



We heal and inspire the human spirit.

To: PCPs & IPAs

From: Provider Relations

Date: February 6, 2026

Subject: CAHPS (Member Satisfaction) Survey Season is Here – Your Impact Matters!

The 2026 CAHPS survey season is here! From February through May, your patients may receive a Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey by mail, phone, or online. This isn't just another survey—it's the voice of your patients, reflecting their experience with you and your team.

CAHPS results directly impact NCQA Health Plan Ratings, CMS Star Ratings, Quality Withhold payments, plan enrollment - the number of members assigned to the plan and therefore to you - and public perception of IEHP and our valued provider network. In MY2024, lower CAHPS scores pushed IEHP below the 4-Star health plan rating threshold—despite our providers' strong performance in multiple quality domains.

Every interaction with a patient is an opportunity. Together, we can exceed member expectations and raise our CAHPS scores – showcasing our commitment to exceptional care.

Based on the most recent CAHPS feedback, here are our **key focus areas for this CAHPS season**:

- Getting Needed Care
- Getting Care Quickly
- Care Coordination
- Getting Needed Rx Drugs

How Can You and Your Team Make Every Patient Interaction Count?

1. Lead with Respect and Courtesy

- Greet patients warmly when they check in and in the exam room, using their preferred name.
- Acknowledge and validate patient concerns—show you care.

2. Active Listening

- Let patients speak without interruption.
- Summarize what patients say to confirm understanding.
- Review charts ahead of time to personalize care and demonstrate a deep understanding of each patient.

3. Provide Clear Explanations

- Use simple, jargon-free language.
- Encourage questions and confirm understanding by asking patients to “teach back” next steps.
- Set expectations: aim to see patients within **15 minutes** of arrival. If delays happen, keep them informed.
- Ask patients at every visit if all their concerns were reviewed and address feedback immediately.

Thank you for your continued partnership and the quality care you provide to our members every day.

We will be sharing more best practices and reminders related to CAHPS in the months to come and we welcome your feedback. We're grateful for your partnership and all you do to heal and inspire the human spirit.

Explore More Tools

Visit IEHP's **secure Provider Portal > Clinical Resources and Tools > Customer Service Toolkit and Patient Experience Partnership Learning Guides** for more best practices.

Questions?

Please don't hesitate to reach out to your Provider Relations Manager or call IEHP's Provider Call Center at (909) 890-2054, (866) 223-4347 or email ProviderServices@iehp.org.

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