

PreCAHPS

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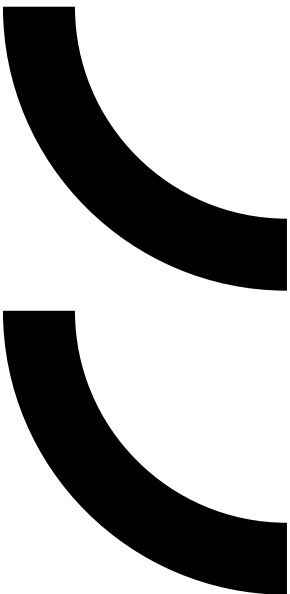


PreCAHPS

Help Us Help You Better!

We're committed to being the best health plan for you.

That's why we want to let you know that from March through June of 2024, the Centers for Medicare and Medicaid Service (CMS) may ask you to complete a survey.





How will I recognize the survey?

- The survey will be sent by Press Ganey, on behalf of CMS, and is called CAHPS (Consumer Assessment of Healthcare Provider and Systems).
- The survey may be sent to you via email or as a physical letter. You will also receive directions on how to fill out the survey online if you choose.

Can I get someone to help me fill out the survey?

- Yes. If you need help filling out the survey, you may ask your

aide or family member to help you, but the answers need to be your own.

- You may also complete the survey over the phone with a live representative. Call the toll-free number listed on the survey.



Is the survey anonymous?

- Yes, the survey is anonymous.
- CMS will share the results from the survey with us so we can provide more effective care for our members.
- Completing the survey will not impact your benefits in any way.

How are the survey results used?

- We use the results to identify opportunities to improve service for all members.
- That's why we want to hear from you. It's important that you complete the survey if you receive it. Our goal is to be the best possible health plan for you!



We value your feedback. Completing the survey will help us help you better!

For questions about the survey, call the toll-free number listed in the survey.

Questions about your benefits?

Contact us through your online account or call us 7 days a week, 8 am – 8 pm (Oct. – Mar.) Weekdays, 8 am – 8 pm (Apr. – Sept.)

vnshealthplans.org/account



Call Us: 1-866-783-1444 (TTY: 711)

