

2021 Provider Satisfaction Survey Results	% of responses that Strongly Agreed or Agreed
Customer Service calls are answered in person by the fourth ring.	82%
Customer Service staff are knowledgeable and courteous.	96%
The website contains useful information.	80%
The website clearly defines which procedures need prior authorization.	73%
Claims are processed accurately.	79%
Claims are processed in a timely manner.	79%
Remittance Advice (RA) statements are easy to read and understand.	82%
The Provider Dispute Resolution (PDR) process is easy to understand.	53%
PDRs are processed on a timely basis.	33%
Submitting of authorization requests through our website is easy to complete and the directions are easy to understand.	54%
Requests for additional information on authorization requests are logical and medically relevant.	64%
Denied and modified authorization requests include an understandable explanation of the policy or benefit used to make the decision.	71%
Patients working with the Priority Care Program (care coordination, wellness coaching, etc.) have benefited from these services	41%
How often do you visit our website?	
Daily/Weekly/Monthly/Quarterly	81%
Annually	19%
What was/is your primary reason for visiting our website?	
Seeking company information	3%
Seeking program/project information	3%
Seeking contact information	9%
Verifying eligibility	29%
Obtaining authorization status	64%
Obtaining claim status	22%
Other	16%
Which of the following are true?	
You were able to find exactly what you were looking for	76%
You were able to find a part of what you were looking for	13%
You were able to find something better than what you were looking for	0%
You were not able to find what you were looking for	10%
You had no specific agenda in mind when you visited	3%