

# Help boost Medicaid CAHPS® Survey responses



Your patients trust you to guide them toward better health—and you can also guide them in sharing their voice. When patients take the CAHPS Survey, they give valuable feedback about their care and health plan. This feedback helps us improve services, strengthen communication and remove barriers to care. A few encouraging words from you can make the difference in whether they complete the survey.

## What is the CAHPS Survey?

- It is an annual survey of patients.
- It asks about patient-physician communication, care coordination, preventive care and more.
- Answers show how well patients feel we are meeting their health care needs.
- Their feedback helps us focus on what we do well and where we can improve.

## Ways to boost response rates

- Let patients know their feedback helps improve care and services.
- Have open conversations about what CAHPS Survey questions ask. Questions focus on barriers to care, follow-up care, getting needed care and more.
- Encourage your patients to complete and return the survey.
- Highlight real-life changes that came from patient feedback.
- Let your patients know there is no right or wrong answer.

## Questions?

**Email:** Your provider services representative at [MHTXProviderServices@MolinaHealthcare.com](mailto:MHTXProviderServices@MolinaHealthcare.com)

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