

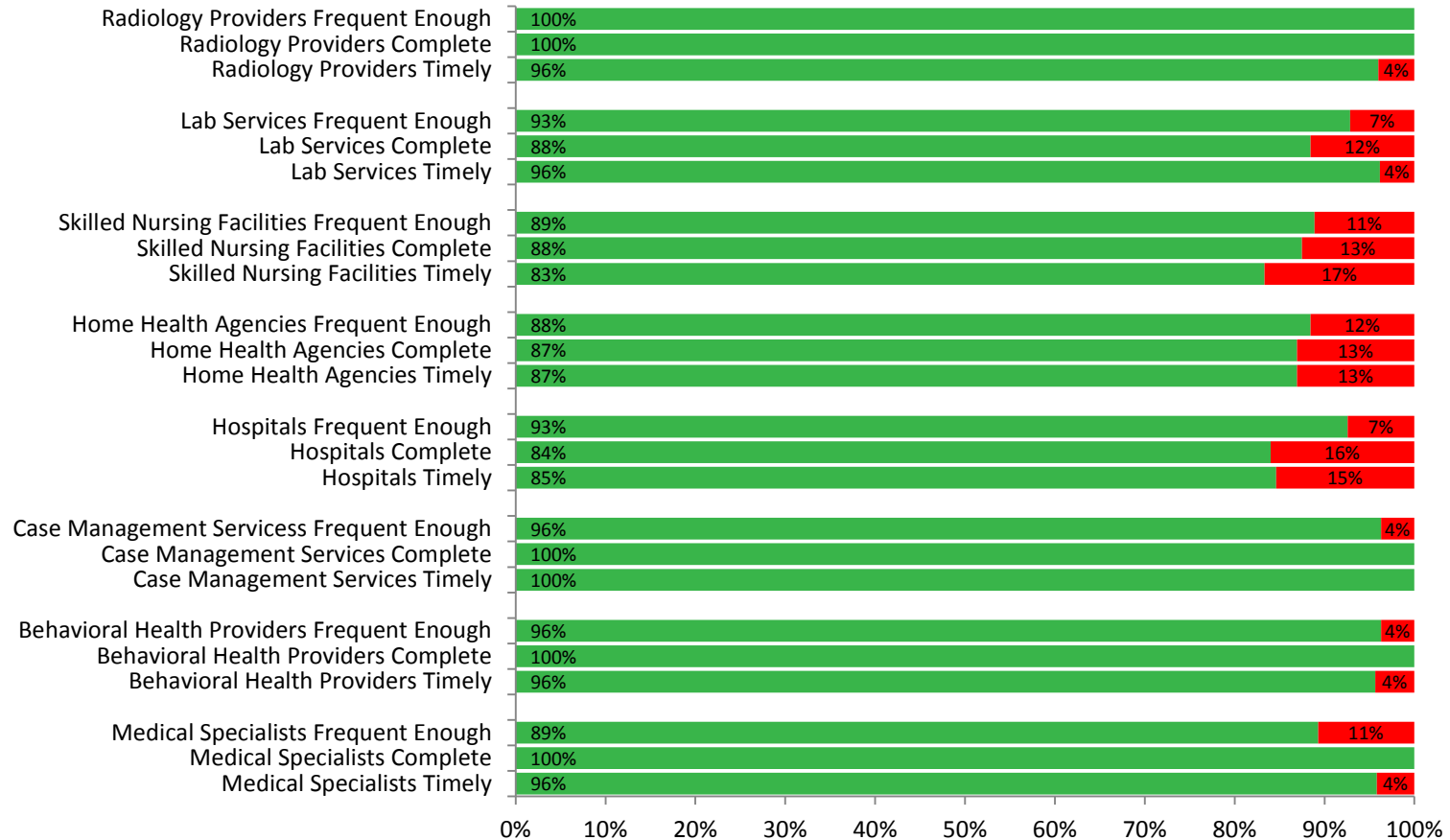
2016 LEON PROVIDER SURVEY RESULTS

Customer Experience



2016 LEON PROVIDER SURVEY RESULTS

COMMUNICATION – Was the communication between your office and other types of providers offices appropriate regarding frequency, timeliness, and completeness of information?.

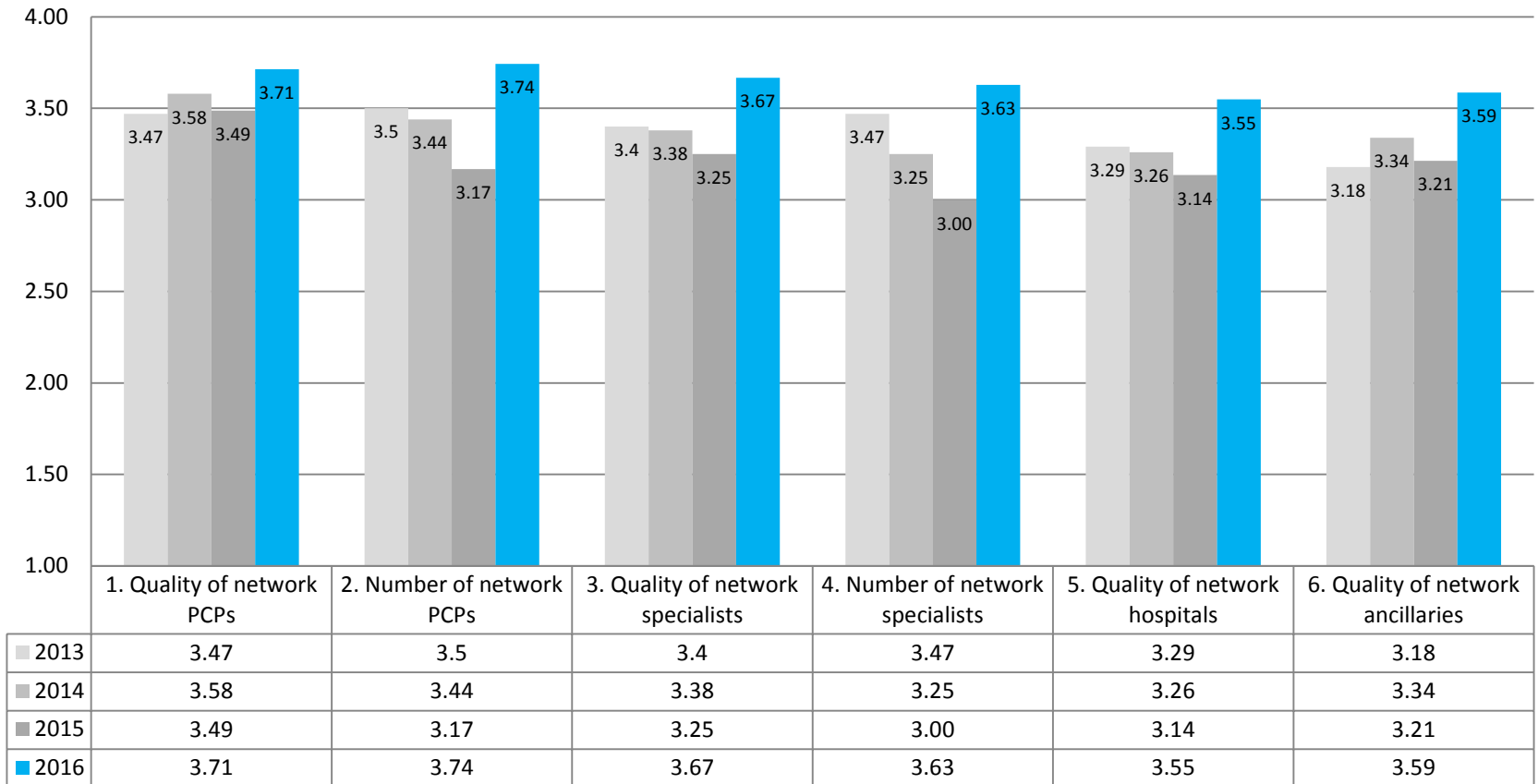


- Communications questions are based on a “yes/no” scale.
- Home Health Agencies, Skilled Nursing, and Hospitals scored the lowest regarding frequency, completeness and timeliness of communication.



2016 LEON PROVIDER SURVEY RESULTS

Network

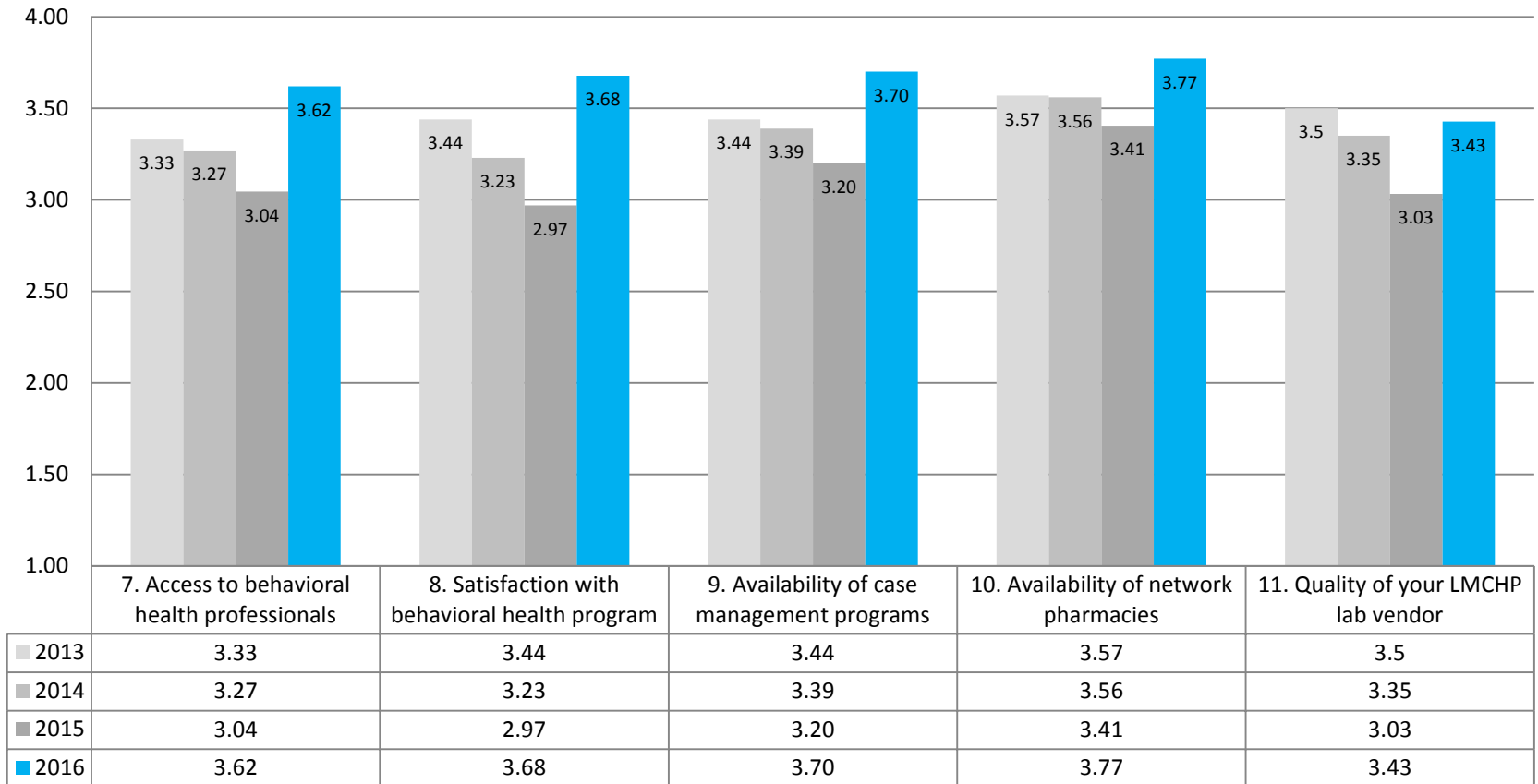


- All areas regarding Network have increased since 2015
- “Number of network PCPs” and “Number of Network Specialists” increased the most since 2015



2016 LEON PROVIDER SURVEY RESULTS

Network

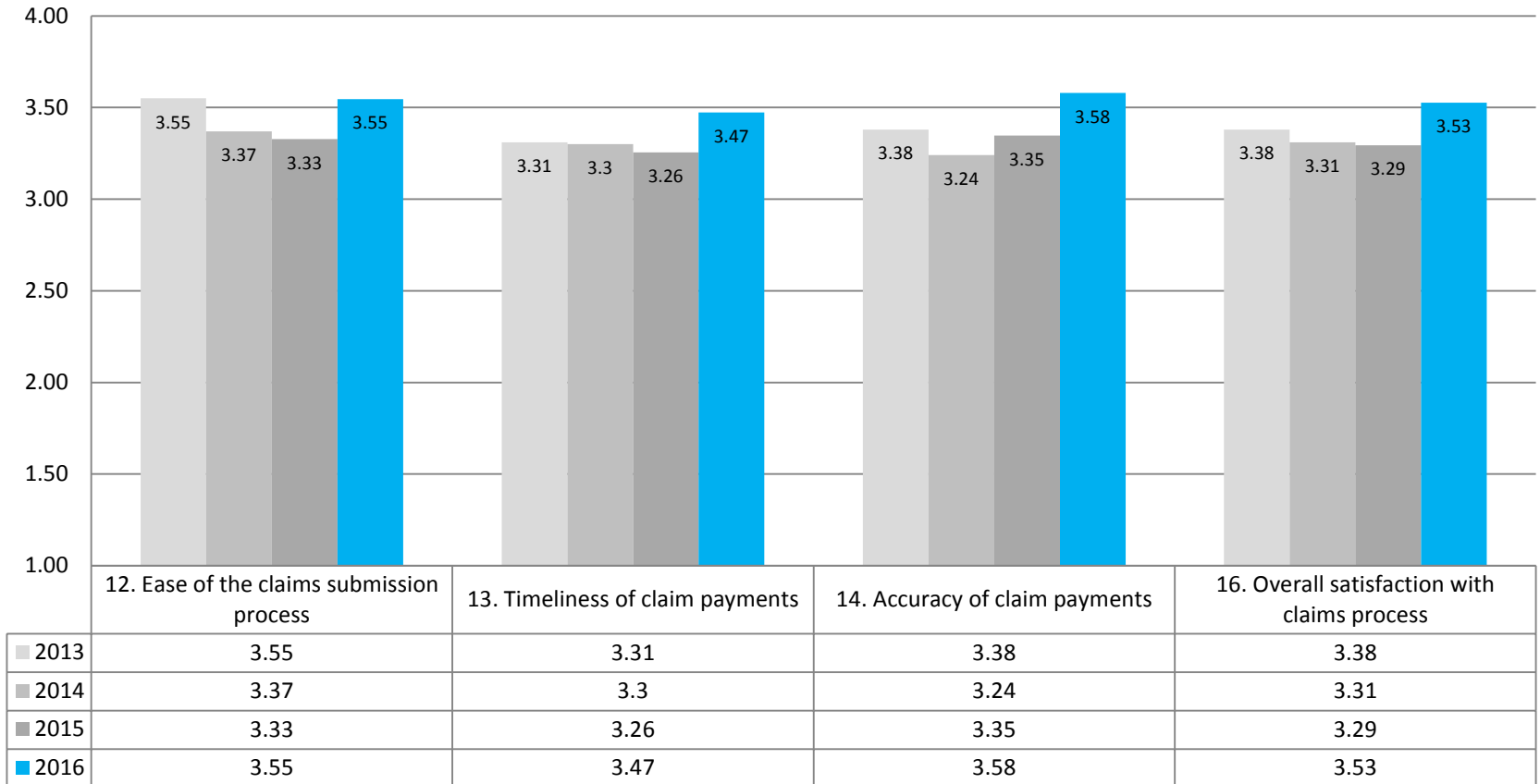


- All areas regarding Network have increased substantially since 2015
- “Access to Behavioral Health Professionals” and “Satisfaction with Behavioral Health program” increased the most



2016 LEON PROVIDER SURVEY RESULTS

Claims

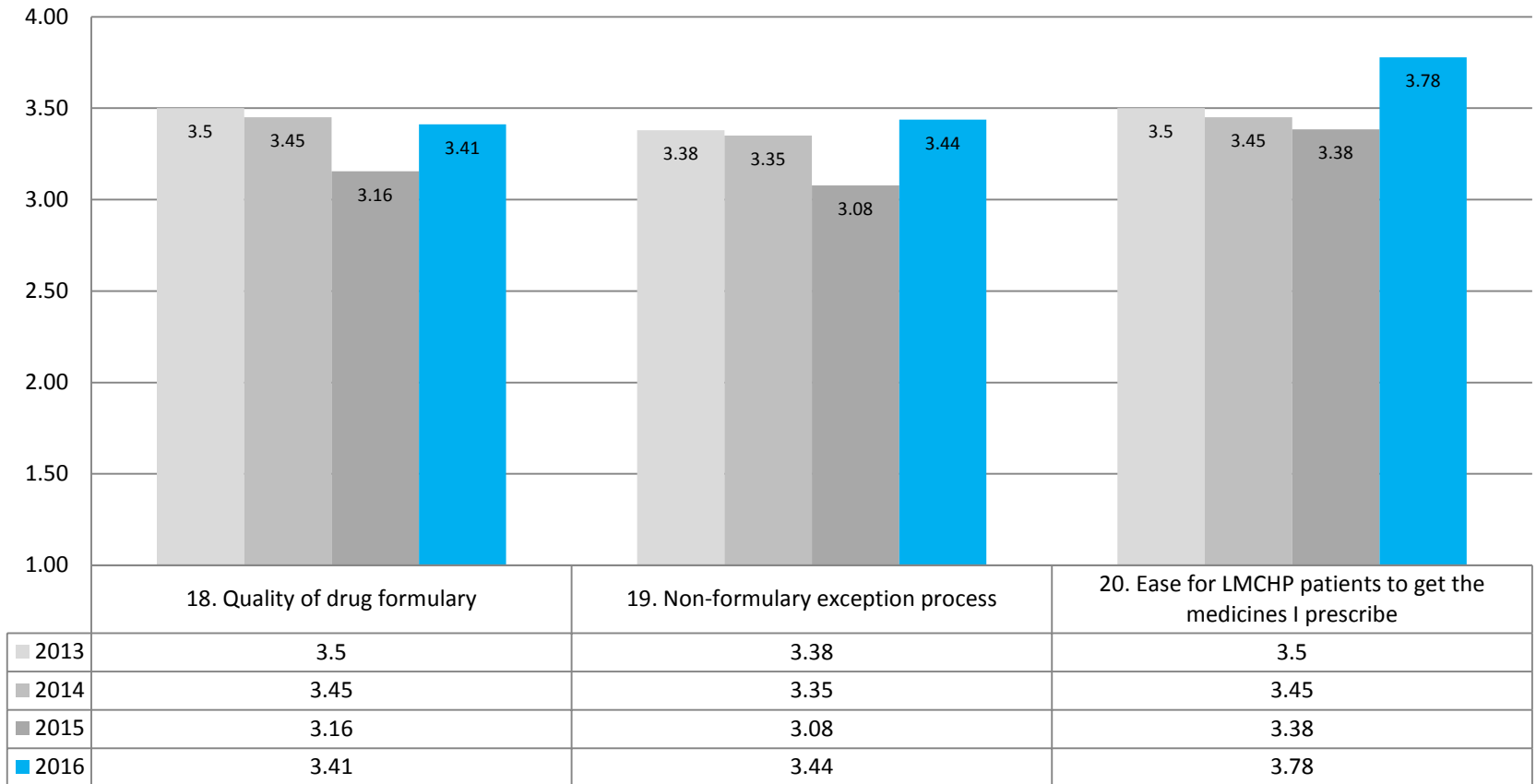


- Satisfaction regarding claims has increased in all areas since 2015.



2016 LEON PROVIDER SURVEY RESULTS

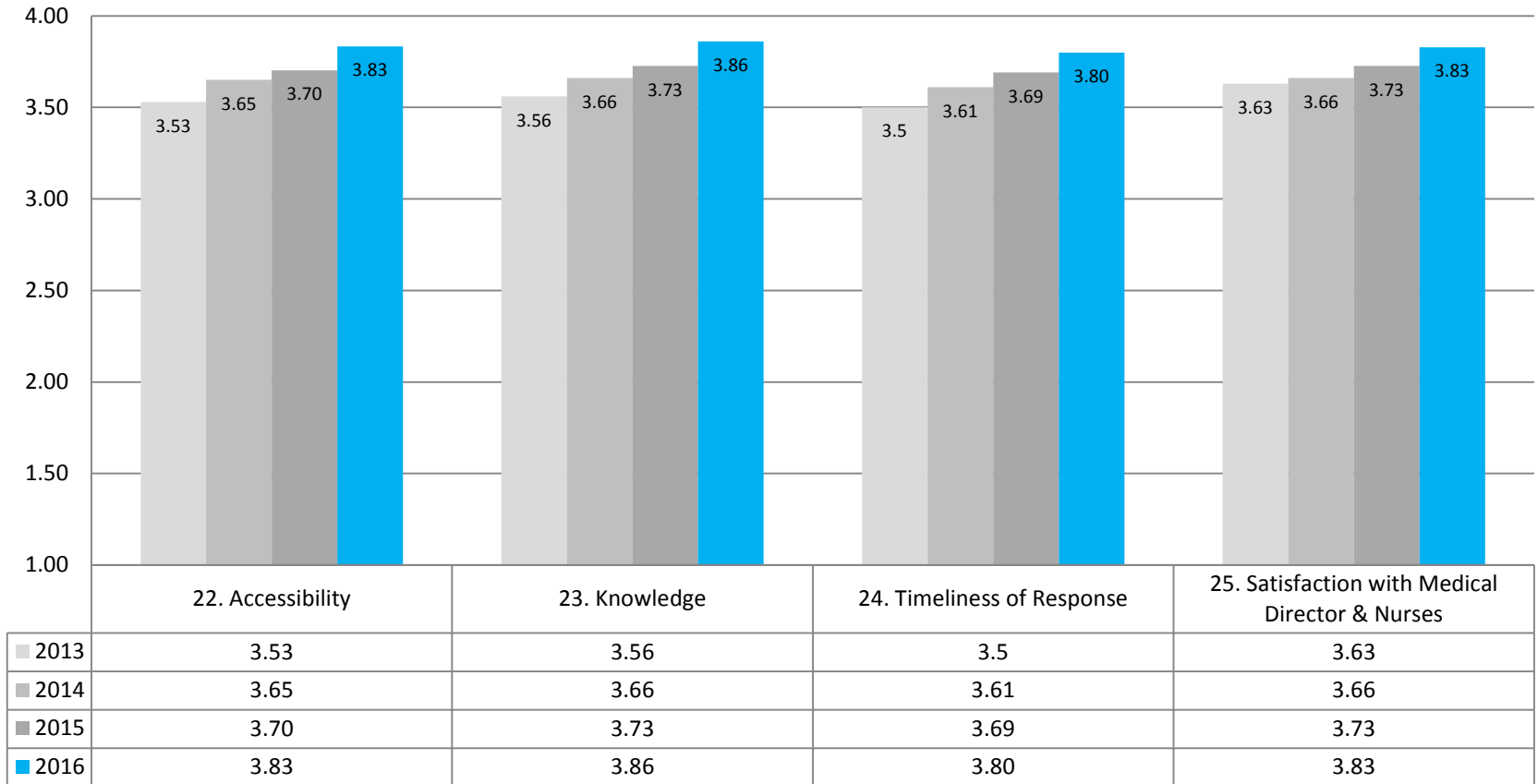
Formulary



- Questions regarding Formulary all increased in 2016.

2016 LEON PROVIDER SURVEY RESULTS

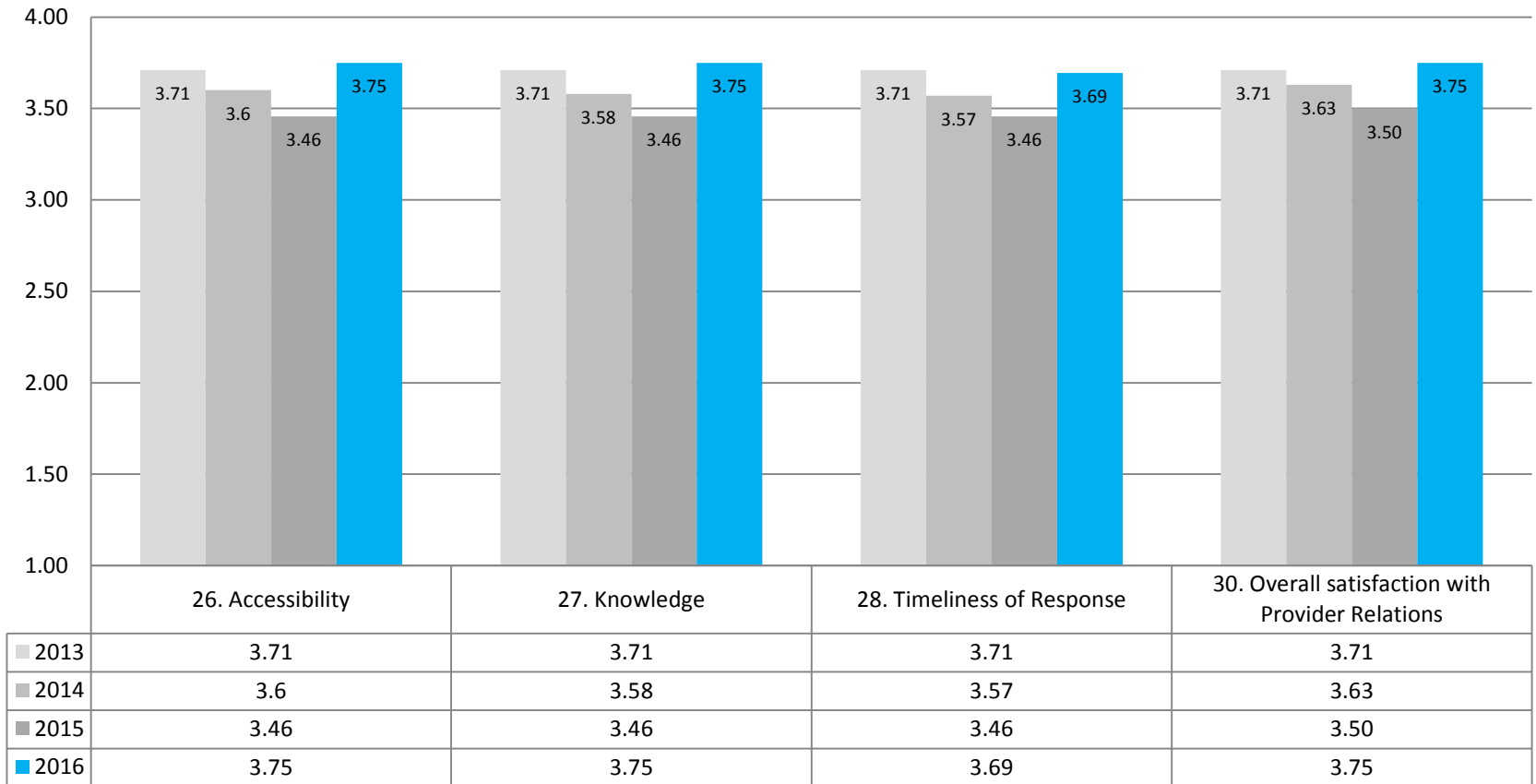
Medical Director and Nurse Professionals



- All areas regarding Medical Directors and Nurse Professionals increased in 2016.

2016 LEON PROVIDER SURVEY RESULTS

Provider Relations Representative

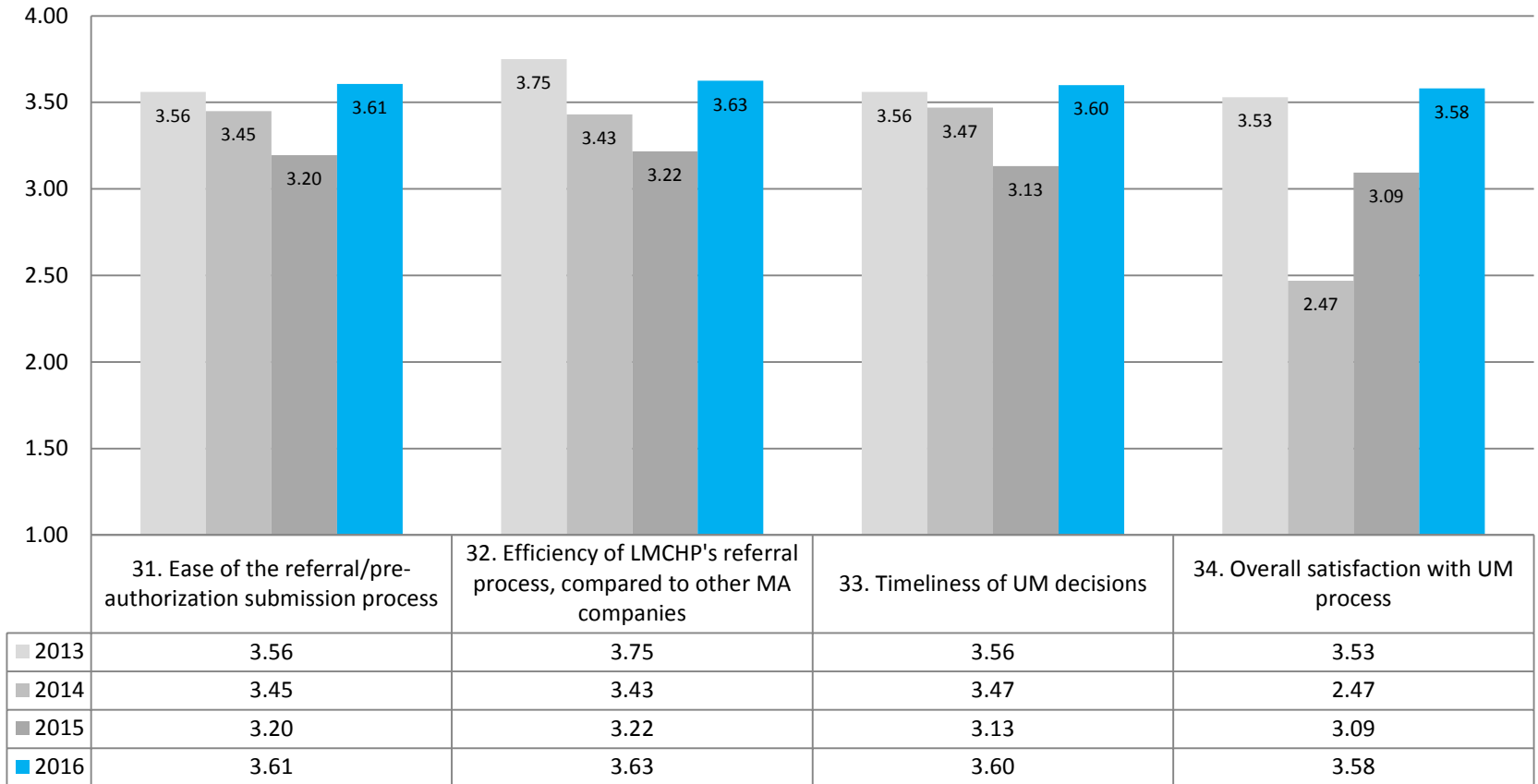


- All areas regarding Provider Relations Representative increased since 2015.



2016 LEON PROVIDER SURVEY RESULTS

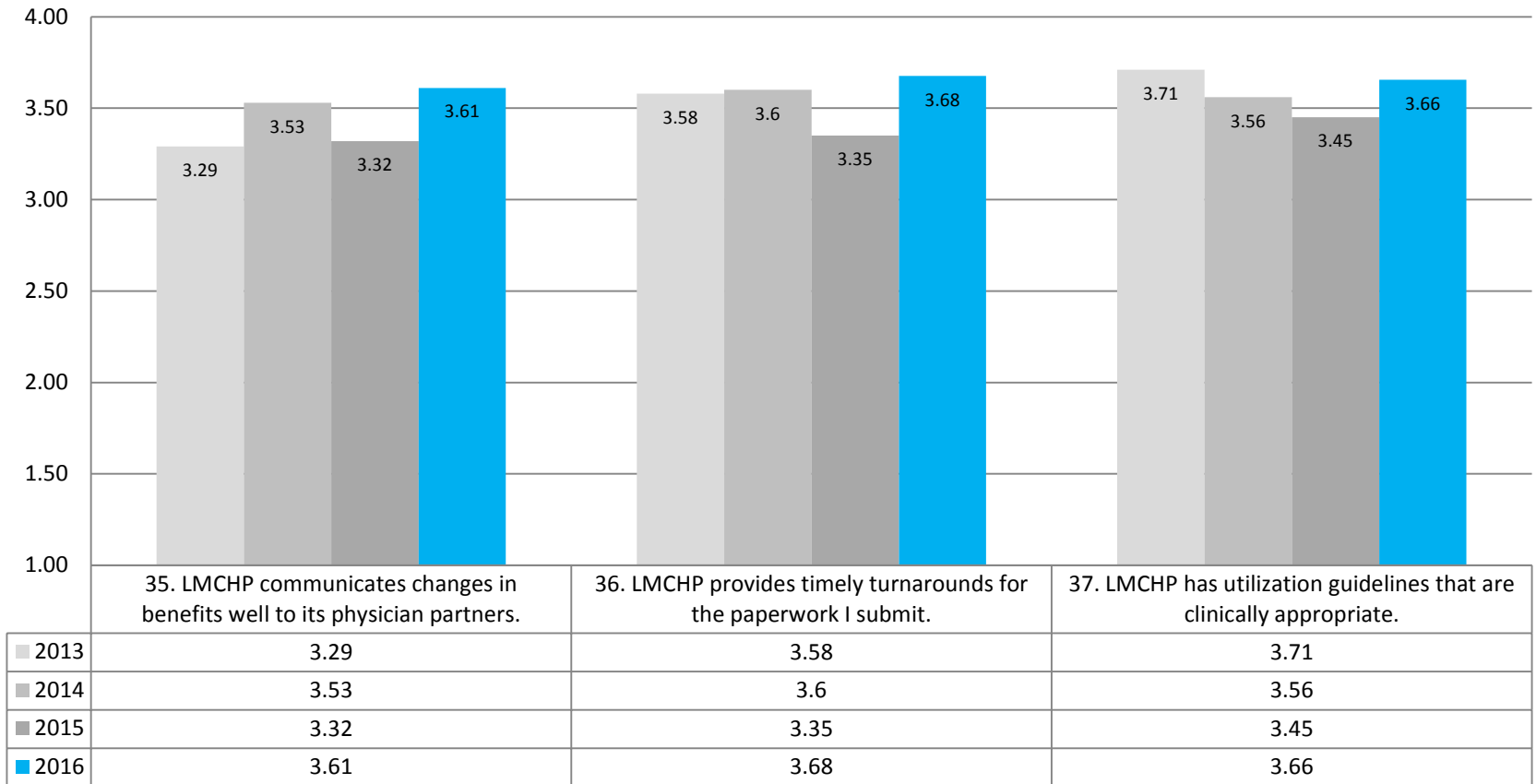
Utilization Management



- Utilization Management increase in all areas (ease, efficiency, timeliness, and overall satisfaction) since 2015.

2016 LEON PROVIDER SURVEY RESULTS

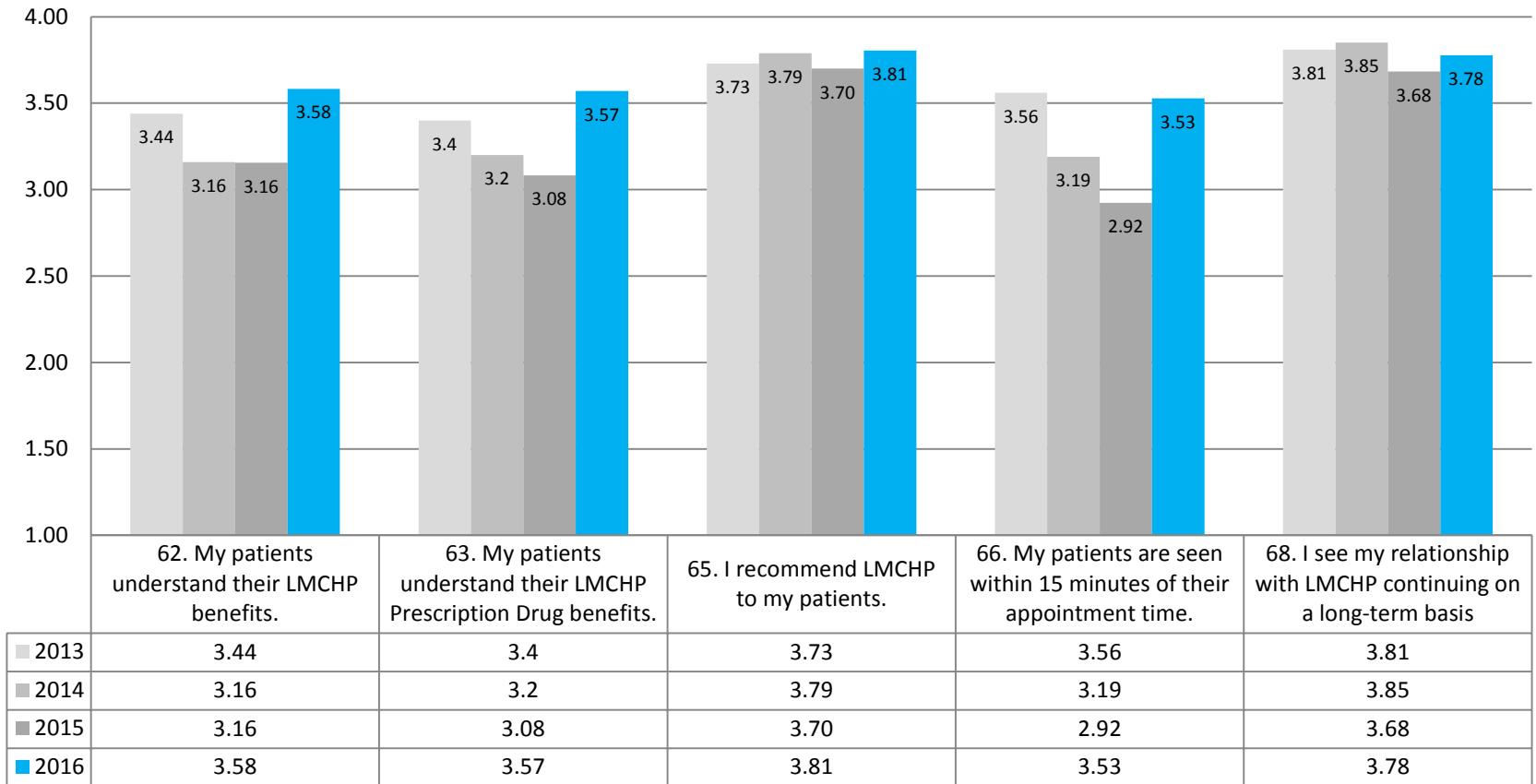
Communication



- All areas regarding communication increased from last year.

2016 LEON PROVIDER SURVEY RESULTS

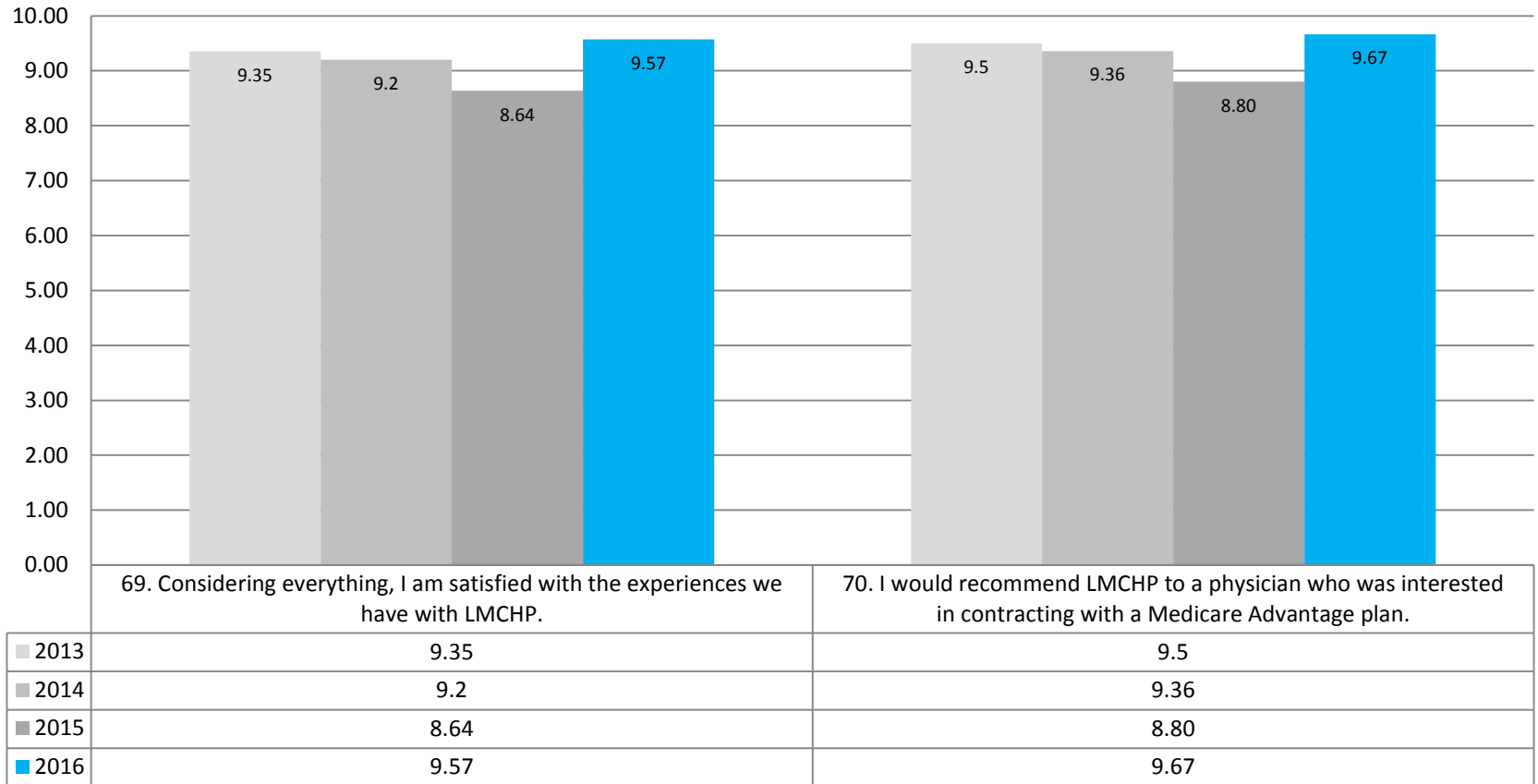
Patient Care



- All areas regarding patient care increased since 2015.

2016 LEON PROVIDER SURVEY RESULTS

Overall Satisfaction and Likelihood to Recommend



- Overall satisfaction and Likelihood to Recommend both increased since 2015.



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