

Essential Partner Survey for Providers

1. Please rate the following aspects of our work.								
	Excellent	Good	Average	Fair	Unacceptable	N/A	Rating Average	Response Count
Courteousness of ECBH staff in person and by telephone.	29.2% (28)	42.7% (41)	15.6% (15)	8.3% (8)	4.2% (4)	0.0% (0)	2.16	96
Timeliness and responsiveness of ECBH staff to complaints, problems, requests, etc.	17.7% (17)	28.1% (27)	21.9% (21)	11.5% (11)	18.8% (18)	2.1% (2)	2.85	96
Accessibility of services through ECBH.	15.8% (15)	41.1% (39)	15.8% (15)	10.5% (10)	13.7% (13)	3.2% (3)	2.64	95
Information and communication received from ECBH (i.e., MCO Alerts, Provider Forums, etc.)	24.7% (24)	37.1% (36)	18.6% (18)	12.4% (12)	5.2% (5)	2.1% (2)	2.35	97
Simplicity and amount of paperwork.	14.7% (14)	30.5% (29)	26.3% (25)	16.8% (16)	8.4% (8)	3.2% (3)	2.73	95
Clarity of ECBH policies and procedures, including the provider handbook.	14.7% (14)	32.6% (31)	21.1% (20)	17.9% (17)	8.4% (8)	5.3% (5)	2.71	95
Efficiency of treatment authorization process.	18.3% (17)	31.2% (29)	15.1% (14)	9.7% (9)	8.6% (8)	17.2% (16)	2.51	93
Efficiency of the claims process and claims staff.	18.6% (18)	29.9% (29)	13.4% (13)	14.4% (14)	4.1% (4)	19.6% (19)	2.45	97
Experience with monitoring/site reviews conducted by ECBH.	19.8% (19)	20.8% (20)	25.0% (24)	9.4% (9)	14.6% (14)	10.4% (10)	2.76	96
Trainings and workshops provided by ECBH.	16.7% (16)	32.3% (31)	20.8% (20)	15.6% (15)	11.5% (11)	3.1% (3)	2.72	96
Technical assistance provided by ECBH.	21.5% (20)	26.9% (25)	21.5% (20)	11.8% (11)	15.1% (14)	3.2% (3)	2.71	93
Overall experience with being a provider in the ECBH network.	22.1% (21)	37.9% (36)	16.8% (16)	11.6% (11)	10.5% (10)	1.1% (1)	2.50	95
	answered question							97
	skipped question							0

2. How can we improve our relationship with you?		
		Response Count
		48
	<i>answered question</i>	48
	<i>skipped question</i>	49

3. Other comments?		
		Response Count
		33
	<i>answered question</i>	33
	<i>skipped question</i>	64