



HEALTH PLAN OF NEVADA  
A UnitedHealthcare Company

# 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 you:
  - a. Overall health care?
  - b. Personal doctor?
  - c. Specialist seen most often?

For more information regarding the CAHPS Survey, please contact Neydis Vanegas at [Neydis.Vanegas@uhc.com](mailto:Neydis.Vanegas@uhc.com) or 702-240-8730.