



*We heal and inspire the human spirit.*

**To:** All IPAs & PCPs  
**From:** IEHP – Provider Relations  
**Date:** March 29, 2024  
**Subject:** **REMINDER: 2024 CAHPS Member Satisfaction Survey – Member Satisfaction Starts With You!**

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The **Medi-Cal and Medicare Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey** – a Member Satisfaction survey – **is occurring right now**, from February through the end of April 2024.

### **All Member Encounters Matter**

As survey recipients are not shared with IEHP, we do not know which of your Members have received the survey. Any patient with an encounter in your office may receive a survey.

- ✓ Members will report both positive and negative experiences that occurred anytime, not only during their most recent encounter

### **Front Office Staff:**

- ✓ Member Encounters begin with timely appointments and friendly customer service
- ✓ Smile! Both in person and over the phone, a smile elevates the experience for the Member and the Provider

### **Providers & Medical Staff:**

- ✓ Smile - a smile elevates the experience for the Member and sets them at ease
- ✓ Make eye contact as much as possible during a patient visit, balancing time spent entering in front of the EMR
- ✓ Call the Member by name when speaking to them
- ✓ Sit with the Member when sharing information
- ✓ Ask the Member at the end of their visit if all their questions were answered. Develop a post visit survey that your team can use before the Member leaves the office.

Thank you for the care and services your practice provides IEHP Members and our community.

If you have any questions, please do not hesitate to contact the IEHP Provider Call Center at (909) 890-2054, (866) 223-4347 or email [ProviderServices@iehp.org](mailto:ProviderServices@iehp.org)

As a reminder, all IEHP communications can be found at: [www.providerservices.iehp.org](http://www.providerservices.iehp.org) > Provider Central > News and Updates > Notices