



NETWORK *Notification*

Notice Date: June 13, 2024
To: Arkansas Medicaid Providers
From: CareSource PASSE™
Subject: Provider Satisfaction Survey

Summary

Your feedback is important, and we want to hear from you! Starting in May, you might have received an email or phone call from Press Ganey* requesting you to fill out **the annual Provider Satisfaction Survey**.

Impact

This survey **is an opportunity for you to share your thoughts on your experience working with CareSource**. Areas addressed include:

- finance (such as claims processing and billing)
- utilization management
- pharmacy
- member services
- provider relations (such as credentialing and provider orientation)
- and networking

Things to know about the survey:

- It will be conducted May through July.
- To minimize bias, a third-party vendor, Press Ganey, will conduct the survey.
- The vendor will reach out by email or phone. You may also call **Press Ganey directly at 1-800-588-1659 between 9:00 a.m. and 5:00 p.m. Eastern Time (ET)** to complete the survey.
- While we ask questions on finance, we will never ask for confidential information.
- Your feedback will help guide our operation, marketing and strategic decisions.
- If you receive an email with a link to a survey and you're not the right person to respond, please forward to the appropriate person to complete.

We appreciate all that you do and look forward to continuing as your PARTNER with *Purpose!*

**SPH Analytics is a company of Press Ganey*

AR-PAS-P-2797370