

MCAHPS Survey for Your Patients

Your patients may receive the Medicare Consumer Assessment of Healthcare Providers and Systems (MCAHPS) survey from the U.S. Centers for Medicare & Medicaid Services (CMS). The survey measures patients' experiences with their health plans and care they receive with providers and at facilities in their networks. We want you to be aware that your patients may ask you questions if they receive the survey.

Managing their healthcare makes a difference for our members' experience. Areas that often improve patient satisfaction include coordinating specialty care, following up on test results and discussing prescriptions.

Your partnership plays an important role in shaping the experience for our shared customers - your patients, our members. We appreciate your continued commitment to delivering high-quality care and helping improve the overall member experience.