

CAHPS: Care Coordination 2023

Introduction

The Center of Medicare and Medicaid Services (CMS) utilizes the CAHPS survey to better understand the patient's perception and evaluation of their providers and health care systems. Year after year, CMS has put more and more emphasis on the CAHPS survey. In addition, the CAHPS survey measures weights have dramatically increased in the overall Medicare Star score and is the single most critical component in the Stars calculation.

Frequency:

- Medicare Advantage & Prescription Drug Plan CAHPS: Annually between Feb. and June
- CAHPS for MIPS (ACO CAHPS): Annually between Oct. and January

Target Population: Medicare Advantage, commercial and Medicaid members

Measurement Year Look-Back: 6 months for Medicare and Medicaid, 12 months for commercial

Access to Care Survey Questions

Care Coordination (CC):

Did you personal doctor:

- Have your medical records or other information about your care?
- Follow up to give you test results as soon as you needed them?
- Talk with you about all the prescription medications you were taking?
- Manage your care among different providers and services?
- Seem informed and up-to-date about the care you received from specialists?

Best Practices

Review medical records and be informed about the care from specialists

- Obtain visit or consult notes from specialists before the patient's appointment. Have an office assistant or MA prep the chart to ensure consult notes are available. You may need to reach out and request these. Be proactive.
- Ensure the provider references these consult notes during the patient visit. This aids the patient in understanding that the medical record was reviewed prior to their visit.
- Use *familiar phrases* such as:
 - Based on your medical records...."
 - "After reviewing your medical records...."
 - "Your medical records show...."
 - "I see Dr. <SPECIALIST> seen you for...."

Managing care among different providers/specialists

- Remind patients that you have coordinated care with their other providers by using phrases such as, "I received the report from your specialist"
- Other *familiar phrases* for managing care amongst different providers:
 - "To provide the best care, I'm going to take a moment to review your record for any new information, such as prescriptions, tests or consult notes from your specialist. I want to manage your care well"
 - "Our office can help coordinate your care between other doctors or specialists. Is there anything you need from us right now?"

Review Prescription Medications

- Remind patients to bring all medications in their original bottle so the doctor may review them. This request is best sent during scheduling of the sending appointment or appointment reminders.
- It may speed up workflow to have MA review and update medications before provider entrance.
- Discuss the importance of taking medication as prescribed. Medication adherence is important. Barriers can be addressed by asking open ended questions.
- Always ask about medication changes and over the counter medications.
- Use a familiar phrase such as, "Let's review and discuss the medications you are currently taking".

Test Results

- Have staff check for lab or test results prior to the patient's visit.
- Establish a workflow for checking on tests/labs daily.
- Call for results if your office has not received them.
- Explain all labs or tests, including how long it takes to get the results and how the patient can expect to hear the results. If there will be delays, explain the reasoning.
- Use a patient portal for patient access.
- When results are given, ensure the patient understands what follow up actions or future care needed.
- Make eye contact if reviewing the results in-person with the patient.

Resources

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