



Provider Newsflash



A fax bulletin for the Molina Healthcare of Washington Provider Network

REMINDER: Your Feedback is Important! Molina Healthcare 2021 Provider Satisfaction Survey (Medicaid, Marketplace, Medicare)

Attention Molina Healthcare Network Providers:

Sending you a friendly reminder about the **2021 Provider Satisfaction Survey**. It was mailed September 10, 2021 to randomly selected providers. It may have been received by your office the following week of Sept 13-17, 2021, or up to four (4) weeks later due to delivery delays reported by the USPS according to our vendor SPH Analytics. If you have received the survey, please take the time to complete it. Your feedback is important to us! On average, the survey takes approximately fifteen (15) minutes to complete. You may complete the survey by mail or online by logging onto sphsurvey.com with the following user name and password: (1) User name: luserID (2) Password: lpassword

In an ongoing effort to meet the needs of our provider partners and measure provider satisfaction, Molina is administering its annual Provider Satisfaction Survey using an independent third party, SPH Analytics, a NCQA certified survey vendor. During last year’s survey conducted by SPH Analytics, Molina Healthcare of Washington scored higher than all other Medicaid Managed Care Organization (MCO) competitors in response to the question about Overall Satisfaction; see table at right. However, we are constantly working to improve in opportunity areas such as ensuring you are aware of and know how to contact the Provider Representative assigned to your organization. See our contact list here:

Statewide Provider Satisfaction Survey (Medicaid 2020)

MCO	Overall Satisfaction	Recommend to Other Physicians
Molina	74.8%	90.8%
Amerigroup	53.3%	N/A
Centene	52.6%	N/A
CHPW	48.2%	N/A
United	44.8%	N/A

MolinaHealthcare.com/-/media/Molina/PublicWebsite/PDF/Providers/wa/Medicaid/contacts/WA-Medicaid-State-Provider-FAQ-and-Contact-List.pdf

Molina provides quality health care to our members. Your valuable feedback will assist us in identifying areas where enhancement may be needed within the organization in areas such as operational efficiencies and how we partner with our provider network. Moreover, we will use this information to determine how we can better assist you on a day-to-day basis and how we can work together to better serve our members.

We want to thank you in advance for taking the time to share your feedback with us! If you have any questions regarding this notification, please contact your Provider Representative (link above) or the Molina Healthcare of Washington’s Provider Contact Center by phone at (855) 322-4082.

Thank you for your partnership and valued service.