



**BlueCross BlueShield
of Texas**

Rating of Health Plan



Each year Blue Cross Blue Shield of Texas (BCBSTX) sends a Consumer Assessment of Healthcare Provider and Systems (CAHPS®) survey to gather feedback from members about their overall health care experience, including their experience with their health plan. The survey starts in late February and runs through May.

If your patient receives a survey, please encourage them to complete it. Improved patient experiences and outcomes lead to healthier, happier patients.

CAHPS measures the patient's satisfaction with:

- Rating of their health plan

CAHPS survey question on Rating of Health Plan:

Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your health plan?

Helpful tips and best practices:

- Conduct your own surveys to assess patient experience
- Add patient experience and communication as topics to staff meetings
- Monitor complaints and identify areas of improvement or additional training
- Provide high quality experience so patients show up to appointments and are committed to their care

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