

Notice Date: March 12, 2024
To: Indiana Medicaid Providers
From: CareSource
Subject: It's Patient Experience Survey Season!

Summary

The Consumer Assessment of Healthcare Providers and Systems (CAHPS®) and Qualified Health Plan Enrollee Experience (QHPEE) surveys began reaching CareSource® patients in February and March. Patients can respond to the survey through the end of May 2024. Your interactions with CareSource patients have a big impact on how they may respond to these surveys.

To help support you, we've created the [Quality Patient Experience Guide](#) and will be sending emails offering ideas to ensure a positive patient experience. These resources will also include information on the CareSource programs and services available to help your patients during their health care journey.

Through our partnership, we can fulfill our joint commitment to delivering a positive patient experience. There are seven key areas in the patient experience survey that involve the care provider directly:

1. Helping