

Date: March 16, 2023

**Subject: Updated Materials for 2023 Provider Satisfaction Survey**

TennCare has finalized the materials for the 2023 Provider Satisfaction Survey (PSS). The list of required questions to be administered for the 2023 survey has been updated to now include only ten (10) questions. Please note that there are questions with multiple “drop down” options to include in the survey. Please include these questions, in the order that they are presented, in the 2023 survey. The list of questions is attached in TOPS for reference.

Additionally, TennCare has reviewed the provider letter to ensure the information is current. There have been no changes made to provider letter for the 2023 survey. The provider letter is attached in TOPS. We ask that you distribute this letter to your provider networks by the end of May 2023. Note that this letter should be sent to each provider in your network, whether you communicate by email address or by mailing address. We understand that some providers may receive multiple copies of this letter if they contract with more than one MCO.

As a reminder, all MCOs have CoverKids providers in their networks. However, we are not asking for a separate survey result for these providers. For the purposes of the PSS, the CoverKids providers should be included with all other providers. The MCOs will continue to submit one document for the results from all providers (including CoverKids providers). The template to provide these results will be updated and distributed later this year. Additionally, we will update the guidance document, as needed, to assist in filling out the template and will send it with the template.

All materials that contain official branding must be approved by TennCare prior to your distribution. Once you have added the TennCare logo to your survey, you must send us a copy of the survey for our review (send to [Joanna.Spencer@tn.gov](mailto:Joanna.Spencer@tn.gov) and [LaTreec.Nolan@tn.gov](mailto:LaTreec.Nolan@tn.gov)). If your logo usage is approved, we will communicate that decision to you, and at that time you will be cleared to distribute the co-branded survey to your providers. If you need images for the TennCare logo, please reach out to Joanna Spencer.

We also ask that you send TennCare a draft of the survey you will be sending to your providers by May 15, 2023, prior to distributing the surveys to providers. Once approved, you can begin distributing the surveys to your providers. If there are additional questions, outside of the ten required, that you want to include in your survey, please contact Michelle Fortney ([michelle.r.fortney@tn.gov](mailto:michelle.r.fortney@tn.gov)) with Provider Experience for approval.

If you have any questions, you may submit them via TOPS and/or by emailing Joanna Spencer ([Joanna.Spencer@tn.gov](mailto:Joanna.Spencer@tn.gov)), Lauren Schroeder ([Lauren.E.Schroeder@tn.gov](mailto:Lauren.E.Schroeder@tn.gov)), or Michelle Fortney ([michelle.r.fortney@tn.gov](mailto:michelle.r.fortney@tn.gov)).