



Clinician Satisfaction Survey Update

**Thank you for completing our 2021 annual
Provider Satisfaction Survey**

We know your time is valuable and we appreciate your responses. We take your feedback seriously, read every comment, and strive to improve your experience with Optum as a result.

Based on the feedback you shared, we are focused on enhancing our strengths and improving your experience to **provide you reliable service, make interactions simple**, and reduce administrative burden to **help you provide better care**.

We saw significant growth in the utilization of the Provider Express web portal in 2021. We continue to include our eligibility and benefits inquiry functions to better serve you and identify ways to optimize the Provider Express experience.

Enhancements made to Provider Express allow practitioners to view, update, and attest to the accuracy of their directory information online. Additional supportive technologies have been added to improve the provider experience, including live chat, Smart Technology Authorization Request (STAR), online scheduling capability expansion, improved self-service capabilities and Smart Edits -- an optimization tool used to identify claims errors more quickly and reduce claims denials. The Navigating Optum on-demand function was updated to provide timely updates to authorization guidelines, enrollee benefits/eligibility, and availability of online authorization inquiries.

**Overall, how
satisfied were you
with Optum?**

81%

- ✓ **Provide you with reliable Service**
- ✓ **Simplify Interactions**
- ✓ **Help you provide better care**