

**To:** AmeriHealth Caritas Louisiana Providers

**Date:** March 5, 2024

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

**Summary:** AmeriHealth Caritas Louisiana network providers' interactions with members has a direct impact on member satisfaction. Member experience is becoming increasingly important in the health care industry.

AmeriHealth Caritas Louisiana monitors member satisfaction on an annual basis. A randomly selected group of members are now receiving a member satisfaction survey known as the **Consumer Assessment of Healthcare Providers and Systems (CAHPS)** survey. This survey allows AmeriHealth Caritas Louisiana members to evaluate and provide feedback about the healthcare services they received. A member's positive experience has been shown to improve important clinical outcomes.

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 their 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 strengths and weaknesses to determine improvement areas and track progress over time. Scores are reported to the public and contribute to our National Committee for Quality Assurance (NCQA) score.

As a network provider, you are vital to our members' perception of healthcare services. The survey lets you see how patients perceive the care that you provide. 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 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](mailto:network@amerihealthcaritasla.com).