



**CareCentrix Provider Satisfaction Survey**

Dear Provider,

CareCentrix continuously works to improve our services and the provider experience. To ensure the needs of network providers are being met, CareCentrix conducts an annual Provider Satisfaction Survey. The purpose of the survey is to collect data to identify key strategies on the future direction of how CareCentrix can better support our partner providers and their ease of doing business with us.

We are partnering with a third-party vendor, HMS, to conduct this year's survey which will be distributed via email from [donotreply@carecentrix.com](mailto:donotreply@carecentrix.com) mid-November. There will be a URL in the body of the email; once clicked, you will be able to begin the survey questionnaire. It will take approximately 10 minutes to complete.

I strongly encourage you and your associates to complete the survey as your responses will have a direct impact on identifying opportunities to improve your experience and ease of doing business with CareCentrix. All data and comments collected will be reviewed by internal stakeholders to identify trends and areas of further action and will serve to inform planning for the next year. Specifically, we want to assess overall provider satisfaction and experiences with CareCentrix in the following areas:

- Call Center Service Staff
- Registration of Services and Utilization Management
- Claims Submission and Processing
- Contracting and Relationship Management
- Credentialing and Re-Credentialing
- Education and Resources

For more information regarding CareCentrix's Provider Satisfaction Survey, please contact your dedicated Network Management representative.

Best regards,

**Kevin Egge**

Vice President, Network Strategy and Provider Engagement  
Network Management

