

January 2023

Federal Employee Program

CAHPS Survey: You Can Make a Difference In Your Patients' Health Care Experience

Each year, 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. Some of your patients will receive the survey soon. The survey will ask them about their experience in your office for the health care they received in 2022.

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

It is all in the details.

Here are two of the CAHPS survey areas of focus with helpful tips you may use to enhance the experience your patients have in your office.



Ability To Get Needed Care

- Make scheduling as easy as possible. Help patients make specialist appointments before they leave the office. You may also assist patients with referrals and authorizations.
- Call, text, or email patients when you expect any appointment delays. Let patients know which days or times are best to schedule appointments.
- Include the patient in decision-making about their care regarding tests, referrals, and treatment options.



Getting Care Quickly

- Set aside time slots each day to accommodate urgent visits.
- Offer appointments with physician extenders for urgent issues if physician is unable to see patient the same day.
- Break up wait times by moving patients from the waiting room into the exam room for vitals.

If you have questions about CAHPS, please email us at cahpsproviderinquiries@bcbsfl.com.

Florida Blue is an Independent Licensee of the Blue Cross and Blue Shield Association.