



# Just the Fax

A fax bulletin from Molina Healthcare of Michigan (MHM) • October 31, 2022

## **Your Feedback is Important! Molina Healthcare 2022 Provider Satisfaction Survey**

In an ongoing effort to meet the needs of our provider partners and measure provider satisfaction, Molina is administering its annual Provider Satisfaction Survey. Based on responses to last year's survey, we determined that we needed to improve our authorization process to allow electronic submissions and responses. As a result, Molina initiated electronic authorization processes within our Availity provider portal, including quick response on advanced imaging.

The 2022 Provider Satisfaction Survey is being conducted by SPH Analytics, a NCQA-certified survey vendor, on behalf of Molina to assess providers' overall satisfaction with Molina. Mailing of surveys to randomly selected providers is underway. If you receive the survey, please provide your responses to the questions. Your feedback is important to us. You may complete the survey by mail or online as detailed in the survey packet which also includes a QR code that you can scan to complete the survey on a mobile device. On average, the survey takes approximately fifteen (15) minutes to complete.

### **Survey respondents could win lunch for the office!**

To thank those randomly selected providers who receive and complete the survey by no later than the November 18, 2022 deadline, every week until the deadline Molina will enter those providers into a drawing to win one of two lunches for their entire office staff on us! Provider names will remain in the drawings throughout the survey period so early completion means more chances to win!

Molina is dedicated to quality service to our providers. Your valuable feedback will assist us in identifying areas for enhancement of our operational efficiencies and of our partnership with our provider network. Molina will use this information to better assist you on a day-to-day basis. More importantly, your opinions will drive positive change on ways to work with you to better serve our members.

We want to thank you in advance for taking the time to share your feedback with us.

If you have any questions regarding the survey, please contact your Molina Provider Network Manager or [MHMProviderServicesMailbox@molinahealthcare.com](mailto:MHMProviderServicesMailbox@molinahealthcare.com).

**Thank you for taking the time to share your opinions and thoughts with us and for your commitment to Molina members!**