

CAHPS Regulatory Season

Patient experience is crucial to quality care delivery in today's health care 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 annual surveys are administered by the Centers for Medicare & Medicaid Services (CMS) from February through June to collect feedback from Medicare beneficiaries regarding various aspects of their health plan experiences.

CAHPS surveys provide valuable insights into patient perspectives, allowing health care providers to identify areas for improvement and enhance overall patient satisfaction. Understanding and implementing CAHPS principles can lead to better patient outcomes and foster positive provider-patient relationships.

The survey results play an essential part in reimbursement and accreditation. For health plans, member experience significantly influences star ratings.

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

- **Access to care:** This domain assesses how easily beneficiaries can access necessary medical care, specialists and services.
- **Communication with providers:** This domain evaluates the effectiveness of communication between beneficiaries and their health care providers, including the clarity of instructions and information provided.
- **Customer service:** This domain examines beneficiaries' experiences with customer service representatives, including responsiveness, helpfulness and courtesy.
- **Coordination of care:** This domain assesses the extent to which beneficiaries feel their health care providers work together to coordinate their care and treatment plans.
- **Health/Drug 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 health care outcomes and patient satisfaction.