

PROVIDER MEMO

To: Santa Clara Family Health Plan PCPs, Specialists, and Office Staff
From: Provider Network Operations
Date: May 11, 2022
Subject: **Provider Satisfaction Survey extension & incentive to participate in an upcoming focus group!** We want to hear from you: Take the Provider Satisfaction Survey by May 20, 2022

Hello Santa Clara Family Health Plan Primary Care providers and office staff:

Santa Clara Family Health Plan Primary Care (SCFHP) has created a Provider Satisfaction Survey to let us know how we are serving you – where we are doing well, and where there are opportunities for improvement.

The 8-10 minute survey (link below) will ask for your thoughts and feedback on our services including: provider relations, utilization management, provider panels, patient incentive programs, and access to non-emergency health care services among others.

Survey Link:

<https://www.surveymonkey.com/r/HQRQ3RV>

Following this survey, we plan to conduct small focus groups and/or individual interviews to take a deeper dive into where and how we can enhance the quality of the support we provide to you and to your patients. These focus groups will be held at convenient locations throughout Santa Clara, will take place first thing in the morning and during the lunch hour and will include either breakfast or lunch!

We are hoping you will participate in both the survey and focus groups and help us identify areas of service improvement. **We are offering \$100 per provider to attend/participate in focus groups once the survey closes.** Breakfast and lunchtime focus groups are being scheduled for the week beginning Monday, May 23, 2022 and Monday, May 30, 2022. Office staff are not eligible for this incentive.

The survey is currently open and will close Friday, May 20, 2022.

We will share the aggregate data with our providers and keep you informed of what action we are taking with the data!

Please contact providerservices@scfhp.com or Jessica Jimenez, Provider Network Associate at 1-669-294-4567 if you have any questions.