



CHOICESM
Health Plans

Provider News

Your VNSNY CHOICE Total Patients May Be Surveyed about Care You Provide

This spring—from March to June—your VNSNY CHOICE Total (HMO D-SNP) patients may receive a consumer satisfaction survey from the Centers for Medicare and Medicaid Services (CMS).

The survey will ask about the care and services they receive from providers like you through their VNSNY CHOICE Total healthcare plan. Their answers affect our quality scores and reputation, which can drive enrollment and lead to more patients for you.

The **Consumer Assessment of Health Providers and Systems** or CAHPS survey will be administered by a company called **Symphony Performance Health**, on behalf of CMS.

If your patient tells or asks you about a survey they have received, please tell them it is very important that they fill it out. Their answers will help us improve the services CHOICE provides to all of our members.

How would your clients answer these questions from the CAHPS survey?

- In the last 6 months, how often was it easy to get the care, tests or treatment you needed?
- In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?
- In the last 6 months, how often did your personal doctor listen carefully to you?
- In the last 6 months, how often did your personal doctor show respect for what you had to say?

- In the last 6 months, when you visited your personal doctor for a scheduled appointment, how often did he or she have your medical records or other information about your care?

[See a Preview of the CAHPS survey](#)

CHOICE Provider Services

Please call toll free: **1-866-783-0222**

TTY for the hearing impaired: **711**

Monday – Friday, 9 am – 5 pm

Thank you for being part of the VNSNY CHOICE Provider network!

We want to make this publication useful to you. Please let us know what you think! Write to us at CHOICEProviderNews@vnsny.org.

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