



nh healthy families™



**PROVIDER
SATISFACTION
SURVEY**

SAVE THE DATE

Our **annual provider satisfaction survey** will launch later this month and we hope you'll take a moment to share your feedback.

This survey serves as the foundation for key improvement initiatives that we undertake each year, and your feedback is critical to making sure we address the right issues.

We look forward to learning about how we can continue to improve your experience in doing business with us.

Please keep an eye out for our survey in the coming weeks.

Last year **NH Healthy Families** made key improvements in the following areas:

- Distributed quarterly **Provider Newsletters** highlighting our **Provider Engagement Administrators** and the providers they support
- Aligned **Prescription Drug List (PDL)** with **DHHS** to demonstrate more consistency for providers & members
- Implemented opportunities for improvement with **claims processing** and achieved higher **claims payment accuracy**