

# 2024 Provider Satisfaction Survey Results

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Molina Medicaid BC+, SSI, and Marketplace



You Matter  
to Molina

# Agenda

1 Survey Overview

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2 2024 Results

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3 Goals for 2025

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# 2024 Survey Overview

## Survey Design

- Survey open 8/30/2024 - 12/10/2024
- Participants were notified via paper mail with log in information
- Survey could be completed via paper mail, phone, or internet/QR code

## 1,500 Randomly Selected Providers Receive the Survey

- 750 PCP Providers
- 600 Specialists
- 150 Behavioral Health Providers

## 59 Providers Responded

- Split between paper mail / phone call / and internet/QR code
- 26 PCPs responded
- 29 Specialists responded
- 4 Behavioral Health providers responded

## Year Over Year Trend

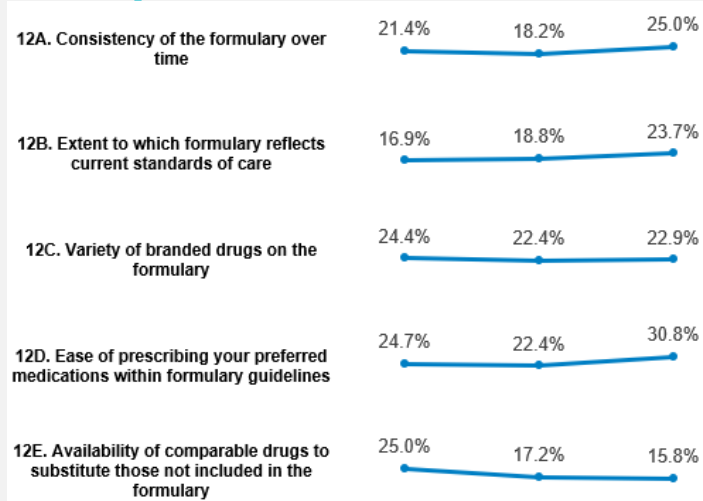
- No significant changes between the results from 2023 and 2024, though number of respondents did decrease

# 2024 Satisfaction Survey Results

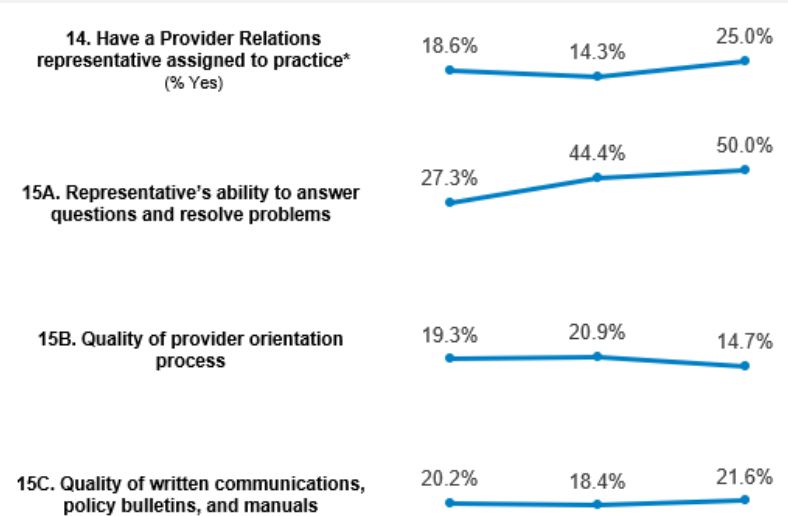
- Highest Scoring Categories
  - Willingness to Recommend
  - Financials & Reimbursement (Including Claims)
  - Network & Coordination of Care
- Categories with the Most Improvement 2023-2024
  - Overall satisfaction with Call Center service (+12.7%)
  - Helpfulness of staff in obtaining referrals (+11.5%)
  - Have a Provider Relations Representative Assigned (+10.7%)
- Largest Opportunities
  - Pharmacy
  - Utilization & Quality Management
  - Provider Relations

# 2024 Survey Results - Opportunities

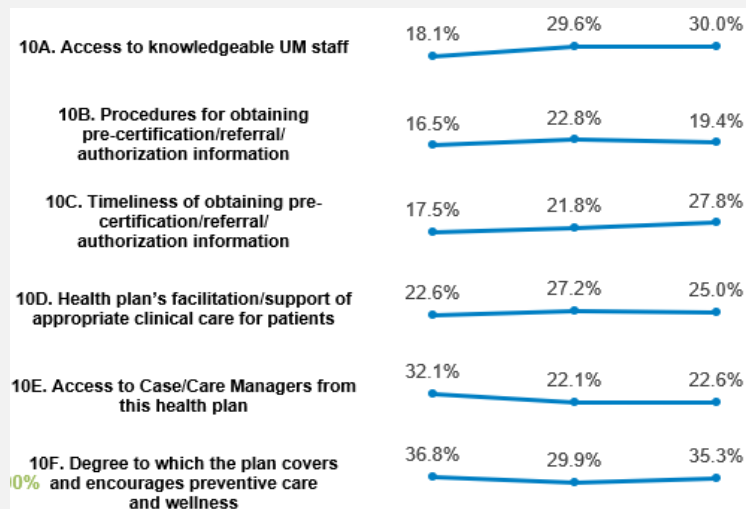
## Pharmacy



## Provider Relations



## Utilization & Quality Management



## In Summary...

- **Pharmacy:** Availability of comparable drugs to substitute those not included in the formulary.
- **Provider Relations:** Quality of provider orientation process.
- **Utilization & Quality Management:** Procedures for obtaining pre-certification/referral/authorization information

# 2024 Survey Comments

General Category	# of Comments
Prior Authorization	10
Website / Communication	5
Coverage / Benefits	5
Provider Relations	3
Claims Processing	3
Pharmacy	2
Provider Training	2
Provider Network	1
Provider Contact Center	1
Data Sharing	1
General	1
Growth / Community Engagement	1
Access & Availability	1
Incentive Programs	1
<b>Grand Total</b>	<b>37</b>

“Research other organizations and promote collaboration.”

“Continue to pay claims in a timely manner.”

“Improve communication.”

“I have trouble obtaining notes from behavioral health providers and would benefit from easier access to these details.”

“Open up the Formulary to provide additional alternative medications.”

“Make it easier to get authorizations for visits and surgical procedures.”

## 2025 Goals – What We Will Keep Doing



Ensure access to knowledgeable staff in the Contact Center to assist with first round resolution.



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



Connect you with your provider relations representative, furthering our partnership and relationships.

- Regular outreach, meetings, and/or touchpoints.
- Check out last year's You Matter to Molina session on [Meeting Our Provider Team](#).

## 2025 Goals – What We Will Do



Work with our Regulators and internal Pharmacy teams to ensure member access to needed drugs.



Educate our provider network on how to appeal or seek approval for substitute drugs.

### Enhance our Provider Onboarding and Orientation Process



- Ensure new network providers and/or new staff to an existing provider partner have access to the tools and resources they need.
- Promote channels of continuous feedback from our network partners on the orientation process to make real time improvements.



Leverage tools, concise communications, and direct provider education on Prior Authorization.



# Share Your Feedback

- The Annual Provider Satisfaction Survey will field again in Q3, keep an eye out for more information as we get closer!
- Real Time Feedback: You Matter to Molina also offers a feedback avenues that are always open
  - [Suggestion Box](#)
  - [Webinar Feedback](#)
  - [Communications Feedback](#)
  - Check out Molina staff signature blocks! There is a direct link for feedback.



# Questions?

