

Overwhelmed by survey data?

We do the
complex for you.



Get out from under the endless pile of surveys with Sutherland Healthcare. Our **State Survey Omnichannel Platform** reduces your costs, risk, and required outreach.

Boost efficiency without adding staff

Trust our experts to help you streamline workflows that weigh down your processes. Faster, easier state surveys reduce provider friction, improve member satisfaction, and increase accuracy across your network.

Sutherland Healthcare's omnichannel approach to surveys can:

- yield a **74%** increase in email/online verification
- cut **68%** of your outreach attempts
- reduce refusals by **40%**

We meet you where you are

Automation is key to increasing your operational efficiency, but streamlining workflow isn't your focus. That's why it's ours.

Sutherland Healthcare meets you where you are, partnering with you to tailor an omnichannel solution that suits your business. When you're ready to ease the pain of state survey processes, we're ready to help.

Ready for better provider and member satisfaction?

We can take you there.



Ease provider frustration and improve member experiences with the **State Survey Omnichannel Platform** from Sutherland Healthcare.

Our shared-services model increases response rates by contacting providers based on their preferences. Using the right type of outreach at the right time makes it easier for providers to respond — *and so they do*.

Turn to our omnichannel solution to:

- Reduce survey costs
- Escape the burden of additional staffing
- Meet compliance requirements
- Increase network availability

Need more convincing? Sutherland Healthcare's State Survey Omnichannel Platform typically delivers these outcomes and more:

- **74%** increase in email/online verification
- **40%** overall reduction in refusals
- **44%** higher eligibility rate
- **68%** reduction in outreach attempts

We meet you where you are — with the domain expertise and experience to tailor the solution to your needs. Getting started is easy.

Why wait? Faster, better surveys are easier than you think.

Automating your survey workflows can save you time, money, and effort. Actually doing it, though, can feel like too heavy a lift.

Sutherland Healthcare's **State Survey Omnichannel Platform** is the solution. Our approach optimizes your workflows so you increase response rates, accuracy, and speed. You can expect outcomes like this:

- **68%** reduction in outreach attempts
- **74%** increase in email/online verification
- **34%** fewer fax-outreach outcomes

Reduce provider fatigue, meet compliance requirements, and provide timely access to care with our State Survey Omnichannel Platform. When you have support from Sutherland Healthcare, automating your survey processes isn't such a mountain to climb. Are you ready to start?