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July 24, 2019

Provider Bulletin:

Thank you all who participated in our annual Provider Survey for calendar year 2019. Your opinions and suggestions are very important to us and we certainly value your input.

The Provider Survey results are now in and we are honored that **you consistently rated Doctors Healthcare Plans higher than the other managed care organizations in all the survey questions.**

Our top and best category ratings consist of the percent margins "4s and 5s" on a 5-point Likert scale and are categorized as follows:

❖ Process of obtaining member information	100%
❖ Quality of health plan's specialists	100%
❖ Helpfulness of the health plan's Provider Relations	93%
❖ Timeliness in answering questions and/or resolving problems	86%

We have implemented efficacies to realize your most recommended suggestions in 2 critical areas effective immediately:

- All medical authorizations requests will be processed within 24 hours.
- All pharmacy authorization requests will be processed within 24 hours.

In areas where we need to enhance our service level, you have our commitment that we will strive to advance quality improvement measures to meet acceptable standards.

We look forward to continue serving you, your patients, our members. Should you have any questions in regards to the Provider Survey, please contact me directly.

Regards,
Julie Ferro
VP Provider Relations

