

To: AmeriHealth Caritas Louisiana Providers

Date: February 5, 2021

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

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 members' perception of health care services. Your interaction with our members directly impacts member satisfaction and can improve the members' experience with the care they receive.

Questions: Thank you for your continued support and commitment to the care of our members. If you have questions about this communication, please contact 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 listing of provider alerts on the [Provider Newsletters and Updates](#) page of our website.

Where can I find more information on COVID-19?

AmeriHealth Caritas Louisiana has updated its website to streamline communications and important notifications about COVID-19. Please visit <http://amerihealthcaritasla.com/covid-19> for update-to-date information for both providers and members, including frequently asked questions, cancellations and postponements, and important provider alerts from AmeriHealth Caritas Louisiana and the Louisiana Department of Health.