

2026 NCQA Annual Accreditation

HELPING YOU CARE FOR YOUR PATIENTS IS OUR TOP PRIORITY

NH Healthy Families provides an annual reminder of the information available on [NHhealthyfamilies.com](https://www.nhhealthyfamilies.com) that can help you deliver the best care for your patients. Patient satisfaction and positive health outcomes start with clear communication and the building of trust, and NH Healthy Families appreciates your focus on keeping patient relationships strong.

Annual Member Experience Surveys

The Consumer Assessment of Healthcare Providers and Systems Survey (CAHPS), the Qualified Health Plan Enrollee Experience Survey (QHPEES), and the Outpatient Mental Health Survey (OPMH) offer your patients opportunities to report their satisfaction with their healthcare, including their experience with their practitioners, providers, and the health plan. Survey results are used to determine patient and member satisfaction, their likelihood of staying with their practitioner, provider, or health plan, and opportunities to improve satisfaction with their healthcare.

Annual Provider Satisfaction Survey

You are essential to providing the highest-quality healthcare possible for our members, and your satisfaction is equally important. NH Healthy Families assesses your experience with us through an annual Provider Satisfaction Survey. The results are essential in helping identify improvement opportunities and guiding quality initiatives, so please be sure to complete the survey if you receive one.

NH Healthy Families' Support Doesn't Stop There

Our website contains essential information, including:

- Member and provider rights and responsibilities
- Health equity resources
- Language services and resources
- Provider credentialing rights
- The Utilization Management process
- Pharmaceutical procedures and PDL
- Clinical criteria
- How to access care management services

Read more now at <https://www.nhhealthyfamilies.com/providers/quality-improvement/quality-care.html>.

If you have additional questions or need specific support, call Provider Services at **1-866-769-3085**.