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9-30-2003

## Medicaid Provider Satisfaction Results Charts Fall 2003

Georgia Health Policy Center

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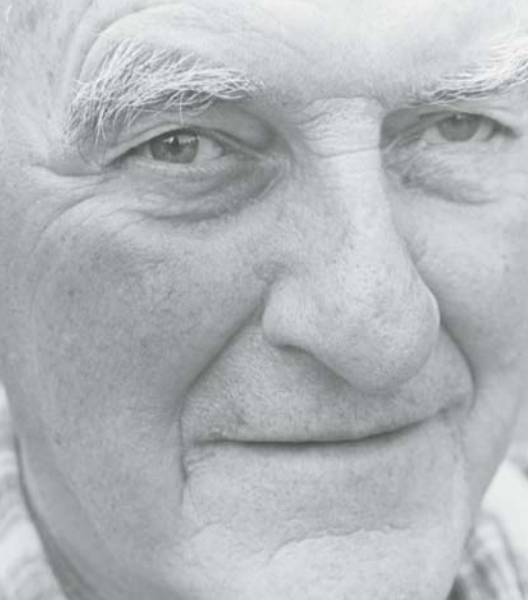
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### Recommended Citation

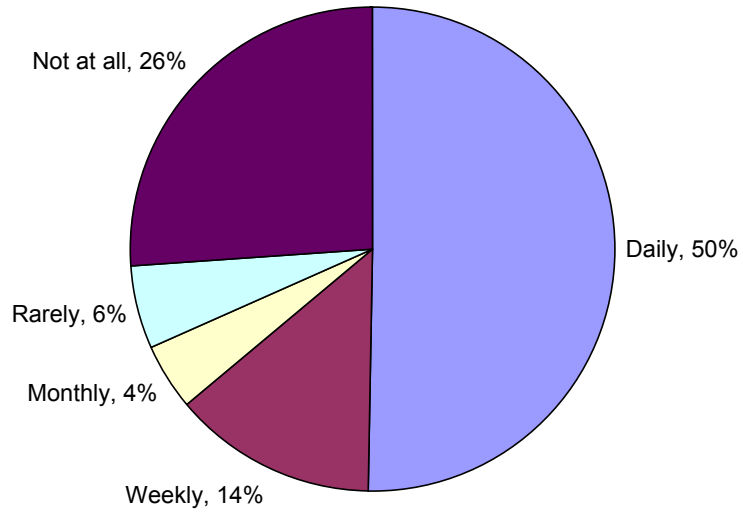
Georgia Health Policy Center, "Medicaid Provider Satisfaction Results Charts Fall 2003" (2003). *GHPC Reports*. 16.

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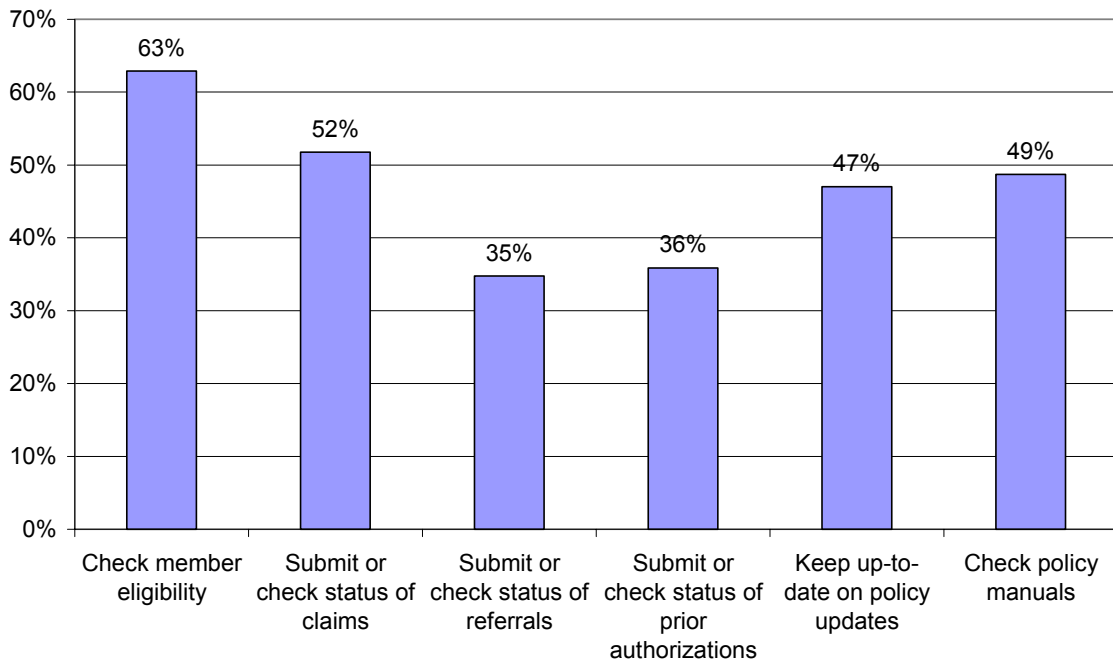
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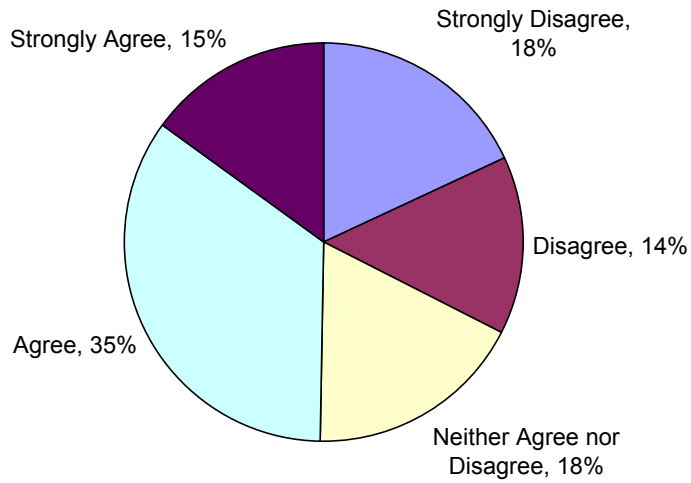
### How Often Do Providers Use The Web Portal?



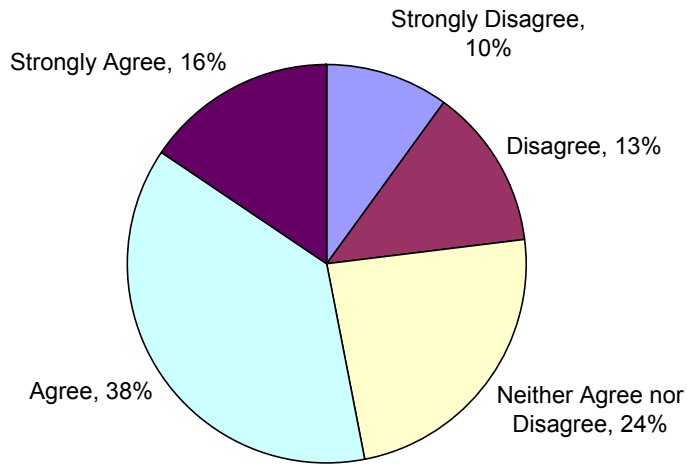
### What Do Providers Use The Web Portal For?



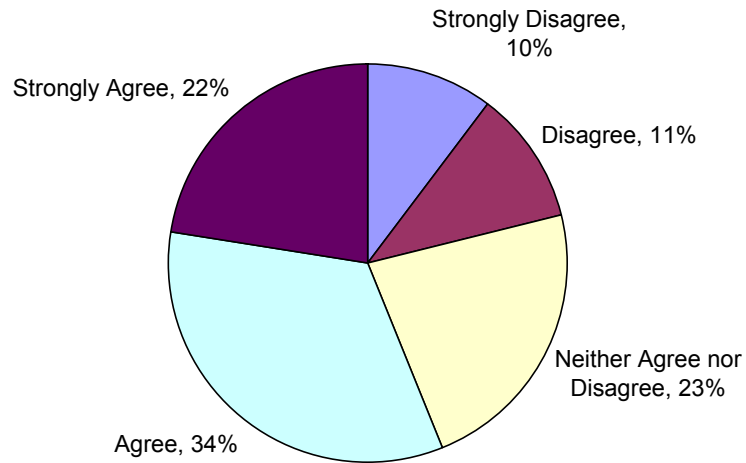
**Half Of Providers Agreed It Was Easy To Submit Claims Via The GHP Web Portal**



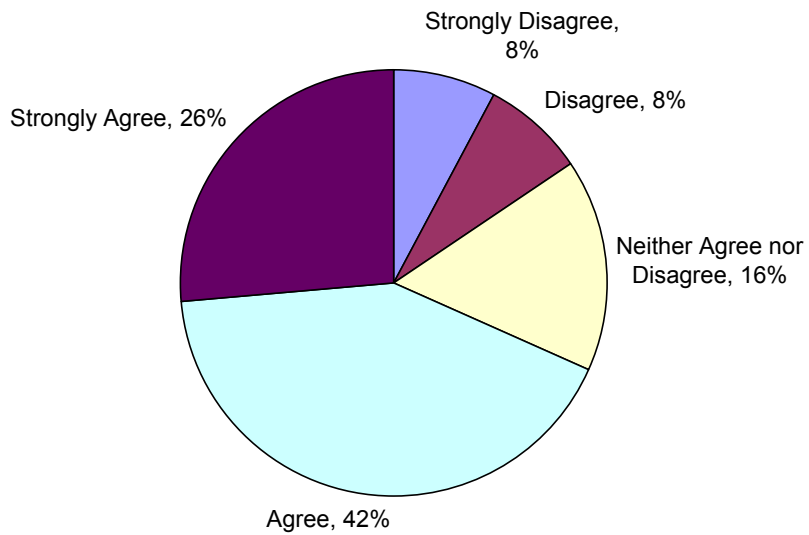
**More Than Half Of Providers Agreed It Was Easy To Find A Provider For Referral Or Authorization Purposes**



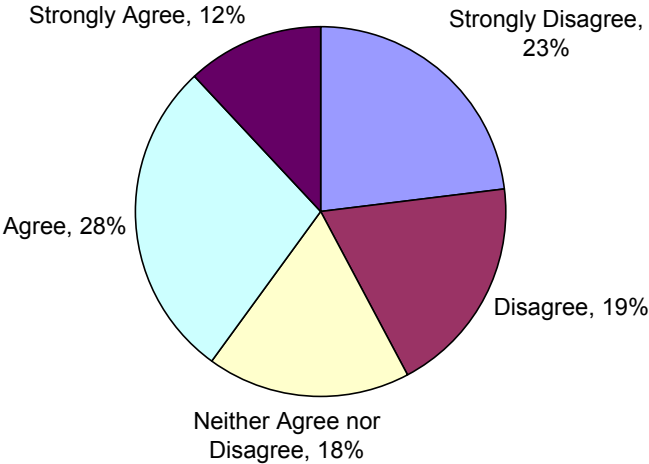
**More Than Half Of Providers Agreed It Was Easy To Generate A Referral Request**



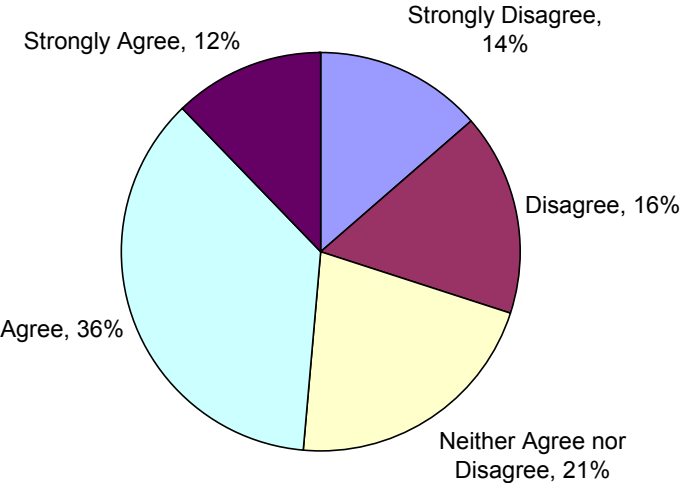
**Most Providers Agreed It Was Easy To Utilize The Message Center**



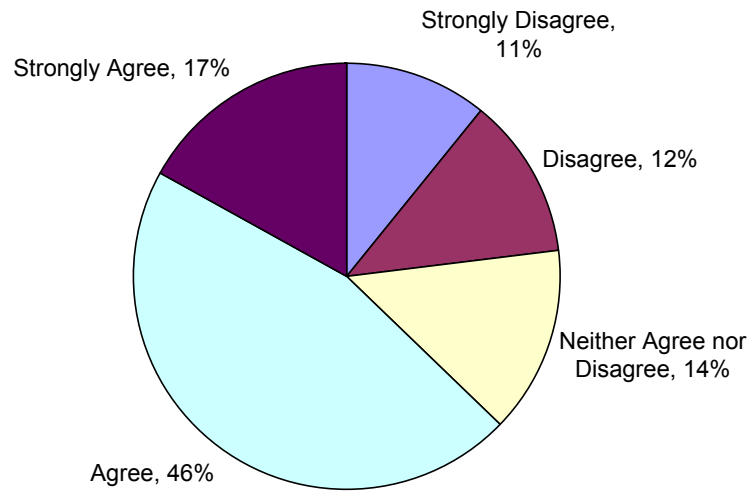
**Less Than Half Of Providers Agreed That Communications Sent To The GHP "Contact Us" Via The Web Portal Were Answered In A Timely Manner**



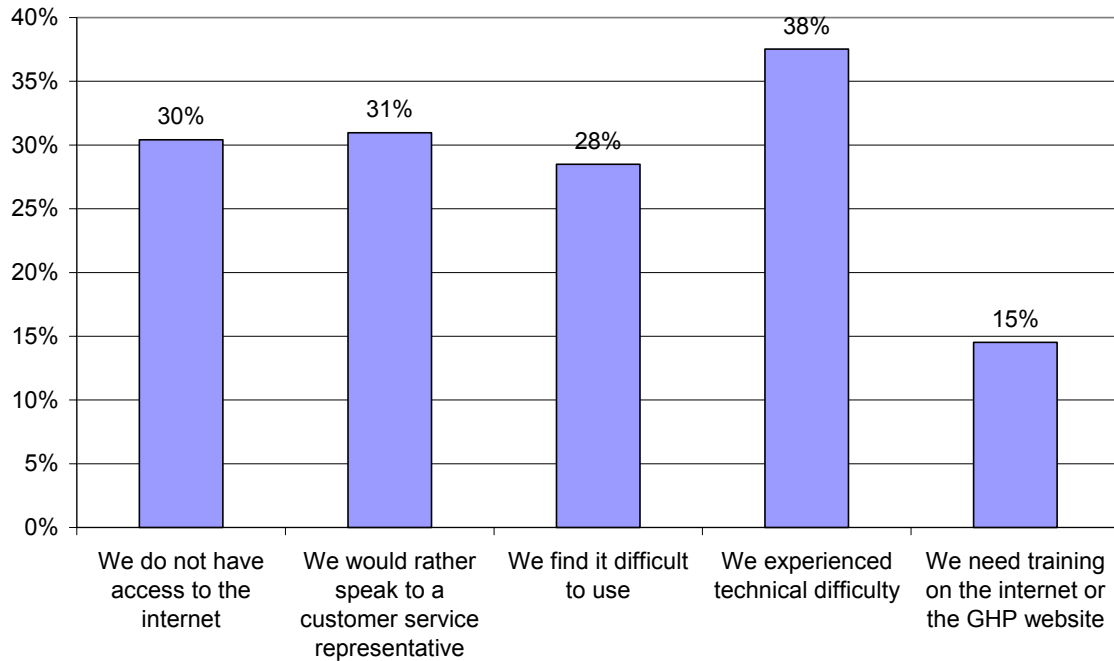
**Almost Half Of Providers Were Satisfied Overall With The Business Functions Supported By The GHP Web Portal**



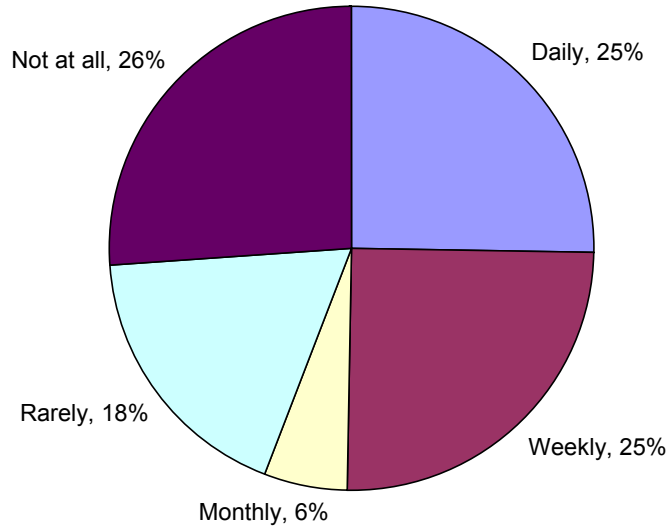
### Most Providers Agreed It Was Easy To Use The GHP Web Portal



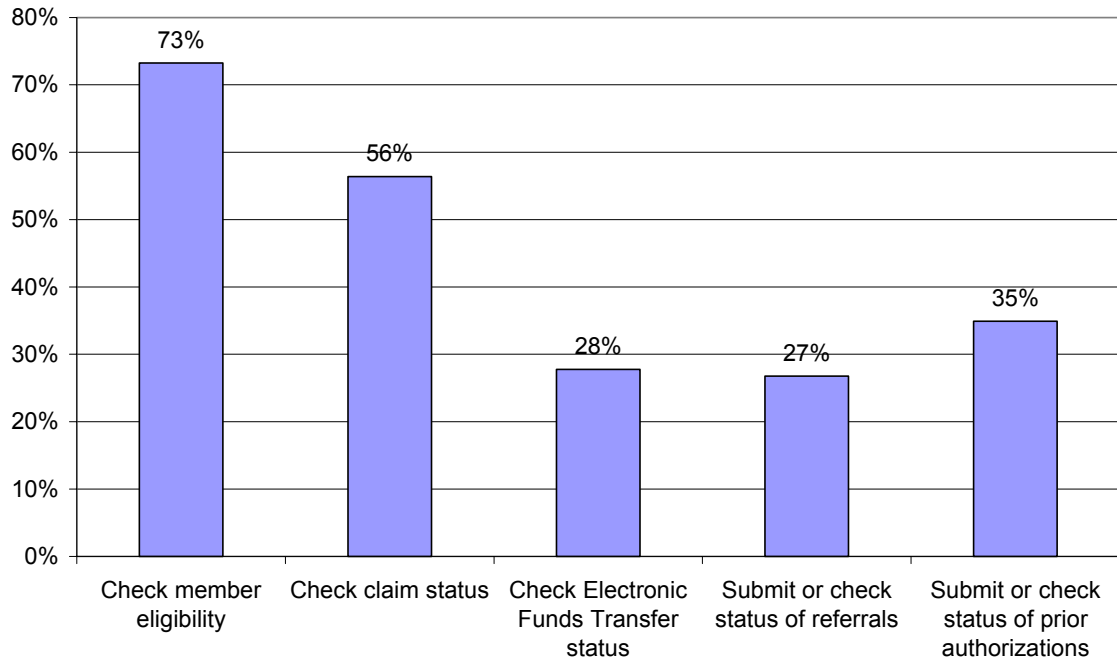
### Reasons Why Providers Did Not Use The GHP Web Portal



### How Often Do Providers Use The GHP IVR System?

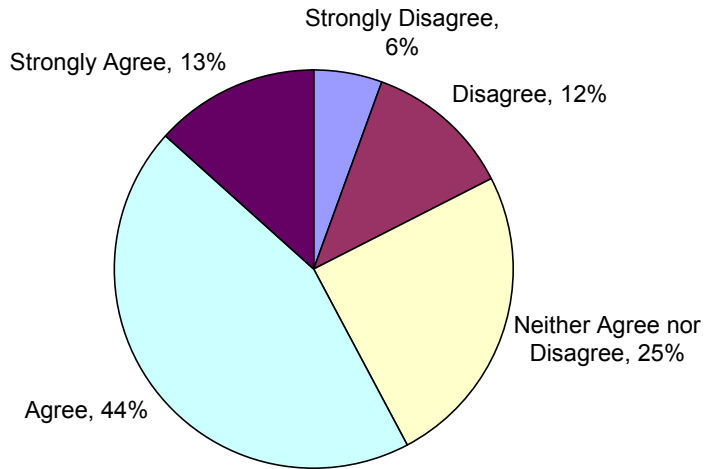


### GHP IVR Functions Providers Use

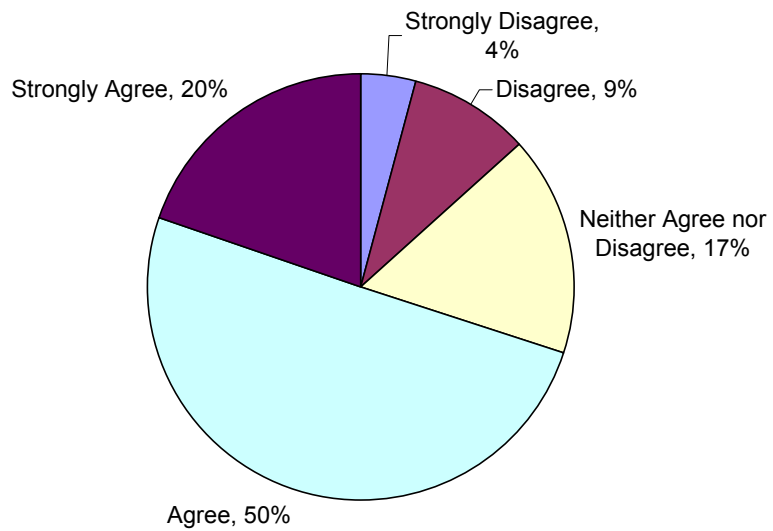




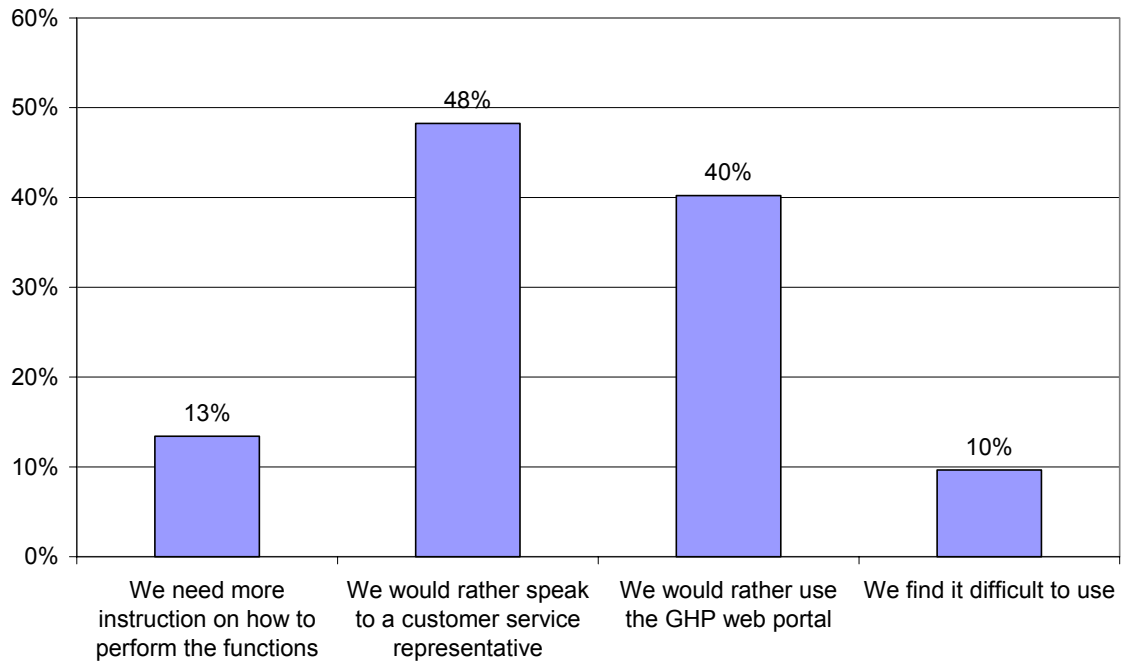
**Most Providers Agree They Are Satisfied With The Business Functions Supported By The GHP IVR System**



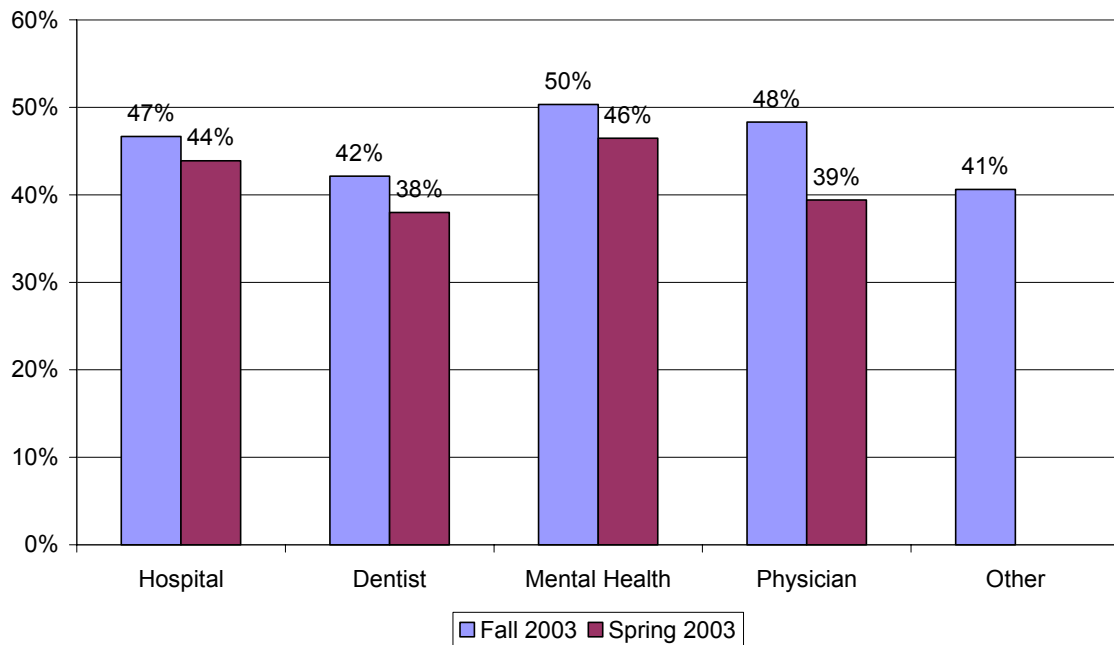
**Most Providers Agreed The GHP IVR System Was Easy To Use**



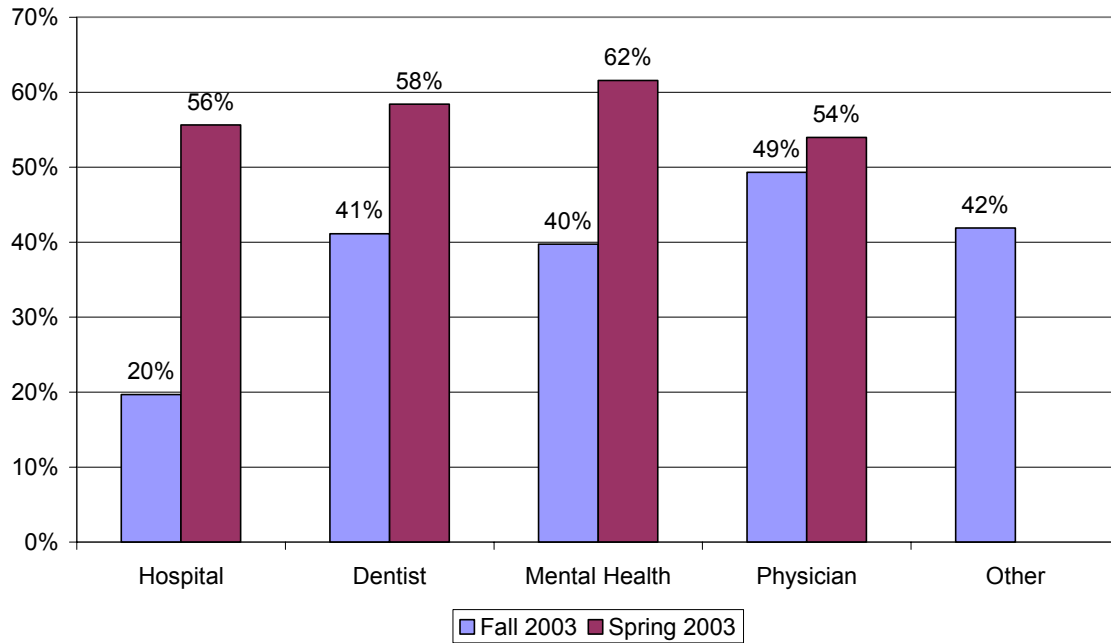
### Reasons Why Providers Did Not Use The GHP IVR System



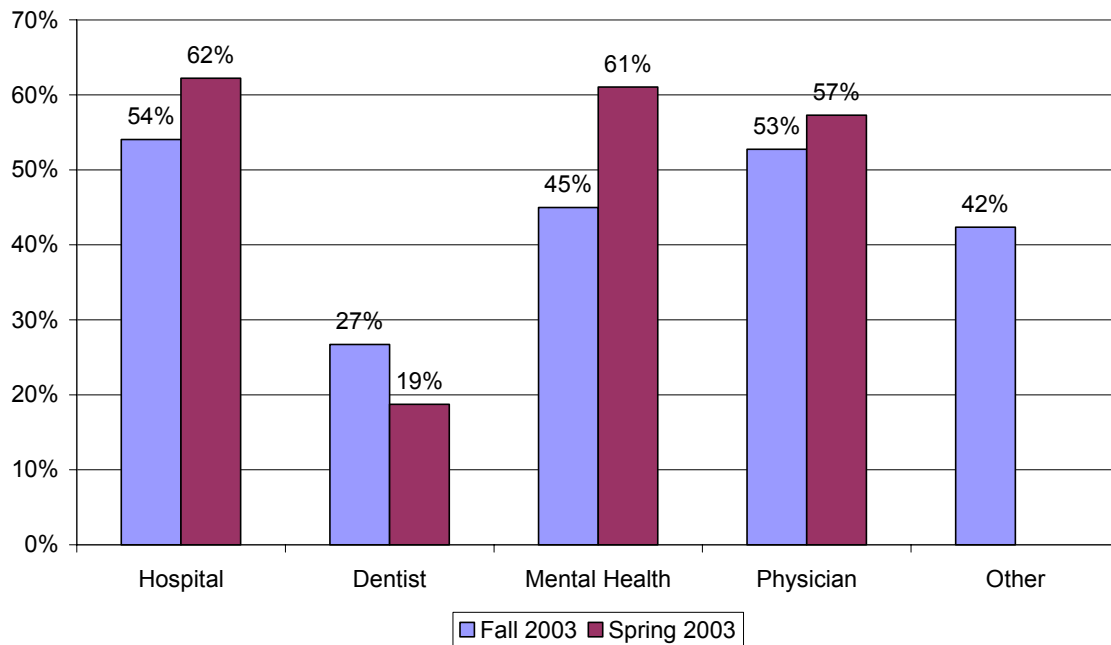
### Percent Of Providers Who Said Customer Service Usually Or Always Answered Their Calls Quickly



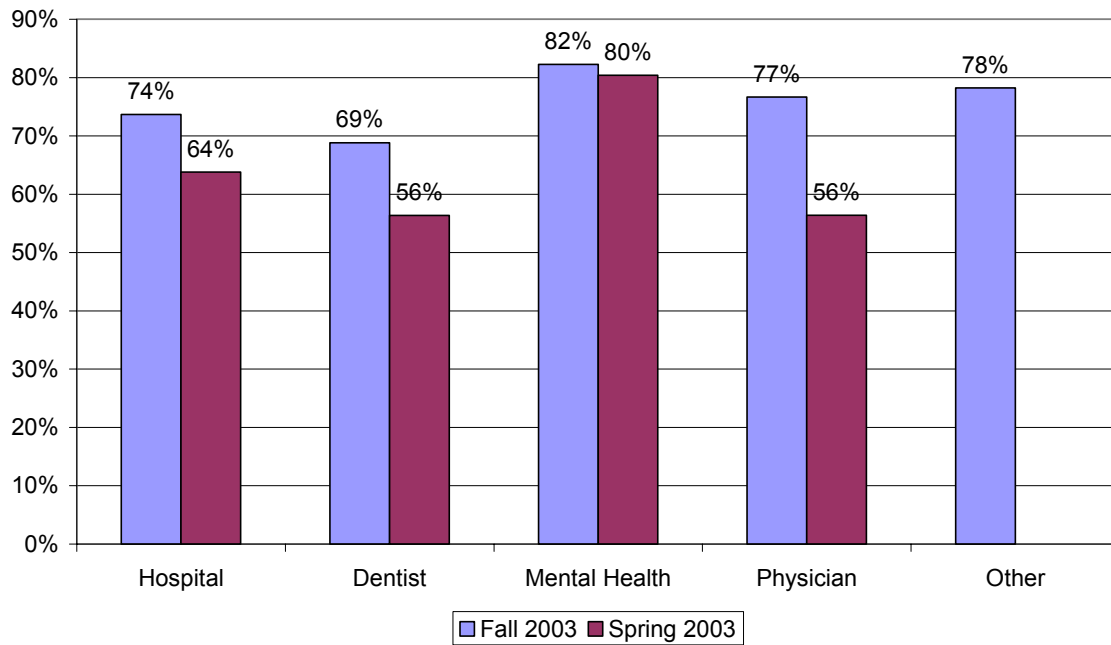
**Percent Of Providers Who Said Customer Service Usually Or Always Provided The Information Needed**



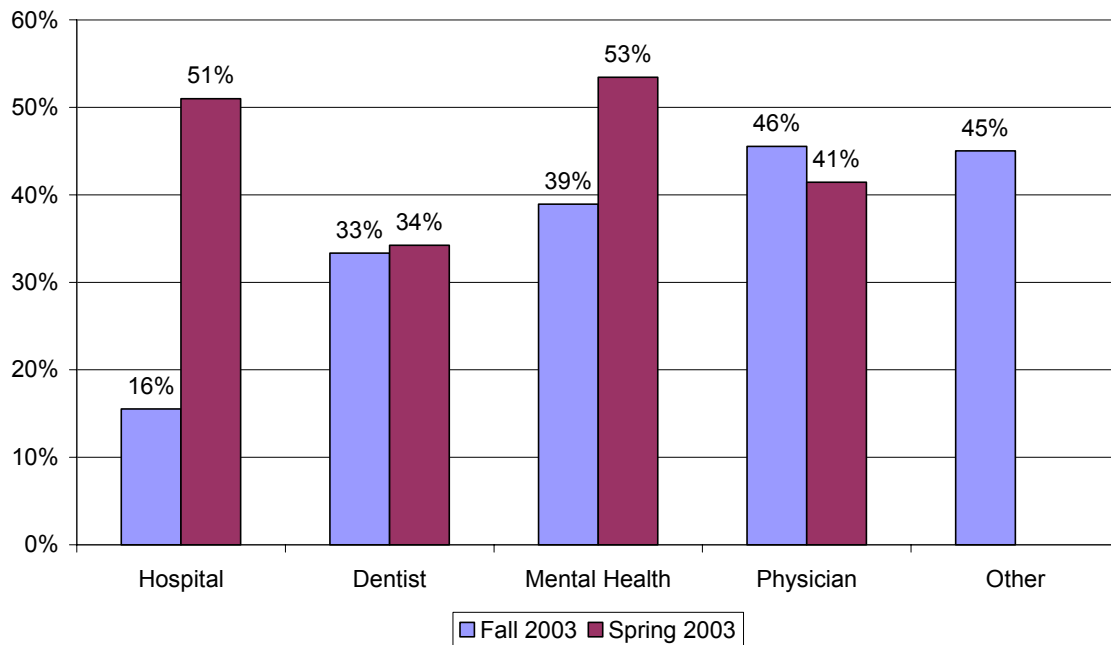
**Percent Of Providers Who Said It Was Usually Or Always Easy To Obtain A Prior Authorization**



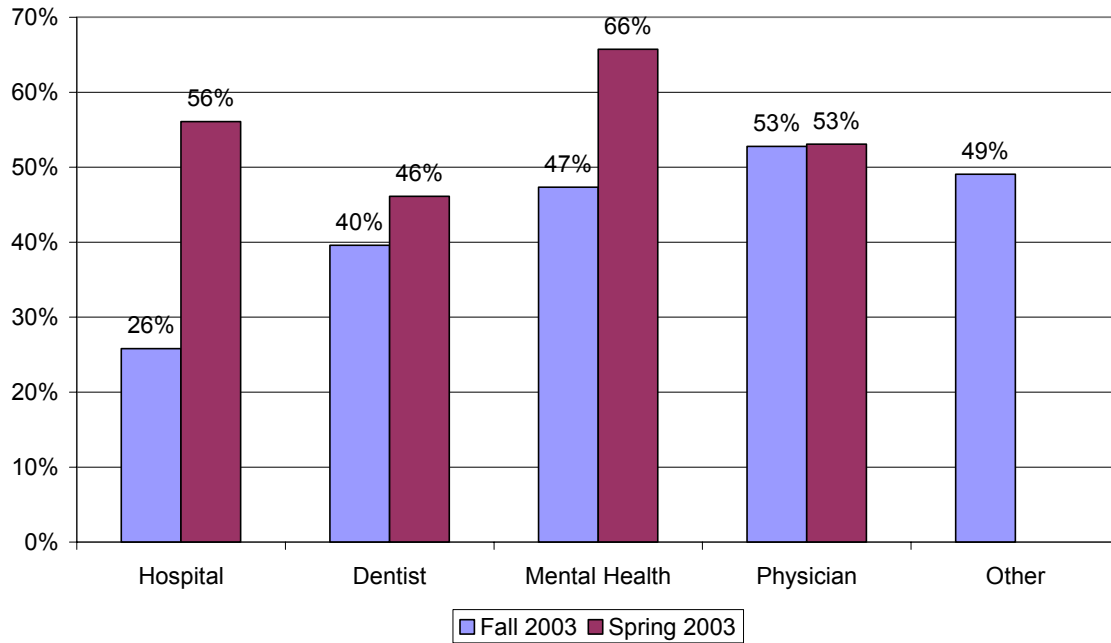
**Percent Of Providers Who Said The Customer Service Representative Was Usually Or Always Courteous**



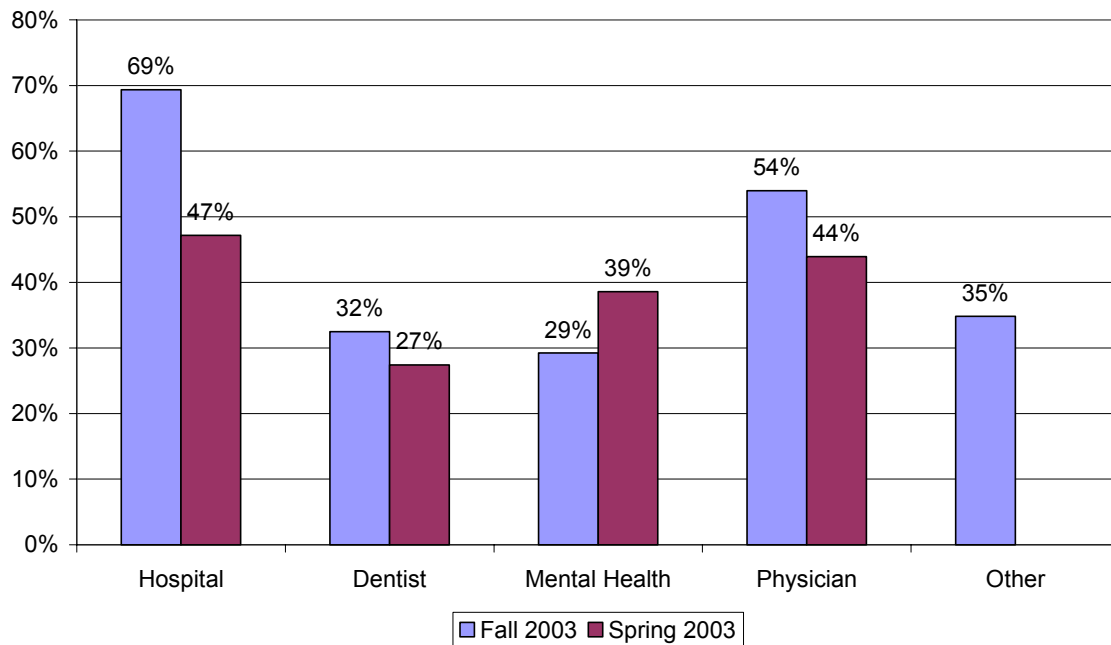
**Percent Of Providers Who Said Their Complaint Was Usually Or Always Handled In A Timely Manner**



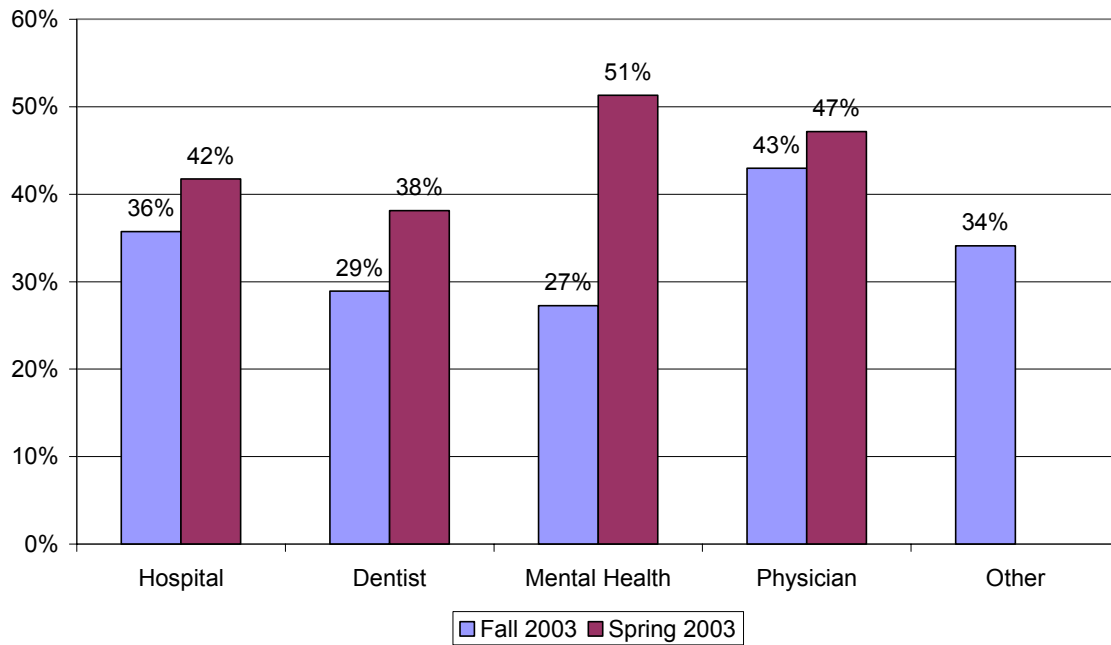
**Percent Of Providers Who Said They Were Usually Or Always Satisfied With The Service They Received From The Customer Service Center**



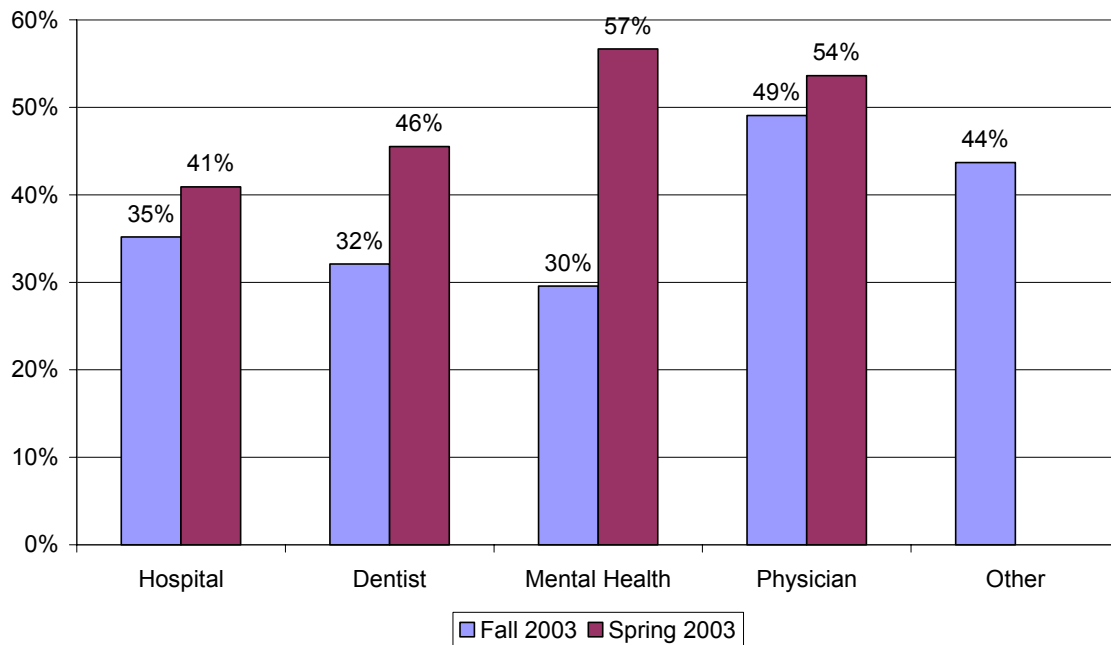
**Percent Of Providers Who Agreed Or Strongly Agreed They Knew Their Customer Service Representative**



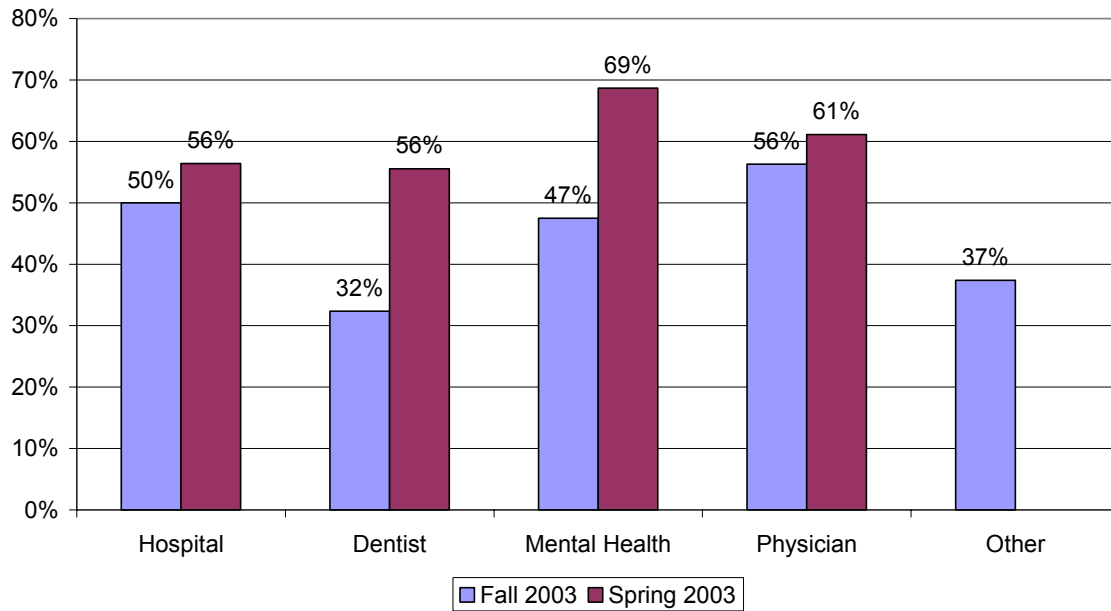
**Percent Of Providers Who Agreed Or Strongly Agreed That Their Field Representative Responds To Questions In A Timely Manner**



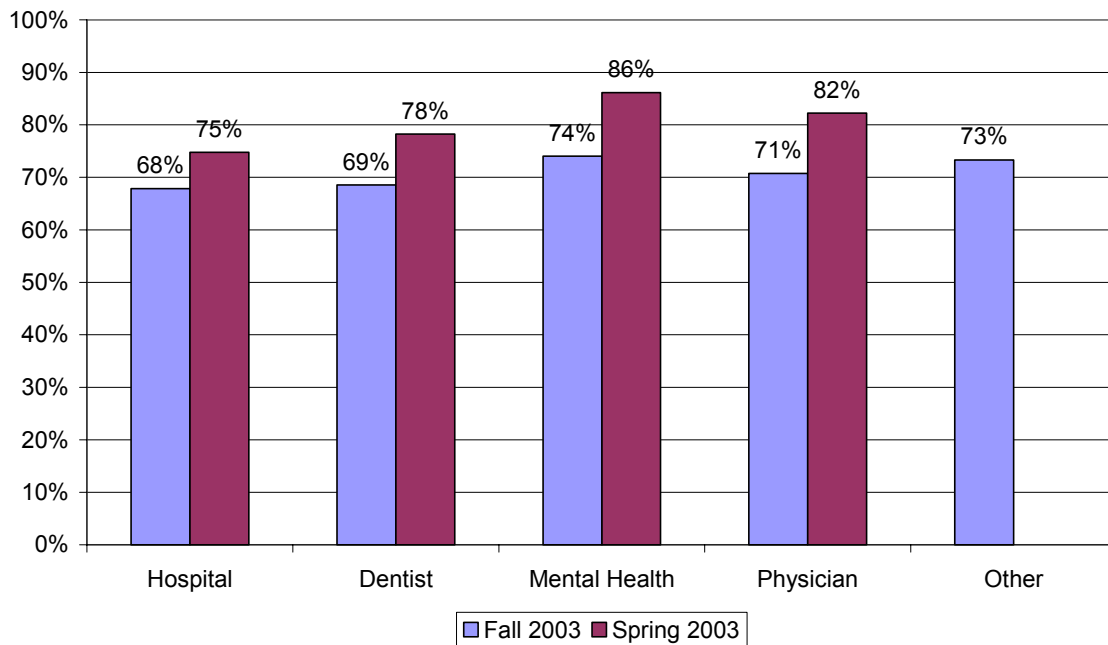
**Percent Of Providers Who Agreed Or Strongly Agreed That Their Field Representative Answered Questions Accurately**



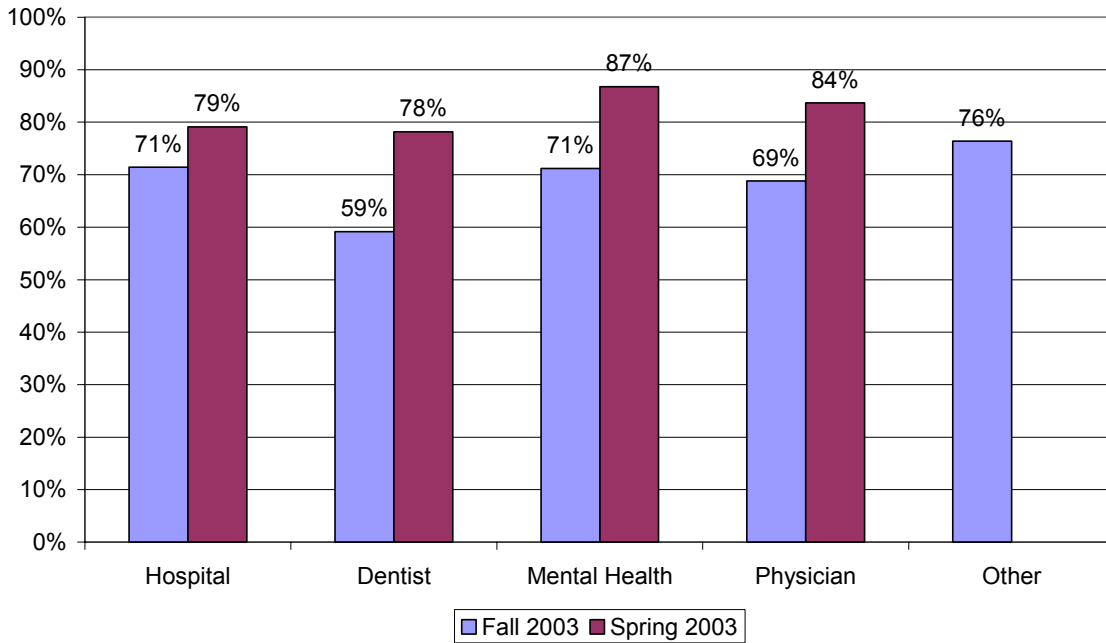
**Percent Of Providers Who Agreed Or Strongly Agreed That The Information Conveyed During the Provider Training in 2003 Was Accurate**



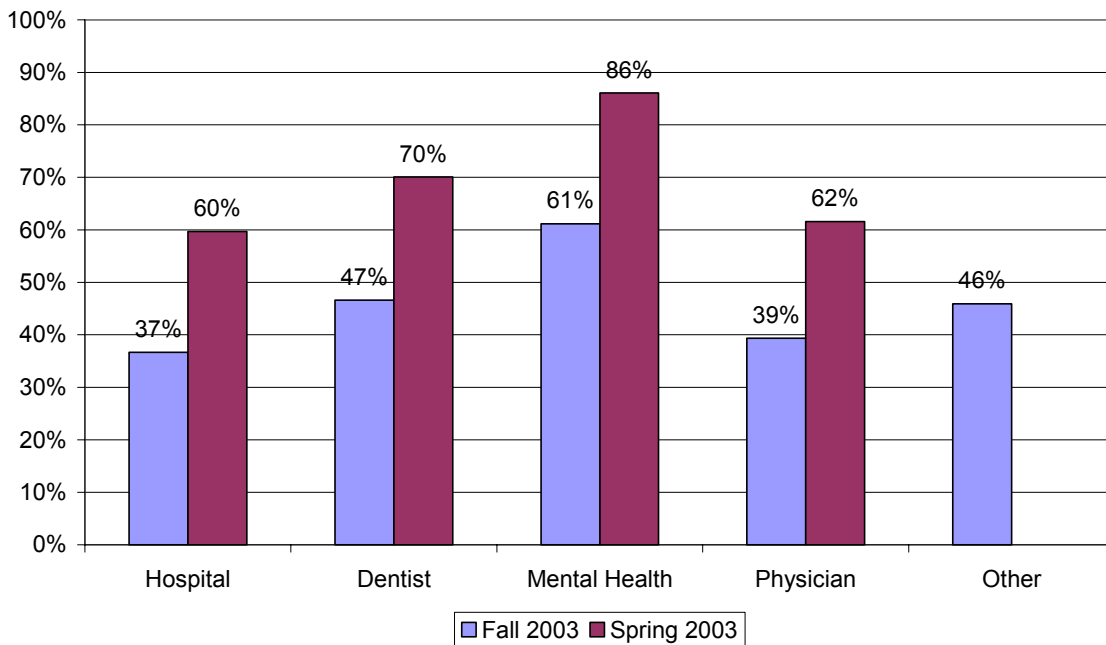
**Percent Of Providers Who Agreed Or Strongly Agreed That The ID Cards Were Easy to Use**



**Percent Of Providers Who Agreed Or Strongly Agreed That The Information Printed On The ID Cards Is Useful**

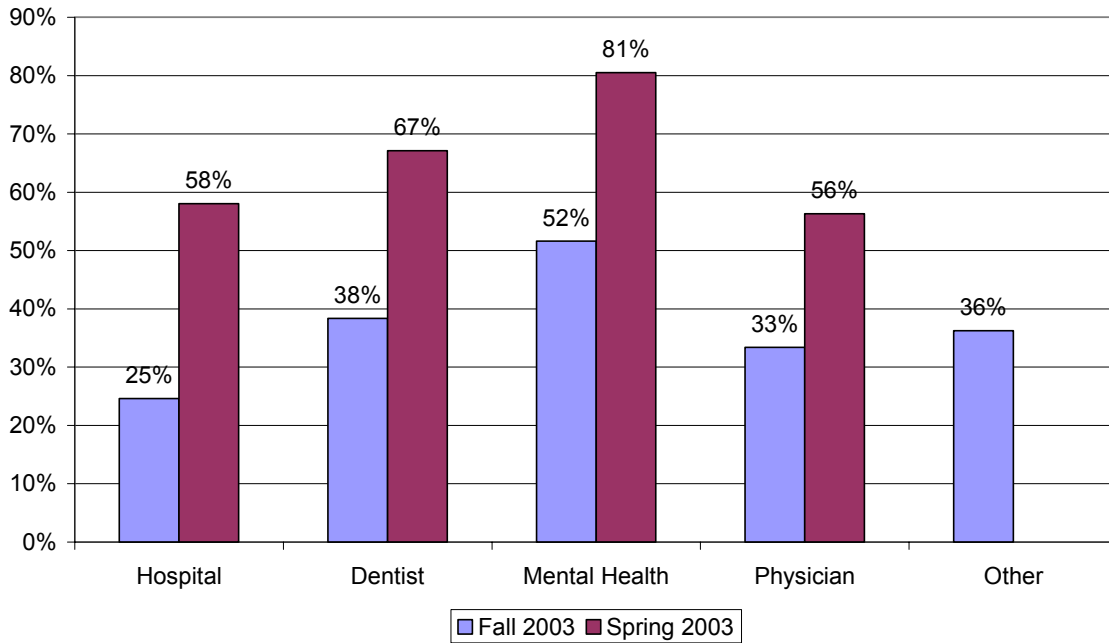


**Percent Of Providers Who Agreed Or Strongly Agreed That Claims Were Processed In A Timely Manner**

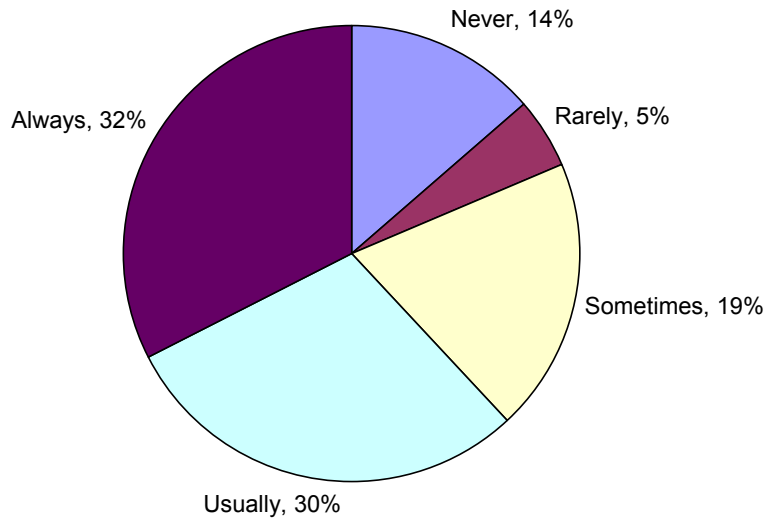




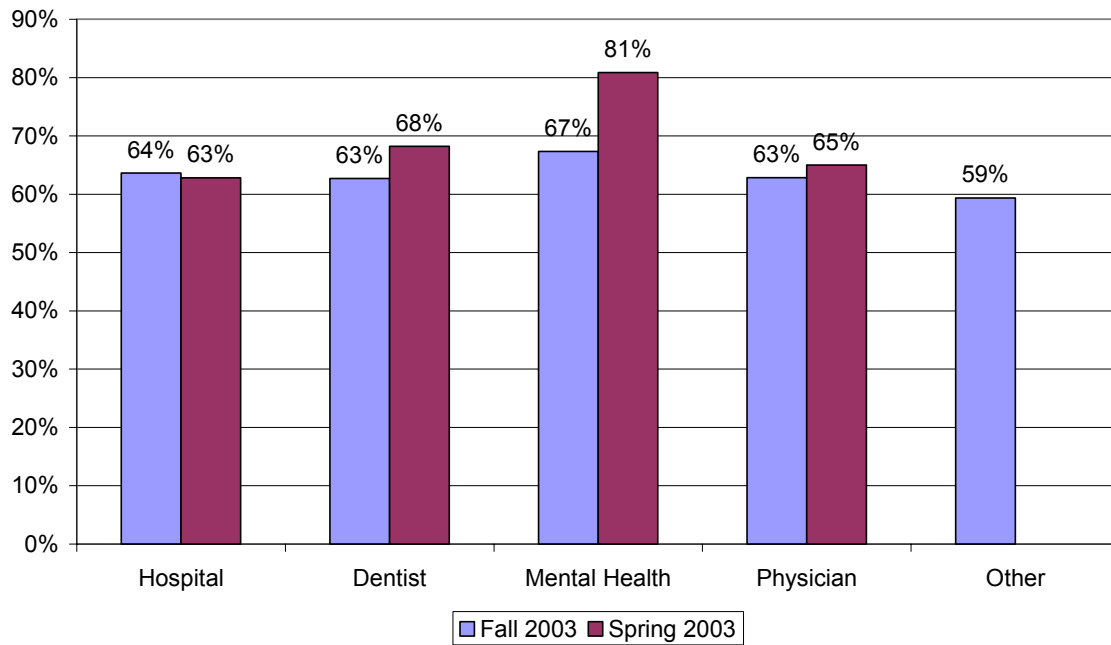
**Percent of Providers Who Said Claims Were Usually Or Always Processed Accurately**



**Most Providers Said It Was Usually Or Always Easy To Submit Claims Via WINASAP2000**



**Percent of Providers Who Were Usually Or Always Satisfied With Options For Claims Submission**



**Percent Of Providers Who Were Usually Or Always Satisfied With Overall Claims Processing**

