



## Annual Satisfaction Surveys 2013

Clear Health Alliance (CHA) conducts annual satisfaction surveys of our providers as part of our continuous quality improvement activities.

### Provider Satisfaction Survey

Clear Health Alliance, (the Plan) is committed to developing and maintaining a quality improvement program to achieve and sustain measurable improvements in services provided to our network providers.

As part of this commitment Clear Health Alliance conducted a Provider Satisfaction Survey distributed to all Primary Care Physicians in a 2-part mailing. The survey was mailed on October 17, 2013. The results of the survey will be submitted to the Bureau of Managed Health Care as required by contract.

We wanted to share some key findings from the surveys.

#### Strengths:

This is the first year that we have sent out a Provider Satisfaction Survey for Clear Health Alliance, therefore, there isn't any previous data to compare to.

- The overall satisfaction with the Provider Relations Representatives indicates that 45.4% were very satisfied and 50.0% were satisfied.
- Regarding satisfaction with Provider Relations Representatives response time when calling or needing assistances: 45.5% were very satisfied and 31.8% were satisfied.
- Satisfaction with the information in the Provider Manual: 31.8% were very satisfied and 22.7% were satisfied.
- Satisfaction with training and education provided: 31.8% were very satisfied and 31.8% were satisfied.

#### Areas of Improvement:

- Improving the satisfaction with the Plan's Web Portal.
- Improving the amount of communication and materials received.
- Improving the quality of the information provided in the communications and materials.
- Improving the overall satisfaction with the services provided.

Thank you for providing us your feedback. Clear Health Alliance strives to improve satisfaction for our providers and encourage feedback from providers whenever it is necessary. We can only improve if you let us know how we are doing. If your office is randomly selected for next year's survey please advise us of your experiences.