

The Clinical & Group Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey

Over the next couple months, a company named DataStat/MDPCP (Maryland Primary Care Program) may send you a survey in the mail (or email) on behalf of the Centers for Medicare & Medicaid Services (CMS).

Maryland Primary Care Program evaluates practices on the results of these surveys. Participating practices are scored on the basis of responses from their patients. These scores are then compared to scores of similar practices.

Your opinion is important to us. If you receive a survey in the mail, please complete the survey as soon as possible. Our practice relies on patients to complete this survey to provide valuable feedback.

Your feedback will help inform how we can better provide services to our patients. Please be as honest as possible as the results will help us improve our practice.

Participation in this survey is voluntary and anonymous. Our practice will not see individual results or receive notification of the patients who participated in the survey. DataStat will provide our practice with a summary of the results upon completion.



I RECEIVED A CAHPS SURVEY... NOW WHAT?



WHO SENDS CAHPS ?

A company named **DataStat/MDPCP (Maryland Primary Care Program)** may send you a survey in the mail (or email) on behalf of the Centers for Medicare & Medicaid Services (CMS).



WHY TAKE THE SURVEY?

Your opinion is important! If you receive a survey in the mail, please complete the survey as soon as possible. Practices rely on patients to complete this survey to provide valuable feedback. And it will only take you about 10 minutes to complete!



WHERE WILL YOU FIND CAHPS?

Look out for an email or physical mail from a company named **DataStat/MDPCP (Maryland Primary Care Program)**. That is where you will receive more information about completing the survey



WHAT IS CAHPS?

The **Consumer Assessment of Healthcare Providers and Systems (CAHPS)** survey asks about your patient experience including ability to schedule timely appointments and good communication with healthcare providers, as well as other valuable feedback for your practice!



PRIVACY

Participation in this survey is voluntary and anonymous. Practices will not see individual results or receive notification of the patients who participated in the survey. DataStat will provide practices with a summary of the results.

QUESTIONS?

Contact the MDPCP Help Desk:

 Marylandmodel@cms.hhs.gov