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CAHPS



The annual Consumer Assessment of Healthcare Providers and Systems (CAHPS®) surveys are being conducted for our Medicare, Medicaid, and Commercial members, excluding Child Health Plus. Each year, EmblemHealth asks our members to rate their satisfaction with their doctors and their plan by completing the CAHPS survey. The surveys measure how well we are meeting our members' expectations and allow us to compare our performance with that of our competitors. The results are used to calculate our National Committee for Quality Assurance (NCQA) accreditation status and CMS's Stars scores, and to assist in meeting our members' satisfaction.

Physician Experience

The following CAHPS survey categories address members' experiences with their physicians when obtaining care and service.

- **Getting Care Quickly:** Reviews the member's experience with getting appointments with his/her doctor or specialist in a reasonable time.
- **How Well Doctors Communicate:** Evaluates how well the member's doctor explained things to him/her.
- **Shared Decision Making:** Questions if the member was offered any treatment options by his/her doctor.
- **Coordination of Care:** Asks if the member's doctor was informed and up to date on any care received from other doctors or health practitioners.
- **Health Promotion and Education:** Determines if a member was offered specific information to prevent illness and improve health.

Plan Satisfaction

The CAHPS survey assesses members' satisfaction with their insurance plan. It also asks members to rate their health plan — the most important measure for public reporting and NCQA accreditation — in the following categories:

- **Getting Needed Care:** Measures a member's experience with getting the necessary care, tests or treatment through the plan.
- **Claims Processing:** Asks how quickly a claim was processed and if the result was correct.
- **Customer Service:** Questions how the member was treated when seeking information or help from our customer service staff.
- **Plan Information on Costs:** Obtains the member's feedback on premiums, deductibles, copays and other plan-related costs.

You Can Help

The quality of your interactions with our members is reflected in the survey results. You can help us improve member satisfaction by seeing patients within 15 minutes of their appointment time, explaining medical matters in easy-to-understand terms and involving the patient in treatment decisions.

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