



Arrow
Performance
Group

HCPF 2024 Independent Provider Network (IPN) Survey Overall Findings

Presented to P&CE on 10/10/24
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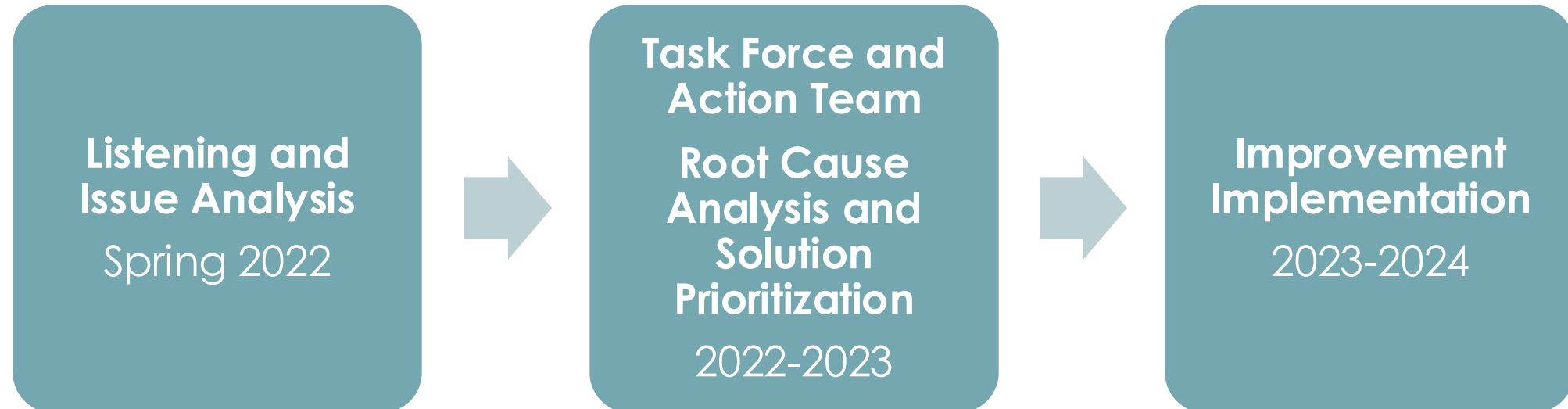




Project Overview



IPN RAE HCPF Collaboration Project





Survey Overview



Survey Overview

IPN surveys in 2022 through 2024 all focused on their experiences with their RAEs and HCPF

- Overall satisfaction (two items)
- Interaction satisfaction (11 items)
- RAE and HCPF service quality (five dimensions each)

2

Open-ended Questions
(200 max words)

8

Demographic
Questions

5-10 min

To Complete
Survey



Although the 2023 and 2024 surveys asked for ratings of more than one RAE, only “primary RAE” ratings were used from those years in these analyses to make all three years comparable

2022

494 surveys completed
8.2% overall response rate

2023

612 surveys completed
12.8% overall response rate

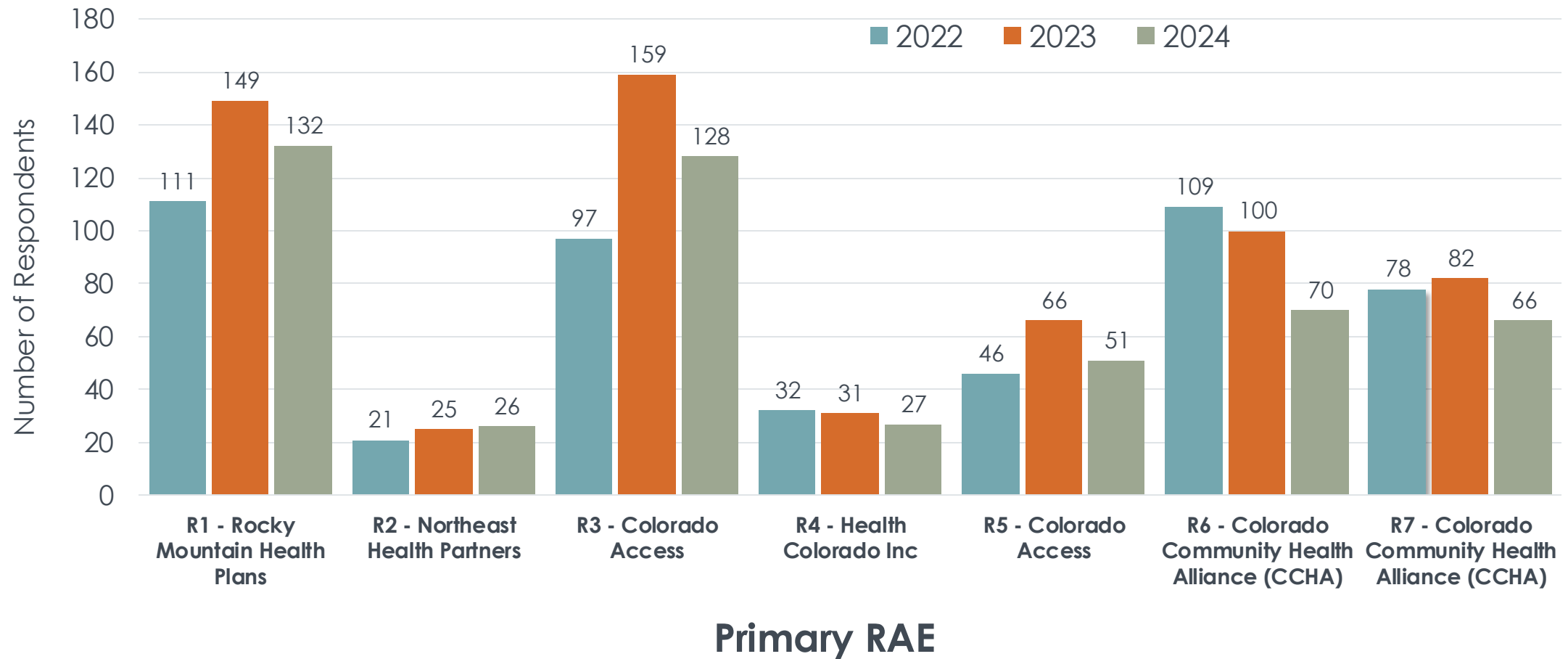
2024

500 surveys completed
12.1% overall response rate

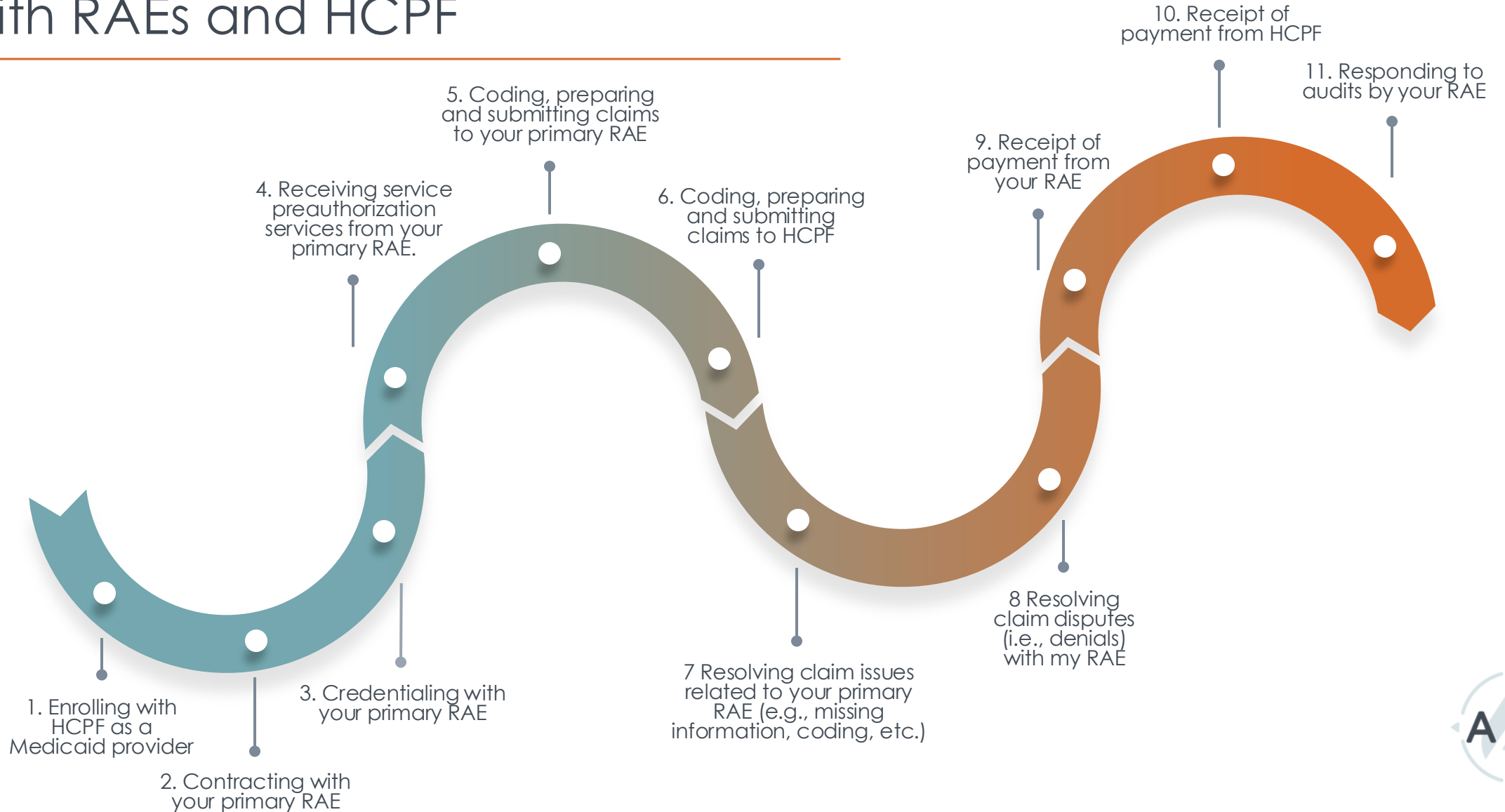


2022 through 2024 Number of Completed IPN Surveys by Primary RAE

A total of 500 surveys were completed by IPN providers in 2024, which is fewer than the 612 in 2023, but slightly more than the 494 completed surveys in 2022



An IPN's Interaction Journey with RAEs and HCPF



Service Quality Model



Reliability

Firm does it right the first time. Dependability and accuracy.



Assurance

Knowledge and courtesy. Ability to inspire trust and confidence.



Tangibles

Professional physical facilities, personnel, equipment, websites, collateral.



Empathy

Caring, individualized attention.



Responsiveness

Willingness and readiness to give service. Prompt service, call back quickly, willing to help.





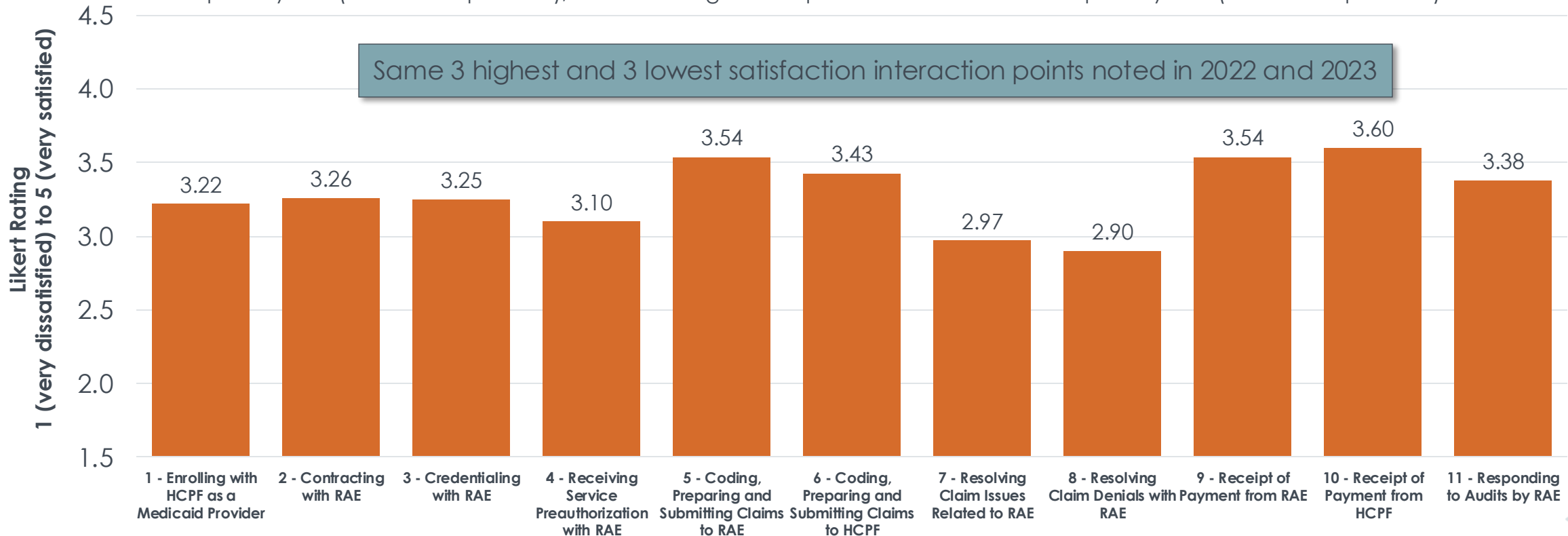
2024 Results



2024 Satisfaction Ratings by Interaction Point: All Regions Combined

IPN highest interaction satisfaction with receiving payment from HCPF (interaction point #10) and their primary RAEs (interaction point #9), and the preparation and submitting of claims to RAE (interaction point #5).*

IPN lowest interaction satisfaction with resolving claims issues related to primary RAE (interaction point #7), resolving claim denials with primary RAE (interaction point #8), and receiving service preauthorization with their primary RAE (interaction point #4).*



N = Up to 500 HCPF and 715 RAE ratings

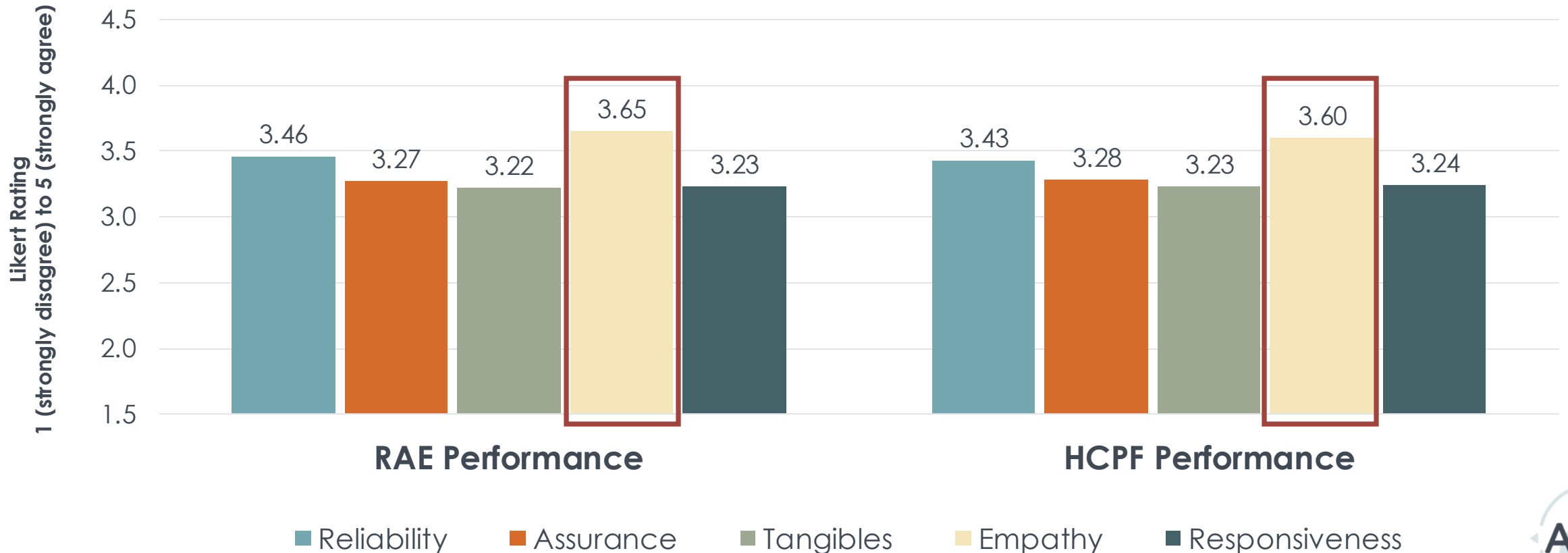
*Highest and lowest rated items are statistically significant from each other with 95%+ confidence.

Interaction Point



2024 RAE and HCPF Service Quality Performance Ratings

Empathy is rated significantly* higher than all other Service Quality dimension for both RAEs and HCPF



*Statistically significant with 95%+ confidence (paired sample t tests)
N = Up to 500 HCPF and 715 RAE ratings.



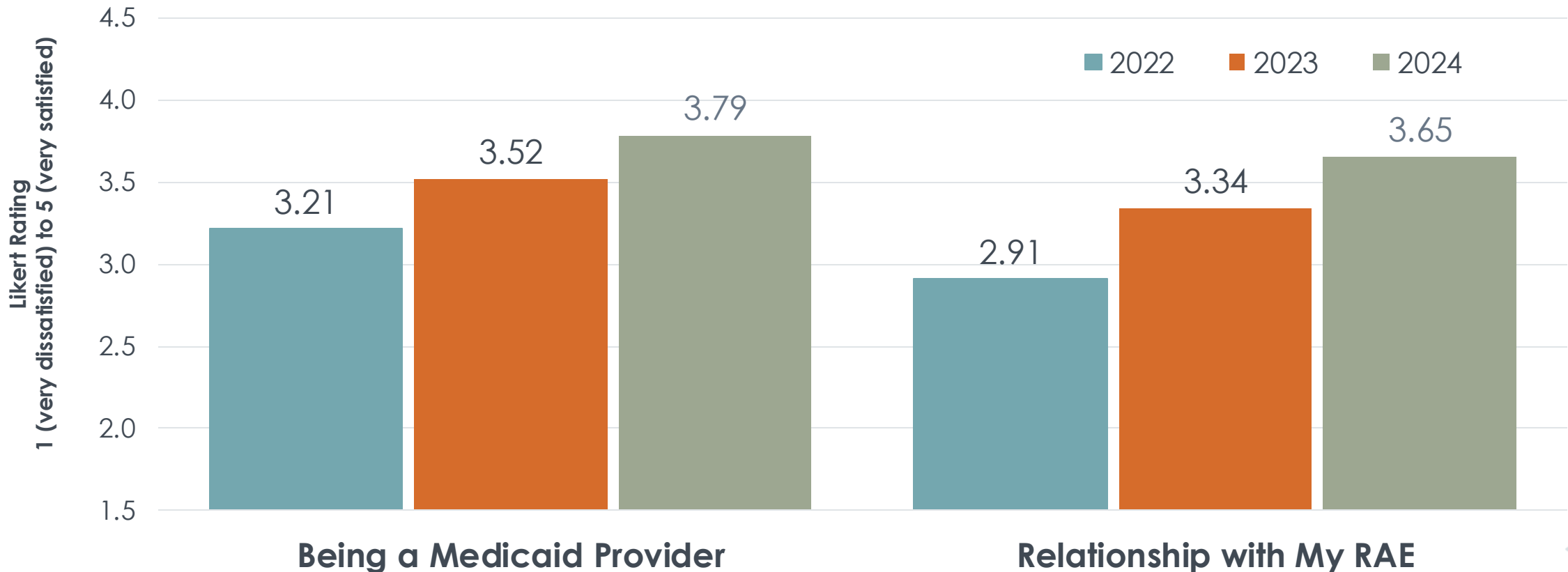


2022 to 2024 Changes Across All RAEs



2022 through 2024 Overall Satisfaction Ratings – Across All RAEs

IPN overall satisfaction with being a Medicaid provider and Relationship with RAE improved significantly* each year between 2022 and 2024



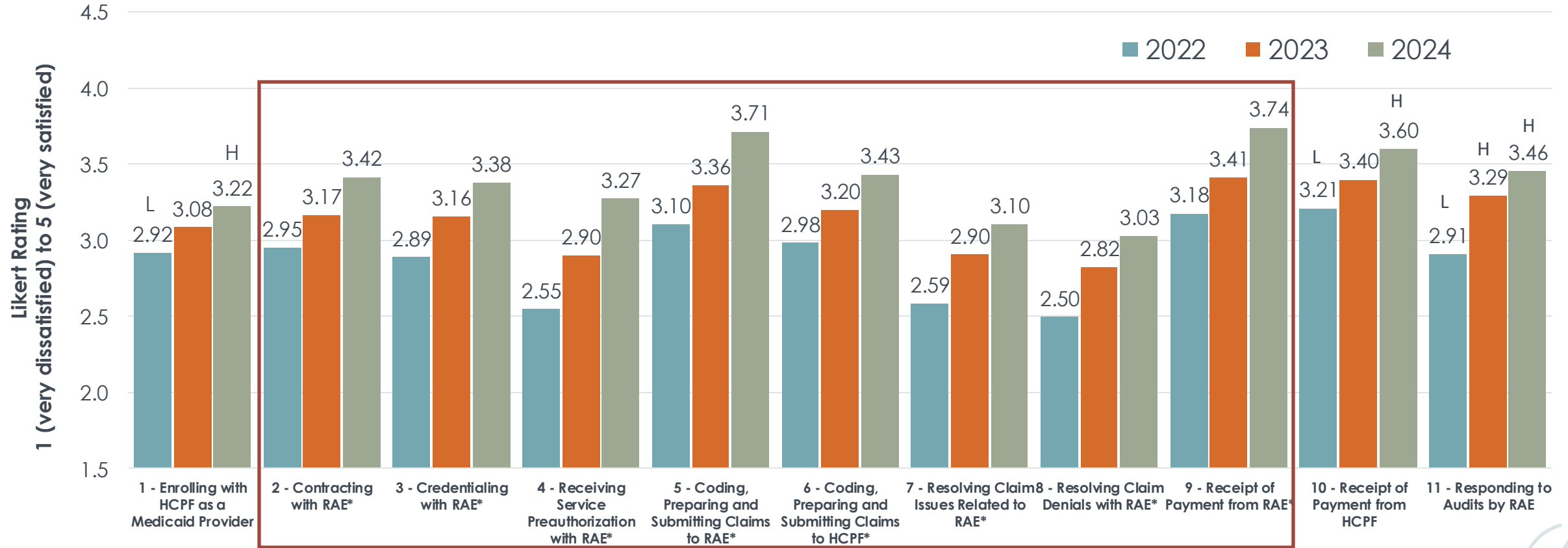
N = 494 ratings in 2022, 612 in 2023, 500 in 2024

*All years significant differences each other with 95% confidence



2022 to 2024 Satisfaction Ratings by Interaction Point – Across All RAEs

ALL interaction point ratings significantly improved between 2022 and 2024



N = 494 ratings in 2022, 612 in 2023, 500 in 2024

*All years significantly different from each other with 95% confidence (One-way ANOVAs, Bonferroni post-hoc comparisons)

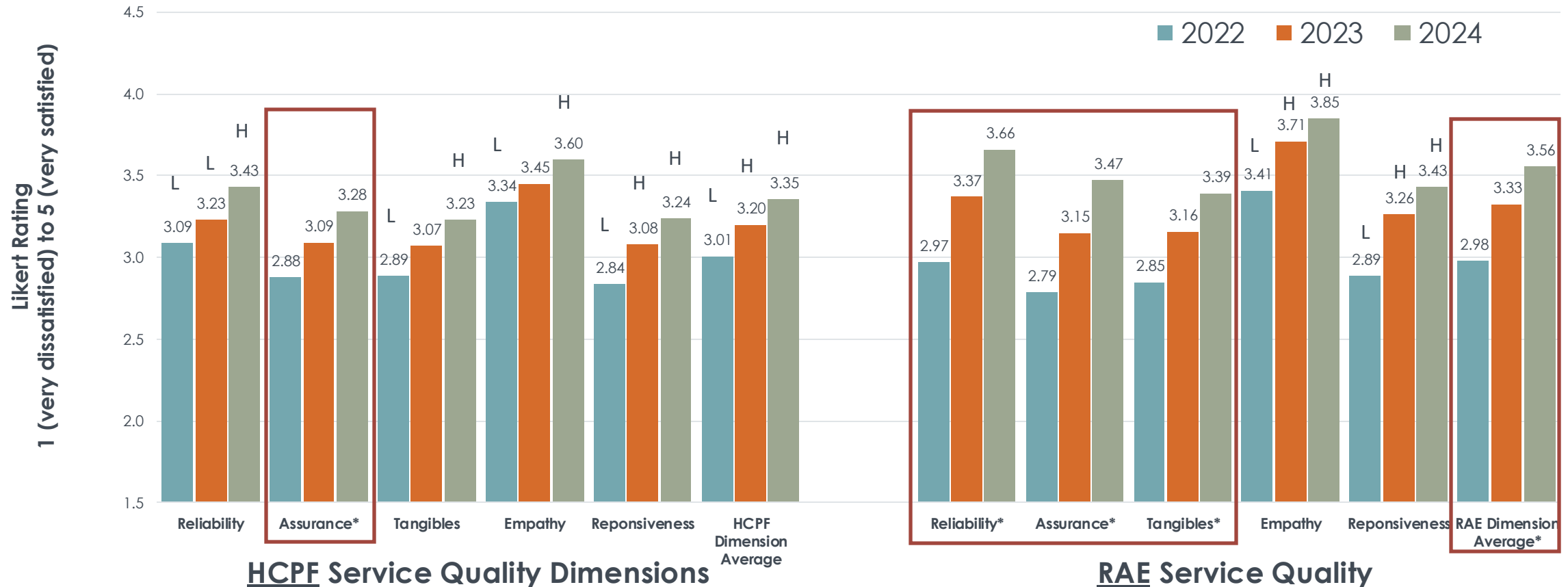
Interaction Point

Note: One-way ANOVAs conducted with Year as the independent variable
 L = Significantly lower than designated H group(s) (Bonferroni $p \leq .05$)
 H = Significantly higher than designated L group(s) (Bonferroni $p \leq .05$)



2022 to 2024 Service Quality Ratings for HCPF and RAEs – Across All RAEs

ALL Service Quality ratings significantly improved between 2022 and 2024, with RAE ratings typically experiencing the largest gains



N = 494 ratings in 2022, 612 in 2023, 500 in 2024

*All years significantly different from each other with 95% confidence (One-way ANOVAs, Bonferroni post-hoc comparisons)

Dimensions

Note: One-way ANOVAs conducted with Year as the independent variable
 L = Significantly lower than designated H group(s) (Bonferroni $p \leq .05$)
 H = Significantly higher than designated L group(s) (Bonferroni $p \leq .05$)



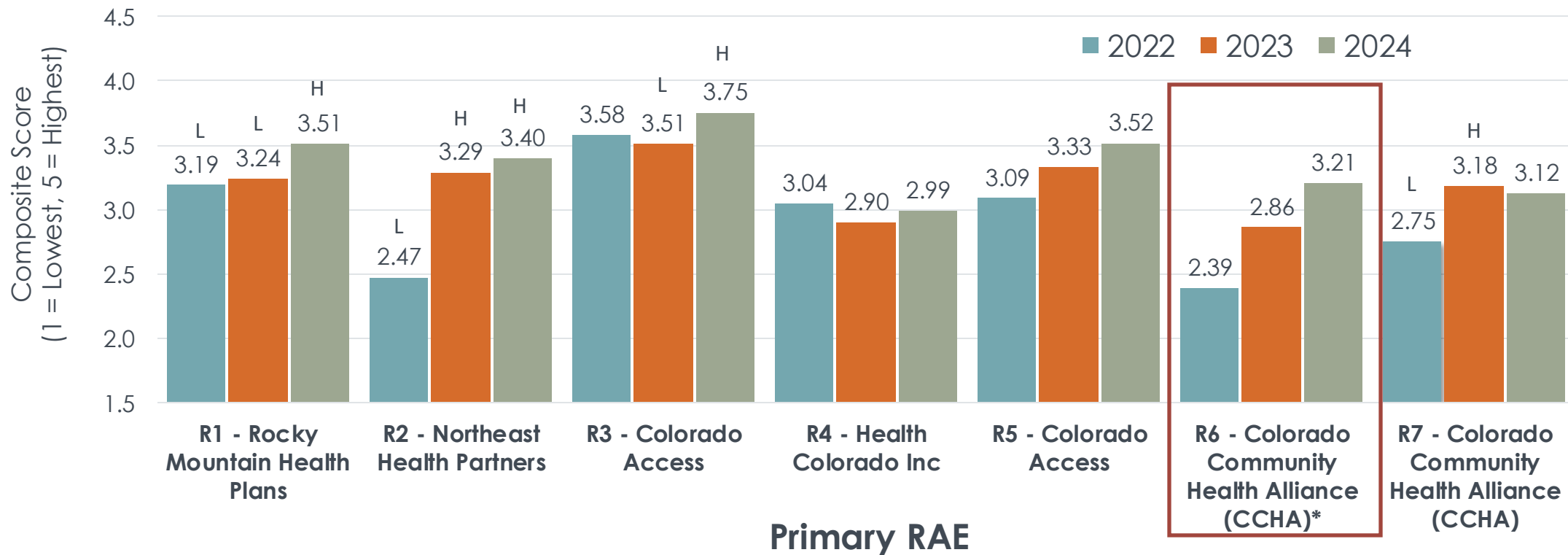


Summary of Overall 2022 to 2024 Change within Each RAE



2022 to 2024 Composite Scores within Each RAE

For 2024, composite score ratings for regions 1, 2, 3, and 6 were significantly higher than previous years.



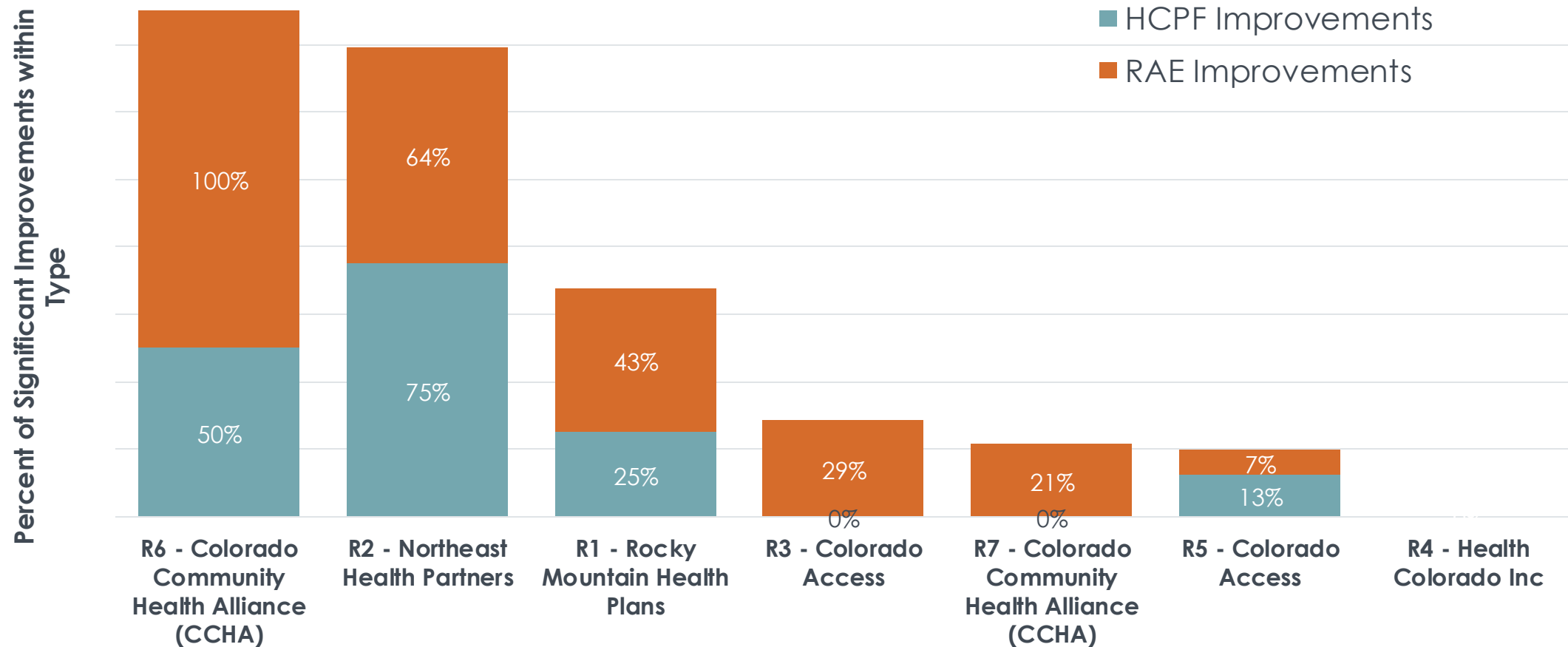
*All years significantly different between 2022 and 2024 with 95% confidence
 Note: The composite score is the average of all 22 HCPF and RAE ratings for each IPN

Note: One-way ANOVAs conducted with Year as the independent variable
 L = Significantly lower than designated H group(s) (Bonferroni $p \leq .05$)
 H = Significantly higher than designated L group(s) (Bonferroni $p \leq .05$)



Percent of 2024 Significant* Improvements Over Previous Years by RAE and Type

Region 6 had the most significant improvements in 2024 compared to previous years



Note: There are a total of 22 ratings, which included 8 HCPF ratings questions and 14 RAE ratings questions





Summary Findings



Summary Findings – All RAEs Combined

- ▶ For 2024 Interaction Points
 - Highest ratings were about requesting and receiving payment from HCPF and Primary RAEs
 - Lowest ratings were about requesting RAE claims and denial issues, and pre-authorizations
- ▶ In 2024, the lowest rated Interaction Points were about requesting and receiving payment from HCPF and RAEs
- ▶ For 2024 Service Quality ratings, "Empathy" was the highest rated dimension for the RAEs and HCPF
- ▶ Significant* improvements in HCPF and RAE ratings were seen across all measures between 2022 and 2024
- ▶ No average ratings went down significantly* from 2022 to 2023, or from 2023 to 2024
- ▶ Ratings of Service Quality "Assurance" and "The Contracting Experience" Interaction Point were the highest weighted key drivers of RAE relationship satisfaction

*Significant differences between 2022 and 2024 with 95% confidence

Discussion

- ▶ Do the results of these surveys seem to reflect the experience in your communities or the reports you've heard?
- ▶ Have there been efforts by HCPF or RAEs during this period that have been particularly impactful?
- ▶ What are the ongoing challenges or items related to the IPN that the Department should be attentive to?
- ▶ Follow this work via the Behavioral Health Independent Provider Network Collaborative webpage:
<https://hcpf.colorado.gov/behavioral-health-independent-provider-network-collaborative>
- ▶ Refer to the "Phase II Report" for ongoing efforts.



Thank You!

