



We heal and inspire the human spirit.

To: Provider Network

From: Provider Relations

Date: March 19, 2026

Subject: Team-Based Access to Care - Improve CAHPS Survey Ratings!

Remember, the 2026 CAHPS survey season is underway!

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 an opportunity for your patients to share their experience with IEHP, you, and your support team.

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.

One way to improve the patient experience is through the team-based access-to-care model.

Team-based care ensures patients receive the **right care from the right team member** – whether a nurse, social worker, pharmacist or provider – based on the patient's needs.

Aligning clinical and administrative roles improves access, streamlines visits, and supports comprehensive, member-centered care!

To learn more about the principles of team-based care and explore patient experience best practices across the care continuum, check out our **Patient Experience Partnership (PEP) Learning Guides, available on the provider portal under "Clinical Resources and Tools."**

We will continue sharing best practices to improve the patient experience, and we welcome your feedback.

We're grateful for your partnership and all you do to heal and inspire the human spirit.

If you have any questions, 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.

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