

WE LOOK FORWARD TO YOUR FEEDBACK!

Dear Provider,

To improve the quality of service to our provider partners and their staff, MHM is in the process of conducting its annual Provider Satisfaction Survey.

The survey is being conducted by SPH Analytics, a survey research firm. Your office may be randomly selected to participate in this survey.

The survey will give your office the opportunity to share your opinions about the care and service we provide at MHM and help us learn more about provider satisfaction.

Each completed survey is reviewed and analyzed. We use this information to find out how we can better serve you, and more importantly, to find out how we can better work with you to serve our members.

We ask that you **please complete the survey** and mail it back in the enclosed postage-paid envelope or complete it online as noted on the instructions that will accompany the survey.

Below are just a few examples of things we have done to improve servicing since our last survey:

- **Ongoing enhancements to our online tools on the Provider ePortal and website**
- **New Prior Authorization Requirements through eviCore the new program is designed to streamline the authorization process through on-line and/or phone requests**
- **Promote EFT registration which will allow providers to receive payment faster**

We appreciate your input and value your time.

Thank you for taking the time to share your opinions and thoughts with us and for your commitment to Molina members!