



## 2015 MERCY CARE PLAN PROVIDER SURVEY RESULTS: LONG TERM CARE

Composites/Attributes	Summary Rate Definition	2015 Top 3 Summary Rates		Top 3 Summary Rates Mercy Care Trend Data	
		Mercy Care	All Other Medicaid/Medicare HMOs	2014	2013
Call Center/Medical Services	Excellent, Very good, or Good	79.3%	82.8%	83.8%	83.7%
Provider Relations		78.0%	83.2%	81.1%	84.4%
Utilization & Quality Management		80.9%	81.8%	79.5%	85.2%
Finance Issues		61.3%	74.0%	63.4%	62.1%
Cultural Competence or Interpretive Services	Rarely/Never	87.5%	NA	89.9%	93.5%
<b>Overall Satisfaction and Loyalty</b>		<b>78.8%</b>	<b>NA</b>	<b>81.3%</b>	<b>89.9%</b>
Recommend to other facilities	Definitely or Probably Yes	81.0%	NA	85.3%	93.5%
Recommend to other patients		83.2%	NA	82.6%	91.8%
<b>Overall satisfaction</b>	<b>Very/Smwt Satisfied</b>	<b>72.3%</b>	<b>78.8%</b>	<b>75.8%</b>	<b>84.3%</b>