

EXHIBIT I
PIMA HEALTH SYSTEM – PROVIDER SURVEY - 2009

- (1) The PHS contracting process is efficient. Strongly Agree Agree Disagree Strongly Disagree Don't know/not enough experience to answer
- (2) PHS Provider Service Representatives are responsive to your needs. Strongly Agree Agree Disagree Strongly Disagree Don't know/not enough experience to answer
- (3) Do you receive the PHS Provider Newsletter? Yes No
- (4) The content of PHS' Provider Newsletter is informative and useful. Strongly Agree Agree Disagree Strongly Disagree Don't know/not enough experience to answer
- (5) Would you like to receive the PHS Provider Newsletter electronically? Yes No If Yes, please provide your email address: _____
 and company name: _____
- (6) Are you interested in provider meetings to receive updates? Yes No
- (7) The PHS specialty network offers appropriate options to meet member needs. Strongly Agree Agree Disagree Strongly Disagree Don't know/not enough experience to answer
- (8) The PHS prior authorization process for medical and/or dental services is efficient and easy to use. Strongly Agree Agree Disagree Strongly Disagree Don't know/not enough experience to answer
- (9) When you need information about a member's eligibility, you can easily reach our Member Services Department and obtain the information promptly. Strongly Agree Agree Disagree Strongly Disagree Don't know/not enough experience to answer
- (10) The PHS claims payment process is timely. Strongly Agree Agree Disagree Strongly Disagree Don't know/not enough experience to answer
- (11) a. Are you interested in starting electronic billing (EDI)? Yes No
 b. Are you interested in setting up Electronic Funds Transfer (EFT)? Yes No If Yes, please contact PHS Provider Services (520) 243-8500.
- (12) The PHS Claims Customer Service line is efficient and easy to use. Strongly Agree Agree Disagree Strongly Disagree Don't know/not enough experience to answer
- (13) PHS case managers are responsive and helpful when you contact them regarding a member concern. Strongly Agree Agree Disagree Strongly Disagree Don't know/not enough experience to answer
- (14) The level of information and support provided by PHS on Cultural Competency is helpful. Strongly Agree Agree Disagree Strongly Disagree Don't know/not enough experience to answer
- (15) The information and features available on the PHS website are helpful. Strongly Agree Agree Disagree Strongly Disagree Don't know/not enough experience to answer

(16) COMMENTS: _____

PLEASE FAX YOUR COMPLETED SURVEY TO (520) 243-8311. THANK YOU FOR TAKING THE TIME TO COMPLETE THIS SURVEY.
PROVIDER NAME (OPTIONAL): _____