



An Anthem Company

## NEW YORK Provider Communications

### CAHPS® survey

Published: Feb 1, 2021 - **State & Federal** / Medicaid

CAHPS is an annual standardized survey conducted from January to May to assess consumers' experience with their provider and health plan. A random sample of your adult and child patients may get the survey. Providers directly impact the majority of questions used for scoring.

These questions are:

- When you needed care right way, how often did you get it?
- How often did you get an appointment for a check-up or routine care as soon as you needed it?
- How often was it easy to get the care, tests, or treatment you needed?
- How often did you get an appointment to see a specialist as soon as you needed it?
- How often did your personal doctor seem informed and up-to-date about the care you got from other health providers?
- How would you rate your primary care doctor?
- How would you rate the specialist you see most often?

To learn more about CAHPS and how you can improve the patient experience, review the CAHPS Overview training by visiting [www.empireblue.com/nymedicaidoc](http://www.empireblue.com/nymedicaidoc).

CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

NYE-NU-0272-20 November 2020

URL: <https://providernews.empireblue.com/article/cahps-survey-1>

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**February 2021 Empire Provider News**

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