



Provider Notice

August 4, 2023

2023 Provider Satisfaction Survey

Thank you for partnering with CountyCare Health Plan to provide quality health care services to your patients and our members. You are essential to providing the highest quality healthcare possible for our members, and your satisfaction is important to us.

As your partner, we want to ensure that your experience with us is positive and rewarding.

CountyCare Health Plan utilizes the provider satisfaction survey to measure key drivers of overall satisfaction in areas such as, finance, utilization and quality management, network coordination of care, pharmacy, health plan call center, provider relations, and overall satisfaction.

This survey is administered to a random sample of providers in CountyCare Health Plan's network by Press Ganey, an independent NCQA accredited research firm. If selected to participate, providers have the option to complete the survey by mail and internet.

As a 'thank you' for your participation in this important exercise, all respondents to the survey will be entered into a raffle for a one-time office luncheon provided by CountyCare during the month of October 2023.

Your participation in our annual provider satisfaction survey is greatly appreciated.

Contact Us

Should you have any questions or concerns, please contact CountyCare Provider Services at CountyCareProviderServices@cookcountyhhs.org or your assigned Provider Relations Representative.