



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 Buckeye Health Plan 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 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. These survey results will be reviewed by Buckeye Health Plan and will be key to helping us improve the provider experience, so please be sure to complete the survey if you receive one.

Your Buckeye Health Plan Support Doesn't Stop There

Our provider website contains essential information, including member surveys, health equity resources, language services and resources, provider credentialing rights, the utilization management process, how to access care management services and other sources of support for you. Read more now: <https://www.buckeyehealthplan.com/providers/quality-improvement/quality-care.html>. If you have additional questions or need specific support, call Provider Services at 1.866.296.8731.

