

**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 2016 national and health plan scores  
 ▲ ▼ Indicates a significant difference at the 95% confidence level between 2014/2015 and 2016 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 (Q8)  
 Likelihood to renew contract (Q9)

**Relationship with UHC**

Helps me take care of my patients (Q11)  
 Attentiveness to my overall needs (Q12)  
 Helps me be successful in my role at my practice (Q13)

**Customer Service**

Assistance provided by toll free IVR (Q15)  
 Assistance provided by Provider Service Call Center (Q16)  
 Helpfulness of the Provider Administrative Guide/Manual (Q17)

**Claims Processing**

Timeliness of claims processing (Q18)  
 Accuracy of claims processing (Q19)  
 Timeliness of the claims appeals process (Q20)  
 Communication of the determination of claims appeals (Q21)

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

Ease of prior authorization process (excluding radiology services) (Q26)  
 Timeliness of prior authorization process (excluding radiology services) (Q27)  
 Ease of the notification/prior authorization process for radiology services (Q28)  
 Timeliness of the notification/prior authorization process for radiology services (Q29)  
 Ease of the pharmaceutical prior authorization process (Q30)  
 Clinical appropriateness of utilization review decisions (Q31)  
 Effectiveness of care management programs for members (Q32)  
 Assistance provided by care management staff (Q33)  
 Availability of disease management and health education programs for members (Q34)

**Timeliness of Exchange of Information**

Primary Care Physicians (Q40a)  
 Specialists/Consulting Physicians (Q40b)  
 Inpatient Hospitals (Q40c)  
 Emergency Department/Urgent Care Centers (Q40d)  
 Behavioral Health Practitioners (Q40e)

**Usefulness of Exchange of Information**

Primary Care Physicians (Q41a)  
 Specialists/Consulting Physicians (Q41b)  
 Inpatient Hospitals (Q41c)  
 Emergency Department/Urgent Care Centers (Q41d)  
 Behavioral Health Practitioners (Q41e)

**Credentialing Process**

Ease of initiating the credentialing process (Q22)  
 Ease of completing the credentialing process (Q23)

**Claims Satisfaction**

Satisfaction with processing of initial claims (Q35)  
 Satisfaction with resolution of claims issue (Q36)  
 Satisfaction with timeliness of the resolution of claims issue (Q37)  
 Satisfaction with the Claims Customer Service department (Q38)  
 Satisfaction with Provider Services staff (Q39)

**Specialty Network**

Quality of specialists in the referral network (Q24)  
 Availability of medical specialists to accommodate your referrals within a reasonable number of days (Q25)

**Image**

UHC Community Plan is trustworthy (Q42)  
 UHC Community Plan is easy to do business with (Q43)  
 Like UHC Community Plan as a company and feel good about doing business with them (Q44)  
 UHC Community Plan demonstrates social responsibility in the community (Q45)  
 UHC Community Plan is leading the insurance industry in simplifying health care (Q46)

		All Physician (Top Box %8-10)					
		UHC C&S National			UHC C&S AZ Health Plan		
n=	2016	2016	2015	2014	2015	2014	
	2434	102	111	147			
		▲ ▼	Y1	▲	Y2	▲	

		All Physician (%6-10)					
		UHC C&S National			UHC C&S AZ Health Plan		
n=	2016	2016	2015	2014	2015	2014	
	2434	102	111	147			
		▲ ▼	Y1	▲	Y2	▲	

37	42	+0	+6	42	36		
45	▼	60	+3	▲	+14	57	46
70	▼	80	+0	▲	+12	80	68

60	65	-6	+6	71	59
60	70	+2	+9	68	61
82	89	+0	+10	89	79

35	37			-	-
32	34	-4	+8	38	26
33	34			-	-

57	61			-	-
53	55	+1	+14	54	41
52	57			-	-

35	33	-11	+3	44	30
38	40	-10	+5	50	35
35	40	+0	+11	40	29

58	63	+4	+13	59	50
59	63	-6	+6	69	57
57	55	-5	+2	60	53

45	46	-5	+1	51	45	
41	41	-2	+8	43	33	
37	35	-3	▲	+16	38	19
36	34	-4	+8	38	26	

68	61	-5	-3	66	64
64	66	+6	+12	60	54
58	56	-2	+12	58	44
57	55	-4	+7	59	48

35	45	-1	+9	46	36
35	45	+4	+7	41	38
35	43	+1	+9	42	34
35	44	+1	+8	43	36
32	37	-2	+9	39	28
32	36	-6	+4	42	32
37	40	-8	+5	48	35
37	43	-4	+6	47	37
39	45**	-2	+8	47	37

57	61	-4	-2	65	63
58	58	-7	-5	65	63
59	59	-3	-2	62	61
59	60	-4	-3	64	63
53	55	-7	+2	62	53
53	51	-14	+10	65	61
58	55	-14	-10	69	65
59	59	-8	-5	67	64
61	65**	-6	+0	71	65

50	55	+6	+2	49	53
48	59	+12	+9	47	50
49	53	+12	+6	41	47
47	52	+13	+6	39	46
38	43	-3	+3	46	40

75	77	-3	-4	80	81
74	79	+1	+1	78	78
72	76	+4	+6	72	70
69	75	+6	+4	69	71
58	65	-5	+6	70	59

56	67	+14	+11	53	56
58	68	+4	+12	64	56
56	65	+9	+7	56	58
54	58	+7	+8	51	50
51	57	+5	+10	52	47

78	81	-2	-5	83	86
81	83	-6	-2	89	85
78	83	+2	+3	81	80
77	80	+3	+3	77	77
72	72	+0	-5	72	77

49	44	-8	-1	52	45
48	42	-7	-3	49	45

69	62	-13	-8	75	70	
69	▲	57	-16	-13	73	70

-	19	+6		13	-
-	15	+3		12	-
-	15	+3		12	-
-	17	+4		13	-
-	19	+2		17	-

-	66	-3		69	-
-	58	+2		56	-
-	54	+3		51	-
-	57	+4		53	-
-	56	+0		56	-

45	53	-1	+10	54	43	
40	▼	54	+4	+10	50	44

67	75	+0	+0	75	75
62	72	+1	+2	71	70

49	58	+7	+3	51	55
40	51	+7	+12	44	39
42	49	+4	+4	45	45
43	50	-5	+7	55	43
37	38	-9	+10	47	28

68	66	-5	-2	71	68	
60	62	-3	+2	65	60	
61	65	-4	+0	69	65	
62	58	▼	-17	-5	75	63
55	51	-10	+3	61	48	