



## 2024 IEHP Provider Satisfaction Survey

**Purpose of Survey:** Annually, IEHP surveys contracted Providers to assess their satisfaction with the services and support they receive from IEHP.

**Time of Survey:** July-August 2024

**Survey Administrator:** Press Ganey, a National Committee for Quality Assurance (NCQA) Certified Survey Vendor.

**Response Rate:** 33.1% (992 surveys were completed)

### 2024 Satisfaction Scores:

Composite	IEHP Trend Data Summary Rates			Source: 2023 Press Ganey Medicaid B.o.B. Summary Rate <sup>^</sup>	
	2022	2023	2024	Percentile	IEHP to Other Health Plans*
Overall Satisfaction	93.1%	94.2%	92.6%↓	99 <sup>th</sup>	Significantly higher
Finance Issues	60.3%	62.9%	56.9%↓	96 <sup>th</sup>	Significantly higher
UM and QM	62.3%	64.8%	62.2%↓	97 <sup>th</sup>	Significantly higher
Network/Coordination of Care	53.3%	54.2%	51.2%↓	96 <sup>th</sup>	Significantly higher
Pharmacy	50.0%	53.5%	47.2%↓	98 <sup>th</sup>	Significantly higher
HP Call Center Staff	66.2%	69.7%	64.5%↓	98 <sup>th</sup>	Significantly higher
Provider Relations	57.5%	62.1%	58.9%↓	96 <sup>th</sup>	Significantly higher
Recommend to Other Physicians' Practices	98.2%	98.2%	96.9%↓	93 <sup>rd</sup>	Significantly higher

*\*All significance testing is performed at the 95% significance level using a z -test of proportions.*

*<sup>^</sup> The 2023 Press Ganey Medicaid B.o.B. consists of data from 108 plans representing 17,709 respondents in Primary Care, Specialty, and Behavioral Health areas.*