

**Northeast Care Management Center  
2007 Provider Satisfaction Survey  
Key Findings**

Survey Item	Satisfaction Rate
Satisfaction with <i>Provider Focus</i> newsletter	96.1%
Satisfaction with Provider Handbook	94.2%
Availability of clinical staff	91.6%
Satisfaction with consultation provided by clinical staff	91.5%
Timeliness of the credentialing / re-credentialing process	87.2%
Overall satisfaction with Magellan services	85.2%
Satisfaction with calls made to Magellan about claims	77.9%
Amount of administrative work related to claims/reimbursement	76.7%
Satisfaction with calls made to Magellan about appeals	76.1%
Satisfaction with calls made to Magellan about complaints	72.8%
How would you rate your overall satisfaction with Magellan during the last 12 months?	63.1%
If you have filed a complaint, satisfaction with ease and timeliness of Magellan's complaint resolution process	60.7%