



DWMHA Provider Network Satisfaction Survey – Organization

Welcome to DWMHA Provider Network Satisfaction Survey-Organization

DWMHA is seeking feedback from our valued network of Providers, including MCPNs, Organizations/Providers and Practitioners. We would like to gather, from each group, feedback on your experiences with DWMHA over the last 12 months. We are requesting your feedback specific to direct contracts in the following business lines, MI Health Link, Autism, Substance Use Disorder (SUD), Serious Emotional Disturbance (SED) and Supported Employment/EBP.

Three surveys have been developed and vary slightly to ensure questions are specific to the recipient. Depending upon your role, you may receive more than one survey. We respectfully ask that you complete each survey that you receive.

Please invite subject matter experts from the following areas to complete the survey with you, Claims, Utilization Management, Quality Improvement, Coordination of Care, Integrated Care, Pharmacy, Customer Service, Access Center, Provider Relations, Managed Care and Children's Services.

For those of you who are representing an MCPN and or an Organizational Provider, the survey is enclosed and will need to be completed and returned in the enclosed postage paid envelope by no later than Sunday, August 20, 2017. The Practitioner survey is being conducted electronically. If you additionally fall under the category of "Practitioner," you will receive an email with a link to the survey to be completed by Sunday, August 20, 2017 12:00AM.

Thank you for participating in our survey. Your feedback is important.



ORGANIZATION INFORMATION

* 1. Which Detroit Wayne Mental Health Authority (DWMHA) system do you represent:

- Autism
- MI Health Link
- Substance Use Disorder (SUD)
- Serious Emotional Disturbance (SED)
- Supported Employment/EBP
- Other (please specify)

* 2. Please indicate your role(s) within your organization:

- | | |
|---|---|
| <input type="checkbox"/> Executive, Administrator, Manager, not performing Clinical Duties | <input type="checkbox"/> Integrated Health Practitioner |
| <input type="checkbox"/> Clinician, Physician, Psychologist, RN, Case Manager, Counselor, Therapist, Practitioner | <input type="checkbox"/> Utilization Management |
| <input type="checkbox"/> Quality Control or Improvement | <input type="checkbox"/> IT |
| <input type="checkbox"/> Business, Finance or Claims | <input type="checkbox"/> Peer |
| <input type="checkbox"/> Other (please specify) | |

* 3. Please select your title.

- Chief Executive Officer - CEO
- Chief Financial Officer - CFO
- Chief Information Officer -CIO
- Chief Medical Officer - CMO
- Compliance Officer - CO
- Chief Operating Officer – COO
- Executive Director
- Other (please specify)

* 4. How many people work in your organization (total # of employees)?

- Less than 10
- 11-25
- 26-50
- 51-75
- 76-100
- More than 100 employees

* 5. How many Behavioral Health Professionals are (Licensed & Credentialed) to work in your organization?

- Less than 10
- 11-25
- 26-50
- 51-75
- 76-100
- More than 100 employees

* 6. How many years has the organization been in business/practice?

- Less than 4
- 5 -10
- 11 -15
- 16 or more

* 7. What portion of your managed care volume is represented by DWMHA?

- Under 10%
- 11-25%
- 26-50%
- 51 – 75%
- 76 -100%

* 13. How many DWMHA consumers does your organization serve?

0-250

1,001-3,000

251-500

More than 3,001

501-1000

* 14. What is your preferred method of receiving communications from DWMHA?

Mail

Online Portal

Telephone

Email

Fax

In-person from your Managed Care Operations Contract, Program or Clinical Manager



CLAIMS

Please rate DWMHA in the following service area when compared to your experience with the other insurers/payors you work with.

* 15. Consistency of reimbursement fees with your contract rates.

- | | |
|--|--|
| <input type="radio"/> Well Above Average | <input type="radio"/> Somewhat Below Average |
| <input type="radio"/> Somewhat Above Average | <input type="radio"/> Below Average |
| <input type="radio"/> Average | <input type="radio"/> Not Applicable/ Does Not Apply |

* 16. Accuracy of claims processing.

- | | |
|--|--|
| <input type="radio"/> Well Above Average | <input type="radio"/> Somewhat Below Average |
| <input type="radio"/> Somewhat Above Average | <input type="radio"/> Below Average |
| <input type="radio"/> Average | <input type="radio"/> Not Applicable/ Does Not Apply |

* 17. Timeliness of claims processing.

- | | |
|--|--|
| <input type="radio"/> Well Above Average | <input type="radio"/> Somewhat Below Average |
| <input type="radio"/> Somewhat Above Average | <input type="radio"/> Below Average |
| <input type="radio"/> Average | <input type="radio"/> Not Applicable/ Does Not Apply |

* 18. Resolution of claims payment issues or disputes.

- | | |
|--|--|
| <input type="radio"/> Well Above Average | <input type="radio"/> Somewhat Below Average |
| <input type="radio"/> Somewhat Above Average | <input type="radio"/> Below Average |
| <input type="radio"/> Average | <input type="radio"/> Not Applicable/ Does Not Apply |

* 19. Please rate the quality of DWMHA's payment model compared to other insurers/payors you work with.

- | | |
|--|---|
| <input type="radio"/> Well Above Average | <input type="radio"/> Somewhat Below Average |
| <input type="radio"/> Somewhat Above Average | <input type="radio"/> Below Average |
| <input type="radio"/> Average | <input type="radio"/> Not Applicable/Does Not Apply |



UTILIZATION MANAGEMENT

* 20. How satisfied are you with the ease of obtaining DMWHA's initial authorizations through agencies, COPE, Substance Use Disorder, Autism Spectrum Disorder, and/or MI Health Link?

- | | |
|---|---|
| <input type="radio"/> Completely Satisfied | <input type="radio"/> Somewhat Dissatisfied |
| <input type="radio"/> Somewhat Satisfied | <input type="radio"/> Completely Dissatisfied |
| <input type="radio"/> Neither Dissatisfied or Satisfied | <input type="radio"/> Not Applicable / Does Not Apply |

* 21. How satisfied are you with the ease of obtaining DMWHA's reauthorizations through MCPNs, COPE, SUD, Autism Spectrum Disorder, and/or MI Health Link?

- | | |
|---|---|
| <input type="radio"/> Completely Satisfied | <input type="radio"/> Somewhat Dissatisfied |
| <input type="radio"/> Somewhat Satisfied | <input type="radio"/> Completely Dissatisfied |
| <input type="radio"/> Neither Dissatisfied or Satisfied | <input type="radio"/> Not Applicable / Does Not Apply |

* 22. How satisfied are you with the consistency of application of Medical Necessity criteria for determination of appropriate level of care?

- | | |
|---|---|
| <input type="radio"/> Completely Satisfied | <input type="radio"/> Somewhat Dissatisfied |
| <input type="radio"/> Somewhat Satisfied | <input type="radio"/> Completely Dissatisfied |
| <input type="radio"/> Neither Dissatisfied or Satisfied | <input type="radio"/> Not Applicable / Does Not Apply |

* 23. How satisfied are you with the ease of placement in the suitable setting necessary for reduction or stabilization of symptoms/disability and improvement/ stabilization of level of functioning?

- | | |
|---|---|
| <input type="radio"/> Completely Satisfied | <input type="radio"/> Somewhat Dissatisfied |
| <input type="radio"/> Somewhat Satisfied | <input type="radio"/> Completely Dissatisfied |
| <input type="radio"/> Neither Dissatisfied or Satisfied | <input type="radio"/> Not Applicable / Does Not Apply |

* 24. How satisfied are you with the Provider appeal process for denials?

Completely Satisfied

Somewhat Dissatisfied

Somewhat Satisfied

Completely Dissatisfied

Neither Dissatisfied or Satisfied

Not Applicable / Does Not Apply

* 25. How satisfied are you with MH-WIN Authorization functions?

Completely Satisfied

Somewhat Dissatisfied

Somewhat Satisfied

Completely Dissatisfied

Neither Dissatisfied or Satisfied

Not Applicable / Does Not Apply



UTILIZATION AND QUALITY IMPROVEMENT

Please rate DWMHA in the following service areas when compared to your experience with other insurers/payors you work with:

* 26. Access to knowledgeable DWMHA Utilization Management staff.

- | | |
|--|--|
| <input type="radio"/> Well Above Average | <input type="radio"/> Somewhat Below Average |
| <input type="radio"/> Somewhat Above Average | <input type="radio"/> Below Average |
| <input type="radio"/> Average | <input type="radio"/> Not Applicable/ Does Not Apply |

* 27. Procedures for obtaining pre-certification/referral/authorization information.

- | | |
|--|--|
| <input type="radio"/> Well Above Average | <input type="radio"/> Somewhat Below Average |
| <input type="radio"/> Somewhat Above Average | <input type="radio"/> Below Average |
| <input type="radio"/> Average | <input type="radio"/> Not Applicable/ Does Not Apply |

* 28. Timeliness of obtaining pre-certification/referral/authorization information.

- | | |
|--|--|
| <input type="radio"/> Well Above Average | <input type="radio"/> Somewhat Below Average |
| <input type="radio"/> Somewhat Above Average | <input type="radio"/> Below Average |
| <input type="radio"/> Average | <input type="radio"/> Not Applicable/ Does Not Apply |

* 29. DWMHA's facilitation/support of appropriate clinical care for patients.

- | | |
|--|--|
| <input type="radio"/> Well Above Average | <input type="radio"/> Somewhat Below Average |
| <input type="radio"/> Somewhat Above Average | <input type="radio"/> Below Average |
| <input type="radio"/> Average | <input type="radio"/> Not Applicable/ Does Not Apply |

* 30. Access to Case/Care Managers from DWMHA.

- | | |
|--|--|
| <input type="radio"/> Well Above Average | <input type="radio"/> Somewhat Below Average |
| <input type="radio"/> Somewhat Above Average | <input type="radio"/> Below Average |
| <input type="radio"/> Average | <input type="radio"/> Not Applicable/ Does Not Apply |

* 31. Degree to which DWMHA covers and encourages preventive care and wellness.

- | | |
|--|--|
| <input type="radio"/> Well Above Average | <input type="radio"/> Somewhat Below Average |
| <input type="radio"/> Somewhat Above Average | <input type="radio"/> Below Average |
| <input type="radio"/> Average | <input type="radio"/> Not Applicable/ Does Not Apply |

* 32. Access to knowledgeable DWMHA Quality Improvement staff.

- | | |
|--|--|
| <input type="radio"/> Well Above Average | <input type="radio"/> Somewhat Below Average |
| <input type="radio"/> Somewhat Above Average | <input type="radio"/> Below Average |
| <input type="radio"/> Average | <input type="radio"/> Not Applicable/ Does Not Apply |



NETWORK/COORDINATION OF CARE/INTEGRATED HEALTH

Please rate DWMHA in the following service areas when compared to your experience with other insurers/payors you work with.

* 33. The number of specialists in DWMHA's provider network.

- Well Above Average
- Somewhat Above Average
- Average
- Somewhat Below Average
- Below Average
- Not Applicable/ Does Not Apply

* 34. The quality of specialists in DWMHA's provider network.

- Well Above Average
- Somewhat Above Average
- Average
- Somewhat Below Average
- Below Average
- Not Applicable/ Does Not Apply

* 35. The timeliness of feedback/reports from specialists in DWMHA's provider network.

- Well Above Average
- Somewhat Above Average
- Average
- Somewhat Below Average
- Below Average
- Not Applicable/ Does Not Apply

* 36. How satisfied are you with the information you receive on the course of treatment between Mental Health Care Provider and SUD Providers on an ongoing basis (at least once a month)?

- Completely Satisfied
- Somewhat Satisfied
- Neither Dissatisfied or Satisfied
- Somewhat Dissatisfied
- Completely Dissatisfied
- Not Applicable / Does Not Apply

* 37. How satisfied are you with the information you receive on the course of treatment between the Psychiatrist and SUD Providers on an ongoing basis (at least once a month)?

- | | |
|---|---|
| <input type="radio"/> Completely Satisfied | <input type="radio"/> Somewhat Dissatisfied |
| <input type="radio"/> Somewhat Satisfied | <input type="radio"/> Completely Dissatisfied |
| <input type="radio"/> Neither Dissatisfied or Satisfied | <input type="radio"/> Not Applicable / Does Not Apply |

* 38. How satisfied are you with the information you receive on the course of treatment between Supports Coordinator and Direct Care Worker on an ongoing basis (at least once a month)?

- | | |
|---|---|
| <input type="radio"/> Completely Satisfied | <input type="radio"/> Somewhat Dissatisfied |
| <input type="radio"/> Somewhat Satisfied | <input type="radio"/> Completely Dissatisfied |
| <input type="radio"/> Neither Dissatisfied or Satisfied | <input type="radio"/> Not Applicable / Does Not Apply |

* 39. In your specific role, how satisfied are you with the communication related to treatment, services, and supports among all Health Care Practitioners, Psychiatrist, and Support Personnel* within your system? (*Definition of Support Personnel: Direct Care Workers, Coaches or Peer Support Specialists)

- | | |
|---|---|
| <input type="radio"/> Completely Satisfied | <input type="radio"/> Somewhat Dissatisfied |
| <input type="radio"/> Somewhat Satisfied | <input type="radio"/> Completely Dissatisfied |
| <input type="radio"/> Neither Dissatisfied or Satisfied | <input type="radio"/> Not Applicable / Does Not Apply |



PHARMACY

These questions ask about DWMHA's formulary. Please rate DWMHA in the following service areas when compared to your experience with other insurers/payors you work with.

* 40. Consistency of the formulary over time.

- | | |
|--|--|
| <input type="radio"/> Well Above Average | <input type="radio"/> Somewhat Below Average |
| <input type="radio"/> Somewhat Above Average | <input type="radio"/> Below Average |
| <input type="radio"/> Average | <input type="radio"/> Not Applicable/ Does Not Apply |

* 41. Extent to which formulary reflects current standards of care.

- | | |
|--|--|
| <input type="radio"/> Well Above Average | <input type="radio"/> Somewhat Below Average |
| <input type="radio"/> Somewhat Above Average | <input type="radio"/> Below Average |
| <input type="radio"/> Average | <input type="radio"/> Not Applicable/ Does Not Apply |

* 42. Variety of branded medications on the formulary.

- | | |
|--|--|
| <input type="radio"/> Well Above Average | <input type="radio"/> Somewhat Below Average |
| <input type="radio"/> Somewhat Above Average | <input type="radio"/> Below Average |
| <input type="radio"/> Average | <input type="radio"/> Not Applicable/ Does Not Apply |

* 43. Ease of prescribing your preferred medications within formulary guidelines.

- | | |
|--|--|
| <input type="radio"/> Well Above Average | <input type="radio"/> Somewhat Below Average |
| <input type="radio"/> Somewhat Above Average | <input type="radio"/> Below Average |
| <input type="radio"/> Average | <input type="radio"/> Not Applicable/ Does Not Apply |

* 44. Availability of comparable medications to substitute those not included in the formulary.

- | | |
|--|--|
| <input type="radio"/> Well Above Average | <input type="radio"/> Somewhat Below Average |
| <input type="radio"/> Somewhat Above Average | <input type="radio"/> Below Average |
| <input type="radio"/> Average | <input type="radio"/> Not Applicable/ Does Not Apply |



DWMHA CUSTOMER SERVICE & ACCESS CENTER

Please rate DWMHA in the following service areas when compared to your experience with other insurers/payors you work with.

* 45. Ease of reaching DWMHA Customer Service staff over the phone.

- Well Above Average
- Somewhat Above Average
- Average
- Somewhat Below Average
- Below Average
- Not Applicable/ Does Not Apply

* 46. Process of obtaining member information from DWMHA's Access Center (eligibility, benefit coverage, special programs).

- Well Above Average
- Somewhat Above Average
- Average
- Somewhat Below Average
- Below Average
- Not Applicable/ Does Not Apply

* 47. Helpfulness of DWMHA Access Center staff in obtaining referrals for individuals in your care.

- Well Above Average
- Somewhat Above Average
- Average
- Somewhat Below Average
- Below Average
- Not Applicable/ Does Not Apply

* 48. Overall satisfaction with DWMHA Access Center.

- Well Above Average
- Somewhat Above Average
- Average
- Somewhat Below Average
- Below Average
- Not Applicable/ Does Not Apply

* 49. Overall satisfaction with Community Outreach of Psychiatric Emergencies (COPE).

- Well Above Average
- Somewhat Above Average
- Average
- Somewhat Below Average
- Below Average
- Not Applicable/ Does Not Apply

* 50. Overall satisfaction with Protocall.

Well Above Average

Somewhat Above Average

Average

Somewhat Below Average

Below Average

Not Applicable/ Does Not Apply



PROVIDER RELATIONS/MANAGED CARE OPERATIONS (MCO)

Please rate DWMHA in the following service areas when compared to your experience with other insurers/payors you work with.

* 51. Contract Manager’s ability to answer questions and resolve problems.

- | | |
|--|--|
| <input type="radio"/> Well Above Average | <input type="radio"/> Somewhat Below Average |
| <input type="radio"/> Somewhat Above Average | <input type="radio"/> Below Average |
| <input type="radio"/> Average | <input type="radio"/> Not Applicable/ Does Not Apply |

* 52. Quality of provider orientation process.

- | | |
|--|--|
| <input type="radio"/> Well Above Average | <input type="radio"/> Somewhat Below Average |
| <input type="radio"/> Somewhat Above Average | <input type="radio"/> Below Average |
| <input type="radio"/> Average | <input type="radio"/> Not Applicable/ Does Not Apply |

* 53. Quality of written communications, policy bulletins, and manuals.

- | | |
|--|--|
| <input type="radio"/> Well Above Average | <input type="radio"/> Somewhat Below Average |
| <input type="radio"/> Somewhat Above Average | <input type="radio"/> Below Average |
| <input type="radio"/> Average | <input type="radio"/> Not Applicable/ Does Not Apply |

* 54. How would you rate your overall experience with your contract manager?

- | | |
|--|---|
| <input type="radio"/> Well Above Average | <input type="radio"/> Somewhat Below Average |
| <input type="radio"/> Somewhat Average | <input type="radio"/> Below Average |
| <input type="radio"/> Average | <input type="radio"/> Not Applicable / Does Not Apply |

* 55. How satisfied are you with receiving technical assistance on contractual matters?

- | | |
|---|---|
| <input type="radio"/> Completely Satisfied | <input type="radio"/> Somewhat Dissatisfied |
| <input type="radio"/> Somewhat Satisfied | <input type="radio"/> Completely Dissatisfied |
| <input type="radio"/> Neither Dissatisfied or Satisfied | <input type="radio"/> Not Applicable / Does Not Apply |

* 56. How would you rate your experience in receiving timely information on DWMHA program updates, contractual changes and processes, etc.?

- | | |
|--|---|
| <input type="radio"/> Well Above Average | <input type="radio"/> Somewhat Below Average |
| <input type="radio"/> Somewhat Average | <input type="radio"/> Below Average |
| <input type="radio"/> Average | <input type="radio"/> Not Applicable / Does Not Apply |

* 57. How would you rate your satisfaction regarding the format and content for quarterly reporting requirements (*This question could be N/A for some Direct Contract Providers*)

- | | |
|---|---|
| <input type="radio"/> Completely Satisfied | <input type="radio"/> Somewhat Dissatisfied |
| <input type="radio"/> Somewhat Satisfied | <input type="radio"/> Completely Dissatisfied |
| <input type="radio"/> Neither Dissatisfied or Satisfied | <input type="radio"/> Not Applicable / Does Not Apply |

* 58. Please rate your satisfaction with DWMHA's credentialing processes compared to other insurers/payors you work with.

- | | |
|--|---|
| <input type="radio"/> Well Above Average | <input type="radio"/> Somewhat Below Average |
| <input type="radio"/> Somewhat Above Average | <input type="radio"/> Below Average |
| <input type="radio"/> Average | <input type="radio"/> Not Applicable/Does Not Apply |



CHILDREN'S SERVICES

* 59. How would you rate your overall experience with the coordination of the Children's System of Care through the Children's Initiatives Staff at DWMHA?

- Completely Satisfied
- Somewhat Satisfied
- Neither Dissatisfied or Satisfied
- Somewhat Dissatisfied
- Completely Dissatisfied
- Not Applicable / Does Not Apply

* 60. How would you rate your experience with the Children's Practice Standards with adopting and establishing guidelines for children's services?

- Completely Satisfied
- Somewhat Satisfied
- Neither Dissatisfied or Satisfied
- Somewhat Dissatisfied
- Completely Dissatisfied
- Not Applicable / Does Not Apply

* 61. How would you rate your experience in communicating with the Children's Initiative staff and ease of accessibility?

- Completely Satisfied
- Somewhat Satisfied
- Neither Dissatisfied or Satisfied
- Somewhat Dissatisfied
- Completely Dissatisfied
- Not Applicable/Does Not Apply

* 62. How would you rate your experience with Children's Initiatives ensuring parent and youth voice/involvement within the Children's System of Care?

- Completely Satisfied
- Somewhat Satisfied
- Neither Dissatisfied or Satisfied
- Somewhat Dissatisfied
- Completely Dissatisfied
- Not Applicable / Does Not Apply

* 63. How would you rate your overall experience with the coordination of the Children's System of Care through the Children's Initiatives Staff at DWMHA?

Completely Satisfied

Somewhat Dissatisfied

Somewhat Satisfied

Completely Dissatisfied

Neither Dissatisfied or Satisfied

Not Applicable / Does Not Apply



DWMHA COMPARISON & RATING

* 64. How would you rate DWMHA compared to all other PIHPs/CMHSPs, health plans, insurers/payors with which you contract?

- Well Above Average
- Somewhat Above Average
- Average
- Somewhat Below Average
- Below Average
- Not Applicable/Does Not Apply

* 65. What is your overall satisfaction with DWMHA?

- Completely Satisfied
- Somewhat Satisfied
- Neither Dissatisfied or Satisfied
- Somewhat Dissatisfied
- Completely Dissatisfied
- Not Applicable/Does Not Apply

* 66. How satisfied are you with DWMHA's communication of actions, policies, concerns, and other notices to you and your organization?

- Completely Satisfied
- Somewhat Satisfied
- Neither Dissatisfied or Satisfied
- Somewhat Dissatisfied
- Completely Dissatisfied
- Not Applicable/Does Not Apply



OVERALL SATISFACTION

* 67. How would you rate your organization’s overall satisfaction with DWMHA?

- Completely Satisfied
- Somewhat Satisfied
- Neither Dissatisfied or Satisfied
- Somewhat Dissatisfied
- Completely Dissatisfied
- Not Applicable / Does Not Apply

* 68. Specific to the MI Health Link Program, please rate your overall satisfaction with Aetna.

- Completely Satisfied
- Somewhat Satisfied
- Neither Dissatisfied or Satisfied
- Somewhat Dissatisfied
- Completely Dissatisfied
- Not Applicable / Does Not Apply

* 69. Specific to the MI Health Link Program, please rate your overall satisfaction with AmeriHealth.

- Completely Satisfied
- Somewhat Satisfied
- Neither Dissatisfied or Satisfied
- Somewhat Dissatisfied
- Completely Dissatisfied
- Not Applicable / Does Not Apply

* 70. Specific to the MI Health Link Program, please rate your overall satisfaction with HAP Midwest.

- Completely Satisfied
- Somewhat Satisfied
- Neither Dissatisfied or Satisfied
- Somewhat Dissatisfied
- Completely Dissatisfied
- Not Applicable / Does Not Apply

* 71. Specific to the MI Health Link Program, please rate your overall satisfaction with Michigan Complete Health *formerly Fidelis*.

- Completely Satisfied
- Somewhat Satisfied
- Neither Dissatisfied or Satisfied
- Somewhat Dissatisfied
- Completely Dissatisfied
- Not Applicable / Does Not Apply

* 72. Specific to the MI Health Link Program, please rate your overall satisfaction with Molina.

- | | |
|---|---|
| <input type="radio"/> Completely Satisfied | <input type="radio"/> Somewhat Dissatisfied |
| <input type="radio"/> Somewhat Satisfied | <input type="radio"/> Completely Dissatisfied |
| <input type="radio"/> Neither Dissatisfied or Satisfied | <input type="radio"/> Not Applicable / Does Not Apply |

* 73. DWMHA makes every effort to honor its commitments.

- | | |
|--|---|
| <input type="radio"/> Strongly Agree | <input type="radio"/> Disagree |
| <input type="radio"/> Agree | <input type="radio"/> Strongly Disagree |
| <input type="radio"/> Neither Agree nor Disagree | |

* 74. DWMHA is accurate and honest in representing itself and its intentions.

- | | |
|--|---|
| <input type="radio"/> Strongly Agree | <input type="radio"/> Disagree |
| <input type="radio"/> Agree | <input type="radio"/> Strongly Disagree |
| <input type="radio"/> Neither Agree nor Disagree | |

* 75. DWMHA balances its interests with provider interests and doesn't take advantage of providers.

- | | |
|--|---|
| <input type="radio"/> Strongly Agree | <input type="radio"/> Disagree |
| <input type="radio"/> Agree | <input type="radio"/> Strongly Disagree |
| <input type="radio"/> Neither Agree nor Disagree | |

* 76. Please rate the quality of DWMHA's online information/education resources compared to your experience with other insurers/payors you work with.

- | | |
|--|---|
| <input type="radio"/> Well Above Average | <input type="radio"/> Somewhat Below Average |
| <input type="radio"/> Somewhat Above Average | <input type="radio"/> Below Average |
| <input type="radio"/> Average | <input type="radio"/> Not Applicable/Does Not Apply |

* 77. Please rate the quality of DWMHA's online functionality and provider transaction capabilities compared to your experience with other insurers/payors you work with.

- | | |
|--|---|
| <input type="radio"/> Well Above Average | <input type="radio"/> Somewhat Below Average |
| <input type="radio"/> Somewhat Above Average | <input type="radio"/> Below Average |
| <input type="radio"/> Average | <input type="radio"/> Not Applicable/Does Not Apply |

78. What can DWMHA do to improve its service to your organization?