



Thank you for completing our 2023 annual provider satisfaction survey!

Clinician Satisfaction Survey Update

We take your feedback seriously; we read every comment and work to improve your experience with us based on your responses.

We are pleased to report the 2023 results with you.



Your satisfaction with Optum Behavioral Health increased 2.3 percentage points.

Results revealed a 62.6% satisfaction rating.

Key drivers of satisfaction:



Smart Technology Authorization Request

A fast, automated tool to submit prior authorization requests



Provider Service Line and Live Chat

Resolution of issues during the first call



Continual Education Free Trainings

On-demand courses are available 24/7, many with CEU credits

What does this mean?

You've indicated your experience has improved through Optum's efforts at:

- providing reliable service
- making interactions simpler
- reducing your administrative burden

You've indicated timely communications, ample notifications of changes to authorization requirements, and the Provider Express Portal ease-of-use all positively impacted our engagement score.