

Provider Communication

Subject Line: Magellan Needs Your Input – Help Us Improve CSoC in Just 10 Minutes!

Your feedback is essential to help us better serve you and your practice. We're excited to announce that the **2024 Provider Satisfaction Survey** launched on **September 10!** Keep an eye out for an email from **Magellan Healthcare** (satissurveyqa@magellanhealth.com)—it'll only take **10 minutes** of your time, and your input will drive meaningful improvements.

Why Your Participation Matters:

Your input directly influences how we address challenges and enhance our services. Based on last year's survey, we've made several key improvements:

- **Internal Authorization Process Improvements:**
We've streamlined our systems and processes to improve authorization timeliness, address workflow disruptions caused by the TruCare platform transition, and enhance staff training.
- **Improved Submission Timeliness:**
Magellan has worked closely with Wraparound Agencies (WAAs) to tackle delays in submitting Plans of Care (POCs). To encourage timely submissions, we implemented incentives designed to improve performance and reduce late submissions. Additionally, over the past two years, we've been working to configure and implement a new Electronic Health Record (EHR) system explicitly tailored for CSoC assessments and care plans.

While technological changes are not immediate, progress is being made. In Q1 2024, 37.8% of POCs were submitted beyond the 11-business-day window, improving to 33.4% in Q2 2024. The first phase of the EHR implementation, including three forms, went live in August, with the remaining assessments launched in September. We are working closely with WAAs daily to swiftly identify and resolve any system glitches that may arise during this transition.

How to Complete the Survey:

Starting September 10, look for an email from Magellan Healthcare (<mailto:satissurveyqa@magellanhealth.com>). Completing the survey will be quick, easy, and mobile-friendly—just a few clicks!

Your participation in this year's survey will allow us to continue improving. We are committed to turning your feedback into meaningful action.

Thank you for helping us improve!

If you have any questions or need assistance with the survey, please contact your Network Management Specialist (NMS).

[Network Management Specialists | Magellan of Louisiana](#)

Important Dates:

- **Survey launch:** September 10
- **Survey reminder:** September 17
- **Follow-up for non-responders:** September 24
- **Survey closes:** October 10

This communication is posted on the Magellan of Louisiana website.

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Thank you for all you do to support the members of CSoC.

Magellan of Louisiana