



Teamwork

Working together to improve member satisfaction

AetnaBetterHealth.com/Illinois-Medicaid

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Aetna Better Health® of Illinois



Each year, we conduct a **Consumer Assessment of Healthcare Providers and Systems (CAHPS)** survey.

This industry-standard tool helps determine member satisfaction with physicians, specialists, provider relationships, communications and services provided. We use the survey feedback to understand what we do well. And it helps us find areas where we can improve member care, compliance and health outcomes.



Here's what we're doing well

Members rated these areas positively on the survey:



Getting necessary care

- It was easy to get necessary care, tests or treatment
- I was able to schedule an appointment with a specialist as soon as needed



Coordination of care

- My doctor was informed and updated about the care I received from other health care providers



Communication

My doctor:

- Explained information simply
- Listened carefully
- Showed respect for what I said
- Spent enough time with me



Health plan customer service

- I was treated with courtesy and respect



Here's what we identified for monitoring and/or improvement

Members rated these areas less positively on the survey:



Getting care quickly

- I received care as soon as needed
- I made an appointment for routine care as soon as needed



Health plan customer service

- Provided information or help needed



Effectiveness of care performance measures

My doctor:

- Explained importance of and/or gave flu vaccine
- Advised on quitting smoking and tobacco
- Talked about medicines and strategies to help quit smoking and tobacco

The information
we gather from
these surveys can
go a long way in
improving patient
satisfaction.



By taking simple steps, you can make a positive impact on your patients.



Helpful tips to improve patient outcomes

- Encourage using telehealth visits and patient portals
- Explain after-hours access to the on-call physician, our 24-hour Nurse Advice Line, and urgent and emergency care procedures
- Schedule routine appointments in advance
- Consider providing a preventive health visit during a sick visit
- Discuss preventive health tests and treatments, like flu and pneumonia vaccines
- Provide handouts, brochures, diagrams and materials to explain tests, medicine, referrals and preventive health steps
- Send timely preapproval requests and referrals
- Talk about the risks of smoking/using tobacco, and medicine and strategies to help quit
- Ensure office staff has updated resources to help and guide members



We're here to help



If you have questions, just call
1-866-329-4701 (TTY: 711).



Or visit

[AetnaBetterHealth.com/Illinois-Medicaid.](https://www.aetna.com/better-health/illinois-medicaid)



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