



TRANSFORM YOUR CAHPS SCORES with Personalized, Omnichannel Member Engagement

Elevate Member Satisfaction and Trust with
Engagys & Redpoint Global

CAHPS scores aren't just a metric -- they are a vital measure of member satisfaction, trust, and the overall quality of healthcare services. For Medicare Advantage plans, high CAHPS scores translate into better Star ratings and significant financial bonuses.

With these goals at the forefront, Engagys and Redpoint Global have partnered to offer a comprehensive solution to help health plans boost CAHPS scores through personalized, data-driven member engagement strategies that foster trust and satisfaction at every touchpoint.



Limited-Time Offer: Low-Commitment PILOT

Improving CAHPS scores is critical to your health plan's success, both in terms of member satisfaction and financial performance.

Engagys and Redpoint are offering a low-commitment PILOT that allows you to experience the benefits of our member-centric engagement strategies firsthand with minimal time out of your busy calendar.

This PILOT includes:

- ✓ **Expert data utilization** and analysis to enhance personalization and relevance.
- ✓ **Customized engagement solutions** tailored to your plan's unique needs.
- ✓ **Comprehensive execution support** from our team of healthcare and data specialists throughout the trial.

Take the First Step to Better CAHPS Scores Today

Sign on today to explore how our solutions can help you elevate your CAHPS scores, improve member satisfaction, and achieve higher Star ratings.



KEY CAPABILITIES

- + Advanced Member Data Utilization:** Leveraging Redpoint's CDP technology, we consolidate and analyze member data to enable deep personalization across channels. This enables health plans to address specific member needs, leading to higher satisfaction and improved CAHPS scores.
- + Member-Centric Engagement Strategy:** An Engagys expert helps you evaluate and optimize your member interactions, ensuring that each CAHPS touchpoint—whether digital, print, or via call centers—meets member needs and enhances their overall experience.
- + Intermediate Proxy Measurements:** Our team implements intermediate measurements to monitor engagement levels and predict trends, allowing health plans to address potential issues before they negatively impact CAHPS scores.

REAL RESULTS



80% reduction in time to build new segments



20% increase in CAHPS measures by optimizing targeting, segmentation, and campaign design

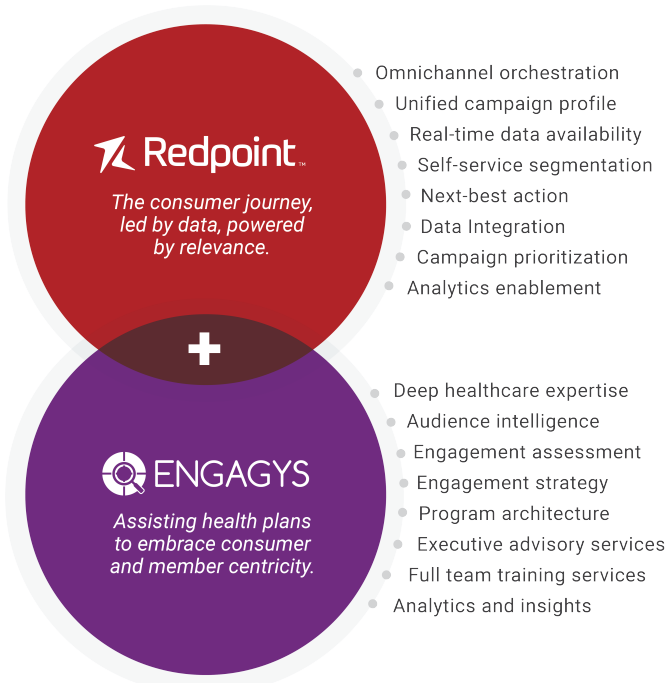


3x the average industry email open rate and 2x the average industry click-through rate through a CAHPS preconditioning campaigns



40% reduction in cost per interaction

Engagys & Redpoint Driving value at scale



About Our Partnership

Engagys and Redpoint Global have partnered to provide a robust solution tailored to improving CAHPS scores for health plans. This partnership is designed to help health plans not only meet but exceed member expectations, ultimately leading to improved CAHPS scores, higher star ratings, and greater financial rewards.

Engagys brings deep expertise in healthcare engagement, with a focus on building strong, trust-based member relationships.

Redpoint Global, offers cutting-edge Customer Data Platform (CDP) technology and advanced analytics capabilities, enabling health plans to personalize interactions and better understand member needs.



Learn more about the PILOT [→](#)