

# PROVIDER MEMORANDUM

## MOLINA HEALTHCARE OF ILLINOIS YEARLY PROVIDER SURVEY

Molina Healthcare of Illinois (Molina), last month sent its yearly provider satisfaction survey. The survey was created by Strategic Healthcare Programs (SPH), a research firm. If your office or organization was selected to participate, a survey has been sent to you and a Molina representative may be calling to confirm you have received it.

The provider survey gives providers the opportunity to share opinions about care and service at Molina. The survey helps Molina learn more about provider satisfaction within our health plans. **Please complete the survey and mail it back by June 9.** Providers may also complete the survey electronically at [www.SPHAwebsurv.com/Provider.aspx](http://www.SPHAwebsurv.com/Provider.aspx) using the username and password provided on the initial mailed survey.

The results from the survey will be used by Molina to improve our service to our providers and Members. Yearly provider surveys are a vital tool for Molina and have helped:

- Providers offer better education for Members on what to expect when visiting their office
- Review formulary to ensure Molina is meeting clinical practice guidelines and our Members' needs
- Assess the average telephone hold time for reaching a provider services representative
- Enhance online tools such as the Provider Portal and public website. Molina has also added Member incentive forms for ease of use in offices.

Molina values your feedback. If you have questions, do not receive your survey, or would like to replace a lost survey please contact your Provider Service Representative. For further information you may also contact the Provider Services Department at (630) 203-3965 or via email at [IllinoisProviders@MolinaHealthcare.com](mailto:IllinoisProviders@MolinaHealthcare.com).