

Tips for CAHPS Success

The Consumer Assessment of Healthcare Providers and Systems (CAHPS®) survey is a regulatory accreditation survey sent to members between March and June each year. The survey aims to assess our members' health care experiences for the past six months.

Why are providers crucial to improving CAHPS scores?

As a provider, you play a key role in a patient's health care experience and overall health. By ensuring patients **get necessary care when it is needed**, you can help improve their experience, well-being, and retention. Providers are also part of the performance structure associated with CAHPS. Success in CAHPS affects Star Quality Ratings and impacts the Centers for Medicare & Medicaid Services payments to providers and health plans. Below, we share some tips to help you and your office staff address CAHPS and positively impact your patients' experience.

Getting Needed Care

Help patients get needed care and treatment easily

- Offer flexible scheduling options
- Offer to schedule specialist appointments
- Process pre-certifications/authorizations timely
- Submit timely referrals and help set member expectations based on care need (i.e., define "reasonable appointment schedule")

Getting Appointments and Care Quickly

Patients want to get care and treatment in a timely fashion

- Break up wait times by moving patients from the waiting room into exam room for vitals
- Contact patients when delays are expected via telephone, text, or email
- Advise patients of the best days or times to schedule appointments
- Set aside a few slots for urgent visits each day

Overall Patient Experience Ratings

Make each visit a positive one for your patients

- Ask open-ended questions to encourage patients to share health issues and concerns
- A quick explanation for lengthy wait times can markedly improve patient experience
- Give clear explanations and answer all patient questions thoroughly
- Return all patient calls/voicemails timely
- Foster a caring environment to help patients be the best version of themselves

Annual Flu Vaccine

Encourage patients to get a flu shot

- Supply flu and pneumonia vaccine in office, if possible
- Educate patients on vaccine benefits

Care Coordination

Help patients manage care

- Encourage patients to bring medication list and Florida Blue Medicare Healthy Living Plan to doctor visits
- Timely follow up with patients on blood tests, X-rays, and other tests including normal results
- Obtain specialist reports to discuss recommendations and treatment plans with patients

Obtaining Medications

Help patients manage medications

- Call in prescriptions timely
- Use formulary, write 100-day fills when available, synchronize medications as appropriate
- Talk with patients to ensure they understand the medication, instructions and if prior authorization is required
- Submit timely pre-authorizations using the online tool: [MyPrime.com/en/Forms/Coverage-Determination/Prior-Authorization.html](https://myprime.com/en/Forms/Coverage-Determination/Prior-Authorization.html)

Contact Us to Learn More

For more information about CAHPS, contact your Florida Blue Medicare Population Health Manager or visit [Go.CMS.Gov/cahps](https://www.cms.gov/cahps).

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