



2022 Ambetter Provider NCQA Notification

Dear Providers,

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 Ambetter from SilverSummit Healthplan for information and support to help you keep those patient relationships strong.

- **Annual CAHPS Survey**

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 the health plan through an annual Provider Satisfaction Survey and use the results to guide operational improvement activities.

Your Ambetter from SilverSummit Healthplan Support Doesn't Stop There

Our provider website contains essential information, including your rights and other sources of support for you. Read more about our Quality Programs now:

<https://www.silversummithealthplan.com/providers/quality-improvement.html>.

If you have additional questions or need specific support, call Provider Services at 1.866.263.8134.