

# Get Ready for the CAHPS Survey

## JOIN A WEBINAR TO PREPARE FOR SURVEY QUESTIONS

Focus on and improve your patient's health care experience and raise measure rates on the Consumer Assessment of Healthcare Providers and Systems (CAHPS®)<sup>1</sup> survey.

Patients' interactions with their providers and provider-office staff can directly impact their health care experience and their view of the quality of care they received. Providers are urged to attend one of the following webinars.



CAHPS is an annual 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 in the spring of each year.



### Webinar topics

- What is the CAHPS survey
- What questions are on the survey
- 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.

**Tuesday, August 20, 2019, at 11:00 a.m.** Pacific time (1 hour)

**Thursday, August 22, 2019, at 1:00 p.m.** Pacific time (1 hour)



### Registration

Pre-register at <http://bit.ly/CAHPS-Webinar1>

At the end of the registration, you will be given the option to add the webinar to your calendar. The webinar has a call-in number, or you may listen to the audio broadcast through your computer. You may type questions as necessary. A copy of the presentation material will be distributed via email following the webinar.



### Questions?

Contact Provider Relations at [PartnersInPerformance@healthnet.com](mailto:PartnersInPerformance@healthnet.com).

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

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