Post-Call Customer Service Satisfaction Survey to Begin February 14

Information posted January 19, 2011

Effective February 14, 2011, providers that call TMHP provider and prior authorization telephone numbers will be given the opportunity to respond to a short customer satisfaction survey after the call is completed. When providers call one of the affected telephone numbers, providers will hear a recorded message about the survey that directs them to ask the agent to transfer them to the survey upon completion of the call. Providers will answer the five-question survey by using the buttons on the telephone.

Survey results will be reported to the appropriate state agency on a quarterly basis.