

UCare's comments on CMS-R-246 Medicare Advantage, Medicare Part D, and Medicare Fee-For-Service Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey

1. Provide more explanatory guidance on questions that have 0-10 scale – add definitions of what is a 3, 5, 7, etc. (e.g. 8 = good care, but minor problems, 3 = mostly bad care, etc).
2. Move Star rating questions to earlier in the survey.
3. Move “About You” questions throughout the survey versus keeping them at the end.
4. Add examples to “Getting needed care and getting care quickly” (for example within 24 or 72 hours or 7 days).
5. Use shorter surveys and fielded to different groups to increase response rates.