



**AmeriHealth Caritas**<sup>™</sup>  
District of Columbia

**To:** AmeriHealth Caritas District of Columbia Providers  
**Date:** April 3, 2024  
**Subject:** Encourage Your Patients to Complete the Patient Experience Survey

Dear Provider:

Press Ganey, on behalf of AmeriHealth Caritas District of Columbia (DC), has invited a random selection of AmeriHealth Caritas DC enrollees to complete a patient experience survey. The patient experience survey encompasses the Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey and the Experience of Care and Health Outcomes (ECHO) survey. Considered the national standard for measuring and reporting on consumers' experiences with health plans, providers, and the services provided, its purpose is to enhance understanding of patient experience and advance the delivery of safe, patient-centered care.

The annual survey can be completed via mail, internet, or phone. The identifying marks are the AmeriHealth Caritas DC logo on the survey itself and Press Ganey on the envelope.

Survey topics include, but are not limited to:

- Annual flu vaccinations
- Ability to get necessary care and treatment
- Ability to get care quickly
- Customer service interactions
- Satisfaction ratings of overall health care experience
- Ease and ability to get prescribed medications
- Experience with behavioral health care and services

Survey responses are anonymous and help AmeriHealth Caritas DC, as well as our network providers, better serve enrollees by informing how we deliver our programs and services. Responses can help us facilitate system change, so please encourage your patients who receive the survey to complete it.

If you have questions about this communication, please contact your AmeriHealth Caritas DC Provider Account Executive or Provider Services at 1-202-408-2237 or 1-888- 656-2383. Thank you for your cooperation.

Sincerely,

AmeriHealth Caritas DC

# Encourage your patients to complete the patient experience survey!



## What is the patient experience survey?

The patient experience survey encompasses the Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey and the Experience of Care and Health Outcomes (ECHO) survey. Considered the national standard for measuring and reporting on consumers' experiences with health plans, providers, and the services provided, its purpose is to enhance understanding of patient experience and advance the delivery of safe, patient-centered care.

### How is the survey distributed?

Press Ganey, on behalf of AmeriHealth Caritas District of Columbia (DC), invites a random selection of AmeriHealth Caritas DC enrollees to complete the annual survey via mail, internet, or phone. The identifying marks are the AmeriHealth Caritas DC logo on the survey itself and Press Ganey on the envelope.

### What topics are included on the survey?

Survey topics include, but are not limited to:

- **Annual flu vaccinations**
- **Ability to get necessary care and treatment**
- **Ability to get care quickly**
- **Customer service interactions**
- **Satisfaction ratings of overall health care experience**
- **Ease and ability to get prescribed medications**
- **Experience with behavioral health care and services**

# Why should patients complete the survey?



Survey responses are anonymous and help AmeriHealth Caritas DC, as well as our network providers, better serve enrollees by informing how we deliver our programs and services. The survey is an opportunity for patients to provide feedback on their experiences. Completing the survey can help facilitate system change.

## Where can AmeriHealth Caritas DC enrollees go for more information?

Visit [www.amerihealthcaritasdc.com](http://www.amerihealthcaritasdc.com) or call Enrollee Services at 1-800-408-7511 (TTY: 1-800-570-1190). AmeriHealth Caritas DC also can help enrollees with:

- Translation services
- Interpretation services
- Services for the hearing and visually impaired
- Case management
- And more!



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