



NETWORK *Notification*

Notice Date: June 28, 2022
To: West Virginia Marketplace Providers
From: CareSource
Subject: We Want to Hear from You!
Effective Date: June 28, 2022

Summary

As a CareSource Health Partner, your opinions are extremely important to us. We appreciate that you have chosen to work with CareSource, and we want to hear your feedback. Over the next few weeks, you may receive a phone call, email or invitation by mail from SPH Analytics, an independent research company, inviting you to participate in the CareSource survey. The survey is conducted with office staff, practice managers and providers that represent both medical and behavioral health.

Impact & Importance

We will be conducting the survey to gather your insights about your experience with CareSource. Your responses are important for the National Committee for Quality Assurance (NCQA) accreditation and improving the quality of health care. The survey measures your satisfaction with the health plan and your experience with claims processing, pharmacy, member services, utilizing the Provider Portal and your engagement with our health partner team. It also helps CareSource to learn your preferences for communication, how you want to receive plan information and updates and to learn the demographics of our providers.

Questions?

We appreciate your time and thank you in advance for your candid feedback! For any questions, please contact Provider Services at **1-855-202-1091**. Our hours of operation are Monday through Friday from 8 a.m. to 6 p.m. Eastern Standard Time (EST).

New Training Available - Access and Availability overview!

“Assignment” and “attribution” are terms that refer to the association between members and providers, but they are not interchangeable. CareSource has prepared a summary document to define these terms and describe the attribution process. Visit **CareSource.com** > Providers > Education > [Training and Events](#) to view this flier.

WV-EXC-P-1390001