



We heal and inspire the human spirit.

To: Provider Network

From: Provider Relations

Date: April 2, 2026

Subject: Moments That Matter – Improve Member Experience and CAHPS Survey Results!

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

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

Moments That Matter - Building Trust with Patients is Key



When your practice’s team consistently demonstrates key skills like warm phone etiquette, confident and respectful first impression, listening, and problem-solving, patients feel safe, heard, and cared for.

Patients who feel seen and cared for are more likely to keep their appointments and adhere to the clinical guidance and treatment your team provides.

To learn more about the principles of team-based care and explore patient experience best practices across the care continuum, please 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 Member 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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