

In late February, our members will assess the quality of care they receive and their satisfaction with our plans and services through the Centers for Medicare & Medicaid Services' Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey. Fifteen of the 66 CAHPS survey questions directly correlate to our star rating, a system that rates Medicare Advantage Prescription Drug plans on a scale of one to five with five being excellent and one being poor. CMS posts these ratings on www.medicare.gov to help consumers, families and caregivers choose the plan that's best for them.

Your interactions with members are crucial to our CAHPS scores and overall star rating

Many of the survey questions ask members to rate their relationship with their providers. For example, members are asked to assess their health and access to care and rate the care they received from primary care providers and specialists within the past six months and the communications with their providers. **To help ensure member satisfaction, you can:**

- Make sure members receive appointments within acceptable time frames as outlined in the Access and Availability Standards Table in the provider manual
- Educate members and speak to them during each visit about their preventive health care needs and disease management goals
- Answer any questions members may have about newly prescribed medications
- Remind members to bring all medications and medical histories to their specialist appointments and remind them of the purpose of a specialist referral
- Allow time during appointments to validate your patients' understanding of their health condition(s) and the service(s) required for maintaining a healthy lifestyle
- Encourage members to call Member Services at the Dedicated Service Unit at 1-866-805-4589 (TTY 1-800-855-2880) Monday through Friday from 8:00 a.m. to 8:00 p.m. to speak with a care manager who can reiterate care plans and answer their questions

We're here to support you in providing quality care and keeping our members happy. If you have questions about this communication or need more tips to improve member satisfaction, please call Provider Services at the Dedicated Service Unit at 1-866-805-4589. Thank you for participating in the Amerivantage provider network and the quality health care you give our members.