

Provider Bulletin

Molina Healthcare of Washington, Inc.

Molina Healthcare 2024 Provider Satisfaction Survey

Your Feedback is Important!
(Medicaid, Medicare, Marketplace)

Attention Molina Healthcare of Washington, Inc. Network Providers:

In an ongoing effort to meet the needs of our provider partners and measure providers' overall satisfaction with Molina, we are administering our annual Provider Satisfaction Survey, using an independent third party, SPH Analytics, a NCQA certified survey vendor. Your valuable feedback will assist us in identifying areas where enhancements may be needed within our organization. We will use the feedback you provide to determine how we can better assist you on a day-to-day basis, make improvements to our provider network operations, and most importantly, enhance our work with you to better serve our members.

Based on responses received from the 2023 survey, over the past year we have implemented the following improvements:

- We have expanded our call center operations to address unsatisfactory responses to providers. This includes coaching agents and addressing their concerns.
- At the senior leadership level, we are actively addressing reported issues of dropped calls. Additionally, we are working closely and assertively with claims teams and operations to tackle root cause issues with Availity, Clearinghouses, and internal departments to mitigate claims problems.
- We have developed an MPO survey to gather feedback from providers after orientation, aiming to improve the orientation process.

SPH Analytics will mail the 2024 Provider Satisfaction Survey to randomly selected providers on September 12th, 2024. If you have received or do receive the survey, we ask that you please complete the survey as soon as possible. You may complete the survey by mail or online as detailed in the survey packet. On average, the survey takes approximately fifteen (15) minutes to complete. Survey responses are being accepted through Tuesday, December 10th.

If you have any questions regarding this notification, please contact Molina Healthcare of Washington's Provider Call Center at (855) 322-4082 or locate your organization's Provider Relations Representative using our FAQ and Contact list.

We thank you again for participating in Provider Satisfaction Survey-- Your feedback is important to us!

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