

2019 Arizona Performance Summary



	2019	Δ vs. 2018
NPS	41 ▲	+36
Overall Satisfaction (%9-10)	47% ▲	+22%

2019 Scorecard: Top Box Trending (%9-10)

Metrics	2018 Arizona	2019 Arizona	Metrics	2018 Arizona	2019 Arizona
Overall n=	68	60	Overall n=	68	60
	%	%		%	%
Overall Metrics			Appeals		
Likely to renew contract	56	76	Timeliness of claims reconsideration	-	26
Easy to do business with	-	35	Accuracy of claims reconsideration	-	25
Contracting & Credentialing			Ease of appeals	-	23
Ease of credentialing	-	37	Timeliness of appeals	25	23
Ease of contracting	-	35	Customer Service		
Prior Authorization			Overall satisfaction with service	-	42
Ease of prior auth excl. of radiology	27	36	Number of times transferred	-	22
Timeliness of prior auth excl. of radiology	25	34	Ability to resolve an issue on first call	-	25
Ease of notification for radiology	25	36	Time it takes to close an issue	-	22
Timeliness of notification for radiology	23	36	Communication		
Ease of prior auth for in/outpatient review	-	32	Ease of accessing information	-	41
Timeliness of prior auth for in/outpatient	-	28	Ease of understanding	-	40
Pharmacy			Clarity of information	-	37
Ease of matching RX to formulary and plan	-	40	Timing of information provided	-	36
Ease of prior authorization	23	22	Proactively inform of changes	-	43
Timeliness of prior authorization	-	26	Ease of understanding medical and reimbursement policies	-	34
Specialty Network			Coordination of Care		
Quality of the network	39	56	Timeliness of information provided by...		
Number of specialists available for referrals	-	55	Primary care physicians	36	25
Availability of specialists to accommodate referrals	31	47	Specialist/consulting physicians	31	21
Medical Records			Inpatient hospitals	29	23
Frequency of medical record requests	-	25	Emergency departments/urgent care centers	25	17
Number of medical records requested	-	21	Behavioral health practitioners	23	18
Coordination of medical record requests	-	29	Usefulness of information provided by...		
Reimbursement			Primary care physicians	38	38
Competitiveness of rates	-	28	Specialist/consulting physicians	37	43
Consistency of policies	-	34	Inpatient hospitals	42	23
Claims			Emergency departments/urgent care centers	41	23
Timeliness of claims processing on first submission	30	40	Behavioral health practitioners	36	27
Accuracy of claims processing on first submission	28	32			
Clear on reasons for a denied claim	-	40			

▲ ▼ Statistically significant at the 95% CL. Trending is only shown for NPS & Overall Sat due to survey changes in 2019. NPS based on "Extent to see more UnitedHealthcare Community Plan patients". Score = % rating 9-10 minus % rating 0-6 on a 0-10 scale.