

2019 Provider Satisfaction Survey Results	% of responses that Strongly Agreed or Agreed
Customer Service calls are answered in person by the fourth ring.	45%
Customer Service staff are knowledgeable and courteous.	73%
The website contains useful information.	68%
The website clearly defines which procedures need prior authorization.	45%
Claims are processed accurately.	70%
Claims are processed in a timely manner.	55%
Remittance Advice statements are easy to read and understand.	66%
The Provider Dispute Resolution (PDR) process is easy to understand.	34%
PDRs are processed on a timely basis.	26%
Authorization forms are easy to complete and understand.	44%
Submitting of authorization requests through our website is easy to complete and the directions are easy to understand.	47%
Requests for additional information on authorization requests are logical and medically relevant.	58%
Denied and modified authorization requests include an understandable explanation of the policy or benefit used to make the decision.	55%
Patients referred for Shared Decision Making have benefited from this service.	17%
Patients working with the Priority Care Program (care coordination, wellness coaching, etc.) have benefited from these services	24%
How often do you visit our website?	
Daily/Weekly/Monthly/Quarterly	81%
Annually	13%
What was/is your primary reason for visiting our website?	
Seeking company information	4%
Seeking program/project information	4%
Seeking contact information	18%
Verifying eligibility	29%
Obtaining authorization status	59%
Obtaining claim status	17%
Other	25%
Which of the following are true?	
You were able to find exactly what you were looking for	66%
You were able to find a part of what you were looking for	20%
You were able to find something better than what you were looking for	4%
You were not able to find what you were looking for	4%
You had no specific agenda in mind when you visited	6%