



## CAHPS Survey Provider Tips Sheet

**Consumer Assessment of Healthcare Providers and Systems (CAHPS)** surveys are happening from March to June! Your interactions with members directly affect these scores. Access to care / appointment availability are our biggest challenges. In 2025, our focus is on the following two CAHPS categories related to access:

### Getting Appointments and Care Quickly:

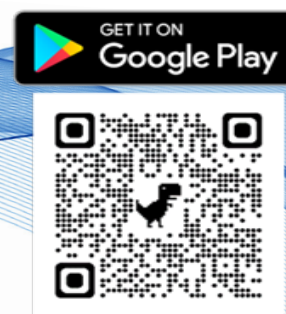
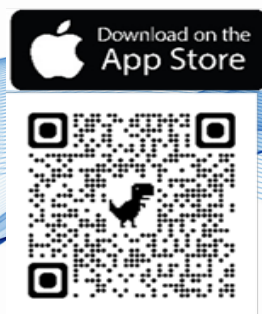
- » In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?
- » In the last 6 months, how often did you get an appointment for a check-up or routine care as soon as you needed?

### Getting Needed Care:

- » In the last 6 months, how often was it easy to get the care, tests or treatment you needed?
- » In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?

## HOW YOU CAN HELP ADDRESS ACCESS ISSUES

**Share MyChart Mobile App QR Code:** Your patients can scan the below QR code to download the MyChart mobile app or search for "MyChart" in the app store to do tasks such as refill a prescription, make, change, and check-in for an appointment, pay their bill online, view medications, immunizations, lab tests, x-rays, and have virtual visits with you.



**Accessing MyChart From a Personal Computer (PC):** Patients can also sign up without activation code at [mychart.denverhealth.org/MyChart/Signup](https://mychart.denverhealth.org/MyChart/Signup).

**Virtual Visits:** Encourage your patients to schedule virtual visits using MyChart. For more information on how to support your patients with virtual care, visit [DenverHealth.org/patients-visitors/telehealth-appointments](https://denverhealth.org/patients-visitors/telehealth-appointments).

For more recommendations on how to impact CAHPS, visit [DenverHealthMedicalPlan.org/cahps](https://denverhealthmedicalplan.org/cahps).

# DHMP CAHPS SURVEYS

Each year, Denver Health Medical Plan (DHMP) conducts Consumer Assessment of Healthcare Providers and Systems (CAHPS) surveys to evaluate the health care experiences of our members. Surveys are administered to a randomly selected sample of members in each line of business. The following table outlines the results, comparing DHMP's percentile ranking to other health plans nationally.

## 2023 DHMP CAHPS RESULTS

	MEDICARE <sup>†</sup>		MEDICAID		COMM		EXCHANGE		CHP+	
	2022	2023*	2022	2023	2022	2023	2022	2023*	2022	2023
Composite Measures										
Getting Appointments and Care Quickly	74%	77%↑	71.3%=	71.3%=	72.1%	61.3%↓	59.8%	54.3%↓	77.2%	78.5%↑
How Well Doctors Communicate	---	---	92.1%	91.7%↓	96.0%	96.5%↑	87.6%	92.9%↑	93.8%	94.5%↑
Getting Needed Care	72%	79%↑	71.7%	72.0%↑	70.4%	60.7%↓	57.8%	47.8%↓	68.2%	78.8%↑
Health Plan Customer Service	90%	90%=	87.9%	88.9%↑	81.4%	82.1%↑	NR	NR	82.4%	82.7%↑
Care Coordination	85%	88%↑	81.9%	86.0%↑	83.5%	80.6%↓	79.4%	87.2%↑	86.4%	81.6%↑
Getting Prescription Drugs	88%	91%↑	---	---	---	---	---	---	---	---
Claims Processing	---	---	---	---	72.0%	66.9%	---	---	---	---
Overall Measures										
Rating of Health Care Quality	86%	87%↑	74.1%	73.0%↓	72.5%	72.1%↓	55.7%	62.2%↑	66.1%	66.9%↑
Rating of Personal Doctor	---	---	80.8%	77.6%↓	85.2%	86.3%↑	77.3%	83.8%↑	78.4%	76.1%↓
Rating of Specialist	---	---	80.7%	74.0%↓	84.5%	79.8%↓	72.0%	69.8%↓	66.7%	73.3%↑
Rating of Health Plan	85%	85%=	72.0%	75.0%↑	64.3%	61.7%↓	43.1%	43.3%↑	65.8%	61.5%↓
Rating of Drug Plan	86%	89%↑	---	---	---	---	---	---	---	---