

## Provider Satisfaction Surveys

In an effort to better serve our network, Aetna Better Health of Ohio will be sending provider satisfaction surveys to selected network providers. The first round of surveys will be mailed on July 10th with additional surveys being sent on August 8th. Not all providers will receive a survey. If you do receive a survey in the mail, we ask that you please take the time to complete it so that we can continue to improve our services. An example of the communication you might receive is below.

**Surveys are due September 17th.** Thank you in advance for your cooperation and for being an indispensable member of the Aetna family.



**MyCareOhio**  
Connecting Medicare + Medicaid

Aetna Better Health® of Ohio  
(Medicare-Medicaid Plan)  
7400 W. Campus Road  
New Albany, OH 43054

Dear Provider:

In an effort to provide quality service to the physicians and staff serving our members, Aetna Better Health of Ohio is providing a Satisfaction Survey for your completion. It is important that we understand how Aetna Better Health of Ohio impacts your office and practice on a daily basis.

You can complete the survey by visiting [www.sphsurvey.com](http://www.sphsurvey.com) or by using your phone's camera to scan the QR code below. On this website, you will be asked for the private username and password below.

Respond now at [www.sphsurvey.com](http://www.sphsurvey.com)

Username: <<Username>>

Password: <<Password>>

or



Results from this survey will be used by Aetna Better Health of Ohio to help direct administrative and operational changes to our health plan and to point out areas that might need improvement.

Please complete the survey today and mail it back to Press Ganey in the enclosed postage-paid envelope. Press Ganey is an independent research firm that is helping us conduct the survey.

We greatly appreciate your input. As always, thank you for partnering with us to improve the health of individuals, families and communities.

