



NETWORK *Notification*

Notice Date: March 12, 2024

To: Michigan Medicare-Medicaid Providers and Michigan Medicaid Providers

From: HAP CareSource™ and HAP CareSource™ MI Health Link (Medicare-Medicaid Plan)

Subject: It's Patient Experience Survey Season!

Summary

The consumer Assessment of Healthcare Providers and Systems (CAHPS®) and Qualified Health Plan Enrollee Experience (QHPEE) surveys begin reaching HAP CareSource™ and HAP CareSource™ MI Health Link patients in February and March. Patients can respond to the survey through the end of May 2024. Your interactions with HAP CareSource and HAP CareSource MI Health Link patients have a big impact on how they may respond to these surveys.

Through our partnership, we can fulfill our joint commitment to delivering a positive patient experience. There are seven key areas in the patient experience survey that involve the care provider directly:

1. Helping patients obtain appointments with ease
2. Offering flexible care options
3. Minimizing patient wait times
4. Ensuring readiness to deliver needed care
5. Communicating with empathy
6. Empowering patients with helpful information
7. Providing courteous and timely follow-up care

Impact

HAP CareSource and HAP CareSource MI Health Link members' interactions with their providers have a direct influence on how they respond to the CAHPS and other patient experience surveys. Providers treating patients with a high degree of perceived quality in the areas addressed in these resources can make a difference on the health plan's CAHPS scores and STARS Ratings.

Importance

This information is intended to help in strengthening our partnership as care providers and instill quality in every patient interaction.

Questions?

Contact your Health Partner Engagement Specialist or Health Partner Services at:

- HAP CareSource: **1-833-230-2102**
- HAP CareSource MI Health Link: **1-833-230-2159**