

2020 CAHPS Health Plan Survey: Educational Material for BCCHP/MMAI Providers

Blue Cross and Blue Shield of Illinois (BCBSIL) conducts an annual Consumer Assessment of Healthcare Providers and Systems (CAHPS®) survey with its Blue Cross Community Health PlansSM (BCCHPSM) and Blue Cross Community MMAI (Medicare-Medicaid Plan)SM Members. The aim of the survey is to monitor the experience of their member's satisfaction with BCBSIL and its contracted providers and medical groups.

The Survey will be mailed in the month of March 2020, to randomly selected members and it instructs the members to rate their last six months care they received. Below are the topics addressed in the CAHPS survey:

- Getting Needed Care- Did you receive the care quickly and get urgent appointments/appointments with specialist depending on your condition?
- Shared Decision Making-Did your provider include you in your treatment decisions and discuss the risks, adverse effects and benefits with you?
- How well provider communicates- Did your provider show respect, spend enough time and explain things in a way you could understand?
- Customer Service-Did you receive helpful information from receptionist and customer services?
- Care Coordination-Did your provider talk to you about preventive illness?
- Flu vaccination-Did your provider educate you on the benefits and importance of a yearly flu vaccination?
- Smoking Cessation-Did your provider discuss with you about cessation strategies and medications of smoking and tobacco use?

The results of the CAHPS survey are used as a quality improvement initiative to help identify opportunities for improving member satisfaction. The following are the recommendations which may help you and your staff in improving member's satisfaction:

- PCP/office staff assist the patients in scheduling appointments with specialists.
- Availability of walk-in appointments in the morning/evening hours for urgent care.
- Spending enough time with the patients and explaining things in a way they can understand easily.
- Providing the patients with educational materials.
- Discussing available treatment and medications options with the patients.
- Educating patients about preventive illnesses.

In the month of March 2020, if your patients receive a survey, please encourage them to complete and return it to BCBSIL.

CAHPS is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

Blue Cross and Blue Shield of Illinois, a Division of Health Care Service Corporation, a Mutual Legal Reserve Company, an Independent Licensee of the Blue Cross and Blue Shield Association.