2019 Provider Satisfaction Report

SPH analytics

Passport Health Plan

Project Number(s): 9134712

Introduction

Your Sales Director is Candi Charmoli (770-299-1411), and your Project Manager is Gretchen Randolph (770-978-3173 ext. 1383). Should you have any questions or comments regarding any aspect of the survey or reporting process, please feel free to call either your Sales Director or Project Manager.

Many organizations conduct the SPH Provider Satisfaction Survey to monitor provider satisfaction levels and to respond to one or more NCQA Health Plan Accreditation Standards. The 2019 SPH Provider Satisfaction Survey template was designed to support the following NCQA standards.

✓ NCQA Standard QI 4 (Member Experience) currently directs managed care organizations, at least annually, to assess the practitioner's experience with the UM process. Organizations are expected to collect and analyze data and provider feedback in an effort to drive quality improvements.

✓ NCQA Standard QI 5 (Continuity and Coordination of Medical Care) looks to managed care organizations to gather information, at least annually, to assess and identify opportunities to improve coordination of medical care across its delivery system. This includes conducting quantitative analysis of data and feedback.

The Provider Satisfaction Survey targets providers to measure their satisfaction with Passport Health Plan. 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 ('Well above average' or 'Somewhat above average;' 'Yes;' and 'Completely satisfied' or 'Somewhat satisfied') for the attribute.

Composite scores are calculated by taking the average Summary Rates of the attributes in the specified section. The following composites are included in the Passport Health Plan survey:

- ☑ Overall Satisfaction
- ☑ All Other Plans (Comparative Rating)
- ☑ Finance Issues
- ☑ Utilization and Quality Management
- ☑ Network/Coordination of Care
- ☑ Pharmacy
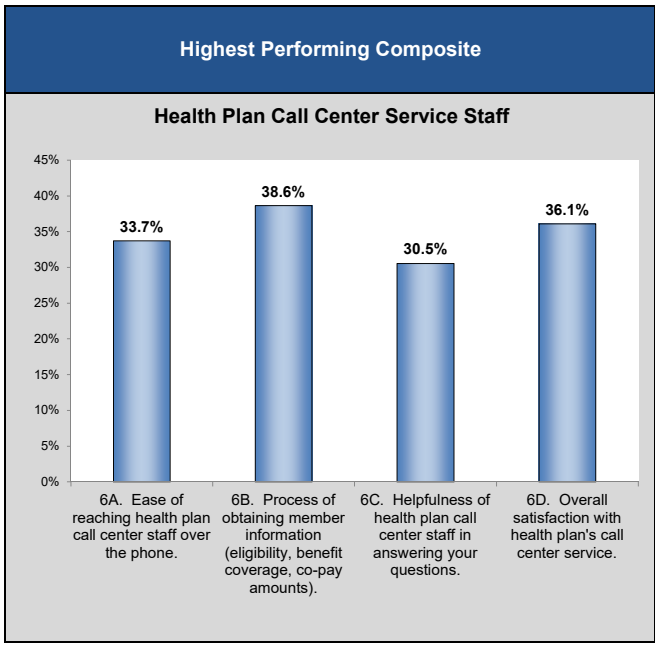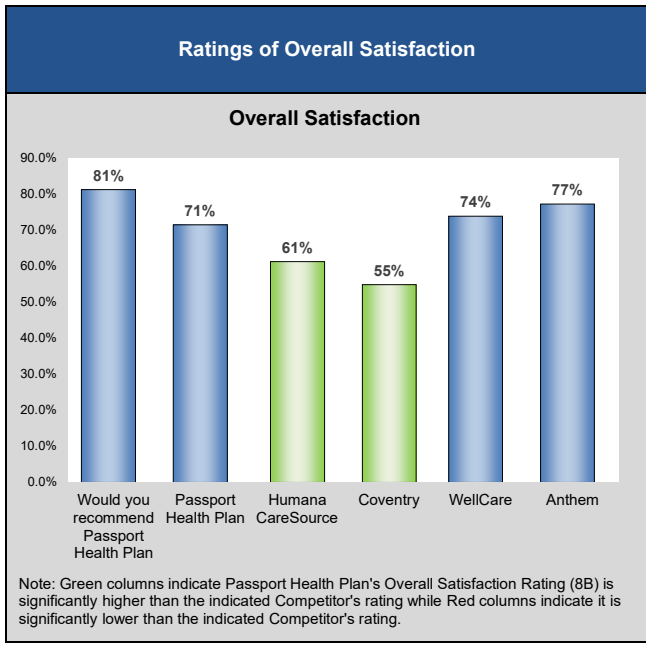- ☑ Health Plan Call Center Service Staff
- ☑ Provider Relations

Chart 1 highlights key results from Passport Health Plan's Provider Satisfaction Survey.
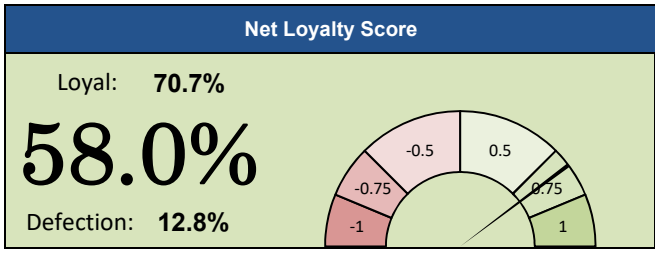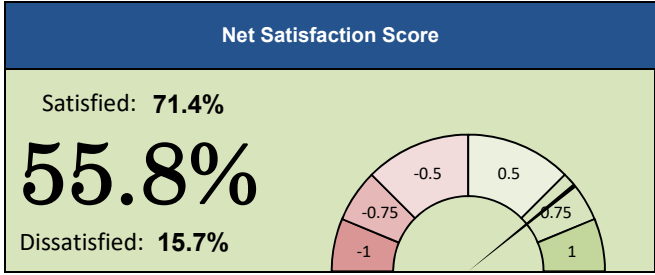
Chart 1

Provider Satisfaction Report Highlights

Highest and Lowest Performing Questions	2019		2019 Mean Scores**		2018 SPH B.o.B.***	
	n*	SRS*	Passport Health Plan	SPH B.o.B.	Medicaid	Aggregate
Summary Rate Scores — *Highest Scoring Questions*						
3G_a. For which service(s) did you obtain an authorization: Medical/Surgical Services?	402	61.4%	NA	NA	NA	NA
3G_b. For which service(s) did you obtain an authorization: Radiology?	404	44.8%	NA	NA	NA	NA
3G_d. For which service(s) did you obtain an authorization: CT?	402	42.0%	NA	NA	NA	NA
Lowest Scoring Questions						
5D. Ease of prescribing your preferred medications within formulary guidelines.	225	16.9%	3.03	3.12	21.8%	22.4%
5C. Variety of branded drugs on the formulary.	228	14.0%	3.05	3.08	20.0%	20.5%
5E. Availability of comparable drugs to substitute those not included in the formulary.	227	12.3%	2.98	3.10	20.8%	21.1%

Ratings of Overall Satisfaction

Overall Satisfaction

Would you recommend Passport Health Plan: 81%
Passport Health Plan: 71%
Humana CareSource: 61%
Coventry: 55%
WellCare: 74%
Anthem: 77%

Note: Green columns indicate Passport Health Plan's Overall Satisfaction Rating (8B) is significantly higher than the indicated Competitor's rating while Red columns indicate it is significantly lower than the indicated Competitor's rating.

Highest Performing Composite

Health Plan Call Center Service Staff

6A. Ease of reaching health plan call center staff over the phone: 33.7%
6B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts): 38.6%
6C. Helpfulness of health plan call center staff in answering your questions: 30.5%
6D. Overall satisfaction with health plan's call center service: 36.1%

Priority Matrix

Composite	Correlation****	Percentile
Strength: No composites are considered Strengths.		
Top Priority		
Finance Issues	0.601	26th
Utilization and Quality Management	0.540	26th

Strength: Composite is highly correlated with overall satisfaction and ranks at or above the 75th percentile when compared to the SPH Analytics Book of Business benchmark.

Top Priority: Composite is highly correlated with overall satisfaction and ranks below the 75th percentile when compared to the SPH Analytics Book of Business benchmark.

Net Satisfaction Score

Satisfied: **71.4%**

55.8%

Dissatisfied: **15.7%**

Net Loyalty Score

Loyal: **70.7%**

58.0%

Defection: **12.8%**

* The Valid n represents the number of responses to the question. Summary Rate Scores (SRS) represent the top two response percentages ("Well above average" and "Somewhat above average;" "Yes;" and "Completely satisfied" and "Somewhat satisfied").

** Mean scores are the average of all responses. SPH B.o.B. is represented by the Medicaid Book of Business.

*** SPH Analytics's 2018 Medicaid Book of Business benchmark consists of data from 77 projects representing 18710 respondents, while the Aggregate Book of Business benchmark consists of data from 102 projects representing 26280 respondents in Primary Care, Specialty, and Behavioral Health areas of medicine.

**** A correlation coefficient approaching a value of 1.000 represents an increasing association of the composite with overall satisfaction.

Note: Significance Testing - Cells highlighted in red denote current year plan percentage is significantly lower when compared to benchmark data; cells highlighted in green denote current year plan percentage is significantly higher when compared to benchmark data; no shading denotes that there was no significant difference between the percentages, there is no comparable data, or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Table of Contents

1. Executive Summary

SPH Analytics (SPH), a National Committee for Quality Assurance (NCQA) Certified Survey Vendor, was selected by Passport Health Plan to conduct its 2019 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.

SPH followed a one-wave mail and Internet[1] with phone follow-up survey methodology to administer the Provider Satisfaction Survey from September to November of 2019. A total of 489 surveys were completed (87 mail, 40 Internet, and 362 phone), yielding a response rate of 3.0% for the mail/Internet data component and 18.7% for the phone data component. Please refer to the *Methodology* (Section 2) for further detail on the calculation of response rates.

The chart below presents 2019 Summary Rates[2] for Passport Health Plan's composites and key attributes. Data and significance testing for trend years (if applicable) and the 2018 SPH Analytics Medicaid Book of Business are also provided for comparison.

Composites/Attributes	2019 Summary Rates	2018 Summary Rates	*	2017 Summary Rates	*	2018 SPH Medicaid BoB Summary Rates[3]	**
Overall Satisfaction with Passport Health Plan	**71.4%**	**67.5%**		**70.1%**		**66.6%**	
All Other Plans (Comparative Rating)	26.2%	23.5%		29.6%		32.9%	↓
Finance Issues	21.4%	19.2%		30.4%	↓	28.6%	↓
Utilization and Quality Management	24.2%	25.7%		29.1%		30.5%	↓
Network/Coordination of Care	19.6%	19.9%		21.9%		27.9%	↓
Pharmacy	15.8%	15.8%		17.7%		21.4%	↓
Health Plan Call Center Service Staff	34.7%	31.2%		38.7%		35.3%	
Provider Relations	25.9%	27.1%		36.0%	↓	34.6%	↓
Recommend to Other Physicians' Practices	81.2%	80.1%		82.0%		83.2%	

*↓↑   Indicates a significant difference when compared to previous years (if applicable).
**↓↑   Indicates a significant difference when compared to the 2018 SPH Analytics Medicaid Book of Business.

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[1] Both waves of mail included the web address, along with a user ID and password, to complete the survey online.
[2] The Summary Rate represents the most favorable response percentage(s).
[3] SPH Analytics' 2018 Medicaid Book of Business consists of data from 77 plans representing 18,710 respondents in Primary Care, Specialty, and Behavioral Health areas of medicine.

Presentation of Results

➢ Summary Rate is the proportion of respondents who selected the most positive response options ('Well above average' or 'Somewhat above average;' 'Yes;' and 'Completely 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.

➢ 2018 SPH Analytics Medicaid Book of Business consists of data from 77 plans representing 18,710 respondents in Primary Care, Specialty, and Behavioral Health areas of medicine.

➢ 2018 SPH Analytics Aggregate Book of Business consists of data from 102 plans representing 26,280 respondents in Primary Care, Specialty, and Behavioral Health areas of medicine.

2019 Provider Satisfaction Composites

All Other Plans (Comparative Rating)
This item asks the respondent to rate Passport Health Plan compared to all other plans with which the provider contracts.

Finance Issues
This composite addresses the consistency of reimbursement fees with contract rates, accuracy and timeliness of claims processing, and resolution of claims payment problems or disputes.

Utilization and Quality Management
This composite measures access to knowledgeable Utilization Management staff, procedures and timeliness for obtaining pre-certification/referral/authorization information, the health plan's facilitation/support of appropriate clinical care for patients, access to Case/Care Managers from this health plan, and the degree to which the plan covers and encourages preventive care and wellness.

Network/Coordination of Care
This composite addresses the number and quality of specialists, as well as the timeliness of feedback/reports from specialists, in this health plan's provider network.

Pharmacy
This composite assesses the consistency of the formulary over time, the extent to which the formulary reflects current standards of care, the variety of branded drugs on the formulary, the ease of prescribing preferred medications within formulary guidelines, and the availability of comparable drugs to substitute those not included in the formulary.

Health Plan Call Center Service Staff
This composite measures the ease of reaching health plan call center staff over the phone, the process of obtaining member information (eligibility, benefit coverage, co-pay amounts), the helpfulness of health plan call center staff in obtaining referrals for patients in their care, and overall satisfaction with the health plan's call center service.

Provider Relations
This composite addresses the quality of the provider orientation process and of written communications, policy bulletins, and manuals. If a Provider Relations representative from the health plan is assigned to the practice, providers are also asked about the representative's ability to answer questions and resolve problems.

Overall Satisfaction
Respondents are asked if they would recommend Passport Health Plan to other physicians' practices. They are also asked to rate their overall satisfaction with each of the following health plans:

- Passport Health Plan
- Humana CareSource
- Coventry
- WellCare
- Anthem

One open-ended question allows respondents to comment on what Passport Health Plan can do to improve its service to their organization.

2. Methodology

SPH utilized a one-wave mail and Internet[4] with phone follow-up survey methodology to administer the Provider Satisfaction Survey:

Survey Administration Tasks	Date
First questionnaire, including the web address to complete the survey online, is sent to each provider's office.	9/20/2019
Telephone calls by CATI (computer-assisted telephone interviews) are conducted for non-respondents.	10/10/2019
Data collection ends.	11/7/2019

Sampling Methodology

Passport Health Plan provided SPH with a database consisting of 55,261 Passport Health Plan providers. SPH then cleaned the database by removing any records with duplicate names or NPIs. From the database of unique providers, all records were sampled. A total of 489 mail, Internet, and phone surveys were completed.

Response Rate

Passport Health Plan's sample size is 5,000. SPH Analytics collected 489 surveys (87 mail, 40 Internet, and 362 phone) from the eligible provider population from September to November of 2019. After adjusting for ineligible members, your mail/Internet survey response rate is 3.0%, and your phone survey response rate is 18.7%. A response rate is only calculated for those providers who are eligible and able to respond.

The mail/Internet survey was distributed to a sample of 5,000 providers, and a total of 736 surveys were considered ineligible. Mail 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 surveys for these disposition categories.

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, 2,874 office managers were included in the database for the phone follow-up data collection component. From this sample of office managers, 362 surveys were completed. Phone surveys are considered ineligible if they meet one of the disposition categories listed in the table on the following page.

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[4] Both waves of mail included the web address, along with a user ID and password, to complete the survey online.

Survey Methodology	Ineligible Disposition	N
Mail/Internet Component	Bad Address with no forwarding information	736
	Deceased, Not Eligible	0
TOTAL MAIL/INTERNET INELIGIBLE SURVEYS		**736**

Survey Methodology	Ineligible Disposition	N
Phone Component	Deceased	4
	No Eligible Respondent	351
	Wrong Number	334
	Fax/Pager/Modem/Data Line	44
	Not in Service	0
	Disconnected	200
TOTAL PHONE INELIGIBLE SURVEYS		**933**

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 Passport Health Plan's Provider Satisfaction Survey, the numerators and denominators used to compute your response rates are as follows:

Mail/Internet Component

$$\frac{87 \text{ (mail)} + 40 \text{ (Internet)}}{5,000 \text{ (sample)} - 736 \text{ (ineligible)}} = 3.0\%$$

Phone Component

$$\frac{362 \text{ (phone)}}{2,874 \text{ (sample)} - 933 \text{ (ineligible)}} = 18.7\%$$

Profile of Survey Respondents

The demographic characteristics of surveyed respondents should be representative of your provider population. Page 2A illustrates the percentage of respondents by demographic category within your respondent group:

- ☑ Area of Medicine (A)
- ☑ Physicians in Practice (B)
- ☑ Years in Practice (C)
- ☑ Portion of Managed Care Volume Represented by Health Plan (D)
- ☑ Survey Respondent (E)
- ☑ Insurance Participation (G)

Page 2B provides the demographic proportions for Passport Health Plan compared to trend data (if applicable) and as well as showing comparisons to the 2018 SPH Analytics Medicaid Book of Business. Page 2B also includes the overall satisfaction (8B) Summary Rate Score for both Passport Health Plan and the 2018 SPH Analytics Medicaid Book of Business for each demographic category.

A *z-test* determines significant differences between the percentages, which are highlighted to help identify how your plan's population compares to the benchmark. See the *Technical Notes* for more information on this topic.

Charts 2A – 2B

Profile of Survey Respondents

Survey Demographics

489 Total Respondents

Area of Medicine (A)

Area	Percentage
Primary Care	38.7%
Specialty	53.8%
Behavioral Health Clinician	20.4%

Physicians in Practice (B)

- More than 5 practitioners 23.5%
- Solo 36.6%
- 2 - 5 practitioners 39.9%

Years in Practice (C)

- Less than 5 years 21.9%
- 16 years or more 42.5%
- 5 - 15 years 35.7%

Portion of Managed Care Volume Represented by Health Plan (D)

- 21 - 100% 28.5%
- 0 - 10% 46.4%
- 11 - 20% 25.1%

Survey Respondent (E)

- Physician 3.7%
- Behavioral Health Clinician 5.6%
- Nurse/Other staff 33.2%
- Office Manager 57.5%

Insurance Participation (G)

- 3 or fewer 0.6%
- 4 to 7 6.0%
- 8 to 11 16.4%
- More than 15 64.6%
- 12 to 15 12.4%

Note: The sum of responses for Area of Medicine may be greater than 100% as respondents are able to choose multiple response options.

Profile of Survey Respondents
Demographic Trending and Benchmark Comparison

489 Total Respondents

Demographic	Category	Current 2019	2018	2017	2018 Medicaid SPH Book of Business Benchmark*	Overall Satisfaction Summary Rates Plan	Medicaid Benchmark
Area of Medicine (A)	**Primary Care**	38.7%	35.4%	40.7%	59.8%	69.7%	70.9%
	Specialty	53.8%	58.4%	60.0%	44.5%	70.8%	69.3%
	Behavioral Health Clinician	20.4%	13.7%	13.6%	9.7%	77.8%	73.1%
Physicians in Practice (B)	**Solo**	36.6%	28.4%	28.5%	37.5%	78.0%	71.7%
	2 - 5 physicians	39.9%	44.2%	45.0%	40.1%	63.4%	68.0%
	More than 5 physicians	23.5%	27.4%	26.5%	22.4%	73.8%	65.4%
Years in Practice (C)	**Less than 5 years**	21.9%	25.8%	26.3%	21.8%	73.4%	70.7%
	5 - 15 years	35.7%	33.3%	34.5%	34.4%	77.9%	70.0%
	16 years or more	42.5%	40.9%	39.2%	43.8%	65.4%	67.7%
Portion of Managed Care Volume Represented by Health Plan (D)	**0 - 10%**	46.4%	46.4%	47.9%	42.6%	63.6%	61.3%
	11 - 20%	25.1%	23.5%	24.9%	22.6%	79.0%	68.8%
	21 - 100%	28.5%	30.1%	27.2%	34.9%	76.5%	77.4%
Survey Respondent (E)	**Physician**	3.7%	4.2%	7.9%	13.1%	80.0%	59.1%
	Behavioral Health Clinician	5.6%	2.8%	3.2%	7.0%	87.0%	72.0%
	Office Manager	57.5%	57.2%	51.8%	49.7%	62.1%	69.5%
	Nurse/Other staff	33.2%	35.8%	37.1%	30.2%	83.3%	72.5%
Insurance Participation (G)	**3 or fewer**	0.6%	1.4%	1.1%	2.6%	100.0%	74.3%
	4 to 7	6.0%	8.3%	8.9%	11.8%	73.7%	72.1%
	8 to 11	16.4%	13.6%	15.5%	17.4%	81.8%	71.2%
	12 to 15	12.4%	16.5%	13.8%	15.3%	66.7%	67.1%
	More than 15	64.6%	60.2%	60.7%	52.9%	69.4%	67.4%

Survey Demographics

* SPH Analytics's 2018 Medicaid Book of Business (B.o.B.) consists of data from 77 projects representing 18710 respondents in Primary Care, Specialty, and Behavioral Health areas of medicine. See Technical Notes for more information.

Note 1: Significance Testing - Cells highlighted in red denote current year plan percentage is significantly lower when compared to trend or benchmark data; Cells highlighted in green denote current year plan percentage is significantly higher when compared to trend or benchmark data; No shading denotes that there was no significant difference between the percentages, there is no benchmark, or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Note 2: The sum of responses for Area of Medicine may be greater than 100% as respondents are able to choose multiple response options.

3. Summary of Benchmark Comparisons

Questions are combined into composite categories comprising a particular service area managed by your plan. These composites, the questions that make up the composites (attributes), and rating questions are shown on the following benchmark pages.

Page 3A   Summary of Benchmark Comparisons
Displays a comparison of Passport Health Plan's Summary Rates to the Summary Rates of the 2018 SPH Analytics Medicaid and Aggregate Books of Business. Significant differences are highlighted.

Page 3B   Trend Comparisons – Graphical Representation
Graphical presentation comparing Passport Health Plan's 2019 composite Summary Rates to trend results (if applicable).

Page 3C   Benchmark Comparisons – Percentiles
Displays a comparison of Passport Health Plan's Summary Rates to the Summary Rate Percentiles of the 2018 SPH Analytics Medicaid Book of Business Percentiles. Attributes at or above the 75th percentile are shaded green, attributes at or above the 50th percentile but below the 75th percentile are shaded yellow, and attributes below the 25th percentile are shaded red. Attributes at or above the 25th percentile but below the 50th percentile and those attributes without a comparable benchmark are not shaded.

Page 3D   Benchmark Comparisons – Physician and Office Manager Respondents
The chart on page 3D compares Passport Health Plan's Summary Rates from Physician and Office Manager respondents as defined by question E, *'Please mark who is completing this survey'* (response options: Physician, Behavioral Health Clinician, Office Manager, Nurse, Other staff) to the Summary Rates of Physician and Office Manager respondents from the 2018 SPH Analytics Medicaid Respondent-Level Benchmark. Significant differences are highlighted.

Page 3E   Benchmark Comparisons – Primary Care and Specialty Respondents
The chart on page 3E compares Passport Health Plan's Summary Rates from respondents in the Primary Care and Specialty areas of medicine as defined by question A, *'Please indicate your area of medicine'* (response options: Primary Care, Specialty, and Behavioral Health Clinician) to the Summary Rates of Primary Care and Specialty area of medicine respondents from the 2018 SPH Analytics Medicaid Respondent-Level Benchmark. Significant differences are highlighted.

A brief description of each benchmark is included in the below table:

Benchmark	Definition	Contains Data From
2018 SPH Analytics Medicaid Book of Business	Contains data from all eligible Medicaid Provider Satisfaction surveys for which SPH collected data. Calculated on the plan level.	• 77 plans • 18,710 respondents
2018 SPH Analytics Medicaid Respondent-Level Benchmark	Contains data from all eligible Medicaid Provider Satisfaction surveys for which SPH collected data. Calculated on the respondent level.	
2018 SPH Analytics Aggregate Book of Business	Contains data from all eligible Aggregate Provider Satisfaction surveys for which SPH collected data. Calculated on the plan level.	• 102 plans • 26,280 respondents

Charts 3A – 3E

Summary of Benchmark Comparisons
Composites and Attributes - Summary Rate Scores

<div align="right">

Passport Health Plan
Provider Satisfaction Survey

</div>

489 Total Respondents

Composites and Key Questions	Current 2019		2018		2017		2018 SPH Book of Business Benchmarks**	
	Valid n	Summary Rate*	Valid n	Summary Rate*	Valid n	Summary Rate*	Medicaid	Aggregate
Overall Satisfaction		**71.4%**		**67.5%**		**70.1%**	**66.6%**	**68.2%**
8A. Would you recommend Passport Health Plan to other physicians' practices?	362	81.2%	381	80.1%	450	82.0%	83.2%	84.0%
8B. Please rate your overall satisfaction with Passport Health Plan.	364	71.4%	382	67.5%	451	70.1%	66.6%	68.2%
8C. Please rate your overall satisfaction with Humana CareSource.	340	61.2%	348	61.5%	411	60.8%	NA	NA
8D. Please rate your overall satisfaction with Coventry.	188	54.8%	208	55.8%	290	47.2%	NA	NA
8E. Please rate your overall satisfaction with WellCare.	352	73.9%	344	72.1%	410	63.2%	NA	NA
8F. Please rate your overall satisfaction with Anthem.	359	77.2%	357	77.3%	426	74.2%	NA	NA
All Other Plans (Comparative Rating)								
1A. How would you rate Passport Health Plan compared to all other health plans you contract with?	451	26.2%	472	23.5%	538	29.6%	32.9%	33.6%
Finance Issues		**21.4%**		**19.2%**		**30.4%**	**28.6%**	**28.9%**
2A. Consistency of reimbursement fees with your contract rates.	394	20.1%	396	17.4%	466	30.9%	26.8%	27.1%
2B. Accuracy of claims processing.	397	21.7%	390	19.2%	464	32.5%	30.4%	31.0%
2C. Timeliness of claims processing.	394	22.1%	390	24.4%	463	31.1%	31.1%	31.2%
2D. Resolution of claims payment problems or disputes.	378	22.0%	369	15.7%	438	26.9%	26.0%	26.5%
Utilization and Quality Management		**24.2%**		**25.7%**		**29.1%**	**30.5%**	**31.1%**
3A. Access to knowledgeable UM staff.	377	22.5%	396	18.4%	443	28.0%	29.0%	29.6%
3B. Procedures for obtaining pre-certification/referral/authorization information.	385	24.4%	396	27.8%	466	31.3%	29.6%	30.2%
3C. Timeliness of obtaining pre-certification/referral/authorization information.	378	27.2%	390	29.5%	455	33.0%	29.9%	30.4%
3D. The health plan's facilitation/support of appropriate clinical care for patients.	358	23.5%	391	23.5%	441	25.9%	30.6%	31.1%
3E. Access to Case/Care Managers from this health plan.	327	21.7%	346	23.4%	396	26.0%	28.6%	29.1%
3F. Degree to which the plan covers and encourages preventive care and wellness.	344	25.9%	348	31.3%	423	30.5%	35.4%	36.3%
Network/Coordination of Care		**19.6%**		**19.9%**		**21.9%**	**27.9%**	**29.2%**
4A. The number of specialists in this health plan's provider network.	319	18.5%	346	15.9%	394	19.5%	25.8%	27.4%
4B. The quality of specialists in this health plan's provider network.	287	18.1%	327	22.3%	392	24.7%	31.5%	33.0%
4C. The timeliness of feedback/reports from specialists in this health plan's provider network.	265	22.3%	320	21.6%	375	21.3%	26.5%	27.4%
Pharmacy		**15.8%**		**15.8%**		**17.7%**	**21.4%**	**21.8%**
5A. Consistency of the formulary over time.	268	18.3%	272	17.6%	326	19.3%	21.8%	22.0%
5B. Extent to which formulary reflects current standards of care.	273	17.2%	278	16.9%	324	18.2%	22.6%	23.0%
5C. Variety of branded drugs on the formulary.	228	14.0%	245	15.5%	289	17.3%	20.0%	20.5%
5D. Ease of prescribing your preferred medications within formulary guidelines.	225	16.9%	234	14.5%	282	18.1%	21.8%	22.4%
5E. Availability of comparable drugs to substitute those not included in the formulary.	227	12.3%	233	14.2%	281	15.7%	20.8%	21.1%
Health Plan Call Center Service Staff		**34.7%**		**31.2%**		**38.7%**	**35.3%**	**35.8%**
6A. Ease of reaching health plan call center staff over the phone.	353	33.7%	373	29.2%	435	36.1%	32.9%	33.5%
6B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	365	38.6%	378	32.8%	437	40.5%	38.2%	38.7%
6C. Helpfulness of health plan call center staff in answering your questions.	311	30.5%	382	32.5%	443	39.3%	32.9%	33.4%
6D. Overall satisfaction with health plan's call center service.	363	36.1%	385	30.1%	446	38.8%	37.3%	37.5%
Provider Relations		**25.9%**		**27.1%**		**36.0%**	**34.6%**	**35.1%**
7A. Have you had contact with the provider relations representative assigned to your practice?	329	51.4%	388	44.1%	449	45.9%	47.2%	45.1%
7B. Provider Relations representative's ability to answer questions and resolve problems.	156	35.9%	170	39.4%	201	48.8%	43.2%	44.6%
7C. Quality of provider orientation process.	264	17.8%	280	17.1%	309	26.5%	30.7%	30.8%
7D. Quality of written communications, policy bulletins, and manuals.	324	24.1%	331	24.8%	398	32.7%	30.0%	30.0%

* Summary Rates represent the most favorable response percentage(s).

** SPH Analytics's 2018 Medicaid Book of Business consists of data from 77 projects representing 18710 respondents, while the Aggregate Book of Business consists of data from 102 projects representing 26280 respondents in Primary Care, Specialty, and Behavioral Health areas of medicine. See Technical Notes for more information.

Note 1: Significance Testing - Cells highlighted in red denote current year plan percentage is significantly lower when compared to trend or benchmark data; Cells highlighted in green denote current year plan percentage is significantly higher when compared to trend or benchmark data; No shading denotes that there was no significant difference between the percentages, there is no benchmark, or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Note 2: The Overall Satisfaction Summary Rate includes only 8B. It does not include 8A or 8C through 8F.

Note 3: The Provider Relations composite is the average of 7B through 7D. It does not include 7A.

Trend Comparisons

Composites

489 Total Respondents

Legend: ☐ 2019   ☐ 2018   ☐ 2017

Composite	2019	2018	2017
Overall Satisfaction	71.4%	67.5%	70.1%
All Other Plans	26.2%	23.5%	29.6%
Finance Issues	21.4%	19.2%	30.4%
Utilization and Quality Management	24.2%	25.7%	29.1%
Network/ Coordination of Care	19.6%	19.9%	21.9%
Pharmacy	15.8%	15.8%	17.7%
Health Plan Call Center Service Staff	34.7%	31.2%	38.7%
Provider Relations	25.9%	27.1%	36.0%

Note 1: The Overall Satisfaction composite represents only Q8B, 'Please rate your overall satisfaction with: Passport Health Plan'.

Note 2: The Provider Relations composite is the average of Q7B through Q7D. It does not include Q7A, 'Do you have a Provider Relations representative from this health plan assigned to your practice?'

Benchmark Comparisons
2018 SPH Analytics Medicaid Book of Business Percentiles

489 Total Respondents

Composite/Attribute	2019 Passport Health Plan Summary Rate Score*	Percentile Ranking	2018 SPH B.o.B. Summary Rate**	2018 SPH Medicaid B.o.B. Percentiles			
				25th	50th	75th	90th
Overall Satisfaction	**71.4%**	**64th**	**66.6%**	**60.0%**	**67.6%**	**74.4%**	**79.0%**
8A. Would you recommend Passport Health Plan to other physicians' practices?	81.2%	36th	83.2%	76.4%	85.5%	88.5%	92.1%
8B. Please rate your overall satisfaction with Passport Health Plan.	71.4%	64th	66.6%	60.0%	67.6%	74.4%	79.0%
8C. Please rate your overall satisfaction with Humana CareSource.	61.2%	NA	NA	NA	NA	NA	NA
8D. Please rate your overall satisfaction with Coventry.	54.8%	NA	NA	NA	NA	NA	NA
8E. Please rate your overall satisfaction with WellCare.	73.9%	NA	NA	NA	NA	NA	NA
8F. Please rate your overall satisfaction with Anthem.	77.2%	NA	NA	NA	NA	NA	NA
All Other Plans (Comparative Rating)							
1A. How would you rate Passport Health Plan compared to all other health plans you contract with?	26.2%	36th	32.9%	23.1%	30.0%	39.7%	49.3%
Finance Issues	**21.4%**	**26th**	**28.6%**	**21.3%**	**27.4%**	**33.8%**	**41.6%**
2A. Consistency of reimbursement fees with your contract rates.	20.1%	30th	26.8%	19.2%	26.3%	32.7%	39.9%
2B. Accuracy of claims processing.	21.7%	22nd	30.4%	23.3%	30.0%	35.4%	46.4%
2C. Timeliness of claims processing.	22.1%	22nd	31.1%	23.4%	31.3%	38.0%	44.8%
2D. Resolution of claims payment problems or disputes.	22.0%	40th	26.0%	18.1%	23.8%	30.7%	41.4%
Utilization and Quality Management	**24.2%**	**26th**	**30.5%**	**23.9%**	**28.5%**	**35.4%**	**46.1%**
3A. Access to knowledgeable UM staff.	22.5%	21st	29.0%	23.1%	27.3%	33.9%	44.4%
3B. Procedures for obtaining pre-certification/referral/authorization information.	24.4%	33rd	29.6%	21.0%	26.8%	35.8%	46.7%
3C. Timeliness of obtaining pre-certification/referral/authorization information.	27.2%	48th	29.9%	22.6%	27.7%	36.1%	47.9%
3D. The health plan's facilitation/support of appropriate clinical care for patients.	23.5%	27th	30.6%	23.0%	28.5%	37.3%	46.0%
3E. Access to Case/Care Managers from this health plan.	21.7%	24th	28.6%	22.1%	26.5%	32.7%	42.6%
3F. Degree to which the plan covers and encourages preventive care and wellness.	25.9%	19th	35.4%	26.3%	34.0%	43.2%	50.7%
Network/Coordination of Care	**19.6%**	**12th**	**27.9%**	**21.1%**	**25.6%**	**33.0%**	**39.1%**
4A. The number of specialists in this health plan's provider network.	18.5%	22nd	25.8%	19.0%	23.6%	30.7%	37.3%
4B. The quality of specialists in this health plan's provider network.	18.1%	<10th	31.5%	25.0%	28.5%	35.8%	42.8%
4C. The timeliness of feedback/reports from specialists in this health plan's provider network.	22.3%	36th	26.5%	20.4%	25.1%	32.5%	39.5%
Pharmacy	**15.8%**	**31st**	**21.4%**	**13.1%**	**21.6%**	**27.0%**	**33.6%**
5A. Consistency of the formulary over time.	18.3%	40th	21.8%	14.8%	21.6%	28.0%	34.4%
5B. Extent to which formulary reflects current standards of care.	17.2%	34th	22.6%	14.8%	22.2%	27.8%	36.4%
5C. Variety of branded drugs on the formulary.	14.0%	33rd	20.0%	12.1%	19.7%	26.0%	32.6%
5D. Ease of prescribing your preferred medications within formulary guidelines.	16.9%	34th	21.8%	13.7%	22.1%	27.3%	34.6%
5E. Availability of comparable drugs to substitute those not included in the formulary.	12.3%	21st	20.8%	12.5%	20.0%	26.5%	34.4%
Health Plan Call Center Service Staff	**34.7%**	**56th**	**35.3%**	**27.1%**	**33.5%**	**40.9%**	**52.6%**
6A. Ease of reaching health plan call center staff over the phone.	33.7%	57th	32.9%	26.3%	32.1%	37.7%	49.7%
6B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	38.6%	52nd	38.2%	29.9%	37.4%	45.0%	52.0%
6C. Helpfulness of health plan call center staff in answering your questions.	30.5%	45th	32.9%	24.8%	31.4%	38.1%	51.2%
6D. Overall satisfaction with health plan's call center service.	36.1%	55th	37.3%	27.7%	34.4%	44.3%	56.2%
Provider Relations	**25.9%**	**24th**	**34.6%**	**26.0%**	**32.2%**	**42.7%**	**50.2%**
7A. Have you had contact with the provider relations representative assigned to your practice?	51.4%	56th	47.2%	32.8%	49.1%	59.6%	68.2%
7B. Provider Relations representative's ability to answer questions and resolve problems.	35.9%	30th	43.2%	32.5%	43.1%	55.8%	62.5%
7C. Quality of provider orientation process.	17.8%	17th	30.7%	20.6%	30.0%	39.3%	46.5%
7D. Quality of written communications, policy bulletins, and manuals.	24.1%	33rd	30.0%	21.5%	28.4%	37.5%	47.5%

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 represent the most favorable response percentage(s).

** SPH Analytics's 2018 Medicaid Book of Business consists of data from 77 projects representing 18710 respondents in Primary Care, Specialty, and Behavioral Health areas of medicine. See Technical Notes for more information.
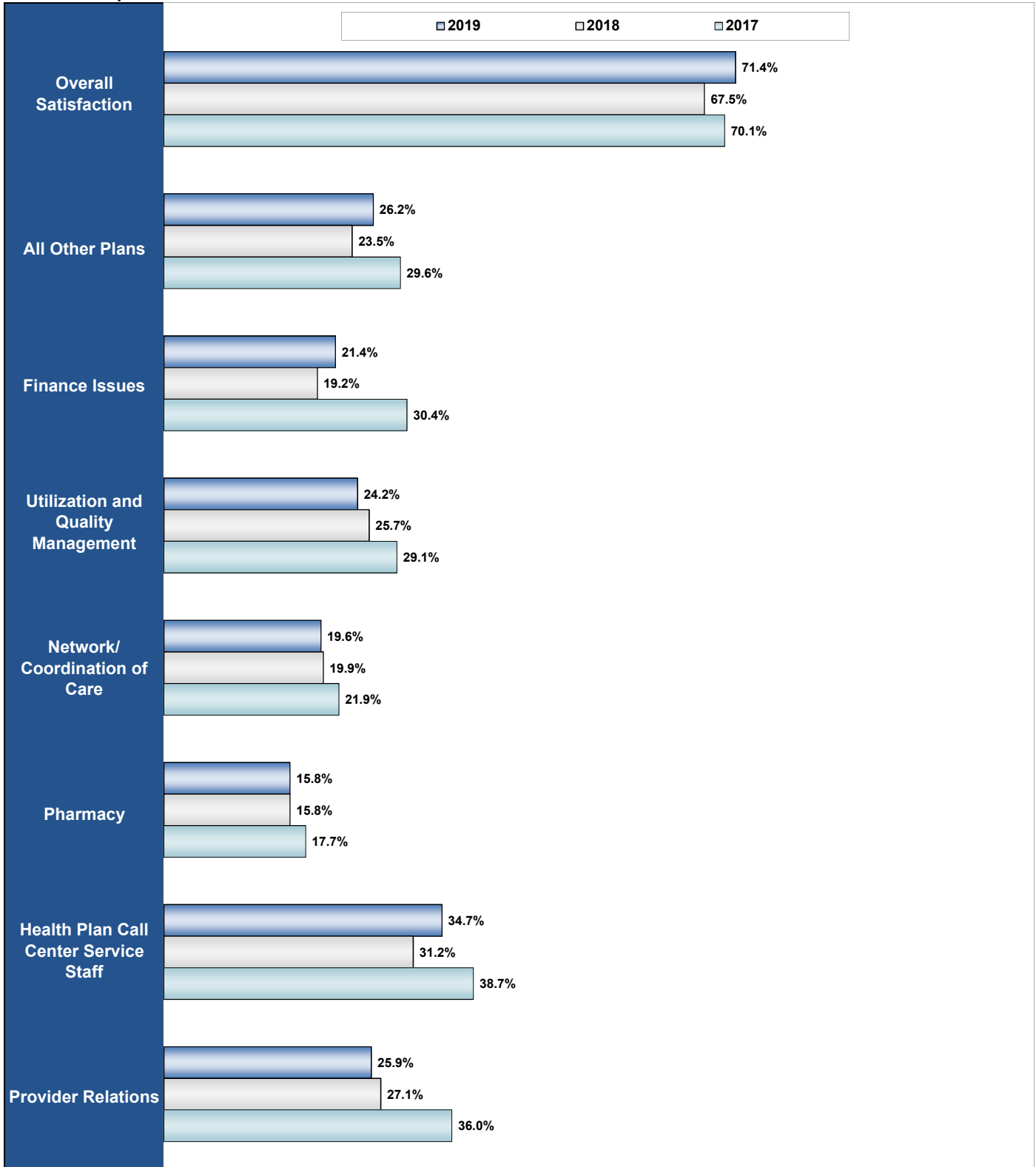
Note 1: The Overall Satisfaction Summary Rate includes only 8B. It does not include 8A or 8C through 8F.

Note 2: The Provider Relations composite is the average of 7B through 7D. It does not include 7A.

Benchmark Comparisons
2018 SPH Analytics Medicaid Respondent-Level Benchmark
Survey Respondent (E)

18 Total Physician Respondents
279 Total Office Manager Respondents

Composite/Attribute	2019 Passport Health Plan Physicians Only		2018 SPH Medicaid Respondent-Level Benchmark** (Physicians Only) SRS*	2019 Passport Health Plan Office Managers Only		2018 SPH Medicaid Respondent-Level Benchmark** (Office Managers Only) SRS*
	Valid n	SRS*		Valid n	SRS*	
Overall Satisfaction		**80.0%**	**59.1%**		**62.1%**	**69.5%**
8A. Would you recommend Passport Health Plan to other physicians' practices?	16	62.5%	77.0%	199	79.4%	85.5%
8B. Please rate your overall satisfaction with Passport Health Plan.	15	80.0%	59.1%	203	62.1%	69.5%
8C. Please rate your overall satisfaction with Humana CareSource.	15	66.7%	NA	192	55.7%	NA
8D. Please rate your overall satisfaction with Coventry.	12	33.3%	NA	105	46.7%	NA
8E. Please rate your overall satisfaction with WellCare.	15	46.7%	NA	198	70.7%	NA
8F. Please rate your overall satisfaction with Anthem.	17	64.7%	NA	200	74.0%	NA
All Other Plans (Comparative Rating)						
1A. How would you rate Passport Health Plan compared to all other health plans you contract with?	17	47.1%	38.3%	262	22.1%	31.4%
Finance Issues		**23.4%**	**34.3%**		**18.2%**	**28.2%**
2A. Consistency of reimbursement fees with your contract rates.	16	18.8%	32.1%	230	16.1%	26.3%
2B. Accuracy of claims processing.	16	25.0%	36.2%	230	20.4%	29.6%
2C. Timeliness of claims processing.	16	25.0%	36.8%	228	18.9%	31.0%
2D. Resolution of claims payment problems or disputes.	16	25.0%	32.2%	219	17.4%	25.8%
Utilization and Quality Management		**24.0%**	**36.2%**		**21.7%**	**29.9%**
3A. Access to knowledgeable UM staff.	15	26.7%	33.6%	213	19.7%	28.2%
3B. Procedures for obtaining pre-certification/referral/authorization information.	14	28.6%	34.1%	226	21.7%	28.8%
3C. Timeliness of obtaining pre-certification/referral/authorization information.	14	28.6%	34.2%	221	26.2%	29.2%
3D. The health plan's facilitation/support of appropriate clinical care for patients.	15	20.0%	36.9%	205	19.5%	29.3%
3E. Access to Case/Care Managers from this health plan.	15	20.0%	35.0%	192	18.8%	28.2%
3F. Degree to which the plan covers and encourages preventive care and wellness.	15	20.0%	43.3%	200	24.5%	35.5%
Network/Coordination of Care		**31.9%**	**34.4%**		**16.6%**	**27.3%**
4A. The number of specialists in this health plan's provider network.	11	36.4%	31.2%	189	14.8%	25.3%
4B. The quality of specialists in this health plan's provider network.	11	36.4%	38.9%	170	15.3%	30.3%
4C. The timeliness of feedback/reports from specialists in this health plan's provider network.	13	23.1%	33.0%	153	19.6%	26.2%
Pharmacy		**11.4%**	**27.2%**		**14.7%**	**20.2%**
5A. Consistency of the formulary over time.	12	8.3%	28.2%	154	16.2%	20.2%
5B. Extent to which formulary reflects current standards of care.	12	16.7%	27.6%	155	16.8%	20.9%
5C. Variety of branded drugs on the formulary.	10	10.0%	25.8%	131	13.0%	18.9%
5D. Ease of prescribing your preferred medications within formulary guidelines.	9	11.1%	27.9%	133	15.8%	21.3%
5E. Availability of comparable drugs to substitute those not included in the formulary.	9	11.1%	26.5%	134	11.9%	19.5%
Health Plan Call Center Service Staff		**27.9%**	**37.5%**		**31.2%**	**34.9%**
6A. Ease of reaching health plan call center staff over the phone.	14	21.4%	35.3%	199	29.1%	33.0%
6B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	14	28.6%	40.0%	208	35.6%	38.4%
6C. Helpfulness of health plan call center staff in answering your questions.	13	30.8%	35.8%	182	28.0%	32.5%
6D. Overall satisfaction with health plan's call center service.	13	30.8%	38.8%	207	31.9%	35.7%
Provider Relations		**28.3%**	**41.9%**		**26.6%**	**35.9%**
7A. Have you had contact with the provider relations representative assigned to your practice?	15	73.3%	42.7%	186	48.4%	52.6%
7B. Provider Relations representative's ability to answer questions and resolve problems.	10	40.0%	53.8%	83	36.1%	46.6%
7C. Quality of provider orientation process.	10	20.0%	35.9%	148	18.2%	30.6%
7D. Quality of written communications, policy bulletins, and manuals.	12	25.0%	36.1%	186	25.3%	30.5%

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

** The 2018 SPH Analytics Medicaid Book of Business Benchmark consists of Primary Care Physicians, Specialists, and Behavioral Health Clinicians. These benchmark comparisons are based on respondent-level results. Please see the Technical Notes for further detail.

Note 1: Significance Testing - Cells highlighted in red denote current year plan percentage is significantly lower when compared to benchmark data; Cells highlighted in green denote current year plan percentage is significantly higher when compared to benchmark data; No shading denotes that there was no significant difference between the percentages, there is no benchmark, or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Note 2: The Overall Satisfaction Summary Rate includes only 8B. It does not include 8A or 8C through 8F.

Note 3: The Provider Relations composite is the average of 7B through 7D. It does not include 7A.

Benchmark Comparisons

2018 SPH Analytics Medicaid Respondent-Level Benchmark
Area of Medicine (A)

171 Total Primary Care Respondents
238 Total Specialty Respondents

Composite/Attribute	2019 Passport Health Plan Primary Care Only Valid n	SRS*	2018 SPH Medicaid Respondent-Level Benchmark** (Primary Care Only) SRS*	2019 Passport Health Plan Specialty Only Valid n	SRS*	2018 SPH Medicaid Respondent-Level Benchmark** (Specialty Only) SRS*
Overall Satisfaction		**69.7%**	**71.3%**		**70.8%**	**67.5%**
8A. Would you recommend Passport Health Plan to other physicians' practices?	131	78.6%	86.0%	170	82.9%	84.1%
8B. Please rate your overall satisfaction with Passport Health Plan.	132	69.7%	71.3%	171	70.8%	67.5%
8C. Please rate your overall satisfaction with Humana CareSource.	120	65.8%	NA	166	56.6%	NA
8D. Please rate your overall satisfaction with Coventry.	73	56.2%	NA	82	46.3%	NA
8E. Please rate your overall satisfaction with WellCare.	128	78.1%	NA	168	67.9%	NA
8F. Please rate your overall satisfaction with Anthem.	126	79.4%	NA	175	74.9%	NA
All Other Plans (Comparative Rating)						
1A. How would you rate Passport Health Plan compared to all other health plans you contract with?	162	25.9%	34.1%	221	24.0%	32.6%
Finance Issues		**20.3%**	**30.2%**		**17.6%**	**27.8%**
2A. Consistency of reimbursement fees with your contract rates.	135	19.3%	28.1%	195	15.4%	25.6%
2B. Accuracy of claims processing.	136	22.8%	31.7%	200	17.5%	29.7%
2C. Timeliness of claims processing.	135	20.0%	33.1%	198	17.2%	30.4%
2D. Resolution of claims payment problems or disputes.	130	19.2%	27.9%	188	20.2%	25.6%
Utilization and Quality Management		**22.7%**	**32.4%**		**23.7%**	**30.5%**
3A. Access to knowledgeable UM staff.	138	22.5%	30.5%	185	22.2%	29.3%
3B. Procedures for obtaining pre-certification/referral/authorization information.	143	22.4%	30.0%	194	24.7%	30.8%
3C. Timeliness of obtaining pre-certification/referral/authorization information.	143	24.5%	30.5%	189	27.5%	30.7%
3D. The health plan's facilitation/support of appropriate clinical care for patients.	141	21.3%	31.9%	174	20.7%	30.7%
3E. Access to Case/Care Managers from this health plan.	128	21.1%	30.5%	163	22.7%	28.7%
3F. Degree to which the plan covers and encourages preventive care and wellness.	143	24.5%	41.1%	158	24.7%	33.1%
Network/Coordination of Care		**16.2%**	**28.3%**		**21.5%**	**29.5%**
4A. The number of specialists in this health plan's provider network.	133	12.0%	26.5%	153	22.2%	27.0%
4B. The quality of specialists in this health plan's provider network.	134	16.4%	31.3%	131	18.3%	32.8%
4C. The timeliness of feedback/reports from specialists in this health plan's provider network.	139	20.1%	27.1%	113	23.9%	28.6%
Pharmacy		**14.1%**	**23.5%**		**18.6%**	**21.4%**
5A. Consistency of the formulary over time.	129	14.7%	23.3%	121	22.3%	21.8%
5B. Extent to which formulary reflects current standards of care.	131	16.8%	24.6%	121	17.4%	21.9%
5C. Variety of branded drugs on the formulary.	122	12.3%	22.5%	93	16.1%	19.7%
5D. Ease of prescribing your preferred medications within formulary guidelines.	127	15.0%	24.6%	90	22.2%	22.7%
5E. Availability of comparable drugs to substitute those not included in the formulary.	127	11.8%	22.6%	92	15.2%	20.8%
Health Plan Call Center Service Staff		**29.8%**	**35.9%**		**38.2%**	**36.3%**
6A. Ease of reaching health plan call center staff over the phone.	130	31.5%	33.6%	169	35.5%	35.0%
6B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	136	33.1%	40.2%	175	42.9%	39.2%
6C. Helpfulness of health plan call center staff in answering your questions.	133	24.8%	33.5%	147	34.0%	33.9%
6D. Overall satisfaction with health plan's call center service.	134	29.9%	36.4%	174	40.2%	37.3%
Provider Relations		**19.2%**	**39.0%**		**31.4%**	**36.0%**
7A. Have you had contact with the provider relations representative assigned to your practice?	118	58.5%	57.8%	156	45.5%	46.4%
7B. Provider Relations representative's ability to answer questions and resolve problems.	65	27.7%	48.0%	62	43.5%	47.5%
7C. Quality of provider orientation process.	108	12.0%	34.9%	121	22.3%	30.0%
7D. Quality of written communications, policy bulletins, and manuals.	124	17.7%	34.2%	149	28.2%	30.5%

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

** The 2018 SPH Analytics Medicaid Book of Business Benchmark consists of Primary Care Physicians, Specialists, and Behavioral Health Clinicians. These benchmark comparisons are based on respondent-level results. Please see the Technical Notes for further detail.

Note 1: Significance Testing - Cells highlighted in red denote current year plan percentage is significantly lower when compared to benchmark data; Cells highlighted in green denote current year plan percentage is significantly higher when compared to benchmark data; No shading denotes that there was no significant difference between the percentages, there is no benchmark, or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Note 2: The Overall Satisfaction Summary Rate includes only 8B. It does not include 8A or 8C through 8F.

Note 3: The Provider Relations composite is the average of 7B through 7D. It does not include 7A.

4. Composite Analyses

The *Composite Analyses* section provides in-depth examination of the following composite features:

☑ Response Level Percentages – graphical display of composite responses. This graph provides a breakdown of the composite response distributions for current and trend data (if applicable), namely, 'Well above average,' 'Somewhat above average,' 'Average,' and 'Somewhat/Well below average' for all composites except for overall satisfaction (8B), which is broken down by 'Completely satisfied,' 'Somewhat satisfied,' 'Neither dissatisfied nor satisfied,' and 'Completely/Somewhat dissatisfied.'

☑ Composite Level (Summary Rate) – graphical display of the composite and benchmark Summary Rate Scores. This graph plots where the composite Summary Rate Score falls in relation to trend data (if applicable) and the 2018 Medicaid and Aggregate benchmark Summary Rate Scores.

☑ Top Box Scores – displays the top response percentages. Top Box Scores and valid n's for 2019 are compared to trend data (if applicable) and the 2018 Medicaid and Aggregate benchmark Top Box Scores.

☑ Summary Rate Scores – displays the top two response percentages. Summary Rate Scores and valid n's for 2019 are compared to trend data (if applicable) and the 2018 Medicaid and Aggregate benchmark Summary Rate Scores.

☑ Summary Rate and Top Box Scores for 2019 are compared to the 2018 SPH Analytics Medicaid Book of Business percentile scores. Percentile threshold rankings are displayed for the average, 25th percentile, 50th percentile, 75th percentile, and 90th percentile. Plan scores are displayed as they emerge along the percentile continuum with an explanation of findings.

Charts 4A – 4H

Composite Analysis

Overall Satisfaction - Top Box and Summary Rate Scores

364 Total Overall Satisfaction Respondents

Overall Satisfaction Composite - Response Level

Overall Satisfaction - Composite Level (Summary Rate)

Top Box Scores*

Composite and Attributes	2019		2018		2017		2018 SPH Book of Business**	
	n	Top Box Score*	n	Top Box Score*	n	Top Box Score*	Medicaid	Aggregate
Overall Satisfaction		**34.1%**		**26.4%**		**31.3%**	**30.0%**	**31.8%**
8A. Would you recommend Passport Health Plan to other physicians' practices?	362	81.2%	381	80.1%	450	82.0%	83.2%	84.0%
8B. Please rate your overall satisfaction with Passport Health Plan.	364	34.1%	382	26.4%	451	31.3%	30.0%	31.8%
8C. Please rate your overall satisfaction with Humana CareSource.	340	24.1%	348	23.3%	411	20.9%	NA	NA
8D. Please rate your overall satisfaction with Coventry.	188	19.1%	208	18.3%	290	11.4%	NA	NA
8E. Please rate your overall satisfaction with WellCare.	352	30.7%	344	29.4%	410	23.4%	NA	NA
8F. Please rate your overall satisfaction with Anthem.	359	35.4%	357	31.4%	426	29.1%	NA	NA

Summary Rate Scores*

Composite and Attributes	2019		2018		2017		2018 SPH Book of Business**	
	n	SRS*	n	SRS*	n	SRS*	Medicaid	Aggregate
Overall Satisfaction		**71.4%**		**67.5%**		**70.1%**	**66.6%**	**68.2%**
8A. Would you recommend Passport Health Plan to other physicians' practices?	362	81.2%	381	80.1%	450	82.0%	83.2%	84.0%
8B. Please rate your overall satisfaction with Passport Health Plan.	364	71.4%	382	67.5%	451	70.1%	66.6%	68.2%
8C. Please rate your overall satisfaction with Humana CareSource.	340	61.2%	348	61.5%	411	60.8%	NA	NA
8D. Please rate your overall satisfaction with Coventry.	188	54.8%	208	55.8%	290	47.2%	NA	NA
8E. Please rate your overall satisfaction with WellCare.	352	73.9%	344	72.1%	410	63.2%	NA	NA
8F. Please rate your overall satisfaction with Anthem.	359	77.2%	357	77.3%	426	74.2%	NA	NA

2018 SPH Book of Business Top Box Percentiles - Overall Satisfaction Composite

> Your 2019 Top Box Summary Rate for the Overall Satisfaction composite is 34.1%, which is not significantly different from SPH's 2018 Medicaid Book of Business Top Box Summary Rate Score of 30.0%.

2018 SPH Book of Business Percentiles - Overall Satisfaction Composite
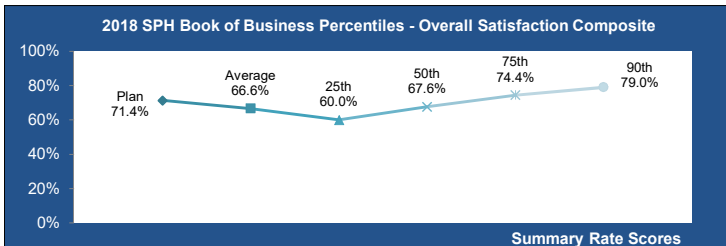
> Your 2019 Summary Rate for the Overall Satisfaction composite is 71.4%, which is not significantly different from SPH's 2018 Medicaid Book of Business Summary Rate Score of 66.6%.

* Top Box Scores represent the top response percentage ("Yes;" "Completely satisfied"). Summary Rate Scores represent the top two response percentages ("Yes;" "Completely satisfied" and "Somewhat satisfied").

** SPH Analytics's 2018 Medicaid Book of Business consists of data from 77 projects representing 18710 respondents, while the Aggregate Book of Business consists of data from 102 projects representing 26280 respondents in Primary Care, Specialty, and Behavioral Health areas of medicine. See Technical Notes for more information.

Note 1: Significance Testing - Cells highlighted in red denote current year plan percentage is significantly lower when compared to trend or benchmark data; cells highlighted in green denote current year plan percentage is significantly higher when compared to trend or benchmark data; no shading denotes that there was no significant difference between the percentages, there is no benchmark, or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Note 2: The Overall Satisfaction Summary Rate includes only 8B. It does not include 8A or 8C through 8F.

Comparative Rating - Top Box and Summary Rate Scores

451 Total Comparative Rating Respondents

Comparative Rating Composite - Response Level

Comparative Rating - Composite Level (Summary Rate)

Top Box Score*	Attribute	2019		2018		2017		2018 SPH Book of Business**	
		n	Top Box Score*	n	Top Box Score*	n	Top Box Score*	Medicaid	Aggregate
	Comparative Rating								
	1A. How would you rate Passport Health Plan compared to all other health plans you contract with?	451	11.3%	472	8.9%	538	13.2%	14.5%	14.9%

Summary Rate Score*	Attribute	2019		2018		2017		2018 SPH Book of Business**	
		n	SRS*	n	SRS*	n	SRS*	Medicaid	Aggregate
	Comparative Rating								
	1A. How would you rate Passport Health Plan compared to all other health plans you contract with?	451	26.2%	472	23.5%	538	29.6%	32.9%	33.6%

2018 SPH Book of Business Top Box Percentiles - Comparative Rating Composite

> Your 2019 Top Box Summary Rate for the Comparative Rating composite is 11.3%, which is not significantly different from SPH's 2018 Medicaid Book of Business Top Box Summary Rate Score of 14.5%.

2018 SPH Book of Business Percentiles - Comparative Rating Composite
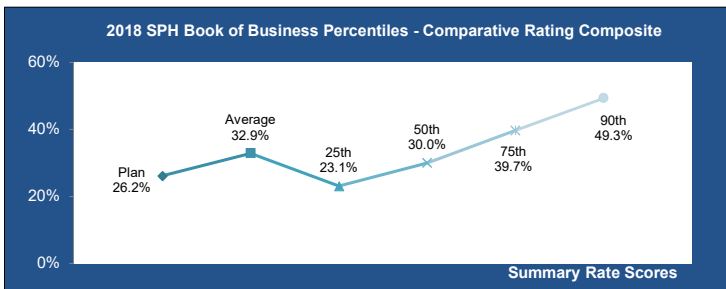
> Your 2019 Summary Rate for the Comparative Rating composite is 26.2%, which is significantly below SPH's 2018 Medicaid Book of Business Summary Rate Score of 32.9%.

* Top Box Scores represent the top response percentage ("Well above average"). Summary Rate Scores represent the top two response percentages ("Well above average" and "Somewhat above average").

** SPH Analytics's 2018 Medicaid Book of Business consists of data from 77 projects representing 18710 respondents, while the Aggregate Book of Business consists of data from 102 projects representing 26280 respondents in Primary Care, Specialty, and Behavioral Health areas of medicine. See Technical Notes for more information.

Note: Significance Testing - Cells highlighted in red denote current year plan percentage is significantly lower when compared to trend or benchmark data; cells highlighted in green denote current year plan percentage is significantly higher when compared to trend or benchmark data; no shading denotes that there was no significant difference between the percentages or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Finance Issues - Top Box and Summary Rate Scores

397 Total Finance Issues Respondents
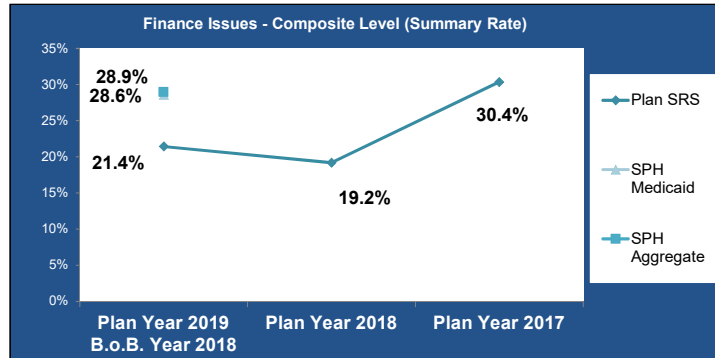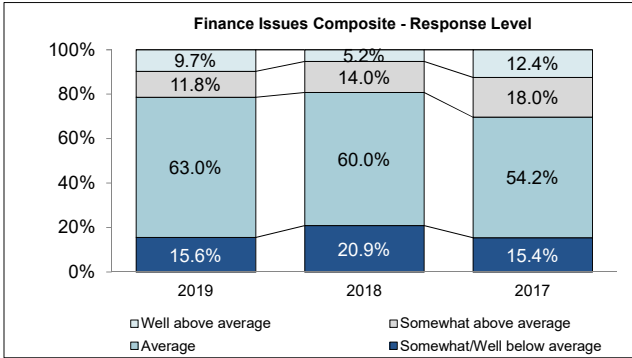
Finance Issues Composite - Response Level

Finance Issues - Composite Level (Summary Rate)

Composite and Attributes	2019		2018		2017		2018 SPH Book of Business**	
	n	Top Box Score*	n	Top Box Score*	n	Top Box Score*	Medicaid	Aggregate
Finance Issues		**9.7%**		**5.2%**		**12.4%**	**13.2%**	**13.5%**
2A. Consistency of reimbursement fees with your contract rates.	394	8.9%	396	5.1%	466	11.4%	12.0%	12.2%
2B. Accuracy of claims processing.	397	9.6%	390	5.1%	464	12.3%	14.1%	14.6%
2C. Timeliness of claims processing.	394	11.2%	390	6.4%	463	13.8%	14.6%	14.7%
2D. Resolution of claims payment problems or disputes.	378	9.0%	369	4.3%	438	12.1%	12.2%	12.5%

Composite and Attributes	2019		2018		2017		2018 SPH Book of Business**	
	n	SRS*	n	SRS*	n	SRS*	Medicaid	Aggregate
Finance Issues		**21.4%**		**19.2%**		**30.4%**	**28.6%**	**28.9%**
2A. Consistency of reimbursement fees with your contract rates.	394	20.1%	396	17.4%	466	30.9%	26.8%	27.1%
2B. Accuracy of claims processing.	397	21.7%	390	19.2%	464	32.5%	30.4%	31.0%
2C. Timeliness of claims processing.	394	22.1%	390	24.4%	463	31.1%	31.1%	31.2%
2D. Resolution of claims payment problems or disputes.	378	22.0%	369	15.7%	438	26.9%	26.0%	26.5%

2018 SPH Book of Business Top Box Percentiles - Finance Issues Composite

Your 2019 Top Box Summary Rate for the Finance Issues composite is 9.7%, which is significantly below SPH's 2018 Medicaid Book of Business Top Box Summary Rate Score of 13.2%.

2018 SPH Book of Business Percentiles - Finance Issues Composite
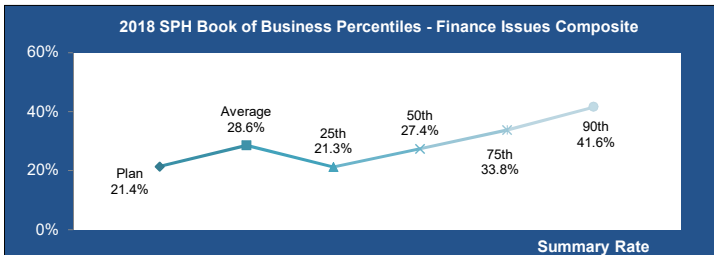
Your 2019 Summary Rate for the Finance Issues composite is 21.4%, which is significantly below SPH's 2018 Medicaid Book of Business Summary Rate Score of 28.6%.

* Top Box Scores represent the top response percentage ("Well above average"). Summary Rate Scores represent the top two response percentages ("Well above average" and "Somewhat above average").

** SPH Analytics's 2018 Medicaid Book of Business consists of data from 77 projects representing 18710 respondents, while the Aggregate Book of Business consists of data from 102 projects representing 26280 respondents in Primary Care, Specialty, and Behavioral Health areas of medicine. See Technical Notes for more information.

Note: Significance Testing - Cells highlighted in red denote current year plan percentage is significantly lower when compared to trend or benchmark data; cells highlighted in green denote current year plan percentage is significantly higher when compared to trend or benchmark data; no shading denotes that there was no significant difference between the percentages or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Composite Analysis

Utilization and Quality Management - Top Box and Summary Rate Scores

385 Total Utilization and Quality Management Respondents

UQM Composite - Response Level

	2019	2018	2017
	10.4%	9.9%	13.1%
	13.9%	15.8%	16.0%
	65.6%	62.7%	59.3%
	10.2%	11.6%	11.6%

□ Well above average □ Somewhat above average □ Average ■ Somewhat/Well below average

UQM - Composite Level (Summary Rate)

31.1% / 30.5% ; 24.2% / 25.7% / 29.1%

Plan Year 2019 B.o.B. Year 2018 | Plan Year 2018 | Plan Year 2017

— Plan SRS ▲ SPH Medicaid ▪ SPH Aggregate

Composite and Attributes	2019		2018		2017		2018 SPH Book of Business**	
	n	Top Box Score*	n	Top Box Score*	n	Top Box Score*	Medicaid	Aggregate
Utilization and Quality Management		**10.4%**		**9.9%**		**13.1%**	**14.1%**	**14.6%**
3A. Access to knowledgeable UM staff.	377	9.0%	396	5.6%	443	13.8%	13.3%	13.7%
3B. Procedures for obtaining pre-certification/referral/authorization information.	385	11.2%	396	12.1%	466	14.2%	13.7%	14.1%
3C. Timeliness of obtaining pre-certification/referral/authorization information.	378	11.1%	390	13.1%	455	14.9%	13.8%	14.2%
3D. The health plan's facilitation/support of appropriate clinical care for patients.	358	10.9%	391	7.4%	441	10.2%	13.9%	14.3%
3E. Access to Case/Care Managers from this health plan.	327	9.8%	346	8.7%	396	11.9%	13.0%	13.6%
3F. Degree to which the plan covers and encourages preventive care and wellness.	344	10.2%	348	12.4%	423	13.5%	16.9%	17.7%

(left vertical label: Top Box Scores)*

Composite and Attributes	2019		2018		2017		2018 SPH Book of Business**	
	n	SRS*	n	SRS*	n	SRS*	Medicaid	Aggregate
Utilization and Quality Management		**24.2%**		**25.7%**		**29.1%**	**30.5%**	**31.1%**
3A. Access to knowledgeable UM staff.	377	22.5%	396	18.4%	443	28.0%	29.0%	29.6%
3B. Procedures for obtaining pre-certification/referral/authorization information.	385	24.4%	396	27.8%	466	31.3%	29.6%	30.2%
3C. Timeliness of obtaining pre-certification/referral/authorization information.	378	27.2%	390	29.5%	455	33.0%	29.9%	30.4%
3D. The health plan's facilitation/support of appropriate clinical care for patients.	358	23.5%	391	23.5%	441	25.9%	30.6%	31.1%
3E. Access to Case/Care Managers from this health plan.	327	21.7%	346	23.4%	396	26.0%	28.6%	29.1%
3F. Degree to which the plan covers and encourages preventive care and wellness.	344	25.9%	348	31.3%	423	30.5%	35.4%	36.3%

(left vertical label: Summary Rate Scores)*

2018 SPH Book of Business Top Box Percentiles - UQM Composite

Plan 10.4% · Average 14.1% · 25th 9.4% · 50th 13.0% · 75th 16.7% · 90th 23.6%

Top Box Scores

> Your 2019 Top Box Summary Rate for the Utilization and Quality Management composite is 10.4%, which is significantly below SPH's 2018 Medicaid Book of Business Top Box Summary Rate Score of 14.1%.

2018 SPH Book of Business Percentiles - UQM Composite

Plan 24.2% · Average 30.5% · 25th 23.9% · 50th 28.5% · 75th 35.4% · 90th 46.1%
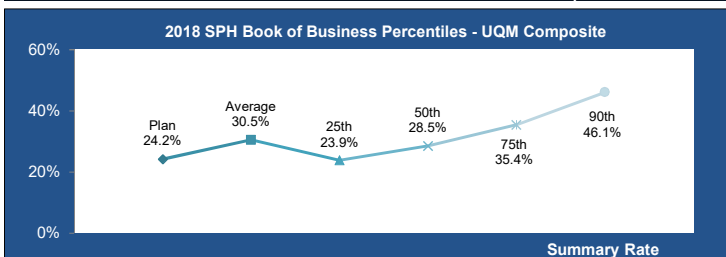
Summary Rate

> Your 2019 Summary Rate for the Utilization and Quality Management composite is 24.2%, which is significantly below SPH's 2018 Medicaid Book of Business Summary Rate Score of 30.5%.

* Top Box Scores represent the top response percentage ("Well above average"). Summary Rate Scores represent the top two response percentages ("Well above average" and "Somewhat above average").

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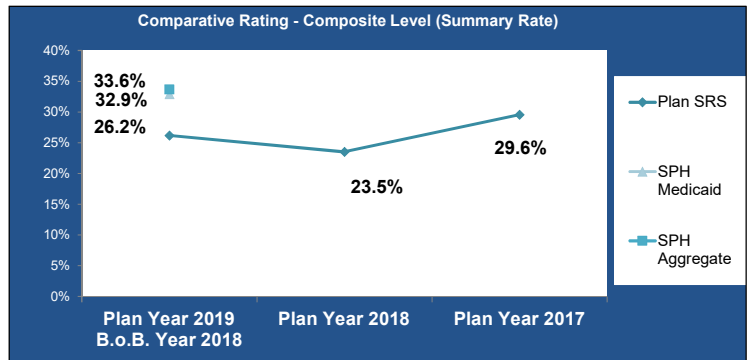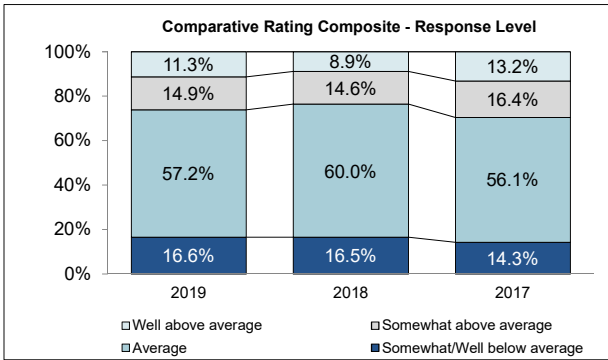
Note: Significance Testing - Cells highlighted in red denote current year plan percentage is significantly lower when compared to trend or benchmark data; cells highlighted in green denote current year plan percentage is significantly higher when compared to trend or benchmark data; no shading denotes that there was no significant difference between the percentages or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.
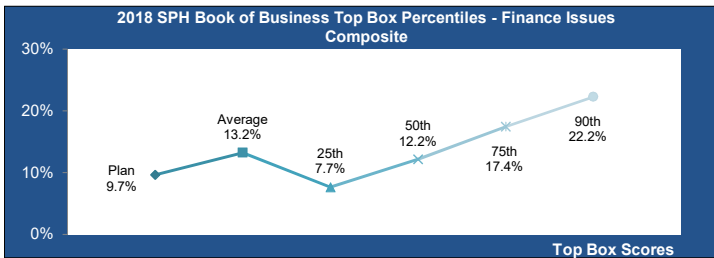
Composite Analysis

Network/Coordination of Care - Top Box and Summary Rate Scores

319 Total Network/Coordination of Care Respondents

Network/Coordination of Care Composite - Response Level

	2019	2018	2017
Well above average	7.8%	7.8%	8.8%
Somewhat above average	11.8%	12.1%	13.1%
Average	73.3%	71.3%	67.8%
Somewhat/Well below average	7.1%	8.8%	10.3%

Network/Coordination of Care - Composite Level (Summary Rate)

29.2%
27.9%
19.6%   19.9%   21.9%

Plan SRS, SPH Medicaid, SPH Aggregate

Plan Year 2019 B.o.B. Year 2018 / Plan Year 2018 / Plan Year 2017

	2019		2018		2017		2018 SPH Book of Business**	
Composite and Attributes	n	Top Box Score*	n	Top Box Score*	n	Top Box Score*	Medicaid	Aggregate
Network/Coordination of Care		**7.8%**		**7.8%**		**8.8%**	**12.2%**	**13.0%**
4A. The number of specialists in this health plan's provider network.	319	6.3%	346	6.1%	394	8.1%	11.4%	12.2%
4B. The quality of specialists in this health plan's provider network.	287	7.7%	327	9.2%	392	10.2%	13.8%	14.9%
4C. The timeliness of feedback/reports from specialists in this health plan's provider network.	265	9.4%	320	8.1%	375	8.0%	11.3%	11.8%

	2019		2018		2017		2018 SPH Book of Business**	
Composite and Attributes	n	SRS*	n	SRS*	n	SRS*	Medicaid	Aggregate
Network/Coordination of Care		**19.6%**		**19.9%**		**21.9%**	**27.9%**	**29.2%**
4A. The number of specialists in this health plan's provider network.	319	18.5%	346	15.9%	394	19.5%	25.8%	27.4%
4B. The quality of specialists in this health plan's provider network.	287	18.1%	327	22.3%	392	24.7%	31.5%	33.0%
4C. The timeliness of feedback/reports from specialists in this health plan's provider network.	265	22.3%	320	21.6%	375	21.3%	26.5%	27.4%

Top Box Scores

Summary Rate Scores

2018 SPH Book of Business Top Box Percentiles - Network/Coordination of Care Composite

Plan 7.8% / Average 12.2% / 25th 7.8% / 50th 10.6% / 75th 15.2% / 90th 19.1%

Top Box Scores

> Your 2019 Top Box Summary Rate for the Network/Coordination of Care composite is 7.8%, which is significantly below SPH's 2018 Medicaid Book of Business Top Box Summary Rate Score of 12.2%.

2018 SPH Book of Business Percentiles - Network/Coordination of Care Composite

Plan 19.6% / Average 27.9% / 25th 21.1% / 50th 25.6% / 75th 33.0% / 90th 39.1%
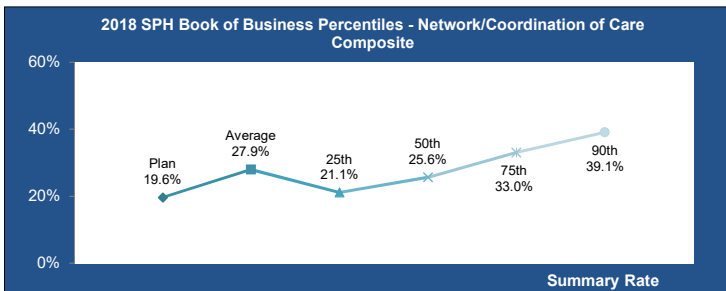
Summary Rate

> Your 2019 Summary Rate for the Network/Coordination of Care composite is 19.6%, which is significantly below SPH's 2018 Medicaid Book of Business Summary Rate Score of 27.9%.

* Top Box Scores represent the top response percentage ("Well above average"). Summary Rate Scores represent the top two response percentages ("Well above average" and "Somewhat above average").

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Note: Significance Testing - Cells highlighted in red denote current year plan percentage is significantly lower when compared to trend or benchmark data; cells highlighted in green denote current year plan percentage is significantly higher when compared to trend or benchmark data; no shading denotes that there was no significant difference between the percentages or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.
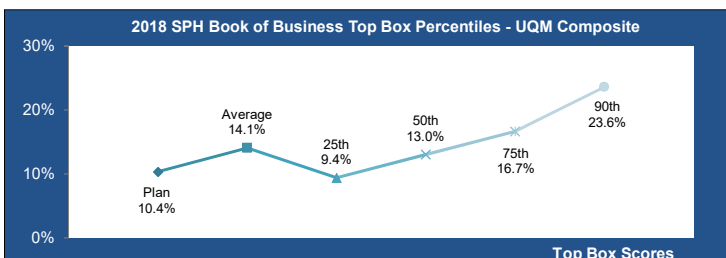
Composite Analysis

Pharmacy - Top Box and Summary Rate Scores

273 Total Pharmacy Respondents

Pharmacy Composite - Response Level

Pharmacy - Composite Level (Summary Rate)

		2019		2018		2017	2018 SPH Book of Business**	
Composite and Attributes	n	Top Box Score*	n	Top Box Score*	n	Top Box Score*	Medicaid	Aggregate
Pharmacy		**5.5%**		**5.5%**		**5.6%**	**8.9%**	**9.1%**
5A. Consistency of the formulary over time.	268	6.0%	272	6.6%	326	6.4%	9.0%	9.2%
5B. Extent to which formulary reflects current standards of care.	273	5.9%	278	6.1%	324	5.6%	9.3%	9.5%
5C. Variety of branded drugs on the formulary.	228	5.3%	245	5.3%	289	5.5%	8.2%	8.2%
5D. Ease of prescribing your preferred medications within formulary guidelines.	225	4.9%	234	5.6%	282	5.7%	9.4%	9.6%
5E. Availability of comparable drugs to substitute those not included in the formulary.	227	5.3%	233	3.9%	281	4.6%	8.6%	8.8%

		2019		2018		2017	2018 SPH Book of Business**	
Composite and Attributes	n	SRS*	n	SRS*	n	SRS*	Medicaid	Aggregate
Pharmacy		**15.8%**		**15.8%**		**17.7%**	**21.4%**	**21.8%**
5A. Consistency of the formulary over time.	268	18.3%	272	17.6%	326	19.3%	21.8%	22.0%
5B. Extent to which formulary reflects current standards of care.	273	17.2%	278	16.9%	324	18.2%	22.6%	23.0%
5C. Variety of branded drugs on the formulary.	228	14.0%	245	15.5%	289	17.3%	20.0%	20.5%
5D. Ease of prescribing your preferred medications within formulary guidelines.	225	16.9%	234	14.5%	282	18.1%	21.8%	22.4%
5E. Availability of comparable drugs to substitute those not included in the formulary.	227	12.3%	233	14.2%	281	15.7%	20.8%	21.1%

2018 SPH Book of Business Top Box Percentiles - Pharmacy Composite

> Your 2019 Top Box Summary Rate for the Pharmacy composite is 5.5%, which is significantly below SPH's 2018 Medicaid Book of Business Top Box Summary Rate Score of 8.9%.

2018 SPH Book of Business Percentiles - Pharmacy Composite
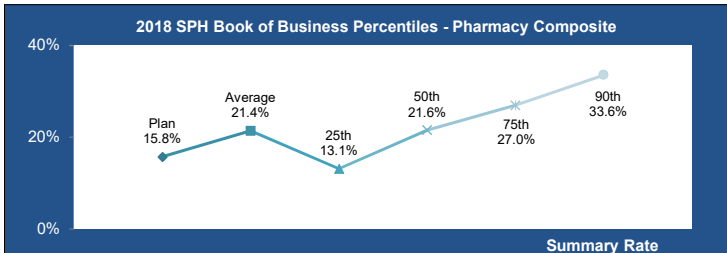
> Your 2019 Summary Rate for the Pharmacy composite is 15.8%, which is significantly below SPH's 2018 Medicaid Book of Business Summary Rate Score of 21.4%.

* Top Box Scores represent the top response percentage ("Well above average"). Summary Rate Scores represent the top two response percentages ("Well above average" and "Somewhat above average").

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Note: Significance Testing - Cells highlighted in red denote current year plan percentage is significantly lower when compared to trend or benchmark data; cells highlighted in green denote current year plan percentage is significantly higher when compared to trend or benchmark data; no shading denotes that there was no significant difference between the percentages or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Composite Analysis

Health Plan Call Center Service Staff - Top Box and Summary Rate Scores
365 Total Health Plan Call Center Service Staff Respondents

HPCCSS Composite - Response Level

HPCCSS - Composite Level (Summary Rate)

Composite and Attributes	2019		2018		2017		2018 SPH Book of Business**	
	n	Top Box Score*	n	Top Box Score*	n	Top Box Score*	Medicaid	Aggregate
Health Plan Call Center Service Staff		**16.2%**		**12.5%**		**20.2%**	**16.7%**	**17.1%**
6A. Ease of reaching health plan call center staff over the phone.	353	15.9%	373	11.8%	435	18.4%	15.0%	15.3%
6B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	365	17.0%	378	14.8%	437	20.8%	18.6%	19.0%
6C. Helpfulness of health plan call center staff in answering your questions.	311	14.5%	382	12.0%	443	20.1%	15.7%	16.2%
6D. Overall satisfaction with health plan's call center service.	363	17.6%	385	11.2%	446	21.5%	17.7%	18.0%

Composite and Attributes	2019		2018		2017		2018 SPH Book of Business**	
	n	SRS*	n	SRS*	n	SRS*	Medicaid	Aggregate
Health Plan Call Center Service Staff		**34.7%**		**31.2%**		**38.7%**	**35.3%**	**35.8%**
6A. Ease of reaching health plan call center staff over the phone.	353	33.7%	373	29.2%	435	36.1%	32.9%	33.5%
6B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	365	38.6%	378	32.8%	437	40.5%	38.2%	38.7%
6C. Helpfulness of health plan call center staff in answering your questions.	311	30.5%	382	32.5%	443	39.3%	32.9%	33.4%
6D. Overall satisfaction with health plan's call center service.	363	36.1%	385	30.1%	446	38.8%	37.3%	37.5%

2018 SPH Book of Business Top Box Percentiles - HPCCSS Composite

Your 2019 Top Box Summary Rate for the Health Plan Call Center Service Staff composite is 16.2%, which is not significantly different from SPH's 2018 Medicaid Book of Business Top Box Summary Rate Score of 16.7%.

2018 SPH Book of Business Percentiles - HPCCSS Composite
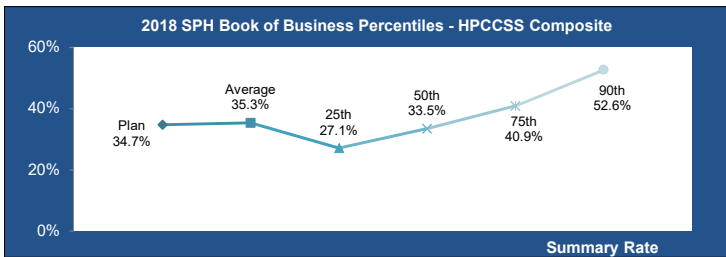
Your 2019 Summary Rate for the Health Plan Call Center Service Staff composite is 34.7%, which is not significantly different from SPH's 2018 Medicaid Book of Business Summary Rate Score of 35.3%.

* Top Box Scores represent the top response percentage ("Well above average"). Summary Rate Scores represent the top two response percentages ("Well above average" and "Somewhat above average").

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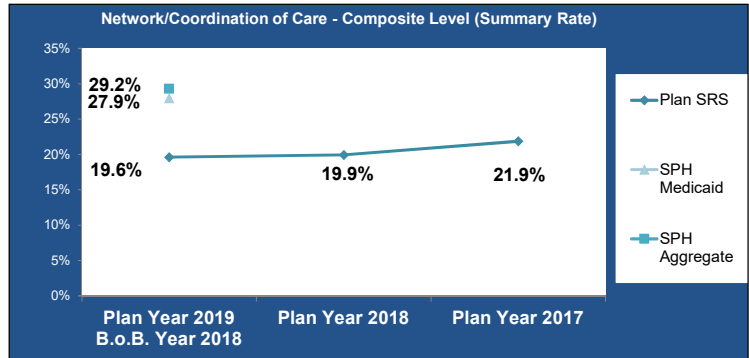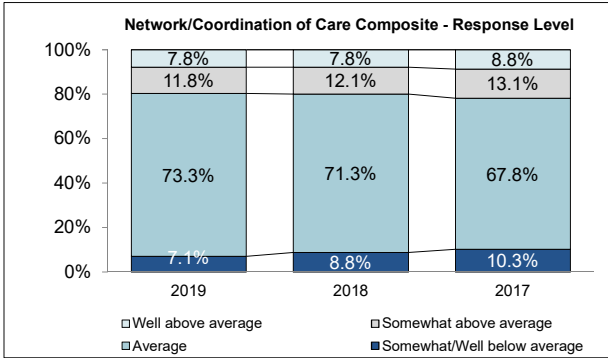
Note: Significance Testing - Cells highlighted in red denote current year plan percentage is significantly lower when compared to trend or benchmark data; cells highlighted in green denote current year plan percentage is significantly higher when compared to trend or benchmark data; no shading denotes that there was no significant difference between the percentages or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.
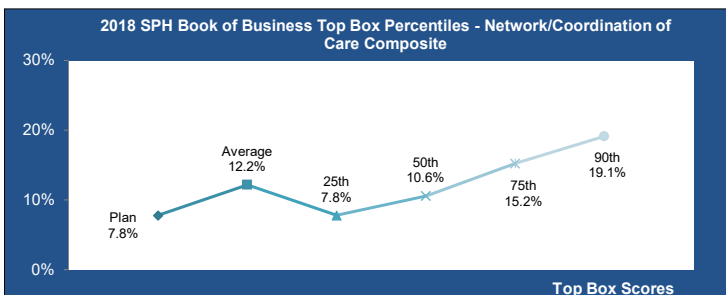
Composite Analysis

Provider Relations - Top Box and Summary Rate Scores

324 Total Provider Relations Respondents

Provider Relations Composite - Response Level

Provider Relations - Composite Level (Summary Rate)

Composite and Attributes	2019		2018		2017		2018 SPH Book of Business**	
	n	Top Box Score*	n	Top Box Score*	n	Top Box Score*	Medicaid	Aggregate
Provider Relations		**13.9%**		**11.1%**		**19.0%**	**18.9%**	**18.8%**
7A. Have you had contact with the provider relations representative assigned to your practice?	329	51.4%	388	44.1%	449	45.9%	47.2%	45.1%
7B. Provider Relations representative's ability to answer questions and resolve problems.	156	19.9%	170	17.6%	201	28.9%	24.8%	25.0%
7C. Quality of provider orientation process.	264	9.5%	280	6.4%	309	13.3%	16.9%	16.7%
7D. Quality of written communications, policy bulletins, and manuals.	324	12.3%	331	9.4%	398	14.8%	15.0%	14.9%

Composite and Attributes	2019		2018		2017		2018 SPH Book of Business**	
	n	SRS*	n	SRS*	n	SRS*	Medicaid	Aggregate
Provider Relations		**25.9%**		**27.1%**		**36.0%**	**34.6%**	**35.1%**
7A. Have you had contact with the provider relations representative assigned to your practice?	329	51.4%	388	44.1%	449	45.9%	47.2%	45.1%
7B. Provider Relations representative's ability to answer questions and resolve problems.	156	35.9%	170	39.4%	201	48.8%	43.2%	44.6%
7C. Quality of provider orientation process.	264	17.8%	280	17.1%	309	26.5%	30.7%	30.8%
7D. Quality of written communications, policy bulletins, and manuals.	324	24.1%	331	24.8%	398	32.7%	30.0%	30.0%

2018 SPH Book of Business Top Box Percentiles - Provider Relations Composite

Your 2019 Top Box Summary Rate for the Provider Relations composite is 13.9%, which is significantly below SPH's 2018 Medicaid Book of Business Top Box Summary Rate Score of 18.9%.

2018 SPH Book of Business Percentiles - Provider Relations Composite
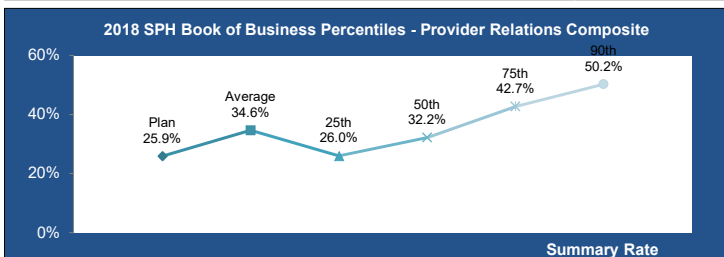
Your 2019 Summary Rate for the Provider Relations composite is 25.9%, which is significantly below SPH's 2018 Medicaid Book of Business Summary Rate Score of 34.6%.

* Top Box Scores represent the top response percentage ("Yes;" "Well above average"). Summary Rate Scores represent the top two response percentages ("Yes;" "Well above average" and "Somewhat above average").

** SPH Analytics's 2018 Medicaid Book of Business consists of data from 77 projects representing 18710 respondents, while the Aggregate Book of Business consists of data from 102 projects representing 26280 respondents in Primary Care, Specialty, and Behavioral Health areas of medicine. See Technical Notes for more information.

Note 1: Significance Testing - Cells highlighted in red denote current year plan percentage is significantly lower when compared to trend or benchmark data; cells highlighted in green denote current year plan percentage is significantly higher when compared to trend or benchmark data; no shading denotes that there was no significant difference between the percentages or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.
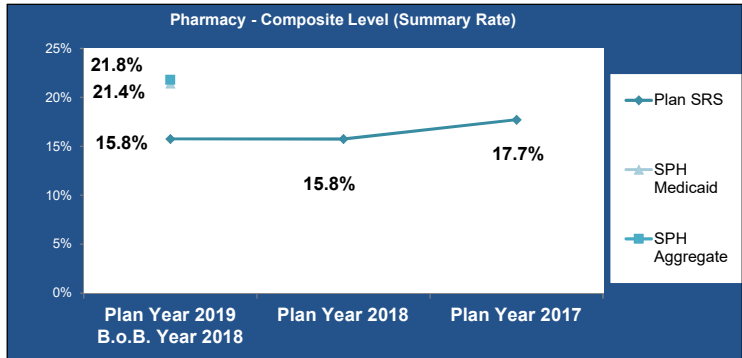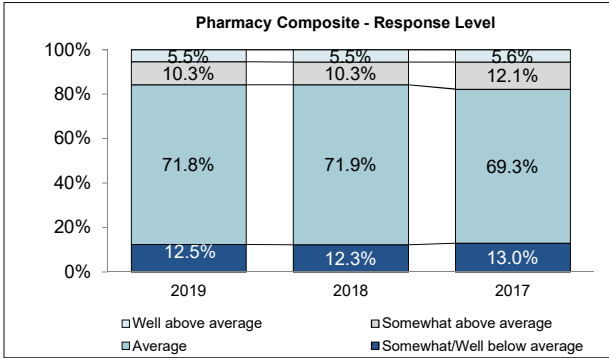
Note 2: The Provider Relations composite is the average of 7B through 7D. It does not include 7A.

5. *Global Proportions*

Pages 5A through 5C provide a graphical presentation of the percentage of providers who chose each response option.[5] The charts present the composite percentages, as well as the percentages for each attribute that make up the composite.

Global proportions are a useful tool to understand a provider's satisfaction, dissatisfaction, or neutrality when they rate a particular service or service area. Summary Rate Scores alone are not as complete an indication of performance given that they do not show a distribution of responses across all response categories.

	Summary Rate Score			
	Well above average	Somewhat above average	Average	Somewhat/Well below average
Case 1	65%	10%	20%	5%
Case 2	15%	60%	15%	10%

The above chart demonstrates two cases in which a high Summary Rate becomes less revealing. In Case 1, a relatively large percentage of providers are found to be very satisfied ('Well above average'). In Case 2, a large proportion of the Summary Rate responses are 'Somewhat above average,' rather than the more favorable response of 'Well above average.' When reviewing cases one and two, the first case shows a higher average rating than the second, even though the Summary Rates are equal (both 75%).

Charts 5A – 5C

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[5] Response distributions are also provided in the Question Summaries, which are located in section 15, *Appendix A.*

Global Proportions
Composite/Attribute Response Distributions

489 Total Respondents

Comparative Rating	Valid n				
		■ Well above average		■ Somewhat above average	
		■ Average		☐ Well/Somewhat below average	
1A. How would you rate Passport Health Plan compared to all other health plans you contract with?	451	11%	15%	57%	17%

Finance Issues	Valid n				
		■ Well above average		■ Somewhat above average	
		■ Average		☐ Well/Somewhat below average	
		10%	12%	63%	16%
2A. Consistency of reimbursement fees with your contract rates.	394	9%	11%	63%	17%
2B. Accuracy of claims processing.	397	10%	12%	65%	14%
2C. Timeliness of claims processing.	394	11%	11%	66%	12%
2D. Resolution of claims payment problems or disputes.	378	9%	13%	58%	20%

Utilization and Quality Management	Valid n				
		■ Well above average		■ Somewhat above average	
		■ Average		☐ Well/Somewhat below average	
		10%	14%	66%	10%
3A. Access to knowledgeable UM staff.	377	9%	14%	68%	10%
3B. Procedures for obtaining pre-certification/referral/authorization information.	385	11%	13%	62%	14%
3C. Timeliness of obtaining pre-certification/referral/authorization information.	378	11%	16%	58%	15%
3D. The health plan's facilitation/support of appropriate clinical care for patients.	358	11%	13%	70%	7%
3E. Access to Case/Care Managers from this health plan.	327	10%	12%	70%	9%
3F. Degree to which the plan covers and encourages preventive care and wellness.	344	10%	16%	67%	7%

Note: Percentages may not add to 100% due to rounding.

Composite/Attribute Response Distributions

489 Total Respondents

Network/Coordination of Care	Valid n	■ Well above average ■ Somewhat above average ■ Average ■ Well/Somewhat below average
		8% / 12% / 73% / 7%
4A. The number of specialists in this health plan's provider network.	319	6% / 12% / 75% / 7%
4B. The quality of specialists in this health plan's provider network.	287	8% / 10% / 78% / 4%
4C. The timeliness of feedback/reports from specialists in this health plan's provider network.	265	9% / 13% / 67% / 11%

Pharmacy	Valid n	■ Well above average ■ Somewhat above average ■ Average ■ Well/Somewhat below average
		5% / 10% / 72% / 12%
5A. Consistency of the formulary over time.	268	6% / 12% / 72% / 10%
5B. Extent to which formulary reflects current standards of care.	273	6% / 11% / 73% / 10%
5C. Variety of branded drugs on the formulary.	228	5% / 9% / 74% / 12%
5D. Ease of prescribing your preferred medications within formulary guidelines.	225	5% / 12% / 68% / 15%
5E. Availability of comparable drugs to substitute those not included in the formulary.	227	5% / 7% / 72% / 15%

Health Plan Call Center Service Staff	Valid n	■ Well above average ■ Somewhat above average ■ Average ■ Well/Somewhat below average
		16% / 19% / 57% / 8%
6A. Ease of reaching health plan call center staff over the phone.	353	16% / 18% / 55% / 11%
6B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	365	17% / 22% / 55% / 6%
6C. Helpfulness of health plan call center staff in answering your questions.	311	14% / 16% / 62% / 8%
6D. Overall satisfaction with health plan's call center service.	363	18% / 18% / 55% / 9%

Note: Percentages may not add to 100% due to rounding.

Global Proportions

Composite/Attribute Response Distributions

489 Total Respondents

Provider Relations	Valid n	Well above average / Somewhat above average / Average / Well/Somewhat below average
		14% · 12% · 60% · 14%
7B. Provider Relations representative's ability to answer questions and resolve problems.	156	20% · 16% · 46% · 19%
7C. Quality of provider orientation process.	264	9% · 8% · 67% · 15%
7D. Quality of written communications, policy bulletins, and manuals.	324	12% · 12% · 68% · 8%

Overall Satisfaction	Valid n	Completely satisfied / Somewhat satisfied / Neither / Completely/Somewhat dissatisfied
8B. Please rate your overall satisfaction with Passport Health Plan.	364	34% · 37% · 13% · 16%
8C. Please rate your overall satisfaction with Humana CareSource.	340	24% · 37% · 19% · 20%
8D. Please rate your overall satisfaction with Coventry.	188	19% · 36% · 26% · 19%
8E. Please rate your overall satisfaction with WellCare.	352	31% · 43% · 12% · 14%
8F. Please rate your overall satisfaction with Anthem.	359	35% · 42% · 11% · 11%

Note: Percentages may not add to 100% due to rounding.

6.   Segmentation Analyses

The database provided by Passport Health Plan includes demographic information, and the Provider Satisfaction Survey asks demographic questions about the respondent's medical practice, which facilitates a market segmentation of the providers. The charts beginning on page 6A present Summary Rate Scores organized across the following demographics:

- ☑   Area of Medicine (A)
- ☑   Physicians in Practice (B)
- ☑   Years in Practice (C)
- ☑   Portion of Managed Care Volume Represented by Health Plan (D)
- ☑   Survey Respondent (E)
- ☑   Insurance Participation (G)
- ☑   Region (Database)
- ☑   County (Database)

The percentages represent the Summary Rate for each segment of the demographic category. For example, in the table below, the Summary Rate for 8B, *'Please rate your overall satisfaction with Passport Health Plan,'* is the percentage of respondents who selected 'Completely satisfied' or 'Somewhat satisfied.'

The interpretation of this example would be, "Of the respondents who have been in practice less than five years, 73.4% are 'Completely satisfied' or 'Somewhat satisfied' with Passport Health Plan, while 77.9% of respondents who have been in practice five to 15 years and 65.4% of respondents who have been in practice 16 years or more are 'Completely satisfied' or 'Somewhat satisfied' with Passport Health Plan."

Years in Practice	Less than 5 years	5 – 15 years	16 years or more
8B. Please rate your overall satisfaction with Passport Health Plan.	73.4%	77.9%	65.4%

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 6A – 6H

Segmentation Analysis

Plan Summary Rates by Area of Medicine (A)

489 Total Respondents

Composite/Attribute	Primary Care		Specialty		Behavioral Health Clinician		Range*
	Valid n**	%	Valid n**	%	Valid n**	%	
Overall Satisfaction		**69.7%**		**70.8%**		**77.8%**	**8.1%**
8A. Would you recommend Passport Health Plan to other physicians' practices?	131	78.6%	170	82.9%	71	83.1%	4.5%
8B. Please rate your overall satisfaction with Passport Health Plan.	132	69.7%	171	70.8%	72	77.8%	8.1%
8C. Please rate your overall satisfaction with Humana CareSource.	120	65.8%	166	56.6%	65	72.3%	15.7%
8D. Please rate your overall satisfaction with Coventry.	73	56.2%	82	46.3%	28	78.6%	32.2%
8E. Please rate your overall satisfaction with WellCare.	128	78.1%	168	67.9%	69	81.2%	13.3%
8F. Please rate your overall satisfaction with Anthem.	126	79.4%	175	74.9%	70	82.9%	8.0%
All Other Plans (Comparative Rating)							
1A. How would you rate Passport Health Plan compared to all other health plans you contract with?	162	25.9%	221	24.0%	83	34.9%	11.0%
Finance Issues		**20.3%**		**17.6%**		**30.7%**	**13.1%**
2A. Consistency of reimbursement fees with your contract rates.	135	19.3%	195	15.4%	77	37.7%	22.3%
2B. Accuracy of claims processing.	136	22.8%	200	17.5%	77	24.7%	7.2%
2C. Timeliness of claims processing.	135	20.0%	198	17.2%	77	32.5%	15.3%
2D. Resolution of claims payment problems or disputes.	130	19.2%	188	20.2%	75	28.0%	8.8%
Utilization and Quality Management		**22.7%**		**23.7%**		**25.4%**	**2.7%**
3A. Access to knowledgeable UM staff.	138	22.5%	185	22.2%	69	18.8%	3.6%
3B. Procedures for obtaining pre-certification/referral/authorization information.	143	22.4%	194	24.7%	63	23.8%	2.4%
3C. Timeliness of obtaining pre-certification/referral/authorization information.	143	24.5%	189	27.5%	62	25.8%	3.0%
3D. The health plan's facilitation/support of appropriate clinical care for patients.	141	21.3%	174	20.7%	64	32.8%	12.1%
3E. Access to Case/Care Managers from this health plan.	128	21.1%	163	22.7%	51	23.5%	2.4%
3F. Degree to which the plan covers and encourages preventive care and wellness.	143	24.5%	158	24.7%	62	27.4%	2.9%
Network/Coordination of Care		**16.2%**		**21.5%**		**24.8%**	**8.6%**
4A. The number of specialists in this health plan's provider network.	133	12.0%	153	22.2%	55	20.0%	10.2%
4B. The quality of specialists in this health plan's provider network.	134	16.4%	131	18.3%	48	18.8%	2.3%
4C. The timeliness of feedback/reports from specialists in this health plan's provider network.	139	20.1%	113	23.9%	42	35.7%	15.6%
Pharmacy		**14.1%**		**18.6%**		**16.9%**	**4.5%**
5A. Consistency of the formulary over time.	129	14.7%	121	22.3%	39	15.4%	7.6%
5B. Extent to which formulary reflects current standards of care.	131	16.8%	121	17.4%	43	20.9%	4.1%
5C. Variety of branded drugs on the formulary.	122	12.3%	93	16.1%	32	15.6%	3.8%
5D. Ease of prescribing your preferred medications within formulary guidelines.	127	15.0%	90	22.2%	31	19.4%	7.3%
5E. Availability of comparable drugs to substitute those not included in the formulary.	127	11.8%	92	15.2%	30	13.3%	3.4%
Health Plan Call Center Service Staff		**29.8%**		**38.2%**		**30.8%**	**8.3%**
6A. Ease of reaching health plan call center staff over the phone.	130	31.5%	169	35.5%	67	31.3%	4.2%
6B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	136	33.1%	175	42.9%	68	32.4%	10.5%
6C. Helpfulness of health plan call center staff in answering your questions.	133	24.8%	147	34.0%	50	28.0%	9.2%
6D. Overall satisfaction with health plan's call center service.	134	29.9%	174	40.2%	70	31.4%	10.4%
Provider Relations		**19.2%**		**31.4%**		**23.4%**	**12.2%**
7A. Have you had contact with the provider relations representative assigned to your practice?	118	58.5%	156	45.5%	61	67.2%	21.7%
7B. Provider Relations representative's ability to answer questions and resolve problems.	65	27.7%	62	43.5%	39	30.8%	15.9%
7C. Quality of provider orientation process.	108	12.0%	121	22.3%	53	17.0%	10.3%
7D. Quality of written communications, policy bulletins, and manuals.	124	17.7%	149	28.2%	67	22.4%	10.4%

* Range is the difference between Summary Rates shown. The larger the number, the greater the difference in Summary Rates between segment groups for any given question/composite.

** Valid n refers to the total number of respondents answering the item within the subgroup under the column heading.

Note 1: The Overall Satisfaction Summary Rate includes only 8B. It does not include 8A or 8C through 8F.

Note 2: The Provider Relations composite is the average of 7B through 7D. It does not include 7A.

Segmentation Analysis

Plan Summary Rates by Physicians in Practice (B)

489 Total Respondents

Composite/Attribute	Solo		2 - 5 physicians		More than 5 physicians		Range*
	Valid n**	%	Valid n**	%	Valid n**	%	
Overall Satisfaction		78.0%		63.4%		73.8%	14.6%
8A. Would you recommend Passport Health Plan to other physicians' practices?	121	83.5%	132	78.0%	65	84.6%	6.6%
8B. Please rate your overall satisfaction with Passport Health Plan.	123	78.0%	134	63.4%	65	73.8%	14.6%
8C. Please rate your overall satisfaction with Humana CareSource.	118	66.1%	122	63.9%	61	50.8%	15.3%
8D. Please rate your overall satisfaction with Coventry.	58	60.3%	70	50.0%	34	52.9%	10.3%
8E. Please rate your overall satisfaction with WellCare.	122	77.0%	126	77.8%	63	65.1%	12.7%
8F. Please rate your overall satisfaction with Anthem.	125	81.6%	130	79.2%	63	71.4%	10.2%
All Other Plans (Comparative Rating)							
1A. How would you rate Passport Health Plan compared to all other health plans you contract with?	148	31.1%	160	21.3%	92	28.3%	9.8%
Finance Issues		22.1%		19.5%		22.1%	2.6%
2A. Consistency of reimbursement fees with your contract rates.	137	18.2%	133	19.5%	78	21.8%	3.5%
2B. Accuracy of claims processing.	136	23.5%	135	20.7%	79	17.7%	5.8%
2C. Timeliness of claims processing.	136	23.5%	133	18.8%	78	24.4%	5.6%
2D. Resolution of claims payment problems or disputes.	130	23.1%	128	18.8%	78	24.4%	5.6%
Utilization and Quality Management		26.3%		21.2%		24.2%	5.1%
3A. Access to knowledgeable UM staff.	118	24.6%	139	18.0%	76	23.7%	6.6%
3B. Procedures for obtaining pre-certification/referral/authorization information.	120	27.5%	147	21.1%	74	23.0%	6.4%
3C. Timeliness of obtaining pre-certification/referral/authorization information.	118	29.7%	146	27.4%	72	18.1%	11.6%
3D. The health plan's facilitation/support of appropriate clinical care for patients.	117	25.6%	133	18.8%	71	25.4%	6.8%
3E. Access to Case/Care Managers from this health plan.	108	24.1%	122	18.0%	62	27.4%	9.4%
3F. Degree to which the plan covers and encourages preventive care and wellness.	118	26.3%	134	23.9%	61	27.9%	4.0%
Network/Coordination of Care		23.2%		13.4%		26.0%	12.6%
4A. The number of specialists in this health plan's provider network.	103	22.3%	126	11.9%	58	25.9%	14.0%
4B. The quality of specialists in this health plan's provider network.	94	22.3%	120	12.5%	49	22.4%	9.9%
4C. The timeliness of feedback/reports from specialists in this health plan's provider network.	88	25.0%	114	15.8%	47	29.8%	14.0%
Pharmacy		16.2%		13.7%		19.2%	5.5%
5A. Consistency of the formulary over time.	93	21.5%	105	13.3%	48	20.8%	8.2%
5B. Extent to which formulary reflects current standards of care.	91	17.6%	107	15.0%	52	19.2%	4.3%
5C. Variety of branded drugs on the formulary.	75	13.3%	94	11.7%	41	17.1%	5.4%
5D. Ease of prescribing your preferred medications within formulary guidelines.	76	15.8%	97	17.5%	37	18.9%	3.1%
5E. Availability of comparable drugs to substitute those not included in the formulary.	77	13.0%	99	11.1%	35	20.0%	8.9%
Health Plan Call Center Service Staff		40.5%		28.4%		35.6%	12.1%
6A. Ease of reaching health plan call center staff over the phone.	123	36.6%	127	29.1%	60	36.7%	7.5%
6B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	125	44.8%	134	30.6%	62	40.3%	14.2%
6C. Helpfulness of health plan call center staff in answering your questions.	102	37.3%	124	23.4%	54	27.8%	13.9%
6D. Overall satisfaction with health plan's call center service.	125	43.2%	132	30.3%	61	37.7%	12.9%
Provider Relations		32.7%		18.6%		26.0%	14.0%
7A. Have you had contact with the provider relations representative assigned to your practice?	117	49.6%	115	53.0%	58	67.2%	17.7%
7B. Provider Relations representative's ability to answer questions and resolve problems.	52	42.3%	55	25.5%	39	38.5%	16.9%
7C. Quality of provider orientation process.	95	26.3%	95	11.6%	47	14.9%	14.7%
7D. Quality of written communications, policy bulletins, and manuals.	109	29.4%	117	18.8%	61	24.6%	10.6%

* Range is the difference between Summary Rates shown. The larger the number, the greater the difference in Summary Rates between segment groups for any given question/composite.

** Valid n refers to the total number of respondents answering the item within the subgroup under the column heading.

Note 1: The Overall Satisfaction Summary Rate includes only 8B. It does not include 8A or 8C through 8F.

Note 2: The Provider Relations composite is the average of 7B through 7D. It does not include 7A.

Segmentation Analysis

Plan Summary Rates by Years in Practice (C)

489 Total Respondents

Composite/Attribute	Less than 5 years Valid n**	%	5 - 15 years Valid n**	%	16 years or more Valid n**	%	Range*
Overall Satisfaction		**73.4%**		**77.9%**		**65.4%**	**12.5%**
8A. Would you recommend Passport Health Plan to other physicians' practices?	67	79.1%	133	82.7%	159	81.1%	3.6%
8B. Please rate your overall satisfaction with Passport Health Plan.	64	73.4%	136	77.9%	162	65.4%	12.5%
8C. Please rate your overall satisfaction with Humana CareSource.	61	63.9%	123	68.3%	153	54.9%	13.4%
8D. Please rate your overall satisfaction with Coventry.	31	61.3%	67	62.7%	87	47.1%	15.6%
8E. Please rate your overall satisfaction with WellCare.	64	78.1%	130	76.9%	155	69.7%	8.4%
8F. Please rate your overall satisfaction with Anthem.	65	73.8%	134	85.8%	157	71.3%	14.5%
All Other Plans (Comparative Rating)							
1A. How would you rate Passport Health Plan compared to all other health plans you contract with?	92	25.0%	157	31.2%	198	23.2%	8.0%
Finance Issues		**19.8%**		**25.3%**		**19.1%**	**6.2%**
2A. Consistency of reimbursement fees with your contract rates.	83	21.7%	136	22.8%	171	17.0%	5.8%
2B. Accuracy of claims processing.	81	18.5%	136	25.7%	176	19.9%	7.2%
2C. Timeliness of claims processing.	81	19.8%	133	24.8%	176	21.0%	5.1%
2D. Resolution of claims payment problems or disputes.	78	19.2%	125	28.0%	171	18.7%	9.3%
Utilization and Quality Management		**23.2%**		**27.0%**		**22.6%**	**4.4%**
3A. Access to knowledgeable UM staff.	77	19.5%	125	28.8%	171	18.7%	10.1%
3B. Procedures for obtaining pre-certification/referral/authorization information.	73	26.0%	135	26.7%	173	22.5%	4.1%
3C. Timeliness of obtaining pre-certification/referral/authorization information.	72	22.2%	133	30.1%	169	27.8%	7.9%
3D. The health plan's facilitation/support of appropriate clinical care for patients.	72	23.6%	127	26.8%	155	20.6%	6.1%
3E. Access to Case/Care Managers from this health plan.	61	26.2%	117	23.1%	146	18.5%	7.7%
3F. Degree to which the plan covers and encourages preventive care and wellness.	70	21.4%	113	26.5%	158	27.2%	5.8%
Network/Coordination of Care		**23.1%**		**20.1%**		**17.5%**	**5.7%**
4A. The number of specialists in this health plan's provider network.	64	23.4%	105	20.0%	146	15.1%	8.4%
4B. The quality of specialists in this health plan's provider network.	58	22.4%	98	18.4%	128	15.6%	6.8%
4C. The timeliness of feedback/reports from specialists in this health plan's provider network.	51	23.5%	91	22.0%	120	21.7%	1.9%
Pharmacy		**26.0%**		**18.1%**		**10.5%**	**15.5%**
5A. Consistency of the formulary over time.	47	25.5%	87	20.7%	131	13.7%	11.8%
5B. Extent to which formulary reflects current standards of care.	50	26.0%	90	18.9%	130	11.5%	14.5%
5C. Variety of branded drugs on the formulary.	38	31.6%	73	13.7%	115	8.7%	22.9%
5D. Ease of prescribing your preferred medications within formulary guidelines.	38	28.9%	73	20.5%	112	10.7%	18.2%
5E. Availability of comparable drugs to substitute those not included in the formulary.	39	17.9%	72	16.7%	114	7.9%	10.1%
Health Plan Call Center Service Staff		**33.5%**		**35.3%**		**34.6%**	**1.8%**
6A. Ease of reaching health plan call center staff over the phone.	58	29.3%	131	33.6%	161	34.8%	5.5%
6B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	64	39.1%	136	39.0%	162	38.3%	0.8%
6C. Helpfulness of health plan call center staff in answering your questions.	58	32.8%	114	30.7%	136	29.4%	3.3%
6D. Overall satisfaction with health plan's call center service.	64	32.8%	134	38.1%	162	35.8%	5.2%
Provider Relations		**24.1%**		**26.5%**		**25.5%**	**2.4%**
7A. Have you had contact with the provider relations representative assigned to your practice?	58	46.6%	122	54.1%	146	51.4%	7.5%
7B. Provider Relations representative's ability to answer questions and resolve problems.	26	30.8%	60	35.0%	69	37.7%	6.9%
7C. Quality of provider orientation process.	51	21.6%	94	19.1%	116	14.7%	6.9%
7D. Quality of written communications, policy bulletins, and manuals.	55	20.0%	122	25.4%	144	24.3%	5.4%

* Range is the difference between Summary Rates shown. The larger the number, the greater the difference in Summary Rates between segment groups for any given question/composite.

** Valid n refers to the total number of respondents answering the item within the subgroup under the column heading.

Note 1: The Overall Satisfaction Summary Rate includes only 8B. It does not include 8A or 8C through 8F.

Note 2: The Provider Relations composite is the average of 7B through 7D. It does not include 7A.

Segmentation Analysis

**Plan Summary Rates by Portion of Managed Care Volume
Represented by Health Plan (D)**

489 Total Respondents

Composite/Attribute	0 - 10%		11 - 20%		21 - 100%		Range*
	Valid n**	%	Valid n**	%	Valid n**	%	
Overall Satisfaction		**63.6%**		**79.0%**		**76.5%**	**15.4%**
8A. Would you recommend Passport Health Plan to other physicians' practices?	153	77.1%	83	80.7%	98	87.8%	10.6%
8B. Please rate your overall satisfaction with Passport Health Plan.	154	63.6%	81	79.0%	102	76.5%	15.4%
8C. Please rate your overall satisfaction with Humana CareSource.	146	56.2%	82	63.4%	90	66.7%	10.5%
8D. Please rate your overall satisfaction with Coventry.	81	42.0%	46	69.6%	45	64.4%	27.6%
8E. Please rate your overall satisfaction with WellCare.	152	67.8%	83	83.1%	93	78.5%	15.4%
8F. Please rate your overall satisfaction with Anthem.	158	72.8%	82	80.5%	94	83.0%	10.2%
All Other Plans (Comparative Rating)							
1A. How would you rate Passport Health Plan compared to all other health plans you contract with?	189	21.2%	108	27.8%	121	32.2%	11.1%
Finance Issues		**16.1%**		**20.7%**		**30.1%**	**14.0%**
2A. Consistency of reimbursement fees with your contract rates.	173	13.9%	91	19.8%	110	30.9%	17.0%
2B. Accuracy of claims processing.	172	18.6%	93	20.4%	110	28.2%	9.6%
2C. Timeliness of claims processing.	171	15.8%	93	22.6%	110	30.9%	15.1%
2D. Resolution of claims payment problems or disputes.	161	16.1%	90	20.0%	108	30.6%	14.4%
Utilization and Quality Management		**20.4%**		**24.0%**		**32.2%**	**11.8%**
3A. Access to knowledgeable UM staff.	159	20.8%	91	24.2%	104	24.0%	3.4%
3B. Procedures for obtaining pre-certification/referral/authorization information.	164	22.0%	97	22.7%	101	31.7%	9.7%
3C. Timeliness of obtaining pre-certification/referral/authorization information.	162	22.8%	96	28.1%	98	35.7%	12.9%
3D. The health plan's facilitation/support of appropriate clinical care for patients.	146	18.5%	92	26.1%	98	31.6%	13.1%
3E. Access to Case/Care Managers from this health plan.	135	16.3%	79	20.3%	93	34.4%	18.1%
3F. Degree to which the plan covers and encourages preventive care and wellness.	148	22.3%	84	22.6%	95	35.8%	13.5%
Network/Coordination of Care		**13.3%**		**23.4%**		**27.6%**	**14.3%**
4A. The number of specialists in this health plan's provider network.	137	13.1%	78	19.2%	88	28.4%	15.3%
4B. The quality of specialists in this health plan's provider network.	117	13.7%	73	19.2%	83	25.3%	11.6%
4C. The timeliness of feedback/reports from specialists in this health plan's provider network.	108	13.0%	63	31.7%	79	29.1%	18.8%
Pharmacy		**9.5%**		**19.9%**		**21.9%**	**12.4%**
5A. Consistency of the formulary over time.	115	11.3%	60	23.3%	79	25.3%	14.0%
5B. Extent to which formulary reflects current standards of care.	116	9.5%	63	25.4%	78	21.8%	15.9%
5C. Variety of branded drugs on the formulary.	91	7.7%	55	16.4%	67	20.9%	13.2%
5D. Ease of prescribing your preferred medications within formulary guidelines.	88	12.5%	55	18.2%	68	23.5%	11.0%
5E. Availability of comparable drugs to substitute those not included in the formulary.	91	6.6%	55	16.4%	67	17.9%	11.3%
Health Plan Call Center Service Staff		**29.2%**		**31.3%**		**47.4%**	**18.2%**
6A. Ease of reaching health plan call center staff over the phone.	149	26.8%	84	29.8%	97	48.5%	21.6%
6B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	156	31.4%	83	32.5%	102	54.9%	23.5%
6C. Helpfulness of health plan call center staff in answering your questions.	133	27.1%	74	28.4%	88	38.6%	11.6%
6D. Overall satisfaction with health plan's call center service.	156	31.4%	84	34.5%	101	47.5%	16.1%
Provider Relations		**16.3%**		**28.2%**		**36.1%**	**19.8%**
7A. Have you had contact with the provider relations representative assigned to your practice?	141	43.3%	72	52.8%	96	65.6%	22.4%
7B. Provider Relations representative's ability to answer questions and resolve problems.	51	19.6%	38	36.8%	60	48.3%	28.7%
7C. Quality of provider orientation process.	110	10.9%	62	21.0%	77	27.3%	16.4%
7D. Quality of written communications, policy bulletins, and manuals.	136	18.4%	75	26.7%	95	32.6%	14.2%

* Range is the difference between Summary Rates shown. The larger the number, the greater the difference in Summary Rates between segment groups for any given question/composite.

** Valid n refers to the total number of respondents answering the item within the subgroup under the column heading.

Note 1: The Overall Satisfaction Summary Rate includes only 8B. It does not include 8A or 8C through 8F.

Note 2: The Provider Relations composite is the average of 7B through 7D. It does not include 7A.

489 Total Respondents

Composite/Attribute	Physician		Behavioral Health Clinician		Office Manager		Nurse/Other staff		Range*
	Valid n**	%	Valid n**	%	Valid n**	%	Valid n**	%	
Overall Satisfaction		80.0%		87.0%		62.1%		83.3%	21.3%
8A. Would you recommend Passport Health Plan to other physicians' practices?	16	62.5%	23	95.7%	199	79.4%	121	84.3%	4.9%
8B. Please rate your overall satisfaction with Passport Health Plan.	15	80.0%	23	87.0%	203	62.1%	120	83.3%	21.3%
8C. Please rate your overall satisfaction with Humana CareSource.	15	66.7%	20	85.0%	192	55.7%	111	65.8%	10.0%
8D. Please rate your overall satisfaction with Coventry.	12	33.3%	8	87.5%	105	46.7%	62	69.4%	22.7%
8E. Please rate your overall satisfaction with WellCare.	15	46.7%	20	75.0%	198	70.7%	116	83.6%	12.9%
8F. Please rate your overall satisfaction with Anthem.	17	64.7%	22	86.4%	200	74.0%	117	83.8%	9.8%
All Other Plans (Comparative Rating)									
1A. How would you rate Passport Health Plan compared to all other health plans you contract with?	17	47.1%	26	42.3%	262	22.1%	143	28.0%	5.8%
Finance Issues		23.4%		36.6%		18.2%		24.0%	5.8%
2A. Consistency of reimbursement fees with your contract rates.	16	18.8%	25	40.0%	230	16.1%	119	23.5%	7.4%
2B. Accuracy of claims processing.	16	25.0%	26	34.6%	230	20.4%	121	20.7%	0.2%
2C. Timeliness of claims processing.	16	25.0%	26	38.5%	228	18.9%	120	24.2%	5.3%
2D. Resolution of claims payment problems or disputes.	16	25.0%	24	33.3%	219	17.4%	116	27.6%	10.2%
Utilization and Quality Management		24.0%		26.1%		21.7%		28.3%	6.6%
3A. Access to knowledgeable UM staff.	15	26.7%	22	18.2%	213	19.7%	124	27.4%	7.7%
3B. Procedures for obtaining pre-certification/referral/authorization information.	14	28.6%	19	26.3%	226	21.7%	123	28.5%	6.8%
3C. Timeliness of obtaining pre-certification/referral/authorization information.	14	28.6%	18	22.2%	221	26.2%	121	29.8%	3.5%
3D. The health plan's facilitation/support of appropriate clinical care for patients.	15	20.0%	19	42.1%	205	19.5%	115	27.8%	8.3%
3E. Access to Case/Care Managers from this health plan.	15	20.0%	15	26.7%	192	18.8%	102	26.5%	7.7%
3F. Degree to which the plan covers and encourages preventive care and wellness.	15	20.0%	19	21.1%	200	24.5%	107	29.9%	5.4%
Network/Coordination of Care		31.9%		21.3%		16.6%		22.9%	6.3%
4A. The number of specialists in this health plan's provider network.	11	36.4%	14	28.6%	189	14.8%	103	21.4%	6.5%
4B. The quality of specialists in this health plan's provider network.	11	36.4%	13	15.4%	170	15.3%	91	20.9%	5.6%
4C. The timeliness of feedback/reports from specialists in this health plan's provider network.	13	23.1%	10	20.0%	153	19.6%	87	26.4%	6.8%
Pharmacy		11.4%		6.5%		14.7%		18.6%	3.9%
5A. Consistency of the formulary over time.	12	8.3%	8	12.5%	154	16.2%	91	23.1%	6.8%
5B. Extent to which formulary reflects current standards of care.	12	16.7%	10	20.0%	155	16.8%	93	18.3%	1.5%
5C. Variety of branded drugs on the formulary.	10	10.0%	4	0.0%	131	13.0%	80	17.5%	4.5%
5D. Ease of prescribing your preferred medications within formulary guidelines.	9	11.1%	2	0.0%	133	15.8%	78	20.5%	4.7%
5E. Availability of comparable drugs to substitute those not included in the formulary.	9	11.1%	1	0.0%	134	11.9%	80	13.8%	1.8%
Health Plan Call Center Service Staff		27.9%		34.9%		31.2%		42.0%	10.8%
6A. Ease of reaching health plan call center staff over the phone.	14	21.4%	20	35.0%	199	29.1%	118	42.4%	13.2%
6B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	14	28.6%	19	36.8%	208	35.6%	122	45.9%	10.3%
6C. Helpfulness of health plan call center staff in answering your questions.	13	30.8%	12	25.0%	182	28.0%	102	36.3%	8.3%
6D. Overall satisfaction with health plan's call center service.	13	30.8%	21	42.9%	207	31.9%	120	43.3%	11.4%
Provider Relations		28.3%		37.0%		26.6%		22.4%	4.2%
7A. Have you had contact with the provider relations representative assigned to your practice?	15	73.3%	22	72.7%	186	48.4%	103	48.5%	0.2%
7B. Provider Relations representative's ability to answer questions and resolve problems.	10	40.0%	15	46.7%	83	36.1%	46	32.6%	3.5%
7C. Quality of provider orientation process.	10	20.0%	17	29.4%	148	18.2%	86	15.1%	3.1%
7D. Quality of written communications, policy bulletins, and manuals.	12	25.0%	20	35.0%	186	25.3%	103	19.4%	5.9%

* Range is the difference between Summary Rates shown. Due to the small sample size of Physician and Behavioral Health Clinician respondents, these segments are excluded from range calculations.

** Valid n refers to the total number of respondents answering the item within the subgroup under the column heading.

Note 1: The Overall Satisfaction Summary Rate includes only 8B. It does not include 8A or 8C through 8F.

Note 2: The Provider Relations composite is the average of 7B through 7D. It does not include 7A.

Segmentation Analysis

Plan Summary Rates by Insurance Participation (G)

489 Total Respondents

Composite/Attribute	3 or fewer		4 to 7		8 to 11		12 to 15		More than 15		Range*
	Valid n**	%	Valid n**	%	Valid n**	%	Valid n**	%	Valid n**	%	
Overall Satisfaction		100.0%		73.7%		81.8%		66.7%		69.4%	15.2%
8A. Would you recommend Passport Health Plan to other physicians' practices?	3	66.7%	19	84.2%	66	89.4%	42	73.8%	223	80.3%	15.6%
8B. Please rate your overall satisfaction with Passport Health Plan.	3	100.0%	19	73.7%	66	81.8%	45	66.7%	222	69.4%	15.2%
8C. Please rate your overall satisfaction with Humana CareSource.	3	66.7%	16	68.8%	59	62.7%	43	62.8%	212	60.8%	1.9%
8D. Please rate your overall satisfaction with Coventry.	1	0.0%	8	87.5%	36	69.4%	21	38.1%	116	53.4%	31.3%
8E. Please rate your overall satisfaction with WellCare.	2	100.0%	16	81.3%	64	78.1%	45	66.7%	217	75.1%	11.5%
8F. Please rate your overall satisfaction with Anthem.	3	66.7%	17	76.5%	67	80.6%	45	77.8%	219	77.6%	3.0%
All Other Plans (Comparative Rating)											
1A. How would you rate Passport Health Plan compared to all other health plans you contract with?	2	50.0%	24	29.2%	75	25.3%	57	24.6%	280	26.8%	2.2%
Finance Issues		12.5%		34.5%		20.1%		22.2%		20.8%	2.1%
2A. Consistency of reimbursement fees with your contract rates.	2	50.0%	24	25.0%	70	22.9%	55	23.6%	235	17.9%	5.8%
2B. Accuracy of claims processing.	2	0.0%	23	43.5%	69	17.4%	55	20.0%	237	21.9%	4.5%
2C. Timeliness of claims processing.	2	0.0%	23	34.8%	69	20.3%	54	22.2%	237	21.9%	1.9%
2D. Resolution of claims payment problems or disputes.	2	0.0%	23	34.8%	65	20.0%	52	23.1%	229	21.4%	3.1%
Utilization and Quality Management		NA		16.3%		27.7%		28.7%		23.9%	4.7%
3A. Access to knowledgeable UM staff.	2	50.0%	22	9.1%	63	28.6%	47	23.4%	234	22.2%	6.3%
3B. Procedures for obtaining pre-certification/referral/authorization information.	2	0.0%	21	19.0%	58	25.9%	47	25.5%	248	25.4%	0.5%
3C. Timeliness of obtaining pre-certification/referral/authorization information.	2	0.0%	19	21.1%	60	26.7%	48	29.2%	241	28.6%	2.5%
3D. The health plan's facilitation/support of appropriate clinical care for patients.	1	0.0%	18	16.7%	61	29.5%	45	28.9%	224	22.3%	7.2%
3E. Access to Case/Care Managers from this health plan.	0	0.0%	17	11.8%	57	22.8%	40	32.5%	205	21.0%	11.5%
3F. Degree to which the plan covers and encourages preventive care and wellness.	0	0.0%	20	20.0%	58	32.8%	43	32.6%	216	24.1%	8.7%
Network/Coordination of Care		NA		10.9%		15.2%		25.2%		20.7%	10.0%
4A. The number of specialists in this health plan's provider network.	0	0.0%	18	11.1%	50	14.0%	43	25.6%	205	19.0%	11.6%
4B. The quality of specialists in this health plan's provider network.	0	0.0%	15	13.3%	46	13.0%	38	26.3%	185	18.4%	13.3%
4C. The timeliness of feedback/reports from specialists in this health plan's provider network.	1	0.0%	12	8.3%	43	18.6%	38	23.7%	167	24.6%	5.9%
Pharmacy		10.0%		14.9%		12.4%		19.3%		16.2%	6.8%
5A. Consistency of the formulary over time.	1	0.0%	12	8.3%	42	16.7%	32	25.0%	177	18.6%	8.3%
5B. Extent to which formulary reflects current standards of care.	3	0.0%	13	23.1%	44	15.9%	30	16.7%	178	18.0%	2.1%
5C. Variety of branded drugs on the formulary.	2	0.0%	11	18.2%	29	6.9%	22	13.6%	159	15.1%	8.2%
5D. Ease of prescribing your preferred medications within formulary guidelines.	2	50.0%	8	12.5%	27	11.1%	24	25.0%	159	17.0%	13.9%
5E. Availability of comparable drugs to substitute those not included in the formulary.	2	0.0%	8	12.5%	26	11.5%	25	16.0%	161	12.4%	4.5%
Health Plan Call Center Service Staff		58.3%		23.6%		35.1%		37.9%		35.1%	2.9%
6A. Ease of reaching health plan call center staff over the phone.	3	66.7%	16	18.8%	60	33.3%	46	37.0%	222	34.2%	3.6%
6B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	3	66.7%	16	18.8%	63	44.4%	46	39.1%	230	38.7%	5.7%
6C. Helpfulness of health plan call center staff in answering your questions.	2	50.0%	14	21.4%	49	26.5%	37	37.8%	203	31.0%	11.3%
6D. Overall satisfaction with health plan's call center service.	2	50.0%	17	35.3%	64	35.9%	45	37.8%	228	36.4%	1.8%
Provider Relations		NA		10.0%		31.4%		33.3%		24.6%	8.7%
7A. Have you had contact with the provider relations representative assigned to your practice?	2	50.0%	18	61.1%	62	53.2%	38	60.5%	202	49.0%	11.5%
7B. Provider Relations representative's ability to answer questions and resolve problems.	1	0.0%	11	18.2%	30	43.3%	20	40.0%	92	34.8%	8.6%
7C. Quality of provider orientation process.	0	0.0%	16	6.3%	48	22.9%	36	25.0%	158	15.8%	9.2%
7D. Quality of written communications, policy bulletins, and manuals.	3	0.0%	18	5.6%	57	28.1%	40	35.0%	198	23.2%	11.8%

* Range is the difference between Summary Rates shown. Due to the small sample size of respondents with 7 or fewer, these segments are excluded from range calculations.

** Valid n refers to the total number of respondents answering the item within the subgroup under the column heading.

Note 1: The Overall Satisfaction Summary Rate includes only 8B. It does not include 8A or 8C through 8F.

Note 2: The Provider Relations composite is the average of 7B through 7D. It does not include 7A.

Note 3: NA indicates there is at least one attribute within the composite with no valid respondents.

Segmentation Analysis

Plan Summary Rates by Region (Database)

489 Total Respondents

Composite/Attribute	Region 1 Valid n**	Region 1 %	Region 2 Valid n**	Region 2 %	Region 3 Valid n**	Region 3 %	Region 4 Valid n**	Region 4 %	Region 5 Valid n**	Region 5 %	Region 6 Valid n**	Region 6 %	Region 7 Valid n**	Region 7 %	Region 8 Valid n**	Region 8 %	Range*
Overall Satisfaction		71.4%		70.0%		70.3%		65.0%		66.7%		77.8%		76.2%		79.7%	14.7%
8A. Would you recommend Passport Health Plan to other physicians' practices?	12	66.7%	11	72.7%	97	82.5%	63	77.8%	50	78.0%	11	63.6%	19	89.5%	54	88.9%	16.2%
8B. Please rate your overall satisfaction with Passport Health Plan.	14	71.4%	10	70.0%	101	70.3%	60	65.0%	51	66.7%	9	77.8%	21	76.2%	59	79.7%	14.7%
8C. Please rate your overall satisfaction with Humana CareSource.	12	58.3%	10	80.0%	84	58.3%	60	58.3%	49	51.0%	9	55.6%	20	70.0%	55	76.4%	29.0%
8D. Please rate your overall satisfaction with Coventry.	10	50.0%	2	50.0%	41	43.9%	30	60.0%	29	51.7%	5	80.0%	10	70.0%	34	58.8%	16.1%
8E. Please rate your overall satisfaction with WellCare.	14	78.6%	10	80.0%	88	64.8%	63	69.8%	47	68.1%	11	72.7%	21	81.0%	58	94.8%	30.1%
8F. Please rate your overall satisfaction with Anthem.	14	64.3%	10	60.0%	94	76.6%	62	71.0%	50	82.0%	10	70.0%	21	81.0%	56	89.3%	29.3%
All Other Plans (Comparative Rating)																	
1A. How would you rate Passport Health Plan compared to all other health plans you contract with?	19	21.1%	17	29.4%	119	34.5%	78	15.4%	64	17.2%	13	15.4%	26	30.8%	64	32.8%	19.1%
Finance Issues		22.0%		11.7%		25.6%		10.8%		15.6%		15.8%		31.7%		26.8%	16.0%
2A. Consistency of reimbursement fees with your contract rates.	17	17.6%	16	12.5%	106	27.4%	65	10.8%	53	13.2%	12	8.3%	21	28.6%	60	25.0%	16.6%
2B. Accuracy of claims processing.	16	25.0%	15	6.7%	106	24.5%	67	10.4%	53	15.1%	12	16.7%	22	36.4%	61	26.2%	19.6%
2C. Timeliness of claims processing.	16	18.8%	15	13.3%	105	25.7%	66	12.1%	54	18.5%	12	8.3%	22	31.8%	60	26.7%	14.5%
2D. Resolution of claims payment problems or disputes.	15	26.7%	14	14.3%	105	24.8%	61	9.8%	52	15.4%	10	30.0%	20	30.0%	58	29.3%	19.5%
Utilization and Quality Management		30.5%		19.7%		28.5%		11.3%		18.7%		27.9%		25.0%		30.0%	18.7%
3A. Access to knowledgeable UM staff.	17	29.4%	13	23.1%	94	20.2%	64	12.5%	55	23.6%	11	18.2%	22	22.7%	61	27.9%	15.4%
3B. Procedures for obtaining pre-certification/referral/authorization information.	19	26.3%	13	30.8%	95	27.4%	64	12.5%	58	15.5%	13	30.8%	24	33.3%	58	31.0%	18.5%
3C. Timeliness of obtaining pre-certification/referral/authorization information.	18	33.3%	13	30.8%	96	35.4%	61	14.8%	57	24.6%	12	25.0%	23	26.1%	59	28.8%	20.7%
3D. The health plan's facilitation/support of appropriate clinical care for patients.	15	33.3%	14	7.1%	95	22.1%	61	14.8%	47	14.9%	12	33.3%	23	26.1%	56	33.9%	26.8%
3E. Access to Case/Care Managers from this health plan.	14	35.7%	11	18.2%	84	28.6%	54	3.7%	45	15.6%	10	30.0%	21	19.0%	55	27.3%	24.9%
3F. Degree to which the plan covers and encourages preventive care and wellness.	16	25.0%	12	8.3%	88	37.5%	62	9.7%	45	17.8%	10	30.0%	22	22.7%	55	30.9%	29.2%
Network/Coordination of Care		26.7%		14.2%		21.0%		11.0%		14.9%		11.1%		17.5%		29.6%	18.5%
4A. The number of specialists in this health plan's provider network.	14	21.4%	14	14.3%	84	22.6%	53	11.3%	44	9.1%	11	0.0%	21	14.3%	49	30.6%	21.5%
4B. The quality of specialists in this health plan's provider network.	11	36.4%	11	18.2%	78	16.7%	48	6.3%	40	15.0%	11	0.0%	19	10.5%	46	32.6%	26.4%
4C. The timeliness of feedback/reports from specialists in this health plan's provider network.	9	22.2%	10	10.0%	72	23.6%	45	15.6%	34	20.6%	9	33.3%	18	27.8%	47	25.5%	15.5%
Pharmacy		28.3%		10.2%		16.1%		9.4%		7.7%		23.2%		11.3%		22.3%	14.6%
5A. Consistency of the formulary over time.	9	33.3%	9	11.1%	78	17.9%	45	11.1%	36	13.9%	6	33.3%	18	16.7%	47	19.1%	8.0%
5B. Extent to which formulary reflects current standards of care.	9	22.2%	9	11.1%	75	14.7%	46	15.2%	37	13.5%	7	42.9%	20	15.0%	49	18.4%	7.3%
5C. Variety of branded drugs on the formulary.	7	28.6%	7	14.3%	67	14.9%	37	8.1%	29	3.4%	5	0.0%	16	6.3%	42	21.4%	18.0%
5D. Ease of prescribing your preferred medications within formulary guidelines.	7	28.6%	7	14.3%	67	19.4%	38	5.3%	27	3.7%	5	20.0%	16	12.5%	42	31.0%	27.2%
5E. Availability of comparable drugs to substitute those not included in the formulary.	7	28.6%	7	0.0%	66	13.6%	41	7.3%	26	3.8%	5	20.0%	16	6.3%	42	21.4%	21.4%
Health Plan Call Center Service Staff		39.6%		34.8%		42.1%		18.4%		29.7%		35.7%		42.9%		38.2%	23.7%
6A. Ease of reaching health plan call center staff over the phone.	12	33.3%	11	45.5%	94	42.6%	60	18.3%	51	25.5%	10	30.0%	23	34.8%	55	38.2%	27.1%
6B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	12	41.7%	11	36.4%	96	47.9%	64	23.4%	51	35.3%	11	36.4%	22	50.0%	59	37.3%	24.5%
6C. Helpfulness of health plan call center staff in answering your questions.	12	33.3%	10	30.0%	81	32.1%	55	18.2%	43	27.9%	10	40.0%	18	38.9%	53	37.7%	19.6%
6D. Overall satisfaction with health plan's call center service.	12	50.0%	11	27.3%	96	45.8%	65	13.8%	50	30.0%	11	36.4%	23	47.8%	58	39.7%	32.0%
Provider Relations		28.5%		25.0%		36.7%		8.4%		9.2%		0.0%		23.2%		31.1%	28.3%
7A. Have you had contact with the provider relations representative assigned to your practice?	11	63.6%	9	33.3%	92	66.3%	61	42.6%	44	45.5%	7	14.3%	18	44.4%	48	56.3%	33.0%
7B. Provider Relations representative's ability to answer questions and resolve problems.	6	50.0%	3	33.3%	58	53.4%	24	4.2%	19	5.3%	1	0.0%	7	28.6%	23	43.5%	49.3%
7C. Quality of provider orientation process.	10	20.0%	6	16.7%	74	23.0%	47	6.4%	35	8.6%	7	0.0%	15	20.0%	48	22.9%	16.6%
7D. Quality of written communications, policy bulletins, and manuals.	13	15.4%	8	25.0%	86	33.7%	55	14.5%	44	13.6%	10	0.0%	19	21.1%	56	26.8%	20.1%

* Range is the difference between Summary Rates shown. Due to the small sample size of Region 1, Region 6, and Region 7, this segments are excluded from range calculations.

** Valid n refers to the total number of respondents answering the item within the subgroup under the column heading.

Note 1: The Overall Satisfaction Summary Rate includes only 8B. It does not include 8A or 8C through 8F.

Note 2: The Provider Relations composite is the average of 7B through 7D. It does not include 7A.

Segmentation Analysis
Plan Summary Rates by County (Database)

489 Total Respondents

<div align="right">

Passport Health Plan
Provider Satisfaction Survey

</div>

Composite/Attribute	Jefferson Valid n**	%	Fayette Valid n**	%	Warren Valid n**	%	Hardin Valid n**	%	Boyd Valid n**	%	Pulaski Valid n**	%	Pike Valid n**	%	Other Valid n**	%	Range*
Overall Satisfaction		78.2%		47.6%		69.2%		58.8%		71.4%		66.7%		100.0%		72.1%	6.1%
8A. Would you recommend Passport Health Plan to other physicians' practices?	54	87.0%	20	65.0%	14	64.3%	15	60.0%	13	92.3%	12	91.7%	10	100.0%	224	81.7%	5.3%
8B. Please rate your overall satisfaction with Passport Health Plan.	55	78.2%	21	47.6%	13	69.2%	17	58.8%	14	71.4%	12	66.7%	10	100.0%	222	72.1%	6.1%
8C. Please rate your overall satisfaction with Humana CareSource.	46	58.7%	22	36.4%	12	58.3%	12	58.3%	14	71.4%	10	70.0%	9	88.9%	215	62.3%	3.6%
8D. Please rate your overall satisfaction with Coventry.	19	63.2%	14	21.4%	6	83.3%	7	14.3%	7	71.4%	2	100.0%	5	80.0%	128	55.5%	7.7%
8E. Please rate your overall satisfaction with WellCare.	44	65.9%	20	55.0%	13	76.9%	16	56.3%	14	85.7%	12	75.0%	10	100.0%	223	76.2%	10.3%
8F. Please rate your overall satisfaction with Anthem.	51	76.5%	22	77.3%	12	58.3%	16	75.0%	14	78.6%	11	81.8%	10	90.0%	223	77.6%	1.1%
All Other Plans (Comparative Rating)																	
1A. How would you rate Passport Health Plan compared to all other health plans you contract with?	66	37.9%	28	10.7%	20	10.0%	19	36.8%	16	25.0%	13	15.4%	10	40.0%	279	25.4%	12.4%
Finance Issues		32.3%		13.2%		12.5%		23.3%		25.7%		25.8%		22.5%		19.7%	12.7%
2A. Consistency of reimbursement fees with your contract rates.	57	35.1%	24	4.2%	16	6.3%	15	20.0%	14	21.4%	11	36.4%	10	30.0%	247	17.8%	17.3%
2B. Accuracy of claims processing.	58	31.0%	25	20.0%	16	6.3%	15	20.0%	15	33.3%	12	25.0%	10	10.0%	246	20.3%	10.7%
2C. Timeliness of claims processing.	57	31.6%	25	16.0%	16	18.8%	15	33.3%	15	26.7%	12	25.0%	10	10.0%	244	20.1%	11.5%
2D. Resolution of claims payment problems or disputes.	57	31.6%	24	12.5%	16	18.8%	15	20.0%	14	21.4%	12	16.7%	10	40.0%	230	20.4%	11.1%
Utilization and Quality Management		30.1%		10.2%		14.4%		41.7%		15.1%		12.0%		34.3%		24.5%	5.7%
3A. Access to knowledgeable UM staff.	54	24.1%	25	16.0%	14	21.4%	13	30.8%	14	14.3%	13	7.7%	8	25.0%	236	23.7%	0.3%
3B. Procedures for obtaining pre-certification/referral/authorization information.	51	23.5%	26	3.8%	13	15.4%	16	43.8%	15	20.0%	12	16.7%	9	33.3%	243	26.3%	2.8%
3C. Timeliness of obtaining pre-certification/referral/authorization information.	50	34.0%	24	8.3%	12	8.3%	17	47.1%	14	14.3%	11	18.2%	9	33.3%	241	28.2%	5.8%
3D. The health plan's facilitation/support of appropriate clinical care for patients.	52	26.9%	21	9.5%	14	21.4%	15	40.0%	15	20.0%	9	0.0%	7	42.9%	225	23.6%	3.4%
3E. Access to Case/Care Managers from this health plan.	47	31.9%	20	10.0%	11	0.0%	13	38.5%	13	7.7%	9	11.1%	7	42.9%	207	21.3%	10.7%
3F. Degree to which the plan covers and encourages preventive care and wellness.	47	40.4%	22	13.6%	15	20.0%	14	50.0%	14	14.3%	11	18.2%	7	28.6%	214	23.8%	16.6%
Network/Coordination of Care		25.7%		9.8%		9.9%		29.1%		8.6%		20.7%		25.0%		19.9%	5.8%
4A. The number of specialists in this health plan's provider network.	44	27.3%	19	0.0%	14	14.3%	13	30.8%	13	7.7%	9	11.1%	8	50.0%	199	17.6%	9.7%
4B. The quality of specialists in this health plan's provider network.	43	20.9%	17	11.8%	11	0.0%	12	16.7%	12	0.0%	9	11.1%	8	25.0%	175	20.6%	0.4%
4C. The timeliness of feedback/reports from specialists in this health plan's provider network.	38	28.9%	17	17.6%	13	15.4%	10	40.0%	11	18.2%	5	40.0%	9	0.0%	162	21.6%	7.3%
Pharmacy		20.5%		4.1%		7.9%		13.6%		9.0%		22.7%		19.0%		16.5%	4.0%
5A. Consistency of the formulary over time.	42	23.8%	19	10.5%	10	10.0%	11	9.1%	10	10.0%	8	25.0%	8	12.5%	160	19.4%	4.4%
5B. Extent to which formulary reflects current standards of care.	41	19.5%	20	10.0%	11	18.2%	11	9.1%	12	8.3%	7	28.6%	9	11.1%	162	18.5%	1.0%
5C. Variety of branded drugs on the formulary.	34	20.6%	16	0.0%	9	11.1%	10	10.0%	11	9.1%	5	20.0%	7	0.0%	136	15.4%	5.1%
5D. Ease of prescribing your preferred medications within formulary guidelines.	34	23.5%	14	0.0%	8	0.0%	10	20.0%	12	8.3%	5	20.0%	7	42.9%	135	17.0%	6.5%
5E. Availability of comparable drugs to substitute those not included in the formulary.	33	15.2%	13	0.0%	9	0.0%	10	20.0%	11	9.1%	5	20.0%	7	28.6%	139	12.2%	2.9%
Health Plan Call Center Service Staff		49.5%		16.6%		15.8%		43.5%		35.4%		20.6%		44.7%		34.2%	15.3%
6A. Ease of reaching health plan call center staff over the phone.	47	48.9%	23	13.0%	13	7.7%	17	47.1%	14	21.4%	9	22.2%	9	44.4%	221	33.9%	15.0%
6B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	48	54.2%	23	21.7%	15	20.0%	17	52.9%	14	42.9%	10	30.0%	10	40.0%	228	37.3%	16.9%
6C. Helpfulness of health plan call center staff in answering your questions.	45	37.8%	21	14.3%	12	16.7%	11	36.4%	13	30.8%	10	20.0%	9	44.4%	190	31.1%	6.7%
6D. Overall satisfaction with health plan's call center service.	49	57.1%	23	17.4%	16	18.8%	16	37.5%	15	46.7%	10	10.0%	10	50.0%	224	34.4%	22.8%
Provider Relations		44.5%		11.0%		15.3%		45.2%		17.2%		7.5%		31.7%		22.6%	21.9%
7A. Have you had contact with the provider relations representative assigned to your practice?	49	55.1%	19	52.6%	15	46.7%	14	78.6%	12	41.7%	11	36.4%	7	71.4%	202	49.5%	5.6%
7B. Provider Relations representative's ability to answer questions and resolve problems.	27	59.3%	10	10.0%	6	16.7%	10	70.0%	4	25.0%	4	0.0%	4	50.0%	91	30.8%	28.5%
7C. Quality of provider orientation process.	39	30.8%	16	12.5%	10	20.0%	11	27.3%	10	10.0%	8	12.5%	8	25.0%	162	14.8%	16.0%
7D. Quality of written communications, policy bulletins, and manuals.	46	43.5%	19	10.5%	11	9.1%	13	38.5%	12	16.7%	10	10.0%	10	20.0%	203	22.2%	21.3%

* Range is the difference between Summary Rates shown. Only segments "Jefferson" and "Other" are used to calculate the Range because of inadequate respondents in the other segments.

** Valid n refers to the total number of respondents answering the item within the subgroup under the column heading.

Note 1: The Overall Satisfaction Summary Rate includes only 8B. It does not include 8A or 8C through 8F.

Note 2: The Provider Relations composite is the average of 7B through 7D. It does not include 7A.

7. Correlation Analysis

The provider's overall satisfaction with the plan (8B) 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 Passport Health Plan 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 satisfaction with the plan (8B). The correlation analysis produces the Pearson correlation coefficient, which illustrates the strength of the relationship between each attribute and overall satisfaction. A correlation coefficient of '1' represents the strongest relationship (a perfect positive correlation), while a coefficient of '0' represents the weakest relationship (no correlation). A correlation coefficient approaching a value of +/- 1.000 represents an increasing association of the attribute with overall satisfaction.

The attributes with the highest correlation coefficients are noted below. Attributes are listed in descending order of correlation coefficient.

Attribute	Correlation Coefficient
2D. Resolution of claims payment problems or disputes.	0.624
2B. Accuracy of claims processing.	0.536
3B. Procedures for obtaining pre-certification/referral/authorization information.	0.526
2C. Timeliness of claims processing.	0.519
3C. Timeliness of obtaining pre-certification/referral/authorization information.	0.504

The correlation analysis presented on page 7A lists each applicable attribute and the corresponding Pearson correlation coefficient. Summary Rates for Passport Health Plan are displayed. Summary Rates for the 2018 SPH Analytics Medicaid Book of Business 25th and 75th percentiles are provided where applicable to help identify how Passport Health Plan performs for each attribute. Attributes identified as highly correlated with overall satisfaction are highlighted in tan.

Chart 7A

Correlation Analysis

**Attribute Correlations to Overall Satisfaction
with Passport Health Plan (8B)**

489 Total Respondents

Attributes	Correlation Coefficient**	2019 Passport Health Plan Summary Rate Score*	2018 SPH Medicaid B.o.B. Percentiles	
			25th Percentile	75th Percentile
Finance Issues				
2A. Consistency of reimbursement fees with your contract rates.	**0.463**	20.1%	19.2%	32.7%
2B. Accuracy of claims processing.	**0.536**	21.7%	23.3%	35.4%
2C. Timeliness of claims processing.	**0.519**	22.1%	23.4%	38.0%
2D. Resolution of claims payment problems or disputes.	**0.624**	22.0%	18.1%	30.7%
Utilization and Quality Management				
3A. Access to knowledgeable UM staff.	**0.454**	22.5%	23.1%	33.9%
3B. Procedures for obtaining pre-certification/referral/authorization information.	**0.526**	24.4%	21.0%	35.8%
3C. Timeliness of obtaining pre-certification/referral/authorization information.	**0.504**	27.2%	22.6%	36.1%
3D. The health plan's facilitation/support of appropriate clinical care for patients.	**0.413**	23.5%	23.0%	37.3%
3E. Access to Case/Care Managers from this health plan.	**0.454**	21.7%	22.1%	32.7%
3F. Degree to which the plan covers and encourages preventive care and wellness.	0.371	25.9%	26.3%	43.2%
Network/Coordination of Care				
4A. The number of specialists in this health plan's provider network.	**0.416**	18.5%	19.0%	30.7%
4B. The quality of specialists in this health plan's provider network.	0.371	18.1%	25.0%	35.8%
4C. The timeliness of feedback/reports from specialists in this health plan's provider network.	0.350	22.3%	20.4%	32.5%
Pharmacy				
5A. Consistency of the formulary over time.	**0.448**	18.3%	14.8%	28.0%
5B. Extent to which formulary reflects current standards of care.	**0.449**	17.2%	14.8%	27.8%
5C. Variety of branded drugs on the formulary.	0.354	14.0%	12.1%	26.0%
5D. Ease of prescribing your preferred medications within formulary guidelines.	0.375	16.9%	13.7%	27.3%
5E. Availability of comparable drugs to substitute those not included in the formulary.	**0.405**	12.3%	12.5%	26.5%
Health Plan Call Center Service Staff				
6A. Ease of reaching health plan call center staff over the phone.	0.375	33.7%	26.3%	37.7%
6B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	0.389	38.6%	29.9%	45.0%
6C. Helpfulness of health plan call center staff in answering your questions.	**0.410**	30.5%	24.8%	38.1%
6D. Overall satisfaction with health plan's call center service.	**0.433**	36.1%	27.7%	44.3%
Provider Relations				
7B. Provider Relations representative's ability to answer questions and resolve problems.	**0.481**	35.9%	32.5%	55.8%
7C. Quality of provider orientation process.	**0.442**	17.8%	20.6%	39.3%
7D. Quality of written communications, policy bulletins, and manuals.	**0.409**	24.1%	21.5%	37.5%

* Summary Rate Scores are the sum of the most favorable response options.

** A correlation coefficient approaching a value of +/-1.000 represents an increasing association of the attribute with overall satisfaction. See Technical Notes for a thorough explanation of the correlation analysis.

Note: Attributes with a strong relationship (0.400 correlation) with 8B (Overall satisfaction with Health Plan) are shown in bold. The highest performing attributes, those with a correlation of 0.5 or greater, are shaded blue.

⚑ At or above the 75th percentile.

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

⚑ Below the 25th percentile.

8. Priority Matrix

SPH offers a graphical display of relative performance of survey composites, along with each composite's relative 'importance' as it relates to overall satisfaction with Passport Health Plan. The matrix on page 8A is divided into four sections. A composite's placement in the matrix is determined by its correlation with overall satisfaction and its percentile ranking as compared to the 2018 SPH Analytics Medicaid Book of Business[6] percentile scores.[7]

Composites highly correlated with overall satisfaction as determined by the Correlation Analysis and scoring at or above the 75th percentile are considered plan *Strengths* and are placed in the top right cell. Composites highly correlated with overall satisfaction but scoring below the 75th percentile are considered *Top Priority* and are placed in the top left cell. *Monitor and Maintain* includes those composites in the bottom right cell, which are not highly correlated with overall satisfaction but rank at or above the 75th percentile. Composites that are not highly correlated with overall satisfaction and rank below the 75th percentile are considered *Medium Priority* and are placed in the bottom left cell.

Top Priority • Highly correlated with overall satisfaction • Summary Rate Score falls below the 75th percentile	**Strength** • Highly correlated with overall satisfaction • Summary Rate Score is at or above the 75th percentile
Medium Priority • Summary Rate Score falls below the 75th percentile	**Monitor and Maintain** • Summary Rate Score is at or above the 75th percentile

Chart 8A

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[6] SPH Analytics' 2018 Medicaid Book of Business consists of data from 77 plans representing 18,710 respondents in Primary Care, Specialty, and Behavioral Health areas of medicine.

[7] The *All Other Plans (Comparative Rating)* attribute is not included in this analysis. It is often an indicator of plan performance, but it is not an attribute on which plans can directly act. Please note, however, that this attribute is highly correlated with overall satisfaction and with each of the composites. As such, as plan performance improves or declines, it is possible that directional shifts will also occur in this attribute's Summary Rate Score.

Priority Matrix

Top Priority   **Strength**

Finance Issues, 26th,
.601

Utilization and Quality
Management, 26th,
.540

Pharmacy, 31st,
.461

Provider Relations,
24th, .471

Health Plan Call
Center Service Staff,
56th, .447

Network/Coordination
of Care, 12th, .423

Medium Priority   **Monitor and Maintain**
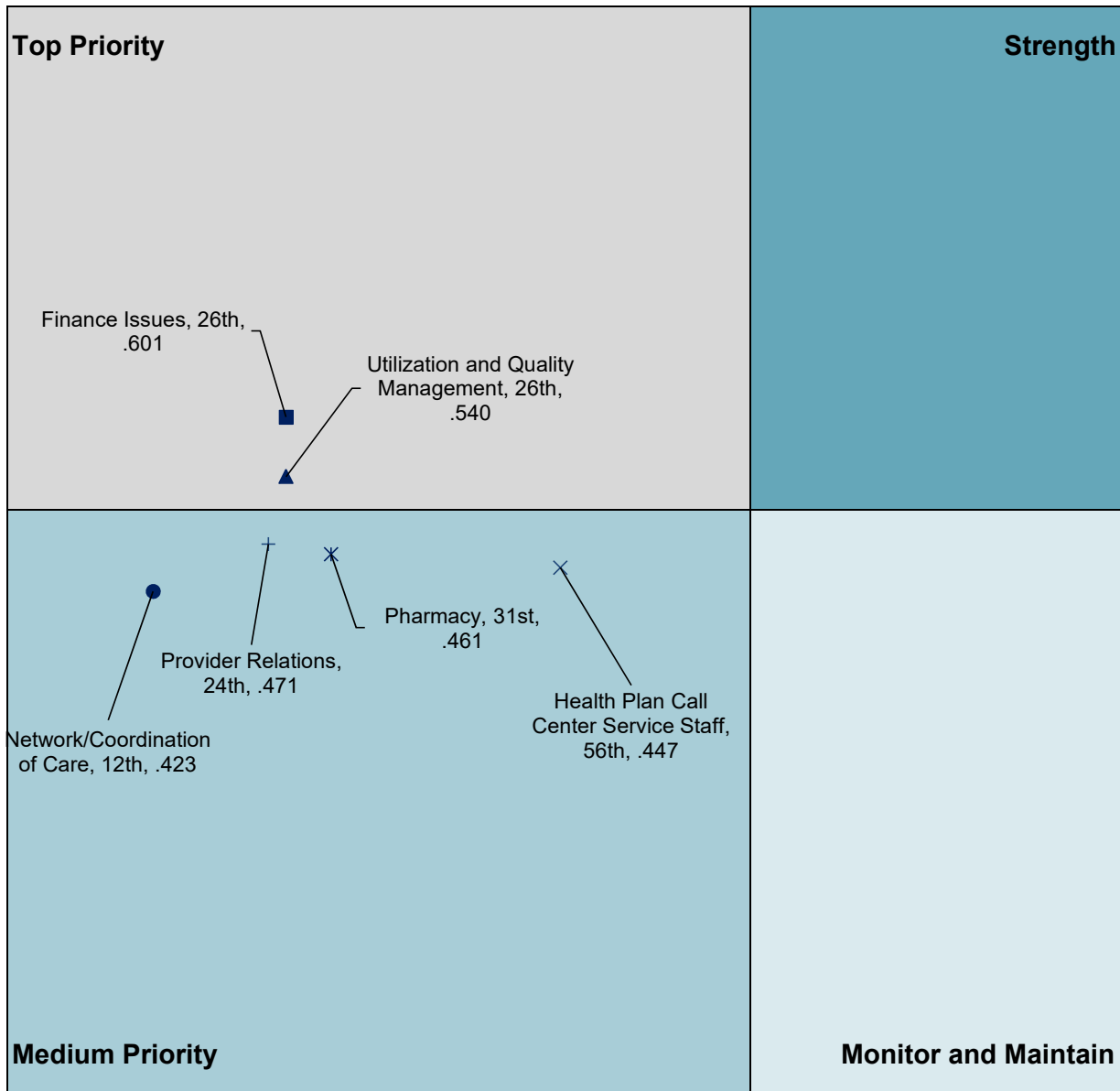
Top Priority: Summary Rate falls below the 75th percentile when compared to the 2018 SPH Analytics Medicaid Book of business benchmark on composites that are moderately or highly correlated with Overall Satisfaction with Passport Health Plan.

Strength: Summary Rate at or above the 75th percentile when compared to the 2018 SPH Analytics Medicaid Book of business benchmark on composites that are moderately or highly correlated with Overall Satisfaction with Passport Health Plan.

Medium Priority: Summary Rate falls below the 75th percentile when compared to the 2018 SPH Analytics Medicaid Book of business benchmark on composites that are slightly associated with Overall Satisfaction with Passport Health Plan.

Monitor and Maintain: Summary Rate at or above the 75th percentile when compared to the 2018 SPH Analytics Medicaid Book of business benchmark on composites that are slightly associated with Overall Satisfaction with Passport Health Plan.

9. *Loyalty Analysis*

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

Page 9A presents an assessment of provider loyalty with Passport Health Plan. Provider loyalty is based upon responses to question 8B, ('Please rate your overall satisfaction with Passport Health Plan') and question 8A, ('Would you recommend Passport Health Plan to other physicians' practices?').

The different zones within the analysis are defined as follows:

Loyal Zone: Providers are completely or somewhat satisfied and would recommend the plan to other physicians' practices.

Defection Zone: Providers are completely or somewhat dissatisfied and would not recommend the plan to other physicians' practices.

Indifferent Zone: Providers are mixed as to whether they are satisfied or whether they would recommend the plan to other physicians' practices.

Net Loyalty Score: Ranges from -100 to 100 and is calculated by subtracting those in the Defection Zone from those in the Loyal Zone.

Additionally, this page presents a Net Satisfaction Score based on responses to question 8B, ('Please rate your overall satisfaction with Passport Health Plan'). The measure ranges from -100 to 100 and is calculated by taking the top two most favorable response options ('Completely satisfied' or 'Somewhat satisfied') and subtracting the bottom two least favorable response options ('Completely dissatisfied' or 'Somewhat dissatisfied').

Chart 9A

Loyalty Analysis

345 Eligible Respondents*

2019 Net Loyalty Score**

58.0%

2019 Net Satisfaction Score***

55.8%
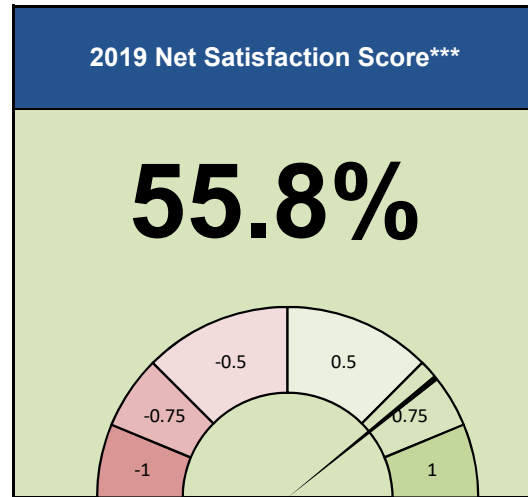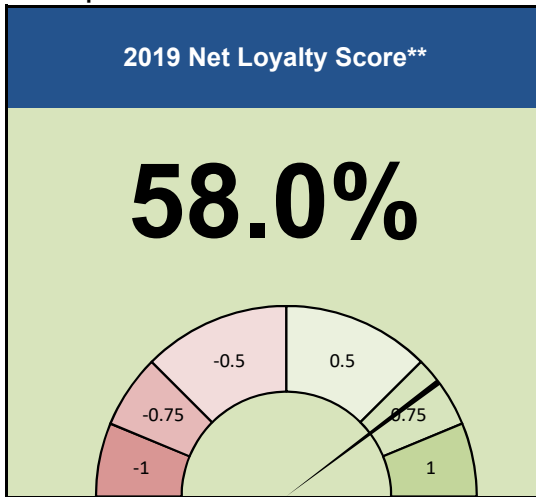
NLS Significance Testing****

2019	2018	2017	2018 SPH Medicaid B.o.B.
58.0%	*51.1%*	*56.1%*	*29.2%*

NSS Significance Testing****

2019	2018	2017	2018 SPH Medicaid B.o.B.
55.8%	*51.0%*	*53.2%*	*54.7%*

Zone Definitions

	Recommend Health Plan to other physicians' practices? (8A)		Overall satisfaction with Health Plan? (8B)
Loyal	*"Yes"*	**And**	*"Completely satisfied" or "Somewhat satisfied"*
Indifferent	*All other responses*		
Defection	*"No"*	**And**	*"Completely dissatisfied" or "Somewhat dissatisfied"*

Loyalty Scores & Comparison

Zone	2019		2018		2017		2018 SPH Medicaid Book of Business	Significance Testing****		
	Valid n	Percent	Valid n	Percent	Valid n	Percent		2018 to 2019	2017 to 2019	2019 to SPH B.o.B.
Loyal	244	70.7%	239	64.6%	303	69.3%	34.1%	Not significant	Not significant	**Significantly higher**
Indifferent	57	16.5%	81	21.9%	76	17.4%	61.0%	Not significant	Not significant	**Significantly lower**
Defection	44	12.8%	50	13.5%	58	13.3%	4.9%	Not significant	Not significant	**Significantly higher**

* Eligible Respondents are those answering both questions.

** Net Loyalty Score is an index ranging from -100% to 100% which measures providers Overall Satisfaction with Passport Health Plan (8B) as well as Willingness to Recommend (8A). It is calculated by subtracting respondents in the Defection group from those in the Loyal group. See definitions above.

*** Net Satisfaction Score is an index ranging from -100% to 100% and measures providers Overall Satisfaction with Passport Health Plan (8B) by taking the top two responses and subtracting the bottom two responses.

**** Significance Testing - "Significant decrease/Significantly lower" or cells highlighted red denote the result that would be found if a hypothesis test were conducted to determine if the percentage is lower. "Significant increase/Significantly higher" or cells highlighted green denote the result that would be found if a hypothesis test were conducted to determine if the percentage is higher. "Not significant" or no shading 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 Passport Health Plan Provider Satisfaction Survey includes eight 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 *Finance Issues* composite is the average of the Summary Rates of questions 2A through 2D.

Correlation Analysis
Correlation analysis is run between attributes and the overall satisfaction variable as measured by question 8B, *Please rate your overall satisfaction with Passport Health Plan.* 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. These scores can range from 0 (no relationship) to +1 (perfect positive relationship).

The correlation analysis is designed to compare continuous variables. As such, not every survey attribute, such as those with dichotomous response options ("Yes" or "No"), is applicable for use within the correlation analysis.

Demographic Categories
SPH 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 to 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 and Internet with 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, and disconnected.

Rounding of Data

For many survey questions, you will often see listed response distribution percentages 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 to know that the survey question's entire valid response set is being accounted for. That is, although the percentages do not 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 one by three: No matter how many decimal places this quotient is taken out, it will always be a continuous string of three'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:	n = 1	.3	.33	.333	.3333
	3	.9	.99	.999	.9999

It is evident that no matter how many decimal places we take our quotient out, 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, SPH 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, SPH employs the standard practice of rounding down any number from one to four and rounding up any number from five to nine.

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.

95% Confidence Interval 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

90% Confidence Interval 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 (SPH Analytics 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.

Throughout the report, statistically significant results are denoted through green and red highlighted cells. Green cells indicate that the current year score has significantly increased compared to previous years or is significantly above the SPH benchmark. Red cells indicated that the current year score has significantly decreased compared to previous years or is significantly below the SPH benchmark.

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:

$$\frac{\text{Well above average} + \text{Somewhat above average}}{\text{Well above average} + \text{Somewhat above average} + \text{Average} + \text{Somewhat below average} + \text{Well below average}}$$

The overall satisfaction questions use the following scale specifically asking about the respondent's level of satisfaction:

$$\frac{\text{Completely satisfied} + \text{Somewhat satisfied}}{\text{Completely satisfied} + \text{Somewhat satisfied} + \text{Neither dissatisfied nor satisfied} + \text{Somewhat dissatisfied} + \text{Completely dissatisfied}}$$

SPH Analytics Aggregate Book of Business (2018)

The 2018 SPH Analytics Aggregate Book of Business is a benchmark that is comprised of data from 102 plans representing 26,280 respondents in Primary Care, Specialty, and Behavioral Health areas of medicine.

SPH Analytics Medicaid Book of Business (2018)

The 2018 SPH Analytics Medicaid Book of Business is a benchmark that is comprised of data from 77 plans representing 18,710 respondents in Primary Care, Specialty, and Behavioral Health areas of medicine.

SPH Analytics Medicaid Respondent-Level Benchmark (2018)

The 2018 SPH Analytics Medicaid Respondent-Level Benchmark contains respondent-level data from 77 plans representing 18,710 respondents in Primary Care, Specialty, and Behavioral Health areas of medicine. This benchmark segments results by Survey Respondent (Physician and Office Manager) and Area of Medicine (Primary Care and Specialty) and is shown on the *respondent-level,* meaning that ratings from the respondents are averaged to compute the Summary Rate.

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 'N/A' because a response of 'N/A' 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 SPH Analytics Book of Business score). 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—SPH uses the statistic test that follows:

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

$\hat{p}$ = Summary Rate from the sample

p_0 = Set constant score for comparison

q_0 = 1 − (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 1st sample

$\hat{p}_2$ = Summary Rate from the 2nd sample

n_1 = Size of the sample from the 1st population

n_2 = Size of the sample from the 2nd population

$\hat{p}$ = Pooled Summary Rate, $\hat{p} = \dfrac{n_1\hat{p}_1 + n_2\hat{p}_2}{n_1 + n_2}$

$\hat{q}$ = 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. *Passport Health Plan Survey Tool*

Provider Relations (continued)

	Well below average	Somewhat below average	Average	Somewhat above average	Well above average	Not applicable
7B. Provider Relations representative's ability to answer questions and resolve problems...	□1	□2	□3	□4	□5	□6
7C. Quality of provider orientation process.	□1	□2	□3	□4	□5	□6
7D. Quality of written communications, policy bulletins, and manuals.	□1	□2	□3	□4	□5	□6

Overall Satisfaction

These questions ask about your overall satisfaction with Passport Health Plan.

Additionally, please rate your satisfaction with the other plans listed and provide feedback on how Passport Health Plan can improve.

8A. Would you recommend Passport Health Plan to other physicians' practices?
□1 Yes
□2 No

Please rate your overall satisfaction with each of the following health plans:

	Completely dissatisfied	Somewhat dissatisfied	Neither dissatisfied nor satisfied	Somewhat satisfied	Completely satisfied	Does not apply
8B. Passport Health Plan	□1	□2	□3	□4	□5	□6
8C. Humana CareSource.	□1	□2	□3	□4	□5	□6
8D. Coventry	□1	□2	□3	□4	□5	□6
8E. WellCare	□1	□2	□3	□4	□5	□6
8F. Anthem	□1	□2	□3	□4	□5	□6

9. What can Passport Health Plan do to improve its service to your organization?

_____

_____

_____

Provider Enrollment

10. Did you request to join Passport Provider Network within the last 6 months?
□1 Yes
□2 No
□3 Not applicable

11. If yes, please rank your overall satisfaction with the enrollment process.
□1 Completely dissatisfied
□2 Somewhat dissatisfied
□3 Neither dissatisfied nor satisfied
□4 Somewhat satisfied
□5 Does not apply

THANK YOU. *Please return the completed survey in the postage-paid envelope.*

SPH Analytics
Attn: Survey Processing Department
PO Box 100072
Duluth, GA 30096-9876
Toll-Free: **1-877-499-2538**

9134712

PASSPORT
H E A L T H ★ P L A N

PHYSICIAN SATISFACTION SURVEY

Answer <u>all</u> the questions by marking the box with blue or black ink. Like this ⊠.
If you want to know more about this study, please call SPH Analytics at 1-877-499-2538.

Demographics

Please answer the following questions about you and your practice.

A. Please indicate your area of medicine.
(*Mark all that apply*)
□A Primary Care
□B Specialty
□C Behavioral Health Clinician

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 this 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 Passport Health Plan?
□1 None
□2 10% or less
□3 11-20%
□4 21-30%
□5 31-50%
□6 51-75%
□7 76-100%

E. Please mark who is completing this survey.
(*Mark only one*)
□1 Physician
□2 Behavioral Health Clinician
□3 Office Manager
□4 Nurse
□5 Other staff

F. What is your preferred method of receiving communications from this health plan?
□1 Mail
□2 Telephone
□3 Fax
□4 Online portal
□5 E-mail (Please indicate your e-mail address):

_____

□6 In person from your Provider Representative
□7 Other

G. Please indicate the number of insurance companies with which you or your practice participates.
□1 3 or fewer
□2 4 to 7
□3 8 to 11
□4 12 to 15
□5 More than 15

Comparative Rating

This first question asks you to think about Passport Health Plan in comparison to all of the other health plans that you work with.

	Well below average	Somewhat below average	Average	Somewhat above average	Well above average	Not applicable
1A. How would you rate Passport Health Plan compared to all other health plans you contract with?	□1	□2	□3	□4	□5	□6

Finance Issues

These questions ask about Finance Issues.

Please rate Passport Health Plan in the following service areas when compared to your experience with other health plans you work with.

	Well below average	Somewhat below average	Average	Somewhat above average	Well above average	Not applicable
2A. Consistency of reimbursement fees with your contract rates.	☐1	☐2	☐3	☐4	☐5	☐6
2B. Accuracy of claims processing.	☐1	☐2	☐3	☐4	☐5	☐6
2C. Timeliness of claims processing.	☐1	☐2	☐3	☐4	☐5	☐6
2D. Resolution of claims payment problems or disputes.	☐1	☐2	☐3	☐4	☐5	☐6

Utilization and Quality Management

These questions ask about Utilization and Quality Management.

Please rate Passport Health Plan in the following service areas when compared to your experience with other health plans you work with.

	Well below average	Somewhat below average	Average	Somewhat above average	Well above average	Not applicable
3A. Access to knowledgeable UM staff.	☐1	☐2	☐3	☐4	☐5	☐6
3B. Procedures for obtaining pre-certification/referral/authorization information.	☐1	☐2	☐3	☐4	☐5	☐6
3C. Timeliness of obtaining pre-certification/referral/authorization information.	☐1	☐2	☐3	☐4	☐5	☐6
3D. The health plan's facilitation/support of appropriate clinical care for patients.	☐1	☐2	☐3	☐4	☐5	☐6
3E. Access to Case/Care Managers from this health plan.	☐1	☐2	☐3	☐4	☐5	☐6
3F. Degree to which the plan covers and encourages preventive care and wellness.	☐1	☐2	☐3	☐4	☐5	☐6

3G. For which service(s) did you obtain an authorization?

a. Medical/Surgical Services   ☐1 Yes   ☐2 No

b. Radiology   ☐1 Yes   ☐2 No

c. MRI   ☐1 Yes   ☐2 No

d. CT   ☐1 Yes   ☐2 No

e. PET   ☐1 Yes   ☐2 No

f. Behavioral Health   ☐1 Yes   ☐2 No

g. Dental   ☐1 Yes   ☐2 No

h. Pharmacy   ☐1 Yes   ☐2 No

Network/Coordination of Care

These questions ask about Passport Health Plan's network providers.

Please rate Passport Health Plan in the following service areas when compared to your experience with other health plans you work with.

	Well below average	Somewhat below average	Average	Somewhat above average	Well above average	Not applicable
4A. The timeliness of feedback/reports from specialists in this Passport Health Plan's provider network	☐1	☐2	☐3	☐4	☐5	☐6
4B. Quality of feedback/reports from specialists in this health plan's network about patients you referred	☐1	☐2	☐3	☐4	☐5	☐6
4C. For those patients you have referred, how often do you receive feedback/reports from the specialist within one month of the date they were seen by the specialist.	☐1	☐2	☐3	☐4	☐5	☐6

Network/Coordination of Care (continued)

	Well below average	Somewhat below average	Average	Somewhat above average	Well above average	Not applicable
4D. The timeliness of feedback/reports from behavioral health providers in this health plan's provider network.	☐1	☐2	☐3	☐4	☐5	☐6
4E. Quality of feedback/reports about patients you referred from behavioral health practitioners in this health plan's network.	☐1	☐2	☐3	☐4	☐5	☐6
4F. For those patients you have referred, how often do you receive feedback/reports from the behavioral health practitioner within one month of the date they were seen by the behavioral health practitioner	☐1	☐2	☐3	☐4	☐5	☐6

Pharmacy

These questions ask about Passport Health Plan's formulary.

Please rate Passport Health Plan in the following service areas when compared to your experience with other health plans you work with.

	Well below average	Somewhat below average	Average	Somewhat above average	Well above average	Not applicable
5A. Consistency of the formulary over time.	☐1	☐2	☐3	☐4	☐5	☐6
5B. Extent to which formulary reflects current standards of care.	☐1	☐2	☐3	☐4	☐5	☐6
5C. Variety of branded drugs on the formulary.	☐1	☐2	☐3	☐4	☐5	☐6
5D. Ease of prescribing your preferred medications within formulary guidelines.	☐1	☐2	☐3	☐4	☐5	☐6
5E. Availability of comparable drugs to substitute those not included in the formulary.	☐1	☐2	☐3	☐4	☐5	☐6

Health Plan Call Center Service Staff

These questions ask about your experiences when calling Passport Health Plan's call center.

Please rate Passport Health Plan in the following service areas when compared to your experience with other health plans you work with.

	Well below average	Somewhat below average	Average	Somewhat above average	Well above average	Not applicable
6A. Ease of reaching health plan call center staff over the phone.	☐1	☐2	☐3	☐4	☐5	☐6
6B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	☐1	☐2	☐3	☐4	☐5	☐6
6C. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.	☐1	☐2	☐3	☐4	☐5	☐6
6D. Overall satisfaction with health plan's call center service.	☐1	☐2	☐3	☐4	☐5	☐6

Provider Relations

These questions ask about your experiences with Passport Health Plan's Provider Relations department.

Please rate Passport Health Plan in the following service areas when compared to your experience with other health plans you work with.

7A. Do you have a Provider Relations representative from this health plan assigned to your practice?

☐1 Yes . . . . **Go to Question 7B**

☐2 No . . . . **Go to Question 7C**

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 2019 Passport Health Plan survey tool includes two open-ended questions:

- ✓ QF. What is your preferred method of receiving communications from this health plan? E-mail address.
- ✓ Q9. What can Passport Health Plan do to improve its service to your organization?

Verbatim comments for open-ended questions are included within an Excel data file (9134712 Comments Report). To preserve confidentiality, these comments are separated into two tabs. The first tab of the Excel file includes response for QF and is indexed by the following database fields provided by Passport Health Plan:

- Provider NPI
- Title
- Practice Name

The second tab of the Excel file includes responses to Q9 and is indexed by the following key questions and demographics to provide more information about the individual respondent:

- ✓ Overall Satisfaction with Passport Health Plan (8B)
- ✓ Area of Medicine (A)
- ✓ Physicians in Practice (B)
- ✓ Years in Practice (C)
- ✓ Portion of Managed Care Volume Represented by Health Plan (D)
- ✓ Survey Respondent (E)
- ✓ Insurance Participation (G)

13. 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 Answering,' 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 the valid number of responses to the current survey. 'Total Answering' 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 uppercase 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 uppercase 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 on the following page with key points noted.

AREA OF MEDICINE

	Total	Primary Care	Specialty
	----------	----------	---------
	(A)	(B)	(C)
Total	433[1]	22	407
Total Answering	429[2] 100.0%	22 100.0%	403 100.0%
No Answer	4[3]	-	4
Yes	198 46.2%	6 27.3%	189 46.9% B[4]
No	231 53.8%	16 72.7 C[5]	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 a valid response.

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%.

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A. Please indicate your area of medicine. (Mark all that apply)

	Total Answering	Area of Medicine			Providers in Practice			Years in Practice			Managed Care Volume			Survey Respondent				Insurance Participation				
		Primry Care	Spclty	BH Clin.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/ Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+
Total Eligible	489	171	238	90	156	170	100	106	173	206	205	111	126	18	27	279	161	3	28	77	58	303
Total Valid Responses	499	217	280	128	162	188	113	118	173	206	213	115	133	21	30	282	163	3	29	76	62	310
Total Respondents	442	171	238	90	147	163	98	97	157	186	185	105	119	17	27	252	143	2	25	69	55	275
	100.0%	100.0%	100.0%	100%	100.0%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100.0%
Primary Care	171	171	25	21	51	90	29	40	58	73	69	41	45	9	-	95	66	-	4	23	16	122
	38.7%	100.0%	10.5%	23.3%	34.7%	55.2%	29.6%	41.2%	36.9%	39.2%	37.3%	39.0%	37.8%	52.9%		37.7%	46.2%		16.0%	33.3%	29.1%	44.4%
Specialty	238	25	238	17	86	72	54	43	84	109	116	52	52	10	5	148	74	1	11	31	29	155
	53.8%	14.6%	100.0%	18.9%	58.5%	44.2%	55.1%	44.3%	53.5%	58.6%	62.7%	49.5%	43.7%	58.8%	18.5%	58.7%	51.7%	50.0%	44.0%	44.9%	52.7%	56.4%
Behavioral Health Clinician	90	21	17	90	25	26	30	35	31	24	28	22	36	2	25	39	23	2	14	22	17	33
	20.4%	12.3%	7.1%	100%	17.0%	16.0%	30.6%	36.1%	19.7%	12.9%	15.1%	21.0%	30.3%	11.8%	92.6%	15.5%	16.1%	100%	56.0%	31.9%	30.9%	12.0%

Passport Health Plan
Provider Satisfaction Survey (9134712)

B. How many providers are in your practice?

	Total Answering	Area of Medicine			Providers in Practice			Years in Practice			Managed Care Volume			Survey Respondent				Insurance Participation				
		Primry Care	Spclty	BH Clin.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/ Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	489	171	238	90	156	170	100	106	173	206	205	111	126	18	27	279	161	3	28	77	58	303
Total Answering	426 100.0%	170 100.0%	212 100.0%	81 100%	156 100.0%	170 100%	100 100%	100 100%	151 100%	173 100%	173 100%	104 100.0%	114 100.0%	18 100%	27 100.0%	238 100.0%	141 100.0%	2 100%	25 100.0%	68 100.0%	53 100.0%	264 100.0%
No Answer	63	1	26	9	-	-	-	6	22	33	32	7	12	-	-	41	20	1	3	9	5	39
Solo	156 36.6%	51 30.0%	86 40.6% B	25 30.9%	156 100.0%			36 36.0%	53 35.1%	67 38.7%	71 41.0%	35 33.7%	40 35.1%	10 55.6% pq	16 59.3% PQ	81 34.0%	48 34.0%		9 36.0%	36 52.9% V	23 43.4%	83 31.4%
2 - 5 practitioners	170 39.9%	90 52.9% CD	72 34.0%	26 32.1%		170 100%		36 36.0%	64 42.4%	70 40.5%	74 42.8%	42 40.4%	42 36.8%	7 38.9%	3 11.1% O	110 46.2% OQ	50 35.5% O	1 50.0%	10 40.0%	15 22.1%	19 35.8% t	122 46.2% T
More than 5 practitioners	100 23.5%	29 17.1%	54 25.5% B	30 37.0% Bc			100 100%	28 28.0%	34 22.5%	36 20.8%	28 16.2%	27 26.0% k	32 28.1% K	1 5.6%	8 29.6% N	47 19.7% N	43 30.5% NP	1 50.0%	6 24.0%	17 25.0%	11 20.8%	59 22.3%

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (n >=30)

Passport Health Plan
Provider Satisfaction Survey (9134712)

C. How many years have you been in this practice?

	Total Answering	----- Area of ----- ---- Medicine -----			-- Providers in -- ---- Practice ----			---- Years in --- ---- Practice ---			--- Managed Care --- ------ Volume ------			---- Survey Respondent ----				----- Insurance Participation -----				
		Primry Care	Spclty	BH Clin.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/ Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	489	171	238	90	156	170	100	106	173	206	205	111	126	18	27	279	161	3	28	77	58	303
Total Answering	485	171	236	90	156	170	98	106	173	206	204	109	126	18	27	276	161	3	28	75	58	302
	100.0%	100.0%	100.0%	100%	100.0%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100.0%
No Answer	4	-	2	-	-	-	2	-	-	-	1	2	-	-	-	3	-	-	-	2	-	1
Less than 5 years	106	40	43	35	36	36	28	106	-	-	41	21	30	2	7	51	45	1	14	17	17	50
	21.9%	23.4%	18.2%	38.9%	23.1%	21.2%	28.6%	100%			20.1%	19.3%	23.8%	11.1%	25.9%	18.5%	28.0%	33.3%	50.0%	22.7%	29.3%	16.6%
				BC													NP		TuV			V
5 - 15 years	173	58	84	31	53	64	34	-	173	-	68	42	47	6	12	103	52	1	8	32	24	102
	35.7%	33.9%	35.6%	34.4%	34.0%	37.6%	34.7%		100%		33.3%	38.5%	37.3%	33.3%	44.4%	37.3%	32.3%	33.3%	28.6%	42.7%	41.4%	33.8%
16 years or more	206	73	109	24	67	70	36	-	-	206	95	46	49	10	8	122	64	1	6	26	17	150
	42.5%	42.7%	46.2%	26.7%	42.9%	41.2%	36.7%			100%	46.6%	42.2%	38.9%	55.6%	29.6%	44.2%	39.8%	33.3%	21.4%	34.7%	29.3%	49.7%
		D	D													o						STU

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (n >=30)

Passport Health Plan
Provider Satisfaction Survey (9134712)

D. What portion of your managed care volume is represented by Passport Health Plan?

	Total Answering	Area of Medicine — Primry Care	Spclty	BH Clin.	Providers in Practice — Solo	2-5	>5	Years in Practice — <5 yrs	5-15 yrs	16 yrs+	Managed Care Volume — 0-10%	11-20%	21-100%	Survey Respondent — Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/ Other staff	Insurance Participation — 3 or fewer	4 to 7	8 to 11	12 to 15	15+
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	489	171	238	90	156	170	100	106	173	206	205	111	126	18	27	279	161	3	28	77	58	303
Total Answering	442	155	220	86	146	158	87	92	157	190	205	111	126	16	26	263	134	3	26	75	53	277
	100.0%	100.0%	100.0%	100%	100.0%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100.0%
No Answer	47	16	18	4	10	12	13	14	16	16	-	-	-	2	1	16	27	-	2	2	5	26
None	9	1	6	1	2	4	-	1	5	3	9	-	-	1	1	6	1	-	2	1	-	5
	2.0%	0.6%	2.7%	1.2%	1.4%	2.5%		1.1%	3.2%	1.6%	4.4%			6.3%	3.8%	2.3%	0.7%		7.7%	1.3%		1.8%
10% or less	196	68	110	27	69	70	28	40	63	92	196	-	-	8	8	128	50	-	6	36	22	127
	44.3%	43.9%	50.0%	31.4%	47.3%	44.3%	32.2%	43.5%	40.1%	48.4%	95.6%			50.0%	30.8%	48.7%	37.3%		23.1%	48.0%	41.5%	45.8%
		d	D		G	g										oQ				s	s	s
11 - 20%	111	41	52	22	35	42	27	21	42	46	-	111	-	6	8	60	37	-	7	21	5	77
	25.1%	26.5%	23.6%	25.6%	24.0%	26.6%	31.0%	22.8%	26.8%	24.2%		100.0%		37.5%	30.8%	22.8%	27.6%		26.9%	28.0%	9.4%	27.8%
																			u	U		U
21 - 30%	48	15	19	16	15	16	12	13	16	19	-	-	48	-	6	22	20	-	4	7	9	28
	10.9%	9.7%	8.6%	18.6%	10.3%	10.1%	13.8%	14.1%	10.2%	10.0%			38.1%		23.1%	8.4%	14.9%		15.4%	9.3%	17.0%	10.1%
				bC											p		p					
31 - 50%	46	17	20	10	13	14	14	12	19	15	-	-	46	-	1	31	13	2	3	5	13	23
	10.4%	11.0%	9.1%	11.6%	8.9%	8.9%	16.1%	13.0%	12.1%	7.9%			36.5%		3.8%	11.8%	9.7%	66.7%	11.5%	6.7%	24.5%	8.3%
																o		STV			TV	
51 - 75%	25	11	11	9	9	11	4	5	9	11	-	-	25	-	2	13	10	1	2	3	3	15
	5.7%	7.1%	5.0%	10.5%	6.2%	7.0%	4.6%	5.4%	5.7%	5.8%			19.8%		7.7%	4.9%	7.5%	33.3%	7.7%	4.0%	5.7%	5.4%
76 - 100%	7	2	2	1	3	1	2	-	3	4	-	-	7	1	-	3	3	-	2	2	1	2
	1.6%	1.3%	0.9%	1.2%	2.1%	0.6%	2.3%		1.9%	2.1%			5.6%	6.3%		1.1%	2.2%		7.7%	2.7%	1.9%	0.7%

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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Passport Health Plan
Provider Satisfaction Survey (9134712)

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

	Total Answering	Primry Care	Spclty	BH Clin.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/ Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	489	171	238	90	156	170	100	106	173	206	205	111	126	18	27	279	161	3	28	77	58	303
Total Answering	485	170	237	89	155	170	99	105	173	204	203	111	125	18	27	279	161	3	28	77	58	302
	100.0%	100.0%	100.0%	100%	100.0%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100.0%
No Answer	4	1	1	1	1	-	1	1	-	2	2	-	1	-	-	-	-	-	-	-	-	1
Physician	18	9	10	2	10	7	1	2	6	10	9	6	1	18	-	-	-	-	2	7	1	8
	3.7%	5.3%	4.2%	2.2%	6.5%	4.1%	1.0%	1.9%	3.5%	4.9%	4.4%	5.4%	0.8%	100%					7.1%	9.1%	1.7%	2.6%
					G	g					M	M								Uv		
Behavioral Health Clinician	27	-	5	25	16	3	8	7	12	8	9	8	9	-	27	-	-	-	8	11	3	4
	5.6%		2.1%	28.1%	10.3%	1.8%	8.1%	6.7%	6.9%	3.9%	4.4%	7.2%	7.2%		100.0%				28.6%	14.3%	5.2%	1.3%
				C	F		F												UV	uV		
Office Manager	279	95	148	39	81	110	47	51	103	122	134	60	69	-	-	279	-	2	10	39	37	183
	57.5%	55.9%	62.4%	43.8%	52.3%	64.7%	47.5%	48.6%	59.5%	59.8%	66.0%	54.1%	55.2%			100.0%		66.7%	35.7%	50.6%	63.8%	60.6%
		d	D		EG				h	h	Lm										S	S
Nurse	16	11	5	-	10	3	2	5	6	5	7	3	3	-	-	-	16	-	-	8	2	4
	3.3%	6.5%	2.1%		6.5%	1.8%	2.0%	4.8%	3.5%	2.5%	3.4%	2.7%	2.4%				9.9%			10.4%	3.4%	1.3%
		C			Fg															V		
Other staff	145	55	69	23	38	47	41	40	46	59	44	34	43	-	-	-	145	1	8	12	15	103
	29.9%	32.4%	29.1%	25.8%	24.5%	27.6%	41.4%	38.1%	26.6%	28.9%	21.7%	30.6%	34.4%				90.1%	33.3%	28.6%	15.6%	25.9%	34.1%
							EF	I				k	K									T

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Passport Health Plan
Provider Satisfaction Survey (9134712)

F. What is your preferred method of receiving communications from this health plan?

	Total Answering	----- Area of ----- ---- Medicine ----- Primry Care	Spclty	BH Clin.	-- Providers in -- ---- Practice ---- Solo	2-5	>5	---- Years in --- ---- Practice --- <5 yrs	5-15 yrs	16 yrs+	--- Managed Care --- ------ Volume ------ 0-10%	11-20%	21-100%	---- Survey Respondent ---- ------------------------ Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/ Other staff	----- Insurance Participation ----- ---------------------------------- 3 or fewer	4 to 7	8 to 11	12 to 15	15+
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	489	171	238	90	156	170	100	106	173	206	205	111	126	18	27	279	161	3	28	77	58	303
Total Answering	470 100.0%	163 100.0%	231 100.0%	86 100%	150 100.0%	164 100%	95 100%	102 100%	168 100%	197 100%	199 100%	107 100.0%	120 100.0%	18 100%	25 100.0%	269 100.0%	155 100.0%	3 100%	27 100.0%	73 100%	57 100%	293 100.0%
No Answer	19	8	7	4	6	6	5	4	5	9	6	4	6	-	2	10	6	-	1	4	1	10
Mail	133 28.3%	50 30.7% D	66 28.6% D	15 17.4%	46 30.7% g	55 33.5% G	20 21.1%	24 23.5%	44 26.2%	65 33.0% h	68 34.2%	26 24.3% lM	25 20.8%	12 66.7% OPQ	3 12.0%	80 29.7% O	36 23.2%	1 33.3%	7 25.9%	24 32.9%	13 22.8%	80 27.3%
Telephone	35 7.4%	16 9.8% D	14 6.1% d	2 2.3%	12 8.0%	13 7.9%	4 4.2%	10 9.8%	11 6.5%	13 6.6%	12 6.0%	8 7.5%	10 8.3%	-	-	18 6.7%	17 11.0%	-	3 11.1%	5 6.8%	3 5.3%	23 7.8%
Fax	144 30.6%	56 34.4%	71 30.7%	22 25.6%	45 30.0%	47 28.7%	24 25.3%	43 42.2% iJ	51 30.4%	50 25.4%	54 27.1%	33 30.8%	41 34.2%	1 5.6%	3 12.0%	80 29.7% NO	59 38.1% NOp	1 33.3%	4 14.8%	18 24.7%	23 40.4% St	95 32.4% S
Online portal	12 2.6%	1 0.6%	5 2.2%	6 7.0% Bc	2 1.3%	4 2.4%	5 5.3%	4 3.9%	3 1.8%	5 2.5%	3 1.5%	3 2.8%	6 5.0%	-	3 12.0% p	1 0.4%	8 5.2% P	-	2 7.4%	2 2.7%	2 3.5%	6 2.0%
E-mail	130 27.7%	29 17.8%	70 30.3% B	40 46.5% BC	41 27.3%	37 22.6%	39 41.1% EF	19 18.6%	53 31.5% H	56 28.4% h	59 29.6%	34 31.8%	29 24.2%	5 27.8%	16 64.0% NPQ	78 29.0% Q	31 20.0%	1 33.3%	10 37.0%	23 31.5%	16 28.1%	75 25.6%
In person from your Provider Representative	13 2.8%	10 6.1% CD	3 1.3%	1 1.2%	2 1.3%	7 4.3%	3 3.2%	1 1.0%	4 2.4%	8 4.1% h	2 1.0%	3 2.8%	7 5.8% K	-	-	10 3.7%	3 1.9%	-	-	1 1.4%	-	12 4.1%
Other	3 0.6%	1 0.6%	2 0.9%	-	2 1.3%	1 0.6%	-	1 1.0%	2 1.2%	-	1 0.5%	-	2 1.7%	-	-	2 0.7%	1 0.6%	-	1 3.7%	-	-	2 0.7%

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV
Independent Z-Test for Percentages (unpooled proportions)
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2019

Passport Health Plan
Provider Satisfaction Survey (9134712)

G. Please indicate the number of insurance companies with which you or your practice participates.

	Total Answering	----- Area of ----- ---- Medicine -----			-- Providers in -- ---- Practice ----			---- Years in --- ---- Practice ---			--- Managed Care --- ------ Volume ------			---- Survey Respondent ----				----- Insurance Participation -----				
		Primry Care	Spclty	BH Clin.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/ Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	489	171	238	90	156	170	100	106	173	206	205	111	126	18	27	279	161	3	28	77	58	303
Total Answering	469 100.0%	165 100.0%	227 100.0%	88 100%	151 100.0%	167 100%	94 100%	99 100%	167 100%	200 100%	199 100%	110 100.0%	125 100.0%	18 100%	26 100.0%	271 100.0%	153 100.0%	3 100%	28 100.0%	77 100.0%	58 100.0%	303 100.0%
No Answer	20	6	11	2	5	3	6	7	6	6	6	1	1	-	1	8	8	-	-	-	-	-
3 or fewer	3 0.6%	-	1 0.4%	2 2.3%	-	1 0.6%	1 1.1%	1 1.0%	1 0.6%	1 0.5%	-	-	3 2.4%	-	-	2 0.7%	1 0.7%	3 100%	-	-	-	-
4 to 7	28 6.0%	4 2.4%	11 4.8%	14 15.9% BC	9 6.0%	10 6.0%	6 6.4%	14 14.1% IJ	8 4.8%	6 3.0%	8 4.0%	7 6.4%	11 8.8% k	2 11.1%	8 30.8% nPQ	10 3.7%	8 5.2%	-	28 100.0%			
8 to 11	77 16.4%	23 13.9%	31 13.7%	22 25.0% BC	36 23.8% F	15 9.0%	17 18.1% F	17 17.2%	32 19.2%	26 13.0%	37 18.6%	21 19.1%	17 13.6%	7 38.9% PQ	11 42.3% PQ	39 14.4%	20 13.1%	-	-	77 100.0%		
12 to 15	58 12.4%	16 9.7%	29 12.8%	17 19.3% B	23 15.2%	19 11.4%	11 11.7%	17 17.2% J	24 14.4% j	17 8.5%	22 11.1% L	5 4.5%	26 20.8% KL	1 5.6%	3 11.5%	37 13.7%	17 11.1%	-	-	-	58 100.0%	
More than 15	303 64.6%	122 73.9% D	155 68.3% D	33 37.5%	83 55.0%	122 73.1% Eg	59 62.8%	50 50.5%	102 61.1% h	150 75.0% HI	132 66.3% M	77 70.0% M	68 54.4%	8 44.4%	4 15.4% O	183 67.5% nO	107 69.9% NO	-	-	-	-	303 100.0%

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Passport Health Plan
Provider Satisfaction Survey (9134712)

1A. How would you rate Passport Health Plan compared to all other health plans you contract with?

	Total Answering	----- Area of ----- Medicine			-- Providers in -- Practice			---- Years in --- Practice			--- Managed Care --- Volume			---- Survey Respondent ----				----- Insurance Participation -----				
		Primry Care	Spclty	BH Clin.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/ Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	489	171	238	90	156	170	100	106	173	206	205	111	126	18	27	279	161	3	28	77	58	303
Total Answering	451	162	221	83	148	160	92	92	157	198	189	108	121	17	26	262	143	2	24	75	57	280
	100.0%	100.0%	100.0%	100%	100.0%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100.0%
No Answer	9	2	6	2	2	3	2	3	2	4	5	1	2	-	-	5	3	-	2	-	-	4
Well below average	35	16	12	3	10	14	8	9	8	16	18	7	6	4	1	21	8	-	2	4	1	25
	7.8%	9.9% D	5.4%	3.6%	6.8%	8.8%	8.7%	9.8%	5.1%	8.1%	9.5%	6.5%	5.0%	23.5% oq	3.8%	8.0%	5.6%		8.3%	5.3%	1.8%	8.9% U
Somewhat below average	40	18	18	5	11	19	6	9	17	14	19	9	10	1	1	31	7	-	3	7	9	21
	8.9%	11.1%	8.1%	6.0%	7.4%	11.9%	6.5%	9.8%	10.8%	7.1%	10.1%	8.3%	8.3%	5.9%	3.8%	11.8% oQ	4.9%		12.5%	9.3%	15.8%	7.5%
Average	258	86	138	46	81	93	52	51	83	122	112	62	66	4	13	152	88	1	12	45	33	159
	57.2%	53.1%	62.4% b	55.4%	54.7%	58.1%	56.5%	55.4%	52.9%	61.6% i	59.3%	57.4%	54.5%	23.5%	50.0%	58.0% n	61.5% N	50.0% N	50.0%	60.0%	57.9%	56.8%
Somewhat above average	67	24	28	17	24	22	16	9	31	27	26	23	14	4	7	36	20	1	3	10	8	44
	14.9%	14.8%	12.7%	20.5%	16.2%	13.8%	17.4%	9.8%	19.7% H	13.6%	13.8%	21.3% M	11.6%	23.5%	26.9%	13.7%	14.0%	50.0%	12.5%	13.3%	14.0%	15.7%
Well above average	51	18	25	12	22	12	10	14	18	19	14	7	25	4	4	22	20	-	4	9	6	31
	11.3%	11.1%	11.3%	14.5%	14.9% F	7.5%	10.9%	15.2%	11.5%	9.6%	7.4%	6.5%	20.7% KL	23.5%	15.4%	8.4%	14.0% p		16.7%	12.0%	10.5%	11.1%
Not Applicable	29	7	11	5	6	7	6	11	14	4	11	2	3	1	1	12	15	1	2	2	1	19
Summary Rate - Well above average/Somewhat above average	118	42	53	29	46	34	26	23	49	46	40	30	39	8	11	58	40	1	7	19	14	75
	26.2%	25.9%	24.0%	34.9% c	31.1% F	21.3%	28.3%	25.0%	31.2% j	23.2%	21.2%	27.8%	32.2% K	47.1% P	42.3% P	22.1%	28.0%	50.0%	29.2%	25.3%	24.6%	26.8%

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
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Presented by SPH Analytics
770-978-3173
2019

Passport Health Plan
Provider Satisfaction Survey (9134712)

2A.   Consistency of reimbursement fees with your contract rates.

	Total Answering	Primry Care	Spclty	BH Clin.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/ Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	489	171	238	90	156	170	100	106	173	206	205	111	126	18	27	279	161	3	28	77	58	303
Total Answering	394	135	195	77	137	133	78	83	136	171	173	91	110	16	25	230	119	2	24	70	55	235
	100.0%	100.0%	100.0%	100%	100.0%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100.0%
No Answer	39	14	18	6	5	14	12	8	14	17	15	7	4	-	2	18	19	-	1	3	2	27
Well below average	24	6	14	-	10	4	5	3	6	13	14	6	3	4	-	14	5	-	1	5	2	14
	6.1%	4.4%	7.2%		7.3%	3.0%	6.4%	3.6%	4.4%	7.6%	8.1% M	6.6%	2.7%	25.0% pq		6.1%	4.2%		4.2%	7.1%	3.6%	6.0%
Somewhat below average	43	16	21	5	15	12	11	11	15	17	22	6	11	1	-	32	9	-	3	9	7	23
	10.9%	11.9%	10.8%	6.5%	10.9%	9.0%	14.1%	13.3%	11.0%	9.9%	12.7% l	6.6%	10.0%	6.3%		13.9%	7.6% q		12.5%	12.9%	12.7%	9.8%
Average	248	87	130	43	87	91	45	51	84	112	113	61	62	8	15	147	77	1	14	40	33	156
	62.9%	64.4%	66.7%	55.8%	63.5%	68.4%	57.7%	61.4%	61.8%	65.5%	65.3%	67.0%	56.4%	50.0%	60.0%	63.9%	64.7%	50.0%	58.3%	57.1%	60.0%	66.4%
Somewhat above average	44	14	16	18	11	18	10	9	15	19	12	16	14	1	6	23	14	1	6	8	5	24
	11.2%	10.4%	8.2%	23.4% BC	8.0%	13.5%	12.8%	10.8%	11.0%	11.1%	6.9%	17.6% K	12.7%	6.3%	24.0% n	10.0%	11.8%	50.0%	25.0% u	11.4%	9.1%	10.2%
Well above average	35	12	14	11	14	8	7	9	16	10	12	2	20	2	4	14	14	-	-	8	8	18
	8.9%	8.9%	7.2%	14.3%	10.2%	6.0%	9.0%	10.8%	11.8% j	5.8%	6.9% l	2.2%	18.2% KL	12.5%	16.0%	6.1%	11.8% p			11.4%	14.5%	7.7%
Not Applicable	56	22	25	7	14	23	10	15	23	18	17	13	12	2	-	31	23	1	3	4	1	41
Summary Rate - Well above average/Somewhat above average	79	26	30	29	25	26	17	18	31	29	24	18	34	3	10	37	28	1	6	16	13	42
	20.1%	19.3%	15.4%	37.7% BC	18.2%	19.5%	21.8%	21.7%	22.8%	17.0%	13.9%	19.8%	30.9% Kl	18.8%	40.0% P	16.1%	23.5%	50.0%	25.0%	22.9%	23.6%	17.9%

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Passport Health Plan
Provider Satisfaction Survey (9134712)

2B. Accuracy of claims processing.

	Total Answering	----- Area of ----- ---- Medicine -----		-- Providers in -- ---- Practice ----			---- Years in --- ---- Practice ---			--- Managed Care --- ------ Volume ------			---- Survey Respondent ----				----- Insurance Participation -----				
		Primry Care	Spclty	BH Clin.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/ Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	489	171	238	90	156	170	100	106	173	206	205	111	126	18	27	279	161	3	28	77	58	303
Total Answering	397 100.0%	136 100.0%	200 100.0%	77 100%	136 100.0%	135 100%	79 100%	81 100%	136 100%	176 100%	172 100%	93 100.0%	110 100.0%	16 100%	26 100.0%	230 100.0%	121 100.0%	2 100%	23 100.0%	69 100.0%	55 100.0%	237 100.0%
No Answer	32	11	18	6	5	14	9	8	13	11	15	4	4	-	1	19	12	-	1	3	3	22
Well below average	22 5.5%	6 4.4%	15 7.5% D	1 1.3%	6 4.4%	7 5.2%	7 8.9%	2 2.5%	4 2.9%	14 8.0% HI	13 7.6%	3 3.2%	4 3.6%	2 12.5%	-	16 7.0% Q	3 2.5%	-	1 4.3%	3 4.3%	-	16 6.8%
Somewhat below average	32 8.1%	15 11.0% D	15 7.5% d	2 2.6%	10 7.4%	10 7.4%	7 8.9%	7 8.6%	10 7.4%	15 8.5%	16 9.3%	5 5.4%	9 8.2%	2 12.5%	2 7.7%	20 8.7%	7 5.8%	-	2 8.7%	5 7.2%	5 9.1%	19 8.0%
Average	257 64.7%	84 61.8%	135 67.5%	55 71.4%	88 64.7%	90 66.7%	51 64.6%	57 70.4%	87 64.0%	112 63.6%	111 64.5%	66 71.0% m	66 60.0%	8 50.0%	15 57.7%	147 63.9%	86 71.1%	2 100% STUV	10 43.5%	49 71.0% S	39 70.9% S	150 63.3% s
Somewhat above average	48 12.1%	16 11.8%	19 9.5%	10 13.0%	17 12.5%	15 11.1%	9 11.4%	6 7.4%	19 14.0%	22 12.5%	19 11.0%	15 16.1%	10 9.1%	2 12.5%	6 23.1% q	30 13.0%	10 8.3%	-	8 34.8% TUV	7 10.1%	2 3.6%	31 13.1% U
Well above average	38 9.6%	15 11.0%	16 8.0%	9 11.7%	15 11.0%	13 9.6%	5 6.3%	9 11.1%	16 11.8%	13 7.4%	13 7.6%	4 4.3%	21 19.1% KL	2 12.5%	3 11.5%	17 7.4%	15 12.4%	-	2 8.7%	5 7.2%	9 16.4%	21 8.9%
Not Applicable	60	24	20	7	15	21	12	17	24	19	18	14	12	2	-	30	28	1	4	5	-	44
Summary Rate - Well above average/Somewhat above average	86 21.7%	31 22.8%	35 17.5%	19 24.7%	32 23.5%	28 20.7%	14 17.7%	15 18.5%	35 25.7%	35 19.9%	32 18.6%	19 20.4%	31 28.2% k	4 25.0%	9 34.6%	47 20.4%	25 20.7%	-	10 43.5% TUV	12 17.4%	11 20.0%	52 21.9%

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV
Independent Z-Test for Percentages (unpooled proportions)
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Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Passport Health Plan
Provider Satisfaction Survey (9134712)

2C. Timeliness of claims processing.

	Total Answering	----- Area of ----- Medicine -----			-- Providers in -- Practice ----			---- Years in --- Practice ---			--- Managed Care --- Volume ------			---- Survey Respondent ----				----- Insurance Participation -----				
		Primry Care	Spclty	BH Clin.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/ Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	489	171	238	90	156	170	100	106	173	206	205	111	126	18	27	279	161	3	28	77	58	303
Total Answering	394	135	198	77	136	133	78	81	133	176	171	93	110	16	26	228	120	2	23	69	54	237
	100.0%	100.0%	100.0%	100%	100.0%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100.0%
No Answer	32	10	17	4	5	13	10	7	13	12	13	4	4	–	1	17	14	–	1	2	3	21
Well below average	20	8	13	–	4	9	4	3	5	11	13	3	2	3	–	14	2	–	1	3	2	12
	5.1%	5.9%	6.6%		2.9%	6.8%	5.1%	3.7%	3.8%	6.3%	7.6%	3.2%	1.8%	18.8%		6.1%	1.7%		4.3%	4.3%	3.7%	5.1%
											M			q		Q						
Somewhat below average	27	12	12	3	8	9	6	4	10	13	10	7	7	–	1	16	10	–	1	2	2	21
	6.9%	8.9%	6.1%	3.9%	5.9%	6.8%	7.7%	4.9%	7.5%	7.4%	5.8%	7.5%	6.4%		3.8%	7.0%	8.3%		4.3%	2.9%	3.7%	8.9%
																						T
Average	260	88	139	49	92	90	49	58	85	115	121	62	67	9	15	155	79	2	13	50	38	152
	66.0%	65.2%	70.2%	63.6%	67.6%	67.7%	62.8%	71.6%	63.9%	65.3%	70.8%	66.7%	60.9%	56.3%	57.7%	68.0%	65.8%	100%	56.5%	72.5%	70.4%	64.1%
											m							STUV				
Somewhat above average	43	10	16	13	16	13	8	6	16	20	15	14	10	1	6	23	13	–	6	7	2	28
	10.9%	7.4%	8.1%	16.9%	11.8%	9.8%	10.3%	7.4%	12.0%	11.4%	8.8%	15.1%	9.1%	6.3%	23.1%	10.1%	10.8%		26.1%	10.1%	3.7%	11.8%
				Bc															U			U
Well above average	44	17	18	12	16	12	11	10	17	17	12	7	24	3	4	20	16	–	2	7	10	24
	11.2%	12.6%	9.1%	15.6%	11.8%	9.0%	14.1%	12.3%	12.8%	9.7%	7.0%	7.5%	21.8%	18.8%	15.4%	8.8%	13.3%		8.7%	10.1%	18.5%	10.1%
													KL									
Not Applicable	63	26	23	9	15	24	12	18	27	18	21	14	12	2	–	34	27	1	4	6	1	45
Summary Rate - Well above average/Somewhat above average	87	27	34	25	32	25	19	16	33	37	27	21	34	4	10	43	29	–	8	14	12	52
	22.1%	20.0%	17.2%	32.5%	23.5%	18.8%	24.4%	19.8%	24.8%	21.0%	15.8%	22.6%	30.9%	25.0%	38.5%	18.9%	24.2%		34.8%	20.3%	22.2%	21.9%
				BC									K		P							

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV
Independent Z-Test for Percentages (unpooled proportions)
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770-978-3173
2019

Passport Health Plan
Provider Satisfaction Survey (9134712)

2D.   Resolution of claims payment problems or disputes.

| | Total Answering | ----- Area of Medicine ----- | | | -- Providers in Practice -- | | | ---- Years in Practice --- | | | --- Managed Care Volume --- | | | ---- Survey Respondent ---- | | | | ----- Insurance Participation ----- | | | | |
| | | Primry Care | Spclty | BH Clin. | Solo | 2-5 | >5 | <5 yrs | 5-15 yrs | 16 yrs+ | 0-10% | 11-20% | 21-100% | Phys. | Behav. Hlth. Clin. | Office Mgr. | Nurse/ Other staff | 3 or fewer | 4 to 7 | 8 to 11 | 12 to 15 | 15+ |
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	489	171	238	90	156	170	100	106	173	206	205	111	126	18	27	279	161	3	28	77	58	303
Total Answering	378	130	188	75	130	128	78	78	125	171	161	90	108	16	24	219	116	2	23	65	52	229
	100.0%	100.0%	100.0%	100%	100.0%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100.0%
No Answer	34	10	19	3	6	12	10	6	14	14	14	5	4	-	1	17	15	-	1	2	3	21
Well below average	31	10	17	3	9	10	10	3	10	16	15	5	9	3	-	21	6	-	1	2	2	24
	8.2%	7.7%	9.0%	4.0%	6.9%	7.8%	12.8%	3.8%	8.0%	9.4%	9.3%	5.6%	8.3%	18.8%		9.6%	5.2%		4.3%	3.1%	3.8%	10.5%
								h														TU
Somewhat below average	44	13	21	9	15	15	8	10	15	19	16	14	12	-	6	26	11	-	4	7	6	25
	11.6%	10.0%	11.2%	12.0%	11.5%	11.7%	10.3%	12.8%	12.0%	11.1%	9.9%	15.6%	11.1%		25.0%	11.9%	9.5%		17.4%	10.8%	11.5%	10.9%
															q							
Average	220	82	112	42	76	79	41	50	65	104	104	53	54	9	10	134	67	2	10	43	32	131
	58.2%	63.1%	59.6%	56.0%	58.5%	61.7%	52.6%	64.1%	52.0%	60.8%	64.6%	58.9%	50.0%	56.3%	41.7%	61.2%	57.8%	100%	43.5%	66.2%	61.5%	57.2%
								i			M					o		STUV		s		
Somewhat above average	49	12	23	13	21	11	11	7	21	20	18	12	14	2	7	24	15	-	7	8	5	29
	13.0%	9.2%	12.2%	17.3%	16.2%	8.6%	14.1%	9.0%	16.8%	11.7%	11.2%	13.3%	13.0%	12.5%	29.2%	11.0%	12.9%		30.4%	12.3%	9.6%	12.7%
					f				h						pq				tUv			
Well above average	34	13	15	8	9	13	8	8	14	12	8	6	19	2	1	14	17	-	1	5	7	20
	9.0%	10.0%	8.0%	10.7%	6.9%	10.2%	10.3%	10.3%	11.2%	7.0%	5.0%	6.7%	17.6%	12.5%	4.2%	6.4%	14.7%		4.3%	7.7%	13.5%	8.7%
													KL				OP					
Not Applicable	77	31	31	12	20	30	12	22	34	21	30	16	14	2	2	43	30	1	4	10	3	53
Summary Rate - Well above average/Somewhat above average	83	25	38	21	30	24	19	15	35	32	26	18	33	4	8	38	32	-	8	13	12	49
	22.0%	19.2%	20.2%	28.0%	23.1%	18.8%	24.4%	19.2%	28.0%	18.7%	16.1%	20.0%	30.6%	25.0%	33.3%	17.4%	27.6%		34.8%	20.0%	23.1%	21.4%
									j				Kl				P					

Passport Health Plan
Provider Satisfaction Survey (9134712)

3A. Access to knowledgeable UM staff.

	Total Answering	----- Area of ----- ---- Medicine ----- Primry Care	 Spclty	 BH Clin.	-- Providers in -- ---- Practice ---- Solo	 2-5	 >5	---- Years in --- ---- Practice --- <5 yrs	 5-15 yrs	 16 yrs+	--- Managed Care --- ------ Volume ------ 0-10%	 11-20%	 21-100%	---- Survey Respondent ---- ------------------------- Phys.	 Behav. Hlth. Clin.	 Office Mgr.	Nurse/ Other staff	----- Insurance Participation ----- ----------------------------------- 3 or fewer	 4 to 7	 8 to 11	 12 to 15	 15+
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	489	171	238	90	156	170	100	106	173	206	205	111	126	18	27	279	161	3	28	77	58	303
Total Answering	377 100.0%	138 100.0%	185 100.0%	69 100%	118 100.0%	139 100%	76 100%	77 100%	125 100%	171 100%	159 100%	91 100.0%	104 100.0%	15 100%	22 100.0%	213 100.0%	124 100.0%	2 100%	22 100.0%	63 100.0%	47 100.0%	234 100.0%
No Answer	38	12	17	9	11	9	12	11	15	12	18	4	6	1	3	20	13	-	1	5	4	23
Well below average	11 2.9%	2 1.4%	6 3.2%	3 4.3%	2 1.7%	5 3.6%	2 2.6%	1 1.3%	4 3.2%	4 2.3%	4 2.5%	3 3.3%	2 1.9%	2 13.3%	1 4.5%	6 2.8%	1 0.8%	1 50.0%	2 9.1%	1 1.6%	1 2.1%	4 1.7%
Somewhat below average	25 6.6%	14 10.1%	13 7.0%	4 5.8%	9 7.6%	13 9.4% G	2 2.6%	3 3.9%	9 7.2%	13 7.6%	12 7.5% M	11 12.1% M	2 1.9%	3 20.0%	2 9.1%	19 8.9% q	1 0.8% Q	-	3 13.6%	4 6.3%	3 6.4%	15 6.4%
Average	256 67.9%	91 65.9%	125 67.6%	49 71.0%	78 66.1%	96 69.1%	54 71.1%	58 75.3% I	76 60.8%	122 71.3% i	110 69.2%	55 60.4%	75 72.1% l	6 40.0%	15 68.2%	146 68.5% n	88 71.0% N	-	15 68.2% N	40 63.5%	32 68.1%	163 69.7%
Somewhat above average	51 13.5%	20 14.5% d	26 14.1% d	5 7.2%	17 14.4%	14 10.1%	12 15.8%	7 9.1%	21 16.8% h	21 12.3%	18 11.3%	16 17.6%	13 12.5%	3 20.0%	2 9.1%	26 12.2%	20 16.1%	1 50.0%	-	12 19.0% U	3 6.4%	35 15.0% U
Well above average	34 9.0%	11 8.0%	15 8.1%	8 11.6%	12 10.2%	11 7.9%	6 7.9%	8 10.4%	15 12.0%	11 6.4%	15 9.4%	6 6.6%	12 11.5%	1 6.7%	2 9.1%	16 7.5%	14 11.3%	-	2 9.1%	6 9.5%	8 17.0% v	17 7.3%
Not Applicable	74	21	36	12	27	22	12	18	33	23	28	16	16	2	2	46	24	1	5	9	7	46
Summary Rate - Well above average/Somewhat above average	85 22.5%	31 22.5%	41 22.2%	13 18.8%	29 24.6%	25 18.0%	18 23.7%	15 19.5%	36 28.8% J	32 18.7%	33 20.8%	22 24.2%	25 24.0%	4 26.7%	4 18.2%	42 19.7%	34 27.4%	1 50.0%	2 9.1%	18 28.6% S	11 23.4% s	52 22.2% s

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Passport Health Plan
Provider Satisfaction Survey (9134712)

3B. Procedures for obtaining pre-certification/referral/authorization information.

	Total Answering	Area of Medicine			Providers in Practice			Years in Practice			Managed Care Volume			Survey Respondent				Insurance Participation				
		Primry Care	Spclty	BH Clin.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	489	171	238	90	156	170	100	106	173	206	205	111	126	18	27	279	161	3	28	77	58	303
Total Answering	385	143	194	63	120	147	74	73	135	173	164	97	101	14	19	226	123	2	21	58	47	248
	100.0%	100.0%	100.0%	100%	100.0%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100.0%
No Answer	44	12	19	9	14	9	11	12	17	15	20	5	7	1	2	24	16	-	1	5	6	25
Well below average	25	9	12	1	5	11	6	4	8	11	15	6	2	2	-	18	4	-	1	1	2	19
	6.5%	6.3%	6.2%	1.6%	4.2%	7.5%	8.1%	5.5%	5.9%	6.4%	9.1%	6.2%	2.0%	14.3%		8.0%	3.3%		4.8%	1.7%	4.3%	7.7%
		d	D								M					q						T
Somewhat below average	28	15	13	5	10	12	5	9	8	11	15	4	6	1	1	18	8	-	1	6	4	17
	7.3%	10.5%	6.7%	7.9%	8.3%	8.2%	6.8%	12.3%	5.9%	6.4%	9.1%	4.1%	5.9%	7.1%	5.3%	8.0%	6.5%		4.8%	10.3%	8.5%	6.9%
											l											
Average	238	87	121	42	72	93	46	41	83	112	98	65	61	7	13	141	76	2	15	36	29	149
	61.8%	60.8%	62.4%	66.7%	60.0%	63.3%	62.2%	56.2%	61.5%	64.7%	59.8%	67.0%	60.4%	50.0%	68.4%	62.4%	61.8%	100%	71.4%	62.1%	61.7%	60.1%
																		STUV				
Somewhat above average	51	15	26	8	16	18	9	9	18	24	20	14	15	2	3	28	17	-	2	9	5	35
	13.2%	10.5%	13.4%	12.7%	13.3%	12.2%	12.2%	12.3%	13.3%	13.9%	12.2%	14.4%	14.9%	14.3%	15.8%	12.4%	13.8%		9.5%	15.5%	10.6%	14.1%
Well above average	43	17	22	7	17	13	8	10	18	15	16	8	17	2	2	21	18	-	2	6	7	28
	11.2%	11.9%	11.3%	11.1%	14.2%	8.8%	10.8%	13.7%	13.3%	8.7%	9.8%	8.2%	16.8%	14.3%	10.5%	9.3%	14.6%		9.5%	10.3%	14.9%	11.3%
													l									
Not Applicable	60	16	25	18	22	14	15	21	21	18	21	9	18	3	6	29	22	1	6	14	5	30
Summary Rate - Well above average/Somewhat above average	94	32	48	15	33	31	17	19	36	39	36	22	32	4	5	49	35	-	4	15	12	63
	24.4%	22.4%	24.7%	23.8%	27.5%	21.1%	23.0%	26.0%	26.7%	22.5%	22.0%	22.7%	31.7%	28.6%	26.3%	21.7%	28.5%		19.0%	25.9%	25.5%	25.4%
													k									

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Passport Health Plan
Provider Satisfaction Survey (9134712)

3C. Timeliness of obtaining pre-certification/referral/authorization information.

	Total Answering	Primry Care	Spclty	BH Clin.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+
		----- Area of Medicine -----			-- Providers in Practice --			---- Years in Practice ---			--- Managed Care Volume ---			---- Survey Respondent ----				----- Insurance Participation -----				
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	489	171	238	90	156	170	100	106	173	206	205	111	126	18	27	279	161	3	28	77	58	303
Total Answering	378	143	189	62	118	146	72	72	133	169	162	96	98	14	18	221	121	2	19	60	48	241
	100.0%	100.0%	100.0%	100%	100.0%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100.0%
No Answer	46	12	21	8	13	11	12	10	21	15	20	5	9	1	2	26	17	-	1	4	6	29
Well below average	19	4	12	-	5	7	4	6	4	7	12	4	1	2	-	11	4	-	1	-	2	13
	5.0%	2.8%	6.3%		4.2%	4.8%	5.6%	8.3%	3.0%	4.1%	7.4% M	4.2%	1.0%	14.3%		5.0%	3.3%		5.3%		4.2%	5.4%
Somewhat below average	38	22	17	6	11	17	7	8	11	19	22	4	9	1	-	31	6	-	2	4	7	24
	10.1%	15.4% c	9.0%	9.7%	9.3%	11.6%	9.7%	11.1%	8.3%	11.2%	13.6% L	4.2%	9.2%	7.1%		14.0% Q	5.0%		10.5%	6.7%	14.6%	10.0%
Average	218	82	108	40	67	82	48	42	78	96	91	61	53	7	14	121	75	2	12	40	25	135
	57.7%	57.3%	57.1%	64.5%	56.8%	56.2%	66.7%	58.3%	58.6%	56.8%	56.2%	63.5%	54.1%	50.0%	77.8% nP	54.8%	62.0%	100% STUV	63.2%	66.7%	52.1%	56.0%
Somewhat above average	61	18	31	11	22	24	6	11	19	31	21	19	18	2	3	35	20	-	2	9	7	43
	16.1%	12.6%	16.4%	17.7%	18.6% G	16.4% g	8.3%	15.3%	14.3%	18.3%	13.0%	19.8%	18.4%	14.3%	16.7%	15.8%	16.5%		10.5%	15.0%	14.6%	17.8%
Well above average	42	17	21	5	13	16	7	5	21	16	16	8	17	2	1	23	16	-	2	7	7	26
	11.1%	11.9%	11.1%	8.1%	11.0%	11.0%	9.7%	6.9%	15.8% H	9.5%	9.9%	8.3%	17.3% kl	14.3%	5.6%	10.4%	13.2%		10.5%	11.7%	14.6%	10.8%
Not Applicable	65	16	28	20	25	13	16	24	19	22	23	10	19	3	7	32	23	1	8	13	4	33
Summary Rate - Well above average/Somewhat above average	103	35	52	16	35	40	13	16	40	47	37	27	35	4	4	58	36	-	4	16	14	69
	27.2%	24.5%	27.5%	25.8%	29.7% g	27.4%	18.1%	22.2%	30.1%	27.8%	22.8%	28.1%	35.7% K	28.6%	22.2%	26.2%	29.8%		21.1%	26.7%	29.2%	28.6%

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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Passport Health Plan
Provider Satisfaction Survey (9134712)

3D. The health plan's facilitation/support of appropriate clinical care for patients.

	Total Answering	Area of Medicine — Primry Care	Spclty	BH Clin.	Providers in Practice — Solo	2-5	>5	Years in Practice — <5 yrs	5-15 yrs	16 yrs+	Managed Care Volume — 0-10%	11-20%	21-100%	Survey Respondent — Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/Other staff	Insurance Participation — 3 or fewer	4 to 7	8 to 11	12 to 15	15+
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	489	171	238	90	156	170	100	106	173	206	205	111	126	18	27	279	161	3	28	77	58	303
Total Answering	358	141	174	64	117	133	71	72	127	155	146	92	98	15	19	205	115	1	18	61	45	224
	100.0%	100.0%	100.0%	100%	100.0%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100%	100%	100.0%	100.0%	100%	100.0%	100%	100.0%	100.0%
No Answer	51	15	24	9	13	14	14	15	18	18	23	5	10	1	3	28	19	-	3	3	6	34
Well below average	11	2	8	-	3	4	3	2	3	4	4	5	-	3	-	4	2	-	1	-	2	6
	3.1%	1.4%	4.6% b		2.6%	3.0%	4.2%	2.8%	2.4%	2.6%	2.7%	5.4%		20.0% pq		2.0%	1.7%		5.6%		4.4%	2.7%
Somewhat below average	14	6	8	1	4	4	3	3	7	4	9	3	1	2	-	10	2	-	-	4	3	5
	3.9%	4.3%	4.6%	1.6%	3.4%	3.0%	4.2%	4.2%	5.5%	2.6%	6.2% M	3.3%	1.0%	13.3%		4.9%	1.7%			6.6%	6.7%	2.2%
Average	249	103	122	42	80	100	47	50	83	115	106	60	66	7	11	151	79	1	14	39	27	163
	69.6%	73.0%	70.1%	65.6%	68.4%	75.2%	66.2%	69.4%	65.4%	74.2%	72.6%	65.2%	67.3%	46.7%	57.9%	73.7% N	68.7%	100% STUV	77.8%	63.9%	60.0%	72.8%
Somewhat above average	45	14	17	13	15	12	13	8	18	18	14	15	14	-	5	24	16	-	2	10	7	26
	12.6%	9.9%	9.8%	20.3% bc	12.8%	9.0%	18.3% f	11.1%	14.2%	11.6%	9.6%	16.3%	14.3%		26.3%	11.7%	13.9%		11.1%	16.4%	15.6%	11.6%
Well above average	39	16	19	8	15	13	5	9	16	14	13	9	17	3	3	16	16	-	1	8	6	24
	10.9%	11.3%	10.9%	12.5%	12.8%	9.8%	7.0%	12.5%	12.6%	9.0%	8.9%	9.8%	17.3% k	20.0%	15.8%	7.8%	13.9%		5.6%	13.1%	13.3%	10.7%
Not Applicable	80	15	40	17	26	23	15	19	28	33	36	14	18	2	5	46	27	2	7	13	7	45
Summary Rate - Well above average/Somewhat above average	84	30	36	21	30	25	18	17	34	32	27	24	31	3	8	40	32	-	3	18	13	50
	23.5%	21.3%	20.7%	32.8% bc	25.6%	18.8%	25.4%	23.6%	26.8%	20.6%	18.5%	26.1%	31.6% K	20.0%	42.1% p	19.5%	27.8% p		16.7%	29.5%	28.9%	22.3%

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Passport Health Plan
Provider Satisfaction Survey (9134712)

3E. Access to Case/Care Managers from this health plan.

	Total Answering	----- Area of ----- ---- Medicine -----			-- Providers in -- ---- Practice ----			---- Years in --- ---- Practice ---			--- Managed Care --- ------ Volume ------			---- Survey Respondent ----				----- Insurance Participation -----				
		Primry Care	Spclty	BH Clin.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/ Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	489	171	238	90	156	170	100	106	173	206	205	111	126	18	27	279	161	3	28	77	58	303
Total Answering	327 100.0%	128 100.0%	163 100.0%	51 100%	108 100.0%	122 100%	62 100%	61 100%	117 100%	146 100%	135 100%	79 100.0%	93 100.0%	15 100%	15 100.0%	192 100.0%	102 100.0%	-	17 100.0%	57 100.0%	40 100.0%	205 100.0%
No Answer	55	17	23	11	15	14	15	17	20	18	24	6	11	1	3	28	23	-	4	4	6	36
Well below average	9 2.8%	-	8 4.9%	-	2 1.9%	3 2.5%	2 3.2%	1 1.6%	2 1.7%	5 3.4%	4 3.0%	4 5.1%	-	2 13.3%	-	3 1.6%	3 2.9%	-	1 5.9%	1 1.8%	1 2.5%	4 2.0%
Somewhat below average	19 5.8%	10 7.8%	12 7.4%	-	8 7.4%	6 4.9%	2 3.2%	2 3.3%	7 6.0%	10 6.8%	8 5.9%	6 7.6%	4 4.3%	3 20.0%	-	13 6.8%	3 2.9%	-	-	1 1.8%	4 10.0%	14 6.8% T
Average	228 69.7%	91 71.1%	106 65.0%	39 76.5%	72 66.7%	91 74.6%	41 66.1%	42 68.9%	81 69.2%	104 71.2%	101 74.8% M	53 67.1%	57 61.3%	7 46.7%	11 73.3%	140 72.9% N	69 67.6%	-	14 82.4% U	42 73.7% u	22 55.0%	144 70.2% u
Somewhat above average	39 11.9%	14 10.9%	20 12.3%	8 15.7%	13 12.0%	11 9.0%	14 22.6% eF	7 11.5%	14 12.0%	17 11.6%	11 8.1%	10 12.7%	17 18.3% K	1 6.7%	3 20.0%	21 10.9%	14 13.7%	-	2 11.8%	7 12.3%	7 17.5%	23 11.2%
Well above average	32 9.8%	13 10.2%	17 10.4%	4 7.8%	13 12.0% g	11 9.0%	3 4.8%	9 14.8%	13 11.1%	10 6.8%	11 8.1%	6 7.6%	15 16.1% kl	2 13.3%	1 6.7%	15 7.8%	13 12.7%	-	-	6 10.5%	6 15.0%	20 9.8%
Not Applicable	107	26	52	28	33	34	23	28	36	42	46	26	22	2	9	59	36	3	7	16	12	62
Summary Rate - Well above average/Somewhat above average	71 21.7%	27 21.1%	37 22.7%	12 23.5%	26 24.1%	22 18.0%	17 27.4%	16 26.2%	27 23.1%	27 18.5%	22 16.3%	16 20.3%	32 34.4% KL	3 20.0%	4 26.7%	36 18.8%	27 26.5%	-	2 11.8%	13 22.8%	13 32.5% s	43 21.0%

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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3F. Degree to which the plan covers and encourages preventive care and wellness.

	Total Answering	----- Area of ----- ---- Medicine -----			-- Providers in -- ---- Practice ----			---- Years in --- ---- Practice ---			--- Managed Care --- ------ Volume ------			---- Survey Respondent ----				----- Insurance Participation -----				
		Primry Care	Spclty	BH Clin.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/ Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	489	171	238	90	156	170	100	106	173	206	205	111	126	18	27	279	161	3	28	77	58	303
Total Answering	344 100.0%	143 100.0%	158 100.0%	62 100%	118 100.0%	134 100%	61 100%	70 100%	113 100%	158 100%	148 100%	84 100.0%	95 100.0%	15 100%	19 100.0%	200 100.0%	107 100.0%	-	20 100.0%	58 100.0%	43 100.0%	216 100.0%
No Answer	59	19	27	11	16	15	18	21	20	18	26	6	12	1	3	31	23	-	4	5	7	37
Well below average	8 2.3%	3 2.1%	4 2.5%	1 1.6%	3 2.5%	3 2.2%	1 1.6%	-	3 2.7%	4 2.5%	3 2.0%	2 2.4%	2 2.1%	4 26.7% PQ	-	2 1.0%	1 0.9%	-	1 5.0%	1 1.7%	2 4.7%	3 1.4%
Somewhat below average	17 4.9%	6 4.2%	10 6.3% d	1 1.6%	3 2.5%	7 5.2%	2 3.3%	2 2.9%	8 7.1%	7 4.4%	12 8.1% M	3 3.6%	2 2.1%	2 13.3%	1 5.3%	12 6.0% q	2 1.9%	-	1 5.0%	2 3.4%	3 7.0%	11 5.1%
Average	230 66.9%	99 69.2%	105 66.5%	43 69.4%	81 68.6%	92 68.7%	41 67.2%	53 75.7% i	72 63.7%	104 65.8%	100 67.6%	60 71.4%	57 60.0%	6 40.0%	14 73.7% N	137 68.5% N	72 67.3% N	-	14 70.0%	36 62.1%	24 55.8%	150 69.4% u
Somewhat above average	54 15.7%	18 12.6%	24 15.2%	11 17.7%	20 16.9%	19 14.2%	11 18.0%	8 11.4%	17 15.0%	28 17.7%	21 14.2%	11 13.1%	20 21.1%	-	3 15.8%	33 16.5%	18 16.8%	-	4 20.0%	13 22.4%	7 16.3%	30 13.9%
Well above average	35 10.2%	17 11.9%	15 9.5%	6 9.7%	11 9.3%	13 9.7%	6 9.8%	7 10.0%	13 11.5%	15 9.5%	12 8.1%	8 9.5%	14 14.7%	3 20.0%	1 5.3%	16 8.0%	14 13.1%	-	-	6 10.3%	7 16.3%	22 10.2%
Not Applicable	86	9	53	17	22	21	21	15	40	30	31	21	19	2	5	48	31	3	4	14	8	50
Summary Rate - Well above average/Somewhat above average	89 25.9%	35 24.5%	39 24.7%	17 27.4%	31 26.3%	32 23.9%	17 27.9%	15 21.4%	30 26.5%	43 27.2%	33 22.3%	19 22.6%	34 35.8% KL	3 20.0%	4 21.1%	49 24.5%	32 29.9%	-	4 20.0%	19 32.8%	14 32.6%	52 24.1%

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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4A. The number of specialists in this health plan's provider network.

	Total Answering	Area of Medicine: Primry Care	Spclty	Providers in Practice: BH Clin.	Solo	2-5	>5	Years in Practice: <5 yrs	5-15 yrs	16 yrs+	Managed Care Volume: 0-10%	11-20%	21-100%	Survey Respondent: Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/Other staff	Insurance Participation: 3 or fewer	4 to 7	8 to 11	12 to 15	15+
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	489	171	238	90	156	170	100	106	173	206	205	111	126	18	27	279	161	3	28	77	58	303
Total Answering	319 100.0%	133 100.0%	153 100.0%	55 100%	103 100.0%	126 100%	58 100%	64 100%	105 100%	146 100%	137 100%	78 100.0%	88 100.0%	11 100%	14 100.0%	189 100.0%	103 100.0%	-	18 100.0%	50 100.0%	43 100.0%	205 100.0%
No Answer	72	24	32	12	18	21	23	22	26	24	29	10	14	1	3	39	27	-	5	5	7	44
Well below average	10 3.1%	2 1.5%	5 3.3%	2 3.6%	1 1.0%	3 2.4%	4 6.9% e	2 3.1%	3 2.9%	3 2.1%	4 2.9%	3 3.8%	2 2.3%	1 9.1%	1 7.1%	6 3.2%	1 1.0%	-	1 5.6%	1 2.0%	1 2.3%	6 2.9%
Somewhat below average	11 3.4%	3 2.3%	7 4.6%	1 1.8%	5 4.9%	5 4.0%	-	1 1.6%	4 3.8%	6 4.1%	6 4.4%	3 3.8%	2 2.3%	2 18.2%	-	9 4.8%	-	-	-	-	-	11 5.4%
Average	239 74.9%	112 84.2% C	107 69.9%	41 74.5%	74 71.8%	103 81.7% eG	39 67.2%	46 71.9%	77 73.3%	115 78.8%	109 79.6%	57 73.1%	59 67.0% M	4 36.4%	9 64.3%	146 77.2% N	80 77.7% N	-	15 83.3%	42 84.0% v	31 72.1%	149 72.7%
Somewhat above average	39 12.2%	10 7.5%	22 14.4% b	8 14.5%	17 16.5% F	7 5.6%	11 19.0% F	12 18.8%	10 9.5%	16 11.0%	13 9.5%	10 12.8%	15 17.0%	2 18.2%	4 28.6%	18 9.5%	14 13.6%	-	2 11.1%	5 10.0%	5 11.6%	27 13.2%
Well above average	20 6.3%	6 4.5%	12 7.8%	3 5.5%	6 5.8%	8 6.3%	4 6.9%	3 4.7%	11 10.5% j	6 4.1%	5 3.6%	5 6.4%	10 11.4% K	2 18.2%	-	10 5.3%	8 7.8%	-	-	2 4.0%	6 14.0% t	12 5.9%
Not Applicable	98	14	53	23	35	23	19	20	42	36	39	23	24	6	10	51	31	3	5	22	8	54
Summary Rate - Well above average/Somewhat above average	59 18.5%	16 12.0%	34 22.2% B	11 20.0%	23 22.3% F	15 11.9%	15 25.9% F	15 23.4%	21 20.0%	22 15.1%	18 13.1%	15 19.2%	25 28.4% K	4 36.4%	4 28.6%	28 14.8%	22 21.4%	-	2 11.1%	7 14.0%	11 25.6%	39 19.0%

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4B. The quality of specialists in this health plan's provider network.

	Total Answering	Area of Medicine — Primry Care	Area of Medicine — Spclty	Providers in Practice — BH Clin.	Providers in Practice — Solo	Providers in Practice — 2-5	Providers in Practice — >5	Years in Practice — <5 yrs	Years in Practice — 5-15 yrs	Years in Practice — 16 yrs+	Managed Care Volume — 0-10%	Managed Care Volume — 11-20%	Managed Care Volume — 21-100%	Survey Respondent — Phys.	Survey Respondent — Behav. Hlth. Clin.	Survey Respondent — Office Mgr.	Survey Respondent — Nurse/Other staff	Insurance Participation — 3 or fewer	Insurance Participation — 4 to 7	Insurance Participation — 8 to 11	Insurance Participation — 12 to 15	Insurance Participation — 15+
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	489	171	238	90	156	170	100	106	173	206	205	111	126	18	27	279	161	3	28	77	58	303
Total Answering	287	134	131	48	94	120	49	58	98	128	117	73	83	11	13	170	91	-	15	46	38	185
	100.0%	100.0%	100.0%	100%	100.0%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%
No Answer	78	25	38	13	19	21	26	24	27	27	32	11	15	1	3	43	29	-	5	6	7	49
Well below average	4	1	2	-	-	2	1	1	-	2	2	1	-	1	-	2	-	-	1	-	-	2
	1.4%	0.7%	1.5%			1.7%	2.0%	1.7%		1.6%	1.7%	1.4%		9.1%		1.2%			6.7%			1.1%
Somewhat below average	8	3	5	1	5	3	-	1	3	4	5	2	-	2	1	5	-	-	-	1	1	6
	2.8%	2.2%	3.8%	2.1%	5.3%	2.5%		1.7%	3.1%	3.1%	4.3%	2.7%		18.2%	7.7%	2.9%				2.2%	2.6%	3.2%
Average	223	108	100	38	68	100	37	43	77	102	94	56	62	4	10	137	72	-	12	39	27	143
	77.7%	80.6%	76.3%	79.2%	72.3%	83.3% e	75.5%	74.1%	78.6%	79.7%	80.3%	76.7%	74.7%	36.4%	76.9% N	80.6% N	79.1% N		80.0%	84.8%	71.1%	77.3%
Somewhat above average	30	13	14	5	14	6	7	9	5	15	10	9	10	3	1	16	9	-	2	4	4	20
	10.5%	9.7%	10.7%	10.4%	14.9% F	5.0%	14.3% f	15.5% I	5.1%	11.7% i	8.5%	12.3%	12.0%	27.3%	7.7%	9.4%	9.9%		13.3%	8.7%	10.5%	10.8%
Well above average	22	9	10	4	7	9	4	4	13	5	6	5	11	1	1	10	10	-	-	2	6	14
	7.7%	6.7%	7.6%	8.3%	7.4%	7.5%	8.2%	6.9%	13.3% J	3.9%	5.1%	6.8%	13.3% k	9.1%	7.7%	5.9%	11.0%			4.3%	15.8% t	7.6%
Not Applicable	124	12	69	29	43	29	25	24	48	51	56	27	28	6	11	66	41	3	8	25	13	69
Summary Rate - Well above average/Somewhat above average	52	22	24	9	21	15	11	13	18	20	16	14	21	4	2	26	19	-	2	6	10	34
	18.1%	16.4%	18.3%	18.8%	22.3% f	12.5%	22.4%	22.4%	18.4%	15.6%	13.7%	19.2%	25.3% K	36.4%	15.4%	15.3%	20.9%		13.3%	13.0%	26.3%	18.4%

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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4C. The timeliness of feedback/reports from specialists in this health plan's provider network.

	Total Answering (A)	Primry Care (B)	Spclty (C)	BH Clin. (D)	Solo (E)	2-5 (F)	>5 (G)	<5 yrs (H)	5-15 yrs (I)	16 yrs+ (J)	0-10% (K)	11-20% (L)	21-100% (M)	Phys. (N)	Behav. Hlth. Clin. (O)	Office Mgr. (P)	Nurse/Other staff (Q)	3 or fewer (R)	4 to 7 (S)	8 to 11 (T)	12 to 15 (U)	15+ (V)
Total	489	171	238	90	156	170	100	106	173	206	205	111	126	18	27	279	161	3	28	77	58	303
Total Answering	265	139	113	42	88	114	47	51	91	120	108	63	79	13	10	153	87	1	12	43	38	167
	100.0%	100.0%	100.0%	100%	100.0%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100.0%
No Answer	82	25	42	13	22	21	26	25	28	29	36	12	16	1	3	47	29	–	5	9	9	49
Well below average	5	1	2	1	1	2	1	1	–	3	3	1	–	2	1	1	–	–	1	1	–	2
	1.9%	0.7%	1.8%	2.4%	1.1%	1.8%	2.1%	2.0%		2.5%	2.8%	1.6%		15.4%	10.0%	0.7%			8.3%	2.3%		1.2%
Somewhat below average	23	10	13	4	7	11	3	4	13	6	15	5	2	3	3	14	3	–	4	6	4	9
	8.7%	7.2%	11.5%	9.5%	8.0%	9.6%	6.4%	7.8%	14.3% J	5.0%	13.9% M	7.9%	2.5%	23.1% q	30.0% q	9.2% q	3.4%		33.3% V	14.0%	10.5%	5.4%
Average	178	100	71	22	58	83	29	34	58	85	76	37	54	5	4	108	61	1	6	28	25	115
	67.2%	71.9% D	62.8%	52.4%	65.9%	72.8%	61.7%	66.7%	63.7%	70.8%	70.4%	58.7%	68.4%	38.5%	40.0%	70.6% No	70.1% No	100% STUV	50.0%	65.1%	65.8%	68.9%
Somewhat above average	34	16	15	8	14	6	10	6	9	18	8	12	12	2	2	14	15	–	1	5	5	23
	12.8%	11.5%	13.3%	19.0%	15.9% F	5.3%	21.3% F	11.8%	9.9%	15.0%	7.4%	19.0% K	15.2%	15.4%	20.0%	9.2%	17.2% p		8.3%	11.6%	13.2%	13.8%
Well above average	25	12	12	7	8	12	4	6	11	8	6	8	11	1	–	16	8	–	–	3	4	18
	9.4%	8.6%	10.6%	16.7%	9.1%	10.5%	8.5%	11.8%	12.1%	6.7%	5.6%	12.7%	13.9% k	7.7%		10.5%	9.2%			7.0%	10.5%	10.8%
Not Applicable	142	7	83	35	46	35	27	30	54	57	61	36	31	4	14	79	45	2	11	25	11	87
Summary Rate - Well above average/Somewhat above average	59	28	27	15	22	18	14	12	20	26	14	20	23	3	2	30	23	–	1	8	9	41
	22.3%	20.1%	23.9%	35.7% b	25.0%	15.8% f	29.8%	23.5%	22.0%	21.7%	13.0%	31.7% K	29.1% K	23.1%	20.0%	19.6%	26.4%		8.3%	18.6%	23.7%	24.6% s

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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5A. Consistency of the formulary over time.

	Total Answering	Area of Medicine			Providers in Practice			Years in Practice			Managed Care Volume			Survey Respondent				Insurance Participation				
		Primry Care	Spclty	BH Clin.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	489	171	238	90	156	170	100	106	173	206	205	111	126	18	27	279	161	3	28	77	58	303
Total Answering	268	129	121	39	93	105	48	47	87	131	115	60	79	12	8	154	91	1	12	42	32	177
	100.0%	100.0%	100.0%	100%	100.0%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100.0%
No Answer	99	30	51	17	23	32	30	35	33	30	40	20	19	2	4	58	34	-	8	9	10	61
Well below average	7	4	1	-	3	2	1	-	-	6	2	1	3	-	-	4	1	-	-	-	-	5
	2.6%	3.1%	0.8%		3.2%	1.9%	2.1%			4.6%	1.7%	1.7%	3.8%			2.6%	1.1%					2.8%
Somewhat below average	20	11	10	1	4	11	4	1	6	13	8	4	6	3	-	12	5	-	-	5	2	13
	7.5%	8.5% d	8.3%	2.6%	4.3%	10.5% e	8.3%	2.1%	6.9%	9.9% H	7.0%	6.7%	7.6%	25.0%		7.8%	5.5%			11.9%	6.3%	7.3%
Average	192	95	83	32	66	78	33	34	63	94	92	41	50	8	7	113	64	1	11	30	22	126
	71.6%	73.6%	68.6%	82.1% c	71.0%	74.3%	68.8%	72.3%	72.4%	71.8%	80.0% lM	68.3%	63.3%	66.7%	87.5%	73.4%	70.3%	100% TUV	91.7% tUV	71.4%	68.8%	71.2%
Somewhat above average	33	12	19	3	14	9	7	6	12	14	8	12	11	-	1	18	13	-	1	5	3	24
	12.3%	9.3%	15.7%	7.7%	15.1%	8.6%	14.6%	12.8%	13.8%	10.7%	7.0%	20.0% K	13.9%		12.5%	11.7%	14.3%		8.3%	11.9%	9.4%	13.6%
Well above average	16	7	8	3	6	5	3	6	6	4	5	2	9	1	-	7	8	-	-	2	5	9
	6.0%	5.4%	6.6%	7.7%	6.5%	4.8%	6.3%	12.8% j	6.9%	3.1%	4.3%	3.3%	11.4% kl	8.3%		4.5%	8.8%			4.8%	15.6%	5.1%
Not Applicable	122	12	66	34	40	33	22	24	53	45	50	31	28	4	15	67	36	2	8	26	16	65
Summary Rate - Well above average/Somewhat above average	49	19	27	6	20	14	10	12	18	18	13	14	20	1	1	25	21	-	1	7	8	33
	18.3%	14.7%	22.3%	15.4%	21.5%	13.3%	20.8%	25.5% j	20.7%	13.7%	11.3%	23.3% k	25.3% K	8.3%	12.5%	16.2%	23.1%		8.3%	16.7%	25.0%	18.6%

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Passport Health Plan
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5B. Extent to which formulary reflects current standards of care.

| | Total Answering | ----- Area of Medicine ----- | | -- Providers in Practice -- | | | | ---- Years in Practice --- | | | --- Managed Care Volume --- | | | ---- Survey Respondent ---- | | | | ----- Insurance Participation ----- | | | | |
| | | Primry Care | Spclty | BH Clin. | Solo | 2-5 | >5 | <5 yrs | 5-15 yrs | 16 yrs+ | 0-10% | 11-20% | 21-100% | Phys. | Behav. Hlth. Clin. | Office Mgr. | Nurse/Other staff | 3 or fewer | 4 to 7 | 8 to 11 | 12 to 15 | 15+ |
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	489	171	238	90	156	170	100	106	173	206	205	111	126	18	27	279	161	3	28	77	58	303
Total Answering	273	131	121	43	91	107	52	50	90	130	116	63	78	12	10	155	93	3	13	44	30	178
	100.0%	100.0%	100.0%	100%	100.0%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100.0%
No Answer	102	29	55	18	24	35	30	35	32	34	40	21	23	2	4	61	34	-	8	8	12	64
Well below average	5	1	2	-	3	-	1	-	1	3	2	-	2	-	-	2	2	-	-	-	-	4
	1.8%	0.8%	1.7%		3.3%		1.9%		1.1%	2.3%	1.7%		2.6%			1.3%	2.2%					2.2%
Somewhat below average	23	12	13	1	7	12	4	3	4	16	10	5	7	3	-	16	3	-	-	3	2	17
	8.4%	9.2% D	10.7% D	2.3%	7.7%	11.2%	7.7%	6.0%	4.4%	12.3% I	8.6%	7.9%	9.0%	25.0% q		10.3% Q	3.2%			6.8%	6.7%	9.6%
Average	198	96	85	33	65	79	37	34	68	96	93	42	52	7	8	111	71	3	10	34	23	125
	72.5%	73.3%	70.2%	76.7%	71.4%	73.8%	71.2%	68.0%	75.6%	73.8%	80.2% lM	66.7%	66.7%	58.3%	80.0%	71.6%	76.3%	100% STUV	76.9%	77.3%	76.7%	70.2%
Somewhat above average	31	14	14	6	10	10	8	7	11	11	5	13	10	1	1	20	9	-	3	4	1	23
	11.4%	10.7%	11.6%	14.0%	11.0%	9.3%	15.4%	14.0%	12.2%	8.5%	4.3%	20.6% K	12.8% K	8.3%	10.0%	12.9%	9.7%		23.1%	9.1%	3.3%	12.9% U
Well above average	16	8	7	3	6	6	2	6	6	4	6	3	7	1	1	6	8	-	-	3	4	9
	5.9%	6.1%	5.8%	7.0%	6.6%	5.6%	3.8%	12.0% j	6.7%	3.1%	5.2%	4.8%	9.0%	8.3%	10.0%	3.9%	8.6%			6.8%	13.3%	5.1%
Not Applicable	114	11	62	29	41	28	18	21	51	42	49	27	25	4	13	63	34	-	7	25	16	61
Summary Rate - Well above average/Somewhat above average	47	22	21	9	16	16	10	13	17	15	11	16	17	2	2	26	17	-	3	7	5	32
	17.2%	16.8%	17.4%	20.9%	17.6%	15.0%	19.2%	26.0% J	18.9%	11.5%	9.5%	25.4% K	21.8% K	16.7%	20.0%	16.8%	18.3%		23.1%	15.9%	16.7%	18.0%

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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5C. Variety of branded drugs on the formulary.

	Total Answering	Area of Medicine — Primry Care	Spclty	BH Clin.	Providers in Practice — Solo	2-5	>5	Years in Practice — <5 yrs	5-15 yrs	16 yrs+	Managed Care Volume — 0-10%	11-20%	21-100%	Survey Respondent — Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/ Other staff	Insurance Participation — 3 or fewer	4 to 7	8 to 11	12 to 15	15+
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	489	171	238	90	156	170	100	106	173	206	205	111	126	18	27	279	161	3	28	77	58	303
Total Answering	228 100.0%	122 100.0%	93 100.0%	32 100%	75 100.0%	94 100%	41 100%	38 100%	73 100%	115 100%	91 100%	55 100.0%	67 100.0%	10 100%	4 100.0%	131 100.0%	80 100.0%	2 100%	11 100.0%	29 100.0%	22 100.0%	159 100.0%
No Answer	101	29	55	17	25	34	30	35	33	32	40	21	23	2	4	60	34	–	8	8	12	63
Well below average	6 2.6%	1 0.8%	2 2.2%	–	3 4.0%	–	1 2.4%	–	1 1.4%	4 3.5%	2 2.2%	2 3.6%	1 1.5%	1 10.0%	–	2 1.5%	2 2.5%	–	–	–	–	5 3.1%
Somewhat below average	21 9.2%	13 10.7% d	10 10.8% d	1 3.1%	7 9.3%	9 9.6%	5 12.2%	2 5.3%	8 11.0%	11 9.6%	10 11.0% L	1 1.8%	9 13.4% L	2 20.0%	–	11 8.4%	7 8.8%	–	–	4 13.8%	4 18.2%	12 7.5%
Average	169 74.1%	93 76.2%	66 71.0%	26 81.3%	55 73.3%	74 78.7%	28 68.3%	24 63.2%	54 74.0% h	90 78.3% M	72 79.1%	43 78.2% m	43 64.2%	6 60.0%	4 100.0% NPQ	101 77.1%	57 71.3% TUV	2 100%	9 81.8%	23 79.3%	15 68.2%	118 74.2%
Somewhat above average	20 8.8%	10 8.2%	8 8.6%	3 9.4%	6 8.0%	5 5.3%	6 14.6%	7 18.4% j	6 8.2%	7 6.1%	3 3.3%	7 12.7% k	8 11.9% K	–	–	10 7.6%	10 12.5%	–	2 18.2%	1 3.4%	1 4.5%	15 9.4%
Well above average	12 5.3%	5 4.1%	7 7.5%	2 6.3%	4 5.3%	6 6.4%	1 2.4%	5 13.2% j	4 5.5%	3 2.6%	4 4.4%	2 3.6%	6 9.0%	1 10.0%	–	7 5.3%	4 5.0%	–	–	1 3.4%	2 9.1%	9 5.7%
Not Applicable	160	20	90	41	56	42	29	33	67	59	74	35	36	6	19	88	47	1	9	40	24	81
Summary Rate - Well above average/Somewhat above average	32 14.0%	15 12.3%	15 16.1%	5 15.6%	10 13.3%	11 11.7%	7 17.1%	12 31.6% IJ	10 13.7%	10 8.7%	7 7.7%	9 16.4%	14 20.9% K	1 10.0%	–	17 13.0%	14 17.5%	–	2 18.2%	2 6.9%	3 13.6%	24 15.1%

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Passport Health Plan
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5D. Ease of prescribing your preferred medications within formulary guidelines.

	Total Answering	----- Area of ----- ---- Medicine ----- Primry Care	Spclty	BH Clin.	-- Providers in -- ---- Practice ---- Solo	2-5	>5	---- Years in --- ---- Practice --- <5 yrs	5-15 yrs	16 yrs+	--- Managed Care --- ------ Volume ------ 0-10%	11-20%	21-100%	---- Survey Respondent ---- ------------------------- Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/ Other staff	----- Insurance Participation ----- ---------------------------------- 3 or fewer	4 to 7	8 to 11	12 to 15	15+
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	489	171	238	90	156	170	100	106	173	206	205	111	126	18	27	279	161	3	28	77	58	303
Total Answering	225 100.0%	127 100.0%	90 100.0%	31 100%	76 100.0%	97 100%	37 100%	38 100%	73 100%	112 100%	88 100%	55 100.0%	68 100.0%	9 100%	2 100.0%	133 100.0%	78 100.0%	2 100%	8 100.0%	27 100.0%	24 100.0%	159 100.0%
No Answer	105	30	57	17	26	36	30	37	33	34	41	21	25	2	4	62	36	–	10	8	13	64
Well below average	9 4.0%	4 3.1%	3 3.3%	–	2 2.6%	2 2.1%	4 10.8% f	–	3 4.1%	5 4.5%	4 4.5%	–	4 5.9%	–	–	3 2.3%	4 5.1%	–	–	1 3.7%	1 4.2%	5 3.1%
Somewhat below average	24 10.7%	14 11.0%	10 11.1%	–	9 11.8%	11 11.3%	3 8.1%	3 7.9%	5 6.8%	16 14.3% i	7 8.0%	5 9.1%	9 13.2%	2 22.2%	–	18 13.5% Q	4 5.1%	–	–	2 7.4%	2 8.3%	19 11.9%
Average	154 68.4%	90 70.9%	57 63.3%	25 80.6% C	53 69.7%	67 69.1%	23 62.2%	24 63.2%	50 68.5%	79 70.5%	66 75.0% M	40 72.7%	39 57.4% m	6 66.7%	2 100.0% NPQ	91 68.4%	54 69.2%	1 50.0%	7 87.5%	21 77.8%	15 62.5%	108 67.9%
Somewhat above average	27 12.0%	12 9.4%	16 17.8% b	4 12.9%	10 13.2%	9 9.3%	6 16.2%	7 18.4%	11 15.1%	9 8.0%	7 8.0%	7 12.7%	12 17.6% k	–	–	16 12.0%	11 14.1%	1 50.0%	1 12.5%	2 7.4%	4 16.7%	19 11.9%
Well above average	11 4.9%	7 5.5%	4 4.4%	2 6.5%	2 2.6%	8 8.2% e	1 2.7%	4 10.5%	4 5.5%	3 2.7%	4 4.5%	3 5.5%	4 5.9%	1 11.1%	–	5 3.8%	5 6.4%	–	–	1 3.7%	2 8.3%	8 5.0%
Not Applicable	159	14	91	42	54	37	33	31	67	60	76	35	33	7	21	84	47	1	10	42	21	80
Summary Rate - Well above average/Somewhat above average	38 16.9%	19 15.0%	20 22.2%	6 19.4%	12 15.8%	17 17.5%	7 18.9%	11 28.9% J	15 20.5% j	12 10.7%	11 12.5%	10 18.2%	16 23.5% k	1 11.1%	–	21 15.8%	16 20.5%	1 50.0%	1 12.5%	3 11.1%	6 25.0%	27 17.0%

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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5E. Availability of comparable drugs to substitute those not included in the formulary.

	Total Answering	Primry Care	Spclty	BH Clin.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	489	171	238	90	156	170	100	106	173	206	205	111	126	18	27	279	161	3	28	77	58	303
Total Answering	227	127	92	30	77	99	35	39	72	114	91	55	67	9	1	134	80	2	8	26	25	161
	100.0%	100.0%	100.0%	100%	100.0%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100.0%
No Answer	104	31	57	17	27	35	30	36	32	35	42	21	23	2	4	62	35	–	9	8	13	64
Well below average	9	3	4	–	3	2	3	–	3	5	3	1	3	1	–	4	2	–	–	–	–	7
	4.0%	2.4%	4.3%		3.9%	2.0%	8.6%		4.2%	4.4%	3.3%	1.8%	4.5%	11.1%		3.0%	2.5%					4.3%
Somewhat below average	26	16	11	2	10	10	4	4	4	18	13	4	9	1	–	21	4	–	–	2	4	20
	11.5%	12.6%	12.0%	6.7%	13.0%	10.1%	11.4%	10.3%	5.6%	15.8% I	14.3%	7.3%	13.4%	11.1%		15.7% Q	5.0%			7.7%	16.0%	12.4%
Average	164	93	63	24	54	76	21	28	53	82	69	41	43	6	1	93	63	2	7	21	17	114
	72.2%	73.2%	68.5%	80.0%	70.1%	76.8% g	60.0%	71.8%	73.6%	71.9%	75.8%	74.5%	64.2%	66.7%	100.0% NPQ	69.4%	78.8% TUV	100%	87.5%	80.8%	68.0%	70.8%
Somewhat above average	16	8	8	2	5	6	5	3	8	5	3	7	6	–	–	10	6	–	1	1	2	12
	7.0%	6.3%	8.7%	6.7%	6.5%	6.1%	14.3%	7.7%	11.1%	4.4%	3.3%	12.7% k	9.0%			7.5%	7.5%		12.5%	3.8%	8.0%	7.5%
Well above average	12	7	6	2	5	5	2	4	4	4	3	2	6	1	–	6	5	–	–	2	2	8
	5.3%	5.5%	6.5%	6.7%	6.5%	5.1%	5.7%	10.3%	5.6%	3.5%	3.3%	3.6%	9.0%	11.1%		4.5%	6.3%			7.7%	8.0%	5.0%
Not Applicable	158	13	89	43	52	36	35	31	69	57	72	35	36	7	22	83	46	1	11	43	20	78
Summary Rate - Well above average/Somewhat above average	28	15	14	4	10	11	7	7	12	9	6	9	12	1	–	16	11	–	1	3	4	20
	12.3%	11.8%	15.2%	13.3%	13.0%	11.1%	20.0%	17.9%	16.7% j	7.9%	6.6%	16.4% k	17.9% K	11.1%		11.9%	13.8%		12.5%	11.5%	16.0%	12.4%

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV
Independent Z-Test for Percentages (unpooled proportions)
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Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Passport Health Plan
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6A. Ease of reaching health plan call center staff over the phone.

	Total Answering	Area of Medicine			Providers in Practice			Years in Practice			Managed Care Volume			Survey Respondent				Insurance Participation				
		Primry Care	Spclty	BH Clin.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/ Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	489	171	238	90	156	170	100	106	173	206	205	111	126	18	27	279	161	3	28	77	58	303
Total Answering	353	130	169	67	123	127	60	58	131	161	149	84	97	14	20	199	118	3	16	60	46	222
	100.0%	100.0%	100.0%	100%	100.0%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100.0%
No Answer	101	32	53	16	26	31	31	36	29	35	39	22	21	1	4	61	33	–	11	7	12	59
Well below average	10	–	6	2	2	2	3	2	2	5	5	1	1	1	1	4	3	–	1	1	2	4
	2.8%		3.6%	3.0%	1.6%	1.6%	5.0%	3.4%	1.5%	3.1%	3.4%	1.2%	1.0%	7.1%	5.0%	2.0%	2.5%		6.3%	1.7%	4.3%	1.8%
Somewhat below average	30	14	14	7	9	15	3	7	8	15	16	5	6	3	1	19	7	–	3	4	6	17
	8.5%	10.8%	8.3%	10.4%	7.3%	11.8% g	5.0%	12.1%	6.1%	9.3%	10.7%	6.0%	6.2%	21.4%	5.0%	9.5%	5.9%		18.8%	6.7%	13.0%	7.7%
Average	194	75	89	37	67	73	32	32	77	85	88	53	43	7	11	118	58	1	9	35	21	125
	55.0%	57.7%	52.7%	55.2%	54.5%	57.5%	53.3%	55.2%	58.8%	52.8%	59.1% M	63.1% M	44.3%	50.0%	55.0%	59.3%	49.2% q	33.3%	56.3%	58.3%	45.7%	56.3%
Somewhat above average	63	21	27	12	24	18	10	7	21	33	23	12	23	1	5	30	26	2	2	11	9	39
	17.8%	16.2%	16.0%	17.9%	19.5%	14.2%	16.7%	12.1%	16.0%	20.5%	15.4%	14.3%	23.7%	7.1%	25.0%	15.1%	22.0% n	66.7% stuv	12.5%	18.3%	19.6%	17.6%
Well above average	56	20	33	9	21	19	12	10	23	23	17	13	24	2	2	28	24	–	1	9	8	37
	15.9%	15.4%	19.5%	13.4%	17.1%	15.0%	20.0%	17.2%	17.6%	14.3%	11.4%	15.5%	24.7% K	14.3%	10.0%	14.1%	20.3%		6.3%	15.0%	17.4%	16.7%
Not Applicable	35	9	16	7	7	12	9	12	13	10	17	5	8	3	3	19	10	–	1	10	–	22
Summary Rate - Well above average/Somewhat above average	119	41	60	21	45	37	22	17	44	56	40	25	47	3	7	58	50	2	3	20	17	76
	33.7%	31.5%	35.5%	31.3%	36.6%	29.1%	36.7%	29.3%	33.6%	34.8%	26.8%	29.8%	48.5% KL	21.4%	35.0%	29.1%	42.4% nP	66.7% s	18.8%	33.3%	37.0%	34.2%

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
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Passport Health Plan
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6B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).

	Total Answering	Area of Medicine: Primry Care	Spclty	BH Clin.	Providers in Practice: Solo	2-5	>5	Years in Practice: <5 yrs	5-15 yrs	16 yrs+	Managed Care Volume: 0-10%	11-20%	21-100%	Survey Respondent: Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/Other staff	Insurance Participation: 3 or fewer	4 to 7	8 to 11	12 to 15	15+
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	489	171	238	90	156	170	100	106	173	206	205	111	126	18	27	279	161	3	28	77	58	303
Total Answering	365 / 100.0%	136 / 100.0%	175 / 100.0%	68 / 100%	125 / 100.0%	134 / 100%	62 / 100%	64 / 100%	136 / 100%	162 / 100%	156 / 100%	83 / 100.0%	102 / 100.0%	14 / 100%	19 / 100.0%	208 / 100.0%	122 / 100.0%	3 / 100%	16 / 100.0%	63 / 100.0%	46 / 100.0%	230 / 100.0%
No Answer	101	32	52	17	26	29	33	35	29	36	38	23	22	1	5	60	33	–	10	8	12	60
Well below average	10 / 2.7%	1 / 0.7%	6 / 3.4% b	2 / 2.9%	2 / 1.6%	2 / 1.5%	2 / 3.2%	1 / 1.6%	3 / 2.2%	5 / 3.1%	4 / 2.6%	–	1 / 1.0%	1 / 7.1%	1 / 5.3%	4 / 1.9%	3 / 2.5%	–	1 / 6.3%	–	–	7 / 3.0%
Somewhat below average	13 / 3.6%	3 / 2.2%	9 / 5.1%	2 / 2.9%	7 / 5.6%	3 / 2.2%	2 / 3.2%	4 / 6.3%	5 / 3.7%	4 / 2.5%	10 / 6.4% M	2 / 2.4%	1 / 1.0%	3 / 21.4% p	1 / 5.3%	5 / 2.4%	4 / 3.3%	–	1 / 6.3%	3 / 4.8%	1 / 2.2%	8 / 3.5%
Average	201 / 55.1%	87 / 64.0% C	85 / 48.6%	42 / 61.8% c	60 / 48.0%	88 / 65.7% Eg	33 / 53.2%	34 / 53.1%	75 / 55.1%	91 / 56.2%	93 / 59.6% M	54 / 65.1% M	44 / 43.1%	6 / 42.9%	10 / 52.6%	125 / 60.1% Q	59 / 48.4%	1 / 33.3%	11 / 68.8%	32 / 50.8%	27 / 58.7%	126 / 54.8%
Somewhat above average	79 / 21.6%	22 / 16.2%	40 / 22.9%	12 / 17.6%	32 / 25.6% f	23 / 17.2%	10 / 16.1%	12 / 18.8%	26 / 19.1%	40 / 24.7%	32 / 20.5%	14 / 16.9%	26 / 25.5%	2 / 14.3%	5 / 26.3%	42 / 20.2%	30 / 24.6%	1 / 33.3%	2 / 12.5%	20 / 31.7% suv	8 / 17.4%	48 / 20.9%
Well above average	62 / 17.0%	23 / 16.9%	35 / 20.0%	10 / 14.7%	24 / 19.2%	18 / 13.4%	15 / 24.2% f	13 / 20.3%	27 / 19.9%	22 / 13.6%	17 / 10.9%	13 / 15.7%	30 / 29.4% KL	2 / 14.3%	2 / 10.5%	32 / 15.4%	26 / 21.3%	1 / 33.3%	1 / 6.3%	8 / 12.7%	10 / 21.7% s	41 / 17.8% s
Not Applicable	23	3	11	5	5	7	5	7	8	8	11	5	2	3	3	11	6	–	2	6	–	13
Summary Rate - Well above average/Somewhat above average	141 / 38.6%	45 / 33.1%	75 / 42.9% b	22 / 32.4%	56 / 44.8% F	41 / 30.6%	25 / 40.3%	25 / 39.1%	53 / 39.0%	62 / 38.3%	49 / 31.4%	27 / 32.5%	56 / 54.9% KL	4 / 28.6%	7 / 36.8%	74 / 35.6%	56 / 45.9% p	2 / 66.7% s	3 / 18.8%	28 / 44.4% S	18 / 39.1% s	89 / 38.7% s

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Passport Health Plan
Provider Satisfaction Survey (9134712)

6C. Helpfulness of health plan call center staff in answering your questions.

	Total Answering	----- Area of ----- ---- Medicine -----			-- Providers in -- ---- Practice ----			---- Years in --- ---- Practice ---			--- Managed Care --- ------ Volume ------			---- Survey Respondent ----				----- Insurance Participation -----				
		Primry Care	Spclty	BH Clin.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/ Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	489	171	238	90	156	170	100	106	173	206	205	111	126	18	27	279	161	3	28	77	58	303
Total Answering	311 100.0%	133 100.0%	147 100.0%	50 100%	102 100.0%	124 100%	54 100%	58 100%	114 100%	136 100%	133 100%	74 100.0%	88 100.0%	13 100%	12 100.0%	182 100.0%	102 100%	2 100.0%	14 100.0%	49 100.0%	37 100.0%	203 100.0%
No Answer	102	32	55	16	27	31	32	35	30	36	38	24	22	1	4	60	35	–	10	8	12	61
Well below average	3 1.0%	–	2 1.4%	–	–	1 0.8%	–	–	–	2 1.5%	2 1.5%	–	–	1 7.7%	–	1 0.5%	–	–	1 7.1%	–	–	–
Somewhat below average	21 6.8%	9 6.8%	9 6.1%	4 8.0%	6 5.9%	11 8.9%	3 5.6%	6 10.3%	5 4.4%	10 7.4%	14 10.5% M	4 5.4%	3 3.4%	3 23.1% q	1 8.3%	14 7.7% q	3 2.9%	–	2 14.3%	4 8.2%	2 5.4%	13 6.4%
Average	192 61.7%	91 68.4% c	86 58.5%	32 64.0%	58 56.9%	83 66.9%	36 66.7%	33 56.9%	74 64.9%	84 61.8%	81 60.9%	49 66.2%	51 58.0%	5 38.5%	8 66.7%	116 63.7%	62 60.8% n	1 50.0%	8 57.1%	32 65.3%	21 56.8%	127 62.6%
Somewhat above average	50 16.1%	16 12.0%	23 15.6%	8 16.0%	19 18.6%	15 12.1%	6 11.1%	10 17.2%	12 10.5%	27 19.9% I	20 15.0%	11 14.9%	16 18.2%	2 15.4%	2 16.7%	26 14.3%	20 19.6%	1 50.0%	1 7.1%	6 12.2%	8 21.6%	34 16.7%
Well above average	45 14.5%	17 12.8%	27 18.4%	6 12.0%	19 18.6%	14 11.3%	9 16.7%	9 15.5%	23 20.2% J	13 9.6%	16 12.0%	10 13.5%	18 20.5%	2 15.4%	1 8.3%	25 13.7%	17 16.7%	–	2 14.3%	7 14.3%	6 16.2%	29 14.3%
Not Applicable	76	6	36	24	27	15	14	13	29	34	34	13	16	4	11	37	24	1	4	20	9	39
Summary Rate - Well above average/Somewhat above average	95 30.5%	33 24.8%	50 34.0% b	14 28.0%	38 37.3% F	29 23.4%	15 27.8%	19 32.8%	35 30.7%	40 29.4%	36 27.1%	21 28.4%	34 38.6% k	4 30.8%	3 25.0%	51 28.0%	37 36.3%	1 50.0%	3 21.4%	13 26.5%	14 37.8%	63 31.0%

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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6D. Overall satisfaction with health plan's call center service.

	Total Answering	----- Area of ----- Medicine			-- Providers in -- Practice			---- Years in --- Practice			--- Managed Care --- Volume			---- Survey Respondent ----				----- Insurance Participation -----				
		Primry Care	Spclty	BH Clin.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/ Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	489	171	238	90	156	170	100	106	173	206	205	111	126	18	27	279	161	3	28	77	58	303
Total Answering	363	134	174	70	125	132	61	64	134	162	156	84	101	13	21	207	120	2	17	64	45	228
	100.0%	100.0%	100.0%	100%	100.0%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100.0%
No Answer	100	32	53	15	26	30	32	35	29	35	38	23	21	1	4	60	33	–	10	7	12	60
Well below average	8	2	5	1	2	3	1	1	–	6	5	1	–	2	1	4	–	–	1	1	–	4
	2.2%	1.5%	2.9%	1.4%	1.6%	2.3%	1.6%	1.6%		3.7%	3.2%	1.2%		15.4%	4.8%	1.9%			5.9%	1.6%		1.8%
Somewhat below average	23	10	12	4	7	9	5	6	7	10	14	4	2	2	1	12	8	–	2	3	5	13
	6.3%	7.5%	6.9%	5.7%	5.6%	6.8%	8.2%	9.4%	5.2%	6.2%	9.0% M	4.8%	2.0%	15.4%	4.8%	5.8%	6.7%		11.8%	4.7%	11.1%	5.7%
Average	201	82	87	43	62	80	32	36	76	88	88	50	51	5	10	125	60	1	8	37	23	128
	55.4%	61.2% C	50.0%	61.4%	49.6%	60.6% e	52.5%	56.3%	56.7%	54.3%	56.4%	59.5%	50.5%	38.5%	47.6%	60.4%	50.0% q	50.0%	47.1%	57.8%	51.1%	56.1%
Somewhat above average	67	19	33	13	24	22	12	8	27	31	27	12	25	1	7	38	21	–	5	12	9	41
	18.5%	14.2%	19.0%	18.6%	19.2%	16.7%	19.7%	12.5%	20.1%	19.1%	17.3%	14.3%	24.8% l	7.7%	33.3% N	18.4%	17.5%		29.4%	18.8%	20.0%	18.0%
Well above average	64	21	37	9	30	18	11	13	24	27	22	17	23	3	2	28	31	1	1	11	8	42
	17.6%	15.7%	21.3% d	12.9%	24.0% F	13.6%	18.0%	20.3%	17.9%	16.7%	14.1%	20.2%	22.8% k	23.1%	9.5%	13.5%	25.8% OP	50.0%	5.9%	17.2%	17.8%	18.4% S
Not Applicable	26	5	11	5	5	8	7	7	10	9	11	4	4	4	2	12	8	1	1	6	1	15
Summary Rate - Well above average/Somewhat above average	131	40	70	22	54	40	23	21	51	58	49	29	48	4	9	66	52	1	6	23	17	83
	36.1%	29.9%	40.2% b	31.4%	43.2% F	30.3%	37.7%	32.8%	38.1%	35.8%	31.4%	34.5%	47.5% Kl	30.8%	42.9%	31.9%	43.3% P	50.0%	35.3%	35.9%	37.8%	36.4%

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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7A. Have you had contact with the provider relations representative assigned to your practice?

	Total Answering	Primry Care	Spclty	BH Clin.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/ Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+
		----- Area of ----- ---- Medicine -----			-- Providers in -- ---- Practice ----			---- Years in --- ---- Practice ---			--- Managed Care --- ------ Volume ------			---- Survey Respondent ----				----- Insurance Participation -----				
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	489	171	238	90	156	170	100	106	173	206	205	111	126	18	27	279	161	3	28	77	58	303
Total Answering	329	118	156	61	117	115	58	58	122	146	141	72	96	15	22	186	103	2	18	62	38	202
	100.0%	100.0%	100.0%	100%	100.0%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100.0%
No Answer	160	53	82	29	39	55	42	48	51	60	64	39	30	3	5	93	58	1	10	15	20	101
Yes	169	69	71	41	58	61	39	27	66	75	61	38	63	11	16	90	50	1	11	33	23	99
	51.4%	58.5%	45.5%	67.2%	49.6%	53.0%	67.2%	46.6%	54.1%	51.4%	43.3%	52.8%	65.6%	73.3%	72.7%	48.4%	48.5%	50.0%	61.1%	53.2%	60.5%	49.0%
			C				Ef						Kl	PQ	PQ							
No	160	49	85	20	59	54	19	31	56	71	80	34	33	4	6	96	53	1	7	29	15	103
	48.6%	41.5%	54.5%	32.8%	50.4%	47.0%	32.8%	53.4%	45.9%	48.6%	56.7%	47.2%	34.4%	26.7%	27.3%	51.6%	51.5%	50.0%	38.9%	46.8%	39.5%	51.0%
			BD			G	g				M	m				NO	NO					
Summary Rate - Yes	169	69	71	41	58	61	39	27	66	75	61	38	63	11	16	90	50	1	11	33	23	99
	51.4%	58.5%	45.5%	67.2%	49.6%	53.0%	67.2%	46.6%	54.1%	51.4%	43.3%	52.8%	65.6%	73.3%	72.7%	48.4%	48.5%	50.0%	61.1%	53.2%	60.5%	49.0%
			C				Ef						Kl	PQ	PQ							

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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7B. Provider Relations representative's ability to answer questions and resolve problems.

	Total Answering	Primry Care	Spclty	BH Clin.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/ Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+
		----- Area of -----			-- Providers in --			---- Years in ---			--- Managed Care ---			---- Survey Respondent ----				----- Insurance Participation -----				
		---- Medicine -----			---- Practice ----			---- Practice ---			------ Volume ------											
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	169	69	71	41	58	61	39	27	66	75	61	38	63	11	16	90	50	1	11	33	23	99
Total Answering	156	65	62	39	52	55	39	26	60	69	51	38	60	10	15	83	46	1	11	30	20	92
	100.0%	100.0%	100.0%	100%	100.0%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100.0%
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Well below average	14	5	8	1	2	9	3	2	5	7	8	2	4	2	-	10	2	-	1	1	2	10
	9.0%	7.7%	12.9%	2.6%	3.8%	16.4%	7.7%	7.7%	8.3%	10.1%	15.7%	5.3%	6.7%	20.0%		12.0%	4.3%		9.1%	3.3%	10.0%	10.9%
			D			E					l					q						
Somewhat below average	15	7	8	4	5	4	5	1	7	7	8	2	5	2	1	8	3	1	-	4	-	9
	9.6%	10.8%	12.9%	10.3%	9.6%	7.3%	12.8%	3.8%	11.7%	10.1%	15.7%	5.3%	8.3%	20.0%	6.7%	9.6%	6.5%	100%		13.3%		9.8%
											l							TV				
Average	71	35	19	22	23	28	16	15	27	29	25	20	22	2	7	35	26	-	8	12	10	41
	45.5%	53.8%	30.6%	56.4%	44.2%	50.9%	41.0%	57.7%	45.0%	42.0%	49.0%	52.6%	36.7%	20.0%	46.7%	42.2%	56.5%		72.7%	40.0%	50.0%	44.6%
			C		C												N		Tv			
Somewhat above average	25	7	9	8	7	5	9	1	11	12	6	7	11	1	5	12	7	-	2	9	5	9
	16.0%	10.8%	14.5%	20.5%	13.5%	9.1%	23.1%	3.8%	18.3%	17.4%	11.8%	18.4%	18.3%	10.0%	33.3%	14.5%	15.2%		18.2%	30.0%	25.0%	9.8%
							f		H	H										V		
Well above average	31	11	18	4	15	9	6	7	10	14	4	7	18	3	2	18	8	-	-	4	3	23
	19.9%	16.9%	29.0%	10.3%	28.8%	16.4%	15.4%	26.9%	16.7%	20.3%	7.8%	18.4%	30.0%	30.0%	13.3%	21.7%	17.4%			13.3%	15.0%	25.0%
			D										K									
Not Applicable	13	4	9	2	6	6	-	1	6	6	10	-	3	1	1	7	4	-	-	3	3	7
Summary Rate - Well above average/Somewhat above average	56	18	27	12	22	14	15	8	21	26	10	14	29	4	7	30	15	-	2	13	8	32
	35.9%	27.7%	43.5%	30.8%	42.3%	25.5%	38.5%	30.8%	35.0%	37.7%	19.6%	36.8%	48.3%	40.0%	46.7%	36.1%	32.6%		18.2%	43.3%	40.0%	34.8%
			b			f						k	K							s		

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Passport Health Plan
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7C. Quality of provider orientation process.

	Total Answering	----- Area of ----- Medicine			-- Providers in -- Practice			---- Years in --- Practice			--- Managed Care --- Volume			---- Survey Respondent ----				----- Insurance Participation -----				
		Primry Care	Spclty	BH Clin.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	489	171	238	90	156	170	100	106	173	206	205	111	126	18	27	279	161	3	28	77	58	303
Total Answering	264	108	121	53	95	95	47	51	94	116	110	62	77	10	17	148	86	-	16	48	36	158
	100.0%	100.0%	100.0%	100%	100.0%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%
No Answer	120	41	60	18	30	40	33	37	37	45	47	24	25	3	5	71	40	-	9	9	14	77
Well below average	18	3	13	3	5	8	3	6	5	6	9	5	3	2	1	11	3	-	3	1	2	10
	6.8%	2.8%	10.7% B	5.7%	5.3%	8.4%	6.4%	11.8%	5.3%	5.2%	8.2%	8.1%	3.9%	20.0%	5.9%	7.4%	3.5%		18.8% t	2.1%	5.6%	6.3%
Somewhat below average	21	9	8	5	5	6	6	4	8	9	11	3	5	2	-	11	7	-	1	3	3	13
	8.0%	8.3%	6.6%	9.4%	5.3%	6.3%	12.8%	7.8%	8.5%	7.8%	10.0%	4.8%	6.5%	20.0%		7.4%	8.1%		6.3%	6.3%	8.3%	8.2%
Average	178	83	73	36	60	70	31	30	63	84	78	41	48	4	11	99	63	-	11	33	22	110
	67.4%	76.9% C	60.3%	67.9%	63.2%	73.7%	66.0%	58.8%	67.0%	72.4% h	70.9%	66.1%	62.3%	40.0%	64.7%	66.9% n	73.3% N		68.8%	68.8%	61.1%	69.6%
Somewhat above average	22	2	12	5	14	1	4	3	10	8	9	6	6	-	3	13	6	-	-	10	3	9
	8.3%	1.9%	9.9% B	9.4% b	14.7% F	1.1%	8.5% f	5.9%	10.6%	6.9%	8.2%	9.7%	7.8%		17.6%	8.8%	7.0%			20.8% uV	8.3%	5.7%
Well above average	25	11	15	4	11	10	3	8	8	9	3	7	15	2	2	14	7	-	1	1	6	16
	9.5%	10.2%	12.4%	7.5%	11.6%	10.5%	6.4%	15.7%	8.5%	7.8%	2.7%	11.3% K	19.5% K	20.0%	11.8%	9.5%	8.1%		6.3%	2.1%	16.7% T	10.1% T
Not Applicable	105	22	57	19	31	35	20	18	42	45	48	25	24	5	5	60	35	3	3	20	8	68
Summary Rate - Well above average/Somewhat above average	47	13	27	9	25	11	7	11	18	17	12	13	21	2	5	27	13	-	1	11	9	25
	17.8%	12.0%	22.3% B	17.0%	26.3% Fg	11.6%	14.9%	21.6%	19.1%	14.7%	10.9%	21.0% k	27.3% K	20.0%	29.4%	18.2%	15.1%		6.3%	22.9% s	25.0% S	15.8%

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Passport Health Plan
Provider Satisfaction Survey (9134712)

7D. Quality of written communications, policy bulletins, and manuals.

	Total Answering	Area of Medicine — Primry Care	Area of Medicine — Spclty	Providers in Practice — BH Clin.	Providers in Practice — Solo	Providers in Practice — 2-5	Providers in Practice — >5	Years in Practice — <5 yrs	Years in Practice — 5-15 yrs	Years in Practice — 16 yrs+	Managed Care Volume — 0-10%	Managed Care Volume — 11-20%	Managed Care Volume — 21-100%	Survey Respondent — Phys.	Survey Respondent — Behav. Hlth. Clin.	Survey Respondent — Office Mgr.	Survey Respondent — Nurse/Other staff	Insurance Participation — 3 or fewer	Insurance Participation — 4 to 7	Insurance Participation — 8 to 11	Insurance Participation — 12 to 15	Insurance Participation — 15+
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	489	171	238	90	156	170	100	106	173	206	205	111	126	18	27	279	161	3	28	77	58	303
Total Answering	324	124	149	67	109	117	61	55	122	144	136	75	95	12	20	186	103	3	18	57	40	198
	100.0%	100.0%	100.0%	100%	100.0%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100.0%
No Answer	119	39	62	17	34	37	32	38	35	45	47	27	24	3	5	73	37	-	10	11	15	73
Well below average	11	1	6	2	1	4	1	2	3	5	6	3	1	2	-	8	-	-	1	1	1	6
	3.4%	0.8%	4.0%	3.0%	0.9%	3.4%	1.6%	3.6%	2.5%	3.5%	4.4%	4.0%	1.1%	16.7%		4.3%			5.6%	1.8%	2.5%	3.0%
			b																			
Somewhat below average	14	5	10	2	4	4	5	4	2	8	9	2	1	1	-	8	4	-	1	3	2	7
	4.3%	4.0%	6.7%	3.0%	3.7%	3.4%	8.2%	7.3%	1.6%	5.6%	6.6%	2.7%	1.1%	8.3%		4.3%	3.9%		5.6%	5.3%	5.0%	3.5%
										i	M											
Average	221	96	91	48	72	87	40	38	86	96	96	50	62	6	13	123	79	3	15	37	23	139
	68.2%	77.4%	61.1%	71.6%	66.1%	74.4%	65.6%	69.1%	70.5%	66.7%	70.6%	66.7%	65.3%	50.0%	65.0%	66.1%	76.7%	100%	83.3%	64.9%	57.5%	70.2%
		C															np	sTUV	tU			
Somewhat above average	38	8	21	8	14	11	10	3	16	18	12	9	15	-	3	24	10	-	-	7	6	25
	11.7%	6.5%	14.1%	11.9%	12.8%	9.4%	16.4%	5.5%	13.1%	12.5%	8.8%	12.0%	15.8%		15.0%	12.9%	9.7%			12.3%	15.0%	12.6%
			B						h	h												
Well above average	40	14	21	7	18	11	5	8	15	17	13	11	16	3	4	23	10	-	1	9	8	21
	12.3%	11.3%	14.1%	10.4%	16.5%	9.4%	8.2%	14.5%	12.3%	11.8%	9.6%	14.7%	16.8%	25.0%	20.0%	12.4%	9.7%		5.6%	15.8%	20.0%	10.6%
					g																s	
Not Applicable	46	8	27	6	13	16	7	13	16	17	22	9	7	3	2	20	21	-	-	9	3	32
Summary Rate - Well above average/Somewhat above average	78	22	42	15	32	22	15	11	31	35	25	20	31	3	7	47	20	-	1	16	14	46
	24.1%	17.7%	28.2%	22.4%	29.4%	18.8%	24.6%	20.0%	25.4%	24.3%	18.4%	26.7%	32.6%	25.0%	35.0%	25.3%	19.4%		5.6%	28.1%	35.0%	23.2%
			B		f								K							s	s	s

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Passport Health Plan
Provider Satisfaction Survey (9134712)

8A. Would you recommend Passport Health Plan to other physicians' practices?

	Total Answering	----- Area of ----- ---- Medicine -----			-- Providers in -- ---- Practice ----			---- Years in --- ---- Practice ---			--- Managed Care --- ------ Volume ------			---- Survey Respondent ---- --------------------------				----- Insurance Participation ----- -----------------------------------				
		Primry Care	Spclty	BH Clin.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/ Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	489	171	238	90	156	170	100	106	173	206	205	111	126	18	27	279	161	3	28	77	58	303
Total Answering	362 100.0%	131 100.0%	170 100.0%	71 100%	121 100.0%	132 100%	65 100%	67 100%	133 100%	159 100%	153 100%	83 100.0%	98 100.0%	16 100%	23 100.0%	199 100.0%	121 100.0%	3 100%	19 100.0%	66 100.0%	42 100.0%	223 100.0%
No Answer	127	40	68	19	35	38	35	39	40	47	52	28	28	2	4	80	40	–	9	11	16	80
Yes	294 81.2%	103 78.6%	141 82.9%	59 83.1%	101 83.5%	103 78.0%	55 84.6%	53 79.1%	110 82.7%	129 81.1%	118 77.1%	67 80.7%	86 87.8% K	10 62.5%	22 95.7% NPQ	158 79.4%	102 84.3% n	2 66.7%	16 84.2%	59 89.4% UV	31 73.8%	179 80.3%
No	68 18.8%	28 21.4%	29 17.1%	12 16.9%	20 16.5%	29 22.0%	10 15.4%	14 20.9%	23 17.3%	30 18.9%	35 22.9% M	16 19.3%	12 12.2%	6 37.5% Oq	1 4.3%	41 20.6%	19 15.7% O	1 33.3%	3 15.8% O	7 10.6%	11 26.2% T	44 19.7% T
Summary Rate - Yes	294 81.2%	103 78.6%	141 82.9%	59 83.1%	101 83.5%	103 78.0%	55 84.6%	53 79.1%	110 82.7%	129 81.1%	118 77.1%	67 80.7%	86 87.8% K	10 62.5%	22 95.7% NPQ	158 79.4%	102 84.3% n	2 66.7%	16 84.2%	59 89.4% UV	31 73.8%	179 80.3%

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Passport Health Plan
Provider Satisfaction Survey (9134712)

8B. Please rate your overall satisfaction with Passport Health Plan.

	Total Answering	----- Area of ----- Medicine		-- Providers in -- Practice			---- Years in --- Practice			--- Managed Care --- Volume			---- Survey Respondent ----				----- Insurance Participation -----				
		Primry Care	Spclty	BH Clin.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/ Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	489	171	238	90	156	170	100	106	173	206	205	111	126	18	27	279	161	3	28	77	58	303
Total Answering	364 100.0%	132 100.0%	171 100.0%	72 100%	123 100.0%	134 100%	65 100%	64 100%	136 100%	162 100%	154 100%	81 100.0%	102 100.0%	15 100%	23 100.0%	203 100.0%	120 100.0%	3 100%	19 100.0%	66 100.0%	45 100.0%	222 100.0%
No Answer	108	32	58	17	30	30	31	37	32	38	42	25	23	3	4	66	34	–	9	9	13	67
Completely dissatisfied	18 4.9%	8 6.1%	9 5.3%	–	2 1.6%	11 8.2% E	3 4.6%	–	5 3.7%	12 7.4%	11 7.1% L	1 1.2%	4 3.9%	2 13.3%	–	14 6.9% Q	1 0.8%	–	1 5.3%	1 1.5%	–	14 6.3% T
Somewhat dissatisfied	39 10.7%	15 11.4%	17 9.9%	10 13.9%	13 10.6%	14 10.4%	8 12.3%	9 14.1%	11 8.1%	19 11.7%	19 12.3%	7 8.6%	11 10.8%	1 6.7%	1 4.3%	26 12.8% o	11 9.2%	–	2 10.5%	8 12.1%	5 11.1%	24 10.8%
Neither dissatisfied nor satisfied	47 12.9%	17 12.9%	24 14.0%	6 8.3%	12 9.8%	24 17.9% eg	6 9.2%	8 12.5%	14 10.3%	25 15.4%	26 16.9% m	9 11.1%	9 8.8%	–	2 8.7%	37 18.2% Q	8 6.7%	–	2 10.5%	3 4.5%	10 22.2% T	30 13.5% T
Somewhat satisfied	136 37.4%	55 41.7%	60 35.1%	29 40.3%	43 35.0%	46 34.3%	31 47.7% ef	19 29.7%	52 38.2%	64 39.5%	53 34.4%	33 40.7%	38 37.3%	8 53.3%	12 52.2%	72 35.5%	42 35.0%	2 66.7%	5 26.3%	28 42.4%	18 40.0%	80 36.0%
Completely satisfied	124 34.1%	37 28.0%	61 35.7%	27 37.5%	53 43.1% FG	39 29.1%	17 26.2%	28 43.8% J	54 39.7% J	42 25.9%	45 29.2%	31 38.3%	40 39.2% k	4 26.7%	8 34.8%	54 26.6%	58 48.3% nP	1 33.3%	9 47.4%	26 39.4%	12 26.7%	74 33.3%
Does not apply	17	7	9	1	3	6	4	5	5	6	9	5	1	–	–	10	7	–	–	2	–	14
Summary Rate - Completely satisfied/ Somewhat satisfied	260 71.4%	92 69.7%	121 70.8%	56 77.8%	96 78.0% F	85 63.4%	48 73.8%	47 73.4%	106 77.9% J	106 65.4%	98 63.6%	64 79.0% K	78 76.5% K	12 80.0% p	20 87.0% P	126 62.1%	100 83.3% P	3 100% STUV	14 73.7%	54 81.8% uV	30 66.7%	154 69.4%

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Passport Health Plan
Provider Satisfaction Survey (9134712)

8C. Please rate your overall satisfaction with Humana CareSource.

	Total Answering	----- Area of Medicine -----		-- Providers in Practice --				---- Years in Practice ---			--- Managed Care Volume ---			---- Survey Respondent ----				----- Insurance Participation -----				
		Primry Care	Spclty	BH Clin.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/ Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	489	171	238	90	156	170	100	106	173	206	205	111	126	18	27	279	161	3	28	77	58	303
Total Answering	340	120	166	65	118	122	61	61	123	153	146	82	90	15	20	192	111	3	16	59	43	212
	100.0%	100.0%	100.0%	100%	100.0%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100.0%
No Answer	117	38	61	19	31	36	32	38	39	39	43	27	26	3	4	70	39	–	9	11	13	73
Completely dissatisfied	31	5	23	2	11	8	10	1	10	18	16	6	8	3	2	13	12	–	1	4	3	21
	9.1%	4.2%	13.9% BD	3.1%	9.3%	6.6%	16.4% f	1.6%	8.1% H	11.8% H	11.0%	7.3%	8.9%	20.0%	10.0%	6.8%	10.8%		6.3%	6.8%	7.0%	9.9%
Somewhat dissatisfied	38	14	16	5	12	8	10	8	10	20	18	9	9	1	–	25	12	–	1	10	5	22
	11.2%	11.7%	9.6%	7.7%	10.2%	6.6%	16.4% f	13.1%	8.1%	13.1%	12.3%	11.0%	10.0%	6.7%		13.0%	10.8%		6.3%	16.9%	11.6%	10.4%
Neither dissatisfied nor satisfied	63	22	33	11	17	28	10	13	19	31	30	15	13	1	1	47	14	1	3	8	8	40
	18.5%	18.3%	19.9%	16.9%	14.4%	23.0% e	16.4%	21.3%	15.4%	20.3%	20.5%	18.3%	14.4%	6.7%	5.0%	24.5% NOQ	12.6%	33.3%	18.8%	13.6%	18.6%	18.9%
Somewhat satisfied	126	52	53	26	43	49	22	16	47	62	53	32	32	7	9	72	37	2	4	24	15	80
	37.1%	43.3% C	31.9%	40.0%	36.4%	40.2%	36.1%	26.2%	38.2% h	40.5% H	36.3%	39.0%	35.6%	46.7%	45.0%	37.5%	33.3%	66.7%	25.0%	40.7%	34.9%	37.7%
Completely satisfied	82	27	41	21	35	29	9	23	37	22	29	20	28	3	8	35	36	–	7	13	12	49
	24.1%	22.5%	24.7%	32.3%	29.7% G	23.8%	14.8%	37.7% J	30.1% J	14.4%	19.9%	24.4%	31.1% k	20.0%	40.0% p	18.2%	32.4% P		43.8%	22.0%	27.9%	23.1%
Does not apply	32	13	11	6	7	12	7	7	11	14	16	2	10	–	3	17	11	–	3	7	2	18
Summary Rate - Completely satisfied/ Somewhat satisfied	208	79	94	47	78	78	31	39	84	84	82	52	60	10	17	107	73	2	11	37	27	129
	61.2%	65.8%	56.6%	72.3% C	66.1% G	63.9% g	50.8%	63.9%	68.3% J	54.9%	56.2%	63.4%	66.7%	66.7%	85.0% PQ	55.7%	65.8% p	66.7%	68.8%	62.7%	62.8%	60.8%

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Passport Health Plan
Provider Satisfaction Survey (9134712)

8D. Please rate your overall satisfaction with Coventry.

	Total Answering	----- Area of Medicine -----			-- Providers in Practice --			---- Years in Practice ---			--- Managed Care Volume ---			---- Survey Respondent ----				----- Insurance Participation -----				
		Primry Care	Spclty	BH Clin.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/ Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	489	171	238	90	156	170	100	106	173	206	205	111	126	18	27	279	161	3	28	77	58	303
Total Answering	188 100.0%	73 100.0%	82 100.0%	28 100%	58 100.0%	70 100%	34 100%	31 100%	67 100%	87 100%	81 100%	46 100.0%	45 100.0%	12 100%	8 100.0%	105 100.0%	62 100.0%	1 100%	8 100.0%	36 100.0%	21 100.0%	116 100.0%
No Answer	121	40	61	24	31	39	33	37	41	42	44	26	30	2	5	71	41	-	10	11	14	75
Completely dissatisfied	16 8.5%	4 5.5%	11 13.4% b	-	6 10.3%	4 5.7%	5 14.7%	2 6.5%	5 7.5%	8 9.2%	9 11.1% L	1 2.2%	5 11.1% l	3 25.0%	-	7 6.7%	5 8.1%	-	-	1 2.8%	3 14.3%	11 9.5% t
Somewhat dissatisfied	20 10.6%	11 15.1%	6 7.3%	2 7.1%	5 8.6%	9 12.9%	3 8.8%	2 6.5%	8 11.9%	10 11.5%	11 13.6%	5 10.9%	3 6.7%	3 25.0%	-	14 13.3% Q	3 4.8%	-	1 12.5%	4 11.1%	3 14.3%	12 10.3%
Neither dissatisfied nor satisfied	49 26.1%	17 23.3%	27 32.9% D	4 14.3%	12 20.7%	22 31.4%	8 23.5%	8 25.8%	12 17.9%	28 32.2% I	27 33.3% LM	8 17.4%	8 17.8%	2 16.7%	1 12.5%	35 33.3% oQ	11 17.7%	1 100% TUV	-	6 16.7%	7 33.3%	31 26.7%
Somewhat satisfied	67 35.6%	24 32.9%	28 34.1%	8 28.6%	22 37.9%	22 31.4%	12 35.3%	7 22.6%	26 38.8% h	33 37.9% h	26 32.1%	21 45.7%	16 35.6%	4 33.3%	4 50.0%	32 30.5%	27 43.5% p	-	4 50.0%	18 50.0% U	3 14.3%	41 35.3% U
Completely satisfied	36 19.1%	17 23.3% c	10 12.2%	14 50.0% BC	13 22.4%	13 18.6%	6 17.6%	12 38.7% J	16 23.9% J	8 9.2%	8 9.9%	11 23.9% K	13 28.9% K	-	3 37.5%	17 16.2%	16 25.8%	-	3 37.5%	7 19.4%	5 23.8%	21 18.1%
Does not apply	180	58	95	38	67	61	33	38	65	77	80	39	51	4	14	103	58	2	10	30	23	112
Summary Rate - Completely satisfied/ Somewhat satisfied	103 54.8%	41 56.2%	38 46.3%	22 78.6% BC	35 60.3%	35 50.0%	18 52.9%	19 61.3%	42 62.7%	41 47.1% j	34 42.0%	32 69.6% K	29 64.4% K	4 33.3%	7 87.5%	49 46.7% NP	43 69.4% NP	-	7 87.5%	25 69.4% UV	8 38.1%	62 53.4% Uv

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Passport Health Plan
Provider Satisfaction Survey (9134712)

8E. Please rate your overall satisfaction with WellCare.

	Total Answering	----- Area of ----- ---- Medicine -----			-- Providers in -- ---- Practice ----			---- Years in --- ---- Practice ---			--- Managed Care --- ------ Volume ------			---- Survey Respondent ----				----- Insurance Participation -----				
		Primry Care	Spclty	BH Clin.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/ Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	489	171	238	90	156	170	100	106	173	206	205	111	126	18	27	279	161	3	28	77	58	303
Total Answering	352	128	168	69	122	126	63	64	130	155	152	83	93	15	20	198	116	2	16	64	45	217
	100.0%	100.0%	100.0%	100%	100.0%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100.0%
No Answer	111	36	57	17	29	34	31	37	34	39	42	25	25	2	4	68	36	–	9	9	13	69
Completely dissatisfied	18	5	10	3	8	2	3	2	5	10	11	2	4	3	1	10	3	–	–	5	3	8
	5.1%	3.9%	6.0%	4.3%	6.6% F	1.6%	4.8%	3.1%	3.8%	6.5%	7.2% l	2.4%	4.3%	20.0% q	5.0%	5.1%	2.6%			7.8%	6.7%	3.7%
Somewhat dissatisfied	33	14	14	8	12	10	9	4	14	15	13	7	9	5	3	18	7	–	2	6	4	21
	9.4%	10.9%	8.3%	11.6%	9.8%	7.9%	14.3%	6.3%	10.8%	9.7%	8.6%	8.4%	9.7%	33.3% PQ	15.0%	9.1%	6.0%		12.5%	9.4%	8.9%	9.7%
Neither dissatisfied nor satisfied	41	9	30	2	8	16	10	8	11	22	25	5	7	–	1	30	9	–	1	3	8	25
	11.6%	7.0%	17.9% BD	2.9%	6.6%	12.7% e	15.9% e	12.5%	8.5%	14.2%	16.4% LM	6.0%	7.5%		5.0%	15.2% oQ	7.8%		6.3%	4.7%	17.8% T	11.5% T
Somewhat satisfied	152	60	65	29	53	57	27	17	59	74	63	36	44	3	9	92	47	2	2	32	17	98
	43.2%	46.9%	38.7%	42.0%	43.4%	45.2%	42.9%	26.6%	45.4% H	47.7% H	41.4%	43.4%	47.3%	20.0%	45.0% n	46.5% N	40.5% n	100% STUV	12.5%	50.0% S	37.8% S	45.2% S
Completely satisfied	108	40	49	27	41	41	14	33	41	34	40	33	29	4	6	48	50	–	11	18	13	65
	30.7%	31.3%	29.2%	39.1%	33.6% g	32.5%	22.2%	51.6% IJ	31.5% j	21.9%	26.3%	39.8% K	31.2%	26.7%	30.0%	24.2%	43.1% P	–	68.8% TUV	28.1%	28.9%	30.0%
Does not apply	26	7	13	4	5	10	6	5	9	12	11	3	8	1	3	13	9	1	3	4	–	17
Summary Rate – Completely satisfied/ Somewhat satisfied	260	100	114	56	94	98	41	50	100	108	103	69	73	7	15	140	97	2	13	50	30	163
	73.9%	78.1% C	67.9%	81.2% C	77.0% g	77.8% g	65.1%	78.1%	76.9%	69.7%	67.8%	83.1% K	78.5% k	46.7%	75.0%	70.7% n	83.6% n	100% NP	81.3% sTUV	78.1%	66.7%	75.1%

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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2019

Passport Health Plan
Provider Satisfaction Survey (9134712)

8F. Please rate your overall satisfaction with Anthem.

	Total Answering	Area of Medicine			Providers in Practice			Years in Practice			Managed Care Volume			Survey Respondent				Insurance Participation				
		Primry Care	Spclty	BH Clin.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	489	171	238	90	156	170	100	106	173	206	205	111	126	18	27	279	161	3	28	77	58	303
Total Answering	359 100.0%	126 100.0%	175 100.0%	70 100%	125 100%	130 100%	63 100%	65 100%	134 100%	157 100%	158 100%	82 100.0%	94 100.0%	17 100%	22 100%	200 100.0%	117 100.0%	3 100%	17 100.0%	67 100.0%	45 100.0%	219 100.0%
No Answer	114	38	58	18	29	35	33	36	35	42	42	27	26	1	4	70	38	–	10	8	13	72
Completely dissatisfied	14 3.9%	2 1.6%	6 3.4%	4 5.7%	5 4.0% f	1 0.8%	4 6.3% f	4 6.2% i	1 0.7%	8 5.1% I	7 4.4%	2 2.4%	4 4.3%	2 11.8%	2 9.1%	7 3.5%	2 1.7%	1 33.3%	3 17.6%	3 4.5%	–	6 2.7%
Somewhat dissatisfied	27 7.5%	11 8.7%	13 7.4%	4 5.7%	8 6.4%	10 7.7%	8 12.7%	5 7.7%	7 5.2%	15 9.6%	14 8.9%	6 7.3%	6 6.4%	3 17.6%	–	16 8.0%	8 6.8%	–	1 5.9%	3 4.5%	4 8.9%	19 8.7%
Neither dissatisfied nor satisfied	41 11.4%	13 10.3%	25 14.3% D	4 5.7%	10 8.0%	16 12.3%	6 9.5%	8 12.3%	11 8.2%	22 14.0%	22 13.9% M	8 9.8%	6 6.4%	1 5.9%	1 4.5%	29 14.5% oq	9 7.7%	–	–	7 10.4%	6 13.3%	24 11.0%
Somewhat satisfied	150 41.8%	55 43.7%	69 39.4%	27 38.6%	49 39.2%	62 47.7% g	22 34.9%	17 26.2%	56 41.8% H	75 47.8% H	61 38.6%	38 46.3%	41 43.6%	2 11.8%	9 40.9% N	89 44.5% N	49 41.9% N	2 66.7%	4 23.5%	33 49.3% S	16 35.6%	93 42.5% s
Completely satisfied	127 35.4%	45 35.7%	62 35.4%	31 44.3%	53 42.4% f	41 31.5%	23 36.5%	31 47.7% J	59 44.0% J	37 23.6%	54 34.2%	28 34.1%	37 39.4%	9 52.9% p	10 45.5%	59 29.5%	49 41.9% P	–	9 52.9%	21 31.3%	19 42.2%	77 35.2%
Does not apply	16	7	5	2	2	5	4	5	4	7	5	2	6	–	1	9	6	–	1	2	–	12
Summary Rate - Completely satisfied/ Somewhat satisfied	277 77.2%	100 79.4%	131 74.9%	58 82.9%	102 81.6%	103 79.2%	45 71.4%	48 73.8%	115 85.8% hJ	112 71.3%	115 72.8%	66 80.5%	78 83.0% k	11 64.7%	19 86.4%	148 74.0%	98 83.8% P	2 66.7%	13 76.5%	54 80.6%	35 77.8%	170 77.6%

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Passport Health Plan
Provider Satisfaction Survey (9134712)

3G_a. For which service(s) did you obtain an authorization: Medical/Surgical Services?

	Total Answering	----- Area of Medicine -----			-- Providers in Practice --			---- Years in Practice ---			--- Managed Care Volume ---			---- Survey Respondent ----				----- Insurance Participation -----				
		Primry Care	Spclty	BH Clin.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/ Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	489	171	238	90	156	170	100	106	173	206	205	111	126	18	27	279	161	3	28	77	58	303
Total Answering	402	140	200	73	133	142	76	83	141	174	164	98	106	15	22	234	129	3	22	69	49	247
	100.0%	100.0%	100.0%	100%	100.0%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100.0%
No Answer	87	31	38	17	23	28	24	23	32	32	41	13	20	3	5	45	32	–	6	8	9	56
Yes	247	98	138	20	78	98	48	44	84	116	109	61	57	9	1	147	89	–	9	32	29	170
	61.4%	70.0%	69.0%	27.4%	58.6%	69.0%	63.2%	53.0%	59.6%	66.7%	66.5%	62.2%	53.8%	60.0%	4.5%	62.8%	69.0%		40.9%	46.4%	59.2%	68.8%
		D	D		e					H	M				O	O	O					ST
No	155	42	62	53	55	44	28	39	57	58	55	37	49	6	21	87	40	3	13	37	20	77
	38.6%	30.0%	31.0%	72.6%	41.4%	31.0%	36.8%	47.0%	40.4%	33.3%	33.5%	37.8%	46.2%	40.0%	95.5%	37.2%	31.0%	100%	59.1%	53.6%	40.8%	31.2%
				BC	f			J					K		NPQ			STUV	V	V		
Summary Rate - Yes	247	98	138	20	78	98	48	44	84	116	109	61	57	9	1	147	89	–	9	32	29	170
	61.4%	70.0%	69.0%	27.4%	58.6%	69.0%	63.2%	53.0%	59.6%	66.7%	66.5%	62.2%	53.8%	60.0%	4.5%	62.8%	69.0%		40.9%	46.4%	59.2%	68.8%
		D	D		e					H	M				O	O	O					ST

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Passport Health Plan
Provider Satisfaction Survey (9134712)

3G_b. For which service(s) did you obtain an authorization: Radiology?

	Total Answering	----- Area of ----- ---- Medicine -----			-- Providers in -- ---- Practice ----			---- Years in --- ---- Practice ---			--- Managed Care --- ------ Volume ------			---- Survey Respondent ----			----- Insurance Participation -----				
		Primry Care	Spclty	BH Clin.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/ Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	489	171	238	90	156	170	100	106	173	206	205	111	126	18	27	279	161	3	28	77	58	303
Total Answering	404	145	197	75	132	142	81	83	140	178	166	99	106	16	22	233	131	3	22	69	50	248
	100.0%	100.0%	100.0%	100%	100.0%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100.0%
No Answer	85	26	41	15	24	28	19	23	33	28	39	12	20	2	5	46	30	–	6	8	8	55
Yes	181	108	86	16	61	88	31	30	62	89	67	47	56	7	–	108	64	–	2	23	22	131
	44.8%	74.5%	43.7%	21.3%	46.2%	62.0%	38.3%	36.1%	44.3%	50.0%	40.4%	47.5%	52.8%	43.8%		46.4%	48.9%		9.1%	33.3%	44.0%	52.8%
		CD	D			EG				H			K							S	S	ST
No	223	37	111	59	71	54	50	53	78	89	99	52	50	9	22	125	67	3	20	46	28	117
	55.2%	25.5%	56.3%	78.7%	53.8%	38.0%	61.7%	63.9%	55.7%	50.0%	59.6%	52.5%	47.2%	56.3%	100.0%	53.6%	51.1%	100%	90.9%	66.7%	56.0%	47.2%
			B	BC	F		F	J			M				NPQ			TUV	TUV	V		
Summary Rate - Yes	181	108	86	16	61	88	31	30	62	89	67	47	56	7	–	108	64	–	2	23	22	131
	44.8%	74.5%	43.7%	21.3%	46.2%	62.0%	38.3%	36.1%	44.3%	50.0%	40.4%	47.5%	52.8%	43.8%		46.4%	48.9%		9.1%	33.3%	44.0%	52.8%
		CD	D			EG				H			K							S	S	ST

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
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Passport Health Plan
Provider Satisfaction Survey (9134712)

3G_c. For which service(s) did you obtain an authorization: MRI?

	Total Answering	Area of Medicine			Providers in Practice			Years in Practice			Managed Care Volume			Survey Respondent				Insurance Participation				
		Primry Care	Spclty	BH Clin.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/ Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	489	171	238	90	156	170	100	106	173	206	205	111	126	18	27	279	161	3	28	77	58	303
Total Answering	402	144	196	74	130	144	80	84	138	177	164	99	108	15	22	233	131	3	23	71	49	246
	100.0%	100.0%	100.0%	100%	100.0%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100.0%
No Answer	87	27	42	16	26	26	20	22	35	29	41	12	18	3	5	46	30	–	5	6	9	57
Yes	166	103	75	16	56	79	31	26	53	87	64	43	49	7	–	98	60	–	1	22	20	120
	41.3%	71.5%	38.3%	21.6%	43.1%	54.9%	38.8%	31.0%	38.4%	49.2%	39.0%	43.4%	45.4%	46.7%		42.1%	45.8%		4.3%	31.0%	40.8%	48.8%
		CD	D			EG				Hi										S	S	ST
No	236	41	121	58	74	65	49	58	85	90	100	56	59	8	22	135	71	3	22	49	29	126
	58.7%	28.5%	61.7%	78.4%	56.9%	45.1%	61.3%	69.0%	61.6%	50.8%	61.0%	56.6%	54.6%	53.3%	100.0%	57.9%	54.2%	100%	95.7%	69.0%	59.2%	51.2%
			B	BC	F		F	J	j						NPQ			TUV	TUV	V		
Summary Rate - Yes	166	103	75	16	56	79	31	26	53	87	64	43	49	7	–	98	60	–	1	22	20	120
	41.3%	71.5%	38.3%	21.6%	43.1%	54.9%	38.8%	31.0%	38.4%	49.2%	39.0%	43.4%	45.4%	46.7%		42.1%	45.8%		4.3%	31.0%	40.8%	48.8%
		CD	D			EG				Hi										S	S	ST

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Passport Health Plan
Provider Satisfaction Survey (9134712)

3G_d. For which service(s) did you obtain an authorization: CT?

	Total Answering	----- Area of ----- Medicine			-- Providers in -- Practice			---- Years in --- Practice			--- Managed Care --- Volume			---- Survey Respondent ----			----- Insurance Participation -----				
		Primry Care	Spclty	BH Clin.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/ Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	489	171	238	90	156	170	100	106	173	206	205	111	126	18	27	279	161	3	28	77	58	303
Total Answering	402	147	193	73	128	144	81	85	138	176	164	98	108	14	21	235	130	3	23	69	49	247
	100.0%	100.0%	100.0%	100%	100.0%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100.0%
No Answer	87	24	45	17	28	26	19	21	35	30	41	13	18	4	6	44	31	–	5	8	9	56
Yes	169	103	79	15	56	79	33	28	58	83	64	43	51	6	–	100	61	–	2	21	18	124
	42.0%	70.1%	40.9%	20.5%	43.8%	54.9%	40.7%	32.9%	42.0%	47.2%	39.0%	43.9%	47.2%	42.9%		42.6%	46.9%		8.7%	30.4%	36.7%	50.2%
		CD	D			eG				H										S	S	STu
No	233	44	114	58	72	65	48	57	80	93	100	55	57	8	21	135	69	3	21	48	31	123
	58.0%	29.9%	59.1%	79.5%	56.3%	45.1%	59.3%	67.1%	58.0%	52.8%	61.0%	56.1%	52.8%	57.1%	100.0%	57.4%	53.1%	100%	91.3%	69.6%	63.3%	49.8%
			B	BC	f		F	J							NPQ			TUV	TUV	V	v	
Summary Rate - Yes	169	103	79	15	56	79	33	28	58	83	64	43	51	6	–	100	61	–	2	21	18	124
	42.0%	70.1%	40.9%	20.5%	43.8%	54.9%	40.7%	32.9%	42.0%	47.2%	39.0%	43.9%	47.2%	42.9%		42.6%	46.9%		8.7%	30.4%	36.7%	50.2%
		CD	D			eG				H										S	S	STu

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Passport Health Plan
Provider Satisfaction Survey (9134712)

3G_e. For which service(s) did you obtain an authorization: PET?

	Total Answering	----- Area of ----- ---- Medicine -----			-- Providers in -- ---- Practice ----			---- Years in --- ---- Practice ---			--- Managed Care --- ------ Volume ------			---- Survey Respondent ---- 				----- Insurance Participation ----- 				
		Primry Care	Spclty	BH Clin.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/ Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	489	171	238	90	156	170	100	106	173	206	205	111	126	18	27	279	161	3	28	77	58	303
Total Answering	388 100.0%	140 100.0%	187 100.0%	74 100%	127 100.0%	138 100%	75 100%	83 100%	134 100%	168 100%	163 100%	93 100.0%	106 100.0%	12 100%	22 100.0%	227 100.0%	126 100.0%	3 100%	23 100.0%	68 100.0%	49 100.0%	237 100.0%
No Answer	101	31	51	16	29	32	25	23	39	38	42	18	20	6	5	52	35	–	5	9	9	66
Yes	75 19.3%	48 34.3% CD	31 16.6%	9 12.2%	17 13.4%	41 29.7% E	17 22.7%	12 14.5%	29 21.6%	34 20.2%	26 16.0%	21 22.6%	24 22.6%	1 8.3%	– 	45 19.8%	29 23.0% n	– 	1 4.3%	9 13.2%	9 18.4% S	56 23.6% ST
No	313 80.7%	92 65.7%	156 83.4% B	65 87.8% B	110 86.6%	97 70.3%	58 77.3% F	71 85.5%	105 78.4%	134 79.8%	137 84.0%	72 77.4%	82 77.4%	11 91.7% q	22 100.0% PQ	182 80.2%	97 77.0%	3 100% TUV	22 95.7% UV	59 86.8% V	40 81.6%	181 76.4%
Summary Rate - Yes	75 19.3%	48 34.3% CD	31 16.6%	9 12.2%	17 13.4%	41 29.7% E	17 22.7%	12 14.5%	29 21.6%	34 20.2%	26 16.0%	21 22.6%	24 22.6%	1 8.3%	– 	45 19.8%	29 23.0% n	– 	1 4.3%	9 13.2%	9 18.4% S	56 23.6% ST

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Passport Health Plan
Provider Satisfaction Survey (9134712)

3G_f. For which service(s) did you obtain an authorization: Behavioral Health?

	Total Answering	----- Area of ----- ---- Medicine -----			-- Providers in -- ---- Practice ----			---- Years in --- ---- Practice ---			--- Managed Care --- ------ Volume ------			---- Survey Respondent ----				----- Insurance Participation -----				
		Primry Care	Spclty	BH Clin.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/ Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	489	171	238	90	156	170	100	106	173	206	205	111	126	18	27	279	161	3	28	77	58	303
Total Answering	396	141	192	79	128	140	77	83	137	173	166	95	106	14	24	231	125	3	24	68	47	246
	100.0%	100.0%	100.0%	100%	100.0%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100.0%
No Answer	93	30	46	11	28	30	23	23	36	33	39	16	20	4	3	48	36	–	4	9	11	57
Yes	104	50	23	63	23	39	34	35	35	34	29	25	44	3	16	56	28	2	12	25	13	51
	26.3%	35.5%	12.0%	79.7%	18.0%	27.9%	44.2%	42.2%	25.5%	19.7%	17.5%	26.3%	41.5%	21.4%	66.7%	24.2%	22.4%	66.7%	50.0%	36.8%	27.7%	20.7%
		C		BC		e	EF	IJ					KL		NPQ				v	uV	V	
No	292	91	169	16	105	101	43	48	102	139	137	70	62	11	8	175	97	1	12	43	34	195
	73.7%	64.5%	88.0%	20.3%	82.0%	72.1%	55.8%	57.8%	74.5%	80.3%	82.5%	73.7%	58.5%	78.6%	33.3%	75.8%	77.6%	33.3%	50.0%	63.2%	72.3%	79.3%
		D	BD		fG	G			H		H		M	M		O	O				s	rST
Summary Rate - Yes	104	50	23	63	23	39	34	35	35	34	29	25	44	3	16	56	28	2	12	25	13	51
	26.3%	35.5%	12.0%	79.7%	18.0%	27.9%	44.2%	42.2%	25.5%	19.7%	17.5%	26.3%	41.5%	21.4%	66.7%	24.2%	22.4%	66.7%	50.0%	36.8%	27.7%	20.7%
		C		BC		e	EF	IJ					KL		NPQ				v	uV	V	

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Passport Health Plan
Provider Satisfaction Survey (9134712)

3G_g. For which service(s) did you obtain an authorization: Dental?

	Total Answering	----- Area of ----- ---- Medicine -----			-- Providers in -- ---- Practice ----			---- Years in --- ---- Practice ---			--- Managed Care --- ------ Volume ------			---- Survey Respondent ----				----- Insurance Participation -----				
		Primry Care	Spclty	BH Clin.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/ Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	489	171	238	90	156	170	100	106	173	206	205	111	126	18	27	279	161	3	28	77	58	303
Total Answering	390	138	191	73	125	137	78	84	136	167	160	95	105	12	22	229	126	2	23	66	46	244
	100.0%	100.0%	100.0%	100%	100.0%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100.0%
No Answer	99	33	47	17	31	33	22	22	37	39	45	16	21	6	5	50	35	1	5	11	12	59
Yes	17	15	3	6	2	8	7	6	4	7	3	3	11	-	-	8	9	-	1	3	3	10
	4.4%	10.9%	1.6%	8.2%	1.6%	5.8%	9.0%	7.1%	2.9%	4.2%	1.9%	3.2%	10.5%			3.5%	7.1%		4.3%	4.5%	6.5%	4.1%
		C		C		e	E						KL									
No	373	123	188	67	123	129	71	78	132	160	157	92	94	12	22	221	117	2	22	63	43	234
	95.6%	89.1%	98.4%	91.8%	98.4%	94.2%	91.0%	92.9%	97.1%	95.8%	98.1%	96.8%	89.5%	100%	100.0%	96.5%	92.9%	100%	95.7%	95.5%	93.5%	95.9%
			BD		fG						M	M		PQ	PQ			tuV				
Summary Rate - Yes	17	15	3	6	2	8	7	6	4	7	3	3	11	-	-	8	9	-	1	3	3	10
	4.4%	10.9%	1.6%	8.2%	1.6%	5.8%	9.0%	7.1%	2.9%	4.2%	1.9%	3.2%	10.5%			3.5%	7.1%		4.3%	4.5%	6.5%	4.1%
		C		C		e	E						KL									

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Passport Health Plan
Provider Satisfaction Survey (9134712)

3G_h. For which service(s) did you obtain an authorization: Pharmacy?

	Total Answering	----- Area of ----- Medicine		-- Providers in -- Practice			---- Years in --- Practice			--- Managed Care --- Volume			---- Survey Respondent ----			----- Insurance Participation -----			
		Primry Care	Spclty	BH Clin.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/ Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	489	171	238	90	156	170	100	106	173	206	205	111	126	18	27	279	161	3	28	77	58	303
Total Answering	405	150	193	76	131	143	80	84	140	177	168	98	106	16	22	235	129	3	22	70	47	251
	100.0%	100.0%	100.0%	100%	100.0%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100.0%
No Answer	84	21	45	14	25	27	20	22	33	29	37	13	20	2	5	44	32	–	6	7	11	52
Yes	161	99	61	22	49	70	32	31	47	81	63	39	48	6	1	93	58	2	3	18	15	118
	39.8%	66.0%	31.6%	28.9%	37.4%	49.0%	40.0%	36.9%	33.6%	45.8%	37.5%	39.8%	45.3%	37.5%	4.5%	39.6%	45.0%	66.7%	13.6%	25.7%	31.9%	47.0%
		CD				e				I						O		O	O	s		STU
																						s
No	244	51	132	54	82	73	48	53	93	96	105	59	58	10	21	142	71	1	19	52	32	133
	60.2%	34.0%	68.4%	71.1%	62.6%	51.0%	60.0%	63.1%	66.4%	54.2%	62.5%	60.2%	54.7%	62.5%	95.5%	60.4%	55.0%	33.3%	86.4%	74.3%	68.1%	53.0%
			B	B	f				J						NPQ				ruV	V	V	
Summary Rate - Yes	161	99	61	22	49	70	32	31	47	81	63	39	48	6	1	93	58	2	3	18	15	118
	39.8%	66.0%	31.6%	28.9%	37.4%	49.0%	40.0%	36.9%	33.6%	45.8%	37.5%	39.8%	45.3%	37.5%	4.5%	39.6%	45.0%	66.7%	13.6%	25.7%	31.9%	47.0%
		CD				e				I						O		O	O	s		STU
																						s

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase 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 SPH Analytics
770-978-3173
2019

Passport Health Plan
Provider Satisfaction Survey (9134712)

10. Did you request to join Passport Provider Network within the last 6 months?

	Total Answering	----- Area of ----- ---- Medicine -----			-- Providers in -- ---- Practice ----			---- Years in --- ---- Practice ---			--- Managed Care --- ------ Volume ------			---- Survey Respondent ----				----- Insurance Participation -----				
		Primry Care	Spclty	BH Clin.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/ Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	489	171	238	90	156	170	100	106	173	206	205	111	126	18	27	279	161	3	28	77	58	303
Total Answering	318 100.0%	114 100.0%	152 100.0%	60 100%	114 100.0%	114 100%	56 100%	51 100%	114 100%	151 100%	145 100%	72 100.0%	82 100.0%	16 100%	21 100.0%	185 100.0%	93 100.0%	1 100%	17 100.0%	59 100.0%	38 100.0%	199 100.0%
No Answer	118	39	62	16	30	37	32	40	36	41	46	25	25	1	4	70	42	–	9	9	14	73
Yes	22 6.9%	5 4.4%	15 9.9% b	3 5.0%	9 7.9%	7 6.1%	5 8.9%	5 9.8%	7 6.1%	10 6.6%	12 8.3%	4 5.6%	5 6.1%	5 31.3% PQ	–	12 6.5%	5 5.4%	–	2 11.8%	4 6.8%	2 5.3%	14 7.0%
No	296 93.1%	109 95.6% c	137 90.1%	57 95.0%	105 92.1%	107 93.9%	51 91.1%	46 90.2%	107 93.9%	141 93.4%	133 91.7%	68 94.4%	77 93.9%	11 68.8%	21 100.0% NPQ	173 93.5% N	88 94.6% N	1 100% TV	15 88.2%	55 93.2%	36 94.7%	185 93.0%
Not applicable	53	18	24	14	12	19	12	15	23	14	14	14	19	1	2	24	26	2	2	9	6	31
Summary Rate - Yes	22 6.9%	5 4.4%	15 9.9% b	3 5.0%	9 7.9%	7 6.1%	5 8.9%	5 9.8%	7 6.1%	10 6.6%	12 8.3%	4 5.6%	5 6.1%	5 31.3% PQ	–	12 6.5%	5 5.4%	–	2 11.8%	4 6.8%	2 5.3%	14 7.0%

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase 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 SPH Analytics
770-978-3173
2019

Passport Health Plan
Provider Satisfaction Survey (9134712)

11. If yes, please rank your overall satisfaction with the enrollment process.

	Total Answering (A)	Area of Medicine – Primry Care (B)	Spclty (C)	Providers in Practice – BH Clin. (D)	Solo (E)	2-5 (F)	>5 (G)	Years in Practice – <5 yrs (H)	5-15 yrs (I)	16 yrs+ (J)	Managed Care Volume – 0-10% (K)	11-20% (L)	21-100% (M)	Survey Respondent – Phys. (N)	Behav. Hlth. Clin. (O)	Office Mgr. (P)	Nurse/Other staff (Q)	Insurance Participation – 3 or fewer (R)	4 to 7 (S)	8 to 11 (T)	12 to 15 (U)	15+ (V)
Total	22	5	15	3	9	7	5	5	7	10	12	4	5	5	-	12	5	-	2	4	2	14
Total Answering	20	4	13	2	8	6	5	5	7	8	11	3	5	5	-	10	5	-	2	4	1	13
	100.0%	100.0%	100.0%	100%	100.0%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100%		100.0%	100.0%		100.0%	100.0%	100.0%	100.0%
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Completely dissatisfied	3	-	2	1	2	1	-	2	-	1	2	1	-	2	-	1	-	-	-	2	-	1
	15.0%		15.4%	50.0%	25.0%	16.7%		40.0%		12.5%	18.2%	33.3%		40.0%		10.0%				50.0%		7.7%
Somewhat dissatisfied	6	1	4	-	2	1	3	2	1	3	3	1	1	1	-	2	3	-	-	2	-	4
	30.0%	25.0%	30.8%		25.0%	16.7%	60.0%	40.0%	14.3%	37.5%	27.3%	33.3%	20.0%	20.0%		20.0%	60.0%			50.0%		30.8%
Neither dissatisfied nor satisfied	2	1	1	-	1	1	-	-	1	1	1	-	1	-	-	2	-	-	-	-	-	2
	10.0%	25.0%	7.7%		12.5%	16.7%			14.3%	12.5%	9.1%		20.0%			20.0%						15.4%
Somewhat satisfied	6	2	4	1	2	2	2	-	4	2	4	1	1	2	-	3	1	-	-	-	1	5
	30.0%	50.0%	30.8%	50.0%	25.0%	33.3%	40.0%		57.1%	25.0%	36.4%	33.3%	20.0%	40.0%		30.0%	20.0%				100.0% V	38.5%
Completely Satisfied	3	-	2	-	1	1	-	1	1	1	1	-	2	-	-	2	1	-	2	-	-	1
	15.0%		15.4%		12.5%	16.7%		20.0%	14.3%	12.5%	9.1%		40.0%			20.0%	20.0%		100.0% V			7.7%
Does not apply	2	1	2	1	1	1	-	-	-	2	1	1	-	-	-	2	-	-	-	-	1	1
Summary Rate – Completely satisfied/ Somewhat satisfied	9	2	6	1	3	3	2	1	5	3	5	1	3	2	-	5	2	-	2	-	1	6
	45.0%	50.0%	46.2%	50.0%	37.5%	50.0%	40.0%	20.0%	71.4% H	37.5%	45.5%	33.3%	60.0%	40.0%		50.0%	40.0%		100.0% V		100.0% V	46.2%

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Passport Health Plan
Provider Satisfaction Survey (9134712)

4D. The timeliness of feedback/reports from behavioral health providers in this health plan's provider network.

	Total Answering	Area of Medicine — Primry Care	Spclty	BH Clin.	Providers in Practice — Solo	2-5	>5	Years in Practice — <5 yrs	5-15 yrs	16 yrs+	Managed Care Volume — 0-10%	11-20%	21-100%	Survey Respondent — Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/ Other staff	Insurance Participation — 3 or fewer	4 to 7	8 to 11	12 to 15	15+
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	489	171	238	90	156	170	100	106	173	206	205	111	126	18	27	279	161	3	28	77	58	303
Total Answering	228	115	80	60	69	98	43	53	77	96	88	53	73	6	17	133	70	2	14	44	30	135
	100.0%	100.0%	100.0%	100%	100.0%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100.0%
No Answer	84	29	42	11	19	25	28	28	29	27	35	13	17	1	3	47	31	–	6	7	9	51
Well below average	7	4	2	–	2	4	–	2	1	3	3	1	–	2	–	4	–	–	1	–	1	4
	3.1%	3.5%	2.5%		2.9%	4.1%		3.8%	1.3%	3.1%	3.4%	1.9%		33.3%		3.0%			7.1%		3.3%	3.0%
Somewhat below average	8	6	–	3	–	4	4	–	2	6	4	2	2	1	2	2	3	–	–	3	1	4
	3.5%	5.2%		5.0%		4.1%	9.3%		2.6%	6.3%	4.5%	3.8%	2.7%	16.7%	11.8%	1.5%	4.3%			6.8%	3.3%	3.0%
Average	174	88	66	39	53	78	29	41	60	72	75	34	54	2	11	104	57	2	11	34	23	102
	76.3%	76.5%	82.5% D	65.0%	76.8%	79.6%	67.4%	77.4%	77.9%	75.0%	85.2% Lm	64.2%	74.0%	33.3%	64.7%	78.2% N	81.4% N	100% sTUV	78.6%	77.3%	76.7%	75.6%
Somewhat above average	23	11	6	11	9	5	7	7	7	9	3	11	9	–	3	13	6	–	2	5	2	14
	10.1%	9.6%	7.5%	18.3% c	13.0% f	5.1%	16.3% f	13.2%	9.1%	9.4%	3.4%	20.8% K	12.3% K		17.6%	9.8%	8.6%		14.3%	11.4%	6.7%	10.4%
Well above average	16	6	6	7	5	7	3	3	7	6	3	5	8	1	1	10	4	–	–	2	3	11
	7.0%	5.2%	7.5%	11.7%	7.2%	7.1%	7.0%	5.7%	9.1%	6.3%	3.4%	9.4%	11.0% k	16.7%	5.9%	7.5%	5.7%			4.5%	10.0%	8.1%
Not Applicable	177	27	116	19	68	47	29	25	67	83	82	45	36	11	7	99	60	1	8	26	19	117
Summary Rate - Well above average/Somewhat above average	39	17	12	18	14	12	10	10	14	15	6	16	17	1	4	23	10	–	2	7	5	25
	17.1%	14.8%	15.0%	30.0% BC	20.3%	12.2%	23.3%	18.9%	18.2%	15.6%	6.8%	30.2% K	23.3% K	16.7%	23.5%	17.3%	14.3%		14.3%	15.9%	16.7%	18.5%

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Passport Health Plan
Provider Satisfaction Survey (9134712)

4E. Quality of feedback/reports about patients you referred from behavioral health practitioners in this health plan's network.

	Total Answering	----- Area of ----- ---- Medicine -----		-- Providers in -- ---- Practice ----			---- Years in --- ---- Practice ---			--- Managed Care --- ------ Volume ------			---- Survey Respondent ----			----- Insurance Participation -----				
		Primry Care	Spclty	BH Clin.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/ Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	489	171	238	90	156	170	100	106	173	206	205	111	126	18	27	279	161	3	28	77	58	303
Total Answering	197	109	63	53	60	90	36	49	64	82	73	47	65	6	15	115	59	-	13	40	25	116
	100.0%	100.0%	100.0%	100%	100.0%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%
No Answer	89	31	45	12	22	28	27	29	29	31	36	17	18	1	4	50	32	-	7	7	9	55
Well below average	6	2	3	1	3	2	-	1	2	2	3	1	-	2	1	2	-	-	1	1	-	3
	3.0%	1.8%	4.8%	1.9%	5.0%	2.2%		2.0%	3.1%	2.4%	4.1%	2.1%		33.3%	6.7%	1.7%			7.7%	2.5%		2.6%
Somewhat below average	6	4	2	-	-	4	2	2	2	2	2	2	2	1	-	3	2	-	1	2	-	3
	3.0%	3.7%	3.2%			4.4%	5.6%	4.1%	3.1%	2.4%	2.7%	4.3%	3.1%	16.7%		2.6%	3.4%		7.7%	5.0%		2.6%
Average	155	87	49	39	48	72	26	35	52	67	62	36	49	2	12	90	51	-	10	32	20	91
	78.7%	79.8%	77.8%	73.6%	80.0%	80.0%	72.2%	71.4%	81.3%	81.7%	84.9%	76.6%	75.4%	33.3% N	80.0% N	78.3%	86.4% N		76.9%	80.0%	80.0%	78.4%
Somewhat above average	18	9	5	10	6	6	5	7	3	8	4	4	8	-	2	12	3	-	1	4	2	11
	9.1%	8.3%	7.9%	18.9% bc	10.0%	6.7%	13.9%	14.3% i	4.7%	9.8%	5.5%	8.5%	12.3%		13.3%	10.4%	5.1%		7.7%	10.0%	8.0%	9.5%
Well above average	12	7	4	3	3	6	3	4	5	3	2	4	6	1	-	8	3	-	-	1	3	8
	6.1%	6.4%	6.3%	5.7%	5.0%	6.7%	8.3%	8.2%	7.8%	3.7%	2.7%	8.5%	9.2%	16.7%		7.0%	5.1%			2.5%	12.0%	6.9%
Not Applicable	203	31	130	25	74	52	37	28	80	93	96	47	43	11	8	114	70	3	8	30	24	132
Summary Rate - Well above average/Somewhat above average	30	16	9	13	9	12	8	11	8	11	6	8	14	1	2	20	6	-	1	5	5	19
	15.2%	14.7%	14.3%	24.5%	15.0%	13.3%	22.2%	22.4%	12.5%	13.4%	8.2%	17.0%	21.5% K	16.7%	13.3%	17.4%	10.2%		7.7%	12.5%	20.0%	16.4%

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Passport Health Plan
Provider Satisfaction Survey (9134712)

4F. For those patients you have referred, how often do you receive feedback/reports from the behavioral health practitioner within one month of the date they were seen by the behavioral health practitioner.

	Total Answering	----- Area of Medicine -----			-- Providers in Practice --			---- Years in Practice ---			--- Managed Care Volume ---			---- Survey Respondent ----				----- Insurance Participation -----				
		Primry Care	Spclty	BH Clin.	Solo	2-5	>5	<5 yrs	5-15 yrs	16 yrs+	0-10%	11-20%	21-100%	Phys.	Behav. Hlth. Clin.	Office Mgr.	Nurse/ Other staff	3 or fewer	4 to 7	8 to 11	12 to 15	15+
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Total	489	171	238	90	156	170	100	106	173	206	205	111	126	18	27	279	161	3	28	77	58	303
Total Answering	191 100.0%	110 100.0%	56 100.0%	49 100%	56 100.0%	87 100%	36 100%	45 100%	63 100%	82 100%	70 100%	47 100.0%	61 100.0%	6 100%	13 100.0%	109 100.0%	61 100.0%	1 100%	13 100.0%	39 100.0%	22 100.0%	113 100.0%
No Answer	91	30	46	13	21	28	30	30	31	29	36	19	18	1	4	53	31	-	8	7	9	56
Well below average	8 4.2%	5 4.5%	2 3.6%	-	2 3.6%	5 5.7%	-	2 4.4%	2 3.2%	3 3.7%	3 4.3%	2 4.3%	1 1.6%	2 33.3%	-	5 4.6%	-	-	1 7.7%	-	1 4.5%	5 4.4%
Somewhat below average	12 6.3%	9 8.2%	2 3.6%	3 6.1%	4 7.1%	6 6.9%	2 5.6%	1 2.2%	6 9.5% h	5 6.1%	6 8.6%	1 2.1%	4 6.6%	1 16.7%	3 23.1% q	6 5.5%	2 3.3%	-	1 7.7%	5 12.8%	1 4.5%	5 4.4%
Average	141 73.8%	82 74.5%	42 75.0%	30 61.2%	42 75.0%	64 73.6%	25 69.4%	31 68.9%	46 73.0%	64 78.0%	58 82.9% m	34 72.3%	42 68.9%	2 33.3%	8 61.5%	83 76.1% N	48 78.7% N	1 100% STUV	9 69.2%	28 71.8%	17 77.3%	84 74.3%
Somewhat above average	18 9.4%	7 6.4%	6 10.7%	10 20.4% B	6 10.7%	5 5.7%	6 16.7%	7 15.6%	4 6.3%	7 8.5%	1 1.4%	6 12.8% K	8 13.1% K	-	2 15.4%	9 8.3%	6 9.8%	-	2 15.4%	5 12.8%	1 4.5%	10 8.8%
Well above average	12 6.3%	7 6.4%	4 7.1%	6 12.2%	2 3.6%	7 8.0%	3 8.3%	4 8.9%	5 7.9%	3 3.7%	2 2.9%	4 8.5%	6 9.8%	1 16.7%	-	6 5.5%	5 8.2%	-	-	1 2.6%	2 9.1%	9 8.0%
Not Applicable	207	31	136	28	79	55	34	31	79	95	99	45	47	11	10	117	69	2	7	31	27	134
Summary Rate - Well above average/Somewhat above average	30 15.7%	14 12.7%	10 17.9%	16 32.7% Bc	8 14.3%	12 13.8%	9 25.0%	11 24.4% j	9 14.3%	10 12.2%	3 4.3%	10 21.3% K	14 23.0% K	1 16.7%	2 15.4%	15 13.8%	11 18.0%	-	2 15.4%	6 15.4%	3 13.6%	19 16.8%

Comparison Groups: BCD/EFG/HIJ/KLM/NOPQ/RSTUV
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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Passport Health Plan
Provider Satisfaction Survey (9134712)

A. Please indicate your area of medicine. (Mark all that apply)

	Total Answering	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8
Total Eligible	489	21	20	124	80	69	15	26	66
Total Valid Responses	499	24	21	126	79	69	18	24	76
Total Respondents	442 100.0%	19 100.0%	17 100.0%	115 100.0%	71 100.0%	64 100.0%	15 100.0%	24 100.0%	62 100.0%
Primary Care	171 38.7%	9 47.4%	9 52.9%	43 37.4%	27 38.0%	17 26.6%	7 46.7%	9 37.5%	36 58.1%
Specialty	238 53.8%	11 57.9%	9 52.9%	60 52.2%	32 45.1%	42 65.6%	7 46.7%	10 41.7%	27 43.5%
Behavioral Health Clinician	90 20.4%	4 21.1%	3 17.6%	23 20.0%	20 28.2%	10 15.6%	4 26.7%	5 20.8%	13 21.0%

Passport Health Plan
Provider Satisfaction Survey (9134712)

B. How many providers are in your practice?

	Total Answering	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	489	21	20	124	80	69	15	26	66
Total Answering	426 100.0%	20 100.0%	16 100.0%	113 100.0%	71 100.0%	56 100.0%	13 100.0%	23 100.0%	58 100.0%
No Answer	63	1	4	11	9	13	2	3	8
Solo	156 36.6%	8 40.0%	7 43.8%	38 33.6%	34 47.9% dF	16 28.6%	4 30.8%	7 30.4%	22 37.9%
2 - 5 practitioners	170 39.9%	9 45.0%	8 50.0%	42 37.2%	27 38.0%	21 37.5%	5 38.5%	11 47.8%	30 51.7% d
More than 5 practitioners	100 23.5%	3 15.0%	1 6.3%	33 29.2% CEI	10 14.1%	19 33.9% bCEI	4 30.8% c	5 21.7%	6 10.3%

Comparison Groups: BCDEFGHI
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (n >=30)

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Passport Health Plan
Provider Satisfaction Survey (9134712)

C. How many years have you been in this practice?

	Total Answering	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	489	21	20	124	80	69	15	26	66
Total Answering	485 100.0%	21 100.0%	20 100.0%	122 100.0%	80 100.0%	68 100.0%	15 100.0%	26 100.0%	65 100.0%
No Answer	4	-	-	2	-	1	-	-	1
Less than 5 years	106 21.9%	6 28.6% h	7 35.0% H	21 17.2%	17 21.3% h	15 22.1% H	4 26.7%	2 7.7%	16 24.6% H
5 - 15 years	173 35.7%	9 42.9%	4 20.0%	44 36.1%	30 37.5% c	28 41.2% C	6 40.0%	9 34.6%	22 33.8%
16 years or more	206 42.5%	6 28.6%	9 45.0%	57 46.7% b	33 41.3%	25 36.8%	5 33.3%	15 57.7% Bf	27 41.5%

Comparison Groups: BCDEFGHI
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (n >=30)

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Passport Health Plan
Provider Satisfaction Survey (9134712)

D. What portion of your managed care volume is represented by Passport Health Plan?

	Total Answering	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	489	21	20	124	80	69	15	26	66
Total Answering	442 100.0%	19 100.0%	18 100.0%	113 100.0%	74 100.0%	58 100.0%	14 100.0%	24 100.0%	64 100.0%
No Answer	47	2	2	11	6	11	1	2	2
None	9 2.0%	-	-	2 1.8%	1 1.4%	1 1.7%	-	-	-
10% or less	196 44.3%	11 57.9% Dg	14 77.8% DEGhi	24 21.2%	35 47.3% D	35 60.3% DG	4 28.6%	13 54.2% D	36 56.3% DG
11 - 20%	111 25.1%	4 21.1%	3 16.7%	25 22.1%	24 32.4%	15 25.9%	7 50.0% bCDfi	8 33.3%	16 25.0%
21 - 30%	48 10.9%	3 15.8%	1 5.6%	19 16.8% cFH	8 10.8%	4 6.9%	2 14.3%	1 4.2%	6 9.4%
31 - 50%	46 10.4%	-	-	21 18.6% EFI	5 6.8%	3 5.2%	1 7.1%	2 8.3%	5 7.8%
51 - 75%	25 5.7%	1 5.3%	-	19 16.8% bEI	1 1.4%	-	-	-	1 1.6%
76 - 100%	7 1.6%	-	-	3 2.7%	-	-	-	-	-

Comparison Groups: BCDEFGHI
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)
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Passport Health Plan
Provider Satisfaction Survey (9134712)

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

	Total Answering	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	489	21	20	124	80	69	15	26	66
Total Answering	485 100.0%	21 100.0%	19 100.0%	121 100.0%	80 100.0%	69 100.0%	15 100.0%	26 100.0%	66 100.0%
No Answer	4	-	1	3	-	-	-	-	-
Physician	18 3.7%	1 4.8%	-	7 5.8%	4 5.0%	2 2.9%	-	-	2 3.0%
Behavioral Health Clinician	27 5.6%	1 4.8%	-	13 10.7%	5 6.3%	4 5.8%	-	4 15.4%	-
Office Manager	279 57.5%	11 52.4%	10 52.6%	66 54.5%	56 70.0% DHi	41 59.4% h	8 53.3%	10 38.5%	37 56.1%
Nurse	16 3.3%	-	-	5 4.1%	-	1 1.4%	1 6.7%	2 7.7%	4 6.1%
Other staff	145 29.9%	8 38.1% e	9 47.4% dE	30 24.8%	15 18.8%	21 30.4% e	6 40.0%	10 38.5% e	23 34.8% E

Comparison Groups: BCDEFGHI
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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Passport Health Plan
Provider Satisfaction Survey (9134712)

F. What is your preferred method of receiving communications from this health plan?

	Total Answering	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	489	21	20	124	80	69	15	26	66
Total Answering	470 100.0%	21 100.0%	19 100.0%	115 100.0%	77 100.0%	68 100.0%	15 100.0%	26 100.0%	63 100.0%
No Answer	19	-	1	9	3	1	-	-	3
Mail	133 28.3%	6 28.6%	1 5.3% C	29 25.2%	24 31.2% C	22 32.4% C	3 20.0%	8 30.8% C	20 31.7% C
Telephone	35 7.4%	3 14.3% e	4 21.1% Ef	7 6.1% e	1 1.3%	3 4.4%	3 20.0% e	3 11.5%	8 12.7% Ef
Fax	144 30.6%	6 28.6%	7 36.8%	30 26.1%	25 32.5%	24 35.3%	7 46.7%	9 34.6%	18 28.6%
Online portal	12 2.6%	-	1 5.3%	3 2.6%	3 3.9%	1 1.5%	-	1 3.8%	1 1.6%
E-mail	130 27.7%	5 23.8%	6 31.6%	37 32.2% g	24 31.2% g	17 25.0%	2 13.3%	5 19.2%	14 22.2%
In person from your Provider Representative	13 2.8%	1 4.8%	-	9 7.8%	-	-	-	-	2 3.2%
Other	3 0.6%	-	-	-	-	1 1.5%	-	-	-

Comparison Groups: BCDEFGHI
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Passport Health Plan
Provider Satisfaction Survey (9134712)

G. Please indicate the number of insurance companies with which you or your practice participates.

	Total Answering	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	489	21	20	124	80	69	15	26	66
Total Answering	469 100.0%	20 100.0%	19 100.0%	117 100.0%	77 100.0%	66 100.0%	15 100.0%	25 100.0%	65 100.0%
No Answer	20	1	1	7	3	3	-	1	1
3 or fewer	3 0.6%	-	-	-	-	1 1.5%	-	-	1 1.5%
4 to 7	28 6.0%	1 5.0%	1 5.3%	10 8.5%	3 3.9%	5 7.6%	1 6.7%	1 4.0%	2 3.1%
8 to 11	77 16.4%	1 5.0%	1 5.3%	22 18.8% BC	12 15.6% b	12 18.2% bc	1 6.7%	3 12.0%	14 21.5% BCg
12 to 15	58 12.4%	3 15.0%	1 5.3%	14 12.0%	17 22.1% CdFg	4 6.1%	1 6.7%	3 12.0%	10 15.4% f
More than 15	303 64.6%	15 75.0%	16 84.2% DEfI	71 60.7%	45 58.4%	44 66.7%	12 80.0% dei	18 72.0%	38 58.5%

Comparison Groups: BCDEFGHI
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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Passport Health Plan
Provider Satisfaction Survey (9134712)

1A. How would you rate Passport Health Plan compared to all other health plans you contract with?

	Total Answering	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	489	21	20	124	80	69	15	26	66
Total Answering	451 100.0%	19 100.0%	17 100.0%	119 100.0%	78 100.0%	64 100.0%	13 100.0%	26 100.0%	64 100.0%
No Answer	9	-	1	1	2	1	-	-	-
Well below average	35 7.8%	2 10.5%	2 11.8%	11 9.2%	4 5.1%	7 10.9%	-	1 3.8%	3 4.7%
Somewhat below average	40 8.9%	2 10.5%	-	14 11.8%	8 10.3%	6 9.4%	2 15.4%	-	4 6.3%
Average	258 57.2%	11 57.9%	10 58.8%	53 44.5%	54 69.2% D	40 62.5% D	9 69.2% d	17 65.4% D	36 56.3%
Somewhat above average	67 14.9%	4 21.1%	3 17.6%	21 17.6%	8 10.3%	8 12.5%	2 15.4%	5 19.2%	11 17.2%
Well above average	51 11.3%	-	2 11.8%	20 16.8% EF	4 5.1%	3 4.7%	-	3 11.5%	10 15.6% EF
Not Applicable	29	2	2	4	-	4	2	-	2
Summary Rate - Well above average/Somewhat above average	118 26.2%	4 21.1%	5 29.4%	41 34.5% EFg	12 15.4%	11 17.2%	2 15.4%	8 30.8%	21 32.8% EF

Comparison Groups: BCDEFGHI

Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase 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 SPH Analytics
770-978-3173
2019

Passport Health Plan
Provider Satisfaction Survey (9134712)

2A. Consistency of reimbursement fees with your contract rates.

	Total Answering	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	489	21	20	124	80	69	15	26	66
Total Answering	394 100.0%	17 100.0%	16 100.0%	106 100.0%	65 100.0%	53 100.0%	12 100.0%	21 100.0%	60 100.0%
No Answer	39	2	3	7	6	6	2	3	2
Well below average	24 6.1%	1 5.9%	1 6.3%	10 9.4% I	6 9.2% i	4 7.5%	-	-	1 1.7%
Somewhat below average	43 10.9%	3 17.6%	3 18.8%	14 13.2% f	9 13.8%	3 5.7%	1 8.3%	-	6 10.0%
Average	248 62.9%	10 58.8%	10 62.5%	53 50.0%	43 66.2% D	39 73.6% D	10 83.3% D	15 71.4% d	38 63.3% d
Somewhat above average	44 11.2%	1 5.9%	2 12.5%	17 16.0% E	4 6.2%	5 9.4%	1 8.3%	3 14.3%	9 15.0%
Well above average	35 8.9%	2 11.8%	-	12 11.3% ef	3 4.6%	2 3.8%	-	3 14.3%	6 10.0%
Not Applicable	56	2	1	11	9	10	1	2	4
Summary Rate - Well above average/Somewhat above average	79 20.1%	3 17.6%	2 12.5%	29 27.4% EFG	7 10.8%	7 13.2%	1 8.3%	6 28.6% e	15 25.0% Eg

Comparison Groups: BCDEFGHI
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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2B. Accuracy of claims processing.

	Total Answering	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	489	21	20	124	80	69	15	26	66
Total Answering	397 100.0%	16 100.0%	15 100.0%	106 100.0%	67 100.0%	53 100.0%	12 100.0%	22 100.0%	61 100.0%
No Answer	32	1	2	5	7	6	2	1	2
Well below average	22 5.5%	–	1 6.7%	11 10.4% E	1 1.5%	5 9.4% e	–	–	–
Somewhat below average	32 8.1%	2 12.5%	1 6.7%	13 12.3% i	4 6.0%	6 11.3%	–	–	3 4.9%
Average	257 64.7%	10 62.5%	12 80.0% D	56 52.8%	55 82.1% DFi	34 64.2%	10 83.3% D	14 63.6%	42 68.9% D
Somewhat above average	48 12.1%	2 12.5%	1 6.7%	11 10.4%	4 6.0%	6 11.3%	2 16.7%	5 22.7% e	9 14.8%
Well above average	38 9.6%	2 12.5%	–	15 14.2% EF	3 4.5%	2 3.8%	–	3 13.6%	7 11.5%
Not Applicable	60	4	3	13	6	10	1	3	3
Summary Rate - Well above average/Somewhat above average	86 21.7%	4 25.0%	1 6.7%	26 24.5% CE	7 10.4%	8 15.1%	2 16.7%	8 36.4% CEf	16 26.2% CE

Comparison Groups: BCDEFGHI
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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2C. Timeliness of claims processing.

	Total Answering	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	489	21	20	124	80	69	15	26	66
Total Answering	394 100.0%	16 100.0%	15 100.0%	105 100.0%	66 100.0%	54 100.0%	12 100.0%	22 100.0%	60 100.0%
No Answer	32	1	2	6	7	6	2	1	1
Well below average	20 5.1%	-	1 6.7%	9 8.6%	3 4.5%	5 9.3%	-	-	-
Somewhat below average	27 6.9%	2 12.5%	-	11 10.5% i	3 4.5%	6 11.1%	1 8.3%	-	2 3.3%
Average	260 66.0%	11 68.8%	12 80.0% D	58 55.2%	52 78.8% DF	33 61.1%	10 83.3% Df	15 68.2%	42 70.0% d
Somewhat above average	43 10.9%	1 6.3%	2 13.3%	11 10.5%	5 7.6%	7 13.0%	1 8.3%	4 18.2%	8 13.3%
Well above average	44 11.2%	2 12.5%	-	16 15.2% EF	3 4.5%	3 5.6%	-	3 13.6%	8 13.3% e
Not Applicable	63	4	3	13	7	9	1	3	5
Summary Rate - Well above average/Somewhat above average	87 22.1%	3 18.8%	2 13.3%	27 25.7% Eg	8 12.1%	10 18.5%	1 8.3%	7 31.8% eg	16 26.7% Eg

Comparison Groups: BCDEFGHI
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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2D. Resolution of claims payment problems or disputes.

	Total Answering	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	489	21	20	124	80	69	15	26	66
Total Answering	378 100.0%	15 100.0%	14 100.0%	105 100.0%	61 100.0%	52 100.0%	10 100.0%	20 100.0%	58 100.0%
No Answer	34	1	3	7	9	5	2	1	1
Well below average	31 8.2%	-	2 14.3%	13 12.4% I	4 6.6%	7 13.5% i	-	-	2 3.4%
Somewhat below average	44 11.6%	2 13.3%	-	18 17.1% EH	2 3.3%	9 17.3% Eh	1 10.0%	1 5.0%	6 10.3%
Average	220 58.2%	9 60.0%	10 71.4% D	48 45.7%	49 80.3% DFI	28 53.8%	6 60.0%	13 65.0% d	33 56.9%
Somewhat above average	49 13.0%	2 13.3%	2 14.3%	15 14.3% e	4 6.6%	4 7.7%	3 30.0%	4 20.0%	11 19.0% Ef
Well above average	34 9.0%	2 13.3%	-	11 10.5% e	2 3.3%	4 7.7%	-	2 10.0%	6 10.3%
Not Applicable	77	5	3	12	10	12	3	5	7
Summary Rate - Well above average/Somewhat above average	83 22.0%	4 26.7%	2 14.3%	26 24.8% E	6 9.8%	8 15.4%	3 30.0%	6 30.0% e	17 29.3% Ef

Comparison Groups: BCDEFGHI
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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Passport Health Plan
Provider Satisfaction Survey (9134712)

3A. Access to knowledgeable UM staff.

	Total Answering	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	489	21	20	124	80	69	15	26	66
Total Answering	377 100.0%	17 100.0%	13 100.0%	94 100.0%	64 100.0%	55 100.0%	11 100.0%	22 100.0%	61 100.0%
No Answer	38	1	3	8	7	6	1	2	1
Well below average	11 2.9%	-	-	7 7.4% fi	2 3.1%	1 1.8%	-	-	1 1.6%
Somewhat below average	25 6.6%	-	-	7 7.4%	4 6.3%	8 14.5% i	-	1 4.5%	3 4.9%
Average	256 67.9%	12 70.6%	10 76.9%	61 64.9%	50 78.1% dF	33 60.0%	9 81.8%	16 72.7%	40 65.6%
Somewhat above average	51 13.5%	2 11.8%	3 23.1%	11 11.7%	6 9.4%	8 14.5%	-	3 13.6%	10 16.4%
Well above average	34 9.0%	3 17.6%	-	8 8.5%	2 3.1%	5 9.1%	2 18.2%	2 9.1%	7 11.5% e
Not Applicable	74	3	4	22	9	8	3	2	4
Summary Rate - Well above average/Somewhat above average	85 22.5%	5 29.4%	3 23.1%	19 20.2%	8 12.5%	13 23.6%	2 18.2%	5 22.7%	17 27.9% E

Comparison Groups: BCDEFGHI
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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Provider Satisfaction Survey (9134712)

3B.   Procedures for obtaining pre-certification/referral/authorization information.

	Total Answering	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	489	21	20	124	80	69	15	26	66
Total Answering	385 100.0%	19 100.0%	13 100.0%	95 100.0%	64 100.0%	58 100.0%	13 100.0%	24 100.0%	58 100.0%
No Answer	44	1	3	8	8	8	1	2	2
Well below average	25 6.5%	2 10.5%	1 7.7%	7 7.4% i	4 6.3%	9 15.5% I	-	-	1 1.7%
Somewhat below average	28 7.3%	3 15.8%	2 15.4%	7 7.4%	8 12.5% i	4 6.9%	-	2 8.3%	2 3.4%
Average	238 61.8%	9 47.4%	6 46.2%	55 57.9%	44 68.8% b	36 62.1%	9 69.2%	14 58.3%	37 63.8%
Somewhat above average	51 13.2%	2 10.5%	2 15.4%	15 15.8%	5 7.8%	5 8.6%	2 15.4%	5 20.8%	10 17.2%
Well above average	43 11.2%	3 15.8%	2 15.4%	11 11.6%	3 4.7%	4 6.9%	2 15.4%	3 12.5%	8 13.8% e
Not Applicable	60	1	4	21	8	3	1	-	6
Summary Rate - Well above average/Somewhat above average	94 24.4%	5 26.3%	4 30.8%	26 27.4% Ef	8 12.5%	9 15.5%	4 30.8%	8 33.3% Ef	18 31.0% EF

Comparison Groups: BCDEFGHI
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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3C. Timeliness of obtaining pre-certification/referral/authorization information.

	Total Answering	------------------------------ Region ------------------------------							
		Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	489	21	20	124	80	69	15	26	66
Total Answering	378 100.0%	18 100.0%	13 100.0%	96 100.0%	61 100.0%	57 100.0%	12 100.0%	23 100.0%	59 100.0%
No Answer	46	2	3	10	8	7	1	2	2
Well below average	19 5.0%	1 5.6%	2 15.4% i	7 7.3%	2 3.3%	5 8.8% i	-	-	1 1.7%
Somewhat below average	38 10.1%	4 22.2% i	-	7 7.3%	8 13.1% I	10 17.5% dI	1 8.3%	2 8.7%	2 3.4%
Average	218 57.7%	7 38.9%	7 53.8%	48 50.0% BDF	42 68.9%	28 49.1%	8 66.7%	15 65.2% b	39 66.1% BDf
Somewhat above average	61 16.1%	3 16.7%	3 23.1%	24 25.0% Egi	6 9.8%	10 17.5%	1 8.3%	3 13.0%	8 13.6%
Well above average	42 11.1%	3 16.7%	1 7.7%	10 10.4%	3 4.9%	4 7.0%	2 16.7%	3 13.0%	9 15.3% e
Not Applicable	65	1	4	18	11	5	2	1	5
Summary Rate - Well above average/Somewhat above average	103 27.2%	6 33.3%	4 30.8%	34 35.4% E	9 14.8%	14 24.6%	3 25.0%	6 26.1%	17 28.8% e

Comparison Groups: BCDEFGHI
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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3D. The health plan's facilitation/support of appropriate clinical care for patients.

	Total Answering	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	489	21	20	124	80	69	15	26	66
Total Answering	358 100.0%	15 100.0%	14 100.0%	95 100.0%	61 100.0%	47 100.0%	12 100.0%	23 100.0%	56 100.0%
No Answer	51	2	4	10	7	9	1	2	2
Well below average	11 3.1%	-	1 7.1%	5 5.3%	2 3.3%	2 4.3%	-	-	-
Somewhat below average	14 3.9%	-	1 7.1%	6 6.3%	-	4 8.5%	-	-	3 5.4%
Average	249 69.6%	10 66.7%	11 78.6%	63 66.3%	50 82.0% DI	34 72.3%	8 66.7%	17 73.9%	34 60.7%
Somewhat above average	45 12.6%	2 13.3%	-	10 10.5%	7 11.5%	6 12.8%	3 25.0%	3 13.0%	10 17.9%
Well above average	39 10.9%	3 20.0% f	1 7.1%	11 11.6% EF	2 3.3%	1 2.1%	1 8.3%	3 13.0%	9 16.1% EF
Not Applicable	80	4	2	19	12	13	2	1	8
Summary Rate - Well above average/Somewhat above average	84 23.5%	5 33.3% c	1 7.1%	21 22.1% c	9 14.8%	7 14.9%	4 33.3% c	6 26.1% c	19 33.9% CEF

Comparison Groups: BCDEFGHI
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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3E. Access to Case/Care Managers from this health plan.

	Total Answering	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	489	21	20	124	80	69	15	26	66
Total Answering	327 100.0%	14 100.0%	11 100.0%	84 100.0%	54 100.0%	45 100.0%	10 100.0%	21 100.0%	55 100.0%
No Answer	55	2	4	11	8	10	1	2	3
Well below average	9 2.8%	-	-	5 6.0%	1 1.9%	1 2.2%	-	-	1 1.8%
Somewhat below average	19 5.8%	-	-	7 8.3% i	5 9.3% i	4 8.9%	-	-	1 1.8%
Average	228 69.7%	9 64.3%	9 81.8% d	48 57.1%	46 85.2% DI	33 73.3% d	7 70.0%	17 81.0% D	38 69.1%
Somewhat above average	39 11.9%	3 21.4%	1 9.1%	12 14.3% E	2 3.7%	6 13.3% e	2 20.0%	2 9.5%	7 12.7% e
Well above average	32 9.8%	2 14.3%	1 9.1%	12 14.3% F	-	1 2.2%	1 10.0%	2 9.5%	8 14.5% F
Not Applicable	107	5	5	29	18	14	4	3	8
Summary Rate - Well above average/Somewhat above average	71 21.7%	5 35.7% E	2 18.2%	24 28.6% Ef	2 3.7%	7 15.6% E	3 30.0% e	4 19.0% e	15 27.3% E

Comparison Groups: BCDEFGHI
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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3F. Degree to which the plan covers and encourages preventive care and wellness.

	Total Answering	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	489	21	20	124	80	69	15	26	66
Total Answering	344 100.0%	16 100.0%	12 100.0%	88 100.0%	62 100.0%	45 100.0%	10 100.0%	22 100.0%	55 100.0%
No Answer	59	3	5	13	7	10	1	2	4
Well below average	8 2.3%	1 6.3%	-	4 4.5%	2 3.2%	1 2.2%	-	-	-
Somewhat below average	17 4.9%	1 6.3%	1 8.3%	5 5.7%	3 4.8%	3 6.7%	-	-	2 3.6%
Average	230 66.9%	10 62.5%	10 83.3% D	46 52.3%	51 82.3% DI	33 73.3% D	7 70.0%	17 77.3% D	36 65.5%
Somewhat above average	54 15.7%	2 12.5%	-	22 25.0% EFH	4 6.5%	5 11.1%	2 20.0%	1 4.5%	12 21.8% EH
Well above average	35 10.2%	2 12.5%	1 8.3%	11 12.5% E	2 3.2%	3 6.7%	1 10.0%	4 18.2% e	5 9.1%
Not Applicable	86	2	3	23	11	14	4	2	7
Summary Rate - Well above average/Somewhat above average	89 25.9%	4 25.0%	1 8.3%	33 37.5% CEF	6 9.7%	8 17.8%	3 30.0%	5 22.7%	17 30.9% CE

Comparison Groups: BCDEFGHI
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Passport Health Plan
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4A. The number of specialists in this health plan's provider network.

	Total Answering	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	489	21	20	124	80	69	15	26	66
Total Answering	319 100.0%	14 100.0%	14 100.0%	84 100.0%	53 100.0%	44 100.0%	11 100.0%	21 100.0%	49 100.0%
No Answer	72	4	4	16	9	14	3	2	7
Well below average	10 3.1%	-	1 7.1%	6 7.1%	1 1.9%	1 2.3%	-	-	-
Somewhat below average	11 3.4%	-	-	4 4.8%	3 5.7%	1 2.3%	2 18.2%	1 4.8%	-
Average	239 74.9%	11 78.6%	11 78.6%	55 65.5%	43 81.1% D	38 86.4% DI	9 81.8%	17 81.0%	34 69.4%
Somewhat above average	39 12.2%	3 21.4%	1 7.1%	12 14.3%	5 9.4%	3 6.8%	-	1 4.8%	11 22.4% ceFH
Well above average	20 6.3%	-	1 7.1%	7 8.3% e	1 1.9%	1 2.3%	-	2 9.5%	4 8.2%
Not Applicable	98	3	2	24	18	11	1	3	10
Summary Rate - Well above average/Somewhat above average	59 18.5%	3 21.4%	2 14.3%	19 22.6% eF	6 11.3%	4 9.1%	-	3 14.3%	15 30.6% EF

Comparison Groups: BCDEFGHI
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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4B. The quality of specialists in this health plan's provider network.

	Total Answering	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	489	21	20	124	80	69	15	26	66
Total Answering	287 100.0%	11 100.0%	11 100.0%	78 100.0%	48 100.0%	40 100.0%	11 100.0%	19 100.0%	46 100.0%
No Answer	78	4	5	15	9	17	3	2	7
Well below average	4 1.4%	-	1 9.1%	2 2.6%	-	-	-	-	-
Somewhat below average	8 2.8%	-	-	3 3.8%	3 6.3%	-	2 18.2%	-	-
Average	223 77.7%	7 63.6%	8 72.7%	60 76.9%	42 87.5% I	34 85.0% I	9 81.8%	17 89.5% I	31 67.4%
Somewhat above average	30 10.5%	3 27.3% e	1 9.1%	7 9.0%	2 4.2%	4 10.0%	-	-	10 21.7% dE
Well above average	22 7.7%	1 9.1%	1 9.1%	6 7.7%	1 2.1%	2 5.0%	-	2 10.5%	5 10.9% e
Not Applicable	124	6	4	31	23	12	1	5	13
Summary Rate - Well above average/Somewhat above average	52 18.1%	4 36.4% E	2 18.2%	13 16.7% e	3 6.3%	6 15.0%	-	2 10.5%	15 32.6% DEFH

Comparison Groups: BCDEFGHI
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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4C.   The timeliness of feedback/reports from specialists in this health plan's provider network.

	Total Answering	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	489	21	20	124	80	69	15	26	66
Total Answering	265 100.0%	9 100.0%	10 100.0%	72 100.0%	45 100.0%	34 100.0%	9 100.0%	18 100.0%	47 100.0%
No Answer	82	4	5	17	11	17	3	2	6
Well below average	5 1.9%	-	1 10.0%	2 2.8%	2 4.4%	-	-	-	-
Somewhat below average	23 8.7%	1 11.1%	1 10.0%	6 8.3%	4 8.9%	4 11.8%	2 22.2%	2 11.1%	1 2.1%
Average	178 67.2%	6 66.7%	7 70.0%	47 65.3%	32 71.1%	23 67.6%	4 44.4%	11 61.1%	34 72.3%
Somewhat above average	34 12.8%	2 22.2%	1 10.0%	9 12.5%	2 4.4%	6 17.6% e	2 22.2%	4 22.2% e	6 12.8%
Well above average	25 9.4%	-	-	8 11.1% f	5 11.1%	1 2.9%	1 11.1%	1 5.6%	6 12.8% f
Not Applicable	142	8	5	35	24	18	3	6	13
Summary Rate - Well above average/Somewhat above average	59 22.3%	2 22.2%	1 10.0%	17 23.6%	7 15.6%	7 20.6%	3 33.3%	5 27.8%	12 25.5%

Comparison Groups: BCDEFGHI
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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5A. Consistency of the formulary over time.

	Total Answering	---------------------------- Region ----------------------------							
		Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	489	21	20	124	80	69	15	26	66
Total Answering	268 100.0%	9 100.0%	9 100.0%	78 100.0%	45 100.0%	36 100.0%	6 100.0%	18 100.0%	47 100.0%
No Answer	99	6	7	19	10	19	5	2	10
Well below average	7 2.6%	-	-	6 7.7%	1 2.2%	-	-	-	-
Somewhat below average	20 7.5%	-	-	13 16.7% EF	2 4.4%	1 2.8%	-	2 11.1%	-
Average	192 71.6%	6 66.7%	8 88.9% D	45 57.7%	37 82.2% D	30 83.3% D	4 66.7%	13 72.2%	38 80.9% D
Somewhat above average	33 12.3%	3 33.3% eh	-	10 12.8%	3 6.7%	4 11.1%	1 16.7%	1 5.6%	6 12.8%
Well above average	16 6.0%	-	1 11.1%	4 5.1%	2 4.4%	1 2.8%	1 16.7%	2 11.1%	3 6.4%
Not Applicable	122	6	4	27	25	14	4	6	9
Summary Rate - Well above average/Somewhat above average	49 18.3%	3 33.3%	1 11.1%	14 17.9%	5 11.1%	5 13.9%	2 33.3%	3 16.7%	9 19.1%

Comparison Groups: BCDEFGHI
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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5B. Extent to which formulary reflects current standards of care.

	Total Answering	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	489	21	20	124	80	69	15	26	66
Total Answering	273 100.0%	9 100.0%	9 100.0%	75 100.0%	46 100.0%	37 100.0%	7 100.0%	20 100.0%	49 100.0%
No Answer	102	6	8	21	11	19	5	2	9
Well below average	5 1.8%	-	-	4 5.3%	1 2.2%	-	-	-	-
Somewhat below average	23 8.4%	-	-	14 18.7% EFHI	3 6.5%	2 5.4%	-	1 5.0%	1 2.0%
Average	198 72.5%	7 77.8%	8 88.9% D	46 61.3%	35 76.1% d	30 81.1% D	4 57.1%	16 80.0% d	39 79.6% D
Somewhat above average	31 11.4%	2 22.2%	-	7 9.3%	5 10.9%	4 10.8%	2 28.6%	1 5.0%	6 12.2%
Well above average	16 5.9%	-	1 11.1%	4 5.3%	2 4.3%	1 2.7%	1 14.3%	2 10.0%	3 6.1%
Not Applicable	114	6	3	28	23	13	3	4	8
Summary Rate - Well above average/Somewhat above average	47 17.2%	2 22.2%	1 11.1%	11 14.7%	7 15.2%	5 13.5%	3 42.9%	3 15.0%	9 18.4%

Comparison Groups: BCDEFGHI
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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5C. Variety of branded drugs on the formulary.

	Total Answering	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	489	21	20	124	80	69	15	26	66
Total Answering	228 100.0%	7 100.0%	7 100.0%	67 100.0%	37 100.0%	29 100.0%	5 100.0%	16 100.0%	42 100.0%
No Answer	101	6	7	20	12	19	5	2	9
Well below average	6 2.6%	-	-	4 6.0%	2 5.4%	-	-	-	-
Somewhat below average	21 9.2%	1 14.3%	-	13 19.4% EfI	1 2.7%	2 6.9%	-	2 12.5%	2 4.8%
Average	169 74.1%	4 57.1%	6 85.7% d	40 59.7%	31 83.8% D	26 89.7% bDi	5 100.0% BDEfhI	13 81.3% d	31 73.8%
Somewhat above average	20 8.8%	2 28.6%	-	6 9.0%	2 5.4%	1 3.4%	-	1 6.3%	5 11.9%
Well above average	12 5.3%	-	1 14.3%	4 6.0%	1 2.7%	-	-	-	4 9.5%
Not Applicable	160	8	6	37	31	21	5	8	15
Summary Rate - Well above average/Somewhat above average	32 14.0%	2 28.6%	1 14.3%	10 14.9% F	3 8.1%	1 3.4%	-	1 6.3%	9 21.4% eFh

Comparison Groups: BCDEFGHI
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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5D. Ease of prescribing your preferred medications within formulary guidelines.

	Total Answering	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	489	21	20	124	80	69	15	26	66
Total Answering	225 100.0%	7 100.0%	7 100.0%	67 100.0%	38 100.0%	27 100.0%	5 100.0%	16 100.0%	42 100.0%
No Answer	105	7	8	21	12	19	5	2	9
Well below average	9 4.0%	-	-	8 11.9% E	1 2.6%	-	-	-	-
Somewhat below average	24 10.7%	-	1 14.3%	13 19.4% hI	4 10.5%	3 11.1%	-	1 6.3%	1 2.4%
Average	154 68.4%	5 71.4%	5 71.4%	33 49.3% D	31 81.6%	23 85.2% Di	4 80.0%	13 81.3% D	28 66.7% d
Somewhat above average	27 12.0%	2 28.6%	1 14.3%	9 13.4% Ef	1 2.6%	1 3.7%	1 20.0%	1 6.3%	9 21.4% EFh
Well above average	11 4.9%	-	-	4 6.0%	1 2.6%	-	-	1 6.3%	4 9.5%
Not Applicable	159	7	5	36	30	23	5	8	15
Summary Rate - Well above average/Somewhat above average	38 16.9%	2 28.6%	1 14.3%	13 19.4% EF	2 5.3%	1 3.7%	1 20.0%	2 12.5%	13 31.0% EFh

Comparison Groups: BCDEFGHI
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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5E. Availability of comparable drugs to substitute those not included in the formulary.

	Total Answering	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	489	21	20	124	80	69	15	26	66
Total Answering	227 100.0%	7 100.0%	7 100.0%	66 100.0%	41 100.0%	26 100.0%	5 100.0%	16 100.0%	42 100.0%
No Answer	104	7	8	21	12	19	5	2	9
Well below average	9 4.0%	-	-	7 10.6%	2 4.9%	-	-	-	-
Somewhat below average	26 11.5%	-	1 14.3%	12 18.2% I	5 12.2%	3 11.5%	-	2 12.5%	2 4.8%
Average	164 72.2%	5 71.4%	6 85.7% d	38 57.6%	31 75.6% D	22 84.6% D	4 80.0%	13 81.3% D	31 73.8% d
Somewhat above average	16 7.0%	2 28.6%	-	4 6.1%	2 4.9%	1 3.8%	1 20.0%	1 6.3%	5 11.9%
Well above average	12 5.3%	-	-	5 7.6%	1 2.4%	-	-	-	4 9.5%
Not Applicable	158	7	5	37	27	24	5	8	15
Summary Rate - Well above average/Somewhat above average	28 12.3%	2 28.6%	-	9 13.6% f	3 7.3%	1 3.8%	1 20.0%	1 6.3%	9 21.4% eFh

Comparison Groups: BCDEFGHI
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Passport Health Plan
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6A. Ease of reaching health plan call center staff over the phone.

	Total Answering	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	489	21	20	124	80	69	15	26	66
Total Answering	353 100.0%	12 100.0%	11 100.0%	94 100.0%	60 100.0%	51 100.0%	10 100.0%	23 100.0%	55 100.0%
No Answer	101	7	8	21	13	18	4	2	8
Well below average	10 2.8%	-	-	4 4.3%	2 3.3%	4 7.8%	-	-	-
Somewhat below average	30 8.5%	-	1 9.1%	6 6.4%	7 11.7%	9 17.6% dI	1 10.0%	-	3 5.5%
Average	194 55.0%	8 66.7%	5 45.5%	44 46.8%	40 66.7% Df	25 49.0%	6 60.0%	15 65.2% d	31 56.4%
Somewhat above average	63 17.8%	1 8.3%	4 36.4% b	20 21.3%	7 11.7%	9 17.6%	1 10.0%	4 17.4%	9 16.4%
Well above average	56 15.9%	3 25.0%	1 9.1%	20 21.3% EF	4 6.7%	4 7.8%	2 20.0%	4 17.4%	12 21.8% EF
Not Applicable	35	2	1	9	7	-	1	1	3
Summary Rate - Well above average/Somewhat above average	119 33.7%	4 33.3%	5 45.5% e	40 42.6% EF	11 18.3%	13 25.5%	3 30.0%	8 34.8%	21 38.2% E

Comparison Groups: BCDEFGHI
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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6B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).

	Total Answering	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	489	21	20	124	80	69	15	26	66
Total Answering	365 100.0%	12 100.0%	11 100.0%	96 100.0%	64 100.0%	51 100.0%	11 100.0%	22 100.0%	59 100.0%
No Answer	101	7	8	21	13	17	4	4	7
Well below average	10 2.7%	-	1 9.1%	5 5.2%	1 1.6%	3 5.9%	-	-	-
Somewhat below average	13 3.6%	-	-	3 3.1%	4 6.3%	1 2.0%	-	2 9.1%	1 1.7%
Average	201 55.1%	7 58.3%	6 54.5%	42 43.8%	44 68.8% DH	29 56.9%	7 63.6%	9 40.9%	36 61.0% D
Somewhat above average	79 21.6%	1 8.3%	3 27.3%	25 26.0% bi	11 17.2%	15 29.4% Bi	3 27.3%	7 31.8% b	9 15.3%
Well above average	62 17.0%	4 33.3% eF	1 9.1%	21 21.9% EF	4 6.3%	3 5.9%	1 9.1%	4 18.2%	13 22.0% EF
Not Applicable	23	2	1	7	3	1	-	-	-
Summary Rate - Well above average/Somewhat above average	141 38.6%	5 41.7%	4 36.4%	46 47.9% E	15 23.4%	18 35.3%	4 36.4%	11 50.0% E	22 37.3% e

Comparison Groups: BCDEFGHI
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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6C. Helpfulness of health plan call center staff in answering your questions.

	Total Answering	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	489	21	20	124	80	69	15	26	66
Total Answering	311 100.0%	12 100.0%	10 100.0%	81 100.0%	55 100.0%	43 100.0%	10 100.0%	18 100.0%	53 100.0%
No Answer	102	7	8	23	13	17	4	3	7
Well below average	3 1.0%	-	-	3 3.7%	-	-	-	-	-
Somewhat below average	21 6.8%	1 8.3%	1 10.0%	3 3.7%	4 7.3%	8 18.6% DI	-	1 5.6%	2 3.8%
Average	192 61.7%	7 58.3%	6 60.0%	49 60.5%	41 74.5% dFi	23 53.5%	6 60.0%	10 55.6%	31 58.5%
Somewhat above average	50 16.1%	2 16.7%	3 30.0%	13 16.0%	6 10.9%	8 18.6%	1 10.0%	3 16.7%	12 22.6% e
Well above average	45 14.5%	2 16.7%	-	13 16.0%	4 7.3%	4 9.3%	3 30.0%	4 22.2%	8 15.1%
Not Applicable	76	2	2	20	12	9	1	5	6
Summary Rate - Well above average/Somewhat above average	95 30.5%	4 33.3%	3 30.0%	26 32.1% e	10 18.2%	12 27.9%	4 40.0%	7 38.9%	20 37.7% E

Comparison Groups: BCDEFGHI
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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6D. Overall satisfaction with health plan's call center service.

	Total Answering	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	489	21	20	124	80	69	15	26	66
Total Answering	363 100.0%	12 100.0%	11 100.0%	96 100.0%	65 100.0%	50 100.0%	11 100.0%	23 100.0%	58 100.0%
No Answer	100	7	8	21	13	17	4	3	7
Well below average	8 2.2%	-	-	5 5.2%	1 1.5%	2 4.0%	-	-	-
Somewhat below average	23 6.3%	-	2 18.2%	3 3.1%	3 4.6%	10 20.0% DEI	1 9.1%	-	3 5.2%
Average	201 55.4%	6 50.0%	6 54.5%	44 45.8%	52 80.0% BDFHI	23 46.0%	6 54.5%	12 52.2%	32 55.2%
Somewhat above average	67 18.5%	2 16.7%	2 18.2%	25 26.0% E	5 7.7%	10 20.0% e	2 18.2%	5 21.7%	9 15.5%
Well above average	64 17.6%	4 33.3% e	1 9.1%	19 19.8% Ef	4 6.2%	5 10.0%	2 18.2%	6 26.1% E	14 24.1% EF
Not Applicable	26	2	1	7	2	2	-	-	1
Summary Rate - Well above average/Somewhat above average	131 36.1%	6 50.0% E	3 27.3%	44 45.8% Ef	9 13.8%	15 30.0% E	4 36.4%	11 47.8% E	23 39.7% E

Comparison Groups: BCDEFGHI
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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7A. Have you had contact with the provider relations representative assigned to your practice?

	Total Answering	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	489	21	20	124	80	69	15	26	66
Total Answering	329 100.0%	11 100.0%	9 100.0%	92 100.0%	61 100.0%	44 100.0%	7 100.0%	18 100.0%	48 100.0%
No Answer	160	10	11	32	19	25	8	8	18
Yes	169 51.4% 	7 63.6% G	3 33.3% 	61 66.3% CEFGh	26 42.6% g	20 45.5% G	1 14.3% 	8 44.4% g	27 56.3% G
No	160 48.6% 	4 36.4% 	6 66.7% D	31 33.7% 	35 57.4% D	24 54.5% D	6 85.7% BDeFhI	10 55.6% d	21 43.8%
Summary Rate - Yes	169 51.4% 	7 63.6% G	3 33.3% 	61 66.3% CEFGh	26 42.6% g	20 45.5% G	1 14.3% 	8 44.4% g	27 56.3% G

Comparison Groups: BCDEFGHI
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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7B. Provider Relations representative's ability to answer questions and resolve problems.

	Total Answering	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	169	7	3	61	26	20	1	8	27
Total Answering	156 100.0%	6 100.0%	3 100.0%	58 100.0%	24 100.0%	19 100.0%	1 100.0%	7 100.0%	23 100.0%
No Answer	-	-	-	-	-	-	-	-	-
Well below average	14 9.0%	1 16.7%	1 33.3%	4 6.9%	2 8.3%	5 26.3% dI	-	-	1 4.3%
Somewhat below average	15 9.6%	-	-	5 8.6%	2 8.3%	3 15.8%	1 100.0% DEFI	-	4 17.4%
Average	71 45.5%	2 33.3%	1 33.3%	18 31.0%	19 79.2% BDfI	10 52.6% d	-	5 71.4% Di	8 34.8%
Somewhat above average	25 16.0%	1 16.7%	-	13 22.4% F	-	1 5.3%	-	1 14.3%	6 26.1% F
Well above average	31 19.9%	2 33.3%	1 33.3%	18 31.0% E	1 4.2%	-	-	1 14.3%	4 17.4%
Not Applicable	13	1	-	3	2	1	-	1	4
Summary Rate - Well above average/Somewhat above average	56 35.9%	3 50.0% EF	1 33.3%	31 53.4% EF	1 4.2%	1 5.3%	-	2 28.6%	10 43.5% EF

Comparison Groups: BCDEFGHI
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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7C. Quality of provider orientation process.

	Total Answering	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	489	21	20	124	80	69	15	26	66
Total Answering	264 100.0%	10 100.0%	6 100.0%	74 100.0%	47 100.0%	35 100.0%	7 100.0%	15 100.0%	48 100.0%
No Answer	120	7	10	26	19	20	4	4	8
Well below average	18 6.8%	1 10.0%	1 16.7%	7 9.5%	2 4.3%	3 8.6%	1 14.3%	-	2 4.2%
Somewhat below average	21 8.0%	-	1 16.7%	5 6.8%	5 10.6%	2 5.7%	-	-	6 12.5%
Average	178 67.4%	7 70.0%	3 50.0%	45 60.8%	37 78.7% DI	27 77.1% di	6 85.7% di	12 80.0%	29 60.4%
Somewhat above average	22 8.3%	1 10.0%	-	6 8.1%	2 4.3%	3 8.6%	-	1 6.7%	5 10.4%
Well above average	25 9.5%	1 10.0%	1 16.7%	11 14.9% E	1 2.1%	-	-	2 13.3%	6 12.5% E
Not Applicable	105	4	4	24	14	14	4	7	10
Summary Rate - Well above average/Somewhat above average	47 17.8%	2 20.0%	1 16.7%	17 23.0% EF	3 6.4%	3 8.6%	-	3 20.0%	11 22.9% Ef

Comparison Groups: BCDEFGHI

Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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7D. Quality of written communications, policy bulletins, and manuals.

	Total Answering	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	489	21	20	124	80	69	15	26	66
Total Answering	324 100.0%	13 100.0%	8 100.0%	86 100.0%	55 100.0%	44 100.0%	10 100.0%	19 100.0%	56 100.0%
No Answer	119	7	9	24	20	22	4	4	8
Well below average	11 3.4%	1 7.7%	1 12.5%	3 3.5%	2 3.6%	2 4.5%	-	-	1 1.8%
Somewhat below average	14 4.3%	1 7.7%	-	4 4.7%	3 5.5%	4 9.1%	-	-	-
Average	221 68.2%	9 69.2%	5 62.5%	50 58.1% D	42 76.4% d	32 72.7% d	10 100.0% BCDEFHI	15 78.9% d	40 71.4% d
Somewhat above average	38 11.7%	-	1 12.5%	14 16.3% eh	4 7.3%	4 9.1%	-	1 5.3%	8 14.3%
Well above average	40 12.3%	2 15.4%	1 12.5%	15 17.4% eF	4 7.3%	2 4.5%	-	3 15.8%	7 12.5%
Not Applicable	46	1	3	14	5	3	1	3	2
Summary Rate - Well above average/Somewhat above average	78 24.1%	2 15.4%	2 25.0%	29 33.7% EF	8 14.5%	6 13.6%	-	4 21.1%	15 26.8% f

Comparison Groups: BCDEFGHI
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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Passport Health Plan
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8A. Would you recommend Passport Health Plan to other physicians' practices?

	Total Answering	------------------------------ Region ------------------------------							
		Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	489	21	20	124	80	69	15	26	66
Total Answering	362 100.0%	12 100.0%	11 100.0%	97 100.0%	63 100.0%	50 100.0%	11 100.0%	19 100.0%	54 100.0%
No Answer	127	9	9	27	17	19	4	7	12
Yes	294 81.2%	8 66.7%	8 72.7%	80 82.5%	49 77.8%	39 78.0%	7 63.6%	17 89.5%	48 88.9% g
No	68 18.8%	4 33.3%	3 27.3%	17 17.5%	14 22.2%	11 22.0%	4 36.4% i	2 10.5%	6 11.1%
Summary Rate - Yes	294 81.2%	8 66.7%	8 72.7%	80 82.5%	49 77.8%	39 78.0%	7 63.6%	17 89.5%	48 88.9% g

Comparison Groups: BCDEFGHI
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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Passport Health Plan
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8B. Please rate your overall satisfaction with Passport Health Plan.

	Total Answering	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	489	21	20	124	80	69	15	26	66
Total Answering	364 100.0%	14 100.0%	10 100.0%	101 100.0%	60 100.0%	51 100.0%	9 100.0%	21 100.0%	59 100.0%
No Answer	108	7	9	21	16	17	4	5	7
Completely dissatisfied	18 4.9%	-	-	8 7.9% I	-	6 11.8% I	-	2 9.5%	1 1.7%
Somewhat dissatisfied	39 10.7%	2 14.3%	2 20.0%	14 13.9%	9 15.0%	4 7.8%	1 11.1%	-	5 8.5%
Neither dissatisfied nor satisfied	47 12.9%	2 14.3%	1 10.0%	8 7.9%	12 20.0% D	7 13.7%	1 11.1%	3 14.3%	6 10.2%
Somewhat satisfied	136 37.4%	7 50.0%	6 60.0%	39 38.6%	23 38.3%	17 33.3%	3 33.3%	7 33.3%	24 40.7%
Completely satisfied	124 34.1%	3 21.4%	1 10.0%	32 31.7% C	16 26.7%	17 33.3% C	4 44.4% c	9 42.9% C	23 39.0% C
Does not apply	17	-	1	2	4	1	2	-	-
Summary Rate - Completely satisfied/ Somewhat satisfied	260 71.4%	10 71.4%	7 70.0%	71 70.3%	39 65.0%	34 66.7%	7 77.8%	16 76.2%	47 79.7% e

Comparison Groups: BCDEFGHI
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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Passport Health Plan
Provider Satisfaction Survey (9134712)

8C. Please rate your overall satisfaction with Humana CareSource.

	Total Answering	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	489	21	20	124	80	69	15	26	66
Total Answering	340 100.0%	12 100.0%	10 100.0%	84 100.0%	60 100.0%	49 100.0%	9 100.0%	20 100.0%	55 100.0%
No Answer	117	7	9	26	16	17	4	5	9
Completely dissatisfied	31 9.1%	-	-	10 11.9%	3 5.0%	7 14.3%	1 11.1%	2 10.0%	3 5.5%
Somewhat dissatisfied	38 11.2%	3 25.0%	1 10.0%	13 15.5% fh	7 11.7%	3 6.1%	1 11.1%	1 5.0%	5 9.1%
Neither dissatisfied nor satisfied	63 18.5%	2 16.7%	1 10.0%	12 14.3%	15 25.0% I	14 28.6% dI	2 22.2%	3 15.0%	5 9.1%
Somewhat satisfied	126 37.1%	5 41.7%	7 70.0% DeFgH	26 31.0%	24 40.0% F	11 22.4%	3 33.3%	6 30.0%	29 52.7% DFh
Completely satisfied	82 24.1%	2 16.7%	1 10.0%	23 27.4%	11 18.3%	14 28.6%	2 22.2%	8 40.0% Ce	13 23.6%
Does not apply	32	2	1	14	4	3	2	1	2
Summary Rate - Completely satisfied/ Somewhat satisfied	208 61.2%	7 58.3%	8 80.0% F	49 58.3%	35 58.3%	25 51.0%	5 55.6%	14 70.0%	42 76.4% DEF

Comparison Groups: BCDEFGHI
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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Passport Health Plan
Provider Satisfaction Survey (9134712)

8D.   Please rate your overall satisfaction with Coventry.

	Total Answering	----------------------------- Region -----------------------------							
		Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	489	21	20	124	80	69	15	26	66
Total Answering	188 100.0%	10 100.0%	2 100.0%	41 100.0%	30 100.0%	29 100.0%	5 100.0%	10 100.0%	34 100.0%
No Answer	121	8	9	29	15	17	4	6	10
Completely dissatisfied	16 8.5%	-	-	5 12.2%	2 6.7%	2 6.9%	-	1 10.0%	3 8.8%
Somewhat dissatisfied	20 10.6%	2 20.0%	-	6 14.6%	2 6.7%	5 17.2%	-	-	4 11.8%
Neither dissatisfied nor satisfied	49 26.1%	3 30.0%	1 50.0%	12 29.3%	8 26.7%	7 24.1%	1 20.0%	2 20.0%	7 20.6%
Somewhat satisfied	67 35.6%	3 30.0%	1 50.0%	12 29.3%	13 43.3%	8 27.6%	3 60.0%	4 40.0%	14 41.2%
Completely satisfied	36 19.1%	2 20.0%	-	6 14.6%	5 16.7%	7 24.1%	1 20.0%	3 30.0%	6 17.6%
Does not apply	180	3	9	54	35	23	6	10	22
Summary Rate – Completely satisfied/ Somewhat satisfied	103 54.8%	5 50.0%	1 50.0%	18 43.9%	18 60.0%	15 51.7%	4 80.0% d	7 70.0%	20 58.8%

Passport Health Plan
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8E. Please rate your overall satisfaction with WellCare.

	Total Answering	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	489	21	20	124	80	69	15	26	66
Total Answering	352 100.0%	14 100.0%	10 100.0%	88 100.0%	63 100.0%	47 100.0%	11 100.0%	21 100.0%	58 100.0%
No Answer	111	7	9	24	15	17	4	5	8
Completely dissatisfied	18 5.1%	1 7.1%	-	9 10.2% e	2 3.2%	3 6.4%	1 9.1%	1 4.8%	-
Somewhat dissatisfied	33 9.4%	1 7.1%	1 10.0%	10 11.4% i	8 12.7% i	5 10.6%	1 9.1%	1 4.8%	2 3.4%
Neither dissatisfied nor satisfied	41 11.6%	1 7.1%	1 10.0%	12 13.6% I	9 14.3% I	7 14.9% I	1 9.1%	2 9.5%	1 1.7%
Somewhat satisfied	152 43.2%	4 28.6%	5 50.0%	36 40.9%	27 42.9%	19 40.4%	4 36.4%	8 38.1%	32 55.2% bd
Completely satisfied	108 30.7%	7 50.0% d	3 30.0%	21 23.9%	17 27.0%	13 27.7%	4 36.4%	9 42.9%	23 39.7% D
Does not apply	26	-	1	12	2	5	-	-	-
Summary Rate - Completely satisfied/ Somewhat satisfied	260 73.9%	11 78.6%	8 80.0%	57 64.8%	44 69.8%	32 68.1%	8 72.7%	17 81.0%	55 94.8% DEF

Comparison Groups: BCDEFGHI
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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8F. Please rate your overall satisfaction with Anthem.

	Total Answering	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	489	21	20	124	80	69	15	26	66
Total Answering	359 100.0%	14 100.0%	10 100.0%	94 100.0%	62 100.0%	50 100.0%	10 100.0%	21 100.0%	56 100.0%
No Answer	114	7	9	24	17	17	4	5	10
Completely dissatisfied	14 3.9%	1 7.1%	1 10.0%	4 4.3%	3 4.8%	1 2.0%	-	1 4.8%	1 1.8%
Somewhat dissatisfied	27 7.5%	3 21.4% f	-	10 10.6% F	4 6.5%	1 2.0%	-	1 4.8%	3 5.4%
Neither dissatisfied nor satisfied	41 11.4%	1 7.1%	3 30.0% i	8 8.5%	11 17.7% I	7 14.0% i	3 30.0% i	2 9.5%	2 3.6%
Somewhat satisfied	150 41.8%	4 28.6%	4 40.0%	38 40.4%	22 35.5%	20 40.0%	3 30.0%	10 47.6%	32 57.1% BDEfg
Completely satisfied	127 35.4%	5 35.7%	2 20.0%	34 36.2%	22 35.5%	21 42.0%	4 40.0%	7 33.3%	18 32.1%
Does not apply	16	-	1	6	1	2	1	-	-
Summary Rate - Completely satisfied/ Somewhat satisfied	277 77.2%	9 64.3%	6 60.0%	72 76.6%	44 71.0%	41 82.0%	7 70.0%	17 81.0%	50 89.3% bcDE

Comparison Groups: BCDEFGHI
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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Passport Health Plan
Provider Satisfaction Survey (9134712)

3G_a. For which service(s) did you obtain an authorization: Medical/Surgical Services?

	Total Answering	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	489	21	20	124	80	69	15	26	66
Total Answering	402 100.0%	18 100.0%	17 100.0%	100 100.0%	67 100.0%	56 100.0%	13 100.0%	23 100.0%	58 100.0%
No Answer	87	3	3	24	13	13	2	3	8
Yes	247 61.4%	14 77.8% i	11 64.7%	61 61.0%	40 59.7%	37 66.1%	7 53.8%	14 60.9%	32 55.2%
No	155 38.6%	4 22.2%	6 35.3%	39 39.0%	27 40.3%	19 33.9%	6 46.2%	9 39.1%	26 44.8% b
Summary Rate - Yes	247 61.4%	14 77.8% i	11 64.7%	61 61.0%	40 59.7%	37 66.1%	7 53.8%	14 60.9%	32 55.2%

Comparison Groups: BCDEFGHI
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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3G_b. For which service(s) did you obtain an authorization: Radiology?

	Total Answering	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	489	21	20	124	80	69	15	26	66
Total Answering	404 100.0%	18 100.0%	17 100.0%	103 100.0%	69 100.0%	58 100.0%	12 100.0%	22 100.0%	55 100.0%
No Answer	85	3	3	21	11	11	3	4	11
Yes	181 44.8%	9 50.0%	11 64.7% Fgh	52 50.5% F	31 44.9%	19 32.8%	4 33.3%	8 36.4%	31 56.4% F
No	223 55.2%	9 50.0%	6 35.3%	51 49.5%	38 55.1%	39 67.2% CDI	8 66.7% c	14 63.6% c	24 43.6%
Summary Rate - Yes	181 44.8%	9 50.0%	11 64.7% Fgh	52 50.5% F	31 44.9%	19 32.8%	4 33.3%	8 36.4%	31 56.4% F

Comparison Groups: BCDEFGHI
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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3G_c. For which service(s) did you obtain an authorization: MRI?

	Total Answering	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	489	21	20	124	80	69	15	26	66
Total Answering	402 100.0%	15 100.0%	15 100.0%	105 100.0%	69 100.0%	57 100.0%	11 100.0%	21 100.0%	57 100.0%
No Answer	87	6	5	19	11	12	4	5	9
Yes	166 41.3%	8 53.3% f	8 53.3% f	48 45.7% F	31 44.9% f	17 29.8%	4 36.4%	7 33.3%	30 52.6% F
No	236 58.7%	7 46.7%	7 46.7%	57 54.3%	38 55.1%	40 70.2% bcDeI	7 63.6%	14 66.7%	27 47.4%
Summary Rate - Yes	166 41.3%	8 53.3% f	8 53.3% f	48 45.7% F	31 44.9% f	17 29.8%	4 36.4%	7 33.3%	30 52.6% F

Comparison Groups: BCDEFGHI
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Passport Health Plan
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3G_d. For which service(s) did you obtain an authorization: CT?

	Total Answering	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	489	21	20	124	80	69	15	26	66
Total Answering	402 100.0%	15 100.0%	16 100.0%	103 100.0%	68 100.0%	58 100.0%	12 100.0%	21 100.0%	58 100.0%
No Answer	87	6	4	21	12	11	3	5	8
Yes	169 42.0%	8 53.3%	10 62.5% Fh	49 47.6% f	29 42.6%	19 32.8%	4 33.3%	7 33.3%	32 55.2% Fh
No	233 58.0%	7 46.7%	6 37.5%	54 52.4%	39 57.4%	39 67.2% CdI	8 66.7%	14 66.7% ci	26 44.8%
Summary Rate - Yes	169 42.0%	8 53.3%	10 62.5% Fh	49 47.6% f	29 42.6%	19 32.8%	4 33.3%	7 33.3%	32 55.2% Fh

Comparison Groups: BCDEFGHI
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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3G_e. For which service(s) did you obtain an authorization: PET?

	Total Answering	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8
	----------	--------	--------	--------	--------	--------	--------	--------	--------
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	489	21	20	124	80	69	15	26	66
Total Answering	388	13	16	99	67	55	12	21	54
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	101	8	4	25	13	14	3	5	12
Yes	75	5	3	20	17	7	2	1	15
	19.3%	38.5%	18.8%	20.2%	25.4%	12.7%	16.7%	4.8%	27.8%
		fH		H	fH				FH
No	313	8	13	79	50	48	10	20	39
	80.7%	61.5%	81.3%	79.8%	74.6%	87.3%	83.3%	95.2%	72.2%
						beI		BDEI	
Summary Rate - Yes	75	5	3	20	17	7	2	1	15
	19.3%	38.5%	18.8%	20.2%	25.4%	12.7%	16.7%	4.8%	27.8%
		fH		H	fH				FH

Comparison Groups: BCDEFGHI
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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Provider Satisfaction Survey (9134712)

3G_f. For which service(s) did you obtain an authorization: Behavioral Health?

	Total Answering	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	489	21	20	124	80	69	15	26	66
Total Answering	396 100.0%	15 100.0%	17 100.0%	101 100.0%	68 100.0%	57 100.0%	12 100.0%	21 100.0%	55 100.0%
No Answer	93	6	3	23	12	12	3	5	11
Yes	104 26.3%	7 46.7% CF	2 11.8%	30 29.7% C	23 33.8% Cf	11 19.3%	4 33.3%	5 23.8%	13 23.6%
No	292 73.7%	8 53.3%	15 88.2% BDE	71 70.3%	45 66.2%	46 80.7% Be	8 66.7%	16 76.2%	42 76.4%
Summary Rate - Yes	104 26.3%	7 46.7% CF	2 11.8%	30 29.7% C	23 33.8% Cf	11 19.3%	4 33.3%	5 23.8%	13 23.6%

Comparison Groups: BCDEFGHI
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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3G_g. For which service(s) did you obtain an authorization: Dental?

	Total Answering	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	489	21	20	124	80	69	15	26	66
Total Answering	390 100.0%	15 100.0%	17 100.0%	98 100.0%	67 100.0%	57 100.0%	12 100.0%	21 100.0%	52 100.0%
No Answer	99	6	3	26	13	12	3	5	14
Yes	17 4.4%	-	1 5.9%	5 5.1%	1 1.5%	1 1.8%	1 8.3%	-	5 9.6% ef
No	373 95.6%	15 100.0% DI	16 94.1%	93 94.9%	66 98.5% i	56 98.2% i	11 91.7%	21 100.0% DI	47 90.4%
Summary Rate - Yes	17 4.4%	-	1 5.9%	5 5.1%	1 1.5%	1 1.8%	1 8.3%	-	5 9.6% ef

Comparison Groups: BCDEFGHI
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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3G_h. For which service(s) did you obtain an authorization: Pharmacy?

	Total Answering	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	489	21	20	124	80	69	15	26	66
Total Answering	405	17	17	104	69	57	12	21	57
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	84	4	3	20	11	12	3	5	9
Yes	161	6	7	50	28	14	3	11	33
	39.8%	35.3%	41.2%	48.1%	40.6%	24.6%	25.0%	52.4%	57.9%
				Fg	f			Fg	bEFG
No	244	11	10	54	41	43	9	10	24
	60.2%	64.7%	58.8%	51.9%	59.4%	75.4%	75.0%	47.6%	42.1%
		i			I	DeHI	dhI		
Summary Rate - Yes	161	6	7	50	28	14	3	11	33
	39.8%	35.3%	41.2%	48.1%	40.6%	24.6%	25.0%	52.4%	57.9%
				Fg	f			Fg	bEFG

Comparison Groups: BCDEFGHI
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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Passport Health Plan
Provider Satisfaction Survey (9134712)

10. Did you request to join Passport Provider Network within the last 6 months?

	Total Answering	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	489	21	20	124	80	69	15	26	66
Total Answering	318 100.0%	13 100.0%	10 100.0%	89 100.0%	53 100.0%	45 100.0%	8 100.0%	17 100.0%	46 100.0%
No Answer	118	8	9	24	15	19	5	5	10
Yes	22 6.9%	1 7.7%	-	3 3.4%	5 9.4%	3 6.7%	-	-	5 10.9%
No	296 93.1%	12 92.3%	10 100.0% dEfI	86 96.6%	48 90.6%	42 93.3%	8 100.0% dEfI	17 100.0% dEfI	41 89.1%
Not applicable	53	-	1	11	12	5	2	4	10
Summary Rate - Yes	22 6.9%	1 7.7%	-	3 3.4%	5 9.4%	3 6.7%	-	-	5 10.9%

Comparison Groups: BCDEFGHI
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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Passport Health Plan
Provider Satisfaction Survey (9134712)

11. If yes, please rank your overall satisfaction with the enrollment process.

	Total Answering	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	22	1	-	3	5	3	-	-	5
Total Answering	20 100.0%	1 100.0%	-	2 100.0%	5 100.0%	3 100.0%	-	-	4 100.0%
No Answer	-	-	-	-	-	-	-	-	-
Completely dissatisfied	3 15.0%	-	-	1 50.0%	1 20.0%	-	-	-	-
Somewhat dissatisfied	6 30.0%	-	-	1 50.0%	2 40.0%	2 66.7%	-	-	-
Neither dissatisfied nor satisfied	2 10.0%	-	-	-	-	-	-	-	2 50.0%
Somewhat satisfied	6 30.0%	1 100.0% EI	-	-	2 40.0%	-	-	-	2 50.0%
Completely Satisfied	3 15.0%	-	-	-	-	1 33.3%	-	-	-
Does not apply	2	-	-	1	-	-	-	-	1
Summary Rate – Completely satisfied/ Somewhat satisfied	9 45.0%	1 100.0% EFI	-	-	2 40.0%	1 33.3%	-	-	2 50.0%

Comparison Groups: BCDEFGHI
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
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Passport Health Plan
Provider Satisfaction Survey (9134712)

4D. The timeliness of feedback/reports from behavioral health providers in this health plan's provider network.

	Total Answering	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	489	21	20	124	80	69	15	26	66
Total Answering	228 100.0%	9 100.0%	9 100.0%	67 100.0%	42 100.0%	28 100.0%	7 100.0%	15 100.0%	37 100.0%
No Answer	84	4	4	17	8	18	4	2	8
Well below average	7 3.1%	-	1 11.1%	3 4.5%	2 4.8%	-	-	1 6.7%	-
Somewhat below average	8 3.5%	-	-	5 7.5%	1 2.4%	-	1 14.3%	1 6.7%	-
Average	174 76.3%	7 77.8%	7 77.8%	49 73.1%	31 73.8%	26 92.9% DEI	5 71.4%	12 80.0%	27 73.0%
Somewhat above average	23 10.1%	2 22.2%	1 11.1%	6 9.0%	4 9.5%	2 7.1%	-	1 6.7%	6 16.2%
Well above average	16 7.0%	-	-	4 6.0%	4 9.5%	-	1 14.3%	-	4 10.8%
Not Applicable	177	8	7	40	30	23	4	9	21
Summary Rate - Well above average/Somewhat above average	39 17.1%	2 22.2%	1 11.1%	10 14.9%	8 19.0%	2 7.1%	1 14.3%	1 6.7%	10 27.0% FH

Passport Health Plan
Provider Satisfaction Survey (9134712)

4E. Quality of feedback/reports about patients you referred from behavioral health practitioners in this health plan's network.

	Total Answering	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	489	21	20	124	80	69	15	26	66
Total Answering	197 100.0%	9 100.0%	7 100.0%	64 100.0%	29 100.0%	21 100.0%	6 100.0%	12 100.0%	34 100.0%
No Answer	89	4	5	20	9	18	4	2	9
Well below average	6 3.0%	-	-	4 6.3%	1 3.4%	-	-	1 8.3%	-
Somewhat below average	6 3.0%	-	-	5 7.8%	-	-	-	-	-
Average	155 78.7%	7 77.8%	6 85.7%	43 67.2%	23 79.3%	19 90.5% D	6 100.0% DEI	11 91.7% D	28 82.4% d
Somewhat above average	18 9.1%	2 22.2%	-	7 10.9%	5 17.2%	2 9.5%	-	-	2 5.9%
Well above average	12 6.1%	-	1 14.3%	5 7.8%	-	-	-	-	4 11.8%
Not Applicable	203	8	8	40	42	30	5	12	23
Summary Rate - Well above average/Somewhat above average	30 15.2%	2 22.2%	1 14.3%	12 18.8%	5 17.2%	2 9.5%	-	-	6 17.6%

Comparison Groups: BCDEFGHI
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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Passport Health Plan
Provider Satisfaction Survey (9134712)

4F. For those patients you have referred, how often do you receive feedback/reports from the behavioral health practitioner within one month of the date they were
seen by the behavioral health practitioner.

	Total Answering	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	489	21	20	124	80	69	15	26	66
Total Answering	191 100.0%	8 100.0%	6 100.0%	60 100.0%	31 100.0%	22 100.0%	7 100.0%	11 100.0%	33 100.0%
No Answer	91	5	5	20	9	18	3	2	10
Well below average	8 4.2%	-	1 16.7%	4 6.7%	2 6.5%	-	-	1 9.1%	-
Somewhat below average	12 6.3%	-	-	9 15.0% E	1 3.2%	-	1 14.3%	-	-
Average	141 73.8%	6 75.0%	5 83.3%	37 61.7%	25 80.6% D	18 81.8% d	5 71.4%	10 90.9% D	26 78.8% d
Somewhat above average	18 9.4%	2 25.0%	-	6 10.0%	2 6.5%	4 18.2%	-	-	2 6.1%
Well above average	12 6.3%	-	-	4 6.7%	1 3.2%	-	1 14.3%	-	5 15.2% e
Not Applicable	207	8	9	44	40	29	5	13	23
Summary Rate - Well above average/Somewhat above average	30 15.7%	2 25.0%	-	10 16.7%	3 9.7%	4 18.2%	1 14.3%	-	7 21.2%

Comparison Groups: BCDEFGHI
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Passport Health Plan
Provider Satisfaction Survey (9134712)

A. Please indicate your area of medicine. (Mark all that apply)

```
                                -------------------------------------- County ------------------------
                                ----------------------------------------------------------------------
                   Total
                   Answering  Jefferson Fayette   Warren   Hardin    Boyd    Pulaski  Pike     Other
                   ----------  ---------  -------- -------- -------- -------- -------- --------- --------

Total Eligible          489         70        30       21       19       16       13        10      310

Total Valid Responses   499         73        31       22       19       15       12        10      317

Total Respondents       442         66        29       20       18       15       12        10      272
                      100.0%     100.0%    100.0%   100.0%   100.0%   100.0%   100.0%    100.0%   100.0%

Primary Care            171         21         6        4        5        4        2         3      126
                       38.7%      31.8%     20.7%    20.0%    27.8%    26.7%    16.7%     30.0%    46.3%

Specialty               238         38        21        9       11        8        6         6      139
                       53.8%      57.6%     72.4%    45.0%    61.1%    53.3%    50.0%     60.0%    51.1%

Behavioral Health        90         14         4        9        3        3        4         1       52
Clinician              20.4%      21.2%     13.8%    45.0%    16.7%    20.0%    33.3%     10.0%    19.1%
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Passport Health Plan
Provider Satisfaction Survey (9134712)

B. How many providers are in your practice?

	Total Answering	Jefferson	Fayette	Warren	Hardin	Boyd	Pulaski	Pike	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	489	70	30	21	19	16	13	10	310
Total Answering	426 100.0%	64 100.0%	23 100.0%	18 100.0%	17 100.0%	15 100.0%	13 100.0%	8 100.0%	268 100.0%
No Answer	63	6	7	3	2	1	-	2	42
Solo	156 36.6%	20 31.3%	4 17.4%	12 66.7% BCFI	8 47.1% C	4 26.7%	6 46.2% c	4 50.0% c	98 36.6% C
2 - 5 practitioners	170 39.9%	21 32.8%	9 39.1%	4 22.2%	6 35.3%	8 53.3% d	4 30.8%	3 37.5%	115 42.9% D
More than 5 practitioners	100 23.5%	23 35.9% DehI	10 43.5% DeHI	2 11.1%	3 17.6%	3 20.0%	3 23.1%	1 12.5%	55 20.5%

Comparison Groups: BCDEFGHI
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (n >=30)

Passport Health Plan
Provider Satisfaction Survey (9134712)

C. How many years have you been in this practice?

```
                     ------------------------------------- County -----------------------
                     --------------------------------------------------------------------
                     Total
                     Answering Jefferson Fayette   Warren   Hardin   Boyd     Pulaski  Pike     Other
                     --------- --------- -------- -------- -------- -------- -------- -------- --------
                       (A)       (B)      (C)      (D)      (E)      (F)      (G)      (H)      (I)

Total                  489       70       30       21       19       16       13       10       310

Total Answering        485       70       29       21       18       16       13       10       308
                      100.0%    100.0%   100.0%   100.0%   100.0%   100.0%   100.0%   100.0%   100.0%

No Answer                4        -        1        -        1        -        -        -        2

Less than 5 years      106       13        6        8        3        2        1        3        70
                       21.9%     18.6%    20.7%    38.1%    16.7%    12.5%     7.7%    30.0%    22.7%
                                                   bfG                                           g

5 - 15 years           173       25       10        3        3        5        6        3        118
                       35.7%     35.7%    34.5%    14.3%    16.7%    31.3%    46.2%    30.0%    38.3%
                                 De        d                                  De                 DE

16 years or more       206       32       13       10       12        9        6        4        120
                       42.5%     45.7%    44.8%    47.6%    66.7%    56.3%    46.2%    40.0%    39.0%
                                                            bI
```

Passport Health Plan
Provider Satisfaction Survey (9134712)

D. What portion of your managed care volume is represented by Passport Health Plan?

	Total Answering	Jefferson	Fayette	Warren	Hardin	Boyd	Pulaski	Pike	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	489	70	30	21	19	16	13	10	310
Total Answering	442	63	27	20	17	14	13	10	278
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	47	7	3	1	2	2	-	-	32
None	9	2	1	-	-	-	1	-	5
	2.0%	3.2%	3.7%				7.7%		1.8%
10% or less	196	12	16	11	3	10	8	4	132
	44.3%	19.0%	59.3%	55.0%	17.6%	71.4%	61.5%	40.0%	47.5%
			BE	BE		BEi	BE		BE
11 - 20%	111	16	7	5	4	3	2	2	72
	25.1%	25.4%	25.9%	25.0%	23.5%	21.4%	15.4%	20.0%	25.9%
21 - 30%	48	14	1	3	3	-	1	2	24
	10.9%	22.2%	3.7%	15.0%	17.6%		7.7%	20.0%	8.6%
		CI							
31 - 50%	46	10	2	1	4	1	1	1	26
	10.4%	15.9%	7.4%	5.0%	23.5%	7.1%	7.7%	10.0%	9.4%
51 - 75%	25	6	-	-	3	-	-	1	15
	5.7%	9.5%			17.6%			10.0%	5.4%
76 - 100%	7	3	-	-	-	-	-	-	4
	1.6%	4.8%							1.4%

Comparison Groups: BCDEFGHI
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
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Passport Health Plan
Provider Satisfaction Survey (9134712)

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

	Total Answering	Jefferson	Fayette	Warren	Hardin	Boyd	Pulaski	Pike	Other
				County					
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	489	70	30	21	19	16	13	10	310
Total Answering	485	69	30	21	18	16	13	10	308
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	4	1	-	-	1	-	-	-	2
Physician	18	5	1	3	1	-	-	-	8
	3.7%	7.2%	3.3%	14.3%	5.6%				2.6%
Behavioral Health Clinician	27	11	1	-	-	2	3	-	10
	5.6%	15.9%	3.3%			12.5%	23.1%		3.2%
		CI					i		
Office Manager	279	29	25	13	15	9	10	2	176
	57.5%	42.0%	83.3%	61.9%	83.3%	56.3%	76.9%	20.0%	57.1%
			BdfHI	H	BfHI	H	BHi		BH
Nurse	16	4	-	-	-	1	-	1	10
	3.3%	5.8%				6.3%		10.0%	3.2%
Other staff	145	20	3	5	2	4	-	7	104
	29.9%	29.0%	10.0%	23.8%	11.1%	25.0%		70.0%	33.8%
		Ce						BCDEFI	CE

Comparison Groups: BCDEFGHI
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Passport Health Plan
Provider Satisfaction Survey (9134712)

F. What is your preferred method of receiving communications from this health plan?

	Total Answering	Jefferson	Fayette	Warren	Hardin	Boyd	Pulaski	Pike	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	489	70	30	21	19	16	13	10	310
Total Answering	470 100.0%	64 100.0%	30 100.0%	21 100.0%	19 100.0%	16 100.0%	12 100.0%	10 100.0%	298 100.0%
No Answer	19	6	-	-	-	-	1	-	12
Mail	133 28.3%	14 21.9%	11 36.7%	5 23.8%	6 31.6%	5 31.3%	3 25.0%	3 30.0%	86 28.9%
Telephone	35 7.4%	3 4.7%	1 3.3%	-	1 5.3%	1 6.3%	-	2 20.0%	27 9.1%
Fax	144 30.6%	16 25.0%	11 36.7%	5 23.8%	5 26.3%	5 31.3%	4 33.3%	3 30.0%	95 31.9%
Online portal	12 2.6%	3 4.7%	-	2 9.5%	-	1 6.3%	-	-	6 2.0%
E-mail	130 27.7% H	23 35.9% H	7 23.3%	9 42.9% H	5 26.3%	4 25.0%	5 41.7% h	1 10.0%	76 25.5%
In person from your Provider Representative	13 2.8%	5 7.8% i	-	-	2 10.5%	-	-	1 10.0%	5 1.7%
Other	3 0.6%	-	-	-	-	-	-	-	3 1.0%

Comparison Groups: BCDEFGHI
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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Passport Health Plan
Provider Satisfaction Survey (9134712)

G. Please indicate the number of insurance companies with which you or your practice participates.

	Total Answering	Jefferson	Fayette	Warren	Hardin	Boyd	Pulaski	Pike	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	489	70	30	21	19	16	13	10	310
Total Answering	469 100.0%	65 100.0%	27 100.0%	20 100.0%	18 100.0%	15 100.0%	13 100.0%	10 100.0%	301 100.0%
No Answer	20	5	3	1	1	1	-	-	9
3 or fewer	3 0.6%	-	1 3.7%	-	-	-	-	1 10.0%	1 0.3%
4 to 7	28 6.0%	7 10.8%	4 14.8%	1 5.0%	1 5.6%	-	2 15.4%	-	13 4.3%
8 to 11	77 16.4%	13 20.0%	3 11.1%	3 15.0%	2 11.1%	1 6.7%	4 30.8% f	4 40.0% ceF	47 15.6%
12 to 15	58 12.4%	8 12.3%	2 7.4%	5 25.0% e	1 5.6%	1 6.7%	-	1 10.0%	40 13.3%
More than 15	303 64.6%	37 56.9%	17 63.0%	11 55.0%	14 77.8% bH	13 86.7% BcDGHI	7 53.8%	4 40.0%	200 66.4% h

Comparison Groups: BCDEFGHI
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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Passport Health Plan
Provider Satisfaction Survey (9134712)

1A. How would you rate Passport Health Plan compared to all other health plans you contract with?

	Total Answering	Jefferson	Fayette	Warren	Hardin	Boyd	Pulaski	Pike	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	489	70	30	21	19	16	13	10	310
Total Answering	451	66	28	20	19	16	13	10	279
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	9	1	-	1	-	-	-	-	7
Well below average	35	4	6	1	3	1	-	-	20
	7.8%	6.1%	21.4%	5.0%	15.8%	6.3%			7.2%
			bdi						
Somewhat below average	40	5	4	-	4	-	2	-	25
	8.9%	7.6%	14.3%		21.1%		15.4%		9.0%
Average	258	32	15	17	5	11	9	6	163
	57.2%	48.5%	53.6%	85.0%	26.3%	68.8%	69.2%	60.0%	58.4%
		e	E	BCEI		E	E	e	E
Somewhat above average	67	12	3	1	2	3	1	1	44
	14.9%	18.2%	10.7%	5.0%	10.5%	18.8%	7.7%	10.0%	15.8%
		d							D
Well above average	51	13	-	1	5	1	1	3	27
	11.3%	19.7%		5.0%	26.3%	6.3%	7.7%	30.0%	9.7%
		Dfi			df				
Not Applicable	29	3	2	-	-	-	-	-	24
Summary Rate - Well above average/Somewhat above average	118	25	3	2	7	4	2	4	71
	26.2%	37.9%	10.7%	10.0%	36.8%	25.0%	15.4%	40.0%	25.4%
		CDgi			CD			cd	CD

Comparison Groups: BCDEFGHI
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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Passport Health Plan
Provider Satisfaction Survey (9134712)

2A.   Consistency of reimbursement fees with your contract rates.

	Total Answering	Jefferson	Fayette	Warren	Hardin	Boyd	Pulaski	Pike	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	489	70	30	21	19	16	13	10	310
Total Answering	394 100.0%	57 100.0%	24 100.0%	16 100.0%	15 100.0%	14 100.0%	11 100.0%	10 100.0%	247 100.0%
No Answer	39	5	2	4	2	1	–	–	25
Well below average	24 6.1%	5 8.8%	3 12.5%	2 12.5%	3 20.0%	–	–	–	11 4.5%
Somewhat below average	43 10.9%	6 10.5%	2 8.3%	1 6.3%	5 33.3% bcDi	–	2 18.2%	1 10.0%	26 10.5%
Average	248 62.9%	26 45.6%	18 75.0% BEg	12 75.0% BE	4 26.7%	11 78.6% BEg	5 45.5%	6 60.0% e	166 67.2% BE
Somewhat above average	44 11.2%	12 21.1% CeI	1 4.2%	–	1 6.7%	2 14.3%	3 27.3% c	1 10.0%	24 9.7%
Well above average	35 8.9%	8 14.0%	–	1 6.3%	2 13.3%	1 7.1%	1 9.1%	2 20.0%	20 8.1%
Not Applicable	56	8	4	1	2	1	2	–	38
Summary Rate - Well above average/Somewhat above average	79 20.1%	20 35.1% CDI	1 4.2%	1 6.3%	3 20.0%	3 21.4%	4 36.4% Cd	3 30.0% c	44 17.8% Cd

Comparison Groups: BCDEFGHI
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Passport Health Plan
Provider Satisfaction Survey (9134712)

2B. Accuracy of claims processing.

	Total Answering	Jefferson	Fayette	Warren	Hardin	Boyd	Pulaski	Pike	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	489	70	30	21	19	16	13	10	310
Total Answering	397 100.0%	58 100.0%	25 100.0%	16 100.0%	15 100.0%	15 100.0%	12 100.0%	10 100.0%	246 100.0%
No Answer	32	5	2	4	-	1	-	-	20
Well below average	22 5.5%	5 8.6%	5 20.0% I	1 6.3%	3 20.0%	-	-	-	8 3.3%
Somewhat below average	32 8.1%	4 6.9%	3 12.0%	-	3 20.0%	-	1 8.3%	1 10.0%	20 8.1%
Average	257 64.7%	31 53.4%	12 48.0%	14 87.5% BCEI	6 40.0%	10 66.7%	8 66.7%	8 80.0% bCE	168 68.3% BcE
Somewhat above average	48 12.1%	7 12.1%	5 20.0%	-	-	4 26.7%	2 16.7%	-	30 12.2%
Well above average	38 9.6%	11 19.0% I	-	1 6.3%	3 20.0%	1 6.7%	1 8.3%	1 10.0%	20 8.1%
Not Applicable	60	7	3	1	4	-	1	-	44
Summary Rate - Well above average/Somewhat above average	86 21.7%	18 31.0% Dh	5 20.0%	1 6.3%	3 20.0%	5 33.3% D	3 25.0%	1 10.0%	50 20.3% D

Comparison Groups: BCDEFGHI
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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Passport Health Plan
Provider Satisfaction Survey (9134712)

2C. Timeliness of claims processing.

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                                ------------------------------------- County -----------------------
                                ------------------------------------------------------------------------
                      Total
                      Answering Jefferson Fayette  Warren   Hardin   Boyd    Pulaski  Pike     Other
                      ---------- --------- -------- -------- -------- -------- -------- --------- --------
                         (A)       (B)      (C)      (D)      (E)      (F)      (G)      (H)      (I)

Total                    489        70       30       21       19       16       13       10      310

Total Answering          394        57       25       16       15       15       12       10      244
                       100.0%     100.0%   100.0%   100.0%   100.0%   100.0%   100.0%   100.0%   100.0%

No Answer                 32         6        2        4        -        1        -        -       19

Well below average        20         5        5        1        -        -        -        -        9
                        5.1%       8.8%    20.0%     6.3%                                        3.7%
                                             I

Somewhat below average    27         3        3        -        3        -        -        -       18
                        6.9%       5.3%    12.0%             20.0%                               7.4%

Average                  260        31       13       12        7       11        9        9      168
                       66.0%      54.4%    52.0%    75.0%    46.7%    73.3%    75.0%    90.0%    68.9%
                                                      e                                  BCEI      Be

Somewhat above average    43         7        4        2        1        3        2        -       24
                       10.9%      12.3%    16.0%    12.5%     6.7%    20.0%    16.7%             9.8%

Well above average        44        11        -        1        4        1        1        1       25
                       11.2%      19.3%             6.3%    26.7%     6.7%     8.3%    10.0%    10.2%

Not Applicable            63         7        3        1        4        -        1        -       47

Summary Rate - Well       87        18        4        3        5        4        3        1       49
above average/Somewhat 22.1%      31.6%    16.0%    18.8%    33.3%    26.7%    25.0%    10.0%    20.1%
above average                       hi
```

Comparison Groups: BCDEFGHI
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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Passport Health Plan
Provider Satisfaction Survey (9134712)

2D. Resolution of claims payment problems or disputes.

	Total Answering	Jefferson	Fayette	Warren	Hardin	Boyd	Pulaski	Pike	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	489	70	30	21	19	16	13	10	310
Total Answering	378 100.0%	57 100.0%	24 100.0%	16 100.0%	15 100.0%	14 100.0%	12 100.0%	10 100.0%	230 100.0%
No Answer	34	6	2	4	-	1	-	-	21
Well below average	31 8.2%	5 8.8%	5 20.8%	1 6.3%	3 20.0%	-	1 8.3%	-	16 7.0%
Somewhat below average	44 11.6%	9 15.8%	5 20.8%	1 6.3%	3 20.0%	1 7.1%	-	-	25 10.9%
Average	220 58.2%	25 43.9%	11 45.8%	11 68.8% be	6 40.0%	10 71.4% Be	9 75.0% BcE	6 60.0%	142 61.7% Be
Somewhat above average	49 13.0%	10 17.5%	3 12.5%	2 12.5%	1 6.7%	3 21.4%	1 8.3%	4 40.0% Egi	25 10.9%
Well above average	34 9.0%	8 14.0%	-	1 6.3%	2 13.3%	-	1 8.3%	-	22 9.6%
Not Applicable	77	7	4	1	4	1	1	-	59
Summary Rate - Well above average/Somewhat above average	83 22.0%	18 31.6% Ci	3 12.5%	3 18.8%	3 20.0%	3 21.4%	2 16.7%	4 40.0%	47 20.4%

Comparison Groups: BCDEFGHI
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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Passport Health Plan
Provider Satisfaction Survey (9134712)

3A. Access to knowledgeable UM staff.

	Total Answering	Jefferson	Fayette	Warren	Hardin	Boyd	Pulaski	Pike	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	489	70	30	21	19	16	13	10	310
Total Answering	377	54	25	14	13	14	13	8	236
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	38	6	3	4	-	1	-	-	24
Well below average	11	4	1	1	2	-	1	-	2
	2.9%	7.4%	4.0%	7.1%	15.4%		7.7%		0.8%
		i							
Somewhat below average	25	3	6	-	1	-	-	-	15
	6.6%	5.6%	24.0%		7.7%				6.4%
			BI						
Average	256	34	14	10	6	12	11	6	163
	67.9%	63.0%	56.0%	71.4%	46.2%	85.7%	84.6%	75.0%	69.1%
						BCEi	bCE		
Somewhat above average	51	8	3	3	2	2	-	1	32
	13.5%	14.8%	12.0%	21.4%	15.4%	14.3%		12.5%	13.6%
Well above average	34	5	1	-	2	-	1	1	24
	9.0%	9.3%	4.0%		15.4%		7.7%	12.5%	10.2%
Not Applicable	74	10	2	3	6	1	-	2	50
Summary Rate - Well above average/Somewhat above average	85	13	4	3	4	2	1	2	56
	22.5%	24.1%	16.0%	21.4%	30.8%	14.3%	7.7%	25.0%	23.7%
		g							G

Comparison Groups: BCDEFGHI
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Passport Health Plan
Provider Satisfaction Survey (9134712)

3B.   Procedures for obtaining pre-certification/referral/authorization information.

```
------------------------------------- County -----------------------
                    -----------------------------------------------------------------------
            Total
            Answering Jefferson Fayette  Warren   Hardin   Boyd    Pulaski  Pike    Other
            ---------- --------- -------- -------- -------- -------- -------- -------- --------
              (A)       (B)      (C)      (D)      (E)      (F)      (G)      (H)      (I)

Total         489        70       30       21       19       16       13       10      310

Total Answering 385       51       26       13       16       15       12        9      243
            100.0%    100.0%   100.0%   100.0%   100.0%   100.0%   100.0%   100.0%   100.0%

No Answer      44         6        3        5        -        1        -        -       29

Well below average 25      4        7        1        1        -        2        -       10
              6.5%      7.8%    26.9%     7.7%     6.3%             16.7%             4.1%
                                BdeI

Somewhat below average 28   2        2        2        2        1        1        -       18
              7.3%      3.9%     7.7%    15.4%    12.5%     6.7%     8.3%             7.4%

Average      238        33       16        8        6       11        7        6      151
             61.8%     64.7%    61.5%    61.5%    37.5%    73.3%    58.3%    66.7%    62.1%
                         E                                  E                         E

Somewhat above average 51   4        -        1        4        2        -        -       40
             13.2%      7.8%              7.7%    25.0%    13.3%                      16.5%
                                                                                      b

Well above average 43      8        1        1        3        1        2        3       24
             11.2%     15.7%     3.8%     7.7%    18.8%     6.7%    16.7%    33.3%     9.9%
                         c                                                    c

Not Applicable 60        13        1        3        3        -        1        1       38

Summary Rate - Well 94    12        1        2        7        3        2        3       64
above average/Somewhat 24.4% 23.5%   3.8%    15.4%    43.8%    20.0%    16.7%    33.3%    26.3%
above average             C                          Cdg                      c        C
```

Comparison Groups: BCDEFGHI
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Passport Health Plan
Provider Satisfaction Survey (9134712)

3C. Timeliness of obtaining pre-certification/referral/authorization information.

	Total Answering	Jefferson	Fayette	Warren	Hardin	Boyd	Pulaski	Pike	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	489	70	30	21	19	16	13	10	310
Total Answering	378	50	24	12	17	14	11	9	241
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	46	8	3	5	-	1	-	-	29
Well below average	19	3	3	1	2	-	-	-	10
	5.0%	6.0%	12.5%	8.3%	11.8%				4.1%
Somewhat below average	38	3	7	3	1	1	2	-	21
	10.1%	6.0%	29.2%	25.0%	5.9%	7.1%	18.2%		8.7%
			BEfI						
Average	218	27	12	7	6	11	7	6	142
	57.7%	54.0%	50.0%	58.3%	35.3%	78.6%	63.6%	66.7%	58.9%
						bcEi			E
Somewhat above average	61	11	2	1	4	2	-	1	40
	16.1%	22.0%	8.3%	8.3%	23.5%	14.3%		11.1%	16.6%
		c							
Well above average	42	6	-	-	4	-	2	2	28
	11.1%	12.0%			23.5%		18.2%	22.2%	11.6%
Not Applicable	65	12	3	4	2	1	2	1	40
Summary Rate - Well above average/Somewhat above average	103	17	2	1	8	2	2	3	68
	27.2%	34.0%	8.3%	8.3%	47.1%	14.3%	18.2%	33.3%	28.2%
		CDf			CDFg				CD

Comparison Groups: BCDEFGHI
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Passport Health Plan
Provider Satisfaction Survey (9134712)

3D. The health plan's facilitation/support of appropriate clinical care for patients.

	Total Answering	Jefferson	Fayette	Warren	Hardin	Boyd	Pulaski	Pike	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	489	70	30	21	19	16	13	10	310
Total Answering	358 100.0%	52 100.0%	21 100.0%	14 100.0%	15 100.0%	15 100.0%	9 100.0%	7 100.0%	225 100.0%
No Answer	51	8	3	4	-	1	-	-	35
Well below average	11 3.1%	2 3.8%	1 4.8%	1 7.1%	2 13.3%	-	-	-	5 2.2%
Somewhat below average	14 3.9%	4 7.7%	4 19.0% i	-	-	-	-	-	6 2.7%
Average	249 69.6%	32 61.5%	14 66.7%	10 71.4%	7 46.7% E	12 80.0%	9 100.0% BCDEfHI	4 57.1%	161 71.6% e
Somewhat above average	45 12.6%	7 13.5%	2 9.5%	2 14.3%	2 13.3%	3 20.0%	-	1 14.3%	28 12.4%
Well above average	39 10.9%	7 13.5%	-	1 7.1%	4 26.7%	-	-	2 28.6%	25 11.1%
Not Applicable	80	10	6	3	4	-	4	3	50
Summary Rate - Well above average/Somewhat above average	84 23.5%	14 26.9% c	2 9.5%	3 21.4%	6 40.0% C	3 20.0%	-	3 42.9% c	53 23.6% C

Comparison Groups: BCDEFGHI
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Passport Health Plan
Provider Satisfaction Survey (9134712)

3E. Access to Case/Care Managers from this health plan.


```
                                   ------------------------------------- County -----------------------
                                   ----------------------------------------------------------------------
                        Total
                        Answering Jefferson Fayette  Warren   Hardin    Boyd   Pulaski  Pike    Other
                        --------- --------- -------- -------- -------- -------- -------- -------- --------
                           (A)       (B)      (C)      (D)      (E)      (F)      (G)      (H)      (I)

Total                      489        70       30       21       19       16       13       10      310

Total Answering            327        47       20       11       13       13        9        7      207
                         100.0%    100.0%   100.0%   100.0%   100.0%   100.0%   100.0%   100.0%   100.0%

No Answer                   55         8        3        5        -        1        -        -       38

Well below average           9         3        1        1        1        -        -        -        3
                          2.8%      6.4%     5.0%     9.1%     7.7%                                1.4%

Somewhat below average      19         2        4        1        2        -        -        -       10
                          5.8%      4.3%    20.0%     9.1%    15.4%                                4.8%
                                            bi

Average                    228        27       13        9        5       12        8        4      150
                         69.7%     57.4%    65.0%    81.8%    38.5%    92.3%    88.9%    57.1%    72.5%
                                                      bE             BCEhI       BE               bE

Somewhat above average      39         8        2        -        1        -        1        1       26
                         11.9%     17.0%    10.0%              7.7%            11.1%    14.3%    12.6%

Well above average          32         7        -        -        4        1        -        2       18
                          9.8%     14.9%                    30.8%     7.7%            28.6%     8.7%
                                                               i

Not Applicable             107        15        7        5        6        2        4        3       65

Summary Rate - Well         71        15        2        -        5        1        1        3       44
above average/Somewhat   21.7%     31.9%    10.0%             38.5%     7.7%    11.1%    42.9%    21.3%
above average                       CFg                       cF                        cf        f
```

Passport Health Plan
Provider Satisfaction Survey (9134712)

3F. Degree to which the plan covers and encourages preventive care and wellness.

	Total Answering	Jefferson	Fayette	Warren	Hardin	Boyd	Pulaski	Pike	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	489	70	30	21	19	16	13	10	310
Total Answering	344 100.0%	47 100.0%	22 100.0%	15 100.0%	14 100.0%	14 100.0%	11 100.0%	7 100.0%	214 100.0%
No Answer	59	10	3	4	-	1	-	-	41
Well below average	8 2.3%	2 4.3%	1 4.5%	1 6.7%	-	-	-	-	4 1.9%
Somewhat below average	17 4.9%	4 8.5%	2 9.1%	1 6.7%	-	-	-	-	10 4.7%
Average	230 66.9%	22 46.8%	16 72.7% B	10 66.7%	7 50.0%	12 85.7% BE	9 81.8% Be	5 71.4%	149 69.6% B
Somewhat above average	54 15.7%	12 25.5% Fi	3 13.6%	2 13.3%	4 28.6%	1 7.1%	2 18.2%	2 28.6%	28 13.1%
Well above average	35 10.2%	7 14.9%	-	1 6.7%	3 21.4%	1 7.1%	-	-	23 10.7%
Not Applicable	86	13	5	2	5	1	2	3	55
Summary Rate - Well above average/Somewhat above average	89 25.9%	19 40.4% CFI	3 13.6%	3 20.0%	7 50.0% CdFgi	2 14.3%	2 18.2%	2 28.6%	51 23.8%

Comparison Groups: BCDEFGHI
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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Passport Health Plan
Provider Satisfaction Survey (9134712)

4A. The number of specialists in this health plan's provider network.

	Total Answering	Jefferson	Fayette	Warren	Hardin	Boyd	Pulaski	Pike	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	489	70	30	21	19	16	13	10	310
Total Answering	319 100.0%	44 100.0%	19 100.0%	14 100.0%	13 100.0%	13 100.0%	9 100.0%	8 100.0%	199 100.0%
No Answer	72	13	5	5	-	1	1	-	47
Well below average	10 3.1%	2 4.5%	1 5.3%	-	1 7.7%	-	-	-	6 3.0%
Somewhat below average	11 3.4%	2 4.5%	-	3 21.4% i	1 7.7%	1 7.7%	-	-	4 2.0%
Average	239 74.9%	28 63.6%	18 94.7% BDEHI	9 64.3%	7 53.8%	11 84.6% beh	8 88.9% BEh	4 50.0%	154 77.4% be
Somewhat above average	39 12.2%	7 15.9%	-	2 14.3%	3 23.1%	1 7.7%	-	4 50.0% bdFI	22 11.1%
Well above average	20 6.3%	5 11.4%	-	-	1 7.7%	-	1 11.1%	-	13 6.5%
Not Applicable	98	13	6	2	6	2	3	2	64
Summary Rate - Well above average/Somewhat above average	59 18.5%	12 27.3% F	-	2 14.3%	4 30.8%	1 7.7%	1 11.1%	4 50.0% dFgi	35 17.6%

Comparison Groups: BCDEFGHI
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase 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 SPH Analytics
770-978-3173
2019

Passport Health Plan
Provider Satisfaction Survey (9134712)

4B. The quality of specialists in this health plan's provider network.

	Total Answering	Jefferson	Fayette	Warren	Hardin	Boyd	Pulaski	Pike	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	489	70	30	21	19	16	13	10	310
Total Answering	287 100.0%	43 100.0%	17 100.0%	11 100.0%	12 100.0%	12 100.0%	9 100.0%	8 100.0%	175 100.0%
No Answer	78	12	6	5	-	1	1	-	53
Well below average	4 1.4%	1 2.3%	-	-	-	-	-	-	3 1.7%
Somewhat below average	8 2.8%	2 4.7%	-	2 18.2%	1 8.3%	-	-	-	3 1.7%
Average	223 77.7%	31 72.1%	15 88.2%	9 81.8%	9 75.0%	12 100.0% BEI	8 88.9%	6 75.0%	133 76.0%
Somewhat above average	30 10.5%	3 7.0%	2 11.8%	-	2 16.7%	-	-	1 12.5%	22 12.6%
Well above average	22 7.7%	6 14.0%	-	-	-	-	1 11.1%	1 12.5%	14 8.0%
Not Applicable	124	15	7	5	7	3	3	2	82
Summary Rate - Well above average/Somewhat above average	52 18.1%	9 20.9%	2 11.8%	-	2 16.7%	-	1 11.1%	2 25.0%	36 20.6%

Comparison Groups: BCDEFGHI
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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4C. The timeliness of feedback/reports from specialists in this health plan's provider network.

	Total Answering	Jefferson	Fayette	Warren	Hardin	Boyd	Pulaski	Pike	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	489	70	30	21	19	16	13	10	310
Total Answering	265 100.0%	38 100.0%	17 100.0%	13 100.0%	10 100.0%	11 100.0%	5 100.0%	9 100.0%	162 100.0%
No Answer	82	13	6	5	1	1	3	-	53
Well below average	5 1.9%	1 2.6%	-	1 7.7%	-	-	1 20.0%	-	2 1.2%
Somewhat below average	23 8.7%	5 13.2%	3 17.6%	2 15.4%	-	2 18.2%	-	-	11 6.8%
Average	178 67.2%	21 55.3%	11 64.7%	8 61.5%	6 60.0%	7 63.6%	2 40.0%	9 100.0% BCDEFGI	114 70.4% b
Somewhat above average	34 12.8%	5 13.2%	3 17.6%	-	3 30.0%	2 18.2%	1 20.0%	-	20 12.3%
Well above average	25 9.4%	6 15.8%	-	2 15.4%	1 10.0%	-	1 20.0%	-	15 9.3%
Not Applicable	142	19	7	3	8	4	5	1	95
Summary Rate - Well above average/Somewhat above average	59 22.3%	11 28.9%	3 17.6%	2 15.4%	4 40.0%	2 18.2%	2 40.0%	-	35 21.6%

Comparison Groups: BCDEFGHI
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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5A. Consistency of the formulary over time.

	Total Answering	Jefferson	Fayette	Warren	Hardin	Boyd	Pulaski	Pike	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	489	70	30	21	19	16	13	10	310
Total Answering	268 100.0%	42 100.0%	19 100.0%	10 100.0%	11 100.0%	10 100.0%	8 100.0%	8 100.0%	160 100.0%
No Answer	99	13	7	6	2	1	–	–	70
Well below average	7 2.6%	1 2.4%	–	–	3 27.3% bi	–	–	–	3 1.9%
Somewhat below average	20 7.5%	6 14.3%	1 5.3%	1 10.0%	2 18.2%	1 10.0%	–	–	9 5.6%
Average	192 71.6%	25 59.5%	16 84.2% BE	8 80.0% e	5 45.5%	8 80.0% e	6 75.0%	7 87.5% BE	117 73.1% e
Somewhat above average	33 12.3%	7 16.7%	2 10.5%	–	1 9.1%	1 10.0%	1 12.5%	1 12.5%	20 12.5%
Well above average	16 6.0%	3 7.1%	–	1 10.0%	–	–	1 12.5%	–	11 6.9%
Not Applicable	122	15	4	5	6	5	5	2	80
Summary Rate - Well above average/Somewhat above average	49 18.3%	10 23.8%	2 10.5%	1 10.0%	1 9.1%	1 10.0%	2 25.0%	1 12.5%	31 19.4%

Comparison Groups: BCDEFGHI
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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5B. Extent to which formulary reflects current standards of care.

	Total Answering	Jefferson	Fayette	Warren	Hardin	Boyd	Pulaski	Pike	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	489	70	30	21	19	16	13	10	310
Total Answering	273 100.0%	41 100.0%	20 100.0%	11 100.0%	11 100.0%	12 100.0%	7 100.0%	9 100.0%	162 100.0%
No Answer	102	14	7	5	2	1	1	-	72
Well below average	5 1.8%	1 2.4%	-	-	2 18.2%	-	-	-	2 1.2%
Somewhat below average	23 8.4%	7 17.1% i	1 5.0%	2 18.2%	3 27.3%	1 8.3%	-	-	9 5.6%
Average	198 72.5%	25 61.0%	17 85.0% BE	7 63.6%	5 45.5%	10 83.3% bE	5 71.4%	8 88.9% BE	121 74.7% e
Somewhat above average	31 11.4%	5 12.2%	2 10.0%	2 18.2%	1 9.1%	1 8.3%	1 14.3%	1 11.1%	18 11.1%
Well above average	16 5.9%	3 7.3%	-	-	-	-	1 14.3%	-	12 7.4%
Not Applicable	114	15	3	5	6	3	5	1	76
Summary Rate - Well above average/Somewhat above average	47 17.2%	8 19.5%	2 10.0%	2 18.2%	1 9.1%	1 8.3%	2 28.6%	1 11.1%	30 18.5%

Comparison Groups: BCDEFGHI
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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5C. Variety of branded drugs on the formulary.

	Total Answering	Jefferson	Fayette	Warren	Hardin	Boyd	Pulaski	Pike	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	489	70	30	21	19	16	13	10	310
Total Answering	228 100.0%	34 100.0%	16 100.0%	9 100.0%	10 100.0%	11 100.0%	5 100.0%	7 100.0%	136 100.0%
No Answer	101	14	7	5	2	1	1	-	71
Well below average	6 2.6%	1 2.9%	-	1 11.1%	1 10.0%	-	-	-	3 2.2%
Somewhat below average	21 9.2%	8 23.5% I	-	1 11.1%	2 20.0%	1 9.1%	-	-	9 6.6%
Average	169 74.1%	18 52.9%	16 100.0% BDEI	6 66.7%	6 60.0%	9 81.8% B	4 80.0%	7 100.0% BDEI	103 75.7% B
Somewhat above average	20 8.8%	4 11.8%	-	1 11.1%	1 10.0%	1 9.1%	-	-	13 9.6%
Well above average	12 5.3%	3 8.8%	-	-	-	-	1 20.0%	-	8 5.9%
Not Applicable	160	22	7	7	7	4	7	3	103
Summary Rate - Well above average/Somewhat above average	32 14.0%	7 20.6%	-	1 11.1%	1 10.0%	1 9.1%	1 20.0%	-	21 15.4%

Comparison Groups: BCDEFGHI
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Passport Health Plan
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5D. Ease of prescribing your preferred medications within formulary guidelines.

	Total Answering	Jefferson	Fayette	Warren	Hardin	Boyd	Pulaski	Pike	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	489	70	30	21	19	16	13	10	310
Total Answering	225 100.0%	34 100.0%	14 100.0%	8 100.0%	10 100.0%	12 100.0%	5 100.0%	7 100.0%	135 100.0%
No Answer	105	15	7	5	2	1	1	-	74
Well below average	9 4.0%	4 11.8% i	-	-	2 20.0%	-	-	-	3 2.2%
Somewhat below average	24 10.7%	6 17.6%	1 7.1%	3 37.5% ci	2 20.0%	1 8.3%	-	-	11 8.1%
Average	154 68.4%	16 47.1%	13 92.9% $BdEhI$	5 62.5%	4 40.0%	10 83.3% BE	4 80.0% be	4 57.1%	98 72.6% BE
Somewhat above average	27 12.0%	5 14.7%	-	-	2 20.0%	1 8.3%	-	3 42.9% f	16 11.9%
Well above average	11 4.9%	3 8.8%	-	-	-	-	1 20.0%	-	7 5.2%
Not Applicable	159	21	9	8	7	3	7	3	101
Summary Rate - Well above average/Somewhat above average	38 16.9%	8 23.5%	-	-	2 20.0%	1 8.3%	1 20.0%	3 42.9% f	23 17.0%

Comparison Groups: BCDEFGHI
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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5E. Availability of comparable drugs to substitute those not included in the formulary.

	Total Answering	Jefferson	Fayette	Warren	Hardin	Boyd	Pulaski	Pike	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	489	70	30	21	19	16	13	10	310
Total Answering	227 100.0%	33 100.0%	13 100.0%	9 100.0%	10 100.0%	11 100.0%	5 100.0%	7 100.0%	139 100.0%
No Answer	104	15	7	5	2	1	1	-	73
Well below average	9 4.0%	2 6.1%	-	1 11.1%	3 30.0% i	-	-	-	3 2.2%
Somewhat below average	26 11.5%	6 18.2%	2 15.4%	4 44.4% fI	2 20.0%	1 9.1%	-	-	11 7.9%
Average	164 72.2%	20 60.6% e	11 84.6% bDE	4 44.4%	3 30.0%	9 81.8% dE	4 80.0% E	5 71.4% e	108 77.7% bDE
Somewhat above average	16 7.0%	2 6.1%	-	-	1 10.0%	1 9.1%	-	2 28.6%	10 7.2%
Well above average	12 5.3%	3 9.1%	-	-	1 10.0%	-	1 20.0%	-	7 5.0%
Not Applicable	158	22	10	7	7	4	7	3	98
Summary Rate - Well above average/Somewhat above average	28 12.3%	5 15.2%	-	-	2 20.0%	1 9.1%	1 20.0%	2 28.6%	17 12.2%

Comparison Groups: BCDEFGHI
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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6A.   Ease of reaching health plan call center staff over the phone.

	Total Answering	Jefferson	Fayette	Warren	Hardin	Boyd	Pulaski	Pike	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	489	70	30	21	19	16	13	10	310
Total Answering	353 100.0%	47 100.0%	23 100.0%	13 100.0%	17 100.0%	14 100.0%	9 100.0%	9 100.0%	221 100.0%
No Answer	101	15	7	6	2	1	2	-	68
Well below average	10 2.8%	3 6.4%	2 8.7%	-	-	-	-	-	5 2.3%
Somewhat below average	30 8.5%	3 6.4%	7 30.4% BEI	5 38.5% BEI	1 5.9%	-	-	-	14 6.3%
Average	194 55.0%	18 38.3%	11 47.8%	7 53.8%	8 47.1%	11 78.6% BCei	7 77.8% Bce	5 55.6%	127 57.5% B
Somewhat above average	63 17.8%	11 23.4%	3 13.0%	1 7.7%	4 23.5%	2 14.3%	1 11.1%	2 22.2%	39 17.6%
Well above average	56 15.9%	12 25.5% F	-	-	4 23.5%	1 7.1%	1 11.1%	2 22.2%	36 16.3%
Not Applicable	35	8	-	2	-	1	2	1	21
Summary Rate - Well above average/Somewhat above average	119 33.7%	23 48.9% CDFgi	3 13.0%	1 7.7%	8 47.1% CD	3 21.4%	2 22.2%	4 44.4% cD	75 33.9% CD

Comparison Groups: BCDEFGHI
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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6B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).

	Total Answering	Jefferson	Fayette	Warren	Hardin	Boyd	Pulaski	Pike	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	489	70	30	21	19	16	13	10	310
Total Answering	365 100.0%	48 100.0%	23 100.0%	15 100.0%	17 100.0%	14 100.0%	10 100.0%	10 100.0%	228 100.0%
No Answer	101	15	7	6	2	2	2	-	67
Well below average	10 2.7%	3 6.3%	2 8.7%	1 6.7%	1 5.9%	-	-	-	3 1.3%
Somewhat below average	13 3.6%	3 6.3%	1 4.3%	3 20.0% i	-	2 14.3%	-	-	4 1.8%
Average	201 55.1%	16 33.3%	15 65.2% B	8 53.3%	7 41.2%	6 42.9%	7 70.0% B	6 60.0%	136 59.6% B
Somewhat above average	79 21.6%	13 27.1%	5 21.7%	2 13.3%	6 35.3% h	5 35.7%	2 20.0%	1 10.0%	45 19.7%
Well above average	62 17.0%	13 27.1% DF	-	1 6.7%	3 17.6%	1 7.1%	1 10.0%	3 30.0%	40 17.5%
Not Applicable	23	7	-	-	-	-	1	-	15
Summary Rate - Well above average/Somewhat above average	141 38.6%	26 54.2% CDI	5 21.7%	3 20.0%	9 52.9% CD	6 42.9%	3 30.0%	4 40.0%	85 37.3% c

Comparison Groups: BCDEFGHI
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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6C. Helpfulness of health plan call center staff in answering your questions.

	Total Answering	Jefferson	Fayette	Warren	Hardin	Boyd	Pulaski	Pike	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	489	70	30	21	19	16	13	10	310
Total Answering	311 100.0%	45 100.0%	21 100.0%	12 100.0%	11 100.0%	13 100.0%	10 100.0%	9 100.0%	190 100.0%
No Answer	102	16	7	5	3	1	2	-	68
Well below average	3 1.0%	2 4.4%	-	-	-	-	-	-	1 0.5%
Somewhat below average	21 6.8%	2 4.4%	7 33.3% BFI	3 25.0% i	-	1 7.7%	-	-	8 4.2%
Average	192 61.7%	24 53.3%	11 52.4%	7 58.3%	7 63.6%	8 61.5%	8 80.0% bc	5 55.6%	122 64.2%
Somewhat above average	50 16.1%	10 22.2%	3 14.3%	2 16.7%	1 9.1%	3 23.1%	1 10.0%	2 22.2%	28 14.7%
Well above average	45 14.5%	7 15.6%	-	-	3 27.3%	1 7.7%	1 10.0%	2 22.2%	31 16.3%
Not Applicable	76	9	2	4	5	2	1	1	52
Summary Rate - Well above average/Somewhat above average	95 30.5%	17 37.8% C	3 14.3%	2 16.7%	4 36.4%	4 30.8%	2 20.0%	4 44.4% c	59 31.1% C

Comparison Groups: BCDEFGHI
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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6D. Overall satisfaction with health plan's call center service.

	Total Answering	Jefferson	Fayette	Warren	Hardin	Boyd	Pulaski	Pike	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	489	70	30	21	19	16	13	10	310
Total Answering	363	49	23	16	16	15	10	10	224
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	100	15	7	5	2	1	2	-	68
Well below average	8	4	1	1	-	-	-	-	2
	2.2%	8.2%	4.3%	6.3%					0.9%
		i							
Somewhat below average	23	2	8	2	-	-	-	-	11
	6.3%	4.1%	34.8%	12.5%					4.9%
			BdI						
Average	201	15	10	10	10	8	9	5	134
	55.4%	30.6%	43.5%	62.5%	62.5%	53.3%	90.0%	50.0%	59.8%
				B	B		BCdeFHI		B
Somewhat above average	67	18	3	2	2	4	-	1	37
	18.5%	36.7%	13.0%	12.5%	12.5%	26.7%		10.0%	16.5%
		CDEHI							
Well above average	64	10	1	1	4	3	1	4	40
	17.6%	20.4%	4.3%	6.3%	25.0%	20.0%	10.0%	40.0%	17.9%
		Cd			c			CDg	Cd
Not Applicable	26	6	-	-	1	-	1	-	18
Summary Rate - Well above average/Somewhat above average	131	28	4	3	6	7	1	5	77
	36.1%	57.1%	17.4%	18.8%	37.5%	46.7%	10.0%	50.0%	34.4%
		CDGI			g	cdG		cdG	CG

Comparison Groups: BCDEFGHI
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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7A. Have you had contact with the provider relations representative assigned to your practice?

	Total Answering	Jefferson	Fayette	Warren	Hardin	Boyd	Pulaski	Pike	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	489	70	30	21	19	16	13	10	310
Total Answering	329 100.0%	49 100.0%	19 100.0%	15 100.0%	14 100.0%	12 100.0%	11 100.0%	7 100.0%	202 100.0%
No Answer	160	21	11	6	5	4	2	3	108
Yes	169 51.4%	27 55.1%	10 52.6%	7 46.7%	11 78.6% bdFGI	5 41.7%	4 36.4%	5 71.4%	100 49.5%
No	160 48.6%	22 44.9% e	9 47.4%	8 53.3% e	3 21.4%	7 58.3% E	7 63.6% E	2 28.6%	102 50.5% E
Summary Rate - Yes	169 51.4%	27 55.1%	10 52.6%	7 46.7%	11 78.6% bdFGI	5 41.7%	4 36.4%	5 71.4%	100 49.5%

Comparison Groups: BCDEFGHI
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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7B. Provider Relations representative's ability to answer questions and resolve problems.

	Total Answering	Jefferson	Fayette	Warren	Hardin	Boyd	Pulaski	Pike	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	169	27	10	7	11	5	4	5	100
Total Answering	156 100.0%	27 100.0%	10 100.0%	6 100.0%	10 100.0%	4 100.0%	4 100.0%	4 100.0%	91 100.0%
No Answer	-	-	-	-	-	-	-	-	-
Well below average	14 9.0%	1 3.7%	5 50.0% BI	1 16.7%	-	-	-	-	7 7.7%
Somewhat below average	15 9.6%	3 11.1%	2 20.0%	-	-	-	1 25.0%	-	9 9.9%
Average	71 45.5%	7 25.9%	2 20.0%	4 66.7% bC	3 30.0%	3 75.0% BCe	3 75.0% BCe	2 50.0%	47 51.6% BC
Somewhat above average	25 16.0%	6 22.2%	1 10.0%	-	3 30.0%	1 25.0%	-	1 25.0%	13 14.3%
Well above average	31 19.9%	10 37.0% I	-	1 16.7%	4 40.0%	-	-	1 25.0%	15 16.5%
Not Applicable	13	-	-	1	1	1	-	1	9
Summary Rate - Well above average/Somewhat above average	56 35.9%	16 59.3% CDI	1 10.0%	1 16.7%	7 70.0% CDfI	1 25.0%	-	2 50.0%	28 30.8% c

Comparison Groups: BCDEFGHI
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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7C. Quality of provider orientation process.

	Total Answering	Jefferson	Fayette	Warren	Hardin	Boyd	Pulaski	Pike	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	489	70	30	21	19	16	13	10	310
Total Answering	264 100.0%	39 100.0%	16 100.0%	10 100.0%	11 100.0%	10 100.0%	8 100.0%	8 100.0%	162 100.0%
No Answer	120	18	8	7	3	2	3	-	79
Well below average	18 6.8%	4 10.3%	2 12.5%	1 10.0%	-	-	-	-	11 6.8%
Somewhat below average	21 8.0%	2 5.1%	1 6.3%	1 10.0%	1 9.1%	-	1 12.5%	1 12.5%	14 8.6%
Average	178 67.4%	21 53.8%	11 68.8%	6 60.0%	7 63.6%	9 90.0% BdI	6 75.0%	5 62.5%	113 69.8% b
Somewhat above average	22 8.3%	3 7.7%	2 12.5%	2 20.0%	1 9.1%	1 10.0%	-	2 25.0%	11 6.8%
Well above average	25 9.5%	9 23.1% I	-	-	2 18.2%	-	1 12.5%	-	13 8.0%
Not Applicable	105	13	6	4	5	4	2	2	69
Summary Rate - Well above average/Somewhat above average	47 17.8%	12 30.8% cfI	2 12.5%	2 20.0%	3 27.3%	1 10.0%	1 12.5%	2 25.0%	24 14.8%

Comparison Groups: BCDEFGHI
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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2019

Passport Health Plan
Provider Satisfaction Survey (9134712)

7D. Quality of written communications, policy bulletins, and manuals.

	Total Answering	Jefferson	Fayette	Warren	Hardin	Boyd	Pulaski	Pike	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	489	70	30	21	19	16	13	10	310
Total Answering	324 100.0%	46 100.0%	19 100.0%	11 100.0%	13 100.0%	12 100.0%	10 100.0%	10 100.0%	203 100.0%
No Answer	119	17	9	7	2	2	3	-	79
Well below average	11 3.4%	2 4.3%	1 5.3%	2 18.2%	-	-	-	-	6 3.0%
Somewhat below average	14 4.3%	2 4.3%	2 10.5%	1 9.1%	1 7.7%	-	1 10.0%	-	7 3.4%
Average	221 68.2%	22 47.8%	14 73.7% B	7 63.6%	7 53.8%	10 83.3% Be	8 80.0% B	8 80.0% B	145 71.4% B
Somewhat above average	38 11.7%	8 17.4%	2 10.5%	-	2 15.4%	1 8.3%	-	2 20.0%	23 11.3%
Well above average	40 12.3%	12 26.1% fI	-	1 9.1%	3 23.1%	1 8.3%	1 10.0%	-	22 10.8%
Not Applicable	46	7	2	3	4	2	-	-	28
Summary Rate - Well above average/Somewhat above average	78 24.1%	20 43.5% CDFGI	2 10.5%	1 9.1%	5 38.5% cdg	2 16.7%	1 10.0%	2 20.0%	45 22.2%

Comparison Groups: BCDEFGHI
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase 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 SPH Analytics
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2019

Passport Health Plan
Provider Satisfaction Survey (9134712)

8A.   Would you recommend Passport Health Plan to other physicians' practices?

	Total Answering	Jefferson	Fayette	Warren	Hardin	Boyd	Pulaski	Pike	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	489	70	30	21	19	16	13	10	310
Total Answering	362 100.0%	54 100.0%	20 100.0%	14 100.0%	15 100.0%	13 100.0%	12 100.0%	10 100.0%	224 100.0%
No Answer	127	16	10	7	4	3	1	-	86
Yes	294 81.2%	47 87.0% cdE	13 65.0%	9 64.3%	9 60.0%	12 92.3% CdE	11 91.7% CdE	10 100.0% BCDEI	183 81.7% e
No	68 18.8%	7 13.0%	7 35.0% bFG	5 35.7% bfg	6 40.0% BFGi	1 7.7%	1 8.3%	-	41 18.3%
Summary Rate - Yes	294 81.2%	47 87.0% cdE	13 65.0%	9 64.3%	9 60.0%	12 92.3% CdE	11 91.7% CdE	10 100.0% BCDEI	183 81.7% e

County (column group header spanning Jefferson through Other)

Comparison Groups: BCDEFGHI
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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2019

Passport Health Plan
Provider Satisfaction Survey (9134712)

8B. Please rate your overall satisfaction with Passport Health Plan.

	Total Answering	Jefferson	Fayette	Warren	Hardin	Boyd	Pulaski	Pike	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	489	70	30	21	19	16	13	10	310
Total Answering	364 100.0%	55 100.0%	21 100.0%	13 100.0%	17 100.0%	14 100.0%	12 100.0%	10 100.0%	222 100.0%
No Answer	108	15	8	8	2	2	1	-	72
Completely dissatisfied	18 4.9%	3 5.5%	4 19.0% i	-	-	2 14.3%	-	-	9 4.1%
Somewhat dissatisfied	39 10.7%	5 9.1%	3 14.3%	3 23.1%	7 41.2% BcI	-	2 16.7%	-	19 8.6%
Neither dissatisfied nor satisfied	47 12.9%	4 7.3%	4 19.0%	1 7.7%	-	2 14.3%	2 16.7%	-	34 15.3% b
Somewhat satisfied	136 37.4%	23 41.8% C	4 19.0%	7 53.8% C	7 41.2%	4 28.6%	5 41.7%	5 50.0% c	81 36.5% c
Completely satisfied	124 34.1%	20 36.4% de	6 28.6%	2 15.4%	3 17.6%	6 42.9% d	3 25.0%	5 50.0% de	79 35.6% de
Does not apply	17	-	1	-	-	-	-	-	16
Summary Rate - Completely satisfied/ Somewhat satisfied	260 71.4%	43 78.2% C	10 47.6%	9 69.2%	10 58.8%	10 71.4%	8 66.7%	10 100.0% BCDEFGI	160 72.1% C

Comparison Groups: BCDEFGHI
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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Passport Health Plan
Provider Satisfaction Survey (9134712)

8C. Please rate your overall satisfaction with Humana CareSource.

	Total Answering	Jefferson	Fayette	Warren	Hardin	Boyd	Pulaski	Pike	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	489	70	30	21	19	16	13	10	310
Total Answering	340 100.0%	46 100.0%	22 100.0%	12 100.0%	12 100.0%	14 100.0%	10 100.0%	9 100.0%	215 100.0%
No Answer	117	18	8	8	4	2	1	-	76
Completely dissatisfied	31 9.1%	5 10.9%	3 13.6%	-	1 8.3%	2 14.3%	1 10.0%	-	19 8.8%
Somewhat dissatisfied	38 11.2%	7 15.2%	1 4.5%	2 16.7%	1 8.3%	1 7.1%	2 20.0%	1 11.1%	23 10.7%
Neither dissatisfied nor satisfied	63 18.5%	7 15.2%	10 45.5% BFI	3 25.0%	3 25.0%	1 7.1%	-	-	39 18.1%
Somewhat satisfied	126 37.1%	14 30.4%	4 18.2%	6 50.0% c	5 41.7%	4 28.6%	6 60.0% bC	6 66.7% BCfi	81 37.7% C
Completely satisfied	82 24.1%	13 28.3% d	4 18.2%	1 8.3%	2 16.7%	6 42.9% DG	1 10.0%	2 22.2%	53 24.7% d
Does not apply	32	6	-	1	3	-	2	1	19
Summary Rate – Completely satisfied/ Somewhat satisfied	208 61.2%	27 58.7% c	8 36.4%	7 58.3%	7 58.3%	10 71.4% C	7 70.0% c	8 88.9% BCdeI	134 62.3% C

Comparison Groups: BCDEFGHI
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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Passport Health Plan
Provider Satisfaction Survey (9134712)

8D. Please rate your overall satisfaction with Coventry.

	Total Answering	Jefferson	Fayette	Warren	Hardin	Boyd	Pulaski	Pike	Other
				---- County ----					
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	489	70	30	21	19	16	13	10	310
Total Answering	188 100.0%	19 100.0%	14 100.0%	6 100.0%	7 100.0%	7 100.0%	2 100.0%	5 100.0%	128 100.0%
No Answer	121	18	8	7	7	3	1	-	77
Completely dissatisfied	16 8.5%	1 5.3%	1 7.1%	-	1 14.3%	1 14.3%	-	-	12 9.4%
Somewhat dissatisfied	20 10.6%	1 5.3%	5 35.7% BI	-	3 42.9% bi	-	-	-	11 8.6%
Neither dissatisfied nor satisfied	49 26.1%	5 26.3%	5 35.7%	1 16.7%	2 28.6%	1 14.3%	-	1 20.0%	34 26.6%
Somewhat satisfied	67 35.6%	8 42.1% C	1 7.1%	4 66.7% CE	1 14.3%	2 28.6%	2 100.0% BCdEFhI	3 60.0% Ce	46 35.9% C
Completely satisfied	36 19.1%	4 21.1%	2 14.3%	1 16.7%	-	3 42.9%	-	1 20.0%	25 19.5%
Does not apply	180	33	8	8	5	6	10	5	105
Summary Rate - Completely satisfied/ Somewhat satisfied	103 54.8%	12 63.2% CE	3 21.4%	5 83.3% CEi	1 14.3%	5 71.4% CE	2 100.0% BCEfI	4 80.0% CE	71 55.5% CE

Comparison Groups: BCDEFGHI
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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Passport Health Plan
Provider Satisfaction Survey (9134712)

8E. Please rate your overall satisfaction with WellCare.

	Total Answering	Jefferson	Fayette	Warren	Hardin	Boyd	Pulaski	Pike	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	489	70	30	21	19	16	13	10	310
Total Answering	352 100.0%	44 100.0%	20 100.0%	13 100.0%	16 100.0%	14 100.0%	12 100.0%	10 100.0%	223 100.0%
No Answer	111	17	8	7	3	2	1	-	73
Completely dissatisfied	18 5.1%	3 6.8%	2 10.0%	-	2 12.5%	1 7.1%	-	-	10 4.5%
Somewhat dissatisfied	33 9.4%	6 13.6%	2 10.0%	1 7.7%	3 18.8%	-	3 25.0%	-	18 8.1%
Neither dissatisfied nor satisfied	41 11.6%	6 13.6%	5 25.0%	2 15.4%	2 12.5%	1 7.1%	-	-	25 11.2%
Somewhat satisfied	152 43.2%	17 38.6%	6 30.0%	6 46.2%	8 50.0%	7 50.0%	6 50.0%	6 60.0%	96 43.0%
Completely satisfied	108 30.7%	12 27.3% E	5 25.0%	4 30.8% e	1 6.3%	5 35.7% E	3 25.0%	4 40.0% E	74 33.2% E
Does not apply	26	9	2	1	-	-	-	-	14
Summary Rate – Completely satisfied/ Somewhat satisfied	260 73.9%	29 65.9%	11 55.0%	10 76.9%	9 56.3%	12 85.7% bCe	9 75.0%	10 100.0% BCDEGI	170 76.2% c

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Passport Health Plan
Provider Satisfaction Survey (9134712)

8F. Please rate your overall satisfaction with Anthem.

	Total Answering	Jefferson	Fayette	Warren	Hardin	Boyd	Pulaski	Pike	Other
	----------	---------	--------	--------	--------	--------	--------	---------	--------
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	489	70	30	21	19	16	13	10	310
Total Answering	359 100.0%	51 100.0%	22 100.0%	12 100.0%	16 100.0%	14 100.0%	11 100.0%	10 100.0%	223 100.0%
No Answer	114	17	8	8	2	2	2	-	75
Completely dissatisfied	14 3.9%	2 3.9%	1 4.5%	2 16.7%	1 6.3%	1 7.1%	1 9.1%	1 10.0%	5 2.2%
Somewhat dissatisfied	27 7.5%	4 7.8%	-	1 8.3%	2 12.5%	1 7.1%	1 9.1%	-	18 8.1%
Neither dissatisfied nor satisfied	41 11.4%	6 11.8%	4 18.2%	2 16.7%	1 6.3%	1 7.1%	-	-	27 12.1%
Somewhat satisfied	150 41.8%	19 37.3%	10 45.5%	4 33.3%	8 50.0%	5 35.7%	5 45.5%	8 80.0% BCDeFgI	91 40.8%
Completely satisfied	127 35.4%	20 39.2% H	7 31.8%	3 25.0%	4 25.0%	6 42.9% H	4 36.4%	1 10.0%	82 36.8% H
Does not apply	16	2	-	1	1	-	-	-	12
Summary Rate - Completely satisfied/ Somewhat satisfied	277 77.2%	39 76.5%	17 77.3%	7 58.3%	12 75.0%	11 78.6%	9 81.8%	9 90.0% d	173 77.6%

Comparison Groups: BCDEFGHI
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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Passport Health Plan
Provider Satisfaction Survey (9134712)

3G_a. For which service(s) did you obtain an authorization: Medical/Surgical Services?

	Total Answering	Jefferson	Fayette	Warren	Hardin	Boyd	Pulaski	Pike	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	489	70	30	21	19	16	13	10	310
Total Answering	402	56	27	15	16	14	11	10	253
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	87	14	3	6	3	2	2	-	57
Yes	247	35	22	6	8	10	8	5	153
	61.4%	62.5%	81.5%	40.0%	50.0%	71.4%	72.7%	50.0%	60.5%
			bDEhI			d	d		
No	155	21	5	9	8	4	3	5	100
	38.6%	37.5%	18.5%	60.0%	50.0%	28.6%	27.3%	50.0%	39.5%
			c	Cfg	C			c	C
Summary Rate - Yes	247	35	22	6	8	10	8	5	153
	61.4%	62.5%	81.5%	40.0%	50.0%	71.4%	72.7%	50.0%	60.5%
			bDEhI			d	d		

Comparison Groups: BCDEFGHI
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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2019

Passport Health Plan
Provider Satisfaction Survey (9134712)

3G_b. For which service(s) did you obtain an authorization: Radiology?

	Total Answering	Jefferson	Fayette	Warren	Hardin	Boyd	Pulaski	Pike	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	489	70	30	21	19	16	13	10	310
Total Answering	404	59	27	16	16	13	11	10	252
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	85	11	3	5	3	3	2	-	58
Yes	181	27	4	4	7	4	4	6	125
	44.8%	45.8%	14.8%	25.0%	43.8%	30.8%	36.4%	60.0%	49.6%
		Cd			C			Cd	CD
No	223	32	23	12	9	9	7	4	127
	55.2%	54.2%	85.2%	75.0%	56.3%	69.2%	63.6%	40.0%	50.4%
			BEHI	bhI					
Summary Rate - Yes	181	27	4	4	7	4	4	6	125
	44.8%	45.8%	14.8%	25.0%	43.8%	30.8%	36.4%	60.0%	49.6%
		Cd			C			Cd	CD

Comparison Groups: BCDEFGHI
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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Passport Health Plan
Provider Satisfaction Survey (9134712)

3G_c. For which service(s) did you obtain an authorization: MRI?

	Total Answering	Jefferson	Fayette	Warren	Hardin	Boyd	Pulaski	Pike	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	489	70	30	21	19	16	13	10	310
Total Answering	402	60	27	16	16	12	11	10	250
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	87	10	3	5	3	4	2	-	60
Yes	166	26	5	5	7	3	2	6	112
	41.3%	43.3%	18.5%	31.3%	43.8%	25.0%	18.2%	60.0%	44.8%
		Cg			c			CfG	CG
No	236	34	22	11	9	9	9	4	138
	58.7%	56.7%	81.5%	68.8%	56.3%	75.0%	81.8%	40.0%	55.2%
			BeHI			h	bHI		
Summary Rate - Yes	166	26	5	5	7	3	2	6	112
	41.3%	43.3%	18.5%	31.3%	43.8%	25.0%	18.2%	60.0%	44.8%
		Cg			c			CfG	CG

Comparison Groups: BCDEFGHI
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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Passport Health Plan
Provider Satisfaction Survey (9134712)

3G_d. For which service(s) did you obtain an authorization: CT?

	Total Answering	Jefferson	Fayette	Warren	Hardin	Boyd	Pulaski	Pike	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	489	70	30	21	19	16	13	10	310
Total Answering	402	59	27	15	15	12	11	10	253
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	87	11	3	6	4	4	2	-	57
Yes	169	26	6	4	7	3	5	6	112
	42.0%	44.1%	22.2%	26.7%	46.7%	25.0%	45.5%	60.0%	44.3%
		C						Cdf	C
No	233	33	21	11	8	9	6	4	141
	58.0%	55.9%	77.8%	73.3%	53.3%	75.0%	54.5%	40.0%	55.7%
			BHI	h		h			
Summary Rate - Yes	169	26	6	4	7	3	5	6	112
	42.0%	44.1%	22.2%	26.7%	46.7%	25.0%	45.5%	60.0%	44.3%
		C						Cdf	C

Comparison Groups: BCDEFGHI
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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2019

Passport Health Plan
Provider Satisfaction Survey (9134712)

3G_e. For which service(s) did you obtain an authorization: PET?

	Total Answering	Jefferson	Fayette	Warren	Hardin	Boyd	Pulaski	Pike	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	489	70	30	21	19	16	13	10	310
Total Answering	388 100.0%	56 100.0%	27 100.0%	15 100.0%	15 100.0%	12 100.0%	11 100.0%	10 100.0%	242 100.0%
No Answer	101	14	3	6	4	4	2	-	68
Yes	75 19.3%	11 19.6% c	2 7.4%	2 13.3%	2 13.3%	-	3 27.3%	3 30.0%	52 21.5% C
No	313 80.7%	45 80.4%	25 92.6% bI	13 86.7%	13 86.7%	12 100.0% BGHI	8 72.7%	7 70.0%	190 78.5%
Summary Rate - Yes	75 19.3%	11 19.6% c	2 7.4%	2 13.3%	2 13.3%	-	3 27.3%	3 30.0%	52 21.5% C

Comparison Groups: BCDEFGHI
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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Passport Health Plan
Provider Satisfaction Survey (9134712)

3G_f. For which service(s) did you obtain an authorization: Behavioral Health?

	Total Answering	Jefferson	Fayette	Warren	Hardin	Boyd	Pulaski	Pike	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	489	70	30	21	19	16	13	10	310
Total Answering	396 100.0%	58 100.0%	27 100.0%	15 100.0%	17 100.0%	12 100.0%	12 100.0%	9 100.0%	246 100.0%
No Answer	93	12	3	6	2	4	1	1	64
Yes	104 26.3%	17 29.3%	4 14.8%	7 46.7% Ce	3 17.6%	4 33.3%	3 25.0%	2 22.2%	64 26.0%
No	292 73.7%	41 70.7%	23 85.2% D	8 53.3%	14 82.4% d	8 66.7%	9 75.0%	7 77.8%	182 74.0%
Summary Rate - Yes	104 26.3%	17 29.3%	4 14.8%	7 46.7% Ce	3 17.6%	4 33.3%	3 25.0%	2 22.2%	64 26.0%

Comparison Groups: BCDEFGHI
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase 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 SPH Analytics
770-978-3173
2019

Passport Health Plan
Provider Satisfaction Survey (9134712)

3G_g. For which service(s) did you obtain an authorization: Dental?

	Total Answering	Jefferson	Fayette	Warren	Hardin	Boyd	Pulaski	Pike	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	489	70	30	21	19	16	13	10	310
Total Answering	390 100.0%	57 100.0%	27 100.0%	15 100.0%	16 100.0%	12 100.0%	11 100.0%	9 100.0%	243 100.0%
No Answer	99	13	3	6	3	4	2	1	67
Yes	17 4.4%	2 3.5%	-	-	-	-	-	-	15 6.2%
No	373 95.6%	55 96.5%	27 100.0% I	15 100.0% I	16 100.0% I	12 100.0% I	11 100.0% I	9 100.0% I	228 93.8%
Summary Rate - Yes	17 4.4%	2 3.5%	-	-	-	-	-	-	15 6.2%

Comparison Groups: BCDEFGHI
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase 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 SPH Analytics
770-978-3173
2019

Passport Health Plan
Provider Satisfaction Survey (9134712)

3G_h. For which service(s) did you obtain an authorization: Pharmacy?

	Total Answering	Jefferson	Fayette	Warren	Hardin	Boyd	Pulaski	Pike	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	489	70	30	21	19	16	13	10	310
Total Answering	405 100.0%	59 100.0%	26 100.0%	16 100.0%	16 100.0%	12 100.0%	11 100.0%	10 100.0%	255 100.0%
No Answer	84	11	4	5	3	4	2	-	55
Yes	161 39.8%	26 44.1% C	4 15.4%	6 37.5%	6 37.5%	7 58.3% C	3 27.3%	7 70.0% CdeGI	102 40.0% C
No	244 60.2%	33 55.9%	22 84.6% BFHI	10 62.5% h	10 62.5% h	5 41.7%	8 72.7% H	3 30.0%	153 60.0% H
Summary Rate - Yes	161 39.8%	26 44.1% C	4 15.4%	6 37.5%	6 37.5%	7 58.3% C	3 27.3%	7 70.0% CdeGI	102 40.0% C

Comparison Groups: BCDEFGHI
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Passport Health Plan
Provider Satisfaction Survey (9134712)

10. Did you request to join Passport Provider Network within the last 6 months?

```
                        ------------------------------------- County -----------------------
                        ----------------------------------------------------------------------

               Total
             Answering  Jefferson Fayette  Warren  Hardin   Boyd    Pulaski  Pike    Other
             ----------  --------- -------- -------- -------- -------- -------- -------- --------
               (A)         (B)      (C)      (D)      (E)      (F)      (G)      (H)      (I)

Total           489         70       30       21       19       16       13       10      310

Total Answering 318         48       18       13       15       12       12        6      194
              100.0%      100.0%   100.0%   100.0%   100.0%   100.0%   100.0%   100.0%   100.0%

No Answer       118         17        9        7        2        2        1        -       80

Yes              22          2        1        2        -        -        -        -       17
               6.9%        4.2%     5.6%    15.4%                                          8.8%

No              296         46       17       11       15       12       12        6      177
              93.1%       95.8%    94.4%    84.6%   100.0%   100.0%   100.0%   100.0%    91.2%
                                                        I        I        I        I

Not applicable   53          5        3        1        2        2        -        4       36

Summary Rate - Yes 22        2        1        2        -        -        -        -       17
               6.9%        4.2%     5.6%    15.4%                                          8.8%
```

Comparison Groups: BCDEFGHI
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)
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                                               770-978-3173
                                                  2019

Passport Health Plan
Provider Satisfaction Survey (9134712)

11. If yes, please rank your overall satisfaction with the enrollment process.

```
                        ------------------------------------- County -----------------------
                        ---------------------------------------------------------------------
                    Total
                    Answering  Jefferson Fayette  Warren  Hardin   Boyd   Pulaski  Pike    Other
                    ---------- --------- -------- -------- -------- -------- -------- --------- --------
                       (A)       (B)      (C)      (D)      (E)      (F)      (G)      (H)      (I)

Total                   22        2        1        2        -        -        -        -       17

Total Answering         20        1        1        2        -        -        -        -       16
                      100.0%    100.0%   100.0%   100.0%                                      100.0%

No Answer                -        -        -        -        -        -        -        -        -

Completely dissatisfied  3        -        -        1        -        -        -        -        2
                       15.0%                      50.0%                                       12.5%

Somewhat dissatisfied    6        1        1        -        -        -        -        -        4
                       30.0%    100.0%   100.0%                                               25.0%
                                    I        I

Neither dissatisfied nor 2        -        -        -        -        -        -        -        2
satisfied              10.0%                                                                  12.5%

Somewhat satisfied       6        -        -        1        -        -        -        -        5
                       30.0%                      50.0%                                       31.3%

Completely Satisfied     3        -        -        -        -        -        -        -        3
                       15.0%                                                                  18.8%

Does not apply           2        1        -        -        -        -        -        -        1

Summary Rate -           9        -        -        1        -        -        -        -        8
Completely satisfied/  45.0%                      50.0%                                       50.0%
Somewhat satisfied
```

Comparison Groups: BCDEFGHI
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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Passport Health Plan
Provider Satisfaction Survey (9134712)

4D. The timeliness of feedback/reports from behavioral health providers in this health plan's provider network.

	Total Answering	Jefferson	Fayette	Warren	Hardin	Boyd	Pulaski	Pike	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	489	70	30	21	19	16	13	10	310
Total Answering	228 100.0%	36 100.0%	13 100.0%	11 100.0%	9 100.0%	11 100.0%	4 100.0%	6 100.0%	138 100.0%
No Answer	84	13	6	5	1	1	–	–	58
Well below average	7 3.1%	1 2.8%	–	1 9.1%	1 11.1%	1 9.1%	–	–	3 2.2%
Somewhat below average	8 3.5%	4 11.1% i	–	–	–	–	1 25.0%	–	3 2.2%
Average	174 76.3%	23 63.9%	13 100.0% BDEI	6 54.5%	6 66.7%	9 81.8%	3 75.0%	5 83.3%	109 79.0% b
Somewhat above average	23 10.1%	4 11.1%	–	1 9.1%	2 22.2%	1 9.1%	–	1 16.7%	14 10.1%
Well above average	16 7.0%	4 11.1%	–	3 27.3%	–	–	–	–	9 6.5%
Not Applicable	177	21	11	5	9	4	9	4	114
Summary Rate - Well above average/Somewhat above average	39 17.1%	8 22.2%	–	4 36.4%	2 22.2%	1 9.1%	–	1 16.7%	23 16.7%

Comparison Groups: BCDEFGHI
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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Passport Health Plan
Provider Satisfaction Survey (9134712)

4E.   Quality of feedback/reports about patients you referred from behavioral health practitioners in this health plan's network.

	Total Answering	Jefferson	Fayette	Warren	Hardin	Boyd	Pulaski	Pike	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	489	70	30	21	19	16	13	10	310
Total Answering	197 100.0%	35 100.0%	7 100.0%	9 100.0%	8 100.0%	9 100.0%	3 100.0%	5 100.0%	121 100.0%
No Answer	89	14	6	5	3	1	–	–	60
Well below average	6 3.0%	2 5.7%	–	1 11.1%	1 12.5%	1 11.1%	–	–	1 0.8%
Somewhat below average	6 3.0%	2 5.7%	–	–	1 12.5%	–	–	–	3 2.5%
Average	155 78.7%	22 62.9%	7 100.0% BDEI	5 55.6%	4 50.0%	8 88.9% bde	3 100.0% BDEI	5 100.0% BDEI	101 83.5% Bde
Somewhat above average	18 9.1%	4 11.4%	–	3 33.3%	2 25.0%	–	–	–	9 7.4%
Well above average	12 6.1%	5 14.3%	–	–	–	–	–	–	7 5.8%
Not Applicable	203	21	17	7	8	6	10	5	129
Summary Rate - Well above average/Somewhat above average	30 15.2%	9 25.7%	–	3 33.3%	2 25.0%	–	–	–	16 13.2%

Comparison Groups: BCDEFGHI
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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Passport Health Plan
Provider Satisfaction Survey (9134712)

4F. For those patients you have referred, how often do you receive feedback/reports from the behavioral health practitioner within one month of the date they were seen by the behavioral health practitioner.

	Total Answering	Jefferson	Fayette	Warren	Hardin	Boyd	Pulaski	Pike	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	489	70	30	21	19	16	13	10	310
Total Answering	191 100.0%	32 100.0%	7 100.0%	9 100.0%	8 100.0%	8 100.0%	3 100.0%	7 100.0%	117 100.0%
No Answer	91	14	6	5	3	1	-	-	62
Well below average	8 4.2%	1 3.1%	-	1 11.1%	-	1 12.5%	-	-	5 4.3%
Somewhat below average	12 6.3%	6 18.8% I	-	-	1 12.5%	-	-	-	5 4.3%
Average	141 73.8%	18 56.3%	7 100.0% BDEI	5 55.6%	5 62.5%	7 87.5% B	3 100.0% BDEI	6 85.7% b	90 76.9% B
Somewhat above average	18 9.4%	3 9.4%	-	2 22.2%	2 25.0%	-	-	-	11 9.4%
Well above average	12 6.3%	4 12.5%	-	1 11.1%	-	-	-	1 14.3%	6 5.1%
Not Applicable	207	24	17	7	8	7	10	3	131
Summary Rate - Well above average/Somewhat above average	30 15.7%	7 21.9%	-	3 33.3%	2 25.0%	-	-	1 14.3%	17 14.5%

Comparison Groups: BCDEFGHI
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase 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 SPH Analytics
770-978-3173
2019

14. *Glossary of Terms*

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

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

Rating questions use a scale of 'Completely dissatisfied' to 'Completely satisfied' to assess overall experience with Passport Health Plan.

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) ('Well above average' or 'Somewhat above average;' 'Yes;' and 'Completely satisfied' or 'Somewhat satisfied').

SPH Analytics Aggregate Book of Business (2018)
The 2018 SPH Analytics Aggregate Book of Business is a benchmark containing data from 102 plans representing 26,280 respondents in Primary Care, Specialty, and Behavioral Health areas of medicine.

SPH Analytics Medicaid Book of Business (2018)
The 2018 SPH Analytics Medicaid Book of Business is a benchmark containing data from 77 plans representing 18,710 respondents in Primary Care, Specialty, and Behavioral Health areas of medicine.

15. Appendix A: Question Summaries

The proportion of respondents who fall into each response category for all questions is shown beginning on page A.1. Each question addresses the provider's rating of Passport Health Plan. 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 'Not Applicable.' The Category Responses section provides the percentage of respondents who selected each response option.

Summary Rates
The Summary Rates section provides trend (if applicable) and benchmark comparisons of Passport Health Plan's Summary Rates. The Summary Rate is the proportion of respondents choosing the most positive response option(s) for each question. Typically, it is the sum of the proportion of respondents who selected 'Well above average' or 'Somewhat above average.' For all other questions, the Summary Rate is the sum of the bold category responses.

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, 'Well above average' receives a score of 5, while 'Well below average' 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 Passport Health Plan in the example below is 3.06, meaning that the average response option chosen is between 'Average' and 'Somewhat above average.'

Question	Plan	Plan Mean	2018 SPH B.o.B Mean
2A. Consistency of reimbursement fees with your contract rates.	Passport Health Plan	3.06	3.15

Charts A.1 – A.11

Question Summaries

Demographics

489 Total Respondents

Survey Item	Valid n	Category Responses						
A. Please indicate your area of medicine. (Mark all that apply)	442	Primary Care 38.7%	Specialty 53.8%	Behavioral Health Clinician 20.4%				
B. How many providers are in your practice?	426	Solo 36.6%	2 - 5 practitioners 39.9%	More than 5 practitioners 23.5%				
C. How many years have you been in this practice?	485	Less than 5 years 21.9%	5 - 15 years 35.7%	16 years or more 42.5%				
D. What portion of your managed care volume is represented by Passport Health Plan?	442	None 2.0%	10% or less 44.3%	11 - 20% 25.1%	21 - 30% 10.9%	31 - 50% 10.4%	51 - 75% 5.7%	76 - 100% 1.6%
E. Please mark who is completing this survey. (Mark only one)	485	Physician 3.7%	Behavioral Health Clinician 5.6%	Office Manager 57.5%	Nurse 3.3%	Other staff 29.9%		
F. What is your preferred method of receiving communications from this health plan?	470	Mail 28.3%	Telephone 7.4%	Fax 30.6%	Online portal 2.6%	E-mail 27.7%	In person from your Provider Representative 2.8%	Other 0.6%
G. Please indicate the number of insurance companies with which you or your practice participates.	469	3 or fewer 0.6%	4 to 7 6.0%	8 to 11 16.4%	12 to 15 12.4%	More than 15 64.6%		

Note: The sum of responses for Area of Medicine may be greater than 100% as respondents are able to choose multiple response options.

Question Summaries

Comparative Rating

489 Total Respondents

This first question asks you to think about Passport Health Plan in comparison to all of the other health plans that you work with.		Category Responses						Summary Rate Scores*				Mean Scores**	
Survey Item	Valid n	Well above average	Somewhat above average	Average	Somewhat below average	Well below average	Not Applicable	2019	2018	2017	Medicaid BoB***	2019	Medicaid BoB***
1A. How would you rate Passport Health Plan compared to all other health plans you contract with?	451	**11.3%**	**14.9%**	57.2%	8.9%	7.8%	n = 29	**26.2%**	23.5%	29.6%	**32.9%**	**3.13**	3.28

* Summary Rate Scores represent the most favorable response options ("Well above average" & "Somewhat above average").

** Mean scores are the average of all responses.

*** B.o.B. represents the 2018 SPH Analytics Medicaid Book of Business Benchmark, which consists of Primary Care Physicians, Specialists, and Behavioral Health Clinicians.

Note: Significance Testing - Cells highlighted in red denote current year plan percentage is significantly lower when compared to trend or benchmark data; Cells highlighted in green denote current year plan percentage is significantly higher when compared to trend or benchmark data; No color denotes that there was no significant difference between the percentages or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Question Summaries

Finance Issues

489 Total Respondents

These questions ask about Finance Issues. Please rate Passport Health Plan in the following service areas when compared to your experience with other health plans you work with.		Category Responses						Summary Rate Scores*				Mean Scores**	
Survey Item	Valid n	Well above average	Somewhat above average	Average	Somewhat below average	Well below average	Not Applicable	2019	2018	2017	Medicaid BoB***	2019	Medicaid BoB***
2A. Consistency of reimbursement fees with your contract rates.	394	8.9%	11.2%	62.9%	10.9%	6.1%	n = 56	20.1%	17.4%	30.9%	26.8%	3.06	3.15
2B. Accuracy of claims processing.	397	9.6%	12.1%	64.7%	8.1%	5.5%	n = 60	21.7%	19.2%	32.5%	30.4%	3.12	3.25
2C. Timeliness of claims processing.	394	11.2%	10.9%	66.0%	6.9%	5.1%	n = 63	22.1%	24.4%	31.1%	31.1%	3.16	3.28
2D. Resolution of claims payment problems or disputes.	378	9.0%	13.0%	58.2%	11.6%	8.2%	n = 77	22.0%	15.7%	26.9%	26.0%	3.03	3.10

* Summary Rate Scores represent the most favorable response options ("Well above average" & "Somewhat above average").

** Mean scores are the average of all responses.

*** B.o.B. represents the 2018 SPH Analytics Medicaid Book of Business Benchmark, which consists of Primary Care Physicians, Specialists, and Behavioral Health Clinicians.

Note: Significance Testing - Cells highlighted in red denote current year plan percentage is significantly lower when compared to trend or benchmark data; Cells highlighted in green denote current year plan percentage is significantly higher when compared to trend or benchmark data; No color denotes that there was no significant difference between the percentages or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Question Summaries
Utilization and Quality Management

489 Total Respondents

These questions ask about Utilization and Quality Management. Please rate Passport Health Plan in the following service areas when compared to your experience with other health plans you work with.		Category Responses						Summary Rate Scores*				Mean Scores**	
Survey Item	Valid n	Well above average	Somewhat above average	Average	Somewhat below average	Well below average	Not Applicable	2019	2018	2017	Medicaid BoB***	2019	Medicaid BoB***
3A. Access to knowledgeable UM staff.	377	9.0%	13.5%	67.9%	6.6%	2.9%	n = 74	22.5%	18.4%	28.0%	29.0%	3.19	3.26
3B. Procedures for obtaining pre-certification/referral/authorization information.	385	11.2%	13.2%	61.8%	7.3%	6.5%	n = 60	24.4%	27.8%	31.3%	29.6%	3.15	3.22
3C. Timeliness of obtaining pre-certification/referral/authorization information.	378	11.1%	16.1%	57.7%	10.1%	5.0%	n = 65	27.2%	29.5%	33.0%	29.9%	3.18	3.22
3D. The health plan's facilitation/support of appropriate clinical care for patients.	358	10.9%	12.6%	69.6%	3.9%	3.1%	n = 80	23.5%	23.5%	25.9%	30.6%	3.24	3.29
3E. Access to Case/Care Managers from this health plan.	327	9.8%	11.9%	69.7%	5.8%	2.8%	n = 107	21.7%	23.4%	26.0%	28.6%	3.20	3.24
3F. Degree to which the plan covers and encourages preventive care and wellness.	344	10.2%	15.7%	66.9%	4.9%	2.3%	n = 86	25.9%	31.3%	30.5%	35.4%	3.26	3.41

* Summary Rate Scores represent the most favorable response options ("Well above average" & "Somewhat above average").

** Mean scores are the average of all responses.

*** B.o.B. represents the 2018 SPH Analytics Medicaid Book of Business Benchmark, which consists of Primary Care Physicians, Specialists, and Behavioral Health Clinicians.

Note: Significance Testing - Cells highlighted in red denote current year plan percentage is significantly lower when compared to trend or benchmark data; Cells highlighted in green denote current year plan percentage is significantly higher when compared to trend or benchmark data; No color denotes that there was no significant difference between the percentages or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

489 Total Respondents

These questions ask about Passport Health Plan's network providers. Please rate Passport Health Plan in the following service areas when compared to your experience with other health plans you work with.		Category Responses						Summary Rate Scores*				Mean Scores**	
Survey Item	Valid n	Well above average	Somewhat above average	Average	Somewhat below average	Well below average	Not Applicable	2019	2018	2017	Medicaid BoB***	2019	Medicaid BoB***
4A. The number of specialists in this health plan's provider network.	319	**6.3%**	**12.2%**	74.9%	3.4%	3.1%	n = 98	**18.5%**	15.9%	19.5%	**25.8%**	**3.15**	3.11
4B. The quality of specialists in this health plan's provider network.	287	**7.7%**	**10.5%**	77.7%	2.8%	1.4%	n = 124	**18.1%**	22.3%	**24.7%**	**31.5%**	**3.20**	3.31
4C. The timeliness of feedback/reports from specialists in this health plan's provider network.	265	**9.4%**	**12.8%**	67.2%	8.7%	1.9%	n = 142	**22.3%**	21.6%	21.3%	26.5%	**3.19**	3.23
4D. The timeliness of feedback/reports from behavioral health providers in this health plan's provider network.	228	**7.0%**	**10.1%**	76.3%	3.5%	3.1%	n = 177	**17.1%**	NA	NA	23.1%	**3.14**	3.16
4E. Quality of feedback/reports about patients you referred from behavioral health practitioners in this health plan's network.	197	**6.1%**	**9.1%**	78.7%	3.0%	3.0%	n = 203	**15.2%**	NA	NA	NA	**3.12**	NA
4F. For those patients you have referred, how often do you receive feedback/reports from the behavioral health practitioner within one month of the date they were seen by the behavioral health practitioner.	191	**6.3%**	**9.4%**	73.8%	6.3%	4.2%	n = 207	**15.7%**	NA	NA	NA	**3.07**	NA

* Summary Rate Scores represent the most favorable response options ("Well above average" & "Somewhat above average").

** Mean scores are the average of all responses.

*** B.o.B. represents the 2018 SPH Analytics Medicaid Book of Business Benchmark, which consists of Primary Care Physicians, Specialists, and Behavioral Health Clinicians.

Note: Significance Testing - Cells highlighted in red denote current year plan percentage is significantly lower when compared to trend or benchmark data; Cells highlighted in green denote current year plan percentage is significantly higher when compared to trend or benchmark data; No color denotes that there was no significant difference between the percentages or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Question Summaries

Pharmacy

489 Total Respondents

These questions ask about Passport Health Plan's formulary. Please rate Passport Health Plan in the following service areas when compared to your experience with other health plans you work with.		Category Responses						Summary Rate Scores*				Mean Scores**	
Survey Item	Valid n	Well above average	Somewhat above average	Average	Somewhat below average	Well below average	Not Applicable	2019	2018	2017	Medicaid BoB***	2019	Medicaid BoB***
5A. Consistency of the formulary over time.	268	6.0%	12.3%	71.6%	7.5%	2.6%	n = 122	18.3%	17.6%	19.3%	21.8%	3.12	3.16
5B. Extent to which formulary reflects current standards of care.	273	5.9%	11.4%	72.5%	8.4%	1.8%	n = 114	17.2%	16.9%	18.2%	22.6%	3.11	3.18
5C. Variety of branded drugs on the formulary.	228	5.3%	8.8%	74.1%	9.2%	2.6%	n = 160	14.0%	15.5%	17.3%	20.0%	3.05	3.08
5D. Ease of prescribing your preferred medications within formulary guidelines.	225	4.9%	12.0%	68.4%	10.7%	4.0%	n = 159	16.9%	14.5%	18.1%	21.8%	3.03	3.12
5E. Availability of comparable drugs to substitute those not included in the formulary.	227	5.3%	7.0%	72.2%	11.5%	4.0%	n = 158	12.3%	14.2%	15.7%	20.8%	2.98	3.10

* Summary Rate Scores represent the most favorable response options ("Well above average" & "Somewhat above average").

** Mean scores are the average of all responses.

*** B.o.B. represents the 2018 SPH Analytics Medicaid Book of Business Benchmark, which consists of Primary Care Physicians, Specialists, and Behavioral Health Clinicians.

Note: Significance Testing - Cells highlighted in red denote current year plan percentage is significantly lower when compared to trend or benchmark data; Cells highlighted in green denote current year plan percentage is significantly higher when compared to trend or benchmark data; No color denotes that there was no significant difference between the percentages or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Question Summaries

Health Plan Call Center Service Staff

489 Total Respondents

These questions ask about your experiences when calling Passport Health Plan's call center. Please rate Passport Health Plan in the following service areas when compared to your experience with other health plans you work with.		Category Responses						Summary Rate Scores*				Mean Scores**	
Survey Item	Valid n	Well above average	Somewhat above average	Average	Somewhat below average	Well below average	Not Applicable	**2019**	**2018**	**2017**	**Medicaid BoB***	**2019**	**Medicaid BoB***
6A. Ease of reaching health plan call center staff over the phone.	353	**15.9%**	**17.8%**	55.0%	8.5%	2.8%	n = 35	**33.7%**	29.2%	36.1%	32.9%	**3.35**	3.27
6B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	365	**17.0%**	**21.6%**	55.1%	3.6%	2.7%	n = 23	**38.6%**	32.8%	40.5%	38.2%	**3.47**	3.44
6C. Helpfulness of health plan call center staff in answering your questions.	311	**14.5%**	**16.1%**	61.7%	6.8%	1.0%	n = 76	**30.5%**	32.5%	**39.3%**	32.9%	**3.36**	3.32
6D. Overall satisfaction with health plan's call center service.	363	**17.6%**	**18.5%**	55.4%	6.3%	2.2%	n = 26	**36.1%**	30.1%	38.8%	37.3%	**3.43**	3.39

* Summary Rate Scores represent the most favorable response options ("Well above average" & "Somewhat above average").

** Mean scores are the average of all responses.

*** B.o.B. represents the 2018 SPH Analytics Medicaid Book of Business Benchmark, which consists of Primary Care Physicians, Specialists, and Behavioral Health Clinicians.

Note: Significance Testing - Cells highlighted in red denote current year plan percentage is significantly lower when compared to trend or benchmark data; Cells highlighted in green denote current year plan percentage is significantly higher when compared to trend or benchmark data; No color denotes that there was no significant difference between the percentages or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

489 Total Respondents

These questions ask about your experiences with Passport Health Plan's Provider Relations department. Please rate Passport Health Plan in the following service areas when compared to your experience with other health plans you work with.		Category Responses						Summary Rate Scores*				Mean Scores**	
Survey Item	Valid n	Yes	No					2019	2018	2017	Medicaid BoB***	2019	Medicaid BoB***
7A. Have you had contact with the provider relations representative assigned to your practice?	329	51.4%	48.6%					51.4%	44.1%	45.9%	47.2%	NA	NA
Survey Item	Valid n	Well above average	Somewhat above average	Average	Somewhat below average	Well below average	Not Applicable	2019	2018	2017	Medicaid BoB***	2019	Medicaid BoB***
7B. Provider Relations representative's ability to answer questions and resolve problems.	156	19.9%	16.0%	45.5%	9.6%	9.0%	n = 13	35.9%	39.4%	48.8%	43.2%	3.28	3.43
7C. Quality of provider orientation process.	264	9.5%	8.3%	67.4%	8.0%	6.8%	n = 105	17.8%	17.1%	26.5%	30.7%	3.06	3.24
7D. Quality of written communications, policy bulletins, and manuals.	324	12.3%	11.7%	68.2%	4.3%	3.4%	n = 46	24.1%	24.8%	32.7%	30.0%	3.25	3.29

* Summary Rate Scores represent the most favorable response options ("Yes;" "Well above average" & "Somewhat above average").

** Mean scores are the average of all responses.

*** B.o.B. represents the 2018 SPH Analytics Medicaid Book of Business Benchmark, which consists of Primary Care Physicians, Specialists, and Behavioral Health Clinicians.

Note: Significance Testing - Cells highlighted in red denote current year plan percentage is significantly lower when compared to trend or benchmark data; Cells highlighted in green denote current year plan percentage is significantly higher when compared to trend or benchmark data; No color denotes that there was no significant difference between the percentages or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Question Summaries

Overall Satisfaction

489 Total Respondents

These questions ask about your overall satisfaction with Passport Health Plan. Additionally, please rate your satisfaction with the other plans listed and provide feedback on how Passport Health Plan can improve.		**Category Responses**						**Summary Rate Scores***				**Mean Scores****	
Survey Item	Valid n	Yes	No					2019	2018	2017	Medicaid BoB***	2019	Medicaid BoB***
8A. Would you recommend Passport Health Plan to other physicians' practices?	362	**81.2%**	18.8%					**81.2%**	80.1%	82.0%	83.2%	**NA**	NA
Survey Item	Valid n	Completely satisfied	Somewhat satisfied	Neither dissatisfied nor satisfied	Somewhat dissatisfied	Completely dissatisfied	Does not apply	2019	2018	2017	Medicaid BoB***	2019	Medicaid BoB***
8B. Please rate your overall satisfaction with Passport Health Plan.	364	**34.1%**	37.4%	12.9%	10.7%	4.9%	n = 17	**71.4%**	67.5%	70.1%	66.6%	**3.85**	3.76
8C. Please rate your overall satisfaction with Humana CareSource.	340	**24.1%**	37.1%	18.5%	11.2%	9.1%	n = 32	**61.2%**	61.5%	60.8%	NA	**3.56**	NA
8D. Please rate your overall satisfaction with Coventry.	188	**19.1%**	35.6%	26.1%	10.6%	8.5%	n = 180	**54.8%**	55.8%	47.2%	NA	**3.46**	NA
8E. Please rate your overall satisfaction with WellCare.	352	**30.7%**	43.2%	11.6%	9.4%	5.1%	n = 26	**73.9%**	72.1%	**63.2%**	NA	**3.85**	NA
8F. Please rate your overall satisfaction with Anthem.	359	**35.4%**	41.8%	11.4%	7.5%	3.9%	n = 16	**77.2%**	77.3%	74.2%	NA	**3.97**	NA

* Summary Rate Scores represent the most favorable response options ("Yes;" "Completely satisfied" & "Somewhat satisfied").

** Mean scores are the average of all responses.

*** B.o.B. represents the 2018 SPH Analytics Medicaid Book of Business Benchmark, which consists of Primary Care Physicians, Specialists, and Behavioral Health Clinicians.

Note: Significance Testing - Cells highlighted in red denote current year plan percentage is significantly lower when compared to trend or benchmark data; Cells highlighted in green denote current year plan percentage is significantly higher when compared to trend or benchmark data; No color denotes that there was no significant difference between the percentages or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

489 Total Respondents

Survey Item	Valid n	Category Responses		Summary Rate Scores*				Mean Scores**	
		Yes	No	2019	2018	2017	Medicaid BoB***	2019	Medicaid BoB***
3G_a. For which service(s) did you obtain an authorization: Medical/Surgical Services?	402	**61.4%**	38.6%	**61.4%**	59.9%	67.0%	NA	**NA**	NA
3G_b. For which service(s) did you obtain an authorization: Radiology?	404	**44.8%**	55.2%	**44.8%**	42.8%	**53.2%**	NA	**NA**	NA
3G_c. For which service(s) did you obtain an authorization: MRI?	402	**41.3%**	58.7%	**41.3%**	41.4%	**51.9%**	NA	**NA**	NA
3G_d. For which service(s) did you obtain an authorization: CT?	402	**42.0%**	58.0%	**42.0%**	38.8%	**51.5%**	NA	**NA**	NA
3G_e. For which service(s) did you obtain an authorization: PET?	388	**19.3%**	80.7%	**19.3%**	19.6%	20.0%	NA	**NA**	NA
3G_f. For which service(s) did you obtain an authorization: Behavioral Health?	396	**26.3%**	73.7%	**26.3%**	23.3%	27.7%	NA	**NA**	NA
3G_g. For which service(s) did you obtain an authorization: Dental?	390	**4.4%**	95.6%	**4.4%**	3.0%	4.6%	NA	**NA**	NA
3G_h. For which service(s) did you obtain an authorization: Pharmacy?	405	**39.8%**	60.2%	**39.8%**	41.9%	45.3%	NA	**NA**	NA

* Summary Rate Scores represent the most favorable response options ("Yes").

Note: Significance Testing - Cells highlighted in red denote current year plan percentage is significantly lower when compared to trend or benchmark data; Cells highlighted in green denote current year plan percentage is significantly higher when compared to trend or benchmark data; No color denotes that there was no significant difference between the percentages or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Question Summaries

Provider Enrollment - Custom Questions

489 Total Respondents

		Category Responses						Summary Rate Scores*				Mean Scores**	
Survey Item	**Valid n**	Yes	No	Not Applicable				**2019**	**2018**	**2017**	**Medicaid BoB***	**2019**	**Medicaid BoB***
10. Did you request to join Passport Provider Network within the last 6 months?	318	**6.9%**	93.1%	n = 53				**6.9%**	6.3%	8.2%	NA	**NA**	NA
Survey Item	**Valid n**	Completely Satisfied	Somewhat satisfied	Neither dissatisfied nor satisfied	Somewhat dissatisfied	Completely dissatisfied	Does not apply	**2019**	**2018**	**2017**	**Medicaid BoB***	**2019**	**Medicaid BoB***
11. If yes, please rank your overall satisfaction with the enrollment process.	20	**15.0%**	**30.0%**	10.0%	30.0%	15.0%	n = 2	**45.0%**	52.9%	40.7%	NA	**3.00**	NA

* Summary Rate Scores represent the most favorable response options ("Yes;" "Completely satisfied" & "Somewhat satisfied").

Note: Significance Testing - Cells highlighted in red denote current year plan percentage is significantly lower when compared to trend or benchmark data; Cells highlighted in green denote current year plan percentage is significantly higher when compared to trend or benchmark data; No color denotes that there was no significant difference between the percentages or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Performance Improvement Consulting

Assessing Your Organization

- Do you need help interpreting survey results?

- Do you want an objective assessment of your organization's strengths and potential improvement areas?

- Would you like to consult with an experienced professional to help develop a successful plan of action?

Harnessing the Power of Information

SPH Analytics' Performance Improvement Consulting helps healthcare organizations harness the power of information to increase performance, enhance member and patient satisfaction, and improve scores and ratings.

Our experienced consultants have extensive backgrounds in quality improvement, healthcare research, and program evaluation and development. We help you review and interpret survey results and other available data to develop targeted action plans for improvement.

Scores and Stars Improvement

SPH Analytics (SPH) understands the importance of improving scores and star ratings to your organization.

Our Performance Improvement Consultants have worked with and for leading healthcare organizations to implement successful quality improvement initiatives and processes.

We help our clients identify key areas of potential improvement that can have the most impact on performance and ratings.

Performance Improvement Consulting can help your organization:

- Gain insight and information based on overall findings

- Evaluate organizational strengths and weaknesses and their impact on performance

- Identify common themes, best practices, and calls to action

- Develop action plans for improvement

- Improve scores and ratings

Action Plans for Improvement

SPH's Performance Improvement Consultants will help you review your survey data and develop the best plan of action for your organization.

Let SPH's knowledgeable consultants help you develop an action plan for measurable improvement and long-term success in the rapidly changing healthcare environment.