



pa health
& wellness™



PROVIDER
SATISFACTION
SURVEY

SAVE THE DATE

Our **annual provider satisfaction survey** will launch later this month 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 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:**

- **Finance Issues:** New local approach to claim reconsideration reviews & root cause analysis.
- **Utilization Management:** Reduced Prior Authorization requirements & Clinical Policies.
- **Health Plan Call Center Staff:** Enhanced training for Provider Services on PHW Secure Provider Portal & claim reconsiderations.
- **Provider Relations:** 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 Provider Satisfaction Survey: