

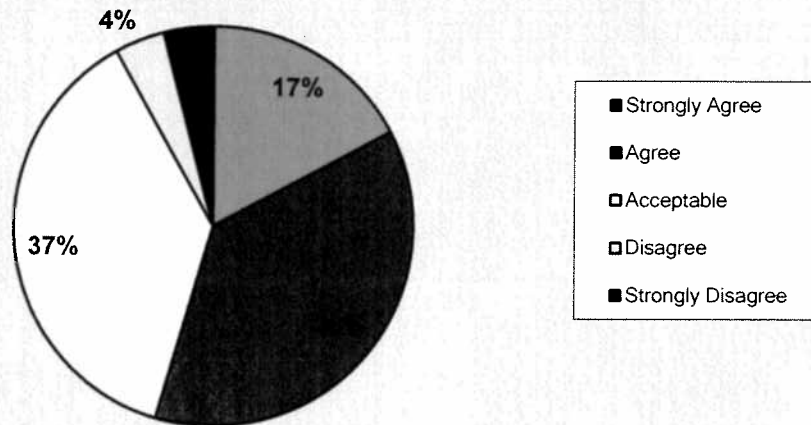
## Health Choice Arizona Provider Satisfaction Survey

1. Health Choice Medical Services Case Management Department(s): Disease Management, Care Coordination, CRS, Maternal Child Health, and Behavioral Health was/were accessible.

Answer Options	Response Count	Percentage
Strongly Agree	17	17%
Agree	37	38%
Acceptable	37	37%
Disagree	4	4%
Strongly Disagree	4	4%
<i>Answered question</i>	99	100%
<i>Skipped question</i>	12	

111

### Health Choice Arizona Provider Satisfaction Survey



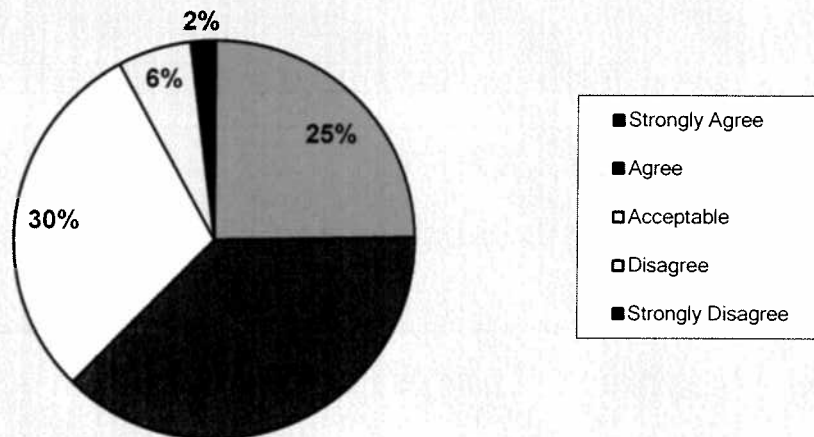
## Health Choice Arizona Provider Satisfaction Survey

2. Medical Service staff was courteous, well informed, professional and helpful.

Answer Options	Response Count	Percentage
Strongly Agree	25	25%
Agree	38	37%
Acceptable	30	30%
Disagree	6	6%
Strongly Disagree	2	2%
<i>Answered question</i>	101	100%
<i>Skipped question</i>	10	

111

### Health Choice Arizona Provider Satisfaction Survey



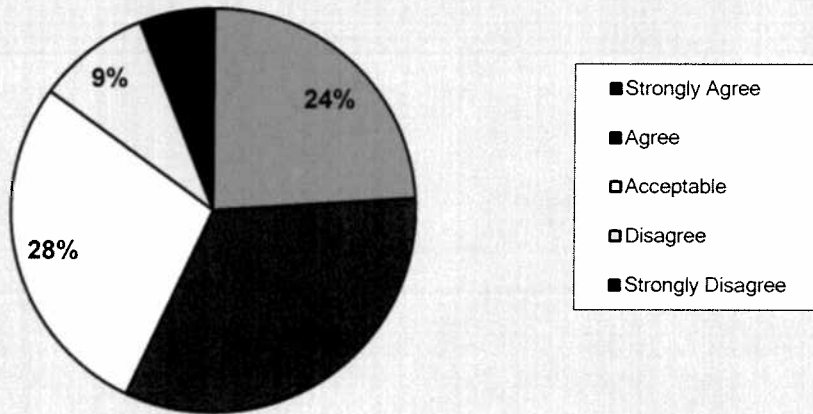
### Health Choice Arizona Provider Satisfaction Survey

**3. Forms and/or documents necessary to coordinate patient care were easily accessible.**

Answer Options	Response Count	Percentage
Strongly Agree	24	24%
Agree	33	33%
Acceptable	28	28%
Disagree	9	9%
Strongly Disagree	6	6%
<i>Answered question</i>	100	100%
<i>Skipped question</i>	11	

111

### Health Choice Arizona Provider Satisfaction Survey



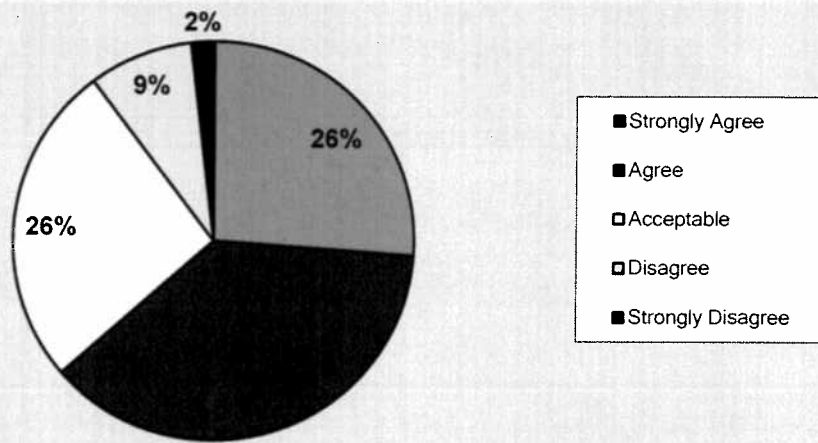
## Health Choice Arizona Provider Satisfaction Survey

### 4. Calls were answered in a timely manner.

Answer Options	Response Count	Percentage
Strongly Agree	28	26%
Agree	40	37%
Acceptable	28	26%
Disagree	9	9%
Strongly Disagree	2	2%
<i>Answered question</i>	107	100%
<i>Skipped question</i>	4	

111

## Health Choice Arizona Provider Satisfaction Survey

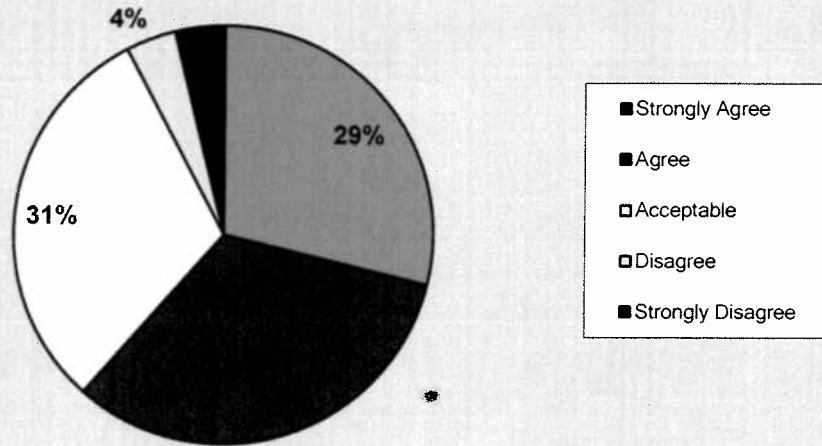


## Health Choice Arizona Provider Satisfaction Survey

5. Member Services staff was courteous, professional, and able to answer questions related to the Health Plan.

Answer Options	Response Count	Percentage
Strongly Agree	30	29%
Agree	34	32%
Acceptable	32	31%
Disagree	4	4%
Strongly Disagree	4	4%
<i>Answered question</i>	<b>104</b>	<b>100%</b>
<i>Skipped question</i>	7	

### Health Choice Arizona Provider Satisfaction Survey



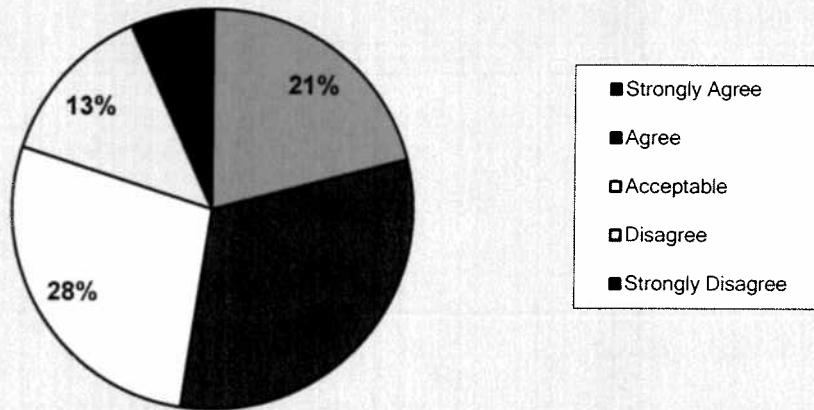
## Health Choice Arizona Provider Satisfaction Survey

6. Claim Services Representatives were able to answer questions and resolve issues without having to make multiple inquiries.

Answer Options	Response Count	Percentage
Strongly Agree	22	21%
Agree	33	31%
Acceptable	29	28%
Disagree	14	13%
Strongly Disagree	7	7%
<i>Answered question</i>	105	100%
<i>Skipped question</i>	6	

111

## Health Choice Arizona Provider Satisfaction Survey



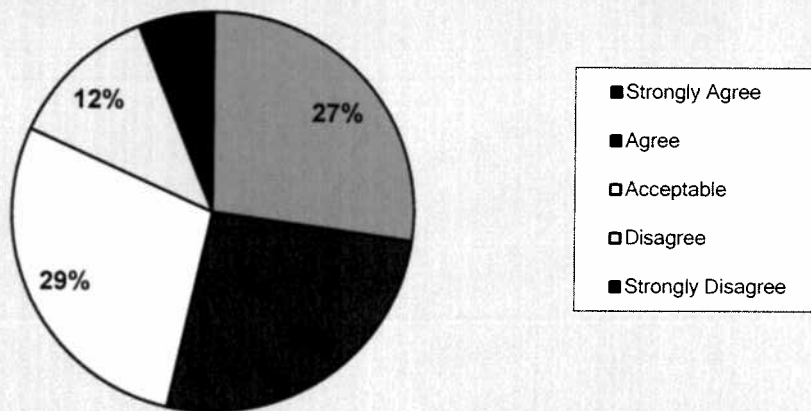
## Health Choice Arizona Provider Satisfaction Survey

### 7. Network Representatives provided education and training including Prior Authorization and Formulary.

Answer Options	Response Count	Percentage
Strongly Agree	27	27%
Agree	26	26%
Acceptable	28	29%
Disagree	12	12%
Strongly Disagree	6	6%
<i>Answered question</i>	<b>99</b>	<b>100%</b>
<i>Skipped question</i>	12	

111

### Health Choice Arizona Provider Satisfaction Survey



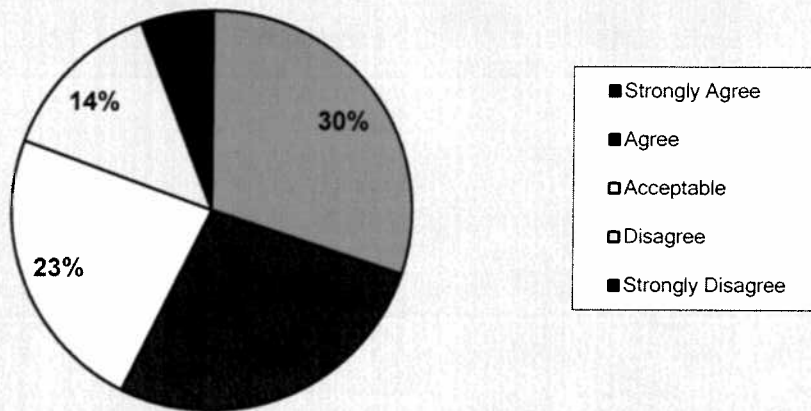
## Health Choice Arizona Provider Satisfaction Survey

8. Network Representatives were accessible and responsive to provider inquiries.

Answer Options	Response Count	Percentage
Strongly Agree	31	30%
Agree	28	27%
Acceptable	24	23%
Disagree	14	14%
Strongly Disagree	6	6%
<i>Answered question</i>	103	100%
<i>Skipped question</i>	8	

111

### Health Choice Arizona Provider Satisfaction Survey



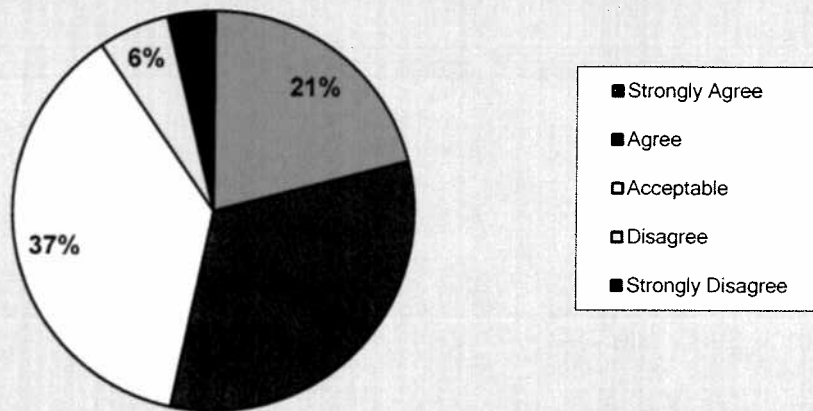
## Health Choice Arizona Provider Satisfaction Survey

9. The Provider Manual and Newsletters were informative and useful.

Answer Options	Response Count	Percentage
Strongly Agree	22	21%
Agree	34	32%
Acceptable	39	37%
Disagree	6	6%
Strongly Disagree	4	4%
<i>Answered question</i>	105	100%
<i>Skipped question</i>	6	

111

### Health Choice Arizona Provider Satisfaction Survey



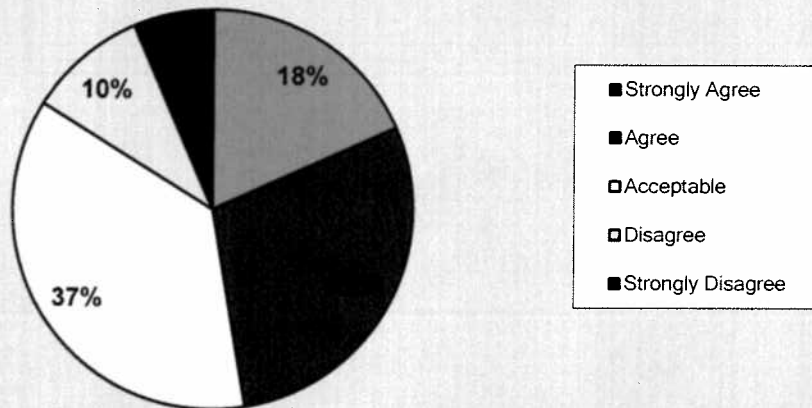
## Health Choice Arizona Provider Satisfaction Survey

10. Requests for Referrals to Specialists and the Prior Authorization process were timely.

Answer Options	Response Count	Percentage
Strongly Agree	17	18%
Agree	27	29%
Acceptable	34	37%
Disagree	9	10%
Strongly Disagree	6	6%
<i>Answered question</i>	93	100%
<i>Skipped question</i>	18	

111

### Health Choice Arizona Provider Satisfaction Survey



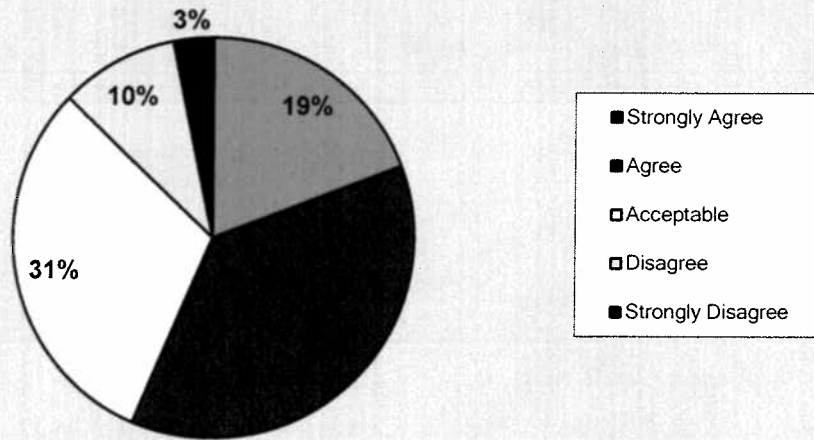
## Health Choice Arizona Provider Satisfaction Survey

11. Prior Authorization staff was knowledgeable and able to answer my questions.

Answer Options	Response Count	Percentage
Strongly Agree	18	19%
Agree	35	37%
Acceptable	29	31%
Disagree	9	10%
Strongly Disagree	3	3%
<i>Answered question</i>	<b>94</b>	<b>100%</b>
<i>Skipped question</i>	17	

111

### Health Choice Arizona Provider Satisfaction Survey



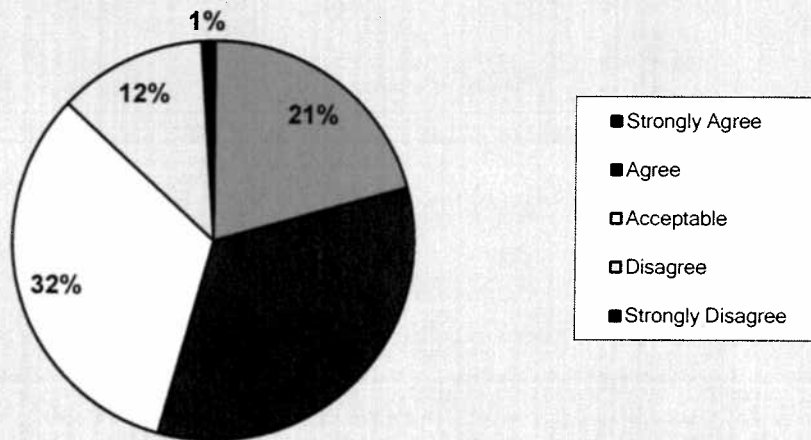
## Health Choice Arizona Provider Satisfaction Survey

12. Prior Authorization calls were answered in a timely manner.

Answer Options	Response Count	Percentage
Strongly Agree	19	21%
Agree	31	34%
Acceptable	30	32%
Disagree	11	12%
Strongly Disagree	1	1%
<i>Answered question</i>	92	100%
<i>Skipped question</i>	19	

111

### Health Choice Arizona Provider Satisfaction Survey



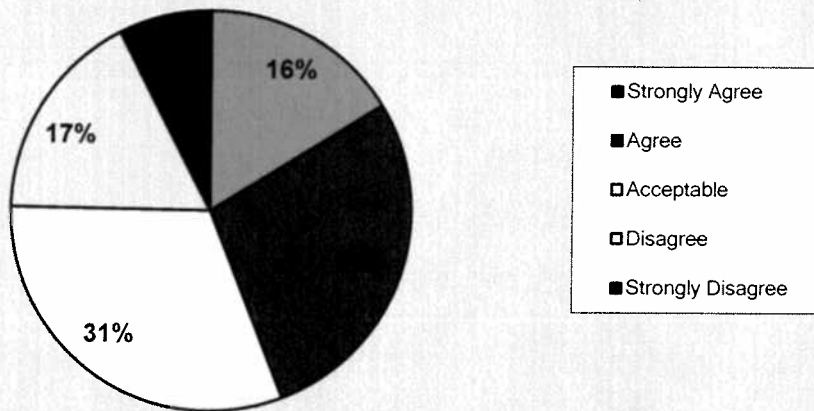
## Health Choice Arizona Provider Satisfaction Survey

13. Follow up on appeals and/or disputes were responded to in a timely manner.

Answer Options	Response Count	Percentage
Strongly Agree	15	16%
Agree	26	28%
Acceptable	29	31%
Disagree	16	17%
Strongly Disagree	7	8%
<i>Answered question</i>	<b>93</b>	<b>100%</b>
<i>Skipped question</i>	18	

111

### Health Choice Arizona Provider Satisfaction Survey



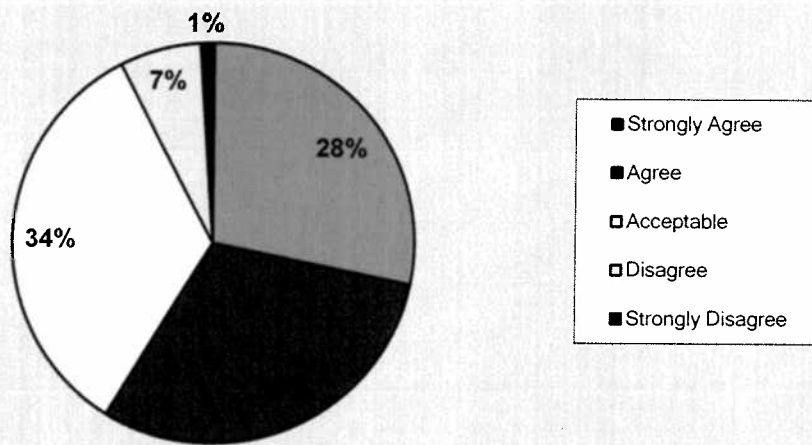
## Health Choice Arizona Provider Satisfaction Survey

### 14. Electronic submission process is satisfactory.

Answer Options	Response Count	Percentage
Strongly Agree	26	28%
Agree	28	30%
Acceptable	31	34%
Disagree	6	7%
Strongly Disagree	1	1%
<i>Answered question</i>	92	100%
<i>Skipped question</i>	19	

111

## Health Choice Arizona Provider Satisfaction Survey



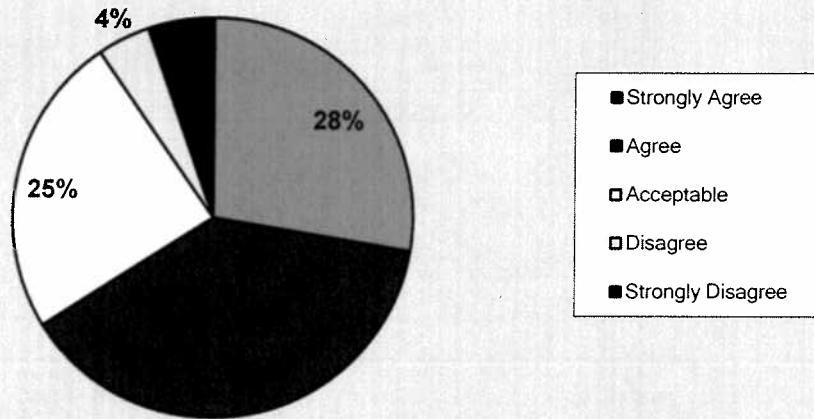
## Health Choice Arizona Provider Satisfaction Survey

### 15. Claims Remittance Advice is clear and understandable.

Answer Options	Response Count	Percentage
Strongly Agree	26	28%
Agree	36	38%
Acceptable	23	25%
Disagree	4	4%
Strongly Disagree	5	5%
<i>Answered question</i>	<b>94</b>	<b>100%</b>
<i>Skipped question</i>	17	

111

### Health Choice Arizona Provider Satisfaction Survey



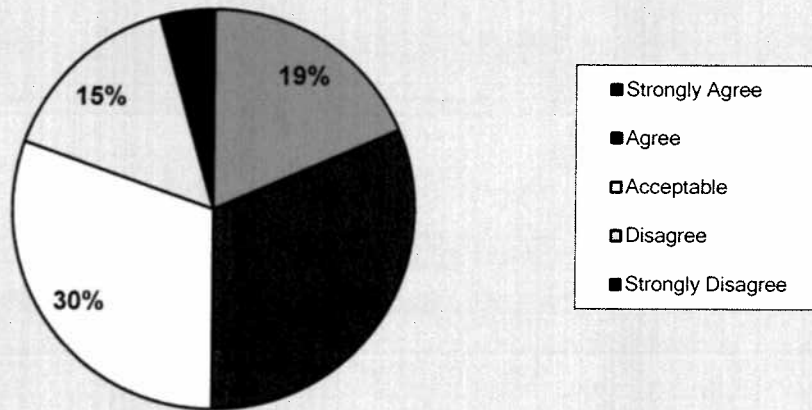
## Health Choice Arizona Provider Satisfaction Survey

### 16. Claims adjudication is accurate.

Answer Options	Response Count	Percentage
Strongly Agree	17	19%
Agree	29	32%
Acceptable	28	30%
Disagree	14	15%
Strongly Disagree	4	4%
<i>Answered question</i>	<b>92</b>	<b>100%</b>
<i>Skipped question</i>	19	

111

## Health Choice Arizona Provider Satisfaction Survey



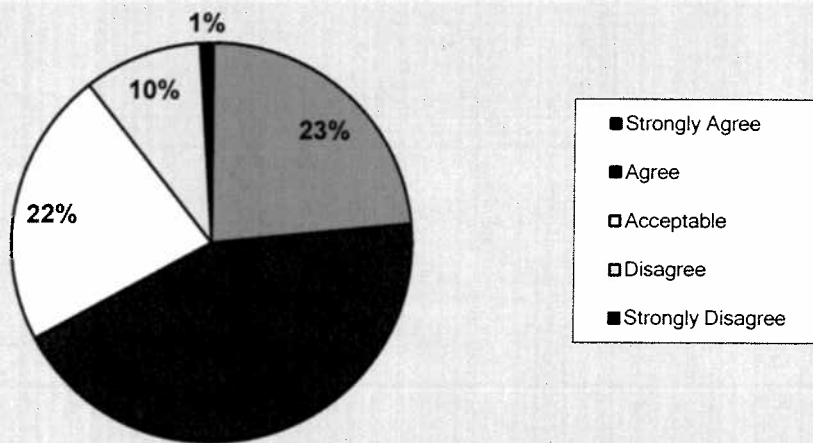
## Health Choice Arizona Provider Satisfaction Survey

### 17. Explanation of Benefits (EOB) notification is timely.

Answer Options	Response Count	Percentage
Strongly Agree	22	23%
Agree	41	44%
Acceptable	21	22%
Disagree	9	10%
Strongly Disagree	1	1%
<i>Answered question</i>	<b>94</b>	<b>100%</b>
<i>Skipped question</i>	17	

111

### Health Choice Arizona Provider Satisfaction Survey



Health Choice Arizona Provider Satisfaction Survey		
18. Overall satisfaction with Health Choice Arizona is good.		
Answer Options	Response Count	Percentage
Strongly Agree	22	23%
Agree	43	44%
Acceptable	22	22%
Disagree	9	9%
Strongly Disagree	2	2%
<i>Answered question</i>	98	100%
<i>Skipped question</i>	13	
	111	

