

CAHPS Overview

What you need to know about CAHPS member-facing survey

The Consumer Assessment of Healthcare Providers and Systems (CAHPS®) program is an annual survey to support and promote the assessment of patients' experiences with health care providers and access to health care services.

The survey assesses patients' experience with their providers in coordinating and managing their care.

CAHPS: What it is and what it measures

Consumer Assessment of Healthcare Providers and Systems (CAHPS®) is an AHRQ program that began in 1995. Its purpose is to advance our scientific understanding of patient experience with health care. The acronym "CAHPS" is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

The CAHPS survey covers topics important to consumers and focuses on quality measures such as the communication skills of providers and ease of access to health care services.

From February through May, a random sample of Aetna Medicaid plan members receive the CAHPS survey. Participation is voluntary.

Blackout period: From late February through June, health plans are prohibited from asking their members any CAHPS-related question that could influence official survey responses. Physicians, however, may discuss CAHPS quality topics with patients during this period.

How CAHPS scores are incorporated into NCQA's Medicaid Health Plan Ratings:

The Patient Experience HPR composite and its three sub-composites below are scored and reported as star ratings:

Patient Experience Measure	
Health Plan Rating Sub-Composites	Individual Measures
Getting Care	<ul style="list-style-type: none">• Getting Needed Care• Getting Care Quickly (Percent Usually or Always)
Satisfaction with Plan Physicians	<ul style="list-style-type: none">• Rating of Personal Doctor• Rating of Specialist Seen Most Often• Rating of All Health Care (percent 9 or 10)• Coordination of Care (percent Usually or Always)
Satisfaction with Plan Services	<ul style="list-style-type: none">• Rating of Health Plan (percent 9 or 10)

For more information about the CAHPS survey, please contact your Aetna Medicaid representative or visit cahps.ahrq.gov.

