



Dear Contracted Provider,

Under the direction of TennCare, on an annual basis, each managed care organization (MCO) provides a venue for providers to share your satisfaction with each of the health plans individually. The goal of this survey is to gauge your satisfaction and make changes that will impact our daily working relationship for the better.

The data that you provide is essential for each MCO to develop strategic plans to individually address your concerns. The plans are submitted to TennCare for review and our goal is to determine the impact of the changes made year over year, through the survey methodology.

We understand that surveys can be cumbersome to complete, but your feedback is essential. The surveys are anonymous, and you have an opportunity to leave additional comments that may not be included in the questions asked.

However – as always, if you have specific issues with our service, please contact your provider representative. The survey is to review your satisfaction of the previous year, but if there are any issues that we can address immediately – please contact us so that we can take action.

#### Provider Representative Contact Information

BlueCare: 1-800-468-9736  
United: 1-800-690-1606  
Wellpoint: 1-833-731-2154

You may receive the survey from each of the MCO's between June and September. The purpose of this notice is to alert you of the upcoming surveys; share the importance of you completing it timely; and to advise you of this unique opportunity to impact change.

Thank you for the excellent service that you provide to our persons, and we look forward to reviewing your feedback!

Sincerely,

Victor Wu, MD, MPH  
Chief Medical Officer  
Division of TennCare