



# NETWORK *Notification*

**Notice Date:** March 22, 2022  
**To:** West Virginia Providers  
**From:** CareSource  
**Subject:** NEW! Quality Patient Experience Guide

---

## Summary

CareSource wants to put our best foot forward when it comes to partnering with our providers. That's why we created the new [Quality Patient Experience Guide](#). The guide outlines 7 ways we can fulfill our joint commitment to delivering a positive patient experience – together:

- Help patients obtain appointments with ease
- Offer flexible care options
- Minimize patient wait times
- Ensure readiness to deliver needed care
- Communicate with empathy
- Empower patients with helpful information
- Provide courteous and timely follow-up

## Impact

We hope you will find the guide to be a helpful resource for programs and services that support you and your CareSource patients.

## Importance

The topics in this guide are those addressed in annual satisfaction surveys such as the Consumer Assessment of Healthcare Providers and Systems (CAHPS®). The information in the Quality Patient Experience Guide is intended to strengthen our partnership and instill quality in every patient interaction.

## Questions?

For additional assistance, please contact Provider Services at **1-855-202-1091**.

### New Training Available – Provider Satisfaction Survey!

View the latest training in the CareSource Provider Education Series to learn more about the provider satisfaction survey and how we use the results to improve performance and relationships with our providers. Visit **CareSource.com** > Providers > Education > [Training and Events](#) to view this 3-minute video.

WV-EXC-P-1084960