



**AmeriHealth Caritas**<sup>™</sup>  
District of Columbia

**To:** AmeriHealth Caritas DC Providers

**Date:** April 16, 2021

**Subject:** 2021 CAHPS Survey

Through mid-May, some AmeriHealth Caritas District of Columbia (DC) enrollees will receive the Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey in the mail from SPH Analytics. Enrollees are selected at random to complete the survey, which will ask them about their health care experiences as an AmeriHealth Caritas DC enrollee.

**AmeriHealth Caritas DC needs your help.** Please encourage your patients who receive the CAHPS survey to complete it. Their responses help AmeriHealth Caritas DC better serve its enrollees.

Below is information you can share with patients who have questions about the CAHPS survey.

- The CAHPS survey is an opportunity to share your honest feedback about your experiences as an AmeriHealth Caritas DC enrollee.
- Enrollees are chosen at random to participate.
- The survey can be taken by mail or phone.
- Questions can be answered in English or Spanish.
- Your responses are completely anonymous.
- Your feedback will help AmeriHealth Caritas DC become a better health plan.

Please note that the survey enrollees receive will not read “Consumer Assessment of Healthcare Providers and Systems” or its acronym, “CAHPS.” The identifying marks on the survey will be the AmeriHealth Caritas DC logo on the survey itself and “SPH Analytics” (our vendor) on the envelope.

Thank you for your partnership in encouraging your patients and our enrollees to have a voice in their health care.