



# Why CAHPS and HOS Are Important to You



Ensuring your patients have a positive healthcare experience is a vital part of the care they receive. Let's review two critical surveys conducted by the Centers for Medicare & Medicaid Services (CMS).

CAHPS – Consumer Assessment of Healthcare Providers and Systems	HOS – Health Outcomes Survey
<b>What:</b> Measures patient experiences over the past six months.	<b>What:</b> Asks patients about their health and their healthcare quality. Patients are resurveyed two years later to determine if there are changes in their self-reported health status.
<b>When:</b> March through June	<b>When:</b> August through November
<b>Survey Topics:</b> <ul style="list-style-type: none"> <li>▶ Getting needed care</li> <li>▶ Getting appointments and care quickly</li> <li>▶ How well doctors communicate</li> <li>▶ Health plan customer service</li> <li>▶ How people rate their health plan</li> </ul>	<b>Survey Topics:</b> <ul style="list-style-type: none"> <li>▶ Improving or maintaining physical health</li> <li>▶ Improving or maintaining mental health</li> <li>▶ Monitoring physical activity</li> <li>▶ Reducing the risk of falling</li> <li>▶ Improving bladder control</li> </ul>

### Why are these surveys important?

- ▶ These surveys account for over 36% of the Star Rating calculation for performance year 2023. The CAHPS score accounts for 33%.
- ▶ A four or higher Star Rating helps to strengthen Blue Advantage by allowing us to offer provider incentives, enhanced member benefits and zero-premium options throughout Alabama.

**Note:** Most survey responses are provided via mail, but some are completed over the phone.

## CAHPS Measure Weights

Here's an overview of the CAHPS quality measures that impact patient experience scores:

CAHPS Measure Name	Measurement Weight
Annual Flu Vaccine	1.0
Getting Needed Care	4.0
Getting Appointments & Care Quickly	4.0
Customer Service	4.0
Rating of Health Care Quality	4.0

CAHPS Measure Name	Measurement Weight
Rating of Health Plan	4.0
Care Coordination	4.0
Rating of Drug Plan	4.0
Getting Needed Prescription Drugs	4.0

### We're here to help you.

Find additional resources to help you with the CAHPS and HOS surveys by searching for "surveys" on our provider website, [AlabamaBlue.com/Providers](https://alabamablue.com/providers).

If you have questions, contact Provider Networks at [Ask-PSC@bcbsal.org](mailto:Ask-PSC@bcbsal.org).



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