

Understanding the CAHPS Survey

Why it matters.

CAHPS

The CAHPS survey is a tool designed to collect feedback from Medicare members like you about their healthcare experiences.

Topics Covered

Your experience with access to care, communication with healthcare providers, customer service, and overall satisfaction.

How Does it Work?

Here's what to expect:

When: Surveys are typically sent between March and June.

Format: Questions use scales such as "Never, Sometimes, Usually, Always" or 0 to 10 ratings.

Confidentiality: Your responses are anonymous and used only for research and improvement purposes.

Welcome! This page is dedicated to helping you understand the CAHPS (Consumer Assessment of Healthcare Providers and Systems) survey, how it works, and why your participation matters.

The Medicare Star Rating System

The Medicare Star Rating system evaluates the performance of health plans based on several measures, including clinical outcomes, member experience, and customer service. This rating system is essential because:

- It helps **members make informed decisions** about their healthcare options.
- **Higher Star Ratings result in more resources** for health plans to improve benefits and services.
- It **ensures that plans are held accountable** for delivering high-quality care and services.

A significant part of the Star Rating system is based on member feedback collected through surveys like CAHPS.

Your input has a direct impact on how plans are evaluated and incentivized to improve.

Understanding the Question Format

The CAHPS survey uses specific scales to measure your experiences. Here are a few key points to keep in mind when answering:

How Often Questions

Never Sometimes Usually Always

If a question doesn't apply to you (e.g., you didn't need help in a specific area), it's better to **leave it blank or follow the survey's instructions** rather than selecting "Never."

Rating Questions

0 1 2 3 4 5 6 7 8 9 10

A "0" rating means you're completely dissatisfied, while a "10" means you're completely satisfied.

Use the full scale to accurately reflect your level of satisfaction.

Your honest responses ensure the survey results accurately represent your experience and help identify where improvements are needed.

Why is Your Feedback Important?

Your responses directly impact your health plan in the following ways:

- **Helping identify areas for improvement in care and service.**
- **Contributing to Medicare's Star Ratings, which reflect the quality of care provided by your health plan.**
- **Ensuring resources are allocated to enhance member experiences.**

Tips for Completing the Survey



Reflect on your experiences over the past six months.



Be honest and thoughtful in your responses.



Complete the survey as soon as possible after receiving it.

Learn More

If you have questions or need assistance, please contact our Member Services team. We're here to help! Visit the official Medicare CAHPS webpage for additional information at <https://www.ma-pdpcahps.org>.