



PROVIDER *bulletin*

April 5, 2020

Provider Satisfaction Survey - Win Treats For Your Office!

Dear Provider:

Kern Family Health Care (KFHC) appreciates your partnership with our health plan to improve the health of the communities that we serve. In an effort to provide quality service to the physicians and staff serving our members, KFHC conducts an annual Provider Satisfaction Survey to better understand how we impact your office and practice on a daily basis.

KFHC has again employed SPH analytics to conduct this year's Provider Satisfaction Survey. Within the next week, SPH will begin outreach to the KHFC network via mail and/or telephone; we encourage your cooperation with this very important survey. If your office employs multiple providers you will receive a survey for each; please complete each survey received. Completion should only take a few minutes. Your responses are needed to help us assess health care from the provider perspective and satisfaction with the patient's ability to receive access to care within the timelines set forth under California law. We are conducting this survey as required by California law (Section 1300.67.2.2 Title 28, California Code of Regulations). We need your help to obtain a valid response rate for your Practice.

As an incentive, at the end of the survey period 50 Kern County providers will be randomly selected to receive treats for their office!

If you have any questions regarding completion/submission of the survey, please do not hesitate to call SPH Analytics at 1-877-499-2538; general provider satisfaction survey questions should be directed to Melissa Lopez at Kern Family Health Care at 661-617-2642.

Sincerely,

Emily Duran, MSA
Chief Network Administration Officer