



Provider Satisfaction Survey Update

Thank you for completing our 2018 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**.

Our providerexpress.com web portal continues to be a significant driver of satisfaction. We have enhanced our eligibility and benefits inquiry functions to better serve you. In addition, we are now providing many "real time" updates to the My Practice Info function. Additionally, Out of Network providers can now utilize some of the functions on Provider Express.

We have heard your feedback related to prior authorization requirements and continue to simplify that process with you in mind.

The provider onboarding process is being evaluated and enhanced (credentialing, re-credentialing, contracting) from end-to-end to improve your experience when you join our network.

- ✓ Provide you **reliable** service.
- ✓ Make interactions **simple**.
- ✓ Help you provide **better care**.