



## Network Notification

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**Date:** January 7, 2011

**Number:** OH-P-2011-02

**To:** Ohio Providers

**From:** CareSource

**Subject:** CAHPS Survey Results

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Congratulations Ohio providers! Results of the Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey shows that you're providing outstanding service to CareSource members!

Overall, providers rated high on communication-related items. Opportunity areas included preventive items, such as wellness and tobacco cessation.

### **Highlights of the CAHPS survey:**

#### **Strengths**

- Doctor explains things clearly
- Doctor listens carefully
- Doctor respects consumer's comments

#### **Opportunities**

- Consumer and doctor talked about things to prevent illness
- How often medication was recommended or discussed to help consumer quit smoking or using tobacco

CareSource Providers rated above other health plans on 77% of the questions:

- Getting Needed Care
- Ease of Getting Appointments with Specialists
- Ease of Getting Tests/Treatment
- Receiving Care in a Timely Manner
- Receiving Urgent Care for Illness/Injury

- Receiving Non-Urgent Appointments
- How Well Doctor's Communicate
- Doctor's Explained Things Clearly
- Doctor Listened Clearly
- Doctor Respected Member's Comments
- Doctor Spent Enough Time with Member
- Rating of Personal Doctor
- Rating of Specialist
- Provider Discussed Pros/Cons of Treatment
- Provider Seemed Informed about Care Received from Other Providers

**CareSource Action Items that You Can Look for in the Future to in the near future:**

- The CareSource clinical team is developing strategies to enhance provider discussions with members regarding preventive illnesses
- The CareSource clinical team is also creating member and provider education strategies around the importance of smoking cessation
- CareSource provides members with nicotine patches, gum and lozenges without requiring a prior authorization as a member benefit