



Clinician Satisfaction Survey Update

Thank you for completing our 2022 annual Provider Satisfaction Survey

We know your time is valuable and we appreciate your responses. Survey methodology was updated in 2022 to better align with internal practices for data analysis. We take your feedback seriously, read every comment, and strive to improve your experience with Optum as a result.

Our communication with providers on upcoming changes and the Provider Express Portal are a significant driver of satisfaction. 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**.

We continued to encourage the utilization of the Provider Express web portal and promote the use of available supportive technologies including Smart Technology Authorization Request (STAR) in Network newsletters. Provider Service Line (PSL) agents were enabled to increase first call resolution and manage practitioner inquiries. Practitioners were also reminded of *Navigating Optum*: on demand options for orientation, access to available resources for billing inquiries, online claims submission, claims problem resolution and the claims live chat option.

Overall, how satisfied were you with Optum?

60.3%

- ✓ Provide you with **reliable** Service
- ✓ Simplify Interactions
- ✓ Help you provide **better care**