



2022 CCHP MEMBER SATISFACTION SURVEY (CAHPS)

IT'S COMING!!!

CCHP continues to pursue 5 Stars under the CMS Medicare program. Member satisfaction represents a very important component of the Medicare Stars program and is measured through the **CAHPS (Consumer Assessment of Healthcare Providers and Systems)** surveys administered by a CMS-approved third-party vendor, SPH. Individual, Family, Employer Group and Covered CA members (under the CCHP Balance brand) are also surveyed with similar questions. These results are publicly reported.

Medicare members may receive their surveys in a light blue envelope and Individual, Family, Employer Group and Covered CA members may receive their survey in a white envelope (with the blue CCHP Balance logo). Member responses directly impact Chinese Hospital, our providers and health plan.

It is critical that your staff remind members – and your family who are CCHP members - that they may receive a survey. Also, remind the members that **ALL QUESTIONS** must be **COMPLETED** and the surveys must be **MAILED BACK** to our vendor **SPH Analytics**. A return envelope will be provided to the members.

For any requiring assistance with translations or completing the survey, direct them to CCHP member services 1-888-775-7888 or 1-415-834-2118.