

Provider Bulletin

2019 Provider Satisfaction Survey

AmeriHealth Caritas Delaware wants your feedback!

Let us know how we are doing by taking a few minutes to fill out the 2019 Provider Satisfaction Survey. We have partnered with SPH Analytics, an independent research firm, to conduct this year's survey. In late November, the survey will be mailed. If you receive a yellow envelope with a survey enclosed, we highly encourage you to complete it. Your feedback is invaluable in helping us meet your expectations and needs.

The survey is designed to collect measurable data that helps us identify strengths as well as opportunities for improvement. You can complete the survey one of two ways:

1. **Internet:** Complete the online survey by going to <https://survey7.sphanalytics.com/2019Provider-Practitioner> and entering the user name and password that is included in the letter you received. If you have difficulty accessing the online survey, please email 2019Provider-Practitioner@sphanalytics.com.
2. **Mail:** Complete the survey and mail it back in the postage-paid envelope to:
SPH Analytics, PO Box 5703, Hopkins, MN 55343.

Surveying will end January 28, 2020. If you have questions about this communication, please contact your Provider Network Account Executive or the Provider Services department at 1-855-707-5818.