

2016 Mercy Care Plan Provider Survey: Summary of Results

2016 Acute Provider Survey Results

	Summary Rate	2016 Top 3 Summary		Mercy Care Plan Trend Data	
		Mercy	All Other Medicaid/Medicare	2015	2014
Call Center/Medical Services	Excellent,	94.4%	87.9%	91.6%	90.7%
Provider Relations		82.8%	75.6%	82.0%	76.8%
Network		75.2%	69.9%	76.0%	74.9%
Utilization & Quality Management		78.6%	70.5%	80.5%	79.4%
Finance Issues		77.2%	67.4%	72.6%	70.7%
Pharmacy and Drug Benefits		77.4%	73.0%	83.8%	80.3%
Cultural Competence or Interpretive Services	Rarely/Neve	74.8%	NA	74.8%	79.5%
Overall Satisfaction and Loyalty³		90.0%	NA	89.4%	89.9%
Recommend to other physicians' practices	Definitely or	94.0%	NA	93.2%	92.1%
Recommend to other patients		90.8%	NA	93.4%	92.4%
Overall satisfaction	Very/Swt	85.2%	72.7%	81.5%	85.3%

2016 Mercy Care Plan Provider Survey: Summary of Results

2016 Long Term Care Provider Survey Results

Composites/Attributes	Summary Rate Definition	2016 Top 3 Summary Rates		Top 3 Summary Rates Mercy Care Trend Data	
		Mercy Care	All Other Medicaid/Medicare HMOs	2015	2014
Call Center/Medical Services	Excellent, Very good, or Good	87.5%	93.3%	79.3%	83.8%
Provider Relations		81.2%	76.6%	78.0%	81.1%
Utilization & Quality Management		73.6%	73.3%	80.9%	79.5%
Finance Issues		63.1%	65.9%	61.3%	63.4%
Cultural Competence or Interpretive Services	Rarely/Never	70.6%	NA	87.5%	89.9%
Overall Satisfaction and Loyalty		88.9%	NA	78.8%	81.3%
Recommend to other facilities	Definitely or Probably Yes	94.4%	NA	81.0%	85.3%
Recommend to other patients		88.9%	NA	83.2%	82.6%
Overall satisfaction	Very/Smwt Satisfied	83.3%	70.6%	72.3%	75.8%