



AmeriHealth Caritas[™]
District of Columbia

To: AmeriHealth Caritas DC Providers
Date: March 20, 2024
Subject: Post-Appointment Survey Provider Scorecard Available in NaviNet

Dear Provider,

As you know, AmeriHealth Caritas District of Columbia (DC) works in collaboration with our providers to help ensure that our enrollees receive comprehensive, quality, and culturally responsive care. One of the tools we use to evaluate the enrollee care experience is our Post-Appointment Member Satisfaction Survey.

We are pleased to announce that providers will now be able to view their enrollee satisfaction ratings through a new Post-Appointment Survey Provider Scorecard, available in the NaviNet provider portal **effective Wednesday, March 20, 2024**. To access this new feature, login to NaviNet, and navigate to **Clinical Reports Inquiry → Report Selection → Post Appointment Survey Provider Scorecard**.

If you have any questions, please contact your Provider Network Account Executive. Thank you for your continued partnership and for the valuable services you provide our enrollees.

Sincerely,
AmeriHealth Caritas DC