



2022 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 2022

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

Response Rate: 27% (1,507 surveys were completed)

2022 Satisfaction Scores:

Composite	IEHP Trend Data Summary Rates			Source: 2021 SPHA Medicaid B.o.B. **Summary Rate	
	2020	2021	2022	IEHP Percentile	IEHP to Other Health Plans*
Overall Satisfaction	96.6%	96.4%	93.1%	99 th	Significantly above
Finance Issues	64.7%	58.1%	60.3%	98 th	Significantly above
UM and QM	71.3%	62.3%	62.3%	98 th	Significantly above
Network/Coordination of Care	57.1%	52.5%	53.3%	96 th	Significantly above
Pharmacy	53.7%	50.3%	50.0%	99 th	Significantly above
HP Call Center Staff	73.9%	65.3%	66.2%	99 th	Significantly above
Provider Relations	63.0%	59.5%	57.5%	88 th	Significantly above
Recommend to Other Physicians' Practices	99.0%	98.1%	98.2%	100%	Significantly above

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

** The 2021 SPHA Medicaid B.o.B. consists of data from 86 plans representing 16,398 respondents in Primary Care, Specialty, and Behavioral Health areas