

Template for Communicating with Beneficiaries about the CAHPS for ACOs Survey

Some ACOs may wish to notify their Medicare beneficiaries about the CAHPS for ACOs Survey. ***If an ACO chooses to communicate this information, it must notify all Fee-for-Service Medicare beneficiaries assigned to that ACO about the possibility of participating in the survey using the template below.*** An ACO should NOT encourage beneficiaries to answer survey questions in a particular way, imply that it will be rewarded for positive feedback, or offer incentives of any kind.

Your ACO's
Logo

ATTENTION ALL FEE-FOR-SERVICE MEDICARE BENEFICIARIES

Because your health care provider is a participant in the [NAME OF ACO], you may get a survey in the mail from the Centers for Medicare & Medicaid Services (CMS) that asks about your experience with your health care provider and his or her office staff.

CMS is the federal agency that administers the Medicare program and is responsible for making sure that Medicare beneficiaries get high quality care. One of the ways that CMS fulfills that responsibility is by asking Medicare beneficiaries about the care they are currently receiving.

If you are selected to receive a survey, please take the time to evaluate your health care provider honestly. Completing this survey is voluntary and your decision to participate or not to participate will not affect your Medicare benefits in any way. However, your opinion is important and we hope you will take this chance to tell CMS about the quality of care you receive. CMS will combine the information you provide with information from others to understand the quality of care delivered to Medicare beneficiaries. Your provider does not know who is selected to receive a survey, and will not see your individual survey or answers.