

THIS CA UPDATE HAS BEEN SENT TO THE FOLLOWING:**COUNTIES:**

- Imperial
- Riverside/San Bernardino
- Los Angeles
- Orange
- Sacramento
- San Diego

LINES OF BUSINESS:

- Molina Medi-Cal Managed Care
- Molina Medicare Options Plus
- Molina Dual Options Cal MediConnect Plan (Medicare-Medicaid Plan)
- Molina Marketplace (Covered CA)

PROVIDER TYPES: **Medical Group/ IPA/MSO****Primary Care**

- IPA/MSO
- Directs

Specialists

- Directs
- IPA

 Hospitals**Ancillary**

- CBAS
- SNF/LTC
- DME
- Home Health
- Other

FOR QUESTIONS CALL PROVIDER SERVICES:

(855) 322-4075, Extension:

Los Angeles/Orange Counties

x123071 x117079
x120104 x111660
x127657

Riverside/San Bernardino Counties

x128010 x127709
x127684

Sacramento County

x126232 x121360

San Diego County

x120056 x121588
x120630

Imperial County

x125682 x120153

MOLINA HEALTHCARE OF CALIFORNIA 2018 PROVIDER SATISFACTION SURVEY

This is an advisory notification to Molina Healthcare of California (MHC) network providers.

In an ongoing effort to meet the needs of our provider partners and measure provider satisfaction, Molina Healthcare of California (MHC) will be administering its annual Provider Satisfaction Survey beginning in September through December of 2018. The 2018 Provider Satisfaction Survey will be conducted by a research firm called SPH Analytics (formerly the Myers Group) on behalf of MHC to assess the provider's and practice manager's overall satisfaction with MHC.

We urge you to keep your eyes open for the survey as packets will start going out in early September to randomly selected providers.

The packet that will be sent to your office(s) will include instructions along with the ability to complete the survey by mail or online. On average, the survey takes approximately fifteen (15) minutes to complete.

MHC is dedicated to providing quality health care to our members. In line with our commitment to continuous improvement, we are asking all selected providers to participate in the Provider Satisfaction Survey and provide valuable feedback to MHC. This will assist MHC in identifying areas where enhancement may be needed within the organization in the areas such as operational efficiencies & how we partner with our provider network. Moreover, we will use this information to find out how we can help better assist you on a day-to-day basis and more importantly, to find out how we can better work with you to better serve our members.

We want to thank you in advance for taking the time to share your feedback with us.

QUESTIONS

If you have any questions regarding the notification, please contact your Molina Provider Services Representative at (855) 322-4075.