

2024 Provider Pulse Survey Results

Quarterly Response Rates	Q1	Q2	Q3	Q4	Average
Total Providers Contacted	789	794	648	730	
Total Responses	499	735	257	727	
Response Rate	63%	93%	40%	99.6%	73.77%
Survey Question Rates	Q1	Q2	Q3	Q4	Average
Satisfaction with accuracy and timeliness of claims processing	4.12	4.09	3.69	4.00	3.98
Satisfaction with timeliness for obtaining authorization for services	3.41	3.38	4.00	5.00	3.95
Satisfaction with process for verification of member eligibility	4.68	4.80	4.87	5.00	4.84
Satisfaction with navigation and content of MPC's website	3.45	3.31	4.10	5.00	3.97
Satisfaction with navigation and content of MPC's HIPAA compliant web portal	3.38	3.32	3.84	5.00	3.89
*Overall satisfaction with MPC as an MCO	3.44	3.44	4.43	5.00	4.08
Yes or no, would you recommend MPC to your patients	4.92	4.89	4.95	4.95	4.93
Satisfaction with prevention and wellness education materials (i.e., health literature, health materials, etc.)	3.35	4.31	3.72	5.00	4.10
Satisfaction with quality of all communications (written, in person, and telephonic)	3.31	3.42	4.09	4.03	3.71
Satisfaction with knowledge and efficiency of Provider Representatives	4.55	4.70	3.83	5.00	4.52