

2024 Annual Provider Satisfaction Survey Results

LTSS – FC & FCP



You Matter
to Molina

Agenda

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2024 Survey Overview

Survey Design

- Survey Opened in Oct and closed in Dec
- Survey online access through Survey Monkey
- Sent by MIDAS email and link included in MCO staff signature lines

All MCO Providers Received the Survey

- LTSS Providers
- All Ancillary Providers

219 Providers Responded

Highest Number of Provider Type Responses

- 67 – 3-4 Bed Adult Family Homes
- 55 – 1-2 Bed Adult Family Homes
- 40 – CBRFs
- 23 – Home Health/Hospice
- 23 – Transportation

Year Over Year Trend

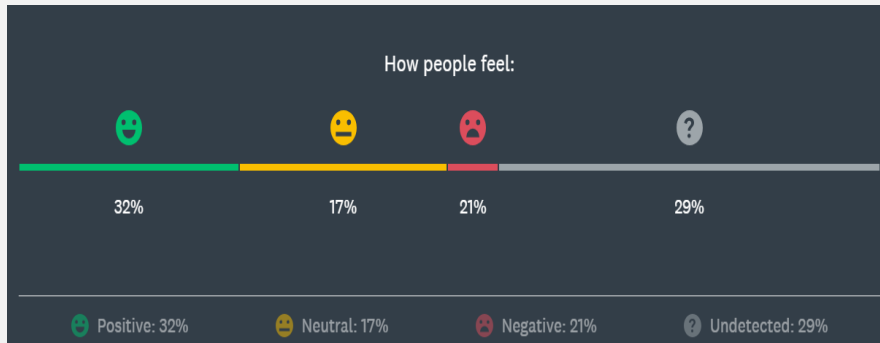
- No significant changes between the results from 2023 and 2024, though number of respondents did decrease

2024 Satisfaction Survey Results

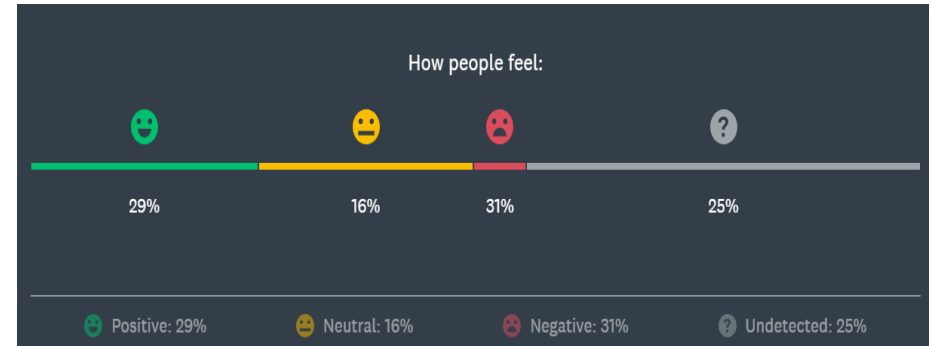
- Highest Scoring Categories
 - 92.24% Would encourage other providers to become part of the network
 - 83.55% Agreed our contract clearly detail what is expected of a provider
 - 86.3% Would recommend family or friends in need of services to enroll in the MCO
- Categories with the Most Improvement 2023-2024
 - Overall Satisfaction Provider Concern Process (+24.08%)
 - Reimbursement is received in 30 days (+9.55%)
 - Quality staff are courteous and respectful (+34.25%)
- Largest Opportunities
 - Care related Communications
 - Claims Appeal Process
 - How to become a provider information

2024 Survey Results - Opportunities

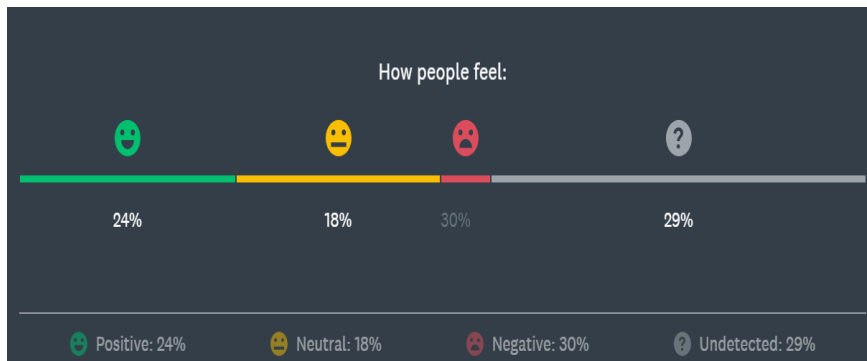
Claims Appeals



Care Communication



How to become a provider



In Summary...

- **Claim Appeals:** New enriched written support will be posted on the MCO website as well as education provided at a PAC meeting.
- **Care Communication:** Continued enrichment training to occur.
- **Becoming a Provider:** Web site additions as well as written support material and options reviewed.

2024 Survey Comments

"Your billing department is doing great."

"Overall the MCO is doing good."

"Provider services has been very helpful with any questions or support that was needed."

"Continue to pay claims in a timely manner."

"I feel they should be more focused on giving us better information on members."

"Provider Quality is well put together and informative."

"Care Teams have been amazing."

"Contracting – Good communication is provided to us."

2025 Goals – What We Will Keep Doing



Ensure providers are heard, appreciated, and valued in support of members.



Continue to monitor, audit and improve our claims processing and transparency related to claims.



Continue to be available with questions or concerns you have about Contracting, Claims, Care Management, Residential Placement or Provider Quality.

2025 Initiatives to Enhance Provider Experience



- Implement ongoing education on claim appeal processes.
- Revisit Provider Onboarding with comprehensive resources.
- Facilitate feedback channels to improve orientation processes.
- Streamline authorization communications and training for providers.
- Focus on continuous improvement based on provider input.

Share Your Feedback

- The Annual Provider Satisfaction Survey will go out again in Q3 2025, so please watch for more information as we get closer!
- Real Time Feedback: *You Matter to Molina* also offers a feedback avenues that are always open:
 - Email ProviderQuality@molinahealthcare.com
 - Check out Molina staff signature blocks! There is a direct link for feedback.



Questions?

