



# 2024 patient experience survey

The annual care post service survey



Aetna is the brand name used for products and services provided by one or more of the Aetna group of companies, including Aetna Life Insurance Company and its affiliates (Aetna).

# Supporting providers, improving patient experiences



## What is the Aetna® patient experience survey?

Each year, Medicare members are given surveys by the Centers for Medicare & Medicaid Services (**CMS**), such as:

- The Consumer Assessment of Healthcare Providers and Systems (**CAHPS®**) survey
- The Health Outcomes **Survey (HOS)**

We also conduct a patient experience survey for Aetna members. We share the results with you. This survey focuses on metrics that are important to you. Patients will be asked to complete this digital survey after an in-person visit with a provider. It'll help us understand their perceptions of the care they get from providers like you.



## What's inside:

- ✓ Why **positive care experiences** matter
- ✓ Understanding the **patient experience questions** and tips for improving results
- ✓ **Resources** to assist in navigating patient-provider discussions

**Supporting you in delivering the best possible patient experience**

# Positive care experiences matter

**Patient experiences** are the care **moments**, shaped by a **culture** of care. They influence the **relationship** a patient has with their provider and care team.

## Patient experiences

Providers are essential to positive health experiences and outcomes. Having a personal provider has been shown to improve measures related to access such as getting needed care, getting needed drugs and getting care quickly.<sup>1</sup>

## Care moments

Empathy is important to the overall well-being of patients. It can provide better results and increase the potential for future improvement.<sup>2</sup> Take the time to explain things like treatment and test results. This empathetic approach may help improve health literacy while also reducing anxiety.<sup>3</sup>

## Culture of care

As a provider, you help your patients get the care they need. Showing a patient that you care may help them speak candidly about hard topics. You can help by sharing anecdotes, resources and reassurance that they're not alone.<sup>4</sup>

## Relationships

It's important to build strong provider-patient relationships. Connect with patients by preparing and listening intently. Agree on what matters most, building trust by exploring emotional cues. These connections may be made stronger through presence, awareness, focus and attention.<sup>5</sup>

**Elevating patient experience to improve health and satisfaction.**

**Expanding emphasis on preventive medicine and early disease detection.**

**Enhancing stronger decision support for chronic condition management.**

**Enriching the relationships patients have with their health, provider and plan.**

**Positive care experiences lead to positive outcomes**

<sup>1</sup>Martolf G, et al. **Care experiences among medicare beneficiaries with and without a personal physician.** Medical Care. April 2018; 56(4): 329-336.

<sup>2</sup>Moudatsou M, et al. **The role of empathy in health and social care professionals.** Healthcare. January 2020; 8(1), 26.

<sup>3</sup>Meyer A, et al. **Patient and clinician experiences of uncertainty in the diagnostic process: Current understanding and future directions.** Patient Education and Counseling. November 2021; 104(11): 2606-2615.

<sup>4</sup>National Institute on Aging. **Talking with your older patients.** National Institutes of Health. January 2023.

<sup>5</sup>Zulman, et al. **Practices to foster physician presence and connection with patients in the clinical encounter.** Special Communication. January 2020; 323(1): 70-81.



# Annual care post service survey

## What you should know

### Here's who gets the survey

We select an Aetna® member for the survey based off the medical claims submitted to us within the last 90 days. On average, a selected member will receive a survey within 45 days of their visit.

However, the timing of a survey varies based on when we receive claims from a visit. Within 30-45 days of receiving a claim for any visit to the PCP including annual wellness visits, annual physical exams and other outpatient PCP visits, we'll survey the member digitally.

The member may receive a subsequent survey if they have had a visit within 180 days.

**Supporting you in  
delivering the best  
possible patient  
experience**



## Getting needed care

### Member survey questions

Was it easy to get the care you needed? →

- General care
- Tests
- Treatment

Was it easy to schedule your appointment? →

### Industry best practices for physicians

Suggestions for having a positive impact on your patients

### Opportunity

Getting needed care can be difficult. When a patient understands their care plan, they're more likely to adhere to it.

Explaining tests and treatment clearly can help patients commit to seeking needed care. When you recommend care, be specific. Tell patients what their options and timelines are. Offer resources and support for getting care.

Ask patients about any problems they have with scheduling. Online and phone scheduling can be convenient to some. For others, it's best to schedule appointments in the office.

Offer to schedule follow-ups when a patient is checking out. And ask how they prefer to get appointment reminders.

Ask new and returning patients if they need any accessibility accommodations for scheduling or visits.

Ask your patient if they have transportation for appointments. If they don't, encourage them to call our Resources For Living® program. They can help your patients find transportation resources.



## Care coordination

### Member survey questions

Was it easy to schedule a specialist appointment?

Did your primary care provider (PCP) know about the care you got from a specialist?



### Industry best practices for physicians

Suggestions for having a positive impact on your patients

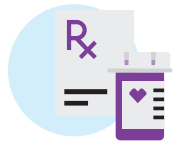
### Opportunity

Care coordination offers patients holistic access to the care they receive from separate providers. For those providers, care coordination becomes a team sport, guided by effective communication. When a patient's PCP is aware of care received elsewhere, they're able to focus on the total health care needs of a patient. And they're better equipped to reduce costs from redundant tests and procedures.<sup>1</sup>

Coordinating a patient's care is focused on reducing friction points. These points may include scheduling appointments and tests, understanding costs and consolidating information from disparate providers. These factors can be barriers to care as patients navigate logistical obstacles.<sup>2</sup>

<sup>1</sup>The New England Journal of Medicine. **What is care coordination?** NEJM Catalyst. January 2018.

<sup>2</sup>Compton-Phillips A. **When providers and plans collaborate on patient experience, everybody wins.** Press Ganey. September 2023.



## Getting needed prescription drugs

### Member survey questions

Was it easy to get medicines prescribed by your provider?

Did you talk with your provider about any medicines you take?



### Industry best practices for physicians

Suggestions for having a positive impact on your patients

### Opportunity

Consider these factors: drug availability and affordability, timely prescribing and up-to-date patient pharmacy choice. This results in patients getting the drugs they need.

Aetna® members have a QR code on their member ID card. It'll take them to a web page specific to their plan. And it has important resources such as their plan's formulary.



# Reducing the risk of falling

## Member survey questions

Have you talked with a provider about any of these?

- Falling
- Problems with balance
- Problems with walking



Has a provider told you to try any of these to help with balance or walking?

- Use a cane or walker
- Do an exercise program
- Do a physical therapy program
- Getting a vision or hearing test



## Industry best practices for physicians

Suggestions for having a positive impact on your patients

## Opportunity

Patients tend to have fewer falls when they are assessed for gait and balance challenges and receive regular vision and hearing tests.

Ask all patients about any issues they're having with balance or falling. Be sure to summarize any recommendations so it's clear what they should do to prevent falls.

Check out this resource on fall prevention:

[Aetna/Reduce\\_Falls](https://www.aetna.com/Reduce_Falls)





# Improving bladder control

## Member survey questions

Have you talked to a provider about bladder control?

Has a provider told you to try any of these to help with bladder control?

- Exercises
- Medicines
- Surgery



## Industry best practices for physicians

Suggestions for having a positive impact on your patients

## Opportunity

Incontinence can be a difficult subject to approach. But it's important to discuss with your patient. It's more than an inconvenience and can also lead to falls, if not controlled.

Be sure to summarize any recommendations so your patient clearly understands what they can do to improve their bladder control.



## Monitoring physical activity

### Member survey questions

Have you talked with a provider about your physical activity? Such as talking about if you exercise.



### Industry best practices for physicians

Suggestions for having a positive impact on your patients

### Opportunity

Helping patients track their physical activity can help them meet their goals.

Our movement tracking resource includes space for you to make recommendations. And patients can write down any concerns they have about their activity.

You can find this resource at  
[Aetna/Move\\_Tracker](https://www.aetna.com/move-tracker)



# Improving and maintaining mental health

## Member survey questions

Have you ever talked with a provider about mental health?



Think about the last 30 days.

Was your mental health mostly good?



## Industry best practices for physicians

Suggestions for having a positive impact on your patients

## Opportunity

Monitoring mental health outcomes can help patients and providers understand how effective certain interventions and treatments are.<sup>1</sup> Mental health is an important part of overall quality of life. Measures in quality of life may help in tracking health disparities and assessing the impact of chronic diseases.<sup>2</sup>

We're asking patients to self-rate their mental health on a 30-day timeline. This measure includes stress, depression and problems with emotion. This topic can be hard to talk about. When talking to patients about mental health, ask open-ended questions to allow them to speak candidly. If you find that a patient needs a mental health referral, be specific. Offer them contact information and an explanation of the referral to help them take action.

If a patient is in crisis, encourage them to call the **Suicide and Crisis Lifeline at 988**. They're available 24/7 for free and confidential support.

<sup>1</sup>Guttman M. **Rethinking how we measure progress in mental health treatment**. National Alliance on Mental Illness. June 2023.

<sup>2</sup>Dumas S, et al. **A comparison of the four healthy days measures (HRQOL-4) with a single measure of self-rated general health in a population-based health survey in New York City. Health and Quality of Life Outcomes**. September 2020; 18: 315.



# Patient open comments

## Member survey questions

Think about the most recent doctor visit you may have had since enrolling with the plan. Please describe anything about the visit, the staff or the follow-up that went especially well.

**Please share any good or bad experiences you had in your most recent visit.**



## Industry best practices for physicians

Suggestions for having a positive impact on your patients

## Opportunity

This open-ended question won't impact your score. We're asking patients to openly share any good or bad experiences they had in their most recent visit.

This question helps us capture anything we've missed. So we can effectively monitor outcomes and identify any unmet needs or disparities in getting needed care.



## Your patient experience results

The 13 questions on our survey align with the official CAHPS® survey and HOS questions that you and your team have the most influence over.

Survey results will be shared to help you understand your patients' perception of care. Together we can apply these results to gain insights on ways to identify areas of improvement and drive better health outcomes.

As data is collected, we'll review your results with you to create an action plan to make improvements.

# Patient experience scores

Questions 1–6 align with those found in the **CAHPS®** survey

Each question allows for a Yes/No/Doesn't apply answer

1. Was it easy to get the care you needed?
2. Was it easy to schedule your appointment?
3. Was it easy to schedule a specialist appointment?
4. Did your primary care provider know about the care you got from a specialist?
5. Was it easy to get the medicines prescribed by your provider?
6. Did you talk with your provider about any medicines you take?

Scoring will follow a Yes = 100% No = 0% calculation. Where the mean score is collected using all the responses that are not N/A.



**Getting needed care**



**Getting needed Rx drugs**

**Why are these surveys important?** They give patients a voice. And through a coordinated partnership, we can bring together an incredible range of tools, expert care and support to have the most positive impact on your patients.

# Patient experience scores

Questions 7–13 align with those found in the **CAHPS®** survey

Each question allows for a Yes/No/Doesn't apply answer

7. Have you talked with a provider about any of these?  
Falling, problems with balance, problems with walking

8. Has a provider told you to try any of these to help with balance or walking? Use a cane or walker, do an exercise program, do a physical therapy program, getting a vision or hearing test

9. Have you talked to a provider about bladder control?

10. Has a provider told you to try any of these to help with bladder control? Exercises, medicines, surgery

11. Have you talked with a provider about your physical activity? Such as talking about if you exercise.

12. Have you ever talked with a provider about mental health?

13. Think about the last 30 days. Was your mental health mostly good?

Scoring will follow a Yes = 100% No = 0% calculation. Where the mean score is collected using all the responses that are not N/A.



**Fall risk management**



**Management of urinary incontinence**



**Physical activity in older adults**



**Improving or maintaining mental health**



# Healthier happens together™

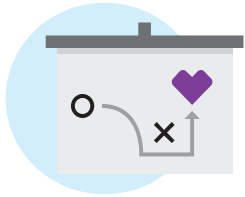
**Resources for better patient experience**

**What's inside:**

- Aetna® patient engagement materials portal
- Annual care checklist
- CAHPS® and HOS provider toolkit
- Example member ID card
- Plan web pages
- Resources For Living® program
- SilverSneakers® Fitness Benefit
- Tools to help you understand the CAHPS survey

**Helping patients  
with what  
matters most**





## Providing a 5-star experience

Understanding industry best practices in support of CAHPS® and HOS measures will be the key to a successful patient journey and experience.

### Resources include:

- eLearning
- Tailored office hours
- Patient experience materials
- Personalized webinar
- Supplemental member verbatiums upon request

### Understanding the CAHPS survey

[Aet.na/Understand\\_CAHPS](https://www.aetna.com/Understand_CAHPS)

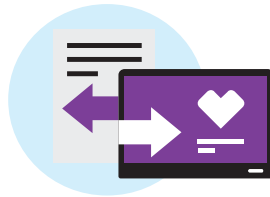
### CAHPS and HOS provider education video series

[Aet.na/Provider\\_Video\\_Resources](https://www.aetna.com/Provider_Video_Resources)

### Aetna patient engagement materials portal

[Aet.na/Provider\\_Resource\\_Portal](https://www.aetna.com/Provider_Resource_Portal)

# QR code and plan web page URL on ID card



## Learn more about your patients health plan benefits in one place

Our **member ID cards** make it easy for you and your office staff to access details about a patient's plan. It includes plan materials like:

- Summary of Benefits
- Evidence of Coverage (EOC)
- Formulary

Just scan the **QR code** or visit the **plan web page URL** on your device.

**An important tool that can help you learn about a patient's health plan benefits**

## Example member ID card



Medicare PPO  
Aetna Medicare Dental

Market Plan Name  
PLAN# XXXXXXXXXXXXXXXX  
ID 10XXXXXXXXXXXX  
NAME E JOHN Q SAMPLE  
RxBIN 610502 RxPCN MEDDAET  
RxGRP# RXAETD

MedicareRx  
Prescription Drug Coverage X

ISSUER (80840)

PCP \$XX  
ER \$XX

Printed on: XX/XX/XXXX

HXXXX-XXX

[AetnaMedicare.com/HXXXX-XXX](https://www.aetna.com/HXXXX-XXX)  
Aetna Dental Providers: [AetnaDental.com](https://www.aetna.com/AetnaDental.com)

Customer Service	1-833-570-6670
Dental Customer Service	1-866-409-0937
Prescription Drug	1-833-620-8808
24 Hour Nurse Line	1-855-493-7019
Provider Services	1-800-624-0756
TDD/TTY	711

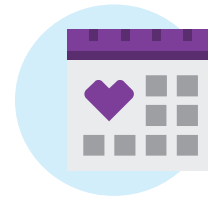
Send claims to:  
Aetna Medicare  
PO Box 981106  
El Paso, TX 79998-1106

This plan is part of Aetna Dental PPO Network.  
This card does not guarantee coverage.

Payer ID# 60054  
Medicare limiting charges apply.



To learn more about a patient's health plan scan the **QR code** or visit the **plan web page**.



## Annual wellness visit

The **annual wellness visit** is a great time to gain more focus on your patient's overall well-being and physical, mental and emotional health.

During the annual wellness visit, you can:

- Discuss current medications
- Discuss any risk factors they should keep in mind
- Talk about their emotional or well-being concerns
- Review any needed screenings and shots

**We've developed a tool to help you and your patient create a personalized plan.**

Our **annual care checklist** can help guide the conversation with patients and keep your chat on track.

**Download** our **annual care checklist**

Scan the QR code or visit

[Aetna/Patient\\_Care\\_Checklist](https://www.aetna.com/Patient_Care_Checklist)

## SilverSneakers® Fitness Benefit

Gym visits through the **SilverSneakers fitness program** can boost your patient's mood, improve their health and help them avoid social isolation, too.

Your patients have access to 1,000s of participating SilverSneakers locations nationwide.

**Would a patient rather workout at home?** They can log in at [SilverSneakers.com](https://www.silversneakers.com) to view on-demand videos and join live online classes. Or they can download the SilverSneakers GO app to access workout programs tailored to their fitness level. All are available at no extra cost.

To learn more, call SilverSneakers at **1-866-584-7389 (TTY: 711)**, 8 AM–8 PM ET, Monday–Friday. Or visit [SilverSneakers.com/StartHere](https://www.silversneakers.com/StartHere)

## Needs that go beyond medical care

Our Resources For Living® program can connect your patient to a wide range of services in their area. This includes transportation, housing, access to food, social connections and so much more. No extra cost for the call. Your patient pays for any services they use.

Call **1-866-370-4842 (TTY: 711)**, 8 AM–5 PM, Monday–Friday. Or visit [Aetna/RFL](https://www.aetna.com/RFL)

## Does your patient have an Aetna® Dual Eligible Special Needs Plan (D-SNP)?

These patients can reach out to their Aetna care team to help get the info on benefits and services they may need.





## **Have questions?**

**Email us at [askSTARS@aetna.com](mailto:askSTARS@aetna.com)**

