



PROVIDER ALERT

Annual Provider Satisfaction Survey

November 16, 2019

Alert Summary: The annual Provider Satisfaction Survey will occur in December 2019.

Dear Provider,

Thank you for your continued feedback and suggestions on operational improvements. We take your feedback seriously and believe it is a critical component to ongoing improvements in order to better serve you and our Idaho Medicaid population. We have contracted with Market Probe to conduct the annual Optum Idaho Provider Satisfaction Survey during the month of December 2019. You will be receiving an email from MarketProbe@qualtrics-research.com. The sender name will be displayed as "Market Probe c/o Optum".

The questions will be focused on Optum Idaho processes and related provider experiences with measurable rating scales. We value your input and want to make sure your participation in the survey is not adversely impacting your operations. Optum continues to be committed to use your feedback to improve our processes and your experience participating in the Optum Idaho Medicaid Network.

We look forward to hearing from you and thank you in advance for your participation and feedback!

Thank you,
Optum Idaho Network Services