



**LTSS
PROVIDER
SATISFACTION
SURVEY**

SAVE THE DATE

Our annual Long Term Services and Supports (LTSS) Provider Satisfaction Survey will launch next month. We hope you'll take a moment to share your feedback.

This survey serves as the foundation for key improvement initiatives that we undertake each year, and your feedback is critical to making sure we address the right issues.

We look forward to learning about how we can continue to improve your experience in doing business with us.

Please keep an eye out for our survey in the coming weeks.

To make it easier to work with us, PA Health & Wellness made key improvements in the following areas over the last year:

- New local approach to claim reconsideration reviews & root cause analysis.
- Enhanced training for Provider Services on PHW Secure Provider Portal & claim reconsiderations.
- We've increased our in person Provider interactions by 46% in 2023.

Have you met your rep?

<https://www.pahealthwellness.com/providers/ProviderRelations.html>

Scan the QR code for a preview of the PHW LTSS Provider Satisfaction Survey:

