

2016 Provider Satisfaction Report

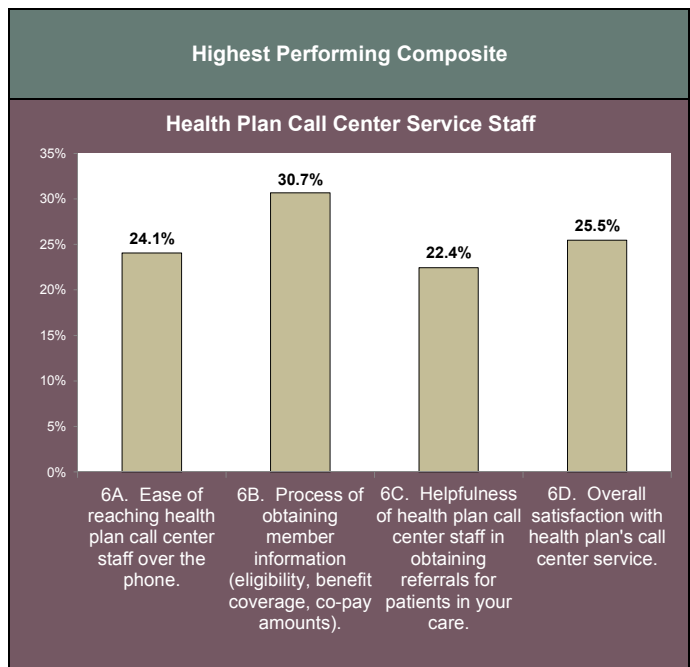


New Hampshire Healthy Families (Granite State)

Project Number(s): 9111939

Provider Satisfaction Report Highlights

Highest and Lowest Performing Questions	2016		2016 Mean Scores**		2015 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).	163	30.7%	3.25	3.55	43.4%	44.2%
4B. The quality of specialists in this health plan's provider network.	150	28.0%	3.27	3.34	32.9%	34.3%
7B. Provider Relations representative's ability to answer questions and resolve problems.	54	25.9%	3.11	3.58	49.9%	51.3%
Lowest Scoring Questions						
5B. Extent to which formulary reflects current standards of care.	143	8.4%	2.69	3.18	23.5%	24.6%
7C. Quality of provider orientation process.	110	8.2%	2.71	3.24	30.1%	29.9%
5A. Consistency of the formulary over time.	141	7.8%	2.70	3.18	23.1%	24.1%

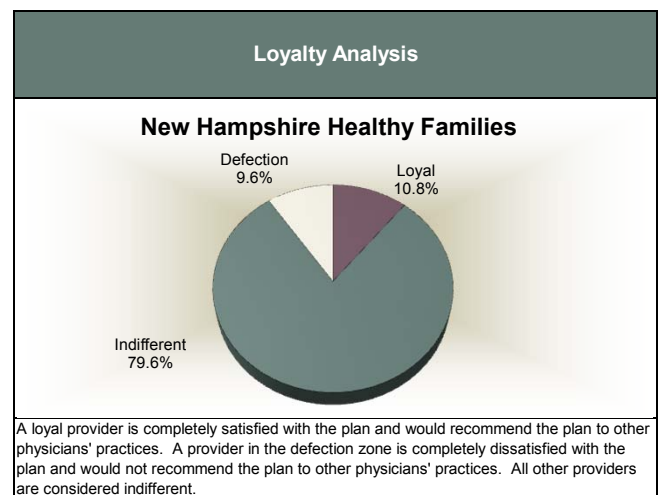


Priority Matrix

Composite	Correlation****	Percentile
Strength		
<i>No composites are considered Strengths.</i>		
Top Priority		
Utilization and Quality Management	0.666	<10th
Finance Issues	0.630	<10th
Pharmacy	0.625	<10th
Health Plan Call Center Service Staff	0.584	<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 2015 Medicaid Book of Business benchmark consists of data from 46 plans representing 13436 respondents, while the Aggregate Book of Business benchmark consists of data from 55 plans representing 17370 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 2016 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 August of 2016. A total of 218 surveys were completed (47 mail, 6 Internet, and 165 phone), yielding a response rate of 3.6% for the mail/Internet data component and 14.3% 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 2016 Summary Rates² for New Hampshire Healthy Families' composites and key attributes. Data and significance testing for trend years and the 2015 SPH Analytics Medicaid Book of Business are also provided for comparison.

Composites/Attributes	2016 Summary Rates	2015 Summary Rates	*	2014 Summary Rates	*	2015 SPHA Medicaid BoB Summary Rates ³	**
Overall Satisfaction with New Hampshire Healthy Families	51.2%	52.2%		27.4%	↑	70.1%	↓
All Other Plans (Comparative Rating)	13.0%	18.0%		10.8%		35.9%	↓
Finance Issues	14.8%	16.4%		14.9%		32.7%	↓
Utilization and Quality Management	16.9%	15.3%		13.8%		32.6%	↓
Network/Coordination of Care	20.9%	16.1%		12.8%		29.0%	↓
Pharmacy	9.8%	7.1%		6.6%		22.4%	↓
Health Plan Call Center Service Staff	25.7%	23.4%		24.6%		40.3%	↓
Provider Relations	17.3%	19.7%		18.9%		37.7%	↓
Recommend to Other Physicians' Practices	71.7%	72.3%		53.3%	↑	84.0%	↓

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

**↓↑ Indicates a significant difference when compared to the 2015 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' 2015 Medicaid Book of Business consists of data from 46 plans representing 13,436 respondents in Primary Care, Specialty, and Behavioral Health areas of medicine.