

Your Feedback is Important!

Molina Healthcare 2021 Provider Satisfaction Survey

Molina Healthcare of New Mexico strives for continuous improvement. In an ongoing effort to meet the needs of our provider partners and measure provider satisfaction, Molina is launching its annual Provider Satisfaction Survey, beginning next week.

During last year's surveys we heard from you that we needed to improve our provider education and communication. As a result, we developed many new webinars in our Provider Education Series, including, but not limited to:

- Billing (HCBS, Hospital, and other specialties)
- Appeals & Grievances Processes
- Town Halls for CMHCs
- Recoveries and Advances
- Utilization Management Processes
- And more

Additionally, we enhanced our communication efforts with our network providers this year. We are sending Provider Bulletins to our network providers via Email and Fax Blasts on a regular basis and we are posting all communications on our website. If you would like to be added to our email communications, please email our Provider Services email box at MHNM.ProviderServices@molinahealthcare.com and provide us with your email address for future mailings. Our Provider Services and Provider Network Manager teams are here to serve you.

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 beginning in September. If you 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 better 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 or you may email us at MHNM.ProviderServices@molinahealthcare.com