



## Providing a superb member experience

2023 to 2024 Long-term care provider HCBS CAHPS® training

# Objectives

- Identify what makes a member's experience with you and your home health agency exceptional.
- Learn key concepts about The Consumer Assessment of Healthcare Providers and Systems Home and Community-Based (HCBS CAHPS) survey.
- Understand the importance of the HCBS CAHPS survey.
- Establish who makes an impact and how they positively enhance HCBS CAHPS scores.

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# What is the HCBS CAHPS survey?

The HCBS CAHPS survey measures a member's experiences and perceptions of their long-term care (LTC) program, including their home healthcare.

It also measures:

- LTC member experience with the staff providing personal assistance.
- LTC member experience with the staff providing home maker services.
- How LTC members feel these care providers respond to their needs.
- The results of the survey also identify what we do well and areas for improvement.

It is important to remember the survey measures a member's **experience and perception** of their care, rather than measurable outcomes.

# HCBS CAHPS survey logistics

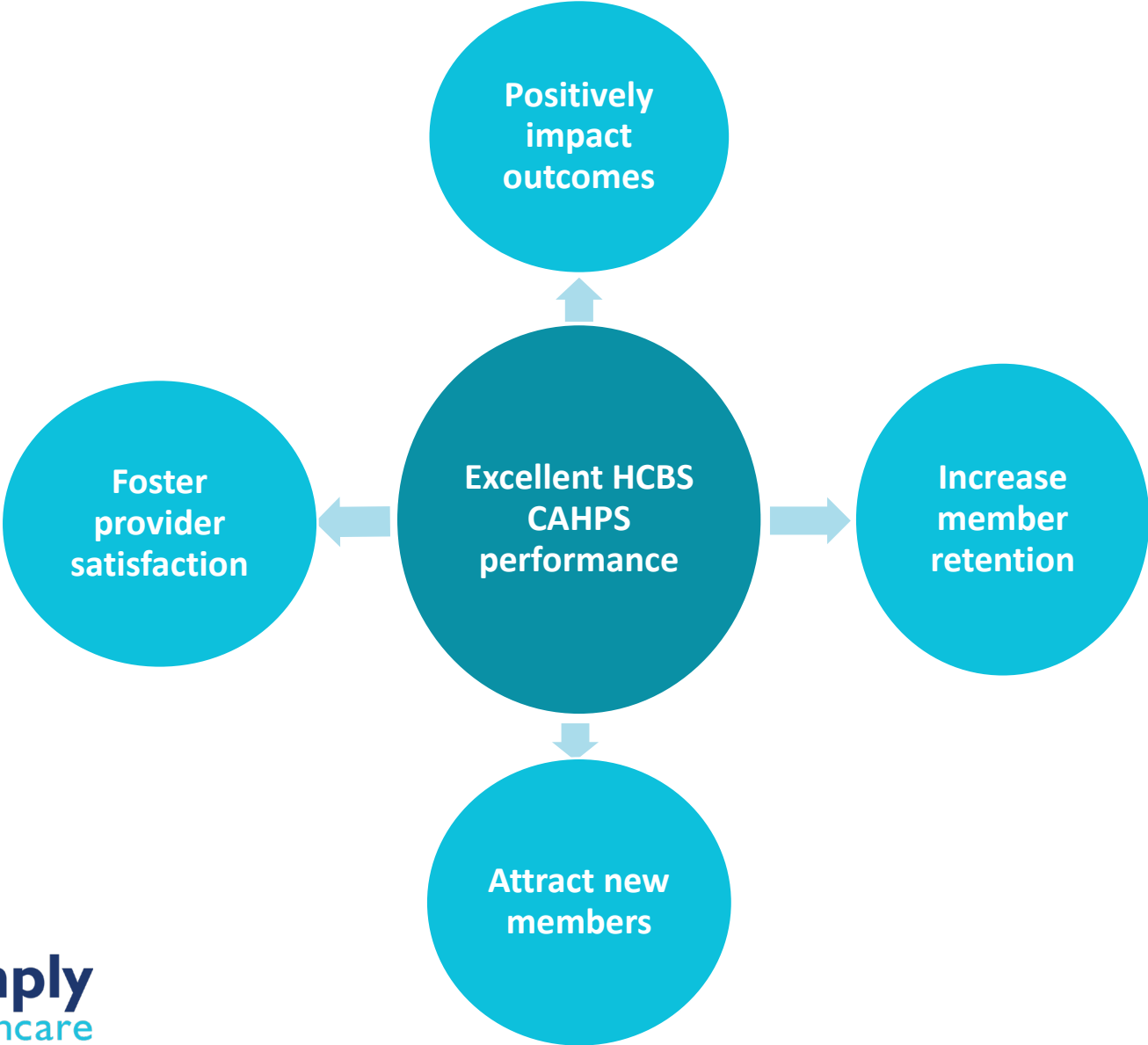
- The survey is conducted every year from April to June.
- A third-party vendor administers the survey to a sample of members.

A letter is mailed to chosen members explaining the survey and telling them they will receive a phone call to complete the survey.

Approximately two weeks after the letter is sent, the vendor will call members to complete the survey.

The vendor will make up to six attempts to contact the member to complete the survey.

# Why is CAHPS important?



# Do you know how your members really feel?

When my home health aide could not come, no one let me know they were not coming.

I do not have anyone to talk to if someone hurts me or does something I do not like.

My home health aide does not always come to work on time.

My home health aide has an accent, and it is sometimes difficult for me to understand what they are saying.

My home health aide does not stay the entire time.

I do not think my home health aide listens carefully to me.

# What your members expect

- **Question:** When staff could not come to work on a day they were scheduled, did someone let you know staff could not come that day?
- **To avoid no-shows, home health agencies are required to notify members and replace the home health aide or nurse if the originally scheduled staff can no longer make the visit.** However, there may be instances where agencies are unable to contact the member in time or find a replacement when the staff cancels at the last minute or after the fact.
- **Member notification** is required whenever agency staff cannot work on a day they were scheduled, and there is no replacement to render services. It is critical that the member be contacted as soon as possible to reschedule the visit.

# What your members expect

- **Question:** How often did home health aides come to work on time?
- **Question:** How often did home health aides work as long as they should?

## **To track aides' attendance and avoid inaccurate data sent to Simply Healthcare Plans, Inc., remember to:**

- Update the schedule in NetSmart to reflect the rescheduled visit.
- Deactivate the member and cancel all visits for members who are no longer receiving services. This will ensure that the member does not show up in the Missed Visit Report.
- Accurately clock in and out.
- Report any missed scheduled services or rescheduling of a scheduled service to our members and our case managers upon notification.



# What your members expect (continued)

## High-quality communication with their providers:

- Treat your members like gold!
- Respond with empathy.
- Encourage questions.
- Explain using language your members understand.
- Make a personal connection.
- Always be respectful.



# Every member of your team makes a difference

## Be brilliant at the basics

- Little things make a big difference. When interacting with a member, take the time to greet them warmly, listen to their questions, provide clear answers, and help them with next steps.

## Put your members first

- Keep your members at the center of everything you do. When you have a member-first mindset, you help your member have a good experience with your agency.

# Every member of your team makes a difference (continued)

## Keep it simple

- Clarify confusing words or phrases and limit the use of clinical jargon or acronyms.

## Expect more of yourself and your teammates

- Go above and beyond on every visit or request. When you set the bar high, you accomplish great things.

## Commit to continuous improvement

- Do not settle for the status quo. Your members count on you to think big, innovate boldly, and deliver quickly. When we incorporate this mindset into our everyday activities, we can transform the member experience.

# You make all the difference

**Every person on the member's care team influences how that member answers HCBS CAHPS survey questions.**

It is important to always be cordial and respond to member's needs in a thorough and timely manner.

Provide excellent service by:

- Treating every member with respect.
- Listening closely and addressing the member's needs.
- Explaining the details of services provided — what, why, how, and when.
- Making every member feel valued and appreciated.

Every interaction with a member, whether **direct or indirect**, is important. **Do not miss the opportunity to make a difference in the member's experience.**

# What do your members want?

- To feel listened to and not rushed.
- To be spoken to in language that is easy to understand.
- To be treated with respect, compassion, and empathy.
- To be involved in providing services that reflects their personal choices.
- To be informed if the aide is delayed or will not be able to attend them and give them the opportunity to reschedule.
- Aides should have information available about the member's needs.
- To have aides available in a timely and convenient manner.
- To have their time respected.

# CMS and the Agency For Health Care Administration (AHCA) forbid

## **You may not:**

- Help or complete the survey questions for your members.
- Actively influence members to respond favorably to survey questions.
- Provide members incentives for high-scoring surveys.

# Frequently asked questions

## **Is there a way to obtain my HCBS CAHPS score?**

- HCBS CAHPS performance is reported at the plan level only. Performance at the agency level is not reported.

## **Whom can I contact if I have any questions?**

- Contact your Provider Relations representative or Provider Services at **877-440-3738**.

## **Will I know which members have participated in the survey?**

- The sample of members being surveyed is chosen by a third-party vendor and are not shared with providers or the plan.

## **If a member receives the HCBS CAHPS survey and asks me about it, what is an appropriate response?**

- Tell the member their feedback is important, and you appreciate them completing any surveys about their healthcare.



# We appreciate the hard work of all our partners

Let us know how we can continue to provide exceptional service to you and to the members we both serve.



# Thank you

**<https://provider.simplyhealthcareplans.com>**

Simply Healthcare Plans, Inc. is a Managed Care Plan with a Florida Medicaid contract.

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