PRACTICE			YEARS IN PRACTICE			HEALTH PLAN			Phys.	Mgr.	Other	Mail	Phone	Internet	Arrange	Forward	Always	None		
Total Answering	PCP	OB/GYN	Spec	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21-100%	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	
Total	233	178	6	37	112	91	28	38	76	111	78	65	66	17	144	66	65	156	12	81	140	103	19
Total Answering	209	161	6	33	102	84	22	34	69	100	78	65	66	16	128	60	59	138	12	72	128	94	17
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	24	17	-	4	10	7	6	4	7	11	-	-	-	1	16	6	6	18	-	9	12	9	2
None	4	3	-	1	4	-	-	-	2	2	4	-	-	1	3	-	2	2	-	3	3	3	-
	1.9%	1.9%		3.0%	3.9%				2.9%	2.0%	5.1%			6.2%	2.3%		3.4%	1.4%		4.2%	2.3%	3.2%	
1 - 10%	74	53	2	16	38	32	4	9	22	42	74	-	-	4	52	16	19	55	-	27	47	33	6
	35.4%	32.9%	33.3%	48.5%	37.3%	38.1%	18.2%	26.5%	31.9%	42.0%	94.9%			25.0%	40.6%	26.7%	32.2%	39.9%		37.5%	36.7%	35.1%	35.3%
				b	G	G				h					P								
11 - 20%	65	50	2	9	31	24	9	13	20	31	-	65	-	6	36	21	18	40	7	18	41	28	7
	31.1%	31.1%	33.3%	27.3%	30.4%	28.6%	40.9%	38.2%	29.0%	31.0%		100.0%		37.5%	28.1%	35.0%	30.5%	29.0%	58.3%	25.0%	32.0%	29.8%	41.2%
																			qR				
21 - 30%	40	35	-	4	17	20	3	6	15	16	-	-	40	4	24	12	16	20	4	17	24	15	3
	19.1%	21.7%		12.1%	16.7%	23.8%	13.6%	17.6%	21.7%	16.0%			60.6%	25.0%	18.8%	20.0%	27.1%	14.5%	33.3%	23.6%	18.8%	16.0%	17.6%
																	r						
31 - 50%	15	12	-	2	7	4	4	4	5	5	-	-	15	1	7	6	4	11	-	3	8	7	1
	7.2%	7.5%		6.1%	6.9%	4.8%	18.2%	11.8%	7.2%	5.0%			22.7%	6.2%	5.5%	10.0%	6.8%	8.0%		4.2%	6.2%	7.4%	5.9%
51 - 75%	9	6	2	1	4	4	1	2	5	2	-	-	9	-	5	4	-	8	1	3	5	7	-
	4.3%	3.7%	33.3%	3.0%	3.9%	4.8%	4.5%	5.9%	7.2%	2.0%			13.6%	3.9%	6.7%			5.8%	8.3%	4.2%	3.9%	7.4%	
76 - 100%	2	2	-	-	1	-	1	-	-	2	-	-	2	-	1	1	-	2	-	1	-	1	-
	1.0%	1.2%			1.0%		4.5%			2.0%			3.0%		0.8%	1.7%		1.4%		1.4%		1.1%	

Comparison Groups: BCD/EPG/HIJ/KLM/NOP/QRS/TUVW

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case letters indicate significance at the 90% level.

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Presented by The Myers Group

770-978-3173

2013

Louisiana Healthcare Connections  
 Provider Satisfaction Survey (912461)

E. How do you provide 24-hour availability? (Mark all that apply.)

	-----% MANAGED CARE VOL-----											-----SURVEY RESPONDENT-----				-----METHODOLOGY-----			-----24-HOUR AVAILABILITY-----				
	-----AREA OF-----			-----PHYSICIANS IN-----			-----YEARS IN-----			-----REPRESENTED BY-----		-----HEALTH PLAN-----		Phys.	Nurse/ Mgr.	Other	Mail	Phone	Internet	Arrange	Forward	Always	None
Total Answering	PCP	OB/GYN	Spec	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21-100%											
Total Eligible	233	178	6	37	112	91	28	38	76	111	78	65	66	17	144	66	65	156	12	81	140	103	19
Total Valid Responses	343	260	10	56	163	145	34	56	121	157	122	94	95	28	219	90	90	235	18	164	250	194	19
Total Respondents	230	177	6	36	111	90	28	38	76	109	77	64	66	17	143	65	64	154	12	81	140	103	19
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Arrange for covering physician	81	61	2	14	39	33	9	10	27	41	30	18	24	13	48	18	31	44	6	81	51	32	-
	35.2%	34.5%	33.3%	38.9%	35.1%	36.7%	32.1%	26.3%	35.5%	37.6%	39.0%	28.1%	36.4%	76.5%	33.6%	27.7%	48.4%	28.6%	50.0%	100.0%	36.4%	31.1%	-
Forward calls to answering service	140	105	4	25	66	59	14	28	49	59	50	41	37	9	93	34	40	93	7	51	140	59	-
	60.9%	59.3%	66.7%	69.4%	59.5%	65.6%	50.0%	73.7%	64.5%	54.1%	64.9%	64.1%	56.1%	52.9%	65.0%	52.3%	62.5%	60.4%	58.3%	63.0%	100.0%	57.3%	-
Always on-call	103	80	4	14	45	50	8	15	37	49	36	28	30	6	73	24	17	81	5	32	59	103	-
	44.8%	45.2%	66.7%	38.9%	40.5%	55.6%	28.6%	39.5%	48.7%	45.0%	46.8%	43.8%	45.5%	35.3%	51.0%	36.9%	26.6%	52.6%	41.7%	39.5%	42.1%	100.0%	-
Do not provide 24-hour availability	19	14	-	3	13	3	3	3	8	8	6	7	4	-	5	14	2	17	-	-	-	-	19
	8.3%	7.9%	-	8.3%	11.7%	3.3%	10.7%	7.9%	10.5%	7.3%	7.8%	10.9%	6.1%	-	3.5%	21.5%	3.1%	11.0%	-	-	-	-	100.0%

Louisiana Healthcare Connections  
 Provider Satisfaction Survey (912461)

F. Please mark who is completing this survey. (Mark only one.)

	--% MANAGED CARE VOL--												--SURVEY RESPONDENT--				--METHODODOLOGY--				--24-HOUR AVAILABILITY--			
	--AREA OF--				--PHYSICIANS IN--				--YEARS IN--				--REPRESENTED BY--				--HEALTH PLAN--							
	MEDICINE				PRACTICE				PRACTICE				HEALTH PLAN											
Total	PCP	OB/GYN	Spec	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21-100%	Phys.	Office Mgr.	Nurse/Other	Mail	Phone	Internet	Arrange	Forward	Always	None		
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)		
Total	233	178	6	37	112	91	28	38	76	111	78	65	66	17	144	66	65	156	12	81	140	103	19	
Total Answering	227	173	6	37	110	90	27	38	74	108	76	63	65	17	144	66	59	156	12	79	136	103	19	
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
No Answer	6	5	-	-	2	1	1	-	2	3	2	2	1	-	-	-	6	-	-	2	4	-	-	
Physician	17	15	-	2	9	3	5	3	4	8	5	6	5	17	-	-	13	1	3	13	9	6	-	
	7.5%	8.7%		5.4%	8.2%	3.3%	18.5%	7.9%	5.4%	7.4%	6.6%	9.5%	7.7%	100.0%			22.0%	0.6%	25.0%	16.5%	6.6%	5.8%		
							F										R		r	UV				
Office Manager	144	114	4	20	67	66	11	22	51	68	55	36	37	-	144	-	32	106	6	48	93	73	5	
	63.4%	65.9%	66.7%	54.1%	60.9%	73.3%	40.7%	57.9%	68.9%	63.0%	72.4%	57.1%	56.9%		100.0%		54.2%	67.9%	50.0%	60.8%	68.4%	70.9%	26.3%	
					g	eG					lm						q			W	W	W		
Nurse	17	12	-	3	9	5	3	7	3	7	5	6	6	-	-	17	6	10	1	6	8	6	3	
	7.5%	6.9%		8.1%	8.2%	5.6%	11.1%	18.4%	4.1%	6.5%	6.6%	9.5%	9.2%			25.8%	10.2%	6.4%	8.3%	7.6%	5.9%	5.8%	15.8%	
							Ij																	
Other staff	49	32	2	12	25	16	8	6	16	25	11	15	17	-	-	49	8	39	2	12	26	18	11	
	21.6%	18.5%	33.3%	32.4%	22.7%	17.8%	29.6%	15.8%	21.6%	23.1%	14.5%	23.8%	26.2%			74.2%	13.6%	25.0%	16.7%	15.2%	19.1%	17.5%	57.9%	
				b									k				Q						TUV	

Comparison Groups: BCD/EPG/HIJ/KLM/NOP/QRS/TUVW

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case letters indicate significance at the 90% level.

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Presented by The Myers Group

770-978-3173

2013



Louisiana Healthcare Connections  
 Provider Satisfaction Survey (912461)

Q1. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts). (All other Bayou Health Plans)

	--% MANAGED CARE VOL--												--SURVEY RESPONDENT--				--METHODODOLOGY--				--24-HOUR AVAILABILITY--			
	--AREA OF MEDICINE--				--PHYSICIANS IN PRACTICE--				--YEARS IN PRACTICE--				--REPRESENTED BY--				--HEALTH PLAN--							
Total Answering	PCP	OB/GYN	Spec	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21-100%	Phys.	Mgr.	Office Nurse/Other	Mail	Phone	Internet	Arrange	Forward	Always	None		
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)		
Total	233	178	6	37	112	91	28	38	76	111	78	65	66	17	144	66	65	156	12	81	140	103	19	
Total Answering	209	161	6	33	105	82	20	36	68	99	73	60	62	15	130	59	58	139	12	71	127	95	14	
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
No Answer	11	8	-	2	4	2	5	1	3	5	3	2	3	2	4	4	6	5	-	4	6	1	2	
Excellent	21	16	-	4	11	8	2	5	6	8	9	4	7	3	14	4	8	11	2	9	19	5	-	
	10.0%	9.9%		12.1%	10.5%	9.8%	10.0%	13.9%	8.8%	8.1%	12.3%	6.7%	11.3%	20.0%	10.8%	6.8%	13.8%	7.9%	16.7%	12.7%	15.0%	5.3%		
Very good	58	46	-	9	33	19	5	6	24	27	20	19	15	3	34	19	20	34	4	21	28	32	5	
	27.8%	28.6%		27.3%	31.4%	23.2%	25.0%	16.7%	35.3%	27.3%	27.4%	31.7%	24.2%	20.0%	26.2%	32.2%	34.5%	24.5%	33.3%	29.6%	22.0%	33.7%	35.7%	
Good	88	66	5	15	44	39	5	19	27	41	31	23	29	5	57	26	16	71	1	22	58	44	6	
	42.1%	41.0%	83.3%	45.5%	41.9%	47.6%	25.0%	52.8%	39.7%	41.4%	42.5%	38.3%	46.8%	33.3%	43.8%	44.1%	27.6%	51.1%	8.3%	31.0%	45.7%	46.3%	42.9%	
Fair	36	28	1	4	14	14	7	5	10	19	12	11	9	2	23	8	14	19	3	15	19	12	2	
	17.2%	17.4%	16.7%	12.1%	13.3%	17.1%	35.0%	13.9%	14.7%	19.2%	16.4%	18.3%	14.5%	13.3%	17.7%	13.6%	24.1%	13.7%	25.0%	21.1%	15.0%	12.6%	14.3%	
Poor	6	5	-	1	3	2	1	1	1	4	1	3	2	2	2	2	-	4	2	4	3	2	1	
	2.9%	3.1%		3.0%	2.9%	2.4%	5.0%	2.8%	1.5%	4.0%	1.4%	5.0%	3.2%	13.3%	1.5%	3.4%		2.9%	16.7%	5.6%	2.4%	2.1%	7.1%	
N/A	13	9	-	2	3	7	3	1	5	7	2	3	1	-	10	3	1	12	-	6	7	7	3	
Summary Rate - Excellent/ Very good	79	62	-	13	44	27	7	11	30	35	29	23	22	6	48	23	28	45	6	30	47	37	5	
	37.8%	38.5%		39.4%	41.9%	32.9%	35.0%	30.6%	44.1%	35.4%	39.7%	38.3%	35.5%	40.0%	36.9%	39.0%	48.3%	32.4%	50.0%	42.3%	37.0%	38.9%	35.7%	

Comparison Groups: BCD/EPG/HIJ/KLM/NOP/QRS/TUVW

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case letters indicate significance at the 90% level.

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Presented by The Myers Group

770-978-3173

2013

Louisiana Healthcare Connections  
 Provider Satisfaction Survey (912461)

Q2. Helpfulness of Medical Management staff in obtaining specialist referrals for patients in your care. (Louisiana Healthcare Connections)

	--% MANAGED CARE VOL--												--SURVEY RESPONDENT--				--METHODODOLOGY--				--24-HOUR AVAILABILITY--								
	AREA OF MEDICINE			PHYSICIANS IN PRACTICE			YEARS IN PRACTICE			HEALTH PLAN			REPRESENTED BY		Office Nurse/		Mail		Phone		Internet		Arrange		Forward		Always		None
Total Answering	PCP	OB/GYN	Spec	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21-100%	Phys.	Mgr.	Other	Mail	Phone	Internet	Arrange	Forward	Always	None							
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)							
Total	233	178	6	37	112	91	28	38	76	111	78	65	66	17	144	66	65	156	12	81	140	103	19						
Total Answering	200	155	6	30	99	79	20	33	66	94	63	58	63	13	125	56	59	130	11	71	120	92	14						
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%						
No Answer	9	7	-	2	3	4	2	-	3	6	6	-	2	2	5	2	4	5	-	3	3	4	2						
Excellent	24	19	1	3	11	11	2	6	5	12	8	6	9	1	17	6	8	15	1	13	17	10	-						
	12.0%	12.3%	16.7%	10.0%	11.1%	13.9%	10.0%	18.2%	7.6%	12.8%	12.7%	10.3%	14.3%	7.7%	13.6%	10.7%	13.6%	11.5%	9.1%	18.3%	14.2%	10.9%							
Very good	57	47	-	9	31	20	5	8	22	25	16	14	22	3	31	21	20	34	3	17	34	28	6						
	28.5%	30.3%		30.0%	31.3%	25.3%	25.0%	24.2%	33.3%	26.6%	25.4%	24.1%	34.9%	23.1%	24.8%	37.5%	33.9%	26.2%	27.3%	23.9%	28.3%	30.4%	42.9%						
Good	69	48	4	13	35	27	7	15	20	32	26	22	18	4	49	15	15	50	4	20	43	31	5						
	34.5%	31.0%	66.7%	43.3%	35.4%	34.2%	35.0%	45.5%	30.3%	34.0%	41.3%	37.9%	28.6%	30.8%	39.2%	26.8%	25.4%	38.5%	36.4%	28.2%	35.8%	33.7%	35.7%						
Fair	28	23	1	3	10	14	4	1	10	16	6	9	9	2	18	8	10	17	1	13	15	14	2						
	14.0%	14.8%	16.7%	10.0%	10.1%	17.7%	20.0%	3.0%	15.2%	17.0%	9.5%	15.5%	14.3%	15.4%	14.4%	14.3%	16.9%	13.1%	9.1%	18.3%	12.5%	15.2%	14.3%						
Poor	22	18	-	2	12	7	2	3	9	9	7	7	5	3	10	6	6	14	2	8	11	9	1						
	11.0%	11.6%		6.7%	12.1%	8.9%	10.0%	9.1%	13.6%	9.6%	11.1%	12.1%	7.9%	23.1%	8.0%	10.7%	10.2%	10.8%	18.2%	11.3%	9.2%	9.8%	7.1%						
N/A	24	16	-	5	10	8	6	5	7	11	9	7	1	2	14	8	2	21	1	7	17	7	3						
Summary Rate - Excellent/ Very good	81	66	1	12	42	31	7	14	27	37	24	20	31	4	48	27	28	49	4	30	51	38	6						
	40.5%	42.6%	16.7%	40.0%	42.4%	39.2%	35.0%	42.4%	40.9%	39.4%	38.1%	34.5%	49.2%	30.8%	38.4%	48.2%	47.5%	37.7%	36.4%	42.3%	42.5%	41.3%	42.9%						

Comparison Groups: BCD/EPG/HIJ/KLM/NOP/QRS/TUVW

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case letters indicate significance at the 90% level.

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Presented by The Myers Group

770-978-3173

2013

Louisiana Healthcare Connections  
 Provider Satisfaction Survey (912461)

Q2. Helpfulness of Medical Management staff in obtaining specialist referrals for patients in your care. (All other Bayou Health Plans)

	--% MANAGED CARE VOL--												--SURVEY RESPONDENT--				--METHODODOLOGY--				--24-HOUR AVAILABILITY--			
	AREA OF MEDICINE		PHYSICIANS IN PRACTICE			YEARS IN PRACTICE			REPRESENTED BY HEALTH PLAN			Phys.	Mgr.	Other	Mail	Phone	Internet	Arrange	Forward	Always	None			
Total Answering	PCP	OB/GYN	Spec	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21-100%	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)		
Total	233	178	6	37	112	91	28	38	76	111	78	65	66	17	144	66	65	156	12	81	140	103	19	
Total Answering	196	152	6	30	95	80	19	34	63	92	63	58	62	15	122	53	57	127	12	72	119	92	12	
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
No Answer	11	10	-	1	6	3	2	-	5	6	5	1	3	2	6	3	5	6	-	3	5	3	2	
Excellent	12	10	-	1	6	6	-	3	3	6	6	1	5	-	9	3	3	8	1	6	9	5	-	
	6.1%	6.6%		3.3%	6.3%	7.5%		8.8%	4.8%	6.5%	9.5%	1.7%	8.1%		7.4%	5.7%	5.3%	6.3%	8.3%	8.3%	7.6%	5.4%		
Very good	49	37	1	11	24	21	3	7	18	22	18	13	14	2	31	14	17	31	1	16	33	27	1	
	25.0%	24.3%	16.7%	36.7%	25.3%	26.2%	15.8%	20.6%	28.6%	23.9%	28.6%	22.4%	22.6%	13.3%	25.4%	26.4%	29.8%	24.4%	8.3%	22.2%	27.7%	29.3%	8.3%	
Good	82	62	3	13	43	31	8	17	25	37	28	24	27	7	51	22	21	55	6	26	47	35	9	
	41.8%	40.8%	50.0%	43.3%	45.3%	38.8%	42.1%	50.0%	39.7%	40.2%	44.4%	41.4%	43.5%	46.7%	41.8%	41.5%	36.8%	43.3%	50.0%	36.1%	39.5%	38.0%	75.0%	
Fair	37	33	1	2	14	17	6	3	12	21	7	14	11	4	25	8	12	23	2	17	21	20	1	
	18.9%	21.7%	16.7%	6.7%	14.7%	21.2%	31.6%	8.8%	19.0%	22.8%	11.1%	24.1%	17.7%	26.7%	20.5%	15.1%	21.1%	18.1%	16.7%	23.6%	17.6%	21.7%	8.3%	
Poor	16	10	1	3	8	5	2	4	5	6	4	6	5	2	6	6	4	10	2	7	9	5	1	
	8.2%	6.6%	16.7%	10.0%	8.4%	6.2%	10.5%	11.8%	7.9%	6.5%	6.3%	10.3%	8.1%	13.3%	4.9%	11.3%	7.0%	7.9%	16.7%	9.7%	7.6%	5.4%	8.3%	
N/A	26	16	-	6	11	8	7	4	8	13	10	6	1	-	16	10	3	23	-	6	16	8	5	
Summary Rate - Excellent/ Very good	61	47	1	12	30	27	3	10	21	28	24	14	19	2	40	17	20	39	2	22	42	32	1	
	31.1%	30.9%	16.7%	40.0%	31.6%	33.8%	15.8%	29.4%	33.3%	30.4%	38.1%	24.1%	30.6%	13.3%	32.8%	32.1%	35.1%	30.7%	16.7%	30.6%	35.3%	34.8%	8.3%	

Comparison Groups: BCD/EPG/HIJ/KLM/NOP/QRS/TUVW

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case letters indicate significance at the 90% level.

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Presented by The Myers Group

770-978-3173

2013

Louisiana Healthcare Connections  
 Provider Satisfaction Survey (912461)

Q3. Helpfulness of Provider Services staff in resolving claims issues. (Louisiana Healthcare Connections)

	-----MANAGED CARE VOL-----																											
	-----AREA OF-----											-----PHYSICIANS IN-----				-----YEARS IN-----			-----REPRESENTED BY-----		-----SURVEY RESPONDENT-----			-----METHODOLOGY-----			-----24-HOUR AVAILABILITY-----	
	MEDICINE				PRACTICE				PRACTICE			HEALTH PLAN				Phys.	Mgr.	Nurse/	Other	Mail	Phone	Internet	Arrange	Forward	Always	None		
Total Answering	PCP	OB/GYN	Spec	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21-100%																
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)						
Total	233	178	6	37	112	91	28	38	76	111	78	65	66	17	144	66	65	156	12	81	140	103	19					
Total Answering	196	151	6	30	94	79	21	32	62	94	66	53	62	14	121	56	58	127	11	68	115	87	14					
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%					
No Answer	12	8	-	2	4	4	4	2	5	5	6	1	2	1	8	3	2	10	-	3	6	4	3					
Excellent	28	21	1	5	10	15	2	6	11	10	10	7	10	1	20	6	10	16	2	12	19	10	2					
	14.3%	13.9%	16.7%	16.7%	10.6%	19.0%	9.5%	18.8%	17.7%	10.6%	15.2%	13.2%	16.1%	7.1%	16.5%	10.7%	17.2%	12.6%	18.2%	17.6%	16.5%	11.5%	14.3%					
Very good	57	46	-	10	31	21	5	11	18	26	20	16	17	4	32	21	19	35	3	20	35	30	4					
	29.1%	30.5%		33.3%	33.0%	26.6%	23.8%	34.4%	29.0%	27.7%	30.3%	30.2%	27.4%	28.6%	26.4%	37.5%	32.8%	27.6%	27.3%	29.4%	30.4%	34.5%	28.6%					
Good	57	42	3	9	31	23	3	9	17	29	20	15	16	2	38	15	11	44	2	14	33	27	5					
	29.1%	27.8%	50.0%	30.0%	33.0%	29.1%	14.3%	28.1%	27.4%	30.9%	30.3%	28.3%	25.8%	14.3%	31.4%	26.8%	19.0%	34.6%	18.2%	20.6%	28.7%	31.0%	35.7%					
Fair	29	21	1	5	10	12	7	5	6	18	8	8	12	1	18	10	9	19	1	11	15	10	2					
	14.8%	13.9%	16.7%	16.7%	10.6%	15.2%	33.3%	15.6%	9.7%	19.1%	12.1%	15.1%	19.4%	7.1%	14.9%	17.9%	15.5%	15.0%	9.1%	16.2%	13.0%	11.5%	14.3%					
Poor	25	21	1	1	12	8	4	1	10	11	8	7	7	6	13	4	9	13	3	11	13	10	1					
	12.8%	13.9%	16.7%	3.3%	12.8%	10.1%	19.0%	3.1%	16.1%	11.7%	12.1%	13.2%	11.3%	42.9%	10.7%	7.1%	15.5%	10.2%	27.3%	16.2%	11.3%	11.5%	7.1%					
N/A	25	19	-	5	14	8	3	4	9	12	6	11	2	2	15	7	5	19	1	10	19	12	2					
Summary Rate - Excellent/ Very good	85	67	1	15	41	36	7	17	29	36	30	23	27	5	52	27	29	51	5	32	54	40	6					
	43.4%	44.4%	16.7%	50.0%	43.6%	45.6%	33.3%	53.1%	46.8%	38.3%	45.5%	43.4%	43.5%	35.7%	43.0%	48.2%	50.0%	40.2%	45.5%	47.1%	47.0%	46.0%	42.9%					

Comparison Groups: BCD/EPG/HIJ/KLM/NOP/QRS/TUVW

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case letters indicate significance at the 90% level.

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Presented by The Myers Group

770-978-3173

2013

Louisiana Healthcare Connections  
 Provider Satisfaction Survey (912461)

Q3. Helpfulness of Provider Services staff in resolving claims issues. (All other Bayou Health Plans)

	-----% MANAGED CARE VOL-----																												
	-----AREA OF-----											-----PHYSICIANS IN-----			-----YEARS IN-----			-----REPRESENTED BY-----			-----SURVEY RESPONDENT-----			-----METHODOLOGY-----			-----24-HOUR AVAILABILITY-----		
	MEDICINE		HEALTH PLAN		PRACTICE		PRACTICE		PRACTICE		HEALTH PLAN		Phys.		Nurse/		Mail		Phone		Internet		Arrange		Forward		Always		None
Total Answering	PCP	OB/GYN	Spec	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21-100%	Phys.	Mgr.	Other	Mail	Phone	Internet	Arrange	Forward	Always	None							
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)							
Total	233	178	6	37	112	91	28	38	76	111	78	65	66	17	144	66	65	156	12	81	140	103	19						
Total Answering	193	149	5	31	95	75	21	32	58	95	64	55	59	15	119	54	58	123	12	66	114	84	14						
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%						
No Answer	18	12	1	2	6	8	4	3	8	7	7	3	5	1	12	5	5	13	-	6	11	5	3						
Excellent	17	13	-	4	9	8	-	5	6	6	8	4	5	-	13	4	5	11	1	8	14	8	1						
	8.8%	8.7%		12.9%	9.5%	10.7%		15.6%	10.3%	6.3%	12.5%	7.3%	8.5%		10.9%	7.4%	8.6%	8.9%	8.3%	12.1%	12.3%	9.5%	7.1%						
Very good	47	38	-	8	23	19	5	9	14	21	15	14	15	5	28	14	21	25	1	18	23	25	4						
	24.4%	25.5%		25.8%	24.2%	25.3%	23.8%	28.1%	24.1%	22.1%	23.4%	25.5%	25.4%	33.3%	23.5%	25.9%	36.2%	20.3%	8.3%	27.3%	20.2%	29.8%	28.6%						
																	RS												
Good	87	64	4	14	46	34	6	14	28	43	29	24	25	3	53	29	15	67	5	22	50	37	7						
	45.1%	43.0%	80.0%	45.2%	48.4%	45.3%	28.6%	43.8%	48.3%	45.3%	45.3%	43.6%	42.4%	20.0%	44.5%	53.7%	25.9%	54.5%	41.7%	33.3%	43.9%	44.0%	50.0%						
			Bd		g										N	N		Q											
Fair	25	22	-	3	10	9	6	2	5	17	6	7	11	3	18	3	12	12	1	10	15	10	1						
	13.0%	14.8%		9.7%	10.5%	12.0%	28.6%	6.2%	8.6%	17.9%	9.4%	12.7%	18.6%	20.0%	15.1%	5.6%	20.7%	9.8%	8.3%	15.2%	13.2%	11.9%	7.1%						
							e			Hi					P		r												
Poor	17	12	1	2	7	5	4	2	5	8	6	6	3	4	7	4	5	8	4	8	12	4	1						
	8.8%	8.1%	20.0%	6.5%	7.4%	6.7%	19.0%	6.2%	8.6%	8.4%	9.4%	10.9%	5.1%	26.7%	5.9%	7.4%	8.6%	6.5%	33.3%	12.1%	10.5%	4.8%	7.1%						
														o				qr											
N/A	22	17	-	4	11	8	3	3	10	9	7	7	2	1	13	7	2	20	-	9	15	14	2						
Summary Rate - Excellent/ Very good	64	51	-	12	32	27	5	14	20	27	23	18	20	5	41	18	26	36	2	26	37	33	5						
	33.2%	34.2%		38.7%	33.7%	36.0%	23.8%	43.8%	34.5%	28.4%	35.9%	32.7%	33.9%	33.3%	34.5%	33.3%	44.8%	29.3%	16.7%	39.4%	32.5%	39.3%	35.7%						
																	RS												

Comparison Groups: BCD/EPG/HIJ/KLM/NOP/QRS/TUVW

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case letters indicate significance at the 90% level.

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Presented by The Myers Group

770-978-3173

2013

Louisiana Healthcare Connections  
 Provider Satisfaction Survey (912461)

Q4. Responsiveness and courtesy of the health plan's Provider Relations representative. (Louisiana Healthcare Connections)

	--% MANAGED CARE VOL--												--SURVEY RESPONDENT--				--METHODODOLOGY--				--24-HOUR AVAILABILITY--			
	AREA OF MEDICINE		PHYSICIANS IN PRACTICE				YEARS IN PRACTICE				REPRESENTED BY HEALTH PLAN				Phys.	Mgr.	Other	Mail	Phone	Internet	Arrange	Forward	Always	None
Total Answering	PCP	OB/GYN	Spec	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21-100%	Phys.	Mgr.	Other	Mail	Phone	Internet	Arrange	Forward	Always	None		
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)		
Total	233	178	6	37	112	91	28	38	76	111	78	65	66	17	144	66	65	156	12	81	140	103	19	
Total Answering	206	159	5	31	100	82	22	36	66	96	65	59	64	14	126	60	59	135	12	72	126	94	13	
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
No Answer	17	13	1	2	7	7	3	-	7	10	9	3	2	2	10	5	3	14	-	4	7	5	5	
Excellent	40	31	1	6	20	15	5	10	11	16	9	10	18	2	25	13	14	23	3	14	29	16	1	
	19.4%	19.5%	20.0%	19.4%	20.0%	18.3%	22.7%	27.8%	16.7%	16.7%	13.8%	16.9%	28.1%	14.3%	19.8%	21.7%	23.7%	17.0%	25.0%	19.4%	23.0%	17.0%	7.7%	
													K								w			
Very good	66	55	-	8	35	27	3	10	26	29	26	17	18	6	39	19	20	44	2	22	39	35	5	
	32.0%	34.6%		25.8%	35.0%	32.9%	13.6%	27.8%	39.4%	30.2%	40.0%	28.8%	28.1%	42.9%	31.0%	31.7%	33.9%	32.6%	16.7%	30.6%	31.0%	37.2%	38.5%	
				G	G																			
Good	59	42	4	11	30	23	6	11	20	28	18	20	15	2	39	16	10	47	2	14	32	28	5	
	28.6%	26.4%	80.0%	35.5%	30.0%	28.0%	27.3%	30.6%	30.3%	29.2%	27.7%	33.9%	23.4%	14.3%	31.0%	26.7%	16.9%	34.8%	16.7%	19.4%	25.4%	29.8%	38.5%	
			BD															Q						
Fair	24	20	-	4	9	10	5	2	7	14	8	9	5	3	15	6	11	9	4	12	17	9	1	
	11.7%	12.6%		12.9%	9.0%	12.2%	22.7%	5.6%	10.6%	14.6%	12.3%	15.3%	7.8%	21.4%	11.9%	10.0%	18.6%	6.7%	33.3%	16.7%	13.5%	9.6%	7.7%	
									h								R	r						
Poor	17	11	-	2	6	7	3	3	2	9	4	3	8	1	8	6	4	12	1	10	9	6	1	
	8.3%	6.9%		6.5%	6.0%	8.5%	13.6%	8.3%	3.0%	9.4%	6.2%	5.1%	12.5%	7.1%	6.3%	10.0%	6.8%	8.9%	8.3%	13.9%	7.1%	6.4%	7.7%	
										i														
N/A	10	6	-	4	5	2	3	2	3	5	4	3	-	1	8	1	3	7	-	5	7	4	1	
Summary Rate - Excellent/ Very good	106	86	1	14	55	42	8	20	37	45	35	27	36	8	64	32	34	67	5	36	68	51	6	
	51.5%	54.1%	20.0%	45.2%	55.0%	51.2%	36.4%	55.6%	56.1%	46.9%	53.8%	45.8%	56.2%	57.1%	50.8%	53.3%	57.6%	49.6%	41.7%	50.0%	54.0%	54.3%	46.2%	
		c																						

Comparison Groups: BCD/EPG/HIJ/KLM/NOP/QRS/TUVW

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case letters indicate significance at the 90% level.

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Presented by The Myers Group

770-978-3173

2013

Louisiana Healthcare Connections  
 Provider Satisfaction Survey (912461)

Q4. Responsiveness and courtesy of the health plan's Provider Relations representative. (All other Bayou Health Plans)

	--% MANAGED CARE VOL--												--SURVEY RESPONDENT--				--METHODODOLOGY--				--24-HOUR AVAILABILITY--			
	--AREA OF MEDICINE--				--PHYSICIANS IN PRACTICE--				--YEARS IN PRACTICE--				--REPRESENTED BY--				--HEALTH PLAN--							
Total Answering	PCP	OB/GYN	Spec	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21-100%	Phys.	Office Mgr.	Nurse/Other	Mail	Phone	Internet	Arrange	Forward	Always	None		
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)		
Total	233	178	6	37	112	91	28	38	76	111	78	65	66	17	144	66	65	156	12	81	140	103	19	
Total Answering	200	153	5	32	96	80	22	34	63	95	64	57	61	14	122	58	58	130	12	67	123	91	12	
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
No Answer	21	16	1	2	10	7	4	1	9	11	9	5	4	3	12	6	5	16	-	7	9	6	5	
Excellent	21	17	-	3	14	6	1	6	2	11	7	5	7	1	13	7	9	11	1	7	14	8	1	
	10.5%	11.1%		9.4%	14.6%	7.5%	4.5%	17.6%	3.2%	11.6%	10.9%	8.8%	11.5%	7.1%	10.7%	12.1%	15.5%	8.5%	8.3%	10.4%	11.4%	8.8%	8.3%	
				g				I		I														
Very good	58	52	-	3	29	24	4	7	22	26	16	16	21	6	30	20	24	33	1	19	36	28	2	
	29.0%	34.0%		9.4%	30.2%	30.0%	18.2%	20.6%	34.9%	27.4%	25.0%	28.1%	34.4%	42.9%	24.6%	34.5%	41.4%	25.4%	8.3%	28.4%	29.3%	30.8%	16.7%	
		D														RS	s							
Good	82	54	4	19	37	36	8	16	27	38	33	21	21	4	55	20	13	68	1	25	48	39	7	
	41.0%	35.3%	80.0%	59.4%	38.5%	45.0%	36.4%	47.1%	42.9%	40.0%	51.6%	36.8%	34.4%	28.6%	45.1%	34.5%	22.4%	52.3%	8.3%	37.3%	39.0%	42.9%	58.3%	
			B	B							LM						QS							
Fair	30	25	-	5	13	12	5	3	10	16	6	11	10	2	21	7	10	14	6	11	17	13	2	
	15.0%	16.3%		15.6%	13.5%	15.0%	22.7%	8.8%	15.9%	16.8%	9.4%	19.3%	16.4%	14.3%	17.2%	12.1%	17.2%	10.8%	50.0%	16.4%	13.8%	14.3%	16.7%	
																			QR					
Poor	9	5	1	2	3	2	4	2	2	4	2	4	2	1	3	4	2	4	3	5	8	3	-	
	4.5%	3.3%	20.0%	6.2%	3.1%	2.5%	18.2%	5.9%	3.2%	4.2%	3.1%	7.0%	3.3%	7.1%	2.5%	6.9%	3.4%	3.1%	25.0%	7.5%	6.5%	3.3%		
							ef												qr					
N/A	12	9	-	3	6	4	2	3	4	5	5	3	1	-	10	2	2	10	-	7	8	6	2	
Summary Rate - Excellent/ Very good	79	69	-	6	43	30	5	13	24	37	23	21	28	7	43	27	33	44	2	26	50	36	3	
	39.5%	45.1%		18.8%	44.8%	37.5%	22.7%	38.2%	38.1%	38.9%	35.9%	36.8%	45.9%	50.0%	35.2%	46.6%	56.9%	33.8%	16.7%	38.8%	40.7%	39.6%	25.0%	
		D			G												RS							

Comparison Groups: BCD/EPG/HIJ/KLM/NOP/QRS/TUVW

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case letters indicate significance at the 90% level.

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Presented by The Myers Group

770-978-3173

2013

Louisiana Healthcare Connections  
 Provider Satisfaction Survey (912461)

Q5. Timeliness to answer questions and/or resolve problems. (Louisiana Healthcare Connections)

	-% MANAGED CARE VOL-												-SURVEY RESPONDENT-				-METHODODOLOGY-				-24-HOUR AVAILABILITY-			
	AREA OF MEDICINE			PHYSICIANS IN PRACTICE			YEARS IN PRACTICE			REPRESENTED BY HEALTH PLAN			Phys.	Mgr.	Other	Mail	Phone	Internet	Arrange	Forward	Always	None		
Total Answering	PCP	OB/GYN	Spec	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21-100%	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)		
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)		
Total	233	178	6	37	112	91	28	38	76	111	78	65	66	17	144	66	65	156	12	81	140	103	19	
Total Answering	203	155	5	33	97	82	22	34	68	93	66	58	61	14	128	56	58	133	12	71	125	92	13	
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
No Answer	21	15	1	3	10	7	4	2	7	12	9	5	4	2	11	8	3	18	-	5	9	7	6	
Excellent	28	22	1	5	13	13	2	5	8	13	13	6	8	1	20	7	11	16	1	12	22	11	-	
	13.8%	14.2%	20.0%	15.2%	13.4%	15.9%	9.1%	14.7%	11.8%	14.0%	19.7%	10.3%	13.1%	7.1%	15.6%	12.5%	19.0%	12.0%	8.3%	16.9%	17.6%	12.0%		
Very good	57	49	-	6	33	17	6	9	28	19	14	17	22	6	30	20	18	35	4	14	36	29	5	
	28.1%	31.6%		18.2%	34.0%	20.7%	27.3%	26.5%	41.2%	20.4%	21.2%	29.3%	36.1%	42.9%	23.4%	35.7%	31.0%	26.3%	33.3%	19.7%	28.8%	31.5%	38.5%	
		d		F				J				k			o						t			
Good	64	46	3	12	32	27	5	13	17	33	19	23	15	2	47	14	12	51	1	17	37	33	5	
	31.5%	29.7%	60.0%	36.4%	33.0%	32.9%	22.7%	38.2%	25.0%	35.5%	28.8%	39.7%	24.6%	14.3%	36.7%	25.0%	20.7%	38.3%	8.3%	23.9%	29.6%	35.9%	38.5%	
								m						N	Q		Q				t			
Fair	31	21	1	6	9	15	7	4	9	16	13	7	8	-	21	9	10	18	3	16	18	9	2	
	15.3%	13.5%	20.0%	18.2%	9.3%	18.3%	31.8%	11.8%	13.2%	17.2%	19.7%	12.1%	13.1%		16.4%	16.1%	17.2%	13.5%	25.0%	22.5%	14.4%	9.8%	15.4%	
				e		E														v				
Poor	23	17	-	4	10	10	2	3	6	12	7	5	8	5	10	6	7	13	3	12	12	10	1	
	11.3%	11.0%		12.1%	10.3%	12.2%	9.1%	8.8%	8.8%	12.9%	10.6%	8.6%	13.1%	35.7%	7.8%	10.7%	12.1%	9.8%	25.0%	16.9%	9.6%	10.9%	7.7%	
													Op											
N/A	9	8	-	1	5	2	2	2	1	6	3	2	1	1	5	2	4	5	-	5	6	4	-	
Summary Rate - Excellent/ Very good	85	71	1	11	46	30	8	14	36	32	27	23	30	7	50	27	29	51	5	26	58	40	5	
	41.9%	45.8%	20.0%	33.3%	47.4%	36.6%	36.4%	41.2%	52.9%	34.4%	40.9%	39.7%	49.2%	50.0%	39.1%	48.2%	50.0%	38.3%	41.7%	36.6%	46.4%	43.5%	38.5%	
								J																

Comparison Groups: BCD/EPG/HIJ/KLM/NOP/QRS/TUVW

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case letters indicate significance at the 90% level.

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Presented by The Myers Group

770-978-3173

2013

Louisiana Healthcare Connections  
 Provider Satisfaction Survey (912461)

Q5. Timeliness to answer questions and/or resolve problems. (All other Bayou Health Plans)

	--% MANAGED CARE VOL--												--SURVEY RESPONDENT--				--METHODODOLOGY--			--24-HOUR AVAILABILITY--			
	AREA OF MEDICINE		PHYSICIANS IN PRACTICE			YEARS IN PRACTICE			REPRESENTED BY HEALTH PLAN				Phys.	Mgr.	Other	Mail	Phone	Internet	Arrange	Forward	Always	None	
Total Answering	PCP	OB/GYN	Spec	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21-100%	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	
Total	233	178	6	37	112	91	28	38	76	111	78	65	66	17	144	66	65	156	12	81	140	103	19
Total Answering	199	149	5	34	94	81	22	33	64	94	66	59	56	13	126	55	55	132	12	68	122	91	12
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	25	20	1	3	13	7	5	3	11	11	9	5	7	4	12	9	7	18	-	8	13	8	6
Excellent	13	10	-	3	7	5	1	3	3	7	7	3	3	-	10	3	6	6	1	7	11	5	-
	6.5%	6.7%		8.8%	7.4%	6.2%	4.5%	9.1%	4.7%	7.4%	10.6%	5.1%	5.4%		7.9%	5.5%	10.9%	4.5%	8.3%	10.3%	9.0%	5.5%	
Very good	44	39	-	4	24	17	2	8	17	17	13	12	16	5	23	15	19	25	-	14	26	23	3
	22.1%	26.2%		11.8%	25.5%	21.0%	9.1%	24.2%	26.6%	18.1%	19.7%	20.3%	28.6%	38.5%	18.3%	27.3%	34.5%	18.9%		20.6%	21.3%	25.3%	25.0%
				D	G												R						
Good	95	68	4	18	44	40	11	17	33	42	30	31	25	4	65	25	16	74	5	26	55	47	7
	47.7%	45.6%	80.0%	52.9%	46.8%	49.4%	50.0%	51.5%	51.6%	44.7%	45.5%	52.5%	44.6%	30.8%	51.6%	45.5%	29.1%	56.1%	41.7%	38.2%	45.1%	51.6%	58.3%
			b														Q					t	
Fair	28	21	-	4	11	12	5	2	6	18	9	9	8	2	18	7	10	15	3	13	19	10	1
	14.1%	14.1%		11.8%	11.7%	14.8%	22.7%	6.1%	9.4%	19.1%	13.6%	15.3%	14.3%	15.4%	14.3%	12.7%	18.2%	11.4%	25.0%	19.1%	15.6%	11.0%	8.3%
									Hi														
Poor	19	11	1	5	8	7	3	3	5	10	7	4	4	2	10	5	4	12	3	8	11	6	1
	9.5%	7.4%	20.0%	14.7%	8.5%	8.6%	13.6%	9.1%	7.8%	10.6%	10.6%	6.8%	7.1%	15.4%	7.9%	9.1%	7.3%	9.1%	25.0%	11.8%	9.0%	6.6%	8.3%
N/A	9	9	-	-	5	3	1	2	1	6	3	1	3	-	6	2	3	6	-	5	5	4	1
Summary Rate - Excellent/ Very good	57	49	-	7	31	22	3	11	20	24	20	15	19	5	33	18	25	31	1	21	37	28	3
	28.6%	32.9%		20.6%	33.0%	27.2%	13.6%	33.3%	31.2%	25.5%	30.3%	25.4%	33.9%	38.5%	26.2%	32.7%	45.5%	23.5%	8.3%	30.9%	30.3%	30.8%	25.0%
				G													RS	S					

Comparison Groups: BCD/EPG/HIJ/KLM/NOP/QRS/TUVW

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case letters indicate significance at the 90% level.

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Presented by The Myers Group

770-978-3173

2013

Louisiana Healthcare Connections  
 Provider Satisfaction Survey (912461)

Q6. Quality of provider orientation process. (Louisiana Healthcare Connections)

	-----% MANAGED CARE VOL-----																													
	-----AREA OF-----				-----PHYSICIANS IN-----				-----YEARS IN-----				-----REPRESENTED BY-----				-----SURVEY RESPONDENT-----				-----METHODOLOGY-----				-----24-HOUR AVAILABILITY-----					
Total	MEDICINE		HEALTH PLAN		PRACTICE		PRACTICE		PRACTICE		PRACTICE		PRACTICE		PRACTICE		PRACTICE		PRACTICE		PRACTICE		PRACTICE		PRACTICE		PRACTICE		PRACTICE	
Answering	PCP	OB/GYN	Spec	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21-100%	Phys.	Mgr.	Other	Mail	Phone	Internet	Arrange	Forward	Always	None								
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)								
Total	233	178	6	37	112	91	28	38	76	111	78	65	66	17	144	66	65	156	12	81	140	103	19							
Total Answering	198	151	4	32	95	79	22	31	66	93	66	57	59	14	121	57	58	128	12	71	122	89	12							
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%							
No Answer	19	16	1	1	9	7	3	4	7	8	7	4	4	-	12	7	-	19	-	5	9	10	5							
Excellent	23	18	-	4	10	10	3	4	5	13	7	6	9	1	15	7	8	13	2	10	15	11	-							
	11.6%	11.9%		12.5%	10.5%	12.7%	13.6%	12.9%	7.6%	14.0%	10.6%	10.5%	15.3%	7.1%	12.4%	12.3%	13.8%	10.2%	16.7%	14.1%	12.3%	12.4%								
Very good	53	42	1	7	24	26	2	7	24	20	17	17	16	3	30	18	18	33	2	15	32	27	4							
	26.8%	27.8%	25.0%	21.9%	25.3%	32.9%	9.1%	22.6%	36.4%	21.5%	25.8%	29.8%	27.1%	21.4%	24.8%	31.6%	31.0%	25.8%	16.7%	21.1%	26.2%	30.3%	33.3%							
Good	68	52	2	13	39	21	8	11	26	31	27	19	17	5	44	18	10	54	4	24	43	29	6							
	34.3%	34.4%	50.0%	40.6%	41.1%	26.6%	36.4%	35.5%	39.4%	33.3%	40.9%	33.3%	28.8%	35.7%	36.4%	31.6%	17.2%	42.2%	33.3%	33.8%	35.2%	32.6%	50.0%							
Fair	28	21	1	3	13	11	4	5	6	16	8	7	9	-	21	7	11	16	1	7	16	14	1							
	14.1%	13.9%	25.0%	9.4%	13.7%	13.9%	18.2%	16.1%	9.1%	17.2%	12.1%	12.3%	15.3%		17.4%	12.3%	19.0%	12.5%	8.3%	9.9%	13.1%	15.7%	8.3%							
Poor	26	18	-	5	9	11	5	4	5	13	7	8	8	5	11	7	11	12	3	15	16	8	1							
	13.1%	11.9%		15.6%	9.5%	13.9%	22.7%	12.9%	7.6%	14.0%	10.6%	14.0%	13.6%	35.7%	9.1%	12.3%	19.0%	9.4%	25.0%	21.1%	13.1%	9.0%	8.3%							
N/A	16	11	1	4	8	5	3	3	3	10	5	4	3	3	11	2	7	9	-	5	9	4	2							
Summary Rate - Excellent/ Very good	76	60	1	11	34	36	5	11	29	33	24	23	25	4	45	25	26	46	4	25	47	38	4							
	38.4%	39.7%	25.0%	34.4%	35.8%	45.6%	22.7%	35.5%	43.9%	35.5%	36.4%	40.4%	42.4%	28.6%	37.2%	43.9%	44.8%	35.9%	33.3%	35.2%	38.5%	42.7%	33.3%							

Comparison Groups: BCD/EPG/HIJ/KLM/NOP/QRS/TUVW

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case letters indicate significance at the 90% level.

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Presented by The Myers Group

770-978-3173

2013

Louisiana Healthcare Connections  
 Provider Satisfaction Survey (912461)

Q6. Quality of provider orientation process. (All other Bayou Health Plans)

	--% MANAGED CARE VOL--												--SURVEY RESPONDENT--				--METHODODOLOGY--			--24-HOUR AVAILABILITY--			
	AREA OF MEDICINE			PHYSICIANS IN PRACTICE			YEARS IN PRACTICE			REPRESENTED BY HEALTH PLAN			Phys.	Mgr.	Other	Mail	Phone	Internet	Arrange	Forward	Always	None	
Total Answering	PCP	OB/GYN	Spec	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21-100%	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	
Total	233	178	6	37	112	91	28	38	76	111	78	65	66	17	144	66	65	156	12	81	140	103	19
Total Answering	193	147	4	32	94	75	22	30	65	90	63	57	57	14	117	56	56	125	12	66	120	86	12
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	23	19	1	1	9	10	4	5	7	11	9	5	5	1	14	8	2	21	-	9	10	12	5
Excellent	15	12	-	2	8	6	1	2	2	10	7	3	5	-	11	4	5	9	1	7	11	7	-
	7.8%	8.2%		6.2%	8.5%	8.0%	4.5%	6.7%	3.1%	11.1%	11.1%	5.3%	8.8%		9.4%	7.1%	8.9%	7.2%	8.3%	10.6%	9.2%	8.1%	
Very good	44	38	-	5	21	19	3	8	19	15	12	12	17	4	23	15	18	25	1	13	26	23	2
	22.8%	25.9%		15.6%	22.3%	25.3%	13.6%	26.7%	29.2%	16.7%	19.0%	21.1%	29.8%	28.6%	19.7%	26.8%	32.1%	20.0%	8.3%	19.7%	21.7%	26.7%	16.7%
Good	89	66	4	16	44	36	9	13	35	40	33	26	22	5	59	24	15	67	7	32	57	36	7
	46.1%	44.9%	100.0%	50.0%	46.8%	48.0%	40.9%	43.3%	53.8%	44.4%	52.4%	45.6%	38.6%	35.7%	50.4%	42.9%	26.8%	53.6%	58.3%	48.5%	47.5%	41.9%	58.3%
Fair	31	23	-	5	17	10	4	4	7	18	10	9	10	1	23	7	11	20	-	7	17	16	2
	16.1%	15.6%		15.6%	18.1%	13.3%	18.2%	13.3%	10.8%	20.0%	15.9%	15.8%	17.5%	7.1%	19.7%	12.5%	19.6%	16.0%		10.6%	14.2%	18.6%	16.7%
Poor	14	8	-	4	4	4	5	3	2	7	1	7	3	4	1	6	7	4	3	7	9	4	1
	7.3%	5.4%		12.5%	4.3%	5.3%	22.7%	10.0%	3.1%	7.8%	1.6%	12.3%	5.3%	28.6%	0.9%	10.7%	12.5%	3.2%	25.0%	10.6%	7.5%	4.7%	8.3%
N/A	17	12	1	4	9	6	2	3	4	10	6	3	4	2	13	2	7	10	-	6	10	5	2
Summary Rate - Excellent/ Very good	59	50	-	7	29	25	4	10	21	25	19	15	22	4	34	19	23	34	2	20	37	30	2
	30.6%	34.0%		21.9%	30.9%	33.3%	18.2%	33.3%	32.3%	27.8%	30.2%	26.3%	38.6%	28.6%	29.1%	33.9%	41.1%	27.2%	16.7%	30.3%	30.8%	34.9%	16.7%

Comparison Groups: BCD/EPG/HIJ/KLM/NOP/QRS/TUVW

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case letters indicate significance at the 90% level.

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Presented by The Myers Group

770-978-3173

2013

Louisiana Healthcare Connections  
 Provider Satisfaction Survey (912461)

Q7. Quality of practitioner educational meetings/in-services. (Louisiana Healthcare Connections)

	--% MANAGED CARE VOL--											--SURVEY RESPONDENT--				--METHODODOLOGY--				--24-HOUR AVAILABILITY--			
	--AREA OF--				--PHYSICIANS IN--				--YEARS IN--			--REPRESENTED BY--				--HEALTH PLAN--							
Total	PCP	OB/GYN	Spec	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21-100%	Phys.	Mgr.	Other	Mail	Phone	Internet	Arrange	Forward	Always	None	
Answering	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)
Total	233	178	6	37	112	91	28	38	76	111	78	65	66	17	144	66	65	156	12	81	140	103	19
Total Answering	166	129	4	24	75	68	21	26	53	79	53	47	52	11	102	47	55	100	11	59	99	69	10
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	24	21	1	1	13	8	3	4	10	10	9	6	4	-	16	8	1	23	-	6	11	14	6
Excellent	19	18	-	1	9	7	3	5	4	8	4	6	8	2	11	6	7	10	2	8	12	7	1
	11.4%	14.0%		4.2%	12.0%	10.3%	14.3%	19.2%	7.5%	10.1%	7.5%	12.8%	15.4%	18.2%	10.8%	12.8%	12.7%	10.0%	18.2%	13.6%	12.1%	10.1%	10.0%
Very good	31	26	-	4	16	12	2	2	16	12	10	9	10	2	17	10	14	15	2	8	19	14	3
	18.7%	20.2%		16.7%	21.3%	17.6%	9.5%	7.7%	30.2%	15.2%	18.9%	19.1%	19.2%	18.2%	16.7%	21.3%	25.5%	15.0%	18.2%	13.6%	19.2%	20.3%	30.0%
Good	62	47	1	11	28	27	7	11	20	30	25	15	17	3	40	19	8	51	3	18	39	29	5
	37.3%	36.4%	25.0%	45.8%	37.3%	39.7%	33.3%	42.3%	37.7%	38.0%	47.2%	31.9%	32.7%	27.3%	39.2%	40.4%	14.5%	51.0%	27.3%	30.5%	39.4%	42.0%	50.0%
Fair	30	24	1	2	13	14	3	4	10	15	9	9	9	-	24	5	14	15	1	11	16	14	1
	18.1%	18.6%	25.0%	8.3%	17.3%	20.6%	14.3%	15.4%	18.9%	19.0%	17.0%	19.1%	17.3%		23.5%	10.6%	25.5%	15.0%	9.1%	18.6%	16.2%	20.3%	10.0%
Poor	24	14	2	6	9	8	6	4	3	14	5	8	8	4	10	7	12	9	3	14	13	5	-
	14.5%	10.9%	50.0%	25.0%	12.0%	11.8%	28.6%	15.4%	5.7%	17.7%	9.4%	17.0%	15.4%	36.4%	9.8%	14.9%	21.8%	9.0%	27.3%	23.7%	13.1%	7.2%	
N/A	43	28	1	12	24	15	4	8	13	22	16	12	10	6	26	11	9	33	1	16	30	20	3
Summary Rate - Excellent/ Very good	50	44	-	5	25	19	5	7	20	20	14	15	18	4	28	16	21	25	4	16	31	21	4
	30.1%	34.1%		20.8%	33.3%	27.9%	23.8%	26.9%	37.7%	25.3%	26.4%	31.9%	34.6%	36.4%	27.5%	34.0%	38.2%	25.0%	36.4%	27.1%	31.3%	30.4%	40.0%

Comparison Groups: BCD/EPG/HIJ/KLM/NOP/QRS/TUVW

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case letters indicate significance at the 90% level.

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Presented by The Myers Group

770-978-3173

2013

Louisiana Healthcare Connections  
 Provider Satisfaction Survey (912461)

Q7. Quality of practitioner educational meetings/in-services. (All other Bayou Health Plans)

	-----% MANAGED CARE VOL-----																										
	-----AREA OF-----				-----PHYSICIANS IN-----				-----YEARS IN-----				-----REPRESENTED BY-----				-----SURVEY RESPONDENT-----				-----METHODOLOGY-----				-----24-HOUR AVAILABILITY-----		
Total	-----MEDICINE-----				-----PRACTICE-----				-----PRACTICE-----				-----HEALTH PLAN-----				Office Nurse/										
Answering	PCP	OB/GYN	Spec	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21-100%	Phys.	Mgr.	Other	Mail	Phone	Internet	Arrange	Forward	Always	None					
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)					
Total	233	178	6	37	112	91	28	38	76	111	78	65	66	17	144	66	65	156	12	81	140	103	19				
Total Answering	166	129	4	25	78	66	20	27	54	77	51	49	52	12	102	47	53	101	12	57	100	69	9				
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%				
No Answer	29	26	1	1	13	11	5	4	10	15	10	7	7	1	19	8	5	24	-	10	13	16	6				
Excellent	7	7	-	-	5	2	-	2	1	4	3	1	3	-	6	1	2	4	1	2	6	2	-				
	4.2%	5.4%			6.4%	3.0%		7.4%	1.9%	5.2%	5.9%	2.0%	5.8%		5.9%	2.1%	3.8%	4.0%	8.3%	3.5%	6.0%	2.9%					
Very good	36	30	-	4	20	12	3	4	17	12	8	11	15	3	17	14	18	15	3	11	21	18	3				
	21.7%	23.3%		16.0%	25.6%	18.2%	15.0%	14.8%	31.5%	15.6%	15.7%	22.4%	28.8%	25.0%	16.7%	29.8%	34.0%	14.9%	25.0%	19.3%	21.0%	26.1%	33.3%				
									hJ							o	R										
Good	75	59	2	12	31	36	8	12	23	38	27	21	21	3	53	19	12	59	4	23	48	34	4				
	45.2%	45.7%	50.0%	48.0%	39.7%	54.5%	40.0%	44.4%	42.6%	49.4%	52.9%	42.9%	40.4%	25.0%	52.0%	40.4%	22.6%	58.4%	33.3%	40.4%	48.0%	49.3%	44.4%				
						e									N		Qs										
Fair	31	24	1	4	15	12	4	4	11	15	13	7	8	2	22	6	14	16	1	11	17	10	2				
	18.7%	18.6%	25.0%	16.0%	19.2%	18.2%	20.0%	14.8%	20.4%	19.5%	25.5%	14.3%	15.4%	16.7%	21.6%	12.8%	26.4%	15.8%	8.3%	19.3%	17.0%	14.5%	22.2%				
																s											
Poor	17	9	1	5	7	4	5	5	2	8	-	9	5	4	4	7	7	7	3	10	8	5	-				
	10.2%	7.0%	25.0%	20.0%	9.0%	6.1%	25.0%	18.5%	3.7%	10.4%		18.4%	9.6%	33.3%	3.9%	14.9%	13.2%	6.9%	25.0%	17.5%	8.0%	7.2%					
							f	i						O	O	O				uv							
N/A	38	23	1	11	21	14	3	7	12	19	17	9	7	4	23	11	7	31	-	14	27	18	4				
Summary Rate - Excellent/ Very good	43	37	-	4	25	14	3	6	18	16	11	12	18	3	23	15	20	19	4	13	27	20	3				
	25.9%	28.7%		16.0%	32.1%	21.2%	15.0%	22.2%	33.3%	20.8%	21.6%	24.5%	34.6%	25.0%	22.5%	31.9%	37.7%	18.8%	33.3%	22.8%	27.0%	29.0%	33.3%				
						g											R										

Comparison Groups: BCD/EPG/HIJ/KLM/NOP/QRS/TUVW  
 Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.  
 Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections  
 Provider Satisfaction Survey (912461)

Q8. Quality of written communications, policy bulletins, and manuals. (Louisiana Healthcare Connections)

	--% MANAGED CARE VOL--												--SURVEY RESPONDENT--				--METHODODOLOGY--			--24-HOUR AVAILABILITY--						
	--AREA OF--				--PHYSICIANS IN--				--YEARS IN--				--REPRESENTED BY--				--HEALTH PLAN--			--METHODOLOGY--			--24-HOUR AVAILABILITY--			
	MEDICINE				PRACTICE				PRACTICE				HEALTH PLAN				Phys. Mgr. Other			Mail	Phone	Internet	Arrange	Forward	Always	None
Total Answering	PCP	OB/GYN	Spec	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21-100%	Phys.	Mgr.	Other	Mail	Phone	Internet	Arrange	Forward	Always	None				
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)				
Total	233	178	6	37	112	91	28	38	76	111	78	65	66	17	144	66	65	156	12	81	140	103	19			
Total Answering	198	147	5	35	94	78	24	33	65	92	65	55	59	15	123	54	60	126	12	70	121	85	13			
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%			
No Answer	25	22	1	1	13	9	3	4	9	12	9	7	5	-	17	8	2	23	-	6	12	14	5			
Excellent	29	24	-	5	12	11	6	7	6	14	8	5	15	2	17	10	9	17	3	11	18	12	-			
	14.6%	16.3%		14.3%	12.8%	14.1%	25.0%	21.2%	9.2%	15.2%	12.3%	9.1%	25.4%	13.3%	13.8%	18.5%	15.0%	13.5%	25.0%	15.7%	14.9%	14.1%				
Very good	49	37	1	9	27	19	2	8	22	18	22	10	13	3	30	14	18	30	1	14	32	26	2			
	24.7%	25.2%	20.0%	25.7%	28.7%	24.4%	8.3%	24.2%	33.8%	19.6%	33.8%	18.2%	22.0%	20.0%	24.4%	25.9%	30.0%	23.8%	8.3%	20.0%	26.4%	30.6%	15.4%			
Good	64	48	2	10	33	23	8	8	24	32	20	23	14	5	40	19	10	51	3	21	38	26	9			
	32.3%	32.7%	40.0%	28.6%	35.1%	29.5%	33.3%	24.2%	36.9%	34.8%	30.8%	41.8%	23.7%	33.3%	32.5%	35.2%	16.7%	40.5%	25.0%	30.0%	31.4%	30.6%	69.2%			
Fair	37	23	1	8	14	16	6	7	7	19	10	12	9	2	24	8	17	17	3	13	20	13	2			
	18.7%	15.6%	20.0%	22.9%	14.9%	20.5%	25.0%	21.2%	10.8%	20.7%	15.4%	21.8%	15.3%	13.3%	19.5%	14.8%	28.3%	13.5%	25.0%	18.6%	16.5%	15.3%	15.4%			
Poor	19	15	1	3	8	9	2	3	6	9	5	5	8	3	12	3	6	11	2	11	13	8	-			
	9.6%	10.2%	20.0%	8.6%	8.5%	11.5%	8.3%	9.1%	9.2%	9.8%	7.7%	9.1%	13.6%	20.0%	9.8%	5.6%	10.0%	8.7%	16.7%	15.7%	10.7%	9.4%				
N/A	10	9	-	1	5	4	1	1	2	7	4	3	2	2	4	4	3	7	-	5	7	4	1			
Summary Rate - Excellent/ Very good	78	61	1	14	39	30	8	15	28	32	30	15	28	5	47	24	27	47	4	25	50	38	2			
	39.4%	41.5%	20.0%	40.0%	41.5%	38.5%	33.3%	45.5%	43.1%	34.8%	46.2%	27.3%	47.5%	33.3%	38.2%	44.4%	45.0%	37.3%	33.3%	35.7%	41.3%	44.7%	15.4%			

Comparison Groups: BCD/EPG/HIJ/KLM/NOP/QRS/TUVW

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case letters indicate significance at the 90% level.

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Presented by The Myers Group

770-978-3173

2013

Louisiana Healthcare Connections  
 Provider Satisfaction Survey (912461)

Q8. Quality of written communications, policy bulletins, and manuals. (All other Bayou Health Plans)

	--% MANAGED CARE VOL--												--SURVEY RESPONDENT--				--METHODODOLOGY--			--24-HOUR AVAILABILITY--			
	AREA OF MEDICINE		PHYSICIANS IN PRACTICE			YEARS IN PRACTICE			REPRESENTED BY HEALTH PLAN				Phys.	Mgr.	Nurse/Other	Mail	Phone	Internet	Arrange	Forward	Always	None	
Total Answering	PCP	OB/GYN	Spec	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21-100%	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)
Total	233	178	6	37	112	91	28	38	76	111	78	65	66	17	144	66	65	156	12	81	140	103	19
Total Answering	195	144	5	35	93	76	24	32	64	91	63	55	59	15	120	54	59	124	12	68	118	83	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	27	24	1	1	13	10	4	5	9	13	10	8	4	1	18	8	3	24	-	7	14	15	5
Excellent	13	11	-	2	8	4	1	5	2	6	5	3	5	-	8	5	4	8	1	6	9	6	-
	6.7%	7.6%		5.7%	8.6%	5.3%	4.2%	15.6%	3.1%	6.6%	7.9%	5.5%	8.5%		6.7%	9.3%	6.8%	6.5%	8.3%	8.8%	7.6%	7.2%	
Very good	49	36	2	9	28	16	4	8	20	18	20	9	17	5	26	16	19	28	2	14	31	20	2
	25.1%	25.0%	40.0%	25.7%	30.1%	21.1%	16.7%	25.0%	31.2%	19.8%	31.7%	16.4%	28.8%	33.3%	21.7%	29.6%	32.2%	22.6%	16.7%	20.6%	26.3%	24.1%	15.4%
Good	82	63	2	13	37	35	10	10	31	40	27	26	21	5	56	21	15	62	5	27	49	38	9
	42.1%	43.8%	40.0%	37.1%	39.8%	46.1%	41.7%	31.2%	48.4%	44.0%	42.9%	47.3%	35.6%	33.3%	46.7%	38.9%	25.4%	50.0%	41.7%	39.7%	41.5%	45.8%	69.2%
Fair	37	26	-	7	15	16	6	5	8	21	10	11	11	3	24	8	15	19	3	16	20	14	2
	19.0%	18.1%		20.0%	16.1%	21.1%	25.0%	15.6%	12.5%	23.1%	15.9%	20.0%	18.6%	20.0%	20.0%	14.8%	25.4%	15.3%	25.0%	23.5%	16.9%	16.9%	15.4%
Poor	14	8	1	4	5	5	3	4	3	6	1	6	5	2	6	4	6	7	1	5	9	5	-
	7.2%	5.6%	20.0%	11.4%	5.4%	6.6%	12.5%	12.5%	4.7%	6.6%	1.6%	10.9%	8.5%	13.3%	5.0%	7.4%	10.2%	5.6%	8.3%	7.4%	7.6%	6.0%	
N/A	11	10	-	1	6	5	-	1	3	7	5	2	3	1	6	4	3	8	-	6	8	5	1
Summary Rate - Excellent/ Very good	62	47	2	11	36	20	5	13	22	24	25	12	22	5	34	21	23	36	3	20	40	26	2
	31.8%	32.6%	40.0%	31.4%	38.7%	26.3%	20.8%	40.6%	34.4%	26.4%	39.7%	21.8%	37.3%	33.3%	28.3%	38.9%	39.0%	29.0%	25.0%	29.4%	33.9%	31.3%	15.4%

Comparison Groups: BCD/EPG/HIJ/KLM/NOP/QRS/TUVW

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case letters indicate significance at the 90% level.

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Presented by The Myers Group

770-978-3173

2013

Louisiana Healthcare Connections  
 Provider Satisfaction Survey (912461)

Q9. Distribution of information regarding Quality Improvement initiatives and results. (Louisiana Healthcare Connections)

	--% MANAGED CARE VOL--												--SURVEY RESPONDENT--				--METHODODOLOGY--				--24-HOUR AVAILABILITY--			
	AREA OF MEDICINE			PHYSICIANS IN PRACTICE			YEARS IN PRACTICE			REPRESENTED BY HEALTH PLAN			Phys.		Office Nurse/ Mgr. Other		Mail Phone		Internet		Arrange Forward		Always None	
Total Answering	PCP	OB/GYN	Spec	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21-100%	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)		
Total	233	178	6	37	112	91	28	38	76	111	78	65	66	17	144	66	65	156	12	81	140	103	19	
Total Answering	186	140	4	33	83	78	23	32	59	87	63	50	56	12	117	51	59	117	10	66	115	85	10	
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
No Answer	29	26	1	1	16	10	3	4	10	15	9	8	6	-	21	8	2	27	-	6	14	15	6	
Excellent	25	21	1	3	12	11	2	7	6	10	7	6	11	2	18	5	10	13	2	11	17	7	-	
	13.4%	15.0%	25.0%	9.1%	14.5%	14.1%	8.7%	21.9%	10.2%	11.5%	11.1%	12.0%	19.6%	16.7%	15.4%	9.8%	16.9%	11.1%	20.0%	16.7%	14.8%	8.2%	-	
Very good	46	36	-	8	24	16	5	5	20	20	20	10	11	4	24	16	17	28	1	14	30	28	3	
	24.7%	25.7%		24.2%	28.9%	20.5%	21.7%	15.6%	33.9%	23.0%	31.7%	20.0%	19.6%	33.3%	20.5%	31.4%	28.8%	23.9%	10.0%	21.2%	26.1%	32.9%	30.0%	
Good	69	50	2	14	31	32	6	13	23	32	23	21	20	3	50	16	12	55	2	21	43	31	6	
	37.1%	35.7%	50.0%	42.4%	37.3%	41.0%	26.1%	40.6%	39.0%	36.8%	36.5%	42.0%	35.7%	25.0%	42.7%	31.4%	20.3%	47.0%	20.0%	31.8%	37.4%	36.5%	60.0%	
Fair	30	22	1	3	12	11	6	4	9	14	10	8	8	-	17	10	12	15	3	12	15	13	1	
	16.1%	15.7%	25.0%	9.1%	14.5%	14.1%	26.1%	12.5%	15.3%	16.1%	15.9%	16.0%	14.3%		14.5%	19.6%	20.3%	12.8%	30.0%	18.2%	13.0%	15.3%	10.0%	
Poor	16	11	-	5	4	8	4	3	1	11	3	5	6	3	8	4	8	6	2	8	10	6	-	
	8.6%	7.9%		15.2%	4.8%	10.3%	17.4%	9.4%	1.7%	12.6%	4.8%	10.0%	10.7%	25.0%	6.8%	7.8%	13.6%	5.1%	20.0%	12.1%	8.7%	7.1%	-	
N/A	18	12	1	3	13	3	2	2	7	9	6	7	4	5	6	7	4	12	2	9	11	3	3	
Summary Rate - Excellent/ Very good	71	57	1	11	36	27	7	12	26	30	27	16	22	6	42	21	27	41	3	25	47	35	3	
	38.2%	40.7%	25.0%	33.3%	43.4%	34.6%	30.4%	37.5%	44.1%	34.5%	42.9%	32.0%	39.3%	50.0%	35.9%	41.2%	45.8%	35.0%	30.0%	37.9%	40.9%	41.2%	30.0%	

Comparison Groups: BCD/EPG/HIJ/KLM/NOP/QRS/TUVW

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case letters indicate significance at the 90% level.

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Presented by The Myers Group

770-978-3173

2013

Louisiana Healthcare Connections  
 Provider Satisfaction Survey (912461)

Q9. Distribution of information regarding Quality Improvement initiatives and results. (All other Bayou Health Plans)

	--% MANAGED CARE VOL--												--SURVEY RESPONDENT--				--METHODODOLOGY--			--24-HOUR AVAILABILITY--			
	AREA OF MEDICINE		PHYSICIANS IN PRACTICE			YEARS IN PRACTICE			REPRESENTED BY HEALTH PLAN				Phys.	Office Mgr.	Nurse/Other	Mail	Phone	Internet	Arrange	Forward	Always	None	
Total Answering	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)
Total	233	178	6	37	112	91	28	38	76	111	78	65	66	17	144	66	65	156	12	81	140	103	19
Total Answering	182	137	4	33	82	76	23	30	59	86	61	48	57	12	115	50	56	116	10	65	111	83	10
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	33	29	1	1	17	11	4	6	10	16	11	11	4	1	22	9	5	28	-	7	18	17	6
Excellent	10	8	-	2	6	3	1	4	2	4	4	2	4	-	7	3	4	5	1	4	7	4	-
	5.5%	5.8%		6.1%	7.3%	3.9%	4.3%	13.3%	3.4%	4.7%	6.6%	4.2%	7.0%		6.1%	6.0%	7.1%	4.3%	10.0%	6.2%	6.3%	4.8%	
Very good	35	29	-	5	19	14	2	4	15	15	12	8	12	3	18	13	16	18	1	13	23	16	2
	19.2%	21.2%		15.2%	23.2%	18.4%	8.7%	13.3%	25.4%	17.4%	19.7%	16.7%	21.1%	25.0%	15.7%	26.0%	28.6%	15.5%	10.0%	20.0%	20.7%	19.3%	20.0%
Good	88	66	2	17	38	42	8	15	30	41	31	25	25	5	63	20	16	68	4	28	55	43	7
	48.4%	48.2%	50.0%	51.5%	46.3%	55.3%	34.8%	50.0%	50.8%	47.7%	50.8%	52.1%	43.9%	41.7%	54.8%	40.0%	28.6%	58.6%	40.0%	43.1%	49.5%	51.8%	70.0%
Fair	35	26	1	4	14	12	8	4	11	16	11	8	12	1	21	10	13	20	2	13	16	16	1
	19.2%	19.0%	25.0%	12.1%	17.1%	15.8%	34.8%	13.3%	18.6%	18.6%	18.0%	16.7%	21.1%	8.3%	18.3%	20.0%	23.2%	17.2%	20.0%	20.0%	14.4%	19.3%	10.0%
Poor	14	8	1	5	5	5	4	3	1	10	3	5	4	3	6	4	7	5	2	7	10	4	-
	7.7%	5.8%	25.0%	15.2%	6.1%	6.6%	17.4%	10.0%	1.7%	11.6%	4.9%	10.4%	7.0%	25.0%	5.2%	8.0%	12.5%	4.3%	20.0%	10.8%	9.0%	4.8%	
N/A	18	12	1	3	13	4	1	2	7	9	6	6	5	4	7	7	4	12	2	9	11	3	3
Summary Rate - Excellent/ Very good	45	37	-	7	25	17	3	8	17	19	16	10	16	3	25	16	20	23	2	17	30	20	2
	24.7%	27.0%		21.2%	30.5%	22.4%	13.0%	26.7%	28.8%	22.1%	26.2%	20.8%	28.1%	25.0%	21.7%	32.0%	35.7%	19.8%	20.0%	26.2%	27.0%	24.1%	20.0%

Comparison Groups: BCD/EPG/HIJ/KLM/NOP/QRS/TUVW

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case letters indicate significance at the 90% level.

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Presented by The Myers Group

770-978-3173

2013

Louisiana Healthcare Connections  
 Provider Satisfaction Survey (912461)

Q10. Do you receive feedback/reports from Specialists regarding patients in your care?

	-% MANAGED CARE VOL-												-SURVEY RESPONDENT-				-METHODODOLOGY-				-24-HOUR AVAILABILITY-										
	AREA OF MEDICINE				PHYSICIANS IN PRACTICE				YEARS IN PRACTICE				REPRESENTED BY HEALTH PLAN				Office Nurse/		Mail		Phone		Internet		Arrange		Forward		Always		None
Total Answering	PCP	OB/GYN	Spec	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21-100%	Phys.	Mgr.	Other	Mail	Phone	Internet	Arrange	Forward	Always	None									
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)									
Total	233	178	6	37	112	91	28	38	76	111	78	65	66	17	144	66	65	156	12	81	140	103	19								
Total Answering	167	133	4	22	78	72	15	27	55	79	51	48	51	13	102	48	45	111	11	58	98	77	13								
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%								
No Answer	41	35	1	3	24	12	5	9	14	18	13	12	10	2	27	10	11	30	-	10	24	17	6								
Yes	145	115	2	20	68	66	9	23	48	68	43	43	44	8	88	45	39	97	9	49	85	71	12								
	86.8%	86.5%	50.0%	90.9%	87.2%	91.7%	60.0%	85.2%	87.3%	86.1%	84.3%	89.6%	86.3%	61.5%	86.3%	93.8%	86.7%	87.4%	81.8%	84.5%	86.7%	92.2%	92.3%								
					G	G									n	N															
No	22	18	2	2	10	6	6	4	7	11	8	5	7	5	14	3	6	14	2	9	13	6	1								
	13.2%	13.5%	50.0%	9.1%	12.8%	8.3%	40.0%	14.8%	12.7%	13.9%	15.7%	10.4%	13.7%	38.5%	13.7%	6.2%	13.3%	12.6%	18.2%	15.5%	13.3%	7.8%	7.7%								
							EF							oP																	
Not applicable	25	10	1	12	10	7	8	2	7	14	14	5	5	2	15	8	9	15	1	13	18	9	-								
Summary Rate - Yes	145	115	2	20	68	66	9	23	48	68	43	43	44	8	88	45	39	97	9	49	85	71	12								
	86.8%	86.5%	50.0%	90.9%	87.2%	91.7%	60.0%	85.2%	87.3%	86.1%	84.3%	89.6%	86.3%	61.5%	86.3%	93.8%	86.7%	87.4%	81.8%	84.5%	86.7%	92.2%	92.3%								
					G	G									n	N															

Comparison Groups: BCD/EPG/HIJ/KLM/NOP/QRS/TUVW

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case letters indicate significance at the 90% level.

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Presented by The Myers Group

770-978-3173

2013

Louisiana Healthcare Connections  
 Provider Satisfaction Survey (912461)

Q11. Timeliness of feedback/reports from Specialists for patients in your care. (Louisiana Healthcare Connections)

	--% MANAGED CARE VOL--											--SURVEY RESPONDENT--				--METHODODOLOGY--			--24-HOUR AVAILABILITY--					
	AREA OF MEDICINE		PHYSICIANS IN PRACTICE					YEARS IN PRACTICE				REPRESENTED BY HEALTH PLAN				Phys.	Office Mgr.	Nurse/Other	Mail	Phone	Internet	Arrange	Forward	Always
Total Answering	PCP	OB/GYN	Spec	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21-100%	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)		
Total	233	178	6	37	112	91	28	38	76	111	78	65	66	17	144	66	65	156	12	81	140	103	19	
Total Answering	169	134	2	26	79	73	15	29	57	77	55	44	53	15	103	45	54	104	11	64	100	76	12	
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
No Answer	28	23	2	1	18	7	3	6	8	14	10	8	5	-	19	9	-	28	-	5	15	14	6	
Excellent	18	14	-	3	8	10	-	5	2	10	5	5	5	1	11	6	5	13	-	6	10	10	2	
	10.7%	10.4%		11.5%	10.1%	13.7%		17.2%	3.5%	13.0%	9.1%	11.4%	9.4%	6.7%	10.7%	13.3%	9.3%	12.5%		9.4%	10.0%	13.2%	16.7%	
								i		I														
Very good	49	40	-	8	23	19	6	7	22	19	14	12	16	3	27	17	16	29	4	17	34	18	3	
	29.0%	29.9%		30.8%	29.1%	26.0%	40.0%	24.1%	38.6%	24.7%	25.5%	27.3%	30.2%	20.0%	26.2%	37.8%	29.6%	27.9%	36.4%	26.6%	34.0%	23.7%	25.0%	
								j																
Good	71	55	2	11	31	36	4	12	24	33	27	20	20	5	48	17	19	48	4	26	41	38	6	
	42.0%	41.0%	100.0%	42.3%	39.2%	49.3%	26.7%	41.4%	42.1%	42.9%	49.1%	45.5%	37.7%	33.3%	46.6%	37.8%	35.2%	46.2%	36.4%	40.6%	41.0%	50.0%	50.0%	
			BD				g																	
Fair	18	13	-	3	9	5	3	4	4	9	5	4	7	2	10	3	11	7	-	8	8	6	-	
	10.7%	9.7%		11.5%	11.4%	6.8%	20.0%	13.8%	7.0%	11.7%	9.1%	9.1%	13.2%	13.3%	9.7%	6.7%	20.4%	6.7%		12.5%	8.0%	7.9%		
																	R							
Poor	13	12	-	1	8	3	2	1	5	6	4	3	5	4	7	2	3	7	3	7	7	4	1	
	7.7%	9.0%		3.8%	10.1%	4.1%	13.3%	3.4%	8.8%	7.8%	7.3%	6.8%	9.4%	26.7%	6.8%	4.4%	5.6%	6.7%	27.3%	10.9%	7.0%	5.3%	8.3%	
														op										
N/A	36	21	2	10	15	11	10	3	11	20	13	13	8	2	22	12	11	24	1	12	25	13	1	
Summary Rate - Excellent/ Very good	67	54	-	11	31	29	6	12	24	29	19	17	21	4	38	23	21	42	4	23	44	28	5	
	39.6%	40.3%		42.3%	39.2%	39.7%	40.0%	41.4%	42.1%	37.7%	34.5%	38.6%	39.6%	26.7%	36.9%	51.1%	38.9%	40.4%	36.4%	35.9%	44.0%	36.8%	41.7%	
														n										

Comparison Groups: BCD/EPG/HIJ/KLM/NOP/QRS/TUVW

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case letters indicate significance at the 90% level.

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Presented by The Myers Group

770-978-3173

2013

Louisiana Healthcare Connections  
 Provider Satisfaction Survey (912461)

Q11. Timeliness of feedback/reports from Specialists for patients in your care. (All other Bayou Health Plans)

	--% MANAGED CARE VOL--												--SURVEY RESPONDENT--				--METHODODOLOGY--				--24-HOUR AVAILABILITY--			
	AREA OF MEDICINE		PHYSICIANS IN PRACTICE			YEARS IN PRACTICE			REPRESENTED BY HEALTH PLAN			Phys.		Nurse/Mgr. Other		Mail	Phone	Internet	Arrange	Forward	Always	None		
Total Answering	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	
Total	233	178	6	37	112	91	28	38	76	111	78	65	66	17	144	66	65	156	12	81	140	103	19	
Total Answering	167	133	2	25	78	72	15	29	59	74	53	45	52	14	101	46	53	103	11	59	99	76	12	
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
No Answer	33	27	2	2	21	9	3	7	8	17	14	8	6	1	23	9	3	30	-	9	19	15	6	
Excellent	13	10	-	2	7	6	-	4	2	6	4	2	5	1	7	5	5	8	-	4	8	7	2	
	7.8%	7.5%		8.0%	9.0%	8.3%		13.8%	3.4%	8.1%	7.5%	4.4%	9.6%	7.1%	6.9%	10.9%	9.4%	7.8%		6.8%	8.1%	9.2%	16.7%	
Very good	42	36	-	4	21	15	5	7	16	18	11	13	13	5	21	14	18	21	3	16	29	13	2	
	25.1%	27.1%		16.0%	26.9%	20.8%	33.3%	24.1%	27.1%	24.3%	20.8%	28.9%	25.0%	35.7%	20.8%	30.4%	34.0%	20.4%	27.3%	27.1%	29.3%	17.1%	16.7%	
Good	81	63	2	14	33	43	5	13	31	36	28	23	23	2	57	21	18	59	4	25	48	44	7	
	48.5%	47.4%	100.0%	56.0%	42.3%	59.7%	33.3%	44.8%	52.5%	48.6%	52.8%	51.1%	44.2%	14.3%	56.4%	45.7%	34.0%	57.3%	36.4%	42.4%	48.5%	57.9%	58.3%	
			BD			Eg									N	N		Q			t			
Fair	18	12	-	4	9	5	3	4	5	8	6	4	6	2	9	4	9	8	1	7	7	8	-	
	10.8%	9.0%		16.0%	11.5%	6.9%	20.0%	13.8%	8.5%	10.8%	11.3%	8.9%	11.5%	14.3%	8.9%	8.7%	17.0%	7.8%	9.1%	11.9%	7.1%	10.5%		
Poor	13	12	-	1	8	3	2	1	5	6	4	3	5	4	7	2	3	7	3	7	7	4	1	
	7.8%	9.0%		4.0%	10.3%	4.2%	13.3%	3.4%	8.5%	8.1%	7.5%	6.7%	9.6%	28.6%	6.9%	4.3%	5.7%	6.8%	27.3%	11.9%	7.1%	5.3%	8.3%	
														op										
N/A	33	18	2	10	13	10	10	2	9	20	11	12	8	2	20	11	9	23	1	13	22	12	1	
Summary Rate - Excellent/ Very good	55	46	-	6	28	21	5	11	18	24	15	15	18	6	28	19	23	29	3	20	37	20	4	
	32.9%	34.6%		24.0%	35.9%	29.2%	33.3%	37.9%	30.5%	32.4%	28.3%	33.3%	34.6%	42.9%	27.7%	41.3%	43.4%	28.2%	27.3%	33.9%	37.4%	26.3%	33.3%	
																	r							

Comparison Groups: BCD/EPG/HIJ/KLM/NOP/QRS/TUVW

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case letters indicate significance at the 90% level.

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Presented by The Myers Group

770-978-3173

2013

Louisiana Healthcare Connections  
 Provider Satisfaction Survey (912461)

Q12. Frequency of feedback/reports from Specialists for patients in your care. (Louisiana Healthcare Connections)

	--% MANAGED CARE VOL--												--SURVEY RESPONDENT--				--METHODODOLOGY--				--24-HOUR AVAILABILITY--			
	AREA OF MEDICINE		PHYSICIANS IN PRACTICE				YEARS IN PRACTICE				REPRESENTED BY HEALTH PLAN				Phys.	Mgr.	Nurse/Other	Mail	Phone	Internet	Arrange	Forward	Always	None
Total Answering	PCP	OB/GYN	Spec	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21-100%	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	
Total	233	178	6	37	112	91	28	38	76	111	78	65	66	17	144	66	65	156	12	81	140	103	19	
Total Answering	162	128	2	24	77	69	14	27	56	74	53	43	52	15	99	42	50	101	11	63	95	72	11	
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
No Answer	34	27	2	3	20	10	4	7	10	16	12	9	6	-	23	11	3	31	-	6	19	18	6	
Excellent	16	12	-	4	6	9	1	4	5	7	5	2	8	1	10	5	5	9	2	5	10	9	1	
	9.9%	9.4%		16.7%	7.8%	13.0%	7.1%	14.8%	8.9%	9.5%	9.4%	4.7%	15.4%	6.7%	10.1%	11.9%	10.0%	8.9%	18.2%	7.9%	10.5%	12.5%	9.1%	
Very good	42	37	-	4	19	18	4	4	20	16	12	12	13	2	22	16	15	26	1	15	29	17	3	
	25.9%	28.9%		16.7%	24.7%	26.1%	28.6%	14.8%	35.7%	21.6%	22.6%	27.9%	25.0%	13.3%	22.2%	38.1%	30.0%	25.7%	9.1%	23.8%	30.5%	23.6%	27.3%	
Good	74	54	2	13	35	34	5	15	22	36	28	21	20	6	51	16	15	55	4	27	42	36	6	
	45.7%	42.2%	100.0%	54.2%	45.5%	49.3%	35.7%	55.6%	39.3%	48.6%	52.8%	48.8%	38.5%	40.0%	51.5%	38.1%	30.0%	54.5%	36.4%	42.9%	44.2%	50.0%	54.5%	
Fair	20	16	-	2	11	6	2	3	6	9	5	6	7	3	9	5	12	6	2	10	7	9	1	
	12.3%	12.5%		8.3%	14.3%	8.7%	14.3%	11.1%	10.7%	12.2%	9.4%	14.0%	13.5%	20.0%	9.1%	11.9%	24.0%	5.9%	18.2%	15.9%	7.4%	12.5%	9.1%	
Poor	10	9	-	1	6	2	2	1	3	6	3	2	4	3	7	-	3	5	2	6	7	1	-	
	6.2%	7.0%		4.2%	7.8%	2.9%	14.3%	3.7%	5.4%	8.1%	5.7%	4.7%	7.7%	20.0%	7.1%		6.0%	5.0%	18.2%	9.5%	7.4%	1.4%		
N/A	37	23	2	10	15	12	10	4	10	21	13	13	8	2	22	13	12	24	1	12	26	13	2	
Summary Rate - Excellent/ Very good	58	49	-	8	25	27	5	8	25	23	17	14	21	3	32	21	20	35	3	20	39	26	4	
	35.8%	38.3%		33.3%	32.5%	39.1%	35.7%	29.6%	44.6%	31.1%	32.1%	32.6%	40.4%	20.0%	32.3%	50.0%	40.0%	34.7%	27.3%	31.7%	41.1%	36.1%	36.4%	

Comparison Groups: BCD/EPG/HIJ/KLM/NOP/QRS/TUVW

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case letters indicate significance at the 90% level.

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Presented by The Myers Group

770-978-3173

2013

Louisiana Healthcare Connections  
 Provider Satisfaction Survey (912461)

Q12. Frequency of feedback/reports from Specialists for patients in your care. (All other Bayou Health Plans)

	--% MANAGED CARE VOL--											--SURVEY RESPONDENT--				--METHODODOLOGY--			--24-HOUR AVAILABILITY--				
	AREA OF MEDICINE		PHYSICIANS IN PRACTICE			YEARS IN PRACTICE			HEALTH PLAN			Phys.	Mgr.	Other	Mail	Phone	Internet	Arrange	Forward	Always	None		
Total Answering	PCP	OB/GYN	Spec	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21-100%	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	
Total	233	178	6	37	112	91	28	38	76	111	78	65	66	17	144	66	65	156	12	81	140	103	19
Total Answering	159	125	2	25	76	66	15	28	56	70	52	43	49	14	96	43	48	100	11	59	95	69	10
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	38	32	2	2	21	14	3	7	10	20	15	9	8	1	27	10	7	31	-	9	22	21	6
Excellent	12	9	-	3	7	4	1	4	4	4	4	2	6	1	6	5	4	7	1	4	8	6	1
	7.5%	7.2%		12.0%	9.2%	6.1%	6.7%	14.3%	7.1%	5.7%	7.7%	4.7%	12.2%	7.1%	6.2%	11.6%	8.3%	7.0%	9.1%	6.8%	8.4%	8.7%	10.0%
Very good	40	35	-	4	18	17	4	5	18	15	11	12	13	4	18	16	15	22	3	15	27	15	3
	25.2%	28.0%		16.0%	23.7%	25.8%	26.7%	17.9%	32.1%	21.4%	21.2%	27.9%	26.5%	28.6%	18.8%	37.2%	31.2%	22.0%	27.3%	25.4%	28.4%	21.7%	30.0%
Good	77	58	2	13	34	38	5	15	24	37	28	21	21	3	58	15	15	59	3	26	45	38	5
	48.4%	46.4%	100.0%	52.0%	44.7%	57.6%	33.3%	53.6%	42.9%	52.9%	53.8%	48.8%	42.9%	21.4%	60.4%	34.9%	31.2%	59.0%	27.3%	44.1%	47.4%	55.1%	50.0%
Fair	21	15	-	4	12	5	3	3	8	8	7	6	5	3	8	7	11	8	2	8	9	9	1
	13.2%	12.0%		16.0%	15.8%	7.6%	20.0%	10.7%	14.3%	11.4%	13.5%	14.0%	10.2%	21.4%	8.3%	16.3%	22.9%	8.0%	18.2%	13.6%	9.5%	13.0%	10.0%
Poor	9	8	-	1	5	2	2	1	2	6	2	2	4	3	6	-	3	4	2	6	6	1	-
	5.7%	6.4%		4.0%	6.6%	3.0%	13.3%	3.6%	3.6%	8.6%	3.8%	4.7%	8.2%	21.4%	6.2%		6.2%	4.0%	18.2%	10.2%	6.3%	1.4%	
N/A	36	21	2	10	15	11	10	3	10	21	11	13	9	2	21	13	10	25	1	13	23	13	3
Summary Rate - Excellent/ Very good	52	44	-	7	25	21	5	9	22	19	15	14	19	5	24	21	19	29	4	19	35	21	4
	32.7%	35.2%		28.0%	32.9%	31.8%	33.3%	32.1%	39.3%	27.1%	28.8%	32.6%	38.8%	35.7%	25.0%	48.8%	39.6%	29.0%	36.4%	32.2%	36.8%	30.4%	40.0%

Comparison Groups: BCD/EPG/HIJ/KLM/NOP/QRS/TUVW

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case letters indicate significance at the 90% level.

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Presented by The Myers Group

770-978-3173

2013

Louisiana Healthcare Connections  
 Provider Satisfaction Survey (912461)

Q13. Specialists network has an adequate number of high-quality specialists for patient referrals. (Louisiana Healthcare Connections)

	--% MANAGED CARE VOL--												--SURVEY RESPONDENT--				--METHODODOLOGY--				--24-HOUR AVAILABILITY--								
	AREA OF MEDICINE			PHYSICIANS IN PRACTICE			YEARS IN PRACTICE			HEALTH PLAN			REPRESENTED BY		Office Nurse/		Mail		Phone		Internet		Arrange		Forward		Always		None
Total Answering	PCP	OB/GYN	Spec	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21-100%	Phys.	Mgr.	Other	Mail	Phone	Internet	Arrange	Forward	Always	None							
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)							
Total	233	178	6	37	112	91	28	38	76	111	78	65	66	17	144	66	65	156	12	81	140	103	19						
Total Answering	175	141	2	24	79	75	19	30	58	81	55	48	55	16	110	43	57	106	12	59	104	79	11						
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%						
No Answer	35	26	2	5	21	9	5	6	10	18	14	9	8	1	22	12	2	33	-	9	20	16	7						
Excellent	15	12	-	3	5	8	2	2	3	9	5	2	6	2	10	3	5	8	2	6	9	7	-						
	8.6%	8.5%		12.5%	6.3%	10.7%	10.5%	6.7%	5.2%	11.1%	9.1%	4.2%	10.9%	12.5%	9.1%	7.0%	8.8%	7.5%	16.7%	10.2%	8.7%	8.9%							
Very good	42	32	-	9	17	19	5	7	19	16	13	11	15	3	26	12	16	26	-	10	24	24	3						
	24.0%	22.7%		37.5%	21.5%	25.3%	26.3%	23.3%	32.8%	19.8%	23.6%	22.9%	27.3%	18.8%	23.6%	27.9%	28.1%	24.5%		16.9%	23.1%	30.4%	27.3%						
									j													t							
Good	64	51	2	8	33	24	7	15	17	30	23	16	19	5	40	18	21	42	1	20	39	26	7						
	36.6%	36.2%	100.0%	33.3%	41.8%	32.0%	36.8%	50.0%	29.3%	37.0%	41.8%	33.3%	34.5%	31.2%	36.4%	41.9%	36.8%	39.6%	8.3%	33.9%	37.5%	32.9%	63.6%						
			BD					i									s	s				tuV							
Fair	26	22	-	2	12	12	1	4	9	10	6	8	8	2	16	6	9	11	6	8	14	12	1						
	14.9%	15.6%		8.3%	15.2%	16.0%	5.3%	13.3%	15.5%	12.3%	10.9%	16.7%	14.5%	12.5%	14.5%	14.0%	15.8%	10.4%	50.0%	13.6%	13.5%	15.2%	9.1%						
																			QR										
Poor	28	24	-	2	12	12	4	2	10	16	8	11	7	4	18	4	6	19	3	15	18	10	-						
	16.0%	17.0%		8.3%	15.2%	16.0%	21.1%	6.7%	17.2%	19.8%	14.5%	22.9%	12.7%	25.0%	16.4%	9.3%	10.5%	17.9%	25.0%	25.4%	17.3%	12.7%							
									H											v									
N/A	23	11	2	8	12	7	4	2	8	12	9	8	3	-	12	11	6	17	-	13	16	8	1						
Summary Rate - Excellent/ Very good	57	44	-	12	22	27	7	9	22	25	18	13	21	5	36	15	21	34	2	16	33	31	3						
	32.6%	31.2%		50.0%	27.8%	36.0%	36.8%	30.0%	37.9%	30.9%	32.7%	27.1%	38.2%	31.2%	32.7%	34.9%	36.8%	32.1%	16.7%	27.1%	31.7%	39.2%	27.3%						
				b																									

Comparison Groups: BCD/EPG/HIJ/KLM/NOP/QRS/TUVW  
 Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.  
 Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections  
 Provider Satisfaction Survey (912461)

Q13. Specialists network has an adequate number of high-quality specialists for patient referrals. (All other Bayou Health Plans)

	--% MANAGED CARE VOL--												--SURVEY RESPONDENT--				--METHODODOLOGY--				--24-HOUR AVAILABILITY--			
	AREA OF MEDICINE		PHYSICIANS IN PRACTICE				YEARS IN PRACTICE				HEALTH PLAN		Phys.	Mgr.	Nurse/Other	Mail	Phone	Internet	Arrange	Forward	Always	None		
Total Answering	PCP	OB/GYN	Spec	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21-100%	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)		
Total	233	178	6	37	112	91	28	38	76	111	78	65	66	17	144	66	65	156	12	81	140	103	19	
Total Answering	170	136	2	24	77	72	19	29	57	78	51	48	54	17	104	43	54	104	12	56	101	77	11	
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
No Answer	39	30	2	5	22	12	5	7	11	20	18	9	8	-	26	13	5	34	-	10	23	17	7	
Excellent	10	8	-	2	5	5	-	3	1	6	4	2	3	1	7	2	4	6	-	4	8	5	-	
	5.9%	5.9%		8.3%	6.5%	6.9%		10.3%	1.8%	7.7%	7.8%	4.2%	5.6%	5.9%	6.7%	4.7%	7.4%	5.8%		7.1%	7.9%	6.5%		
									i															
Very good	35	28	-	6	14	14	6	5	16	12	8	10	14	4	18	12	18	15	2	8	21	15	3	
	20.6%	20.6%		25.0%	18.2%	19.4%	31.6%	17.2%	28.1%	15.4%	15.7%	20.8%	25.9%	23.5%	17.3%	27.9%	33.3%	14.4%	16.7%	14.3%	20.8%	19.5%	27.3%	
									j								R							
Good	67	53	2	9	31	30	6	12	18	35	23	18	20	6	40	20	17	48	2	21	37	33	7	
	39.4%	39.0%	100.0%	37.5%	40.3%	41.7%	31.6%	41.4%	31.6%	44.9%	45.1%	37.5%	37.0%	35.3%	38.5%	46.5%	31.5%	46.2%	16.7%	37.5%	36.6%	42.9%	63.6%	
																		qS					tu	
Fair	31	24	-	5	16	11	3	6	12	11	8	8	10	2	21	6	9	16	6	10	17	13	1	
	18.2%	17.6%		20.8%	20.8%	15.3%	15.8%	20.7%	21.1%	14.1%	15.7%	16.7%	18.5%	11.8%	20.2%	14.0%	16.7%	15.4%	50.0%	17.9%	16.8%	16.9%	9.1%	
																			QR					
Poor	27	23	-	2	11	12	4	3	10	14	8	10	7	4	18	3	6	19	2	13	18	11	-	
	15.9%	16.9%		8.3%	14.3%	16.7%	21.1%	10.3%	17.5%	17.9%	15.7%	20.8%	13.0%	23.5%	17.3%	7.0%	11.1%	18.3%	16.7%	23.2%	17.8%	14.3%		
															P									
N/A	24	12	2	8	13	7	4	2	8	13	9	8	4	-	14	10	6	18	-	15	16	9	1	
Summary Rate - Excellent/ Very good	45	36	-	8	19	19	6	8	17	18	12	12	17	5	25	14	22	21	2	12	29	20	3	
	26.5%	26.5%		33.3%	24.7%	26.4%	31.6%	27.6%	29.8%	23.1%	23.5%	25.0%	31.5%	29.4%	24.0%	32.6%	40.7%	20.2%	16.7%	21.4%	28.7%	26.0%	27.3%	
																							Rs	

Comparison Groups: BCD/EPG/HIJ/KLM/NOP/QRS/TUVW  
 Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.  
 Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections  
 Provider Satisfaction Survey (912461)

Q14. Behavioral health network has an adequate number of high-quality practitioners to whom I can refer my patients. (Louisiana Healthcare Connections)

	--% MANAGED CARE VOL--											--SURVEY RESPONDENT--				--METHODODOLOGY--				--24-HOUR AVAILABILITY--				
	AREA OF MEDICINE			PHYSICIANS IN PRACTICE				YEARS IN PRACTICE				REPRESENTED BY HEALTH PLAN				Phys.	Mgr.	Nurse/Other	Mail	Phone	Internet	Arrange	Forward	Always
Total Answering	PCP	OB/GYN	Spec	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21-100%	Phys.	Mgr.	Nurse/Other	Mail	Phone	Internet	Arrange	Forward	Always	None		
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)		
Total	233	178	6	37	112	91	28	38	76	111	78	65	66	17	144	66	65	156	12	81	140	103	19	
Total Answering	146	123	1	16	66	63	15	25	49	66	43	44	48	16	91	33	54	80	12	53	85	65	8	
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
No Answer	39	30	1	6	22	13	4	6	10	23	14	11	8	-	24	15	3	36	-	11	21	17	8	
Excellent	11	10	-	1	3	7	1	2	1	7	4	2	4	1	7	3	3	8	-	5	7	5	-	
	7.5%	8.1%		6.2%	4.5%	11.1%	6.7%	8.0%	2.0%	10.6%	9.3%	4.5%	8.3%	6.2%	7.7%	9.1%	5.6%	10.0%		9.4%	8.2%	7.7%		
Very good	21	17	-	3	8	10	2	3	10	7	3	6	12	2	12	6	12	7	2	4	13	11	2	
	14.4%	13.8%		18.8%	12.1%	15.9%	13.3%	12.0%	20.4%	10.6%	7.0%	13.6%	25.0%	12.5%	13.2%	18.2%	22.2%	8.8%	16.7%	7.5%	15.3%	16.9%	25.0%	
Good	53	44	1	6	30	16	7	11	13	28	18	20	11	3	37	12	15	34	4	16	30	23	4	
	36.3%	35.8%	100.0%	37.5%	45.5%	25.4%	46.7%	44.0%	26.5%	42.4%	41.9%	45.5%	22.9%	18.8%	40.7%	36.4%	27.8%	42.5%	33.3%	30.2%	35.3%	35.4%	50.0%	
Fair	25	23	-	1	9	14	1	6	9	7	8	4	10	2	15	6	14	10	1	9	15	13	1	
	17.1%	18.7%		6.2%	13.6%	22.2%	6.7%	24.0%	18.4%	10.6%	18.6%	9.1%	20.8%	12.5%	16.5%	18.2%	25.9%	12.5%	8.3%	17.0%	17.6%	20.0%	12.5%	
Poor	36	29	-	5	16	16	4	3	16	17	10	12	11	8	20	6	10	21	5	19	20	13	1	
	24.7%	23.6%		31.2%	24.2%	25.4%	26.7%	12.0%	32.7%	25.8%	23.3%	27.3%	22.9%	50.0%	22.0%	18.2%	18.5%	26.2%	41.7%	35.8%	23.5%	20.0%	12.5%	
N/A	48	25	4	15	24	15	9	7	17	22	21	10	10	1	29	18	8	40	-	17	34	21	3	
Summary Rate - Excellent/ Very good	32	27	-	4	11	17	3	5	11	14	7	8	16	3	19	9	15	15	2	9	20	16	2	
	21.9%	22.0%		25.0%	16.7%	27.0%	20.0%	20.0%	22.4%	21.2%	16.3%	18.2%	33.3%	18.8%	20.9%	27.3%	27.8%	18.8%	16.7%	17.0%	23.5%	24.6%	25.0%	

Comparison Groups: BCD/EPG/HIJ/KLM/NOP/QRS/TUVW

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case letters indicate significance at the 90% level.

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30).

Presented by The Myers Group

770-978-3173

2013

Louisiana Healthcare Connections  
 Provider Satisfaction Survey (912461)

Q14. Behavioral health network has an adequate number of high-quality practitioners to whom I can refer my patients. (All other Bayou Health Plans)

	--% MANAGED CARE VOL--												--SURVEY RESPONDENT--				--METHODODOLOGY--				--24-HOUR AVAILABILITY--			
	AREA OF MEDICINE		PHYSICIANS IN PRACTICE			YEARS IN PRACTICE			REPRESENTED BY HEALTH PLAN				Phys.	Mgr.	Nurse/Other	Mail	Phone	Internet	Arrange	Forward	Always	None		
Total Answering	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	
Total	233	178	6	37	112	91	28	38	76	111	78	65	66	17	144	66	65	156	12	81	140	103	19	
Total Answering	142	120	1	15	63	62	15	24	48	65	41	44	46	16	87	33	53	77	12	49	83	63	8	
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
No Answer	43	33	2	6	23	15	5	6	12	24	16	12	8	-	25	18	5	38	-	13	23	19	8	
Excellent	7	6	-	1	3	4	-	2	-	5	4	1	1	-	5	2	3	4	-	3	6	2	-	
	4.9%	5.0%		6.7%	4.8%	6.5%		8.3%		7.7%	9.8%	2.3%	2.2%		5.7%	6.1%	5.7%	5.2%		6.1%	7.2%	3.2%		
Very good	20	16	-	3	8	9	2	3	9	7	4	5	11	3	11	5	12	7	1	4	11	8	2	
	14.1%	13.3%		20.0%	12.7%	14.5%	13.3%	12.5%	18.8%	10.8%	9.8%	11.4%	23.9%	18.8%	12.6%	15.2%	22.6%	9.1%	8.3%	8.2%	13.3%	12.7%	25.0%	
Good	54	46	1	5	27	19	8	8	13	31	16	21	13	3	37	13	14	35	5	16	31	26	3	
	38.0%	38.3%	100.0%	33.3%	42.9%	30.6%	53.3%	33.3%	27.1%	47.7%	39.0%	47.7%	28.3%	18.8%	42.5%	39.4%	26.4%	45.5%	41.7%	32.7%	37.3%	41.3%	37.5%	
Fair	27	24	-	2	11	14	1	8	11	6	7	6	11	2	16	7	14	12	1	9	16	14	2	
	19.0%	20.0%		13.3%	17.5%	22.6%	6.7%	33.3%	22.9%	9.2%	17.1%	13.6%	23.9%	12.5%	18.4%	21.2%	26.4%	15.6%	8.3%	18.4%	19.3%	22.2%	25.0%	
Poor	34	28	-	4	14	16	4	3	15	16	10	11	10	8	18	6	10	19	5	17	19	13	1	
	23.9%	23.3%		26.7%	22.2%	25.8%	26.7%	12.5%	31.2%	24.6%	24.4%	25.0%	21.7%	50.0%	20.7%	18.2%	18.9%	24.7%	41.7%	34.7%	22.9%	20.6%	12.5%	
N/A	48	25	3	16	26	14	8	8	16	22	21	9	12	1	32	15	7	41	-	19	34	21	3	
Summary Rate - Excellent/ Very good	27	22	-	4	11	13	2	5	9	12	8	6	12	3	16	7	15	11	1	7	17	10	2	
	19.0%	18.3%		26.7%	17.5%	21.0%	13.3%	20.8%	18.8%	18.5%	19.5%	13.6%	26.1%	18.8%	18.4%	21.2%	28.3%	14.3%	8.3%	14.3%	20.5%	15.9%	25.0%	

Comparison Groups: BCD/EPG/HIJ/KLM/NOP/QRS/TUVW  
 Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.  
 Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30).

Louisiana Healthcare Connections  
 Provider Satisfaction Survey (912461)

Q15. Provider input and recommendations are taken seriously. (Louisiana Healthcare Connections)

	-----% MANAGED CARE VOL-----																						
	-----AREA OF-----				-----PHYSICIANS IN-----				-----YEARS IN-----				-----REPRESENTED BY-----				-----SURVEY RESPONDENT-----				-----METHODOLOGY-----		-----24-HOUR AVAILABILITY-----
Total	PCP	OB/GYN	Spec	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21-100%	Phys.	Mgr.	Other	Mail	Phone	Internet	Arrange	Forward	Always	None	
Answering	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)
Total	233	178	6	37	112	91	28	38	76	111	78	65	66	17	144	66	65	156	12	81	140	103	19
Total Answering	156	118	5	25	68	64	22	27	54	68	46	47	52	16	92	44	46	98	12	55	93	72	10
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	41	33	1	5	24	13	4	6	10	25	16	10	9	1	27	13	6	35	-	14	21	18	7
Excellent	23	17	1	5	10	9	4	5	6	11	9	3	10	1	15	7	8	12	3	11	15	10	-
	14.7%	14.4%	20.0%	20.0%	14.7%	14.1%	18.2%	18.5%	11.1%	16.2%	19.6%	6.4%	19.2%	6.2%	16.3%	15.9%	17.4%	12.2%	25.0%	20.0%	16.1%	13.9%	
											1		L										
Very good	37	30	-	6	14	19	3	3	16	16	11	11	14	3	19	14	14	22	1	9	19	20	4
	23.7%	25.4%		24.0%	20.6%	29.7%	13.6%	11.1%	29.6%	23.5%	23.4%	26.9%	18.8%	20.7%	31.8%	30.4%	22.4%	8.3%	16.4%	20.4%	27.8%	40.0%	
						g			H							S							
Good	57	43	2	8	32	19	6	13	22	20	17	21	15	4	40	13	10	45	2	15	40	25	5
	36.5%	36.4%	40.0%	32.0%	47.1%	29.7%	27.3%	48.1%	40.7%	29.4%	37.0%	44.7%	28.8%	25.0%	43.5%	29.5%	21.7%	45.9%	16.7%	27.3%	43.0%	34.7%	50.0%
					Fg			j				m					QS				T		
Fair	24	17	2	4	6	11	6	3	6	14	5	8	8	4	12	6	10	11	3	12	10	11	1
	15.4%	14.4%	40.0%	16.0%	8.8%	17.2%	27.3%	11.1%	11.1%	20.6%	10.9%	17.0%	15.4%	25.0%	13.0%	13.6%	21.7%	11.2%	25.0%	21.8%	10.8%	15.3%	10.0%
						e														u			
Poor	15	11	-	2	6	6	3	3	4	7	4	4	5	4	6	4	4	8	3	8	9	6	-
	9.6%	9.3%		8.0%	8.8%	9.4%	13.6%	11.1%	7.4%	10.3%	8.7%	8.5%	9.6%	25.0%	6.5%	9.1%	8.7%	8.2%	25.0%	14.5%	9.7%	8.3%	
														o									
N/A	36	27	-	7	20	14	2	5	12	18	16	8	5	-	25	9	13	23	-	12	26	13	2
Summary Rate - Excellent/ Very good	60	47	1	11	24	28	7	8	22	27	20	14	24	4	34	21	22	34	4	20	34	30	4
	38.5%	39.8%	20.0%	44.0%	35.3%	43.8%	31.8%	29.6%	40.7%	39.7%	43.5%	29.8%	46.2%	25.0%	37.0%	47.7%	47.8%	34.7%	33.3%	36.4%	36.6%	41.7%	40.0%
													1			n							

Comparison Groups: BCD/EPG/HIJ/KLM/NOP/QRS/TUVW  
 Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.  
 Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30).

Louisiana Healthcare Connections  
 Provider Satisfaction Survey (912461)

Q15. Provider input and recommendations are taken seriously. (All other Bayou Health Plans)

	--% MANAGED CARE VOL--											--SURVEY RESPONDENT--				--METHODODOLOGY--			--24-HOUR AVAILABILITY--				
	AREA OF MEDICINE		PHYSICIANS IN PRACTICE			YEARS IN PRACTICE			REPRESENTED BY HEALTH PLAN			Phys.	Mgr.	Other	Mail	Phone	Internet	Arrange	Forward	Always	None		
Total Answering	PCP	OB/GYN	Spec	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21-100%	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	
Total	233	178	6	37	112	91	28	38	76	111	78	65	66	17	144	66	65	156	12	81	140	103	19
Total Answering	157	118	5	26	71	63	21	28	54	68	46	46	55	16	95	43	47	98	12	58	92	73	10
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	44	36	1	5	23	16	5	6	12	25	19	11	8	1	27	15	7	37	-	13	25	19	7
Excellent	14	11	-	3	8	4	2	4	3	7	6	2	6	-	10	4	4	8	2	7	9	8	-
	8.9%	9.3%		11.5%	11.3%	6.3%	9.5%	14.3%	5.6%	10.3%	13.0%	4.3%	10.9%		10.5%	9.3%	8.5%	8.2%	16.7%	12.1%	9.8%	11.0%	
Very good	33	27	-	5	12	15	5	3	12	16	8	10	14	2	18	12	14	18	1	6	16	16	3
	21.0%	22.9%		19.2%	16.9%	23.8%	23.8%	10.7%	22.2%	23.5%	17.4%	21.7%	25.5%	12.5%	18.9%	27.9%	29.8%	18.4%	8.3%	10.3%	17.4%	21.9%	30.0%
									h							s					t		
Good	66	49	3	11	36	26	4	15	26	23	22	21	19	6	45	15	13	50	3	23	46	31	5
	42.0%	41.5%	60.0%	42.3%	50.7%	41.3%	19.0%	53.6%	48.1%	33.8%	47.8%	45.7%	34.5%	37.5%	47.4%	34.9%	27.7%	51.0%	25.0%	39.7%	50.0%	42.5%	50.0%
				G	G			j									Qs						
Fair	29	21	1	5	10	10	8	1	9	17	6	8	11	5	15	7	12	14	3	14	11	11	1
	18.5%	17.8%	20.0%	19.2%	14.1%	15.9%	38.1%	3.6%	16.7%	25.0%	13.0%	17.4%	20.0%	31.2%	15.8%	16.3%	25.5%	14.3%	25.0%	24.1%	12.0%	15.1%	10.0%
							Ef		H	H										u			
Poor	15	10	1	2	5	8	2	5	4	5	4	5	5	3	7	5	4	8	3	8	10	7	1
	9.6%	8.5%	20.0%	7.7%	7.0%	12.7%	9.5%	17.9%	7.4%	7.4%	8.7%	10.9%	9.1%	18.8%	7.4%	11.6%	8.5%	8.2%	25.0%	13.8%	10.9%	9.6%	10.0%
N/A	32	24	-	6	18	12	2	4	10	18	13	8	3	-	22	8	11	21	-	10	23	11	2
Summary Rate - Excellent/ Very good	47	38	-	8	20	19	7	7	15	23	14	12	20	2	28	16	18	26	3	13	25	24	3
	29.9%	32.2%		30.8%	28.2%	30.2%	33.3%	25.0%	27.8%	33.8%	30.4%	26.1%	36.4%	12.5%	29.5%	37.2%	38.3%	26.5%	25.0%	22.4%	27.2%	32.9%	30.0%
														n	N								

Comparison Groups: BCD/EPG/HIJ/KLM/NOP/QRS/TUVW

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case letters indicate significance at the 90% level.

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30).

Presented by The Myers Group

770-978-3173

2013

Louisiana Healthcare Connections  
 Provider Satisfaction Survey (912461)

Q16. Process of obtaining pre-certification/referral/authorization information. (Louisiana Healthcare Connections)

	--% MANAGED CARE VOL--												--SURVEY RESPONDENT--				--METHODODOLOGY--			--24-HOUR AVAILABILITY--			
	AREA OF MEDICINE		PHYSICIANS IN PRACTICE			YEARS IN PRACTICE			REPRESENTED BY HEALTH PLAN				Phys.	Mgr.	Nurse/Other	Mail	Phone	Internet	Arrange	Forward	Always	None	
Total Answering	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)
Total	233	178	6	37	112	91	28	38	76	111	78	65	66	17	144	66	65	156	12	81	140	103	19
Total Answering	187	143	4	30	85	76	24	31	62	86	59	52	59	15	114	52	62	113	12	69	112	85	12
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	35	27	1	5	20	11	4	6	10	19	14	10	6	-	22	13	-	35	-	8	20	16	7
Excellent	22	15	-	5	8	11	3	4	7	9	8	6	7	2	15	5	7	13	2	10	16	9	1
	11.8%	10.5%		16.7%	9.4%	14.5%	12.5%	12.9%	11.3%	10.5%	13.6%	11.5%	11.9%	13.3%	13.2%	9.6%	11.3%	11.5%	16.7%	14.5%	14.3%	10.6%	8.3%
Very good	41	32	1	6	21	17	2	4	22	14	13	12	14	3	23	13	16	23	2	11	24	20	3
	21.9%	22.4%	25.0%	20.0%	24.7%	22.4%	8.3%	12.9%	35.5%	16.3%	22.0%	23.1%	23.7%	20.0%	20.2%	25.0%	25.8%	20.4%	16.7%	15.9%	21.4%	23.5%	25.0%
Good	58	45	2	9	30	19	9	11	14	32	21	11	21	2	40	16	13	45	-	21	33	33	5
	31.0%	31.5%	50.0%	30.0%	35.3%	25.0%	37.5%	35.5%	22.6%	37.2%	35.6%	21.2%	35.6%	13.3%	35.1%	30.8%	21.0%	39.8%		30.4%	29.5%	38.8%	41.7%
Fair	26	19	1	3	10	11	4	6	6	10	10	8	4	2	16	7	11	11	4	9	15	9	1
	13.9%	13.3%	25.0%	10.0%	11.8%	14.5%	16.7%	19.4%	9.7%	11.6%	16.9%	15.4%	6.8%	13.3%	14.0%	13.5%	17.7%	9.7%	33.3%	13.0%	13.4%	10.6%	8.3%
Poor	40	32	-	7	16	18	6	6	13	21	7	15	13	6	20	11	15	21	4	18	24	14	2
	21.4%	22.4%		23.3%	18.8%	23.7%	25.0%	19.4%	21.0%	24.4%	11.9%	28.8%	22.0%	40.0%	17.5%	21.2%	24.2%	18.6%	33.3%	26.1%	21.4%	16.5%	16.7%
N/A	11	8	1	2	7	4	-	1	4	6	5	3	1	2	8	1	3	8	-	4	8	2	-
Summary Rate - Excellent/ Very good	63	47	1	11	29	28	5	8	29	23	21	18	21	5	38	18	23	36	4	21	40	29	4
	33.7%	32.9%	25.0%	36.7%	34.1%	36.8%	20.8%	25.8%	46.8%	26.7%	35.6%	34.6%	35.6%	33.3%	33.3%	34.6%	37.1%	31.9%	33.3%	30.4%	35.7%	34.1%	33.3%

Comparison Groups: BCD/EPG/HIJ/KLM/NOP/QRS/TUVW

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case letters indicate significance at the 90% level.

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Presented by The Myers Group

770-978-3173

2013

Louisiana Healthcare Connections  
 Provider Satisfaction Survey (912461)

Q16. Process of obtaining pre-certification/referral/authorization information. (All other Bayou Health Plans)

	--% MANAGED CARE VOL--												--SURVEY RESPONDENT--				--METHODODOLOGY--				--24-HOUR AVAILABILITY--			
	AREA OF MEDICINE			PHYSICIANS IN PRACTICE			YEARS IN PRACTICE			REPRESENTED BY HEALTH PLAN			Phys.		Nurse/		Mail	Phone	Internet	Arrange	Forward	Always	None	
Total Answering	PCP	OB/GYN	Spec	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21-100%	Mgr.	Other										
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)		
Total	233	178	6	37	112	91	28	38	76	111	78	65	66	17	144	66	65	156	12	81	140	103	19	
Total Answering	181	138	4	30	84	73	24	32	60	83	56	52	58	16	109	52	58	111	12	66	109	83	12	
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
No Answer	39	30	1	5	20	13	4	6	11	20	16	11	6	-	24	13	3	36	-	9	23	17	7	
Excellent	15	12	-	3	6	8	1	5	5	5	6	5	4	1	11	3	6	8	1	7	12	7	-	
	8.3%	8.7%		10.0%	7.1%	11.0%	4.2%	15.6%	8.3%	6.0%	10.7%	9.6%	6.9%	6.2%	10.1%	5.8%	10.3%	7.2%	8.3%	10.6%	11.0%	8.4%		
Very good	33	26	1	5	18	10	5	1	17	13	7	8	16	3	19	10	15	16	2	10	18	16	2	
	18.2%	18.8%	25.0%	16.7%	21.4%	13.7%	20.8%	3.1%	28.3%	15.7%	12.5%	15.4%	27.6%	18.8%	17.4%	19.2%	25.9%	14.4%	16.7%	15.2%	16.5%	19.3%	16.7%	
									Hj	H			K			r								
Good	71	52	3	12	31	30	10	16	20	33	26	19	22	4	47	19	18	50	3	24	45	36	5	
	39.2%	37.7%	75.0%	40.0%	36.9%	41.1%	41.7%	50.0%	33.3%	39.8%	46.4%	36.5%	37.9%	25.0%	43.1%	36.5%	31.0%	45.0%	25.0%	36.4%	41.3%	43.4%	41.7%	
			b														q							
Fair	39	30	-	6	20	15	4	6	12	19	13	11	10	4	21	14	13	23	3	16	20	17	4	
	21.5%	21.7%		20.0%	23.8%	20.5%	16.7%	18.8%	20.0%	22.9%	23.2%	21.2%	17.2%	25.0%	19.3%	26.9%	22.4%	20.7%	25.0%	24.2%	18.3%	20.5%	33.3%	
Poor	23	18	-	4	9	10	4	4	6	13	4	9	6	4	11	6	6	14	3	9	14	7	1	
	12.7%	13.0%		13.3%	10.7%	13.7%	16.7%	12.5%	10.0%	15.7%	7.1%	17.3%	10.3%	25.0%	10.1%	11.5%	10.3%	12.6%	25.0%	13.6%	12.8%	8.4%	8.3%	
N/A	13	10	1	2	8	5	-	-	5	8	6	2	2	1	11	1	4	9	-	6	8	3	-	
Summary Rate - Excellent/ Very good	48	38	1	8	24	18	6	6	22	18	13	13	20	4	30	13	21	24	3	17	30	23	2	
	26.5%	27.5%	25.0%	26.7%	28.6%	24.7%	25.0%	18.8%	36.7%	21.7%	23.2%	25.0%	34.5%	25.0%	27.5%	25.0%	36.2%	21.6%	25.0%	25.8%	27.5%	27.7%	16.7%	
									hj								R							

Comparison Groups: BCD/EFG/HIJ/KLM/NOP/QRS/TUVW

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case letters indicate significance at the 90% level.

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Presented by The Myers Group

770-978-3173

2013

Louisiana Healthcare Connections  
 Provider Satisfaction Survey (912461)

Q17. Timeliness of UM's pre-certification process. (Louisiana Healthcare Connections)

	--% MANAGED CARE VOL--												--SURVEY RESPONDENT--				--METHODODOLOGY--			--24-HOUR AVAILABILITY--									
	--AREA OF MEDICINE--				--PHYSICIANS IN PRACTICE--				--YEARS IN PRACTICE--				--REPRESENTED BY--				--HEALTH PLAN--			--OFFICE NURSE/			--METHODOLOGY--				--24-HOUR AVAILABILITY--		
Total Answering	PCP	OB/GYN	Spec	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21-100%	Phys.	Mgr.	Other	Mail	Phone	Internet	Arrange	Forward	Always	None							
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)							
Total	233	178	6	37	112	91	28	38	76	111	78	65	66	17	144	66	65	156	12	81	140	103	19						
Total Answering	169	126	4	29	75	70	22	27	54	82	59	46	48	13	103	47	57	104	8	61	102	77	12						
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%						
No Answer	41	33	1	5	25	13	3	7	11	21	13	11	11	1	24	16	3	38	-	10	24	20	7						
Excellent	18	11	-	5	7	9	2	5	3	8	8	3	6	1	12	5	6	12	-	9	13	8	-						
	10.7%	8.7%		17.2%	9.3%	12.9%	9.1%	18.5%	5.6%	9.8%	13.6%	6.5%	12.5%	7.7%	11.7%	10.6%	10.5%	11.5%		14.8%	12.7%	10.4%							
Very good	35	28	-	6	18	12	5	3	19	13	10	12	12	3	19	12	13	20	2	8	19	19	4						
	20.7%	22.2%		20.7%	24.0%	17.1%	22.7%	11.1%	35.2%	15.9%	16.9%	26.1%	25.0%	23.1%	18.4%	25.5%	22.8%	19.2%	25.0%	13.1%	18.6%	24.7%	33.3%						
									HJ												t								
Good	61	45	3	10	31	25	4	11	18	32	22	14	20	2	40	18	14	45	2	21	37	32	7						
	36.1%	35.7%	75.0%	34.5%	41.3%	35.7%	18.2%	40.7%	33.3%	39.0%	37.3%	30.4%	41.7%	15.4%	38.8%	38.3%	24.6%	43.3%	25.0%	34.4%	36.3%	41.6%	58.3%						
			bd		G	g									N	n		Q											
Fair	32	24	1	4	14	11	6	5	9	14	14	9	4	1	22	7	13	18	1	11	20	10	1						
	18.9%	19.0%	25.0%	13.8%	18.7%	15.7%	27.3%	18.5%	16.7%	17.1%	23.7%	19.6%	8.3%	7.7%	21.4%	14.9%	22.8%	17.3%	12.5%	18.0%	19.6%	13.0%	8.3%						
										M																			
Poor	23	18	-	4	5	13	5	3	5	15	5	8	6	6	10	5	11	9	3	12	13	8	-						
	13.6%	14.3%		13.8%	6.7%	18.6%	22.7%	11.1%	9.3%	18.3%	8.5%	17.4%	12.5%	46.2%	9.7%	10.6%	19.3%	8.7%	37.5%	19.7%	12.7%	10.4%							
						E	e							OP		r			r										
N/A	23	19	1	3	12	8	3	4	11	8	6	8	7	3	17	3	5	14	4	10	14	6	-						
Summary Rate - Excellent/ Very good	53	39	-	11	25	21	7	8	22	21	18	15	18	4	31	17	19	32	2	17	32	27	4						
	31.4%	31.0%		37.9%	33.3%	30.0%	31.8%	29.6%	40.7%	25.6%	30.5%	32.6%	37.5%	30.8%	30.1%	36.2%	33.3%	30.8%	25.0%	27.9%	31.4%	35.1%	33.3%						
									j																				

Comparison Groups: BCD/EPG/HIJ/KLM/NOP/QRS/TUVW

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case letters indicate significance at the 90% level.

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Presented by The Myers Group

770-978-3173

2013

Louisiana Healthcare Connections  
 Provider Satisfaction Survey (912461)

Q17. Timeliness of UM's pre-certification process. (All other Bayou Health Plans)

	--% MANAGED CARE VOL--												--SURVEY RESPONDENT--				--METHODODOLOGY--				--24-HOUR AVAILABILITY--			
	--AREA OF MEDICINE--			--PHYSICIANS IN PRACTICE--			--YEARS IN PRACTICE--			--REPRESENTED BY HEALTH PLAN--			Phys.		Nurse/		Mail	Phone	Internet	Arrange	Forward	Always	None	
Total Answering	PCP	OB/GYN	Spec	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21-100%	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)		
Total	233	178	6	37	112	91	28	38	76	111	78	65	66	17	144	66	65	156	12	81	140	103	19	
Total Answering	170	127	4	30	77	70	22	29	54	81	57	47	52	15	102	48	59	103	8	63	103	77	12	
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
No Answer	42	32	1	6	25	13	3	7	12	21	15	11	9	-	25	16	2	40	-	10	24	20	7	
Excellent	11	8	-	2	6	5	-	4	2	4	5	2	4	-	7	4	5	6	-	4	9	4	-	
	6.5%	6.3%		6.7%	7.8%	7.1%		13.8%	3.7%	4.9%	8.8%	4.3%	7.7%		6.9%	8.3%	8.5%	5.8%		6.3%	8.7%	5.2%		
Very good	28	20	-	7	14	7	7	2	13	10	8	7	12	4	12	11	14	13	1	8	14	10	4	
	16.5%	15.7%		23.3%	18.2%	10.0%	31.8%	6.9%	24.1%	12.3%	14.0%	14.9%	23.1%	26.7%	11.8%	22.9%	23.7%	12.6%	12.5%	12.7%	13.6%	13.0%	33.3%	
							F		Hj							r								
Good	76	59	4	10	34	37	4	15	24	37	26	21	24	3	51	20	20	53	3	26	46	43	6	
	44.7%	46.5%	100.0%	33.3%	44.2%	52.9%	18.2%	51.7%	44.4%	45.7%	45.6%	44.7%	46.2%	20.0%	50.0%	41.7%	33.9%	51.5%	37.5%	41.3%	44.7%	55.8%	50.0%	
			BD		G	G									N	n		Q			t			
Fair	41	30	-	8	21	13	7	5	11	23	14	13	8	4	26	10	14	25	2	18	25	16	2	
	24.1%	23.6%		26.7%	27.3%	18.6%	31.8%	17.2%	20.4%	28.4%	24.6%	27.7%	15.4%	26.7%	25.5%	20.8%	23.7%	24.3%	25.0%	28.6%	24.3%	20.8%	16.7%	
Poor	14	10	-	3	2	8	4	3	4	7	4	4	4	4	6	3	6	6	2	7	9	4	-	
	8.2%	7.9%		10.0%	2.6%	11.4%	18.2%	10.3%	7.4%	8.6%	7.0%	8.5%	7.7%	26.7%	5.9%	6.2%	10.2%	5.8%	25.0%	11.1%	8.7%	5.2%		
						E	e							op										
N/A	21	19	1	1	10	8	3	2	10	9	6	7	5	2	17	2	4	13	4	8	13	6	-	
Summary Rate - Excellent/ Very good	39	28	-	9	20	12	7	6	15	14	13	9	16	4	19	15	19	19	1	12	23	14	4	
	22.9%	22.0%		30.0%	26.0%	17.1%	31.8%	20.7%	27.8%	17.3%	22.8%	19.1%	30.8%	26.7%	18.6%	31.2%	32.2%	18.4%	12.5%	19.0%	22.3%	18.2%	33.3%	
																r								

Comparison Groups: BCD/EPG/HIJ/KLM/NOP/QRS/TUVW  
 Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.  
 Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections  
 Provider Satisfaction Survey (912461)

Q18. Capability to request authorizations by phone, fax, or web portal. (Louisiana Healthcare Connections)

	--% MANAGED CARE VOL--												--SURVEY RESPONDENT--				--METHODODOLOGY--			--24-HOUR AVAILABILITY--			
	AREA OF MEDICINE			PHYSICIANS IN PRACTICE			YEARS IN PRACTICE			REPRESENTED BY HEALTH PLAN			Phys.	Mgr.	Other	Mail	Phone	Internet	Arrange	Forward	Always	None	
Total Answering	PCP	OB/GYN	Spec	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21-100%	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	
Total	233	178	6	37	112	91	28	38	76	111	78	65	66	17	144	66	65	156	12	81	140	103	19
Total Answering	185	141	4	30	86	72	25	29	62	87	60	50	57	15	113	51	61	113	11	68	110	83	12
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	37	29	1	5	22	12	3	7	10	19	14	11	7	1	22	14	2	35	-	9	22	17	7
Excellent	22	14	-	8	8	10	4	4	7	10	7	2	12	3	13	6	8	11	3	12	16	9	-
	11.9%	9.9%		26.7%	9.3%	13.9%	16.0%	13.8%	11.3%	11.5%	11.7%	4.0%	21.1%	20.0%	11.5%	11.8%	13.1%	9.7%	27.3%	17.6%	14.5%	10.8%	
				B									L										
Very good	45	37	-	7	22	16	7	4	21	19	16	12	13	3	27	14	19	25	1	13	25	25	3
	24.3%	26.2%		23.3%	25.6%	22.2%	28.0%	13.8%	33.9%	21.8%	26.7%	24.0%	22.8%	20.0%	23.9%	27.5%	31.1%	22.1%	9.1%	19.1%	22.7%	30.1%	25.0%
									H								S						
Good	69	50	4	10	39	26	3	16	20	32	25	20	18	2	48	18	12	54	3	24	43	31	6
	37.3%	35.5%	100.0%	33.3%	45.3%	36.1%	12.0%	55.2%	32.3%	36.8%	41.7%	40.0%	31.6%	13.3%	42.5%	35.3%	19.7%	47.8%	27.3%	35.3%	39.1%	37.3%	50.0%
			BD		G	G		Ij							N	N		Q					
Fair	28	22	-	3	11	9	7	4	11	10	7	9	7	1	14	10	12	15	1	8	17	10	2
	15.1%	15.6%		10.0%	12.8%	12.5%	28.0%	13.8%	17.7%	11.5%	11.7%	18.0%	12.3%	6.7%	12.4%	19.6%	19.7%	13.3%	9.1%	11.8%	15.5%	12.0%	16.7%
Poor	21	18	-	2	6	11	4	1	3	16	5	7	7	6	11	3	10	8	3	11	9	8	1
	11.4%	12.8%		6.7%	7.0%	15.3%	16.0%	3.4%	4.8%	18.4%	8.3%	14.0%	12.3%	40.0%	9.7%	5.9%	16.4%	7.1%	27.3%	16.2%	8.2%	9.6%	8.3%
									HI					OP		r							
N/A	11	8	1	2	4	7	-	2	4	5	4	4	2	1	9	1	2	8	1	4	8	3	-
Summary Rate - Excellent/ Very good	67	51	-	15	30	26	11	8	28	29	23	14	25	6	40	20	27	36	4	25	41	34	3
	36.2%	36.2%		50.0%	34.9%	36.1%	44.0%	27.6%	45.2%	33.3%	38.3%	28.0%	43.9%	40.0%	35.4%	39.2%	44.3%	31.9%	36.4%	36.8%	37.3%	41.0%	25.0%
									h				1										

Comparison Groups: BCD/EPG/HIJ/KLM/NOP/QRS/TUVW

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case letters indicate significance at the 90% level.

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30).

Presented by The Myers Group

770-978-3173

2013

Louisiana Healthcare Connections  
 Provider Satisfaction Survey (912461)

Q18. Capability to request authorizations by phone, fax, or web portal. (All other Bayou Health Plans)

	--% MANAGED CARE VOL--												--SURVEY RESPONDENT--				--METHODODOLOGY--			--24-HOUR AVAILABILITY--			
	AREA OF MEDICINE		PHYSICIANS IN PRACTICE			YEARS IN PRACTICE			HEALTH PLAN				Phys.	Office Nurse/ Mgr.	Other	Mail	Phone	Internet	Arrange	Forward	Always	None	
Total Answering	PCP	OB/GYN	Spec	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21-100%	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	
Total	233	178	6	37	112	91	28	38	76	111	78	65	66	17	144	66	65	156	12	81	140	103	19
Total Answering	180	137	4	30	85	70	25	30	59	85	57	50	57	17	108	51	59	110	11	66	108	81	12
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	41	32	1	5	22	14	3	7	12	20	16	13	6	-	25	14	4	37	-	10	25	18	7
Excellent	12	9	-	3	6	5	1	3	4	5	5	1	6	-	8	4	6	4	2	6	10	3	-
	6.7%	6.6%		10.0%	7.1%	7.1%	4.0%	10.0%	6.8%	5.9%	8.8%	2.0%	10.5%		7.4%	7.8%	10.2%	3.6%	18.2%	9.1%	9.3%	3.7%	
Very good	37	29	-	7	18	12	7	4	16	16	13	8	12	5	19	12	16	20	1	12	20	20	3
	20.6%	21.2%		23.3%	21.2%	17.1%	28.0%	13.3%	27.1%	18.8%	22.8%	16.0%	21.1%	29.4%	17.6%	23.5%	27.1%	18.2%	9.1%	18.2%	18.5%	24.7%	25.0%
Good	81	62	4	11	40	36	5	16	25	38	27	24	24	5	55	20	17	59	5	28	52	38	6
	45.0%	45.3%	100.0%	36.7%	47.1%	51.4%	20.0%	53.3%	42.4%	44.7%	47.4%	48.0%	42.1%	29.4%	50.9%	39.2%	28.8%	53.6%	45.5%	42.4%	48.1%	46.9%	50.0%
Fair	36	26	-	7	17	11	8	5	13	16	9	11	11	2	21	13	13	22	1	12	18	16	2
	20.0%	19.0%		23.3%	20.0%	15.7%	32.0%	16.7%	22.0%	18.8%	15.8%	22.0%	19.3%	11.8%	19.4%	25.5%	22.0%	20.0%	9.1%	18.2%	16.7%	19.8%	16.7%
Poor	14	11	-	2	4	6	4	2	1	10	3	6	4	5	5	2	7	5	2	8	8	4	1
	7.8%	8.0%		6.7%	4.7%	8.6%	16.0%	6.7%	1.7%	11.8%	5.3%	12.0%	7.0%	29.4%	4.6%	3.9%	11.9%	4.5%	18.2%	12.1%	7.4%	4.9%	8.3%
N/A	12	9	1	2	5	7	-	1	5	6	5	2	3	-	11	1	2	9	1	5	7	4	-
Summary Rate - Excellent/ Very good	49	38	-	10	24	17	8	7	20	21	18	9	18	5	27	16	22	24	3	18	30	23	3
	27.2%	27.7%		33.3%	28.2%	24.3%	32.0%	23.3%	33.9%	24.7%	31.6%	18.0%	31.6%	29.4%	25.0%	31.4%	37.3%	21.8%	27.3%	27.3%	27.8%	28.4%	25.0%

Comparison Groups: BCD/EPG/HIJ/KLM/NOP/QRS/TUVW

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case letters indicate significance at the 90% level.

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30).

Presented by The Myers Group

770-978-3173

2013

Louisiana Healthcare Connections  
 Provider Satisfaction Survey (912461)

Q19. Extent to which UM staff share review criteria and reasons for adverse determinations. (Louisiana Healthcare Connections)

	--% MANAGED CARE VOL--											--SURVEY RESPONDENT--				--METHODOLOGY--			--24-HOUR AVAILABILITY--				
	AREA OF		PHYSICIANS IN			YEARS IN			REPRESENTED BY			Office Nurse/		Phys.	Mgr.	Other	Mail	Phone	Internet	Arrange	Forward	Always	None
Total	PCP	OB/GYN	Spec	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21-100%	Phys.	Mgr.	Other	Mail	Phone	Internet	Arrange	Forward	Always	None	
Answering	PCP	OB/GYN	Spec	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21-100%	Phys.	Mgr.	Other	Mail	Phone	Internet	Arrange	Forward	Always	None	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	
Total	233	178	6	37	112	91	28	38	76	111	78	65	66	17	144	66	65	156	12	81	140	103	19
Total Answering	153	117	3	26	68	63	21	23	51	72	48	41	50	13	94	43	52	92	9	54	87	66	10
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	43	35	1	5	24	15	4	7	13	23	15	14	8	-	27	15	3	40	-	10	26	21	7
Excellent	15	11	-	4	6	6	3	4	2	8	6	2	6	1	8	6	6	8	1	7	10	5	-
	9.8%	9.4%		15.4%	8.8%	9.5%	14.3%	17.4%	3.9%	11.1%	12.5%	4.9%	12.0%	7.7%	8.5%	14.0%	11.5%	8.7%	11.1%	13.0%	11.5%	7.6%	
Very good	30	23	-	5	15	12	3	1	16	11	9	7	12	2	15	13	8	21	1	6	15	17	3
	19.6%	19.7%		19.2%	22.1%	19.0%	14.3%	4.3%	31.4%	15.3%	18.8%	17.1%	24.0%	15.4%	16.0%	30.2%	15.4%	22.8%	11.1%	11.1%	17.2%	25.8%	30.0%
									HJ	h						o					T		
Good	68	50	3	12	31	28	9	14	25	28	21	19	22	4	48	16	20	45	3	23	43	31	5
	44.4%	42.7%	100.0%	46.2%	45.6%	44.4%	42.9%	60.9%	49.0%	38.9%	43.8%	46.3%	44.0%	30.8%	51.1%	37.2%	38.5%	48.9%	33.3%	42.6%	49.4%	47.0%	50.0%
			BD					j															
Fair	20	14	-	5	10	4	5	2	5	11	6	6	5	3	12	4	9	10	1	8	9	8	-
	13.1%	12.0%		19.2%	14.7%	6.3%	23.8%	8.7%	9.8%	15.3%	12.5%	14.6%	10.0%	23.1%	12.8%	9.3%	17.3%	10.9%	11.1%	14.8%	10.3%	12.1%	
							f																
Poor	20	19	-	-	6	13	1	2	3	14	6	7	5	3	11	4	9	8	3	10	10	5	2
	13.1%	16.2%			8.8%	20.6%	4.8%	8.7%	5.9%	19.4%	12.5%	17.1%	10.0%	23.1%	11.7%	9.3%	17.3%	8.7%	33.3%	18.5%	11.5%	7.6%	20.0%
					eG					I										v			
N/A	37	26	2	6	20	13	3	8	12	16	15	10	8	4	23	8	10	24	3	17	27	16	2
Summary Rate - Excellent/ Very good	45	34	-	9	21	18	6	5	18	19	15	9	18	3	23	19	14	29	2	13	25	22	3
	29.4%	29.1%		34.6%	30.9%	28.6%	28.6%	21.7%	35.3%	26.4%	31.2%	22.0%	36.0%	23.1%	24.5%	44.2%	26.9%	31.5%	22.2%	24.1%	28.7%	33.3%	30.0%
																O							

Comparison Groups: BCD/EPG/HIJ/KLM/NOP/QRS/TUVW

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case letters indicate significance at the 90% level.

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30).

Presented by The Myers Group

770-978-3173

2013

Louisiana Healthcare Connections  
 Provider Satisfaction Survey (912461)

Q19. Extent to which UM staff share review criteria and reasons for adverse determinations. (All other Bayou Health Plans)

	--% MANAGED CARE VOL--												--SURVEY RESPONDENT--				--METHODODOLOGY--				--24-HOUR AVAILABILITY--														
	--AREA OF MEDICINE--			--PHYSICIANS IN PRACTICE--				--YEARS IN PRACTICE--					--REPRESENTED BY--			--HEALTH PLAN--			Phys.		Nurse/		Mail		Phone		Internet		Arrange		Forward		Always		None
Total Answering	PCP	OB/GYN	Spec	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21-100%	Phys.	Mgr.	Other	Mail	Phone	Internet	Arrange	Forward	Always	None													
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)													
Total	233	178	6	37	112	91	28	38	76	111	78	65	66	17	144	66	65	156	12	81	140	103	19												
Total Answering	149	114	3	25	66	60	22	22	50	71	47	41	49	15	88	42	49	90	10	52	87	64	10												
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%												
No Answer	46	38	1	5	25	17	3	7	15	23	16	16	7	-	29	16	6	40	-	11	27	22	7												
Excellent	11	8	-	3	7	3	1	4	1	6	7	1	3	-	7	4	4	7	-	4	10	3	-												
	7.4%	7.0%		12.0%	10.6%	5.0%	4.5%	18.2%	2.0%	8.5%	14.9%	2.4%	6.1%		8.0%	9.5%	8.2%	7.8%		7.7%	11.5%	4.7%													
Very good	26	21	-	4	12	10	4	2	13	9	7	5	12	2	12	12	8	16	2	7	14	14	2												
	17.4%	18.4%		16.0%	18.2%	16.7%	18.2%	9.1%	26.0%	12.7%	14.9%	12.2%	24.5%	13.3%	13.6%	28.6%	16.3%	17.8%	20.0%	13.5%	16.1%	21.9%	20.0%												
Good	72	56	3	10	27	36	9	12	27	31	22	20	25	6	49	16	21	47	4	22	44	34	5												
	48.3%	49.1%	100.0%	40.0%	40.9%	60.0%	40.9%	54.5%	54.0%	43.7%	46.8%	48.8%	51.0%	40.0%	55.7%	38.1%	42.9%	52.2%	40.0%	42.3%	50.6%	53.1%	50.0%												
Fair	27	17	-	8	15	5	6	3	7	15	7	10	6	3	16	7	11	15	1	11	12	12	2												
	18.1%	14.9%		32.0%	22.7%	8.3%	27.3%	13.6%	14.0%	21.1%	14.9%	24.4%	12.2%	20.0%	18.2%	16.7%	22.4%	16.7%	10.0%	21.2%	13.8%	18.8%	20.0%												
Poor	13	12	-	-	5	6	2	1	2	10	4	5	3	4	4	3	5	5	3	8	7	1	1												
	8.7%	10.5%			7.6%	10.0%	9.1%	4.5%	4.0%	14.1%	8.5%	12.2%	6.1%	26.7%	4.5%	7.1%	10.2%	5.6%	30.0%	15.4%	8.0%	1.6%	10.0%												
N/A	38	26	2	7	21	14	3	9	11	17	15	8	10	2	27	8	10	26	2	18	26	17	2												
Summary Rate - Excellent/ Very good	37	29	-	7	19	13	5	6	14	15	14	6	15	2	19	16	12	23	2	11	24	17	2												
	24.8%	25.4%		28.0%	28.8%	21.7%	22.7%	27.3%	28.0%	21.1%	29.8%	14.6%	30.6%	13.3%	21.6%	38.1%	24.5%	25.6%	20.0%	21.2%	27.6%	26.6%	20.0%												

Comparison Groups: BCD/EPG/HIJ/KLM/NOP/QRS/TUVW

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case letters indicate significance at the 90% level.

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30).

Presented by The Myers Group

770-978-3173

2013

Louisiana Healthcare Connections  
 Provider Satisfaction Survey (912461)

Q20. Consistency of review decisions. (Louisiana Healthcare Connections)

	--% MANAGED CARE VOL--												--SURVEY RESPONDENT--				--METHODODOLOGY--			--24-HOUR AVAILABILITY--						
	--AREA OF--				--PHYSICIANS IN--				--YEARS IN--				--REPRESENTED BY--				--HEALTH PLAN--			--METHODOLOGY--			--24-HOUR AVAILABILITY--			
	MEDICINE				PRACTICE				PRACTICE				HEALTH PLAN				Phys. Mgr. Other			Mail	Phone	Internet	Arrange	Forward	Always	None
Total Answering	PCP	OB/GYN	Spec	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21-100%	Phys.	Mgr.	Other	Mail	Phone	Internet	Arrange	Forward	Always	None				
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)				
Total	233	178	6	37	112	91	28	38	76	111	78	65	66	17	144	66	65	156	12	81	140	103	19			
Total Answering	150	116	4	24	65	63	21	21	51	71	48	39	50	13	91	42	53	88	9	53	86	67	11			
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%			
No Answer	44	35	1	6	26	15	3	9	13	22	16	14	8	-	28	16	1	43	-	9	26	22	7			
Excellent	17	12	-	5	7	7	3	5	3	8	6	5	5	1	8	8	6	10	1	7	11	6	1			
	11.3%	10.3%		20.8%	10.8%	11.1%	14.3%	23.8%	5.9%	11.3%	12.5%	12.8%	10.0%	7.7%	8.8%	19.0%	11.3%	11.4%	11.1%	13.2%	12.8%	9.0%	9.1%			
								i																		
Very good	31	24	-	6	14	15	2	2	15	12	10	5	15	2	17	12	9	20	2	7	18	19	1			
	20.7%	20.7%		25.0%	21.5%	23.8%	9.5%	9.5%	29.4%	16.9%	20.8%	12.8%	30.0%	15.4%	18.7%	28.6%	17.0%	22.7%	22.2%	13.2%	20.9%	28.4%	9.1%			
									H				L									Tw				
Good	59	44	3	9	26	24	9	9	25	24	21	16	14	6	41	12	20	39	-	19	36	28	6			
	39.3%	37.9%	75.0%	37.5%	40.0%	38.1%	42.9%	42.9%	49.0%	33.8%	43.8%	41.0%	28.0%	46.2%	45.1%	28.6%	37.7%	44.3%		35.8%	41.9%	41.8%	54.5%			
			b						j						p											
Fair	28	21	1	4	12	9	6	4	7	15	7	8	11	3	16	7	10	13	5	16	12	9	1			
	18.7%	18.1%	25.0%	16.7%	18.5%	14.3%	28.6%	19.0%	13.7%	21.1%	14.6%	20.5%	22.0%	23.1%	17.6%	16.7%	18.9%	14.8%	55.6%	30.2%	14.0%	13.4%	9.1%			
																			QR	UVW						
Poor	15	15	-	-	6	8	1	1	1	12	4	5	5	1	9	3	8	6	1	4	9	5	2			
	10.0%	12.9%			9.2%	12.7%	4.8%	4.8%	2.0%	16.9%	8.3%	12.8%	10.0%	7.7%	9.9%	7.1%	15.1%	6.8%	11.1%	7.5%	10.5%	7.5%	18.2%			
										hI																
N/A	39	27	1	7	21	13	4	8	12	18	14	12	8	4	25	8	11	25	3	19	28	14	1			
Summary Rate - Excellent/ Very good	48	36	-	11	21	22	5	7	18	20	16	10	20	3	25	20	15	30	3	14	29	25	2			
	32.0%	31.0%		45.8%	32.3%	34.9%	23.8%	33.3%	35.3%	28.2%	33.3%	25.6%	40.0%	23.1%	27.5%	47.6%	28.3%	34.1%	33.3%	26.4%	33.7%	37.3%	18.2%			
																nO										

Comparison Groups: BCD/EPG/HIJ/KLM/NOP/QRS/TUVW

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case letters indicate significance at the 90% level.

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30).

Presented by The Myers Group

770-978-3173

2013

Louisiana Healthcare Connections  
 Provider Satisfaction Survey (912461)

Q20. Consistency of review decisions. (All other Bayou Health Plans)

	--% MANAGED CARE VOL--												--SURVEY RESPONDENT--				--METHODODOLOGY--			--24-HOUR AVAILABILITY--			
	AREA OF MEDICINE			PHYSICIANS IN PRACTICE			YEARS IN PRACTICE			REPRESENTED BY HEALTH PLAN			Phys.	Mgr.	Other	Mail	Phone	Internet	Arrange	Forward	Always	None	
Total Answering	PCP	OB/GYN	Spec	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21-100%	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	
Total	233	178	6	37	112	91	28	38	76	111	78	65	66	17	144	66	65	156	12	81	140	103	19
Total Answering	146	112	4	24	63	61	21	21	50	69	46	40	49	14	87	41	50	86	10	52	84	65	11
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	48	39	1	6	27	18	3	9	14	24	18	14	9	-	31	17	4	44	-	11	29	24	7
Excellent	12	8	-	4	6	5	1	4	2	6	6	3	3	-	6	6	5	7	-	4	11	3	-
	8.2%	7.1%		16.7%	9.5%	8.2%	4.8%	19.0%	4.0%	8.7%	13.0%	7.5%	6.1%		6.9%	14.6%	10.0%	8.1%		7.7%	13.1%	4.6%	
								i													v		
Very good	24	19	-	4	12	10	2	2	11	9	6	5	12	2	11	11	7	15	2	7	16	14	1
	16.4%	17.0%		16.7%	19.0%	16.4%	9.5%	9.5%	22.0%	13.0%	13.0%	12.5%	24.5%	14.3%	12.6%	26.8%	14.0%	17.4%	20.0%	13.5%	19.0%	21.5%	9.1%
																o							
Good	68	53	3	10	24	33	11	12	25	29	23	18	20	7	45	15	21	45	2	19	37	33	8
	46.6%	47.3%	75.0%	41.7%	38.1%	54.1%	52.4%	57.1%	50.0%	42.0%	50.0%	45.0%	40.8%	50.0%	51.7%	36.6%	42.0%	52.3%	20.0%	36.5%	44.0%	50.8%	72.7%
						e												s					TU
Fair	35	26	-	6	17	11	6	3	10	20	8	12	12	4	21	9	13	17	5	19	14	14	2
	24.0%	23.2%		25.0%	27.0%	18.0%	28.6%	14.3%	20.0%	29.0%	17.4%	30.0%	24.5%	28.6%	24.1%	22.0%	26.0%	19.8%	50.0%	36.5%	16.7%	21.5%	18.2%
																		r		Uv			
Poor	7	6	1	-	4	2	1	-	2	5	3	2	2	1	4	-	4	2	1	3	6	1	-
	4.8%	5.4%	25.0%		6.3%	3.3%	4.8%		4.0%	7.2%	6.5%	5.0%	4.1%	7.1%	4.6%		8.0%	2.3%	10.0%	5.8%	7.1%	1.5%	
																					v		
N/A	39	27	1	7	22	12	4	8	12	18	14	11	8	3	26	8	11	26	2	18	27	14	1
Summary Rate - Excellent/ Very good	36	27	-	8	18	15	3	6	13	15	12	8	15	2	17	17	12	22	2	11	27	17	1
	24.7%	24.1%		33.3%	28.6%	24.6%	14.3%	28.6%	26.0%	21.7%	26.1%	20.0%	30.6%	14.3%	19.5%	41.5%	24.0%	25.6%	20.0%	21.2%	32.1%	26.2%	9.1%
																NO					W		w

Comparison Groups: BCD/EPG/HIJ/KLM/NOP/QRS/TUVW

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case letters indicate significance at the 90% level.

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30).

Presented by The Myers Group

770-978-3173

2013

Louisiana Healthcare Connections  
 Provider Satisfaction Survey (912461)

Q21. Timeliness of UM appeals process. (Louisiana Healthcare Connections)

	--% MANAGED CARE VOL--												--SURVEY RESPONDENT--				--METHODODOLOGY--				--24-HOUR AVAILABILITY--			
	AREA OF MEDICINE			PHYSICIANS IN PRACTICE			YEARS IN PRACTICE			REPRESENTED BY HEALTH PLAN			Phys.		Office Nurse/ Mgr. Other		Mail	Phone	Internet	Arrange	Forward	Always	None	
Total Answering	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	
Total	233	178	6	37	112	91	28	38	76	111	78	65	66	17	144	66	65	156	12	81	140	103	19	
Total Answering	128	94	3	26	54	54	19	17	46	59	42	33	44	13	76	36	49	72	7	50	73	52	8	
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
No Answer	47	37	1	7	27	16	4	10	13	24	16	14	10	-	31	16	3	44	-	11	27	23	7	
Excellent	9	7	-	2	2	5	2	2	-	6	3	2	3	1	5	3	3	6	-	5	5	4	-	
	7.0%	7.4%		7.7%	3.7%	9.3%	10.5%	11.8%		10.2%	7.1%	6.1%	6.8%	7.7%	6.6%	8.3%	6.1%	8.3%		10.0%	6.8%	7.7%		
Very good	29	19	-	9	15	11	3	3	14	10	11	4	13	2	14	13	10	17	2	7	15	15	3	
	22.7%	20.2%		34.6%	27.8%	20.4%	15.8%	17.6%	30.4%	16.9%	26.2%	12.1%	29.5%	15.4%	18.4%	36.1%	20.4%	23.6%	28.6%	14.0%	20.5%	28.8%	37.5%	
													1			o						t		
Good	45	34	2	7	21	21	3	5	22	17	17	12	13	4	32	9	17	28	-	18	32	22	1	
	35.2%	36.2%	66.7%	26.9%	38.9%	38.9%	15.8%	29.4%	47.8%	28.8%	40.5%	36.4%	29.5%	30.8%	42.1%	25.0%	34.7%	38.9%		36.0%	43.8%	42.3%	12.5%	
				G	G				J						P					w	W	W		
Fair	27	20	-	6	11	6	9	4	5	17	6	9	9	5	15	6	11	12	4	12	10	7	3	
	21.1%	21.3%		23.1%	20.4%	11.1%	47.4%	23.5%	10.9%	28.8%	14.3%	27.3%	20.5%	38.5%	19.7%	16.7%	22.4%	16.7%	57.1%	24.0%	13.7%	13.5%	37.5%	
							EF			I									qR					
Poor	18	14	1	2	5	11	2	3	5	9	5	6	6	1	10	5	8	9	1	8	11	4	1	
	14.1%	14.9%	33.3%	7.7%	9.3%	20.4%	10.5%	17.6%	10.9%	15.3%	11.9%	18.2%	13.6%	7.7%	13.2%	13.9%	16.3%	12.5%	14.3%	16.0%	15.1%	7.7%	12.5%	
						e																		
N/A	58	47	2	4	31	21	5	11	17	28	20	18	12	4	37	14	13	40	5	20	40	28	4	
Summary Rate - Excellent/ Very good	38	26	-	11	17	16	5	5	14	16	14	6	16	3	19	16	13	23	2	12	20	19	3	
	29.7%	27.7%		42.3%	31.5%	29.6%	26.3%	29.4%	30.4%	27.1%	33.3%	18.2%	36.4%	23.1%	25.0%	44.4%	26.5%	31.9%	28.6%	24.0%	27.4%	36.5%	37.5%	
													1			O								

Comparison Groups: BCD/EPG/HIJ/KLM/NOP/QRS/TUVW

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case letters indicate significance at the 90% level.

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30).

Presented by The Myers Group

770-978-3173

2013

Louisiana Healthcare Connections  
 Provider Satisfaction Survey (912461)

Q21. Timeliness of UM appeals process. (All other Bayou Health Plans)

	-----% MANAGED CARE VOL-----																											
	-----AREA OF-----				-----PHYSICIANS IN-----				-----YEARS IN-----				-----REPRESENTED BY-----				-----SURVEY RESPONDENT-----				-----METHODOLOGY-----				-----24-HOUR AVAILABILITY-----			
	MEDICINE		HEALTH PLAN		PRACTICE		PRACTICE		PRACTICE		PRACTICE		HEALTH PLAN		HEALTH PLAN		HEALTH PLAN		HEALTH PLAN		HEALTH PLAN		HEALTH PLAN					
Total Answering	PCP	OB/GYN	Spec	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21-100%	Phys.	Mgr.	Other	Mail	Phone	Internet	Arrange	Forward	Always	None						
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)						
Total	233	178	6	37	112	91	28	38	76	111	78	65	66	17	144	66	65	156	12	81	140	103	19					
Total Answering	122	88	3	26	50	52	19	17	43	57	41	31	42	13	74	32	45	70	7	46	71	50	7					
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%					
No Answer	50	41	1	6	28	18	4	9	14	26	17	15	10	-	32	18	6	44	-	12	29	24	7					
Excellent	7	6	-	1	2	5	-	3	1	3	3	2	2	-	4	3	3	4	-	4	7	2	-					
	5.7%	6.8%		3.8%	4.0%	9.6%		17.6%	2.3%	5.3%	7.3%	6.5%	4.8%		5.4%	9.4%	6.7%	5.7%		8.7%	9.9%	4.0%						
Very good	22	15	-	6	12	7	3	2	11	7	7	3	11	2	10	10	8	13	1	4	12	11	3					
	18.0%	17.0%		23.1%	24.0%	13.5%	15.8%	11.8%	25.6%	12.3%	17.1%	9.7%	26.2%	15.4%	13.5%	31.2%	17.8%	18.6%	14.3%	8.7%	16.9%	22.0%	42.9%					
									j				l			o					t	t						
Good	50	37	1	10	20	25	5	5	22	21	18	15	15	5	34	10	19	30	1	19	33	24	1					
	41.0%	42.0%	33.3%	38.5%	40.0%	48.1%	26.3%	29.4%	51.2%	36.8%	43.9%	48.4%	35.7%	38.5%	45.9%	31.2%	42.2%	42.9%	14.3%	41.3%	46.5%	48.0%	14.3%					
						g										s	s			w	w	w						
Fair	31	21	1	8	14	9	7	4	8	18	9	6	11	4	21	5	12	16	3	14	13	11	2					
	25.4%	23.9%	33.3%	30.8%	28.0%	17.3%	36.8%	23.5%	18.6%	31.6%	22.0%	19.4%	26.2%	30.8%	28.4%	15.6%	26.7%	22.9%	42.9%	30.4%	18.3%	22.0%	28.6%					
Poor	12	9	1	1	2	6	4	3	1	8	4	5	3	2	5	4	3	7	2	5	6	2	1					
	9.8%	10.2%	33.3%	3.8%	4.0%	11.5%	21.1%	17.6%	2.3%	14.0%	9.8%	16.1%	7.1%	15.4%	6.8%	12.5%	6.7%	10.0%	28.6%	10.9%	8.5%	4.0%	14.3%					
						e				I																		
N/A	61	49	2	5	34	21	5	12	19	28	20	19	14	4	38	16	14	42	5	23	40	29	5					
Summary Rate - Excellent/ Very good	29	21	-	7	14	12	3	5	12	10	10	5	13	2	14	13	11	17	1	8	19	13	3					
	23.8%	23.9%		26.9%	28.0%	23.1%	15.8%	29.4%	27.9%	17.5%	24.4%	16.1%	31.0%	15.4%	18.9%	40.6%	24.4%	24.3%	14.3%	17.4%	26.8%	26.0%	42.9%					
																no												

Comparison Groups: BCD/EPG/HIJ/KLM/NOP/QRS/TUVW

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case letters indicate significance at the 90% level.

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30).

Presented by The Myers Group

770-978-3173

2013

Louisiana Healthcare Connections  
 Provider Satisfaction Survey (912461)

Q22. Timeliness of resolution requiring Medical Director intervention. (Louisiana Healthcare Connections)

	-----AREA OF-----																						-----PHYSICIANS IN-----			-----YEARS IN-----			--% MANAGED CARE VOL--			-----REPRESENTED BY-----			-----SURVEY RESPONDENT-----			-----METHODOLOGY-----			-----24-HOUR AVAILABILITY-----					
	Total		MEDICINE		PCP		OB/GYN		Spec		Solo		2-5		>5		<5		5-15		16+		0-10%		11-20%		21-100%		Phys.		Office Nurse/		Mail		Phone		Internet		Arrange		Forward		Always		None	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)																							
Total	233	178	6	37	112	91	28	38	76	111	78	65	66	17	144	66	65	156	12	81	140	103	19																							
Total Answering	111	85	1	19	42	51	17	16	39	51	34	29	40	8	66	34	44	64	3	41	62	48	9																							
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%																							
No Answer	49	40	1	6	28	17	4	9	15	23	17	14	11	1	31	17	3	44	2	11	30	25	7																							
Excellent	11	9	-	2	3	7	1	2	2	6	3	2	5	2	6	3	5	6	-	7	7	5	-																							
	9.9%	10.6%		10.5%	7.1%	13.7%	5.9%	12.5%	5.1%	11.8%	8.8%	6.9%	12.5%	25.0%	9.1%	8.8%	11.4%	9.4%		17.1%	11.3%	10.4%																								
Very good	26	18	-	7	10	11	5	4	11	10	8	5	13	2	11	13	11	14	1	4	14	13	3																							
	23.4%	21.2%		36.8%	23.8%	21.6%	29.4%	25.0%	28.2%	19.6%	23.5%	17.2%	32.5%	25.0%	16.7%	38.2%	25.0%	21.9%	33.3%	9.8%	22.6%	27.1%	33.3%																							
																O					t	T																								
Good	41	32	-	6	21	17	3	5	20	15	16	12	9	3	29	9	13	28	-	16	24	20	5																							
	36.9%	37.6%		31.6%	50.0%	33.3%	17.6%	31.2%	51.3%	29.4%	47.1%	41.4%	22.5%	37.5%	43.9%	26.5%	29.5%	43.8%		39.0%	38.7%	41.7%	55.6%																							
					G				J		M	m			P																															
Fair	21	17	-	3	7	7	6	4	2	13	3	7	8	1	13	6	11	9	1	9	11	4	1																							
	18.9%	20.0%		15.8%	16.7%	13.7%	35.3%	25.0%	5.1%	25.5%	8.8%	24.1%	20.0%	12.5%	19.7%	17.6%	25.0%	14.1%	33.3%	22.0%	17.7%	8.3%	11.1%																							
							f	i		I										v																										
Poor	12	9	1	1	1	9	2	1	4	7	4	3	5	-	7	3	4	7	1	5	6	6	-																							
	10.8%	10.6%	100.0%	5.3%	2.4%	17.6%	11.8%	6.2%	10.3%	13.7%	11.8%	10.3%	12.5%		10.6%	8.8%	9.1%	10.9%	33.3%	12.2%	9.7%	12.5%																								
			BD			E																																								
N/A	73	53	4	12	42	23	7	13	22	37	27	22	15	8	47	15	18	48	7	29	48	30	3																							
Summary Rate - Excellent/ Very good	37	27	-	9	13	18	6	6	13	16	11	7	18	4	17	16	16	20	1	11	21	18	3																							
	33.3%	31.8%		47.4%	31.0%	35.3%	35.3%	37.5%	33.3%	31.4%	32.4%	24.1%	45.0%	50.0%	25.8%	47.1%	36.4%	31.2%	33.3%	26.8%	33.9%	37.5%	33.3%																							
													1				O																													

Comparison Groups: BCD/EFG/HIJ/KLM/NOP/QRS/TUVW

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case letters indicate significance at the 90% level.

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30).

Presented by The Myers Group

770-978-3173

2013

Louisiana Healthcare Connections  
 Provider Satisfaction Survey (912461)

Q22. Timeliness of resolution requiring Medical Director intervention. (All other Bayou Health Plans)

	-----% MANAGED CARE VOL-----																																										
	-----AREA OF-----											-----PHYSICIANS IN-----				-----YEARS IN-----			-----REPRESENTED BY-----		-----SURVEY RESPONDENT-----			-----METHODOLOGY-----			-----24-HOUR AVAILABILITY-----																
	MEDICINE		PCP		OB/GYN		Spec		Solo		2-5		>5		<5		5-15		16+		0-10%		11-20%		21-100%		Phys.		Office Nurse/		Mail		Phone		Internet		Arrange		Forward		Always		None
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)																					
Total	233	178	6	37	112	91	28	38	76	111	78	65	66	17	144	66	65	156	12	81	140	103	19																				
Total Answering	112	87	-	19	44	51	16	16	38	52	35	29	41	9	67	33	44	65	3	41	65	47	9																				
	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%																				
No Answer	49	40	1	6	28	17	4	9	15	24	17	14	10	-	32	17	4	44	1	12	29	24	7																				
Excellent	8	7	-	1	3	5	-	3	2	3	2	3	3	-	5	3	3	5	-	4	7	3	-																				
	7.1%	8.0%		5.3%	6.8%	9.8%		18.8%	5.3%	5.8%	8.6%	6.9%	7.3%		7.5%	9.1%	6.8%	7.7%		9.8%	10.8%	6.4%																					
Very good	23	16	-	6	11	9	3	3	9	10	7	5	11	3	8	12	11	12	-	5	14	10	3																				
	20.5%	18.4%		31.6%	25.0%	17.6%	18.8%	23.7%	19.2%	20.0%	17.2%	26.8%	33.3%	11.9%	36.4%	25.0%	18.5%		12.2%	21.5%	21.3%	33.3%																					
																O																											
Good	52	42	-	7	21	25	6	7	22	20	18	16	15	5	36	10	17	33	2	18	29	27	5																				
	46.4%	48.3%		36.8%	47.7%	49.0%	37.5%	43.8%	57.9%	38.5%	51.4%	55.2%	36.6%	55.6%	53.7%	30.3%	38.6%	50.8%	66.7%	43.9%	44.6%	57.4%	55.6%																				
									j						P																												
Fair	21	16	-	4	7	7	6	2	3	14	3	6	8	1	13	6	11	9	1	11	10	5	1																				
	18.8%	18.4%		21.1%	15.9%	13.7%	37.5%	12.5%	7.9%	26.9%	8.6%	20.7%	19.5%	11.1%	19.4%	18.2%	25.0%	13.8%	33.3%	26.8%	15.4%	10.6%	11.1%																				
							f		I											v																							
Poor	8	6	-	1	2	5	1	1	2	5	4	-	4	-	5	2	2	6	-	3	5	2	-																				
	7.1%	6.9%		5.3%	4.5%	9.8%	6.2%	6.2%	5.3%	9.6%	11.4%		9.8%		7.5%	6.1%	4.5%	9.2%		7.3%	7.7%	4.3%																					
N/A	72	51	5	12	40	23	8	13	23	35	26	22	15	8	45	16	17	47	8	28	46	32	3																				
Summary Rate - Excellent/ Very good	31	23	-	7	14	14	3	6	11	13	10	7	14	3	13	15	14	17	-	9	21	13	3																				
	27.7%	26.4%		36.8%	31.8%	27.5%	18.8%	37.5%	28.9%	25.0%	28.6%	24.1%	34.1%	33.3%	19.4%	45.5%	31.8%	26.2%		22.0%	32.3%	27.7%	33.3%																				
																O																											

Comparison Groups: BCD/EFG/HIJ/KLM/NOP/QRS/TUVW

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case letters indicate significance at the 90% level.

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30).

Presented by The Myers Group

770-978-3173

2013

Louisiana Healthcare Connections  
 Provider Satisfaction Survey (912461)

Q23. Encouragement/support of provider participation in QI activities. (Louisiana Healthcare Connections)

	--% MANAGED CARE VOL--												--SURVEY RESPONDENT--				--METHODODOLOGY--			--24-HOUR AVAILABILITY--				
	--AREA OF--				--PHYSICIANS IN--				--YEARS IN--				--REPRESENTED BY--				--HEALTH PLAN--			--PRACTICE--			--PRACTICE--	
Total Answering	PCP	OB/GYN	Spec	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21-100%	Phys.	Office Mgr.	Nurse/Other	Mail	Phone	Internet	Arrange	Forward	Always	None		
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)		
Total	233	178	6	37	112	91	28	38	76	111	78	65	66	17	144	66	65	156	12	81	140	103	19	
Total Answering	138	105	5	20	60	57	20	19	46	66	43	37	46	13	85	36	50	81	7	48	76	62	10	
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
No Answer	48	38	1	7	27	16	5	10	15	22	18	14	9	-	31	17	2	44	2	9	31	22	7	
Excellent	16	11	1	3	5	8	3	3	3	9	6	2	7	1	11	4	5	10	1	9	8	7	-	
	11.6%	10.5%	20.0%	15.0%	8.3%	14.0%	15.0%	15.8%	6.5%	13.6%	14.0%	5.4%	15.2%	7.7%	12.9%	11.1%	10.0%	12.3%	14.3%	18.8%	10.5%	11.3%		
Very good	30	23	-	6	12	15	3	4	16	8	10	5	14	4	17	9	11	18	1	6	20	17	3	
	21.7%	21.9%		30.0%	20.0%	26.3%	15.0%	21.1%	34.8%	12.1%	23.3%	13.5%	30.4%	30.8%	20.0%	25.0%	22.0%	22.2%	14.3%	12.5%	26.3%	27.4%	30.0%	
									J				1								T	T		
Good	53	40	3	6	31	17	5	9	21	22	21	16	11	3	34	16	15	38	-	15	32	23	6	
	38.4%	38.1%	60.0%	30.0%	51.7%	29.8%	25.0%	47.4%	45.7%	33.3%	48.8%	43.2%	23.9%	23.1%	40.0%	44.4%	30.0%	46.9%		31.2%	42.1%	37.1%	60.0%	
				FG							M	m					Q					t		
Fair	23	17	-	4	9	7	6	2	4	14	4	8	7	2	14	4	13	8	2	10	9	8	-	
	16.7%	16.2%		20.0%	15.0%	12.3%	30.0%	10.5%	8.7%	21.2%	9.3%	21.6%	15.2%	15.4%	16.5%	11.1%	26.0%	9.9%	28.6%	20.8%	11.8%	12.9%		
									i							R								
Poor	16	14	1	1	3	10	3	1	2	13	2	6	7	3	9	3	6	7	3	8	7	7	1	
	11.6%	13.3%	20.0%	5.0%	5.0%	17.5%	15.0%	5.3%	4.3%	19.7%	4.7%	16.2%	15.2%	23.1%	10.6%	8.3%	12.0%	8.6%	42.9%	16.7%	9.2%	11.3%	10.0%	
					E					HI		k	k				r							
N/A	47	35	-	10	25	18	3	9	15	23	17	14	11	4	28	13	13	31	3	24	33	19	2	
Summary Rate - Excellent/ Very good	46	34	1	9	17	23	6	7	19	17	16	7	21	5	28	13	16	28	2	15	28	24	3	
	33.3%	32.4%	20.0%	45.0%	28.3%	40.4%	30.0%	36.8%	41.3%	25.8%	37.2%	18.9%	45.7%	38.5%	32.9%	36.1%	32.0%	34.6%	28.6%	31.2%	36.8%	38.7%	30.0%	
									j		1		L											

Comparison Groups: BCD/EPG/HIJ/KLM/NOP/QRS/TUVW

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case letters indicate significance at the 90% level.

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30).

Presented by The Myers Group

770-978-3173

2013

Louisiana Healthcare Connections  
 Provider Satisfaction Survey (912461)

Q23. Encouragement/support of provider participation in QI activities. (All other Bayou Health Plans)

	--% MANAGED CARE VOL--												--SURVEY RESPONDENT--				--METHODODOLOGY--				--24-HOUR AVAILABILITY--			
	AREA OF MEDICINE		PHYSICIANS IN PRACTICE				YEARS IN PRACTICE				REPRESENTED BY HEALTH PLAN		Phys.	Mgr.	Nurse/Other	Mail	Phone	Internet	Arrange	Forward	Always	None		
Total Answering	PCP	OB/GYN	Spec	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21-100%	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)		
Total	233	178	6	37	112	91	28	38	76	111	78	65	66	17	144	66	65	156	12	81	140	103	19	
Total Answering	136 100.0%	104 100.0%	4 100.0%	20 100.0%	60 100.0%	56 100.0%	19 100.0%	19 100.0%	46 100.0%	64 100.0%	43 100.0%	36 100.0%	45 100.0%	13 100.0%	84 100.0%	35 100.0%	49 100.0%	80 100.0%	7 100.0%	47 100.0%	76 100.0%	61 100.0%	10 100.0%	
No Answer	51	40	1	8	28	18	5	11	15	24	18	15	11	-	33	18	5	44	2	12	32	22	7	
Excellent	10 7.4%	8 7.7%	-	2 10.0%	3 5.0%	6 10.7%	1 5.3%	4 21.1% i	2 4.3%	4 6.2%	3 7.0%	2 5.6%	5 11.1%	-	6 7.1%	4 11.4%	4 8.2%	6 7.5%	-	5 10.6%	8 10.5%	3 4.9%	-	
Very good	24 17.6%	18 17.3%	-	5 25.0%	11 18.3%	10 17.9%	3 15.8%	3 15.8%	13 28.3% j	6 9.4%	7 16.3%	4 11.1%	12 26.7% l	3 23.1%	14 16.7%	7 20.0%	9 18.4%	13 16.2%	2 28.6%	5 10.6%	15 19.7%	13 21.3%	3 30.0%	
Good	63 46.3%	49 47.1%	3 75.0% d	7 35.0%	30 50.0%	26 46.4%	7 36.8%	10 52.6%	22 47.8%	29 45.3%	23 53.5% m	19 52.8% m	15 33.3%	5 38.5%	40 47.6%	18 51.4%	19 38.8%	43 53.8% qS	1 14.3%	18 38.3%	35 46.1%	29 47.5%	6 60.0%	
Fair	27 19.9%	19 18.3%	-	5 25.0%	13 21.7%	7 12.5%	6 31.6% f	1 5.3%	7 15.2%	16 25.0% H	7 16.3%	8 22.2%	8 17.8%	2 15.4%	18 21.4%	4 11.4%	12 24.5%	13 16.2%	2 28.6%	11 23.4%	10 13.2%	13 21.3%	-	
Poor	12 8.8%	10 9.6%	1 25.0%	1 5.0%	3 5.0%	7 12.5%	2 10.5%	1 5.3%	2 4.3%	9 14.1% i	3 7.0%	3 8.3%	5 11.1%	3 23.1%	6 7.1%	2 5.7%	5 10.2%	5 6.2%	2 28.6%	8 17.0% v	8 10.5%	3 4.9%	1 10.0%	
N/A	46	34	1	9	24	17	4	8	15	23	17	14	10	4	27	13	11	32	3	22	32	20	2	
Summary Rate - Excellent/ Very good	34 25.0%	26 25.0%	-	7 35.0%	14 23.3%	16 28.6%	4 21.1%	7 36.8% j	15 32.6% J	10 15.6%	10 23.3%	6 16.7%	17 37.8% L	3 23.1%	20 23.8%	11 31.4%	13 26.5%	19 23.8%	2 28.6%	10 21.3%	23 30.3%	16 26.2%	3 30.0%	

Comparison Groups: BCD/EPG/HIJ/KLM/NOP/QRS/TUVW

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case letters indicate significance at the 90% level.

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30).

Presented by The Myers Group

770-978-3173

2013

Louisiana Healthcare Connections  
 Provider Satisfaction Survey (912461)

Q24. Administration of the PCP's referrals to a specialist. (Louisiana Healthcare Connections)

	--% MANAGED CARE VOL--												--SURVEY RESPONDENT--				--METHODODOLOGY--				--24-HOUR AVAILABILITY--							
	--AREA OF--				--PHYSICIANS IN--				--YEARS IN--				--REPRESENTED BY--				--HEALTH PLAN--				--METHODOLOGY--				--24-HOUR AVAILABILITY--			
	MEDICINE				PRACTICE				PRACTICE				HEALTH PLAN				Office Nurse/				METHODOLOGY				24-HOUR AVAILABILITY			
Total Answering	PCP	OB/GYN	Spec	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21-100%	Phys.	Mgr.	Other	Mail	Phone	Internet	Arrange	Forward	Always	None						
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)						
Total	233	178	6	37	112	91	28	38	76	111	78	65	66	17	144	66	65	156	12	81	140	103	19					
Total Answering	160	128	2	21	71	67	20	27	53	72	49	43	54	14	100	40	54	96	10	59	93	72	11					
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%					
No Answer	46	37	1	6	26	16	4	10	15	21	17	14	9	-	30	16	2	42	2	9	30	21	7					
Excellent	23	19	-	3	9	11	3	8	5	8	5	7	10	2	13	8	5	16	2	9	13	11	1					
	14.4%	14.8%		14.3%	12.7%	16.4%	15.0%	29.6%	9.4%	11.1%	10.2%	16.3%	18.5%	14.3%	13.0%	20.0%	9.3%	16.7%	20.0%	15.3%	14.0%	15.3%	9.1%					
								Ij																				
Very good	44	34	-	9	20	18	5	4	20	18	17	10	13	3	24	15	16	27	1	11	26	24	3					
	27.5%	26.6%		42.9%	28.2%	26.9%	25.0%	14.8%	37.7%	25.0%	34.7%	23.3%	24.1%	21.4%	24.0%	37.5%	29.6%	28.1%	10.0%	18.6%	28.0%	33.3%	27.3%					
								H									s	s				t						
Good	52	43	1	5	29	19	4	9	17	25	18	13	17	3	40	9	14	37	1	18	33	22	6					
	32.5%	33.6%	50.0%	23.8%	40.8%	28.4%	20.0%	33.3%	32.1%	34.7%	36.7%	30.2%	31.5%	21.4%	40.0%	22.5%	25.9%	38.5%	10.0%	30.5%	35.5%	30.6%	54.5%					
					g										P			S										
Fair	27	19	1	4	10	11	5	6	8	11	7	6	9	2	16	7	12	12	3	13	13	8	1					
	16.9%	14.8%	50.0%	19.0%	14.1%	16.4%	25.0%	22.2%	15.1%	15.3%	14.3%	14.0%	16.7%	14.3%	16.0%	17.5%	22.2%	12.5%	30.0%	22.0%	14.0%	11.1%	9.1%					
																				v								
Poor	14	13	-	-	3	8	3	-	3	10	2	7	5	4	7	1	7	4	3	8	8	7	-					
	8.8%	10.2%			4.2%	11.9%	15.0%		5.7%	13.9%	4.1%	16.3%	9.3%	28.6%	7.0%	2.5%	13.0%	4.2%	30.0%	13.6%	8.6%	9.7%						
					e							k		oP			r		r									
N/A	27	13	3	10	15	8	4	1	8	18	12	8	3	3	14	10	9	18	-	13	17	10	1					
Summary Rate - Excellent/ Very good	67	53	-	12	29	29	8	12	25	26	22	17	23	5	37	23	21	43	3	20	39	35	4					
	41.9%	41.4%		57.1%	40.8%	43.3%	40.0%	44.4%	47.2%	36.1%	44.9%	39.5%	42.6%	35.7%	37.0%	57.5%	38.9%	44.8%	30.0%	33.9%	41.9%	48.6%	36.4%					
															O							t						

Comparison Groups: BCD/EPG/HIJ/KLM/NOP/QRS/TUVW

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case letters indicate significance at the 90% level.

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30).

Presented by The Myers Group

770-978-3173

2013

Louisiana Healthcare Connections  
 Provider Satisfaction Survey (912461)

Q24. Administration of the PCP's referrals to a specialist. (All other Bayou Health Plans)

	--% MANAGED CARE VOL--												--SURVEY RESPONDENT--				--METHODODOLOGY--				--24-HOUR AVAILABILITY--			
	--AREA OF MEDICINE--				--PHYSICIANS IN PRACTICE--				--YEARS IN PRACTICE--				--REPRESENTED BY--				--HEALTH PLAN--							
Total Answering	PCP	OB/GYN	Spec	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21-100%	Phys.	Office Mgr.	Nurse/Other	Mail	Phone	Internet	Arrange	Forward	Always	None		
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)		
Total	233	178	6	37	112	91	28	38	76	111	78	65	66	17	144	66	65	156	12	81	140	103	19	
Total Answering	160	127	2	22	73	65	20	27	53	73	48	44	54	14	99	41	54	96	10	58	93	71	11	
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
No Answer	48	39	1	6	26	18	4	10	15	22	19	14	9	-	32	16	3	43	2	10	32	22	7	
Excellent	14	11	-	2	7	6	1	6	3	4	4	3	7	1	8	5	4	9	1	4	11	6	-	
	8.8%	8.7%		9.1%	9.6%	9.2%	5.0%	22.2%	5.7%	5.5%	8.3%	6.8%	13.0%	7.1%	8.1%	12.2%	7.4%	9.4%	10.0%	6.9%	11.8%	8.5%		
Very good	45	33	-	11	21	17	6	5	20	19	16	13	12	1	26	16	15	29	1	13	27	25	3	
	28.1%	26.0%		50.0%	28.8%	26.2%	30.0%	18.5%	37.7%	26.0%	33.3%	29.5%	22.2%	7.1%	26.3%	39.0%	27.8%	30.2%	10.0%	22.4%	29.0%	35.2%	27.3%	
Good	62	52	2	5	32	25	5	12	20	28	20	16	21	6	43	12	19	40	3	20	35	25	7	
	38.8%	40.9%	100.0%	22.7%	43.8%	38.5%	25.0%	44.4%	37.7%	38.4%	41.7%	36.4%	38.9%	42.9%	43.4%	29.3%	35.2%	41.7%	30.0%	34.5%	37.6%	35.2%	63.6%	
Fair	28	21	-	4	10	12	5	4	8	14	6	7	10	2	18	7	10	15	3	14	13	11	1	
	17.5%	16.5%		18.2%	13.7%	18.5%	25.0%	14.8%	15.1%	19.2%	12.5%	15.9%	18.5%	14.3%	18.2%	17.1%	18.5%	15.6%	30.0%	24.1%	14.0%	15.5%	9.1%	
Poor	11	10	-	-	3	5	3	-	2	8	2	5	4	4	4	1	6	3	2	7	7	4	-	
	6.9%	7.9%			4.1%	7.7%	15.0%		3.8%	11.0%	4.2%	11.4%	7.4%	28.6%	4.0%	2.4%	11.1%	3.1%	20.0%	12.1%	7.5%	5.6%		
N/A	25	12	3	9	13	8	4	1	8	16	11	7	3	3	13	9	8	17	-	13	15	10	1	
Summary Rate - Excellent/ Very good	59	44	-	13	28	23	7	11	23	23	20	16	19	2	34	21	19	38	2	17	38	31	3	
	36.9%	34.6%		59.1%	38.4%	35.4%	35.0%	40.7%	43.4%	31.5%	41.7%	36.4%	35.2%	14.3%	34.3%	51.2%	35.2%	39.6%	20.0%	29.3%	40.9%	43.7%	27.3%	

Comparison Groups: BCD/EPG/HIJ/KLM/NOP/QRS/TUVW

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case letters indicate significance at the 90% level.

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30).

Presented by The Myers Group

770-978-3173

2013

Louisiana Healthcare Connections  
 Provider Satisfaction Survey (912461)

Q25. Facilitation/support of appropriate clinical care for patients. (Louisiana Healthcare Connections)

	--% MANAGED CARE VOL--												--SURVEY RESPONDENT--				--METHODODOLOGY--				--24-HOUR AVAILABILITY--				
	AREA OF MEDICINE			PHYSICIANS IN PRACTICE				YEARS IN PRACTICE					REPRESENTED BY HEALTH PLAN				Phys.	Mgr.	Nurse/Other	Mail	Phone	Internet	Arrange	Forward	Always
Total Answering	PCP	OB/GYN	Spec	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21-100%	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)			
Total	233	178	6	37	112	91	28	38	76	111	78	65	66	17	144	66	65	156	12	81	140	103	19		
Total Answering	158	125	3	22	70	66	21	23	53	76	52	42	50	14	97	42	51	97	10	58	91	73	11		
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		
No Answer	50	39	2	7	28	17	5	11	15	23	16	15	13	1	32	17	4	44	2	12	30	23	7		
Excellent	21	17	1	2	9	10	2	7	4	8	6	6	8	2	13	6	8	11	2	8	14	11	-		
	13.3%	13.6%	33.3%	9.1%	12.9%	15.2%	9.5%	30.4%	7.5%	10.5%	11.5%	14.3%	16.0%	14.3%	13.4%	14.3%	15.7%	11.3%	20.0%	13.8%	15.4%	15.1%			
								Ij																	
Very good	31	25	-	5	15	10	6	4	13	13	10	8	10	1	19	10	11	19	1	9	17	15	1		
	19.6%	20.0%		22.7%	21.4%	15.2%	28.6%	17.4%	24.5%	17.1%	19.2%	19.0%	20.0%	7.1%	19.6%	23.8%	21.6%	19.6%	10.0%	15.5%	18.7%	20.5%	9.1%		
																n									
Good	68	51	2	12	33	29	6	9	29	30	26	16	20	6	44	18	14	52	2	21	42	35	7		
	43.0%	40.8%	66.7%	54.5%	47.1%	43.9%	28.6%	39.1%	54.7%	39.5%	50.0%	38.1%	40.0%	42.9%	45.4%	42.9%	27.5%	53.6%	20.0%	36.2%	46.2%	47.9%	63.6%		
									j									QS					t		
Fair	25	19	-	3	9	11	4	2	5	15	10	4	8	1	17	5	11	12	2	14	11	7	1		
	15.8%	15.2%		13.6%	12.9%	16.7%	19.0%	8.7%	9.4%	19.7%	19.2%	9.5%	16.0%	7.1%	17.5%	11.9%	21.6%	12.4%	20.0%	24.1%	12.1%	9.6%	9.1%		
										i										uV					
Poor	13	13	-	-	4	6	3	1	2	10	-	8	4	4	4	3	7	3	3	6	7	5	2		
	8.2%	10.4%			5.7%	9.1%	14.3%	4.3%	3.8%	13.2%		19.0%	8.0%	28.6%	4.1%	7.1%	13.7%	3.1%	30.0%	10.3%	7.7%	6.8%	18.2%		
										I				Op			R	r							
N/A	25	14	1	8	14	8	2	4	8	12	10	8	3	2	15	7	10	15	-	11	19	7	1		
Summary Rate - Excellent/ Very good	52	42	1	7	24	20	8	11	17	21	16	14	18	3	32	16	19	30	3	17	31	26	1		
	32.9%	33.6%	33.3%	31.8%	34.3%	30.3%	38.1%	47.8%	32.1%	27.6%	30.8%	33.3%	36.0%	21.4%	33.0%	38.1%	37.3%	30.9%	30.0%	29.3%	34.1%	35.6%	9.1%		
								j											w	W	W				

Comparison Groups: BCD/EPG/HIJ/KLM/NOP/QRS/TUVW

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case letters indicate significance at the 90% level.

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30).

Presented by The Myers Group

770-978-3173

2013

Louisiana Healthcare Connections  
 Provider Satisfaction Survey (912461)

Q25. Facilitation/support of appropriate clinical care for patients. (All other Bayou Health Plans)

	--% MANAGED CARE VOL--												--SURVEY RESPONDENT--				--METHODODOLOGY--			--24-HOUR AVAILABILITY--			
	AREA OF MEDICINE		PHYSICIANS IN PRACTICE				YEARS IN PRACTICE				HEALTH PLAN		Phys.	Mgr.	Other	Mail	Phone	Internet	Arrange	Forward	Always	None	
Total Answering	PCP	OB/GYN	Spec	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21-100%	Phys.	Mgr.	Other	Mail	Phone	Internet	Arrange	Forward	Always	None	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	
Total	233	178	6	37	112	91	28	38	76	111	78	65	66	17	144	66	65	156	12	81	140	103	19
Total Answering	158	125	3	23	73	64	21	24	53	76	51	42	52	16	96	42	52	96	10	60	90	72	11
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	50	39	2	6	26	18	5	10	15	23	18	15	10	-	32	17	3	45	2	10	31	24	7
Excellent	12	10	-	1	6	6	-	5	1	5	5	3	4	1	7	4	5	7	-	4	10	6	-
	7.6%	8.0%		4.3%	8.2%	9.4%		20.8%	1.9%	6.6%	9.8%	7.1%	7.7%	6.2%	7.3%	9.5%	9.6%	7.3%		6.7%	11.1%	8.3%	
								I															
Very good	33	26	1	5	16	10	7	6	12	14	8	10	12	1	19	12	12	18	3	10	21	14	1
	20.9%	20.8%	33.3%	21.7%	21.9%	15.6%	33.3%	25.0%	22.6%	18.4%	15.7%	23.8%	23.1%	6.2%	19.8%	28.6%	23.1%	18.8%	30.0%	16.7%	23.3%	19.4%	9.1%
															n	N							
Good	75	60	2	10	35	34	6	9	32	32	27	17	24	7	50	18	18	54	3	23	42	40	7
	47.5%	48.0%	66.7%	43.5%	47.9%	53.1%	28.6%	37.5%	60.4%	42.1%	52.9%	40.5%	46.2%	43.8%	52.1%	42.9%	34.6%	56.2%	30.0%	38.3%	46.7%	55.6%	63.6%
					g	G			h	J								Q	S			T	
Fair	30	21	-	7	14	11	5	4	7	18	11	7	10	3	20	6	12	16	2	18	12	10	2
	19.0%	16.8%		30.4%	19.2%	17.2%	23.8%	16.7%	13.2%	23.7%	21.6%	16.7%	19.2%	18.8%	20.8%	14.3%	23.1%	16.7%	20.0%	30.0%	13.3%	13.9%	18.2%
																				UV			
Poor	8	8	-	-	2	3	3	-	1	7	-	5	2	4	-	2	5	1	2	5	5	2	1
	5.1%	6.4%			2.7%	4.7%	14.3%		1.9%	9.2%		11.9%	3.8%	25.0%		4.8%	9.6%	1.0%	20.0%	8.3%	5.6%	2.8%	9.1%
										i				p			R						
N/A	25	14	1	8	13	9	2	4	8	12	9	8	4	1	16	7	10	15	-	11	19	7	1
Summary Rate - Excellent/ Very good	45	36	1	6	22	16	7	11	13	19	13	13	16	2	26	16	17	25	3	14	31	20	1
	28.5%	28.8%	33.3%	26.1%	30.1%	25.0%	33.3%	45.8%	24.5%	25.0%	25.5%	31.0%	30.8%	12.5%	27.1%	38.1%	32.7%	26.0%	30.0%	23.3%	34.4%	27.8%	9.1%
								ij								N					W	w	

Comparison Groups: BCD/EPG/HIJ/KLM/NOP/QRS/TUVW

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case letters indicate significance at the 90% level.

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30).

Presented by The Myers Group

770-978-3173

2013

Louisiana Healthcare Connections  
 Provider Satisfaction Survey (912461)

Q26. Phone access to Case/Care Managers. (Louisiana Healthcare Connections)

	-% MANAGED CARE VOL--																												
	AREA OF MEDICINE							PHYSICIANS IN PRACTICE				YEARS IN PRACTICE				REPRESENTED BY HEALTH PLAN			SURVEY RESPONDENT				METHODODOLOGY				24-HOUR AVAILABILITY		
Total Answering	PCP	OB/GYN	Spec	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21-100%	Phys.	Office Mgr.	Nurse/Other	Mail	Phone	Internet	Arrange	Forward	Always	None							
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)							
Total	233	178	6	37	112	91	28	38	76	111	78	65	66	17	144	66	65	156	12	81	140	103	19						
Total Answering	151	120	3	22	66	66	18	23	49	72	49	36	52	13	95	40	54	90	7	60	87	69	9						
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%						
No Answer	49	39	1	6	30	15	4	10	15	24	17	16	9	-	33	16	3	44	2	10	31	24	7						
Excellent	14	10	1	3	5	7	2	5	2	6	6	2	5	1	9	4	6	8	-	8	10	4	-						
	9.3%	8.3%	33.3%	13.6%	7.6%	10.6%	11.1%	21.7%	4.1%	8.3%	12.2%	5.6%	9.6%	7.7%	9.5%	10.0%	11.1%	8.9%		13.3%	11.5%	5.8%							
Very good	38	31	-	6	15	18	5	3	20	13	9	11	14	3	18	17	16	20	2	9	21	20	3						
	25.2%	25.8%		27.3%	22.7%	27.3%	27.8%	13.0%	40.8%	18.1%	18.4%	30.6%	26.9%	23.1%	18.9%	42.5%	29.6%	22.2%	28.6%	15.0%	24.1%	29.0%	33.3%						
Good	61	49	2	8	33	23	5	11	19	30	23	14	20	3	46	12	11	48	2	20	38	33	5						
	40.4%	40.8%	66.7%	36.4%	50.0%	34.8%	27.8%	47.8%	38.8%	41.7%	46.9%	38.9%	38.5%	23.1%	48.4%	30.0%	20.4%	53.3%	28.6%	33.3%	43.7%	47.8%	55.6%						
Fair	26	18	-	5	8	12	5	4	7	13	8	5	9	2	16	6	13	12	1	17	12	6	1						
	17.2%	15.0%		22.7%	12.1%	18.2%	27.8%	17.4%	14.3%	18.1%	16.3%	13.9%	17.3%	15.4%	16.8%	15.0%	24.1%	13.3%	14.3%	28.3%	13.8%	8.7%	11.1%						
Poor	12	12	-	-	5	6	1	-	1	10	3	4	4	4	6	1	8	2	2	6	6	6	-						
	7.9%	10.0%			7.6%	9.1%	5.6%		2.0%	13.9%	6.1%	11.1%	7.7%	30.8%	6.3%	2.5%	14.8%	2.2%	28.6%	10.0%	6.9%	8.7%							
N/A	33	19	2	9	16	10	6	5	12	15	12	13	5	4	16	10	8	22	3	11	22	10	3						
Summary Rate - Excellent/ Very good	52	41	1	9	20	25	7	8	22	19	15	13	19	4	27	21	22	28	2	17	31	24	3						
	34.4%	34.2%	33.3%	40.9%	30.3%	37.9%	38.9%	34.8%	44.9%	26.4%	30.6%	36.1%	36.5%	30.8%	28.4%	52.5%	40.7%	31.1%	28.6%	28.3%	35.6%	34.8%	33.3%						

Comparison Groups: BCD/EPG/HIJ/KLM/NOP/QRS/TUVW

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case letters indicate significance at the 90% level.

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30).

Presented by The Myers Group

770-978-3173

2013

Louisiana Healthcare Connections  
 Provider Satisfaction Survey (912461)

Q26. Phone access to Case/Care Managers. (All other Bayou Health Plans)

	--% MANAGED CARE VOL--												--SURVEY RESPONDENT--				--METHODODOLOGY--			--24-HOUR AVAILABILITY--			
	AREA OF MEDICINE			PHYSICIANS IN PRACTICE			YEARS IN PRACTICE			REPRESENTED BY HEALTH PLAN			Phys.	Mgr.	Other	Mail	Phone	Internet	Arrange	Forward	Always	None	
Total Answering	PCP	OB/GYN	Spec	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21-100%	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	
Total	233	178	6	37	112	91	28	38	76	111	78	65	66	17	144	66	65	156	12	81	140	103	19
Total Answering	150	118	3	22	67	64	18	23	50	71	48	37	52	13	94	40	54	89	7	59	87	68	9
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	50	41	1	6	28	17	4	10	16	23	18	16	9	-	33	16	3	45	2	11	33	24	7
Excellent	8	7	-	1	4	3	1	5	-	3	4	2	2	-	5	3	3	5	-	3	7	2	-
	5.3%	5.9%		4.5%	6.0%	4.7%	5.6%	21.7%		4.2%	8.3%	5.4%	3.8%		5.3%	7.5%	5.6%	5.6%		5.1%	8.0%	2.9%	
								J															
Very good	34	25	-	8	14	16	4	2	17	14	8	10	11	1	19	14	16	18	-	11	21	16	2
	22.7%	21.2%		36.4%	20.9%	25.0%	22.2%	8.7%	34.0%	19.7%	16.7%	27.0%	21.2%	7.7%	20.2%	35.0%	29.6%	20.2%		18.6%	24.1%	23.5%	22.2%
									Hj							No							
Good	73	60	2	8	36	31	6	13	25	33	25	18	26	6	50	16	18	51	4	22	40	39	6
	48.7%	50.8%	66.7%	36.4%	53.7%	48.4%	33.3%	56.5%	50.0%	46.5%	52.1%	48.6%	50.0%	46.2%	53.2%	40.0%	33.3%	57.3%	57.1%	37.3%	46.0%	57.4%	66.7%
																		Q				T	t
Fair	29	20	1	5	11	12	5	3	7	17	9	5	11	5	17	6	14	13	2	21	14	9	1
	19.3%	16.9%	33.3%	22.7%	16.4%	18.8%	27.8%	13.0%	14.0%	23.9%	18.8%	13.5%	21.2%	38.5%	18.1%	15.0%	25.9%	14.6%	28.6%	35.6%	16.1%	13.2%	11.1%
																				UVW			
Poor	6	6	-	-	2	2	2	-	1	4	2	2	2	1	3	1	3	2	1	2	5	2	-
	4.0%	5.1%			3.0%	3.1%	11.1%		2.0%	5.6%	4.2%	5.4%	3.8%	7.7%	3.2%	2.5%	5.6%	2.2%	14.3%	3.4%	5.7%	2.9%	
N/A	33	19	2	9	17	10	6	5	10	17	12	12	5	4	17	10	8	22	3	11	20	11	3
Summary Rate - Excellent/ Very good	42	32	-	9	18	19	5	7	17	17	12	12	13	1	24	17	19	23	-	14	28	18	2
	28.0%	27.1%		40.9%	26.9%	29.7%	27.8%	30.4%	34.0%	23.9%	25.0%	32.4%	25.0%	7.7%	25.5%	42.5%	35.2%	25.8%		23.7%	32.2%	26.5%	22.2%
															N	No							

Comparison Groups: BCD/EPG/HIJ/KLM/NOP/QRS/TUVW

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case letters indicate significance at the 90% level.

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30).

Presented by The Myers Group

770-978-3173

2013

Louisiana Healthcare Connections  
 Provider Satisfaction Survey (912461)

Q27. Alternative care and community resource options offered by the Case/Care Manager to your patients. (Louisiana Healthcare Connections)

	--% MANAGED CARE VOL--												--SURVEY RESPONDENT--				--METHODODOLOGY--				--24-HOUR AVAILABILITY--			
	AREA OF MEDICINE		PHYSICIANS IN PRACTICE				YEARS IN PRACTICE				REPRESENTED BY HEALTH PLAN				Phys.	Mgr.	Other	Mail	Phone	Internet	Arrange	Forward	Always	None
Total Answering	PCP	OB/GYN	Spec	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21-100%	Phys.	Mgr.	Other	Mail	Phone	Internet	Arrange	Forward	Always	None		
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)		
Total	233	178	6	37	112	91	28	38	76	111	78	65	66	17	144	66	65	156	12	81	140	103	19	
Total Answering	133	106	3	19	57	57	18	20	42	65	42	34	45	12	80	38	49	77	7	51	72	61	10	
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
No Answer	52	40	1	7	28	18	6	11	16	23	17	16	12	-	33	19	3	47	2	12	33	24	7	
Excellent	11	10	-	1	4	6	1	4	1	5	4	2	4	1	7	3	5	6	-	7	6	3	-	
	8.3%	9.4%		5.3%	7.0%	10.5%	5.6%	20.0%	2.4%	7.7%	9.5%	5.9%	8.9%	8.3%	8.8%	7.9%	10.2%	7.8%		13.7%	8.3%	4.9%		
Very good	29	21	-	7	12	11	6	2	13	12	7	4	15	3	13	13	13	15	1	6	13	17	3	
	21.8%	19.8%		36.8%	21.1%	19.3%	33.3%	10.0%	31.0%	18.5%	16.7%	11.8%	33.3%	25.0%	16.2%	34.2%	26.5%	19.5%	14.3%	11.8%	18.1%	27.9%	30.0%	
Good	62	48	3	9	31	26	5	10	22	29	25	18	15	4	44	14	15	45	2	22	39	32	5	
	46.6%	45.3%	100.0%	47.4%	54.4%	45.6%	27.8%	50.0%	52.4%	44.6%	59.5%	52.9%	33.3%	33.3%	55.0%	36.8%	30.6%	58.4%	28.6%	43.1%	54.2%	52.5%	50.0%	
Fair	20	18	-	1	8	8	3	2	5	11	3	6	8	2	9	7	10	8	2	10	9	6	2	
	15.0%	17.0%		5.3%	14.0%	14.0%	16.7%	10.0%	11.9%	16.9%	7.1%	17.6%	17.8%	16.7%	11.2%	18.4%	20.4%	10.4%	28.6%	19.6%	12.5%	9.8%	20.0%	
Poor	11	9	-	1	2	6	3	2	1	8	3	4	3	2	7	1	6	3	2	6	5	3	-	
	8.3%	8.5%		5.3%	3.5%	10.5%	16.7%	10.0%	2.4%	12.3%	7.1%	11.8%	6.7%	16.7%	8.8%	2.6%	12.2%	3.9%	28.6%	11.8%	6.9%	4.9%		
N/A	48	32	2	11	27	16	4	7	18	23	19	15	9	5	31	9	13	32	3	18	35	18	2	
Summary Rate - Excellent/ Very good	40	31	-	8	16	17	7	6	14	17	11	6	19	4	20	16	18	21	1	13	19	20	3	
	30.1%	29.2%		42.1%	28.1%	29.8%	38.9%	30.0%	33.3%	26.2%	26.2%	17.6%	42.2%	33.3%	25.0%	42.1%	36.7%	27.3%	14.3%	25.5%	26.4%	32.8%	30.0%	

Comparison Groups: BCD/EPG/HIJ/KLM/NOP/QRS/TUVW

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case letters indicate significance at the 90% level.

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30).

Presented by The Myers Group

770-978-3173

2013

Louisiana Healthcare Connections  
 Provider Satisfaction Survey (912461)

Q27. Alternative care and community resource options offered by the Case/Care Manager to your patients. (All other Bayou Health Plans)

	--% MANAGED CARE VOL--												--SURVEY RESPONDENT--				--METHODODOLOGY--				--24-HOUR AVAILABILITY--			
	AREA OF MEDICINE			PHYSICIANS IN PRACTICE			YEARS IN PRACTICE			REPRESENTED BY HEALTH PLAN			Phys.	Mgr.	Other	Mail	Phone	Internet	Arrange	Forward	Always	None		
Total Answering	PCP	OB/GYN	Spec	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21-100%	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)		
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)		
Total	233	178	6	37	112	91	28	38	76	111	78	65	66	17	144	66	65	156	12	81	140	103	19	
Total Answering	132	103	3	21	58	54	19	21	42	63	42	33	46	12	80	37	49	76	7	50	71	59	10	
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
No Answer	53	42	1	6	27	20	6	10	16	25	18	17	11	-	33	20	3	48	2	13	35	25	7	
Excellent	8	8	-	-	4	3	1	4	1	3	3	1	4	-	4	3	5	3	-	3	7	1	-	
	6.1%	7.8%			6.9%	5.6%	5.3%	19.0%	2.4%	4.8%	7.1%	3.0%	8.7%		5.0%	8.1%	10.2%	3.9%		6.0%	9.9%	1.7%		
								i													v			
Very good	26	18	-	7	12	9	5	1	11	12	7	4	13	3	11	12	12	14	-	9	13	14	3	
	19.7%	17.5%		33.3%	20.7%	16.7%	26.3%	4.8%	26.2%	19.0%	16.7%	12.1%	28.3%	25.0%	13.8%	32.4%	24.5%	18.4%		18.0%	18.3%	23.7%	30.0%	
									H	H			l			O								
Good	65	51	3	9	28	31	6	10	24	29	23	19	18	5	46	14	19	42	4	22	35	35	4	
	49.2%	49.5%	100.0%	42.9%	48.3%	57.4%	31.6%	47.6%	57.1%	46.0%	54.8%	57.6%	39.1%	41.7%	57.5%	37.8%	38.8%	55.3%	57.1%	44.0%	49.3%	59.3%	40.0%	
			BD			G									P			q						
Fair	26	22	-	4	13	8	5	5	6	14	6	8	10	2	16	7	9	15	2	11	14	9	3	
	19.7%	21.4%		19.0%	22.4%	14.8%	26.3%	23.8%	14.3%	22.2%	14.3%	24.2%	21.7%	16.7%	20.0%	18.9%	18.4%	19.7%	28.6%	22.0%	19.7%	15.3%	30.0%	
Poor	7	4	-	1	1	3	2	1	-	5	3	1	1	2	3	1	4	2	1	5	2	-	-	
	5.3%	3.9%		4.8%	1.7%	5.6%	10.5%	4.8%		7.9%	7.1%	3.0%	2.2%	16.7%	3.8%	2.7%	8.2%	2.6%	14.3%	10.0%	2.8%			
N/A	48	33	2	10	27	17	3	7	18	23	18	15	9	5	31	9	13	32	3	18	34	19	2	
Summary Rate - Excellent/ Very good	34	26	-	7	16	12	6	5	12	15	10	5	17	3	15	15	17	17	-	12	20	15	3	
	25.8%	25.2%		33.3%	27.6%	22.2%	31.6%	23.8%	28.6%	23.8%	23.8%	15.2%	37.0%	25.0%	18.8%	40.5%	34.7%	22.4%		24.0%	28.2%	25.4%	30.0%	
													L			O								

Comparison Groups: BCD/EPG/HIJ/KLM/NOP/QRS/TUVW

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case letters indicate significance at the 90% level.

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30).

Presented by The Myers Group

770-978-3173

2013

Louisiana Healthcare Connections  
 Provider Satisfaction Survey (912461)

Q28. Satisfaction with the referral process of patients to disease management programs. (Louisiana Healthcare Connections)

	--% MANAGED CARE VOL--												--SURVEY RESPONDENT--				--METHODODOLOGY--				--24-HOUR AVAILABILITY--			
	AREA OF MEDICINE			PHYSICIANS IN PRACTICE			YEARS IN PRACTICE			HEALTH PLAN			REPRESENTED BY		Office Nurse/		Mail Phone		Internet		Arrange Forward		Always None	
Total Answering	PCP	OB/GYN	Spec	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21-100%	Phys.	Mgr.	Other	Mail	Phone	Internet	Arrange	Forward	Always	None		
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)		
Total	233	178	6	37	112	91	28	38	76	111	78	65	66	17	144	66	65	156	12	81	140	103	19	
Total Answering	132	105	3	18	57	59	15	23	45	59	43	35	44	11	84	33	46	79	7	51	77	60	8	
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
No Answer	53	43	1	6	29	18	5	10	17	23	18	16	11	1	33	18	4	47	2	11	33	25	7	
Excellent	11	9	-	2	3	7	1	4	-	6	3	2	5	1	8	2	4	7	-	5	7	5	-	
	8.3%	8.6%		11.1%	5.3%	11.9%	6.7%	17.4%		10.2%	7.0%	5.7%	11.4%	9.1%	9.5%	6.1%	8.7%	8.9%		9.8%	9.1%	8.3%		
Very good	32	26	-	5	14	14	4	1	15	15	10	9	12	3	15	13	10	21	1	9	15	18	3	
	24.2%	24.8%		27.8%	24.6%	23.7%	26.7%	4.3%	33.3%	25.4%	23.3%	25.7%	27.3%	27.3%	17.9%	39.4%	21.7%	26.6%	14.3%	17.6%	19.5%	30.0%	37.5%	
									H	H					O									
Good	54	41	2	8	26	23	5	12	22	19	21	12	17	4	37	12	16	36	2	21	37	24	2	
	40.9%	39.0%	66.7%	44.4%	45.6%	39.0%	33.3%	52.2%	48.9%	32.2%	48.8%	34.3%	38.6%	36.4%	44.0%	36.4%	34.8%	45.6%	28.6%	41.2%	48.1%	40.0%	25.0%	
								j	j															
Fair	16	11	1	2	6	7	2	5	3	6	4	4	5	-	10	5	7	8	1	7	6	5	3	
	12.1%	10.5%	33.3%	11.1%	10.5%	11.9%	13.3%	21.7%	6.7%	10.2%	9.3%	11.4%	11.4%		11.9%	15.2%	15.2%	10.1%	14.3%	13.7%	7.8%	8.3%	37.5%	
																						uv		
Poor	19	18	-	1	8	8	3	1	5	13	5	8	5	3	14	1	9	7	3	9	12	8	-	
	14.4%	17.1%		5.6%	14.0%	13.6%	20.0%	4.3%	11.1%	22.0%	11.6%	22.9%	11.4%	27.3%	16.7%	3.0%	19.6%	8.9%	42.9%	17.6%	15.6%	13.3%		
				d						H				p	P				r					
N/A	48	30	2	13	26	14	8	5	14	29	17	14	11	5	27	15	15	30	3	19	30	18	4	
Summary Rate - Excellent/ Very good	43	35	-	7	17	21	5	5	15	21	13	11	17	4	23	15	14	28	1	14	22	23	3	
	32.6%	33.3%		38.9%	29.8%	35.6%	33.3%	21.7%	33.3%	35.6%	30.2%	31.4%	38.6%	36.4%	27.4%	45.5%	30.4%	35.4%	14.3%	27.5%	28.6%	38.3%	37.5%	
															O									

Comparison Groups: BCD/EPG/HIJ/KLM/NOP/QRS/TUVW  
 Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.  
 Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30).

Louisiana Healthcare Connections  
 Provider Satisfaction Survey (912461)

Q28. Satisfaction with the referral process of patients to disease management programs. (All other Bayou Health Plans)

	-----AREA OF-----											-----PHYSICIANS IN-----			-----YEARS IN-----			--% MANAGED CARE VOL--			-----REPRESENTED BY-----				-----SURVEY RESPONDENT-----			-----METHODOLOGY-----			-----24-HOUR AVAILABILITY-----			
	MEDICINE		HEALTH PLAN		PRACTICE		PRACTICE		PRACTICE		PRACTICE		PRACTICE		PRACTICE		PRACTICE		PRACTICE		PRACTICE		PRACTICE		PRACTICE		PRACTICE		PRACTICE		PRACTICE			
Total Answering	PCP	OB/GYN	Spec	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21-100%	Phys.	Mgr.	Other	Mail	Phone	Internet	Arrange	Forward	Always	None												
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)												
Total	233	178	6	37	112	91	28	38	76	111	78	65	66	17	144	66	65	156	12	81	140	103	19											
Total Answering	130	102	4	18	58	56	15	22	43	59	41	36	43	13	80	34	44	79	7	48	74	59	8											
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%											
No Answer	56	46	1	6	29	21	5	11	18	25	20	16	12	-	36	18	7	47	2	14	35	26	7											
Excellent	8	8	-	-	4	4	-	4	-	3	2	2	4	1	5	2	4	4	-	3	7	3	-											
	6.2%	7.8%			6.9%	7.1%		18.2%		5.1%	4.9%	5.6%	9.3%	7.7%	6.2%	5.9%	9.1%	5.1%		6.2%	9.5%	5.1%												
Very good	31	24	-	6	13	14	4	2	14	14	11	8	11	2	16	12	10	21	-	10	17	16	2											
	23.8%	23.5%		33.3%	22.4%	25.0%	26.7%	9.1%	32.6%	23.7%	26.8%	22.2%	25.6%	15.4%	20.0%	35.3%	22.7%	26.6%		20.8%	23.0%	27.1%	25.0%											
Good	59	43	3	10	28	25	6	12	21	24	19	15	20	6	40	13	17	38	4	21	34	30	2											
	45.4%	42.2%	75.0%	55.6%	48.3%	44.6%	40.0%	54.5%	48.8%	40.7%	46.3%	41.7%	46.5%	46.2%	50.0%	38.2%	38.6%	48.1%	57.1%	43.8%	45.9%	50.8%	25.0%											
Fair	18	14	1	1	6	9	2	3	6	7	5	5	4	1	11	5	6	11	1	7	8	6	3											
	13.8%	13.7%	25.0%	5.6%	10.3%	16.1%	13.3%	13.6%	14.0%	11.9%	12.2%	13.9%	9.3%	7.7%	13.8%	14.7%	13.6%	13.9%	14.3%	14.6%	10.8%	10.2%	37.5%											
Poor	14	13	-	1	7	4	3	1	2	11	4	6	4	3	8	2	7	5	2	7	8	4	1											
	10.8%	12.7%		5.6%	12.1%	7.1%	20.0%	4.5%	4.7%	18.6%	9.8%	16.7%	9.3%	23.1%	10.0%	5.9%	15.9%	6.3%	28.6%	14.6%	10.8%	6.8%	12.5%											
N/A	47	30	1	13	25	14	8	5	15	27	17	13	11	4	28	14	14	30	3	19	31	18	4											
Summary Rate - Excellent/ Very good	39	32	-	6	17	18	4	6	14	17	13	10	15	3	21	14	14	25	-	13	24	19	2											
	30.0%	31.4%		33.3%	29.3%	32.1%	26.7%	27.3%	32.6%	28.8%	31.7%	27.8%	34.9%	23.1%	26.2%	41.2%	31.8%	31.6%		27.1%	32.4%	32.2%	25.0%											

Comparison Groups: BCD/EPG/HIJ/KLM/NOP/QRS/TUVW

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case letters indicate significance at the 90% level.

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30).

Presented by The Myers Group

770-978-3173

2013

Louisiana Healthcare Connections  
 Provider Satisfaction Survey (912461)

Q29. Degree to which preventive care and health wellness are covered and encouraged. (Louisiana Healthcare Connections)

	--% MANAGED CARE VOL--												--SURVEY RESPONDENT--				--METHODODOLOGY--			--24-HOUR AVAILABILITY--			
	--AREA OF--				--PHYSICIANS IN--				--YEARS IN--				--REPRESENTED BY--				--HEALTH PLAN--						
Total	PCP	OB/GYN	Spec	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21-100%	Phys.	Office Mgr.	Nurse/Other	Mail	Phone	Internet	Arrange	Forward	Always	None	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	
Total	233	178	6	37	112	91	28	38	76	111	78	65	66	17	144	66	65	156	12	81	140	103	19
Total Answering	164	131	3	22	75	68	20	26	54	78	52	41	55	17	102	40	57	97	10	64	95	72	11
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	52	40	1	8	28	18	6	10	17	23	19	16	10	-	33	19	3	47	2	12	34	23	7
Excellent	23	20	1	1	9	12	2	7	5	10	7	4	9	1	17	5	7	15	1	8	14	12	-
	14.0%	15.3%	33.3%	4.5%	12.0%	17.6%	10.0%	26.9%	9.3%	12.8%	13.5%	9.8%	16.4%	5.9%	16.7%	12.5%	12.3%	15.5%	10.0%	12.5%	14.7%	16.7%	
Very good	45	35	1	8	23	18	4	5	20	18	16	10	16	4	21	18	16	25	4	17	25	20	4
	27.4%	26.7%	33.3%	36.4%	30.7%	26.5%	20.0%	19.2%	37.0%	23.1%	30.8%	24.4%	29.1%	23.5%	20.6%	45.0%	28.1%	25.8%	40.0%	26.6%	26.3%	27.8%	36.4%
Good	64	49	1	10	32	25	7	10	24	29	22	17	21	5	48	11	18	45	1	25	40	32	4
	39.0%	37.4%	33.3%	45.5%	42.7%	36.8%	35.0%	38.5%	44.4%	37.2%	42.3%	41.5%	38.2%	29.4%	47.1%	27.5%	31.6%	46.4%	10.0%	39.1%	42.1%	44.4%	36.4%
Fair	19	15	-	3	5	10	4	3	3	12	5	4	5	1	13	5	6	11	2	7	9	4	3
	11.6%	11.5%		13.6%	6.7%	14.7%	20.0%	11.5%	5.6%	15.4%	9.6%	9.8%	9.1%	5.9%	12.7%	12.5%	10.5%	11.3%	20.0%	10.9%	9.5%	5.6%	27.3%
Poor	13	12	-	-	6	3	3	1	2	9	2	6	4	6	3	1	10	1	2	7	7	4	-
	7.9%	9.2%			8.0%	4.4%	15.0%	3.8%	3.7%	11.5%	3.8%	14.6%	7.3%	35.3%	2.9%	2.5%	17.5%	1.0%	20.0%	10.9%	7.4%	5.6%	
N/A	17	7	2	7	9	5	2	2	5	10	7	8	1	-	9	7	5	12	-	5	11	8	1
Summary Rate - Excellent/ Very good	68	55	2	9	32	30	6	12	25	28	23	14	25	5	38	23	23	40	5	25	39	32	4
	41.5%	42.0%	66.7%	40.9%	42.7%	44.1%	30.0%	46.2%	46.3%	35.9%	44.2%	34.1%	45.5%	29.4%	37.3%	57.5%	40.4%	41.2%	50.0%	39.1%	41.1%	44.4%	36.4%

Comparison Groups: BCD/EPG/HIJ/KLM/NOP/QRS/TUVW

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case letters indicate significance at the 90% level.

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30).

Presented by The Myers Group

770-978-3173

2013

Louisiana Healthcare Connections  
 Provider Satisfaction Survey (912461)

Q29. Degree to which preventive care and health wellness are covered and encouraged. (All other Bayou Health Plans)

	--% MANAGED CARE VOL--											--SURVEY RESPONDENT--				--METHODODOLOGY--			--24-HOUR AVAILABILITY--				
	AREA OF MEDICINE		PHYSICIANS IN PRACTICE			YEARS IN PRACTICE			HEALTH PLAN			Phys.	Mgr.	Nurse/Other	Mail	Phone	Internet	Arrange	Forward	Always	None		
Total Answering	PCP	OB/GYN	Spec	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21-100%	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	
Total	233	178	6	37	112	91	28	38	76	111	78	65	66	17	144	66	65	156	12	81	140	103	19
Total Answering	163	129	3	22	75	67	20	26	54	78	51	42	54	15	102	41	55	98	10	61	94	71	12
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	53	41	1	8	29	18	6	10	18	22	20	16	10	2	32	19	4	47	2	14	35	24	7
Excellent	15	13	1	-	7	7	1	6	2	7	5	2	6	-	11	4	5	10	-	5	11	9	-
	9.2%	10.1%	33.3%		9.3%	10.4%	5.0%	23.1%	3.7%	9.0%	9.8%	4.8%	11.1%		10.8%	9.8%	9.1%	10.2%		8.2%	11.7%	12.7%	
								I															
Very good	39	30	1	7	17	19	3	6	18	14	16	11	10	3	20	14	15	21	3	12	23	15	4
	23.9%	23.3%	33.3%	31.8%	22.7%	28.4%	15.0%	23.1%	33.3%	17.9%	31.4%	26.2%	18.5%	20.0%	19.6%	34.1%	27.3%	21.4%	30.0%	19.7%	24.5%	21.1%	33.3%
								J								O							
Good	76	61	1	9	37	31	8	11	29	34	22	20	29	4	55	17	18	54	4	28	44	38	5
	46.6%	47.3%	33.3%	40.9%	49.3%	46.3%	40.0%	42.3%	53.7%	43.6%	43.1%	47.6%	53.7%	26.7%	53.9%	41.5%	32.7%	55.1%	40.0%	45.9%	46.8%	53.5%	41.7%
															N			Q					
Fair	23	16	-	6	9	9	5	3	3	16	6	5	6	3	15	5	11	11	1	11	9	6	3
	14.1%	12.4%		27.3%	12.0%	13.4%	25.0%	11.5%	5.6%	20.5%	11.8%	11.9%	11.1%	20.0%	14.7%	12.2%	20.0%	11.2%	10.0%	18.0%	9.6%	8.5%	25.0%
									I														
Poor	10	9	-	-	5	1	3	-	2	7	2	4	3	5	1	1	6	2	2	5	7	3	-
	6.1%	7.0%			6.7%	1.5%	15.0%		3.7%	9.0%	3.9%	9.5%	5.6%	33.3%	1.0%	2.4%	10.9%	2.0%	20.0%	8.2%	7.4%	4.2%	
							f							OP			R						
N/A	17	8	2	7	8	6	2	2	4	11	7	7	2	-	10	6	6	11	-	6	11	8	-
Summary Rate - Excellent/ Very good	54	43	2	7	24	26	4	12	20	21	21	13	16	3	31	18	20	31	3	17	34	24	4
	33.1%	33.3%	66.7%	31.8%	32.0%	38.8%	20.0%	46.2%	37.0%	26.9%	41.2%	31.0%	29.6%	20.0%	30.4%	43.9%	36.4%	31.6%	30.0%	27.9%	36.2%	33.8%	33.3%
						g		j							n								

Comparison Groups: BCD/EPG/HIJ/KLM/NOP/QRS/TUVW

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case letters indicate significance at the 90% level.

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30).

Presented by The Myers Group

770-978-3173

2013

Louisiana Healthcare Connections  
 Provider Satisfaction Survey (912461)

Q30. Reimbursement rates for services you provide. (Louisiana Healthcare Connections)

	--% MANAGED CARE VOL--												--SURVEY RESPONDENT--				--METHODODOLOGY--				--24-HOUR AVAILABILITY--			
	--AREA OF MEDICINE--				--PHYSICIANS IN PRACTICE--				--YEARS IN PRACTICE--				--REPRESENTED BY--				--HEALTH PLAN--							
Total Answering	PCP	OB/GYN	Spec	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21-100%	Phys.	Office Mgr.	Nurse/Other	Mail	Phone	Internet	Arrange	Forward	Always	None		
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)		
Total	233	178	6	37	112	91	28	38	76	111	78	65	66	17	144	66	65	156	12	81	140	103	19	
Total Answering	166	126	4	28	77	66	21	24	55	82	59	43	51	15	103	42	60	97	9	65	98	73	8	
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
No Answer	52	41	1	7	30	17	5	10	17	22	17	16	11	1	34	17	3	47	2	13	34	24	7	
Excellent	24	19	1	3	11	10	2	5	9	8	7	8	7	1	16	6	10	13	1	9	18	9	-	
	14.5%	15.1%	25.0%	10.7%	14.3%	15.2%	9.5%	20.8%	16.4%	9.8%	11.9%	18.6%	13.7%	6.7%	15.5%	14.3%	16.7%	13.4%	11.1%	13.8%	18.4%	12.3%		
Very good	32	25	-	6	14	14	4	5	12	15	11	10	10	3	19	9	15	14	3	11	19	12	3	
	19.3%	19.8%		21.4%	18.2%	21.2%	19.0%	20.8%	21.8%	18.3%	18.6%	23.3%	19.6%	20.0%	18.4%	21.4%	25.0%	14.4%	33.3%	16.9%	19.4%	16.4%	37.5%	
Good	47	33	2	10	26	16	5	7	16	24	16	11	17	-	34	13	10	35	2	15	24	24	2	
	28.3%	26.2%	50.0%	35.7%	33.8%	24.2%	23.8%	29.2%	29.1%	29.3%	27.1%	25.6%	33.3%		33.0%	31.0%	16.7%	36.1%	22.2%	23.1%	24.5%	32.9%	25.0%	
Fair	31	25	1	4	14	13	4	4	11	14	14	4	10	3	19	8	11	19	1	11	17	15	2	
	18.7%	19.8%	25.0%	14.3%	18.2%	19.7%	19.0%	16.7%	20.0%	17.1%	23.7%	9.3%	19.6%	20.0%	18.4%	19.0%	18.3%	19.6%	11.1%	16.9%	17.3%	20.5%	25.0%	
Poor	32	24	-	5	12	13	6	3	7	21	11	10	7	8	15	6	14	16	2	19	20	13	1	
	19.3%	19.0%		17.9%	15.6%	19.7%	28.6%	12.5%	12.7%	25.6%	18.6%	23.3%	13.7%	53.3%	14.6%	14.3%	23.3%	16.5%	22.2%	29.2%	20.4%	17.8%	12.5%	
N/A	15	11	1	2	5	8	2	4	4	7	2	6	4	1	7	7	2	12	1	3	8	6	4	
Summary Rate - Excellent/ Very good	56	44	1	9	25	24	6	10	21	23	18	18	17	4	35	15	25	27	4	20	37	21	3	
	33.7%	34.9%	25.0%	32.1%	32.5%	36.4%	28.6%	41.7%	38.2%	28.0%	30.5%	41.9%	33.3%	26.7%	34.0%	35.7%	41.7%	27.8%	44.4%	30.8%	37.8%	28.8%	37.5%	

Comparison Groups: BCD/EPG/HIJ/KLM/NOP/QRS/TUVW

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case letters indicate significance at the 90% level.

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30).

Presented by The Myers Group

770-978-3173

2013

Louisiana Healthcare Connections  
 Provider Satisfaction Survey (912461)

Q30. Reimbursement rates for services you provide. (All other Bayou Health Plans)

	--% MANAGED CARE VOL--												--SURVEY RESPONDENT--				--METHODODOLOGY--			--24-HOUR AVAILABILITY--			
	AREA OF MEDICINE		PHYSICIANS IN PRACTICE			YEARS IN PRACTICE			REPRESENTED BY HEALTH PLAN				Phys.	Mgr.	Office Nurse/Other	Mail	Phone	Internet	Arrange	Forward	Always	None	
Total Answering	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)
Total	233	178	6	37	112	91	28	38	76	111	78	65	66	17	144	66	65	156	12	81	140	103	19
Total Answering	161	122	4	28	75	63	21	24	54	77	56	42	50	16	97	42	57	95	9	61	96	68	8
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	56	44	1	7	31	20	5	10	17	27	19	17	12	-	39	17	6	48	2	16	35	28	7
Excellent	12	11	-	1	6	5	1	3	4	4	5	2	4	-	9	3	4	7	1	4	9	6	-
	7.5%	9.0%		3.6%	8.0%	7.9%	4.8%	12.5%	7.4%	5.2%	8.9%	4.8%	8.0%		9.3%	7.1%	7.0%	7.4%	11.1%	6.6%	9.4%	8.8%	
Very good	32	25	-	6	16	11	4	4	15	13	10	11	10	2	19	9	15	14	3	9	19	13	3
	19.9%	20.5%		21.4%	21.3%	17.5%	19.0%	16.7%	27.8%	16.9%	17.9%	26.2%	20.0%	12.5%	19.6%	21.4%	26.3%	14.7%	33.3%	14.8%	19.8%	19.1%	37.5%
Good	60	44	2	12	29	24	7	10	17	31	18	15	23	3	40	17	13	45	2	22	33	26	4
	37.3%	36.1%	50.0%	42.9%	38.7%	38.1%	33.3%	41.7%	31.5%	40.3%	32.1%	35.7%	46.0%	18.8%	41.2%	40.5%	22.8%	47.4%	22.2%	36.1%	34.4%	38.2%	50.0%
Fair	30	23	1	5	15	12	3	4	12	12	14	4	8	4	17	8	13	16	1	10	17	12	1
	18.6%	18.9%	25.0%	17.9%	20.0%	19.0%	14.3%	16.7%	22.2%	15.6%	25.0%	9.5%	16.0%	25.0%	17.5%	19.0%	22.8%	16.8%	11.1%	16.4%	17.7%	17.6%	12.5%
Poor	27	19	1	4	9	11	6	3	6	17	9	10	5	7	12	5	12	13	2	16	18	11	-
	16.8%	15.6%	25.0%	14.3%	12.0%	17.5%	28.6%	12.5%	11.1%	22.1%	16.1%	23.8%	10.0%	43.8%	12.4%	11.9%	21.1%	13.7%	22.2%	26.2%	18.8%	16.2%	
N/A	16	12	1	2	6	8	2	4	5	7	3	6	4	1	8	7	2	13	1	4	9	7	4
Summary Rate - Excellent/ Very good	44	36	-	7	22	16	5	7	19	17	15	13	14	2	28	12	19	21	4	13	28	19	3
	27.3%	29.5%		25.0%	29.3%	25.4%	23.8%	29.2%	35.2%	22.1%	26.8%	31.0%	28.0%	12.5%	28.9%	28.6%	33.3%	22.1%	44.4%	21.3%	29.2%	27.9%	37.5%

Comparison Groups: BCD/EPG/HIJ/KLM/NOP/QRS/TUVW  
 Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.  
 Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30).

Louisiana Healthcare Connections  
 Provider Satisfaction Survey (912461)

Q31. Accuracy of claims processing. (Louisiana Healthcare Connections)

	-----% MANAGED CARE VOL-----																										
	-----AREA OF-----				-----PHYSICIANS IN-----				-----YEARS IN-----				-----REPRESENTED BY-----				-----SURVEY RESPONDENT-----				-----METHODOLOGY-----				-----24-HOUR AVAILABILITY-----		
Total	-----MEDICINE-----				-----PRACTICE-----				-----PRACTICE-----				-----HEALTH PLAN-----				Office Nurse/										
Answering	PCP	OB/GYN	Spec	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21-100%	Phys.	Mgr.	Other	Mail	Phone	Internet	Arrange	Forward	Always	None					
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)					
Total	233	178	6	37	112	91	28	38	76	111	78	65	66	17	144	66	65	156	12	81	140	103	19				
Total Answering	162	126	4	25	76	66	18	19	53	84	58	42	50	15	100	41	58	94	10	62	94	73	9				
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%				
No Answer	56	43	1	8	31	18	7	14	18	22	19	16	12	2	36	18	4	50	2	17	36	24	7				
Excellent	27	21	1	4	12	12	2	8	8	9	8	8	9	2	18	6	10	15	2	10	20	11	-				
	16.7%	16.7%	25.0%	16.0%	15.8%	18.2%	11.1%	42.1%	15.1%	10.7%	13.8%	19.0%	18.0%	13.3%	18.0%	14.6%	17.2%	16.0%	20.0%	16.1%	21.3%	15.1%					
								IJ																			
Very good	38	29	-	8	19	15	4	2	19	16	10	11	13	3	21	13	16	20	2	14	21	16	2				
	23.5%	23.0%		32.0%	25.0%	22.7%	22.2%	10.5%	35.8%	19.0%	17.2%	26.2%	26.0%	20.0%	21.0%	31.7%	27.6%	21.3%	20.0%	22.6%	22.3%	21.9%	22.2%				
									HJ																		
Good	51	39	1	8	30	18	3	4	16	30	24	12	12	1	36	13	12	37	2	18	30	27	4				
	31.5%	31.0%	25.0%	32.0%	39.5%	27.3%	16.7%	21.1%	30.2%	35.7%	41.4%	28.6%	24.0%	6.7%	36.0%	31.7%	20.7%	39.4%	20.0%	29.0%	31.9%	37.0%	44.4%				
					G										N	N		Q									
Fair	32	25	2	4	10	16	6	5	7	19	12	7	12	3	21	8	12	18	2	11	14	14	3				
	19.8%	19.8%	50.0%	16.0%	13.2%	24.2%	33.3%	26.3%	13.2%	22.6%	20.7%	16.7%	24.0%	20.0%	21.0%	19.5%	20.7%	19.1%	20.0%	17.7%	14.9%	19.2%	33.3%				
					e	e																					
Poor	14	12	-	1	5	5	3	-	3	10	4	4	4	6	4	1	8	4	2	9	9	5	-				
	8.6%	9.5%		4.0%	6.6%	7.6%	16.7%		5.7%	11.9%	6.9%	9.5%	8.0%	40.0%	4.0%	2.4%	13.8%	4.3%	20.0%	14.5%	9.6%	6.8%					
														OP			r										
N/A	15	9	1	4	5	7	3	5	5	5	1	7	4	-	8	7	3	12	-	2	10	6	3				
Summary Rate - Excellent/ Very good	65	50	1	12	31	27	6	10	27	25	18	19	22	5	39	19	26	35	4	24	41	27	2				
	40.1%	39.7%	25.0%	48.0%	40.8%	40.9%	33.3%	52.6%	50.9%	29.8%	31.0%	45.2%	44.0%	33.3%	39.0%	46.3%	44.8%	37.2%	40.0%	38.7%	43.6%	37.0%	22.2%				
								j	J																		

Comparison Groups: BCD/EPG/HIJ/KLM/NOP/QRS/TUVW

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case letters indicate significance at the 90% level.

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30).

Presented by The Myers Group

770-978-3173

2013

Louisiana Healthcare Connections  
 Provider Satisfaction Survey (912461)

Q31. Accuracy of claims processing. (All other Bayou Health Plans)

	-% MANAGED CARE VOL--												--SURVEY RESPONDENT--				--METHODODOLOGY--			--24-HOUR AVAILABILITY--			
	AREA OF		PHYSICIANS IN			YEARS IN			REPRESENTED BY				Phys.	Mgr.	Nurse/	Mail	Phone	Internet	Arrange	Forward	Always	None	
Total	PCP	OB/GYN	Spec	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21-100%			Other								
Answering	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)
Total	233	178	6	37	112	91	28	38	76	111	78	65	66	17	144	66	65	156	12	81	140	103	19
Total Answering	157	121	4	25	75	62	18	21	52	78	53	41	51	16	94	41	56	91	10	59	91	69	9
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	58	45	1	8	31	20	7	12	18	27	22	17	10	1	39	18	4	52	2	18	37	27	7
Excellent	13	12	-	1	7	5	-	4	3	5	5	3	4	-	9	3	5	8	-	4	10	5	-
	8.3%	9.9%		4.0%	9.3%	8.1%		19.0%	5.8%	6.4%	9.4%	7.3%	7.8%		9.6%	7.3%	8.9%	8.8%		6.8%	11.0%	7.2%	
Very good	38	30	-	7	21	12	5	3	17	17	10	12	13	4	20	13	16	20	2	15	21	16	2
	24.2%	24.8%		28.0%	28.0%	19.4%	27.8%	14.3%	32.7%	21.8%	18.9%	29.3%	25.5%	25.0%	21.3%	31.7%	28.6%	22.0%	20.0%	25.4%	23.1%	23.2%	22.2%
Good	66	48	3	11	31	29	6	10	22	32	24	14	23	4	42	19	16	47	3	22	35	33	6
	42.0%	39.7%	75.0%	44.0%	41.3%	46.8%	33.3%	47.6%	42.3%	41.0%	45.3%	34.1%	45.1%	25.0%	44.7%	46.3%	28.6%	51.6%	30.0%	37.3%	38.5%	47.8%	66.7%
Fair	28	22	-	5	12	12	4	4	8	15	11	8	7	4	19	5	13	12	3	11	17	11	1
	17.8%	18.2%		20.0%	16.0%	19.4%	22.2%	19.0%	15.4%	19.2%	20.8%	19.5%	13.7%	25.0%	20.2%	12.2%	23.2%	13.2%	30.0%	18.6%	18.7%	15.9%	11.1%
Poor	12	9	1	1	4	4	3	-	2	9	3	4	4	4	4	1	6	4	2	7	8	4	-
	7.6%	7.4%	25.0%	4.0%	5.3%	6.5%	16.7%		3.8%	11.5%	5.7%	9.8%	7.8%	25.0%	4.3%	2.4%	10.7%	4.4%	20.0%	11.9%	8.8%	5.8%	
N/A	18	12	1	4	6	9	3	5	6	6	3	7	5	-	11	7	5	13	-	4	12	7	3
Summary Rate - Excellent/ Very good	51	42	-	8	28	17	5	7	20	22	15	15	17	4	29	16	21	28	2	19	31	21	2
	32.5%	34.7%		32.0%	37.3%	27.4%	27.8%	33.3%	38.5%	28.2%	28.3%	36.6%	33.3%	25.0%	30.9%	39.0%	37.5%	30.8%	20.0%	32.2%	34.1%	30.4%	22.2%

Comparison Groups: BCD/EPG/HIJ/KLM/NOP/QRS/TUVW

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case letters indicate significance at the 90% level.

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30).

Presented by The Myers Group

770-978-3173

2013

Louisiana Healthcare Connections  
 Provider Satisfaction Survey (912461)

Q32. Timeliness of claims processing. (Louisiana Healthcare Connections)

	--% MANAGED CARE VOL--												--SURVEY RESPONDENT--				--METHODODOLOGY--				--24-HOUR AVAILABILITY--								
	AREA OF MEDICINE			PHYSICIANS IN PRACTICE			YEARS IN PRACTICE			HEALTH PLAN			REPRESENTED BY		OFFICE NURSE/		MAIL		PHONE		INTERNET		ARRANGE		FORWARD		ALWAYS		NONE
Total Answering	PCP	OB/GYN	Spec	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21-100%	Phys.	Mgr.	Other	Mail	Phone	Internet	Arrange	Forward	Always	None							
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)							
Total	233	178	6	37	112	91	28	38	76	111	78	65	66	17	144	66	65	156	12	81	140	103	19						
Total Answering	162	126	4	25	77	67	17	21	53	82	60	42	49	16	100	42	57	95	10	63	95	72	9						
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%						
No Answer	56	43	1	8	30	17	8	12	18	24	17	16	13	1	36	17	5	49	2	16	35	25	7						
Excellent	30	24	1	5	14	13	2	9	9	10	9	9	11	3	18	8	14	14	2	10	24	11	-						
	18.5%	19.0%	25.0%	20.0%	18.2%	19.4%	11.8%	42.9%	17.0%	12.2%	15.0%	21.4%	22.4%	18.8%	18.0%	19.0%	24.6%	14.7%	20.0%	15.9%	25.3%	15.3%							
Very good	34	28	-	5	17	12	5	2	13	18	9	10	11	3	19	11	13	19	2	13	17	17	2						
	21.0%	22.2%		20.0%	22.1%	17.9%	29.4%	9.5%	24.5%	22.0%	15.0%	23.8%	22.4%	18.8%	19.0%	26.2%	22.8%	20.0%	20.0%	20.6%	17.9%	23.6%	22.2%						
Good	66	49	2	11	32	30	4	6	21	39	29	15	18	4	43	18	15	48	3	25	36	32	6						
	40.7%	38.9%	50.0%	44.0%	41.6%	44.8%	23.5%	28.6%	39.6%	47.6%	48.3%	35.7%	36.7%	25.0%	43.0%	42.9%	26.3%	50.5%	30.0%	39.7%	37.9%	44.4%	66.7%						
Fair	22	17	1	2	10	9	3	3	8	8	9	4	8	2	16	4	9	11	2	8	12	9	1						
	13.6%	13.5%	25.0%	8.0%	13.0%	13.4%	17.6%	14.3%	15.1%	9.8%	15.0%	9.5%	16.3%	12.5%	16.0%	9.5%	15.8%	11.6%	20.0%	12.7%	12.6%	12.5%	11.1%						
Poor	10	8	-	2	4	3	3	1	2	7	4	4	1	4	4	1	6	3	1	7	6	3	-						
	6.2%	6.3%		8.0%	5.2%	4.5%	17.6%	4.8%	3.8%	8.5%	6.7%	9.5%	2.0%	25.0%	4.0%	2.4%	10.5%	3.2%	10.0%	11.1%	6.3%	4.2%							
N/A	15	9	1	4	5	7	3	5	5	5	1	7	4	-	8	7	3	12	-	2	10	6	3						
Summary Rate - Excellent/ Very good	64	52	1	10	31	25	7	11	22	28	18	19	22	6	37	19	27	33	4	23	41	28	2						
	39.5%	41.3%	25.0%	40.0%	40.3%	37.3%	41.2%	52.4%	41.5%	34.1%	30.0%	45.2%	44.9%	37.5%	37.0%	45.2%	47.4%	34.7%	40.0%	36.5%	43.2%	38.9%	22.2%						

Comparison Groups: BCD/EPG/HIJ/KLM/NOP/QRS/TUVW

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case letters indicate significance at the 90% level.

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30).

Presented by The Myers Group

770-978-3173

2013

Louisiana Healthcare Connections  
 Provider Satisfaction Survey (912461)

Q32. Timeliness of claims processing. (All other Bayou Health Plans)

	-% MANAGED CARE VOL--												--SURVEY RESPONDENT--					--METHODODOLOGY--				--24-HOUR AVAILABILITY--			
	AREA OF MEDICINE		PHYSICIANS IN PRACTICE				YEARS IN PRACTICE				REPRESENTED BY HEALTH PLAN				Phys.	Mgr.	Nurse/ Other	Mail	Phone	Internet	Arrange	Forward	Always	None	
Total Answering	PCP	OB/GYN	Spec	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21-100%	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)			
Total	233	178	6	37	112	91	28	38	76	111	78	65	66	17	144	66	65	156	12	81	140	103	19		
Total Answering	158	121	4	25	75	63	18	22	51	79	54	41	51	16	96	41	55	93	10	59	90	70	9		
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		
No Answer	58	46	1	8	31	20	7	11	19	26	22	17	10	1	38	18	6	50	2	18	39	26	7		
Excellent	15	14	-	1	8	7	-	5	3	6	6	4	5	2	10	3	6	9	-	7	13	7	-		
	9.5%	11.6%		4.0%	10.7%	11.1%		22.7%	5.9%	7.6%	11.1%	9.8%	9.8%	12.5%	10.4%	7.3%	10.9%	9.7%		11.9%	14.4%	10.0%			
Very good	35	29	-	5	16	12	6	5	13	16	10	12	10	4	16	13	16	18	1	13	18	15	2		
	22.2%	24.0%		20.0%	21.3%	19.0%	33.3%	22.7%	25.5%	20.3%	18.5%	29.3%	19.6%	25.0%	16.7%	31.7%	29.1%	19.4%	10.0%	22.0%	20.0%	21.4%	22.2%		
Good	71	52	2	13	36	30	5	7	24	39	27	13	25	3	47	21	17	50	4	21	39	32	6		
	44.9%	43.0%	50.0%	52.0%	48.0%	47.6%	27.8%	31.8%	47.1%	49.4%	50.0%	31.7%	49.0%	18.8%	49.0%	51.2%	30.9%	53.8%	40.0%	35.6%	43.3%	45.7%	66.7%		
Fair	27	19	1	5	11	12	4	4	8	13	10	6	9	3	21	3	11	15	1	12	13	14	1		
	17.1%	15.7%	25.0%	20.0%	14.7%	19.0%	22.2%	18.2%	15.7%	16.5%	18.5%	14.6%	17.6%	18.8%	21.9%	7.3%	20.0%	16.1%	10.0%	20.3%	14.4%	20.0%	11.1%		
Poor	10	7	1	1	4	2	3	1	3	5	1	6	2	4	2	1	5	1	4	6	7	2	-		
	6.3%	5.8%	25.0%	4.0%	5.3%	3.2%	16.7%	4.5%	5.9%	6.3%	1.9%	14.6%	3.9%	25.0%	2.1%	2.4%	9.1%	1.1%	40.0%	10.2%	7.8%	2.9%			
N/A	17	11	1	4	6	8	3	5	6	6	2	7	5	-	10	7	4	13	-	4	11	7	3		
Summary Rate - Excellent/ Very good	50	43	-	6	24	19	6	10	16	22	16	16	15	6	26	16	22	27	1	20	31	22	2		
	31.6%	35.5%		24.0%	32.0%	30.2%	33.3%	45.5%	31.4%	27.8%	29.6%	39.0%	29.4%	37.5%	27.1%	39.0%	40.0%	29.0%	10.0%	33.9%	34.4%	31.4%	22.2%		

Comparison Groups: BCD/EPG/HIJ/KLM/NOP/QRS/TUVW

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case letters indicate significance at the 90% level.

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30).

Presented by The Myers Group

770-978-3173

2013

Louisiana Healthcare Connections  
 Provider Satisfaction Survey (912461)

Q33. Resolution of claims payment problems or disputes. (Louisiana Healthcare Connections)

	--% MANAGED CARE VOL--												--SURVEY RESPONDENT--				--METHODODOLOGY--				--24-HOUR AVAILABILITY--			
	--AREA OF--				--PHYSICIANS IN--				--YEARS IN--				--REPRESENTED BY--				--HEALTH PLAN--							
	MEDICINE				PRACTICE				PRACTICE				HEALTH PLAN											
Total Answering	PCP	OB/GYN	Spec	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21-100%	Phys.	Mgr.	Office Nurse/Other	Mail	Phone	Internet	Arrange	Forward	Always	None		
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)		
Total	233	178	6	37	112	91	28	38	76	111	78	65	66	17	144	66	65	156	12	81	140	103	19	
Total Answering	147	113	4	23	66	61	18	21	50	70	52	35	49	15	86	40	57	82	8	58	81	63	8	
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
No Answer	57	46	1	7	32	19	6	11	19	25	18	17	12	-	39	18	3	52	2	15	37	26	8	
Excellent	21	17	1	3	11	8	2	7	8	5	6	6	8	1	12	8	10	9	2	7	14	6	1	
	14.3%	15.0%	25.0%	13.0%	16.7%	13.1%	11.1%	33.3%	16.0%	7.1%	11.5%	17.1%	16.3%	6.7%	14.0%	20.0%	17.5%	11.0%	25.0%	12.1%	17.3%	9.5%	12.5%	
								J																
Very good	31	23	-	7	13	13	4	2	12	15	10	10	8	2	16	11	14	17	-	10	17	16	2	
	21.1%	20.4%		30.4%	19.7%	21.3%	22.2%	9.5%	24.0%	21.4%	19.2%	28.6%	16.3%	13.3%	18.6%	27.5%	24.6%	20.7%		17.2%	21.0%	25.4%	25.0%	
Good	43	35	1	5	24	18	1	5	16	21	17	8	15	2	31	10	11	30	2	16	24	21	3	
	29.3%	31.0%	25.0%	21.7%	36.4%	29.5%	5.6%	23.8%	32.0%	30.0%	32.7%	22.9%	30.6%	13.3%	36.0%	25.0%	19.3%	36.6%	25.0%	27.6%	29.6%	33.3%	37.5%	
					G	G									N		Q							
Fair	30	20	1	7	12	11	7	5	9	15	11	4	13	3	18	8	12	17	1	11	13	12	2	
	20.4%	17.7%	25.0%	30.4%	18.2%	18.0%	38.9%	23.8%	18.0%	21.4%	21.2%	11.4%	26.5%	20.0%	20.9%	20.0%	21.1%	20.7%	12.5%	19.0%	16.0%	19.0%	25.0%	
							ef						1											
Poor	22	18	1	1	6	11	4	2	5	14	8	7	5	7	9	3	10	9	3	14	13	8	-	
	15.0%	15.9%	25.0%	4.3%	9.1%	18.0%	22.2%	9.5%	10.0%	20.0%	15.4%	20.0%	10.2%	46.7%	10.5%	7.5%	17.5%	11.0%	37.5%	24.1%	16.0%	12.7%		
		D												OP										
N/A	29	19	1	7	14	11	4	6	7	16	8	13	5	2	19	8	5	22	2	8	22	14	3	
Summary Rate - Excellent/ Very good	52	40	1	10	24	21	6	9	20	20	16	16	16	3	28	19	24	26	2	17	31	22	3	
	35.4%	35.4%	25.0%	43.5%	36.4%	34.4%	33.3%	42.9%	40.0%	28.6%	30.8%	45.7%	32.7%	20.0%	32.6%	47.5%	42.1%	31.7%	25.0%	29.3%	38.3%	34.9%	37.5%	
															N									

Comparison Groups: BCD/EPG/HIJ/KLM/NOP/QRS/TUVW  
 Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.  
 Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30).

Louisiana Healthcare Connections  
 Provider Satisfaction Survey (912461)

Q33. Resolution of claims payment problems or disputes. (All other Bayou Health Plans)

	--% MANAGED CARE VOL--												--SURVEY RESPONDENT--				--METHODODOLOGY--			--24-HOUR AVAILABILITY--			
	AREA OF MEDICINE		PHYSICIANS IN PRACTICE			YEARS IN PRACTICE			REPRESENTED BY HEALTH PLAN				Phys.	Mgr.	Other	Mail	Phone	Internet	Arrange	Forward	Always	None	
Total Answering	PCP	OB/GYN	Spec	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21-100%	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	
Total	233	178	6	37	112	91	28	38	76	111	78	65	66	17	144	66	65	156	12	81	140	103	19
Total Answering	148	113	4	24	68	60	18	21	50	71	52	36	49	16	86	40	58	81	9	57	82	61	8
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	57	46	1	7	32	19	6	11	19	25	19	17	12	-	40	17	3	52	2	16	38	27	7
Excellent	10	9	-	1	7	3	-	4	4	2	5	2	3	-	7	3	4	6	-	4	7	4	1
	6.8%	8.0%		4.2%	10.3%	5.0%		19.0%	8.0%	2.8%	9.6%	5.6%	6.1%		8.1%	7.5%	6.9%	7.4%		7.0%	8.5%	6.6%	12.5%
								j															
Very good	31	25	-	5	11	14	5	3	12	15	9	11	9	1	16	12	13	17	1	9	15	14	2
	20.9%	22.1%		20.8%	16.2%	23.3%	27.8%	14.3%	24.0%	21.1%	17.3%	30.6%	18.4%	6.2%	18.6%	30.0%	22.4%	21.0%	11.1%	15.8%	18.3%	23.0%	25.0%
															n	N							
Good	59	42	3	10	31	23	5	8	21	27	21	10	23	6	34	19	18	38	3	22	33	27	3
	39.9%	37.2%	75.0%	41.7%	45.6%	38.3%	27.8%	38.1%	42.0%	38.0%	40.4%	27.8%	46.9%	37.5%	39.5%	47.5%	31.0%	46.9%	33.3%	38.6%	40.2%	44.3%	37.5%
			b										1				q						
Fair	34	24	-	8	13	15	5	5	9	18	12	6	12	4	22	6	17	16	1	13	17	14	2
	23.0%	21.2%		33.3%	19.1%	25.0%	27.8%	23.8%	18.0%	25.4%	23.1%	16.7%	24.5%	25.0%	25.6%	15.0%	29.3%	19.8%	11.1%	22.8%	20.7%	23.0%	25.0%
Poor	14	13	1	-	6	5	3	1	4	9	5	7	2	5	7	-	6	4	4	9	10	2	-
	9.5%	11.5%	25.0%		8.8%	8.3%	16.7%	4.8%	8.0%	12.7%	9.6%	19.4%	4.1%	31.2%	8.1%		10.3%	4.9%	44.4%	15.8%	12.2%	3.3%	
												M		o				QR	V	V			
N/A	28	19	1	6	12	12	4	6	7	15	7	12	5	1	18	9	4	23	1	8	20	15	4
Summary Rate - Excellent/ Very good	41	34	-	6	18	17	5	7	16	17	14	13	12	1	23	15	17	23	1	13	22	18	3
	27.7%	30.1%		25.0%	26.5%	28.3%	27.8%	33.3%	32.0%	23.9%	26.9%	36.1%	24.5%	6.2%	26.7%	37.5%	29.3%	28.4%	11.1%	22.8%	26.8%	29.5%	37.5%
															N	N							

Comparison Groups: BCD/EPG/HIJ/KLM/NOP/QRS/TUVW

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case letters indicate significance at the 90% level.

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30).

Presented by The Myers Group

770-978-3173

2013

Louisiana Healthcare Connections  
 Provider Satisfaction Survey (912461)

Q34. Would you recommend Louisiana Healthcare Connections to other providers?

	--% MANAGED CARE VOL--											--SURVEY RESPONDENT--				--METHODODOLOGY--			--24-HOUR AVAILABILITY--								
	--AREA OF MEDICINE--				--PHYSICIANS IN PRACTICE--			--YEARS IN PRACTICE--				--REPRESENTED BY--				--HEALTH PLAN--			Phys.	Mgr.	Other	Mail	Phone	Internet	Arrange	Forward	Always
Total Answering	PCP	OB/GYN	Spec	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21-100%	Phys.	Mgr.	Other	Mail	Phone	Internet	Arrange	Forward	Always	None					
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)					
Total	233	178	6	37	112	91	28	38	76	111	78	65	66	17	144	66	65	156	12	81	140	103	19				
Total Answering	171	130	5	27	78	71	20	27	57	82	58	47	52	16	105	44	58	103	10	65	101	77	12				
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%				
No Answer	62	48	1	10	34	20	8	11	19	29	20	18	14	1	39	22	7	53	2	16	39	26	7				
Definitely yes	64	46	3	12	35	23	5	10	22	29	22	18	20	4	41	17	20	42	2	19	41	26	3				
	37.4%	35.4%	60.0%	44.4%	44.9%	32.4%	25.0%	37.0%	38.6%	35.4%	37.9%	38.3%	38.5%	25.0%	39.0%	38.6%	34.5%	40.8%	20.0%	29.2%	40.6%	33.8%	25.0%				
Probably yes	70	55	-	12	29	31	10	12	23	34	22	21	21	5	47	17	22	43	5	27	39	36	6				
	40.9%	42.3%		44.4%	37.2%	43.7%	50.0%	44.4%	40.4%	41.5%	37.9%	44.7%	40.4%	31.2%	44.8%	38.6%	37.9%	41.7%	50.0%	41.5%	38.6%	46.8%	50.0%				
Probably not	24	18	2	2	8	13	3	5	8	11	10	6	6	3	12	8	10	12	2	10	14	10	3				
	14.0%	13.8%	40.0%	7.4%	10.3%	18.3%	15.0%	18.5%	14.0%	13.4%	17.2%	12.8%	11.5%	18.8%	11.4%	18.2%	17.2%	11.7%	20.0%	15.4%	13.9%	13.0%	25.0%				
Definitely not	13	11	-	1	6	4	2	-	4	8	4	2	5	4	5	2	6	6	1	9	7	5	-				
	7.6%	8.5%		3.7%	7.7%	5.6%	10.0%		7.0%	9.8%	6.9%	4.3%	9.6%	25.0%	4.8%	4.5%	10.3%	5.8%	10.0%	13.8%	6.9%	6.5%					
Summary Rate -	134	101	3	24	64	54	15	22	45	63	44	39	41	9	88	34	42	85	7	46	80	62	9				
Definitely/Probably yes	78.4%	77.7%	60.0%	88.9%	82.1%	76.1%	75.0%	81.5%	78.9%	76.8%	75.9%	83.0%	78.8%	56.2%	83.8%	77.3%	72.4%	82.5%	70.0%	70.8%	79.2%	80.5%	75.0%				

Comparison Groups: BCD/EFG/HIJ/KLM/NOP/QRS/TUVW

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case letters indicate significance at the 90% level.

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30).

Presented by The Myers Group

770-978-3173

2013

Louisiana Healthcare Connections  
 Provider Satisfaction Survey (912461)

Q35. Would you recommend Louisiana Healthcare Connections to your patients?

	-----% MANAGED CARE VOL-----																										
	-----AREA OF-----				-----PHYSICIANS IN-----				-----YEARS IN-----				-----REPRESENTED BY-----				-----SURVEY RESPONDENT-----				-----METHODOLOGY-----				-----24-HOUR AVAILABILITY-----		
Total	-----MEDICINE-----				-----PRACTICE-----				-----PRACTICE-----				-----HEALTH PLAN-----				Office Nurse/										
Answering	PCP	OB/GYN	Spec	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21-100%	Phys.	Mgr.	Other	Mail	Phone	Internet	Arrange	Forward	Always	None					
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)					
Total	233	178	6	37	112	91	28	38	76	111	78	65	66	17	144	66	65	156	12	81	140	103	19				
Total Answering	159	124	2	25	71	68	18	23	54	77	56	42	50	15	98	40	60	89	10	60	98	67	12				
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%				
No Answer	74	54	4	12	41	23	10	15	22	34	22	23	16	2	46	26	5	67	2	21	42	36	7				
Definitely yes	59	43	2	12	31	22	5	12	22	23	20	15	20	3	39	15	19	38	2	18	38	24	2				
	37.1%	34.7%	100.0%	48.0%	43.7%	32.4%	27.8%	52.2%	40.7%	29.9%	35.7%	35.7%	40.0%	20.0%	39.8%	37.5%	31.7%	42.7%	20.0%	30.0%	38.8%	35.8%	16.7%				
			BD					j							n		s				w						
Probably yes	60	46	-	10	23	29	8	7	21	31	22	19	16	4	39	16	22	33	5	21	38	29	6				
	37.7%	37.1%		40.0%	32.4%	42.6%	44.4%	30.4%	38.9%	40.3%	39.3%	45.2%	32.0%	26.7%	39.8%	40.0%	36.7%	37.1%	50.0%	35.0%	38.8%	43.3%	50.0%				
Probably not	26	23	-	2	10	12	4	3	7	15	10	6	8	4	15	5	13	11	2	12	13	8	4				
	16.4%	18.5%		8.0%	14.1%	17.6%	22.2%	13.0%	13.0%	19.5%	17.9%	14.3%	16.0%	26.7%	15.3%	12.5%	21.7%	12.4%	20.0%	20.0%	13.3%	11.9%	33.3%				
Definitely not	14	12	-	1	7	5	1	1	4	8	4	2	6	4	5	4	6	7	1	9	9	6	-				
	8.8%	9.7%		4.0%	9.9%	7.4%	5.6%	4.3%	7.4%	10.4%	7.1%	4.8%	12.0%	26.7%	5.1%	10.0%	10.0%	7.9%	10.0%	15.0%	9.2%	9.0%					
														o													
Summary Rate -	119	89	2	22	54	51	13	19	43	54	42	34	36	7	78	31	41	71	7	39	76	53	8				
Definitely/Probably yes	74.8%	71.8%	100.0%	88.0%	76.1%	75.0%	72.2%	82.6%	79.6%	70.1%	75.0%	81.0%	72.0%	46.7%	79.6%	77.5%	68.3%	79.8%	70.0%	65.0%	77.6%	79.1%	66.7%				
			Bd	B											N	N					t	t					

Comparison Groups: BCD/EFG/HIJ/KLM/NOP/QRS/TUVW

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case letters indicate significance at the 90% level.

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30).

Presented by The Myers Group

770-978-3173

2013

Louisiana Healthcare Connections  
 Provider Satisfaction Survey (912461)

Q36. What is your overall satisfaction with Louisiana Healthcare Connections?

	-% MANAGED CARE VOL--												--SURVEY RESPONDENT--				--METHODODOLOGY--			--24-HOUR AVAILABILITY--			
	--AREA OF--				--PHYSICIANS IN--				--YEARS IN--				--REPRESENTED BY--				--HEALTH PLAN--						
Total	PCP	OB/GYN	Spec	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21-100%	Phys.	Office Mgr.	Nurse/Other	Mail	Phone	Internet	Arrange	Forward	Always	None	
Answering	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)
Total	233	178	6	37	112	91	28	38	76	111	78	65	66	17	144	66	65	156	12	81	140	103	19
Total Answering	181	139	5	28	84	75	20	27	60	89	61	49	55	15	111	49	61	110	10	67	108	81	12
No Answer	52	39	1	9	28	16	8	11	16	22	17	16	11	2	33	17	4	46	2	14	32	22	7
Very satisfied	68	53	1	11	35	27	5	14	26	26	25	18	20	3	44	19	24	42	2	24	42	33	4
	37.6%	38.1%	20.0%	39.3%	41.7%	36.0%	25.0%	51.9%	43.3%	29.2%	41.0%	36.7%	36.4%	20.0%	39.6%	38.8%	39.3%	38.2%	20.0%	35.8%	38.9%	40.7%	33.3%
Somewhat satisfied	55	43	1	9	29	21	5	6	20	28	20	13	18	4	37	13	14	39	2	14	37	26	3
	30.4%	30.9%	20.0%	32.1%	34.5%	28.0%	25.0%	22.2%	33.3%	31.5%	32.8%	26.5%	32.7%	26.7%	33.3%	26.5%	23.0%	35.5%	20.0%	20.9%	34.3%	32.1%	25.0%
Neither satisfied nor dissatisfied	26	15	2	7	8	11	7	4	5	17	7	9	7	3	15	8	12	12	2	13	13	9	2
	14.4%	10.8%	40.0%	25.0%	9.5%	14.7%	35.0%	14.8%	8.3%	19.1%	11.5%	18.4%	12.7%	20.0%	13.5%	16.3%	19.7%	10.9%	20.0%	19.4%	12.0%	11.1%	16.7%
Somewhat dissatisfied	14	14	-	-	4	10	-	1	5	7	5	4	4	1	10	2	5	7	2	6	7	6	1
	7.7%	10.1%			4.8%	13.3%		3.7%	8.3%	7.9%	8.2%	8.2%	7.3%	6.7%	9.0%	4.1%	8.2%	6.4%	20.0%	9.0%	6.5%	7.4%	8.3%
Very dissatisfied	18	14	1	1	8	6	3	2	4	11	4	5	6	4	5	7	6	10	2	10	9	7	2
	9.9%	10.1%	20.0%	3.6%	9.5%	8.0%	15.0%	7.4%	6.7%	12.4%	6.6%	10.2%	10.9%	26.7%	4.5%	14.3%	9.8%	9.1%	20.0%	14.9%	8.3%	8.6%	16.7%
Summary Rate - Very satisfied/Somewhat satisfied	123	96	2	20	64	48	10	20	46	54	45	31	38	7	81	32	38	81	4	38	79	59	7
	68.0%	69.1%	40.0%	71.4%	76.2%	64.0%	50.0%	74.1%	76.7%	60.7%	73.8%	63.3%	69.1%	46.7%	73.0%	65.3%	62.3%	73.6%	40.0%	56.7%	73.1%	72.8%	58.3%

Comparison Groups: BCD/EFG/HIJ/KLM/NOP/QRS/TUVW

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case letters indicate significance at the 90% level.

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30).

Presented by The Myers Group

770-978-3173

2013

Louisiana Healthcare Connections  
 Provider Satisfaction Survey (912461)

Q37. What is your overall satisfaction with other Bayou Health Plans?

	--% MANAGED CARE VOL--												--SURVEY RESPONDENT--				--METHODODOLOGY--			--24-HOUR AVAILABILITY--			
	AREA OF MEDICINE		PHYSICIANS IN PRACTICE			YEARS IN PRACTICE			REPRESENTED BY HEALTH PLAN				Phys.	Office Mgr.	Nurse/Other	Mail	Phone	Internet	Arrange	Forward	Always	None	
Total Answering	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)
Total	233	178	6	37	112	91	28	38	76	111	78	65	66	17	144	66	65	156	12	81	140	103	19
Total Answering	179	136	5	29	81	74	22	27	58	87	61	48	55	17	108	49	63	107	9	67	106	78	12
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	54	42	1	8	31	17	6	11	18	24	17	17	11	-	36	17	2	49	3	14	34	25	7
Very satisfied	31	29	-	2	15	11	5	6	10	13	9	9	11	3	19	9	13	18	-	15	15	13	1
	17.3%	21.3%		6.9%	18.5%	14.9%	22.7%	22.2%	17.2%	14.9%	14.8%	18.8%	20.0%	17.6%	17.6%	18.4%	20.6%	16.8%		22.4%	14.2%	16.7%	8.3%
				D																			
Somewhat satisfied	90	67	-	19	40	42	7	12	33	42	38	20	26	5	60	22	28	59	3	26	61	44	6
	50.3%	49.3%		65.5%	49.4%	56.8%	31.8%	44.4%	56.9%	48.3%	62.3%	41.7%	47.3%	29.4%	55.6%	44.9%	44.4%	55.1%	33.3%	38.8%	57.5%	56.4%	50.0%
				b		G					L				N						T	T	
Neither satisfied nor dissatisfied	30	18	3	7	11	12	7	4	8	18	6	12	7	4	15	11	12	16	2	12	16	13	3
	16.8%	13.2%	60.0%	24.1%	13.6%	16.2%	31.8%	14.8%	13.8%	20.7%	9.8%	25.0%	12.7%	23.5%	13.9%	22.4%	19.0%	15.0%	22.2%	17.9%	15.1%	16.7%	25.0%
			B				e				K												
Somewhat dissatisfied	22	17	2	-	12	7	2	5	4	11	8	5	8	4	13	4	8	11	3	10	11	6	1
	12.3%	12.5%	40.0%		14.8%	9.5%	9.1%	18.5%	6.9%	12.6%	13.1%	10.4%	14.5%	23.5%	12.0%	8.2%	12.7%	10.3%	33.3%	14.9%	10.4%	7.7%	8.3%
Very dissatisfied	6	5	-	1	3	2	1	-	3	3	-	2	3	1	1	3	2	3	1	4	3	2	1
	3.4%	3.7%		3.4%	3.7%	2.7%	4.5%		5.2%	3.4%		4.2%	5.5%	5.9%	0.9%	6.1%	3.2%	2.8%	11.1%	6.0%	2.8%	2.6%	8.3%
Summary Rate - Very satisfied/Somewhat satisfied	121	96	-	21	55	53	12	18	43	55	47	29	37	8	79	31	41	77	3	41	76	57	7
	67.6%	70.6%		72.4%	67.9%	71.6%	54.5%	66.7%	74.1%	63.2%	77.0%	60.4%	67.3%	47.1%	73.1%	63.3%	65.1%	72.0%	33.3%	61.2%	71.7%	73.1%	58.3%
											1				N		s	S					

Comparison Groups: BCD/EPG/HIJ/KLM/NOP/QRS/TUVW

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case letters indicate significance at the 90% level.

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30).

Presented by The Myers Group

770-978-3173

2013