

**Legend:**

Individual blank cells indicate questions with extremely small base sizes (n<10).  
 \* Indicates data not sig tested due to small base size (n<30).  
 \*\* Indicates small base size (n<50); interpret with caution.  
 \*\*\* Indicates extremely small group base size (n<10); data not displayed (column will be blank).  
 △▽ Indicates a significant difference at the 95% confidence level between 2017 national and health plan scores  
 ▲▽ Indicates a significant difference at the 95% confidence level between 2015/2016 and 2017 scores.  
 - Indicates questions without comparable trend data.

**Overall Measures**

Overall satisfaction with UnitedHealthcare Community Plan (Q5)  
 Extent to which would like to see more UnitedHealthcare Community Plan patients in practice (Q7)  
 Likelihood to renew contract (Q8)

**Relationship with UHC**

Helps me take care of my patients (Q10)  
 Attentiveness to my overall needs (Q11)  
 Helps me be successful in my role at my practice (Q12)

**Clinical Practice Consultant**

Likelihood to recommend services and support provided by CPC (Q14)  
 CPC's support on population health management quality and utilization goals (Q15)  
 CPC's support on quality improvement goals measured by HEDIS or related metrics (Q16)

**Customer Service**

Assistance provided by toll free IVR (Q17)  
 Assistance provided by Provider Service Call Center (Q18)  
 Helpfulness of the Provider Administrative Guide/Manual (Q19)

**Claims Processing**

Timeliness of claims processing (Q20)  
 Accuracy of claims processing (Q21)  
 Timeliness of the claims appeals process (Q22)  
 Communication of the determination of claims appeals (Q23)

**Care Management (notification/prior authorization processes)**

Ease of prior authorization process (excluding radiology services) (Q28)  
 Timeliness of prior authorization process (excluding radiology services) (Q29)  
 Ease of the notification/prior authorization process for radiology services (Q30)  
 Timeliness of the notification/prior authorization process for radiology services (Q31)  
 Ease of the pharmaceutical prior authorization process (Q32)  
 Clinical appropriateness of utilization review decisions (Q33)  
 Effectiveness of care management programs for members (Q34)  
 Assistance provided by care management staff in facilitating treatment coordination (Q35)  
 Availability of disease management and health education programs for members (Q36)

**Timeliness of Exchange of Information**

Primary Care Physicians (Q42a)  
 Specialists/Consulting Physicians (Q42b)  
 Inpatient Hospitals (Q42c)  
 Emergency Department/Urgent Care Centers (Q42d)  
 Behavioral Health Practitioners (Q42e)

**Usefulness of Exchange of Information**

Primary Care Physicians (Q43a)  
 Specialists/Consulting Physicians (Q43b)  
 Inpatient Hospitals (Q43c)  
 Emergency Department/Urgent Care Centers (Q43d)  
 Behavioral Health Practitioners (Q43e)

**Credentialing Process**

Ease of initiating the credentialing process (Q24)  
 Ease of completing the credentialing process (Q25)

**Claims Satisfaction**

Satisfaction with the processing of initial claims (Q37)  
 Satisfaction with the resolution of claims issues (Q38)  
 Satisfaction with the timeliness of the resolution of claims issues (Q39)  
 Satisfaction with the Claims Customer Service department (Q40)  
 Satisfaction with the Provider Services staff (Q41)

**Specialty Network**

Quality of specialists in the referral network (Q26)  
 Availability of medical specialists to accommodate your referrals within a reasonable number of days (Q27)

**Image**

UHC Community Plan is trustworthy (Q44)  
 UHC Community Plan is easy to do business with (Q45)  
 Like UHC Community Plan as a company and feel good about doing business with them (Q46)  
 UHC Community Plan demonstrates social responsibility in the community (Q47)  
 UHC Community Plan is leading the insurance industry in simplifying health care (Q48)

**All Physician (Top Box %8-10)**

n=	UHC C&S National		UHC C&S AZ Health Plan			
	2017	2017	Y1	Y2	2016	2015
3328	3328	159	△▽		102	111

**All Physician (%6-10)**

n=	UHC C&S National		UHC C&S AZ Health Plan			
	2017	2017	Y1	Y2	2016	2015
3328	3328	159	△▽		102	111

40	46	+4	+4	42	42
47	66	+6	+9	60	57
75	87	+7	+7	80	80

64	70	+5	-1	65	71
63	77	+7	+9	70	68
85	93	+4	+4	89	89

42	51	+9	+14	37	-
38	40	+6	+2	34	38
39	46	+12		34	-

63	72	+11		61	-
59	63	+8	+9	55	54
59	65	+8		57	-

63	75*			-	-
61	75*			-	-
63	75*			-	-

79	83*			-	-
77	83*			-	-
77	83*			-	-

40	45	+12	+1	33	44
43	55	+15	+5	40	50
39	44	+4	+4	40	40

63	69	+6	+10	63	59
66	73	+10	+4	63	69
60	62	+7	+2	55	60

50	60	+14	+9	46	51
47	50	+9	+7	41	43
40	46	+11	+8	35	38
40	47	+13	+9	34	38

73	77	+16	+11	61	66
69	71	+5	+11	66	60
63	63	+7	+5	56	58
62	60	+5	+1	55	59

38	50	+5	+4	45	46
40	50	+5	+9	45	41
40	51	+8	+9	43	42
40	55	+11	+12	44	43
35	46	+9	+7	37	39
37	43	+7	+1	36	42
41	50	+10	+2	40	48
42	54	+11	+7	43	47
43	53	+8	+6	45**	47

62	71	+10	+6	61	65
64	73	+15	+8	58	65
64	71	+12	+9	59	62
64	71	+11	+7	60	64
58	62	+7	+0	55	62
59	64	+13	-1	51	65
64	66	+11	-3	55	69
64	70	+11	+3	59	67
65	73	+8	+2	65**	71

58	64	+9	+15	55	49
54	57	-2	+10	59	47
51	49	-4	+8	53	41
49	48	-4	+9	52	39
40	43	+0	-3	43	46

79	81	+4	+1	77	80
78	82	+3	+4	79	78
74	73	-3	+1	76	72
73	74	-1	+5	75	69
62	70	+5	+0	65	70

61	75	+8	+22	67	53
62	77	+9	+13	68	64
59	71	+6	+15	65	56
57	66	+8	+15	58	51
51	59	+2	+7	57	52

82	89	+8	+6	81	83
84	92	+9	+3	83	89
81	89	+8	+8	83	81
79	85	+6	+8	80	77
72	77	+5	+5	72	72

53	59	+15	+7	44	52
52	56	+14	+7	42	49

72	72	+10	-3	62	75
72	70	+13	-3	57	73

32	32	+13	+19	19	13
24	24	+9	+12	15	12
22	22	+7	+10	15	12
24	24	+7	+11	17	13
23	23	+4	+6	19	17

74	74	+8	+5	66	69
62	62	+4	+6	58	56
57	57	+3	+6	54	51
61	61	+4	+8	57	53
63	63	+7	+7	56	56

48	59	+6	+5	53	54
44	57	+3	+7	54	50

72	81	+6	+6	75	75
67	79	+7	+8	72	71

55	58	+0	+7	58	51
47	54	+3	+10	51	44
50	60	+11	+15	49	45
52	59	+9	+4	50	55
45	52	+14	+5	38	47

74	77	+11	+6	66	71
67	70	+8	+5	62	65
68	75	+10	+6	65	69
69	74	+16	-1	58	75
63	66	+15	+5	51	61