

1. Executive Summary

The Myers Group (TMG), a National Committee for Quality Assurance (NCQA) Certified Survey Vendor, was selected by UPMC Health Plan to conduct its 2013 Provider Satisfaction Survey. Information obtained from these surveys allows plans to measure how well they are meeting their providers' expectations and needs. Based on the data collected, this report summarizes the results and assists in identifying plan strengths and opportunities.

Using a two-wave mail with phone follow-up survey methodology, TMG collected 412 (136 mail and 276 phone) responses from sample of 1,500 providers. Results were collected from October to December of 2013.

The chart below presents 2013 Summary Rates¹ for UPMC Health Plan's composites and overall satisfaction attributes. In the survey, respondents were asked to rate UPMC Health Plan and all other health plans in which the provider participates. A comparison between these scores is displayed in the chart below. Results from previous studies and the 2012 TMG Commercial Book of Business Benchmark² are also provided for comparison.

Composites/Attributes	Summary Rate Definition	2013 Summary Rates		UPMC Trend Data Summary Rates ³		2012 TMG B.o.B Summary Rate
		UPMC	All Other Plans	2012	2011	
Provider Customer Service/Call Center	Excellent or Very good	58.0%	39.5%	53.7%	51.5%	NA
Provider Relations		54.4%	37.0%	49.3%	50.2%	NA
Utilization Management		48.3%	27.3%	42.2%	41.4%	NA
Quality Management		53.8%	NA	46.6%	44.1%	NA
Claims Processing		47.9%	34.3%	39.2%	45.2%	38.9%
Pharmacy Benefits and Services		38.6%	26.4%	29.9%	31.3%	NA
Chronic Disease Management Programs		56.5%	NA	47.8%	44.7%	NA
Internet Technology		57.5%	NA	51.4%	49.4%	NA
Overall Satisfaction and Loyalty		91.2%	NA	92.6%	88.3%	86.7%
Recommend to other patients	Definitely or Probably yes	92.6%	NA	95.5%	90.8%	89.1%
Recommend to other physicians		93.5%	NA	95.5%	90.3%	90.3%
Overall satisfaction	Very or Somewhat Satisfied	87.5%	84.8%	86.9%	83.7%	80.7%

¹ The Summary Rate is the percentage of respondents giving the most favorable response(s). The response options that make up the Summary Rate are shown in the column labeled, "Summary Rate Definition."

² The 2012 TMG Commercial Book of Business is a benchmark containing data from all eligible Provider Satisfaction Surveys for which TMG collected data in 2012. The benchmark is comprised of Primary Care Physicians, Specialists, and Behavioral Health Clinicians and includes data from 26 plans encompassing 9,234 respondents.

³ If a modification was made to the current year survey tool, the trend data was adjusted so that current year data can be compared to previous results. As a result, the Summary Rate shown for trend data in this report may not match the trend data presented in previous years' reports.