

Your Medicare Advantage Patients' Health Care Experience Matters! *Important Changes We Want You to Know*

CMS is Making Big Changes to How They Calculate Stars Ratings

- In performance year 2021, the **Consumer Assessment of Healthcare Providers and Systems (CAHPS®)** weighting increased **from 25 to 35 percent** in the Centers for Medicare and Medicaid Services' (CMS) Star rating program.
- Administrative measures that include many leading indicators (CTMs, G&A, Disenrollment) for CAHPS increased **from 22 to 27 percent**.
- To consistently earn 4+ Stars, it is critical to **maximize your CAHPS scores** while continuing to **score as high as possible** for the Healthcare Effectiveness Data and Information Set (HEDIS®¹), Pharmacy Part D and Health Outcomes Survey (HOS) components of Stars.

Our Pre-CAHPS Messaging Member Campaign is Underway

- We conducted a Medicare Advantage member mailing campaign in February called, "**Your Voice Always Matters**", which encourages members to contact us to let us know how we are doing. To refer to the mailer, click [here for English](#) and [here for Spanish](#).
- We are asking members to watch their mailbox this month in case they are selected to complete the CAHPS survey. If selected, we are asking them to please provide their input. The CAHPS survey fielding will be **ongoing through May**.
- Florida Blue Medicare Advantage members will receive two greeting cards in the first quarter, promoting the importance of an Annual Wellness Visit and healthy living.

How You Can Make a Difference

- As you schedule your Florida Blue Medicare Advantage patients' Annual Wellness Visits (AWVs), take the opportunity to establish your patients' journey perception and satisfaction over the whole year.
- You can influence your patient's perception of the care received by talking with them about CAHPS and HOS and printing out a [pre-visit checklist \(English\)](#), [\(Spanish\)](#) or [\(Haitian-Creole\)](#) for them to complete before their office visit.
- You may also print the [CAHPS and HOS Quality Measures' Tips to Success](#).
- We are supporting our members, your patients, in reaching their health goals with our member *HealthyBlue Rewards* program. For more information, refer to the *HealthyBlue* brochure [here for English](#) and [here for Spanish](#).

Coming Soon

We heard you! Starting this year, Florida Blue Medicare is working with key provider groups to help achieve improved patient satisfaction by providing more member feedback. If your group is identified as a participant in this program, we will be reaching out to you soon!

¹HEDIS is a registered trademark of the National Committee for Quality Assurance (NCQA).

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