

Provider Update

Consumer Assessment of Healthcare Providers and Systems Survey Shows Members Want Greater Involvement in Care Decisions

Background: The 2012 Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey results revealed a need for our members to be better informed about the status of their health and to be included in the decision-making process for their care.

✦ What this means to you:

No actions necessary — for your information only

What was the outcome of the CAHPS survey?

In completing the 2012 CAHPS surveys, our members indicated they want you to:

- Make time during each visit to meet with them to discuss their health concerns
- Be sure to discuss the pros and cons of each available treatment option
- Review with them the treatment option they feel is best suited for their condition

What should I do to affect better survey outcomes?

In order to help members make informed decisions regarding their health, you should provide them with complete information concerning their:

- Diagnosis
- Evaluation
- Treatment
- Prognosis

What if I need help?

If you have questions about this communication or need help with anything else, contact your local Provider Relations representative or call our Provider Services team:

- Medicaid providers call 1-800-454-3730
- Medicare providers call 1-866-805-4589

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