

In the News

2022 Provider Survey on Appointment Accessibility

Medical Mutual is conducting our annual provider survey to ensure that our networks meet the appropriate standards in providing timely appointments. If your office is contacted for the survey, we ask that you consider participating. Details of this initiative follow.

- Our vendor, SPH Analytics, will be making calls to a random sample of provider offices starting in the third quarter of 2022. These calls are meant to evaluate access and availability of appointments across our provider networks.
- A sample of provider offices may receive a brief 5-minute telephonic survey. These include:
 - Primary Care Providers
 - High Volume OB/GYN, Cardiology, and Orthopedics
 - High Impact Oncology and Neurology
 - Behavioral Health
- There is a possibility that a provider office may receive more than one call from SPH Analytics.
- In addition to assessing primary business hours, SPH Analytics will also assess after-hours care for primary care practices only.

The survey results will be used to help our organization identify any barriers that may affect a member's access to care and to uphold the NCQA requirement for accreditation.

For our most recent accessibility guidelines, go to [MedMutual.com/Provider](https://www.medmutual.com/Provider) > Policies and Standards > [Accessibility Standards](#), or they can be found in our Provider Manual.

If you have any questions about this survey, please contact our Clinical Quality Improvement department at 1-800-586-4523 or clinicalquality@medmutual.com.