



NETWORK *Notification*

Notice Date: March 31, 2023
To: All West Virginia Marketplace Providers
From: CareSource
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 began reaching CareSource® patients in February and March. Patients can respond to the survey through the end of May 2023. Your interactions with CareSource patients have a big impact on how they may respond to these surveys.

To help support you, we've created the [Quality Patient Experience Guide](#) and are sending emails offering ideas to ensure a positive patient experience. These resources will also include information on the CareSource programs and services available to help your patients during their health care journey.

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

CareSource 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

The topics in the **Quality Patient Experience Guide** mirror those addressed in annual satisfaction surveys such as CAHPS. The information is intended to strengthen our partnership and instill quality in every patient interaction.

Questions?

You will find direct links and contact information throughout the guide. For additional assistance, please contact your Health Partner Engagement Specialist or Provider Services at **1-833-230-2101**.

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