



November 18, 2011

RE: Member Satisfaction Bonus Discontinued from the Specialist Provider Recognition Program

Dear Specialist Provider:

Passport Health Plan (PHP) has historically rewarded specialist providers for participation in the member satisfaction measure. This year, the Plan has decided to re-evaluate the member satisfaction bonus measure.

Effective January 1, 2012, PHP will no longer offer the member satisfaction measure as a part of the Specialist Provider Recognition Program (PRP).

As always, we appreciate the services you provide to our members and your ongoing participation in our mission to improve their health and quality of life. If you have questions about this communication, please call the Provider Recognition Program representative at (502) 585-7946.

Sincerely,

Tim Doss
Vice President, Operations

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