

MCO REPORT CARD

BEHAVIORAL HEALTH PROVIDER SATISFACTION



LOUISIANA RURAL
Mental Health
— ALLIANCE —

Issued 9/2021

BACKGROUND







The Louisiana Rural Mental Health Alliance is pleased to release a Medicaid MCO report card that lays bare the differences among Louisiana's managed care organizations in provider satisfaction.

The report card is the result of an association wide provider satisfaction survey seeking to compare how the current Medicaid managed care organizations are performing with their network community mental health providers.

MEASURES SURVEYED

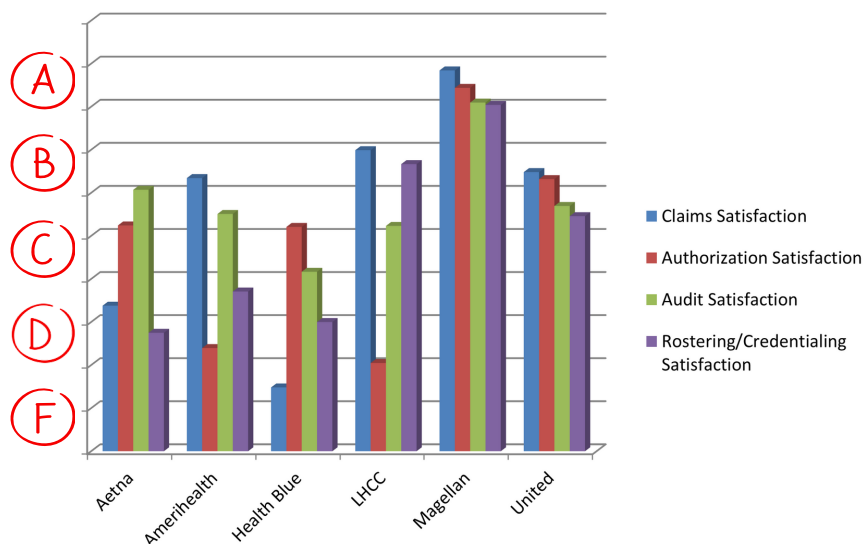
Provider Satisfaction in the following:

- Claims
- Authorizations
- Audits
- Rostering/Credentialing
- Overall Satisfaction

Managed Care Organizations	Overall Grade
	C-
	C-
	D
	C+
	A-
	C+

Grading Scale:

A= 91-100 B+= 72-79 C+= 52-59 D= 20-39
A- = 80-89 B = 68-71 C = 48-51 F= 19 below
B = 60-67 C = 40-47



ENHANCING MCO-PROVIDER PARTNERSHIPS

Provider satisfaction is associated with patient satisfaction and overall perception of health plan performance. LRMHA hopes Medicaid plans use this report as a tool that provides valuable feedback and as an opportunity to improve providers experience and enhance partnerships moving forward.

IMPACT ON CARE:

As evidenced in the report card, mental health providers that accept Medicaid experience administrative frictions with the majority of the managed care organizations. Unfortunately, many mental health providers have gone out of business or no longer accept Medicaid. Because of this, availability of care has been significantly reduced.

The Louisiana Department of Health's 2021 "[Health Plan Report Card](#)" highlights this growing issue on the last measure "Do people with mental health issues get the services/treatment they need?" where all five MCOs included in the report card received 2 out of 5 stars.

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The ratings below are the result of a provider satisfaction survey conducted by LRMHA that compares how the current Medicaid managed care organizations are performing with their network community mental health providers. Providers were asked to rate their satisfaction for each MCO in the following areas: claims, authorization, audit, and roster/credentialing.

	Aetna Better Health	AmeriHealth Caritas Louisiana	Healthy Blue	Louisiana Healthcare Connections	Magellan of Louisiana	United Healthcare
Overall Satisfaction	C- ^{44%}	C- ^{45%}	D ^{35%}	C+ ^{52%}	A- ^{84%}	C+ ^{60%}
Claims Satisfaction	D	B-	F	B	A-	B-
Authorization Satisfaction	C+	D	C+	D	A-	B-
Audit Satisfaction	B-	C+	C-	C+	A-	C+
Roster/Credentialing Satisfaction	D	D	D	B-	A-	C+

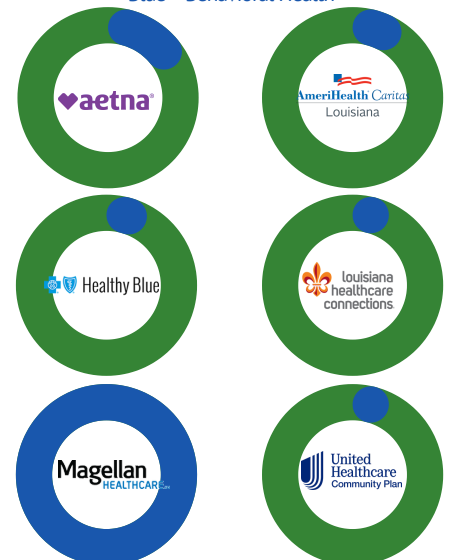
GRADING SCALE

Very Dissatisfied F 0 - 19	Somewhat Dissatisfied D 20 - 39	Neither C 40 - 59	Somewhat Satisfied B 60 - 79	Very Satisfied A 80 - 100
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TAKEAWAY POINTS:

- Significant opportunity exists to improve provider satisfaction with MCOs.
- Six different policies & procedures for routine processes cause unnecessary issues resulting in increasing administrative costs and provider burnout.
- MCOs should consider engaging providers to understand their perspective and solicit their input for improvement.
- Cumbersome utilization management processes, faulty enrollment practices, untimely communication, and the devastating financial impact of administrative burdens on providers should not be accepted as the price of doing business with Medicaid MCOs.
- As providers are required to adapt to the rapidly transforming healthcare landscape in Louisiana, it is imperative for MCOs to prioritize provider satisfaction moving forward.

Percentage of Specialized Behavioral Health Members Blue = Behavioral Health



As a strong advocate for mental health providers and their patients, LRMHA looks forward to working with MCOs, LDH, and the legislature to alleviate the chronic issues plaguing Medicaid providers and developing solutions to these issues so Louisianans can receive the mental health care they deserve.

Methodology: 40 scaled 5-point Likert-type questions, web-based survey administered in August 2021. Key domains related to provider experience and satisfaction included: claims, authorizations, audits, and rostering/credentialing. Surveyed were all LRMHA members which include 55 community behavioral health locations serving 20,000 clients annually. The response rate was 85%. LRMHA members/respondents have contracts with all 6 Medicaid MCOs. For more information visit: www.LRMHA.com/MCOReportCard