



PROVIDER ALERT

Annual Provider Satisfaction Survey

July 15, 2023

Alert Summary: The annual Provider Satisfaction Survey will occur from July 24, 2023 through Aug. 22, 2023.

Dear Provider,

Thank you for your continued feedback and suggestions on operational improvements. We take your feedback seriously and believe it is a critical component to ongoing improvements in order to better serve you and our Idaho Medicaid members and families. We have contracted with Market Probe to conduct the annual Optum Idaho Provider Satisfaction Survey that will be available from **July 24, 2023 through Aug. 22, 2023**. You will be receiving an email from MarketProbe@qualtrics-research.com. The sender's name will be displayed as "Market Probe c/o Optum."

The questions will be focused on Optum Idaho processes and related provider experiences with measurable rating scales. We value your input and want to make sure your participation in the survey is not adversely impacting your operations. Optum continues to be committed to use your feedback to improve our processes and your experience participating in the Optum Idaho Medicaid Network.

As a result of provider feedback from prior annual Provider Satisfaction Surveys, Optum has been able to:

- Review and implement nearly 50 increases in provider reimbursement rates since July 1, 2022
- Develop trainings and webinars on issues important to providers
- Add additional resources to help promote more predictable billing cycles and timely claims resolution
- Identify areas where Optum Idaho can continue to work with the Idaho Division of Medicaid to remove barriers and streamline process for Idaho's IBHP providers

We look forward to hearing from you and thank you in advance for your participation and feedback!

Thank you,

The Optum Idaho Team