



Consumer Assessment of Health Care Providers and Systems CAHPS®

Your Success is Our Success

Every year CMS or NCQA may ask your patient the following questions. How do you rate?

Domain	Questions
Getting Needed Care	How easy was it to get the care you needed? How easy was it to get care with specialists? How easy was it to get the care, tests and treatments you needed?
Getting Appointments and Care Quickly	Did you get care as soon as you needed? Did you get an appointment at a doctor's office or clinic as soon as you needed? Did you see your provider within 15 minutes of your appointment time?
How Well Your Doctor Communicates	Did your doctor explain things in a way that was easy to understand? Did your doctor listen carefully to you? Did your doctor show respect for what you had to say? Did your personal doctor spend enough time with you?
Annual Flu Vaccine	Have you had a flu shot since July 1 last year?
Rating of Health Care Quality	Overall rating 0–10
Care Coordination	Was your doctor informed and up-to-date about specialist care? Did your doctor have your medical records? Did your doctor follow up to provide test results? How quickly did you get the results? Did your doctor talk to you about prescription medicines? Did you receive help to manage your care?

Your colleagues have offered the following suggestions to improve your ratings:

- Let patients know your office hours and how to get care after hours
- The simple act of sitting down while talking to patients can have a profound effect
- Ask your patients what is important to them; this helps to increase their satisfaction with your care
- Offer to schedule specialist appointments while your patients are in the office
- Make sure your contact information is correct in our online provider directory
- Offer extended, evening or weekend hours
- If you are running late, have your staff let your patients know and apologize

- Consider offering email or text communication, particularly for medication refills
- Remember, almost everyone can receive and benefit from a flu shot
- It's just as important to explain why you are not doing something as it is to explain what you are doing
- Invite questions and encourage your patients to make notes – research shows most patients forget 2 out of 3 things you tell them when they walk out of the exam room

Remember: People don't care how much you know until they know how much you care!

Our goal is to partner with our providers to serve your patients with the best health care possible. We want to work with you to achieve this. If there is something we can do to assist you in providing the highest quality care to your patients, please call our Provider Services Department at the appropriate number listed below:

MEDICARE	Plan Name	Hours	Phone Number
CT, NJ, FL, GA, TX, IL, KY, LA, NY	WellCare	8 a.m.–6:30 p.m.	1-855-538-0454
HI	'Ohana Health Plan	8 a.m.–8 p.m.	1-888-505-1201
CA	Easy Choice Health Plan	8 a.m.–5 p.m.	1-866-999-3945
MS, AR, TN, SC	WellCare	8 a.m.–6:30 p.m.	1-855-538-0454
MEDICAID	Plan Name	Hours	Phone Number
FL	Staywell	8 a.m.–7 p.m.	1-866-334-7927
FL	Staywell Kids	7 a.m.–7 p.m.	1-866-698-5437
NY	Advocate Healthy Choice Child Health Plus	8 a.m.–6 p.m.	1-800-288-5441
NJ	Family Care	8 a.m.–6 p.m.	1-888-453-2534
IL	Harmony	8 a.m.–5 p.m.	1-800-608-8158 1-800-504-2766
MO	Missouri Care	8 a.m.–6 p.m.	1-800-322-6027
GA	WellCare of Georgia Georgia Family Planning	7 a.m.–7 p.m.	1-866-231-1821 1-877-379-0020
HI	'Ohana Health Plan	7:45 a.m.–4:30 p.m.	1-888-846-4262
SC	Healthy Connections	8 a.m.–6 p.m.	1-888-588-9842
KY	WellCare of Kentucky	7 a.m.–7 p.m.	1-877-389-9457
NE	WellCare of Nebraska	7 a.m.–8 p.m., Central Time	1-855-599-3811



Quality care is a team effort. Thank you for playing a starring role!

