



2021 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-August 2021

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

Response Rate: 22.4% (376 surveys were completed)

2021 Satisfaction Scores:

Composite	IEHP Trend Data Summary Rates			Source: 2020 SPHA Medicaid B.o.B. **Summary Rate	
	2019	2020	2021	IEHP Percentile	IEHP to Other Health Plans*
Overall Satisfaction	93.6%	96.6%	96.4%	99 th	Significantly above
Finance Issues	55.6%	64.7%	58.1%	99 th	Significantly above
UM and QM	60.6%	71.3%	62.3%	99 th	Significantly above
Network/Coordination of Care	49.4%	57.1%	52.5%	99 th	Significantly above
Pharmacy	39.1%	53.7%	50.3%	99 th	Significantly above
HP Call Center Staff	65.2%	73.9%	65.3%	99 th	Significantly above
Provider Relations	58.6%	63.0%	59.5%	99 th	Significantly above
Recommend to Other Physicians' Practices	98.5%	99.0%	98.1%	99 th	Significantly above

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

** The 2020 SPHA Medicaid B.o.B. consists of data from 89 plans representing 15,911 respondents in Primary Care, Specialty, and Behavioral Health areas