



# Provider Link

To: CPMG Providers

From: Children's Physicians Medical Group, Inc. (CPMG)

Date: January 9, 2018

Re: Annual CAHPS Patient Experience Survey

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As you know, a requirement of our health plan contracts is to annually assess patient satisfaction. The CAHPS (Consumer Assessment of Healthcare Providers and Systems) survey focuses on the patient's experience during visits to your practice, specifically regarding access to care, patient-doctor interactions, office staff interactions, coordination of care and health promotion.

This patient satisfaction survey will be mailed to your CPMG/RCHN commercial HMO patients, on 1/8/18 with a second mailing on 2/5/18. The results of the survey are factored into CPMG's Pay for Performance (P4P) results and used for quality improvement program incentives. **Please encourage your patients to complete the survey.**

Should you have any questions concerning this notification, please contact the CPMG Provider Relations department as below:

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