



AmeriHealth Caritas[™]
District of Columbia

To: AmeriHealth Caritas District of Columbia Providers

Date: March 1, 2023

Subject: Consumer Assessment of Healthcare Providers and Systems (CAHPS) Annual Survey

Summary: Please encourage your patients who are AmeriHealth Caritas District of Columbia (DC) enrollees to complete the CAHPS survey.

Dear Provider:

SPH Analytics, on behalf of AmeriHealth Caritas District of Columbia (DC), has begun the process of inviting a random selection of AmeriHealth Caritas DC enrollees to complete an annual satisfaction survey known as the Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey. The survey is an opportunity for enrollees to provide feedback on their experiences with AmeriHealth Caritas DC, its providers, and the health care services they receive.

Please encourage your patients who receive the CAHPS survey to complete it. Survey responses are anonymous and help AmeriHealth Caritas DC better serve our enrollees by informing how we deliver our programs and services. Scores are reported to the public and contribute to our National Committee for Quality Assurance score.

Survey questions cover, but are not limited to, enrollees' views on the following topics:

- Ability to get necessary care and treatment
- Access to a primary care provider or specialist
- Customer service interactions
- The helpfulness of information provided by their health plan

Please note that the survey enrollees receive will not read "Consumer Assessment of Healthcare Providers and Systems" or its acronym, "CAHPS." The identifying marks will be the AmeriHealth Caritas DC logo on the survey itself and "SPH Analytics" (our vendor) on the envelope.

Thank you for your continued support and commitment to the care of our enrollees. If you have questions about this communication, please contact your Provider Account Executive or call Provider Services at 202-408-2237.

Sincerely,

AmeriHealth Caritas DC