



# PROVIDER UPDATE

An Update for Highmark Health Options Providers and Clinicians

## 2017 Provider Survey Results

Last year, Highmark Health Options conducted its first survey of provider satisfaction with our services, including contracting and claims processes, as well as their satisfaction with the adequacy, effectiveness, and quality of the network. Specialties in the survey sample included primary care physicians (PCPs), specialty care providers, and behavioral health providers.

Overall, providers gave us favorable scores for recommending the Plan to other physician practices. Additionally, providers offered positive scores for overall satisfaction with Highmark Health Options, and, behavioral health providers gave good scores for our Plan compared to all other contracted plans. Survey results also assisted in targeting areas needing improvement such the prescription drug formulary and quality of the provider orientation process. If you would like a Summary of the survey results, please call Provider Services at 1-844-325-6251. You can also view the Summary on the Provider Portal.

Highmark Health Options continually strives to meet and exceed the needs of our provider network. We are actively working to address your recommendations and areas for improvement. Look for future updates about our progress to be communicated in this newsletter.