



You Can Make a Difference! What You Should Know About CAHPS

Your interactions with your care providers play a key role providing a better way to care together. Sharing your feedback helps to promote change and getting timely treatment.

The **Consumer Assessment of Healthcare Providers and Systems (CAHPS)** survey helps provide feedback on your health care experience. Centers for Medicare & Medicaid Services (CMS) selects a random sample of health plan members from eligible Medicare Advantage (MA) contracts to participate in CAHPS each year in March by mail. We will use the information from the surveys to improve your overall care experience.

We want to hear from you. If you receive the survey, please take a moment to share your healthcare experiences.

Reference: Consumer Assessment of Healthcare Providers & Systems (CAHPS) | CMS