

The results of the 2010 provider satisfaction survey are presented in the following table along with the results of the 2008 and 2009 surveys. 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 demonstrates, practitioner satisfaction with most of the service areas has improved since 2009, and dramatic improvement can be seen in all areas since 2008. One area that continues to show improvement for practitioners is the length of time needed to resolve claims concerns. Overall, you told us that you are most satisfied with the courtesy extended by plan representatives, benchmarking practices, and Cenpatico's credentialing process. The least satisfaction was found with the outcome of the provider complaint process.

Satisfaction with the...	2010 SRS	2009 SRS	2008 SRS
Cenpatico credentialing process?	91.2%	85.8%	80.7%
Courtesy extended by Provider Relations staff?	94.8%	92.6%	85.5%
Most recent interaction with Provider Relations?	90.0%	90.9%	78.2%
Cenpatico Complaint Process?	72.1%	74.1%	51.7%
Outcome of the Complaint Process?	70.7%	66.7%	57.8%
Courtesy extended by Care Management?	92.3%	93.0%	86.4%
Courtesy extended by Customer Service?	94.3%	94.4%	87.1%
Length of time to resolve claims concerns?	84.4%	75.4%	57.0%
Claims remittance advice?	90.6%	88.1%	77.7%
Cenpatico provider benchmarking practices?	91.7%	89.4%	80.3%
Cenpatico Quality Improvement processes?	90.7%	87.1%	74.1%
Overall satisfaction with being a provider for Cenpatico?	87.8%	86.8%	76.4%

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

Do you have additional comments?

- Provide easy step-by-step process for using portal for online billing.
- Outpatient Treatment Request forms do not allow for needed information.
- We are very pleased that

Cenpatico has improved their authorization process. This allows us to better help our patients. Thanks.

Next Steps: The results of the 2010 Provider Satisfaction Survey were shared with the Provider Advisory Committee (PAC). Your feedback has been incorporated into a work group that continues to 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!