



Blue Cross Blue Shield of Arizona Health Choice

2024 Provider Satisfaction Survey



Provider Satisfaction Survey



The information is used by BCBSAZ Health Choice in quality improvement efforts and to provide rational direction to support those efforts.

This research is designed to:

- Measure overall provider satisfaction with BCBSAZ Health Choice.
- Measure satisfaction with specific elements of programs and services provided to physicians by BCBSAZ Health Choice.
- Identify ways for BCBSAZ Health Choice to improve their services to both members and providers.
- Identify how providers view managed care plans, in general, and BCBSAZ Health Choice specifically, as well as how they feel BCBSAZ Health Choice compares with other managed care plans.
- Compare results, in total, to those previously recorded, where possible, and by provider type.
- Evaluate and classify program and service elements on the basis of their importance to providers and perceived performance of BCBSAZ Health Choice (i.e., identify areas of strength and opportunities for improvement).

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Responses received by Provider Type
(PCP, Specialist, Ancillary, Dental, Other)

Comparison over 3 survey years
(2021, 2022, 2023)

**Total # Responses by Provider Type &
% of Provider Types of the total who
responded**

2024 – 201

2023 – 154

2022 – 153

Survey Method

Responses received by:
Phone, Internet or Mail

	2024	2023	2022
Total:	(n=201)	(n=154)	(n=153)
Type of provider³			
PCP	27.9% ↑	18.8%	20.9%
Specialist	23.4%	18.8% ↓	32.7%
Ancillary	21.4%	15.6% ↑	4.6%
Dental	11.9%	14.9%	17.6%
Other	15.4%	--	--
Survey method			
Phone	63.7% ↑	52.6%	49.7%
Mail	21.4%	23.4%	29.4%
Internet	14.9% ↓	24.0%	20.9%

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Overall satisfaction with BCBSAZ Health Choice

