



# NETWORK *Notification*

**Notice Date:** June 19, 2024  
**To:** Indiana Medicaid Providers  
**From:** CareSource  
**Subject:** Provider Satisfaction Survey

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## 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*

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