

**Medicaid and PeachCare for Kids:
Customer Service Satisfaction Survey - Provider
Fall 2004**

Prepared for Affiliated Computer Services, Inc.

**Prepared by the Georgia Health Policy Center
At Georgia State University**

**Glenn M. Landers, MBA, MHA
And
Mei Zhou, MS, MA**



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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 (GHPC) at Georgia State University to conduct semi-annual member surveys to assess member satisfaction with ACS's claims administration and customer service. The baseline survey was conducted in March 2003, before ACS assumed responsibility for claims administration. This report presents results of 1,675 randomly selected providers who submitted claims between April and September 2004. The survey was conducted between October 22 and December 6, 2004 via mail and the World Wide Web, with follow-up telephone interviews of providers not completing the survey by other means.

A comparison of fall 2004 results with spring 2004 results suggests that satisfaction has declined on the majority of survey questions; although there are encouraging results regarding claims processing.

- There was a significant decrease in overall satisfaction with the business functions of the IVR system, the IVR system's ease of use, and all customer service and field representative related questions.
- There was a significant increase in satisfaction regarding claims being processed in a timely manner, the accuracy of claims processing, and overall satisfaction with claims processing.
- The area of greatest provider dissatisfaction was in the time it takes customer service representatives to answer calls. All provider types experienced a statistically significant decline in satisfaction on this measure.
- The areas of greatest satisfaction were claims being processed in a timely manner, claims being processed accurately, and overall satisfaction with claims processing. In each of these areas, three provider types experienced statistically significant improvement over spring 2004.

It should be noted that because this survey period covers a six-month period from April to September 2004, significant programmatic changes that took place on July 1, 2004 might be indirectly reflected in providers' responses to the current survey. Although administrative changes

addressed patient eligibility and premiums, confusion on the members' part may have influenced provider frustration and dissatisfaction.

It should also be noted that while there may have been statistically significant declines across many survey questions from spring to fall 2004, satisfaction still remains high along many dimensions. For example:

- Sixty-six percent of providers agree or strongly agree that it is easy to submit claims via the web portal,
- Sixty-two percent of providers agree or strongly agree that it is easy to find a provider for referral or authorization purposes,
- Seventy percent of providers agree or strongly agree that it was easy to use the message center, and
- Seventy-three percent of providers agree or strongly agree that it is easy to use the web portal.

One theme that emerged from the analysis is that providers are satisfied with automated technological improvements, specifically the web portal and claims processing. More providers are using the web portal, and more would like to but are frustrated with what they perceive as the web platform slowing down during normal business hours. When providers call customer service to circumvent the web portal, response time slows further and provider frustration grows. Improvements in the web portal's ability to manage greater volumes of traffic might reduce demand on the call center and improve overall provider satisfaction.

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 semi-annual provider surveys to assess provider satisfaction with ACS's claims administration and customer service. The GHPC conducted a 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 third survey conducted since ACS assumed the responsibility for claims administration.

METHODOLOGY

Sample

The GHPC selected a random sample of providers from a master list of eligible providers supplied by ACS. Only providers who had filed claims 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 record:

- Dentists
- Hospitals
- Mental health providers
- Physicians
- Other providers¹

Since many providers listed several categories of service, a multi-step assignment process was used to classify providers. Any provider with category of service 10 or 70 was classified as a hospital. Those with category of service 450 or 460 were classified as dentists. Providers with category of service 440 or 570 were classified as mental health providers. Providers with category of service 430 were classified as physicians. Any providers exclusively listed as pharmacies were excluded. All remaining providers were classified as “other providers”.

Survey Instrument²

The provider survey measured responses to customer service provided by ACS between April and September 2004 through one open-ended question and 32 close-ended questions addressing the following areas:

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

¹ Other providers include long-term care facilities, rural health clinics, waiver program providers, maternal and child health service providers, laboratory service providers, transportation providers, therapists, and other practitioners.

² See Appendix A for complete survey.

The questionnaire employed two five-point Likert scales (*strongly agree* to *strongly disagree* and *never to always*). 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 allowed to add comments or clarifications or to omit a response. Excerpts from these comments appear throughout this report to illustrate specific viewpoints.

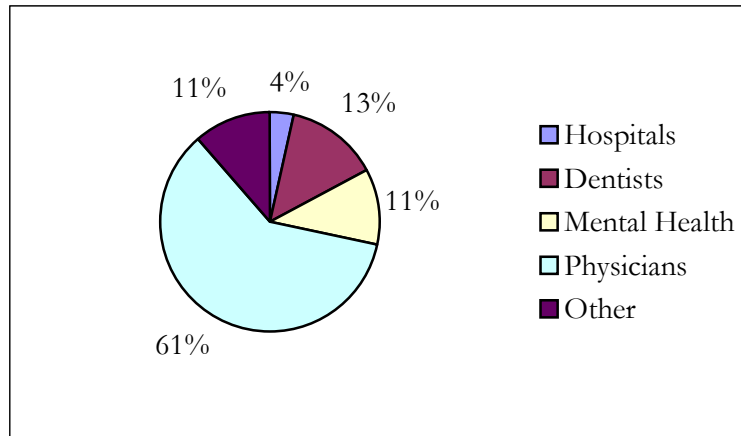
Data Collection

The GHPC subcontracted with PEGUS Research, Inc. to administer the survey and collect 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 October to December 2004. To ensure an adequate response rate, follow-up calls were made to 1,496 providers who failed to respond by mail. Of the 1,675 providers who completed the survey, 81 percent (1,349) mailed in their surveys and 19 percent (326) responded to a telephone interview. The final response was 1,675 providers, or 36 percent of the 4,700 providers who received a survey in the mail.

As shown in Figure 1, the 1,675 completed surveys represent the following provider categories:

1. Hospitals = 62
2. Dentists = 226
3. Mental Health Providers = 187
4. Physicians = 1,010
5. Other = 190

Figure 1
Fall 2004 Respondent Profile



Analysis

Raw survey data were returned to the GHPC in Microsoft Excel format for analysis and reporting. Analyses of survey responses were conducted using the Wilcoxon Rank Sum Test. Significance levels, where indicated, are at the .05 level.

RESULTS

Summary of Findings

The results of the fall 2004 survey reflect provider satisfaction with ACS customer service during the six-month period from April to September 2004. Where differences between spring and fall 2004 results are significant, the majority of the difference is negative; however, there are encouraging results regarding claims processing.

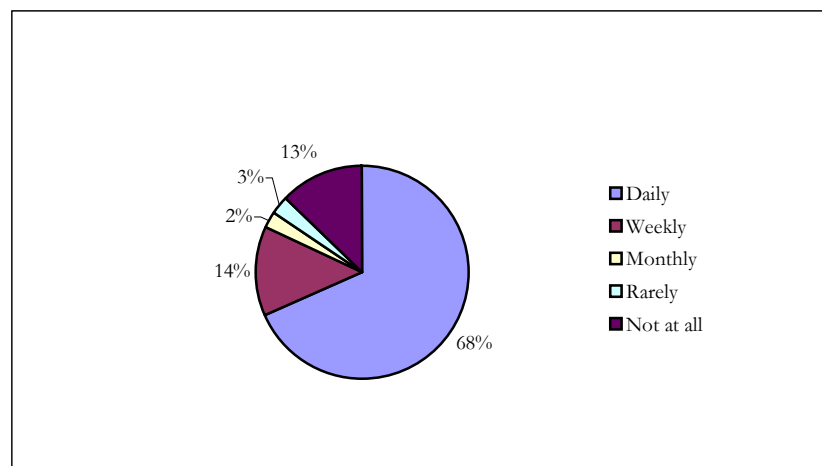
- Forty-two percent of the providers reported they were always or usually satisfied with their overall customer service experience compared with 52 percent in spring 2004.
- Overall satisfaction with ease of use and the business functions of the web portal remained the same from spring 2004.
- Satisfaction with regard to submitting claims via the web portal remained unchanged; however, satisfaction with how easy it was to generate a referral request increased significantly from spring 2004.
- Overall, there was a significant increase in satisfaction with:
 - Ease of generating a referral request,
 - The timeliness of claims processing,
 - The accuracy of claims processing, and
 - Overall satisfaction with claims processing.
- Overall, there was a significant decrease in satisfaction with:
 - The business functions supported by the IVR system.
 - The ease of use of the IVR system.
 - Customer service answering calls quickly,
 - Customer service providing the information needed,
 - Ease of obtaining a prior authorization,
 - Customer service courtesy,
 - Complaints being handled in a timely manner,
 - Overall satisfaction with the customer service center,
 - Timely response by field representatives, and
 - Accuracy of field representative responses.

SECTION ONE: GHP WEB PORTAL EXPERIENCE

Use of the web portal increased significantly, driven by physician and other provider use. Sixty-eight percent of the providers use the web portal daily (Figure 2).

- Sixty-eight percent of the providers used the web portal at daily. Only 13 percent did not use it at all.
- Among provider types, more hospitals use the web portal daily (93 percent); although other providers increased daily usage from 55 percent in spring 2004 to 66 percent in fall 2004.

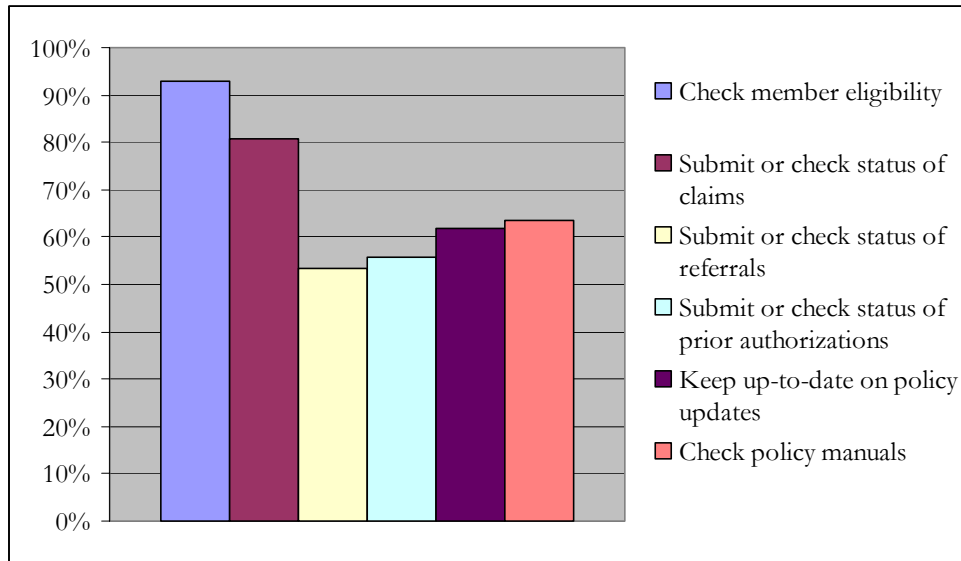
Figure 2
Frequency of Web Portal Use



Among those using the portal, most use it to check member eligibility and to submit/check the status of claims (Figure 3).

- The top four reasons for using the web portal (users were allowed to select more than one option) were:
 - To check member eligibility (93 percent)
 - To submit or check status of claims (81 percent)
 - To check policy manuals (64 percent)
 - To keep up-to-date on policy updates (62 percent)

Figure 3
Reasons for Using the Web Portal



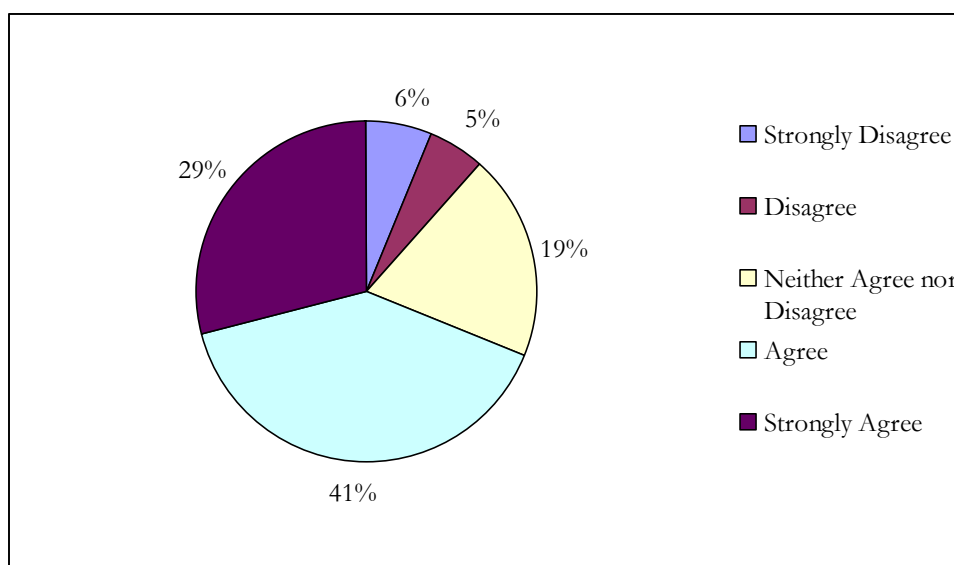
Overall satisfaction with the business functions supported by the web portal increased for hospitals, dentists, and other providers but decreased for physicians and mental health providers, although none of the difference was significant and the overall change from spring 2004 was positive.

- Among all providers:
 - Sixty percent agreed or strongly agreed that they were satisfied with the web portal's business functionality.
 - Nineteen percent disagreed or strongly disagreed.
- The most satisfied groups of providers were physicians and other providers:
 - Sixty percent of each group agreed or strongly agreed that they were satisfied.
 - Dentists and mental health providers were the second most satisfied group, with 58 percent agreeing or strongly agreeing that they were satisfied.
- The provider group with the greatest increase in satisfaction regarding web portal functionality was other providers:
 - Sixty percent of other providers agreed or strongly agreed that they were satisfied with web portal functionality compared with 53 percent in the spring.

Overall, seventy percent of providers agreed or strongly agreed that it is easy to generate a referral request through the web portal (Figure 4).

- Among all providers, 70 percent agreed or strongly agreed that it was easy to generate referral requests through the GHP web portal. This was a significant improvement from spring 2004 (63 percent).
- Physicians showed the greatest improvement in satisfaction with referral request generation, with 72 percent agreeing or strongly agreeing that the referrals were easy to generate through the web portal compared to spring 2004 (66 percent).
- Hospitals experienced a decrease in satisfaction, although the change was not significant.

Figure 4
Ease of Generating Referral Requests

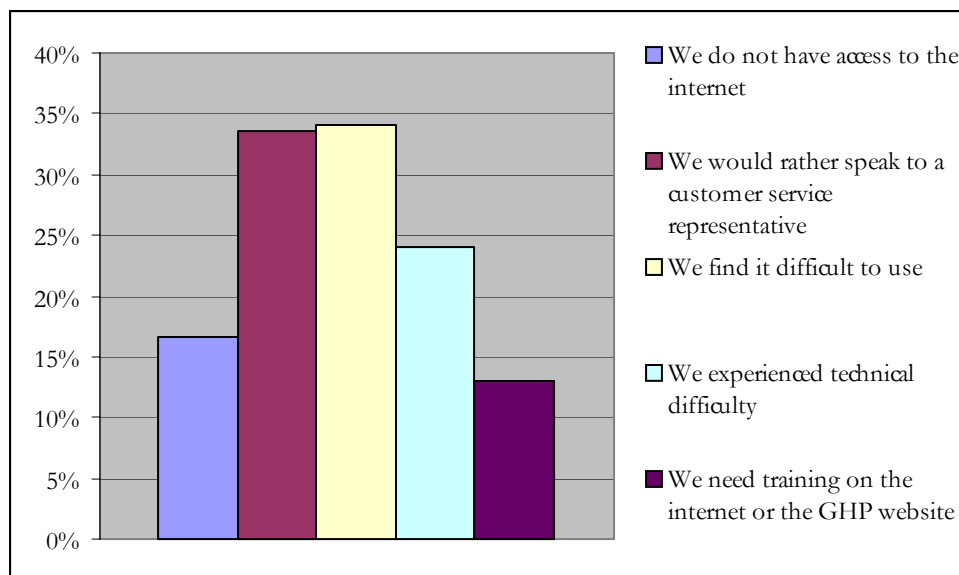


Overall results were improved, although not significantly, over spring 2004 for:

- Ease of submitting claims through the web portal,
- Ease in finding a provider for referral or authorization purposes,
- Ease of using the message center,
- Communications sent via the web portal being answered in a timely manner, and
- Overall ease of using the web portal.

Of the 13 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 the most common reasons³ for not using the site (Figure 5).

Figure 5
Reasons for Not Using the Web Portal



- Mental health providers, dentists, and physicians reported that their two main reasons for not using the GHP web portal were:
 - Difficulty of use and
 - Their preference for speaking to a customer service representative.
- Hospitals shared those two main reasons and added:
 - Experiencing technical difficulty.
- Other providers found difficulty of use and technical difficulties to be their two main reasons for not using the web portal.

³ Respondents were allowed to select more than one option.

Provider Comments Regarding the GHP Web Portal

- Web portal sometimes will not let you void a claim - web portal is sometimes very slow.
- Web portal slow and does not work properly.
- I'd rather use the web portal if possible but at times it runs extremely slow.
- When the portal runs slow at times entered information is lost.
- The web portal overall is easy to use and I prefer it; however, when the portal is having a slow/bad day it makes my job difficult.
- Takes too long - doesn't tell you if the web portal is 'down' until after you have spent 10 minutes submitting the claim.
- Thank you for GHP web portal. I love it! I have a lot less stress and headaches. Thank you and keep up the good work.
- I love the web portal, but at times it provides inaccurate denials (e.g. procedure not covered) requiring resubmission. Overall good though. It's the only managed care plan I still work with.
- The web portal is wonderful from 7:30-8:30 AM. After that time it is almost impossible to obtain eligibility information and is impossible to submit a claim.

SECTION TWO: INTERACTIVE VOICE RESPONSE (IVR) SYSTEM

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

- Physicians (50 percent) and hospitals (60 percent) use the IVR System at least weekly.
- In contrast, 48 percent of dentists, 61 percent of mental health providers, and 45 percent of other providers stated that they “rarely” or “never” use the IVR System.

Of those who use the IVR System, satisfaction with IVR business functionality and ease of use fell significantly from spring 2004.

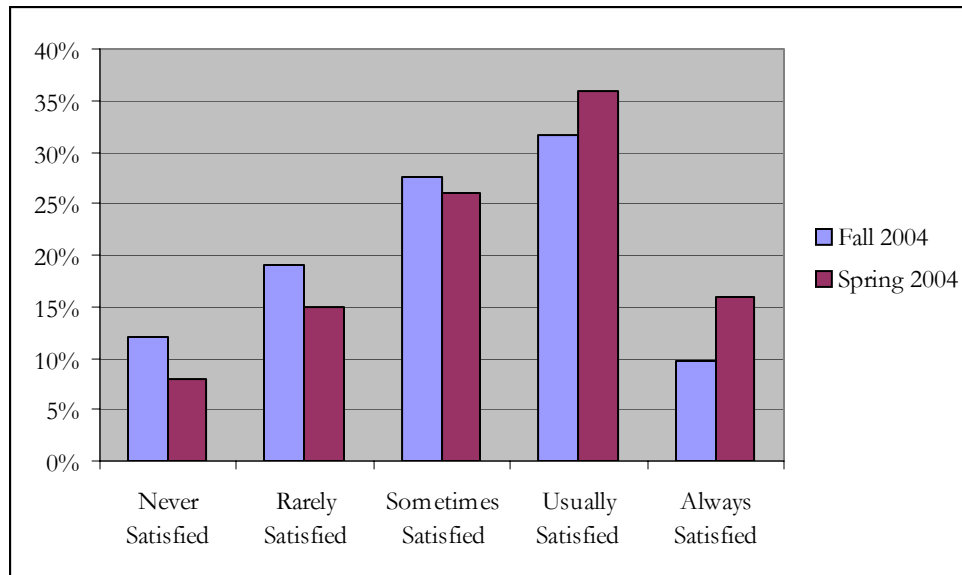
- Those who disagreed or strongly disagreed that they were satisfied with the IVR System’s business functions increased from 18 percent in spring 2004 to 28 percent in fall 2004. The difference was significantly impacted by physicians’ and mental health providers’ dissatisfaction.
- The drop in satisfaction with the IVR System’s ease of use was largely driven by physician dissatisfaction.

Of those providers that reported not using the IVR at all, physicians, hospitals, and other providers would rather use the GHP web portal, while dentists and mental health providers would rather speak to a customer service representative.

SECTION THREE: CUSTOMER SERVICE EXPERIENCES

Satisfaction across all questions regarding customer service significantly fell from spring 2004, with those who are “Never” or “Rarely” satisfied with the customer service center’s overall customer service increasing from 23 percent to 31 percent (Figure 6). Mental health providers and physicians drove the overall result.

Figure 6
Overall Satisfaction with the Customer Service Center



ACS representatives’ call answering time and ease of obtaining a prior authorization both fell from spring 2004.

Call response time:

- Only 25 percent of providers were “usually” or “always” satisfied that customer service answered their call in a timely manner, compared with 52 percent in spring 2004.
 - Each provider type reported significant reductions in overall satisfaction with call response time.

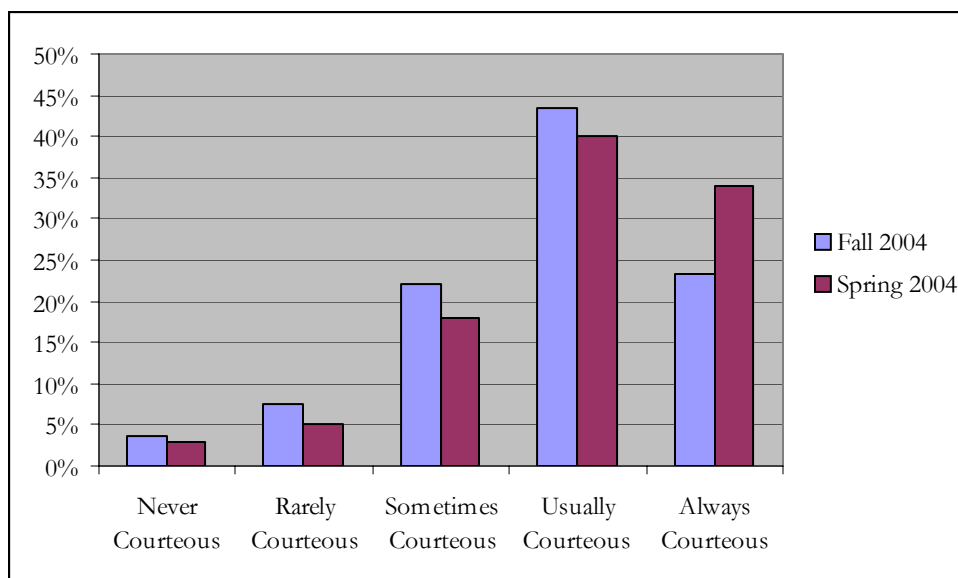
Prior authorization:

- Overall satisfaction with ease of obtaining a prior authorization significantly fell from spring 2004. Satisfaction actually increased for hospitals, dentists, and mental health providers, though not significantly. Satisfaction decreased for other providers and significantly for physicians.

Satisfaction that customer service provided the information needed fell across all provider types, though the decrease in satisfaction was significant only for dentists and physicians.

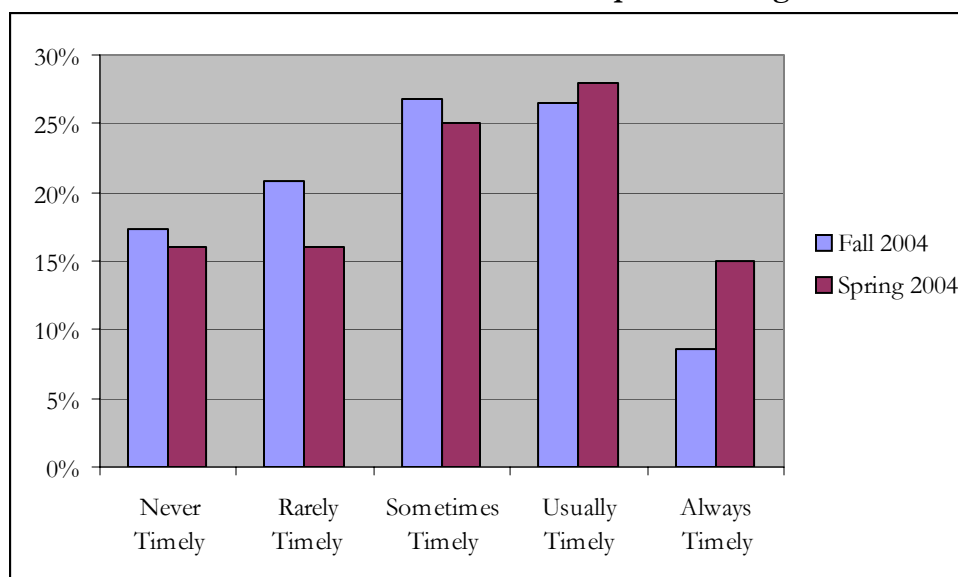
Overall customer service representative courtesy also fell from spring 2004, although the reduction in satisfaction was significant only for physicians and other providers (Figure 7).

Figure 7
Overall Satisfaction with Customer Service Courtesy



Overall satisfaction that complaints are handled by customer service in a timely manner fell from spring 2004, with physicians driving the reduction in overall satisfaction (Figure 8).

Figure 8
Overall Satisfaction with Timeliness of Complaints being Handled



Customer Service Comments

- Your customer service representatives need additional training.
- Customer service not knowledgeable on issues and gets very rude when you try to push the issue.
- Being on hold for over 30 minutes before speaking to a customer service rep is ridiculous.
- Customer service with ACS is almost non-existent. You never get the same direction twice.
- When we need help in correcting claims, we call customer service and have sometimes waited 45 minutes. This is no way to run a business. This is a pain!!
- The customer service reps are very friendly these days. Previously they were known for being very rude. This change was very noticeable and seemed to happen overnight.
- Customer service is usually courteous, but not always knowledgeable.
- I think that provider/customer service relations would be better improved (and less complicated for all involved) if there were dedicated medical and dental departments.
- Customer service reps answer questions to the best of their limited ability but managers should be respectful, more knowledgeable, and prompt.

SECTION FOUR: REGIONAL SERVICE EXPERIENCES

There was a significant decrease in providers who know their ACS field representative, and many feel that the field representatives' responses to questions are not always timely (Figures 9 and 10).

Figure 9
“My Practice Knows our Field Representative for PeachCare and Medicaid.”

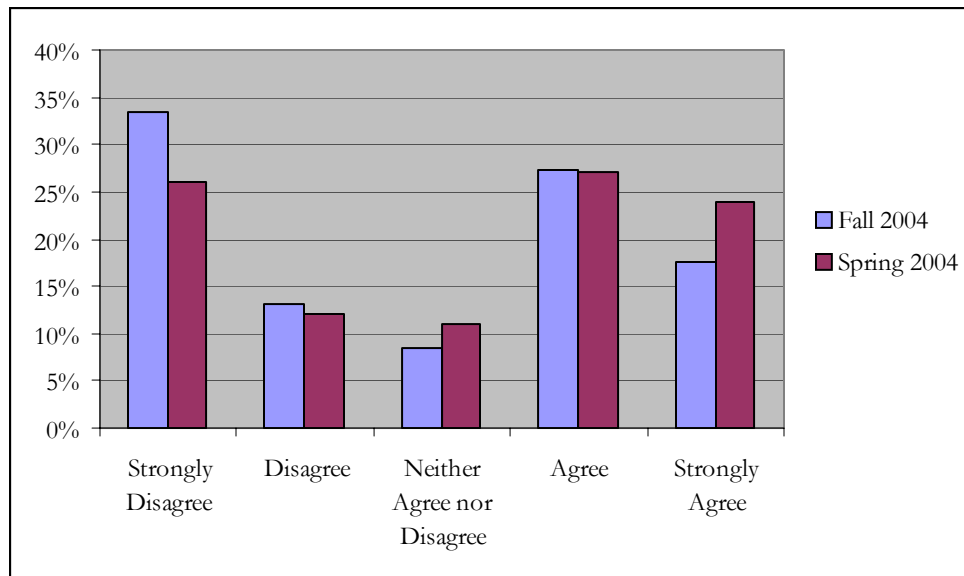
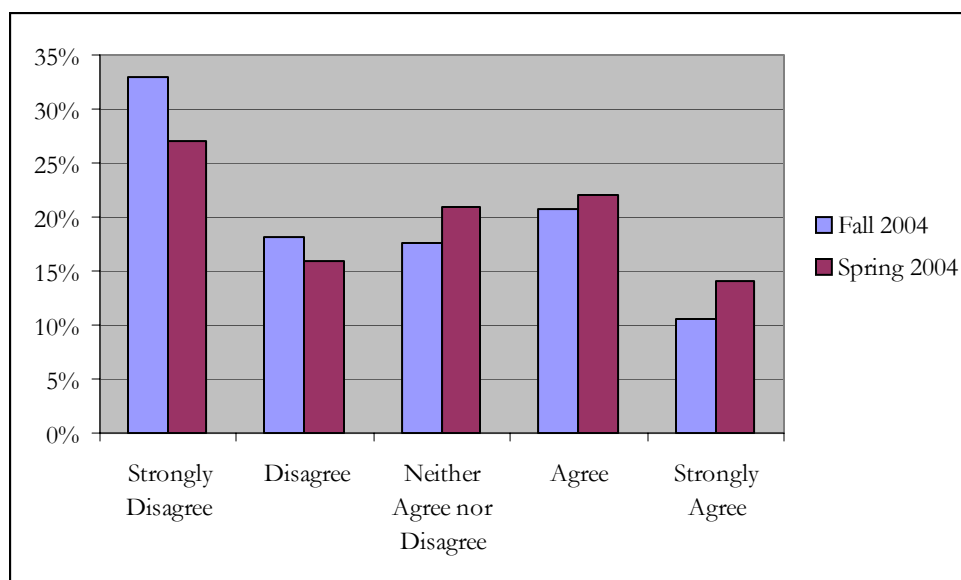


Figure 10
“The Field Representative Responds to Questions in a Timely Manner.”



There was also a significant decrease in those providers who thought field representatives answered questions accurately.

- While hospitals', dentists', mental health providers', and physicians' satisfaction all declined, the decline was significant only for physicians.
- Other providers' satisfaction increased, although not significantly.

Comments Regarding Field Representatives

- | |
|--|
| <ul style="list-style-type: none">• We didn't have a field representative, and when we did we never heard from her.• You need stability with field representatives. We've had 4 field reps within a period of 1 1/2 yrs.• Our field rep is slow to respond and very rarely gives a straightforward answer.• My field representative often doesn't return calls until a week later, if at all. |
|--|

Fifty percent of providers overall agreed or strongly agreed that provider training was relevant or useful, and 55 percent of providers overall said that the information was always or usually conveyed in a manner that was easy to understand.

- Although there was a non-significant decline in providers' agreement that provider training was useful or relevant, there was a significant increase in other providers' agreement that the training was relevant or useful.
- Other providers also experienced a significant increase in their belief that provider training was conveyed in a manner that was easy to understand.

SECTION FIVE: MEMBER ID CARDS

Providers' opinions of how easy the ID card is to use were mixed, and the overall result is a non-significant decline from spring 2004.

- The only significant change was a decrease in physicians' opinions of whether or not the ID card is easy to use, but physicians' responses did not result in an overall significant decline.

Opinions declined on the usefulness of the information printed on the ID card, but the difference is not significant.

- Physicians' opinions of the usefulness of the information printed on the ID card significantly declined, but the difference was not large enough to result in an overall significant change.

Member ID Card Comments

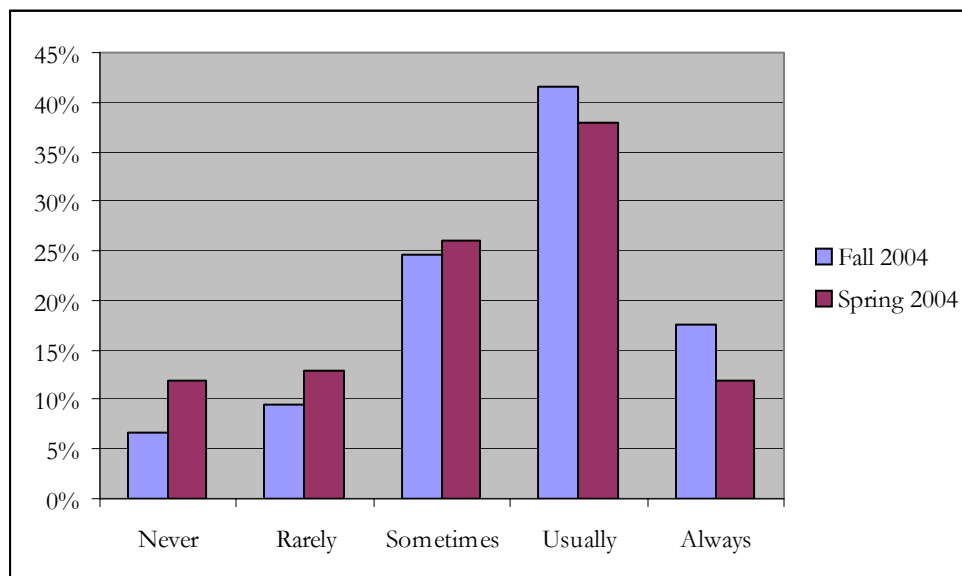
- We do not like the ID cards because patients present them when they are not covered.
- Claims are consistently denied due to an invalid patient ID number. However, upon researching, ID number submitted is consistent with ID number on the ID card.
- ID cards do not copy and id numbers are way too small!
- Many people come with fraudulent Medicaid cards. Strict scrutiny needs to be used before giving them these cards.
- As we do not have an ID card reader in this office - the ID cards are virtually useless to us other than providing us with an ID number to file a claim. The cards do not show if the patient is eligible or not and the phone service to get this information takes too much time to call on each person. Our office wonders if it's worth providing Medicaid and PeachCare service to patients because of the hassle to make sure patients are actually eligible.
- ID card does not give birth date (which you do request) and it doesn't let you know if (or when) a person becomes inactive, and it requires too much time to find out as DFCS will not assist.

SECTION SIX: CLAIMS

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

- Providers reported a significant increase in satisfaction in regard to the timeliness that claims are processed (59 percent usually/always versus 50 percent usually/always.)
 - Improvement was seen across all provider types and was significant for dentists, physicians, and other providers.

Figure 11
“Claims Were Processed in a Timely Manner.”

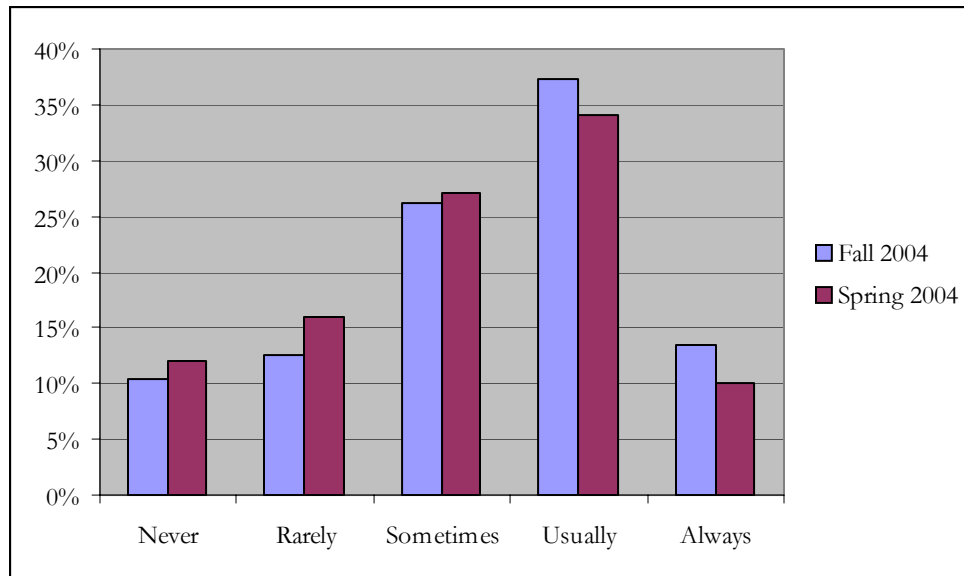


Providers reported a slight, non-significant decline in their opinions that submitting claims via WINASAP2000 was easy.

Overall, there was significant improvement in providers' satisfaction with claims processing for the Medicaid/PeachCare for Kids programs (Figure 12).

- Improvement was seen across all providers and was significant for all but hospitals and mental health providers.

Figure 12
“Overall, I am Satisfied with Claims Processing for the Medicaid and PeachCare for Kids Programs.”



CONCLUSION

Based on the results of this survey, provider satisfaction with has slipped compared with spring 2004 results; however, satisfaction in some areas, although no statistically significant change was noted, remains fairly high.

Web Portal Experience

Satisfaction with the web portal experience remains high, and more providers are using the portal to conduct business; but, high traffic may be causing the system to slow, leading to provider frustration and increased calls to customer service.

Interactive Voice Response System

Satisfaction with the IVR has fallen significantly from spring 2004, and providers are using more frequently. Those who do not use the IVR would rather use the web portal or speak to someone in customer service. Those who felt the system was difficult to use increased by 57 percent.

Customer Service and Regional Service Experiences

Declines in satisfaction with all survey questions regarding customer service and regional service representative experiences were statistically significant in comparison to spring 2004 results; although, 67 percent of respondents still say that customer service is courteous “usually” or “always”.

ID Cards

Although satisfaction with the ease of use of ID cards and the information printed on them declined over spring 2004, 72 percent still agree or strongly agree that the ID card is easy to use, and 66 percent agree or strongly agree that the information printed on them is useful.

Claims

Claims processing is the area that experienced the greatest provider satisfaction. Accuracy of processing improved eight points over spring 2004 and overall satisfaction with claims processing improved seven points.

It should be noted that because this survey period covers a six-month period from April to September 2004, significant programmatic changes that took place on July 1, 2004 might be indirectly reflected in providers' responses to the current survey. Although administrative changes addressed patient eligibility and premiums, confusion on the members' part may have influenced provider frustration and dissatisfaction.

It should also be noted that while there may have been statistically significant declines across many survey questions from spring to fall 2004, satisfaction still remains high along many dimensions. For example:

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One theme that emerged from the analysis is that providers are satisfied with automated technological improvements, specifically the web portal and claims processing. More providers are using the web portal, and more would like to but are frustrated with what they perceive as the web platform slowing down during normal business hours. When providers call customer service to circumvent the web portal, response time slows further and provider frustration grows. Improvements in the web portal's ability to manage greater volumes of traffic might reduce demand on the call center and improve overall provider satisfaction.

Methodology Note

The Georgia Health Policy Center recommends that the "Overall" result category be interpreted with caution. This result is a simple average of the five group results, whereas the groups differ significantly in their demographic profiles. The individual provider 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 and/or PeachCare for Kids provider questionnaire. Results will be used to better meet the needs of program providers. All answers are completely confidential.

The business manager should answer these questions.

Use of Technology

- 1 My office uses the GHP web portal:
 - 1 Daily
 - 2 Weekly
 - 3 Monthly
 - 4 Rarely
 - 5 Not at all (**Skip to Q10**)

- 2 My office uses the GHP web portal to: *(select all that apply)*
 - 2_1 Check member eligibility
 - 2_2 Submit or check status of claims
 - 2_3 Submit or check status of referrals
 - 2_4 Submit or check status of prior authorizations
 - 2_5 Keep up-to-date on policy updates
 - 2_6 Check policy manuals
 - 2_7 Other (please specify) 2_8 _____

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 April 2004 through today

NA = 6

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*)

- 10_1 We do not have access to the Internet
- 10_2 We would rather speak to a customer service representative
- 10_3 We find it difficult to use
- 10_4 We experienced technical difficulty
- 10_5 We need training on the Internet or GHP website
- 10_6 Other (please specify) 10_7 _____

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

- 1 Daily
- 2 Weekly
- 3 Monthly
- 4 Rarely
- 5 Not at all (**Skip to Q15**)

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

- 12_1 Check member eligibility
- 12_2 Check claim status
- 12_3 Check Electronic Funds Transfer (EFT) status
- 12_4 Submit or check status referrals
- 12_5 Submit or check status of prior authorizations
- 12_6 Other (please specify) 12_7 _____
- 12_8 Other (please specify) 12_9 _____

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 April 2004 through today

NA = 6

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*)

- 15_1 We need more instruction on how to perform the functions
- 15_2 We would rather speak to a customer service representative
- 15_3 We would rather use the GHP web portal
- 15_4 We find it difficult to use

15_5 Other (please specify) 15_6 _____

Experiences

The following questions ask you to rate your experiences with the Medicaid / PeachCare for Kids programs from April 2004 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 April 2004 through today

NA = 6

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 April 2004 through today

NA = 6

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 was relevant or useful to my business function with DCH.						
26	During the provider training, 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

NA = 6

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 April 2004 through today

NA = 6

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 responded negatively to any of these questions, please elaborate. = NEGATIVE

Please provide any additional comments. - ADDTL

Thank you for completing this questionnaire.

*Please return your completed questionnaire by November 17, 2004
 in the postage paid envelope provided.*

To complete this survey online:

*Please send an email to pegus_research@pegus.com from the email address
 where you wish to receive the questionnaire, and please include the PegusID number printed on the bottom right corner of this
 survey.*

**1425 South 700 East
 Salt Lake City, Utah 84105**

APPENDIX B

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

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

Question	Overall				Hospital				Dentist				Mental Health				Physician				Other			
	Fall 2004		Spring 2004		Fall 2004		Spring 2004		Fall 2004		Spring 2004		Fall 2004		Spring 2004		Fall 2004		Spring 2004		Fall 2004		Spring 2004	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
1) My office uses the GHP web portal:																								
1 - Daily	1116	68%	1060	64%	57	93%	54	86%	144	67%	125	59%	67	36%	85	47%	722	73%	696	69%	126	66%	100	55%
2 - Weekly	225	14%	208	13%	0	0%	3	5%	21	10%	24	11%	58	31%	41	23%	105	11%	105	10%	41	22%	35	19%
3 - Monthly	40	2%	53	3%	0	0%	0	0%	2	1%	5	2%	11	6%	13	7%	17	2%	21	2%	10	5%	14	8%
4 - Rarely	44	3%	67	4%	0	0%	0	0%	2	1%	4	2%	13	7%	6	3%	27	3%	46	5%	2	1%	11	6%
5 - Not at all	210	13%	256	16%	4	7%	6	10%	45	21%	55	26%	36	19%	37	20%	114	12%	135	13%	11	6%	23	13%
Difference, Significance	(+)*				(+)				(+)				(-)				(+)*				(+)*			
2) My office uses the GHP web portal to:																								
1 - Check member eligibility	1328	93%	1276	91%	55	98%	57	100%	161	95%	136	86%	118	78%	129	87%	829	95%	813	93%	165	92%	141	88%
2 - Submit or check status of claims	1154	81%	1008	72%	53	95%	49	86%	128	76%	98	62%	122	81%	110	74%	698	80%	638	73%	153	85%	113	70%
3 - Submit or check status of referrals	765	53%	686	49%	27	48%	27	47%	22	13%	12	8%	13	9%	16	11%	622	71%	561	64%	81	45%	70	43%
4 - Submit or check status of prior authorizations	799	56%	680	49%	45	80%	46	81%	100	59%	75	47%	29	19%	32	22%	527	60%	451	52%	98	55%	76	47%
5 - Keep up-to-date on policy updates	887	62%	852	61%	43	77%	47	82%	82	49%	71	45%	72	48%	70	47%	560	64%	548	63%	130	73%	116	72%
6 - Check policy manuals	911	64%	826	59%	43	77%	45	79%	96	57%	69	43%	74	49%	75	51%	574	66%	527	61%	124	69%	110	68%
3) It was easy to submit claims via the GHP web portal.																								
1 - Strongly Disagree	96	10%	83	10%	5	10%	6	16%	18	14%	18	16%	9	8%	8	8%	54	11%	43	9%	10	7%	8	9%
2 - Disagree	101	11%	89	11%	6	13%	3	8%	11	8%	14	13%	12	11%	9	10%	62	12%	50	11%	10	7%	13	14%
3 - Neither Agree nor Disagree	119	13%	127	16%	6	13%	4	11%	21	16%	13	12%	11	10%	8	9%	58	11%	86	18%	23	17%	16	18%
4 - Agree	385	41%	295	37%	20	42%	16	42%	47	36%	40	37%	51	46%	39	42%	223	44%	172	37%	44	32%	28	31%
5 - Strongly Agree	236	25%	208	26%	11	23%	9	24%	34	26%	25	23%	28	25%	29	31%	112	22%	119	25%	51	37%	26	29%
Difference, Significance	(+)				(tie)				(+)				(-)				(-)				(+)			
4) It was easy to find a provider for referral or authorization purposes.																								
1 - Strongly Disagree	62	7%	69	9%	1	3%	1	4%	8	15%	12	26%	3	8%	2	8%	45	7%	47	8%	5	5%	7	8%
2 - Disagree	88	11%	87	12%	1	3%	1	4%	10	18%	7	15%	2	6%	3	12%	66	11%	65	12%	9	9%	11	13%
3 - Neither Agree nor Disagree	166	20%	180	24%	9	29%	6	23%	16	29%	12	26%	11	31%	10	40%	109	18%	130	23%	21	22%	22	26%
4 - Agree	377	46%	271	36%	14	45%	13	50%	17	31%	12	26%	14	39%	9	36%	289	48%	206	37%	43	44%	31	36%
5 - Strongly Agree	134	16%	136	18%	6	19%	5	19%	4	7%	3	7%	6	17%	1	4%	99	16%	112	20%	19	20%	15	17%
Difference, Significance	(+)				(tie)				(+)				(+)				(+)				(+)			
5) It was easy to generate a referral request.																								
1 - Strongly Disagree	44	6%	40	6%	1	5%	0	0%	5	11%	6	19%	2	8%	1	5%	33	6%	28	6%	3	4%	5	8%
2 - Disagree	38	5%	63	10%	1	5%	2	10%	4	9%	4	13%	0	0%	2	10%	27	5%	50	10%	6	8%	5	8%
3 - Neither Agree nor Disagree	135	19%	130	21%	10	50%	6	29%	18	41%	10	32%	10	40%	9	43%	86	16%	89	18%	11	14%	16	24%
4 - Agree	279	40%	227	36%	5	25%	10	48%	14	32%	9	29%	8	32%	5	24%	221	41%	187	38%	31	40%	16	24%
5 - Strongly Agree	204	29%	171	27%	3	15%	3	14%	3	7%	2	6%	5	20%	4	19%	167	31%	138	28%	26	34%	24	36%
Difference, Significance	(+)*				(-)				(+)				(+)				(+)*				(+)			
6) It was easy to utilize the message center.																								
1 - Strongly Disagree	77	7%	73	7%	4	8%	2	4%	8	7%	11	10%	9	9%	11	11%	48	7%	42	6%	8	5%	7	6%
2 - Disagree	89	8%	82	8%	4	8%	6	12%	15	13%	5	5%	9	9%	7	7%	51	7%	51	8%	10	7%	13	10%
3 - Neither Agree nor Disagree	167	15%	184	18%	6	12%	6	12%	23	20%	26	24%	15	15%	14	14%	107	16%	112	17%	16	11%	26	21%
4 - Agree	473	43%	438	42%	23	45%	26	53%	44	38%	46	43%	42	43%	43	42%	299	44%	283	43%	65	44%	40	32%
5 - Strongly Agree	295	27%	258	25%	14	27%	9	18%	27	23%	19	18%	23	23%	27	26%	181	26%	164	25%	50	34%	39	31%
Difference, Significance	(+)				(+)				(+)				(-)				(+)				(+)			

Table 1 - Continued

Question	Overall				Hospital				Dentist				Mental Health				Physician				Other			
	Fall 2004		Spring 2004		Fall 2004		Spring 2004		Fall 2004		Spring 2004		Fall 2004		Spring 2004		Fall 2004		Spring 2004		Fall 2004		Spring 2004	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
7) Communications sent to GHP "contact us" via the web portal were answered in a timely manner.																								
1 - Strongly Disagree	250	24%	224	25%	11	22%	14	36%	26	26%	24	27%	23	25%	21	25%	165	25%	136	23%	25	19%	29	28%
2 - Disagree	202	20%	185	21%	13	27%	11	28%	21	21%	24	27%	16	17%	21	25%	128	20%	114	20%	24	18%	15	14%
3 - Neither Agree nor Disagree	233	23%	189	21%	12	24%	6	15%	20	20%	22	25%	19	21%	12	14%	146	22%	127	22%	36	27%	22	21%
4 - Agree	241	24%	223	25%	8	16%	6	15%	17	17%	16	18%	20	22%	22	27%	168	26%	153	26%	28	21%	26	25%
5 - Strongly Agree	95	9%	79	9%	5	10%	2	5%	15	15%	3	3%	14	15%	7	8%	43	7%	54	9%	18	14%	13	12%
Difference, Significance	(+) (+)				(+) (+)				(+) (+)				(+) (+)				(-) (-)				(+) (+)			
8) Overall, I am satisfied with the business functions supported by the GHP web portal.																								
1 - Strongly Disagree	117	8%	104	8%	2	4%	8	15%	17	10%	15	10%	14	9%	10	7%	77	9%	56	7%	7	4%	15	10%
2 - Disagree	157	11%	155	12%	10	18%	5	9%	22	13%	15	10%	20	13%	12	9%	82	10%	103	12%	23	13%	20	13%
3 - Neither Agree nor Disagree	287	21%	288	22%	14	25%	13	24%	30	18%	32	22%	29	19%	28	21%	174	21%	176	21%	40	23%	39	25%
4 - Agree	616	44%	563	43%	20	36%	26	47%	73	44%	70	48%	65	43%	58	43%	385	45%	357	43%	73	41%	52	33%
5 - Strongly Agree	219	16%	213	16%	10	18%	3	5%	24	14%	14	10%	22	15%	26	19%	129	15%	139	17%	34	19%	31	20%
Difference, Significance	(+) (+)				(+) (+)				(+) (+)				(-) (-)				(-) (-)				(+) (+)			
9) Overall, it was easy to use the GHP web portal.																								
1 - Strongly Disagree	72	5%	77	6%	1	2%	8	14%	9	5%	11	7%	12	8%	10	7%	45	5%	39	5%	5	3%	9	6%
2 - Disagree	121	9%	98	7%	4	7%	2	4%	20	12%	11	7%	18	12%	6	4%	66	8%	68	8%	13	7%	11	7%
3 - Neither Agree nor Disagree	188	13%	214	16%	7	13%	6	11%	25	15%	24	16%	22	15%	24	18%	108	13%	124	15%	26	15%	36	23%
4 - Agree	685	49%	612	46%	31	55%	31	55%	73	43%	69	46%	70	47%	63	46%	436	51%	392	46%	75	42%	57	36%
5 - Strongly Agree	339	24%	344	26%	13	23%	9	16%	41	24%	36	24%	28	19%	34	25%	199	23%	221	26%	58	33%	44	28%
Difference, Significance	(tie)				(+) (+)				(-) (-)				(-) (-)				(-) (-)				(+) (+)			
10) Why did your office <u>not</u> use the GHP web portal?																								
1 - We do not have access to the internet	75	17%	96	18%	0	0%	1	5%	30	30%	34	29%	11	19%	9	16%	32	13%	45	15%	2	8%	7	17%
2 - We would rather speak to a customer service representative	152	34%	149	28%	3	23%	5	26%	33	33%	34	29%	29	50%	22	40%	82	32%	75	25%	5	21%	13	32%
3 - We find it difficult to use	154	34%	148	28%	3	23%	5	26%	33	33%	34	29%	29	50%	22	40%	82	32%	75	25%	7	29%	12	29%
4 - We experienced technical difficulty	109	24%	123	23%	3	23%	7	37%	25	25%	23	20%	10	17%	10	18%	65	25%	74	25%	6	25%	9	22%
5 - We need training on the internet or the GHP website	59	13%	60	11%	1	8%	1	5%	6	6%	15	13%	7	12%	3	5%	42	16%	38	13%	3	13%	3	7%
11) My office uses the GHP IVR system:																								
1 - Daily	359	23%	423	26%	22	37%	21	33%	57	27%	48	23%	13	7%	25	14%	234	24%	290	30%	33	18%	39	22%
2 - Weekly	386	24%	341	21%	14	23%	15	24%	33	16%	38	18%	37	21%	31	18%	247	26%	217	22%	55	30%	40	22%
3 - Monthly	130	8%	111	7%	2	3%	1	2%	18	9%	14	7%	19	11%	18	10%	77	8%	64	7%	14	8%	14	8%
4 - Rarely	427	27%	347	22%	12	20%	13	21%	70	33%	45	22%	52	30%	29	16%	252	26%	220	23%	41	22%	40	22%
5 - Not at all	290	18%	378	24%	10	17%	13	21%	32	15%	61	30%	55	31%	74	42%	151	16%	183	19%	42	23%	47	26%
Difference, Significance	(+) (+)				(+) (+)				(+) (+)				(-) (-)				(-) (-)				(+) (+)			
12) My office uses the GHP IVR system to:																								
1 - Check member eligibility	809	65%	827	71%	30	64%	32	68%	140	81%	116	85%	75	67%	63	66%	476	62%	528	70%	88	62%	88	67%
2 - Check claim status	666	54%	637	55%	29	62%	26	55%	69	40%	55	40%	56	50%	51	54%	437	57%	439	58%	75	53%	66	50%
3 - Check Electronic Funds Transfer status	261	21%	280	24%	14	30%	10	21%	25	15%	29	21%	28	25%	20	21%	163	21%	196	26%	31	22%	25	19%
4 - Submit or check status of referrals	266	22%	285	24%	9	19%	8	17%	7	4%	5	4%	5	4%	4	4%	209	27%	234	31%	36	25%	34	26%
5 - Submit or check status of prior authorizations	260	21%	219	19%	13	28%	13	28%	26	15%	27	20%	12	11%	8	8%	189	25%	148	20%	20	14%	23	18%

Table 1 - Continued

Question	Overall				Hospital				Dentist				Mental Health				Physician				Other			
	Fall 2004		Spring 2004		Fall 2004		Spring 2004		Fall 2004		Spring 2004		Fall 2004		Spring 2004		Fall 2004		Spring 2004		Fall 2004		Spring 2004	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
13) Overall, I am satisfied with the business functions supported by the GHP IVR system.																								
1 - Strongly Disagree	146	12%	73	6%	5	11%	2	4%	32	18%	11	8%	19	17%	8	8%	74	9%	41	5%	16	11%	11	9%
2 - Disagree	196	16%	144	12%	7	15%	7	14%	29	17%	18	13%	16	14%	8	8%	129	17%	85	11%	15	11%	26	20%
3 - Neither Agree nor Disagree	281	22%	312	27%	10	22%	19	39%	27	16%	35	26%	24	21%	22	22%	181	23%	203	27%	39	28%	33	26%
4 - Agree	519	41%	488	42%	20	43%	19	39%	77	45%	64	47%	43	38%	49	50%	323	41%	314	41%	56	40%	42	33%
5 - Strongly Agree	111	9%	155	13%	4	9%	2	4%	8	5%	9	7%	10	9%	11	11%	74	9%	117	15%	15	11%	16	13%
Difference, Significance	(-)*				(+)				(-)				(-)*				(-)*				(+)			
14) Overall, the GHP IVR system was easy to use.																								
1 - Strongly Disagree	110	9%	64	6%	4	9%	2	5%	25	15%	9	7%	16	16%	9	10%	54	8%	34	5%	11	8%	10	8%
2 - Disagree	144	12%	95	9%	2	4%	2	5%	25	15%	12	10%	12	12%	11	13%	89	12%	52	7%	16	12%	18	15%
3 - Neither Agree nor Disagree	245	21%	229	21%	7	16%	13	30%	25	15%	40	33%	17	17%	16	19%	167	23%	136	19%	29	21%	24	20%
4 - Agree	528	45%	482	45%	25	56%	22	50%	78	48%	52	42%	45	45%	37	43%	319	44%	324	46%	61	44%	47	38%
5 - Strongly Agree	135	12%	204	19%	7	16%	5	11%	9	6%	10	8%	10	10%	13	15%	88	12%	152	22%	21	15%	24	20%
Difference, Significance	(-)*				(+)				(-)				(-)				(-)*				(tie)			
15) Why did your office not use the GHP IVR system?																								
1 - We need more instruction on how to perform the functions	38	6%	54	8%	0	0%	0	0%	7	6%	18	17%	7	8%	9	10%	19	5%	19	5%	5	8%	8	13%
2 - We would rather speak to a customer service representative	324	47%	277	43%	14	44%	15	48%	55	50%	36	33%	41	46%	52	55%	190	49%	145	42%	24	39%	29	45%
3 - We would rather use the GHP web portal	328	48%	264	41%	18	56%	17	55%	49	44%	36	33%	33	37%	39	41%	194	50%	154	44%	34	55%	18	28%
4 - We find it difficult to use	77	11%	42	7%	4	13%	2	6%	16	14%	5	5%	9	10%	9	10%	39	10%	23	7%	9	15%	3	5%
16) Customer service answered my call quickly.																								
1 - Never	361	24%	93	6%	18	31%	2	3%	48	23%	13	7%	34	21%	7	4%	219	24%	55	6%	42	23%	16	10%
2 - Rarely	391	26%	181	12%	17	29%	12	20%	59	28%	21	11%	45	27%	12	8%	239	26%	108	12%	31	17%	28	17%
3 - Sometimes	410	27%	447	30%	16	27%	21	36%	54	26%	58	30%	39	24%	58	37%	240	26%	256	28%	61	34%	54	33%
4 - Usually	284	19%	548	37%	6	10%	20	34%	36	17%	84	44%	34	21%	62	39%	176	19%	342	38%	32	18%	40	24%
5 - Always	87	6%	216	15%	2	3%	4	7%	14	7%	17	9%	13	8%	19	12%	45	5%	148	16%	13	7%	28	17%
Difference, Significance	(-)*				(-)*				(-)*				(-)*				(-)*				(-)*			
17) Customer service provided the information needed.																								
1 - Never	135	9%	106	7%	5	8%	6	10%	15	7%	5	3%	15	9%	12	8%	80	9%	66	7%	20	11%	17	10%
2 - Rarely	303	20%	259	17%	15	25%	17	29%	44	21%	29	15%	28	17%	25	16%	183	20%	153	17%	33	18%	35	21%
3 - Sometimes	493	32%	409	27%	29	49%	21	36%	58	27%	50	26%	48	29%	46	29%	293	32%	245	27%	65	36%	47	28%
4 - Usually	480	31%	494	33%	8	14%	11	19%	75	35%	85	43%	59	36%	57	36%	295	32%	305	33%	43	24%	36	22%
5 - Always	129	8%	229	15%	2	3%	3	5%	20	9%	27	14%	16	10%	18	11%	73	8%	149	16%	18	10%	32	20%
Difference, Significance	(-)*				(tie)				(-)*				(-)				(-)*				(-)			
18) It was easy to obtain a prior authorization.																								
1 - Never	105	10%	85	9%	3	8%	2	6%	33	20%	34	23%	9	17%	4	10%	46	7%	29	5%	14	13%	16	16%
2 - Rarely	131	13%	106	11%	0	0%	3	8%	24	14%	32	21%	5	10%	9	21%	86	13%	55	9%	16	15%	7	7%
3 - Sometimes	282	28%	240	25%	10	28%	10	28%	36	21%	28	19%	11	21%	9	21%	192	29%	167	27%	33	31%	26	25%
4 - Usually	367	36%	359	38%	19	53%	18	50%	41	24%	40	26%	18	35%	16	38%	261	40%	249	40%	28	26%	36	35%
5 - Always	133	13%	158	17%	4	11%	3	8%	34	20%	17	11%	9	17%	4	10%	71	11%	116	19%	15	14%	18	17%
Difference, Significance	(-)*				(+)				(+)				(+)				(-)*				(-)			

Table 1 - Continued

Question	Overall				Hospital				Dentist				Mental Health				Physician				Other			
	Fall 2004		Spring 2004		Fall 2004		Spring 2004		Fall 2004		Spring 2004		Fall 2004		Spring 2004		Fall 2004		Spring 2004		Fall 2004		Spring 2004	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
19) The customer service representative who heard my complaint was courteous.																								
1 - Never	53	4%	40	3%	2	3%	3	5%	9	5%	4	2%	5	4%	5	3%	33	4%	22	2%	4	2%	6	4%
2 - Rarely	109	7%	77	5%	5	8%	1	2%	11	6%	8	4%	7	5%	8	5%	72	8%	47	5%	14	8%	13	8%
3 - Sometimes	325	22%	254	18%	16	27%	10	17%	45	24%	35	19%	24	17%	23	15%	202	23%	165	19%	38	21%	21	13%
4 - Usually	638	44%	580	40%	28	47%	31	53%	79	41%	85	46%	59	42%	57	38%	397	44%	353	39%	75	42%	54	33%
5 - Always	340	23%	497	34%	8	14%	13	22%	47	25%	54	29%	47	33%	59	39%	190	21%	301	34%	48	27%	70	43%
Difference, Significance	(-)*				(-)				(-)				(-)				(-)*				(-)*			
20) My complaint was handled in a timely manner.																								
1 - Never	246	17%	220	16%	9	16%	6	10%	32	17%	29	16%	14	10%	24	16%	157	18%	132	15%	34	20%	29	18%
2 - Rarely	296	21%	232	16%	16	28%	20	34%	44	24%	35	19%	31	23%	21	14%	181	21%	132	15%	24	14%	24	15%
3 - Sometimes	380	27%	357	25%	14	25%	18	30%	45	24%	49	27%	39	29%	50	34%	235	27%	199	23%	47	27%	41	25%
4 - Usually	377	27%	396	28%	17	30%	13	22%	44	24%	49	27%	38	28%	31	21%	227	26%	268	31%	51	29%	35	22%
5 - Always	121	9%	209	15%	1	2%	2	3%	19	10%	20	11%	13	10%	22	15%	71	8%	133	15%	17	10%	32	20%
Difference, Significance	(-)*				(tie)				(-)				(tie)				(-)*				(-)			
21) Overall, I am satisfied with the service I have received from the Medicaid / PeachCare for Kids customer service center.																								
1 - Never	185	12%	114	8%	8	14%	6	10%	26	12%	9	5%	22	13%	15	9%	108	12%	67	7%	21	12%	17	10%
2 - Rarely	293	19%	219	15%	14	24%	12	21%	30	14%	27	14%	32	20%	16	10%	187	20%	138	15%	30	17%	26	16%
3 - Sometimes	425	28%	394	26%	19	32%	20	34%	64	30%	64	33%	32	20%	36	23%	259	28%	233	25%	51	28%	41	25%
4 - Usually	489	32%	534	36%	15	25%	18	31%	69	32%	74	38%	58	35%	63	40%	290	31%	332	36%	57	32%	47	28%
5 - Always	151	10%	242	16%	3	5%	2	3%	25	12%	22	11%	20	12%	29	18%	82	9%	153	17%	21	12%	36	22%
Difference, Significance	(-)*				(-)				(-)				(-)*				(-)*				(-)			
22) My practice knows our field representative for Medicaid and PeachCare.																								
1 - Strongly Disagree	477	33%	352	26%	17	30%	8	15%	88	52%	63	42%	54	38%	40	30%	264	30%	197	23%	54	31%	44	27%
2 - Disagree	187	13%	164	12%	5	9%	3	6%	30	18%	18	12%	22	16%	22	16%	105	12%	100	12%	25	14%	21	13%
3 - Neither Agree nor Disagree	122	9%	153	11%	7	12%	5	9%	14	8%	16	11%	16	11%	21	16%	74	8%	87	10%	11	6%	24	15%
4 - Agree	391	27%	368	27%	19	33%	26	49%	22	13%	27	18%	34	24%	31	23%	273	31%	249	29%	43	25%	35	22%
5 - Strongly Agree	250	18%	329	24%	9	16%	11	21%	15	9%	25	17%	15	11%	21	16%	169	19%	233	27%	42	24%	39	24%
Difference, Significance	(-)*				(-)*				(-)*				(-)				(-)*				(-)			
23) The provider field representative responds to questions in a timely manner.																								
1 - Strongly Disagree	384	33%	291	27%	20	38%	17	35%	51	42%	39	37%	29	31%	17	18%	234	31%	176	24%	50	34%	42	33%
2 - Disagree	211	18%	175	16%	9	17%	7	15%	23	19%	12	11%	21	22%	21	23%	132	18%	110	15%	26	17%	25	20%
3 - Neither Agree nor Disagree	205	18%	232	21%	4	8%	14	29%	19	16%	23	22%	14	15%	25	27%	142	19%	148	21%	26	17%	22	17%
4 - Agree	241	21%	244	22%	18	35%	8	17%	19	16%	23	22%	19	20%	19	20%	154	21%	175	24%	31	21%	19	15%
5 - Strongly Agree	124	11%	153	14%	1	2%	2	4%	10	8%	9	9%	11	12%	11	12%	86	11%	113	16%	16	11%	18	14%
Difference, Significance	(-)*				(+))				(-)				(-)				(-)*				(tie)			

Table 1 - Continued

Question	Overall				Hospital				Dentist				Mental Health				Physician				Other			
	Fall 2004		Spring 2004		Fall 2004		Spring 2004		Fall 2004		Spring 2004		Fall 2004		Spring 2004		Fall 2004		Spring 2004		Fall 2004		Spring 2004	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
24) The provider field representative answered my questions accurately.																								
1 - Strongly Disagree	312	28%	238	22%	17	33%	15	31%	41	35%	34	34%	21	24%	15	17%	194	27%	141	20%	39	27%	33	27%
2 - Disagree	158	14%	136	13%	8	16%	5	10%	22	19%	11	11%	11	13%	12	13%	97	14%	90	13%	20	14%	18	15%
3 - Neither Agree nor Disagree	227	20%	252	24%	9	18%	15	31%	21	18%	22	22%	21	24%	31	34%	152	21%	158	23%	24	17%	26	21%
4 - Agree	274	25%	266	25%	14	27%	8	17%	18	16%	24	24%	20	23%	20	22%	183	26%	187	27%	39	27%	27	22%
5 - Strongly Agree	142	13%	170	16%	3	6%	5	10%	14	12%	10	10%	15	17%	12	13%	87	12%	124	18%	23	16%	19	15%
Difference, Significance	(-)*				(-)				(-)				(-)				(-)*				(+))			
25) The information conveyed during the provider training was revelant or useful to my business function with DCH.																								
1 - Strongly Disagree	150	14%	130	11%	6	13%	2	4%	24	22%	28	25%	13	14%	15	14%	99	14%	66	9%	8	6%	19	13%
2 - Disagree	125	12%	150	13%	5	10%	6	13%	24	22%	18	16%	10	11%	13	12%	68	10%	95	13%	18	13%	18	13%
3 - Neither Agree nor Disagree	269	25%	312	27%	12	25%	19	40%	31	28%	28	25%	23	25%	39	36%	170	25%	185	25%	33	23%	41	29%
4 - Agree	390	36%	396	34%	21	44%	16	33%	21	19%	29	26%	33	35%	33	30%	262	38%	271	37%	53	37%	47	33%
5 - Strongly Agree	147	14%	161	14%	4	8%	5	10%	9	8%	7	6%	14	15%	9	8%	90	13%	123	17%	30	21%	17	12%
Difference, Significance	(-)				(tie)				(-)				(+))				(-)				(+)*)			
26) During the provider training, the information was conveyed in a manner that was easy to understand.																								
1 - Never	114	11%	105	9%	5	10%	2	4%	22	19%	22	20%	9	10%	9	8%	71	10%	60	8%	7	5%	12	9%
2 - Rarely	107	10%	140	12%	7	15%	6	12%	15	13%	16	15%	9	10%	13	11%	61	9%	91	12%	15	11%	14	10%
3 - Sometimes	274	25%	323	28%	8	17%	16	32%	31	27%	32	29%	21	23%	31	27%	181	26%	193	26%	33	23%	51	36%
4 - Usually	431	40%	429	37%	24	50%	20	40%	34	30%	32	29%	37	40%	45	39%	277	40%	285	38%	59	42%	47	33%
5 - Always	158	15%	160	14%	4	8%	6	12%	11	10%	7	6%	17	18%	16	14%	98	14%	114	15%	28	20%	17	12%
Difference, Significance	(+))				(-)				(+))				(+))				(tie)				(+)*)			
27) The ID card is easy to use.																								
1 - Strongly Disagree	77	5%	97	7%	4	7%	3	6%	12	6%	8	4%	7	5%	12	9%	45	5%	62	7%	9	6%	12	8%
2 - Disagree	94	7%	90	6%	2	4%	7	14%	7	4%	11	6%	5	3%	4	3%	71	8%	58	7%	9	6%	10	7%
3 - Neither Agree nor Disagree	223	16%	209	15%	10	18%	5	10%	27	14%	21	11%	21	15%	30	21%	146	17%	132	15%	19	13%	21	14%
4 - Agree	637	45%	550	39%	28	51%	23	47%	90	45%	83	45%	75	52%	51	36%	390	45%	342	39%	54	38%	51	35%
5 - Strongly Agree	382	27%	456	33%	11	20%	11	22%	63	32%	62	34%	36	25%	43	31%	221	25%	289	33%	51	36%	51	35%
Difference, Significance	(-)				(tie)				(-)				(+))				(-)*				(+))			
28) The information printed on the ID card is useful.																								
1 - Strongly Disagree	88	6%	97	7%	5	9%	4	8%	15	8%	10	5%	8	5%	11	7%	56	6%	63	7%	4	3%	9	6%
2 - Disagree	127	9%	138	10%	3	5%	11	22%	13	7%	16	9%	5	3%	15	10%	98	11%	83	9%	8	6%	13	9%
3 - Neither Agree nor Disagree	267	19%	237	17%	14	25%	6	12%	41	21%	27	15%	28	19%	33	22%	161	18%	144	16%	23	16%	27	18%
4 - Agree	598	42%	541	38%	24	42%	20	39%	75	38%	81	44%	74	50%	49	33%	367	42%	342	39%	58	40%	49	32%
5 - Strongly Agree	343	24%	414	29%	11	19%	10	20%	54	27%	52	28%	34	23%	40	27%	193	22%	259	29%	51	35%	53	35%
Difference, Significance	(-)				(+))				(-)				(+))				(-)*				(+))			
29) Claims were processed in a timely manner.																								
1 - Never	105	7%	177	12%	4	6%	8	13%	5	2%	14	7%	7	4%	8	5%	75	8%	126	14%	14	8%	21	12%
2 - Rarely	149	10%	200	13%	10	16%	7	11%	9	4%	11	5%	9	5%	19	12%	110	12%	129	14%	11	6%	34	20%
3 - Sometimes	387	25%	387	26%	11	18%	15	25%	32	15%	46	22%	38	21%	26	16%	252	27%	255	28%	54	29%	45	26%
4 - Usually	650	41%	574	38%	31	50%	30	49%	116	54%	115	56%	71	40%	71	45%	362	39%	315	34%	70	38%	43	25%
5 - Always	276	18%	176	12%	6	10%	1	2%	53	25%	21	10%	53	30%	35	22%	129	14%	92	10%	35	19%	27	16%
Difference, Significance	(+)*)				(+))				(+)*)				(+))				(+)*)				(+)*)			

Table 1 - Continued

Question	Overall				Hospital				Dentist				Mental Health				Physician				Other			
	Fall 2004		Spring 2004		Fall 2004		Spring 2004		Fall 2004		Spring 2004		Fall 2004		Spring 2004		Fall 2004		Spring 2004		Fall 2004		Spring 2004	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
30) Claims were processed accurately.																								
1 - Never	119	8%	179	12%	5	8%	8	13%	6	3%	12	6%	6	3%	12	8%	86	9%	124	14%	16	9%	23	14%
2 - Rarely	203	13%	241	16%	9	15%	7	12%	20	9%	15	7%	14	8%	19	12%	131	14%	171	19%	29	16%	29	17%
3 - Sometimes	495	32%	497	33%	22	35%	25	42%	48	22%	77	37%	48	28%	44	28%	323	35%	302	33%	54	29%	49	29%
4 - Usually	578	37%	461	31%	25	40%	19	32%	110	51%	86	42%	67	39%	58	37%	316	34%	257	28%	60	33%	41	24%
5 - Always	164	11%	129	9%	1	2%	1	2%	31	14%	16	8%	39	22%	25	16%	68	7%	61	7%	25	14%	26	15%
Difference, Significance	(+)*				(+)				(+)*				(+)*				(+)*				(+)			
31) It was easy to submit claims via WINASAP2000.																								
1 - Never	64	12%	56	11%	3	21%	0	0%	9	10%	11	13%	10	11%	7	8%	39	16%	34	13%	3	3%	4	5%
2 - Rarely	32	6%	29	6%	0	0%	1	10%	7	8%	3	4%	3	3%	2	2%	12	5%	18	7%	10	11%	5	6%
3 - Sometimes	86	16%	104	20%	3	21%	2	20%	15	16%	15	18%	7	8%	5	6%	49	20%	68	26%	12	13%	14	17%
4 - Usually	199	38%	179	34%	6	43%	5	50%	31	34%	33	40%	38	44%	33	38%	92	38%	87	33%	32	36%	21	26%
5 - Always	145	28%	158	30%	2	14%	2	20%	30	33%	21	25%	29	33%	40	46%	52	21%	57	22%	32	36%	38	46%
Difference, Significance	(-)				(-)				(+)				(-)				(+)				(-)			
32) Overall, I am satisfied with claims processing for the Medicaid / Peachcare for Kids programs.																								
1 - Never	161	10%	185	12%	6	10%	8	13%	14	7%	9	4%	12	7%	13	8%	113	12%	130	14%	16	9%	25	15%
2 - Rarely	196	13%	238	16%	9	15%	11	18%	16	8%	23	11%	22	13%	18	11%	125	14%	160	18%	24	13%	26	15%
3 - Sometimes	406	26%	407	27%	15	25%	20	33%	37	18%	50	24%	32	18%	37	22%	271	29%	250	28%	51	28%	50	29%
4 - Usually	578	37%	518	34%	29	48%	21	35%	101	48%	103	50%	69	39%	72	43%	317	34%	276	31%	62	34%	46	27%
5 - Always	210	14%	158	10%	2	3%	0	0%	43	20%	20	10%	40	23%	27	16%	96	10%	88	10%	29	16%	23	14%
Difference, Significance	(+)*				(+)				(+)*				(+)				(+)*				(+)*			

APPENDIX C

**Table 2 – Comparison of Spring 2004 and Fall 2004
Responses to Likert Scaled Questions**

Table 2 - Comparison of Fall 2004 and Spring 2004 Responses to Likert Scale Questions

	Fall 2004			Spring 2004			Change	Significant Difference
	N	Mean Score	Standard Error	N	Mean Score	Standard Error		
3) It was easy to submit claims via the GHP web portal.								
Overall	937	3.60	0.041	802	3.57	0.045	(+)	
Hospital	48	3.54	0.183	38	3.50	0.222	(tie)	
Dentist	131	3.52	0.116	110	3.36	0.133	(+)	
Mental Health	111	3.69	0.114	93	3.77	0.128	(-)	
Physician	509	3.54	0.056	470	3.58	0.057	(-)	
Other	138	3.84	0.103	91	3.56	0.135	(+)	
4) It was easy to find a provider for referral or authorization purposes.								
Overall	827	3.52	0.039	743	3.43	0.043	(+)	
Hospital	31	3.74	0.167	26	3.77	0.187	(-)	
Dentist	55	2.98	0.159	46	2.72	0.191	(+)	
Mental Health	36	3.50	0.185	25	3.16	0.197	(+)	
Physician	608	3.54	0.045	560	3.48	0.050	(+)	
Other	97	3.64	0.108	86	3.42	0.125	(+)	
5) It was easy to generate a referral request.								
Overall	700	3.80	0.042	631	3.68	0.046	(+)	*
Hospital	20	3.40	0.222	21	3.67	0.187	(-)	
Dentist	44	3.14	0.161	31	2.90	0.219	(+)	
Mental Health	25	3.56	0.217	21	3.43	0.235	(+)	
Physician	534	3.87	0.048	492	3.73	0.052	(+)	*
Other	77	3.92	0.122	66	3.74	0.153	(+)	
6) It was easy to utilize the message center.								
Overall	1101	3.74	0.034	1035	3.70	0.035	(+)	
Hospital	51	3.76	0.165	49	3.69	0.149	(+)	
Dentist	117	3.57	0.109	107	3.53	0.111	(+)	
Mental Health	98	3.62	0.122	102	3.67	0.123	(-)	
Physician	686	3.75	0.043	652	3.73	0.044	(+)	
Other	149	3.93	0.090	125	3.73	0.105	(+)	
7) Communications sent to GHP "contact us" via the web portal were answered in a timely manner.								
Overall	1021	2.73	0.041	900	2.72	0.044	(+)	
Hospital	49	2.65	0.183	39	2.26	0.200	(+)	
Dentist	99	2.74	0.142	89	2.44	0.124	(+)	
Mental Health	92	2.85	0.147	83	2.67	0.147	(+)	
Physician	650	2.69	0.050	584	2.79	0.054	(-)	
Other	131	2.92	0.114	105	2.80	0.137	(+)	
8) Overall, I am satisfied with the business functions supported by the GHP web portal.								
Overall	1396	3.47	0.030	1323	3.47	0.031	(+)	
Hospital	56	3.46	0.146	55	3.20	0.157	(+)	
Dentist	166	3.39	0.092	146	3.36	0.093	(+)	
Mental Health	150	3.41	0.096	134	3.58	0.097	(-)	
Physician	847	3.48	0.039	831	3.51	0.039	(-)	
Other	177	3.59	0.080	157	3.41	0.097	(+)	

Table 2 - Continued

	Fall 2004			Spring 2004			Change	Significant Difference
	N	Mean Score	Standard Error	N	Mean Score	Standard Error		
9) Overall, it was easy to use the GHP web portal.								
Overall	1405	3.78	0.028	1345	3.78	0.030	(tie)	
Hospital	56	3.91	0.120	56	3.55	0.165	(+)	
Dentist	168	3.70	0.087	151	3.72	0.092	(-)	
Mental Health	150	3.56	0.095	137	3.77	0.094	(-)	
Physician	854	3.79	0.036	844	3.82	0.036	(-)	
Other	177	3.95	0.076	157	3.74	0.089	(+)	
13) Overall, I am satisfied with the business functions supported by the GHP IVR system.								
Overall	1253	3.20	0.033	1172	3.43	0.031	(-)	*
Hospital	46	3.24	0.171	49	3.24	0.129	(+)	
Dentist	173	3.00	0.095	137	3.31	0.089	(-)	
Mental Health	112	3.08	0.118	98	3.48	0.108	(-)	*
Physician	781	3.25	0.040	760	3.50	0.038	(-)	*
Other	141	3.28	0.097	128	3.20	0.102	(+)	
14) Overall, the GHP IVR system was easy to use.								
Overall	1162	3.37	0.033	1074	3.62	0.033	(-)	*
Hospital	45	3.64	0.163	44	3.59	0.139	(+)	
Dentist	162	3.13	0.095	123	3.34	0.092	(-)	
Mental Health	100	3.21	0.126	86	3.40	0.129	(-)	
Physician	717	3.42	0.041	698	3.73	0.039	(-)	*
Other	138	3.47	0.096	123	3.46	0.108	(tie)	
16) Customer service answered my call quickly.								
Overall	1533	2.57	0.031	1485	3.41	0.028	(-)	*
Hospital	59	2.27	0.145	59	3.20	0.125	(-)	*
Dentist	211	2.57	0.083	193	3.37	0.073	(-)	*
Mental Health	165	2.68	0.096	158	3.47	0.076	(-)	*
Physician	919	2.55	0.039	909	3.46	0.036	(-)	*
Other	179	2.68	0.091	166	3.22	0.093	(-)	*
17) Customer service provided the information needed.								
Overall	1540	3.11	0.028	1497	3.32	0.029	(-)	*
Hospital	59	2.78	0.119	58	2.79	0.136	(tie)	
Dentist	212	3.19	0.075	196	3.51	0.071	(-)	*
Mental Health	166	3.20	0.086	158	3.28	0.087	(-)	
Physician	924	3.11	0.036	918	3.35	0.038	(-)	*
Other	179	3.03	0.085	167	3.19	0.097	(-)	
18) It was easy to obtain a prior authorization.								
Overall	1018	3.29	0.036	948	3.42	0.038	(-)	*
Hospital	36	3.58	0.166	36	3.47	0.162	(+)	
Dentist	168	3.11	0.109	151	2.83	0.109	(+)	
Mental Health	52	3.25	0.186	42	3.17	0.180	(+)	
Physician	656	3.34	0.041	616	3.60	0.042	(-)	*
Other	106	3.13	0.119	103	3.32	0.127	(-)	

Table 2 - Continued

	Fall 2004			Spring 2004			Change	Significant Difference
	N	Mean Score	Standard Error	N	Mean Score	Standard Error		
19) The customer service representative who heard my complaint was courteous.								
Overall	1465	3.75	0.026	1448	3.98	0.026	(-)	*
Hospital	59	3.59	0.124	58	3.86	0.126	(-)	
Dentist	191	3.75	0.075	186	3.95	0.067	(-)	
Mental Health	142	3.96	0.085	152	4.03	0.083	(-)	
Physician	894	3.71	0.034	888	3.97	0.033	(-)	*
Other	179	3.83	0.074	164	4.03	0.086	(-)	*
20) My complaint was handled in a timely manner.								
Overall	1420	2.88	0.032	1414	3.10	0.034	(-)	*
Hospital	57	2.74	0.147	59	2.75	0.134	(tie)	
Dentist	184	2.86	0.093	182	2.98	0.092	(-)	
Mental Health	135	3.04	0.099	148	3.04	0.104	(tie)	
Physician	871	2.86	0.041	864	3.16	0.044	(-)	*
Other	173	2.96	0.097	161	3.11	0.108	(-)	
21) Overall, I am satisfied with the service I have received from the Medicaid / PeachCare for Kids customer service center.								
Overall	1543	3.08	0.030	1503	3.38	0.029	(-)	*
Hospital	59	2.85	0.145	58	2.97	0.137	(-)	
Dentist	214	3.17	0.081	196	3.37	0.072	(-)	
Mental Health	164	3.13	0.098	159	3.47	0.093	(-)	*
Physician	926	3.06	0.038	923	3.40	0.038	(-)	*
Other	180	3.15	0.088	167	3.35	0.098	(-)	
22) My practice knows our field representative for Medicaid and PeachCare.								
Overall	1427	2.82	0.041	1366	3.12	0.042	(-)	*
Hospital	57	2.96	0.200	53	3.55	0.180	(-)	*
Dentist	169	2.09	0.107	149	2.55	0.129	(-)	*
Mental Health	141	2.53	0.124	135	2.79	0.127	(-)	
Physician	885	2.98	0.052	866	3.26	0.052	(-)	*
Other	175	2.97	0.122	163	3.02	0.121	(-)	
23) The provider field representative responds to questions in a timely manner.								
Overall	1165	2.58	0.041	1095	2.81	0.042	(-)	*
Hospital	52	2.44	0.189	48	2.40	0.180	(+)	
Dentist	122	2.30	0.124	106	2.54	0.135	(-)	
Mental Health	94	2.60	0.145	93	2.85	0.132	(-)	
Physician	748	2.63	0.051	722	2.92	0.053	(-)	*
Other	149	2.58	0.116	126	2.57	0.129	(tie)	
24) The provider field representative answered my questions accurately.								
Overall	1113	2.80	0.042	1062	2.99	0.042	(-)	*
Hospital	51	2.57	0.190	48	2.65	0.196	(-)	
Dentist	116	2.50	0.132	101	2.65	0.140	(-)	
Mental Health	88	2.97	0.151	90	3.02	0.132	(-)	
Physician	713	2.82	0.052	700	3.09	0.052	(-)	*
Other	145	2.91	0.121	123	2.85	0.129	(+)	

Table 2 - Continued

	Fall 2004			Spring 2004			Change	Significant Difference
	N	Mean Score	Standard Error	N	Mean Score	Standard Error		
25) The information conveyed during the provider training was revelant or useful to my business function with DCH.								
Overall	1081	3.24	0.037	1149	3.27	0.035	(-)	
Hospital	48	3.25	0.167	48	3.33	0.141	(tie)	
Dentist	109	2.70	0.119	110	2.72	0.122	(-)	
Mental Health	93	3.27	0.130	109	3.07	0.110	(+)	
Physician	689	3.26	0.047	740	3.39	0.043	(-)	
Other	142	3.56	0.095	142	3.18	0.101	(+)	*
26) During the provider training, the information was conveyed in a manner that was easy to understand.								
Overall	1084	3.38	0.035	1157	3.34	0.033	(+)	
Hospital	48	3.31	0.166	50	3.44	0.140	(-)	
Dentist	113	2.97	0.120	109	2.87	0.117	(+)	
Mental Health	93	3.47	0.123	114	3.40	0.104	(+)	
Physician	688	3.39	0.044	743	3.41	0.041	(tie)	
Other	142	3.61	0.090	141	3.30	0.091	(+)	*
27) The ID card is easy to use.								
Overall	1413	3.82	0.029	1402	3.84	0.031	(-)	
Hospital	55	3.73	0.143	49	3.65	0.166	(tie)	
Dentist	199	3.93	0.076	185	3.97	0.076	(-)	
Mental Health	144	3.89	0.082	140	3.78	0.099	(+)	
Physician	873	3.77	0.036	883	3.84	0.039	(-)	*
Other	142	3.91	0.096	145	3.82	0.102	(+)	
28) The information printed on the ID card is useful.								
Overall	1423	3.69	0.030	1427	3.73	0.031	(-)	
Hospital	57	3.58	0.150	51	3.41	0.175	(+)	
Dentist	198	3.71	0.082	186	3.80	0.081	(-)	
Mental Health	149	3.81	0.082	148	3.62	0.098	(+)	
Physician	875	3.62	0.038	891	3.73	0.040	(-)	*
Other	144	4.00	0.083	151	3.82	0.096	(+)	
29) Claims were processed in a timely manner.								
Overall	1567	3.54	0.028	1514	3.25	0.030	(+)	*
Hospital	62	3.40	0.137	61	3.15	0.140	(+)	
Dentist	215	3.94	0.060	207	3.57	0.068	(+)	*
Mental Health	178	3.87	0.077	159	3.67	0.087	(+)	
Physician	928	3.39	0.037	917	3.13	0.039	(+)	*
Other	184	3.55	0.081	170	3.12	0.096	(+)	*
30) Claims were processed accurately.								
Overall	1559	3.30	0.027	1507	3.08	0.029	(+)	*
Hospital	62	3.13	0.123	60	2.97	0.132	(+)	
Dentist	215	3.65	0.064	206	3.38	0.066	(+)	*
Mental Health	174	3.68	0.077	158	3.41	0.089	(+)	*
Physician	924	3.16	0.035	915	2.96	0.037	(+)	*
Other	184	3.27	0.084	168	3.11	0.097	(+)	

Table 2 - Continued

	Fall 2004			Spring 2004			Change	Significant Difference
	N	Mean Score	Standard Error	N	Mean Score	Standard Error		
31) It was easy to submit claims via WINASAP2000.								
Overall	526	3.63	0.056	526	3.67	0.055	(-)	
Hospital	14	3.29	0.370	10	3.80	0.291	(-)	
Dentist	92	3.72	0.132	83	3.60	0.140	(+)	
Mental Health	87	3.84	0.135	87	4.11	0.124	(-)	
Physician	244	3.43	0.084	264	3.44	0.078	(+)	
Other	89	3.90	0.119	82	4.02	0.127	(-)	
32) Overall, I am satisfied with claims processing for the Medicaid / Peachcare for Kids programs.								
Overall	1551	3.31	0.030	1506	3.15	0.030	(+)	*
Hospital	61	3.20	0.136	60	2.90	0.134	(+)	
Dentist	211	3.68	0.075	205	3.50	0.068	(+)	*
Mental Health	175	3.59	0.088	167	3.49	0.087	(+)	
Physician	922	3.17	0.038	904	3.04	0.040	(+)	*
Other	182	3.35	0.086	170	3.09	0.096	(+)	*

APPENDIX D

Table 3 – Comparison of Fall 2004 Responses Across Provider Types

Table 3 - Comparison of Responses to Spring 2004 Provider Survey Across Provider Groups

Question	Means by Provider Type					Statistically Significant Differences Across Provider Types									
	Hospital	Dentist	Mental Health	Physician	Other	Hospital	Hospital	Hospital	Hospital	Dentist	Dentist	Dentist	Mental Health	Mental Health	Physician
	n=62	n=226	n=187	n=1010	n=190	vs Dentist	vs Mental Health	vs Physician	vs Other	vs Mental Health	vs Physician	vs Other	vs Physician	vs Other	vs Other
q1	1.26	1.99	2.42	1.69	1.58	*	*	*	*	*	*		*	*	
q2a	0.98	0.95	0.78	0.95	0.92		*			*			*	*	
q2b	0.95	0.76	0.81	0.80	0.85	*	*	*				*			
q2c	0.48	0.13	0.09	0.71	0.45	*	*	*			*	*	*	*	*
q2d	0.80	0.59	0.19	0.60	0.55	*	*	*	*	*			*	*	
q2e	0.77	0.49	0.48	0.64	0.73	*	*	*			*	*	*	*	*
q2f	0.77	0.57	0.49	0.66	0.69	*	*				*	*	*	*	
q3	3.54	3.52	3.69	3.54	3.84							*			*
q4	3.74	2.98	3.50	3.54	3.64	*				*	*	*			
q5	3.40	3.14	3.56	3.87	3.92			*	*		*	*			
q6	3.76	3.57	3.62	3.75	3.93							*		*	*
q7	2.65	2.74	2.85	2.69	2.92										
q8	3.46	3.39	3.41	3.48	3.59										
q9	3.91	3.70	3.56	3.79	3.95							*	*	*	
q10a	0.00	0.30	0.19	0.13	0.08										
q10b	0.23	0.33	0.50	0.32	0.21										
q10c	0.23	0.33	0.50	0.32	0.29										
q10d	0.23	0.25	0.17	0.25	0.25										
Q10e	0.08	0.06	0.12	0.16	0.13										
q11	2.57	2.94	3.56	2.83	3.02		*		*	*			*	*	
q12a	0.64	0.81	0.67	0.62	0.62	*				*	*	*			
q12b	0.62	0.40	0.50	0.57	0.53	*					*	*			
q12c	0.30	0.15	0.25	0.21	0.22	*				*		*			
q12d	0.19	0.04	0.04	0.27	0.25	*	*				*	*	*	*	
q12e	0.28	0.15	0.11	0.25	0.14	*	*		*		*	*	*		*
q13	3.24	3.00	3.08	3.25	3.28						*				
q14	3.64	3.13	3.21	3.42	3.47	*	*				*	*			
q15a	0.00	0.06	0.08	0.05	0.08										
q15b	0.44	0.50	0.46	0.49	0.39										
q15c	0.56	0.44	0.37	0.50	0.55										
q15d	0.13	0.14	0.10	0.10	0.15										
q16	2.27	2.57	2.68	2.55	2.68		*		*						
q17	2.78	3.19	3.20	3.11	3.03	*	*	*							
q18	3.58	3.11	3.25	3.34	3.13				*						
q19	3.59	3.75	3.96	3.71	3.83		*			*			*		
q20	2.74	2.86	3.04	2.86	2.96										
q21	2.85	3.17	3.13	3.06	3.15	*									
q22	2.96	2.09	2.53	2.98	2.97	*				*	*	*	*	*	

Table 3 - Continued

Question	Means by Provider Type					Statistically Significant Differences Across Provider Types									
	Hospital n=62	Dentist n=226	Mental Health n=187	Physician n=1010	Other n=190	Hospital vs Dentist	Hospital vs Mental Health	Hospital vs Physician	Hospital vs Other	Dentist vs Mental Health	Dentist vs Physician	Dentist vs Other	Mental Health vs Physician	Mental Health vs Other	Physician vs Other
q23	2.44	2.30	2.60	2.63	2.58						*				
q24	2.57	2.50	2.97	2.82	2.91					*	*	*			
q25	3.25	2.70	3.27	3.26	3.56	*				*	*	*			*
q26	3.31	2.97	3.47	3.39	3.61					*	*	*			*
q27	3.73	3.93	3.89	3.77	3.91						*				*
q28	3.58	3.71	3.81	3.62	4.00				*			*			*
q29	3.40	3.94	3.87	3.39	3.55	*	*				*	*	*	*	
q30	3.13	3.65	3.68	3.16	3.27	*	*				*	*	*	*	
q31	3.29	3.72	3.84	3.43	3.90								*		*
q32	3.20	3.68	3.59	3.17	3.35	*	*				*	*	*	*	

