

APS Healthcare

Medi-Cal

***2011 Provider Satisfaction
Survey***

Final Report

*Project Number:
98645*



**1965 Evergreen Boulevard • Suite 100
Duluth, GA 30096
Tel 770-978-3173
Fax 770-623-4076
www.themyersgroup.net**



Table of Contents

1.	EXECUTIVE SUMMARY	1-1
2.	PROJECT OVERVIEW	2-1
	PROGRAM BACKGROUND	2-1
	SAMPLING METHODOLOGY	2-2
	RESPONSE RATE	2-2
	SAMPLING ERROR.....	2-3
	PROFILE	2-3
	<i>Chart 2A</i>	2-3
3.	QUESTION SUMMARIES.....	3-1
	<i>Charts 3A-3B</i>	3-1
4.	TECHNICAL NOTES	4-1
5.	SURVEY TOOL.....	5-1
6.	BANNER TABLES.....	6-1



1. Executive Summary

The Myers Group (TMG), a National Committee for Quality Assurance (NCQA) Certified Survey Vendor, was selected by APS Healthcare on behalf of the State of California, Medi-Cal Care Coordination Program to conduct its 2011 Provider Satisfaction Survey. Information obtained from these surveys allows plans to measure how well they are meeting their providers' expectations and needs. Based on the data collected, this report summarizes the results and assists in identifying plan strengths and opportunities.

Using a mail with Internet option¹ survey methodology, TMG collected 17 responses from a sample of 220 providers. Results were collected in February and March of 2011.

Topics included in the 2011 Medi-Cal Provider Satisfaction Survey include:

- The responsiveness, helpfulness, knowledge, and accessibility of MCCP staff.
- Type and appropriateness of referrals received by MCCP.
- MCCP staff's help with coordinating the care of patients and managing their conditions.
- Patient satisfaction with assistance provided by MCCP staff.
- Overall satisfaction with services received from MCCP.

Presentation of Results

- Summary Rate is the proportion of respondents who selected the most positive response options ("Strongly Agree" and "Agree") for the attribute.
- Attributes are the individual questions that focus on specific characteristics of the health plan.

¹ Health Coaches handed out postcards to providers after making contact with them. See *Section 6* for more detail.



2. Project Overview

Your Account Executive for this project is Sheryl Savage (770-978-3173 ext. 1352), and your Project Manager is Carmen Hargrove (770-978-3173, ext 1311). Should you have any questions or comments regarding any aspect of the survey or reporting process, please feel free to call either your Account Executive or your Project Manager.

Program Background

Provider satisfaction was gauged for those affiliated with two Medi-Cal Care Coordination Programs in the State of California. The distinction between the two programs is based on the populations they serve. The CA-SPD program which began on January 1, 2010 serves a Medicaid population of seniors and persons with disabilities who are over the age of 18 with one or more of 11 chronic conditions.² The CA-SMI program which began on April 1, 2010 serves a Medicaid population of severely mentally ill persons over the age of 18 with one or more of 11 chronic conditions and one or more of 7 chronic mental health conditions.³

The Provider Satisfaction Survey targets providers to measure their satisfaction with Medi-Cal Care Coordination Program (MCCP).⁴ For comparison purposes, results are presented by Summary Rates. The Summary Rate is the sum of the proportion of respondents who selected the most positive response options (“Strongly Agree” and “Agree”) for the attribute.

It should be noted that the data discussed in this report is based on the responses from 17 providers. There are several reasons for the relatively small number of returns that should be considered when interpreting the current results, among which include short length of time that the program has been operating as well as the special population for which it serves. In addition, MCCP health coaches interact with both patients and providers to coordinate the care and assist with managing patients’ conditions. However, during the time of survey implementation, many of the health coaches were unable to initiate adequate contact with providers due to the short length of time that the program has been operating. Lastly, the program has hired a Provider Engagement Manager who will market the survey and develop an email database from which to notify providers regarding survey completion. These initiatives will likely increase survey awareness and response rates in the future. Despite implementation limits, the feedback of those who did respond will help to identify program strengths and weaknesses to address for the future.

² Chronic conditions include Asthma, COPD, Diabetes, CAD, CHF, Cerebrovascular disease, Hypertension, Cancer, Arthritis, Obesity, and Substance Abuse if one of others is present.

³ Chronic mental conditions include Major Depression, Schizophrenia and Other Psychotic Disorders, Bipolar Disorder, Dementia, Delusional Disorder, Non-organic Psychoses, Anxiety, Dissociative and Somatoform Disorders.

⁴ The data discussed in this report are based on responses from only 17 providers.



Sampling Methodology

On behalf of the State of California – Medi-Cal, APS Healthcare provided TMG with a database consisting of 220 providers. Initially, only providers who were shown to have an active connection with members in the MCCP system (i.e., providers with 10 or more members in the MCCP program) were eligible to answer the survey. However, that criterion was later removed for the purpose of increasing the sample size. As a result, the final sample consisted of all 220 provider records, of which a total of 17 completed surveys were collected.

Response Rate

For the purposes of this project, a one-wave mail with Internet⁵ option methodology was used to administer the survey to a sample of MCCP providers. The mail survey was distributed to a sample of 220 providers. A total of 12 surveys were considered ineligible, yielding a response rate of 8.2%. Mail surveys are considered ineligible if returned for the following reasons: bad address with no forwarding information, provider is deceased, or if the provider no longer participates with the health plan. The chart on the following page shows the number of ineligible mail surveys for the disposition categories listed.

Survey Methodology	Ineligible Disposition	N
Mail and Internet Component	Bad Address with no forwarding information	12
	Deceased, Not Eligible	0
TOTAL MAIL INELIGIBLE SURVEYS		12

To calculate the response rate, ineligible surveys are subtracted from the sample size.

$$\frac{\text{Completed surveys}}{\text{Sample size} - \text{Ineligible surveys}} = \text{Response rate}$$

Using the final figures from Medi-Cal’s Provider Satisfaction Survey, the numerator and denominator used to compute your response rate are presented below:

Mail/Internet Component

$$\frac{17 \text{ (mail)} + 0 \text{ (Internet)}}{220 \text{ (sample)} - 12 \text{ (ineligible)}} = 8.2\%$$

⁵ Postcards were distributed by health coaches that provided a web address by which the respondent could complete the survey. However, no data was submitted via the Internet option.



Sampling Error

All sample surveys are subject to sampling error; that is the extent to which the results differ from what would be obtained if every eligible provider were surveyed. The size of the sampling error largely depends on the percentage distributions of each question and the number of surveyed. For information on how to estimate sampling error based upon your sample size, please see the *Technical Notes*.

Profile

The characteristics of respondents surveyed should be representative of the plan's provider population. The chart on page 2A illustrates the following key questions for your plan:

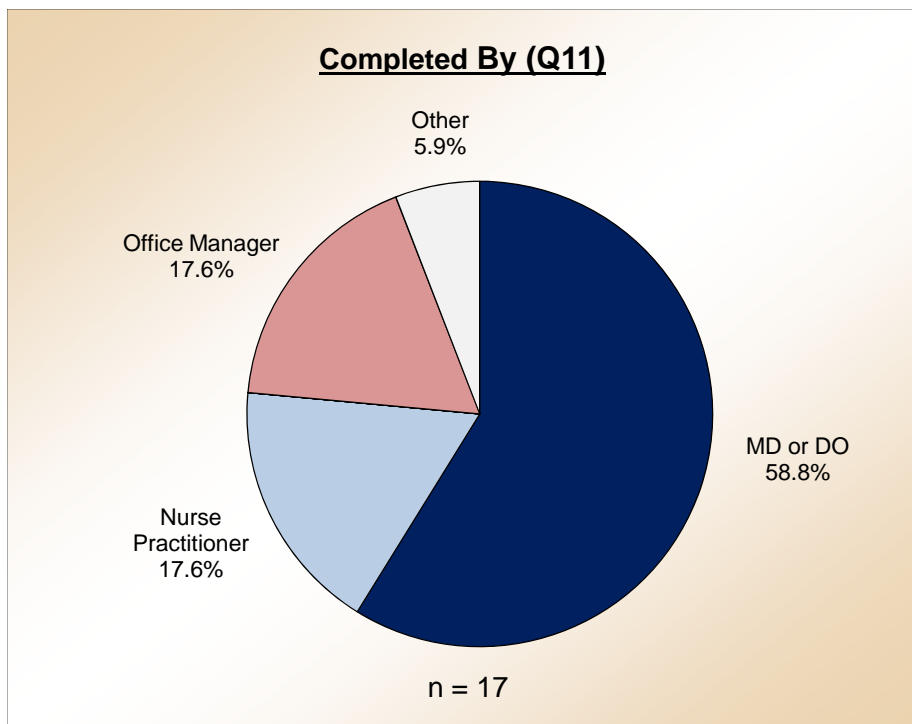
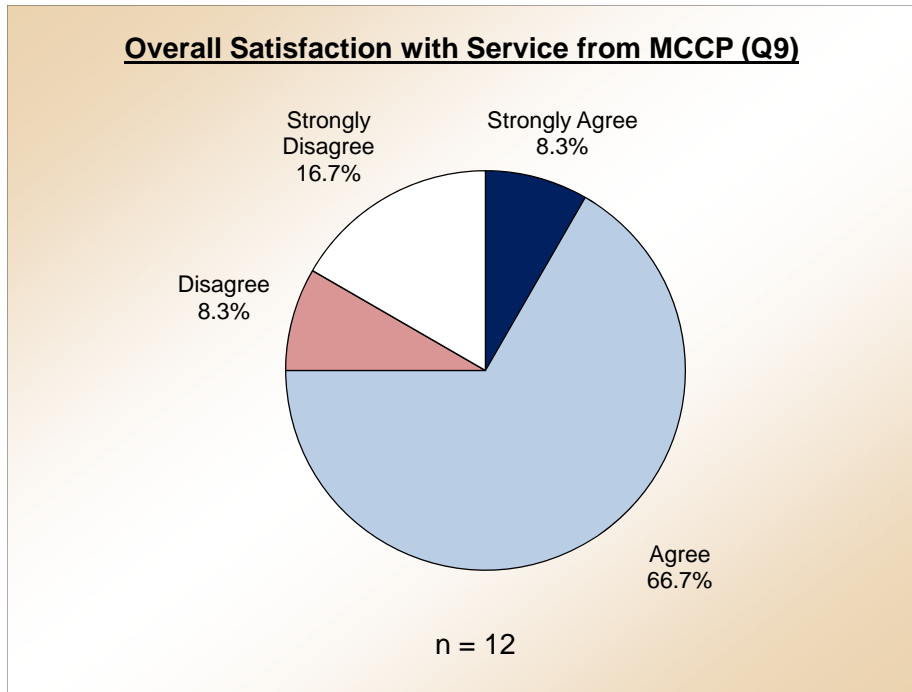
- Overall Satisfaction with Service from MCCP (Q9)
- Completed By (Q11)

Chart 2A

Profile of Survey Respondents

Practice Demographics

17 Total Respondents





3. Question Summaries

The proportion of respondents that fall into each response category for all questions is shown beginning on page 3A. The question summary pages are broken down into several sections, which are described below:

Valid n & Category Responses

The valid n column shows the number of respondents who chose to answer the question. This number may be lower than the total number of respondents who completed the survey because respondents selected “Not Ascertained.” The Category Responses section provides the percentage of respondents who selected each response option.

Summary Rates

The Summary Rate is the proportion of respondents choosing the most positive response option(s) for each question. It is the sum of the proportion of respondents who selected “Strongly Agree” and “Agree.”

Mean Scores

The Mean Scores section provides further analysis of your results. While Summary Rates are very helpful in that they highlight areas where your plan scores well, they are not a complete indication of performance.

Mean Scores provide an average of responses. The score is calculated by assigning a value of one to four to each response option. For example, Strongly Agree receives a score of 4, while Strongly Disagree receives a score of 1. Therefore, higher Mean Scores indicate more favorable responses, while lower Mean Scores indicate unfavorable responses.

For example, the Mean Score for Medi-Cal in the example below is 2.87, meaning that the average response option chosen is between Agree and Disagree.

Question	Plan Mean
Q1. MCCP staff are responsive.	2.87

Charts 3A-3B

Question Summaries

MCCP Staff

APS Healthcare - Medi-Cal

Provider Satisfaction Survey

17 Total Respondents

Survey Item	Valid n	Category Responses					Summary Rate Score*	Mean Score**
							2011	2011
<i>Please rate MCCP staff on the following:</i>								
Q1. MCCP staff are responsive.	15	<u>Strongly Agree</u>	<u>Agree</u>	<u>Disagree</u>	<u>Strongly Disagree</u>	<u>N/A</u>	73.3%	2.87
		26.7%	46.7%	13.3%	13.3%	n = 2		
Q2. MCCP staff are helpful.	14	<u>Strongly Agree</u>	<u>Agree</u>	<u>Disagree</u>	<u>Strongly Disagree</u>	<u>N/A</u>	71.4%	2.86
		28.6%	42.9%	14.3%	14.3%	n = 2		
Q3. MCCP staff are knowledgeable of my patients' clinical conditions.	12	<u>Strongly Agree</u>	<u>Agree</u>	<u>Disagree</u>	<u>Strongly Disagree</u>	<u>N/A</u>	75.0%	2.83
		16.7%	58.3%	16.7%	8.3%	n = 4		
Q4. MCCP staff are easy to reach.	14	<u>Strongly Agree</u>	<u>Agree</u>	<u>Disagree</u>	<u>Strongly Disagree</u>	<u>N/A</u>	71.4%	2.79
		14.3%	57.1%	21.4%	7.1%	n = 1		
Q5. I am satisfied with the type and appropriateness of referrals I receive through MCCP.	12	<u>Strongly Agree</u>	<u>Agree</u>	<u>Disagree</u>	<u>Strongly Disagree</u>	<u>N/A</u>	58.3%	2.58
		16.7%	41.7%	25.0%	16.7%	n = 5		

* Summary Rate Scores are the sum of the most favorable response options (Strongly Agree and Agree).

** Mean scores are the average of all responses.

Question Summaries

MCCP Staff (continued)

APS Healthcare - Medi-Cal

Provider Satisfaction Survey

17 Total Respondents

Survey Item	Valid n	Category Responses					Summary Rate Score*	Mean Score**
							2011	2011
<i>Please rate MCCP staff on the following:</i>								
Q6. Upon request, the MCCP staff help me coordinate the care of my patients.	9	<u>Strongly Agree</u>	<u>Agree</u>	<u>Disagree</u>	<u>Strongly Disagree</u>	<u>N/A</u>	77.8%	2.89
		22.2%	55.6%	11.1%	11.1%	n = 7		
Q7. MCCP staff help my patients manage their condition.	9	<u>Strongly Agree</u>	<u>Agree</u>	<u>Disagree</u>	<u>Strongly Disagree</u>	<u>N/A</u>	66.7%	2.56
		11.1%	55.6%	11.1%	22.2%	n = 7		
Q8. My patients are pleased with the assistance provided by MCCP staff.	12	<u>Strongly Agree</u>	<u>Agree</u>	<u>Disagree</u>	<u>Strongly Disagree</u>	<u>N/A</u>	66.7%	2.67
		8.3%	58.3%	25.0%	8.3%	n = 5		
Q9. Overall, I am satisfied with the services I receive from MCCP.	12	<u>Strongly Agree</u>	<u>Agree</u>	<u>Disagree</u>	<u>Strongly Disagree</u>	<u>N/A</u>	75.0%	2.67
		8.3%	66.7%	8.3%	16.7%	n = 4		
Q11. Completed by:	17	<u>MD or DO</u>	<u>Nurse Practitioner</u>	<u>Physician Assistant</u>	<u>Psychologist</u>	<u>Office Manager</u>	NA	NA
		58.8%	17.6%	0.0%	0.0%	17.6%		

* Summary Rate Scores are the sum of the most favorable response options (Strongly Agree and Agree).

** Mean scores are the average of all responses.



4. Technical Notes

Presented alphabetically by subject area

Mean Score

Mean Scores are an average of all responses. They are calculated by assigning a value of four to the most favorable response option, a three on the next most favorable response option, and so on until a value of one is reached. These values are assuming that there are four response options. If there are a different number of response options, the most favorable response option receives a value equal to the total number of response options. When every response receives a value, the values are averaged to give the Mean Score.

Rounding of Data

For many survey questions, you will often see response distribution percentages listed that do not add to exactly 100%. In some cases, they may add to 99.9%, and in others, to 100.1%. This tends to cause some concern, as it gives the appearance of a valid response being omitted, or even counted twice. The following explanation is provided as a means to understanding how rounding affects the percentages shown in the report.

The key to understanding how rounding affects listed percentages is knowing that the survey question's entire valid response set is being accounted for. That is, although the percentages don't add to exactly 100%, the entire response set is represented in the percentages shown.

In many cases, dividing a number of responses by the total number of valid responses provides a percentage that will go out to an infinite number of decimal places. An example of this is dividing 1 by 3; no matter how many decimal places this quotient is taken out to, it will always be a continuous string of '3's. As a result, we see the following when adding each of the item response percentages:

Response 1:	n = 1	.3	.33	.333	.3333
Response 2:	n = 1	.3	.33	.333	.3333
Response 3:	$\frac{n = 1}{3}$	$\frac{.3}{.9}$	$\frac{.33}{.99}$	$\frac{.333}{.999}$	$\frac{.3333}{.9999}$

It is evident that no matter how many decimal places we take our quotient out to, we will never be able to add the results to exactly 1 (or 100%), even though all 3 responses are included in the percentage calculation.

Through consultation with a number of our clients, TMG has determined that using a single decimal place in the reporting of percentages provides an adequate level of detail. Typically, when percentages are calculated in our report applications, all decimal places are computed, but only the first decimal place is actually shown. As such, adding



rounded single-digit decimals may not equal 100%. If the same figures were taken out an additional decimal place, however, they might then add to exactly 100%. Or, as the example above shows, they may never equal an even 100%. Finally, when rounding, TMG employs the standard practice of rounding down any number from 1 to 4, and rounding up any number from 5 to 9.

Sampling Error

Sampling error can be thought of as the extent to which survey results may differ from what would be obtained if every eligible member in the sample had been surveyed. The size of such error depends largely on the percentage distributions (i.e., the number of respondents selecting each answer category) and the number of members surveyed. The more disproportionate the percentage distributions or the larger the sample size is, the smaller the error.

The following tables may be used in estimating approximate sampling error. The first table shows the range (plus or minus the figure shown) within which the population percentage could be expected to lay **95** out of 100 times a sample of that size and percentage distribution would be selected. The second table shows the range (plus or minus the figure shown) within which the population percentage could be expected to lay **90** out of 100 times a sample of that size and percentage distribution would be selected.

95% Confidence Interval					
Approximate Half Width (+/-) for Population Percent					
Valid Responses	Percentage Distribution				
	50/50	60/40	70/30	80/20	90/10
50	13.9	13.6	12.7	11.1	8.3
100	9.8	9.6	9.0	7.8	5.9
200	6.9	6.8	6.4	5.5	4.2
300	5.7	5.5	5.2	4.5	3.4
400	4.9	4.8	4.5	3.9	2.9
500	4.4	4.3	4.0	3.5	2.6
750	3.6	3.5	3.3	2.9	2.1
850	3.4	3.3	3.1	2.7	2.0



90% Confidence Interval Approximate Half Width (+/-) for Population Percent					
Valid Responses	Percentage Distribution				
	50/50	60/40	70/30	80/20	90/10
50	11.6	11.4	10.7	9.3	7.0
100	8.2	8.1	7.5	6.6	4.9
200	5.8	5.7	5.3	4.7	3.5
300	4.7	4.7	4.4	3.8	2.8
400	4.1	4.0	3.8	3.3	2.5
500	3.7	3.6	3.4	2.9	2.2
750	3.0	2.9	2.8	2.4	1.8
850	2.8	2.8	2.6	2.3	1.7

The sampling error table is used in the following manner. Assume that “overall service provided to you by APS” received a Summary Rate of seventy percent (70.0%) from a sample of 500 valid responses. For a 95% confidence interval, look at the table where the sample size of 500 intersects the percentage distribution of 70/30. The margin of error for this sample size is four percentage points (4.0%). Therefore, on average, in 95 out of 100 similar samples, the 95% confidence interval (e.g., 66.0% to 74.0%) will span the true unknown population percentage.

Survey Administration Protocol

The Provider Satisfaction Survey was administered using a one-wave mail with Internet option survey methodology during February and March of 2011.

Summary Rates

Most survey questions have specific response options designated for inclusion in Summary Rate scoring. These scores are computed as the proportion of favorable responses to the total number of valid responses for each question. For example, the rating questions’ Summary Rates are computed using the following proportion:

$$\frac{\text{Strongly Agree + Agree}}{\text{Strongly Agree + Agree + Disagree + Strongly Disagree}}$$

Valid n

The term Valid n is used to show the number of respondents giving a valid response to a particular question. It gives information only on the question it refers to and no others. Valid responses are those that actually rate an attribute. They do not include responses such as “NA” because a response of “NA” does not rate an attribute. The difference in value between the Valid n and the total number of respondents completing the survey is a result of removing invalid responses and respondents submitting a survey but not answering that particular question.



5. *Survey Tool*



Please answer all questions by shading or marking the box with blue or black ink. Be assured that your responses are confidential. If you would like to know more about the study, call The Myers Group at 1-800-692-0041.

Please rate MCCP staff on the following:

1. MCCP staff are responsive.

- ₁ Strongly Disagree
- ₂ Disagree
- ₃ Agree
- ₄ Strongly Agree
- ₅ N/A

2. MCCP staff are helpful.

- ₁ Strongly Disagree
- ₂ Disagree
- ₃ Agree
- ₄ Strongly Agree
- ₅ N/A

3. MCCP staff are knowledgeable of my patients' clinical conditions.

- ₁ Strongly Disagree
- ₂ Disagree
- ₃ Agree
- ₄ Strongly Agree
- ₅ N/A

4. MCCP staff are easy to reach.

- ₁ Strongly Disagree
- ₂ Disagree
- ₃ Agree
- ₄ Strongly Agree
- ₅ N/A

5. I am satisfied with the type and appropriateness of referrals I receive through MCCP.

- ₁ Strongly Disagree
- ₂ Disagree
- ₃ Agree
- ₄ Strongly Agree
- ₅ N/A

6. Upon request, the MCCP staff help me coordinate the care of my patients.

- ₁ Strongly Disagree
- ₂ Disagree
- ₃ Agree
- ₄ Strongly Agree
- ₅ N/A

7. MCCP staff help my patients manage their condition.

- ₁ Strongly Disagree
- ₂ Disagree
- ₃ Agree
- ₄ Strongly Agree
- ₅ N/A

8. My patients are pleased with the assistance provided by MCCP staff.

- ₁ Strongly Disagree
- ₂ Disagree
- ₃ Agree
- ₄ Strongly Agree
- ₅ N/A

9. Overall, I am satisfied with the services I receive from MCCP.

- ₁ Strongly Disagree
- ₂ Disagree
- ₃ Agree
- ₄ Strongly Agree
- ₅ N/A

10. Please briefly describe your experience with the staff and the program.

11. Completed by:

- ₁ MD or DO
- ₂ Nurse Practitioner
- ₃ Physician Assistant
- ₄ Psychologist
- ₅ Office Manager
- ₆ Other

Thank You

Please return the completed survey in the postage-paid envelope.



6. Banner Tables

The tables in the following section show detailed results for each question in your survey. Responses are organized across the banner table by total respondents. In order to aid you in viewing the data contained in these tables, the following explanation is provided.

On the left side of the page, you will see three row headers: “Total,” “Total Answering,” and “No Answer.” “Total” represents the number of possible responses that meet the criteria for inclusion into the given question. For questions that are asked of all respondents, this figure will typically equal 17, which is the valid number of responses to the current survey. “Total Answering” shows how many of the total respondents provided valid answers to the given question. Finally, “No Answer” is the number of individuals who did not respond to the question, even though they were eligible to do so.

You will notice that, in some cases, a survey response choice shows only the number of respondents providing that answer with no percentage. These response options are not considered valid responses by standard analytical practice, and are therefore omitted from the percentage calculations.

In some tables, an additional row is added to show Summary Rates and is labeled “Summary Rate.” These scores are a single question response or combination of question responses considered to be favorable. It is included at the bottom of each of these tables and is shown with the response option or options that make up the score listed beside it.

APS Healthcare - Medi-Cal
Provider Satisfaction Survey (98645)

TABLE OF CONTENTS

Total

Page 1.....Q1. M CCP staff are responsive.

Page 2.....Q2. M CCP staff are helpful.

Page 3.....Q3. M CCP staff are knowledgeable of my patients' clinical conditions.

Page 4.....Q4. M CCP staff are easy to reach.

Page 5.....Q5. I am satisfied with the type and appropriateness of referrals I receive through M CCP.

Page 6.....Q6. Upon request, the M CCP staff help me coordinate the care of my patients.

Page 7.....Q7. M CCP staff help my patients manage their condition.

Page 8.....Q8. My patients are pleased with the assistance provided by M CCP staff.

Page 9.....Q9. Overall, I am satisfied with the services I receive from M CCP.

Page 10.....Q11. Completed by:

APS Healthcare - Medi-Cal
Provider Satisfaction Survey (98645)

Q1. MCCP staff are responsive.

	Total Answering -----
Total	17
Total Answering	15 100.0%
No Answer	-
Strongly Agree	4 26.7%
Agree	7 46.7%
Disagree	2 13.3%
Strongly Disagree	2 13.3%
N/A	2
TMG SUMMARY RATE SCORE - Strongly Agree/Agree	11 73.3%

APS Healthcare - Medi-Cal
 Provider Satisfaction Survey (98645)

Q2. MCCP staff are helpful.

	Total Answering -----
Total	17
Total Answering	14 100.0%
No Answer	1
Strongly Agree	4 28.6%
Agree	6 42.9%
Disagree	2 14.3%
Strongly Disagree	2 14.3%
N/A	2
TMG SUMMARY RATE SCORE - Strongly Agree/Agree	10 71.4%

APS Healthcare - Medi-Cal
 Provider Satisfaction Survey (98645)

Q3. MCCP staff are knowledgeable of my patients' clinical conditions.

	Total Answering -----
Total	17
Total Answering	12 100.0%
No Answer	1
Strongly Agree	2 16.7%
Agree	7 58.3%
Disagree	2 16.7%
Strongly Disagree	1 8.3%
N/A	4
TMG SUMMARY RATE SCORE - Strongly Agree/Agree	9 75.0%

APS Healthcare - Medi-Cal
Provider Satisfaction Survey (98645)

Q4. MCCP staff are easy to reach.

	Total Answering -----
Total	17
Total Answering	14 100.0%
No Answer	2
Strongly Agree	2 14.3%
Agree	8 57.1%
Disagree	3 21.4%
Strongly Disagree	1 7.1%
N/A	1
TMG SUMMARY RATE SCORE - Strongly Agree/Agree	10 71.4%

APS Healthcare - Medi-Cal
Provider Satisfaction Survey (98645)

Q5. I am satisfied with the type and appropriateness of referrals I receive through MCCP.

	Total Answering -----
Total	17
Total Answering	12 100.0%
No Answer	-
Strongly Agree	2 16.7%
Agree	5 41.7%
Disagree	3 25.0%
Strongly Disagree	2 16.7%
N/A	5
TMG SUMMARY RATE SCORE - Strongly Agree/Agree	7 58.3%

APS Healthcare - Medi-Cal
Provider Satisfaction Survey (98645)

Q6. Upon request, the MCCP staff help me coordinate the care of my patients.

	Total Answering -----
Total	17
Total Answering	9 100.0%
No Answer	1
Strongly Agree	2 22.2%
Agree	5 55.6%
Disagree	1 11.1%
Strongly Disagree	1 11.1%
N/A	7
TMG SUMMARY RATE SCORE - Strongly Agree/Agree	7 77.8%

APS Healthcare - Medi-Cal
Provider Satisfaction Survey (98645)

Q7. M CCP staff help my patients manage their condition.

	Total Answering -----
Total	17
Total Answering	9 100.0%
No Answer	1
Strongly Agree	1 11.1%
Agree	5 55.6%
Disagree	1 11.1%
Strongly Disagree	2 22.2%
N/A	7
TMG SUMMARY RATE SCORE - Strongly Agree/Agree	6 66.7%

APS Healthcare - Medi-Cal
Provider Satisfaction Survey (98645)

Q8. My patients are pleased with the assistance provided by MCCP staff.

	Total Answering -----
Total	17
Total Answering	12 100.0%
No Answer	-
Strongly Agree	1 8.3%
Agree	7 58.3%
Disagree	3 25.0%
Strongly Disagree	1 8.3%
N/A	5
TMG SUMMARY RATE SCORE - Strongly Agree/Agree	8 66.7%

APS Healthcare - Medi-Cal
 Provider Satisfaction Survey (98645)

Q9. Overall, I am satisfied with the services I receive from M CCP.

	Total Answering -----
Total	17
Total Answering	12 100.0%
No Answer	1
Strongly Agree	1 8.3%
Agree	8 66.7%
Disagree	1 8.3%
Strongly Disagree	2 16.7%
N/A	4
TMG SUMMARY RATE SCORE - Strongly Agree/Agree	9 75.0%

APS Healthcare - Medi-Cal
Provider Satisfaction Survey (98645)

Q11. Completed by:

	Total Answering -----
Total	17
Total Answering	17 100.0%
No Answer	-
MD or DO	10 58.8%
Nurse Practitioner	3 17.6%
Physician Assistant	-
Psychologist	-
Office Manager	3 17.6%
Other	1 5.9%