

# 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

**Have questions?**

If you have any questions regarding the CAHPS® Survey for Medicaid members, please send email to [TX\\_Medicaid\\_QI@bcbstx.com](mailto:TX_Medicaid_QI@bcbstx.com).

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

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