



*We heal and inspire the human spirit.*

**To:** PCPs & IPAs

**From:** Provider Relations

**Date:** March 5, 2026

**Subject: REMINDER – Your Members Are Receiving CAHPS Surveys Now!**

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**Remember, the 2026 CAHPS survey season is here! From February through May, your members 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 members, reflecting their experience with you and your team.**

As we shared earlier this month, 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.

Every interaction with a member 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 Prescriptions

### **How Can You and Your Team Make Every Member Interaction Count?**

1. **Check out our Patient Experience Partnership Flipbooks for Best Practices, available on the Portal home page and under “Clinical Resources and Tools”**

**Training Guides & Forms**

- [Provider Portal Training Guide \(PDF\)](#)
- [PCP Training Guide - CCA \(PDF\)](#)
- [PCP Training Guide - Medi-Cal, D-SNP \(PDF\)](#)
- [Provider Quality App User Guide \(PDF\)](#)
- [Provider Quality App Quick Start Guide \(PDF\)](#)
- Patient Experience Partnership (PEP)**
  - [High Reliability in the Medical Practice](#)
  - [Communication in the Medical Practice](#)
  - [Leadership & Culture in the Medical Practice](#)
  - [Access to Care](#)
  - [Moments That Matter](#)
  - [From Friction To Resolution](#)
  - [Provider as Trusted Educator](#)
  - [Coordination of Care](#)
  - [One Team One Purpose](#)

Looking for a form? All IEHP forms can be [found here](#).

- Interpreter Request
- Health & Wellness
- Clinical Resources and Tools**
- Reports

**Patient Experience Partnership (PEP) Learning Guides**

**High Reliability in the Medical Practice**  
Explore core principles of high reliability and tools that support this c strengthen communication, build stronger connections between

These flipbooks, developed with Press Ganey, offer a wealth of tips and tools to improve patient experience.

**Please share with your teams and reach out to your Provider Relations Manager with any questions or feedback.**

## 2. Lead with Respect and Courtesy

- First impressions count! Greet members warmly when they check in and in the exam room, using their preferred name.
- Acknowledge and validate member concerns—show you care.

## 3. Active Listening

- Sit at eye level with members. Sitting down with patients during their visit contributes to their sense that more time is being spent with them and that their concerns are being listened to.
- Let members speak without interruption.
- Summarize what members say to confirm understanding.
- Review charts ahead of time to personalize care and demonstrate a deep understanding of each patient.

## 4. Provide Clear Explanations

- Use simple, jargon-free language.
- Encourage questions and confirm understanding by asking members to “teach back” next steps.
- Set expectations: aim to see members within **15 minutes** of arrival. If delays happen, keep them informed.
- Ask members on 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.

Please 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](mailto:ProviderServices@iehp.org).

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