

Beginning December 20th, of 2022 and concluding on May 23rd, 2023 the State of Colorado will be administering the Consumer Assessment of Healthcare Providers and Systems Clinician and Group Survey (CG-CAHPS). We would like to inform you that it is a possibility that members attributed to your practice may be identified as a survey respondent for the CAHPS survey.

We would ask that you encourage your Health First Colorado Members to complete the CG-CAHPS if surveyed. The results of this survey are valuable and will be shared with the RAEs after survey responses are tabulated. We will in turn share the results with you in order to help drive member experience interventions and initiatives. Please be aware that there is an adult and child surveys. For the child surveys, parents, guardians or the person who knows the most about their child's health care are asked to complete on their behalf.

Below is a brief description of the survey notification that Health First Colorado Members will receive if selected for the survey. Thank you for your assistance in this meaningful initiative.

How can your [RAE Name] serve you better? How can people choose the health care plan that is best for them?

This survey gives you the chance to tell us what you think about the services we provide at [RAE Name]. It will take less than 20 minutes to complete.

DataStat is an independent research firm that is helping us conduct the survey. No one but the research staff will see your answers. Your answers will not have your name on them and will be part of a pool of information from others like you. Please call DataStat at the toll-free number (1-888-506-5136) if you have any questions.

If you like, you can complete this survey on the internet. To complete the survey on the internet, log on to <https://www.datastat.com/COCAHPS> and enter the following user name. Or you can use the QR code provided to open the survey. To use the QR Code, open your smart phone camera and hover over the QR code. A pop up should appear with a link to a web location where you can complete your survey.

Because we are asking only a few people to take the survey, it is very important that you complete the survey right away.

Thank you for helping to make health care better.