



**BlueCross BlueShield  
of Texas**

# How Providers Can Improve Patient Satisfaction Scores (2020 CAHPS)

The Blue Cross Blue Shield of Texas (BCBSTX) Medicaid mission is *“To promote the health and wellness of our members and communities through accessible, cost-effective quality health care.”* One of the ways BCBSTX assesses for quality health care is by conducting an annual Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey. The primary focus of the CAHPS survey is to assess STAR, STAR Kids, and CHIP members’ satisfaction with BCBSTX and its providers.

We always mail CAHPS surveys to our members at the beginning of March. The survey asks members to rate their last six months of care. Examples of topics and measures in the survey include the following:

- **Getting Needed Care** – Easy to get necessary care, tests, or treatment needed. Got appointments with specialists as soon as needed.
- **Getting Care Quickly** – Receiving necessary care as soon as possible when needed right away. Received check-up/routine appointment as soon as needed.
- **Provider Communicates** - Provider showed respect, spent enough time with you, listened carefully and explained things in a way you could understand.
- **Customer Service** – Customer service provided information or help. Customer Service treated you with courtesy and respect.
- **Flu Vaccination** – Provider educated you on the benefits and importance of a yearly flu vaccination.
- **Smoking Cessation** – Provider asked if you smoke or use tobacco and if so, advised you to quit and discussed strategies.

## Good NEWS!

- Getting Needed Care rating improved 5% points in 2020 to 80%
- Overall Rating of Health Plan improved 2% percentage points in 2020 to 80%
- Discussion of Cessation Medications improved 8% points in 2020 to 40%
- Discussion of Cessation Strategies improved 14% points in 2020 to 45%

 By clicking this link, you will go to a new website/app (“site”). This new site may be offered by a vendor or an independent third party. The site may also contain non-Medicare related information. In addition, some sites may require you to agree to their terms of use and privacy policy.

Blue Cross and Blue Shield of Texas, a Division of Health Care Service Corporation, a Mutual Legal Reserve Company, an Independent Licensee of the Blue Cross and Blue Shield Association



While we have made great strides, there are areas for improvement. Provided below are those areas where we were below the national performance average or where we scored lower than in previous years.

How can you Impact Member Satisfaction?	
Category	Best Practice
Help your patients get care quickly	<ul style="list-style-type: none"> <li>• Leave open appointments for sick visits and urgent appointments</li> <li>• Ensure patients understand timeline for follow-up</li> <li>• Discuss how to access care afterhours</li> </ul>
Assist your patients with getting the care they need	<ul style="list-style-type: none"> <li>• Educate your patients on the importance of preventative services</li> <li>• Follow-up with specialists of patients to ensure continuity of care</li> <li>• Educate patients on resources provided by BCBSTX such as the Nurse Advice Line (1-844-971-8906)</li> </ul>
Communicate with your patients	<ul style="list-style-type: none"> <li>• Speak at a level appropriate to patients’ education levels and in their preferred languages</li> <li>• Ask patients what their top health concerns are</li> <li>• Use the teach-back method to ensure understanding</li> </ul>
Care Coordination	<ul style="list-style-type: none"> <li>• Assist in coordination of non-emergency transportation, if necessary.</li> <li>• Link patients with community resources to facilitate referrals and respond to social service needs.</li> </ul>

References:

Reference and review the [BCBSTX Preventive Care Guidelines \(PCGs\)](#), [Clinical Practice Guidelines \(CPGs\)](#) and [THSteps for Medical Providers](#) which includes all current [vaccine schedules](#), [Immtrac2](#), and other important guidance for treating your patients.

By clicking this link, you will go to a new website/app (“site”). This new site may be offered by a vendor or an independent third party. The site may also contain non-Medicare related information. In addition, some sites may require you to agree to their terms of use and privacy policy.