



MHS Provider Satisfaction/CAHPS

2024

Agenda

- 2024 MHS Goals
- Provider Satisfaction Survey
- Consumer Assessment of Healthcare Providers & Systems (CAHPS)
- Provider Impact
- Access Coaching
- MHS Resources

2024 MHS Goals

Provider Satisfaction Survey

- Each year MHS conducts a Provider Satisfaction Survey where we collect provider feedback regarding MHS performance.
- SPH Analytics is the vendor used for distributing the survey.
- Providers have the option to respond via paper mailing or email/electronic response.
- The MHS Provider Satisfaction Survey is scheduled for late summer/early fall 2024.
- Survey responses are used for process improvement.

Provider Satisfaction Survey

- Providers can rate MHS' performance in the following areas:
 - Claims
 - Utilization and Quality Management
 - Network/Coordination of Care
 - Call Center/Customer Service
 - Provider Relations
 - Overall Satisfaction

Provider Satisfaction Survey

- Providers will receive a survey request via mail or email.
- Follow the instructions on the notice to submit responses.
- Survey notices will include a password and username if you prefer to complete online.
- Please complete all questions on the survey.
- SPH will also conduct phone outreach for partial or no-response recipients.
- This survey is quick and easy to complete.

Consumer Assessment of Healthcare Providers & Systems (CAHPS)

CAHPS

- Each year MHS conducts a CAHPS survey in which member feedback is collected regarding the overall member experience with their provider and MHS.
- Press Ganey is the vendor used for distributing this survey.
- MHS members have the opportunity to respond to various questions related to their provider experience.
- Survey responses are used for process improvement and provider engagement.

CAHPS

- Driver of member satisfaction
- Influence on member perception of overall experience with provider and health plan
- Satisfied members are more likely to follow up with their providers.
- Decreased unnecessary urgent care and emergency room visits
- Improve health outcomes with increased frequency of provider visits and preventive care
- Improve quality scores for provider partners, which affects member selection and quality bonus opportunities

CAHPS

- Improved access to care means improved member satisfaction as a primary driver of member satisfaction.
- When you needed care right away, how often did you get care as soon as you needed?
- How often did you get an appointment for a checkup or routine care as soon as you needed it?
- How often did you see the person you came to see within 15 minutes of your appointment time?

CAHPS

- Reserved schedule blocks for same-day appointments
- Waitlists turn cancellations and no-shows into opportunities for increased access to care
- Expand use of telehealth for routine care
- Non-traditional availability (after-hours availability, flex scheduling)

CAHPS Medicare Mock Survey Incentive

- New Possible incentive for providers who reach 3.5 or higher aggregate rating
- Tax ID must have 50 Medicare members to be considered for this incentive
- Minimum survey response will apply
- Incentive payments will be based upon provider aggregate rating, ranging from \$4-\$40 per member

Provider Impact

Provider Impact

- Highly satisfied member population
- Addressing member conditions with more frequent visits can improve health impact for your member population
- Less member abrasion in the office setting
- Impact staff morale and retention
- Member/provider selection is impacted by CAHPS reporting
- Increased member base can impact additional revenue for your office/facility
- Improved quality scores can equal additional bonus dollars

Access Coaching

Access Coaching

- Discuss strategies to improve Access to Care
- Getting Needed Care
- Getting Care Quickly
- Consider reserving schedule blocks for same-day appointments
- Develop waitlists to assist with scheduling appointments or to accommodate for missed appointment rescheduling
- Enhance the use the telehealth opportunities

MHS Resources

MHS Resources

- For additional information, please contact your MHS Provider Rep to schedule an appointment today.
- Additional resources are available at mhsindiana.com.
- Register online for additional monthly web sessions.

Questions?
