Understanding Patient Satisfaction Reporting

**How does CAHPS work?**

From February through May, Consumer Assessment of Health Providers and Systems (CAHPS) surveys are sent to a random sample of health plan members. Participation is voluntary. The surveys are administered by vendors certified by the National Committee for Quality Assurance (NCQA) and the Centers for Medicare & Medicaid Services (CMS).

**What is the value of the CAHPS survey?**

We use the survey results to work with our providers and partners to help drive quality improvements and enhance the patient experience.

**CAHPS questions specifically tied to a patient’s experience with his/her care provider can include:**

1. Have you had a flu shot?

2. How would you rate your ease and timeliness of:

a. Getting appointments with specialists?

b. Getting the care, tests or treatment you needed?

3. How often have you:

a. Gotten urgent care as soon as needed?

b. Gotten appointments at your doctor’s office?

c. Been seen within 15 minutes of your appointment time?

4. Has your personal doctor or doctor’s office:

a. Managed your care among different providers and services to your satisfaction?

5. On a scale from 0 to 10, how would you rate your:

a. Overall health care?

b. Personal doctor?

c. Specialist seen most often?

For more information regarding the CAHPS survey, please contact Kimberly Johnson at [Kimberly.johnson12@uhc.com](mailto:Kimberly.johnson12@uhc.com) or 702-242-7735.

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