

Getting Needed Care



Each year Blue Cross Blue Shield of Texas 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 in getting needed care. 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 experience with:

- Getting care when needed at your office
- How soon the patient received care at your office
- How easy it was to get necessary care, tests or treatment
- Did the patient get appointments with specialists as soon as needed

Sample CAHPS survey questions on Getting Needed Care:

- When you needed care right away, how often did you get care as soon as you needed?
- How often did you get an appointment for a check-up or routine care at a doctor's office or clinic as soon as you needed?

Helpful tips and best practices:

- Offer to help make appointments
- Discuss [care needs](#) with patients
- Provide multiple services during one visit
- Consider extending office hours
- Submit [prior authorization](#) requests

Have questions?

If you have any questions regarding the CAHPS® Survey for Medicaid members, please email the Quality Department at TX_Medicaid_QI@bcbstx.com

CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality.

The above material is for informational purposes only and is not a substitute for the independent medical judgment of a physician or other health care provider. Physicians and other health care providers are encouraged to use their own medical judgment based upon all available information and the condition of the patient in determining the appropriate course of treatment. References to third party sources or organizations are not a representation, warranty or endorsement of such organizations. Any questions regarding those organizations should be addressed to them directly. The fact that a service or treatment is described in this material is not a guarantee that the service or treatment is a covered benefit and members should refer to their certificate of coverage for more details, including benefits, limitations and exclusions. Regardless of benefits, the final decision about any service or treatment is between the member and their health care provider.

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