



Provider Satisfaction Survey Update

Thank you for completing our 2017 annual Provider Satisfaction Survey

We know your time is valuable and we appreciate your responses. We take your feedback seriously, read every comment, and strive to improve your experience with Optum as a result.

Based on the feedback you shared, we are focused on enhancing our strengths and improving your experience to **provide you reliable service, make interactions simple** and reduce administrative burden to **help you provide better care.**

We heard clearly that our providerexpress.com web portal continues to be a significant driver of satisfaction and that you especially appreciate the ease and convenience of billing online. We are looking for ways to make Provider Express even better and have already introduced some exciting changes based on your feedback. Check out our new [Credentialing status toolbar](#) and improved [patient list](#).

We are evaluating our claims and customer service areas from end-to-end to improve your experience when you contact us. We are also working to improve the authorization process for extended therapy sessions – please stay tuned to Provider Express for the latest in our ongoing improvements.

- ✓ **Provide you reliable service.**
- ✓ **Make interactions simple.**
- ✓ **Help you provide better care.**