



How Providers Can Improve Patient Satisfaction Scores

The 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 survey is to assess STAR and STAR Kids members’ experience with BCBSTX and its providers.

Beginning in March, surveys will be mailed to members who were continuously enrolled in the plan at least five of the six months of measurement year.

Examples of topics and measures in the survey include:

- Getting Care – Ease of getting necessary care, tests, or treatment and . getting appointments with specialists as soon as needed.
- Appointments– Received care quickly when needed right away. Check-up/routine appointments received timely.
- Provider Communication - Provider showed respect, spent enough time with the member, listened carefully and explained things in a way they could understand. Provider was aware of care received from other providers
- Customer Service – Customer service provided information or help. Customer Service treated member with courtesy and respect.
- Flu vaccination – Provider educated member on the benefits and importance of a yearly flu vaccination.
- Smoking Cessation – Provider assessed if member smoked or used tobacco and if so, advised discussed strategies for quitting.

Good News!

- STAR Adult *Coordination of Care* rating improved 38% in 2023 to 80%
- STAR Child *Customer Service* rating improved three percent in 2023 to 88.7%
- STAR Kids *Rating of Health Care* improved 12% in 2023 to 76.6%

While we have made great strides, there are areas for improvement.

How can you Impact Member Satisfaction?	
Category	Best Practice
Help your patients get care quickly	<ul style="list-style-type: none"> • Leave open appointments for sick visits and urgent appointments • Ensure patients understand timelines for follow-up appointments or test results • Discuss how to access care afterhours care
Assist your patients with getting the care they need	<ul style="list-style-type: none"> • Educate your patients on the importance of preventative services • Follow-up with specialists of patients to ensure continuity of care • Educate patients on resources provided by BCBSTX such as the 24-hour Nurse Advice Line (1-844-971-8906), appointment and transportation help • Ask your patients about non-medical items impacting their health (social determinates health- SDOH)
Communicate with your patients	<ul style="list-style-type: none"> • Ask patients to provide their top health concerns • Speak at a level the patients understand by making the conversation clear and simple. • Use the teach-back method to ensure understanding
Care Coordination	<ul style="list-style-type: none"> • Assist in coordination of non-emergency transportation, if necessary. • Link patients with community resources to facilitate referrals and respond to SDOH needs.



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Resources

For Texas Medicaid Provider Quality Improvement, review the following resources ranging from quality measures data to current vaccine schedules:

- [BCBSTX Preventive Care Guidelines \(PCGs\)](#)
- [Clinical Practice Guidelines \(CPGs\)](#)
- [ImmTrac2](#)
- [Quality Improvement \(QI\) Toolkit and Tip Sheets](#)
- [Texas Health Steps \(THSteps\) for Medical Providers](#)

For questions or additional information, please contact our Texas Medicaid Network team via email TexasMedicaidNetworkDepartment@BCBSTX.com