

Supporting an Enhanced Experience for Your Patients

The **Consumer Assessment of Healthcare Providers and Systems (CAHPS®)** survey and the **Health Outcomes Survey (HOS)** are sent annually to a random sample of Medicare Advantage patients. In addition to measuring their well-being, they measure the perception of their physician, health care plan, and services received. Both surveys also assess key indicators of proactive care the patient is receiving from their doctor.

The outcomes of these surveys are critical to us. The results count towards a part of eligible providers' Florida Blue Medicare Advantage Provider Quality Bonus.

You Can Make a Difference

You can help your patients feel better about their health and the health care services they receive. This can have a positive effect on the survey results. To achieve this, we encourage you to become familiar with the CAHPS and HOS surveys' best practices we share in the [CAHPS/HOS Provider Best Practices Toolkit](#).

This toolkit, several HOS tip sheets, and many other valuable quality resources can be found on [FloridaBlue.com](https://www.floridablue.com). We encourage you and your staff to access these CAHPS and HOS resources frequently to understand how you can help your patients improve their well-being and satisfaction.

Thank you for your dedication and the care you deliver to our members.