



Provider Satisfaction Survey Update

Thank you for completing our 2019 annual Provider Satisfaction Survey

We know your time is valuable and we appreciate your responses. We take your feedback seriously, read every comment, and strive to improve your experience with Optum as a result.

Based on the feedback you shared, we are focused on enhancing our strengths and improving your experience to **provide you reliable service**, **make interactions simple**, and reduce administrative burden to **help you provide better care**.

Our Provider Express web portal continues to be a significant driver of satisfaction. We continue to include our eligibility and benefits inquiry functions to better serve you.

We have expanded capabilities within the network website to encourage utilization. Features included: integrated new Provider Onboarding process, new Appeal request feature for both clinical appeals and claims appeals including attachments, and an enhanced My Practice Info feature for Group Practices that gives them more options for roster management and linking and unlinking practice addresses to providers on their roster.

✓ Provide you
with **reliable**
Service

✓ **Simplify**
Interactions

✓ Help you
provide
better care