



Provider Newsflash



A fax bulletin for the Molina Healthcare of Washington Provider Network

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

Attention Molina Healthcare of Washington (Molina) Network Providers:

We want your feedback! The **2022 Provider Satisfaction Survey** was mailed October 18, 2022 to randomly selected providers by an independent third party and NCQA certified survey vendor, SPH Analytics. If you have received the survey, please take the time to complete it. Your feedback is important to us! On average, the survey takes approximately fifteen (15) minutes to complete. You may complete the survey by mail or online by logging onto sphsurvey.com with the unique username and password received in the letters previously sent to you.

During last year’s survey, Molina scored higher in response to the question about Overall Satisfaction than all other Medicaid Managed Care Organization (MCO) competitors; see table below. However, at Molina we know opportunities for improvement do not arise solely from the results of our annual survey. We are constantly working to improve based on feedback we get from you, our provider partners.

| 2021 | Statewide Medicaid Provider Satisfaction Survey | |
|-----------------------------------|---|-------------------------------|
| | Overall Satisfaction | Recommend to Other Physicians |
| Molina Healthcare of WA | 66.4% | 84.0% |
| Amerigroup Washington | 43.8% | NA |
| Centene/Coordinated Care | 49.0% | NA |
| Community Healthplan of WA (CHPW) | 57.3% | NA |
| United Healthcare of WA Inc | 39.2% | NA |

Molina provides quality health care to our members. Your valuable feedback assists us in identifying areas for enhancement within the organization such as operational efficiencies and how we partner with our provider network. Moreover, we use this information to determine how we can better assist you on a day-to-day basis and how we can work together 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 the Molina Provider Contact Center by phone at (855) 322-4082.

Thank you for your partnership and valued service!