

# Provider engagement with members counts!

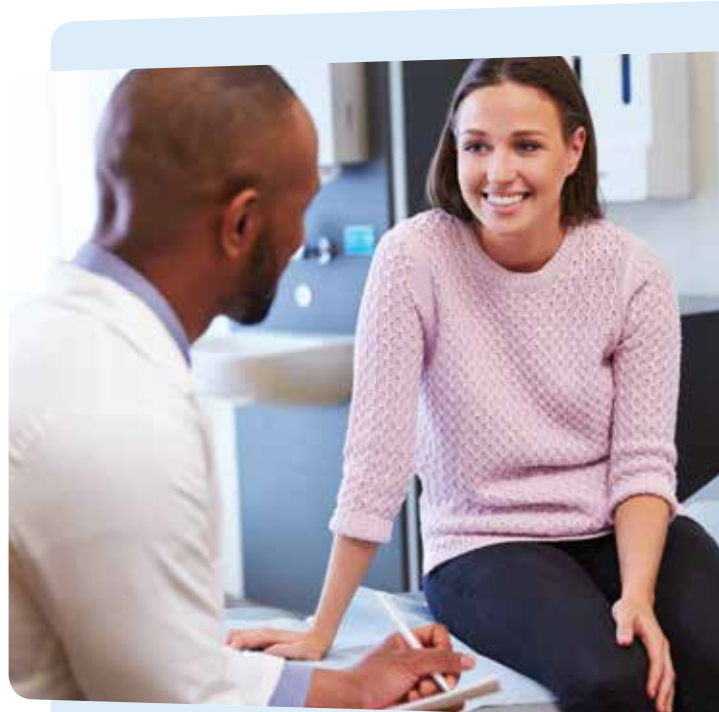
At Anthem Blue Cross and Blue Shield (Anthem), we strive to make members' experiences positive.

Each year, our members get a survey called the Consumer Assessment of Healthcare Providers and Systems (CAHPS®). There are two surveys for Medicaid members — one for children and one for adults. Both surveys ask your patients, our members, to rate and evaluate their experiences with:

- Their personal doctor/primary medical provider
- Their specialists
- The health plan

Each member receives the survey by mail or a phone call each year between January and May. This is a reflection of how our members perceive you. Here are some of the questions members will get:

- Getting needed care
  - In the last six months, how often was it easy to get the care, tests or treatment you needed?
  - In the last six months, when you needed care right away, how often did you get care as soon as you needed it?
  - In the last six months, how often did you get an appointment for a checkup or routine care at a doctor's office or clinic as soon as you needed it?
- Doctor/patient relationships
  - In the last six months, how often did your personal doctor explain things in a way that was easy to understand?
  - In the last six months, how often did your personal doctor listen carefully to you?
  - In the last six months, how often did your personal doctor show respect for what you had to say?
  - In the last six months, how often did your personal doctor spend enough time with you?
  - Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your personal doctor?
- Additional care
  - In the last six months, how often did you get an appointment to see a specialist as soon as you needed?
  - We want to know your rating of the specialist you saw most often in the last six months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate the specialist?



**Satisfied patients can help providers deliver higher quality care — surveys such as CAHPS are how you are measured on the quality of care you deliver.**

Please help us make each member's experience across the health care continuum a positive one!

Serving Hoosier Healthwise,  
Healthy Indiana Plan and Hoosier Care Connect

[www.anthem.com/inmedicaidoc](http://www.anthem.com/inmedicaidoc)

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