

Provider Memorandum

Tell Us What You Think—Your Opinions Lead to Meaningful Change

Molina Healthcare of Illinois (Molina) is asking providers to complete the 2022 Provider Satisfaction Survey. We strive for continuous improvement, and your responses help us meet your needs and the needs of our members—your patients.

You Spoke, We Listened!

Molina staff members review survey results and discuss how to address issues and implement actions. These are just two examples from the 2021 Provider Satisfaction Survey:

1. You and other providers frequently refer to our service area maps. These maps identify by specialty and county who your dedicated Provider Network Manager is.
 - **We have intensified our efforts to ensure that the maps are always up to date.**
2. You and other providers requested faster authorization approvals.
 - **Our team partnered with MCG to launch automated approval for certain auths.**

About the Survey

This year's survey is again being administered by SPH Analytics, an NCQA®-certified health care measurement platform, on behalf of Molina. Surveys were mailed to **randomly selected providers** on October 18. If you received it, please complete and return it. The survey only takes a few minutes, and your feedback will help us help you, our provider partners.

Online for Your Convenience

Providers who received the survey can **complete it online** by visiting sphsurvey.com or by scanning the QR code included in your survey packet. **Note:** Log in with the username and password provided in the packet. Thank you for taking the time to share your opinions and experiences with us.

If you have questions about the survey, please contact SPH Analytics at **(800) 588-1659**.

Questions?

We're here to help. Contact your Provider Network Manager or email the Provider Network Management team at MHILProviderNetworkManagement@MolinaHealthcare.com. For help identifying your Provider Network Manager, visit [Molina's Service Area](#) page at MolinaHealthcare.com.

Availity Provider Portal

We continue our transition to the Molina Availity Provider Portal, a tool that streamlines your claims management, authorizations, and eligibility/benefit verification. Are you registered? [Click here](#).

Get Critical Updates

Receive news and updates about Molina services and plan requirements delivered straight to your inbox! [Click here](#) to join Molina's provider email list.

Note: Molina's website and documents are best viewed in Google Chrome or Microsoft Edge.