

## HELPING YOU CARE FOR YOUR PATIENTS IS OUR TOP PRIORITY

Strong communication and trust between you and your patients will help ensure they're satisfied and have good outcomes. You can rely on Home State Health and Ambetter from Home State Health for information and support to help you keep those patient relationships strong.

### Annual CAHPS Survey

#### *Happening February Through May*

The Consumer Assessment of Healthcare Providers and Systems (CAHPS) Health Plan Survey is an opportunity for your patients to share their healthcare experiences with you as their provider and with their health plan. Your patients are asked specific questions, which include how well their doctor communicates, if they felt their doctor listened to them, and if their doctor explained things in a way that was easy to understand. Also included are questions on how well different healthcare providers are communicating about care coordination and a (0-10) rating of the patient's overall satisfaction with their healthcare, personal doctor, and specialists.

### Annual Provider Satisfaction Survey

You are essential to providing the highest quality healthcare possible for our members, and your satisfaction is very important to us, too. We assess your experience with us through an annual Provider Satisfaction Survey. These survey results are reviewed by the health plan and are key to helping us improve your experience, so please be sure to complete the survey if you receive one.

#### *Our Support Doesn't Stop There*

Our provider website contains essential information, including member surveys, health equity resources, language services and resources, provider credentialing rights, the utilization management process, how to access care management services and other sources of support for you. Read more now [Providing Quality Care HSH](#) or [Providing Quality Care Ambetter from Home State Health](#).

If you have additional questions or need specific support, call Provider Services at the numbers listed below.

- **Home State: 1-855-694-4663 / TTY: 711 • [HomeStateHealth.com](https://www.HomeStateHealth.com)**
- **Show Me Healthy Kids: 1-877-236-1020 / TTY: 711 • [HomeStateHealth.com](https://www.HomeStateHealth.com)**
- **Ambetter: 1-855-650-3789 TTY: 711 • [Ambetter.HomeStateHealth.com](https://www.Ambetter.HomeStateHealth.com)**
- **MAPD: 1-855-766-1452 / D-SNP: 1-833-298-3361 / TTY:711 • [Wellcare.HomeStateHealth.com](https://www.Wellcare.HomeStateHealth.com)**