
PROVIDER BULLETIN

***CONSUMER ASSESSMENT OF HEALTHCARE PROVIDERS AND
SYSTEMS (CAHPS) and
HEDIS MEDICAL RECORD COLLECTION PROJECTS***

Dear Providers,

Please be advised that in March 2016, the Health Plans will be distributing the **Consumer Assessment of Healthcare Providers and Systems (CAHPS)** survey to your members. The survey was formerly known as the “**Member Satisfaction Survey**.” Each year the Health Plans contract with an independent and National Committee of Quality Assurance (NCQA)-certified company to distribute/field the survey to randomly selected members. The survey results will be shared with DHCS/CMS and the Health Plans will be scored based on the categories listed below. Should a member contact you in regards to the CAHPS survey, please ask them to complete the survey and send it back with the pre-paid envelope enclosed with the survey. The survey should be in the member’s preferred language. However, if the member’s preferred language is incorrect, the member can call the phone number provided on the survey.

We have included a CAHPS Quick Reference Guide with this bulletin (2 pages).

Survey Question Categories:

- Getting Needed Care
- Getting Appointments and Care Quickly
- How Well Doctors Communicate
- Customer Service
- Care Coordination
- Rating of Health Care Quality
- Rating of Health Plan
- Annual Flu Vaccine

HEDIS Medical Record Audit/Collection:

Health Plans may be contacting you directly or through a contracted vendor from February to June of 2016 via phone, fax, or postal mail regarding the collection of medical records to help improve on the quality of care measures. Therefore, we appreciate your full cooperation in providing the medical records to your respective contracted health plans and/or their vendors timely. Thank you in advance for your cooperation on improving both the CAHPS and HEDIS scores, which reflect the performance of physicians, IPA, and the Health Plan.

If you have any questions, please contact Liza Johnson at (818) 265-0800, x232.



PROVIDER QUICK REFERENCE GUIDE (Medicare CAHPS Star Measures)

MEASURE	DESCRIPTION	KEY QUESTIONS	IMPROVEMENT STRATEGIES
MEMBER EXPERIENCE WITH HEALTH PLAN			
Getting Needed Care	How easy it is for members to get needed care, including care from specialists	<ul style="list-style-type: none"> • In the last 6 months, how often was it easy to get appointments with specialists? • In the last 6 months, how often was it easy to get the care, tests, or treatment you needed through your health plan? 	<ul style="list-style-type: none"> • Offer to help your members schedule their appointment with the specialists while they are still in your office • Check your contact information on Easy Choice provider directory to be sure it contains the best contact information for your office • Know member benefits and what services need prior authorization: http://www.easychoicehealthplan.com/
Getting Appointments and Care Quickly	How quickly members get appointments and care	<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 thought you needed? • In the last 6 months, not counting the times when you needed care right away, how often did you get an appointment for your health care at a doctor's office or clinic as soon as you thought 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"> • Ensure your patients know how to get care after hours or when care is needed right away • Offer extended hours at least one day a week and communicate your office hours to your patients • Leave 5% of your appointments open each day to handle urgent "same day appointments" • Check your contact information on Easy Choice provider directory to be sure it contains the best contact information for your office • Be mindful of the patients time and expectation to be seen in a timely manner (within 15 minutes) • Offer e-mail or text communication with the office if possible for medication refills or appointment scheduling
How Well Doctors Communicate		<ul style="list-style-type: none"> • In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand? • In the last 6 months, how often did your personal doctor listen carefully to you? • In the last 6 months, how often did your personal doctor show respect for what you had to say? • In the last 6 months, how often did your personal doctor spend enough time with you? 	<ul style="list-style-type: none"> • Ensure your office staff and team has the patient's well-being their primary goal • Ask patients what they understand about their conditions or care, explain their condition and treatment in a way they understand, then ask them to repeat what you told them to check if they understood • Ask the patients if they have any questions, help them to feel that you are not rushed and that you have addressed their concerns • Pay undivided attention to your patients when they are speaking, listens with purpose without judgment. Let them know you care • Acknowledge and validate patient's feelings • Greet your patient and family members at start of visit • Communicate with empathy • Close their visit with a sincere greeting-help the patient, help the patient feel confident about their next steps and leave the office with a positive memory of the experience



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Customer Service	How easy it is for members to get information and help from the plan when needed	<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 treat you with courtesy and respect? • In the last 6 months, how often were the forms for your health plan easy to fill out? 	<ul style="list-style-type: none"> • Be sure Customer Service provides members with the information they are seeking or can direct them to the correct resource. • Train Customer Service to speak to members with empathy and respect • If members have forms to complete, offer to assist them • Don't ask for the same information multiple times
Care Coordination	How well the plan coordinates members' care	<ul style="list-style-type: none"> • Whether doctor had medical records and other information about the enrollee's care, • Whether there was follow up with the patient to provide test results, • How quickly the enrollee got the test results, • Whether the doctor spoke to the enrollee about prescription medicines, • Whether the enrollee received help managing care, and • Whether the personal doctor is informed and up-to-date about specialist care. 	<ul style="list-style-type: none"> • Remember members may not know if you have this information, most can't see their charts, but the message that you send members may make them believe that you do not have all their information. • Make it standard practice to <u>always</u> provide members with their test results. It helps them feel you care about them • At each visit ask patients: <ul style="list-style-type: none"> ○ If they have any questions about their medications? ○ If they need help to manage their care • Put yourself in your patients place for a few moments
Rating of Health Care Quality	Best possible score the plan earned from members who rated the quality of the health care they received.	<ul style="list-style-type: none"> • Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your health care in the last 6 months? 	<ul style="list-style-type: none"> • This score is a reflection of the care you provide and how you explain the care you do not provide • Help your member to feel good about the care they receive
Rating of Health Plan	Best possible score the plan earned from members who rated the health plan.	<ul style="list-style-type: none"> • Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your health plan? 	<ul style="list-style-type: none"> • Our goal is to partner with the members, providers, governments, and communities we serve to provide our members with the best health care. We want to work with you to achieve this. If there is something you need to care for your patients, we can help you find the resources to help. Call Easy Choice Customer Service at 1-866-999-3945.
Annual Flu Vaccine	Percent of plan members who got a vaccine (flu shot) prior to flu season.	<ul style="list-style-type: none"> • Have you had a flu shot since July 1 last year? 	<ul style="list-style-type: none"> • Remind all members about their flu shots. Especially, if they are visiting your office during the January through March. Remind that that they have already received their flu shot and they won't need another one till next year