

October 10, 2021

Re: 2022 CAHPS

The Consumer Assessment of Healthcare Providers & Systems (CAHPS) survey will begin in April 2022 to assess members' experience with the health plan and their health care providers, recalling on experiences that occurred during the past six months. Member experience will account for 60% of the 2023 Star Rating (measurement year 2022).

The following questions and responses/scores are related to your patients' experience with their health care:

1. **Annual Flu Vaccine** (score: 80%)
2. **Overall Rating of Health Care Quality** (score: 90%)
 - Rate all your health care in the last 6 months
3. **Getting Care Needed** (score: 87%)
 - Easy to get needed care, tests or treatment
 - Get a specialist appointment as soon as needed
4. **Getting Appointments and Care Quickly** (score: 84%)
 - Get as soon as needed, when it's needed right away
 - Get routine care as soon as needed
 - Seen within 15 minutes of your appointment time
5. **Care Coordination** (score: 88%)
 - Personal doctor had medical records or other information about previous care
 - Doctor's office followed up to give test results
 - Get test results as soon as needed
 - Personal doctor talked about all the prescription medicines being taken
 - Personal doctor's office helped to manage care among different providers and services
 - Personal doctor seemed informed and up-to-date about the care from specialists
6. **Getting Needed Prescription Drugs** (score: 94%)
 - Easy to use prescription drug plan to get the medicines prescribed
 - Easy to use prescription drug plan to fill a prescription at a pharmacy
 - Easy to use prescription drug plan to fill a prescription by mail

If you have any questions, please contact Provider Support Services or your Provider Engagement Specialist at **330.996.8400** or **800.996.8401** or via email at contactproviderservices@summacare.com.

Sincerely,

Julie Sich

Julie Sich MS ATC

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