



October 18, 2011

Providers: Now Is Your Chance to Impact Plan Decisions That Affect Your Office!

Dear Office Manager,

At Passport Health Plan, we believe your experience with our partnership is the foundation of quality service to our members. We continually strive to enhance your experience with our plan and your feedback is an important component in our efforts.

This year, your feedback is more important than ever. There are multiple changes occurring to the Medicaid system throughout Kentucky. You can make a difference with just a few moments of your time.

Make Sure Your Voice Is Heard

We encourage you to complete our brief 2011 Provider Satisfaction Survey **by November 4, 2011**. To take the survey, you may:

1. Go online to this link: www.surveymonkey.com/s/PHPSatisfactionSurvey
- or-
2. Complete the enclosed one-page survey. Return by using the enclosed pre-paid envelope or faxing to (502) 585-7915.

Questions?

If you have any questions or concerns regarding this process, please contact your Provider Relations representative or the Provider Relations department at (502) 585-7943.

Thank you in advance for your participation in this important survey. We appreciate your feedback and look forward to the opportunity to serve you better.

Sincerely,

Mark B. Carter
Chief Executive Officer

Enclosure

Supporting our provider partners through communication and collaboration.

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