



Understanding CAHPS & HOS

A provider guide to member experience surveys and how they impact patient care, quality measures and the benefits and programs we offer our members.

Consumer Assessment of Health Care Providers and Systems (CAHPS®)

Administered annually, the CAHPS survey focuses on:

- ✓ Getting needed care
- ✓ Getting appointments and care quickly
- ✓ Care coordination
- ✓ Rating of health care quality
- ✓ Getting needed prescription drugs

CAHPS asks patients to share their overall health care experience, including how they rate their health plan and the providers in its network. The survey helps identify which aspects of care matter most to patients and how well those needs are being met.

Medicare Health Outcomes Survey (HOS)

The HOS seeks to better understand overall physical and mental health outcomes. Its questions focus on:

- ✓ Improving or maintaining physical health
- ✓ Improving or maintaining mental health
- ✓ Monitoring physical activity
- ✓ Reducing the risk of falling
- ✓ Improving bladder control

The HOS survey consists of a baseline and follow-up survey where Medicare Advantage members self-report their health status, physical and mental functioning and quality of life over a two-year period.

Survey timing

The CAHPS survey will be administered from February to June, and the HOS from July to November. A random sample of our health plan members will receive these surveys. Their participation is voluntary.



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Why they matter

CAHPS and HOS do more than communicate an individual patient's overall care experience and health. They also inform:

- **The Medicare Advantage Star Ratings Program**
- **HEDIS**
- **Payer reimbursement, benefit enhancements and value-based contracting**

Your role in CAHPS and HOS

Providers play a crucial role in the success of member experiences surveys, particularly in the following areas:

- **Getting needed care:** Do patients feel they're getting the right screenings, labs, tests and follow-up care at the right time?
- **Getting appointments and care quickly:** Do patients feel they're able to schedule appointments and get in to see their providers in a timely manner?
- **Care coordination:** Do patients feel supported in their care across all specialties, and does their provider help facilitate?
- **Communication:** Do patients feel seen and heard by their providers? Are important care conversations taking place during visits?
- **Supporting mental and physical health:** Do patients feel their provider is engaged with their overall care, including both mental and physical?

How CAHPS and HOS shape what we do

We use the results of member experience surveys to:

- Identify care opportunities
- Create stronger programs and benefit offerings
- Strengthen value-based care models

Want more information on CAHPS & HOS?

Download our provider tipsheets to learn more about:

- Survey questions
- Tips for improving the patient experience and supporting successful survey outcomes
- Why it matters

 [Get the HOS provider tipsheet](#)

 [Get the CAHPS & QHP EES provider tipsheet](#)

Resources:

- [Download our 2026 HEDIS Provider Guide](#)
- [Register for our 2026 Quality webinars](#)