



10th National CAHPS® User Group Meeting

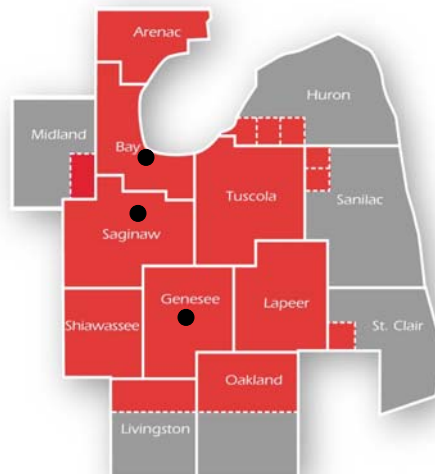
**Real World Implementation Issues
CAHPS Clinician & Group Field Test
March 30, 2006**

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HealthPlus of Michigan

- Independent HMO
- Commercial, Medicaid, and Medicare Advantage
- NCQA "Excellent" 4 years in a row
- Provide or administer health insurance for nearly 200,000 members
- PCP Gatekeeper Model





CAHPS Clinician & Group Survey Real World Implementation Issues

- **No provider surprises:**
 - Not included in 2006 P4P Incentive Model
 - To be included in 2007 P4P Incentive Model
- **Survey administration timing:**
 - Fall / CAHPS Clinician & Group Survey
 - Spring / CAHPS Health Plan Survey
 - Fall / Adult PCPs & Spring / Pediatricians
- **Successful internal and external communication:**
 - Organizations/key stakeholders involved in the Clinician & Group Survey
 - Development, purpose, and project goals of the Clinician & Group Survey
 - Flexible design, opportunity for input, and QI approach