

# PROVIDERALERT



**To:** AmeriHealth Caritas Louisiana Providers

**Date:** September 27, 2021

**Subject:** Annual Provider Satisfaction Survey 2021

**Summary:** AmeriHealth Caritas Louisiana wants to hear from you! Let us know how we are doing by completing our annual Provider Satisfaction Survey.

The survey is designed to collect measurable data that helps us identify strengths as well as opportunities for improvement. SPH Analytics, a Press Ganey company and a National Council for Quality Assurance (NCQA)-certified survey vendor, will mail surveys to randomly selected providers in early October. If you receive a survey packet, please complete it in one of two ways:

1. **Mail:** Complete the survey and return it using the pre-paid envelope.
2. **Online:** A direct link to the survey can be found in the cover letter included in the survey packet.

**Your feedback is important to us**, so please be sure to complete the survey in its entirety. If a question isn't applicable, select "N/A" so that we capture all of your feedback. By completing the survey, you can help us understand how we can better assist you on a day-to-day basis.

Thank you for taking the time to complete the survey.

**Questions:** Thank you for your continued support and commitment to the care of our members. If you have questions about this communication, please contact AmeriHealth Caritas Louisiana Provider Services at 1-888-922-0007 or your [Provider Network Management Account Executive](#).

#### **Missed an alert?**

You can find a complete listing of provider alerts on the [Provider Newsletters and Updates](#) page of our website.

#### **Where can I find more information on COVID-19?**

AmeriHealth Caritas Louisiana has updated its website to streamline communications and important notifications about COVID-19. Please visit <http://amerihealthcaritasla.com/covid-19> for up-to-date information for both providers and members, including frequently asked questions, and important provider alerts from AmeriHealth Caritas Louisiana and the Louisiana Department of Health.

