

Consumer Assessment of Healthcare Providers and Systems

What is the Consumer Assessment of Healthcare Providers and Systems (CAHPS®)?

CAHPS is an annual customer satisfaction survey that asks patients to rate their experience with providers and health care services. The survey randomly samples adults and children who have received care in the last six months. Patients are engaged in the survey over the phone or through the mail between January and May each year. This survey gives patients the opportunity to share their perceptions about the quality of care and services they have received from Amerigroup Washington, Inc. network providers. The Amerigroup results are compiled and publicly reported to the NCQA.

Why is this survey important?

The CAHPS survey provides important information about our members' opinions. Your patients are asked to rate their overall experience with:

- The health plan.
- Their health care.
- Their PCP and specialists.

Several responses are combined and evaluated so that the following may be better understood from the patient perspective:

- Getting needed care
- Getting care quickly
- Customer service
- Coordination of care

What you can do

The responses give us an idea of how our members perceive Amerigroup and their providers. Survey results provide opportunities for us to improve the way we deliver services. Our engagement and interaction with members is critical to their care.

Important tips to remember:

- Patient care is under your control.
- Focus on responding to the needs of your patients.
- Providing effective communication with your patients improves:
 - Adherence to medical care.
 - ER visit and hospitalization rates.
 - Patient satisfaction.

Focusing on these areas in your own practice could lead to more satisfied patients. In addition, Amerigroup wants to ensure that providers have the best experience with us in serving our shared population. If you have suggestions on ways Amerigroup can help support your practice in providing the most effective services and communications, let your local Provider Relations representative know by calling 1-800-782-0095.

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