



COMING SOON: Provider Satisfaction Survey

Purpose of this communication:

To encourage providers to complete the Provider Satisfaction Survey that will be released on November 15, 2019.

What do I need to know?

- 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.
- CareCentrix has partnered with a third-party vendor, HMS, to conduct this year's survey that will be distributed via email from donotreply@carecentrix.com on **Friday, November 15th**.
- 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

What do I need to do?

- **On November 15th look for the survey invitation from donotreply@carecentrix.com.**
- Click the 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.
- Complete all survey questions and encourage your associates to complete the survey as your responses will have a direct impact on CareCentrix's ability to identify opportunities to improve the provider experience and ease of doing business with CareCentrix.

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