



*Annual Provider Satisfaction  
Survey Results 2022*

Northeast Behavioral Health Care Consortium



# Provider Satisfaction Survey

- The purpose of the Provider Satisfaction Survey is to measure the satisfaction levels of behavioral health practitioners in the HealthChoices program in Lackawanna, Susquehanna, Luzerne and Wyoming Counties.



# Survey Completion Rate

- 518 surveys distributed
- 53 unduplicated surveys returned
- Representing a 10% response rate

# Highlighted Responses

| Question   |                 | Very Dissatisfied | Dissatisfied | Satisfied | Very Satisfied | No Experience | No Reply | Total |
|--|-----------------|-------------------|--------------|-----------|----------------|---------------|----------|-------|
| Overall, how satisfied are you with being a provider for Community Care? | 2016-2017 Total | -                 | -            | 28        | 35             | -             | 2        | 65    |
|  | % of Total      | -                 | -            | 43%       | 54%            | -             | 3%       | 100%  |
|  | 2017-2018 Total | -                 | 2            | 25        | 35             | -             | 2        | 64    |
|  | % of Total      | -                 | 3%           | 39%       | 55%            | -             | 3%       | 100%  |
|  | 2018-2019 Total | -                 | 2            | 22        | 37             | -             | -        | 61    |
|  | % of Total      | -                 | 3%           | 36%       | 61%            | -             | -        | 100%  |
|  | 2019-2020 Total | -                 | 3            | 24        | 35             | 1             | -        | 63    |
|  | % of Total      | -                 | 5%           | 38%       | 56%            | 2%            | -        | 100%  |
|  | 2020-2021 Total | -                 | 3            | 19        | 16             | -             | 1        | 39    |
|  | % of Total      | -                 | 8%           | 49%       | 41%            | -             | 3%       | 100%  |
|  | 2022 Total      | -                 | 5            | 15        | 30             | -             | -        | 50    |
|  | % of Total      | -                 | 10%          | 30%       | 60%            | -             | -        | 100%  |

# Highlighted Responses (continued)

## Comments:

- *"I have had tremendous difficulty getting through to my Network Provider over the past year and a half. I have sent emails, called, sent faxes and never had a response about my name change and setting up my direct deposit. I have sent all of the information needed since September 2021, but nothing has changed."*
- *"Paperless please."*
- *"Paperwork is becoming a major barrier for providers. Way too much."*
- *"We appreciate the increased rates for Substance Abuse PHP!"*
- *"Excellent organization."*
- *"We should not receive paper EOB's. That could be a significant cost savings that could be passed on to providers. Rates are still very low compared to other MCO's. Follow up conversations with provider relations is poor and often time nonexistence."*



# Conclusion

- Providers' levels of satisfaction are similar to the previous year.
- Data will be used to ensure continuous quality improvement in NBHCC operations and services.