

Survey of Primary Care on NC Medicaid Post Go-Live – April 2022

In April of 2021, NC Pediatric Society and NC Academy of Family Physicians surveyed practicing primary care physicians to establish some baseline data on their experience with NC Medicaid prior to “go-live” for Medicaid Managed Care. We repeated the survey in April of 2022. While most patients are being seen and most practices are being paid, confusion about the new system is still high. In addition, perceptions around administrative burden and access to care, especially for subspecialty care, was significantly worse than prior to go-live. Other areas for improvement include access to medication and behavioral health services. The majority of respondents reported not being ready for Tailored Plans. Respondents expressed appreciation for staff at NCDHHS and the Plans and excitement about being able to address social drivers of health.

Key Findings

- Access to primary care remained stable with close to the same percent of respondents taking Medicaid as prior to go-live. However, respondents reported more difficulty in getting their patients timely access to other care (dropping from 74 percent of respondents who said their patients could get timely access to other care last year to 60 percent now). The greatest concern is around access to behavioral health care, pediatric subspecialty care, imaging and even medications.
- Administrative Burden has increased. Two-thirds of respondents reported an increase in Administrative Burden since the implementation of managed care.
- Access to timely payment for services is significantly worse today than it was a year ago. The percentage of respondents reporting timely payment declined significantly, from 82% to 63%, a statistically significant change year over year.
- Even though the state mandated one Preferred Drug List, there is still significant concern around access to medications and confusion about the PDL.
- Additional education about the role of primary care under Tailored Plans is needed. Just over half of respondents reported not knowing what a Tailored Plan is and another 35 % indicated they were aware of Tailored Plans but did not know how they would impact their practice.

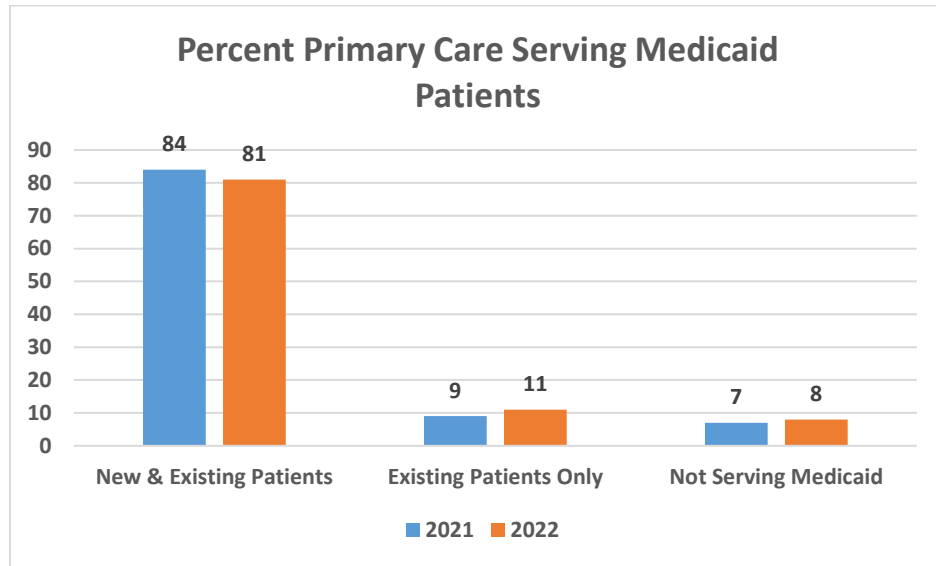
Key Recommendations

- NC Medicaid and the Pre-paid Health Plans should continue efforts to reduce administrative burden, particularly around prior authorizations.
- NCPeds and NCAFP should partner with Medicaid and the PHPs to educate providers about the single Preferred Drug List and how often it changes. In addition, Medicaid and the PHPs should continue to investigate why patients have difficulty receiving certain medications at the pharmacy despite them being covered by the PDL.
- NC Medicaid needs to provide greater education/outreach on the role of primary care in Tailored Plans.
- All parties should work together to continue to mitigate payment problems and improve access to key needed services, particularly around behavioral health care.

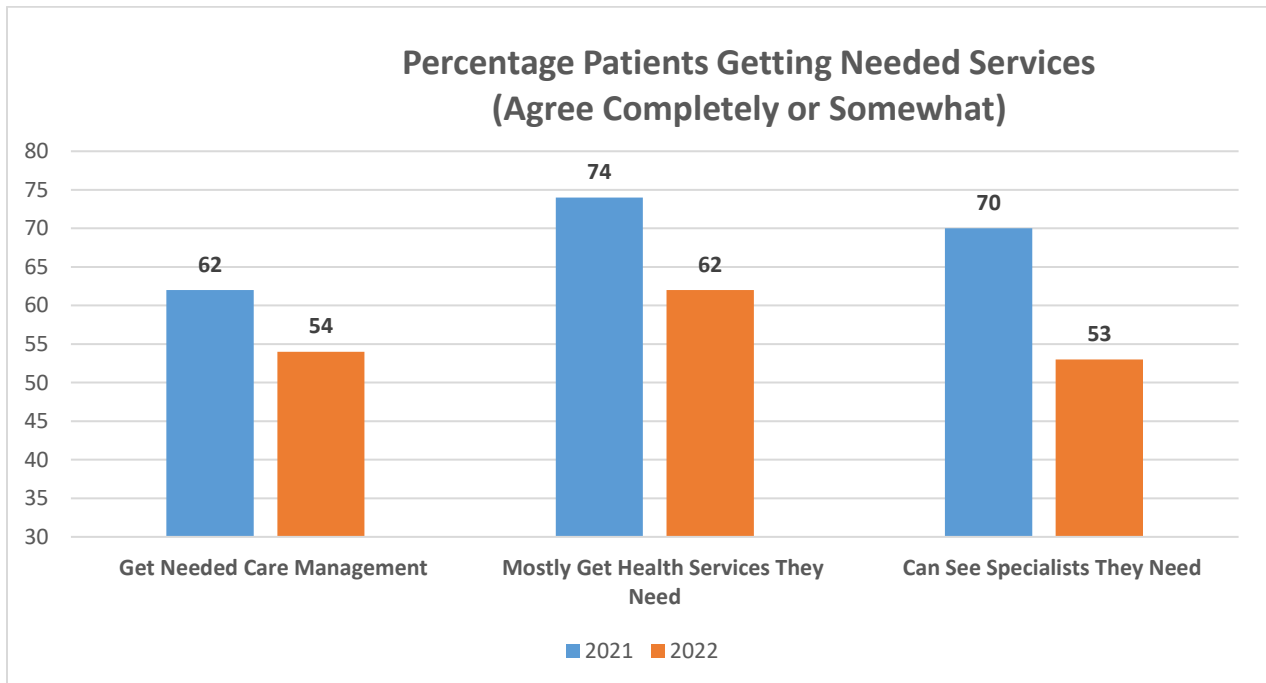
Overall Findings

Access to Care

- Most primary care physicians continue to serve Medicaid patients.



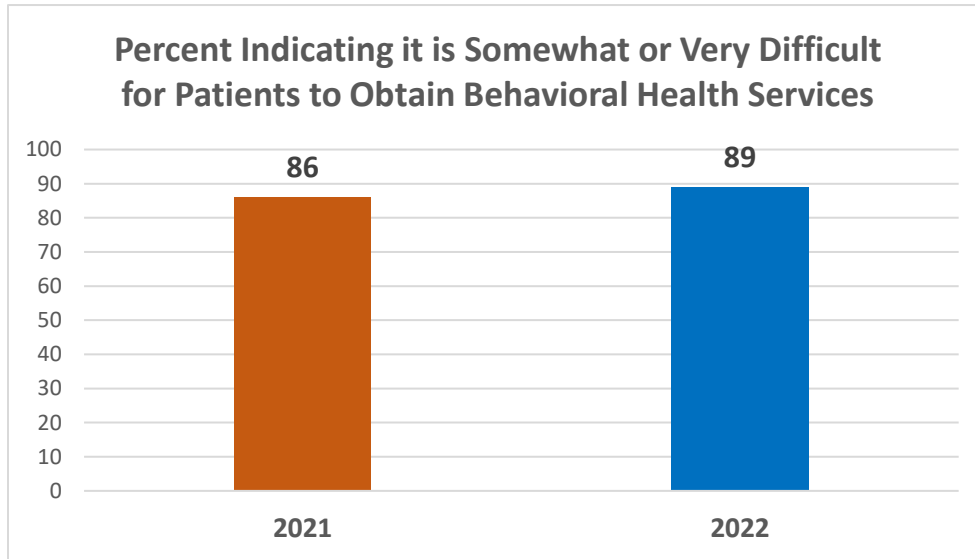
- However, reported access to other services has been reduced. Survey results say the ability to get the services Medicaid patients need and the ability to refer to specialists and subspecialists has decreased significantly since prior to go-live.



Survey Results

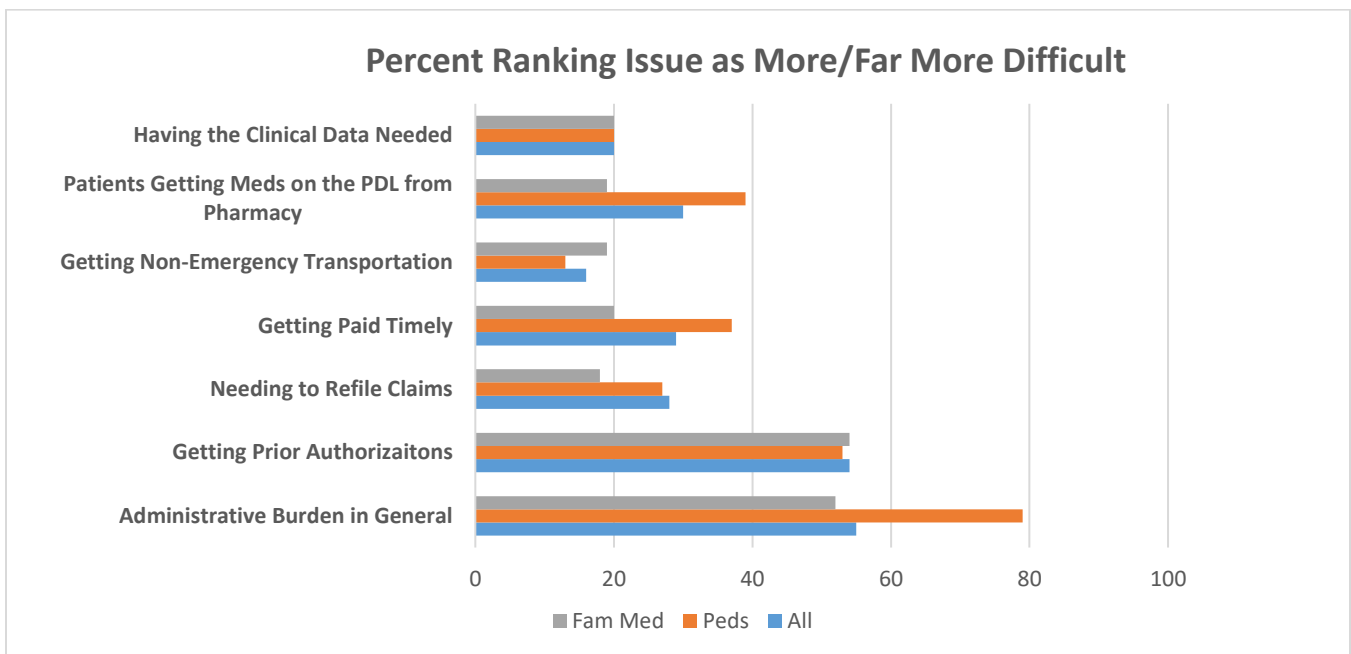
Page Three

- While the change was not significant, respondents also reported greater difficulty in getting their patients the behavioral health services they need, and this issue certainly has not yet improved, one of the hopeful things about the move to Medicaid Managed Care.



Administrative Burden

- Despite efforts to reduce the administrative impact of the move to Managed Care, primary care physicians have faced significant additions to the administrative bureaucracy they face in day-to-day practice.



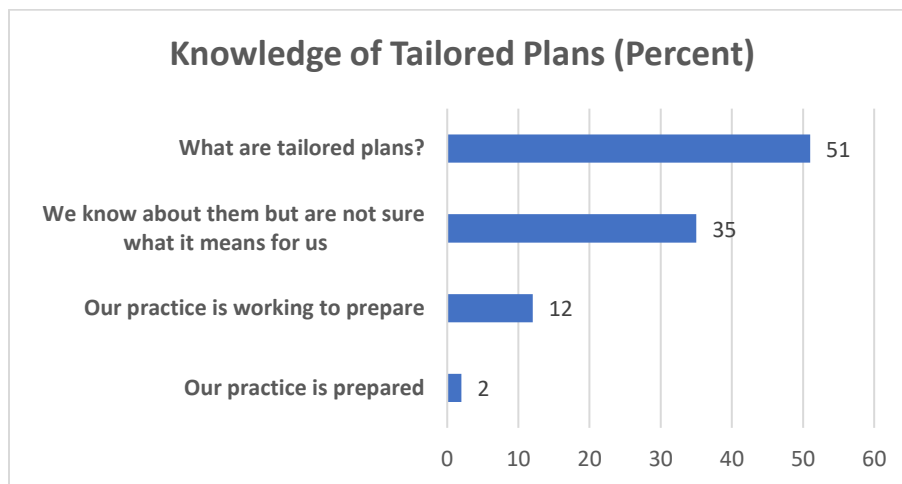
Survey Results

Page Four

- Twenty percent of respondents report that it is more difficult to have the clinical data they need.
- About 30% reported more difficulty in patients getting the medications they need at a pharmacy even when the medication is on the Preferred Drug List. Pediatricians faced this issue more often than family physicians. Nearly 20% reported increased difficulty in getting patients non-emergency transportation.
- The reported need to refile claims and timeliness of payment have both worsened since go-live.
- And over 50% of respondents reported more difficulty in getting prior authorizations and overall additional administrative burdens.

Other Issues

- Based on comments provided by respondents in open-ended questions, there is clearly a lack of understanding that there is only one Preferred Drug List for all Plans.
- Primary care physicians remain unaware/unprepared for changes coming with the onset of Tailored Plans later this year.



Open-Ended Questions

Open-ended questions reveal a number of concerns and confusion.

Of 265 respondents, 152 submitted answers to an open-ended question “what are you excited or concerned about as it relates to the move to Medicaid Managed Care? Most comments were from rural physicians (60%). In general, comments that could be easily classified were more negative (153) than positive (14). Negative comments often specifically noted administrative burden, medication concerns/confusion over the preferred drug list, and access limitations, especially issues with seeing subspecialists. Positive comments often expressed appreciation for NCDHHS/PHP staff or hope for addressing social drivers of health.

In addition, 107 respondents submitted answers to the question “is there anything else you would like to tell us?” Again, most comments (64%) were from rural physicians. The themes were similar. Comments were more likely to be negative than positive. Negative comments mostly mentioned medication concerns/confusion over the Preferred Drug List and access concerns, especially for mental health.

For more details about the comments made by respondents, please see Appendix 1. Data Tables from each of the individual questions asked in the survey can be found in Appendix 2.

APPENDIX 1: Responses to Open Ended Questions

Sample of Negative Comments

- It's 100x more work for administrative staff. Rules change randomly.
- Concerned about reimbursement timing and so many claims that need to be refiled for no apparent reason. Much more difficult with 5 Plans getting meds approved, especially for Behavioral (Health).
- Learning five new systems and having to bill 10 different entities in order to get paid the same amount is problematic and concerning, especially given the fact that not all of them will pay for the same supposedly approved procedures.
- Practices and Plans are reaching out to patients without communication or coordination.
- This has made things much more difficult for our patients to get access to specialty care. It has been very frustrating for us and for patients.
- Makes providing care for my Medicaid patients more difficult and time consuming
- The administrative burden on...trying to remove adult patients who are not on our pediatric panel.
- Billing is a nightmare
- Very confusing for patients
- Paperwork issue is still way too overwhelming
- It is just a lot more busywork and frustration for a clinician
- There is a lot more administrative burden, especially getting prior authorization for things are already preferred.
- Concerned about inconsistent access to specialty care for certain geographic areas and patients losing benefits in the transition between providers.
- We closed to Medicaid and opted out of multiple plans in June/July of 2021. Medicaid keeps assigning patients to us.
- Not paying the cost of vaccine for CHIP

Sample of Positive Comments

- I'm excited about the emphasis on health equity in Medicaid Transformation.
- I'm excited about options for our patients
- I'm excited to have the medical home be the center of the care and partnering with Plans on care management
- Hopefully managed care will become more widespread
- I'm excited about possible shared savings.
- I'm excited about quality payments
- I'm excited about investments by the Plans to support preventive care.
- I'm excited about the additional supports for patients
- I'm excited about benefits to patients beyond the usual medical benefits (such as housing, food, etc.)
- I am impressed with the efforts (of the State).
- (Many Plans) have been helpful in providing provider representatives.

Comments about Medications

Even though current policy is that there is only one there is one single Preferred Drug List across all Plans, there still appears to be confusion about helping patients get the medications they need. Below are some sample comments.

- We need fewer things that need prior authorizations.
- I am not clear on how to identify which meds are on formulary. It used to be easy to look things up.
- I had worked hard to get patients certain meds and those got all messed up when Medicaid managed care took over with a different formulary
- Previously with Medicaid, we had one preferred drug list, updated a few times a year. Now with five Plans it is hard to know what is on the preferred drug list and we get medications rejected by pharmacies. It would be good to have an easy to locate preferred drug list.
- The PA medicine process is greatly more burdensome.
- Meds are not being covered equally by all Plans.
- All plans seem to have different tiers for their meds
- Pharmacy coverage is confusing and hard to determine
- Difficulties with getting meds on the preferred drug list.
- Things that used to be simple for families, such as pickup of a prescription from the pharmacy, have become burdensome.
- Since the transformation, there is a trend in pharmacy denials for medications which are on the Medicaid PDL. This leads to delays in treatment.

Comments About Access to Specialists

Respondents noted trouble finding certain subspecialist, especially mental health, dental, dermatology and eye care. Below are sample subspecialist access comments.

- Reduced access to specialty care and behavioral health
- Children need more behavioral health services
- My patients cannot access mental health care. It's awful.
- Specialists are taking some but not all Plans which makes referrals difficult. I haven't gotten any prior authorizations approved since the change to managed care.
- Because there are not dermatologists in Wilmington seeing children with Medicaid, children with severe dermatologic conditions have to be referred to the Raleigh area to see a doctor. And the likelihood of parents being able to take a day off work and drive them there is challenging, leaving children to suffer
- We are also having difficulty with access to specialists on certain Plans – most difficult is pediatric ophthalmology in Greensboro.
- We have had many of our local subspecialists stop taking Medicaid altogether or take only certain Plans. Many patients are struggling to find new providers, particularly for eye care and dentistry.
- We have a lot of difficulty with specialty care due to our location (Cherokee County), provider availability (especially dental!) and practices refusing because they are full.
- We have some children who have seen a particular subspecialist for years. Now, due to managed care Medicaid, those subspecialists cannot afford to accept all five Plans. Therefore, our patients are having to "start over" with specialty referrals at times.
- Dental care has become a major challenge for our families
- The options for mental health care for our Medicaid patients seems to be shrinking by the month.

Comments about Administrative Burden leading some to leave Medicaid

- Because of this change, we dropped out of Medicaid.
- The administrative burden of four more Medicaid plans is a major factor in me planning to close my addiction practice and retire in 2023
- I am no longer in practice
- Managed care put all the burden but no reimbursement benefit on primary care so I stopped participation and actually life is much better now
- I found the process so difficult that I just gave up
- Leaving Medicaid is the best thing I have done. I wish (Medicaid Managed Care) had helped but essentially making it impossible for me to provide care as a solo primary provider is the best thing that has happened to me in 30 years.

APPENDIX 2 – DATA TABLES

THE VAST MAJORITY OF PRIMARY CARE PHYSICIANS STILL SEE MEDICAID PATIENTS

	All 2022/2021	Peds 2022/2021	Fam Physicians 2022/21	Urban 2022/21	Rural 2022/21
Currently serving new and existing Medicaid patients	81%/84%	87%/92%	75%/68%	77%/80%	84%/88%
Currently serving existing Medicaid patients	11%/9%	10%/6%	11%/14%	12%/11%	10%/8%
Not serving Medicaid patients	8%/7%	2%/2%	14%/18%	11%/10%	6%/4%

DOCTORS ARE LESS LIKELY TO REPORT THEIR PATIENTS CAN GET THE HEALTH HELP THEY NEED AND THAT OFFICES GET PAID TIMELY BY MEDICAID SINCE THE TRANSITION TO MANAGED CARE

	All	Peds	Family Physicians	Urban	Rural
I can get the help I need with care management	Agree completely – 13%/15% Agree somewhat – 41%/47% Total: 54%/62% Disagree somewhat – 28%/29% Disagree completely – 18%/10% Total: 46%/39%	Agree completely – 11%/19% Agree somewhat – 43%/47% Total: 54%/66% Disagree somewhat – 26%/29% Disagree completely – 21%/6% Total: 47%/35%	Agree completely 15%/11% Agree somewhat – 39%/46% Total: 54%/57% Disagree somewhat – 30%/29% Disagree completely – 16%/13% Total: 46%/42%	Agree completely 10%/15% Agree somewhat 34%/50% Total: 44%/65% Disagree somewhat – 36%/28% Disagree completely – 21%/6% Total: 57%/34%	Agree completely 15%/14% Agree somewhat – 48%/43% Total: 63%/57% Disagree somewhat – 21%/30% Disagree completely – 16%/13% Total: 37%/43%

	All 2022/21	Peds	Family Physicians	Urban	Rural
My Medicaid patients can mostly get the health services they need	<p>Agree completely – 13%/23%</p> <p>Agree somewhat – 49%/51%</p> <p>Total: 62%/ 74%</p>	<p>Agree completely – 12%/31%</p> <p>Agree somewhat – 52%/51%</p> <p>Total: 64%/82%</p>	<p>Agree completely – 14%/16%</p> <p>Agree somewhat – 46%/50%</p> <p>Total: 60%/66%</p>	<p>Agree completely – 12%/22%</p> <p>Agree somewhat – 51%/53%</p> <p>Total: 63%/75%</p>	<p>Agree completely – 14%/24%</p> <p>Agree somewhat – 48%/49%</p> <p>Total: 62%/73%</p>
	<p>Disagree somewhat – 29%/22%</p> <p>Disagree completely – 9%/5%</p> <p>Total: 37%/27%</p>	<p>Disagree somewhat – 29%/17%</p> <p>Disagree completely – 8%/1%</p> <p>Total: 37%/18%</p>	<p>Disagree somewhat – 29%/26%</p> <p>Disagree completely – 11%/8%</p> <p>Total: 40%/34%</p>	<p>Disagree somewhat – 31%/22%</p> <p>Disagree completely – 7%/4%</p> <p>Total: 38%/26%</p>	<p>Disagree somewhat – 27%/22%</p> <p>Disagree completely – 12%/6%</p> <p>Total: 39%/28%</p>
My patients can see the specialists/subspecialists they need easily	<p>Agree completely – 13%/24%</p> <p>Agree somewhat – 40%/46%</p> <p>Total: 53%/70%</p>	<p>Agree completely – 15%/33%</p> <p>Agree somewhat – 36%/49%</p> <p>Total: 51%/82%</p>	<p>Agree completely – 10%/16%</p> <p>Agree somewhat – 45%/43%</p> <p>Total: 55%/59%</p>	<p>Agree completely – 14%/28%</p> <p>Agree somewhat – 37%/44%</p> <p>Total: 51%/72%</p>	<p>Agree completely – 12%/20%</p> <p>Agree somewhat – 43%/47%</p> <p>Total: 55%/ 67%</p>
	<p>Disagree somewhat – 30%/24%</p> <p>Disagree completely – 17%/7%</p> <p>Total: 47%/31%</p>	<p>Disagree somewhat – 32%/16%</p> <p>Disagree completely – 17%/2%</p> <p>Total: 49%/18%</p>	<p>Disagree somewhat – 28%/31%</p> <p>Disagree completely – 17%/11%</p> <p>Total: 45%/42%</p>	<p>Disagree somewhat – 31%/22%</p> <p>Disagree completely – 19%/ 6%</p> <p>Total: 50%/28%</p>	<p>Disagree somewhat – 30%/25%</p> <p>Disagree completely – 15%/8%</p> <p>Total: 45%/33%</p>

	All 2022/21	Peds	Family Physicians	Urban	Rural
My office gets paid timely by Medicaid	<p>Agree completely – 13%/20%</p> <p>Agree somewhat – 50%/62%</p> <p>Total: 63%/82%</p> <p>Disagree somewhat – 28%/14%</p> <p>Disagree completely – 9%/4%</p> <p>Total: 37%/18%</p>	<p>Agree completely – 17%/32%</p> <p>Agree somewhat – 43%/56%</p> <p>Total: 60%/88%</p> <p>Disagree somewhat – 29%/11%</p> <p>Disagree completely – 11%/1%</p> <p>Total: 40%/12%</p>	<p>Agree completely – 9%/10%</p> <p>Agree somewhat – 57%/66%</p> <p>Total: 66/76%</p> <p>Disagree somewhat – 27%/16%</p> <p>Disagree completely – 7%/7%</p> <p>Total: 34%/23%</p>	<p>Agree completely – 8%/20%</p> <p>Agree somewhat – 51%/64%</p> <p>Total: 59%/84%</p> <p>Disagree somewhat – 31%/12%</p> <p>Disagree completely – 10%/4%</p> <p>Total: 41%/16%</p>	<p>Agree completely 18%/21%</p> <p>Agree somewhat – 48%/59%</p> <p>Total: 66%/80%</p> <p>Disagree somewhat – 26%/15%</p> <p>Disagree completely – 8%/4%</p> <p>Total: 34%/19%</p>
I frequently have to get prior authorizations for my Medicaid patients	<p>Agree completely – 45%/33%</p> <p>Agree somewhat – 35%/49%</p> <p>Total: 80%/82%</p> <p>Disagree somewhat – 18%/16%</p> <p>Disagree completely – 1%/2%</p> <p>Total: 19%/18%</p>	<p>Agree completely – 44%/24%</p> <p>Agree somewhat – 32%/52%</p> <p>Total: 76%/76%</p> <p>Disagree somewhat – 22%/20%</p> <p>Disagree completely – 2%/4%</p> <p>Total: 24%/24%</p>	<p>Agree completely – 47%/41%</p> <p>Agree somewhat – 39%/46%</p> <p>Total: 86%/87%</p> <p>Disagree somewhat – 13%/13%</p> <p>Disagree completely – 1%/1%</p> <p>Total: 14%/14%</p>	<p>Agree completely – 42%/28%</p> <p>Agree somewhat – 37%/53%</p> <p>Total: 79%/81%</p> <p>Disagree somewhat – 21%/18%</p> <p>Disagree completely – 1%/2%</p> <p>Total: 22%/20%</p>	<p>Agree completely 49%/37%</p> <p>Agree somewhat – 34%/45%</p> <p>Total: 83%/82%</p> <p>Disagree somewhat – 15%/15%</p> <p>Disagree completely – 2%/3%</p> <p>Total: 17%/18%</p>

Given that the survey is limited to categorical/nominal level data, Chi2 tests of independence were conducted to assess for statistically significant differences between the 2021 survey results and 2022 survey results. Results showed that there were statistically significant differences ($p < .05$) among providers perceptions in the following areas: a) the ability for patients with Medicaid to access the health services they need; b) the ability for patients with Medicaid to access the specialty providers they need; and c) for provider offices to be paid timely by Medicaid. Chi2 tests of independence calculates p values, but does not provide other common types of statistical output (e.g., confidence intervals, t -values).

THERE REMAINS ROOM FOR IMPROVEMENT IN PRIOR AUTHORIZATIONS AND BEHAVIORAL HEALTH

	All	Peds	Fam Physicians	Urban	Rural
How difficult is it to get a PA for imaging or another procedure	<p>Very Difficult – 17%/13%</p> <p>Somewhat Difficult – 55%/60%</p> <p>Total: 72%/73%</p> <p>Somewhat easy – 26%/24%</p> <p>Very easy – 2%/3%</p> <p>Total: 28%/27%</p>	<p>Very Difficult – 11%/7%</p> <p>Somewhat Difficult – 54%/58%</p> <p>Total: 65%/65%</p> <p>Somewhat easy – 31%/31%</p> <p>Very easy – 4%/4%</p> <p>Total: 35%/35%</p>	<p>Very Difficult – 23%/18%</p> <p>Somewhat Difficult – 56%/61%</p> <p>Total: 79%/79%</p> <p>Somewhat easy – 21%/19%</p> <p>Very easy – 0%/2%</p> <p>Total: 21%/21%</p>	<p>Very Difficult – 16%/10%</p> <p>Somewhat Difficult – 56%/60%</p> <p>Total: 72%/70%</p> <p>Somewhat easy – 27%/27%</p> <p>Very easy – 1%/4%</p> <p>Total: 29%/31%</p>	<p>Very Difficult – 17%/17%</p> <p>Somewhat Difficult – 54%/59%</p> <p>Total: 71%/76%</p> <p>Somewhat easy – 26%/22%</p> <p>Very easy – 3%/2%</p> <p>Total: 29%/24%</p>
How difficult is it to get a PA for a drug that is not on the PDL?	<p>Very Difficult – 39%/32%</p> <p>Somewhat Difficult – 50%/54%</p> <p>Total: 89%/86%</p> <p>Somewhat easy – 11%/12%</p> <p>Very easy – 0%/1%</p> <p>Total: 11%/13%</p>	<p>Very Difficult – 34%/28%</p> <p>Somewhat Difficult – 52%/52%</p> <p>Total: 86%/80%</p> <p>Somewhat easy – 14%/20%</p> <p>Very easy – 0%/1%</p> <p>Total: 14%/21%</p>	<p>Very Difficult – 45%/37%</p> <p>Somewhat Difficult – 47%/57%</p> <p>Total: 92%/94%</p> <p>Somewhat easy – 8%/4%</p> <p>Very easy – 0%/2%</p> <p>Total: 8%/6%</p>	<p>Very Difficult – 40%/33%</p> <p>Somewhat Difficult – 51%/51%</p> <p>Total: 87%/91%</p> <p>Somewhat easy – 9%/13%</p> <p>Very easy – 0%/2%</p> <p>Total: 9%/15%</p>	<p>Very Difficult – 39%/31%</p> <p>Somewhat Difficult – 48%/57%</p> <p>Total: 87%/88%</p> <p>Somewhat easy – 14%/11%</p> <p>Very easy – 0%/1%</p> <p>Total: 14%/12%</p>
How difficult is it for your patients to obtain behavioral health services	<p>Very Difficult – 52%/48%</p> <p>Somewhat Difficult – 34%/38%</p> <p>Total: 89%/86%</p> <p>Somewhat easy – 11%/12%</p> <p>Very easy – 3%/1%</p> <p>Total: 14%/13%</p>	<p>Very Difficult – 55%/45%</p> <p>Somewhat Difficult – 34%/38%</p> <p>Total: 89%/83%</p> <p>Somewhat easy – 7%/15%</p> <p>Very easy – 4%/2%</p> <p>Total: 11%/17%</p>	<p>Very Difficult – 49%/51%</p> <p>Somewhat Difficult – 34%/38%</p> <p>Total: 83%/89%</p> <p>Somewhat easy – 15%/9%</p> <p>Very easy – 2%/1%</p> <p>Total: 17%/10%</p>	<p>Very Difficult – 53%/47%</p> <p>Somewhat Difficult – 35%/41%</p> <p>Total: 88%/88%</p> <p>Somewhat easy – 11%/12%</p> <p>Very easy – 1%/1%</p> <p>Total: 12%/13%</p>	<p>Very Difficult – 51%/50%</p> <p>Somewhat Difficult – 33%/36%</p> <p>Total: 84%/86%</p> <p>Somewhat easy – 11%/12%</p> <p>Very easy – 5%/2%</p> <p>Total: 16%/14%</p>

TAILORED PLANS (Question only asked in 2022)

	All	Peds	Fam Physician	Urban	Rural
I know about TP and our practice is prepared	2%	3%	2%	4%	1%
I know about TP and our practice is working to prepare	12%	14%	10%	7%	16%
I know that TP are coming but I'm not sure what that means for my practice	35%	39%	31%	36%	35%
What are Tailored Plans?	51%	45%	57%	53%	48%

COMPARED TO 12 MONTHS AGO (Question only asked in 2022)

	All	Peds	Fam Physicians	Urban	Rural
Helping patients with mental health concerns	Far More Easier – 1%	Far More Easier – 2%	Far More Easier – 0%	Far More Easier – 0%	Far More Easier – 2%
	Easier – 3%	Easier – 3%	Easier – 3%	Easier – 2%	Easier – 4%
	About the Same – 42%	About the Same – 32%	About the Same – 53%	About the Same – 40%	About the Same – 44%
	Difficult – 28%	Difficult – 33%	Difficult – 21%	Difficult – 31%	Difficult – 25%
	Far More Difficult – 19%	Far More Difficult – 23%	Far More Difficult – 14%	Far More Difficult – 19%	Far More Difficult – 19%
	FAR/MORE DIFFICULT 47%	FAR/MORE DIFFICULT 56%	FAR/MORE DIFFICULT 35%	FAR/MORE DIFFICULT 50%	FAR/MORE DIFFICULT 44%
	Considerable Variation by Plan – 1%	Considerable Variation by Plan – 3%	Considerable Variation by Plan – 0%	Considerable Variation by Plan – 2%	Considerable Variation by Plan – 1%

	All	Peds	Family Physicians	Urban	Rural
Administrative burden	Far More Easier – 1% Easier – 1% About the Same – 23% More Difficult – 32% Far More Difficult – 33% FAR/MORE DIFFICULT 55% Considerable Variation by Plan – 2%	Far More Easier – 2% Easier – 0% About the Same – 14% Difficult – 38% Far More Difficult – 41% FAR/MORE DIFFICULT 79% Considerable Variation by Plan – 3%	Far More Easier – 0% Easier – 2% About the Same – 33% Difficult – 26% Far More Difficult – 24% FAR/MORE DIFFICULT 50% Considerable Variation by Plan – 1%	Far More Easier – 0% Easier – 1% About the Same – 30% Difficult – 31% Far More Difficult – 33% FAR/MORE DIFFICULT 64% Considerable Variation by Plan – 1%	Far More Easier – 2% Easier – 1% About the Same – 17% Difficult – 34% Far More Difficult – 33% FAR/MORE DIFFICULT 67% Considerable Variation by Plan – 3%
Getting prior authorization	Far More Easier – 1% Easier – 1% About the Same – 32% Difficult – 33% Far More Difficult – 21% FAR/MORE DIFFICULT 54% Considerable Variation by Plan – 5%	Far More Easier – 3% Easier – 1% About the Same – 31% Difficult – 32% Far More Difficult – 21% FAR/MORE DIFFICULT 53% Considerable Variation by Plan – 8%	Far More Easier – 0% Easier – 2% About the Same – 33% Difficult – 34% Far More Difficult – 20% FAR/MORE DIFFICULT 54% Considerable Variation by Plan – 2%	Far More Easier – 0% Easier – 1% About the Same – 34% Difficult – 34% Far More Difficult – 23% FAR/MORE DIFFICULT 57% Considerable Variation by Plan – 3%	Far More Easier – 3% Easier – 2% About the Same – 31% Difficult – 32% Far More Difficult – 19% FAR/MORE DIFFICULT 51% Considerable Variation by Plan – 7%

	All	Peds	Family Physicians	Urban	Rural
Access subspecialists for my patients	Far More Easier – 1% Easier – 1% About the Same – 42% Difficult– 28% Far More Difficult – 19% Considerable Variation by Plan– 4%	Far More Easier – 1% Easier – 1% About the Same – 38% Difficult– 32% Far More Difficult – 23% Considerable Variation by Plan– 5%	Far More Easier – 0% Easier – 0% About the Same – 47% Difficult– 24% Far More Difficult – 14% Considerable Variation by Plan– 3%	Far More Easier – 0% Easier – 1% About the Same – 42% Difficult– 27% Far More Difficult – 25% Considerable Variation by Plan– 3%	Far More Easier – 1% Easier – 0% About the Same – 42% Difficult– 29% Far More Difficult – 13% Considerable Variation by Plan– 5%
Nonemergency transportation	Far More Easier – 0% Easier – 2% About the Same – 41% Difficult– 11% Far More Difficult – 5% Considerable Variation by Plan– .5%	Far More Easier – 0% Easier – 3% About the Same – 32% Difficult– 7% Far More Difficult – 6% Considerable Variation by Plan– 1%	Far More Easier – 0% Easier – 1% About the Same – 51% Difficult– 15% Far More Difficult – 4% Considerable Variation by Plan– 0%	Far More Easier – 0% Easier – 2% About the Same – 42% Difficult– 10% Far More Difficult – 2% Considerable Variation by Plan– 1%	Far More Easier – 0% Easier – 2% About the Same – 40% Difficult– 12% Far More Difficult – 8% Considerable Variation by Plan– 0%

	All	Peds	Family Physicians	Urban	Rural
Getting paid timely	<p>Far More Easier – 1%</p> <p>Easier – 1%</p> <p>About the Same – 36%</p> <p>Difficult– 19%</p> <p>Far More Difficult – 10%</p> <p>Considerable Variation by Plan– 4%</p>	<p>Far More Easier – 1%</p> <p>Easier – 2%</p> <p>About the Same – 33%</p> <p>Difficult– 23%</p> <p>Far More Difficult – 14%</p> <p>Considerable Variation by Plan– 7%</p>	<p>Far More Easier – 0%</p> <p>Easier – 2%</p> <p>About the Same – 39%</p> <p>Difficult– 14%</p> <p>Far More Difficult – 6%</p> <p>Considerable Variation by Plan– 0%</p>	<p>Far More Easier – 0%</p> <p>Easier – 0%</p> <p>About the Same – 42%</p> <p>Difficult– 16%</p> <p>Far More Difficult – 8%</p> <p>Considerable Variation by Plan– 2%</p>	<p>Far More Easier – 1%</p> <p>Easier – 3%</p> <p>About the Same – 31%</p> <p>Difficult– 21%</p> <p>Far More Difficult – 12%</p> <p>Considerable Variation by Plan– 5%</p>
Needing to refile claims	<p>Far More Easier – .5%</p> <p>Easier – 1%</p> <p>About the Same – 25%</p> <p>Difficult– 16%</p> <p>Far More Difficult – 12%</p> <p>Considerable Variation by Plan– 4%</p>	<p>Far More Easier – 1%</p> <p>Easier – 1%</p> <p>About the Same – 17%</p> <p>Difficult– 15%</p> <p>Far More Difficult – 22%</p> <p>Considerable Variation by Plan– 8%</p>	<p>Far More Easier – 0%</p> <p>Easier – 2%</p> <p>About the Same – 33%</p> <p>Difficult– 17%</p> <p>Far More Difficult – 1%</p> <p>Considerable Variation by Plan– 0%</p>	<p>Far More Easier – 0%</p> <p>Easier – 0%</p> <p>About the Same – 24%</p> <p>Difficult– 15%</p> <p>Far More Difficult – 15%</p> <p>Considerable Variation by Plan– 2%</p>	<p>Far More Easier – 1%</p> <p>Easier – 3%</p> <p>About the Same – 25%</p> <p>Difficult– 16%</p> <p>Far More Difficult – 9%</p> <p>Considerable Variation by Plan– 6%</p>

	All	Peds	Family Physicians	Urban	Rural
Patients receiving medications that are on the PDL from the pharmacy	<p>Far More Easier – 1%</p> <p>Easier – 3%</p> <p>About the Same – 54%</p> <p>Difficult– 22%</p> <p>Far More Difficult – 8%</p> <p>Considerable Variation by Plan– 2%</p>	<p>Far More Easier – 2%</p> <p>Easier – 2%</p> <p>About the Same – 45%</p> <p>Difficult– 27%</p> <p>Far More Difficult – 12%</p> <p>Considerable Variation by Plan– 4%</p>	<p>Far More Easier – 1%</p> <p>Easier – 4%</p> <p>About the Same – 64%</p> <p>Difficult– 15%</p> <p>Far More Difficult – 4%</p> <p>Considerable Variation by Plan– 0%</p>	<p>Far More Easier – 0%</p> <p>Easier – 4%</p> <p>About the Same – 54%</p> <p>Difficult– 20%</p> <p>Far More Difficult – 11%</p> <p>Considerable Variation by Plan– 1%</p>	<p>Far More Easier – 3%</p> <p>Easier – 2%</p> <p>About the Same – 54%</p> <p>Difficult– 23%</p> <p>Far More Difficult – 5%</p> <p>Considerable Variation by Plan– 3%</p>
I have the clinical data that I need	<p>Far More Easier – 0%</p> <p>Easier – 2%</p> <p>About the Same – 63%</p> <p>Difficult– 15%</p> <p>Far More Difficult – 5%</p> <p>Considerable Variation by Plan– 2%</p>	<p>Far More Easier – 0%</p> <p>Easier – 4%</p> <p>About the Same – 57%</p> <p>Difficult– 13%</p> <p>Far More Difficult – 7%</p> <p>Considerable Variation by Plan– 4%</p>	<p>Far More Easier – 0%</p> <p>Easier – 0%</p> <p>About the Same – 69%</p> <p>Difficult– 17%</p> <p>Far More Difficult – 3%</p> <p>Considerable Variation by Plan– 0%</p>	<p>Far More Easier – 0%</p> <p>Easier – 2%</p> <p>About the Same – 67%</p> <p>Difficult– 11%</p> <p>Far More Difficult – 7%</p> <p>Considerable Variation by Plan– 2%</p>	<p>Far More Easier – 0%</p> <p>Easier – 2%</p> <p>About the Same – 59%</p> <p>Difficult– 18%</p> <p>Far More Difficult – 4%</p> <p>Considerable Variation by Plan– 2%</p>

PRACTICE TYPE

	All	Pediatricians	Family Physicians	Urban	Rural
Independent Practice	49%/44%	67%/57%	33%/34%	40%/38%	57%/51%
Hospital or university affiliated practice	38%/35%	26%/28%	50%/40%	47%/40%	30%/29%
Hospital or university *	NA/8%	NA/7%	NA/9%	NA/10%	NA/6%
County Health Dept	2%/2%	1%/1%	3%/1%	1%/2%	3%/1%
FQHC	5%/6%	2%/3%	8%/8%	4%/4%	7%/8%
Other	5%/6%	4%/4%	6%/8%	8%/7%	3%/6%

*Eliminated this category in 2022 survey, combining it with the other hospital category

NUMBER OF PHPS CONTRACTS – 2022

	All	Pediatricians	Family Physicians	Urban	Rural
0	2%	0	4%	2%	2%
1	1%	2%	0	2%	0
2	5%	6%	4%	4%	6%
3	9%	11%	7%	5%	13%
4	17%	24%	10%	15%	20%
5	45%	52%	38%	51%	40%
Don't Know	20%	5%	37%	21%	20%

In 2022, the survey was sent three times to 4,068 primary care physicians (1745 pediatricians 2,323 family physicians) between March 8th and April 4, 2022. There were 265 responses – 125 pediatricians and 140 family physicians. The overall response rate was 7%. Almost half reported working in independent practices.

In 2021, the survey was sent three times to 3,900 practicing primary care physicians (1578 pediatricians and 2322 family physicians) between March 26th and April 6, 2021. There were 419 responses – 186 pediatricians and 233 family physicians. The overall response rate was 11%. Fifty-two percent of respondents reported practicing in an urban area and 48% reported practicing in a rural area.