

March 9, 2016 Care1st Provider Forum Survey Results

	Overall, I found the Provider Forum to be valuable and, depending on topics, would consider attending another Forum in the future.	How satisfied are you with Care1st's Processing of your initial claims?	How satisfied are you with Care1st's resolution of your claims issues?	How satisfied are you with Care1st's timeliness of resolution of your claims issues?	How satisfied are you with Care1st's Claims Customer Service Department?	How satisfied are you with Care1st's Provider Services Staff?	How satisfied are you with Care1st's Prior Authorization process?	Do you know your Provider Representative?	
Strongly Agree/Very Satisfied	55%	34%	29%	29%	42%	42%	26%	Yes	No
Somewhat Agree/Satisfied	26%	55%	53%	50%	39%	42%	42%	68%	32%
Neutral	11%	5%	11%	13%	8%	13%	18%		
Somewhat Disagree/Dissatisfied	0%	3%	5%	3%	8%	0%	8%		
Strongly Disagree/Very Dissatisfied	3%	0%	0%	3%	0%	0%	0%		

Total Surveys Collected	38
Total # of Attendees	55
% of Attendees that Completed Survey	69%

