



**BlueCross BlueShield  
of Texas**

# REMINDER: Medicaid Providers Satisfaction Survey

## Act now:

Blue Cross and Blue Shield of Texas (BCBSTX) is conducting a provider satisfaction survey for our physicians and staff serving our members. The completion of the survey is important to help us understand how BCBSTX impacts your office and practice daily. Receipt of your completed survey will result in a drawing to win a \$500 VISA gift card.

## Who is conducting the survey?

SPH Analytics is an independent research firm that is helping us conduct the survey. If you have questions you may contact them toll-free 1-800-588-1659.

## Get started now

### Online:

Providers can access and complete the survey at [www.sphsurvey.com](http://www.sphsurvey.com). You will need to enter the following username and password.

Username: <<Username>>

Password: <<Password>>

### By Mail:

Complete and send back the satisfaction survey in the SPH Analytics enclosed postage-paid envelope that you received in the mail.

## Timeframe to complete?


The satisfaction survey should take **approximately 5-7 minutes** to complete.

## Why it is important?

This survey will assist us to help direct administrative and operational changes to our health plan and where improvements needed.

## Have questions?

You can contact our BCBSTX Medicaid provider call center at 1-877-560-8055 or contact your BCBSTX Medicaid Provider Network Representative at 1-855-212-1615.

 By clicking this link, you will go to a new website/app ("site"). This new site may be offered by a vendor or an independent third party. The site may also contain non-Medicare related information. In addition, some sites may require you to agree to their terms of use and privacy policy.

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