



## MEMORANDUM

**TO:** All Providers

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**FROM:** El Paso Health Plans

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**DATE:** September 16, 2019

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**RE:** 2019 El Paso Health (EPH) Provider Survey

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Feedback is key tell us how we're doing!

In order to ensure the needs of our network providers are being met, El Paso Health conducts an annual Provider Satisfaction Survey. It is important that we understand how El Paso Health impacts your office and practice on a daily basis.

Our Provider Satisfaction Survey will be mailed to providers in 09/18/2019. Please be sure to fill out the survey with your honest feedback and mail it back in the enclosed postage-paid envelope or complete the survey online through the instructions provided to you.

Provider Satisfaction Survey will assist to identify areas El Paso Health is doing well and what we can improve on through the following areas:

- Finance Issues
- Utilization and Quality Management
- Network/Coordination of Care
- Pharmacy
- Call Center Staff
- Provider Relations
- Overall satisfaction with El Paso Health

We value our partnerships with providers, and feedback from this survey will be used by El Paso Health to help direct administrative and operational changes and to point out areas that might need improvement to increase overall provider satisfaction.

SPH Analytics is an independent research firm that is helping us conduct the survey. Please call the toll-free number 1-877-499-2538 if you have any questions.

We greatly appreciate your input and thank you for partnering with us to improve the health of individuals, families and communities.