Oscar

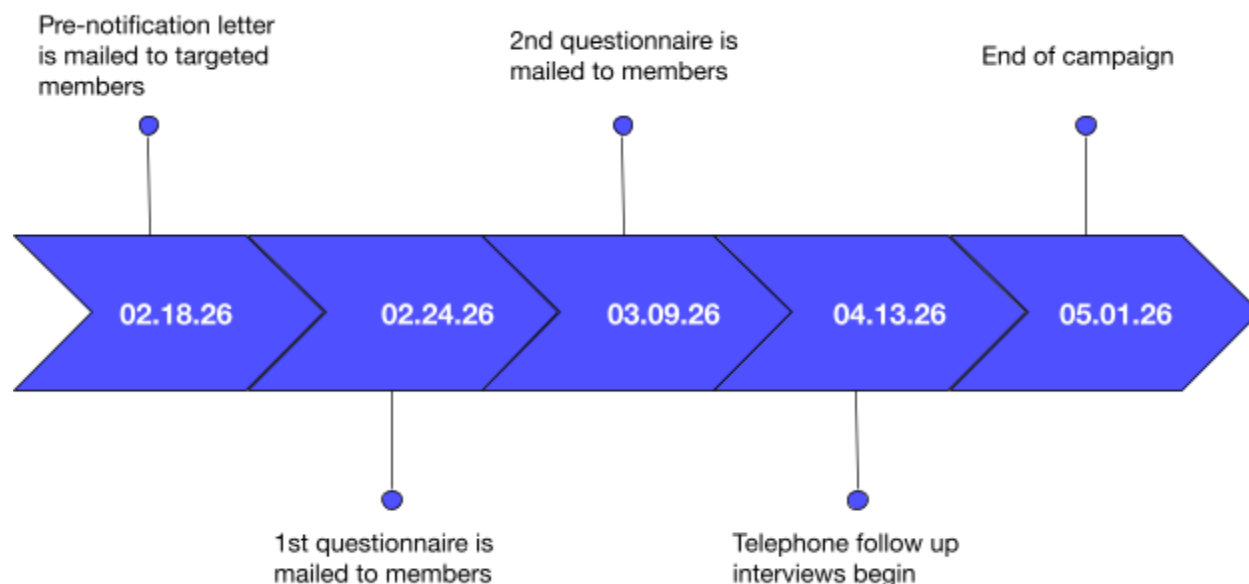# Qualified Health Plan (QHP) Enrollee Experience Survey

What is the QHP Enrollee Experience Survey?

The Qualified Health Plan (QHP) Enrollee Experience survey is an industry standard survey tool used to evaluate the experiences of healthcare consumers who purchased coverage through the Health Insurance Marketplaces.

In an effort to promote accountability, transparency, and consumer choice, the Centers for Medicare and Medicaid Services (CMS) requires health plans who offer plans on the Health Insurance Marketplace to partner with an authorized vendor to conduct the QHP Enrollee Experience survey on behalf of the plan on an annual basis to a random sample of members. The survey is administered via mail, online, and telephone.

CMS reports the plan-level survey results to consumers on the Health Insurance Marketplace to assist consumers in selecting a health plan that best meets their needs and expectations. Furthermore, states have the option to leverage the results in their State-based quality programs with the option of introducing downside-risk or upside-gain based on the plan's survey results.

When are the QHP Enrollee surveys administered and when are results available?

Pre-notification letter is mailed to targeted members

2nd questionnaire is mailed to members

End of campaign

| 02.18.26 | 02.24.26 | 03.09.26 | 04.13.26 | 05.01.26 |

1st questionnaire is mailed to members

Telephone follow up interviews begin

What are the QHP measures most impacted by providers?

QHP MEASURES	QHP SURVEY QUESTIONS
Rating of Healthcare Quality	On a scale from 0 to 10, with 0 being the worst health care possible and 10 being the best health care possible, what number would you use to rate all your health care in the last 6 months?
Rating of Personal Doctor	Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your personal doctor?
Rating of Specialist	We want to know your rating of the specialist you saw most often in the last 6 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate the specialist?

Tips for success:

- Survey your patients and ask how you can improve their health care experience.

- Create a patient advisory council for regular feedback.

Getting Needed Care	In the last 6 months, how often was it easy to get the care, tests, or treatment you needed? Include in-person, telephone, or video appointments
	In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed? Include in-person, telephone, or video appointments.

Tips for success:

- Set realistic expectations around how long it could take to schedule an appointment with the specialist if the appointment is not urgent.

- If applicable, advise your patient on how you can help secure an appointment sooner if your clinic has an established relationship with a specialist.

- Help the patient understand why you're recommending certain types of care, tests or treatments, especially if the patient requested or asked about other types.

- Review with patients what role they play in securing care, tests or treatment (e.g., scheduling with specialists, timely appointments).

Getting Appointments and Care Quickly	In the last 6 months, when you needed care right away, in an emergency room, doctor's office, or clinic, how often did you get care as soon as you needed it? Include in-person, telephone, or video appointment*s*
	In the last 6 months, 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? Include in-person, telephone, or video appointments.

Tips for success:

- Patients are more tolerant of appointment delays if they know the reasons for the delay. When the provider is behind schedule:

  - Front office staff should update patients often and explain the cause for the schedule delay. Offer reasonable expectations of when the patient will be

seen and give the patient options, showing respect for their time.

- Staff members interacting with the patient should acknowledge the delay with the patient.

- Consider implementing advanced access scheduling (same-day scheduling) or consider:

    - Leaving a few appointment slots open each day for urgent visits, including post-inpatient discharge visits.

    - Offering appointments with a nurse practitioner or physician's assistant to patients who want to be seen on short notice.

    - Offering online appointments to make it convenient for patients to connect with the practice.

    - Asking patients to make routine checkups and follow-up appointments in advance.

Care Coordination

When you visited your personal doctor for a scheduled appointment in the last 6 months, how often did he or she have your medical records or other information about your care?

In the last 6 months, when your personal doctor ordered a blood test, x-ray, or other test for you, how often did someone from your personal doctor's office follow up to give you those results?

In the last 6 months, when your personal doctor ordered a blood test, x-ray, or other test for you, how often did you get those results as soon as you needed them?

In the last 6 months, how often did you get the help that you needed from your personal doctor's office to manage your

care among these different providers and services?

In the last 6 months, how often did you and your personal doctor talk about all the prescription medicines you were taking?

Tips for success:

- Before walking in the exam room, review the reason for the visit and determine if you need to follow up on any health issues or concerns from previous visits.

- Implement a system in your office to ensure timely notifications of test results, ask patients how they would prefer to receive test results and communicate clearly with patients on when they'll receive test results.

- Utilize or implement a patient portal to share test results and consider automatically releasing the results once they're reviewed by the provider.

- Ask your patients if they saw another provider since their last visit. If you know patients received specialty care, discuss their visit and treatment plan, including new prescriptions.

- Complete a medication reconciliation at every visit.

Why focus on patient experience?

Partnering together with a year-round focus to improve the experiences of our patients will have many important benefits to your practice such as:

- **Increases patient engagement and drives better health outcomes:** The Agency for Healthcare Research and Quality (AHRQ) found that patients who report positive patient experiences saw much higher rates of patient engagement and clinical outcomes such as reductions in medication errors, falls, and length of stays.

- **Enhances an organization's revenue:** Estimates place the lifetime value of a patient at approximately $1.4 million and when patients have a bad experience and choose to go elsewhere, that money goes along with them. Also, patient experience is increasingly being used by payers as a metric to assess the quality of care that healthcare organizations are providing, and consequently is changing the way that those payers structure contractual agreements.

- **Improves an organization's reputation:** With the increasing amount of transparency, patients can see what others think about you and your office. Reputation based on patient experience impacts whether or not patients return to an organization or recommend it to those in their social network. Studies have shown by increasing customer retention rates by only 5% increases can increase company profits by 25-95%.

What resources does Oscar offer to providers & members to improve the healthcare experience?

Oscar Health offers many resources to promote patient satisfaction and to provide assistance to office staff:

- Oscar Health members can access Interpreter Services at no cost by calling their Concierge team

- Search for in-network providers, labs, pharmacies, and hospitals on hioscar.com/search

- Create a Provider Portal account to check member eligibility, check status of claims, submit prior authorizations electronically, and more

- Report roster changes by calling us at 855-672-2755 to ensure your patients have the most up to date information about your practice and providers

Checklist for QHP Success

Here are ways you can improve your patient's experience and help with the Consumer Assessment of Healthcare Providers and Systems (QHP) survey that your patients may receive in March 2022.

BEST PRACTICES

Before Appointments	○ **Make scheduling appointments easy** by reducing call wait times, offering a call back feature, and offering self-service booking options (via patient portal)
	○ **Reduce appointment wait times** by offering same-day, weekend, and early morning/evening appointment slots; offer waitlist options when fully booked
	○ **Offer telemedicine services** (by phone or video chat) as an alternative to in-person appointments
	○ Prepare the patients' records and review them ahead of time, **and get prior authorizations if necessary to expedite care**
	○ **Inform patients if there are likely to be long wait times** or if, last-minute, they need lab work completed
During Appointments	○ **Do your best to see patients within 15 minutes of their appointment time**
	○ **Check patients' prescriptions**, ensure they understand their medications, and alert them about any possible adverse drug interactions

○ **Let patients know when their results will be available**, schedule reminders to discuss results with them in a timely manner, and follow up effectively using the communication method that works best for them (live-call, patient portal)

○ **Provide patients with the opportunity to ask questions and voice concerns about their care**

End of Appointments

○ **Immediately schedule patients' follow-up appointments** to ensure continuity of care

○ **Account for follow up care** by referring patients to in-network providers/facilities, informing patients of any authorization requirements, and assist patients with scheduling appointments when needed

○ **Encourage patients to use the patient portal**, which lets them access their health records, request prescription refills, and ask providers questions

○ **Share health records with patients' other providers** to keep everyone up-to-date

Language to Drive QHP Enrollee Experience Measures

QHP Measure	QHP Questions	Useful Words & Phrases
Rating of Healthcare Quality	On a scale from 0 to 10, with 0 being the worst health care possible and 10 being the best health care possible, what number would you use to rate all your health care in the last 6 months?	• *"Best care"* • *"High quality care"* • *"Best health care possible"* *"Our goal is to serve you with the best health care possible every time "*
Rating of Personal Doctor	Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your personal doctor?	• *PCP → "personal doctor"* • *"Highest rated →* *'"Highest rated personal doctor/specialist"* • *"Best" → "Best personal doctor/specialist"* *"We strive to provide the best experience and quality of care to our patients"*
Rating of Specialist*	We want to know your rating of the specialist you saw most often in the last 6 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate the specialist?	
Getting Needed Care	In the last 6 months, how often was it easy to get the care, test, or treatment you needed? Include in-person, telephone, or video appointments.	• *"Always" → "Always able to get the care you need"* • *"Easy" → "Easily able to access the care you need"* • *"Quickly" → "Able to quickly get the care you need"*
	In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed? Include in-person, telephone, or video appointments.	
Getting Appointments and Care Quickly	In the last 6 months, when you needed care right away, in an emergency room, doctor's office, or clinic, how often did you get care as soon as you needed it?	• *"Always" → "Always able to get the care you need"* • *"Easy" → "Easily able to access the care you*

	Include in-person, telephone, or video appointments.	*need"* ● *"Quickly" → "Able to quickly get the care you need"*
	In the last 6 months, 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? Include in-person, telephone, or video appointments.	
Care Coordination	When you visited your personal doctor for a scheduled appointment in the last 6 months, how often did he or she have your medical records or other information about your care?	● *"Always" → "Always able to access your test results"* ● *"Easily" → "We make it easy for you to stay up to date on your healthcare journey"* ● *"Easy" → "We make getting your test results easy by conducting follow up phone calls to communicate your results."*
	In the last 6 months, when your personal doctor ordered a blood test, x-ray, or other test for you, how often did someone from your personal doctor's office follow up to give you those results?	
	In the last 6 months, when your personal doctor ordered a blood test, x-ray, or other test for you, how often did you get those results as soon as you needed them?	
	In the last 6 months, how often did you get the help that you needed from your personal doctor's office to manage your care among these different providers and services?	
	In the last 6 months, how often did you and your personal doctor talk about all the prescription medicines you were taking?	

For questions on QHP, please contact Ryan Bottinger, Member Experience Coordinator, at **rbottinger@hioscar.com**