

PROVIDER Update



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We Want to Hear from You – 2022 Provider Satisfaction Survey

Help us better serve you

We are committed to supporting you in delivering great care to our members. To help us reach our goal of ongoing improvement, please share your feedback to help us better serve you.

Starting in July 2022, randomly selected providers will receive the annual Provider Satisfaction Survey. The survey is conducted by SPH Analytics (SPH), an independent research firm.

If you receive this survey, please take a few minutes to complete and respond via mail, online or phone.

Your responses will help us to:

- Measure how well we provide services to providers.
- Direct administrative and operational changes to the plans.
- Identify areas for improvement as well as strengths.

Additional information

If you have questions regarding the information contained in this update, contact 866-999-3945.

THIS UPDATE APPLIES TO MEDICARE PROVIDERS:

- Physicians
- Independent Practice Associations
- Hospitals
- Ancillary Providers

PROVIDER SERVICES

866-999-3945

PROVIDER PORTAL

provider.wellcare.com/california

Go to the online COVID-19 alerts page for info about COVID-19 vaccines!

At www.wellcare.com/California/Providers > *Provider Bulletins* > *COVID-19 Provider Alerts*, you will find information about COVID-19 vaccines. This includes COVID-19 vaccine coverage details, how to enroll to administer the COVID-19 vaccine, and COVID-19 vaccine reporting and coding requirements. Also, access key tips you can use to help talk with and answer questions from your patients about the COVID-19 vaccine, especially those who are hesitant to receive it.

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