

## 2025 PCP Satisfaction Survey Results Executive Summary

The Center for the Study of Services (CSS) administered the 2025 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 February 26 through June 6, 2024, using a mixed methodology consisting of mail, fax, email and phone.

The final survey sample included 1,013 PCPs with a total of 191 PCPs completing the survey for an adjusted response rate of 20.30%. The response rate for 2025 was the same as 2024 and an increase of 12.5% over 2023. Results are based on the proportion of PCPs answering:

- Very satisfied or somewhat satisfied for overall satisfaction with the specified MCO
- Definitely yes or probably yes for recommendation questions; and
- Excellent or very good for questions with response scale of Excellent; Very Good; Good; Fair; or Poor

The Overall Satisfaction Summary rates are displayed in the below table for 2023 through 2025.

### 2023-2025 MPC PCP Overall Satisfaction Composite Measure Rates

| Measure                          | 2023 Rate | 2024 Rate | 2025 Rate |
|----------------------------------|-----------|-----------|-----------|
| Overall Satisfaction with MPC    | 83.47%    | 80.12%    | 82.12%    |
| Recommend MPC to Patients        | 93.33%    | 88.10%    | 93.22%    |
| Recommend MPC to Other Providers | 93.28%    | 89.29%    | 93.75%    |

Results show an increase for all three measures included in the Overall Satisfaction Composite for 2025 after decreasing in 2024. However, these increases for 2025 are not statistically significant. All measure rates were above the HealthChoice Aggregate with two (Recommended MPC to Patients and Recommend MPC to Other Providers) showing a statistically significant increase over the HealthChoice Aggregate.

A correlation analysis was provided by CSS identifying particular attributes for MCOs to improve, leverage, monitor and maintain. There was only one attribute (Overall experience in obtaining priorauthorization for inpatient services) identified to improve on to increase the overall satisfaction with MPC. The following attributes were recommended to leverage for 2025:

- Accuracy of claims processing
- Ease of contacting the correct customer service representative
- Timeliness/courtesy of MCO's customer service/provider relations representative
- Accuracy of responses and/or ability to resolve problems
- Customer service/provider relations overall
- Timeliness of obtaining authorization for inpatient services
- Coordination of Care/Case Management

There were four attributes identified to monitor:

- Timeliness of obtaining authorizations for medication
- Overall experience for obtaining PA for medications
- Timeliness for obtaining authorizations for outpatient services
- Overall experience for obtaining PA for outpatient services

The following attributes were recommended for MPC to maintain overall satisfaction:

- Timeliness of initial claims processing
- Timeliness of adjustment/appeal claims processing
- Process for obtaining member eligibility information
- Quality of written communications, policy bulletins, and manuals
- Accuracy and accessibility of drug formulary and formulary updates
- Number and quality of specialists in network

The following table details MPC's 2025 PCP Satisfaction Survey results.

## 2025 PCP Satisfaction Measure Results

| Maryland PCP Satisfaction Survey Measures                                   | 2025 Rate | Difference between 2025 and 2024 Rate | Difference between 2025 and 2023 Rate | Difference between 2025 and HealthChoice Aggregate |
|-----------------------------------------------------------------------------|-----------|---------------------------------------|---------------------------------------|----------------------------------------------------|
| <b>Overall satisfaction Composite</b>                                       | 89.70%    | 3.87%                                 | -0.33%                                | 5.10%                                              |
| Overall satisfaction with MPC                                               | 82.12%    | 2.01%                                 | -1.35%                                | 4.44%                                              |
| Recommend MPC to patients                                                   | 93.22%    | 5.13%                                 | -0.11%                                | 5.08% ▲                                            |
| Recommend MPC to other providers                                            | 93.75%    | 4.46%                                 | 0.47%                                 | 5.76% ▲                                            |
| <b>Claims Composite</b>                                                     | 55.21%    | -1.29%                                | 3.21%                                 | 3.49%                                              |
| Accuracy of claims processing                                               | 59.89%    | 1.45%                                 | 4.62%                                 | 4.79%                                              |
| Timeliness of initial claims processing                                     | 57.80%    | -2.32%                                | -1.29%                                | 2.75%                                              |
| Timeliness of adjustment/appeal claims processing                           | 47.95%    | -2.99%                                | 6.29%                                 | 2.93%                                              |
| <b>Preauthorization Composite</b>                                           | 42.57%    | -5.73%                                | 1.67%                                 | -1.31%                                             |
| Timeliness of obtaining authorization for medications                       | 39.07%    | -7.13%                                | -3.35%                                | -2.82%                                             |
| Overall experience in obtaining prior authorization for medications         | 39.47%    | -4.63%                                | -1.53%                                | -0.86%                                             |
| Timeliness of obtaining authorization for outpatient services               | 42.22%    | -2.71%                                | 9.61%                                 | -0.78%                                             |
| Overall experience in obtaining prior authorization for outpatient services | 41.13%    | -4.58%                                | 6.03%                                 | -0.66%                                             |
| Timeliness of obtaining authorization for inpatient services                | 48.35%    | -4.66%                                | 1.18%                                 | 0.21%                                              |
| Overall experience in obtaining prior authorization for inpatient services  | 45.16%    | -10.68%                               | -1.90%                                | -2.98%                                             |



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| Maryland PCP Satisfaction Survey Measures                                             | 2025 Rate | Difference between 2025 and 2024 Rate | Difference between 2025 and 2023 Rate | Difference between 2025 and HealthChoice Aggregate |
|---------------------------------------------------------------------------------------|-----------|---------------------------------------|---------------------------------------|----------------------------------------------------|
| <b>Customer Service/Provider Relations Composite</b>                                  | 55.53%    | -1.40%                                | 3.58%                                 | 5.40%                                              |
| Process for obtaining member eligibility information                                  | 64.29%    | -1.41%                                | 1.48%                                 | 2.60%                                              |
| Quality of written communications, policy bulletins, and manuals                      | 59.34%    | -0.30%                                | 7.62%                                 | 5.88%                                              |
| Ease of contacting the correct customer service representative                        | 50.56%    | -6.17%                                | 1.39%                                 | 3.78%                                              |
| Timeliness and courtesy of the MCO's customer service and and provider relations rep. | 57.14%    | -0.60%                                | 5.90%                                 | 6.69%                                              |
| Accuracy of responses and/or ability to resolve problems                              | 53.30%    | 1.82%                                 | 4.13%                                 | 6.59%                                              |
| Accuracy and accessibility of the drug formulary and formulary updates                | 50.29%    | -1.81%                                | 2.10%                                 | 5.07%                                              |
| Customer service/provider relations overall                                           | 60.44%    | 0.21%                                 | 7.11%                                 | 7.24%                                              |
| Number and quality of specialists in network                                          | 48.88%    | -2.93%                                | -1.12%                                | 5.38%                                              |
| <b>Coordination of Care/Case Management</b>                                           | 48.95%    | -3.46%                                | 8.33%                                 | 0.74%                                              |
| <b>No-Show MPC HealthChoice appointments</b>                                          | 86.39%    | 6.14%                                 | 1.17%                                 | 2.13%                                              |

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.

The following changes are notable for 2025:

- Although all measures within the **Overall Satisfaction Composite** show an increase over 2024, two of the measures included in this Composite show statistically significant improvement over the HealthChoice Aggregate.
  - Recommend MPC to patients by 5.08%
  - Recommend MPC to other providers by 5.76%
- All measure rates within the **Claims Composite** are above the HealthChoice Aggregate.
- All measures within the **Preauthorization Claims Composite** show a decrease over 2024.
- All measure rates within the **Customer Service/Provider Relations Composite** are above the HealthChoice Aggregate.
- Despite a slight decline over the 2024 rate, the **Care Coordination/Care Management Measure** rate remains slightly above the HealthChoice Aggregate.
- The **No-Show MPC HealthChoice Appointments Measure** increased 6.14% over 2024 and is above the HealthChoice Aggregate.

