



# Why CAHPS and HOS Are Important to You

Ensuring your patients have a positive healthcare experience is a vital part of the care they receive. Let's review two critical surveys conducted by the Centers for Medicare & Medicaid Services (CMS) that capture your patients' feedback about their experiences.

CAHPS – Consumer Assessment of Healthcare Providers and Systems	HOS – Health Outcomes Survey
<p><b>What:</b> Measures a patient's experience over the past six months with a strong emphasis on access to care and coordination of care.</p>	<p><b>What:</b> Asks patients about their health and if they have spoken with their provider about the survey topics listed below.</p>
<p><b>When:</b> March through June</p>	<p><b>When:</b> July through October</p>
<p><b>Survey Topics:</b></p> <ul style="list-style-type: none"> <li>▶ Getting needed care</li> <li>▶ Ease of getting routine and specialist appointments</li> <li>▶ How well doctors communicate results, medications, etc.</li> <li>▶ Health plan customer service</li> <li>▶ How people rate their health plan and overall healthcare</li> </ul>	<p><b>Survey Topics:</b></p> <ul style="list-style-type: none"> <li>▶ Improving/maintaining physical health/activities of daily living</li> <li>▶ Improving or maintaining mental health</li> <li>▶ Monitoring physical activity</li> <li>▶ Reducing the risk of falling</li> <li>▶ Improving bladder control</li> </ul>

### Why are these surveys important?

- ▶ These surveys account for over 33% of the star rating calculation for performance year 2026. The CAHPS score accounts for 22%.
- ▶ A four or higher star rating helps to strengthen Patrius Health and Blue Advantage by allowing us to offer provider incentives, enhanced member benefits and zero-premium plans in Mississippi.

**Note:** Most survey responses are provided via mail, but some are completed over the phone.

### CAHPS and HOS Measurement Weights

Here's an overview of the CAHPS and HOS quality measures that impact patient experience scores:

CAHPS Measure Name	Measurement Weight
Annual Flu Vaccine	1.0
Getting Needed Care	2.0
Getting Appointments & Care Quickly	2.0
Customer Service	2.0
Rating of Health Care Quality	2.0

CAHPS Measure Name	Measurement Weight
Rating of Health Plan	2.0
Care Coordination	2.0
Rating of Drug Plan	2.0
Getting Needed Prescription Drugs	2.0

HOS Measure Name	Measurement Weight
Improving or Maintaining Physical Health	3.0
Improving or Maintaining Mental Health	3.0
Monitoring Physical Activity	1.0
Reducing the Risk of Falling	1.0
Improving Bladder Control	1.0



Blue Advantage is a PPO plan with a Medicare contract. Enrollment in Blue Advantage (PPO) depends on CMS contract renewal. Blue Advantage (PPO) is provided by Patrius Health, an independent licensee of the Blue Cross and Blue Shield Association.