

2010 PROVIDER SATISFACTION RESEARCH

Prepared for:



THE HSC HEALTH CARE SYSTEM
Health Services for Children

Health Services for Children with
Special Needs, Inc. (HSCSN/NET)

Prepared by:



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Background, Purpose and Research Approach

- Since 2006, HSCSN (Health Services for Children with Special Needs, Inc.) has commissioned WB&A Market Research to conduct telephone interviews among office managers in PCP and Dental provider offices. The purpose of this study is to determine their satisfaction with:
 - HSCSN overall;
 - Telephone contact;
 - The Care Management process;
 - Utilization Management;
 - The Credentialing/Recredentialing process; and
 - The Reimbursement/Claims process.
- HSCSN also wanted to understand the level of communication and education between provider offices and themselves, as well as evaluate these providers' ability to treat HSCSN members with emergencies. Finally, office managers were asked how HSCSN compared to other managed care companies on several attributes.
- The current wave of research was conducted between March 23, 2011 and April 13, 2011. Professional interviewers called from WB&A's telephone interviewing facilities located in Crofton, Maryland and interviewed the office managers of 68 unique provider offices in the Washington, D.C. area. Given the universe of 517 unique provider offices, this represents an overall response rate of 13%.
- Names, addresses and telephone numbers were supplied by HSCSN.

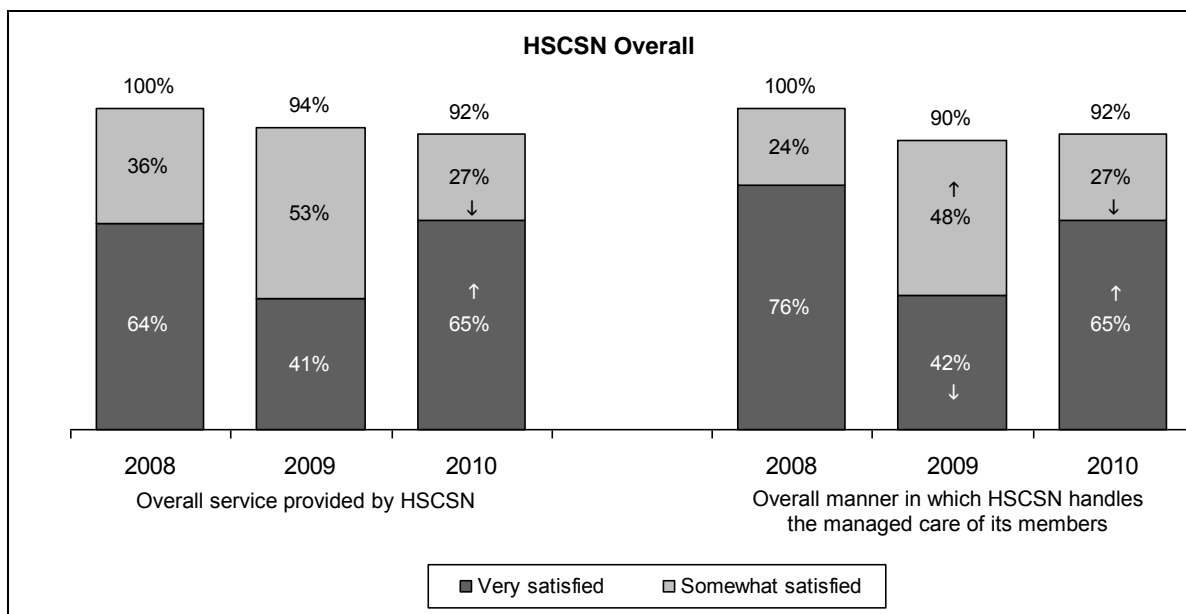
NOTES ON READING REPORT:

- ❶ All of the study percentages have been rounded to the nearest whole percentage and, for some questions, more than one response was accepted or only top mentions are shown in the findings. Any of these factors could lead to percentages not adding up to 100%.
- ❷ Caution should be used when evaluating the findings in this report. Due to very small sample sizes, percentages may not be representative of all provider offices.
- ❸ Research findings are based on the results from the 2010 survey. Through the use of arrows, significant increases and decreases are shown from 2008 to 2009 and from 2009 to 2010. For example, if a significant increase was experienced from 2009 to 2010, there would be a ↑ symbol with the percentage where the increase was found in 2010. Likewise, if there was a significant decrease from 2009 to 2010, there would be a ↓ symbol with the percentage where the decrease was found in 2010.

HSCSN Overall

Provider office managers were asked to rate their experience with HSCSN overall by rating their level of satisfaction for two statements.

- More than nine in ten office managers are satisfied with the overall service provided by HSCSN (92%), with about two-thirds saying they are very satisfied (65%, up from 41% in 2009).
- Additionally, more than nine in ten office managers are satisfied with the overall manner in which HSCSN handles the managed care of its members (92%), with about two-thirds being very satisfied (65%, up from 42% in 2009).



Base = Those able to rate (2008 n=33*; 2009 n=31-32*; 2010 n=66)

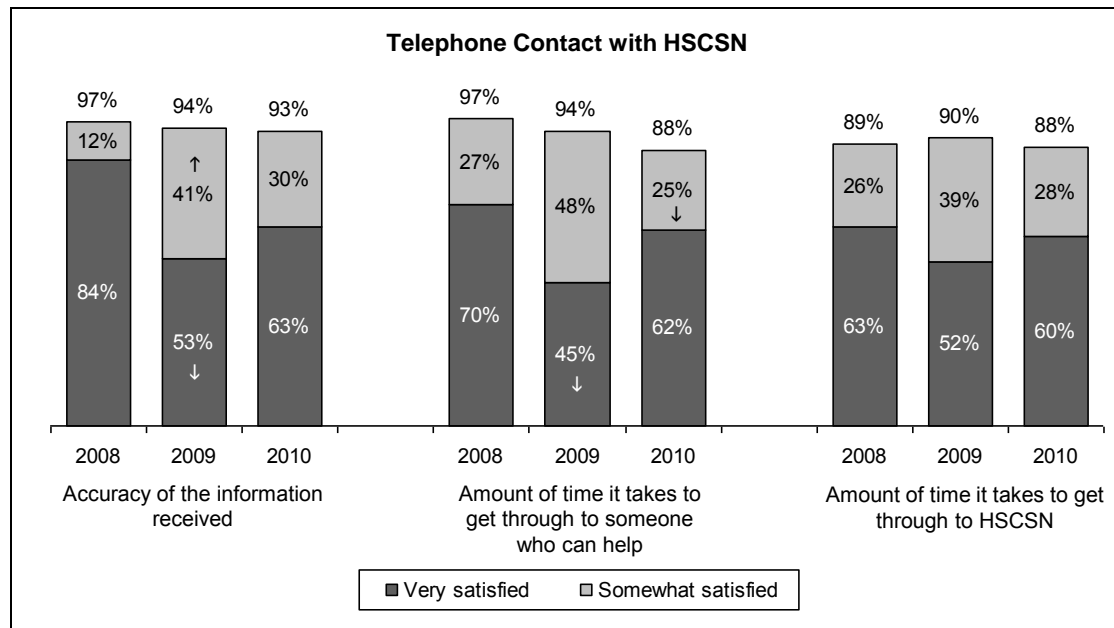
*Caution: Small Base

Q1a,b

Telephone Contact with HSCSN (Member Services and Provider)

Provider office managers were asked to rate their experience with their telephone contact with HSCSN by rating their level of satisfaction for three statements.

- More than nine in ten office managers are satisfied with the accuracy of the information received (93%). In fact, more than six in ten office managers reported being very satisfied with this measure (63%).
- Furthermore, slightly less than nine in ten office managers are satisfied with the amount of time it takes to get through to someone who can help (88%), with more than six in ten being very satisfied (62%).
- In addition, slightly less than nine in ten office managers are satisfied with the amount of time it takes to get through to HSCSN (88%), with six in ten being very satisfied (60%).



Base = Those able to rate (2008 n=27-32*; 2009 n=31-32*; 2010 n=64-67)

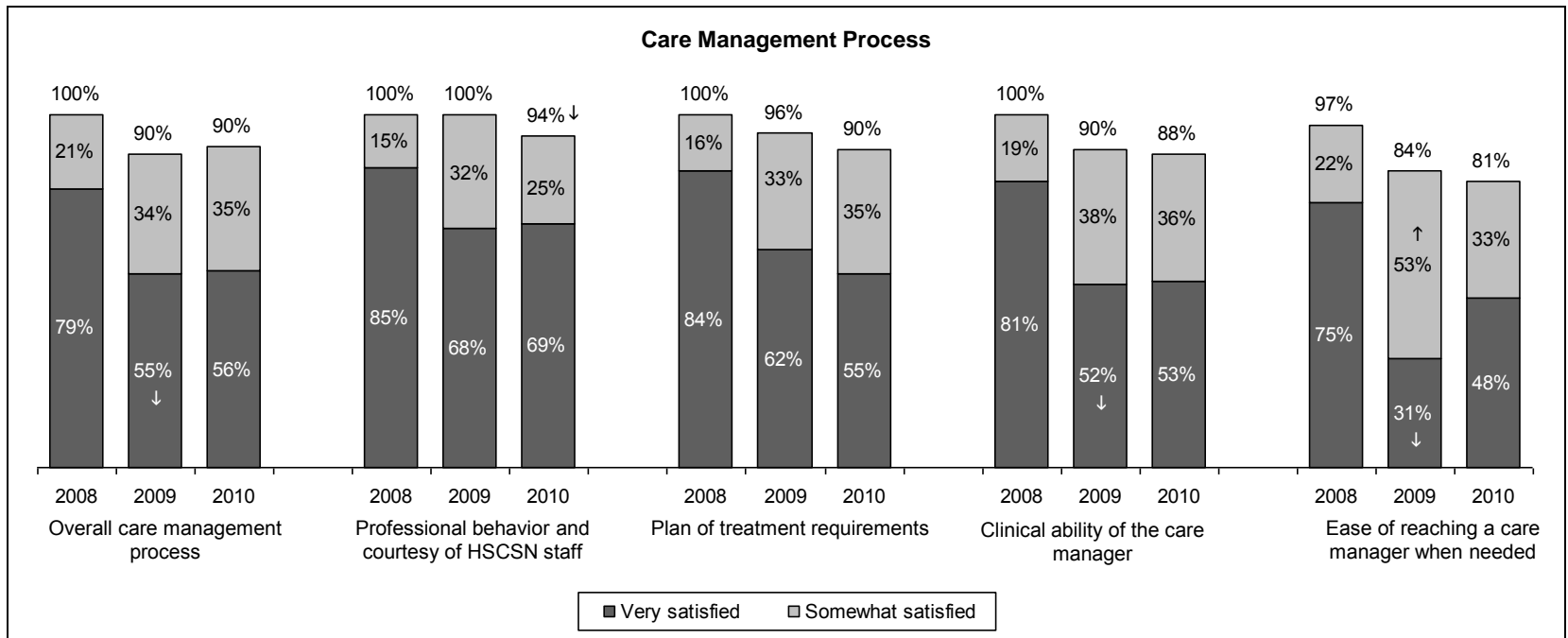
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Q2a-c

Care Management Process

Provider office managers were asked to rate their experience with the care management process by rating their level of satisfaction for five statements.

- Overall, nine in ten office managers are satisfied with the care management process (90%), with more than one-half saying they are very satisfied (56%).
- Specifically, at least nine in ten office managers surveyed reported being satisfied with the professional behavior and courtesy of the HSCSN staff (94%, down from 100% in 2009) and/or the plan of treatment requirements (90%).
- Meanwhile, more than eight in ten office managers are satisfied with the clinical ability of the care manager (88%) and/or the ease of reaching a care manager when needed (81%).



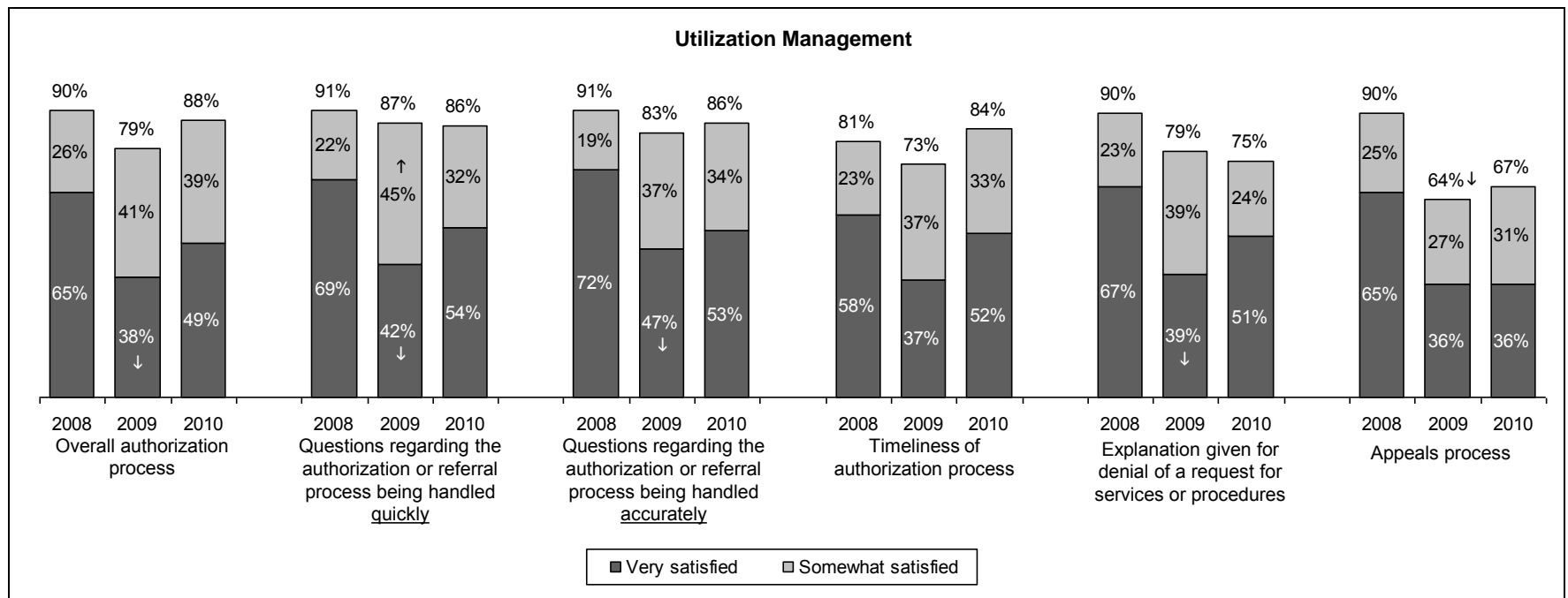
Base = Those able to rate (2008 n=31-33*; 2009 n=24-32*; 2010 n=59-68)

*Caution: Small Base
Q3a-e

Utilization Management

Provider office managers were asked to rate their experience with utilization management by rating their level of satisfaction for six statements.

- Overall, slightly less than nine in ten office managers are satisfied with the authorization process (88%), with about one-half saying they are very satisfied (49%).
- Specifically, more than eight in ten office managers are satisfied with questions regarding the authorization or referral process being handled quickly (86%) and/or accurately (86%), as well as with the timeliness of the authorization process (84%).
- Meanwhile, somewhat fewer are satisfied with the explanation given for the denial of a request for services or procedures (75%) and/or the appeals process (67%).



Base = Those able to rate (2008 n=20-32*; 2009 n=22-31*; 2010 n=36-59)

*Caution: Small Base

Q4a-f

Communication/Education (Provider and QI)

Provider office managers were asked to rate their satisfaction with communications overall, as well as whether they received various communication materials and/or information from HSCSN.

- Overall, more than eight in ten office managers are satisfied with communications between themselves and HSCSN (82%), with more than six in ten saying they are very satisfied (63%).
- While about one-third of the office managers surveyed in 2010 reported that they received a Provider Manual (35%), 59% (up from 34% in 2009) stated that they did not.
- About one in five office managers said they received training pertaining to HSCSN's procedures outlined in the Provider Manual (19%).
- Meanwhile, more than one in five provider office managers in 2010 stated that they received instructions on EPSDT screenings (22%).

Communication/Education					
		<u>2008</u>	<u>2009</u>	<u>2010</u>	
<u>Communications Overall</u>		n =	(33*)	(32*)	(68)
Net: Satisfied			97%	84%	82%
Very satisfied			82	47↓	63
Somewhat satisfied			15	38↑	19
<u>Received a Provider Manual</u>		n =	(33*)	(32*)	(68)
Yes			33%	47%	35%
No			55	34	59↑
Don't know			12	19	6
<u>Received training pertaining to HSCSN's procedures outlined in the Provider Manual</u>		n =	(33*)	(32*)	(68)
Yes			21%	34%	19%
No			70	59	74
Don't know			9	3	7
Refused			-	3	-
<u>Received instructions on EPSDT screenings</u>		n =	(33*)	(32*)	(68)
Yes			27%	16%	22%
No			64	56	69
Don't know			9	19	9
Refused			-	9	-

Base = Total Sample
 *Caution: Small Base
 Q5-Q8

Communication/Education (Provider and QI) (continued)

- About four in ten provider offices reported receiving a site review in 2010 (38%).
 - Of those 26 offices that received a site review in 2010, about one-half of them said they received a copy of the results (46%).
- When asked if they had implemented a provider corrective action plan in 2010, 18% of the office managers indicated that they had.
 - Of those 12 offices that implemented a provider corrective action plan in 2010, three-fourths said they completed the corrective action plan (75%) .
- There were no office managers who said that they filed a concern of complaint in 2010.
- Meanwhile, more than one in five office managers (22%) said they attended an HSCSN information session, while 76% (up from 56% in 2009) said they did not.
 - Of those 15 office managers who attended an HSCSN information session, all but one found them to be helpful (93%).

Communication/Education (continued)				
		2008	2009	2010
<u>Received a site review</u>	n =	(33*)	(32*)	(68)
Yes		42%	38%	38%
No		42	47	44
Don't know		15	16	18
<u>Provider corrective action plan implemented</u>	n =	(33*)	(32*)	(68)
Yes		33%	19%	18%
No		42	66	43↓
Don't know		24	16	40↑
<u>Filed a concern or complaint</u>	n =	(33*)	(32*)	(68)
Yes		3%	6%	- %
No		97	84	96
Don't know		-	9	3
Refused		-	-	1
<u>Attended any of the HSCSN information sessions</u>	n =	(33*)	(32*)	(68)
Yes		24%	41%	22%
No		76	56	76↑
Don't know		-	-	1
Refused		-	3	-

Base = Total Sample
 *Caution: Small Base
 Q9,Q11,Q13,Q15

Communication/Education (Provider and QI) (continued)

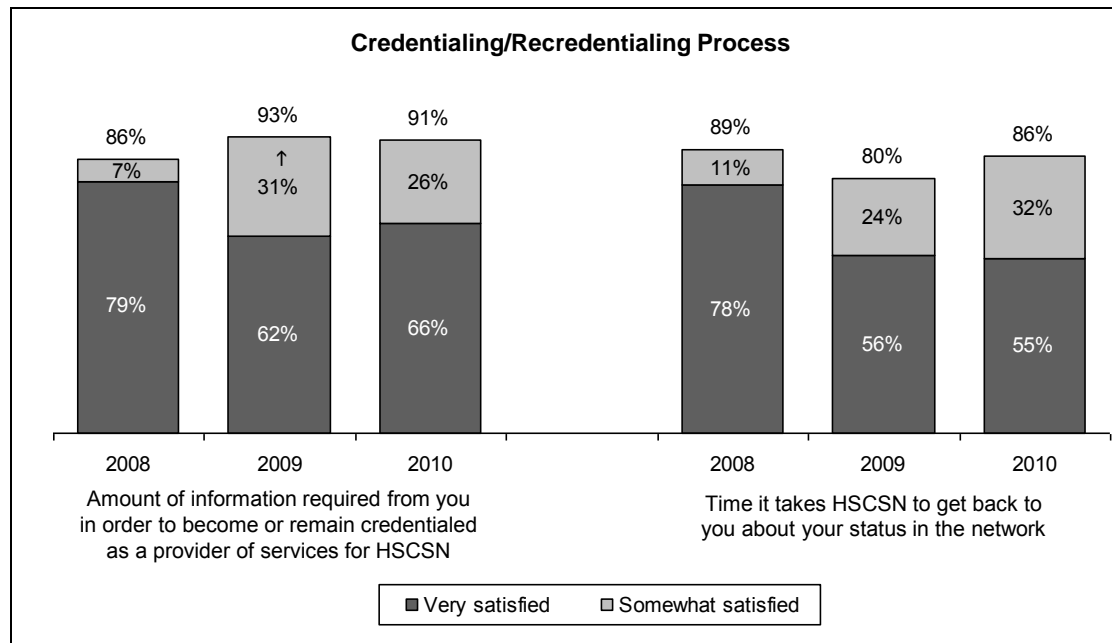
Provider office managers were asked what kind of topics would be helpful in training.

- The 54 office managers who were able to offer topic suggestions most often mentioned the following:
 - Nothing/All topics covered/Satisfied with service;
 - Authorization procedures/How authorizations can be processed more efficiently;
 - An overview of all services/benefits;
 - The referral process;
 - Eligibility/Qualifications for different types of special needs;
 - Case management;
 - Education for patients on the importance of making doctor appointments/getting their physicals;
 - Utilization management;
 - Patient care/How to handle disabled children/An overview of the type of patients we will see;
 - Mental health issues (not specific);
 - How to check claims/eligibility online;
 - How to smoothly refer patients to the program/better service patients for their special needs; and/or
 - The bonding between mother and child and how important it is to their growth and development/Getting caregivers and parents involved.

Credentialing/Recredentialing Process

Provider office managers were asked to rate their experience with the credentialing/recredentialing process by rating their level of satisfaction for two statements.

- More than nine in ten office managers surveyed reported being satisfied with the amount of information required from them in order to become or remain credentialed as a provider of services for HSCSN (91%), with 66% being very satisfied.
- Meanwhile, more than eight in ten office managers are satisfied with the time it takes HSCSN to get back to them about their status in the network (86%), with 55% being very satisfied.



Base = Those able to rate (2008 n=27-29*; 2009 n=25-29*; 2010 n=44-47)

*Caution: Small Base

Q18a,b

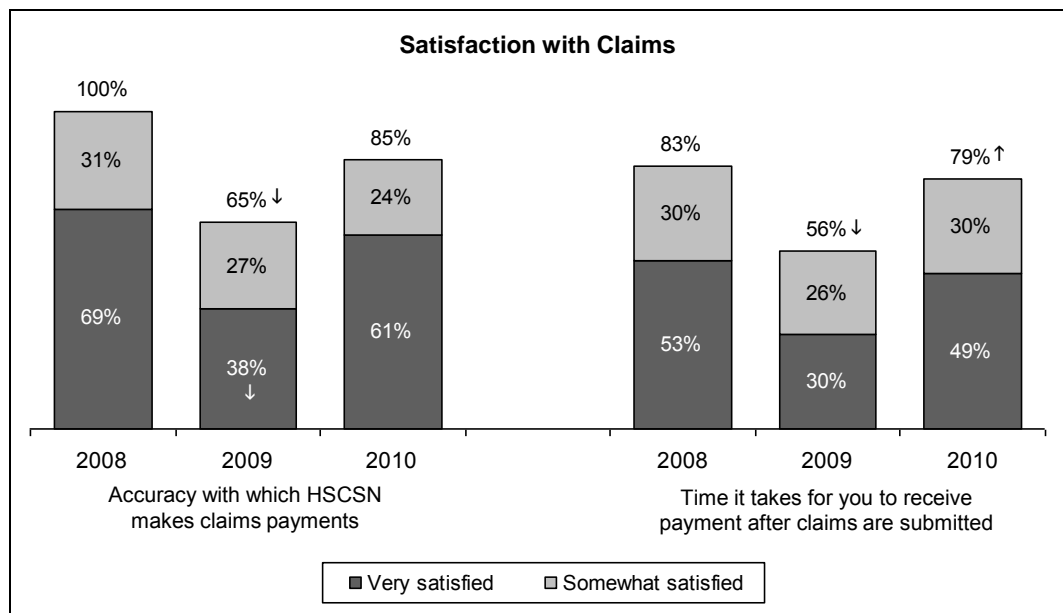
Reimbursement Process (Claims)

Provider office managers were asked to rate their experience with the reimbursement process (claims) by rating their level of satisfaction for two statements.

- More than eight in ten office managers are satisfied with the accuracy with which HSCSN makes claims payments (85%).
- In addition, slightly less than eight in ten office managers are satisfied with the time it takes for them to receive payment after claims are submitted (79%, up from 56% in 2009).

Provider office managers were also asked about their abilities with, and understanding of, the reimbursement process (claims).

- About six in ten office managers indicated that they are able to do electronic billing (63%) and/or said they understand HSCSN's claims process (63%).



Base = Those able to rate (2008 n=29-30*; 2009 n=26-27*; 2010 n=43-46)
 *Caution: Small Base
 Q19a,b

Reimbursement Process (Claims)				
		2008	2009	2010
Ability to do electronic billing	n =	(33*)	(32*)	(68)
Yes		70%	62%	63%
No		30	34	29
Don't know		-	-	7
Refused		-	3	-
Understand HSCSN's claims process	n =	(33*)	(32*)	(68)
Yes		91%	75%	63%
No		6	19	31
Don't know		3	-	6
Refused		-	6	-

Base = Total Sample
 *Caution: Small Base
 Q20,Q21

Ability to Treat Patients with Emergencies

HSCSN provider office managers were asked if they have been asked to see HSCSN's members on an emergency basis.

- About four in ten offices have been asked to see HSCSN's members on an emergency basis (43%), while one-half were not asked (50%, up from 25% in 2009).
 - Of those 29 offices that were asked to see HSCSN's members on an emergency basis, the vast majority were able to treat these members within 24 hours (93%).
 - And, of those same 29 offices that were asked to see HSCSN's members on an emergency basis, more than nine in ten are satisfied with HSCSN's emergency treatment process (93%). Specifically, about two-thirds are very satisfied (66%).

Treating HSCSN Members with Emergencies				
		2008	2009	2010
Seen HSCSN's members on an emergency basis				
	n =	(33*)	(32*)	(68)
Yes		76%	62%	43%
No		24	25	50↑
Don't know		-	9	7
Refused		-	3	-
Office able to treat HSCSN members within 24 hours¹				
	n =	(25*)	(20*)	(29*)
Yes		96%	95%	93%
No		-	-	7
Don't know		4	5	-
Satisfaction with HSCSN's emergency treatment process¹				
	n =	(25*)	(20*)	(29*)
Net: Satisfied		100%	85%	93%
Very satisfied		88	45↓	66
Somewhat satisfied		12	40↑	28

Base = Total Sample

¹Base = Those who have been asked to see HSCSN's members on an emergency basis

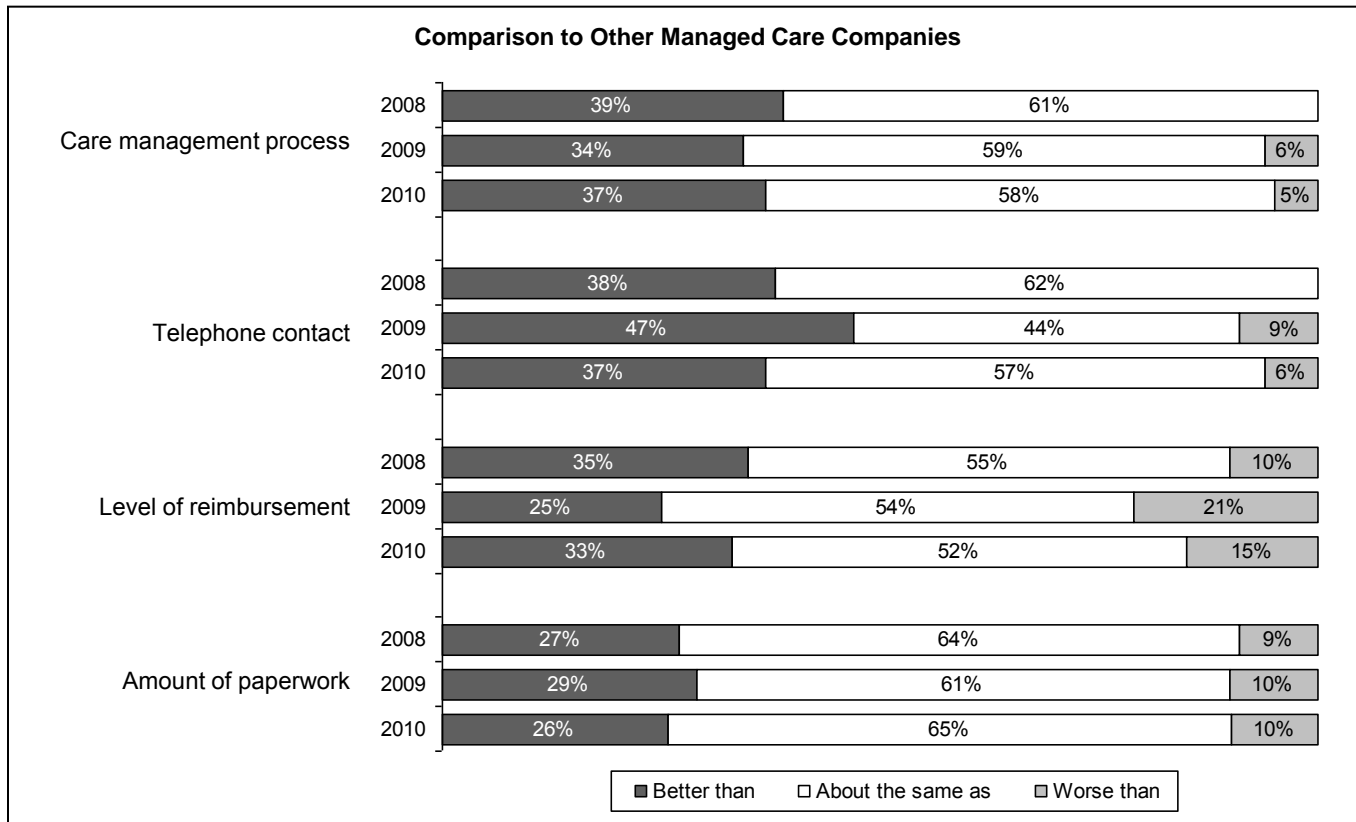
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Q22-Q24

Comparison to Other Managed Care Companies (DC Medicaid)

Provider office managers were asked to think of all managed care companies with whom they have had contact and were asked to rate how HSCSN compares to those companies for four attributes.

- Overall, the majority of the office managers surveyed in 2010 indicated that HSCSN is performing about the same as or better than other managed care companies on each of the four attributes (85% - 95%).
- Specifically, at least one fourth of the office managers believe that HSCSN is performing better than other managed care companies for each of the four attributes (26% - 37%)



Base = Those able to rate (2008 n=31-33*; 2009 n=28-32*; 2010 n=52-65)

*Caution: Small Base

Q25a-d

Practice Information

- Slightly more than four in ten provider offices surveyed are group practices (41%), while four in ten identified themselves as individual practices (40%).
- When asked how many HSCSN patients their office has treated over the past 12 months, 32% reported treating fewer than 50 patients, 9% said their office treated between 50 to fewer than 100 patients, and 19% indicated treating 100 or more HSCSN patients in the past 12 months.
 - Notably, 40% were unsure (up from 16% in 2009).

Type of Practice			
	2008	2009	2010
	n = (33*)	(32*)	(68)
Group	42%	47%	41%
Individual	52	25↓	40
Hospital	-	3	9
Outpatient Clinic	-	-	6
Teaching Institution	-	-	1
Federally Qualified Health Center (FQHC)	-	-	1
Home Care Agency	-	9	-
Health Center	3	3	-
Durable Medical Equipment Company	-	3	-
Don't know	3	6	1
Refused	-	3	-

Base = Total Sample
 *Caution: Small Base
 Q26

HSCSN Patients Treated in Past 12 Months			
	2008	2009	2010
	n = (33*)	(32*)	(68)
1 - <50	27%	41%	32%
50 - <100	18	25	9
100 or more	39	12↓	19
Don't know	15	16	40↑
Refused	-	6	-

Base = Total Sample
 *Caution: Small Base
 Q27

Additional Comments

At the end of the survey, provider office managers were asked if they had any additional comments.

- The majority of the office managers (62 in total) were unable to provide any additional comments.
- On the other hand, the 6 office managers who offered additional comments mentioned the following:
 - “Ms. Thompson in credentialing is very good at what she does, as well as the provider meetings are very informative. The top staff, Robin Perdul and Bruce Artis are also excellent at what they do. [They are good at] responding to concerns and questions in a timely fashion and being very helpful with the process when we were new. If there is a concern about a care manager they respond in a very objective manner.”
 - “How can we go about doing electronic filing, because we are doing paper claims?”
 - “Sealant is not a covered benefit once they turn 13 or 14 years of age. It is a prevent service that should be covered. It is a preventive covering on the tooth to prevent cavities. It only cost about \$38.”
 - For routine extractions x-rays are being requested and when we forward x-rays they are lost. A closed reduction was performed after being requested by Quality Plan Administrators and the payment for services was then refused.”
 - “We do need the panel listing from HSCSN for new patients and patients that we have not seen in awhile (all under Dr. Goyal).”
 - “Will we receive a provider manual?”

APPENDIX

Questionnaire



Time Started: _____
Time Ended: _____
Call Length: _____

HSCSN PROVIDER SURVEY

ASK TO SPEAK TO THE OFFICE MANAGER.

READ: Hello, my name is _____. I am calling on behalf of HSCSN (Health Services for Children with Special Needs) to conduct an important research study and we would like to include your opinions. Let me assure you that this is not a sales call of any kind, it is a market research study. This call may be monitored or recorded for quality assurance purposes.

NOTE TO INTERVIEWER: Do you need to get a new name?

- 01 Yes → RECORD NAME, CONTINUE
- 02 No, continue with survey → CONTINUE
- 03 No, enter disposition → ENTER DISPOSITION

S1. First, who in your office would you say has the primary responsibility for dealing with health plans that your office is affiliated with? Would you say it is... (READ LIST)

- 01 You alone, → CONTINUE
- 02 You and someone else share the responsibility, or → CONTINUE
- 03 Someone else → ASK FOR THAT PERSON, RESCREEN
- 98 DO NOT READ: Refused → THANK AND TERMINATE

SECTION I: HSCSN OVERALL

Q1. How satisfied would you say you are with [INSERT]? Would you say very satisfied, somewhat satisfied, neither satisfied nor dissatisfied, somewhat dissatisfied, or very dissatisfied? (READ LIST. RANDOMIZE.)

	STATEMENT	Very satisfied	Somewhat satisfied	Neither	Somewhat dissatisfied	Very dissatisfied	Ref	DK
A.	The overall service provided by HSCSN	01	02	03	04	05	98	99
B.	The overall manner in which HSCSN handles the managed care of its members	01	02	03	04	05	98	99

SECTION II: TELEPHONE CONTACT WITH HSCSN (Member Services and Provider)

Q2. Now, thinking about any telephone contact you have had with HSCSN, please rate your satisfaction with the following statements. Would you say you are very satisfied, somewhat satisfied, neither satisfied nor dissatisfied, somewhat dissatisfied, or very dissatisfied with [INSERT]? (READ LIST. RANDOMIZE.)

	STATEMENT	Very satisfied	Somewhat satisfied	Neither	Somewhat dissatisfied	Very dissatisfied	Ref	DK
A.	The amount of time that it takes you to get through to HSCSN	01	02	03	04	05	98	99
B.	The amount of time that it takes to get through to someone who can help you	01	02	03	04	05	98	99
C.	The accuracy of the information that you received	01	02	03	04	05	98	99

SECTION III: CARE MANAGEMENT PROCESS

Q3. Now, thinking about the care management process, please rate your satisfaction with the following statements. Would you say you are very satisfied, somewhat satisfied, neither satisfied nor dissatisfied, somewhat dissatisfied, or very dissatisfied with [INSERT]? (READ LIST. RANDOMIZE.)

	STATEMENT	Very satisfied	Somewhat satisfied	Neither	Somewhat dissatisfied	Very dissatisfied	Ref	DK
A.	The overall care management process	01	02	03	04	05	98	99
B.	The plan of treatment requirements	01	02	03	04	05	98	99
C.	The ease with which you are able to reach a care manager when you need to	01	02	03	04	05	98	99
D.	The clinical ability of the care manager	01	02	03	04	05	98	98
E.	The professional behavior and courtesy of the HSCSN staff that you have interacted with	01	02	03	04	05	98	98

Questionnaire (continued)

SECTION IV: UTILIZATION MANAGEMENT

Q4. Now, thinking about utilization management, please rate your satisfaction with the following statements. Would you say you are very satisfied, somewhat satisfied, neither satisfied nor dissatisfied, somewhat dissatisfied, or very dissatisfied with [INSERT]? (READ LIST. RANDOMIZE.)

	STATEMENT	Very satisfied	Somewhat satisfied	Neither	Somewhat dissatisfied	Very dissatisfied	Never used	Ref	DK
A.	The overall authorization process	01	02	03	04	05	97	98	99
B.	The timeliness of the authorization process	01	02	03	04	05	97	98	99
C.	The explanation given for a denial of a request for services or procedures	01	02	03	04	05	97	98	99
D.	Questions regarding the authorization or referral process being handled quickly	01	02	03	04	05	97	98	98
E.	Questions regarding the authorization or referral process being handled accurately	01	02	03	04	05	97	98	98
F.	The appeals process	01	02	03	04	05	97	98	98

SECTION V: COMMUNICATION/EDUCATION (Provider and QI)

READ: I would now like to ask you some questions about communications between you and HSCSN.

Q5. How satisfied are you with the overall communication between you and HSCSN? Would you say you are very satisfied, somewhat satisfied, neither satisfied nor dissatisfied, somewhat dissatisfied, or very dissatisfied?

- 01 Very satisfied
- 02 Somewhat satisfied
- 03 Neither satisfied nor dissatisfied
- 04 Somewhat dissatisfied
- 05 Very dissatisfied
- 98 **DO NOT READ:** Refused
- 99 **DO NOT READ:** Don't know

Q6. Did you receive a Provider Manual?

- 01 Yes
- 02 No
- 98 Refused
- 99 Don't know

Q7. Did you receive training pertaining to HSCSN's procedures outlined in the Provider Manual?

- 01 Yes
- 02 No
- 98 Refused
- 99 Don't know

Q8. Did you receive instructions on EPSDT screenings?

- 01 Yes
- 02 No
- 98 Refused
- 99 Don't know

Q9. Did you receive a site review in 2010?

- 01 Yes → ASK Q10
- 02 No → SKIP TO Q11
- 98 Refused → SKIP TO Q11
- 99 Don't know → SKIP TO Q11

IF RECEIVED A SITE REVIEW [Q9(01)], ASK Q10. OTHERWISE, SKIP TO Q11.

Q10. Did you receive a copy of the results?

- 01 Yes
- 02 No
- 98 Refused
- 99 Don't know

ASK EVERYONE:

Q11. Was a provider corrective action plan implemented in 2010?

- 01 Yes → ASK Q12
- 02 No → SKIP TO Q13
- 98 Refused → SKIP TO Q13
- 99 Don't know → SKIP TO Q13

IF IMPLEMENTED CORRECTIVE ACTION PLAN [Q11(01)], ASK Q12. OTHERWISE, SKIP TO Q13.

Q12. Did you complete the corrective action plan?

- 01 Yes
- 02 No
- 98 Refused
- 99 Don't know

Questionnaire (continued)

ASK EVERYONE:

Q13. Did you file a concern or complaint in 2010?

- 01 Yes → ASK Q14
- 02 No → SKIP TO Q15
- 98 Refused → SKIP TO Q15
- 99 Don't know → SKIP TO Q15

IF FILED A CONCERN/COMPLAINT [Q13(01)], ASK Q14. OTHERWISE, SKIP TO Q15.

Q14. Did you receive follow-up to the complaint in a timely manner?

- 01 Yes
- 02 No
- 98 Refused
- 99 Don't know

ASK EVERYONE:

Q15. Have you attended any of the HSCSN information sessions?

- 01 Yes → ASK Q16
- 02 No → SKIP TO Q17
- 98 Refused → SKIP TO Q17
- 99 Don't know → SKIP TO Q17

IF ATTENDED INFORMATION SESSIONS [Q15(01)], ASK Q16. OTHERWISE, SKIP TO Q17.

Q16. Did you find these information sessions to be helpful?

- 01 Yes
- 02 No
- 98 Refused
- 99 Don't know

ASK EVERYONE:

Q17. What kind of topics would be helpful in training? **PROBE:** Anything else? (**PROBE AND CLARIFY.**)

SECTION VI: CREDENTIALING/RE-CREDENTIALING PROCESS

Q18. Now, thinking about the credentialing process, please rate your satisfaction with the following statements. Would you say you are very satisfied, somewhat satisfied, neither satisfied nor dissatisfied, somewhat dissatisfied, or very dissatisfied with [INSERT]? (**READ LIST. RANDOMIZE.**)

	STATEMENT	Very satisfied	Somewhat satisfied	Neither	Somewhat dissatisfied	Very dissatisfied	Ref	DK
A.	The time that it takes HSCSN to get back to you about your status in the network	01	02	03	04	05	98	99
B.	The amount of information required from you in order to become or remain credentialed as a provider of services for HSCSN	01	02	03	04	05	98	99

SECTION VII: REIMBURSEMENT PROCESS (CLAIMS)

Q19. Now, thinking about the claims process, please rate your satisfaction with the following statements. Would you say you are very satisfied, somewhat satisfied, neither satisfied nor dissatisfied, somewhat dissatisfied, or very dissatisfied with [INSERT]? (**READ LIST. RANDOMIZE.**)

	STATEMENT	Very satisfied	Somewhat satisfied	Neither	Somewhat dissatisfied	Very dissatisfied	Ref	DK
A.	The time that it takes for you to receive payment after claims are submitted	01	02	03	04	05	98	99
B.	The accuracy with which HSCSN makes claims payments	01	02	03	04	05	98	99

Q20. Are you able to do electronic billing?

- 01 Yes
- 02 No
- 98 Refused
- 99 Don't know

Q21. Do you understand HSCSN's claims process?

- 01 Yes
- 02 No

Questionnaire (continued)

SECTION VIII: ABILITY TO TREAT PATIENTS WITH EMERGENCIES

Q22. Have you been asked to see HSCSN's members on an emergency basis?

- 01 Yes → ASK Q23-Q24
- 02 No → SKIP TO Q25
- 98 Refused → SKIP TO Q25
- 99 Don't know → SKIP TO Q25

IF ASKED TO SEE MEMBERS ON EMERGENCY BASIS [Q22(01)], ASK Q23-Q24. OTHERWISE, SKIP TO Q25.

Q23. Was the office able to treat these members within 24 hours?

- 01 Yes
- 02 No
- 98 Refused
- 99 Don't know

Q24. How satisfied are you with HSCSN's process in this situation? Would you say you are very satisfied, somewhat satisfied, neither satisfied nor dissatisfied, somewhat dissatisfied, or very dissatisfied?

- 01 Very satisfied
- 02 Somewhat satisfied
- 03 Neither satisfied nor dissatisfied
- 04 Somewhat dissatisfied
- 05 Very dissatisfied
- 98 DO NOT READ: Refused
- 99 DO NOT READ: Don't know

SECTION IX: COMPARISON TO OTHER MANAGED CARE COMPANIES (DC Medicaid)

Q25. Thinking of all managed care companies with whom you have contact, how would you rate HSCSN in comparison to other managed care companies on [INSERT]? Would you say that HSCSN is better than, about the same as, or worse than other managed care companies on [INSERT]? (READ LIST. RANDOMIZE.)

	STATEMENT	Better than	About the same as	Worse than	Ref	DK
A.	Telephone contact	01	02	03	98	99
B.	the Care Management Process	01	02	03	98	99
C.	the Level of Reimbursement	01	02	03	98	99
D.	the Amount of Paperwork	01	02	03	98	99

SECTION X: PRACTICE INFORMATION

Q26. Which of the following terms best describes this type of practice? (READ LIST.)

- 01 Individual
- 02 Group
- 95 Or something else (SPECIFY): _____
- 98 DO NOT READ: Refused
- 99 DO NOT READ: Don't know

Q27. Approximately how many HSCSN patients has this office treated over the past 12 months? (DO NOT ACCEPT RANGES. RECORD AS 3 DIGIT NUMBER. USE 998 FOR REFUSED, 999 FOR DON'T KNOW.)

- ____
- 998 DO NOT READ: Refused
 - 999 DO NOT READ: Don't know

Q28. What is the zip code of this provider office?

- _____
- 99998 DO NOT READ: Refused
 - 99999 DO NOT READ: Don't know

Q29. Do you have any additional comments?

CLOSING:

Those are all of the questions that I have for you. Thank you very much for your time and opinions. For quality control purposes, you may receive a follow-up phone call from my supervisor to verify that I have completed this interview. Can I please have your first name or initials so they know who to ask for if they call back?