

To: AmeriHealth Caritas Louisiana Providers

Date: February 26, 2026

Subject: Consumer Assessment of Healthcare Providers and Systems (CAHPS) Annual Survey

Summary: AmeriHealth Caritas Louisiana members may have the opportunity to rate their providers and health plan in the annual CAHPS member satisfaction survey.

AmeriHealth Caritas Louisiana monitors member satisfaction on an annual basis. A group of randomly selected members is 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. A member's positive experience has been shown to improve important clinical outcomes. **Please advise your patients to be on the lookout for this survey and explain the importance of completing the survey and returning it.**

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

- **Health Plan**
- **Primary Care Physicians (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**

Results from the 2025 Child survey identified opportunities for us to improve care in the areas listed below:

- **Getting Needed Care:** specifically, getting timely appointments with a specialist
- **Getting Care Quickly:** specifically, Urgent Care and getting timely check-up/routine care appointments
- **Rating of Specialist**

Listed below are a few tips on how you and your office staff can help.

Getting Needed Care

- Be proactive in checking with AmeriHealth Caritas Louisiana to verify test/treatment coverage before the patient leaves your office.
- Ensure no pre-approval or documentation is required for testing or treatment.

Getting Care Quickly

- Keep timeslots available each day for urgent, same-day appointments.
- Notify patients during check-in when extended wait times are expected.
- Encourage patients to make routine appointments for check-ups or follow-up care in advance.
- Be proactive: call patients in advance to schedule tests, screenings, or physicals.
- If your practice utilizes electronic check-in, ensure patients understand the process.
- Promote telehealth services, if available. Educate your patients on how and when to use telehealth.

Rating of Specialist

- Ensure coordination of care between the primary care provider and specialist.
- Assist patients with scheduling appointments with specialists and other ancillary providers.
- Review consultation reports with patients, parents, or guardians during follow-up visits.
- Explain the purpose of the referral and what the specialist will evaluate.
- Encourage patients to bring questions or concerns to the specialist appointment.

As a network provider, you play a vital role in our members' perception of health care services. The survey highlights patient insights on the quality of your care. Your interaction with our members directly impacts member satisfaction and can improve the members' experience with the care they receive.

CAHPS survey scores help AmeriHealth Caritas Louisiana identify strengths and weaknesses to determine areas needing improvement and to track progress over time. Scores are reported to the public and contribute to our National Committee for Quality Assurance (NCQA) score.

Questions: Thank you for your continued support and commitment to the care of our members. If you have questions about this communication, please get in touch with AmeriHealth Caritas Louisiana Provider Services at 1-888-922-0007 or your [Provider Network Management Account Executive](#).

Missed an alert? You can find a complete list of provider alerts on our website's [Provider Newsletters and Updates](#) page.

Need to update your provider information? Send full details to network@amerihealthcaritasla.com.