

# MEMBER EXPERIENCE SURVEY

## Aetna Wants to Hear From You!

Your experience with your doctors and Aetna as your Health Plan is very important to us.

You may receive the Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey. The results of the member experience survey are used to improve your care experience with us and to make improvements to the programs and services available to our members.

If you receive a **BLUE ENVELOPE** in the mail with the survey, we ask that you take the time to answer all the questions. The survey is completely anonymous, meaning the answers you provide are confidential and can be completed by mail, on the phone (by utilizing QR code) or even by email!

## What is in the CAHPS Survey?

The CAHPS survey will ask questions about your experience with your health care providers and your complete care experience in the following areas:

- Getting Needed care
- Getting Care quickly
- Aetna's Customer Service
- Care Coordination

## When will I receive a Survey?

Surveys will be mailed in a **BLUE ENVELOPE** between February and June from the Center for the *Study of Service (CSS)*. You may also receive a call to complete the survey over the phone and you also have the option to complete the survey online, via email or by utilizing the QR code.

## We Value You!

Our goal is to provide you with the highest quality of care and services possible. If you have questions, comments or concerns with any Health Care Services you are receiving, we encourage you to contact Aetna at 855-737-0770 ext. 711