



2019 IEHP Provider Satisfaction Survey

Purpose of Survey: Annually, IEHP surveys contracted Providers to assess their satisfaction with the services and support they receive from IEHP.

Time of Survey: July 2019

Survey Administrator: SPH Analytics, a National Committee for Quality Assurance (NCQA) Certified Survey Vendor.

Response Rate: 46.6% (854 surveys were completed)

2019 Satisfaction Scores:

Composite	IEHP Trend Data Summary Rates			Source: 2018 SPHA Medicaid B.o.B. **Summary Rate	
	2017	2018	2019	IEHP Percentile	IEHP to Other Health Plans*
Overall Satisfaction	92.8%	92.0%	93.6%	99 th	Significantly above
Finance Issues	50.1%	51.5%	55.6%	97 th	Significantly above
UM and QM	56.0%	59.4%	60.6%	93 rd	Significantly above
Network/Coordination of Care	46.6%	48.4%	49.4%	98 th	Significantly above
Pharmacy	39.7%	44.5%	39.1%	95 th	Significantly above
HP Call Center Staff	63.8%	62.0%	65.2%	95 th	Significantly above
Provider Relations	58.1%	53.8%	58.6%	99 th	Significantly above
Recommend to Other Physicians' Practices	97.1%	97.0%	98.5%	99 th	Significantly above

**All significance testing is performed at the 95% significance level using a z -test of proportions*

*** The 2018 SPHA Medicaid B.o.B consists of data from 77 plans representing 18,710 respondents in Primary Care, Specialty, and Behavioral Health areas*