



2025 PROVIDER SATISFACTION SURVEY RESULTS

The annual Provider Satisfaction Survey helps Florida Community Care (FCC) to learn how well the health plan is meeting providers' needs and expectations. WBA Research, an independent research firm, conducted the 2025 survey between May and June. Data collected from the Provider Satisfaction Survey is analyzed and used to guide collaborative efforts between FCC and providers and collaborate to the highest quality of care for our members.

WHO PARTICIPATED IN THE SURVEY?

Long-Term Care (LTC) and Managed Medical Assistance (MMA) providers participated in the survey by mail, by phone or online. Out of the total 2,400 providers that were randomly selected, 446 providers completed the survey for a combined response rate of 19%. A four-point scale, ranging from "Strongly Agree" to "Strongly Disagree," was used for most questions.

HIGHLIGHTS & INSIGHTS:

The Overall Provider Satisfaction Survey results were positive with most measures exceeding the 85% benchmark for MMA and 90% for LTC. The overall satisfaction rating with FCC health plan is 96% among both LTC and MMA providers. The percentages below combine above average responses such as "Strongly Agree/Agree" and "Very Satisfied/Satisfied," comparing results with last year:

Satisfaction Measure	LTC		MMA	
	2024	2025	2024	2025
Authorization process	94%	94%	86%	91%
Authorization appeal process	93%	93%	81%	90%
Provider relations representative	93%	91%	83%	88%
Timeliness of claims payment	97%	96%	91%	91%
Complaint resolution process for grievances and appeals	96%	94%	90%	94%
Quality of care management services offered	94%	94%	88%	92%

FOCUS FOR IMPROVEMENT:

Based on survey results, FCC's improvement plan includes enhancing provider materials and learning how FCC Provider Relations Representative can better serve and support providers. We are committed to supporting providers' needs to improve the overall provider experience.

THANK YOU!

Whether it is to maintain consistency in areas that show remarkable satisfaction or improvement in areas where providers expect us to do better, FCC is listening and implementing improvements based on provider feedback.

We extend our sincerest gratitude for your valuable input and look forward to our continued partnership in serving our members. We are counting on your participation in future surveys!