

Arizona: 2025 Performance Summary

	2025	Δ vs. 2024	Δ vs. National
NPS	38**	-39	+47
Overall Satisfaction (% 4-5)	55**	-14	+3

NPS based on "To what extent would you like to see more (MCO) patients in your practice?" Score = % rating 9-10 minus % rating 0-6 on a 0-10 scale.

2025 Scorecard: Top Box Performance (% 4-5)

Metrics	2025 National	2025 AZ	2024 AZ	Metrics	2025 National	2025 AZ	2024 AZ
Overall n=	447	20**	14**	Overall n=	447	20**	14**
	%	%	%		%	%	%
Contracting & Credentialing				Insurer Relationship			
Ease of credentialing	51	56**	73**	Overall satisfaction with UnitedHealthcare	52	55**	69**
Ease of contracting	49	50**	73**	Easy to do business with	51	45**	64**
Ability to get answers regarding credentialing or contracting	48	53**	N/A	Offers flexibility to practice medicine and deliver care to patients	51	41**	67**
Specialty Network				Cultural Competency & Language Assistance			
Quality of the network	58	63**	75**	Cultural Competency training materials & sessions	49	69**	50**
Availability of specialists to accommodate referrals	57	63**	92**	Language assistance service to help you communicate with your patients	46	60**	67**
Prior Authorization				Coordination of Care			
Ease of prior authorization excl. of radiology	47	62**	67**	Usefulness of information provided by...			
Ease of notification for radiology	49	73**	50**	Primary care physicians	60	71**	N/A
Ease of prior auth. for in/outpatient review	48	64**	83**	Specialist/consulting physicians	58	67**	N/A
Pharmacy				Inpatient hospitals	56	67**	N/A
Ease of matching RX to formulary and plan	50	62**	64**	Emergency departments/urgent care centers	57	67**	N/A
Ease of prior authorization	48	67**	88**	Behavioral health practitioners	52	64**	N/A
Medical Records				Practice & Patient Support			
Frequency of medical record requests	48	47**	67**	Self-service tools	59	70**	50**
Coordination of medical record requests	50	47**	67**	Help with alternative care arrangements	41	25**	N/A
Reimbursement				Easy to get answers about coverage	57	70**	58**
Competitiveness of rates	41	42**	36**	Members are knowledgeable about insurance coverage	43	58**	45**
Programs that reward for excellent performance	41	50**	45**	Supports members with programs, tools, and personnel to improve health	50	50**	80**
Cares about financial well-being of practice	37	35**	33**	Virtual care compared to in-person/telephonic visits	52	50**	N/A
Easy to get reimbursed for services provided by practice	47	53**	43**	Industry Leadership			
Claims & Appeals				Policies are aligned with the latest evidence-based best practices	48	56**	50**
Accuracy of claims processing on first submission	50	58**	83**	Working to limit the rise of healthcare costs for patients	43	41**	27**
Clear on reasons for a denied claim	46	58**	50**				
Ease of appeals	43	53**	50**				
Customer Service							
Overall satisfaction with service	52	53**	64**				
Ability to resolve an issue on first call	48	53**	64**				
Number of times transferred	46	53**	56**				
Communication							
Ease of accessing information	56	68**	50**				
Clarity of information	53	68**	50**				
Ability to proactively inform of changes	54	63**	N/A				

**Indicates low base size (n<30)

▲ ▼ Indicates statistically higher/lower vs. prior year at the 95% CL.

Year-over-year statistical comparison not performed at the attribute level due to small sample size and/or changes to scale.

▲ Indicates statistically higher/lower vs. National score at the 95% CL.

