

CAHPS education for providers

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Consumer Assessment of Healthcare Providers and Systems (CAHPS)[®] is an annual standardized survey conducted to assess consumer experience with their health care services and health plan. Providers and their staff play a key role in the member experience. Several questions specific to the member's experience with their provider are included in the CAHPS survey. Education about the CAHPS survey, the importance of focusing on the patient experience and ways to improve the patient experience are included in the *Provider Orientation* and available by visiting <https://mediproviders.anthem.com/va>.

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