

2015 Provider Satisfaction Report



New Hampshire Healthy Families (Granite State)

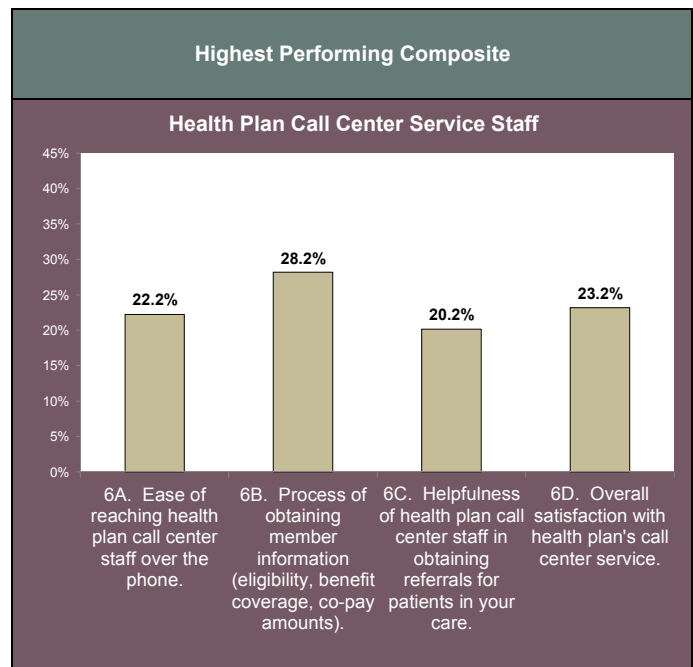
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Provider Satisfaction Report Highlights

New Hampshire Healthy Families

Highest and Lowest Performing Questions	2015		2015 Mean Scores**		2014 SPHA B.o.B.***	
	n*	SRS*	New Hampshire	SPHA B.o.B.	Medicaid	Aggregate
Highest Scoring Questions						
6B. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	149	28.2%	3.23	3.54	44.1%	45.0%
7B. Provider Relations representative's ability to answer questions and resolve problems.	63	27.0%	3.05	3.69	54.2%	53.9%
6D. Overall satisfaction with health plan's call center service.	151	23.2%	3.01	3.44	41.0%	43.2%
Lowest Scoring Questions						
5D. Ease of prescribing your preferred medications within formulary guidelines.	115	7.0%	2.63	3.10	24.3%	25.2%
5B. Extent to which formulary reflects current standards of care.	118	6.8%	2.74	3.15	23.1%	24.9%
5C. Variety of branded drugs on the formulary.	113	6.2%	2.67	3.00	19.7%	22.3%

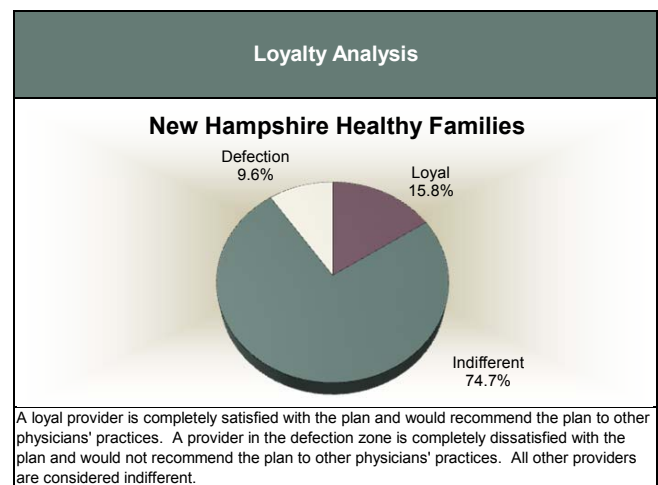


Priority Matrix

Composite	Correlation****	Percentile
Strength		
No composites are considered Strengths.		
Top Priority		
Finance Issues	0.668	<10th
Health Plan Call Center Service Staff	0.630	<10th
Utilization and Quality Management	0.612	<10th

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

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



* 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. SPHA B.o.B. is represented by the Medicaid Book of Business.

*** SPH Analytics's 2014 Medicaid Book of Business benchmark consists of data from 23 plans representing 12193 respondents, while the Aggregate Book of Business benchmark consists of data from 33 plans representing 14423 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 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 comparable data, or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

1. Executive Summary

SPH Analytics (SPHA), a National Committee for Quality Assurance (NCQA) Certified Survey Vendor, was selected by New Hampshire Healthy Families to conduct its 2015 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.

SPHA followed a one-wave mail and Internet¹ with phone follow-up survey methodology to administer the Provider Satisfaction Survey from July to September of 2015. A total of 193 surveys were completed (68 mail, 13 Internet, and 112 phone), yielding a response rate of 5.8% for the mail/Internet data component and 25.4% 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 2015 Summary Rates² for New Hampshire Healthy Families' composites and key attributes. Data and significance testing for trend years and the 2014 SPH Analytics Medicaid Book of Business are also provided for comparison.

Composites/Attributes	2015 Summary Rates	2014 Summary Rates	*	2014 SPHA Medicaid BoB Summary Rates ³	**
Overall Satisfaction with New Hampshire Healthy Families	52.2%	27.4%	↑	69.8%	↓
All Other Plans (Comparative Rating)	18.0%	10.8%		36.4%	↓
Finance Issues	16.4%	14.9%		31.5%	↓
Utilization and Quality Management	15.3%	13.8%		33.9%	↓
Network/Coordination of Care	16.1%	12.8%		29.7%	↓
Pharmacy	7.1%	6.6%		22.2%	↓
Health Plan Call Center Service Staff	23.4%	24.6%		40.8%	↓
Provider Relations	19.7%	18.9%		41.6%	↓
Recommend to Other Physicians' Practices	72.3%	53.3%	↑	83.3%	↓

*↓↑ Indicates a significant difference when compared to previous years.

**↓↑ Indicates a significant difference when compared to the 2014 SPH Analytics Medicaid Book of Business.

¹ The mail wave 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' 2014 Medicaid Book of Business consists of data from 23 plans representing 12,193 respondents in Primary Care, Specialty, and Behavioral Health areas of medicine.