

Mercy Care Plan 2014 Provider Survey Results - Acute

Composites/Attributes	Summary Rate Definition	2014 Top 3 Summary Rates		Mercy Care Plan Trend Data Top 3 Summary Rates	
		Mercy Care Plan	All Other Medicaid/Medicare HMOs	2013	2012
Call Center/Medical Services	Excellent, Very good, or Good	90.7%	85.3%	94.8%	90.2%
Provider Relations		76.8%	76.8%	83.1%	77.8%
Network		74.9%	74.3%	79.5%	77.8%
Utilization & Quality Management		79.4%	75.9%	80.6%	77.6%
Finance Issues		70.7%	70.9%	71.8%	61.3%
Pharmacy and Drug Benefits		80.3%	78.1%	78.8%	73.3%
Cultural Competence or Interpretive Services	Rarely/Never	79.5%	NA	72.5%	80.7%
Overall Satisfaction and Loyalty²		89.9%	NA	92.7%	84.2%
Recommend to other physicians' practices	Definitely or Probably Yes	92.1%	NA	95.6%	87.2%
Recommend to other patients		92.4%	NA	94.5%	87.2%
Overall satisfaction	Very/Some Satisfied	85.3%	80.7%	87.9%	78.1%