



**Did you
know?**

THE ALLIANCE CONDUCTS A YEARLY PROVIDER SATISFACTION SURVEY.

We are here for you. We strive to give the highest levels of customer service to our provider partners. Every year, the Alliance conducts the Provider Satisfaction Survey to help us learn how we can serve you better. We use these results to find out what is working and what we need to improve.

When you speak, we listen.

ABOUT THIS SURVEY

Who: Alliance network providers including primary care providers (PCPs), specialists, and behavioral health providers. Survey respondents include nurses and other provider office staff, physicians, office managers, and behavioral health clinicians.

What: The survey measures how well we meet your expectations and needs within various Alliance service areas and share open-ended feedback on how the Alliance can improve our service to your organization.

When: The survey is conducted annually between September and November.

Why: Information from these surveys helps the Alliance serve you better.

How: Surveys are completed through a third-party vendor, by mail and online, with follow-up phone calls to non-respondents.

Below are the areas we evaluate in the survey:

- Call Center staff
- Overall satisfaction compared to other health plans
- Network coordination of care
- Pharmacy
- Provider relations
- Reimbursement and claims
- Utilization and quality management

We work to continue to get better and we want you to know what we have learned and improved. Over the next several weeks we will share key takeaway **Did You Know** facts with you, and we hope that you will continue to help make us stronger, together.

We are always open to hearing feedback from our providers on how we can improve. More training and open forums for providers will be coming soon.



Questions? Please call the Alliance Provider Services Department
Monday – Friday, 7:30 am – 5 pm | Phone Number: **1.510.747.4510**
www.alamedaalliance.org

ALAMEDA
Alliance
FOR HEALTH

PS_PSC-WK1 08/2023