

2022 Ambetter from Meridian NCQA

NOVEMBER 2022

MICHIGAN

Dear Providers,

Helping you care for your patients is our top priority. Strong communication and trust between you and your patients will help ensure they're satisfied and have good outcomes. You can rely on Ambetter from Meridian for information and support to help you keep those patient relationships strong.

Annual CAHPS Survey

The Consumer Assessment of Healthcare Providers and Systems (CAHPS) Health Plan Survey is an opportunity for your patients to share their healthcare experiences with their provider and health plan. Your patients are asked specific questions, which include how well their provider communicates, if they felt their provider listened to them, and if their provider explained things in a way that was easy to understand. There are also questions on how well providers are communicating about Care Coordination and a (0-10) rating of the patient's overall satisfaction with their health plan, primary care provider, and specialists.

Annual Provider Satisfaction Survey

You are essential to providing the highest quality health care possible for our members, and your satisfaction is very important to us, too. We assess your experience with the health plan through an annual Provider Satisfaction Survey and use the results to guide operational improvement activities.

Your Ambetter from Meridian Support Doesn't Stop There

Our provider website contains essential information, including your rights and other sources of support for you. You can read more about our Quality Improvement programs on mimeridian.com/providers/quality-improvement.html.

If you have additional questions or need support, call Provider Services at **1-833-993-2426**.

Sincerely,

Meridian