



2020 PROVIDER SATISFACTION SURVEY
1-Very Dissatisfied 2- Dissatisfied 3- Neutral 4- Satisfied 5- Very Satisfied
Please rate each question by placing check mark in the corresponding box below
In the past 6 months, how satisfied have you been with....

A. Credentialing Department

1. Your call is answered quickly
2. Staff demonstrates a high level of respect and professionalism
3. Staff is able to assist with your questions/problems?
4. Correspondence is timely and relevant
- 5. How is your overall experience with the Credentialing Department?**

	1	2	3	4	5

B. Receptionist and incoming calls

1. Your call is answered quickly
2. You are able to reach your desired party
3. The Receptionist is professional & courteous
4. Your hold time is minimal

	1	2	3	4	5

C. Utilization Management Department

1. Your call is answered quickly?
2. UM staff provides assistance in a timely manner
3. UM Staff is able to assist you with complex problems...
- 4. Your overall authorizations process is better with Quick Cap?**
5. UM Staff demonstrates a high level of respect and professionalism
6. Correspondence is timely and relevant
- 7. How is your overall experience with UM Management?**

	1	2	3	4	5

D. Provider Services

1. Staff demonstrates a high level of respect and professionalism
2. Staff provides assistance in a timely manner
3. Staff is able to assist you effectively
4. Correspondence is timely and relevant
- 5. You would like to have Primary Care Physician meetings with the IPA**
- 6. The Provider Alerts are informative and help me?**
7. Provider Services is able to assist with your questions/problems?
- 8. Your overall experience with Provider Services Representative.**

	1	2	3	4	5

D1. For which of the following topics would you like to see more training and educational material? **(CHECK ALL THAT APPLY)**

- | | |
|--------------------------|----------------------------------|
| <input type="checkbox"/> | Billing & claims information |
| <input type="checkbox"/> | Coding Updates |
| <input type="checkbox"/> | Medical updates, i.e., vaccines, |
| <input type="checkbox"/> | Staffing & training? |

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E. Claims Department

- 1. Your call is answered quickly
- 2. Staff demonstrates a high level of respect and professionalism
- 3. Staff provides assistance in a timely manner
- 4. Fee-for-service claims are processed timely?
- 5. Your overall Claims process / submission is better with Quick Cap?**
- 6. Overall satisfaction with claims department for any involvement?**

	1	2	3	4	5

F. Administration & Contracting

- 1. Provider Specialty Network is to your satisfaction?
- 2. Administrative Staff is able to answer your questions or concerns?
- 3. You are able to reach your desired party when calling?
- 4. You feel that contract negotiations are respectful and fair?

	1	2	3	4	5

Additional Comments:

Physician Name:

Speciality

Physician signature
