



# Just the Fax

A fax bulletin from Molina Healthcare of Michigan (MHM) • September 2, 2021

## **Your Feedback is Important! Molina Healthcare 2021 Provider Satisfaction Survey**

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. 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, we are initiating that process within our Avality Provider Portal set to go live in September.

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 September. 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. On average, the survey takes approximately fifteen (15) minutes to complete.

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!**

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