



Molina Healthcare of Nebraska, Provider Notice

Working Together to Improve the Provider Experience

05/27/2026

Our 2025 Provider Satisfaction Survey results are now available, and we appreciate the time and insight providers shared with us. Your feedback is essential in helping us strengthen our processes and better support your operations.

Overall, survey results reflected strong performance in several areas:

Utilization Management: 75%–80%	Pharmacy Benefits: 79%
Claims Payment: 68%–76%	Digital Tools: 81%
Provider Services: 76%–77%	Care Coordination and Information Sharing: 89%–95%

The survey also highlighted opportunities for improvement, most notably within **Claims Payment**, particularly related to **remittance advice explanations** and the **appeals process**. To better understand these findings and identify meaningful improvements, we welcome additional feedback. The questions below are intended to help guide your input:

- Are there best practices or approaches used by other payers that you believe Molina should consider adopting?
- What elements of the Remittance Advice are unclear, incomplete, or difficult to use from an administrative perspective?
- What aspects of the Appeals Process create confusion, delays, or dissatisfaction?
- Are you aware of the [How to Read a Molina Explanation of Payment \(EOP\)](#) guide available on our website, and if so, is it helpful?

If you would like to share feedback regarding Remittance Advice, the Appeals Process, or any other area, we encourage you to submit your comments through the **Feedback Corner** on our Provider Website ([You Matter to Molina | Medicaid](#)), or directly at [It Matters to Molina Suggestion Box](#).

Thank you for your continued partnership and for helping us improve the provider experience.

If you have general questions about this communication, please contact our Provider Relations Team at NEProviderRelations@MolinaHealthcare.com.