

## WHAT IS CAHPS?

The Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey is conducted annually and measures our member's experience with MetroPlus. The overarching goal of the CAHPS survey is to obtain standardized information about our members' experience. Survey results are used to identify opportunities for improvement that are not meeting member needs or expectations.

Not all members will receive a survey, so it is important if you do receive one to respond. All information is kept strictly confidential and we do not know how our members responded to the questions. Not all questions or topics apply to every member. It is important that you and your doctor discuss tobacco use, questions about taking aspirin and the importance of getting a flu shot. A good time to talk about these topics is during your annual doctor visit.

### **Tobacco Use**

- Talk to your provider if you smoke cigarettes or use tobacco every day, some days or not at all?
- Talk to your doctor about your options and support that is available to help quit smoking or using tobacco. Examples of methods and strategies are: telephone helpline, individual or group counseling, or cessation program.
- There are medications that assist with quitting. Talk to your doctor about different medication that is available. Examples are: nicotine gum, patch, nasal spray, inhaler, or prescription medication.

### **Aspirin Use**

- Talk to your doctor to see if taking an aspirin is right for you. Occasionally people have a health problem or take medication that makes taking aspirin unsafe. Your doctor is the best person to talk to about this.
- Discuss the risks and benefits of aspirin to prevent heart attack and stroke with your doctor.

### **Flu Prevention**

- Have you had a flu shot or flu spray? If not, talk to your doctor or other health care professional in your doctor's office. Most people should get the flu shot annually.

Remember answering the CAHPS survey every year will only help us help you! If you receive a CAHPS survey and need assistance completing it you may contact our Customer Services Department from 8 a.m.-8p.m. 1-800-303-9626.