



BlueCross BlueShield
of Texas

Rating of Personal Doctor



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 with their personal doctor. The survey starts in late February and runs through May.

If our member receives a survey, please encourage them to complete it. Improved member experiences and outcomes lead to healthier, happier members.

CAHPS® measures the member's satisfaction with:

- Providers communicating with the patient in a way that is easy to understand.
- Providers listening to the member.
- Providers showing respect and spending enough time with the member.

Sample CAHPS® survey questions on Rating of Personal Doctor:

- How often did your personal doctor explain things in a way that was easy to understand?
- How often did your personal doctor listen carefully to you?
- How often did your personal doctor show respect for what you had to say?
- How often did your personal doctor spend enough time with you?

Helpful tips and recommendations:

- Maintain eye contact with the patient and avoid interrupting while the patient is speaking.
- Speak to the patient slowly and clearly, using language that is easy to understand.
- Be respectful toward your patient and allow them time to express their concerns.
- Ask how the medical issue/illness is affecting the patient's day-to-day life.
- Review goals for treatment and explore any barriers to the patient's compliance with treatment, medications, and follow-up.
- Provide resources to the patient to help them understand their treatment or condition
 - [CAHPS Survey Getting Underway](#)
 - [The CAHPS Survey: We All Play a Role](#)
 - [Adult Wellness Guidelines](#)
 - [Child Wellness Guidelines](#)
 - [Perinatal Wellness Guidelines](#)

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

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. 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.

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