

## **CAHPS Survey Reminder!**

### ***Consumer Assessment of Healthcare Providers and Systems***

#### ***Working together for Patient Satisfaction!***

CAHPS is an industry standard survey tool required by the National Committee for Quality Assurance (NCQA) to evaluate and improve patient satisfaction.

The CAHPS survey was recently distributed to a random sample of Molina Medicaid members. **Please encourage your patients who have received the CAHPS survey to participate.**

For your understanding, listed below are a few topics addressed in the survey regarding patient care:

- Getting Needed Care
- Getting Care Quickly
- How Well the Doctors Communicate

**Additional CAHPS information including, a list of Frequently Asked Questions (FAQ), CAHPS tip sheet and a Provider brochure are available at: [www.molinahealthcare.com](http://www.molinahealthcare.com).**

Focusing together on a positive patient experience will have many important benefits to your practice:

- Increased patient retention
- Increased compliance with physician clinical recommendations
- Improved patients overall wellness and health outcomes
- Ensure preventive care needs are addressed more timely
- Reduce no show rates.

**Thank you for your support in the CAHPS survey process and providing excellent patient care.**

If you would like to receive messages electronically, please email your information to: [providerservicescommunications@molinahealthcare.com](mailto:providerservicescommunications@molinahealthcare.com)