



Attention Aetna Better Health Providers

We invite you to join a **45-minute Consumer Assessment of Healthcare Providers and Systems (CAHPS®)**

Training Webinar designed to strengthen your understanding of member experience and its impact on

quality ratings. This session will allow time for questions and a brief survey at the end.

Why This Matters:

CAHPS® results directly influence NCQA Star Ratings, Michigan Apple Consumer Guide Ratings, and provide valuable Member feedback, which helps us to improve programs, services, and Member outcomes.

Webinar Dates & Times:

- **December 9, 2025** – 3:00 PM ET / 12:00 PM PT
- **December 10, 2025** – 11:00 AM ET / 8:00 AM PT

Topics Covered:

- NCQA Star Ratings & CAHPS® overview
- Impact of the CAHPS® survey
- Our roles in the member experience
- Evidence-based resources to grow patient satisfaction
- Time for Q&A and an opportunity to share your opinion via survey

Register Today:

December 9, 2025

Register now

December 10, 2025

Register now

If you experience any issues with registration, please contact **Grace DelMastro** at delmastrog@aetna.com

Thank you for your continued commitment to delivering exceptional care and improving member experience. We look forward to your participation.

www.aetnabetterhealth.com

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