



<b>Policy and Procedure No: PR 19.2</b>	<b>Revision No: 2</b>
<b>Division: Care Management</b>	
<b>Department: Provider Relations</b>	
<b>Title: PHC-CA Provider Experience Survey</b>	
<b>Effective Date: 5/15/2014</b>	
<b>Supersedes Policy No: 95016, PR 19.0, PR 19.1</b>	
<b>Reviewed/Revised by: Sandy Johansson</b>	<b>Review/Revision Date: 6/24/2025</b>
<b>Approving Committee: Member Provider Committee</b>	<b>Date: 12/15/2025</b>
<b>Executive Oversight Committee Date: 12/16/2025</b>	

**Purpose:**

To provide a mechanism for the Health Plan to evaluate the provider's experience and establish processes to report and respond to finding through the implementation of improvement activities.

**Policy:**

The Health Plan will conduct a Provider Experience Survey annually to evaluate provider experiences and collect reliable and valid data about the provider's experience with several aspects of the Health Plan organizational processes. The Provider Experience Survey is conducted in accordance with statistically valid and reliable survey methodology.

**Procedure:**

Method

1. The Health Plan contracts with a third-party vendor for survey administration, data collection and analysis.
  - a. The Provider Relations (PR) Department oversees the Provider Experience Survey content development, methodology and provides a list of participating providers to the survey administration vendor.
2. Provider Experience Survey includes but is not limited to the following:
  - a. Member Services
  - b. Access to Care
  - c. Utilization Management
  - d. Claims Processing and Payment
  - e. Care Management
  - f. Education
  - g. Credentialing
  - h. Provider Relations/Contracting

3. Provider Experience Surveys are conducted using a mixed methodology to improve the response rate (e.g., computer-assisted telephone interview, U.S. mail and/or online).
4. In accordance with the Health Plan's PHC-CA Language Access Services, the Health Plan's Provider Satisfaction Survey shall obtain provider perspectives and concerns with the Plan's language assistance program regarding coordination of appointments with an interpreter, availability of an interpreter based on the needs of an enrollee; and the ability of the interpreter to effectively communicate with the provider on behalf of the enrollee.
5. In collaboration with applicable subcontractor mental health and substance use provider, the Provider Experience Survey shall obtain from physicians and non-physician mental health providers perspective and concerns regarding compliance with Health and Safety Code section 1300.67.2.2, (d)(2)(C) and (h)(6)(F).
6. Regulatory Survey: In accordance with the National Committee for Quality Assurance (NCQA) requirements for Health Plans to analyze in network practitioner network cultural responsiveness (HE4: Element B: Factor2), the Plan's Provider Relations department will secure survey responses from in network Primary Care Physicians (PCP's) to assess the Plan's Primary Care networks ability to deliver culturally appropriate care. This survey will include then current NCQA standards and will the survey will be administered annually.

#### Reporting

1. Provider Experience and Regulatory Survey questions, findings and any improvement activities will include an evaluation of prior year's survey results and are reported by Provider Relations staff and documented by the Health Plan via the following committees to facilitate recommendations for operational improvements:
  - a. Member and Provider Committee
  - b. Quality Management Committee and
  - c. Executive Oversight Committee
2. Additional communication and reporting to in network providers utilizes the Provider Newsletter and AHF (AIDS Healthcare Foundation) Medical Staff during Department of Medicine (DOM) Joint Operations meetings and Medical Staff meetings.

#### **Monitoring:**

This Policy is updated as often as necessary and reviewed and approved annually by the Member Provider Committee.

#### **Reference(s):**

1. PHC California Policy and Procedure PHC-CA Language Access Services