PROVIDER***ALERT***

AmeriHealth Caritas Louisiana

To: **AmeriHealth Caritas Louisiana Providers**

Date: **October 30, 2026**

Subject: **Member Satisfaction: CAHPS and The Post Appointment Survey**

Summary: AmeriHealth Caritas Louisiana network providers' interactions with members directly impact member satisfaction.

Did you know AmeriHealth Caritas Louisiana members can rate the care they receive from their provider by completing the two surveys listed below?

CAHPS: Consumer Assessment of Healthcare Providers and Systems is a survey used to evaluate member satisfaction.

- It takes place annually, starting in February.
- It is sent to a random sample of members.

CAHPS member satisfaction results are anonymous and not linked to an individual provider, whereas the Post Appointment Member Satisfaction Survey collects feedback directly from members about their experience from their provider visit.

Post Appointment Member Satisfaction Survey: A text messaging campaign sent to members following routine and/or specialty visits. Satisfaction ratings/scorecards are generated once a provider group has 10 or more surveys completed in a reporting period.

- Providers can view their member satisfaction ratings through the Post Appointment Provider Scorecard in NaviNet.
- To access the site, log in to NaviNet and navigate to:
  Clinical Reports Inquiry → Report Selection → Post Appointment Survey Provider Scorecard.
- Scorecard data is refreshed on a semi-annual basis.
- Refer to the Post Appointment Survey Provider Reference guide for additional information on the scorecards.

CAHPS Measure: How Well Doctors Communicate

In the last 6 months:

- How often did your personal doctor explain things in a way that was easy to understand?
- How often did your personal doctor listen carefully to you?
- How often did your personal doctor show respect for what you had to say?
- How often did your personal doctor spend enough time with you?

Post Appointment Survey Question:

- How satisfied were you with how carefully the doctor/care provider listened to you?
- How satisfied were you with how much respect the doctor/ care provider showed for what you had to say?

HELPFUL TIPS

- Maintain eye contact while the patient speaks; sit down during the visit to demonstrate active listening.
- Use open-ended questions to allow patients time to speak.
- Explain the rationale for tests, treatments, and referrals.
- Include the patient in decision-making about their care regarding tests, referrals, and treatment options.
- Remind members to bring a written list of questions to medical appointments to make the most of their time with the doctor.
- Use simple, easy-to-understand terminology, avoiding abbreviations and medical jargon; practice the "teach-back" method with your patients.
- Demonstrate cultural sensitivity and use interpreter services if needed.

CAHPS Measure: Rating of Personal Doctor

Post Appointment Survey Question:

- Overall, how satisfied were you with the doctor/care provider?

HELPFUL TIPS

- Demonstrate interest, caring, and empathy toward your patients.
- Take time to listen to questions and provide easily understood answers.
- Ensure patients understand the instructions given before leaving the appointment.
- Discuss the 'patient's personal health objectives, reviewing any barriers to treatment or medication adherence and follow-up care.

CAHPS Measure: Getting Needed Care

In the last 6 months:

- How often did you get an appointment with a specialist as soon as you needed?
- How often was it easy to get the care, test, or treatment you needed?

HELPFUL TIPS

- Be proactive in checking with AmeriHealth Caritas Louisiana to ensure that the treatment or test prescribed for your patient is covered before they leave the office.
- Ensure AmeriHealth Caritas Louisiana does not require any specific documentation, such as prior authorization, for treatment or test coverage.
- Before patients leave, help them schedule the next visit with their PCP and/or with specialists.
- Communicate provider delays at the time of the appointment.

CAHPS Measure: Getting Care Quickly

In the last 6 months:

- When you needed care right away, how often did you get it as soon as you needed it?
- How often did you get an appointment for a checkup or routine care as soon as you needed?

Post Appointment Survey Question:

- How long did you have to wait from the time of your appointment until you were seen by the provider?

HELPFUL TIPS

- Keep timeslots available each day for urgent, same-day appointments.
- Notify members during check-in when extended wait times are expected.

- Encourage patients to make routine appointments for checkups 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.

CAHPS Measure: Rating of Specialist
HELPFUL TIPS
• Help 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. • For non-urgent cases, communicate realistic wait times to patients regarding specialist availability.

Disclaimer: Physicians and other health care providers are solely responsible for the treatment decisions of their patients and should not use the information in this communication to substitute independent clinical judgment.

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.