

Reminder: Survey to Assess Medicaid Provider Experiences

06/26/2023

Reminder

Every year some Medicaid providers receive a survey to collect information about their experiences with our Blue Cross and Blue Shield of Texas (BCBSTX) Medicaid plans. We send the Provider Satisfaction Survey to a random sample of providers by mail and email from **May 2023 through August 2023**.

Why the Provider Satisfaction Survey is important

The survey identifies opportunities to improve provider satisfaction. Our goal is to achieve a high number of responses to help strengthen and improve our services to you.

Action to Take

If you receive the provider satisfaction survey below. Please complete and return it as soon as possible.

BlueCross BlueShield of Texas
Dear Provider:
In an effort to provide quality service to the physicians and staff serving our members, we have engag Analytics, a Press Ganey company, to provide a Satisfaction Survey for your completion. It is importar understand how our health plan impacts your office and practice <u>on a daily basis</u> .
Please call the toll-free number 1-800-588-1659 if you have any questions and reference project numt
Results from this survey will be used by BCBSTX to help direct administrative and operational change health plan in order to point out areas of service needing improvement.
To begin the survey, click here
Or you can log on to www.sphsurvey.com and enter the following user name and password:
Username: (Enter: <u>User name)</u> Password: (Enter: Password)
We appreciate your input. As always, thank you for partnering with us to improve the health of individu families, and communities.
Sincerely,
Aluah Charley
Dr. Mark <u>Chassay</u> Chief Medical Officer
Blue Cross and Blue Shield of Texas
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Questions

Providers, for questions or additional information, please:

- Contact your BCBSTX Medicaid Provider Network Representative at 1-855-212-1615
- o Submit via email to <u>TexasMedicaidNetworkDepartment@bcbstx.com</u>

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