



## The CAHPS® Survey: We All Play a Role

Every year, the Centers for Medicare & Medicaid Services (CMS) sends our members the **Medicare Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey**. This survey collects information about members' experiences with Medicare Advantage (MA) and/or their prescription drug plan (PDP).

The survey measures important aspects of members' health care experiences that cannot be assessed by other means. This includes how our members interact with you.

Please encourage your patients to respond to the CAHPS survey if they are selected to participate.

### Who gets the CAHPS survey?

CMS sends the survey to a random sample of members who are:

- Enrolled in an MA or PDP plan for at least six months
- 18+ years of age

### When do members receive the CAHPS survey?

The CAHPS survey is conducted from March through June. Members are asked to rate their last six months of care.

### How are CAHPS results used?

CAHPS results affect CMS' Star Ratings. Star Ratings rank MA plans on a scale from one to five stars and are posted on [CMS' Medicare website](#). We strive to achieve the highest possible Star rating for our MA plans.

Survey results also identify opportunities to improve member satisfaction.

## How You Can Help Improve Member Experiences Year-Round

### Provide needed care quickly and coordinate care with specialists

- Leave openings for sick visits and urgent appointments
- Discuss how to access after-hours care
- Follow up with members' specialists to ensure continuity of care

### Communicate clearly

- Ask members about their top health concerns
- Keep conversations clear and simple
- Follow up with members after urgent or emergency care

### Keep members healthy

- Educate members on preventive services
- Screen members for risk factors, and recommend appropriate lifestyle changes
- Complete and document any health assessments
- Educate members with chronic conditions about ongoing care and monitoring
- Discuss the risks of tobacco use, and recommend medication to assist in stopping
- Recommend and/or administer the flu shot during flu season

Learn more about the CAHPS survey on the [CMS website](#). Consider [reviewing the survey](#) on the CMS Health Services Advisory Group website so that you understand what members are being asked.