

November 2025

Federal Employee Program

CAHPS Survey: Improving Patient Outcomes Through Member Feedback

Annually, the Centers for Medicare & Medicaid Services sends out the Consumer Assessment of Healthcare Providers and Systems¹ (CAHPS®) survey to a randomly selected group of Blue Cross and Blue Shield Federal Employee Program® patients. This survey evaluates aspects of patient care, including how well health care providers communicate, coordinate care, and manage wait times. In early 2026, participants will be asked to share their recent health care experiences, providing valuable insights to help improve the quality of care.

Your Role in Shaping the Patient Care Experience

You can positively influence the CAHPS survey results and contribute to higher quality ratings. When interacting with patients, be mindful of the following topics they will be asked about in the survey.

- **Care Coordination:** Make it easy for patients to schedule appointments, including specialist referrals and lab appointments before they leave your office.
- **Communications:** Help patients navigate their care by using plain language and listening attentively. Keep patients informed if there is a longer wait time than expected.
- **Getting Appointments and Care Quickly:** Reserve daily time slots for frail and/or very sick patients to ensure they are seen right away and offer appointments with physician extenders when the physician is unavailable. Inform patients of what to do if care is needed after hours.

CAHPS Connection: Connecting Patient Experience to Practice Success

Remember the importance of patient satisfaction to your overall practice success. Positive experiences can help:

- Improve patient health outcomes and reduce readmission rates
- Enhance patient compliance and treatment adherence
- Minimize no-shows and maximize scheduling efficiency
- Boost patient loyalty and retention

This can in turn help you optimize practice operations.

A full list of survey questions your patients may receive is available at [CAHPS Health Plan Surveys, Adult Commercial Survey 5.1](#).

Thank you for your dedication to delivering high-quality care to our members. If you have questions about CAHPS, please email us at cahpsproviderinquiries@bcbsfl.com.

¹CAHPS is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).