



## Provider Newsletter

Summer 2021

### Membership Numbers

The Alliance currently covers more than **100,000 individuals** from **285 employers** across the Midwest.

### Contract Renewal Opportunities

As the bridge between providers and local employers, The Alliance places great value on our provider partnerships. ***While most of our provider contracts auto-renew, you may soon hear from our network development team as some contracts present the opportunity to improve towards meeting new standards and building higher-value relationships.***

The Alliance serves as the voice for self-funded employers who wish to guide their employees and families to the best care at the best price, and as an employer-owned not-for-profit cooperative, we are in a unique position to help providers connect with local employers and better serve their communities.

Thank you for being a valued partner in moving health care forward for employers. We look forward to finding new opportunities together.

### Leapfrog Hospital & ASC Survey

The deadline to complete the [2021 Leapfrog Hospital Survey](#) and [Leapfrog ASC Survey](#) is July 31. The Leapfrog Survey is an important quality survey that allows our employers, their beneficiaries, and communities at large to access critical information to make informed choices about where to receive care.

Last year, a record 2,300+ providers participated in the survey nationwide – join them, and provide valuable patient safety information to your patients so they can make better decisions about their care. Your participation is vital in showing real progress towards a safer, higher-quality, more transparent health care system for all. Providers can expect the following benefits by participating:

- Benchmark your performance nationally, regionally, and locally on important quality and safety issues
- Create a performance improvement plan by charting year-over-year progress
- Demonstrate your commitment to quality and safety improvement to your staff, Board of Directors, and patients alike
- Show your commitment to transparency – a highly valued consideration for patients when choosing a provider

Leapfrog will be publicly reporting results of the new Outpatient Procedures section of the Hospital Survey, and results of the ASC Survey (by facility) each month beginning in August.

## Website Changes Upcoming

The Alliance is preparing for a website redesign in the coming months which will better serve our clients, their families, and our partners. This redesign is expected to finish in July, and we are not anticipating any customer service disruptions. Should any portion of our website not function properly, rest assured it will be a temporary issue and you will still be able to reach us by phone and email.

## Provider Services Email

Have questions for us? We can answer them! Contact us about provider registration and credentialing in two ways:

- [Submit a form on our dedicated Provider page](#)
- Email our Provider Services team: [providerservices@the-alliance.org](mailto:providerservices@the-alliance.org)

For all other questions, please call our customer service department at 800.223.4139

## How Are We Doing?

Answer one question to let us know!

How likely is it that you would recommend The Alliance to a friend or colleague?

Highly Unlikely

Highly Likely

0 1 2 3 4 5 6 7 8 9 10



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