

USE CAUTION: External Message.



Medicare Advantage

Updates for Providers

PATIENT SURVEY

March 2023

Cigna Medicare Advantage – Post-visit survey

We are pleased to announce that on January 20, 2023, we officially launched a new post-visit survey. The survey is sent to Cigna Medicare Advantage customers after an office visit and administered by Press Ganey, a leading health care survey company.

The purpose of the survey is to capture and share meaningful data with you throughout the year about your patients' care experience. This can help you to identify opportunities to enhance your practice and improve your patients' experience prior to the annual Health Outcomes Survey (HOS) and the Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey.

The post-visit survey covers topics such as:

- Getting needed care
- Getting care quickly
- Care coordination
- Provider communication
- Quality of patient care

Urgency Meter

3

1. Requires immediate attention
2. Response requested
3. No action necessary

How it works

Post-visit surveys are triggered by claims for routine or sick care visits by your patients with Cigna Medicare Advantage coverage. Patients identified from these claims will receive the survey via mail or email.

The results of the survey will be the average response score of your patients.

**Very Poor = 0, Poor = 25, Fair = 50,
Good = 75, Very Good = 100**

Press Ganey will generate results that show a comparison of your performance to others in the industry based on results of other payers in their book of business (for which they also administer the same post-visit survey). Your Cigna Medicare Advantage Network Operations Representative will share the results with you.

We encourage you to ask your patients to complete the survey if they receive it.

If you have any questions, please contact me.

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