

2021 Provider Satisfaction Survey Results

AUGUST 2021

MICHIGAN

Dear Providers,

When providers were asked to rate health plans in terms of overall satisfaction, Meridian placed in the top 3 highest performing health plans.

Meridian scored the highest on:

- 46.1%: The process of obtaining member information (eligibility, benefit coverage, and co-pay amounts)
- 44.8%: Health plans ability to answer questions and solve problems related to core business functions such as claims, eligibility, and priority authorizations

Meridian scored the lowest on:

- 21.5%: Consistency of the formulary overtime
- 20.6%: Extent to which formulary reflects current standards of care

Interventions Implemented to Address Areas of Opportunity on the Survey:

The formulary provided by the health plan is controlled and regulated by the State of Michigan for all health plans operating in the state. In November 2020, Meridian began including any state notifications that a part of the formulary was open to public and provider comment in Meridian’s monthly fax blasts. Meridian also offered the contact information that providers could use to submit this formulary feedback:

MDHHSCommonFormulary@michigan.gov

In 2020, we received provider feedback that expressed frustration with navigating the website to find an in-network Behavioral Health Specialist for their patients. In October 2020, Meridian provided education to providers through the monthly provider fax bulletin on how to find in-network Behavioral Health Specialists for their patients.

Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Key Focus Areas across all Lines of Business

<ul style="list-style-type: none"> ○ Getting the needed care ○ Getting care quickly 	<ul style="list-style-type: none"> ○ Rating of all health care ○ Rating of personal provider ○ Rating of specialist 	<ul style="list-style-type: none"> ○ Customer service ○ Flu vaccine
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Major Accomplishments

<ul style="list-style-type: none"> ○ Quick turnaround times for claim issues 	<ul style="list-style-type: none"> ○ Meridian’s Quality Improvement department implemented provider-facing Quality staff to support key quality initiatives 	<ul style="list-style-type: none"> ○ New and dedicated Provider Network Management Representatives to assist with concerns
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Supporting Providers through the COVID-19 Pandemic

Every month, Meridian sends a bulletin about plan updates and resources available to our trusted providers.

<ul style="list-style-type: none">○ March 2020 – Meridian sent guidance on how field-based providers can provide care and COVID-19 coverage guidance○ Meridian provided COVID-19 Personal Protection Equipment to Federally Qualified Health Centers (FQHCs)	<ul style="list-style-type: none">○ Meridian provided education and support on Telehealth services to Primary Care Providers (PCPs)○ April 2020 – Centene created the Provider Support Program to help providers apply for small business loans	<ul style="list-style-type: none">○ August 2020 – January 2021 Meridian sent guidance on how to bill for COVID-19 testing, prevention, and treatment, of COVID-19○ September 2020 – Meridian sent guidance and encouragement to find in-network specialists for COVID-19 services○ December 2020 – Meridian sent patient engagement tips for COVID-19
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Did you know the Meridian Provider Satisfaction Survey is completed annually?

It's conducted to monitor provider satisfaction levels with Meridian. Information obtained from these surveys allows Meridian to measure how well Meridian is meeting their providers' expectations and needs. The survey can be completed via mail, internet, or over the phone.

Please share your thoughts and complete the survey. We appreciate your time and feedback.

Sincerely,

Meridian