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Medicaid Provider Satisfaction Results Charts Fall 2003

Georgia Health Policy Center

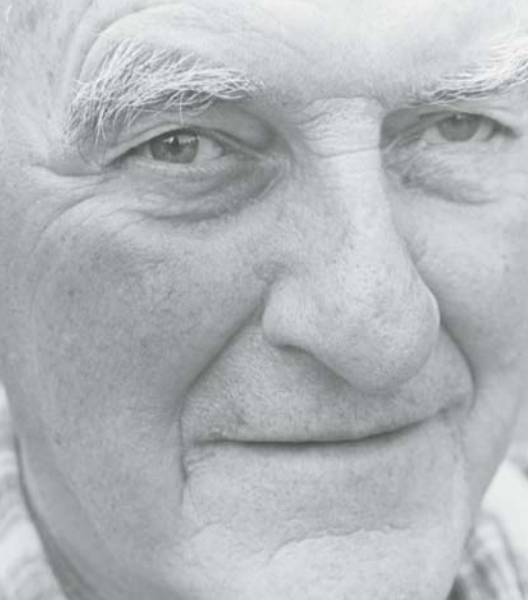
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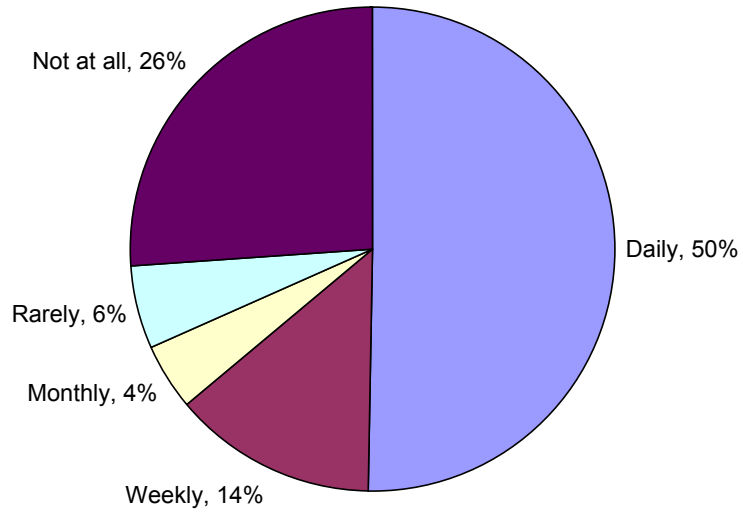
Georgia Health Policy Center, "Medicaid Provider Satisfaction Results Charts Fall 2003" (2003). *GHPC Reports*. 16.

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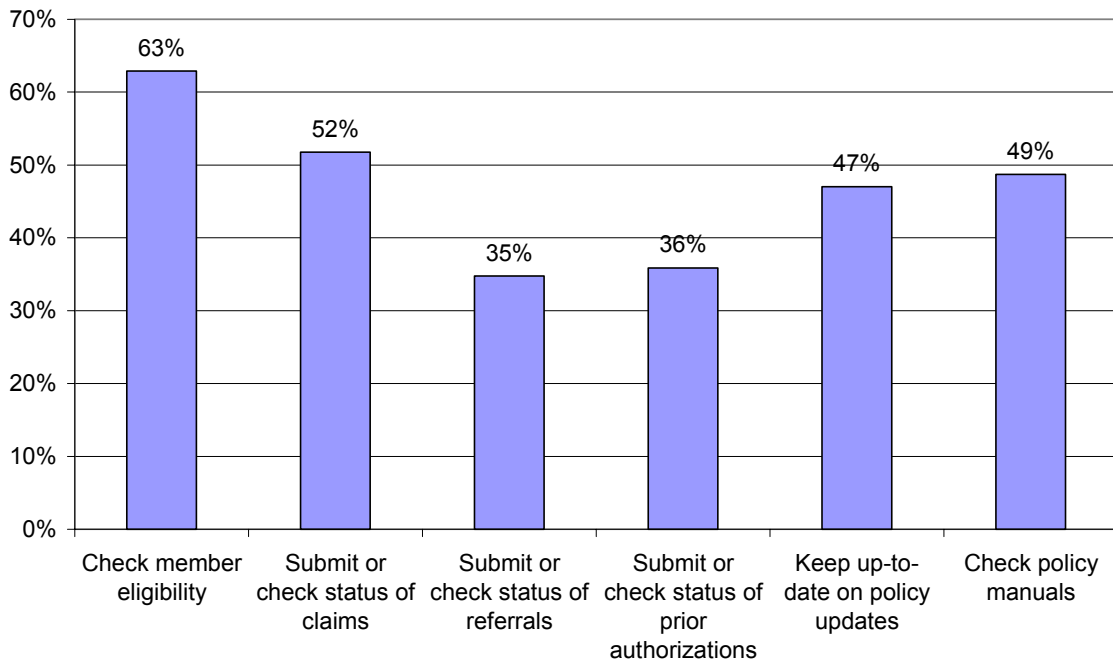
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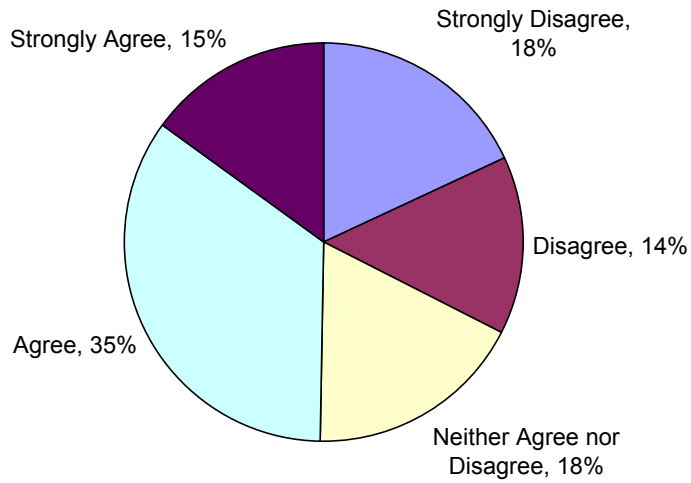
How Often Do Providers Use The Web Portal?



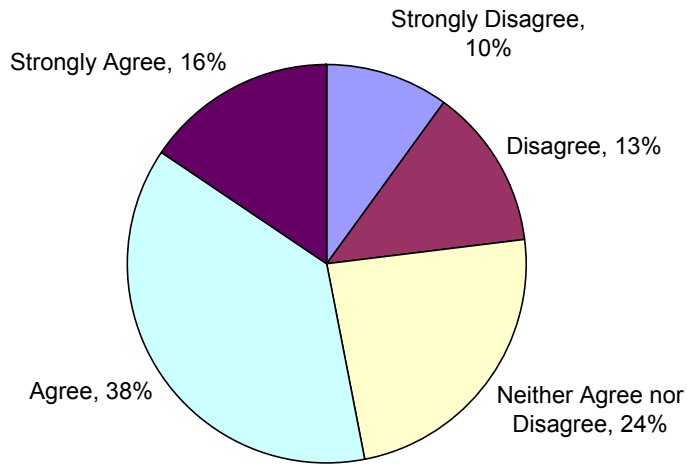
What Do Providers Use The Web Portal For?



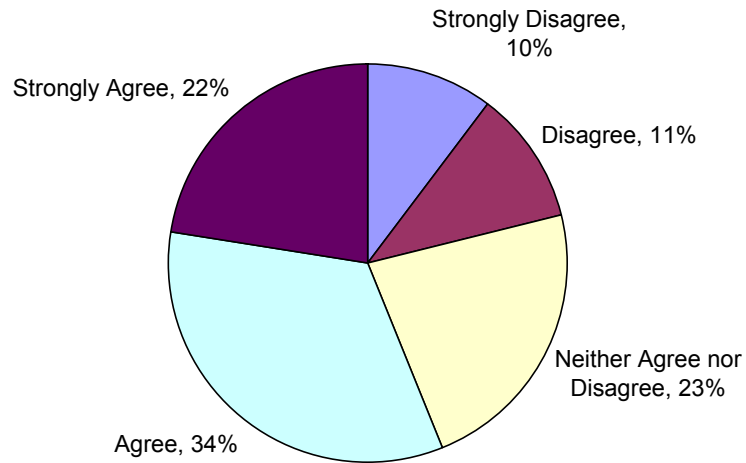
Half Of Providers Agreed It Was Easy To Submit Claims Via The GHP Web Portal



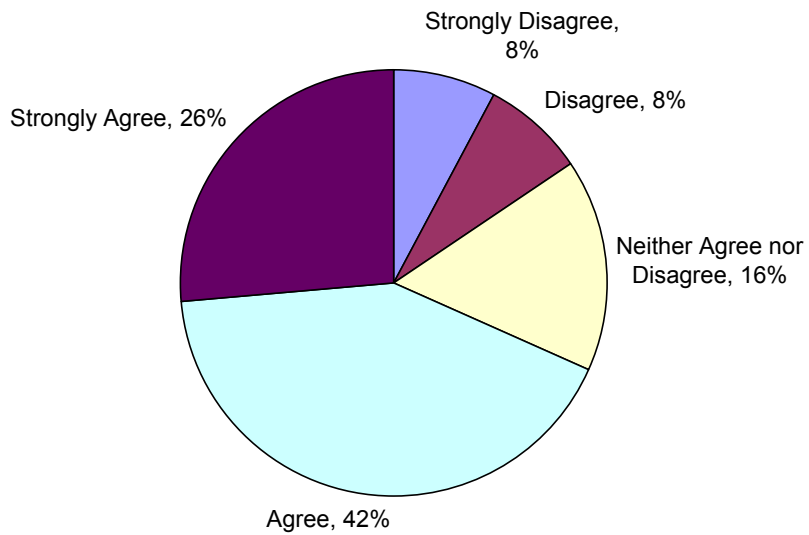
More Than Half Of Providers Agreed It Was Easy To Find A Provider For Referral Or Authorization Purposes



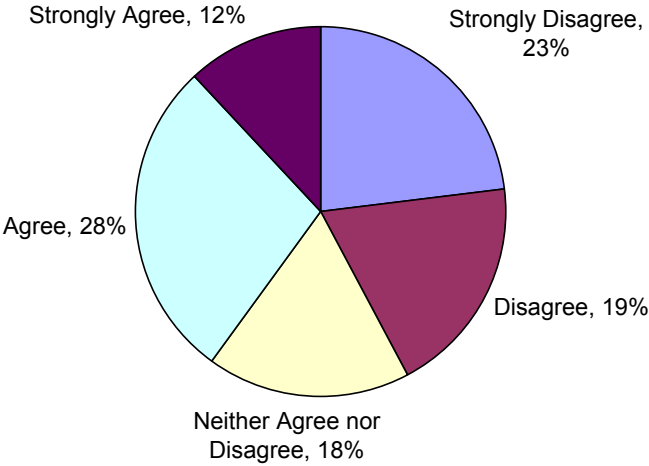
More Than Half Of Providers Agreed It Was Easy To Generate A Referral Request



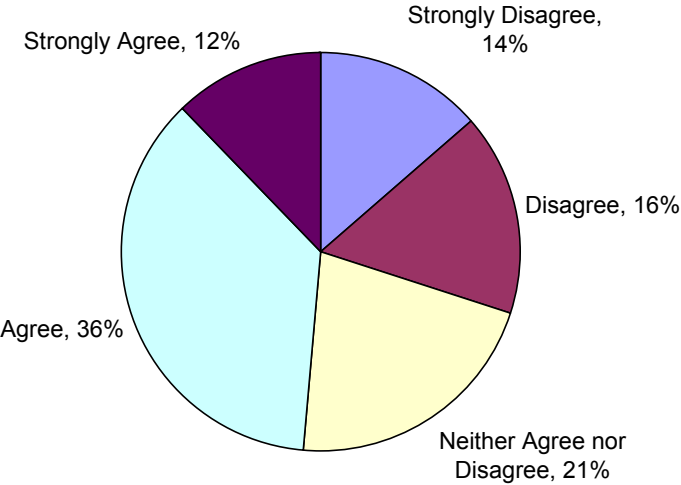
Most Providers Agreed It Was Easy To Utilize The Message Center



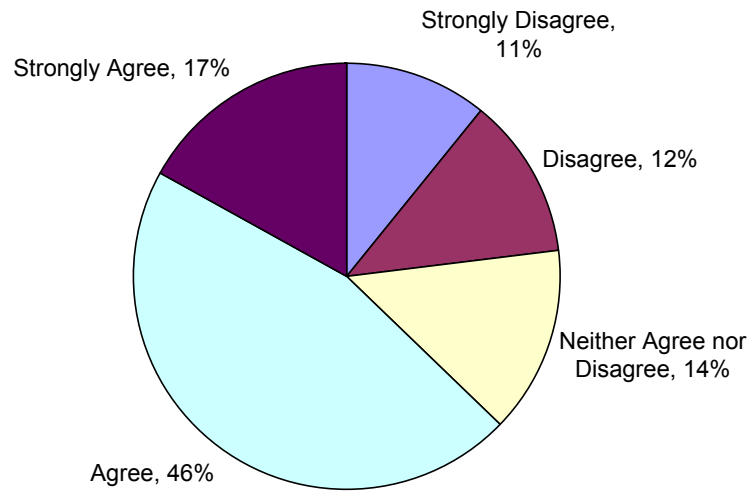
Less Than Half Of Providers Agreed That Communications Sent To The GHP "Contact Us" Via The Web Portal Were Answered In A Timely Manner



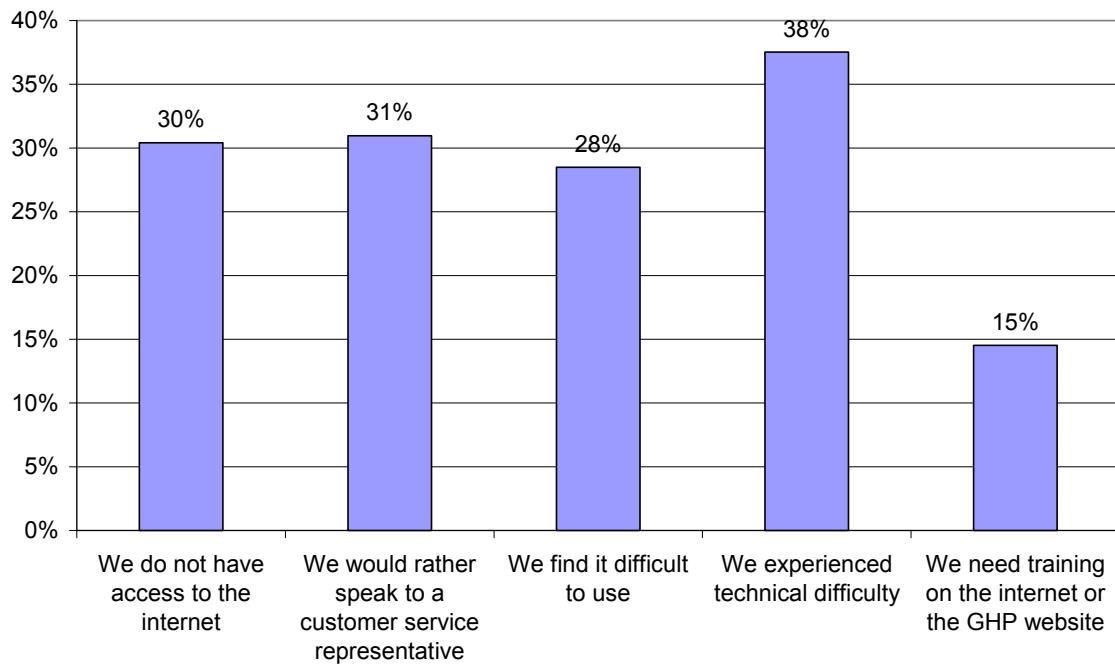
Almost Half Of Providers Were Satisfied Overall With The Business Functions Supported By The GHP Web Portal



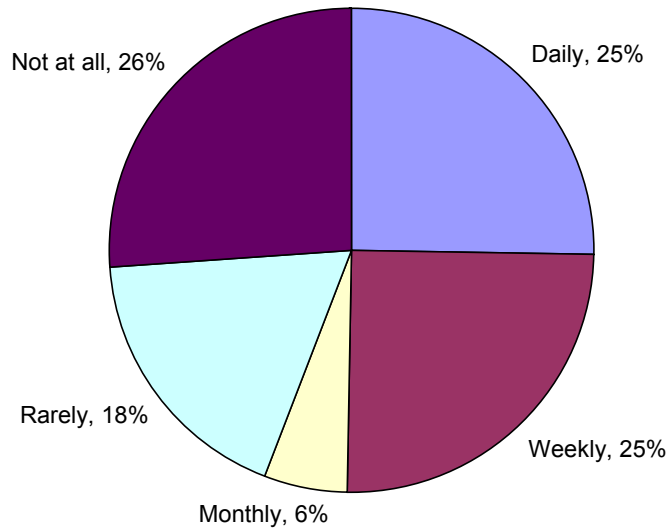
Most Providers Agreed It Was Easy To Use The GHP Web Portal



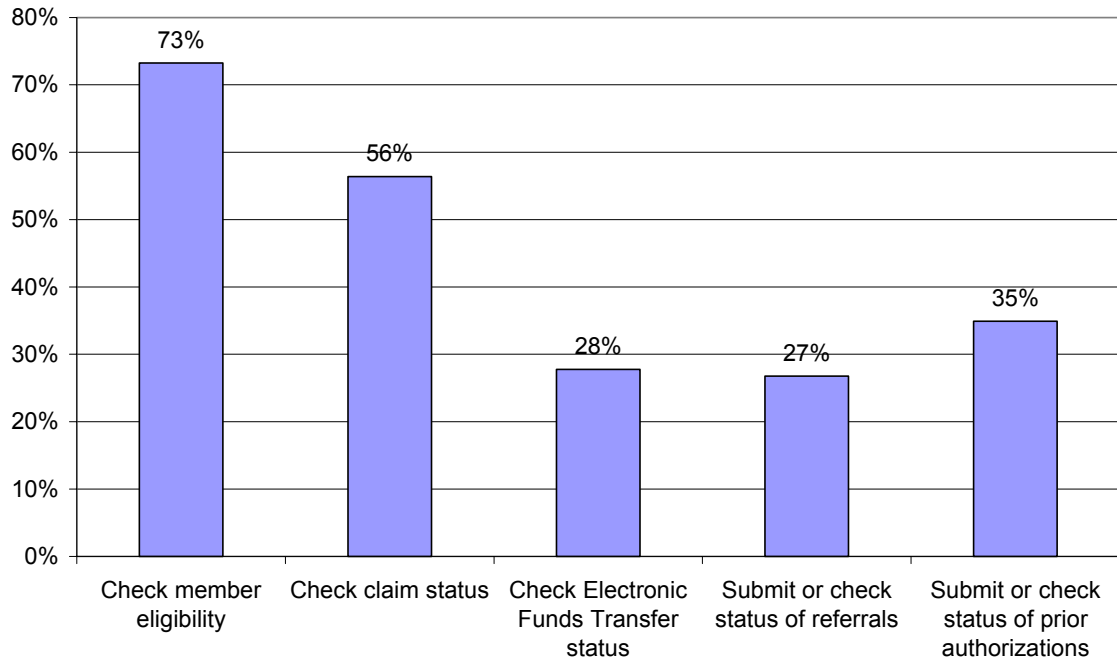
Reasons Why Providers Did Not Use The GHP Web Portal



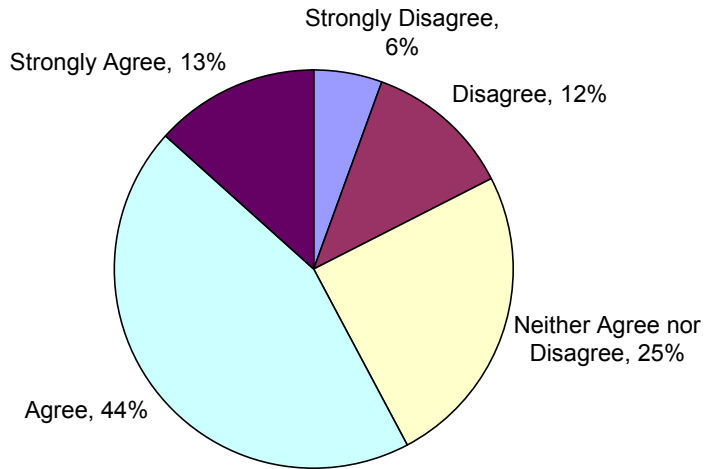
How Often Do Providers Use The GHP IVR System?



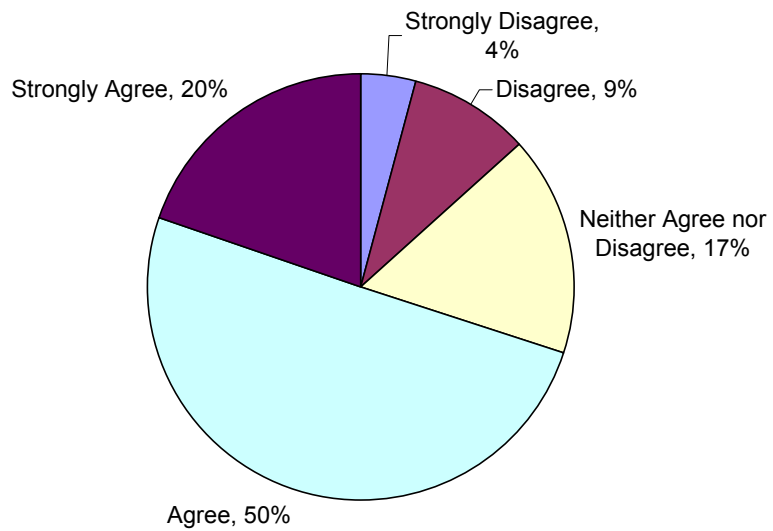
GHP IVR Functions Providers Use



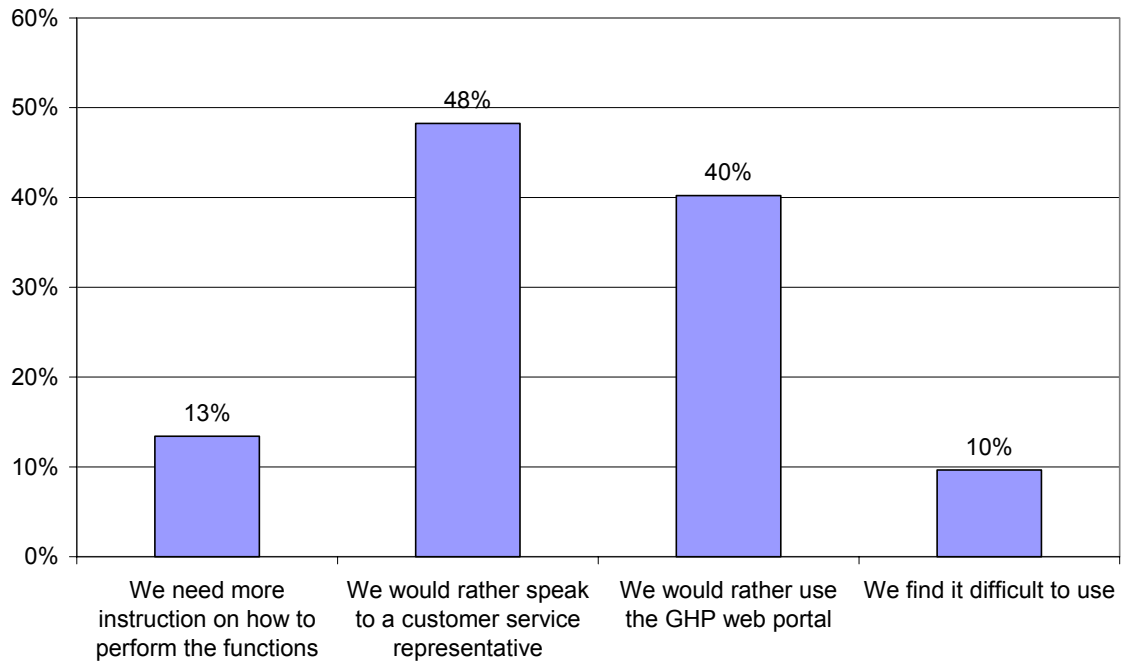
Most Providers Agree They Are Satisfied With The Business Functions Supported By The GHP IVR System



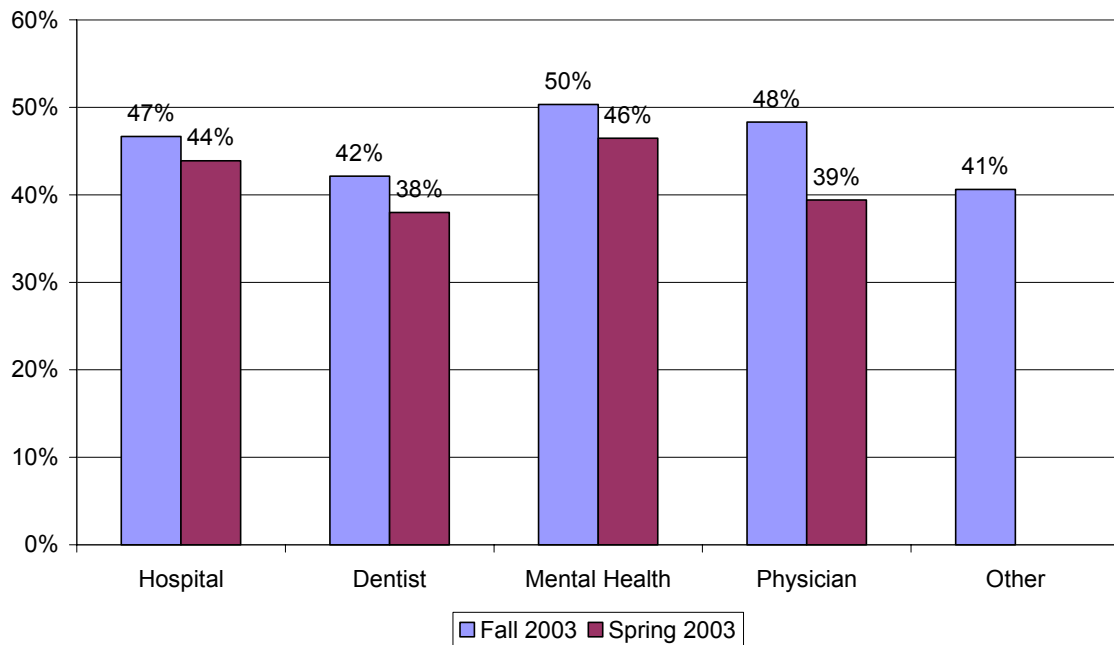
Most Providers Agreed The GHP IVR System Was Easy To Use



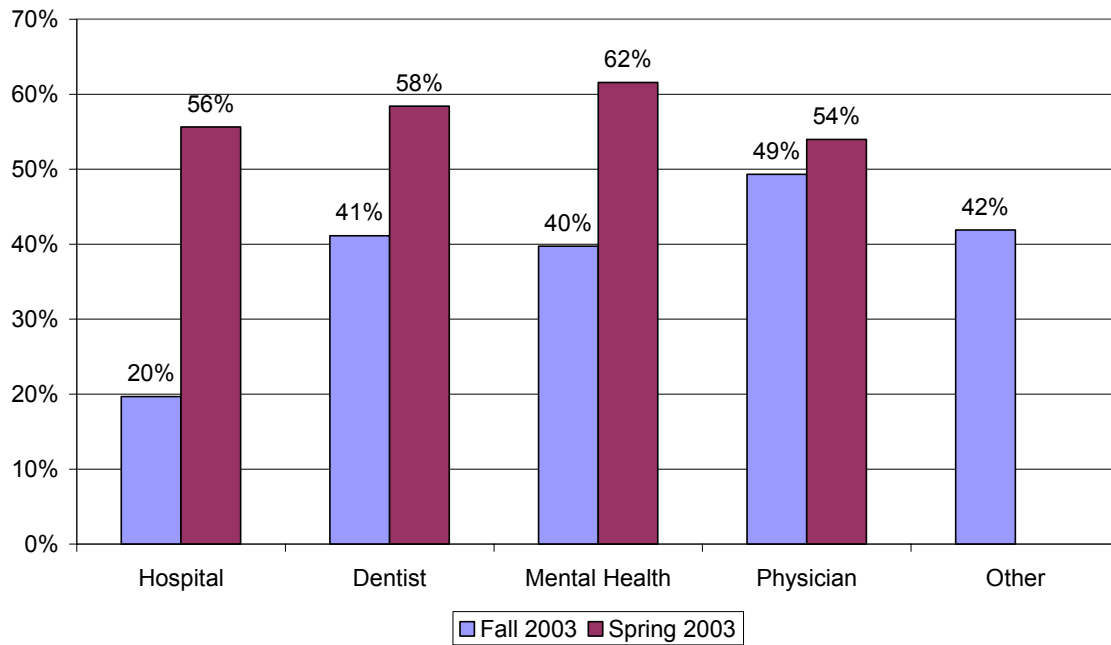
Reasons Why Providers Did Not Use The GHP IVR System



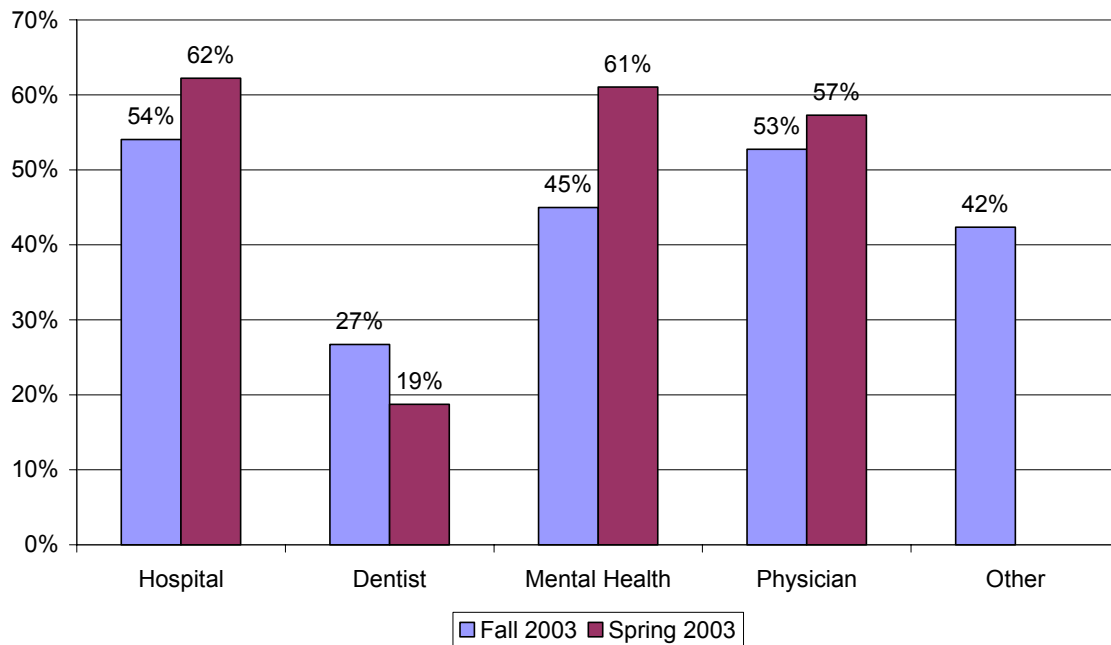
Percent Of Providers Who Said Customer Service Usually Or Always Answered Their Calls Quickly



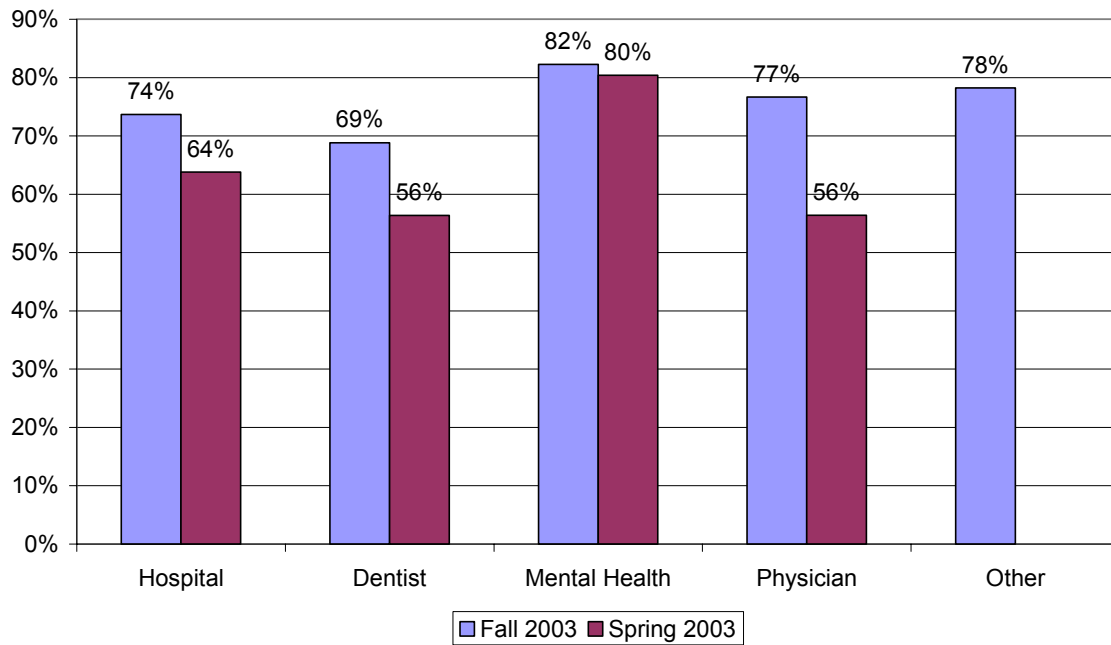
Percent Of Providers Who Said Customer Service Usually Or Always Provided The Information Needed



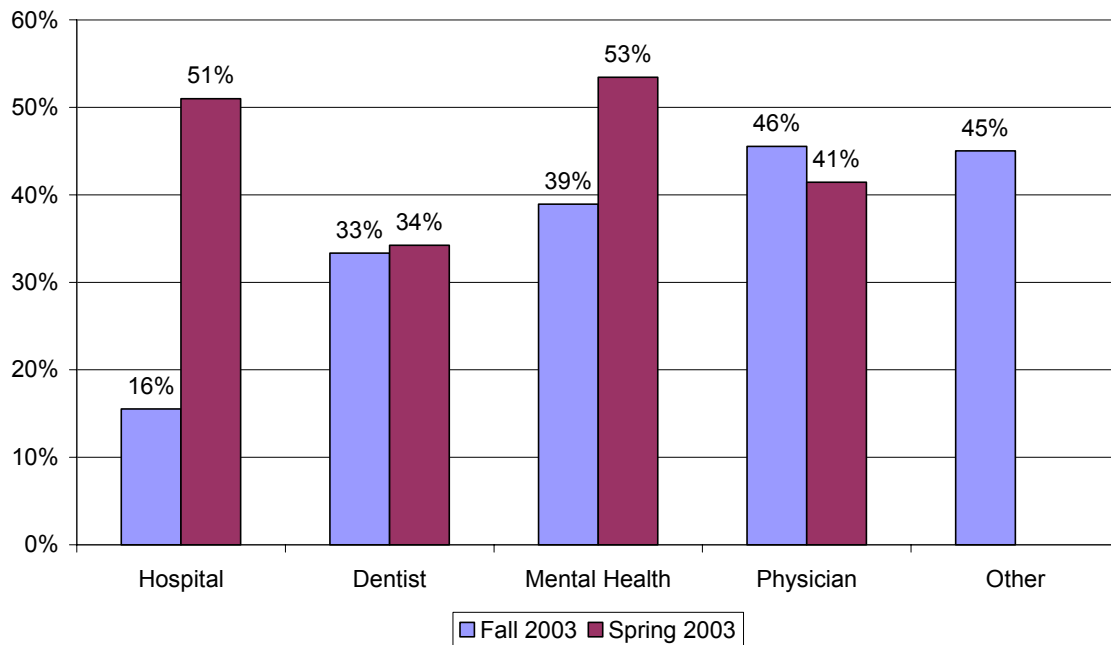
Percent Of Providers Who Said It Was Usually Or Always Easy To Obtain A Prior Authorization



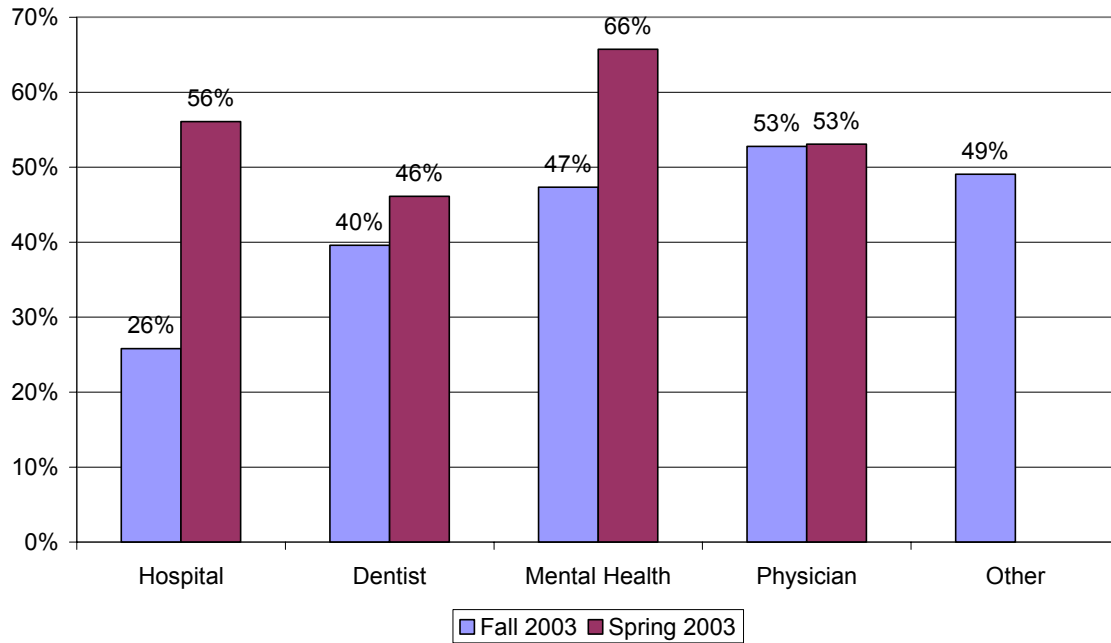
Percent Of Providers Who Said The Customer Service Representative Was Usually Or Always Courteous



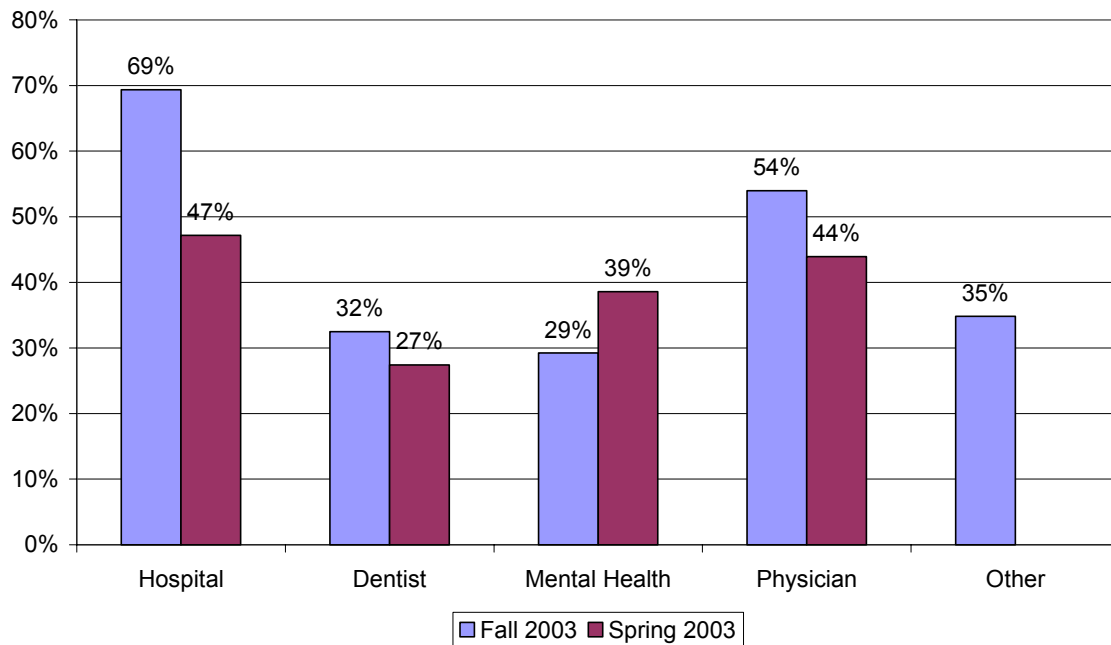
Percent Of Providers Who Said Their Complaint Was Usually Or Always Handled In A Timely Manner



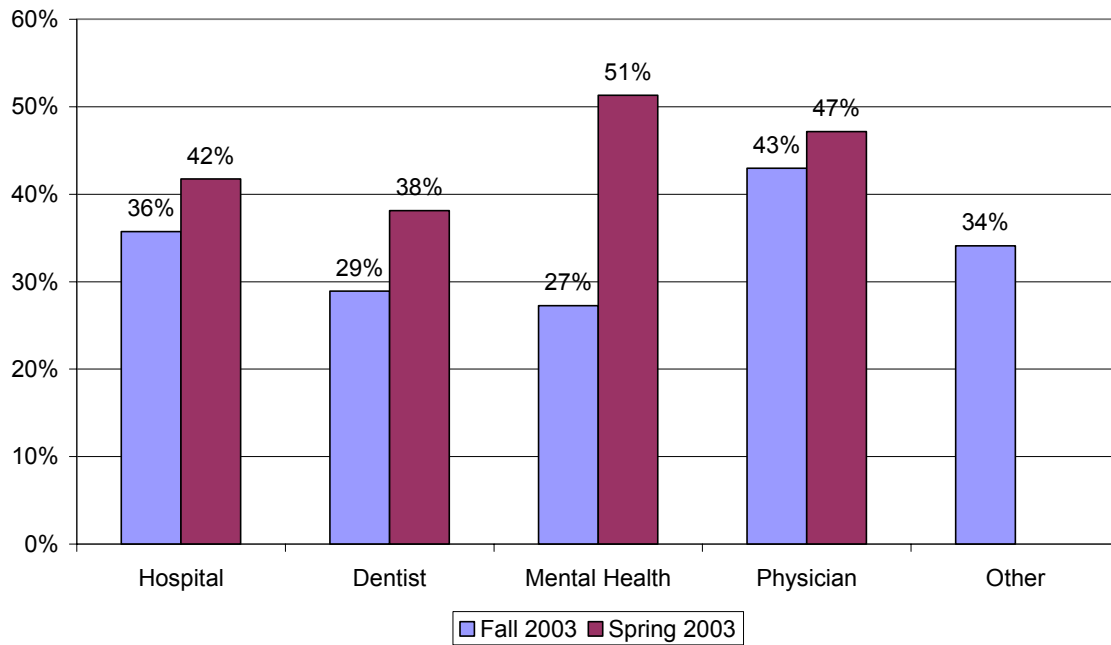
Percent Of Providers Who Said They Were Usually Or Always Satisfied With The Service They Received From The Customer Service Center



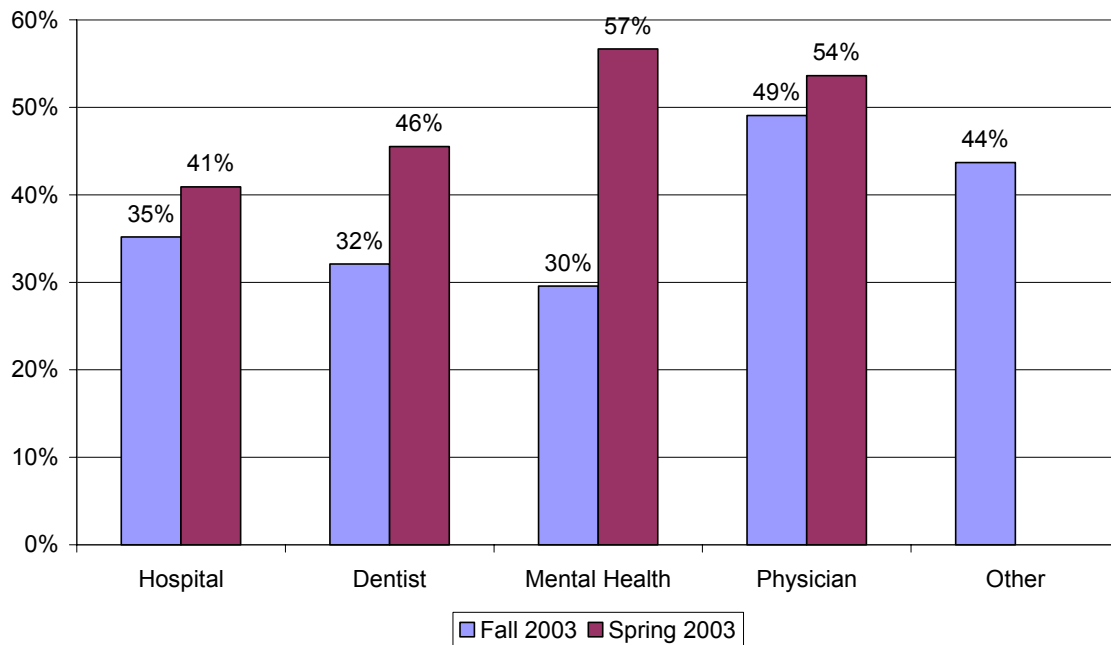
Percent Of Providers Who Agreed Or Strongly Agreed They Knew Their Customer Service Representative



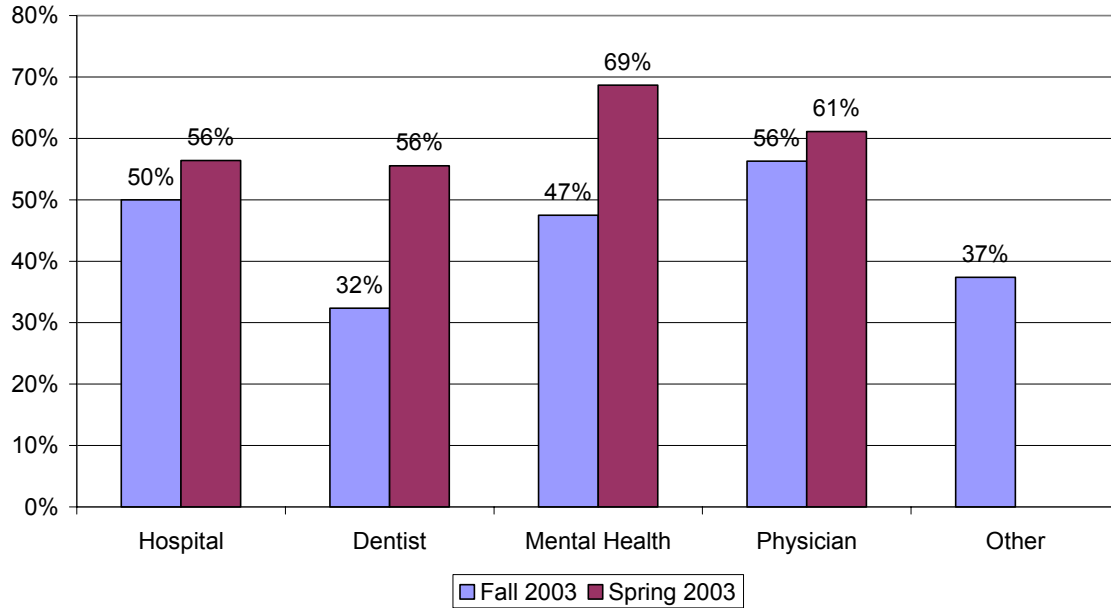
Percent Of Providers Who Agreed Or Strongly Agreed That Their Field Representative Responds To Questions In A Timely Manner



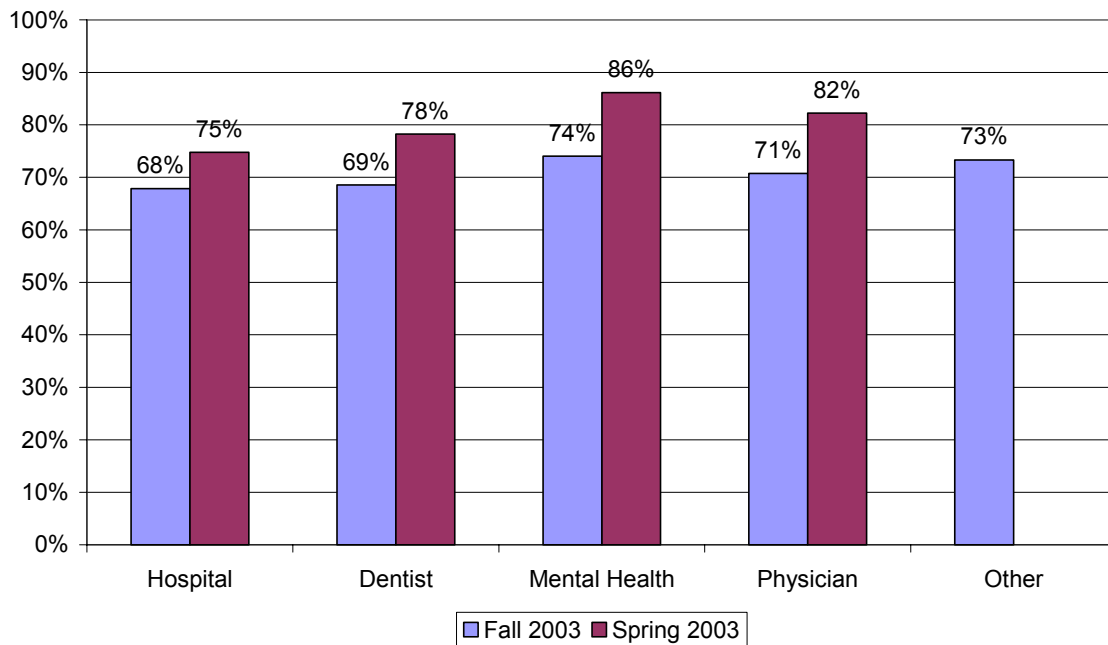
Percent Of Providers Who Agreed Or Strongly Agreed That Their Field Representative Answered Questions Accurately



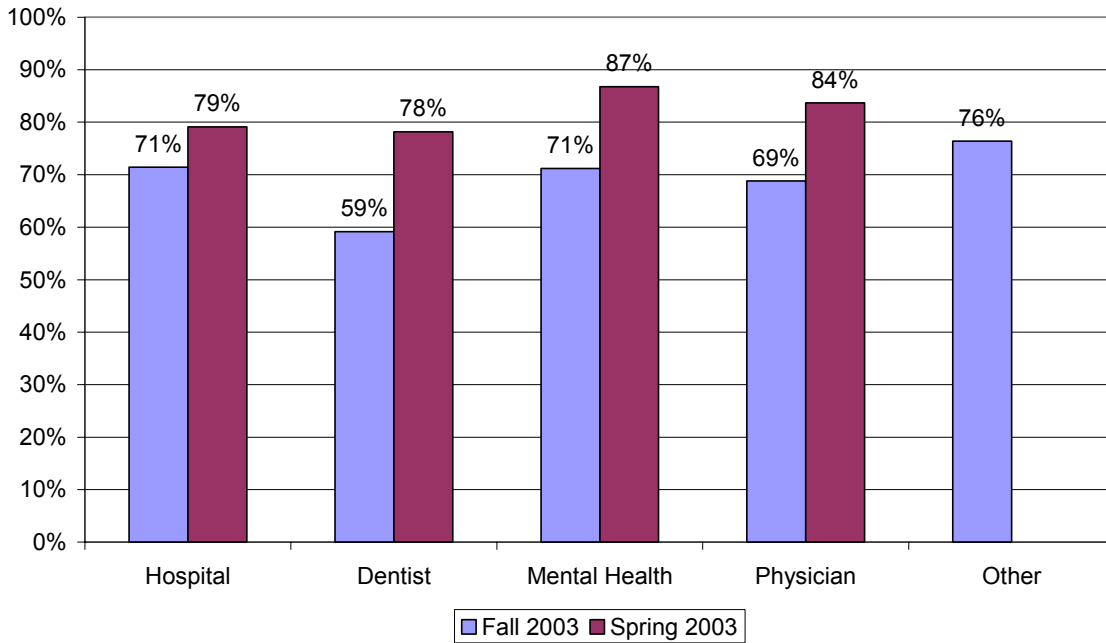
Percent Of Providers Who Agreed Or Strongly Agreed That The Information Conveyed During the Provider Training in 2003 Was Accurate



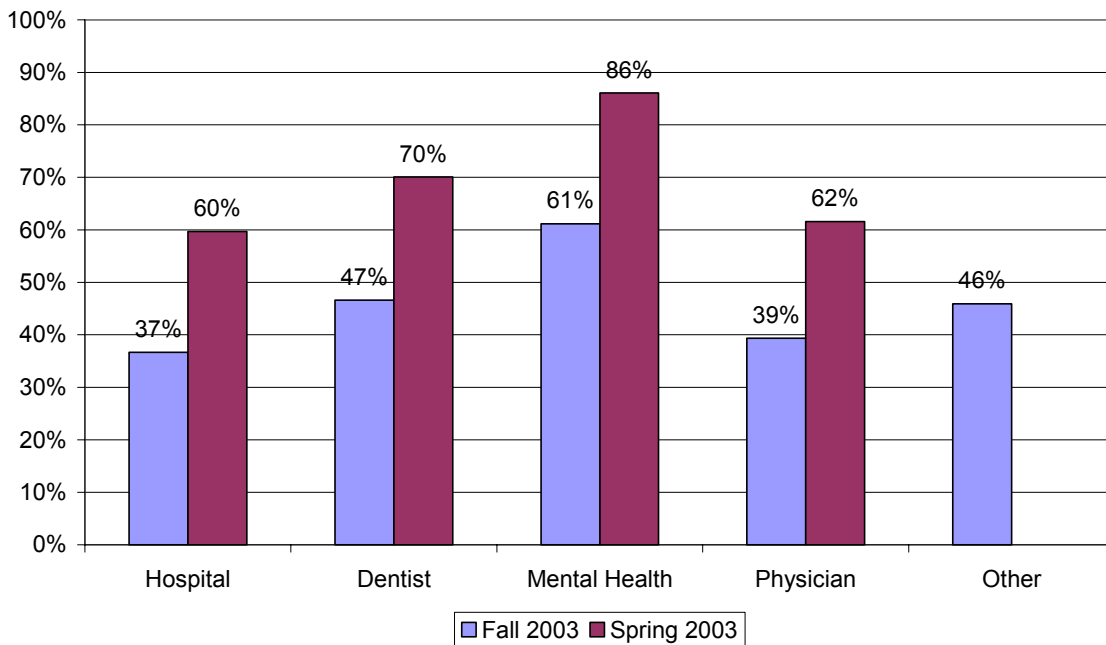
Percent Of Providers Who Agreed Or Strongly Agreed That The ID Cards Were Easy to Use



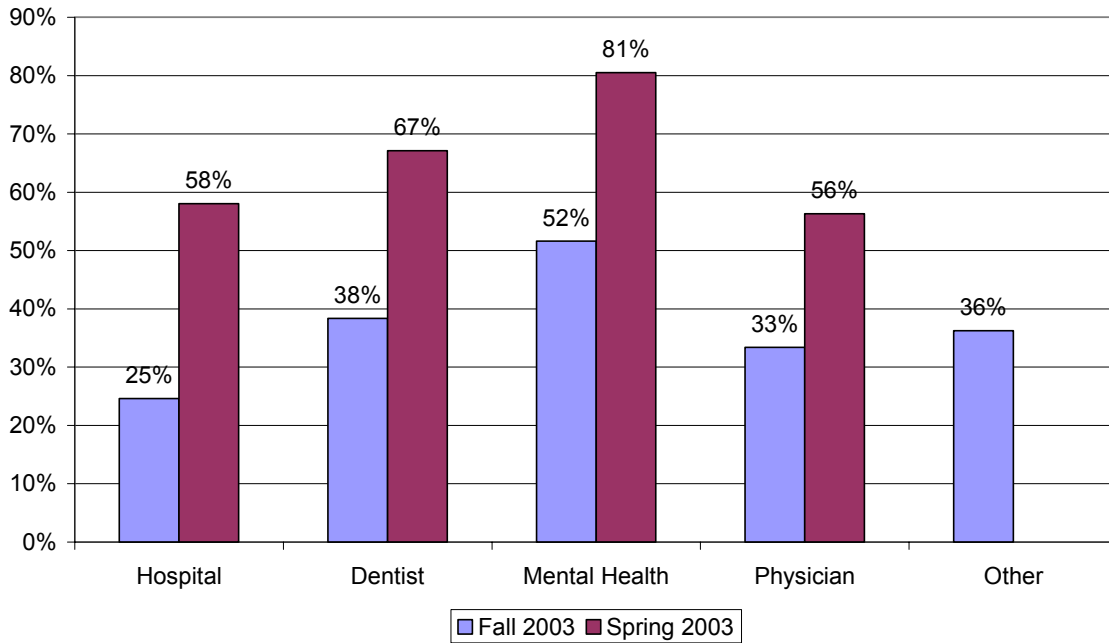
Percent Of Providers Who Agreed Or Strongly Agreed That The Information Printed On The ID Cards Is Useful



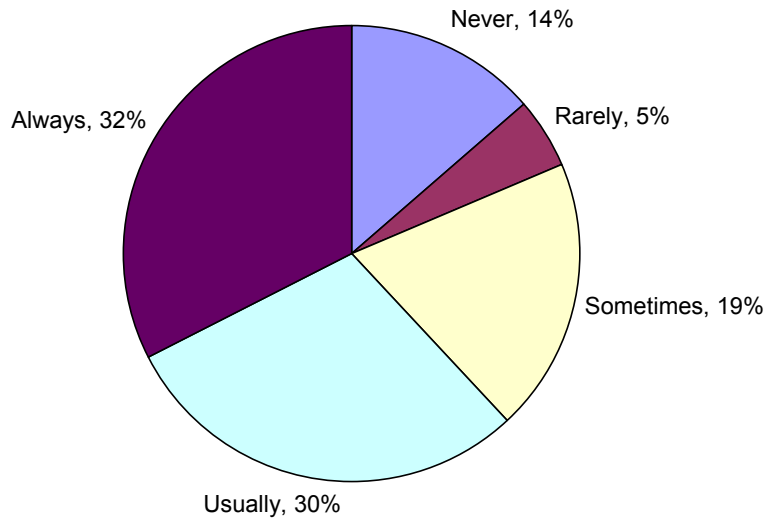
Percent Of Providers Who Agreed Or Strongly Agreed That Claims Were Processed In A Timely Manner



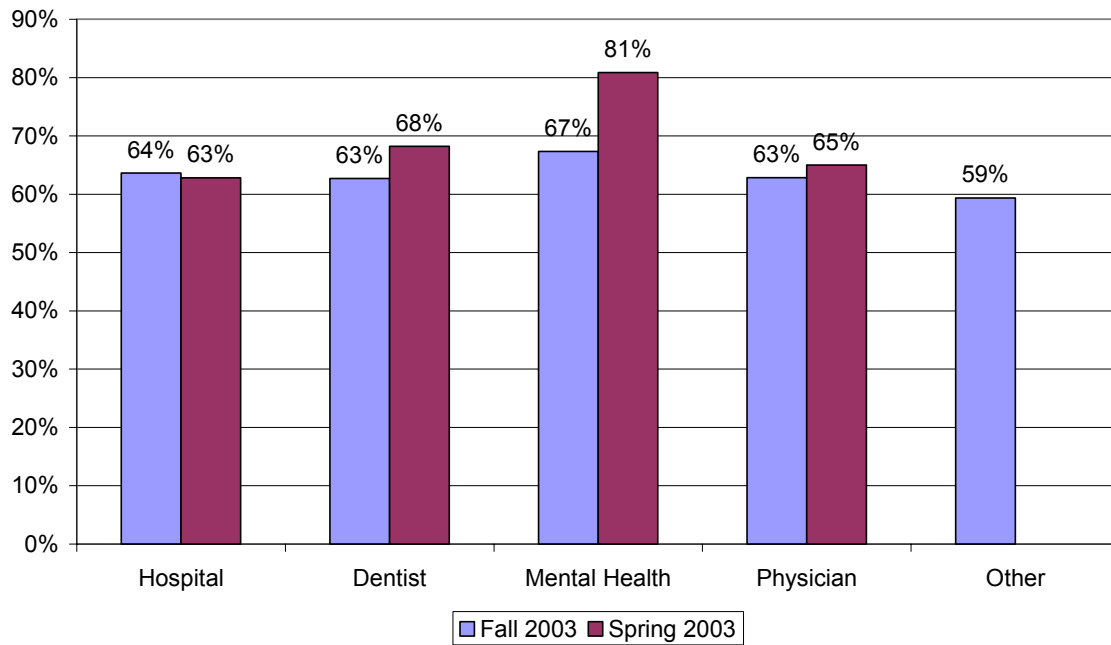
Percent of Providers Who Said Claims Were Usually Or Always Processed Accurately



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

