

**July 2024**

## **Federal Employee Program CAHPS Survey: You Can Help Improve Your Patients' Health Care Experience**

Each year between April and June, the Centers for Medicare & Medicaid Services sends out the Consumer Assessment of Healthcare Providers and Systems (CAHPS<sup>®</sup>) survey to a random selection of your Florida Blue Federal Employee Program<sup>®</sup> (FEP) patients. The survey evaluates members' health care experiences for the past six months.

### **Experience Is Not the Same as Satisfaction**

The CAHPS survey is not a customer satisfaction survey. Instead, it gauges patients' experiences and perceptions of key aspects of their health care. Survey questions focus on several important areas, including patients' communication with their doctors, their understanding of medical instructions, and the coordination of their health care needs.

A full list of survey questions your patients might receive is available at [CAHPS Health Plan Surveys, Adult Commercial Survey 5.1](#).

### **The Details Matter**

Understanding the questions included in the survey may help enhance the experience your FEP patients have in your office. Here are a few examples of CAHPS survey questions that focus on **Getting Needed Care** and **Getting Care Quickly**:

- In the last 12 months, did you have an illness, injury, or condition that **needed care right away**?
- In the last 12 months, when you needed care right away, how often did you get care **as soon as you needed**?
- In the last 12 months, how often did you get an appointment for a check-up routine care **as soon as needed**?
- In the last 12 months, how often was it easy to get the **care, tests, or treatment you needed**?



### **We Value You!**

Thank you for all you do every day to take care of our members. If you have questions about the CAHPS survey, please email us at [cahpsproviderinquiries@bcbsfl.com](mailto:cahpsproviderinquiries@bcbsfl.com).

<sup>1</sup>CAHPS is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ), U.S. Department of Health and Human Services.