

# PROVIDERALERT



**To:** AmeriHealth Caritas Louisiana Providers

**Date:** March 20, 2024

**Subject:** Post Appointment Survey Provider Scorecard Available in NaviNet

**Summary:** Post Appointment Survey Provider Scorecard Available in NaviNet

As you know, AmeriHealth Caritas Louisiana works in collaboration with our providers to help ensure that our members receive comprehensive, quality, and culturally responsive care. One of the tools we use to evaluate the member care experience is our Post Appointment Member Satisfaction Survey.

We are pleased to announce that providers will now be able to view their member satisfaction ratings through a new Post Appointment Survey Provider Scorecard, available in the NaviNet provider portal effective **March 1, 2024**. To access this new feature, login to [NaviNet](#), and navigate to **Clinical Reports Inquiry** ➡ **Report Selection** ➡ **Post Appointment Survey Provider Scorecard**.

**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.

**Need to update your provider information?** Send full details to [network@amerihealthcaritasla.com](mailto:network@amerihealthcaritasla.com).