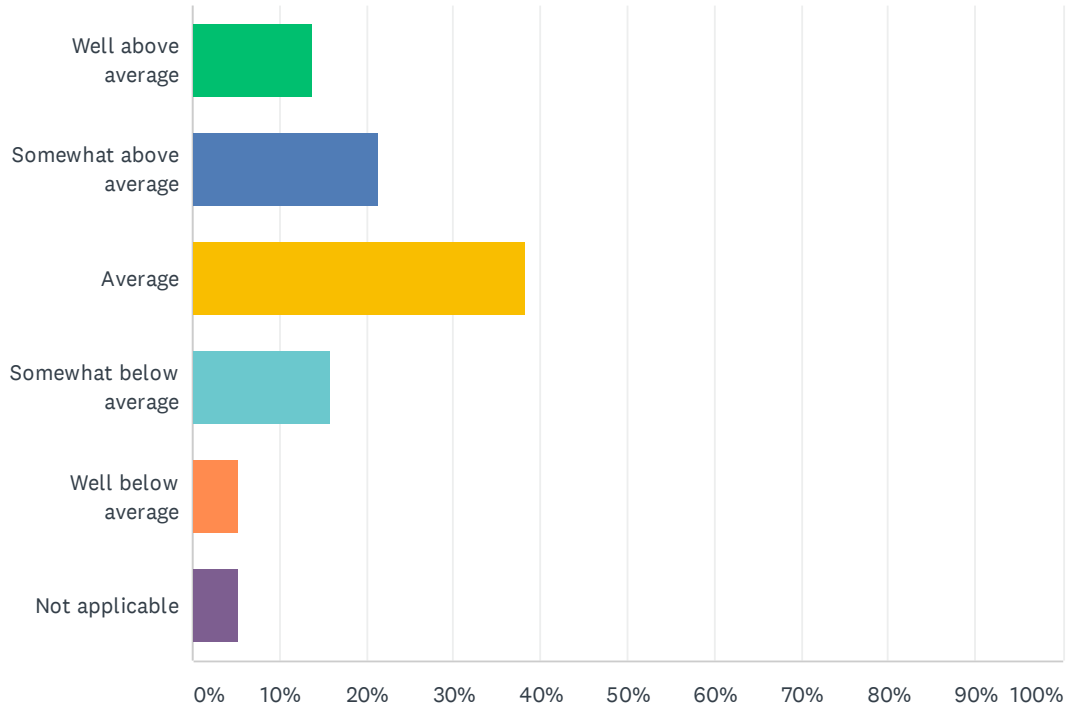


Q1 How would you rate Cox HealthPlans compared to all other health plans you contract with?

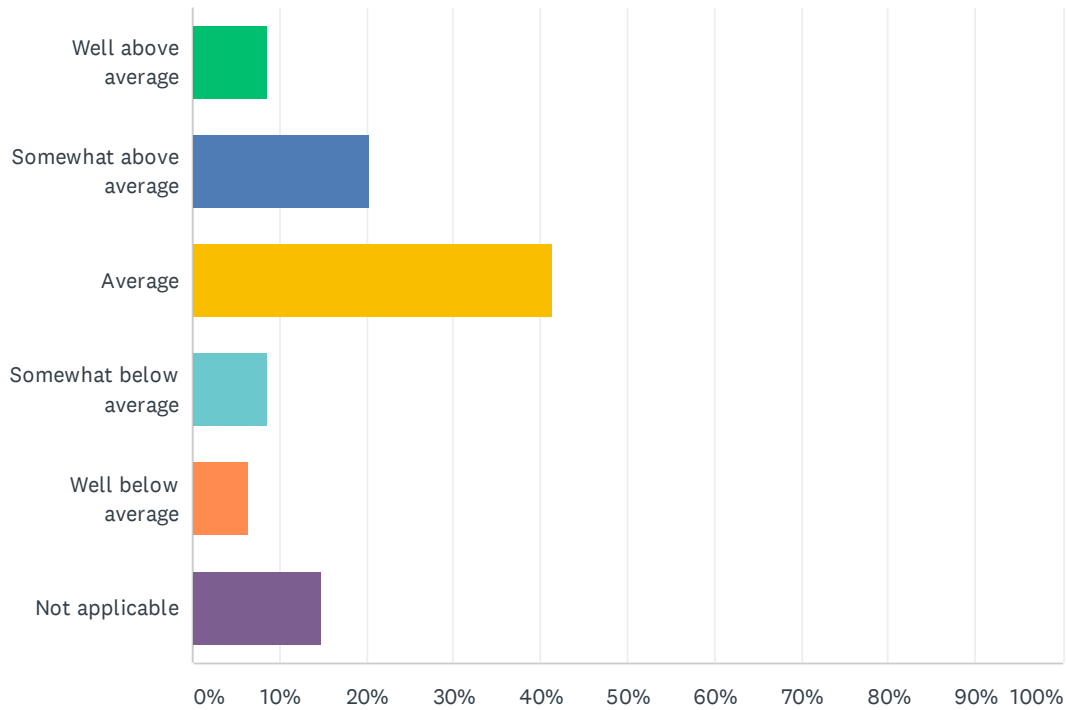
Answered: 94 Skipped: 0



ANSWER CHOICES	RESPONSES	
Well above average	13.83%	13
Somewhat above average	21.28%	20
Average	38.30%	36
Somewhat below average	15.96%	15
Well below average	5.32%	5
Not applicable	5.32%	5
TOTAL		94

Q2 How do you rate Cox HealthPlans' claim processing turnaround time?

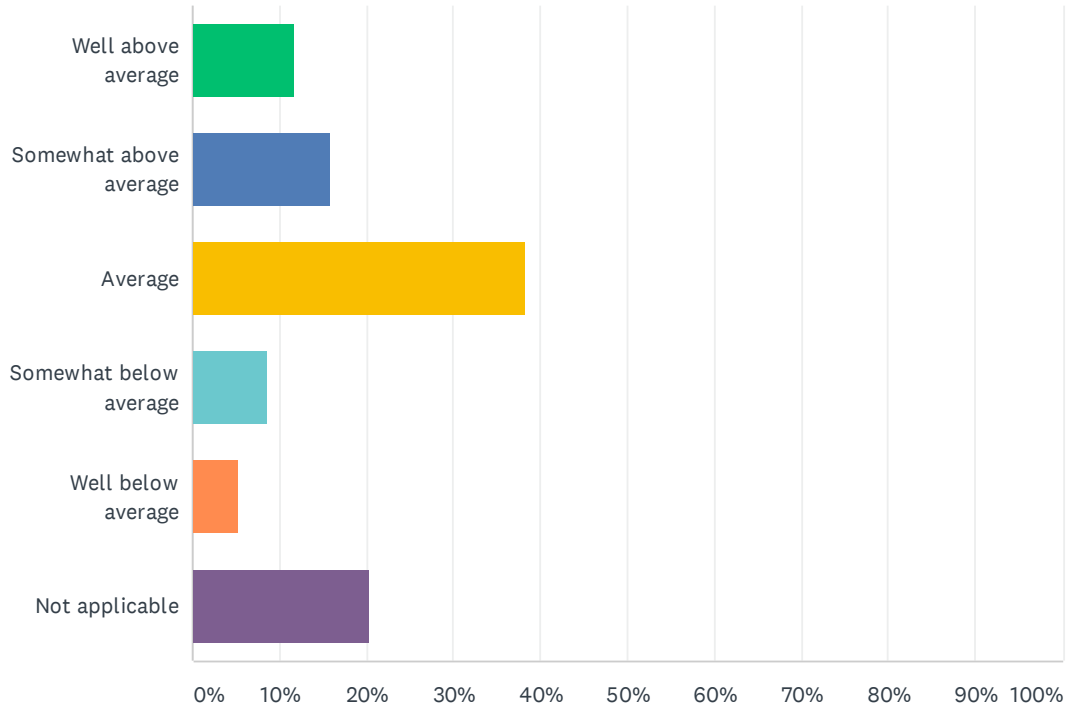
Answered: 94 Skipped: 0



ANSWER CHOICES	RESPONSES	
Well above average	8.51%	8
Somewhat above average	20.21%	19
Average	41.49%	39
Somewhat below average	8.51%	8
Well below average	6.38%	6
Not applicable	14.89%	14
TOTAL		94

Q3 How do you rate Cox HealthPlans' claim processing accuracy?

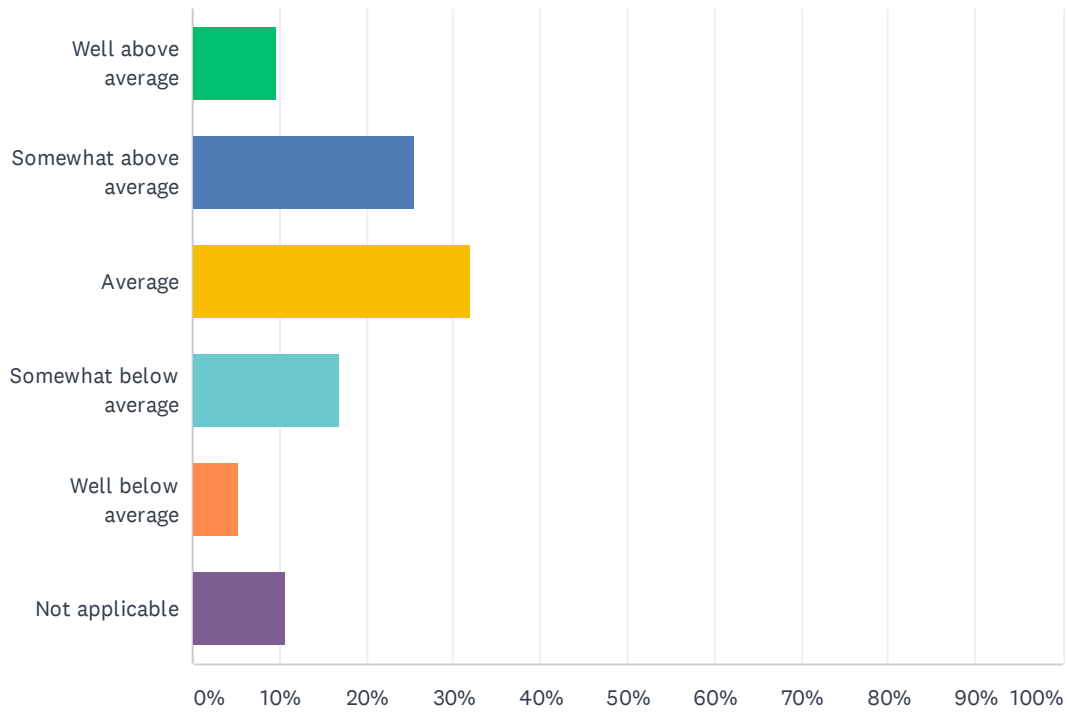
Answered: 94 Skipped: 0



ANSWER CHOICES	RESPONSES	
Well above average	11.70%	11
Somewhat above average	15.96%	15
Average	38.30%	36
Somewhat below average	8.51%	8
Well below average	5.32%	5
Not applicable	20.21%	19
TOTAL		94

Q4 How do you rate Cox HealthPlans' procedures for obtaining prior authorizations and referrals?

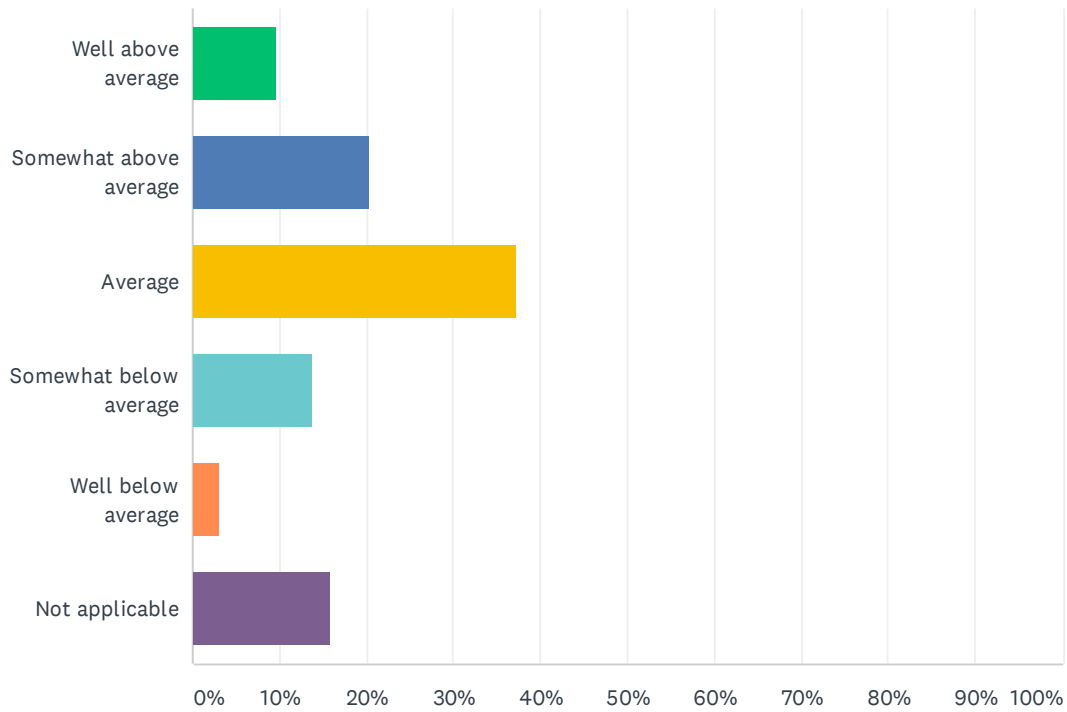
Answered: 94 Skipped: 0



ANSWER CHOICES	RESPONSES	
Well above average	9.57%	9
Somewhat above average	25.53%	24
Average	31.91%	30
Somewhat below average	17.02%	16
Well below average	5.32%	5
Not applicable	10.64%	10
TOTAL		94

Q5 How do you rate Cox HealthPlans' turnaround time for prior authorizations?

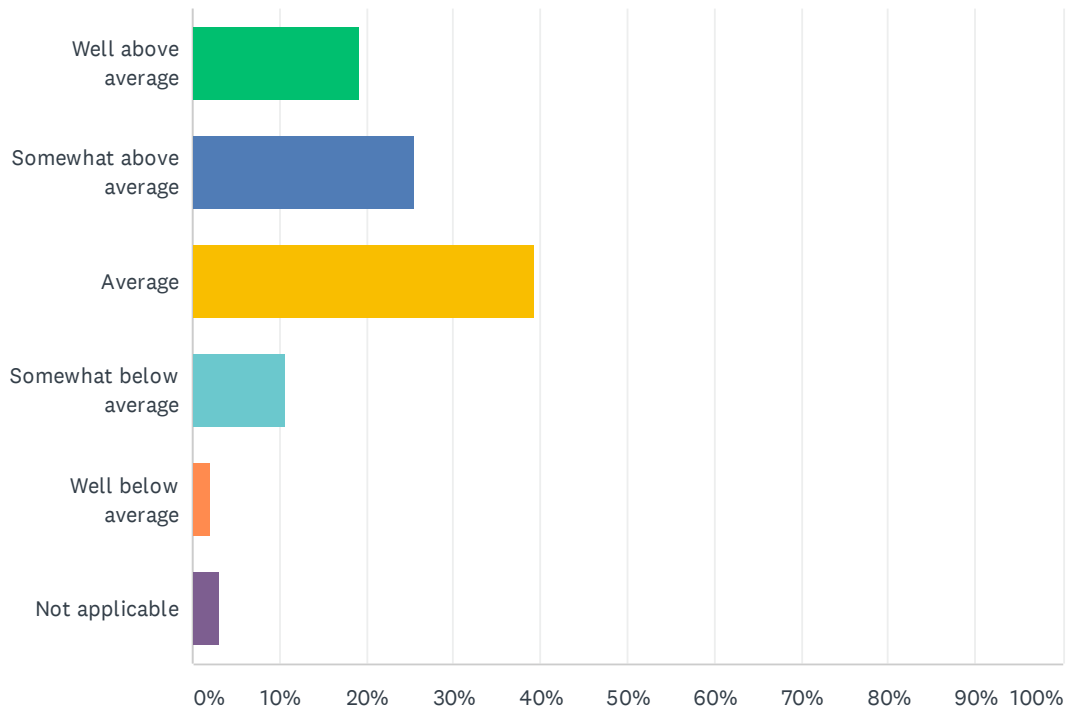
Answered: 94 Skipped: 0



ANSWER CHOICES	RESPONSES	
Well above average	9.57%	9
Somewhat above average	20.21%	19
Average	37.23%	35
Somewhat below average	13.83%	13
Well below average	3.19%	3
Not applicable	15.96%	15
TOTAL		94

Q6 How do you rate continuity and coordination of care across the health care delivery system?

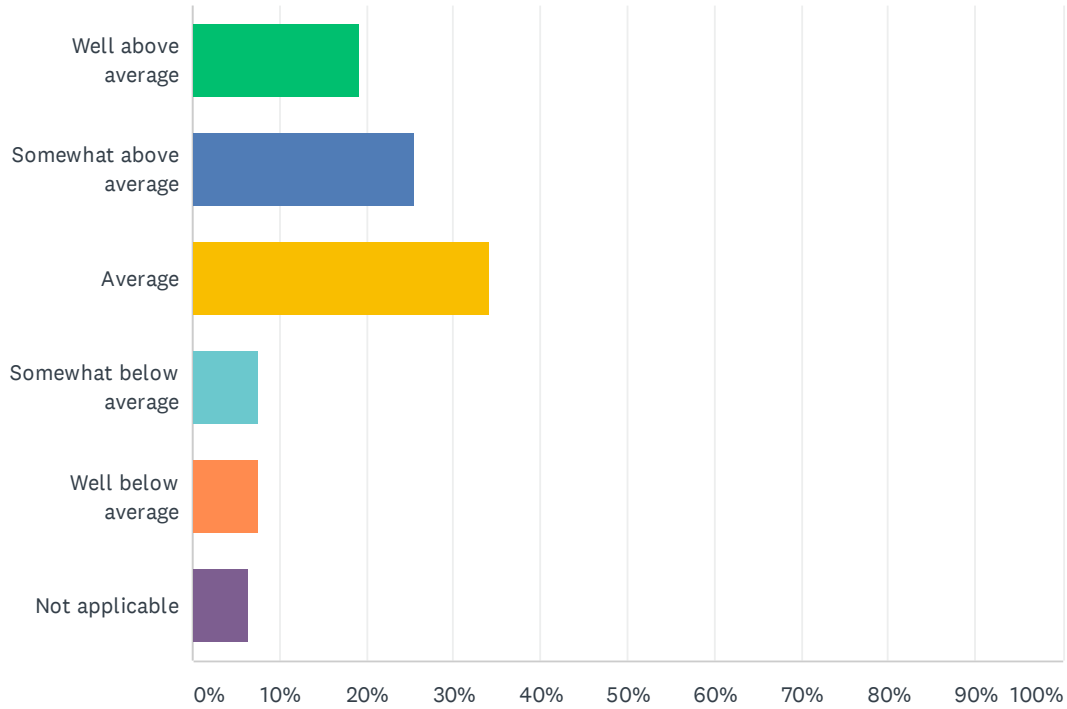
Answered: 94 Skipped: 0



ANSWER CHOICES	RESPONSES	
Well above average	19.15%	18
Somewhat above average	25.53%	24
Average	39.36%	37
Somewhat below average	10.64%	10
Well below average	2.13%	2
Not applicable	3.19%	3
TOTAL		94

Q7 How do you rate Cox HealthPlans' facilitation/support of appropriate clinical care for patients?

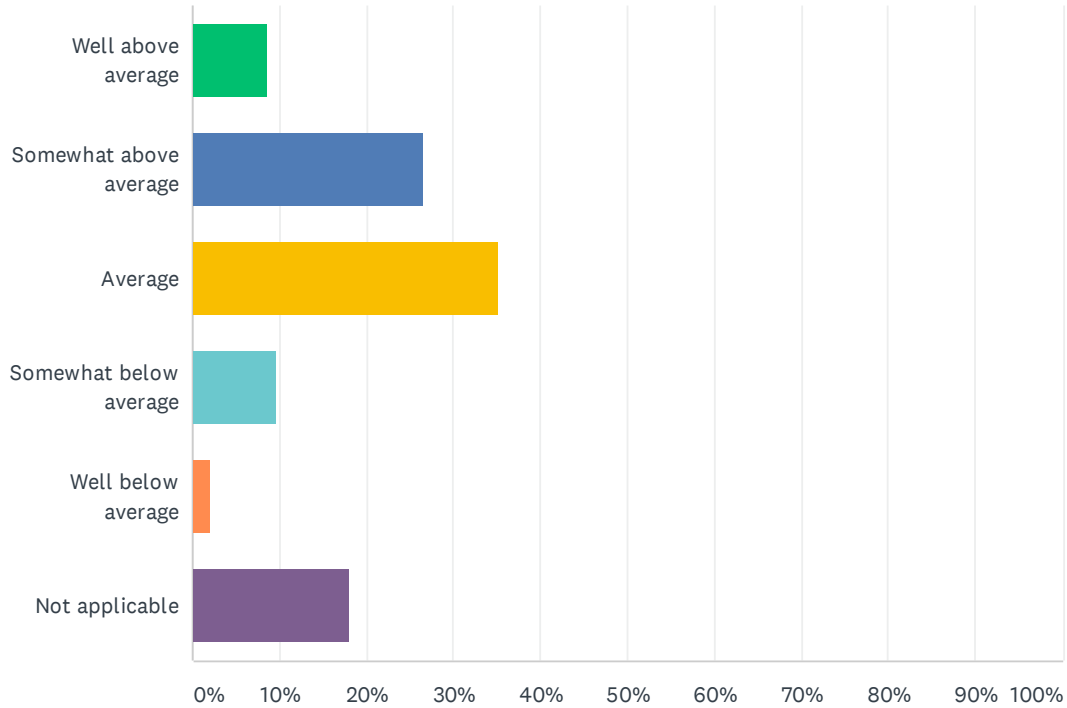
Answered: 94 Skipped: 0



ANSWER CHOICES	RESPONSES	
Well above average	19.15%	18
Somewhat above average	25.53%	24
Average	34.04%	32
Somewhat below average	7.45%	7
Well below average	7.45%	7
Not applicable	6.38%	6
TOTAL		94

Q8 How do you rate the ease of access/ease to refer to health education and wellness programs offered through CoxHealth System's Wellness program and the Center for Health Improvement?

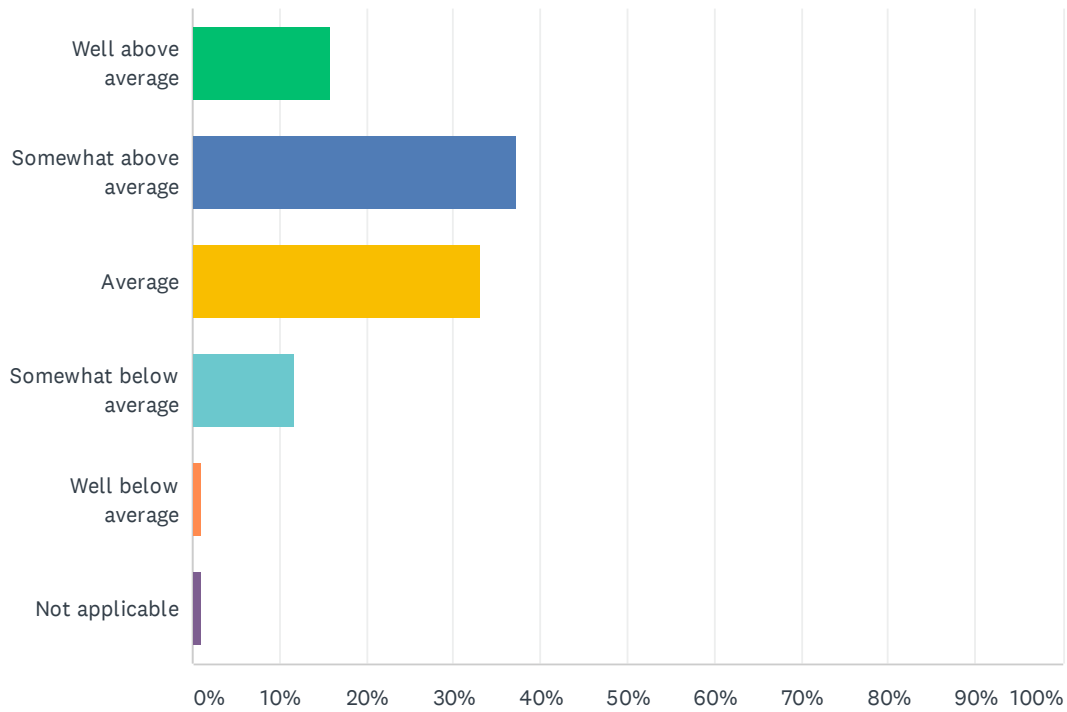
Answered: 94 Skipped: 0



ANSWER CHOICES	RESPONSES	
Well above average	8.51%	8
Somewhat above average	26.60%	25
Average	35.11%	33
Somewhat below average	9.57%	9
Well below average	2.13%	2
Not applicable	18.09%	17
TOTAL		94

Q9 How do you rate the number of specialists in Cox HealthPlans' provider network?

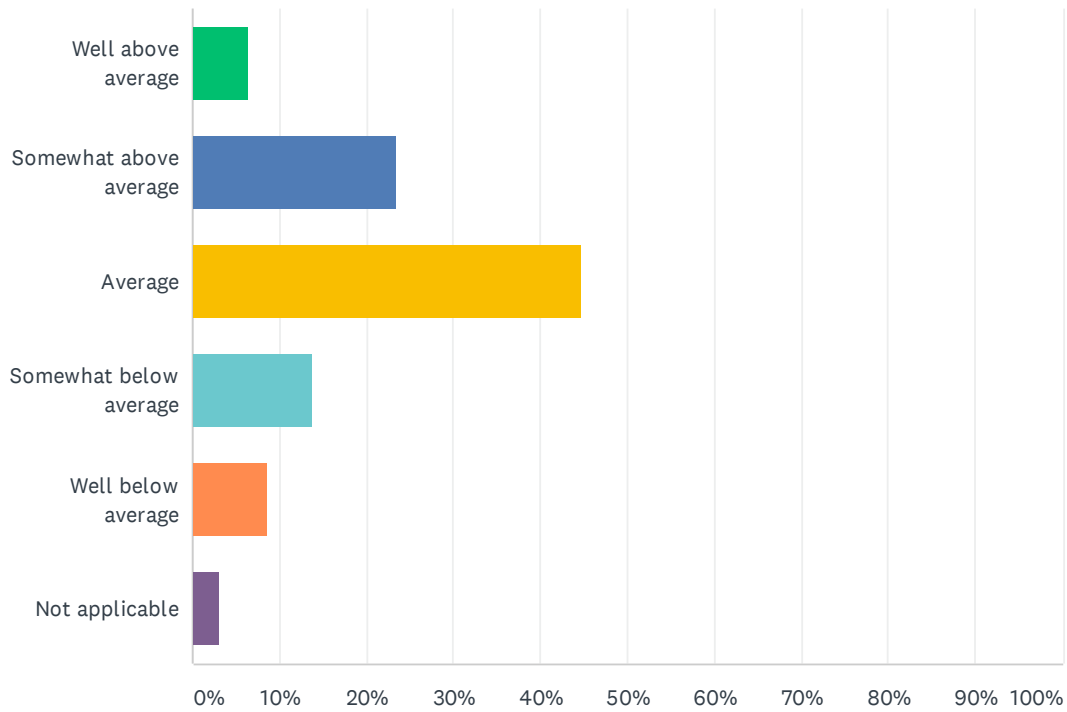
Answered: 94 Skipped: 0



ANSWER CHOICES	RESPONSES	
Well above average	15.96%	15
Somewhat above average	37.23%	35
Average	32.98%	31
Somewhat below average	11.70%	11
Well below average	1.06%	1
Not applicable	1.06%	1
TOTAL		94

Q10 How do you rate timeliness of referral to specialty care (both medical and psychological)?

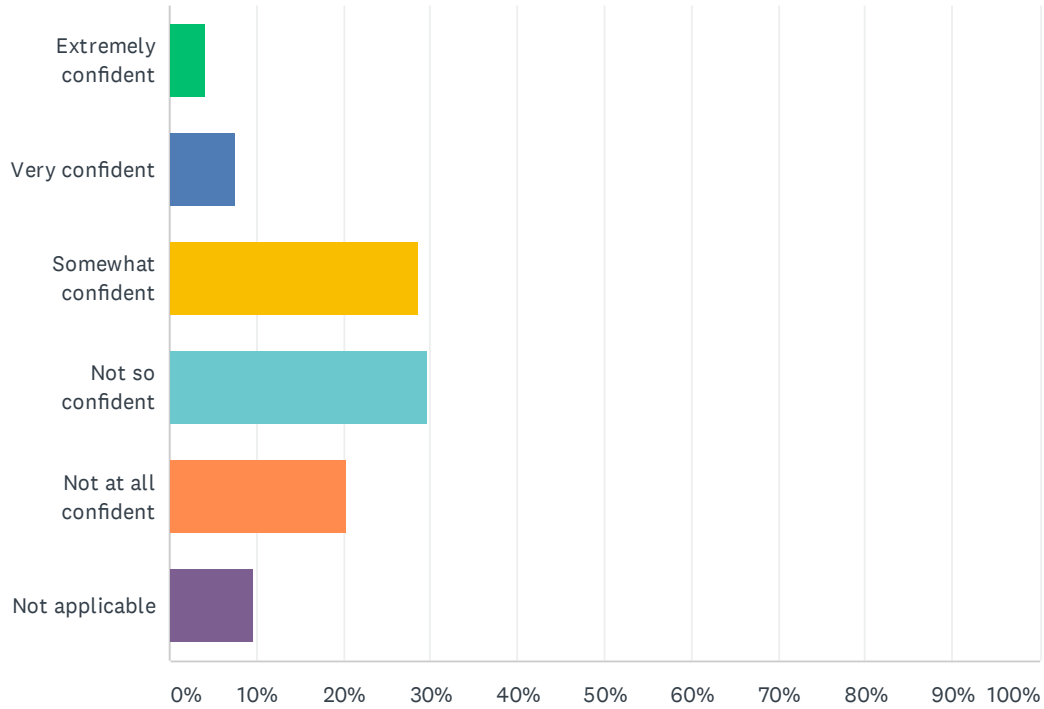
Answered: 94 Skipped: 0



ANSWER CHOICES	RESPONSES	
Well above average	6.38%	6
Somewhat above average	23.40%	22
Average	44.68%	42
Somewhat below average	13.83%	13
Well below average	8.51%	8
Not applicable	3.19%	3
TOTAL		94

Q11 How do you rate your confidence that mental health needs are identified and triaged accurately in your area?

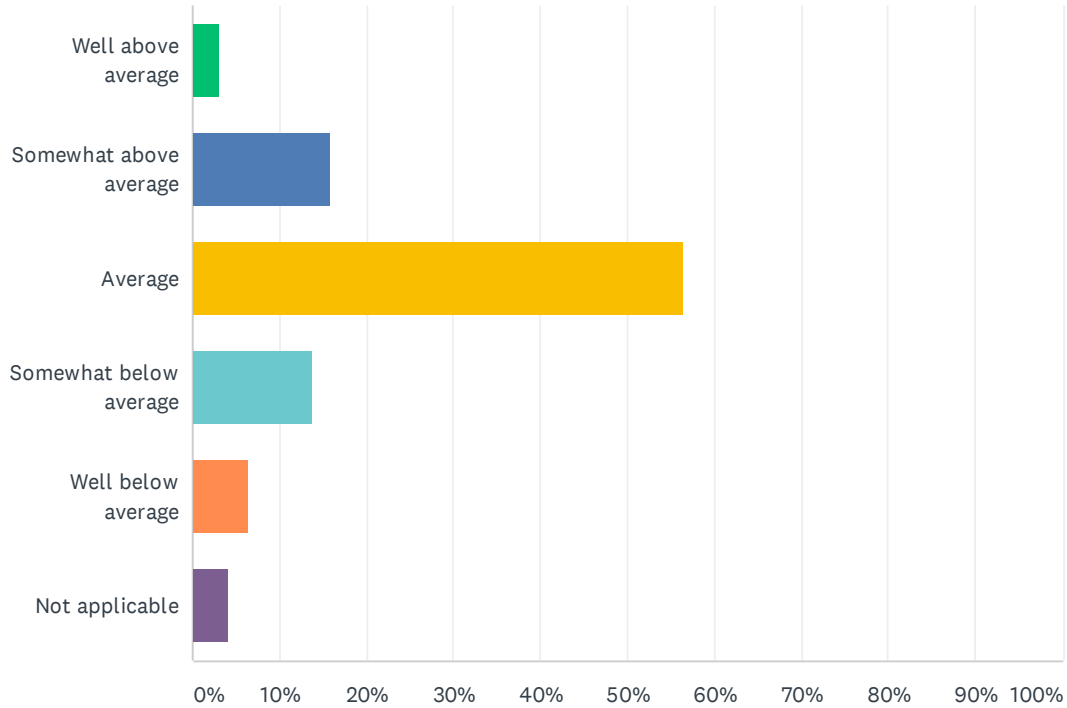
Answered: 94 Skipped: 0



ANSWER CHOICES	RESPONSES	
Extremely confident	4.26%	4
Very confident	7.45%	7
Somewhat confident	28.72%	27
Not so confident	29.79%	28
Not at all confident	20.21%	19
Not applicable	9.57%	9
TOTAL		94

Q12 How do you rate Cox HealthPlans' formulary as it pertains to availability of comparable drugs to substitute those not included in the formulary?

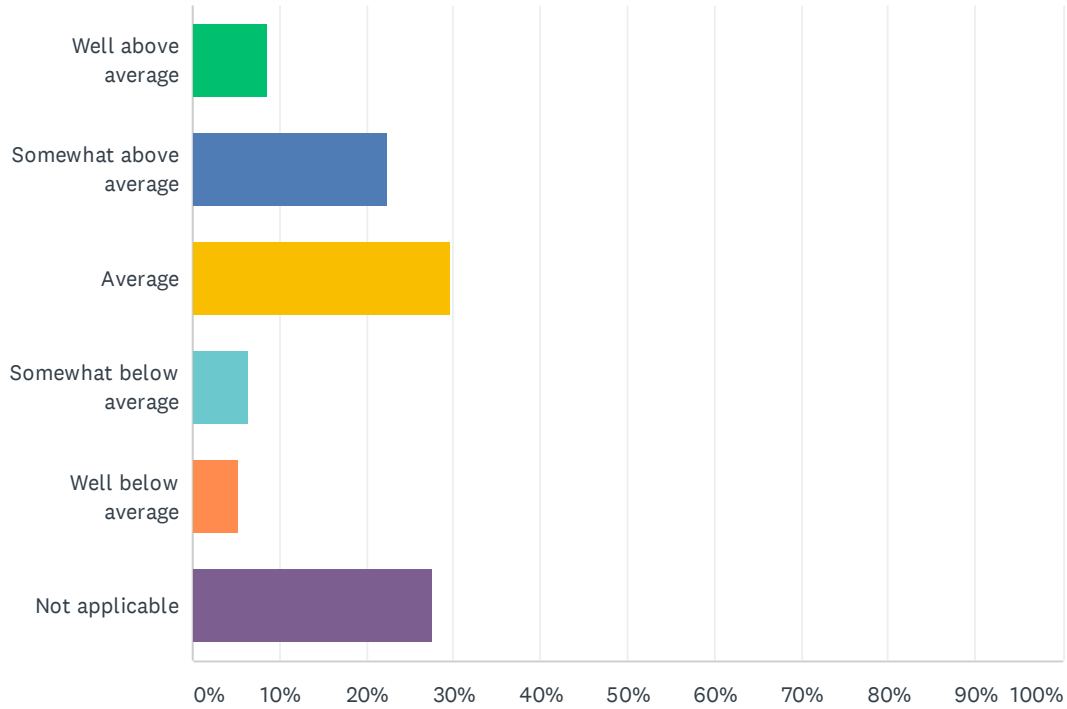
Answered: 94 Skipped: 0



ANSWER CHOICES	RESPONSES	
Well above average	3.19%	3
Somewhat above average	15.96%	15
Average	56.38%	53
Somewhat below average	13.83%	13
Well below average	6.38%	6
Not applicable	4.26%	4
TOTAL		94

Q13 How do you rate Cox Healthplans' Provider Services representative's ability to answer questions and resolve problems?

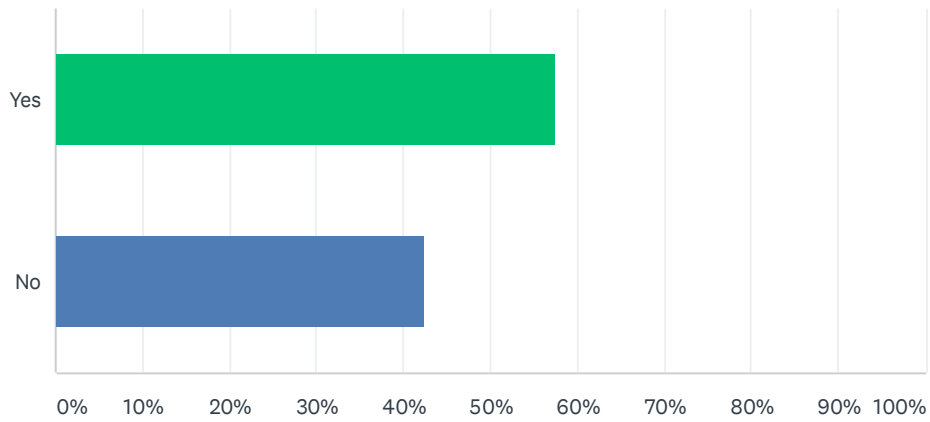
Answered: 94 Skipped: 0



ANSWER CHOICES	RESPONSES	
Well above average	8.51%	8
Somewhat above average	22.34%	21
Average	29.79%	28
Somewhat below average	6.38%	6
Well below average	5.32%	5
Not applicable	27.66%	26
TOTAL		94

Q14 Do you have adequate access to Cox HealthPlans' clinical practice guidelines and resources?

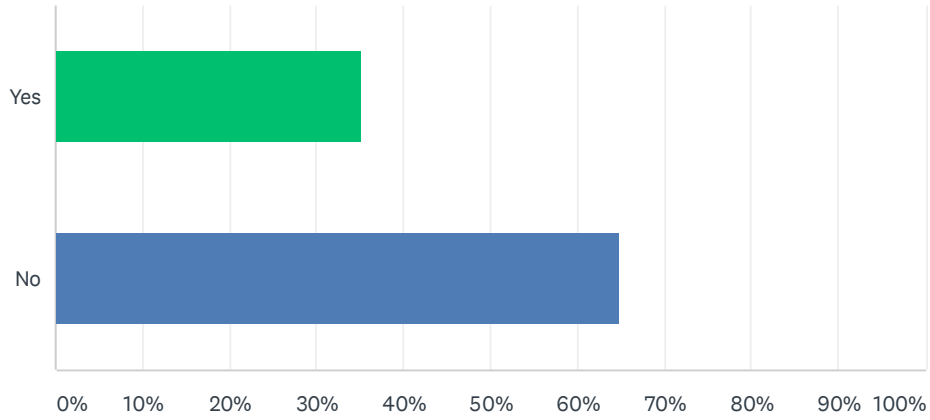
Answered: 94 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	57.45%	54
No	42.55%	40
TOTAL		94

Q15 Have you utilized Cox HealthPlans' website or provider portal?

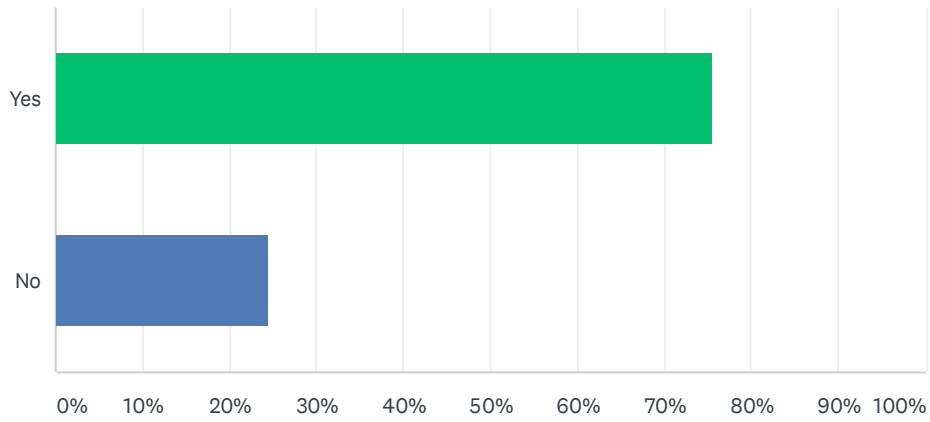
Answered: 94 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	35.11%	33
No	64.89%	61
TOTAL		94

Q16 Would you recommend Cox HealthPlans to other providers?

Answered: 94 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	75.53%	71
No	24.47%	23
TOTAL		94

Q17 What can Cox HealthPlans do to improve its service to your practice?

Answered: 94 Skipped: 0

Provider Satisfaction Survey

#	RESPONSES	DATE
1	Insure adequate coverage for health care needs of all patients.	2/28/2020 7:43 AM
2	Very pleased with Cox medical center and optimistic to further growth and opportunities.	2/27/2020 9:39 AM
3	I have no suggestions at this time	2/26/2020 12:35 PM
4	In person visit to answer questions for our staff. Specifically scheduling and financial staff.	2/25/2020 10:11 AM
5	Dump Cerner...it sucks..	2/25/2020 10:10 AM
6	Cover Cologuard	2/25/2020 7:24 AM
7	Most of these questions do not apply to my practice, or at least what I do as a provider.	2/24/2020 4:37 PM
8	dont' know	2/24/2020 12:57 PM
9	Keep doing what you do best!	2/24/2020 12:40 PM
10	keep it up	2/24/2020 12:40 PM
11	The turnaround times for processing claims needs to be more timely.	2/20/2020 5:36 PM
12	more about patients and less a business	2/19/2020 6:34 PM
13	Do not have any suggestions	2/19/2020 12:56 PM
14	Follow physician discretion as they practice according to CURRENT standard of care, instead of following the standards set by other commercial insurance products who are often behind and out of touch with the standard treatments for various health issues.	2/18/2020 2:26 PM
15	Reduce cost of services to it's members.	2/18/2020 9:07 AM
16	appointment notifications	2/18/2020 8:26 AM
17	More formulary options. Able to cover diagnostic as well as screening imaging.	2/17/2020 7:56 PM
18	Pay attention to national guidelines for pregnancy care. WE are behind the most recent guidelines, especially genetic screening	2/17/2020 4:37 PM
19	Not sure at this time	2/17/2020 7:26 AM
20	n/a	2/16/2020 9:13 PM
21	Have an easy to access public online formulary	2/15/2020 2:19 PM
22	Be more competitive and transparent	2/14/2020 9:27 AM
23	N/a	2/14/2020 8:10 AM
24	no recommendations	2/14/2020 6:36 AM
25	Help improve ease of documentation	2/13/2020 6:12 PM
26	I think many of these questions are not applicable to those of us employed physicians as much of the claims and such are handled by departments we have no control over or insight to.	2/13/2020 2:53 PM
27	For the amount of coverage that is provided, Cox Health Plans seem very expensive compared to other company insurance plans. I do think that we need more specialists in the system and even more primary care providers beside midlevel providers. I hear numerous complaints about patients not being able to see the provider that they are assigned too and instead see an NP or PA.	2/13/2020 1:44 PM
28	?	2/13/2020 1:17 PM
29	not sure	2/13/2020 1:11 PM
30	a lot	2/13/2020 11:06 AM
31	Improve billing services. Provide upfront cost to the patient.	2/13/2020 10:00 AM
32	Offer more coverage to cutting edge products and procedures	2/13/2020 9:43 AM

Provider Satisfaction Survey

33	none	2/13/2020 9:26 AM
34	would like to have podiatry services and more neurology providers	2/13/2020 9:16 AM
35	I don't think I was aware of Cox HealthPlans provider portal, clinical practice guidelines, wellness or education programs for patient's from a provider's point of view. I would say Cox HealthPlans could reach out and let providers know what they have to offer.	2/13/2020 8:46 AM
36	Cox Health Plan is one of the most difficult to work with within the Cox System	2/13/2020 8:27 AM
37	Improve the billing process	2/13/2020 7:52 AM
38	Cox uses a very aggressive PBM that uses a claw back with GAG (that was made illegal in 2018). Although, CoxHealthPlans still follows this nefarious practice. We had 2 prescriptions double the retail cost in the last year.	2/13/2020 6:22 AM
39	make it more affordable.	2/12/2020 10:34 PM
40	N/A	2/12/2020 9:02 PM
41	review formulary.	2/12/2020 8:44 PM
42	?	2/12/2020 5:45 PM
43	easier faster access to specialty's.	2/12/2020 5:41 PM
44	.	2/12/2020 5:17 PM
45	I would appreciate more pediatric mental health care services.	2/12/2020 4:44 PM
46	Ease burden of PA's for meds/procedures and reduce number of EHR clicks.	2/12/2020 4:03 PM
47	Clear guidelines.	2/12/2020 3:59 PM
48	?	2/12/2020 3:56 PM
49	keep all info in one place, cover preventative services which are standard of care for high-risk patients such as breast MR and colonoscopy (even though the patient is younger than the usual starting age)	2/12/2020 3:45 PM
50	More specialists, easier access to information of coverage	2/12/2020 3:15 PM
51	I don't know.	2/12/2020 3:11 PM
52	1. Cover salsalate 500-1000mg tid for spinal stenosis which is on the guidelines 2. Reduce copay for psychiatry visits 3. Stop refusing SNF for patients with fractures and not able to ambulate without assistance 4. Allow patients to be referred to the University when there are not rheumatologists in the area. 5. Stop doing home visits when they have seen their PCP in the last year.	2/12/2020 3:00 PM
53	Remove the barriers to clinicians regarding input to approval process for specialty care	2/12/2020 2:57 PM
54	.	2/12/2020 2:44 PM
55	no obstacles to ordering tests and prescription medications; no obstacles on what providers can be seen; put risk on to patients rather than providers	2/12/2020 1:49 PM
56	Cover new medications better	2/12/2020 1:45 PM
57	Be more up to date on coverage of appropriate treatment/medication coverage for patients. CHP is a late adopter on many standard-of-care treatments.	2/12/2020 1:42 PM
58	Less PA requirements/step edits. Improved ease of referral outside of Springfield, we refer to STL/KC when it's needed, don't hassle patient/us about it, expand mental health services for pts	2/12/2020 1:32 PM
59	Provide bariatric surgery coverage for groups it insures.	2/12/2020 1:28 PM
60	Not sure.	2/12/2020 1:22 PM
61	Cover 100 % of diagnostic testing performed at Cox Health for employees who have Cox Health Plans	2/12/2020 12:44 PM

Provider Satisfaction Survey

62	I myself do not have a private practice however as a patient in the system I have had to a significant amount of money out of pocket just to have treatment for osteoporosis and medications that are not generic and do not come generic! As a health care system we should be providing a discount to our employees !	2/12/2020 12:40 PM
63	Get one bill. I was sent bills for a child's surgery, met my max out of pocket costs, and then was sent more bills (> 500\$). When I called to ask why, I was told that it was because I had been refunded money. I had received no refunds. One week later, I received a check for a small amount (<50\$). At the same time I asked for an accounting of all the charges and payments to be sent to me and was told that it would go out the next day. Now, three weeks later I have still not received that accounting, but did finally receive a refund for \$5000. This is great, except that it means I was initially overcharged by \$5000. This is very frustrating for patients. I could afford the bill at the time, but many of our patients could not.	2/12/2020 12:33 PM
64	mental health	2/12/2020 12:21 PM
65	Referral Process for CHMP patients (therapies) Formulary expansion Improvement of specialty network including Oncology	2/12/2020 12:09 PM
66	Cover more treatments and tests. Also, lower the copays.	2/12/2020 11:54 AM
67	Reduce prior authorizations for medications.	2/12/2020 11:51 AM
68	xxx	2/12/2020 11:45 AM
69	..	2/12/2020 11:32 AM
70	above	2/12/2020 11:16 AM
71	.	2/12/2020 11:13 AM
72	.	2/12/2020 11:13 AM
73	Make easy for specialists to take care of patients without pre-authorization or primary care referral	2/12/2020 11:08 AM
74	All insurance companies have their weaknesses. It would be nice to be able to prescribe whatever I needed without having to do any PA's, but I know that's not possible. With Cox, the experience is average to above average, but I'm glad that we are able to talk to people personally here and get things covered.	2/12/2020 11:00 AM
75	It would be helpful if the billing department would not send the patient multiple bills, confusing summaries etc. This causes anxiety and anger to the patients and causes patient dissatisfaction.	2/12/2020 10:50 AM
76	Billing needs vast improvement- We have frequent complaints about billing processing, slow arrival of bills or no bills before people are turned to collections.	2/12/2020 10:43 AM
77	I would like to meet (ideally face-to-face with someone familiar with the plan at a scheduled time to ask questions about what the plan is supposed to do, how do I interact with the plan, what exactly are the support services . Jeffrey.greenspoon@coxhealth.com. If this plan was an airplane, I would not claim to be adequately trained or informed to fly it.	2/12/2020 10:43 AM
78	nothing	2/12/2020 10:38 AM
79	Communication/relationship between PCP and specialists can be improved	2/12/2020 10:32 AM
80	Expand upon bariatric services offered.	2/12/2020 10:27 AM
81	.	2/12/2020 10:22 AM
82	access to psychology and psychiatry	2/12/2020 10:18 AM
83	better coverage for mental health needs	2/12/2020 10:16 AM
84	Reduce the burden on doctors and patients to get medically necessary services / medications covered.	2/12/2020 10:15 AM
85	Provide more information on available provider resources	2/12/2020 10:14 AM
86	Accuracy with billing and answering questions related to billing.	2/12/2020 10:11 AM

Provider Satisfaction Survey

87	-	2/12/2020 10:03 AM
88	.	2/12/2020 10:01 AM
89	none	2/12/2020 10:01 AM
90	na	2/12/2020 9:56 AM
91	N/A	2/12/2020 9:54 AM
92	Increase mental health benefits	2/12/2020 9:52 AM
93	The inability to get a correct bill and know what you are paying on the consumer side is absolutely ridiculous.	2/12/2020 9:46 AM
94	Cox HealthPlans is awesome.	1/21/2020 1:33 PM