

PROVIDERALERT

To: AmeriHealth Caritas Louisiana Providers

Date: October 14, 2024

Subject: 2024: Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey Results

Summary: 2024 Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey Results.

2024: Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey Results

Did you know that 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.

AmeriHealth Caritas of Louisiana utilizes the CAHPS survey to assess patients' experiences with their health plan, **personal doctor, specialists**, and healthcare in general. As part of our health plan accreditation through the National Committee for Quality Assurance (NCQA), AmeriHealth Caritas Louisiana is required to field the CAHPS survey on an annual basis. CAHPS survey results are used to identify areas where our plan can continue improving members' experience.

Did you know you can view your member satisfaction ratings year-round through the Post Appointment Survey Provider Scorecard? The Post Appointment Survey is a text messaging campaign sent to members following routine and/or specialty visits. The brief 4 question survey is meant to assess member satisfaction with their providers and/or other provider-related experiences to increase our understanding of *How Well Doctors Communicate, Rating of Personal Doctor* and *Rating of Specialist*.

The scorecards are available in the NaviNet provider portal. This is a useful resource to receive timely feedback from your patients regarding their experiences with you. To access this feature, log in to NaviNet:

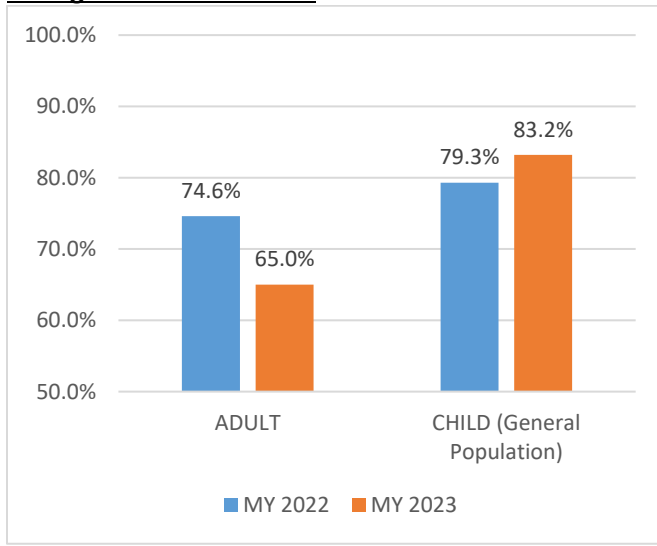
Clinical Reports Inquiry → Report Selection → Post Appointment Survey Provider Scorecard

Please contact your Provider Network Account Executive with questions.

Listed below:

- A summary of scores that reflect the member's experience regarding care received by their provider (Comparison of Measurement Year (MY) 2022 to Measurement Year (MY) 2023 scores). The scores provided below reflect the NCQA scored ratings.
- Best practices to continue to improve member experience.

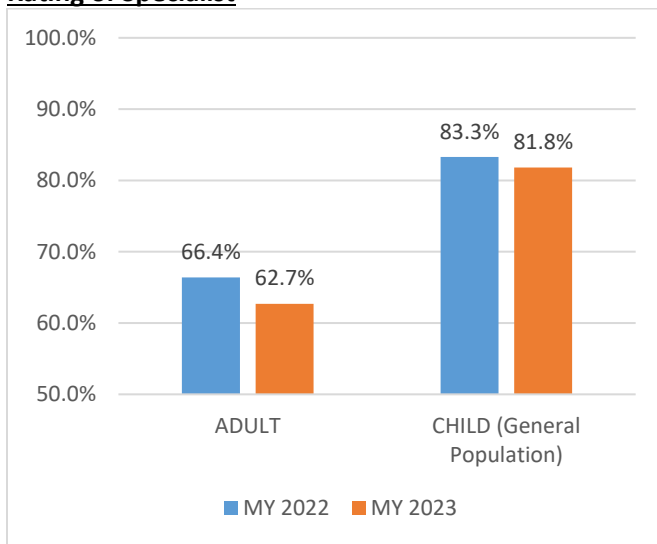
Rating of Personal Doctor



How Can You and Your Office Staff Help?

- Demonstrate interest, caring and empathy toward your patients.
- Take time to listen to their questions and provide easily understood answers.
- Help ensure patients understand instructions given prior to leaving the appointment.
- Review your "Pulse Post Appointment Survey" data to assess member satisfaction with their provider following their visit.

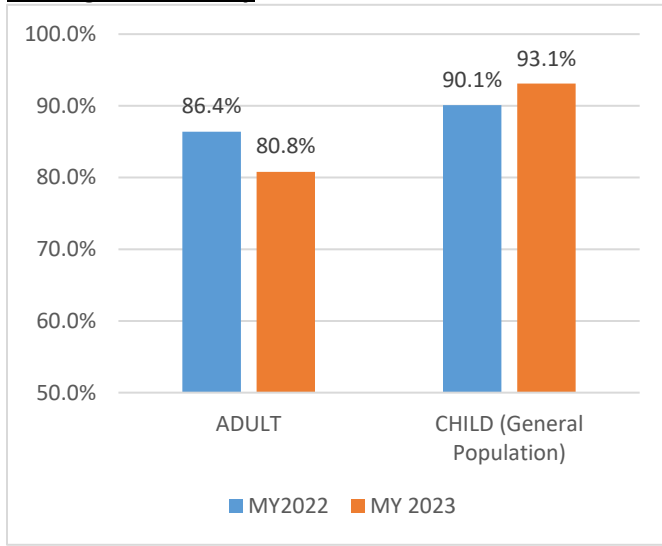
Rating of Specialist



How Can You and Your Office Staff Help?

- Help ensure coordination of care between primary care provider and specialist.
- Assist patients with appointment scheduling for specialists, other ancillary providers.
- Review consultation reports with patients, parents, or guardians during follow-up visits.

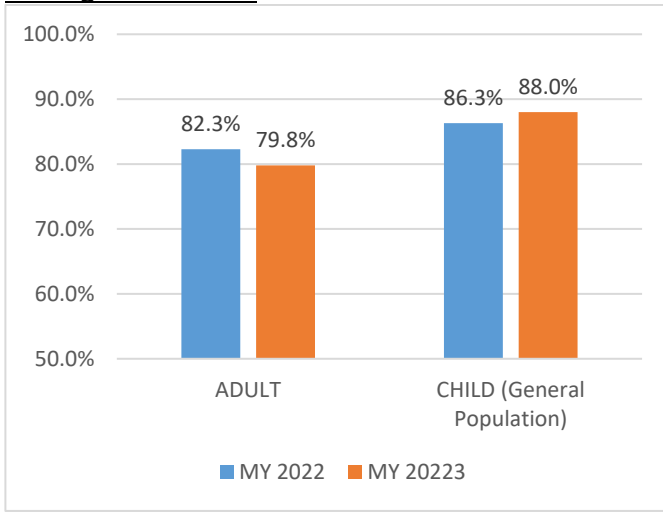
Getting Care Quickly



How Can You and Your Office Staff Help?

- 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.

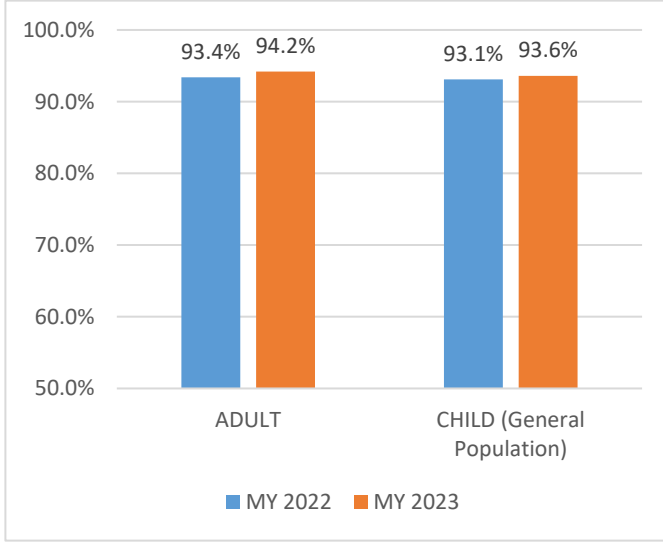
Getting Needed Care



How Can You and Your Office Staff Help?

- Be proactive in checking with AmeriHealth Caritas Louisiana to make sure the treatment and/or test that is prescribed for your patient is covered before they leave the office.
- Make sure AmeriHealth Caritas Louisiana does not require any specific documentation, such as prior authorization, for treatment or test coverage.

How Well Doctors Communicate



How Can You and Your Office Staff Help?

- Maintain eye contact while patient is speaking; sit-down during visit to demonstrate actively listening.
- Use open-ended questions to allow the patient time to speak.
- Explain the rationale for tests, treatments, and referrals.
- Use simple, easy-to-understand terminology, avoiding abbreviations and medical jargon; practice “teach-back” method with your patients.
- Remember each patient is unique in the way they want to communicate with you.

We thank you for caring for our members and hope these results demonstrate the areas in which we work well together and areas in which we can partner to improve the member experience in 2024 and beyond.

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.