

The results of the 2009 provider satisfaction survey are presented in the following table along with the results of the 2008 survey. These results are aggregated based on responses from providers in several states. However, since CeltaCare was established in 2009 as a new health plan, its providers were excluded from the 2008 and 2009 survey process. CeltaCare providers will be included in the 2010 survey. The percent satisfaction rates, called Summary Rate Scores (SRS), are the sum of the rates of the two most favorable response options for a survey question. As this table shows, there was an increase in provider satisfaction with nearly all the service areas, and with being a provider for Cenpatico, that went from 76.4% in 2008 to 86.8% in 2009. Overall, you told us that you are

Satisfaction with the...	2009 SRS	2008 SRS
Cenpatico credentialing process?	85.8%	80.7%
Courtesy extended to you by the Provider Relations staff?	92.6%	85.5%
Most recent meeting/interaction with the Provider Relations staff?	90.9%	78.2%
Cenpatico complaint process?	74.1%	51.7%
Outcome of provider complaint process?	66.7%	57.8%
Courtesy extended to you by the Care Management staff?	93.0%	86.4%
Courtesy extended to you by the Customer Service representative?	94.4%	87.1%
Length of time required to resolve your claims concern(s)?	75.4%	57.0%
Claims Remittance advice?	88.1%	77.7%
Cenpatico provider benchmarking practices?	89.4%	80.3%
Cenpatico Quality Management processes?	87.1%	74.1%
Overall satisfaction with being a provider for Cenpatico?	86.8%	76.4%

most satisfied with the courtesy extended by plan representatives, benchmarking practices, and claims remittance advice. The least satisfaction was found with the outcome of the provider complaint process and the length of time it takes to resolve claims concerns (although there was improvement in the scores from 2008).

The provider satisfaction survey also endeavors to elicit feedback from you regarding specific topics that you would like addressed. The following are taken from the comments section of the survey.

Are there topics that you believe should be added to the Provider Manual to make issues more clear?

- Timely filing, authorization process and credentialing process
- Provider specialty profile and yearly renewal process
- To notify providers and those who work with this coverage daily of new policies and procedures
- How to fill out forms
- Authorization requirements for CPT codes
- Reimbursement tables and rates
- How to read EOB forms
- Appointment availability regarding urgent and routine visits

Next Steps: The results of the 2009 Provider Satisfaction Survey will be shared with the Provider Advisory Committee (PAC). Your feedback will be incorporated into a work group that will act on your recommendations for change. Look for updates on the provider website and in the provider newsletter. As always, thank you for being a Cenpatico provider!