

Provider Alert

Medicaid CAHPS Season is Underway

Healthfirst is committed to providing our members with the highest quality service possible so they can stay healthy. **Office wait times** and the obtaining of **timely appointments** are key Consumer Assessment of Healthcare Providers & Systems (CAHPS) measures that impact the patient experience. Performing well on these measures helps increase retention, referrals, and the incentives you receive from Healthfirst.

As you know, the CAHPS survey asks patients to evaluate their experiences with healthcare, including their providers. Our Medicare, Medicaid, FIDA, and Qualified Health Plan (QHP) members receive this survey annually through a certified vendor on behalf of the Centers for Medicare & Medicaid Services (CMS) and the New York State Department of Health.

NOTE: Select adult Medicaid members will get the CAHPS survey between September and December and will be evaluating their experience with office wait times and the obtaining of timely appointments in your practice.
Please ask your Healthfirst patients to complete this important survey if they receive it!

Here's a quick chart of the CAHPS survey timeline:



You can help improve our members' experience during this critical survey period by:

- ✓ Visiting www.healthfirst.org/PatientSatisfaction to review strategies you can implement in your practice to improve the patient experience and continuously perform well on access and availability surveys
- ✓ Learning more about [Access and Availability and Phone Operations](#)
- ✓ Checking out our [CAHPS Frequently Asked Questions](#)
- ✓ [Addressing CMS Standards](#)