

January 2024

Federal Employee Program

CAHPS Survey: You Can Help Improve Your Patients' Health Care Experience

Each year, the Centers for Medicare and Medicaid Services (CMS) sends the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) survey to a random selection of your Florida Blue Federal Employee Program® (FEP) patients. Some of your patients will receive the survey soon. They will be asked about their experience in your office for the health care they received in 2023.

By being aware of the topics included in the survey, you can focus on areas that help improve patients' overall experience.

Patients' CAHPS Survey

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

The Details Matter

Here are two of the CAHPS survey areas of focus with **best practices** to help enhance your patients' experience in your office:



Ability To Get Needed Care

- Make scheduling as easy as possible. Help patients make specialist appointments before they leave your office. You may also assist patients with referrals and authorizations.
- Call, text, or email patients when you expect any appointment delays. Let patients know which days or times are best to schedule appointments.
- Include the patient in decision-making about their care regarding tests, referrals, and treatment options.



Ability to Get Care Quickly

- Set aside time slots each day to accommodate urgent visits.
- Offer appointments with physician extenders for urgent issues if physician is unable to see patient the same day.
- Break up wait times by moving patients from the waiting room into the exam room for vitals.

If you have questions about CAHPS, please email us at cahpsproviderinquiries@bcbsfl.com.