



Provider communication

General information and system updates

April 8, 2024

Annual Provider Survey - 2024

Applicable to: Mercy Care Complete Care, Mercy Care DD, Mercy Care ACC-RBHA, Mercy Care Long Term Care, Mercy Care DCS CHP, and Mercy Care Advantage

Mercy Care is working with our national vendor, SPH Analytics, a Press Ganey affiliate, to conduct our annual Provider Survey. You may have recently received the survey via email as part of our random provider outreach. If you received this survey, it is very important to us to have it completed and returned to our vendor. Your feedback allows us to know how we are doing and identifies areas of opportunities we can improve. Your responses are completely confidential. Mercy Care receives a final statistical report that summarizes the survey results, as well as any comments that are included. The results of our survey are shared with our Leadership team, our Board of Directors, and all staff.

In an effort to increase our participation rate, we have asked SPH Analytics to send out a reminder email later this month and to make follow-up phone calls with all providers that were sent the survey but have not had the opportunity to respond.

We appreciate our relationship with you and value your input. If you did not receive the survey, no further action is required.

If you have any questions, please reach out to your [Provider Representative](#).

Thanks for all you do!

[Sign up for our email list](#)

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