

# Provider Satisfaction Survey Results 2021

## Who is Surveyed?

- Providers of Medicaid Waiver Services

## Why?

- To assess how well Trillium is meeting providers' expectations

## Response Rate

- 56.1% of Providers responded

## Overall Satisfaction Score

- 92.5%

### **Strengths**

- Credentialing staff are friendly and knowledgeable
- Investigations are thorough and fair
- Providers are kept informed of changes
- Corrective action plans are fair and reasonable

### **Opportunities for Improvement**

- Staff are not easily accessible/ responsive to needs
- Providers are not given accurate/ consistent information
- Communications are not informative and helpful for providers

The Provider Support Service Line (PSSL) Hours were Extended in June 2022!

PSSL is available Monday-Saturday from 7am-6pm at 855-250-1539.

Visit the Member and Recipient Portal to assist members with updating information and accessing additional informational links.

Complaints or Grievances can be submitted by calling The PSSL at 855-250-1539.

Be on The Look Out for future Provider Communication Bulletins to feature changes made in response to the survey as well as Tailored Plan implementation