



Network Notification

Date: January 7, 2011

Number: OH-P-2011-02

To: Ohio Providers

From: CareSource

Subject: CAHPS Survey Results

Congratulations Ohio providers! Results of the Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey shows that you're providing outstanding service to CareSource members!

Overall, providers rated high on communication-related items. Opportunity areas included preventive items, such as wellness and tobacco cessation.

Highlights of the CAHPS survey:

Strengths

- Doctor explains things clearly
- Doctor listens carefully
- Doctor respects consumer's comments

Opportunities

- Consumer and doctor talked about things to prevent illness
- How often medication was recommended or discussed to help consumer quit smoking or using tobacco

CareSource Providers rated above other health plans on 77% of the questions:

- Getting Needed Care
- Ease of Getting Appointments with Specialists
- Ease of Getting Tests/Treatment
- Receiving Care in a Timely Manner
- Receiving Urgent Care for Illness/Injury

- Receiving Non-Urgent Appointments
- How Well Doctor's Communicate
- Doctor's Explained Things Clearly
- Doctor Listened Clearly
- Doctor Respected Member's Comments
- Doctor Spent Enough Time with Member
- Rating of Personal Doctor
- Rating of Specialist
- Provider Discussed Pros/Cons of Treatment
- Provider Seemed Informed about Care Received from Other Providers

CareSource Action Items that You Can Look for in the Future to in the near future:

- The CareSource clinical team is developing strategies to enhance provider discussions with members regarding preventive illnesses
- The CareSource clinical team is also creating member and provider education strategies around the importance of smoking cessation
- CareSource provides members with nicotine patches, gum and lozenges without requiring a prior authorization as a member benefit