

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 16, 2023.

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 is utilizing SurveyMonkey® to conduct this year's survey which will be distributed via email from ProviderInfo@CareCentrix.com on October 16, 2023.
- 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 16, 2023, look for the survey invitation from ProviderInfo@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. Your responses will have a direct impact on our actions to improve the provider experience.

Thank you in advance for your cooperation and continued partnership.