



PO Box 733 • Elk Grove Village, IL • 60009-0733

Dear Provider,

Helping You Care For Your Patients Is Our Top Priority

Strong communication and trust between you and your patients will help ensure they are satisfied and have good outcomes. You can rely on Ambetter of Illinois (Ambetter) for information and support to help you keep those patient relationships strong.

Annual CAHPS Survey Happening February Through June

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 provider communicates, if they felt their provider listened to them, and if their provider explained things in a way that was easy to understand. Also included are questions on how well different healthcare providers communicate about care coordination and a (0-10) rating of the patient's overall satisfaction with their healthcare, primary care provider, and specialists.

Annual Provider Satisfaction Survey Expected In Q4

You are essential to providing the highest quality healthcare possible for our members, and your satisfaction is important to us. We assess your experience with Meridian through the annual Provider Satisfaction Survey. Please be sure to complete the survey if you receive one.

Ambetter's Support Doesn't Stop There

Our provider website contains essential information, including your rights and other sources of support. Read more here: ambetterofillinois.com/provider-resources/manuals-and-forms. If you have questions or need specific help, please call Provider Services Monday through Friday, 8 a.m. to 8 p.m. at **1-855-745-5507**, TTY: **1-884-517-3431**.