

April 2026

CAHPS Survey Now Live: Encouraging Patient Feedback

The Centers for Medicare and Medicaid Services administers the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) survey each year between April and June. It is sent to a random sample of Florida Blue Federal Employee Program® patients to evaluate their health care experiences over the previous six months, providing valuable insights into the quality of care they receive.

The Impact of Your Daily Interactions

As a health care provider, your daily interactions with patients play a significant role in shaping their survey responses. The CAHPS survey assesses various aspects of care, including coordination and communication. By focusing on these areas, you can directly influence quality ratings for health care organizations and providers. Moreover, CAHPS scores are publicly reported, enabling patients to make informed decisions about their health care providers.

Two Key Measures Impacting CAHPS Outcomes

- Care Coordination - Crucial for delivering high-quality care.**
 - Ensure seamless sharing of patient information among health care providers.
 - Communicate regularly with other providers to stay informed about patient care.
 - Keep patients informed about their care across different providers.
- Personal Doctor Rating - Building trust and rapport with patients is vital for a positive rating.**
 - Ask patients about their medical history, including past care and treatment.
 - Encourage patients to share health issues and concerns through open-ended questions.
 - Listen attentively and express understanding.

Understanding the Survey

For a comprehensive understanding of the survey, visit [CAHPS Health Plan Surveys, Adult Commercial Survey 5.1H](#) to review the full list of questions your patients might receive. By working together, we can deliver exceptional care and improve patient satisfaction.



We Value You!

Your dedication to providing high-quality care is valued, and we appreciate your commitment to our members. If you have questions, email us at CAHPSProviderInquiries@BCBSFL.com.

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