

Notice Date: March 13, 2024
To: West Virginia Marketplace Providers
From: CareSource
Subject: It's Patient Experience Survey Season!

Summary

The Consumer Assessment of Healthcare Providers and Systems (CAHPS®) and Qualified Health Plan Enrollee Experience (QHPEE) surveys began reaching CareSource® patients in February and March. Patients can respond to the survey through the end of May 2023. Your interactions with CareSource patients have a big impact on how they may respond to these surveys.

To help support you, we've created the [Quality Patient Experience Guide](#) and are sending emails offering ideas to ensure a positive patient experience. These resources will also include information on the CareSource programs and services available to help your patients during their health care journey.

Through our partnership, we