

## CAHPS and HOS: Your Patients' Experience Matters More than Ever

Starting this year, the **Consumer Assessment of Healthcare Providers and Systems (CAHPS®)** survey and the **Health Outcomes Survey (HOS)** results contribute more to your Star quality rating. These two assessments measure your patients' well-being and perception of their health care physician, services and plan. Both surveys are sent annually to a random sample of Medicare Advantage patients. Knowing **how you can positively impact their results** is key to keeping your patients healthy and satisfied with their care.

### CMS is Making Big Changes to How They Calculate Your Stars Rating

- CAHPS score weighting has recently **increased from 21% to 25%** in the Centers for Medicare and Medicare Services' (CMS) star rating program. In performance year 2021, this weighting will increase to 35%.
- Conversely, the Healthcare Effectiveness Data and Information Set (HEDIS<sup>®1</sup>) weighting has **decreased from 29% to 22%**. In performance year 2021, this weighting will decrease to 16%.
- To consistently earn 4+ stars, it will be critical to maximize your CAHPS scores while continuing to score as high as possible for the HEDIS, Pharmacy Part D and HOS components of Stars.

Category	2019 HMO Projections			Avg. Star
	Old Weight	Current Weight	Planned Future Weight	
Admin Part C	12%	16%	22%	4.36
Admin Part D	6%	4%	5%	4.14
<b>CAHPS*</b>	<b>21%</b>	<b>25%</b>	<b>35%</b>	<b>3.41</b>
HEDIS	29%	22%	16%	4.21
HOS	14%	13%	10%	3.11
Pharm Part D	18%	19%	12%	3.69

*\*The actual CAHPS scores for HMO will be higher in performance year 2019 since CMS is using prior year star scores due to COVID-19. These projections are a better estimate of Florida Blue's current performance since the prior year scores are specific to Florida Health Care Plan membership.*

### Know the Quality Measures That Will Directly Impact Your Patients' Experience Rating

CAHPS Measure Name	2019 Weight	2020 Weight	2021 Weight
Annual Flu Vaccine	1.0	1.0	1.0
Getting Needed Care	1.5	2.0	4.0
Getting Appointments & Care Quickly	1.5	2.0	4.0
Customer Service	1.5	2.0	4.0
Rating of Health Care Quality	1.5	2.0	4.0
Rating of Health Plan	1.5	2.0	4.0
Care Coordination	1.5	2.0	4.0
Rating of Drug Plan	1.5	2.0	4.0
Getting Needed Prescription Drugs	1.5	2.0	4.0

#### How You Can Make a Difference

You can influence your Florida Blue Medicare Advantage patients' perception of the care they receive by talking with them about CAHPS and HOS and printing out a [pre-visit checklist \(English\)](#), [\(Spanish\)](#) or [\(Haitian-Creole\)](#) for them to complete before their office visit. You may also print the [provider instructions and key to the pre-visit checklist](#) for reference (*floridablue.com > Providers > Tools & Resources > Quality/HEDIS/CAHPS > Provider & Member Communications > Member/Patient Communications*).

Also review our CAHPS and HOS Quality Measures' Tips to Success below. Engaging in these activities, if you haven't already, is a great way to help your patients improve their well-being and satisfaction levels.

<sup>1</sup>HEDIS is a registered trademark of the National Committee for Quality Assurance (NCQA).  
Florida Blue and Florida Blue Medicare are Independent Licensees of the Blue Cross and Blue Shield Association.

### CAHPS and HOS Quality Measures' Tips to Success

Measure	Metric	Tips
<b>Annual Flu Vaccine and Pneumonia Vaccine</b>	Percentage of sampled patients who 1) report they received a flu vaccination since the prior July and 2) report ever getting a pneumococcal vaccine.	<ul style="list-style-type: none"> <li>• Ask your patients if they had flu and pneumonia vaccines.</li> <li>• Encourage your patients to get the vaccines.</li> </ul>
<b>Obtaining Needed Care</b>	Patients rate how often it was easy to get appointments with specialists, tests or treatment they needed through their health plan in the <b>prior six months</b> .	<ul style="list-style-type: none"> <li>• Make scheduling as easy as possible.</li> <li>• Ask staff to schedule specialist appointments and write down the details for your patients.</li> <li>• Help with pre-certifications / authorizations.</li> </ul>
<b>Getting Appointments and Care Quickly</b>	Patients rate how often they 1) could schedule an appointment and get care as soon as needed in the prior six month and 2) saw the person they came to see within 15 minutes of appointment time.	<ul style="list-style-type: none"> <li>• Break up wait times by moving patients from the waiting room into an exam room for vitals.</li> <li>• Contact patients when delays are expected using telephone, text or email.</li> <li>• Advise patients of the best days or times to schedule appointments.</li> </ul>
<b>Overall Rating of Health Care Quality</b>	On a 0-to-10 scale, patients rate their health care in the last six months.	<ul style="list-style-type: none"> <li>• Ask open-ended questions to give patients a chance to share health issues and concerns.</li> <li>• A quick explanation for lengthy wait times is proven to markedly improve patient satisfaction.</li> </ul>
<b>Coordination of Care Composite Measure</b>	Patients rate their physicians' familiarity with their medical history and prescriptions, how well physicians are following up with patients after tests and how well "personal doctors" are managing care with specialists or other providers.	<ul style="list-style-type: none"> <li>• Encourage patients to bring their Florida Blue Healthy Living Plan (HLP) to doctor visits.</li> <li>• Expedite the time it takes to follow up on blood tests, X-rays and other tests.</li> <li>• Remind patients to bring a list of their prescriptions.</li> <li>• Prior to appointments, speak with patients' specialists to review the care they provided</li> </ul>
<b>Obtaining Medications</b>	Patients rate how often in the last six months it was easy to use their health plan to get prescribed medicines; fill a prescription at a local pharmacy; and fill prescriptions by mail.	<ul style="list-style-type: none"> <li>• Use formulary, write 90-day fills, coordinate medications as appropriate and work to get authorizations completed timely while setting patient expectations about resolution time.</li> <li>• Click on this link to submit a prior authorization for your patient electronically <a href="https://www.myprime.com/en/forms/coverage-determination/prior-authorization.html">https://www.myprime.com/en/forms/coverage-determination/prior-authorization.html</a></li> </ul>
<b>Improving or Maintaining Physical Health</b>	Patients report whether their physical health is the same or better than they expected in the past two years.	<ul style="list-style-type: none"> <li>• Admire and support your patients' health whenever possible and encourage them to stay positive.</li> </ul>
<b>Improving or Maintaining Mental Health</b>	Patients report whether their mental health is the same or better than expected in the past two years.	<ul style="list-style-type: none"> <li>• Inquire about your patients' mental health. Simple suggestions, such as increased social activity, exercise and healthy eating, can have a positive effect on a patient's emotional well-being.</li> </ul>
<b>Monitoring Physical Activity</b>	Patients report whether they have discussed exercise with their doctor and if they were advised to start, increase or maintain their physical activity level during the year.	<ul style="list-style-type: none"> <li>• Strengthen recommendations by being specific. For example, suggest walking at a local park or shopping mall by name so patients have a specific, actionable idea.</li> </ul>
<b>Improving Bladder Control</b>	Patients who report a urine leakage problem are asked if they have discussed it with their doctor. Those who have are asked to answer whether they received treatment for the problem or not.	<ul style="list-style-type: none"> <li>• Emphasize that you are providing treatment when recommending Kegel exercises or other less-conventional remedies, so patients will take your recommendations seriously.</li> <li>• Recommend treatment options for any frequency or severity of the bladder control problem.</li> </ul>
<b>Reducing the Risk of Falling</b>	Patients with fall or balance problems are asked if they received a fall-risk intervention in the last year.	<ul style="list-style-type: none"> <li>• Falls are the top source for hospital admissions for older adults, per the Centers for Disease Control and Prevention. Remind patients that installing handrails, using a cane and removing scatter rugs can prevent falls.</li> </ul>

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