

# What is CAHPS<sup>®1</sup>?

CAHPS—the Consumer Assessment of Healthcare Providers and Systems—was developed by the Agency for Healthcare Research and Quality (AHRQ) and is the national standard for measuring patients' experience with health plans. CAHPS data helps plans identify their strengths and weaknesses and implement strategies to address needed improvements. CAHPS data can also help consumers select organizations with strong consumer satisfaction ratings.

The CAHPS Commercial Health Plan Survey evaluates consumers' experiences with their health plan in the previous 12 months. Specifically, the survey evaluates the patient's perspective on:

- How well they can access care when they need it.
- How satisfied they are with the care provided by their personal doctor.
- The care they received from specialists in the last 6–12 months.
- Their plan's customer service.

CAHPS surveys are completed annually by health plans and are conducted for both adult members of the plan (18 and older) and for children (a parent or guardian responds on behalf of the child). Plans submit CAHPS results to NCQA annually in order to earn Accreditation. A number of CAHPS survey questions are used in Health Plan Ratings.

To learn more about CAHPS, visit the AHRQ website at: <https://www.ahrq.gov/cahps>

To learn more about how CAHPS is incorporated into HPA and Health Plan Rankings, visit:

- NCQA's Version of the Health Plan Survey
- NCQA 2021 Health Plan Ratings Methodology

<sup>1</sup> CAHPS<sup>®</sup> is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

For more information, visit [www.ncqa.org](http://www.ncqa.org)



The National Committee for Quality Assurance (NCQA) is a 501(c)(3) not-for-profit that uses measurement, transparency and accountability to improve health care. NCQA creates standards, measures performance and highlights organizations that do well. All this helps drive improvement, save lives, keep people healthy and save money.

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