



Provider Satisfaction Survey

1. How many years have you been in this practice?
 - a. Less than 5 years
 - b. 5-15 years
 - c. 16 or more

2. What portion of your managed care volume is represented by Aetna?
 - a. None
 - b. 10% or less
 - c. 11-20%
 - d. 21-30%
 - e. 31-50%
 - f. 51-75%
 - g. 76-100%

3. Who is completing this survey?
 - a. Physician
 - b. Office Manager
 - c. Nurse
 - d. Other staff

4. How many managed care companies does your practice participate with?
 - a. 3 or fewer
 - b. 4 to 7
 - c. 8 to 11
 - d. 12 to 15
 - e. More than 15

5. What is your preferred method of receiving communication from Aetna?
 - a. Mail
 - b. Telephone
 - c. Fax
 - d. Online portal
 - e. E-mail (please indicate your email address)
 - f. In person from your Provider Representative
 - g. Other

Think about Aetna in comparison to the other health plans that you participate with:

6. How would you rate Aetna compared to all other health plans you contract with?
 - a. Well below average
 - b. Somewhat below average
 - c. Average
 - d. Somewhat above average
 - e. Well above average
 - f. Not applicable

These questions ask about Finance Issues. Please rate Aetna in the following service areas when compared to your experience with other health plans you work with.

7. Consistency of reimbursement fees with your contract rates:
 - a. Well below average
 - b. Somewhat below average
 - c. Average
 - d. Somewhat above average
 - e. Well above average
 - f. Not applicable
8. Accuracy of claims processing:
 - a. Well below average
 - b. Somewhat below average
 - c. Average
 - d. Somewhat above average
 - e. Well above average
 - f. Not applicable
9. Timeliness of claims processing:
 - a. Well below average
 - b. Somewhat below average
 - c. Average
 - d. Somewhat above average
 - e. Well above average
 - f. Not applicable
10. Resolution of claims payment problems or disputes:
 - a. Well below average
 - b. Somewhat below average
 - c. Average
 - d. Somewhat above average
 - e. Well above average
 - f. Not applicable

The following questions ask about Quality and Utilization Management. Please rate Aetna in the following service areas when compared to your experience with other health plans you work with.

11. Access to knowledgeable UM staff:
 - a. Well below average
 - b. Somewhat below average
 - c. Average
 - d. Somewhat above average
 - e. Well above average
 - f. Not applicable

12. Procedures for obtaining pre-certification/referral/authorization information.
 - a. Well below average
 - b. Somewhat below average
 - c. Average
 - d. Somewhat above average
 - e. Well above average
 - f. Not applicable

13. Timeliness of obtaining pre-certification/referral/authorization information.
 - a. Well below average
 - b. Somewhat below average
 - c. Average
 - d. Somewhat above average
 - e. Well above average
 - f. Not applicable

14. The health plan's facilitation/support of appropriate clinical care for patients.
 - a. Well below average
 - b. Somewhat below average
 - c. Average
 - d. Somewhat above average
 - e. Well above average
 - f. Not applicable

15. Access to Case/Care Managers from this health plan.
 - a. Well below average
 - b. Somewhat below average
 - c. Average
 - d. Somewhat above average
 - e. Well above average
 - f. Not applicable

16. Degree to which the plan covers and encourages preventive care and wellness.
- a. Well below average
 - b. Somewhat below average
 - c. Average
 - d. Somewhat above average
 - e. Well above average
 - f. Not applicable

These questions ask about Aetna's network providers. Please rate Aetna in the following service areas when compared to your experience with other health plans you work with.

17. The number of specialist in Aetna's provide network:
- a. Well below average
 - b. Somewhat below average
 - c. Average
 - d. Somewhat above average
 - e. Well above average
 - f. Not applicable

18. The quality of specialists in the Aetna network:
- a. Well below average
 - b. Somewhat below average
 - c. Average
 - d. Somewhat above average
 - e. Well above average
 - f. Not applicable

19. The timeliness of feedback/ reports form specialist in Aetna's provider network:
- a. Well below average
 - b. Somewhat below average
 - c. Average
 - d. Somewhat above average
 - e. Well above average
 - f. Not applicable

The following questions ask about Aetna's formulary. Please rate Aetna in the following service areas when comparing your experience with other health plans that you work with.

20. Consistency of the formulary over time:
- a. Well below average
 - b. Somewhat below average
 - c. Average
 - d. Somewhat above average
 - e. Well above average
 - f. Not applicable

21. Extent to which formulary reflects current standards of care.
- a. Well below average
 - b. Somewhat below average
 - c. Average
 - d. Somewhat above average
 - e. Well above average
 - f. Not applicable
22. Variety of branded drugs on the formulary.
- a. Well below average
 - b. Somewhat below average
 - c. Average
 - d. Somewhat above average
 - e. Well above average
 - f. Not applicable
23. Ease of prescribing your preferred medications within formulary guidelines.
- a. Well below average
 - b. Somewhat below average
 - c. Average
 - d. Somewhat above average
 - e. Well above average
 - f. Not applicable
24. Availability of comparable drugs to substitute those not included in the formulary
- a. Well below average
 - b. Somewhat below average
 - c. Average
 - d. Somewhat above average
 - e. Well above average
 - f. Not applicable

These questions ask about your experiences when calling Aetna's call center. Please rate Aetna in the following service areas when compared to your experience with other health plans you work with.

25. Ease of reaching health plan call center staff over the phone.
- a. Well below average
 - b. Somewhat below average
 - c. Average
 - d. Somewhat above average
 - e. Well above average
 - f. Not applicable

- 26. Process of obtaining member information (eligibility, benefit coverage, co-pay amounts).
 - a. Well below average
 - b. Somewhat below average
 - c. Average
 - d. Somewhat above average
 - e. Well above average
 - f. Not applicable
- 27. Helpfulness of health plan call center staff in obtaining referrals for patients in your care.
 - a. Well below average
 - b. Somewhat below average
 - c. Average
 - d. Somewhat above average
 - e. Well above average
 - f. Not applicable
- 28. Overall satisfaction with health plan's call center service.
 - a. Well below average
 - b. Somewhat below average
 - c. Average
 - d. Somewhat above average
 - e. Well above average
 - f. Not applicable

These questions ask about your experiences with Aetna's Provider Relations department. Please rate Aetna in the following service areas when compared to your experience with other health plans you work with.

- 29. Do you have a Provider Relations representative from this health plan assigned to your practice?
 - a. Yes
 - b. No
- 30. Provider Relations representative's ability to answer questions and resolve problems.
 - a. Well below average
 - b. Somewhat below average
 - c. Average
 - d. Somewhat above average
 - e. Well above average
 - f. Not applicable
- 31. Quality of provider orientation process.
 - a. Well below average
 - b. Somewhat below average
 - c. Average
 - d. Somewhat above average
 - e. Well above average
 - f. Not applicable

32. Quality of written communications, policy bulletins, and manuals.
- a. Well below average
 - b. Somewhat below average
 - c. Average
 - d. Somewhat above average
 - e. Well above average
 - f. Not applicable

General Questions:

33. Have you utilized Aetna's website or provider portal?
- a. Yes
 - b. No
34. Would you recommend Aetna to other physicians' practices?
- a. Yes
 - b. No
35. What can Aetna do to improve its service to your organization?

Call Network Management at 866-874-2607 if you have any questions about this survey or any Aetna services. Fax the survey back to 866-602-1251 or your provider representative will pick it up and discuss your concerns with you.