



2024 Provider Satisfaction Survey Results	% of responses that Strongly Agreed or Agreed
When calling the Humboldt IPA, I am able to speak to someone the first time I call.	78%
When leaving a voicemail, the call is returned within 24 business hours.	82%
The Customer Service Representative is knowledgeable, courteous and answers my questions.	80%
When I visit the website, I find what I am looking for.	61%
Claims are processed accurately.	66%
Claims are processed within the required turn around time of 45 business days.	74%
Remittance Advices and Explanation of Benefits are easy to read and understand.	76%
When filing a claims appeal (Provider Dispute Resolution PDR) the process is easy to understand.	30%
Claims appeals/PDRs are processed within the required turnaround time of 45 business days.	47%
The authorization process is easy to understand.	79%
Submitting authorization requests via the provider portal is simple and straightforward.	56%
Authorization requests are processed within the required turnaround time of 5 business days for routine requests and 72 hours for urgent requests.	71%
When an authorization request is pended, I understand what is being requested and who the best person in my practice is to give the notification letter to.	71%
I am aware of the services available through the IPA such as medical guidelines support, discussing pended requests and assisting with Care Coordination.	60%
I am aware of the services offered at the Priority Care Center, Wellness Coaching, Same Day Clinics and Care Coordination.	47%
Patients from our practice have been seen at the Priority Care Center.	50%
Patients working with the Priority Care Center have benefited from these services.	41%
What was/is your primary reason for visiting our website	
Seeking company information	4%
Seeking program/project information	8%
Seeking contact information	17%
Verifying eligibility	30%
Obtaining authorization status	56%
Obtaining claim status	17%
Other	13%