



## Provider communication

*General information and system updates*

December 21, 2023

### The CAHPS Survey is Coming this Spring!

**Applicable to: Mercy Care Complete Care, Mercy Care ACC-RBHA, Mercy Care Long Term Care, Mercy Care DD, Mercy Care DCS CHP and Mercy Care Advantage**

#### **CAHPS: What it is and what it measures**

The Consumer Assessment of Healthcare Providers and Systems survey is an annual healthcare consumer experience survey randomly administered to gauge a member's experience or perception of healthcare, access to care, and specific areas of satisfaction.

#### **Why does CAHPS matter**

We live in a world where consumer satisfaction feedback raises the bar in many industries and healthcare is not immune. CAHPS provides a tool that focuses on issues important to members and on aspects of quality that members are best qualified to assess.

#### **Benefits to member, providers, and health plan**

Members who perceive the care provided by their provider and health plan as a positive experience are more likely to be engaged and involved in their care and have better health outcomes.

#### **What is Mercy Care doing to help promote the member experience**

The CAHPS survey is administered between February and May annually to a small, randomly selected segment of the population and is based on their experiences in the past 6 months. Some of our Mercy Care Advantage D-SNP members are also selected for the Medicare Advantage-Prescription Drug Plan (MA-PDP) survey between March and May. Mercy Care has taken steps in partnering with Healthmine to help assess and enhance the member experience, as close to real-time as possible, year-round.

#### **CAHPS measures and ways to improve the member experience**

- **Getting Needed Care**
  - Check if help is needed in set up of specialist care or other services.
- **Getting Care Quickly**
  - Offer flexible access to care and review after-hours resources.

- **Coordination of Care**
  - Keep the member informed; discuss test results and care received from other providers.
- **How Well Doctors Communicate**
  - Encourage open communication; provide handouts, brochures and other materials as needed; check understanding of instructions.

Learning about the CAHPS survey helps you see the healthcare experience through the members' eyes and can help strengthen the patient-provider relationship. This is a partnership where together we are better. For more information, please go to: <https://www.cms.gov/data-research/research/consumer-assessment-healthcare-providers-systems>.

As always, don't hesitate to contact your Mercy Care [Network Management Representative](#) with any questions or comments. You can find this [Notice](#) and all other provider notices on our Mercy Care website.

Thanks for all you do!

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