

## Patient Experience survey results

The Centers for Medicare & Medicaid Services (CMS) sponsors and conducts two annual patient experience surveys: the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) and the Health Outcomes Survey (HOS).

We are sharing the results and comparison of measurement year 2019 (2021 Star Ratings) and 2018 (2020 Star Ratings) to support you in the care of your patients. Please see the survey results below:

Measure	Survey	Weight 2021	Final 2021 Star Rating	Weight 2020	Final 2020 Star Rating	Star difference	Final 2021 rate	Final 2020 rate	Rate difference
Getting Needed Care	CAHPS	2	3	1.5	3	0	83	83	0
Getting Appointments and Care Quickly	CAHPS	2	3	1.5	3	0	78	78	0
Customer Service	CAHPS	2	5	1.5	5	0	92	92	0
Rating of Health Care Quality	CAHPS	2	5	1.5	5	0	89	89	0
Rating of Health Plan	CAHPS	2	5	1.5	5	0	91	91	0
Care Coordination	CAHPS	2	3	1.5	3	0	86	86	0
Rating of Drug Plan	CAHPS	2	5	1.5	5	0	89	89	0
Getting Needed Prescription Drugs	CAHPS	2	4	1.5	4	0	90	90	0
Annual Flu Vaccine	CAHPS	1	1	1	1	0	62%	62%	0
Improving or Maintaining Physical Health	HOS	3	4	3	5	-1	70%	72%	-2%
Improving or Maintaining Mental Health	HOS	3	3	3	4	-1	81%	83%	-2%
Monitoring Physical Activity	HOS	1	5	1	4	1	57%	59%	-2%
Reducing the Risk of Falling	HOS	1	5	1	4	1	69%	65%	4%
Improving Bladder Control	HOS	1	3	1	4	-1	43%	50%	-7%

For CAHPS, CMS selects a random sample of Medicare beneficiaries to report on their experiences with healthcare. The survey covers topics CMS considers important to patients and focuses on aspects of quality that they are best qualified to assess, such as coordination of care and the ease of access to healthcare services.

HOS gathers reliable health status data in Medicare-managed care for use in quality improvement activities, plan accountability, public reporting and health improvement. A random sample of Medicare beneficiaries is drawn and surveyed. Two years later, the baseline respondents are surveyed again.

The survey scores reflect our members' perceptions of CarePlus' services and the care they received from their primary care physicians. This allows us to identify areas for improvement related to patient experiences and health outcomes. As a result of the ratings, CarePlus will seek to partner and coordinate improvement efforts.

Both CAHPS and HOS results are tied to the Medicare Five-Star Quality Rating System; they account for more than 30% of a plan's total score. The results are shared during the open enrollment period and are published on the Medicare Plan Finder tool until the next open enrollment period. Star Ratings are based on five stars. Star Ratings are assessed each year and may change from one year to the next.

The CarePlus Perfect Experience Program offers informational CAHPS and HOS presentations and materials for patient perception enhancement. For more details on CAHPS, HOS and the Perfect Experience Program, please contact our Stars Maximization Department at [CPHP.STARSDEPT@careplus-hp.com](mailto:CPHP.STARSDEPT@careplus-hp.com).