Aetna Better Health® Provider Webinar

Understanding the CAHPS® Survey

A focused, one-hour webinar to help providers understand CAHPS® fundamentals, their influence on health plan performance and member perceptions, and our shared role in delivering a positive member experience.

SESSION 1	SESSION 2
Wednesday, October 7, 2026 12:00 PM ET / 9:00 AM PT	**Wednesday, October 14, 2026** 1:00 PM ET / 10:00 AM PT
Register now	Register now

What You'll Learn

- NCQA Star Ratings and CAHPS® fundamentals
- How CAHPS® affects performance and member perceptions
- Provider and health plan roles in the patient experience
- Evidence-based resources to strengthen patient satisfaction
- Live Q&A and a brief feedback survey

Registration questions?
Contact Grace DelMastro at delmastrog@aetna.com.

Thank you for your continued partnership and commitment to improving the member experience.