

April 2024

## Federal Employee Program

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

Annually, between April and June, the Centers for Medicare & Medicaid Services (CMS) sends out the Consumer Assessment of Healthcare Providers and Systems (CAHPS<sup>®1</sup>) survey to a random selection of individuals enrolled in the Blue Cross and Blue Shield Federal Employee Program<sup>®</sup> (FEP). This survey evaluates participants' health care encounters over the preceding six-month period.

#### Help Improve Your Patients' Health Care Experience

The outcomes of this survey are based on your patients' health care experience. Their survey responses significantly influence the quality ratings attributed to provider care. Maintaining awareness of the topics covered in the survey while engaging with your patients may help ensure your patient's experience is positive. This can markedly influence survey outcomes, potentially resulting in higher ratings. The full list of survey questions your patients may receive is available at [CAHPS Health Plan Surveys, Adult Questionnaire 5.1H](#).

#### The Simple Details Also Matter

Two important areas the CAHPS survey evaluates, along with recommendations to enhance your patients' experience during their visits, are provided below.



#### Coordination of Care

- Keep things simple and easy to understand, so your patients can navigate their care easily.
- Work together with other health care providers involved in your patient's care to make sure everyone is on the same page.
- Encourage your patients to take an active role in their health care decisions and provide them with resources to support their health goals.



#### Rating of Personal Doctor

- Take the time to listen to your patients' concerns and show understanding.
- Keep wait times short and appointments on track to respect your patient's time.
- Explain medical information clearly so your patients fully understand their diagnosis and treatment options.

If you have questions about CAHPS, 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.