

CAHPS and HOS: Your Patients' Experience Matters

The **Consumer Assessment of Healthcare Providers and Systems (CAHPS®)** survey and the **Health Outcomes Survey (HOS)** are sent annually to a random sample of Medicare Advantage patients. The surveys measure their well-being and perception of their physician, health care plan and services. Both surveys also assess key indicators the patient is receiving proactive care from their doctor.

The outcomes of these surveys are critical to us. And the results count towards a part of eligible providers' Florida Blue Medicare Advantage Provider Quality Bonus.

You Can Make a Difference

You can help your patients feel better about their health and the health care services they receive. This can have a positive effect on the survey results. To help achieve this, we encourage you to:

- 1) Ensure all your Florida Blue Medicare Advantage patients complete a [Pre-Visit Patient Checklist](#) in your office during their visit. It is available in [English](#), [Spanish](#) and [Haitian-Creole](#). This includes questions like those in the CAHPS and HOS surveys. The guidelines for use and instructions are available in the [Provider Checklist Key](#). These tools are located at floridablue.com/providers/tools-resources/quality-programs.
- 2) Become familiar with our latest [CAHPS](#) and [HOS Tips to Success](#). Encourage your staff to do the same. Engaging in the suggested activities, if you have not already, is a great way to help your patients improve their well-being and satisfaction levels.

Thank you for your support.