## CAHPS regulatory season is here!

Patient experience is a crucial component of quality care delivery in today's healthcare landscape. The Medicare CAHPS (Consumer Assessment of Healthcare Providers and Systems) survey for health plans, also known as the Medicare Advantage CAHPS (MA CAHPS) survey, is a standardized survey tool used to assess the experiences of Medicare beneficiaries enrolled in Medicare Advantage (MA) plans and Medicare Prescription Drug Plans (Part D). These surveys are administered by the Centers for Medicare & Medicaid Services (CMS) to collect feedback from Medicare beneficiaries regarding various aspects of their health plan experiences.

CAHPS surveys provide valuable insights into patient perspectives, allowing healthcare providers to identify areas for improvement and enhance overall patient satisfaction. As a physician, understanding and implementing CAHPS principles can lead to better patient outcomes and foster positive relationships with those under your care.

The survey results play an essential part in reimbursement and accreditation. For health plans, 60% of member experience influences star ratings. Regulatory survey season starts in February and runs through June for health plans.

CAHPS surveys measure several domains related to the quality of care and services provided by Medicare Advantage plans, including:

1. Access to Care: This domain assesses how easily beneficiaries can access necessary medical care, specialists, and services.
2. Communication with Providers: This domain evaluates communication effectiveness between beneficiaries and their healthcare providers, including the clarity of instructions and information provided.
3. Customer Service: This domain examines beneficiaries' experiences with customer service representatives, including responsiveness, helpfulness, and courtesy.
4. Coordination of Care: This domain assesses the extent to which beneficiaries feel their healthcare providers work together to coordinate their care and treatment plans.
5. Health Plan Rating: This domain asks beneficiaries to rate their overall satisfaction with their Medicare Advantage plan.

Overall, the Medicare CAHPS survey for health plans is crucial in ensuring that Medicare beneficiaries receive high-quality care and services from their health plans, ultimately contributing to improved healthcare outcomes and patient satisfaction.