

# Provider Memorandum

## 2019 Provider CAHPS® Tip Sheet Now Available

Molina Healthcare of Illinois (Molina) has released an update to its provider Consumer Assessment of Healthcare Providers and Systems (CAHPS®) tip sheet.

CAHPS® is an industry standard survey tool used to evaluate patient satisfaction. Each year, the CAHPS® satisfaction survey is sent to a sample of your patients to help gauge member satisfaction.

CAHPS® surveys assist Molina in several ways. Improved patient satisfaction can:

- Help boost patient retention
- Increase compliance with the help of provider recommendations
- Support improved member outcomes

The Provider CAHPS® tip sheet includes many tips and suggestions for providers to help improve patient satisfaction. The tip sheet offers providers tips on:

- Making appointment scheduling more convenient
- Maximizing visit times when seeing patients
- Enhancing the office experience
- Achieving open communication with your patients

## Resources

Providers may access the tip sheet at the following link, [2019 Provider CAHPS® Tip Sheet](#).

## Questions

Providers who have questions regarding the tip sheet may email Molina at [Quality-HealthCampaigns@MolinaHealthcare.com](mailto:Quality-HealthCampaigns@MolinaHealthcare.com).