

Provider Memorandum

Your Opinion Matters—2023 Provider Satisfaction Survey

Molina Healthcare of Illinois (Molina) strives for continuous improvement. In our ongoing effort to meet providers' needs and measure provider satisfaction, we've launched our annual companywide Provider Satisfaction Survey.

Your Responses Result In Action!

Example 1: Survey results from 2022 indicated that Molina needs to increase clarity regarding Molina contacts for providers (Provider Relations Managers). As a result, we enhanced our Illinois Service Area maps with greater detail.

Important Note: Every provider has a dedicated Provider Relations Manager with Molina Healthcare of Illinois. Your geographic location and your provider type determines who your Provider Relations Manager is. If you do not know who your PRM is, please reference the updated maps on the [Service Area page](#).

Example 2: Results also indicated that Molina's communications with providers could be improved. We continue to send you memos to alert you of upcoming changes, tools and resources, and important reminders. The memos are housed on the provider website for easy reference.

Next, we added a new provider webinar called Molina Online Tools Roadmap, where we show you how and where to access Molina information and tools online. The post-meeting handout is packed with links to these resources.

Additionally, at the end of each month, we send a memo outlining all of our live provider webinars scheduled for the following month, which includes dates, times, and registration links. Finally, we email topic and registration links before each provider webinar.

About the Survey

This year's survey is again being administered by SPH Analytics, an NCQA®-certified health care measurement platform, on behalf of Molina. Surveys were recently mailed to randomly selected providers. If you received it, please complete the survey and return it, either by mail or online as described in the packet. Your feedback will help us help Molina members, as well as **you**, our provider partners.

Why Your Participation Matters

Molina's mission is to provide quality health care to our members—your patients. Your answers and opinions will help us identify areas where enhancements or improvements may be needed within our

organization. Plus, we will use the information to determine how we can better assist **you** on a daily basis and—more importantly—how we can **work with you** to better serve our members.

Thank you in advance for taking the time to share your opinions and experiences with us. Contact your Provider Relations Manager with any questions or concerns.

If You Didn't Receive the Survey

Only randomly selected providers received the survey packet. Please remember that the survey is anonymous; Molina does not know what providers were selected. Providers can contact SPH Analytics with questions at (800) 588-1659 or ask online at [Contact \(sphsurvey.com\)](https://sphsurvey.com).

Questions?

We're here to help. Contact your dedicated Provider Relations Manager or email the Provider Network Management team at MHILProviderNetworkManagement@MolinaHealthcare.com. For help identifying your dedicated Provider Relations Manager, visit [Molina's Service Area page](#) at MolinaHealthcare.com.

Provider Portal Alert

Providers no longer have direct access to the Molina Legacy Provider Portal. Ensure that you and your staff have access to streamlined claims management, authorizations, eligibility/benefit verification, and more. Get started with Availity Essentials Provider Portal today! [Click here](#).

Get Critical Updates

Receive news and updates about Molina services and plan requirements delivered straight to your inbox! [Click here](#) to receive Molina's provider updates.

Note: Molina's website and documents are best viewed in Google Chrome or Microsoft Edge.