

February 2025

Federal Employee Program: *Quick Access, Quality Care* Emphasizing the Importance of Prompt Access to Visits

As part of our ongoing commitment to deliver high-quality health care services, a random group of our Blue Cross and Blue Shield Federal Employee Program® (FEP) members will be invited to complete the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) survey. This survey will assess their 2024 overall health care experiences.

Some of the survey's key areas of focus are:

- **Coordination of care**
- **Access to needed care**
- **Timeliness of care**

Ensuring our patients receive timely access to care is essential for optimal health outcomes. The Centers for Medicare and Medicaid Services (CMS) has shared the appointment wait time standards listed below. These are also endorsed by the National Committee for Quality Assurance (NCQA).

Type of Visit	Requirement
Behavioral Health	Within 10 days
Primary Care (Routine)	Within 15 days
Specialist (Non-Urgent)	Within 30 days

How to Help Boost Your Patients' Experiences

Optimizing the scheduling and care coordination processes can lead to greater patient satisfaction. We recommend the following best practices to support better health outcomes for your patients.

- For urgent care, set aside time slots each day and offer appointments with physician extenders if physician is unable to accommodate same-day visits.
- Help patients make specialist appointments before they leave your office.
- Integrate post-visit summaries into your Electronic Health Record system for seamless documentation and printing.
- Keep things simple and easy to understand, so patients can navigate their care effortlessly.
- Implement an efficient scheduling system that makes booking and changing appointments easy.
- Consider online scheduling tools or mobile apps to reduce no-shows and last-minute cancellations.



We Value You!

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

NCQA accredits and certifies a wide range of health care organizations and manages the evolution of HEDIS®, the most widely used performance measurement tool in health care. Visit www.ncqa.org for more information.

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