

## ATTAC'S PROVIDER ACCESS & AVAILABILITY SURVEYS DRIVE MEMBER SATISFACTION, IMPROVE ACCESS TO CARE AND DISCOVER DEEP PROVIDER INSIGHTS



Provider access and appointment availability surveys are a critical tool for measuring a member's ability to get access to care. However, the data most survey tools measure and report are usually very high-level. ATTAC's customizable survey tools and process help plans look beyond general access percentages to pinpoint root causes and multi-faceted targets for improvement. Our reporting guides plans with concrete steps to improve access to care, and enhance member satisfaction and retention.

### How ATTAC Helps Plans Reduce Risks and Burdens

#### Prepare for Regulatory Changes

Our surveys help plans test current readiness to meet developing regulations. The insights we provide help plans focus on key gaps and issues to address.

#### Reduce Operational Burden

ATTAC guides you through the entire process, collaborating with your plan on survey design and reporting data points.

**At ATTAC, we don't just check a box—we capture detailed information about your provider networks to reveal underlying issues and identify gaps, empowering plans to drive long-term improvements.**

#### Address Staffing Gaps

Working with our experienced team frees up your internal staff to focus on day-to-day operations.

#### Reduce Provider Abrasion

ATTAC's customized approach educates providers, gathers key data points efficiently, and minimizes contact fatigue using one comprehensive call to gather multiple insights.

# WHY WORK WITH ATTAC CONSULTING GROUP?

ATTAC's team has been working with providers for years, and we understand practice settings. As experts on network strategy and compliance, we've designed our survey tools and process based on our experience with providers.

We support health plans with medical and behavioral health appointment availability and after-hours access surveys for multiple lines of business, including commercial, Medicaid, and Medicare.

## ATTAC Consulting's Proven Survey Process

### Step 1: Assess & Design Tailored Surveys

We collaborate with your plan to assess your provider access to care requirements, understand your unique needs, and design a tailored survey process. Our surveys go beyond simple measurement: we offer solutions that support compliance and year-over-year improvements.

### Step 2: Execute with Expertise

Our team manages the entire survey process, from outreach to data collection, ensuring provider engagement. All calls to providers are conducted by real humans – no robocalls or AI.

### Step 3: Detailed Reporting & Insights

We provide comprehensive reports with actionable insights, enabling plans to make informed decisions that enhance access to care and improve member satisfaction. Our reports do more than just tell you who is compliant—you'll get clear guidance on areas for improvement.

### Step 4: Provider Education

We go beyond compliance checks, working with providers to help them understand and meet access standards, driving improvements over time.

We also offer enhanced services to ensure providers are on track with compliance.

## PROVEN SUCCESS

On average, our process leads to a 20-point improvement in access scores.

Discover how ATTAC's proven survey process can help your plan achieve compliance, improve access to care, and boost member satisfaction and retention.

