



<b>2025 Provider Satisfaction Survey Results</b>	<b>% of responses that Strongly Agreed or Agreed</b>
When calling the Humboldt IPA, I am able to speak to someone the first time I call.	67%
When leaving a voicemail, the call is returned within 24 business hours.	63%
The Customer Service Representative is knowledgeable, courteous and answers my questions.	73%
When I visit the website, I find what I am looking for.	52%
Claims are processed accurately.	71%
Claims are processed within the required turnaround time of 45 business days.	82%
Remittance Advices and Explanation of Benefits are easy to read and understand.	72%
When filing a claims appeal (Provider Dispute Resolution PDR) the process is easy to understand.	24%
Claims appeals/PDRs are processed within the required turnaround time of 45 business days.	37%
The authorization process is easy to understand.	73%
Submitting authorization requests via the provider portal is simple and straightforward.	54%
Authorization requests are processed within the required turnaround time of 5 business days for routine requests and 72 hours for urgent requests.	68%
When an authorization request is pended, I understand what is being requested and who the best person in my practice is to give the notification letter to.	67%
I am aware of the services available through the IPA such as medical guidelines support, discussing pended requests and assisting with Care Coordination.	51%
I am aware of the services offered at the Priority Care Center, Wellness Coaching, Same Day Clinics and Care Coordination.	55%
Patients from our practice have been seen at the Priority Care Center.	31%
Patients working with the Priority Care Center have benefited from these services.	37%
<b>What was/is your primary reason for visiting our website</b>	
Seeking company information	5%
Seeking program/project information	0%
Seeking contact information	5%
Verifying eligibility	35%
Obtaining authorization status	58%
Obtaining claim status	5%
Other	35%