

Tips for CAHPS Success

The Consumer Assessment of Healthcare Providers and Systems (CAHPS®) survey is a regulatory/accreditation survey sent to members each year between March and June. The survey aims to assess members' health care experiences for the past six months.

Why are providers critical to CAHPS scores?

As a provider, interactions with your patients play a key role in their health care experience and health. By seeing patients **get the care they need, when they need it**, you can help improve their experience, wellbeing and retention. Providers are also part of the performance structure associated with CAHPS. Success in CAHPS impacts the Centers for Medicare & Medicaid Services payments to providers and health plans and effects Star Quality Ratings. Below, we share some tips to help you and your office staff address CAHPS and positively impact your patients' experience.

Getting Needed Care

Help patients get the care and treatment they need easily

- Offer flexible scheduling options
- Offer to schedule specialist appointments
- Process pre-certifications/authorizations timely

Getting Appointments and Care Quickly

Patients want to get the care and treatment they need in a timely fashion

- Break up wait times by moving patients from the waiting room into exam room for vitals
- Contact patients when delays are expected via telephone, text or email
- Advise patients of the best days or times to schedule appointments
- Set aside a few slots for urgent visits each day

Overall Patient Experience Ratings

Make each visit a positive one for your patients

- Ask open-ended questions to encourage patients to share health issues and concerns
- A quick explanation for lengthy wait times can markedly improve patient experience

Annual Flu Vaccine

Encourage patients to get a flu shot

- Supply flu and pneumonia vaccine in office, if possible
- Educate patients on vaccine benefits

Care Coordination

Help members manage their care

- Encourage patients to bring medication list and Florida Blue Medicare Healthy Living Plan to doctor visits
- Timely follow up with patients on blood tests, X-rays and other tests including normal results
- Obtain specialist reports to discuss recommendations and treatment plans with patients

Obtaining Medications

Help patients manage their medications

- Use formulary, write 90-day fills when available, synchronize medications as appropriate
- Talk with patients to ensure they understand the medication, instructions and if prior authorization is required
- Submit timely pre-authorizations using the online tool:

<https://www.myprime.com/en/forms/coverage-determination/prior-authorization.html>

Contact us to learn more

For more information about CAHPS, contact your Florida Blue Medicare Population Health Manager or visit <http://go.cms.gov/cahps>.