

## Molina Healthcare 2021 Provider Satisfaction Survey

### Your Feedback is Important!

Attention Molina Healthcare Network Providers:

In an ongoing effort to meet the needs of our provider partners and measure provider satisfaction, Molina is administering its annual Provider Satisfaction Survey. During last year's surveys we heard from you that we needed to improve Provider Relations and Materials and Overall Satisfaction. As a result, over the past year we have initiated:

- Distribution via fax blast and website of Quarterly Provider Newsletters.
- Creation of Provider Roster template to streamline data collection for accuracy of loads and improvement of communication methods.
- Creation of one-page provider Cheat Sheet listing plan contact information, links to provider portal, authorization guides and the appeal form. The Cheat Sheet is in the Contact Us section of Molina's provider website.
- Internal workgroup created to develop and manage interventions aimed at improving member and provider satisfaction.
- Internal workgroup established with Molina Call Center staff to discuss barriers, develop mitigation strategies, and enhance the overall provider experience.
- Increased focus on overall provider engagement, communication, and outreach from Provider Services.

The 2021 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. Randomly selected providers will be mailed surveys in August. If you have received or do receive the survey, please complete the information. Your feedback is important to us. You may complete the survey by mail or online as detailed in the survey packet. On average, the survey takes approximately fifteen (15) minutes to complete.

Molina is dedicated to providing quality health care to our members. Your valuable feedback will assist us in identifying areas where enhancement may be needed within the organization in areas such as operational efficiencies and how we partner with our provider network. Moreover, we will use this information to determine how we can better assist you on a day-to-day basis and more importantly, how we can 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 notification, please contact your Molina Provider Services Representative via email at [mhuproviderservicesrequests@molinahealthcare.com](mailto:mhuproviderservicesrequests@molinahealthcare.com).