



2017 Medicaid Practitioner and Provider Satisfaction Survey Results

The population sampled included primary care practitioners and high-volume specialists. One hundred percent of the hospital network and ancillary providers were also surveyed.

West Virginia Family Health will continue to strive toward meeting the needs of our practitioner and provider network. Action plans are developed to improve those areas with deficiencies to assure ongoing improvement.

The below percentages are Summary Rate Scores based on the sum of the most favorable response options:

Continuity and Coordination of Care	PCP	Specialty	Hospital	Ancillary
Q1. Do you use a computer or handheld device during your patients' visit to look up test results or other information, show information or order prescription medicines?	74.5%	73.8%	N/A	N/A
Q2. Do you review your patients' medications at each visit and ask if there are any medication questions at each visit?	97.0%	100.0%	N/A	N/A
Q3. Do you routinely communicate test results to your patients either by mail, phone, electronically or at an office visit?	97.1%	97.6%	N/A	N/A
Q4. PCPs ONLY-When your WVFH Member is referred to a Specialty Care Practitioner, do you receive the appropriate documentation back for the patient's record, for example progress notes, lab reports, etc.?	88.4%	N/A	N/A	N/A
Q4A. If you answered "Yes" to the above question, did you discuss specialist care information (medical records and test results) at the time of the follow-up with your patient?	99.5%	N/A	N/A	N/A
Q5. PCPs ONLY-When your WVFH member is referred to a Hospital, do you receive the appropriate documentation back for the patient's record, for example discharge summary, etc.?	87.7%	N/A	N/A	N/A
Q5A. If you answered "Yes" to the above question, did you discuss hospital information (medical records and tests results) at the time of the follow-up with your patient?	100.0%	N/A	N/A	N/A
Q6. PCPs ONLY-When your WVFH member is referred to a Skilled Nursing Facility, do you receive the appropriate documentation back for the patient's record, for example progress notes, discharge summary, etc.?	78.5%	N/A	N/A	N/A
	99.3%	N/A	N/A	N/A

Q6A. If you answered "Yes" to the above question, did you discuss skilled nursing information (medical records and tests results) at the time of the follow-up with your patient?	92.8%	N/A	N/A	N/A
Q7. PCPs ONLY-When your WVFH member is referred to a Home Health Agency, <i>do</i> you receive the appropriate documentation back for the patient's record, for example progress notes, etc.?	98.9%	N/A	N/A	N/A
Q7A. If you answered "Yes" to the above question, did you discuss home health agency information (medical records and tests results) at the time of the follow-up with your patient?	N/A	85.0%	N/A	N/A
Q11. Specialist ONLY-When you see a WVFH member, do you send appropriate documentation back to the patient's PCP, for example progress notes, etc.?				
WVFH Representative and Communication	PCP	Specialty	Hospital	Ancillary
Q13. Professionalism and courtesy of your WVFH Provider Relations Representative.	93.5%	90.0%	93.3%	93.1%
Q14. Timeliness of the WVFH Provider Relations Representative when responding to inquiries.	93.5%	96.4%	86.7%	92.7%
Q15. Knowledge of the Provider Relations Representative regarding WVFH's policies and procedures.	92.9%	100.0%	80.0%	92.7%
Q16. Your overall satisfaction with the quality of service from your WVFH Provider Relations Representative.	93.1%	86.7%	86.7%	91.6%
Q17. Quality of written communications, bulletins, website material, and manuals.	90.7%	84.6%	78.6%	82.7%
Provider Services Claims	PCP	Specialty	Hospital	Ancillary
Q18. Consistency of Provider Services Representatives' answer to inquiries.	88.5%	91.4%	76.5%	89.3%
Q19. The knowledge of the Provider Services Representative regarding WVFH's policies and procedures.	92.7%	90.9%	72.2%	88.1%
Q20. The professionalism and courtesy of the Provider Services Representative.	94.5%	97.1%	88.9%	95.5%
Q21. Timeliness of Provider Services Staff when responding to inquiries.	86.7%	86.1%	77.8%	90.9%
Q22. Your satisfaction with clean claims being processed consistently.	85.6%	85.3%	72.2%	84.7%
Q23. Your satisfaction with clean claims being paid in a timely manner.	86.1%	91.2%	77.8%	87.9%
Q24. Your overall satisfaction with the claims review and/or appeals process.	79.9%	79.9%	61.1%	82.4%
Utilization Management	PCP	Specialty	Hospital	Ancillary

Q26. Your knowledge of which services require an authorization.	84.3%	86.8%	68.8%	87.2%
Q27. UM staff's clinical knowledge.	90.7%	89.5%	93.8%	93.1%
Q28. UM staff's consistency in the authorization process.	88.0%	81.6%	81.3%	89.8%
Q29. Physician reviewer's decision-making is clearly communicated by WVFH.	90.6%	86.1%	92.3%	89.2%
Q30. Professionalism/courtesy of the UM staff representative.	94.5%	100.0%	100.0%	96.0%
Q31. Your overall satisfaction with the UM	86.5%	89.2%	81.3%	91.2%
Q15. HOSPITAL/ANCILLARY ONLY – Your knowledge of how to obtain an authorization for a WVFH member.	N/A	N/A	88.2%	91.8%
Q16. HOSPITAL/ANCILLARY ONLY – Your knowledge of which services require a referral.	N/A	N/A	75.0%	86.8%
Disease Management	PCP	Specialty	Hospital	Ancillary
Q35. PCPs ONLY - If your patients have utilized the Asthma Disease Management Program, do you feel your patients benefit from the program? (If not a doctor, collaborate with physician.)	90.0%	N/A	N/A	N/A
Q36. PCPs ONLY - If your patients have utilized the Diabetes Disease Management Program, do you feel your patients benefit from the program? (If not a doctor, collaborate with physician.)	96.7%	N/A	N/A	N/A
Q37. PCPs ONLY - If your patients have utilized the Cardiac Disease Management Program, do you feel your patients benefit from the program? (If not a doctor, collaborate with physician.)	94.2%	N/A	N/A	N/A
Q38. PCPs ONLY - If your patients have utilized the COPD Program, do you feel your patients benefit from the program? (If not a doctor, collaborate with physician.)	96.2%	N/A	N/A	N/A
Q39. PCPs and OB/GYN ONLY - If your patients have utilized the MOM Matters® High Risk Maternity Program, do you feel your patients benefit from the program? (If not a doctor, collaborate with physician.)	90.0%	100.0%	N/A	N/A
EPSDT Services	PCP	Specialty	Hospital	Ancillary
Q40. PCPs ONLY – If you have conducted EPSDT screens in your office, your overall satisfaction with EPSDT program is:	93.3%	N/A	N/A	N/A
Hours of Availability	PCP	Specialty	Hospital	Ancillary
Q25. When calling the Provider Services Department, the hours of availability meet your practice's needs.	97.6%	100.0%	100.0%	96.8%
Q32. When calling the Utilization Management Department, the hours of availability meet your practice's needs.	96.2%	100%	100.0%	97.5%
Overall Satisfaction and Loyalty	PCP	Specialty	Hospital	Ancillary

Q41. Consistency across all departments at WVFH is:	97.0%	97.1%	93.3%	94.1%
Q42. Would you recommend WVFH to other physicians' practices?	92.3%	97.3%	N/A	N/A
Q43. Overall satisfaction with WVFH?	87.8%	84.2%	88.9%	87.1%