

PROVIDER NETWORK

CAHPS Patient Surveys are Coming

In the coming months, some of the Louisiana Blue members that you see as patients may participate in the Consumer Assessment of Healthcare Providers & Systems (CAHPS) survey from the U.S. Centers for Medicare & Medicaid Services (CMS). This is a yearly survey that CMS conducts for commercial and Medicare members.

CAHPS is a national program that measures patients' experiences with both their health plans and the care they receive with providers and at facilities in their networks. The survey may arrive by mail, email or phone, and it will ask your patients about their interactions with Louisiana Blue. Some of the questions focus directly on the care and services they received with their providers in the past year.

Your partnership is an important role in shaping the experience of our shared customers – your patients, our members. While providers do not complete this survey, CMS uses CAHPS results to evaluate how well health plans are meeting members' needs and to identify opportunities for improvement. Access to care is one of the key issues that members discuss, particularly their ability to schedule appointments with their primary care physician (PCP). Using online portals for viewing results, and availing flexible scheduling options for short-notice visits, are often cited as positives by our members.

We want you to be aware that your patients may contact you with questions once they receive the survey. We appreciate your continued commitment to delivering high-quality care and helping improve the overall member experience.