



Provider/Practitioner Survey 2020

January 12, 2021

Fiscal Year 20 Provider/Practitioner Survey Summary

Overview:

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

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

1. DWHN's effectiveness in meeting our contractual obligations
2. DWHN's support of providers in meeting the needs of DWHN's members
3. DWHN's responsiveness to providers.
4. Uncover gaps and/or deficiencies in DWHN'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 DWHN's operation inclusive of the following departments: Utilization Management, Claims, Residential, Managed Care Operations, Quality Management and Credentialing.

Response Rate:

DWHN 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 DWHN's targeted response rate is 50-60% response rate".*

Provider Survey Result Highlights:

Survey Question	Rating 2019	Rating 2020	Percentage
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:

Survey Question	Rating 2019	Rating 2020	Percentage
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.