

**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 2014 national and health plan scores  
 ▲ ▼ Indicates a significant difference at the 95% confidence level between 2012/2013 and 2014 scores.  
 - Indicates questions without comparable trend data.

**Overall Measures**

Overall satisfaction with UnitedHealthcare Community Plan (Q5)  
 Likelihood to recommend to peers (Q7)  
 Extent to which would like to see more UnitedHealthcare Community Plan patients in practice (Q8)  
 Likelihood to renew contract (Q9)

**Relationship with UHC**

Personalized interaction (Q11)  
 Collaboration to accommodate specialized practice needs (Q12)  
 Provides information needed to care for its members (Q13)  
 Attentiveness to your overall needs (Q14)

**Customer Service**

Assistance provided by toll free IVR (Q16)  
 Assistance provided by Provider Service Call Center (Q17)  
 Helpfulness of the Provider Administrative Guide (Q18)

**Claims Processing**

Timeliness of claims processing (Q19)  
 Accuracy of claims processing (Q20)  
 Timeliness of the claims appeals process (Q21)  
 Communication of the determination of claims appeals (Q22)

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

Ease of prior authorization process (excluding radiology services) (Q27)  
 Timeliness of prior authorization process (excluding radiology services) (Q28)  
 Ease of the notification/prior authorization process for radiology services (Q29)  
 Timeliness of the notification/prior authorization process for radiology services (Q30)  
 Ease of the pharmaceutical prior authorization process (Q31)  
 Clinical appropriateness of utilization review decisions (Q32)  
 Effectiveness of care management programs for patients (Q33)  
 Assistance provided by care management staff (Q34)  
 Availability of disease management and health education programs for your patients (Q35)

**Timeliness of Exchange of Information**

Primary Care Physicians (Q36a)  
 Specialists/Consulting Physicians (Q36b)  
 Inpatient Hospitals (Q36c)  
 Emergency Department/Urgent Care Centers (Q36d)  
 Behavioral Health Practitioners (Q36e)

**Usefulness of Exchange of Information**

Primary Care Physicians (Q37a)  
 Specialists/Consulting Physicians (Q37b)  
 Inpatient Hospitals (Q37c)  
 Emergency Departments/Urgent Care Centers (Q37d)  
 Behavioral Health Practitioners (Q37e)

**Credentialing Process**

Ease of initiating the credentialing process (Q23)  
 Ease of completing the credentialing process (Q24)

**Specialty Network**

Quality of specialists in the referral network (Q25)  
 Availability of medical specialists to accommodate your referrals within a reasonable number of days (Q26)

**Image**

UHC Community Plan is trustworthy (Q38)  
 UHC Community Plan is easy to do business with (Q39)  
 Like UHC Community Plan as a company and feel good about doing business with them (Q40)  
 UHC Community Plan demonstrates social responsibility in the community (Q41)  
 UHC Community Plan is leading the insurance industry in simplifying health care (Q42)

		All Physician (Top Box 8-10)					
		UHC C&S National		UHC C&S Arizona Health Plan			
n=	2014	2014	Y1	Δ	Y2	Δ	2013 2012
	2239	147					153 90

		All Physician (6-10)					
		UHC C&S National		UHC C&S Arizona Health Plan			
n=	2014	2014	Y1	Δ	Y2	Δ	2013 2012
	2239	147					153 90

37	36	-5	-7	41	43
39	38	▼ -13	▼ -18	51	56
42	46	▼ -13		59	-
68	68	-10	-2	78	70

63	59	▼ -14	▼ -15	73	74
60	57	▼ -16	▼ -17	73	74
59	61	▼ -15		76	-
82	79	▼ -12	▼ -11	91	90

32	25			-	-
32	28			-	-
38	31			-	-
34	26	▲		-	-

51	43			-	-
50	42			-	-
58	50			-	-
53	41	▲		-	-

38	30	-3	▼ -24	33	54
41	35			-	-
37	29	▼ -19	▼ -33	48	62

61	50	▲	▼ -13	▼ -23	63 73
63	57			-	-
60	53	-9	▼ -23	62	76

48	45	▼ -15	▼ -16	60	61
44	33	▲	▼ -19	▼ -22	52 55
39	19	▲	▼ -22	▼ -32	41 51
36	26	▲	▼ -17	▼ -27	43 53

71	64	▼ -18	▼ -15	82	79
67	54	▲	▼ -22	▼ -23	76 77
60	44	▲	▼ -19	▼ -30	63 74
59	48	▲	▼ -16	▼ -31	64 79

37	36	▼ -13	▼ -15	49	51
38	38			-	-
37	34			-	-
38	36			-	-
31	28	▼ -19	▼ -25	47	53
33	32	▼ -19	▼ -19	51	51
39	35	-10	▼ -27	45	62**
40	37	-8	▼ -31	45	68**
42	37	-12	▼ -33	49	70**

62	63	-10	▼ -16	73	79
63	63			-	-
61	61			-	-
62	63			-	-
56	53	▼ -19	▼ -19	72	72
58	61	-10	▼ -16	71	77
64	65	-5	▼ -20	70	85**
64	64	+1	▼ -24	63	88**
68	65	-10	▼ -18	75	83**

49	53			-	-
49	50			-	-
48	47			-	-
48	46			-	-
38	40			-	-

75	81			-	-
77	78			-	-
73	70			-	-
73	71			-	-
62	59			-	-

57	56			-	-
60	56			-	-
57	58			-	-
55	50			-	-
52	47			-	-

81	86			-	-
83	85			-	-
80	80			-	-
79	77			-	-
75	77			-	-

52	45			-	-
52	45			-	-

74	70			-	-
73	70			-	-

47	43			-	-
42	44			-	-

70	75			-	-
64	70			-	-

53	55	-11	-6	66	61
44	39	▼ -15	▼ -18	54	57
46	45	-11	-13	56	58
47	43	▼ -17	-16	60	59
39	28	▲	▼ -18	▼ -22	46 50

72	68	▼ -15	▼ -15	83	83
64	60	▼ -18	▼ -18	78	78
65	65	▼ -13	▼ -13	78	78
66	63	▼ -18	▼ -16	81	79
58	48	▼ -22	▼ -28	70	76