



## Provider/Practitioner Survey 2020

January 12, 2021

### **Fiscal Year 20 Provider/Practitioner Survey Summary**

#### **Overview:**

Detroit Wayne Integrated Health Network's (DWIHN) Customer Services Department administers the DWIHN Annual Provider/Practitioner Survey for FY 20 during the month of September 2020.

The survey is designed to measure DWIHN's contracted provider organizations and practitioner's assessment of its performances. The survey covered 5 components:

1. DWIHN's effectiveness in meeting our contractual obligations
2. DWIHN's support of providers in meeting the needs of DWIHN's members
3. DWIHN's responsiveness to providers.
4. Uncover gaps and/or deficiencies in DWIHN's operation.
5. Identify opportunities for improvement and /or for corrective actions where needed.

The survey was distributed to approximately 450 provider organizations and approximately 2,000 individual practitioners. The survey was comprised of 76 questions and covered all areas of DWIHN's operation inclusive of the following departments: Utilization Management, Claims, Residential, Managed Care Operations, Quality Management and Credentialing.

#### **Response Rate:**

DWIHN experienced a significant increase in the survey response rate from FY 19. The response rate increased 50% for provider organizations and 21% for individual practitioners. The total number of actual respondents from provider organizations was 180 out of 354 and 572 respondents out of 1,500 individual practitioners. In total 753 surveys were returned out of approximately 3,000 emailed surveys with an overall percentage response rate of about 25%. *"Note DWIHN's targeted response rate is 50-60% response rate".*

**Provider Survey Result Highlights:**

| <b>Survey Question</b>   | <b>Rating 2019</b>         | <b>Rating 2020</b>         | <b>Percentage</b>                               |
|--|----------------------------|----------------------------|---|
| Accuracy of claims processing and authorization process                                      | 40% above average approval | 53% above average approval | 13% increase                                    |
| standardized rates   | 38% average approval       | 39% average approval       | 1% increase                                     |
| Provider appeal process for denials  | 27% dissatisfied rating    | 23% satisfied              | This is a change in monitoring, 60% was neither |
| Timeliness of feedback/reports from DWIHN staff  | 29% above average approval | 50% above average approval | 21% increase                                    |
| Responsiveness of Customer Service staff at DWIHN  | 36% above average approval | 43% above average approval | 7% increase                                     |
| Contract Manager's knowledge to answer questions and solve problems                          | 38% above average approval | 42% above average approval | 4% increase                                     |
| Rating for receiving timely information on program updates/contractual changes and processes | 29% below average approval | 37% above average approval | 8% increase                                     |
| Credentialing process  | 31% satisfied approval     | 34% satisfied approval     | 3% increase                                     |
| Communication and policies, concerns   | 32% satisfied approval     | 49% satisfied approval     | 17% increase                                    |
| Overall satisfaction with DWIHN.   | 43 % satisfied approval    | 57% satisfied approval     | 14% increase                                    |
| Overall satisfaction of DWIHN online information/educational resources                       | 41% satisfied approval     | 66% satisfied approval     | 25% increase                                    |

**Practitioner Survey Result Highlights:**

| <b>Survey Question</b>   | <b>Rating 2019</b>               | <b>Rating 2020</b>               | <b>Percentage</b>              |
|--|----------------------------------|----------------------------------|--------------------------------|
| Total number of practitioner participation                               | 146                              | 572                              | 391% increase in participation |
| Number of years' experience in Behavior Health 11+ years                 | 30% of the respondent experience | 29% of the respondent experience | 1% decrease                    |
| Impaneled with other private insurers                                    | 68% not with private payors      | 62% not with private payors      | 4% decrease                    |
| Average Caseload of practitioners between 50-100                         | 84% caseload                     | 69% caseload                     | 15% decrease                   |
| Practitioners preferred method of communication with DWIHN               | 88% prefer email communication   | 88% prefer email communication   | same                           |
| Practitioners familiarity with DWIHN "my strength"                       | 42% not familiar                 | 59% not familiar                 | 17% decrease                   |
| DWIHN compared to other insurers   | 38% above average                | 31% above average                | 7% decrease                    |
| Ease of Authorizations in DWIHN system                                   | 54% above average                | 34% above average                | 20% decrease                   |
| Overall satisfaction of DWIHN- Access Center                             | 26% above average                | 19% above average                | 7% decrease                    |
| Overall satisfaction with DWIHN.   | 60 % satisfied approval          | 43% satisfied approval           | 17% decrease                   |
| Overall satisfaction of DWIHN's online information/educational resources | 57% satisfied approval           | 42% satisfied approval           | 15% decrease                   |

**Barriers:**

A. The survey results revealed the following opportunities for improvement:

1. Even-though the response rate increased by 25% we are still below the targeted rate of 50% -75% participation
2. Length of survey (76 questions) may dissuade provider organizations and practitioners to complete survey. *"As it was reported to have taken 30 minutes to complete"*
3. Based upon number of surveys that bounced back there is further need to clean up our email database to void invalid email addresses
4. Data base on practitioner contact not updated by providers, still contains inactive practitioners

5. Some rating system categories require more interpretation (e.g. somewhat average, neither satisfied or dissatisfied).

B. Provider organizations and individual practitioners' request for the following:

1. Improvement in clear, consistent, transparent communication,
2. More resources/funding to improve practitioner/client service time
3. Improved timeliness in approval of authorizations,
4. Increased CRSPs involvement in decisions on authorizations
5. Improvement in response to emails
6. More training when changes occur
7. A reduction/elimination in duplication of information for same information from multiple departments.
8. Request to shorten the survey
9. Increased awareness of the "My Strength Program"

### **Planned Next Steps, Corrective Action & Follow-up:**

An ad-hoc group will be formed in early 2021 to review the FY 2019 and FY 2020 survey results, survey tool as well as the specific requests for improvement submitted by providers/practitioners as noted in the comment section. The ad-hoc group will be charged with tailoring the survey to best fit our contracted provider organizations and practitioners to achieve a higher response rate; as well as gain a better understanding of how we can support and maintain a strong provider network that will provide high quality supports and services to our members.

The DWIHN Provider/Practitioner Survey is administered yearly in September to our contracted provider organizations and individual practitioners via email. We hope to continue to have greater participation in the future by continuing:

1. To alert provider organization and practitioners of the issuance of the survey, promote the significance as well encourage completion via email
2. Post notifications in our MHWIN System
3. Contract Managers to send reminders to provider organizations as well as encourage provider organizations to promote individual practitioner.
4. Correct our email address database to avoid emails from bouncing back.

### **Conclusion**

A Comparison of FY 2019 and FY 2020 surveys, surveys indicate that provider participation increased overall by 25%; 50% for provider organizations and 21% for individual practitioners. In addition, MCO will continue to put initiatives in place aimed at reaching the DWIHN's targeted response rate of 50%-60%. Secondly, the Provider Survey Ad-Hoc Task Force will utilize the findings from the FY 2019 and FY 2020 surveys, note and confirm the opportunities for improvement and develop Corrective Action Plan for implementation.