

# ASH 2024

## PROVIDER SATISFACTION SURVEYS

**American Specialty Health (ASH)** and its subsidiaries strive to maintain high satisfaction through operational and service excellence.

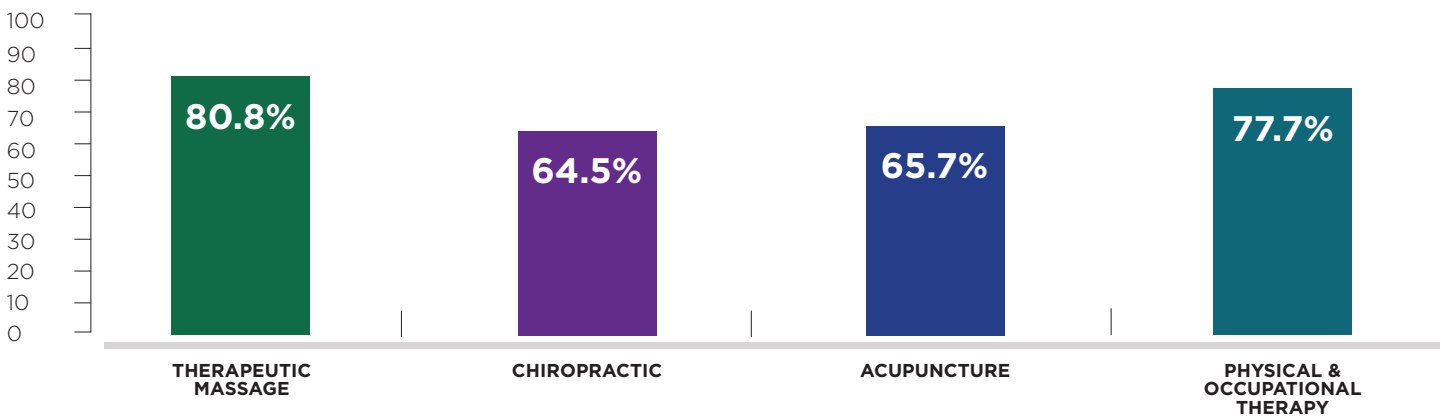
On an annual basis, provider surveys are conducted to measure performance and identify opportunities for quality improvement. ASH utilizes proprietary survey questionnaires and includes providers who treated a minimum number of ASH-covered patients. In 2024, response rates ranged from 8 percent to 26 percent.

Overall satisfaction with the service provided by ASH is a function of the duration of provider participation in the ASH network. Longer tenure positively impacts satisfaction, allowing providers to gain experience working within ASH systems.

### OVERALL SERVICE SATISFACTION:

%

Top 3 box (completely, very, or somewhat satisfied)



| ASH SERVICES/DEPARTMENTS                                          | THERAPEUTIC MASSAGE | CHIROPRACTIC | ACUPUNCTURE | PHYSICAL & OCCUPATIONAL THERAPY |
|-------------------------------------------------------------------|---------------------|--------------|-------------|---------------------------------|
| <b>Communications:</b><br>Availability of Information             | 87.8%               | 77.6%        | 75.5%       | 85.6%                           |
| <b>Reimbursement:</b><br>Timeliness                               | 80.4%               | 77.2%        | 64.7%       | 72.7%                           |
| <b>Claims:</b><br>Ease of Submission                              | 85.1%               | 86.2%        | 83.2%       | 89.3%                           |
| <b>Utilization Management:</b><br>Timeliness of Decision          | 79.4%               | 68.7%        | 74.8%       | 78.0%                           |
| <b>Clinical Quality Evaluators:</b><br>Professional Communication | 83.7%               | 82.4%        | 85.7%       | 90.2%                           |
| <b>Practitioner Contracting:</b><br>Accessibility                 | 84.0%               | 79.1%        | 79.3%       | 85.6%                           |
| <b>Customer Service:</b><br>Professional Communication            | 88.2%               | 88.8%        | 87.2%       | 92.9%                           |

**American Specialty Health (ASH)** is one of the nation’s largest musculoskeletal health benefit management companies, contracting with more than 121,000 musculoskeletal practitioners nationwide.

ASH’s organizational efforts aimed at promoting efficiency and increasing practitioner satisfaction with the ASH Network include:

| ACTIONS TAKEN                                               | GOAL                                                                                                                                                                                                                                                                                                                                                                                                           |
|-------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Provider Education Library                                  | <ul style="list-style-type: none"><li>ASH is working on a Provider Education Library (PEL) project designed with the primary objective being to review, revise, perform gap analysis—and as needed, update—to provide consistency across specialties to the articles/resources available in the ASHLink PEL.</li></ul>                                                                                         |
| ASHLink Website                                             | <ul style="list-style-type: none"><li>ASH continues to use the ASHLink website, which provides details on upcoming webinars/seminars and allows practitioners to RSVP.</li></ul>                                                                                                                                                                                                                               |
| ASHLink Modifications                                       | <ul style="list-style-type: none"><li>ASH continues to program ASHLink modifications to enhance communication and increase provider awareness.</li></ul>                                                                                                                                                                                                                                                       |
| Professional Affairs Health Care Advisory Committee (PAHAC) | <ul style="list-style-type: none"><li>This committee enables ASH to solicit input, feedback, and recommendations from professional associations and societies, accredited academic institutions, and other professional representatives.</li><li>The PAHAC meets on multiple occasions throughout the year.</li></ul>                                                                                          |
| Reimbursement Analysis                                      | <ul style="list-style-type: none"><li>Across all specialties, satisfaction with reimbursement levels ranged from 23.6 percent to 50 percent in 2024.</li><li>ASH administration monitors various factors that assess reimbursement rates offered to providers.</li><li>ASH recognizes provider input for consideration of compensation rate adjustments and adjusts rates when market demand allows.</li></ul> |