

Executive Summary: 2025 PerformCare Provider Satisfaction Survey

Overview

The 2025 Provider Satisfaction Survey, conducted across the Capital and Franklin/Fulton regions, demonstrates PerformCare's continued commitment to operational excellence and provider partnership. With a 22.2% response rate (up from 16.1% in 2024), the survey provides actionable insights into provider perceptions, organizational strengths, and areas for targeted improvement.

Key Performance Indicators

- **All measured domains exceeded the satisfaction benchmark (≥ 3.5)**
- **Overall Satisfaction:** 4.00 (\uparrow from 3.81 in 2024)
- **Top-Performing Domains:** Clinical Care Management (4.14), Provider Relations (4.18), Credentialing (4.08), Quality Management (4.10), Member Services (4.09)
- **Satisfaction Rate:** 80% of providers reported being Satisfied or Very Satisfied

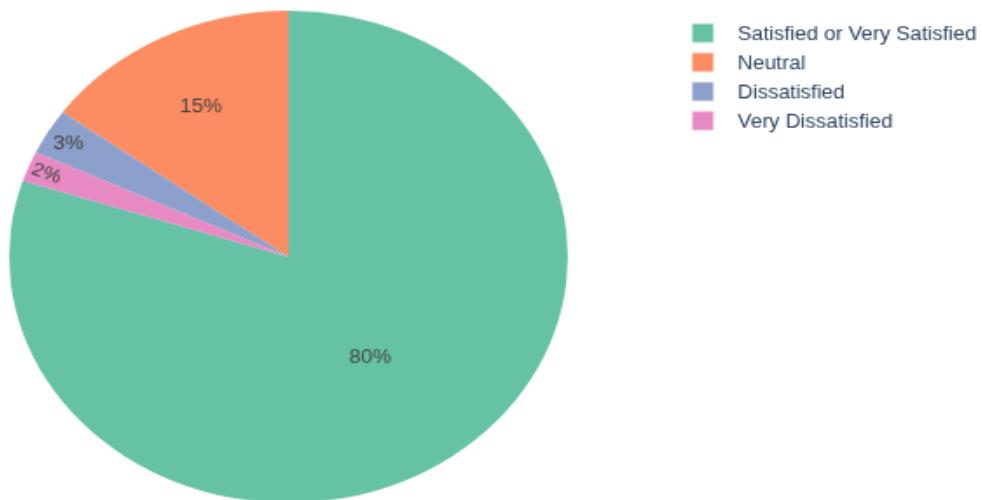
Strategic Trends

1. Sustained Improvement Across Domains

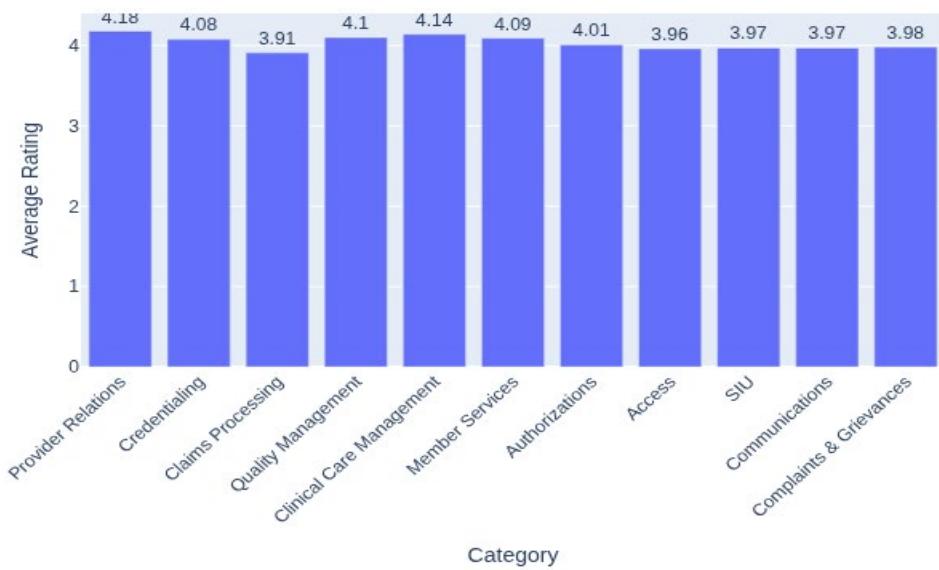
- **Consistent year-over-year gains** in key categories, reflecting effective quality initiatives and responsive leadership.
- **Notable increases** in Provider Relations, Credentialing, Claims Processing, and Clinical Care Management.

2. Provider Satisfaction Distribution

2025 Overall Satisfaction Distribution (Combined)



2025 Provider Satisfaction Ratings by Category



Provider Feedback: Strengths & Opportunities

Strengths

- **Account Executives:** High marks for courtesy, responsiveness, and expertise
- **Clinical Care Management:** Professionalism, knowledge, and member advocacy
- **Authorizations:** Improved clarity and process efficiency
- **Communications:** Timely policy updates and effective support channels

Opportunities & Actions

- **Claims Processing:** Addressing delays, enhancing transparency, and leveraging NaviNet® for document uploads
- **Provider Relations:** Incorporating provider manual revisions, implementing targeted provider orientation, and improving meeting structures to address identified opportunities
- **Credentialing:** Streamlining communication and continuing monthly contact updates
- **Access:** Continuing expansion of IBHS & ABA providers

Forward-Looking Initiatives

- **Survey Evolution:** 2026 survey will introduce differentiated feedback for Care Connectors
- **Engagement:** Increased provider outreach and communication regarding implemented improvements
- **Continuous Quality Focus:** Ongoing review of survey data to inform strategic planning and operational enhancements