

DATE: July 31, 2019
TO: All Well Sense Health Plan Providers
FROM: Well Sense Health Plan
SUBJECT: Annual Provider Satisfaction Survey

Annual Provider Satisfaction Survey

We are pleased to announce that our annual Provider Satisfaction Survey will be distributed within the coming days. We are partnering again with our third-party vendor, SPH Analytics, to perform this year's assessment. The survey is brief and should only take a few minutes to complete. If you receive the questionnaire in the mail (look for the blue envelope), we encourage you to complete and return it to SPH Analytics.

Thank you for your feedback on distribution of previous reviews. Based on your input, we are happy to report two streamlined changes this year:

Surveys will be distributed at the office manager level, thus eliminating the receipt of duplicates at any one provider site

Surveys will pertain to *both* Well Sense and NH Health Families, thus eliminating multiple questionnaires and reducing the amount of time to complete

Your feedback is critical to helping us deliver an optimal provider experience. We rely on your survey responses to help us identify opportunities for improvement.

Thank you for the quality care you provide.

Please outreach to your dedicated Provider Relations Consultant or NHProviderInfo@WellSense.org for any questions.

Well Sense Provider Relations