

Provider Memorandum

Your Opinion Matters—2021 Provider Satisfaction Survey

Molina Healthcare of Illinois (Molina) strives for continuous improvement. In our ongoing effort to meet providers' needs and measure provider satisfaction, we are launching our annual Provider Satisfaction Survey.

Your Responses Result In Action!

Survey results from 2020 indicated that Molina needs to improve provider education and communication. As a result, we developed many new webinars in our [Provider Education Series](#), including:

- Billing (HCBS, Hospital, and other specialties).
- Appeals & Grievances Processes.
- Town Halls for CMHCs.
- Recoveries and Advances.
- Utilization Management Processes.
- And more.

To enhance communication, we now reach out by email to remind you of upcoming webinar sessions. Ensure that you get these and other valuable updates by joining Molina's provider email list: [Click here](#). You and everyone on your staff can register.

About the Survey

This year's survey is again being administered by SPH Analytics, an NCQA®-certified health care measurement platform, on behalf of Molina. Surveys will be mailed to randomly selected providers in August. If you receive it, please complete the survey and return it, either by mail or online as described in the packet. The survey takes approximately 15 minutes to complete, and your feedback will help us help Molina members, as well as **you**, our provider partners.

Why Your Participation Matters

Molina's mission is to provide quality health care to our members—your patients. Your answers and opinions will help us identify areas where enhancement may be needed within our organization. Plus, we will use your information to determine how we can better assist you on a daily basis and—more importantly—how we can work with you to better serve our members.

Thank you in advance for taking the time to share your opinions and experiences with us. Contact your Provider Network Manager with any questions or concerns.

Questions?

We're here to help. Contact your Provider Network Manager or email the Provider Network Management team at MHILProviderNetworkManagement@MolinaHealthcare.com. For help identifying your Provider Network Manager, visit [Molina's Service Area](#) page at MolinaHealthcare.com.

Availity Provider Portal

We continue our transition to the Molina Availity Provider Portal, a tool that streamlines your claims management, authorizations, and eligibility/benefit verification. Are you registered yet? [Click here](#) to get started.

Get Critical Updates

Receive news and updates about Molina services and plan requirements delivered straight to your inbox. [Click here](#) to join Molina's provider email list.

Note: Molina's website and documents are best viewed in Google Chrome or Microsoft Edge.