

To: AmeriHealth Caritas Louisiana Providers

Date: February 28, 2025

Subject: Member Satisfaction: CAHPS and The Post Appointment Survey

Summary: AmeriHealth Caritas Louisiana network providers' interactions with members directly impact member satisfaction.

Did you know AmeriHealth Caritas Louisiana members have the opportunity to rate the care they receive from providers? A positive patient experience can lead to higher satisfaction scores and improved health outcomes. See below for information and tips on two critical member satisfaction surveys!

CAHPS: Consumer Assessment of Healthcare Providers and Systems is a survey used to evaluate member satisfaction.

- It takes place annually, starting in February.
- It is sent to a random sample of members.
- Members are asked to rate their experience with *Getting Needed Care, Getting Care Quickly, Rating of Personal Doctor/Specialist and How Well Doctors Communicate*.
- During February to May, encourage your patients to complete the survey if they receive one.

Post Appointment Member Satisfaction Survey: A text messaging campaign sent to members following routine and/or specialty visits. The brief 4-question survey assesses member satisfaction with their providers and /or other provider-related experiences. Satisfaction ratings/scorecards are generated once a provider group has 10 or more surveys completed in a reporting period.

- Providers can view their member satisfaction ratings through the Post Appointment Provider Scorecard in NaviNet.
- To access the site, log in to NaviNet and navigate to:
Clinical Reports Inquiry → Report Selection → Post Appointment Survey Provider Scorecard.
- Scorecard data is refreshed on a semi-annual basis.
- This is part of our Quality Enhancement Program.
- Survey responses may reveal potential issues, like appointment availability and communication problems. Addressing these concerns can improve patient satisfaction and optimize efficiency.
- Notify patients of the text message survey and encourage them to complete it.

How Can You and Your Office Staff Help?

Rating of Personal Doctor

- Demonstrate interest, caring, and empathy toward your patients.
- Take time to listen to questions and provide easily understood answers.

- Ensure patients understand the instructions given before leaving the appointment.
- Review “Post Appointment Survey” data to assess member satisfaction with providers.

Rating of Specialist

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

Getting Care Quickly

- 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

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

How Well Doctors Communicate

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

These surveys let 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.