

**To:** AmeriHealth Caritas Louisiana Providers

**Date:** September 15, 2025

**Subject:** Post Appointment Survey Provider Scorecard in NaviNet

**Summary:** Post Appointment Survey Provider Scorecard in NaviNet

As you know, AmeriHealth Caritas Louisiana works in collaboration with our providers to help ensure that our members receive comprehensive, quality, and culturally responsive care. One of the tools we use to evaluate the member care experience is our Post Appointment Member Satisfaction Survey.

We're excited to share that we are continuing the Post Appointment Member Satisfaction Survey – and that's thanks to *you*. Your dedication and the outstanding care that you provide have made a real difference, and we deeply appreciate your efforts. Your commitment has directly contributed to improving outcomes and experiences for our members.

As a reminder, providers can view their member satisfaction ratings through the Post Appointment Survey Provider Scorecard, available in the NaviNet provider [portal](#). To access this feature, login to NaviNet, and navigate to: **Workflows for this Plan→Report Inquiry→Clinical Reports→Post Appointment Survey Provider Scorecard.**

#### Scorecard Refresh Schedule

Scorecards will be refreshed twice annually – in **August** and **February** – based on calendar year reporting periods:

- **February Refresh:** Covers member responses from **July** to **December** of the previous year
- **August Refresh:** Covers member responses from **January** to **June** of the current year

#### Eligibility

Scorecards will only be generated for provider groups who have received **10 or more member responses** during a given reporting period.

#### Questions:

Thank you for your continued support and commitment to our members' care. If you have questions about this communication, please contact AmeriHealth Caritas Louisiana's Provider Services department at 1-888-922-0007 or your [Provider Network Management Account Executive](#).

**Missed an alert?**

You can always find a complete listing of provider alerts on the [Newsletters and Updates](#) page of our website.

**Need to update your provider information?** Send full details to [network@amerihealthcaritasla.com](mailto:network@amerihealthcaritasla.com)