



State of Vermont
Department of Vermont Health Access
NOB 1 South, 280 State Drive
Waterbury, VT 05671-1010

Agency of Human Services
[Phone] 802-879-5900
[Fax] 802-241-0268

PHARMACY BENEFIT PROGRAMS PROVIDER SATISFACTION SURVEY

The Department of Vermont Health Access (DVHA) contracts with Change Healthcare to support Vermont's publicly funded pharmacy benefit programs. The Change Healthcare help desk supports all pharmacies and prescribers enrolled in Vermont's pharmacy benefit programs such as Medicaid and Dr. Dynasaur and is the first point of contact for pharmacy and medical providers for drug prior authorization requests, drug claims processing issues, and other drug-related questions, concerns and complaints.

Change Healthcare is conducting a provider satisfaction survey of pharmacies and prescribers. This survey is required annually by DVHA to assure that enrolled providers are receiving the highest quality of service possible from its contracted vendors. Your participation in this survey is very important to DVHA as responses from this survey will be used for quality improvement efforts.

The entire survey should take less than 5 minutes to complete and can be found at the following link:
https://changehealthcare.co1.qualtrics.com/jfe/form/SV_7QjutzmXVcbkOI5.

The survey can also be accessed by using the following QR Code:



If you have any questions, please contact Nancy Miner at (802) 922-9612 or by email at nminer@changehealthcare.com.

[If you are not able to access the internet from your location, you can manually fill out the attached survey and fax it back to the Change Healthcare Help Desk at 844-679-5366 or mail it to Change Healthcare at 1 Green Tree Drive, Suite 2, South Burlington, VT 05403.](#)

Thank you for your valuable time in completing this survey. Your input is important to us.

Vermont Medicaid Provider Satisfaction Survey

Are you a prescriber or do you represent a pharmacy?

Prescriber

Pharmacy

How would you describe the overall level of customer service provided by Change Healthcare?

Outstanding

Good

Adequate

Needs Improvement

Poor

What does Change Healthcare do well?

What could Change Healthcare do to improve their services?

Please indicate the extent to which you agree or disagree with the following statements.

	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree
Change Healthcare call center pharmacists and technicians answer the phone promptly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The call center pharmacists and technicians are knowledgeable and able to answer my questions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My prior authorizations are processed within a timely manner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
When calling after hours, the help desk staff responds promptly to my call	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Have you utilized the DVHA Pharmacy Unit website located at <http://dvha.vermont.gov/for-providers?>

Yes

No

For what purpose(s) have you utilized the website?

--Circle all that apply--

Bulletins & Advisories

Preferred Drug List

MAC List

Prior Authorization Request and Order Forms

Pharmacy Provider Manual

Preferred Diabetic Supplies Listing

FDA Alerts

Other (specify) _____

Please indicate the extent to which you agree or disagree with the following statement.

	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree
The Preferred Drug List (PDL) on the DVHA website is easy to find and use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Why do you disagree with this statement?

Is there anything you would like to see on the DVHA website located at <http://dvha.vermont.gov/for-providers/pharmacy>?

(Please describe below)

Would you be interested in enrolling with eWebs, the state's new pharmacy provider portal, which enables electronic submissions of prior authorizations and provides look-up features for member benefits and drug history?

Yes

No

That's great that you'd like to enroll with eWebs! Please provide your email address:

Do you currently receive informational bulletins from DVHA's Pharmacy Unit and/or Change Healthcare on important changes?

Yes

No