



801 Gateway Boulevard, Suite 100  
South San Francisco, CA 94080

tel 650.616.0050

fax 650.616.0060

tty 800.735.2929 or dial 7-1-1

[www.hpsm.org](http://www.hpsm.org)

**February 25, 2026**

## **Member Questions Regarding the Annual CAHPS Survey**

Dear provider,

Every year, Health Plan of San Mateo (HPSM) Medi-Cal and CareAdvantage members are chosen at random to complete the Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey. This survey is conducted by the Agency for Healthcare Research and Quality (AHRQ).

This survey asks members about their experiences with health care services they've received both directly from HPSM, as well as HPSM network providers, in the past six months. The survey results are used to improve care for our members.

**If an HPSM member asks about the survey, please direct them to our survey vendor, Press Ganey, rather than calling HPSM. They can find the number to Press Ganey in their survey packet. Please note that survey timing for Medi-Cal and CareAdvantage members vary, so you may get questions through March.**

Once we have the results from the survey, we may contact you to help improve member experience survey scores for your assigned members. If your contact information has changed since contracting with HPSM, please make updates here: <https://providers.hpsm.org/ChangeRequestProvider/>

To learn more about CAHPS and member/patient experience, please visit:

<https://www.hpsm.org/provider/patient-experience>

If you have any questions, please contact the HPSM Member Experience Team at

[MemberExperience@hpsm.org](mailto:MemberExperience@hpsm.org).

Thank you,

The Health Plan of San Mateo