

# PROVIDER UPDATE

An Update for Highmark Delaware Health Options Providers and Clinicians

**August 2019**

Highmark Health Options will be launching the 2019 Provider Satisfaction Survey to our providers beginning in September.

Highmark Health Options has contracted with SPH Analytics, a National Committee for Quality Assurance (NCQA) certified Survey Vendor to conduct these surveys. The survey is first sent out via mail. If a completed survey is not returned, SPH Analytics will follow-up with a phone call to the practice. We print the results of the survey in our Newsletter, now available on our website.

Your participation in these surveys means so much to us. Highmark Health Options has a cross departmental work group that evaluates the results to make policy changes to improve both member and provider satisfaction. The results of these surveys are taken very seriously.

**We value your feedback!**