MVP® HEALTH CARE

The **Medicare and Essential Plan CAHPS surveys** are in the field now through June, and patients are actively reflecting on their recent care experiences. This is the moment when everyday interactions such as access, follow-up, and communication matter most. Providers have the greatest influence on several CAHPS measures, and small actions can make a big difference. The table below highlights where your impact is strongest and what you can do today to help shape patient experience.

| CAHPS Measure | What Members Are Asked | Why This Is Provider-Driven | What Providers Can Do |
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| **Getting Appointments and Care Quickly** | • When you needed care right away, how often did you get care as soon as you needed?<br><br>• How often did you get an appointment for a check-up or routine care as soon as you needed? | Member experience reflects how effectively practices offer timely appointments, respond to urgent needs, and support efficient scheduling | • Offer same-day or next-day appointments for urgent needs<br>• Reserve daily "urgent access" slots<br>• Answer phones promptly and return messages quickly<br>• Use clear triage protocols so staff know when to escalate care |
| **Care Coordination** | • How often did your personal doctor seem informed about care you received from specialists?<br><br>• Did your doctor's office help you manage care across different providers?<br><br>• How often did you and your doctor talk about all your medications?<br><br>• How often did your doctor have your records or other care info during visits?<br><br>• How often did you get test results as soon as you needed them?<br><br>• How often did the office follow up with test results? | Driven by provider communication, follow-up, information sharing, and office workflows | • Review specialist notes before visits<br>• Close referral and test result loops consistently<br>• Proactively call or message patients with results<br>• Reconcile medications at every visit<br>• Clearly explain next steps and who will follow up |

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| **Getting Needed Care** | • How often was it easy to get the care, tests, or treatment you needed?<br><br>• How often did you get an appointment with a specialist as soon as you needed it? | Member experience improves when providers actively guide referrals, support scheduling, and help patients move smoothly through the care process | • Initiate referrals promptly and track completion<br>• Help patients schedule specialty care<br>• Communicate realistic timelines and next steps<br>• Partner with specialists to reduce delays |
| **Rating of Health Care Quality** | • On a scale from 0 to 10, how would you rate all your health care in the last 6 months? | This rating reflects the trust, communication, and relationships built across all interactions with the care team | • Listen carefully and allow time for questions<br>• Explain conditions and treatments clearly<br>• Show respect and empathy during visits<br>• Ensure continuity with the personal doctor whenever possible |
| **Annual Flu Vaccine** | • Have you had a flu shot since July 1? | While coverage is plan-based, vaccination uptake is strongly influenced by provider recommendation and availability | • Strongly recommend the flu vaccine at every appropriate visit<br>• Offer flu shots in-office whenever possible<br>• Remind patients during visits, calls, and portal messages<br>• Document vaccination status clearly |