



# PROVIDER CAHPS SUMMIT 2024

PRESENTED BY  
QUALITY AND HEALTH PARTNERS TEAM



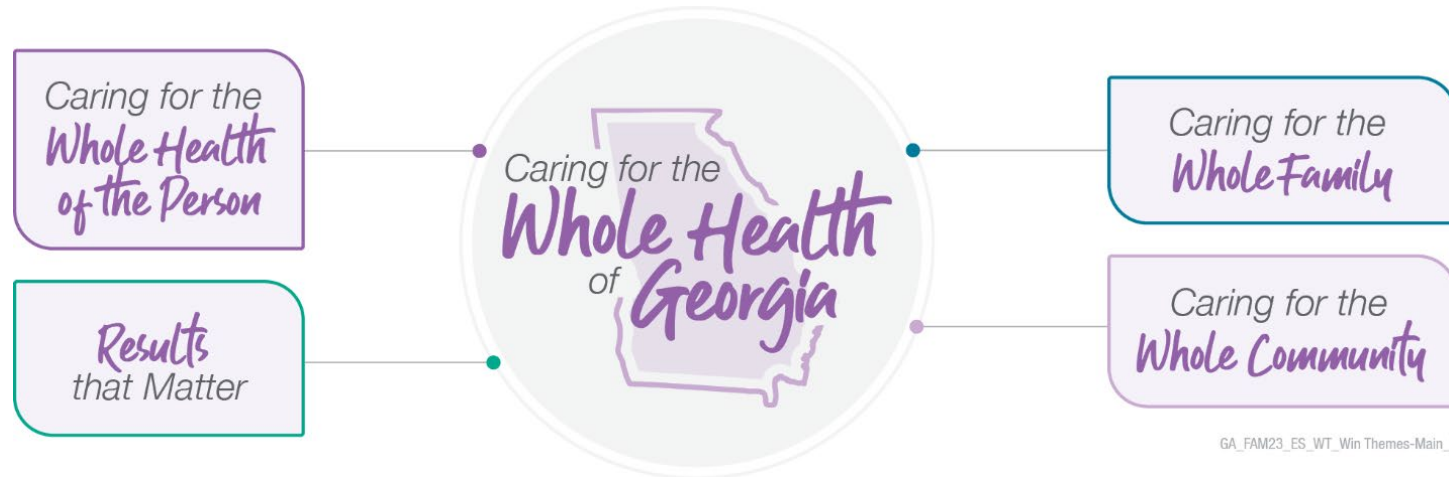
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# CareSource Georgia – Overview

CareSource is a managed care organization that is committed to changing the trajectory of Georgia's healthcare system and improving **the Whole Health of Georgia**.



We provide comprehensive high-quality health care coverage to over 2.1 million members, with **approximately 420,000 Medicaid, 12,000 Marketplace and DSNP** members residing in Georgia.

**We are also a non-profit organization.** This allows us to focus on serving members and investing in the communities where they live.



# Consumer Assessment of Healthcare Providers and Systems (CAHPS®) - Training Objectives

1. Increased knowledge of the CAHPS Survey
2. Understand that CAHPS or member satisfaction occurs every day
3. Awareness of tools and resources to help



# WHAT IS CAHPS® AND WHY IS IT IMPORTANT?

## Consumer Assessment of Healthcare Providers and Systems (CAHPS®)



AHRQ developed several types of CAHPS surveys to enable health care providers, purchasers and regulators to track, **compare and improve patients' experiences** in different health care settings.

As an operating Medicare, Medicaid and Marketplace health plan, the **CAHPS Health Plan Survey** is the survey CareSource is contractually required by CMS<sup>1</sup>, NCQA<sup>2</sup> and State Regulators<sup>3</sup> to administer.

There are different types of CAHPS health plan surveys and administration protocols that CareSource must follow:

1. Medicaid HEDIS CAHPS 5.1 required by ODM<sup>3</sup> and NCQA<sup>2</sup>
2. Medicare MAPD CAHPS or MCAHPS required by CMS<sup>1</sup>
3. Marketplace Qualified Health Plan Enrollee Experience (QHPEE) survey required by CMS<sup>1</sup>



CAHPS is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ), [ahrq.gov/cahps](http://ahrq.gov/cahps)

1. Centers for Medicare and Medicaid Services (CMS)
2. National Committee for Quality Assurance (NCQA)
3. Ohio Department of Medicaid (ODM) is Ohio's State Regulator

# WHAT'S COVERED IN THE CAHPS HEALTH PLAN SURVEY?

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The CAHPS Health Plan survey asks CareSource members to report on their experiences and satisfaction with their:

## Health Plan



## Health Care



## Health Care Providers



That way, member perception data ranging the *full patient care experience* can be collected for evaluation.



# WHAT IS CAHPS® AND WHY IS IT IMPORTANT?



Ratings represent the Quality of our Plan!

Our members' voices makes up

1/3

of our Global Stars Rating through the CAHPS survey!



We can't do it without you!



❖ Almost half of the questions are about interactions between the patient and their provider.

❖ ***You and Your Team*** make a ***BIG impact*** on the results of the survey!



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1. Centers for Medicare and Medicaid Services (CMS)
2. National Committee for Quality Assurance (NCQA)
3. Ohio Department of Medicaid (ODM) is Ohio's State Regulator

# CAHPS HEALTH PLAN SURVEY FAQs FOR PROVIDERS

## When?

Conducted annually  
February - June

- Results reviewed and analyzed, July-September
- Official results published by NCQA and CMS, September-October

## How?

 PressGaney

- Members randomly selected & answers kept anonymous
- Respond by mail, internet or phone to third party survey vendor

## Where?

CareSource Dual Advantage (HMO D-SNP)  
CareSource | Plan ID: H6396-015-0  
Star rating: ★★★★★

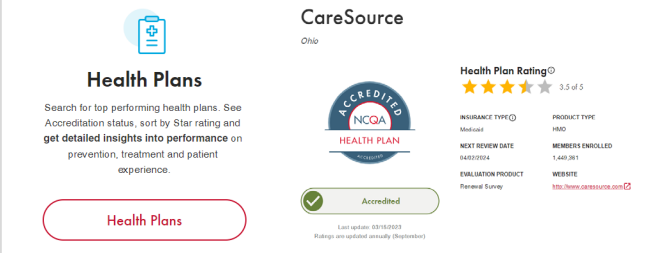
CareSource

[CareSource Marketplace Bronze](#)

Bronze | HMO | Plan ID: 775520H0010206

★★★★★

[Compare](#)



**Health Plans**

Search for top performing health plans. See Accreditation status, sort by Star rating and get detailed insights into performance on prevention, treatment and patient experience.

**CareSource**  
Ohio

**Health Plan Rating**  
★★★★★ 3.5 of 5

INSURANCE TYPE	PRODUCT TYPE
Medicare	HMO
NEXT REVIEW DATE	MEMBERS ENROLLED
04/31/2024	1,440,361
EVALUATION PRODUCT	WEBSITE
Renewal Survey	<a href="http://www.caresource.com">http://www.caresource.com</a>

Accredited

License #: 03182033  
Rating: not updated annually (Regulatory)

Medicare.gov

HealthCare.gov

NCQA  
Measuring quality.  
Improving health care.

*Click above logo to be taken directly to website*





# Example of a CAHPS Survey - Child



## SURVEY INSTRUCTIONS

- ◆ Answer each question by marking the box to the left of your answer.
- ◆ You are sometimes told to skip over some questions in this survey. When this happens you will see an arrow with a note that tells you what question to answer next, like this:

- Yes → **If Yes, Go to Question 1**  
 No

*Personally identifiable information will not be made public and will only be released in accordance with federal laws and regulations.*

*You may choose to answer this survey or not. If you choose not to, this will not affect the benefits your child receives. You may notice a number on the back of this survey. This number is ONLY used to let us know if you returned your survey so we don't have to send you reminders.*

*If you want to know more about this study, please call 1-888-797-3605.*

*Please answer the questions for the child listed on the letter. Please do not answer for any other children.*

1. Our records show that your child is now in CareSource. Is that right?

- Yes → **If Yes, Go to Question 3**  
 No

2. What is the name of your child's health plan? (please print)

## YOUR CHILD'S HEALTH CARE IN THE LAST 6 MONTHS

*These questions ask about your child's health care from a clinic, emergency room, or doctor's office. This includes care your child got in person, by phone, or by video. Do not include care your child got when he or she stayed overnight in a hospital. Do not include the times your child went for dental care visits.*

3. In the last 6 months, did your child have an illness, injury, or condition that needed care right away?

- Yes  
 No → **If No, Go to Question 5**

4. In the last 6 months, when your child needed care right away, how often did your child get care as soon as he or she needed?

- Never  
 Sometimes  
 Usually  
 Always

5. In the last 6 months, did you make any in person, phone, or video appointments for a check-up or routine care for your child?

- Yes  
 No → **If No, Go to Question 7**

6. In the last 6 months, how often did you get an appointment for a check-up or routine care for your child as soon as your child needed?

- Never  
 Sometimes  
 Usually  
 Always

7. In the last 6 months, not counting the times your child went to an emergency room, how many times did he or she get health care in person, by phone, or by video?

- None → **If None, Go to Question 11**  
 1 time  
 2  
 3  
 4

The survey is:

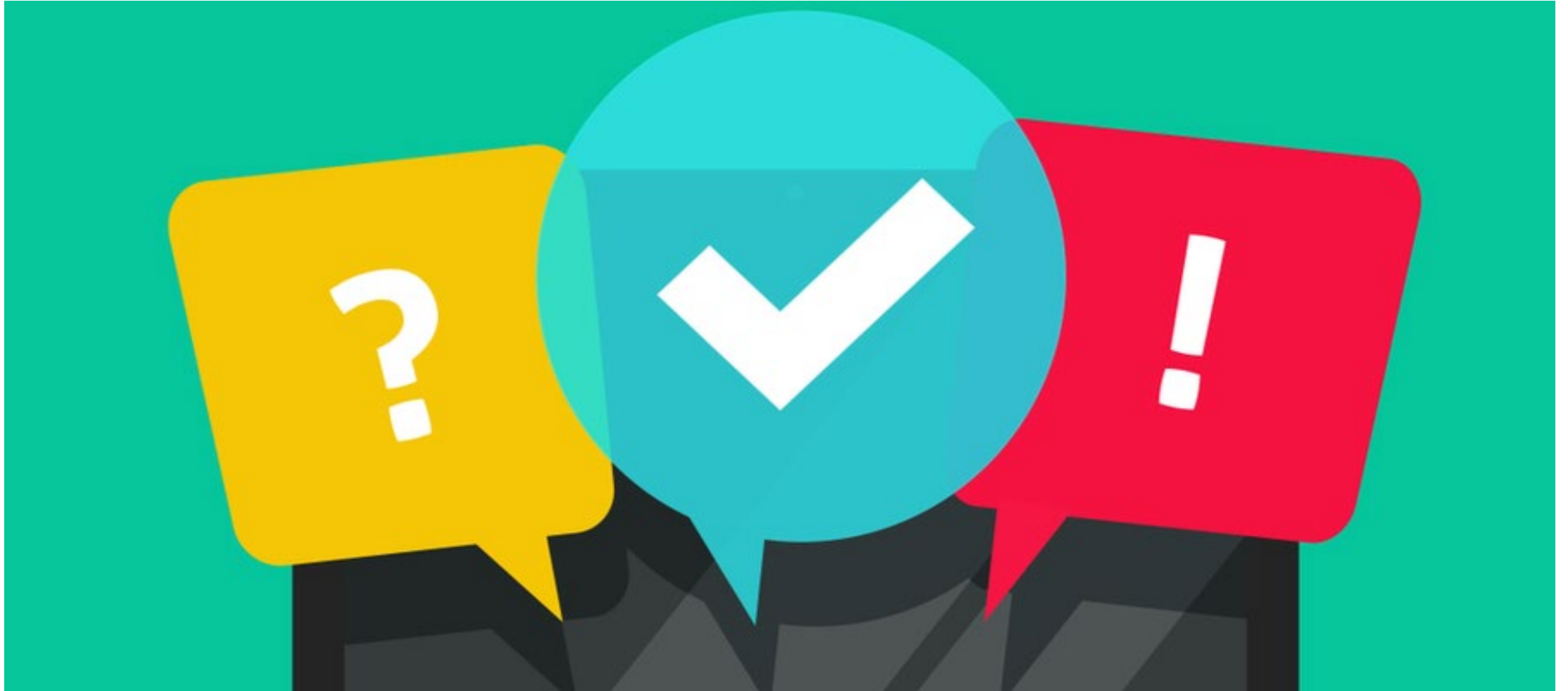
- Administered February – June every year
- Members are randomly selected



CAHPS or satisfaction happens every day, with every patient or member interaction.



# TEST YOUR KNOWLEDGE



# Test Your Knowledge - Question #1

**What is true statement regarding the CAHPS survey?**

- a.) CAHPS happens every day, with every patient or member interaction
- b.) CAHPS/patient experience is twice a year
- c.) Every patient receives a survey



# CareSource Georgia MY23 Child CAHPS Survey Results



	MY2023	
<b>Patient Experience (CAHPS)</b>	<b>3.5 Stars</b>	
<b>Getting Needed Care</b>	83.7%	3
<b>Getting Care Quickly</b>	87.7%	3
<b>Rating of Personal Doctor</b>	78.2%	3
<b>Rating of Health Care</b>	73.5%	4
<b>Rating of Health Plan</b>	74.2%	4
<b>Customer Service</b>	88.4%	
<b>Coordination of Care</b>	83.8%	
<b>How Well Doctors Communicate</b>	95.3%	
<b>Rating of Specialist</b>	77.3%	

## WHERE CARESOURCE DID WELL

- ♥ Improved in 8 of the 9 CAHPS measures
- ♥ 4 Stars for Rating of Health Plan and Rating of Health Care

## OPPORTUNITIES FOR IMPROVEMENT

- ♥ **Coordination of Care score** – continued focus needed here
- ♥ Getting Care Quickly and Getting Needed Care

Score/Rating Increased  
 Score/Rating Decreased



# CAHPS Survey Provider Rating Questions

Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your child's personal doctor?

We want to know your rating of the specialist your child talked to most often in the last six months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?



## CAHPS QUESTIONS – EXAMPLE

»...how often did your **personal doctor seem informed** and up-to-date about the care you got from specialists?

»...how often did you and your **personal doctor talk** about the prescription medicines you were taking?

»...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?

»...how often did your personal **doctor listen carefully** to you?

»...how often did your personal doctor **show respect** for what you had to say?

»...how often did your personal doctor **spend enough time** with you?

»...how often did your personal doctor **explain things** in a way that was easy to understand?

»...how often did you get the help that you needed from your personal doctor's office to **manage your care among these different providers** and services?



# How to Improve Patient Experience



# CAHPS HEALTH PLAN SURVEY: PATIENT EXPERIENCE

The CAHPS Health Plan survey covers a full circle of a patient's care journey, from access to delivery and follow-up.



## WHAT

## ACTIONS TO HELP



### BEFORE-CARE EXPERIENCE

1. It was easy to schedule my appointment.
2. I got the care I needed when I needed it.
3. My appointment began within 15 minutes of the scheduled time.

### DURING-CARE EXPERIENCE

4. My health care provider is informed and ready to deliver my care.
5. My health care provider understands and cares about my needs.
6. My health care provider gives me the information and support needed to effectively manage my care.

### AFTER-CARE EXPERIENCE

7. My health care provider followed-up within an appropriate time frame about my health and/or needs.

- Help patients obtain timely appointments with **EASE**
- Offer **FLEXIBLE** care options
- **MINIMIZE** patient wait times
- Ensure **READINESS** to deliver needed care
- **Communicate with EMPATHY**
- Empower patients with helpful **INFORMATION**
- Provide courteous and timely **FOLLOW-UP**











## Care Coordination



# PROVIDER QUALITY & INTERACTIONS

## Impacts third of members: Rating of Personal Doctor

“My doctor doesn’t seem to really listen and just basically gives me referrals to specialists for any issues.”

WHAT QUALITY CARE MEANS TO PATIENTS	
 EFFECTIVE	<ul style="list-style-type: none"><li>• Outcomes</li><li>• Clinical processes</li><li>• Patient safety</li></ul>
 COORDINATION	<ul style="list-style-type: none"><li>• Good communication with patient &amp; administration</li><li>• Knowledgeable about health plan</li></ul>
 PATIENT CENTERED	<ul style="list-style-type: none"><li>• Care tailored to patient preferences &amp; needs</li><li>• Bedside manner (respectfulness, active listening, empathy)</li></ul>
 EQUITABLE	<ul style="list-style-type: none"><li>• Care that doesn't vary based on personal characteristics, gender, ethnicity, or socioeconomic status</li></ul>

**QUALITY CARE & RELATIONSHIPS MATTER**

 A third of members can't find providers that **respect their cultural and health care customs** 

**#1** Most important feature of provider network is **Bedside Manner**

Data Sources:

2023 Drill Down Survey (fielded early July - August), 2023 New Member Survey (fielded mid June – mid August), Advisory Councils, 2023 CAHPS

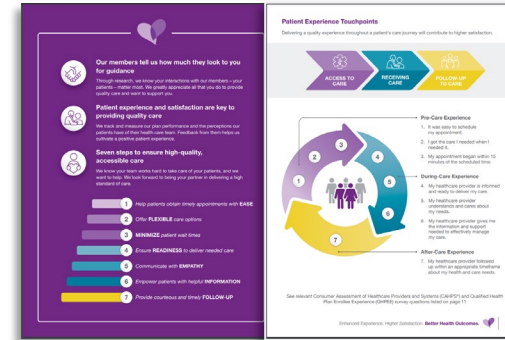
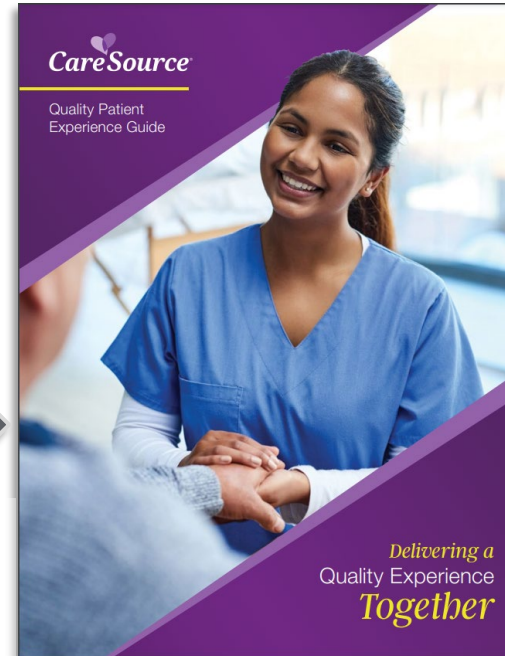
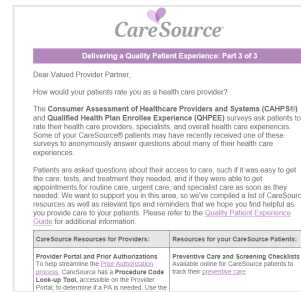
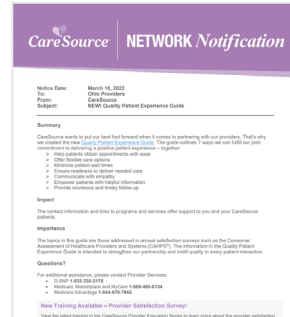
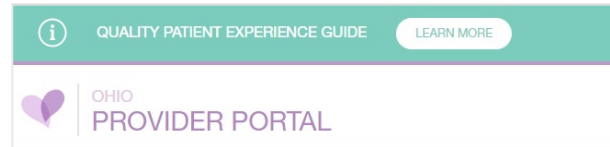
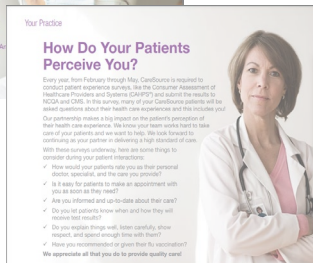


# RESOURCES



# CARESOURCE CAHPS RESOURCES FOR PROVIDERS

- ProviderSource Newsletter
- Provider Portal
- **CareSource.com** > Providers > Quality Improvement
- Network Notification
- Email
- *Coming Soon!* **CareSource.com** > Provider Education Series
- *Coming Soon!* CAHPS data made available on **CareSource.com**
- **Quality Patient Experience Guide** →



**1 Do your patients find it easy to make an appointment with you?**

**HOW WE SUPPORT**

Patients can use the preventive care and screening checklists on [CareSource.com](#) to understand and keep track of the care they may need to stay healthy.

Patients can work with a CareSource case manager or call Member Services for help with finding a doctor and scheduling an appointment.

Our [Find-A-Doctor](#) online tool, available on [CareSource.com](#), helps connect patients to medical and behavioral health providers.

To help streamline prior authorizations, CareSource has a Procedure Code Look-up Tool, accessible on the [Provider Portal](#), to determine if a prior authorization is needed. Use the [Provider Portal](#) to submit requests and check real-time status. Training tools and resources are available.

**HOW YOU CAN HELP**

- Ensure understanding of need for appointment
- Proactively coordinate with health plans and specialists
  - ✓ Advise patient on the importance of referrals
  - ✓ Coordinate with specialists to ensure they are accepting new patients and to secure earliest appointment available
  - ✓ Suggest more than one specialist
  - ✓ Ensure prompt submission of prior authorization requests with all required documentation for prescriptions, refills, and medical procedures
- Make your appointment scheduling process easy
  - ✓ Offer a variety of scheduling options

**2 Do you offer flexible care options?**

✓ Schedule next routine appointment

**3 Are your patients waiting more than 15 minutes to see you?**

**3 What is the patient wait experience like?**

**4 Do your patients find your medical staff to be fully informed and ready to deliver care according to their specific situation or need?**

**5 Do your patients find your health care team to be empathetic?**

**6 Do your patients consider you a trusted health expert?**

**7 Do your patients think your follow-up care is considerate and timely?**



Download a copy of the Quality Patient Experience Guide [here](#): CS.com > Providers > Georgia > Improving Quality Scores

# Questions and Next Steps

