



FROM



CAHPS® Outpatient Mental Health Survey

Appropriate patient care is essential to the overall health of the ones you serve. Ambetter from Peach State Health Plan is dedicated to partnering with you to help maximize opportunities to improve patient care and patient satisfaction, for the benefit of you, the physician, and the patient.

Annually, NCQA (National Committee for Quality Assurance) directs health plans to conduct a survey about the member's experience with behavioral health services. The Outpatient Mental Health Survey measures members' experiences and identifies opportunities for health plans and providers to improve quality of care and access to mental health and substance use services. Your patients may be asked the following questions. How do you rate?

| Composite | Related Questions | Response Options |
|---|---|--|
| Getting Appointments for Prescription Medicines | <ul style="list-style-type: none">What kind of provider is the person who prescribes your mental health medicine? | <ul style="list-style-type: none">Psychiatrist (an MD)Primary care provider (a physician or nurse practitioner)Other medical doctor, please describe: |
| Getting Appointments for Prescription Medicines | <ul style="list-style-type: none">How difficult was it for you to make an appointment with the person who prescribes your mental health medicine? | <ul style="list-style-type: none">Very difficultSomewhat difficultNot very difficultNot difficult at all |
| Getting Mental Health Counseling | <ul style="list-style-type: none">In this survey, your main mental health counselor is the mental health counselor you talked with most often in the last 6 months. What kind of provider is your main mental health counselor? | <ul style="list-style-type: none">Clinical psychologistPsychiatrist (an MD)Social workerPrimary care provider (a physician or nurse practitioner)Other, please describe: |
| Getting Mental Health Counseling | <ul style="list-style-type: none">How difficult was it to find this mental health counselor?How difficult was it to make appointments with your mental health counselor? | <ul style="list-style-type: none">Very difficultSomewhat difficultNot very difficultNot difficult at all |



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| Communication with Mental Health Counselor | <ul style="list-style-type: none"> • How often did your main mental health counselor listen carefully to you? • How often did your main mental health counselor show respect for what you had to say? | <ul style="list-style-type: none"> • Never • Sometimes • Usually • Always |
| Goal Setting | <ul style="list-style-type: none"> • How much did your main mental health counselor consider what is important to you when setting the goals for treatment? | <ul style="list-style-type: none"> • Not at all • A little • Some • A lot |
| Getting Help Between Appointments | <ul style="list-style-type: none"> • When you contacted your main mental health counselor between your appointments, how often did you get the help or support you needed? | <ul style="list-style-type: none"> • Never • Sometimes • Usually |
| Rating of Mental Health Counselor | <ul style="list-style-type: none"> • What number would you use to rate your main mental health counselor? | <ul style="list-style-type: none"> • Scale of 0-10 |
| Unmet Need for Mental Health Services | <ul style="list-style-type: none"> • Did you get all the mental health services you needed? | <ul style="list-style-type: none"> • Yes • No |
| Financial Barriers to Mental Health Services | <ul style="list-style-type: none"> • How difficult was it for you to pay for the mental health services you received? | <ul style="list-style-type: none"> • Very difficult • Somewhat difficult • Not very difficult • Not difficult at all |

Please use the following suggestions to improve your ratings:

- Offer extended hours, telehealth, and various treatment options when possible.
- Let patients know your office hours and how to get after-hours care.
- Partner with the health plan and coordinate care with other specialists and primary care physicians to address whole person health and access to timely care.
- Assess culture and linguistic needs and ask your patients what is important to them.
- Obtain release of information forms and explain the purpose of releasing information to other providers.
- Include family/caregivers/identified support in the treatment plan.
- Invite questions and encourage your patient to take notes.
- Use the “teach-back” method.

Thank You for Your Continued Partnership!

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