



**BlueCross BlueShield
of Texas**

Getting Needed Care



Each year Blue Cross Blue Shield of Texas (BCBSTX) sends a Consumer Assessment of Healthcare Provider and Systems (CAHPS®) survey to gather feedback from members about their overall health care experience, including their experience in getting needed care. The survey starts in late February and runs through May.

If your patient receives a survey, please encourage them to complete it. Improved patient experiences and outcomes lead to healthier, happier patients.

CAHPS® measures the patient's experience with:

- Getting care when needed at your office
- How soon the patient received care at your office
- How easy it was to get necessary care, tests or treatment
- Did the patient get appointments with specialists as soon as needed

Sample CAHPS® survey questions on Getting Needed Care:

- 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 check-up or routine care at a doctor's office or clinic as soon as you needed?

Helpful tips and best practices:

- Offer to help make appointments
- Discuss care needs with patients [link](#). 
- Provide multiple services during one visit
- Consider extending office hours
- Submit prior authorization requests [link](#). 

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The information in this document is being provided for educational purposes only and is not the provision of medical care or advice. Physicians and other health care providers are instructed to use their own best medical judgment based upon all available information and the condition of the patient in determining the best course of treatment. Regardless of any benefit determination, the final decision regarding any treatment or service is between the patient and the health care provider. Additional limitations and requirements may apply.

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