2018 provider satisfaction survey

Each year, we reach out to you to ask what we are doing well and how we can continue to improve our services. We use this feedback to continually improve our operations and strengthen our relationship with our providers.

UniCare Health Plan of West Virginia, Inc. (UniCare) contracted with DSS Research to conduct provider satisfaction surveys. The survey was designed for mail, telephone and internet administration and administered July through September 2018.

UniCare targeted approximately 1000 providers per market/service delivery area in both 2017 and 2018. The adjusted response rate in 2017 was 33.9% compared to ~9.5% in 2016. The per market survey sample was proportioned as follows:

- 50% primary care physicians
- 30% specialists
- 10% OB/GYNs
- 10% Behavioral Health

UniCare’s goal is 90% overall satisfaction. Survey results indicated:

Q23. Please rate your overall satisfaction with UniCare. An arrow (↑↓) indicates a significantly different result from the previous year at the 95% confidence level.
Although UniCare fell short of their 90% goal, overall satisfaction with UniCare is similar to 2017 among providers in West Virginia.

The items that have the largest impact on satisfaction on which UniCare received below average performance are as listed in order of importance:

- Efficiency of overall utilization management process
- Timeliness of the medical director’s response to concerns
- Accuracy of claims payment
- Information in the provider manual
- Accuracy of information exchange
- Obtaining precertification/authorization for members

Thank you for participating in our network, for providing quality health care to our members and for your timely completion of any surveys you receive.