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# Now available: 2022 patient experience guidebook

You work hard to provide high-quality care for your patients — our UnitedHealthcare® Medicare Advantage members — and we want to support you in delivering the best possible patient experience.

Our updated **2022 patient experience guidebook** is now available — featuring new information on the UnitedHealthcare patient experience survey questions and target scores, as well as a pre-visit planning checklist. We hope the guidebook will be a valuable resource to help you achieve strong patient experience scores.

This year, we encourage you to hit the target score in each of the 3 patient experience categories on your UnitedHealthcare patient experience survey:

Getting needed care: 94%

Care coordination: 88%

Doctor-patient conversations: 58%

If you are able to hit all 3 designated targets by the end of 2022, you'll be recognized as a United Hero. You'll receive a special award for your individual contributions in Q4 2022.


If you have questions or need further information, please reach out to your UnitedHealthcare representative.

## Learn more

For additional information and resources on CAHPS® and HOS, please visit [UHCprovider.com/cahpshos](https://UHCprovider.com/cahpshos).

CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

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