2018 MHN Member Satisfaction Survey

(For Health Net Affiliated members)

★ = Goal met ↑ = Significant increase ↓ = Significant decrease Ø = zero cases ^ = Non-affiliate LOB *Low response rate* n/a = standard does not apply

Measure	Arizona		Oregon		Washington		California									
Outcomes	Comm HMO	Medicare	Comm	Medicare	Comm	Medicare	Comm HMO	Comm EPO	Comm PPO	Medicare	Cal Medi-Connect	Medi-Cal	CA Non-Affiliate CDI ^	CalViva Health Fresno Co.	CalViva Health Kings Co.	CalViva Health Madera Co.
Mental health problems/symptoms after treatment (Much or a Little Better)	73.6%	67.3%	94.6%	76.7%	86.7%	92.9%	83.4%	90.2%	83.9%	73.3%	57.5%	69.9%	83.9%	64.8%	65.5%	66.7%
Physical health after treatment (much or a little better)	52.8%	43.0%	68.1%	49.2%	80.0%	35.7%	57.1%	56.1%	58.1%	48.1%	39.5%	54.4%	64.1%	52.7%	49.2%	47.4%
Work situation after treatment [adults in the workforce] (Much or A Little Better)	55.3%	41.2%	59.8%	41.7%	58.3%	100.0%	58.4%	59.5%	59.1%	47.7%	38.7%	58.6%	68.1%	54.2%	46.2%	50.0%
Customer Service	Comm HMO	Medicare	Comm	Medicare	Comm	Medicare	Comm HMO	Comm EPO	Comm PPO	Medicare	Cal Medi-Connect	Medi-Cal	CA Non-Affiliate CDI ^	CalViva Health Fresno Co.	CalViva Health Kings Co.	CalViva Health Madera Co.
Called MHN for help or information (Small or No Problem)	★ 90.1%	87.0%	85.7%	81.3%	77.8%	★ 100.0%	★ 90.4%	★ 91.7%	85.7%	85.8%	★ 91.5%	88.0%	↓ 83.3%	89.8%	★ 92.6%	88.2%
Called MHN and spoke with someone who could answer questions within 10 minutes	81.6%	86.0%	77.1%	83.1%	66.7%	80.0%	81.0%	100.0%	80.0%	77.3%	84.6%	76.3%	81.5%	n/a	n/a	n/a
Finding or understanding information on counseling/ treatment on healthnet.com or mhn.com (Small or No Problem)	75.9%	80.0%	72.2%	68.3%	66.7%	60.0%	81.5%	73.3%	84.8%	76.9%	83.3%	89.9%	84.3%	88.8%	91.7%	72.7%
Delays in treatment while waiting for approval (Small or No Problem) among people who need approval	95.4%	95.2%	94.9%	93.2%	78.6%	92.9%	93.4%	89.7%	92.8%	↓ 91.6%	95.8%	93.1%	92.9%	87.7%	87.3%	90.9%
MHN Provider	Comm HMO	Medicare	Comm	Medicare	Comm	Medicare	Comm HMO	Comm EPO	Comm PPO	Medicare	Cal Medi-Connect	Medi-Cal	CA Non-Affiliate CDI ^	CalViva Health Fresno Co.	CalViva Health Kings Co.	CalViva Health Madera Co.
Informed about medication side effects [among members prescribed a new BH medication (yes)	89.4%	★ 92.9%	★ 100.0%	★ 93.5%	★ 100.0%	33.3%	86.0%	★ 100.0%	★ 90.9%	88.2%	80.6%	87.3%	★ 92.6%	88.8%	81.3%	83.3%
Care was responsive to special needs (Always + Usually) [among people who have a special need related to a physical disability]	★ 90.3%	★ 90.9%	★ 100.0%	★ 85.7%	Ø	★ 100.0%	★ 86.9%	Ø	★ 100.0%	89.5%	80.5%	81.6%	72.7%	73.1%	★ 85.7%	77.8%
Care was responsive to special needs (Always + Usually) [among people who have a special need related to culture, race, religion or ethnic background]	★ 93.0%	★ 93.8%	★ 100.0%	★ 92.4%	★ 100.0%	75.0%	★ 87.4%	★ 100.0%	81.3%	88.6%	88.0%	★ 85.2%	82.8%	77.9%	★ 91.7%	80.0%
Care was responsive to special needs (Always + Usually) [among people who have a special need related to gender identity or sexual orientation]	★ 93.8%	77.8%	★ 100.0%	82.4%	★ 100.0%	★ 100.0%	★ 86.5%	★ 100.0%	80.0%	87.0%	75.0%	81.7%	76.2%	68.7%	83.3%	28.6%
Rating of counseling and treatment (6 + 7 + 8 + 9 + 10)	★ 86.1%	84.8%	★ 94.7%	★ 89.8%	★ 93.3%	★ 87.5%	★ 89.4%	★ 92.7%	★ 90.3%	★ 87.9%	★ 87.6%	84.2%	★ 91.2%	↓ 78.9%	83.1%	81.8%
Rating of counseling and treatment (8 + 9 + 10)	73.9%	73.7%	83.2%	↑ 81.8%	86.7%	68.8%	79.8%	85.4%	77.4%	78.5%	73.0%	71.3%	82.9%	64.2%	62.7%	70.5%
Coordination of Care	Comm HMO	Medicare	Comm	Medicare	Comm	Medicare	Comm HMO	Comm EPO*	Comm PPO	Medicare	Cal Medi-Connect	Medi-Cal	CA Non-Affiliate CDI ^	CalViva Health Fresno Co.	CalViva Health Kings Co.	CalViva Health Madera Co.
BHP discussed with patient need to share parts of treatment plan with PCP (yes)	29.6%	24.7%	34.0%	34.7%	26.7%	46.2%	31.0%	33.3%	34.0%	34.9%	46.6%	43.1%	29.5%	45.5%	59.3%	52.3%
BHPs discussed with patient need to coordinate with each other (Yes)	40.9%	25.9%	52.0%	47.5%	33.3%	50.0%	↑ 49.2%	78.6%	48.3%	36.5%	43.2%	44.3%	42.6%	37.9%	57.1%	36.4%
Access to Care	Comm HMO	Medicare	Comm	Medicare	Comm	Medicare	Comm HMO	Comm EPO	Comm PPO	Medicare	Cal Medi-Connect	Medi-Cal	CA Non-Affiliate CDI ^	CalViva Health Fresno Co.	CalViva Health Kings Co.	CalViva Health Madera Co.
Choice of providers - problem getting someone happy with (Not A Problem + Small Problem)	★ 89.6%	★ ↑ 93.0%	★ 91.5%	★ 89.9%	80.0%	84.6%	★ 89.6%	★ 90.5%	★ 93.5%	88.2%	★ ↑ 95.6%	★ 89.1%	★ 89.4%	★ 87.5%	★ 90.2%	★ 93.3%
Travel distance (Not A Problem + Small Problem)	★ 95.8%	★ 96.0%	★ 97.9%	★ 93.7%	★ 93.3%	92.3%	★ 96.0%	★ 90.5%	★ 95.8%	↓ 93.7%	★ 97.8%	★ 93.4%	★ 96.2%	★ 89.0%	★ 96.8%	★ 97.8%
Office wait times: seen within 15 minutes of appointment (Always + Usually)	★ 90.5%	81.0%	★ 96.8%	★ ↓ 90.9%	★ 86.7%	★ 100.0%	84.5%	★ 95.2%	★ 89.2%	84.3%	72.1%	70.6%	★ 90.4%	↓ 60.1%	71.2%	62.8%
Non-life threatening emergency services: seen within 6 hours	66.7%	66.7%	★ 100.0%	61.1%	Ø	★ 100.0%	63.6%	★ 100.0%	50.0%	71.0%	80.0%	72.2%	50.0%	62.5%	66.7%	37.5%
Urgent care with psychiatrist: seen within 2 days	22.2%	25.0%	50.0%	53.3%	0.0%	★ 100.0%	37.0%	0.0%	33.3%	48.8%	57.1%	54.2%	25.0%	44.9%	50.0%	37.5%
Urgent care with non-physician: seen within 2 days	60.0%	33.3%	66.7%	60.0%	0.0%	50.0%	57.9%	Ø	33.3%	59.2%	33.3%	58.7%	44.4%	46.5%	45.5%	33.3%
Non-urgent initial appointment with psychiatrist: seen within 10 days	38.3%	38.5%	64.3%	40.9%	0.0%	0.0%	50.0%	55.6%	81.3%	44.4%	42.9%	45.1%	42.4%	n/a	n/a	n/a
Non-urgent initial appointment with psychiatrist: seen within 15 days	55.6%	61.5%	64.3%	65.2%	25.0%	66.7%	63.0%	66.7%	★ 100.0%	62.2%	61.9%	66.2%	57.6%	52.3%	60.0%	72.7%
Non-urgent initial appointment with non-physician: seen within 10 days	62.8%	58.8%	63.6%	47.3%	80.0%	33.3%	62.0%	70.6%	60.6%	55.0%	56.5%	54.4%	62.0%	47.8%	41.7%	50.0%
Follow-up appointment with psychiatrist: seen w/in 30 days	★ 90.4%	61.8%	★ 100.0%	80.0%	★ 100.0%	★ 100.0%	★ 89.1%	★ 92.9%	★ 86.7%	80.5%	81.6%	81.2%	92.7%	74.4%	79.4%	★ 88.2%
Follow-up appointment with non-physician: seen w/in 30 days	★ 92.7%	62.5%	★ 98.3%	89.6%	★ 100.0%	83.3%	★ 94.3%	★ 95.5%	★ 93.2%	86.9%	84.2%	82.8%	95.3%	84.5%	85.0%	80.0%
Initial or follow-up appointment with psychiatrist: appointment scheduled to member's satisfaction	92.3%	90.9%	100.0%	87.0%	60.0%	100.0%	84.8%	100.0%	97.1%	91.8%	84.9%	84.5%	85.5%	81.7%	81.6%	78.3%
Initial or follow-up appointment with non-physician: appointment scheduled to member's satisfaction	90.8%	84.1%	98.5%	93.1%	100.0%	77.8%	92.4%	100.0%	94.0%	92.8%	92.5%	85.3%	93.3%	85.1%	81.8%	85.3%
Rescheduling an appointment: appointment scheduled to member's satisfaction	↑ 92.2%	87.9%	98.7%	↑ 92.1%	91.7%	100.0%	91.1%	97.2%	96.9%	↓ 91.6%	★ ↑ 94.7%	↑ 84.8%	95.1%	n/a	n/a	n/a
Provider responsiveness: provider either answered phone or returned voicemail within 2 days	87.6%	79.3%	97.0%	88.4%	90.9%	100.0%	↓ 87.7%	93.8%	88.2%	87.9%	93.1%	80.4%	93.1%	79.2%	81.1%	72.2%
Member was able to get an interpreter when one was needed	100.0%	100.0%	Ø	100.0%	Ø	Ø	93.3%	Ø	100.0%	90.9%	40.0%	77.9%	50.0%	80.0%	87.5%	100.0%
Scheduling an interpreter did not cause a delay in scheduling the appointment	100.0%	100.0%	100.0%	70.0%	Ø	Ø	90.0%	100.0%	100.0%	82.9%	75.0%	77.2%	75.0%	84.2%	85.7%	80.0%