



Provider Alert

Urgent Provider News



Date: September 7, 2023

Dear Provider,

This week, we are sharing the following provider updates — see below to learn more.

- [Optima Health/Virginia Premier Merger Webinars Scheduled](#)
- [Provider Surveys](#)

Optima Health/Virginia Premier Merger Webinars Scheduled

Additional webinars have been scheduled for September 13 and 20 at 10 a.m. [Register now](#) for the session most convenient for you, or learn at your own pace by viewing the [slide presentation](#).

Provider Surveys

Our vendor partner, Press Ganey, is facilitating the Optima Health Provider Satisfaction and Provider Access/After-hours surveys. Let us know how we're doing by responding to these surveys when you are contacted.

The **Provider Satisfaction Survey** was sent by email on July 19, 2023 and mailed on July 31, 2023. The Provider Satisfaction Survey will assess your satisfaction with Optima Health service categories compared to other managed care organizations.

The **Provider Access/After-hours Survey** is facilitated by phone calls only and began on August 7, 2023. The Provider Access and After-hours Survey assesses appointment availability for provider types, including but not limited to, primary care providers (PCP), specialists, behavioral health, long term services support (LTSS), and ancillary providers.

Sincerely,

Your Optima Health Team