



PROVIDER ALERT

Annual Provider Satisfaction Survey

October 1, 2020

Alert Summary: The annual Provider Satisfaction Survey will occur in November 2020.

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. We have contracted with Market Probe to conduct the annual Optum Idaho Provider Satisfaction Survey during the month of November 2020. You will be receiving an email from MarketProbe@qualtrics-research.com. The sender 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. In our continued commitment to you, we will use your feedback to improve our processes and enhance your experience with the Optum Idaho Medicaid Network.

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

Thank you,
The Optum Idaho Team