

# CSMS-IPA 2008 Physician Satisfaction Survey Results

## Overall Satisfaction with HN

Overall, how satisfied are you with Health Net?

	2005	2006	2007	2008
Very Satisfied	11%	6%	18%	18%
Somewhat Satisfied	48%	72%	55%	58%
Not Satisfied	41%	22%	27%	24%
	100%	100%	100%	100%

Compared to other managed care organizations, has your experience with Health Net been?

	2005	2006	2007	2008
Better	7%	18%	16%	15%
The same	44%	55%	44%	53%
worse	48%	27%	40%	32%
	100%	100%	100%	100%

Have you noticed an improvement in your current receivable with Health Net?

	2005	2006	2007	2008
Yes	28%	27%	41%	24%
No	72%	73%	59%	76%
	100%	100%	100%	100%

## Provider Relations

Do you know who your Health Net Provider Relations Representative is?

	2005	2006	2007	2008
Yes	44%	51%	47%	40%
No	56%	49%	53%	60%
	100%	100%	100%	100%

If/when you called Health Net Provider Relations Representative, were your calls returned within 48 hours?

	2005	2006	2007	2008
Yes	42%	48%	64%	41%
No	58%	52%	36%	59%
	100%	100%	100%	100%

In the last 6 months, have you requested and received a face to face meeting with your Health Net Provider Relations Representative?

	2005	2006	2007	2008
Yes	12%	12%	22%	9%
No	88%	88%	78%	91%
	100%	100%	100%	100%

	2005	2006	2007	2008
Requested, not received	10%	8%	4%	2%