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CMS Currently Surveying HPSM Members on Health Care Experience

Dear Provider,

We are contacting you today to notify you that the annual Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey is currently underway in case you receive questions about the survey from the Health Plan of San Mateo (HPSM) members.

The CAHPS surveys ask health plan members to report on their experiences with health care services they've received over the past six months. The surveys are a product of the Agency for Healthcare Research and Quality's CAHPS program, which is a public-private initiative to develop and maintain standardized surveys of patients' experiences with ambulatory and facility-level care.

For more information regarding the CAHPS survey, visit the AHRQ website:

<https://www.ahrq.gov/cahps/index.html>

This survey only impacts HPSM members under the CareAdvantage line of business.

If you or an HPSM member has any questions about this survey, you can call the survey organization working with Medicare toll-free at **1-866-864-8918**, Monday-Friday, from 9am-9pm CST.

Thank you,

The Health Plan of San Mateo