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**2024 PROVIDER SATISFACTION SURVEY**

Please take a few minutes to fill out this survey on the timeliness and quality of the service you receive from Imperial Health Plan of the Southwest, Inc. and **FAX** it back to **214-452-1190**. Thank you for your participation.

**ADMINISTRATIVE SECTION**

**Provider Relations**

1. I have been supplied with:

 A Provider orientation YES [ ]  NO [ ]

Access to the Web Portal YES [ ]  NO [ ]

1. My Provider Relations Representative is knowledgeable and able to answer my questions

Strongly Agree [ ]  Agree [ ]  Disagree [ ]  Strongly Disagree [ ]

1. My Provider Relations Representative responds to my needs or concerns in a timely manner

Strongly Agree [ ]  Agree [ ]  Disagree [ ]  Strongly Disagree [ ]

**Claims**

1. My claims are processed in a timely manner

 Strongly Agree [ ]  Agree [ ]  Disagree [ ]  Strongly Disagree [ ]

1. Claims inquiries are answered promptly

Strongly Agree [ ]  Agree [ ]  Disagree [ ]  Strongly Disagree [ ]

1. Are you aware IIC accepts electronic claims submission through Office Ally?

 YES [ ]  NO [ ]

**Utilization Management**

1. UM Representatives are helpful

Strongly Agree [ ]  Agree [ ]  Disagree [ ]  Strongly Disagree [ ]

(cont’d)

1. Referrals are processed in a timely manner

 Strongly Agree [ ]  Agree [ ]  Disagree [ ]  Strongly Disagree [ ]

1. Denial notifications consistently provided denial reasons

Strongly Agree [ ]  Agree [ ]  Disagree [ ]  Strongly Disagree [ ]

 **Credentialing**

1. The Credentialing process occurred in a timely manner

 Strongly Agree [ ]  Agree [ ]  Disagree [ ]  Strongly Disagree [ ]

1. Did I receive appropriate notice on need to Re-credential?

 Strongly Agree [ ]  Agree [ ]  Disagree [ ]  Strongly Disagree [ ]

1. Credentialing Coordinator is courteous and knowledgeable

 Strongly Agree [ ]  Agree [ ]  Disagree [ ]  Strongly Disagree [ ]

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| Please provide additional comments or suggestions: |
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Thank you for taking the time to fill out our survey. We rely on your feedback to help us improve our services. Your input is greatly appreciated.