

2018 Provider Satisfaction Survey Results	% of responses that Strongly Agreed or Agreed
Customer Service calls are answered in person by the fourth ring.	44%
Customer Service voice messages are returned within one business day.	89%
Customer Service staff are knowledgeable and courteous.	89%
The website contains useful information.	78%
The website clearly defines which procedures need prior authorization.	22%
Claims are processed accurately.	56%
Claims are processed in a timely manner.	56%
Remittance Advice statements are easy to read and understand.	55%
The Provider Dispute Resolution (PDR) process is easy to understand.	33%
PDRs are processed on a timely basis.	33%
Authorization forms are easy to complete and understand.	44%
Requests for additional information on authorization requests are logical and medically relevant.	67%
Denied and modified authorization requests include an understandable explanation of the policy or benefit used to make the decision.	56%
Patients referred to the Diabetes Education Program have benefitted from that education.	11%
Patients referred for Shared Decision Making have benefited from this service.	No responses
Patients working with the Priority Care Program (care coordination, wellness coaching, etc.) have benefitted from these services.	No responses
How often do you visit our website?	
Daily/Weekly/Monthly/Quarterly	78%
Annually	22%
What was/is your primary reason for visiting our website?	
Seeking company information	0%
Seeking program/project information	22%
Seeking contact information	11%
Verifying eligibility	22%
Obtaining authorization status	44%
Obtaining claim status	0%
Other	0%
Which of the following are true?	
You were able to find exactly what you were looking for	44%
You were able to find a part of what you were looking for	22%
You were able to find something better than what you were looking for	22%
You were not able to find what you were looking for	0%
You had no specific agenda in mind when you visited	0%
Please rate the following attributes of our website (scale from 1-5)	
Design/Layout	3
Ease of navigation	3
Accuracy of information	3.6
Quality of content	3.6
Amount of content/content met your needs	3.3
Customer support	3.5