



FROM



Save the Date

FALL 2024



PROVIDER SATISFACTION SURVEY

Our annual provider satisfaction survey will launch in the early fall and 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 issues that are important to you.

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.

Thank you to all who responded in 2023!
We had more responses than ever before, here's what they had to say:

Over 60% of respondents would recommend PA Health & Wellness to another Provider. Would you?

Respondents reported being overall more satisfied with PHW compared to other plans they contract with.

Finance Issues: Providers reported being overall more satisfied with claims and reimbursement.

Utilization Management: Providers reported increased satisfaction with the prior authorization and adverse determination processes.

Health Plan Call Center Staff: Overall satisfaction with PHW's call center is up over 8%! Earlier this year PHW enhanced our Call Center to make it even easier to get your claims related questions answered.

Provider Relations: Over 40% of Providers reported knowing their PHW Provider Relations rep – have you met your rep? <https://www.pahealthwellness.com/providers/ProviderRelations.html>



Scan the code for a preview of the
**PA Health & Wellness (PHW)
Provider Satisfaction Survey**