

Every year, a random sample of Anthem Blue Cross and Blue Shield (Anthem) members receives a CAHPS® survey.



What is CAHPS?

Consumer Assessment of Healthcare Providers and Systems

Adults and children are surveyed via mail or phone between January and May and are asked about their health care experience within the past six months. This survey gives members an opportunity to share their perceptions about the quality of care and services they receive from network physicians. CAHPS is used by all Medicaid HMO plans that undergo accreditation review by the National Committee for Quality Assurance (NCQA). Results for all managed care organizations are compiled and publically reported by NCQA.

Why is this important?

Your patients/our members are asked to rate their overall experience with the following:

- The health plan
- Their health care
- Their personal doctor

Several responses are combined and evaluated for the following:

- Getting needed care
- Receiving care quickly
- Communicating with doctors
- Sharing in the decision-making process

The responses give us an idea of how your patients/our members perceive us and provide opportunities for us to improve the way we deliver services. Our engagement and interaction with patients/members is critical. Together, we can provide positive experiences for our shared population.

The following charts contain results from 2014 through 2016. The results show good achievement in customer service and overall provider ratings from your patients/our members but not in getting needed care or communication of ratings by doctors. As you review these results, we encourage you to focus on ways to improve those areas in your own practice. Anthem wants to ensure providers have the best experience with us and in serving our shared population. If you have suggestions on how Anthem can help support your practice in providing the most effective services and communications, let your local Provider Relations representative know.



Please help us make the member's experience a positive one!

CAHPS Member Satisfaction survey results

Anthem results				
Child survey questions	2014	2015	2016	2016 trend
Overall ¹				
Rating of doctor	91.4%	88.9%	90.4%	↑
Rating of health care	86.9%	82.8%	87.1%	↑
Health care services ²				
Getting care quickly	90.8%	90.7%	89.3%	↓
Getting needed care	89.5%	87.7%	84.9%	↓
Customer service	87.9%	85.5%	89.0%	↑
Provider communication ²				
How well doctors communicate	94.9%	95.3%	93.8%	↓
Shared decision making ³				
Shared decision making	NT	86.8%	81.9%	↓
Adult survey questions	2014	2015	2016	2016 trend
Overall ¹				
Rating of doctor	83.4%	79.9%	81.9%	↑
Rating of health care	76.3%	72.9%	72.7%	↓
Health care services ²				
Getting care quickly	80.8%	77.6%	80.1%	↑
Getting needed care	80.1%	80.6%	78.3%	↓
Customer service	84.1%	88.4%	85.3%	↓
Provider communication ²				
How well doctors communicate	92.3%	90.2%	92.3%	↑
Shared decision making ³				
Shared decision making	NT	76.2%	81.2%	↑

NT = Not trendable

1 Percent responding 8, 9 or 10 (on a scale of 0 to 10, with 0 being worst and 10 being best).

2 Percent responding "usually" or "always."

3 Percent responding "a lot," "yes" or "some."

Note: *Quality Compass 2016*, which includes certain CAHPS data, is the source of data contained in this report and is used with the permission of the NCQA. Any analysis, interpretation or conclusion based on this data is solely that of the author's; NCQA, specifically, disclaims responsibility for any such analysis, interpretation or conclusion.

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