

Senior Whole Health CAHPS Survey Provider Tip Sheet

Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey is a standardized annual survey that measures Senior Whole Health member experience with services provided by their health plan and provider network. CAHPS Survey responses are used to help develop action plans, performance goals, and improve strategies to ensure our members are receiving the highest quality of care and services. Additionally, the results of this survey significantly contribute to the calculation of Senior Whole Health’s CMS Star Rating. The CAHPS survey goes out annually in March. Please use the tips below as a tool to help provide quality care for your patients.

Measure	Survey Questions	Tips
Annual Flu Vaccine	<ul style="list-style-type: none"> Have you had your flu shot? 	<ul style="list-style-type: none"> Research shows that when providers recommend patients get the flu shot, it makes a big difference in the number of people who get the vaccine. Vaccines are especially important for individuals at high risk for serious complications such as those over 65 and those with pre-existing conditions. Many people worry they will get sick from the vaccine. Reassure patients that while there can be some side effects, the flu vaccine will not give them the flu and is an important step in protecting against getting the flu.
Getting Needed Care	<ul style="list-style-type: none"> In the last 6 months, how often was it easy to get the care, tests, or treatment you needed? In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed? 	<ul style="list-style-type: none"> Make time available each day for urgent, “sick”, or same day drop-in appointments to be able to treat urgent issues promptly. Encourage Senior Whole Health patients to reach out to our Member Services department for help with transportation concerns. Help patients connect with specialists they may need to see. Utilize telehealth, patient portals and phone calls to expand access to care.

Measure	Survey Questions	Tips
Getting Appointments and Care Quickly	<ul style="list-style-type: none"> In the last 6 months, when you needed care right away, how often did you get care as soon as you needed? In the last 6 months, how often did you get an appointment for a check-up or routine care as soon as you needed? In the last 6 months, how often did you see the person you came to see within 15 minutes of your appointment time? 	<ul style="list-style-type: none"> Inform patients of expected wait times during check-in. Keep them informed if there is a delay. Communicate delays apologetically and offer to reschedule if necessary. Make sure the member's care is an authorized benefit. Ask patients to schedule their routine check-up and follow-up appointments in advance. Consider on-line scheduling or scheduling routine appointments for planning in advance. Offer appointments with an available provider for those who want to be seen on short notice even if this is not their normal provider.
Customer Service	<ul style="list-style-type: none"> In the last 6 months, how often did your health plan's customer service give you the information or help you needed? In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect? In the last 6 months, how often were the forms from your health plan easy to fill out? 	<ul style="list-style-type: none"> Promote a patient-centered experience with every interaction. Listen, advise, and assess patient understanding of complex issues. Refer to our Members Services team. Senior Whole Health is here to help our providers and our members. This is a top priority for us. If your patient needs any assistance with their benefits or filling out forms please refer them to us at 1-888-794-7268 (TTY 711) from 8 a.m. to 8 p.m., 7 days a week.

Measure	Survey Questions	Tips
Care Coordination	<ul style="list-style-type: none"> • In the last 6 months, when you visited your personal doctor for a scheduled appointment, how often did he or she have your medical records or other information about your care? • In the last 6 months, when your personal doctor ordered a blood test, x-ray, or other test for you, how often did someone from your personal doctor's office follow up to give you those results? • In the last 6 months, when your personal doctor ordered a blood test, x-ray, or other test for you, how often did you get those results as soon as you needed them? 	<ul style="list-style-type: none"> • Review patients' chart prior to entering the exam room. Look for any topics that should be discussed from previous appointments or ordered test results. • Pull up members chart in front of them, even if it is electronic, and let them see you refer to their information. • Communicate clearly with patients on when and how they will receive test results at the time the test is ordered. Have a process in place to ensure patients are receiving timely notifications of test results regardless of tests coming back normal. At the beginning of the appointment check with your patient if they have seen another provider outside of your office since you last saw them. If you know the patients received specialty care, discuss their visit and the treatment plan they received, including any newly prescribed medication.
Getting Needed Prescription Drugs	<ul style="list-style-type: none"> • In the last 6 months, how often was it easy to use your prescription drug plan to get the medicines your doctor prescribed? • In the last 6 months, how often was it easy to use your prescription drug plan to fill a prescription at your local pharmacy? • In the last 6 months, how often was it easy to use your prescription drug plan to fill a prescription by mail? 	<ul style="list-style-type: none"> • You can help our members with their medication by reviewing all their prescriptions during the appointment. Especially ones that are either new due to an inpatient stay or about to run out. <ul style="list-style-type: none"> • Be sure to document these discussions in the patients' medical records for future reference • Encourage Senior Whole Health Patients to contact our Member Services Department with any questions or concerns about medication coverage and filling prescriptions.

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Rating of Health Care Quality	<ul style="list-style-type: none"> • Patient is asked to rate their overall Health Care Quality 	<ul style="list-style-type: none"> • Asking patients about their overall health care can help build trusting relationships. This gives the member an opportunity to express to you their impression of the interactions they are having and provides an opportunity for you to learn from your patients.
Rating of Health Plan/ Rating of Drug Plan	<ul style="list-style-type: none"> • Patients are asked to rate their overall experience with their Health Plan and Drug Plan 	<ul style="list-style-type: none"> • Senior Whole Health considers our Provider Network to be our partners in the ongoing pursuit of improving our member's experience. If you or your patients express any concerns or questions about their benefits, or their medication coverage, please advise them that we are here to help. Member Services can be contacted at 1-888-794-7268 (TTY 711) from 8 a.m. to 8 p.m., 7 days a week. Providers can reach us at 1-855-838-7999.