



# The Alliance conducts an annual Provider Satisfaction Survey.

We are here for you. We strive to provide our provider partners with the highest levels of customer service. Every year the Alliance conducts our Provider Satisfaction Survey to help us learn more about what is working and where we can improve to serve you better. **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, provider office staff and managers, physicians, and behavioral health clinicians.

**What:** The survey measures how well we are meeting your expectations and needs within various Alliance service areas, and open-ended feedback about how the Alliance can improve its service to your organization.

**When:** The survey is fielded annually between September and November.

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

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

Below are the areas that we measure as part of the survey:

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

We are continually working to improve, and we want you to know what we have learned and where we are focusing our efforts to improve.

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. Additional 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](http://www.alamedaalliance.org)

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