



## 2023 PCP Satisfaction Survey Results Executive Summary

The Center for the Study of Services (CSS) administered the 2023 PCP Satisfaction Surveys on behalf of the Maryland Department of Health (MDH). Surveys were administered to primary care physicians (PCPs) participating with Maryland Physicians Care (MPC) from March 1 through June 16, 2022, using a mixed methodology consisting of mail, web, fax, email and phone.

The final survey sample included 1,037 PCPs with a total of 124 PCPs completing the survey for an adjusted response rate of 12.5%. This is a slight decrease from the 13.52% response rate in 2022. Of the providers that responded, approximately 5% responded by phone, 4% by mail, 3% by web, and 1% by fax. Statewide, the survey sample included 8,113 PCPs with a total of 900 PCPs completing the survey for an adjusted response rate of 11.53%.

The Overall Satisfaction Summary rates are shown below for 2021 through 2023.

### 2021-2023 MPC Overall Satisfaction Summary Rates

| Measure                           | 2021 Rate | 2022 Rate | 2023 Rate |
|-----------------------------------|-----------|-----------|-----------|
| Overall Satisfaction with MPC     | 81.58%    | 79.31%    | 83.47%    |
| Recommend MPC to Patients         | 88.74%    | 91.38%    | 93.33%    |
| Recommend MPC to Other Physicians | 86.18%    | 89.47%    | 93.28%    |

Results show that all three measures increased in 2023 but did not indicate a statistically significant improvement over 2022. However, two measure results (Recommend MPC to Patients and Recommend MPC to Other Physicians) were statistically significantly higher than the 2023 HealthChoice Aggregate rates.

Using a correlation analysis, the following attributes were found to have the highest correlation with satisfaction in 2023:

- Coordination of Care/Case Management
- Customer service/provider relations overall
- Timeliness of obtaining authorization for inpatient services
- Overall experience in obtaining prior authorization for outpatient services
- Overall experience in obtaining prior authorization for medication

Three attributes were identified for MPC to improve on:

- Timeliness of obtaining authorization for outpatient services
- Overall experience in obtaining authorization for outpatient services
- Coordination of Care/Case Management



The table below details the 2023 PCP Satisfaction Survey results.

### 2023 PCP Satisfaction Measure Results

| Maryland PCP Satisfaction Survey Measures   | 2023 Rate | Difference between 2023 and 2022 Rate | Difference between 2023 and 2021 Rate | Difference between 2023 and HealthChoice Aggregate |
|---|-----------|---------------------------------------|---------------------------------------|--|
| <b>Overall satisfaction Composite</b>   | 90.03%    | 3.31%                                 | 4.53%                                 | 6.61%  |
| Overall satisfaction with specified MCO   | 83.47%    | 4.16%                                 | 1.89%                                 | 5.89%  |
| Recommend specified MCO to patients   | 93.33%    | 1.95%                                 | 4.59%                                 | 7.13% ▲  |
| Recommend specified MCO to other providers  | 93.28%    | 3.80%                                 | 7.09%                                 | 6.82% ▲  |
| <b>Claims Composite</b>   | 52.01%    | 5.74%                                 | -1.85%                                | -1.47%   |
| Accuracy of claims processing   | 55.26%    | 3.78%                                 | -1.20%                                | -1.44%   |
| Timeliness of initial processing  | 59.09%    | 7.58%                                 | 1.16%                                 | 2.00%  |
| Timeliness of adjustment/appeal claims processing                                     | 41.67%    | 5.88%                                 | -5.52%                                | -4.97%   |
| <b>Preauthorization Composite</b>   | 40.89%    | -1.93%                                | 2.55%                                 | -0.57%   |
| Timeliness of obtaining authorization for medication                                  | 42.42%    | -0.15%                                | 2.14%                                 | 1.89%  |
| Overall experience in obtaining prior authorization for medication                    | 41.00%    | 2.39%                                 | 2.31%                                 | 2.40%  |
| Timeliness of obtaining authorization of outpatient services                          | 32.61%    | -9.78%                                | -4.37%                                | -6.51%   |
| Overall experience in obtaining prior authorization of outpatient services            | 35.11%    | -1.74%                                | -2.08%                                | -3.74%   |
| Timeliness of obtaining authorization of inpatient services                           | 47.17%    | 0.62%                                 | 8.28%                                 | 1.43%  |
| Overall experience in obtaining prior authorization of inpatient services             | 47.06%    | -2.94%                                | 9.02%                                 | 1.12%  |
| Maryland PCP Satisfaction Survey Measures   | 2023 Rate | Difference between 2023 and 2022 Rate | Difference between 2023 and 2021 Rate | Difference between 2023 and HealthChoice Aggregate |
| <b>Customer Service/Provider Relations Composite</b>                                  | 51.95%    | 3.81%                                 | -0.17%                                | 1.73%  |
| Process for obtaining member eligibility information                                  | 62.81%    | 5.29%                                 | -3.40%                                | 0.43%  |
| Quality of written communications, policy bulletins, and manuals                      | 51.72%    | -1.11%                                | -1.30%                                | -3.29%   |
| Ease of contacting the correct customer service representative                        | 49.17%    | -1.28%                                | -1.50%                                | 1.71%  |
| Timeliness and courtesy of the MCO's customer service and and provider relations rep. | 51.24%    | -0.11%                                | -2.76%                                | 0.71%  |
| Accuracy of responses and/or ability to resolve problems                              | 49.17%    | 7.73%                                 | -1.16%                                | 1.35%  |
| Accuracy and accessibility of the drug formulary and formulary updates                | 48.18%    | 6.67%                                 | 1.24%                                 | 1.97%  |
| Customer service/provider relations overall   | 53.33%    | 6.43%                                 | -0.41%                                | 4.16%  |
| Number and quality of specialists in network  | 50.00%    | 6.88%                                 | 7.93%                                 | 6.85%  |
| Coordination of Care/Case Management  | 40.63%    | -6.04%                                | -5.41%                                | -4.16%   |
| No-Show specified MCO HealthChoice ApPOINT  | 85.22%    | 5.94%                                 | 2.22%                                 | 3.19%  |

All statistical tests are conducted at the 95% confidence level. Statistically significant differences between current-year rate and the comparison rate are marked as ▲ when your current-year rate is higher or ▼ when it is lower.

Although there were no statistically significant increases or decreases in MPC's 2023 rates, the following changes are noted:

- All MPC measure rates making up the **Overall Satisfaction Composite** are above the HealthChoice Aggregate. Two of the measures rates within that composite are statistically significantly higher than the HealthChoice Aggregate.



- All MPC measure rates increased in the **Claims Composite** but remain below the HealthChoice Aggregate except for Timeliness of Initial Processing.
- MPC's **overall experience with obtaining prior authorization for medication** measure rate increased and is now above the HealthChoice Aggregate.
- MPC's **timeliness of obtaining authorization for inpatient services** measure rate increased and is now above the HealthChoice Aggregate.
- Despite a few (3/9) **customer service/provider relations** measure rates decreasing, all but one measure (quality of written communication, policy bulletins, and manuals) are above the HealthChoice Aggregate.
- MPC's **Coordination/Care Management** measure rate decreased and is below the HealthChoice Aggregate.
- MPC's **No Show Appointment** measure rate increased and is above the HealthChoice Aggregate.

It is also notable that several of the HealthChoice composite scores and measures decreased in 2023. However, as those scores decreased, the following MPC composite scores and measures increased:

- Overall Satisfaction Composite
- Claims Composite
- Customer Service/Provider Relations
- Recommend MPC to Patients measure
- Recommend MPC to Other Physicians measure
- No Show Specified MCO HealthChoice Appointment measure