

**DATE:** November 14, 2017

**TO:** AHCCCS Managed Care Providers

**FROM:** AHCCCS Division of Health Care Management – Operations

**SUBJECT:** 2017 Provider Survey

AHCCCS is conducting a survey to determine its contracted Managed Care Organizations' (MCO's) performance and responsiveness to its providers, for the following lines of business: **Acute Care, Arizona Long Term Care System for the Elderly and Physically Disabled (ALTCS/EPD), Children's Rehabilitative Services (CRS), and Regional Behavioral Health Authorities (RBHAs).** We are asking that providers contracted with the below listed health plans complete this survey to determine your level of satisfaction with MCO Claims, Customer Service and Credentialing processes.

<p><b>Acute:</b> Care 1st Health Choice Health Net Mercy Care Plan UnitedHealthcare Community Plan Acute University Family Care</p> <p><b>CRS:</b> UnitedHealthcare Community Plan CRS</p>	<p><b>ALTCS / EPD:</b> UnitedHealthcare Community Plan LTC Mercy Care Plan LTC Banner-University Family Care LTC</p> <p><b>RBHAs:</b> Mercy Maricopa Integrated Care Cenpatico Integrated Care Health Choice Integrated Care</p>
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**\*\*If you are contracted with more than one MCO across multiple lines of business, please submit a response for each MCO you contract with, for each line of business.**

**This survey is anonymous.** Results will be tabulated by AHCCCS and no personal identifiers will be shared.

Your feedback is very important to our assessment and processes for improvement. Please take a few minutes to complete this brief survey at:

<https://www.surveymonkey.com/r/AHCCCSProviderSurvey2017>.

Thank you in advance for your valuable feedback,

AHCCCS, Division of Health Care Management – Operations