

## Federal Employee Program CAHPS Survey Underway

### Focus on Care Coordination

You can help your Florida Blue Federal Employee Program (FEP) patients show that they consider you and Florida Blue as a top rated provider and health plan. Every year, our FEP members, your patients, are selected to complete the CMS-assigned Consumer Assessment of Healthcare Providers and Systems (CAHPS<sup>®1</sup>) survey to rate our performance.

The survey, administered from February through May, asks a random sample of our FEP members about their health care experiences with, and ratings of, both their providers and health plan from the last calendar year. As a result, we are rated based on our member's and patients experiences.

We think it's essential that our CAHPS survey ratings come in far above average. From similar survey results, we learned that our members believe rating us at a 7 or 8 is outstanding, when in reality it's average. We strive to perform far above average and want our members to consider us as such and rate us a 10.

The current FEP CAHPS survey results are due in August. We look forward to sharing with you ways to improve our ratings based on those results. Until then, we encourage you to continue to excel in *care coordination* for your patients as it is at the heart of your patient's health care experience.

**Care Coordination** – The way patients perceive how their care is coordinated is mostly under their provider's control. *Patients look to their personal doctor to help them achieve their health goals.* Providers like you can help by meeting the following norms.

- Deliver care to your patients quickly (*within 15 minutes of arrival*);
- Have all your patient's necessary medical records and care information;
- Be informed of specialist care;
- Follow up with care and tests;
- Provide timely care reminders<sup>2</sup> (e.g., flu shots, immunizations, and other critical screening tests); and
- Request timely referrals and authorizations..

By striving to meet the standards above, while we strive to meet our health plan standards, we have a solution to becoming a top rated provider and health care plan – conceivably rated “10”. Thank you for working with us to provide our members with the best health care experiences. Visit [CAHPS methodology](#) to learn more about CAHPS.

<sup>1</sup> CAHPS is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

<sup>2</sup> In Availity<sup>®</sup>, you will see important [patient care reminders](#) when checking our member's eligibility for care and services. Availity, LLC is a joint venture multi-payer company. To register, visit [availity.com](#).