



Health Plan CAHPS & Star Ratings







Updated April 2026



Consumer Assessment of Healthcare and Provider Systems (CAHPS)

What are CAHPS?



						
<p>Consumer Assessment of Healthcare providers and Systems (CAHPS)</p>	<p>Tool for collecting standardized information on enrollees' experiences with health plans and their services</p>	<p>National standard for measuring and reporting on the experiences of consumers with their health plan</p>	<p>Monitors the performance of health plans and recognize plans with high quality care</p>	<p>Supports consumers in assessing the quality of health plans that best meet their needs</p>	<p>Identifies the strengths and weaknesses of health plans and target areas for improvement</p>	<p>Survey measures of patient experience:</p> <ul style="list-style-type: none"> • Getting needed care • Getting care quickly • How well doctors communicate • Health plan customer service • How people rated their health plan

Overall



Overall Rating of Health Plan

Overall Rating of Health Care Quality

- Members' view of the quality of the healthcare they received
- Quality of the healthcare they receive from their providers

Provider Centric



Getting Needed Care

Getting Appointments & Care Quickly

Coordination of Care

How Well Doctors Communicate

- Are members aware of potential scheduling timelines?
- How prepared are providers? Do they have access to medical records and other patient specific information?
- Are providers taking the time to listen empathically and talking in non-medical jargon?

Customer Service



Customer Service

- Did members receive the help and information they needed?
- Were members treated with courtesy and respect?

Special Population



(CCC) Children with Chronic Conditions

- Access to Prescription Medicines
- Access to Specialized Services
- Getting Needed Information
- Personal Doctor Who Knows Child
- Coordination of Care for CCC

Sample Questions

4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?

- 1 Never
- 2 Sometimes
- 3 Usually
- 4 Always

7. In the last 6 months, how often did you get an appointment for a check-up or routine care at a doctor's office or clinic as soon as you needed?

- 1 Never
- 2 Sometimes
- 3 Usually
- 4 Always

28. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?

- 1 Never
- 2 Sometimes
- 3 Usually
- 4 Always

30. In the last 6 months, how often did your personal doctor show respect for what you had to say?

- 1 Never
- 2 Sometimes
- 3 Usually
- 4 Always

41. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?

- 1 Never
- 2 Sometimes
- 3 Usually
- 4 Always

60. Has a doctor or health provider ever discussed with you the risks and benefits of aspirin to prevent heart attack or stroke?

- 1 Yes
- 2 No

Why does CAHPS Matter?

Impact on Star Ratings – which can influence plan payments. The better the rating – the more money available to provide resources for patients and practices.



Increased provider empanelment – many patients will review survey results when seeking a Health Plan or Provider.



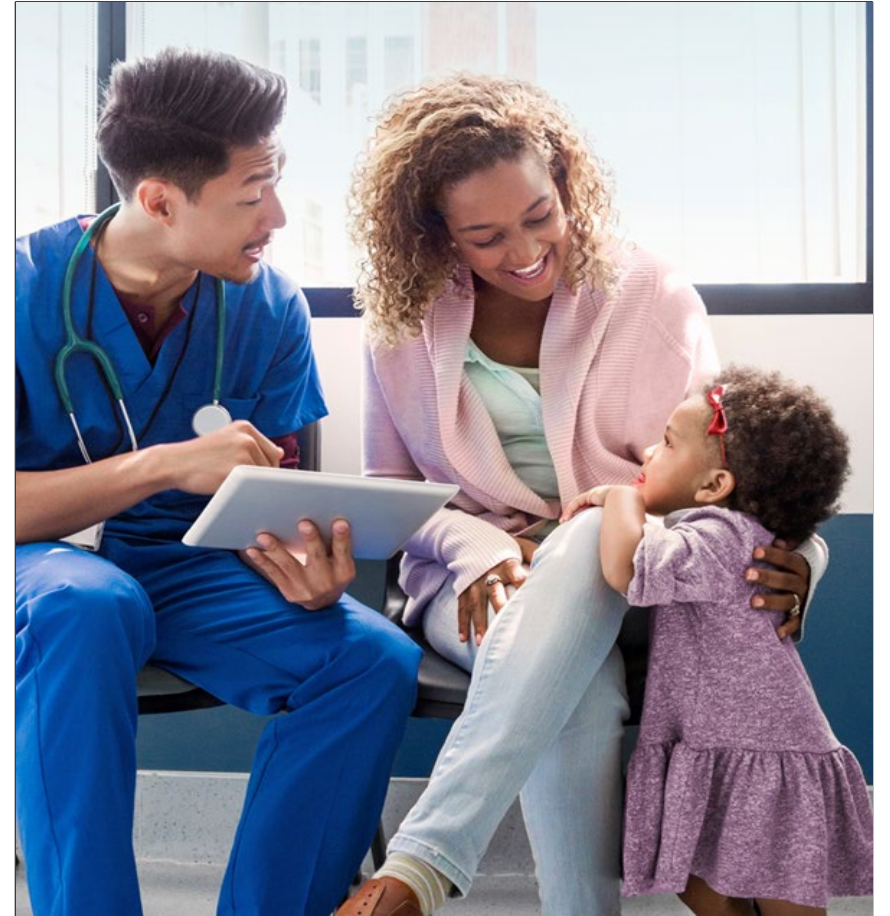
Better patient outcomes – patients who have positive experiences with their healthcare will be more likely to trust and follow the advice of their provider.



What is Member Experience?

“...the sum of all interactions shaped by an organization’s culture, that influences member perceptions across the continuum of care.”

Adapted from the Beryl Institute

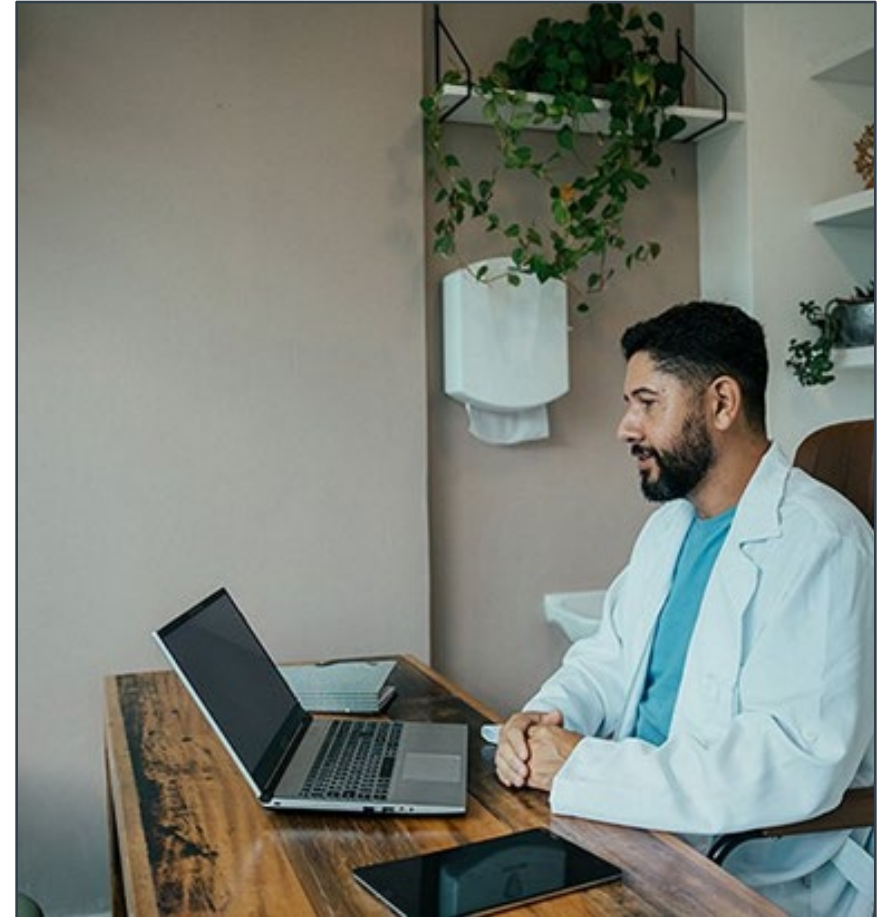


How Can You Make a Difference?

ACCESS — Extended hours in the evenings or on weekends to serve urgent care needs or to allow people more options to work around busy schedules. Offering same day or next day appointments to prevent unnecessary trips to the Emergency Department.

COMMUNICATION — Use plain language when discussing a patient's care. Be polite, courteous, and sympathetic to unique situations and circumstances.

COORDINATION OF CARE— Assist patients as they navigate the healthcare system. From primary care to specialists, hospitalizations and outpatient testing, ensure that referrals are completed and test results are communicated to patients.



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Thank you

