

DATE: April 15, 2021

TO: AHCCCS Providers

FROM: AHCCCS Division of Health Care Management – Operations

SUBJECT: 2021 Provider Survey

AHCCCS is conducting a survey to determine its contracted Managed Care Organizations' (MCOs') performance and responsiveness to providers. 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, Credentialing and Prior Authorization processes.

- Arizona Complete Health-Complete Care Plan
- Banner University Family Care
- Care 1st Health Plan Arizona
- Health Choice Arizona
- Magellan Complete Care
- Mercy Care
- UnitedHealthcare Community Plan

Limited provider information will be collected as part of this survey. AHCCCS does not intend to release details identifying individual provider submissions.

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

<https://www.surveymonkey.com/r/C7QP2TX>

The survey will be open from April 15, 2021 through May 17, 2021.

Thank you in advance for your valuable feedback,

AHCCCS, Division of Health Care Management – Operations