



We heal and inspire the human spirit.

To: All PCPs and IPAs

From: Provider Relations

Date: February 7, 2025

Subject: 2025 Fielding of the Consumer Assessment of Healthcare Providers and Systems Survey (CAHPS)

The **Medicare and Medi-Cal Regulatory Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey will be fielded from February 28th to May 31st, 2025.** This important tool gathers feedback about your assigned members' experiences with their healthcare providers.

The CAHPS Survey is a blinded Member Experience Survey (meaning the plan does not know which Members responded) that asks members to evaluate their experience with your care on topics such as:

- **Getting Needed Care Quickly**
- **Care Coordination**
- **How Well their Doctor communicates**
- **Members' Overall Rating of Health Care Quality**

All Provider office team members can enhance patient experience by:

1. Active Listening

- a. Allow patients to speak without interruption.
- b. Restate or summarize what they say to confirm understanding.
- c. Prepare in advance by previewing patient charts

2. Demonstrate Respect

- a. Greet patients warmly and use their preferred name.
- b. Acknowledge and validate their concerns.

3. Provide Clear Explanations:

- a. Use simple, jargon-free language.
- b. Encourage questions and confirm understanding.
- c. Let patients know it is the goal to be seen within 15 minutes of arrival. If you are running behind, keep patients informed.
- d. Ask your patients for feedback at the end of each visit and address any issues that may arise.

For Additional Resources and CAHPS Survey Best Practices, visit IEHP's Provider Portal > Clinical Resources and Tools > [Customer Service Toolkit](#)

You can make a meaningful difference in the patient experience. Thank you for your dedication to creating positive experiences for our members.

If you have any questions, please contact the IEHP Provider Call Center at (909) 890-2054, (866) 223-4347 or email ProviderServices@iehp.org

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