

## 2020 Provider Satisfaction Survey

Last Fall 165 providers responded to Empowers Provider Satisfaction Survey. Respondents included Primary Care, Specialists and Behavioral Health clinicians and ranged from solo practice groups to group practices of 5 or more. Respondents replied to questions concerning financial issues, utilization and quality management, network providers and pharmacy.

Overall, Empower received average or above average scores from over 80% of the responses. Fifty-seven percent of providers were overall satisfied with Empower.

The table below provides detail on many of the individual questions.

	Total Answers per Question	Total Answers with Satisfactory Results	% of Satisfactory Answers
This first question asks you to think about Empower Healthcare Solutions in comparison to all of the other health plans that you work with. <b>How would you rate Empower Healthcare Solutions compared to all other health plans you contract with?</b>	157	130	82.80%
Please rate Empower Healthcare Solutions in the following service areas when compared to your experience with other health plans you work with. <b>Consistency of reimbursement fees with your contract rate</b>	149	121	81.20%
Please rate Empower Healthcare Solutions in the following service areas when compared to your experience with other health plans you work with. <b>Accuracy of claims processing</b>	148	118	79.70%
Please rate Empower Healthcare Solutions in the following service areas when compared to your experience with other health plans you work with. <b>Timeliness of claims processing</b>	151	139	86.10%

Please rate Empower Healthcare Solutions in the following service areas when compared to your experience with other health plan you work with. <b>Resolution of claims payment problems or disputes</b>	137	26	19%
Please rate Empower Healthcare Solutions in the following service areas when compared to your experience with other health plans you work with. <b>Access to knowledgeable UM staff</b>	135	115	85.20%
Please rate Empower Healthcare Solutions in the following service areas when compared to your experience with other health plans you work with. <b>Procedures for obtaining pre-certification/referral/authorization information</b>	131	110	84.00%
Please rate Empower Healthcare Solutions in the following service areas when compared to your experience with other health plans you work with. <b>Timeliness of obtaining pre-certification/referral/authorization information</b>	130	112	86.15%
Please rate Empower Healthcare Solutions in the following service areas when compared to your experience with other health plans you work with. The health plan's facilitation/support of appropriate clinical care for patients	131	120	91.60%
Please rate Empower Healthcare Solutions in the following service areas when compared to your experience with other health plans you work with. <b>Access to Case/Care Managers from this health plan</b>	124	108	87.10%

Please rate Empower Healthcare Solutions in the following service areas when compared to your experience with other health plans you work with. <b>Degree to which the plan covers and encourages preventive care and wellness</b>	126	116	92.10%
Please rate Empower Healthcare Solutions in the following service areas when compared to your experience with other health plans you work with. <b>The number of specialists in this health plan's provider network</b>	120	108	90.00%
Please rate Empower Healthcare Solutions in the following service areas when compared to your experience with other health plans you work with. <b>The quality of specialists in this health plan's provider network</b>	123	118	95.90%
Please rate Empower Healthcare Solutions in the following service areas when compared to your experience with other health plans you work with. <b>The timeliness of feedback/reports from specialists in this health plan's provider network</b>	123	112	91.10%
Please rate Empower Healthcare Solutions in the following service areas when compared to your experience with other health plans you work with. <b>The number of behavioral health providers in this health plan's provider network</b>	101	88	87.10%
Please rate Empower Healthcare Solutions in the following service areas when compared to your experience with other health plans you work with. <b>The quality of behavioral health providers in this health plan's provider network</b>	102	97	95.10%

Please rate Empower Healthcare Solutions in the following service areas when compared to your experience with other health plans you work with. The timeliness of feedback/reports from behavioral health providers in this health plan's provider network	96	87	90.60%
Please rate Empower Healthcare Solutions in the following service areas when compared to your experience with other health plans you work with. <b>Consistency of the formulary over time</b>	108	97	89.80%
Please rate Empower Healthcare Solutions in the following service areas when compared to your experience with other health plans you work with. <b>Extent to which the formulary reflects current standards of care</b>	109	98	89.90%
Please rate Empower Healthcare Solutions in the following service areas when compared to your experience with other health plans you work with. <b>Variety of branded drugs on the formulary</b>	104	93	89.40%
Please rate Empower Healthcare Solutions in the following service areas when compared to your experience with other health plans you work with. <b>Ease of prescribing your preferred medications within formulary guidelines</b>	106	93	87.70%
Please rate Empower Healthcare Solutions in the following service areas when compared to your experience with other health plans you work with. <b>Availability of comparable drugs to substitute those not included in the formulary</b>	100	90	90.00%
Please rate Empower Healthcare Solutions in the following service areas when compared to your experience with other health plans you work with. <b>Ease of reaching health plan call center staff over the phone</b>	144	126	87.50%

Please rate Empower Healthcare Solutions in the following service areas when compared to your experience with other health plans you work with. <b>Process of obtaining member information (eligibility, benefit coverage, co-pay amounts)</b>	144	133	92.40%
Please rate Empower Healthcare Solutions in the following service areas when compared to your experience with other health plans you work with. <b>Helpfulness of health plan call center staff in obtaining referrals for patients in your care</b>	136	119	87.50%
Please rate Empower Healthcare Solutions in the following service areas when compared to your experience with other health plans you work with. <b>Overall satisfaction with health plan's call center service</b>	146	124	84.90%
Do you have a Provider Relations representative from this health plan assigned to your practice?	110	NA	NA
Please rate Empower Healthcare Solutions in the following service areas when compared to your experience with other health plans you work with. <b>Provider Relations representative's ability to answer questions and resolve problems</b>	27	21	77.80%
Please rate Empower Healthcare Solutions in the following service areas when compared to your experience with other health plans you work with. <b>Quality of provider orientation process</b>	124	102	82.30%
Please rate Empower Healthcare Solutions in the following service areas when compared to your experience with other health plans you work with. <b>Quality of written communications, policy bulletins, and manuals</b>	125	108	86.40%

On a scale of zero to ten, how likely are you to recommend Empower Healthcare Solutions to a friend or colleague?	147	79	53.74%
Please rate your overall satisfaction with each of the following health plans: <b>Empower Healthcare Solutions</b>	151	123	81.50%