

To: AmeriHealth Caritas Louisiana Providers

Date: July 20, 2026

Subject: 2026 CAHPS Reference Guide for Providers

Summary: AmeriHealth Caritas Louisiana network providers' interactions with members has a direct impact on member satisfaction.

Did you know AmeriHealth Caritas Louisiana members have the opportunity to rate the care they receive from providers? The **Consumer Assessment of Healthcare Providers and Systems (CAHPS®)** program is a tool for assessing patients' experiences with their health plan, personal doctor, specialists, and healthcare in general. A positive patient experience can lead to higher satisfaction scores and improved health outcomes.

While providers continue to demonstrate a strong commitment to member care, the most recent CAHPS survey showed a decrease in performance for "How Well Doctors Communicate", "Rating of Personal Doctor" and "Getting Needed Care" measures. The information below outlines questions from the most recent CAHPS survey measures with suggestions to improve your patients' experience. Focusing on these communication strategies can help improve the member experience and contribute to better CAHPS surveys in 2027.

Measure: How Well Doctors Communicate

In the last 6 months:

- How often did your personal doctor explain things in a way that was easy to understand?
- How often did your personal doctor listen carefully to you?
- How often did your personal doctor show respect for what you had to say?
- How often did your personal doctor spend enough time with you?

HELPFUL TIPS

- Maintain eye contact while the patient speaks; sit down during the visit to demonstrate active listening.
- Use open-ended questions to allow patients time to speak.
- Explain the rationale for tests, treatments, and referrals.
- Include the patient in decision-making about their care regarding tests, referrals, and treatment options.
- Remind members to bring a written list of questions to medical appointments to make the most of their time with the doctor.
- Use simple, easy-to-understand terminology, avoiding abbreviations and medical jargon; practice the "teach-back" method with your patients.
- Demonstrate cultural sensitivity and use interpreter services if needed.

Measure: Rating of Personal Doctor**HELPFUL TIPS**

- Demonstrate interest, caring, and empathy toward your patients.
- Take time to listen to questions and provide easily understood answers.
- Ensure patients understand the instructions given before leaving the appointment.
- Discuss the 'patient's personal health objectives, reviewing any barriers to treatment or medication adherence and follow-up care.
- Review "Post Appointment Survey data to assess member satisfaction with providers.

Measure: Getting Needed Care

In the last 6 months:

- How often did you get an appointment with a specialist as soon as you needed?
- How often was it easy to get the care, test, or treatment you needed?

HELPFUL TIPS

- Be proactive in checking with AmeriHealth Caritas Louisiana to ensure that the treatment or test prescribed for your patient is covered before they leave the office.
- Ensure AmeriHealth Caritas Louisiana does not require any specific documentation, such as prior authorization, for treatment or test coverage.
- Before patients leave, help them schedule the next visit with their PCP and/or with specialists.
- Communicate provider delays at the time of the appointment.

Measure: Getting Care Quickly

In the last 6 months:

- When you needed care right away, how often did you get it as soon as you needed it?
- How often did you get an appointment for a checkup or routine care as soon as you needed?

HELPFUL TIPS

- Keep timeslots available each day for urgent, same-day appointments.
- Notify members during check-in when extended wait times are expected.
- Encourage patients to make routine appointments for checkups or follow-up care in advance.
- Be proactive: call patients in advance to schedule tests, screenings, or physicals.
- If your practice utilizes electronic check-in, ensure patients understand the process.
- Promote telehealth services, if available. Educate your patients on how and when to use telehealth.

Measure: Rating of Specialist
HELPFUL TIPS
• Help ensure coordination of care between the primary care provider and specialist. • Assist patients with scheduling appointments with specialists and other ancillary providers. • Review consultation reports with patients, parents, or guardians during follow-up visits. • For non-urgent cases, communicate realistic wait times to patients regarding specialist availability.

Disclaimer: Physicians and other health care providers are solely responsible for the treatment decisions of their patients and should not use the information in this communication to substitute independent clinical judgment.

Questions: Thank you for your continued support and commitment to the care of our members. If you have questions about this communication, please get in touch with AmeriHealth Caritas Louisiana Provider Services at 1-888-922-0007 or your [Provider Network Management Account Executive](#).

Missed an alert? You can find a complete list of provider alerts on our website's [Provider Newsletters and Updates](#) page.

Need to update your provider information? Send full details to network@amerihealthcaritasla.com.