

Provider Alert

Medicaid CAHPS Season Starts in September

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, Qualified Health Plan (QHP), and Essential Plan (EP) 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 Child Medicaid members will get the CAHPS survey between September and December.

We've found that today's patients expect to be seen at your office as soon as possible, and that they desire greater levels of customer service and support to be satisfied and return to your practice. To help ensure appropriate access to care for your Healthfirst patients and perform well on the CAHPS survey, we recommend that you:

- Schedule appointments in a timely manner (two weeks or less is optimal)
- Help book appointments to specialists or facilities you are referring them to
- Update your demographic information as needed
- Ensure your phone system is working and avoid long hold times

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](#)