



## FLASH: REMINDER – Provider Satisfaction Survey

November 8, 2021

In an effort to provide quality service to the physicians and staff serving our members, Health Alliance™ Medical Plans is providing a Satisfaction Survey for your completion. It is important that we understand how Health Alliance Medical Plans impacts your office and practice on a daily basis. Surveys were mailed to 2,000 randomly selected provider's offices recently.

If your office received a survey, please take a moment to complete it today either online or by mailing the completed survey back to SPH Analytics in the enclosed postage-paid envelope. To complete the survey online, log onto <https://www.sphsurvey.com/> and enter the user name and password located in the letter you received.

Results from this survey will be used by Health Alliance Medical Plans to help direct administrative and operational changes to our health plan and to point out areas that need improvement.

SPH Analytics is an independent research firm that is helping us conduct the survey. Please call the SPH Analytics toll-free number (800) 588-1659 if you have any questions.

We greatly appreciate your input. As always, thank you for partnering with us to improve the health of individuals, families and communities.