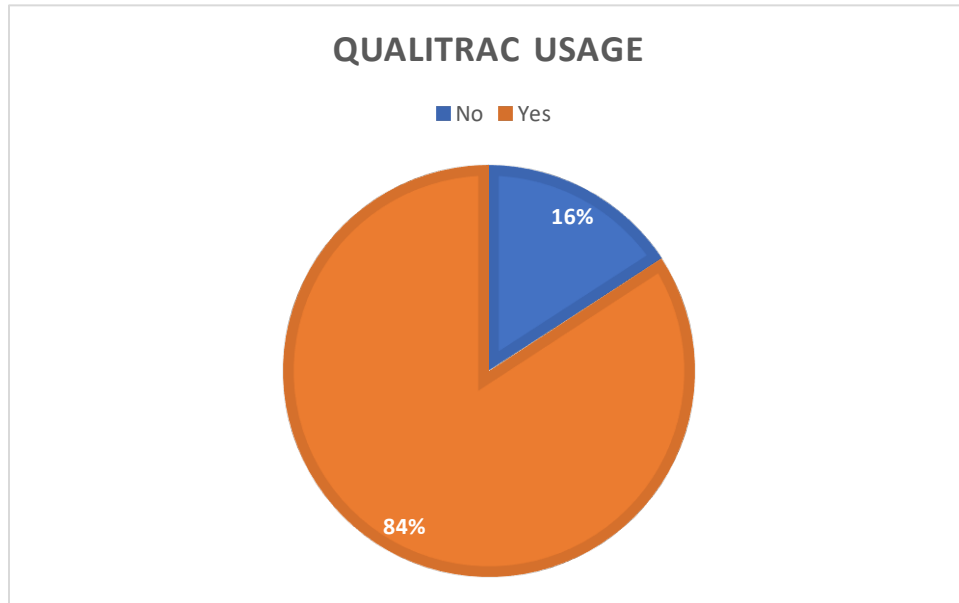
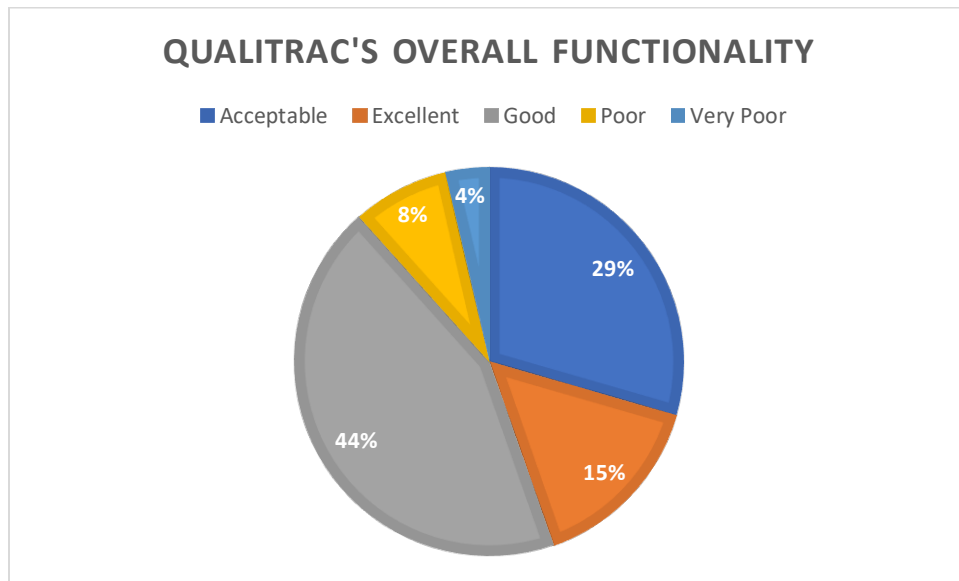


Annual Provider Survey Results

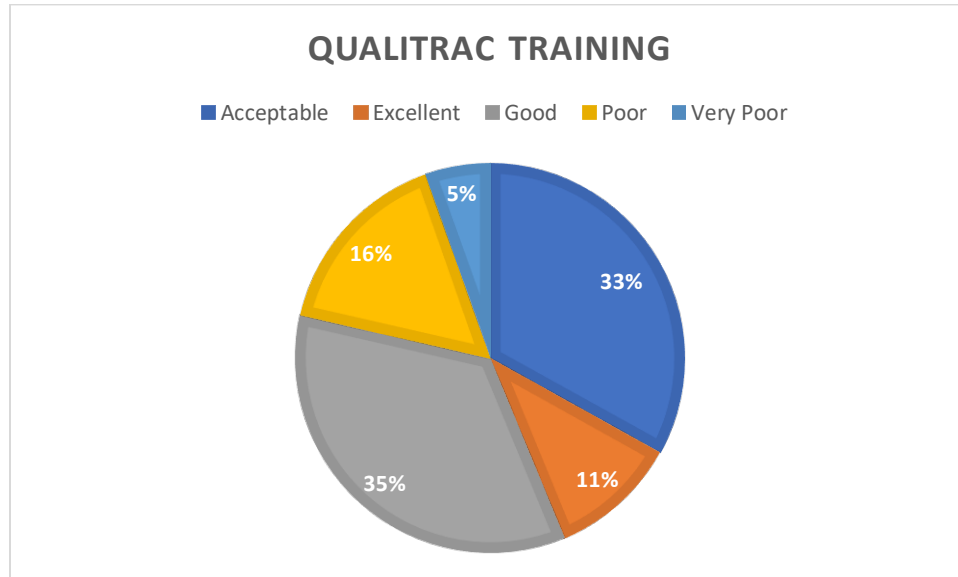
1. Do you use the Qualitrac System for submitting prior authorization requests?



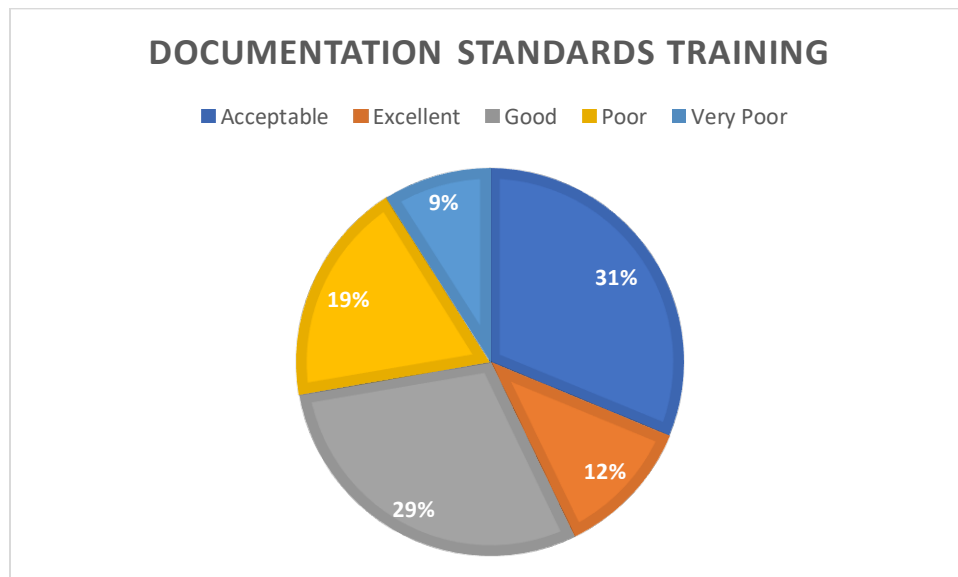
2. How do you rate Qualitrac's overall functionality?



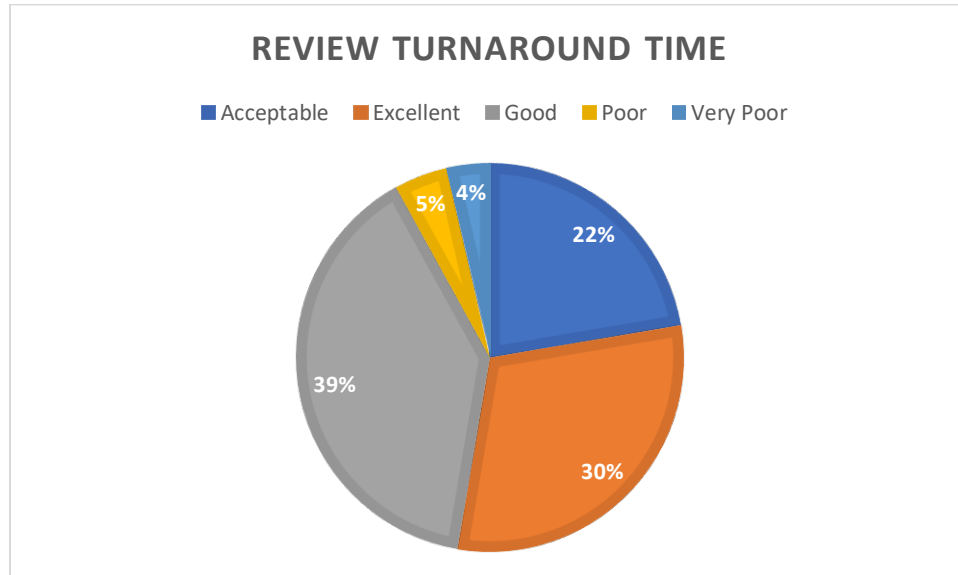
3. How do you rate the provider training you received to navigate Qualitrac?



4. How do you rate the training you received about what documentation is necessary for prior authorization?



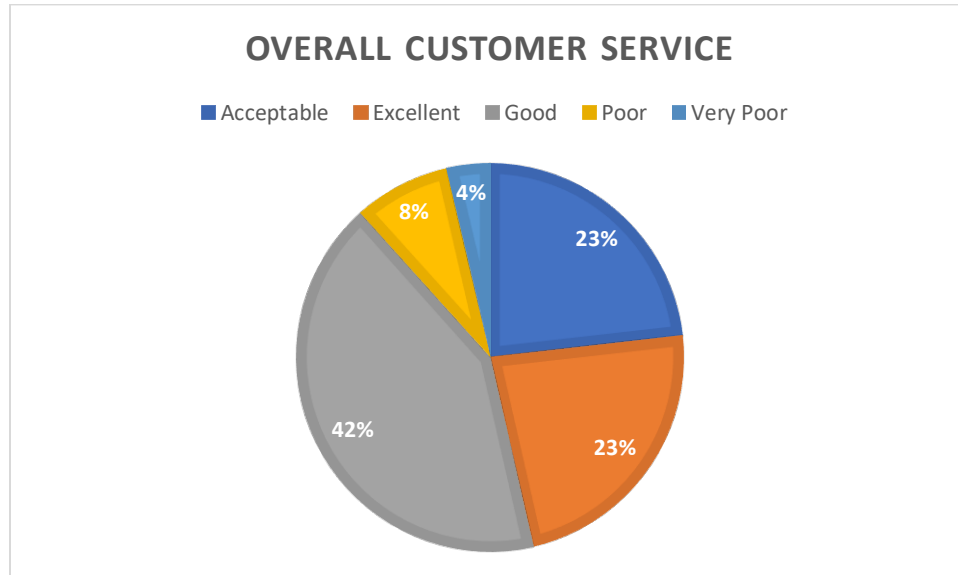
5. How do you rate the turnaround time for review decisions?



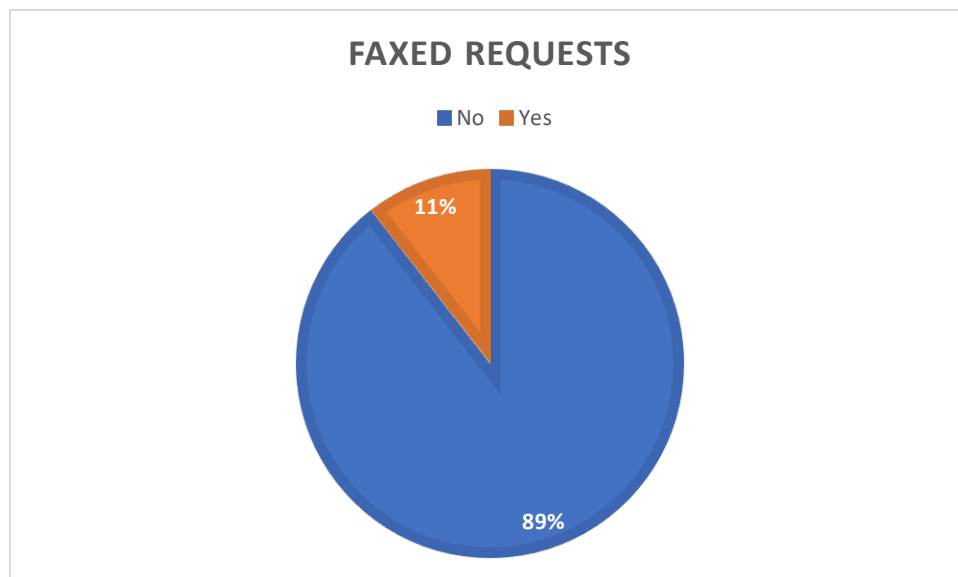
6. How do you rate Telligen staff clinical expertise?



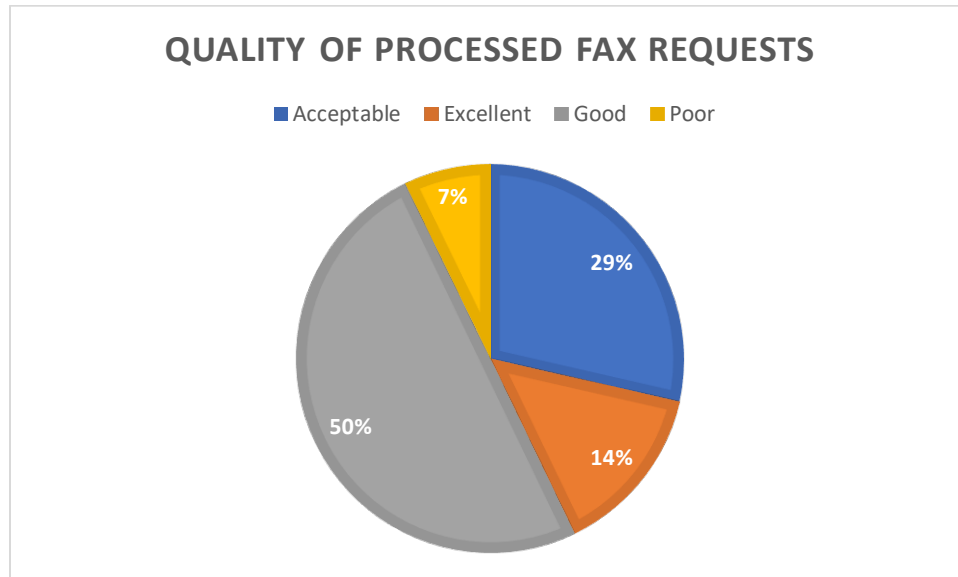
7. How do you rate Telligen's overall customer service?



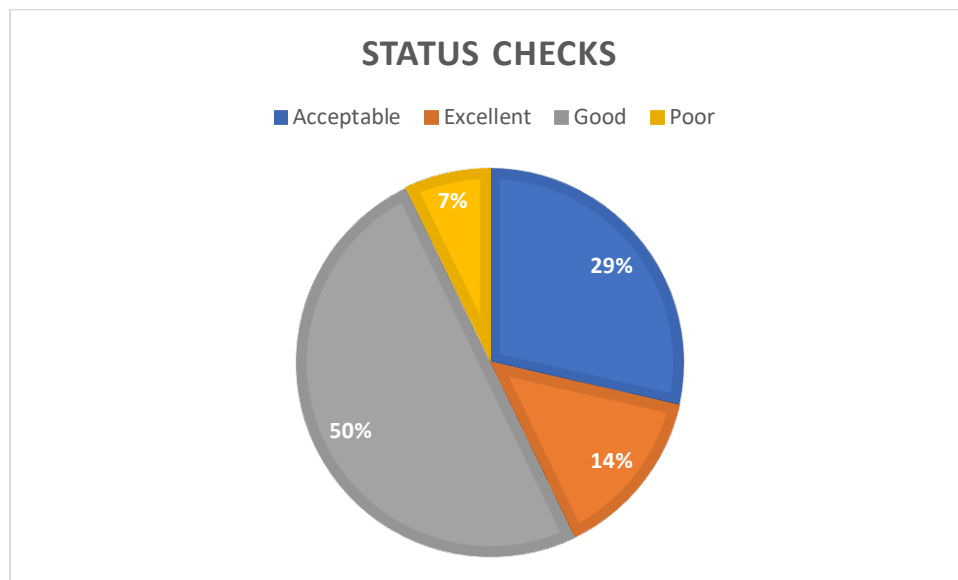
8. Do you fax in prior authorization requests? *(faxing should only be utilized for requests that are not supported by the Qualitrac Portal, or during your organization's portal registration period)*



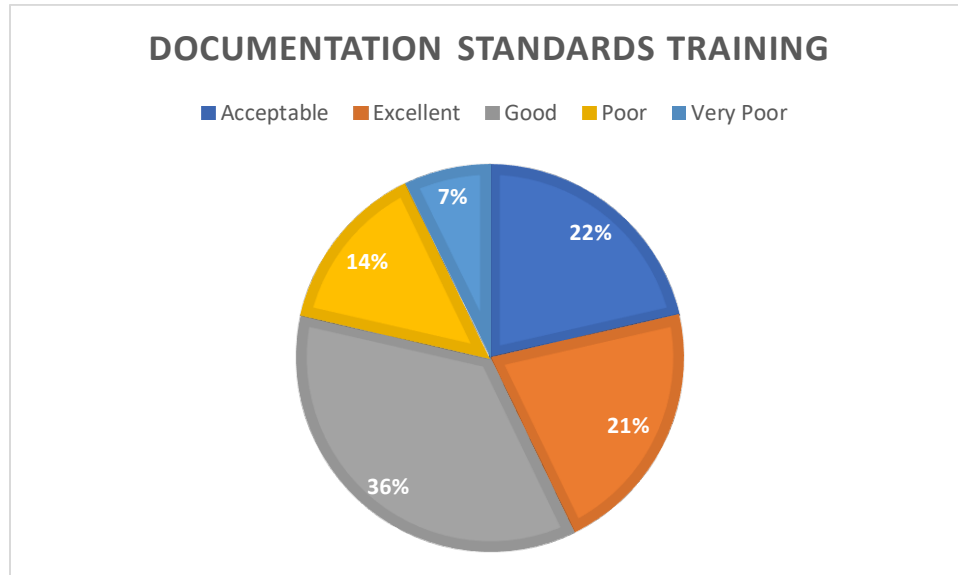
9. How do you rate the service of staff that processes your requests?



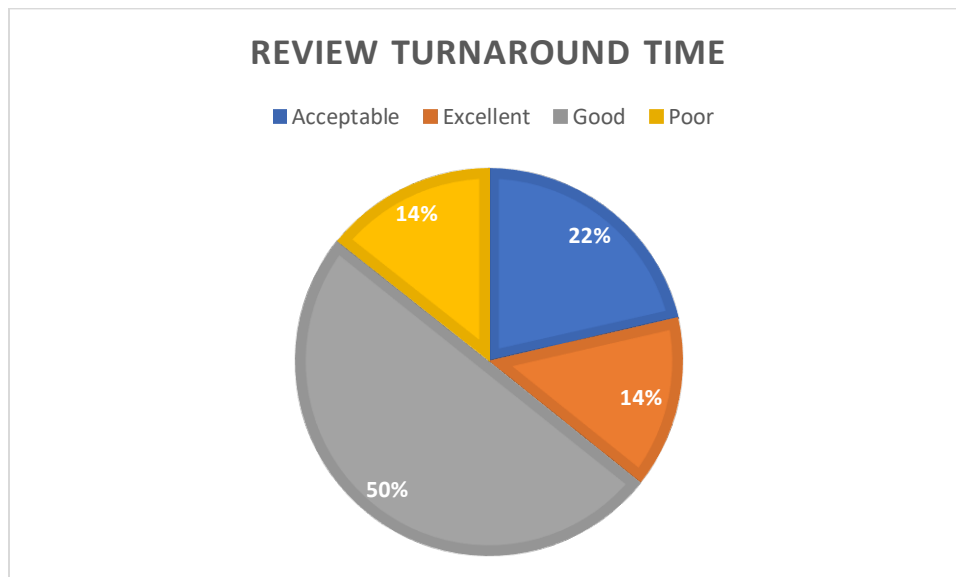
10. How do you rate the process for status review checks?



11. How do you rate the training you received about what documentation is necessary for prior authorization?



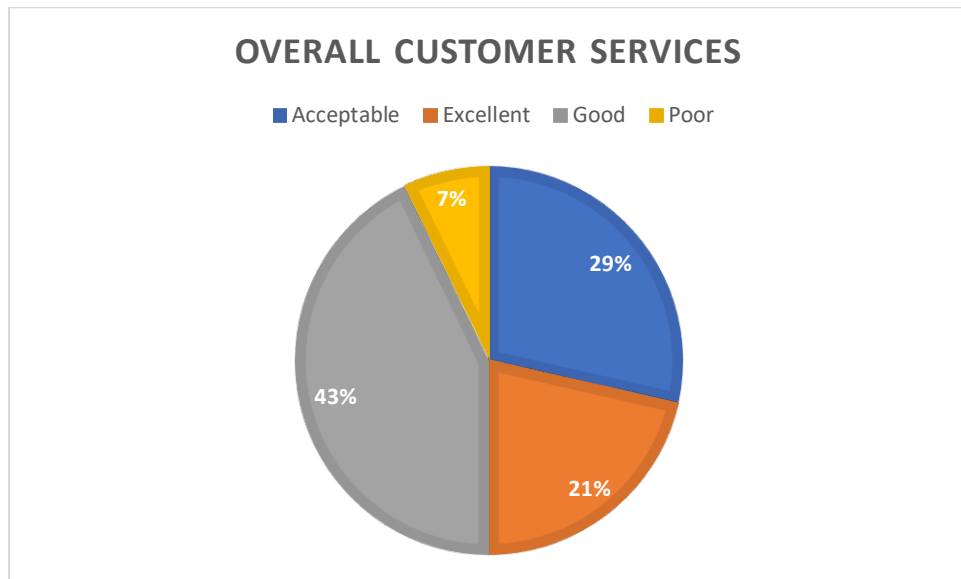
12. How do you rate the turnaround time for review decisions?



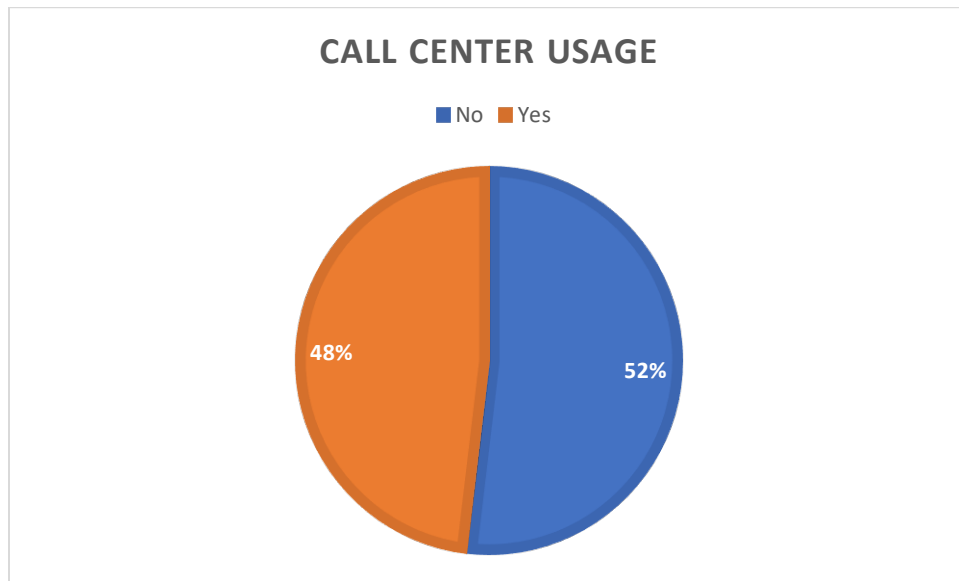
13. How do you rate Telligen staff clinical expertise?



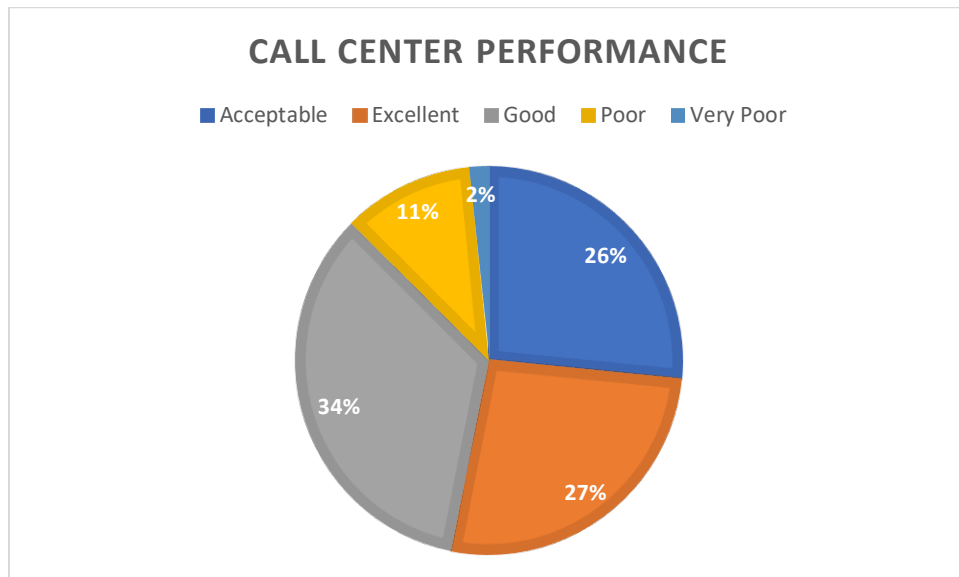
14. How do you rate Telligen's overall customer service?



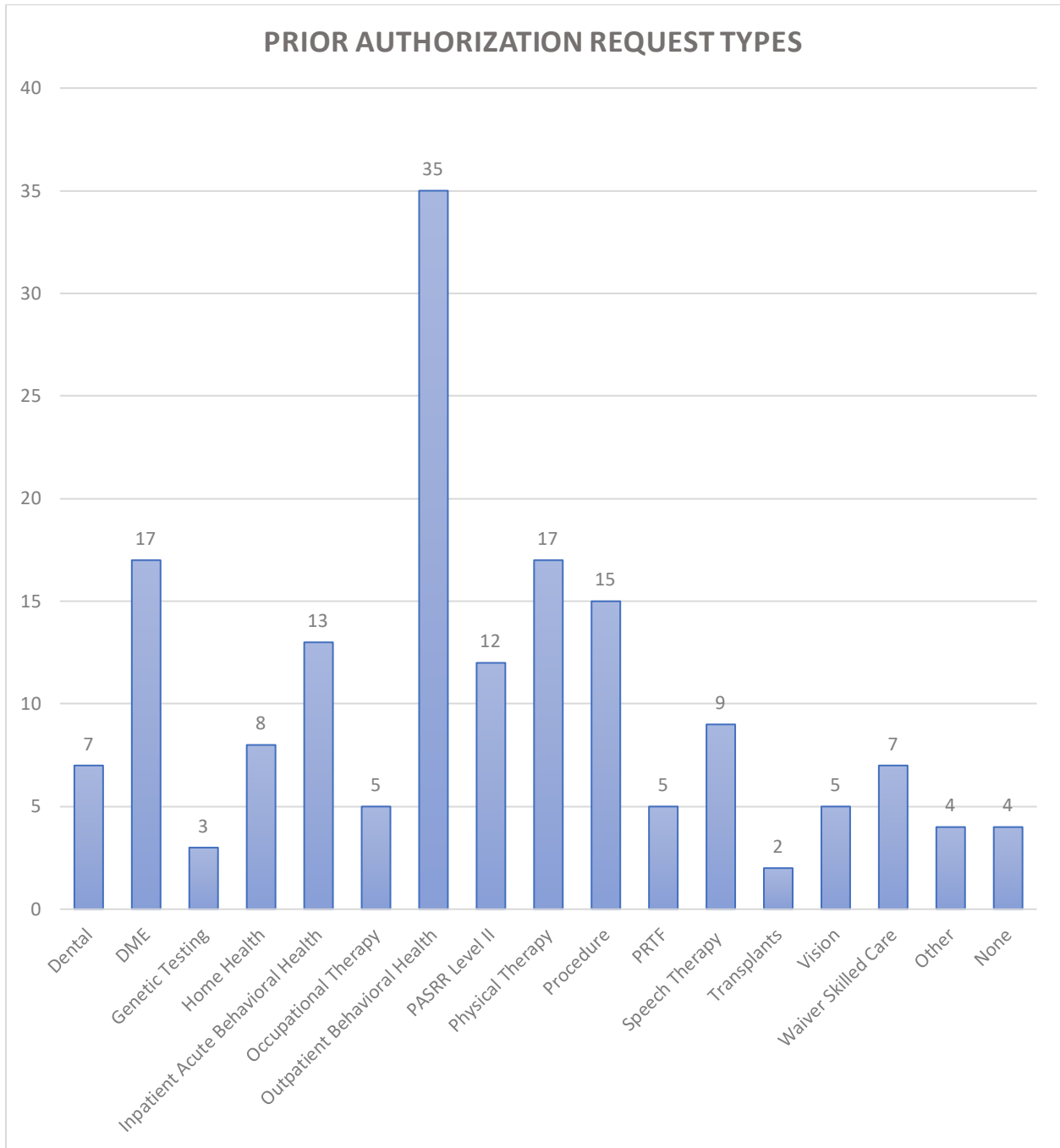
15. Do you interact with Telligen's Call Center?



16. How do you rate Telligen's Call Center Performance?



17. What type of prior authorization requests do you submit? (please check all that apply)



18. What type of organization do you work for? (please check all that apply)

