

CAHPS

The Consumer Assessment of Healthcare Providers and Systems (CAHPS) is a federally mandated survey used to gather patient feedback each year, focused on measuring health care experiences and outcomes.

Results from this survey provides important information about how consumers perceive their care and experiences with their providers and their health plans. Through continued collaboration and partnership, we can use this survey to improve health outcomes and experiences for your patients, our members.

CAHPS: An overview

Who: A random sample of health plan members receive the CAHPS survey. Participation is voluntary.

When: March – June 2022

Why: The Centers for Medicare and Medicaid Services (CMS) requires all Medicare Advantage plans to issue a CAHPS survey. It's administered by CMS and the National Committee for Quality Assurance (NCQA). **Its purpose is to better understand overall health care experiences from the patient perspective.** Health plans and providers use this information to make changes and implement programs that will enhance patient experiences with the care they receive.

CAHPS Survey - Questions related to patient experience with their providers

CMS survey year 2022 weights*	Measures	Survey questions related to patient experience with their provider
1	Annual Flu Vaccine	Have you had a flu shot?
4	Getting Needed Care	How would you rate your ease and timeliness of: <ul style="list-style-type: none"> Getting appointments with specialists Getting the care, tests or treatment you needed?
4	Getting Appointments Quickly	How often have you: <ul style="list-style-type: none"> Gotten urgent care as soon as you needed it? Gotten appointments at your provider's office? Been seen within 15 minutes of your appointment time?
4	Care Coordination Customer Service Getting Needed Prescriptions	Has your personal doctor or doctor's office: <ul style="list-style-type: none"> Managed your care with different providers and services to your satisfaction? Followed up on test results in a timely manner? Discussed all your medications?
4	Rating of Health Care	On a scale from 0 – 10, how would you rate your: <ul style="list-style-type: none"> Overall health care? Personal doctor? Specialist seen most often?
4	Rating of Plan	<i>Not related to health care provider</i>
4	Rating of Drug Plan	<i>Not related to health care provider</i>

*Measure weights may change based on CMS guidelines. Visit [CMS.gov](https://www.cms.gov) for more information.