

# NEWS&NOTES

The Newsletter for EmblemHealth, GHI and HIP Providers

WINTER 2013

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## Annual CAHPS Surveys Beginning

The annual Consumer Assessment of Healthcare Providers and Systems (CAHPS®) surveys will soon be conducted for Medicare, Medicaid and adult Commercial members. Each year, EmblemHealth asks members to rate satisfaction with their doctors and the plan by completing the CAHPS survey. The surveys measure how members' expectations are being met.



### Member Satisfaction with Plan

The CAHPS survey assesses members' satisfaction with the insurance plan with measures such as:

- **Getting Needed Care:** Measures a member's experience with getting the necessary care, tests or treatment through the plan.
- **Customer Service:** Questions how the member was treated when seeking information or help from customer service staff.

### Members' 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 and specialist as quickly as needed.
- **How Well Doctors Communicate:** Evaluates how well the member's doctor explains things, shows respect and listens to him/her.
- **Shared Decision Making:** Asks if the member was offered 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, specialists or health practitioners.
- **Health Promotion and Education:** Determines if a member was offered specific information to prevent illness and improve health.

### You Can Help

The quality of your interactions with your patients, our members, is reflected in the survey results. You can help us improve member satisfaction by seeing patients within 15 minutes of their appointment times, having office staff inform patients if you will be late for their appointments, spending unhurried time with a patient, explaining medical matters in easy-to-understand terms, involving the patient in treatment decisions, and giving each patient written instructions for next steps.

## **Provider Satisfaction Survey**

We care about your experience with us, too. During the month of February, over 7,000 clinicians will be sent our Provider Satisfaction Survey. Your feedback is valuable to us. If you receive a survey, please respond within ten days but no later than February 28th.

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