

**To:** AmeriHealth Caritas Louisiana Providers

**Date:** February 9, 2023

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

**Summary:** AmeriHealth Caritas Louisiana network providers' 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:

- **Primary Care Physicians (PCP)**
- **Specialist Care**
- **Health Plan**

Survey questions regarding care from providers include but are not limited to:

- **Rating of personal doctor and specialist**
- **Getting routine and/or urgent care**
- **Getting specialist appointment**
- **Member's ability to get necessary care and treatment**
- **Member's access to his/her PCP or specialist**

CAHPS survey scores help AmeriHealth Caritas Louisiana identify areas where we are doing well and areas for improvement. Our goal is to always work on improving member satisfaction as well as identifying opportunities to better evaluate care received by our members. Listed below are interventions recently implemented to improve our member's experience.

- **Post Appointment Surveys for members.**
- **Addition of behavioral health questions to the CAHPS survey to better evaluate the behavioral healthcare received by our members.**

#### **5 Effective Ways to Improve Patient-Provider Relationships:**

1. Dedicate 1 minute to building a positive relationship.
2. Practice welcoming body language. Don't appear rushed.
3. Demonstrate empathy and sympathy toward patients.
4. Practice shared decision making.
5. Recognize cultural differences and provide culturally responsive patient care.

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'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)

**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 up-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.

**Document Title: Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey Notification**

*Owner: Cindy Leatherwood*

*Subject/Measure: CAHPS*

*Purpose: To notify providers that the Plan's annual CAHPS surveys (Adult/Child) are being distributed. This notification explains to providers that they play a **vital role in our members' perception of health care services. Their interaction with our members directly impacts member satisfaction and can improve the members' experience with the care they receive.***

<b>Approver</b>	<b>Date</b>
Owner Submitted to SP	01/31/23
Supervisor Reviewed/Approved	n/a
Manager Reviewed/Approved	02/01/23
Director Reviewed/Approved	02/01/23
Compliance	
Privacy	
Legal	
Plan Compliance	
State	