



# Provider Newsflash



A fax bulletin for the Molina Healthcare of Washington Provider Network

**Your Feedback is Important!**  
**Molina Healthcare 2023 Provider Satisfaction Survey**  
(Medicaid, Medicare, Marketplace)

Attention Molina Healthcare 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 2022 survey, over the past year we have implemented the following improvements:

- MHW Pharmacy leaders continuously shared information with HCA and advocate on behalf of providers for adjustments to the formulary
- Provider call center processes were reviewed to assist in increasing one-call resolution
- Talking points, change communications and FAQ's were supplied to the provider call center to better assist in answering provider questions

SPH Analytics will mail the 2023 Provider Satisfaction Survey to randomly selected providers in November. 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 Thursday, December 30<sup>th</sup>.

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!