

	Overall % Responding Often/ Always	Aetna	BCBS TX	Cigna	Humana	Medicare	Superior	Unicare	United HC
My practice has experienced difficulties with Preauthorization for services from this payor.	24.4%								
My practices has experiences difficulties obtaining referrals for patients.	18.1%								
I have experienced difficulty finding a specialist in the payor's network.	9.9%								
Payment denials for medically necessary care are a problem with this payor.	35.3%								
The formulary for this payor limits the medications I need to prescribe for treatment	24.6%								
My practice experiences an excessive amount of requests for prescription drug preauthorizations with this payor.	22.5%								
My practice has experienced problems related to filing electronic claims.	16.4%								
My practice has experienced problems related to filing paper claims.	21.5%								
My practice has experienced problems related to the timeliness of reimbursement.	29.2%								
My practice has experienced issues with payments that are less than the contracted rate.	18.3%								
My practice has experienced problems related to recoupments. (Recoupments meaning the health plan asking or taking reimbursements from you after they have already paid.)	12.0%								
How often in the past 12 months have your reimbursement been discounted by an entity that is associated with the payor, but whom you are unfamiliar (silent PPO's).	12.4%								
Does the payor required your time and services for which they do not reimburse for before issuing benefits to the patients (i.e. precerts, preauths, peer to peer review, literature searches, letters of medical necessity, etc.)	46.5%								

Indicates the health plan is performing statistically better than the mean.
 Indicates the health plan is performing statistically worse than the mean.

Indicates the health plan is not statistically different from the mean.

	Overall % in Never/Rarely Category	Aetna	BCBS TX	Cigna	Humana	Medicare	Superior	Unicare	United HC
My practice is aware of the lifestyle modification services (preventive services, care coordination, etc.) available with this payor.	34.1%								
The payor reimburses for the cost of in-office lab services	38.5%								
The payor reimburses for the cost of immunizations.	22.6%								
The payor is prompt in responding to my phone calls.	35.0%								
My complaint, issue or question is often resolved with one phone call.	50.2%								
The payor routinely notifies my practice of updates to formularies, coding, procedural changes, fee schedule changes, etc.	35.3%								
The payor's credentialing process is completed within three months.	28.9%								
Patients generally understand their insurance coverage, benefits, co-pays, and deductibles, and benefit limitations.	53.4%								
Patients understand the preventative services, care coordination and other lifestyle modification services available to them.	71.6%								

	Overall % in Not Helpful Category	Aetna	BCBS TX	Cigna	Humana	Medicare	Superior	Unicare	United HC
Please rate the helpfulness of the payor's representatives in answering your questions and resolving issues.	18.6%								

	Overall % in Not Easy Category	Aetna	BCBS TX	Cigna	Humana	Medicare	Superior	Unicare	United HC
Please rate the ease of use the payor's website to help you find the information you need.	17.9%								

	Overall % in No Category	Aetna	BCBS TX	Cigna	Humana	Medicare	Superior	Unicare	United HC
Can your office communicate with the payor via email.	62.70%								

● Indicates the health plan is performing statistically better than the mean.
○ Indicates the health plan is performing statistically worse than the mean.

Indicates the health plan is not statistically different from the mean.

