

HEALTH FIRST NETWORK	Strongly Agree/ Agree	Neutral	Disagree/ Strongly Disagree	% agree or strongly agree
ADMINISTRATION				
Calls are returned promptly and questions answered.	26/27	1		96%
The staff is professional, courteous and helpful.	26/27	1		96%
PROVIDER RELATIONS DEPARTMENT				
Provider and office staff education regarding HFN operations is sufficient.	24/27	3		89%
Adequate written information about HFN procedures is made available by Provider Relations Department.	26/27	1		96%
Calls are returned promptly and questions answered to your satisfaction.	25/27	2		93%
The staff is professional, courteous and helpful.	26/27	1		96%
CREDENTIALING DEPARTMENT				
I am satisfied with the HFN credentialing process.	23/27	1	3	85%
The credentials staff responds to my requests in a timely and professional manner.	25/27	2		93%
The staff is professional, courteous and helpful.	25/27	2		93%
CONNECT				
I receive and read Connect, the Health First Network Newsletter.	21/27			78%
WEBSITE				
I have visited the Health First Network Website.	23/27			85%