



## 2020 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:** August-September 2020

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

**Response Rate:** 28.5% (479 surveys were completed)

### 2020 Satisfaction Scores:

Composite	IEHP Trend Data Summary Rates			Source: 2019 SPHA Medicaid B.o.B. **Summary Rate	
	2018	2019	2020	IEHP Percentile	IEHP to Other Health Plans*
Overall Satisfaction	92.0%	93.6%	96.6%	99 <sup>th</sup>	Significantly above
Finance Issues	51.5%	55.6%	64.7%	99 <sup>th</sup>	Significantly above
UM and QM	59.4%	60.6%	71.3%	99 <sup>th</sup>	Significantly above
Network/Coordination of Care	48.4%	49.4%	57.1%	99 <sup>th</sup>	Significantly above
Pharmacy	44.5%	39.1%	53.7%	99 <sup>th</sup>	Significantly above
HP Call Center Staff	62.0%	65.2%	73.9%	99 <sup>th</sup>	Significantly above
Provider Relations	53.8%	58.6%	63.0%	99 <sup>th</sup>	Significantly above
Recommend to Other Physicians' Practices	97.0%	98.5%	99.0%	99 <sup>th</sup>	Significantly above

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

\*\* The 2019 SPHA Medicaid B.o.B. consists of data from 113 plans representing 30,348 respondents in Primary Care, Specialty, and Behavioral Health areas