

It's almost CAHPS season! Here at Molina Healthcare of AZ, Inc. we want to provide you with a resource to help navigate any questions you may have. We are always here ready and willing to support you in any way we can.

Overview of CAHPS:

The Consumer Assessment of Healthcare Providers and Systems (CAHPS®) is an industry-standard survey tool to evaluate patient satisfaction. Improving patient satisfaction has many benefits. It not only helps to increase patient retention but can also help increase compliance with physician recommendations and improve patient outcomes.

Provider Talking points:

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

- Increase patient retention increase compliance with physician clinical recommendations, improve patient's overall wellness and health outcomes, ensure preventive care needs are addressed timelier and reduce no-show rates.

Providers talking points to patients:

Please encourage your patients who have received the CAHPS® survey to participate. Listed below are a few of the questions asked in the survey regarding patient care:

- When you needed care right away, how often did you get care as soon as you needed it?
- How often did your personal doctor explain things in a way that was easy for you to understand?
- How often did you and your personal doctor talk about all the prescription medicines you were taking?
- How would you rate your personal doctor?

Provider resources:

Providers can access the Provider Web Portal at MolinaHealthcare.com to:

- Search for patients and check member eligibility.
- Submit service request authorizations and/or claims and check status.
- Obtain CAHPS® Tip Sheets Participate in online Cultural Competency trainings (also available at MolinaHealthcare.com)

If you need any help or have questions, reach out to Molina Provider Services at (800) 424-5891, Monday to Friday, from 8am to 6pm.