2026 Provider Pulse Survey Results

Provider Pulse Survey					
2026 Telephonic Survey Results					
Quarterly Response Rates	**Q1**	**Q2**	**Q3**	**Q4**	**Average**
Total Providers Contacted	372	373	372		
Total Responses	117	92	125		
Response Rate	31%	25%	34%		
Survey Question Rates	**Q1**	**Q2**	**Q3**	**Q4**	**Average**
Satisfaction with accuracy and timeliness of claims processing	4.21	4.32	4.3		**4.28**
Satisfaction with timeliness for obtaining authorization for services	3.99	3.67	3.95		**3.87**
Satisfaction with process for verification of member eligibility	4.49	4.38	4.27		**4.38**
Satisfaction with navigation and content of MPC's website	4.05	3.9	3.94		**3.96**
Satisfaction with navigation and content of MPC's HIPAA compliant web portal	4.02	3.64	3.89		**3.85**
*Overall satisfaction with MPC as an MCO	4.23	4.41	4.29		**4.31**
Yes or no, would you recommend MPC to your patients	4.82	4.94	4.63		**4.80**
Satisfaction with prevention and wellness education materials (i.e., health literature, health materials, etc.)	3.63	3.73	3.52		**3.63**
Satisfaction with quality of all communications (written, in person, and telephonic)	4.19	4.15	4.21		**4.18**
Satisfaction with knowledge and efficiency of Provider Representatives	4.19	4.16	4.15		**4.17**