

An Improved Process, Thanks to You

Your feedback has helped us better serve you and your patients. We'll continue to listen.

We value our relationship with our providers, and we lean on you to give us honest advice about how we can make our services, processes and communication better. Thanks to your feedback, we've:

- Modernized our provider orientation. We refreshed the content and began the process of posting orientations online to be viewable on demand.
- Dedicated more resources to our provider portal queue to better address periods of high volume and ensure a quicker turnaround time for your inquiries.
- Created Provider Reference Checklists so you can easily review what's required for prior authorizations.
- Added over 4,500 new codes to our Substitution Code List to facilitate quick and accurate payment, and remove roadblocks for you.
- Streamlined our review process for appeals.
- Reduced our formulary change frequency from every two months to just twice a year.
- Communicated information on: formularies, EPIC Real Time Benefits Check, the reasons for being declined and how to appeal, and more.

You work hard to help keep our members healthy. We want to make your job as easy as possible - giving you resources, removing roadblocks and always being available to answer your questions.

Thank you for your partnership and your advice. We'll continue to listen.

