

September 25, 2019 Care1st Provider Forum Survey Results

	Q1 Overall, I found the Provider Forum to be valuable and, depending on topics, would consider attending another Forum in the future.	Q2a How satisfied are you with Care1st's processing of you initial claims? (Timely Adjudication)	Q2b How satisfied are you with Care1st's processing of you initial claims? (Appropriateness of initial claim adjudication)	Q3 How satisfied are you with Care1st's Claim Customer Service Department?	Q4 How satisfied are you with Care1st's Provider Services staff and your representative?	Q5a How satisfied are you with Care1st's Prior Authorization process? (Timely Responses)	Q5b How satisfied are you with Care1st's Prior Authorization process? (Appropriateness of clinical decision making)	Q9 Did this Provider Forum meet your needs today?	Q10 Would you recommend Care1st/WellCare to others?
Strongly Agree/Very Satisfied	29%	14%	0%	29%	57%	14%	29%	100%	100%
Somewhat Agree/Satisfied	71%	14%	29%	29%	14%	29%	0%	0%	0%
Neutral	0%	57%	57%	29%	14%	42%	42%	0%	0%
Somewhat Disagree/Dissatisfied	0%	0%	0%	0%	0%	0%	0%	0%	0%
Strongly Disagree/Very Dissatisfied	0%	0%	0%	0%	0%	0%	0%	0%	0%
	100%	85%	86%	87%	85%	85%	71%	100%	100%

