

Clinician Satisfaction Survey Results

April 2026

Thank you for completing our 2025 annual provider satisfaction survey. We take your feedback seriously – we read every comment and leverage this feedback to make working with us easier.



The results are in: A 52.6% satisfaction rating

- Prior authorization process improvements
- The Provider Express secure portal
- Claims processing accuracy and payments

We are always making continuous improvements for our care partners

Provider Express secure portal prior authorization lookup enhancement

Assists providers in determining if a service requires prior authorization with lists organized by line of business and state for Community Plan (Medicaid) and Individual Exchange Plans.

Other technological advancements

- ✓ Digital prior authorization request submission
- ✓ Online scheduling expansion by leveraging available technological enhancements
- ✓ Bi-directional data sharing – Collaborating for improved outcomes
- ✓ Leveraging self-service capabilities to help save our partners time and improve efficiency
- ✓ Continued enhancement to provider digital tools, training and tiered engagement

Improving staff training and resources

- ✓ Centralized resources available
- ✓ Off-the-shelf topic materials
- ✓ 2-step reconsideration & appeal process