



ValueOptions-Kansas

Fiscal Year 2015
Provider Satisfaction Survey

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OBJECTIVES

The survey questionnaire was developed collaboratively between ValueOptions and Fact Finders. A primary objective in designing this questionnaire was to incorporate questions about each aspect of ValueOptions' services that providers may consider when deciding to join or remain in the ValueOptions provider network.

SAMPLE DESIGN

The population surveyed in this research is comprised of VO-KS providers who were in the SAPT Block Grant network at any point during fiscal year 2015; July 1, 2014 – June 30, 2015. Providers also had to be active in the network at the time the survey was conducted.

QUESTIONNAIRE DEVELOPMENT

The questionnaire development involves collaboration between Fact Finders, Inc. and the ValueOptions National office. Questions were then customized to the Kansas contract. In FY 2011, a question regarding the type of employee completing the survey was added. Specifically, "Are you currently: 1) in management at your facility, 2) not in management at your facility, or 3) do not know / do not want to answer".

In addition, VO-KS incorporated Independent Assessor recommendations regarding the rating scales. The rating scales were revised to have a more clear change from the top two ratings (Very Good and Good) to the bottom two ratings (Poor and Very Poor).

DATA COLLECTION

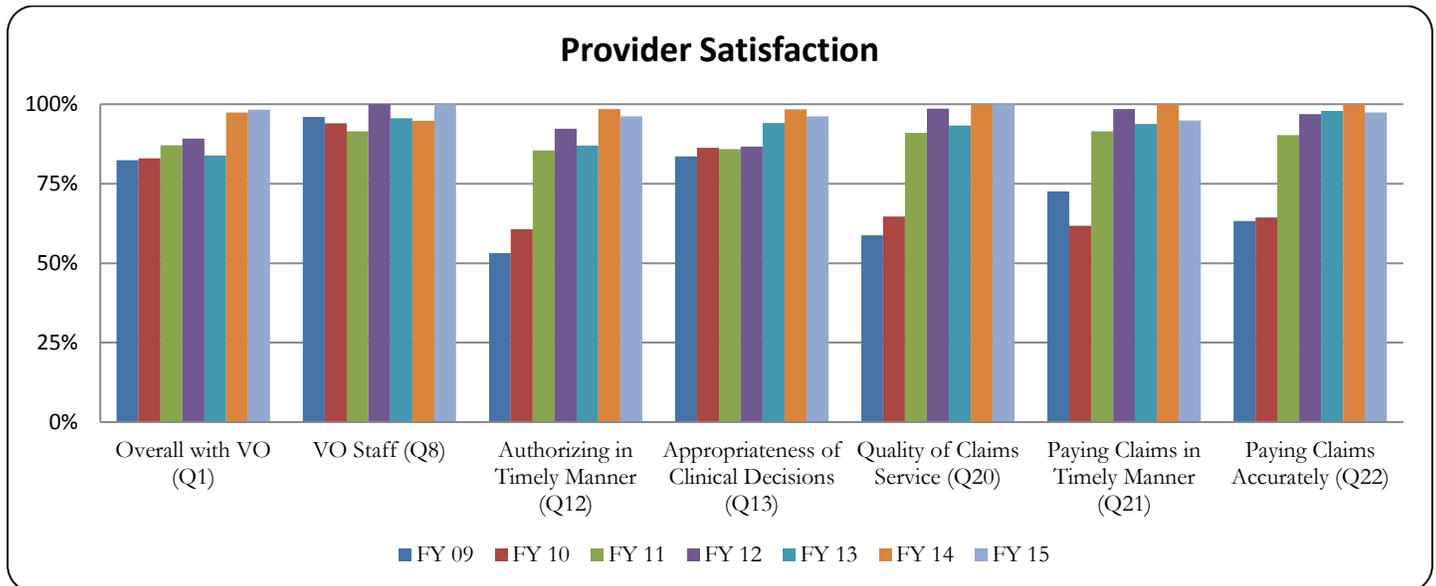
An online survey tool called SurveyMonkey was utilized to collect the data for the survey. An e-mail with a link to the survey was sent to at least one person in every provider location on June 22, 2015. Then, a reminder e-mail was sent to the same provider email distribution group on June 29, 2015. There were a total of 14 calendar days to complete the survey. During that time, there were 62 responses completed. In order to elicit an unbiased response, no provider identifiable information was collected.

ANALYSIS

This is the eighth annual provider satisfaction survey conducted for the VO-KS network. Other than where noted in the questionnaire development section above, data collection procedures and survey tool were consistent for the past seven years. It is noteworthy to mention that FY 2014 is the first year that only BHS Block Grant providers were surveyed regarding their satisfaction with VO-KS services.

Of the 62 providers that responded, 98.3% were satisfied with VO-KS. This is a slight increase over last year's response of 97.4%. In addition, 100% of respondents indicated that their experience working with ValueOptions compared to other managed care companies, over the past year has been "much better than other MCOs" (58.1%) or "better than other MCOs" (41.9%). This is also a slight increase over last year (98.2%).

Seven indicators of provider satisfaction have been tracked and trended over the past seven years. Provider satisfaction scores with two of the indicators increased from FY 2014 to FY 2015. See the chart and table below for details.



Provider Satisfaction Survey							
	FY 09	FY 10	FY 11	FY 12	FY 13	FY 14	FY 15
Overall with VO (Q1)	82.4%	83.0%	87.1%	89.2%	83.9%	97.4%	98.3%
VO Staff (Q8)	96.0%	94.0%	91.5%	100.0%	95.6%	94.8%	100.0%
Authorizing in Timely Manner (Q12)	53.2%	60.7%	85.5%	92.3%	87.0%	98.5%	96.2%
Appropriateness of Clinical Decisions (Q13)	83.6%	86.3%	85.9%	86.7%	94.1%	98.4%	96.2%
Quality of Claims Service (Q20)	58.8%	64.7%	91.0%	98.6%	93.3%	100.0%	100.0%
Paying Claims in Timely Manner (Q21)	72.6%	61.8%	91.5%	98.5%	93.8%	100.0%	94.9%
Paying Claims Accurately (Q22)	63.3%	64.4%	90.3%	96.9%	97.9%	100.0%	97.4%

In addition, providers were asked open-ended questions in the survey. Question 14 asked providers for suggestions for “improving the authorization procedure”. There were 21 responses and nearly half indicated they had no suggestions for improving the authorization procedure. One response indicated issues with VO receiving ROI’s via fax, and another said that it seemed like it could be slightly easier to get authorizations for services at all level of care. Another respondent suggested no prior authorization for basic outpatient services for the first six sessions, and another respondent recommended more liberal authorizations for the DUI clients especially when the provider is utilizing peer mentoring services for the clients. “Many clients need more than the case management that is provided by RADAC and their PO”.

Question 27 asked providers for suggestions to “improve the services”. There were 21 responses, and 76.2% were satisfied and did not have not suggestions for improvement. One

commented that it would be nice to have more program specific data on a regular basis, another respondent requested training and clarification on criteria for accessing other levels of care. Additionally, one respondent suggested that VO be a little more liberal when reviewing requests for additional authorizations.

Question 28 asked providers about what area of VO-KS services they were most satisfied with. There were 22 responses including comments such as “quick response to issues” and “excellent staff”. Respondents also included things such as appreciating the quality and professionalism of staff and customer services; noting staff is friendly and willing to go the extra mile to assist with everything they can. One respondent remarked that they always knew who the contact person is when they have questions. “Love that about VO”.

ATTESTATION:

I attest, based on my best knowledge, information and belief that the data and/or documents pertaining to the SAPT block grant comprising this report are accurate, complete, and truthful, as of the date of submission.



Vice President, ValueOptions-Kansas, 7/14/2015