

CAHPS Survey Season! -

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:

- Receiving needed care
- Receiving 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.

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 patient's overall wellness and health outcomes
- Ensure preventive care needs are addressed timely
- Reduce no show rates.

**Thank you! for your support in the CAHPS survey process and providing -
Excellent Patient Care To Molina Members -**