

July 2023

Federal Employee Program

CAHPS Survey: You Can Make a Difference in Your Patients' Satisfaction

Each year between April and June, the Centers for Medicare and Medicaid Services (CMS) sends out the Consumer Assessment of Healthcare Providers and Systems (CAHPS[®]) survey to a random selection of your Florida Blue Federal Employee Program[®] (FEP) patients. The survey seeks to assess members' health care experiences for the past six months.

Patients' CAHPS responses tell the story.

- 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.
- When you are with patients, keeping in mind the topics they will be asked about will help you positively impact survey results and achieve higher ratings.
- A full list of survey questions your patients might receive is available on our website at [CAHPS Health Plan Surveys, Adult Commercial Survey 5.1.](#)

It is all in the details.

Understanding the questions included in the survey may help enhance the experience your patients have in your office. Here are a few examples of CAHPS survey questions that focus on **Getting Needed Care** and **Getting Care Quickly**:

- In the last 12 months, did you have an illness, injury, or condition that **needed care right away**?
- In the last 12 months, when you **needed care right away**, how often did you get care as soon as you needed?
- In the last 12 months, how often did you get an appointment for a **check-up routine care as soon as needed**?
- In the last 12 months, how often was it easy to get the **care, tests, or treatment you needed**?



We Value You!

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