

# 2011 Provider Satisfaction Survey

## University Family Care

Project Number:  
910443



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## **1. Executive Summary**

The Myers Group (TMG), a National Committee for Quality Assurance (NCQA) Certified Survey Vendor, was selected by University Family Care to conduct its 2011 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.

TMG followed a two-wave mail with Internet option<sup>1</sup> and phone follow-up survey methodology to administer the Provider Satisfaction Survey from October to November 2011. A total of 215 surveys were completed (81 mail surveys, 24 Internet surveys, and 110 phone surveys), yielding a response rate of 11.0% for the mail and Internet data collection component and 24.8% for the phone data collection component. Please refer to the *Project Overview* (Section 2) for further detail on the calculation of response rates.

Of the 215 providers that responded to the survey, 67 are dentists and 148 are either primary care physicians or specialists. The comparable benchmark only consists of PCPs, Specialists, and Behavioral Health Clinicians; therefore, the majority of the comparisons throughout the report only present the results for these three provider types. Dentist responses are only included in the segmentation analysis.

The chart on the following page presents 2011 Summary Rates<sup>2</sup> for University Family Care's composites and overall satisfaction attributes. In the survey, respondents were asked to rate University Family Care along with other Arizona Health Care Cost Containment System (AHCCCS) plans. A comparison between these scores is displayed in the chart on the following page. In addition, results from previous studies<sup>3</sup> and the 2010 TMG Medicaid Book of Business benchmark<sup>4</sup> are also provided for comparison.

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<sup>1</sup> The mail survey included text informing respondents that they could complete the survey through the Internet.

<sup>2</sup> The Summary Rate is the percentage of respondents giving the most favorable response(s). The response options that make up the Summary Rate are shown in the column labeled, "Summary Rate Definition."

<sup>3</sup> Please note, 2009 results of the University Family Care Provider Satisfaction Survey were combined with those of Maricopa Health Plan. Both plans' 2011 and 2010 results are reported separately, and in turn, trend information has been recalculated to reflect only the plan of interest. As such, trending results in this report will not match those in previous reports.

<sup>4</sup> The 2010 TMG Medicaid Book of Business is a benchmark containing data from all eligible Provider Satisfaction Surveys for which TMG collected data in 2010. The benchmark is comprised of Primary Care Physicians, Specialists, and Behavioral Health Clinicians and includes data from 36 plans encompassing 10,008 respondents.



Composites/Attributes	Summary Rate Definition	2011 Summary Rates		UFC Trend Data Summary Rates		2010 TMG Medicaid B.o.B. Summary Rate
		UFC	Other AHCCCS Plans	2010	2009	
Call Center/Member Services Staff	Excellent or Very good	50.8%	46.3%	49.5%	52.5%	51.3%
Provider Relations		38.4%	28.6%	34.1%	38.5%	39.7%
Network		37.0%	31.7%	29.8%	32.2%	35.1%
Utilization & Quality Management		29.0%	22.9%	29.4%	26.6%	NA
Cultural Competency		37.5%	NA	45.8%	NA	NA
Finance Issues		27.6%	20.8%	25.5%	26.8%	NA
Pharmacy and Drug Benefits		26.6%	24.6%	16.5%	17.7%	21.7%
<b>Overall Satisfaction and Loyalty</b>		<b>78.2%</b>	<b>NA</b>	<b>73.8%</b>	<b>80.3%</b>	<b>80.5%</b>
Recommend to other physicians	Definitely or Probably Yes	81.8%	NA	78.6%	84.4%	83.3%
Recommend to other patients		80.6%	NA	72.7%	80.8%	83.0%
<b>Overall satisfaction</b>	Very/Smwrt Satisfied	<b>72.2%</b>	<b>72.4%</b>	<b>69.9%</b>	<b>75.7%</b>	<b>75.1%</b>

### **Presentation of Results**

- Summary Rate is the proportion of respondents who selected the most positive response options (“Excellent or Very good;” “Definitely or Probably yes;” and “Very 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.
- Other AHCCCS Plans comparison allows providers to rate University Family Care versus Other AHCCCS Plans in the market.
- 2010 TMG Medicaid Book of Business is a benchmark containing data from all eligible provider satisfaction surveys for which TMG collected data in 2010. The benchmark is comprised of Primary Care Physicians, Specialists, and Behavioral Health Clinicians and includes data from 36 plans encompassing 10,008 respondents.



## ***2011 Provider Satisfaction Composites***

### Call Center/Member Services Staff

This composite measures the process of obtaining member information (eligibility, benefit coverage, co-pay amounts).

### Provider Relations

The responsiveness and courtesy of the Provider Relations representative and the timeliness of the representative to answer questions and/or resolve problems are addressed in this composite. Respondents also evaluate the quality of the provider orientation process, practitioner educational meetings/in-services, and written communications, policy bulletins, and manuals.

### Network

This composite asks respondents to rate the quality of the health plan's primary care providers and specialists. In addition, respondents rate if the specialist and behavioral health networks have an adequate number of high-quality specialists/practitioners to whom they can refer their patients. Finally, respondents also rate whether the health plan takes physician input and recommendations seriously.

### Utilization & Quality Management

In this composite, respondents evaluate the process of obtaining pre-certification/referral/authorization information; the timeliness of the pre-certification process; phone access to Utilization Management staff; the extent to which Utilization Management staff share review criteria and reasons for adverse determinations; the consistency of review decisions; the timeliness of the Utilization Management appeals process; and the timeliness of resolutions requiring Medical Director intervention. The degree of improvement the plan has made to reduce or eliminate the "hassle factor" of getting patients the services they need, the plan's administration of the PCPs referrals to specialists, the plan's facilitation/support of appropriate clinical care for patients, and the phone access to Case/Care Managers are also referenced. Finally, providers evaluate the alternative care and community resource options available, as well as the plan's commitment to chronic disease management programs.

### Cultural Competency

Respondents rate University Family Care's Cultural Competency program in this composite. In addition, respondents evaluate their understanding of members' different cultures and how they deliver care to members, as well as their consideration of the unique presentation of symptoms among the major cultural groups when providing care to patients.

### Finance Issues

This composite addresses the extent to which the plan controls cost while maintaining a high quality of care, reimbursement rates for provided services, the accuracy and timeliness of claims processing, and the resolution of claims payment problems or disputes.



### Pharmacy and Drug Benefits

The ease of using the formulary and the variety of drugs available in the formulary are measured in this composite.

### Overall Satisfaction and Loyalty

Respondents are asked to rate their overall satisfaction with University Family Care and other plans in which they participate. They are also asked whether they are likely to recommend University Family Care to other physicians and patients. Three open ended questions allow respondents to comment on what they like best about University Family Care, what could be done to improve the plan, and what immediate actions the respondent would like the plan to take to improve the service provided to network physicians. Finally, respondents are asked whether they have visited the plan's website.

### ***Noteworthy Findings***

This section identifies significant differences in Summary Rates in comparison to Other AHCCCS Plans and the 2010 TMG Medicaid Book of Business with respect to composites. Individual attribute analysis can be found in the *Summary Rate Comparison* in Section 3 and the *Benchmark Comparison* in Section 4.

### Composite Analysis

Each composite category represents an overall aspect of plan quality and is comprised of questions impacting that specific area of focus. The University Family Care Provider Satisfaction Survey includes the following composite categories:

- ✓ Call Center/Member Services Staff
- ✓ Provider Relations
- ✓ Network
- ✓ Utilization & Quality Management
- ✓ Cultural Competency
- ✓ Finance Issues
- ✓ Pharmacy and Drug Benefits
- ✓ Overall Satisfaction and Loyalty

The table on the following page shows whether there are any significant differences between University Family Care's current results versus Other AHCCCS Plans, trend data, and the 2010 TMG Medicaid Book of Business. The percentile (25<sup>th</sup>, 50<sup>th</sup>, 75<sup>th</sup>, 90<sup>th</sup>) that the composite *exceeds* when compared to the 2010 TMG Medicaid Book of Business is also provided.<sup>5</sup> The final column shows how many attributes within the composite are considered highly correlated with overall satisfaction.<sup>6</sup> An explanation of your results by each composite is also provided.

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<sup>5</sup> For example, if the percentile threshold shown is "25<sup>th</sup>," then the composite Summary Rate falls between the 25<sup>th</sup> and 50<sup>th</sup> percentile when compared to the 2010 TMG Book of Business.

<sup>6</sup> Correlation analysis is explained in more detail in the succeeding sections of the *Executive Summary* and in Section 8.



Composites	Significance Testing <sup>7</sup>				Percentile Threshold	Highly Correlated with Overall Satisfaction
	Other AHCCCS Plans	2010	2009	TMG Medicaid BOB <sup>8</sup>	Medicaid BOB	
Call Center/Member Services Staff	Not sig.	Not sig.	Not sig.	Not sig.	25th	0
Provider Relations	Not sig.	Not sig.	Not sig.	Not sig.	50th	0
Network	Not sig.	Not sig.	Not sig.	Not sig.	50th	2
Utilization & Quality Management	Not sig.	Not sig.	Not sig.	NA	NA	4
Cultural Competency	NA	Not sig.	NA	NA	NA	0
Finance Issues	Not sig.	Not sig.	Not sig.	NA	NA	0
Pharmacy and Drug Benefits	Not sig.	Not sig.	Not sig.	Not sig.	+75th	1
Overall Satisfaction and Loyalty	NA	Not sig.	Not sig.	Not sig.	25th	NA

- ✓ When compared to Other AHCCCS Plans, none of the 2011 University Family Care composite Summary Rate Scores are significantly different. However, one individual attribute score, Q3. *Timeliness to answer questions and/or resolve problems*, is significantly higher when compared to Other AHCCCS Plans.
- ✓ In comparison to 2010 trend data, there have been no significant differences in 2011 composite Summary Rate Scores. However, two individual attributes (Question 7 and Question 34) have increased significantly since 2010.
- ✓ In comparison to 2009 trend data, while there have been no significant differences in 2011 composite Summary Rate Scores, two individual attributes have decreased significantly (Question 2 and Question 38), and two individual attributes have increased significantly (Question 8 and Question 34).
- ✓ None of the five composites that are comparable to the 2010 TMG Medicaid Book of Business are significantly different when compared to the benchmark. Of these, the *Call Center/Member Services Staff* and *Overall Satisfaction and Loyalty* composites are at or above the 25<sup>th</sup> percentile; the *Provider Relations* and *Network* composites are at or above the 50<sup>th</sup> percentile; and the *Pharmacy and Drug Benefits* composite is above the 75<sup>th</sup> percentile when compared to the TMG Book of Business.
- ✓ Of the seven attributes highly correlated with overall satisfaction, four are within the *Utilization & Quality Management* composite, signifying that this service area may be important to your plan's providers. Additionally, two attributes are within the *Network* composite and one attribute is within the *Pharmacy and Drug Benefits* composite.

<sup>7</sup> Significance testing determines if an observed difference is too large to have occurred by chance alone. An "NA" signifies that at least one attribute within the composite is not comparable to current results.

<sup>8</sup> The 2010 TMG Medicaid Book of Business is a benchmark containing data from all eligible Provider Satisfaction Surveys for which TMG collected data in 2010. The benchmark is comprised of Primary Care Physicians, Specialists, and Behavioral Health Clinicians and includes data from 36 plans encompassing 10,008 respondents.





**Loyalty Analysis**

Provider loyalty develops when the health plan consistently meets or exceeds the expectations of its providers. A loyal provider is very satisfied with the plan and is willing to recommend the plan to other physicians and patients. A provider in the defection zone is very dissatisfied with the plan and is not willing to recommend the plan to other physicians and patients. All other providers who do not fall into either the loyal or defection categories are considered indifferent. The table below shows the proportion of University Family Care’s providers included in the *Loyal*, *Indifferent*, and *Defection* categories.

Zone	2011	2010	2009	2010 TMG B.o.B	Significance Testing		
					2011 vs. 2010	2011 vs. 2009	2011 vs. B.o.B.
Loyal	29.5%	24.5%	20.2%	29.2%	Not sig.	Not sig.	Not sig.
Indifferent	67.6%	68.4%	76.2%	67.4%	Not sig.	Not sig.	Not sig.
Defection	2.9%	7.1%	3.6%	3.4%	Unable to Test	Unable to Test	Unable to Test

**Correlation Analysis**

The provider’s overall satisfaction with the plan (Q37) 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 University Family Care 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 rating of the plan (Q37). 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 correlation (a perfect positive relationship), while a coefficient of 0 represents the weakest correlation (no relationship). As the correlation coefficient increases, so also does the strength of the relationship.

Based on how your attributes compare to the 2010 TMG Medicaid Book of Business, TMG provides an opportunity analysis, which identifies your plan’s attributes as *strengths*, *opportunities*, or *areas to monitor* for use in developing your action plan.





**Strengths (Market & Maintain)**

Among the sample of providers surveyed, the following attributes are highly correlated with overall satisfaction and also rate at or above the 75<sup>th</sup> percentile when compared to the 2010 TMG Medicaid Book of Business.

Attribute	Correlation Coefficient
Q33. Ease of using formulary.	0.692
Q11. Health plan takes physician input and recommendations seriously.	0.678

**Opportunities (Investigate & Improve)**

Among the sample of providers surveyed, the following attribute is both highly correlated with overall satisfaction and also rate below the 25<sup>th</sup> percentile when compared to the 2010 TMG Medicaid Book of Business.

Attribute	Correlation Coefficient
Q24. The health plan's commitment to chronic disease management programs.	0.681

**Areas to Monitor**

The following plan service areas are also highly correlated with overall satisfaction among respondents. When compared to the 2010 TMG Medicaid Book of Business, your Summary Rates for the following attributes are between the 25<sup>th</sup> and 75<sup>th</sup> percentiles. While these attributes are neither strengths nor opportunities, they are nonetheless areas of great importance to providers. Therefore, they should be monitored, as they may become strengths or opportunities in the future depending on the plan's success in these areas. Attributes that do not have a comparable benchmark in the 2010 TMG Book of Business are also included in this section. Attributes are listed in descending order of correlation coefficient.

Attribute	Correlation Coefficient
Q21. The health plan's facilitation/support of appropriate clinical care for patients.	0.674
Q12. Process of obtaining pre-certification/referral/authorization information.	0.673
Q19. Degree of improvement plan has made to reduce/eliminate the "hassle factor" of getting patients the services they need.	0.667
Q10. Behavioral health network has an adequate number of high-quality practitioners to whom I can refer my patients.	0.653



## ***Demographics***

The University Family Care Provider Satisfaction Survey includes the following demographic categories:

- ✓ Area of Medicine (QA)
- ✓ Physicians in Practice (QB)
- ✓ Years in Practice (QC)
- ✓ Percent of Managed Care Volume Represented by UFC (QD)
- ✓ Managed Care Plan Participation (QE)
- ✓ 24-Hour Availability (QF)
- ✓ Survey Respondent (QG)

Through years of experience and analysis of the 2010 TMG Medicaid Book of Business, TMG has observed that the demographics of a response group may affect satisfaction results. The summary below details the demographic categories that vary significantly when compared to trend data and the 2010 TMG Medicaid Book of Business.

- ✓ Trending
  - Managed Care Plan Participation (QE) and 24-Hour Availability (QF) are significantly different when compared to the 2010 demographic categories.
  - Area of Medicine (QA), Physicians in Practice (QB), Managed Care Plan Participation (QE), 24-Hour Availability (QF), and Survey Respondent (QG) are significantly different when compared to the 2009 demographic categories.
- ✓ Benchmark
  - Area of Medicine (QA), Years in Practice (QC), and Survey Respondent (QG) are significantly different when compared to the 2010 TMG Book of Business<sup>9</sup> demographic categories.

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<sup>9</sup> Note – Not all demographic categories are comparable to the 2010 TMG Medicaid Book of Business due to the customization of individual health plan survey tools.



## **2. Project Overview**

Your Account Executive for this project is Suzanne Nylander (770-978-3173 ext. 1320), and your Project Manager is Shaun Goodwin (770-978-3173 ext. 1371). Should you have any questions or comments regarding any aspect of the survey or reporting process, please feel free to call either your Account Executive or your Project Manager. Additionally, Joy Jones, Manager, Project Management, is available to address questions at 770-978-3173, ext. 1319.

### **Background**

TMG was selected by University Family Care to conduct its 2011 Provider Satisfaction Survey. NCQA Standard UM 11 (satisfaction with the Utilization Management Process) currently directs that at least annually, managed care organizations gather information regarding provider satisfaction with the UM process. The 2011 TMG Provider Satisfaction Survey supports this requirement.

The Provider Satisfaction Survey targets providers to measure their satisfaction with University Family Care. For comparison purposes, results are presented by Summary Rates. The Summary Rate is the sum of the proportion of respondents who selected the two most positive response options (“Excellent or Very good;” “Definitely or Probably yes;” and “Very or Somewhat satisfied”) for the attribute. The composite scores are calculated by taking the average Summary Rates of the attributes in the specified section. The following composites are included in the University Family Care survey:

- ✓ Call Center/Member Services Staff
- ✓ Provider Relations
- ✓ Network
- ✓ Utilization & Quality Management
- ✓ Cultural Competency
- ✓ Finance Issues
- ✓ Pharmacy and Drug Benefits
- ✓ Overall Satisfaction and Loyalty

Throughout the report, comparisons are made between the rating of University Family Care versus Other AHCCCS Plans, trend data, and the 2010 TMG Medicaid Book of Business. A description of the comparisons is provided below.

### Other AHCCCS Plans

Most questions on the survey tool include two parts; the first asks respondents to rate University Family Care, while the second asks participants to rate Other AHCCCS Plans in the market. A comparison between the ratings for University Family Care and ratings for Other AHCCCS Plans is shown in the *Summary Rate Comparison* (Section 3) and in the *Question Summaries* (Section 5).



### Trend Data<sup>10</sup>

Where available, current results for University Family Care are shown side-by-side with results from previous studies. Trend data are shown for demographics, Summary Rates, and the Loyalty analysis.

### 2010 TMG Medicaid Book of Business

The 2010 TMG Medicaid Book of Business is a benchmark containing data from all eligible Provider Satisfaction Surveys for which TMG collected data in 2010. The Medicaid benchmark includes data from 36 plans encompassing 10,008 respondents and is comprised of Primary Care Physicians, Specialists, and Behavioral Health Clinicians. This benchmark is calculated on the plan level, meaning the Summary Rate from the 36 plans is averaged to calculate the benchmark. Where available, comparisons of University Family Care Summary Rates are shown alongside the 2010 TMG Medicaid Book of Business Summary Rates and Summary Rate percentiles. Comparisons are also shown between University Family Care Mean Scores and the 2010 TMG Medicaid Book of Business Mean Scores and Mean Score percentiles.

### ***Sampling Methodology***

University Family Care provided TMG with a database consisting of 1,875 providers, of which 1,482 were eligible for inclusion in the sample based upon line of business criteria provided by University Family Care. TMG then cleaned the database by removing duplicate providers from the database according to the provider's full name and National Provider ID. As a result, a sample of 1,000 unique providers was pulled according to the stratification instructions given by University Family Care. The sample was stratified according to Provider Type to include 60% PCPs, 20% specialists, and 20% dentists as outlined in the table below.

PROVIDER TYPE	RAW SAMPLE	FINAL SAMPLE
Primary Care Practitioner	806	600
Specialist	406	200
Dentist	270	200
<b>TOTAL</b>	<b>1,482</b>	<b>1,000</b>

<sup>10</sup> Please note, 2009 results of the University Family Care Provider Satisfaction Survey were combined with those of Maricopa Health Plan. Both plans' 2011 and 2010 results are reported separately, and in turn, trend information has been recalculated to reflect only the plan of interest. As such, trending results in this report will not match those in previous reports.



**Response Rate**

TMG utilized a two-wave mail with Internet option and phone follow-up survey methodology to administer the survey to the network population of University Family Care providers. A total of 215 mail, Internet, and phone surveys were completed consisting of responses from primary care providers, specialists, and dentists.

The mail survey was distributed to a sample of 1,000 providers with the option of completing the survey on the Internet.<sup>11</sup> A total of 47 surveys were considered ineligible, yielding a response rate of 11.0%. Mail/Internet 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 below shows the number of ineligible mail/Internet surveys for the disposition categories listed.

At the pre-determined date, follow-up phone calls were made to office managers of non-respondent practices by means of the Computer-Assisted Telephone Interview (CATI) system. As a result, 516 office managers were included in the database for the phone follow-up data collection component. From this sample of office managers, 110 surveys were completed, yielding a response rate of 24.8% after adjusting for ineligible surveys. Phone surveys are considered ineligible if they meet one of the disposition categories listed in the table below.

Survey Methodology	Ineligible Disposition	Total
Mail/Internet Component	Bad Address with no forwarding information	47
	Deceased, Not Eligible	0
<b>TOTAL MAIL/INTERNET INELIGIBLE SURVEYS</b>		<b>47</b>

Survey Methodology	Ineligible Disposition	Total
Phone Component	Deceased	0
	No Eligible Respondent	30
	Wrong Number	19
	Fax/Pager/Modem/Data Line	1
	Not in Service	0
	Disconnected	20
	Cell Phone	0
	Number Changed	3
<b>TOTAL PHONE INELIGIBLE SURVEYS</b>		<b>73</b>

<sup>11</sup> The mail survey included text informing respondents that they could complete the survey through the Internet.



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 University Family Care's Provider Satisfaction Survey, the numerator and denominator used to compute your response rate are presented below:

#### **Mail and Internet Component**

$$\frac{81 \text{ (mail) and } 24 \text{ (Internet)}}{1,000 \text{ (sample)} - 47 \text{ (ineligible)}} = 11.0\%$$

#### **Phone Component**

$$\frac{110 \text{ (phone)}}{516 \text{ (sample)} - 73 \text{ (ineligible)}} = 24.8\%$$

#### ***Sampling Error***

All sample surveys are subject to sampling error; that is the extent to which the results differ from what would be obtained if every eligible provider were surveyed. The size of the sampling error largely depends on the percentage distributions of each question and the number of providers surveyed. For information on how to estimate sampling error based upon your sample size, please see the *Technical Notes*.

#### ***Reliability***

TMG has developed the 2011 Provider Satisfaction Survey utilizing input from several health plans and health industry professionals. The survey has been used for over 250 projects and has been consistently updated with provider feedback over the past ten years. There is currently no publicly reported benchmark available for comparison to the TMG Provider Satisfaction Survey.

The composites consist of questions of similar content, which are grouped together on the survey. Using Cronbach's alpha as a measure of reliability, the values for each composite were tested on the 2010 TMG Medicaid Book of Business data, which includes 36 plans encompassing 10,008 respondents. The values for each composite are shown on the following page.



Composite <sup>12</sup>	Cronbach's alpha
Call Center/Member Services	0.855
Provider Relations	0.937
Continuity/Coordination of Care	0.915
Network	0.862
Utilization & Quality Management	0.977
Finance Issues	0.890
Pharmacy and Drug Benefits	0.911
<b>Overall Satisfaction</b>	<b>0.913</b>

Cronbach's alpha is the most commonly used estimate of reliability of questions in a survey. The alpha coefficient ranges in value from 0 to 1 and measures the extent to which responses acquired at the same time correlate highly with each other. The higher the score, the more reliable the generated scale. The customary benchmark value is that the alpha should be .700 or higher.

*This analysis was conducted on the 2010 TMG Medicaid Book of Business and indicates that the standard 2010 TMG Provider Survey is reliable. The Cronbach's Alpha value will vary, however, depending on the customization of University Family Care's survey tool.*

<sup>12</sup> The composites shown in the table may not match the composites presented in this report due to differences between University Family Care's survey tool and that of the 2010 TMG Medicaid Book of Business.





### **Provider Profile**

The characteristics of respondents surveyed should be representative of your provider population. The charts beginning on page 2A illustrate the following demographics for your plan:

- Area of Medicine (QA)
- Physicians in Practice (QB)
- Years in Practice (QC)
- Percent of Managed Care Volume Represented by UFC (QD)
- Managed Care Plan Participation (QE)
- 24-Hour Availability (QF)
- Survey Respondent (QG)

Page 2C displays the demographic proportions for University Family Care compared to previous results, while page 2D provides a comparison to the benchmark data. To help you identify how your plan's population differs from the benchmark and trend data, significant differences are highlighted. Significant differences are determined by a z-test. (See *Technical Notes* for more information on this topic.)

Through years of experience and analysis of our current Book of Business, TMG has observed that the demographics of a response group may have an effect on the overall satisfaction results. The statements below represent generalized results the 2010 TMG Medicaid Book of Business. Attention should be given to general observations, as a higher proportion of these types of respondents could affect University Family Care's satisfaction scores.

- ✓ Providers in *smaller* practices give higher ratings of overall satisfaction.
- ✓ Providers with a *higher percentage* of volume represented by the plan give higher ratings of overall satisfaction.
- ✓ Office managers, Nurses, and Other staff members give higher ratings of overall satisfaction.

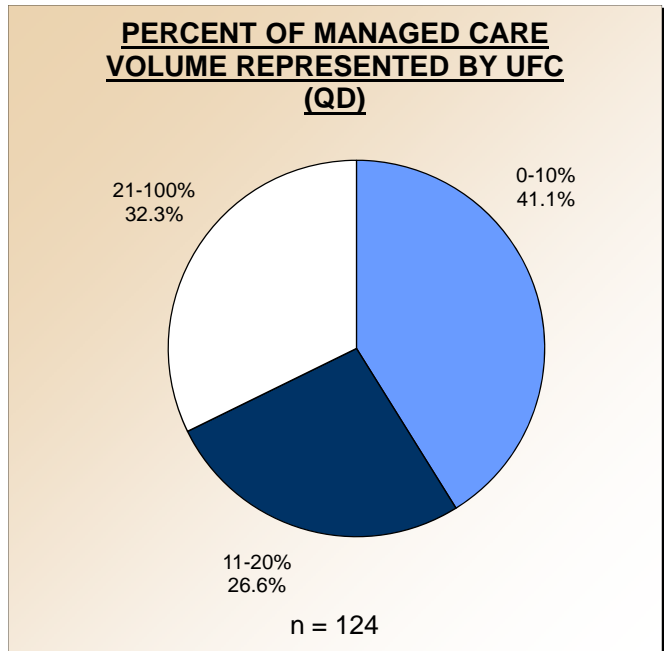
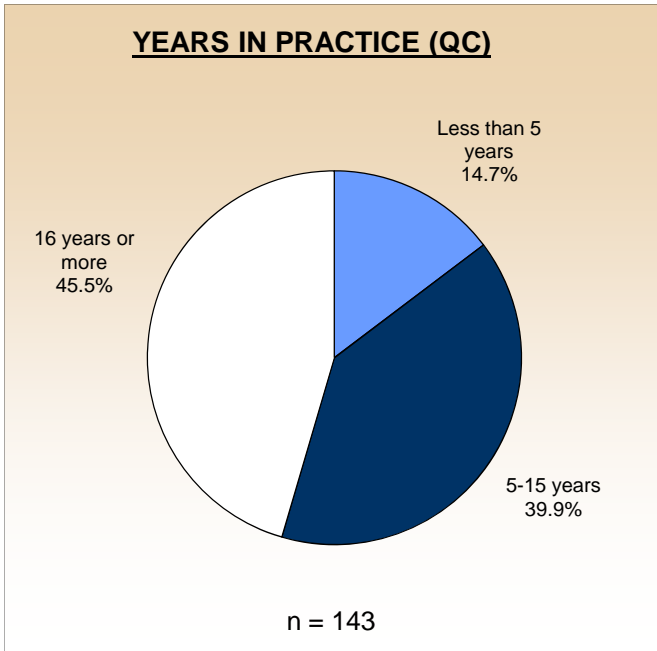
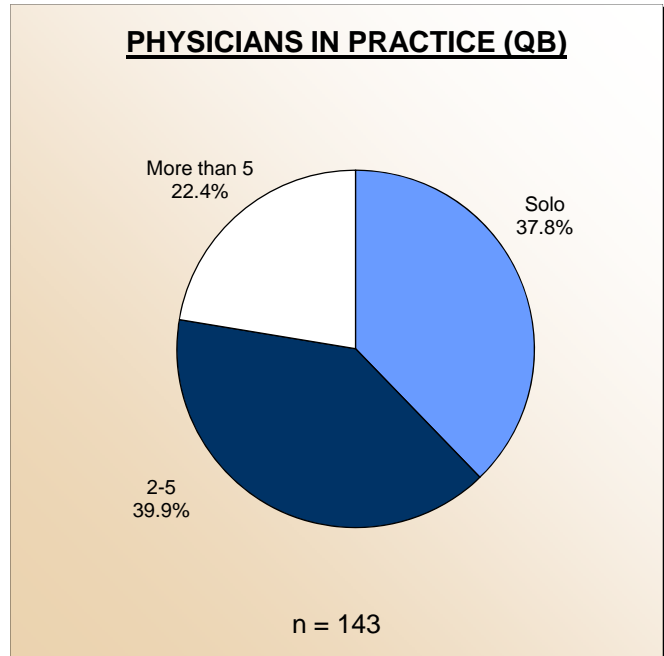
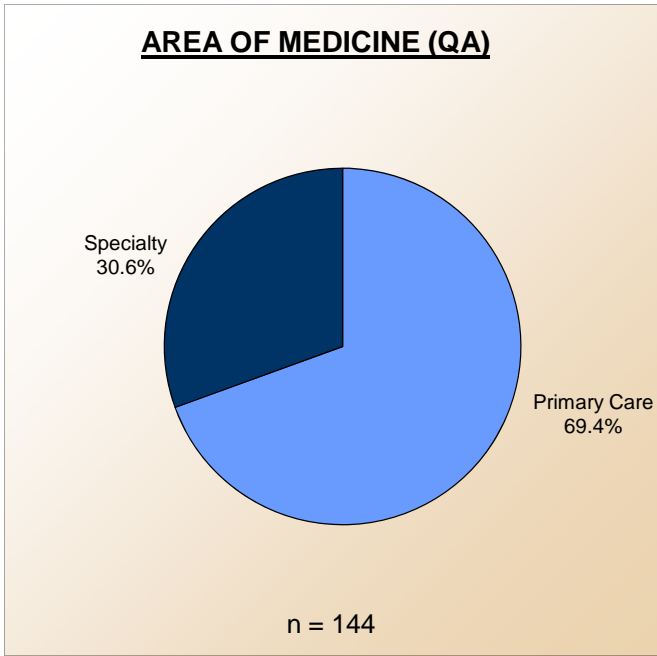
The benchmark comparison on page 2D shows the Overall Satisfaction Summary Rate (Q37) for both University Family Care and the 2010 TMG Medicaid Book of Business for each demographic category. A higher proportion of these types of respondents could affect the satisfaction scores. The full detail of demographic results for your plan is shown in the *Segmentation Analysis*.

### **Charts 2A – 2D**

# Profile of Survey Respondents

## Practice Demographics

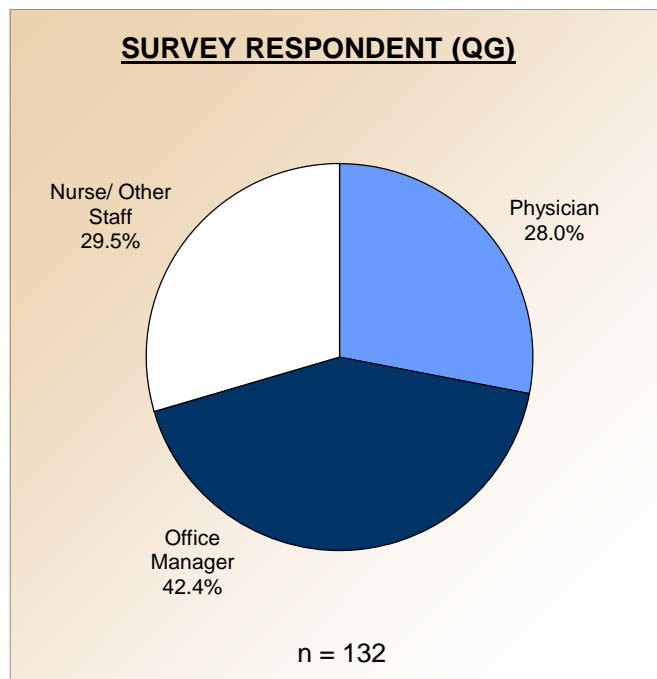
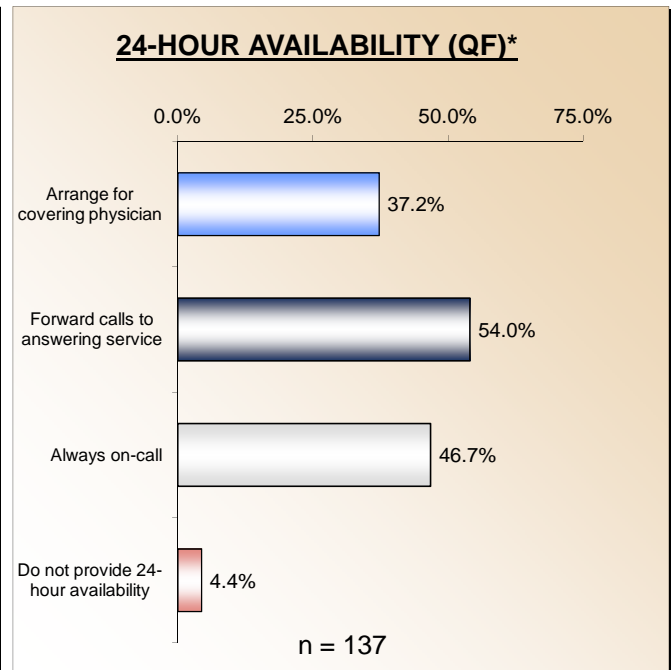
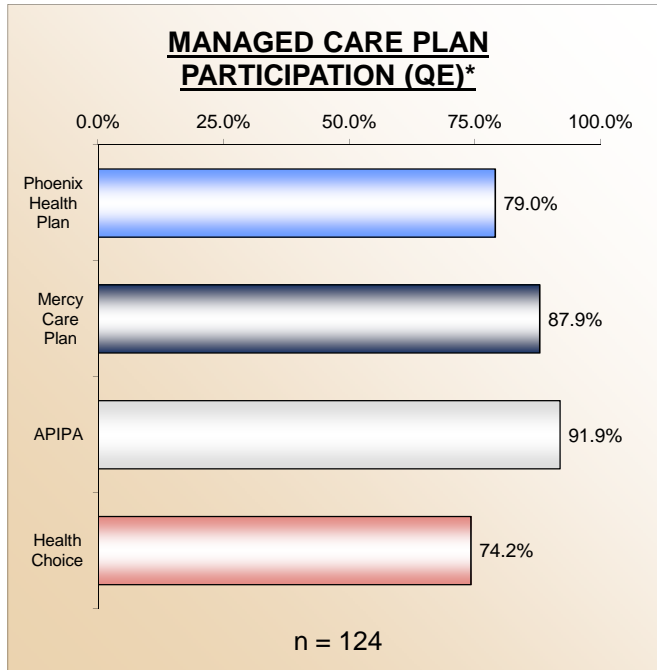
148 Total Respondents



# Profile of Survey Respondents

## Practice Demographics (continued)

### 148 Total Respondents



\* The sum of responses for Managed Care Plan Participation and 24-Hour Availability may be greater than 100% as respondents are able to choose multiple response options.

# Profile of Survey Respondents

## Trending Comparison

148 Total Respondents

Demographic	Category	University Family Care						Significance Testing*	
		2011		2010		2009		2010 to 2011	2009 to 2011
Area of Medicine (QA)	Primary Care Specialty	144	69.4%	124	62.1%	185	53.0%	Not sig.	Sig. increase
			30.6%		37.9%		47.0%	Not sig.	Sig. decrease
Physicians in Practice (QB)	Solo		37.8%		33.6%		51.1%	Not sig.	Sig. decrease
	2-5	143	39.9%	122	42.6%	186	34.9%	Not sig.	Not sig.
	More than 5		22.4%		23.8%		14.0%	Not sig.	Sig. increase
Years in Practice (QC)	Less than 5 years		14.7%		17.1%		15.1%	Not sig.	Not sig.
	5-15 years	143	39.9%	123	30.1%	179	37.4%	Not sig.	Not sig.
	16 years or more		45.5%		52.8%		47.5%	Not sig.	Not sig.
Percent of Managed Care Volume Represented by UFC (QD)	0-10%		41.1%		46.6%		47.0%	Not sig.	Not sig.
	11-20%	124	26.6%	118	24.6%	168	24.4%	Not sig.	Not sig.
	21-100%		32.3%		28.8%		28.6%	Not sig.	Not sig.
Managed Care Plan Participation (QE)	Phoenix Health Plan		79.0%		66.3%		75.9%	Sig. increase	Not sig.
	Mercy Care Plan		87.9%		82.2%		84.9%	Not sig.	Not sig.
	APIPA	124	91.9%	101	78.2%	166	80.7%	Sig. increase	Sig. increase
	Health Choice		74.2%		66.3%		68.7%	Not sig.	Not sig.
24-Hour Availability (QF)	Arrange for covering physician		37.2%		30.4%		28.0%	Not sig.	Not sig.
	Forward calls to answering service		54.0%		52.2%		51.6%	Not sig.	Not sig.
	Always on-call	137	46.7%	115	53.0%	182	46.7%	Not sig.	Not sig.
	Do not provide 24-hour availability		4.4%		13.0%		11.5%	Sig. decrease	Sig. decrease
Survey Respondent (QG)	Physician		28.0%		24.5%		14.0%	Not sig.	Sig. increase
	Office Manager	132	42.4%	106	53.8%	179	63.7%	Not sig.	Sig. decrease
	Nurse/Other staff		29.5%		21.7%		22.3%	Not sig.	Not sig.

\* Significance Testing - "Sig. decrease" denotes the result that would be found if a hypothesis test were conducted to determine if the percentage is lower. "Sig. increase" denotes the result that would be found if a hypothesis test were conducted to determine if the percentage is higher. "Not sig." 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.

# Profile of Survey Respondents

## Benchmark Comparisons

## University Family Care Provider Satisfaction Survey

148 Total Respondents

Demographic	Category	2011 University Family Care		2010 TMG Medicaid Book of Business	Significance Testing* UFC vs. Medicaid B.o.B**	Overall Satisfaction Summary Rate	
		Valid n	%			University Family Care	2010 TMG Medicaid B.o.B.
Area of Medicine (QA)	Primary Care	144	69.4%	55.5%	Above	68.6%	75.5%
	Specialty		30.6%	42.7%	Below	82.8%	74.0%
	Behavioral Health Clinician		NA	1.8%	NA	NA	83.5%
Physicians in Practice (QB)	Solo	143	37.8%	43.7%	Not Sig.	79.5%	77.3%
	2-5		39.9%	36.3%	Not Sig.	75.6%	72.4%
	More than 5		22.4%	19.9%	Not Sig.	59.3%	71.3%
Years in Practice (QC)	Less than 5 years	143	14.7%	11.6%	Not Sig.	53.3%	69.7%
	5-15 years		39.9%	33.8%	Not Sig.	70.2%	73.9%
	16 years or more		45.5%	54.6%	Below	80.0%	75.2%
Percent of Managed Care Volume Represented by UFC (QD)	0-10%	124	41.1%	47.8%	Not Sig.	62.2%	69.9%
	11-20%		26.6%	20.7%	Not Sig.	79.3%	73.9%
	21-100%		32.3%	31.5%	Not Sig.	74.2%	78.3%
24-Hour Availability (QF)	Arrange for covering physician	137	37.2%	32.3%	Not Sig.	NA	NA
	Forward calls to answering service		54.0%	53.0%	Not Sig.	NA	NA
	Always on-call		46.7%	47.9%	Not Sig.	NA	NA
	Do not provide 24-hour availability		4.4%	7.8%	Not Sig.	NA	NA
Survey Respondent (QG)	Physician	132	28.0%	20.6%	Above	51.4%	64.2%
	Office Manager		42.4%	53.7%	Below	81.4%	79.2%
	Behavioral Health Clinician		NA	0.3%	NA	NA	72.7%
	Nurse/Other staff		29.5%	25.5%	Not Sig.	80.6%	77.9%

\* Significance Testing - "Below" denotes the result that would be found if a hypothesis test were conducted to determine if the percentage is lower. "Above" denotes the result that would be found if a hypothesis test were conducted to determine if the percentage is higher. "Not Sig." 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.

\*\* B.o.B. represents the 2010 TMG Medicaid Book of Business Benchmark that consists of Primary Care Physicians, Specialists, and Behavioral Health Clinicians.



### **3. Summary Rate Comparison**

Results are presented by Summary Rates, which represent the combined percentage of respondents that rated the statement the following:

- “Excellent” or “Very good”
- “Definitely yes” or “Probably yes”
- “Very satisfied” or “Somewhat satisfied”

The charts and graphs on the following pages provide comparisons of University Family Care’s 2011 Summary Rates to the following:

- Other AHCCCS Plans’ Attributes & Composites
- 2010 and 2009 Attributes & Composites
- 2010 and 2009 Composites (Graphical Comparison)

On each page, the Summary Rates are compared to the other set of scores specified. Composite scores are calculated by taking the average Summary Rate of those attributes within each section.

Focus should be given to those attributes and composites that show significant changes in Summary Rates. Significance testing determines if an observed difference is too large to have occurred by chance alone and is provided where applicable on the comparison pages. Please see the *Technical Notes* for more information on significance testing.

- ***Significantly lower/decrease*** denotes the result that would be found if a hypothesis test were conducted to determine if the percentage is lower.
- ***Significantly higher/increase*** denotes the result that would be found if a hypothesis test were conducted to determine if the percentage is higher.
- ***Unable to Test*** denotes that there is an insufficient sample size to conduct the statistical test.

***Please note, 2009 results of the University Family Care Provider Satisfaction Survey were combined with those of Maricopa Health Plan. Both plans’ 2011 and 2010 results are reported separately, and in turn, trend information has been recalculated to reflect only the plan of interest. As such, trending results in this report will not match those in previous reports.***

#### **Charts 3A – 3C**

# Summary Rate Comparison

## University Family Care Compared to Other AHCCCS Plans

## University Family Care Provider Satisfaction Survey

148 Total Respondents

Composite/Attribute	UFC		Other AHCCCS Plans		Significance Testing***
	Valid n*	2011 SRS**	Valid n*	2011 SRS**	
<b>Call Center/Member Services Staff</b>					
Q1. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	128	50.8%	123	46.3%	Not sig.
<b>Provider Relations</b>					
	<b>38.4%</b>		<b>28.6%</b>		<b>Not sig.</b>
Q2. Responsiveness and courtesy of the health plan's Provider Relations representative.	118	41.5%	120	32.5%	Not sig.
Q3. Timeliness to answer questions and/or resolve problems.	115	40.9%	117	26.5%	Sig. higher
Q4. Quality of provider orientation process.	102	38.2%	100	32.0%	Not sig.
Q5. Quality of practitioner educational meetings/in-services.	84	35.7%	81	24.7%	Not sig.
Q6. Quality of written communications, policy bulletins, and manuals.	109	35.8%	109	27.5%	Not sig.
<b>Network</b>					
	<b>37.0%</b>		<b>31.7%</b>		<b>Not sig.</b>
Q7. Quality health plan's primary care providers.	98	50.0%	98	45.9%	Not sig.
Q8. Quality health plan's specialists.	112	46.4%	112	36.6%	Not sig.
Q9. Specialists network has an adequate number of high-quality specialists to whom I can refer my patients.	115	33.0%	117	28.2%	Not sig.
Q10. Behavioral health network has an adequate number of high-quality practitioners to whom I can refer my patients.	98	20.4%	96	20.8%	Not sig.
Q11. Health plan takes physician input and recommendations seriously.	102	35.3%	101	26.7%	Not sig.
<b>Utilization &amp; Quality Management</b>					
	<b>29.0%</b>		<b>22.9%</b>		<b>Not sig.</b>
Q12. Process of obtaining pre-certification/referral/authorization information.	119	33.6%	122	24.6%	Not sig.
Q13. Timeliness of UM's pre-certification process.	115	33.0%	115	24.3%	Not sig.
Q14. Phone access to UM staff.	108	37.0%	110	26.4%	Not sig.
Q15. Extent to which UM staff share review criteria and reasons for adverse determinations.	102	28.4%	101	21.8%	Not sig.
Q16. Consistency of review decisions.	101	28.7%	103	25.2%	Not sig.
Q17. Timeliness of UM appeals process.	92	22.8%	91	16.5%	Not sig.
Q18. Timeliness of resolution requiring Medical Director intervention.	80	25.0%	80	20.0%	Not sig.
Q19. Degree of improvement plan has made to reduce/eliminate the "hassle factor" of getting patients the services they need.	102	25.5%	102	18.6%	Not sig.
Q20. The health plan's administration of the PCP's referrals to a specialist.	108	34.3%	108	26.9%	Not sig.
Q21. The health plan's facilitation/support of appropriate clinical care for patients.	102	30.4%	102	25.5%	Not sig.
Q22. Phone access to Case/Care Managers.	87	25.3%	91	22.0%	Not sig.
Q23. Alternative care and community resource options offered by the Case/Care Manager to my patients.	76	25.0%	79	20.3%	Not sig.
Q24. The health plan's commitment to chronic disease management programs.	86	27.9%	90	25.6%	Not sig.
<b>Cultural Competency</b>					
	<b>37.5%</b>		<b>NA</b>		<b>NA</b>
Q25. University Family Care's Cultural Competency program.	65	30.8%	NA	NA	NA
Q26. Your understanding of member's different cultures and how you deliver care.	98	41.8%	96	37.5%	Not sig.
Q27. Your consideration of the unique presentation of symptoms among the major cultural groups when providing care to your patients.	95	40.0%	95	36.8%	Not sig.
<b>Finance Issues</b>					
	<b>27.6%</b>		<b>20.8%</b>		<b>Not sig.</b>
Q28. Extent to which the plan controls costs while maintaining a high quality of care.	102	26.5%	100	19.0%	Not sig.
Q29. Reimbursement rates for services you provide.	99	14.1%	98	14.3%	Not sig.
Q30. Accuracy of claims processing.	92	33.7%	92	23.9%	Not sig.
Q31. Timeliness of claims processing.	91	37.4%	89	24.7%	Not sig.
Q32. Resolution of claims payment problems or disputes.	88	26.1%	87	21.8%	Not sig.
<b>Pharmacy and Drug Benefits</b>					
	<b>26.6%</b>		<b>24.6%</b>		<b>Not sig.</b>
Q33. Ease of using formulary.	103	29.1%	104	25.0%	Not sig.
Q34. Variety of drugs available in formulary.	104	24.0%	103	24.3%	Not sig.
<b>Overall Satisfaction and Loyalty</b>					
	<b>78.2%</b>		<b>NA</b>		<b>NA</b>
Q35. Would you recommend University Family Care to other physicians' practices?	110	81.8%	NA	NA	NA
Q36. Would you recommend University Family Care to other patients?	108	80.6%	NA	NA	NA
Q37. Overall satisfaction with University Family Care?****	115	72.2%	105	72.4%	Not sig.

\* Valid n is the number of respondents who gave a rating for the attribute.

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

\*\*\* Significance Testing - "Sig. higher" denotes the result that would be found if a hypothesis test were conducted to determine if the percentage is higher. "Sig. lower" denotes the result that would be found if a hypothesis test were conducted to determine if the percentage is lower. "Not sig." 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. Significance testing of composites should be used with caution as a rough guideline, since the test procedure is approximate.

\*\*\*\* Overall satisfaction with UFC is compared to Q38. Overall satisfaction with other health plans?



# Summary Rate Comparison

## Trending

148 Total Respondents

Composite/Attribute	University Family Care Valid n & Summary Rate Score*						Significance Testing**	
	2011		2010		2009		2010 to 2011	2009 to 2011
<b>Call Center/Member Services Staff</b>								
Q1. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	128	50.8%	107	49.5%	177	52.5%	Not sig.	Not sig.
<b>Provider Relations</b>		<b>38.4%</b>		<b>34.1%</b>		<b>38.5%</b>	<b>Not sig.</b>	<b>Not sig.</b>
Q2. Responsiveness and courtesy of the health plan's Provider Relations representative.	118	41.5%	106	39.6%	171	54.4%	Not sig.	Sig. decrease
Q3. Timeliness to answer questions and/or resolve problems.	115	40.9%	106	35.8%	172	37.8%	Not sig.	Not sig.
Q4. Quality of provider orientation process.	102	38.2%	89	31.5%	146	37.7%	Not sig.	Not sig.
Q5. Quality of practitioner educational meetings/in-services.	84	35.7%	70	30.0%	109	26.6%	Not sig.	Not sig.
Q6. Quality of written communications, policy bulletins, and manuals.	109	35.8%	101	33.7%	170	35.9%	Not sig.	Not sig.
<b>Network</b>		<b>37.0%</b>		<b>29.8%</b>		<b>32.2%</b>	<b>Not sig.</b>	<b>Not sig.</b>
Q7. Quality health plan's primary care providers.	98	50.0%	95	35.8%	154	42.9%	Sig. increase	Not sig.
Q8. Quality health plan's specialists.	112	46.4%	94	39.4%	162	34.6%	Not sig.	Sig. increase
Q9. Specialists network has an adequate number of high-quality specialists to whom I can refer my patients.	115	33.0%	98	27.6%	159	29.6%	Not sig.	Not sig.
Q10. Behavioral health network has an adequate number of high-quality practitioners to whom I can refer my patients.	98	20.4%	73	17.8%	110	22.7%	Not sig.	Not sig.
Q11. Health plan takes physician input and recommendations seriously.	102	35.3%	84	28.6%	138	31.2%	Not sig.	Not sig.
<b>Utilization &amp; Quality Management</b>		<b>29.0%</b>		<b>29.4%</b>		<b>26.6%</b>	<b>Not sig.</b>	<b>Not sig.</b>
Q12. Process of obtaining pre-certification/referral/authorization information.	119	33.6%	106	34.9%	161	28.0%	Not sig.	Not sig.
Q13. Timeliness of UM's pre-certification process.	115	33.0%	97	23.7%	156	24.4%	Not sig.	Not sig.
Q14. Phone access to UM staff.	108	37.0%	94	28.7%	153	32.7%	Not sig.	Not sig.
Q15. Extent to which UM staff share review criteria and reasons for adverse determinations.	102	28.4%	86	22.1%	127	24.4%	Not sig.	Not sig.
Q16. Consistency of review decisions.	101	28.7%	87	28.7%	126	22.2%	Not sig.	Not sig.
Q17. Timeliness of UM appeals process.	92	22.8%	75	24.0%	112	26.8%	Not sig.	Not sig.
Q18. Timeliness of resolution requiring Medical Director intervention.	80	25.0%	64	32.8%	92	27.2%	Not sig.	Not sig.
Q19. Degree of improvement plan has made to reduce/eliminate the "hassle factor" of getting patients the services they need.	102	25.5%	95	28.4%	146	26.7%	Not sig.	Not sig.
Q20. The health plan's administration of the PCP's referrals to a specialist.	108	34.3%	93	33.3%	150	29.3%	Not sig.	Not sig.
Q21. The health plan's facilitation/support of appropriate clinical care for patients.	102	30.4%	97	32.0%	145	26.2%	Not sig.	Not sig.
Q22. Phone access to Case/Care Managers.	87	25.3%	77	35.1%	129	29.5%	Not sig.	Not sig.
Q23. Alternative care and community resource options offered by the Case/Care Manager to my patients.	76	25.0%	58	25.9%	92	21.7%	Not sig.	Not sig.
Q24. The health plan's commitment to chronic disease management programs.	86	27.9%	75	32.0%	97	26.8%	Not sig.	Not sig.
<b>Cultural Competency</b>		<b>37.5%</b>		<b>45.8%</b>		<b>NA</b>	<b>Not sig.</b>	<b>NA</b>
Q25. University Family Care's Cultural Competency program.	65	30.8%	58	43.1%	NA	NA	Not sig.	NA
Q26. Your understanding of member's different cultures and how you deliver care.	98	41.8%	78	46.2%	NA	NA	Not sig.	NA
Q27. Your consideration of the unique presentation of symptoms among the major cultural groups when providing care to your patients.	95	40.0%	77	48.1%	NA	NA	Not sig.	NA
<b>Finance Issues</b>		<b>27.6%</b>		<b>25.5%</b>		<b>26.8%</b>	<b>Not sig.</b>	<b>Not sig.</b>
Q28. Extent to which the plan controls costs while maintaining a high quality of care.	102	26.5%	87	21.8%	139	27.3%	Not sig.	Not sig.
Q29. Reimbursement rates for services you provide.	99	14.1%	84	19.0%	155	21.9%	Not sig.	Not sig.
Q30. Accuracy of claims processing.	92	33.7%	83	28.9%	152	29.6%	Not sig.	Not sig.
Q31. Timeliness of claims processing.	91	37.4%	82	26.8%	149	29.5%	Not sig.	Not sig.
Q32. Resolution of claims payment problems or disputes.	88	26.1%	75	30.7%	132	25.8%	Not sig.	Not sig.
<b>Pharmacy and Drug Benefits</b>		<b>26.6%</b>		<b>16.5%</b>		<b>17.7%</b>	<b>Not sig.</b>	<b>Not sig.</b>
Q33. Ease of using formulary.	103	29.1%	83	20.5%	147	22.4%	Not sig.	Not sig.
Q34. Variety of drugs available in formulary.	104	24.0%	80	12.5%	140	12.9%	Sig. increase	Sig. increase
<b>Overall Satisfaction and Loyalty***</b>		<b>78.2%</b>		<b>73.8%</b>		<b>80.3%</b>	<b>Not sig.</b>	<b>Not sig.</b>
Q35. Would you recommend University Family Care to other physicians' practices?	110	81.8%	103	78.6%	180	84.4%	Not sig.	Not sig.
Q36. Would you recommend University Family Care to other patients?	108	80.6%	99	72.7%	172	80.8%	Not sig.	Not sig.
Q37. Overall satisfaction with University Family Care?	115	72.2%	103	69.9%	177	75.7%	Not sig.	Not sig.
Q38. Overall satisfaction with other health plans?	105	72.4%	101	76.2%	174	82.8%	Not sig.	Sig. decrease

\* Valid n is the number of respondents who gave a rating for the attribute. Summary Rate Scores are the sum of the two most favorable response options.

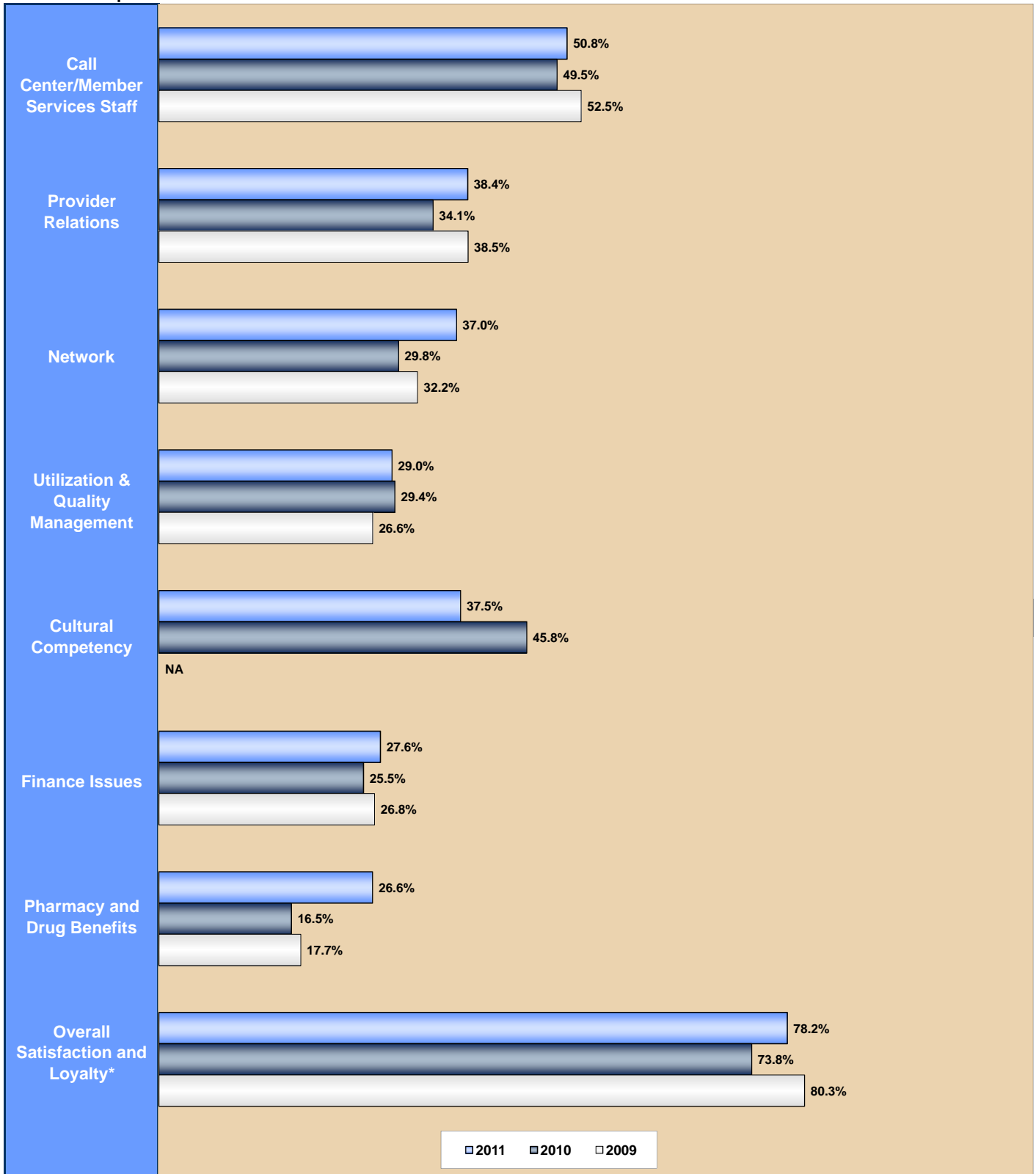
\*\* Significance Testing - "Sig. increase" denotes the result that would be found if a hypothesis test were conducted to determine if the percentage is higher for 2011 when compared to previous years. "Sig. decrease" denotes the result that would be found if a hypothesis test were conducted to determine if the percentage is lower for 2011 when compared to previous years. "Not sig." denotes that there was insufficient support to conclude that there was a significant difference between the 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. Significance testing of composites should be used with caution as a rough guideline, since the test procedure is approximate.

\*\*\* The Overall Satisfaction and Loyalty composite is the average of those attributes shaded gray. It does NOT include Q38. Overall satisfaction with other health plans?

# Summary Rate Comparison

Composites

148 Total Respondents



\* The Overall Satisfaction and Loyalty composite is the average of Q35. through Q37. It does NOT include Q38.



#### **4. Benchmark Comparison**

The charts beginning on page 4A provide a comparison of University Family Care's Summary Rates to the 2010 TMG Medicaid Book of Business Summary Rates.

##### **2010 TMG Medicaid Book of Business Comparisons**

The 2010 TMG Medicaid Book of Business is a benchmark containing data from all eligible Medicaid Provider Satisfaction Surveys for which TMG collected data in 2010. This benchmark is calculated on the *plan level*, meaning the Summary Rates from each of the 36 eligible plans (representing 10,008 respondents) were averaged to create the 2010 TMG Medicaid Book of Business. The benchmark is comprised of Primary Care Physicians, Specialists, and Behavioral Health Clinicians.

##### Summary Rates (Page 4A)

The chart on page 4A shows a comparison of University Family Care's Summary Rates to the Summary Rates of the 2010 TMG Medicaid Book of Business. Significance testing is also provided.

##### Percentiles (Page 4B)

The chart on page 4B shows a comparison of University Family Care's Summary Rates to the Summary Rate Percentiles of the 2010 TMG Medicaid Book of Business percentiles. Attributes at or above the 75<sup>th</sup> percentile are shaded green, attributes at or above the 50<sup>th</sup> percentile but below the 75<sup>th</sup> percentile are shaded yellow, and attributes below the 25<sup>th</sup> percentile are shaded red. Attributes at or above the 25<sup>th</sup> percentile but below the 50<sup>th</sup> percentile and those attributes without a comparable benchmark are not shaded.

##### **2010 TMG Medicaid Respondent-Level Benchmark Comparisons**

The 2010 TMG Medicaid Respondent-Level Benchmark contains the respondent-level data from the 36 Provider Satisfaction Surveys included in 2010 TMG Medicaid Book of Business. The results from this benchmark are segmented by Area of Medicine (PCP versus Specialist) and Survey Respondent (Physician versus Office Manager) and are shown on the *respondent level*, meaning that the Summary Rate is calculated by taking the proportion of respondents who answered favorably to calculate the Summary Rate.

The 2010 TMG Medicaid Respondent-Level Benchmark is shown to analyze how PCP, Specialist, Physician, and Office Manager respondents from University Family Care compare to PCP, Specialist, Physician, and Office Manager benchmark respondents.

##### Summary Rates - PCP Respondents Only (Page 4C)

The chart on page 4C illustrates University Family Care's Summary Rates from PCP respondents only as defined by Question A, "*Please indicate the area of medicine in which you practice*" (response options: Primary Care and Specialty) to the Summary Rates of PCP respondents from the 2010 TMG Medicaid Respondent-Level Benchmark.



Summary Rates - Specialist Respondents Only (Page 4D)

The chart on page 4D illustrates University Family Care's Summary Rates from Specialist respondents only as defined by Question A, *"Please indicate the area of medicine in which you practice"* (response options: Primary Care and Specialty) to the Summary Rates of Specialist respondents from the 2010 TMG Medicaid Respondent-Level Benchmark.

Summary Rates - Physician Respondents Only (Page 4E)

The chart on page 4E compares University Family Care's Summary Rates from Physician respondents as defined by Question G, *"Please mark who is completing this survey"* (response options: Physician, Office Manager, Nurse, Other staff) to the Summary Rates of Physician respondents from the 2010 TMG Medicaid Respondent-Level Benchmark.

Summary Rates - Office Manager Respondents Only (Page 4F)

The chart on page 4F illustrates University Family Care's Summary Rates from Office Manager respondents only as defined by Question G, *"Please mark who is completing this survey"* (response options: Physician, Office Manager, Nurse, Other staff) to the Summary Rates of Office Manager respondents from the 2010 TMG Medicaid Respondent-Level Benchmark.

**Charts 4A – 4F**

**Benchmark Comparison**  
**2010 TMG Medicaid Book of Business**

**University Family Care**  
**Provider Satisfaction Survey**

148 Total Respondents

Composite/Attribute	2011 UFC		2010 TMG Medicaid B.o.B. Summary Rate**	Significance Testing***
	Valid n	SRS*		
<b>Call Center/Member Services Staff</b>				
Q1. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	128	50.8%	51.3%	Not sig.
<b>Provider Relations</b>		<b>38.4%</b>	<b>39.7%</b>	<b>Not sig.</b>
Q2. Responsiveness and courtesy of the health plan's Provider Relations representative.	118	41.5%	49.3%	Not sig.
Q3. Timeliness to answer questions and/or resolve problems.	115	40.9%	40.7%	Not sig.
Q4. Quality of provider orientation process.	102	38.2%	37.4%	Not sig.
Q5. Quality of practitioner educational meetings/in-services.	84	35.7%	33.4%	Not sig.
Q6. Quality of written communications, policy bulletins, and manuals.	109	35.8%	37.9%	Not sig.
<b>Network</b>		<b>37.0%</b>	<b>35.1%</b>	<b>Not sig.</b>
Q7. Quality health plan's primary care providers.	98	50.0%	46.2%	Not sig.
Q8. Quality health plan's specialists.	112	46.4%	41.6%	Not sig.
Q9. Specialists network has an adequate number of high-quality specialists to whom I can refer my patients.	115	33.0%	31.9%	Not sig.
Q10. Behavioral health network has an adequate number of high-quality practitioners to whom I can refer my patients.	98	20.4%	23.1%	Not sig.
Q11. Health plan takes physician input and recommendations seriously.	102	35.3%	32.5%	Not sig.
<b>Utilization &amp; Quality Management</b>		<b>29.0%</b>	<b>NA</b>	<b>NA</b>
Q12. Process of obtaining pre-certification/referral/authorization information.	119	33.6%	33.8%	Not sig.
Q13. Timeliness of UM's pre-certification process.	115	33.0%	31.4%	Not sig.
Q14. Phone access to UM staff.	108	37.0%	36.1%	Not sig.
Q15. Extent to which UM staff share review criteria and reasons for adverse determinations.	102	28.4%	27.8%	Not sig.
Q16. Consistency of review decisions.	101	28.7%	29.3%	Not sig.
Q17. Timeliness of UM appeals process.	92	22.8%	24.6%	Not sig.
Q18. Timeliness of resolution requiring Medical Director intervention.	80	25.0%	27.1%	Not sig.
Q19. Degree of improvement plan has made to reduce/eliminate the "hassle factor" of getting patients the services they need.	102	25.5%	NA	NA
Q20. The health plan's administration of the PCP's referrals to a specialist.	108	34.3%	34.5%	Not sig.
Q21. The health plan's facilitation/support of appropriate clinical care for patients.	102	30.4%	30.8%	Not sig.
Q22. Phone access to Case/Care Managers.	87	25.3%	30.7%	Not sig.
Q23. Alternative care and community resource options offered by the Case/Care Manager to my patients.	76	25.0%	28.7%	Not sig.
Q24. The health plan's commitment to chronic disease management programs.	86	27.9%	35.3%	Not sig.
<b>Cultural Competency</b>		<b>37.5%</b>	<b>NA</b>	<b>NA</b>
Q25. University Family Care's Cultural Competency program.	65	30.8%	NA	NA
Q26. Your understanding of member's different cultures and how you deliver care.	98	41.8%	NA	NA
Q27. Your consideration of the unique presentation of symptoms among the major cultural groups when providing care to your patients.	95	40.0%	NA	NA
<b>Finance Issues</b>		<b>27.6%</b>	<b>NA</b>	<b>NA</b>
Q28. Extent to which the plan controls costs while maintaining a high quality of care.	102	26.5%	NA	NA
Q29. Reimbursement rates for services you provide.	99	14.1%	21.6%	Not sig.
Q30. Accuracy of claims processing.	92	33.7%	35.4%	Not sig.
Q31. Timeliness of claims processing.	91	37.4%	37.4%	Not sig.
Q32. Resolution of claims payment problems or disputes.	88	26.1%	27.0%	Not sig.
<b>Pharmacy and Drug Benefits</b>		<b>26.6%</b>	<b>21.7%</b>	<b>Not sig.</b>
Q33. Ease of using formulary.	103	29.1%	24.3%	Not sig.
Q34. Variety of drugs available in formulary.	104	24.0%	19.1%	Not sig.
<b>Overall Satisfaction and Loyalty****</b>		<b>78.2%</b>	<b>80.5%</b>	<b>Not sig.</b>
Q35. Would you recommend University Family Care to other physicians' practices?	110	81.8%	83.3%	Not sig.
Q36. Would you recommend University Family Care to other patients?	108	80.6%	83.0%	Not sig.
Q37. Overall satisfaction with University Family Care?	115	72.2%	75.1%	Not sig.
Q38. Overall satisfaction with other health plans?	105	72.4%	81.9%	Sig. lower

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

\*\* B.o.B. represents the 2010 TMG Medicaid Book of Business Benchmark which consists of Primary Care Physicians, Specialists, and Behavioral Health Clinicians.

\*\*\* Significance Testing - "Sig. higher" denotes the result that would be found if a hypothesis test were conducted to determine if the percentage is higher. "Sig. lower" denotes the result that would be found if a hypothesis test were conducted to determine if the percentage is lower. "Not sig." 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. Significance testing of composites should be used with caution as a rough guideline, since the test procedure is approximate.

\*\*\*\* The Overall Satisfaction and Loyalty composite is the average of those attributes shaded gray. It does NOT include Q38. Overall satisfaction with other health plans?

# Benchmark Comparison


## 2010 TMG Medicaid Book of Business Percentiles


# University Family Care


## Provider Satisfaction Survey


148 Total Respondents

Composite/Attribute	2011 UFC Summary Rate Score*	2010 TMG Medicaid B.o.B. Summary Rate**	2010 TMG Medicaid B.o.B. Percentiles			
			25th	50th	75th	90th
<b>Call Center/Member Services Staff</b>						
Q1. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	50.8%	51.3%	47.7%	51.1%	54.2%	59.0%
<b>Provider Relations</b>	<b>38.4%</b>	<b>39.7%</b>	<b>34.0%</b>	<b>37.3%</b>	<b>43.4%</b>	<b>52.7%</b>
Q2. Responsiveness and courtesy of the health plan's Provider Relations representative.	41.5%	49.3%	43.7%	47.8%	54.1%	60.0%
Q3. Timeliness to answer questions and/or resolve problems.	40.9%	40.7%	34.8%	37.2%	47.9%	52.1%
Q4. Quality of provider orientation process.	38.2%	37.4%	32.0%	36.6%	39.7%	50.2%
Q5. Quality of practitioner educational meetings/inservices.	35.7%	33.4%	26.5%	30.1%	36.4%	48.7%
Q6. Quality of written communications, policy bulletins, and manuals.	35.8%	37.9%	32.9%	34.7%	39.2%	52.7%
<b>Network</b>	<b>37.0%</b>	<b>35.1%</b>	<b>28.9%</b>	<b>33.9%</b>	<b>39.0%</b>	<b>46.4%</b>
Q7. Quality health plan's primary care providers.	50.0%	46.2%	41.3%	45.9%	49.4%	55.9%
Q8. Quality health plan's specialists.	46.4%	41.6%	34.8%	40.3%	48.3%	51.4%
Q9. Specialists network has an adequate number of high-quality specialists to whom I can refer my patients.	33.0%	31.9%	24.4%	30.2%	37.3%	46.4%
Q10. Behavioral health network has an adequate number of high-quality practitioners to whom I can refer my patients.	20.4%	23.1%	18.0%	21.7%	25.5%	32.5%
Q11. Health plan takes physician input and recommendations seriously.	35.3%	32.5%	26.2%	31.7%	34.5%	45.7%
<b>Utilization &amp; Quality Management</b>	<b>29.0%</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>
Q12. Process of obtaining pre-certification/referral/authorization information.	33.6%	33.8%	28.8%	33.0%	38.2%	39.6%
Q13. Timeliness of UM's pre-certification process.	33.0%	31.4%	25.1%	30.3%	34.7%	41.2%
Q14. Phone access to UM staff.	37.0%	36.1%	31.2%	34.3%	40.6%	45.9%
Q15. Extent to which UM staff share review criteria and reasons for adverse determinations.	28.4%	27.8%	22.4%	24.6%	30.4%	38.2%
Q16. Consistency of review decisions.	28.7%	29.3%	24.3%	29.0%	31.1%	37.8%
Q17. Timeliness of UM appeals process.	22.8%	24.6%	19.4%	22.2%	26.1%	36.7%
Q18. Timeliness of resolution requiring Medical Director intervention.	25.0%	27.1%	17.5%	25.0%	31.6%	38.7%
Q19. Degree of improvement plan has made to reduce/eliminate the "hassle factor" of getting patients the services they need.	25.5%	NA	NA	NA	NA	NA
Q20. The health plan's administration of the PCP's referrals to a specialist.	34.3%	34.5%	27.4%	33.3%	36.7%	48.3%
Q21. The health plan's facilitation/support of appropriate clinical care for patients.	30.4%	30.8%	25.0%	31.3%	34.4%	41.1%
Q22. Phone access to Case/Care Managers.	25.3%	30.7%	26.1%	29.6%	34.6%	37.4%
Q23. Alternative care and community resource options offered by the Case/Care Manager to my patients.	25.0%	28.7%	24.6%	26.8%	32.1%	38.8%
Q24. The health plan's commitment to chronic disease management programs.	27.9%	35.3%	28.3%	32.0%	42.8%	49.0%
<b>Cultural Competency</b>	<b>37.5%</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>
Q25. University Family Care's Cultural Competency program.	30.8%	NA	NA	NA	NA	NA
Q26. Your understanding of member's different cultures and how you deliver care.	41.8%	NA	NA	NA	NA	NA
Q27. Your consideration of the unique presentation of symptoms among the major cultural groups when providing care to your patients.	40.0%	NA	NA	NA	NA	NA
<b>Finance Issues</b>	<b>27.6%</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>
Q28. Extent to which the plan controls costs while maintaining a high quality of care.	26.5%	NA	NA	NA	NA	NA
Q29. Reimbursement rates for services you provide.	14.1%	21.6%	15.8%	20.8%	23.9%	35.6%
Q30. Accuracy of claims processing.	33.7%	35.4%	30.1%	34.1%	37.3%	47.8%
Q31. Timeliness of claims processing.	37.4%	37.4%	32.8%	35.9%	41.5%	48.0%
Q32. Resolution of claims payment problems or disputes.	26.1%	27.0%	23.8%	26.4%	30.1%	33.9%
<b>Pharmacy and Drug Benefits</b>	<b>26.6%</b>	<b>21.7%</b>	<b>17.7%</b>	<b>20.7%</b>	<b>24.3%</b>	<b>30.3%</b>
Q33. Ease of using formulary.	29.1%	24.3%	20.8%	23.2%	26.5%	33.8%
Q34. Variety of drugs available in formulary.	24.0%	19.1%	14.7%	18.2%	22.2%	26.9%
<b>Overall Satisfaction and Loyalty***</b>	<b>78.2%</b>	<b>80.5%</b>	<b>76.2%</b>	<b>80.6%</b>	<b>84.4%</b>	<b>89.8%</b>
Q35. Would you recommend University Family Care to other physicians' practices?	81.8%	83.3%	79.5%	84.0%	86.4%	92.1%
Q36. Would you recommend University Family Care to other patients?	80.6%	83.0%	79.3%	83.4%	87.4%	88.8%
Q37. Overall satisfaction with University Family Care?	72.2%	75.1%	69.8%	74.3%	79.4%	88.5%
Q38. Overall satisfaction with other health plans?	72.4%	81.9%	79.2%	80.9%	84.9%	88.1%

 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 are the sum of the two most favorable response options.

\*\* B.o.B. represents the 2010 TMG Medicaid Book of Business Benchmark which consists of Primary Care Physicians, Specialists, and Behavioral Health Clinicians.

\*\*\* The Overall Satisfaction and Loyalty composite is the average of Q35. through Q37. It does NOT include Q38. Overall satisfaction with other health plans?

**Benchmark Comparison**  
**2010 TMG Medicaid Respondent-Level Benchmark\***  
**PCP Respondents (QA)**

**110 PCP Respondents**

Composite/Attribute	2011 UFC PCPs Only		2010 TMG Medicaid Respondent-Level Benchmark (PCPs Only) SRS**	Significance Testing***
	Valid n	SRS**		
<b>Call Center/Member Services Staff</b>				
Q1. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	92	48.9%	53.7%	Not sig.
<b>Provider Relations</b>		<b>37.8%</b>	<b>42.0%</b>	<b>Not sig.</b>
Q2. Responsiveness and courtesy of the health plan's Provider Relations representative.	86	40.7%	51.3%	Sig. lower
Q3. Timeliness to answer questions and/or resolve problems.	83	41.0%	42.2%	Not sig.
Q4. Quality of provider orientation process.	73	38.4%	40.0%	Not sig.
Q5. Quality of practitioner educational meetings/in-services.	63	34.9%	36.7%	Not sig.
Q6. Quality of written communications, policy bulletins, and manuals.	82	34.1%	39.7%	Not sig.
<b>Network</b>		<b>36.4%</b>	<b>36.2%</b>	<b>Not sig.</b>
Q7. Quality health plan's primary care providers.	72	51.4%	50.6%	Not sig.
Q8. Quality health plan's specialists.	86	45.3%	39.9%	Not sig.
Q9. Specialists network has an adequate number of high-quality specialists to whom I can refer my patients.	88	31.8%	32.7%	Not sig.
Q10. Behavioral health network has an adequate number of high-quality practitioners to whom I can refer my patients.	84	19.0%	23.5%	Not sig.
Q11. Health plan takes physician input and recommendations seriously.	76	34.2%	34.4%	Not sig.
<b>Utilization &amp; Quality Management</b>		<b>26.8%</b>	<b>NA</b>	<b>NA</b>
Q12. Process of obtaining pre-certification/referral/authorization information.	88	29.5%	35.8%	Not sig.
Q13. Timeliness of UM's pre-certification process.	85	25.9%	31.4%	Not sig.
Q14. Phone access to UM staff.	78	34.6%	35.5%	Not sig.
Q15. Extent to which UM staff share review criteria and reasons for adverse determinations.	75	28.0%	29.2%	Not sig.
Q16. Consistency of review decisions.	74	27.0%	30.5%	Not sig.
Q17. Timeliness of UM appeals process.	67	20.9%	26.6%	Not sig.
Q18. Timeliness of resolution requiring Medical Director intervention.	57	21.1%	30.3%	Not sig.
Q19. Degree of improvement plan has made to reduce/eliminate the "hassle factor" of getting patients the services they need.	74	28.4%	NA	NA
Q20. The health plan's administration of the PCP's referrals to a specialist.	82	30.5%	35.0%	Not sig.
Q21. The health plan's facilitation/support of appropriate clinical care for patients.	76	26.3%	32.5%	Not sig.
Q22. Phone access to Case/Care Managers.	69	23.2%	31.2%	Not sig.
Q23. Alternative care and community resource options offered by the Case/Care Manager to my patients.	56	25.0%	30.3%	Not sig.
Q24. The health plan's commitment to chronic disease management programs.	70	28.6%	39.7%	Not sig.
<b>Cultural Competency</b>		<b>36.0%</b>	<b>NA</b>	<b>NA</b>
Q25. University Family Care's Cultural Competency program.	47	31.9%	NA	NA
Q26. Your understanding of member's different cultures and how you deliver care.	72	40.3%	NA	NA
Q27. Your consideration of the unique presentation of symptoms among the major cultural groups when providing care to your patients.	70	35.7%	NA	NA
<b>Finance Issues</b>		<b>28.4%</b>	<b>NA</b>	<b>NA</b>
Q28. Extent to which the plan controls costs while maintaining a high quality of care.	76	26.3%	NA	NA
Q29. Reimbursement rates for services you provide.	73	13.7%	24.6%	Sig. lower
Q30. Accuracy of claims processing.	67	32.8%	36.0%	Not sig.
Q31. Timeliness of claims processing.	66	42.4%	38.4%	Not sig.
Q32. Resolution of claims payment problems or disputes.	64	26.6%	28.1%	Not sig.
<b>Pharmacy and Drug Benefits</b>		<b>27.2%</b>	<b>23.4%</b>	<b>Not sig.</b>
Q33. Ease of using formulary.	79	29.1%	26.2%	Not sig.
Q34. Variety of drugs available in formulary.	79	25.3%	20.6%	Not sig.
<b>Overall Satisfaction and Loyalty****</b>		<b>75.0%</b>	<b>82.2%</b>	<b>Not sig.</b>
Q35. Would you recommend University Family Care to other physicians' practices?	81	79.0%	85.2%	Not sig.
Q36. Would you recommend University Family Care to other patients?	80	77.5%	84.6%	Not sig.
Q37. Overall satisfaction with University Family Care?	86	68.6%	76.7%	Not sig.
Q38. Overall satisfaction with other health plans?	79	69.6%	83.6%	Sig. lower

\* The 2010 TMG Medicaid Book of Business Benchmark consists of Primary Care Physicians, Specialists, and Behavioral Health Clinicians. This benchmark comparison is based on respondent-level results. Please see the Technical Notes for further detail.

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

\*\*\* Significance Testing - "Sig. higher" denotes the result that would be found if a hypothesis test were conducted to determine if the percentage is higher. "Sig. lower" denotes the result that would be found if a hypothesis test were conducted to determine if the percentage is lower. "Not sig." 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. Significance testing of composites should be used with caution as a rough guideline, since the test procedure is approximate.

\*\*\*\* The Overall Satisfaction and Loyalty composite is the average of those attributes shaded gray. It does NOT include Q38. Overall satisfaction with other health plans?



**Benchmark Comparison**  
**2010 TMG Medicaid Respondent-Level Benchmark\***  
**Specialist Respondents (QA)**

**38 Specialist Respondents**

Composite/Attribute	2011 UFC Specialists Only		2010 TMG Medicaid Respondent-Level Benchmark (Specialists Only) SRS**	Significance Testing***
	Valid n	SRS**		
<b>Call Center/Member Services Staff</b>				
Q1. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	36	55.6%	50.1%	Not sig.
<b>Provider Relations</b>		<b>40.2%</b>	<b>37.4%</b>	<b>Not sig.</b>
Q2. Responsiveness and courtesy of the health plan's Provider Relations representative.	32	43.8%	46.8%	Not sig.
Q3. Timeliness to answer questions and/or resolve problems.	32	40.6%	38.6%	Not sig.
Q4. Quality of provider orientation process.	29	37.9%	35.0%	Not sig.
Q5. Quality of practitioner educational meetings/in-services.	21	38.1%	30.3%	Not sig.
Q6. Quality of written communications, policy bulletins, and manuals.	27	40.7%	36.2%	Not sig.
<b>Network</b>		<b>40.0%</b>	<b>35.5%</b>	<b>Not sig.</b>
Q7. Quality health plan's primary care providers.	26	46.2%	41.4%	Not sig.
Q8. Quality health plan's specialists.	26	50.0%	42.4%	Not sig.
Q9. Specialists network has an adequate number of high-quality specialists to whom I can refer my patients.	27	37.0%	35.1%	Not sig.
Q10. Behavioral health network has an adequate number of high-quality practitioners to whom I can refer my patients.	14	28.6%	28.1%	Unable to Test
Q11. Health plan takes physician input and recommendations seriously.	26	38.5%	30.6%	Not sig.
<b>Utilization &amp; Quality Management</b>		<b>35.2%</b>	<b>NA</b>	<b>NA</b>
Q12. Process of obtaining pre-certification/referral/authorization information.	31	45.2%	34.7%	Not sig.
Q13. Timeliness of UM's pre-certification process.	30	53.3%	31.8%	Sig. higher
Q14. Phone access to UM staff.	30	43.3%	36.1%	Not sig.
Q15. Extent to which UM staff share review criteria and reasons for adverse determinations.	27	29.6%	26.4%	Not sig.
Q16. Consistency of review decisions.	27	33.3%	28.7%	Not sig.
Q17. Timeliness of UM appeals process.	25	28.0%	22.9%	Not sig.
Q18. Timeliness of resolution requiring Medical Director intervention.	23	34.8%	24.6%	Not sig.
Q19. Degree of improvement plan has made to reduce/eliminate the "hassle factor" of getting patients the services they need.	28	17.9%	NA	NA
Q20. The health plan's administration of the PCP's referrals to a specialist.	26	46.2%	34.6%	Not sig.
Q21. The health plan's facilitation/support of appropriate clinical care for patients.	26	42.3%	29.1%	Not sig.
Q22. Phone access to Case/Care Managers.	18	33.3%	29.3%	Not sig.
Q23. Alternative care and community resource options offered by the Case/Care Manager to my patients.	20	25.0%	28.6%	Not sig.
Q24. The health plan's commitment to chronic disease management programs.	16	25.0%	32.4%	Not sig.
<b>Cultural Competency</b>		<b>42.0%</b>	<b>NA</b>	<b>NA</b>
Q25. University Family Care's Cultural Competency program.	18	27.8%	NA	NA
Q26. Your understanding of member's different cultures and how you deliver care.	26	46.2%	NA	NA
Q27. Your consideration of the unique presentation of symptoms among the major cultural groups when providing care to your patients.	25	52.0%	NA	NA
<b>Finance Issues</b>		<b>25.5%</b>	<b>NA</b>	<b>NA</b>
Q28. Extent to which the plan controls costs while maintaining a high quality of care.	26	26.9%	NA	NA
Q29. Reimbursement rates for services you provide.	26	15.4%	17.5%	Unable to Test
Q30. Accuracy of claims processing.	25	36.0%	33.8%	Not sig.
Q31. Timeliness of claims processing.	25	24.0%	35.9%	Not sig.
Q32. Resolution of claims payment problems or disputes.	24	25.0%	25.5%	Not sig.
<b>Pharmacy and Drug Benefits</b>		<b>24.6%</b>	<b>20.1%</b>	<b>Not sig.</b>
Q33. Ease of using formulary.	24	29.2%	23.3%	Not sig.
Q34. Variety of drugs available in formulary.	25	20.0%	16.9%	Unable to Test
<b>Overall Satisfaction and Loyalty****</b>		<b>87.2%</b>	<b>79.4%</b>	<b>Not sig.</b>
Q35. Would you recommend University Family Care to other physicians' practices?	29	89.7%	82.1%	Not sig.
Q36. Would you recommend University Family Care to other patients?	28	89.3%	81.3%	Not sig.
Q37. Overall satisfaction with University Family Care?	29	82.8%	74.8%	Not sig.
Q38. Overall satisfaction with other health plans?	26	80.8%	80.2%	Not sig.

\* The 2010 TMG Medicaid Book of Business Benchmark consists of Primary Care Physicians, Specialists, and Behavioral Health Clinicians. This benchmark comparison is based on respondent-level results. Please see the Technical Notes for further detail.

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

\*\*\* Significance Testing - "Sig. higher" denotes the result that would be found if a hypothesis test were conducted to determine if the percentage is higher. "Sig. lower" denotes the result that would be found if a hypothesis test were conducted to determine if the percentage is lower. "Not sig." 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. Significance testing of composites should be used with caution as a rough guideline, since the test procedure is approximate.

\*\*\*\* The Overall Satisfaction and Loyalty composite is the average of those attributes shaded gray. It does NOT include Q38. Overall satisfaction with other health plans?

**Benchmark Comparison**  
**2010 TMG Medicaid Respondent-Level Benchmark\***  
**Physician Respondents (QG)**

**37 Physician Respondents**

Composite/Attribute	2011 UFC Physicians Only		2010 TMG Medicaid Respondent-Level Benchmark (Physicians Only) SRS**	Significance Testing***
	Valid n	SRS**		
<b>Call Center/Member Services Staff</b>				
Q1. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	34	41.2%	45.8%	Not sig.
<b>Provider Relations</b>		<b>30.4%</b>	<b>37.5%</b>	<b>Not sig.</b>
Q2. Responsiveness and courtesy of the health plan's Provider Relations representative.	34	29.4%	44.2%	Not sig.
Q3. Timeliness to answer questions and/or resolve problems.	35	31.4%	39.4%	Not sig.
Q4. Quality of provider orientation process.	25	36.0%	35.9%	Not sig.
Q5. Quality of practitioner educational meetings/in-services.	19	26.3%	33.5%	Not sig.
Q6. Quality of written communications, policy bulletins, and manuals.	31	29.0%	34.4%	Not sig.
<b>Network</b>		<b>36.6%</b>	<b>37.7%</b>	<b>Not sig.</b>
Q7. Quality health plan's primary care providers.	32	56.3%	54.5%	Not sig.
Q8. Quality health plan's specialists.	34	47.1%	47.2%	Not sig.
Q9. Specialists network has an adequate number of high-quality specialists to whom I can refer my patients.	36	33.3%	35.3%	Not sig.
Q10. Behavioral health network has an adequate number of high-quality practitioners to whom I can refer my patients.	33	21.2%	23.2%	Not sig.
Q11. Health plan takes physician input and recommendations seriously.	28	25.0%	28.1%	Not sig.
<b>Utilization &amp; Quality Management</b>		<b>25.7%</b>	<b>NA</b>	<b>NA</b>
Q12. Process of obtaining pre-certification/referral/authorization information.	34	23.5%	31.4%	Not sig.
Q13. Timeliness of UM's pre-certification process.	34	23.5%	30.3%	Not sig.
Q14. Phone access to UM staff.	29	24.1%	32.2%	Not sig.
Q15. Extent to which UM staff share review criteria and reasons for adverse determinations.	30	20.0%	26.3%	Not sig.
Q16. Consistency of review decisions.	31	25.8%	28.5%	Not sig.
Q17. Timeliness of UM appeals process.	28	21.4%	23.6%	Not sig.
Q18. Timeliness of resolution requiring Medical Director intervention.	24	25.0%	29.0%	Not sig.
Q19. Degree of improvement plan has made to reduce/eliminate the "hassle factor" of getting patients the services they need.	30	26.7%	NA	NA
Q20. The health plan's administration of the PCP's referrals to a specialist.	33	36.4%	32.4%	Not sig.
Q21. The health plan's facilitation/support of appropriate clinical care for patients.	33	30.3%	31.7%	Not sig.
Q22. Phone access to Case/Care Managers.	26	19.2%	29.4%	Not sig.
Q23. Alternative care and community resource options offered by the Case/Care Manager to my patients.	22	27.3%	27.9%	Not sig.
Q24. The health plan's commitment to chronic disease management programs.	29	31.0%	43.0%	Not sig.
<b>Cultural Competency</b>		<b>46.5%</b>	<b>NA</b>	<b>NA</b>
Q25. University Family Care's Cultural Competency program.	14	35.7%	NA	NA
Q26. Your understanding of member's different cultures and how you deliver care.	27	48.1%	NA	NA
Q27. Your consideration of the unique presentation of symptoms among the major cultural groups when providing care to your patients.	27	55.6%	NA	NA
<b>Finance Issues</b>		<b>22.7%</b>	<b>NA</b>	<b>NA</b>
Q28. Extent to which the plan controls costs while maintaining a high quality of care.	32	28.1%	NA	NA
Q29. Reimbursement rates for services you provide.	32	9.4%	19.3%	Not sig.
Q30. Accuracy of claims processing.	26	23.1%	32.3%	Not sig.
Q31. Timeliness of claims processing.	25	32.0%	34.2%	Not sig.
Q32. Resolution of claims payment problems or disputes.	24	20.8%	24.5%	Not sig.
<b>Pharmacy and Drug Benefits</b>		<b>19.7%</b>	<b>23.6%</b>	<b>Not sig.</b>
Q33. Ease of using formulary.	33	24.2%	25.9%	Not sig.
Q34. Variety of drugs available in formulary.	33	15.2%	21.3%	Not sig.
<b>Overall Satisfaction and Loyalty****</b>		<b>59.0%</b>	<b>70.2%</b>	<b>Not sig.</b>
Q35. Would you recommend University Family Care to other physicians' practices?	35	60.0%	74.5%	Sig. lower
Q36. Would you recommend University Family Care to other patients?	35	65.7%	72.0%	Not sig.
Q37. Overall satisfaction with University Family Care?	35	51.4%	64.2%	Not sig.
Q38. Overall satisfaction with other health plans?	35	57.1%	71.7%	Not sig.

\* The 2010 TMG Medicaid Book of Business Benchmark consists of Primary Care Physicians, Specialists, and Behavioral Health Clinicians. This benchmark comparison is based on respondent-level results. Please see the Technical Notes for further detail.

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

\*\*\* Significance Testing - "Sig. higher" denotes the result that would be found if a hypothesis test were conducted to determine if the percentage is higher. "Sig. lower" denotes the result that would be found if a hypothesis test were conducted to determine if the percentage is lower. "Not sig." 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. Significance testing of composites should be used with caution as a rough guideline, since the test procedure is approximate.

\*\*\*\* The Overall Satisfaction and Loyalty composite is the average of those attributes shaded gray. It does NOT include Q38. Overall satisfaction with other health plans?

# Benchmark Comparison

## 2010 TMG Medicaid Respondent-Level Benchmark\*

**University Family Care**  
**Provider Satisfaction Survey**

Office Manager Respondents (QG)

56 Office Manager Respondents

Composite/Attribute	2011 UFC Office Mgr. Only		2010 TMG Medicaid Respondent-Level Benchmark (Office Mgr. Only) SRS**	Significance Testing***
	Valid n	SRS**		
<b>Call Center/Member Services Staff</b>				
Q1. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	53	45.3%	53.9%	Not sig.
<b>Provider Relations</b>		<b>33.5%</b>	<b>40.5%</b>	<b>Not sig.</b>
Q2. Responsiveness and courtesy of the health plan's Provider Relations representative.	47	38.3%	50.9%	Not sig.
Q3. Timeliness to answer questions and/or resolve problems.	46	39.1%	40.0%	Not sig.
Q4. Quality of provider orientation process.	43	27.9%	38.3%	Not sig.
Q5. Quality of practitioner educational meetings/inservices.	34	26.5%	33.7%	Not sig.
Q6. Quality of written communications, policy bulletins, and manuals.	42	35.7%	39.4%	Not sig.
<b>Network</b>		<b>34.5%</b>	<b>36.2%</b>	<b>Not sig.</b>
Q7. Quality health plan's primary care providers.	36	38.9%	47.6%	Not sig.
Q8. Quality health plan's specialists.	41	48.8%	40.3%	Not sig.
Q9. Specialists network has an adequate number of high-quality specialists to whom I can refer my patients.	43	37.2%	34.0%	Not sig.
Q10. Behavioral health network has an adequate number of high-quality practitioners to whom I can refer my patients.	33	15.2%	25.1%	Not sig.
Q11. Health plan takes physician input and recommendations seriously.	40	32.5%	34.2%	Not sig.
<b>Utilization &amp; Quality Management</b>		<b>28.1%</b>	<b>NA</b>	<b>NA</b>
Q12. Process of obtaining pre-certification/referral/authorization information.	46	34.8%	36.7%	Not sig.
Q13. Timeliness of UM's pre-certification process.	44	34.1%	31.9%	Not sig.
Q14. Phone access to UM staff.	42	40.5%	35.0%	Not sig.
Q15. Extent to which UM staff share review criteria and reasons for adverse determinations.	37	29.7%	28.0%	Not sig.
Q16. Consistency of review decisions.	36	30.6%	29.9%	Not sig.
Q17. Timeliness of UM appeals process.	33	21.2%	25.0%	Not sig.
Q18. Timeliness of resolution requiring Medical Director intervention.	25	20.0%	28.2%	Not sig.
Q19. Degree of improvement plan has made to reduce/eliminate the "hassle factor" of getting patients the services they need.	38	23.7%	NA	NA
Q20. The health plan's administration of the PCP's referrals to a specialist.	41	39.0%	36.2%	Not sig.
Q21. The health plan's facilitation/support of appropriate clinical care for patients.	36	27.8%	31.7%	Not sig.
Q22. Phone access to Case/Care Managers.	31	25.8%	30.3%	Not sig.
Q23. Alternative care and community resource options offered by the Case/Care Manager to my patients.	29	17.2%	31.3%	Not sig.
Q24. The health plan's commitment to chronic disease management programs.	28	21.4%	34.5%	Not sig.
<b>Cultural Competency</b>		<b>26.9%</b>	<b>NA</b>	<b>NA</b>
Q25. University Family Care's Cultural Competency program.	27	25.9%	NA	NA
Q26. Your understanding of member's different cultures and how you deliver care.	38	28.9%	NA	NA
Q27. Your consideration of the unique presentation of symptoms among the major cultural groups when providing care to your patients.	35	25.7%	NA	NA
<b>Finance Issues</b>		<b>28.6%</b>	<b>NA</b>	<b>NA</b>
Q28. Extent to which the plan controls costs while maintaining a high quality of care.	38	18.4%	NA	NA
Q29. Reimbursement rates for services you provide.	35	20.0%	20.8%	Not sig.
Q30. Accuracy of claims processing.	35	40.0%	36.2%	Not sig.
Q31. Timeliness of claims processing.	35	37.1%	38.4%	Not sig.
Q32. Resolution of claims payment problems or disputes.	33	27.3%	27.7%	Not sig.
<b>Pharmacy and Drug Benefits</b>		<b>26.3%</b>	<b>22.2%</b>	<b>Not sig.</b>
Q33. Ease of using formulary.	38	26.3%	25.8%	Not sig.
Q34. Variety of drugs available in formulary.	38	26.3%	18.6%	Not sig.
<b>Overall Satisfaction and Loyalty****</b>		<b>87.0%</b>	<b>83.8%</b>	<b>Not sig.</b>
Q35. Would you recommend University Family Care to other physicians' practices?	41	90.2%	86.7%	Not sig.
Q36. Would you recommend University Family Care to other patients?	38	89.5%	85.7%	Not sig.
Q37. Overall satisfaction with University Family Care?	43	81.4%	79.2%	Not sig.
Q38. Overall satisfaction with other health plans?	37	83.8%	85.3%	Not sig.

\* The 2010 TMG Medicaid Book of Business Benchmark consists of Primary Care Physicians, Specialists, and Behavioral Health Clinicians. This benchmark comparison is based on respondent-level results. Please see the Technical Notes for further detail.

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

\*\*\* Significance Testing - "Sig. higher" denotes the result that would be found if a hypothesis test were conducted to determine if the percentage is higher. "Sig. lower" denotes the result that would be found if a hypothesis test were conducted to determine if the percentage is lower. "Not sig." 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. Significance testing of composites should be used with caution as a rough guideline, since the test procedure is approximate.

\*\*\*\* The Overall Satisfaction and Loyalty composite is the average of those attributes shaded gray. It does NOT include Q38. Overall satisfaction with other health plans?



## 5. Question Summaries

The proportion of respondents that fall into each response category for all questions is shown beginning on page 5A. Each question addresses the provider’s rating of University Family Care and Other AHCCCS Plans in the market. 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 “NA.” The Category Responses section provides the percentage of respondents who selected each response option.

### Summary Rates

The Summary Rates section provides benchmark comparisons of University Family Care’s Summary Rates. The Summary Rate is the proportion of respondents choosing the most positive response options for each question; typically, it is the sum of the proportion of respondents who selected “Excellent” or “Very good.” For all other questions, the Summary Rate is the sum of the shaded 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, “Excellent” receives a score of 5, while “Poor” 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 University Family Care in the example below is 3.53, meaning that the average response option chosen is between “Good and Very good.” The mean for Other AHCCCS Plans is 3.44, meaning that the average response option chosen by respondents for Other AHCCCS Plans is also between “Good and Very good.” The Mean Score for the 2010 TMG Medicaid Book of Business is also provided for comparison.

Question	Plan	Plan Mean	2010 TMG B.o.B Mean
Q1. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	UFC	3.53	3.53
	Other AHCCCS Plans	3.44	3.35

### **Charts 5A – 5J**

**Question Summaries**  
**Call Center/Member Services Staff**

**University Family Care**  
**Provider Satisfaction Survey**

**148 Total Respondents**

This is the department responsible for patient benefits and eligibility information, referral questions, claim inquiries, policies and procedures. Please rate the following compared to other plans in the market.													
Survey Item	Plan	Valid n	Category Responses					Summary Rate Scores*				Mean Scores**	
			Excellent	Very good	Good	Fair	Poor	2011	2010	2009	B.o.B.***	2011	B.o.B.***
<b>Q1. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).</b>	UFC	128	15.6%	35.2%	36.7%	11.7%	0.8%	<b>50.8%</b>	49.5%	52.5%	51.3%	<b>3.53</b>	3.53
	Other AHCCCS Plans	123	10.6%	35.8%	41.5%	11.4%	0.8%	<b>46.3%</b>	36.6%	40.5%	39.1%	<b>3.44</b>	3.35

\* Summary Rate Scores are the sum of the most favorable response options (Excellent & Very good).

\*\* Mean scores are the average of all responses.

\*\*\* B.o.B. represents the 2010 TMG Medicaid Book of Business Benchmark which consists of Primary Care Physicians, Specialists, and Behavioral Health Clinicians.

# Question Summaries

## Provider Relations

### 148 Total Respondents

This is the department responsible for orientation, education, and communication of plan policies and procedures. Please rate the following qualities and services provided by University Family Care compared to other plans in the market.			Category Responses					Summary Rate Scores*				Mean Scores**	
Survey Item	Plan	Valid n	Excellent	Very good	Good	Fair	Poor	2011	2010	2009	B.o.B.***	2011	B.o.B.***
<b>Q2. Responsiveness and courtesy of the health plan's Provider Relations representative.</b>	UFC	118	14.4%	27.1%	37.3%	16.1%	5.1%	<b>41.5%</b>	39.6%	54.4%	49.3%	<b>3.30</b>	3.46
	Other AHCCCS Plans	120	5.8%	26.7%	45.0%	18.3%	4.2%	<b>32.5%</b>	30.0%	34.0%	36.1%	<b>3.12</b>	3.26
<b>Q3. Timeliness to answer questions and/or resolve problems.</b>	UFC	115	10.4%	30.4%	39.1%	13.0%	7.0%	<b>40.9%</b>	35.8%	37.8%	40.7%	<b>3.24</b>	3.22
	Other AHCCCS Plans	117	2.6%	23.9%	51.3%	18.8%	3.4%	<b>26.5%</b>	24.5%	21.2%	30.3%	<b>3.03</b>	3.13
<b>Q4. Quality of provider orientation process.</b>	UFC	102	14.7%	23.5%	37.3%	15.7%	8.8%	<b>38.2%</b>	31.5%	37.7%	37.4%	<b>3.20</b>	3.19
	Other AHCCCS Plans	100	6.0%	26.0%	46.0%	17.0%	5.0%	<b>32.0%</b>	17.9%	28.1%	27.5%	<b>3.11</b>	3.07
<b>Q5. Quality of practitioner educational meetings/inservices.</b>	UFC	84	13.1%	22.6%	35.7%	19.0%	9.5%	<b>35.7%</b>	30.0%	26.6%	33.4%	<b>3.11</b>	3.08
	Other AHCCCS Plans	81	6.2%	18.5%	45.7%	22.2%	7.4%	<b>24.7%</b>	13.5%	21.1%	25.1%	<b>2.94</b>	2.99
<b>Q6. Quality of written communications, policy bulletins, and manuals.</b>	UFC	109	13.8%	22.0%	39.4%	20.2%	4.6%	<b>35.8%</b>	33.7%	35.9%	37.9%	<b>3.20</b>	3.24
	Other AHCCCS Plans	109	10.1%	17.4%	53.2%	17.4%	1.8%	<b>27.5%</b>	25.0%	26.1%	28.8%	<b>3.17</b>	3.12

\* Summary Rate Scores are the sum of the most favorable response options (Excellent & Very good).

\*\* Mean scores are the average of all responses.

\*\*\* B.o.B. represents the 2010 TMG Medicaid Book of Business Benchmark which consists of Primary Care Physicians, Specialists, and Behavioral Health Clinicians.

## Question Summaries

Network

University Family Care

Provider Satisfaction Survey

### 148 Total Respondents

Please rate the following qualities and services provided by University Family Care compared to other plans in the market.			Category Responses					Summary Rate Scores*				Mean Scores**	
Survey Item	Plan	Valid n	Excellent	Very good	Good	Fair	Poor	2011	2010	2009	B.o.B.***	2011	B.o.B.***
Q7. Quality health plan's primary care providers.	UFC	98	16.3%	33.7%	36.7%	11.2%	2.0%	<b>50.0%</b>	35.8%	42.9%	46.2%	<b>3.51</b>	3.47
	Other AHCCCS Plans	98	9.2%	36.7%	44.9%	8.2%	1.0%	<b>45.9%</b>	33.3%	34.9%	43.0%	<b>3.45</b>	3.44
Q8. Quality health plan's specialists.	UFC	112	16.1%	30.4%	31.3%	17.0%	5.4%	<b>46.4%</b>	39.4%	34.6%	41.6%	<b>3.35</b>	3.30
	Other AHCCCS Plans	112	8.0%	28.6%	47.3%	12.5%	3.6%	<b>36.6%</b>	31.9%	32.5%	40.3%	<b>3.25</b>	3.34
Q9. Specialists network has an adequate number of high-quality specialists to whom I can refer my patients.	UFC	115	12.2%	20.9%	32.2%	24.3%	10.4%	<b>33.0%</b>	27.6%	29.6%	31.9%	<b>3.00</b>	2.94
	Other AHCCCS Plans	117	6.8%	21.4%	51.3%	15.4%	5.1%	<b>28.2%</b>	33.0%	28.6%	34.9%	<b>3.09</b>	3.20
Q10. Behavioral health network has an adequate number of high-quality practitioners to whom I can refer my patients.	UFC	98	5.1%	15.3%	35.7%	20.4%	23.5%	<b>20.4%</b>	17.8%	22.7%	23.1%	<b>2.58</b>	2.67
	Other AHCCCS Plans	96	3.1%	17.7%	35.4%	26.0%	17.7%	<b>20.8%</b>	21.4%	19.3%	23.9%	<b>2.63</b>	2.87
Q11. Health plan takes physician input and recommendations seriously.	UFC	102	10.8%	24.5%	31.4%	20.6%	12.7%	<b>35.3%</b>	28.6%	31.2%	32.5%	<b>3.00</b>	3.05
	Other AHCCCS Plans	101	7.9%	18.8%	38.6%	28.7%	5.9%	<b>26.7%</b>	16.9%	25.4%	26.4%	<b>2.94</b>	3.00

\* Summary Rate Scores are the sum of the most favorable response options (Excellent & Very good).

\*\* Mean scores are the average of all responses.

\*\*\* B.o.B. represents the 2010 TMG Medicaid Book of Business Benchmark which consists of Primary Care Physicians, Specialists, and Behavioral Health Clinicians.

## Question Summaries

### Utilization & Quality Management

**University Family Care**  
**Provider Satisfaction Survey**

#### 148 Total Respondents

Please rate the following qualities and services provided by University Family Care compared to other plans in the market.			Category Responses					Summary Rate Scores*				Mean Scores**	
Survey Item	Plan	Valid n	Excellent	Very good	Good	Fair	Poor	2011	2010	2009	B.o.B.***	2011	B.o.B.***
<b>Q12. Process of obtaining pre-certification/referral/authorization information.</b>	UFC	119	10.9%	22.7%	33.6%	22.7%	10.1%	<b>33.6%</b>	34.9%	28.0%	33.8%	<b>3.02</b>	3.08
	Other AHCCCS Plans	122	4.9%	19.7%	36.9%	29.5%	9.0%	<b>24.6%</b>	24.7%	23.4%	27.2%	<b>2.82</b>	3.10
<b>Q13. Timeliness of UM's pre-certification process.</b>	UFC	115	9.6%	23.5%	35.7%	23.5%	7.8%	<b>33.0%</b>	23.7%	24.4%	31.4%	<b>3.03</b>	3.02
	Other AHCCCS Plans	115	5.2%	19.1%	43.5%	27.0%	5.2%	<b>24.3%</b>	21.1%	20.0%	25.0%	<b>2.92</b>	3.01
<b>Q14. Phone access to UM staff.</b>	UFC	108	8.3%	28.7%	38.9%	19.4%	4.6%	<b>37.0%</b>	28.7%	32.7%	36.1%	<b>3.17</b>	3.14
	Other AHCCCS Plans	110	4.5%	21.8%	43.6%	22.7%	7.3%	<b>26.4%</b>	21.6%	26.7%	28.6%	<b>2.94</b>	3.06
<b>Q15. Extent to which UM staff share review criteria and reasons for adverse determinations.</b>	UFC	102	7.8%	20.6%	46.1%	17.6%	7.8%	<b>28.4%</b>	22.1%	24.4%	27.8%	<b>3.03</b>	2.99
	Other AHCCCS Plans	101	5.9%	15.8%	49.5%	21.8%	6.9%	<b>21.8%</b>	17.1%	20.2%	22.4%	<b>2.92</b>	2.95
<b>Q16. Consistency of review decisions.</b>	UFC	101	8.9%	19.8%	48.5%	17.8%	5.0%	<b>28.7%</b>	28.7%	22.2%	29.3%	<b>3.10</b>	3.05
	Other AHCCCS Plans	103	6.8%	18.4%	49.5%	18.4%	6.8%	<b>25.2%</b>	25.0%	18.8%	23.7%	<b>3.00</b>	3.00
<b>Q17. Timeliness of UM appeals process.</b>	UFC	92	3.3%	19.6%	44.6%	27.2%	5.4%	<b>22.8%</b>	24.0%	26.8%	24.6%	<b>2.88</b>	2.86
	Other AHCCCS Plans	91	1.1%	15.4%	49.5%	29.7%	4.4%	<b>16.5%</b>	19.7%	20.5%	21.4%	<b>2.79</b>	2.88
<b>Q18. Timeliness of resolution requiring Medical Director intervention.</b>	UFC	80	3.8%	21.3%	45.0%	25.0%	5.0%	<b>25.0%</b>	32.8%	27.2%	27.1%	<b>2.94</b>	2.95
	Other AHCCCS Plans	80	2.5%	17.5%	52.5%	22.5%	5.0%	<b>20.0%</b>	23.8%	21.5%	22.6%	<b>2.90</b>	2.93

\* Summary Rate Scores are the sum of the most favorable response options (Excellent & Very good).

\*\* Mean scores are the average of all responses.

\*\*\* B.o.B. represents the 2010 TMG Medicaid Book of Business Benchmark which consists of Primary Care Physicians, Specialists, and Behavioral Health Clinicians.



## Question Summaries

Utilization & Quality Management (continued)

University Family Care

Provider Satisfaction Survey

### 148 Total Respondents

Please rate the following qualities and services provided by University Family Care compared to other plans in the market.			Category Responses					Summary Rate Scores*				Mean Scores**	
Survey Item	Plan	Valid n	Excellent	Very good	Good	Fair	Poor	2011	2010	2009	B.o.B.***	2011	B.o.B.***
Q19. Degree of improvement plan has made to reduce/eliminate the "hassle factor" of getting patients the services they need.	UFC	102	4.9%	20.6%	48.0%	15.7%	10.8%	<b>25.5%</b>	28.4%	26.7%	NA	<b>2.93</b>	NA
	Other AHCCCS Plans	102	2.9%	15.7%	52.0%	22.5%	6.9%	<b>18.6%</b>	19.1%	20.3%	NA	<b>2.85</b>	NA
Q20. The health plan's administration of the PCP's referrals to a specialist.	UFC	108	6.5%	27.8%	41.7%	19.4%	4.6%	<b>34.3%</b>	33.3%	29.3%	34.5%	<b>3.12</b>	3.13
	Other AHCCCS Plans	108	5.6%	21.3%	50.9%	16.7%	5.6%	<b>26.9%</b>	26.4%	24.8%	27.8%	<b>3.05</b>	3.10
Q21. The health plan's facilitation/support of appropriate clinical care for patients.	UFC	102	5.9%	24.5%	45.1%	18.6%	5.9%	<b>30.4%</b>	32.0%	26.2%	30.8%	<b>3.06</b>	3.11
	Other AHCCCS Plans	102	4.9%	20.6%	52.9%	18.6%	2.9%	<b>25.5%</b>	25.8%	22.9%	25.6%	<b>3.06</b>	3.09
Q22. Phone access to Case/Care Managers.	UFC	87	5.7%	19.5%	37.9%	26.4%	10.3%	<b>25.3%</b>	35.1%	29.5%	30.7%	<b>2.84</b>	3.03
	Other AHCCCS Plans	91	3.3%	18.7%	42.9%	28.6%	6.6%	<b>22.0%</b>	21.4%	21.8%	23.0%	<b>2.84</b>	2.95
Q23. Alternative care and community resource options offered by the Case/Care Manager to my patients.	UFC	76	3.9%	21.1%	43.4%	21.1%	10.5%	<b>25.0%</b>	25.9%	21.7%	28.7%	<b>2.87</b>	3.01
	Other AHCCCS Plans	79	2.5%	17.7%	49.4%	22.8%	7.6%	<b>20.3%</b>	17.9%	15.8%	23.1%	<b>2.85</b>	2.97
Q24. The health plan's commitment to chronic disease management programs.	UFC	86	7.0%	20.9%	40.7%	20.9%	10.5%	<b>27.9%</b>	32.0%	26.8%	35.3%	<b>2.93</b>	3.21
	Other AHCCCS Plans	90	2.2%	23.3%	46.7%	21.1%	6.7%	<b>25.6%</b>	27.1%	25.3%	29.4%	<b>2.93</b>	3.12

\* Summary Rate Scores are the sum of the most favorable response options (Excellent & Very good).

\*\* Mean scores are the average of all responses.

\*\*\* B.o.B. represents the 2010 TMG Medicaid Book of Business Benchmark which consists of Primary Care Physicians, Specialists, and Behavioral Health Clinicians

## Question Summaries

### Cultural Competency

**University Family Care  
Provider Satisfaction Survey**

#### 148 Total Respondents

Please rate the following qualities and services provided by University Family Care compared to other plans in the market.			Category Responses					Summary Rate Scores*				Mean Scores**	
Survey Item	Plan	Valid n	Excellent	Very good	Good	Fair	Poor	2011	2010	2009	B.o.B.***	2011	B.o.B.***
<b>Q25. University Family Care's Cultural Competency program.</b>	UFC	65	9.2%	21.5%	47.7%	18.5%	3.1%	<b>30.8%</b>	43.1%	NA	NA	<b>3.15</b>	NA
<b>Q26. Your understanding of member's different cultures and how you deliver care.</b>	UFC	98	19.4%	22.4%	44.9%	13.3%	0.0%	<b>41.8%</b>	46.2%	NA	NA	<b>3.48</b>	NA
	Other AHCCCS Plans	96	15.6%	21.9%	44.8%	17.7%	0.0%	<b>37.5%</b>	33.3%	NA	NA	<b>3.35</b>	NA
<b>Q27. Your consideration of the unique presentation of symptoms among the major cultural groups when providing care to your patients.</b>	UFC	95	13.7%	26.3%	45.3%	14.7%	0.0%	<b>40.0%</b>	48.1%	NA	NA	<b>3.39</b>	NA
	Other AHCCCS Plans	95	12.6%	24.2%	47.4%	15.8%	0.0%	<b>36.8%</b>	38.6%	NA	NA	<b>3.34</b>	NA

\* Summary Rate Scores are the sum of the most favorable response options (Excellent & Very good).

\*\* Mean scores are the average of all responses.

\*\*\* B.o.B. represents the 2010 TMG Medicaid Book of Business Benchmark which consists of Primary Care Physicians, Specialists, and Behavioral Health Clinicians

# Question Summaries

## Finance Issues

## University Family Care

## Provider Satisfaction Survey

### 148 Total Respondents

Please rate the following qualities and services provided by University Family Care compared to other plans in the market.			Category Responses					Summary Rate Scores*				Mean Scores**	
Survey Item	Plan	Valid n	Excellent	Very good	Good	Fair	Poor	2011	2010	2009	B.o.B.***	2011	B.o.B.***
<b>Q28. Extent to which the plan controls costs while maintaining a high quality of care.</b>	UFC	102	4.9%	21.6%	41.2%	21.6%	10.8%	<b>26.5%</b>	21.8%	27.3%	NA	<b>2.88</b>	NA
	Other AHCCCS Plans	100	4.0%	15.0%	47.0%	24.0%	10.0%	<b>19.0%</b>	19.0%	23.9%	NA	<b>2.79</b>	NA
<b>Q29. Reimbursement rates for services you provide.</b>	UFC	99	5.1%	9.1%	42.4%	25.3%	18.2%	<b>14.1%</b>	19.0%	21.9%	21.6%	<b>2.58</b>	2.60
	Other AHCCCS Plans	98	1.0%	13.3%	41.8%	26.5%	17.3%	<b>14.3%</b>	12.3%	18.1%	19.6%	<b>2.54</b>	2.77
<b>Q30. Accuracy of claims processing.</b>	UFC	92	8.7%	25.0%	43.5%	16.3%	6.5%	<b>33.7%</b>	28.9%	29.6%	35.4%	<b>3.13</b>	3.15
	Other AHCCCS Plans	92	4.3%	19.6%	50.0%	20.7%	5.4%	<b>23.9%</b>	20.5%	23.6%	27.9%	<b>2.97</b>	3.12
<b>Q31. Timeliness of claims processing.</b>	UFC	91	8.8%	28.6%	36.3%	20.9%	5.5%	<b>37.4%</b>	26.8%	29.5%	37.4%	<b>3.14</b>	3.21
	Other AHCCCS Plans	89	3.4%	21.3%	47.2%	23.6%	4.5%	<b>24.7%</b>	23.1%	21.4%	29.0%	<b>2.96</b>	3.13
<b>Q32. Resolution of claims payment problems or disputes.</b>	UFC	88	6.8%	19.3%	47.7%	18.2%	8.0%	<b>26.1%</b>	30.7%	25.8%	27.0%	<b>2.99</b>	2.90
	Other AHCCCS Plans	87	3.4%	18.4%	48.3%	27.6%	2.3%	<b>21.8%</b>	22.9%	18.1%	21.6%	<b>2.93</b>	2.91

\* Summary Rate Scores are the sum of the most favorable response options (Excellent & Very good).

\*\* Mean scores are the average of all responses.

\*\*\* B.o.B. represents the 2010 TMG Medicaid Book of Business Benchmark which consists of Primary Care Physicians, Specialists, and Behavioral Health Clinicians

## Question Summaries

### Pharmacy and Drug Benefits

**University Family Care**  
**Provider Satisfaction Survey**

#### 148 Total Respondents

Please rate the following qualities and services provided by University Family Care compared to other plans in the market.			Category Responses					Summary Rate Scores*				Mean Scores**	
Survey Item	Plan	Valid n	Excellent	Very good	Good	Fair	Poor	2011	2010	2009	B.o.B.***	2011	B.o.B.***
<b>Q33. Ease of using formulary.</b>	UFC	103	6.8%	22.3%	37.9%	26.2%	6.8%	<b>29.1%</b>	20.5%	22.4%	24.3%	<b>2.96</b>	2.88
	Other AHCCCS Plans	104	3.8%	21.2%	45.2%	26.9%	2.9%	<b>25.0%</b>	16.9%	20.1%	21.8%	<b>2.96</b>	2.94
<b>Q34. Variety of drugs available in formulary.</b>	UFC	104	4.8%	19.2%	35.6%	27.9%	12.5%	<b>24.0%</b>	12.5%	12.9%	19.1%	<b>2.76</b>	2.65
	Other AHCCCS Plans	103	3.9%	20.4%	35.9%	32.0%	7.8%	<b>24.3%</b>	9.5%	13.8%	20.6%	<b>2.81</b>	2.85

\* Summary Rate Scores are the sum of the most favorable response options (Excellent & Very good).

\*\* Mean scores are the average of all responses.

\*\*\* B.o.B. represents the 2010 TMG Medicaid Book of Business Benchmark which consists of Primary Care Physicians, Specialists, and Behavioral Health Clinicians

## Question Summaries

Overall Satisfaction and Loyalty & Website

**University Family Care  
Provider Satisfaction Survey**

148 Total Respondents

Survey Item	Plan	Valid n	Category Responses					Summary Rate Scores*				Mean Scores**	
								2011	2010	2009	B.o.B.***	2011	B.o.B.***
Q35. Would you recommend University Family Care to other physicians' practices?	UFC	110	Definitely yes	Probably yes	Probably not	Definitely not	81.8%	78.6%	84.4%	83.3%	3.13	3.14	
			35.5%	46.4%	13.6%	4.5%							
Q36. Would you recommend University Family Care to other patients?	UFC	108	Definitely yes	Probably yes	Probably not	Definitely not	80.6%	72.7%	80.8%	83.0%	3.13	3.14	
			38.9%	41.7%	13.0%	6.5%							
Q37. Overall satisfaction with University Family Care?	UFC	115	Very satisfied	Somewhat satisfied	Neither	Somewhat dissatisfied	Very dissatisfied	72.2%	69.9%	75.7%	75.1%	3.92	3.94
			36.5%	35.7%	13.9%	11.3%	2.6%						
Q38. Overall satisfaction with other health plans?	Other AHCCCS Plans	105	Very satisfied	Somewhat satisfied	Neither	Somewhat dissatisfied	Very dissatisfied	72.4%	76.2%	82.8%	81.9%	3.87	3.98
			24.8%	47.6%	18.1%	8.6%	1.0%						
Q42. Have you visited the University Family Care website?	UFC	106	Yes	No			60.4%	67.3%	61.6%	NA	NA	NA	
			60.4%	39.6%									

\* Summary Rate Scores are the sum of the most favorable response options (those response options shaded gray).

\*\* Mean scores are the average of all responses.

\*\*\* B.o.B. represents the 2010 TMG Medicaid Book of Business Benchmark which consists of Primary Care Physicians, Specialists, and Behavioral Health Clinicians

# Question Summaries

## Demographics

148 Total Respondents

Survey Item	Valid n	Category Responses						
A. Please indicate the area of medicine in which you practice:	144	<u>Primary Care</u>	<u>Specialty</u>					
		69.4%	30.6%					
B. How many physicians are in your practice?	143	<u>Solo</u>	<u>2 - 5 physicians</u>	<u>More than 5 physicians</u>				
		37.8%	39.9%	22.4%				
C. How many years have you been in practice?	143	<u>Less than 5 years</u>	<u>5 - 15 years</u>	<u>16 years or more</u>				
		14.7%	39.9%	45.5%				
D. What portion of your managed care volume is represented by University Family Care?	124	<u>None</u>	<u>1 - 10%</u>	<u>11 - 20%</u>	<u>21 - 30%</u>	<u>31 - 50%</u>	<u>51 - 75%</u>	<u>76 - 100%</u>
		0.0%	41.1%	26.6%	16.9%	11.3%	3.2%	0.8%
E. Please indicate in which of the following managed care plans you participate. (Mark all that apply.)	124	<u>Phoenix Health Plan</u>	<u>Mercy Care Plan</u>	<u>APIPA</u>	<u>Health Choice</u>			
		79.0%	87.9%	91.9%	74.2%			
F. How do you provide 24-hour availability? (Mark all that apply.)	137	<u>Arrange for covering physician</u>	<u>Forward calls to answering service</u>	<u>Always on-call</u>	<u>Do not provide 24-hour availability</u>			
		37.2%	54.0%	46.7%	4.4%			
G. Please mark who is completing this survey. (Mark only one.)	132	<u>Physician</u>	<u>Office Manager</u>	<u>Nurse</u>	<u>Other staff</u>			
		28.0%	42.4%	5.3%	24.2%			

Note: The sum of responses for Managed Care Plan Participation and 24-Hour Availability may be greater than 100% as respondents are able to choose multiple response options.



## 6. Mean Score Analysis

The Mean Score Analysis on page 6A compares the Mean Scores for University Family Care to the Mean Scores of the 2010 TMG Medicaid Book of Business. The average Mean Score for the benchmark is shown in the first column, and is followed by the 25<sup>th</sup>, 50<sup>th</sup>, 75<sup>th</sup>, and 90<sup>th</sup> mean percentile scores. University Family Care’s Mean Scores are compared to these percentiles and are shaded green if they exceed the 75<sup>th</sup> percentile, yellow if they exceed the 50<sup>th</sup> percentile, and red if they are below the 25<sup>th</sup> percentile. Attributes that rank between the 25<sup>th</sup> and 50<sup>th</sup> percentiles, along with those attributes that do not have a corresponding benchmark are not shaded.

Mean Scores are a useful tool for understanding how neutral or dissatisfied respondents are when they rate a particular question or composite area. Summary Rates alone are not as complete of an indication of performance. For example, the chart below shows two cases where the Summary Rates are equal, however, the Mean Scores are very different due to the distribution of responses.

	Excellent	Very good	Good	Fair	Poor	Summary Rate*	Mean Score
Case 1.	10%	65%	0%	0%	25%	75%	3.35
Case 2.	70%	5%	25%	0%	0%	75%	4.45

\* The Summary Rate is the sum of the proportion of respondents who selected Excellent or Very good.

As shown in the chart above, a high Summary Rate becomes less telling as: (1) a relatively small percentage of members are found to be very satisfied (“Excellent”) or (2) a large proportion of the Summary Rate responses are “Very good” responses, rather than the more favorable “Excellent” responses.





### Mean Score Calculation

The Mean Score is calculated by assigning a value to each response option. For example, to calculate the Mean Score for a five-point scale such as the “Excellent” to “Poor” scale, a value of five is assigned to “Excellent,” four to “Very good,” three to “Good,” two to “Fair” and one to “Poor.” When using a four-point scale, a value of four is applied to the most positive response option, and when using a three-point scale, a value of three is assigned to the most positive response option. Higher Mean Scores indicate more favorable responses while lower Mean Scores indicate unfavorable responses. Using the five-point scale of “Excellent” to “Poor,” a Mean Score of 3.35 would indicate that, on average, respondents rate the plan between “Good” and “Very good” on a specific attribute, while a Mean Score of 4.45 indicates that, on average, respondents rate the plan between “Very good” and “Excellent.”

### **Chart 6A**

**148 Total Respondents**

Composite/Attribute	2011 UFC Mean	2010 TMG Medicaid Book of Business Mean Score Percentiles				
		Mean	25th	50th	75th	90th
<b>Call Center/Member Services Staff</b>						
Q1. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	3.531	3.525	3.423	3.505	3.615	3.679
<b>Provider Relations</b>	<b>3.209</b>	<b>3.240</b>	<b>3.108</b>	<b>3.182</b>	<b>3.348</b>	<b>3.565</b>
Q2. Responsiveness and courtesy of the health plan's Provider Relations representative.	3.297	3.464	3.320	3.390	3.585	3.756
Q3. Timeliness to answer questions and/or resolve problems.	3.243	3.219	3.095	3.150	3.373	3.550
Q4. Quality of provider orientation process.	3.196	3.194	3.075	3.160	3.315	3.540
Q5. Quality of practitioner educational meetings/in-services.	3.107	3.082	2.935	3.020	3.165	3.456
Q6. Quality of written communications, policy bulletins, and manuals.	3.202	3.243	3.115	3.190	3.300	3.525
<b>Network</b>	<b>3.088</b>	<b>3.086</b>	<b>2.937</b>	<b>3.063</b>	<b>3.205</b>	<b>3.361</b>
Q7. Quality health plan's primary care providers.	3.510	3.471	3.348	3.455	3.550	3.660
Q8. Quality health plan's specialists.	3.348	3.300	3.193	3.270	3.388	3.530
Q9. Specialists network has an adequate number of high-quality specialists to whom I can refer my patients.	3.000	2.941	2.750	2.920	3.150	3.316
Q10. Behavioral health network has an adequate number of high-quality practitioners to whom I can refer my patients.	2.582	2.672	2.465	2.660	2.810	3.020
Q11. Health plan takes physician input and recommendations seriously.	3.000	3.046	2.928	3.010	3.125	3.280
<b>Utilization &amp; Quality Management</b>	<b>2.993</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>
Q12. Process of obtaining pre-certification/referral/authorization information.	3.017	3.080	2.955	3.080	3.160	3.246
Q13. Timeliness of UM's pre-certification process.	3.035	3.020	2.875	2.980	3.095	3.375
Q14. Phone access to UM staff.	3.167	3.144	3.030	3.135	3.265	3.375
Q15. Extent to which UM staff share review criteria and reasons for adverse determinations.	3.029	2.992	2.865	2.960	3.065	3.250
Q16. Consistency of review decisions.	3.099	3.049	2.940	3.000	3.135	3.294
Q17. Timeliness of UM appeals process.	2.880	2.856	2.710	2.795	2.983	3.170
Q18. Timeliness of resolution requiring Medical Director intervention.	2.938	2.950	2.790	2.900	3.065	3.314
Q19. Degree of improvement plan has made to reduce/eliminate the "hassle factor" of getting patients the services they need.	2.931	NA	NA	NA	NA	NA
Q20. The health plan's administration of the PCP's referrals to a specialist.	3.120	3.132	3.000	3.110	3.215	3.376
Q21. The health plan's facilitation/support of appropriate clinical care for patients.	3.059	3.111	3.030	3.085	3.218	3.333
Q22. Phone access to Case/Care Managers.	2.839	3.032	2.905	3.000	3.110	3.262
Q23. Alternative care and community resource options offered by the Case/Care Manager to my patients.	2.868	3.006	2.860	2.990	3.090	3.314
Q24. The health plan's commitment to chronic disease management programs.	2.930	3.207	3.000	3.160	3.375	3.630
<b>Cultural Competency</b>	<b>3.341</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>
Q25. University Family Care's Cultural Competency program.	3.154	NA	NA	NA	NA	NA
Q26. Your understanding of member's different cultures and how you deliver care.	3.480	NA	NA	NA	NA	NA
Q27. Your consideration of the unique presentation of symptoms among the major cultural groups when providing care to your patients.	3.389	NA	NA	NA	NA	NA
<b>Finance Issues</b>	<b>2.944</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>
Q28. Extent to which the plan controls costs while maintaining a high quality of care.	2.882	NA	NA	NA	NA	NA
Q29. Reimbursement rates for services you provide.	2.576	2.598	2.380	2.540	2.730	3.022
Q30. Accuracy of claims processing.	3.130	3.151	3.030	3.110	3.280	3.442
Q31. Timeliness of claims processing.	3.143	3.209	3.100	3.200	3.310	3.410
Q32. Resolution of claims payment problems or disputes.	2.989	2.897	2.815	2.870	2.953	3.169
<b>Pharmacy and Drug Benefits</b>	<b>2.860</b>	<b>2.765</b>	<b>2.651</b>	<b>2.778</b>	<b>2.873</b>	<b>2.953</b>
Q33. Ease of using formulary.	2.961	2.876	2.750	2.895	2.968	3.060
Q34. Variety of drugs available in formulary.	2.760	2.654	2.553	2.660	2.778	2.845
<b>Overall Satisfaction and Loyalty*</b>	<b>3.393</b>	<b>3.408</b>	<b>3.273</b>	<b>3.390</b>	<b>3.503</b>	<b>3.689</b>
Q35. Would you recommend University Family Care to other physicians' practices?	3.127	3.139	2.990	3.115	3.235	3.405
Q36. Would you recommend University Family Care to other patients?	3.130	3.142	3.038	3.135	3.235	3.347
Q37. Overall satisfaction with University Family Care?	3.922	3.943	3.793	3.920	4.040	4.315
Q38. Overall satisfaction with other health plans?	3.867	3.983	3.900	3.970	4.060	4.132

-  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.

\* The Overall Satisfaction and Loyalty composite is the average of those attributes shaded gray. It does NOT include Q38. Overall satisfaction with other health plans?





## 7. Segmentation Analysis

The Provider Satisfaction Survey asks demographic questions about the respondent’s medical practice, facilitating a market segmentation of the providers. The database provided by the plan also included demographic variables which were also used to segment the data. The charts beginning on page 7A present Summary Rates organized across the following practice demographics:

- Provider Type (Database)
- Physicians in Practice (QB)
- Years in Practice (QC)
- Managed Care Volume (QD)
- Survey Respondent (QG)
- Methodology
- Number of Claims (Database)

The percentages represent the Summary Rate for each segment of the demographic category. For example, in the table below, the Summary Rate for overall satisfaction with University Family Care is the percentage of respondents who selected “Very satisfied” or “Somewhat satisfied.” The interpretation of this example would be, “Of the respondents who are Primary Care Practitioners, 68.6% are ‘Very satisfied’ or ‘Somewhat satisfied’ with the plan, while 82.8% of respondents who are Specialists and 77.6% of respondents who are Dentists are ‘Very satisfied’ or ‘Somewhat satisfied.’”

Provider Type (Database)	PCP	Specialist	Dentist
Overall satisfaction with plan?	68.6%	82.8%	77.6%

***It should be noted that the results on the following pages consist of returns from PCPs, specialists, and dentists. The data presented throughout the rest of the report only consists of PCPs and specialists.***

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 7A – 7G**

# Segmentation Analysis

Provider Type (Database)

University Family Care

Provider Satisfaction Survey

215 Total Respondents

Provider Type (Database)	Primary Care Physician		Specialist		Dentist	
	Valid n	2011 SRS*	Valid n	2011 SRS*	Valid n	2011 SRS*
<b>Composite/Attribute</b>						
<b>Call Center/Member Services Staff</b>						
Q1. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	92	48.9%	36	55.6%	58	58.6%
<b>Provider Relations</b>		<b>37.8%</b>		<b>40.2%</b>		<b>52.4%</b>
Q2. Responsiveness and courtesy of the health plan's Provider Relations representative.	86	40.7%	32	43.8%	61	54.1%
Q3. Timeliness to answer questions and/or resolve problems.	83	41.0%	32	40.6%	59	55.9%
Q4. Quality of provider orientation process.	73	38.4%	29	37.9%	52	48.1%
Q5. Quality of practitioner educational meetings/in-services.	63	34.9%	21	38.1%	42	47.6%
Q6. Quality of written communications, policy bulletins, and manuals.	82	34.1%	27	40.7%	55	56.4%
<b>Network</b>		<b>36.4%</b>		<b>40.0%</b>		<b>42.1%</b>
Q7. Quality health plan's primary care providers.	72	51.4%	26	46.2%	44	50.0%
Q8. Quality health plan's specialists.	86	45.3%	26	50.0%	49	46.9%
Q9. Specialists network has an adequate number of high-quality specialists to whom I can refer my patients.	88	31.8%	27	37.0%	51	29.4%
Q10. Behavioral health network has an adequate number of high-quality practitioners to whom I can refer my patients.	84	19.0%	14	28.6%	23	39.1%
Q11. Health plan takes physician input and recommendations seriously.	76	34.2%	26	38.5%	42	45.2%
<b>Utilization &amp; Quality Management</b>		<b>26.8%</b>		<b>35.2%</b>		<b>34.2%</b>
Q12. Process of obtaining pre-certification/referral/authorization information.	88	29.5%	31	45.2%	55	43.6%
Q13. Timeliness of UM's pre-certification process.	85	25.9%	30	53.3%	47	40.4%
Q14. Phone access to UM staff.	78	34.6%	30	43.3%	50	36.0%
Q15. Extent to which UM staff share review criteria and reasons for adverse determinations.	75	28.0%	27	29.6%	47	34.0%
Q16. Consistency of review decisions.	74	27.0%	27	33.3%	49	32.7%
Q17. Timeliness of UM appeals process.	67	20.9%	25	28.0%	37	35.1%
Q18. Timeliness of resolution requiring Medical Director intervention.	57	21.1%	23	34.8%	28	32.1%
Q19. Degree of improvement plan has made to reduce/eliminate the "hassle factor" of getting patients the services they need.	74	28.4%	28	17.9%	45	33.3%
Q20. The health plan's administration of the PCP's referrals to a specialist.	82	30.5%	26	46.2%	39	33.3%
Q21. The health plan's facilitation/support of appropriate clinical care for patients.	76	26.3%	26	42.3%	37	29.7%
Q22. Phone access to Case/Care Managers.	69	23.2%	18	33.3%	39	30.8%
Q23. Alternative care and community resource options offered by the Case/Care Manager to my patients.	56	25.0%	20	25.0%	25	24.0%
Q24. The health plan's commitment to chronic disease management programs.	70	28.6%	16	25.0%	18	38.9%
<b>Cultural Competency</b>		<b>36.0%</b>		<b>42.0%</b>		<b>46.9%</b>
Q25. University Family Care's Cultural Competency program.	47	31.9%	18	27.8%	25	52.0%
Q26. Your understanding of member's different cultures and how you deliver care.	72	40.3%	26	46.2%	32	43.8%
Q27. Your consideration of the unique presentation of symptoms among the major cultural groups when providing care to your patients.	70	35.7%	25	52.0%	29	44.8%
<b>Finance Issues</b>		<b>28.4%</b>		<b>25.5%</b>		<b>33.8%</b>
Q28. Extent to which the plan controls costs while maintaining a high quality of care.	76	26.3%	26	26.9%	47	36.2%
Q29. Reimbursement rates for services you provide.	73	13.7%	26	15.4%	48	27.1%
Q30. Accuracy of claims processing.	67	32.8%	25	36.0%	49	44.9%
Q31. Timeliness of claims processing.	66	42.4%	25	24.0%	51	35.3%
Q32. Resolution of claims payment problems or disputes.	64	26.6%	24	25.0%	51	25.5%
<b>Pharmacy and Drug Benefits</b>		<b>27.2%</b>		<b>24.6%</b>		<b>35.2%</b>
Q33. Ease of using formulary.	79	29.1%	24	29.2%	27	37.0%
Q34. Variety of drugs available in formulary.	79	25.3%	25	20.0%	21	33.3%
<b>Overall Satisfaction and Loyalty**</b>		<b>75.0%</b>		<b>87.2%</b>		<b>88.4%</b>
Q35. Would you recommend University Family Care to other physicians' practices?	81	79.0%	29	89.7%	50	94.0%
Q36. Would you recommend University Family Care to other patients?	80	77.5%	28	89.3%	48	93.8%
Q37. Overall satisfaction with University Family Care?	86	68.6%	29	82.8%	49	77.6%
Q38. Overall satisfaction with other health plans?	79	69.6%	26	80.8%	43	81.4%
Q42. Have you visited the University Family Care website?	79	63.3%	27	51.9%	47	55.3%

\* SRS (Summary Rate Scores) are the sum of the two most favorable response options.

\*\* The Overall Satisfaction and Loyalty composite is the average of those attributes shaded gray. It does NOT include Q38. Overall satisfaction with other health plans? or Q42. Have you visited the University Family Care website?

# Segmentation Analysis

## Physicians in Practice (QB)

## University Family Care

## Provider Satisfaction Survey

215 Total Respondents

Physicians in Practice (QB) Composite/Attribute	Solo		2-5 Physicians		More than 5 physicians	
	Valid n	2011 SRS*	Valid n	2011 SRS*	Valid n	2011 SRS*
<b>Call Center/Member Services Staff</b>						
Q1. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	84	47.6%	70	67.1%	29	37.9%
<b>Provider Relations</b>		<b>40.9%</b>		<b>51.3%</b>		<b>35.6%</b>
Q2. Responsiveness and courtesy of the health plan's Provider Relations representative.	85	43.5%	64	53.1%	26	38.5%
Q3. Timeliness to answer questions and/or resolve problems.	83	47.0%	60	55.0%	28	28.6%
Q4. Quality of provider orientation process.	76	43.4%	52	46.2%	23	30.4%
Q5. Quality of practitioner educational meetings/in-services.	63	31.7%	41	51.2%	20	40.0%
Q6. Quality of written communications, policy bulletins, and manuals.	75	38.7%	59	50.8%	27	40.7%
<b>Network</b>		<b>35.8%</b>		<b>42.0%</b>		<b>39.7%</b>
Q7. Quality health plan's primary care providers.	64	42.2%	50	56.0%	25	64.0%
Q8. Quality health plan's specialists.	76	43.4%	56	50.0%	27	48.1%
Q9. Specialists network has an adequate number of high-quality specialists to whom I can refer my patients.	79	30.4%	56	35.7%	28	32.1%
Q10. Behavioral health network has an adequate number of high-quality practitioners to whom I can refer my patients.	52	25.0%	41	24.4%	27	22.2%
Q11. Health plan takes physician input and recommendations seriously.	68	38.2%	48	43.8%	25	32.0%
<b>Utilization &amp; Quality Management</b>		<b>29.2%</b>		<b>35.4%</b>		<b>27.2%</b>
Q12. Process of obtaining pre-certification/referral/authorization information.	82	39.0%	59	42.4%	30	23.3%
Q13. Timeliness of UM's pre-certification process.	74	36.5%	56	39.3%	29	27.6%
Q14. Phone access to UM staff.	78	32.1%	52	48.1%	25	32.0%
Q15. Extent to which UM staff share review criteria and reasons for adverse determinations.	70	28.6%	48	37.5%	28	25.0%
Q16. Consistency of review decisions.	70	31.4%	51	31.4%	27	25.9%
Q17. Timeliness of UM appeals process.	60	25.0%	45	33.3%	22	18.2%
Q18. Timeliness of resolution requiring Medical Director intervention.	46	30.4%	40	27.5%	20	20.0%
Q19. Degree of improvement plan has made to reduce/eliminate the "hassle factor" of getting patients the services they need.	68	29.4%	53	28.3%	23	26.1%
Q20. The health plan's administration of the PCP's referrals to a specialist.	67	28.4%	49	44.9%	27	33.3%
Q21. The health plan's facilitation/support of appropriate clinical care for patients.	61	24.6%	49	36.7%	25	36.0%
Q22. Phone access to Case/Care Managers.	57	22.8%	48	35.4%	20	20.0%
Q23. Alternative care and community resource options offered by the Case/Care Manager to my patients.	45	24.4%	36	25.0%	17	29.4%
Q24. The health plan's commitment to chronic disease management programs.	40	27.5%	39	30.8%	22	36.4%
<b>Cultural Competency</b>		<b>34.7%</b>		<b>46.7%</b>		<b>44.8%</b>
Q25. University Family Care's Cultural Competency program.	39	25.6%	31	51.6%	18	38.9%
Q26. Your understanding of member's different cultures and how you deliver care.	57	35.1%	46	52.2%	23	47.8%
Q27. Your consideration of the unique presentation of symptoms among the major cultural groups when providing care to your patients.	53	43.4%	44	36.4%	23	47.8%
<b>Finance Issues</b>		<b>28.8%</b>		<b>34.4%</b>		<b>25.0%</b>
Q28. Extent to which the plan controls costs while maintaining a high quality of care.	69	29.0%	54	33.3%	23	26.1%
Q29. Reimbursement rates for services you provide.	74	18.9%	48	22.9%	22	9.1%
Q30. Accuracy of claims processing.	75	40.0%	48	39.6%	16	25.0%
Q31. Timeliness of claims processing.	76	34.2%	46	43.5%	17	35.3%
Q32. Resolution of claims payment problems or disputes.	73	21.9%	46	32.6%	17	29.4%
<b>Pharmacy and Drug Benefits</b>		<b>23.5%</b>		<b>38.7%</b>		<b>21.7%</b>
Q33. Ease of using formulary.	52	25.0%	48	39.6%	28	28.6%
Q34. Variety of drugs available in formulary.	50	22.0%	45	37.8%	27	14.8%
<b>Overall Satisfaction and Loyalty**</b>		<b>83.6%</b>		<b>85.0%</b>		<b>73.5%</b>
Q35. Would you recommend University Family Care to other physicians' practices?	74	87.8%	53	88.7%	29	79.3%
Q36. Would you recommend University Family Care to other patients?	71	88.7%	52	84.6%	30	80.0%
Q37. Overall satisfaction with University Family Care?	74	74.3%	55	81.8%	31	61.3%
Q38. Overall satisfaction with other health plans?	69	79.7%	47	76.6%	29	62.1%
Q42. Have you visited the University Family Care website?	67	58.2%	54	55.6%	28	64.3%

\* SRS (Summary Rate Scores) are the sum of the two most favorable response options.

\*\* The Overall Satisfaction and Loyalty composite is the average of those attributes shaded gray. It does NOT include Q38. Overall satisfaction with other health plans? or Q42. Have you visited the University Family Care website?

# Segmentation Analysis

Years in Practice (QC)

University Family Care

Provider Satisfaction Survey

215 Total Respondents

Years in Practice (QC)	Less than 5 years		5-15 Years		16 Years or more	
Composite/Attribute	Valid n	2011 SRS*	Valid n	2011 SRS*	Valid n	2011 SRS*
<b>Call Center/Member Services Staff</b>						
Q1. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	33	48.5%	82	52.4%	67	56.7%
<b>Provider Relations</b>		<b>32.8%</b>		<b>46.9%</b>		<b>45.0%</b>
Q2. Responsiveness and courtesy of the health plan's Provider Relations representative.	30	36.7%	80	48.8%	65	47.7%
Q3. Timeliness to answer questions and/or resolve problems.	30	36.7%	79	50.6%	61	45.9%
Q4. Quality of provider orientation process.	25	32.0%	71	42.3%	54	46.3%
Q5. Quality of practitioner educational meetings/in-services.	20	30.0%	56	46.4%	46	39.1%
Q6. Quality of written communications, policy bulletins, and manuals.	28	28.6%	73	46.6%	59	45.8%
<b>Network</b>		<b>24.9%</b>		<b>41.8%</b>		<b>41.3%</b>
Q7. Quality health plan's primary care providers.	23	30.4%	62	54.8%	55	52.7%
Q8. Quality health plan's specialists.	28	35.7%	71	47.9%	58	53.4%
Q9. Specialists network has an adequate number of high-quality specialists to whom I can refer my patients.	29	20.7%	73	34.2%	60	36.7%
Q10. Behavioral health network has an adequate number of high-quality practitioners to whom I can refer my patients.	20	15.0%	49	32.7%	49	20.4%
Q11. Health plan takes physician input and recommendations seriously.	22	22.7%	66	39.4%	53	43.4%
<b>Utilization &amp; Quality Management</b>		<b>18.4%</b>		<b>32.5%</b>		<b>34.9%</b>
Q12. Process of obtaining pre-certification/referral/authorization information.	29	27.6%	78	39.7%	63	39.7%
Q13. Timeliness of UM's pre-certification process.	23	21.7%	74	35.1%	61	42.6%
Q14. Phone access to UM staff.	24	25.0%	72	38.9%	58	41.4%
Q15. Extent to which UM staff share review criteria and reasons for adverse determinations.	23	21.7%	66	30.3%	56	35.7%
Q16. Consistency of review decisions.	23	21.7%	68	29.4%	55	34.5%
Q17. Timeliness of UM appeals process.	16	25.0%	59	30.5%	50	24.0%
Q18. Timeliness of resolution requiring Medical Director intervention.	14	14.3%	47	31.9%	43	27.9%
Q19. Degree of improvement plan has made to reduce/eliminate the "hassle factor" of getting patients the services they need.	23	13.0%	65	27.7%	56	35.7%
Q20. The health plan's administration of the PCP's referrals to a specialist.	22	22.7%	66	36.4%	55	38.2%
Q21. The health plan's facilitation/support of appropriate clinical care for patients.	21	9.5%	63	31.7%	51	39.2%
Q22. Phone access to Case/Care Managers.	18	11.1%	60	30.0%	44	31.8%
Q23. Alternative care and community resource options offered by the Case/Care Manager to my patients.	15	13.3%	48	27.1%	36	27.8%
Q24. The health plan's commitment to chronic disease management programs.	17	11.8%	47	34.0%	37	35.1%
<b>Cultural Competency</b>		<b>28.7%</b>		<b>37.8%</b>		<b>49.5%</b>
Q25. University Family Care's Cultural Competency program.	17	35.3%	41	34.1%	30	43.3%
Q26. Your understanding of member's different cultures and how you deliver care.	24	20.8%	53	41.5%	50	54.0%
Q27. Your consideration of the unique presentation of symptoms among the major cultural groups when providing care to your patients.	20	30.0%	53	37.7%	47	51.1%
<b>Finance Issues</b>		<b>22.8%</b>		<b>31.6%</b>		<b>32.5%</b>
Q28. Extent to which the plan controls costs while maintaining a high quality of care.	24	20.8%	67	31.3%	54	33.3%
Q29. Reimbursement rates for services you provide.	25	16.0%	64	25.0%	54	13.0%
Q30. Accuracy of claims processing.	22	27.3%	66	37.9%	49	44.9%
Q31. Timeliness of claims processing.	23	26.1%	65	38.5%	50	42.0%
Q32. Resolution of claims payment problems or disputes.	21	23.8%	63	25.4%	51	29.4%
<b>Pharmacy and Drug Benefits</b>		<b>12.5%</b>		<b>31.5%</b>		<b>31.8%</b>
Q33. Ease of using formulary.	16	6.3%	62	33.9%	48	37.5%
Q34. Variety of drugs available in formulary.	16	18.8%	55	29.1%	50	26.0%
<b>Overall Satisfaction and Loyalty**</b>		<b>75.9%</b>		<b>81.6%</b>		<b>82.8%</b>
Q35. Would you recommend University Family Care to other physicians' practices?	27	81.5%	69	85.5%	60	86.7%
Q36. Would you recommend University Family Care to other patients?	26	80.8%	68	85.3%	59	84.7%
Q37. Overall satisfaction with University Family Care?	26	65.4%	73	74.0%	61	77.0%
Q38. Overall satisfaction with other health plans?	25	64.0%	65	75.4%	56	78.6%
Q42. Have you visited the University Family Care website?	28	50.0%	66	60.6%	56	58.9%

\* SRS (Summary Rate Scores) are the sum of the two most favorable response options.

\*\* The Overall Satisfaction and Loyalty composite is the average of those attributes shaded gray. It does NOT include Q38. Overall satisfaction with other health plans? or Q42. Have you visited the University Family Care website?

# Segmentation Analysis

## Managed Care Volume Represented by UFC (QD)

## University Family Care Provider Satisfaction Survey

215 Total Respondents

Managed Care Volume Represented by UFC (QD) Composite/Attribute	0-10%		11-20%		21-100%	
	Valid n	2011 SRS*	Valid n	2011 SRS*	Valid n	2011 SRS*
<b>Call Center/Member Services Staff</b>						
Q1. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	70	47.1%	47	66.0%	51	45.1%
<b>Provider Relations</b>		<b>41.4%</b>		<b>50.2%</b>		<b>38.4%</b>
Q2. Responsiveness and courtesy of the health plan's Provider Relations representative.	70	45.7%	44	56.8%	48	35.4%
Q3. Timeliness to answer questions and/or resolve problems.	65	44.6%	46	52.2%	50	42.0%
Q4. Quality of provider orientation process.	58	39.7%	41	48.8%	42	35.7%
Q5. Quality of practitioner educational meetings/in-services.	48	37.5%	36	44.4%	33	39.4%
Q6. Quality of written communications, policy bulletins, and manuals.	63	39.7%	45	48.9%	43	39.5%
<b>Network</b>		<b>37.5%</b>		<b>44.7%</b>		<b>32.9%</b>
Q7. Quality health plan's primary care providers.	53	52.8%	38	55.3%	38	42.1%
Q8. Quality health plan's specialists.	64	45.3%	43	48.8%	41	43.9%
Q9. Specialists network has an adequate number of high-quality specialists to whom I can refer my patients.	63	34.9%	45	33.3%	44	25.0%
Q10. Behavioral health network has an adequate number of high-quality practitioners to whom I can refer my patients.	47	21.3%	29	34.5%	35	20.0%
Q11. Health plan takes physician input and recommendations seriously.	51	33.3%	37	51.4%	42	33.3%
<b>Utilization &amp; Quality Management</b>		<b>26.9%</b>		<b>42.8%</b>		<b>25.8%</b>
Q12. Process of obtaining pre-certification/referral/authorization information.	65	32.3%	44	47.7%	50	34.0%
Q13. Timeliness of UM's pre-certification process.	62	30.6%	41	46.3%	44	27.3%
Q14. Phone access to UM staff.	59	33.9%	38	50.0%	47	27.7%
Q15. Extent to which UM staff share review criteria and reasons for adverse determinations.	52	23.1%	38	42.1%	44	27.3%
Q16. Consistency of review decisions.	55	23.6%	40	42.5%	42	26.2%
Q17. Timeliness of UM appeals process.	49	20.4%	32	37.5%	37	27.0%
Q18. Timeliness of resolution requiring Medical Director intervention.	38	26.3%	26	42.3%	34	17.6%
Q19. Degree of improvement plan has made to reduce/eliminate the "hassle factor" of getting patients the services they need.	55	27.3%	36	38.9%	44	25.0%
Q20. The health plan's administration of the PCP's referrals to a specialist.	53	32.1%	37	40.5%	44	31.8%
Q21. The health plan's facilitation/support of appropriate clinical care for patients.	55	25.5%	34	47.1%	38	26.3%
Q22. Phone access to Case/Care Managers.	46	23.9%	33	42.4%	36	19.4%
Q23. Alternative care and community resource options offered by the Case/Care Manager to my patients.	29	20.7%	28	39.3%	34	20.6%
Q24. The health plan's commitment to chronic disease management programs.	37	29.7%	28	39.3%	28	25.0%
<b>Cultural Competency</b>		<b>42.9%</b>		<b>50.9%</b>		<b>32.2%</b>
Q25. University Family Care's Cultural Competency program.	29	37.9%	28	50.0%	27	25.9%
Q26. Your understanding of member's different cultures and how you deliver care.	46	45.7%	37	54.1%	36	30.6%
Q27. Your consideration of the unique presentation of symptoms among the major cultural groups when providing care to your patients.	42	45.2%	35	48.6%	35	40.0%
<b>Finance Issues</b>		<b>30.0%</b>		<b>42.1%</b>		<b>17.2%</b>
Q28. Extent to which the plan controls costs while maintaining a high quality of care.	58	31.0%	40	42.5%	38	21.1%
Q29. Reimbursement rates for services you provide.	60	16.7%	38	26.3%	37	10.8%
Q30. Accuracy of claims processing.	58	43.1%	37	43.2%	35	22.9%
Q31. Timeliness of claims processing.	58	37.9%	37	54.1%	35	20.0%
Q32. Resolution of claims payment problems or disputes.	56	21.4%	36	44.4%	35	11.4%
<b>Pharmacy and Drug Benefits</b>		<b>28.6%</b>		<b>37.4%</b>		<b>14.6%</b>
Q33. Ease of using formulary.	46	30.4%	33	39.4%	38	18.4%
Q34. Variety of drugs available in formulary.	45	26.7%	31	35.5%	37	10.8%
<b>Overall Satisfaction and Loyalty**</b>		<b>73.5%</b>		<b>86.2%</b>		<b>83.3%</b>
Q35. Would you recommend University Family Care to other physicians' practices?	63	79.4%	41	87.8%	43	88.4%
Q36. Would you recommend University Family Care to other patients?	62	77.4%	41	87.8%	41	87.8%
Q37. Overall satisfaction with University Family Care?	66	63.6%	41	82.9%	42	73.8%
Q38. Overall satisfaction with other health plans?	58	72.4%	40	75.0%	38	81.6%
Q42. Have you visited the University Family Care website?	64	46.9%	37	62.2%	39	76.9%

\* SRS (Summary Rate Scores) are the sum of the two most favorable response options.

\*\* The Overall Satisfaction and Loyalty composite is the average of those attributes shaded gray. It does NOT include Q38. Overall satisfaction with other health plans? or Q42. Have you visited the University Family Care website?

# Segmentation Analysis

Survey Respondent (QG)

University Family Care

Provider Satisfaction Survey

215 Total Respondents

Survey Respondent (QG) Composite/Attribute	Physician		Office Manager		Nurse/Other staff	
	Valid n	2011 SRS*	Valid n	2011 SRS*	Valid n	2011 SRS*
<b>Call Center/Member Services Staff</b>						
Q1. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	42	47.6%	87	51.7%	50	58.0%
<b>Provider Relations</b>		<b>39.2%</b>		<b>40.8%</b>		<b>49.1%</b>
Q2. Responsiveness and courtesy of the health plan's Provider Relations representative.	42	38.1%	83	45.8%	50	50.0%
Q3. Timeliness to answer questions and/or resolve problems.	43	39.5%	81	45.7%	45	51.1%
Q4. Quality of provider orientation process.	33	45.5%	72	34.7%	45	46.7%
Q5. Quality of practitioner educational meetings/inservices.	26	38.5%	56	30.4%	40	55.0%
Q6. Quality of written communications, policy bulletins, and manuals.	38	34.2%	74	47.3%	47	42.6%
<b>Network</b>		<b>40.9%</b>		<b>34.6%</b>		<b>38.0%</b>
Q7. Quality health plan's primary care providers.	39	61.5%	60	41.7%	39	48.7%
Q8. Quality health plan's specialists.	41	51.2%	70	44.3%	45	42.2%
Q9. Specialists network has an adequate number of high-quality specialists to whom I can refer my patients.	43	34.9%	75	33.3%	43	25.6%
Q10. Behavioral health network has an adequate number of high-quality practitioners to whom I can refer my patients.	40	27.5%	42	16.7%	33	27.3%
Q11. Health plan takes physician input and recommendations seriously.	34	29.4%	65	36.9%	41	46.3%
<b>Utilization &amp; Quality Management</b>		<b>31.6%</b>		<b>28.1%</b>		<b>31.7%</b>
Q12. Process of obtaining pre-certification/referral/authorization information.	42	28.6%	80	37.5%	45	40.0%
Q13. Timeliness of UM's pre-certification process.	41	29.3%	72	33.3%	43	39.5%
Q14. Phone access to UM staff.	36	33.3%	72	34.7%	45	42.2%
Q15. Extent to which UM staff share review criteria and reasons for adverse determinations.	37	27.0%	64	29.7%	42	33.3%
Q16. Consistency of review decisions.	39	30.8%	64	28.1%	41	34.1%
Q17. Timeliness of UM appeals process.	36	27.8%	54	24.1%	34	29.4%
Q18. Timeliness of resolution requiring Medical Director intervention.	31	32.3%	40	20.0%	32	28.1%
Q19. Degree of improvement plan has made to reduce/eliminate the "hassle factor" of getting patients the services they need.	38	31.6%	65	26.2%	39	23.1%
Q20. The health plan's administration of the PCP's referrals to a specialist.	40	37.5%	62	37.1%	39	28.2%
Q21. The health plan's facilitation/support of appropriate clinical care for patients.	40	35.0%	58	27.6%	35	31.4%
Q22. Phone access to Case/Care Managers.	34	26.5%	54	25.9%	33	30.3%
Q23. Alternative care and community resource options offered by the Case/Care Manager to my patients.	29	34.5%	41	17.1%	27	25.9%
Q24. The health plan's commitment to chronic disease management programs.	35	37.1%	34	23.5%	31	25.8%
<b>Cultural Competency</b>		<b>52.7%</b>		<b>30.5%</b>		<b>44.5%</b>
Q25. University Family Care's Cultural Competency program.	19	47.4%	40	30.0%	27	40.7%
Q26. Your understanding of member's different cultures and how you deliver care.	32	53.1%	57	31.6%	36	50.0%
Q27. Your consideration of the unique presentation of symptoms among the major cultural groups when providing care to your patients.	33	57.6%	50	30.0%	35	42.9%
<b>Finance Issues</b>		<b>28.8%</b>		<b>28.2%</b>		<b>33.8%</b>
Q28. Extent to which the plan controls costs while maintaining a high quality of care.	40	32.5%	66	22.7%	37	43.2%
Q29. Reimbursement rates for services you provide.	40	17.5%	65	20.0%	36	16.7%
Q30. Accuracy of claims processing.	34	29.4%	65	40.0%	36	41.7%
Q31. Timeliness of claims processing.	33	36.4%	66	34.8%	37	40.5%
Q32. Resolution of claims payment problems or disputes.	32	28.1%	64	23.4%	37	27.0%
<b>Pharmacy and Drug Benefits</b>		<b>23.8%</b>		<b>28.4%</b>		<b>38.4%</b>
Q33. Ease of using formulary.	40	27.5%	52	30.8%	33	39.4%
Q34. Variety of drugs available in formulary.	40	20.0%	46	26.1%	32	37.5%
<b>Overall Satisfaction and Loyalty**</b>		<b>62.0%</b>		<b>88.2%</b>		<b>88.5%</b>
Q35. Would you recommend University Family Care to other physicians' practices?	43	62.8%	71	93.0%	39	94.9%
Q36. Would you recommend University Family Care to other patients?	43	67.4%	67	92.5%	39	87.2%
Q37. Overall satisfaction with University Family Care?	43	55.8%	72	79.2%	42	83.3%
Q38. Overall satisfaction with other health plans?	43	65.1%	62	80.6%	37	75.7%
Q42. Have you visited the University Family Care website?	40	40.0%	69	63.8%	40	67.5%

\* SRS (Summary Rate Scores) are the sum of the two most favorable response options.

\*\* The Overall Satisfaction and Loyalty composite is the average of those attributes shaded gray. It does NOT include Q38. Overall satisfaction with other health plans? or Q42. Have you visited the University Family Care website?



# Segmentation Analysis

## Methodology

## University Family Care

## Provider Satisfaction Survey

### 215 Total Respondents

Methodology	Mail		Phone		Internet	
	Valid n	2011 SRS*	Valid n	2011 SRS*	Valid n	2011 SRS*
<b>Composite/Attribute</b>						
<b>Call Center/Member Services Staff</b>						
Q1. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	76	53.9%	89	52.8%	21	52.4%
<b>Provider Relations</b>		<b>44.0%</b>		<b>44.3%</b>		<b>34.9%</b>
Q2. Responsiveness and courtesy of the health plan's Provider Relations representative.	75	42.7%	84	48.8%	20	45.0%
Q3. Timeliness to answer questions and/or resolve problems.	73	49.3%	80	47.5%	21	28.6%
Q4. Quality of provider orientation process.	63	49.2%	75	36.0%	16	37.5%
Q5. Quality of practitioner educational meetings/in-services.	55	38.2%	61	42.6%	10	30.0%
Q6. Quality of written communications, policy bulletins, and manuals.	71	40.8%	75	46.7%	18	33.3%
<b>Network</b>		<b>39.4%</b>		<b>37.3%</b>		<b>34.8%</b>
Q7. Quality health plan's primary care providers.	65	50.8%	59	42.4%	18	72.2%
Q8. Quality health plan's specialists.	71	47.9%	72	47.2%	18	38.9%
Q9. Specialists network has an adequate number of high-quality specialists to whom I can refer my patients.	72	30.6%	73	32.9%	21	33.3%
Q10. Behavioral health network has an adequate number of high-quality practitioners to whom I can refer my patients.	55	32.7%	49	18.4%	17	11.8%
Q11. Health plan takes physician input and recommendations seriously.	57	35.1%	70	45.7%	17	17.6%
<b>Utilization &amp; Quality Management</b>		<b>29.4%</b>		<b>32.3%</b>		<b>27.1%</b>
Q12. Process of obtaining pre-certification/referral/authorization information.	78	33.3%	75	42.7%	21	28.6%
Q13. Timeliness of UM's pre-certification process.	69	34.8%	72	37.5%	21	28.6%
Q14. Phone access to UM staff.	71	29.6%	71	43.7%	16	37.5%
Q15. Extent to which UM staff share review criteria and reasons for adverse determinations.	69	30.4%	61	32.8%	19	21.1%
Q16. Consistency of review decisions.	70	27.1%	60	33.3%	20	30.0%
Q17. Timeliness of UM appeals process.	65	26.2%	50	30.0%	14	14.3%
Q18. Timeliness of resolution requiring Medical Director intervention.	49	28.6%	44	25.0%	15	26.7%
Q19. Degree of improvement plan has made to reduce/eliminate the "hassle factor" of getting patients the services they need.	68	26.5%	62	30.6%	17	23.5%
Q20. The health plan's administration of the PCP's referrals to a specialist.	65	29.2%	63	41.3%	19	26.3%
Q21. The health plan's facilitation/support of appropriate clinical care for patients.	64	26.6%	56	30.4%	19	42.1%
Q22. Phone access to Case/Care Managers.	60	28.3%	50	28.0%	16	18.8%
Q23. Alternative care and community resource options offered by the Case/Care Manager to my patients.	49	28.6%	38	18.4%	14	28.6%
Q24. The health plan's commitment to chronic disease management programs.	51	33.3%	38	26.3%	15	26.7%
<b>Cultural Competency</b>		<b>38.6%</b>		<b>40.0%</b>		<b>44.6%</b>
Q25. University Family Care's Cultural Competency program.	40	32.5%	40	40.0%	10	40.0%
Q26. Your understanding of member's different cultures and how you deliver care.	60	40.0%	54	44.4%	16	43.8%
Q27. Your consideration of the unique presentation of symptoms among the major cultural groups when providing care to your patients.	60	43.3%	48	35.4%	16	50.0%
<b>Finance Issues</b>		<b>26.3%</b>		<b>35.0%</b>		<b>26.1%</b>
Q28. Extent to which the plan controls costs while maintaining a high quality of care.	73	23.3%	58	36.2%	18	33.3%
Q29. Reimbursement rates for services you provide.	77	18.2%	53	20.8%	17	11.8%
Q30. Accuracy of claims processing.	72	34.7%	54	44.4%	15	26.7%
Q31. Timeliness of claims processing.	74	33.8%	54	40.7%	14	35.7%
Q32. Resolution of claims payment problems or disputes.	74	21.6%	52	32.7%	13	23.1%
<b>Pharmacy and Drug Benefits</b>		<b>24.8%</b>		<b>34.9%</b>		<b>21.1%</b>
Q33. Ease of using formulary.	56	26.8%	52	36.5%	22	27.3%
Q34. Variety of drugs available in formulary.	57	22.8%	48	33.3%	20	15.0%
<b>Overall Satisfaction and Loyalty**</b>		<b>74.4%</b>		<b>93.5%</b>		<b>70.7%</b>
Q35. Would you recommend University Family Care to other physicians' practices?	79	79.7%	61	96.7%	20	75.0%
Q36. Would you recommend University Family Care to other patients?	77	80.5%	59	91.5%	20	80.0%
Q37. Overall satisfaction with University Family Care?	78	62.8%	65	92.3%	21	57.1%
Q38. Overall satisfaction with other health plans?	75	70.7%	52	90.4%	21	52.4%
Q42. Have you visited the University Family Care website?	66	56.1%	65	63.1%	22	54.5%

\* SRS (Summary Rate Scores) are the sum of the two most favorable response options.

\*\* The Overall Satisfaction and Loyalty composite is the average of those attributes shaded gray. It does NOT include Q38. Overall satisfaction with other health plans? or Q42. Have you visited the University Family Care website?

# Segmentation Analysis

Number of Claims (Database)

University Family Care

Provider Satisfaction Survey

## 215 Total Respondents

Number of Claims (Database)	0-249		250-499		500-749		750+		Other	
	Valid n	2011 SRS*	Valid n	2011 SRS*	Valid n	2011 SRS*	Valid n	2011 SRS*	Valid n	2011 SRS*
<b>Composite/Attribute</b>										
<b>Call Center/Member Services Staff</b>										
Q1. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	104	55.8%	29	58.6%	13	38.5%	20	50.0%	20	45.0%
<b>Provider Relations</b>		<b>48.6%</b>		<b>26.5%</b>		<b>37.3%</b>		<b>53.6%</b>		<b>30.8%</b>
Q2. Responsiveness and courtesy of the health plan's Provider Relations representative.	101	48.5%	26	34.6%	13	46.2%	19	52.6%	20	40.0%
Q3. Timeliness to answer questions and/or resolve problems.	97	53.6%	23	30.4%	13	30.8%	20	50.0%	21	33.3%
Q4. Quality of provider orientation process.	89	49.4%	21	28.6%	12	33.3%	17	41.2%	15	20.0%
Q5. Quality of practitioner educational meetings/in-services.	72	44.4%	20	15.0%	10	40.0%	13	61.5%	11	27.3%
Q6. Quality of written communications, policy bulletins, and manuals.	94	46.8%	25	24.0%	11	36.4%	16	62.5%	18	33.3%
<b>Network</b>		<b>42.4%</b>		<b>30.7%</b>		<b>33.1%</b>		<b>45.4%</b>		<b>24.9%</b>
Q7. Quality health plan's primary care providers.	83	47.0%	23	52.2%	10	60.0%	11	72.7%	15	40.0%
Q8. Quality health plan's specialists.	90	53.3%	25	36.0%	10	40.0%	16	56.3%	20	25.0%
Q9. Specialists network has an adequate number of high-quality specialists to whom I can refer my patients.	91	38.5%	26	23.1%	11	18.2%	16	37.5%	22	18.2%
Q10. Behavioral health network has an adequate number of high-quality practitioners to whom I can refer my patients.	67	29.9%	19	10.5%	8	25.0%	11	27.3%	16	12.5%
Q11. Health plan takes physician input and recommendations seriously.	90	43.3%	19	31.6%	9	22.2%	12	33.3%	14	28.6%
<b>Utilization &amp; Quality Management</b>		<b>32.9%</b>		<b>26.4%</b>		<b>36.7%</b>		<b>41.0%</b>		<b>12.1%</b>
Q12. Process of obtaining pre-certification/referral/authorization information.	100	40.0%	24	33.3%	12	25.0%	15	46.7%	23	26.1%
Q13. Timeliness of UM's pre-certification process.	96	39.6%	21	19.0%	12	33.3%	12	58.3%	21	19.0%
Q14. Phone access to UM staff.	96	39.6%	21	28.6%	12	41.7%	12	33.3%	17	29.4%
Q15. Extent to which UM staff share review criteria and reasons for adverse determinations.	89	32.6%	22	27.3%	9	33.3%	12	41.7%	17	11.8%
Q16. Consistency of review decisions.	93	31.2%	20	40.0%	10	30.0%	13	38.5%	14	0.0%
Q17. Timeliness of UM appeals process.	78	29.5%	21	28.6%	7	42.9%	10	20.0%	13	0.0%
Q18. Timeliness of resolution requiring Medical Director intervention.	64	25.0%	20	25.0%	4	75.0%	9	55.6%	11	0.0%
Q19. Degree of improvement plan has made to reduce/eliminate the "hassle factor" of getting patients the services they need.	88	31.8%	20	15.0%	10	30.0%	13	38.5%	16	12.5%
Q20. The health plan's administration of the PCP's referrals to a specialist.	81	39.5%	23	26.1%	11	27.3%	12	41.7%	20	20.0%
Q21. The health plan's facilitation/support of appropriate clinical care for patients.	84	33.3%	20	25.0%	9	33.3%	10	40.0%	16	12.5%
Q22. Phone access to Case/Care Managers.	76	28.9%	20	25.0%	8	25.0%	11	36.4%	11	9.1%
Q23. Alternative care and community resource options offered by the Case/Care Manager to my patients.	65	26.2%	13	23.1%	5	40.0%	8	37.5%	10	0.0%
Q24. The health plan's commitment to chronic disease management programs.	63	30.2%	15	26.7%	5	40.0%	9	44.4%	12	16.7%
<b>Cultural Competency</b>		<b>46.8%</b>		<b>34.9%</b>		<b>44.4%</b>		<b>46.7%</b>		<b>4.4%</b>
Q25. University Family Care's Cultural Competency program.	53	39.6%	15	33.3%	6	50.0%	8	50.0%	8	0.0%
Q26. Your understanding of member's different cultures and how you deliver care.	76	50.0%	21	42.9%	8	50.0%	10	40.0%	15	0.0%
Q27. Your consideration of the unique presentation of symptoms among the major cultural groups when providing care to your patients.	69	50.7%	21	28.6%	9	33.3%	10	50.0%	15	13.3%
<b>Finance Issues</b>		<b>31.1%</b>		<b>24.6%</b>		<b>25.8%</b>		<b>40.4%</b>		<b>21.5%</b>
Q28. Extent to which the plan controls costs while maintaining a high quality of care.	89	33.7%	22	13.6%	9	44.4%	13	46.2%	16	6.3%
Q29. Reimbursement rates for services you provide.	89	20.2%	20	15.0%	9	22.2%	13	23.1%	16	6.3%
Q30. Accuracy of claims processing.	86	38.4%	18	38.9%	10	20.0%	13	53.8%	14	28.6%
Q31. Timeliness of claims processing.	86	37.2%	18	33.3%	10	20.0%	13	53.8%	15	33.3%
Q32. Resolution of claims payment problems or disputes.	85	25.9%	18	22.2%	9	22.2%	12	25.0%	15	33.3%
<b>Pharmacy and Drug Benefits</b>		<b>38.9%</b>		<b>12.9%</b>		<b>17.1%</b>		<b>22.7%</b>		<b>3.3%</b>
Q33. Ease of using formulary.	75	42.7%	19	15.8%	10	20.0%	11	18.2%	15	6.7%
Q34. Variety of drugs available in formulary.	74	35.1%	20	10.0%	7	14.3%	11	27.3%	13	0.0%
<b>Overall Satisfaction and Loyalty**</b>		<b>82.7%</b>		<b>80.8%</b>		<b>79.8%</b>		<b>81.7%</b>		<b>76.3%</b>
Q35. Would you recommend University Family Care to other physicians' practices?	89	86.5%	25	88.0%	12	83.3%	15	86.7%	19	78.9%
Q36. Would you recommend University Family Care to other patients?	89	87.6%	23	78.3%	12	83.3%	14	78.6%	18	83.3%
Q37. Overall satisfaction with University Family Care?	92	73.9%	25	76.0%	11	72.7%	15	80.0%	21	66.7%
Q38. Overall satisfaction with other health plans?	86	76.7%	21	61.9%	10	90.0%	15	86.7%	16	62.5%
Q42. Have you visited the University Family Care website?	84	66.7%	23	39.1%	10	70.0%	16	50.0%	20	50.0%

\* SRS (Summary Rate Scores) are the sum of the two most favorable response options.

\*\* The Overall Satisfaction and Loyalty composite is the average of those attributes shaded gray. It does NOT include Q38. Overall satisfaction with other health plans? or Q42. Have you visited the University Family Care website?

Note: The 'Other' segment includes all of the records that did not have a specified number of claims in the database.





## 8. Statistical Analysis

### Correlation Analysis

The provider's overall satisfaction with the plan (Q37) 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 University Family Care 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 rating of the plan (Q37). 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 correlation (a perfect positive relationship), while a coefficient of 0 represents the weakest correlation (no relationship). As the correlation coefficient increases, so also does the strength of the relationship.

The attributes considered highly correlated with overall satisfaction are noted below. Attributes are listed in descending order of correlation coefficient.

Attribute	Correlation Coefficient
Q33. Ease of using formulary.	0.692
Q24. The health plan's commitment to chronic disease management programs.	0.681
Q11. Health plan takes physician input and recommendations seriously.	0.678
Q21. The health plan's facilitation/support of appropriate clinical care for patients.	0.674
Q12. Process of obtaining pre-certification/referral/authorization information.	0.673
Q19. Degree of improvement plan has made to reduce/eliminate the "hassle factor" of getting patients the services they need.	0.667
Q10. Behavioral health network has an adequate number of high-quality practitioners to whom I can refer my patients.	0.653

The correlation analysis presented on page 8A lists each applicable attribute and the corresponding Pearson Correlation Coefficient. In addition, Summary Rates for University Family Care and the 2010 TMG Medicaid Book of Business 25<sup>th</sup> and 75<sup>th</sup> percentiles are provided where applicable so that you are able to see how your plan performs for each attribute. Attributes identified as highly correlated with overall satisfaction are shown in gray.

### Chart 8A

# Correlation Analysis

## Attribute Correlations to Satisfaction with Health Plan

## University Family Care

## Provider Satisfaction Survey


148 Total Respondents

Attributes	Correlation Coefficient**	2011 UFC Summary Rate Score*	2010 TMG Medicaid B.o.B. Percentiles	
			25th Percentile	75th Percentile
<b>Call Center/Member Services Staff</b>				
Q1. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).	0.551	50.8%	47.7%	54.2%
<b>Provider Relations</b>				
Q2. Responsiveness and courtesy of the health plan's Provider Relations representative.	0.523	41.5%	43.7%	54.1%
Q3. Timeliness to answer questions and/or resolve problems.	0.629	40.9%	34.8%	47.9%
Q4. Quality of provider orientation process.	0.557	38.2%	32.0%	39.7%
Q5. Quality of practitioner educational meetings/inservices.	0.500	35.7%	26.5%	36.4%
Q6. Quality of written communications, policy bulletins, and manuals.	0.564	35.8%	32.9%	39.2%
<b>Network</b>				
Q7. Quality health plan's primary care providers.	0.330	50.0%	41.3%	49.4%
Q8. Quality health plan's specialists.	0.512	46.4%	34.8%	48.3%
Q9. Specialists network has an adequate number of high-quality specialists to whom I can refer my patients.	0.631	33.0%	24.4%	37.3%
Q10. Behavioral health network has an adequate number of high-quality practitioners to whom I can refer my patients.	<b>0.653</b>	20.4%	18.0%	25.5%
Q11. Health plan takes physician input and recommendations seriously.	<b>0.678</b>	35.3%	26.2%	34.5%
<b>Utilization &amp; Quality Management</b>				
Q12. Process of obtaining pre-certification/referral/authorization information.	<b>0.673</b>	33.6%	28.8%	38.2%
Q13. Timeliness of UM's pre-certification process.	0.627	33.0%	25.1%	34.7%
Q14. Phone access to UM staff.	0.513	37.0%	31.2%	40.6%
Q15. Extent to which UM staff share review criteria and reasons for adverse determinations.	0.575	28.4%	22.4%	30.4%
Q16. Consistency of review decisions.	0.523	28.7%	24.3%	31.1%
Q17. Timeliness of UM appeals process.	0.517	22.8%	19.4%	26.1%
Q18. Timeliness of resolution requiring Medical Director intervention.	0.528	25.0%	17.5%	31.6%
Q19. Degree of improvement plan has made to reduce/eliminate the "hassle factor" of getting patients the services they need.	<b>0.667</b>	25.5%	NA	NA
Q20. The health plan's administration of the PCP's referrals to a specialist.	0.548	34.3%	27.4%	36.7%
Q21. The health plan's facilitation/support of appropriate clinical care for patients.	<b>0.674</b>	30.4%	25.0%	34.4%
Q22. Phone access to Case/Care Managers.	0.537	25.3%	26.1%	34.6%
Q23. Alternative care and community resource options offered by the Case/Care Manager to my patients.	0.638	25.0%	24.6%	32.1%
Q24. The health plan's commitment to chronic disease management programs.	<b>0.681</b>	27.9%	28.3%	42.8%
<b>Cultural Competency</b>				
Q25. University Family Care's Cultural Competency program.	0.571	30.8%	NA	NA
Q26. Your understanding of member's different cultures and how you deliver care.	0.491	41.8%	NA	NA
Q27. Your consideration of the unique presentation of symptoms among the major cultural groups when providing care to your patients.	0.257	40.0%	NA	NA
<b>Finance Issues</b>				
Q28. Extent to which the plan controls costs while maintaining a high quality of care.	0.597	26.5%	NA	NA
Q29. Reimbursement rates for services you provide.	0.594	14.1%	15.8%	23.9%
Q30. Accuracy of claims processing.	0.592	33.7%	30.1%	37.3%
Q31. Timeliness of claims processing.	0.594	37.4%	32.8%	41.5%
Q32. Resolution of claims payment problems or disputes.	0.632	26.1%	23.8%	30.1%
<b>Pharmacy and Drug Benefits</b>				
Q33. Ease of using formulary.	<b>0.692</b>	29.1%	20.8%	26.5%
Q34. Variety of drugs available in formulary.	0.640	24.0%	14.7%	22.2%


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

\*\* As the correlation coefficient approaches a value of +/- 1.000 the association of the attribute with overall satisfaction is increased. See Technical Notes for a thorough explanation of the Correlation Analysis.

Note: Attributes highly correlated with overall satisfaction are shown in gray.

 At or above the 75th percentile.

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

 Below the 25th percentile.



**Opportunity Analysis**

Depending on your plan’s success in each of the service areas, TMG offers the following opportunity analysis.

The grid on page 8B is divided into six sections. An attribute's placement to the left, right or center is determined by the Summary Rates of University Family Care as compared to the 2010 TMG Medicaid Book of Business<sup>13</sup> percentile scores. Those attributes scoring above the 75th percentile are considered strengths and are placed to the right. Attributes scoring below the 25th percentile are considered opportunities and placed to the left. All remaining attributes scoring between the 25th and 75th percentiles are considered comparable to other plans and are placed in the center. Also placed in the center are attributes without a benchmark.

Those attributes found to be highly correlated with overall plan satisfaction (as determined by the correlation analysis on page 8A) are placed in the top portion of the grid in one of the following areas:

<b><u>Opportunity</u></b> Plan rates below the 25 <sup>th</sup> percentile	<b><u>Monitor</u></b> Plan rates between the 25 <sup>th</sup> and 75 <sup>th</sup> percentiles	<b><u>Strength</u></b> Plan rates at or above the 75 <sup>th</sup> percentile
Strong relationship with Overall Satisfaction	Strong relationship with Overall Satisfaction or Attribute without a benchmark	Strong relationship with Overall Satisfaction
Moderate to Weak Relationship with Overall Satisfaction	Moderate to Weak Relationship with Overall Satisfaction or Attribute without a benchmark	Moderate to Weak Relationship with Overall Satisfaction

<sup>13</sup> The 2010 TMG Medicaid Book of Business is a benchmark containing data from all eligible Provider Satisfaction Surveys for which TMG collected data in 2010. The benchmark is comprised of Primary Care Physicians, Specialists, and Behavioral Health Clinicians and includes data from 36 plans encompassing 10,008 respondents.



The opportunity analysis for University Family Care reveals the following attributes as *strengths, opportunities, and areas to monitor*.

**Strengths (Market & Maintain)**

Among the sample of providers surveyed, the following attributes are highly correlated with overall satisfaction and also rate at or above the 75<sup>th</sup> percentile when compared to the 2010 TMG Medicaid Book of Business.

Attribute	Correlation Coefficient
Q33. Ease of using formulary.	0.692
Q11. Health plan takes physician input and recommendations seriously.	0.678

**Opportunities (Investigate & Improve)**

Among the sample of providers surveyed, the following attribute is both highly correlated with overall satisfaction and also rate below the 25<sup>th</sup> percentile when compared to the 2010 TMG Medicaid Book of Business.

Attribute	Correlation Coefficient
Q24. The health plan's commitment to chronic disease management programs.	0.681

**Areas to Monitor**

The following plan service areas are also highly correlated with overall satisfaction among respondents. When compared to the 2010 TMG Medicaid Book of Business, your Summary Rates for the following attributes are between the 25<sup>th</sup> and 75<sup>th</sup> percentiles. While these attributes are neither strengths nor opportunities, they are nonetheless areas of great importance to providers. Therefore, they should be monitored, as they may become strengths or opportunities in the future depending on the plan's success in these areas. Attributes that do not have a comparable benchmark in the 2010 TMG Book of Business are also included in this section. Attributes are listed in descending order of correlation coefficient.

Attribute	Correlation Coefficient
Q21. The health plan's facilitation/support of appropriate clinical care for patients.	0.674
Q12. Process of obtaining pre-certification/referral/authorization information.	0.673
Q19. Degree of improvement plan has made to reduce/eliminate the "hassle factor" of getting patients the services they need.	0.667
Q10. Behavioral health network has an adequate number of high-quality practitioners to whom I can refer my patients.	0.653

**Chart 8B**

# Opportunity Analysis

## Key Drivers of Overall Satisfaction

148 Total Respondents

Significant Impact on Overall Satisfaction	<p>Q24. The health plan's commitment to chronic disease management programs. <span style="float: right;">0.681</span></p>	<p>Q21. The health plan's facilitation/support of appropriate clinical care for patients. <span style="float: right;">0.674</span>                  Q12. Process of obtaining pre-certification/referral/authorization information. <span style="float: right;">0.673</span>                  Q19. Degree of improvement plan has made to reduce/eliminate the "hassle factor" of getting patients the services they need. <span style="float: right;">0.667</span>                  Q10. Behavioral health network has an adequate number of high-quality practitioners to whom I can refer my patients. <span style="float: right;">0.653</span></p>	<p>Q33. Ease of using formulary. <span style="float: right;">0.692</span>                  Q11. Health plan takes physician input and recommendations seriously. <span style="float: right;">0.678</span></p>
	<p><i>Investigate &amp; Improve</i></p> <p><b>OPPORTUNITY</b> Below 25th percentile</p> <p><i>Investigate &amp; Improve</i></p>	<p><b>MONITOR</b> At or Above the 25th but Below the 75th percentile OR No Benchmark</p>	<p><i>Market &amp; Maintain</i></p> <p><b>STRENGTH</b> At or Above 75th percentile</p> <p><i>Market &amp; Maintain</i></p>
No Significant Impact on Overall Satisfaction	<p>Q2. Responsiveness and courtesy of the health plan's Provider Relations representative.                  Q22. Phone access to Case/Care Managers.                  Q29. Reimbursement rates for services you provide.</p>	<p>Q1. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).                  Q3. Timeliness to answer questions and/or resolve problems.                  Q4. Quality of provider orientation process.                  Q5. Quality of practitioner educational meetings/in-services.                  Q6. Quality of written communications, policy bulletins, and manuals.                  Q8. Quality health plan's specialists.                  Q9. Specialists network has an adequate number of high-quality specialists to whom I can refer my patients.                  Q13. Timeliness of UM's pre-certification process.                  Q14. Phone access to UM staff.                  Q15. Extent to which UM staff share review criteria and reasons for adverse determinations.                  Q16. Consistency of review decisions.                  Q17. Timeliness of UM appeals process.                  Q18. Timeliness of resolution requiring Medical Director intervention.                  Q20. The health plan's administration of the PCP's referrals to a specialist.                  Q23. Alternative care and community resource options offered by the Case/Care Manager to my patients.  <b>Cultural Competency composite (Q25-Q27)</b>                  Q28. Extent to which the plan controls costs while maintaining a high quality of care.                  Q30. Accuracy of claims processing.                  Q31. Timeliness of claims processing.                  Q32. Resolution of claims payment problems or disputes.</p>	<p>Q7. Quality health plan's primary care providers.                  Q34. Variety of drugs available in formulary.</p>

Attributes found to have a significant positive impact on overall satisfaction with the health plan by the correlation analysis (testing the strength of the relationship between physicians' overall satisfaction with the plan and physicians' attribute scores) are reported as key drivers of overall satisfaction and are placed in the "significant" regions in the top portion of the grid. An attribute's placement on the right, left, or center of the grid is determined by its Summary Rate Score relative to the TMG Book of Business. Attributes below the 25th percentile are placed to the left, attributes above the 75th percentile are placed to the right, and attributes between the 25th and 75th percentile are placed in the center. Attributes that have no commercial benchmark are also placed in the middle section. See the Technical Notes section for more information.

Numbers shown are Pearson Correlation Coefficients. The closer the coefficient is to 1 or -1, the stronger its influence on overall satisfaction.



## **9. Loyalty Analysis**

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

Page 9A presents an assessment of provider loyalty with University Family Care. Provider loyalty is based upon responses to Question 37, (“Overall Satisfaction with University Family Care?”), Question 35, (“Would you recommend University Family Care to other physicians’ practices?”), and Question 36, (“Would you recommend University Family Care to other patients?”).

The different zones within the analysis are defined as follows:

*Loyal Zone:* Providers are very satisfied and likely to recommend the plan to other patients and physicians.

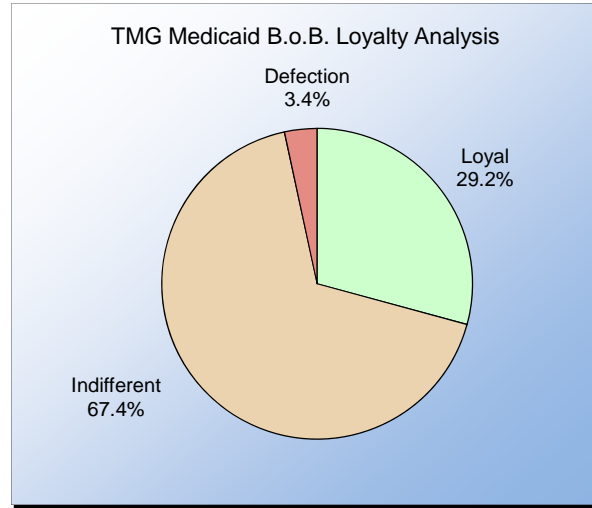
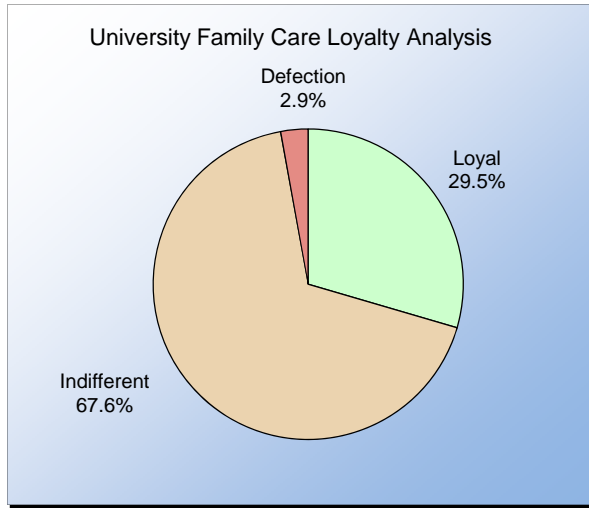
*Defection Zone:* Providers are very dissatisfied and not likely to recommend the plan to other patients and physicians.

*Indifferent Zone:* Providers are mixed as to whether they are satisfied or whether they would be willing to recommend the plan to other patients and physicians.

### **Chart 9A**

# Loyalty Analysis

105 Eligible Respondents\*



### Zone Definitions

	Recommend the health plan to other physicians' practices?		Recommend the health plan to other patients?		Overall Satisfaction with Health Plan
Loyal	"Definitely Yes"	And	"Definitely Yes"	And	Very satisfied
	"Probably Yes"	And	"Probably Yes"	And	
	"Definitely Not"	And	"Definitely Not"	And	
Indifferent	All other responses				
Defection	"Definitely Not"	And	"Definitely Not"	And	Very dissatisfied
	"Probably Not"	And	"Probably Not"	And	
	"Probably Not"	And	"Definitely Not"	And	

### Loyalty Scores & Comparison

Zone	2011		2010		2009		2010 TMG Medicaid Book of Business	Significance Testing**		
	Valid n	Percent	Valid n	Percent	Valid n	Percent		2010 to 2011	2009 to 2011	TMG B.o.B. to 2011
Loyal	31	29.5%	24	24.5%	34	20.2%	29.2%	Not sig.	Not sig.	Not sig.
Indifferent	71	67.6%	67	68.4%	128	76.2%	67.4%	Not sig.	Not sig.	Not sig.
Defection	3	2.9%	7	7.1%	6	3.6%	3.4%	Unable to Test	Unable to Test	Unable to Test

\* Eligible Respondents are those answering all three questions.

\*\* Significance Testing - "Sig. decrease/lower" denotes the result that would be found if a hypothesis test were conducted to determine if the percentage is lower. "Sig. increase/higher" denotes the result that would be found if a hypothesis test were conducted to determine if the percentage is higher. "Not sig." 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 University Family Care 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 *Provider Relations* composite is the average of the Summary Rates of Questions 2 through 6.

### **Correlation Analysis**

Correlation analysis is run between attributes and the overall satisfaction variable as measured by Question 37, “*Overall satisfaction with University Family Care?*” 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.

The Pearson Correlation Coefficient indicates the strength of the linear relationship between the attribute and the overall satisfaction. These scores can range from  $-1$  (perfect negative correlation) to  $+1$  (perfect positive correlation).

### **Demographic Categories**

TMG 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 on 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 with Internet option and 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, disconnected, cell phone, and number changed.

**Rounding of Data**

For many survey questions, you will often see response distribution percentages listed 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 knowing that the survey question's entire valid response set is being accounted for. That is, although the percentages don't 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 1 by 3; no matter how many decimal places this quotient is taken out to, it will always be a continuous string of '3'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:	<u>n = 1</u>	<u>.3</u>	<u>.33</u>	<u>.333</u>	<u>.3333</u>
	3	.9	.99	.999	.9999

It is evident that no matter how many decimal places we take our quotient out to, 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, TMG 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, TMG employs the standard practice of rounding down any number from 1 to 4, and rounding up any number from 5 to 9.



### 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 (The Myers Group 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.

**Survey Administration Protocol**

The Provider Satisfaction Survey was administered using a two-wave mail with Internet option and phone follow-up survey methodology. The protocol is outlined in the chart below.

Survey Administration Tasks	Date
First questionnaire is sent to each providers office with the option to take survey on the Internet.	10/10/2011
A second questionnaire is sent to non-respondents.	10/25/2011
Telephone calls by CATI (computer-assisted telephone interviews) are conducted for non-respondents.	11/10/2011
Data collection ends.	11/28/2011

**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:

$$\frac{\text{Excellent + Very good}}{\text{Excellent + Very good + Good + Fair + Poor}}$$



For the two loyalty questions in which respondents are asked if they would recommend University Family Care to other patients and providers, the Summary Rate proportion is computed as follows:

$$\frac{\text{Definitely yes} + \text{Probably Yes}}{\text{Definitely yes} + \text{Probably yes} + \text{Probably not} + \text{Definitely not}}$$

The overall satisfaction question uses the following scale specifically asking about the respondent's level of satisfaction:

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

***The Myers Group Medicaid Book of Business (2010)***

The 2010 TMG Medicaid Book of Business is a benchmark containing data from all eligible Medicaid Provider Satisfaction Surveys TMG collected data for in 2010. Plans were included in the Book of Business only if they contained at least 12 of the benchmark questions. As a result, the 2010 TMG Medicaid Book of Business is comprised of 36 plans encompassing 10,008 respondents. Attributes were included in the 2010 TMG Medicaid Book of Business if at least 11 of the plans included the question in their survey.

***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 "NA" because a response of "NA" 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 The Myers Group Book of Business score) or between different populations (e.g., a Summary Rate for this year versus a Summary Rate for last year). 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—TMG uses the statistic test that follows:

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

$\hat{p}$  = Summary Rate from the sample  
 $p_0$  = Set constant score for comparison  
 $q_0 = 1 - (\text{Set constant score}) = (1 - p_0)$   
 $n$  = 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 1<sup>st</sup> sample  
 $\hat{p}_2$  = Summary Rate from the 2<sup>nd</sup> sample  
 $n_1$  = Size of the sample from the 1<sup>st</sup> population  
 $n_2$  = Size of the sample from the 2<sup>nd</sup> population  
 $\hat{p}$  = Pooled Summary Rate,  $\hat{p} = \frac{n_1\hat{p}_1 + n_2\hat{p}_2}{n_1 + n_2}$   
 $\hat{q} = 1 - (\text{Pooled Summary Rate})$

*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. University Family Care Survey Tool***

**Finance Issues (Cont.)**

32. Resolution of claims payment problems or disputes.
- |                              |   |   |
|------------------------------|---|---|
| University Family Care ..... | Excellent<br>Very Good<br>Good<br>Fair<br>Poor<br>N/A | <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 |
| Other AHCCCS plans .....     |   | <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 |

**Pharmacy and Drug Benefits**

33. Ease of using formulary.
- |                              |   |
|------------------------------|---|
| University Family Care ..... | <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 |
| Other AHCCCS plans .....     | <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 |
34. Variety of drugs available in formulary.
- |                              |   |
|------------------------------|---|
| University Family Care ..... | <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 |
| Other AHCCCS plans .....     | <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 |

**Overall Satisfaction and Loyalty**

35. Would you recommend University Family Care to other physicians' practices?
- 1 Definitely yes  
2 Probably yes  
3 Probably not  
4 Definitely not
36. Would you recommend University Family Care to other patients?
- 1 Definitely yes  
2 Probably yes  
3 Probably not  
4 Definitely not
37. Overall satisfaction with University Family Care?
- 1 Very satisfied  
2 Somewhat satisfied  
3 Neither satisfied nor dissatisfied  
4 Somewhat dissatisfied  
5 Very dissatisfied
38. Overall satisfaction with other health plans?
- 1 Very satisfied  
2 Somewhat satisfied  
3 Neither satisfied nor dissatisfied  
4 Somewhat dissatisfied  
5 Very dissatisfied
39. What do you like best about University Family Care?
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
40. How can we improve University Family Care?
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
41. What immediate actions would you like University Family Care to take to improve the service provided to network physicians?
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
42. Have you visited the University Family Care website?
- 1 Yes  
2 No

**Thank You**

Please return the completed survey in the postage-paid envelope.



**PHYSICIAN SATISFACTION SURVEY**

Answer **all** the questions by shading or marking the box with blue or black ink. Like this , this , or this .  
**All providers who complete the survey will be entered into a drawing for a chance to win a \$25 gift card.**  
If you want to know more about this study, please call The Myers Group at 1-800-692-0041.

- A. Please indicate the area of medicine in which you practice:
- 1 Primary Care  
2 Specialty
- 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 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 University Family Care?
- 0 None  
1 1-10%  
2 11-20%  
3 21-30%  
4 31-50%  
5 51-75%  
6 76-100%
- E. Please indicate in which of the following managed care plans you participate. (Mark all that apply)
- A Phoenix Health Plan  
B Mercy Care Plan  
C APIPA  
D Health Choice
- F. How do you provide 24-hour availability? (Mark all that apply)
- A Arrange for covering physician  
B Forward calls to answering service  
C Always on-call  
D Do not provide 24-hour availability
- G. Please mark who is completing this survey. (Mark only one)
- 1 Physician  
2 Office Manager  
3 Nurse  
4 Other staff

**Call Center/Member Services Staff**

This is the department responsible for patient benefits and eligibility information, referral questions, claim inquiries, policies and procedures. Please rate the following compared to other plans in the market:

1. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).
- |                              |   |   |
|------------------------------|---|---|
| University Family Care ..... | Excellent<br>Very Good<br>Good<br>Fair<br>Poor<br>N/A | <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 |
| Other AHCCCS plans .....     |   | <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 |

**Provider Relations**

This is the department responsible for orientation, education, and communication of plan policies and procedures. Please rate the following qualities and services provided by University Family Care compared to other plans in the market:

2. Responsiveness and courtesy of the health plan's Provider Relations representative.
- |                              |   |
|------------------------------|---|
| University Family Care ..... | <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 |
| Other AHCCCS plans .....     | <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 |
3. Timeliness to answer questions and/or resolve problems.
- |                              |   |
|------------------------------|---|
| University Family Care ..... | <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 |
| Other AHCCCS plans .....     | <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 |
4. Quality of provider orientation process.
- |                              |   |
|------------------------------|---|
| University Family Care ..... | <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 |
| Other AHCCCS plans .....     | <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 |
5. Quality of practitioner educational meetings/in-services.
- |                              |   |
|------------------------------|---|
| University Family Care ..... | <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 |
| Other AHCCCS plans .....     | <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 |



**Provider Relations (Cont.)**

- |  |   |   |
|--|---|---|
| 6. Quality of written communications, policy bulletins, and manuals. |   | Excellent<br>Very good<br>Good<br>Fair<br>Poor<br>N/A |
| University Family Care .....   | <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 |   |
| Other AHCCCS plans .....   | <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 |   |

**Network**

- |   |   |  |
|---|---|--|
| 7. Quality of health plan's primary care providers.   |   |  |
| University Family Care .....  | <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 |  |
| Other AHCCCS plans .....  | <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 |  |
| 8. Quality of health plan's specialists.  |   |  |
| University Family Care .....  | <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 |  |
| Other AHCCCS plans .....  | <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 |  |
| 9. Specialists network has an adequate number of high-quality specialists to whom I can refer my patients.          |   |  |
| University Family Care .....  | <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 |  |
| Other AHCCCS plans .....  | <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 |  |
| 10. Behavioral health network has an adequate number of high-quality practitioners to whom I can refer my patients. |   |  |
| University Family Care .....  | <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 |  |
| Other AHCCCS plans .....  | <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 |  |
| 11. Health plan takes physician input and recommendations seriously.  |   |  |
| University Family Care .....  | <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 |  |
| Other AHCCCS plans .....  | <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 |  |

**Utilization & Quality Management**

- |  |   |  |
|--|---|--|
| 12. Process of obtaining pre-certification/referral/authorization information.             |   |  |
| University Family Care .....   | <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 |  |
| Other AHCCCS plans .....   | <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 |  |
| 13. Timeliness of UM's pre-certification process.  |   |  |
| University Family Care .....   | <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 |  |
| Other AHCCCS plans .....   | <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 |  |
| 14. Phone access to UM staff.  |   |  |
| University Family Care .....   | <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 |  |
| Other AHCCCS plans .....   | <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 |  |
| 15. Extent to which UM staff share review criteria and reasons for adverse determinations. |   |  |
| University Family Care .....   | <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 |  |
| Other AHCCCS plans .....   | <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 |  |
| 16. Consistency of review decisions.   |   |  |
| University Family Care .....   | <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 |  |
| Other AHCCCS plans .....   | <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 |  |
| 17. Timeliness of UM appeals process.  |   |  |
| University Family Care .....   | <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 |  |
| Other AHCCCS plans .....   | <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 |  |
| 18. Timeliness of resolution requiring Medical Director intervention.                      |   |  |
| University Family Care .....   | <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 |  |
| Other AHCCCS plans .....   | <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 |  |

**Utilization & Quality Management (Cont.)**

- |   |   |   |
|---|---|---|
| 19. Degree of improvement plan has made to reduce/eliminate the "hassle factor" of getting patients the services they need. |   | Excellent<br>Very good<br>Good<br>Fair<br>Poor<br>N/A |
| University Family Care .....  | <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 |   |
| Other AHCCCS plans .....  | <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 |   |
| 20. The health plan's administration of the PCP's referrals to a specialist.  |   |   |
| University Family Care .....  | <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 |   |
| Other AHCCCS plans .....  | <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 |   |
| 21. The health plan's facilitation/support of appropriate clinical care for patients.                                       |   |   |
| University Family Care .....  | <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 |   |
| Other AHCCCS plans .....  | <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 |   |
| 22. Phone access to Case/Care Managers.   |   |   |
| University Family Care .....  | <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 |   |
| Other AHCCCS plans .....  | <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 |   |
| 23. Alternative care and community resource options offered by the Case/Care Manager to my patients.                        |   |   |
| University Family Care .....  | <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 |   |
| Other AHCCCS plans .....  | <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 |   |
| 24. The health plan's commitment to chronic disease management programs.  |   |   |
| University Family Care .....  | <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 |   |
| Other AHCCCS plans .....  | <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 |   |

**Cultural Competency**

- Please rate the following and your understanding of each.*
- |   |   |
|---|---|
| 25. University Family Care's Cultural Competency program. ....  | <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 |
| 26. Your understanding of member's different cultures and how you deliver care.   |   |
| University Family Care .....  | <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 |
| Other AHCCCS plans .....  | <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 |
| 27. Your consideration of the unique presentation of symptoms among the major cultural groups when providing care to your patients. |   |
| University Family Care .....  | <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 |
| Other AHCCCS plans .....  | <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 |

**Finance Issues**

- |  |   |
|--|---|
| 28. Extent to which plan controls cost while maintaining a high quality of care. |   |
| University Family Care .....   | <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 |
| Other AHCCCS plans .....   | <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 |
| 29. Reimbursement rates for services you provide.                                |   |
| University Family Care .....   | <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 |
| Other AHCCCS plans .....   | <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 |
| 30. Accuracy of claims processing.   |   |
| University Family Care .....   | <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 |
| Other AHCCCS plans .....   | <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 |
| 31. Timeliness of claims processing.   |   |
| University Family Care .....   | <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 |
| Other AHCCCS plans .....   | <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 |





## **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 2011 University Family Care survey tool includes three open-ended questions:

- ✓ Question 39. What do you like best about University Family Care?
- ✓ Question 40. How can we improve University Family Care?
- ✓ Question 41. What immediate actions would you like University Family Care to take to improve the service provided to network physicians?

Verbatim comments from these questions are included within an Excel data file (910443 Comments Report). These responses are also indexed by key questions and demographics to provide more information about the individual respondent. They include the following:

- ✓ Area of Medicine (QA)
- ✓ Physicians in Practice (QB)
- ✓ Years in Practice (QC)
- ✓ Percent of Managed Care Volume Represented by UFC (QD)
- ✓ Survey Respondent (QG)
- ✓ Overall Satisfaction (Q37)



### **13. Glossary of Terms**

**Attributes** are the individual questions that relate to specific characteristics of the health plan.

**Other AHCCCS Plans** is comparison data provided by respondents. Respondents were asked to rate University Family Care and Other AHCCCS Plans in the market. This is not to be confused with The Myers Group Book of Business.

**Composites** are the mean of the Summary Rates of attributes with similar question topics.

**Rating** questions use a scale of “Very dissatisfied” to “Very satisfied” for assessing overall experience with University Family Care.

**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) (“Excellent” and “Very good;” “Definitely yes” and “Probably yes;” “Very satisfied” and “Somewhat satisfied”).

#### **The Myers Group Medicaid Book of Business (2010)**

The 2010 TMG Medicaid Book of Business is a benchmark containing data from all eligible Medicaid Provider Satisfaction Surveys for which The Myers Group collected data in 2010. Plans were included in the Book of Business only if they contained at least 12 of the benchmark questions. As a result, the 2010 TMG Medicaid Book of Business is comprised of 36 plans encompassing more than 10,008 respondents. Attributes were included in the 2010 TMG Medicaid Book of Business if at least 11 of the plans included the question in their survey.



## **14. 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 upper- 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 upper- 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 Eligible	433 <sup>1</sup>	22	407
Total Valid Responses	429 <sup>2</sup> 100.0%	22 100.0%	403 100.0%
No Answer	4 <sup>3</sup>	-	4
Yes	198 46.2%	6 27.3%	189 46.9% B <sup>4</sup>
No	231 53.8%	16 72.7% C <sup>5</sup>	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 valid responses.

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 the area of medicine in which you practice:

	--- Provider ---			-- Physicians --			----- Years -----			--- Managed Care ---			----- Survey -----			
	----- Type -----			- in Practice -			- in Practice -			----- Volume -----			--- Respondent ---			
Total PCP & Spec Answering	PCP	Spec	Dentist	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21- 100%	Phys.	Offc Mgr.	Nurse Other	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total	148	110	38	67	91	79	38	35	93	79	78	49	54	45	92	58
Total Answering	144	107	37	63	89	76	37	32	92	76	76	46	54	45	87	56
	100.0%	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100%	100.0%
No Answer	4	3	1	4	2	3	1	3	1	3	2	3	-	-	5	2
Primary Care	100	98	2	30	51	49	27	21	58	47	45	25	39	33	49	35
	69.4%	91.6%	5.4%	47.6%	57.3%	64.5%	73.0%	65.6%	63.0%	61.8%	59.2%	54.3%	72.2%	73.3%	56.3%	62.5%
		CD		C			e						l	O		
Specialty	44	9	35	33	38	27	10	11	34	29	31	21	15	12	38	21
	30.6%	8.4%	94.6%	52.4%	42.7%	35.5%	27.0%	34.4%	37.0%	38.2%	40.8%	45.7%	27.8%	26.7%	43.7%	37.5%
			BD	B		g						m			N	

Comparison Groups: BCD/EFG/HIJ/KLM/NOP

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case 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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B. How many physicians are in your practice?

	--- Provider ---			-- Physicians --			----- Years -----			--- Managed Care ---			----- Survey -----			
	----- Type -----			- in Practice -			- in Practice -			----- Volume -----			--- Respondent ---			
Total PCP & Spec Answering	PCP	Spec	Dentist	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21-100%	Phys.	Offc Mgr.	Nurse Other	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total	148	110	38	67	91	79	38	35	93	79	78	49	54	45	92	58
Total Answering	143	107	36	65	91	79	38	34	91	78	76	49	53	44	90	57
	100.0%	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100%	100.0%
No Answer	5	3	2	2	-	-	-	1	2	1	2	-	1	1	2	1
Solo	54	37	17	37	91	-	-	13	39	36	37	20	23	16	49	21
	37.8%	34.6%	47.2%	56.9%	100%			38.2%	42.9%	46.2%	48.7%	40.8%	43.4%	36.4%	54.4%	36.8%
				B											NP	
2 - 5 physicians	57	45	12	22	-	79	-	15	34	28	29	20	17	12	36	21
	39.9%	42.1%	33.3%	33.8%		100%		44.1%	37.4%	35.9%	38.2%	40.8%	32.1%	27.3%	40.0%	36.8%
More than 5 physicians	32	25	7	6	-	-	38	6	18	14	10	9	13	16	5	15
	22.4%	23.4%	19.4%	9.2%			100%	17.6%	19.8%	17.9%	13.2%	18.4%	24.5%	36.4%	5.6%	26.3%
		D												O		O

Comparison Groups: BCD/EFG/HIJ/KLM/NOP  
 Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case 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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C. How many years have you been in practice?

	--- Provider ---			-- Physicians --			---- Years ----			--- Managed Care ---			----- Survey ----			
	----- Type -----			- in Practice -			- in Practice -			----- Volume -----			--- Respondent ---			
Total PCP & Spec Answering	PCP	Spec	Dentist	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21-100%	Phys.	Offc Mgr.	Nurse Other	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total	148	110	38	67	91	79	38	35	93	79	78	49	54	45	92	58
Total Answering	143	106	37	64	88	77	38	35	93	79	77	48	53	45	90	57
	100.0%	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100%	100.0%
No Answer	5	4	1	3	3	2	-	-	-	-	1	1	1	-	2	1
Less than 5 years	21	18	3	14	13	15	6	35	-	-	14	9	8	9	17	8
	14.7%	17.0%	8.1%	21.9%	14.8%	19.5%	15.8%	100%			18.2%	18.8%	15.1%	20.0%	18.9%	14.0%
				C												
5 - 15 years	57	44	13	36	39	34	18	-	93	-	34	22	22	17	39	31
	39.9%	41.5%	35.1%	56.2%	44.3%	44.2%	47.4%		100%		44.2%	45.8%	41.5%	37.8%	43.3%	54.4%
				bc												n
16 years or more	65	44	21	14	36	28	14	-	-	79	29	17	23	19	34	18
	45.5%	41.5%	56.8%	21.9%	40.9%	36.4%	36.8%			100.0%	37.7%	35.4%	43.4%	42.2%	37.8%	31.6%
		D	D													

Comparison Groups: BCD/EPG/HIJ/KLM/NOP  
 Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.  
 Note: When comparing groups the Z-Test is only valid for large sample sizes (n >=30)

University Family Care  
 Provider Satisfaction Survey (910443)

D. What portion of your managed care volume is represented by University Family Care?

	--- Provider ---			-- Physicians --			---- Years -----			--- Managed Care ---			----- Survey ----			
	----- Type -----			- in Practice -			- in Practice -			----- Volume -----			--- Respondent ---			
	Total PCP & Spec Answering	PCP	Spec	Dentist	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21- 100%	Phys.	Offc Mgr.	Nurse Other
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total	148	110	38	67	91	79	38	35	93	79	78	49	54	45	92	58
Total Answering	124	89	35	57	80	66	32	31	78	69	78	49	54	43	80	49
	100.0%	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100%	100.0%
No Answer	24	21	3	10	11	13	6	4	15	10	-	-	-	2	12	9
None	-	-	-	2	1	1	-	-	1	1	2	-	-	-	-	1
				3.5%	1.2%	1.5%			1.3%	1.4%	2.6%					2.0%
1 - 10%	51	40	11	25	36	28	10	14	33	28	76	-	-	22	33	19
	41.1%	44.9%	31.4%	43.9%	45.0%	42.4%	31.2%	45.2%	42.3%	40.6%	97.4%			51.2%	41.2%	38.8%
11 - 20%	33	21	12	16	20	20	9	9	22	17	-	49	-	10	21	14
	26.6%	23.6%	34.3%	28.1%	25.0%	30.3%	28.1%	29.0%	28.2%	24.6%		100.0%		23.3%	26.2%	28.6%
21 - 30%	21	13	8	10	16	8	6	3	15	12	-	-	31	2	17	11
	16.9%	14.6%	22.9%	17.5%	20.0%	12.1%	18.8%	9.7%	19.2%	17.4%			57.4%	4.7%	21.2%	22.4%
														N	N	N
31 - 50%	14	11	3	3	6	6	5	2	7	8	-	-	17	5	7	4
	11.3%	12.4%	8.6%	5.3%	7.5%	9.1%	15.6%	6.5%	9.0%	11.6%			31.5%	11.6%	8.8%	8.2%
51 - 75%	4	3	1	1	-	3	2	2	-	3	-	-	5	4	1	-
	3.2%	3.4%	2.9%	1.8%		4.5%	6.2%	6.5%		4.3%			9.3%	9.3%	1.2%	
														o		
76 - 100%	1	1	-	-	1	-	-	1	-	-	-	-	1	-	1	-
	0.8%	1.1%			1.2%			3.2%					1.9%		1.2%	

Comparison Groups: BCD/EFG/HIJ/KLM/NOP

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case 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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University Family Care  
 Provider Satisfaction Survey (910443)

E. Please indicate in which of the following managed care plans you participate. (Mark all that apply.)

	--- Provider ---			-- Physicians --			---- Years -----			--- Managed Care ---			----- Survey ----			
	----- Type -----			- in Practice -			-- in Practice --			----- Volume -----			--- Respondent ---			
Total PCP & Spec Answering	PCP	Spec	Dentist	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21- 100%	Phys.	Offc Mgr.	Nurse Other	
Total Eligible	148	110	38	67	91	79	38	35	93	79	78	49	54	45	92	58
Total Valid Responses	413	300	113	161	229	210	124	88	274	197	222	134	145	124	255	175
Total Respondents	124	91	33	57	77	67	35	31	82	64	65	44	51	39	84	52
	100.0%	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100%	100.0%
Phoenix Health Plan	98	75	23	44	56	51	34	26	66	47	51	31	39	33	60	44
	79.0%	82.4%	69.7%	77.2%	72.7%	76.1%	97.1%	83.9%	80.5%	73.4%	78.5%	70.5%	76.5%	84.6%	71.4%	84.6%
Mercy Care Plan	109	77	32	43	63	59	28	21	72	55	58	40	37	30	71	46
	87.9%	84.6%	97.0%	75.4%	81.8%	88.1%	80.0%	67.7%	87.8%	85.9%	89.2%	90.9%	72.5%	76.9%	84.5%	88.5%
APIPA	114	83	31	46	67	58	31	23	77	56	68	31	43	36	73	45
	91.9%	91.2%	93.9%	80.7%	87.0%	86.6%	88.6%	74.2%	93.9%	87.5%	104.6%	70.5%	84.3%	92.3%	86.9%	86.5%
Health Choice	92	65	27	28	43	42	31	18	59	39	45	32	26	25	51	40
	74.2%	71.4%	81.8%	49.1%	55.8%	62.7%	88.6%	58.1%	72.0%	60.9%	69.2%	72.7%	51.0%	64.1%	60.7%	76.9%

University Family Care  
 Provider Satisfaction Survey (910443)

F. How do you provide 24-hour availability? (Mark all that apply.)

	--- Provider ---			-- Physicians --			---- Years -----			--- Managed Care ---			----- Survey ----			
	----- Type -----			- in Practice -			- in Practice -			----- Volume -----			--- Respondent ---			
Total PCP & Spec Answering	PCP	Spec	Dentist	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21- 100%	Phys.	Offc Mgr.	Nurse Other	
Total Eligible	148	110	38	67	91	79	38	35	93	79	78	49	54	45	92	58
Total Valid Responses	195	147	48	75	104	104	56	47	112	106	97	65	69	60	125	77
Total Respondents	137	101	36	63	86	72	38	34	88	74	76	47	54	45	91	58
	100.0%	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100%	100.0%
Arrange for covering physician	51	38	13	6	12	22	22	14	17	25	20	14	16	23	19	14
	37.2%	37.6%	36.1%	9.5%	14.0%	30.6%	57.9%	41.2%	19.3%	33.8%	26.3%	29.8%	29.6%	51.1%	20.9%	24.1%
Forward calls to answering service	74	58	16	26	38	40	20	15	46	38	34	25	26	17	48	31
	54.0%	57.4%	44.4%	41.3%	44.2%	55.6%	52.6%	44.1%	52.3%	51.4%	44.7%	53.2%	48.1%	37.8%	52.7%	53.4%
Always on-call	64	46	18	31	43	37	13	16	39	37	36	23	20	17	51	25
	46.7%	45.5%	50.0%	49.2%	50.0%	51.4%	34.2%	47.1%	44.3%	50.0%	47.4%	48.9%	37.0%	37.8%	56.0%	43.1%
Do not provide 24-hour availability	6	5	1	12	11	5	1	2	10	6	7	3	7	3	7	7
	4.4%	5.0%	2.8%	19.0%	12.8%	6.9%	2.6%	5.9%	11.4%	8.1%	9.2%	6.4%	13.0%	6.7%	7.7%	12.1%



University Family Care  
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G. Please mark who is completing this survey. (Mark only one.)

	--- Provider ---			-- Physicians ---			----- Years -----			--- Managed Care ---			----- Survey -----			
	Type			in Practice			in Practice			Volume			Respondent			
Total PCP & Spec Answering	PCP	Spec	Dentist	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21-100%	Phys.	Offc Mgr.	Nurse Other	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total	148	110	38	67	91	79	38	35	93	79	78	49	54	45	92	58
Total Answering	132	96	36	63	86	69	36	34	87	71	75	45	52	45	92	58
	100.0%	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100%	100.0%
No Answer	16	14	2	4	5	10	2	1	6	8	3	4	2	-	-	-
Physician	37	31	6	8	16	12	16	9	17	19	22	10	11	45	-	-
	28.0%	32.3%	16.7%	12.7%	18.6%	17.4%	44.4%	26.5%	19.5%	26.8%	29.3%	22.2%	21.2%	100%		
		CD					EF									
Office Manager	56	35	21	36	49	36	5	17	39	34	33	21	26	-	92	-
	42.4%	36.5%	58.3%	57.1%	57.0%	52.2%	13.9%	50.0%	44.8%	47.9%	44.0%	46.7%	50.0%	100%		
			B	B	G	G										
Nurse	7	7	-	-	3	1	3	1	5	1	4	-	3	-	-	7
	5.3%	7.3%			3.5%	1.4%	8.3%	2.9%	5.7%	1.4%	5.3%		5.8%			12.1%
Other staff	32	23	9	19	18	20	12	7	26	17	16	14	12	-	-	51
	24.2%	24.0%	25.0%	30.2%	20.9%	29.0%	33.3%	20.6%	29.9%	23.9%	21.3%	31.1%	23.1%			87.9%

Comparison Groups: BCD/EF/G/HIJ/KLM/NOP

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case 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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University Family Care  
 Provider Satisfaction Survey (910443)

Q1. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts). (University Family Care)

	--- Provider ---			-- Physicians --			----- Years -----			--- Managed Care ---			----- Survey -----			
	----- Type -----			- in Practice -			- in Practice -			----- Volume -----			--- Respondent ---			
	Total PCP & Spec Answering	PCP	Spec	Dentist	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21-100%	Phys.	Offc Mgr.	Nurse Other
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total	148	110	38	67	91	79	38	35	93	79	78	49	54	45	92	58
Total Answering	128	92	36	58	84	70	29	33	82	67	70	47	51	42	87	50
	100.0%	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100%	100.0%
No Answer	15	14	1	9	7	8	5	1	9	10	4	2	3	1	3	7
Excellent	20	10	10	19	18	15	6	6	19	14	14	15	8	6	22	11
	15.6%	10.9%	27.8%	32.8%	21.4%	21.4%	20.7%	18.2%	23.2%	20.9%	20.0%	31.9%	15.7%	14.3%	25.3%	22.0%
			B	B								m				
Very good	45	35	10	15	22	32	5	10	24	24	19	16	15	14	23	18
	35.2%	38.0%	27.8%	25.9%	26.2%	45.7%	17.2%	30.3%	29.3%	35.8%	27.1%	34.0%	29.4%	33.3%	26.4%	36.0%
						EG										
Good	47	36	11	23	37	17	14	15	32	21	31	12	22	16	34	18
	36.7%	39.1%	30.6%	39.7%	44.0%	24.3%	48.3%	45.5%	39.0%	31.3%	44.3%	25.5%	43.1%	38.1%	39.1%	36.0%
					F		F				L		l			
Fair	15	10	5	-	6	5	4	2	7	6	5	4	5	5	7	3
	11.7%	10.9%	13.9%		7.1%	7.1%	13.8%	6.1%	8.5%	9.0%	7.1%	8.5%	9.8%	11.9%	8.0%	6.0%
Poor	1	1	-	1	1	1	-	-	-	2	1	-	1	1	1	-
	0.8%	1.1%		1.7%	1.2%	1.4%				3.0%	1.4%		2.0%	2.4%	1.1%	
N/A	5	4	1	-	-	1	4	1	2	2	4	-	-	2	2	1
Summary Rate - Excellent/ Very good	65	45	20	34	40	47	11	16	43	38	33	31	23	20	45	29
	50.8%	48.9%	55.6%	58.6%	47.6%	67.1%	37.9%	48.5%	52.4%	56.7%	47.1%	66.0%	45.1%	47.6%	51.7%	58.0%
						EG						KM				

Comparison Groups: BCD/EGF/HIJ/KLM/NOP

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case 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 The Myers Group

770-978-3173

2011

University Family Care  
 Provider Satisfaction Survey (910443)

Q1. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts). (Other AHCCCS Plans)

	--- Provider ---			-- Physicians --			----- Years -----			--- Managed Care ---			----- Survey -----			
	----- Type -----			- in Practice -			- in Practice -			----- Volume -----			--- Respondent ---			
	Total PCP & Spec Answering	PCP	Spec	Dentist	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21- 100%	Phys.	Offc Mgr.	Nurse Other
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total	148	110	38	67	91	79	38	35	93	79	78	49	54	45	92	58
Total Answering	123	86	37	55	77	69	29	31	77	67	68	44	49	35	85	52
	100.0%	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100%	100.0%
No Answer	21	20	1	11	13	10	5	3	13	11	8	4	4	7	5	6
Excellent	13	7	6	8	8	9	4	2	14	5	10	6	4	2	12	7
	10.6%	8.1%	16.2%	14.5%	10.4%	13.0%	13.8%	6.5%	18.2%	7.5%	14.7%	13.6%	8.2%	5.7%	14.1%	13.5%
									hJ							
Very good	44	36	8	8	18	25	8	6	20	24	15	19	9	13	19	17
	35.8%	41.9%	21.6%	14.5%	23.4%	36.2%	27.6%	19.4%	26.0%	35.8%	22.1%	43.2%	18.4%	37.1%	22.4%	32.7%
		CD				e				h		KM				
Good	51	33	18	31	45	26	10	20	35	26	38	13	26	13	44	22
	41.5%	38.4%	48.6%	56.4%	58.4%	37.7%	34.5%	64.5%	45.5%	38.8%	55.9%	29.5%	53.1%	37.1%	51.8%	42.3%
				B	FG			iJ			L		L			
Fair	14	9	5	6	4	9	6	3	7	10	4	5	9	6	9	5
	11.4%	10.5%	13.5%	10.9%	5.2%	13.0%	20.7%	9.7%	9.1%	14.9%	5.9%	11.4%	18.4%	17.1%	10.6%	9.6%
						e							K			
Poor	1	1	-	2	2	-	1	-	1	2	1	1	1	1	1	1
	0.8%	1.2%		3.6%	2.6%		3.4%		1.3%	3.0%	1.5%	2.3%	2.0%	2.9%	1.2%	1.9%
N/A	4	4	-	1	1	-	4	1	3	1	2	1	1	3	2	-
Summary Rate - Excellent/ Very good	57	43	14	16	26	34	12	8	34	29	25	25	13	15	31	24
	46.3%	50.0%	37.8%	29.1%	33.8%	49.3%	41.4%	25.8%	44.2%	43.3%	36.8%	56.8%	26.5%	42.9%	36.5%	46.2%
		D				e			h	h		KM				

Comparison Groups: BCD/EPG/HIJ/KLM/NOP  
 Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.  
 Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

University Family Care  
 Provider Satisfaction Survey (910443)

Q2. Responsiveness and courtesy of the health plan's Provider Relations representative. (University Family Care)

	--- Provider ---			-- Physicians --			---- Years ----			--- Managed Care ---			----- Survey -----			
	----- Type -----			- in Practice -			- in Practice -			----- Volume -----			--- Respondent ---			
	Total PCP & Spec Answering	PCP	Spec	Dentist	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21- 100%	Phys.	Offc Mgr.	Nurse Other
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total	148	110	38	67	91	79	38	35	93	79	78	49	54	45	92	58
Total Answering	118	86	32	61	85	64	26	30	80	65	70	44	48	42	83	50
	100.0%	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100%	100.0%
No Answer	20	16	4	6	6	11	6	3	9	10	4	2	4	-	7	5
Excellent	17	13	4	16	14	18	1	7	16	10	15	10	5	2	21	10
	14.4%	15.1%	12.5%	26.2%	16.5%	28.1%	3.8%	23.3%	20.0%	15.4%	21.4%	22.7%	10.4%	4.8%	25.3%	20.0%
				c	G	eG					m			N	N	
Very good	32	22	10	17	23	16	9	4	23	21	17	15	12	14	17	15
	27.1%	25.6%	31.2%	27.9%	27.1%	25.0%	34.6%	13.3%	28.8%	32.3%	24.3%	34.1%	25.0%	33.3%	20.5%	30.0%
								h	H							
Good	44	31	13	20	36	17	10	12	25	24	24	11	24	14	34	15
	37.3%	36.0%	40.6%	32.8%	42.4%	26.6%	38.5%	40.0%	31.2%	36.9%	34.3%	25.0%	50.0%	33.3%	41.0%	30.0%
					F								kL			
Fair	19	14	5	7	9	11	4	6	13	7	12	8	3	8	10	8
	16.1%	16.3%	15.6%	11.5%	10.6%	17.2%	15.4%	20.0%	16.2%	10.8%	17.1%	18.2%	6.2%	19.0%	12.0%	16.0%
											m	m				
Poor	6	6	-	1	3	2	2	1	3	3	2	-	4	4	1	2
	5.1%	7.0%		1.6%	3.5%	3.1%	7.7%	3.3%	3.8%	4.6%	2.9%		8.3%	9.5%	1.2%	4.0%
		d												o		
N/A	10	8	2	-	-	4	6	2	4	4	4	3	2	3	2	3
Summary Rate - Excellent/ Very good	49	35	14	33	37	34	10	11	39	31	32	25	17	16	38	25
	41.5%	40.7%	43.8%	54.1%	43.5%	53.1%	38.5%	36.7%	48.8%	47.7%	45.7%	56.8%	35.4%	38.1%	45.8%	50.0%
												M				

Comparison Groups: BCD/EPG/HIJ/KLM/NOP  
 Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.  
 Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

University Family Care  
 Provider Satisfaction Survey (910443)

Q2. Responsiveness and courtesy of the health plan's Provider Relations representative. (Other AHCCCS Plans)

	--- Provider ---			-- Physicians --			---- Years ----			--- Managed Care ---			----- Survey -----			
	----- Type -----			- in Practice -			- in Practice -			----- Volume -----			--- Respondent ---			
	PCP	Spec	Dentist	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21-100%	Phys.	Offc Mgr.	Nurse Other	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total	148	110	38	67	91	79	38	35	93	79	78	49	54	45	92	58
Total Answering	120	86	34	59	83	65	27	30	81	64	70	45	47	40	83	52
	100.0%	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100%	100.0%
No Answer	21	17	4	7	7	12	6	3	9	12	5	2	5	1	8	5
Excellent	7	4	3	5	5	7	-	3	7	2	7	4	1	1	9	2
	5.8%	4.7%	8.8%	8.5%	6.0%	10.8%		10.0%	8.6%	3.1%	10.0%	8.9%	2.1%	2.5%	10.8%	3.8%
											m				N	
Very good	32	26	6	15	19	18	9	5	23	18	17	16	11	13	20	12
	26.7%	30.2%	17.6%	25.4%	22.9%	27.7%	33.3%	16.7%	28.4%	28.1%	24.3%	35.6%	23.4%	32.5%	24.1%	23.1%
Good	54	37	17	28	47	23	11	17	35	27	32	16	25	15	42	23
	45.0%	43.0%	50.0%	47.5%	56.6%	35.4%	40.7%	56.7%	43.2%	42.2%	45.7%	35.6%	53.2%	37.5%	50.6%	44.2%
					F								l			
Fair	22	14	8	11	10	15	6	5	14	14	12	9	8	9	11	13
	18.3%	16.3%	23.5%	18.6%	12.0%	23.1%	22.2%	16.7%	17.3%	21.9%	17.1%	20.0%	17.0%	22.5%	13.3%	25.0%
					e											o
Poor	5	5	-	-	2	2	1	-	2	3	2	-	2	2	1	2
	4.2%	5.8%			2.4%	3.1%	3.7%		2.5%	4.7%	2.9%		4.3%	5.0%	1.2%	3.8%
N/A	7	7	-	1	1	2	5	2	3	3	3	2	2	4	1	1
Summary Rate - Excellent/ Very good	39	30	9	20	24	25	9	8	30	20	24	20	12	14	29	14
	32.5%	34.9%	26.5%	33.9%	28.9%	38.5%	33.3%	26.7%	37.0%	31.2%	34.3%	44.4%	25.5%	35.0%	34.9%	26.9%
												m				

Comparison Groups: BCD/EPG/HIJ/KLM/NOP  
 Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.  
 Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

University Family Care  
 Provider Satisfaction Survey (910443)

Q3. Timeliness to answer questions and/or resolve problems. (University Family Care)

	----- Provider ----- -- Physicians --- ----- Years ----- --- Managed Care --- ----- Survey -----															
	----- Type -----				-- in Practice ---			-- in Practice ---			----- Volume -----			--- Respondent ---		
	Total PCP & Spec Answering	PCP	Spec	Dentist	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21- 100%	Phys.	Offc Mgr.	Nurse Other
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total	148	110	38	67	91	79	38	35	93	79	78	49	54	45	92	58
Total Answering	115	83	32	59	83	60	28	30	79	61	65	46	50	43	81	45
	100.0%	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100%	100.0%
No Answer	21	17	4	7	6	12	6	3	10	11	4	2	4	-	7	7
Excellent	12	8	4	14	14	12	-	5	16	5	12	8	4	3	17	6
	10.4%	9.6%	12.5%	23.7%	16.9%	20.0%		16.7%	20.3%	8.2%	18.5%	17.4%	8.0%	7.0%	21.0%	13.3%
				B					J		m				N	
Very good	35	26	9	19	25	21	8	6	24	23	17	16	17	14	20	17
	30.4%	31.3%	28.1%	32.2%	30.1%	35.0%	28.6%	20.0%	30.4%	37.7%	26.2%	34.8%	34.0%	32.6%	24.7%	37.8%
									h							
Good	45	31	14	17	33	15	12	11	24	24	19	16	21	12	33	15
	39.1%	37.3%	43.8%	28.8%	39.8%	25.0%	42.9%	36.7%	30.4%	39.3%	29.2%	34.8%	42.0%	27.9%	40.7%	33.3%
					f											
Fair	15	10	5	5	6	9	4	6	9	5	10	4	5	7	8	5
	13.0%	12.0%	15.6%	8.5%	7.2%	15.0%	14.3%	20.0%	11.4%	8.2%	15.4%	8.7%	10.0%	16.3%	9.9%	11.1%
Poor	8	8	-	4	5	3	4	2	6	4	7	2	3	7	3	2
	7.0%	9.6%		6.8%	6.0%	5.0%	14.3%	6.7%	7.6%	6.6%	10.8%	4.3%	6.0%	16.3%	3.7%	4.4%
														Op		
N/A	12	10	2	1	2	7	4	2	4	7	9	1	-	2	4	6
Summary Rate - Excellent/ Very good	47	34	13	33	39	33	8	11	40	28	29	24	21	17	37	23
	40.9%	41.0%	40.6%	55.9%	47.0%	55.0%	28.6%	36.7%	50.6%	45.9%	44.6%	52.2%	42.0%	39.5%	45.7%	51.1%
				b		g	G									

Comparison Groups: BCD/EPG/HIJ/KLM/NOP

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case 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 The Myers Group

770-978-3173

2011

University Family Care  
 Provider Satisfaction Survey (910443)

Q3. Timeliness to answer questions and/or resolve problems. (Other AHCCCS Plans)

	----- Provider ----- -- Physicians --- ----- Years ----- --- Managed Care --- ----- Survey -----															
	----- Type -----				-- in Practice ---			-- in Practice ---			----- Volume -----			---- Respondent ---		
	PCP	Spec	Dentist	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21-100%	Phys.	Offc Mgr.	Nurse Other	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total	148	110	38	67	91	79	38	35	93	79	78	49	54	45	92	58
Total Answering	117	83	34	58	80	64	28	31	79	61	66	46	48	39	80	51
	100.0%	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100%	100.0%
No Answer	25	21	4	8	10	13	6	3	12	14	8	2	6	3	10	6
Excellent	3	2	1	7	5	5	-	3	4	3	4	5	1	1	7	2
	2.6%	2.4%	2.9%	12.1%	6.2%	7.8%		9.7%	5.1%	4.9%	6.1%	10.9%	2.1%	2.6%	8.8%	3.9%
				Bc								m				
Very good	28	21	7	9	18	12	7	4	18	15	11	14	10	13	12	10
	23.9%	25.3%	20.6%	15.5%	22.5%	18.8%	25.0%	12.9%	22.8%	24.6%	16.7%	30.4%	20.8%	33.3%	15.0%	19.6%
												k		O		
Good	60	41	19	26	44	29	11	15	40	27	32	20	24	14	46	23
	51.3%	49.4%	55.9%	44.8%	55.0%	45.3%	39.3%	48.4%	50.6%	44.3%	48.5%	43.5%	50.0%	35.9%	57.5%	45.1%
														N		
Fair	22	15	7	15	11	17	8	9	13	15	16	7	12	9	14	14
	18.8%	18.1%	20.6%	25.9%	13.8%	26.6%	28.6%	29.0%	16.5%	24.6%	24.2%	15.2%	25.0%	23.1%	17.5%	27.5%
					e											
Poor	4	4	-	1	2	1	2	-	4	1	3	-	1	2	1	2
	3.4%	4.8%		1.7%	2.5%	1.6%	7.1%		5.1%	1.6%	4.5%		2.1%	5.1%	1.2%	3.9%
N/A	6	6	-	1	1	2	4	1	2	4	4	1	-	3	2	1
Summary Rate - Excellent/ Very good	31	23	8	16	23	17	7	7	22	18	15	19	11	14	19	12
	26.5%	27.7%	23.5%	27.6%	28.8%	26.6%	25.0%	22.6%	27.8%	29.5%	22.7%	41.3%	22.9%	35.9%	23.8%	23.5%
												Km				

Comparison Groups: BCD/EPG/HIJ/KLM/NOP

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case 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 The Myers Group

770-978-3173

2011

University Family Care  
 Provider Satisfaction Survey (910443)

Q4. Quality of provider orientation process. (University Family Care)

	--- Provider ---			-- Physicians ---			----- Years -----			--- Managed Care ---			----- Survey ----			
	----- Type -----			- in Practice ---			- in Practice ---			----- Volume -----			--- Respondent ---			
	Total PCP & Spec Answering	PCP	Spec	Dentist	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21- 100%	Phys.	Offc Mgr.	Nurse Other
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total	148	110	38	67	91	79	38	35	93	79	78	49	54	45	92	58
Total Answering	102	73	29	52	76	52	23	25	71	54	58	41	42	33	72	45
	100.0%	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100%	100.0%
No Answer	22	18	4	7	7	13	6	3	10	12	5	3	4	1	8	6
Excellent	15	9	6	10	13	10	2	4	12	9	11	7	4	4	13	8
	14.7%	12.3%	20.7%	19.2%	17.1%	19.2%	8.7%	16.0%	16.9%	16.7%	19.0%	17.1%	9.5%	12.1%	18.1%	17.8%
Very good	24	19	5	15	20	14	5	4	18	16	12	13	11	11	12	13
	23.5%	26.0%	17.2%	28.8%	26.3%	26.9%	21.7%	16.0%	25.4%	29.6%	20.7%	31.7%	26.2%	33.3%	16.7%	28.9%
Good	38	27	11	21	33	17	8	13	26	18	21	16	17	8	35	16
	37.3%	37.0%	37.9%	40.4%	43.4%	32.7%	34.8%	52.0%	36.6%	33.3%	36.2%	39.0%	40.5%	24.2%	48.6%	35.6%
Fair	16	11	5	5	6	10	3	3	11	6	10	3	6	6	9	5
	15.7%	15.1%	17.2%	9.6%	7.9%	19.2%	13.0%	12.0%	15.5%	11.1%	17.2%	7.3%	14.3%	18.2%	12.5%	11.1%
Poor	9	7	2	1	4	1	5	1	4	5	4	2	4	4	3	3
	8.8%	9.6%	6.9%	1.9%	5.3%	1.9%	21.7%	4.0%	5.6%	9.3%	6.9%	4.9%	9.5%	12.1%	4.2%	6.7%
N/A	24	19	5	8	8	14	9	7	12	13	15	5	8	11	12	7
Summary Rate - Excellent/ Very good	39	28	11	25	33	24	7	8	30	25	23	20	15	15	25	21
	38.2%	38.4%	37.9%	48.1%	43.4%	46.2%	30.4%	32.0%	42.3%	46.3%	39.7%	48.8%	35.7%	45.5%	34.7%	46.7%

Comparison Groups: BCD/EPG/HIJ/KLM/NOP

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case 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 The Myers Group

770-978-3173

2011



University Family Care  
 Provider Satisfaction Survey (910443)

Q4. Quality of provider orientation process. (Other AHCCCS Plans)

	--- Provider ---			-- Physicians --			----- Years -----			--- Managed Care ---			----- Survey -----			
	----- Type -----			- in Practice -			- in Practice -			----- Volume -----			--- Respondent ---			
	Total PCP & Spec Answering	PCP	Spec	Dentist	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21- 100%	Phys.	Offc Mgr.	Nurse Other
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total	148	110	38	67	91	79	38	35	93	79	78	49	54	45	92	58
Total Answering	100	70	30	52	76	52	21	26	69	53	58	38	42	30	73	45
	100.0%	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100%	100.0%
No Answer	23	19	4	8	8	14	6	3	10	14	6	3	5	2	9	6
Excellent	6	2	4	8	6	7	1	2	10	2	6	4	3	1	8	5
	6.0%	2.9%	13.3%	15.4%	7.9%	13.5%	4.8%	7.7%	14.5%	3.8%	10.3%	10.5%	7.1%	3.3%	11.0%	11.1%
				B					J							
Very good	26	23	3	10	19	11	6	3	12	20	11	11	11	10	12	11
	26.0%	32.9%	10.0%	19.2%	25.0%	21.2%	28.6%	11.5%	17.4%	37.7%	19.0%	28.9%	26.2%	33.3%	16.4%	24.4%
		Cd							HI					O		
Good	46	32	14	22	40	19	8	14	31	21	26	15	20	11	37	20
	46.0%	45.7%	46.7%	42.3%	52.6%	36.5%	38.1%	53.8%	44.9%	39.6%	44.8%	39.5%	47.6%	36.7%	50.7%	44.4%
					f											
Fair	17	10	7	12	10	14	3	6	14	8	12	8	6	6	15	7
	17.0%	14.3%	23.3%	23.1%	13.2%	26.9%	14.3%	23.1%	20.3%	15.1%	20.7%	21.1%	14.3%	20.0%	20.5%	15.6%
					e											
Poor	5	3	2	-	1	1	3	1	2	2	3	-	2	2	1	2
	5.0%	4.3%	6.7%		1.3%	1.9%	14.3%	3.8%	2.9%	3.8%	5.2%		4.8%	6.7%	1.4%	4.4%
					e											
N/A	25	21	4	7	7	13	11	6	14	12	14	8	7	13	10	7
Summary Rate - Excellent/ Very good	32	25	7	18	25	18	7	5	22	22	17	15	14	11	20	16
	32.0%	35.7%	23.3%	34.6%	32.9%	34.6%	33.3%	19.2%	31.9%	41.5%	29.3%	39.5%	33.3%	36.7%	27.4%	35.6%
									H							

Comparison Groups: BCD/EPG/HIJ/KLM/NOP

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case 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 The Myers Group

770-978-3173

2011

University Family Care  
 Provider Satisfaction Survey (910443)

Q5. Quality of practitioner educational meetings/in-services. (University Family Care)

	---- Provider ----			-- Physicians --			---- Years ----			--- Managed Care ---			----- Survey -----			
	----- Type -----			- in Practice -			- in Practice -			----- Volume -----			--- Respondent ---			
	Total PCP & Spec Answering	PCP	Spec	Dentist	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21- 100%	Phys.	Offc Mgr.	Nurse Other
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total	148	110	38	67	91	79	38	35	93	79	78	49	54	45	92	58
Total Answering	84	63	21	42	63	41	20	20	56	46	48	36	33	26	56	40
No Answer	27	20	7	9	9	17	6	4	14	14	7	3	8	1	12	9
Excellent	11 13.1%	7 11.1%	4 19.0%	7 16.7%	8 12.7%	8 19.5%	2 10.0%	3 15.0%	10 17.9%	5 10.9%	8 16.7%	7 19.4%	2 6.1%	3 11.5%	8 14.3%	7 17.5%
Very good	19 22.6%	15 23.8%	4 19.0%	13 31.0%	12 19.0%	13 31.7%	6 30.0%	3 15.0%	16 28.6%	13 28.3%	10 20.8%	9 25.0%	11 33.3%	7 26.9%	9 16.1%	15 37.5%
Good	30 35.7%	22 34.9%	8 38.1%	13 31.0%	31 49.2%	7 17.1%	5 25.0%	6 30.0%	16 28.6%	19 41.3%	15 31.2%	12 33.3%	12 36.4%	8 30.8%	24 42.9%	9 22.5%
Fair	16 19.0%	12 19.0%	4 19.0%	6 14.3%	7 11.1%	11 26.8%	3 15.0%	7 35.0%	9 16.1%	5 10.9%	12 25.0%	3 8.3%	6 18.2%	6 23.1%	11 19.6%	5 12.5%
Poor	8 9.5%	7 11.1%	1 4.8%	3 7.1%	5 7.9%	2 4.9%	4 20.0%	1 5.0%	5 8.9%	4 8.7%	3 6.2%	5 13.9%	2 6.1%	2 7.7%	4 7.1%	4 10.0%
N/A	37	27	10	16	19	21	12	11	23	19	23	10	13	18	24	9
Summary Rate - Excellent/ Very good	30 35.7%	22 34.9%	8 38.1%	20 47.6%	20 31.7%	21 51.2%	8 40.0%	6 30.0%	26 46.4%	18 39.1%	18 37.5%	16 44.4%	13 39.4%	10 38.5%	17 30.4%	22 55.0%

Comparison Groups: BCD/EFG/HIJ/KLM/NOP

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case 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 The Myers Group

770-978-3173

2011

University Family Care  
 Provider Satisfaction Survey (910443)

Q5. Quality of practitioner educational meetings/in-services. (Other AHCCCS Plans)

	--- Provider ---			-- Physicians --			----- Years -----			--- Managed Care ---			----- Survey -----			
	----- Type -----			- in Practice -			- in Practice -			----- Volume -----			--- Respondent ---			
	Total PCP & Spec Answering	PCP	Spec	Dentist	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21- 100%	Phys.	Offc Mgr.	Nurse Other
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total	148	110	38	67	91	79	38	35	93	79	78	49	54	45	92	58
Total Answering	81	60	21	38	62	38	18	21	53	42	46	33	31	23	54	39
	100.0%	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100%	100.0%
No Answer	29	22	7	11	9	19	7	4	16	16	8	3	10	3	14	9
Excellent	5	2	3	3	3	3	2	1	5	2	4	4	-	1	3	4
	6.2%	3.3%	14.3%	7.9%	4.8%	7.9%	11.1%	4.8%	9.4%	4.8%	8.7%	12.1%		4.3%	5.6%	10.3%
Very good	15	13	2	10	12	9	3	3	12	10	9	8	7	5	8	11
	18.5%	21.7%	9.5%	26.3%	19.4%	23.7%	16.7%	14.3%	22.6%	23.8%	19.6%	24.2%	22.6%	21.7%	14.8%	28.2%
Good	37	27	10	18	34	12	9	9	24	20	19	12	17	12	28	14
	45.7%	45.0%	47.6%	47.4%	54.8%	31.6%	50.0%	42.9%	45.3%	47.6%	41.3%	36.4%	54.8%	52.2%	51.9%	35.9%
Fair	18	12	6	5	8	13	2	7	6	9	11	6	6	4	13	5
	22.2%	20.0%	28.6%	13.2%	12.9%	34.2%	11.1%	33.3%	11.3%	21.4%	23.9%	18.2%	19.4%	17.4%	24.1%	12.8%
Poor	6	6	-	2	5	1	2	1	6	1	3	3	1	1	2	5
	7.4%	10.0%		5.3%	8.1%	2.6%	11.1%	4.8%	11.3%	2.4%	6.5%	9.1%	3.2%	4.3%	3.7%	12.8%
N/A	38	28	10	18	20	22	13	10	24	21	24	13	13	19	24	10
Summary Rate - Excellent/ Very good	20	15	5	13	15	12	5	4	17	12	13	12	7	6	11	15
	24.7%	25.0%	23.8%	34.2%	24.2%	31.6%	27.8%	19.0%	32.1%	28.6%	28.3%	36.4%	22.6%	26.1%	20.4%	38.5%

Comparison Groups: BCD/EFJ/HIJ/KLM/NOP

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case 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 The Myers Group

770-978-3173

2011

University Family Care  
 Provider Satisfaction Survey (910443)

Q6. Quality of written communications, policy bulletins, and manuals. (University Family Care)

	--- Provider ---			-- Physicians --			---- Years ----			--- Managed Care ---			----- Survey -----			
	----- Type -----			- in Practice -			- in Practice -			----- Volume -----			--- Respondent ---			
	Total PCP & Spec Answering	PCP	Spec	Dentist	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21- 100%	Phys.	Offc Mgr.	Nurse Other
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total	148	110	38	67	91	79	38	35	93	79	78	49	54	45	92	58
Total Answering	109	82	27	55	75	59	27	28	73	59	63	45	43	38	74	47
	100.0%	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100%	100.0%
No Answer	28	20	8	9	12	15	6	4	14	15	9	3	7	3	13	7
Excellent	15	12	3	8	10	10	3	2	13	8	7	8	5	3	13	7
	13.8%	14.6%	11.1%	14.5%	13.3%	16.9%	11.1%	7.1%	17.8%	13.6%	11.1%	17.8%	11.6%	7.9%	17.6%	14.9%
Very good	24	16	8	23	19	20	8	6	21	19	18	14	12	10	22	13
	22.0%	19.5%	29.6%	41.8%	25.3%	33.9%	29.6%	21.4%	28.8%	32.2%	28.6%	31.1%	27.9%	26.3%	29.7%	27.7%
Good	43	33	10	20	34	20	8	17	25	19	27	13	17	12	32	18
	39.4%	40.2%	37.0%	36.4%	45.3%	33.9%	29.6%	60.7%	34.2%	32.2%	42.9%	28.9%	39.5%	31.6%	43.2%	38.3%
Fair	22	16	6	4	10	9	5	2	13	10	8	9	8	10	6	8
	20.2%	19.5%	22.2%	7.3%	13.3%	15.3%	18.5%	7.1%	17.8%	16.9%	12.7%	20.0%	18.6%	26.3%	8.1%	17.0%
Poor	5	5	-	-	2	-	3	1	1	3	3	1	1	3	1	1
	4.6%	6.1%			2.7%		11.1%	3.6%	1.4%	5.1%	4.8%	2.2%	2.3%	7.9%	1.4%	2.1%
N/A	11	8	3	3	4	5	5	3	6	5	6	1	4	4	5	4
Summary Rate - Excellent/ Very good	39	28	11	31	29	30	11	8	34	27	25	22	17	13	35	20
	35.8%	34.1%	40.7%	56.4%	38.7%	50.8%	40.7%	28.6%	46.6%	45.8%	39.7%	48.9%	39.5%	34.2%	47.3%	42.6%

Comparison Groups: BCD/EPG/HIJ/KLM/NOP  
 Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.  
 Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

University Family Care  
 Provider Satisfaction Survey (910443)

Q6. Quality of written communications, policy bulletins, and manuals. (Other AHCCCS Plans)

	--- Provider ---			-- Physicians ---			---- Years -----			--- Managed Care ---			----- Survey ----			
	----- Type -----			- in Practice ---			- in Practice ---			----- Volume -----			--- Respondent ---			
	Total PCP & Spec Answering	PCP	Spec	Dentist	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21- 100%	Phys.	Offc Mgr.	Nurse Other
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total	148	110	38	67	91	79	38	35	93	79	78	49	54	45	92	58
Total Answering	109	82	27	54	75	58	27	29	74	57	63	43	42	35	74	49
	100.0%	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100%	100.0%
No Answer	29	21	8	10	13	16	6	4	13	17	9	4	8	5	14	6
Excellent	11	8	3	6	6	9	2	1	10	6	8	5	3	3	10	4
	10.1%	9.8%	11.1%	11.1%	8.0%	15.5%	7.4%	3.4%	13.5%	10.5%	12.7%	11.6%	7.1%	8.6%	13.5%	8.2%
									h							
Very good	19	14	5	15	15	13	6	3	18	13	11	11	8	7	18	7
	17.4%	17.1%	18.5%	27.8%	20.0%	22.4%	22.2%	10.3%	24.3%	22.8%	17.5%	25.6%	19.0%	20.0%	24.3%	14.3%
									h							
Good	58	45	13	24	42	26	13	20	35	25	36	14	23	15	37	29
	53.2%	54.9%	48.1%	44.4%	56.0%	44.8%	48.1%	69.0%	47.3%	43.9%	57.1%	32.6%	54.8%	42.9%	50.0%	59.2%
									IJ				L			
Fair	19	13	6	8	11	9	5	4	10	13	8	11	7	9	8	9
	17.4%	15.9%	22.2%	14.8%	14.7%	15.5%	18.5%	13.8%	13.5%	22.8%	12.7%	25.6%	16.7%	25.7%	10.8%	18.4%
														o		
Poor	2	2	-	1	1	1	1	1	1	-	-	2	1	1	1	-
	1.8%	2.4%		1.9%	1.3%	1.7%	3.7%	3.4%	1.4%			4.7%	2.4%	2.9%	1.4%	
N/A	10	7	3	3	3	5	5	2	6	5	6	2	4	5	4	3
Summary Rate - Excellent/ Very good	30	22	8	21	21	22	8	4	28	19	19	16	11	10	28	11
	27.5%	26.8%	29.6%	38.9%	28.0%	37.9%	29.6%	13.8%	37.8%	33.3%	30.2%	37.2%	26.2%	28.6%	37.8%	22.4%
								H	H						P	

Comparison Groups: BCD/EPG/HIJ/KLM/NOP  
 Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.  
 Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

University Family Care  
 Provider Satisfaction Survey (910443)

Q7. Quality health plan's primary care providers. (University Family Care)

	--- Provider ---			-- Physicians --			---- Years ----			--- Managed Care ---			----- Survey -----			
	----- Type -----			- in Practice -			- in Practice -			----- Volume -----			--- Respondent ---			
	Total PCP & Spec Answering	PCP	Spec	Dentist	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21- 100%	Phys.	Offc Mgr.	Nurse Other
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total	148	110	38	67	91	79	38	35	93	79	78	49	54	45	92	58
Total Answering	98	72	26	44	64	50	25	23	62	55	53	38	38	39	60	39
	100.0%	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100%	100.0%
No Answer	29	21	8	10	11	18	6	5	15	14	7	5	10	-	16	9
Excellent	16	13	3	5	6	10	5	2	10	9	10	5	4	8	8	5
	16.3%	18.1%	11.5%	11.4%	9.4%	20.0%	20.0%	8.7%	16.1%	16.4%	18.9%	13.2%	10.5%	20.5%	13.3%	12.8%
Very good	33	24	9	17	21	18	11	5	24	20	18	16	12	16	17	14
	33.7%	33.3%	34.6%	38.6%	32.8%	36.0%	44.0%	21.7%	38.7%	36.4%	34.0%	42.1%	31.6%	41.0%	28.3%	35.9%
Good	36	25	11	20	30	18	7	15	19	21	20	13	18	11	28	16
	36.7%	34.7%	42.3%	45.5%	46.9%	36.0%	28.0%	65.2%	30.6%	38.2%	37.7%	34.2%	47.4%	28.2%	46.7%	41.0%
Fair	11	8	3	2	5	4	2	1	9	3	4	4	3	3	6	4
	11.2%	11.1%	11.5%	4.5%	7.8%	8.0%	8.0%	4.3%	14.5%	5.5%	7.5%	10.5%	7.9%	7.7%	10.0%	10.3%
Poor	2	2	-	-	2	-	-	-	-	2	1	-	1	1	1	-
	2.0%	2.8%			3.1%					3.6%	1.9%		2.6%	2.6%	1.7%	
N/A	21	17	4	13	16	11	7	7	16	10	18	6	6	6	16	10
Summary Rate - Excellent/ Very good	49	37	12	22	27	28	16	7	34	29	28	21	16	24	25	19
	50.0%	51.4%	46.2%	50.0%	42.2%	56.0%	64.0%	30.4%	54.8%	52.7%	52.8%	55.3%	42.1%	61.5%	41.7%	48.7%
						e			H	h				O		

Comparison Groups: BCD/EPG/HIJ/KLM/NOP  
 Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.  
 Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

University Family Care  
 Provider Satisfaction Survey (910443)

Q7. Quality health plan's primary care providers. (Other AHCCCS Plans)

	--- Provider ---			-- Physicians --			----- Years -----			--- Managed Care ---			----- Survey -----			
	----- Type -----			- in Practice -			- in Practice -			----- Volume -----			--- Respondent ---			
Total PCP & Spec Answering	PCP	Spec	Dentist	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21-100%	Phys.	Offc Mgr.	Nurse Other	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total	148	110	38	67	91	79	38	35	93	79	78	49	54	45	92	58
Total Answering	98	71	27	42	63	50	24	23	63	53	51	38	37	37	60	39
	100.0%	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100%	100.0%
No Answer	30	22	8	12	13	19	6	5	15	16	9	5	11	1	18	9
Excellent	9	8	1	4	4	8	1	1	8	4	6	4	2	3	6	4
	9.2%	11.3%	3.7%	9.5%	6.3%	16.0%	4.2%	4.3%	12.7%	7.5%	11.8%	10.5%	5.4%	8.1%	10.0%	10.3%
Very good	36	25	11	12	16	18	14	6	22	20	18	16	10	17	16	12
	36.7%	35.2%	40.7%	28.6%	25.4%	36.0%	58.3%	26.1%	34.9%	37.7%	35.3%	42.1%	27.0%	45.9%	26.7%	30.8%
Good	44	31	13	23	39	19	8	15	26	25	23	15	22	15	32	19
	44.9%	43.7%	48.1%	54.8%	61.9%	38.0%	33.3%	65.2%	41.3%	47.2%	45.1%	39.5%	59.5%	40.5%	53.3%	48.7%
Fair	8	6	2	3	3	5	1	1	7	3	3	3	3	1	6	4
	8.2%	8.5%	7.4%	7.1%	4.8%	10.0%	4.2%	4.3%	11.1%	5.7%	5.9%	7.9%	8.1%	2.7%	10.0%	10.3%
Poor	1	1	-	-	1	-	-	-	-	1	1	-	-	1	-	-
	1.0%	1.4%			1.6%					1.9%	2.0%			2.7%		
N/A	20	17	3	13	15	10	8	7	15	10	18	6	6	7	14	10
Summary Rate - Excellent/ Very good	45	33	12	16	20	26	15	7	30	24	24	20	12	20	22	16
	45.9%	46.5%	44.4%	38.1%	31.7%	52.0%	62.5%	30.4%	47.6%	45.3%	47.1%	52.6%	32.4%	54.1%	36.7%	41.0%

Comparison Groups: BCD/EFG/HIJ/KLM/NOP

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case 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 The Myers Group

770-978-3173

2011

University Family Care  
 Provider Satisfaction Survey (910443)

Q8. Quality health plan's specialists. (University Family Care)

	--- Provider ---			-- Physicians --			----- Years -----			--- Managed Care ---			----- Survey -----			
	----- Type -----			- in Practice -			- in Practice -			----- Volume -----			--- Respondent ---			
Total PCP & Spec Answering	PCP	Spec	Dentist	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21-100%	Phys.	Offc Mgr.	Nurse Other	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total	148	110	38	67	91	79	38	35	93	79	78	49	54	45	92	58
Total Answering	112	86	26	49	76	56	27	28	71	58	64	43	41	41	70	45
	100.0%	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100%	100.0%
No Answer	24	17	7	9	7	15	6	5	11	13	5	4	6	-	12	7
Excellent	18	14	4	6	11	10	3	2	12	10	10	7	4	6	11	7
	16.1%	16.3%	15.4%	12.2%	14.5%	17.9%	11.1%	7.1%	16.9%	17.2%	15.6%	16.3%	9.8%	14.6%	15.7%	15.6%
Very good	34	25	9	17	22	18	10	8	22	21	19	14	14	15	20	12
	30.4%	29.1%	34.6%	34.7%	28.9%	32.1%	37.0%	28.6%	31.0%	36.2%	29.7%	32.6%	34.1%	36.6%	28.6%	26.7%
Good	35	28	7	24	33	19	7	17	22	18	24	16	16	11	29	19
	31.2%	32.6%	26.9%	49.0%	43.4%	33.9%	25.9%	60.7%	31.0%	31.0%	37.5%	37.2%	39.0%	26.8%	41.4%	42.2%
Fair	19	14	5	2	8	6	6	-	13	6	8	4	6	7	7	6
	17.0%	16.3%	19.2%	4.1%	10.5%	10.7%	22.2%		18.3%	10.3%	12.5%	9.3%	14.6%	17.1%	10.0%	13.3%
Poor	6	5	1	-	2	3	1	1	2	3	3	2	1	2	3	1
	5.4%	5.8%	3.8%		2.6%	5.4%	3.7%	3.6%	2.8%	5.2%	4.7%	4.7%	2.4%	4.9%	4.3%	2.2%
N/A	12	7	5	9	8	8	5	2	11	8	9	2	7	4	10	6
Summary Rate - Excellent/ Very good	52	39	13	23	33	28	13	10	34	31	29	21	18	21	31	19
	46.4%	45.3%	50.0%	46.9%	43.4%	50.0%	48.1%	35.7%	47.9%	53.4%	45.3%	48.8%	43.9%	51.2%	44.3%	42.2%

Comparison Groups: BCD/EPG/HIJ/KLM/NOP

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case 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 The Myers Group

770-978-3173

2011



University Family Care  
 Provider Satisfaction Survey (910443)

Q8. Quality health plan's specialists. (Other AHCCCS Plans)

	--- Provider ---			-- Physicians --			----- Years -----			--- Managed Care ---			----- Survey -----			
	----- Type -----			- in Practice -			- in Practice -			----- Volume -----			--- Respondent ---			
	Total PCP & Spec Answering	PCP	Spec	Dentist	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21- 100%	Phys.	Offc Mgr.	Nurse Other
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total	148	110	38	67	91	79	38	35	93	79	78	49	54	45	92	58
Total Answering	112	85	27	48	74	57	27	28	72	56	64	42	41	39	70	46
	100.0%	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100%	100.0%
No Answer	26	19	7	10	8	17	6	5	12	15	7	4	7	1	13	8
Excellent	9	7	2	4	4	7	2	1	6	6	6	5	1	4	5	4
	8.0%	8.2%	7.4%	8.3%	5.4%	12.3%	7.4%	3.6%	8.3%	10.7%	9.4%	11.9%	2.4%	10.3%	7.1%	8.7%
Very good	32	22	10	12	20	14	9	6	18	19	18	11	11	14	19	9
	28.6%	25.9%	37.0%	25.0%	27.0%	24.6%	33.3%	21.4%	25.0%	33.9%	28.1%	26.2%	26.8%	35.9%	27.1%	19.6%
Good	53	44	9	27	44	26	10	19	37	23	34	19	22	17	38	24
	47.3%	51.8%	33.3%	56.2%	59.5%	45.6%	37.0%	67.9%	51.4%	41.1%	53.1%	45.2%	53.7%	43.6%	54.3%	52.2%
Fair	14	9	5	5	4	8	6	1	10	6	4	6	7	3	6	8
	12.5%	10.6%	18.5%	10.4%	5.4%	14.0%	22.2%	3.6%	13.9%	10.7%	6.2%	14.3%	17.1%	7.7%	8.6%	17.4%
Poor	4	3	1	-	2	2	-	1	1	2	2	1	-	1	2	1
	3.6%	3.5%	3.7%		2.7%	3.5%		3.6%	1.4%	3.6%	3.1%	2.4%		2.6%	2.9%	2.2%
N/A	10	6	4	9	9	5	5	2	9	8	7	3	6	5	9	4
Summary Rate - Excellent/ Very good	41	29	12	16	24	21	11	7	24	25	24	16	12	18	24	13
	36.6%	34.1%	44.4%	33.3%	32.4%	36.8%	40.7%	25.0%	33.3%	44.6%	37.5%	38.1%	29.3%	46.2%	34.3%	28.3%

Comparison Groups: BCD/EFG/HIJ/KLM/NOP

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case 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 The Myers Group

770-978-3173

2011

University Family Care  
 Provider Satisfaction Survey (910443)

Q9. Specialists network has an adequate number of high-quality specialists to whom I can refer my patients. (University Family Care)

	--- Provider ---			-- Physicians ---			----- Years -----			--- Managed Care ---			----- Survey -----			
	----- Type -----			- in Practice -			- in Practice -			----- Volume -----			--- Respondent ---			
Total PCP & Spec Answering	PCP	Spec	Dentist	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21-100%	Phys.	Offc Mgr.	Nurse Other	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total	148	110	38	67	91	79	38	35	93	79	78	49	54	45	92	58
Total Answering	115	88	27	51	79	56	28	29	73	60	63	45	44	43	75	43
	100.0%	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100%	100.0%
No Answer	24	19	5	11	8	17	7	6	13	12	7	4	6	2	10	9
Excellent	14	11	3	5	9	6	4	2	9	8	7	6	3	5	9	5
	12.2%	12.5%	11.1%	9.8%	11.4%	10.7%	14.3%	6.9%	12.3%	13.3%	11.1%	13.3%	6.8%	11.6%	12.0%	11.6%
Very good	24	17	7	10	15	14	5	4	16	14	15	9	8	10	16	6
	20.9%	19.3%	25.9%	19.6%	19.0%	25.0%	17.9%	13.8%	21.9%	23.3%	23.8%	20.0%	18.2%	23.3%	21.3%	14.0%
Good	37	25	12	18	27	19	8	14	23	15	20	16	15	11	25	18
	32.2%	28.4%	44.4%	35.3%	34.2%	33.9%	28.6%	48.3%	31.5%	25.0%	31.7%	35.6%	34.1%	25.6%	33.3%	41.9%
								J								
Fair	28	23	5	12	17	15	7	6	17	16	12	11	13	11	18	9
	24.3%	26.1%	18.5%	23.5%	21.5%	26.8%	25.0%	20.7%	23.3%	26.7%	19.0%	24.4%	29.5%	25.6%	24.0%	20.9%
Poor	12	12	-	6	11	2	4	3	8	7	9	3	5	6	7	5
	10.4%	13.6%		11.8%	13.9%	3.6%	14.3%	10.3%	11.0%	11.7%	14.3%	6.7%	11.4%	14.0%	9.3%	11.6%
					F											
N/A	9	3	6	5	4	6	3	-	7	7	8	-	4	-	7	6
Summary Rate - Excellent/ Very good	38	28	10	15	24	20	9	6	25	22	22	15	11	15	25	11
	33.0%	31.8%	37.0%	29.4%	30.4%	35.7%	32.1%	20.7%	34.2%	36.7%	34.9%	33.3%	25.0%	34.9%	33.3%	25.6%

Comparison Groups: BCD/EPG/HIJ/KLM/NOP

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case 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 The Myers Group

770-978-3173

2011

University Family Care  
 Provider Satisfaction Survey (910443)

Q9. Specialists network has an adequate number of high-quality specialists to whom I can refer my patients. (Other AHCCCS Plans)

	--- Provider Type ---			--- Physicians in Practice ---			--- Years in Practice ---			--- Managed Care Volume ---			--- Survey Respondent ---			
	PCP	Spec	Dentist	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21-100%	Phys.	Offc Mgr.	Nurse Other	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total	148	110	38	67	91	79	38	35	93	79	78	49	54	45	92	58
Total Answering	117	89	28	49	76	57	30	30	73	59	64	44	43	44	73	44
	100.0%	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100%	100.0%
No Answer	24	19	5	12	10	17	6	5	13	14	8	4	7	1	12	9
Excellent	8	6	2	4	5	5	2	-	7	5	4	5	2	4	6	2
	6.8%	6.7%	7.1%	8.2%	6.6%	8.8%	6.7%		9.6%	8.5%	6.2%	11.4%	4.7%	9.1%	8.2%	4.5%
Very good	25	18	7	9	14	13	7	6	16	12	14	9	8	10	15	7
	21.4%	20.2%	25.0%	18.4%	18.4%	22.8%	23.3%	20.0%	21.9%	20.3%	21.9%	20.5%	18.6%	22.7%	20.5%	15.9%
Good	60	46	14	17	37	25	14	14	35	25	30	19	21	18	35	23
	51.3%	51.7%	50.0%	34.7%	48.7%	43.9%	46.7%	46.7%	47.9%	42.4%	46.9%	43.2%	48.8%	40.9%	47.9%	52.3%
Fair	18	13	5	15	14	13	5	7	11	14	11	10	10	8	14	9
	15.4%	14.6%	17.9%	30.6%	18.4%	22.8%	16.7%	23.3%	15.1%	23.7%	17.2%	22.7%	23.3%	18.2%	19.2%	20.5%
Poor	6	6	-	4	6	1	2	3	4	3	5	1	2	4	3	3
	5.1%	6.7%		8.2%	7.9%	1.8%	6.7%	10.0%	5.5%	5.1%	7.8%	2.3%	4.7%	9.1%	4.1%	6.8%
N/A	7	2	5	6	5	5	2	-	7	6	6	1	4	-	7	5
Summary Rate - Excellent/ Very good	33	24	9	13	19	18	9	6	23	17	18	14	10	14	21	9
	28.2%	27.0%	32.1%	26.5%	25.0%	31.6%	30.0%	20.0%	31.5%	28.8%	28.1%	31.8%	23.3%	31.8%	28.8%	20.5%

Comparison Groups: BCD/EFG/HIJ/KLM/NOP

Independent Z-Test for Percentages

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Presented by The Myers Group

770-978-3173

2011

University Family Care  
 Provider Satisfaction Survey (910443)

Q10. Behavioral health network has an adequate number of high-quality practitioners to whom I can refer my patients. (University Family Care)

	----- Provider ----- -- Physicians --- ----- Years ----- --- Managed Care --- ----- Survey ----															
	----- Type -----			-- in Practice ---			-- in Practice ---			----- Volume -----			--- Respondent ---			
	Total PCP & Spec Answering	PCP	Spec	Dentist	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21- 100%	Phys.	Offc Mgr.	Nurse Other
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total	148	110	38	67	91	79	38	35	93	79	78	49	54	45	92	58
Total Answering	98	84	14	23	52	41	27	20	49	49	47	29	35	40	42	33
	100.0%	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100%	100.0%
No Answer	24	18	6	15	11	18	6	5	15	15	8	5	7	-	14	11
Excellent	5	4	1	1	2	3	1	1	2	3	3	2	1	3	2	1
	5.1%	4.8%	7.1%	4.3%	3.8%	7.3%	3.7%	5.0%	4.1%	6.1%	6.4%	6.9%	2.9%	7.5%	4.8%	3.0%
Very good	15	12	3	8	11	7	5	2	14	7	7	8	6	8	5	8
	15.3%	14.3%	21.4%	34.8%	21.2%	17.1%	18.5%	10.0%	28.6%	14.3%	14.9%	27.6%	17.1%	20.0%	11.9%	24.2%
				b					Hj							
Good	35	30	5	11	25	14	7	8	15	21	16	11	14	9	18	16
	35.7%	35.7%	35.7%	47.8%	48.1%	34.1%	25.9%	40.0%	30.6%	42.9%	34.0%	37.9%	40.0%	22.5%	42.9%	48.5%
					G									N	N	
Fair	20	16	4	3	8	11	4	6	6	10	7	5	9	6	10	6
	20.4%	19.0%	28.6%	13.0%	15.4%	26.8%	14.8%	30.0%	12.2%	20.4%	14.9%	17.2%	25.7%	15.0%	23.8%	18.2%
Poor	23	22	1	-	6	6	10	3	12	8	14	3	5	14	7	2
	23.5%	26.2%	7.1%		11.5%	14.6%	37.0%	15.0%	24.5%	16.3%	29.8%	10.3%	14.3%	35.0%	16.7%	6.1%
			C				EF				Im			oP		
N/A	26	8	18	29	28	20	5	10	29	15	23	15	12	5	36	14
Summary Rate - Excellent/ Very good	20	16	4	9	13	10	6	3	16	10	10	10	7	11	7	9
	20.4%	19.0%	28.6%	39.1%	25.0%	24.4%	22.2%	15.0%	32.7%	20.4%	21.3%	34.5%	20.0%	27.5%	16.7%	27.3%
				b					h							

Comparison Groups: BCD/EFJ/HIJ/KLM/NOP

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

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2011

University Family Care  
 Provider Satisfaction Survey (910443)

Q10. Behavioral health network has an adequate number of high-quality practitioners to whom I can refer my patients. (Other AHCCCS Plans)

	----- Provider ----- -- Physicians --- ----- Years ----- --- Managed Care --- ----- Survey ---- ----- Type ----- - in Practice --- -- in Practice --- ----- Volume ----- --- Respondent --																																															
	Total PCP & Spec Answering			PCP			Spec			Dentist			Solo			2-5			>5			<5			5-15			16+			0-10%			11-20%			21-100%			Phys.			Mgr.			Nurse		
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)																																
Total	148	110	38	67	91	79	38	35	93	79	78	49	54	45	92	58																																
Total Answering	96	83	13	23	52	39	27	20	51	47	47	27	34	38	42	34																																
	100.0%	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100%	100.0%																																
No Answer	29	21	8	16	14	21	6	5	16	17	11	7	8	2	16	12																																
Excellent	3	2	1	1	-	2	2	1	2	1	1	3	-	2	-	2																																
	3.1%	2.4%	7.7%	4.3%		5.1%	7.4%	5.0%	3.9%	2.1%	2.1%	11.1%		5.3%		5.9%																																
Very good	17	14	3	4	11	6	4	2	11	8	8	6	5	9	6	4																																
	17.7%	16.9%	23.1%	17.4%	21.2%	15.4%	14.8%	10.0%	21.6%	17.0%	17.0%	22.2%	14.7%	23.7%	14.3%	11.8%																																
Good	34	31	3	15	27	15	7	8	19	21	17	11	15	7	20	19																																
	35.4%	37.3%	23.1%	65.2%	51.9%	38.5%	25.9%	40.0%	37.3%	44.7%	36.2%	40.7%	44.1%	18.4%	47.6%	55.9%																																
				BC		G									N	N																																
Fair	25	20	5	3	10	12	6	6	11	11	11	5	10	9	12	7																																
	26.0%	24.1%	38.5%	13.0%	19.2%	30.8%	22.2%	30.0%	21.6%	23.4%	23.4%	18.5%	29.4%	23.7%	28.6%	20.6%																																
			d																																													
Poor	17	16	1	-	4	4	8	3	8	6	10	2	4	11	4	2																																
	17.7%	19.3%	7.7%		7.7%	10.3%	29.6%	15.0%	15.7%	12.8%	21.3%	7.4%	11.8%	28.9%	9.5%	5.9%																																
							Ef					1			OP																																	
N/A	23	6	17	28	25	19	5	10	26	15	20	15	12	5	34	12																																
Summary Rate - Excellent/ Very good	20	16	4	5	11	8	6	3	13	9	9	9	5	11	6	6																																
	20.8%	19.3%	30.8%	21.7%	21.2%	20.5%	22.2%	15.0%	25.5%	19.1%	19.1%	33.3%	14.7%	28.9%	14.3%	17.6%																																
												m																																				

Comparison Groups: BCD/EPG/HIJ/KLM/NOP

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case 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 The Myers Group

770-978-3173

2011

University Family Care  
 Provider Satisfaction Survey (910443)

Q11. Health plan takes physician input and recommendations seriously. (University Family Care)

	--- Provider ---			-- Physicians --			---- Years ----			--- Managed Care ---			----- Survey -----			
	----- Type -----			- in Practice -			- in Practice -			----- Volume -----			--- Respondent ---			
	Total PCP & Spec Answering	PCP	Spec	Dentist	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21- 100%	Phys.	Offc Mgr.	Nurse Other
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total	148	110	38	67	91	79	38	35	93	79	78	49	54	45	92	58
Total Answering	102	76	26	42	68	48	25	22	66	53	51	37	42	34	65	41
	100.0%	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100%	100.0%
No Answer	27	20	7	13	9	20	7	6	15	15	9	4	9	2	13	11
Excellent	11	7	4	8	9	8	2	2	12	5	5	7	5	3	10	6
	10.8%	9.2%	15.4%	19.0%	13.2%	16.7%	8.0%	9.1%	18.2%	9.4%	9.8%	18.9%	11.9%	8.8%	15.4%	14.6%
Very good	25	19	6	11	17	13	6	3	14	18	12	12	9	7	14	13
	24.5%	25.0%	23.1%	26.2%	25.0%	27.1%	24.0%	13.6%	21.2%	34.0%	23.5%	32.4%	21.4%	20.6%	21.5%	31.7%
									H							
Good	32	24	8	15	28	11	8	10	21	14	12	12	17	7	25	14
	31.4%	31.6%	30.8%	35.7%	41.2%	22.9%	32.0%	45.5%	31.8%	26.4%	23.5%	32.4%	40.5%	20.6%	38.5%	34.1%
					F								k		n	
Fair	21	15	6	6	7	13	6	6	13	8	11	4	9	9	11	6
	20.6%	19.7%	23.1%	14.3%	10.3%	27.1%	24.0%	27.3%	19.7%	15.1%	21.6%	10.8%	21.4%	26.5%	16.9%	14.6%
					E											
Poor	13	11	2	2	7	3	3	1	6	8	11	2	2	8	5	2
	12.7%	14.5%	7.7%	4.8%	10.3%	6.2%	12.0%	4.5%	9.1%	15.1%	21.6%	5.4%	4.8%	23.5%	7.7%	4.9%
		d									LM			OP		
N/A	19	14	5	12	14	11	6	7	12	11	18	8	3	9	14	6
Summary Rate - Excellent/ Very good	36	26	10	19	26	21	8	5	26	23	17	19	14	10	24	19
	35.3%	34.2%	38.5%	45.2%	38.2%	43.8%	32.0%	22.7%	39.4%	43.4%	33.3%	51.4%	33.3%	29.4%	36.9%	46.3%
									h			k				

Comparison Groups: BCD/EPG/HIJ/KLM/NOP

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case 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 The Myers Group

770-978-3173

2011

University Family Care  
 Provider Satisfaction Survey (910443)

Q11. Health plan takes physician input and recommendations seriously. (Other AHCCCS Plans)

	--- Provider ---			-- Physicians --			---- Years ----			--- Managed Care ---			----- Survey -----			
	----- Type -----			- in Practice -			- in Practice -			----- Volume -----			--- Respondent ---			
	Total PCP & Spec Answering	PCP	Spec	Dentist	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21- 100%	Phys.	Offc Mgr.	Nurse Other
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total	148	110	38	67	91	79	38	35	93	79	78	49	54	45	92	58
Total Answering	101	75	26	41	66	48	25	24	67	49	49	37	42	32	64	42
	100.0%	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100%	100.0%
No Answer	27	20	7	15	11	20	7	5	15	17	11	4	9	2	15	11
Excellent	8	5	3	4	6	4	2	1	9	2	4	7	-	3	6	3
	7.9%	6.7%	11.5%	9.8%	9.1%	8.3%	8.0%	4.2%	13.4%	4.1%	8.2%	18.9%		9.4%	9.4%	7.1%
									j							
Very good	19	16	3	5	11	9	4	2	10	12	7	9	6	6	9	7
	18.8%	21.3%	11.5%	12.2%	16.7%	18.8%	16.0%	8.3%	14.9%	24.5%	14.3%	24.3%	14.3%	18.8%	14.1%	16.7%
									h							
Good	39	27	12	19	33	17	8	11	26	19	16	13	22	8	29	20
	38.6%	36.0%	46.2%	46.3%	50.0%	35.4%	32.0%	45.8%	38.8%	38.8%	32.7%	35.1%	52.4%	25.0%	45.3%	47.6%
													k		N	N
Fair	29	23	6	10	12	16	10	8	19	12	15	7	13	10	17	11
	28.7%	30.7%	23.1%	24.4%	18.2%	33.3%	40.0%	33.3%	28.4%	24.5%	30.6%	18.9%	31.0%	31.2%	26.6%	26.2%
						e	E									
Poor	6	4	2	3	4	2	1	2	3	4	7	1	1	5	3	1
	5.9%	5.3%	7.7%	7.3%	6.1%	4.2%	4.0%	8.3%	4.5%	8.2%	14.3%	2.7%	2.4%	15.6%	4.7%	2.4%
											LM			p		
N/A	20	15	5	11	14	11	6	6	11	13	18	8	3	11	13	5
Summary Rate - Excellent/ Very good	27	21	6	9	17	13	6	3	19	14	11	16	6	9	15	10
	26.7%	28.0%	23.1%	22.0%	25.8%	27.1%	24.0%	12.5%	28.4%	28.6%	22.4%	43.2%	14.3%	28.1%	23.4%	23.8%
								h	h	h		KM				

Comparison Groups: BCD/EPG/HIJ/KLM/NOP

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case 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 The Myers Group

770-978-3173

2011

University Family Care  
 Provider Satisfaction Survey (910443)

Q12. Process of obtaining pre-certification/referral/authorization information. (University Family Care)

	--- Provider ---			-- Physicians --			---- Years ----			--- Managed Care ---			----- Survey -----			
	----- Type -----			- in Practice -			- in Practice -			----- Volume -----			--- Respondent ---			
	Total PCP & Spec Answering	PCP	Spec	Dentist	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21-100%	Phys.	Offc Mgr.	Nurse Other
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total	148	110	38	67	91	79	38	35	93	79	78	49	54	45	92	58
Total Answering	119	88	31	55	82	59	30	29	78	63	65	44	50	42	80	45
	100.0%	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100%	100.0%
No Answer	25	19	6	11	8	18	6	5	12	15	9	5	4	3	10	10
Excellent	13	7	6	15	14	10	4	3	16	9	9	8	8	5	18	5
	10.9%	8.0%	19.4%	27.3%	17.1%	16.9%	13.3%	10.3%	20.5%	14.3%	13.8%	18.2%	16.0%	11.9%	22.5%	11.1%
				B											P	
Very good	27	19	8	9	18	15	3	5	15	16	12	13	9	7	12	13
	22.7%	21.6%	25.8%	16.4%	22.0%	25.4%	10.0%	17.2%	19.2%	25.4%	18.5%	29.5%	18.0%	16.7%	15.0%	28.9%
					g	g										o
Good	40	32	8	18	31	17	9	12	22	22	21	13	17	12	29	16
	33.6%	36.4%	25.8%	32.7%	37.8%	28.8%	30.0%	41.4%	28.2%	34.9%	32.3%	29.5%	34.0%	28.6%	36.2%	35.6%
Fair	27	20	7	8	13	11	9	5	19	9	14	7	11	12	14	8
	22.7%	22.7%	22.6%	14.5%	15.9%	18.6%	30.0%	17.2%	24.4%	14.3%	21.5%	15.9%	22.0%	28.6%	17.5%	17.8%
Poor	12	10	2	5	6	6	5	4	6	7	9	3	5	6	7	3
	10.1%	11.4%	6.5%	9.1%	7.3%	10.2%	16.7%	13.8%	7.7%	11.1%	13.8%	6.8%	10.0%	14.3%	8.8%	6.7%
N/A	4	3	1	1	1	2	2	1	3	1	4	-	-	-	2	3
Summary Rate - Excellent/ Very good	40	26	14	24	32	25	7	8	31	25	21	21	17	12	30	18
	33.6%	29.5%	45.2%	43.6%	39.0%	42.4%	23.3%	27.6%	39.7%	39.7%	32.3%	47.7%	34.0%	28.6%	37.5%	40.0%
				b	g	g										

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



University Family Care  
 Provider Satisfaction Survey (910443)

Q12. Process of obtaining pre-certification/referral/authorization information. (Other AHCCCS Plans)

	----- Provider ----- -- Physicians --- ----- Years ----- --- Managed Care --- ----- Survey -----															
	Type			in Practice			in Practice			Volume			Respondent			
	PCP	Spec	Dentist	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21-100%	Phys.	Offc Mgr.	Nurse Other	
Total PCP & Spec Answering	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total	148	110	38	67	91	79	38	35	93	79	78	49	54	45	92	58
Total Answering	122	89	33	52	79	61	31	29	77	64	66	44	49	43	78	46
	100.0%	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100%	100.0%
No Answer	25	20	5	12	10	17	6	5	13	15	10	4	5	2	11	11
Excellent	6	4	2	6	6	5	1	3	5	4	4	6	2	1	8	3
	4.9%	4.5%	6.1%	11.5%	7.6%	8.2%	3.2%	10.3%	6.5%	6.2%	6.1%	13.6%	4.1%	2.3%	10.3%	6.5%
Very good	24	15	9	9	14	15	4	3	15	15	12	11	7	8	14	9
	19.7%	16.9%	27.3%	17.3%	17.7%	24.6%	12.9%	10.3%	19.5%	23.4%	18.2%	25.0%	14.3%	18.6%	17.9%	19.6%
Good	45	36	9	24	36	22	10	12	31	23	24	14	22	11	38	18
	36.9%	40.4%	27.3%	46.2%	45.6%	36.1%	32.3%	41.4%	40.3%	35.9%	36.4%	31.8%	44.9%	25.6%	48.7%	39.1%
Fair	36	24	12	10	18	12	14	8	22	15	20	11	13	19	13	11
	29.5%	27.0%	36.4%	19.2%	22.8%	19.7%	45.2%	27.6%	28.6%	23.4%	30.3%	25.0%	26.5%	44.2%	16.7%	23.9%
Poor	11	10	1	3	5	7	2	3	4	7	6	2	5	4	5	5
	9.0%	11.2%	3.0%	5.8%	6.3%	11.5%	6.5%	10.3%	5.2%	10.9%	9.1%	4.5%	10.2%	9.3%	6.4%	10.9%
N/A	1	1	-	3	2	1	1	1	3	-	2	1	-	-	3	1
Summary Rate - Excellent/ Very good	30	19	11	15	20	20	5	6	20	19	16	17	9	9	22	12
	24.6%	21.3%	33.3%	28.8%	25.3%	32.8%	16.1%	20.7%	26.0%	29.7%	24.2%	38.6%	18.4%	20.9%	28.2%	26.1%

Comparison Groups: BCD/EPG/HIJ/KLM/NOP

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case letters indicate significance at the 90% level.

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Presented by The Myers Group

770-978-3173

2011

University Family Care  
 Provider Satisfaction Survey (910443)

Q13. Timeliness of UM's pre-certification process. (University Family Care)

	--- Provider ---			-- Physicians --			---- Years ----			--- Managed Care ---			----- Survey -----			
	----- Type -----			- in Practice -			in Practice			----- Volume -----			--- Respondent ---			
	Total PCP & Spec Answering	PCP	Spec	Dentist	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21- 100%	Phys.	Offc Mgr.	Nurse Other
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total	148	110	38	67	91	79	38	35	93	79	78	49	54	45	92	58
Total Answering	115	85	30	47	74	56	29	23	74	61	62	41	44	41	72	43
	100.0%	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100%	100.0%
No Answer	24	18	6	15	10	19	6	7	13	15	7	6	8	1	13	11
Excellent	11	6	5	12	9	10	4	3	13	7	7	9	4	6	12	5
	9.6%	7.1%	16.7%	25.5%	12.2%	17.9%	13.8%	13.0%	17.6%	11.5%	11.3%	22.0%	9.1%	14.6%	16.7%	11.6%
				B								m				
Very good	27	16	11	7	18	12	4	2	13	19	12	10	8	6	12	12
	23.5%	18.8%	36.7%	14.9%	24.3%	21.4%	13.8%	8.7%	17.6%	31.1%	19.4%	24.4%	18.2%	14.6%	16.7%	27.9%
			bd							Hi						
Good	41	35	6	15	28	17	10	13	20	21	21	13	19	13	29	13
	35.7%	41.2%	20.0%	31.9%	37.8%	30.4%	34.5%	56.5%	27.0%	34.4%	33.9%	31.7%	43.2%	31.7%	40.3%	30.2%
			C					Ij								
Fair	27	20	7	9	13	13	8	3	22	9	13	6	12	9	16	10
	23.5%	23.5%	23.3%	19.1%	17.6%	23.2%	27.6%	13.0%	29.7%	14.8%	21.0%	14.6%	27.3%	22.0%	22.2%	23.3%
								hJ								
Poor	9	8	1	4	6	4	3	2	6	5	9	3	1	7	3	3
	7.8%	9.4%	3.3%	8.5%	8.1%	7.1%	10.3%	8.7%	8.1%	8.2%	14.5%	7.3%	2.3%	17.1%	4.2%	7.0%
											M			O		
N/A	9	7	2	5	7	4	3	5	6	3	9	2	2	3	7	4
Summary Rate - Excellent/ Very good	38	22	16	19	27	22	8	5	26	26	19	19	12	12	24	17
	33.0%	25.9%	53.3%	40.4%	36.5%	39.3%	27.6%	21.7%	35.1%	42.6%	30.6%	46.3%	27.3%	29.3%	33.3%	39.5%
			B	b						h		m				

Comparison Groups: BCD/EPG/HIJ/KLM/NOP

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case 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 The Myers Group

770-978-3173

2011

University Family Care  
 Provider Satisfaction Survey (910443)

Q13. Timeliness of UM's pre-certification process. (Other AHCCCS Plans)

	--- Provider ---			-- Physicians --			---- Years ----			--- Managed Care ---			----- Survey -----			
	----- Type -----			- in Practice -			- in Practice -			----- Volume -----			--- Respondent ---			
	Total PCP & Spec Answering	PCP	Spec	Dentist	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21-100%	Phys.	Offc Mgr.	Nurse Other
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total	148	110	38	67	91	79	38	35	93	79	78	49	54	45	92	58
Total Answering	115	84	31	47	71	58	30	24	75	59	61	40	46	40	71	44
	100.0%	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100%	100.0%
No Answer	25	19	6	14	12	18	5	6	12	17	9	6	6	1	14	11
Excellent	6	4	2	4	3	5	2	-	6	4	4	4	2	2	6	2
	5.2%	4.8%	6.5%	8.5%	4.2%	8.6%	6.7%		8.0%	6.8%	6.6%	10.0%	4.3%	5.0%	8.5%	4.5%
Very good	22	16	6	7	15	10	4	3	12	14	8	11	6	7	12	7
	19.1%	19.0%	19.4%	14.9%	21.1%	17.2%	13.3%	12.5%	16.0%	23.7%	13.1%	27.5%	13.0%	17.5%	16.9%	15.9%
												km				
Good	50	36	14	22	34	26	11	14	32	24	24	19	22	15	35	20
	43.5%	42.9%	45.2%	46.8%	47.9%	44.8%	36.7%	58.3%	42.7%	40.7%	39.3%	47.5%	47.8%	37.5%	49.3%	45.5%
Fair	31	22	9	9	14	13	11	6	20	12	20	4	12	13	15	11
	27.0%	26.2%	29.0%	19.1%	19.7%	22.4%	36.7%	25.0%	26.7%	20.3%	32.8%	10.0%	26.1%	32.5%	21.1%	25.0%
							e				L		L			
Poor	6	6	-	5	5	4	2	1	5	5	5	2	4	3	3	4
	5.2%	7.1%		10.6%	7.0%	6.9%	6.7%	4.2%	6.7%	8.5%	8.2%	5.0%	8.7%	7.5%	4.2%	9.1%
N/A	8	7	1	6	8	3	3	5	6	3	8	3	2	4	7	3
Summary Rate - Excellent/ Very good	28	20	8	11	18	15	6	3	18	18	12	15	8	9	18	9
	24.3%	23.8%	25.8%	23.4%	25.4%	25.9%	20.0%	12.5%	24.0%	30.5%	19.7%	37.5%	17.4%	22.5%	25.4%	20.5%
										H		km				

Comparison Groups: BCD/EFG/HIJ/KLM/NOP

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case 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 The Myers Group

770-978-3173

2011

University Family Care  
 Provider Satisfaction Survey (910443)

Q14. Phone access to UM staff. (University Family Care)

	--- Provider ---			-- Physicians --			----- Years -----			--- Managed Care ---			----- Survey -----			
	----- Type -----			- in Practice -			- in Practice -			----- Volume -----			--- Respondent ---			
	Total PCP & Spec Answering	PCP	Spec	Dentist	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21- 100%	Phys.	Offc Mgr.	Nurse Other
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total	148	110	38	67	91	79	38	35	93	79	78	49	54	45	92	58
Total Answering	108	78	30	50	78	52	25	24	72	58	59	38	47	36	72	45
	100.0%	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100%	100.0%
No Answer	27	21	6	14	9	22	6	7	15	15	9	7	6	2	14	11
Excellent	9	4	5	9	8	8	2	1	12	5	8	6	1	5	10	3
	8.3%	5.1%	16.7%	18.0%	10.3%	15.4%	8.0%	4.2%	16.7%	8.6%	13.6%	15.8%	2.1%	13.9%	13.9%	6.7%
				B					H		M	M				
Very good	31	23	8	9	17	17	6	5	16	19	12	13	12	7	15	16
	28.7%	29.5%	26.7%	18.0%	21.8%	32.7%	24.0%	20.8%	22.2%	32.8%	20.3%	34.2%	25.5%	19.4%	20.8%	35.6%
																no
Good	42	31	11	22	39	16	7	15	28	19	26	10	22	12	34	17
	38.9%	39.7%	36.7%	44.0%	50.0%	30.8%	28.0%	62.5%	38.9%	32.8%	44.1%	26.3%	46.8%	33.3%	47.2%	37.8%
					FG			IJ			1		L			
Fair	21	15	6	8	10	10	8	3	12	12	10	7	10	7	12	8
	19.4%	19.2%	20.0%	16.0%	12.8%	19.2%	32.0%	12.5%	16.7%	20.7%	16.9%	18.4%	21.3%	19.4%	16.7%	17.8%
							e									
Poor	5	5	-	2	4	1	2	-	4	3	3	2	2	5	1	1
	4.6%	6.4%		4.0%	5.1%	1.9%	8.0%		5.6%	5.2%	5.1%	5.3%	4.3%	13.9%	1.4%	2.2%
														Op		
N/A	13	11	2	3	4	5	7	4	6	6	10	4	1	7	6	2
Summary Rate - Excellent/ Very good	40	27	13	18	25	25	8	6	28	24	20	19	13	12	25	19
	37.0%	34.6%	43.3%	36.0%	32.1%	48.1%	32.0%	25.0%	38.9%	41.4%	33.9%	50.0%	27.7%	33.3%	34.7%	42.2%
							e					M				

Comparison Groups: BCD/EPG/HIJ/KLM/NOP

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case 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 The Myers Group

770-978-3173

2011

University Family Care  
 Provider Satisfaction Survey (910443)

Q14. Phone access to UM staff. (Other AHCCCS Plans)

	--- Provider ---			-- Physicians --			----- Years -----			--- Managed Care ---			----- Survey -----			
	----- Type -----			- in Practice -			- in Practice -			----- Volume -----			--- Respondent ---			
	Total PCP & Spec Answering	PCP	Spec	Dentist	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21- 100%	Phys.	Offc Mgr.	Nurse Other
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total	148	110	38	67	91	79	38	35	93	79	78	49	54	45	92	58
Total Answering	110	78	32	47	73	55	26	24	73	57	57	40	47	34	71	46
	100.0%	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100%	100.0%
No Answer	28	22	6	16	13	21	6	7	15	17	13	6	6	3	17	11
Excellent	5	2	3	3	3	4	1	-	5	3	4	3	1	2	5	1
	4.5%	2.6%	9.4%	6.4%	4.1%	7.3%	3.8%		6.8%	5.3%	7.0%	7.5%	2.1%	5.9%	7.0%	2.2%
Very good	24	19	5	11	16	15	4	5	15	15	10	12	8	6	16	11
	21.8%	24.4%	15.6%	23.4%	21.9%	27.3%	15.4%	20.8%	20.5%	26.3%	17.5%	30.0%	17.0%	17.6%	22.5%	23.9%
Good	48	33	15	16	33	20	9	13	26	24	25	12	24	14	32	17
	43.6%	42.3%	46.9%	34.0%	45.2%	36.4%	34.6%	54.2%	35.6%	42.1%	43.9%	30.0%	51.1%	41.2%	45.1%	37.0%
Fair	25	17	8	14	15	13	10	4	21	12	16	10	10	9	16	11
	22.7%	21.8%	25.0%	29.8%	20.5%	23.6%	38.5%	16.7%	28.8%	21.1%	28.1%	25.0%	21.3%	26.5%	22.5%	23.9%
Poor	8	7	1	3	6	3	2	2	6	3	2	3	4	3	2	6
	7.3%	9.0%	3.1%	6.4%	8.2%	5.5%	7.7%	8.3%	8.2%	5.3%	3.5%	7.5%	8.5%	8.8%	2.8%	13.0%
N/A	10	10	-	4	5	3	6	4	5	5	8	3	1	8	4	1
Summary Rate - Excellent/ Very good	29	21	8	14	19	19	5	5	20	18	14	15	9	8	21	12
	26.4%	26.9%	25.0%	29.8%	26.0%	34.5%	19.2%	20.8%	27.4%	31.6%	24.6%	37.5%	19.1%	23.5%	29.6%	26.1%

Comparison Groups: BCD/EFG/HIJ/KLM/NOP

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case 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 The Myers Group

770-978-3173

2011

University Family Care  
 Provider Satisfaction Survey (910443)

Q15. Extent to which UM staff share review criteria and reasons for adverse determinations. (University Family Care)

	--- Provider ---			-- Physicians --			---- Years ----			--- Managed Care ---			----- Survey ----			
	----- Type -----			- in Practice -			- in Practice -			----- Volume -----			--- Respondent ---			
	Total PCP & Spec Answering	PCP	Spec	Dentist	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21- 100%	Phys.	Offc Mgr.	Nurse Other
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total	148	110	38	67	91	79	38	35	93	79	78	49	54	45	92	58
Total Answering	102	75	27	47	70	48	28	23	66	56	52	38	44	37	64	42
	100.0%	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100%	100.0%
No Answer	28	20	8	12	9	22	5	7	14	15	8	6	9	1	14	12
Excellent	8	5	3	7	7	6	2	2	11	2	3	7	2	4	6	5
	7.8%	6.7%	11.1%	14.9%	10.0%	12.5%	7.1%	8.7%	16.7%	3.6%	5.8%	18.4%	4.5%	10.8%	9.4%	11.9%
									J			kM				
Very good	21	16	5	9	13	12	5	3	9	18	9	9	10	6	13	9
	20.6%	21.3%	18.5%	19.1%	18.6%	25.0%	17.9%	13.0%	13.6%	32.1%	17.3%	23.7%	22.7%	16.2%	20.3%	21.4%
										HI						
Good	47	37	10	16	33	21	9	13	26	23	22	14	21	12	28	21
	46.1%	49.3%	37.0%	34.0%	47.1%	43.8%	32.1%	56.5%	39.4%	41.1%	42.3%	36.8%	47.7%	32.4%	43.8%	50.0%
			d													
Fair	18	12	6	13	12	9	7	5	16	7	12	8	8	7	16	6
	17.6%	16.0%	22.2%	27.7%	17.1%	18.8%	25.0%	21.7%	24.2%	12.5%	23.1%	21.1%	18.2%	18.9%	25.0%	14.3%
									j							
Poor	8	5	3	2	5	-	5	-	4	6	6	-	3	8	1	1
	7.8%	6.7%	11.1%	4.3%	7.1%		17.9%		6.1%	10.7%	11.5%		6.8%	21.6%	1.6%	2.4%
														OP		
N/A	18	15	3	8	12	9	5	5	13	8	18	5	1	7	14	4
Summary Rate - Excellent/ Very good	29	21	8	16	20	18	7	5	20	20	12	16	12	10	19	14
	28.4%	28.0%	29.6%	34.0%	28.6%	37.5%	25.0%	21.7%	30.3%	35.7%	23.1%	42.1%	27.3%	27.0%	29.7%	33.3%
												k				

Comparison Groups: BCD/EPG/HIJ/KLM/NOP

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case 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 The Myers Group

770-978-3173

2011

University Family Care  
 Provider Satisfaction Survey (910443)

Q15. Extent to which UM staff share review criteria and reasons for adverse determinations. (Other AHCCCS Plans)

	---- Provider ----			-- Physicians --			---- Years ----			--- Managed Care ---			----- Survey -----			
	----- Type -----			- in Practice -			- in Practice -			----- Volume -----			--- Respondent ---			
	Total PCP & Spec Answering	PCP	Spec	Dentist	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21- 100%	Phys.	Offc Mgr.	Nurse Other
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total	148	110	38	67	91	79	38	35	93	79	78	49	54	45	92	58
Total Answering	101	74	27	46	70	47	28	24	67	53	51	36	44	34	65	43
	100.0%	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100%	100.0%
No Answer	30	22	8	14	10	24	5	6	16	17	10	8	9	3	15	12
Excellent	6	3	3	1	3	2	2	1	4	2	2	5	-	2	2	3
	5.9%	4.1%	11.1%	2.2%	4.3%	4.3%	7.1%	4.2%	6.0%	3.8%	3.9%	13.9%		5.9%	3.1%	7.0%
Very good	16	12	4	9	13	7	5	3	12	10	6	7	9	5	12	6
	15.8%	16.2%	14.8%	19.6%	18.6%	14.9%	17.9%	12.5%	17.9%	18.9%	11.8%	19.4%	20.5%	14.7%	18.5%	14.0%
Good	50	39	11	15	32	24	9	11	28	25	21	16	21	15	27	22
	49.5%	52.7%	40.7%	32.6%	45.7%	51.1%	32.1%	45.8%	41.8%	47.2%	41.2%	44.4%	47.7%	44.1%	41.5%	51.2%
Fair	22	15	7	19	19	11	9	8	20	11	16	7	13	8	22	9
	21.8%	20.3%	25.9%	41.3%	27.1%	23.4%	32.1%	33.3%	29.9%	20.8%	31.4%	19.4%	29.5%	23.5%	33.8%	20.9%
Poor	7	5	2	2	3	3	3	1	3	5	6	1	1	4	2	3
	6.9%	6.8%	7.4%	4.3%	4.3%	6.4%	10.7%	4.2%	4.5%	9.4%	11.8%	2.8%	2.3%	11.8%	3.1%	7.0%
N/A	17	14	3	7	11	8	5	5	10	9	17	5	1	8	12	3
Summary Rate - Excellent/ Very good	22	15	7	10	16	9	7	4	16	12	8	12	9	7	14	9
	21.8%	20.3%	25.9%	21.7%	22.9%	19.1%	25.0%	16.7%	23.9%	22.6%	15.7%	33.3%	20.5%	20.6%	21.5%	20.9%

Comparison Groups: BCD/EFG/HIJ/KLM/NOP

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case letters indicate significance at the 90% level.

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Presented by The Myers Group

770-978-3173

2011

University Family Care  
 Provider Satisfaction Survey (910443)

Q16. Consistency of review decisions. (University Family Care)

	--- Provider ---			-- Physicians --			----- Years -----			--- Managed Care ---			----- Survey -----			
	----- Type -----			- in Practice -			in Practice			----- Volume -----			--- Respondent ---			
	Total PCP & Spec Answering	PCP	Spec	Dentist	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21-100%	Phys.	Offc Mgr.	Nurse Other
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total	148	110	38	67	91	79	38	35	93	79	78	49	54	45	92	58
Total Answering	101	74	27	49	70	51	27	23	68	55	55	40	42	39	64	41
	100.0%	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100%	100.0%
No Answer	30	22	8	12	10	21	6	7	17	14	10	6	8	2	15	12
Excellent	9	5	4	5	5	8	1	1	9	4	6	6	1	4	5	5
	8.9%	6.8%	14.8%	10.2%	7.1%	15.7%	3.7%	4.3%	13.2%	7.3%	10.9%	15.0%	2.4%	10.3%	7.8%	12.2%
Very good	20	15	5	11	17	8	6	4	11	15	7	11	10	8	13	9
	19.8%	20.3%	18.5%	22.4%	24.3%	15.7%	22.2%	17.4%	16.2%	27.3%	12.7%	27.5%	23.8%	20.5%	20.3%	22.0%
Good	49	40	9	16	27	27	11	14	27	23	26	14	19	13	28	21
	48.5%	54.1%	33.3%	32.7%	38.6%	52.9%	40.7%	60.9%	39.7%	41.8%	47.3%	35.0%	45.2%	33.3%	43.8%	51.2%
Fair	18	10	8	13	16	7	6	1	19	9	11	6	11	9	15	5
	17.8%	13.5%	29.6%	26.5%	22.9%	13.7%	22.2%	4.3%	27.9%	16.4%	20.0%	15.0%	26.2%	23.1%	23.4%	12.2%
Poor	5	4	1	4	5	1	3	3	2	4	5	3	1	5	3	1
	5.0%	5.4%	3.7%	8.2%	7.1%	2.0%	11.1%	13.0%	2.9%	7.3%	9.1%	7.5%	2.4%	12.8%	4.7%	2.4%
N/A	17	14	3	6	11	7	5	5	8	10	13	3	4	4	13	5
Summary Rate - Excellent/ Very good	29	20	9	16	22	16	7	5	20	19	13	17	11	12	18	14
	28.7%	27.0%	33.3%	32.7%	31.4%	31.4%	25.9%	21.7%	29.4%	34.5%	23.6%	42.5%	26.2%	30.8%	28.1%	34.1%

Comparison Groups: BCD/EPG/HIJ/KLM/NOP

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case letters indicate significance at the 90% level.

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Presented by The Myers Group

770-978-3173

2011



University Family Care  
 Provider Satisfaction Survey (910443)

Q16. Consistency of review decisions. (Other AHCCCS Plans)

	--- Provider ---			-- Physicians --			----- Years -----			--- Managed Care ---			----- Survey -----			
	----- Type -----			- in Practice -			- in Practice -			----- Volume -----			--- Respondent ---			
	Total PCP & Spec Answering	PCP	Spec	Dentist	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21- 100%	Phys.	Offc Mgr.	Nurse Other
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total	148	110	38	67	91	79	38	35	93	79	78	49	54	45	92	58
Total Answering	103	75	28	49	71	52	27	25	70	53	56	40	42	38	66	42
	100.0%	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100%	100.0%
No Answer	30	22	8	12	11	20	6	6	16	16	11	6	7	3	15	11
Excellent	7	3	4	2	3	5	1	-	6	3	5	3	1	2	5	2
	6.8%	4.0%	14.3%	4.1%	4.2%	9.6%	3.7%		8.6%	5.7%	8.9%	7.5%	2.4%	5.3%	7.6%	4.8%
Very good	19	14	5	8	14	7	6	3	12	11	6	10	8	10	8	8
	18.4%	18.7%	17.9%	16.3%	19.7%	13.5%	22.2%	12.0%	17.1%	20.8%	10.7%	25.0%	19.0%	26.3%	12.1%	19.0%
Good	51	40	11	17	29	27	12	12	32	23	25	18	18	16	29	21
	49.5%	53.3%	39.3%	34.7%	40.8%	51.9%	44.4%	48.0%	45.7%	43.4%	44.6%	45.0%	42.9%	42.1%	43.9%	50.0%
Fair	19	12	7	16	19	8	6	5	18	10	13	6	12	7	18	8
	18.4%	16.0%	25.0%	32.7%	26.8%	15.4%	22.2%	20.0%	25.7%	18.9%	23.2%	15.0%	28.6%	18.4%	27.3%	19.0%
Poor	7	6	1	6	6	5	2	5	2	6	7	3	3	3	6	3
	6.8%	8.0%	3.6%	12.2%	8.5%	9.6%	7.4%	20.0%	2.9%	11.3%	12.5%	7.5%	7.1%	7.9%	9.1%	7.1%
N/A	15	13	2	6	9	7	5	4	7	10	11	3	5	4	11	5
Summary Rate - Excellent/ Very good	26	17	9	10	17	12	7	3	18	14	11	13	9	12	13	10
	25.2%	22.7%	32.1%	20.4%	23.9%	23.1%	25.9%	12.0%	25.7%	26.4%	19.6%	32.5%	21.4%	31.6%	19.7%	23.8%

Comparison Groups: BCD/EPG/HIJ/KLM/NOP

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case 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 The Myers Group

770-978-3173

2011

University Family Care  
 Provider Satisfaction Survey (910443)

Q17. Timeliness of UM appeals process. (University Family Care)

	----- Provider ----- -- Physicians --- ----- Years ----- --- Managed Care --- ----- Survey ----															
	----- Type -----			-- in Practice ---			-- in Practice ---			----- Volume -----			--- Respondent ---			
	PCP	Spec	Dentist	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21-100%	Phys.	Offc Mgr.	Nurse Other	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total	148	110	38	67	91	79	38	35	93	79	78	49	54	45	92	58
Total Answering	92	67	25	37	60	45	22	16	59	50	49	32	37	36	54	34
	100.0%	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100%	100.0%
No Answer	26	18	8	13	9	20	6	6	15	14	8	7	7	-	14	12
Excellent	3	2	1	6	3	5	1	1	6	2	3	4	-	4	2	3
	3.3%	3.0%	4.0%	16.2%	5.0%	11.1%	4.5%	6.2%	10.2%	4.0%	6.1%	12.5%		11.1%	3.7%	8.8%
				Bc												
Very good	18	12	6	7	12	10	3	3	12	10	7	8	10	6	11	7
	19.6%	17.9%	24.0%	18.9%	20.0%	22.2%	13.6%	18.8%	20.3%	20.0%	14.3%	25.0%	27.0%	16.7%	20.4%	20.6%
Good	41	32	9	8	24	17	8	9	18	20	16	12	15	7	23	16
	44.6%	47.8%	36.0%	21.6%	40.0%	37.8%	36.4%	56.2%	30.5%	40.0%	32.7%	37.5%	40.5%	19.4%	42.6%	47.1%
			D					i						N	N	
Fair	25	18	7	11	15	11	8	2	19	13	16	7	10	13	15	7
	27.2%	26.9%	28.0%	29.7%	25.0%	24.4%	36.4%	12.5%	32.2%	26.0%	32.7%	21.9%	27.0%	36.1%	27.8%	20.6%
								h								
Poor	5	3	2	5	6	2	2	1	4	5	7	1	2	6	3	1
	5.4%	4.5%	8.0%	13.5%	10.0%	4.4%	9.1%	6.2%	6.8%	10.0%	14.3%	3.1%	5.4%	16.7%	5.6%	2.9%
											l			P		
N/A	30	25	5	17	22	14	10	13	19	15	21	10	10	9	24	12
Summary Rate - Excellent/ Very good	21	14	7	13	15	15	4	4	18	12	10	12	10	10	13	10
	22.8%	20.9%	28.0%	35.1%	25.0%	33.3%	18.2%	25.0%	30.5%	24.0%	20.4%	37.5%	27.0%	27.8%	24.1%	29.4%
												k				

Comparison Groups: BCD/EPG/HIJ/KLM/NOP  
 Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.  
 Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30).

University Family Care  
 Provider Satisfaction Survey (910443)

Q17. Timeliness of UM appeals process. (Other AHCCCS Plans)

	--- Provider ---			-- Physicians --			----- Years -----			--- Managed Care ---			----- Survey -----			
	----- Type -----			- in Practice -			- in Practice -			----- Volume -----			--- Respondent ---			
	Total PCP & Spec Answering	PCP	Spec	Dentist	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21- 100%	Phys.	Offc Mgr.	Nurse Other
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total	148	110	38	67	91	79	38	35	93	79	78	49	54	45	92	58
Total Answering	91	66	25	41	63	44	23	17	63	49	50	33	37	33	57	37
	100.0%	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100%	100.0%
No Answer	28	20	8	14	11	21	6	7	15	15	9	8	8	2	15	11
Excellent	1	-	1	1	1	1	-	-	2	-	1	1	-	1	1	-
	1.1%		4.0%	2.4%	1.6%	2.3%			3.2%		2.0%	3.0%		3.0%	1.8%	
Very good	14	10	4	9	10	10	3	2	13	8	6	9	7	5	11	6
	15.4%	15.2%	16.0%	22.0%	15.9%	22.7%	13.0%	11.8%	20.6%	16.3%	12.0%	27.3%	18.9%	15.2%	19.3%	16.2%
Good	45	34	11	12	26	21	10	9	23	23	16	15	18	10	25	19
	49.5%	51.5%	44.0%	29.3%	41.3%	47.7%	43.5%	52.9%	36.5%	46.9%	32.0%	45.5%	48.6%	30.3%	43.9%	51.4%
Fair	27	19	8	15	21	11	8	5	22	14	21	7	11	15	18	9
	29.7%	28.8%	32.0%	36.6%	33.3%	25.0%	34.8%	29.4%	34.9%	28.6%	42.0%	21.2%	29.7%	45.5%	31.6%	24.3%
Poor	4	3	1	4	5	1	2	1	3	4	6	1	1	2	2	3
	4.4%	4.5%	4.0%	9.8%	7.9%	2.3%	8.7%	5.9%	4.8%	8.2%	12.0%	3.0%	2.7%	6.1%	3.5%	8.1%
N/A	29	24	5	12	17	14	9	11	15	15	19	8	9	10	20	10
Summary Rate - Excellent/ Very good	15	10	5	10	11	11	3	2	15	8	7	10	7	6	12	6
	16.5%	15.2%	20.0%	24.4%	17.5%	25.0%	13.0%	11.8%	23.8%	16.3%	14.0%	30.3%	18.9%	18.2%	21.1%	16.2%

Comparison Groups: BCD/EPG/HIJ/KLM/NOP

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case 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 The Myers Group

770-978-3173

2011

University Family Care  
 Provider Satisfaction Survey (910443)

Q18. Timeliness of resolution requiring Medical Director intervention. (University Family Care)

	--- Provider ---			-- Physicians --			---- Years ----			--- Managed Care ---			----- Survey -----			
	----- Type -----			- in Practice -			- in Practice -			----- Volume -----			--- Respondent ---			
	Total PCP & Spec Answering	PCP	Spec	Dentist	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21-100%	Phys.	Offc Mgr.	Nurse Other
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total	148	110	38	67	91	79	38	35	93	79	78	49	54	45	92	58
Total Answering	80	57	23	28	46	40	20	14	47	43	38	26	34	31	40	32
	100.0%	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100%	100.0%
No Answer	29	21	8	14	12	21	6	7	16	16	9	8	9	-	17	13
Excellent	3	2	1	2	2	3	-	1	3	1	2	3	-	3	1	1
	3.8%	3.5%	4.3%	7.1%	4.3%	7.5%		7.1%	6.4%	2.3%	5.3%	11.5%		9.7%	2.5%	3.1%
Very good	17	10	7	7	12	8	4	1	12	11	8	8	6	7	7	8
	21.2%	17.5%	30.4%	25.0%	26.1%	20.0%	20.0%	7.1%	25.5%	25.6%	21.1%	30.8%	17.6%	22.6%	17.5%	25.0%
									H	h						
Good	36	27	9	9	18	18	9	9	15	20	13	10	16	10	17	16
	45.0%	47.4%	39.1%	32.1%	39.1%	45.0%	45.0%	64.3%	31.9%	46.5%	34.2%	38.5%	47.1%	32.3%	42.5%	50.0%
								I								
Fair	20	15	5	9	11	10	6	3	16	7	12	5	10	8	14	6
	25.0%	26.3%	21.7%	32.1%	23.9%	25.0%	30.0%	21.4%	34.0%	16.3%	31.6%	19.2%	29.4%	25.8%	35.0%	18.8%
								J								
Poor	4	3	1	1	3	1	1	-	1	4	3	-	2	3	1	1
	5.0%	5.3%	4.3%	3.6%	6.5%	2.5%	5.0%		2.1%	9.3%	7.9%		5.9%	9.7%	2.5%	3.1%
N/A	39	32	7	25	33	18	12	14	30	20	31	15	11	14	35	13
Summary Rate - Excellent/ Very good	20	12	8	9	14	11	4	2	15	12	10	11	6	10	8	9
	25.0%	21.1%	34.8%	32.1%	30.4%	27.5%	20.0%	14.3%	31.9%	27.9%	26.3%	42.3%	17.6%	32.3%	20.0%	28.1%
												M				

Comparison Groups: BCD/EFG/HIJ/KLM/NOP

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case 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 The Myers Group

770-978-3173

2011

University Family Care  
 Provider Satisfaction Survey (910443)

Q18. Timeliness of resolution requiring Medical Director intervention. (Other AHCCCS Plans)

	--- Provider ---			-- Physicians --			---- Years ----			--- Managed Care ---			----- Survey -----			
	----- Type -----			- in Practice -			- in Practice -			----- Volume -----			--- Respondent ---			
	Total PCP & Spec Answering	PCP	Spec	Dentist	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21- 100%	Phys.	Offc Mgr.	Nurse Other
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total	148	110	38	67	91	79	38	35	93	79	78	49	54	45	92	58
Total Answering	80	56	24	31	47	43	20	17	48	43	37	27	36	29	44	34
	100.0%	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100%	100.0%
No Answer	32	24	8	13	13	21	6	6	17	17	12	8	8	3	16	12
Excellent	2	1	1	1	1	2	-	1	2	-	1	2	-	1	1	1
	2.5%	1.8%	4.2%	3.2%	2.1%	4.7%		5.9%	4.2%		2.7%	7.4%		3.4%	2.3%	2.9%
Very good	14	9	5	6	9	7	4	1	11	8	5	7	7	7	6	5
	17.5%	16.1%	20.8%	19.4%	19.1%	16.3%	20.0%	5.9%	22.9%	18.6%	13.5%	25.9%	19.4%	24.1%	13.6%	14.7%
									H							
Good	42	31	11	11	23	22	8	9	19	24	15	12	18	12	21	18
	52.5%	55.4%	45.8%	35.5%	48.9%	51.2%	40.0%	52.9%	39.6%	55.8%	40.5%	44.4%	50.0%	41.4%	47.7%	52.9%
				d												
Fair	18	12	6	12	12	11	6	4	16	8	14	5	9	6	15	9
	22.5%	21.4%	25.0%	38.7%	25.5%	25.6%	30.0%	23.5%	33.3%	18.6%	37.8%	18.5%	25.0%	20.7%	34.1%	26.5%
				b							1					
Poor	4	3	1	1	2	1	2	2	-	3	2	1	2	3	1	1
	5.0%	5.4%	4.2%	3.2%	4.3%	2.3%	10.0%	11.8%		7.0%	5.4%	3.7%	5.6%	10.3%	2.3%	2.9%
N/A	36	30	6	23	31	15	12	12	28	19	29	14	10	13	32	12
Summary Rate - Excellent/ Very good	16	10	6	7	10	9	4	2	13	8	6	9	7	8	7	6
	20.0%	17.9%	25.0%	22.6%	21.3%	20.9%	20.0%	11.8%	27.1%	18.6%	16.2%	33.3%	19.4%	27.6%	15.9%	17.6%

Comparison Groups: BCD/EFG/HIJ/KLM/NOP

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case letters indicate significance at the 90% level.

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Presented by The Myers Group

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University Family Care  
 Provider Satisfaction Survey (910443)

Q19. Degree of improvement plan has made to reduce/eliminate the "hassle factor" of getting patients the services they need. (University Family Care)

	----- Provider ----- -- Physicians --- ----- Years ----- --- Managed Care --- ----- Survey -----															
	Type -----			in Practice ---			in Practice ---			Volume -----			Respondent ---			
	PCP	Spec	Dentist	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21-100%	Phys.	Offc Mgr.	Nurse Other	
Total PCP & Spec Answering	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total	148	110	38	67	91	79	38	35	93	79	78	49	54	45	92	58
Total Answering	102	74	28	45	68	53	23	23	65	56	55	36	44	38	65	39
	100.0%	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100%	100.0%
No Answer	29	21	8	15	12	21	7	7	17	16	10	7	9	1	15	14
Excellent	5	4	1	5	5	4	1	1	6	3	4	3	3	1	6	3
	4.9%	5.4%	3.6%	11.1%	7.4%	7.5%	4.3%	4.3%	9.2%	5.4%	7.3%	8.3%	6.8%	2.6%	9.2%	7.7%
Very good	21	17	4	10	15	11	5	2	12	17	11	11	8	11	11	6
	20.6%	23.0%	14.3%	22.2%	22.1%	20.8%	21.7%	8.7%	18.5%	30.4%	20.0%	30.6%	18.2%	28.9%	16.9%	15.4%
										H						
Good	49	35	14	16	33	24	7	14	25	24	17	17	23	10	34	19
	48.0%	47.3%	50.0%	35.6%	48.5%	45.3%	30.4%	60.9%	38.5%	42.9%	30.9%	47.2%	52.3%	26.3%	52.3%	48.7%
								i					K		N	N
Fair	16	11	5	11	9	11	6	5	16	5	14	3	7	8	11	8
	15.7%	14.9%	17.9%	24.4%	13.2%	20.8%	26.1%	21.7%	24.6%	8.9%	25.5%	8.3%	15.9%	21.1%	16.9%	20.5%
								J			L					
Poor	11	7	4	3	6	3	4	1	6	7	9	2	3	8	3	3
	10.8%	9.5%	14.3%	6.7%	8.8%	5.7%	17.4%	4.3%	9.2%	12.5%	16.4%	5.6%	6.8%	21.1%	4.6%	7.7%
											1			Op		
N/A	17	15	2	7	11	5	8	5	11	7	13	6	1	6	12	5
Summary Rate - Excellent/ Very good	26	21	5	15	20	15	6	3	18	20	15	14	11	12	17	9
	25.5%	28.4%	17.9%	33.3%	29.4%	28.3%	26.1%	13.0%	27.7%	35.7%	27.3%	38.9%	25.0%	31.6%	26.2%	23.1%
											H					

Comparison Groups: BCD/EFG/HIJ/KLM/NOP

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case 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 The Myers Group

770-978-3173

2011

University Family Care  
 Provider Satisfaction Survey (910443)

Q19. Degree of improvement plan has made to reduce/eliminate the "hassle factor" of getting patients the services they need. (Other AHCCCS Plans)

	--- Provider Type ---			-- Physicians in Practice ---			---- Years in Practice ----			--- Managed Care Volume ---			----- Survey Respondent -----			
	PCP	Spec	Dentist	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21-100%	Phys.	Offc Mgr.	Nurse Other	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total	148	110	38	67	91	79	38	35	93	79	78	49	54	45	92	58
Total Answering	102	74	28	45	68	53	22	23	67	54	54	36	44	37	66	39
	100.0%	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100%	100.0%
No Answer	29	21	8	15	13	21	7	7	16	17	10	7	9	1	15	14
Excellent	3	2	1	1	1	2	1	-	3	1	2	2	-	-	3	1
	2.9%	2.7%	3.6%	2.2%	1.5%	3.8%	4.5%		4.5%	1.9%	3.7%	5.6%			4.5%	2.6%
Very good	16	12	4	9	12	10	3	2	9	14	9	9	6	9	10	4
	15.7%	16.2%	14.3%	20.0%	17.6%	18.9%	13.6%	8.7%	13.4%	25.9%	16.7%	25.0%	13.6%	24.3%	15.2%	10.3%
									Hi							
Good	53	41	12	17	38	24	7	11	32	25	21	17	24	12	35	20
	52.0%	55.4%	42.9%	37.8%	55.9%	45.3%	31.8%	47.8%	47.8%	46.3%	38.9%	47.2%	54.5%	32.4%	53.0%	51.3%
		d			G									N	n	n
Fair	23	16	7	15	13	14	9	7	20	10	19	6	10	12	14	12
	22.5%	21.6%	25.0%	33.3%	19.1%	26.4%	40.9%	30.4%	29.9%	18.5%	35.2%	16.7%	22.7%	32.4%	21.2%	30.8%
					e						L					
Poor	7	3	4	3	4	3	2	3	3	4	3	2	4	4	4	2
	6.9%	4.1%	14.3%	6.7%	5.9%	5.7%	9.1%	13.0%	4.5%	7.4%	5.6%	5.6%	9.1%	10.8%	6.1%	5.1%
N/A	17	15	2	7	10	5	9	5	10	8	14	6	1	7	11	5
Summary Rate - Excellent/ Very good	19	14	5	10	13	12	4	2	12	15	11	11	6	9	13	5
	18.6%	18.9%	17.9%	22.2%	19.1%	22.6%	18.2%	8.7%	17.9%	27.8%	20.4%	30.6%	13.6%	24.3%	19.7%	12.8%
									H			m				

Comparison Groups: BCD/EPG/HIJ/KLM/NOP

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case 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 The Myers Group

770-978-3173

2011

University Family Care  
 Provider Satisfaction Survey (910443)

Q20. The health plan's administration of the PCP's referrals to a specialist. (University Family Care)

	--- Provider ---			-- Physicians --			---- Years -----			--- Managed Care ---			----- Survey ----			
	Type			in Practice			in Practice			Volume			Respondent			
Total PCP & Spec Answering	PCP	Spec	Dentist	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21-100%	Phys.	Offc Mgr.	Nurse Other	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total	148	110	38	67	91	79	38	35	93	79	78	49	54	45	92	58
Total Answering	108	82	26	39	67	49	27	22	66	55	53	37	44	40	62	39
	100.0%	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100%	100.0%
No Answer	31	22	9	17	14	24	7	7	19	18	11	9	10	2	16	16
Excellent	7	4	3	4	4	5	2	-	7	4	4	4	3	2	7	2
	6.5%	4.9%	11.5%	10.3%	6.0%	10.2%	7.4%		10.6%	7.3%	7.5%	10.8%	6.8%	5.0%	11.3%	5.1%
Very good	30	21	9	9	15	17	7	5	17	17	13	11	11	13	16	9
	27.8%	25.6%	34.6%	23.1%	22.4%	34.7%	25.9%	22.7%	25.8%	30.9%	24.5%	29.7%	25.0%	32.5%	25.8%	23.1%
Good	45	37	8	16	32	18	11	14	22	23	24	14	19	13	26	18
	41.7%	45.1%	30.8%	41.0%	47.8%	36.7%	40.7%	63.6%	33.3%	41.8%	45.3%	37.8%	43.2%	32.5%	41.9%	46.2%
Fair	21	16	5	10	14	9	5	2	17	10	9	7	10	9	11	10
	19.4%	19.5%	19.2%	25.6%	20.9%	18.4%	18.5%	9.1%	25.8%	18.2%	17.0%	18.9%	22.7%	22.5%	17.7%	25.6%
Poor	5	4	1	-	2	-	2	1	3	1	3	1	1	3	2	-
	4.6%	4.9%	3.8%		3.0%		7.4%	4.5%	4.5%	1.8%	5.7%	2.7%	2.3%	7.5%	3.2%	
N/A	9	6	3	11	10	6	4	6	8	6	14	3	-	3	14	3
Summary Rate - Excellent/ Very good	37	25	12	13	19	22	9	5	24	21	17	15	14	15	23	11
	34.3%	30.5%	46.2%	33.3%	28.4%	44.9%	33.3%	22.7%	36.4%	38.2%	32.1%	40.5%	31.8%	37.5%	37.1%	28.2%

Comparison Groups: BCD/EPG/HIJ/KLM/NOP

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case 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 The Myers Group

770-978-3173

2011



University Family Care  
 Provider Satisfaction Survey (910443)

Q20. The health plan's administration of the PCP's referrals to a specialist. (Other AHCCCS Plans)

	--- Provider ---			-- Physicians --			---- Years ----			--- Managed Care ---			----- Survey -----			
	Type			in Practice			in Practice			Volume			Respondent			
Total PCP & Spec Answering	PCP	Spec	Dentist	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21-100%	Phys.	Offc Mgr.	Nurse Other	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total	148	110	38	67	91	79	38	35	93	79	78	49	54	45	92	58
Total Answering	108	82	26	37	66	48	27	22	67	53	51	38	43	38	60	41
	100.0%	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100%	100.0%
No Answer	33	23	10	18	16	25	7	8	18	20	15	7	11	3	18	16
Excellent	6	3	3	1	1	4	2	1	5	1	2	4	1	1	4	2
	5.6%	3.7%	11.5%	2.7%	1.5%	8.3%	7.4%	4.5%	7.5%	1.9%	3.9%	10.5%	2.3%	2.6%	6.7%	4.9%
Very good	23	18	5	9	15	13	4	3	15	14	9	12	7	10	11	10
	21.3%	22.0%	19.2%	24.3%	22.7%	27.1%	14.8%	13.6%	22.4%	26.4%	17.6%	31.6%	16.3%	26.3%	18.3%	24.4%
Good	55	42	13	12	32	21	14	12	27	26	26	15	21	16	31	16
	50.9%	51.2%	50.0%	32.4%	48.5%	43.8%	51.9%	54.5%	40.3%	49.1%	51.0%	39.5%	48.8%	42.1%	51.7%	39.0%
Fair	18	14	4	14	15	8	6	5	17	9	10	6	12	8	12	11
	16.7%	17.1%	15.4%	37.8%	22.7%	16.7%	22.2%	22.7%	25.4%	17.0%	19.6%	15.8%	27.9%	21.1%	20.0%	26.8%
Poor	6	5	1	1	3	2	1	1	3	3	4	1	2	3	2	2
	5.6%	6.1%	3.8%	2.7%	4.5%	4.2%	3.7%	4.5%	4.5%	5.7%	7.8%	2.6%	4.7%	7.9%	3.3%	4.9%
N/A	7	5	2	12	9	6	4	5	8	6	12	4	-	4	14	1
Summary Rate - Excellent/ Very good	29	21	8	10	16	17	6	4	20	15	11	16	8	11	15	12
	26.9%	25.6%	30.8%	27.0%	24.2%	35.4%	22.2%	18.2%	29.9%	28.3%	21.6%	42.1%	18.6%	28.9%	25.0%	29.3%

Comparison Groups: BCD/EPG/HIJ/KLM/NOP

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case 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 The Myers Group

770-978-3173

2011

University Family Care  
 Provider Satisfaction Survey (910443)

Q21. The health plan's facilitation/support of appropriate clinical care for patients. (University Family Care)

	--- Provider ---			-- Physicians --			---- Years ----			--- Managed Care ---			----- Survey -----			
	----- Type -----			- in Practice -			in Practice			----- Volume -----			--- Respondent ---			
	Total PCP & Spec Answering	PCP	Spec	Dentist	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21- 100%	Phys.	Offc Mgr.	Nurse Other
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total	148	110	38	67	91	79	38	35	93	79	78	49	54	45	92	58
Total Answering	102	76	26	37	61	49	25	21	63	51	55	34	38	40	58	35
	100.0%	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100%	100.0%
No Answer	32	23	9	17	15	24	7	8	18	19	11	7	12	2	19	14
Excellent	6	3	3	5	3	6	2	1	7	3	4	5	1	3	6	2
	5.9%	3.9%	11.5%	13.5%	4.9%	12.2%	8.0%	4.8%	11.1%	5.9%	7.3%	14.7%	2.6%	7.5%	10.3%	5.7%
Very good	25	17	8	6	12	12	7	1	13	17	10	11	9	11	10	9
	24.5%	22.4%	30.8%	16.2%	19.7%	24.5%	28.0%	4.8%	20.6%	33.3%	18.2%	32.4%	23.7%	27.5%	17.2%	25.7%
Good	46	36	10	17	32	23	7	15	27	19	24	14	18	11	31	17
	45.1%	47.4%	38.5%	45.9%	52.5%	46.9%	28.0%	71.4%	42.9%	37.3%	43.6%	41.2%	47.4%	27.5%	53.4%	48.6%
Fair	19	16	3	7	10	8	6	1	15	8	11	4	8	11	9	5
	18.6%	21.1%	11.5%	18.9%	16.4%	16.3%	24.0%	4.8%	23.8%	15.7%	20.0%	11.8%	21.1%	27.5%	15.5%	14.3%
Poor	6	4	2	2	4	-	3	3	1	4	6	-	2	4	2	2
	5.9%	5.3%	7.7%	5.4%	6.6%		12.0%	14.3%	1.6%	7.8%	10.9%		5.3%	10.0%	3.4%	5.7%
N/A	14	11	3	13	15	6	6	6	12	9	12	8	4	3	15	9
Summary Rate - Excellent/ Very good	31	20	11	11	15	18	9	2	20	20	14	16	10	14	16	11
	30.4%	26.3%	42.3%	29.7%	24.6%	36.7%	36.0%	9.5%	31.7%	39.2%	25.5%	47.1%	26.3%	35.0%	27.6%	31.4%

Comparison Groups: BCD/EFG/HIJ/KLM/NOP

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case 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 The Myers Group

770-978-3173

2011

University Family Care  
 Provider Satisfaction Survey (910443)

Q21. The health plan's facilitation/support of appropriate clinical care for patients. (Other AHCCCS Plans)

	--- Provider ---			-- Physicians --			---- Years ----			--- Managed Care ---			----- Survey -----			
	----- Type -----			- in Practice -			- in Practice -			----- Volume -----			--- Respondent ---			
	Total PCP & Spec Answering	PCP	Spec	Dentist	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21- 100%	Phys.	Offc Mgr.	Nurse Other
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total	148	110	38	67	91	79	38	35	93	79	78	49	54	45	92	58
Total Answering	102	76	26	36	61	48	25	21	64	50	53	33	39	38	58	36
	100.0%	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100%	100.0%
No Answer	33	23	10	20	18	25	7	8	21	19	16	8	11	3	21	15
Excellent	5	2	3	2	1	5	1	1	4	2	3	3	1	1	5	1
	4.9%	2.6%	11.5%	5.6%	1.6%	10.4%	4.0%	4.8%	6.2%	4.0%	5.7%	9.1%	2.6%	2.6%	8.6%	2.8%
Very good	21	16	5	6	12	9	6	1	12	14	7	10	8	9	9	8
	20.6%	21.1%	19.2%	16.7%	19.7%	18.8%	24.0%	4.8%	18.8%	28.0%	13.2%	30.3%	20.5%	23.7%	15.5%	22.2%
Good	54	41	13	16	35	25	9	13	31	25	28	15	19	14	33	19
	52.9%	53.9%	50.0%	44.4%	57.4%	52.1%	36.0%	61.9%	48.4%	50.0%	52.8%	45.5%	48.7%	36.8%	56.9%	52.8%
Fair	19	15	4	9	10	9	7	2	15	9	12	5	8	12	8	7
	18.6%	19.7%	15.4%	25.0%	16.4%	18.8%	28.0%	9.5%	23.4%	18.0%	22.6%	15.2%	20.5%	31.6%	13.8%	19.4%
Poor	3	2	1	3	3	-	2	4	2	-	3	-	3	2	3	1
	2.9%	2.6%	3.8%	8.3%	4.9%	-	8.0%	19.0%	3.1%	-	5.7%	-	7.7%	5.3%	5.2%	2.8%
N/A	13	11	2	11	12	6	6	6	8	10	9	8	4	4	13	7
Summary Rate - Excellent/ Very good	26	18	8	8	13	14	7	2	16	16	10	13	9	10	14	9
	25.5%	23.7%	30.8%	22.2%	21.3%	29.2%	28.0%	9.5%	25.0%	32.0%	18.9%	39.4%	23.1%	26.3%	24.1%	25.0%

Comparison Groups: BCD/EPG/HIJ/KLM/NOP

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case letters indicate significance at the 90% level.

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Presented by The Myers Group

770-978-3173

2011

University Family Care  
 Provider Satisfaction Survey (910443)

Q22. Phone access to Case/Care Managers. (University Family Care)

	--- Provider ---			-- Physicians --			---- Years ----			--- Managed Care ---			----- Survey -----			
	----- Type -----			- in Practice -			- in Practice -			----- Volume -----			--- Respondent ---			
	Total PCP & Spec Answering	PCP	Spec	Dentist	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21- 100%	Phys.	Offc Mgr.	Nurse Other
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total	148	110	38	67	91	79	38	35	93	79	78	49	54	45	92	58
Total Answering	87	69	18	39	57	48	20	18	60	44	46	33	36	34	54	33
	100.0%	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100%	100.0%
No Answer	35	24	11	17	17	23	7	8	21	19	13	8	12	2	21	15
Excellent	5	3	2	7	4	6	2	1	9	2	4	5	1	3	6	3
	5.7%	4.3%	11.1%	17.9%	7.0%	12.5%	10.0%	5.6%	15.0%	4.5%	8.7%	15.2%	2.8%	8.8%	11.1%	9.1%
				B					j			m				
Very good	17	13	4	5	9	11	2	1	9	12	7	9	6	6	8	7
	19.5%	18.8%	22.2%	12.8%	15.8%	22.9%	10.0%	5.6%	15.0%	27.3%	15.2%	27.3%	16.7%	17.6%	14.8%	21.2%
										H						
Good	33	26	7	16	23	20	6	11	20	17	17	11	16	7	27	13
	37.9%	37.7%	38.9%	41.0%	40.4%	41.7%	30.0%	61.1%	33.3%	38.6%	37.0%	33.3%	44.4%	20.6%	50.0%	39.4%
								Ij						N	n	
Fair	23	20	3	9	16	8	7	3	19	7	13	6	10	13	12	5
	26.4%	29.0%	16.7%	23.1%	28.1%	16.7%	35.0%	16.7%	31.7%	15.9%	28.3%	18.2%	27.8%	38.2%	22.2%	15.2%
									j					P		
Poor	9	7	2	2	5	3	3	2	3	6	5	2	3	5	1	5
	10.3%	10.1%	11.1%	5.1%	8.8%	6.2%	15.0%	11.1%	5.0%	13.6%	10.9%	6.1%	8.3%	14.7%	1.9%	15.2%
														O		O
N/A	26	17	9	11	17	8	11	9	12	16	19	8	6	9	17	10
Summary Rate - Excellent/ Very good	22	16	6	12	13	17	4	2	18	14	11	14	7	9	14	10
	25.3%	23.2%	33.3%	30.8%	22.8%	35.4%	20.0%	11.1%	30.0%	31.8%	23.9%	42.4%	19.4%	26.5%	25.9%	30.3%
								H	H			kM				

Comparison Groups: BCD/EPG/HIJ/KLM/NOP

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case 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 The Myers Group

770-978-3173

2011

University Family Care  
 Provider Satisfaction Survey (910443)

Q22. Phone access to Case/Care Managers. (Other AHCCCS Plans)

	--- Provider ---			-- Physicians --			----- Years -----			--- Managed Care ---			----- Survey -----			
	----- Type -----			- in Practice -			- in Practice -			----- Volume -----			--- Respondent ---			
	PCP	Spec	Dentist	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21-100%	Phys.	Offc Mgr.	Nurse Other	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total	148	110	38	67	91	79	38	35	93	79	78	49	54	45	92	58
Total Answering	91	72	19	38	58	49	20	18	64	43	47	34	37	34	55	35
	100.0%	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100%	100.0%
No Answer	35	24	11	17	18	22	8	8	20	20	14	8	11	2	21	15
Excellent	3	2	1	4	2	4	1	1	5	1	3	4	-	1	4	2
	3.3%	2.8%	5.3%	10.5%	3.4%	8.2%	5.0%	5.6%	7.8%	2.3%	6.4%	11.8%		2.9%	7.3%	5.7%
Very good	17	13	4	6	9	11	3	2	10	11	6	7	8	9	7	6
	18.7%	18.1%	21.1%	15.8%	15.5%	22.4%	15.0%	11.1%	15.6%	25.6%	12.8%	20.6%	21.6%	26.5%	12.7%	17.1%
Good	39	30	9	13	24	21	7	8	24	19	18	13	16	10	27	13
	42.9%	41.7%	47.4%	34.2%	41.4%	42.9%	35.0%	44.4%	37.5%	44.2%	38.3%	38.2%	43.2%	29.4%	49.1%	37.1%
Fair	26	22	4	13	17	11	9	6	21	9	15	8	13	10	16	11
	28.6%	30.6%	21.1%	34.2%	29.3%	22.4%	45.0%	33.3%	32.8%	20.9%	31.9%	23.5%	35.1%	29.4%	29.1%	31.4%
Poor	6	5	1	2	6	2	-	1	4	3	5	2	-	4	1	3
	6.6%	6.9%	5.3%	5.3%	10.3%	4.1%		5.6%	6.2%	7.0%	10.6%	5.9%		11.8%	1.8%	8.6%
N/A	22	14	8	12	15	8	10	9	9	16	17	7	6	9	16	8
Summary Rate - Excellent/ Very good	20	15	5	10	11	15	4	3	15	12	9	11	8	10	11	8
	22.0%	20.8%	26.3%	26.3%	19.0%	30.6%	20.0%	16.7%	23.4%	27.9%	19.1%	32.4%	21.6%	29.4%	20.0%	22.9%

Comparison Groups: BCD/EPG/HIJ/KLM/NOP

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case letters indicate significance at the 90% level.

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Presented by The Myers Group

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2011

University Family Care  
 Provider Satisfaction Survey (910443)

Q23. Alternative care and community resource options offered by the Case/Care Manager to my patients. (University Family Care)

	--- Provider ---			-- Physicians --			---- Years ----			--- Managed Care ---			----- Survey -----			
	----- Type -----			- in Practice -			- in Practice -			----- Volume -----			--- Respondent ---			
	PCP	Spec	Dentist	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21-100%	Phys.	Offc Mgr.	Nurse Other	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total	148	110	38	67	91	79	38	35	93	79	78	49	54	45	92	58
Total Answering	76	56	20	25	45	36	17	15	48	36	29	28	34	29	41	27
	100.0%	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100%	100.0%
No Answer	37	27	10	17	16	24	10	9	20	20	14	11	11	3	20	16
Excellent	3	2	1	-	2	1	-	1	1	1	1	2	-	1	1	1
	3.9%	3.6%	5.0%		4.4%	2.8%		6.7%	2.1%	2.8%	3.4%	7.1%		3.4%	2.4%	3.7%
Very good	16	12	4	6	9	8	5	1	12	9	5	9	7	9	6	6
	21.1%	21.4%	20.0%	24.0%	20.0%	22.2%	29.4%	6.7%	25.0%	25.0%	17.2%	32.1%	20.6%	31.0%	14.6%	22.2%
Good	33	23	10	13	20	19	7	10	17	18	12	12	17	6	24	13
	43.4%	41.1%	50.0%	52.0%	44.4%	52.8%	41.2%	66.7%	35.4%	50.0%	41.4%	42.9%	50.0%	20.7%	58.5%	48.1%
Fair	16	12	4	5	11	3	4	2	14	4	7	3	8	9	9	3
	21.1%	21.4%	20.0%	20.0%	24.4%	8.3%	23.5%	13.3%	29.2%	11.1%	24.1%	10.7%	23.5%	31.0%	22.0%	11.1%
Poor	8	7	1	1	3	5	1	1	4	4	4	2	2	4	1	4
	10.5%	12.5%	5.0%	4.0%	6.7%	13.9%	5.9%	6.7%	8.3%	11.1%	13.8%	7.1%	5.9%	13.8%	2.4%	14.8%
N/A	35	27	8	25	30	19	11	11	25	23	35	10	9	13	31	15
Summary Rate - Excellent/ Very good	19	14	5	6	11	9	5	2	13	10	6	11	7	10	7	7
	25.0%	25.0%	25.0%	24.0%	24.4%	25.0%	29.4%	13.3%	27.1%	27.8%	20.7%	39.3%	20.6%	34.5%	17.1%	25.9%

Comparison Groups: BCD/EPG/HIJ/KLM/NOP

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case 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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2011

University Family Care  
 Provider Satisfaction Survey (910443)

Q23. Alternative care and community resource options offered by the Case/Care Manager to my patients. (Other AHCCCS Plans)

	--- Provider ---			-- Physicians --			---- Years ----			--- Managed Care ---			----- Survey ----			
	----- Type -----			- in Practice -			- in Practice -			----- Volume -----			--- Respondent ---			
	PCP	Spec	Dentist	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21-100%	Phys.	Offc Mgr.	Nurse Other	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total	148	110	38	67	91	79	38	35	93	79	78	49	54	45	92	58
Total Answering	79	59	20	26	47	37	18	16	51	35	30	30	34	28	42	30
	100.0%	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100%	100.0%
No Answer	36	26	10	18	18	23	9	8	20	21	16	9	11	3	21	16
Excellent	2	1	1	1	1	2	-	1	2	-	1	2	-	1	1	1
	2.5%	1.7%	5.0%	3.8%	2.1%	5.4%		6.2%	3.9%		3.3%	6.7%		3.6%	2.4%	3.3%
Very good	14	10	4	5	8	7	4	1	10	8	3	9	6	7	5	6
	17.7%	16.9%	20.0%	19.2%	17.0%	18.9%	22.2%	6.2%	19.6%	22.9%	10.0%	30.0%	17.6%	25.0%	11.9%	20.0%
									h			K				
Good	39	29	10	11	24	17	9	9	21	19	15	11	18	9	26	12
	49.4%	49.2%	50.0%	42.3%	51.1%	45.9%	50.0%	56.2%	41.2%	54.3%	50.0%	36.7%	52.9%	32.1%	61.9%	40.0%
															Np	
Fair	18	13	5	8	12	8	3	4	15	5	7	7	9	8	9	8
	22.8%	22.0%	25.0%	30.8%	25.5%	21.6%	16.7%	25.0%	29.4%	14.3%	23.3%	23.3%	26.5%	28.6%	21.4%	26.7%
									j							
Poor	6	6	-	1	2	3	2	1	3	3	4	1	1	3	1	3
	7.6%	10.2%		3.8%	4.3%	8.1%	11.1%	6.2%	5.9%	8.6%	13.3%	3.3%	2.9%	10.7%	2.4%	10.0%
N/A	33	25	8	23	26	19	11	11	22	23	32	10	9	14	29	12
Summary Rate - Excellent/ Very good	16	11	5	6	9	9	4	2	12	8	4	11	6	8	6	7
	20.3%	18.6%	25.0%	23.1%	19.1%	24.3%	22.2%	12.5%	23.5%	22.9%	13.3%	36.7%	17.6%	28.6%	14.3%	23.3%
												Km				

Comparison Groups: BCD/EFG/HIJ/KLM/NOP

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case 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 The Myers Group

770-978-3173

2011

University Family Care  
 Provider Satisfaction Survey (910443)

Q24. The health plan's commitment to chronic disease management programs. (University Family Care)

	--- Provider ---			-- Physicians --			---- Years ----			--- Managed Care ---			----- Survey ----			
	----- Type -----			- in Practice -			- in Practice -			----- Volume -----			--- Respondent ---			
	Total PCP & Spec Answering	PCP	Spec	Dentist	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21- 100%	Phys.	Offc Mgr.	Nurse Other
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total	148	110	38	67	91	79	38	35	93	79	78	49	54	45	92	58
Total Answering	86	70	16	18	40	39	22	17	47	37	37	28	28	35	34	31
	100.0%	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100%	100.0%
No Answer	35	25	10	17	16	24	8	7	20	21	13	8	13	2	20	16
Excellent	6	5	1	-	3	2	1	1	2	3	3	3	-	1	3	2
	7.0%	7.1%	6.2%		7.5%	5.1%	4.5%	5.9%	4.3%	8.1%	8.1%	10.7%		2.9%	8.8%	6.5%
Very good	18	15	3	7	8	10	7	1	14	10	8	8	7	12	5	6
	20.9%	21.4%	18.8%	38.9%	20.0%	25.6%	31.8%	5.9%	29.8%	27.0%	21.6%	28.6%	25.0%	34.3%	14.7%	19.4%
									H	H				O		
Good	35	28	7	8	15	20	8	11	15	16	13	11	13	8	16	18
	40.7%	40.0%	43.8%	44.4%	37.5%	51.3%	36.4%	64.7%	31.9%	43.2%	35.1%	39.3%	46.4%	22.9%	47.1%	58.1%
								I						N	N	
Fair	18	15	3	3	10	5	4	2	13	5	7	3	8	8	9	4
	20.9%	21.4%	18.8%	16.7%	25.0%	12.8%	18.2%	11.8%	27.7%	13.5%	18.9%	10.7%	28.6%	22.9%	26.5%	12.9%
														1		
Poor	9	7	2	-	4	2	2	2	3	3	6	3	-	6	1	1
	10.5%	10.0%	12.5%		10.0%	5.1%	9.1%	11.8%	6.4%	8.1%	16.2%	10.7%		17.1%	2.9%	3.2%
														Op		
N/A	27	15	12	32	35	16	8	11	26	21	28	13	13	8	38	11
Summary Rate - Excellent/ Very good	24	20	4	7	11	12	8	2	16	13	11	11	7	13	8	8
	27.9%	28.6%	25.0%	38.9%	27.5%	30.8%	36.4%	11.8%	34.0%	35.1%	29.7%	39.3%	25.0%	37.1%	23.5%	25.8%
									H	H						

Comparison Groups: BCD/EPG/HIJ/KLM/NOP

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case 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 The Myers Group

770-978-3173

2011



University Family Care  
 Provider Satisfaction Survey (910443)

Q24. The health plan's commitment to chronic disease management programs. (Other AHCCCS Plans)

	--- Provider ---			-- Physicians --			---- Years ----			--- Managed Care ---			----- Survey -----			
	----- Type -----			- in Practice -			- in Practice -			----- Volume -----			--- Respondent ---			
	Total PCP & Spec Answering	PCP	Spec	Dentist	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21- 100%	Phys.	Offc Mgr.	Nurse Other
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total	148	110	38	67	91	79	38	35	93	79	78	49	54	45	92	58
Total Answering	90	74	16	17	41	39	24	18	49	37	38	28	29	34	36	33
	100.0%	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100%	100.0%
No Answer	35	25	10	20	19	24	8	6	22	22	16	9	12	3	22	16
Excellent	2	2	-	1	-	2	1	-	3	-	2	1	-	1	1	1
	2.2%	2.7%		5.9%		5.1%	4.2%		6.1%		5.3%	3.6%		2.9%	2.8%	3.0%
Very good	21	17	4	4	11	7	7	3	12	10	10	8	6	10	6	7
	23.3%	23.0%	25.0%	23.5%	26.8%	17.9%	29.2%	16.7%	24.5%	27.0%	26.3%	28.6%	20.7%	29.4%	16.7%	21.2%
Good	42	35	7	7	18	21	10	9	19	20	16	11	14	10	20	18
	46.7%	47.3%	43.8%	41.2%	43.9%	53.8%	41.7%	50.0%	38.8%	54.1%	42.1%	39.3%	48.3%	29.4%	55.6%	54.5%
														N	N	N
Fair	19	15	4	5	11	6	5	4	13	6	7	5	9	10	7	7
	21.1%	20.3%	25.0%	29.4%	26.8%	15.4%	20.8%	22.2%	26.5%	16.2%	18.4%	17.9%	31.0%	29.4%	19.4%	21.2%
Poor	6	5	1	-	1	3	1	2	2	1	3	3	-	3	2	-
	6.7%	6.8%	6.2%		2.4%	7.7%	4.2%	11.1%	4.1%	2.7%	7.9%	10.7%		8.8%	5.6%	
N/A	23	11	12	30	31	16	6	11	22	20	24	12	13	8	34	9
Summary Rate - Excellent/ Very good	23	19	4	5	11	9	8	3	15	10	12	9	6	11	7	8
	25.6%	25.7%	25.0%	29.4%	26.8%	23.1%	33.3%	16.7%	30.6%	27.0%	31.6%	32.1%	20.7%	32.4%	19.4%	24.2%

Comparison Groups: BCD/EPG/HIJ/KLM/NOP

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case 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 The Myers Group

770-978-3173

2011

University Family Care  
 Provider Satisfaction Survey (910443)

Q25. University Family Care's Cultural Competency program.

	--- Provider ---			-- Physicians --			----- Years -----			--- Managed Care ---			----- Survey ----			
	----- Type -----			- in Practice -			- in Practice -			----- Volume -----			--- Respondent ---			
	Total PCP & Spec Answering	PCP	Spec	Dentist	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21- 100%	Phys.	Offc Mgr.	Nurse Other
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total	148	110	38	67	91	79	38	35	93	79	78	49	54	45	92	58
Total Answering	65	47	18	25	39	31	18	17	41	30	29	28	27	19	40	27
	100.0%	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100%	100.0%
No Answer	38	28	10	15	17	25	7	6	21	21	15	8	11	2	21	16
Excellent	6	5	1	3	4	3	2	2	4	3	2	7	-	3	3	3
	9.2%	10.6%	5.6%	12.0%	10.3%	9.7%	11.1%	11.8%	9.8%	10.0%	6.9%	25.0%	k	15.8%	7.5%	11.1%
Very good	14	10	4	10	6	13	5	4	10	10	9	7	7	6	9	8
	21.5%	21.3%	22.2%	40.0%	15.4%	41.9%	27.8%	23.5%	24.4%	33.3%	31.0%	25.0%	25.9%	31.6%	22.5%	29.6%
Good	31	22	9	10	26	8	6	8	18	13	14	11	13	6	22	11
	47.7%	46.8%	50.0%	40.0%	66.7%	25.8%	33.3%	47.1%	43.9%	43.3%	48.3%	39.3%	48.1%	31.6%	55.0%	40.7%
Fair	12	8	4	2	3	6	4	2	8	4	3	2	7	4	4	5
	18.5%	17.0%	22.2%	8.0%	7.7%	19.4%	22.2%	11.8%	19.5%	13.3%	10.3%	7.1%	25.9%	21.1%	10.0%	18.5%
Poor	2	2	-	-	-	1	1	1	1	-	1	1	-	-	2	-
	3.1%	4.3%				3.2%	5.6%	5.9%	2.4%		3.4%	3.6%		5.0%		
N/A	45	35	10	27	35	23	13	12	31	28	34	13	16	24	31	15
Summary Rate - Excellent/ Very good	20	15	5	13	10	16	7	6	14	13	11	14	7	9	12	11
	30.8%	31.9%	27.8%	52.0%	25.6%	51.6%	38.9%	35.3%	34.1%	43.3%	37.9%	50.0%	25.9%	47.4%	30.0%	40.7%
				bc			E					m				

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

University Family Care  
 Provider Satisfaction Survey (910443)

Q26. Your understanding of member's different cultures and how you deliver care. (University Family Care)

	--- Provider ---			-- Physicians --			---- Years ----			--- Managed Care ---			----- Survey ----			
	----- Type -----			- in Practice -			- in Practice -			----- Volume -----			--- Respondent ---			
	PCP	Spec	Dentist	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21-100%	Phys.	Offc Mgr.	Nurse Other	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total	148	110	38	67	91	79	38	35	93	79	78	49	54	45	92	58
Total Answering	98	72	26	32	57	46	23	24	53	50	46	37	36	32	57	36
	100.0%	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100%	100.0%
No Answer	35	25	10	17	18	24	7	7	20	20	14	9	10	2	18	18
Excellent	19	11	8	5	9	9	6	3	9	12	11	8	4	8	8	8
	19.4%	15.3%	30.8%	15.6%	15.8%	19.6%	26.1%	12.5%	17.0%	24.0%	23.9%	21.6%	11.1%	25.0%	14.0%	22.2%
Very good	22	18	4	9	11	15	5	2	13	15	10	12	7	9	10	10
	22.4%	25.0%	15.4%	28.1%	19.3%	32.6%	21.7%	8.3%	24.5%	30.0%	21.7%	32.4%	19.4%	28.1%	17.5%	27.8%
Good	44	34	10	15	31	17	8	17	23	17	18	15	21	10	34	12
	44.9%	47.2%	38.5%	46.9%	54.4%	37.0%	34.8%	70.8%	43.4%	34.0%	39.1%	40.5%	58.3%	31.2%	59.6%	33.3%
Fair	13	9	4	3	6	5	4	2	8	6	7	2	4	5	5	6
	13.3%	12.5%	15.4%	9.4%	10.5%	10.9%	17.4%	8.3%	15.1%	12.0%	15.2%	5.4%	11.1%	15.6%	8.8%	16.7%
Poor	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
N/A	15	13	2	18	16	9	8	4	20	9	18	3	8	11	17	4
Summary Rate - Excellent/ Very good	41	29	12	14	20	24	11	5	22	27	21	20	11	17	18	18
	41.8%	40.3%	46.2%	43.8%	35.1%	52.2%	47.8%	20.8%	41.5%	54.0%	45.7%	54.1%	30.6%	53.1%	31.6%	50.0%

Comparison Groups: BCD/EFG/HIJ/KLM/NOP

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case 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 The Myers Group

770-978-3173

2011

University Family Care  
 Provider Satisfaction Survey (910443)

Q26. Your understanding of member's different cultures and how you deliver care. (Other AHCCCS Plans)

	--- Provider ---			-- Physicians --			---- Years ----			--- Managed Care ---			----- Survey -----			
	----- Type -----			- in Practice -			- in Practice -			----- Volume -----			--- Respondent ---			
	PCP	Spec	Dentist	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21-100%	Phys.	Offc Mgr.	Nurse Other	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total	148	110	38	67	91	79	38	35	93	79	78	49	54	45	92	58
Total Answering	96	70	26	31	55	45	23	21	54	49	46	35	35	29	56	37
	100.0%	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100%	100.0%
No Answer	37	27	10	18	21	24	7	8	21	21	16	9	11	4	20	17
Excellent	15	8	7	4	8	6	5	2	7	10	9	6	3	5	7	7
	15.6%	11.4%	26.9%	12.9%	14.5%	13.3%	21.7%	9.5%	13.0%	20.4%	19.6%	17.1%	8.6%	17.2%	12.5%	18.9%
Very good	21	16	5	10	11	14	6	2	14	14	10	13	6	8	10	11
	21.9%	22.9%	19.2%	32.3%	20.0%	31.1%	26.1%	9.5%	25.9%	28.6%	21.7%	37.1%	17.1%	27.6%	17.9%	29.7%
									h	H		m				
Good	43	34	9	12	25	20	7	13	22	18	18	11	21	9	31	13
	44.8%	48.6%	34.6%	38.7%	45.5%	44.4%	30.4%	61.9%	40.7%	36.7%	39.1%	31.4%	60.0%	31.0%	55.4%	35.1%
								iJ					kL		NP	
Fair	17	12	5	4	10	5	5	3	11	7	9	4	5	7	7	6
	17.7%	17.1%	19.2%	12.9%	18.2%	11.1%	21.7%	14.3%	20.4%	14.3%	19.6%	11.4%	14.3%	24.1%	12.5%	16.2%
Poor	-	-	-	1	1	-	-	1	-	-	-	1	-	-	1	-
				3.2%	1.8%			4.8%				2.9%			1.8%	
N/A	15	13	2	18	15	10	8	6	18	9	16	5	8	12	16	4
Summary Rate - Excellent/ Very good	36	24	12	14	19	20	11	4	21	24	19	19	9	13	17	18
	37.5%	34.3%	46.2%	45.2%	34.5%	44.4%	47.8%	19.0%	38.9%	49.0%	41.3%	54.3%	25.7%	44.8%	30.4%	48.6%
									h	H		M				o

Comparison Groups: BCD/EFG/HIJ/KLM/NOP

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case 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 The Myers Group

770-978-3173

2011

University Family Care  
 Provider Satisfaction Survey (910443)

Q27. Your consideration of the unique presentation of symptoms among the major cultural groups when providing care to your patients. (University Family Care)

	--- Provider Type ---			--- Physicians in Practice ---			--- Years in Practice ---			--- Managed Care Volume ---			--- Survey Respondent ---			
	PCP	Spec	Dentist	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21-100%	Phys.	Offc Mgr.	Nurse Other	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total	148	110	38	67	91	79	38	35	93	79	78	49	54	45	92	58
Total Answering	95	70	25	29	53	44	23	20	53	47	42	35	35	33	50	35
	100.0%	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100%	100.0%
No Answer	35	25	10	17	19	23	7	7	20	21	15	7	11	2	20	17
Excellent	13	8	5	1	7	3	4	1	3	10	5	5	4	5	5	4
	13.7%	11.4%	20.0%	3.4%	13.2%	6.8%	17.4%	5.0%	5.7%	21.3%	11.9%	14.3%	11.4%	15.2%	10.0%	11.4%
			d							HI						
Very good	25	17	8	12	16	13	7	5	17	14	14	12	10	14	10	11
	26.3%	24.3%	32.0%	41.4%	30.2%	29.5%	30.4%	25.0%	32.1%	29.8%	33.3%	34.3%	28.6%	42.4%	20.0%	31.4%
														O		
Good	43	36	7	11	22	22	8	11	24	17	18	14	15	9	29	13
	45.3%	51.4%	28.0%	37.9%	41.5%	50.0%	34.8%	55.0%	45.3%	36.2%	42.9%	40.0%	42.9%	27.3%	58.0%	37.1%
			C												Np	
Fair	14	9	5	5	8	6	4	3	9	6	5	4	6	5	6	7
	14.7%	12.9%	20.0%	17.2%	15.1%	13.6%	17.4%	15.0%	17.0%	12.8%	11.9%	11.4%	17.1%	15.2%	12.0%	20.0%
Poor	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
N/A	18	15	3	21	19	12	8	8	20	11	21	7	8	10	22	6
Summary Rate - Excellent/ Very good	38	25	13	13	23	16	11	6	20	24	19	17	14	19	15	15
	40.0%	35.7%	52.0%	44.8%	43.4%	36.4%	47.8%	30.0%	37.7%	51.1%	45.2%	48.6%	40.0%	57.6%	30.0%	42.9%
										h				O		

Comparison Groups: BCD/EFG/HIJ/KLM/NOP

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case 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 The Myers Group

770-978-3173

2011

University Family Care  
 Provider Satisfaction Survey (910443)

Q27. Your consideration of the unique presentation of symptoms among the major cultural groups when providing care to your patients. (Other AHCCCS Plans)

	--- Provider ---			-- Physicians --			---- Years ----			--- Managed Care ---			----- Survey -----			
	----- Type -----			- in Practice -			- in Practice -			----- Volume -----			--- Respondent ---			
	Total PCP & Spec Answering	PCP	Spec	Dentist	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21- 100%	Phys.	Offc Mgr.	Nurse Other
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total	148	110	38	67	91	79	38	35	93	79	78	49	54	45	92	58
Total Answering	95	71	24	30	53	44	24	20	54	47	42	35	36	33	51	35
	100.0%	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100%	100.0%
No Answer	37	26	11	17	20	24	7	7	21	22	16	8	11	3	20	18
Excellent	12	8	4	1	5	3	5	1	3	9	5	4	4	4	5	4
	12.6%	11.3%	16.7%	3.3%	9.4%	6.8%	20.8%	5.0%	5.6%	19.1%	11.9%	11.4%	11.1%	12.1%	9.8%	11.4%
Very good	23	15	8	11	15	11	7	5	15	13	11	12	10	13	10	9
	24.2%	21.1%	33.3%	36.7%	28.3%	25.0%	29.2%	25.0%	27.8%	27.7%	26.2%	34.3%	27.8%	39.4%	19.6%	25.7%
Good	45	38	7	13	25	24	7	11	26	19	21	15	15	10	30	15
	47.4%	53.5%	29.2%	43.3%	47.2%	54.5%	29.2%	55.0%	48.1%	40.4%	50.0%	42.9%	41.7%	30.3%	58.8%	42.9%
Fair	15	10	5	5	8	6	5	3	10	6	5	4	7	6	6	7
	15.8%	14.1%	20.8%	16.7%	15.1%	13.6%	20.8%	15.0%	18.5%	12.8%	11.9%	11.4%	19.4%	18.2%	11.8%	20.0%
Poor	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
N/A	16	13	3	20	18	11	7	8	18	10	20	6	7	9	21	5
Summary Rate - Excellent/ Very good	35	23	12	12	20	14	12	6	18	22	16	16	14	17	15	13
	36.8%	32.4%	50.0%	40.0%	37.7%	31.8%	50.0%	30.0%	33.3%	46.8%	38.1%	45.7%	38.9%	51.5%	29.4%	37.1%

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

University Family Care  
 Provider Satisfaction Survey (910443)

Q28. Extent to which the plan controls costs while maintaining a high quality of care. (University Family Care)

	--- Provider ---			-- Physicians --			---- Years ----			--- Managed Care ---			----- Survey -----			
	Type			in Practice			in Practice			Volume			Respondent			
	PCP	Spec	Dentist	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21-100%	Phys.	Offc Mgr.	Nurse Other	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total	148	110	38	67	91	79	38	35	93	79	78	49	54	45	92	58
Total Answering	102	76	26	47	69	54	23	24	67	54	58	40	38	40	66	37
	100.0%	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100%	100.0%
No Answer	34	24	10	15	16	22	7	7	18	20	13	7	11	2	19	15
Excellent	5	4	1	3	5	3	-	1	3	4	3	3	2	1	5	2
	4.9%	5.3%	3.8%	6.4%	7.2%	5.6%		4.2%	4.5%	7.4%	5.2%	7.5%	5.3%	2.5%	7.6%	5.4%
Very good	22	16	6	14	15	15	6	4	18	14	15	14	6	12	10	14
	21.6%	21.1%	23.1%	29.8%	21.7%	27.8%	26.1%	16.7%	26.9%	25.9%	25.9%	35.0%	15.8%	30.0%	15.2%	37.8%
												M		o		O
Good	42	31	11	12	26	19	9	9	22	22	15	13	18	11	29	10
	41.2%	40.8%	42.3%	25.5%	37.7%	35.2%	39.1%	37.5%	32.8%	40.7%	25.9%	32.5%	47.4%	27.5%	43.9%	27.0%
		d											K		np	
Fair	22	17	5	10	12	13	6	6	19	5	12	8	10	9	13	8
	21.6%	22.4%	19.2%	21.3%	17.4%	24.1%	26.1%	25.0%	28.4%	9.3%	20.7%	20.0%	26.3%	22.5%	19.7%	21.6%
									J							
Poor	11	8	3	8	11	4	2	4	5	9	13	2	2	7	9	3
	10.8%	10.5%	11.5%	17.0%	15.9%	7.4%	8.7%	16.7%	7.5%	16.7%	22.4%	5.0%	5.3%	17.5%	13.6%	8.1%
											LM					
N/A	12	10	2	5	6	3	8	4	8	5	7	2	5	3	7	6
Summary Rate - Excellent/ Very good	27	20	7	17	20	18	6	5	21	18	18	17	8	13	15	16
	26.5%	26.3%	26.9%	36.2%	29.0%	33.3%	26.1%	20.8%	31.3%	33.3%	31.0%	42.5%	21.1%	32.5%	22.7%	43.2%
												M				O

Comparison Groups: BCD/EPG/HIJ/KLM/NOP

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case 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 The Myers Group

770-978-3173

2011

University Family Care  
 Provider Satisfaction Survey (910443)

Q28. Extent to which the plan controls costs while maintaining a high quality of care. (Other AHCCCS Plans)

	--- Provider ---			-- Physicians --			---- Years -----			--- Managed Care ---			----- Survey ----			
	Type -----			in Practice ---			in Practice ---			Volume -----			Respondent ---			
Total PCP & Spec Answering	PCP	Spec	Dentist	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21-100%	Phys.	Offc Mgr.	Nurse Other	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total	148	110	38	67	91	79	38	35	93	79	78	49	54	45	92	58
Total Answering	100	75	25	45	67	52	24	23	66	52	58	39	37	37	65	37
	100.0%	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100%	100%	100%	100.0%
No Answer	37	26	11	17	18	24	7	8	20	22	14	8	12	5	20	16
Excellent	4	3	1	2	2	4	-	1	3	2	3	2	1	1	4	1
	4.0%	4.0%	4.0%	4.4%	3.0%	7.7%		4.3%	4.5%	3.8%	5.2%	5.1%	2.7%	2.7%	6.2%	2.7%
Very good	15	10	5	9	10	9	5	2	14	8	8	10	5	7	9	8
	15.0%	13.3%	20.0%	20.0%	14.9%	17.3%	20.8%	8.7%	21.2%	15.4%	13.8%	25.6%	13.5%	18.9%	13.8%	21.6%
Good	47	37	10	11	28	21	9	8	22	27	21	15	15	11	28	15
	47.0%	49.3%	40.0%	24.4%	41.8%	40.4%	37.5%	34.8%	33.3%	51.9%	36.2%	38.5%	40.5%	29.7%	43.1%	40.5%
Fair	24	18	6	15	18	14	7	7	22	8	13	9	15	11	15	11
	24.0%	24.0%	24.0%	33.3%	26.9%	26.9%	29.2%	30.4%	33.3%	15.4%	22.4%	23.1%	40.5%	29.7%	23.1%	29.7%
Poor	10	7	3	8	9	4	3	5	5	7	13	3	1	7	9	2
	10.0%	9.3%	12.0%	17.8%	13.4%	7.7%	12.5%	21.7%	7.6%	13.5%	22.4%	7.7%	2.7%	18.9%	13.8%	5.4%
N/A	11	9	2	5	6	3	7	4	7	5	6	2	5	3	7	5
Summary Rate - Excellent/ Very good	19	13	6	11	12	13	5	3	17	10	11	12	6	8	13	9
	19.0%	17.3%	24.0%	24.4%	17.9%	25.0%	20.8%	13.0%	25.8%	19.2%	19.0%	30.8%	16.2%	21.6%	20.0%	24.3%

Comparison Groups: BCD/EPG/HIJ/KLM/NOP

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case 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 The Myers Group

770-978-3173

2011



University Family Care  
 Provider Satisfaction Survey (910443)

Q29. Reimbursement rates for services you provide. (University Family Care)

	--- Provider ---			-- Physicians --			----- Years -----			--- Managed Care ---			----- Survey -----			
	----- Type -----			- in Practice -			- in Practice -			----- Volume -----			--- Respondent ---			
	Total PCP & Spec Answering	PCP	Spec	Dentist	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21- 100%	Phys.	Offc Mgr.	Nurse Other
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total	148	110	38	67	91	79	38	35	93	79	78	49	54	45	92	58
Total Answering	99	73	26	48	74	48	22	25	64	54	60	38	37	40	65	36
	100.0%	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100%	100.0%
No Answer	34	24	10	16	15	24	7	7	19	20	13	7	11	1	18	18
Excellent	5	3	2	6	8	3	-	2	7	2	4	5	1	1	7	3
	5.1%	4.1%	7.7%	12.5%	10.8%	6.2%		8.0%	10.9%	3.7%	6.7%	13.2%	2.7%	2.5%	10.8%	8.3%
												m			n	
Very good	9	7	2	7	6	8	2	2	9	5	6	5	3	6	6	3
	9.1%	9.6%	7.7%	14.6%	8.1%	16.7%	9.1%	8.0%	14.1%	9.3%	10.0%	13.2%	8.1%	15.0%	9.2%	8.3%
Good	42	29	13	10	27	15	10	9	19	23	12	17	18	9	23	18
	42.4%	39.7%	50.0%	20.8%	36.5%	31.2%	45.5%	36.0%	29.7%	42.6%	20.0%	44.7%	48.6%	22.5%	35.4%	50.0%
			D	D								K	K			N
Fair	25	19	6	11	13	14	7	6	18	11	16	8	9	13	13	7
	25.3%	26.0%	23.1%	22.9%	17.6%	29.2%	31.8%	24.0%	28.1%	20.4%	26.7%	21.1%	24.3%	32.5%	20.0%	19.4%
Poor	18	15	3	14	20	8	3	6	11	13	22	3	6	11	16	5
	18.2%	20.5%	11.5%	29.2%	27.0%	16.7%	13.6%	24.0%	17.2%	24.1%	36.7%	7.9%	16.2%	27.5%	24.6%	13.9%
				c							LM					
N/A	15	13	2	3	2	7	9	3	10	5	5	4	6	4	9	4
Summary Rate - Excellent/ Very good	14	10	4	13	14	11	2	4	16	7	10	10	4	7	13	6
	14.1%	13.7%	15.4%	27.1%	18.9%	22.9%	9.1%	16.0%	25.0%	13.0%	16.7%	26.3%	10.8%	17.5%	20.0%	16.7%
				b					j			m				

Comparison Groups: BCD/EPG/HIJ/KLM/NOP

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case 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 The Myers Group

770-978-3173

2011

University Family Care  
 Provider Satisfaction Survey (910443)

Q29. Reimbursement rates for services you provide. (Other AHCCCS Plans)

	--- Provider ---			-- Physicians --			---- Years ----			--- Managed Care ---			----- Survey -----			
	Type			in Practice			in Practice			Volume			Respondent			
	PCP	Spec	Dentist	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21-100%	Phys.	Offc Mgr.	Nurse Other	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total	148	110	38	67	91	79	38	35	93	79	78	49	54	45	92	58
Total Answering	98	72	26	46	72	46	23	25	64	52	58	37	36	37	64	37
	100.0%	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100%	100.0%
No Answer	38	28	10	18	18	26	8	7	21	23	16	8	13	5	20	18
Excellent	1	-	1	1	1	1	-	-	2	-	1	1	-	1	1	-
	1.0%		3.8%	2.2%	1.4%	2.2%			3.1%		1.7%	2.7%		2.7%	1.6%	
Very good	13	11	2	5	8	6	4	1	13	4	5	5	5	4	8	5
	13.3%	15.3%	7.7%	10.9%	11.1%	13.0%	17.4%	4.0%	20.3%	7.7%	8.6%	13.5%	13.9%	10.8%	12.5%	13.5%
									HJ							
Good	41	30	11	13	29	15	10	10	21	22	17	17	15	12	24	17
	41.8%	41.7%	42.3%	28.3%	40.3%	32.6%	43.5%	40.0%	32.8%	42.3%	29.3%	45.9%	41.7%	32.4%	37.5%	45.9%
Fair	26	17	9	13	16	15	6	9	13	15	15	11	11	10	16	10
	26.5%	23.6%	34.6%	28.3%	22.2%	32.6%	26.1%	36.0%	20.3%	28.8%	25.9%	29.7%	30.6%	27.0%	25.0%	27.0%
Poor	17	14	3	14	18	9	3	5	15	11	20	3	5	10	15	5
	17.3%	19.4%	11.5%	30.4%	25.0%	19.6%	13.0%	20.0%	23.4%	21.2%	34.5%	8.1%	13.9%	27.0%	23.4%	13.5%
				C							LM					
N/A	12	10	2	3	1	7	7	3	8	4	4	4	5	3	8	3
Summary Rate - Excellent/ Very good	14	11	3	6	9	7	4	1	15	4	6	6	5	5	9	5
	14.3%	15.3%	11.5%	13.0%	12.5%	15.2%	17.4%	4.0%	23.4%	7.7%	10.3%	16.2%	13.9%	13.5%	14.1%	13.5%
									HJ							

Comparison Groups: BCD/EPG/HIJ/KLM/NOP

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case 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 The Myers Group

770-978-3173

2011

University Family Care  
 Provider Satisfaction Survey (910443)

Q30. Accuracy of claims processing. (University Family Care)

	----- Provider ----- -- Physicians --- ----- Years ----- --- Managed Care --- ----- Survey -----															
	----- Type -----			-- in Practice ---			-- in Practice ---			----- Volume -----			--- Respondent ---			
	Total PCP & Spec Answering	PCP	Spec	Dentist	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21- 100%	Phys.	Offc Mgr.	Nurse Other
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total	148	110	38	67	91	79	38	35	93	79	78	49	54	45	92	58
Total Answering	92	67	25	49	75	48	16	22	66	49	58	37	35	34	65	36
	100.0%	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100%	100.0%
No Answer	35	25	10	16	15	23	8	8	18	21	12	7	12	2	18	18
Excellent	8	6	2	9	9	7	1	3	8	6	9	5	2	2	9	6
	8.7%	9.0%	8.0%	18.4%	12.0%	14.6%	6.2%	13.6%	12.1%	12.2%	15.5%	13.5%	5.7%	5.9%	13.8%	16.7%
Very good	23	16	7	13	21	12	3	3	17	16	16	11	6	8	17	9
	25.0%	23.9%	28.0%	26.5%	28.0%	25.0%	18.8%	13.6%	25.8%	32.7%	27.6%	29.7%	17.1%	23.5%	26.2%	25.0%
Good	40	30	10	13	27	17	8	13	19	19	17	16	16	11	25	15
	43.5%	44.8%	40.0%	26.5%	36.0%	35.4%	50.0%	59.1%	28.8%	38.8%	29.3%	43.2%	45.7%	32.4%	38.5%	41.7%
Fair	15	12	3	9	9	12	2	2	16	5	10	4	7	6	11	6
	16.3%	17.9%	12.0%	18.4%	12.0%	25.0%	12.5%	9.1%	24.2%	10.2%	17.2%	10.8%	20.0%	17.6%	16.9%	16.7%
Poor	6	3	3	5	9	-	2	1	6	3	6	1	4	7	3	-
	6.5%	4.5%	12.0%	10.2%	12.0%		12.5%	4.5%	9.1%	6.1%	10.3%	2.7%	11.4%	20.6%	4.6%	
N/A	21	18	3	2	1	8	14	5	9	9	8	5	7	9	9	4
Summary Rate - Excellent/ Very good	31	22	9	22	30	19	4	6	25	22	25	16	8	10	26	15
	33.7%	32.8%	36.0%	44.9%	40.0%	39.6%	25.0%	27.3%	37.9%	44.9%	43.1%	43.2%	22.9%	29.4%	40.0%	41.7%

Comparison Groups: BCD/EPG/HIJ/KLM/NOP

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case 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 The Myers Group

770-978-3173

2011

University Family Care  
 Provider Satisfaction Survey (910443)

Q30. Accuracy of claims processing. (Other AHCCCS Plans)

	--- Provider ---			-- Physicians --			----- Years -----			--- Managed Care ---			----- Survey -----			
	----- Type -----			- in Practice -			- in Practice -			----- Volume -----			--- Respondent ---			
	Total PCP & Spec Answering	PCP	Spec	Dentist	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21- 100%	Phys.	Offc Mgr.	Nurse Other
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total	148	110	38	67	91	79	38	35	93	79	78	49	54	45	92	58
Total Answering	92	67	25	49	73	48	17	22	66	49	58	36	35	33	64	38
	100.0%	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100%	100.0%
No Answer	35	25	10	15	16	23	7	7	18	21	13	7	11	2	18	17
Excellent	4	4	-	3	3	3	1	-	4	3	4	1	2	1	3	3
	4.3%	6.0%		6.1%	4.1%	6.2%	5.9%		6.1%	6.1%	6.9%	2.8%	5.7%	3.0%	4.7%	7.9%
Very good	18	12	6	12	17	10	3	4	13	13	12	11	4	8	13	8
	19.6%	17.9%	24.0%	24.5%	23.3%	20.8%	17.6%	18.2%	19.7%	26.5%	20.7%	30.6%	11.4%	24.2%	20.3%	21.1%
												M				
Good	46	33	13	16	33	21	7	13	25	22	24	16	17	12	32	15
	50.0%	49.3%	52.0%	32.7%	45.2%	43.8%	41.2%	59.1%	37.9%	44.9%	41.4%	44.4%	48.6%	36.4%	50.0%	39.5%
		d						i								
Fair	19	13	6	15	14	14	4	4	19	9	12	8	11	8	14	11
	20.7%	19.4%	24.0%	30.6%	19.2%	29.2%	23.5%	18.2%	28.8%	18.4%	20.7%	22.2%	31.4%	24.2%	21.9%	28.9%
Poor	5	5	-	3	6	-	2	1	5	2	6	-	1	4	2	1
	5.4%	7.5%		6.1%	8.2%		11.8%	4.5%	7.6%	4.1%	10.3%		2.9%	12.1%	3.1%	2.6%
N/A	21	18	3	3	2	8	14	6	9	9	7	6	8	10	10	3
Summary Rate - Excellent/ Very good	22	16	6	15	20	13	4	4	17	16	16	12	6	9	16	11
	23.9%	23.9%	24.0%	30.6%	27.4%	27.1%	23.5%	18.2%	25.8%	32.7%	27.6%	33.3%	17.1%	27.3%	25.0%	28.9%

Comparison Groups: BCD/EPG/HIJ/KLM/NOP

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case 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 The Myers Group

770-978-3173

2011

University Family Care  
 Provider Satisfaction Survey (910443)

Q31. Timeliness of claims processing. (University Family Care)

	--- Provider ---			-- Physicians --			----- Years -----			--- Managed Care ---			----- Survey -----			
	----- Type -----			- in Practice -			- in Practice -			----- Volume -----			--- Respondent ---			
	Total PCP & Spec Answering	PCP	Spec	Dentist	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21- 100%	Phys.	Offc Mgr.	Nurse Other
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total	148	110	38	67	91	79	38	35	93	79	78	49	54	45	92	58
Total Answering	91	66	25	51	76	46	17	23	65	50	58	37	35	33	66	37
	100.0%	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100%	100.0%
No Answer	36	26	10	16	15	25	8	7	18	23	13	7	13	2	20	17
Excellent	8	6	2	9	10	6	1	3	9	5	7	6	2	2	13	2
	8.8%	9.1%	8.0%	17.6%	13.2%	13.0%	5.9%	13.0%	13.8%	10.0%	12.1%	16.2%	5.7%	6.1%	19.7%	5.4%
															NP	
Very good	26	22	4	9	16	14	5	3	16	16	15	14	5	10	10	13
	28.6%	33.3%	16.0%	17.6%	21.1%	30.4%	29.4%	13.0%	24.6%	32.0%	25.9%	37.8%	14.3%	30.3%	15.2%	35.1%
		cD								H		M		o		O
Good	33	22	11	17	26	17	6	10	22	16	17	12	15	5	29	15
	36.3%	33.3%	44.0%	33.3%	34.2%	37.0%	35.3%	43.5%	33.8%	32.0%	29.3%	32.4%	42.9%	15.2%	43.9%	40.5%
														N	N	N
Fair	19	13	6	11	16	9	3	6	13	10	14	4	9	10	11	7
	20.9%	19.7%	24.0%	21.6%	21.1%	19.6%	17.6%	26.1%	20.0%	20.0%	24.1%	10.8%	25.7%	30.3%	16.7%	18.9%
											1		1			
Poor	5	3	2	5	8	-	2	1	5	3	5	1	4	6	3	-
	5.5%	4.5%	8.0%	9.8%	10.5%		11.8%	4.3%	7.7%	6.0%	8.6%	2.7%	11.4%	18.2%	4.5%	
														o		
N/A	21	18	3	-	-	8	13	5	10	6	7	5	6	10	6	4
Summary Rate - Excellent/ Very good	34	28	6	18	26	20	6	6	25	21	22	20	7	12	23	15
	37.4%	42.4%	24.0%	35.3%	34.2%	43.5%	35.3%	26.1%	38.5%	42.0%	37.9%	54.1%	20.0%	36.4%	34.8%	40.5%
		c									m	M				

Comparison Groups: BCD/EPG/HIJ/KLM/NOP  
 Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.  
 Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30).

University Family Care  
 Provider Satisfaction Survey (910443)

Q31. Timeliness of claims processing. (Other AHCCCS Plans)

	--- Provider ---			-- Physicians --			----- Years -----			--- Managed Care ---			----- Survey -----			
	----- Type -----			- in Practice -			- in Practice -			----- Volume -----			--- Respondent ---			
	Total PCP & Spec Answering	PCP	Spec	Dentist	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21-100%	Phys.	Offc Mgr.	Nurse Other
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total	148	110	38	67	91	79	38	35	93	79	78	49	54	45	92	58
Total Answering	89	64	25	49	73	45	17	23	64	48	58	35	34	31	64	38
	100.0%	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100%	100.0%
No Answer	39	29	10	16	17	25	9	7	19	24	14	8	13	4	20	17
Excellent	3	2	1	3	2	4	-	1	3	2	3	2	1	1	3	2
	3.4%	3.1%	4.0%	6.1%	2.7%	8.9%		4.3%	4.7%	4.2%	5.2%	5.7%	2.9%	3.2%	4.7%	5.3%
Very good	19	16	3	9	12	11	5	4	14	10	12	10	4	8	10	9
	21.3%	25.0%	12.0%	18.4%	16.4%	24.4%	29.4%	17.4%	21.9%	20.8%	20.7%	28.6%	11.8%	25.8%	15.6%	23.7%
Good	42	27	15	19	35	18	7	11	26	22	22	17	16	8	34	17
	47.2%	42.2%	60.0%	38.8%	47.9%	40.0%	41.2%	47.8%	40.6%	45.8%	37.9%	48.6%	47.1%	25.8%	53.1%	44.7%
Fair	21	16	5	13	16	12	4	6	16	11	17	4	11	11	12	10
	23.6%	25.0%	20.0%	26.5%	21.9%	26.7%	23.5%	26.1%	25.0%	22.9%	29.3%	11.4%	32.4%	35.5%	18.8%	26.3%
Poor	4	3	1	5	8	-	1	1	5	3	4	2	2	3	5	-
	4.5%	4.7%	4.0%	10.2%	11.0%		5.9%	4.3%	7.8%	6.2%	6.9%	5.7%	5.9%	9.7%	7.8%	
N/A	20	17	3	2	1	9	12	5	10	7	6	6	7	10	8	3
Summary Rate - Excellent/ Very good	22	18	4	12	14	15	5	5	17	12	15	12	5	9	13	11
	24.7%	28.1%	16.0%	24.5%	19.2%	33.3%	29.4%	21.7%	26.6%	25.0%	25.9%	34.3%	14.7%	29.0%	20.3%	28.9%

Comparison Groups: BCD/EPG/HIJ/KLM/NOP

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case 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 The Myers Group

770-978-3173

2011

University Family Care  
 Provider Satisfaction Survey (910443)

Q32. Resolution of claims payment problems or disputes. (University Family Care)

	----- Provider ----- -- Physicians --- ----- Years ----- --- Managed Care --- ----- Survey -----															
	----- Type -----			-- in Practice ---			-- in Practice ---			----- Volume -----			----- Respondent ---			
	Total PCP & Spec Answering	PCP	Spec	Dentist	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21-100%	Phys.	Offc Mgr.	Nurse Other
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total	148	110	38	67	91	79	38	35	93	79	78	49	54	45	92	58
Total Answering	88	64	24	51	73	46	17	21	63	51	56	36	35	32	64	37
	100.0%	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100%	100.0%
No Answer	34	24	10	15	15	23	7	7	18	20	13	7	10	1	19	16
Excellent	6	4	2	5	5	5	1	2	6	3	5	4	1	1	7	3
	6.8%	6.2%	8.3%	9.8%	6.8%	10.9%	5.9%	9.5%	9.5%	5.9%	8.9%	11.1%	2.9%	3.1%	10.9%	8.1%
Very good	17	13	4	8	11	10	4	3	10	12	7	12	3	8	8	7
	19.3%	20.3%	16.7%	15.7%	15.1%	21.7%	23.5%	14.3%	15.9%	23.5%	12.5%	33.3%	8.6%	25.0%	12.5%	18.9%
												KM				
Good	42	30	12	21	38	17	7	13	27	21	23	15	19	10	32	19
	47.7%	46.9%	50.0%	41.2%	52.1%	37.0%	41.2%	61.9%	42.9%	41.2%	41.1%	41.7%	54.3%	31.2%	50.0%	51.4%
														n	n	n
Fair	16	11	5	12	9	12	5	1	17	10	13	4	9	8	13	6
	18.2%	17.2%	20.8%	23.5%	12.3%	26.1%	29.4%	4.8%	27.0%	19.6%	23.2%	11.1%	25.7%	25.0%	20.3%	16.2%
					e				H	H						
Poor	7	6	1	5	10	2	-	2	3	5	8	1	3	5	4	2
	8.0%	9.4%	4.2%	9.8%	13.7%	4.3%		9.5%	4.8%	9.8%	14.3%	2.8%	8.6%	15.6%	6.2%	5.4%
					f						L					
N/A	26	22	4	1	3	10	14	7	12	8	9	6	9	12	9	5
Summary Rate - Excellent/ Very good	23	17	6	13	16	15	5	5	16	15	12	16	4	9	15	10
	26.1%	26.6%	25.0%	25.5%	21.9%	32.6%	29.4%	23.8%	25.4%	29.4%	21.4%	44.4%	11.4%	28.1%	23.4%	27.0%
												KM				

Comparison Groups: BCD/EPG/HIJ/KLM/NOP

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case letters indicate significance at the 90% level.

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=32).

Presented by The Myers Group

770-978-3173

2011

University Family Care  
 Provider Satisfaction Survey (910443)

Q32. Resolution of claims payment problems or disputes. (Other AHCCCS Plans)

	--- Provider ---			-- Physicians --			----- Years -----			--- Managed Care ---			----- Survey -----			
	----- Type -----			- in Practice -			- in Practice -			----- Volume -----			--- Respondent ---			
	Total PCP & Spec Answering	PCP	Spec	Dentist	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21- 100%	Phys.	Offc Mgr.	Nurse Other
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total	148	110	38	67	91	79	38	35	93	79	78	49	54	45	92	58
Total Answering	87	63	24	50	71	46	18	21	62	50	55	35	35	30	63	38
	100.0%	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100%	100.0%
No Answer	36	26	10	15	16	23	7	7	19	21	15	7	10	3	19	16
Excellent	3	3	-	2	-	4	1	1	3	1	3	2	-	1	2	2
	3.4%	4.8%		4.0%		8.7%	5.6%	4.8%	4.8%	2.0%	5.5%	5.7%		3.3%	3.2%	5.3%
Very good	16	12	4	5	10	7	4	1	11	9	4	8	4	6	10	4
	18.4%	19.0%	16.7%	10.0%	14.1%	15.2%	22.2%	4.8%	17.7%	18.0%	7.3%	22.9%	11.4%	20.0%	15.9%	10.5%
									h	h		K				
Good	42	30	12	16	32	17	8	14	22	20	24	14	17	11	25	19
	48.3%	47.6%	50.0%	32.0%	45.1%	37.0%	44.4%	66.7%	35.5%	40.0%	43.6%	40.0%	48.6%	36.7%	39.7%	50.0%
			d						IJ							
Fair	24	16	8	23	25	17	4	4	24	18	20	10	13	10	24	13
	27.6%	25.4%	33.3%	46.0%	35.2%	37.0%	22.2%	19.0%	38.7%	36.0%	36.4%	28.6%	37.1%	33.3%	38.1%	34.2%
			B						h							
Poor	2	2	-	4	4	1	1	1	2	2	4	1	1	2	2	-
	2.3%	3.2%		8.0%	5.6%	2.2%	5.6%	4.8%	3.2%	4.0%	7.3%	2.9%	2.9%	6.7%	3.2%	
N/A	25	21	4	2	4	10	13	7	12	8	8	7	9	12	10	4
Summary Rate - Excellent/ Very good	19	15	4	7	10	11	5	2	14	10	7	10	4	7	12	6
	21.8%	23.8%	16.7%	14.0%	14.1%	23.9%	27.8%	9.5%	22.6%	20.0%	12.7%	28.6%	11.4%	23.3%	19.0%	15.8%
												km				

Comparison Groups: BCD/EFG/HIJ/KLM/NOP

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case 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 The Myers Group

770-978-3173

2011



University Family Care  
 Provider Satisfaction Survey (910443)

Q33. Ease of using formulary. (University Family Care)

	--- Provider ---			-- Physicians --			----- Years -----			--- Managed Care ---			----- Survey -----			
	----- Type -----			- in Practice -			- in Practice -			----- Volume -----			--- Respondent ---			
	Total PCP & Spec Answering	PCP	Spec	Dentist	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21- 100%	Phys.	Offc Mgr.	Nurse Other
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total	148	110	38	67	91	79	38	35	93	79	78	49	54	45	92	58
Total Answering	103	79	24	27	52	48	28	16	62	48	46	33	38	40	52	33
	100.0%	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100%	100.0%
No Answer	35	25	10	20	19	24	7	10	20	21	15	8	11	2	23	17
Excellent	7	6	1	4	3	7	1	1	8	2	4	6	-	2	6	3
	6.8%	7.6%	4.2%	14.8%	5.8%	14.6%	3.6%	6.2%	12.9%	4.2%	8.7%	18.2%		5.0%	11.5%	9.1%
						g			j							
Very good	23	17	6	6	10	12	7	-	13	16	10	7	7	9	10	10
	22.3%	21.5%	25.0%	22.2%	19.2%	25.0%	25.0%		21.0%	33.3%	21.7%	21.2%	18.4%	22.5%	19.2%	30.3%
Good	39	30	9	14	26	17	10	8	25	17	15	15	19	7	25	16
	37.9%	38.0%	37.5%	51.9%	50.0%	35.4%	35.7%	50.0%	40.3%	35.4%	32.6%	45.5%	50.0%	17.5%	48.1%	48.5%
														N	N	N
Fair	27	20	7	3	8	11	9	6	14	9	11	5	11	16	11	3
	26.2%	25.3%	29.2%	11.1%	15.4%	22.9%	32.1%	37.5%	22.6%	18.8%	23.9%	15.2%	28.9%	40.0%	21.2%	9.1%
			d				e							OP		
Poor	7	6	1	-	5	1	1	1	2	4	6	-	1	6	-	1
	6.8%	7.6%	4.2%		9.6%	2.1%	3.6%	6.2%	3.2%	8.3%	13.0%		2.6%	15.0%		3.0%
					f						m			P		
N/A	10	6	4	20	20	7	3	9	11	10	17	8	5	3	17	8
Summary Rate - Excellent/ Very good	30	23	7	10	13	19	8	1	21	18	14	13	7	11	16	13
	29.1%	29.1%	29.2%	37.0%	25.0%	39.6%	28.6%	6.2%	33.9%	37.5%	30.4%	39.4%	18.4%	27.5%	30.8%	39.4%
								H	H			M				

Comparison Groups: BCD/EPG/HIJ/KLM/NOP

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case 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 The Myers Group

770-978-3173

2011

University Family Care  
 Provider Satisfaction Survey (910443)

Q33. Ease of using formulary. (Other AHCCCS Plans)

	--- Provider ---			-- Physicians --			----- Years -----			--- Managed Care ---			----- Survey -----			
	----- Type -----			- in Practice -			- in Practice -			----- Volume -----			--- Respondent ---			
	Total PCP & Spec Answering	PCP	Spec	Dentist	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21- 100%	Phys.	Offc Mgr.	Nurse Other
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total	148	110	38	67	91	79	38	35	93	79	78	49	54	45	92	58
Total Answering	104	79	25	25	49	48	29	17	61	49	46	31	39	40	50	35
	100.0%	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100%	100.0%
No Answer	37	26	11	22	22	26	7	10	21	22	17	10	11	2	25	18
Excellent	4	4	-	1	-	4	1	1	4	-	2	3	-	1	1	3
	3.8%	5.1%		4.0%		8.3%	3.4%	5.9%	6.6%		4.3%	9.7%		2.5%	2.0%	8.6%
Very good	22	16	6	5	10	12	5	2	13	12	7	8	8	11	10	6
	21.2%	20.3%	24.0%	20.0%	20.4%	25.0%	17.2%	11.8%	21.3%	24.5%	15.2%	25.8%	20.5%	27.5%	20.0%	17.1%
Good	47	35	12	15	28	22	12	7	29	25	21	17	19	10	28	20
	45.2%	44.3%	48.0%	60.0%	57.1%	45.8%	41.4%	41.2%	47.5%	51.0%	45.7%	54.8%	48.7%	25.0%	56.0%	57.1%
														N	N	N
Fair	28	21	7	4	8	10	11	7	14	10	13	3	12	15	11	6
	26.9%	26.6%	28.0%	16.0%	16.3%	20.8%	37.9%	41.2%	23.0%	20.4%	28.3%	9.7%	30.8%	37.5%	22.0%	17.1%
							E				L		L	P		
Poor	3	3	-	-	3	-	-	-	1	2	3	-	-	3	-	-
	2.9%	3.8%			6.1%				1.6%	4.1%	6.5%			7.5%		
N/A	7	5	2	20	20	5	2	8	11	8	15	8	4	3	17	5
Summary Rate - Excellent/ Very good	26	20	6	6	10	16	6	3	17	12	9	11	8	12	11	9
	25.0%	25.3%	24.0%	24.0%	20.4%	33.3%	20.7%	17.6%	27.9%	24.5%	19.6%	35.5%	20.5%	30.0%	22.0%	25.7%

Comparison Groups: BCD/EFG/HIJ/KLM/NOP

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case 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 The Myers Group

770-978-3173

2011

University Family Care  
 Provider Satisfaction Survey (910443)

Q34. Variety of drugs available in formulary. (University Family Care)

	--- Provider ---			-- Physicians --			----- Years -----			--- Managed Care ---			----- Survey -----			
	----- Type -----			-- in Practice --			-- in Practice --			----- Volume -----			--- Respondent ---			
	Total PCP & Spec Answering	PCP	Spec	Dentist	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21- 100%	Phys.	Offc Mgr.	Nurse Other
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total	148	110	38	67	91	79	38	35	93	79	78	49	54	45	92	58
Total Answering	104	79	25	21	50	45	27	16	55	50	45	31	37	40	46	32
	100.0%	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100%	100.0%
No Answer	36	26	10	18	18	24	8	10	20	20	15	9	10	2	22	17
Excellent	5	4	1	1	2	3	1	2	2	2	3	3	-	1	2	3
	4.8%	5.1%	4.0%	4.8%	4.0%	6.7%	3.7%	12.5%	3.6%	4.0%	6.7%	9.7%		2.5%	4.3%	9.4%
Very good	20	16	4	6	9	14	3	1	14	11	9	8	4	7	10	9
	19.2%	20.3%	16.0%	28.6%	18.0%	31.1%	11.1%	6.2%	25.5%	22.0%	20.0%	25.8%	10.8%	17.5%	21.7%	28.1%
Good	37	26	11	9	22	12	12	8	18	17	11	14	18	11	18	14
	35.6%	32.9%	44.0%	42.9%	44.0%	26.7%	44.4%	50.0%	32.7%	34.0%	24.4%	45.2%	48.6%	27.5%	39.1%	43.8%
Fair	29	24	5	5	12	13	8	3	16	14	11	5	14	11	15	4
	27.9%	30.4%	20.0%	23.8%	24.0%	28.9%	29.6%	18.8%	29.1%	28.0%	24.4%	16.1%	37.8%	27.5%	32.6%	12.5%
Poor	13	9	4	-	5	3	3	2	5	6	11	1	1	10	1	2
	12.5%	11.4%	16.0%		10.0%	6.7%	11.1%	12.5%	9.1%	12.0%	24.4%	3.2%	2.7%	25.0%	2.2%	6.2%
N/A	8	5	3	28	23	10	3	9	18	9	18	9	7	3	24	9
Summary Rate - Excellent/ Very good	25	20	5	7	11	17	4	3	16	13	12	11	4	8	12	12
	24.0%	25.3%	20.0%	33.3%	22.0%	37.8%	14.8%	18.8%	29.1%	26.0%	26.7%	35.5%	10.8%	20.0%	26.1%	37.5%

Comparison Groups: BCD/EPG/HIJ/KLM/NOP

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case 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 The Myers Group

770-978-3173

2011

University Family Care  
 Provider Satisfaction Survey (910443)

Q34. Variety of drugs available in formulary. (Other AHCCCS Plans)

	--- Provider ---			-- Physicians --			----- Years -----			--- Managed Care ---			----- Survey -----			
	----- Type -----			- in Practice -			- in Practice -			----- Volume -----			--- Respondent ---			
Total PCP & Spec Answering	PCP	Spec	Dentist	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21-100%	Phys.	Offc Mgr.	Nurse Other	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total	148	110	38	67	91	79	38	35	93	79	78	49	54	45	92	58
Total Answering	103	79	24	22	48	46	28	17	57	47	47	31	35	40	45	33
	100.0%	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100%	100.0%
No Answer	40	28	12	17	20	25	8	10	19	24	15	9	13	3	23	18
Excellent	4	3	1	3	2	4	1	2	4	1	4	3	-	1	3	3
	3.9%	3.8%	4.2%	13.6%	4.2%	8.7%	3.6%	11.8%	7.0%	2.1%	8.5%	9.7%		2.5%	6.7%	9.1%
Very good	21	17	4	4	7	13	5	2	12	11	9	7	4	7	9	9
	20.4%	21.5%	16.7%	18.2%	14.6%	28.3%	17.9%	11.8%	21.1%	23.4%	19.1%	22.6%	11.4%	17.5%	20.0%	27.3%
Good	37	28	9	10	22	13	12	8	21	16	14	14	16	11	18	16
	35.9%	35.4%	37.5%	45.5%	45.8%	28.3%	42.9%	47.1%	36.8%	34.0%	29.8%	45.2%	45.7%	27.5%	40.0%	48.5%
Fair	33	26	7	5	14	13	10	4	18	15	14	5	15	16	14	4
	32.0%	32.9%	29.2%	22.7%	29.2%	28.3%	35.7%	23.5%	31.6%	31.9%	29.8%	16.1%	42.9%	40.0%	31.1%	12.1%
Poor	8	5	3	-	3	3	-	1	2	4	6	2	-	5	1	1
	7.8%	6.3%	12.5%		6.2%	6.5%		5.9%	3.5%	8.5%	12.8%	6.5%		12.5%	2.2%	3.0%
N/A	5	3	2	28	23	8	2	8	17	8	16	9	6	2	24	7
Summary Rate - Excellent/ Very good	25	20	5	7	9	17	6	4	16	12	13	10	4	8	12	12
	24.3%	25.3%	20.8%	31.8%	18.8%	37.0%	21.4%	23.5%	28.1%	25.5%	27.7%	32.3%	11.4%	20.0%	26.7%	36.4%

Comparison Groups: BCD/EFG/HIJ/KLM/NOP

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case 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 The Myers Group

770-978-3173

2011

University Family Care  
 Provider Satisfaction Survey (910443)

Q35. Would you recommend University Family Care to other physicians' practices?

	--- Provider ---			-- Physicians --			---- Years ----			--- Managed Care ---			----- Survey -----			
	----- Type -----			- in Practice -			- in Practice -			----- Volume -----			--- Respondent ---			
	PCP	Spec	Dentist	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21-100%	Phys.	Offc Mgr.	Nurse Other	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total	148	110	38	67	91	79	38	35	93	79	78	49	54	45	92	58
Total Answering	110	81	29	50	74	53	29	27	69	60	63	41	43	43	71	39
	100.0%	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100%	100.0%
No Answer	38	29	9	17	17	26	9	8	24	19	15	8	11	2	21	19
Definitely yes	39	27	12	27	33	24	9	9	31	26	24	21	14	10	36	16
	35.5%	33.3%	41.4%	54.0%	44.6%	45.3%	31.0%	33.3%	44.9%	43.3%	38.1%	51.2%	32.6%	23.3%	50.7%	41.0%
				B								m			N	n
Probably yes	51	37	14	20	32	23	14	13	28	26	26	15	24	17	30	21
	46.4%	45.7%	48.3%	40.0%	43.2%	43.4%	48.3%	48.1%	40.6%	43.3%	41.3%	36.6%	55.8%	39.5%	42.3%	53.8%
												l				
Probably not	15	12	3	2	5	6	4	5	9	3	8	4	5	12	4	1
	13.6%	14.8%	10.3%	4.0%	6.8%	11.3%	13.8%	18.5%	13.0%	5.0%	12.7%	9.8%	11.6%	27.9%	5.6%	2.6%
		D						j						OP		
Definitely not	5	5	-	1	4	-	2	-	1	5	5	1	-	4	1	1
	4.5%	6.2%		2.0%	5.4%		6.9%		1.4%	8.3%	7.9%	2.4%		9.3%	1.4%	2.6%
									i					o		
Summary Rate -	90	64	26	47	65	47	23	22	59	52	50	36	38	27	66	37
Definitely/Probably yes	81.8%	79.0%	89.7%	94.0%	87.8%	88.7%	79.3%	81.5%	85.5%	86.7%	79.4%	87.8%	88.4%	62.8%	93.0%	94.9%
				B											N	N

Comparison Groups: BCD/EPG/HIJ/KLM/NOP

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case 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 The Myers Group

770-978-3173

2011

University Family Care  
 Provider Satisfaction Survey (910443)

Q36. Would you recommend University Family Care to other patients?

	--- Provider ---			-- Physicians ---			----- Years -----			--- Managed Care ---			----- Survey ----			
	----- Type -----			- in Practice ---			-- in Practice ---			----- Volume -----			--- Respondent ---			
	PCP	Spec	Dentist	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21-100%	Phys.	Offc Mgr.	Nurse Other	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total	148	110	38	67	91	79	38	35	93	79	78	49	54	45	92	58
Total Answering	108	80	28	48	71	52	30	26	68	59	62	41	41	43	67	39
	100.0%	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100%	100.0%
No Answer	40	30	10	19	20	27	8	9	25	20	16	8	13	2	25	19
Definitely yes	42	30	12	26	36	22	10	10	28	29	23	21	17	12	35	17
	38.9%	37.5%	42.9%	54.2%	50.7%	42.3%	33.3%	38.5%	41.2%	49.2%	37.1%	51.2%	41.5%	27.9%	52.2%	43.6%
				b											N	
Probably yes	45	32	13	19	27	22	14	11	30	21	25	15	19	17	27	17
	41.7%	40.0%	46.4%	39.6%	38.0%	42.3%	46.7%	42.3%	44.1%	35.6%	40.3%	36.6%	46.3%	39.5%	40.3%	43.6%
Probably not	14	11	3	2	4	7	3	5	8	3	7	4	5	10	4	2
	13.0%	13.8%	10.7%	4.2%	5.6%	13.5%	10.0%	19.2%	11.8%	5.1%	11.3%	9.8%	12.2%	23.3%	6.0%	5.1%
			D											OP		
Definitely not	7	7	-	1	4	1	3	-	2	6	7	1	-	4	1	3
	6.5%	8.8%		2.1%	5.6%	1.9%	10.0%		2.9%	10.2%	11.3%	2.4%		9.3%	1.5%	7.7%
			d								1			o		
Summary Rate -	87	62	25	45	63	44	24	21	58	50	48	36	36	29	62	34
Definitely/Probably yes	80.6%	77.5%	89.3%	93.8%	88.7%	84.6%	80.0%	80.8%	85.3%	84.7%	77.4%	87.8%	87.8%	67.4%	92.5%	87.2%
				B										N	N	

Comparison Groups: BCD/EPG/HIJ/KLM/NOP

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case 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 The Myers Group

770-978-3173

2011

University Family Care  
 Provider Satisfaction Survey (910443)

Q37. Overall satisfaction with University Family Care?

Total PCP & Spec Answering	--- Provider --- --- Type ---			--- Physicians --- --- in Practice ---			--- Years --- --- in Practice ---			--- Managed Care --- --- Volume ---			--- Survey --- --- Respondent ---			
	PCP	Spec	Dentist	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21-100%	Phys.	Offc Mgr.	Nurse Other	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total	148	110	38	67	91	79	38	35	93	79	78	49	54	45	92	58
Total Answering	115	86	29	49	74	55	31	26	73	61	66	41	42	43	72	42
	100.0%	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100%	100.0%
No Answer	33	24	9	18	17	24	7	9	20	18	12	8	12	2	20	16
Very satisfied	42	28	14	27	31	25	13	10	32	27	22	23	16	10	35	21
	36.5%	32.6%	48.3%	55.1%	41.9%	45.5%	41.9%	38.5%	43.8%	44.3%	33.3%	56.1%	38.1%	23.3%	48.6%	50.0%
				B								Km		N	N	
Somewhat satisfied	41	31	10	11	24	20	6	7	22	20	20	11	15	14	22	14
	35.7%	36.0%	34.5%	22.4%	32.4%	36.4%	19.4%	26.9%	30.1%	32.8%	30.3%	26.8%	35.7%	32.6%	30.6%	33.3%
		d				g										
Neither satisfied nor dissatisfied	16	13	3	8	12	6	6	6	9	8	12	4	7	5	12	6
	13.9%	15.1%	10.3%	16.3%	16.2%	10.9%	19.4%	23.1%	12.3%	13.1%	18.2%	9.8%	16.7%	11.6%	16.7%	14.3%
Somewhat dissatisfied	13	11	2	2	4	4	5	3	10	2	8	3	4	10	3	1
	11.3%	12.8%	6.9%	4.1%	5.4%	7.3%	16.1%	11.5%	13.7%	3.3%	12.1%	7.3%	9.5%	23.3%	4.2%	2.4%
		d							J					OP		
Very dissatisfied	3	3	-	1	3	-	1	-	-	4	4	-	-	4	-	-
	2.6%	3.5%		2.0%	4.1%		3.2%			6.6%	6.1%			9.3%		
Summary Rate - Very satisfied/Somewhat satisfied	83	59	24	38	55	45	19	17	54	47	42	34	31	24	57	35
	72.2%	68.6%	82.8%	77.6%	74.3%	81.8%	61.3%	65.4%	74.0%	77.0%	63.6%	82.9%	73.8%	55.8%	79.2%	83.3%
						g						K		N	N	

Comparison Groups: BCD/EFG/HIJ/KLM/NOP

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case 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 The Myers Group

770-978-3173

2011

University Family Care  
 Provider Satisfaction Survey (910443)

Q38. Overall satisfaction with other health plans?

Total PCP & Spec Answering	---- Provider ----			-- Physicians --			----- Years -----			--- Managed Care ---			----- Survey -----			
	----- Type -----			- in Practice -			- in Practice -			----- Volume -----			--- Respondent ---			
	PCP	Spec	Dentist	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21-100%	Phys.	Offc Mgr.	Nurse Other	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total	148	110	38	67	91	79	38	35	93	79	78	49	54	45	92	58
Total Answering	105	79	26	43	69	47	29	25	65	56	58	40	38	43	62	37
	100.0%	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100%	100.0%
No Answer	43	31	12	24	22	32	9	10	28	23	20	9	16	2	30	21
Very satisfied	26	20	6	12	20	12	6	3	20	15	15	13	7	4	18	15
	24.8%	25.3%	23.1%	27.9%	29.0%	25.5%	20.7%	12.0%	30.8%	26.8%	25.9%	32.5%	18.4%	9.3%	29.0%	40.5%
									H	h					N	N
Somewhat satisfied	50	35	15	23	35	24	12	13	29	29	27	17	24	24	32	13
	47.6%	44.3%	57.7%	53.5%	50.7%	51.1%	41.4%	52.0%	44.6%	51.8%	46.6%	42.5%	63.2%	55.8%	51.6%	35.1%
												l		p		
Neither satisfied nor dissatisfied	19	14	5	7	12	6	7	7	9	10	10	7	5	8	9	9
	18.1%	17.7%	19.2%	16.3%	17.4%	12.8%	24.1%	28.0%	13.8%	17.9%	17.2%	17.5%	13.2%	18.6%	14.5%	24.3%
Somewhat dissatisfied	9	9	-	1	1	5	4	2	7	1	5	3	2	6	3	-
	8.6%	11.4%		2.3%	1.4%	10.6%	13.8%	8.0%	10.8%	1.8%	8.6%	7.5%	5.3%	14.0%	4.8%	
			D			e	e		J							
Very dissatisfied	1	1	-	-	1	-	-	-	-	1	1	-	-	1	-	-
	1.0%	1.3%			1.4%					1.8%	1.7%			2.3%		
Summary Rate - Very satisfied/Somewhat satisfied	76	55	21	35	55	36	18	16	49	44	42	30	31	28	50	28
	72.4%	69.6%	80.8%	81.4%	79.7%	76.6%	62.1%	64.0%	75.4%	78.6%	72.4%	75.0%	81.6%	65.1%	80.6%	75.7%
					g									n		

Comparison Groups: BCD/EFG/HIJ/KLM/NOP

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case 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 The Myers Group

770-978-3173

2011



University Family Care  
 Provider Satisfaction Survey (910443)

Q42. Have you visited the University Family Care website?

	--- Provider ---			-- Physicians --			----- Years -----			--- Managed Care ---			----- Survey -----			
	----- Type -----			- in Practice -			-- in Practice --			----- Volume -----			--- Respondent ---			
Total PCP & Spec Answering	PCP	Spec	Dentist	Solo	2-5	>5	<5	5-15	16+	0-10%	11-20%	21- 100%	Phys.	Offc Mgr.	Nurse Other	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total	148	110	38	67	91	79	38	35	93	79	78	49	54	45	92	58
Total Answering	106	79	27	47	67	54	28	28	66	56	64	37	39	40	69	40
	100.0%	100%	100%	100.0%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100%	100%	100.0%
No Answer	42	31	11	20	24	25	10	7	27	23	14	12	15	5	23	18
Yes	64	50	14	26	39	30	18	14	40	33	30	23	30	16	44	27
	60.4%	63.3%	51.9%	55.3%	58.2%	55.6%	64.3%	50.0%	60.6%	58.9%	46.9%	62.2%	76.9%	40.0%	63.8%	67.5%
													K		N	N
No	42	29	13	21	28	24	10	14	26	23	34	14	9	24	25	13
	39.6%	36.7%	48.1%	44.7%	41.8%	44.4%	35.7%	50.0%	39.4%	41.1%	53.1%	37.8%	23.1%	60.0%	36.2%	32.5%
											M			OP		

Comparison Groups: BCD/EFG/HIJ/KLM/NOP  
 Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.

University Family Care  
 Provider Satisfaction Survey (910443)

A. Please indicate the area of medicine in which you practice:

	---- Method of Response ----				----- Number of Claims -----				
	Mail	Phone	Internet	0-249	250-499	500-749	750+	Other	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	148	81	110	24	117	34	15	24	25
Total Answering	144	76	107	24	113	30	15	24	25
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	4	5	3	-	4	4	-	-	-
Primary Care	100	50	63	17	71	19	7	14	19
	69.4%	65.8%	58.9%	70.8%	62.8%	63.3%	46.7%	58.3%	76.0%
									g
Specialty	44	26	44	7	42	11	8	10	6
	30.6%	34.2%	41.1%	29.2%	37.2%	36.7%	53.3%	41.7%	24.0%
							i		

Comparison Groups: BCD/EFGHI

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case 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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University Family Care  
 Provider Satisfaction Survey (910443)

B. How many physicians are in your practice?

	--- Method of Response ---				----- Number of Claims -----				
	Mail	Phone	Internet	0-249	250-499	500-749	750+	Other	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total PCP & Spec Answering	148	81	110	24	117	34	15	24	25
Total Answering	143	78	106	24	113	33	15	24	23
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	5	3	4	-	4	1	-	-	2
Solo	54	47	39	5	52	12	7	10	10
	37.8%	60.3%	36.8%	20.8%	46.0%	36.4%	46.7%	41.7%	43.5%
		CD	d						
2 - 5 physicians	57	21	52	6	40	18	5	9	7
	39.9%	26.9%	49.1%	25.0%	35.4%	54.5%	33.3%	37.5%	30.4%
			BD			Ei			
More than 5 physicians	32	10	15	13	21	3	3	5	6
	22.4%	12.8%	14.2%	54.2%	18.6%	9.1%	20.0%	20.8%	26.1%
				BC					

Comparison Groups: BCD/EFGHI  
 Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.  
 Note: When comparing groups the Z-Test is only valid for large sample sizes (n >=30)

University Family Care  
 Provider Satisfaction Survey (910443)

C. How many years have you been in practice?

	---- Method of Response ----				----- Number of Claims -----				
	Mail	Phone	Internet	0-249	250-499	500-749	750+	Other	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	148	81	110	24	117	34	15	24	25
Total Answering	143	78	105	24	114	31	15	24	23
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	5	3	5	-	3	3	-	-	2
Less than 5 years	21	10	17	8	15	5	1	6	8
	14.7%	12.8%	16.2%	33.3%	13.2%	16.1%	6.7%	25.0%	34.8%
				Bc				g	EG
5 - 15 years	57	35	50	8	57	8	8	9	11
	39.9%	44.9%	47.6%	33.3%	50.0%	25.8%	53.3%	37.5%	47.8%
				F			f		f
16 years or more	65	33	38	8	42	18	6	9	4
	45.5%	42.3%	36.2%	33.3%	36.8%	58.1%	40.0%	37.5%	17.4%
				I		EI			

Comparison Groups: BCD/EFGHI  
 Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.  
 Note: When comparing groups the Z-Test is only valid for large sample sizes (n >=30)

University Family Care  
 Provider Satisfaction Survey (910443)

D. What portion of your managed care volume is represented by University Family Care?

	---- Method of Response ----				----- Number of Claims -----				
	Mail	Phone	Internet	0-249	250-499	500-749	750+	Other	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	148	81	110	24	117	34	15	24	25
Total Answering	124	75	83	23	104	26	10	22	19
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	24	6	27	1	13	8	5	2	6
None	-	-	2	-	2	-	-	-	-
			2.4%		1.9%				
1 - 10%	51	35	33	8	36	13	6	12	9
	41.1%	46.7%	39.8%	34.8%	34.6%	50.0%	60.0%	54.5%	47.4%
								e	
11 - 20%	33	21	22	6	30	7	2	6	4
	26.6%	28.0%	26.5%	26.1%	28.8%	26.9%	20.0%	27.3%	21.1%
21 - 30%	21	11	16	4	21	2	2	2	4
	16.9%	14.7%	19.3%	17.4%	20.2%	7.7%	20.0%	9.1%	21.1%
					f				
31 - 50%	14	5	9	3	9	4	-	2	2
	11.3%	6.7%	10.8%	13.0%	8.7%	15.4%		9.1%	10.5%
51 - 75%	4	3	-	2	5	-	-	-	-
	3.2%	4.0%		8.7%	4.8%				
76 - 100%	1	-	1	-	1	-	-	-	-
	0.8%		1.2%		1.0%				

Comparison Groups: BCD/EFGHI

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case 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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University Family Care  
 Provider Satisfaction Survey (910443)

E. Please indicate in which of the following managed care plans you participate. (Mark all that apply.)

	---- Method of Response ----				----- Number of Claims -----				
	Total PCP & Spec Answering	Mail	Phone	Internet	0-249	250-499	500-749	750+	Other
Total Eligible	148	81	110	24	117	34	15	24	25
Total Valid Responses	413	216	285	73	330	88	41	57	58
Total Respondents	124 100.0%	70 100.0%	88 100.0%	23 100.0%	104 100.0%	26 100.0%	13 100.0%	18 100.0%	20 100.0%
Phoenix Health Plan	98 79.0%	53 75.7%	73 83.0%	16 69.6%	79 76.0%	22 84.6%	12 92.3%	11 61.1%	18 90.0%
Mercy Care Plan	109 87.9%	59 84.3%	74 84.1%	19 82.6%	91 87.5%	22 84.6%	9 69.2%	17 94.4%	13 65.0%
APIPA	114 91.9%	62 88.6%	77 87.5%	21 91.3%	88 84.6%	28 107.7%	11 84.6%	17 94.4%	16 80.0%
Health Choice	92 74.2%	42 60.0%	61 69.3%	17 73.9%	72 69.2%	16 61.5%	9 69.2%	12 66.7%	11 55.0%

University Family Care  
 Provider Satisfaction Survey (910443)

F. How do you provide 24-hour availability? (Mark all that apply.)

	---- Method of Response ----				----- Number of Claims -----				
	Total PCP & Spec Answering	Mail	Phone	Internet	0-249	250-499	500-749	750+	Other
Total Eligible	148	81	110	24	117	34	15	24	25
Total Valid Responses	195	96	143	31	149	42	17	24	38
Total Respondents	137 100.0%	79 100.0%	97 100.0%	24 100.0%	110 100.0%	31 100.0%	14 100.0%	22 100.0%	23 100.0%
Arrange for covering physician	51 37.2%	19 24.1%	21 21.6%	17 70.8%	31 28.2%	8 25.8%	3 21.4%	5 22.7%	10 43.5%
Forward calls to answering service	74 54.0%	38 48.1%	54 55.7%	8 33.3%	59 53.6%	15 48.4%	6 42.9%	6 27.3%	14 60.9%
Always on-call	64 46.7%	29 36.7%	60 61.9%	6 25.0%	50 45.5%	17 54.8%	8 57.1%	9 40.9%	11 47.8%
Do not provide 24-hour availability	6 4.4%	10 12.7%	8 8.2%	-	9 8.2%	2 6.5%	-	4 18.2%	3 13.0%

University Family Care  
 Provider Satisfaction Survey (910443)

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

	---- Method of Response ----				----- Number of Claims -----				
	Mail	Phone	Internet	0-249	250-499	500-749	750+	Other	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	148	81	110	24	117	34	15	24	25
Total Answering	132	74	97	24	108	30	13	21	23
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	16	7	13	-	9	4	2	3	2
Physician	37	30	-	15	20	7	6	4	8
	28.0%	40.5%		62.5%	18.5%	23.3%	46.2%	19.0%	34.8%
				b			eh		
Office Manager	56	32	56	4	53	14	5	9	11
	42.4%	43.2%	57.7%	16.7%	49.1%	46.7%	38.5%	42.9%	47.8%
		D	bD						
Nurse	7	-	6	1	5	2	-	-	-
	5.3%		6.2%	4.2%	4.6%	6.7%			
Other staff	32	12	35	4	30	7	2	8	4
	24.2%	16.2%	36.1%	16.7%	27.8%	23.3%	15.4%	38.1%	17.4%
			BD						

Comparison Groups: BCD/EFGHI

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case 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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University Family Care  
 Provider Satisfaction Survey (910443)

Q1. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts). (University Family Care)

	---- Method of Response ----				----- Number of Claims -----				
	Mail	Phone	Internet	0-249	250-499	500-749	750+	Other	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	148	81	110	24	117	34	15	24	25
Total Answering	128	76	89	21	104	29	13	20	20
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	15	4	18	2	11	5	2	3	3
Excellent	20	16	18	5	22	6	2	5	4
	15.6%	21.1%	20.2%	23.8%	21.2%	20.7%	15.4%	25.0%	20.0%
Very good	45	25	29	6	36	11	3	5	5
	35.2%	32.9%	32.6%	28.6%	34.6%	37.9%	23.1%	25.0%	25.0%
Good	47	28	35	7	36	10	8	5	11
	36.7%	36.8%	39.3%	33.3%	34.6%	34.5%	61.5% efH	25.0%	55.0% eH
Fair	15	6	6	3	10	1	-	4	-
	11.7%	7.9%	6.7%	14.3%	9.6%	3.4%		20.0% f	
Poor	1	1	1	-	-	1	-	1	-
	0.8%	1.3%	1.1%			3.4%		5.0%	
N/A	5	1	3	1	2	-	-	1	2
Summary Rate - Excellent/ Very good	65	41	47	11	58	17	5	10	9
	50.8%	53.9%	52.8%	52.4%	55.8%	58.6%	38.5%	50.0%	45.0%

Comparison Groups: BCD/EFGHI

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case letters indicate significance at the 90% level.

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Presented by The Myers Group

770-978-3173

2011

University Family Care  
 Provider Satisfaction Survey (910443)

Q1. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts). (Other AHCCCS Plans)

	---- Method of Response ----				----- Number of Claims -----				
	Mail	Phone	Internet	0-249	250-499	500-749	750+	Other	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	148	81	110	24	117	34	15	24	25
Total Answering	123	69	90	19	100	29	12	19	18
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	21	11	19	2	16	5	3	5	3
Excellent	13	9	10	2	13	3	1	1	3
	10.6%	13.0%	11.1%	10.5%	13.0%	10.3%	8.3%	5.3%	16.7%
Very good	44	20	27	5	31	10	2	4	5
	35.8%	29.0%	30.0%	26.3%	31.0%	34.5%	16.7%	21.1%	27.8%
Good	51	32	42	8	45	10	8	10	9
	41.5%	46.4%	46.7%	42.1%	45.0%	34.5%	66.7%	52.6%	50.0%
Fair	14	7	9	4	9	5	1	4	1
	11.4%	10.1%	10.0%	21.1%	9.0%	17.2%	8.3%	21.1%	5.6%
Poor	1	1	2	-	2	1	-	-	-
	0.8%	1.4%	2.2%		2.0%	3.4%			
N/A	4	1	1	3	1	-	-	-	4
Summary Rate - Excellent/ Very good	57	29	37	7	44	13	3	5	8
	46.3%	42.0%	41.1%	36.8%	44.0%	44.8%	25.0%	26.3%	44.4%

Comparison Groups: BCD/EFGHI  
 Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
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University Family Care  
 Provider Satisfaction Survey (910443)

Q2. Responsiveness and courtesy of the health plan's Provider Relations representative. (University Family Care)

	---- Method of Response ----				----- Number of Claims -----				
	Mail	Phone	Internet	0-249	250-499	500-749	750+	Other	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	148	81	110	24	117	34	15	24	25
Total Answering	118	75	84	20	101	26	13	19	20
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	20	1	23	2	14	6	1	3	2
Excellent	17	11	20	2	20	3	2	3	5
	14.4%	14.7%	23.8%	10.0%	19.8%	11.5%	15.4%	15.8%	25.0%
Very good	32	21	21	7	29	6	4	7	3
	27.1%	28.0%	25.0%	35.0%	28.7%	23.1%	30.8%	36.8%	15.0%
Good	44	27	30	7	37	11	5	5	6
	37.3%	36.0%	35.7%	35.0%	36.6%	42.3%	38.5%	26.3%	30.0%
Fair	19	13	10	3	11	5	1	4	5
	16.1%	17.3%	11.9%	15.0%	10.9%	19.2%	7.7%	21.1%	25.0%
Poor	6	3	3	1	4	1	1	-	1
	5.1%	4.0%	3.6%	5.0%	4.0%	3.8%	7.7%		5.0%
N/A	10	5	3	2	2	2	1	2	3
Summary Rate - Excellent/ Very good	49	32	41	9	49	9	6	10	8
	41.5%	42.7%	48.8%	45.0%	48.5%	34.6%	46.2%	52.6%	40.0%

Comparison Groups: BCD/EFGHI  
 Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case 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 The Myers Group  
 770-978-3173  
 2011

University Family Care  
 Provider Satisfaction Survey (910443)

Q2. Responsiveness and courtesy of the health plan's Provider Relations representative. (Other AHCCCS Plans)

	---- Method of Response ----				----- Number of Claims -----				
	Mail	Phone	Internet	0-249	250-499	500-749	750+	Other	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	148	81	110	24	117	34	15	24	25
Total Answering	120	73	87	19	101	28	12	19	19
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	21	3	23	2	15	6	1	4	2
Excellent	7	5	7	-	9	1	-	-	2
	5.8%	6.8%	8.0%		8.9%	3.6%			10.5%
Very good	32	20	22	5	30	6	1	7	3
	26.7%	27.4%	25.3%	26.3%	29.7%	21.4%	8.3%	36.8%	15.8%
					G			G	
Good	54	33	41	8	43	12	11	6	10
	45.0%	45.2%	47.1%	42.1%	42.6%	42.9%	91.7%	31.6%	52.6%
							EFHI		
Fair	22	14	14	5	17	8	-	6	2
	18.3%	19.2%	16.1%	26.3%	16.8%	28.6%		31.6%	10.5%
								i	
Poor	5	1	3	1	2	1	-	-	2
	4.2%	1.4%	3.4%	5.3%	2.0%	3.6%			10.5%
N/A	7	5	-	3	1	-	2	1	4
Summary Rate - Excellent/ Very good	39	25	29	5	39	7	1	7	5
	32.5%	34.2%	33.3%	26.3%	38.6%	25.0%	8.3%	36.8%	26.3%
					G			G	

Comparison Groups: BCD/EFCHI

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case 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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University Family Care  
 Provider Satisfaction Survey (910443)

Q3. Timeliness to answer questions and/or resolve problems. (University Family Care)

	---- Method of Response ----				----- Number of Claims -----				
	Mail	Phone	Internet	0-249	250-499	500-749	750+	Other	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	148	81	110	24	117	34	15	24	25
Total Answering	115	73	80	21	97	23	13	20	21
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	21	2	24	2	15	7	1	3	2
Excellent	12	11	14	1	16	2	1	3	4
	10.4%	15.1%	17.5%	4.8%	16.5%	8.7%	7.7%	15.0%	19.0%
		d	D						
Very good	35	25	24	5	36	5	3	7	3
	30.4%	34.2%	30.0%	23.8%	37.1%	21.7%	23.1%	35.0%	14.3%
					I				
Good	45	21	31	10	31	10	6	6	9
	39.1%	28.8%	38.8%	47.6%	32.0%	43.5%	46.2%	30.0%	42.9%
Fair	15	10	7	3	10	3	2	2	3
	13.0%	13.7%	8.8%	14.3%	10.3%	13.0%	15.4%	10.0%	14.3%
Poor	8	6	4	2	4	3	1	2	2
	7.0%	8.2%	5.0%	9.5%	4.1%	13.0%	7.7%	10.0%	9.5%
N/A	12	6	6	1	5	4	1	1	2
Summary Rate - Excellent/ Very good	47	36	38	6	52	7	4	10	7
	40.9%	49.3%	47.5%	28.6%	53.6%	30.4%	30.8%	50.0%	33.3%
		d	d		Fgi				

Comparison Groups: BCD/EFGHI

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case 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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University Family Care  
 Provider Satisfaction Survey (910443)

Q3. Timeliness to answer questions and/or resolve problems. (Other AHCCCS Plans)

Total PCP & Spec Answering	---- Method of Response ----				----- Number of Claims -----				
	Mail	Phone	Internet	0-249	250-499	500-749	750+	Other	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	148	81	110	24	117	34	15	24	25
Total Answering	117	70	85	20	97	27	12	20	19
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	25	7	24	2	19	6	1	4	3
Excellent	3	4	6	-	6	1	-	1	2
	2.6%	5.7%	7.1%		6.2%	3.7%		5.0%	10.5%
Very good	28	20	12	5	27	3	2	4	1
	23.9%	28.6%	14.1%	25.0%	27.8%	11.1%	16.7%	20.0%	5.3%
		C			FI				
Good	60	30	49	7	48	12	8	9	9
	51.3%	42.9%	57.6%	35.0%	49.5%	44.4%	66.7%	45.0%	47.4%
			bd						
Fair	22	14	16	7	16	9	2	5	5
	18.8%	20.0%	18.8%	35.0%	16.5%	33.3%	16.7%	25.0%	26.3%
					e				
Poor	4	2	2	1	-	2	-	1	2
	3.4%	2.9%	2.4%	5.0%		7.4%		5.0%	10.5%
N/A	6	4	1	2	1	1	2	-	3
Summary Rate - Excellent/ Very good	31	24	18	5	33	4	2	5	3
	26.5%	34.3%	21.2%	25.0%	34.0%	14.8%	16.7%	25.0%	15.8%
		c			Fi				

Comparison Groups: BCD/EFGHI

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case 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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University Family Care  
 Provider Satisfaction Survey (910443)

Q4. Quality of provider orientation process. (University Family Care)

	---- Method of Response ----				----- Number of Claims -----				
	Mail	Phone	Internet	0-249	250-499	500-749	750+	Other	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	148	81	110	24	117	34	15	24	25
Total Answering	102	63	75	16	89	21	12	17	15
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	22	2	25	2	15	6	1	4	3
Excellent	15	10	13	2	18	2	1	3	1
	14.7%	15.9%	17.3%	12.5%	20.2%	9.5%	8.3%	17.6%	6.7%
					i				
Very good	24	21	14	4	26	4	3	4	2
	23.5%	33.3%	18.7%	25.0%	29.2%	19.0%	25.0%	23.5%	13.3%
		C							
Good	38	17	37	5	30	9	6	5	9
	37.3%	27.0%	49.3%	31.2%	33.7%	42.9%	50.0%	29.4%	60.0%
			B						eh
Fair	16	12	6	3	12	4	1	3	1
	15.7%	19.0%	8.0%	18.8%	13.5%	19.0%	8.3%	17.6%	6.7%
		c							
Poor	9	3	5	2	3	2	1	2	2
	8.8%	4.8%	6.7%	12.5%	3.4%	9.5%	8.3%	11.8%	13.3%
N/A	24	16	10	6	13	7	2	3	7
Summary Rate - Excellent/ Very good	39	31	27	6	44	6	4	7	3
	38.2%	49.2%	36.0%	37.5%	49.4%	28.6%	33.3%	41.2%	20.0%
					fI				

Comparison Groups: BCD/EFGHI  
 Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.  
 Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

University Family Care  
 Provider Satisfaction Survey (910443)

Q4. Quality of provider orientation process. (Other AHCCCS Plans)

	---- Method of Response ----				----- Number of Claims -----				
	Mail	Phone	Internet	0-249	250-499	500-749	750+	Other	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	148	81	110	24	117	34	15	24	25
Total Answering	100	61	76	15	90	21	11	16	14
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	23	4	25	2	16	6	1	5	3
Excellent	6	5	9	-	10	2	-	1	1
	6.0%	8.2%	11.8%		11.1%	9.5%		6.2%	7.1%
Very good	26	19	13	4	24	4	2	5	1
	26.0%	31.1%	17.1%	26.7%	26.7%	19.0%	18.2%	31.2%	7.1%
		c			I			i	
Good	46	22	41	5	38	10	5	7	8
	46.0%	36.1%	53.9%	33.3%	42.2%	47.6%	45.5%	43.8%	57.1%
			B						
Fair	17	14	11	4	16	4	4	3	2
	17.0%	23.0%	14.5%	26.7%	17.8%	19.0%	36.4%	18.8%	14.3%
Poor	5	1	2	2	2	1	-	-	2
	5.0%	1.6%	2.6%	13.3%	2.2%	4.8%			14.3%
N/A	25	16	9	7	11	7	3	3	8
Summary Rate - Excellent/ Very good	32	24	22	4	34	6	2	6	2
	32.0%	39.3%	28.9%	26.7%	37.8%	28.6%	18.2%	37.5%	14.3%
					I				

Comparison Groups: BCD/EFGHI

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case 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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University Family Care  
 Provider Satisfaction Survey (910443)

Q5. Quality of practitioner educational meetings/in-services. (University Family Care)

	---- Method of Response ----				----- Number of Claims -----				
	Mail	Phone	Internet	0-249	250-499	500-749	750+	Other	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	148	81	110	24	117	34	15	24	25
Total Answering	84	55	61	10	72	20	10	13	11
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	27	5	29	2	17	8	2	4	5
Excellent	11	8	8	2	10	1	1	4	2
	13.1%	14.5%	13.1%	20.0%	13.9%	5.0%	10.0%	30.8%	18.2%
								f	
Very good	19	13	18	1	22	2	3	4	1
	22.6%	23.6%	29.5%	10.0%	30.6%	10.0%	30.0%	30.8%	9.1%
			d		FI				
Good	30	17	23	3	23	8	4	3	5
	35.7%	30.9%	37.7%	30.0%	31.9%	40.0%	40.0%	23.1%	45.5%
Fair	16	11	8	3	13	5	1	1	2
	19.0%	20.0%	13.1%	30.0%	18.1%	25.0%	10.0%	7.7%	18.2%
Poor	8	6	4	1	4	4	1	1	1
	9.5%	10.9%	6.6%	10.0%	5.6%	20.0%	10.0%	7.7%	9.1%
N/A	37	21	20	12	28	6	3	7	9
Summary Rate - Excellent/ Very good	30	21	26	3	32	3	4	8	3
	35.7%	38.2%	42.6%	30.0%	44.4%	15.0%	40.0%	61.5%	27.3%
					F			Fi	

Comparison Groups: BCD/EFGHI

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case 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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University Family Care  
 Provider Satisfaction Survey (910443)

Q5. Quality of practitioner educational meetings/in-services. (Other AHCCCS Plans)

	---- Method of Response ----				----- Number of Claims -----				
	Mail	Phone	Internet	0-249	250-499	500-749	750+	Other	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	148	81	110	24	117	34	15	24	25
Total Answering	81	48	61	10	70	17	9	13	10
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	29	7	30	3	18	9	2	5	6
Excellent	5	3	4	1	5	1	-	1	1
	6.2%	6.2%	6.6%	10.0%	7.1%	5.9%		7.7%	10.0%
Very good	15	12	12	1	18	1	2	3	1
	18.5%	25.0%	19.7%	10.0%	25.7%	5.9%	22.2%	23.1%	10.0%
					F				
Good	37	19	31	5	31	8	5	5	6
	45.7%	39.6%	50.8%	50.0%	44.3%	47.1%	55.6%	38.5%	60.0%
Fair	18	11	10	2	11	5	2	4	1
	22.2%	22.9%	16.4%	20.0%	15.7%	29.4%	22.2%	30.8%	10.0%
Poor	6	3	4	1	5	2	-	-	1
	7.4%	6.2%	6.6%	10.0%	7.1%	11.8%			10.0%
N/A	38	26	19	11	29	8	4	6	9
Summary Rate - Excellent/ Very good	20	15	16	2	23	2	2	4	2
	24.7%	31.2%	26.2%	20.0%	32.9%	11.8%	22.2%	30.8%	20.0%
					F				

Comparison Groups: BCD/EFGHI

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case 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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University Family Care  
 Provider Satisfaction Survey (910443)

Q6. Quality of written communications, policy bulletins, and manuals. (University Family Care)

	---- Method of Response ----				----- Number of Claims -----				
	Mail	Phone	Internet	0-249	250-499	500-749	750+	Other	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	148	81	110	24	117	34	15	24	25
Total Answering	109	71	75	18	94	25	11	16	18
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	28	6	29	2	18	7	3	5	4
Excellent	15	10	11	2	13	3	2	3	2
	13.8%	14.1%	14.7%	11.1%	13.8%	12.0%	18.2%	18.8%	11.1%
Very good	24	19	24	4	31	3	2	7	4
	22.0%	26.8%	32.0%	22.2%	33.0%	12.0%	18.2%	43.8%	22.2%
					F			F	
Good	43	24	32	7	33	12	6	3	9
	39.4%	33.8%	42.7%	38.9%	35.1%	48.0%	54.5%	18.8%	50.0%
						H	H		H
Fair	22	17	6	3	16	6	-	2	2
	20.2%	23.9%	8.0%	16.7%	17.0%	24.0%		12.5%	11.1%
		C							
Poor	5	1	2	2	1	1	1	1	1
	4.6%	1.4%	2.7%	11.1%	1.1%	4.0%	9.1%	6.2%	5.6%
N/A	11	4	6	4	5	2	1	3	3
Summary Rate - Excellent/ Very good	39	29	35	6	44	6	4	10	6
	35.8%	40.8%	46.7%	33.3%	46.8%	24.0%	36.4%	62.5%	33.3%
					F			Fi	

Comparison Groups: BCD/EFGHI

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case 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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University Family Care  
 Provider Satisfaction Survey (910443)

Q6. Quality of written communications, policy bulletins, and manuals. (Other AHCCCS Plans)

	---- Method of Response ----				----- Number of Claims -----				
	Mail	Phone	Internet	0-249	250-499	500-749	750+	Other	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	148	81	110	24	117	34	15	24	25
Total Answering	109	68	78	17	95	25	10	16	17
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	29	9	28	2	19	7	3	6	4
Excellent	11	7	9	1	9	2	1	4	1
	10.1%	10.3%	11.5%	5.9%	9.5%	8.0%	10.0%	25.0%	5.9%
Very good	19	14	18	2	24	3	2	2	3
	17.4%	20.6%	23.1%	11.8%	25.3%	12.0%	20.0%	12.5%	17.6%
					f				
Good	58	26	46	10	45	13	6	7	11
	53.2%	38.2%	59.0%	58.8%	47.4%	52.0%	60.0%	43.8%	64.7%
			B						
Fair	19	20	4	3	16	5	1	3	2
	17.4%	29.4%	5.1%	17.6%	16.8%	20.0%	10.0%	18.8%	11.8%
		C							
Poor	2	1	1	1	1	2	-	-	-
	1.8%	1.5%	1.3%	5.9%	1.1%	8.0%			
N/A	10	4	4	5	3	2	2	2	4
Summary Rate - Excellent/ Very good	30	21	27	3	33	5	3	6	4
	27.5%	30.9%	34.6%	17.6%	34.7%	20.0%	30.0%	37.5%	23.5%

Comparison Groups: BCD/EFGHI

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case 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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University Family Care  
 Provider Satisfaction Survey (910443)

Q7. Quality health plan's primary care providers. (University Family Care)

	---- Method of Response ----				----- Number of Claims -----				
	Mail	Phone	Internet	0-249	250-499	500-749	750+	Other	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	148	81	110	24	117	34	15	24	25
Total Answering	98	65	59	18	83	23	10	11	15
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	29	3	34	2	19	7	2	6	5
Excellent	16	8	9	4	13	1	3	3	1
	16.3%	12.3%	15.3%	22.2%	15.7%	4.3%	30.0%	27.3%	6.7%
					f		f		
Very good	33	25	16	9	26	11	3	5	5
	33.7%	38.5%	27.1%	50.0%	31.3%	47.8%	30.0%	45.5%	33.3%
				c					
Good	36	22	29	5	34	10	4	2	6
	36.7%	33.8%	49.2%	27.8%	41.0%	43.5%	40.0%	18.2%	40.0%
			bd		h				
Fair	11	9	4	-	9	1	-	1	2
	11.2%	13.8%	6.8%		10.8%	4.3%		9.1%	13.3%
Poor	2	1	1	-	1	-	-	-	1
	2.0%	1.5%	1.7%		1.2%				6.7%
N/A	21	13	17	4	15	4	3	7	5
Summary Rate - Excellent/ Very good	49	33	25	13	39	12	6	8	6
	50.0%	50.8%	42.4%	72.2%	47.0%	52.2%	60.0%	72.7%	40.0%
				bC				ei	

Comparison Groups: BCD/EFGHI

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case 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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University Family Care  
 Provider Satisfaction Survey (910443)

Q7. Quality health plan's primary care providers. (Other AHCCCS Plans)

	---- Method of Response ----				----- Number of Claims -----				
	Mail	Phone	Internet	0-249	250-499	500-749	750+	Other	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	148	81	110	24	117	34	15	24	25
Total Answering	98	61	61	18	84	22	9	10	15
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	30	6	34	2	20	8	2	7	5
Excellent	9	5	6	2	9	1	1	2	-
	9.2%	8.2%	9.8%	11.1%	10.7%	4.5%	11.1%	20.0%	
Very good	36	21	18	9	29	8	3	4	4
	36.7%	34.4%	29.5%	50.0%	34.5%	36.4%	33.3%	40.0%	26.7%
Good	44	28	32	7	38	12	5	3	9
	44.9%	45.9%	52.5%	38.9%	45.2%	54.5%	55.6%	30.0%	60.0%
Fair	8	6	5	-	8	1	-	1	1
	8.2%	9.8%	8.2%		9.5%	4.5%		10.0%	6.7%
Poor	1	1	-	-	-	-	-	-	1
	1.0%	1.6%							6.7%
N/A	20	14	15	4	13	4	4	7	5
Summary Rate - Excellent/ Very good	45	26	24	11	38	9	4	6	4
	45.9%	42.6%	39.3%	61.1%	45.2%	40.9%	44.4%	60.0%	26.7%
				c				i	

Comparison Groups: BCD/EFGHI

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case 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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University Family Care  
 Provider Satisfaction Survey (910443)

Q8. Quality health plan's specialists. (University Family Care)

	---- Method of Response ----				----- Number of Claims -----				
	Mail	Phone	Internet	0-249	250-499	500-749	750+	Other	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	148	81	110	24	117	34	15	24	25
Total Answering	112	71	72	18	90	25	10	16	20
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	24	2	29	2	16	7	2	5	3
Excellent	18	6	14	4	18	2	1	3	-
	16.1%	8.5%	19.4%	22.2%	20.0%	8.0%	10.0%	18.8%	
			b		f				
Very good	34	28	20	3	30	7	3	6	5
	30.4%	39.4%	27.8%	16.7%	33.3%	28.0%	30.0%	37.5%	25.0%
		D							
Good	35	21	30	8	28	12	6	5	8
	31.2%	29.6%	41.7%	44.4%	31.1%	48.0%	60.0%	31.2%	40.0%
					e				
Fair	19	13	5	3	12	3	-	-	6
	17.0%	18.3%	6.9%	16.7%	13.3%	12.0%			30.0%
		C							
Poor	6	3	3	-	2	1	-	2	1
	5.4%	4.2%	4.2%		2.2%	4.0%		12.5%	5.0%
N/A	12	8	9	4	11	2	3	3	2
Summary Rate - Excellent/ Very good	52	34	34	7	48	9	4	9	5
	46.4%	47.9%	47.2%	38.9%	53.3%	36.0%	40.0%	56.2%	25.0%
					I			I	

Comparison Groups: BCD/EFGHI

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case 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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2011

University Family Care  
 Provider Satisfaction Survey (910443)

Q8. Quality health plan's specialists. (Other AHCCCS Plans)

	---- Method of Response ----				----- Number of Claims -----				
	Mail	Phone	Internet	0-249	250-499	500-749	750+	Other	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	148	81	110	24	117	34	15	24	25
Total Answering	112	68	75	17	91	25	9	16	19
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	26	4	30	2	17	8	2	6	3
Excellent	9	5	5	3	9	2	-	2	-
	8.0%	7.4%	6.7%	17.6%	9.9%	8.0%		12.5%	
Very good	32	22	18	4	28	7	2	3	4
	28.6%	32.4%	24.0%	23.5%	30.8%	28.0%	22.2%	18.8%	21.1%
Good	53	28	44	8	41	13	7	8	11
	47.3%	41.2%	58.7%	47.1%	45.1%	52.0%	77.8%	50.0%	57.9%
			B				E		
Fair	14	11	6	2	12	3	-	2	2
	12.5%	16.2%	8.0%	11.8%	13.2%	12.0%		12.5%	10.5%
Poor	4	2	2	-	1	-	-	1	2
	3.6%	2.9%	2.7%		1.1%			6.2%	10.5%
N/A	10	9	5	5	9	1	4	2	3
Summary Rate - Excellent/ Very good	41	27	23	7	37	9	2	5	4
	36.6%	39.7%	30.7%	41.2%	40.7%	36.0%	22.2%	31.2%	21.1%
					i				

Comparison Groups: BCD/EFGHI  
 Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.  
 Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)



University Family Care  
 Provider Satisfaction Survey (910443)

Q9. Specialists network has an adequate number of high-quality specialists to whom I can refer my patients. (University Family Care)

	---- Method of Response ----				----- Number of Claims -----				
	Mail	Phone	Internet	0-249	250-499	500-749	750+	Other	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	148	81	110	24	117	34	15	24	25
Total Answering	115	72	73	21	91	26	11	16	22
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	24	3	30	2	18	7	2	6	2
Excellent	14	6	9	4	14	2	1	2	-
	12.2%	8.3%	12.3%	19.0%	15.4%	7.7%	9.1%	12.5%	
Very good	24	16	15	3	21	4	1	4	4
	20.9%	22.2%	20.5%	14.3%	23.1%	15.4%	9.1%	25.0%	18.2%
Good	37	19	27	9	26	11	6	4	8
	32.2%	26.4%	37.0%	42.9%	28.6%	42.3%	54.5%	25.0%	36.4%
Fair	28	19	18	3	19	7	2	4	8
	24.3%	26.4%	24.7%	14.3%	20.9%	26.9%	18.2%	25.0%	36.4%
Poor	12	12	4	2	11	2	1	2	2
	10.4%	16.7%	5.5%	9.5%	12.1%	7.7%	9.1%	12.5%	9.1%
N/A	9	6	7	1	8	1	2	2	1
Summary Rate - Excellent/ Very good	38	22	24	7	35	6	2	6	4
	33.0%	30.6%	32.9%	33.3%	38.5%	23.1%	18.2%	37.5%	18.2%

Comparison Groups: BCD/EFGHI  
 Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.  
 Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

University Family Care  
 Provider Satisfaction Survey (910443)

Q9. Specialists network has an adequate number of high-quality specialists to whom I can refer my patients. (Other AHCCCS Plans)

	---- Method of Response ----				----- Number of Claims -----				
	Mail	Phone	Internet	0-249	250-499	500-749	750+	Other	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	148	81	110	24	117	34	15	24	25
Total Answering	117	71	75	20	92	26	11	16	21
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	24	4	30	2	18	7	2	7	2
Excellent	8	6	4	2	8	2	-	2	-
	6.8%	8.5%	5.3%	10.0%	8.7%	7.7%		12.5%	
Very good	25	15	14	5	22	2	2	5	3
	21.4%	21.1%	18.7%	25.0%	23.9%	7.7%	18.2%	31.2%	14.3%
					F			f	
Good	60	24	43	10	40	15	7	5	10
	51.3%	33.8%	57.3%	50.0%	43.5%	57.7%	63.6%	31.2%	47.6%
			B			h	h		
Fair	18	18	13	2	17	6	1	4	5
	15.4%	25.4%	17.3%	10.0%	18.5%	23.1%	9.1%	25.0%	23.8%
		d							
Poor	6	8	1	1	5	1	1	-	3
	5.1%	11.3%	1.3%	5.0%	5.4%	3.8%	9.1%		14.3%
		C							
N/A	7	6	5	2	7	1	2	1	2
Summary Rate - Excellent/ Very good	33	21	18	7	30	4	2	7	3
	28.2%	29.6%	24.0%	35.0%	32.6%	15.4%	18.2%	43.8%	14.3%
					FI			FI	

Comparison Groups: BCD/EFGHI  
 Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.  
 Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

University Family Care  
 Provider Satisfaction Survey (910443)

Q10. Behavioral health network has an adequate number of high-quality practitioners to whom I can refer my patients. (University Family Care)

	---- Method of Response ----				----- Number of Claims -----				
	Mail	Phone	Internet	0-249	250-499	500-749	750+	Other	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	148	81	110	24	117	34	15	24	25
Total Answering	98	55	49	17	67	19	8	11	16
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	24	5	32	2	18	9	3	7	2
Excellent	5	2	2	2	4	1	-	1	-
	5.1%	3.6%	4.1%	11.8%	6.0%	5.3%		9.1%	
Very good	15	16	7	-	16	1	2	2	2
	15.3%	29.1%	14.3%		23.9%	5.3%	25.0%	18.2%	12.5%
		c			F				
Good	35	15	27	4	27	9	3	3	4
	35.7%	27.3%	55.1%	23.5%	40.3%	47.4%	37.5%	27.3%	25.0%
			BD						
Fair	20	12	8	3	12	5	1	1	4
	20.4%	21.8%	16.3%	17.6%	17.9%	26.3%	12.5%	9.1%	25.0%
Poor	23	10	5	8	8	3	2	4	6
	23.5%	18.2%	10.2%	47.1%	11.9%	15.8%	25.0%	36.4%	37.5%
			BC						E
N/A	26	21	29	5	32	6	4	6	7
Summary Rate - Excellent/ Very good	20	18	9	2	20	2	2	3	2
	20.4%	32.7%	18.4%	11.8%	29.9%	10.5%	25.0%	27.3%	12.5%
		cD			Fi				

Comparison Groups: BCD/EFGHI

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case 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 The Myers Group

770-978-3173

2011

University Family Care  
 Provider Satisfaction Survey (910443)

Q10. Behavioral health network has an adequate number of high-quality practitioners to whom I can refer my patients. (Other AHCCCS Plans)

	---- Method of Response ----				----- Number of Claims -----				
	Mail	Phone	Internet	0-249	250-499	500-749	750+	Other	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	148	81	110	24	117	34	15	24	25
Total Answering	96	50	51	18	65	18	8	12	16
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	29	11	32	2	22	11	2	8	2
Excellent	3	1	1	2	3	1	-	-	-
	3.1%	2.0%	2.0%	11.1%	4.6%	5.6%			
Very good	17	15	5	1	15	1	2	2	1
	17.7%	30.0% CD	9.8%	5.6%	23.1% FI	5.6%	25.0%	16.7%	6.2%
Good	34	13	32	4	28	7	4	4	6
	35.4%	26.0%	62.7% BD	22.2%	43.1%	38.9%	50.0%	33.3%	37.5%
Fair	25	15	10	3	15	7	1	2	3
	26.0%	30.0%	19.6%	16.7%	23.1%	38.9%	12.5%	16.7%	18.8%
Poor	17	6	3	8	4	2	1	4	6
	17.7%	12.0%	5.9%	44.4% BC	6.2%	11.1%	12.5%	33.3% e	37.5% Ef
N/A	23	20	27	4	30	5	5	4	7
Summary Rate - Excellent/ Very good	20	16	6	3	18	2	2	2	1
	20.8%	32.0% C	11.8%	16.7%	27.7% fI	11.1%	25.0%	16.7%	6.2%

Comparison Groups: BCD/EFGHI

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case 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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University Family Care  
 Provider Satisfaction Survey (910443)

Q11. Health plan takes physician input and recommendations seriously. (University Family Care)

	---- Method of Response ----				----- Number of Claims -----				
	Mail	Phone	Internet	0-249	250-499	500-749	750+	Other	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	148	81	110	24	117	34	15	24	25
Total Answering	102	57	70	17	90	19	9	12	14
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	27	5	33	2	18	9	3	7	3
Excellent	11	6	11	2	13	1	1	2	2
	10.8%	10.5%	15.7%	11.8%	14.4%	5.3%	11.1%	16.7%	14.3%
Very good	25	14	21	1	26	5	1	2	2
	24.5%	24.6%	30.0%	5.9%	28.9%	26.3%	11.1%	16.7%	14.3%
		D	D						
Good	32	16	26	5	27	6	4	5	5
	31.4%	28.1%	37.1%	29.4%	30.0%	31.6%	44.4%	41.7%	35.7%
Fair	21	12	7	8	18	4	2	-	3
	20.6%	21.1%	10.0%	47.1%	20.0%	21.1%	22.2%		21.4%
		c		BC					
Poor	13	9	5	1	6	3	1	3	2
	12.7%	15.8%	7.1%	5.9%	6.7%	15.8%	11.1%	25.0%	14.3%
N/A	19	19	7	5	9	6	3	5	8
Summary Rate - Excellent/ Very good	36	20	32	3	39	6	2	4	4
	35.3%	35.1%	45.7%	17.6%	43.3%	31.6%	22.2%	33.3%	28.6%
			D						

Comparison Groups: BCD/EFGHI  
 Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case 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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University Family Care  
 Provider Satisfaction Survey (910443)

Q11. Health plan takes physician input and recommendations seriously. (Other AHCCCS Plans)

	---- Method of Response ----				----- Number of Claims -----				
	Mail	Phone	Internet	0-249	250-499	500-749	750+	Other	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	148	81	110	24	117	34	15	24	25
Total Answering	101	54	71	17	90	19	8	12	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	27	7	33	2	18	10	3	8	3
Excellent	8	6	5	1	10	1	-	-	1
	7.9%	11.1%	7.0%	5.9%	11.1%	5.3%			7.7%
Very good	19	11	12	1	18	3	1	1	1
	18.8%	20.4%	16.9%	5.9%	20.0%	15.8%	12.5%	8.3%	7.7%
Good	39	17	36	5	36	6	4	6	6
	38.6%	31.5%	50.7%	29.4%	40.0%	31.6%	50.0%	50.0%	46.2%
Fair	29	14	16	9	23	6	3	3	4
	28.7%	25.9%	22.5%	52.9%	25.6%	31.6%	37.5%	25.0%	30.8%
Poor	6	6	2	1	3	3	-	2	1
	5.9%	11.1%	2.8%	5.9%	3.3%	15.8%		16.7%	7.7%
N/A	20	20	6	5	9	5	4	4	9
Summary Rate - Excellent/ Very good	27	17	17	2	28	4	1	1	2
	26.7%	31.5%	23.9%	11.8%	31.1%	21.1%	12.5%	8.3%	15.4%

Comparison Groups: BCD/EFGHI

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case 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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University Family Care  
 Provider Satisfaction Survey (910443)

Q12. Process of obtaining pre-certification/referral/authorization information. (University Family Care)

	---- Method of Response ----				----- Number of Claims -----				
	Mail	Phone	Internet	0-249	250-499	500-749	750+	Other	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	148	81	110	24	117	34	15	24	25
Total Answering	119	78	75	21	100	24	12	15	23
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	25	3	30	3	16	9	2	7	2
Excellent	13	11	14	3	17	3	2	2	4
	10.9%	14.1%	18.7%	14.3%	17.0%	12.5%	16.7%	13.3%	17.4%
Very good	27	15	18	3	23	5	1	5	2
	22.7%	19.2%	24.0%	14.3%	23.0%	20.8%	8.3%	33.3%	8.7%
					I			gi	
Good	40	23	31	4	29	9	6	4	10
	33.6%	29.5%	41.3%	19.0%	29.0%	37.5%	50.0%	26.7%	43.5%
			D						
Fair	27	21	6	8	23	5	3	-	4
	22.7%	26.9%	8.0%	38.1%	23.0%	20.8%	25.0%		17.4%
		C		C					
Poor	12	8	6	3	8	2	-	4	3
	10.1%	10.3%	8.0%	14.3%	8.0%	8.3%		26.7%	13.0%
N/A	4	-	5	-	1	1	1	2	-
Summary Rate - Excellent/ Very good	40	26	32	6	40	8	3	7	6
	33.6%	33.3%	42.7%	28.6%	40.0%	33.3%	25.0%	46.7%	26.1%

Comparison Groups: BCD/EFGHI

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case 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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University Family Care  
 Provider Satisfaction Survey (910443)

Q12. Process of obtaining pre-certification/referral/authorization information. (Other AHCCCS Plans)

	---- Method of Response ----				----- Number of Claims -----				
	Mail	Phone	Internet	0-249	250-499	500-749	750+	Other	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	148	81	110	24	117	34	15	24	25
Total Answering	122	77	76	21	102	25	11	15	21
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	25	4	31	2	15	9	3	8	2
Excellent	6	4	7	1	9	1	-	-	2
	4.9%	5.2%	9.2%	4.8%	8.8%	4.0%			9.5%
Very good	24	14	17	2	20	5	3	5	-
	19.7%	18.2%	22.4%	9.5%	19.6%	20.0%	27.3%	33.3%	
Good	45	26	39	4	39	8	7	5	10
	36.9%	33.8%	51.3%	19.0%	38.2%	32.0%	63.6%	33.3%	47.6%
			BD				ef		
Fair	36	27	7	12	26	10	1	3	6
	29.5%	35.1%	9.2%	57.1%	25.5%	40.0%	9.1%	20.0%	28.6%
		C		bC	g	G			
Poor	11	6	6	2	8	1	-	2	3
	9.0%	7.8%	7.9%	9.5%	7.8%	4.0%		13.3%	14.3%
N/A	1	-	3	1	-	-	1	1	2
Summary Rate - Excellent/ Very good	30	18	24	3	29	6	3	5	2
	24.6%	23.4%	31.6%	14.3%	28.4%	24.0%	27.3%	33.3%	9.5%
			d		I			i	

Comparison Groups: BCD/EFGHI

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case 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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University Family Care  
 Provider Satisfaction Survey (910443)

Q13. Timeliness of UM's pre-certification process. (University Family Care)

	---- Method of Response ----				----- Number of Claims -----				
	Mail	Phone	Internet	0-249	250-499	500-749	750+	Other	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	148	81	110	24	117	34	15	24	25
Total Answering	115	69	72	21	96	21	12	12	21
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	24	5	32	2	18	8	2	8	3
Excellent	11	7	13	3	16	1	2	1	3
	9.6%	10.1%	18.1%	14.3%	16.7%	4.8%	16.7%	8.3%	14.3%
					F				
Very good	27	17	14	3	22	3	2	6	1
	23.5%	24.6%	19.4%	14.3%	22.9%	14.3%	16.7%	50.0%	4.8%
					I			eFgI	
Good	41	15	33	8	30	9	3	3	11
	35.7%	21.7%	45.8%	38.1%	31.2%	42.9%	25.0%	25.0%	52.4%
			B						egh
Fair	27	20	10	6	21	7	4	-	4
	23.5%	29.0%	13.9%	28.6%	21.9%	33.3%	33.3%		19.0%
		C							
Poor	9	10	2	1	7	1	1	2	2
	7.8%	14.5%	2.8%	4.8%	7.3%	4.8%	8.3%	16.7%	9.5%
		C							
N/A	9	7	6	1	3	5	1	4	1
Summary Rate - Excellent/ Very good	38	24	27	6	38	4	4	7	4
	33.0%	34.8%	37.5%	28.6%	39.6%	19.0%	33.3%	58.3%	19.0%
					FI			FI	

Comparison Groups: BCD/EFGHI

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case 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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University Family Care  
 Provider Satisfaction Survey (910443)

Q13. Timeliness of UM's pre-certification process. (Other AHCCCS Plans)

	---- Method of Response ----				----- Number of Claims -----				
	Mail	Phone	Internet	0-249	250-499	500-749	750+	Other	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	148	81	110	24	117	34	15	24	25
Total Answering	115	68	74	20	98	20	12	12	20
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	25	5	32	2	17	9	1	9	3
Excellent	6	2	7	1	8	1	-	-	1
	5.2%	2.9%	9.5%	5.0%	8.2%	5.0%			5.0%
Very good	22	17	10	2	20	1	2	5	1
	19.1%	25.0%	13.5%	10.0%	20.4%	5.0%	16.7%	41.7%	5.0%
		cd			FI			FI	
Good	50	19	46	7	41	9	7	4	11
	43.5%	27.9%	62.2%	35.0%	41.8%	45.0%	58.3%	33.3%	55.0%
			BD						
Fair	31	23	8	9	21	8	3	3	5
	27.0%	33.8%	10.8%	45.0%	21.4%	40.0%	25.0%	25.0%	25.0%
		C		C					
Poor	6	7	3	1	8	1	-	-	2
	5.2%	10.3%	4.1%	5.0%	8.2%	5.0%			10.0%
N/A	8	8	4	2	2	5	2	3	2
Summary Rate - Excellent/ Very good	28	19	17	3	28	2	2	5	2
	24.3%	27.9%	23.0%	15.0%	28.6%	10.0%	16.7%	41.7%	10.0%
					FI			FI	

Comparison Groups: BCD/EFGHI

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case 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 The Myers Group

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University Family Care  
 Provider Satisfaction Survey (910443)

Q14. Phone access to UM staff. (University Family Care)

	---- Method of Response ----				----- Number of Claims -----				
	Mail	Phone	Internet	0-249	250-499	500-749	750+	Other	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	148	81	110	24	117	34	15	24	25
Total Answering	108	71	71	16	96	21	12	12	17
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	27	4	35	2	17	9	2	9	4
Excellent	9	8	8	2	11	2	3	1	1
	8.3%	11.3%	11.3%	12.5%	11.5%	9.5%	25.0%	8.3%	5.9%
Very good	31	13	23	4	27	4	2	3	4
	28.7%	18.3%	32.4%	25.0%	28.1%	19.0%	16.7%	25.0%	23.5%
			b						
Good	42	25	35	4	36	9	5	6	8
	38.9%	35.2%	49.3%	25.0%	37.5%	42.9%	41.7%	50.0%	47.1%
			bD						
Fair	21	20	5	4	19	5	1	1	3
	19.4%	28.2%	7.0%	25.0%	19.8%	23.8%	8.3%	8.3%	17.6%
		C							
Poor	5	5	-	2	3	1	1	1	1
	4.6%	7.0%		12.5%	3.1%	4.8%	8.3%	8.3%	5.9%
N/A	13	6	4	6	4	4	1	3	4
Summary Rate - Excellent/ Very good	40	21	31	6	38	6	5	4	5
	37.0%	29.6%	43.7%	37.5%	39.6%	28.6%	41.7%	33.3%	29.4%
			b						

Comparison Groups: BCD/EFGHI

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case 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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University Family Care  
 Provider Satisfaction Survey (910443)

Q14. Phone access to UM staff. (Other AHCCCS Plans)

	---- Method of Response ----				----- Number of Claims -----				
	Mail	Phone	Internet	0-249	250-499	500-749	750+	Other	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	148	81	110	24	117	34	15	24	25
Total Answering	110	66	74	17	98	22	9	12	16
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	28	7	35	2	16	10	3	10	5
Excellent	5	3	4	1	6	1	-	-	1
	4.5%	4.5%	5.4%	5.9%	6.1%	4.5%			6.2%
Very good	24	14	19	2	24	4	1	4	2
	21.8%	21.2%	25.7%	11.8%	24.5%	18.2%	11.1%	33.3%	12.5%
Good	48	20	37	7	40	6	4	6	8
	43.6%	30.3%	50.0%	41.2%	40.8%	27.3%	44.4%	50.0%	50.0%
Fair	25	25	10	4	23	10	3	1	2
	22.7%	37.9%	13.5%	23.5%	23.5%	45.5%	33.3%	8.3%	12.5%
Poor	8	4	4	3	5	1	1	1	3
	7.3%	6.1%	5.4%	17.6%	5.1%	4.5%	11.1%	8.3%	18.8%
N/A	10	8	1	5	3	2	3	2	4
Summary Rate - Excellent/ Very good	29	17	23	3	30	5	1	4	3
	26.4%	25.8%	31.1%	17.6%	30.6%	22.7%	11.1%	33.3%	18.8%

Comparison Groups: BCD/EFGHI  
 Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case 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 The Myers Group  
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University Family Care  
 Provider Satisfaction Survey (910443)

Q15. Extent to which UM staff share review criteria and reasons for adverse determinations. (University Family Care)

	---- Method of Response ----				----- Number of Claims -----				
	Mail	Phone	Internet	0-249	250-499	500-749	750+	Other	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	148	81	110	24	117	34	15	24	25
Total Answering	102	69	61	19	89	22	9	12	17
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	28	1	37	2	16	9	2	8	5
Excellent	8	9	5	1	8	2	2	1	2
	7.8%	13.0%	8.2%	5.3%	9.0%	9.1%	22.2%	8.3%	11.8%
Very good	21	12	15	3	21	4	1	4	-
	20.6%	17.4%	24.6%	15.8%	23.6%	18.2%	11.1%	33.3%	
Good	47	20	37	6	42	5	3	4	9
	46.1%	29.0%	60.7%	31.6%	47.2%	22.7%	33.3%	33.3%	52.9%
			BD		F				F
Fair	18	22	4	5	14	10	2	2	3
	17.6%	31.9%	6.6%	26.3%	15.7%	45.5%	22.2%	16.7%	17.6%
		C		c		EhI			
Poor	8	6	-	4	4	1	1	1	3
	7.8%	8.7%		21.1%	4.5%	4.5%	11.1%	8.3%	17.6%
N/A	18	11	12	3	12	3	4	4	3
Summary Rate - Excellent/ Very good	29	21	20	4	29	6	3	5	2
	28.4%	30.4%	32.8%	21.1%	32.6%	27.3%	33.3%	41.7%	11.8%
					I			i	

Comparison Groups: BCD/EFGHI  
 Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case 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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University Family Care  
 Provider Satisfaction Survey (910443)

Q15. Extent to which UM staff share review criteria and reasons for adverse determinations. (Other AHCCCS Plans)

Total PCP & Spec Answering	---- Method of Response ----				----- Number of Claims -----				
	Mail	Phone	Internet	0-249	250-499	500-749	750+	Other	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	148	81	110	24	117	34	15	24	25
Total Answering	101	64	64	19	88	21	8	12	18
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	30	5	37	2	18	10	2	9	5
Excellent	6	3	2	2	6	1	-	-	-
	5.9%	4.7%	3.1%	10.5%	6.8%	4.8%			
Very good	16	13	12	-	15	3	2	3	2
	15.8%	20.3%	18.8%		17.0%	14.3%	25.0%	25.0%	11.1%
Good	50	19	38	8	42	6	4	5	8
	49.5%	29.7%	59.4%	42.1%	47.7%	28.6%	50.0%	41.7%	44.4%
			B		f				
Fair	22	25	10	6	22	10	2	4	3
	21.8%	39.1%	15.6%	31.6%	25.0%	47.6%	25.0%	33.3%	16.7%
		C			eI				
Poor	7	4	2	3	3	1	-	-	5
	6.9%	6.2%	3.1%	15.8%	3.4%	4.8%			27.8%
									EF
N/A	17	12	9	3	11	3	5	3	2
Summary Rate - Excellent/ Very good	22	16	14	2	21	4	2	3	2
	21.8%	25.0%	21.9%	10.5%	23.9%	19.0%	25.0%	25.0%	11.1%

Comparison Groups: BCD/EFGHI

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case 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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University Family Care  
 Provider Satisfaction Survey (910443)

Q16. Consistency of review decisions. (University Family Care)

	---- Method of Response ----				----- Number of Claims -----				
	Mail	Phone	Internet	0-249	250-499	500-749	750+	Other	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	148	81	110	24	117	34	15	24	25
Total Answering	101	70	60	20	93	20	10	13	14
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	30	2	37	3	17	8	2	8	7
Excellent	9	6	6	2	9	3	1	1	-
	8.9%	8.6%	10.0%	10.0%	9.7%	15.0%	10.0%	7.7%	
Very good	20	13	14	4	20	5	2	4	-
	19.8%	18.6%	23.3%	20.0%	21.5%	25.0%	20.0%	30.8%	
Good	49	20	37	8	39	4	5	6	11
	48.5%	28.6%	61.7%	40.0%	41.9%	20.0%	50.0%	46.2%	78.6%
			Bd		F		f		EFh
Fair	18	25	2	4	20	6	1	1	3
	17.8%	35.7%	3.3%	20.0%	21.5%	30.0%	10.0%	7.7%	21.4%
		C		c		h			
Poor	5	6	1	2	5	2	1	1	-
	5.0%	8.6%	1.7%	10.0%	5.4%	10.0%	10.0%	7.7%	
		c							
N/A	17	9	13	1	7	6	3	3	4
Summary Rate - Excellent/ Very good	29	19	20	6	29	8	3	5	-
	28.7%	27.1%	33.3%	30.0%	31.2%	40.0%	30.0%	38.5%	

Comparison Groups: BCD/EFGHI

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case 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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University Family Care  
 Provider Satisfaction Survey (910443)

Q16. Consistency of review decisions. (Other AHCCCS Plans)

	---- Method of Response ----				----- Number of Claims -----				
	Mail	Phone	Internet	0-249	250-499	500-749	750+	Other	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	148	81	110	24	117	34	15	24	25
Total Answering	103	69	63	20	95	21	9	13	14
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	30	3	36	3	17	7	2	9	7
Excellent	7	4	4	1	6	3	-	-	-
	6.8%	5.8%	6.3%	5.0%	6.3%	14.3%			
Very good	19	12	11	4	17	3	3	4	-
	18.4%	17.4%	17.5%	20.0%	17.9%	14.3%	33.3%	30.8%	
Good	51	21	38	9	42	5	5	6	10
	49.5%	30.4%	60.3%	45.0%	44.2%	23.8%	55.6%	46.2%	71.4%
			B		f		f		EF
Fair	19	25	5	5	23	6	1	2	3
	18.4%	36.2%	7.9%	25.0%	24.2%	28.6%	11.1%	15.4%	21.4%
		C		c					
Poor	7	7	5	1	7	4	-	1	1
	6.8%	10.1%	7.9%	5.0%	7.4%	19.0%		7.7%	7.1%
N/A	15	9	11	1	5	6	4	2	4
Summary Rate - Excellent/ Very good	26	16	15	5	23	6	3	4	-
	25.2%	23.2%	23.8%	25.0%	24.2%	28.6%	33.3%	30.8%	

Comparison Groups: BCD/EFGHI

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case 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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University Family Care  
 Provider Satisfaction Survey (910443)

Q17. Timeliness of UM appeals process. (University Family Care)

	---- Method of Response ----				----- Number of Claims -----				
	Mail	Phone	Internet	0-249	250-499	500-749	750+	Other	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	148	81	110	24	117	34	15	24	25
Total Answering	92	65	50	14	78	21	7	10	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	26	-	37	2	16	8	2	8	5
Excellent	3	4	4	1	5	1	2	1	-
	3.3%	6.2%	8.0%	7.1%	6.4%	4.8%	28.6%	10.0%	
Very good	18	13	11	1	18	5	1	1	-
	19.6%	20.0%	22.0%	7.1%	23.1%	23.8%	14.3%	10.0%	
Good	41	15	30	4	30	5	1	4	9
	44.6%	23.1%	60.0%	28.6%	38.5%	23.8%	14.3%	40.0%	69.2%
			BD		g				EFG
Fair	25	24	5	7	19	8	2	3	4
	27.2%	36.9%	10.0%	50.0%	24.4%	38.1%	28.6%	30.0%	30.8%
		C		C					
Poor	5	9	-	1	6	2	1	1	-
	5.4%	13.8%		7.1%	7.7%	9.5%	14.3%	10.0%	
N/A	30	16	23	8	23	5	6	6	7
Summary Rate - Excellent/ Very good	21	17	15	2	23	6	3	2	-
	22.8%	26.2%	30.0%	14.3%	29.5%	28.6%	42.9%	20.0%	

Comparison Groups: BCD/EFGHI

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case 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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University Family Care  
 Provider Satisfaction Survey (910443)

Q17. Timeliness of UM appeals process. (Other AHCCCS Plans)

	---- Method of Response ----				----- Number of Claims -----				
	Mail	Phone	Internet	0-249	250-499	500-749	750+	Other	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	148	81	110	24	117	34	15	24	25
Total Answering	91	63	55	14	79	22	7	11	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	28	4	36	2	18	8	2	9	5
Excellent	1	1	1	-	1	1	-	-	-
	1.1%	1.6%	1.8%		1.3%	4.5%			
Very good	14	13	9	1	17	3	2	1	-
	15.4%	20.6%	16.4%	7.1%	21.5%	13.6%	28.6%	9.1%	
Good	45	17	34	6	36	7	3	4	7
	49.5%	27.0%	61.8%	42.9%	45.6%	31.8%	42.9%	36.4%	53.8%
			B						
Fair	27	26	9	7	22	9	2	4	5
	29.7%	41.3%	16.4%	50.0%	27.8%	40.9%	28.6%	36.4%	38.5%
		C		C					
Poor	4	6	2	-	3	2	-	2	1
	4.4%	9.5%	3.6%		3.8%	9.1%		18.2%	7.7%
N/A	29	14	19	8	20	4	6	4	7
Summary Rate - Excellent/ Very good	15	14	10	1	18	4	2	1	-
	16.5%	22.2%	18.2%	7.1%	22.8%	18.2%	28.6%	9.1%	
		d							

Comparison Groups: BCD/EFGHI  
 Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case 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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University Family Care  
 Provider Satisfaction Survey (910443)

Q18. Timeliness of resolution requiring Medical Director intervention. (University Family Care)

	---- Method of Response ----				----- Number of Claims -----				
	Mail	Phone	Internet	0-249	250-499	500-749	750+	Other	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	148	81	110	24	117	34	15	24	25
Total Answering	80	49	44	15	64	20	4	9	11
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	29	2	39	2	19	8	2	8	6
Excellent	3	3	1	1	3	1	-	1	-
	3.8%	6.1%	2.3%	6.7%	4.7%	5.0%		11.1%	
Very good	17	11	10	3	13	4	3	4	-
	21.2%	22.4%	22.7%	20.0%	20.3%	20.0%	75.0% EF	44.4%	
Good	36	13	27	5	30	5	1	3	6
	45.0%	26.5%	61.4% BD	33.3%	46.9% f	25.0%	25.0%	33.3%	54.5% f
Fair	20	20	5	4	17	8	-	1	3
	25.0%	40.8% C	11.4%	26.7%	26.6%	40.0% h		11.1%	27.3%
Poor	4	2	1	2	1	2	-	-	2
	5.0%	4.1%	2.3%	13.3%	1.6%	10.0%			18.2%
N/A	39	30	27	7	34	6	9	7	8
Summary Rate - Excellent/ Very good	20	14	11	4	16	5	3	5	-
	25.0%	28.6%	25.0%	26.7%	25.0%	25.0%	75.0% EF	55.6% e	

Comparison Groups: BCD/EFGHI

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case 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 The Myers Group

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University Family Care  
 Provider Satisfaction Survey (910443)

Q18. Timeliness of resolution requiring Medical Director intervention. (Other AHCCCS Plans)

	---- Method of Response ----				----- Number of Claims -----				
	Mail	Phone	Internet	0-249	250-499	500-749	750+	Other	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	148	81	110	24	117	34	15	24	25
Total Answering	80	48	48	15	67	21	4	8	11
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	32	4	39	2	18	9	2	9	7
Excellent	2	1	1	1	2	1	-	-	-
	2.5%	2.1%	2.1%	6.7%	3.0%	4.8%			
Very good	14	12	6	2	11	2	2	4	1
	17.5%	25.0%	12.5%	13.3%	16.4%	9.5%	50.0%	50.0%	9.1%
								eFI	
Good	42	16	32	5	35	8	2	2	6
	52.5%	33.3%	66.7%	33.3%	52.2%	38.1%	50.0%	25.0%	54.5%
			BD		h				
Fair	18	18	8	4	18	7	-	1	4
	22.5%	37.5%	16.7%	26.7%	26.9%	33.3%		12.5%	36.4%
		C							
Poor	4	1	1	3	1	3	-	1	-
	5.0%	2.1%	2.1%	20.0%	1.5%	14.3%		12.5%	
				bc					
N/A	36	29	23	7	32	4	9	7	7
Summary Rate - Excellent/ Very good	16	13	7	3	13	3	2	4	1
	20.0%	27.1%	14.6%	20.0%	19.4%	14.3%	50.0%	50.0%	9.1%
								efI	

Comparison Groups: BCD/EFGHI

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case 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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University Family Care  
 Provider Satisfaction Survey (910443)

Q19. Degree of improvement plan has made to reduce/eliminate the "hassle factor" of getting patients the services they need. (University Family Care)

	---- Method of Response ----				----- Number of Claims -----				
	Mail	Phone	Internet	0-249	250-499	500-749	750+	Other	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	148	81	110	24	117	34	15	24	25
Total Answering	102	68	62	17	88	20	10	13	16
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	29	2	40	2	20	8	3	8	5
Excellent	5	2	7	1	7	-	-	2	1
	4.9%	2.9%	11.3%	5.9%	8.0%			15.4%	6.2%
			b						
Very good	21	16	12	3	21	3	3	3	1
	20.6%	23.5%	19.4%	17.6%	23.9%	15.0%	30.0%	23.1%	6.2%
					I				
Good	49	25	35	5	39	9	2	5	10
	48.0%	36.8%	56.5%	29.4%	44.3%	45.0%	20.0%	38.5%	62.5%
			BD		g				G
Fair	16	16	6	5	15	6	4	1	1
	15.7%	23.5%	9.7%	29.4%	17.0%	30.0%	40.0%	7.7%	6.2%
		C		c		hI	hI		
Poor	11	9	2	3	6	2	1	2	3
	10.8%	13.2%	3.2%	17.6%	6.8%	10.0%	10.0%	15.4%	18.8%
		C							
N/A	17	11	8	5	9	6	2	3	4
Summary Rate - Excellent/ Very good	26	18	19	4	28	3	3	5	2
	25.5%	26.5%	30.6%	23.5%	31.8%	15.0%	30.0%	38.5%	12.5%
					fI				

Comparison Groups: BCD/EFGHI

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case 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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University Family Care  
 Provider Satisfaction Survey (910443)

Q19. Degree of improvement plan has made to reduce/eliminate the "hassle factor" of getting patients the services they need. (Other AHCCCS Plans)

	---- Method of Response ----				----- Number of Claims -----				
	Mail	Phone	Internet	0-249	250-499	500-749	750+	Other	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	148	81	110	24	117	34	15	24	25
Total Answering	102	67	63	17	90	20	9	12	16
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	29	2	40	2	19	8	3	9	5
Excellent	3	-	4	-	4	-	-	-	-
	2.9%		6.3%		4.4%				
Very good	16	16	6	3	17	2	3	3	-
	15.7%	23.9%	9.5%	17.6%	18.9%	10.0%	33.3%	25.0%	
		C							
Good	53	27	40	3	42	9	1	6	12
	52.0%	40.3%	63.5%	17.6%	46.7%	45.0%	11.1%	50.0%	75.0%
		D	BD		G	G		G	EFG
Fair	23	21	10	7	22	6	5	2	3
	22.5%	31.3%	15.9%	41.2%	24.4%	30.0%	55.6%	16.7%	18.8%
		C		C			eHi		
Poor	7	3	3	4	5	3	-	1	1
	6.9%	4.5%	4.8%	23.5%	5.6%	15.0%		8.3%	6.2%
				bc					
N/A	17	12	7	5	8	6	3	3	4
Summary Rate - Excellent/ Very good	19	16	10	3	21	2	3	3	-
	18.6%	23.9%	15.9%	17.6%	23.3%	10.0%	33.3%	25.0%	
					f				

Comparison Groups: BCD/EFGHI

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case 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 The Myers Group

770-978-3173

2011

University Family Care  
 Provider Satisfaction Survey (910443)

Q20. The health plan's administration of the PCP's referrals to a specialist. (University Family Care)

	---- Method of Response ----				----- Number of Claims -----				
	Mail	Phone	Internet	0-249	250-499	500-749	750+	Other	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	148	81	110	24	117	34	15	24	25
Total Answering	108	65	63	19	81	23	11	12	20
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	31	4	41	3	25	8	3	8	4
Excellent	7	2	8	1	7	-	1	1	2
	6.5%	3.1%	12.7%	5.3%	8.6%		9.1%	8.3%	10.0%
			B						
Very good	30	17	18	4	25	6	2	4	2
	27.8%	26.2%	28.6%	21.1%	30.9%	26.1%	18.2%	33.3%	10.0%
				I					
Good	45	24	30	7	30	8	5	5	13
	41.7%	36.9%	47.6%	36.8%	37.0%	34.8%	45.5%	41.7%	65.0%
									EF
Fair	21	20	6	5	18	8	2	1	2
	19.4%	30.8%	9.5%	26.3%	22.2%	34.8%	18.2%	8.3%	10.0%
		C				HI			
Poor	5	2	1	2	1	1	1	1	1
	4.6%	3.1%	1.6%	10.5%	1.2%	4.3%	9.1%	8.3%	5.0%
N/A	9	12	6	2	11	3	1	4	1
Summary Rate - Excellent/ Very good	37	19	26	5	32	6	3	5	4
	34.3%	29.2%	41.3%	26.3%	39.5%	26.1%	27.3%	41.7%	20.0%
					i				

Comparison Groups: BCD/EFGHI

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case 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 The Myers Group

770-978-3173

2011

University Family Care  
 Provider Satisfaction Survey (910443)

Q20. The health plan's administration of the PCP's referrals to a specialist. (Other AHCCCS Plans)

	---- Method of Response ----				----- Number of Claims -----				
	Mail	Phone	Internet	0-249	250-499	500-749	750+	Other	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	148	81	110	24	117	34	15	24	25
Total Answering	108	64	63	18	83	23	10	12	17
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	33	7	41	3	24	10	3	9	5
Excellent	6	-	5	2	6	-	1	-	-
	5.6%		7.9%	11.1%	7.2%		10.0%		
Very good	23	16	15	1	17	6	2	4	3
	21.3%	25.0%	23.8%	5.6%	20.5%	26.1%	20.0%	33.3%	17.6%
		D	D						
Good	55	25	34	8	38	9	4	6	10
	50.9%	39.1%	54.0%	44.4%	45.8%	39.1%	40.0%	50.0%	58.8%
			b						
Fair	18	20	7	5	18	8	2	2	2
	16.7%	31.2%	11.1%	27.8%	21.7%	34.8%	20.0%	16.7%	11.8%
		C				i			
Poor	6	3	2	2	4	-	1	-	2
	5.6%	4.7%	3.2%	11.1%	4.8%		10.0%		11.8%
N/A	7	10	6	3	10	1	2	3	3
Summary Rate - Excellent/ Very good	29	16	20	3	23	6	3	4	3
	26.9%	25.0%	31.7%	16.7%	27.7%	26.1%	30.0%	33.3%	17.6%

Comparison Groups: BCD/EFGHI

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case 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 The Myers Group

770-978-3173

2011



University Family Care  
 Provider Satisfaction Survey (910443)

Q21. The health plan's facilitation/support of appropriate clinical care for patients. (University Family Care)

	---- Method of Response ----				----- Number of Claims -----				
	Mail	Phone	Internet	0-249	250-499	500-749	750+	Other	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	148	81	110	24	117	34	15	24	25
Total Answering	102	64	56	19	84	20	9	10	16
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	32	4	43	2	22	9	4	9	5
Excellent	6	2	7	2	8	-	1	1	1
	5.9%	3.1%	12.5%	10.5%	9.5%		11.1%	10.0%	6.2%
			b						
Very good	25	15	10	6	20	5	2	3	1
	24.5%	23.4%	17.9%	31.6%	23.8%	25.0%	22.2%	30.0%	6.2%
				I					
Good	46	23	35	5	36	8	5	4	10
	45.1%	35.9%	62.5%	26.3%	42.9%	40.0%	55.6%	40.0%	62.5%
			BD						
Fair	19	18	3	5	16	7	-	-	3
	18.6%	28.1%	5.4%	26.3%	19.0%	35.0%			18.8%
		C		C					
Poor	6	6	1	1	4	-	1	2	1
	5.9%	9.4%	1.8%	5.3%	4.8%		11.1%	20.0%	6.2%
		c							
N/A	14	13	11	3	11	5	2	5	4
Summary Rate - Excellent/ Very good	31	17	17	8	28	5	3	4	2
	30.4%	26.6%	30.4%	42.1%	33.3%	25.0%	33.3%	40.0%	12.5%
				I					

Comparison Groups: BCD/EFGHI

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case 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 The Myers Group

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2011

University Family Care  
 Provider Satisfaction Survey (910443)

Q21. The health plan's facilitation/support of appropriate clinical care for patients. (Other AHCCCS Plans)

	---- Method of Response ----				----- Number of Claims -----				
	Mail	Phone	Internet	0-249	250-499	500-749	750+	Other	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	148	81	110	24	117	34	15	24	25
Total Answering	102	62	57	19	83	20	9	10	16
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	33	8	43	2	25	9	3	11	5
Excellent	5	-	5	2	6	-	-	-	1
	4.9%		8.8%	10.5%	7.2%				6.2%
Very good	21	15	10	2	17	4	2	3	1
	20.6%	24.2%	17.5%	10.5%	20.5%	20.0%	22.2%	30.0%	6.2%
Good	54	24	37	9	40	8	6	7	9
	52.9%	38.7%	64.9%	47.4%	48.2%	40.0%	66.7%	70.0%	56.2%
Fair	19	19	4	5	15	8	1	-	4
	18.6%	30.6%	7.0%	26.3%	18.1%	40.0%	11.1%		25.0%
Poor	3	4	1	1	5	-	-	-	1
	2.9%	6.5%	1.8%	5.3%	6.0%				6.2%
N/A	13	11	10	3	9	5	3	3	4
Summary Rate - Excellent/ Very good	26	15	15	4	23	4	2	3	2
	25.5%	24.2%	26.3%	21.1%	27.7%	20.0%	22.2%	30.0%	12.5%

Comparison Groups: BCD/EFGHI

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case letters indicate significance at the 90% level.

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University Family Care  
 Provider Satisfaction Survey (910443)

Q22. Phone access to Case/Care Managers. (University Family Care)

	---- Method of Response ----				----- Number of Claims -----				
	Mail	Phone	Internet	0-249	250-499	500-749	750+	Other	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	148	81	110	24	117	34	15	24	25
Total Answering	87	60	50	16	76	20	8	11	11
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	35	5	45	2	25	9	3	9	6
Excellent	5	5	6	1	7	2	1	1	1
	5.7%	8.3%	12.0%	6.2%	9.2%	10.0%	12.5%	9.1%	9.1%
Very good	17	12	8	2	15	3	1	3	-
	19.5%	20.0%	16.0%	12.5%	19.7%	15.0%	12.5%	27.3%	
Good	33	16	28	5	30	6	2	4	7
	37.9%	26.7%	56.0%	31.2%	39.5%	30.0%	25.0%	36.4%	63.6%
			Bd						fg
Fair	23	22	4	6	18	7	2	2	3
	26.4%	36.7%	8.0%	37.5%	23.7%	35.0%	25.0%	18.2%	27.3%
		C		C					
Poor	9	5	4	2	6	2	2	1	-
	10.3%	8.3%	8.0%	12.5%	7.9%	10.0%	25.0%	9.1%	
N/A	26	16	15	6	16	5	4	4	8
Summary Rate - Excellent/ Very good	22	17	14	3	22	5	2	4	1
	25.3%	28.3%	28.0%	18.8%	28.9%	25.0%	25.0%	36.4%	9.1%
					I				

Comparison Groups: BCD/EFGHI  
 Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case 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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University Family Care  
 Provider Satisfaction Survey (910443)

Q22. Phone access to Case/Care Managers. (Other AHCCCS Plans)

	---- Method of Response ----				----- Number of Claims -----				
	Mail	Phone	Internet	0-249	250-499	500-749	750+	Other	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	148	81	110	24	117	34	15	24	25
Total Answering	91	61	52	16	79	20	8	11	11
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	35	5	45	2	23	9	3	10	7
Excellent	3	1	5	1	5	1	-	-	1
	3.3%	1.6%	9.6%	6.2%	6.3%	5.0%			9.1%
			b						
Very good	17	16	5	2	16	3	2	2	-
	18.7%	26.2%	9.6%	12.5%	20.3%	15.0%	25.0%	18.2%	
		C							
Good	39	19	28	5	33	7	3	3	6
	42.9%	31.1%	53.8%	31.2%	41.8%	35.0%	37.5%	27.3%	54.5%
			Bd						
Fair	26	20	12	7	21	7	2	5	4
	28.6%	32.8%	23.1%	43.8%	26.6%	35.0%	25.0%	45.5%	36.4%
Poor	6	5	2	1	4	2	1	1	-
	6.6%	8.2%	3.8%	6.2%	5.1%	10.0%	12.5%	9.1%	
N/A	22	15	13	6	15	5	4	3	7
Summary Rate - Excellent/ Very good	20	17	10	3	21	4	2	2	1
	22.0%	27.9%	19.2%	18.8%	26.6%	20.0%	25.0%	18.2%	9.1%
					i				

Comparison Groups: BCD/EFGHI

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case letters indicate significance at the 90% level.

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Presented by The Myers Group

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2011

University Family Care  
 Provider Satisfaction Survey (910443)

Q23. Alternative care and community resource options offered by the Case/Care Manager to my patients. (University Family Care)

	---- Method of Response ----				----- Number of Claims -----				
	Mail	Phone	Internet	0-249	250-499	500-749	750+	Other	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	148	81	110	24	117	34	15	24	25
Total Answering	76	49	38	14	65	13	5	8	10
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	37	4	46	4	24	11	4	9	6
Excellent	3	1	1	1	2	-	-	1	-
	3.9%	2.0%	2.6%	7.1%	3.1%			12.5%	
Very good	16	13	6	3	15	3	2	2	-
	21.1%	26.5%	15.8%	21.4%	23.1%	23.1%	40.0%	25.0%	
Good	33	15	26	5	30	5	1	4	6
	43.4%	30.6%	68.4%	35.7%	46.2%	38.5%	20.0%	50.0%	60.0%
			BD						g
Fair	16	15	3	3	11	4	2	1	3
	21.1%	30.6%	7.9%	21.4%	16.9%	30.8%	40.0%	12.5%	30.0%
		C							
Poor	8	5	2	2	7	1	-	-	1
	10.5%	10.2%	5.3%	14.3%	10.8%	7.7%			10.0%
N/A	35	28	26	6	28	10	6	7	9
Summary Rate - Excellent/ Very good	19	14	7	4	17	3	2	3	-
	25.0%	28.6%	18.4%	28.6%	26.2%	23.1%	40.0%	37.5%	

Comparison Groups: BCD/EFGHI

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case letters indicate significance at the 90% level.

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2011

University Family Care  
 Provider Satisfaction Survey (910443)

Q23. Alternative care and community resource options offered by the Case/Care Manager to my patients. (Other AHCCCS Plans)

	---- Method of Response ----				----- Number of Claims -----				
	Mail	Phone	Internet	0-249	250-499	500-749	750+	Other	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	148	81	110	24	117	34	15	24	25
Total Answering	79	49	42	14	67	15	5	8	10
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	36	5	46	3	23	11	4	10	6
Excellent	2	1	1	1	2	1	-	-	-
	2.5%	2.0%	2.4%	7.1%	3.0%	6.7%			
Very good	14	12	5	2	13	2	2	2	-
	17.7%	24.5%	11.9%	14.3%	19.4%	13.3%	40.0%	25.0%	
Good	39	16	28	6	34	5	1	4	6
	49.4%	32.7%	66.7%	42.9%	50.7%	33.3%	20.0%	50.0%	60.0%
			B						g
Fair	18	17	6	3	14	6	2	1	3
	22.8%	34.7%	14.3%	21.4%	20.9%	40.0%	40.0%	12.5%	30.0%
		C							
Poor	6	3	2	2	4	1	-	1	1
	7.6%	6.1%	4.8%	14.3%	6.0%	6.7%		12.5%	10.0%
N/A	33	27	22	7	27	8	6	6	9
Summary Rate - Excellent/ Very good	16	13	6	3	15	3	2	2	-
	20.3%	26.5%	14.3%	21.4%	22.4%	20.0%	40.0%	25.0%	

Comparison Groups: BCD/EFGHI  
 Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case 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 The Myers Group  
 770-978-3173  
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University Family Care  
 Provider Satisfaction Survey (910443)

Q24. The health plan's commitment to chronic disease management programs. (University Family Care)

Total PCP & Spec Answering	---- Method of Response ----				----- Number of Claims -----				
	Mail	Phone	Internet	0-249	250-499	500-749	750+	Other	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	148	81	110	24	117	34	15	24	25
Total Answering	86	51	38	15	63	15	5	9	12
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	35	4	46	2	24	9	4	10	5
Excellent	6	2	3	1	5	-	-	1	-
	7.0%	3.9%	7.9%	6.7%	7.9%			11.1%	
Very good	18	15	7	3	14	4	2	3	2
	20.9%	29.4%	18.4%	20.0%	22.2%	26.7%	40.0%	33.3%	16.7%
Good	35	13	24	6	27	6	2	3	5
	40.7%	25.5%	63.2%	40.0%	42.9%	40.0%	40.0%	33.3%	41.7%
Fair	18	15	3	3	15	2	1	-	3
	20.9%	29.4%	7.9%	20.0%	23.8%	13.3%	20.0%		25.0%
Poor	9	6	1	2	2	3	-	2	2
	10.5%	11.8%	2.6%	13.3%	3.2%	20.0%		22.2%	16.7%
N/A	27	26	26	7	30	10	6	5	8
Summary Rate - Excellent/ Very good	24	17	10	4	19	4	2	4	2
	27.9%	33.3%	26.3%	26.7%	30.2%	26.7%	40.0%	44.4%	16.7%

Comparison Groups: BCD/EFGHI

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case 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 The Myers Group

770-978-3173

2011

University Family Care  
 Provider Satisfaction Survey (910443)

Q24. The health plan's commitment to chronic disease management programs. (Other AHCCCS Plans)

	---- Method of Response ----				----- Number of Claims -----				
	Mail	Phone	Internet	0-249	250-499	500-749	750+	Other	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	148	81	110	24	117	34	15	24	25
Total Answering	90	50	42	15	65	16	5	9	12
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	35	7	46	2	24	10	4	12	5
Excellent	2	1	2	-	2	1	-	-	-
	2.2%	2.0%	4.8%		3.1%	6.2%			
Very good	21	15	7	3	15	2	2	4	2
	23.3%	30.0%	16.7%	20.0%	23.1%	12.5%	40.0%	44.4%	16.7%
								f	
Good	42	14	29	6	30	8	2	3	6
	46.7%	28.0%	69.0%	40.0%	46.2%	50.0%	40.0%	33.3%	50.0%
			BD						
Fair	19	16	4	4	15	3	1	2	3
	21.1%	32.0%	9.5%	26.7%	23.1%	18.8%	20.0%	22.2%	25.0%
		C							
Poor	6	4	-	2	3	2	-	-	1
	6.7%	8.0%		13.3%	4.6%	12.5%			8.3%
N/A	23	24	22	7	28	8	6	3	8
Summary Rate - Excellent/ Very good	23	16	9	3	17	3	2	4	2
	25.6%	32.0%	21.4%	20.0%	26.2%	18.8%	40.0%	44.4%	16.7%

Comparison Groups: BCD/EFGHI

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case 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 The Myers Group

770-978-3173

2011



University Family Care  
 Provider Satisfaction Survey (910443)

Q25. University Family Care's Cultural Competency program.

	---- Method of Response ----				----- Number of Claims -----				
	Mail	Phone	Internet	0-249	250-499	500-749	750+	Other	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	148	81	110	24	117	34	15	24	25
Total Answering	65 100.0%	40 100.0%	40 100.0%	10 100.0%	53 100.0%	15 100.0%	6 100.0%	8 100.0%	8 100.0%
No Answer	38	3	48	2	24	11	4	9	5
Excellent	6 9.2%	3 7.5%	4 10.0%	2 20.0%	7 13.2%	1 6.7%	-	1 12.5%	-
Very good	14 21.5%	10 25.0%	12 30.0%	2 20.0%	14 26.4%	4 26.7%	3 50.0%	3 37.5%	-
Good	31 47.7%	17 42.5%	22 55.0%	2 20.0%	24 45.3%	5 33.3%	2 33.3%	4 50.0%	6 75.0%
Fair	12 18.5%	10 25.0%	-	4 40.0%	8 15.1%	4 26.7%	1 16.7%	-	1 12.5%
Poor	2 3.1%	-	2 5.0%	-	-	1 6.7%	-	-	1 12.5%
N/A	45	38	22	12	40	8	5	7	12
Summary Rate - Excellent/ Very good	20 30.8%	13 32.5%	16 40.0%	4 40.0%	21 39.6%	5 33.3%	3 50.0%	4 50.0%	-

Comparison Groups: BCD/EFGHI  
 Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case 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 The Myers Group  
 770-978-3173  
 2011

University Family Care  
 Provider Satisfaction Survey (910443)

Q26. Your understanding of member's different cultures and how you deliver care. (University Family Care)

	---- Method of Response ----				----- Number of Claims -----				
	Mail	Phone	Internet	0-249	250-499	500-749	750+	Other	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	148	81	110	24	117	34	15	24	25
Total Answering	98	60	54	16	76	21	8	10	15
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	35	5	45	2	26	10	4	8	4
Excellent	19	7	10	7	20	2	1	1	-
	19.4%	11.7%	18.5%	43.8%	26.3%	9.5%	12.5%	10.0%	
				Bc	F				
Very good	22	17	14	-	18	7	3	3	-
	22.4%	28.3%	25.9%		23.7%	33.3%	37.5%	30.0%	
Good	44	24	29	6	33	8	3	5	10
	44.9%	40.0%	53.7%	37.5%	43.4%	38.1%	37.5%	50.0%	66.7%
									ef
Fair	13	12	1	3	5	4	1	1	5
	13.3%	20.0%	1.9%	18.8%	6.6%	19.0%	12.5%	10.0%	33.3%
		C		c					E
Poor	-	-	-	-	-	-	-	-	-
N/A	15	16	11	6	15	3	3	6	6
Summary Rate - Excellent/ Very good	41	24	24	7	38	9	4	4	-
	41.8%	40.0%	44.4%	43.8%	50.0%	42.9%	50.0%	40.0%	

Comparison Groups: BCD/EFGHI

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case 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 The Myers Group

770-978-3173

2011

University Family Care  
 Provider Satisfaction Survey (910443)

Q26. Your understanding of member's different cultures and how you deliver care. (Other AHCCCS Plans)

	---- Method of Response ----				----- Number of Claims -----				
	Mail	Phone	Internet	0-249	250-499	500-749	750+	Other	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	148	81	110	24	117	34	15	24	25
Total Answering	96	57	55	15	73	21	8	10	15
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	37	8	45	2	27	10	4	10	4
Excellent	15	5	8	6	16	2	1	-	-
	15.6%	8.8%	14.5%	40.0%	21.9%	9.5%	12.5%		
				Bc					
Very good	21	16	15	-	17	7	3	4	-
	21.9%	28.1%	27.3%		23.3%	33.3%	37.5%	40.0%	
Good	43	21	29	5	33	6	3	4	9
	44.8%	36.8%	52.7%	33.3%	45.2%	28.6%	37.5%	40.0%	60.0%
			b						f
Fair	17	14	3	4	7	6	1	2	5
	17.7%	24.6%	5.5%	26.7%	9.6%	28.6%	12.5%	20.0%	33.3%
		C		c		e			e
Poor	-	1	-	-	-	-	-	-	1
		1.8%							6.7%
N/A	15	16	10	7	17	3	3	4	6
Summary Rate - Excellent/ Very good	36	21	23	6	33	9	4	4	-
	37.5%	36.8%	41.8%	40.0%	45.2%	42.9%	50.0%	40.0%	

Comparison Groups: BCD/EFGHI

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case 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 The Myers Group

770-978-3173

2011

University Family Care  
 Provider Satisfaction Survey (910443)

Q27. Your consideration of the unique presentation of symptoms among the major cultural groups when providing care to your patients. (University Family Care)

	---- Method of Response ----				----- Number of Claims -----				
	Mail	Phone	Internet	0-249	250-499	500-749	750+	Other	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	148	81	110	24	117	34	15	24	25
Total Answering	95	60	48	16	69	21	9	10	15
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	35	4	46	2	26	9	4	8	5
Excellent	13	7	2	5	12	1	-	1	-
	13.7%	11.7%	4.2%	31.2%	17.4%	4.8%		10.0%	
				C	f				
Very good	25	19	15	3	23	5	3	4	2
	26.3%	31.7%	31.2%	18.8%	33.3%	23.8%	33.3%	40.0%	13.3%
					i				
Good	43	20	29	5	29	9	4	3	9
	45.3%	33.3%	60.4%	31.2%	42.0%	42.9%	44.4%	30.0%	60.0%
			BD						
Fair	14	14	2	3	5	6	2	2	4
	14.7%	23.3%	4.2%	18.8%	7.2%	28.6%	22.2%	20.0%	26.7%
		C				E			
Poor	-	-	-	-	-	-	-	-	-
N/A	18	17	16	6	22	4	2	6	5
Summary Rate - Excellent/ Very good	38	26	17	8	35	6	3	5	2
	40.0%	43.3%	35.4%	50.0%	50.7%	28.6%	33.3%	50.0%	13.3%
					fI			I	

Comparison Groups: BCD/EFGHI

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case 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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2011

University Family Care  
 Provider Satisfaction Survey (910443)

Q27. Your consideration of the unique presentation of symptoms among the major cultural groups when providing care to your patients. (Other AHCCCS Plans)

	---- Method of Response ----				----- Number of Claims -----				
	Mail	Phone	Internet	0-249	250-499	500-749	750+	Other	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	148	81	110	24	117	34	15	24	25
Total Answering	95	60	49	16	70	21	9	10	15
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	37	6	46	2	27	9	4	9	5
Excellent	12	5	3	5	10	2	-	1	-
	12.6%	8.3%	6.1%	31.2%	14.3%	9.5%		10.0%	
				bC					
Very good	23	18	13	3	21	4	3	4	2
	24.2%	30.0%	26.5%	18.8%	30.0%	19.0%	33.3%	40.0%	13.3%
Good	45	23	31	4	33	9	4	3	9
	47.4%	38.3%	63.3%	25.0%	47.1%	42.9%	44.4%	30.0%	60.0%
			BD						
Fair	15	14	2	4	6	6	2	2	4
	15.8%	23.3%	4.1%	25.0%	8.6%	28.6%	22.2%	20.0%	26.7%
		C		c		e			
Poor	-	-	-	-	-	-	-	-	-
N/A	16	15	15	6	20	4	2	5	5
Summary Rate - Excellent/ Very good	35	23	16	8	31	6	3	5	2
	36.8%	38.3%	32.7%	50.0%	44.3%	28.6%	33.3%	50.0%	13.3%
				I	I			I	

Comparison Groups: BCD/EFGHI  
 Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case 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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University Family Care  
 Provider Satisfaction Survey (910443)

Q28. Extent to which the plan controls costs while maintaining a high quality of care. (University Family Care)

	---- Method of Response ----				----- Number of Claims -----				
	Mail	Phone	Internet	0-249	250-499	500-749	750+	Other	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	148	81	110	24	117	34	15	24	25
Total Answering	102	73	58	18	89	22	9	13	16
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	34	2	45	2	22	9	4	8	6
Excellent	5	1	6	1	7	-	-	1	-
	4.9%	1.4%	10.3%	5.6%	7.9%			7.7%	
			B						
Very good	22	16	15	5	23	3	4	5	1
	21.6%	21.9%	25.9%	27.8%	25.8%	13.6%	44.4%	38.5%	6.2%
					I		fI	I	
Good	42	22	28	4	32	7	4	3	8
	41.2%	30.1%	48.3%	22.2%	36.0%	31.8%	44.4%	23.1%	50.0%
			BD						
Fair	22	21	4	7	19	7	1	1	4
	21.6%	28.8%	6.9%	38.9%	21.3%	31.8%	11.1%	7.7%	25.0%
		C		C		h			
Poor	11	13	5	1	8	5	-	3	3
	10.8%	17.8%	8.6%	5.6%	9.0%	22.7%		23.1%	18.8%
		d							
N/A	12	6	7	4	6	3	2	3	3
Summary Rate - Excellent/ Very good	27	17	21	6	30	3	4	6	1
	26.5%	23.3%	36.2%	33.3%	33.7%	13.6%	44.4%	46.2%	6.2%
					FI		fI	FI	

Comparison Groups: BCD/EFGHI

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case 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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University Family Care  
 Provider Satisfaction Survey (910443)

Q28. Extent to which the plan controls costs while maintaining a high quality of care. (Other AHCCCS Plans)

	---- Method of Response ----				----- Number of Claims -----				
	Mail	Phone	Internet	0-249	250-499	500-749	750+	Other	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	148	81	110	24	117	34	15	24	25
Total Answering	100	68	59	18	86	21	9	13	16
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	37	7	45	2	25	10	4	9	6
Excellent	4	1	4	1	5	1	-	-	-
	4.0%	1.5%	6.8%	5.6%	5.8%	4.8%			
Very good	15	9	10	5	14	1	3	5	1
	15.0%	13.2%	16.9%	27.8%	16.3%	4.8%	33.3%	38.5%	6.2%
					f		f	FI	
Good	47	20	34	4	36	7	4	4	7
	47.0%	29.4%	57.6%	22.2%	41.9%	33.3%	44.4%	30.8%	43.8%
			BD						
Fair	24	25	8	6	23	7	2	3	4
	24.0%	36.8%	13.6%	33.3%	26.7%	33.3%	22.2%	23.1%	25.0%
		C		c					
Poor	10	13	3	2	8	5	-	1	4
	10.0%	19.1%	5.1%	11.1%	9.3%	23.8%		7.7%	25.0%
		C							
N/A	11	6	6	4	6	3	2	2	3
Summary Rate - Excellent/ Very good	19	10	14	6	19	2	3	5	1
	19.0%	14.7%	23.7%	33.3%	22.1%	9.5%	33.3%	38.5%	6.2%
					I			fI	

Comparison Groups: BCD/EFGHI

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case 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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University Family Care  
 Provider Satisfaction Survey (910443)

Q29. Reimbursement rates for services you provide. (University Family Care)

	---- Method of Response ----				----- Number of Claims -----				
	Mail	Phone	Internet	0-249	250-499	500-749	750+	Other	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	148	81	110	24	117	34	15	24	25
Total Answering	99	77	53	17	89	20	9	13	16
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	34	1	47	2	21	10	4	9	6
Excellent	5	2	8	1	8	1	-	1	1
	5.1%	2.6%	15.1%	5.9%	9.0%	5.0%		7.7%	6.2%
			B						
Very good	9	12	3	1	10	2	2	2	-
	9.1%	15.6%	5.7%	5.9%	11.2%	10.0%	22.2%	15.4%	
		c							
Good	42	18	28	6	34	4	1	6	7
	42.4%	23.4%	52.8%	35.3%	38.2%	20.0%	11.1%	46.2%	43.8%
			B		fG			G	G
Fair	25	24	6	6	23	5	4	1	3
	25.3%	31.2%	11.3%	35.3%	25.8%	25.0%	44.4%	7.7%	18.8%
		C		c	H		H		
Poor	18	21	8	3	14	8	2	3	5
	18.2%	27.3%	15.1%	17.6%	15.7%	40.0%	22.2%	23.1%	31.2%
		c				E			
N/A	15	3	10	5	7	4	2	2	3
Summary Rate - Excellent/ Very good	14	14	11	2	18	3	2	3	1
	14.1%	18.2%	20.8%	11.8%	20.2%	15.0%	22.2%	23.1%	6.2%
					i				

Comparison Groups: BCD/EFGHI

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case 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 The Myers Group

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University Family Care  
 Provider Satisfaction Survey (910443)

Q29. Reimbursement rates for services you provide. (Other AHCCCS Plans)

	---- Method of Response ----				----- Number of Claims -----				
	Mail	Phone	Internet	0-249	250-499	500-749	750+	Other	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	148	81	110	24	117	34	15	24	25
Total Answering	98	72	55	17	87	19	9	13	16
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	38	7	47	2	24	12	4	10	6
Excellent	1	1	1	-	1	1	-	-	-
	1.0%	1.4%	1.8%		1.1%	5.3%			
Very good	13	10	7	1	13	1	1	3	-
	13.3%	13.9%	12.7%	5.9%	14.9%	5.3%	11.1%	23.1%	
Good	41	18	29	7	31	5	1	8	9
	41.8%	25.0%	52.7%	41.2%	35.6%	26.3%	11.1%	61.5%	56.2%
			B		G			eFG	fG
Fair	26	22	10	7	25	4	5	2	3
	26.5%	30.6%	18.2%	41.2%	28.7%	21.1%	55.6%	15.4%	18.8%
		c		c			fHi		
Poor	17	21	8	2	17	8	2	-	4
	17.3%	29.2%	14.5%	11.8%	19.5%	42.1%	22.2%		25.0%
		Cd			e				
N/A	12	2	8	5	6	3	2	1	3
Summary Rate - Excellent/ Very good	14	11	8	1	14	2	1	3	-
	14.3%	15.3%	14.5%	5.9%	16.1%	10.5%	11.1%	23.1%	

Comparison Groups: BCD/EFGHI

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case 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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University Family Care  
 Provider Satisfaction Survey (910443)

Q30. Accuracy of claims processing. (University Family Care)

	---- Method of Response ----				----- Number of Claims -----				
	Mail	Phone	Internet	0-249	250-499	500-749	750+	Other	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	148	81	110	24	117	34	15	24	25
Total Answering	92	72	54	15	86	18	10	13	14
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	35	2	46	3	21	11	4	9	6
Excellent	8	5	11	1	9	3	-	2	3
	8.7%	6.9%	20.4%	6.7%	10.5%	16.7%		15.4%	21.4%
			B						
Very good	23	20	13	3	24	4	2	5	1
	25.0%	27.8%	24.1%	20.0%	27.9%	22.2%	20.0%	38.5%	7.1%
					I			I	
Good	40	21	25	7	33	5	3	6	6
	43.5%	29.2%	46.3%	46.7%	38.4%	27.8%	30.0%	46.2%	42.9%
			B						
Fair	15	17	5	2	13	4	4	-	3
	16.3%	23.6%	9.3%	13.3%	15.1%	22.2%	40.0%		21.4%
		C							
Poor	6	9	-	2	7	2	1	-	1
	6.5%	12.5%		13.3%	8.1%	11.1%	10.0%		7.1%
N/A	21	7	10	6	10	5	1	2	5
Summary Rate - Excellent/ Very good	31	25	24	4	33	7	2	7	4
	33.7%	34.7%	44.4%	26.7%	38.4%	38.9%	20.0%	53.8%	28.6%
								g	

Comparison Groups: BCD/EFGHI

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case 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 The Myers Group

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2011

University Family Care  
 Provider Satisfaction Survey (910443)

Q30. Accuracy of claims processing. (Other AHCCCS Plans)

	---- Method of Response ----				----- Number of Claims -----				
	Mail	Phone	Internet	0-249	250-499	500-749	750+	Other	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	148	81	110	24	117	34	15	24	25
Total Answering	92	72	55	14	86	19	10	13	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	35	2	46	2	21	10	4	9	6
Excellent	4	1	6	-	6	1	-	-	-
	4.3%	1.4%	10.9%		7.0%	5.3%			
			B						
Very good	18	16	10	4	16	4	2	6	2
	19.6%	22.2%	18.2%	28.6%	18.6%	21.1%	20.0%	46.2%	15.4%
								ei	
Good	46	27	30	5	40	6	2	6	8
	50.0%	37.5%	54.5%	35.7%	46.5%	31.6%	20.0%	46.2%	61.5%
			b		g				fg
Fair	19	22	8	4	21	7	5	-	1
	20.7%	30.6%	14.5%	28.6%	24.4%	36.8%	50.0%		7.7%
		C			i	I	I		
Poor	5	6	1	1	3	1	1	1	2
	5.4%	8.3%	1.8%	7.1%	3.5%	5.3%	10.0%	7.7%	15.4%
		c							
N/A	21	7	9	8	10	5	1	2	6
Summary Rate - Excellent/ Very good	22	17	16	4	22	5	2	6	2
	23.9%	23.6%	29.1%	28.6%	25.6%	26.3%	20.0%	46.2%	15.4%
								i	

Comparison Groups: BCD/EFGHI

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case 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 The Myers Group

770-978-3173

2011

University Family Care  
 Provider Satisfaction Survey (910443)

Q31. Timeliness of claims processing. (University Family Care)

	---- Method of Response ----				----- Number of Claims -----				
	Mail	Phone	Internet	0-249	250-499	500-749	750+	Other	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	148	81	110	24	117	34	15	24	25
Total Answering	91	74	54	14	86	18	10	13	15
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	36	3	47	2	23	11	4	8	6
Excellent	8	5	11	1	9	1	1	3	3
	8.8%	6.8%	20.4%	7.1%	10.5%	5.6%	10.0%	23.1%	20.0%
			B						
Very good	26	20	11	4	23	5	1	4	2
	28.6%	27.0%	20.4%	28.6%	26.7%	27.8%	10.0%	30.8%	13.3%
Good	33	16	29	5	33	4	4	5	4
	36.3%	21.6%	53.7%	35.7%	38.4%	22.2%	40.0%	38.5%	26.7%
			B						
Fair	19	25	3	2	14	7	3	1	5
	20.9%	33.8%	5.6%	14.3%	16.3%	38.9%	30.0%	7.7%	33.3%
		Cd				eH			h
Poor	5	8	-	2	7	1	1	-	1
	5.5%	10.8%		14.3%	8.1%	5.6%	10.0%		6.7%
N/A	21	4	9	8	8	5	1	3	4
Summary Rate - Excellent/ Very good	34	25	22	5	32	6	2	7	5
	37.4%	33.8%	40.7%	35.7%	37.2%	33.3%	20.0%	53.8%	33.3%
								g	

Comparison Groups: BCD/EFGHI

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case 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 The Myers Group

770-978-3173

2011

University Family Care  
 Provider Satisfaction Survey (910443)

Q31. Timeliness of claims processing. (Other AHCCCS Plans)

	---- Method of Response ----				----- Number of Claims -----				
	Mail	Phone	Internet	0-249	250-499	500-749	750+	Other	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	148	81	110	24	117	34	15	24	25
Total Answering	89	70	55	13	85	17	9	13	14
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	39	6	47	2	23	12	5	9	6
Excellent	3	1	4	1	5	1	-	-	-
	3.4%	1.4%	7.3%	7.7%	5.9%	5.9%			
Very good	19	14	11	3	16	3	-	5	4
	21.3%	20.0%	20.0%	23.1%	18.8%	17.6%		38.5%	28.6%
Good	42	21	34	6	38	6	5	6	6
	47.2%	30.0%	61.8%	46.2%	44.7%	35.3%	55.6%	46.2%	42.9%
			B						
Fair	21	27	5	2	22	6	2	2	2
	23.6%	38.6%	9.1%	15.4%	25.9%	35.3%	22.2%	15.4%	14.3%
		CD							
Poor	4	7	1	1	4	1	2	-	2
	4.5%	10.0%	1.8%	7.7%	4.7%	5.9%	22.2%		14.3%
		C							
N/A	20	5	8	9	9	5	1	2	5
Summary Rate - Excellent/ Very good	22	15	15	4	21	4	-	5	4
	24.7%	21.4%	27.3%	30.8%	24.7%	23.5%		38.5%	28.6%

Comparison Groups: BCD/EFGHI

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case 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 The Myers Group

770-978-3173

2011

University Family Care  
 Provider Satisfaction Survey (910443)

Q32. Resolution of claims payment problems or disputes. (University Family Care)

	---- Method of Response ----				----- Number of Claims -----				
	Mail	Phone	Internet	0-249	250-499	500-749	750+	Other	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	148	81	110	24	117	34	15	24	25
Total Answering	88	74	52	13	85	18	9	12	15
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	34	1	46	2	22	9	4	8	6
Excellent	6	2	8	1	7	1	-	1	2
	6.8%	2.7%	15.4%	7.7%	8.2%	5.6%		8.3%	13.3%
			B						
Very good	17	14	9	2	15	3	2	2	3
	19.3%	18.9%	17.3%	15.4%	17.6%	16.7%	22.2%	16.7%	20.0%
Good	42	27	28	8	38	8	5	5	7
	47.7%	36.5%	53.8%	61.5%	44.7%	44.4%	55.6%	41.7%	46.7%
			b	b					
Fair	16	22	4	2	19	4	2	2	1
	18.2%	29.7%	7.7%	15.4%	22.4%	22.2%	22.2%	16.7%	6.7%
		C		I					
Poor	7	9	3	-	6	2	-	2	2
	8.0%	12.2%	5.8%		7.1%	11.1%		16.7%	13.3%
N/A	26	6	12	9	10	7	2	4	4
Summary Rate - Excellent/ Very good	23	16	17	3	22	4	2	3	5
	26.1%	21.6%	32.7%	23.1%	25.9%	22.2%	22.2%	25.0%	33.3%

Comparison Groups: BCD/EFGHI

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case letters indicate significance at the 90% level.

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=32).

Presented by The Myers Group

770-978-3173

2011

University Family Care  
 Provider Satisfaction Survey (910443)

Q32. Resolution of claims payment problems or disputes. (Other AHCCCS Plans)

	---- Method of Response ----				----- Number of Claims -----				
	Mail	Phone	Internet	0-249	250-499	500-749	750+	Other	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	148	81	110	24	117	34	15	24	25
Total Answering	87	72	53	12	84	18	9	12	14
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	36	3	46	2	23	9	4	9	6
Excellent	3	1	3	1	4	1	-	-	-
	3.4%	1.4%	5.7%	8.3%	4.8%	5.6%			
Very good	16	10	9	2	13	2	1	2	3
	18.4%	13.9%	17.0%	16.7%	15.5%	11.1%	11.1%	16.7%	21.4%
Good	42	22	28	8	35	6	3	6	8
	48.3%	30.6%	52.8%	66.7%	41.7%	33.3%	33.3%	50.0%	57.1%
			B	B					
Fair	24	33	13	1	29	7	5	4	2
	27.6%	45.8%	24.5%	8.3%	34.5%	38.9%	55.6%	33.3%	14.3%
		CD			i	i	I		
Poor	2	6	-	-	3	2	-	-	1
	2.3%	8.3%			3.6%	11.1%			7.1%
N/A	25	6	11	10	10	7	2	3	5
Summary Rate - Excellent/ Very good	19	11	12	3	17	3	1	2	3
	21.8%	15.3%	22.6%	25.0%	20.2%	16.7%	11.1%	16.7%	21.4%

Comparison Groups: BCD/EFGHI

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case 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 The Myers Group

770-978-3173

2011

University Family Care  
 Provider Satisfaction Survey (910443)

Q33. Ease of using formulary. (University Family Care)

	--- Method of Response ---				----- Number of Claims -----				
	Mail	Phone	Internet	0-249	250-499	500-749	750+	Other	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	148	81	110	24	117	34	15	24	25
Total Answering	103	56	52	22	75	19	10	11	15
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	35	6	47	2	24	10	4	10	7
Excellent	7	3	7	1	7	1	1	1	1
	6.8%	5.4%	13.5%	4.5%	9.3%	5.3%	10.0%	9.1%	6.7%
Very good	23	12	12	5	25	2	1	1	-
	22.3%	21.4%	23.1%	22.7%	33.3%	10.5%	10.0%	9.1%	
					FGH				
Good	39	18	30	5	28	8	5	5	7
	37.9%	32.1%	57.7%	22.7%	37.3%	42.1%	50.0%	45.5%	46.7%
			BD						
Fair	27	18	2	10	13	8	2	2	5
	26.2%	32.1%	3.8%	45.5%	17.3%	42.1%	20.0%	18.2%	33.3%
		C		C		E			
Poor	7	5	1	1	2	-	1	2	2
	6.8%	8.9%	1.9%	4.5%	2.7%		10.0%	18.2%	13.3%
N/A	10	19	11	-	18	5	1	3	3
Summary Rate - Excellent/ Very good	30	15	19	6	32	3	2	2	1
	29.1%	26.8%	36.5%	27.3%	42.7%	15.8%	20.0%	18.2%	6.7%
					FhI				

Comparison Groups: BCD/EFGHI

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case 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 The Myers Group

770-978-3173

2011



University Family Care  
 Provider Satisfaction Survey (910443)

Q33. Ease of using formulary. (Other AHCCCS Plans)

	---- Method of Response ----				----- Number of Claims -----				
	Mail	Phone	Internet	0-249	250-499	500-749	750+	Other	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	148	81	110	24	117	34	15	24	25
Total Answering	104	54	54	21	76	18	10	11	14
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	37	10	47	2	26	11	4	11	7
Excellent	4	1	3	1	4	1	-	-	-
	3.8%	1.9%	5.6%	4.8%	5.3%	5.6%			
Very good	22	14	10	3	23	2	1	1	-
	21.2%	25.9%	18.5%	14.3%	30.3%	11.1%	10.0%	9.1%	
					FgH				
Good	47	19	38	5	36	7	6	6	7
	45.2%	35.2%	70.4%	23.8%	47.4%	38.9%	60.0%	54.5%	50.0%
			BD						
Fair	28	18	3	11	13	8	2	3	6
	26.9%	33.3%	5.6%	52.4%	17.1%	44.4%	20.0%	27.3%	42.9%
		C		C		E			e
Poor	3	2	-	1	-	-	1	1	1
	2.9%	3.7%		4.8%			10.0%	9.1%	7.1%
N/A	7	17	9	1	15	5	1	2	4
Summary Rate - Excellent/ Very good	26	15	13	4	27	3	1	1	-
	25.0%	27.8%	24.1%	19.0%	35.5%	16.7%	10.0%	9.1%	
					fGH				

Comparison Groups: BCD/EFGHI

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case 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 The Myers Group

770-978-3173

2011

University Family Care  
 Provider Satisfaction Survey (910443)

Q34. Variety of drugs available in formulary. (University Family Care)

	---- Method of Response ----				----- Number of Claims -----				
	Mail	Phone	Internet	0-249	250-499	500-749	750+	Other	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	148	81	110	24	117	34	15	24	25
Total Answering	104	57	48	20	74	20	7	11	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	36	4	48	2	24	9	4	9	8
Excellent	5	1	4	1	5	-	-	1	-
	4.8%	1.8%	8.3%	5.0%	6.8%			9.1%	
Very good	20	12	12	2	21	2	1	2	-
	19.2%	21.1%	25.0%	10.0%	28.4%	10.0%	14.3%	18.2%	
					F				
Good	37	17	22	7	24	9	3	5	5
	35.6%	29.8%	45.8%	35.0%	32.4%	45.0%	42.9%	45.5%	38.5%
			b						
Fair	29	18	9	7	19	7	2	1	5
	27.9%	31.6%	18.8%	35.0%	25.7%	35.0%	28.6%	9.1%	38.5%
					h	h			h
Poor	13	9	1	3	5	2	1	2	3
	12.5%	15.8%	2.1%	15.0%	6.8%	10.0%	14.3%	18.2%	23.1%
		C							
N/A	8	20	14	2	19	5	4	4	4
Summary Rate - Excellent/ Very good	25	13	16	3	26	2	1	3	-
	24.0%	22.8%	33.3%	15.0%	35.1%	10.0%	14.3%	27.3%	
			d		F				

Comparison Groups: BCD/EFGHI

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case 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 The Myers Group

770-978-3173

2011

University Family Care  
 Provider Satisfaction Survey (910443)

Q34. Variety of drugs available in formulary. (Other AHCCCS Plans)

	---- Method of Response ----				----- Number of Claims -----				
	Mail	Phone	Internet	0-249	250-499	500-749	750+	Other	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	148	81	110	24	117	34	15	24	25
Total Answering	103	56	49	20	74	19	8	11	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	40	6	48	3	25	10	4	10	8
Excellent	4	2	4	1	6	1	-	-	-
	3.9%	3.6%	8.2%	5.0%	8.1%	5.3%			
Very good	21	11	12	2	20	1	1	3	-
	20.4%	19.6%	24.5%	10.0%	27.0%	5.3%	12.5%	27.3%	
					F				
Good	37	15	25	7	27	5	3	6	6
	35.9%	26.8%	51.0%	35.0%	36.5%	26.3%	37.5%	54.5%	46.2%
			B						
Fair	33	22	8	8	19	9	3	1	6
	32.0%	39.3%	16.3%	40.0%	25.7%	47.4%	37.5%	9.1%	46.2%
		C		c	h	eH			H
Poor	8	6	-	2	2	3	1	1	1
	7.8%	10.7%		10.0%	2.7%	15.8%	12.5%	9.1%	7.7%
N/A	5	19	13	1	18	5	3	3	4
Summary Rate - Excellent/ Very good	25	13	16	3	26	2	1	3	-
	24.3%	23.2%	32.7%	15.0%	35.1%	10.5%	12.5%	27.3%	
			d		Fg				

Comparison Groups: BCD/EFGHI

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case 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 The Myers Group

770-978-3173

2011

University Family Care  
 Provider Satisfaction Survey (910443)

Q35. Would you recommend University Family Care to other physicians' practices?

	---- Method of Response ----				----- Number of Claims -----				
	Mail	Phone	Internet	0-249	250-499	500-749	750+	Other	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	148	81	110	24	117	34	15	24	25
Total Answering	110	79	61	20	89	25	12	15	19
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	38	2	49	4	28	9	3	9	6
Definitely yes	39	25	36	5	42	7	4	6	7
	35.5%	31.6%	59.0% BD	25.0%	47.2% f	28.0%	33.3%	40.0%	36.8%
Probably yes	51	38	23	10	35	15	6	7	8
	46.4%	48.1%	37.7%	50.0%	39.3%	60.0% e	50.0%	46.7%	42.1%
Probably not	15	12	-	5	12	1	1	-	3
	13.6%	15.2%		25.0%	13.5% f	4.0%	8.3%		15.8%
Definitely not	5	4	2	-	-	2	1	2	1
	4.5%	5.1%	3.3%			8.0%	8.3%	13.3%	5.3%
Summary Rate - Definitely/Probably yes	90	63	59	15	77	22	10	13	15
	81.8%	79.7%	96.7% BD	75.0%	86.5%	88.0%	83.3%	86.7%	78.9%

Comparison Groups: BCD/EFGHI

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case 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 The Myers Group

770-978-3173

2011

University Family Care  
 Provider Satisfaction Survey (910443)

Q36. Would you recommend University Family Care to other patients?

	---- Method of Response ----				----- Number of Claims -----				
	Mail	Phone	Internet	0-249	250-499	500-749	750+	Other	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	148	81	110	24	117	34	15	24	25
Total Answering	108	77	59	20	89	23	12	14	18
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	40	4	51	4	28	11	3	10	7
Definitely yes	42	28	34	6	44	8	2	7	7
	38.9%	36.4%	57.6%	30.0%	49.4%	34.8%	16.7%	50.0%	38.9%
			BD		G			g	
Probably yes	45	34	20	10	34	10	8	4	8
	41.7%	44.2%	33.9%	50.0%	38.2%	43.5%	66.7%	28.6%	44.4%
							eH		
Probably not	14	11	1	4	11	2	1	-	2
	13.0%	14.3%	1.7%	20.0%	12.4%	8.7%	8.3%		11.1%
		C		C					
Definitely not	7	4	4	-	-	3	1	3	1
	6.5%	5.2%	6.8%			13.0%	8.3%	21.4%	5.6%
Summary Rate -	87	62	54	16	78	18	10	11	15
Definitely/Probably yes	80.6%	80.5%	91.5%	80.0%	87.6%	78.3%	83.3%	78.6%	83.3%
			b						

Comparison Groups: BCD/EFGHI

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case 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 The Myers Group

770-978-3173

2011

University Family Care  
 Provider Satisfaction Survey (910443)

Q37. Overall satisfaction with University Family Care?

	---- Method of Response ----				----- Number of Claims -----				
	Mail	Phone	Internet	0-249	250-499	500-749	750+	Other	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	148	81	110	24	117	34	15	24	25
Total Answering	115	78	65	21	92	25	11	15	21
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	33	3	45	3	25	9	4	9	4
Very satisfied	42	25	38	6	43	8	3	9	6
	36.5%	32.1%	58.5% BD	28.6%	46.7%	32.0%	27.3%	60.0% fgi	28.6%
Somewhat satisfied	41	24	22	6	25	11	5	3	8
	35.7%	30.8%	33.8%	28.6%	27.2%	44.0% h	45.5%	20.0%	38.1%
Neither satisfied nor dissatisfied	16	16	3	5	15	4	1	1	3
	13.9%	20.5% C	4.6%	23.8% C	16.3%	16.0%	9.1%	6.7%	14.3%
Somewhat dissatisfied	13	9	2	4	9	1	1	1	3
	11.3%	11.5% C	3.1%	19.0% c	9.8%	4.0%	9.1%	6.7%	14.3%
Very dissatisfied	3	4	-	-	-	1	1	1	1
	2.6%	5.1%				4.0%	9.1%	6.7%	4.8%
Summary Rate - Very satisfied/Somewhat satisfied	83	49	60	12	68	19	8	12	14
	72.2%	62.8%	92.3% BD	57.1%	73.9%	76.0%	72.7%	80.0%	66.7%

Comparison Groups: BCD/EFGHI

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case 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 The Myers Group

770-978-3173

2011

University Family Care  
 Provider Satisfaction Survey (910443)

Q38. Overall satisfaction with other health plans?

	---- Method of Response ----				----- Number of Claims -----				
	Mail	Phone	Internet	0-249	250-499	500-749	750+	Other	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	148	81	110	24	117	34	15	24	25
Total Answering	105	75	52	21	86	21	10	15	16
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	43	6	58	3	31	13	5	9	9
Very satisfied	26	11	26	1	23	6	1	7	1
	24.8%	14.7%	50.0%	4.8%	26.7%	28.6%	10.0%	46.7%	6.2%
			BD		I	i		GI	
Somewhat satisfied	50	42	21	10	43	7	8	6	9
	47.6%	56.0%	40.4%	47.6%	50.0%	33.3%	80.0%	40.0%	56.2%
		c					EFH		
Neither satisfied nor dissatisfied	19	16	4	6	16	6	-	2	2
	18.1%	21.3%	7.7%	28.6%	18.6%	28.6%		13.3%	12.5%
		C		C					
Somewhat dissatisfied	9	5	1	4	4	2	1	-	3
	8.6%	6.7%	1.9%	19.0%	4.7%	9.5%	10.0%		18.8%
				c					
Very dissatisfied	1	1	-	-	-	-	-	-	1
	1.0%	1.3%							6.2%
Summary Rate - Very satisfied/Somewhat satisfied	76	53	47	11	66	13	9	13	10
	72.4%	70.7%	90.4%	52.4%	76.7%	61.9%	90.0%	86.7%	62.5%
			BD				F1	f	

Comparison Groups: BCD/EPGHI

Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

Lower case 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 The Myers Group

770-978-3173

2011

University Family Care  
 Provider Satisfaction Survey (910443)

Q42. Have you visited the University Family Care website?

	---- Method of Response ----				----- Number of Claims -----				
	Mail	Phone	Internet	0-249	250-499	500-749	750+	Other	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	148	81	110	24	117	34	15	24	25
Total Answering	106	66	65	22	84	23	10	16	20
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	42	15	45	2	33	11	5	8	5
Yes	64	37	41	12	56	9	7	8	10
	60.4%	56.1%	63.1%	54.5%	66.7%	39.1%	70.0%	50.0%	50.0%
					F		f		
No	42	29	24	10	28	14	3	8	10
	39.6%	43.9%	36.9%	45.5%	33.3%	60.9%	30.0%	50.0%	50.0%
						Eg			

Comparison Groups: BCD/EFGHI  
 Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.