

To: Keystone First Primary Care Providers
Date: April 2, 2024
Re: Keystone First member's post PCP visit survey

Starting on April 1, 2024, Keystone First members will receive a member experience text survey 30-days post-visit with their primary care physician.

- The purpose of the survey is to provide real-time insight into our members' experiences and for us to work collaboratively to identify areas of opportunities for improvement.
- An added benefit will be giving us insight into some of the trends we see on the annual Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey and providing us with the ability to respond/resolve satisfaction issues sooner.
- The survey results will be shared bi-annually and posted on NaviNet for your reference.

Thank you for your participation in our network and the commitment and care you and your staff continue to provide to our members. If you have any questions regarding this notice, please contact your Provider Account Executive.