

Actions to take for MVP Health Care® (MVP) Medicare Members

To measure your patients' well-being, CMS sends an annual **Consumer Assessment of Healthcare Providers and Systems (CAHPS®)**. Understanding this assessment, and how you can positively impact the results can help to improve your Medicare patient's health and well-being and increase the patient-experience ratings.

CAHPS is administered from March – June and assesses MVP Members' health care experiences. It focuses on quality aspects that Members are best qualified to evaluate (i.e. Provider communication skills and ease of access to care).

Please review these CAHPS discussion points with MVP Members

Obtaining Needed Care: Patients rate the ease of getting appointments with specialists, tests or treatment needed through their health plan in the prior six months.

Be sure to:

- Make scheduling as easy as possible.
- Ask staff to schedule specialist appointments and write down the details for your patients.
- Help with prior authorizations.

Getting Appointments and Care Quickly: Patients rate how often they could schedule an appointment and get care as soon as needed in the previous six months. Patients rate how often they saw the person they came to see within 15 minutes of appointment time.

- Break up wait times by moving patients from the waiting room into an exam room to take vitals.
- Contact your patients when delays are expected using telephone, texting, or email.
- Advise patients of the best days or times to schedule appointments.

Overall Rating of Health Care Quality: On a 0-to-10 scale, patients rate their health care in the last six months.

- Ask open-ended questions to give patients a chance to share health issues and concerns.
- A quick explanation of long wait times is proven to markedly improve patient satisfaction.

Coordination of Care Composite Measure: 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.

- Encourage patients to bring their MVP Personal Health Care Tracker to doctor visits.
- Expedite the time it takes to follow up on blood tests, X-rays and other tests.
- Remind patients to bring a list of their prescriptions.
- Prior to appointments, speak with patients' specialists to review the care they've provided.

Obtaining Medications: 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, or fill prescriptions by mail.

- Use the formulary, write 90-day fills, coordinate medications as appropriate, and work to get authorizations completed in a timely manner while setting patient expectations about resolution time.

More information is available at ma-pdpcahps.org.

To view all communications, visit mvphealthcare.com/FastFax

To receive future FastFax messages by email, send a request to MVPFastFax@mvphealthcare.com.

Questions? Contact your MVP Professional Relations Representative or call the MVP Customer Care Center for Provider Services at 1-800-684-9286.

