

November 16, 2022

## PROVIDER ALERT: SURVEY CONCERNING PROVIDER SATISFACTION WITH UTILIZATION MANAGEMENT

MedStar Family Choice District of Columbia (MFC-DC) wants to understand how satisfied providers are with our Utilization Management processes and procedures. To that end, MFC-DC asks that you complete a quick ten (10) question survey. The questions are as follows:

*Please rate MFC-DC in the following service areas when compared to your experiences with other health plans you work with.*

1. Phone access to knowledgeable UM staff.
2. Procedures for obtaining pre-certification/authorization information.
3. Timeliness of obtaining pre-certification/authorization information.
4. Overall satisfaction with the UM pre-certification/authorization process.
5. Access to Care Managers.
6. Degree to which the MFC-DC covers and encourages preventive care and wellness.
7. Extent to which UM staff share review criteria and reasons for adverse determinations.
8. Consistency of review decisions.
9. Timeliness of UM appeals process.
10. Overall satisfaction with MFC-DC's clinical management processes.

You can access this survey via the below link. Your responses will be used to help MFC-DC develop initiatives to improve our utilization management processes and procedures. We ask that you complete the survey by **Tuesday, November 22<sup>nd</sup>**.

<https://forms.office.com/r/qXVKBaWjjD>

For questions concerning this Provider Alert, please contact the MFC-DC Provider Relations department, Monday through Friday, 8:00 a.m. to 5:30 p.m.

Phone: **855-798-4244, Option 2**

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