

## Improve Your Patients' Experience: Five Key Actions to Enhance Care and Raise CAHPS Results

Every year, the federally accredited Consumer Assessment of Healthcare Providers and Systems (CAHPS®) survey measures your patients' experiences with their health plan, doctor, and specialists. From **March to June**, a random selection of patients will receive the survey to evaluate their 2024 health care perceptions.

CAHPS affects Medicare Stars quality ratings and impacts the Centers for Medicare and Medicaid Services payments to providers and health plans. CAHPS results also align with our 2024 Medicare Provider Group Quality Bonus Program's payments.

Since you play a key role in ensuring your patient's experience is the best possible, we are sharing **five key actions** you can apply to enrich their experience. These evidence-based strategies are designed to be quick, easy, and effective.

### Act Now



1. **See Patients Quickly:** Ensure timely appointments and remind your patients they may contact you for urgent needs. Before patients leave your office, schedule their next appointment with you and/or a specialist. Offer flexible appointment options.



2. **Coordinate Care Effectively:** Encourage patients to bring their medication lists and test results. Obtain specialist's reports to review treatment plans. Submit timely referrals and help set member expectations based on care need (i.e., define "reasonable appointment schedule.")



3. **Promote Preventive Care:** Offer **annual flu vaccines** and educate patients on recommended vaccinations and schedules.



4. **Streamline Medication Management:** Call in prescriptions quickly. Ensure patients have access to necessary medications. Discuss their concerns and submit timely pre-authorizations using the online tool: [MyPrime.com/en/Forms/Coverage-Determinaion/Prior-Authorization.html](https://MyPrime.com/en/Forms/Coverage-Determinaion/Prior-Authorization.html)



5. **Foster Open Communication:** Return calls/emails promptly. Promote a caring environment. Ask patients open-ended questions about their care experiences and concerns and **use their feedback to drive improvements.**

### To Learn More

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

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