

# Provider Memorandum

## Make Your Voice Heard—Your Opinion Matters to Molina

Molina Healthcare of Illinois (Molina) reminds providers to **complete the 2021 Provider Satisfaction Survey**. We strive for continuous improvement, and your responses help us meet your needs and the needs of our members.

### Your Responses Result In Action!

Survey results from 2020 indicated that Molina needs to improve provider education and communication. As a result, we developed many new webinars in our [Provider Education Series](#). Plus, we now reach out by email to remind you of upcoming webinar sessions. Ensure that you get these and other valuable updates by joining Molina's provider email list: [Click here](#). You and everyone on your staff can register.

### About the Survey

This year's survey is again being administered by SPH Analytics, an NCQA®-certified health care measurement platform, on behalf of Molina. Surveys were mailed to randomly selected providers in August. If you received it, please complete and return it. The survey only takes 15 minutes, and your feedback will help us help **you**, our provider partners.

**Thank you** for taking the time to share your opinions and experiences with us.

### Questions?

We're here to help. Contact your Provider Network Manager or email the Provider Network Management team at [MHILProviderNetworkManagement@MolinaHealthcare.com](mailto:MHILProviderNetworkManagement@MolinaHealthcare.com). For help identifying your Provider Network Manager, visit [Molina's Service Area](#) page at [MolinaHealthcare.com](http://MolinaHealthcare.com).

### Availity Provider Portal

We continue our transition to the Molina Availity Provider Portal, a tool that streamlines your claims management, authorizations, and eligibility/benefit verification. Are you registered yet? [Click here](#) to get started.

### Get Critical Updates

Receive news and updates about Molina services and plan requirements delivered straight to your inbox. [Click here](#) to join Molina's provider email list.

**Note:** Molina's website and documents are best viewed in Google Chrome or Microsoft Edge.