

**CAHPS[®] Survey for Accountable Care Organizations
(ACOs) Participating in Medicare Initiatives**

2019 CAHPS for ACOs Survey

**Initial Cover Letter
(English)**

**2019 CAHPS for ACOs Survey
INITIAL COVER LETTER – English**

[THE HEADING ABOVE IS NOT TO BE INCLUDED ON THE LETTER SENT TO BENEFICIARIES]

[VENDOR LETTERHEAD]

[VENDOR RETURN ADDRESS]
[LAST DATE OF 1ST SURVEY MAILING]

Dear [FIRST LAST]:

As a person with Medicare, you deserve to get the highest quality medical care when you need it, from doctors, nurses and other health care providers you trust. The Centers for Medicare & Medicaid Services (CMS) is the federal agency that administers the Medicare program. To help CMS monitor the quality of the care available under Medicare, they need to hear directly from people with Medicare about the care they receive.

CMS is conducting a survey that asks about a specific provider you visited, and your experiences in the last 6 months. [VENDOR NAME] is working with CMS to conduct this survey, and you were selected at random from people with Medicare to receive the enclosed survey. It should take you about 13 minutes to fill out the survey. The accuracy of the results depends on getting answers from you and other people with Medicare selected for this survey.

Your information is protected by U.S. federal law, and we will keep your survey answers and all your information in confidence. We will not share your information with anyone other than authorized persons at CMS. We will not share your completed survey with any of your health care providers. **You do not have to participate in this survey. Your help is voluntary, and your decision to participate or not to participate will not affect your Medicare benefits in any way.**

If you have any questions about the survey, please call us toll-free at [VENDOR NUMBER], between 9:00 am to 6:00 pm [VENDOR TIME ZONE], Monday through Friday. Please take this opportunity to help CMS learn about the quality of care you receive. Thank you in advance for your participation.

Sincerely,

[SIGNED BY SENIOR LEADER AT VENDOR ORGANIZATION]