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Announcement 1183

2016 Nevada Medicaid Provider Survey Results

During the first quarter of 2016, Nevada Medicaid invited providers to offer feedback and rate their overall experience with Medicaid. The results have been compiled and are published on the www.medicaid.nv.gov website on the [Provider Training](#) webpage. Providers were given an opportunity to give their direct comments and feedback as well as respond to questions. Here's what some providers said about Nevada Medicaid in response to a request for feedback on "Things Going Well":

- "Overall customer service is great."
- "Much improved service versus 8 years ago. Bravo!"
- "HP has done an excellent job of updating the Medicaid system and helping providers keep up with the changes. It is getting easier."

Providers that participated in the survey also offered important feedback on "Suggestions for Improvement" to enhance their experience. An area providers were passionate about was the Provider Web Portal. Providers want to see enhancements to the portal that include updates around prior authorizations, ability to submit claim appeals online, and a place to report third party liabilities. The enhancements would give providers the accessibility they are looking for while continuing to focus on a better experience with Nevada Medicaid.

The survey also asked participants to rate their overall experience from the claim adjudication process to customer service. Results indicated providers are satisfied with their overall experience, but offered suggestions for improvement. These suggestions are being implemented in call center training programs, provider field representative communications, and future enhancements to the claim submission process.

Provider feedback is critical to a successful Medicaid program. The 2016 Nevada Provider Survey results yielded useful insight to the provider community's overall experience with Nevada Medicaid. As the program continues to grow, so will the outreach efforts to gain feedback from the providers. Please take a moment to review the results of the 2016 Provider Survey and reach out to Hewlett Packard Enterprise if you have any questions. Hewlett Packard Enterprise staff looks forward to provider comments and participation in the 2017 survey.