
PROVIDER BULLETIN

Improving CAHPS (Member Experience) and HEDIS Quality Performance

Dear Provider,

Please be advised that between January and March 2020 (depending on the Health Plans), the Health Plans will be distributing the **Consumer Assessment of Healthcare Providers and Systems (CAHPS)** survey to your members. The survey was formerly known as the “**Member Satisfaction Survey**.” Each year the Health Plans contract with an independent and National Committee of Quality Assurance (NCQA)-certified company to distribute the survey to randomly selected members. The survey results will be shared with DHCS and/or CMS and the Health Plans will be scored based on the categories listed below. Should a member contact you about the CAHPS survey, please ask them to complete the survey and send it back with the prepaid envelope enclosed with the survey. The survey is typically provided in the member’s preferred language. Also, the member may call the phone number provided on the survey to receive a survey in the language they choose.

Please encourage all members who receive a CAHPS survey to complete it. Some members will give positive feedback and others may have critique, it is important to encourage as many responses as possible.

We have included a CAHPS Quick Reference Guide with this bulletin (2 pages).

Survey Question Categories:

- Getting Needed Care
- Getting Appointments and Care Quickly
- How Well Doctors Communicate
- Customer Service
- Care Coordination
- Rating of Health Care Quality
- Rating of Health Plan
- Annual Flu Vaccine

HEDIS Medical Record Audit/Collection:

Health Plans may be contacting you directly or through a contracted vendor from February to June of 2020 via phone, fax, or postal mail regarding the collection of medical records to help improve on the quality of care measures (HEDIS). We appreciate your full cooperation in providing the medical records to the contracted health plans and/or their vendors timely.

Preferred IPA thanks you for your partnership in these efforts to improve both the CAHPS and HEDIS scores which reflect the combined performance of the physicians, IPA, and health plan.

Preferred IPA has a website page (<http://preferredipa.com/quality/>) on **Quality** and sample **CAHPS** survey questions (Child and Adult surveys).

If you have any questions, please contact Liza Johnson at (818) 265-0800, x232.

1025 N. Brand Blvd., Suite 100, Glendale, CA, 91202 Phone: 818-265-0800 Fax: 818-265-0801

www.preferredipa.com



Consumer Assessment of Healthcare Providers and Systems CAHPS

Your Success is Our Success

Every year CMS or NCQA may ask your patient the following questions. How do you rate?

| Domain | Questions |
|---------------------------------------|--|
| Getting Needed Care | How easy was it to get the care you needed? How easy was it to get care with specialists? |
| Getting Appointments and Care Quickly | Did you get care as soon as you needed? Did you get an appointment at a doctor's office or clinic as soon as you needed? Did you see your provider within 15 minutes of your appointment time? |
| How Well Your Doctor Communicates | Did your doctor explain things in a way that was easy to understand? Did your doctor listen carefully to you? Did your doctor show respect for what you had to say? Did your personal doctor spend enough time with you? |
| Annual Flu Vaccine | Have you had a flu shot since July 1 last year? |
| Rating of Health Care Quality | Overall rating 0 - 10 |
| Care Coordination | Was your doctor informed and up-to-date about specialist care? Did your doctor have your medical records? Did your doctor follow up to provide test results? How quickly did you get the results? Did your doctor talk to you about prescription medicines? Did you receive help to manage your care? |

Your colleagues have offered the following suggestions to improve your ratings:

- Let patients know your office hours and how to get care after-hours
- Offer to schedule specialist appointments while your patients are in the office
- Make sure your contact information is correct in our online provider directory
- Offer extended, evening or weekend hours
- If you are running late, have your staff let your patients know and apologize
- Consider offering e-mail or text communication, particularly for medication refills
- Remember, almost everyone can receive and benefit from a flu shot
- It's just as important to explain why you are not doing something as it is to explain what you are doing
- Invite questions and encourage your patients to make notes – research shows most patients forget 2 out of 3 things you tell them when they walk out of the exam room
- Remember your patients are “sitting on pins and needles” waiting for your return call or their test results – it's better to apologize for calling late in the day than to anger a patient by keeping them up all night waiting for your call