

Provider Satisfaction Survey Scheduled for September 2024

Neighborhood News – July 2024

Neighborhood Health Plan of Rhode Island (Neighborhood) will launch its annual Provider Satisfaction Survey in **early September 2024!** Once again, we are working with Press Ganey/SPH Analytics to conduct the survey, a national leader in health care experience. This year, we are excited to announce we have added email to our outreach to providers to offer a convenient alternative to receiving the survey in the mail.

The survey will be distributed to a selection of 1,500 providers in Neighborhood's network, including primary care and specialty practices. We encourage you to give us your feedback if you receive the survey. Your responses help us determine where to make incremental improvements that matter most to you. For example, based on survey results the last few years, Neighborhood has:

- Improved claim adjustment process to make submissions easier and ensure timely responses;
- Enhanced primary care physician (PCP) change process making it easier to change a member's PCP;
- Enhanced claim system to allow electronic submission of secondary claims;
- Updated payment policies to ensure providers have access to clear and complete policies;
- Removed authorizations requirements on targeted services;
- Improved provider communications by implementing email as the primary notification method;
- Redesigned provider pages on website to allow easier navigation to provider resources;
- Streamlined process on submitting issues for quicker response from appropriate business area.

Thank you in advance to those who participate. We greatly appreciate your time! Neighborhood will share additional details about the survey as we get closer to the release date.