


No. UM-007	Member and Provider Satisfaction Survey	
Effective Date: 12/14/2016	POLICY AND PROCEDURE	
Previous Versions: see revision history on last page		
DMHC TAG: Utilization Management NCQA QI Standard 4		

MEMBER AND PROVIDER SATISFACTION SURVEY POLICY

Canopy Health evaluates member and provider satisfaction with the utilization management processes at least annually. The UM Committee reviews results of this evaluation, and then addresses areas of dissatisfaction, institutes interventions, and evaluates results of interventions.

Evaluation methods may include but are not be limited to the following:

- Member and practitioner satisfaction surveys
- Member and practitioner complaints and grievances

Revision History:

Version Date	Edited By	Reason for Change
1/29/16	M. Stevens	Creation date
7/27/16	M. Durbin	Separated sections of Exhibit J-9 pertaining to member and provider/practitioner satisfaction into a single, standalone policy.