

# PROVIDER Update



NEWS & ANNOUNCEMENTS

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UPDATE 18-613

1 PAGE

## Upcoming 2018 Provider Satisfaction Survey

In an ongoing effort to meet the needs of our providers and measure provider satisfaction with our service and health plans, Health Net Community Solutions, Inc. (Health Net) and CalViva Health are working with SPH Analytics, an independent research firm, to conduct the Provider Satisfaction Survey.

SPH Analytics will start mailing the Provider Satisfaction Survey to randomly selected providers in September 2018. The survey takes a few minutes to complete and includes instructions on how to return the survey.

Providers who receive the survey are encouraged to complete and mail back their responses. Survey responses help Health Net and CalViva Health measure its success in providing services for providers. The results of the survey also help direct administrative and operational changes to the plans, and assist Health Net and CalViva Health in identifying strengths as well as areas for improvement.

### ADDITIONAL INFORMATION

Providers are encouraged to access the provider portal online at [provider.healthnet.com](http://provider.healthnet.com) for real-time information, including eligibility verification, claims status, prior authorization status, plan summaries, and more.

If you have questions regarding the information contained in this update, contact CalViva Health at 1-888-893-1569.

THIS UPDATE APPLIES TO  
MEDI-CAL PROVIDERS:

- Physicians
- Participating Physician Groups
- Hospitals
- Ancillary Providers

### PROVIDER SERVICES

1-888-893-1569

[www.healthnet.com](http://www.healthnet.com)