



Are You Ready for the CAHPS Survey?

Register for an upcoming webinar to learn about this annual health care experience survey and how to best prepare for survey questions

We recognize the importance of partnering with providers to continuously focus on and improve our members' health care experience and raise measure rates on the Consumer Assessment of Healthcare Providers and Systems (CAHPS®)¹ survey. Member interactions with their providers directly impact their health care experience and their perception of quality care.

CAHPS is a health care experience survey required by the Centers for Medicare & Medicaid Services (CMS) and for National Committee for Quality Assurance (NCQA) accreditation. It is administered via mail and in some cases by telephone and email.

Providers are encouraged to attend one of the following educational webinars.

Webinar topics	What is the CAHPS survey, what questions are on the survey and recommendations on how to prepare for the survey
Presented by	Health Net Provider Relations/Health Net Quality Improvement
Who should attend?	All participating providers
Dates and times	Choose the date and time that works best for you; space is limited. 1. Tuesday, January 22, 2019, at 10:00 a.m. Pacific time (60 minutes) 2. Thursday, January 24, 2019, at 1:00 p.m. Pacific time (60 minutes)
To attend	Users must use the link http://bit.ly/CAHPS-Webinar to pre-register for the webinars. At the end of the registration, attendees will be given the option to add the webinar to their calendar. The webinar has a call-in number, or attendees may listen to the audio broadcast through their computer. Attendees may type questions as necessary. A copy of the presentation material will be distributed via email following the webinar.
For questions	Contact Provide Relations at PartnersInPerformance@healthnet.com

¹CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality.