



# Provider Alert

Urgent Provider News



Dear Provider,

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

## **Reminder: Provider Satisfaction and Access Surveys**

In May, our contracted survey vendor, Press Ganey, began submitting several surveys of participating providers that will assist Sentara Health Plans in identifying and prioritizing service improvements, allocating resources, and meeting the National Committee for Quality Assurance (NCQA) and government regulatory requirements.

### **Appointment Access and After-Hours Survey**

This required survey determines how well providers meet our appointment access standards and after-hours coverage requirements. Press Ganey will perform by phone the appointment access and after-hours coverage survey during office hours for a random sample of providers. Current appointment standards are listed in the Sentara Health Plans Provider Manuals and after-hours coverage requires that a person or recording be in place to immediately direct patients for emergency care. If a person is directing patients for emergency care, they must provide the patient an opportunity to indicate that it is an emergency prior to placing the call on hold. The call cannot be placed on hold without giving the patient an opportunity to speak.

### **Provider Satisfaction Survey**

A random sample of provider offices will receive mail, an email, and/or a phone call from our vendor, Press Ganey, asking them to participate in our Provider Satisfaction Survey. This survey asks providers to rate the services Sentara Health Plans gives to our providers and is an excellent tool for anonymous feedback and suggestions for operational areas within the health plan. We encourage your participation.

Sincerely,

Your Sentara Health Plans Team

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