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Provider communication
General information and system updates

August 19, 2024

Mercy Care Provider Satisfaction Survey – Fall 2024

Applicable to: Mercy Care Complete Care, Mercy Care ACC RBHA, Mercy Care Long Term Care, Mercy Care DD, and Mercy Care DCS CHP

As a valued provider in our network, Mercy Care strives to achieve the utmost satisfaction in all your interactions with our staff, processes, and plan. To ensure we are consistently meeting and/or exceeding your expectations, we are asking you to provide valuable feedback by completing the Provider Satisfaction survey linked below. In the link, you will be asked a few questions about your experience working with our Operations/Claims departments, Utilization/Quality Management, and Provider Relations as well as your experience with our Provider Network, Pharmacy Network, and Member Demographic Accessibility.

The survey will be open through **Friday, September 20, 2024**. Our goal is to receive a 100% response rate which will help us continue to provide you with the best support and we thank you in advance for your input.

[Provider Satisfaction Survey](#)

Please don't hesitate your **[Mercy Care Network Management Representative](#)** or your **[Mercy Care Provider Educator](#)** with any questions or comments. You can find this **[Notice](#)** and all other provider notices on our **[Mercy Care website](#)**.

Thanks for all you do!

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