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MCG message

Title: **Annual Provider Satisfaction Survey 2021**

Posting date: **October 19, 2021**

Blue Cross Complete wants to hear from you! Let us know how we are doing by completing our annual Provider Satisfaction Survey. The survey is designed to collect measureable data that helps us identify strengths as well as opportunities for improvement. SPH Analytics, a Press Ganey company and a National Committee for Quality Assurance-certified survey vendor, will mail surveys to randomly selected providers in early October. If you receive a survey packet, please complete it in one of two ways:

1. **Mail:** Complete the survey and return it using the pre-paid envelope.
2. **Online:** A direct link to the survey can be found in the cover letter included in the survey packet.

Your feedback is important to us so please be sure to complete the survey in its entirety, if a question isn't applicable, select N/A so that we capture all of your feedback. By completing the survey, you can help us understand how we can better assist you on a day-to-day basis.

Thank you for taking the time to complete the survey. We appreciate your responsiveness. If you have questions about the survey, please contact your Blue Cross Complete provider account executive or call Provider Inquiry at **1-888-312-5713**.

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