

March 20, 2024

## PROVIDER ALERT: 2023 PROVIDER SATISFACTION SURVEY

MedStar Family Choice District of Columbia (MFC-DC) is committed to supporting your practice in delivering the best care to your patients and our Enrollees. As part of our commitment, we are measuring the quality of our services last year from your practice's perspective through our **2023 Provider Satisfaction Survey**.

MFC-DC has engaged the services of The Center for the Study of Services (CSS), an independent research organization, to conduct the survey on our behalf. Your input will help us understand how our policies and practices affect your ability to provide the best possible care for our Enrollees and help us identify those areas where we may have opportunities for improvement.

CSS faxed the survey to provider offices on Monday, March 18<sup>th</sup>. If you did not receive a survey, you can complete the survey online at:

[www.cssresearch.org/MedStarProvider2023](https://www.cssresearch.org/MedStarProvider2023)

**You will be asked for your PIN: <mf:webid>**

The survey will take no more than 10 minutes of your time. Thank you in advance for your response and willingness to provide your input. If you have any questions about the survey, please contact CSS at **855-545-8771**

For general questions concerning this Provider Alert, please contact the MFC-DC Provider Customer Service Department, Monday through Friday, 8 a.m. to 5:30 p.m.

Phone: **800-261-3371**

Email: [mfcdc-providerrelations@medstar.net](mailto:mfcdc-providerrelations@medstar.net)