



## The CAHPS® Survey: We All Play a Role

Every year, the Centers for Medicare & Medicaid Services (CMS) sends our members the **Medicaid Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey**. This survey collects information about members' experiences with **Medicaid Health Plan**.

The survey measures important aspects of members' health care experiences that cannot be assessed by other means. This includes how our members interact with you.

Please encourage your patients to respond to the CAHPS survey if they are selected to participate.

### Who gets the CAHPS survey?

The Agency for Healthcare Research and Quality sends the survey to a random sample of members who are:

- Enrolled in an Medicaid plan for at least six months
- 18+ years of age

### When do members receive the CAHPS survey?

The CAHPS survey is conducted from March through June. Members are asked to rate their last six months of care.

### How are CAHPS results used?

CAHPS results affect CMS' Star Ratings. Star Ratings rank MA plans on a scale from one to five stars and are posted on [CMS.gov website](https://www.cms.gov). We strive to achieve the highest possible Star rating for our Medicaid plans.

Learn more about the CAHPS survey on the [CMS website](https://www.cms.gov).

## How You Can Help Improve Member Experiences Year-Round

### Provide needed care quickly and coordinate care with specialists

- Leave openings for sick visits and urgent appointments
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- Follow up with members' specialists to ensure continuity of care

### Communicate clearly

- Is your child able to talk with doctors about his or her health care?
- Keep conversations clear and simple
- Follow up after urgent or emergency care

### Keep members healthy

- How often did you get an appointment for a check-up or routine care for your child as soon as your child needed?
- Educate members on preventive services, chronic conditions and ongoing care
- How often did your child's personal doctor seem informed and up-to-date about the care your child got from these doctors or other health providers?
- How often was it easy to get the care, tests, or treatment your child needed?
- Screen members for risk factors, like tobacco use, and recommend appropriate lifestyle changes
- Complete and document any health assessments
- When your child needed care right away, how often did your child get care as soon as he or she needed?

This information is for informational purposes only and is not a substitute for the sound medical judgment of a provider. Members are encouraged to talk to their provider if they have any questions or concerns regarding their health.

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