

Medicaid and PeachCare for Kids Provider Survey:
Customer Service Satisfaction Survey
Spring 2004

Prepared for ACS

Prepared by the Georgia Health Policy Center
At Georgia State University



EXECUTIVE SUMMARY.....	3
BACKGROUND.....	4
METHODOLOGY.....	5
Sample.....	5
Survey Instrument.....	6
Data Collection.....	6
RESULTS.....	8
Summary of Findings.....	8
Section One: Web Portal Experience.....	9
Section Two: Interactive Voice Response System.....	14
Section Three: Customer Service Experiences.....	15
Section Four: Regional Service Experiences.....	18
Section Five: ID Cards.....	20
Section Six: Claims.....	21
CONCLUSION.....	22
Methodological Note.....	24
APPENDIX A: Medicaid/PeachCare for Kids Provider Survey.....	25
APPENDIX B: Table 1- Frequencies, Percentages, & Statistically Significant Differences Across Survey Rounds.....	30

EXECUTIVE SUMMARY

The Georgia Department of Community Health contracted with Affiliated Computer Systems, Inc. (ACS) to provide claims administration for Georgia's Medicaid and PeachCare for Kids insurance programs beginning April 1, 2003. ACS contracted with the Georgia Health Policy Center at Georgia State University to conduct semi-annual member surveys to assess provider satisfaction with ACS's claims administration and customer service. The initial baseline survey was conducted in March 2003 before ACS assumed responsibility for claims administration. This report presents results of 1,660 providers from a randomly selected stratified sample of providers who submitted claims between October 2003 and April 2004. The survey was conducted between April and May 2004 via mail and the Internet, with follow-up phone surveys of providers.

Survey results indicate that half of the providers are generally satisfied with their overall customer service experience. Several areas show significant improvement with provider satisfaction. This was the second set of surveys in which the web portal experience was recorded.

- Fifty-two percent of providers reported that they were “usually” or “always” satisfied with their overall customer service experience.
 - There was a significant increase in satisfaction in regard to the timeliness of call response; and
 - Fifty-five percent were satisfied with the ease of obtaining a prior authorization, which is a significant increase from fall 2003's 48 percent.

- The web portal was a new feature of the ACS claims administration system in the fall 2003 report, and there was a significant increase in overall satisfaction with it.
 - There was a significant increase in providers using the web portal weekly. Only 16 percent of providers did not use it at all. Among these providers, difficulty using the portal and a preference for speaking with a customer service representative were the most commonly reported barriers;
 - The top two reasons providers cited using the portal was to check member eligibility, and submit or check the status of claims; and
 - There was a significant increase in satisfaction with the ease and functionality of the web portal.

BACKGROUND

Beginning in the spring of 2003, the Georgia Department of Community Health (DCH) contracted with Affiliated Computer Systems, Inc. (ACS) to provide claims administration for Georgia's Medicaid and PeachCare for Kids health insurance programs. ACS assumed responsibility for claims administration as of April 1, 2003. To meet the requirements of its contract with DCH and in the interests of ongoing quality improvement, ACS contracted with the Georgia Health Policy Center (GHPC) at Georgia State University to conduct provider surveys semi-annually to assess provider satisfaction with ACS's claims administration and customer service. The GHPC conducted an initial, baseline survey in March 2003 to determine providers' satisfaction with the claims administration provided by the previous claims administrator, Electronic Data Systems Corporation (EDS). This report details the results of the second subsequent survey, which was conducted between April 1, 2004 and May 15, 2004.

METHODOLOGY¹

A mail and on-line survey of a stratified random sample of providers was conducted between April 1 and May 15, 2004. To ensure an adequate response rate, follow-up calls were made to providers who failed to respond by April 30, 2004. The final response was 1,660 providers, or 35 percent of the 4,700 providers who received a survey in the mail.

Sample

The GHPC selected a stratified random sample of providers to contact for the survey. Only providers who had filed a claim since ACS became the claims administrator were eligible to receive the survey. Eligible providers were categorized into five types based on the category of service listed in the provider record²:

- Dentists
- Hospitals
- Mental health providers
- Physicians
- Other providers

The methodology used to classify providers and to select the random sample was the same as that used for the fall 2003 survey with one exception. The fall 2003 survey added the category "other" providers, which was not included in the spring 2003 baseline survey. Because there was no base of comparison to the spring 2003 survey, the category was not included in the fall 2003 reported results. Now that a base of comparison exists, the "other" category is included in the results reported here.³

¹ Refer to Methodological Note.

² Since many providers listed several different categories of service, a multi-step assignment process was used. Any provider with a category of service of 10 or 70 was classified as a hospital. Among the remaining providers (non-hospitals), those with a category of service of 450 or 460 were classified as dentists. Remaining providers with a category of service of 440 or 570 were classified as mental health providers. Remaining providers with a category of service equal to 430 or 431 were classified as physicians. Any providers that were exclusively listed as pharmacies were deliberately excluded. All remaining providers were classified as "other providers".

³ The "other providers" category include long-term care facilities, rural health clinics, waiver program providers, maternal and child health service providers, laboratory service providers, transportation providers, pharmacists, therapists, and other practitioners.

Survey Instrument⁴

The provider survey measured responses to customer service during a six-month period (October 2003-April 2004) through one open-ended question and 32 close-ended questions covering the following areas:

- Web portal
- Interactive voice response system
- Customer service experiences
- Regional service experiences
- ID cards
- Claims

The questionnaire utilized two five-point Likert scales. Both scales included an “NA” (not applicable) column for providers who had not used the service in the past six months.

In addition to the close-ended questions, providers were able to use a free or blank space to add comments or clarifications or omit a response. Excerpts from these comments appear throughout this report to illustrate specific viewpoints.

Data Collection

The GHPC subcontracted with PEGUS Research, Inc. to administer the surveys and collect the responses. Surveys were mailed to a random sample of 4,700 providers under a cover letter from the Georgia Department of Community Health and were in the field from April 2004 to May 2004.

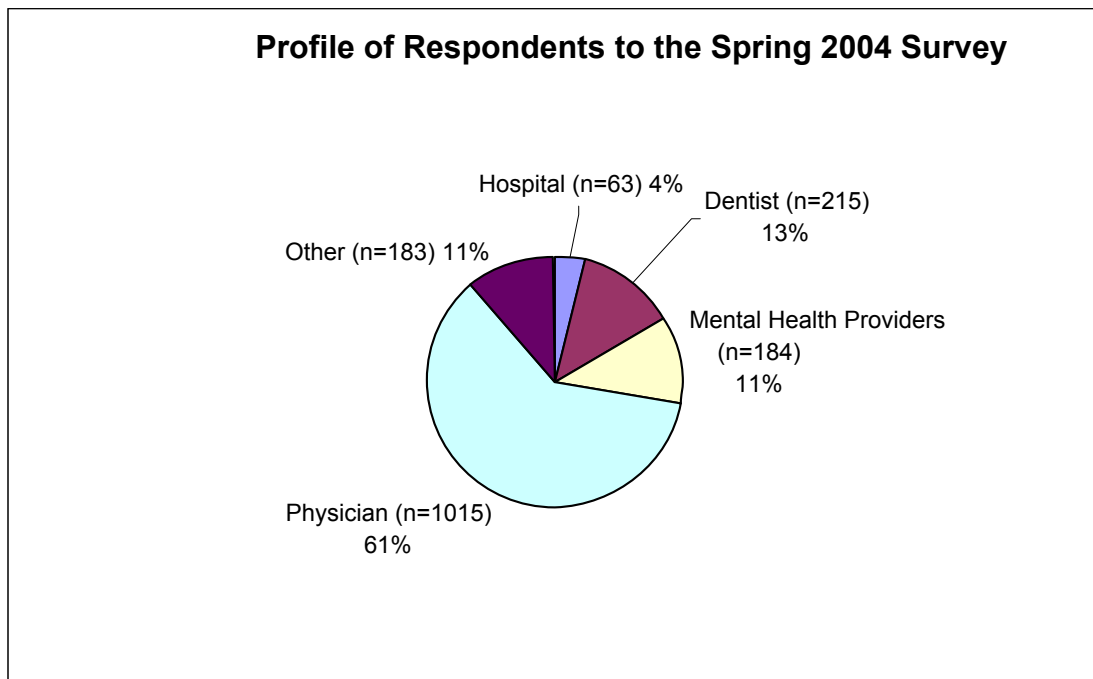
One thousand six hundred and sixty providers completed the survey, for an overall response rate of 35 percent. Providers could complete the survey on-line or by mailing it in. If providers did not respond by April 30, 2004, they received a phone call to complete the survey via telephone interview. Of the 1,660 providers who completed the survey, 70 percent (1,164) mailed in their surveys, 29 percent (488) responded to a telephone interview, and one percent completed the survey on-line.

⁴ Complete survey located in Appendix A.

As seen in Figure 1, the 1,660 completes represent the following provider categories:

1. Hospitals = 63 completes,
2. Dentists = 215 completes,
3. Mental health providers = 184 completes,
4. Physicians = 1,015 completes, and
5. Other = 183 completes.

Figure 1



RESULTS⁵

Summary of Findings

The findings of this survey reflect provider satisfaction with ACS customer service during the six-month period from October 2003-April 2004. ACS provided claims processing for Georgia's Medicaid and PeachCare for Kids programs beginning April 1, 2003.⁶

- Half of the providers reported they were generally satisfied with their overall customer service experience.
- Overall ease and satisfaction with business functions of the web portal increased significantly.
- Providers reported a significant increase in satisfaction with regard to submitting claims via the web portal.
- Overall, there was a significant increase in satisfaction with:
 - The web portal, and
 - The timeliness and accuracy of claims processing.
- Overall, there was a significant decrease in satisfaction with:
 - The response time for communications sent via the web portal, though physicians were the only provider group reporting a significant decrease, and
 - Customer service courtesy.

⁵ "Table 1- Frequencies, percentages, and statistically significant differences across survey rounds" is found in Appendix B.

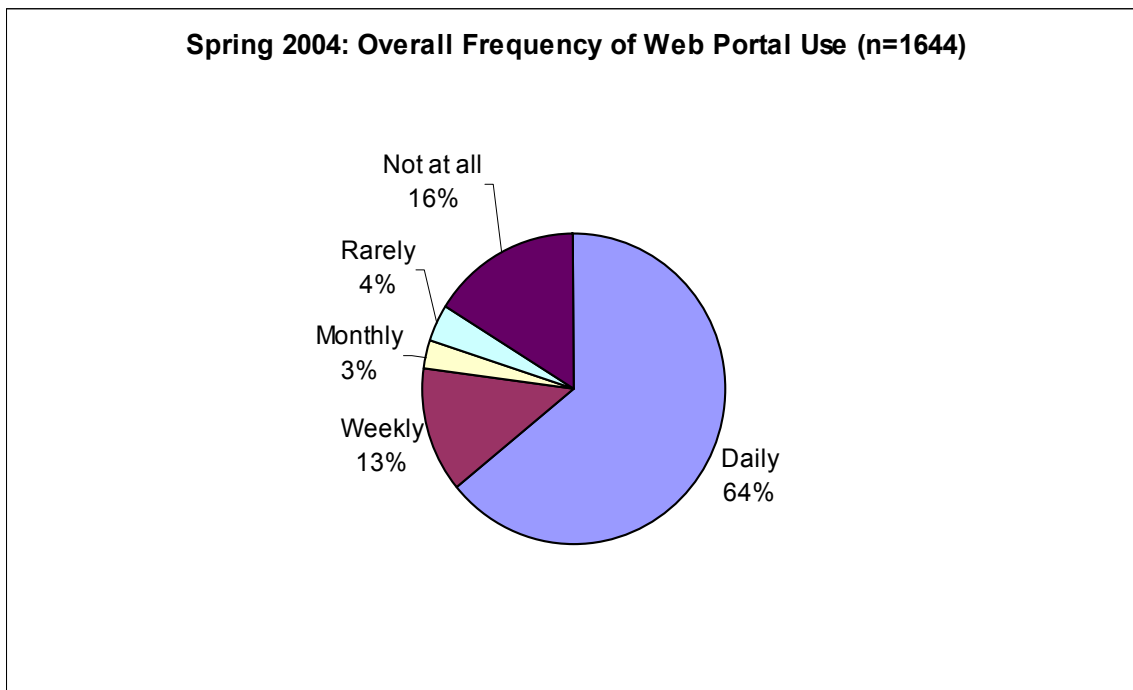
⁶ EDS was the claims administrator for Medicaid and the PeachCare for Kids program prior to April 1, 2003.

SECTION ONE: GHP WEB PORTAL EXPERIENCE

Overall, half of the providers used the web portal daily. (Figure 2) Among those using the portal, the majority used it to check member eligibility or to submit/check the status of claims.⁷ (Figure 3)

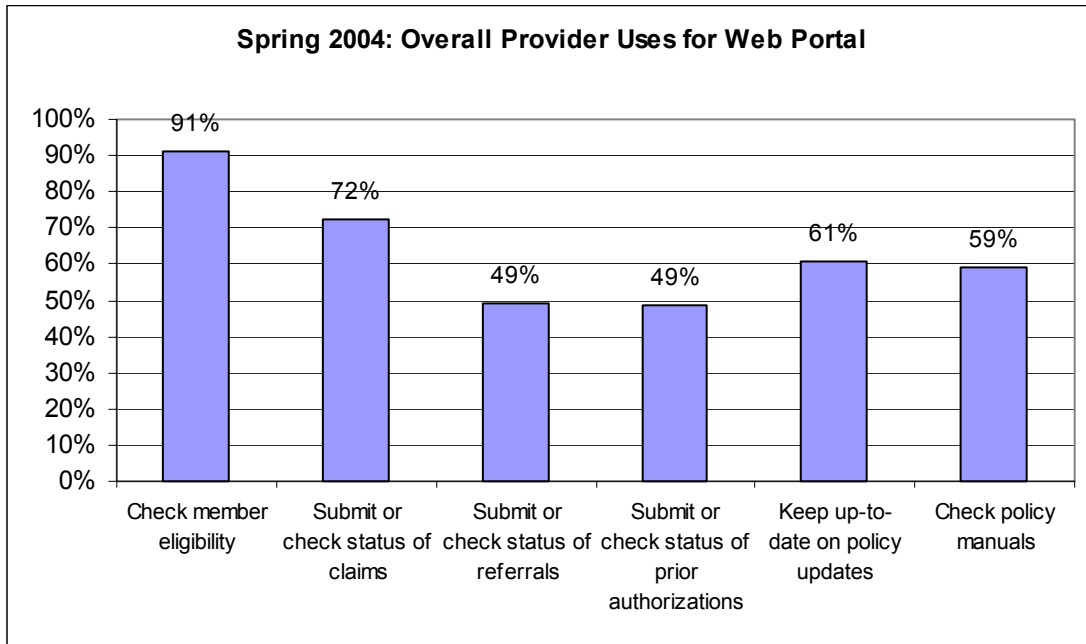
- Seventy-seven percent of the providers used the web portal at least weekly. Sixteen percent did not use it at all. Both are significant improvements from the fall 2003 results.
- Among provider types, hospitals continue to be the most likely provider to use the web portal daily (86 percent, n = 54).
- Respondents reported four top reasons for using the web portal (users were allowed to select more than one option):
 - To check member eligibility (91 percent)
 - To submit or check status of claims (72 percent)
 - To check policy manuals (59 percent)
 - To keep up-to-date on policy changes (61 percent)

Figure 2



⁷ Questions 1 & 2: Refer to Appendix A.

Figure 3



Overall, satisfaction with the business functions supported by the web portal has increased across all groups, though there was a significant decrease in satisfaction with response time for web portal communications.

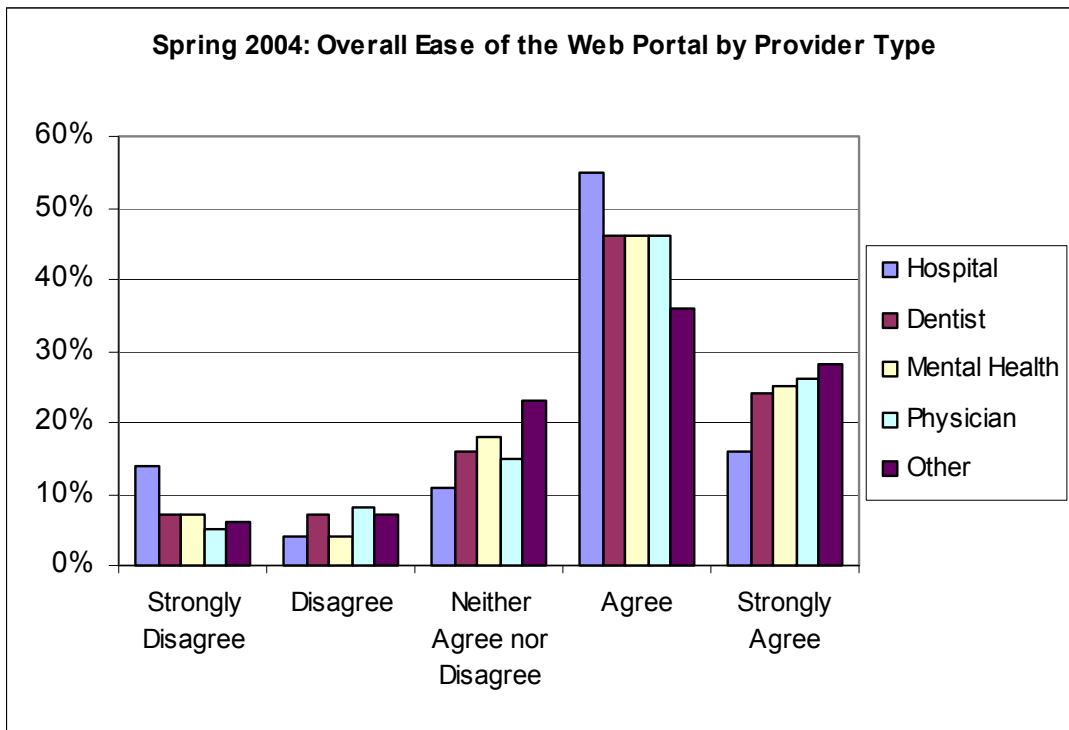
- Among all providers:
 - Fifty-nine percent agreed or strongly agreed that they were satisfied with the web portal's business functionality.
 - Twenty percent disagreed or strongly disagreed.
- The most satisfied group of providers were mental health providers:
 - Sixty-two percent agreed or strongly agreed that they were satisfied.
 - Physicians were the second most satisfied group, with 60 percent agreeing or strongly agreeing that they were satisfied.
- The providers with the greatest increase in satisfaction regarding web portal functionality most improved group of providers were the hospitals:
 - A little over half (52 percent) of the hospitals agreed or strongly agreed that they were satisfied with the web portal functionality. This was a significant improvement from fall 2003 (33 percent).

- Thirty-four percent of all providers were satisfied with the response time for communications sent via the web portal:
 - The most significant decrease in satisfaction was reported by physicians, with 35 percent agreeing or strongly agreeing that they were satisfied with the response time in comparison with fall 2003 results (42 percent).
 - All other provider types statistically remained at the same levels of satisfaction from fall 2003 results.

Overall, more than half of providers agreed or strongly agreed that the web portal was easy to use. (Figure 4)

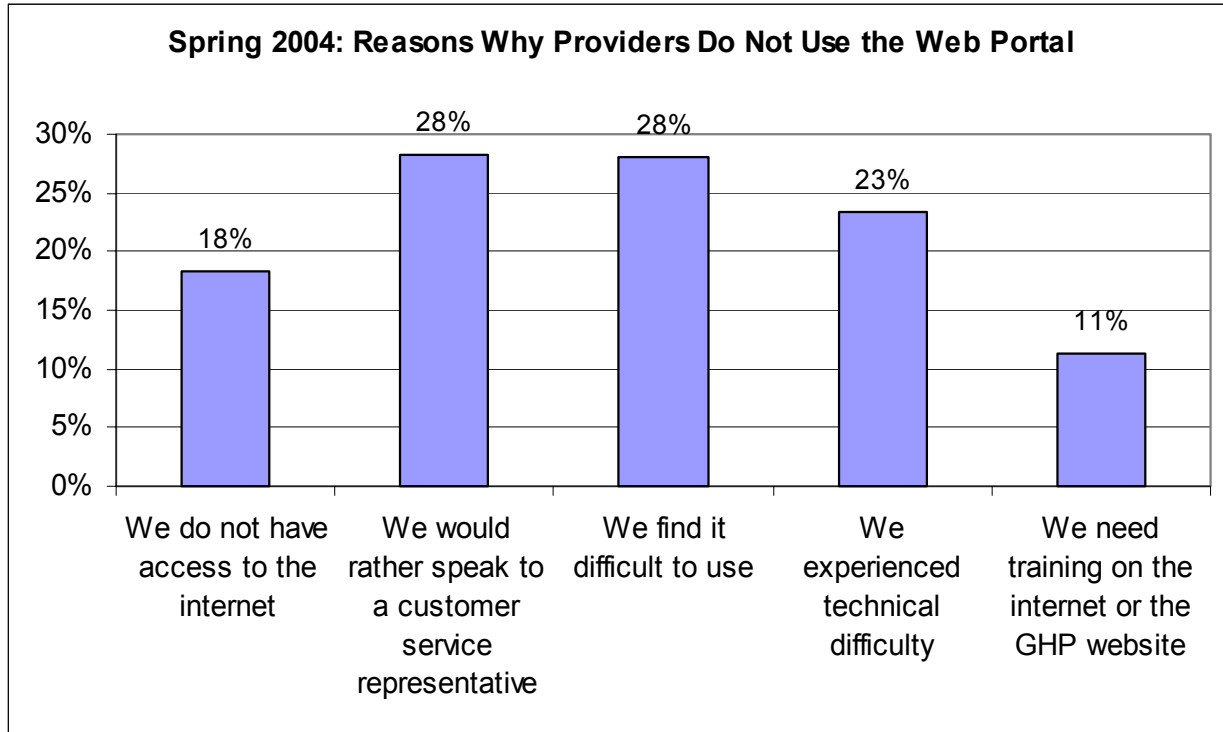
- Providers are generally satisfied with the ease of submitting claims, finding providers for referrals, generating referral requests, and utilizing the message center.
 - Among all providers, 72 percent agreed or strongly agreed that it was easy to use the GHP web portal. This was a significant improvement from fall 2003 (62 percent).
 - Dentists showed the greatest improvement in regard to overall satisfaction, with 70 percent agreeing or strongly agreeing that the web portal was easy to use compared to fall 2003 (60 percent.)
 - Results for all provider types were similar to the overall results, indicating high satisfaction with submitting claims.
 - Satisfaction with finding a referral provider and utilizing the message center was stable across all groups.

Figure 4



Of the 16 percent of all providers who reported not using the GHP web portal, preference for speaking with a customer service representative and difficulty using the site were cited as the most commonly reported reasons.⁸(Figure 5)

Figure 5



- Hospitals, mental health providers, physicians, and other providers reported that their three greatest barriers to using the GHP web portal were:
 - Difficulty of use;
 - Their preference for speaking to a customer service representative; and
 - Experiencing technical difficulty.
- This is a change for hospitals, mental health providers, physicians, and other providers from fall 2003, where technical difficulties were listed as the main deterrent from web portal use.

⁸ Respondents were allowed to select more than one option (Question 10).

Provider Comments Regarding the GHP Web Portal

"Satisfied with the web portal."

"The web portal is down a lot and is very slow at times-it also kicks you out and locks up quite a bit."

"I don't need the web portal-claims have always been paid timely and accurately."

"Web portal is useful, but extremely slow."

"Internet responded but did not address the overall issue..."

"Limitations on web are rarely correct."

"Our main complaint is the stability of the web portal."

"Using the web portal is much easier..."

"Website should be easy-self filling correct auto fill on dates and faster. It takes too long to fill a claim."

"Sometimes web portal page does not load. It would be nice if the Medicaid/PeachCare fee schedule was included on the web portal."

"Web claims, although process is slow, we at least know status quickly."

"We find it hard to access the GHP web portal sometimes. When we do use it, we love the GHP web portal."

"We love the internet site. Please add more features to the site. Keep up the good work."

SECTION TWO: INTERACTIVE VOICE RESPONSE (IVR) SYSTEM

Overall, 47 percent of providers reported using the GHP IVR System at least weekly, and the majority of providers used it to check member eligibility and claim status.

- Physician (52 percent) and hospital (57 percent) respondents continue to use the IVR System at least weekly.
- In contrast, 52 percent of dentists, 58 percent of mental health providers, and 48 percent of other providers stated that they “rarely” or “never” use the IVR System.

Of those who had used the IVR System, satisfaction remained steady in regard to IVR business functionality and ease of use.

- Hospital, dental, mental health providers, physicians, and other providers were generally satisfied with the business functions supported by the IVR System, with 43 percent, 54 percent, 61 percent, 56 percent and 46 percent, respectively, reporting satisfaction.

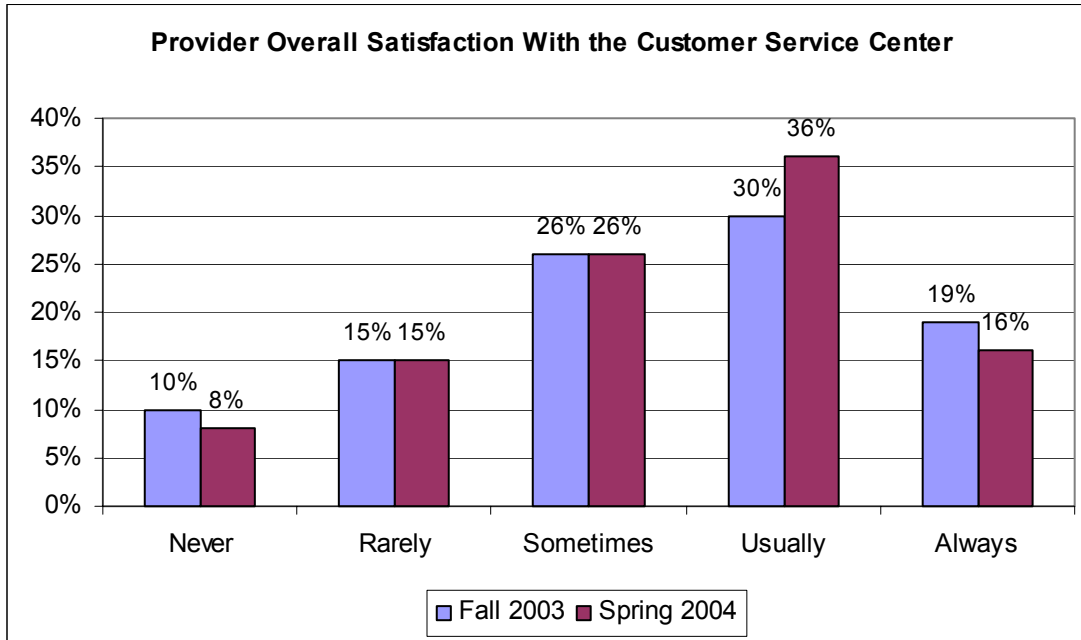
Of those providers that reported not using the IVR at all, they indicated that they preferred to speak to a customer service representative or use the web portal.

- This result was observed throughout all provider responses.

SECTION THREE: CUSTOMER SERVICE EXPERIENCES

Overall, 52 percent of the providers expressed satisfaction with customer service, which remained stable from fall 2003 (49 percent). (Figure 6)

Figure 6



ACS representatives' quick call response and ease of obtaining a prior authorization were areas of significant improvement.

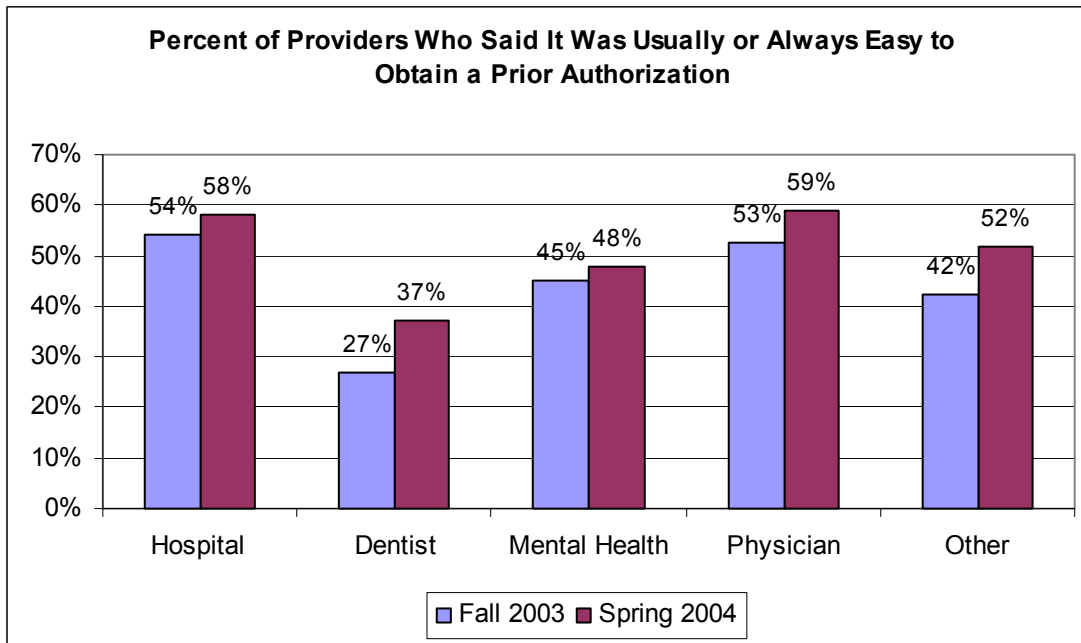
Call response time:

- Fifty-two percent of all providers were “usually” or “always” satisfied that customer service answered in a timely manner.
 - This was a significant increase from the fall 2003 survey (47 percent), where it was the greatest area of dissatisfaction.

Prior authorization (Figure 7):

- A little over half of the providers (55 percent) said it was “usually” or “always” easy to obtain prior authorization.
- Satisfaction among physicians was significantly higher than in the fall 2003 survey (53 percent who said it was “usually” or “always” easy to obtain prior authorization increasing to 59 percent in the spring 2004 survey).
- Dentists were the least satisfied provider type, with 23 percent “never” satisfied.

Figure 7



Customer service representative courtesy was the area of greatest dissatisfaction.

- Seventy-four percent of providers were “usually” or “always” satisfied with the courtesy of the customer service representative, which is significantly changed from the fall 2003’s reported 77 percent.
- However, eight percent reported that their complaint was “rarely” or “never” handled in a courteous manner.
- While customer service representative courtesy significantly declined, physicians appeared to drive that result.

Response time for calls improved over the fall 2003 survey⁹

Wait time to speak with customer service:

- Fifty-two percent of providers reported that customer service “usually” or “always” answered their calls quickly versus fall 2003 (47 percent).

⁹ Likert Scaled Question 16. Refer to Appendix A

Customer Service Comments

"The customer service reps answer calls quickly but they still don't have very accurate answers."

"Telephone reps are not knowledgeable about claims issues."

"First of all, the customer service reps were friendly and nice..."

"When we ask the customer service representative questions, most become hostile and don't show an interest in resolving our claim issues."

"All reps are pleasant and try to be helpful."

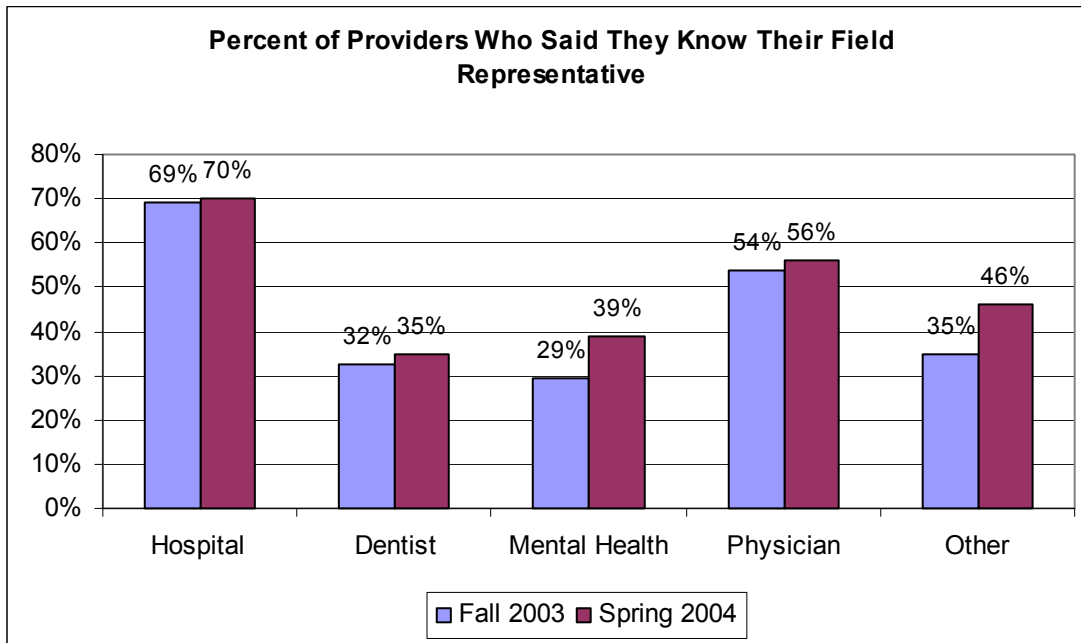
"When calling a customer service rep to question why a claim was not paid, no one can tell you anything except what can be read from a computer screen."

SECTION FOUR: REGIONAL SERVICE EXPERIENCES

There was a significant increase in providers who knew their ACS field representative, but many felt that the field representative's responses to questions were not always timely.¹⁰ (Figure 8)

Of the 1,366 providers who responded to this question, 51 percent knew their field representative, which was a significant increase from fall 2003(48 percent) .

Figure 8



Field representative's response to questions:

- Forty-three percent of the 1,095 who responded reported that the field representative did not respond to questions in a timely manner. There were no significant differences between fall 2003 and spring 2004.

Field Representative Comments

"Although our field rep is very friendly & empathetic, she seems to be totally overwhelmed & unable to give us the attention we need."

"Field reps do not return calls."

"I think there needs to be more field reps so that offices can get personal treatment."

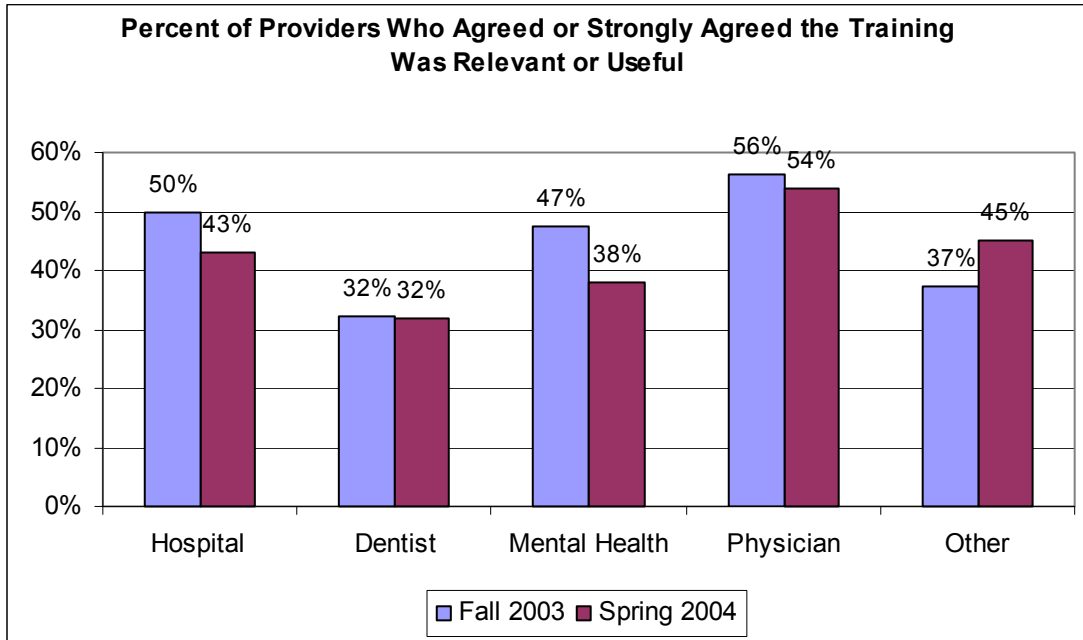
"Our field rep has been very helpful. She tries to find out the answer to questions."

¹⁰ Likert Scaled Questions 22 & 23. Refer to Appendix A.

Forty-eight percent of providers thought the training provided was relevant, and 51 percent of all providers reported that the information was easy to understand.¹¹ (Figure 9)

- Overall, forty-eight percent “agreed” or “strongly agreed” that the information conveyed during provider training was relevant or useful to their business function with DCH.
 - Dentists and mental health providers did not find training useful or helpful, with 32 percent and 38 percent respectively agreeing or strongly agreeing.
- Fifty-one percent agreed or strongly agreed that the information conveyed was easy to understand.
- Thirty-five percent of dentists agreed or strongly agreed that they were least satisfied with understanding the way the information was conveyed.

Figure 9

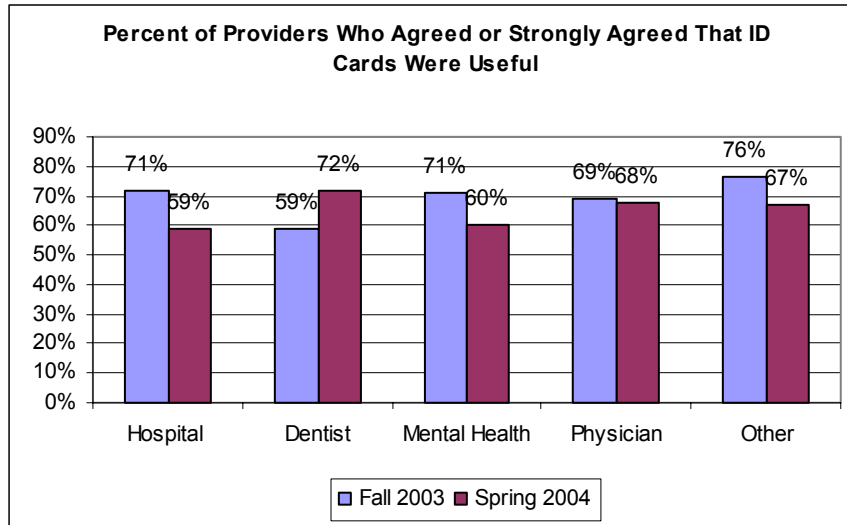


¹¹ Likert Scaled Question 25 & 26. These questions were new to the spring 2004 survey. Refer to Appendix A.

SECTION FIVE: MEMBER ID CARDS

Most providers found the Member ID Card easy and useful.¹²

Figure 10



- While overall satisfaction with ease of ID card use was high at 71 percent in fall 2003, the 72 percent reported for spring 2004 was a significant increase.
 - Dentists reported a significant increase in satisfaction from fall 2003 (69 percent) to spring 2004 (79 percent).
- Sixty-seven percent of providers believed the information printed on the card was useful, down from 69 percent of all providers in fall 2003, though it was not significant. (Figure 10)
- Several providers suggested improvements (see Comments on Member ID Cards below)

Member ID Card Comments

“The old cards were more useful with the information that the providers needed. Please change back.”

“The ID cards need to have the DOB of the recipient on it.”

“Regarding the ID cards, I think you should put if the patient has a co-pay & RX coverage.”

“The ID card is not always accurate.”

“ID card is hard to read because of the color.”

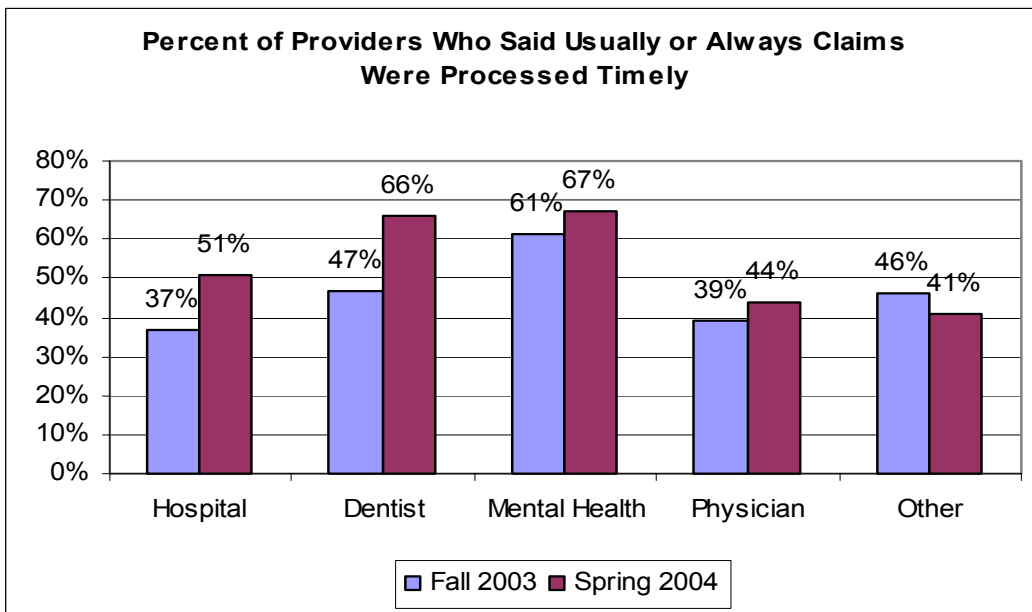
¹² Likert Scaled Questions 27 & 28. Refer to Appendix A

SECTION SIX: CLAIMS

Overall, providers reported a significant increase in satisfaction with time and accuracy with which claims were processed.¹³ (Figure 11)

- Overall, providers reported a significant increase in satisfaction in regard to the timeliness that claims were processed (50 percent versus 44 percent).
 - Dentists showed a significant increase, with 66 percent reporting they usually or always believed their claims were processed in a timely manner versus fall 2003 (46 percent).
- Overall, 40 percent of providers reported that they usually or always believed claims were processed accurately, which is a significant increase from fall 2003 (36 percent).
 - Dentists were the only provider group reporting a significant increase - 50 percent versus fall 2003 (38 percent).

Figure 11



Providers reported that submitting claims via WINASAP2000 was easy, which remained stable from the fall 2003 survey.¹⁴

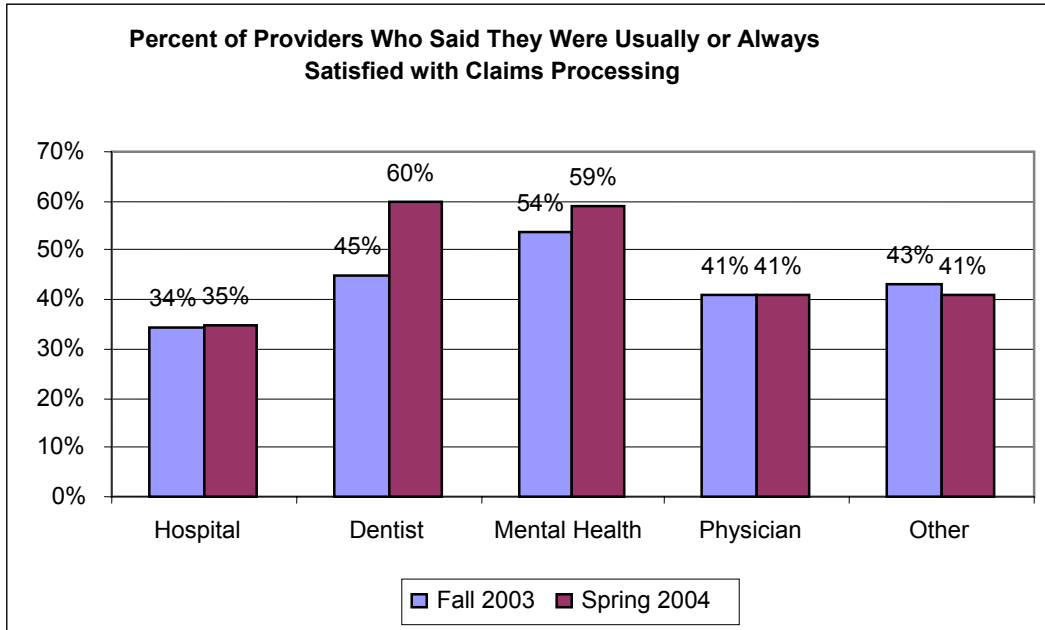
- Sixty-four percent of providers “usually” or “always” found it easy to submit claims via WINASAP2000.
- Physicians were most likely to disagree that the system was easy to use.

¹³ Likert Scaled Question 29 & 30. Refer to Appendix A

¹⁴ Likert Scaled Question 31. Refer to Appendix A

Overall, providers' responses remained steady in regard to satisfaction with claims processing for the Medicaid/PeachCare for Kids programs.¹⁵

Figure 12



¹⁵ Likert Scaled Question 32. Refer to Appendix A

CONCLUSION

The spring 2004 survey results indicate that providers overall are satisfied with their customer service experience. Several areas have shown a significant increase in satisfaction from fall 2003 results.

Areas of satisfaction and improvement

This was the second time that the provider web portal experience was measured, and providers overall reported satisfaction with it. There was a significant increase in providers using the web at least weekly, with users citing *checking member eligibility* and *submitting/checking the status of claims* as their top two reasons for use. There was also a significant satisfaction increase with ease and functionality.

Providers expressed a significant increase in satisfaction with the timeliness of call response and ease of obtaining a prior authorization. There was also a positive and significant increase in the number of providers who knew their field representative, though separate measures indicated the representatives did not respond in a timely manner. Overall, providers reported an increase in satisfaction with the timeliness and accuracy with the processing of claims.

Areas of dissatisfaction

There were two areas of dissatisfaction relative to the fall 2003 survey. The first area was *courtesy of the customer service representative (CSR)*. There was a significant decrease in satisfaction with the courtesy of the CSR, but nearly three-fourths of the providers were still satisfied. Physicians were the largest group reporting, and this drove the decrease in satisfaction to significant levels.

The second area was the *timeliness with which the web portal communications were answered*. Dissatisfaction increased significantly with providers overall, but physicians' dissatisfaction, in particular, increased from the previous survey. As noted above, the physician category was the largest group reporting, perhaps driving the decrease in satisfaction levels.

CSR courtesy might be addressed at staff meetings and during the hiring and evaluation stages of the employment process. This is an area that might be successfully improved without major staff changes. With attention to areas with which providers have expressed dissatisfaction, customer service satisfaction levels might be improved.

Methodology Note

The GHPC recommends that the "Overall" result category be interpreted with caution. This result is a simple average of the three group results, whereas the groups differ significantly in their demographic profiles. The individual group results are possibly more meaningful when comparing to the previous survey.

APPENDIX A

Medicaid / PeachCare for Kids Provider Questionnaire

The Georgia Department of Community Health requests that your office complete this Medicaid / PeachCare for Kids provider questionnaire. Results will be used to better meet the needs of program providers. All answers are completely confidential.

To complete this survey online, refer to the instructions on the last page of this survey.

The business manager should answer these questions.

Use of Technology

1 My office uses the GHP web portal:

- Daily
- Weekly
- Monthly
- Rarely
- Not at all **(Skip to Q10)**

2 My office uses the GHP web portal to: *(select all that apply)*

- Check member eligibility
- Submit or check status of claims
- Submit or check status of referrals
- Submit or check status of prior authorizations
- Keep up-to-date on policy updates
- Check policy manuals
- Other (please specify)_____

Key: 1—Strongly Disagree
 2—Disagree
 3—Neither Agree nor Disagree
 4—Agree
 5—Strongly Agree
 NA – My office did not use this tool from October 2003 through today

Q #	Web Portal	1	2	3	4	5	NA
3	It was easy to submit claims via the GHP web portal.						
4	It was easy to find a provider for referral or authorization purposes.						
5	It was easy to generate a referral request.						
6	It was easy to utilize the message center.						
7	Communications sent to GHP “contact us” via the web portal were answered in a timely manner.						
8	Overall, I am satisfied with the business functions supported by the GHP web portal.						
9	Overall, it was easy to use the GHP web portal.						

(GO TO Q11)

10 Why did your office not use the GHP web portal (*Select all that apply*)

- We do not have access to the Internet
- We would rather speak to a customer service representative
- We find it difficult to use
- We experienced technical difficulty
- We need training on the Internet or GHP website
- Other (please specify) _____

11 My office uses the GHP Integrated Voice Response (IVR) system:

- Daily
- Weekly
- Monthly
- Rarely
- Not at all (**Skip to Q15**)

12 My office uses the GHP IVR system to: (*select all that apply*)

- Check member eligibility
- Check claim status
- Check Electronic Funds Transfer (EFT) status
- Submit or check status referrals
- Submit or check status of prior authorizations
- Other (please specify) _____
- Other (please specify) _____

Key: 1—Strongly Disagree
 2—Disagree
 3—Neither Agree nor Disagree
 4—Agree
 5—Strongly Agree
 NA – My office did not use this tool from October 2003 through today

Q #	Interactive Voice Response System (IVR)	1	2	3	4	5	NA
13	Overall, I am satisfied with the business functions supported by the GHP IVR system.						
14	Overall, the GHP IVR system was easy to use.						

GO TO Q16

15 Why did your office not use the GHP IVR system (*Select all that apply*)

- We need more instruction on how to perform the functions
- We would rather speak to a customer service representative

- We would rather use the GHP web portal
- We find it difficult to use
- Other (please specify) _____

Experiences

The following questions ask you to rate your experiences with the Medicaid / PeachCare for Kids programs from October 2003 through today. **Please use the NA column to indicate that your setting did not experience this activity during the last six months.**

- Key: 1—Never
 2—Rarely
 3—Sometimes
 4—Usually
 5—Always
 NA – We did not use this service from October 2003 through today

Q #	Customer Service Experiences	1	2	3	4	5	NA
16	Customer service answered my call quickly.						
17	Customer service provided the information needed.						
18	It was easy to obtain a prior authorization.						
19	The customer service representative who heard my complaint was courteous.						
20	My complaint was handled in a timely manner.						
21	Overall, I am satisfied with the service I have received from the Medicaid / PeachCare for Kids customer service center.						

- Key: 1—Strongly Disagree
 2—Disagree
 3—Neither Agree nor Disagree
 4—Agree
 5—Strongly Agree
 NA – We did not use this service from October 2003 through today

Q#	Regional Service Experiences	1	2	3	4	5	NA
22	My practice knows our field representative for Medicaid and PeachCare.						
23	The provider field representative responds to questions in a timely manner.						
24	The provider field representative answered my questions accurately.						
25	The information conveyed during provider training in 2003 was relevant or useful to my business function with DCH.						
26	During the provider training in 2003, the information was conveyed in a manner that was easy to understand.						

- Key: 1—Strongly Disagree
 2—Disagree
 3—Neither Agree nor Disagree
 4—Agree
 5—Strongly Agree
 NA – We did not use this tool from April 2003 through today

Q #	ID Cards Program Materials	1	2	3	4	5	NA
27	The ID Card is easy to use.						
28	The information printed on the ID Card is useful.						

- Key: 1—Never
 2—Rarely
 3—Sometimes
 4—Usually
 5—Always
 NA – We did not use this service or tool from October 2003 through today

Q #	Claims	1	2	3	4	5	NA
29	Claims were processed in a timely manner.						
30	Claims were processed accurately.						
31	It was easy to submit claims via WINASAP2000.						
32	Overall, I am satisfied with claims processing for the Medicaid / PeachCare for Kids programs.						

If you would prefer to receive future questionnaires via the Internet, please provide your email address: _____

If you responded negatively to any of these questions, please elaborate.

Please provide any additional comments.

Thank you for completing this questionnaire.

Please return your completed questionnaire by April 23, 2004 in the postage paid envelope.

To complete this survey online:

Please send an email to provsurvey@pegus.com from the email address where you wish to receive the questionnaire.

PEGUS PLEASE PROVIDE RETURN ADDRESS

APPENDIX B

Table 1 - Frequencies, Percentages, and Statistically Significant Differences Across Survey Rounds

Question	Overall		Hospital		Dentist		Mental Health		Physician		Other	
	Fall 2003	Spring 2004	Fall 2003	Spring 2004	Fall 2003	Spring 2004	Fall 2003	Spring 2004	Fall 2003	Spring 2004	Fall 2003	Spring 2004
	%	%	%	%	%	%	%	%	%	%	%	%
1) My office uses the GHP web portal:												
1 - Daily	49%	64%	85%	86%	47%	59%	26%	47%	53%	69%	35%	55%
2 - Weekly	15%	13%	4%	5%	14%	11%	25%	23%	12%	10%	25%	19%
3 - Monthly	5%	3%	0%	0%	2%	2%	11%	7%	4%	2%	8%	8%
4 - Rarely	6%	4%	1%	0%	8%	2%	9%	3%	5%	5%	8%	6%
5 - Not at all	26%	16%	9%	10%	30%	26%	28%	20%	26%	13%	24%	13%
Difference, Significance	(+) *		(tie)		(+) *		(+) *		(+) *		(+) *	
2) My office uses the GHP web portal to:												
1 - Check member eligibility	85%	91%	98%	100%	90%	86%	72%	87%	87%	93%	73%	88%
2 - Submit or check status of claims	72%	72%	85%	86%	60%	62%	72%	74%	71%	73%	77%	70%
3 - Submit or check status of referrals	44%	49%	48%	47%	15%	8%	12%	11%	59%	64%	18%	43%
4 - Submit or check status of prior authorizations	47%	49%	75%	81%	47%	47%	24%	22%	52%	52%	33%	47%
5 - Keep up-to-date on policy updates	64%	61%	77%	82%	56%	45%	56%	47%	66%	63%	57%	72%
6 - Check policy manuals	66%	59%	80%	79%	64%	43%	55%	51%	68%	61%	64%	68%
3) It was easy to submit claims via the GHP web portal.												
1 - Strongly Disagree	18%	10%	22%	16%	21%	16%	13%	8%	18%	9%	17%	9%
2 - Disagree	14%	11%	22%	8%	19%	13%	21%	10%	11%	11%	13%	14%
3 - Neither Agree nor Disagree	17%	16%	10%	11%	13%	12%	10%	9%	21%	18%	15%	18%
4 - Agree	36%	37%	34%	42%	36%	37%	35%	42%	35%	37%	41%	31%
5 - Strongly Agree	15%	26%	12%	24%	10%	23%	21%	31%	15%	25%	13%	29%
Difference, Significance	(+) *		(+)		(+) *		(+) *		(+) *		(+) *	
4) It was easy to find a provider for referral or authorization purposes.												
1 - Strongly Disagree	10%	9%	10%	4%	14%	26%	7%	8%	10%	8%	12%	8%
2 - Disagree	13%	12%	19%	4%	19%	15%	7%	12%	13%	12%	14%	11%
3 - Neither Agree nor Disagree	24%	24%	32%	23%	31%	26%	38%	40%	22%	23%	27%	22%
4 - Agree	37%	36%	32%	50%	31%	26%	38%	36%	38%	37%	35%	31%
5 - Strongly Agree	15%	18%	6%	19%	6%	7%	10%	4%	17%	20%	12%	15%
Difference, Significance	(+)		(+) *		(-)		(-)		(+)		(+)	
5) It was easy to generate a referral request.												
1 - Strongly Disagree	11%	6%	4%	0%	18%	19%	0%	5%	11%	6%	19%	5%
2 - Disagree	11%	10%	9%	10%	21%	13%	14%	10%	10%	10%	19%	5%
3 - Neither Agree nor Disagree	23%	21%	43%	29%	39%	32%	32%	43%	20%	18%	31%	16%
4 - Agree	33%	36%	43%	48%	18%	29%	32%	24%	34%	38%	28%	16%
5 - Strongly Agree	21%	27%	0%	14%	4%	6%	23%	19%	25%	28%	3%	24%
Difference, Significance	(+) *		(+)		(+)		(-)		(+) *		(+) *	
6) It was easy to utilize the message center.												
1 - Strongly Disagree	8%	7%	9%	4%	8%	10%	7%	11%	8%	6%	7%	6%
2 - Disagree	8%	8%	11%	12%	17%	5%	8%	7%	6%	8%	10%	10%
3 - Neither Agree nor Disagree	16%	18%	11%	12%	13%	24%	8%	14%	18%	17%	12%	21%
4 - Agree	42%	42%	56%	53%	49%	43%	45%	42%	39%	43%	42%	32%
5 - Strongly Agree	27%	25%	14%	18%	14%	18%	33%	26%	29%	25%	28%	31%
Difference, Significance	(-)		(+)		(+)		(-)		(-)		(tie)	

Table 1 - Continued

Question	Overall		Hospital		Dentist			Mental Health		Physician			Other		
	Fall 2003	Spring 2004	Fall 2003	Spring 2004	Fall 2003	Spring 2004	Fall 2003	Spring 2004	Fall 2003	Spring 2004	Fall 2003	Spring 2004	Fall 2003	Spring 2004	
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	
7) Communications sent to GHP "contact us" via the web portal were answered in a timely manner.															
1 - Strongly Disagree	23%	25%	30%	36%	33%	27%	23%	25%	21%	23%	23%	28%	23%	28%	
2 - Disagree	20%	21%	24%	28%	18%	27%	18%	25%	19%	20%	25%	14%	25%	14%	
3 - Neither Agree nor Disagree	17%	21%	16%	15%	18%	25%	14%	14%	18%	22%	15%	21%	15%	21%	
4 - Agree	28%	25%	26%	15%	29%	18%	32%	27%	28%	26%	27%	25%	27%	25%	
5 - Strongly Agree	12%	9%	4%	5%	3%	3%	14%	8%	14%	9%	10%	12%	10%	12%	
Difference, Significance	(-) *		(-)		(-)			(-)		(-) *			(+) *		
8) Overall, I am satisfied with the business functions supported by the GHP web portal.															
1 - Strongly Disagree	14%	8%	22%	15%	22%	10%	13%	7%	12%	7%	17%	10%	17%	10%	
2 - Disagree	17%	12%	28%	9%	14%	10%	14%	9%	16%	12%	25%	13%	16%	12%	
3 - Neither Agree nor Disagree	21%	22%	17%	24%	23%	22%	19%	21%	22%	21%	17%	23%	17%	25%	
4 - Agree	37%	43%	23%	47%	35%	48%	38%	43%	37%	43%	36%	33%	36%	33%	
5 - Strongly Agree	11%	16%	10%	5%	5%	10%	16%	19%	13%	17%	6%	20%	6%	20%	
Difference, Significance	(+) *		(+) *		(+) *			(+) *		(+) *			(+) *		
9) Overall, it was easy to use the GHP web portal.															
1 - Strongly Disagree	11%	6%	14%	14%	12%	7%	11%	7%	11%	5%	11%	6%	11%	6%	
2 - Disagree	12%	7%	22%	4%	13%	7%	13%	4%	11%	8%	12%	7%	12%	7%	
3 - Neither Agree nor Disagree	14%	16%	14%	11%	15%	16%	7%	18%	15%	15%	16%	23%	16%	23%	
4 - Agree	46%	46%	39%	55%	49%	46%	49%	46%	45%	46%	50%	36%	46%	36%	
5 - Strongly Agree	16%	26%	12%	16%	11%	24%	21%	25%	18%	26%	11%	28%	11%	28%	
Difference, Significance	(+) *		(+) *		(+) *			(+) *		(+) *			(+) *		
10) Why did your office <u>not</u> use the GHP web portal?															
1 - We do not have access to the internet	18%	18%	0%	5%	28%	34	29%	15%	16%	19%	45	15%	9%	7	17%
2 - We would rather speak to a customer service representative	20%	28%	17%	26%	18%	34	29%	18%	40%	20%	75	25%	25%	13	32%
3 - We find it difficult to use	18%	28%	17%	26%	17%	34	29%	18%	40%	18%	75	25%	18%	12	29%
4 - We experienced technical difficulty	24%	23%	37%	37%	25%	23	20%	26%	18%	21%	74	25%	28%	9	22%
5 - We need training on the internet or the GHP website	9%	11%	7%	5%	9%	15	13%	11%	5%	9%	38	13%	10%	3	7%
11) My office uses the GHP IVR system:															
1 - Daily	24%	26%	39%	33%	23%	23%	13%	14%	27%	30%	12%	22%	12%	22%	
2 - Weekly	25%	21%	30%	24%	21%	18%	17%	18%	27%	22%	23%	22%	23%	22%	
3 - Monthly	6%	7%	0%	2%	8%	7%	11%	10%	5%	7%	10%	8%	10%	8%	
4 - Rarely	18%	22%	15%	21%	21%	22%	19%	16%	18%	23%	22%	22%	22%	22%	
5 - Not at all	27%	24%	16%	21%	27%	30%	40%	42%	24%	19%	33%	26%	33%	26%	
Difference, Significance	(+) *		(-)		(-)			(+) *		(+) *			(+) *		
12) My office uses the GHP IVR system to:															
1 - Check member eligibility	72%	71%	60%	68%	84%	85%	64%	66%	73%	70%	67%	88	67%	88	67%
2 - Check claim status	57%	55%	55%	55%	39%	40%	56%	54%	59%	58%	62%	66	50%	66	50%
3 - Check Electronic Funds Transfer status	28%	24%	40%	21%	24%	21%	26%	21%	27%	26%	30%	25	19%	25	19%
4 - Submit or check status of referrals	26%	24%	23%	17%	9%	4%	9%	4%	32%	31%	18%	34	26%	34	26%
5 - Submit or check status of prior authorizations	34%	19%	34%	28%	31%	20%	18%	8%	38%	20%	31%	23	18%	23	18%

Table 1 - Continued

Question	Overall		Hospital		Dentist		Mental Health		Physician		Other	
	Fall 2003	Spring 2004	Fall 2003	Spring 2004	Fall 2003	Spring 2004	Fall 2003	Spring 2004	Fall 2003	Spring 2004	Fall 2003	Spring 2004
	%	%	%	%	%	%	%	%	%	%	%	%
13) Overall, I am satisfied with the business functions supported by the GHP IVR system.												
1 - Strongly Disagree	6%	6%	12%	4%	5%	8%	5%	8%	5%	5%	10%	9%
2 - Disagree	12%	12%	31%	14%	19%	13%	16%	8%	9%	11%	14%	20%
3 - Neither Agree nor Disagree	25%	27%	22%	39%	30%	26%	12%	22%	26%	27%	28%	26%
4 - Agree	44%	42%	29%	39%	33%	47%	55%	50%	46%	41%	40%	33%
5 - Strongly Agree	13%	13%	6%	4%	13%	7%	12%	11%	14%	15%	9%	13%
Difference, Significance	(-)		(+)		(+)		(-)		(-)		(-)	
14) Overall, the GHP IVR system was easy to use.												
1 - Strongly Disagree	4%	6%	4%	5%	8%	7%	2%	10%	4%	5%	6%	8%
2 - Disagree	9%	9%	22%	5%	10%	10%	13%	13%	8%	7%	7%	15%
3 - Neither Agree nor Disagree	18%	21%	18%	30%	22%	33%	12%	19%	17%	19%	26%	20%
4 - Agree	49%	45%	42%	50%	42%	42%	56%	43%	51%	46%	42%	38%
5 - Strongly Agree	20%	19%	13%	11%	19%	8%	17%	15%	21%	22%	18%	20%
Difference, Significance	(-)		(+)		(-)		(-)		(-)		(-)	
15) Why did your office not use the GHP IVR system?												
1 - We need more instruction on how to perform the functions	9%	8%	0%	0%	9%	17%	15%	10%	9%	5%	10%	13%
2 - We would rather speak to a customer service representative	34%	43%	28%	48%	39%	33%	27%	55%	35%	42%	34%	45%
3 - We would rather use the GHP web portal	27%	41%	44%	55%	23%	33%	30%	41%	27%	44%	23%	28%
4 - We find it difficult to use	7%	7%	9%	6%	6%	5%	4%	10%	7%	7%	6%	5%
16) Customer service answered my call quickly.												
1 - Never	8%	6%	13%	3%	9%	7%	12%	4%	7%	6%	9%	10%
2 - Rarely	14%	12%	10%	20%	14%	11%	12%	8%	14%	12%	19%	17%
3 - Sometimes	31%	30%	30%	36%	35%	30%	26%	37%	31%	28%	31%	33%
4 - Usually	30%	37%	35%	34%	32%	44%	35%	39%	30%	38%	25%	24%
5 - Always	17%	15%	12%	7%	10%	9%	16%	12%	18%	16%	16%	17%
Difference, Significance	(+) *		(-)		(+)		(+)		(+)		(+)	
17) Customer service provided the information needed.												
1 - Never	9%	7%	13%	10%	9%	3%	12%	8%	7%	7%	11%	10%
2 - Rarely	19%	17%	39%	29%	26%	15%	19%	16%	17%	17%	18%	21%
3 - Sometimes	27%	27%	28%	36%	25%	26%	30%	29%	26%	27%	29%	28%
4 - Usually	28%	33%	11%	19%	25%	43%	23%	36%	31%	33%	26%	22%
5 - Always	17%	15%	8%	5%	16%	14%	17%	11%	18%	16%	16%	20%
Difference, Significance	(+)		(+)		(+) *		(+)		(-)		(+)	
18) It was easy to obtain a prior authorization.												
1 - Never	110	12%	9%	8%	6%	22%	23%	25%	10%	9%	5%	16%
2 - Rarely	128	14%	11%	8%	8%	29%	21%	15%	21%	12%	9%	7%
3 - Sometimes	228	25%	25%	30%	28%	22%	19%	15%	21%	27%	27%	25%
4 - Usually	272	30%	38%	49%	50%	19%	26%	33%	38%	32%	40%	35%
5 - Always	160	18%	17%	5%	8%	8%	11%	13%	10%	21%	19%	17%
Difference, Significance	(+) *		(+)		(+)		(+)		(+) *		(+)	

Table 1 - Continued

Question	Overall		Hospital		Dentist			Mental Health		Physician			Other	
	Fall 2003	Spring 2004	Fall 2003	Spring 2004	Fall 2003	Spring 2004	Fall 2003	Spring 2004	Fall 2003	Spring 2004	Fall 2003	Spring 2004	Fall 2003	Spring 2004
	%	%	%	%	%	%	%	%	%	%	%	%	%	%
19) The customer service representative who heard my complaint was courteous.														
1 - Never	2%	3%	0%	5%	2%	2%	4%	3%	2%	2%	3%	4%		
2 - Rarely	5%	5%	7%	2%	9%	4%	3%	5%	4%	5%	4%	8%		
3 - Sometimes	16%	18%	19%	17%	20%	19%	11%	15%	17%	19%	15%	13%		
4 - Usually	36%	40%	46%	53%	31%	46%	40%	38%	35%	39%	38%	33%		
5 - Always	41%	34%	28%	22%	38%	29%	43%	39%	42%	34%	40%	43%		
Difference, Significance	(-) *		(-)		(-)			(-)		(-) *			(-)	
20) My complaint was handled in a timely manner.														
1 - Never	16%	16%	24%	10%	20%	16%	20%	16%	15%	15%	15%	18%		
2 - Rarely	17%	16%	34%	34%	19%	19%	18%	14%	15%	15%	16%	15%		
3 - Sometimes	24%	25%	26%	30%	27%	27%	23%	34%	24%	23%	24%	25%		
4 - Usually	25%	28%	12%	22%	21%	27%	22%	21%	27%	31%	26%	22%		
5 - Always	17%	15%	3%	3%	13%	11%	17%	15%	19%	15%	19%	20%		
Difference, Significance	(tie)		(+) *		(+) *			(+) *		(-)			(-)	
21) Overall, I am satisfied with the service I have received from the Medicaid / PeachCare for Kids customer service center.														
1 - Never	10%	8%	8%	10%	15%	5%	12%	9%	9%	67	7%	10%	10%	
2 - Rarely	15%	15%	37%	21%	13%	14%	12%	10%	14%	138	15%	19%	16%	
3 - Sometimes	26%	26%	29%	34%	33%	33%	29%	23%	24%	233	25%	21%	25%	
4 - Usually	30%	36%	19%	31%	23%	38%	28%	40%	32%	332	36%	31%	28%	
5 - Always	19%	16%	6%	3%	17%	11%	19%	18%	21%	153	17%	18%	22%	
Difference, Significance	(+) *		(+) *		(+) *			(+) *		(-)			(+) *	
22) My practice knows our field representative for Medicaid and PeachCare.														
1 - Strongly Disagree	29%	26%	11%	15%	42%	42%	40%	30%	26%	23%	33%	27%		
2 - Disagree	13%	12%	11%	6%	14%	12%	19%	16%	12%	12%	16%	13%		
3 - Neither Agree nor Disagree	10%	11%	8%	9%	11%	11%	12%	16%	8%	10%	16%	15%		
4 - Agree	26%	27%	37%	49%	23%	18%	18%	23%	29%	29%	19%	22%		
5 - Strongly Agree	22%	24%	32%	21%	10%	17%	11%	16%	25%	27%	16%	24%		
Difference, Significance	(+) *		(-)		(+) *			(+) *		(+) *			(+) *	
23) The provider field representative responds to questions in a timely manner.														
1 - Strongly Disagree	27%	27%	25%	35%	39%	37%	32%	18%	26%	24%	23%	33%		
2 - Disagree	15%	16%	21%	15%	13%	11%	13%	23%	14%	15%	17%	20%		
3 - Neither Agree nor Disagree	19%	21%	18%	29%	19%	22%	27%	27%	17%	21%	26%	17%		
4 - Agree	26%	22%	30%	17%	24%	22%	22%	20%	27%	24%	27%	15%		
5 - Strongly Agree	13%	14%	5%	4%	5%	9%	5%	12%	16%	16%	7%	14%		
Difference, Significance	(-)		(-)		(+) *			(+) *		(-)			(-)	

Table 1 - Continued

Question	Overall		Hospital		Dentist		Mental Health		Physician		Other	
	Fall 2003	Spring 2004	Fall 2003	Spring 2004	Fall 2003	Spring 2004	Fall 2003	Spring 2004	Fall 2003	Spring 2004	Fall 2003	Spring 2004
	%	%	%	%	%	%	%	%	%	%	%	%
24) The provider field representative answered my questions accurately.												
1 - Strongly Disagree	23%	22%	19%	31%	30%	34%	32%	17%	21%	20%	20%	27%
2 - Disagree	11%	13%	15%	10%	14%	11%	10%	13%	10%	13%	15%	15%
3 - Neither Agree nor Disagree	21%	24%	31%	31%	25%	22%	28%	34%	19%	23%	22%	21%
4 - Agree	29%	25%	22%	17%	25%	24%	27%	22%	30%	27%	31%	22%
5 - Strongly Agree	16%	16%	13%	10%	7%	10%	3%	13%	19%	18%	13%	15%
Difference, Significance	(-)		(-)		(-)		(+) *		(-)		(-)	
25) The information conveyed during the provider training in 2003 was relevant or useful to my business function with DCH.												
1 - Strongly Disagree	13%	11%	13%	4%	17%	25%	14%	14%	11%	9%	18%	13%
2 - Disagree	13%	13%	16%	13%	19%	16%	17%	12%	11%	13%	14%	13%
3 - Neither Agree nor Disagree	23%	27%	21%	40%	32%	25%	21%	36%	21%	25%	30%	29%
4 - Agree	37%	34%	38%	33%	26%	26%	33%	30%	40%	37%	29%	33%
5 - Strongly Agree	14%	14%	13%	10%	6%	6%	14%	8%	16%	17%	9%	12%
Difference, Significance	(tie)		(+) *		(-)		(-)		(-)		(+) *	
26) During the provider training in 2003, the information was conveyed in a manner that was easy to understand.												
1 - Never		9%		4%		20%		8%		8%		9%
2 - Rarely		12%		12%		15%		11%		12%		10%
3 - Sometimes		28%		32%		29%		27%		26%		36%
4 - Usually		37%		40%		29%		39%		38%		33%
5 - Always		14%		12%		6%		14%		15%		12%
27) The ID card is easy to use.												
1 - Strongly Disagree	8%	7%	11%	6%	6%	4%	8%	9%	8%	7%	8%	8%
2 - Disagree	7%	6%	14%	14%	8%	6%	8%	3%	7%	7%	4%	7%
3 - Neither Agree nor Disagree	13%	15%	7%	10%	17%	11%	9%	21%	14%	15%	14%	14%
4 - Agree	44%	39%	55%	47%	45%	45%	46%	36%	43%	39%	43%	35%
5 - Strongly Agree	27%	33%	13%	22%	24%	34%	28%	31%	28%	33%	31%	35%
Difference, Significance	(+) *		(+) *		(+) *		(-)		(+) *		(+) *	
28) The information printed on the ID card is useful.												
1 - Strongly Disagree	7%	7%	5%	8%	6%	5%	6%	7%	8%	7%	6%	6%
2 - Disagree	9%	10%	11%	22%	11%	9%	9%	10%	9%	9%	5%	9%
3 - Neither Agree nor Disagree	15%	17%	13%	12%	24%	15%	14%	22%	15%	16%	13%	18%
4 - Agree	44%	38%	55%	39%	39%	44%	47%	33%	42%	39%	54%	32%
5 - Strongly Agree	25%	29%	16%	20%	20%	28%	24%	27%	27%	29%	23%	35%
Difference, Significance	(+) *		(-)		(+) *		(-)		(+) *		(+) *	
29) Claims were processed in a timely manner.												
1 - Never	13%	12%	8%	13%	8%	7%	8%	5%	14%	14%	16%	12%
2 - Rarely	16%	13%	17%	11%	15%	5%	14%	12%	17%	14%	14%	20%
3 - Sometimes	28%	26%	38%	25%	31%	22%	17%	16%	29%	28%	24%	26%
4 - Usually	30%	38%	32%	49%	30%	56%	39%	45%	28%	34%	29%	25%
5 - Always	14%	12%	5%	2%	16%	10%	22%	22%	12%	10%	17%	16%
Difference, Significance	(+) *		(+) *		(+) *		(+) *		(+) *		(-)	

Table 1 - Continued

Question	Overall		Hospital		Dentist		Mental Health		Physician		Other		
	Fall 2003	Spring 2004	Fall 2003	Spring 2004	Fall 2003	Spring 2004	Fall 2003	Spring 2004	Fall 2003	Spring 2004	Fall 2003	Spring 2004	
	%	%	%	%	%	%	%	%	%	%	%	%	
30) Claims were processed accurately.													
1 - Never	13%	12%	8%	13%	9%	6%	7%	8%	13%	14%	31	19%	14%
2 - Rarely	21%	16%	33%	12%	19%	7%	19%	12%	22%	19%	31	19%	17%
3 - Sometimes	30%	33%	34%	42%	34%	37%	23%	28%	31%	33%	40	25%	29%
4 - Usually	27%	31%	23%	32%	29%	42%	36%	37%	26%	28%	38	24%	24%
5 - Always	9%	9%	2%	2%	9%	8%	15%	16%	8%	7%	20	13%	15%
Difference, Significance	(+)*		(+)		(+)*		(+)		(+)		(+)		
31) It was easy to submit claims via WINASAP2000.													
1 - Never	13%	11%	11%	0%	12%	13%	11%	8%	15%	13%	9%	5%	
2 - Rarely	6%	6%	5%	10%	4%	4%	6%	2%	5%	7%	10%	6%	
3 - Sometimes	18%	20%	21%	20%	25%	18%	6%	6%	22%	26%	13%	17%	
4 - Usually	30%	34%	53%	50%	25%	40%	26%	38%	30%	33%	33%	26%	
5 - Always	33%	30%	11%	20%	35%	25%	50%	46%	28%	22%	35%	46%	
Difference, Significance	(tie)		(+)		(-)		(+)		(-)		(+)		
32) Overall, I am satisfied with claims processing for the Medicaid / Peachcare for Kids programs.													
1 - Never	15%	12%	15%	13%	16%	4%	12%	8%	15%	14%	15%	15%	
2 - Rarely	16%	16%	18%	18%	13%	11%	15%	11%	16%	18%	19%	15%	
3 - Sometimes	26%	27%	33%	33%	27%	24%	20%	22%	27%	28%	22%	29%	
4 - Usually	31%	34%	28%	35%	31%	50%	36%	43%	30%	31%	30%	27%	
5 - Always	12%	10%	7%	0%	14%	10%	17%	16%	11%	10%	13%	14%	
Difference, Significance	(+)		(-)		(+)*		(+)		(-)		(+)		

