



## **Aetna Better Health® of Illinois** 2024 provider satisfaction survey

Aetna Better Health® of Illinois values the opinion of providers who serve our members. We're currently working with Press Ganey, an independent research firm to conduct a provider satisfaction survey.

### **Our 2024 Provider Satisfaction Survey will be conducted June 13, 2024-August 24, 2024.**

Your office may receive a survey in the mail from Press Ganey. When you're contacted by Press Ganey, we encourage you to complete the survey — either online using your unique log-in credentials or by filling out the form and returning it in a postage-paid envelope.

Your valuable feedback helps our health plan expand on what we're doing well and find opportunities to improve.

Thank you for partnering with us to improve the health of our members, families and communities.



Aetna Better Health®  
of Illinois

#### PHYSICIAN SATISFACTION SURVEY

Answer all the questions by marking the box with blue or black ink. Like this .

##### DEMOGRAPHICS

Please answer the following questions about you and your practice.

1. Please indicate your area of medicine. (Mark all that apply)

Primary Care  Specialty  Behavioral Health Clinician

2. How many physicians are in your practice?

Solo  2 - 5 physicians  More than 5 physicians

3. How many years have you been in this practice?

Less than 5 years  5 - 15 years  15 years or more

4. What portion of your managed care volume is represented by Aetna Better Health of Illinois?

None  10% or less  11 - 20%  21 - 30%  31 - 50%  
 51 - 75%  76 - 100%

5. Please mark who is completing this survey. (Mark only one)

Physician  Behavioral Health Clinician  Office Manager  Nurse  Other staff

6. What is your preferred method of receiving communications from this health plan?

Mail  Telephone  Fax  Online portal  
 E-mail (Please indicate your e-mail address): \_\_\_\_\_  
 In person from your Provider Representative  
 Other

7. Please indicate the number of insurance companies with which you or your practice participates.

3 or fewer  4 to 7  8 to 11  12 to 15  More than 15

##### COMPARATIVE RATING

8. This question asks you to think about Aetna Better Health of Illinois in comparison to all of the other health plans that you work with.

a. How would you rate Aetna Better Health of Illinois compared to all other health plans you contract with?

Well below average  Somewhat below average  Average  Somewhat above average  Well above average  Not applicable