

Provider Memorandum

Help Improve Member Experience and Satisfaction Through CAHPS®

February marks the beginning of CAHPS® survey season for Molina Healthcare of Illinois (Molina). The Consumer Assessment of Healthcare Providers and Systems (CAHPS) is an industry standard survey tool used to evaluate the member experience. Molina strongly promotes continuous improvement with patient experiences and satisfaction, which offers many benefits for providers and members alike.

Focusing together on a positive patient experience will help your practice to:

- Increase patient retention.
- Increase compliance with physician/clinical recommendations.
- Improve patient's overall wellness and health outcomes.
- Ensure preventive care needs are addressed in a timelier fashion.
- Reduce no-show rates.

Molina has mailed the 2021 CAHPS surveys to a random selection of members across all lines of business. **Please encourage your patients who have received/will receive the survey to complete and return it.**

Results are reported to the [Centers for Medicare and Medicaid Services \(CMS\)](#) as part of its public reporting on reimbursement programs. CAHPS results are also used by the National Committee for Quality Assurance (NCQA) for [plan accreditation](#) and are reported to the Illinois Department of Healthcare and Family Services (HFS) for inclusion on the [HealthChoice Illinois plan report cards](#). More importantly, Molina analyzes the results and implements enhancements as part of our Quality Improvement program.

Technical documentation about the CAHPS survey is found on the CMS website, as well as the [Agency for Healthcare Research and Quality \(AHRQ\)](#):

- [CMS guidance on CAHPS surveys.](#)
- [AHRQ guidance on CAHPS surveys.](#)

Additional Resources for Providers and Molina Members

For additional after-hours coverage, both you and Molina members can call the 24-Hour Nurse Advice Line:

- English Phone (888) 275-8750
- English TTY (888) 735-2929
- Spanish Phone (866) 648-3537
- Spanish TTY (866) 833-4703

Help our members access interpreter services at **no cost** by calling Member Services at **(855) 687-7861** (English and Spanish) or TTY/TTD 711.

You can access the Provider Portal 24/7 at provider.molinahealthcare.com to:

- Search for patients and check member eligibility.
- Submit service request authorizations and/or claims, plus check status.
- Review a Patient Care Plan.
- Obtain [CAHPS® Tip Sheets](#).
- Participate in cultural competency training (also available on MolinaHealthcare.com under “Health Resources”).

Molina’s Quality Improvement Team

Providers can visit Molina’s [CAHPS quality page](#) for more information and links to previous CAHPS results. Questions and requests can be emailed to the Quality Improvement team (please include CAHPS in the subject line) at Quality-HealthCampaigns@MolinaHealthcare.com.

Questions?

We’re here to help. Contact your Provider Network Manager or email the Provider Network Management team at MHILProviderNetworkManagement@MolinaHealthcare.com. For help identifying your Provider Network Manager, visit [Molina’s Service Area](#) page at MolinaHealthcare.com.

Get Critical Updates

Receive news and updates about Molina services and plan requirements delivered straight to your inbox. Join Molina’s provider email list. [Click here](#) to get started.

Note: Molina’s website and documents are best viewed in Google Chrome or Microsoft Edge.