

We Want Your Feedback: Annual Provider Satisfaction Survey

Neighborhood News – October 2025

Neighborhood Health Plan of Rhode Island (Neighborhood)'s annual Provider Satisfaction Survey is open for your feedback until November 11, 2025. Once again, we are working with Press Ganey, a national leader in health care experience, to conduct the confidential survey.

The survey was distributed to a selection of 1,500 physician practices in Neighborhood's network, including primary care and specialty services. The survey may be completed by mail, online, or over the phone. Practices receive multiple outreaches and can complete up to three (3) surveys per practice. Practices received an initial email on September 9 and mailed surveys shortly thereafter – with a second mailing on September 30. Press Ganey will conduct phone outreach starting October 21.

If your practice received a survey, we greatly value the 10 minutes of your time it will take to complete.

Thank you for all you do for Neighborhood's members each day. We appreciate your continued partnership to help Rhode Islanders be healthy. Your participation in Neighborhood's Provider Satisfaction Survey is one way to help us improve in ways that matter most.