# Health Choice Arizona Provider Satisfaction Results April 2020 

Health
Choice
An Independent Licensee of the Blue Cross Blue Shield Association

## Overall satisfaction



- Q2. Overall, how satisfied are you with Health Choice Arizona? Please refer to page 6 for statistical references and footnotes.


## Loyalty

Would recommend HCA to patients

| 100\% ${ }^{\text {T2B: }}$ | Total |  |  | Provider type |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | 87.5\% | 78.2\% 78.6\% |  | 87.9\% | $\begin{gathered} A C \\ 100 \% \end{gathered}$ | 86.1\% | 82.0\% | 94.3\% |
| 100\% |  |  |  |  |  |  |  |  |
| 60\% | 35.6\% | 28.2\% | 28.2\% | 32.8\% | 55.6\% | 36.7\% | 28.0\% | 48.6\% |
| 40\% |  |  |  |  |  |  |  |  |
| 20\% | 51.9\% | 50.0\% | 50.4\% | 55.2\% | 44.4\% | 49.4\% | 54.0\% | 45.7\% |
| 0\% | ( $\mathrm{n}=2.1$ | ( $\mathrm{n}=3.1$ | $(\mathrm{n}=3.1$ | $(\mathrm{n}=1.1$ | $(\mathrm{n}=9)^{\wedge}$ | ( $\mathrm{n}=79$ ) | $\left.{ }^{(n=50}\right)^{1}$ | $(\mathrm{n}=35)^{\prime}$ |
|  | 2020 |  |  | PCP | Specialist | Dental | Ancillary <br> (D) | Other |

## See relationship continuing on a long-term basis



Would recommend HCA to a physician


HCA works with physicians to provide quality care


- Q3. Would you recommend Health Choice Arizona to your patients who asked your advice about which AHCCCS plan to join? Q4. Would you recommend Health Choice Arizona to a physician who was interested in contracting with an AHCCCS plan? Q5. I see my relationship with Health Choice Arizona continuing on a longterm basis. Q6. I believe that Health Choice Arizona is committed to working in partnership with physicians to provide quality care. Please refer to page 6 for statistical references and footnotes.

