

Provider Bulletin

Molina Healthcare of California

molinahealthcare.com/members/ca/en-us/health-care-professionals/home.aspx

April 17, 2024

- Imperial
- Riverside
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Member Satisfaction Survey for Non-English Speaking and Limited English Proficient Members

This is an advisory notification to Molina Healthcare of California (MHC) network providers applicable to all lines of business.

What you need to know:

In an ongoing effort to meet our members' needs, Molina administers a customary member satisfaction survey to learn about our members' experiences receiving interpretation services during their appointments.

This survey has three (3) questions and takes about two minutes to complete.

When this is happening:

The member services team will send members a confirmation email with appointment details and the survey link when scheduling an appointment request.

Provider Action

We urge you to encourage members to complete the survey immediately after their appointment. This will help us understand how to improve members' experiences with Molina's interpreter service process.

Thank you for your cooperation and support!



What if you need assistance?

If you have any questions regarding the notification, please contact your Molina Provider Relations Representative below.

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