



Broker Bulletin

March | 2021

[Health First Health
Plans Broker Portal](#)

[AdventHealth
Advantage Plans
Broker Portal](#)

Broker Services
HFBroker@HF.org

Broker Financial
Services
Commissions@HF.org

Customer Service
HFHPInfo@HF.org

Broker Support Line
Local:
321.434.4945
Toll Free:
877.693.6489

The CAHPS Survey: A Snapshot of Patient Experience with Medicare Advantage

If you sell Medicare Advantage, it is important to understand the CAHPS survey your clients may be receiving soon. Here is an overview:

What is the CAHPS Survey?

The Consumer Assessment of Healthcare Providers and Systems (CAHPS) is a patient experience survey that is provided annually. The survey focuses on the interactions and experiences Medicare Advantage/Medicare Advantage Prescription Drug patients had with their providers and their health plan. Survey questions are focused on how patients experienced or perceived key aspects of their care, including access to care and conversations with healthcare providers. From March through May, a random sample of health plan members receive the CAHPS survey; their participation is voluntary. Survey data is then publicly reported on the [Medicare.gov](https://www.medicare.gov) website. This data helps health plans and providers make quality changes to enhance patient perceptions and drive better health. Survey results contribute to a third of the health plan's Medicare Star Rating.

Goals of the CAHPS Survey

- Assess the patient's experience
- Report survey results
- Help organizations use the results to improve the quality of care

CAHPS Survey Topics

CAHPS Measure	CAHPS Survey Measure Topics
Getting Needed Care	<ul style="list-style-type: none"> Getting care, tests or treatments necessary Ease of getting appointment with a specialist
Getting Appointments & Care Quickly	<ul style="list-style-type: none"> Saw provider within 15 minutes of appointment time Obtaining needed care right away (acute) Obtaining care when not needed right away (routine)
Care Coordination	<ul style="list-style-type: none"> Doctor talked about prescription medications Doctor's office followed up to give you test results as soon as needed Doctor informed about specialty care Doctor's office helped with managing care
Rating of Health Care Quality	<ul style="list-style-type: none"> Rate all healthcare received in last six months from 0 to 10
Getting Needed Prescription Drugs	<ul style="list-style-type: none"> Ease of getting the medicines that the doctor prescribed
Annual Flu Vaccine	<ul style="list-style-type: none"> Was the patient asked if they received a flu shot since July of the previous year
Health Plan Customer Service	<ul style="list-style-type: none"> Rate all healthcare received in last six months from 0 to 10
Rating of Health Plan	<ul style="list-style-type: none"> Rate all healthcare received in last six months from 0 to 10

If you have any questions, please contact your Health First Health Plans' or AdventHealth Advantage Plans' sales representative or Broker Services at HFBroker@HF.org.

We value and appreciate your partnership.

Health First | HFBroker@HF.org



Health First Health Plans | 6450 U.S. Highway 1, Rockledge, FL 32955

[Unsubscribe {recipient's email}](#)

[Update Profile](#) | [Our Privacy Policy](#) | [Customer Contact Data Notice](#)

Sent by communications@cc.hf.org