

September 2023

Federal Employee Program

Flu Shot Reminder Could Positively Influence Your Patients' Response to CAHPS Survey

From February through April of 2024, many of your Florida Blue Federal Employee Program® (FEP) patients will receive the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) survey from the Centers for Medicare and Medicaid Services.

The survey assesses members' health care experiences for the previous six months. As flu season approaches, we want to share some insight on how you may enhance the experience your patients have in your office.

Patients' CAHPS responses tell the story.

- The survey focuses on how a patient experiences quality aspects of care, such as coordination of care, getting care quickly, and personal doctor rating.
- Results of this survey impact the quality ratings of provider care.
- Keeping survey topics in mind when treating patients can positively impact survey results and help you achieve higher ratings.
- A full list of survey questions is available online at the [AHRQ.gov](https://www.ahrq.gov) website, or you can click [CAHPS Health Plan Surveys, Adult Commercial Survey 5.1](#).

It is all in the details.

Throughout the year, we share helpful tips to be successful in specific areas of the CAHPS survey. For example, educating patients on the importance of getting a flu vaccine and otherwise staying healthy during flu season could positively impact survey results.



Flu vaccinations

- Determine if your patient has had a flu shot later than July 1 of the prior year.
- As appropriate, administer the flu shot as soon as it becomes available each fall.
- Discuss any barriers your patient may have for receiving the flu vaccination.
- Turn on reminders or flag charts in your electronic medical records for patients who are due for a flu vaccine.



We Value You!

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

Florida Blue is an independent licensee of the Blue Cross and Blue Shield Association.

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