Q1 What best describes your organization?

Answered: 118   Skipped: 0
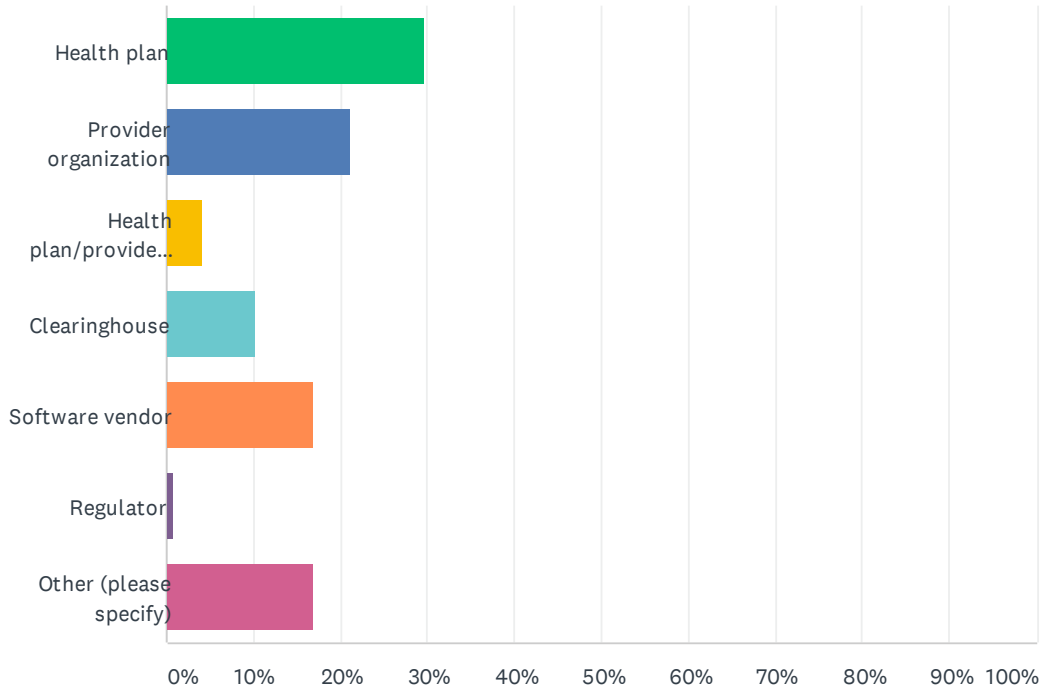

ANSWER CHOICES	RESPONSES	
Health plan	29.66%	35
Provider organization	21.19%	25
Health plan/provider hybrid	4.24%	5
Clearinghouse	10.17%	12
Software vendor	16.95%	20
Regulator	0.85%	1
Other (please specify)	16.95%	20
TOTAL		118

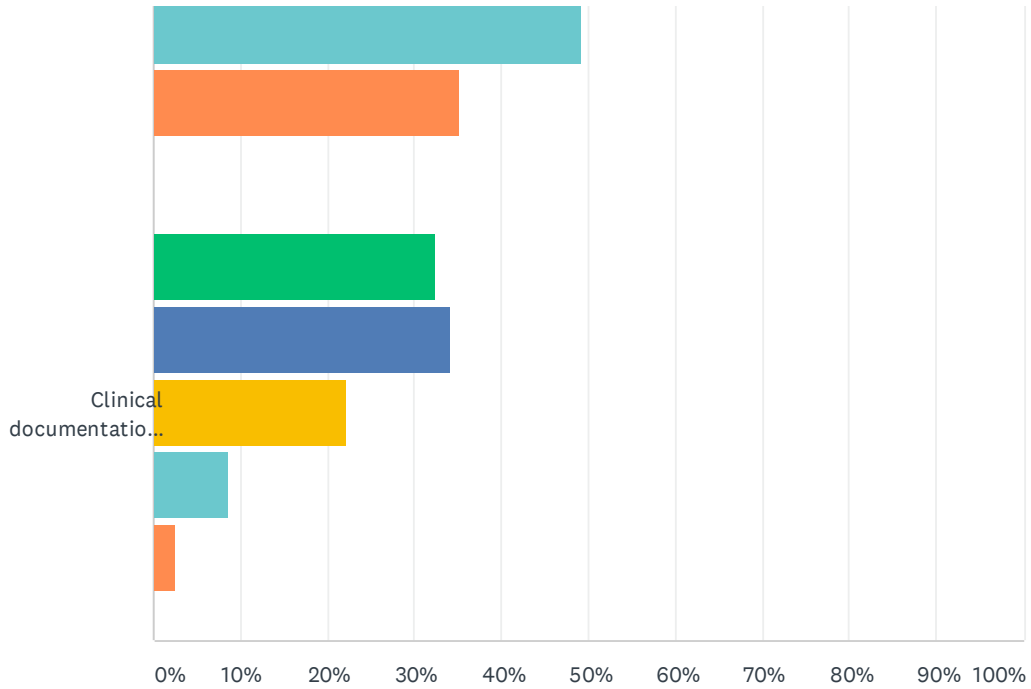# Q2 Please describe your role in your organization.

Answered: 112   Skipped: 6

Q3 Please rate your satisfaction with the current level of efficiency of exchanging the following healthcare administrative transactions:

Answered: 118   Skipped: 0
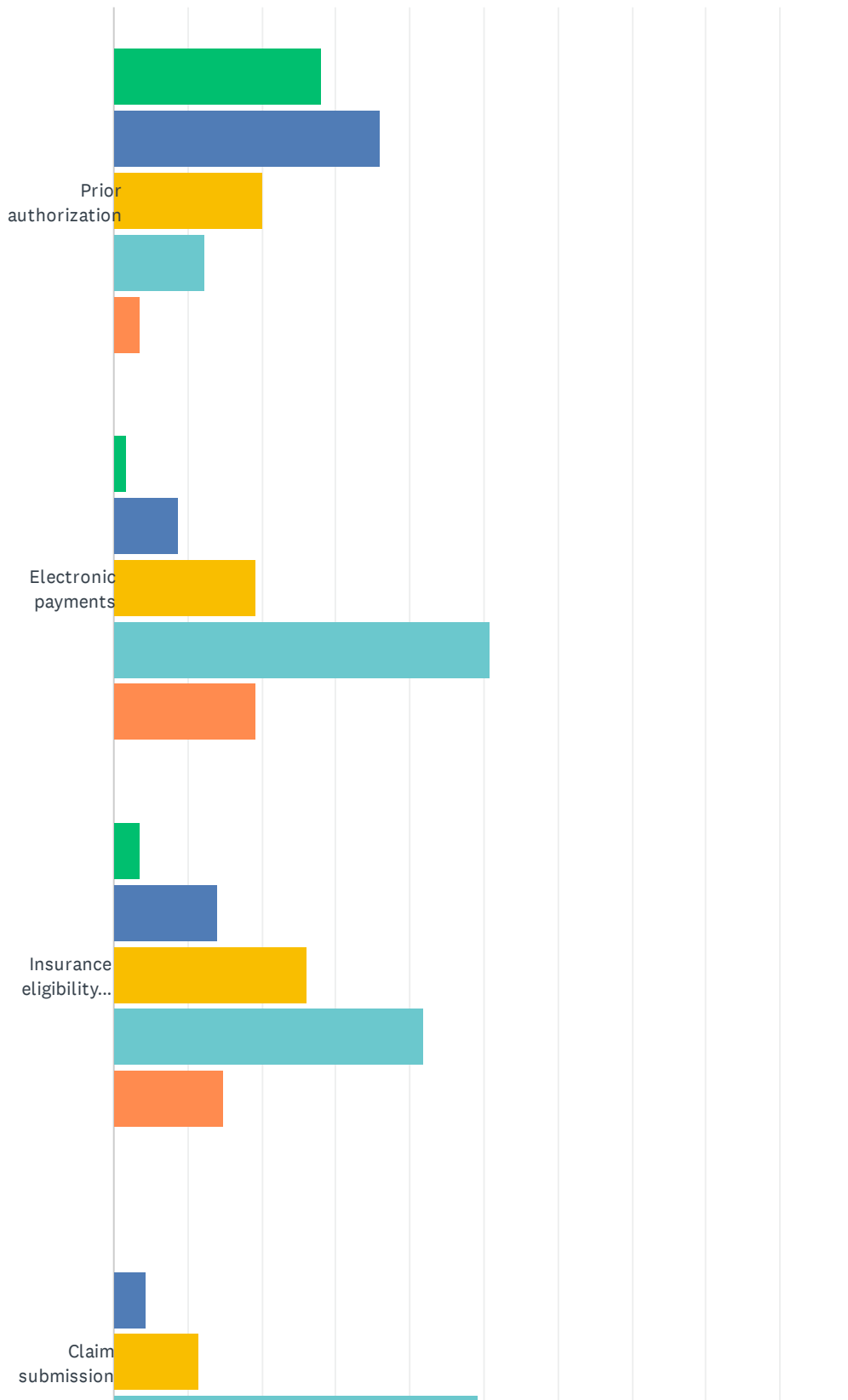
WEDI Administrative Automation Survey

	VERY DISSATISFIED	DISSATISFIED	NEITHER SATISFIED NOR DISSATISFIED	SATISFIED	VERY SATISFIED	TOTAL	WEIGHTED AVERAGE
Prior authorization	28.07% 32	35.96% 41	20.18% 23	12.28% 14	3.51% 4	114	2.27
Electronic payments	1.75% 2	8.77% 10	19.30% 22	50.88% 58	19.30% 22	114	3.77
Insurance eligibility verification	3.48% 4	13.91% 16	26.09% 30	41.74% 48	14.78% 17	115	3.50
Claim submission	0.00% 0	4.39% 5	11.40% 13	49.12% 56	35.09% 40	114	4.15
Clinical documentation attachments	32.48% 38	34.19% 40	22.22% 26	8.55% 10	2.56% 3	117	2.15

Q4 Please rank the following healthcare administrative transactions according to the need for rapid improvement, with 1 being the highest need and 5 being the lowest need.

Answered: 118   Skipped: 0
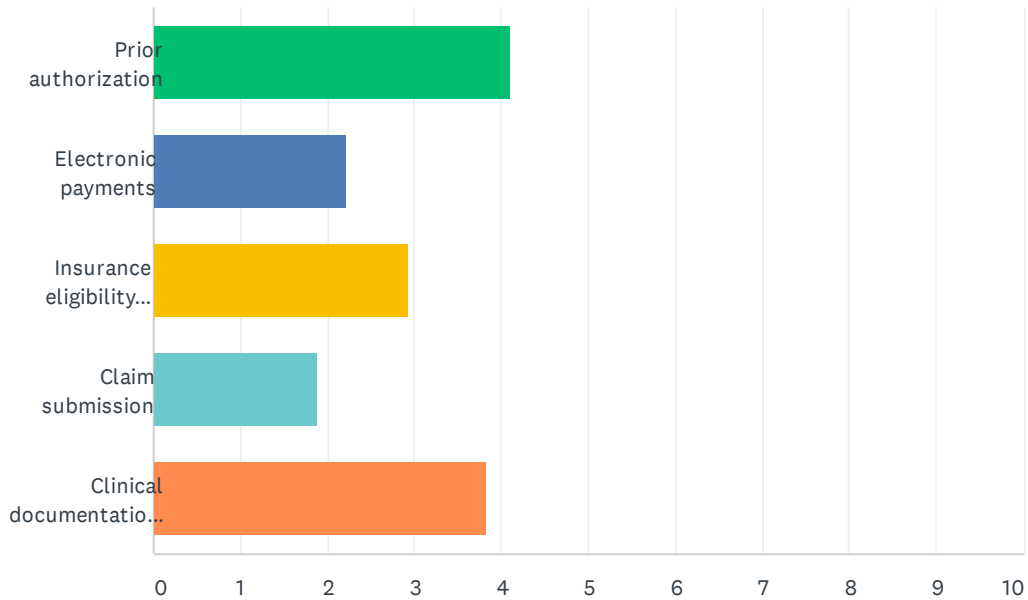
	1	2	3	4	5	TOTAL	SCORE
Prior authorization	46.49% 53	35.96% 41	4.39% 5	7.89% 9	5.26% 6	114	4.11
Electronic payments	6.19% 7	3.54% 4	26.55% 30	32.74% 37	30.97% 35	113	2.21
Insurance eligibility verification	12.50% 14	13.39% 15	36.61% 41	28.57% 32	8.93% 10	112	2.92
Claim submission	4.42% 5	7.08% 8	13.27% 15	23.89% 27	51.33% 58	113	1.89
Clinical documentation attachments (claims and prior authorization)	31.62% 37	37.61% 44	18.80% 22	5.98% 7	5.98% 7	117	3.83

Q5 There are a number of public and private sector options which may help to decrease burden and reduce costs associated with administrative transactions. Please rank the following in terms of their potential positive impact on administrative transactions with 1 being the highest impact and 5 being the lowest impact.
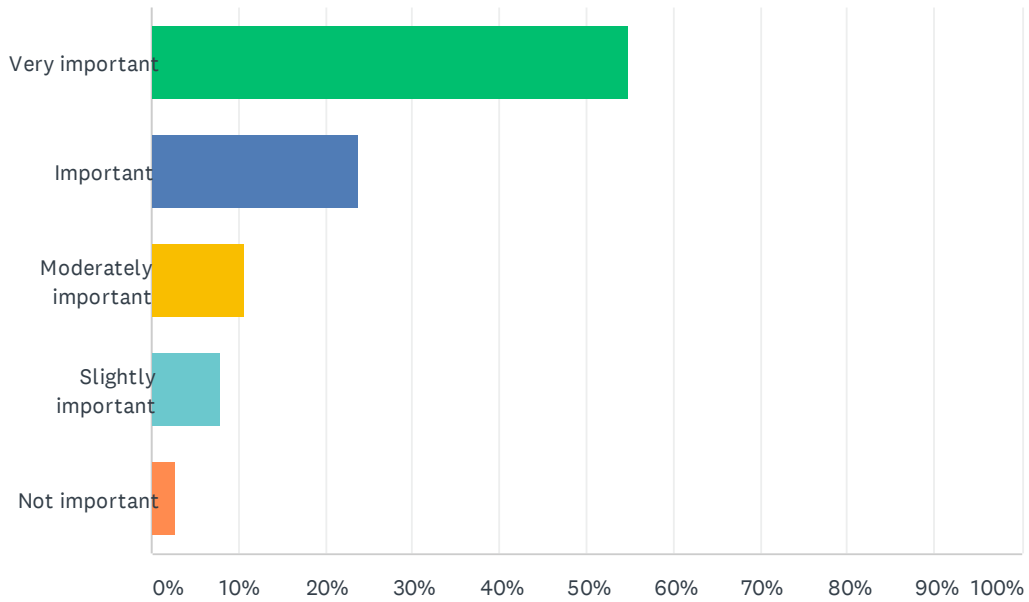
Answered: 114   Skipped: 4
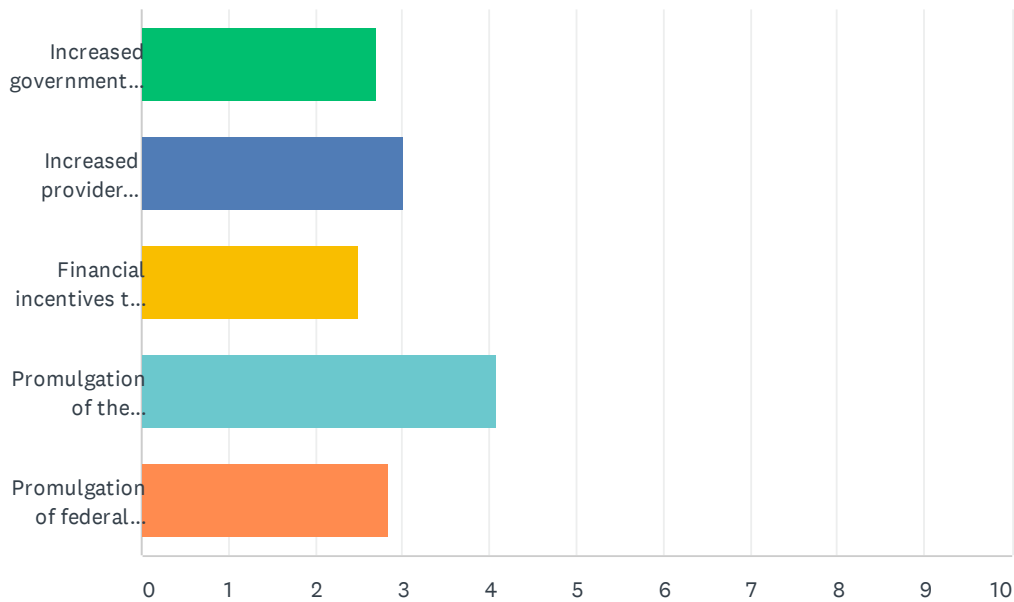
	1	2	3	4	5	TOTAL	SCORE
Increased government enforcement on non-compliant covered entities	11.93% 13	18.35% 20	24.77% 27	17.43% 19	27.52% 30	109	2.70
Increased provider adoption of the HIPAA electronic transactions	19.44% 21	15.74% 17	26.85% 29	23.15% 25	14.81% 16	108	3.02
Financial incentives to encourage provider adoption of the HIPAA electronic transactions	8.33% 9	15.74% 17	18.52% 20	31.48% 34	25.93% 28	108	2.49
Promulgation of the regulation establishing a national standard for electronic attachments for claims and prior authorization	45.87% 50	29.36% 32	12.84% 14	10.09% 11	1.83% 2	109	4.07
Promulgation of federal regulations establishing Fast Healthcare Interoperability Resources (FHIR) standards for administrative transactions	17.70% 20	20.35% 23	18.58% 21	15.93% 18	27.43% 31	113	2.85

Q6 Are there options other than those in Question 5 that would reduce the burden and cost of administrative transactions? If so, please list.

Answered: 57   Skipped: 61

Q7 To achieve higher levels of automation for administrative transactions how important will it be for the government to issue a federal mandate for new or revised standards?
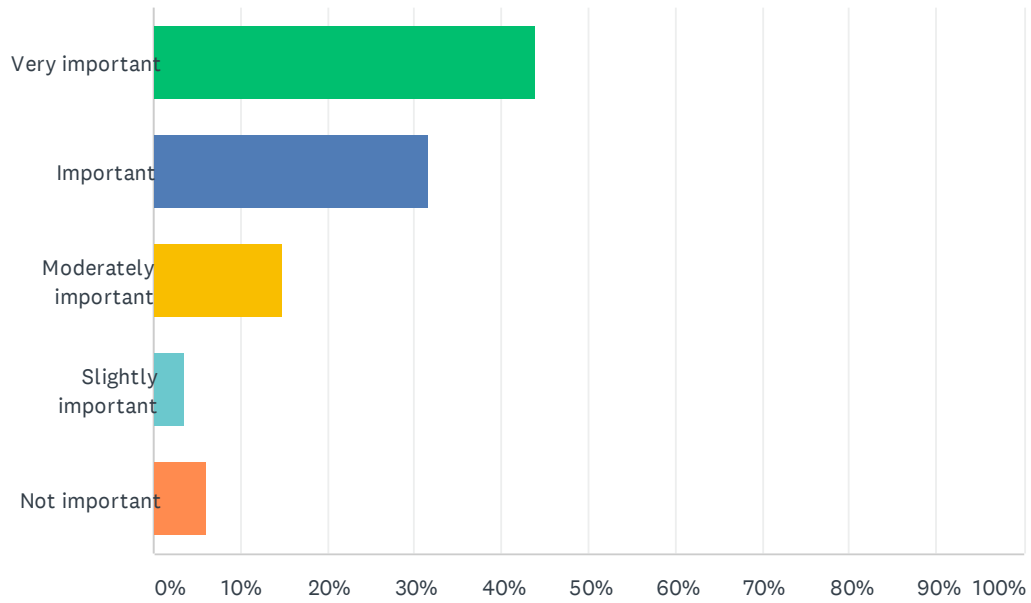
Answered: 113   Skipped: 5

ANSWER CHOICES	RESPONSES	
Very important	54.87%	62
Important	23.89%	27
Moderately important	10.62%	12
Slightly important	7.96%	9
Not important	2.65%	3
TOTAL		113

Q8 How important is it for the private sector to pilot new standards?

Answered: 114   Skipped: 4

ANSWER CHOICES	RESPONSES	
Very important	43.86%	50
Important	31.58%	36
Moderately important	14.91%	17
Slightly important	3.51%	4
Not important	6.14%	7
TOTAL		114

Q9 How important is it for the federal government to pilot new standards?

Answered: 115   Skipped: 3
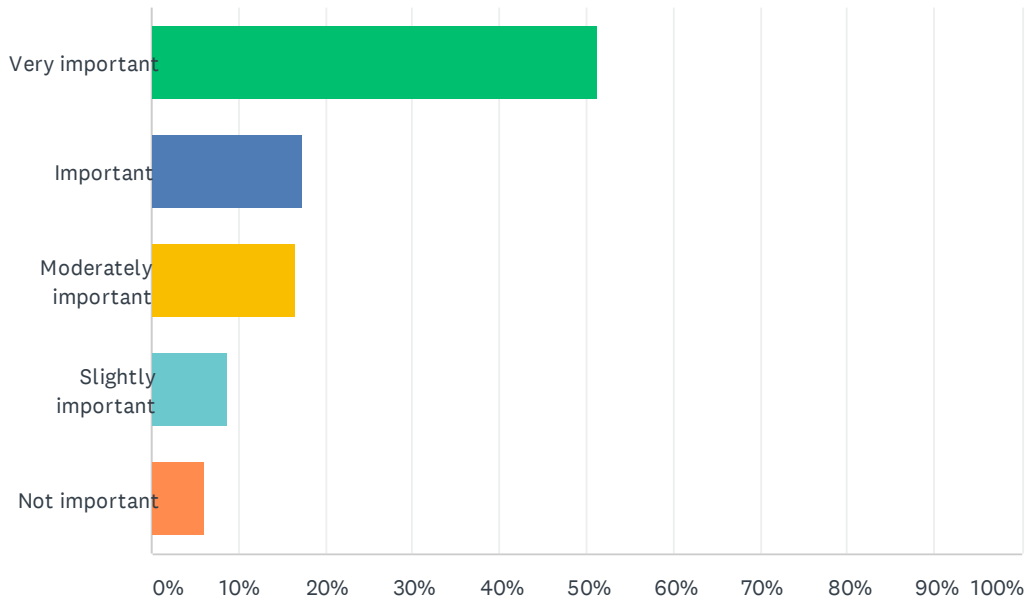
ANSWER CHOICES	RESPONSES	
Very important	51.30%	59
Important	17.39%	20
Moderately important	16.52%	19
Slightly important	8.70%	10
Not important	6.09%	7
TOTAL		115

Q10 How important is it for the industry to convene to address the burdens and costs associated with the current administrative transactions?

Answered: 114   Skipped: 4
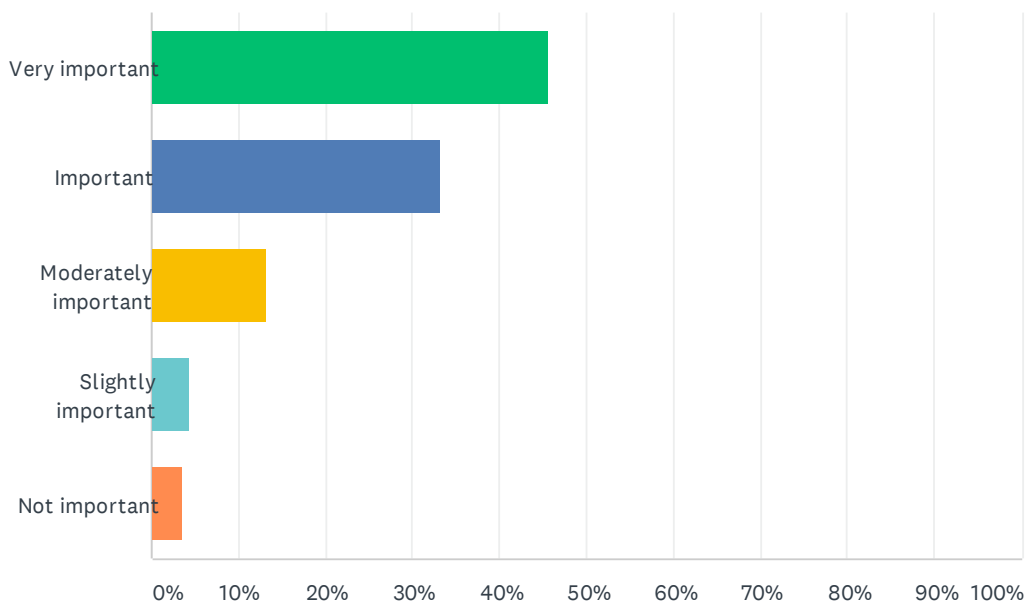
ANSWER CHOICES	RESPONSES	
Very important	45.61%	52
Important	33.33%	38
Moderately important	13.16%	15
Slightly important	4.39%	5
Not important	3.51%	4
TOTAL		114

Q11 Please state the level of agreement you have with the following statement: "WEDI, as a multi-stakeholder private sector group named in HIPAA as an advisor to the HHS Secretary, is well positioned to lead an industry effort to identify opportunities to automate and improve administrative transactions."

Answered: 115   Skipped: 3
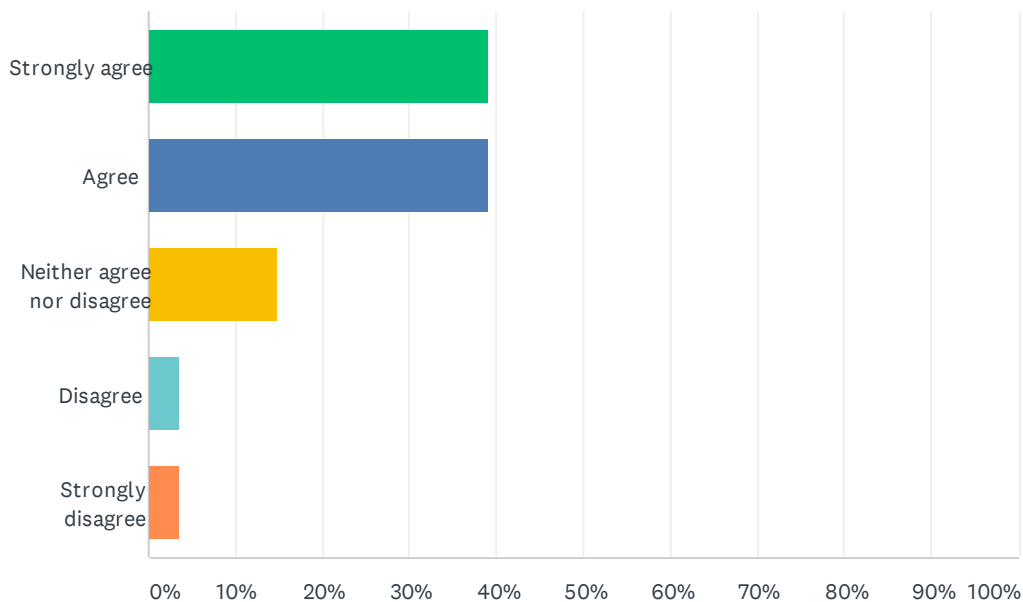
ANSWER CHOICES	RESPONSES	
Strongly agree	39.13%	45
Agree	39.13%	45
Neither agree nor disagree	14.78%	17
Disagree	3.48%	4
Strongly disagree	3.48%	4
TOTAL		115

Q12 If you believe WEDI is not the appropriate entity to lead an industry effort to identify opportunities to automate and improve administrative transactions, what entity is?

Answered: 8   Skipped: 110

Q13 Where do you believe WEDI could assist the industry in achieving reduced administrative transaction burdens/costs (check all that apply):

Answered: 110   Skipped: 8
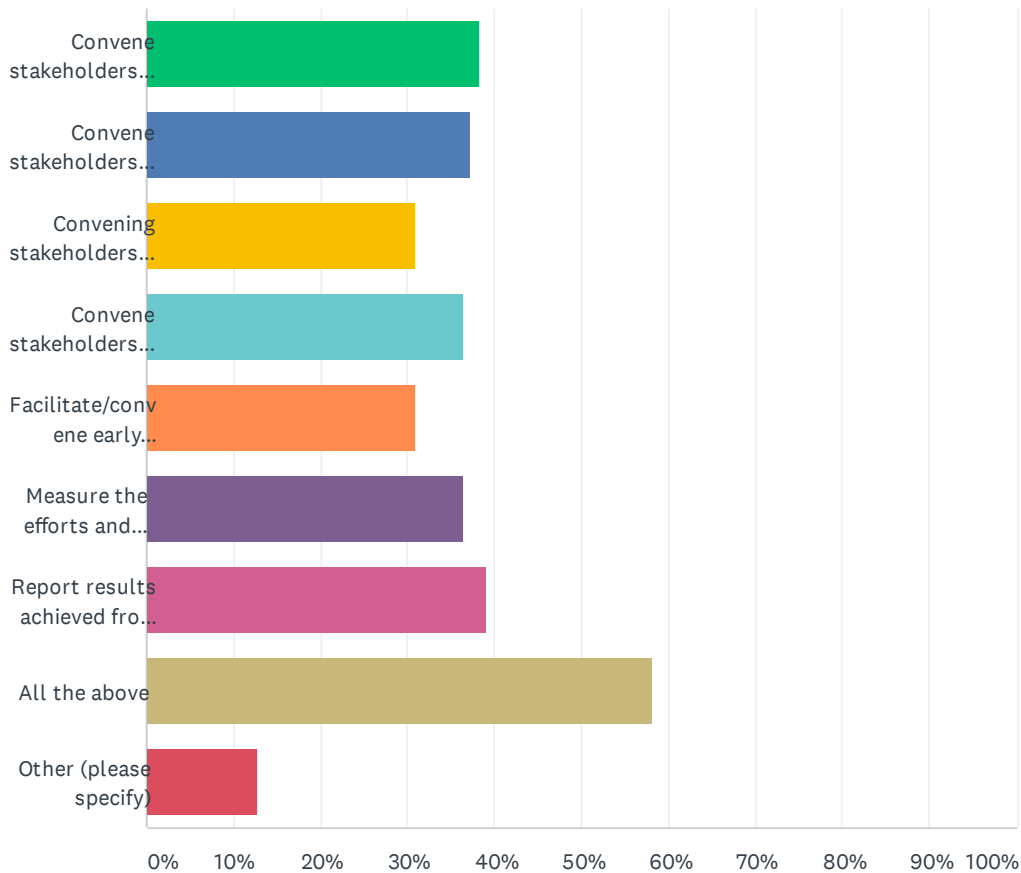
ANSWER CHOICES	RESPONSES	
Convene stakeholders to define problems and impacts	38.18%	42
Convene stakeholders to define potential solutions	37.27%	41
Convening stakeholders to develop new solutions	30.91%	34
Convene stakeholders to review solution proposals and plans	36.36%	40
Facilitate/convene early adopters/pilot participants	30.91%	34
Measure the efforts and outcomes of new solutions	36.36%	40
Report results achieved from the testing of new solutions with recommendations for sustained impact	39.09%	43
All the above	58.18%	64
Other (please specify)	12.73%	14
Total Respondents: 110		

Q14 Are there other public or private initiatives that would help achieve higher levels of automation for administrative transactions? Is so, please describe."

Answered: 40   Skipped: 78