

<b>2022 Provider Satisfaction Survey Results</b>	<b>% of responses that Strongly Agreed or Agreed</b>
Customer Service calls are answered in person by the fourth ring.	47%
Customer Service staff are knowledgeable and courteous.	82%
The website contains useful information.	73%
The website clearly defines which procedures need prior authorization.	43%
Claims are processed accurately.	58%
Claims are processed in a timely manner.	45%
Remittance Advice (RA) statements are easy to read and understand.	62%
The Provider Dispute Resolution (PDR) process is easy to understand.	31%
PDRs are processed on a timely basis.	27%
Submitting of authorization requests through our website is easy to complete and the directions are easy to understand.	32%
Requests for additional information on authorization requests are logical and medically relevant.	49%
Denied and modified authorization requests include an understandable explanation of the policy or benefit used to make the decision.	62%
Patients working with the Priority Care Program (care coordination, wellness coaching, etc.) have benefited from these services	51%
<b>How often do you visit our website?</b>	
Daily/Weekly/Monthly/Quarterly	89%
Annually	9%
<b>What was/is your primary reason for visiting our website?</b>	
Seeking company information	13%
Seeking program/project information	8%
Seeking contact information	8%
Verifying eligibility	26%
Obtaining authorization status	52%
Obtaining claim status	26%
Other	30%
<b>Which of the following are true?</b>	
You were able to find exactly what you were looking for	86%
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	9%
You were not able to find what you were looking for	9%
You had no specific agenda in mind when you visited	13%