

2019 Provider Satisfaction (PSAT) and CAHPS survey results

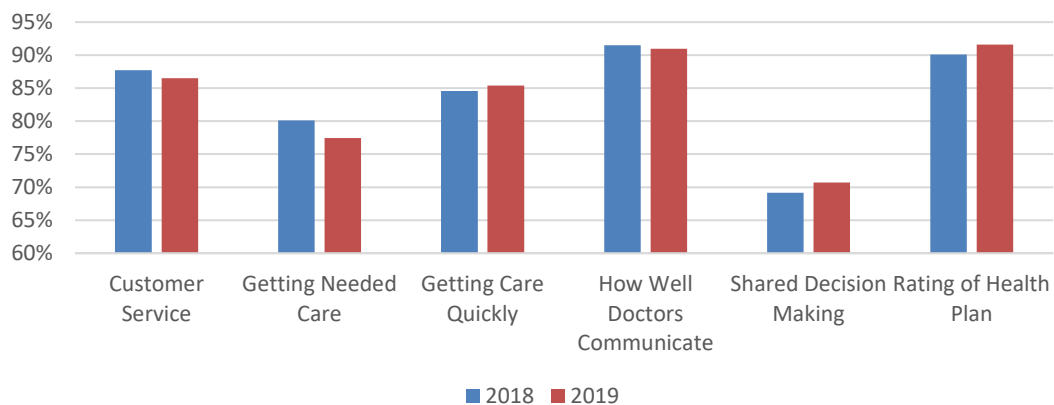
Our member and provider voices matter!

Quality is a top priority for Amerigroup Community Care; we want to ensure that HealthChoice members and providers receive excellent services and quality attention. Each year, Amerigroup, in partnership with the State of Maryland, reaches out to members and providers to get valuable feedback, which helps identify opportunities to improve our quality health care services. We are proud to share our successes and our ongoing efforts to enhance the services we provide and the attention we give to our members and providers.

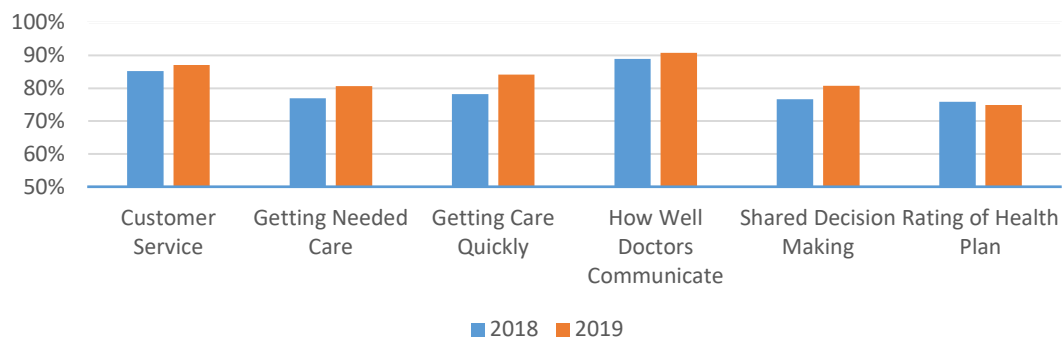
Member satisfaction composite results

Based on complaints, appeals, and the results of the annual Consumer Assessment of Healthcare Providers and Systems (CAHPS®) surveys for children and adults, the graphs below show how members scored six composite measures.

- Child — 2018-2019 comparison



- Adult — 2018-2019 comparison

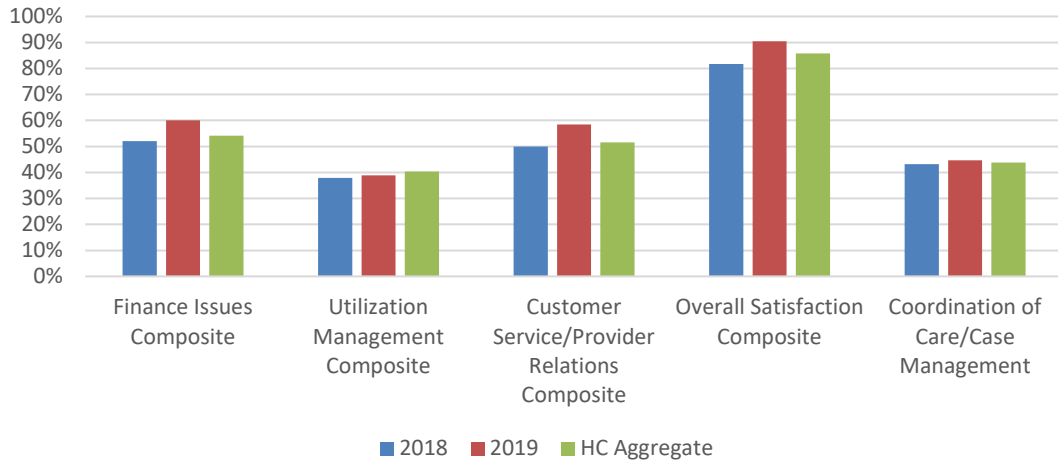


CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

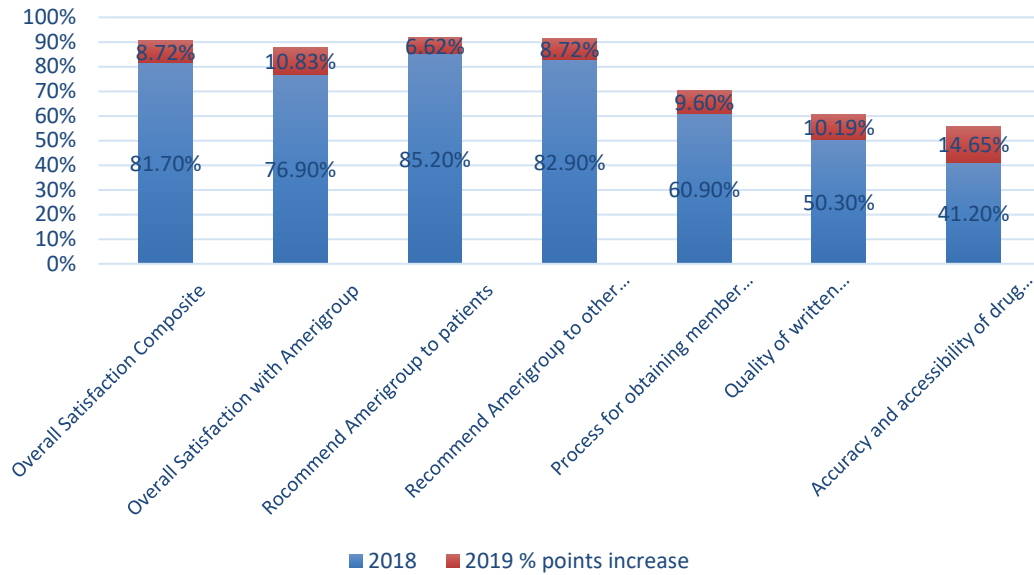
Provider satisfaction composite results

Based on the results of the annual *PCP Satisfaction Survey*, conducted by Center for the Study of Services and prepared for the Maryland Department of Health, the graphs below show the scores that PCPs gave Amerigroup in five composite measures compared to the aggregate, as well as the measures showing significant improvements compared to 2018 scores.

- PCP Satisfaction Survey — 2018-2019 comparison**



- Measures showing significant improvements — 2018-2019 comparison**



2019 Areas of focus

Amerigroup consulted the 2018 *Provider Satisfaction Survey* results, shared the results across the health plan and identified areas of focus based on lowest scores of standards that were most important to you, the providers. We heard what you had to say, and we're poised to answer!

Pharmacy/medication initiatives:

- We created and distributed newsletter and web articles highlighting 2018 pharmacy improvements, as well as user-friendly tools and links, including:
 - CoverMyMeds®.
 - *Preferred Drug List*.
 - Searchable formulary.
 - Real-time benefit checks.
- We offered trainings on new the pharmacy benefit manager (PBM) to providers and internal staff.

Coordination of care/case management initiatives:

- We created and distributed newsletters, web articles and fliers for disease-specific program initiatives.

Specialty provider network initiatives:

- We worked with PCP network recommendations and provider representative knowledge to identify:
 - Recruitment opportunities for specialty providers.
 - Regionally focused specialty reference guides.
 - Recruitment documents, such as *Reasons to Stay with Amerigroup*.

Written provider communications:

- We shared provider newsletters and other important provider updates with providers and office teams. Additionally, we educated providers on locating information on Amerigroup public and private websites.
- We created an internal review and distribution process for all billing/coding provider communications.
- We revamped our newsletter template to make it easier to locate the most impactful articles.
- We updated our 2019 provider manual.