



**CHOICE**<sup>SM</sup>  
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 did you see the person you came to see within 15 minutes of your appointment time?
- 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 show respect for what you had to say?
- In the last 6 months, when your personal doctor ordered a blood test, x-ray or other test for you, how often did someone from your personal doctor's office follow up to give you those results?
- In the last 6 months, how often did you and your personal doctor talk about all the prescription medicines you were taking?

[Preview the CAHPS survey](#)

## We May Ask to Review Some of Your Medical Records

Beginning in February, a data analysis organization named **Cotiviti** may contact you on our behalf to request medical records for some of your patients. This review is part of the annual Healthcare Effectiveness Data and Information Set (HEDIS) audit.

Developed by National Committee for Quality Assurance, HEDIS measures quality by examining medical records to determine whether certain care standards for patients have been met. This is not an audit of physician performance.

As a reminder, your provider participation agreement with VNSNY CHOICE requires that you supply us with medical records needed for various purposes, including quality reviews, at no charge. Cotiviti will make every effort to minimize disruption to your practice and to patient care.

Your assistance in the data collection process for HEDIS is extremely important to its success. Thank you in advance for working with us!

If you have questions, please write to [QualityManagement@vnsny.org](mailto:QualityManagement@vnsny.org) or contact your Provider Relations representative.

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## **CHOICE Provider Services**

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

TTY for the hearing impaired: **711**

Monday – Friday, 9 am – 5 pm

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## **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](mailto:CHOICEProviderNews@vnsny.org).

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