

**STATE OF MARYLAND REPORT**  
**FOR**  
**MedStar Family Choice**  
**2025 HEALTHCHOICE PCP SATISFACTION SURVEY**

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**9/25/2025**

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## About This Report

The key features of this 2025 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) 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 primary care provider (PCP) practice characteristics and HealthChoice patient volume at the PCP practice.
- *Correlation Analysis* identifies attributes of the HealthChoice program that are highly correlated with overall satisfaction. Correlation analysis is presented as a quadrant map. The importance of the attribute is represented by the correlation coefficient between the responses to the attribute questions and the response to the overall satisfaction question. The importance of the attribute and the *Specified MCO*'s performance on that attribute 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 responses for every survey question by Segments;
  - Appendix B: Copy of survey; and
  - 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 2025 survey on behalf of the Maryland Department of Health about MSFC between February 26, 2025, and June 6, 2025. The final survey sample included 624 PCPs from MSFC. Of those, 102 PCPs completed the survey, resulting in an adjusted response rate of 18.28%. 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 2024

RATE IMPROVED	RATE DECLINED
• No-Show MSFC HealthChoice appointments (by 12.23 points)	No statistically significant declines

In the *Overall Satisfaction with MSFC* question, 81.91% of PCPs reported being *Very satisfied* or *Somewhat satisfied* with MSFC. This rate is not significantly different from the percentage of PCPs reporting being Very satisfied or Somewhat satisfied with MSFC in 2024. In the *Would You Recommend the MCO to Patients* question, 90.53% of PCPs would recommend MSFC to patients, and in the *Would You Recommend the MCO to Other Providers* question, 89.47% 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	81.91%
Recommend MSFC to patients	90.53%
Recommend MSFC to other physicians	89.47%

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

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

## 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 mail 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 26, 2025.
- An initial fax was sent on March 5, 2025.
- An initial questionnaire with a cover letter was mailed on March 12, 2025.
- An additional fax was sent on March 12, 2025.
- An additional email with a link to the survey was sent on March 19, 2025.
- An initial reminder/thank-you postcard was mailed on March 19, 2025.
- A replacement questionnaire with a cover letter was mailed on April 16, 2025.
- An additional reminder/thank-you postcard was mailed on April 23, 2025.
- Telephone outreach began on May 12, 2025.
- Data collection closed on June 6, 2025.

## 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 the 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 PCPs with an address outside of Maryland or bordering states 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 624 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 faxes 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 dataset.

## Response Rate

Among all the PCPs who met eligibility criteria, 102 completed the survey, resulting in an adjusted response rate of 18.28%. 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. 2025 PCP SATISFACTION SURVEY: DISPOSITIONS AND RESPONSE RATE

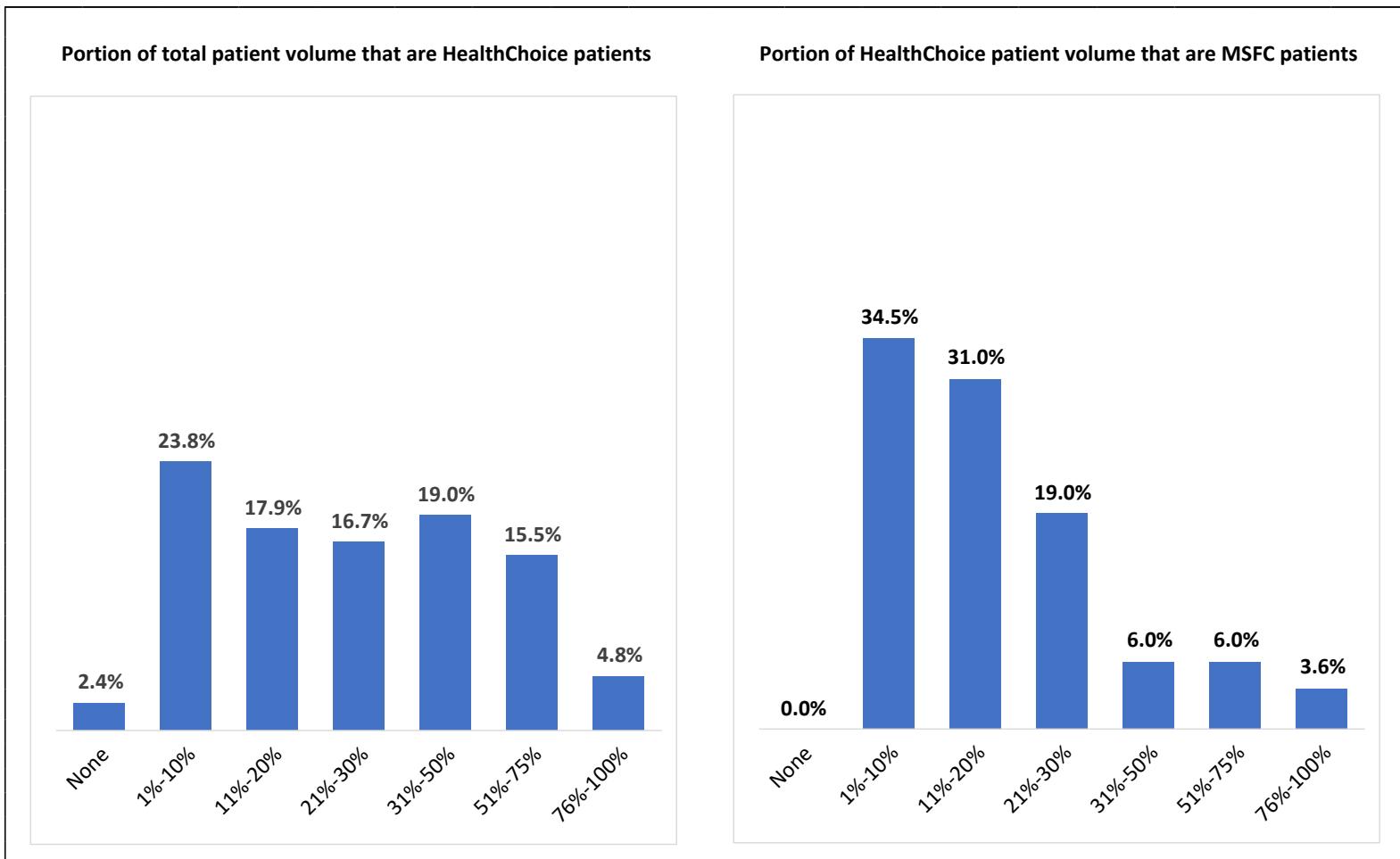
	Number	% Initial Sample
Initial Sample	624	
<b>Disposition</b>		
Complete and Eligible - Mail	20	3.21%
Complete and Eligible - Phone	46	7.37%
Complete and Eligible - Web*	14	2.24%
Complete and Eligible - Fax	22	3.53%
Complete and Eligible - Total	102	16.35%
Partial Completes	0	0.00%
Does not meet Eligible criteria	9	1.44%
Deceased	0	0.00%
Language Barrier	0	0.00%
Retired, No Longer Working at Office	57	9.13%
Refusals	10	1.60%
Nonresponse after maximum attempts	446	71.47%
<b>Adjusted Response Rate **</b>		<b>18.28%</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.

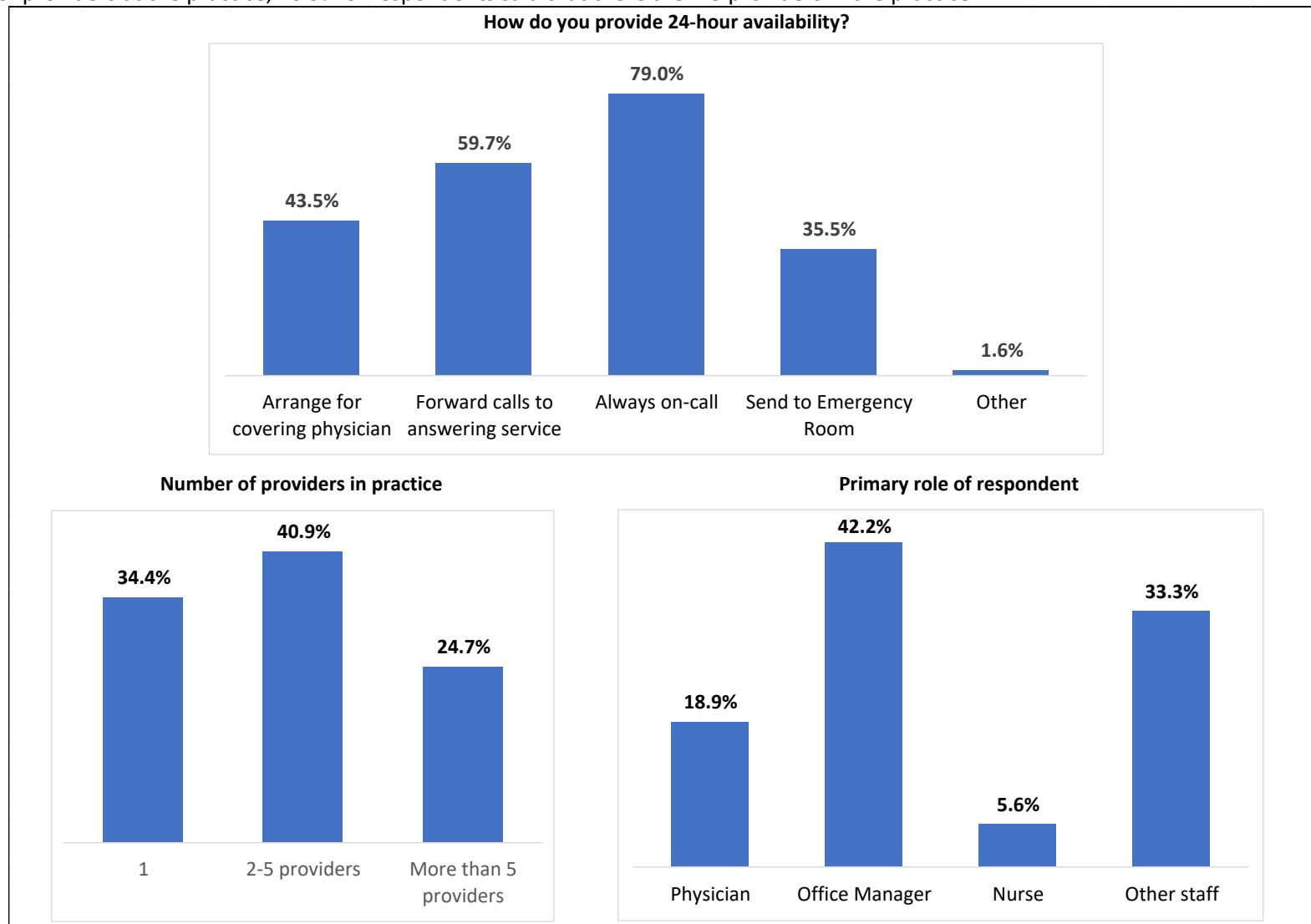
\*\* Adjusted response rate= Complete and Eligible Surveys/[Complete and Eligible + Refusal + Nonresponse after maximum attempts]

## Respondent Profile

The survey included questions about patient volume, number of providers at the practice, different ways that the practice provides 24-hour availability, and the role of the respondent at the practice. The following charts show the distribution of responses to these questions. On the portion of total patient volume represented by HealthChoice patients question, the largest volume or 23.8% selected '1%-10%', while 2.4% selected 'None'. On the portion of HealthChoice patient volume represented by MSFC question, the largest volume or 34.5% selected '1%-10%', while 0.0% selected 'None'.



Always on-call is the most widely used method of providing 24-hour availability with 79.0% of respondents using the method. On the question about number of providers at the practice, 40.9% of respondents said that there are 2-5 providers in the practice.



## 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:

- Q22. What is your overall satisfaction with MedStar Family Choice?
- Q23. Would you recommend MedStar Family Choice to patients?
- Q24. Would you recommend MedStar Family Choice to other providers?

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

- Q1. Accuracy of claims processing.
- Q2. Timeliness of initial claims processing.
- Q3. Timeliness of adjustment and appeal claims processing.

**Preauthorization** combines responses to six survey questions about timeliness and experience with the authorization process:

- Q14. Timeliness of obtaining authorization for medication.
- Q15. Overall experience in obtaining **prior authorization** for medications.
- Q16. Timeliness of obtaining authorization of **outpatient** services.
- Q17. Overall experience in obtaining authorization of **outpatient** services.
- Q18. Timeliness of obtaining authorization of **inpatient** services.
- Q19. Overall experience in obtaining authorization of **inpatient** services.

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

- Q4. Process for obtaining member eligibility information.
- Q5. Quality of written communications, policy bulletins, and manuals.
- Q6. Ease of contacting the correct customer service representative.
- Q7. Timeliness and courtesy of the MCO's customer service and provider relations representative.
- Q8. Accuracy of responses and/or ability to resolve problems.
- Q9. Accuracy and accessibility of the drug formulary and formulary updates.
- Q10. Overall, how would you rate Customer Service and Provider Relations?
- Q11. How would you rate the number and quality of specialists in the MedStar Family Choice network?

In addition, two single-item measures are reported:

- Q20. Please rate the overall coordination of care and case management provided by MedStar Family Choice.
- Q21. 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* scale 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 an *Excellent*, *Very good*, *Good*, *Fair*, and *Poor* scale, 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 the *Overall Satisfaction* composite, the proportion of *Very satisfied*, *Somewhat satisfied*, or *Definitely yes*, *Probably yes* is reported.
- For *Claims*, *Preadmission*, and *Customer Service and Provider Relations* composite measures, results are reported by selecting *Very satisfied* or *Somewhat satisfied* global proportions.

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

Exhibit 2 shows the summary rates for composites and questions that contribute to the composites for MSFC. Current year results, as well as comparisons to 2024 and 2023 results, are shown. The 2025 HealthChoice aggregate score is also shown. The results also indicate a statistically significant difference between the 2025 score and prior year scores, and between the 2025 score and HealthChoice Aggregate scores. Significance tests were conducted at a 95% confidence level. Statistically significant differences between the 2025 score and the compared score are marked next to the prior year's score as ▲ when the 2025 score is higher or ▼ when the 2025 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 2025 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: 2025 PCP SATISFACTION SURVEY: SUMMARY OF RESULTS FOR MSFC

Maryland PCP Satisfaction Survey Measures	2025 Rate	Difference between 2025 and 2024 Rate	Difference between 2025 and 2023 Rate	Difference between 2025 and HealthChoice Aggregate
<b>Overall satisfaction Composite</b>	87.30%	-0.63%	-6.37%	2.70%
Overall satisfaction with MSFC	81.91%	4.02%	-10.84% <span style="color:red">▼</span>	4.23%
Recommend MSFC to patients	90.53%	-3.09%	-2.23%	2.39%
Recommend MSFC to other providers	89.47%	-2.83%	-6.05%	1.49%
<b>Claims Composite</b>	52.33%	2.26%	-5.40%	0.60%
Accuracy of claims processing	53.76%	0.64%	-7.43%	-1.34%
Timeliness of initial claims processing	55.91%	3.28%	-3.79%	0.86%
Timeliness of adjustment/appeal claims processing	47.31%	2.87%	-5.00%	2.29%
<b>Prior authorization Composite</b>	47.84%	-3.20%	0.68%	3.95%
Timeliness of obtaining authorization for medications	46.25%	-3.75%	-1.37%	4.36%
Overall experience in obtaining prior authorization for medications	42.50%	-6.31%	-7.50%	2.17%
Timeliness of obtaining authorization for outpatient services	47.06%	-3.59%	-2.00%	4.06%
Overall experience in obtaining prior authorization for outpatient services	44.59%	-2.16%	-4.46%	2.80%
Timeliness of obtaining authorization for inpatient services	52.27%	-2.73%	9.77%	4.13%
Overall experience in obtaining prior authorization for inpatient services	54.35%	-0.65%	9.61%	6.21%

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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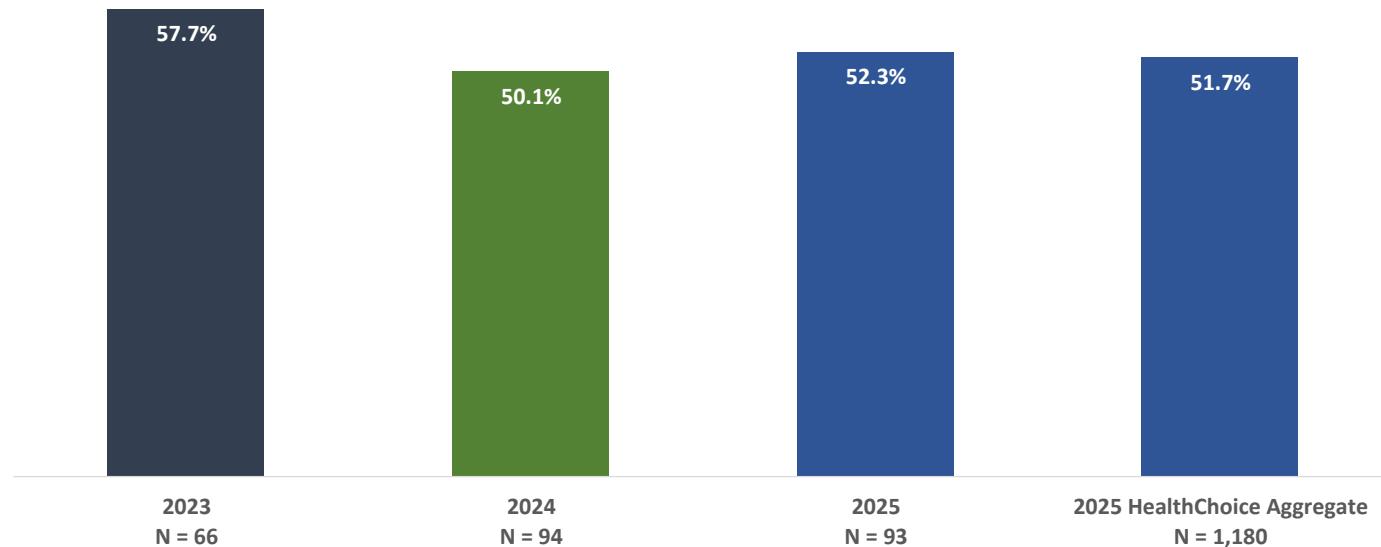
Maryland PCP Satisfaction Survey Measures	2025 Rate	Difference between 2025 and 2024 Rate	Difference between 2025 and 2023 Rate	Difference between 2025 and HealthChoice Aggregate
<b>Customer Service/Provider Relations Composite</b>				
Process for obtaining member eligibility information	53.67%	-2.12%	-4.49%	3.55%
Quality of written communications, policy bulletins, and manuals	60.20%	-0.19%	-5.51%	-1.48%
Ease of contacting the correct customer service representative	57.29%	-2.71%	0.95%	3.83%
Timeliness and courtesy of the MCO's customer service and provider relations rep.	57.73%	5.73%	-2.27%	10.96% <span style="color: green;">▲</span>
Accuracy of responses and/or ability to resolve problems	57.45%	3.37%	-1.12%	6.99%
Accuracy and accessibility of the drug formulary and formulary updates	49.47%	-5.17%	-6.86%	2.76%
Customer service/provider relations overall	51.04%	-1.48%	-6.10%	5.83%
Number and quality of specialists in network	56.38%	-3.21%	-3.34%	3.19%
Coordination of Care/Case Management	39.78%	-13.28%	-11.64%	-3.71%
No-Show MSFC HealthChoice appointments	51.28%	7.69%	-6.13%	3.07%
	85.06%	12.23% <span style="color: green;">▲</span>	5.37%	0.79%

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*

### Trends in Survey Results

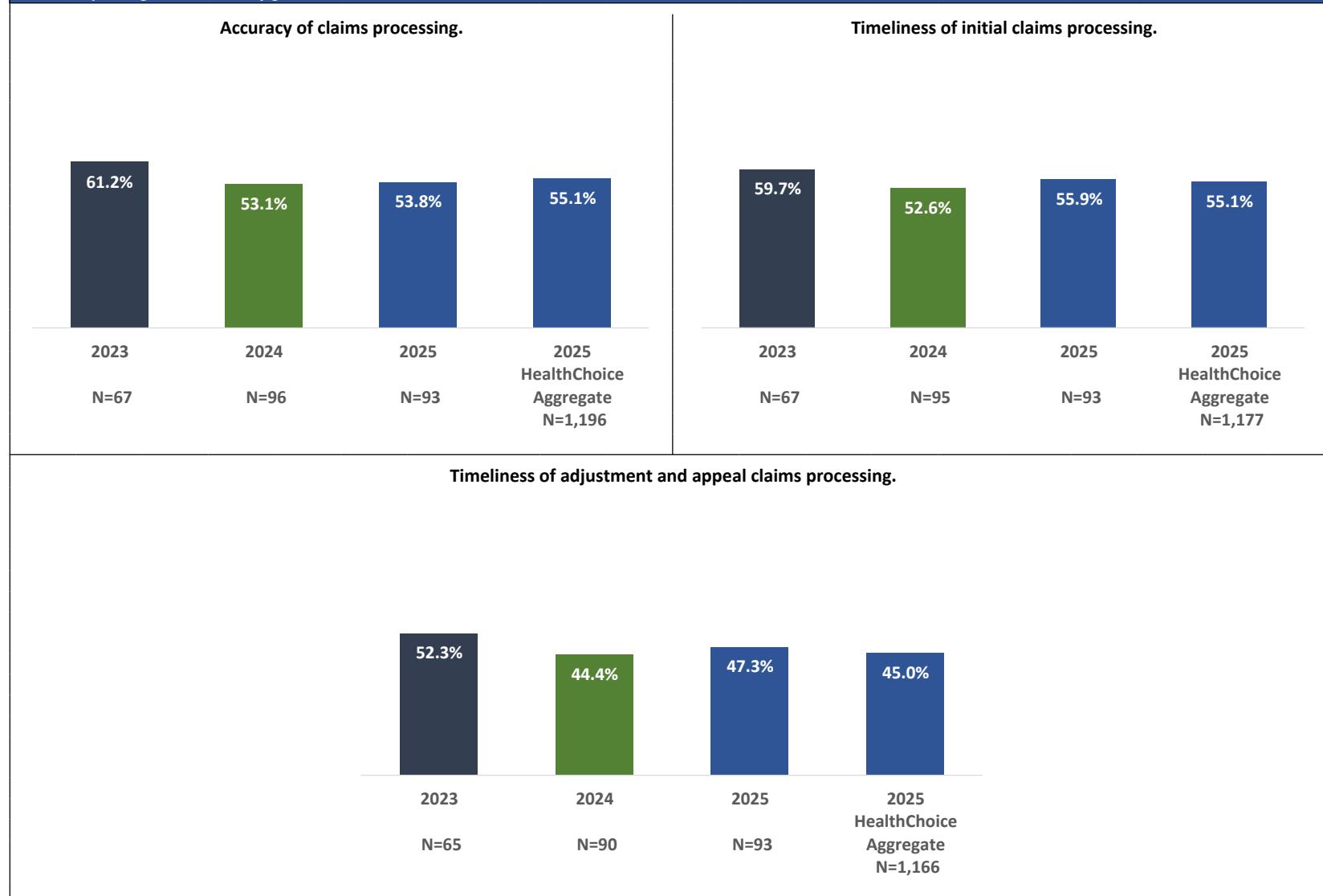


*Tests of statistical significance were conducted for the following reportable rates: (Excellent + Very good). Statistically significant differences, tested at the 95% confidence level, between HealthChoice's current-year rate and a comparison rate (prior-year, and HealthChoice Aggregate) are marked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

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

## Claims (Contributing Items)

Percent Responding Excellent or Very good



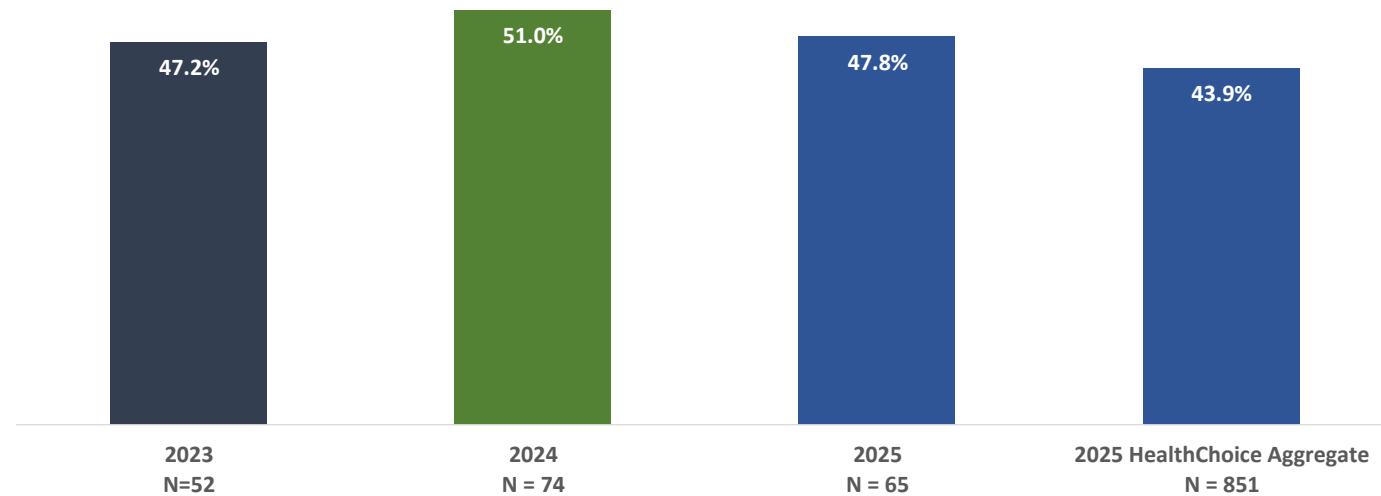
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The denominator (N) represents the number of valid responses collected for the measure.

## Preauthorization (Composite)

*Percent Responding Excellent or Very good*

### Trends in Survey Results



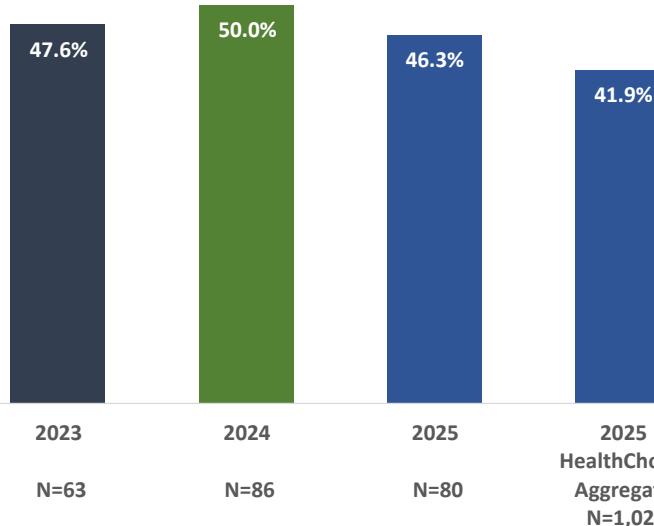
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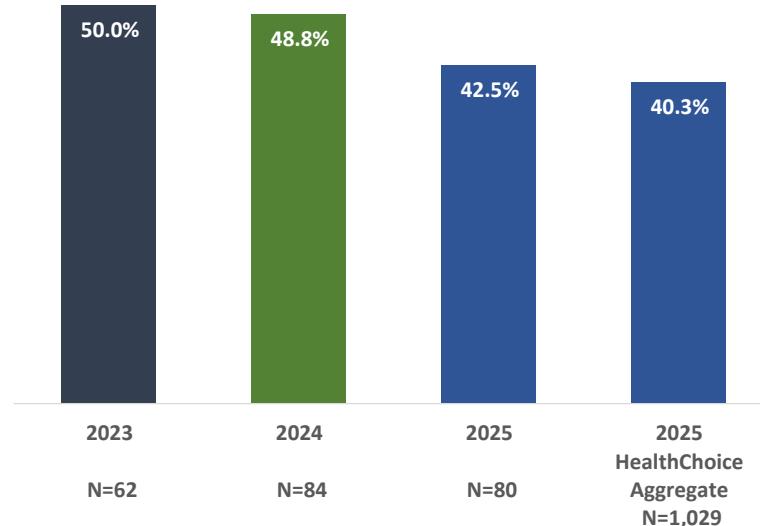
## Preauthorization (Contributing Items)

Percent Responding Excellent or Very good

Timeliness of obtaining authorization for medications.



Overall experience in obtaining prior authorization for medications.

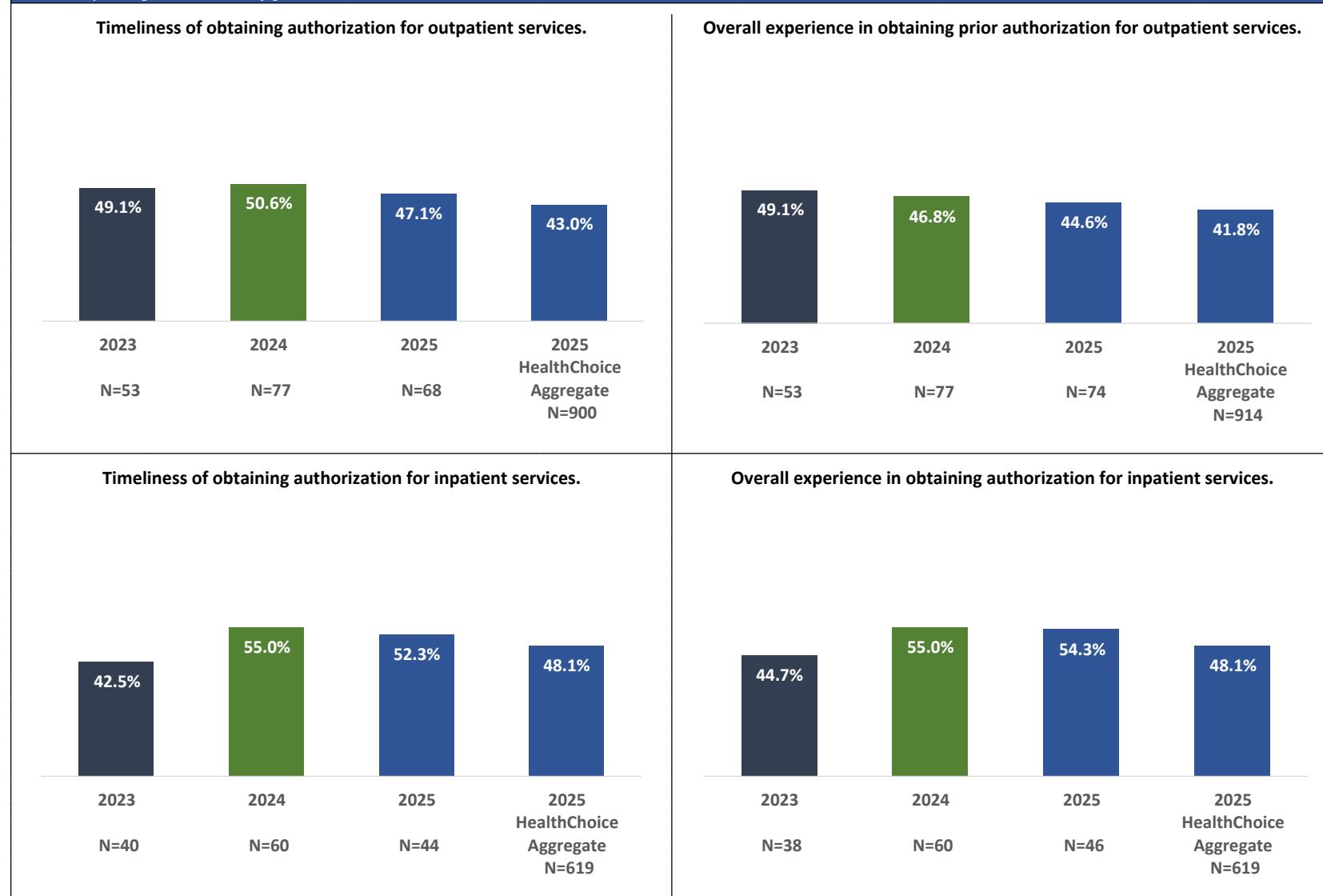


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The denominator (N) represents the number of valid responses collected for the measure.

## Preauthorization (Contributing Items)

Percent Responding Excellent or Very good



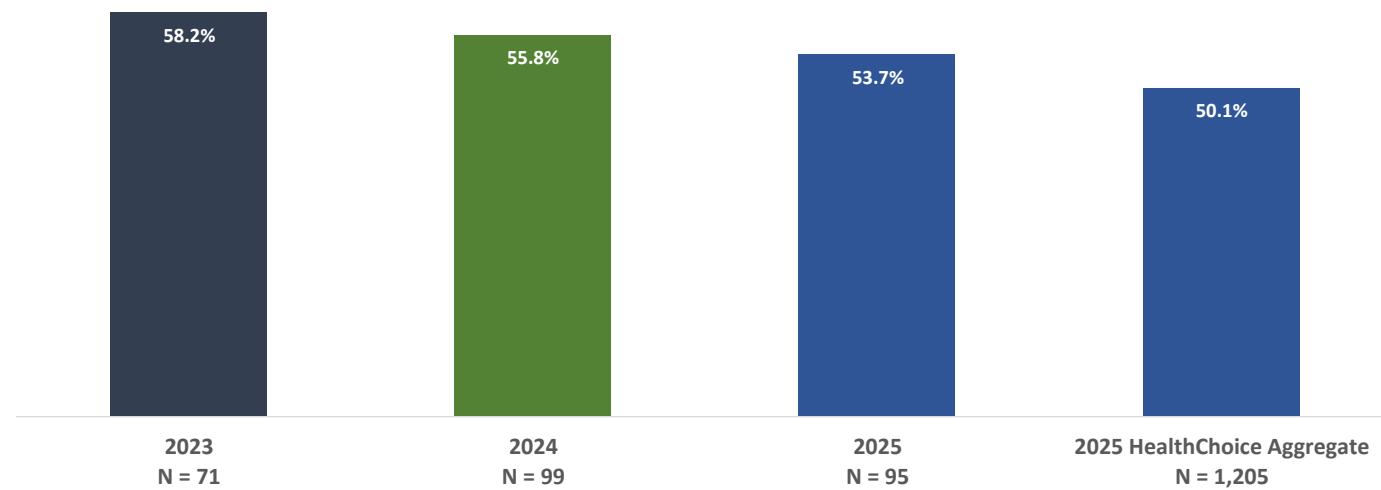
Tests of statistical significance were conducted for the following reportable rates: (Excellent + Very good). Statistically significant differences, tested at the 95% confidence level, between HealthChoice's current-year rate and a comparison rate (prior-year, and HealthChoice Aggregate) are marked with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

*Percent Responding Excellent or Very good*

### Trends in Survey Results

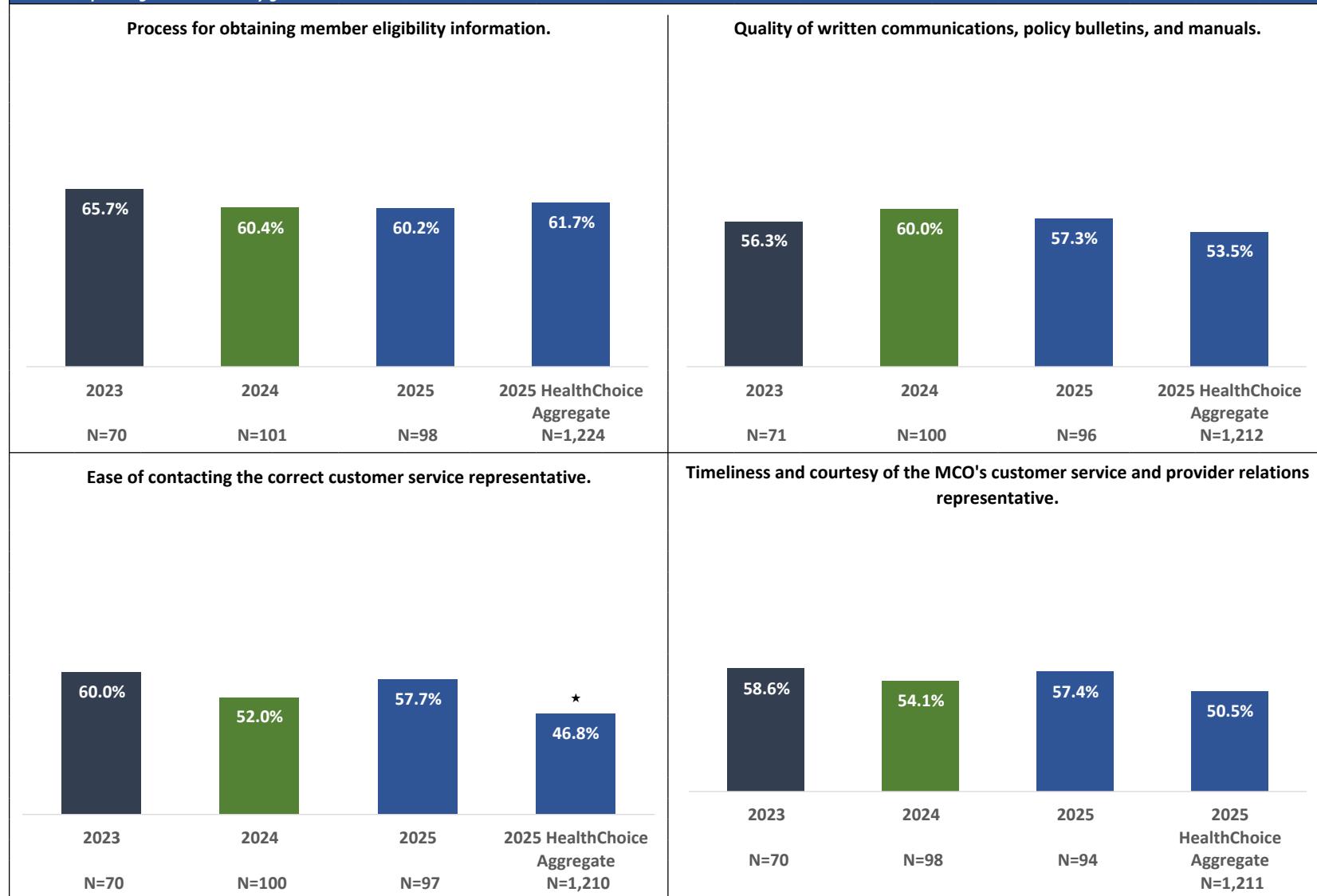


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*The denominator (N) represents the number of valid responses collected for the measure.*

## Customer Service/Provider Relations (Contributing Items)

Percent Responding Excellent or Very good

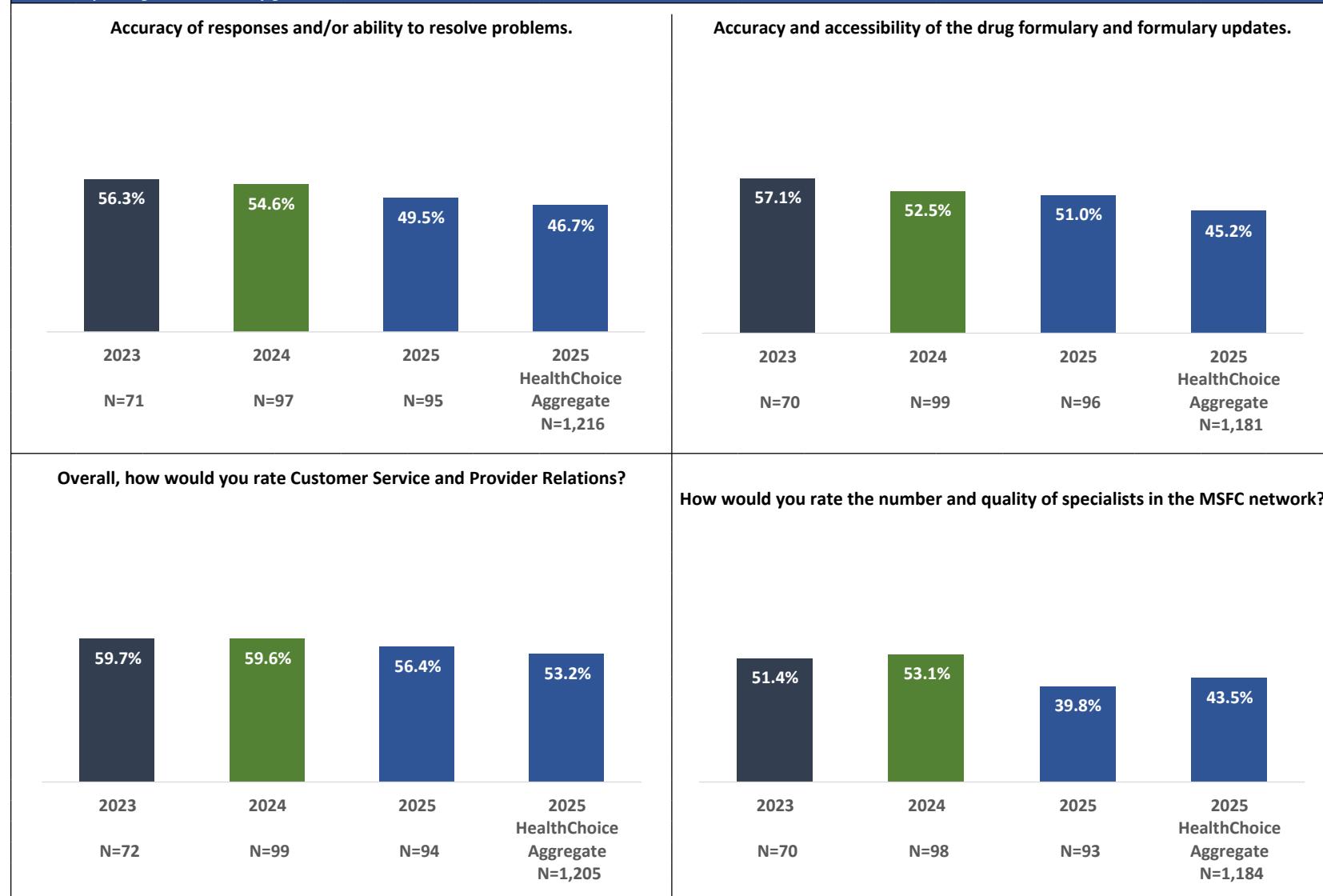


Tests of statistical significance were conducted for the following reportable rates: (Excellent + Very good). Statistically significant differences, tested at the 95% confidence level, between HealthChoice's current-year rate and a comparison rate (prior-year, and HealthChoice Aggregate) are marked with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



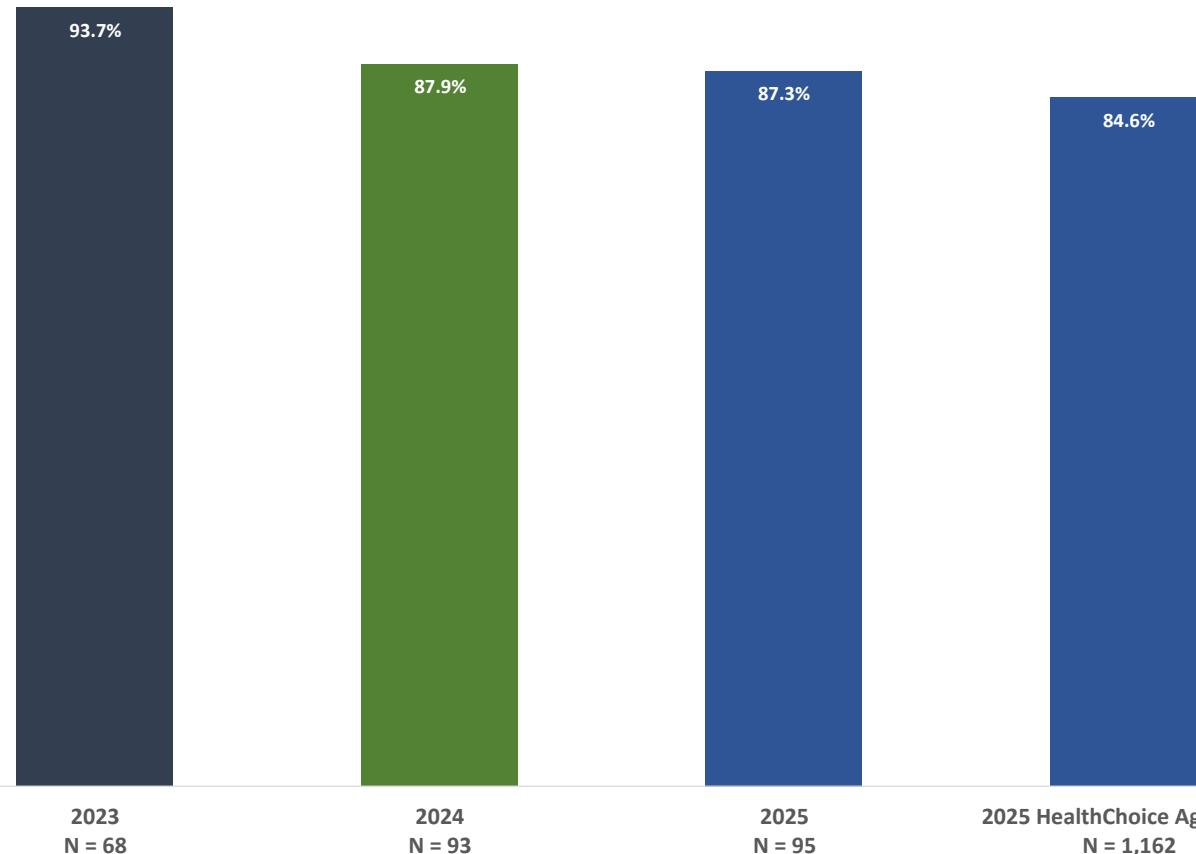
Tests of statistical significance were conducted for the following reportable rates: (Excellent + Very good). Statistically significant differences, tested at the 95% confidence level, between HealthChoice's current-year rate and a comparison rate (prior-year, and HealthChoice Aggregate) are marked with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

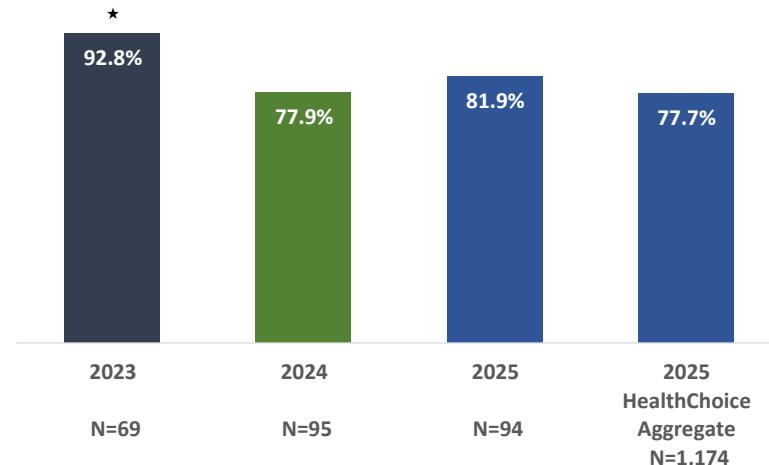


*Tests of statistical significance were conducted for the following reportable rates: (Excellent + Very good). Statistically significant differences, tested at the 95% confidence level, between HealthChoice's current-year rate and a comparison rate (prior-year, and HealthChoice Aggregate) are marked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

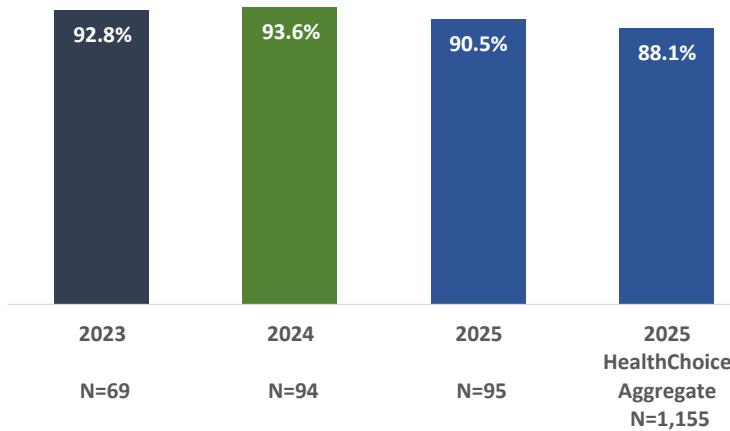
*The denominator (N) represents the number of valid responses collected for the measure.*

## Overall Satisfaction (Contributing Items)

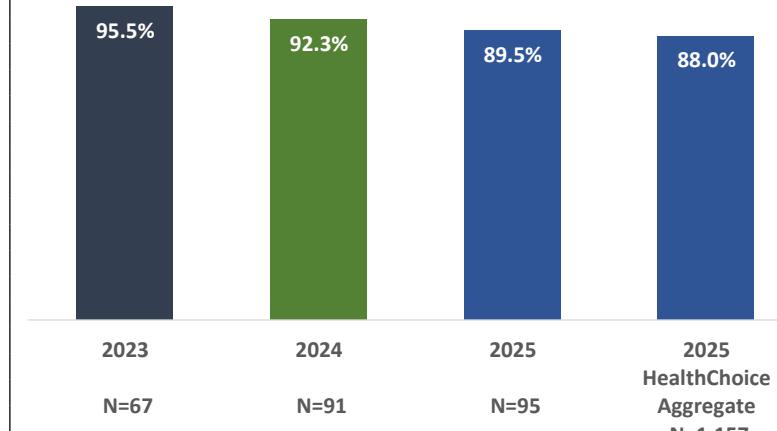
What is your overall satisfaction with MSFC?  
(Percent Very satisfied or Somewhat satisfied)



Would you recommend MSFC to patients?  
(Percent responding Definitely yes or Probably yes)



Would you recommend MSFC to other providers?  
(Percent responding Definitely yes or Probably yes)

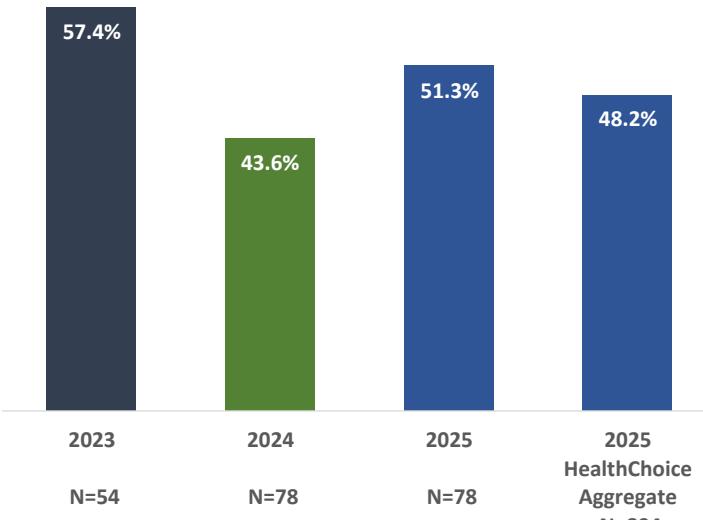


Tests of statistical significance were conducted for the following reportable rates: (Excellent + Very good). Statistically significant differences, tested at the 95% confidence level, between HealthChoice's current-year rate and a comparison rate (prior-year, and HealthChoice Aggregate) are marked with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

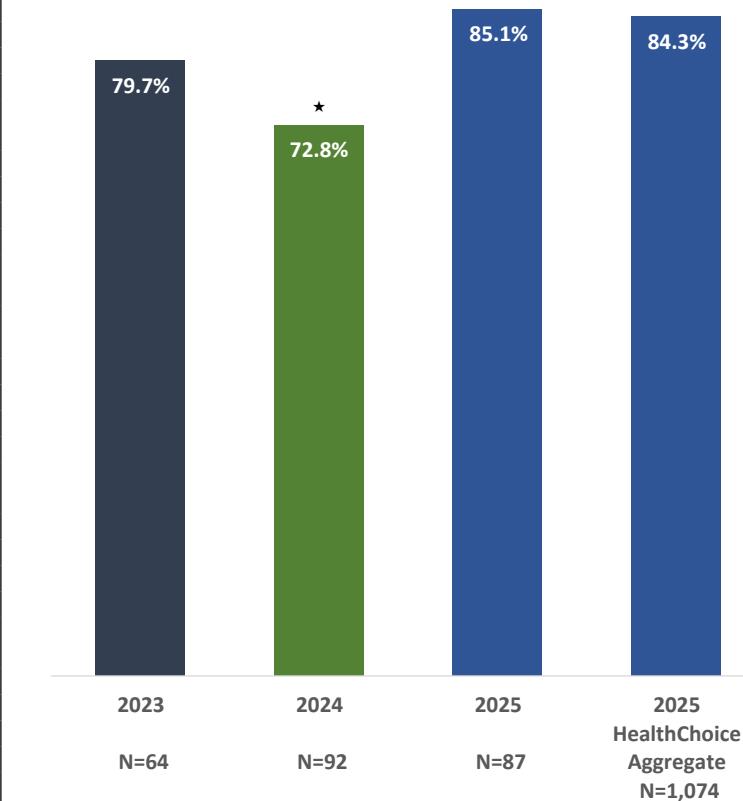
The denominator (N) represents the number of valid responses collected for the measure.

## 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%)



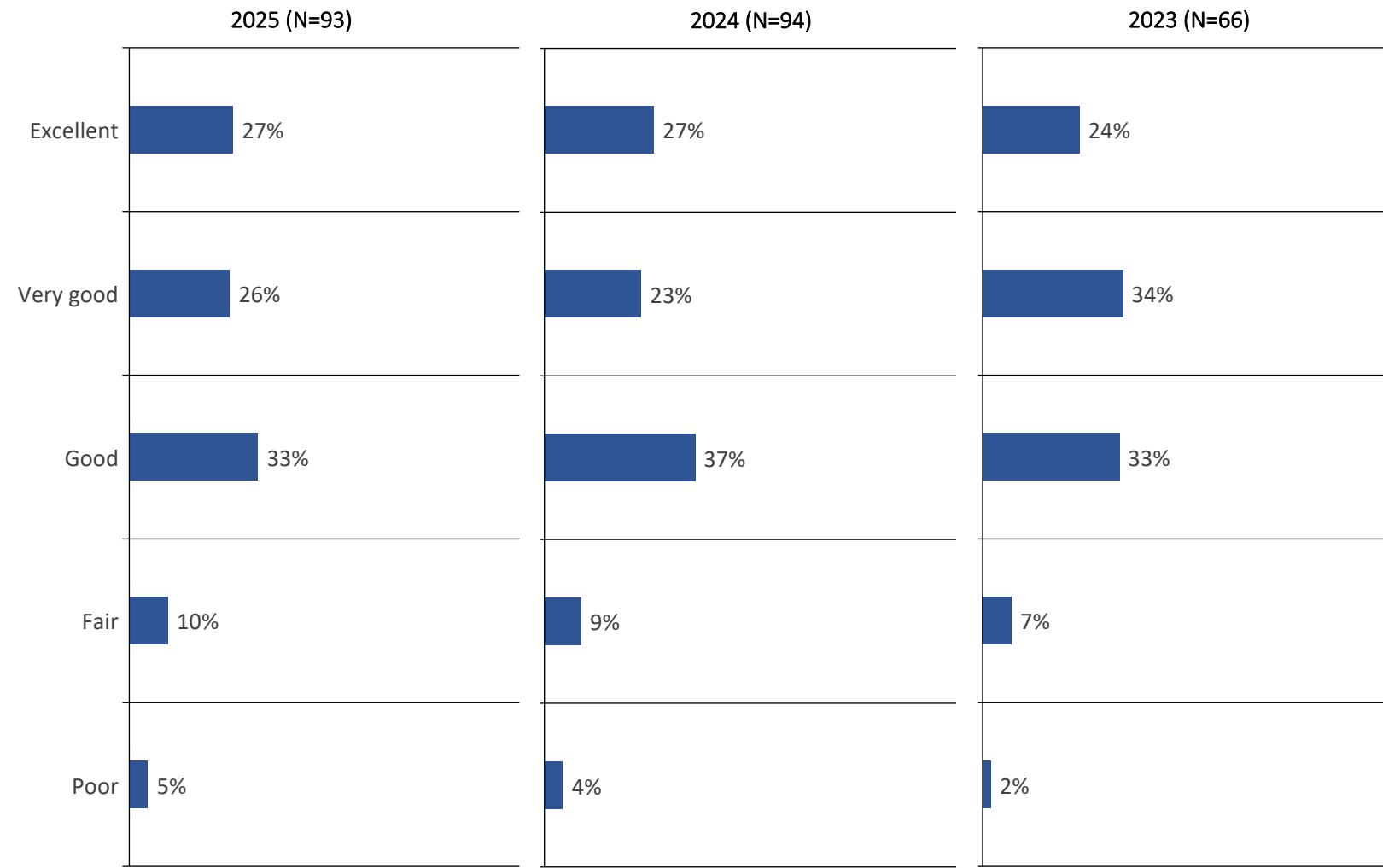
Tests of statistical significance were conducted for the following reportable rates: (Excellent + Very good). Statistically significant differences, tested at the 95% confidence level, between HealthChoice's current-year rate and a comparison rate (prior-year, and HealthChoice Aggregate) are marked with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

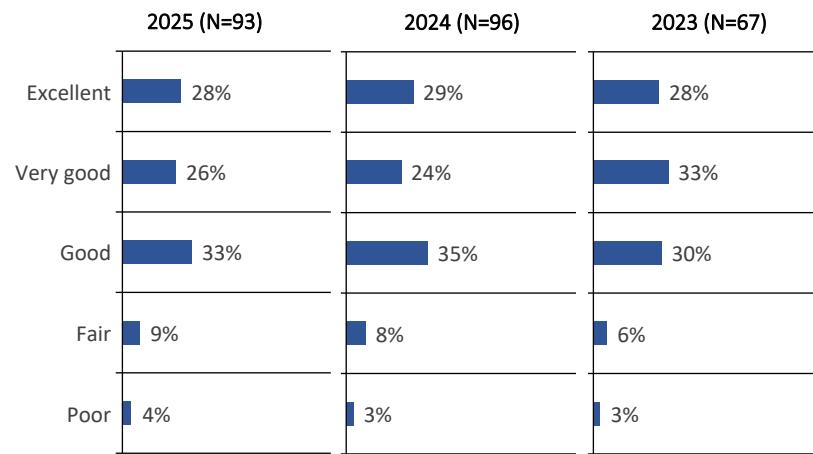
## Claims (Composite)



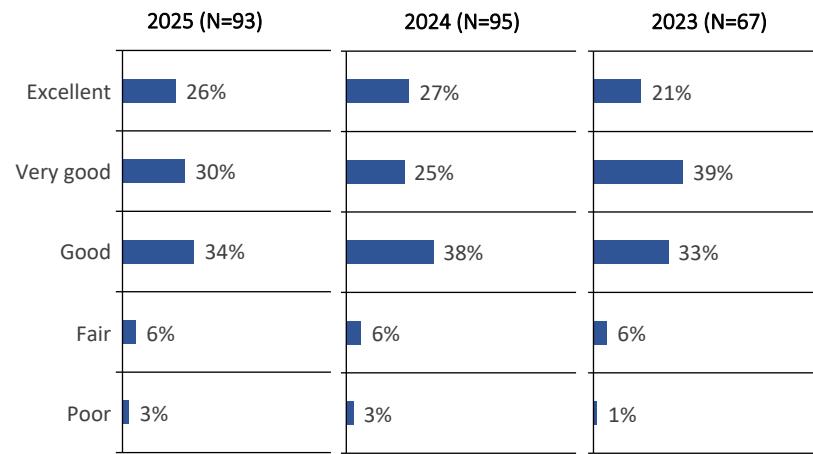
The denominator (*N*) represents the number of valid responses collected for the measure.

## Claims (Contributing Items)

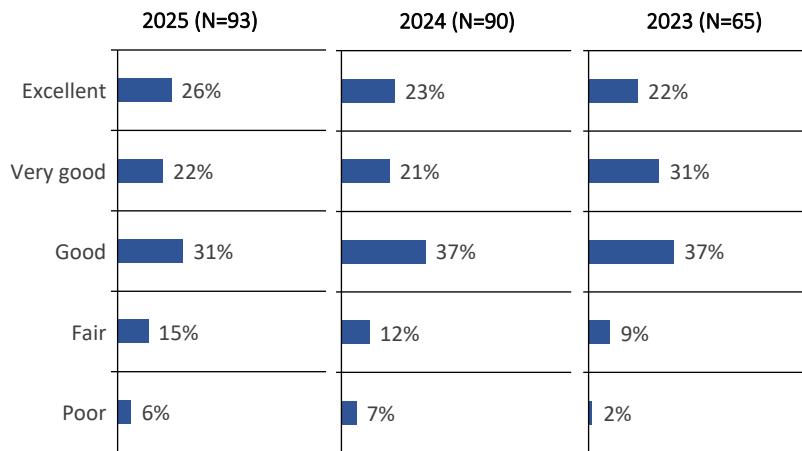
### Accuracy of claims processing.



### Timeliness of initial claims processing.

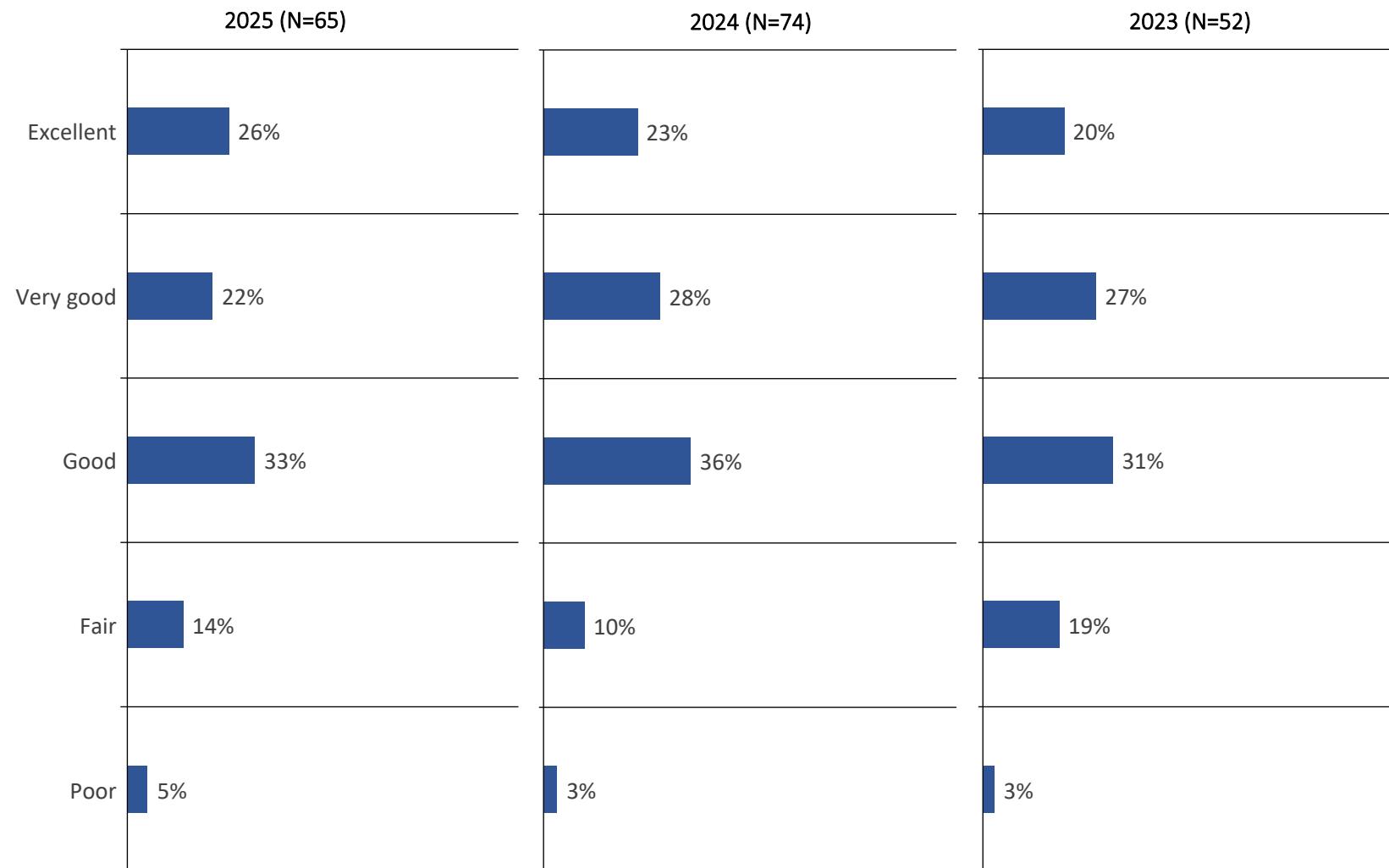


### Timeliness of adjustment and appeal claims processing.



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

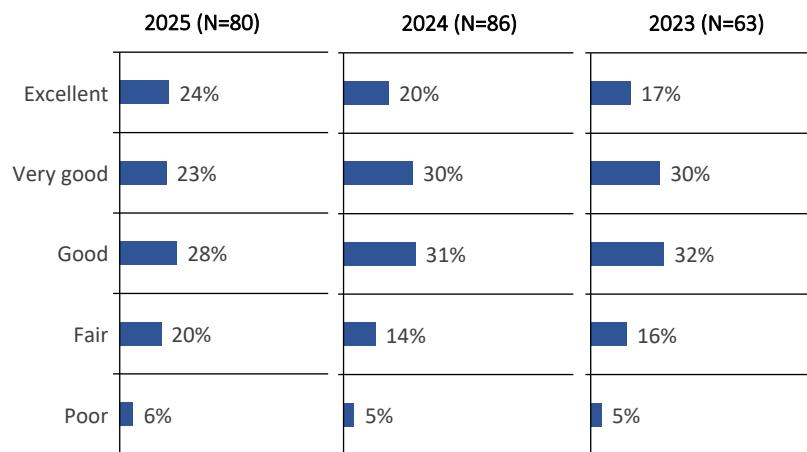
## Preadmission (Composite)



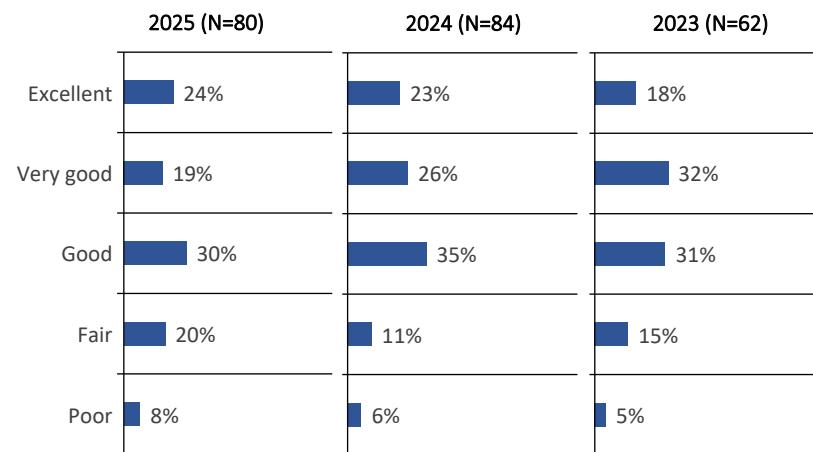
The denominator (*N*) represents the number of valid responses collected for the measure.

## Preadmission (Contributing Items)

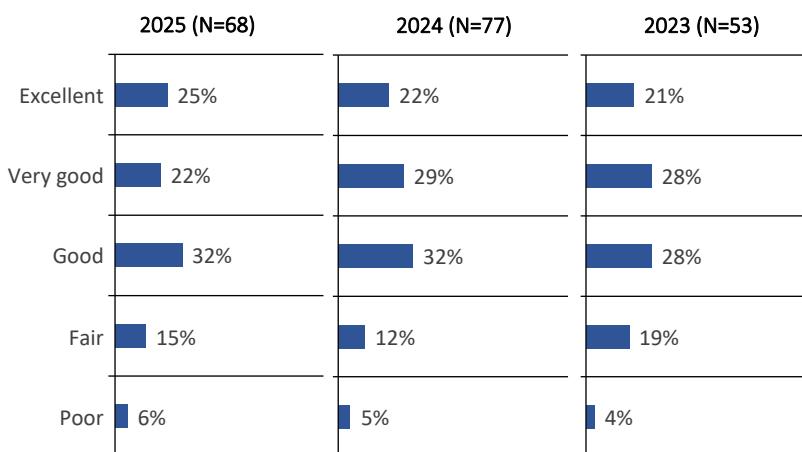
### Timeliness of obtaining authorization for medication.



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



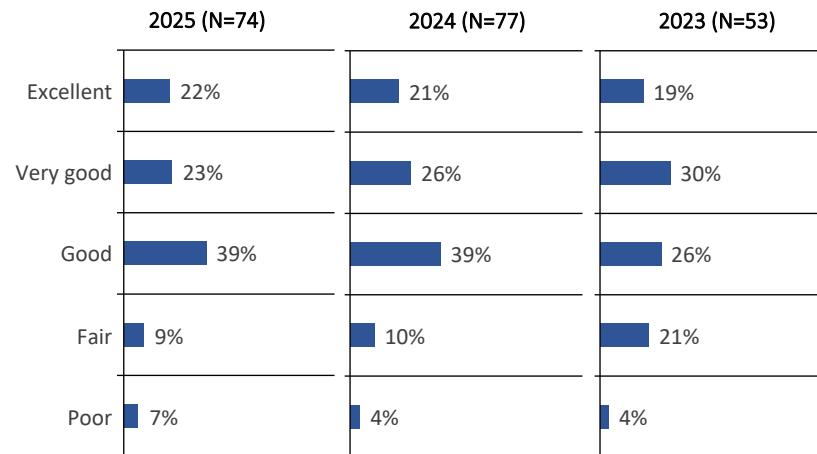
### Timeliness of obtaining authorization of outpatient services.



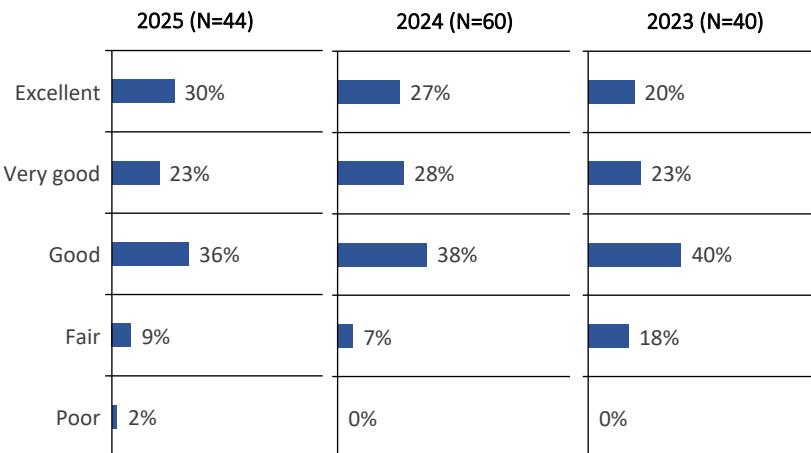
The denominator (N) represents the number of valid responses collected for the measure.

## Preadmission (Contributing Items)

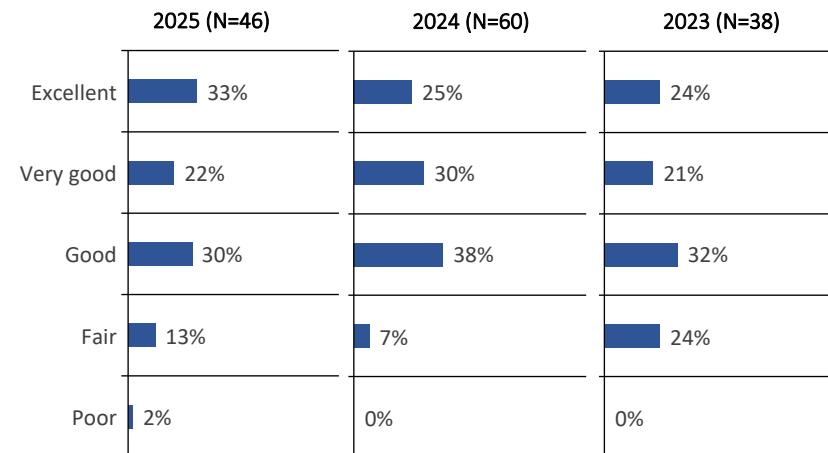
### Overall experience in obtaining prior authorization of outpatient services.



### Timeliness of obtaining authorization of inpatient services.

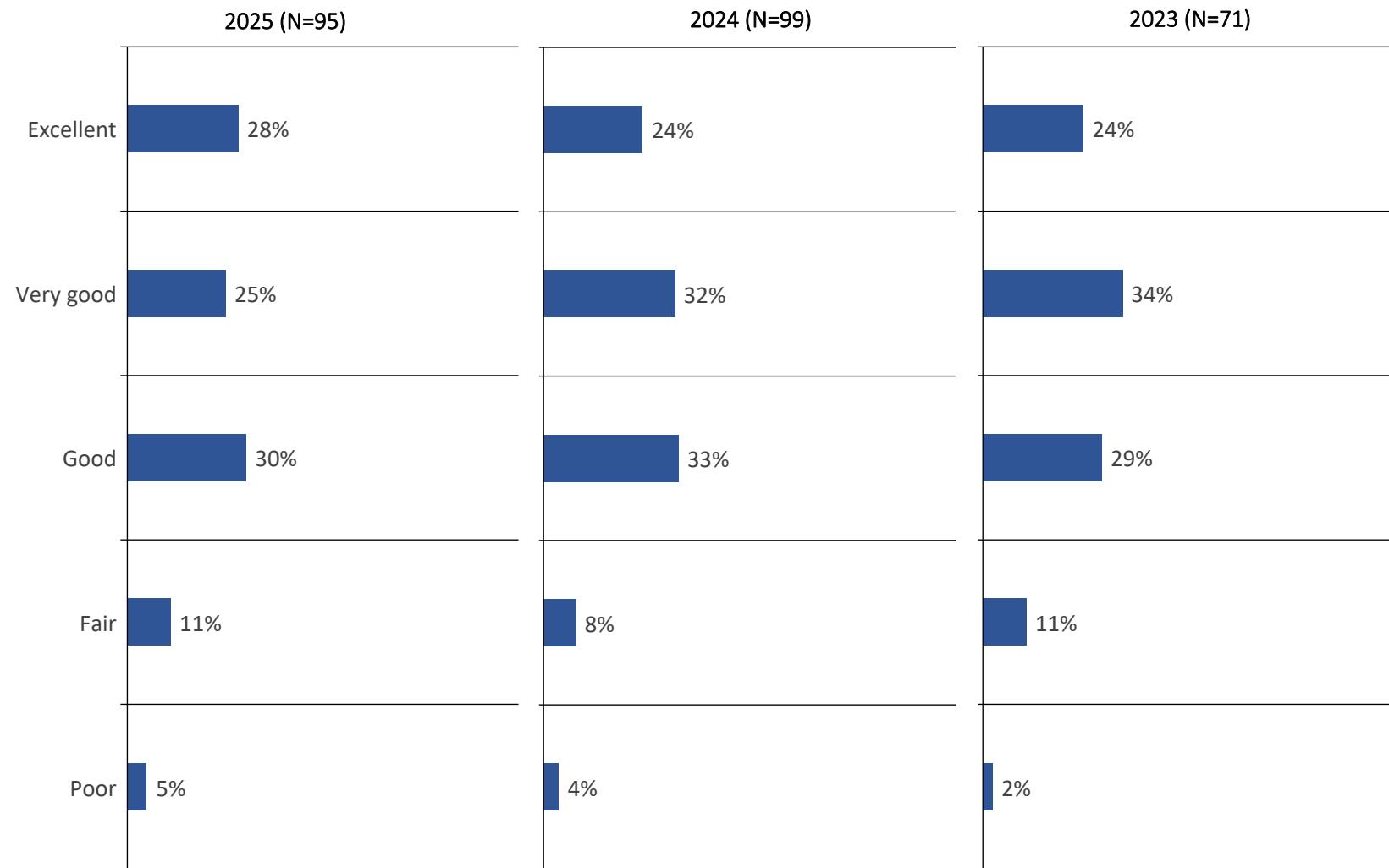


### Overall experience in obtaining authorization of inpatient services.



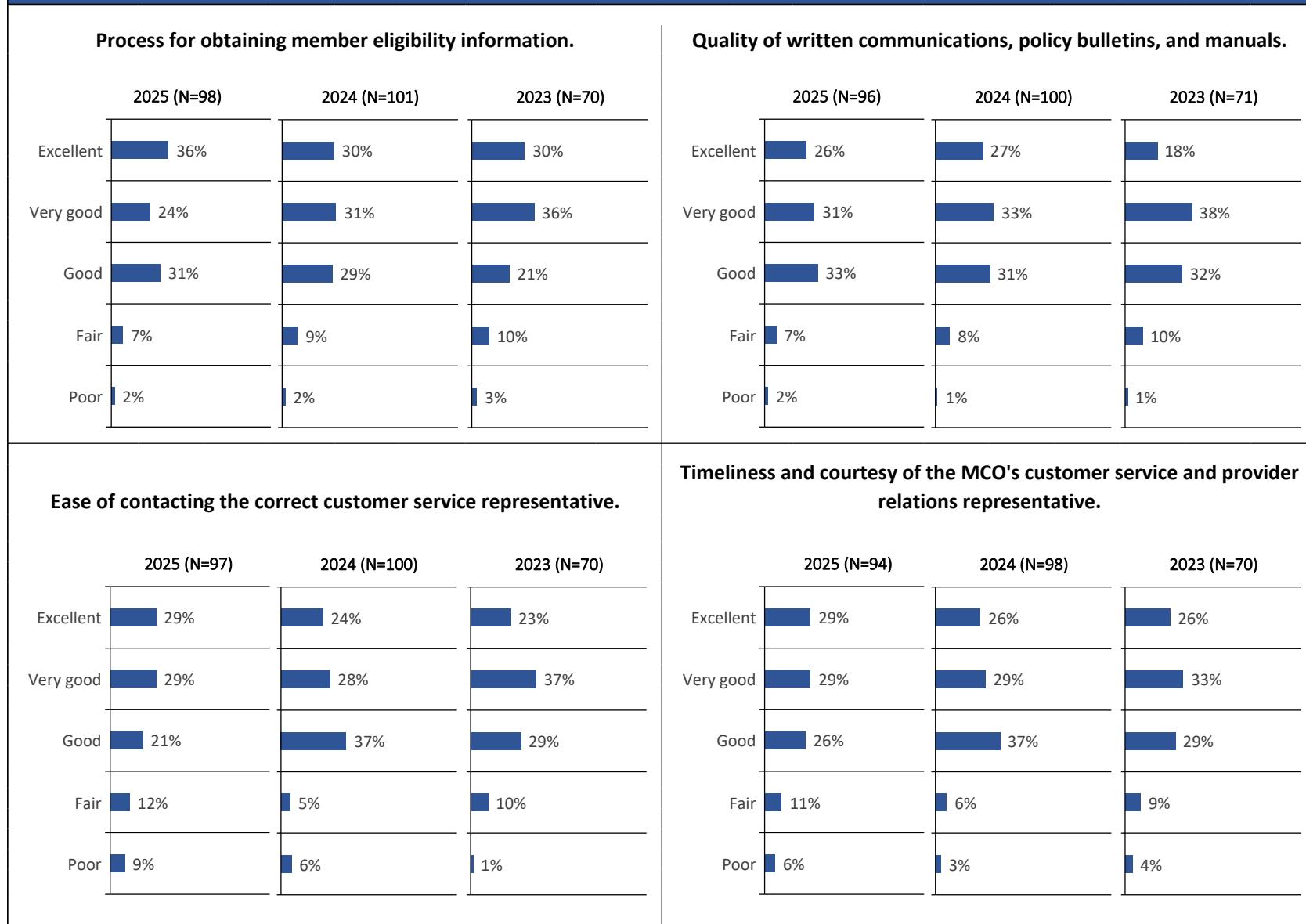
The denominator (N) represents the number of valid responses collected for the measure.

## Customer Service/Provider Relations (Composite)



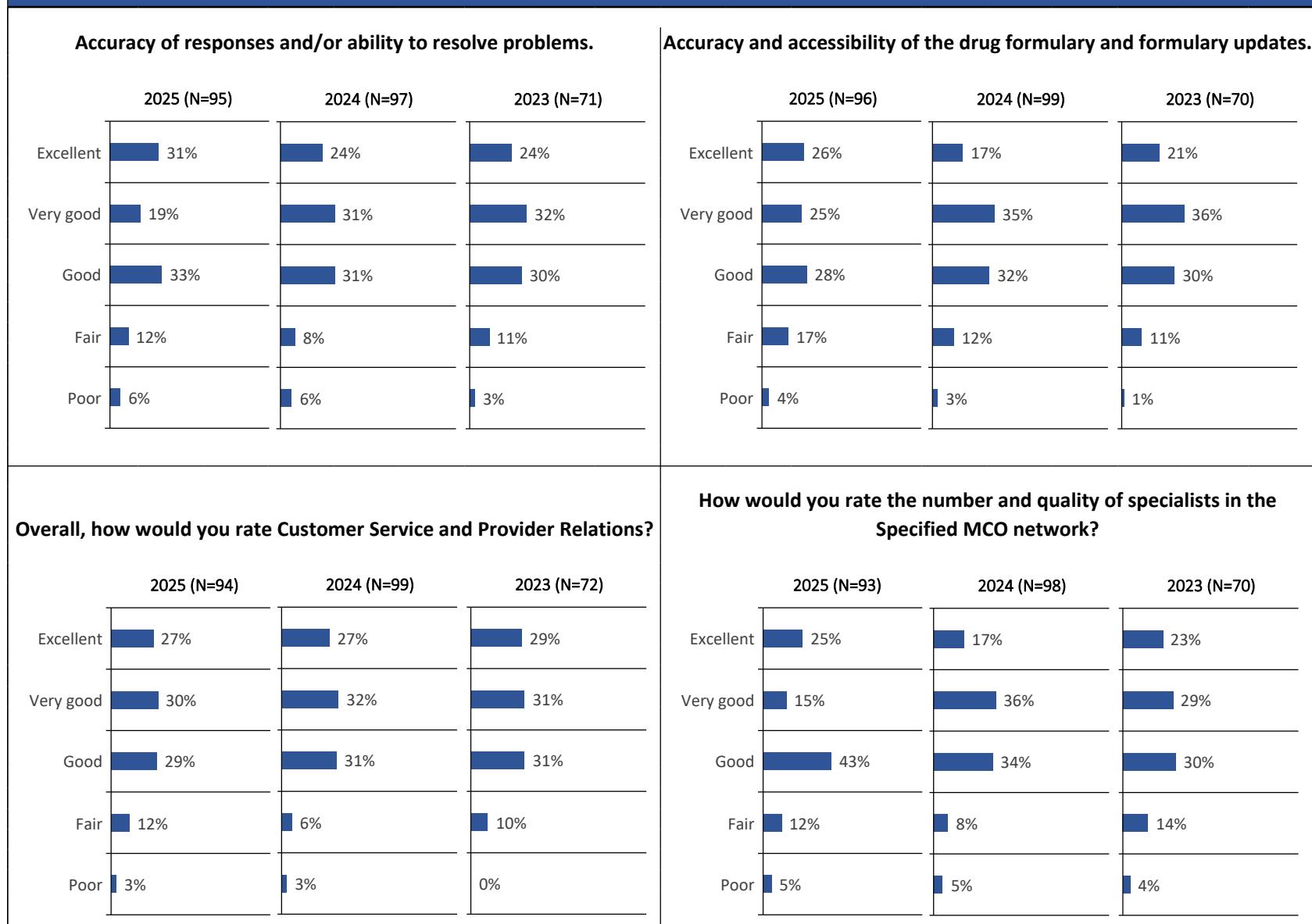
The denominator (*N*) represents the number of valid responses collected for the measure.

## Customer Service/Provider Relations (Contributing Items)



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

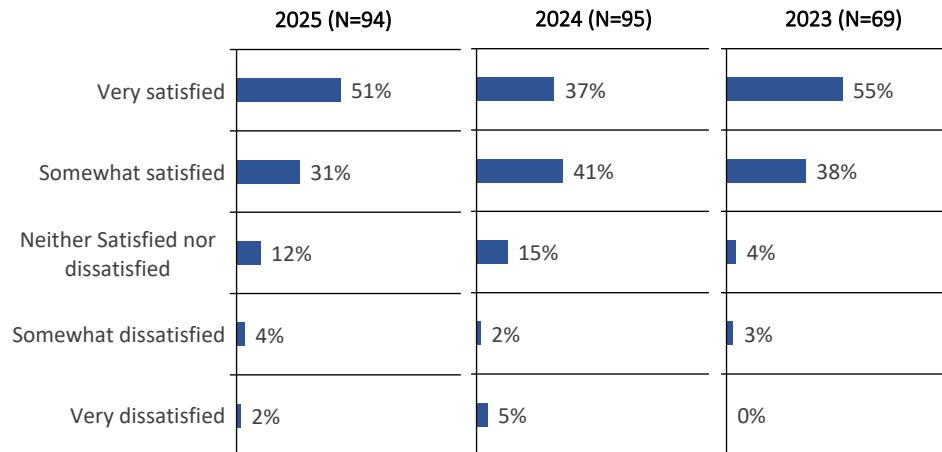
## Customer Service/Provider Relations (Contributing Items)



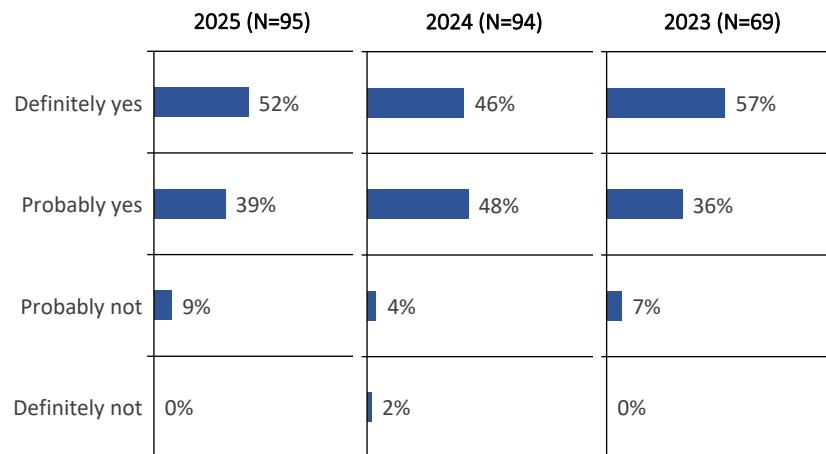
The denominator (N) represents the number of valid responses collected for the measure.

## Overall Satisfaction (Contributing Items)

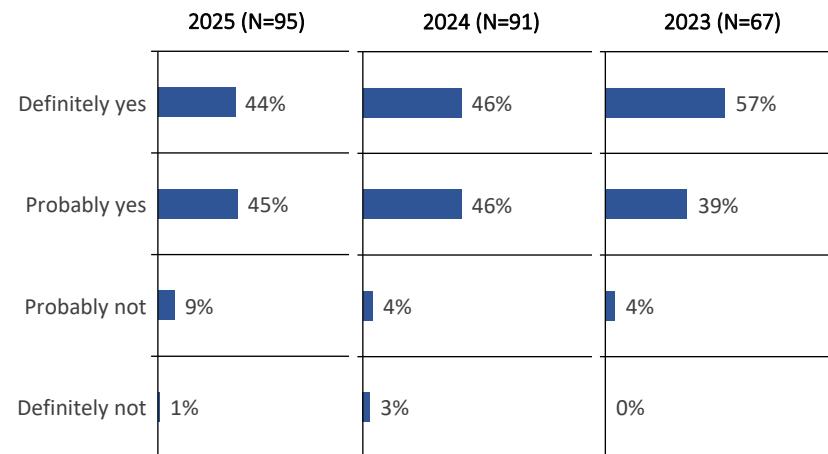
### What is your overall satisfaction with the specified MCO?



### Would you recommend the specified MCO to patients?



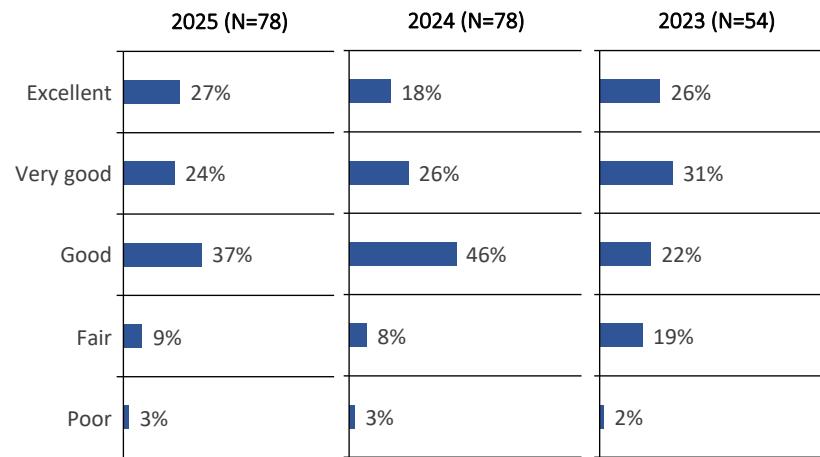
### Would you recommend the specified MCO to other providers?



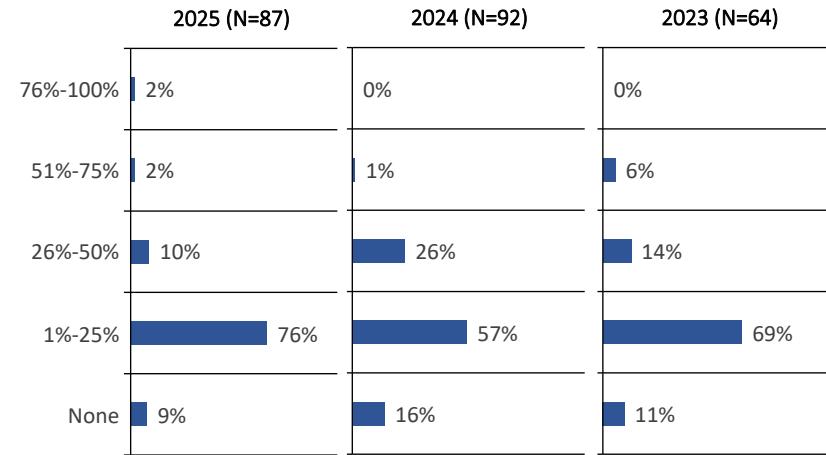
The denominator (N) represents the number of valid responses collected for the measure.

## Other Items

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



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



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

## Segmentation Analysis

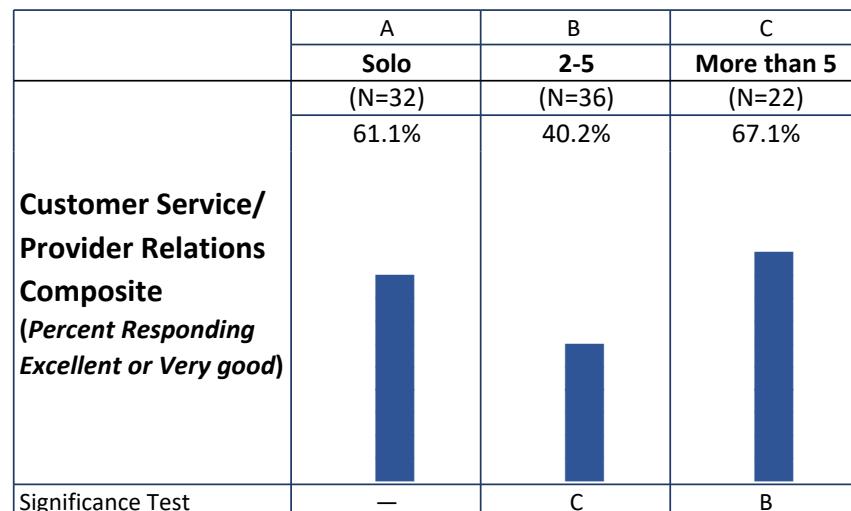
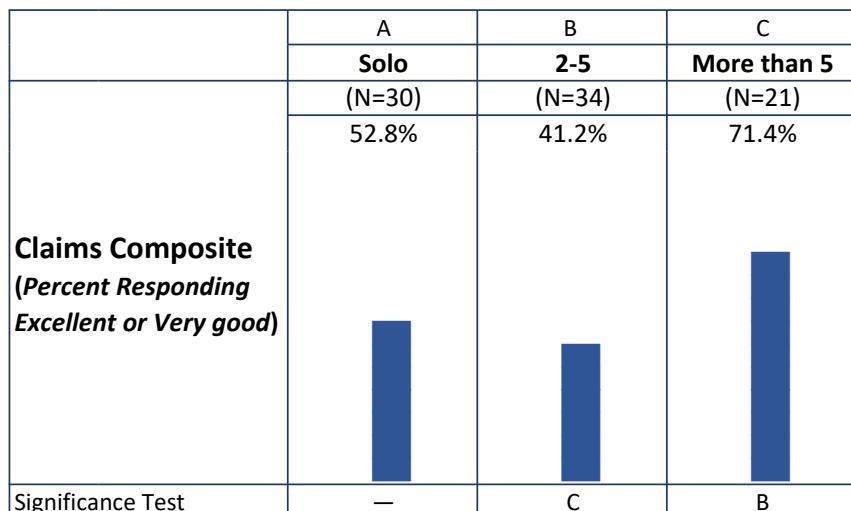
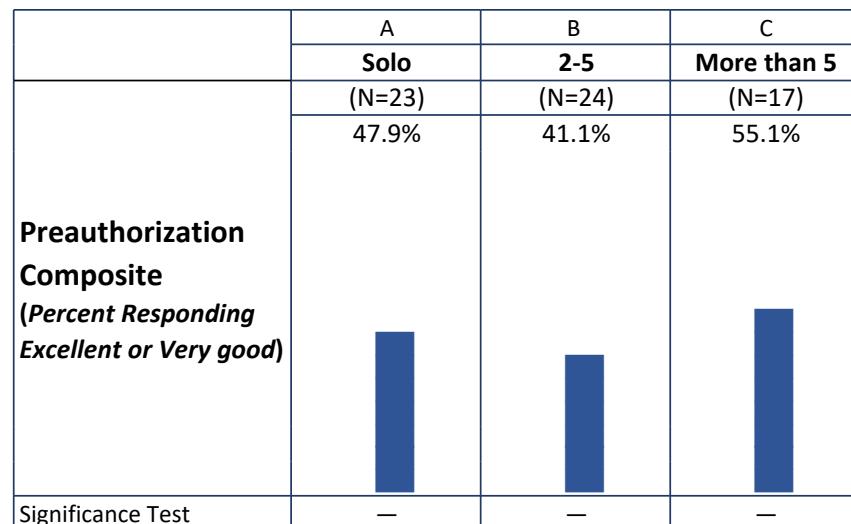
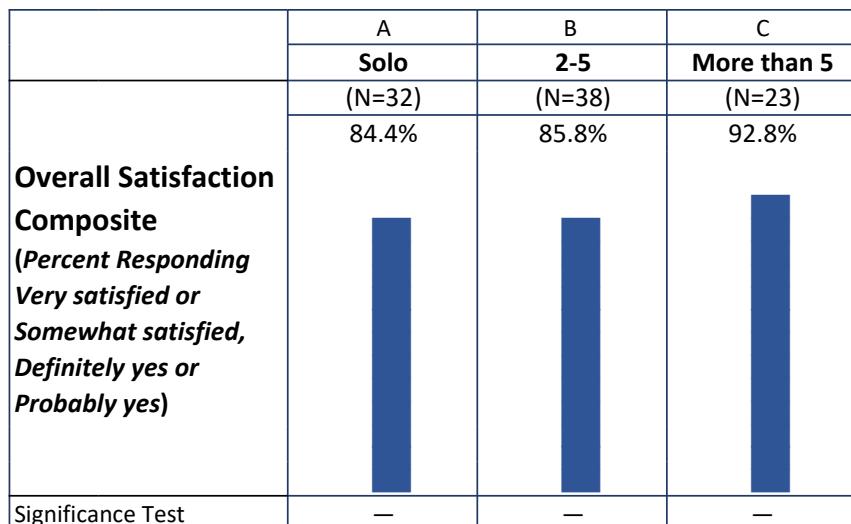
The following charts show the composite summary rates by PCP practice characteristics and HealthChoice patient volume at the PCP practice. The segmentation analysis is performed using the following questions:

- Q28. How many primary care providers are in your practice including physicians, nurses, midwives, physician assistants, etc.?
- Q29. What portion of your total patient volume does HealthChoice represent?
- Q30. What portion of your HealthChoice volume is represented by *MSFC*?

Significance tests were also performed between the composite summary rates of segments within each question analyzed. The significance tests were conducted at a 95% confidence level. The result of the significance test is displayed on the bottom row of each chart. A letter on the bottom row indicates that the summary rate of the column is significantly different from the summary rate in 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 size, HealthChoice and MSFC patient volume at the PCP practice are shown in the **Cross-Tabulations of Survey Results by Segments** section of the report (Appendix A).

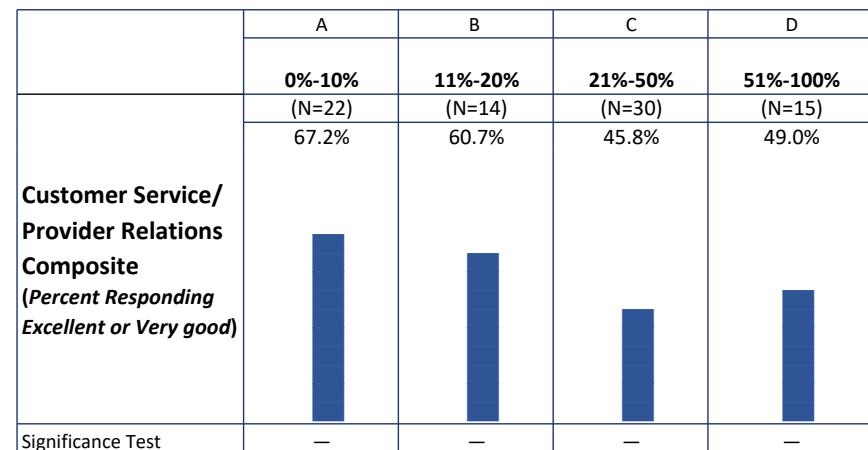
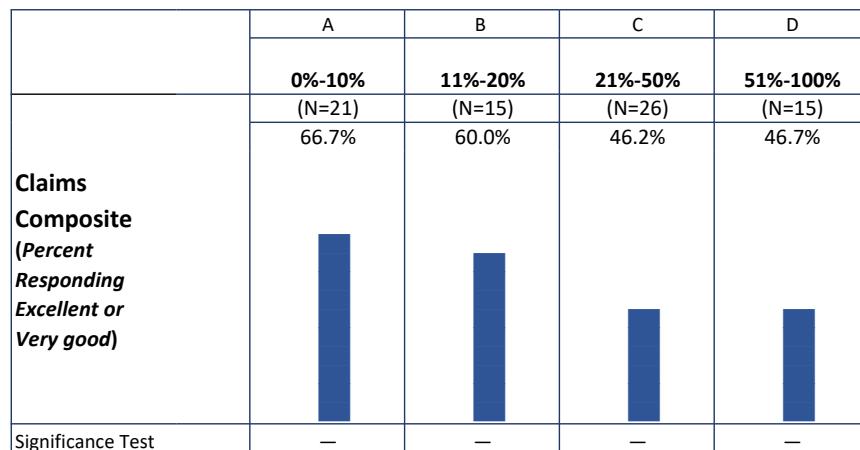
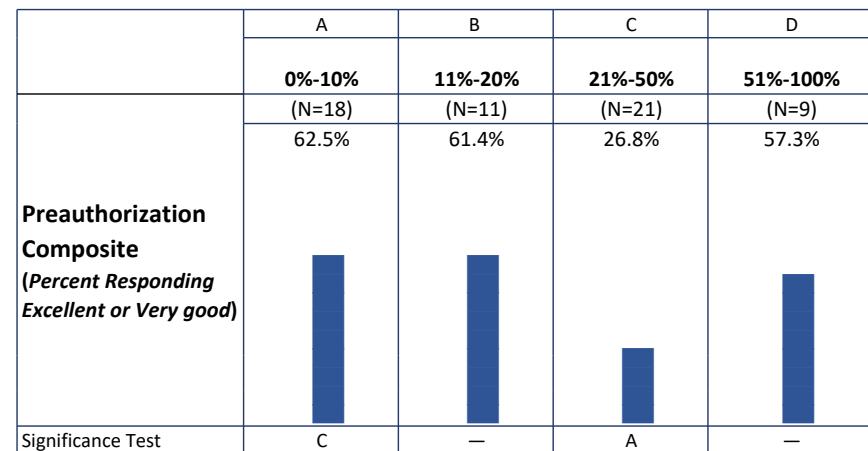
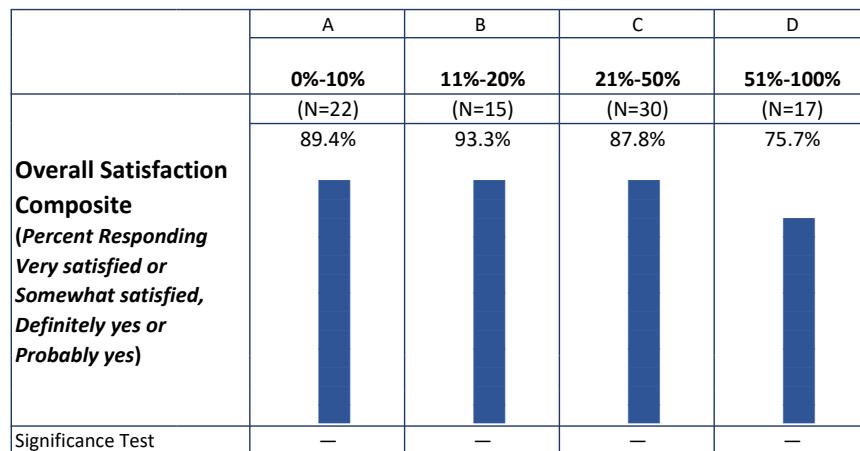
## Number of Providers



\*\* 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.

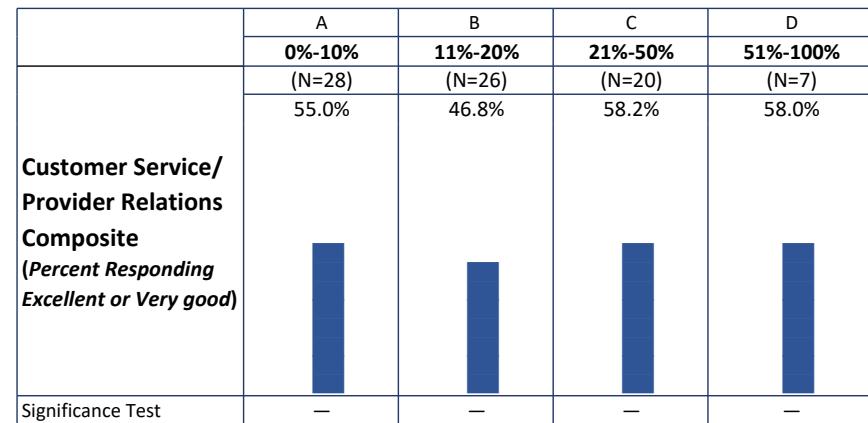
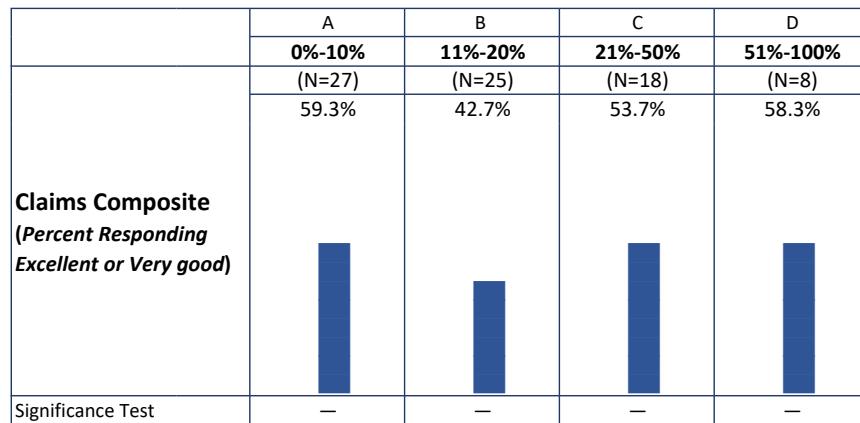
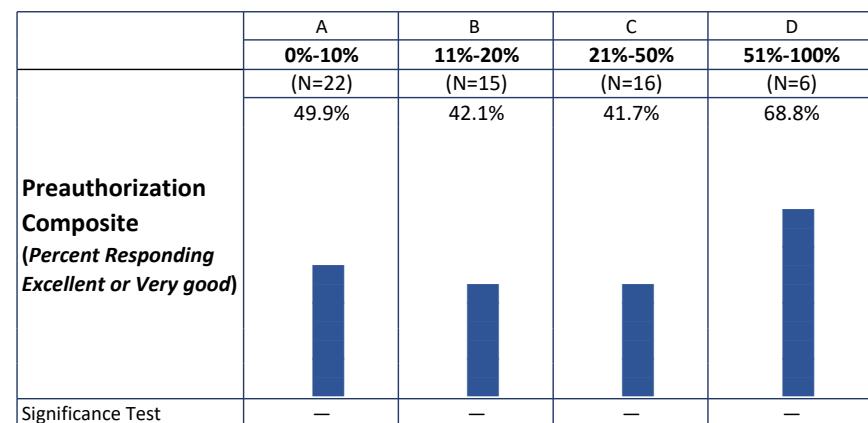
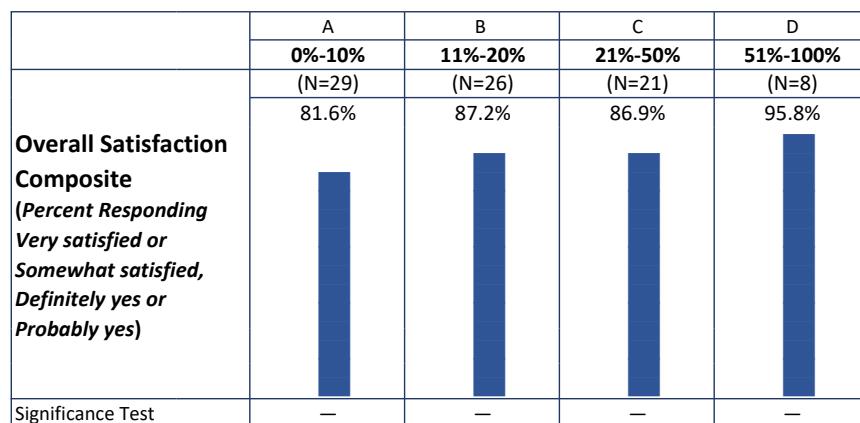
## Portion of Total Patient Volume Represented by HealthChoice



\*\* 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

The 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 one of 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

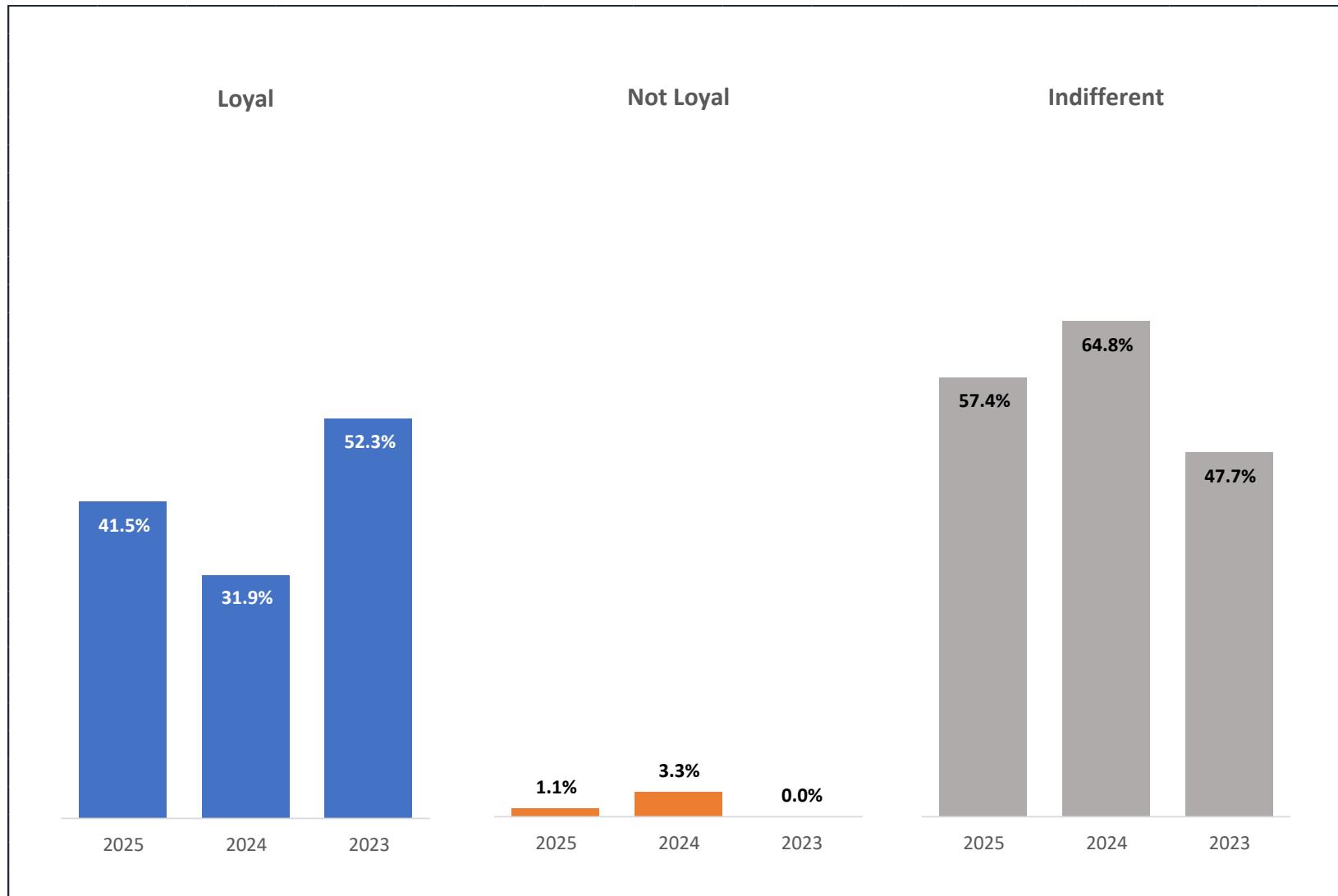
A PCP is considered **not loyal** if they provided one of the following three combinations of responses:

	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, 41.49% of PCPs are considered **loyal**, 1.06% are considered **not loyal**, and 57.45% are **indifferent**.



Tests of statistical significance were conducted between 2025 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 the program attributes and the question about overall satisfaction with *Specified MCO*.

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

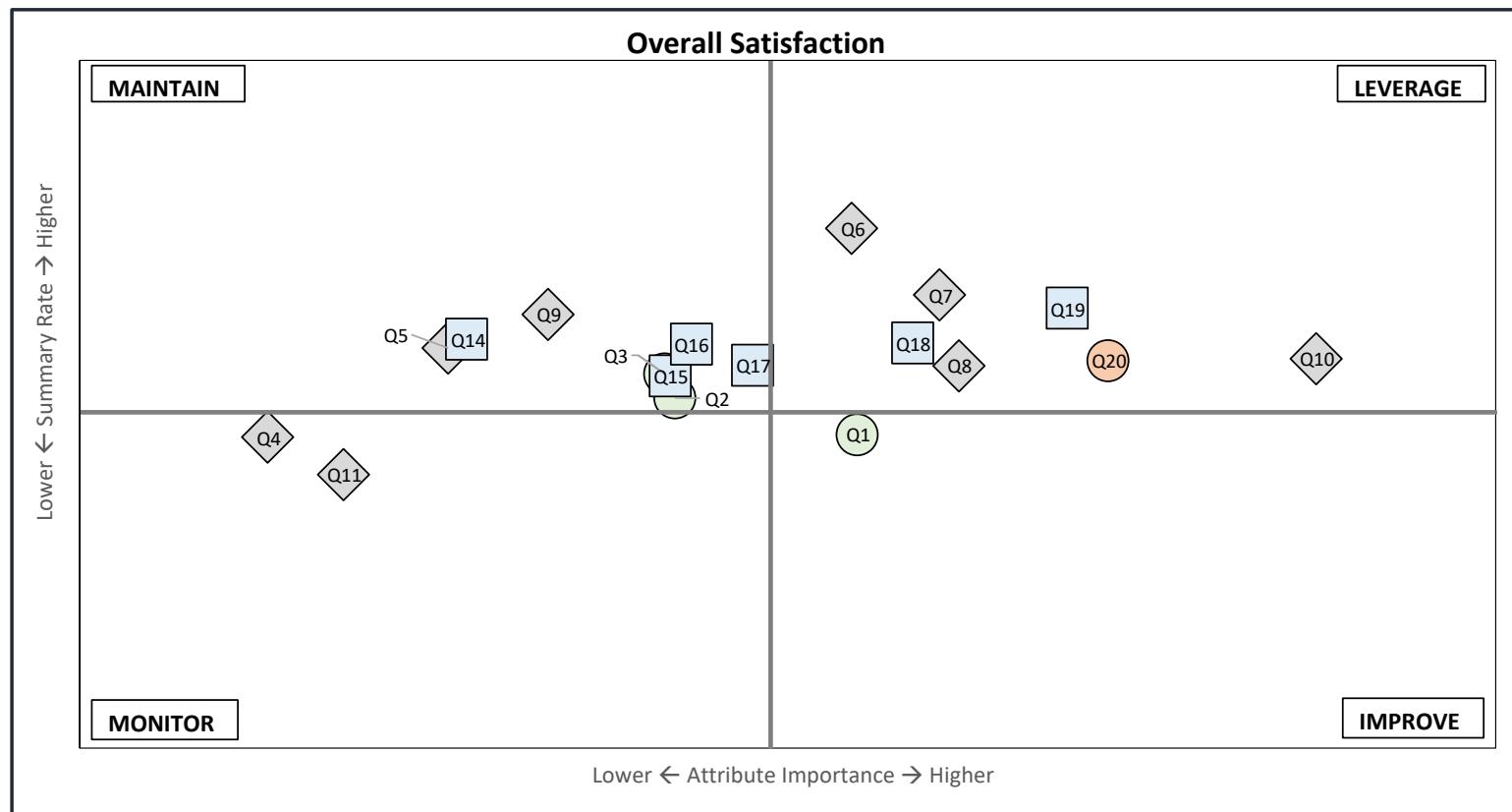
Attribute performance is measured by the summary rates of the question and is represented on the vertical axis of the quadrant map.

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



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

## Data Analysis and Conclusions

One attributes were identified in the IMPROVE quadrant, and seven 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></ul>	<ul style="list-style-type: none"><li>• Ease of contacting the correct customer service representative</li><li>• Timeliness/courtesy of MCO's customer service/provider relations rep.</li><li>• Accuracy of responses and/or ability to resolve problems</li><li>• Customer service/provider relations overall</li><li>• Timeliness of obtaining authorization for inpatient services</li><li>• Overall experience in obtaining prior authorization for inpatient services</li><li>• Coordination of Care/Case Management</li></ul>

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

MONITOR	MAINTAIN
<ul style="list-style-type: none"><li>• Process for obtaining member eligibility information</li><li>• Number and quality of specialists in network</li></ul>	<ul style="list-style-type: none"><li>• Timeliness of initial claims processing</li><li>• Timeliness of adjustment/appeal claims processing</li><li>• Quality of written communications, policy bulletins, and manuals</li><li>• Accuracy and accessibility of drug formulary and formulary updates</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></ul>

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

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## MedStar Family Choice

2025 Maryland HealthChoice PCP Satisfaction Survey

### Question 1

Q001

Accuracy of claims processing.

Base: All respondents

	HealthChoice Aggregate	2025	2024	2023	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
Number in sample	1303	<b>102</b>	108	73	32	38	23	22	15	30	17	29	26	21	8	77	11	6	
Number missing or multiple answer	107	<b>9</b>	12	6	3	4	2	1	0	4	2	2	1	3	0	7	2	0	
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	1196	<b>93</b>	96	67	29	34	21	21	15	26	15	27	25	18	8	70	9	6	
	91.8%	<b>91.2%</b>	88.9%	91.8%	90.6%	89.5%	91.3%	95.5%	100.0%	86.7%	88.2%	93.1%	96.2%	85.7%	100.0%	90.9%	81.8%	100.0%	
Poor	32	<b>4</b>	3	2	1	3	0	2	0	1	1	1	1	1	1	0	1	3	
	2.7%	<b>4.3%</b>	3.1%	3.0%	3.4%	8.8%	0.0%	9.5%	0.0%	3.8%	6.7%	3.7%	4.0%	5.6%	12.5%	0.0%	11.1%	50.0%	
Fair	123	<b>8</b>	8	4	2	5	1	0	1	4	2	2	4	1	0	4	2	2	
	10.3%	<b>8.6%</b>	8.3%	6.0%	6.9%	14.7%	4.8%	0.0%	6.7%	15.4%	13.3%	7.4%	16.0%	5.6%	0.0%	5.7%	22.2%	33.3%	
Good	382	<b>31</b>	34	20	10	12	5	4	4	10	5	7	9	7	2	22	5	1	
	31.9%	<b>33.3%</b>	35.4%	29.9%	34.5%	35.3%	23.8%	19.0%	26.7%	38.5%	33.3%	25.9%	36.0%	38.9%	25.0%	31.4%	55.6%	16.7%	
Very good	341	<b>24</b>	23	22	10	5	6	7	7	4	3	8	8	3	2	20	1	0	
	28.5%	<b>25.8%</b>	24.0%	32.8%	34.5%	14.7%	28.6%	33.3%	46.7%	15.4%	20.0%	29.6%	32.0%	16.7%	25.0%	28.6%	11.1%	0.0%	
Excellent	318	<b>26</b>	28	19	6	9	9	8	3	7	4	9	3	6	3	24	0	0	
	26.6%	<b>28.0%</b>	29.2%	28.4%	20.7%	26.5%	42.9%	38.1%	20.0%	26.9%	26.7%	33.3%	12.0%	33.3%	37.5%	34.3%	0.0%	0.0%	
Significantly different from column:*																			
Excellent or Very good	659	<b>50</b>	51	41	16	14	15	15	10	11	7	17	11	9	5	44	1	0	
	55.1%	<b>53.8%</b>	53.1%	61.2%	55.2%	41.2%	71.4%	71.4%	66.7%	42.3%	46.7%	63.0%	44.0%	50.0%	62.5%	62.9%	11.1%	0.0%	
Significantly different from column:*						G	F	J		H									

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

2025 Maryland HealthChoice PCP Satisfaction Survey

### Question 2

Q002

Timeliness of initial claims processing.

Base: All respondents

	HealthChoice Aggregate	2025	2024	2023	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
Number in sample	1303	102	108	73	32	38	23	22	15	30	17	29	26	21	8	77	11	6	
Number missing or multiple answer	126	9	13	6	2	4	2	1	0	4	2	2	1	3	0	6	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	1177	93	95	67	30	34	21	21	15	26	15	27	25	18	8	71	9	6	
	90.3%	91.2%	88.0%	91.8%	93.8%	89.5%	91.3%	95.5%	100.0%	86.7%	88.2%	93.1%	96.2%	85.7%	100.0%	92.2%	81.8%	100.0%	
Poor	27	3	3	1	1	2	0	1	0	2	0	2	0	1	0	0	1	2	
	2.3%	3.2%	3.2%	1.5%	3.3%	5.9%	0.0%	4.8%	0.0%	7.7%	0.0%	7.4%	0.0%	5.6%	0.0%	0.0%	11.1%	33.3%	
Fair	105	6	6	4	1	4	0	2	1	2	0	1	3	0	1	1	2	2	
	8.9%	6.5%	6.3%	6.0%	3.3%	11.8%	0.0%	9.5%	6.7%	7.7%	0.0%	3.7%	12.0%	0.0%	12.5%	1.4%	22.2%	33.3%	
Good	397	32	36	22	11	13	5	3	5	10	7	6	12	7	2	24	4	2	
	33.7%	34.4%	37.9%	32.8%	36.7%	38.2%	23.8%	14.3%	33.3%	38.5%	46.7%	22.2%	48.0%	38.9%	25.0%	33.8%	44.4%	33.3%	
Very good	354	28	24	26	10	7	9	7	6	6	4	11	6	4	2	24	2	0	
	30.1%	30.1%	25.3%	38.8%	33.3%	20.6%	42.9%	33.3%	40.0%	23.1%	26.7%	40.7%	24.0%	22.2%	25.0%	33.8%	22.2%	0.0%	
Excellent	294	24	26	14	7	8	7	8	3	6	4	7	4	6	3	22	0	0	
	25.0%	25.8%	27.4%	20.9%	23.3%	23.5%	33.3%	38.1%	20.0%	23.1%	26.7%	25.9%	16.0%	33.3%	37.5%	31.0%	0.0%	0.0%	
Significantly different from column:*																			
Excellent or Very good	648	52	50	40	17	15	16	15	9	12	8	18	10	10	5	46	2	0	
	55.1%	55.9%	52.6%	59.7%	56.7%	44.1%	76.2%	71.4%	60.0%	46.2%	53.3%	66.7%	40.0%	55.6%	62.5%	64.8%	22.2%	0.0%	
Significantly different from column:*						G	F												

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

2025 Maryland HealthChoice PCP Satisfaction Survey

### Question 3

Q003

Timeliness of adjustment and appeal claims processing.

Base: All respondents

	HealthChoice Aggregate	2025	2024	2023	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
Number in sample	1303	<b>102</b>	108	73	32	38	23	22	15	30	17	29	26	21	8	77	11	6	
Number missing or multiple answer	137	<b>9</b>	18	8	2	4	2	1	0	4	2	2	1	3	0	6	2	0	
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	1166	<b>93</b>	90	65	30	34	21	21	15	26	15	27	25	18	8	71	9	6	
	89.5%	<b>91.2%</b>	83.3%	89.0%	93.8%	89.5%	91.3%	95.5%	100.0%	86.7%	88.2%	93.1%	96.2%	85.7%	100.0%	92.2%	81.8%	100.0%	
Poor	67	<b>6</b>	6	1	3	2	1	2	1	2	1	2	3	1	0	2	0	4	
	5.7%	<b>6.5%</b>	6.7%	1.5%	10.0%	5.9%	4.8%	9.5%	6.7%	7.7%	6.7%	7.4%	12.0%	5.6%	0.0%	2.8%	0.0%	66.7%	
Fair	180	<b>14</b>	11	6	3	9	0	3	1	5	3	5	4	2	1	4	6	2	
	15.4%	<b>15.1%</b>	12.2%	9.2%	10.0%	26.5%	0.0%	14.3%	6.7%	19.2%	20.0%	18.5%	16.0%	11.1%	12.5%	5.6%	66.7%	33.3%	
Good	394	<b>29</b>	33	24	10	10	6	4	5	6	5	7	7	5	3	25	2	0	
	33.8%	<b>31.2%</b>	36.7%	36.9%	33.3%	29.4%	28.6%	19.0%	33.3%	23.1%	33.3%	25.9%	28.0%	27.8%	37.5%	35.2%	22.2%	0.0%	
Very good	270	<b>20</b>	19	20	7	4	8	4	5	8	2	6	7	5	1	18	1	0	
	23.2%	<b>21.5%</b>	21.1%	30.8%	23.3%	11.8%	38.1%	19.0%	33.3%	30.8%	13.3%	22.2%	28.0%	27.8%	12.5%	25.4%	11.1%	0.0%	
Excellent	255	<b>24</b>	21	14	7	9	6	8	3	5	4	7	4	5	3	22	0	0	
	21.9%	<b>25.8%</b>	23.3%	21.5%	23.3%	26.5%	28.6%	38.1%	20.0%	19.2%	26.7%	25.9%	16.0%	27.8%	37.5%	31.0%	0.0%	0.0%	
Significantly different from column:*																			
Excellent or Very good	525	<b>44</b>	40	34	14	13	14	12	8	13	6	13	11	10	4	40	1	0	
	45.0%	<b>47.3%</b>	44.4%	52.3%	46.7%	38.2%	66.7%	57.1%	53.3%	50.0%	40.0%	48.1%	44.0%	55.6%	50.0%	56.3%	11.1%	0.0%	
Significantly different from column:*						G	F												

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

### 2025 Maryland HealthChoice PCP Satisfaction Survey

#### Question 4

Q004

Process for obtaining member eligibility information.

Base: All respondents

	HealthChoice Aggregate	2025	2024	2023	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
Number in sample	1303	<b>102</b>	108	73	32	38	23	22	15	30	17	29	26	21	8	77	11	6	
Number missing or multiple answer	79	<b>4</b>	7	3	0	2	1	0	1	0	1	0	0	1	1	2	1	0	
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	1224	<b>98</b>	101	70	32	36	22	22	14	30	16	29	26	20	7	75	10	6	
	93.9%	<b>96.1%</b>	93.5%	95.9%	100.0%	94.7%	95.7%	100.0%	93.3%	100.0%	94.1%	100.0%	100.0%	95.2%	87.5%	97.4%	90.9%	100.0%	
Poor	26	<b>2</b>	2	2	1	1	0	1	0	1	0	1	0	1	0	1	0	1	
	2.1%	<b>2.0%</b>	2.0%	2.9%	3.1%	2.8%	0.0%	4.5%	0.0%	3.3%	0.0%	3.4%	0.0%	5.0%	0.0%	1.3%	0.0%	16.7%	
Fair	91	<b>7</b>	9	7	2	3	1	2	1	2	0	2	2	1	0	1	2	3	
	7.4%	<b>7.1%</b>	8.9%	10.0%	6.3%	8.3%	4.5%	9.1%	7.1%	6.7%	0.0%	6.9%	7.7%	5.0%	0.0%	1.3%	20.0%	50.0%	
Good	352	<b>30</b>	29	15	8	14	3	4	3	10	6	9	7	5	3	18	6	2	
	28.8%	<b>30.6%</b>	28.7%	21.4%	25.0%	38.9%	13.6%	18.2%	21.4%	33.3%	37.5%	31.0%	26.9%	25.0%	42.9%	24.0%	60.0%	33.3%	
Very good	358	<b>24</b>	31	25	8	8	7	6	4	7	4	7	10	5	0	21	2	0	
	29.2%	<b>24.5%</b>	30.7%	35.7%	25.0%	22.2%	31.8%	27.3%	28.6%	23.3%	25.0%	24.1%	38.5%	25.0%	0.0%	28.0%	20.0%	0.0%	
Excellent	397	<b>35</b>	30	21	13	10	11	9	6	10	6	10	7	8	4	34	0	0	
	32.4%	<b>35.7%</b>	29.7%	30.0%	40.6%	27.8%	50.0%	40.9%	42.9%	33.3%	37.5%	34.5%	26.9%	40.0%	57.1%	45.3%	0.0%	0.0%	
Significantly different from column:*																			
Excellent or Very good	755	<b>59</b>	61	46	21	18	18	15	10	17	10	17	17	13	4	55	2	0	
	61.7%	<b>60.2%</b>	60.4%	65.7%	65.6%	50.0%	81.8%	68.2%	71.4%	56.7%	62.5%	58.6%	65.4%	65.0%	57.1%	73.3%	20.0%	0.0%	
Significantly different from column:*						G	F												

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

2025 Maryland HealthChoice PCP Satisfaction Survey

### Question 5

Quality of written communications, policy bulletins, and manuals

Q005

Base: All respondents

	HealthChoice Aggregate	2025	2024	2023	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 or
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	1303	<b>102</b>	108	73	32	38	23	22	15	30	17	29	26	21	8	77	11	6	
Number missing or multiple answer	91	<b>6</b>	8	2	0	3	1	0	1	0	2	0	0	2	1	1	2	0	
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	1212	<b>96</b>	100	71	32	35	22	22	14	30	15	29	26	19	7	76	9	6	
	93.0%	<b>94.1%</b>	92.6%	97.3%	100.0%	92.1%	95.7%	100.0%	93.3%	100.0%	88.2%	100.0%	100.0%	90.5%	87.5%	98.7%	81.8%	100.0%	
Poor	31	<b>2</b>	1	1	0	2	0	1	0	1	0	1	0	1	0	0	0	0	
	2.6%	<b>2.1%</b>	1.0%	1.4%	0.0%	5.7%	0.0%	4.5%	0.0%	3.3%	0.0%	3.4%	0.0%	5.3%	0.0%	0.0%	0.0%	33.3%	
Fair	104	<b>7</b>	8	7	0	5	1	1	1	2	2	0	4	1	1	2	3	1	
	8.6%	<b>7.3%</b>	8.0%	9.9%	0.0%	14.3%	4.5%	4.5%	7.1%	6.7%	13.3%	0.0%	15.4%	5.3%	14.3%	2.6%	33.3%	16.7%	
Good	429	<b>32</b>	31	23	9	16	5	5	4	12	5	11	10	5	2	24	5	1	
	35.4%	<b>33.3%</b>	31.0%	32.4%	28.1%	45.7%	22.7%	22.7%	28.6%	40.0%	33.3%	37.9%	38.5%	26.3%	28.6%	31.6%	55.6%	16.7%	
Very good	346	<b>30</b>	33	27	13	5	9	7	5	9	3	8	8	8	0	25	1	2	
	28.5%	<b>31.3%</b>	33.0%	38.0%	40.6%	14.3%	40.9%	31.8%	35.7%	30.0%	20.0%	27.6%	30.8%	42.1%	0.0%	32.9%	11.1%	33.3%	
Excellent	302	<b>25</b>	27	13	10	7	7	8	4	6	5	9	4	4	4	25	0	0	
	24.9%	<b>26.0%</b>	27.0%	18.3%	31.3%	20.0%	31.8%	36.4%	28.6%	20.0%	33.3%	31.0%	15.4%	21.1%	57.1%	32.9%	0.0%	0.0%	
Significantly different from column:*																			
Excellent or Very good	648	<b>55</b>	60	40	23	12	16	15	9	15	8	17	12	12	4	50	1	2	
	53.5%	<b>57.3%</b>	60.0%	56.3%	71.9%	34.3%	72.7%	68.2%	64.3%	50.0%	53.3%	58.6%	46.2%	63.2%	57.1%	65.8%	11.1%	33.3%	
Significantly different from column:*					F	EG	F												

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

### 2025 Maryland HealthChoice PCP Satisfaction Survey

#### Question 6

Ease of contacting the correct customer service representative.

Q006

Base: All respondents

	HealthChoice Aggregate	2025	2024	2023	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
Number in sample	1303	102	108	73	32	38	23	22	15	30	17	29	26	21	8	77	11	6	
Number missing or multiple answer	93	5	8	3	0	2	1	0	1	0	2	0	0	1	1	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	1210	97	100	70	32	36	22	22	14	30	15	29	26	20	7	75	10	6	
	92.9%	95.1%	92.6%	95.9%	100.0%	94.7%	95.7%	100.0%	93.3%	100.0%	88.2%	100.0%	100.0%	95.2%	87.5%	97.4%	90.9%	100.0%	
Poor	82	9	6	1	2	5	2	3	1	2	2	2	3	2	1	1	4	4	
	6.8%	9.3%	6.0%	1.4%	6.3%	13.9%	9.1%	13.6%	7.1%	6.7%	13.3%	6.9%	11.5%	10.0%	14.3%	1.3%	40.0%	66.7%	
Fair	173	12	5	7	3	7	1	1	1	6	3	4	5	2	0	5	4	2	
	14.3%	12.4%	5.0%	10.0%	9.4%	19.4%	4.5%	4.5%	7.1%	20.0%	20.0%	13.8%	19.2%	10.0%	0.0%	6.7%	40.0%	33.3%	
Good	389	20	37	20	6	8	3	4	2	7	2	7	5	3	1	17	1	0	
	32.1%	20.6%	37.0%	28.6%	18.8%	22.2%	13.6%	18.2%	14.3%	23.3%	13.3%	24.1%	19.2%	15.0%	14.3%	22.7%	10.0%	0.0%	
Very good	288	28	28	26	10	9	7	5	6	8	4	7	7	7	2	25	1	0	
	23.8%	28.9%	28.0%	37.1%	31.3%	25.0%	31.8%	22.7%	42.9%	26.7%	26.7%	24.1%	26.9%	35.0%	28.6%	33.3%	10.0%	0.0%	
Excellent	278	28	24	16	11	7	9	9	4	7	4	9	6	6	3	27	0	0	
	23.0%	28.9%	24.0%	22.9%	34.4%	19.4%	40.9%	40.9%	28.6%	23.3%	26.7%	31.0%	23.1%	30.0%	42.9%	36.0%	0.0%	0.0%	
Significantly different from column:*																			
Excellent or Very good	566	56	52	42	21	16	16	14	10	15	8	16	13	13	5	52	1	0	
	46.8%	57.7%	52.0%	60.0%	65.6%	44.4%	72.7%	63.6%	71.4%	50.0%	53.3%	55.2%	50.0%	65.0%	71.4%	69.3%	10.0%	0.0%	
Significantly different from column:*		A			G	F													

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

### 2025 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	2025	2024	2023	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
Number in sample	1303	<b>102</b>	108	73	32	38	23	22	15	30	17	29	26	21	8	77	11	6	
Number missing or multiple answer	92	<b>8</b>	10	3	1	2	1	1	1	0	2	1	0	1	1	2	1	1	1
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1211	<b>94</b>	98	70	31	36	22	21	14	30	15	28	26	20	7	75	10	5	
	92.9%	<b>92.2%</b>	90.7%	95.9%	96.9%	94.7%	95.7%	95.5%	93.3%	100.0%	88.2%	96.6%	100.0%	95.2%	87.5%	97.4%	90.9%	83.3%	
Poor	58	<b>6</b>	3	3	2	3	1	2	0	2	1	2	1	1	1	0	2	4	
	4.8%	<b>6.4%</b>	3.1%	4.3%	6.5%	8.3%	4.5%	9.5%	0.0%	6.7%	6.7%	7.1%	3.8%	5.0%	14.3%	0.0%	20.0%	80.0%	
Fair	149	<b>10</b>	6	6	1	7	2	0	2	4	4	2	6	2	0	5	4	1	
	12.3%	<b>10.6%</b>	6.1%	8.6%	3.2%	19.4%	9.1%	0.0%	14.3%	13.3%	26.7%	7.1%	23.1%	10.0%	0.0%	6.7%	40.0%	20.0%	
Good	393	<b>24</b>	36	20	6	10	5	1	3	10	4	5	6	6	2	19	3	0	
	32.5%	<b>25.5%</b>	36.7%	28.6%	19.4%	27.8%	22.7%	4.8%	21.4%	33.3%	26.7%	17.9%	23.1%	30.0%	28.6%	25.3%	30.0%	0.0%	
Very good	312	<b>27</b>	28	23	12	9	5	9	5	8	2	10	8	4	2	26	0	0	
	25.8%	<b>28.7%</b>	28.6%	32.9%	38.7%	25.0%	22.7%	42.9%	35.7%	26.7%	13.3%	35.7%	30.8%	20.0%	28.6%	34.7%	0.0%	0.0%	
Excellent	299	<b>27</b>	25	18	10	7	9	9	4	6	4	9	5	7	2	25	1	0	
	24.7%	<b>28.7%</b>	25.5%	25.7%	32.3%	19.4%	40.9%	42.9%	28.6%	20.0%	26.7%	32.1%	19.2%	35.0%	28.6%	33.3%	10.0%	0.0%	
Significantly different from column:*																			
Excellent or Very good	611	<b>54</b>	53	41	22	16	14	18	9	14	6	19	13	11	4	51	1	0	
	50.5%	<b>57.4%</b>	54.1%	58.6%	71.0%	44.4%	63.6%	85.7%	64.3%	46.7%	40.0%	67.9%	50.0%	55.0%	57.1%	68.0%	10.0%	0.0%	
Significantly different from column:*					F	E		J		H									

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

2025 Maryland HealthChoice PCP Satisfaction Survey

### Question 8

Q008

Accuracy of responses and/or ability to resolve problems.

Base: All respondents

	HealthChoice Aggregate	2025	2024	2023	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
Number in sample	1303	<b>102</b>	108	73	32	38	23	22	15	30	17	29	26	21	8	77	11	6	
Number missing or multiple answer	87	7	11	2	0	2	1	0	1	0	2	0	0	1	1	2	1	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1216	<b>95</b>	97	71	32	36	22	22	14	30	15	29	26	20	7	75	10	6	
	93.3%	<b>93.1%</b>	89.8%	97.3%	100.0%	94.7%	95.7%	100.0%	93.3%	100.0%	88.2%	100.0%	100.0%	95.2%	87.5%	97.4%	90.9%	100.0%	
Poor	61	<b>6</b>	6	2	2	2	1	2	0	1	1	2	1	1	0	0	1	1	4
	5.0%	<b>6.3%</b>	6.2%	2.8%	6.3%	5.6%	4.5%	9.1%	0.0%	3.3%	6.7%	6.9%	3.8%	5.0%	0.0%	0.0%	10.0%	66.7%	
Fair	175	<b>11</b>	8	8	3	6	2	1	2	3	4	4	4	2	1	4	5	2	
	14.4%	<b>11.6%</b>	8.2%	11.3%	9.4%	16.7%	9.1%	4.5%	14.3%	10.0%	26.7%	13.8%	15.4%	10.0%	14.3%	5.3%	50.0%	33.3%	
Good	412	<b>31</b>	30	21	8	15	6	5	4	14	3	9	10	5	2	28	2	0	
	33.9%	<b>32.6%</b>	30.9%	29.6%	25.0%	41.7%	27.3%	22.7%	28.6%	46.7%	20.0%	31.0%	38.5%	25.0%	28.6%	37.3%	20.0%	0.0%	
Very good	299	<b>18</b>	30	23	7	4	6	6	3	4	2	5	6	5	0	15	2	0	
	24.6%	<b>18.9%</b>	30.9%	32.4%	21.9%	11.1%	27.3%	27.3%	21.4%	13.3%	13.3%	17.2%	23.1%	25.0%	0.0%	20.0%	20.0%	0.0%	
Excellent	269	<b>29</b>	23	17	12	9	7	8	5	8	5	9	5	7	4	28	0	0	
	22.1%	<b>30.5%</b>	23.7%	23.9%	37.5%	25.0%	31.8%	36.4%	35.7%	26.7%	33.3%	31.0%	19.2%	35.0%	57.1%	37.3%	0.0%	0.0%	
Significantly different from column:*																			
Excellent or Very good	568	<b>47</b>	53	40	19	13	13	14	8	12	7	14	11	12	4	43	2	0	
	46.7%	<b>49.5%</b>	54.6%	56.3%	59.4%	36.1%	59.1%	63.6%	57.1%	40.0%	46.7%	48.3%	42.3%	60.0%	57.1%	57.3%	20.0%	0.0%	
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

### 2025 Maryland HealthChoice PCP Satisfaction Survey

#### Question 9

Q009

Accuracy and accessibility of the drug formulary and formulary updates.

Base: All respondents

	HealthChoice Aggregate	2025	2024	2023	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
Number in sample	1303	<b>102</b>	108	73	32	38	23	22	15	30	17	29	26	21	8	77	11	6	
Number missing or multiple answer	122	<b>6</b>	9	3	0	2	0	0	1	0	1	1	0	0	1	1	1	1	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1181	<b>96</b>	99	70	32	36	23	22	14	30	16	28	26	21	7	76	10	6	
	90.6%	<b>94.1%</b>	91.7%	95.9%	100.0%	94.7%	100.0%	100.0%	93.3%	100.0%	94.1%	96.6%	100.0%	100.0%	87.5%	98.7%	90.9%	100.0%	
Poor	56	<b>4</b>	3	1	1	2	1	0	0	3	0	1	0	2	0	1	1	1	2
	4.7%	<b>4.2%</b>	3.0%	1.4%	3.1%	5.6%	4.3%	0.0%	0.0%	10.0%	0.0%	3.6%	0.0%	9.5%	0.0%	1.3%	10.0%	33.3%	
Fair	169	<b>16</b>	12	8	4	9	3	5	2	7	1	6	7	1	1	8	5	3	
	14.3%	<b>16.7%</b>	12.1%	11.4%	12.5%	25.0%	13.0%	22.7%	14.3%	23.3%	6.3%	21.4%	26.9%	4.8%	14.3%	10.5%	50.0%	50.0%	
Good	422	<b>27</b>	32	21	10	11	4	3	4	9	6	6	8	7	2	23	3	0	
	35.7%	<b>28.1%</b>	32.3%	30.0%	31.3%	30.6%	17.4%	13.6%	28.6%	30.0%	37.5%	21.4%	30.8%	33.3%	28.6%	30.3%	30.0%	0.0%	
Very good	286	<b>24</b>	35	25	10	6	6	7	4	6	4	7	8	5	2	20	1	1	
	24.2%	<b>25.0%</b>	35.4%	35.7%	31.3%	16.7%	26.1%	31.8%	28.6%	20.0%	25.0%	25.0%	30.8%	23.8%	28.6%	26.3%	10.0%	16.7%	
Excellent	248	<b>25</b>	17	15	7	8	9	7	4	5	5	8	3	6	2	24	0	0	
	21.0%	<b>26.0%</b>	17.2%	21.4%	21.9%	22.2%	39.1%	31.8%	28.6%	16.7%	31.3%	28.6%	11.5%	28.6%	28.6%	31.6%	0.0%	0.0%	
Significantly different from column:*																			
Excellent or Very good	534	<b>49</b>	52	40	17	14	15	14	8	11	9	15	11	11	4	44	1	1	
	45.2%	<b>51.0%</b>	52.5%	57.1%	53.1%	38.9%	65.2%	63.6%	57.1%	36.7%	56.3%	53.6%	42.3%	52.4%	57.1%	57.9%	10.0%	16.7%	
Significantly different from column:*						G	F												

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

2025 Maryland HealthChoice PCP Satisfaction Survey

### Question 10

Q010

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

Base: All respondents

	HealthChoice Aggregate	2025	2024	2023	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
Number in sample	1303	<b>102</b>	108	73	32	38	23	22	15	30	17	29	26	21	8	77	11	6	
Number missing or multiple answer	98	<b>8</b>	9	1	0	3	0	0	1	0	2	1	0	1	1	1	2	0	
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	1205	<b>94</b>	99	72	32	35	23	22	14	30	15	28	26	20	7	76	9	6	
	92.5%	<b>92.2%</b>	91.7%	98.6%	100.0%	92.1%	100.0%	100.0%	93.3%	100.0%	88.2%	96.6%	100.0%	95.2%	87.5%	98.7%	81.8%	100.0%	
Poor	44	<b>3</b>	3	0	1	2	0	1	0	1	1	1	1	1	0	0	0	0	
	3.7%	<b>3.2%</b>	3.0%	0.0%	3.1%	5.7%	0.0%	4.5%	0.0%	3.3%	6.7%	3.6%	3.8%	5.0%	0.0%	0.0%	0.0%	50.0%	
Fair	143	<b>11</b>	6	7	3	5	3	1	1	5	2	3	3	2	1	3	6	2	
	11.9%	<b>11.7%</b>	6.1%	9.7%	9.4%	14.3%	13.0%	4.5%	7.1%	16.7%	13.3%	10.7%	11.5%	10.0%	14.3%	3.9%	66.7%	33.3%	
Good	377	<b>27</b>	31	22	8	12	5	3	5	9	5	6	10	5	2	22	2	1	
	31.3%	<b>28.7%</b>	31.3%	30.6%	25.0%	34.3%	21.7%	13.6%	35.7%	30.0%	33.3%	21.4%	38.5%	25.0%	28.6%	28.9%	22.2%	16.7%	
Very good	354	<b>28</b>	32	22	12	8	7	8	5	9	2	9	8	6	1	28	0	0	
	29.4%	<b>29.8%</b>	32.3%	30.6%	37.5%	22.9%	30.4%	36.4%	35.7%	30.0%	13.3%	32.1%	30.8%	30.0%	14.3%	36.8%	0.0%	0.0%	
Excellent	287	<b>25</b>	27	21	8	8	8	9	3	6	5	9	4	6	3	23	1	0	
	23.8%	<b>26.6%</b>	27.3%	29.2%	25.0%	22.9%	34.8%	40.9%	21.4%	20.0%	33.3%	32.1%	15.4%	30.0%	42.9%	30.3%	11.1%	0.0%	
Significantly different from column:*																			
Excellent or Very good	641	<b>53</b>	59	43	20	16	15	17	8	15	7	18	12	12	4	51	1	0	
	53.2%	<b>56.4%</b>	59.6%	59.7%	62.5%	45.7%	65.2%	77.3%	57.1%	50.0%	46.7%	64.3%	46.2%	60.0%	57.1%	67.1%	11.1%	0.0%	
Significantly different from column:*									J	H									

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

2025 Maryland HealthChoice PCP Satisfaction Survey

### Question 11

Q011

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

Base: All respondents

	HealthChoice Aggregate	2025	2024	2023	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
Number in sample	1303	<b>102</b>	108	73	32	38	23	22	15	30	17	29	26	21	8	77	11	6	
Number missing or multiple answer	119	<b>9</b>	10	3	2	2	0	1	1	0	2	2	1	1	0	1	1	1	
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	1184	<b>93</b>	98	70	30	36	23	21	14	30	15	27	25	20	8	76	10	5	
	90.9%	<b>91.2%</b>	90.7%	95.9%	93.8%	94.7%	100.0%	95.5%	93.3%	100.0%	88.2%	93.1%	96.2%	95.2%	100.0%	98.7%	90.9%	83.3%	
Poor	72	<b>5</b>	5	3	3	2	0	0	1	2	2	0	2	2	1	1	1	3	
	6.1%	<b>5.4%</b>	5.1%	4.3%	10.0%	5.6%	0.0%	0.0%	7.1%	6.7%	13.3%	0.0%	8.0%	10.0%	12.5%	1.3%	10.0%	60.0%	
Fair	195	<b>11</b>	8	10	3	6	2	4	1	4	1	6	3	1	1	7	2	2	
	16.5%	<b>11.8%</b>	8.2%	14.3%	10.0%	16.7%	8.7%	19.0%	7.1%	13.3%	6.7%	22.2%	12.0%	5.0%	12.5%	9.2%	20.0%	40.0%	
Good	402	<b>40</b>	33	21	12	18	8	7	6	13	7	12	12	8	2	33	6	0	
	34.0%	<b>43.0%</b>	33.7%	30.0%	40.0%	50.0%	34.8%	33.3%	42.9%	43.3%	46.7%	44.4%	48.0%	40.0%	25.0%	43.4%	60.0%	0.0%	
Very good	271	<b>14</b>	35	20	7	2	4	3	2	5	1	3	2	5	1	12	1	0	
	22.9%	<b>15.1%</b>	35.7%	28.6%	23.3%	5.6%	17.4%	14.3%	14.3%	16.7%	6.7%	11.1%	8.0%	25.0%	12.5%	15.8%	10.0%	0.0%	
Excellent	244	<b>23</b>	17	16	5	8	9	7	4	6	4	6	6	4	3	23	0	0	
	20.6%	<b>24.7%</b>	17.3%	22.9%	16.7%	22.2%	39.1%	33.3%	28.6%	20.0%	26.7%	22.2%	24.0%	20.0%	37.5%	30.3%	0.0%	0.0%	
Significantly different from column:*																			
Excellent or Very good	515	<b>37</b>	52	36	12	10	13	10	6	11	5	9	8	9	4	35	1	0	
	43.5%	<b>39.8%</b>	53.1%	51.4%	40.0%	27.8%	56.5%	47.6%	42.9%	36.7%	33.3%	33.3%	32.0%	45.0%	50.0%	46.1%	10.0%	0.0%	
Significantly different from column:*						G	F												

NA-Not Applicable

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## MedStar Family Choice

2025 Maryland HealthChoice PCP Satisfaction Survey

### Question 14

Q014

Timeliness of obtaining authorization for medication.

Base: All respondents

	HealthChoice Aggregate	2025	2024	2023	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
Number in sample	1303	102	108	73	32	38	23	22	15	30	17	29	26	21	8	77	11	6	
Number missing or multiple answer	104	10	12	3	0	3	1	0	0	1	3	1	0	2	0	1	2	1	
Number no experience	175	12	10	7	5	5	2	3	1	3	3	2	4	3	1	8	2	2	
Usable responses	1024	80	86	63	27	30	20	19	14	26	11	26	22	16	7	68	7	3	
	78.6%	78.4%	79.6%	86.3%	84.4%	78.9%	87.0%	86.4%	93.3%	86.7%	64.7%	89.7%	84.6%	76.2%	87.5%	88.3%	63.6%	50.0%	
Poor	66	5	4	3	2	3	0	0	1	4	0	3	0	2	0	3	1	1	
	6.4%	6.3%	4.7%	4.8%	7.4%	10.0%	0.0%	0.0%	7.1%	15.4%	0.0%	11.5%	0.0%	12.5%	0.0%	4.4%	14.3%	33.3%	
Fair	177	16	12	10	3	8	5	4	3	4	2	4	5	3	1	10	4	2	
	17.3%	20.0%	14.0%	15.9%	11.1%	26.7%	25.0%	21.1%	21.4%	15.4%	18.2%	15.4%	22.7%	18.8%	14.3%	14.7%	57.1%	66.7%	
Good	352	22	27	20	10	9	3	4	2	10	4	5	11	4	2	20	2	0	
	34.4%	27.5%	31.4%	31.7%	37.0%	30.0%	15.0%	21.1%	14.3%	38.5%	36.4%	19.2%	50.0%	25.0%	28.6%	29.4%	28.6%	0.0%	
Very good	220	18	26	19	7	4	5	5	5	6	0	7	4	2	3	17	0	0	
	21.5%	22.5%	30.2%	30.2%	25.9%	13.3%	25.0%	26.3%	35.7%	23.1%	0.0%	26.9%	18.2%	12.5%	42.9%	25.0%	0.0%	0.0%	
Excellent	209	19	17	11	5	6	7	6	3	2	5	7	2	5	1	18	0	0	
	20.4%	23.8%	19.8%	17.5%	18.5%	20.0%	35.0%	31.6%	21.4%	7.7%	45.5%	26.9%	9.1%	31.3%	14.3%	26.5%	0.0%	0.0%	
Significantly different from column:*																			
Excellent or Very good	429	37	43	30	12	10	12	11	8	8	5	14	6	7	4	35	0	0	
	41.9%	46.3%	50.0%	47.6%	44.4%	33.3%	60.0%	57.9%	57.1%	30.8%	45.5%	53.8%	27.3%	43.8%	57.1%	51.5%	0.0%	0.0%	
Significantly different from column:*																			

\*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

2025 Maryland HealthChoice PCP Satisfaction Survey

### Question 15

Q015

Overall experience in obtaining prior authorization for medications.

Base: All respondents

	HealthChoice Aggregate	2025	2024	2023	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
Number in sample	1303	<b>102</b>	108	73	32	38	23	22	15	30	17	29	26	21	8	77	11	6	
Number missing or multiple answer	100	<b>10</b>	13	4	0	2	1	0	0	0	3	1	0	1	0	1	2	0	
Number no experience	174	<b>12</b>	11	7	5	4	3	2	1	4	2	2	4	3	0	8	2	2	
Usable responses	1029	<b>80</b>	84	62	27	32	19	20	14	26	12	26	22	17	8	68	7	4	
	79.0%	<b>78.4%</b>	77.8%	84.9%	84.4%	84.2%	82.6%	90.9%	93.3%	86.7%	70.6%	89.7%	84.6%	81.0%	100.0%	88.3%	63.6%	66.7%	
Poor	90	<b>6</b>	5	3	2	4	0	1	1	4	0	4	0	2	0	2	1	3	
	8.7%	<b>7.5%</b>	6.0%	4.8%	7.4%	12.5%	0.0%	5.0%	7.1%	15.4%	0.0%	15.4%	0.0%	11.8%	0.0%	2.9%	14.3%	75.0%	
Fair	179	<b>16</b>	9	9	5	8	3	3	2	6	3	3	6	3	2	11	4	1	
	17.4%	<b>20.0%</b>	10.7%	14.5%	18.5%	25.0%	15.8%	15.0%	14.3%	23.1%	25.0%	11.5%	27.3%	17.6%	25.0%	16.2%	57.1%	25.0%	
Good	345	<b>24</b>	29	19	9	10	5	4	3	11	3	7	9	6	1	22	2	0	
	33.5%	<b>30.0%</b>	34.5%	30.6%	33.3%	31.3%	26.3%	20.0%	21.4%	42.3%	25.0%	26.9%	40.9%	35.3%	12.5%	32.4%	28.6%	0.0%	
Very good	221	<b>15</b>	22	20	7	3	4	5	5	3	1	4	5	2	3	15	0	0	
	21.5%	<b>18.8%</b>	26.2%	32.3%	25.9%	9.4%	21.1%	25.0%	35.7%	11.5%	8.3%	15.4%	22.7%	11.8%	37.5%	22.1%	0.0%	0.0%	
Excellent	194	<b>19</b>	19	11	4	7	7	7	3	2	5	8	2	4	2	18	0	0	
	18.9%	<b>23.8%</b>	22.6%	17.7%	14.8%	21.9%	36.8%	35.0%	21.4%	7.7%	41.7%	30.8%	9.1%	23.5%	25.0%	26.5%	0.0%	0.0%	
Significantly different from column:*																			
Excellent or Very good	415	<b>34</b>	41	31	11	10	11	12	8	5	6	12	7	6	5	33	0	0	
	40.3%	<b>42.5%</b>	48.8%	50.0%	40.7%	31.3%	57.9%	60.0%	57.1%	19.2%	50.0%	46.2%	31.8%	35.3%	62.5%	48.5%	0.0%	0.0%	
Significantly different from column:*									J	H									

\*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

2025 Maryland HealthChoice PCP Satisfaction Survey

### Question 16

Q016

Timeliness of obtaining authorization of outpatient services.

Base: All respondents

	HealthChoice Aggregate	2025	2024	2023	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
Number in sample	1303	<b>102</b>	108	73	32	38	23	22	15	30	17	29	26	21	8	77	11	6	
Number missing or multiple answer	105	<b>11</b>	12	3	1	2	1	0	0	1	3	1	1	1	0	2	2	0	
Number no experience	298	<b>23</b>	19	17	5	11	6	4	2	6	5	4	10	3	2	15	5	3	
Usable responses	900	<b>68</b>	77	53	26	25	16	18	13	23	9	24	15	17	6	60	4	3	
	69.1%	<b>66.7%</b>	71.3%	72.6%	81.3%	65.8%	69.6%	81.8%	86.7%	76.7%	52.9%	82.8%	57.7%	81.0%	75.0%	77.9%	36.4%	50.0%	
Poor	51	<b>4</b>	4	2	0	4	0	2	1	1	0	3	0	1	0	2	0	2	
	5.7%	<b>5.9%</b>	5.2%	3.8%	0.0%	16.0%	0.0%	11.1%	7.7%	4.3%	0.0%	12.5%	0.0%	5.9%	0.0%	3.3%	0.0%	66.7%	
Fair	132	<b>10</b>	9	10	5	3	2	1	2	5	1	4	3	1	1	7	2	1	
	14.7%	<b>14.7%</b>	11.7%	18.9%	19.2%	12.0%	12.5%	5.6%	15.4%	21.7%	11.1%	16.7%	20.0%	5.9%	16.7%	11.7%	50.0%	33.3%	
Good	330	<b>22</b>	25	15	9	8	5	4	3	10	3	5	6	8	1	20	2	0	
	36.7%	<b>32.4%</b>	32.5%	28.3%	34.6%	32.0%	31.3%	22.2%	23.1%	43.5%	33.3%	20.8%	40.0%	47.1%	16.7%	33.3%	50.0%	0.0%	
Very good	195	<b>15</b>	22	15	7	5	3	5	3	6	0	5	3	3	3	15	0	0	
	21.7%	<b>22.1%</b>	28.6%	28.3%	26.9%	20.0%	18.8%	27.8%	23.1%	26.1%	0.0%	20.8%	20.0%	17.6%	50.0%	25.0%	0.0%	0.0%	
Excellent	192	<b>17</b>	17	11	5	5	6	6	4	1	5	7	3	4	1	16	0	0	
	21.3%	<b>25.0%</b>	22.1%	20.8%	19.2%	20.0%	37.5%	33.3%	30.8%	4.3%	55.6%	29.2%	20.0%	23.5%	16.7%	26.7%	0.0%	0.0%	
Significantly different from column:*																			
Excellent or Very good	387	<b>32</b>	39	26	12	10	9	11	7	7	5	12	6	7	4	31	0	0	
	43.0%	<b>47.1%</b>	50.6%	49.1%	46.2%	40.0%	56.3%	61.1%	53.8%	30.4%	55.6%	50.0%	40.0%	41.2%	66.7%	51.7%	0.0%	0.0%	
Significantly different from column:*								J		H									

\*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

2025 Maryland HealthChoice PCP Satisfaction Survey

### Question 17

Q017

Overall experience in obtaining prior authorization of outpatient services.

Base: All respondents

	HealthChoice Aggregate	2025	2024	2023	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
Number in sample	1303	<b>102</b>	108	73	32	38	23	22	15	30	17	29	26	21	8	77	11	6	
Number missing or multiple answer	109	<b>12</b>	13	3	1	3	1	0	1	1	3	1	2	1	0	3	2	0	
Number no experience	280	<b>16</b>	18	17	3	10	3	3	2	6	4	2	9	3	2	10	4	2	
Usable responses	914	<b>74</b>	77	53	28	25	19	19	12	23	10	26	15	17	6	64	5	4	
	70.1%	<b>72.5%</b>	71.3%	72.6%	87.5%	65.8%	82.6%	86.4%	80.0%	76.7%	58.8%	89.7%	57.7%	81.0%	75.0%	83.1%	45.5%	66.7%	
Poor	56	<b>5</b>	3	2	1	4	0	3	1	1	0	4	0	1	0	3	0	2	
	6.1%	<b>6.8%</b>	3.9%	3.8%	3.6%	16.0%	0.0%	15.8%	8.3%	4.3%	0.0%	15.4%	0.0%	5.9%	0.0%	4.7%	0.0%	50.0%	
Fair	140	<b>7</b>	8	11	5	1	1	1	0	4	1	4	0	1	1	4	2	1	
	15.3%	<b>9.5%</b>	10.4%	20.8%	17.9%	4.0%	5.3%	5.3%	0.0%	17.4%	10.0%	15.4%	0.0%	5.9%	16.7%	6.3%	40.0%	25.0%	
Good	336	<b>29</b>	30	14	9	11	8	4	3	11	4	7	7	8	1	25	3	1	
	36.8%	<b>39.2%</b>	39.0%	26.4%	32.1%	44.0%	42.1%	21.1%	25.0%	47.8%	40.0%	26.9%	46.7%	47.1%	16.7%	39.1%	60.0%	25.0%	
Very good	192	<b>17</b>	20	16	8	4	5	5	5	6	0	5	5	3	3	17	0	0	
	21.0%	<b>23.0%</b>	26.0%	30.2%	28.6%	16.0%	26.3%	26.3%	41.7%	26.1%	0.0%	19.2%	33.3%	17.6%	50.0%	26.6%	0.0%	0.0%	
Excellent	190	<b>16</b>	16	10	5	5	5	6	3	1	5	6	3	4	1	15	0	0	
	20.8%	<b>21.6%</b>	20.8%	18.9%	17.9%	20.0%	26.3%	31.6%	25.0%	4.3%	50.0%	23.1%	20.0%	23.5%	16.7%	23.4%	0.0%	0.0%	
Significantly different from column:*																			
Excellent or Very good	382	<b>33</b>	36	26	13	9	10	11	8	7	5	11	8	7	4	32	0	0	
	41.8%	<b>44.6%</b>	46.8%	49.1%	46.4%	36.0%	52.6%	57.9%	66.7%	30.4%	50.0%	42.3%	53.3%	41.2%	66.7%	50.0%	0.0%	0.0%	
Significantly different from column:*										J	I								

\*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

2025 Maryland HealthChoice PCP Satisfaction Survey

### Question 18

Q018

Timeliness of obtaining authorization of inpatient services.

Base: All respondents

	HealthChoice Aggregate	2025	2024	2023	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
Number in sample	1303	<b>102</b>	108	73	32	38	23	22	15	30	17	29	26	21	8	77	11	6	
Number missing or multiple answer	133	<b>12</b>	14	7	2	2	1	0	0	2	3	2	1	1	0	2	3	0	
Number no experience	551	<b>46</b>	34	26	15	19	10	8	9	14	7	14	17	6	3	36	6	4	
Usable responses	619	<b>44</b>	60	40	15	17	12	14	6	14	7	13	8	14	5	39	2	2	
	47.5%	<b>43.1%</b>	55.6%	54.8%	46.9%	44.7%	52.2%	63.6%	40.0%	46.7%	41.2%	44.8%	30.8%	66.7%	62.5%	50.6%	18.2%	33.3%	
Poor	24	<b>1</b>	0	0	0	1	0	0	0	1	0	0	0	1	0	0	0	1	
	3.9%	<b>2.3%</b>	0.0%	0.0%	0.0%	5.9%	0.0%	0.0%	0.0%	7.1%	0.0%	0.0%	0.0%	7.1%	0.0%	0.0%	0.0%	50.0%	
Fair	73	<b>4</b>	4	7	1	1	2	1	1	1	0	1	1	1	0	4	0	0	
	11.8%	<b>9.1%</b>	6.7%	17.5%	6.7%	5.9%	16.7%	7.1%	16.7%	7.1%	0.0%	7.7%	12.5%	7.1%	0.0%	10.3%	0.0%	0.0%	
Good	224	<b>16</b>	23	16	6	6	4	3	1	9	2	5	3	6	1	13	2	1	
	36.2%	<b>36.4%</b>	38.3%	40.0%	40.0%	35.3%	33.3%	21.4%	16.7%	64.3%	28.6%	38.5%	37.5%	42.9%	20.0%	33.3%	100.0%	50.0%	
Very good	138	<b>10</b>	17	9	5	4	1	4	2	2	1	3	2	2	2	10	0	0	
	22.3%	<b>22.7%</b>	28.3%	22.5%	33.3%	23.5%	8.3%	28.6%	33.3%	14.3%	14.3%	23.1%	25.0%	14.3%	40.0%	25.6%	0.0%	0.0%	
Excellent	160	<b>13</b>	16	8	3	5	5	6	2	1	4	4	2	4	2	12	0	0	
	25.8%	<b>29.5%</b>	26.7%	20.0%	20.0%	29.4%	41.7%	42.9%	33.3%	7.1%	57.1%	30.8%	25.0%	28.6%	40.0%	30.8%	0.0%	0.0%	
Significantly different from column:*																			
Excellent or Very good	298	<b>23</b>	33	17	8	9	6	10	4	3	5	7	4	6	4	22	0	0	
	48.1%	<b>52.3%</b>	55.0%	42.5%	53.3%	52.9%	50.0%	71.4%	66.7%	21.4%	71.4%	53.8%	50.0%	42.9%	80.0%	56.4%	0.0%	0.0%	
Significantly different from column:*									J		H								

\*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

2025 Maryland HealthChoice PCP Satisfaction Survey

### Question 19

Q019

Overall experience in obtaining authorization of inpatient services.

Base: All respondents

	HealthChoice Aggregate	2025	2024	2023	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
Number in sample	1303	<b>102</b>	108	73	32	38	23	22	15	30	17	29	26	21	8	77	11	6	
Number missing or multiple answer	131	<b>12</b>	15	9	2	2	1	0	0	2	3	2	1	1	0	2	3	0	
Number no experience	553	<b>44</b>	33	26	14	19	9	7	9	14	7	12	17	7	3	34	6	4	
Usable responses	619	<b>46</b>	60	38	16	17	13	15	6	14	7	15	8	13	5	41	2	2	
	47.5%	<b>45.1%</b>	55.6%	52.1%	50.0%	44.7%	56.5%	68.2%	40.0%	46.7%	41.2%	51.7%	30.8%	61.9%	62.5%	53.2%	18.2%	33.3%	
Poor	23	<b>1</b>	0	0	0	1	0	0	0	1	0	0	0	1	0	0	0	1	
	3.7%	<b>2.2%</b>	0.0%	0.0%	0.0%	5.9%	0.0%	0.0%	0.0%	7.1%	0.0%	0.0%	0.0%	7.7%	0.0%	0.0%	0.0%	50.0%	
Fair	80	<b>6</b>	4	9	1	2	3	1	1	2	0	1	2	1	0	6	0	0	
	12.9%	<b>13.0%</b>	6.7%	23.7%	6.3%	11.8%	23.1%	6.7%	16.7%	14.3%	0.0%	6.7%	25.0%	7.7%	0.0%	14.6%	0.0%	0.0%	
Good	218	<b>14</b>	23	12	6	5	3	4	1	7	2	6	2	5	1	11	2	1	
	35.2%	<b>30.4%</b>	38.3%	31.6%	37.5%	29.4%	23.1%	26.7%	16.7%	50.0%	28.6%	40.0%	25.0%	38.5%	20.0%	26.8%	100.0%	50.0%	
Very good	142	<b>10</b>	18	8	5	4	1	4	2	2	1	3	2	2	2	10	0	0	
	22.9%	<b>21.7%</b>	30.0%	21.1%	31.3%	23.5%	7.7%	26.7%	33.3%	14.3%	14.3%	20.0%	25.0%	15.4%	40.0%	24.4%	0.0%	0.0%	
Excellent	156	<b>15</b>	15	9	4	5	6	6	2	2	4	5	2	4	2	14	0	0	
	25.2%	<b>32.6%</b>	25.0%	23.7%	25.0%	29.4%	46.2%	40.0%	33.3%	14.3%	57.1%	33.3%	25.0%	30.8%	40.0%	34.1%	0.0%	0.0%	
Significantly different from column:*																			
Excellent or Very good	298	<b>25</b>	33	17	9	9	7	10	4	4	5	8	4	6	4	24	0	0	
	48.1%	<b>54.3%</b>	55.0%	44.7%	56.3%	52.9%	53.8%	66.7%	66.7%	28.6%	71.4%	53.3%	50.0%	46.2%	80.0%	58.5%	0.0%	0.0%	
Significantly different from column:*									J		H								

\*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

2025 Maryland HealthChoice PCP Satisfaction Survey

### Question 20

Q020

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

Base: All respondents

	HealthChoice Aggregate	2025	2024	2023	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
Number in sample	1303	<b>102</b>	108	73	32	38	23	22	15	30	17	29	26	21	8	77	11	6	
Number missing or multiple answer	128	<b>7</b>	13	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	281	<b>17</b>	17	15	6	8	2	5	2	5	2	9	2	2	1	10	6	1	
Usable responses	894	<b>78</b>	78	54	26	30	21	17	13	25	15	20	24	19	7	67	5	5	
	68.6%	<b>76.5%</b>	72.2%	74.0%	81.3%	78.9%	91.3%	77.3%	86.7%	83.3%	88.2%	69.0%	92.3%	90.5%	87.5%	87.0%	45.5%	83.3%	
Poor	26	<b>2</b>	2	1	0	2	0	1	1	0	0	1	1	0	0	0	0	0	2
	2.9%	<b>2.6%</b>	2.6%	1.9%	0.0%	6.7%	0.0%	5.9%	7.7%	0.0%	0.0%	5.0%	4.2%	0.0%	0.0%	0.0%	0.0%	40.0%	
Fair	110	<b>7</b>	6	10	2	3	2	0	1	4	1	1	3	2	0	4	0	3	
	12.3%	<b>9.0%</b>	7.7%	18.5%	7.7%	10.0%	9.5%	0.0%	7.7%	16.0%	6.7%	5.0%	12.5%	10.5%	0.0%	6.0%	0.0%	60.0%	
Good	327	<b>29</b>	36	12	8	14	7	5	5	9	7	7	11	8	2	24	5	0	
	36.6%	<b>37.2%</b>	46.2%	22.2%	30.8%	46.7%	33.3%	29.4%	38.5%	36.0%	46.7%	35.0%	45.8%	42.1%	28.6%	35.8%	100.0%	0.0%	
Very good	224	<b>19</b>	20	17	11	3	5	4	3	8	2	6	5	4	2	19	0	0	
	25.1%	<b>24.4%</b>	25.6%	31.5%	42.3%	10.0%	23.8%	23.5%	23.1%	32.0%	13.3%	30.0%	20.8%	21.1%	28.6%	28.4%	0.0%	0.0%	
Excellent	207	<b>21</b>	14	14	5	8	7	7	3	4	5	5	4	5	3	20	0	0	
	23.2%	<b>26.9%</b>	17.9%	25.9%	19.2%	26.7%	33.3%	41.2%	23.1%	16.0%	33.3%	25.0%	16.7%	26.3%	42.9%	29.9%	0.0%	0.0%	
Significantly different from column:*																			
Excellent or Very good	431	<b>40</b>	34	31	16	11	12	11	6	12	7	11	9	9	5	39	0	0	
	48.2%	<b>51.3%</b>	43.6%	57.4%	61.5%	36.7%	57.1%	64.7%	46.2%	48.0%	46.7%	55.0%	37.5%	47.4%	71.4%	58.2%	0.0%	0.0%	
Significantly different from column:*																			

\*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

2025 Maryland HealthChoice PCP Satisfaction Survey

### Question 21

Q021

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

Base: All respondents

	HealthChoice Aggregate	2025	2024	2023	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
Number in sample	1303	102	108	73	32	38	23	22	15	30	17	29	26	21	8	77	11	6	
Number missing or multiple answer	229	15	16	9	2	3	2	0	1	0	1	2	1	0	0	7	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	1074	87	92	64	30	35	21	22	14	30	16	27	25	21	8	70	10	6	
	82.4%	85.3%	85.2%	87.7%	93.8%	92.1%	91.3%	100.0%	93.3%	100.0%	94.1%	93.1%	96.2%	100.0%	100.0%	90.9%	90.9%	100.0%	
76%-100%	10	2	0	0	0	1	1	1	0	0	0	0	1	0	0	1	1	0	
	0.9%	2.3%	0.0%	0.0%	0.0%	2.9%	4.8%	4.5%	0.0%	0.0%	0.0%	0.0%	4.0%	0.0%	0.0%	1.4%	10.0%	0.0%	
51%-75%	32	2	1	4	0	2	0	0	0	1	1	0	0	2	0	2	0	0	
	3.0%	2.3%	1.1%	6.3%	0.0%	5.7%	0.0%	0.0%	0.0%	3.3%	6.3%	0.0%	0.0%	9.5%	0.0%	2.9%	0.0%	0.0%	
26%-50%	127	9	24	9	6	2	1	0	1	5	3	1	1	4	3	7	1	1	
	11.8%	10.3%	26.1%	14.1%	20.0%	5.7%	4.8%	0.0%	7.1%	16.7%	18.8%	3.7%	4.0%	19.0%	37.5%	10.0%	10.0%	16.7%	
1%-25%	788	66	52	44	20	27	19	18	11	22	12	22	21	14	5	54	8	3	
	73.4%	75.9%	56.5%	68.8%	66.7%	77.1%	90.5%	81.8%	78.6%	73.3%	75.0%	81.5%	84.0%	66.7%	62.5%	77.1%	80.0%	50.0%	
None	117	8	15	7	4	3	0	3	2	2	0	4	2	1	0	6	0	2	
	10.9%	9.2%	16.3%	10.9%	13.3%	8.6%	0.0%	13.6%	14.3%	6.7%	0.0%	14.8%	8.0%	4.8%	0.0%	8.6%	0.0%	33.3%	
Significantly different from column:*																			
0 to 25%	905	74	67	51	24	30	19	21	13	24	12	26	23	15	5	60	8	5	
	84.3%	85.1%	72.8%	79.7%	80.0%	85.7%	90.5%	95.5%	92.9%	80.0%	75.0%	96.3%	92.0%	71.4%	62.5%	85.7%	80.0%	83.3%	
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

2025 Maryland HealthChoice PCP Satisfaction Survey

### Question 22

What is your overall satisfaction with the specified MCO?

Q022

Base: All respondents

	HealthChoice Aggregate	2025	2024	2023	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
Number in sample	1303	<b>102</b>	108	73	32	38	23	22	15	30	17	29	26	21	8	77	11	6	
Number missing or multiple answer	129	<b>8</b>	13	4	0	1	0	0	0	0	1	0	0	1	0	0	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1174	<b>94</b>	95	69	32	37	23	22	15	30	16	29	26	20	8	77	11	6	
	90.1%	<b>92.2%</b>	88.0%	94.5%	100.0%	97.4%	100.0%	100.0%	100.0%	100.0%	94.1%	100.0%	100.0%	95.2%	100.0%	100.0%	100.0%	100.0%	100.0%
Very dissatisfied	37	<b>2</b>	5	0	1	1	0	0	1	0	1	0	2	0	0	0	0	0	0
	3.2%	<b>2.1%</b>	5.3%	0.0%	3.1%	2.7%	0.0%	0.0%	6.7%	0.0%	6.3%	0.0%	7.7%	0.0%	0.0%	0.0%	0.0%	0.0%	33.3%
Somewhat dissatisfied	53	<b>4</b>	2	2	2	2	0	2	0	2	0	3	0	1	0	0	0	0	4
	4.5%	<b>4.3%</b>	2.1%	2.9%	6.3%	5.4%	0.0%	9.1%	0.0%	6.7%	0.0%	10.3%	0.0%	5.0%	0.0%	0.0%	0.0%	0.0%	66.7%
Neither Satisfied nor dissatisfied	172	<b>11</b>	14	3	3	5	3	2	0	3	5	3	2	4	1	0	11	0	
	14.7%	<b>11.7%</b>	14.7%	4.3%	9.4%	13.5%	13.0%	9.1%	0.0%	10.0%	31.3%	10.3%	7.7%	20.0%	12.5%	0.0%	100.0%	0.0%	
Somewhat satisfied	382	<b>29</b>	39	26	5	16	7	6	5	10	4	11	8	5	2	29	0	0	
	32.5%	<b>30.9%</b>	41.1%	37.7%	15.6%	43.2%	30.4%	27.3%	33.3%	33.3%	25.0%	37.9%	30.8%	25.0%	25.0%	37.7%	0.0%	0.0%	
Very satisfied	530	<b>48</b>	35	38	21	13	13	12	9	15	6	12	14	10	5	48	0	0	
	45.1%	<b>51.1%</b>	36.8%	55.1%	65.6%	35.1%	56.5%	54.5%	60.0%	50.0%	37.5%	41.4%	53.8%	50.0%	62.5%	62.3%	0.0%	0.0%	
Significantly different from column:*		<b>C</b>			F	E													
Very satisfied or Somewhat satisfied	912	<b>77</b>	74	64	26	29	20	18	14	25	10	23	22	15	7	77	0	0	
	77.7%	<b>81.9%</b>	77.9%	92.8%	81.3%	78.4%	87.0%	81.8%	93.3%	83.3%	62.5%	79.3%	84.6%	75.0%	87.5%	100.0%	0.0%	0.0%	
Significantly different from column:*		<b>D</b>																	

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

### 2025 Maryland HealthChoice PCP Satisfaction Survey

#### Question 23

Would you recommend the specified MCO to patients?

Q023

Base: All respondents

	HealthChoice Aggregate	2025	2024	2023	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	1303	102	108	73	32	38	23	22	15	30	17	29	26	21	8	77	11	6				
Number missing or multiple answer	148	7	14	4	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	NA	NA	NA	
Usable responses	1155	95	94	69	32	38	23	22	15	30	17	29	26	21	8	77	11	6				
	88.6%	93.1%	87.0%	94.5%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
Definitely not	32	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	2.8%	0.0%	2.1%	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%	0.0%	0.0%	0.0%	0.0%	
Probably not	105	9	4	5	4	4	1	1	1	3	3	5	3	1	0	1	1	3	5	1	5	
	9.1%	9.5%	4.3%	7.2%	12.5%	10.5%	4.3%	4.5%	6.7%	10.0%	17.6%	17.2%	11.5%	4.8%	0.0%	1.3%	27.3%	83.3%				
Probably yes	510	37	45	25	8	19	9	6	6	13	7	9	12	9	3	28	8	1				
	44.2%	38.9%	47.9%	36.2%	25.0%	50.0%	39.1%	27.3%	40.0%	43.3%	41.2%	31.0%	46.2%	42.9%	37.5%	36.4%	72.7%	16.7%				
Definitely yes	508	49	43	39	20	15	13	15	8	14	7	15	11	11	5	48	0	0				
	44.0%	51.6%	45.7%	56.5%	62.5%	39.5%	56.5%	68.2%	53.3%	46.7%	41.2%	51.7%	42.3%	52.4%	62.5%	62.3%	0.0%	0.0%				
Significantly different from column:*																						
Definitely yes or Probably yes	1018	86	88	64	28	34	22	21	14	27	14	24	23	20	8	76	8	1				
	88.1%	90.5%	93.6%	92.8%	87.5%	89.5%	95.7%	95.5%	93.3%	90.0%	82.4%	82.8%	88.5%	95.2%	100.0%	98.7%	72.7%	16.7%				
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

### 2025 Maryland HealthChoice PCP Satisfaction Survey

#### Question 24

Q024

Would you recommend the specified MCO to other providers?

Base: All respondents

	HealthChoice Aggregate	2025	2024	2023	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
Number in sample	1303	102	108	73	32	38	23	22	15	30	17	29	26	21	8	77	11	6	
Number missing or multiple answer	146	7	17	6	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	NA
Usable responses	1157	95	91	67	32	38	23	22	15	30	17	29	26	21	8	77	11	6	
	88.8%	93.1%	84.3%	91.8%	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%
Definitely not	37	1	3	0	0	1	0	0	1	0	0	0	1	0	0	0	0	0	0
	3.2%	1.1%	3.3%	0.0%	0.0%	2.6%	0.0%	0.0%	6.7%	0.0%	0.0%	0.0%	3.8%	0.0%	0.0%	0.0%	0.0%	0.0%	16.7%
Probably not	102	9	4	3	5	3	1	2	0	3	3	5	2	2	0	1	3	5	
	8.8%	9.5%	4.4%	4.5%	15.6%	7.9%	4.3%	9.1%	0.0%	10.0%	17.6%	17.2%	7.7%	9.5%	0.0%	1.3%	27.3%	83.3%	
Probably yes	521	43	42	26	9	22	11	7	7	15	8	11	13	9	5	35	8	0	
	45.0%	45.3%	46.2%	38.8%	28.1%	57.9%	47.8%	31.8%	46.7%	50.0%	47.1%	37.9%	50.0%	42.9%	62.5%	45.5%	72.7%	0.0%	
Definitely yes	497	42	42	38	18	12	11	13	7	12	6	13	10	10	3	41	0	0	
	43.0%	44.2%	46.2%	56.7%	56.3%	31.6%	47.8%	59.1%	46.7%	40.0%	35.3%	44.8%	38.5%	47.6%	37.5%	53.2%	0.0%	0.0%	
Significantly different from column:*					F	E										Q	P		
Definitely yes or Probably yes	1018	85	84	64	27	34	22	20	14	27	14	24	23	19	8	76	8	0	
	88.0%	89.5%	92.3%	95.5%	84.4%	89.5%	95.7%	90.9%	93.3%	90.0%	82.4%	82.8%	88.5%	90.5%	100.0%	98.7%	72.7%	0.0%	
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

2025 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	2025	2024	2023	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
Number in sample	1303	<b>102</b>	108	73	32	38	23	22	15	30	17	29	26	21	8	77	11	6	
Number missing or multiple answer	147	<b>9</b>	15	3	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1156	<b>93</b>	93	70	32	38	23	22	15	30	17	29	26	21	8	75	11	6	
	88.7%	<b>91.2%</b>	86.1%	95.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	97.4%	100.0%	100.0%	
1	283	<b>32</b>	33	21	32	0	0	8	4	14	4	13	8	8	2	26	3	3	
	24.5%	<b>34.4%</b>	35.5%	30.0%	100.0%	0.0%	0.0%	36.4%	26.7%	46.7%	23.5%	44.8%	30.8%	38.1%	25.0%	34.7%	27.3%	50.0%	
2-5 providers	495	<b>38</b>	40	32	0	38	0	8	6	13	9	7	13	11	5	29	5	3	
	42.8%	<b>40.9%</b>	43.0%	45.7%	0.0%	100.0%	0.0%	36.4%	40.0%	43.3%	52.9%	24.1%	50.0%	52.4%	62.5%	38.7%	45.5%	50.0%	
More than 5 providers	378	<b>23</b>	20	17	0	0	23	6	5	3	4	9	5	2	1	20	3	0	
	32.7%	<b>24.7%</b>	21.5%	24.3%	0.0%	0.0%	100.0%	27.3%	33.3%	10.0%	23.5%	31.0%	19.2%	9.5%	12.5%	26.7%	27.3%	0.0%	
Significantly different from column:*					G	G	EF												

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

### 2025 Maryland HealthChoice PCP Satisfaction Survey

#### Question 29

What portion of your total patient volume does HealthChoice represent?

Q029

Base: All respondents

	HealthChoice Aggregate	2025	2024	2023	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
Number in sample	1303	<b>102</b>	108	73	32	38	23	22	15	30	17	29	26	21	8	77	11	6	
Number missing or multiple answer	294	<b>18</b>	20	7	2	2	5	0	0	0	0	1	1	0	0	10	1	0	
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	1009	<b>84</b>	88	66	30	36	18	22	15	30	17	28	25	21	8	67	10	6	
	77.4%	<b>82.4%</b>	81.5%	90.4%	93.8%	94.7%	78.3%	100.0%	100.0%	100.0%	96.6%	96.2%	100.0%	100.0%	87.0%	90.9%	100.0%		
None	34	<b>2</b>	1	0	1	1	0	2	0	0	0	0	2	0	0	1	1	0	
	3.4%	<b>2.4%</b>	1.1%	0.0%	3.3%	2.8%	0.0%	9.1%	0.0%	0.0%	0.0%	0.0%	8.0%	0.0%	0.0%	1.5%	10.0%	0.0%	
1%-10%	246	<b>20</b>	24	15	7	7	6	20	0	0	0	16	2	1	1	17	1	2	
	24.4%	<b>23.8%</b>	27.3%	22.7%	23.3%	19.4%	33.3%	90.9%	0.0%	0.0%	0.0%	57.1%	8.0%	4.8%	12.5%	25.4%	10.0%	33.3%	
11%-20%	156	<b>15</b>	13	17	4	6	5	0	15	0	0	3	10	0	1	14	0	1	
	15.5%	<b>17.9%</b>	14.8%	25.8%	13.3%	16.7%	27.8%	0.0%	100.0%	0.0%	0.0%	10.7%	40.0%	0.0%	12.5%	20.9%	0.0%	16.7%	
21%-30%	150	<b>14</b>	18	9	6	7	1	0	0	14	0	2	4	7	1	12	1	1	
	14.9%	<b>16.7%</b>	20.5%	13.6%	20.0%	19.4%	5.6%	0.0%	0.0%	46.7%	0.0%	7.1%	16.0%	33.3%	12.5%	17.9%	10.0%	16.7%	
31%-50%	166	<b>16</b>	16	13	8	6	2	0	0	16	0	5	3	7	1	13	2	1	
	16.5%	<b>19.0%</b>	18.2%	19.7%	26.7%	16.7%	11.1%	0.0%	0.0%	53.3%	0.0%	17.9%	12.0%	33.3%	12.5%	19.4%	20.0%	16.7%	
51%-75%	170	<b>13</b>	13	10	3	7	3	0	0	0	13	2	3	6	2	7	5	0	
	16.8%	<b>15.5%</b>	14.8%	15.2%	10.0%	19.4%	16.7%	0.0%	0.0%	0.0%	76.5%	7.1%	12.0%	28.6%	25.0%	10.4%	50.0%	0.0%	
76%-100%	87	<b>4</b>	3	2	1	2	1	0	0	0	4	0	1	0	2	3	0	1	
	8.6%	<b>4.8%</b>	3.4%	3.0%	3.3%	5.6%	5.6%	0.0%	0.0%	0.0%	23.5%	0.0%	4.0%	0.0%	25.0%	4.5%	0.0%	16.7%	
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

### 2025 Maryland HealthChoice PCP Satisfaction Survey

#### Question 30

Q030

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

Base: All respondents

	HealthChoice Aggregate	2025	2024	2023	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
Number in sample	1303	<b>102</b>	108	73	32	38	23	22	15	30	17	29	26	21	8	77	11	6	
Number missing or multiple answer	294	<b>18</b>	21	8	1	2	6	0	1	0	1	0	0	0	0	10	1	0	
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	1009	<b>84</b>	87	65	31	36	17	22	14	30	16	29	26	21	8	67	10	6	
	77.4%	<b>82.4%</b>	80.6%	89.0%	96.9%	94.7%	73.9%	100.0%	93.3%	100.0%	94.1%	100.0%	100.0%	100.0%	100.0%	87.0%	90.9%	100.0%	
None	20	<b>0</b>	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	2.0%	<b>0.0%</b>	3.4%	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%	0.0%	
1%-10%	342	<b>29</b>	32	26	13	7	9	16	3	7	2	29	0	0	0	23	3	3	
	33.9%	<b>34.5%</b>	36.8%	40.0%	41.9%	19.4%	52.9%	72.7%	21.4%	23.3%	12.5%	100.0%	0.0%	0.0%	0.0%	34.3%	30.0%	50.0%	
11%-20%	215	<b>26</b>	18	16	8	13	5	4	10	7	4	0	26	0	0	22	2	2	
	21.3%	<b>31.0%</b>	20.7%	24.6%	25.8%	36.1%	29.4%	18.2%	71.4%	23.3%	25.0%	0.0%	100.0%	0.0%	0.0%	32.8%	20.0%	33.3%	
21%-30%	165	<b>16</b>	14	12	7	8	1	1	0	12	3	0	0	16	0	12	2	1	
	16.4%	<b>19.0%</b>	16.1%	18.5%	22.6%	22.2%	5.9%	4.5%	0.0%	40.0%	18.8%	0.0%	0.0%	76.2%	0.0%	17.9%	20.0%	16.7%	
31%-50%	129	<b>5</b>	18	7	1	3	1	0	0	2	3	0	0	5	0	3	2	0	
	12.8%	<b>6.0%</b>	20.7%	10.8%	3.2%	8.3%	5.9%	0.0%	0.0%	6.7%	18.8%	0.0%	0.0%	23.8%	0.0%	4.5%	20.0%	0.0%	
51%-75%	64	<b>5</b>	1	2	2	2	1	0	0	2	3	0	0	0	5	5	0	0	
	6.3%	<b>6.0%</b>	1.1%	3.1%	6.5%	5.6%	5.9%	0.0%	0.0%	6.7%	18.8%	0.0%	0.0%	0.0%	62.5%	7.5%	0.0%	0.0%	
76%-100%	74	<b>3</b>	1	2	0	3	0	1	1	0	1	0	0	0	3	2	1	0	
	7.3%	<b>3.6%</b>	1.1%	3.1%	0.0%	8.3%	0.0%	4.5%	7.1%	0.0%	6.3%	0.0%	0.0%	0.0%	37.5%	3.0%	10.0%	0.0%	
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

2025 Maryland HealthChoice PCP Satisfaction Survey

### Question 31

Do you provide 24-hour availability?

Q031

Base: All respondents

	HealthChoice Aggregate	2025	2024	2023	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
Number in sample	1303	<b>102</b>	108	73	32	38	23	22	15	30	17	29	26	21	8	77	11	6	
Number missing or multiple answer	175	<b>11</b>	17	4	1	2	0	0	0	1	1	0	1	1	1	3	0	1	
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	1128	<b>91</b>	91	69	31	36	23	22	15	29	16	29	25	20	7	74	11	5	
	86.6%	<b>89.2%</b>	84.3%	94.5%	96.9%	94.7%	100.0%	100.0%	100.0%	96.7%	94.1%	100.0%	96.2%	95.2%	87.5%	96.1%	100.0%	83.3%	
Yes	788	<b>64</b>	69	48	23	23	18	18	13	19	9	25	19	11	3	52	7	5	
	69.9%	<b>70.3%</b>	75.8%	69.6%	74.2%	63.9%	78.3%	81.8%	86.7%	65.5%	56.3%	86.2%	76.0%	55.0%	42.9%	70.3%	63.6%	100.0%	
No	340	<b>27</b>	22	21	8	13	5	4	2	10	7	4	6	9	4	22	4	0	
	30.1%	<b>29.7%</b>	24.2%	30.4%	25.8%	36.1%	21.7%	18.2%	13.3%	34.5%	43.8%	13.8%	24.0%	45.0%	57.1%	29.7%	36.4%	0.0%	
Significantly different from column:*												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

### 2025 Maryland HealthChoice PCP Satisfaction Survey

#### Question 32

Q032

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

Base: Respondents who answered Yes to Q31

	HealthChoice Aggregate	2025	2024	2023	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
Number in sample	788	<b>64</b>	69	48	23	23	18	18	13	19	9	25	19	11	3	52	7	5	
Number missing or multiple answer	13	<b>2</b>	0	0	1	1	0	0	0	2	0	0	0	2	0	2	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	775	<b>62</b>	69	48	22	22	18	18	13	17	9	25	19	9	3	50	7	5	
	98.4%	<b>96.9%</b>	100.0%	100.0%	95.7%	95.7%	100.0%	100.0%	100.0%	89.5%	100.0%	100.0%	100.0%	81.8%	100.0%	96.2%	100.0%	100.0%	
Arrange for covering physician	355	<b>27</b>	25	16	5	13	9	10	8	5	3	15	7	2	1	22	3	2	
	45.8%	<b>43.5%</b>	36.2%	33.3%	22.7%	59.1%	50.0%	55.6%	61.5%	29.4%	33.3%	60.0%	36.8%	22.2%	33.3%	44.0%	42.9%	40.0%	
Forward calls to answering service	489	<b>37</b>	34	29	10	17	10	13	5	11	5	17	9	6	2	31	4	2	
	63.1%	<b>59.7%</b>	49.3%	60.4%	45.5%	77.3%	55.6%	72.2%	38.5%	64.7%	55.6%	68.0%	47.4%	66.7%	66.7%	62.0%	57.1%	40.0%	
Always on-call	501	<b>49</b>	37	29	17	15	17	15	10	13	6	20	16	6	1	38	6	5	
	64.6%	<b>79.0%</b>	53.6%	60.4%	77.3%	68.2%	94.4%	83.3%	76.9%	76.5%	66.7%	80.0%	84.2%	66.7%	33.3%	76.0%	85.7%	100.0%	
Send to Emergency Room	264	<b>22</b>	17	8	6	8	8	9	3	6	1	11	3	3	1	19	2	1	
	34.1%	<b>35.5%</b>	24.6%	16.7%	27.3%	36.4%	44.4%	50.0%	23.1%	35.3%	11.1%	44.0%	15.8%	33.3%	33.3%	38.0%	28.6%	20.0%	
Other	95	<b>1</b>	4	2	0	0	1	0	0	0	0	0	0	0	0	0	1	0	
	12.3%	<b>1.6%</b>	5.8%	4.2%	0.0%	0.0%	5.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	14.3%	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

2025 Maryland HealthChoice PCP Satisfaction Survey

### Question 33

Q033

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

Base: All respondents

	HealthChoice Aggregate	2025	2024	2023	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
Number in sample	1303	<b>102</b>	108	73	32	38	23	22	15	30	17	29	26	21	8	77	11	6	
Number missing or multiple answer	184	<b>12</b>	16	4	2	2	0	0	0	1	2	0	0	2	1	4	1	0	
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	1119	<b>90</b>	92	69	30	36	23	22	15	29	15	29	26	19	7	73	10	6	
	85.9%	<b>88.2%</b>	85.2%	94.5%	93.8%	94.7%	100.0%	100.0%	100.0%	96.7%	88.2%	100.0%	100.0%	90.5%	87.5%	94.8%	90.9%	100.0%	
Physician	261	<b>17</b>	28	15	10	6	1	5	3	7	2	8	5	2	2	11	2	3	
	23.3%	<b>18.9%</b>	30.4%	21.7%	33.3%	16.7%	4.3%	22.7%	20.0%	24.1%	13.3%	27.6%	19.2%	10.5%	28.6%	15.1%	20.0%	50.0%	
Office Manager	389	<b>38</b>	35	32	11	15	12	14	7	9	6	15	12	9	1	30	5	3	
	34.8%	<b>42.2%</b>	38.0%	46.4%	36.7%	41.7%	52.2%	63.6%	46.7%	31.0%	40.0%	51.7%	46.2%	47.4%	14.3%	41.1%	50.0%	50.0%	
Nurse	51	<b>5</b>	5	2	1	2	2	0	2	1	1	0	2	1	0	5	0	0	
	4.6%	<b>5.6%</b>	5.4%	2.9%	3.3%	5.6%	8.7%	0.0%	13.3%	3.4%	6.7%	0.0%	7.7%	5.3%	0.0%	6.8%	0.0%	0.0%	
Other staff	418	<b>30</b>	24	20	8	13	8	3	3	12	6	6	7	7	4	27	3	0	
	37.4%	<b>33.3%</b>	26.1%	29.0%	26.7%	36.1%	34.8%	13.6%	20.0%	41.4%	40.0%	20.7%	26.9%	36.8%	57.1%	37.0%	30.0%	0.0%	

NA-Not Applicable

## Appendix B: Survey Instrument

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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
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## Claims – Please rate MedStar Family Choice's

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

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

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

## Specialist Network

11. How would you rate the number and quality of specialists in the MedStar Family Choice network?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
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
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## Preauthorization – Please rate MedStar Family Choice's

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

*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 ( <i>N</i> , 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.