



Provider Newsflash



A fax bulletin for the Molina Healthcare of Washington Provider Network

Your Feedback is Important! **Molina Healthcare 2022 Provider Satisfaction Survey** (Medicaid, Medicare, Marketplace)

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, using an independent third party, SPH Analytics, a NCQA certified survey vendor. Based on responses received from last year's survey, over the past year we have initiated:

- Enhanced Availity Essentials portal payer spaces functionality
- Improved the provider website user experience with a more accessible provider home page
- Launched a new Provider Online Directory with enhanced search and filter capabilities

The 2022 Provider Satisfaction Survey, while still focusing on providers' experiences with Finance Issues, Utilization and Quality Management, Network/Coordination of Care, Pharmacy, Call Center Service Staff, Provider Relations, and overall satisfaction, has been shortened from prior years. *In addition, a new feature has been added to the 2022 survey - a QR code, which, when scanned with your digital device, allows you to take the survey right on your device.*

The survey will be mailed in September. If you receive the survey, please complete and return it, as your feedback is important to us. On average, the survey takes approximately fifteen (15) minutes to complete. You'll have multiple options for completing the survey.

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, such as operational efficiencies and how we partner with our provider network. Moreover, we will use the information gleaned in the survey 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 this notification, please contact Molina Healthcare of Washington's Provider Call Center at (855) 322-4082 or locate your organization's Provider Services Representative using our [FAQ and Contact list](#).

Thank you for serving Molina members.