



## PROVIDER SATISFACTION SURVEY

# SAVE THE DATE

Our **annual provider satisfaction survey** will launch later this month and we hope you'll take a moment to share your feedback.

This survey serves as the foundation for key improvement initiatives that we undertake each year, and your feedback is critical to making sure we address the right issues.

We look forward to learning about how we can continue to improve your experience in doing business with us.

Please keep an eye out for our survey in the coming weeks.

Last year **MHS** made key improvements in the following areas. **You spoke and we listened!**

- **Skip the phone call.** Providers can now submit claim and prior authorization reconsiderations online via the secure web portal. This new feature also allows providers to view the status online and upload attachments.
- The **Provider Webinar Series** offers MHS providers and their office staff a monthly opportunity to learn from subject matter experts and ask questions about current topics and best practices.
- MHS is revamping our **Provider Manual** and **website**. Get ready for an exciting new look coming in early 2024!

[mhsindiana.com](https://mhsindiana.com)