

Provider Satisfaction Survey 2021

Building a strong network of providers and working with you to serve our members is important to us. To support this effort we survey a random sample of providers each year. The **Provider Satisfaction Survey** measures your satisfaction with BCBSMT and identifies areas where we can improve.

How it works:

SPH Analytics (SPH) will administer this year's survey between **May and August 2nd**. If selected to participate, **SPH will contact you** via **email, mail and phone**.

- SPH will send out **email survey invitations** to selected providers with email addresses. These invitations will be followed by a **printed survey**.
- The survey will also be available online at the web address provided on the mailed survey.
- If no response from email or mail, SPH will reach out by phone.
- The physician, nurse, office manager or other qualifying staff may complete the survey.

We look forward to your feedback.