



Provider Newsflash



A fax bulletin for the Molina Healthcare of Washington Provider Network

Your Feedback is Important! Molina Healthcare 2021 Provider Satisfaction Survey (Medicaid, Marketplace, Medicare)

Attention Molina Healthcare Network Providers:

In an ongoing effort to meet the needs of our provider partners and measure provider satisfaction, Molina is administering its annual Provider Satisfaction Survey using an independent third party, SPH Analytics, a NCQA certified survey vendor. During last year’s survey conducted by SPH Analytics, Molina Healthcare of Washington scored higher than all other Medicaid Managed Care Organization (MCO) competitors in response to the question about Overall Satisfaction; see table below. However, we are constantly working to improve in opportunity areas such as ensuring you are aware of and know how to contact the Provider Representative assigned to your organization. [Click here to see our Contact List and FAQs.](#)

The **2021 Provider Satisfaction Survey** will be mailed in September to randomly selected providers. If you have received or do receive the survey, please take the time to complete it. Your feedback is important to us. You may complete the survey by mail or online as detailed in the survey packet. On average, the survey takes approximately fifteen (15) minutes to complete.

Molina provides quality health care to our members. Your valuable feedback will assist us in identifying areas where enhancement may be needed within the organization in areas such as operational efficiencies and how we partner with our provider network. Moreover, we will use this information to determine how we can better assist you on a day-to-day basis and how we can work together to better serve our members.

We want to thank you in advance for taking the time to share your feedback with us! If you have any questions regarding the notification, please contact your Provider Representative (link above) or the Molina Healthcare of Washington’s Provider Contact Center by phone at (855) 322-4082.

Thank you for your partnership and valued service.

Statewide Provider Satisfaction Survey (Medicaid 2020)

MCO	Overall Satisfaction	Recommend to Other Physicians
Molina	74.8%	90.8%
Amerigroup	53.3%	N/A
Centene	52.6%	N/A
CHPW	48.2%	N/A
United	44.8%	N/A