September 25, 2019 Care1st Provider Forum Survey Results

	Overall, I found the Provider Forum to be valuable and, depending on topics,	processing of you initial claims? (Timely	with Care1st's processing of you	Q3 How satisfied are you with Care1st's Claim Customer Service Department?	Provider Services staff	with Care1st's Prior Authorization process? (Timely Responses)	with Care1st's Prior	Forum meet your	Q10 Would you recommend Care1st/WellCare to others?	Q7 Do you know your Provider Representative? -Yes -No	
Strongly Agree/Very Sat		32%	43%	22%	65%	31%	29%	100%	100%	Yes	No
Somewhat Agree/Satisfi	16%	53%	50%	61%	24%	38%	50%	0%	0%	19	
Neutral	5%	11%	0%	6%	12%	25%	14%	0%	0%		
Somewhat Disagree/Dis	0%	5%	7%	11%	0%	6%	7%	0%	0%		
Strongly Disagree/Very	0%	0%	0%	0%	0%	0%	0%	0%	0%		
	100%	100%	100%	100%	100%	100%	100%	100%	100%	='	

% of Attendees that Completed Survey 58% 100% 90% 80% 70% 60%
100% 90% 80% 70%
90%
90% 80% 70%
90% 80% 70%
90% 80% 70% 70%
80% 70%
80%
70%
60%
50%
40%
30%

Total Surveys Collected

Total # of Attendees

20% 10% 0%

the future.

19

33

Q1 Q2a Q2b Q3 Q4 Q5a Q5b Q9 Q10 Overall, I found the How satisfied are you with Did this Provider Forum Would you recommend Care1st/WellCare to Provider Forum to be Care1st's processing of you Care1st's processing of you Care1st's Claim Customer Care1st's Provider Services Care1st's Prior Care1st's Prior meet your needs today? valuable and, depending on initial claims? (Timely initial claims? Service Department? others? staff and your Authorization process? Authorization process? (Appropriateness of initial topics, would consider Adjudication) representative? (Timely Responses) (Appropriateness of clinical attending another Forum in claim adjudication) decision making)