



PROVIDER ALERT

Provider Satisfaction Survey Changes

09/30/2016

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 population.

As part of our ongoing effort, we will be moving to a provider satisfaction surveying method that includes a Net Promoter Score (NPS) function. The NPS is a standard measurement approach that allows us to identify key factors that are most impactful on your level of satisfaction in our network so we are better able to take the necessary steps to improve.

What's changing?

- **The questionnaire will take less time to complete.** We value your input and want to make sure your participation in the survey is not adversely impacting your operations.
- **The questions will be more focused** on Optum Idaho processes and related provider experiences with measurable satisfaction rating scales.
- **The survey will now be conducted annually.** For those providers who recently participated in the past quarter's survey this may seem duplicative, however you'll notice the questions have changed and we encourage you to participate.

What remains the same?

- **Optum's commitment to use your feedback to improve** our processes and your experience participating in the Optum Idaho Medicaid Network.
- **Multiple options to participate and complete the survey** will remain; on the phone at the time of the call, reschedule a call at a time more convenient for you, complete an emailed survey or a paper survey.

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

Thank you,
Optum Idaho Network Services