



**To: AmeriHealth Caritas Louisiana Providers**

**Date: January 6, 2017**

**Subject: Did you know members rate the care they receive from providers through the CAHPS (Consumer Assessment of Healthcare Providers and Systems Annual Survey)?**

**Summary:** AmeriHealth Caritas Louisiana network provider's interaction with members has a direct impact on member satisfaction.

AmeriHealth Caritas Louisiana monitors member satisfaction on an annual basis. A group of randomly selected members are now in the process of receiving a member satisfaction survey known as the Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey. This survey provides AmeriHealth Caritas Louisiana members with the opportunity to evaluate and provide feedback about the health care services they received.

Members who receive surveys are asked to rate their experience with the following:

- Health plan
- *Primary care physician (PCP)*
- Specialist care

Survey questions include but are not limited to:

- Member's ability to get necessary care and treatment
- Member's access to his/her PCP or specialist
- Member's customer service interactions
- Member rating on the helpfulness of information provided by their health plan

CAHPS survey scores help Amerihealth Caritas Louisiana identify areas where we are doing well and areas for improvement. Scores are reported to the public and contribute to our National Committee for Quality Assurance (NCQA) score.

As a network provider, you play a vital role in our member's perception of health care services. Your interaction with our members directly impacts member satisfaction and can improve the member's experience with the care they receive.

Please contact your local Provider Network Management Account Executive or the Provider Services department at 1-888-922-0007 with any questions.