



Thank you for participating in MGMA's fall 2008 Practice Perspectives on Payer Performance questionnaire! Please find a copy of your state specific results attached.

Objective:

Working with state and national MGMA leaders, MGMA identified approximately 5 major commercial payers in addition to Medicare Part B in all 50 states. MGMA also identified a set of criteria that can be used to evaluate payer performance. These criteria are not quantitative in nature. Rather, they are based on perceptions. Thus, this poll is designed to summarize and compare medical practice attitudes about different payers in each state.

The results of this poll can be used for the following purposes:

1. To provide group practices with comparative payer performance insights in their state and across the country.
2. To provide constructive feedback to the payers that they can use to continuously improve service to their constituencies.
3. To provide comparative information for state and national advocacy initiatives.
4. To identify topics for further research.

If you have any questions please feel free to contact MGMA at 877-ASK-MGMA x1300 or email govaff@mgma.com.

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Missouri - Practice Perspectives on Payer Performance

1. How satisfied are you with the amount of time it takes the payer to respond to your questions?									
	Completely dissatisfied	Moderately dissatisfied	Neutral	Moderately satisfied	Completely satisfied	Not applicable or no experience with payer	Rating Average	Response Count	
Aetna	5.0% (5)	16.8% (17)	26.7% (27)	33.7% (34)	9.9% (10)	7.9% (8)	3.29	101	
Anthem BCBS	46.9% (46)	19.4% (19)	6.1% (6)	10.2% (10)	1.0% (1)	16.3% (16)	1.79	98	
Cigna	13.5% (13)	25.0% (24)	20.8% (20)	31.3% (30)	6.3% (6)	3.1% (3)	2.91	96	
Coventry	13.1% (13)	19.2% (19)	26.3% (26)	28.3% (28)	10.1% (10)	3.0% (3)	3.03	99	
Humana	14.4% (14)	18.6% (18)	26.8% (26)	20.6% (20)	7.2% (7)	12.4% (12)	2.86	97	
UnitedHealthcare	33.0% (33)	32.0% (32)	12.0% (12)	19.0% (19)	3.0% (3)	1.0% (1)	2.26	100	
Medicare Part B (traditional)	6.0% (6)	10.0% (10)	22.0% (22)	43.0% (43)	10.0% (10)	9.0% (9)	3.45	100	
	<i>answered question</i>								101
	<i>skipped question</i>								0

2. How satisfied are you with the accuracy and consistency of the payer's responses to your questions?

	Completely dissatisfied	Moderately dissatisfied	Neutral	Moderately satisfied	Completely satisfied	Not applicable or no experience with payer	Rating Average	Response Count	
Aetna	6.3% (6)	14.6% (14)	31.3% (30)	36.5% (35)	4.2% (4)	7.3% (7)	3.19	96	
Anthem BCBS	36.8% (35)	27.4% (26)	6.3% (6)	15.8% (15)	0.0% (0)	13.7% (13)	2.01	95	
Cigna	12.8% (12)	24.5% (23)	27.7% (26)	28.7% (27)	3.2% (3)	3.2% (3)	2.85	94	
Coventry	14.6% (14)	15.6% (15)	33.3% (32)	27.1% (26)	7.3% (7)	2.1% (2)	2.97	96	
Humana	14.6% (14)	17.7% (17)	30.2% (29)	20.8% (20)	5.2% (5)	11.5% (11)	2.82	96	
UnitedHealthcare	27.1% (26)	29.2% (28)	25.0% (24)	16.7% (16)	2.1% (2)	0.0% (0)	2.38	96	
Medicare Part B (traditional)	6.3% (6)	13.5% (13)	20.8% (20)	40.6% (39)	10.4% (10)	8.3% (8)	3.39	96	
	<i>answered question</i>								96
	<i>skipped question</i>								5

3. How satisfied are you with the payer's Web site as a means of conducting business transactions (i.e. claims submission, eligibility verification)?

	Completely dissatisfied	Moderately dissatisfied	Neutral	Moderately satisfied	Completely satisfied	Not applicable or no experience with payer	Rating Average	Response Count	
Aetna	7.5% (7)	7.5% (7)	26.9% (25)	28.0% (26)	5.4% (5)	24.7% (23)	3.21	93	
Anthem BCBS	24.7% (23)	23.7% (22)	12.9% (12)	16.1% (15)	2.2% (2)	20.4% (19)	2.34	93	
Cigna	10.9% (10)	7.6% (7)	34.8% (32)	22.8% (21)	5.4% (5)	18.5% (17)	3.05	92	
Coventry	12.9% (12)	7.5% (7)	34.4% (32)	20.4% (19)	8.6% (8)	16.1% (15)	3.05	93	
Humana	13.0% (12)	7.6% (7)	33.7% (31)	13.0% (12)	4.3% (4)	28.3% (26)	2.83	92	
UnitedHealthcare	16.3% (15)	20.7% (19)	17.4% (16)	29.3% (27)	8.7% (8)	7.6% (7)	2.93	92	
Medicare Part B (traditional)	7.8% (7)	7.8% (7)	27.8% (25)	34.4% (31)	7.8% (7)	14.4% (13)	3.31	90	
	<i>answered question</i>								93
	<i>skipped question</i>								8

4. How satisfied are you with the provider credentialing process?

	Completely dissatisfied	Moderately dissatisfied	Neutral	Moderately satisfied	Completely satisfied	Not applicable or no experience with payer	Rating Average	Response Count
Aetna	12.1% (11)	13.2% (12)	25.3% (23)	19.8% (18)	9.9% (9)	19.8% (18)	3.03	91
Anthem BCBS	18.7% (17)	14.3% (13)	18.7% (17)	13.2% (12)	7.7% (7)	27.5% (25)	2.68	91
Cigna	14.3% (13)	14.3% (13)	25.3% (23)	15.4% (14)	12.1% (11)	18.7% (17)	2.96	91
Coventry	12.2% (11)	14.4% (13)	23.3% (21)	20.0% (18)	10.0% (9)	20.0% (18)	3.01	90
Humana	13.0% (12)	12.0% (11)	22.8% (21)	17.4% (16)	7.6% (7)	27.2% (25)	2.93	92
UnitedHealthcare	20.7% (19)	18.5% (17)	20.7% (19)	15.2% (14)	8.7% (8)	16.3% (15)	2.68	92
Medicare Part B (traditional)	11.0% (10)	23.1% (21)	19.8% (18)	22.0% (20)	5.5% (5)	18.7% (17)	2.85	91
	<i>answered question</i>							92
	<i>skipped question</i>							9

5. How much leverage does your practice have during the contract negotiation process?

	No leverage	Slight leverage	Moderate leverage	Considerable leverage	Complete leverage	Not applicable or no experience with payer	Rating Average	Response Count
Aetna	34.8% (32)	18.5% (17)	18.5% (17)	7.6% (7)	0.0% (0)	20.7% (19)	1.99	92
Anthem BCBS	38.5% (35)	16.5% (15)	8.8% (8)	7.7% (7)	1.1% (1)	27.5% (25)	1.85	91
Cigna	41.1% (37)	13.3% (12)	17.8% (16)	8.9% (8)	0.0% (0)	18.9% (17)	1.93	90
Coventry	37.4% (34)	26.4% (24)	9.9% (9)	11.0% (10)	1.1% (1)	14.3% (13)	1.97	91
Humana	38.5% (35)	16.5% (15)	9.9% (9)	9.9% (9)	0.0% (0)	25.3% (23)	1.88	91
UnitedHealthcare	44.0% (40)	23.1% (21)	11.0% (10)	9.9% (9)	0.0% (0)	12.1% (11)	1.85	91
Medicare Part B (traditional)	59.8% (55)	3.3% (3)	3.3% (3)	5.4% (5)	1.1% (1)	27.2% (25)	1.42	92
	<i>answered question</i>							92
	<i>skipped question</i>							9

6. How satisfied are you that the payer conducts 2-way, good-faith negotiations during the contracting process?

	Completely dissatisfied	Moderately dissatisfied	Neutral	Moderately satisfied	Completely satisfied	Not applicable or no experience with payer	Rating Average	Response Count	
Aetna	25.6% (23)	12.2% (11)	16.7% (15)	13.3% (12)	2.2% (2)	30.0% (27)	2.35	90	
Anthem BCBS	38.6% (34)	9.1% (8)	8.0% (7)	8.0% (7)	2.3% (2)	34.1% (30)	1.88	88	
Cigna	36.0% (32)	12.4% (11)	15.7% (14)	9.0% (8)	2.2% (2)	24.7% (22)	2.06	89	
Coventry	29.2% (26)	13.5% (12)	16.9% (15)	11.2% (10)	4.5% (4)	24.7% (22)	2.31	89	
Humana	27.3% (24)	9.1% (8)	15.9% (14)	10.2% (9)	3.4% (3)	34.1% (30)	2.29	88	
UnitedHealthcare	46.1% (41)	13.5% (12)	15.7% (14)	4.5% (4)	1.1% (1)	19.1% (17)	1.78	89	
Medicare Part B (traditional)	14.8% (13)	8.0% (7)	19.3% (17)	2.3% (2)	1.1% (1)	54.5% (48)	2.28	88	
	<i>answered question</i>								90
	<i>skipped question</i>								11

7. How willing is the payer to disclose the fee schedule used to reimburse your practice under the terms of your contract?

	Completely unwilling	Moderately unwilling	Neutral	Moderately willing	Completely willing	Not applicable or no experience with payer	Rating Average	Response Count
Aetna	10.3% (9)	16.1% (14)	21.8% (19)	17.2% (15)	19.5% (17)	14.9% (13)	3.23	87
Anthem BCBS	11.4% (10)	21.6% (19)	9.1% (8)	20.5% (18)	18.2% (16)	19.3% (17)	3.15	88
Cigna	12.5% (11)	17.0% (15)	19.3% (17)	18.2% (16)	20.5% (18)	12.5% (11)	3.19	88
Coventry	10.3% (9)	21.8% (19)	16.1% (14)	24.1% (21)	20.7% (18)	6.9% (6)	3.25	87
Humana	9.1% (8)	13.6% (12)	18.2% (16)	19.3% (17)	18.2% (16)	21.6% (19)	3.30	88
UnitedHealthcare	15.9% (14)	27.3% (24)	11.4% (10)	20.5% (18)	19.3% (17)	5.7% (5)	3.00	88
Medicare Part B (traditional)	3.5% (3)	5.9% (5)	10.6% (9)	10.6% (9)	54.1% (46)	15.3% (13)	4.25	85
	<i>answered question</i>							88
	<i>skipped question</i>							13

8. How satisfied are you that the payer fully discloses its payment policies?

	Completely dissatisfied	Moderately dissatisfied	Neutral	Moderately satisfied	Completely satisfied	Not applicable or no experience with payer	Rating Average	Response Count
Aetna	14.1% (12)	20.0% (17)	30.6% (26)	23.5% (20)	2.4% (2)	9.4% (8)	2.78	85
Anthem BCBS	25.9% (22)	27.1% (23)	15.3% (13)	10.6% (9)	3.5% (3)	17.6% (15)	2.26	85
Cigna	20.9% (18)	26.7% (23)	24.4% (21)	18.6% (16)	2.3% (2)	7.0% (6)	2.51	86
Coventry	22.1% (19)	25.6% (22)	32.6% (28)	10.5% (9)	5.8% (5)	3.5% (3)	2.51	86
Humana	16.5% (14)	22.4% (19)	30.6% (26)	14.1% (12)	3.5% (3)	12.9% (11)	2.61	85
UnitedHealthcare	33.7% (29)	31.4% (27)	17.4% (15)	10.5% (9)	5.8% (5)	1.2% (1)	2.22	86
Medicare Part B (traditional)	4.8% (4)	3.6% (3)	26.2% (22)	35.7% (30)	20.2% (17)	9.5% (8)	3.70	84
	<i>answered question</i>							86
	<i>skipped question</i>							15

9. How well do you understand why your claims are denied or modified?

	No understanding	Slight understanding	Moderate understanding	Considerable understanding	Complete understanding	Not applicable or no experience with payer	Rating Average	Response Count	
Aetna	7.0% (6)	11.6% (10)	36.0% (31)	26.7% (23)	9.3% (8)	9.3% (8)	3.22	86	
Anthem BCBS	12.8% (11)	23.3% (20)	25.6% (22)	15.1% (13)	4.7% (4)	18.6% (16)	2.70	86	
Cigna	9.4% (8)	11.8% (10)	38.8% (33)	24.7% (21)	8.2% (7)	7.1% (6)	3.11	85	
Coventry	7.1% (6)	16.5% (14)	43.5% (37)	18.8% (16)	9.4% (8)	4.7% (4)	3.07	85	
Humana	7.0% (6)	15.1% (13)	33.7% (29)	19.8% (17)	9.3% (8)	15.1% (13)	3.11	86	
UnitedHealthcare	18.8% (16)	27.1% (23)	28.2% (24)	15.3% (13)	8.2% (7)	2.4% (2)	2.66	85	
Medicare Part B (traditional)	3.5% (3)	9.4% (8)	17.6% (15)	45.9% (39)	15.3% (13)	8.2% (7)	3.65	85	
	<i>answered question</i>								86
	<i>skipped question</i>								15

10. How satisfied are you with the claims appeals process?

	Completely dissatisfied	Moderately dissatisfied	Neutral	Moderately satisfied	Completely satisfied	Not applicable or no experience with payer	Rating Average	Response Count	
Aetna	9.3% (8)	27.9% (24)	29.1% (25)	16.3% (14)	4.7% (4)	12.8% (11)	2.76	86	
Anthem BCBS	38.1% (32)	26.2% (22)	10.7% (9)	4.8% (4)	3.6% (3)	16.7% (14)	1.91	84	
Cigna	14.1% (12)	28.2% (24)	29.4% (25)	14.1% (12)	2.4% (2)	11.8% (10)	2.57	85	
Coventry	14.1% (12)	28.2% (24)	32.9% (28)	11.8% (10)	5.9% (5)	7.1% (6)	2.65	85	
Humana	14.0% (12)	23.3% (20)	29.1% (25)	12.8% (11)	3.5% (3)	17.4% (15)	2.62	86	
UnitedHealthcare	43.0% (37)	31.4% (27)	16.3% (14)	4.7% (4)	2.3% (2)	2.3% (2)	1.89	86	
Medicare Part B (traditional)	9.3% (8)	20.9% (18)	29.1% (25)	23.3% (20)	5.8% (5)	11.6% (10)	2.95	86	
	<i>answered question</i>								86
	<i>skipped question</i>								15

11. How satisfied are you with the promptness of claims payments?

	Completely dissatisfied	Moderately dissatisfied	Neutral	Moderately satisfied	Completely satisfied	Not applicable or no experience with payer	Rating Average	Response Count	
Aetna	1.2% (1)	14.3% (12)	28.6% (24)	35.7% (30)	10.7% (9)	9.5% (8)	3.45	84	
Anthem BCBS	27.7% (23)	22.9% (19)	10.8% (9)	14.5% (12)	4.8% (4)	19.3% (16)	2.33	83	
Cigna	9.5% (8)	21.4% (18)	27.4% (23)	27.4% (23)	8.3% (7)	6.0% (5)	3.04	84	
Coventry	8.4% (7)	10.8% (9)	27.7% (23)	36.1% (30)	12.0% (10)	4.8% (4)	3.34	83	
Humana	4.8% (4)	16.7% (14)	26.2% (22)	33.3% (28)	6.0% (5)	13.1% (11)	3.22	84	
UnitedHealthcare	19.0% (16)	23.8% (20)	21.4% (18)	23.8% (20)	9.5% (8)	2.4% (2)	2.80	84	
Medicare Part B (traditional)	3.6% (3)	8.4% (7)	14.5% (12)	43.4% (36)	21.7% (18)	8.4% (7)	3.78	83	
	<i>answered question</i>								84
	<i>skipped question</i>								17

12. How transparent to you are the cost and quality measures used by the payer for its physician rating and/or pay-for-performance programs?

	No transparency	Slight transparency	Moderate transparency	Considerable transparency	Complete transparency	Not applicable or no experience with payer	Rating Average	Response Count	
Aetna	24.1% (20)	12.0% (10)	6.0% (5)	2.4% (2)	1.2% (1)	54.2% (45)	1.79	83	
Anthem BCBS	19.5% (16)	12.2% (10)	6.1% (5)	3.7% (3)	1.2% (1)	57.3% (47)	1.94	82	
Cigna	25.3% (21)	13.3% (11)	3.6% (3)	2.4% (2)	2.4% (2)	53.0% (44)	1.79	83	
Coventry	24.1% (20)	9.6% (8)	2.4% (2)	3.6% (3)	2.4% (2)	57.8% (48)	1.83	83	
Humana	23.2% (19)	11.0% (9)	4.9% (4)	2.4% (2)	2.4% (2)	56.1% (46)	1.86	82	
UnitedHealthcare	36.1% (30)	9.6% (8)	7.2% (6)	2.4% (2)	3.6% (3)	41.0% (34)	1.78	83	
Medicare Part B (traditional)	10.8% (9)	10.8% (9)	15.7% (13)	14.5% (12)	6.0% (5)	42.2% (35)	2.90	83	
	<i>answered question</i>								83
	<i>skipped question</i>								18






13. What is your overall current satisfaction with the payer?

	Completely dissatisfied	Moderately dissatisfied	Neutral	Moderately satisfied	Completely satisfied	Not applicable or no experience with payer	Rating Average	Response Count	
Aetna	3.6% (3)	13.3% (11)	31.3% (26)	39.8% (33)	4.8% (4)	7.2% (6)	3.31	83	
Anthem BCBS	41.5% (34)	22.0% (18)	9.8% (8)	11.0% (9)	0.0% (0)	15.9% (13)	1.88	82	
Cigna	12.0% (10)	21.7% (18)	27.7% (23)	30.1% (25)	3.6% (3)	4.8% (4)	2.91	83	
Coventry	9.9% (8)	19.8% (16)	29.6% (24)	29.6% (24)	8.6% (7)	2.5% (2)	3.08	81	
Humana	10.8% (9)	19.3% (16)	28.9% (24)	26.5% (22)	6.0% (5)	8.4% (7)	2.97	83	
UnitedHealthcare	39.0% (32)	19.5% (16)	20.7% (17)	18.3% (15)	2.4% (2)	0.0% (0)	2.26	82	
Medicare Part B (traditional)	3.7% (3)	12.3% (10)	18.5% (15)	48.1% (39)	12.3% (10)	4.9% (4)	3.56	81	
	<i>answered question</i>								83
	<i>skipped question</i>								18

14. Over the past 6 to 12 months, how would you describe the change, if any, in your overall satisfaction with the payer?								
	Significant decline	Mild decline	No change	Mild improvement	Significant improvement	Not applicable or no experience with payer	Rating Average	Response Count
Aetna	1.2% (1)	9.8% (8)	74.4% (61)	6.1% (5)	1.2% (1)	7.3% (6)	2.96	82
Anthem BCBS	37.3% (31)	10.8% (9)	32.5% (27)	1.2% (1)	1.2% (1)	16.9% (14)	2.01	83
Cigna	7.2% (6)	14.5% (12)	71.1% (59)	2.4% (2)	1.2% (1)	3.6% (3)	2.75	83
Coventry	2.4% (2)	13.3% (11)	66.3% (55)	14.5% (12)	1.2% (1)	2.4% (2)	2.99	83
Humana	7.2% (6)	4.8% (4)	68.7% (57)	9.6% (8)	1.2% (1)	8.4% (7)	2.92	83
UnitedHealthcare	25.3% (21)	15.7% (13)	48.2% (40)	9.6% (8)	1.2% (1)	0.0% (0)	2.46	83
Medicare Part B (traditional)	10.8% (9)	14.5% (12)	54.2% (45)	9.6% (8)	4.8% (4)	6.0% (5)	2.82	83
<i>answered question</i>								83
<i>skipped question</i>								18

15. How many full-time-equivalent (FTE) physicians are in your medical practice?				
		Response Average	Response Total	Response Count
Number of FTE physicians		56.10	4600	82
<i>answered question</i>				82
<i>skipped question</i>				19

16. Which option best describes the majority owner of your medical practice?

		Response Percent	Response Count
Government		2.4%	2
Hospital/integrated delivery system		22.0%	18
Insurance company or Health Maintenance Organization		0.0%	0
Management Services Organization or Physician Practice Management Company		3.7%	3
Physicians		63.4%	52
University or medical school		8.5%	7
Other		0.0%	0
		<i>answered question</i>	82
		<i>skipped question</i>	19