

Patient Experience

Consumer Assessment of Healthcare Providers and Systems (CAHPS®)

April 2026

Why is your patient's opinion important?

- Patients are customers of the healthcare system and desire high-quality care
- Online patient reviews are viewable by the public
 - Yelp, Google, Healthgrades.com, and social media are common channels used
 - Commitment to patient experience strengthens public sentiment



Improve **patient experience** and engagement



Drive better **clinical outcomes**



Improve **patient safety**



Enhance **operational quality**

How is patient experience measured?

Standardized surveys are used by health plans nationwide to obtain patient feedback about their experience with all healthcare services (including hospital, health plan, and physicians)

- CAHPS® Survey – **Medicaid and Medicare**
- Qualified Health Plan (QHP) Enrollee Experience Survey – **Marketplace**

Survey Methodology:

Sample of members
is randomly selected

Conducted for adult
and child members

Survey period is from
March through May

Survey recipients
are anonymous

Members complete
the survey by mail,
telephone, or online

Tools to support your practice

Visit [Meridian's Quality Improvement Program page](#) to access comprehensive resources to enhance your approach to patient experience, such as:

- HEDIS® Quick Reference Guide
- HEDIS® Pocket Guides
- Education and training materials for staff

110 Meridian Quality Improvement Resources

- 110 Consumer Assessment of Healthcare Providers and Systems (CAHPS®) ●●●●●●●●
- 114 CAHPS® Outpatient Mental Health Survey Information ●●●●●●●●
- 115 Health Outcomes Survey (HOS) ●●
- 119 Critical Incidents (CI) ●●
- 120 Cultural Competence ●●●●
- 121 Social Determinants of Health (SDOH) ●●●●●●●●
- 122 Quality Education Webinars (QEW) ●●●●●●●●
- 123 Access & Availability ●●●●●●
- 132 Caring for and Communicating with Individuals with Intellectual and Developmental Disabilities (IDD) ●●●●●●●●
- 134 Early Periodic Screening, Diagnosis, and Treatment (EPSDT) ●●

meridian ambetter wellcare YouthCare wellcare
By Meridian

Quick Reference Guide HEDIS® MY 2026



- Meridian Medicaid
- Wellcare Meridian Dual Align (HMO D-SNP)
- YouthCare (Medicaid)
- Ambetter (Marketplace)
- Wellcare (Medicare)
- ▲ Electronic Clinical Data Systems (ECDS) HEDIS measure

For more information, visit www.ncqa.org

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CAHPS® Survey Sections

Sections with Provider-Focused Questions

Getting Needed Care

Getting Care Quickly

Customer Service

Rating of Health Plan

Rating of Personal Doctor

Rating of Specialist

Rating of Health Care

Smoking Cessation

Flu Vaccine

Provider Focus: *Getting Needed Care*

Example Question

In the last six months, when you needed care right away, how often did you get care as soon as you thought you needed it?

Answer choices:

- Always
- Usually
- Sometimes
- Never

Tips for success

- 1 Office staff should help coordinate specialty appointments for urgent cases
- 2 Encourage patients and caregivers to view results on the patient portal when available
- 3 Inform patients of what to do if care is needed after hours
- 4 Offer alternative appointment types to expand access to care (e.g., telephone, telehealth, telemedicine, and patient portals)

Getting Needed Care – Access & Availability



[Download a convenient flyer with this information](#)

Type of Care/Appointment	Meridian Medicaid Plan	Wellcare Meridian Dual Align	YouthCare	Ambetter	Wellcare
Preventative/Routine Care (Child < 6 months)	Within 2 weeks	-	Within 2 weeks	-	-
Preventative/Routine Care (Child ≥ 6 months)	Within 5 weeks	-	Within 5 weeks	-	-
Preventative/Routine Care (Adult)	Within 5 weeks	Within 25 business days	-	Within 15 calendar days	Within 30 business days
Urgent/Non-Emergent (Medically Necessary) Care	Within 24 hours	Within 1 business day	Within 1 business day	Within 24 hours	Within 24 hours
Sick care	-	-	-	Within 24 hours	Within 7 business days
Non-Urgent/Non-Emergent Conditions	Within 3 weeks	Within 3 weeks	Within 3 weeks	-	Within 3 weeks
Initial Prenatal w/o Problems (First Trimester)	Within 2 weeks	Within 2 weeks	Within 2 weeks	-	-
Prenatal (Second Trimester)	Within 1 week	Within 1 week	Within 1 week	-	-
Prenatal (Third Trimester)	Within 3 calendar days	Within 3 calendar days	Within 3 calendar days	-	-
Office Wait Time*	Within 30 minutes	Within 30 minutes	Within 30 minutes	Within 30 minutes	Within 30 minutes

Primary Care

*Office hours must be the same for all members and patients

Getting Needed Care – Access & Availability



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	Type of Care/Appointment	Meridian Medicaid Plan	Wellcare Meridian Dual Align	YouthCare	Ambetter	Wellcare
Behavioral Health	Life-Threatening Emergency	Immediate admittance or referred to the Emergency Room	Immediate admittance or referred to the Emergency Room	Immediate admittance or referred to the Emergency Room	Immediate admittance or referred to the Emergency Room	Immediate admittance or referred to the Emergency Room
	Non-Life-Threatening Emergency	Within 6 hours	Within 6 hours	Within 6 hours	Within 6 hours	Within 6 hours
	Urgent Care Visit	Within 48 hours	Within 48 hours	Within 48 hours	Within 48 hours	Within 48 hours
	Initial Visit for Routine Care	Within 10 business days	Within 10 business days	Within 10 business days	Within 10 business days	Within 10 business days
	Follow-Up Visit for Routine Care	Within 20 business days	Within 20 business days	Within 20 business days	Within 10 business days	Within 30 business days
Specialty Care	Routine Care (Adult)	Within 5 weeks	Within 25 business days	Within 5 weeks	Within 30 calendar days	Within 30 calendar days
	Routine Care (Child < 6 months)	Within 2 weeks	-	Within 2 weeks	-	-
	Routine Care (Child ≥ 6 months)	Within 5 weeks	-	Within 5 weeks	-	-
	Urgent Care Visit	Within 1 business day	Within 1 business day	Within 1 business day	Within 48 hours	Within 24 hours
	Office Wait Time*	Within 30 minutes	Within 30 minutes	Within 30 minutes	Within 30 minutes	Within 30 minutes

*Office hours must be the same for all members and patients

Provider Focus: *Getting Care Quickly*

Example Question

In the last six months, how often did you get an appointment for a check-up or routine care as soon as you needed?

Answer choices:

- Always
- Usually
- Sometimes
- Never

Tips for success

- 1 Ensure a few appointments each day are available to accommodate urgent visits
- 2 Offer appointments with a nurse practitioner or physician assistant for short-notice appointments
- 3 Keep patients informed if there is a longer wait time than expected, and give them an option to reschedule

Provider Focus: *How Well Doctors Communicate*

Example Questions

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 explain things in a way that was easy to understand?

Answer choices:

- Always
- Usually
- Sometimes
- Never

Tips for success

- 1 Consider using the Teach-Back Method to ensure patients understand their health information
- 2 Always make conversations clear and simple
- 3 Provide a visit summary for your patients to reference
- 4 Give resources to your patients, advising them to contact you or their health plan with questions

What can you do?

Let's work together to enhance your patients' experience

G

- **Greet** each patient in a friendly and welcoming manner

R

- **Relate** to your patient, recognize how they feel and help them trust that you understand their concerns and needs

E

- **Exceed** patient expectations

A

- **Always** work to solve concerns and meet patient needs

T

- **Thank** your patient for choosing your practice

Your impact

Taking action to improve the patient experience benefits you and your patients

- Increased patient engagement
- Increased adherence to recommended preventive screenings and care
 - Leads to fewer requests for urgent care
 - Improves opportunity to meet Pay for Performance targets

Positive patient experiences lead to improved retention and stronger follow-through on care plans.



Questions?

Provider Services Contact Information

Meridian Medicaid Plan

866-606-3700 (TTY: 711)
[ILmeridian.com/providers](https://www.ilmeridian.com/providers)

YouthCare

844-289-2264 (TTY: 711)
[LYouthcare.com/providers/
provider-resources](https://www.lyouthcare.com/providers/provider-resources)

Wellcare Meridian Dual Align (HMO D-SNP)

844-536-2175 (TTY: 711)
[wellcare.ilmeridian.com/
for-providers](https://www.wellcare.ilmeridian.com/for-providers)

Ambetter

855-745-5507
TTY: 844-517-3431
[ambetterhealth.com/en/il/provider-
resources](https://www.ambetterhealth.com/en/il/provider-resources)

Wellcare

855-538-0454 (TTY: 711)
[wellcare.com](https://www.wellcare.com)



Thank you