



## Provider Forum Evaluation Survey

**1. Overall, I found the Provider Forum to be valuable and would consider attending another forum in the future.**

- Strongly Agree
- Somewhat Agree
- Neutral
- Somewhat Disagree
- Strongly Disagree

**2. How satisfied are you with Care1st's processing of your initial claims?**

- |   |   |
|---|---|
| Timely adjudication                     | Appropriateness of initial claim adjudication |
| <input type="radio"/> Very Satisfied    | <input type="radio"/> Very Satisfied          |
| <input type="radio"/> Satisfied         | <input type="radio"/> Satisfied               |
| <input type="radio"/> Neutral           | <input type="radio"/> Neutral                 |
| <input type="radio"/> Dissatisfied      | <input type="radio"/> Dissatisfied            |
| <input type="radio"/> Very Dissatisfied | <input type="radio"/> Very Dissatisfied       |

**3. How satisfied are you with Care1st's Claims Customer Service Department?**

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied

**4. How satisfied are you with Care1st's Provider Services staff and your representative?**

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied

**5. How satisfied are you with Care1st's Prior Authorization process?**

- |   |   |
|---|---|
| Timely responses                        | Appropriateness of clinical decision making |
| <input type="radio"/> Very Satisfied    | <input type="radio"/> Very Satisfied        |
| <input type="radio"/> Satisfied         | <input type="radio"/> Satisfied             |
| <input type="radio"/> Neutral           | <input type="radio"/> Neutral               |
| <input type="radio"/> Dissatisfied      | <input type="radio"/> Dissatisfied          |
| <input type="radio"/> Very Dissatisfied | <input type="radio"/> Very Dissatisfied     |



**6. If you chose anything other than “very satisfied” or “satisfied”, please share why.**

**7. Do you know your Provider Representative?**

Yes

No

**8. What program topics would you like addressed at future forums?**

**9. Did this Provider Forum meet your needs today?**

**10. Would you recommend Care1st/WellCare to others?**

**11. Outside the forum, what recommendations would you make to improve Care1st?**

**Thank you for your participation today!**