



*We heal and inspire the human spirit.*

**To:** Medi-Cal IPAs & PCPs  
**From:** IEHP – Provider Relations  
**Date:** March 15, 2024  
**Subject:** **2024 CAHPS Member Satisfaction Survey – Taking Place Now!**

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The **Medi-Cal Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey** – a Member Satisfaction survey – **is occurring right now**, from February through the end of April 2024.

A sample of IEHP’s Medi-Cal Members, your patients, receive the CAHPS survey. Survey recipients are not shared with IEHP, so we do not know which of your patients have received the survey. Any patient with an encounter in your office may receive a survey.

**The CAHPS survey asks Members about many aspects of their care including:**

- **Rating of their Doctor**
- **Ease of Access to Routine Care**
- **Obtaining Needed Care Right Away**
- **Recommendation of their Doctor to a Friend**

**What can your practice do to improve your CAHPS scores?**

Remember that every interaction is an opportunity to improve the experience of the Member.

- ✓ **Call the Member by name** when speaking to them
- ✓ **Sit with the Member when sharing information**
- ✓ **Make eye contact** and face the Member as much as possible during the visit, avoiding focusing on the EMR at all times
- ✓ **Smile!** Both in person and over the phone, a smile elevates the experience for the Member and the Provider
- ✓ **Ask the Member** at the end of their visit **if all their questions were answered.**

We are grateful for the care and services your practice provides IEHP Members and our community.

As a reminder, all IEHP communications can be found at: [www.providerservices.iehp.org](http://www.providerservices.iehp.org) > Provider Central > News and Updates > Notices

If you have any questions, please do not hesitate to contact the IEHP Provider Call Center at (909) 890-2054, (866) 223-4347 or email [ProviderServices@iehp.org](mailto:ProviderServices@iehp.org)