

Clinician Satisfaction Survey Results

Thank you for completing our 2024 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 and reveal a **62.6%** satisfaction rating:

- Authorization process improvements
- The Provider Express secure portal
- Claims processing accuracy

We are always making continuous improvements for our partners in care. They include:

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 and State 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 which can help save our partners time and improve efficiency

Continuing education opportunities

- Measurement-based care
- Cultural engagement strategies
- Social Determinants of Health

