

# Insurance Carrier Report Card Survey-PDF

## 1. Questions 1 through 8 of 8

Please complete this TOA Insurance Carrier Survey and fax the completed survey to 866-864-1568.

This information will be of great interest to TOA members who are trying to decide who are the really "bad actors" of the insurance industry in Texas. You can review the findings of this survey in next month's TOA E-Connect. Thank you.

1. Please select the insurance carrier(s) you currently use in your practice:

- |  |  |   |
|--|--|---|
| <input type="checkbox"/> Aetna & Aetna/US Healthcare | <input type="checkbox"/> Great West Healthcare | <input type="checkbox"/> Pacificare           |
| <input type="checkbox"/> BCBS                        | <input type="checkbox"/> Health Net            | <input type="checkbox"/> Superior Health Plan |
| <input type="checkbox"/> Champus/Tricare             | <input type="checkbox"/> Humana                | <input type="checkbox"/> Unicare              |
| <input type="checkbox"/> Cigna/HealthSource          | <input type="checkbox"/> Medicaid-TX           | <input type="checkbox"/> United Healthcare    |
| <input type="checkbox"/> Coventry Health Care        | <input type="checkbox"/> Medicare B-TX         |   |
| <input type="checkbox"/> Other (please specify)      |  |   |

2. Please select the insurance carriers you think deserve to fail this report card.

- |  |  |   |
|--|--|---|
| <input type="checkbox"/> Aetna & Aetna/US Healthcare | <input type="checkbox"/> Great West Healthcare | <input type="checkbox"/> Pacificare           |
| <input type="checkbox"/> BCBS                        | <input type="checkbox"/> Health Net            | <input type="checkbox"/> Superior Health Plan |
| <input type="checkbox"/> Champus/Tricare             | <input type="checkbox"/> Humana                | <input type="checkbox"/> Unicare              |
| <input type="checkbox"/> Cigna/HealthSource          | <input type="checkbox"/> Medicaid-TX           | <input type="checkbox"/> United Healthcare    |
| <input type="checkbox"/> Coventry Health Care        | <input type="checkbox"/> Medicare B-TX         |   |

Other (please specify)

3. When measuring insurance carriers in general, which items would you consider the most problematic?

- |   |  |
|---|--|
| <input type="checkbox"/> Accuracy   | <input type="checkbox"/> Payment Policies                |
| <input type="checkbox"/> Clarity of Policies on Payer Websites            | <input type="checkbox"/> Payment Timeliness              |
| <input type="checkbox"/> Compliance with Generally Accepted Pricing Rules | <input type="checkbox"/> Transparency of Contracted Fees |
| <input type="checkbox"/> Denials  |  |

List other common problems:

4. By percentage of claims, what is your practice's denial rate and which carriers deny most often?

# Insurance Carrier Report Card Survey-PDF

5. Estimate your percentage of claims at this time, either pending or denied, that will require additional back-end work.

6. List the insurance carrier adjustment claim code most commonly used on denials:

CO: Contractual Obligation

CR: Correction and Reversals

OA: Other Adjustment

PI: Payer Initiated Reductions

PR: Patient Responsibility

Comments:

7. List the insurance carrier adjustment claim code you find most problematic:

CO: Contractual Obligation

CR: Correction and Reversals

OA: Other Adjustment

PI: Payer Initiated Reductions

PR: Patient Responsibility

8. Due to inefficiencies or administrative burden, which insurance carriers are you most likely to drop and why?