



Provider Satisfaction Survey Update

**Thank you for completing our 2020 annual
Provider Satisfaction Survey**

We know your time is valuable and we appreciate your responses. We take your feedback seriously, read every comment, and strive to improve your experience with Optum as a result.

Based on the feedback you shared, we are focused on enhancing our strengths and improving your experience to **provide you reliable service, make interactions simple**, and reduce administrative burden to **help you provide better care**.

Our Provider Express web portal continues to be a significant driver of satisfaction. We continue to include our eligibility and benefits inquiry functions to better serve you.

We have expanded capabilities within the network website to encourage utilization. Features included: updates to “My Practice Info” and “Credentialing My Providers” that helped group practices keep information updated, expanded options and platforms to deliver services (Telemental Mental Health), added self-service function attestation process for TMH, made it easier to onboard practitioners, COVID protocols added to Provider Express.

**Overall, how satisfied were
you with Optum?**

89.7%

Statistically Significant increase
↑ 5.5 percentage points

- ✓ **Provide you
with **reliable**
Service**
- ✓ **Simplify
Interactions**
- ✓ **Help you
provide
better care**