

Provider Network Fax Blast

Friday, July 13, 2018



nh healthy families.

2 Executive Park Drive  
Bedford, NH 03110

## Announcing our Annual Provider Satisfaction Survey

Thank you for partnering with NH Healthy Families in providing quality healthcare for our members. As your partner, we want to ensure that your experience with us is positive and rewarding.

We are pleased to announce that our annual Provider Satisfaction Survey will be distributed this month. We are partnering with a third-party vendor, SPH Analytics, to perform this year's survey. SPH will send surveys to 1,500 NH Healthy Families providers. The survey is brief and should only take a few minutes to complete. If you receive a survey in the mail (look for the green envelope) we highly encourage you to fill it out and return it to SPH Analytics. Please note that your office may receive more than one survey, addressed to the practitioners within in your office.

***As a token of our appreciation for your time and feedback, all survey respondents who respond before August 3<sup>rd</sup>, will be entered into a drawing to win a free iPad.***

Your feedback is critical to helping us deliver a best-in-class provider experience, and we rely on your survey responses to help us identify opportunities for improvement. Based on the feedback you gave on the last survey, we have completed the following improvements:

- Improved the Pre-Auth Check tool on our website
- Made process improvements to ensure fee schedule updates are made timely
- Enhanced the resources available to providers, including adding additional payment and clinical policies, sending a monthly provider newsletter and enriching the tools available on the Provider Resource page of our website

Thank you for being our partner in care. If you have questions, please call us at 866-769-3085 or reach out to your Provider Network Specialist.

Sincerely,

NH Healthy Families

***NH Healthy Families thanks you for being a partner in our network.***

866-769-3085/TTY 855-742-0123

NHHealthyFamilies.com