

**STATE OF MARYLAND REPORT**  
**FOR**  
**MedStar Family Choice**  
**2024 HEALTHCHOICE PCP SATISFACTION SURVEY**

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**Maryland Department of Health**

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## About This Report

The key features of this 2024 HealthChoice PCP Satisfaction survey report, prepared by the Center for the Study of Services (CSS) for the Maryland Department of Health (MDH), are highlighted below.

- *Executive Summary* provides a high-level overview of survey findings. This section highlights the summary rates that significantly improved or declined from prior year results. Summary rates of overall satisfaction with specified Managed Care Organization (MCO) questions and recommendations to patients and other providers' questions are highlighted. Plan attributes that are highly correlated with the overall satisfaction question are also highlighted.
- *Survey Results and Analysis* provides summary rate scores on survey measures. This section also includes the distribution of responses for composites and questions with prior year results, where available.
- *Segmentation Analysis* provides the composite summary rates by PCP practice characteristics and HealthChoice patient volume at the PCP practice.
- *HealthChoice MCO Results* provides the summary rate scores by MCOs. Statistically significant differences against the HealthChoice Aggregate scores are highlighted. This section also includes HealthChoice MCO scores and prior year results, where available.
- *Correlation Analysis* identifies attributes of the program that are highly correlated with overall satisfaction. Correlation analysis is presented as a quadrant map. The importance of the MCO attribute is represented by the correlation value between the responses to the attribute question and the responses to the MCO satisfaction question. The importance of the MCO attribute and the performance of the MCO are plotted on a graph to identify the attributes that should be prioritized for improvement of the satisfaction measure.
- The *Appendix* includes:
  - Appendix A: Detailed cross-tabulations of survey responses for every survey question by Segments;
  - Appendix B: Copy of survey;
  - Appendix C: A glossary of terms.

# PCP Satisfaction Survey

## Background

Center for the Study of Services (CSS) fielded the Maryland HealthChoice PCP Satisfaction survey to primary care providers who participate with the HealthChoice MCO MedStar Family Choice (MSFC). The survey was administered using a mixed methodology where providers were contacted by mail, email, fax, and phone. PCPs were asked to rate their satisfaction with MSFC. The survey questionnaire included questions on claims, preauthorization, customer service, and provider relations.

## Executive Summary

CSS administered the 2024 PCP Satisfaction survey on behalf of the Maryland Department of Health about MSFC between February 28, 2024, and June 24, 2024. The final survey sample included 517 PCPs from MSFC. Of those, 108 PCPs completed the survey, resulting in an adjusted response rate of 21.86%. This section highlights some of the key survey findings. Results are based on the proportion of PCPs answering:

- *Very satisfied* or *Somewhat satisfied* for overall satisfaction with MSFC;
- *Definitely yes* or *Probably yes* for recommendation questions; and
- *Excellent* or *Very good* for questions with a response scale of Excellent; Very Good; Good; Fair; or Poor;

## MEASURES SHOWING SIGNIFICANT IMPROVEMENTS OR DECLINES COMPARED TO 2023

RATE IMPROVED	RATE DECLINED
No statistically significant improvements	• Overall satisfaction with MSFC (by 14.86 points)

In the *Overall Satisfaction with MSFC* question, 77.89% of PCPs reported being *Very satisfied* or *Somewhat satisfied* with MSFC. This rate is significantly lower from the percentage of PCPs reporting being *Very satisfied* or *Somewhat satisfied* with MSFC in 2023. In the *Would You Recommend the MCO to Patients* question, 93.62% of PCPs would recommend MSFC to patients, and in the *Would You Recommend the MCO to Other Providers* question, 92.31% of PCPs would recommend MSFC to other providers (answered *Definitely yes* or *Probably yes* to the recommendation questions). See Exhibit 2 for more details.

Overall Satisfaction Summary Rates	
Overall satisfaction with MSFC	77.89%
Recommend MSFC to patients	93.62%
Recommend MSFC to other physicians	92.31%

Using correlation analysis, the following attributes were found to have the highest correlation with overall satisfaction:

- Coordination of Care/Case Management
- Customer service/provider relations overall
- Timeliness of obtaining authorization for inpatient services
- Accuracy of responses and/or ability to resolve problems
- Overall experience in obtaining prior authorization for inpatient services

## Survey Administration Protocol

CSS administered the PCP Satisfaction Survey using a mixed methodology where providers were contacted by mail, email, fax, and phone. The survey protocol includes two questionnaire mailings, each followed by a reminder postcard. PCPs with a fax number were sent two faxes instead of the first survey outreach. PCPs with email addresses were also contacted by email two times. Mail and fax materials included instructions on how to complete the survey online. Non-respondents to the mail, fax, and email outreach were contacted by telephone.

The standard data collection protocol consisted of the following milestones:

- An initial email with a link to the survey was sent on February 28, 2024.

- An initial fax was sent on March 6, 2024.
- An initial questionnaire with a cover letter was mailed on March 11, 2024.
- An additional fax was sent on March 11, 2024.
- An additional email with a link to the survey was sent on March 18, 2024.
- An initial reminder/thank-you postcard was mailed on March 18, 2024.
- A replacement questionnaire with a cover letter was mailed on April 15, 2024.
- An additional reminder/thank-you postcard was mailed on April 22, 2024.
- Telephone outreach began on May 13, 2024.
- Data collection closed on June 24, 2024.

## Sample

CSS received the PCP population file from MSFC. CSS requested that the MCOs include the PCP National Provider Identifier (NPI) and email addresses in the population file if MCOs had email addresses for PCPs. Prior to sampling, CSS carefully inspected the PCP file(s) provided by MSFC and informed MSFC of any errors or irregularities found (e.g., missing address elements). Once the quality assurance process had been completed, CSS processed PCP addresses through the USPS National Change of Address (NCOA) service to ensure that the mailing addresses were up-to-date and standardized. Any PCP with an address outside of Maryland or states bordering Maryland were marked as ineligible for the sample. The population file was deduplicated so that a PCP was only selected for one MCO. This was done in a two-step process. First, the PCPs were deduplicated using the NPI. Then, the remaining eligible PCPs were deduplicated using the PCP name and address. All eligible PCPs after the deduplication process were selected for the sample.

The final survey sample for MSFC included 517 PCPs.

## Survey Materials

All elements of the survey package, including the questionnaire, cover letters, postcards, and envelopes, were approved by the Maryland Department of Health prior to the initial mailing. The name and logo of the Maryland Department of Health appeared on all mailing materials.

The carrier envelope used for survey mailings was marked “RESPONSE NEEDED” to enhance response rates. Faxed materials included a cover letter and the survey. Fax materials included instructions on how to return the survey by fax. Cover letters in both mailed packages and fax included instructions on how to complete the survey online. Reminder postcards also included instructions on how to complete the survey online. Each survey package included a postage-paid return envelope. A sample copy of the survey is provided in Appendix B.

## Data Collection

Questionnaires returned by mail were recorded using either manual data entry or optical scanning. Questionnaires returned by fax were recorded using manual data entry only. Responses recorded via manual data entry were keyed by two independent data entry operators, and any discrepancies between the two response records were flagged and reconciled by a supervisor. Individual items on surveys recorded via optical scanning were sent to data entry operators if the scanning technology was unable to identify the specific response option selected with a pre-defined degree of certainty.

Computer Assisted Telephone Interviewing (CATI) technology was used to electronically capture survey responses obtained during telephone interviews. All telephone interviews were conducted in English. On-site CATI supervisors maintained quality control by monitoring the telephone interviews and keyboard entries of interviewers in real-time. In addition, CSS research staff remotely monitored interviews regularly. Due to varied modes of data collection, multiple survey responses could be received from the same PCP. In those cases, CSS included only one survey response (the most complete survey) in the final analysis dataset.

## Response Rate

Among all the PCPs who met eligibility criteria, 108 completed the survey, resulting in an adjusted response rate of 21.86%. Any survey where only the PCP practice-related questions were answered (questions 28 through 33) was marked as partially complete. Additional dispositions at the time of data collection are provided in Exhibit 1.

EXHIBIT 1. 2024 PCP SATISFACTION SURVEY: DISPOSITIONS AND RESPONSE RATE

	Number	% Initial Sample
Initial Sample	517	
Disposition		
Complete and Eligible - Mail	31	6.00%
Complete and Eligible - Phone	33	6.38%
Complete and Eligible - Web*	17	3.29%
Complete and Eligible - Fax	27	5.22%
Complete and Eligible - Total	108	20.89%
Partial Completes	0	0.00%
Does not meet Eligible criteria	10	1.93%
Deceased	0	0.00%
Language Barrier	0	0.00%
Retired, No Longer Working at Office	13	2.51%
Refusals	21	4.06%
Nonresponse after maximum attempts	365	70.60%
<b>Adjusted Response Rate **</b>		<b>21.86%</b>

\* All responses collected online. These include responses collected through email outreach, and respondents who used the online login information on mailing materials and fax materials.

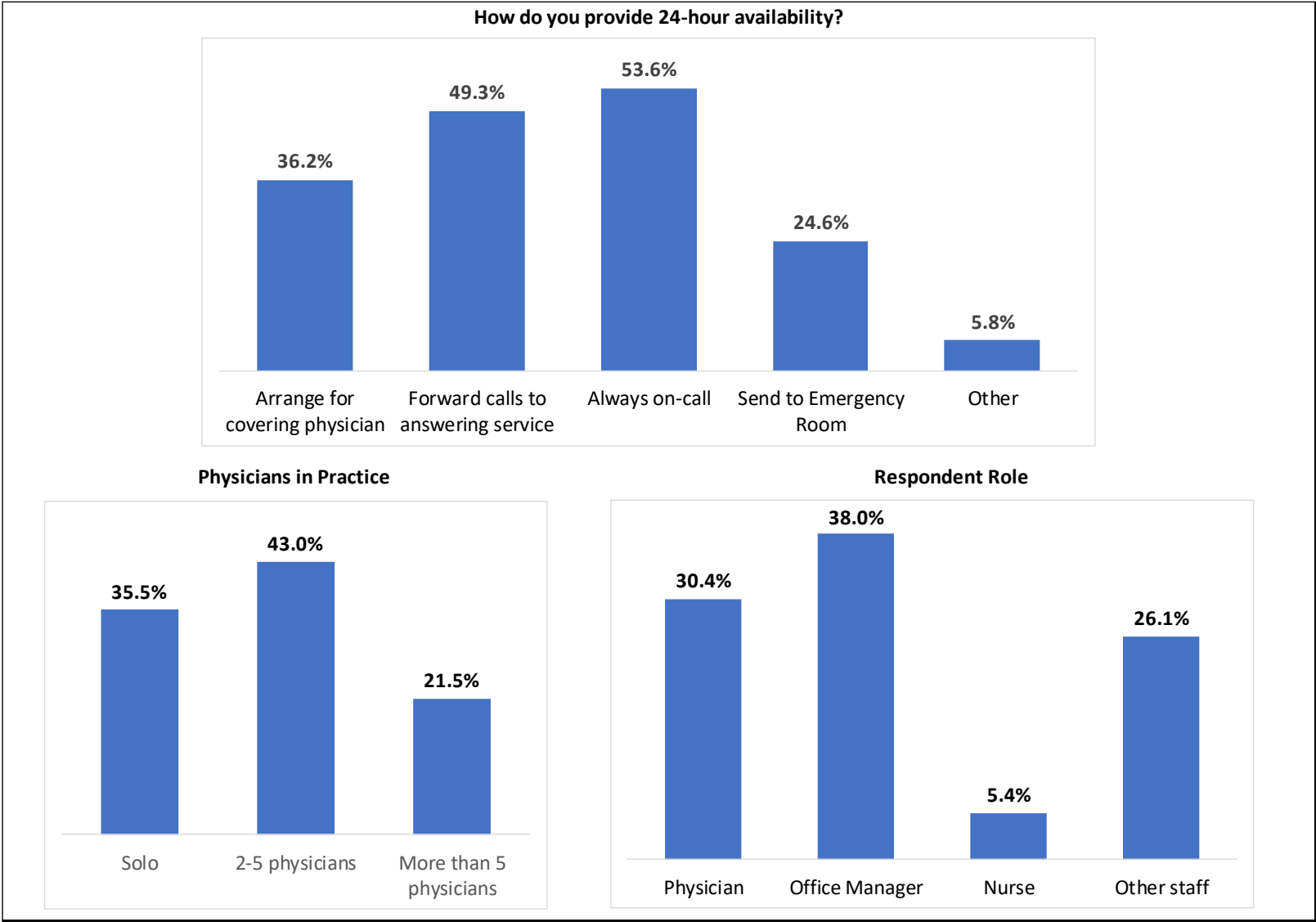
\*\* Adjusted response rate= Complete and Eligible Surveys/[Complete and Eligible + Refusal + Nonresponse after maximum attempts]



## Respondent Profile

The following charts show the distribution of survey responses to PCP practice, patient volume, and respondent role questions:





## Survey Results and Analysis

### Survey Measures

The PCP Satisfaction Survey includes four **composite measures**. Composite measures combine results from related survey questions into a single measure to summarize performance in the areas listed below.

**Overall Satisfaction** combines responses to three survey questions about overall satisfaction and recommending MSFC to providers and patients:

- What is your overall satisfaction with MedStar Family Choice?
- Would you recommend MedStar Family Choice to patients?
- Would you recommend MedStar Family Choice to other providers?

**Claims** combines responses to three survey questions about claims processing:

- Accuracy of claims processing.
- Timeliness of initial claims processing.
- Timeliness of adjustment and appeal claims processing.

**Preauthorization** combines responses to six survey questions about the timeliness of the authorization process:

- Timeliness of obtaining authorization for medication.
- Overall experience in obtaining **prior authorization** for medications.
- Timeliness of obtaining authorization for **outpatient** services.
- Overall experience in obtaining authorization for **outpatient** services.
- Timeliness of obtaining authorization for **inpatient** services.
- Overall experience in obtaining authorization for **inpatient** services.

**Customer Service and Provider Relations** combines responses to eight survey questions about communication from the MCO, customer service interactions, member eligibility information, and adequacy of specialist network:

- Process for obtaining member eligibility information.
- Quality of written communications, policy bulletins, and manuals.
- Ease of contacting the correct customer service representative.
- Timeliness and courtesy of the MCO's customer service and provider relations representative.
- Accuracy of responses and/or ability to resolve problems.
- Accuracy and accessibility of the drug formulary and formulary updates.
- Overall, how would you rate Customer Service/Provider Relations?

- How would you rate the number and quality of specialists in the MedStar Family Choice network?

In addition, two single-item measures are reported:

- Overall, how would you rate MedStar Family Choice on Coordination of Care/Case Management?
- What percentage of your scheduled MedStar Family Choice HealthChoice appointments are “no-show” appointments each week?

## Question Summary Rates and Composite Global Proportions

**Question Summary Rates (QSRs)** express the proportion of respondents selecting the response option(s) of interest from a given question on the survey.

- The “Overall satisfaction” question uses a scale of *Very satisfied*, *Somewhat satisfied*, *Neither satisfied nor dissatisfied*, *Somewhat dissatisfied*, and *Very dissatisfied*, with *Very satisfied* being the most favorable response. Results are reported as the proportion of members selecting *Very satisfied* or *Somewhat satisfied*.
- The “Recommend” questions use a scale of *Definitely yes*, *Probably yes*, *Probably no*, and *Definitely no* with *Definitely yes* being the most favorable response. Results are reported as the proportion of members selecting *Definitely yes* or *Probably yes*.
- Most survey items use a scale of *Excellent*, *Very good*, *Good*, *Fair*, and *Poor*, with *Excellent* being the most favorable response. Results are reported as the proportion of members selecting *Excellent* or *Very good*.
- The “No Show HealthChoice Appointment” question uses a scale of *None*, *1%-25%*, *26%-50%*, *51%-75%*, and *76%-100%*, with *None* being the desired response. Results are reported as the proportion of members selecting *None* or *1%-25%*.

**Composite Global Proportions** express the proportion of respondents selecting the response option(s) of interest from a given group of questions on the survey. They are calculated by first determining the proportion of respondents selecting the reported response(s) on each survey question contributing to the composite and subsequently averaging these proportions across all items in the composite.

- For *Claims*, *Preauthorization*, *Customer Service*, and *Provider Relations* composite measures, results are reported as selecting *Very satisfied* or *Somewhat satisfied* global proportions.
- For the *Overall Satisfaction* composite, the proportion of *Very satisfied*, *Somewhat satisfied*, or *Definitely yes*, *Probably yes* is reported.

Throughout the report, all question summary rates and composite global proportions are rounded to one decimal place for display purposes (e.g., 0.23456 is displayed as 23.5%). However, all calculations involving rates and proportions, including statistical significance testing, are carried out prior to rounding.

## Survey Results

The following table shows the summary rates for composites and questions that contribute to the composites for MSFC. Current year results, as well as comparisons to 2023 and 2022 results, are shown. The 2024 HealthChoice aggregate score is also shown. The results also indicate a statistically significant difference between the 2024 score and prior year scores, and between the 2024 score and HealthChoice Aggregate scores. Significance tests were conducted at a 95% confidence interval. Statistically significant differences between the 2024 score and the compared score are marked next to the prior year's score as ▲ when the 2024 score is higher or ▼ when the 2024 score is lower.

The summary rates for composites and questions charts are also included in the report. The charts have the following features:

- MSFC survey scores are trended over three consecutive years of data collection.
- The number of valid responses (*N*) appears above each bar.
- The charts also include the 2024 HealthChoice Aggregate score for comparison against the MCO score.
- Statistical differences between the MSFC score and compared scores are marked by ★ on top of the compared score.

EXHIBIT 2: 2024 PCP SATISFACTION SURVEY: SUMMARY OF RESULTS FOR MSFC

Maryland PCP Satisfaction Survey Measures	2024 Rate	Difference between 2024 and 2023 Rate	Difference between 2024 and 2022 Rate	Difference between 2024 and HealthChoice Aggregate
<b>Overall satisfaction Composite</b>	87.94%	-5.74%	0.62%	3.34%
Overall satisfaction with MSFC	77.89%	-14.86% ▼	-4.58%	1.52%
Recommend MSFC to patients	93.62%	0.86%	3.82%	5.22%
Recommend MSFC to other providers	92.31%	-3.21%	2.62%	3.29%
<b>Claims Composite</b>	50.07%	-7.67%	-5.93%	-1.96%
Accuracy of claims processing	53.13%	-8.07%	-10.42%	-1.49%
Timeliness of initial claims processing	52.63%	-7.07%	-8.01%	-1.88%
Timeliness of adjustment/appeal claims processing	44.44%	-7.86%	0.62%	-2.50%
<b>Preauthorization Composite</b>	51.04%	3.87%	9.59%	6.34%
Timeliness of obtaining authorization for medications	50.00%	2.38%	10.81%	6.13%
Overall experience in obtaining prior authorization for medications	48.81%	-1.19%	9.07%	7.41%
Timeliness of obtaining authorization for outpatient services	50.65%	1.59%	7.41%	7.08%
Overall experience in obtaining prior authorization for outpatient services	46.75%	-2.30%	5.19%	3.69%
Timeliness of obtaining authorization for inpatient services	55.00%	12.50%	11.25%	6.82%
Overall experience in obtaining prior authorization for inpatient services	55.00%	10.26%	13.82%	6.89%

All statistical tests are conducted at the 95% confidence level. Statistically significant differences between current-year rate and the comparison rate are marked as ▲ when your current-year rate is higher or ▼ when it is lower.

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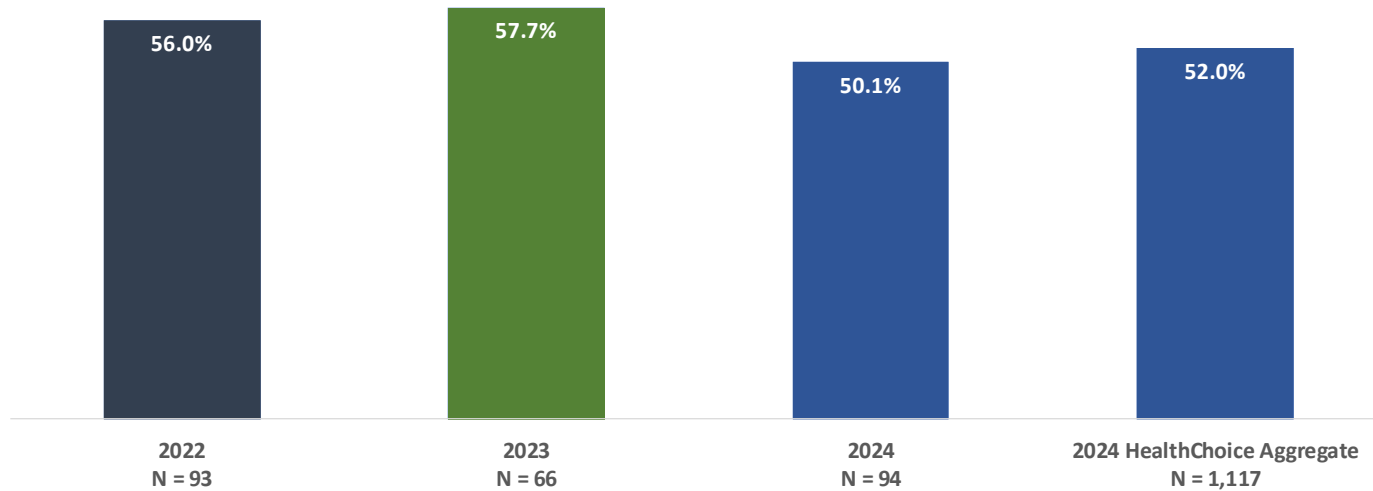
Maryland PCP Satisfaction Survey Measures	2024 Rate	Difference between 2024 and 2023 Rate	Difference between 2024 and 2022 Rate	Difference between 2024 and HealthChoice Aggregate
<b>Customer Service/Provider Relations Composite</b>	55.79%	-2.37%	-2.05%	3.33%
Process for obtaining member eligibility information	60.40%	-5.32%	-2.87%	-2.76%
Quality of written communications, policy bulletins, and manuals	60.00%	3.66%	-3.54%	3.56%
Ease of contacting the correct customer service representative	52.00%	-8.00%	-3.10%	3.06%
Timeliness and courtesy of the MCO's customer service and and provider relations rep.	54.08%	-4.49%	-8.16%	0.74%
Accuracy of responses and/or ability to resolve problems	54.64%	-1.70%	-2.06%	5.37%
Accuracy and accessibility of the drug formulary and formulary updates	52.53%	-4.62%	-2.53%	4.67%
Customer service/provider relations overall	59.60%	-0.13%	-2.65%	6.17%
Number and quality of specialists in network	53.06%	1.63%	8.50%	5.87%
Coordination of Care/Case Management	43.59%	-13.82%	-5.69%	-2.37%
No-Show MSFC HealthChoice appointments	72.83%	-6.86%	-14.54% ▼	-9.04% ▼

All statistical tests are conducted at the 95% confidence level. Statistically significant differences between current-year rate and the comparison rate are marked as ▲ when your current-year rate is higher or ▼ when it is lower.

## Claims (Composite)

Percent Responding Excellent or Very good

### Trend in Survey Results



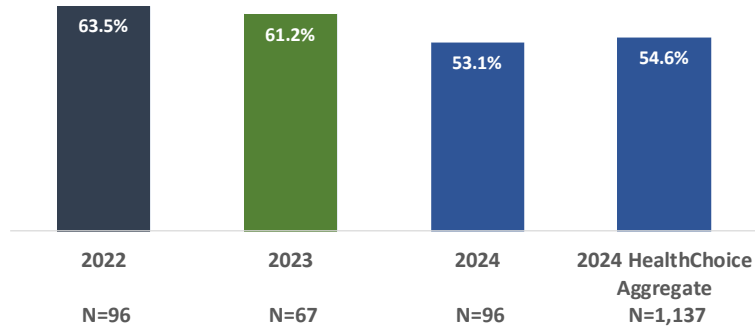
Tests of statistical significance were conducted for the following reportable rates: (Excellent + Very good). Statistically significant differences, tested at the 95% confidence level, between HealthChoice's current-year rate and a comparison rate (prior-year, and HealthChoice Aggregate) are marked with a ★ symbol on top of the comparison rate. The denominator (N) represents the number of valid responses collected for the measure.



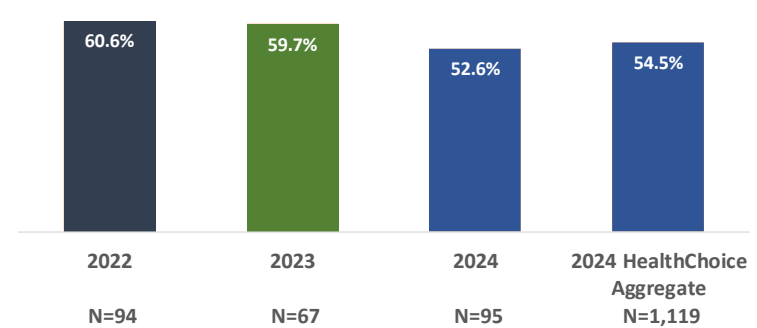
## Claims (Contributing Items)

Percent Responding Excellent or Very good

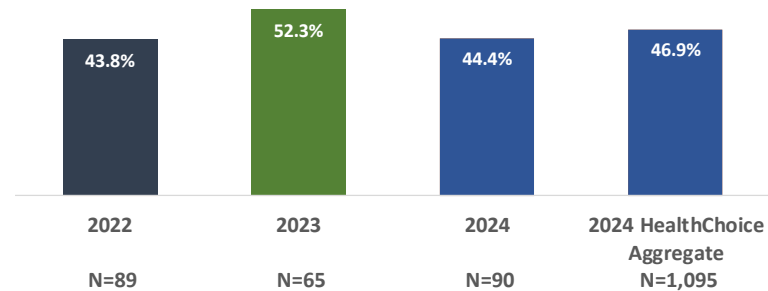
### Accuracy of claims processing.



### Timeliness of initial claims processing.



### Timeliness of adjustment and appeal claims processing.

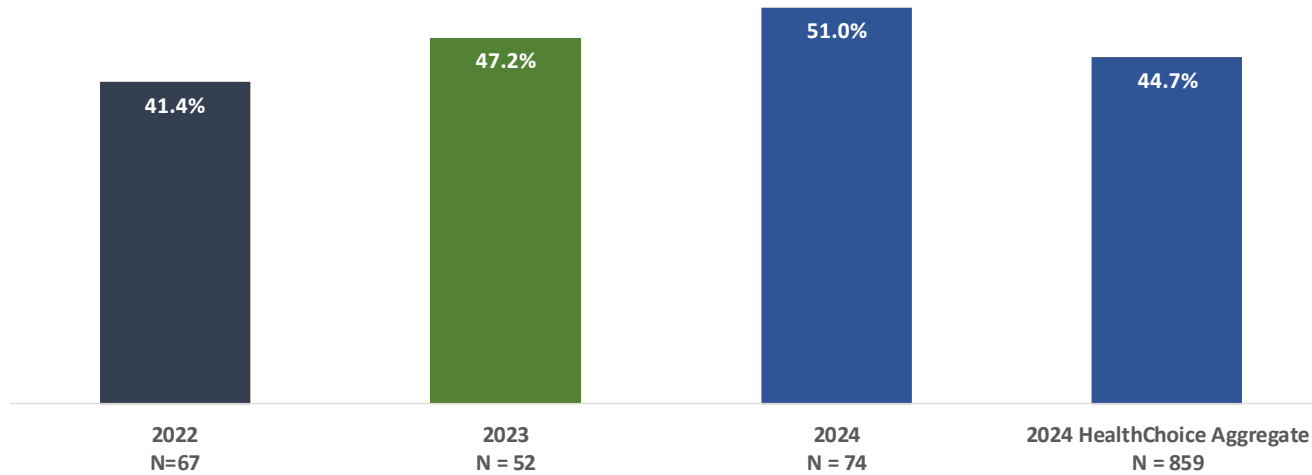


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## Preauthorization (Composite)

Percent Responding Excellent or Very good

### Trends in Survey Results



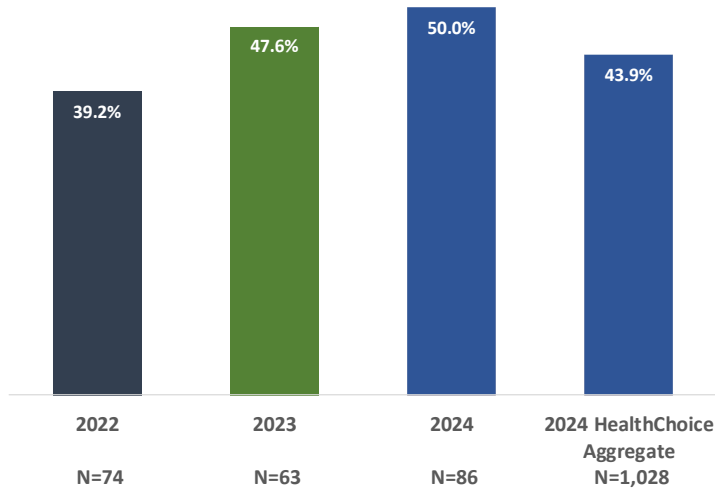
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The denominator (N) represents the number of valid responses collected for the measure.

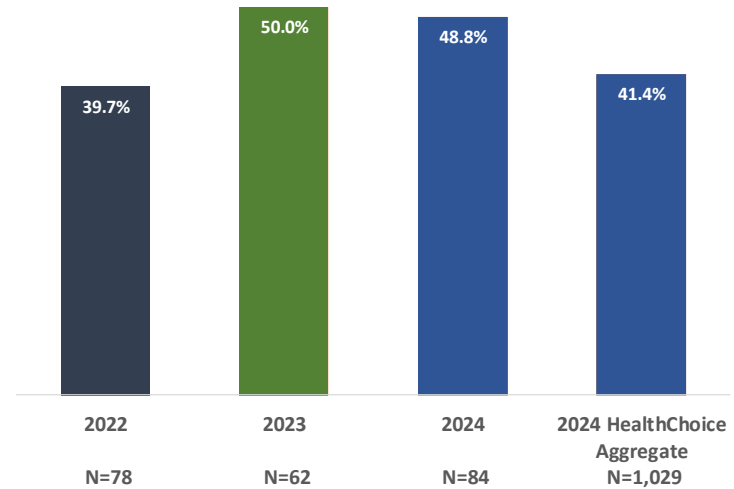
## Preauthorization (Contributing Items)

Percent Responding Excellent or Very good

### Timeliness of obtaining authorization for medications.



### Overall experience in obtaining prior authorization for medications.

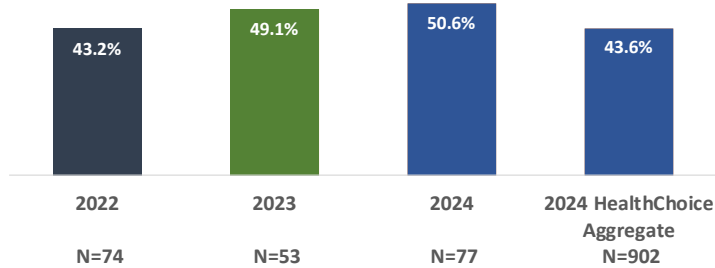


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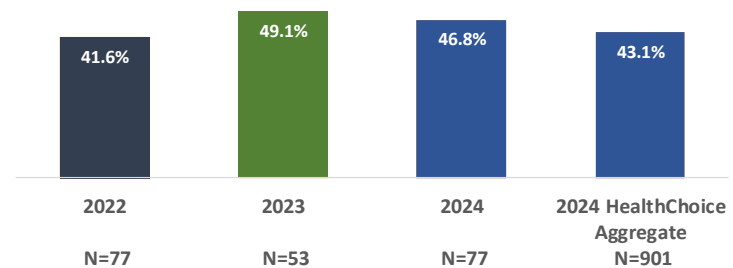
## Preauthorization (Contributing Items)

Percent Responding Excellent or Very good

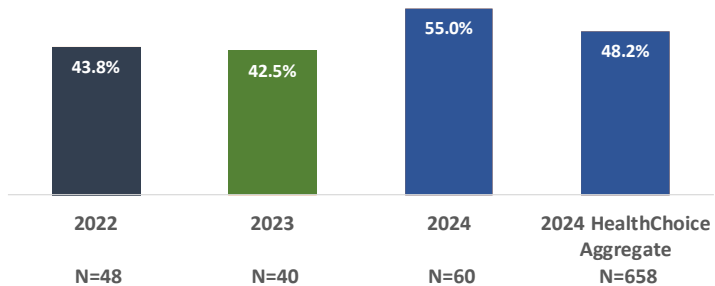
### Timeliness of obtaining authorization for outpatient services.



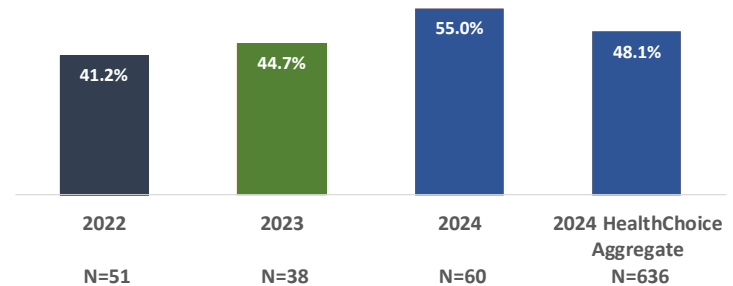
### Overall experience in obtaining prior authorization for outpatient services.



### Timeliness of obtaining authorization for inpatient services.



### Overall experience in obtaining authorization for inpatient services.

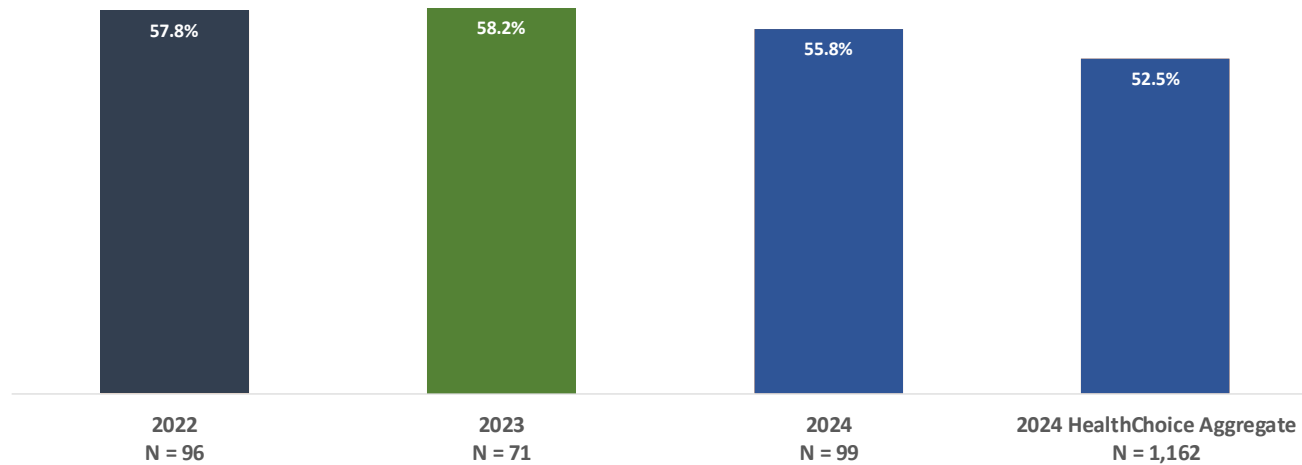


Tests of statistical significance were conducted for the following reportable rates: (Excellent + Very good). Statistically significant differences, tested at the 95% confidence level, between HealthChoice's current-year rate and a comparison rate (prior-year, and HealthChoice Aggregate) are marked with a ★ symbol on top of the comparison rate. The denominator (N) represents the number of valid responses collected for the measure.

## Customer Service/Provider Relations (Composite)

Percent Responding Excellent or Very good

### Trends in Survey Results

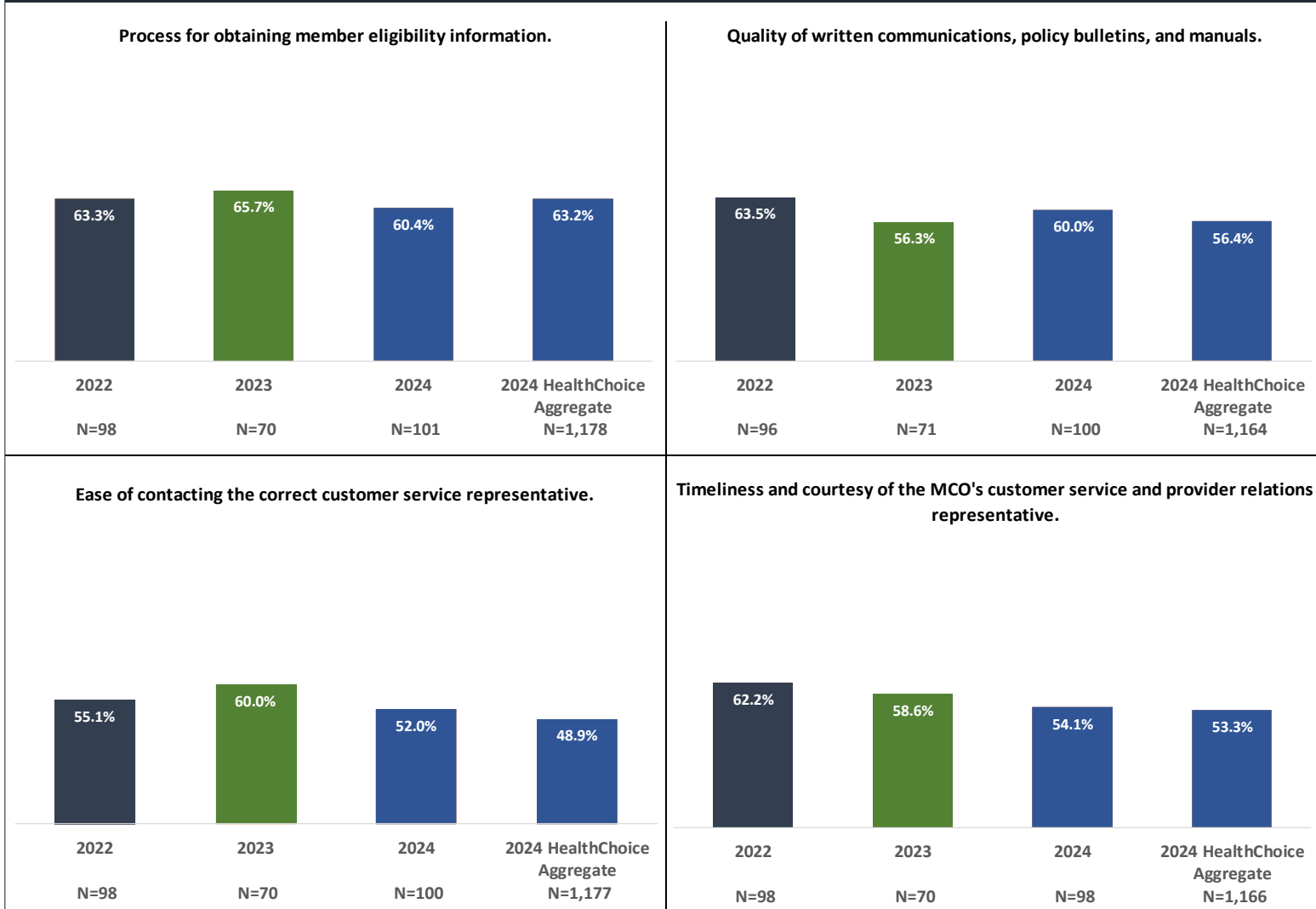


Tests of statistical significance were conducted for the following reportable rates: (Excellent + Very good). Statistically significant differences, tested at the 95% confidence level, between HealthChoice's current-year rate and a comparison rate (prior-year, and HealthChoice Aggregate) are marked with a ★ symbol on top of the comparison rate.

The denominator (N) represents the number of valid responses collected for the measure.

## Customer Service/Provider Relations (Contributing Items)

Percent Responding Excellent or Very good

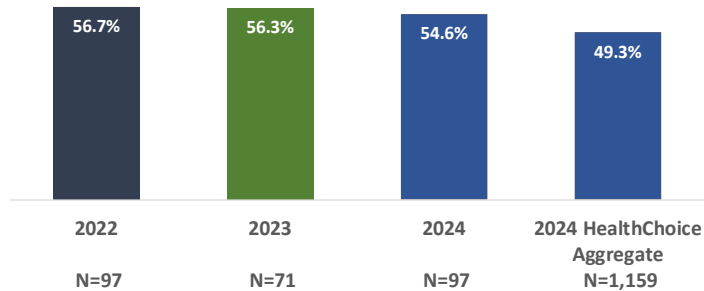


Tests of statistical significance were conducted for the following reportable rates: (Excellent + Very good). Statistically significant differences, tested at the 95% confidence level, between HealthChoice's current-year rate and a comparison rate (prior-year, and HealthChoice Aggregate) are marked with a ★ symbol on top of the comparison rate. The denominator (N) represents the number of valid responses collected for the measure.

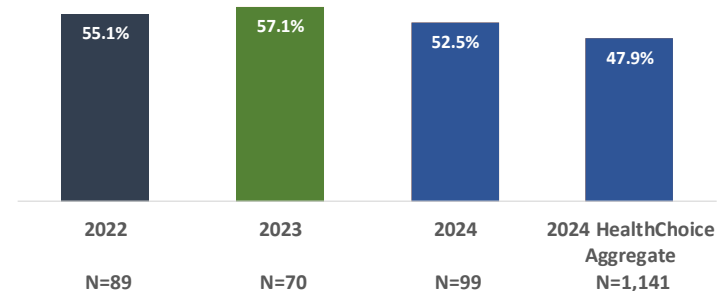
## Customer Service/Provider Relations (Contributing Items)

Percent Responding Excellent or Very good

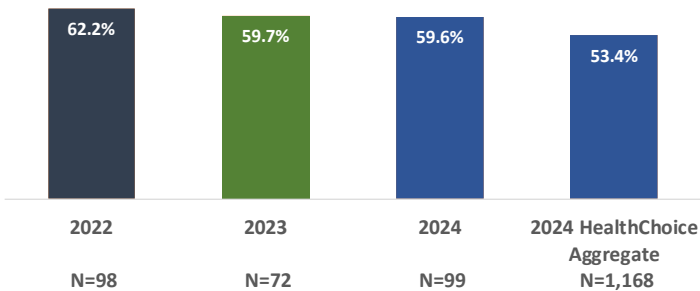
### Accuracy of responses and/or ability to resolve problems.



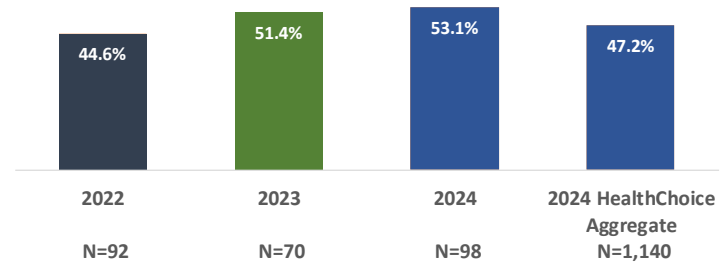
### Accuracy and accessibility of the drug formulary and formulary updates.



### Overall, how would you rate Customer Service and Provider Relations?



### How would you rate the number and quality of specialists in the MSFC network?

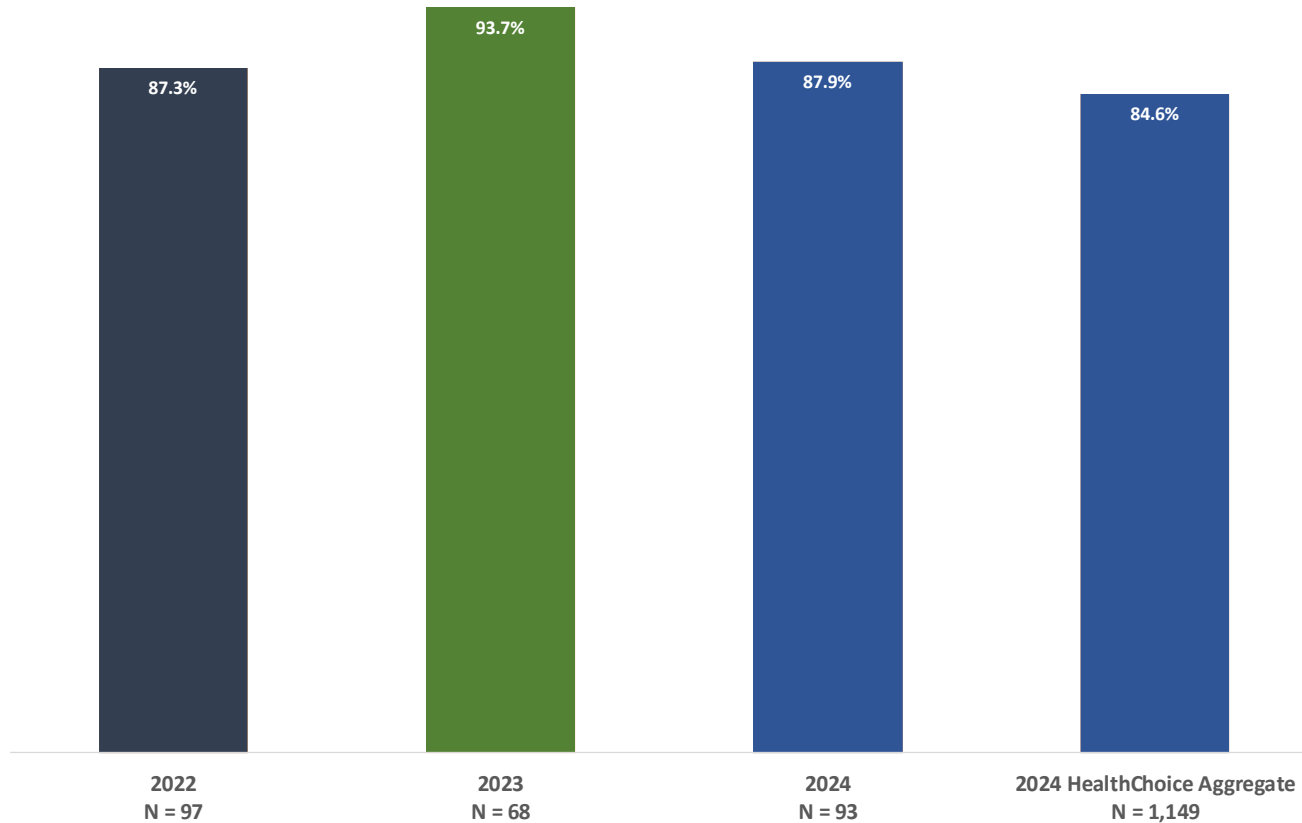


Tests of statistical significance were conducted for the following reportable rates: (Excellent + Very good). Statistically significant differences, tested at the 95% confidence level, between HealthChoice's current-year rate and a comparison rate (prior-year, and HealthChoice Aggregate) are marked with a ★ symbol on top of the comparison rate. The denominator (N) represents the number of valid responses collected for the measure.

## Overall Satisfaction (Composite)

Percent Very satisfied or Somewhat satisfied, or Definitely yes or Probably yes

### Trends in Survey Results



Tests of statistical significance were conducted for the following reportable rates: (Excellent + Very good). Statistically significant differences, tested at the 95% confidence level, between HealthChoice's current-year rate and a comparison rate (prior-year, and HealthChoice Aggregate) are marked with a ★ symbol on top of the comparison rate.

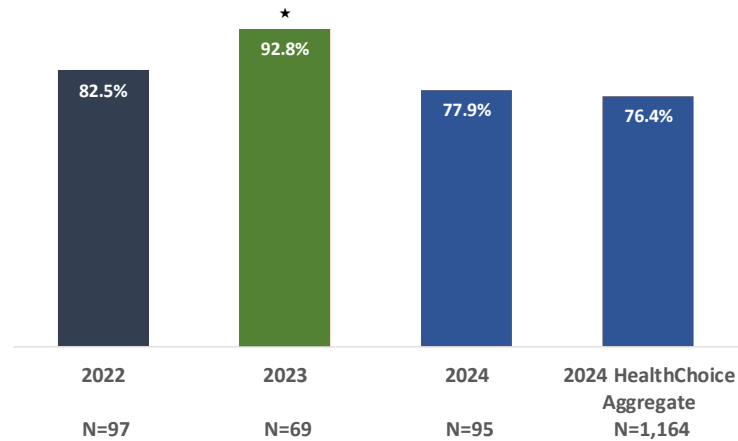
The denominator (N) represents the number of valid responses collected for the measure.



## Overall Satisfaction (Contributing Items)

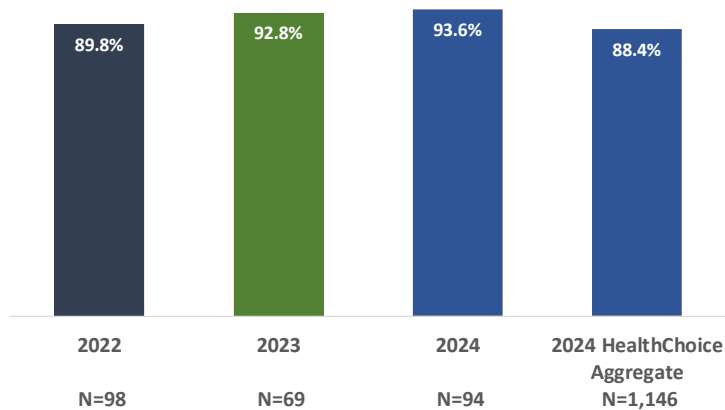
What is your overall satisfaction with MSFC?

(Percent Very satisfied or Somewhat satisfied)



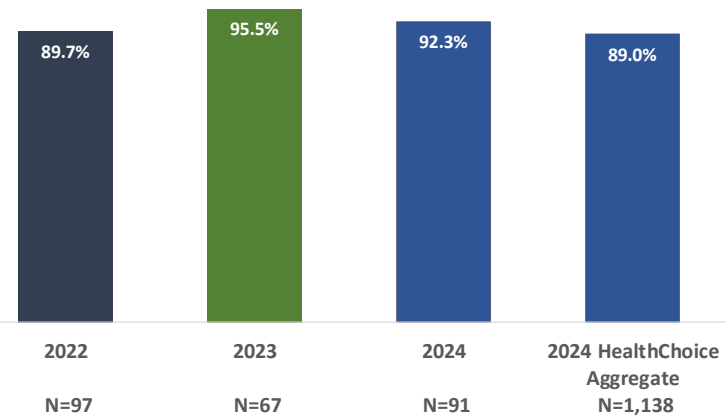
Would you recommend MSFC to patients?

(Percent responding Definitely yes or Probably yes)



Would you recommend the MSFC to other providers?

(Percent responding Definitely yes or Probably yes)

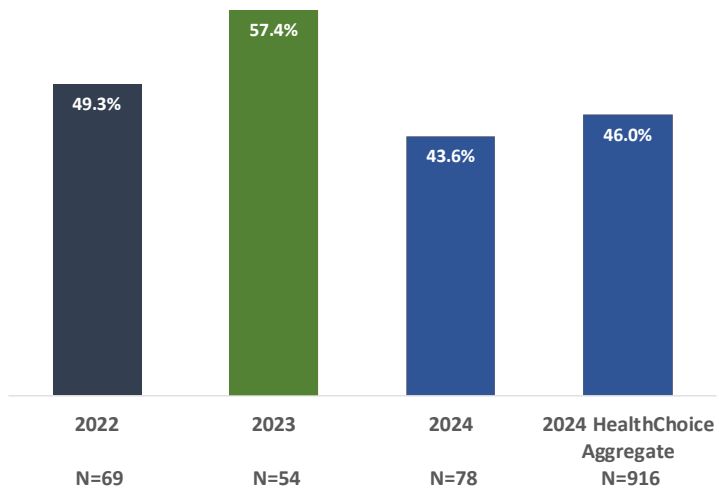


Tests of statistical significance were conducted for the following reportable rates: (Excellent + Very good). Statistically significant differences, tested at the 95% confidence level, between HealthChoice's current-year rate and a comparison rate (prior-year, and HealthChoice Aggregate) are marked with a ★ symbol on top of the comparison rate.

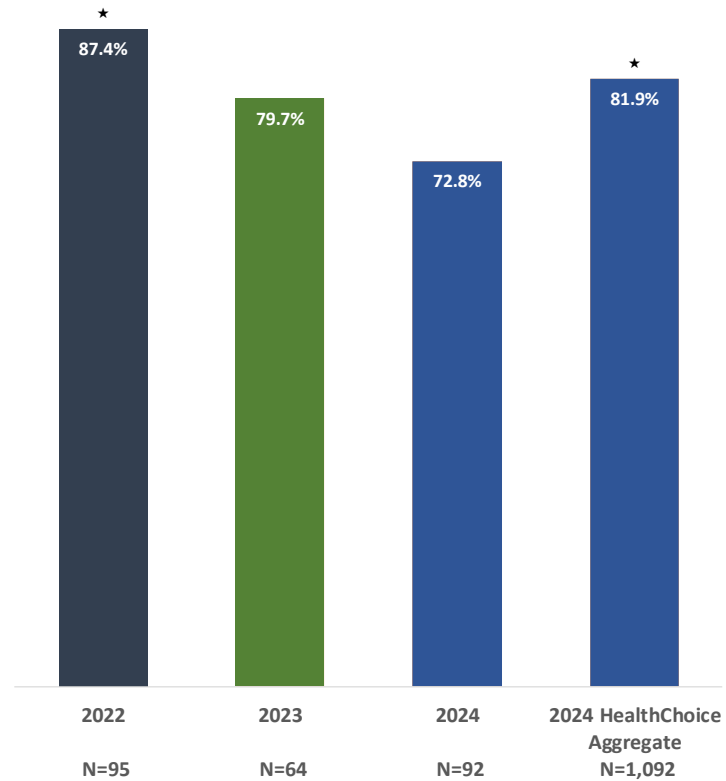
The denominator (N) represents the number of valid responses collected for the measure.

## Other Items

Please rate the overall coordination of care and case management provided by MSFC.  
(Percent Excellent or Very good)



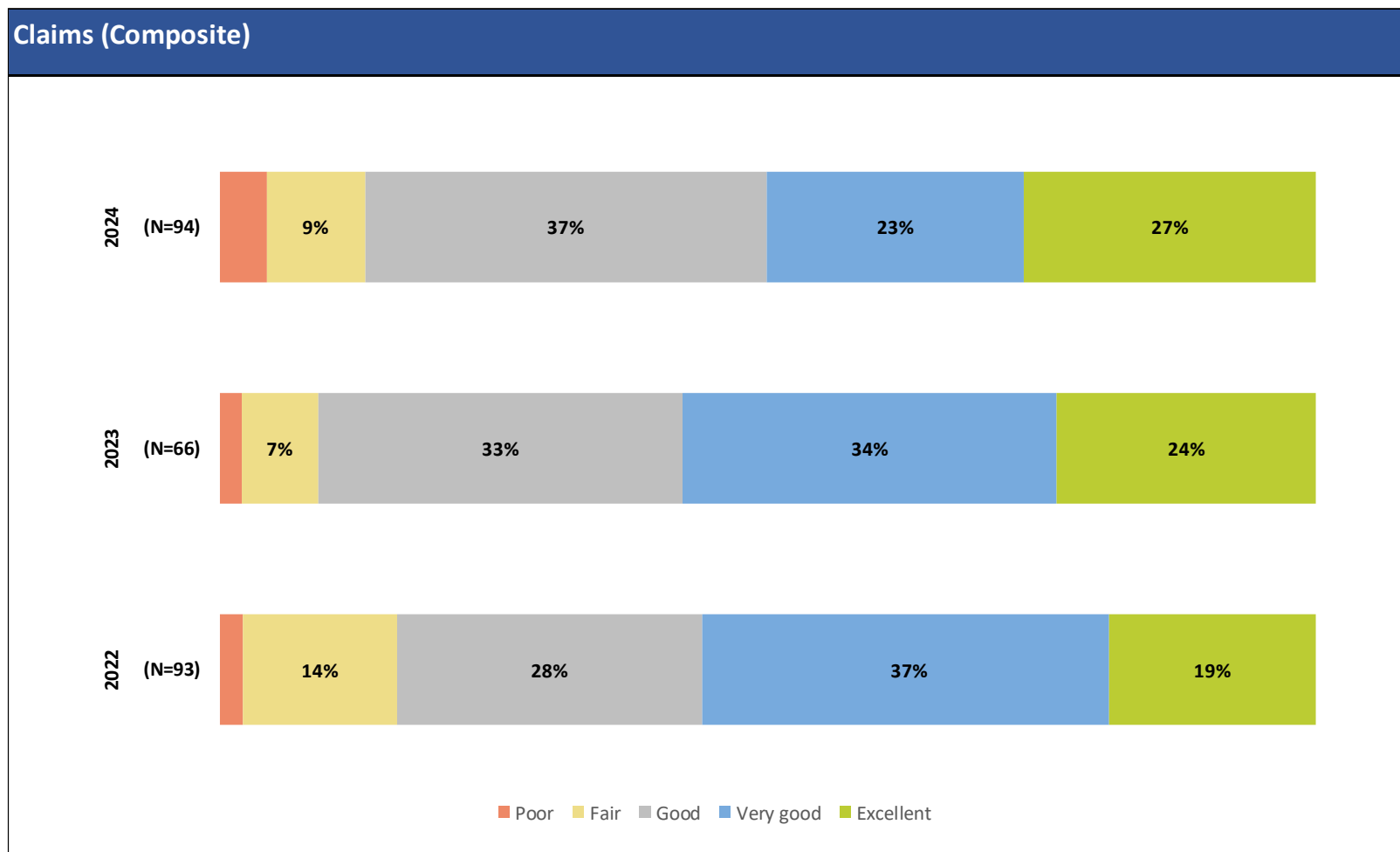
What percentage of your scheduled MSFC HealthChoice appointments are “no-show” appointments each week?  
(Percent None or 1% - 25%)



Tests of statistical significance were conducted for the following reportable rates: (Excellent + Very good). Statistically significant differences, tested at the 95% confidence level, between HealthChoice's current-year rate and a comparison rate (prior-year, and HealthChoice Aggregate) are marked with a ★ symbol on top of the comparison rate. The denominator (N) represents the number of valid responses collected for the measure.

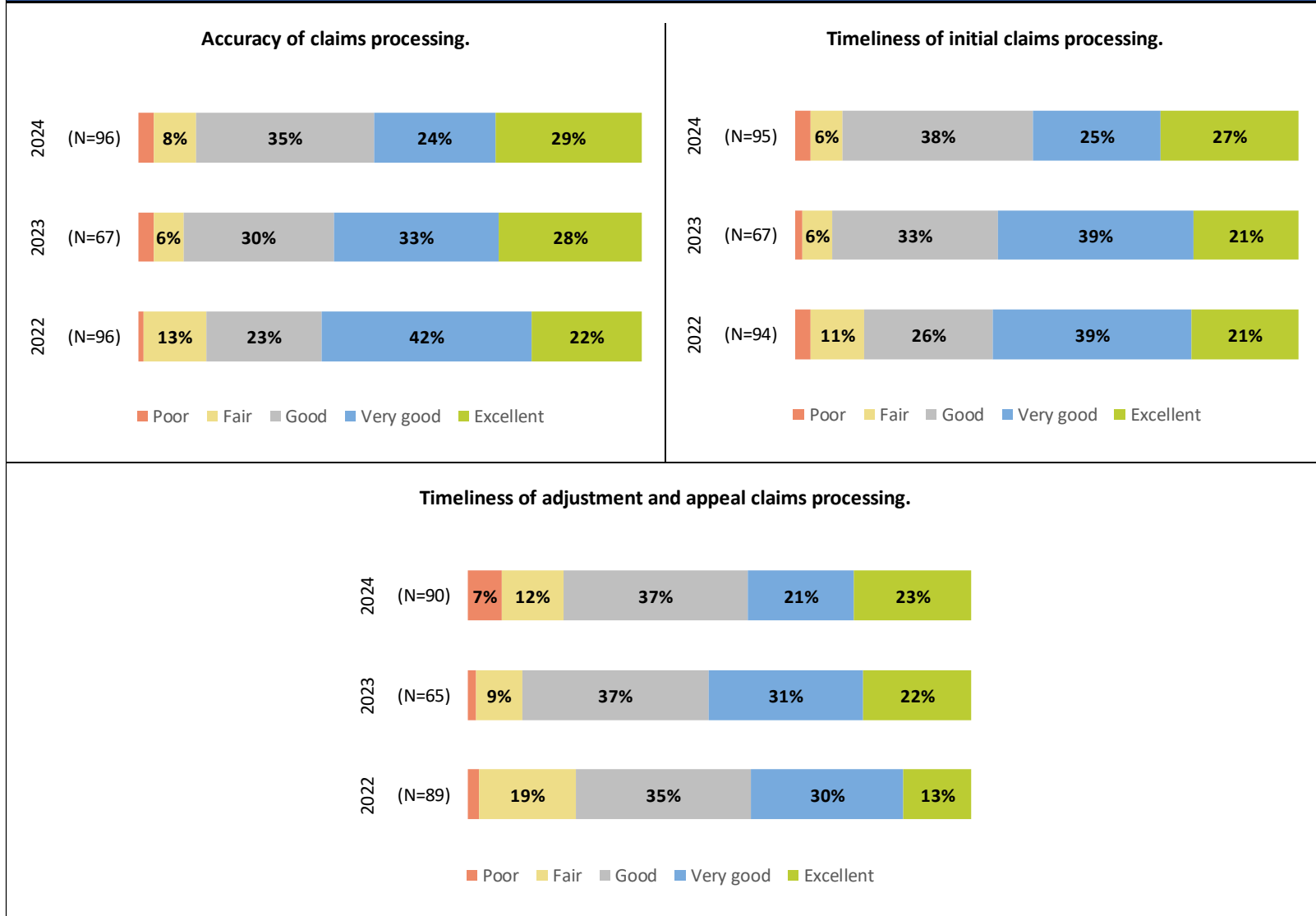
## Distribution of Responses for Composites and Questions

The following charts illustrate three years of survey results that indicate the distribution of composites and questions. The denominator (*N*), which is the number of valid responses to the measures, is also shown. All percentages are rounded for display and may not total 100%. Labels for small categories (less than 5%) are not displayed in the charts. The question level distribution percentage values for all responses are provided in the **Cross Tabulations of Survey Results by Segments** section of the report in Appendix A.



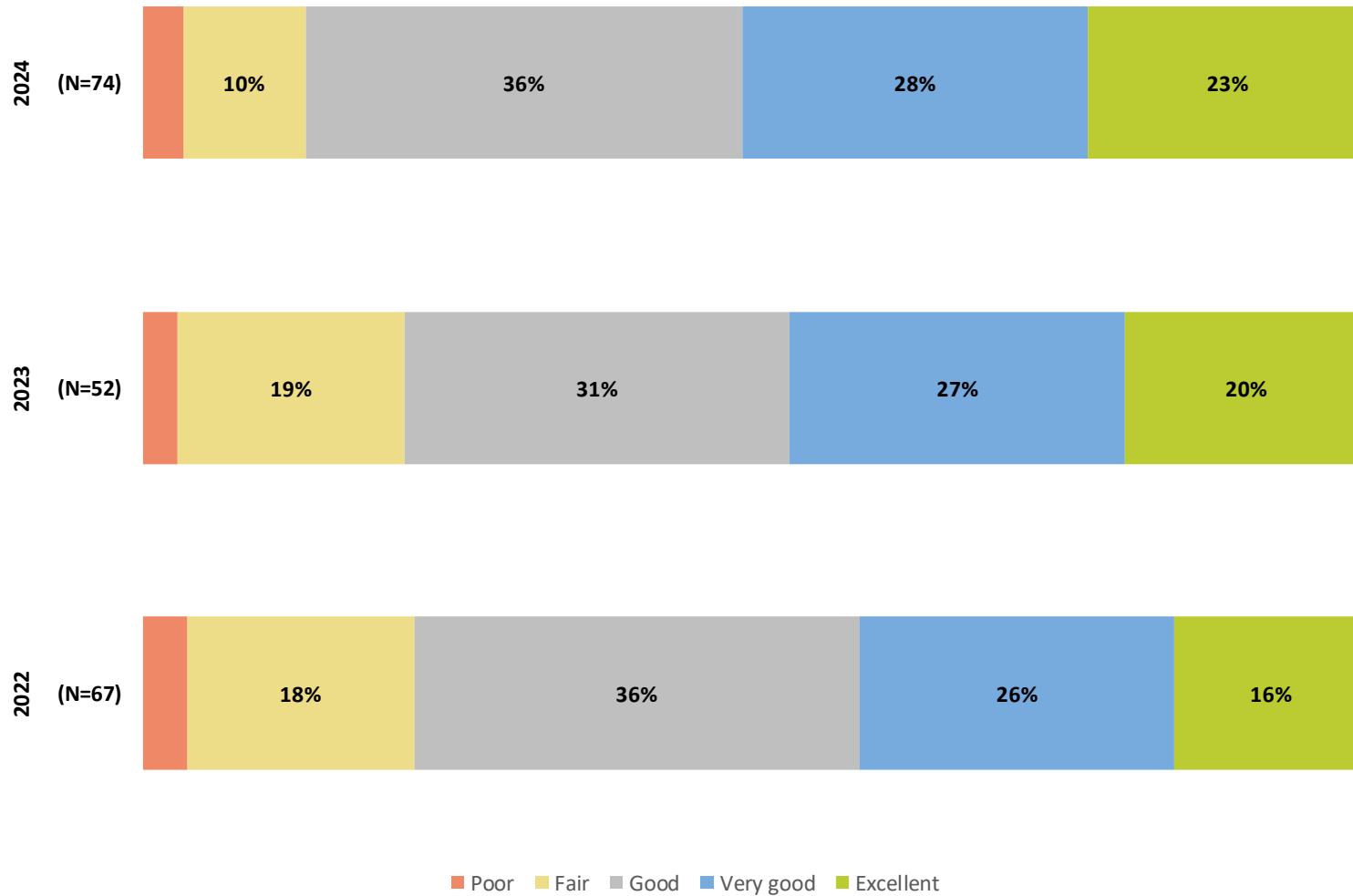
*The denominator (*N*) represents the number of valid responses collected for the measure.*

## Claims (Contributing Items)



The denominator (N) represents the number of valid responses collected for the measure.

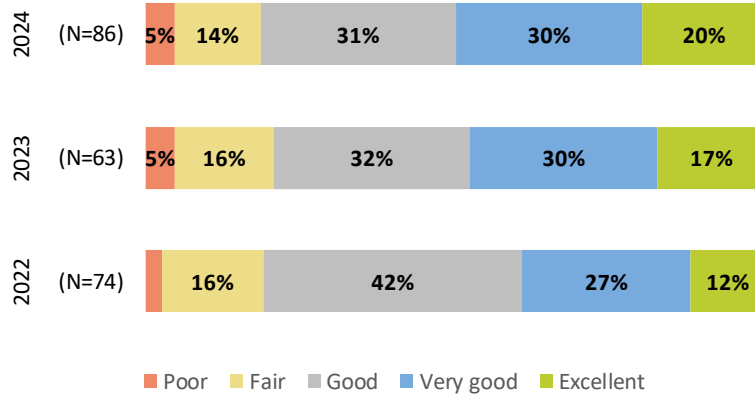
## Preauthorization (Composite)



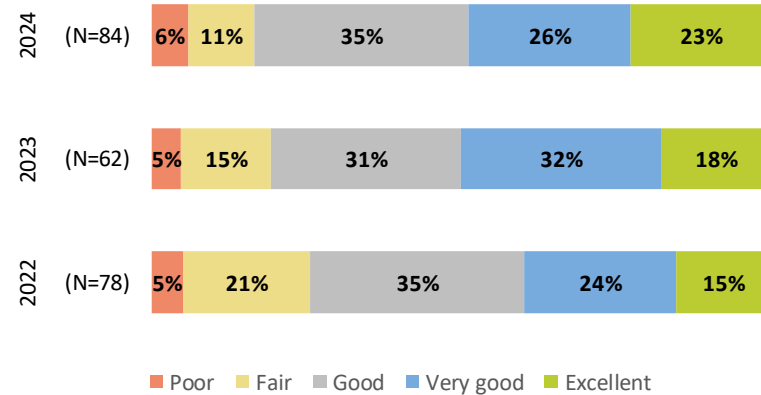
*The denominator (N) represents the number of valid responses collected for the measure.*

## Preauthorization (Contributing Items)

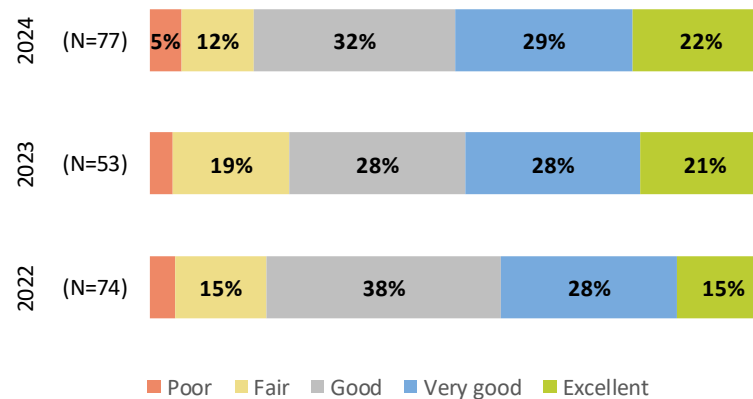
### Timeliness of obtaining authorization for medications.



### Overall experience in obtaining prior authorization for medications.



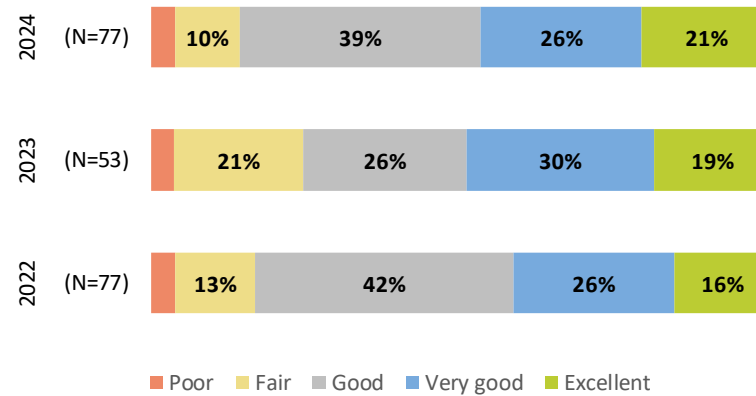
### Timeliness of obtaining authorization for outpatient services.



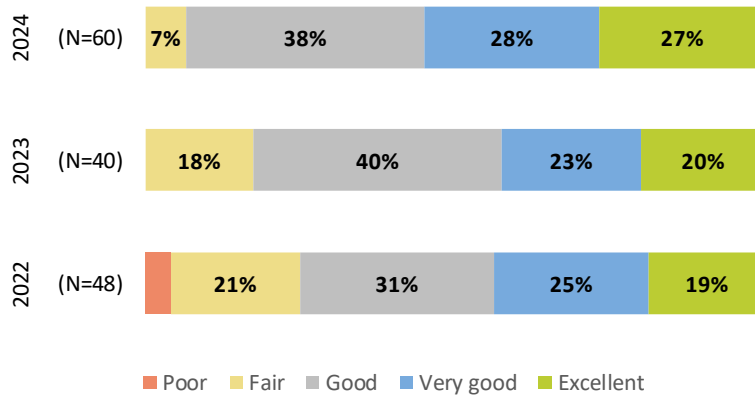
The denominator (N) represents the number of valid responses collected for the measure.

## Preauthorization (Contributing Items)

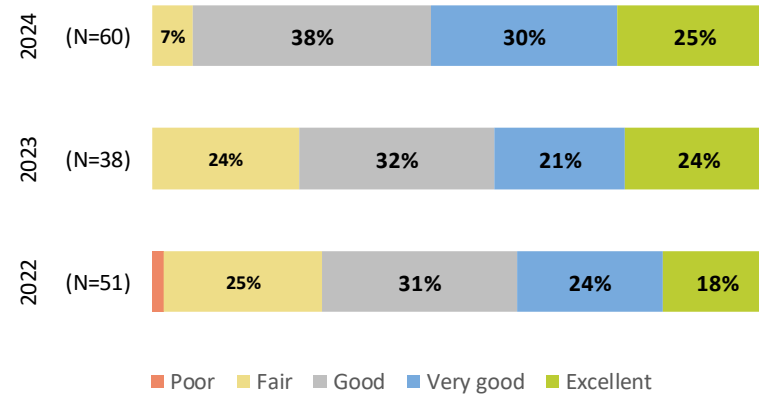
### Overall experience in obtaining prior authorization for outpatient services.



### Timeliness of obtaining authorization for inpatient services.

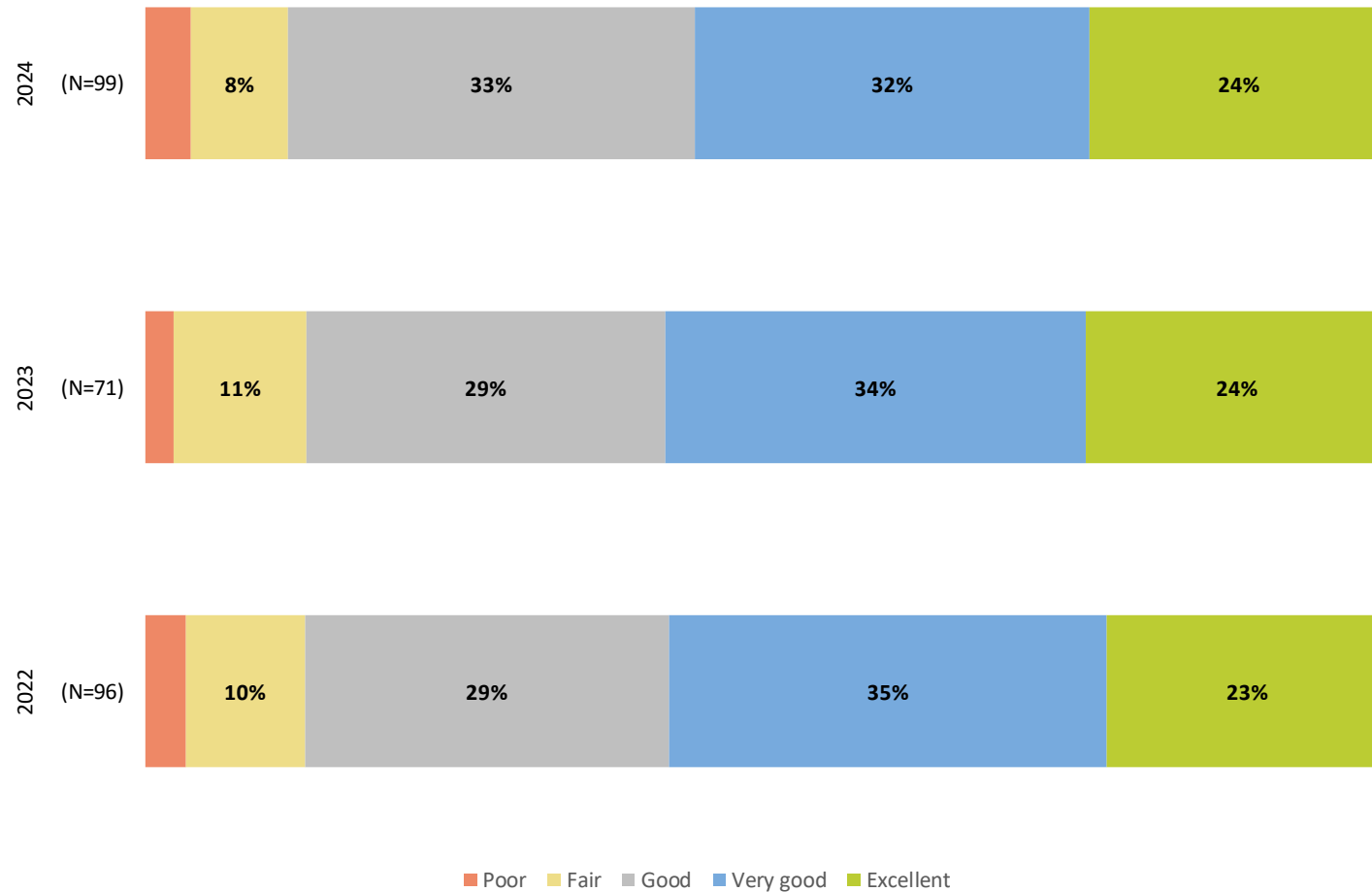


### Overall experience in obtaining authorization for inpatient services.



The denominator (N) represents the number of valid responses collected for the measure.

## Customer Service/Provider Relations (Composite)

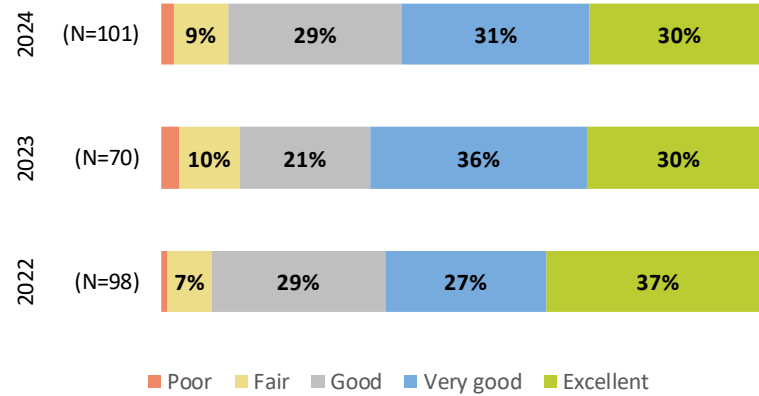


*The denominator (N) represents the number of valid responses collected for the measure.*

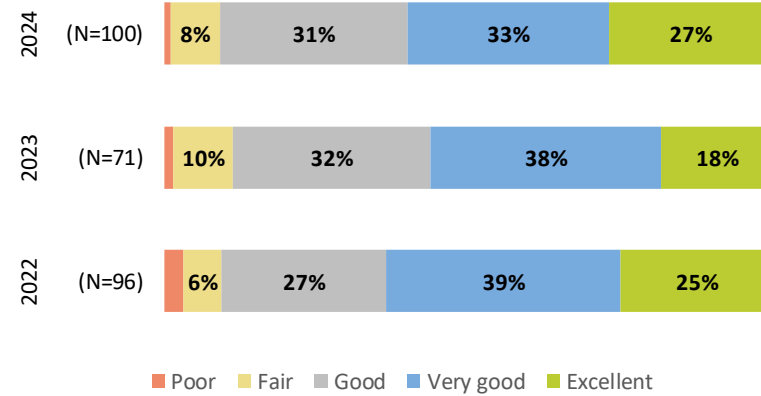


## Customer Service/Provider Relations (Contributing Items)

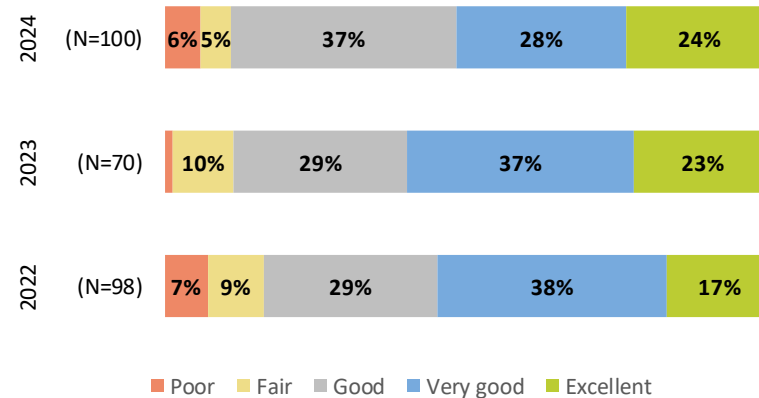
### Process for obtaining member eligibility information.



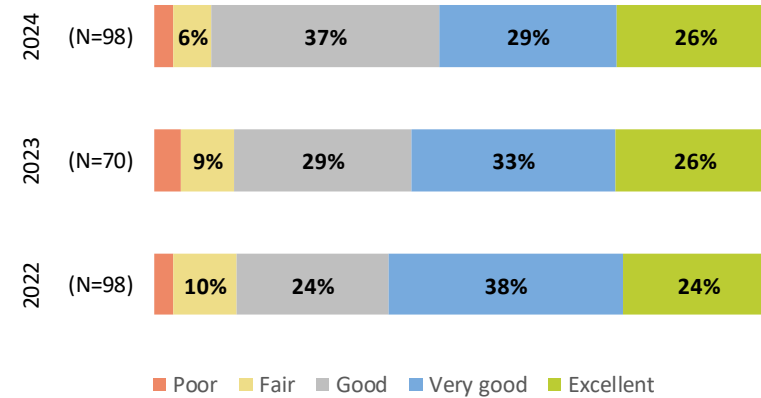
### Quality of written communications, policy bulletins, and manuals.



### Ease of contacting the correct customer service representative.



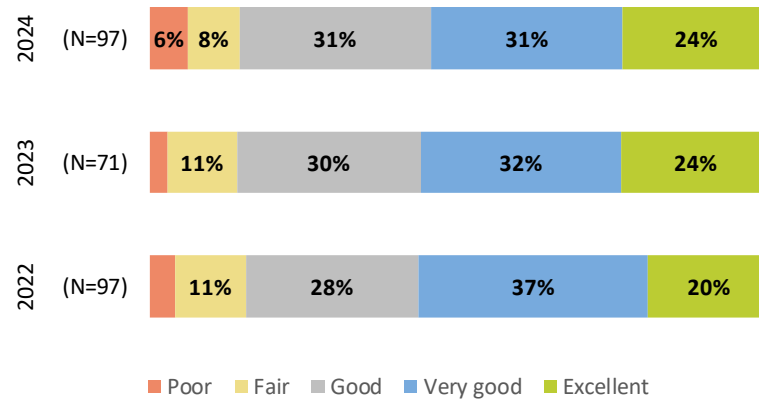
### Timeliness and courtesy of the MCO's customer service and provider relations representative.



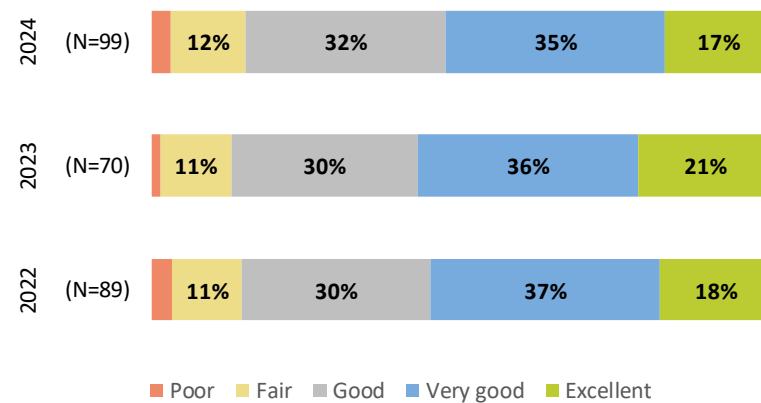
The denominator (N) represents the number of valid responses collected for the measure.

## Customer Service/Provider Relations (Contributing Items)

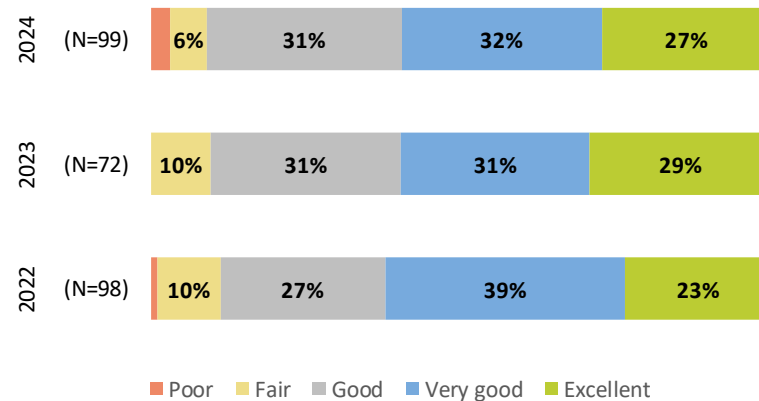
### Accuracy of responses and/or ability to resolve problems.



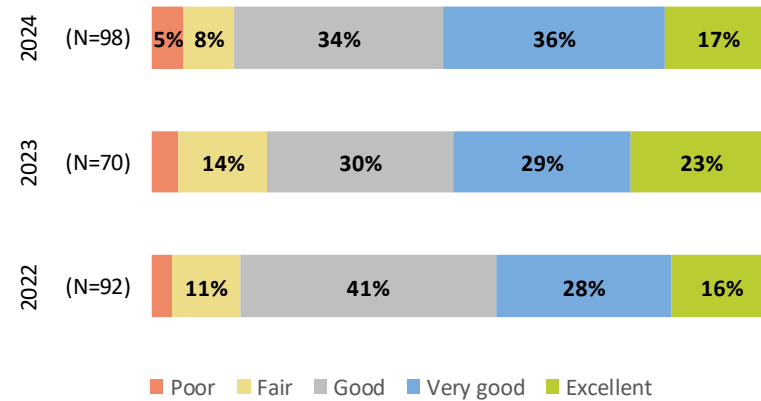
### Accuracy and accessibility of the drug formulary and formulary updates.



### Overall, how would you rate Customer Service and Provider Relations?



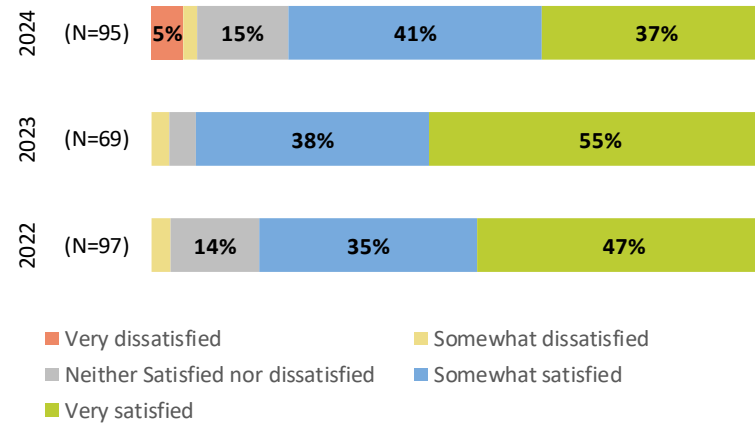
### How would you rate the number and quality of specialists in the MSFC network?



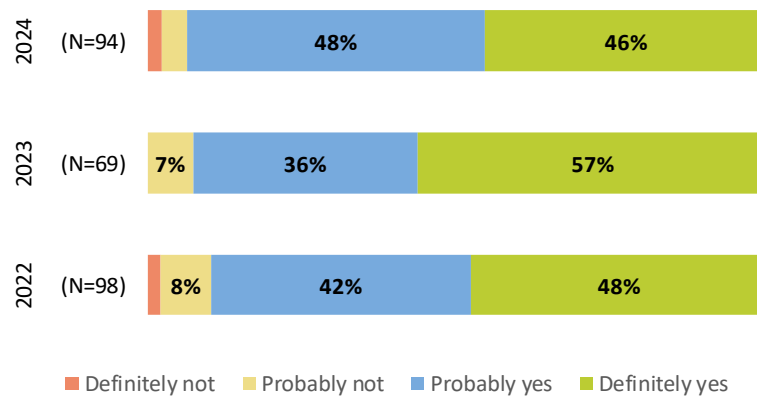
The denominator (N) represents the number of valid responses collected for the measure.

## Overall Satisfaction (Contributing Items)

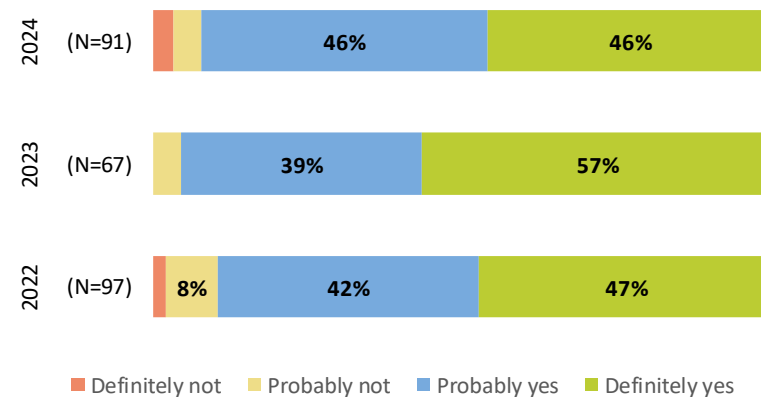
What is your overall satisfaction with MSFC?



Would you recommend MSFC to patients?



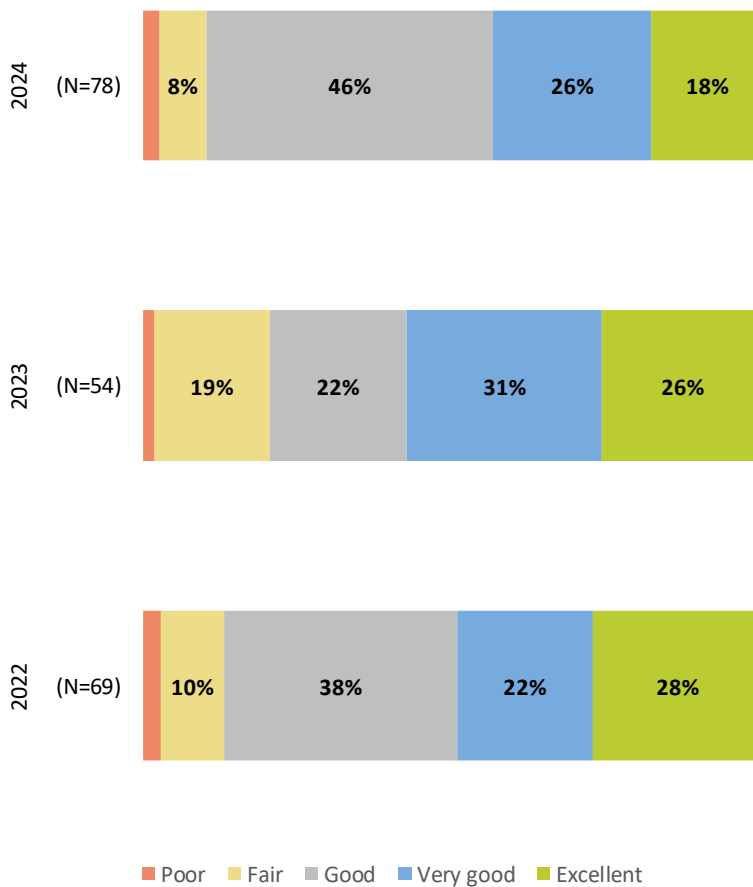
Would you recommend the MSFC to other providers?



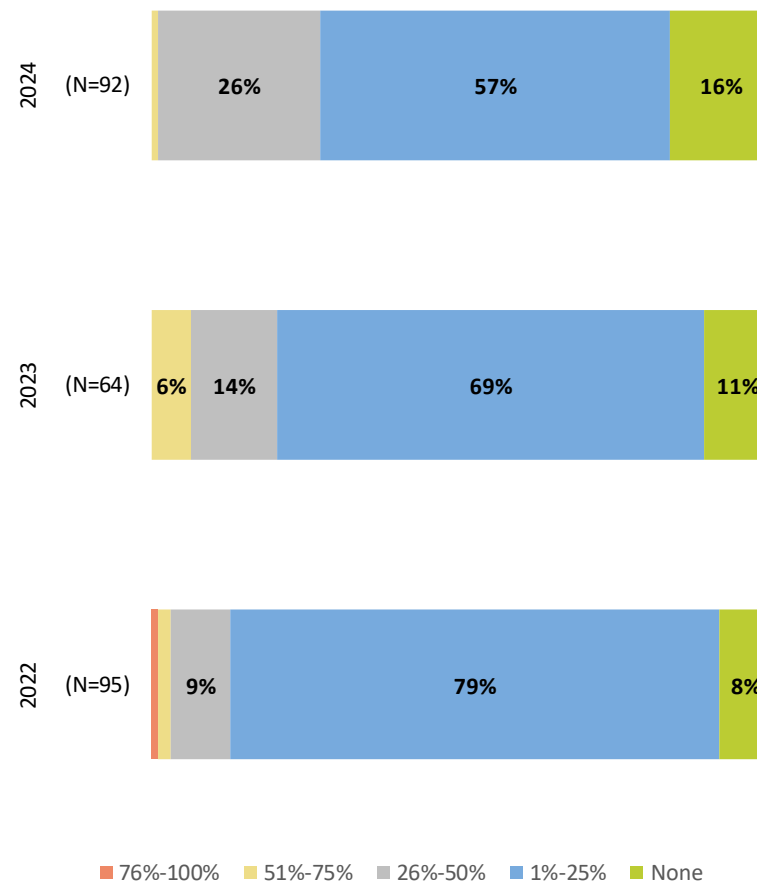
The denominator (N) represents the number of valid responses collected for the measure.

## Other Items

Please rate the overall coordination of care and case management provided by MSFC.



What percentage of your scheduled MSFC HealthChoice appointments are "no-show" appointments each week?



The denominator (N) represents the number of valid responses collected for the measure.

## Segmentation Analysis

The following charts show the composite summary rates by PCP practice characteristics and HealthChoice patient volume at the PCP practice.

The segmentation analysis is performed by using the following questions:

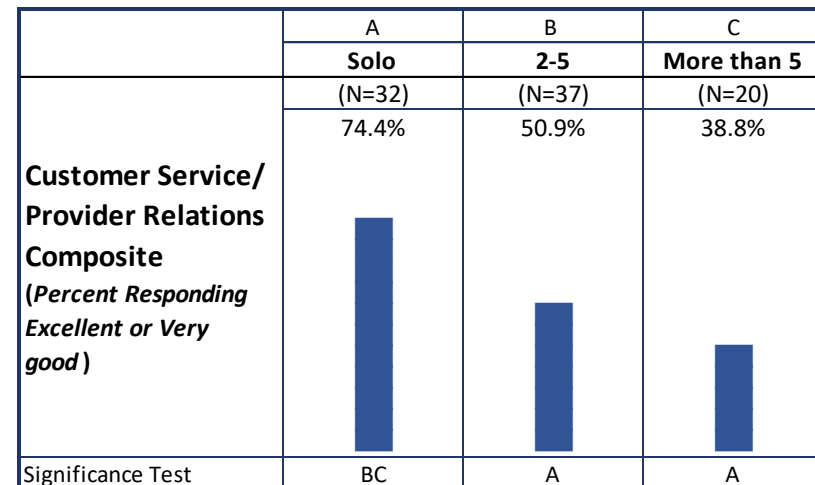
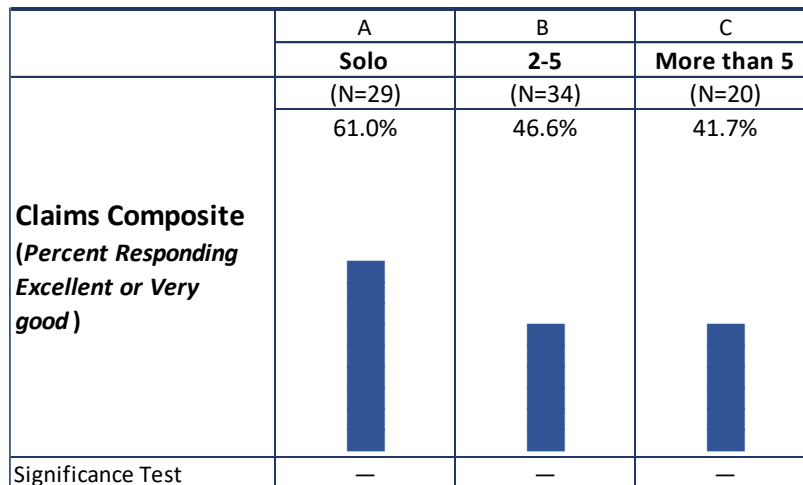
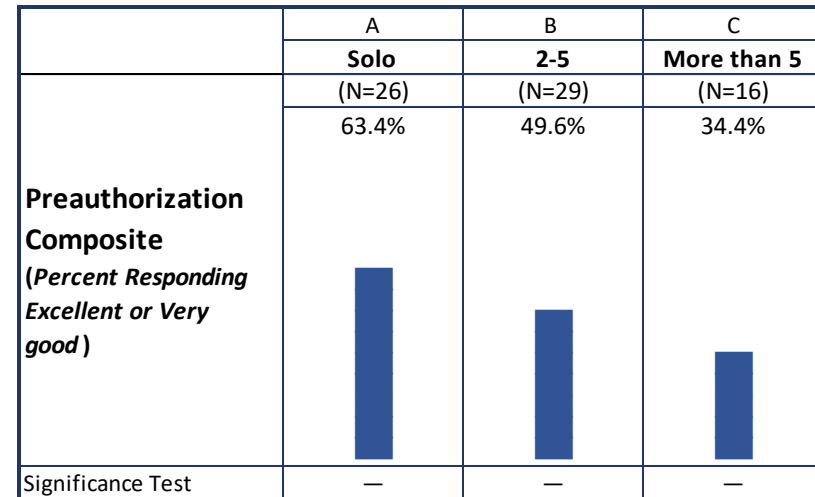
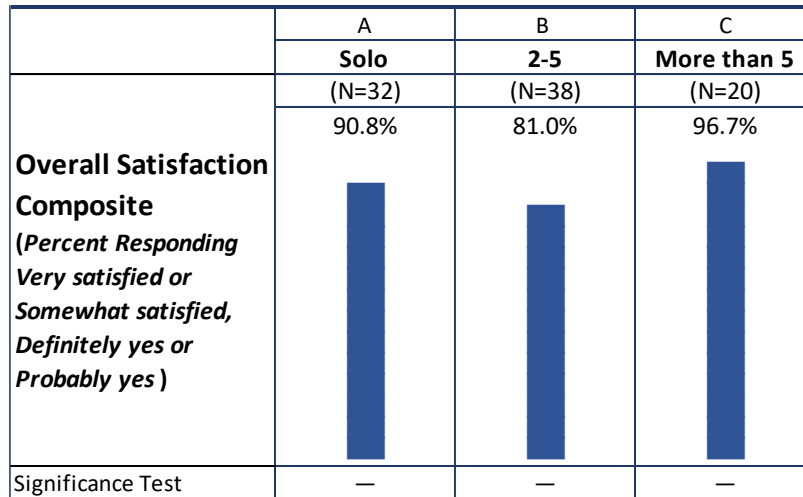
- How many primary care providers are in your practice, including physicians, nurses, midwives, physician assistants, etc.?
- What portion of your total patient volume does HealthChoice represent?
- What portion of your HealthChoice volume is represented by *MSFC*?

If none of the questions contributing to the composites are answered, the composite scores are not calculated, and then **NC** is displayed on the charts. Composite scores with small denominators should be interpreted with caution.

Significance test results were also performed between the composite summary rates of segments within each question analyzed. The significance tests were conducted at a 95% confidence interval. The result of the significance test is displayed on the bottom row of each chart. A letter at the bottom row indicates that the summary rate of the column is significantly different from the summary rate on the column indicated on the bottom row. For example, if **BC** is shown on the bottom row of column **A**, then the summary rate in column **A** is significantly different from the summary rates in columns **B** and **C**.

Question level comparisons by PCP practice characteristics and HealthChoice patient volume at the PCP practice are shown in the **Cross Tabulations of Survey Results by Segments** section of the report in Appendix A.

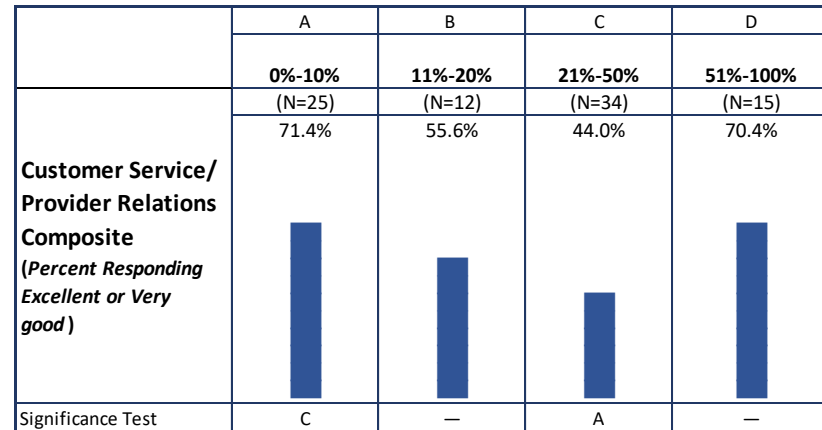
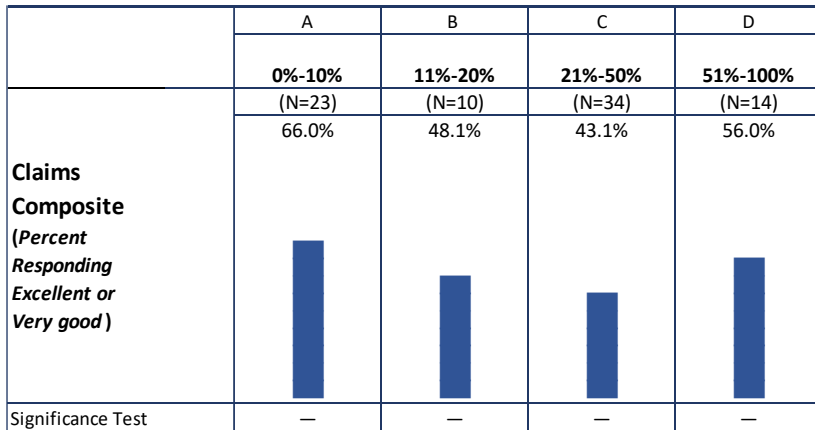
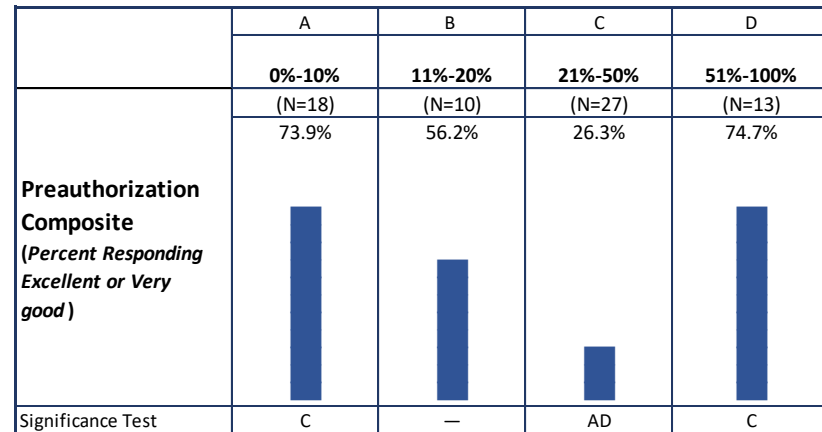
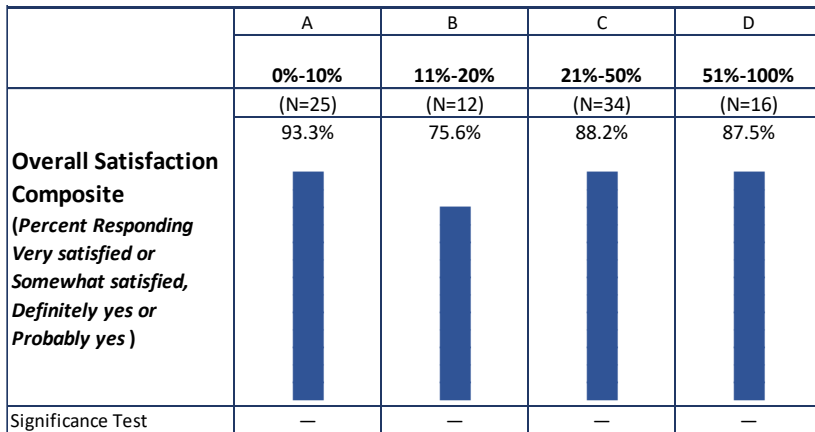
## Number of Providers



\*\* All statistical tests are conducted at the 95% confidence level.

A letter in a cell of the bottom row means the score of segment immediately above is significantly different from the score in the column headed by that letter. If segment score is not significantly different from any other segment score a — is shown.

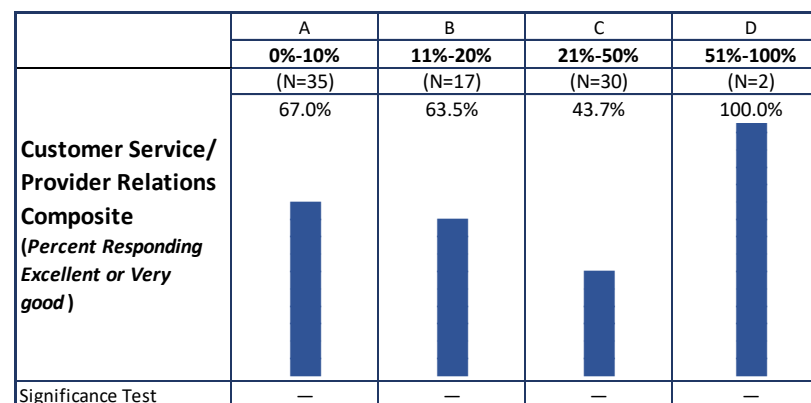
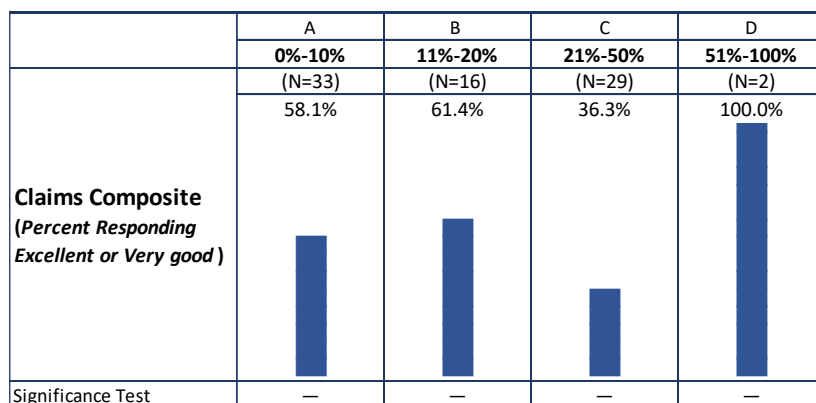
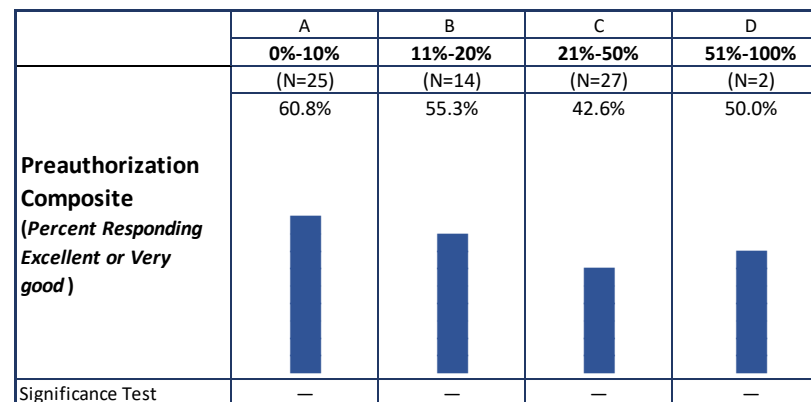
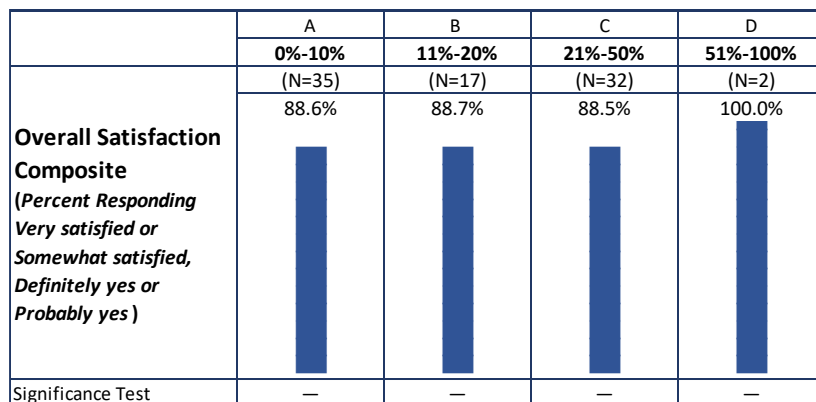
## Portion of Total Patient Volume Represented by HealthChoice



\*\* All statistical tests are conducted at the 95% confidence level.

A letter in a cell of the bottom row means the score of segment immediately above is significantly different from the score in the column headed by that letter. If segment score is not significantly different from any other segment score a — is shown.

## Portion of HealthChoice Patient Volume Represented by MSFC



\*\* All statistical tests are conducted at the 95% confidence level.

A letter in a cell of the bottom row means the score of segment immediately above is significantly different from the score in the column headed by that letter. If segment score is not significantly different from any other segment score a — is shown.



## Loyalty Analysis

PCP loyalty analysis is performed by examining responses to the following questions:

- Q22. What is your overall satisfaction with *MSFC*?
- Q23. Would you recommend *MSFC* to patients?
- Q24. Would you recommend *MSFC* to other providers?

All PCPs used in this analysis need to have provided a valid response to all three questions.

A PCP is considered **loyal** if they provided the following three combinations of responses:

	Overall Satisfaction with MSFC (Q22)	Would Recommend MSFC to Patients (Q23)	Would Recommend MSFC to Other Providers (Q24)
1	Very Satisfied	Definitely Yes	Definitely Yes
2	Very Satisfied	Definitely Yes	Probably Yes
3	Very Satisfied	Probably Yes	Definitely Yes

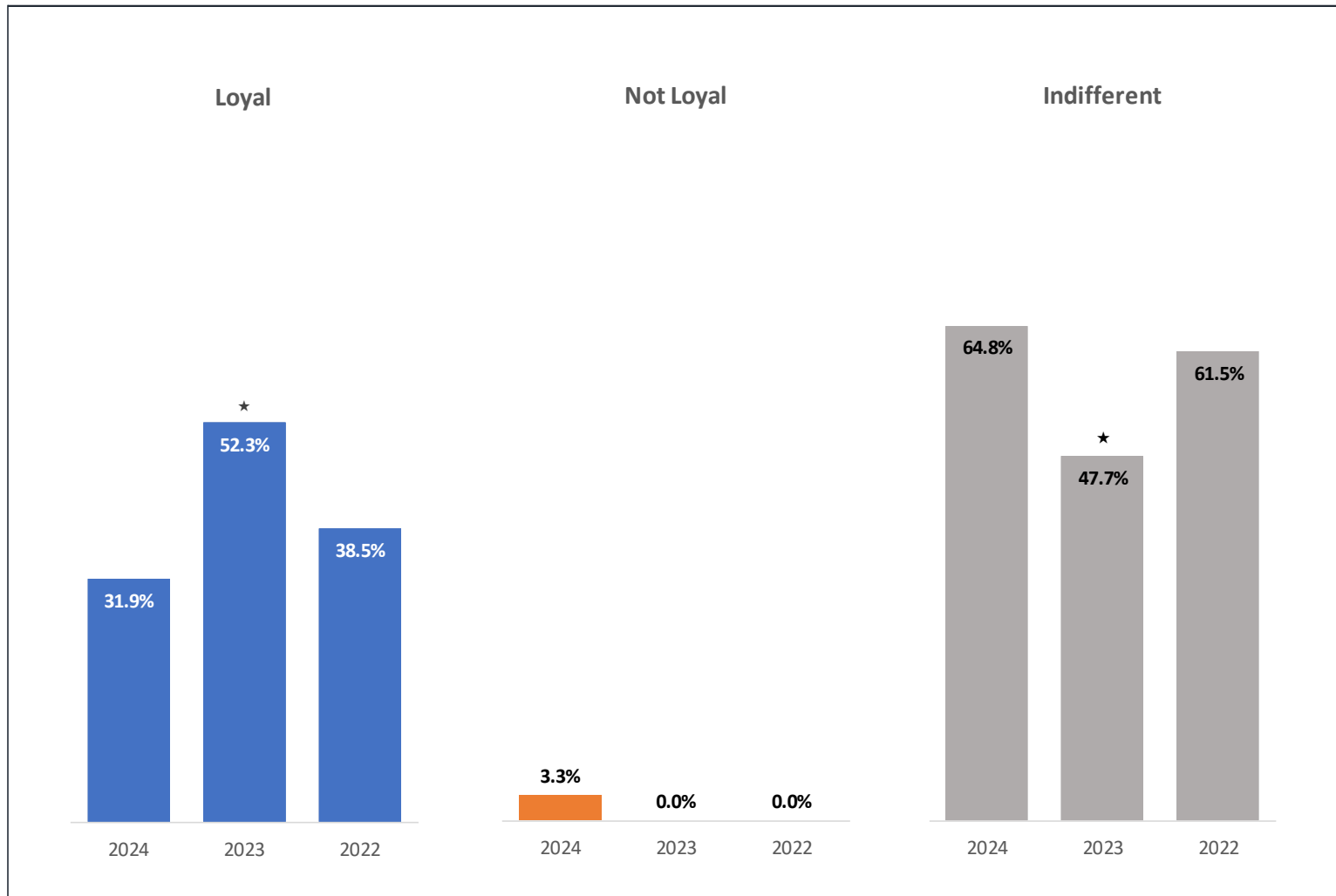
A PCP is considered **not loyal** if they provided the following three combinations of responses:

	Overall Satisfaction with MSFC (Q22)	Would Recommend MSFC to Patients (Q23)	Would Recommend MSFC to Other Providers (Q24)
1	Very Dissatisfied	Definitely Not	Definitely Not
2	Very Dissatisfied	Definitely Not	Probably Not
3	Very Dissatisfied	Probably Not	Definitely Not

All other response combinations are categorized as **indifferent**.

Scores are calculated as the proportion of respondents selecting the response option combinations described above.

Using the loyalty analysis, 31.87% of PCPs are considered **loyal**, 3.30% of the PCPs surveyed are considered **not loyal**, and 64.84% of the PCPs are **indifferent**.



Tests of statistical significance were conducted between 2024 loyalty scores against the prior year scores. Statistically significant differences, tested at the 95% confidence level, are marked with a ★ symbol on top of the prior year score when the current year score is significantly different than the prior year score.

## Correlation Analysis





Correlation analysis is a tool for identifying program attributes that are strengths and areas in need of improvement. Correlation analysis was performed between overall satisfaction with the specified MCO question and the program attributes.

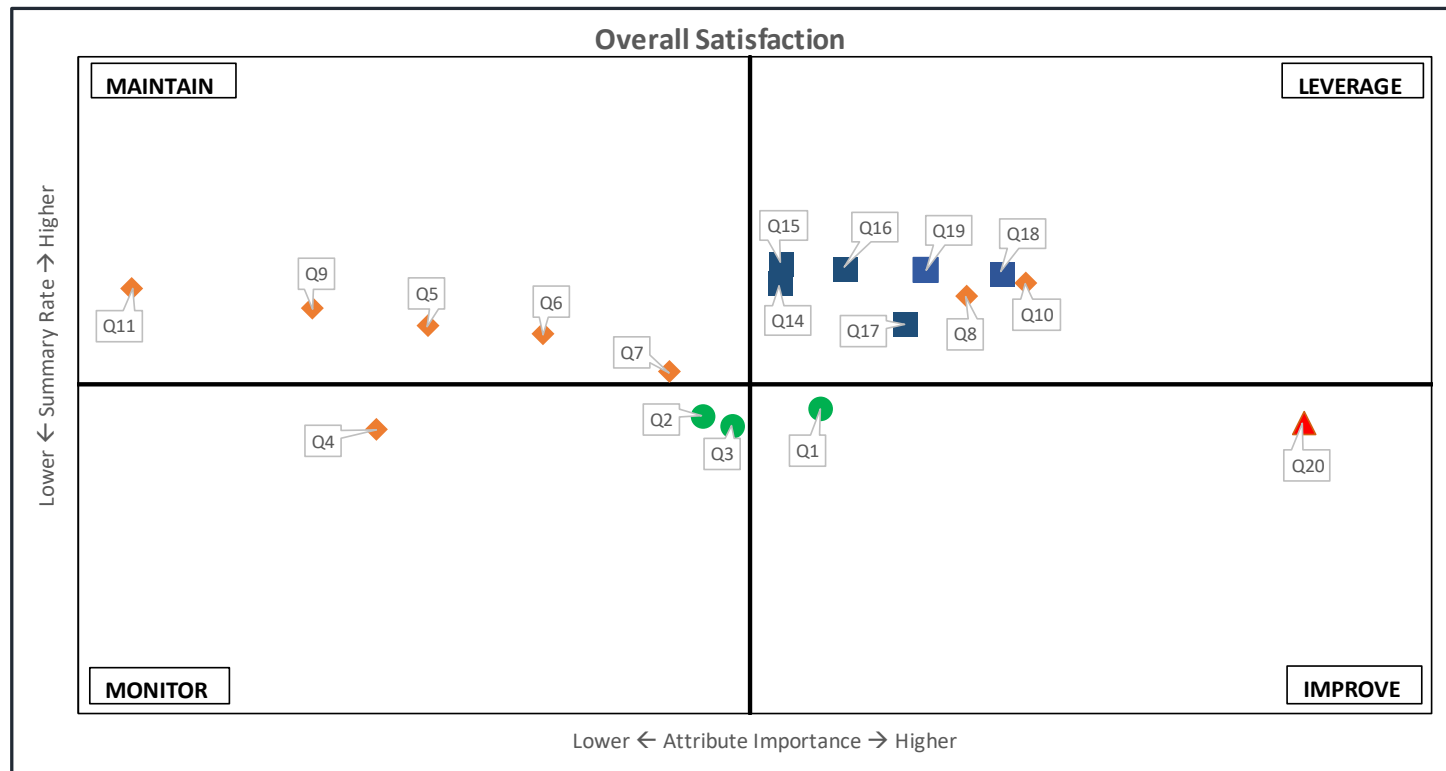
Attribute importance is given by the correlation coefficient between the responses to the attribute question and the responses to the MCO satisfaction question. Higher correlation coefficients indicate a stronger relationship between the attribute and MCO satisfaction and hence more important to the satisfaction summary rate. Attribute importance is represented on the horizontal axis of the quadrant map.

Attribute performance is measured by the summary rates of the question and is represented on the vertical axis of the quadrant map. The correlation analysis is presented as a quadrant map. The quadrant map is broken into four action quadrants:

- LEVERAGE (high importance, high performance);
- MAINTAIN (low importance, high performance);
- MONITOR (low importance, low performance); and
- IMPROVE (high importance, low performance).

The following symbols are used in the quadrant map to distinguish questions from each composite or measure:

	<b>Claims</b>
	<b>Utilization Management</b>
	<b>Customer Service/ Provider Relations</b>
	<b>Coordination of care/ Case Management</b>



- |   |  |
|---|--|
| ● Q1. Accuracy of claims processing   | ◆ Q10. Customer service/provider relations overall                                 |
| ● Q2. Timeliness of initial claims processing                               | ◆ Q11. Number and quality of specialists in network                                |
| ● Q3. Timeliness of adjustment/appeal claims processing                     | ■ Q14. Timeliness of obtaining authorization for medications                       |
| ◆ Q4. Process for obtaining member eligibility information                  | ■ Q15. Overall experience in obtaining prior authorization for medications         |
| ◆ Q5. Quality of written communications, policy bulletins, and manuals      | ■ Q16. Timeliness of obtaining authorization for outpatient services               |
| ◆ Q6. Ease of contacting the correct customer service representative        | ■ Q17. Overall experience in obtaining prior authorization for outpatient services |
| ◆ Q7. Timeliness/courtesy of MCO's customer service/provider relations rep. | ■ Q18. Timeliness of obtaining authorization for inpatient services                |
| ◆ Q8. Accuracy of responses and/or ability to resolve problems              | ■ Q19. Overall experience in obtaining prior authorization for inpatient services  |
| ◆ Q9. Accuracy and accessibility of drug formulary and formulary updates    | ▲ Q20. Coordination of Care/Case Management  |

## Data Analysis and Conclusions

Two attributes were identified in the IMPROVE quadrant, and eight attributes were identified in the LEVERAGE quadrant for overall satisfaction with MSFC.

IMPROVE	LEVERAGE
<ul style="list-style-type: none"><li>• Accuracy of claims processing</li><li>• Coordination of Care/Case Management</li></ul>	<ul style="list-style-type: none"><li>• Accuracy of responses and/or ability to resolve problems</li><li>• Customer service/provider relations overall</li><li>• Timeliness of obtaining authorization for medications</li><li>• Overall experience in obtaining prior authorization for medications</li><li>• Timeliness of obtaining authorization for outpatient services</li><li>• Overall experience in obtaining prior authorization for outpatient services</li><li>• Timeliness of obtaining authorization for inpatient services</li><li>• Overall experience in obtaining prior authorization for inpatient services</li></ul>

Three attributes were identified in the MONITOR quadrant, and five attributes were identified in the MAINTAIN quadrant for overall satisfaction with MSFC.

MONITOR	MAINTAIN
<ul style="list-style-type: none"><li>• Timeliness of initial claims processing</li><li>• Timeliness of adjustment/appeal claims processing</li><li>• Process for obtaining member eligibility information</li></ul>	<ul style="list-style-type: none"><li>• Quality of written communications, policy bulletins, and manuals</li><li>• Ease of contacting the correct customer service representative</li><li>• Timeliness/courtesy of MCO's customer service/provider relations rep.</li><li>• Accuracy and accessibility of drug formulary and formulary updates</li><li>• Number and quality of specialists in network</li></ul>

## Appendix A: Cross Tabulations of Survey Results by Segments

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# MedStar Family Choice

2024 Maryland HealthChoice PCP Satisfaction Survey

**Question 1**  
Accuracy of claims processing.

Q001

Base: All respondents

	HealthChoice Aggregate	2024	2023	2022	Providers in Practice (Q28)			Portion of total patient volume represented by HealthChoice (Q29)				Portion of HealthChoice Volume represented by Specified MCO (Q30)				Overall Satisfaction with Specified MCO (Q22)		
					Solo	2-5 Providers	More than 5 Providers	0%-10%	11%-20%	21%-50%	More than 50%	0%-10%	11%-20%	21%-50%	More than 50%	Very satisfied or Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied or Very dissatisfied
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	1254	108	73	102	33	40	20	25	13	34	16	35	18	32	2	74	14	7
Number missing or multiple answer	117	12	6	6	2	5	0	1	2	0	2	1	2	2	0	4	1	2
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1137	96	67	96	31	35	20	24	11	34	14	34	16	30	2	70	13	5
	90.7%	88.9%	91.8%	94.1%	93.9%	87.5%	100.0%	96.0%	84.6%	100.0%	87.5%	97.1%	88.9%	93.8%	100.0%	94.6%	92.9%	71.4%
Poor	31	3	2	1	1	2	0	1	0	2	0	2	0	1	0	0	0	3
	2.7%	3.1%	3.0%	1.0%	3.2%	5.7%	0.0%	4.2%	0.0%	5.9%	0.0%	5.9%	0.0%	3.3%	0.0%	0.0%	0.0%	60.0%
Fair	114	8	4	12	3	2	1	1	3	1	1	2	2	1	0	1	4	1
	10.0%	8.3%	6.0%	12.5%	9.7%	5.7%	5.0%	4.2%	27.3%	2.9%	7.1%	5.9%	12.5%	3.3%	0.0%	1.4%	30.8%	20.0%
Good	371	34	20	22	7	15	10	7	2	16	4	11	3	16	0	24	9	1
	32.6%	35.4%	29.9%	22.9%	22.6%	42.9%	50.0%	29.2%	18.2%	47.1%	28.6%	32.4%	18.8%	53.3%	0.0%	34.3%	69.2%	20.0%
Very good	340	23	22	40	7	8	4	4	3	8	4	6	6	6	0	19	0	0
	29.9%	24.0%	32.8%	41.7%	22.6%	22.9%	20.0%	16.7%	27.3%	23.5%	28.6%	17.6%	37.5%	20.0%	0.0%	27.1%	0.0%	0.0%
Excellent	281	28	19	21	13	8	5	11	3	7	5	13	5	6	2	26	0	0
	24.7%	29.2%	28.4%	21.9%	41.9%	22.9%	25.0%	45.8%	27.3%	20.6%	35.7%	38.2%	31.3%	20.0%	100.0%	37.1%	0.0%	0.0%
Significantly different from column:*								J		H								
Excellent or Very good	621	51	41	61	20	16	9	15	6	15	9	19	11	12	2	45	0	0
	54.6%	53.1%	61.2%	63.5%	64.5%	45.7%	45.0%	62.5%	54.5%	44.1%	64.3%	55.9%	68.8%	40.0%	100.0%	64.3%	0.0%	0.0%
Significantly different from column:*																Q	P	

NA-Not Applicable  
 \*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

# MedStar Family Choice

2024 Maryland HealthChoice PCP Satisfaction Survey

**Question 2**  
Timeliness of initial claims processing.

Q002

Base: All respondents

	HealthChoice Aggregate	2024	2023	2022	Providers in Practice (Q28)			Portion of total patient volume represented by HealthChoice (Q29)				Portion of HealthChoice Volume represented by Specified MCO (Q30)				Overall Satisfaction with Specified MCO (Q22)		
					Solo	2-5 Providers	More than 5 Providers	0%-10%	11%-20%	21%-50%	More than 50%	0%-10%	11%-20%	21%-50%	More than 50%	Very satisfied or Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied or Very dissatisfied
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	1254	108	73	102	33	40	20	25	13	34	16	35	18	32	2	74	14	7
Number missing or multiple answer	135	13	6	8	3	5	0	2	2	0	2	2	2	2	0	5	1	2
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1119	95	67	94	30	35	20	23	11	34	14	33	16	30	2	69	13	5
	89.2%	88.0%	91.8%	92.2%	90.9%	87.5%	100.0%	92.0%	84.6%	100.0%	87.5%	94.3%	88.9%	93.8%	100.0%	93.2%	92.9%	71.4%
Poor	31	3	1	3	1	2	0	0	1	2	0	2	0	0	0	0	0	3
	2.8%	3.2%	1.5%	3.2%	3.3%	5.7%	0.0%	0.0%	9.1%	5.9%	0.0%	6.1%	0.0%	0.0%	0.0%	0.0%	0.0%	60.0%
Fair	112	6	4	10	4	1	1	1	2	1	2	3	2	1	0	1	5	0
	10.0%	6.3%	6.0%	10.6%	13.3%	2.9%	5.0%	4.3%	18.2%	2.9%	14.3%	9.1%	12.5%	3.3%	0.0%	1.4%	38.5%	0.0%
Good	366	36	22	24	5	16	10	4	3	16	5	7	3	19	0	24	8	1
	32.7%	37.9%	32.8%	25.5%	16.7%	45.7%	50.0%	17.4%	27.3%	47.1%	35.7%	21.2%	18.8%	63.3%	0.0%	34.8%	61.5%	20.0%
Very good	332	24	26	37	7	9	6	7	3	10	2	8	7	6	0	21	0	1
	29.7%	25.3%	38.8%	39.4%	23.3%	25.7%	30.0%	30.4%	27.3%	29.4%	14.3%	24.2%	43.8%	20.0%	0.0%	30.4%	0.0%	20.0%
Excellent	278	26	14	20	13	7	3	11	2	5	5	13	4	4	2	23	0	0
	24.8%	27.4%	20.9%	21.3%	43.3%	20.0%	15.0%	47.8%	18.2%	14.7%	35.7%	39.4%	25.0%	13.3%	100.0%	33.3%	0.0%	0.0%
Significantly different from column:*					FG	E	E	J		H		N		L				
Excellent or Very good	610	50	40	57	20	16	9	18	5	15	7	21	11	10	2	44	0	1
	54.5%	52.6%	59.7%	60.6%	66.7%	45.7%	45.0%	78.3%	45.5%	44.1%	50.0%	63.6%	68.8%	33.3%	100.0%	63.8%	0.0%	20.0%
Significantly different from column:*								J		H		N	N	LM		Q	P	

NA-Not Applicable  
 \*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.



**MedStar Family Choice**  
 2024 Maryland HealthChoice PCP Satisfaction Survey

**Question 3**
Q003

Timeliness of adjustment and appeal claims processing.

Base: All respondents

	HealthChoice Aggregate	2024	2023	2022	Providers in Practice (Q28)			Portion of total patient volume represented by HealthChoice (Q29)				Portion of HealthChoice Volume represented by Specified MCO (Q30)				Overall Satisfaction with Specified MCO (Q22)		
					Solo	2-5 Providers	More than 5 Providers	0%-10%	11%-20%	21%-50%	More than 50%	0%-10%	11%-20%	21%-50%	More than 50%	Very satisfied or Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied or Very dissatisfied
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	1254	108	73	102	33	40	20	25	13	34	16	35	18	32	2	74	14	7
Number missing or multiple answer	159	18	8	13	6	7	0	4	4	0	3	4	3	4	0	8	2	3
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1095 87.3%	90 83.3%	65 89.0%	89 87.3%	27 81.8%	33 82.5%	20 100.0%	21 84.0%	9 69.2%	34 100.0%	13 81.3%	31 88.6%	15 83.3%	28 87.5%	2 100.0%	66 89.2%	12 85.7%	4 57.1%
Poor	71 6.5%	6 6.7%	1 1.5%	2 2.2%	3 11.1%	2 6.1%	0 0.0%	1 4.8%	1 11.1%	2 5.9%	1 7.7%	4 12.9%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	2 16.7%	3 75.0%
Fair	153 14.0%	11 12.2%	6 9.2%	17 19.1%	3 11.1%	4 12.1%	1 5.0%	2 9.5%	2 22.2%	1 2.9%	2 15.4%	3 9.7%	2 13.3%	3 10.7%	0 0.0%	4 6.1%	6 50.0%	0 0.0%
Good	357 32.6%	33 36.7%	24 36.9%	31 34.8%	7 25.9%	11 33.3%	12 60.0%	6 28.6%	2 22.2%	17 50.0%	3 23.1%	7 22.6%	6 40.0%	15 53.6%	0 0.0%	25 37.9%	4 33.3%	1 25.0%
Very good	275 25.1%	19 21.1%	20 30.8%	27 30.3%	5 18.5%	9 27.3%	3 15.0%	5 23.8%	3 33.3%	7 20.6%	2 15.4%	8 25.8%	4 26.7%	4 14.3%	0 0.0%	17 25.8%	0 0.0%	0 0.0%
Excellent	239 21.8%	21 23.3%	14 21.5%	12 13.5%	9 33.3%	7 21.2%	4 20.0%	7 33.3%	1 11.1%	7 20.6%	5 38.5%	9 29.0%	3 20.0%	6 21.4%	2 100.0%	20 30.3%	0 0.0%	0 0.0%
Significantly different from column:*																		
Excellent or Very good	514 46.9%	40 44.4%	34 52.3%	39 43.8%	14 51.9%	16 48.5%	7 35.0%	12 57.1%	4 44.4%	14 41.2%	7 53.8%	17 54.8%	7 46.7%	10 35.7%	2 100.0%	37 56.1%	0 0.0%	0 0.0%
Significantly different from column:*																Q	P	

NA-Not Applicable

\*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

MedStar Family Choice  
2024 Maryland HealthChoice PCP Satisfaction Survey

Question 4  
Process for obtaining member eligibility information.

Q004

Base: All respondents

	HealthChoice Aggregate	2024	2023	2022	Providers in Practice (Q28)			Portion of total patient volume represented by HealthChoice (Q29)				Portion of HealthChoice Volume represented by Specified MCO (Q30)				Overall Satisfaction with Specified MCO (Q22)		
					Solo	2-5 Providers	More than 5 Providers	0%-10%	11%-20%	21%-50%	More than 50%	0%-10%	11%-20%	21%-50%	More than 50%	Very satisfied or Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied or Very dissatisfied
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	1254	108	73	102	33	40	20	25	13	34	16	35	18	32	2	74	14	7
Number missing or multiple answer	76	7	3	4	2	2	0	1	1	0	1	1	0	2	0	2	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1178	101	70	98	31	38	20	24	12	34	15	34	18	30	2	72	13	7
	93.9%	93.5%	95.9%	96.1%	93.9%	95.0%	100.0%	96.0%	92.3%	100.0%	93.8%	97.1%	100.0%	93.8%	100.0%	97.3%	92.9%	100.0%
Poor	29	2	2	1	0	2	0	0	1	0	1	0	1	0	0	1	0	1
	2.5%	2.0%	2.9%	1.0%	0.0%	5.3%	0.0%	0.0%	8.3%	0.0%	6.7%	0.0%	5.6%	0.0%	0.0%	1.4%	0.0%	14.3%
Fair	76	9	7	7	3	3	1	2	2	1	0	3	2	0	0	4	3	0
	6.5%	8.9%	10.0%	7.1%	9.7%	7.9%	5.0%	8.3%	16.7%	2.9%	0.0%	8.8%	11.1%	0.0%	0.0%	5.6%	23.1%	0.0%
Good	329	29	15	28	6	12	8	5	4	14	3	7	3	15	0	18	7	3
	27.9%	28.7%	21.4%	28.6%	19.4%	31.6%	40.0%	20.8%	33.3%	41.2%	20.0%	20.6%	16.7%	50.0%	0.0%	25.0%	53.8%	42.9%
Very good	353	31	25	26	8	14	6	5	4	13	4	10	8	8	1	24	2	3
	30.0%	30.7%	35.7%	26.5%	25.8%	36.8%	30.0%	20.8%	33.3%	38.2%	26.7%	29.4%	44.4%	26.7%	50.0%	33.3%	15.4%	42.9%
Excellent	391	30	21	36	14	7	5	12	1	6	7	14	4	7	1	25	1	0
	33.2%	29.7%	30.0%	36.7%	45.2%	18.4%	25.0%	50.0%	8.3%	17.6%	46.7%	41.2%	22.2%	23.3%	50.0%	34.7%	7.7%	0.0%
Significantly different from column:*					F	E		J		H								
Excellent or Very good	744	61	46	62	22	21	11	17	5	19	11	24	12	15	2	49	3	3
	63.2%	60.4%	65.7%	63.3%	71.0%	55.3%	55.0%	70.8%	41.7%	55.9%	73.3%	70.6%	66.7%	50.0%	100.0%	68.1%	23.1%	42.9%
Significantly different from column:*																Q	P	

NA-Not Applicable  
\*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

**MedStar Family Choice**  
 2024 Maryland HealthChoice PCP Satisfaction Survey

**Question 5**  
 Quality of written communications, policy bulletins, and manuals

Q005

Base: All respondents

	HealthChoice Aggregate	2024	2023	2022	Providers in Practice (Q28)			Portion of total patient volume represented by HealthChoice (Q29)				Portion of HealthChoice Volume represented by Specified MCO (Q30)				Overall Satisfaction with Specified MCO (Q22)		
					Solo	2-5 Providers	More than 5 Providers	0%-10%	11%-20%	21%-50%	More than 50%	0%-10%	11%-20%	21%-50%	More than 50%	Very satisfied or Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied or Very dissatisfied
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	1254	108	73	102	33	40	20	25	13	34	16	35	18	32	2	74	14	7
Number missing or multiple answer	90	8	2	6	0	4	0	0	2	0	1	0	1	2	0	1	0	2
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1164	100	71	96	33	36	20	25	11	34	15	35	17	30	2	73	14	5
	92.8%	92.6%	97.3%	94.1%	100.0%	90.0%	100.0%	100.0%	84.6%	100.0%	93.8%	100.0%	94.4%	93.8%	100.0%	98.6%	100.0%	71.4%
Poor	25	1	1	3	0	1	0	0	1	0	0	0	0	0	0	0	0	1
	2.1%	1.0%	1.4%	3.1%	0.0%	2.8%	0.0%	0.0%	9.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	20.0%
Fair	101	8	7	6	2	3	0	2	1	1	1	2	2	1	0	1	3	2
	8.7%	8.0%	9.9%	6.3%	6.1%	8.3%	0.0%	8.0%	9.1%	2.9%	6.7%	5.7%	11.8%	3.3%	0.0%	1.4%	21.4%	40.0%
Good	381	31	23	26	3	16	10	4	2	16	4	6	3	16	0	25	6	0
	32.7%	31.0%	32.4%	27.1%	9.1%	44.4%	50.0%	16.0%	18.2%	47.1%	26.7%	17.1%	17.6%	53.3%	0.0%	34.2%	42.9%	0.0%
Very good	356	33	27	37	13	9	7	8	4	9	7	15	7	6	1	23	5	1
	30.6%	33.0%	38.0%	38.5%	39.4%	25.0%	35.0%	32.0%	36.4%	26.5%	46.7%	42.9%	41.2%	20.0%	50.0%	31.5%	35.7%	20.0%
Excellent	301	27	13	24	15	7	3	11	3	8	3	12	5	7	1	24	0	1
	25.9%	27.0%	18.3%	25.0%	45.5%	19.4%	15.0%	44.0%	27.3%	23.5%	20.0%	34.3%	29.4%	23.3%	50.0%	32.9%	0.0%	20.0%
Significantly different from column:*					FG	E	E											
Excellent or Very good	657	60	40	61	28	16	10	19	7	17	10	27	12	13	2	47	5	2
	56.4%	60.0%	56.3%	63.5%	84.8%	44.4%	50.0%	76.0%	63.6%	50.0%	66.7%	77.1%	70.6%	43.3%	100.0%	64.4%	35.7%	40.0%
Significantly different from column:*					FG	E	E	J		H		N		L		Q	P	

NA-Not Applicable

\*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

# MedStar Family Choice

2024 Maryland HealthChoice PCP Satisfaction Survey

**Question 6**  
Ease of contacting the correct customer service representative.

Q006

Base: All respondents

	HealthChoice Aggregate	2024	2023	2022	Providers in Practice (Q28)			Portion of total patient volume represented by HealthChoice (Q29)				Portion of HealthChoice Volume represented by Specified MCO (Q30)				Overall Satisfaction with Specified MCO (Q22)		
					Solo	2-5 Providers	More than 5 Providers	0%-10%	11%-20%	21%-50%	More than 50%	0%-10%	11%-20%	21%-50%	More than 50%	Very satisfied or Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied or Very dissatisfied
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	1254	108	73	102	33	40	20	25	13	34	16	35	18	32	2	74	14	7
Number missing or multiple answer	77	8	3	4	1	3	0	0	2	0	1	0	1	2	0	2	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1177	100	70	98	32	37	20	25	11	34	15	35	17	30	2	72	13	7
	93.9%	92.6%	95.9%	96.1%	97.0%	92.5%	100.0%	100.0%	84.6%	100.0%	93.8%	100.0%	94.4%	93.8%	100.0%	97.3%	92.9%	100.0%
Poor	71	6	1	7	1	3	1	1	1	2	1	2	0	2	0	0	3	3
	6.0%	6.0%	1.4%	7.1%	3.1%	8.1%	5.0%	4.0%	9.1%	5.9%	6.7%	5.7%	0.0%	6.7%	0.0%	0.0%	23.1%	42.9%
Fair	132	5	7	9	1	1	1	0	2	0	1	0	2	1	0	3	1	1
	11.2%	5.0%	10.0%	9.2%	3.1%	2.7%	5.0%	0.0%	18.2%	0.0%	6.7%	0.0%	11.8%	3.3%	0.0%	4.2%	7.7%	14.3%
Good	398	37	20	28	8	15	11	6	3	18	3	11	5	15	0	25	8	1
	33.8%	37.0%	28.6%	28.6%	25.0%	40.5%	55.0%	24.0%	27.3%	52.9%	20.0%	31.4%	29.4%	50.0%	0.0%	34.7%	61.5%	14.3%
Very good	300	28	26	37	10	11	5	7	5	8	6	10	7	7	1	23	1	2
	25.5%	28.0%	37.1%	37.8%	31.3%	29.7%	25.0%	28.0%	45.5%	23.5%	40.0%	28.6%	41.2%	23.3%	50.0%	31.9%	7.7%	28.6%
Excellent	276	24	16	17	12	7	2	11	0	6	4	12	3	5	1	21	0	0
	23.4%	24.0%	22.9%	17.3%	37.5%	18.9%	10.0%	44.0%	0.0%	17.6%	26.7%	34.3%	17.6%	16.7%	50.0%	29.2%	0.0%	0.0%
Significantly different from column:*					G		E	J		H								
Excellent or Very good	576	52	42	54	22	18	7	18	5	14	10	22	10	12	2	44	1	2
	48.9%	52.0%	60.0%	55.1%	68.8%	48.6%	35.0%	72.0%	45.5%	41.2%	66.7%	62.9%	58.8%	40.0%	100.0%	61.1%	7.7%	28.6%
Significantly different from column:*					G		E	J		H						Q	P	

NA-Not Applicable

\*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

**MedStar Family Choice**  
 2024 Maryland HealthChoice PCP Satisfaction Survey

**Question 7**  
 Timeliness and courtesy of the MCO's customer service and provider relations representative.

Q007

Base: All respondents

	HealthChoice Aggregate	2024	2023	2022	Providers in Practice (Q28)			Portion of total patient volume represented by HealthChoice (Q29)				Portion of HealthChoice Volume represented by Specified MCO (Q30)				Overall Satisfaction with Specified MCO (Q22)		
					Solo	2-5 Providers	More than 5 Providers	0%-10%	11%-20%	21%-50%	More than 50%	0%-10%	11%-20%	21%-50%	More than 50%	Very satisfied or Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied or Very dissatisfied
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	1254	108	73	102	33	40	20	25	13	34	16	35	18	32	2	74	14	7
Number missing or multiple answer	88	10	3	4	1	4	0	0	1	1	2	0	1	3	0	3	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1166	98	70	98	32	36	20	25	12	33	14	35	17	29	2	71	13	7
	93.0%	90.7%	95.9%	96.1%	97.0%	90.0%	100.0%	100.0%	92.3%	97.1%	87.5%	100.0%	94.4%	90.6%	100.0%	95.9%	92.9%	100.0%
Poor	51	3	3	3	0	3	0	1	1	0	1	1	0	1	0	0	1	2
	4.4%	3.1%	4.3%	3.1%	0.0%	8.3%	0.0%	4.0%	8.3%	0.0%	7.1%	2.9%	0.0%	3.4%	0.0%	0.0%	7.7%	28.6%
Fair	122	6	6	10	1	2	1	1	2	1	0	0	2	2	0	0	3	2
	10.5%	6.1%	8.6%	10.2%	3.1%	5.6%	5.0%	4.0%	16.7%	3.0%	0.0%	0.0%	11.8%	6.9%	0.0%	0.0%	23.1%	28.6%
Good	371	36	20	24	8	12	12	6	4	16	2	11	6	10	0	25	7	1
	31.8%	36.7%	28.6%	24.5%	25.0%	33.3%	60.0%	24.0%	33.3%	48.5%	14.3%	31.4%	35.3%	34.5%	0.0%	35.2%	53.8%	14.3%
Very good	333	28	23	37	11	12	4	6	3	10	8	12	5	10	1	24	2	2
	28.6%	28.6%	32.9%	37.8%	34.4%	33.3%	20.0%	24.0%	25.0%	30.3%	57.1%	34.3%	29.4%	34.5%	50.0%	33.8%	15.4%	28.6%
Excellent	289	25	18	24	12	7	3	11	2	6	3	11	4	6	1	22	0	0
	24.8%	25.5%	25.7%	24.5%	37.5%	19.4%	15.0%	44.0%	16.7%	18.2%	21.4%	31.4%	23.5%	20.7%	50.0%	31.0%	0.0%	0.0%
Significantly different from column:*								J		H								
Excellent or Very good	622	53	41	61	23	19	7	17	5	16	11	23	9	16	2	46	2	2
	53.3%	54.1%	58.6%	62.2%	71.9%	52.8%	35.0%	68.0%	41.7%	48.5%	78.6%	65.7%	52.9%	55.2%	100.0%	64.8%	15.4%	28.6%
Significantly different from column:*					G		E									Q	P	

NA-Not Applicable  
 \*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

# MedStar Family Choice

2024 Maryland HealthChoice PCP Satisfaction Survey

**Question 8**  
Accuracy of responses and/or ability to resolve problems.

Q008

Base: All respondents

	HealthChoice Aggregate	2024	2023	2022	Providers in Practice (Q28)			Portion of total patient volume represented by HealthChoice (Q29)				Portion of HealthChoice Volume represented by Specified MCO (Q30)				Overall Satisfaction with Specified MCO (Q22)		
					Solo	2-5 Providers	More than 5 Providers	0%-10%	11%-20%	21%-50%	More than 50%	0%-10%	11%-20%	21%-50%	More than 50%	Very satisfied or Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied or Very dissatisfied
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	1254	108	73	102	33	40	20	25	13	34	16	35	18	32	2	74	14	7
Number missing or multiple answer	95	11	2	5	2	4	0	0	2	0	2	0	2	2	0	3	1	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1159	97	71	97	31	36	20	25	11	34	14	35	16	30	2	71	13	6
	92.4%	89.8%	97.3%	95.1%	93.9%	90.0%	100.0%	100.0%	84.6%	100.0%	87.5%	100.0%	88.9%	93.8%	100.0%	95.9%	92.9%	85.7%
Poor	58	6	2	4	2	4	0	1	1	2	2	4	0	1	0	0	2	4
	5.0%	6.2%	2.8%	4.1%	6.5%	11.1%	0.0%	4.0%	9.1%	5.9%	14.3%	11.4%	0.0%	3.3%	0.0%	0.0%	15.4%	66.7%
Fair	150	8	8	11	2	1	3	2	2	1	0	1	2	2	0	2	4	1
	12.9%	8.2%	11.3%	11.3%	6.5%	2.8%	15.0%	8.0%	18.2%	2.9%	0.0%	2.9%	12.5%	6.7%	0.0%	2.8%	30.8%	16.7%
Good	380	30	21	27	4	11	11	6	1	17	2	8	3	15	0	23	4	1
	32.8%	30.9%	29.6%	27.8%	12.9%	30.6%	55.0%	24.0%	9.1%	50.0%	14.3%	22.9%	18.8%	50.0%	0.0%	32.4%	30.8%	16.7%
Very good	308	30	23	36	12	14	2	4	7	9	6	9	9	7	1	25	3	0
	26.6%	30.9%	32.4%	37.1%	38.7%	38.9%	10.0%	16.0%	63.6%	26.5%	42.9%	25.7%	56.3%	23.3%	50.0%	35.2%	23.1%	0.0%
Excellent	263	23	17	19	11	6	4	12	0	5	4	13	2	5	1	21	0	0
	22.7%	23.7%	23.9%	19.6%	35.5%	16.7%	20.0%	48.0%	0.0%	14.7%	28.6%	37.1%	12.5%	16.7%	50.0%	29.6%	0.0%	0.0%
Significantly different from column:*								J		H								
Excellent or Very good	571	53	40	55	23	20	6	16	7	14	10	22	11	12	2	46	3	0
	49.3%	54.6%	56.3%	56.7%	74.2%	55.6%	30.0%	64.0%	63.6%	41.2%	71.4%	62.9%	68.8%	40.0%	100.0%	64.8%	23.1%	0.0%
Significantly different from column:*					G		E									Q	P	

NA-Not Applicable

\*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

# MedStar Family Choice

2024 Maryland HealthChoice PCP Satisfaction Survey

**Question 9**  
 Accuracy and accessibility of the drug formulary and formulary updates.

Q009

Base: All respondents

	HealthChoice Aggregate	2024	2023	2022	Providers in Practice (Q28)			Portion of total patient volume represented by HealthChoice (Q29)				Portion of HealthChoice Volume represented by Specified MCO (Q30)				Overall Satisfaction with Specified MCO (Q22)		
					Solo	2-5 Providers	More than 5 Providers	0%-10%	11%-20%	21%-50%	More than 50%	0%-10%	11%-20%	21%-50%	More than 50%	Very satisfied or Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied or Very dissatisfied
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	1254	108	73	102	33	40	20	25	13	34	16	35	18	32	2	74	14	7
Number missing or multiple answer	113	9	3	13	1	2	0	0	1	0	0	0	0	1	0	2	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1141	99	70	89	32	38	20	25	12	34	16	35	18	31	2	72	14	7
	91.0%	91.7%	95.9%	87.3%	97.0%	95.0%	100.0%	100.0%	92.3%	100.0%	100.0%	100.0%	100.0%	96.9%	100.0%	97.3%	100.0%	100.0%
Poor	52	3	1	3	0	3	0	1	1	0	1	1	0	1	0	0	1	2
	4.6%	3.0%	1.4%	3.4%	0.0%	7.9%	0.0%	4.0%	8.3%	0.0%	6.3%	2.9%	0.0%	3.2%	0.0%	0.0%	7.1%	28.6%
Fair	141	12	8	10	3	3	3	0	3	3	1	3	3	2	0	4	4	3
	12.4%	12.1%	11.4%	11.2%	9.4%	7.9%	15.0%	0.0%	25.0%	8.8%	6.3%	8.6%	16.7%	6.5%	0.0%	5.6%	28.6%	42.9%
Good	402	32	21	27	5	13	11	5	0	20	3	7	4	17	0	25	5	0
	35.2%	32.3%	30.0%	30.3%	15.6%	34.2%	55.0%	20.0%	0.0%	58.8%	18.8%	20.0%	22.2%	54.8%	0.0%	34.7%	35.7%	0.0%
Very good	297	35	25	33	16	14	3	12	7	7	7	16	8	7	1	27	4	2
	26.0%	35.4%	35.7%	37.1%	50.0%	36.8%	15.0%	48.0%	58.3%	20.6%	43.8%	45.7%	44.4%	22.6%	50.0%	37.5%	28.6%	28.6%
Excellent	249	17	15	16	8	5	3	7	1	4	4	8	3	4	1	16	0	0
	21.8%	17.2%	21.4%	18.0%	25.0%	13.2%	15.0%	28.0%	8.3%	11.8%	25.0%	22.9%	16.7%	12.9%	50.0%	22.2%	0.0%	0.0%
Significantly different from column:*																		
Excellent or Very good	546	52	40	49	24	19	6	19	8	11	11	24	11	11	2	43	4	2
	47.9%	52.5%	57.1%	55.1%	75.0%	50.0%	30.0%	76.0%	66.7%	32.4%	68.8%	68.6%	61.1%	35.5%	100.0%	59.7%	28.6%	28.6%
Significantly different from column:*					FG	E	E	J		HK	J	N		L		Q	P	

NA-Not Applicable  
 \*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

# MedStar Family Choice

2024 Maryland HealthChoice PCP Satisfaction Survey

**Question 10**

Overall, how would you rate the specified MCO's Customer Service and Provider Relations?

Q010

Base: All respondents

	HealthChoice Aggregate	2024	2023	2022	Providers in Practice (Q28)			Portion of total patient volume represented by HealthChoice (Q29)				Portion of HealthChoice Volume represented by Specified MCO (Q30)				Overall Satisfaction with Specified MCO (Q22)		
					Solo	2-5 Providers	More than 5 Providers	0%-10%	11%-20%	21%-50%	More than 50%	0%-10%	11%-20%	21%-50%	More than 50%	Very satisfied or Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied or Very dissatisfied
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	1254	108	73	102	33	40	20	25	13	34	16	35	18	32	2	74	14	7
Number missing or multiple answer	86	9	1	4	0	3	0	0	2	0	0	0	1	1	0	1	0	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1168	99	72	98	33	37	20	25	11	34	16	35	17	31	2	73	14	6
	93.1%	91.7%	98.6%	96.1%	100.0%	92.5%	100.0%	100.0%	84.6%	100.0%	100.0%	100.0%	94.4%	96.9%	100.0%	98.6%	100.0%	85.7%
Poor	47	3	0	1	1	2	0	0	1	1	1	1	0	1	0	0	0	3
	4.0%	3.0%	0.0%	1.0%	3.0%	5.4%	0.0%	0.0%	9.1%	2.9%	6.3%	2.9%	0.0%	3.2%	0.0%	0.0%	0.0%	50.0%
Fair	115	6	7	10	2	1	2	1	2	1	1	2	2	1	0	2	4	0
	9.8%	6.1%	9.7%	10.2%	6.1%	2.7%	10.0%	4.0%	18.2%	2.9%	6.3%	5.7%	11.8%	3.2%	0.0%	2.7%	28.6%	0.0%
Good	382	31	22	26	4	13	11	6	1	14	3	7	4	14	0	20	7	2
	32.7%	31.3%	30.6%	26.5%	12.1%	35.1%	55.0%	24.0%	9.1%	41.2%	18.8%	20.0%	23.5%	45.2%	0.0%	27.4%	50.0%	33.3%
Very good	339	32	22	38	14	14	3	9	5	11	6	14	7	8	1	28	3	1
	29.0%	32.3%	30.6%	38.8%	42.4%	37.8%	15.0%	36.0%	45.5%	32.4%	37.5%	40.0%	41.2%	25.8%	50.0%	38.4%	21.4%	16.7%
Excellent	285	27	21	23	12	7	4	9	2	7	5	11	4	7	1	23	0	0
	24.4%	27.3%	29.2%	23.5%	36.4%	18.9%	20.0%	36.0%	18.2%	20.6%	31.3%	31.4%	23.5%	22.6%	50.0%	31.5%	0.0%	0.0%
Significantly different from column:*																		
Excellent or Very good	624	59	43	61	26	21	7	18	7	18	11	25	11	15	2	51	3	1
	53.4%	59.6%	59.7%	62.2%	78.8%	56.8%	35.0%	72.0%	63.6%	52.9%	68.8%	71.4%	64.7%	48.4%	100.0%	69.9%	21.4%	16.7%
Significantly different from column:*					G		E									Q	P	

NA-Not Applicable

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MedStar Family Choice
2024 Maryland HealthChoice PCP Satisfaction Survey

Question 11

How would you rate the number and quality of specialists in the Specified MCO network?

Q011

Base: All respondents

	HealthChoice Aggregate	2024	2023	2022	Providers in Practice (Q28)			Portion of total patient volume represented by HealthChoice (Q29)				Portion of HealthChoice Volume represented by Specified MCO (Q30)				Overall Satisfaction with Specified MCO (Q22)		
					Solo	2-5 Providers	More than 5 Providers	0%-10%	11%-20%	21%-50%	More than 50%	0%-10%	11%-20%	21%-50%	More than 50%	Very satisfied or Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied or Very dissatisfied
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	1254	108	73	102	33	40	20	25	13	34	16	35	18	32	2	74	14	7
Number missing or multiple answer	114	10	3	10	2	1	0	0	1	1	0	0	1	0	0	2	0	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1140	98	70	92	31	39	20	25	12	33	16	35	17	32	2	72	14	6
	90.9%	90.7%	95.9%	90.2%	93.9%	97.5%	100.0%	100.0%	92.3%	97.1%	100.0%	100.0%	94.4%	100.0%	100.0%	97.3%	100.0%	85.7%
Poor	58	5	3	3	1	2	1	1	0	2	1	2	0	2	0	1	2	2
	5.1%	5.1%	4.3%	3.3%	3.2%	5.1%	5.0%	4.0%	0.0%	6.1%	6.3%	5.7%	0.0%	6.3%	0.0%	1.4%	14.3%	33.3%
Fair	157	8	10	10	3	4	0	1	1	3	1	3	1	3	0	4	3	1
	13.8%	8.2%	14.3%	10.9%	9.7%	10.3%	0.0%	4.0%	8.3%	9.1%	6.3%	8.6%	5.9%	9.4%	0.0%	5.6%	21.4%	16.7%
Good	387	33	21	38	5	16	11	5	4	18	3	10	5	15	0	22	8	2
	33.9%	33.7%	30.0%	41.3%	16.1%	41.0%	55.0%	20.0%	33.3%	54.5%	18.8%	28.6%	29.4%	46.9%	0.0%	30.6%	57.1%	33.3%
Very good	307	35	20	26	14	12	5	12	6	6	6	13	8	7	1	29	1	1
	26.9%	35.7%	28.6%	28.3%	45.2%	30.8%	25.0%	48.0%	50.0%	18.2%	37.5%	37.1%	47.1%	21.9%	50.0%	40.3%	7.1%	16.7%
Excellent	231	17	16	15	8	5	3	6	1	4	5	7	3	5	1	16	0	0
	20.3%	17.3%	22.9%	16.3%	25.8%	12.8%	15.0%	24.0%	8.3%	12.1%	31.3%	20.0%	17.6%	15.6%	50.0%	22.2%	0.0%	0.0%
Significantly different from column:*																		
Excellent or Very good	538	52	36	41	22	17	8	18	7	10	11	20	11	12	2	45	1	1
	47.2%	53.1%	51.4%	44.6%	71.0%	43.6%	40.0%	72.0%	58.3%	30.3%	68.8%	57.1%	64.7%	37.5%	100.0%	62.5%	7.1%	16.7%
Significantly different from column:*					FG	E	E	J		HK	J					Q	P	

NA-Not Applicable

\*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

**MedStar Family Choice**  
 2024 Maryland HealthChoice PCP Satisfaction Survey

**Question 14**  
 Timeliness of obtaining authorization for medication.

Q014

Base: All respondents

	HealthChoice Aggregate	2024	2023	2022	Providers in Practice (Q28)			Portion of total patient volume represented by HealthChoice (Q29)				Portion of HealthChoice Volume represented by Specified MCO (Q30)				Overall Satisfaction with Specified MCO (Q22)		
					Solo	2-5 Providers	More than 5 Providers	0%-10%	11%-20%	21%-50%	More than 50%	0%-10%	11%-20%	21%-50%	More than 50%	Very satisfied or Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied or Very dissatisfied
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	1254	108	73	102	33	40	20	25	13	34	16	35	18	32	2	74	14	7
Number missing or multiple answer	83	12	3	7	0	3	1	0	0	1	2	0	0	3	0	1	1	1
Number no experience	143	10	7	21	4	3	2	4	2	2	1	6	2	0	0	5	3	1
Usable responses	1028	86	63	74	29	34	17	21	11	31	13	29	16	29	2	68	10	5
	82.0%	79.6%	86.3%	72.5%	87.9%	85.0%	85.0%	84.0%	84.6%	91.2%	81.3%	82.9%	88.9%	90.6%	100.0%	91.9%	71.4%	71.4%
Poor	55	4	3	2	2	2	0	2	1	0	1	3	1	0	0	1	2	1
	5.4%	4.7%	4.8%	2.7%	6.9%	5.9%	0.0%	9.5%	9.1%	0.0%	7.7%	10.3%	6.3%	0.0%	0.0%	1.5%	20.0%	20.0%
Fair	159	12	10	12	2	3	3	1	1	4	1	2	2	4	0	7	3	1
	15.5%	14.0%	15.9%	16.2%	6.9%	8.8%	17.6%	4.8%	9.1%	12.9%	7.7%	6.9%	12.5%	13.8%	0.0%	10.3%	30.0%	20.0%
Good	363	27	20	31	7	11	9	3	2	19	2	6	5	14	1	20	5	2
	35.3%	31.4%	31.7%	41.9%	24.1%	32.4%	52.9%	14.3%	18.2%	61.3%	15.4%	20.7%	31.3%	48.3%	50.0%	29.4%	50.0%	40.0%
Very good	230	26	19	20	10	13	3	9	5	4	6	12	4	7	0	25	0	1
	22.4%	30.2%	30.2%	27.0%	34.5%	38.2%	17.6%	42.9%	45.5%	12.9%	46.2%	41.4%	25.0%	24.1%	0.0%	36.8%	0.0%	20.0%
Excellent	221	17	11	9	8	5	2	6	2	4	3	6	4	4	1	15	0	0
	21.5%	19.8%	17.5%	12.2%	27.6%	14.7%	11.8%	28.6%	18.2%	12.9%	23.1%	20.7%	25.0%	13.8%	50.0%	22.1%	0.0%	0.0%
Significantly different from column:*																		
Excellent or Very good	451	43	30	29	18	18	5	15	7	8	9	18	8	11	1	40	0	1
	43.9%	50.0%	47.6%	39.2%	62.1%	52.9%	29.4%	71.4%	63.6%	25.8%	69.2%	62.1%	50.0%	37.9%	50.0%	58.8%	0.0%	20.0%
Significantly different from column:*					G		E	J		HK	J							

\*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

**MedStar Family Choice**  
2024 Maryland HealthChoice PCP Satisfaction Survey

**Question 15**  
Overall experience in obtaining prior authorization for medications.

Q015

Base: All respondents

	HealthChoice Aggregate	2024	2023	2022	Providers in Practice (Q28)			Portion of total patient volume represented by HealthChoice (Q29)				Portion of HealthChoice Volume represented by Specified MCO (Q30)				Overall Satisfaction with Specified MCO (Q22)		
					Solo	2-5 Providers	More than 5 Providers	0%-10%	11%-20%	21%-50%	More than 50%	0%-10%	11%-20%	21%-50%	More than 50%	Very satisfied or Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied or Very dissatisfied
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	1254	108	73	102	33	40	20	25	13	34	16	35	18	32	2	74	14	7
Number missing or multiple answer	81	13	4	6	0	4	1	0	0	1	2	0	0	3	0	2	1	1
Number no experience	144	11	7	18	5	3	2	5	2	2	1	7	2	0	0	6	3	1
Usable responses	1029	84	62	78	28	33	17	20	11	31	13	28	16	29	2	66	10	5
	82.1%	77.8%	84.9%	76.5%	84.8%	82.5%	85.0%	80.0%	84.6%	91.2%	81.3%	80.0%	88.9%	90.6%	100.0%	89.2%	71.4%	71.4%
Poor	71	5	3	4	2	2	0	2	1	0	2	3	1	1	0	2	2	1
	6.9%	6.0%	4.8%	5.1%	7.1%	6.1%	0.0%	10.0%	9.1%	0.0%	15.4%	10.7%	6.3%	3.4%	0.0%	3.0%	20.0%	20.0%
Fair	168	9	9	16	1	4	2	0	0	5	0	1	1	4	0	5	3	1
	16.3%	10.7%	14.5%	20.5%	3.6%	12.1%	11.8%	0.0%	0.0%	16.1%	0.0%	3.6%	6.3%	13.8%	0.0%	7.6%	30.0%	20.0%
Good	364	29	19	27	8	11	9	3	3	18	2	7	7	11	1	21	5	2
	35.4%	34.5%	30.6%	34.6%	28.6%	33.3%	52.9%	15.0%	27.3%	58.1%	15.4%	25.0%	43.8%	37.9%	50.0%	31.8%	50.0%	40.0%
Very good	212	22	20	19	9	11	2	8	4	4	6	10	2	9	0	21	0	1
	20.6%	26.2%	32.3%	24.4%	32.1%	33.3%	11.8%	40.0%	36.4%	12.9%	46.2%	35.7%	12.5%	31.0%	0.0%	31.8%	0.0%	20.0%
Excellent	214	19	11	12	8	5	4	7	3	4	3	7	5	4	1	17	0	0
	20.8%	22.6%	17.7%	15.4%	28.6%	15.2%	23.5%	35.0%	27.3%	12.9%	23.1%	25.0%	31.3%	13.8%	50.0%	25.8%	0.0%	0.0%
Significantly different from column:*																		
Excellent or Very good	426	41	31	31	17	16	6	15	7	8	9	17	7	13	1	38	0	1
	41.4%	48.8%	50.0%	39.7%	60.7%	48.5%	35.3%	75.0%	63.6%	25.8%	69.2%	60.7%	43.8%	44.8%	50.0%	57.6%	0.0%	20.0%
Significantly different from column:*								J		HK	J					Q	P	

\*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

**MedStar Family Choice**  
 2024 Maryland HealthChoice PCP Satisfaction Survey

**Question 16**  
 Timeliness of obtaining authorization of outpatient services.

Q016

Base: All respondents

	HealthChoice Aggregate	2024	2023	2022	Providers in Practice (Q28)			Portion of total patient volume represented by HealthChoice (Q29)				Portion of HealthChoice Volume represented by Specified MCO (Q30)				Overall Satisfaction with Specified MCO (Q22)		
					Solo	2-5 Providers	More than 5 Providers	0%-10%	11%-20%	21%-50%	More than 50%	0%-10%	11%-20%	21%-50%	More than 50%	Very satisfied or Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied or Very dissatisfied
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	1254	108	73	102	33	40	20	25	13	34	16	35	18	32	2	74	14	7
Number missing or multiple answer	90	12	3	4	0	2	1	0	0	1	1	0	0	2	0	1	1	0
Number no experience	262	19	17	24	5	7	4	5	3	7	1	8	4	3	0	13	3	2
Usable responses	902	77	53	74	28	31	15	20	10	26	14	27	14	27	2	60	10	5
	71.9%	71.3%	72.6%	72.5%	84.8%	77.5%	75.0%	80.0%	76.9%	76.5%	87.5%	77.1%	77.8%	84.4%	100.0%	81.1%	71.4%	71.4%
Poor	47	4	2	3	2	2	0	2	1	0	1	3	1	0	0	1	2	1
	5.2%	5.2%	3.8%	4.1%	7.1%	6.5%	0.0%	10.0%	10.0%	0.0%	7.1%	11.1%	7.1%	0.0%	0.0%	1.7%	20.0%	20.0%
Fair	137	9	10	11	1	5	2	0	0	6	1	1	2	4	0	5	2	2
	15.2%	11.7%	18.9%	14.9%	3.6%	16.1%	13.3%	0.0%	0.0%	23.1%	7.1%	3.7%	14.3%	14.8%	0.0%	8.3%	20.0%	40.0%
Good	325	25	15	28	8	8	8	5	3	11	2	8	3	10	1	18	6	0
	36.0%	32.5%	28.3%	37.8%	28.6%	25.8%	53.3%	25.0%	30.0%	42.3%	14.3%	29.6%	21.4%	37.0%	50.0%	30.0%	60.0%	0.0%
Very good	190	22	15	21	9	11	2	6	3	6	7	8	3	10	0	20	0	2
	21.1%	28.6%	28.3%	28.4%	32.1%	35.5%	13.3%	30.0%	30.0%	23.1%	50.0%	29.6%	21.4%	37.0%	0.0%	33.3%	0.0%	40.0%
Excellent	203	17	11	11	8	5	3	7	3	3	3	7	5	3	1	16	0	0
	22.5%	22.1%	20.8%	14.9%	28.6%	16.1%	20.0%	35.0%	30.0%	11.5%	21.4%	25.9%	35.7%	11.1%	50.0%	26.7%	0.0%	0.0%
Significantly different from column:*																		
Excellent or Very good	393	39	26	32	17	16	5	13	6	9	10	15	8	13	1	36	0	2
	43.6%	50.6%	49.1%	43.2%	60.7%	51.6%	33.3%	65.0%	60.0%	34.6%	71.4%	55.6%	57.1%	48.1%	50.0%	60.0%	0.0%	40.0%
Significantly different from column:*								J		HK	J							

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**MedStar Family Choice**  
 2024 Maryland HealthChoice PCP Satisfaction Survey

**Question 17**  
Overall experience in obtaining prior authorization of outpatient services.

Q017

Base: All respondents

	HealthChoice Aggregate	2024	2023	2022	Providers in Practice (Q28)			Portion of total patient volume represented by HealthChoice (Q29)				Portion of HealthChoice Volume represented by Specified MCO (Q30)				Overall Satisfaction with Specified MCO (Q22)		
					Solo	2-5 Providers	More than 5 Providers	0%-10%	11%-20%	21%-50%	More than 50%	0%-10%	11%-20%	21%-50%	More than 50%	Very satisfied or Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied or Very dissatisfied
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	1254	108	73	102	33	40	20	25	13	34	16	35	18	32	2	74	14	7
Number missing or multiple answer	93	13	3	5	0	2	1	0	0	1	1	0	0	2	0	1	1	0
Number no experience	260	18	17	20	5	7	3	4	3	7	1	7	4	3	0	12	3	2
Usable responses	901	77	53	77	28	31	16	21	10	26	14	28	14	27	2	61	10	5
	71.9%	71.3%	72.6%	75.5%	84.8%	77.5%	80.0%	84.0%	76.9%	76.5%	87.5%	80.0%	77.8%	84.4%	100.0%	82.4%	71.4%	71.4%
Poor	42	3	2	3	1	2	0	2	1	0	0	2	1	0	0	1	1	1
	4.7%	3.9%	3.8%	3.9%	3.6%	6.5%	0.0%	9.5%	10.0%	0.0%	0.0%	7.1%	7.1%	0.0%	0.0%	1.6%	10.0%	20.0%
Fair	147	8	11	10	2	3	2	0	0	4	2	2	1	3	0	3	3	2
	16.3%	10.4%	20.8%	13.0%	7.1%	9.7%	12.5%	0.0%	0.0%	15.4%	14.3%	7.1%	7.1%	11.1%	0.0%	4.9%	30.0%	40.0%
Good	324	30	14	32	8	13	9	6	4	15	2	9	4	13	1	23	6	1
	36.0%	39.0%	26.4%	41.6%	28.6%	41.9%	56.3%	28.6%	40.0%	57.7%	14.3%	32.1%	28.6%	48.1%	50.0%	37.7%	60.0%	20.0%
Very good	192	20	16	20	9	8	3	5	3	4	8	8	4	8	0	19	0	1
	21.3%	26.0%	30.2%	26.0%	32.1%	25.8%	18.8%	23.8%	30.0%	15.4%	57.1%	28.6%	28.6%	29.6%	0.0%	31.1%	0.0%	20.0%
Excellent	196	16	10	12	8	5	2	8	2	3	2	7	4	3	1	15	0	0
	21.8%	20.8%	18.9%	15.6%	28.6%	16.1%	12.5%	38.1%	20.0%	11.5%	14.3%	25.0%	28.6%	11.1%	50.0%	24.6%	0.0%	0.0%
Significantly different from column:*																		
Excellent or Very good	388	36	26	32	17	13	5	13	5	7	10	15	8	11	1	34	0	1
	43.1%	46.8%	49.1%	41.6%	60.7%	41.9%	31.3%	61.9%	50.0%	26.9%	71.4%	53.6%	57.1%	40.7%	50.0%	55.7%	0.0%	20.0%
Significantly different from column:*								J		HK	J							

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# MedStar Family Choice

2024 Maryland HealthChoice PCP Satisfaction Survey

**Question 18**  
Timeliness of obtaining authorization of inpatient services.

Q018

Base: All respondents

	HealthChoice Aggregate	2024	2023	2022	Providers in Practice (Q28)			Portion of total patient volume represented by HealthChoice (Q29)				Portion of HealthChoice Volume represented by Specified MCO (Q30)				Overall Satisfaction with Specified MCO (Q22)		
					Solo	2-5 Providers	More than 5 Providers	0%-10%	11%-20%	21%-50%	More than 50%	0%-10%	11%-20%	21%-50%	More than 50%	Very satisfied or Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied or Very dissatisfied
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	1254	108	73	102	33	40	20	25	13	34	16	35	18	32	2	74	14	7
Number missing or multiple answer	127	14	7	6	1	2	1	1	0	1	1	1	0	2	0	2	1	0
Number no experience	469	34	26	48	10	17	3	10	5	9	3	14	8	5	0	22	6	5
Usable responses	658	60	40	48	22	21	16	14	8	24	12	20	10	25	2	50	7	2
	52.5%	55.6%	54.8%	47.1%	66.7%	52.5%	80.0%	56.0%	61.5%	70.6%	75.0%	57.1%	55.6%	78.1%	100.0%	67.6%	50.0%	28.6%
Poor	24	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	3.6%	0.0%	0.0%	4.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Fair	76	4	7	10	2	1	1	0	0	3	1	2	0	2	0	1	2	1
	11.6%	6.7%	17.5%	20.8%	9.1%	4.8%	6.3%	0.0%	0.0%	12.5%	8.3%	10.0%	0.0%	8.0%	0.0%	2.0%	28.6%	50.0%
Good	241	23	16	15	6	9	8	2	4	16	1	4	4	13	1	17	5	1
	36.6%	38.3%	40.0%	31.3%	27.3%	42.9%	50.0%	14.3%	50.0%	66.7%	8.3%	20.0%	40.0%	52.0%	50.0%	34.0%	71.4%	50.0%
Very good	143	17	9	12	7	6	4	5	2	2	7	7	2	7	0	17	0	0
	21.7%	28.3%	22.5%	25.0%	31.8%	28.6%	25.0%	35.7%	25.0%	8.3%	58.3%	35.0%	20.0%	28.0%	0.0%	34.0%	0.0%	0.0%
Excellent	174	16	8	9	7	5	3	7	2	3	3	7	4	3	1	15	0	0
	26.4%	26.7%	20.0%	18.8%	31.8%	23.8%	18.8%	50.0%	25.0%	12.5%	25.0%	35.0%	40.0%	12.0%	50.0%	30.0%	0.0%	0.0%
Significantly different from column:*																		
Excellent or Very good	317	33	17	21	14	11	7	12	4	5	10	14	6	10	1	32	0	0
	48.2%	55.0%	42.5%	43.8%	63.6%	52.4%	43.8%	85.7%	50.0%	20.8%	83.3%	70.0%	60.0%	40.0%	50.0%	64.0%	0.0%	0.0%
Significantly different from column:*								J		HK	J	N		L				

\*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

# MedStar Family Choice

2024 Maryland HealthChoice PCP Satisfaction Survey

**Question 19**

Overall experience in obtaining authorization of inpatient services.

Q019

Base: All respondents

	HealthChoice Aggregate	2024	2023	2022	Providers in Practice (Q28)			Portion of total patient volume represented by HealthChoice (Q29)				Portion of HealthChoice Volume represented by Specified MCO (Q30)				Overall Satisfaction with Specified MCO (Q22)		
					Solo	2-5 Providers	More than 5 Providers	0%-10%	11%-20%	21%-50%	More than 50%	0%-10%	11%-20%	21%-50%	More than 50%	Very satisfied or Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied or Very dissatisfied
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	1254	108	73	102	33	40	20	25	13	34	16	35	18	32	2	74	14	7
Number missing or multiple answer	134	15	9	7	1	2	2	2	0	1	1	2	0	2	0	3	1	0
Number no experience	484	33	26	44	10	16	3	10	5	8	3	14	7	5	0	21	6	5
Usable responses	636	60	38	51	22	22	15	13	8	25	12	19	11	25	2	50	7	2
	50.7%	55.6%	52.1%	50.0%	66.7%	55.0%	75.0%	52.0%	61.5%	73.5%	75.0%	54.3%	61.1%	78.1%	100.0%	67.6%	50.0%	28.6%
Poor	23	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	3.6%	0.0%	0.0%	2.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Fair	73	4	9	13	2	1	1	0	0	3	1	2	0	2	0	1	2	1
	11.5%	6.7%	23.7%	25.5%	9.1%	4.5%	6.7%	0.0%	0.0%	12.0%	8.3%	10.5%	0.0%	8.0%	0.0%	2.0%	28.6%	50.0%
Good	234	23	12	16	4	10	9	2	4	16	1	5	4	12	1	18	5	0
	36.8%	38.3%	31.6%	31.4%	18.2%	45.5%	60.0%	15.4%	50.0%	64.0%	8.3%	26.3%	36.4%	48.0%	50.0%	36.0%	71.4%	0.0%
Very good	143	18	8	12	9	6	2	4	2	3	7	5	3	8	0	16	0	1
	22.5%	30.0%	21.1%	23.5%	40.9%	27.3%	13.3%	30.8%	25.0%	12.0%	58.3%	26.3%	27.3%	32.0%	0.0%	32.0%	0.0%	50.0%
Excellent	163	15	9	9	7	5	3	7	2	3	3	7	4	3	1	15	0	0
	25.6%	25.0%	23.7%	17.6%	31.8%	22.7%	20.0%	53.8%	25.0%	12.0%	25.0%	36.8%	36.4%	12.0%	50.0%	30.0%	0.0%	0.0%
Significantly different from column:*																		
Excellent or Very good	306	33	17	21	16	11	5	11	4	6	10	12	7	11	1	31	0	1
	48.1%	55.0%	44.7%	41.2%	72.7%	50.0%	33.3%	84.6%	50.0%	24.0%	83.3%	63.2%	63.6%	44.0%	50.0%	62.0%	0.0%	50.0%
Significantly different from column:*					G		E	J		HK	J							

\*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

# MedStar Family Choice

2024 Maryland HealthChoice PCP Satisfaction Survey

**Question 20**  
Please rate the overall coordination of care and case management provided by the specified MCO.

Q020

Base: All respondents

	HealthChoice Aggregate	2024	2023	2022	Providers in Practice (Q28)			Portion of total patient volume represented by HealthChoice (Q29)				Portion of HealthChoice Volume represented by Specified MCO (Q30)				Overall Satisfaction with Specified MCO (Q22)		
					Solo	2-5 Providers	More than 5 Providers	0%-10%	11%-20%	21%-50%	More than 50%	0%-10%	11%-20%	21%-50%	More than 50%	Very satisfied or Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied or Very dissatisfied
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	1254	108	73	102	33	40	20	25	13	34	16	35	18	32	2	74	14	7
Number missing or multiple answer	100	13	4	3	1	1	1	2	0	0	0	2	0	0	0	2	0	0
Number no experience	238	17	15	30	5	8	0	5	3	2	3	6	2	4	0	9	3	4
Usable responses	916	78	54	69	27	31	19	18	10	32	13	27	16	28	2	63	11	3
	73.0%	72.2%	74.0%	67.6%	81.8%	77.5%	95.0%	72.0%	76.9%	94.1%	81.3%	77.1%	88.9%	87.5%	100.0%	85.1%	78.6%	42.9%
Poor	33	2	1	2	1	0	1	0	0	2	0	1	0	1	0	0	1	1
	3.6%	2.6%	1.9%	2.9%	3.7%	0.0%	5.3%	0.0%	0.0%	6.3%	0.0%	3.7%	0.0%	3.6%	0.0%	0.0%	9.1%	33.3%
Fair	94	6	10	7	3	3	0	3	0	2	1	4	1	1	0	2	3	1
	10.3%	7.7%	18.5%	10.1%	11.1%	9.7%	0.0%	16.7%	0.0%	6.3%	7.7%	14.8%	6.3%	3.6%	0.0%	3.2%	27.3%	33.3%
Good	368	36	12	26	7	17	12	3	7	22	2	7	9	18	0	28	7	1
	40.2%	46.2%	22.2%	37.7%	25.9%	54.8%	63.2%	16.7%	70.0%	68.8%	15.4%	25.9%	56.3%	64.3%	0.0%	44.4%	63.6%	33.3%
Very good	207	20	17	15	10	6	3	7	2	1	7	9	3	4	1	19	0	0
	22.6%	25.6%	31.5%	21.7%	37.0%	19.4%	15.8%	38.9%	20.0%	3.1%	53.8%	33.3%	18.8%	14.3%	50.0%	30.2%	0.0%	0.0%
Excellent	214	14	14	19	6	5	3	5	1	5	3	6	3	4	1	14	0	0
	23.4%	17.9%	25.9%	27.5%	22.2%	16.1%	15.8%	27.8%	10.0%	15.6%	23.1%	22.2%	18.8%	14.3%	50.0%	22.2%	0.0%	0.0%
Significantly different from column:*																		
Excellent or Very good	421	34	31	34	16	11	6	12	3	6	10	15	6	8	2	33	0	0
	46.0%	43.6%	57.4%	49.3%	59.3%	35.5%	31.6%	66.7%	30.0%	18.8%	76.9%	55.6%	37.5%	28.6%	100.0%	52.4%	0.0%	0.0%
Significantly different from column:*								J		H		N		L				

\*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.



**MedStar Family Choice**  
2024 Maryland HealthChoice PCP Satisfaction Survey

**Question 21**  
What percentage of your scheduled specified MCO HealthChoice appointments are “no-show” appointments each week?

Q021

Base: All respondents

	HealthChoice Aggregate	2024	2023	2022	Providers in Practice (Q28)			Portion of total patient volume represented by HealthChoice (Q29)				Portion of HealthChoice Volume represented by Specified MCO (Q30)				Overall Satisfaction with Specified MCO (Q22)		
					Solo	2-5 Providers	More than 5 Providers	0%-10%	11%-20%	21%-50%	More than 50%	0%-10%	11%-20%	21%-50%	More than 50%	Very satisfied or Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied or Very dissatisfied
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	1254	108	73	102	33	40	20	25	13	34	16	35	18	32	2	74	14	7
Number missing or multiple answer	162	16	9	7	1	3	0	0	0	0	1	0	0	1	0	2	0	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1092	92	64	95	32	37	20	25	13	34	15	35	18	31	2	72	14	6
	87.1%	85.2%	87.7%	93.1%	97.0%	92.5%	100.0%	100.0%	100.0%	100.0%	93.8%	100.0%	100.0%	96.9%	100.0%	97.3%	100.0%	85.7%
76%-100%	9	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.8%	0.0%	0.0%	1.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
51%-75%	41	1	4	2	1	0	0	0	1	0	0	0	1	0	0	1	0	0
	3.8%	1.1%	6.3%	2.1%	3.1%	0.0%	0.0%	0.0%	7.7%	0.0%	0.0%	0.0%	5.6%	0.0%	0.0%	1.4%	0.0%	0.0%
26%-50%	148	24	9	9	7	8	8	1	3	15	4	2	4	16	1	19	4	1
	13.6%	26.1%	14.1%	9.5%	21.9%	21.6%	40.0%	4.0%	23.1%	44.1%	26.7%	5.7%	22.2%	51.6%	50.0%	26.4%	28.6%	16.7%
1%-25%	779	52	44	75	16	24	10	15	8	16	9	21	12	13	1	39	8	5
	71.3%	56.5%	68.8%	78.9%	50.0%	64.9%	50.0%	60.0%	61.5%	47.1%	60.0%	60.0%	66.7%	41.9%	50.0%	54.2%	57.1%	83.3%
None	115	15	7	8	8	5	2	9	1	3	2	12	1	2	0	13	2	0
	10.5%	16.3%	10.9%	8.4%	25.0%	13.5%	10.0%	36.0%	7.7%	8.8%	13.3%	34.3%	5.6%	6.5%	0.0%	18.1%	14.3%	0.0%
Significantly different from column:*								J		H		N		L				
0 to 25%	894	67	51	83	24	29	12	24	9	19	11	33	13	15	1	52	10	5
	81.9%	72.8%	79.7%	87.4%	75.0%	78.4%	60.0%	96.0%	69.2%	55.9%	73.3%	94.3%	72.2%	48.4%	50.0%	72.2%	71.4%	83.3%
Significantly different from column:*		AD						J		H		N		L				

NA-Not Applicable  
\*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

# MedStar Family Choice

2024 Maryland HealthChoice PCP Satisfaction Survey

**Question 22**  
 What is your overall satisfaction with the specified MCO?

Q022

Base: All respondents

	HealthChoice Aggregate	2024	2023	2022	Providers in Practice (Q28)			Portion of total patient volume represented by HealthChoice (Q29)				Portion of HealthChoice Volume represented by Specified MCO (Q30)				Overall Satisfaction with Specified MCO (Q22)		
					Solo	2-5 Providers	More than 5 Providers	0%-10%	11%-20%	21%-50%	More than 50%	0%-10%	11%-20%	21%-50%	More than 50%	Very satisfied or Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied or Very dissatisfied
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	1254	108	73	102	33	40	20	25	13	34	16	35	18	32	2	74	14	7
Number missing or multiple answer	90	13	4	5	0	1	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1164	95	69	97	33	39	20	25	13	34	16	35	18	32	2	74	14	7
	92.8%	88.0%	94.5%	95.1%	100.0%	97.5%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Very dissatisfied	40	5	0	0	2	3	0	0	1	3	1	2	0	2	0	0	0	5
	3.4%	5.3%	0.0%	0.0%	6.1%	7.7%	0.0%	0.0%	7.7%	8.8%	6.3%	5.7%	0.0%	6.3%	0.0%	0.0%	0.0%	71.4%
Somewhat dissatisfied	51	2	2	3	0	2	0	1	1	0	0	0	1	1	0	0	0	2
	4.4%	2.1%	2.9%	3.1%	0.0%	5.1%	0.0%	4.0%	7.7%	0.0%	0.0%	0.0%	5.6%	3.1%	0.0%	0.0%	0.0%	28.6%
Neither Satisfied nor dissatisfied	184	14	3	14	4	7	2	2	3	5	3	6	3	4	0	0	14	0
	15.8%	14.7%	4.3%	14.4%	12.1%	17.9%	10.0%	8.0%	23.1%	14.7%	18.8%	17.1%	16.7%	12.5%	0.0%	0.0%	100.0%	0.0%
Somewhat satisfied	382	39	26	34	11	17	10	11	5	18	1	11	9	15	0	39	0	0
	32.8%	41.1%	37.7%	35.1%	33.3%	43.6%	50.0%	44.0%	38.5%	52.9%	6.3%	31.4%	50.0%	46.9%	0.0%	52.7%	0.0%	0.0%
Very satisfied	507	35	38	46	16	10	8	11	3	8	11	16	5	10	2	35	0	0
	43.6%	36.8%	55.1%	47.4%	48.5%	25.6%	40.0%	44.0%	23.1%	23.5%	68.8%	45.7%	27.8%	31.3%	100.0%	47.3%	0.0%	0.0%
Significantly different from column:*		C			F	E			K	K	IJ					Q	P	
Very satisfied or Somewhat satisfied	889	74	64	80	27	27	18	22	8	26	12	27	14	25	2	74	0	0
	76.4%	77.9%	92.8%	82.5%	81.8%	69.2%	90.0%	88.0%	61.5%	76.5%	75.0%	77.1%	77.8%	78.1%	100.0%	100.0%	0.0%	0.0%
Significantly different from column:*		C																

NA-Not Applicable

\*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

**MedStar Family Choice**  
2024 Maryland HealthChoice PCP Satisfaction Survey

**Question 23**  
Would you recommend the specified MCO to patients?

Q023

Base: All respondents

	HealthChoice Aggregate	2024	2023	2022	Providers in Practice (Q28)			Portion of total patient volume represented by HealthChoice (Q29)				Portion of HealthChoice Volume represented by Specified MCO (Q30)				Overall Satisfaction with Specified MCO (Q22)		
					Solo	2-5 Providers	More than 5 Providers	0%-10%	11%-20%	21%-50%	More than 50%	0%-10%	11%-20%	21%-50%	More than 50%	Very satisfied or Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied or Very dissatisfied
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	1254	108	73	102	33	40	20	25	13	34	16	35	18	32	2	74	14	7
Number missing or multiple answer	108	14	4	4	1	1	0	0	1	0	0	0	1	0	0	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1146	94	69	98	32	39	20	25	12	34	16	35	17	32	2	74	13	7
	91.4%	87.0%	94.5%	96.1%	97.0%	97.5%	100.0%	100.0%	92.3%	100.0%	100.0%	100.0%	94.4%	100.0%	100.0%	100.0%	92.9%	100.0%
Definitely not	42	2	0	2	0	2	0	0	1	1	0	1	0	0	0	0	0	2
	3.7%	2.1%	0.0%	2.0%	0.0%	5.1%	0.0%	0.0%	8.3%	2.9%	0.0%	2.9%	0.0%	0.0%	0.0%	0.0%	0.0%	28.6%
Probably not	91	4	5	8	1	3	0	1	1	1	1	1	1	2	0	0	0	4
	7.9%	4.3%	7.2%	8.2%	3.1%	7.7%	0.0%	4.0%	8.3%	2.9%	6.3%	2.9%	5.9%	6.3%	0.0%	0.0%	0.0%	57.1%
Probably yes	487	45	25	41	10	21	12	10	5	17	7	16	8	15	0	33	12	0
	42.5%	47.9%	36.2%	41.8%	31.3%	53.8%	60.0%	40.0%	41.7%	50.0%	43.8%	45.7%	47.1%	46.9%	0.0%	44.6%	92.3%	0.0%
Definitely yes	526	43	39	47	21	13	8	14	5	15	8	17	8	15	2	41	1	1
	45.9%	45.7%	56.5%	48.0%	65.6%	33.3%	40.0%	56.0%	41.7%	44.1%	50.0%	48.6%	47.1%	46.9%	100.0%	55.4%	7.7%	14.3%
Significantly different from column:*					F	E										Q	P	
Definitely yes or Probably yes	1013	88	64	88	31	34	20	24	10	32	15	33	16	30	2	74	13	1
	88.4%	93.6%	92.8%	89.8%	96.9%	87.2%	100.0%	96.0%	83.3%	94.1%	93.8%	94.3%	94.1%	93.8%	100.0%	100.0%	100.0%	14.3%
Significantly different from column:*																		

NA-Not Applicable  
\*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

# MedStar Family Choice

2024 Maryland HealthChoice PCP Satisfaction Survey

**Question 24**  
 Would you recommend the specified MCO to other providers?

Q024

Base: All respondents

	HealthChoice Aggregate	2024	2023	2022	Providers in Practice (Q28)			Portion of total patient volume represented by HealthChoice (Q29)				Portion of HealthChoice Volume represented by Specified MCO (Q30)				Overall Satisfaction with Specified MCO (Q22)		
					Solo	2-5 Providers	More than 5 Providers	0%-10%	11%-20%	21%-50%	More than 50%	0%-10%	11%-20%	21%-50%	More than 50%	Very satisfied or Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied or Very dissatisfied
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	1254	108	73	102	33	40	20	25	13	34	16	35	18	32	2	74	14	7
Number missing or multiple answer	116	17	6	5	1	3	0	0	2	0	0	0	1	0	0	2	2	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1138	91	67	97	32	37	20	25	11	34	16	35	17	32	2	72	12	7
	90.7%	84.3%	91.8%	95.1%	97.0%	92.5%	100.0%	100.0%	84.6%	100.0%	100.0%	100.0%	94.4%	100.0%	100.0%	97.3%	85.7%	100.0%
Definitely not	44	3	0	2	0	3	0	0	1	1	1	1	0	1	0	0	0	3
	3.9%	3.3%	0.0%	2.1%	0.0%	8.1%	0.0%	0.0%	9.1%	2.9%	6.3%	2.9%	0.0%	3.1%	0.0%	0.0%	0.0%	42.9%
Probably not	81	4	3	8	2	2	0	1	1	1	0	1	1	1	0	1	0	3
	7.1%	4.4%	4.5%	8.2%	6.3%	5.4%	0.0%	4.0%	9.1%	2.9%	0.0%	2.9%	5.9%	3.1%	0.0%	1.4%	0.0%	42.9%
Probably yes	506	42	26	41	10	20	11	10	4	17	7	16	8	15	0	32	10	0
	44.5%	46.2%	38.8%	42.3%	31.3%	54.1%	55.0%	40.0%	36.4%	50.0%	43.8%	45.7%	47.1%	46.9%	0.0%	44.4%	83.3%	0.0%
Definitely yes	507	42	38	46	20	12	9	14	5	15	8	17	8	15	2	39	2	1
	44.6%	46.2%	56.7%	47.4%	62.5%	32.4%	45.0%	56.0%	45.5%	44.1%	50.0%	48.6%	47.1%	46.9%	100.0%	54.2%	16.7%	14.3%
Significantly different from column:*					F	E										Q	P	
Definitely yes or Probably yes	1013	84	64	87	30	32	20	24	9	32	15	33	16	30	2	71	12	1
	89.0%	92.3%	95.5%	89.7%	93.8%	86.5%	100.0%	96.0%	81.8%	94.1%	93.8%	94.3%	94.1%	93.8%	100.0%	98.6%	100.0%	14.3%
Significantly different from column:*																		

NA-Not Applicable  
 \*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

**MedStar Family Choice**  
 2024 Maryland HealthChoice PCP Satisfaction Survey

**Question 28**  
 How many primary care providers are in your practice including physicians, nurses, mid-wives, physician assistants, etc.?

Q028

Base: All respondents

	HealthChoice Aggregate	2024	2023	2022	Providers in Practice (Q28)			Portion of total patient volume represented by HealthChoice (Q29)				Portion of HealthChoice Volume represented by Specified MCO (Q30)				Overall Satisfaction with Specified MCO (Q22)		
					Solo	2-5 Providers	More than 5 Providers	0%-10%	11%-20%	21%-50%	More than 50%	0%-10%	11%-20%	21%-50%	More than 50%	Very satisfied or Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied or Very dissatisfied
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	1254	108	73	102	33	40	20	25	13	34	16	35	18	32	2	74	14	7
Number missing or multiple answer	105	15	3	4	0	0	0	0	0	0	1	0	0	1	0	2	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1149	93	70	98	33	40	20	25	13	34	15	35	18	31	2	72	13	7
	91.6%	86.1%	95.9%	96.1%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	93.8%	100.0%	100.0%	96.9%	100.0%	97.3%	92.9%	100.0%
1	280	33	21	39	33	0	0	13	5	7	7	15	8	7	2	27	4	2
	24.4%	35.5%	30.0%	39.8%	100.0%	0.0%	0.0%	52.0%	38.5%	20.6%	46.7%	42.9%	44.4%	22.6%	100.0%	37.5%	30.8%	28.6%
2-5 providers	515	40	32	41	0	40	0	9	7	15	5	15	7	13	0	27	7	5
	44.8%	43.0%	45.7%	41.8%	0.0%	100.0%	0.0%	36.0%	53.8%	44.1%	33.3%	42.9%	38.9%	41.9%	0.0%	37.5%	53.8%	71.4%
More than 5 providers	354	20	17	18	0	0	20	3	1	12	3	5	3	11	0	18	2	0
	30.8%	21.5%	24.3%	18.4%	0.0%	0.0%	100.0%	12.0%	7.7%	35.3%	20.0%	14.3%	16.7%	35.5%	0.0%	25.0%	15.4%	0.0%
Significantly different from column:*					G	G	EF	J		H		N		L				

NA-Not Applicable  
 \*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

**MedStar Family Choice**  
2024 Maryland HealthChoice PCP Satisfaction Survey

**Question 29**  
What portion of your total patient volume does HealthChoice represent?

Q029

Base: All respondents

	HealthChoice Aggregate	2024	2023	2022	Providers in Practice (Q28)			Portion of total patient volume represented by HealthChoice (Q29)				Portion of HealthChoice Volume represented by Specified MCO (Q30)				Overall Satisfaction with Specified MCO (Q22)		
					Solo	2-5 Providers	More than 5 Providers	0%-10%	11%-20%	21%-50%	More than 50%	0%-10%	11%-20%	21%-50%	More than 50%	Very satisfied or Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied or Very dissatisfied
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	1254	108	73	102	33	40	20	25	13	34	16	35	18	32	2	74	14	7
Number missing or multiple answer	215	20	7	8	1	4	1	0	0	0	0	0	0	1	0	6	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1039	88	66	94	32	36	19	25	13	34	16	35	18	31	2	68	13	7
	82.9%	81.5%	90.4%	92.2%	97.0%	90.0%	95.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	96.9%	100.0%	91.9%	92.9%	100.0%
None	33	1	0	1	1	0	0	1	0	0	0	1	0	0	0	1	0	0
	3.2%	1.1%	0.0%	1.1%	3.1%	0.0%	0.0%	4.0%	0.0%	0.0%	0.0%	2.9%	0.0%	0.0%	0.0%	1.5%	0.0%	0.0%
1%-10%	239	24	15	29	12	9	3	24	0	0	0	21	1	1	1	21	2	1
	23.0%	27.3%	22.7%	30.9%	37.5%	25.0%	15.8%	96.0%	0.0%	0.0%	0.0%	60.0%	5.6%	3.2%	50.0%	30.9%	15.4%	14.3%
11%-20%	193	13	17	13	5	7	1	0	13	0	0	1	8	2	0	8	3	2
	18.6%	14.8%	25.8%	13.8%	15.6%	19.4%	5.3%	0.0%	100.0%	0.0%	0.0%	2.9%	44.4%	6.5%	0.0%	11.8%	23.1%	28.6%
21%-30%	186	18	9	24	4	10	4	0	0	18	0	5	4	9	0	12	4	2
	17.9%	20.5%	13.6%	25.5%	12.5%	27.8%	21.1%	0.0%	0.0%	52.9%	0.0%	14.3%	22.2%	29.0%	0.0%	17.6%	30.8%	28.6%
31%-50%	171	16	13	12	3	5	8	0	0	16	0	2	3	11	0	14	1	1
	16.5%	18.2%	19.7%	12.8%	9.4%	13.9%	42.1%	0.0%	0.0%	47.1%	0.0%	5.7%	16.7%	35.5%	0.0%	20.6%	7.7%	14.3%
51%-75%	158	13	10	11	5	4	3	0	0	0	13	5	2	6	0	10	3	0
	15.2%	14.8%	15.2%	11.7%	15.6%	11.1%	15.8%	0.0%	0.0%	0.0%	81.3%	14.3%	11.1%	19.4%	0.0%	14.7%	23.1%	0.0%
76%-100%	59	3	2	4	2	1	0	0	0	0	3	0	0	2	1	2	0	1
	5.7%	3.4%	3.0%	4.3%	6.3%	2.8%	0.0%	0.0%	0.0%	0.0%	18.8%	0.0%	0.0%	6.5%	50.0%	2.9%	0.0%	14.3%
Significantly different from column:*																		

NA-Not Applicable  
\*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

**MedStar Family Choice**  
 2024 Maryland HealthChoice PCP Satisfaction Survey

**Question 30**  
 What portion of your HealthChoice volume is represented by the specified MCO?

Q030

Base: All respondents

	HealthChoice Aggregate	2024	2023	2022	Providers in Practice (Q28)			Portion of total patient volume represented by HealthChoice (Q29)				Portion of HealthChoice Volume represented by Specified MCO (Q30)				Overall Satisfaction with Specified MCO (Q22)		
					Solo	2-5 Providers	More than 5 Providers	0%-10%	11%-20%	21%-50%	More than 50%	0%-10%	11%-20%	21%-50%	More than 50%	Very satisfied or Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied or Very dissatisfied
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	1254	108	73	102	33	40	20	25	13	34	16	35	18	32	2	74	14	7
Number missing or multiple answer	226	21	8	12	1	5	1	0	2	0	0	0	0	0	0	6	1	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1028	87	65	90	32	35	19	25	11	34	16	35	18	32	2	68	13	6
	82.0%	80.6%	89.0%	88.2%	97.0%	87.5%	95.0%	100.0%	84.6%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	91.9%	92.9%	85.7%
None	22	3	0	0	2	1	0	1	0	1	1	3	0	0	0	2	1	0
	2.1%	3.4%	0.0%	0.0%	6.3%	2.9%	0.0%	4.0%	0.0%	2.9%	6.3%	8.6%	0.0%	0.0%	0.0%	2.9%	7.7%	0.0%
1%-10%	344	32	26	33	13	14	5	21	1	6	4	32	0	0	0	25	5	2
	33.5%	36.8%	40.0%	36.7%	40.6%	40.0%	26.3%	84.0%	9.1%	17.6%	25.0%	91.4%	0.0%	0.0%	0.0%	36.8%	38.5%	33.3%
11%-20%	223	18	16	31	8	7	3	1	8	7	2	0	18	0	0	14	3	1
	21.7%	20.7%	24.6%	34.4%	25.0%	20.0%	15.8%	4.0%	72.7%	20.6%	12.5%	0.0%	100.0%	0.0%	0.0%	20.6%	23.1%	16.7%
21%-30%	177	14	12	14	4	7	3	1	1	9	3	0	0	14	0	10	2	2
	17.2%	16.1%	18.5%	15.6%	12.5%	20.0%	15.8%	4.0%	9.1%	26.5%	18.8%	0.0%	0.0%	43.8%	0.0%	14.7%	15.4%	33.3%
31%-50%	130	18	7	9	3	6	8	0	1	11	5	0	0	18	0	15	2	1
	12.6%	20.7%	10.8%	10.0%	9.4%	17.1%	42.1%	0.0%	9.1%	32.4%	31.3%	0.0%	0.0%	56.3%	0.0%	22.1%	15.4%	16.7%
51%-75%	46	1	2	1	1	0	0	1	0	0	0	0	0	0	1	1	0	0
	4.5%	1.1%	3.1%	1.1%	3.1%	0.0%	0.0%	4.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	50.0%	1.5%	0.0%	0.0%
76%-100%	86	1	2	2	1	0	0	0	0	0	1	0	0	0	1	1	0	0
	8.4%	1.1%	3.1%	2.2%	3.1%	0.0%	0.0%	0.0%	0.0%	0.0%	6.3%	0.0%	0.0%	0.0%	50.0%	1.5%	0.0%	0.0%
Significantly different from column:*		A																

NA-Not Applicable  
 \*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

MedStar Family Choice
2024 Maryland HealthChoice PCP Satisfaction Survey

Question 31

Do you provide 24-hour availability?

Q031

Base: All respondents

	HealthChoice Aggregate	2024	2023	2022	Providers in Practice (Q28)			Portion of total patient volume represented by HealthChoice (Q29)				Portion of HealthChoice Volume represented by Specified MCO (Q30)				Overall Satisfaction with Specified MCO (Q22)		
					Solo	2-5 Providers	More than 5 Providers	0%-10%	11%-20%	21%-50%	More than 50%	0%-10%	11%-20%	21%-50%	More than 50%	Very satisfied or Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied or Very dissatisfied
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	1254	108	73	102	33	40	20	25	13	34	16	35	18	32	2	74	14	7
Number missing or multiple answer	133	17	4	7	1	2	0	1	0	2	0	1	1	1	0	4	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1121	91	69	95	32	38	20	24	13	32	16	34	17	31	2	70	13	7
	89.4%	84.3%	94.5%	93.1%	97.0%	95.0%	100.0%	96.0%	100.0%	94.1%	100.0%	97.1%	94.4%	96.9%	100.0%	94.6%	92.9%	100.0%
Yes	804	69	48	78	18	31	19	16	10	26	13	25	13	24	2	54	8	6
	71.7%	75.8%	69.6%	82.1%	56.3%	81.6%	95.0%	66.7%	76.9%	81.3%	81.3%	73.5%	76.5%	77.4%	100.0%	77.1%	61.5%	85.7%
No	317	22	21	17	14	7	1	8	3	6	3	9	4	7	0	16	5	1
	28.3%	24.2%	30.4%	17.9%	43.8%	18.4%	5.0%	33.3%	23.1%	18.8%	18.8%	26.5%	23.5%	22.6%	0.0%	22.9%	38.5%	14.3%
Significantly different from column:*					FG	E	E											

NA-Not Applicable

\*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.



MedStar Family Choice  
2024 Maryland HealthChoice PCP Satisfaction Survey

Question 32  
How do you provide 24-hour availability? (Mark all that apply)

Q032

Base: Respondents who answered Yes to Q31

	HealthChoice Aggregate	2024	2023	2022	Providers in Practice (Q28)			Portion of total patient volume represented by HealthChoice (Q29)				Portion of HealthChoice Volume represented by Specified MCO (Q30)				Overall Satisfaction with Specified MCO (Q22)		
					Solo	2-5 Providers	More than 5 Providers	0%-10%	11%-20%	21%-50%	More than 50%	0%-10%	11%-20%	21%-50%	More than 50%	Very satisfied or Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied or Very dissatisfied
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	804	69	48	78	18	31	19	16	10	26	13	25	13	24	2	54	8	6
Number missing or multiple answer	13	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	791	69	48	78	18	31	19	16	10	26	13	25	13	24	2	54	8	6
	98.4%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Arrange for covering physician	346	25	16	17	10	8	7	8	3	9	3	10	5	6	2	18	4	3
	43.7%	36.2%	33.3%	21.8%	55.6%	25.8%	36.8%	50.0%	30.0%	34.6%	23.1%	40.0%	38.5%	25.0%	100.0%	33.3%	50.0%	50.0%
Forward calls to answering service	427	34	29	43	9	18	7	10	6	12	3	11	7	12	1	30	2	1
	54.0%	49.3%	60.4%	55.1%	50.0%	58.1%	36.8%	62.5%	60.0%	46.2%	23.1%	44.0%	53.8%	50.0%	50.0%	55.6%	25.0%	16.7%
Always on-call	493	37	29	48	10	12	14	10	1	16	9	17	2	15	1	28	5	4
	62.3%	53.6%	60.4%	61.5%	55.6%	38.7%	73.7%	62.5%	10.0%	61.5%	69.2%	68.0%	15.4%	62.5%	50.0%	51.9%	62.5%	66.7%
Send to Emergency Room	232	17	8	22	9	4	4	6	1	5	4	7	0	7	2	14	1	2
	29.3%	24.6%	16.7%	28.2%	50.0%	12.9%	21.1%	37.5%	10.0%	19.2%	30.8%	28.0%	0.0%	29.2%	100.0%	25.9%	12.5%	33.3%
Other	79	4	2	6	1	2	1	2	1	1	0	2	1	1	0	4	0	0
	10.0%	5.8%	4.2%	7.7%	5.6%	6.5%	5.3%	12.5%	10.0%	3.8%	0.0%	8.0%	7.7%	4.2%	0.0%	7.4%	0.0%	0.0%

NA-Not Applicable  
Please note that respondents could select more than one response option, therefore percentages may not add up to 100%.

**MedStar Family Choice**  
 2024 Maryland HealthChoice PCP Satisfaction Survey

**Question 33**  
 What is the primary role of the person completing this survey?

Q033

Base: All respondents

	HealthChoice Aggregate	2024	2023	2022	Providers in Practice (Q28)			Portion of total patient volume represented by HealthChoice (Q29)				Portion of HealthChoice Volume represented by Specified MCO (Q30)				Overall Satisfaction with Specified MCO (Q22)		
					Solo	2-5 Providers	More than 5 Providers	0%-10%	11%-20%	21%-50%	More than 50%	0%-10%	11%-20%	21%-50%	More than 50%	Very satisfied or Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied or Very dissatisfied
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	1254	108	73	102	33	40	20	25	13	34	16	35	18	32	2	74	14	7
Number missing or multiple answer	134	16	4	6	1	1	0	0	1	0	0	0	1	0	0	2	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1120	92	69	96	32	39	20	25	12	34	16	35	17	32	2	72	13	7
	89.3%	85.2%	94.5%	94.1%	97.0%	97.5%	100.0%	100.0%	92.3%	100.0%	100.0%	100.0%	94.4%	100.0%	100.0%	97.3%	92.9%	100.0%
Physician	296	28	15	27	11	10	6	9	5	6	6	11	8	7	0	22	4	2
	26.4%	30.4%	21.7%	28.1%	34.4%	25.6%	30.0%	36.0%	41.7%	17.6%	37.5%	31.4%	47.1%	21.9%	0.0%	30.6%	30.8%	28.6%
Office Manager	381	35	32	49	9	16	10	7	3	19	5	12	6	16	0	25	6	4
	34.0%	38.0%	46.4%	51.0%	28.1%	41.0%	50.0%	28.0%	25.0%	55.9%	31.3%	34.3%	35.3%	50.0%	0.0%	34.7%	46.2%	57.1%
Nurse	56	5	2	2	2	3	0	2	0	0	3	3	0	2	0	3	1	1
	5.0%	5.4%	2.9%	2.1%	6.3%	7.7%	0.0%	8.0%	0.0%	0.0%	18.8%	8.6%	0.0%	6.3%	0.0%	4.2%	7.7%	14.3%
Other staff	387	24	20	18	10	10	4	7	4	9	2	9	3	7	2	22	2	0
	34.6%	26.1%	29.0%	18.8%	31.3%	25.6%	20.0%	28.0%	33.3%	26.5%	12.5%	25.7%	17.6%	21.9%	100.0%	30.6%	15.4%	0.0%

NA-Not Applicable

## Appendix B: Survey Instrument

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# MedStar Family Choice

## Provider Satisfaction Survey

Answer each question by marking the box to the left or below your answer.  
If you want to know more about this study, please call  
Center for the Study of Services at 1-866-767-6665.

Excellent      Very good      Good      Fair      Poor

### Claims – Please rate MedStar Family Choice's

1. Accuracy of claims processing.	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
2. Timeliness of initial claims processing.	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
3. Timeliness of adjustment and appeal claims processing.	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>

### Customer Service/Provider Relations – Please rate MedStar Family Choice's

4. Process for obtaining member eligibility information.	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
5. Quality of written communications, policy bulletins, and manuals.	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
6. Ease of contacting the correct customer service representative.	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
7. Timeliness and courtesy of the MCO's customer service and provider relations representative.	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
8. Accuracy of responses and/or ability to resolve problems.	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
9. Accuracy and accessibility of the drug formulary and formulary updates.	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
10. Overall, how would you rate MedStar Family Choice's Customer Service and Provider Relations?	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>

### Specialist Network

11. How would you rate the number and quality of specialists in the MedStar Family Choice network?	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
12. Are there any specialist/specialty shortages for MedStar Family Choice when making referrals for your patients?					
1. _____ 2. _____ 3. _____					
13. Please list any other comments or suggestions regarding the quality and availability of specialty care for your MedStar Family Choice members.					

Excellent      Very good      Good      Fair      Poor      No experience

### Preauthorization – Please rate MedStar Family Choice's

14. Timeliness of obtaining authorization for medication.	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
15. <u>Overall experience</u> in obtaining <b>prior authorization</b> for medications.	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
16. Timeliness of obtaining authorization of <b>outpatient</b> services.	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
17. <u>Overall experience</u> in obtaining authorization of <b>outpatient</b> services.	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
18. Timeliness of obtaining authorization of <b>inpatient</b> services.	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
19. <u>Overall experience</u> in obtaining authorization of <b>inpatient</b> services.	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>

Please continue on back.

## Coordination of Care/Case Management

20. Please rate the overall coordination of care and case management provided by MedStar Family Choice.

☐<sub>1</sub> Excellent  
☐<sub>2</sub> Very good  
☐<sub>3</sub> Good  
☐<sub>4</sub> Fair  
☐<sub>5</sub> Poor  
☐<sub>6</sub> No experience

## No-Show HealthChoice Appointments

21. What percentage of your scheduled MedStar Family Choice HealthChoice appointments are "no-show" appointments each week?

☐<sub>0</sub> None  
☐<sub>1</sub> 1% – 25%  
☐<sub>2</sub> 26% – 50%  
☐<sub>3</sub> 51% – 75%  
☐<sub>4</sub> 76% – 100%

## Overall Satisfaction

22. What is your overall satisfaction with MedStar Family Choice?

☐<sub>1</sub> Very satisfied  
☐<sub>2</sub> Somewhat satisfied  
☐<sub>3</sub> Neither satisfied nor dissatisfied  
☐<sub>4</sub> Somewhat dissatisfied  
☐<sub>5</sub> Very dissatisfied

23. Would you recommend MedStar Family Choice to patients?

☐<sub>1</sub> Definitely yes  
☐<sub>2</sub> Probably yes  
☐<sub>3</sub> Probably no  
☐<sub>4</sub> Definitely no

24. Would you recommend MedStar Family Choice to other providers?

☐<sub>1</sub> Definitely yes  
☐<sub>2</sub> Probably yes  
☐<sub>3</sub> Probably no  
☐<sub>4</sub> Definitely no

25. What do you like **best** about MedStar Family Choice?

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26. What do you like **least** about MedStar Family Choice?

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27. What recommendations for improvements do you have for MedStar Family Choice?

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## About Your Practice

28. How many primary care providers are in your practice including physicians, nurses, mid-wives, physician assistants, etc.?

☐<sub>1</sub> 1  
☐<sub>2</sub> 2 – 5 providers  
☐<sub>3</sub> More than 5 providers

29. What portion of your total patient volume does HealthChoice represent?

☐<sub>0</sub> None  
☐<sub>1</sub> 1% – 10%  
☐<sub>2</sub> 11% – 20%  
☐<sub>3</sub> 21% – 30%  
☐<sub>4</sub> 31% – 50%  
☐<sub>5</sub> 51% – 75%  
☐<sub>6</sub> 76% – 100%

30. What portion of your HealthChoice volume is represented by MedStar Family Choice?

☐<sub>0</sub> None  
☐<sub>1</sub> 1% – 10%  
☐<sub>2</sub> 11% – 20%  
☐<sub>3</sub> 21% – 30%  
☐<sub>4</sub> 31% – 50%  
☐<sub>5</sub> 51% – 75%  
☐<sub>6</sub> 76% – 100%

31. Do you provide 24-hour availability?

☐<sub>1</sub> Yes  
☐<sub>2</sub> No → **If No, go to Question 33**

32. How do you provide 24-hour availability?  
(Mark all that apply)

☐<sub>1</sub> Arrange for covering physician  
☐<sub>2</sub> Forward calls to answering service  
☐<sub>3</sub> Always on-call  
☐<sub>4</sub> Send to emergency room  
☐<sub>5</sub> Other: \_\_\_\_\_

33. What is the primary role of the person completing this survey?

☐<sub>1</sub> Physician  
☐<sub>2</sub> Office manager  
☐<sub>3</sub> Nurse  
☐<sub>4</sub> Other staff

## Thank you!

Please return the completed survey in the postage-paid envelope.

**For Internal Use Only:**

## Appendix C: Glossary of Terms

Attributes	Areas of MCO performance and PCP experience assessed with the PCP Satisfaction survey.
Confidence Level	A confidence level is associated with tests of statistical significance of observed differences in survey scores. It is expressed as a percentage and represents how often the observed difference (e.g., between the plan's current-year rate and the relevant benchmark rate) is real and not simply due to chance. A 95% confidence level associated with a statistical test means that if repeated samples were surveyed, in 95 out of 100 samples the observed measure score would be truly different from the comparison score.
Correlation	A degree of association between two variables or attributes, typically measured by the <i>Pearson correlation coefficient</i> . The coefficient value of 1 indicates a strong positive relationship; -1 indicates a strong negative relationship; 0 indicates no relationship at all.
Denominator (N, or Usable Responses)	Number of valid (appropriately answered) responses available to calculate a measure result. Examples of inappropriately answered questions include ambiguously marked answers, multiple marks when a single answer choice is expected, and responses that violate survey skip patterns. The denominator for an individual question is the total number of valid responses to that question. The denominator for a composite is the average number of responses across all questions in the composite.
Disposition	The final status given to a PCP record in the survey sample at the end of the study (e.g., completed survey, refusal, non-response, etc.). See <i>Response Rate</i> .
Quadrant Map	Scatter plot graph of attribute importance and performance that is divided into four rectangular areas or quadrants. The four quadrants are defined as follows: 1. LEVERAGE (high importance, high performance); 2. MAINTAIN (low importance, high performance); 3. MONITOR (low importance, low performance); 4. IMPROVE (high importance, low performance).
Question Summary Rate	Question Summary Rates (QSRs) express the proportion of respondents selecting the response option(s) of interest (typically representing the most favorable outcome(s) from a given question on the survey). Many survey items use a <i>Never, Sometimes, Usually, or Always</i> response scale, with <i>Always</i> being the most favorable outcome. Results are typically reported as the proportion of PCPs selecting <i>Usually</i> or <i>Always</i> .

Response Rate

Survey response rate is calculated using the following formula:

$$\text{Response Rate} = \frac{\text{Complete and Eligible Surveys}}{[\text{Complete and Eligible} + \text{Incomplete (but Eligible)} + \text{Refusal} + \text{Nonresponse after maximum attempts} + \text{Added to Do Not Call (DNC) List}]}$$

Sample size

Number of PCPs selected for the survey.

Statistically  
Significant  
Difference

When survey results are calculated based on sample data and compared to a benchmark score (e.g., the NCQA National Average rate, the CSS Book-of-Business average, or the plan's prior-year rate), the question is whether the observed difference is real or due to chance. A difference is said to be statistically significant at a given confidence level (e.g., 95%) if it has a 95% chance of being true.