

To: AmeriHealth Caritas Louisiana Providers

Date: March 5, 2025

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

Summary: AmeriHealth Caritas Louisiana members may have the opportunity to rate their providers and health plan in the annual CAHPS member satisfaction survey.

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. A member's positive experience has been shown to improve important clinical outcomes. **Please advise your patients to be on the lookout for this survey and explain the importance of completing the survey and returning it.**

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 strengths and weaknesses to determine areas needing improvement and to 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 play a vital role in our members' perception of health care 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 get in touch with 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.