

Creating a 5 Star Patient Experience: Access to Care

As the CMS Star Rating and OPM Clinical Quality, Customer Service, and Resource Use (QCR) programs continue to evolve, we are here to support you. The Consumer Assessment of Healthcare Provider & Systems (CAHPS) survey plays an even greater role in measuring performance and member satisfaction with provider offices.

Getting Care Quickly & Getting Needed Care Best Practices

1. Offer an online appointment scheduling option via a mobile app, email, or patient portal.
2. Prioritize pre-visit and follow-up communication with scheduled patients by the front office/triage staff.
3. Train front office/triage staff to engage patients in discussion/activity to foster positive relationships with patients until they are in the exam room.
4. Commit to timeliness by monitoring wait times (not to exceed 15 minutes) and proactively communicating delays with wait time estimates.
5. Provide Medicare members with a Health Outcomes Survey (HOS) checklist that can be reviewed during their scheduled visit.
6. Evaluate your scheduling patterns and the time PCP/Provider needs between appointments to optimize efficiencies and reduce long wait times for patients.
7. Keep a contact list of patients who may be able to be seen if same-day cancellations occur.
8. Offer same-day appointments two days per week, if not daily.
9. Extend office visit hours until 7 p.m. two days per week, if not daily.
10. Survey patients to explore their interest in Saturday appointments.
11. Educate team on the urgent care network in your area to direct members for matters that can be addressed at an urgent care facility and avoid emergency room visits.
12. Promote the use of Telehealth/Teladoc when appropriate in lieu of an office visit.

Thank you for your continued excellence in coordinating care for your patients as a valued partner with Blue Cross® Blue Shield® of Arizona.