

2018 LMCHP PROVIDER SURVEY RESULTS

Customer Experience

Together, all the way.®

10/31/2018

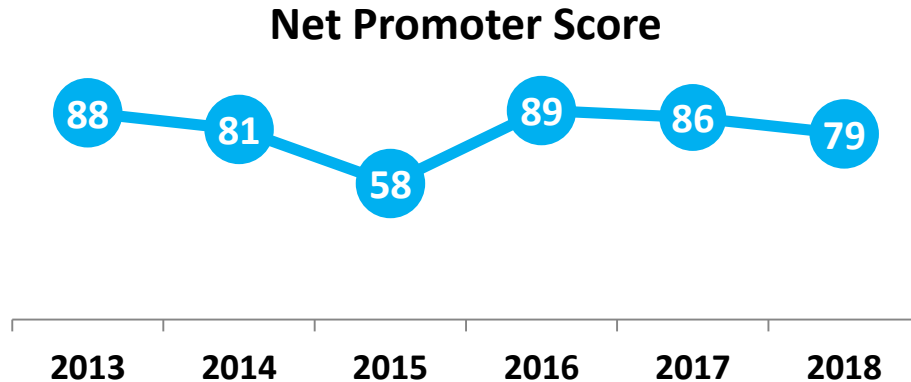


Methodology and Net Promoter Score

Beginning in July 2018, Customer Experience and Leon Medical Centers Health Plans sent **381** satisfaction surveys to their partnering Providers asking them to rate their experience with LMCHP.

The survey was open until the end of September 2018. **171** responses were collected, resulting in a **45%** response rate.

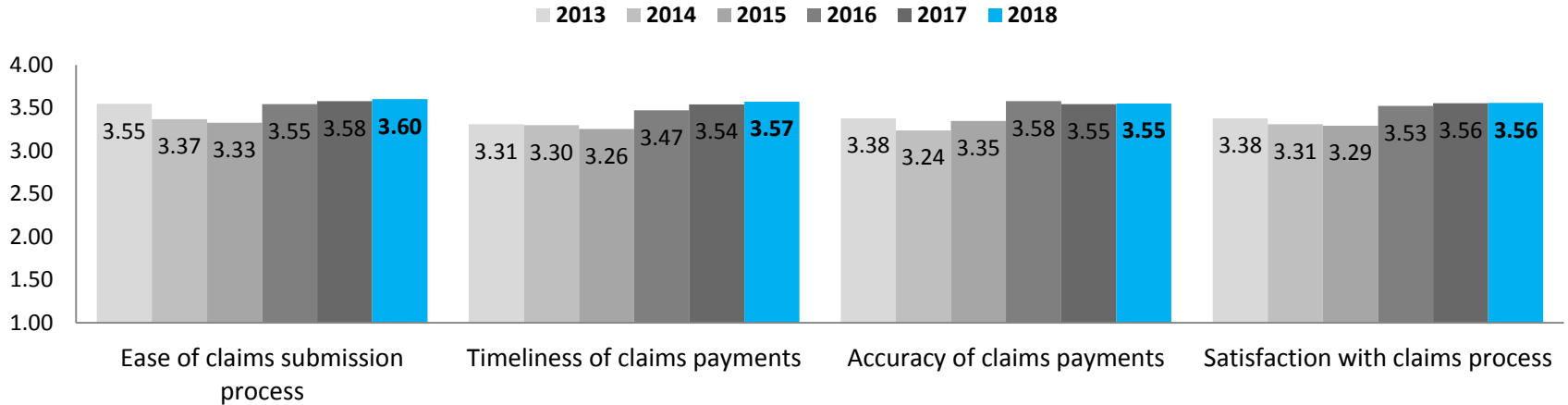
The 2018 Net Promoter Score (NPS) for LMCHP is **79**, a seven-pt. decrease from **86** in 2017.



Net Promoter Score – “On a scale of 0-10, how likely are you to recommend LMCHP to a physician who was interested in contracting with a Medicare Advantage plan?”



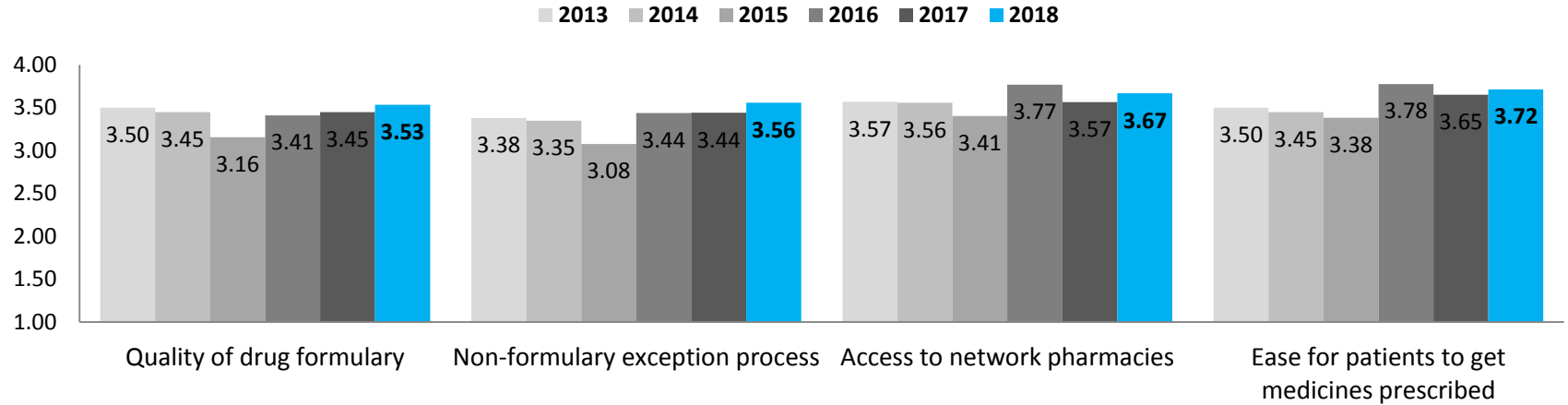
Claims



- **Satisfaction with claims has improved regarding ease of claims submission process and timeliness of payments since 2017.**
- **Accuracy of claims payments and satisfaction with claims process have remained consistent with 2017 scores.**



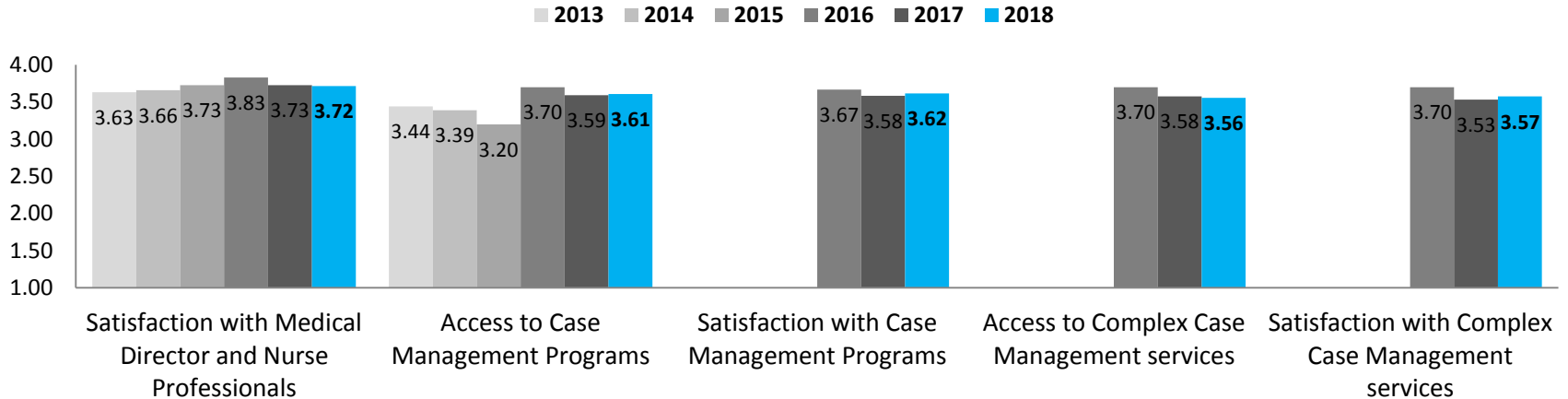
Prescription Coverage



- **All averages concerning Prescription Coverage have improved since 2017, with the non-formulary exception process improving the most.**



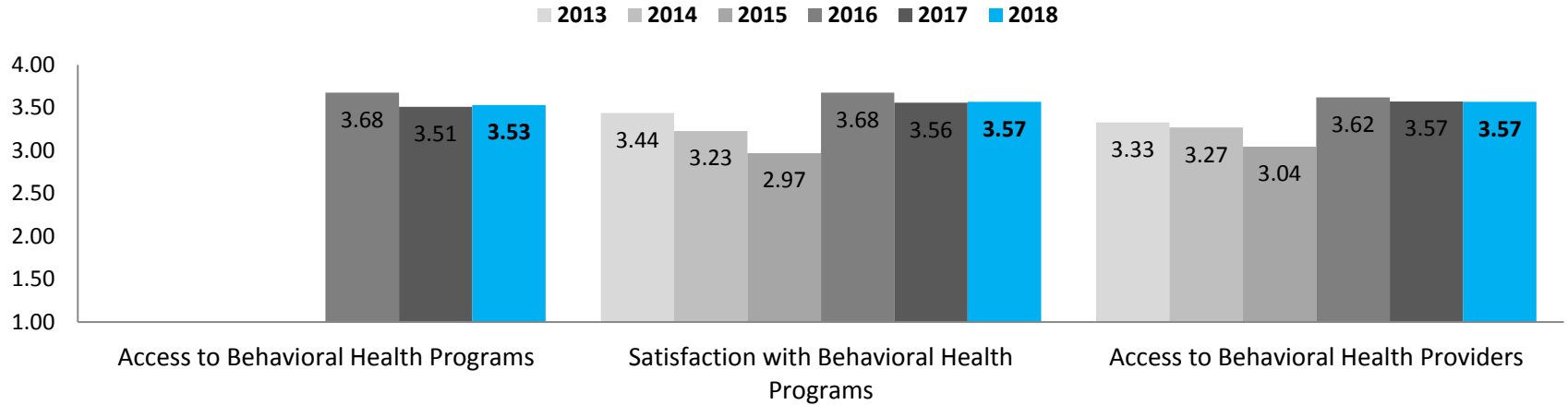
Health Services



- **Satisfaction with case management programs has improved since 2017.**
- **Access to complex case management services has decreased slightly below 2017 ratings.**



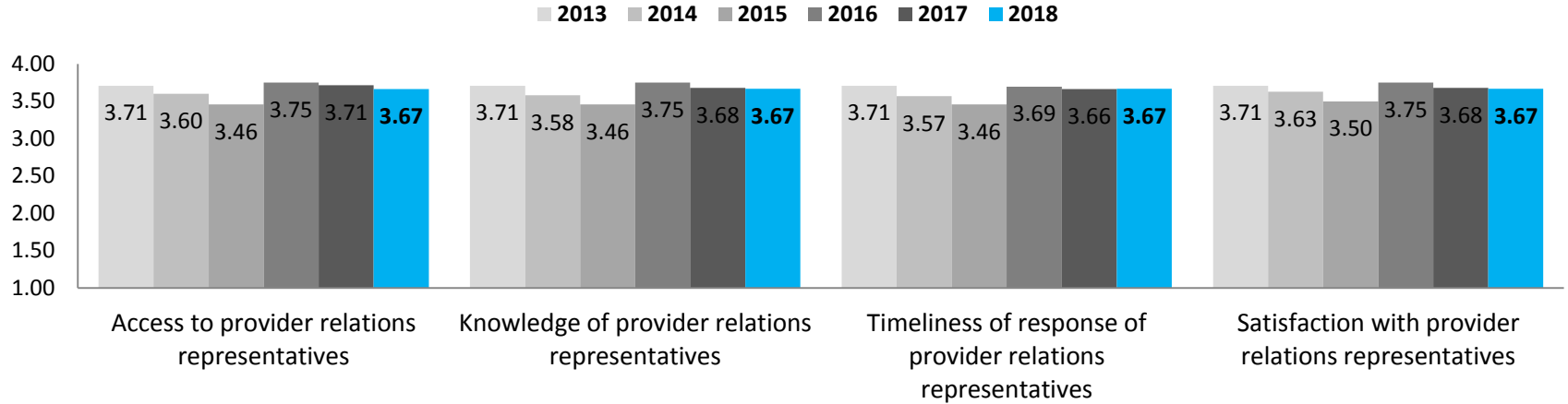
Behavioral Health



- **Satisfaction with Behavioral Health programs and access to Behavioral Health programs has increased slightly from 2017 scores.**
- **Access to Behavioral Health providers has remained consistent with 2017 scores.**



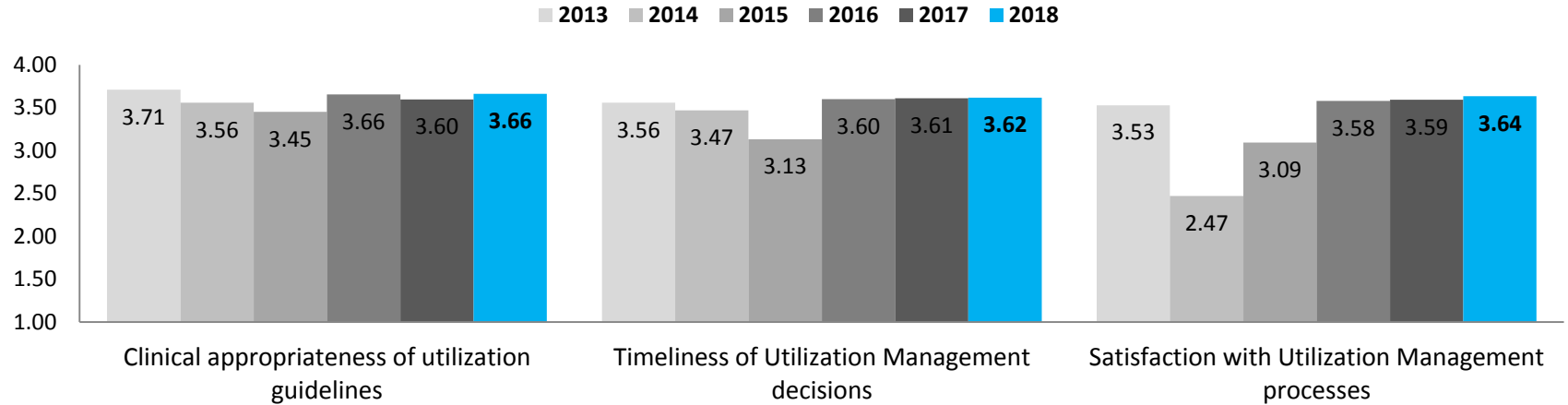
Provider Relations Representatives



- **Access to provider relation reps has decreased slightly since last year, although averages remain among the highest levels of satisfaction in any area.**



Utilization Management



- **Satisfaction with Utilization Management has improved since 2017 regarding clinical appropriateness of utilization guidelines**
- **The timeliness of UM decisions and satisfaction with UM processes have reached the highest satisfaction ratings to date.**



Comments

- I have working with LMCHP for [illegible] years and it has been an excellent relationship - professionally and from my patients' perspective.
- Excellent staff + EMR. Excellent use of alternative treatments.
- 1) Difficulty with complex pts getting needed HBO treatments. 2) I do major complex pts/wounds/pannis [illegible] no one else will do. I have difficulty getting paid for these complex cases which sometimes take multiple surgeries + documents to get closed.
- They don't always send the patient to the appropriate specialist, if ever
- All of your staff is very polite and professional. All of our call are handled quickly and accurately.
- organized + pleasure to work with.
- As an organization that is well structured and administered. It has always been a pleasure to work for LMCHP.
- Everything is going very well.
- Delighted with our relationship with LMCHP.
- Excellent experience
- Excellent place - five star
- I am very proud to be part of Leon MC family.
- I'm 4 with LMCHP.
- Very satisfactory experience.
- Too many unnecessary referrals to specialists
- Part D of \$4000/year remains problematic. Patients are leaving to other plans that offer more coverage or that will assist them thru the gap. Can we do more for our diabetics? I think we can and we should.
- I am 4 and happy to be a provider at LMC.



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