



BlueCross BlueShield of New Mexico

Survey Shows Medicaid Members Give Their Providers High Ratings

Each spring, Blue Cross and Blue Shield of New Mexico (BCBSNM) surveys Blue Cross Community CentennialSM members to find out how happy they are with us and with you, their providers. Using the Consumer Assessment of Healthcare Providers and Systems (CAHPS[®]), we give members the opportunity to rate the services we offer and the health care you provide. The following table shows the results of this survey from 2018 to 2019.

Adults – percent who said they were “always” or “usually” satisfied with:	2018	2019	Children and children with chronic conditions – percent who said they were “always” or “usually” satisfied with:	2018	2019
Getting care quickly	84%	80%	Getting care quickly	91%	90%
Getting needed care	82%	82%	Getting needed care	82%	81%
Rating of health plan	75%	75%	Rating of health plan	88%	84%
How well doctors communicate	96%	93%	How well doctors communicate	97%	97%
Rating of all health care	78%	74%	Rating of all health care	87%	85%
Rating of personal doctor	81%	84%	Rating of personal doctor	91%	91%
Rating of specialist seen most often	88%	84%	Rating of specialist seen most often	88%	84%

From the results of these seven areas, adult members indicate satisfaction increased in *rating of personal doctor*. We’re proud of these achievements, and we thank you for the quality care and services you provide our members.

Can we do better? Yes. With contributions from all BCBSNM departments, our Quality team is analyzing the drops in our plan and health care ratings for children and bringing focus to our adult members’ health plan rating. Your contributions to these efforts are invaluable. Please consider sharing your ideas about our members’ experiences and your thoughts on improvement with the BCBSNM Quality team by calling us at 855-699-0042 or emailing us at qualityinquiry@bcbsnm.com. We will continue to earn our members’ confidence and improve their experience of our health care and services together in 2020.

About CAHPS: CAHPS survey results are used in National Committee for Quality Assurance (NCQA) health plan performance reports, health plan accreditation decisions and to create national benchmarks for care. We encourage providers to learn more about CAHPS by visiting the [NCQA CAHPS Web site](#).

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