

Provider satisfaction surveys coming soon for Medicare Advantage post-acute care and home healthcare prior authorization programs

Next week, tango and WellSky® will email provider satisfaction surveys to gauge your experience with submitting prior authorization requests for Blue Cross Blue Shield of Michigan and Blue Care Network Medicare Advantage members as follows:

- Acute care facilities and home healthcare agencies will receive provider satisfaction surveys from tango.
- Acute care facilities, skilled nursing facilities, long-term acute care facilities and inpatient rehab facilities will receive provider satisfaction surveys from WellSky.

Your feedback is valuable and will help Blue Cross, BCN, tango and WellSky to identify what we're doing well and opportunities for improvement. We thank you in advance for responding to the survey.

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Tango and WellSky are independent companies that review member healthcare services for appropriateness and medical necessity on behalf of Blue Cross Blue Shield of Michigan and Blue Care Network.