

# 2026 Provider Pulse Survey Results

| Quarterly Response Rates  | Q1   | Q2  | Q3  | Q4  | Average      |
|---|------|-----|-----|-----|--------------|
| Total Providers Contacted   | 372  | 373 | 372 | 373 |              |
| Total Responses   | 117  |     |     |     |              |
| Response Rate   | 31%  | 0%  | 0%  | 0%  | <b>7.86%</b> |
| Survey Question Rates   | Q1   | Q2  | Q3  | Q4  | Average      |
| Satisfaction with accuracy and timeliness of claims processing  | 4.21 |     |     |     | <b>4.21</b>  |
| Satisfaction with timeliness for obtaining authorization for services   | 3.99 |     |     |     | <b>3.99</b>  |
| Satisfaction with process for verification of member eligibility  | 4.49 |     |     |     | <b>4.49</b>  |
| Satisfaction with navigation and content of MPC's website   | 4.05 |     |     |     | <b>4.05</b>  |
| Satisfaction with navigation and content of MPC's HIPAA compliant web portal                                    | 4.02 |     |     |     | <b>4.02</b>  |
| *Overall satisfaction with MPC as an MCO  | 4.23 |     |     |     | <b>4.23</b>  |
| Yes or no, would you recommend MPC to your patients   | 4.82 |     |     |     | <b>4.82</b>  |
| Satisfaction with prevention and wellness education materials (i.e., health literature, health materials, etc.) | 3.63 |     |     |     | <b>3.63</b>  |
| Satisfaction with quality of all communications (written, in person, and telephonic)                            | 4.19 |     |     |     | <b>4.19</b>  |
| Satisfaction with knowledge and efficiency of Provider Representatives  | 4.19 |     |     |     | <b>4.19</b>  |