

DATE: September 16, 2015

TO: AHCCCS Managed Care Providers

FROM: AHCCCS, Division of Healthcare Management - Operations

SUBJECT: Provider Survey Regarding Claims and Resolution

AHCCCS is conducting a survey to ascertain providers' level of satisfaction with Claims Processing and Resolution by its contracted Health Plans. Your feedback is very important to our assessment and processes for improvement.

Please take a few minutes to complete this brief survey and be sure to indicate if you are contracted with each listed Plan. The survey can be accessed at the following link:
<https://www.surveymonkey.com/r/AHCCCSProviderClaimsSurvey2015>.

Question #1 of the survey asks you to enter your Provider Type. The table below includes some common Provider Types.

Provider Type	Provider Type	Provider Type	Provider Type
Ambulatory Surgical Center (43)	Home Health Agency – Medicare Certified (23)	Nutritionist (48)	Physician Assistant (18)
Audiologist (62)	Home Health Agency – Non-Medicare Certified (95)	Occupational Therapist (13)	Podiatrist (10)
Chiropractor (16)	Hospice (35)	Optometrist (69)	Psychiatric Hospital (71)
DME Supplier (30)	Hospital (02)	Osteopath (31)	Registered Dietician (47)
Dentist (07)	Laboratory (04)	Pharmacy (03)	Registered Nurse Practitioner (19)
Dialysis Clinic (41)	Non-Emergency Transportation (28)	Physical Therapist (14)	Rehabilitation Center (33)
Free Standing Birthing Center (83)	Nursing Home (22)	Physician (08)	Speech Therapist (15)

Thank you in advance for your valuable feedback.

AHCCCS, Division of Health Care Management – Operations