

April 2023

Federal Employee Program

CAHPS Survey: You Can Make a Difference in Your Patients' Satisfaction

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

Patients' CAHPS responses tell the story.

- The survey is focused on quality aspects patients are best qualified to evaluate, such as coordination of care and provider communication.
- Results of this survey impact the quality ratings of provider care.
- When you are with patients, keeping in mind the topics they will be asked about will help you positively impact survey results and achieve higher ratings.
- A full list of survey questions your patients might receive is available at [CAHPS Health Plan Surveys, Adult Commercial Survey 5.1](#).

It is all in the details.

Here are two of the CAHPS survey areas of focus with helpful tips you may use to enhance the experience your patients have in your office.



Coordination of Care

- Expedite the time it takes to follow up on blood tests, X-rays, and anything else patients might be waiting on.
- Remind patients to bring a list of their prescriptions to every appointment.
- Obtain specialist reports to discuss recommendations and treatment plans with patients.



Personal Doctor Rating

- Ask patients about past care, including results and treatment.
- Ask patients open-ended questions to encourage patients to share health issues and concerns.
- Explain things so they are easy for the patient to understand.
- Listen patiently and express understanding.
- Address patients appropriately.



We Value You!

Thank you for all you do every day to take care of our members. If you have questions, email us at cahpsproviderinquiries@bcbsfl.com.