

### Provider Satisfaction Survey: 15 Day Reminder

#### Purpose of this communication:

- To encourage providers to complete the Provider Satisfaction Survey that will be released on October 3, 2022.

#### 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, Cotiviti, to conduct this year's survey that will be distributed via email from [Donotreply@CareCentrix.com](mailto:Donotreply@CareCentrix.com) on October 3, 2022.
- 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 October 3, 2022, look for the survey invitation from [Donotreply@CareCentrix.com](mailto: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.

**Thank you in advance for your cooperation and continued partnership.**